

ONVIF[®]

Conformance Process Specification

Version 4.0

August 2016

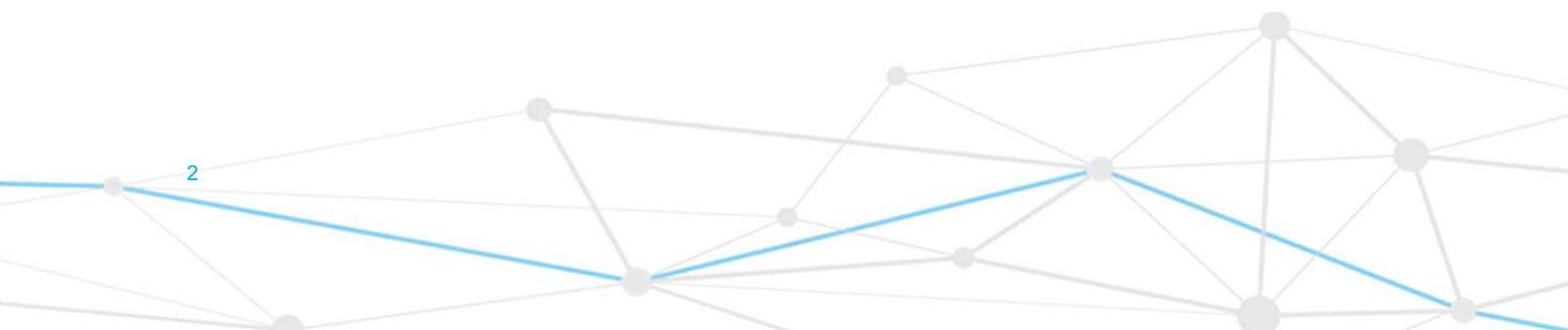


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REVISION HISTORY

Vers.	Date	Description	Contributors
1.0	March 2009	Initial conformance requirements	<ul style="list-style-type: none"> • Tim Holloway, Anixter • Ann-Elise Lady, Axis Communications • Ann-Sofie Rase, Axis Communications • Baldvin Gislason Bern, Axis Communications • Christian Gehrman, Axis Communications • Daniel Elvin (Ed.), Axis Communications • Edyta Tomczak, Axis Communications • Göran Haraldsson, Axis Communications • Hans Olsen, Axis Communications • Markus Wierny, Bosch Security Systems • Andy Ryu, Samsung • Dongseuk Park, Samsung • Seungmin Lee, Samsung • Younghun Na, Samsung • Andreas Schneider, Sony Corporation
2.0	March 2012	Addition of Profile conformance	<ul style="list-style-type: none"> • Matt Powers, Anixter • Baldvin Gislason Bern, Axis Communications • Daniel Elvin, Axis Communications • Markus Wierny, Bosch Security Systems • Jonathan Doyon (Ed.), Genetec • Andreas Schneider, Sony Corporation
3.0	September 2013	Addition of ONVIF Interface Guide requirement Process adjusted to consider new Profiles. Addition of Handling of Disputes	<ul style="list-style-type: none"> • Matt Powers, Anixter • Ulf Svensson, Axis Communications • Johan Svensk, Axis Communications • Gregor Wegrzynek, Bosch Security Systems • Markus Wierny, Bosch Security Systems • Neelendra Bhandari, Honeywell • Ramesh Subbaiah, Honeywell • Scott Hudson (Ed.), Pelco by Schneider Electric • Joseph Moeller, Pelco by Schneider Electric • Andreas Schneider, Sony Corporation • Masashi Tonomura, Sony Corporation
3.1	September 2014	Addendum: Temporary Client Conformance in case of less than 3 conformant Devices available.	<ul style="list-style-type: none"> • Bob Dolan, Anixter • Anders Johansson, Axis Communications • Johan Svensk, Axis Communications

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		Clarifications on handling of disputes (Annex D).	<ul style="list-style-type: none"> • Gregor Wegrzynek, Bosch Security Systems • Neelendra Bhandari, Honeywell • Ramesh Subbaiah , Honeywell • Scott Hudson, Pelco by Schneider Electric • Andreas Schneider (Ed.), Sony Corporation • Marc Suzuki, Sony Corporation
4.0	August 2016	Merging conformance process for devices and clients as both the ONVIF Device Test Tool and the ONVIF Client Test Tool is available for conformance testing and their use becomes mandatory.	<ul style="list-style-type: none"> • Bob Dolan, Anixter • Anders Johansson, Axis Communications • Johan Svensk, Axis Communications • Andre Eichhorn, Bosch Security Systems • Carrie Feng, Hikvision • Andrew Downs, Pelco by Schneider Electric • Andreas Schneider (Ed.), Sony Corporation

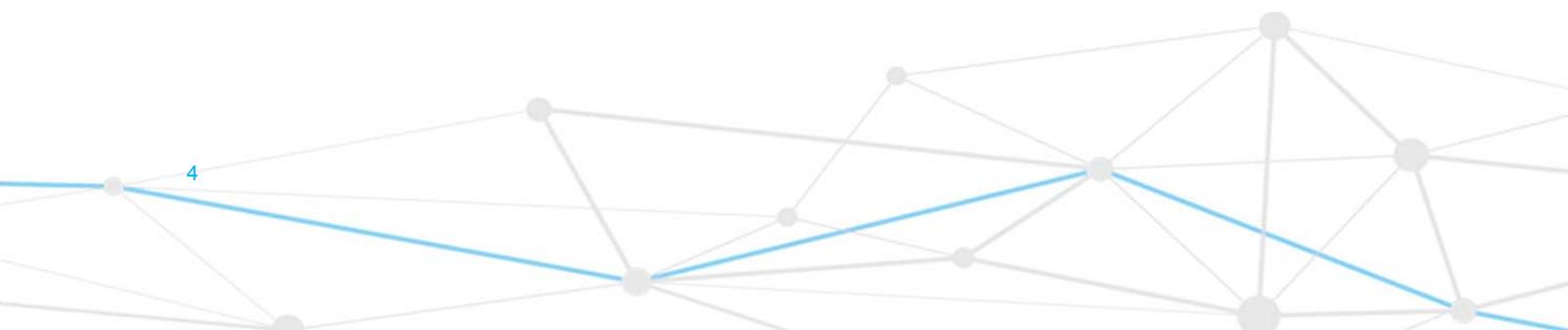
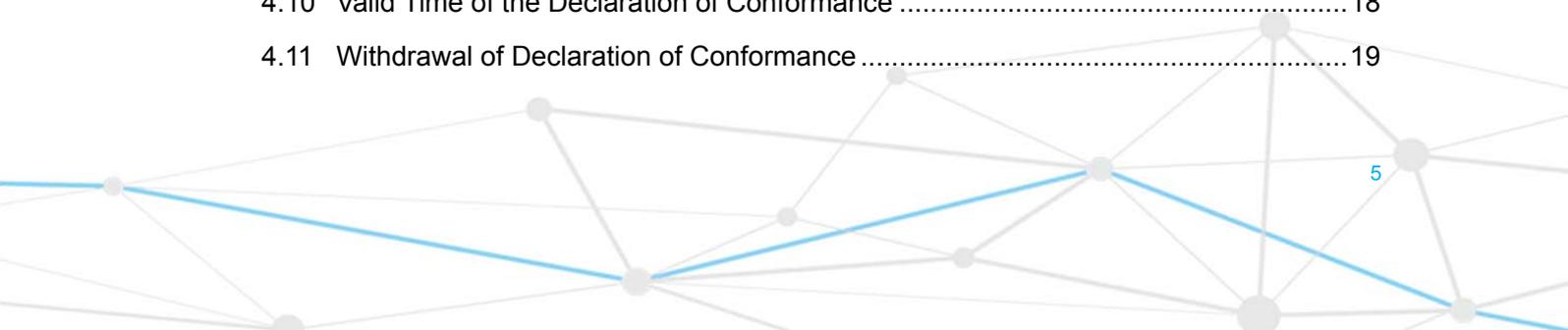
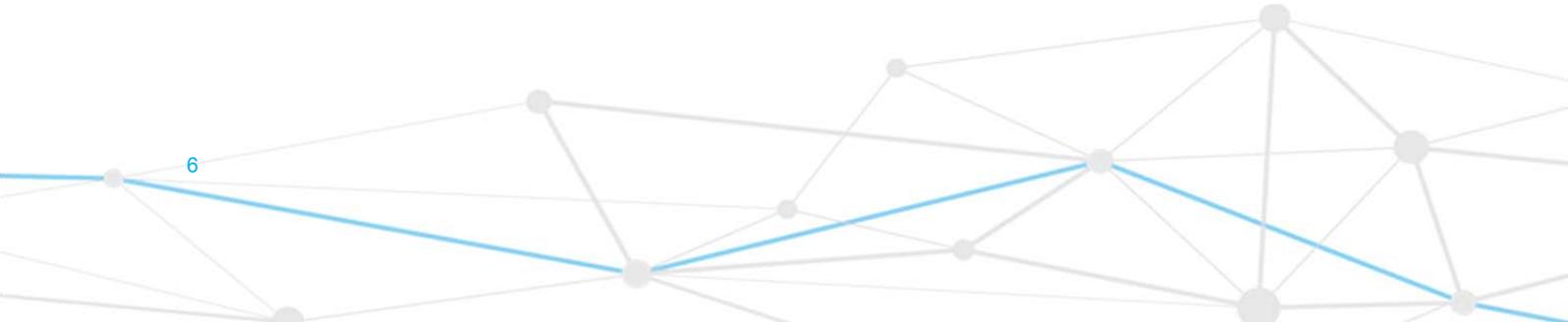


TABLE OF CONTENTS

1	Introduction	7
1.1	IMPORTANT	7
1.2	Scope	7
1.3	Normative References	7
1.4	Informative References	8
2	Terms and Definitions	9
2.1	Conventions	9
2.2	Definitions	9
2.3	Abbreviations	9
3	ONVIF Conformance Fundamentals	10
3.1	Objectives	10
3.2	Conformance Process Outline	10
3.3	Self-declaration	11
3.4	Requirement Levels	12
3.5	Set of Specifications	12
3.6	Relations between Specifications	13
3.7	Restricted Liability of ONVIF	14
3.8	Conformance Testing Services	14
3.9	Conformance Statement	14
4	Declaration of Conformance	16
4.1	Role and Responsibility	16
4.2	The Declaration of Conformance	16
4.3	Submission to ONVIF Office	16
4.4	Different Variations of the same Product	17
4.5	OEM Products	17
4.6	Listing by ONVIF	17
4.7	Conformance Testing	17
4.8	Updating a Declaration of Conformance	18
4.9	Compatibility Between ONVIF Devices and ONVIF Clients of the Same Profile	18
4.10	Valid Time of the Declaration of Conformance	18
4.11	Withdrawal of Declaration of Conformance	19



- 5 Conformance Requirements20**
 - 5.1 Conformance Requirements for ONVIF Devices and Clients20
 - 5.2 Interpretation (Informative)21
 - 5.3 Requirements for Temporary Conformance Declaration for ONVIF Clients21
- 6 Plug-fest (Informative).....22**
- Annex A Communication Address of ONVIF Office (Normative).....23**
- Annex B Handling of Disputes (Informative).....24**
 - B.1 Handling of Interoperability Related Claims24
 - B.2 Handling of Improper Claims of Conformance24



1 Introduction

This document defines and describes the Conformance Process of the ONVIF organization. The conformity assessment is the “activity concerned with determining directly or indirectly that relevant requirements are fulfilled,” as stated in the ISO/IEC Guide 2: Standardization and Related Activities: General Vocabulary [ISO/IEC G2].

1.1 IMPORTANT

This ONVIF Conformance Process document v4.0 replaces the previously released version 3.1. As of September 30, 2016 ONVIF Members shall only declare conformance to one or multiple Profiles and shall fulfil all the conditions listed in this document, the ONVIF Conformance Process v4.0.

1.2 Scope

This Conformance Process Specification of the ONVIF Interface defines the requirements for claiming conformance with the ONVIF specifications. It covers both conformance requirements for ONVIF Devices and ONVIF Clients.

1.3 Normative References

[ONVIF Profile Specs]	All ONVIF Profiles Specifications documents URL: http://www.onvif.org/
[ONVIF Interface Spec]	All ONVIF Network Interface Specification Set documents and corresponding WSDL and Schema specifications URL: http://www.onvif.org/
[ONVIF Interface Guide Spec]	ONVIF Interface Guide Specification document URL: http://www.onvif.org/
[ONVIF Brand ID]	ONVIF Brand Identity Overview URL: http://www.onvif.org/ (Developers' Forum only)
[ONVIF RoM]	ONVIF Rules of Membership URL: http://www.onvif.org/
[ONVIF Test Spec]	All ONVIF Test Specification documents URL: http://www.onvif.org/
[ONVIF Device Test Tool]	ONVIF Device Test Tool URL: http://www.onvif.org/ (Developers' Forum only)
[ONVIF Client Test Tool]	ONVIF Client Test Tool URL: http://www.onvif.org/ (Developers' Forum only)

1.4 Informative References

[ONVIF Profile Policy]	ONVIF Profile Policy URL: http://www.onvif.org/
[ONVIF WG Platform]	ONVIF Working Group Platform URL: https://wush.net/trac/onvif/wiki/WikiStart
[ISO/IEC G2]	ISO/IEC Guide 2, “Standardization and Related Activities: General Vocabulary”
[ISO/IEC CS]	ISO/IEC 17050, “Conformity assessment – Supplier’s declaration of conformity – Part 1: General requirements”
[ISO/IEC Directives]	ISO/IEC Directives Part 2 “Principles and rules for the structure and drafting of ISO and IEC documents”, Clause 7: “Verbal forms for expressions of provisions”
[ONVIF Schema]	ONVIF, “Schema” URL: www.onvif.org

2 Terms and Definitions

2.1 Conventions

The key words “shall”, “shall not”, “should”, “should not”, “may”, “need not”, “can”, “cannot” in this specification are to be interpreted as described in [ISO/IEC Directives].

2.2 Definitions

Member	organization participating in good standing in the Full, Contributing, or User Membership level in ONVIF
ONVIF Client	networked appliance or software program that uses ONVIF Web services
ONVIF Device	networked appliance or software program that exposes one or multiple ONVIF Web services
ONVIF Profile	specific and unambiguous set of features implemented by an ONVIF Device or ONVIF Client to ease interoperability NOTE: An ONVIF Profile is defined by a respective ONVIF Profile Specification, the reference document to claim conformance to that Profile.
product name	basic product identifier including the product name and model
version number	release number for firmware version or Client software version

2.3 Abbreviations

DoC	Declaration of Conformance
WSDL	Web Services Description Language

3 ONVIF Conformance Fundamentals

3.1 Objectives

The objectives of the ONVIF Conformance Process are the following:

- Ensure a common understanding of conformance and what is required to claim ONVIF conformance.
- Promote interoperability between ONVIF conforming Devices and Clients.
- Define common procedures and requirements for all forum Members towards self-declaration of conformance of relevant product(s) with certain ONVIF Profiles and for the resulting possibility to communicate this with the use of the ONVIF Logo.

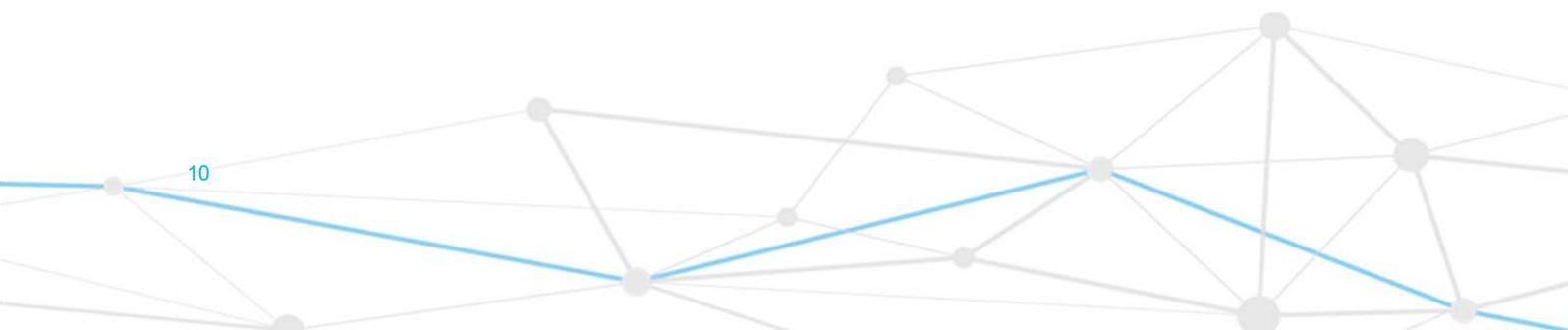
3.2 Conformance Process Outline

The ONVIF conformance process is a self-declaration scheme under which the Member may state support of one or multiple ONVIF Profile(s) for a given ONVIF Device or ONVIF Client. The declaration of conformity states that the ONVIF Device or ONVIF Client:

- Implements all functionality for the claimed Profile(s) as listed in the [ONVIF Profile Specs].
- Respects entirely the specification and methods described in the [ONVIF Interface Spec]. This includes also optional functionalities not listed as mandatory in the claimed Profile(s).
- Positively responds to the test routines of the [ONVIF Test Spec] corresponding to the claimed Profile(s).
- Successfully passes the [ONVIF Device Test Tool] and / or the [ONVIF Client Test Tool] for the claimed Profile(s).
- Submits the Declaration of Conformance (DoC), ONVIF Interface Guide, and Feature List file to the ONVIF office.

ONVIF conformance means that the requirements stated in the claimed [ONVIF Profile Specs] are fulfilled according to the defined requirement levels. To increase the confidence in the conformance statement, ONVIF also provides [ONVIF Test Spec], [ONVIF Device Test Tool] and [ONVIF Client Test Tool]. This Conformance Process Specification defines how a Member shall use these components to claim conformance to one or multiple ONVIF Profiles.

The process flow in Fig. 1 outlines the process steps to be followed by members to declare conformance of a product with at least one ONVIF Profile.



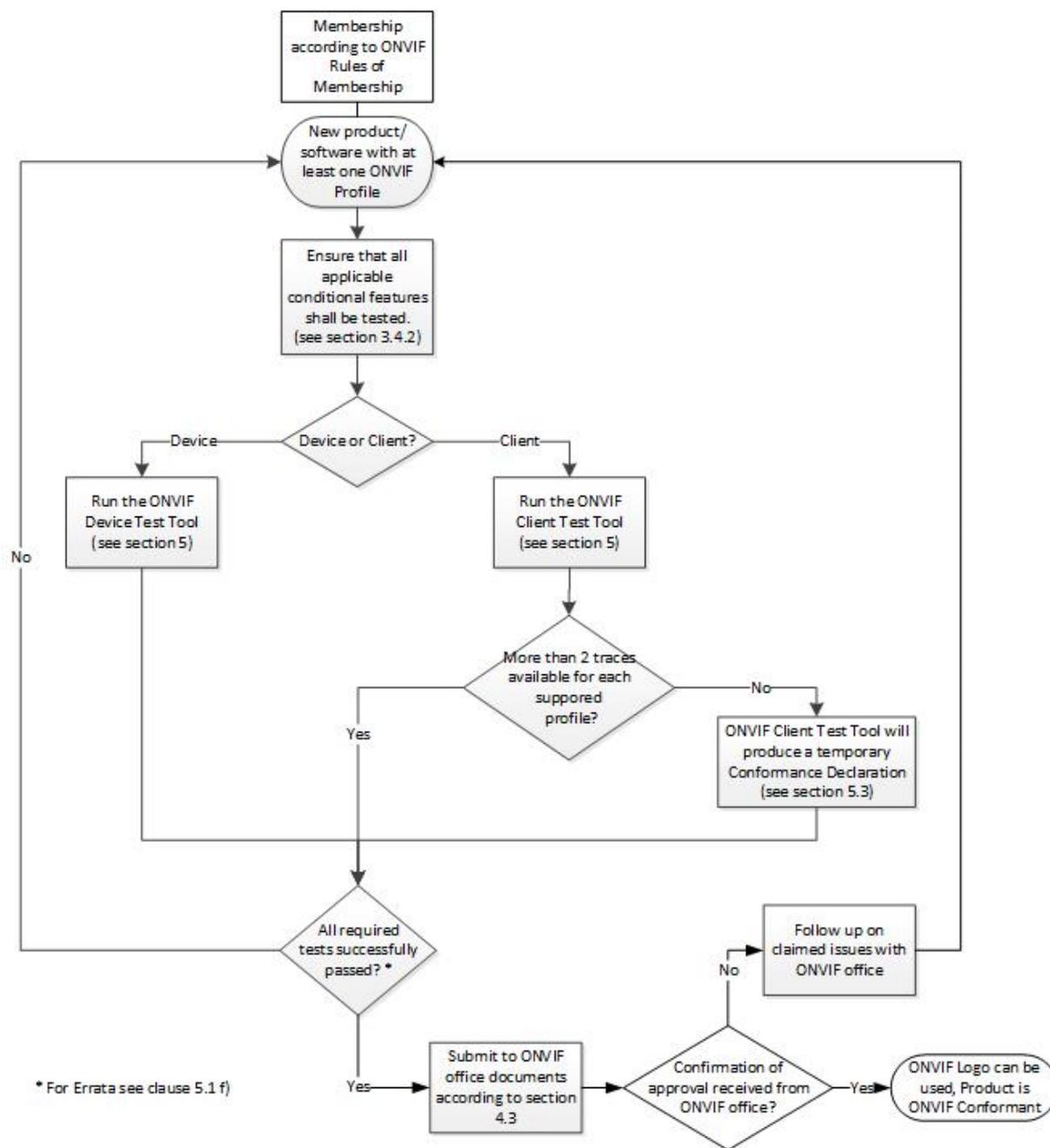


Fig. 1: ONVIF Conformance Process flow chart

3.3 Self-declaration

The ONVIF Conformance Process is a self-declaration process. That is, for a Member to claim conformance to one or multiple Profiles the Member shall ensure that all of the requirements of this ONVIF Conformance Process are fulfilled, according to Section 5, *Conformance Requirements*.

The responsibility for the conformance statement solely belongs to the Member. See also Section 3.7, *Restricted Liability of ONVIF*.

3.4 Requirement Levels

The [ONVIF Profiles Specs] include their list of required functionalities with the different requirement levels as listed below:

- MANDATORY
- CONDITIONAL
- OPTIONAL

The following sections describe the use of these keywords in the ONVIF specifications.

3.4.1 MANDATORY

If a service, feature, or functional block is marked as “mandatory” an ONVIF conforming Device or Client shall unconditionally support this function. **Failure to comply with this is a violation** of the ONVIF Conformance requirement.

3.4.2 CONDITIONAL

Devices and Clients shall implement the “conditional” feature if they support that functionality in any way, including any proprietary way. Features that are conditional are marked with “if supported” in [ONVIF Profile Specs]. **Failure to comply with this is a violation** of the ONVIF Conformance requirement.

EXAMPLE 1 (informative): An ONVIF Device with mechanical pan, tilt and zoom capabilities shall unconditionally support the PTZ service as described in the appropriate [ONVIF Profile Specs].

EXAMPLE 2 (informative): An ONVIF Client with support for PTZ-control using a proprietary protocol shall unconditionally support the PTZ service as described in the appropriate [ONVIF Profile Specs].

3.4.3 OPTIONAL

If a service, feature, or functional block is marked as “optional” an ONVIF conforming Device or Client may support this function. To not support such a function is not a violation of the ONVIF Conformance requirement. **If implemented**, it shall be implemented as defined in [ONVIF Interface Spec] and successfully pass the tests described in [ONVIF Test Spec] and executed by the [ONVIF Device Test Tool] or [ONVIF Client Test Tool]. **Failure to comply** with the [ONVIF Interface Spec], [ONVIF Test Spec] and [ONVIF Device Test Tool] or [ONVIF Client Test Tool] when implementing an optional service, feature or functional block, **is a violation** of the ONVIF Conformance requirement.

3.5 Set of Specifications

The following specifications comprise the Set of Specifications referred to in this ONVIF Conformance Process Specification:

- [ONVIF Conformance Process Specification] – This document.
- [ONVIF Interface Guide Spec] – The specification defining the ONVIF Interface Guide document.
- [ONVIF Interface Spec] – A group of documents defining the core technical specification and its accompanying WSDL and schema specifications.
- [ONVIF Profile Specs] – A group of documents that define each Profile and the list of mandatory and conditional requirements.
- [ONVIF Test Spec] – A group of documents defining basic test routines and procedures to ensure a subset of [ONVIF Interface Spec] is fulfilled.
- [ONVIF Device Test Tool] – The software tool used to test a Device for conformance to a given Profile according to the [ONVIF Profile Specs]. The test tool produces a Declaration of Conformance document and may also produce a Test Report.
- [ONVIF Client Test Tool] – The software tool used to test a Client for conformance to a given Profile according to the [ONVIF Profile Specs]. The test tool produces a Declaration of Conformance document and may also produce a Test Report.

In addition to these specifications and tools, all errata issued for any of these as well as all amendments at the time of referencing the Set of Specifications, shall be regarded as parts of the Set of Specifications.

3.6 Relations between Specifications

The Set of Specifications, as defined in Section 3.5, contains separate specifications and tools, each with its independent version numbering. While the [ONVIF Test Spec] and [ONVIF Device Test Tool] / [ONVIF Client Test Tool] are counterparts, they only cover a subset of the [ONVIF Interface Spec]. [ONVIF Test Spec] and [ONVIF Device Test Tool] / [ONVIF Client Test Tool] will not completely cover all services, features, or functional blocks, or all possible fault scenarios. As stated in Section 5, passing the test of [ONVIF Device Test Tool] or [ONVIF Client Test Tool] is a necessary but not sufficient condition to claim conformance with the ONVIF Specifications.

The statements below highlight the relationship between the components of the ONVIF Specifications.

- [ONVIF Interface Spec] is the technical specification to which an ONVIF Device or ONVIF Client shall conform.
- [ONVIF Profile Specs] defines the list of mandatory, conditional, and optional functionality required to claim conformance to the Profile defined in the specification.
- [ONVIF Test Spec] provides the test cases that shall be executed in order to claim conformance for an ONVIF Device.
- [ONVIF Device Test Tool] is a test tool for ONVIF Devices that executes subsets of the test routines specified in [ONVIF Test Spec] and generates a Declaration of Conformance (DoC) document, a Feature List, and a Test Report.
- [ONVIF Client Test Tool] is a test tool for ONVIF Clients that executes subsets of the test routines specified in [ONVIF Test Spec] and generates a Declaration of Conformance (DoC) document, a Feature List, and a Test Report.

- [ONVIF Interface Guide Spec] – defines the mandatory structure and content for a document that provides the initial steps required to operate an ONVIF Client or Device using the ONVIF API.

As the scopes of the specifications are independent, the documents are developed independently.

3.7 Restricted Liability of ONVIF

Each Member is solely responsible for ensuring conformance for all ONVIF Devices and ONVIF Clients for which the Member has declared conformance. The Member shall compile and maintain documentation on procedures and test results for each of those ONVIF Devices and ONVIF Clients. The Member shall provide this documentation upon request to ONVIF or its assigned representative for proof.

The ONVIF organization has no liability for Members who claim conformance for ONVIF Devices and/or ONVIF Clients.

- The ONVIF organization has no liability for manufacturers' self-declaration.
- The ONVIF organization has no liability for performance and/or quality of products stating ONVIF conformance.
- The ONVIF organization has no liability for the actual implementation of the ONVIF specifications.

Instead the ONVIF organization:

- Provides and maintains on a best effort basis Test Tools or alternatively other interoperability test means, for basic testing as defined in the Test Specification;
- Relays product claims from customers to the concerned Member;
- Maintains its right to publish all or selected parts of the information provided in the Declaration of Conformance, the Interface Guide, the Feature List (if applicable) and other documents and/or files submitted in accordance with the conformance statement;
- Maintains its right to request test protocols and related product documentation for conformance verification;
- Maintains its right to withdraw product listings from its database (if this service is provided); and
- Maintains its right to temporarily suspend the Membership or exclude Members failing to follow its statutes according to [ONVIF RoM].

3.8 Conformance Testing Services

Neither the ONVIF organization nor its committees provide conformance testing services.

3.9 Conformance Statement

A Member with an ONVIF Device and/or an ONVIF Client that fulfils the conformance requirements as stated in Section 5, may use the ONVIF Logo according to [ONVIF Brand ID]. The

ONVIF Logo shall not be changed or modified, as regulated in [ONVIF Brand ID].

A Member may claim an ONVIF Device and/or an ONVIF Client that fulfils these conformance requirements conforms to the ONVIF Specification but shall then also provide additional information regarding the version of [ONVIF Interface Spec] to which it conforms. Failure to comply with this is a violation of the ONVIF Conformance requirement.

4 Declaration of Conformance

ONVIF Devices and ONVIF Clients shall conform to the requirements stated in Section 5, *Conformance Requirements*.

4.1 Role and Responsibility

As the conformance process is a self-declaration process, each Member is solely responsible for securing conformance according to the procedures stated herein.

4.2 The Declaration of Conformance

To state conformance with [ONVIF Profile Specs] and related [ONVIF Interface Spec] the Member shall provide the Declaration of Conformance (DoC) document as generated by the [ONVIF Device Test Tool] for ONVIF Devices or [ONVIF Client Test Tool] for ONVIF Clients respectively. The Member shall also provide an accompanying ONVIF Interface Guide according to the [ONVIF Interface Guide Spec].

Failure to comply with this is a violation of the ONVIF Conformance requirement.

4.3 Submission to ONVIF Office

A Member shall submit the following documents to the e-mail address listed in Annex A:

- Signed Declaration of Conformance (DoC) in PDF format
- ONVIF Interface Guide in XML format
- Feature List in XML format

The Declaration of Conformance (DoC) shall be signed by an authorized representative of the Member. The Declaration of Conformance can only reference released [ONVIF Profile Specs].

The ONVIF Interface Guide shall be checked for completeness by the ONVIF office.

For ONVIF Devices and Clients, following the successful completion of mandatory testing with the [ONVIF Device Test Tool] or [ONVIF Client Test Tool] respectively, the DoC is generated automatically in PDF format together with the XML Feature List. The XML Feature List shall also be submitted to the ONVIF Office.

The ONVIF Office shall send a confirmation of approval of the DoC and ONVIF Interface Guide back to the issuing Member.

If the ONVIF office finds problems with the submitted documents it will require that the Member make corrections and resubmit the documents. The ONVIF office will not send a confirmation of approval until it is satisfied with the documents.

The Member shall not publicly claim ONVIF conformance for the concerned product(s) until the

confirmation of approval has been received from the ONVIF office.

This process is based on exchanging electronic files; the DoC shall be printed and signed or digitally signed.

4.4 Different Variations of the same Product

A Member can submit a single DoC and ONVIF Interface Guide for a group of products with the common core model name, where variations do not affect ONVIF functionality (e.g. type of housing or colour). In consequence a group of products shall meet the following criteria:

- The product name and version number used shall explicitly demonstrate that these products are related and part of a single family of products.
- All products in the group shall use exactly the same firmware.
- All products in the group shall expose the same ONVIF functionality to the end user. ONVIF functionalities are listed e.g. in the Profile Specification or in the feature list of the test tools.
- All products in the group shall be commercialized under the same brand.

The DoC and ONVIF Interface Guide shall include all applicable product names and respective version numbers.

4.5 OEM Products

Any Member reselling an ONVIF conformant product under a different brand or product name shall complete all the requirements of the conformance process as if it was a totally independent product.

The Member shall not reference another Declaration of Conformance (DoC) to the ONVIF Office.

4.6 Listing by ONVIF

ONVIF will provide the service of listing ONVIF conformant Devices and Clients on the ONVIF website <http://www.onvif.org/>. The listing will be based on the information submitted in the Declaration of Conformance and the Feature List. The details for this service are, however, outside the scope of this specification. See the ONVIF website <http://www.onvif.org/> for details.

ONVIF may limit the period of time during which a Device or Client is listed on the ONVIF website. ONVIF may exclude products from the list that are being reported as non-conforming as per Annex D. In the latter case, the Member will be informed.

4.7 Conformance Testing

Each ONVIF product shall execute the tests for conformance to one or multiple ONVIF Profiles as described in the [ONVIF Profile Specs] documents and the implementation shall conform to the ONVIF [ONVIF Interface Spec] versions at the time of the test.

At the time of the conformance testing, the Set of Specifications, as defined in Section 3.5, shall incorporate all issued errata, amendments, and updates to all of the entities of the Set of Specifications that relates to the specific [ONVIF Interface Spec] version. Conformance shall be tested for at least one of the supported [ONVIF Interface Spec] versions and should be tested for the latest version available. See the ONVIF website <http://www.onvif.org/> for a list of currently supported specifications.

A Member shall execute a complete conformance test, using a currently valid ONVIF test tool, and shall successfully verify conformance to the ONVIF specifications for:

- a) any hardware changes affecting ONVIF functionality of a previously approved product,
- b) any generally available software release for a previously approved product.

4.8 Updating a Declaration of Conformance

Members are encouraged to submit a new set of conformance documents to the ONVIF Office, as defined in Section 4.3, for any updated ONVIF conformant product. For each product conformant with ONVIF Profiles only one Declaration of Conformity covering all relevant ONVIF Profiles shall be listed. In case the range of Profiles to which a product conforms is changed, a new DoC considering actual conditions shall be submitted and replace the DoC that was previously issued.

4.9 Compatibility Between ONVIF Devices and ONVIF Clients of the Same Profile

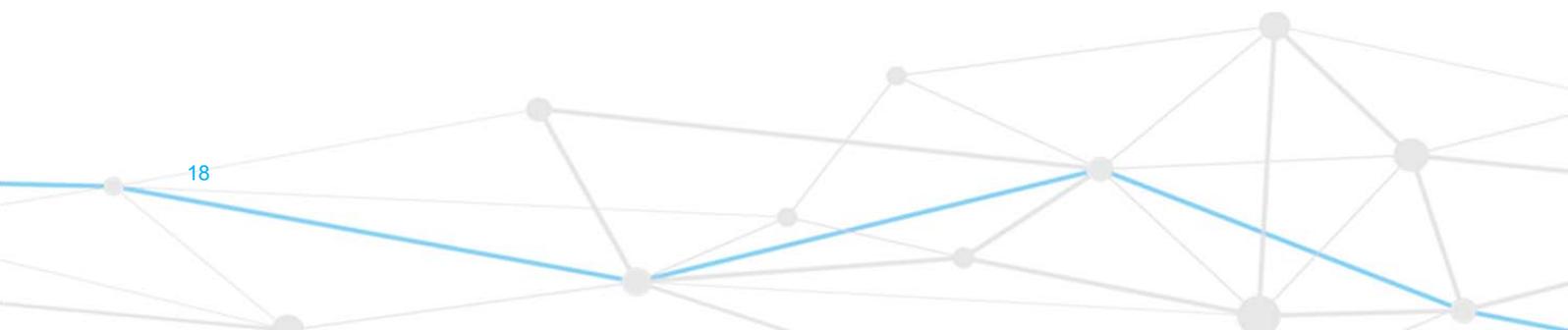
An ONVIF Profile is an invariant subset of technical and test specifications, such that the requirements and functionalities of a Profile will never change over time. A new release of an [ONVIF Interface Spec] will not impact the existing Profiles; hence the latest [ONVIF Interface Spec] document shall always be used for new implementations.

This means that an ONVIF Device with a specific Profile can interoperate with an ONVIF Client that supports the same Profile. Both systems will successfully communicate together regardless of the specification version used to implement these products.

4.10 Valid Time of the Declaration of Conformance

The Declaration of Conformance (DoC) has no expiration. The DoC is consequently valid indefinitely for the ONVIF Device or ONVIF Client it covers.

As for the exceptional case described in clause 5.3, ONVIF Members may submit a temporary DoC of a Client conforming to a certain Profile. This temporary DoC for an ONVIF Client is valid for only one year.



4.11 Withdrawal of Declaration of Conformance

In the event an ONVIF Device and/or ONVIF Client no longer meets ONVIF conformance requirements, the Member shall immediately inform the ONVIF Office and withdraw the Declaration of Conformance.

The ONVIF organization has the right to request from the Member reasonable material proving the conformance requirements. Failure to provide this may result in a withdrawal of the ONVIF Conformance statement, and thus the right to claim the ONVIF Device and/or ONVIF Client is ONVIF conformant.

5 Conformance Requirements

The conformance requirements specific to each ONVIF Profile are defined in [ONVIF Profiles] and a Device or Client may simultaneously implement more than one ONVIF Profile. In that case the Member shall prove conformance for the Device or Client for each supported Profile.

5.1 Conformance Requirements for ONVIF Devices and Clients

This section defines the requirements of the conformance process for ONVIF Devices and Clients. Conformance shall be validated for any of the ONVIF supported versions of [ONVIF Interface Spec] (see Section 3.5), including all published errata and amendments related to the specification version at the time of testing. The versions of the specifications included in the Set of Specifications are an essential part of the conformance statement.

To claim conformance with the ONVIF Specification and at least one ONVIF Profile, the manufacturer of the ONVIF Device or Client shall ensure all of the following requirements are fulfilled:

- a) Membership shall be fulfilled according to the [ONVIF RoM].
- b) The ONVIF Device or Client shall claim conformance with at least ONE (1) ONVIF Profile.
- c) The ONVIF Device or Client shall support all mandatory services, features, and functional blocks of the claimed Profile(s) as listed in [ONVIF Profiles Specs] and defined in [ONVIF Interface Spec].
- d) The ONVIF Device or Client shall support all applicable conditional services, features, and functional blocks of the claimed Profile(s) as listed in [ONVIF Profiles Specs] and defined in [ONVIF Interface Spec].
- e) All non-mandatory or non-conditional services, features, and functional blocks supported by the ONVIF Device or Client shall be properly implemented according to [ONVIF Interface Spec].
- f) The ONVIF Device or Client shall successfully pass all the tests identified for the claimed Profile(s) as defined in [ONVIF Test Spec] and [ONVIF Profile Spec]. If any test case has been invalidated by a more recent errata or amendment to the [ONVIF Interface Spec] or [ONVIF Test Spec], the Member shall explicitly state which test case has failed and reference the errata or amendment invalidating this test case. This statement shall then accompany the submitted DoC and XML Feature List.
- g) The ONVIF Device or Client shall pass the corresponding test suite for the claimed Profile(s) as executed by [ONVIF Device Test Tool] or [ONVIF Client Test Tool]. The Test tool will produce a Declaration of Conformance (DoC) in PDF format and a Feature List in XML format if all the tests successfully pass.
- h) An ONVIF Interface Guide document shall be provided to the ONVIF office describing the initial steps required for operation of an ONVIF Device using the ONVIF API according to [ONVIF Interface Guide Spec]. The document shall be successfully validated against the approved DocBook XML schemas and schematron rules, as specified in the [ONVIF Interface Guide Spec].

5.2 Interpretation (Informative)

Successful testing using [ONVIF Device Test Tool] or [ONVIF Client Test Tool] is necessary but not sufficient for claiming ONVIF Conformance. The Member is solely responsible for ensuring proper implementation of [ONVIF Interface Spec] in accordance with the [ONVIF Profile Specs]. The [ONVIF Test Spec] and the accompanying [ONVIF Device Test Tool] and [ONVIF Client Test Tool] are available to assist in the conformance process but do not guarantee complete conformance.

5.3 Requirements for Temporary Conformance Declaration for ONVIF Clients

As of the first service release of the [ONVIF Client Test Tool] after the final release of an ONVIF Profile the [ONVIF Client Test Tool] shall produce a temporary DoC (see clause 4.1) if only 2 traces are available for one or multiple test cases of the [ONVIF Test Spec] for this Profile.

The temporary DoC is valid for ONE (1) year only after the date of listing by ONVIF ('Date certified'). The ONVIF office may delete such a temporary DoC without notice from the public records any time after the end of this ONE (1) year period. It is the responsibility of the submitting Member to retest the Client for conformance with the applicable Profile and resubmit a new DoC with a later service release of the [ONVIF Client Test Tool], after the ONE (1) year period has passed.

6 Plug-fest (Informative)

Plug-fests are organized by ONVIF to enhance interoperability of ONVIF Clients and Devices that implement [ONVIF Profiles]. Participation in plug-fests is strongly encouraged. Remote and on-site plug-fests may be made available. Information concerning a plug-fest is announced in advance to all Members of the ONVIF organization.

Annex A Communication Address of ONVIF Office

(Normative)

The set of conformance documents, as defined in Section 4.3, shall be sent electronically to the following e-mail address:

E-mail address: DoC@onvif.org

Annex B

Handling of Disputes

(Informative)

B.1 Handling of Interoperability Related Claims

A Member or user that discovers an interoperability issue between two Profile Conformant products should follow these steps:

1. Concerned parties should first seek to communicate directly and handle/solve the identified issue. The product Interface Guide provides contact information. Alternatively, the ONVIF office (help@onvif.org) may provide contact information where needed. Members may also address technical interoperability issues related to the ONVIF specs in the ONVIF Forum.
2. If one party requests escalation: The Member or user shall report the interoperability issue by using the improper conformance webform provided on the ONVIF homepage at <http://www.onvif.org/ConformantProducts/ReportImproperConformanceClaims.aspx>.
3. The ONVIF Executive Director shall request supporting material from all involved parties:
 - a) Claim description and supporting evidence of non-conformity
 - b) DoC and test report (should already be available at the ONVIF office)
 - c) Supported Feature List
4. The ONVIF office shall forward the issue to the TSC & issue a ticket in the [ONVIF WG Platform] with the information related to the case.
5. TSC to address via email and respond to the ONVIF Executive Director after the next conference call (twice a month) with a proposal on how to handle the claim.

B.2 Handling of Improper Claims of Conformance

Here are several examples of improper conformance cases:

- A. An ONVIF Member claims conformance for a product or specific version of a product and has not yet submitted a DoC to the ONVIF office (specific product not listed on the ONVIF homepage)
- B. The conformance claim for a specific product by the ONVIF Member differs from or exceeds the DoC submitted to the ONVIF office and listed on the ONVIF homepage
- C. A company which is not or no longer an ONVIF Member is claiming ONVIF conformance for a product.

Process:

1. Member or user shall report the improper conformance claim by using the webform provided on the ONVIF homepage at <http://www.onvif.org/ConformantProducts/ReportImproperConformanceClaims.aspx>.
2. ONVIF Executive Director shall request from the concerned Member a proper DoC for the concerned product and to temporarily halt publication of any conformance claims for the concerned product (website, PR, product material) until the Member's ONVIF Membership is in good standing and respective conformance documents are submitted to, and accepted by, the ONVIF office.