

## Vicon 960 series camera firmware update

### General Description

Vicon has released an updated firmware (51110.2.1986.100) for all of the 960 series IP cameras. This firmware corrects a number of issues reported by users and Vicon's QA team. The firmware is released along with an updated multi-update tool (version 3.94).

The update to the firmware needs to be done in tandem with an update to the drivers on ViconNet and VMDC in order to ensure complete compatibility. The process is described at the end of this document.

Note! All Vicon's 960 series cameras in the field have been running firmware 51110.2.1882.96

### Included Updates

The following issues were corrected by the new firmware:

1. **Camera disconnects** – under certain load conditions (network and users) some camera would randomly disconnect from recording. ViconNet would normally recover the connection but could have suffered a recording gap of several seconds.
2. **Video stutter** – in extreme motion scenes (such as dark casino) the live feed from the camera would occasionally appear to stutter as a result of the load on the camera. Recording and playback would look smooth.
3. **VMD sensitivity** – The VMD sensitivity range was updated to provide better control of VMD
4. **Updates to Multi-update tool 3.94** (former one was 3.92):
  - a. Added support for functions such as: Boost, alarm enable / disable
  - b. When camera is selected tool will show its actual properties and not default ones
5. **Video / Audio sync** – improved sync of video and audio from the cameras

# Vicon Release Notes

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## Known Issues

The following are known issues with this firmware release:

1. **Language support** – this camera cannot support languages other than the ones installed
2. **Jerusalem time-zone (GMT+2)** – this time zone is not working properly
3. **False message on upgrade tool 3.94** – “writing codec setup ... error” sometime occurs post upgrade although upgrade was successful. Clicking the search button refreshes the status and shows proper firmware number
4. **Upgrade tool 3.94 GUI** – clicking select and setup might show a partial window GUI

## Who Should Install the New Firmware?

The updated firmware includes improvements in the stability and support of the 960 series cameras. Anyone experiencing any of the issues listed above or instructed to perform the update by Vicon’s technical services should proceed and update. Anyone not experiencing problem with their system is not obligated to perform the update.

NOTE! This new firmware requires an update to Vicon **drivers 934** on all ViconNet and VMDC devices to properly support it. Make sure to perform the complete process.

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## Installation Procedure

It is important to follow the process in order to achieve full compatibility:

Download from Vicon's DVD or from the Vicon web site (Tech support -> software):

1. - Camera UBL (l3\_bld.bin)  
- Camera firmware (51110.2.1986.100.bin)  
- Update tool v3.94

2. Exit to the operating system (close ViconNet) on ALL systems to ensure no load on the cameras and on ViconNet. This will improve the speed of the process and prevent load related issues

3. Use the update tool (v3.94) to select all cameras for upgrade and apply the new firmware (51110.2.1986.100) to all. Refer to the tool manual if further information is required.

Wait for the update to complete on all cameras

4. Uncheck the boxes for "prohibit S/W downgrade" and "backup camera config" on the bottom right of the upgrade tool.

Now apply the UBL update (L3\_bld.BIN) to all cameras:

The screenshot shows the MULTI Upgrade Tool V3.94 interface. At the top, there is a table listing camera details. Below the table, there are sections for IP information, search settings, and upgrade options.

STEP	MAC Address	Type	IP Address	HTTP Port	Model	SW Ver.	Status
READY	00:11:5F:0B:13:72	STATIC	10.10.10.87	80	V962D-N312	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0A:3C:17	STATIC	10.10.11.54	80	V960-N	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0A:3C:0F	STATIC	10.10.11.59	80	V960-N	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0B:13:89	STATIC	10.10.10.95	80	V962D-N312	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0B:13:82	STATIC	10.10.10.93	80	V962D-N312	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0A:A8:61	STATIC	10.10.11.167	80	V961D-WN312M	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0A:A9:E7	STATIC	10.10.11.156	80	V962D-WN312M	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0B:13:78	STATIC	10.10.10.91	80	V962D-N312	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0B:13:59	STATIC	10.10.10.85	80	V962D-N312	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0A:3C:B2	STATIC	10.10.11.60	80	V962-N	VCN01.2.1986.96	0.Connected
READY	00:1C:88:30:08:0C	STATIC	10.10.11.50	80	V960D-WN	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0A:A9:E1	STATIC	10.10.11.160	80	V962D-WN312M	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0B:13:60	STATIC	10.10.10.102	80	V962D-N312	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0B:13:B1	STATIC	10.10.10.101	80	V962D-N312	VCN01.2.1986.96	0.Connected
READY	00:11:5F:0A:A9:E8	STATIC	10.10.11.154	80	V962D-WN312M	VCN01.2.1986.96	0.Connected

NIC Select : Any IPv4

<IP information>  
IP Address: 10 . 10 . 11 . 59  
Subnet Mask: 255 . 255 . 254 . 0  
Gateway: 10 . 10 . 10 . 6  
DNS1: 10 . 10 . 20 . 4  
DNS2: 10 . 10 . 20 . 5  
Network Type: STATIC HTTP Port: 80

< SEARCH >  
ID: ADMIN  
Password: \*\*\*\*  
 Search every 60 seconds  
 System Info Log  
 TCP Search  
192 . 168 . 10 . 1  
192 . 168 . 10 . 255

<UPGRADE>  
File Open Upgrade All STOP  
File: L3\_BLD.bin, Ver:  
D:\ITX\FIRMWARES\L3\_BLD.bin  
 Prohibit S/W Downgrade  Backup Camera Configs  
Scheduled Upgrade  
5 Unit(s) simultaneously

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5.

Install Vicon drivers 934 on all devices PRIOR to running ViconNet again!!!  
Refer to the driver RN for further details.

Note! If ViconNet runs prior to the firmware and driver install, events from the camera might not be received. If this happens, exit to the O.S and run ViconNet again TWICE to clear all cache data.

### Licensing

There is no license required to update firmware