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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Temporary Pause on Upgrades to Avigilon Unity Video 8.8.1

We are issuing an urgent advisory to pause all system upgrades to Avigilon Unity 8.8.1 for systems currently running Avigilon Control Center (ACC) 7.14.44/46 or Unity 8.7.x/8.8.0.x, effective immediately.

Technology

ACC 7.14.44.4 upgrading to ACC 7.14.46.4

ACC 7.14.44 / 7.14.46 upgrading to Unity 8.7.x, 8.8.0.x, or 8.8.1.x

Unity 8.7.x / 8.8.0.x upgrading to Unity 8.8.1.x

Severity Recommendation

Brand	Software Platform	Severity
Avigilon	Avigilon Unity Video / ACC (Avigilon Control Center)	High - Pause all system upgrades to ACC 7.14.46 and Avigilon Unity 8.8.1 for systems currently running Avigilon Control Center (ACC) 7.14.44/46 or Unity 8.7.x/8.8.0.x/8.8.1.x, effective immediately.

Symptoms

Upgraded systems typically operate normally for the first few weeks. However, depending on the server retention configuration, the routine log retention cleanup could trigger a system outage, causing the server to enter a continuous crash loop.

Important Note: Potential data loss is strictly isolated to event metadata (System Event Logs, LPR, POS, Analytics events) and saved bookmarks/protected videos.

Causes

Database secondary index mismatches within system event logs. These conflicts occur across the following upgrade paths:

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- **ACC 7.14.44.4 upgrading to ACC 7.14.46.4:** Caused by a deleted event definition in version 7.14.46.4.
- **ACC 7.14.44 / 7.14.46 to Unity 8.x:** Caused by event type value renumbering.
- **Unity 8.7.x / 8.8.0.x to Unity 8.8.1.x:** Caused by a deleted event definition in version 8.8.1.

When routine background log retention maintenance attempts to process or clear these historical records post-upgrade, it encounters an out-of-sync secondary index key, causing the system service to crash.

Models / System Releases / Kits / Datecodes Affected

Software Platform	Affected Software Versions
Avigilon Unity Video	ACC 7.14.44.4 upgrading to ACC 7.14.46.4 ACC 7.14.44 / 7.14.46 upgrading to Unity 8.x Unity 8.7.x / 8.8.0.x upgrading to Unity 8.8.1.x

When To Apply

- Immediately

Corrective Actions

- **DO NOT UPGRADE:** Halt all planned upgrades from ACC 7 to ACC 7.14.46.4 and any Unity 8.8.x version, as well as Unity 8.7.x/8.8.0.x to 8.8.1.x version until an official service release is available.
- **Software Manager:** We are actively blocking updates to Unity 8.x from the affected ACC 7 versions in Avigilon Software Manager and have removed the problematic download files from our website.
- **IF YOU HAVE ALREADY UPGRADED:** If your site was recently upgraded from ACC 7 to ACC 7.14.46.4 or Unity 8.8.0 or later, please contact [Technical Support](#) immediately. We will help monitor your system and provide a mitigation plan before the background cleanup cycle triggers (typically 14 days or longer post-upgrade).

Scoped Data Risk: Overall risk is heavily minimized. Potential data loss is strictly isolated to event metadata (System Event Logs, LPR, POS, Analytics events) and saved bookmarks/protected videos.

Additional Information

For questions or assistance with this bulletin please contact [Avigilon Tech support](#).