SNC-HMX70

Version Upgrade Guide

Rev 1.0.0

Dec 18, 2018

Sony Corporation

Revision History

#	Date	Version	Changes and comments
1	2018/12/18	1.0.0	initial release
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 1.6.0.0 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)

- **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.

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.

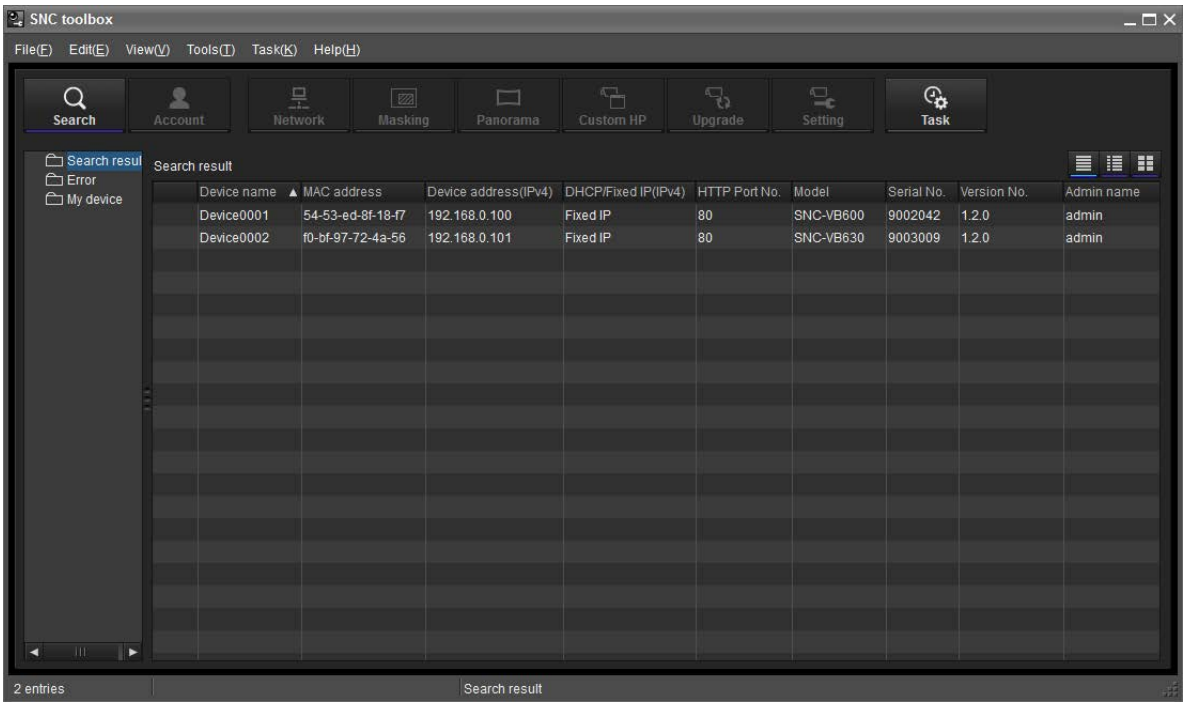
If the target is installed in a remote location and the power has already been turned on, restart the target by clicking the Reboot button in the Configuration > Camera > Installer Menu tab.

The system starts in about 1 minutes.

3. Upgrading the Version with SNC toolbox

3.1. Starting up SNC toolbox and searching the target

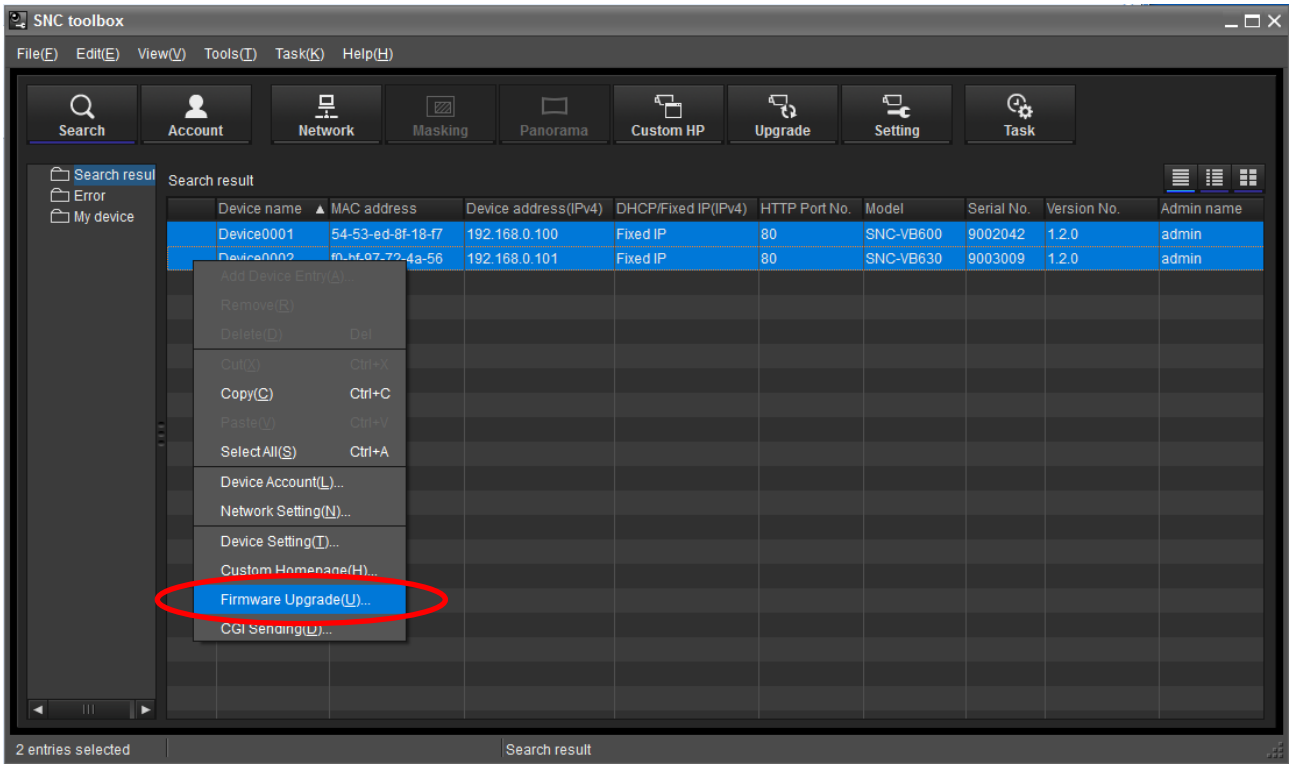
The targets on the same network segment are searched and displayed as follows.



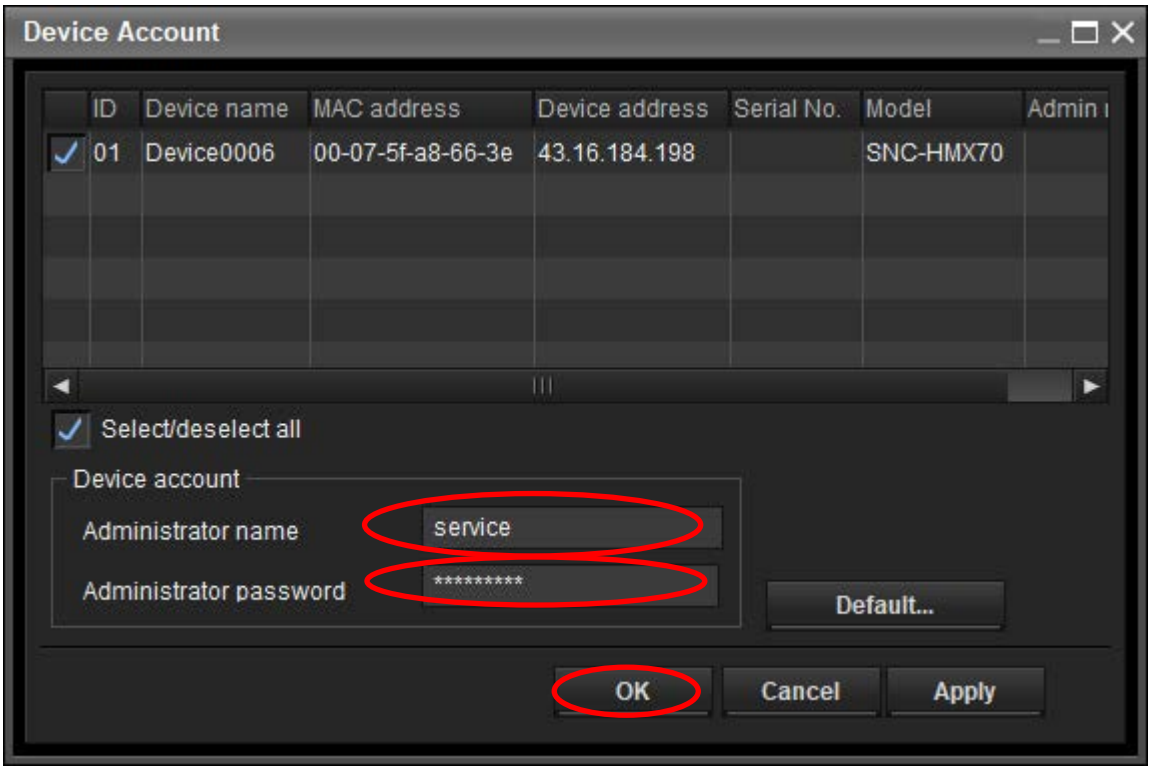
3.2. Selecting the target

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**".



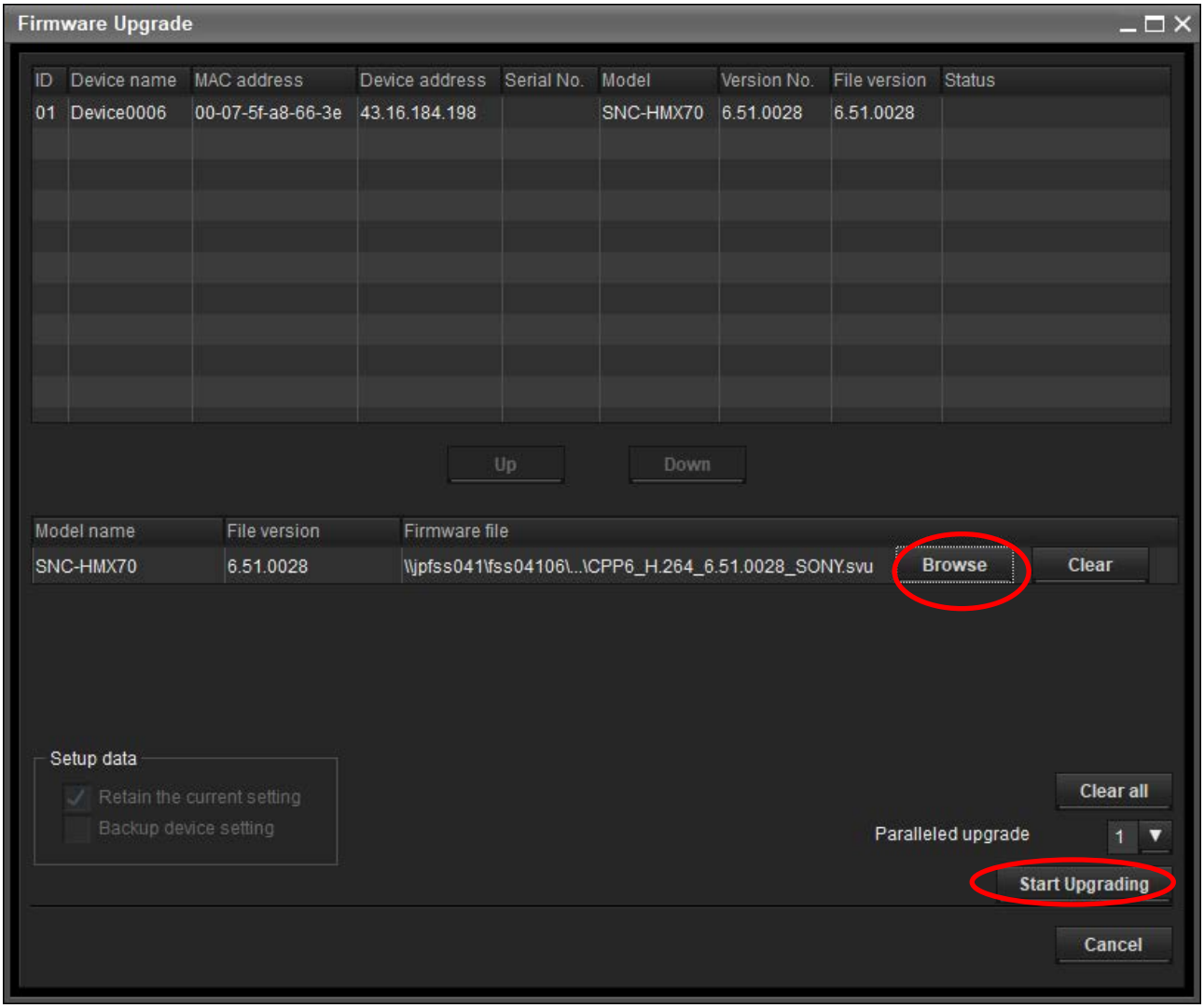
The Device Account window appears. Enter "**Administrator name**" and "**Administrator password**", and click "**OK**". The default values are Administrator name is service, Administrator password is the password set by the customer .



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.

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



3.3. 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.

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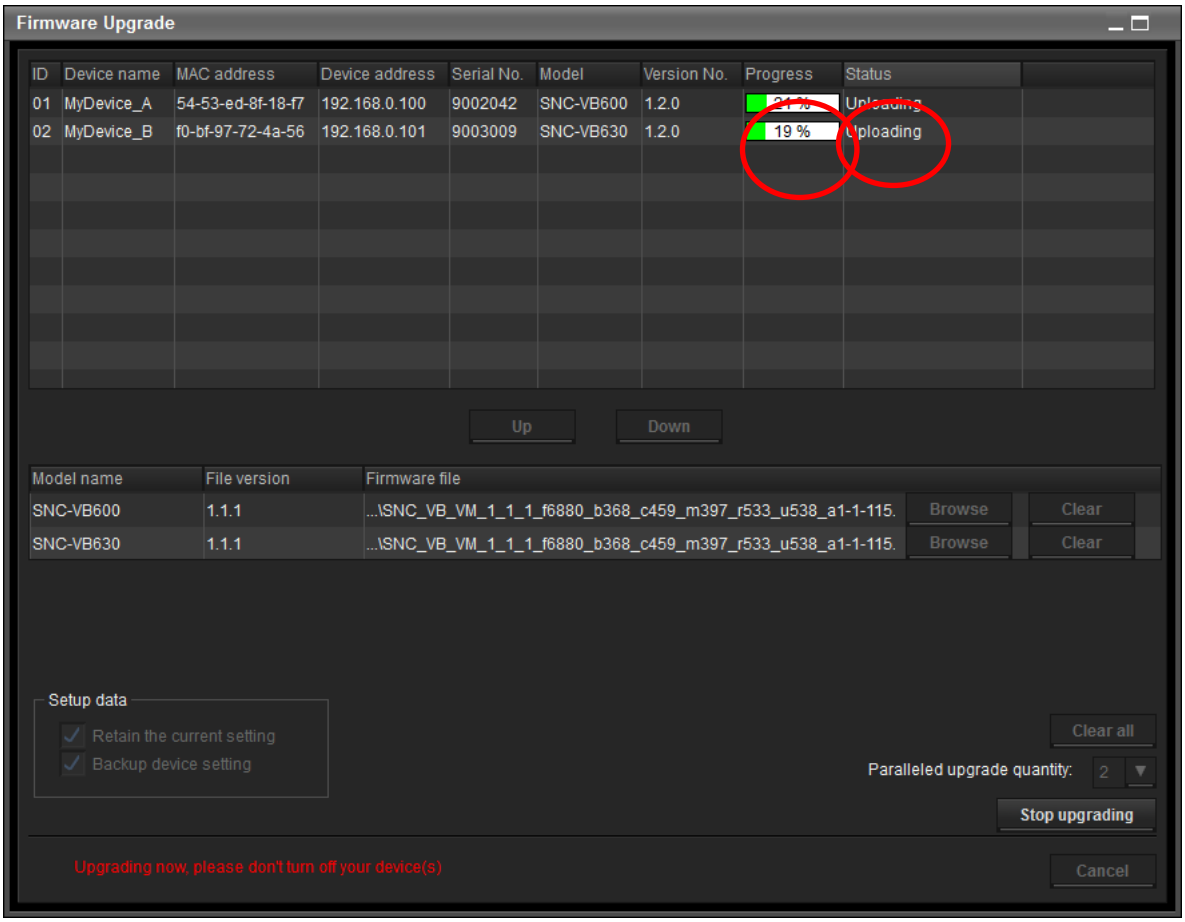
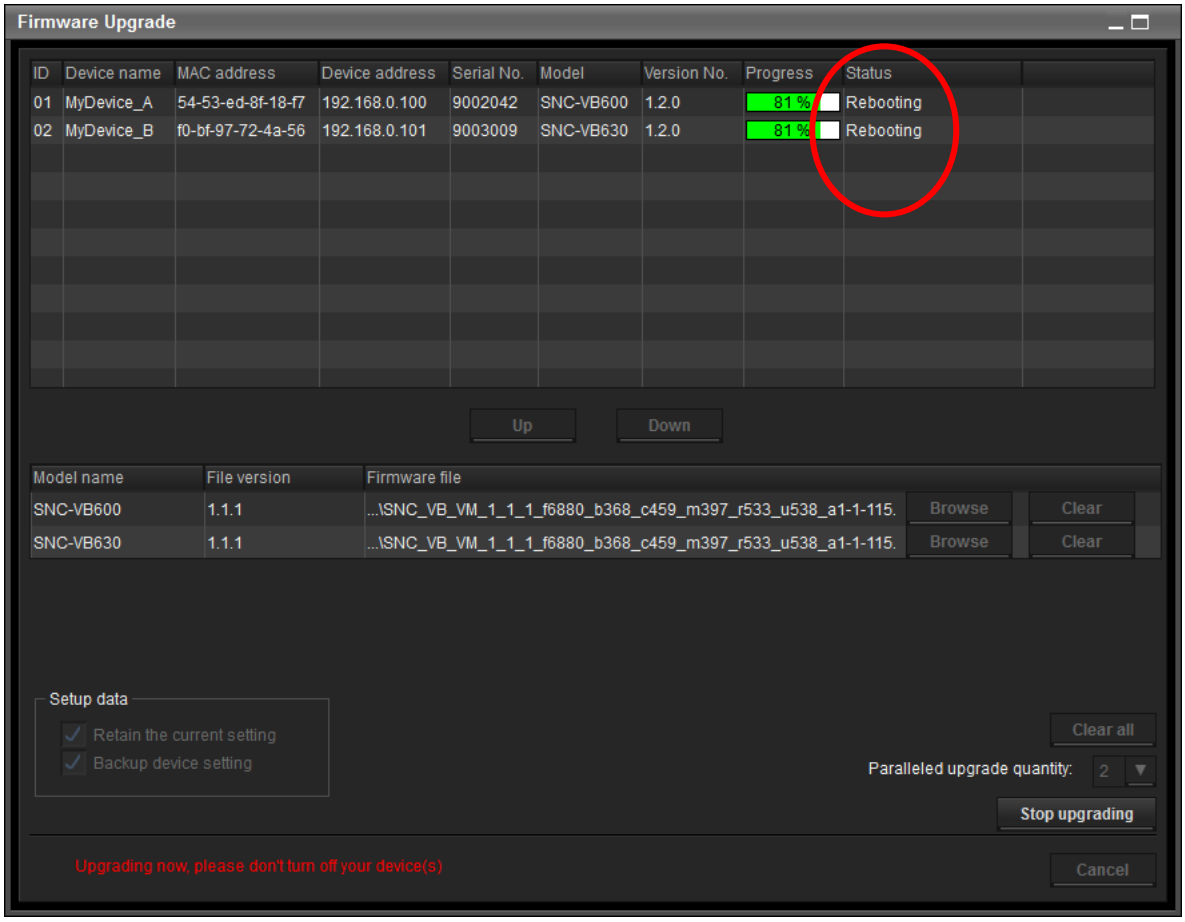


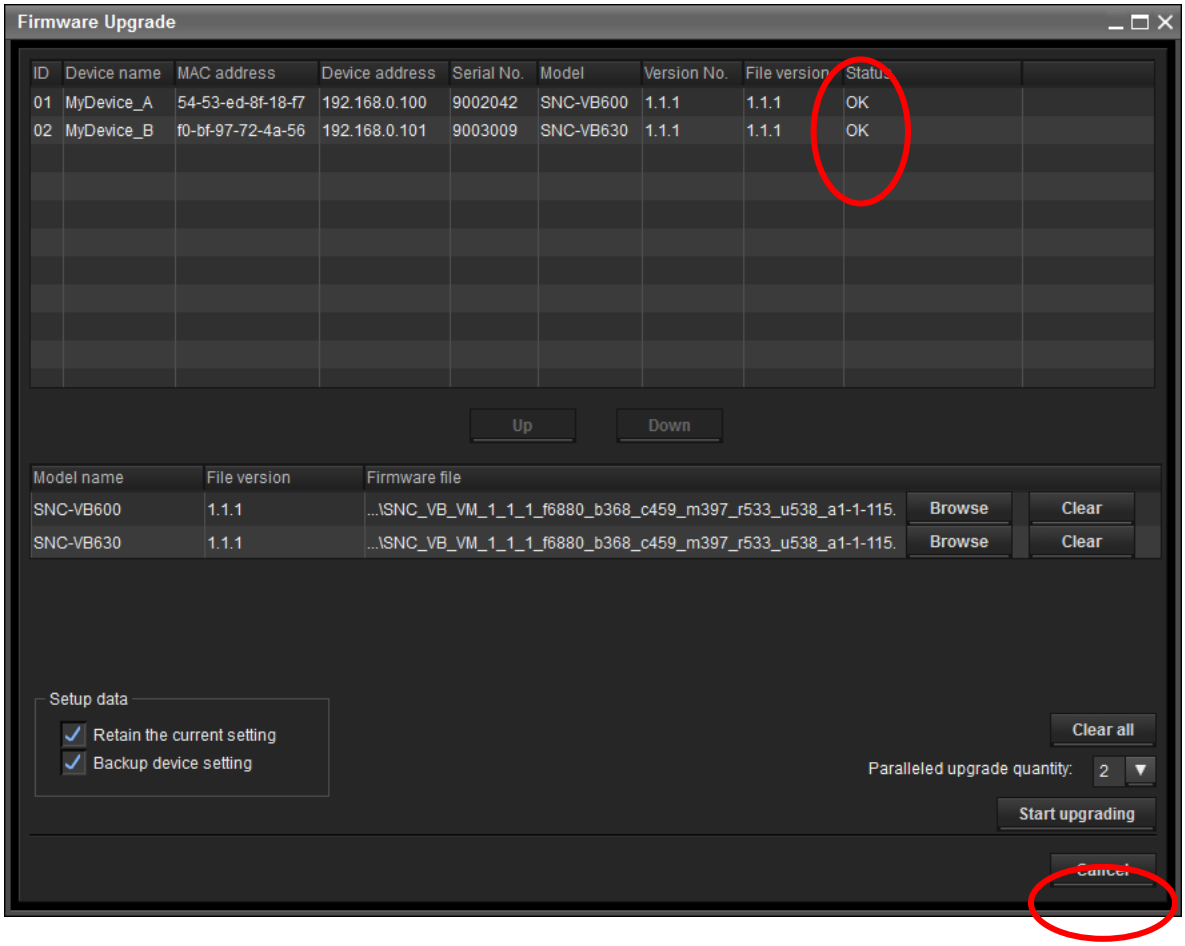
3.4. Restarting after version upgrade

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



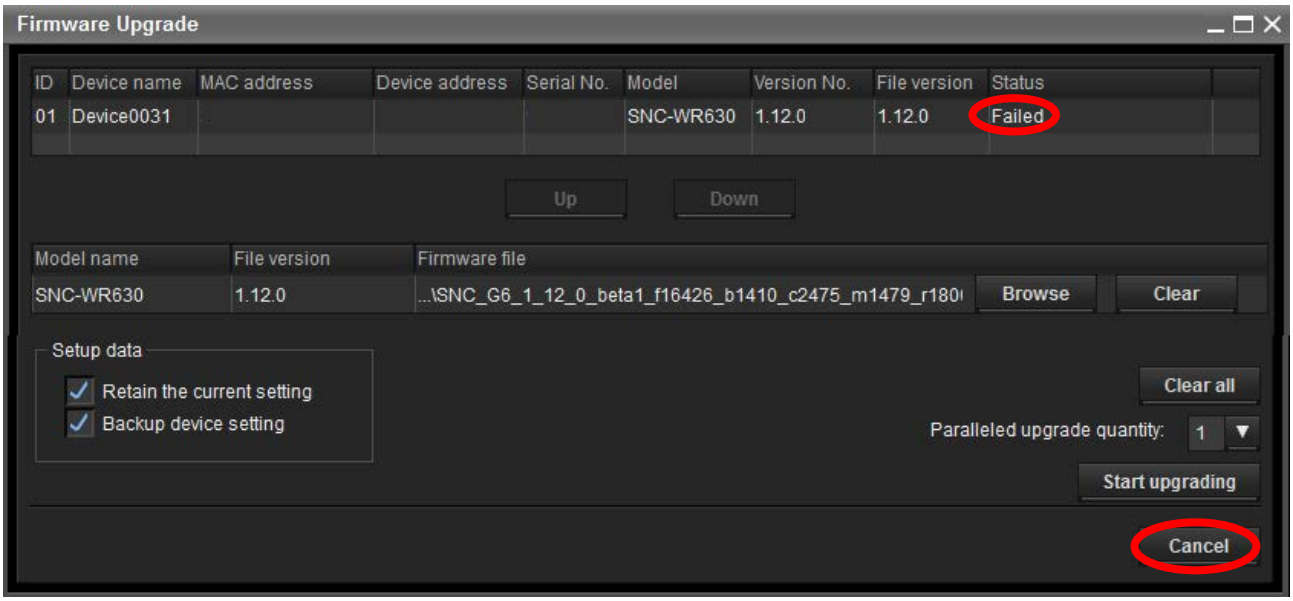
3.5. Completing version upgrade

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

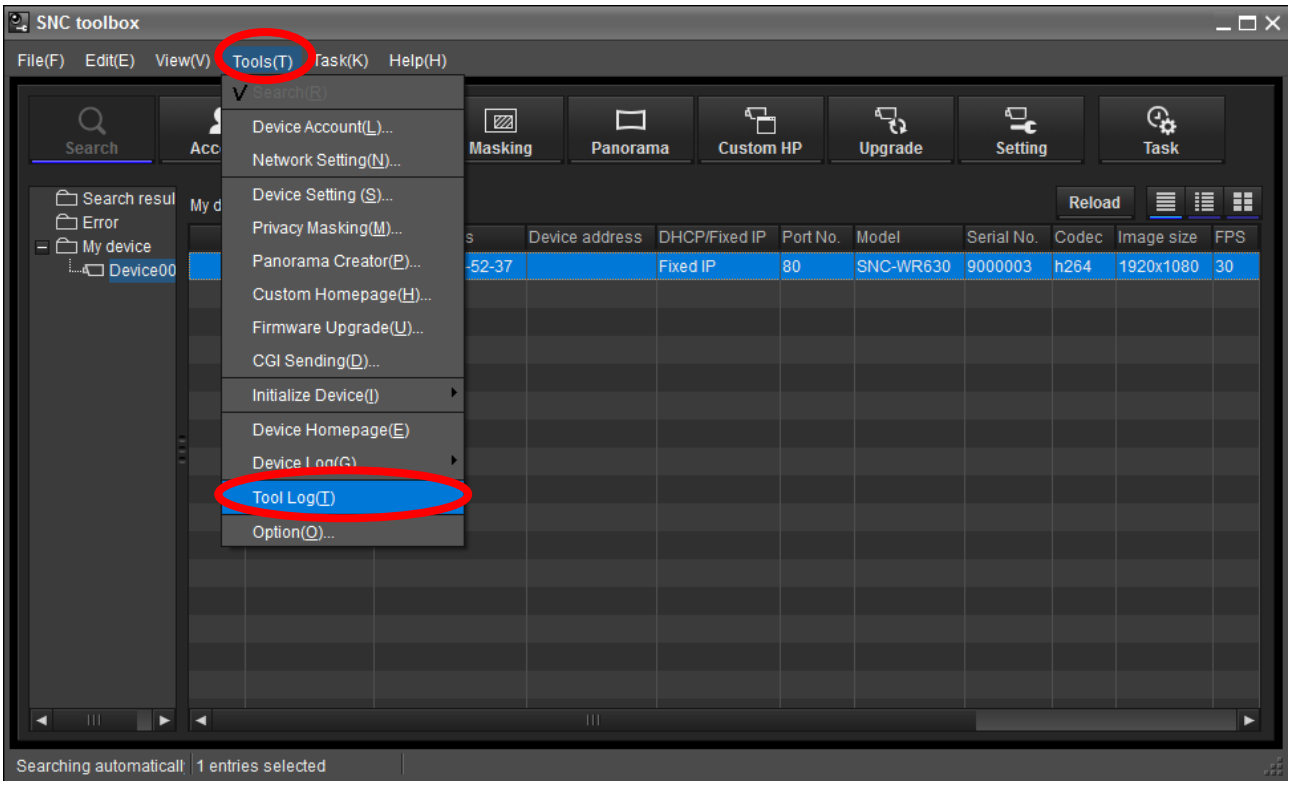


3.6. Version upgrade failed

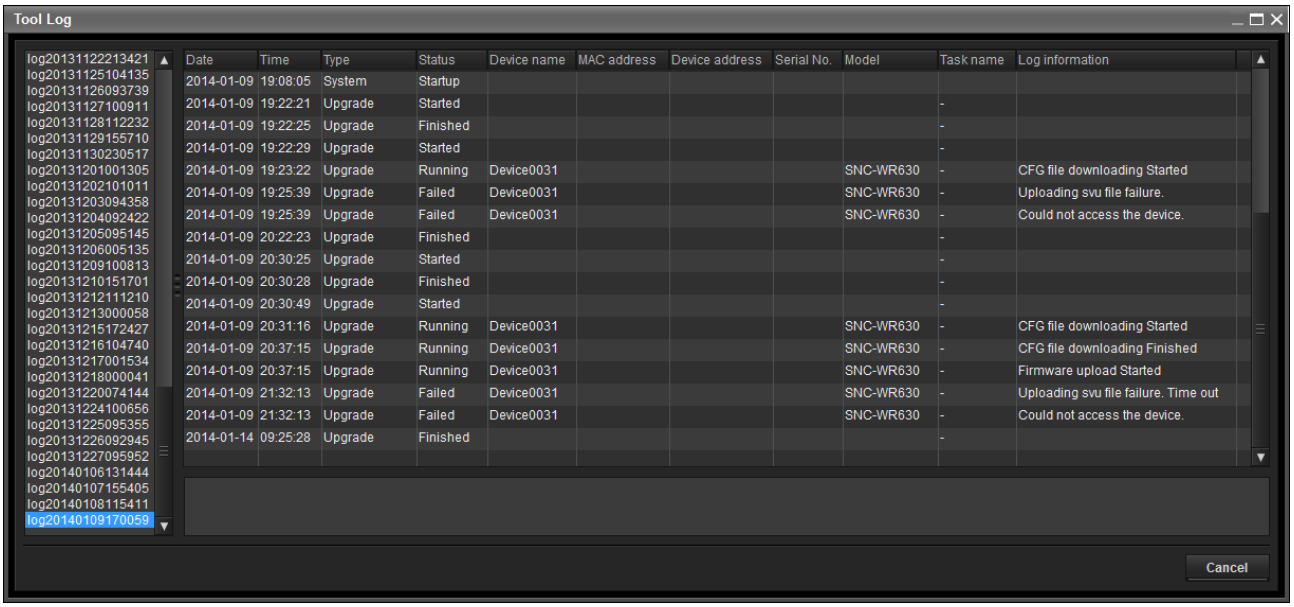
When version upgrade is complete, "**Status**" changes to "**Failed**". In this state, click "**Cancel**" to close the Firmware Upgrade window.



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

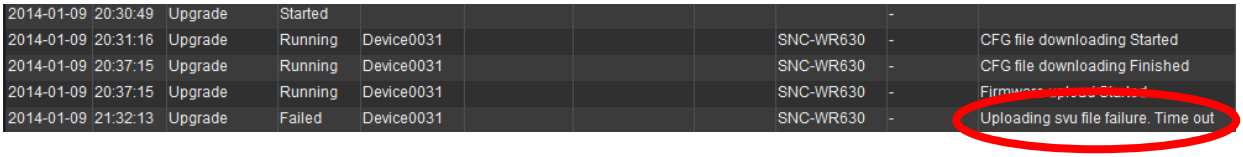


If you open Tool Log, you can see following logs and confirm cause of fail.

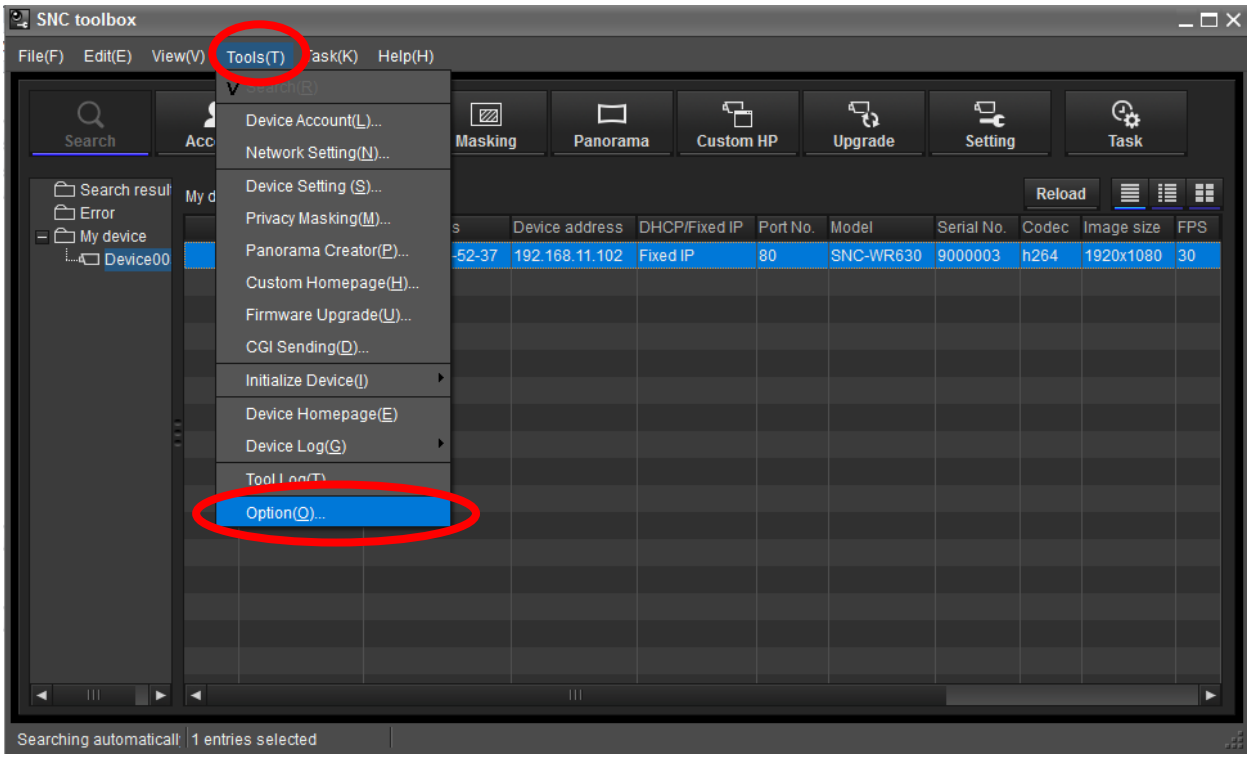


3.7.1. Timeout of target at firmware uploading

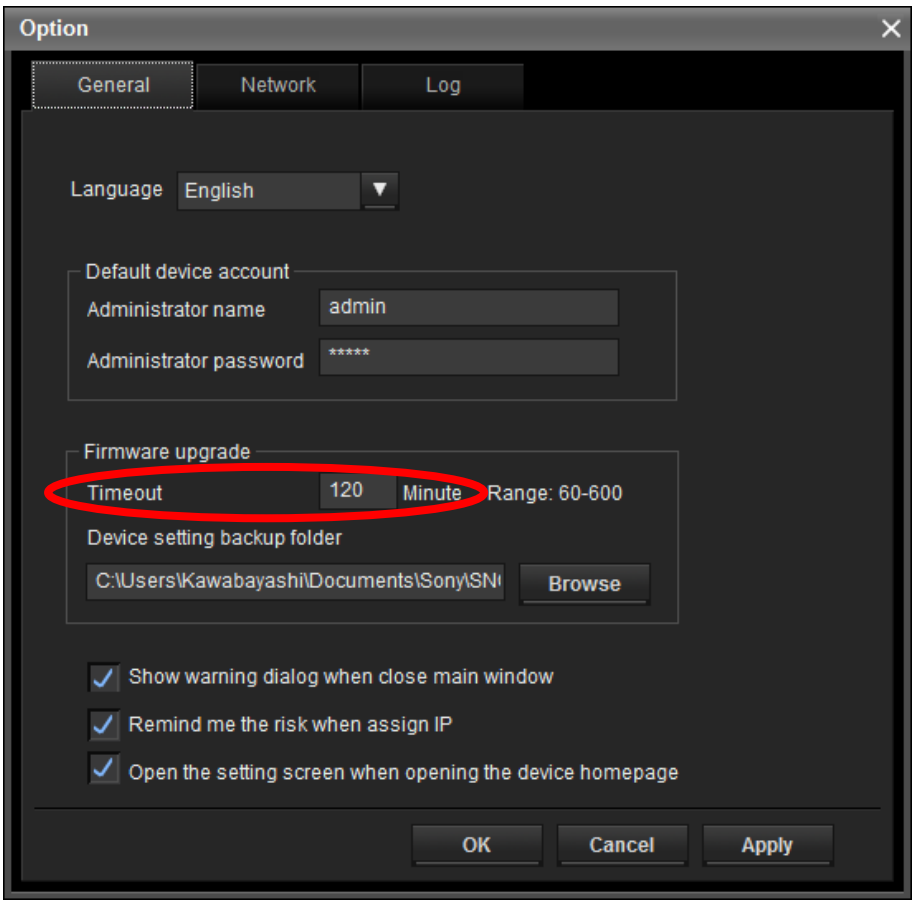
Network camera has time limit about firmware upgrade. This reason is to stop upgrade process. The target might stop receiving firmware, because of exceeding time limit by taking time to upload firmware in cases such as low / unstable network environment, using SSL communication and so on. In this case,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



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.