SNC-G7 Series

Version Upgrade Guide

Rev 1.0.3

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Sony Corporation

Revision History

#	Date	Version	Changes and comments
1	2015/09/30	1.0.0	Initial release
2	2017/03/29	1.0.1	Reviced chapter 1.3
3	2018/12/21	1.0.2	Reviced chapter 1.3
4	2020/01/24	1.0.3	Reviced chapter 1.3, 3.2

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Introduction

This guide describes the software version upgrade procedure for the network camera.

The network camera is referred to as target in this document.

1. Prerequisite

1.1. Applicable models

[Network camera]

For information on applicable models, refer to the release note of each software version.

1.2. Maximum number of units to be upgraded

1024 units

However, the maximum number of units to be upgraded at the same time is 16.

1.3. Preparation

1.3.1. Prepare the following devices.

- Windows PC (SNC toolbox 1.6.1.0 or later should be installed)
- Target power supply
- Network cable (and a hub if necessary)

1.3.2. Prepare the firmware file.

1.4. Note (Be sure to read)

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- Never turn off the power to the target during the version upgrade work.
- Perform the version upgrade work by logging in with the user account that has Administrator privileges on the computer.
- It is recommended to change the IP address of the target to the fixed IP address before starting the version upgrade work. If the target is set to use DHCP, the completion of version upgrade may not be verified.
- If the Edge Storage function or moving object detection function is enabled on the target, disable it before starting the version upgrade work.
- Changing the Administrator Password is required when accessing the camera for the first time (Ver 1.3.0 or higher).

  The default administrator name and password are as follows.

  User name : admin

  Password : Admin_1234

  Set a user name between 5 and 16 characters and a password between 8 and 28 characters. Create a user name and password using half-width characters that do not include ", (comma)", "#", "&", ":" or "(space)".

  Passwords must contain both an alphabet and a numeric character.

  [Note] For version up users

- Before execute version up to V1.3.0, administrator and user names and passwords should be set using above specifications.
- If you have not set administrator and user names and passwords using above specifications before execute version up to V1.3.0, administrator name and password will be changed to default value after version up to V1.3.0 and all user names and passwords will be cleared. You require to set administrator password as above and all user name and password.

2. Version Upgrade Preparation

2.1. Preparing the target

Connect the target and the computer according to the installation manual.

2.2. Turning on the power to the target

Turn on the power to the target.

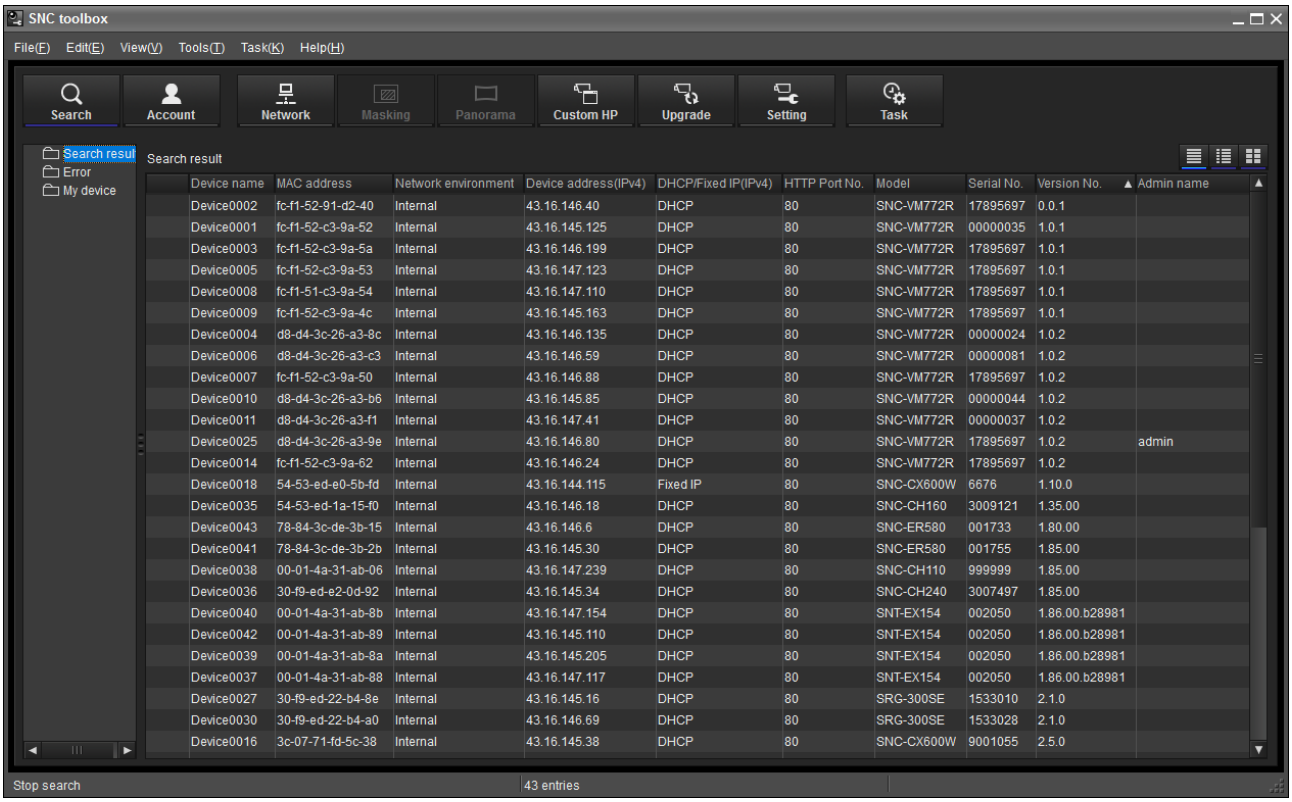
If the target is installed in a remote location and the power has already been turned on, restart the target by clicking the Reboot button in the System Setup screen > Initialize tab.

The system starts in about 1 minutes.

3. Upgrading the Version with SNC toolbox

3.1. Starting up SNC toolbox and searching the target

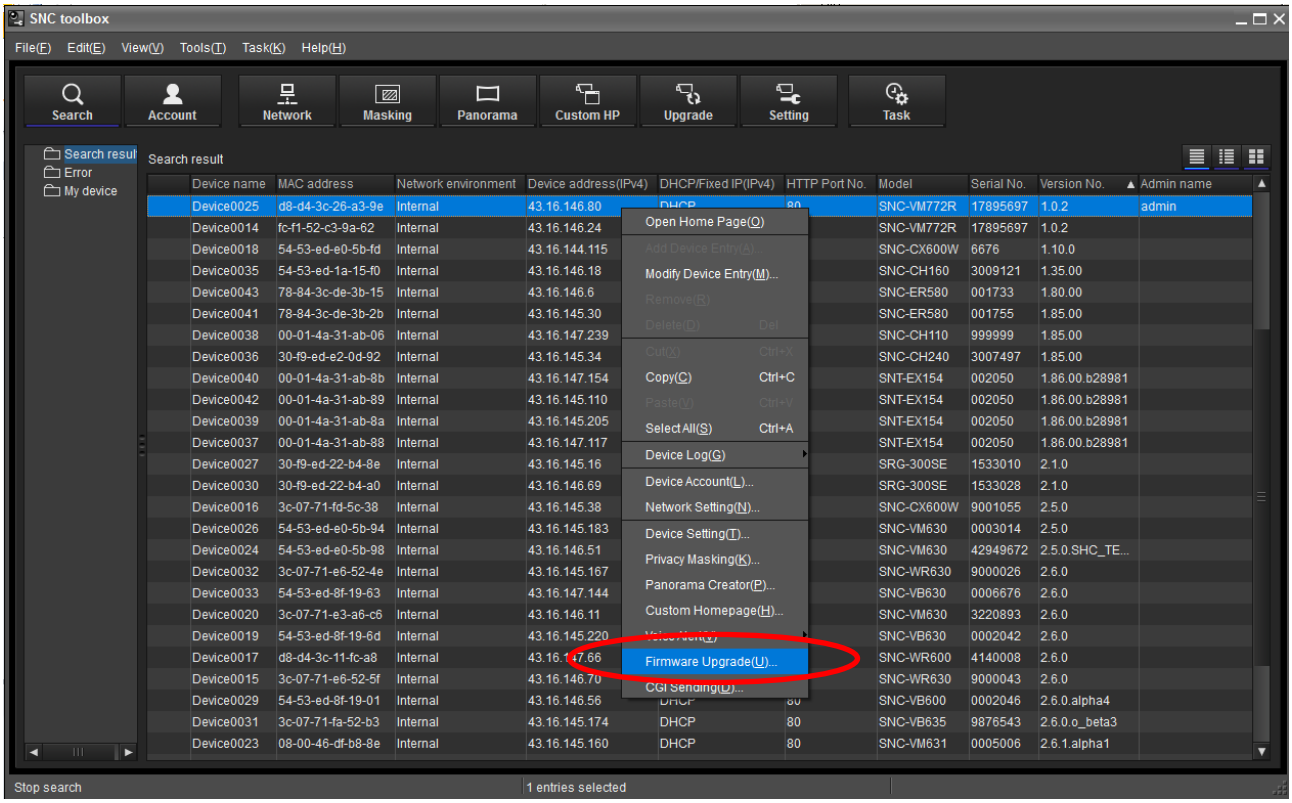
The targets on the same network segment are searched and displayed as follows.



3.2. Selecting the target

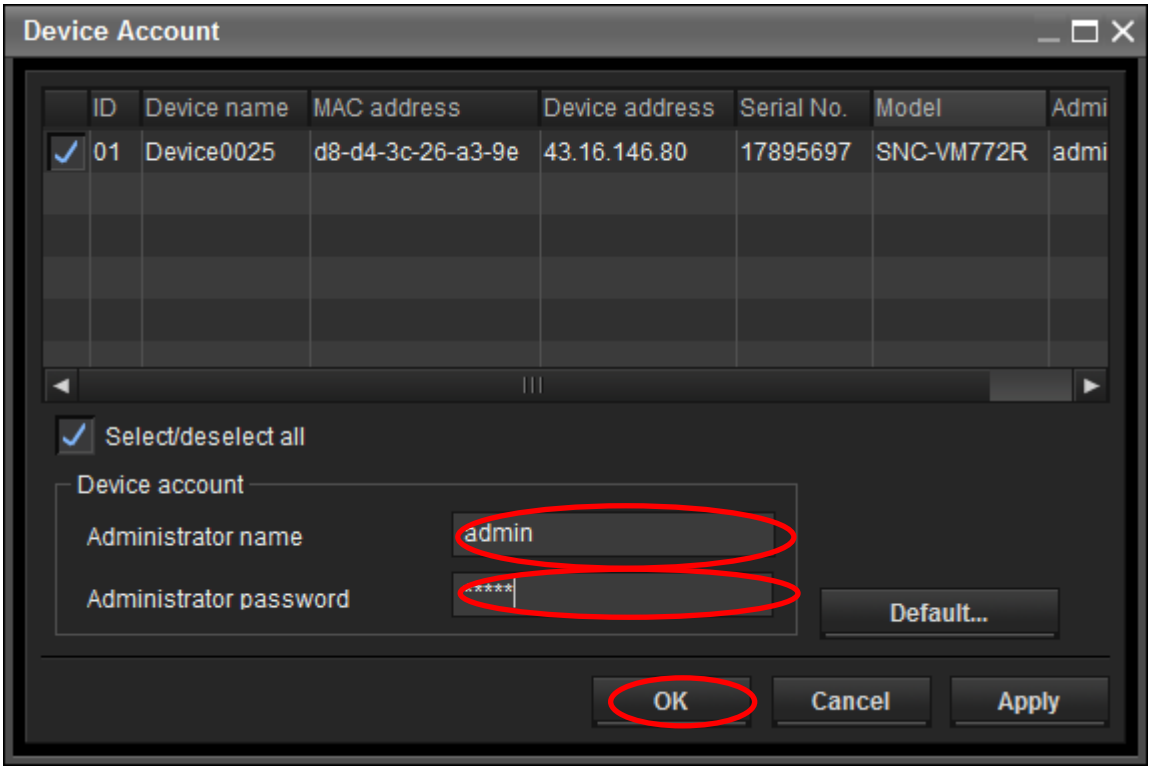
3.2.1. Selecting the target using the search result

Click and select the target to be upgraded. Right-click to open the pull-down menu, and select "**Firmware Upgrade**".



The Device Account window appears. Enter "**Administrator name**" and "**Administrator password**", and click "**OK**". The default values are as follows.

	Ver 1.0.0 – Ver 1.2.0	Ver 1.3.0 -
Administrator name	admin	admin
Administrator password	admin	Admin_1234



3.3. Selecting the firmware file and starting version upgrade

Click the "**Browse**" button, and select a firmware file to import it to SNC toolbox. When the import is complete, the firmware file is displayed as shown in the following window.

To inherit the setting data used by the current target, select the "**Retain the current setting**" check box.

To inherit the setting of the target and also save the setting file to the computer, select the "**Backup device setting**" check box (YY: year, MM: month, DD: date, HH: hour, MM: minute).

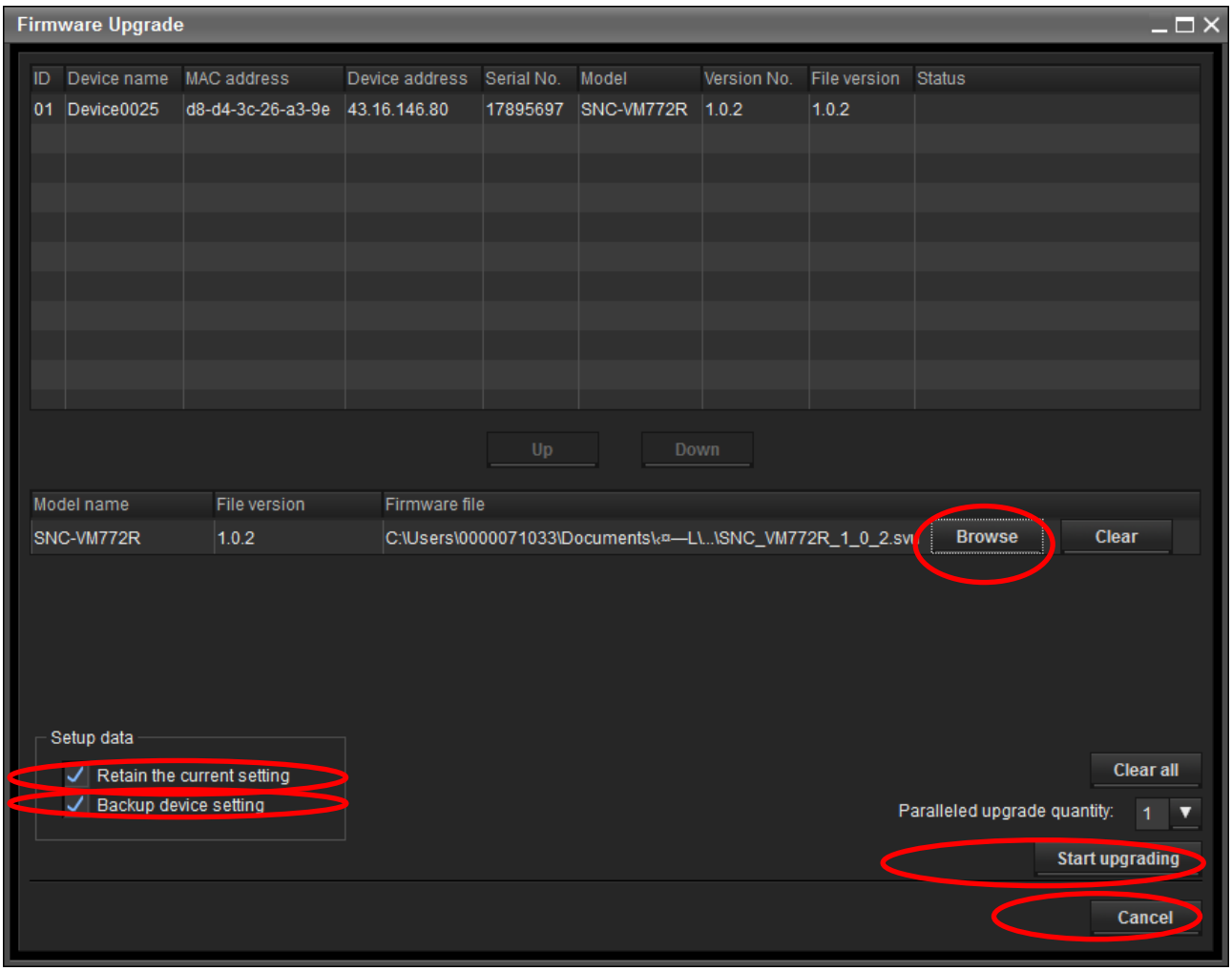
The setting file is saved in the following folder.

[Windows 7/8]

Folder: <My Document>¥Sony¥SNC toolbox¥cfg¥<YYMMDDHHMM>

File name: <MAC address>.cfg

Click the "**Start upgrading**" button to start upgrading the version.

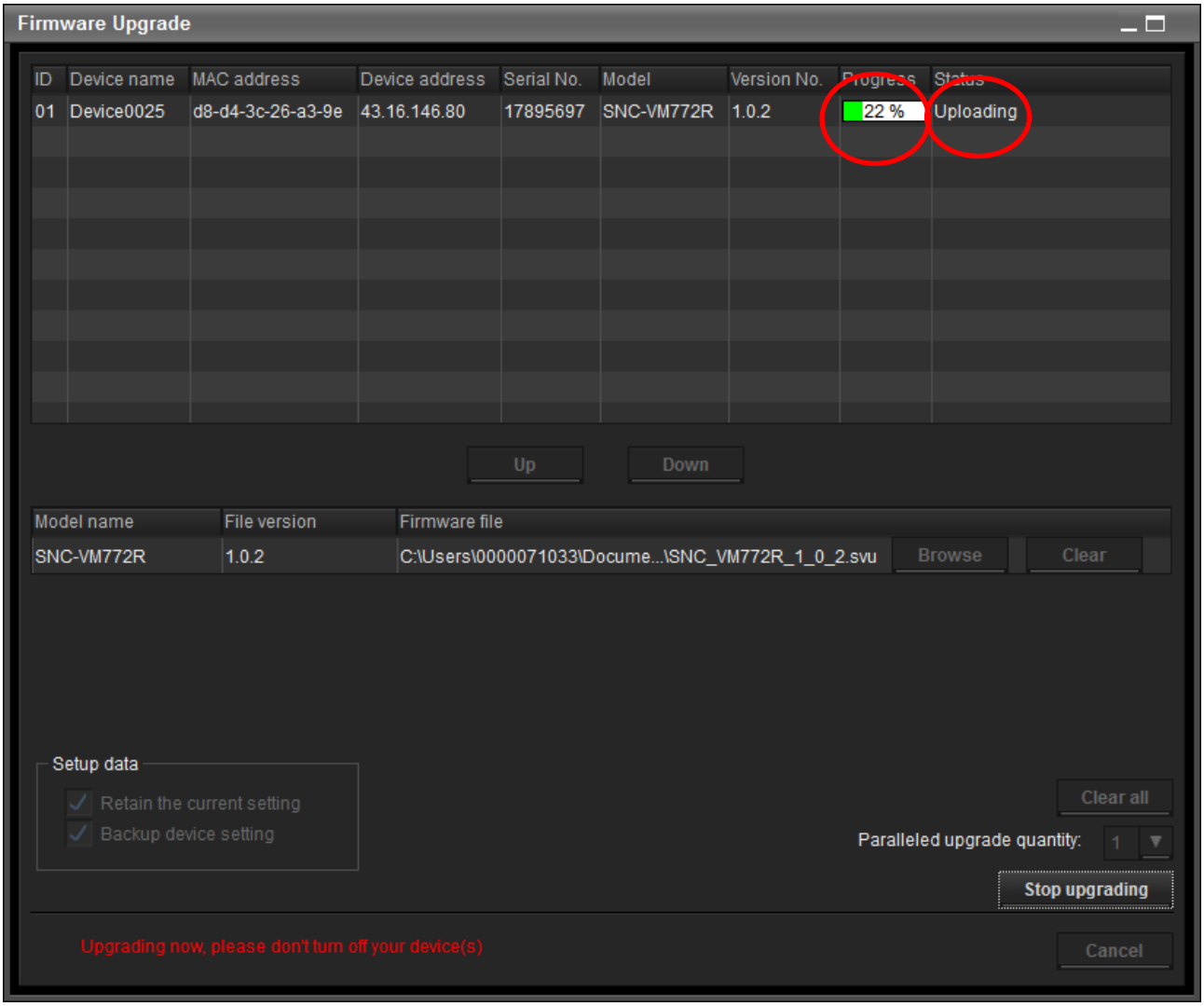


3.4. Progress indication of version upgrade

During version upgrade, "**Progress**" is shown with the progress bar, and "**Status**" shows "**Uploading**".

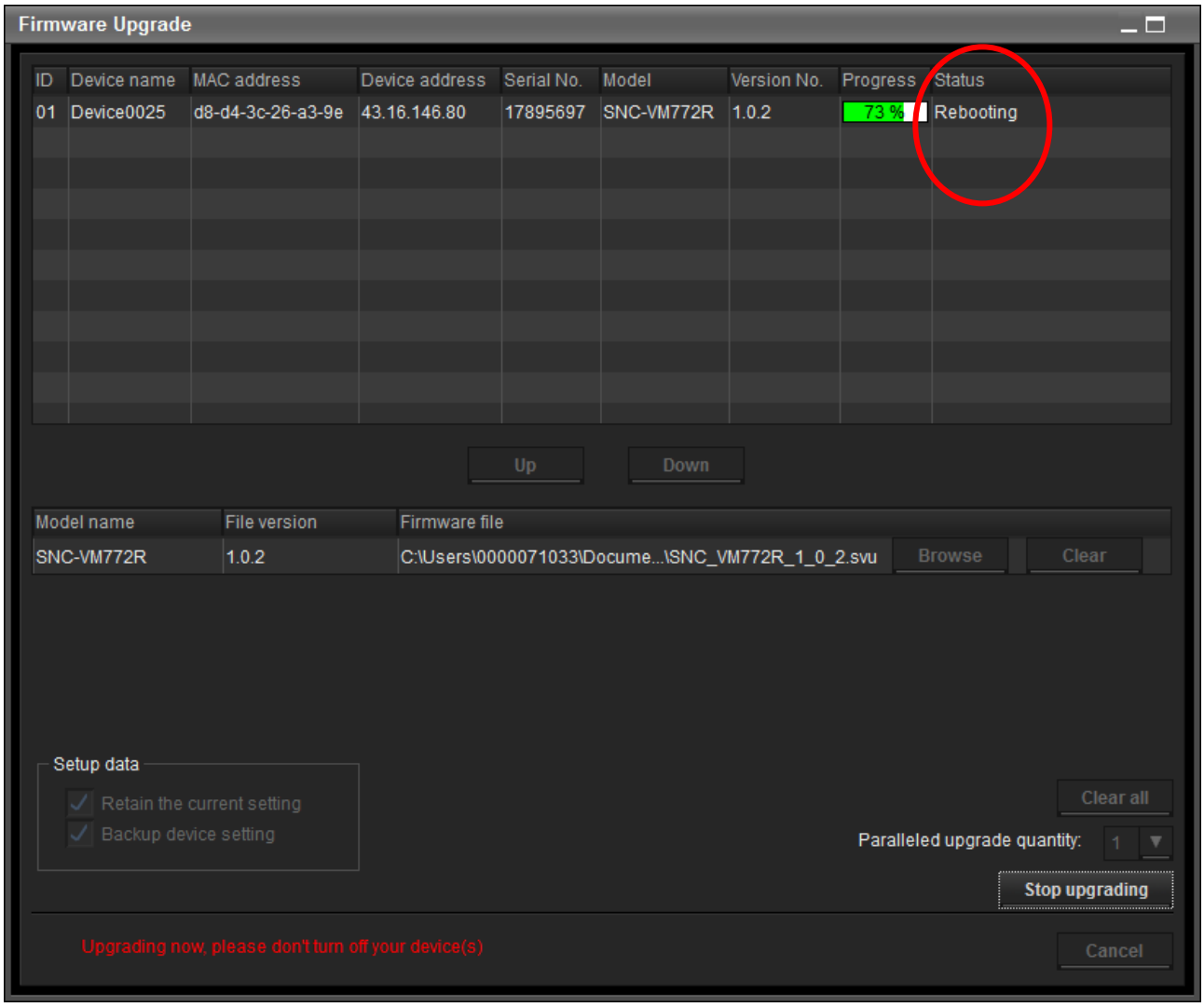
[Note]

Never turn off the power in this state.



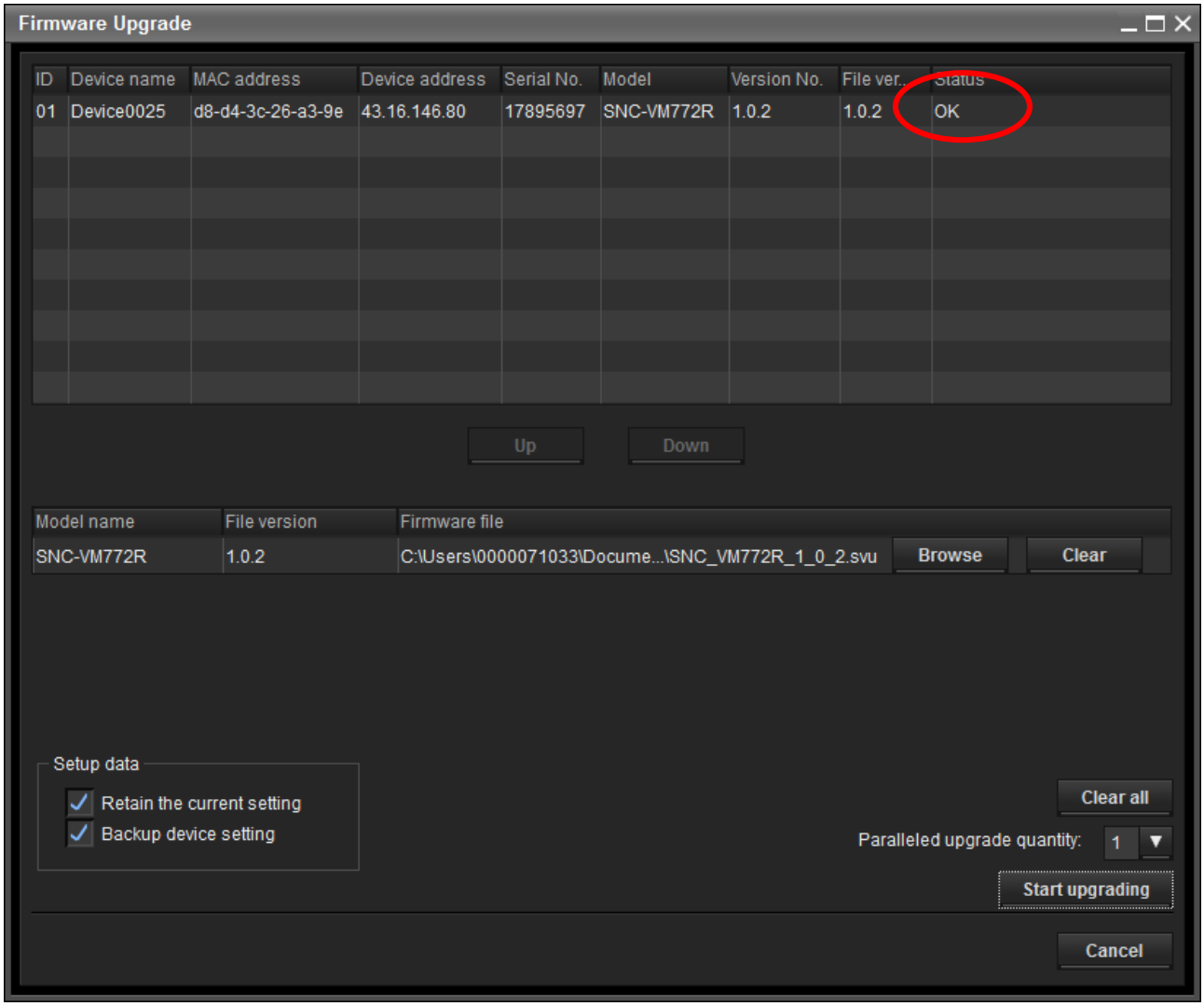
3.5. Restarting after version upgrade

When version upgrade is complete, the target restarts, and "**Status**" shows "**Rebooting**".



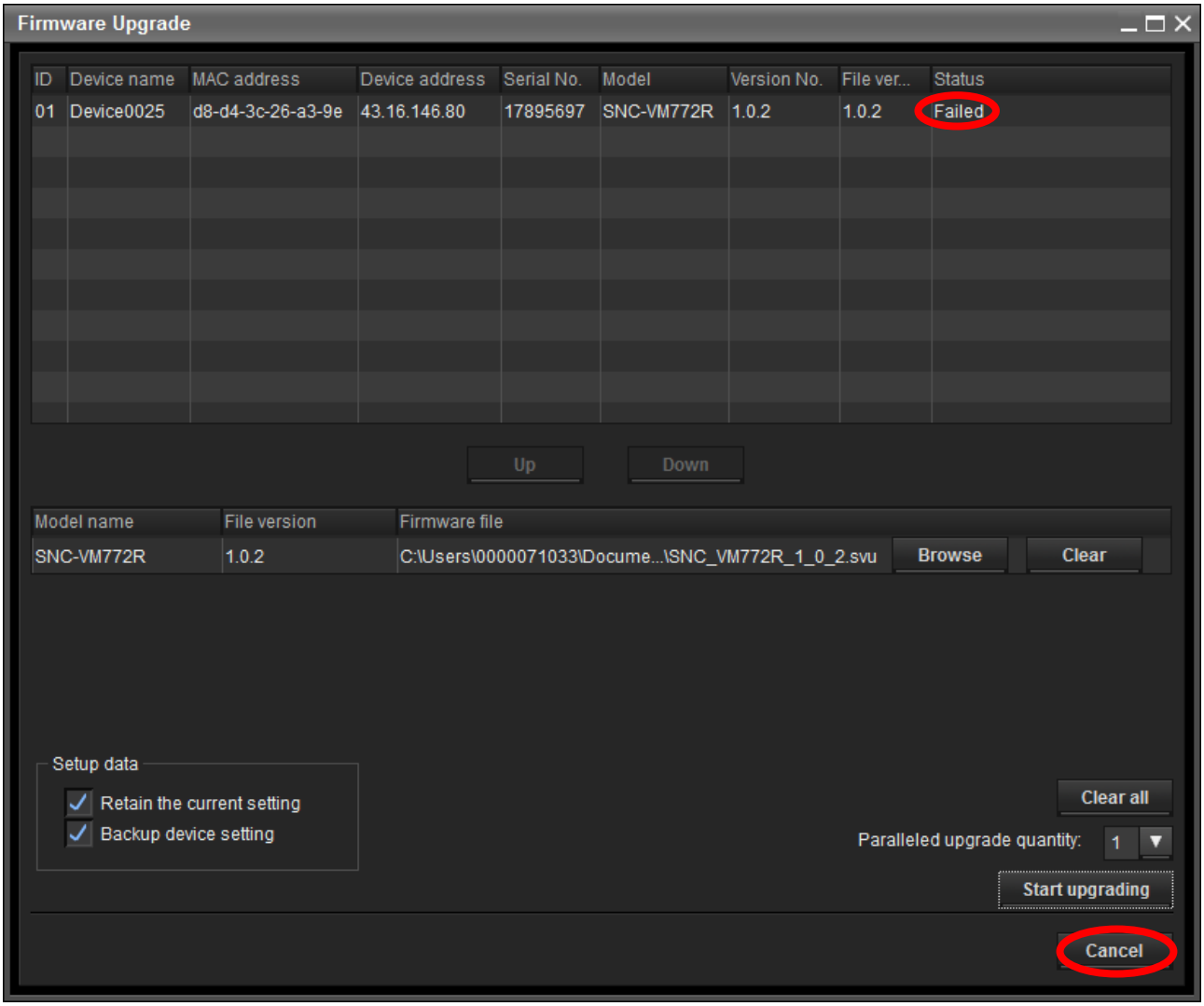
3.6. Completing version upgrade

When version upgrade is complete, "**Status**" changes to "**OK**". In this state, click "**Cancel**" to close the Firmware Upgrade window.

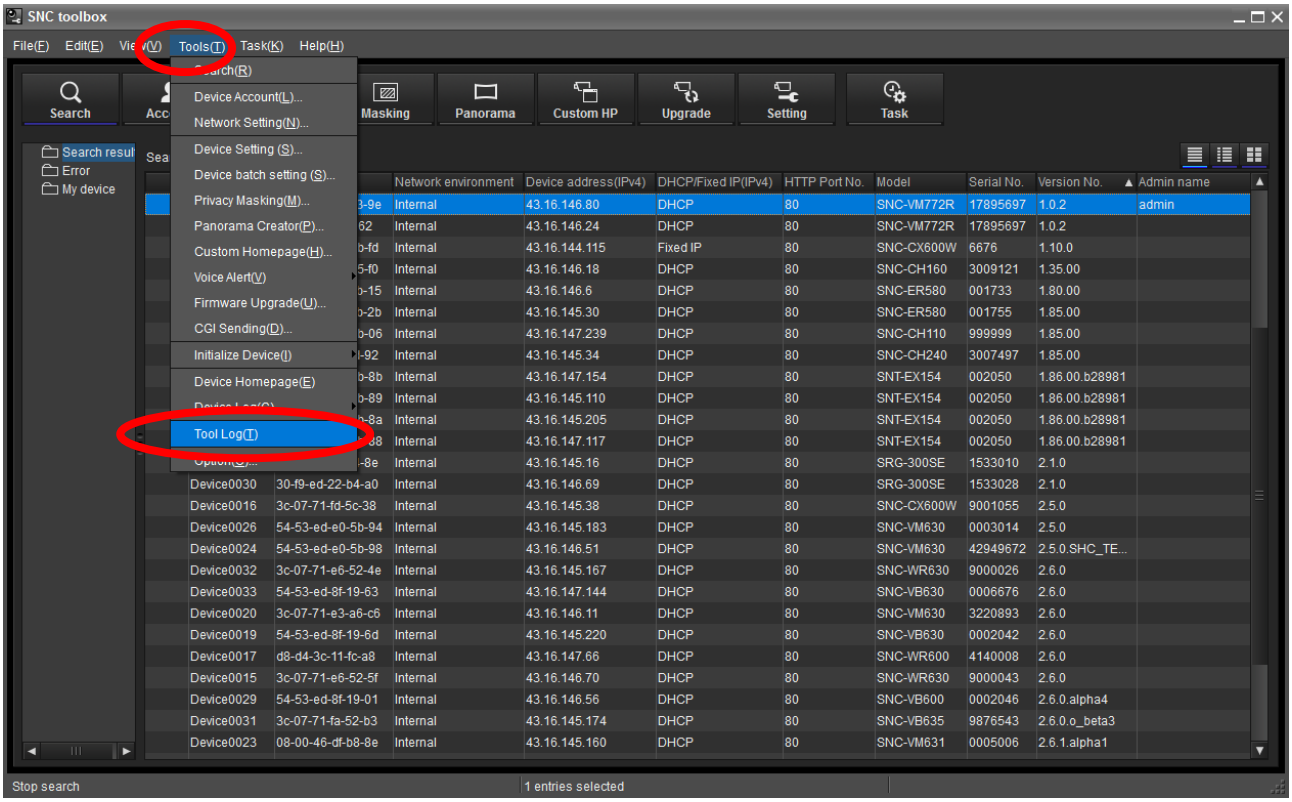


3.7. Version upgrade failed

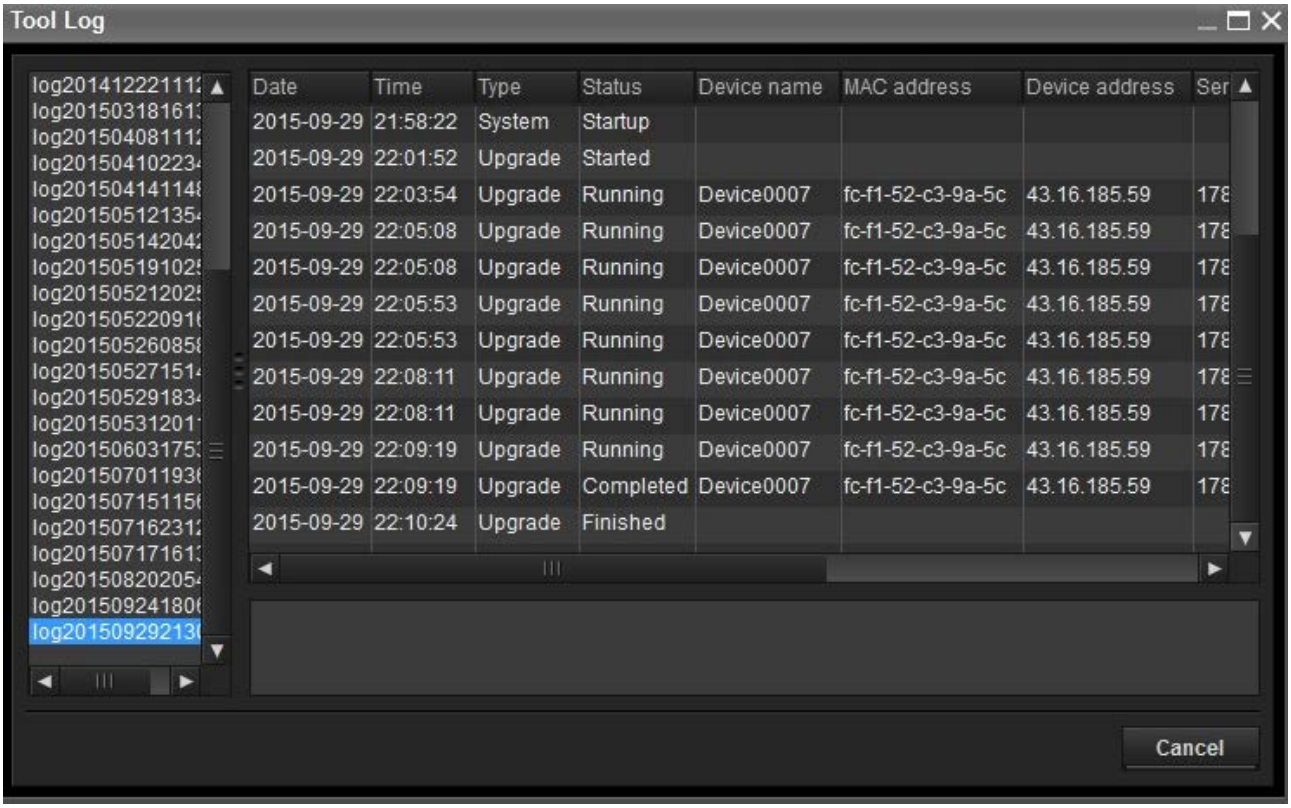
When version upgrade is complete, “**Status**” changes to “**Failed**”. In this state, click “**Cancel**” to close the Firmware Upgrade window.



Then, please confirm log from “Tool Log” in “Tools”.



If you open Tool Log, you can see following logs and confirm cause of fail.

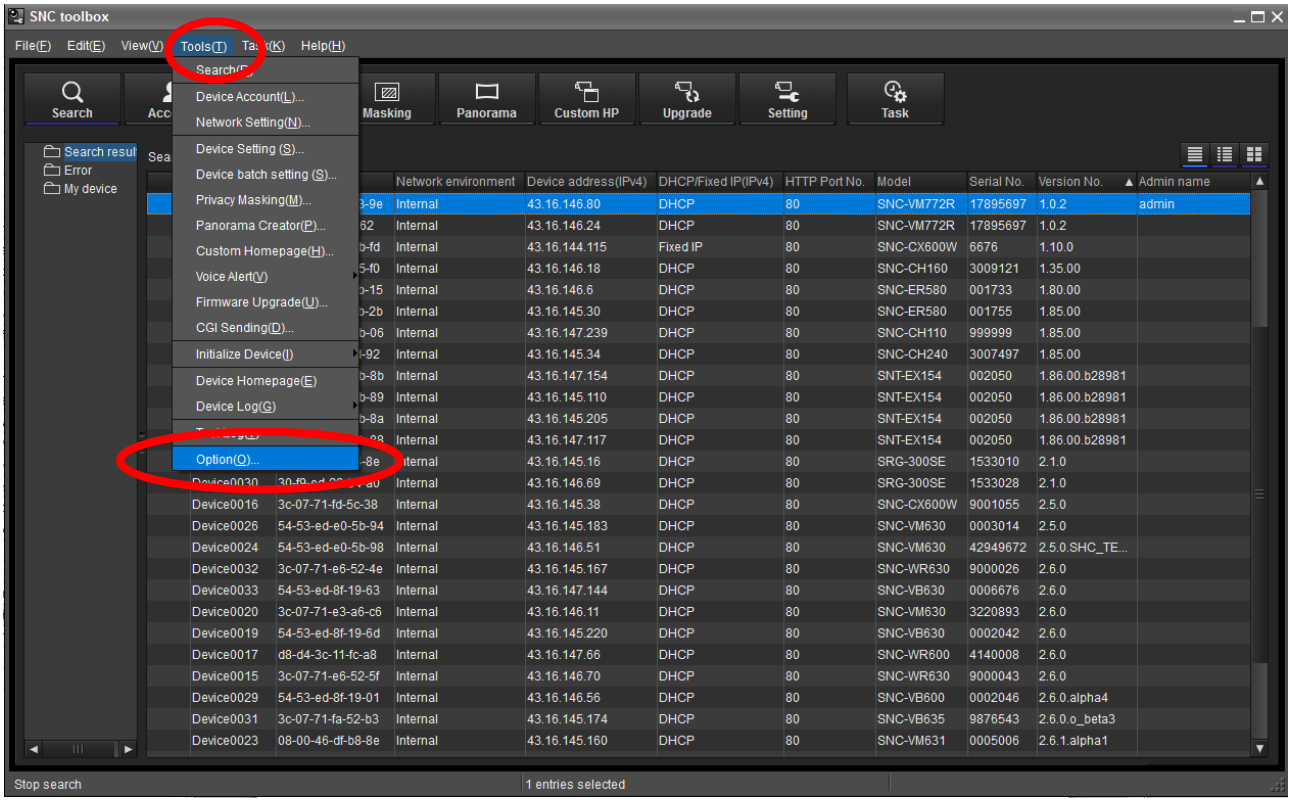


3.7.1. Timeout of target at firmware uploading

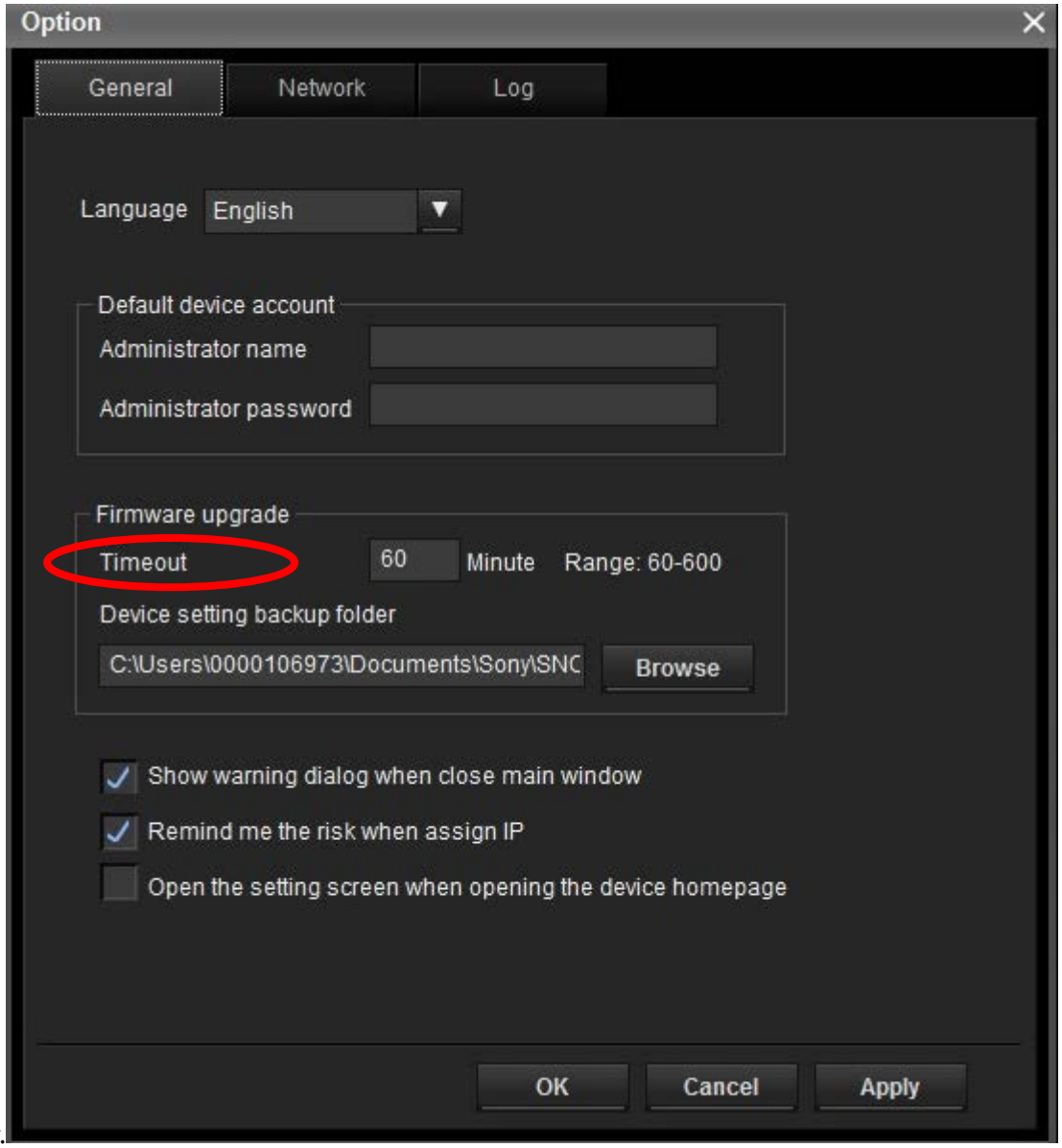
*Network camera has time limit about firmware upgrade. This reason is to stop upgrade process. The target might stop receiving firmware, because of exceeding time limit by taking time to upload firmware in cases such as low / unstable network environment, using SSL communication and so on. In this case, the log is shown as “Uploading svu file failure. Time out” in “Tool log”.

2014-01-09	20:30:49	Upgrade	Started					-	
2014-01-09	20:31:16	Upgrade	Running	Device0031			SNC-WR630	-	CFG file downloading Started
2014-01-09	20:37:15	Upgrade	Running	Device0031			SNC-WR630	-	CFG file downloading Finished
2014-01-09	20:37:15	Upgrade	Running	Device0031			SNC-WR630	-	Firmware upload Started
2014-01-09	21:32:13	Upgrade	Failed	Device0031			SNC-WR630	-	Uploading svu file failure. Time out

In this case, please open “Options” of “Tools”.



Please retry upgrading target firmware, after you extend “timeout” value with 60 ~ 600 minutes in “Options”


Option
General
Network
Log
Language
English
Default device account
Administrator name
Administrator password
Firmware upgrade
Timeout
60
Minute
Range: 60-600
Device setting backup folder
C:\Users\0000106973\Documents\Sony\SNC
Browse
Show warning dialog when close main window
Remind me the risk when assign IP
Open the setting screen when opening the device homepage
OK
Cancel
Apply
window.

4. Checking the Image

Enter the following URL to the address bar on the web browser, and check that the image from the target is displayed properly.

http://<Target IP address>/

5. Completing the Version Upgrade Work

If the target is located locally, turn off the power to the target, and disconnect the network cable and the power cable from the target.