

FAQ's

Why have there been no major Lenel NVR releases since June 2010?

Historically, Lenel NVR was part of the OnGuard suite and all updates to Lenel NVR were tied to the OnGuard release cycle. One of the key objectives of the NVR 7.0 launch was separating it from OnGuard. In order to achieve this goal, significant time and resources were devoted to extracting it from OnGuard. The result: more timely NVR releases and greater product focus.

Why has Lenel invested in this program?

Lenel is committed to providing the best-in-class integrated security system and recognizes that a strong IP video solution is a critical component of this system. The video recording engine is a fundamental building block of an IP video solution.

Is Lenel committed to continuing investment in Lenel NVR?

Yes, Lenel NVR is a key technology module in the Lenel Security Platform. Lenel NVR will become the foundation for all Lenel video solutions going forward. Development on the next release of Lenel NVR has already begun, with release scheduled for early 2013.

Is the technology behind Lenel NVR just too old – why didn't you just start over?

Lenel NVR is a mature, tested product– stable and very robust. This proven foundation was enhanced, building on the best of the previous Lenel NVR, and augmenting it with new state-of-the-art technologies, while preserving the benefits of seamless integration.

Why doesn't Lenel standardize on the SkyPoint recorders?

The key strength of the Lenel NVR has always been its seamless integration into OnGuard, allowing a single configuration application to be used to administer the whole integrated Access & Video system. By focusing on enhancing the performance of the Lenel NVR, we are able to preserve that strength and limit or eliminate the need train on multiple systems.

Why did you extract Lenel NVR from OnGuard?

By extracting Lenel NVR from OnGuard, we allow for substantially greater flexibility with Lenel NVR. This enables us to provide updates and releases out-of-cycle from OnGuard releases. We can also respond much quicker to market needs, focusing on more nimble NVR-specific updates rather than being tied to the more lengthy OnGuard release cycle.

How does this release help me, as a VAR, manage my customers who are currently dissatisfied with the video/performance of their system?

The latest Lenel NVR release addresses several performance and stability factors. To date, we've experienced an overwhelmingly positive response to our Beta release, trial and testing, in terms of functionality and performance.

What did Lenel build into the updated product in order to increase its performance and efficiency?

We made many changes to enhance Lenel NVR, along with a dedicated focus on storing video files on disk. The result: better performance and faster video retrieval, two positive results for our customers.

What did Lenel do to improve product stability?

We made many changes to enhance the stability of the Lenel NVR. First, we removed the SQLExpress & OracleExpress databases and replaced them with an industry standard embedded database, more appropriate for the local/client storage needs of the Lenel NVR. We also started the process of replacing the DCOM with RTP transport protocols. In addition, we are providing updated and improved response for service failures through “self-healing” advances i.e. the system realizes something is wrong and restarts itself to resolve the issue.

Does video integration suffer when Lenel NVR is removed from OnGuard?

Pulling Lenel NVR from OnGuard actually gives your video integration a boost. We introduced a client abstraction layer (SDK) to standardize data exchange between Lenel NVR and external clients. We will be publishing this SDK to all 3rd party vendors in the future.

Will you support Lenel NVR on virtual machines?

Yes, we formally tested Lenel NVR with VMware in this release and will be supporting this configuration in the field. In general, we adhere to accepted best practices for commissioning virtual environments.

Will I be able to take advantage of all the new 7.0 features in previous versions of OnGuard?

Beta testers running OnGuard 6.4.500 have reported performance and stability improvements. There are some features that were added to Lenel NVR 7.0 that require updates on the client side to implement. When OnGuard 6.5 is released, customers will benefit from added bandwidth-throttle options. And when Prism is released later this year, it will take full advantage of the new functionality – dynamic video responsive, RTP compliance and thumbnail support. Clients with different needs will be able to benefit from flexible levels of functionality.

Why doesn't Lenel support as many cameras as the leading VMS vendors?

Lenel continues to focus on leading camera manufacturers. With the 7.0 release, we now support over 300 cameras from the premier and most utilized manufacturers of IP cameras. The RTP client/server implementation has laid the platform for full ONVIF Standards compliance, opening up to the full breadth of ONVIF-compliant cameras in future releases.

As Lenel NVR 7.0 is a major technology change – is it going to be a complex upgrade procedure? Will support for previously recorded video be lost?

The upgrade will be quite simple in that it will be automated using a simple install package and able to be completed with a few minutes (under 10). The SQLExpress database will be automatically migrated into the new embedded structure as a part of the standard installation and the SQLExpress app will not be removed from your system automatically. All recorded video will continue to function, but will not use the new indexes (i.e. you will not see performance enhancements on older video). Most importantly, your OnGuard configuration will NOT be affected by this upgrade.

Will there be any additional fees to take advantage of the upgrade?

If you are on a valid, current software upgrade and support plan (SUSP), access to the upgrade is included in the plan, so there will be no additional cost.

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