SNC-G6 Series

Version Upgrade Guide

Rev 1.8.0

Apr 25, 2014

Sony Corporation

Revision History

#	Date	Version	Changes and comments
1	2012/10/24	1.1.1	SNC-VB600/VB630 initial release
2	2012/11/2	1.2.0	SNC-VB600B/VM600/VM600B/ VM630/VM601/VM601B/ VM631 initial release
3	2013/7/11	1.3.0	SNC-EB600/EB630/EM600/EM601/EM630/EM631 initial release
4	2013/8/5	1.4.0	SNC-EB600B/EB630B/CX600W initial release
5	2013/9/30	1.5.0	Update SNC toolbox version
6	2013/12/5	1.6.0	Update SNC toolbox version
7	2014/1/24	1.7.0	Added confirm method when version upgrade fail Update SNC toolbox version
8	2014/4/25	1.8.0	Added some caution regarding firmware update via SSL

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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 1.3.7.0 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)

- **To upgrade the version stably, be sure to perform the following operations before the upgrading work.**
  - Close all of the software such as the browser and RSM/NSR software that are accessing the target.
  - Turn off the power to the target and turn it back on to restart the target.
  - If the target is installed in a remote location and the power cannot be turned off or on directly, restart the target by clicking the Reboot button in the System Setup screen > Initialize tab.

- 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.
- To upgrade the version using the computer on which RSM is running, terminate RSM.

  Open “Control Panel” – “Administrative Tools” – “Service”, and stop the following services.

  - RSM Record Server
  - RSM Event Action

  To start RSM again, restart the computer.
- In case that firmware version of the camera which is to be updated is version 1.12 or earlier, please be sure not to perform firmware update via SSL(HTTPS) connection, as such firmware update was reported to be occasionally failed. Please go to [SSL] setting tab in [Security] setting menu, select the [SSL function] to either [Enable (Allow HTTP connection for some clients)] or [Disable]. And please open the SNC Toolbox, select the camera which is to be updated, open [Modify Device Entry] by right-clicking, select [HTTP] as Protocol.

2. Version Upgrade Preparation

2.1. Preparing the target

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

2.2. Turning on the power to the target

Turn on the power to the target.

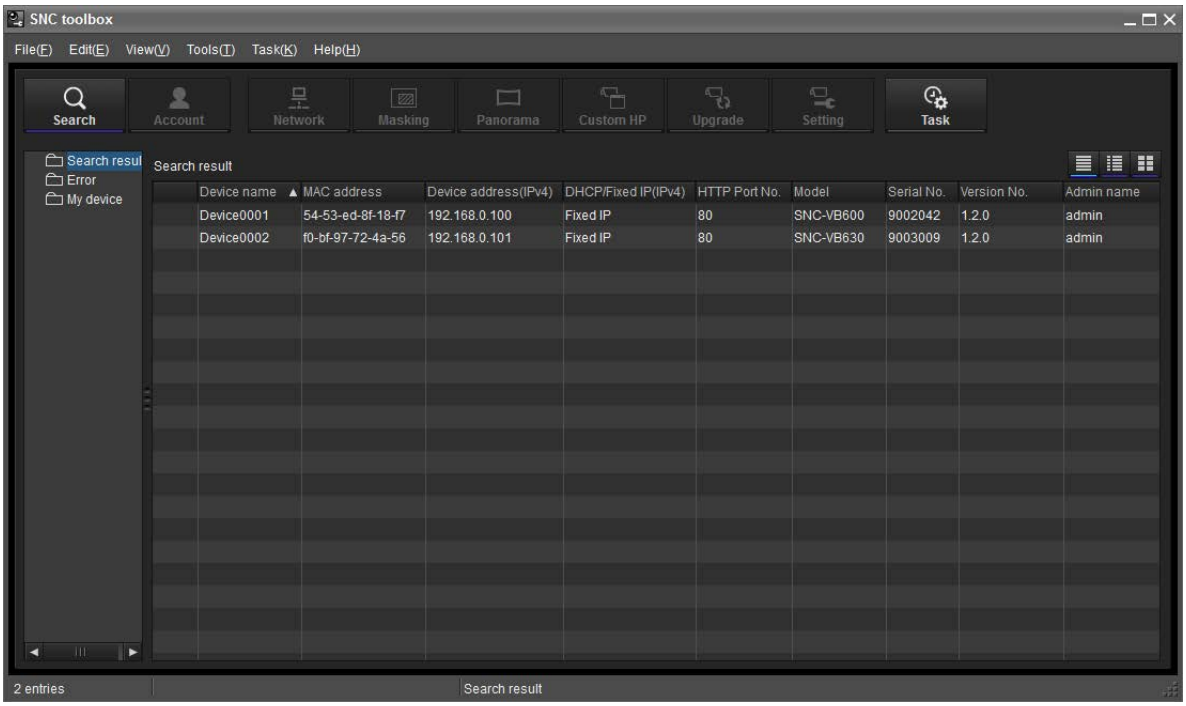
If the target is installed in a remote location and the power has already been turned on, restart the target by clicking the Reboot button in the System Setup screen > Initialize tab.

The system starts in about 2 minutes.

3. Upgrading the Version with SNC toolbox

3.1. Starting up SNC toolbox and searching the target

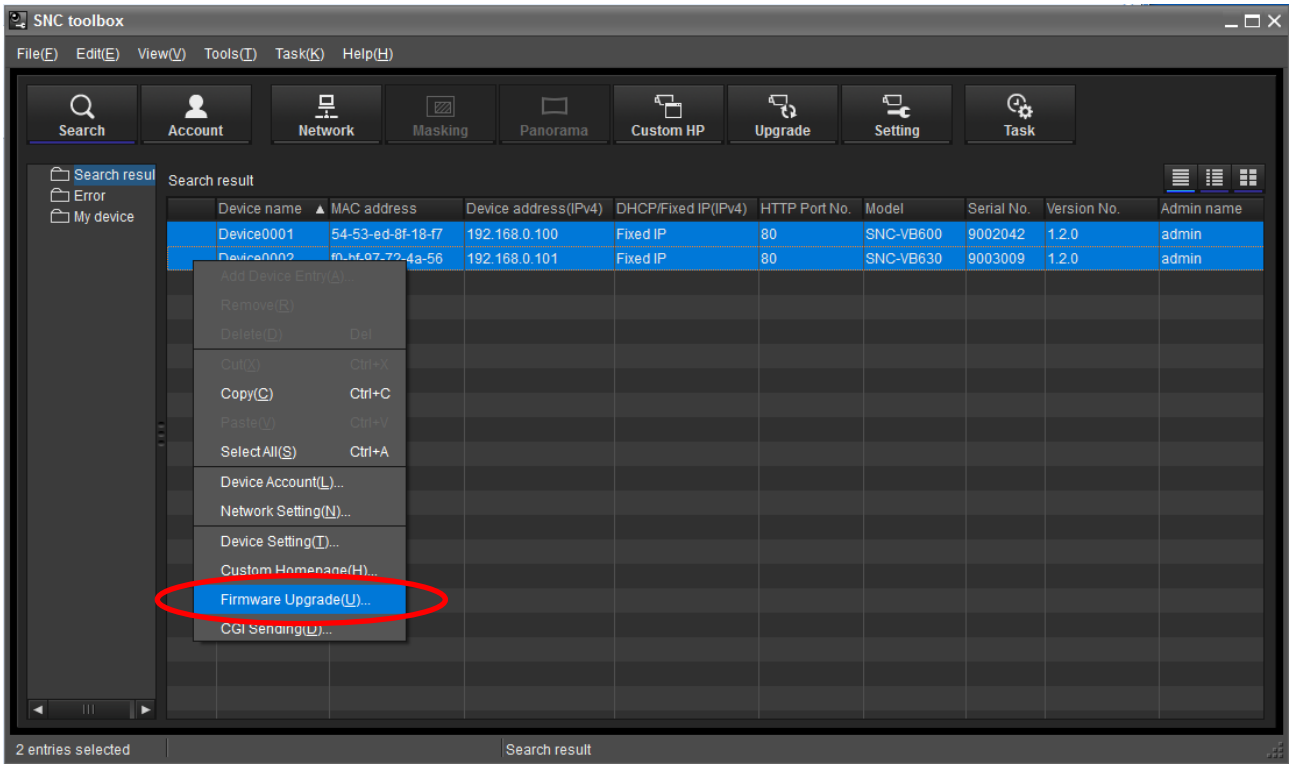
The targets on the same network segment are searched and displayed as follows.



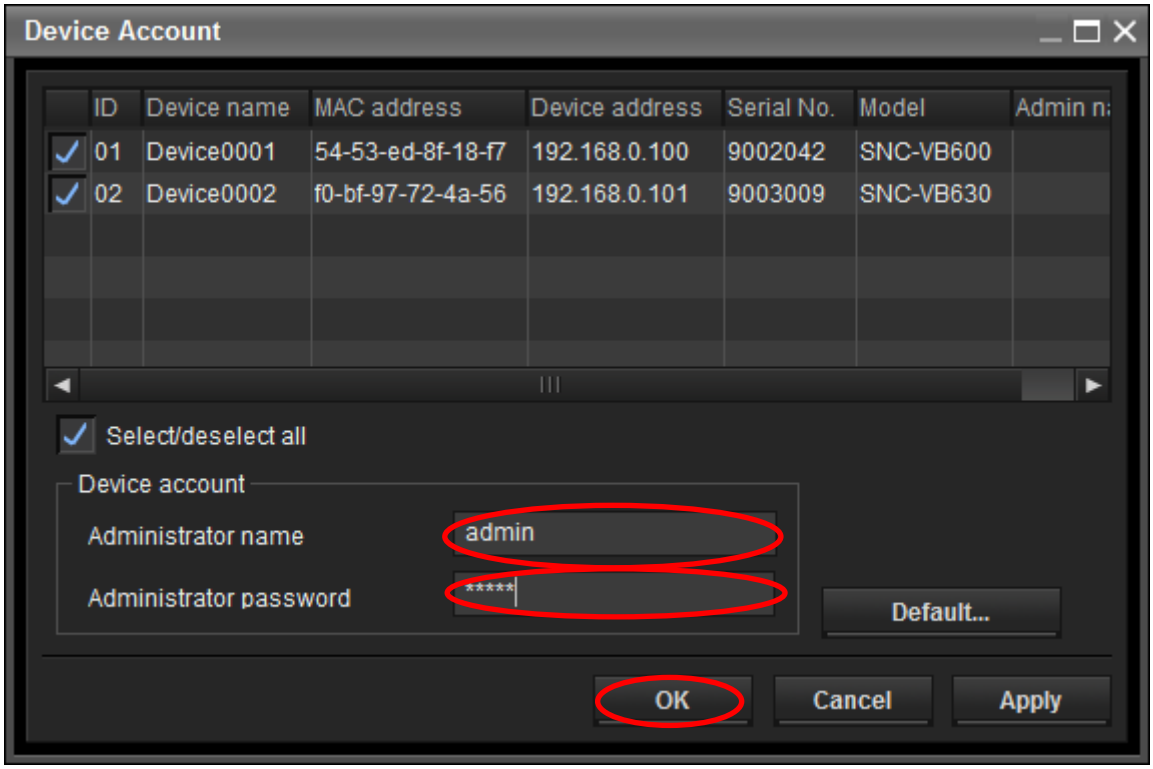
3.2. Selecting the target

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**".

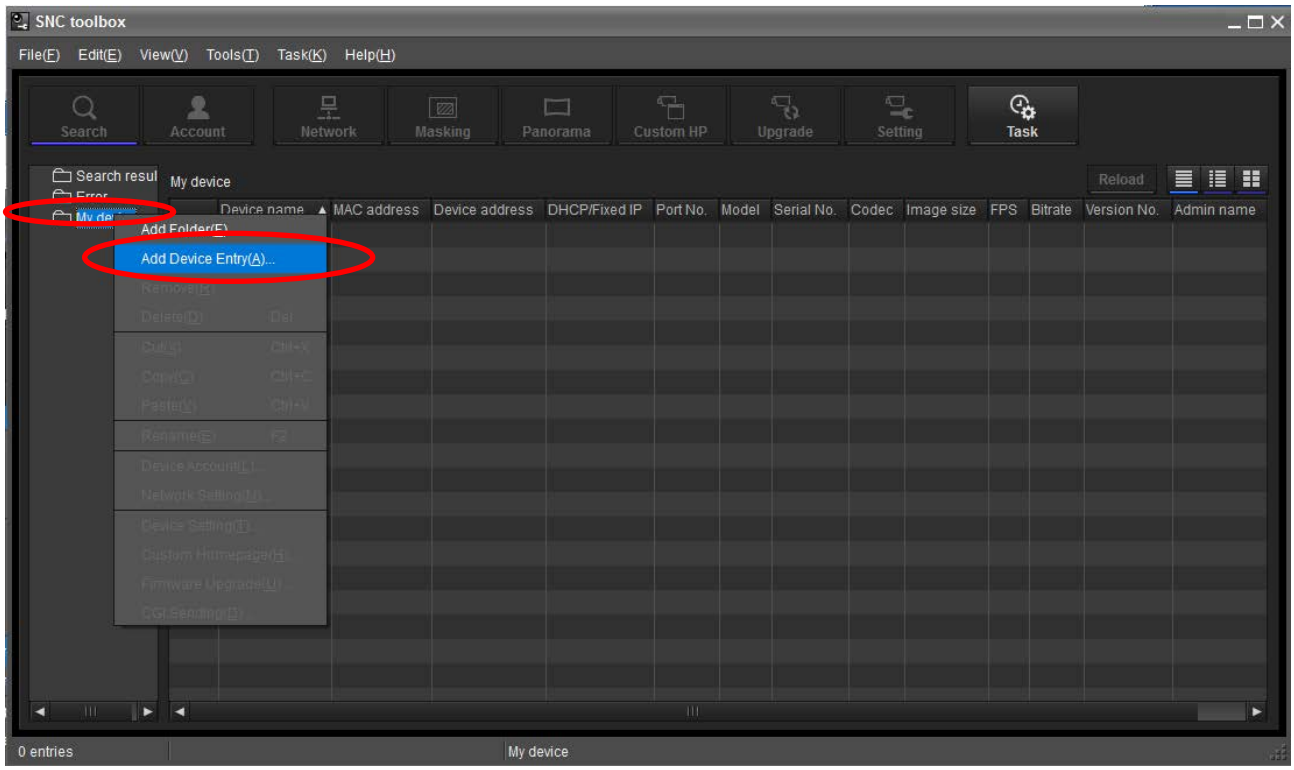


The Device Account window appears. Enter "**Administrator name**" and "**Administrator password**", and click "**OK**". The default values are "admin" and "admin".



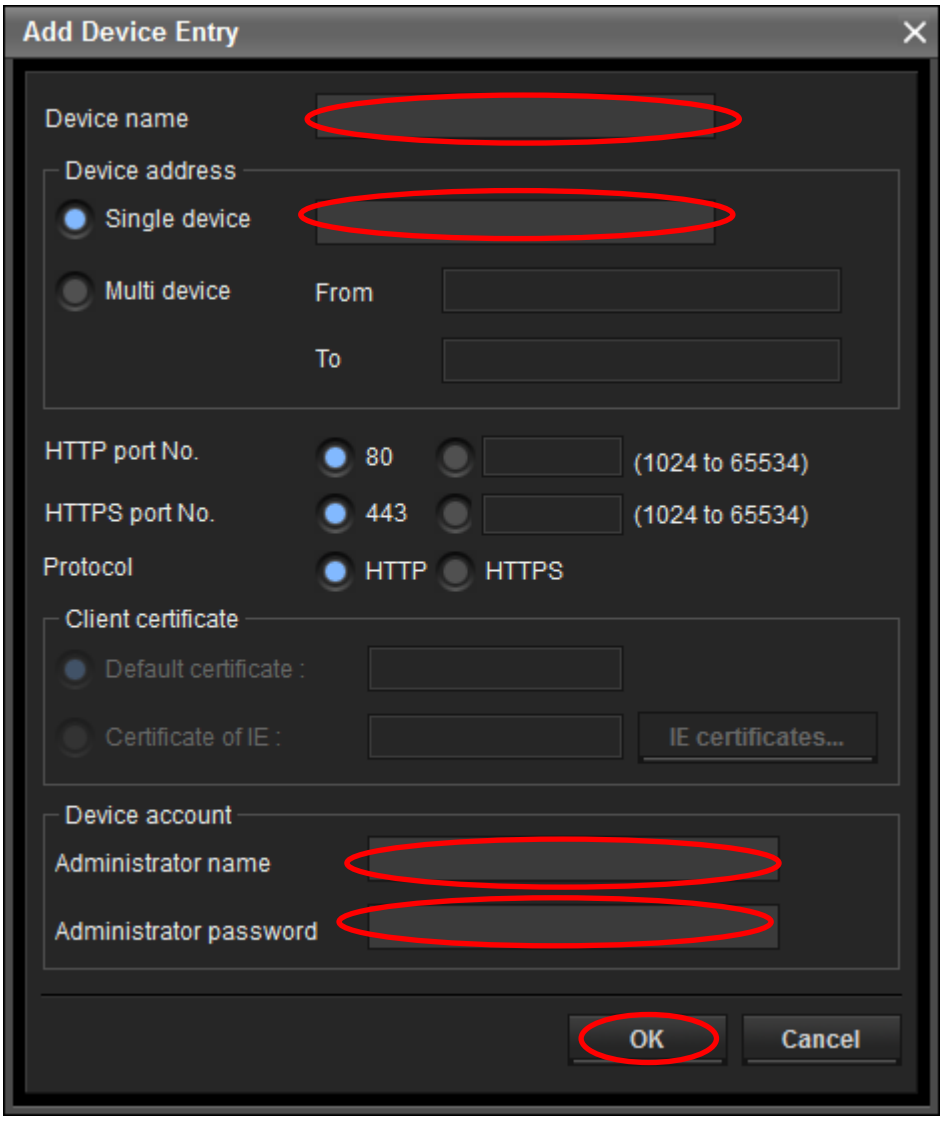
3.2.2. Selecting the target by individual registration

The target to be upgraded can also be registered manually. Right-click "**My device**" to open the pull-down menu, and select "**Add Device Entry**".

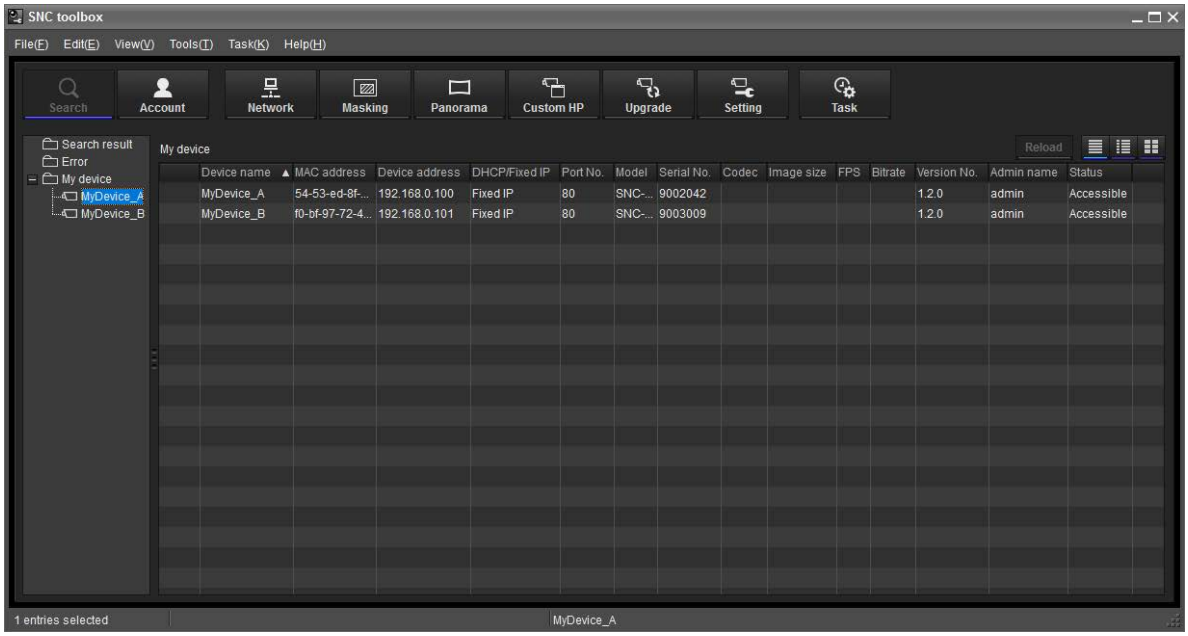


When the following window appears, enter the target name to "**Device name**", and the IP address to "**Device address**".

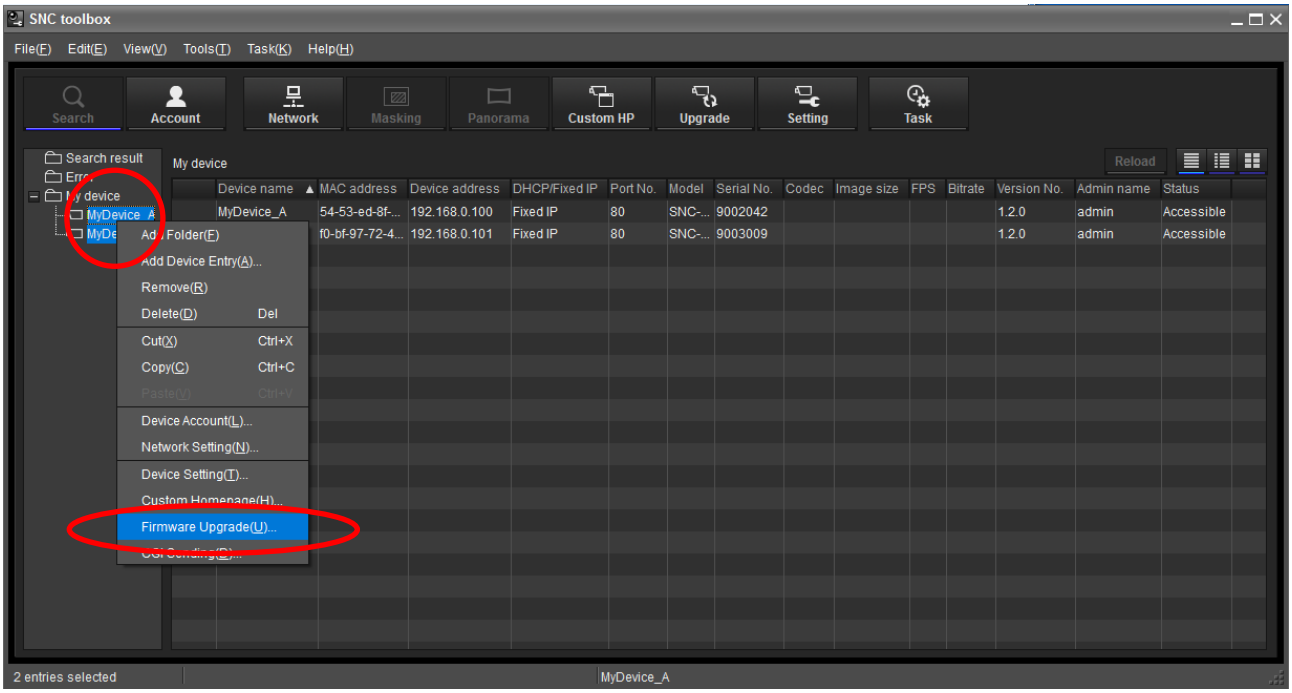
Then, enter "**Administrator name**" and "**Administrator password**", and click "**OK**". The default values are "admin" and "admin".



When the registration is complete, the screen appears as follows.



Right-click “**Mydevice_A**”, and select “**Firmware Upgrade**”.



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]

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

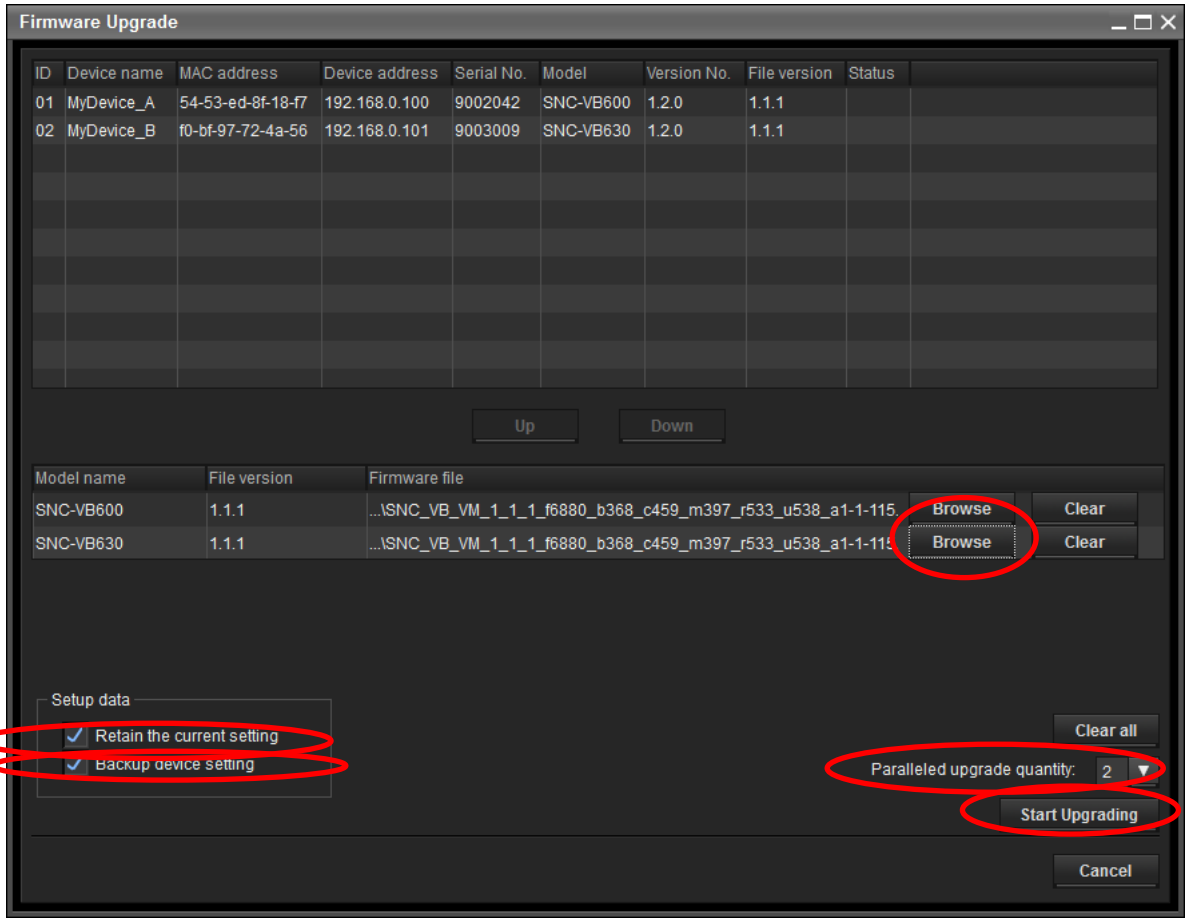
File name: <MAC address>.cfg

[Windows Vista / XP]

Folder: <InstallDir>¥cfg¥<YYMMDDHHMM>

File name: <MAC address>.cfg

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



3.4. Progress indication of version upgrade

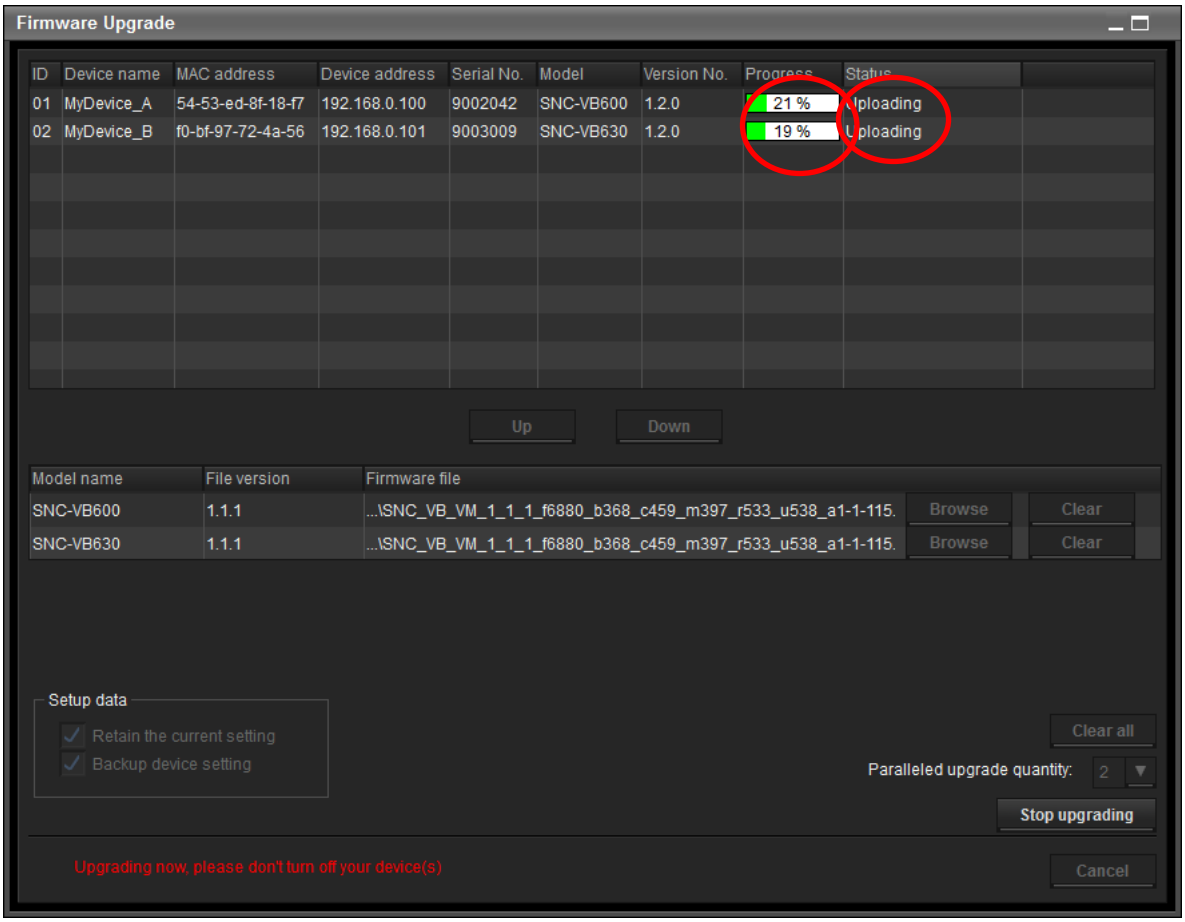
During version upgrade, "**Progress**" is shown with the progress bar, and "**Status**" shows "**Uploading**".

[Note]

Never turn off the power in this state.

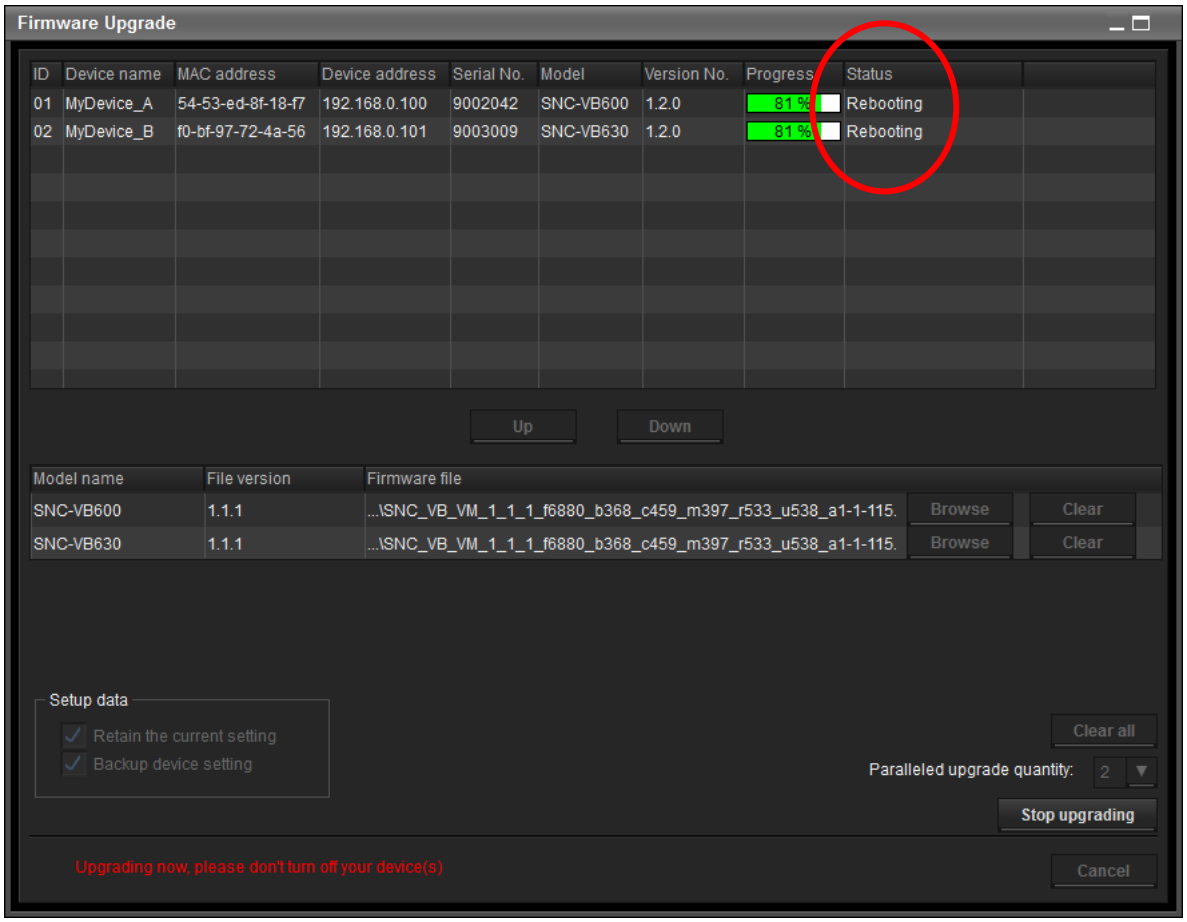
It takes about 5 minutes to complete upgrading one target.

* If target is SNC-CX600/CX600W, it takes about 10 minutes to complete upgrading one target.



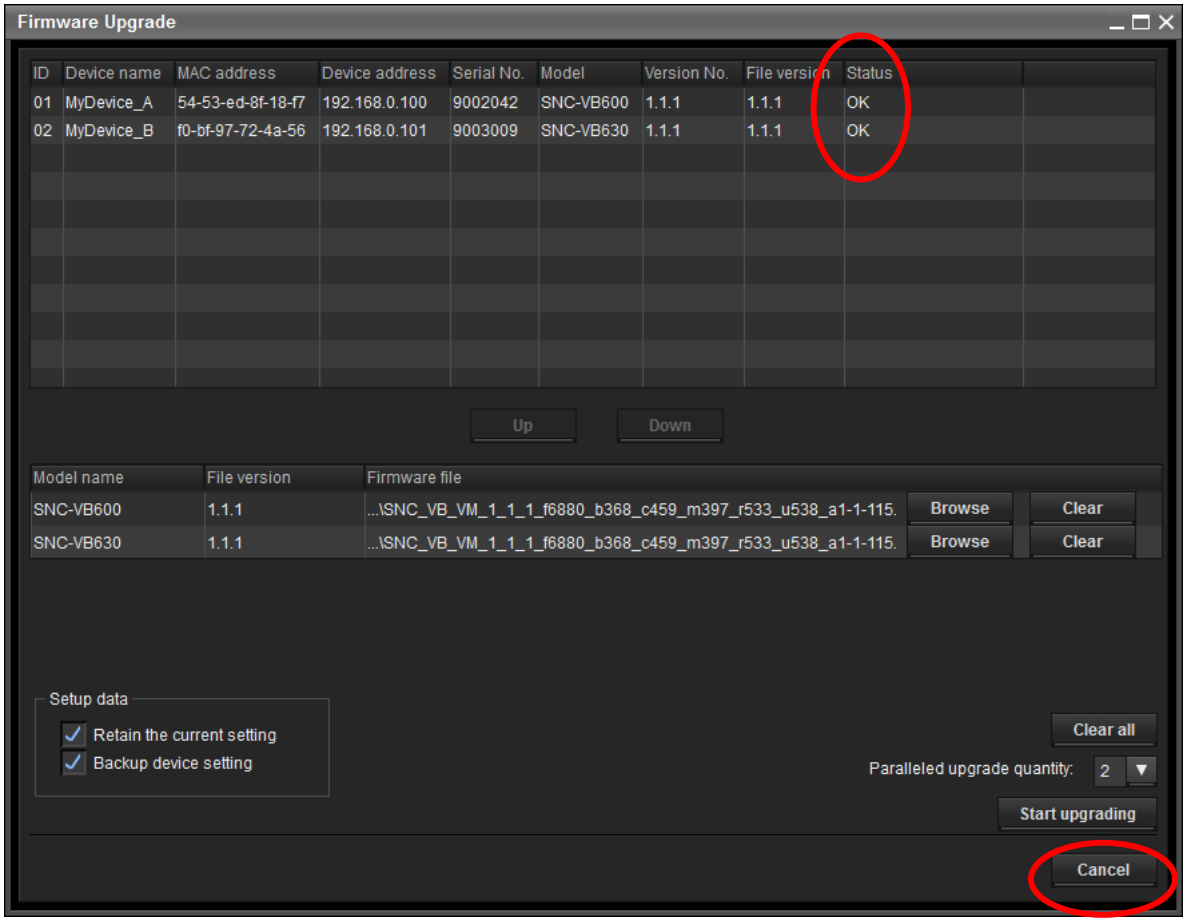
3.5. Restarting after version upgrade

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



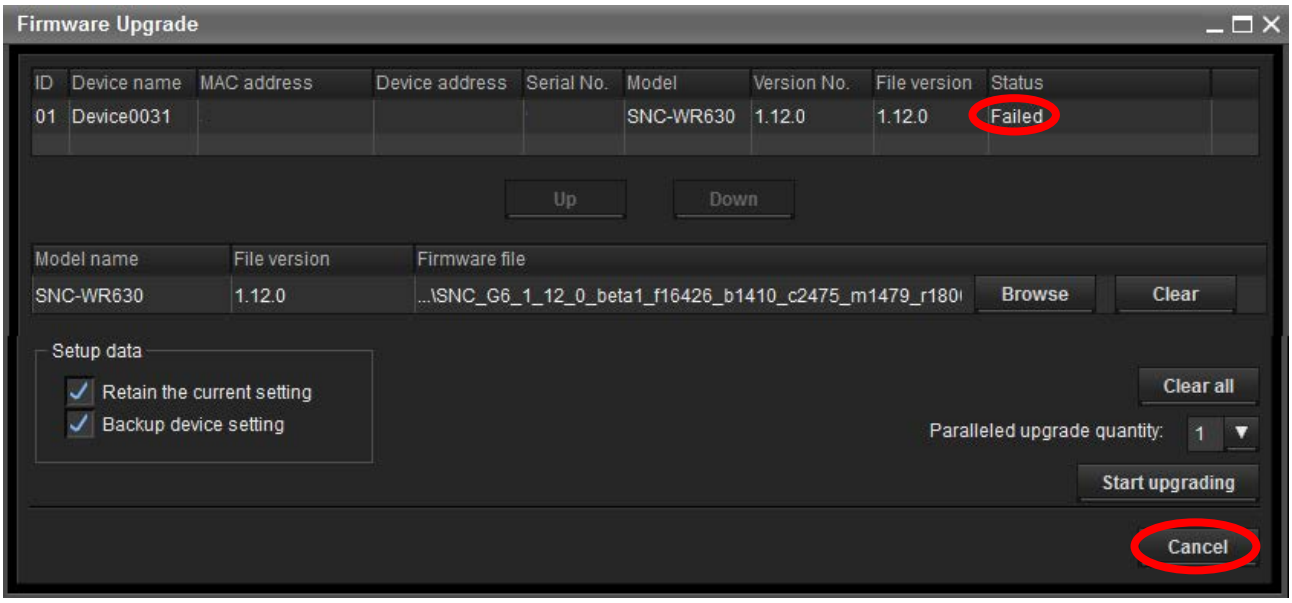
3.6. Completing version upgrade

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

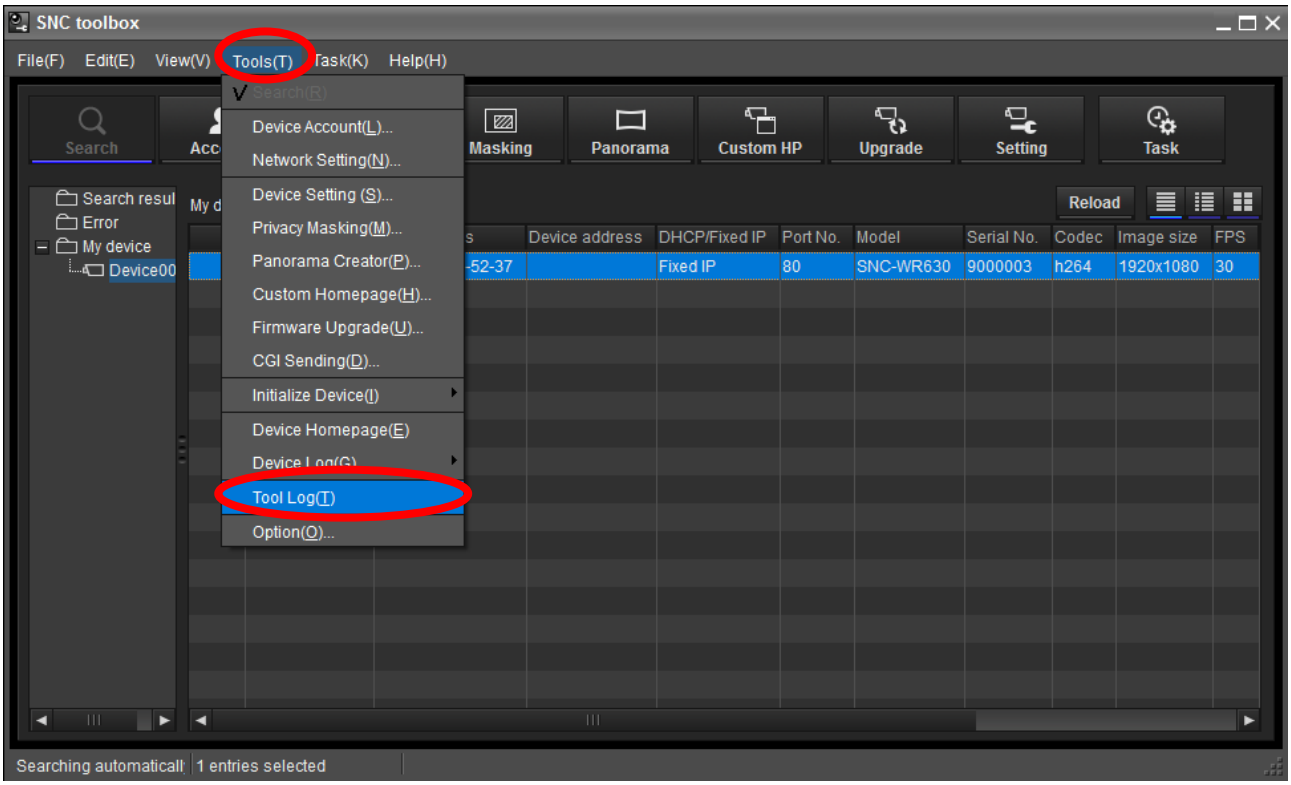


3.7. Version upgrade failed

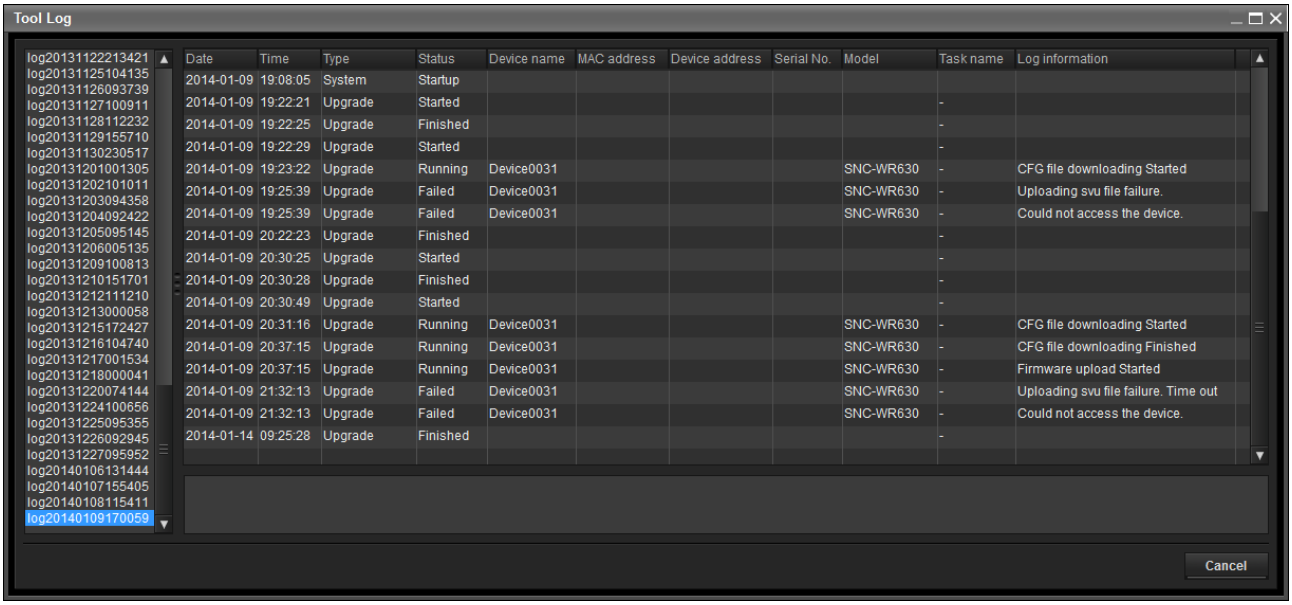
When version upgrade is complete, "**Status**" changes to "**Failed**". In this state, click "**Cancel**" to close the Firmware Upgrade window.



Then, please confirm log from "Tool Log" in "Tools".



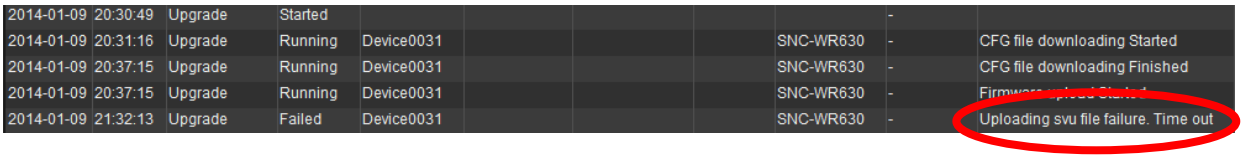
If you open Tool Log, you can see following logs and confirm cause of fail.


Tool Log
log20131122213421
log20131125104135
log20131126093739
log20131127100911
log20131128112232
log20131129155710
log20131130230517
log20131201001305
log20131202101011
log20131203094358
log20131204092422
log20131205095145
log20131206005135
log20131209100813
log20131210151701
log20131212111210
log20131213000058
log20131215172427
log20131216104740
log20131217001534
log20131218000041
log20131220074144
log20131224100656
log20131225095355
log20131226092945
log20131227095952
log20140106131444
log20140107155405
log20140108115411
log20140109170059
Date Time Type Status Device name MAC address Device address Serial No. Model Task name Log information
2014-01-09 19:08:05 System Startup
2014-01-09 19:22:21 Upgrade Started -
2014-01-09 19:22:25 Upgrade Finished -
2014-01-09 19:22:29 Upgrade Started -
2014-01-09 19:23:22 Upgrade Running Device0031 SNC-WR630 - CFG file downloading Started
2014-01-09 19:25:39 Upgrade Failed Device0031 SNC-WR630 - Uploading svu file failure.
2014-01-09 19:25:39 Upgrade Failed Device0031 SNC-WR630 - Could not access the device.
2014-01-09 20:22:23 Upgrade Finished -
2014-01-09 20:30:25 Upgrade Started -
2014-01-09 20:30:28 Upgrade Finished -
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
2014-01-09 21:32:13 Upgrade Failed Device0031 SNC-WR630 - Could not access the device.
2014-01-14 09:25:28 Upgrade Finished -
Cancel

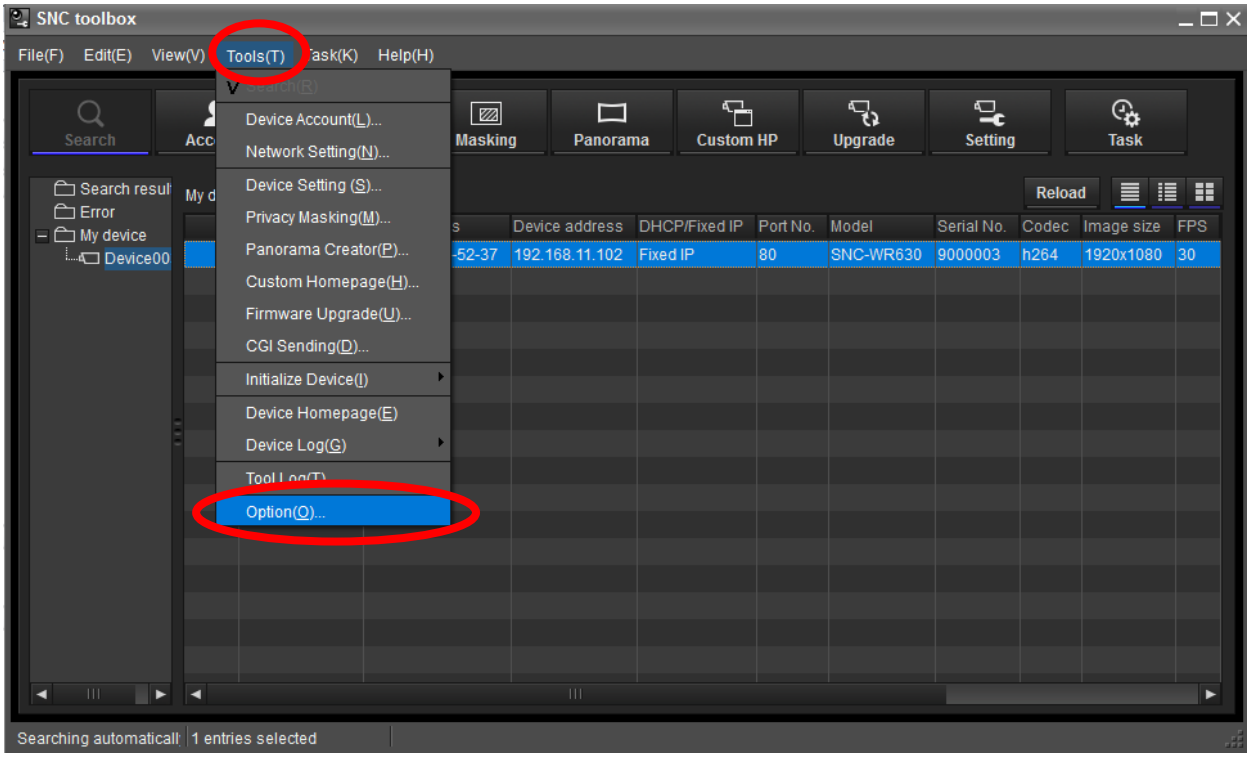
3.7.1. Timeout of target at firmware uploading

* If you use SNC toolbox version 1.3.7.0 or later and the target firmware version is1.12.0 or later.

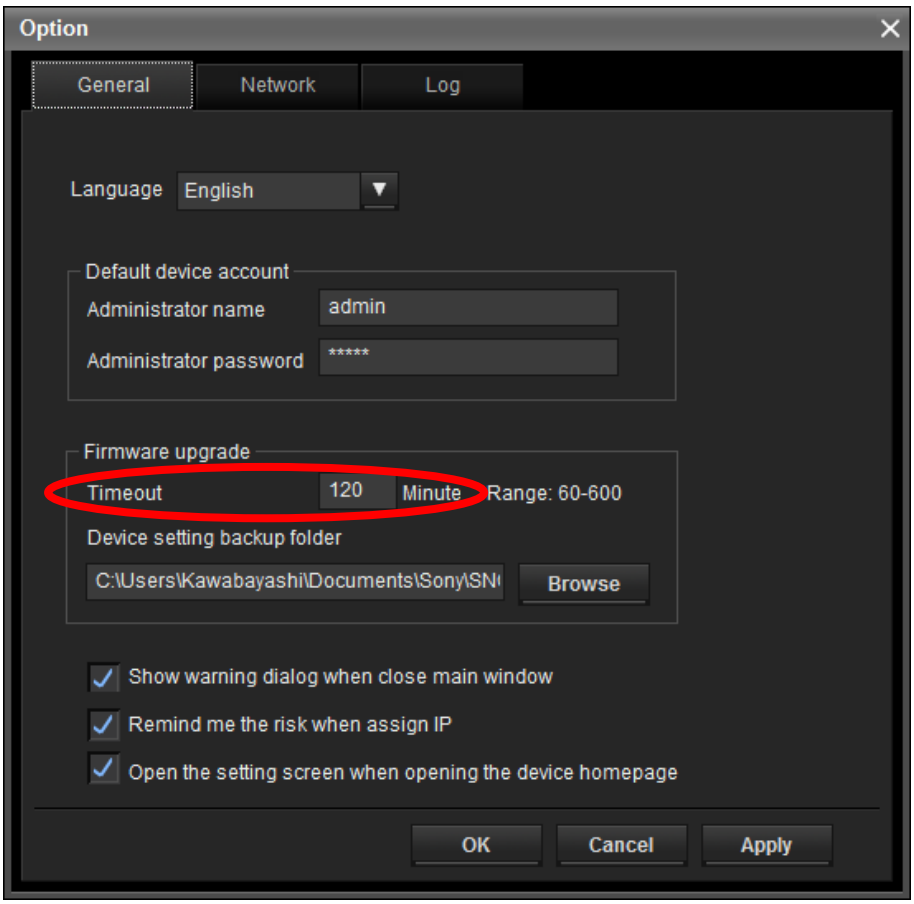
Network camera has time limit about firmware upgrade. This reason is to stop upgrade process. The target might stop receiving firmware, because of exceeding time limit by taking time to upload firmware in cases such as low / unstable network environment, using SSL communication and so on. In this case,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



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



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


Option
General
Network
Log
Language
English
Default device account
Administrator name
admin
Administrator password
*****
Firmware upgrade
Timeout
120
Minute
Range: 60-600
Device setting backup folder
C:\Users\Kawabayashi\Documents\Sony\SN
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

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.