Release Letter

Video Security Client

Product:	***Video Security Client***
Version:	***3.9.2***
Date:	***30.10.2026***

This letter contains latest information about the above mentioned software.

1. General

Video Security Client is the market's easy to use video surveillance application provided by IQSIGHT for local and remote monitoring of IP cameras and appliances. The software supports small systems with up to 256 cameras each and is the perfect choice for loss monitoring in supermarkets, boutiques, offices, and hotels. By connecting to one of the IQSIGHT Recording solutions of the DIVAR IP Family all channels provided by the DIVAR IP are supported. Cameras attached to a larger BVMS systems can be accessed as well, if all cameras are managed by a single VRM system. Video Security Client comes with a selection dialogue, to define a maximum of 256 out of the total amount of cameras.

Video Security Client allows to live-monitor and replay IP surveillance cameras anywhere network connection is available. The application supports standalone network cameras or any DIVAR IP family device. As the Video Security Client directly connects to the IQSIGHT devices, no local configuration is needed. For a better overview and individual organization, devices are represented as remote sites.

2. New Features

- Supports Single Sign-On for VideoView+ for DIVAR IPs, enhancing security and simplifying user access through centralized authentication.
- Multi-camera views now display cameras in a more intuitive and predictable order.
- Supports push notifications with AI-generated message text incl. event filtering.

3. Changes / Bug Fixes

General

- Fixed an issue where snapshot requests could fail after subsequent logins to VRM/BVMS using different user accounts.
- Streamlined Remote Portal sign-in experience by removing unnecessary credential prompts during login.

4. Restrictions, known issues

- When logging in with Keenfinity ID for the very first time on VSC 3.9.1 or later, a re-login is required after 10 hours. After the second login, sessions will last for 90 days without the need to re-login to Keenfinity ID.
- **Important note for iOS:** With the release of Video Security 3.9.0, all passwords stored within the app must be re-entered once.
- In case of remote connection without service user rights the relay and the PTZ button are not available
- Preview images might not be displayed on Android in case of remote connection
- In case of SSL connection instant one-click recording for H.264/H.265 live video to local disk is currently not supported for FW Version 6.43 and for MIC 9000 with FW Version 6.42
- HTTP/RCP+ connections through HTTP(S) proxies are currently not supported on iOS and Android platform
- Connections to devices of the DIVAR IP Family with VRM Version 3.0 support only transcoded connections
- Audio-Playback is currently not available
- Only BiCom-protocol is for PTZ-commands
- Local MP4-Video Export does not contain Audio
- Secondary VRM is currently not supported
- On iOS and Android the maximum number of video streams is limited to 4
- Limited transcoding options on HiSilicon Kirin 950 SOC
- Limited decoding options on Mediatek MT8161
- Maps can only be cached for no more than thirty (30) days
- For displaying long camera names with more than 32 characters via mouse over (Windows only)
    - The camera name needs to be configured via BVMS Configuration Client
    - VSC and cameras need to communicate via the Video Recording Manager (VRM)

  - No direct connection between VSC and the camera (VSC and camera must not be in the same LAN)
  - Long camera names are only supported for IQSIGHT cameras; ONVIF cameras via VSG are not supported
- E-PTZ controlling of individual sectors from panoramic cameras is only possible for client-side dewarping (not on-board dewarping).
- If VSC is accessed via remote desktop connection, smooth video streaming cannot be ensured.
- In BVMS version 12 or later the “Mobile access by Video Security Client” option needs to enabled under “Application permissions”, in order to allow access using VSC.
- Connected DIVAR IP / BVMS systems need to be password protected (including srvadmin password for VRM)
- Alarm thumbnails in the playback timeline can only be displayed for DIVAR IP sites. Sites that are composed of individually connected cameras will show bell-symbols instead of thumbnails.
- Alarm Management site limitations:
  - Camera streams with B-Frame GOP configuration not fully supported for event clips
  - Stream quality change between pre- and post-alarm not supported
  - VRM recording encryption not supported
  - H265 video compression not supported
- Remote portal site limitations:
  - Remote Portal cameras within a (leaf) group are treated as a single site
  - Remote Portal cameras without a group assignment are collected in the “Remote Portal” site
  - Recommendation is to keep cameras per group < 64, otherwise login times are very long
  - Only a single site can be connected at a time (with up to 256 cameras)
  - For larger sites a selection dialogue will be shown, to define a maximum of 256 out of the total amount of cameras.
  - The total number of cameras per Remote Portal account must not exceed 10000.
  - VSC can support up to 10000 cameras per Remote Portal or Alarm Management account, which can be organized in up to 10000 groups/sites.

platform	Android	iOS	Windows
concurrent views of live cameras	4	4	9
mp4 export to HDD	no	no	yes
max # of manually created (non-cloud) sites	128	128	128

- To ensure optimal performance when using up to nine camera views simultaneously on Windows and up to four camera views simultaneously on iOS and Android, please verify that your system meets the necessary requirements, including adequate camera stream settings, sufficient CPU capacity, and reliable network bandwidth.

5. Features and Changes / Bug Fixes with former versions

Changes / Bug Fixes with 3.9.1
General

- Resolved an issue causing Keenfinity ID users to be repeatedly prompted for re-authentication, ensuring a smoother and uninterrupted sign-in experience.
- Resolved a stability issue that resulted in crashes on Google devices operating on Android 16 beta

New Features with 3.9.0
General

- 9 simultaneous camera views are now supported on Windows
- New diagnostic module for identifying common connection issues
- Option to hide button for manual alarm output control

Changes / Bug Fixes with 3.9.0
General

- An issue where camera connections established via Remote Portal stopped after 30 minutes has been resolved
- Certain H.265 streams that previously caused the app to freeze can now be decoded correctly
- Push notifications are now processed correctly when the app is not running
- Exported video files now include the proper time span

Changes / Bug Fixes with 3.8.2
General

- Optimized retrieval of alarms from DIVAR IP systems via Remote Portal
- Fixed issues related to touch-based zoom (iOS)

New Features with 3.8.1
General

- Improved events and push notification functionality from VideoView+ for DIVAR IP service
- Option to disable or enable transcoding for video streams from DIVAR IP systems
- Option to force relay of VideoView+ connections through the cloud (no local camera connection)

Changes / Bug Fixes with 3.8.1
Android

- Better user feedback in case of device permission restrictions configured in DIVAR IP systems
- Improved VideoView+ connections via proxy server
- Removed Single Key ID for login to cloud accounts (use of Keenfinity authentication provider is now mandatory)

New Features with 3.8.0
General

- supports Keenfinity authentication provider for login to cloud accounts (replacement of Single Key ID)
- prepared to receive events and push notification from VideoView+ for DIVAR IP service

Changes / Bug Fixes with 3.8.0
Android

- Fixed: push notification not working after fresh installation - App re-installation may be required (Android only)

Changes / Bug Fixes with 3.7.2
General

- SSO login improvements: no need to enter the email address during re-login of already defined accounts

Changes / Bug Fixes with 3.7.1
General

- Fixed authentication failure with legacy cameras (CPP4)

New Features with 3.7.0
General

- Preparation for VideoView+ for DIVAR IP (DIVAR IP access through Remote Portal cloud connection)
- Direct link to cloud recording web interface for Alarm Management accounts

Changes / Bug Fixes with 3.7.0
General

- Ensures correct site names are displayed for accounts with external IdP integration
- Fixed SSO authentication failure after account creation followed by restart
- Fixed fallback behavior for DIVAR IP connections w/o free transcoder sessions
- Fixed SSO account sign out
- Fixed issue where cameras are listed twice in event filter
- Introduced fallback behavior for DIVAR IP connections with cameras not supported by the transcoding service (CPP13)

New Features with 3.6.0
General

- Users migrating from the Site Monitor app can now arm and disarm sites in Video Security Client

Changes / Bug Fixes with 3.6.0
General

- Improvements when using multiple accounts
- When using an Alarm Management account, cameras will now connect locally if possible, for better performance and reduced bandwidth consumption
- Fixed a bug where locations on the map were no longer correctly displayed
- Dropbox option for camera driven export has been removed (no longer supported by camera models)

New Features with 3.5.5
General

- Preparation for login using SingleKey ID

Changes / Bug Fixes with 3.5.5

General

- Fixed local viewing issue for Remote Portal sites
- Fixed display issue of smart notification switch
- Fixed potential application crash during event deletion

Windows

- Fixed local recording and export issue

Android

- Implemented functionality to circumvent OS push notification limit

Android / iOS

- Cancelation of push notification subscription for deleted accounts

Changes / Bug Fixes with 3.5.4

General

- Fixed authentication issue with DIVAR IP / BVMS / VRM systems
- Fixed http connection issue

Changes / Bug Fixes with 3.5.3

General

- Improved h265 rendering
- Fixed repeated event clip playback for Alarm Management events

Changes / Bug Fixes with 3.5.1

General

- Fixed Company ID login issue

New Features with 3.5.0

General

- Event clip playback for Alarm Management events
- Scaling of Alarm Management event snapshots in case of window resizing
- Filter option for Alarm Management events
- Preparation of Company ID login for Alarm Management accounts

Changes / Bug Fixes with 3.5.0

General

- Improved account login dialogue

iOS

- Added support for Apple silicon Mac platform

Changes / Bug Fixes with 3.4.1

General

- Fixed issue of invisible camera controls when switching from events via playback to live
- Fixed issue which prevents Company ID account re-login after token expiration
- Corrected line assignment of multi-imager cameras in forensic search dialogue
- Corrected camera/line order of multi-imager cameras in the device tree
- Added support for cameras with active secure-per-default policies (FW >=9.0)
- Fixed stream refresh for instable internet connections

Windows

- Fixed issue which could result in export folder deletion in case of failing export attempt

iOS

- Fixed issue which could lead to login problems with specific special characters

New Features with 3.4.0

General

- Improved GUI for cloud account handling
- New cloud account type Alarm Management
- Event list for Alarm Management accounts

iOS / Android

- Push notifications for Alarm Management events (iOS, Android)

Changes / Bug Fixes with 3.4.0

General

- Fixed line crossing search issue with camera firmware >= 8.80
- Fixed DoS vulnerability CVE-2023-32230

New Features with 3.3.5

General

- Company ID: Remote Portal account login via external identity provider
  Note: this option is currently only applicable for a limited number of corporate customers

Changes / Bug Fixes with 3.3.5

General

- Fixed issue which prevents device login using passwords that include special characters

iOS

- Improved stability for larger Remote Portal sites

Changes / Bug Fixes with 3.3.4

General

- Fixed issue which restricts the total number of accessible cameras to 2000 per remote portal account

Windows

- Fixed timing issue of certificate handling which may prevent loading of cloud-connected cameras in case proxy server is used

iOS

- Fixed issue which prevents the app from entering landscape mode on new OS versions

Android

- Fixed issue which prevents snapshot saving to local storage on new OS versions

Changes / Bug Fixes with 3.3.3

General

- Fixed URL configuration issue for manually added cameras
- Fixed save password issue of newly created sites
- Fixed potential crash after remote portal account removal

iOS

- Fixed app-to-app link issue if called from site monitor app

Android

- Fixed on-screen-keyboard issue on specific devices

Changes / Bug Fixes with 3.3.2

General

- Fixed potential crash in site overview

iOS

- Fixed a GUI-problem in the EULA window

Changes / Bug Fixes with 3.3.1

General

- Fixed live viewing issue of remote portal sites with user *customer*.

Android

- Fixed stability issue on Android platform

New Features with 3.3.0

General

- Large BVMS systems - Camera selection for Bosch Video Management System (BVMS) setups with more than 256 cameras.
- Map improvements - Higher responsiveness and lower latency in map control due to backend improvements
- Style adoptions - Modernized user interface style, for dialogs, alerts, core elements and icons

Windows

- Increased site limit - Windows version of Video Security Client now allows up to 128 sites

Changes / Bug Fixes with 3.3.0

General

- Fixed issue which restricted the total number of accessible cameras to 1000 per remote portal account.

Windows

- Fixed live export of HEVC/h.265 video streams as mp4 - the files are now playable in VLC media player. (Windows only)
- The HTML5 playback page, that was generated for video exports, has been removed due to restrictions in current web browsers.

Changes / Bug Fixes with 3.2.4

General

- EULA update
- Improved security

New Features with 3.2.3

General

- Cloud VMS integration: VSC can be opened through Site Monitor App

Changes / Bug Fixes with 3.2.3

General

- Improved camera preview timeout behavior
- Imprint update
- Icon update

Changes / Bug Fixes with 3.2.2.85

Windows

- Improved security and stability

New Features with 3.2.1
General
- Increased UI responsiveness

Changes / Bug Fixes with 3.2.1
General
- Improved connectivity to Remote Portal sites with many cameras
- Minor bug fixes

New Features with 3.2.0.63
General
- Up to 256 cameras per site are now supported
- Login to Bosch Video Management System (Plus and Lite, version 10.0 and higher) without the need of a hardware transcoder is now supported
- The new clear structure of the navigation side bar allows fast and easy selecting of and switching between camera views

Windows
- For VSC on Windows access via a proxy server to cameras, DIVAR IPs and unmanged sites is now supported
- Displaying long camera names with up to 255 characters via mouse over is now supported for VSC on Windows for IQSIGHT cameras.

Changes / Bug Fixes with 3.2.0.63
General
- Transcoded dewarping is no longer supported

Changes / Bug Fixes with 3.1.1.74
Windows
- Improved compatibility with Windows 10 Version 2004 and higher

New Features with 3.1.0.68
Modern and easy to use video security client for up to 16 sites on Windows and up to 128 sites iOS and Android with up to 128 cameras per site.
General
- Number of supported sites increased from 16 to 128 on iOS and Android
- Faster and better connectivity because of improved transcoder handling
- Enhanced usability of the navigation sidebar including camera previews
- Faster and easier switching between video views
- Increased usability of the drag and drop function to open videos
- New functionality for remote site editing and configuration
- New option to show and hide the map on the start screen
- What's new pop-up dialog including link to IQSIGHT knowledge base
- Enhanced editing of pan-tilt-zoom (PTZ) pre-positions

Changes / Bug Fixes with 3.1.0.68
General

- Better visibility of toolbar and PTZ controls
- Easier legibility of toolbar controls
- Fixed talkback to camera through remote portal connection

Android

- Improved rotation handling

New Features with 3.0.4.100

General

Modern and easy to use video security client for up to 16 sites (managed or unmanaged) with up to 128 cameras each.

Changes / Bug Fixes with 3.0.4.100

General

- Number of supported cameras increased from 16 to 128 cameras for unmanaged sites
- Enhanced linking to knowledge base
- Improved responsiveness of PTZ controls

Changes / Bug Fixes with 3.0.3.83

General

Usability improvements in the certificate-checking dialog.

Changes / Bug Fixes with 3.0.2.76

iOS

This release addresses a remote access issue occurring when connecting to DIVAR IP 3000/7000 systems via the internet, after updating from version 2.3 to 3.x (iOS only).

Changes / Bug Fixes with 3.0.1.75

General

This release fixes internet connection issues with DIVAR IP 3000/7000 systems associated with version 3.0.0.74.

New Features with 3.0.0.74

General

- New modern user interface

Android

The following well-known VSC features are now also available on Android**:**

- Support for HEVC/H.265
- Hardware accelerated decoding
- Watch up to 4 video streams simultaneously
- Supports Remote Portal for easy access to DIVAR IP systems and individual cameras
- Launch app directly via website of supporting devices
- Responsive client-side dewarping for FLEXIDOME IP panoramic cameras
- Manage, view and navigate cameras using build in geographic maps
- View georeferenced VCA tracking data on maps
- Support for talkback
- Support for MIC IP Fusion 9000i cameras

- Support for IQSIGHT DIVAR IP all-in-one
- Share video snapshots via e-mail, Dropbox or your preferred messenger service
- Improved connection handling
- Improved stability and security

Changes / Bug Fixes with 3.0.0.74
Minor bug fixes.

Changes / Bug Fixes with 2.2.1.43

- Fixed crash with long host names

Changes / Bug Fixes with 2.2.0.36

Maintenance release
Based on your customer feedback, we did some bug fixing and further improved the stability of the client to improve your user experience.

New Features with 2.1

- Build in geographic maps for managing, viewing and navigating cameras
- Viewing Option of georeferenced VCA tracking data on maps
- Hardware accelerated H.265 support
- Support for MIC IP Fusion 9000i cameras
- Viewing option for single cameras connected to Remote Portal without the need of a DIVAR IP
- Instant one-click recording for H.264/H.265 live video to local disk (mp4)

Changes / Bug Fixes with 2.1

- Fixed displayed time string in HTML export

New Features with 1.1

- Modern and Easy to use video security client for 1 to 16 standalone-cameras and up to 16 sites. Connecting to a DIVAR IP all channels are displayed. Due to the fact of screen layout a max. of eight SW windows (cameos) can be opened at the same time.
- Client-site dewarping for FLEXIDOME IP panoramic devices
- Flexible Window-Layout
- Advanced Forensics search-capabilities with detailed activity graph
- Support of mouse and touch gestures
- Scales from Desktop to mobile devices

6. System Requirements

The Video Security Client is available for Android 8.0 or higher with OpenGL ES 3.0 or higher, iOS 13 or higher, Mac OS on Apple silicon Macs, Windows 11, Windows 10.1607 “Anniversary Update” (64

bit) or higher. The layout of the Video Security Client automatically adjusts to the size of the display and thus scales seamlessly from phones to tablets to desktop PCs.

It supports all IQSIGHT IP cameras with FW 6.31 and higher.

Automatic update checks for new releases on the https://downloadstore.keenfinity-group.com/ are available for Windows. For iOS and Android, the version management is done via the Apple App Store and the Google Play Store, respectively, which will inform the user about or automatically install updates according to user settings.