

SNC-HMX70

Version Upgrade Guide

Rev 1.0.0

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Sony Corporation

Revision History

#	Date	Version	Changes and comments
1	2018/12/18	1.0.0	initial release
2			
3			
4			
5			
6			
7			
8			

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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.

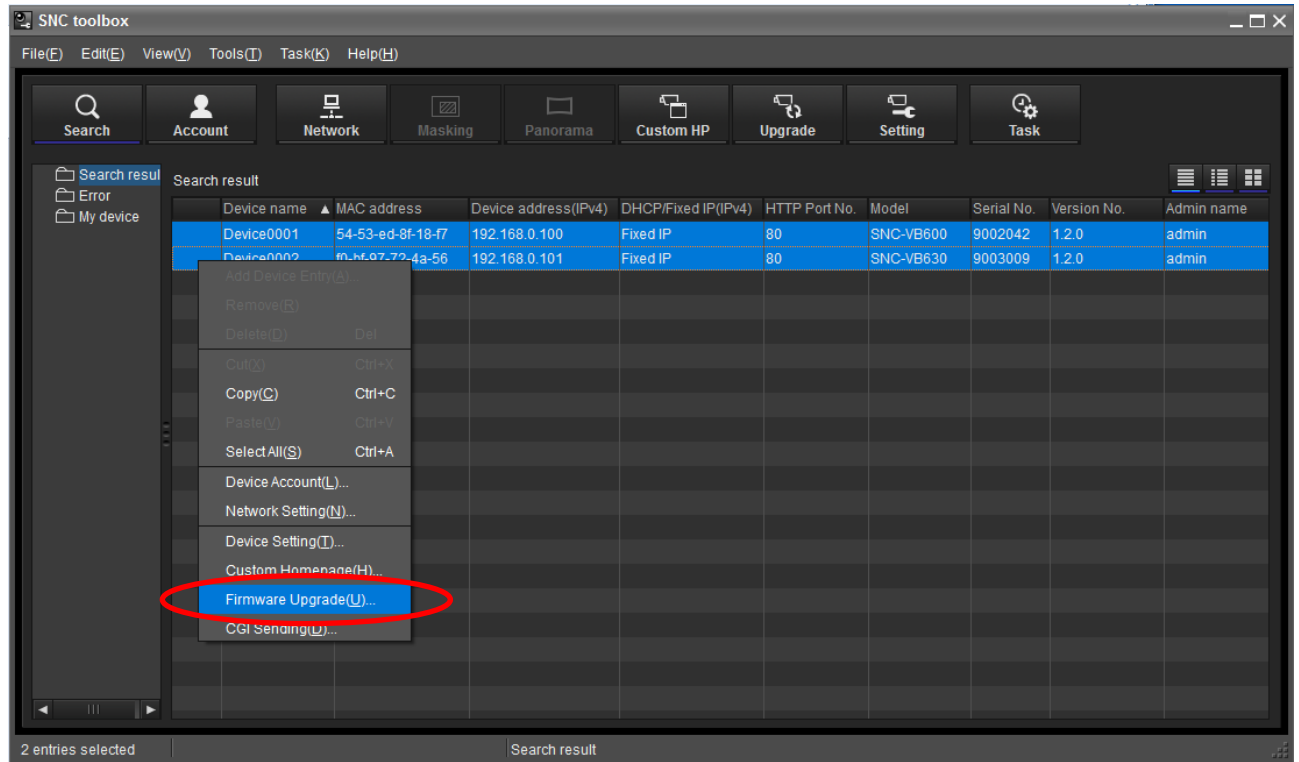
If the target is installed in a remote location and the power has already been turned on, restart the target by clicking the Reboot button in the Configuration > Camera > Installer Menu tab.

The system starts in about 1 minutes.

3.2. 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 .

The screenshot shows a window titled "Device Account" with a table of devices and configuration options for the selected device.

ID	Device name	MAC address	Device address	Serial No.	Model	Admin i
<input checked="" type="checkbox"/> 01	Device0006	00-07-5f-a8-66-3e	43.16.184.198		SNC-HMX70	

☒ Select/deselect all

Device account

Administrator name:

Administrator password:

Default...

OK Cancel Apply

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.

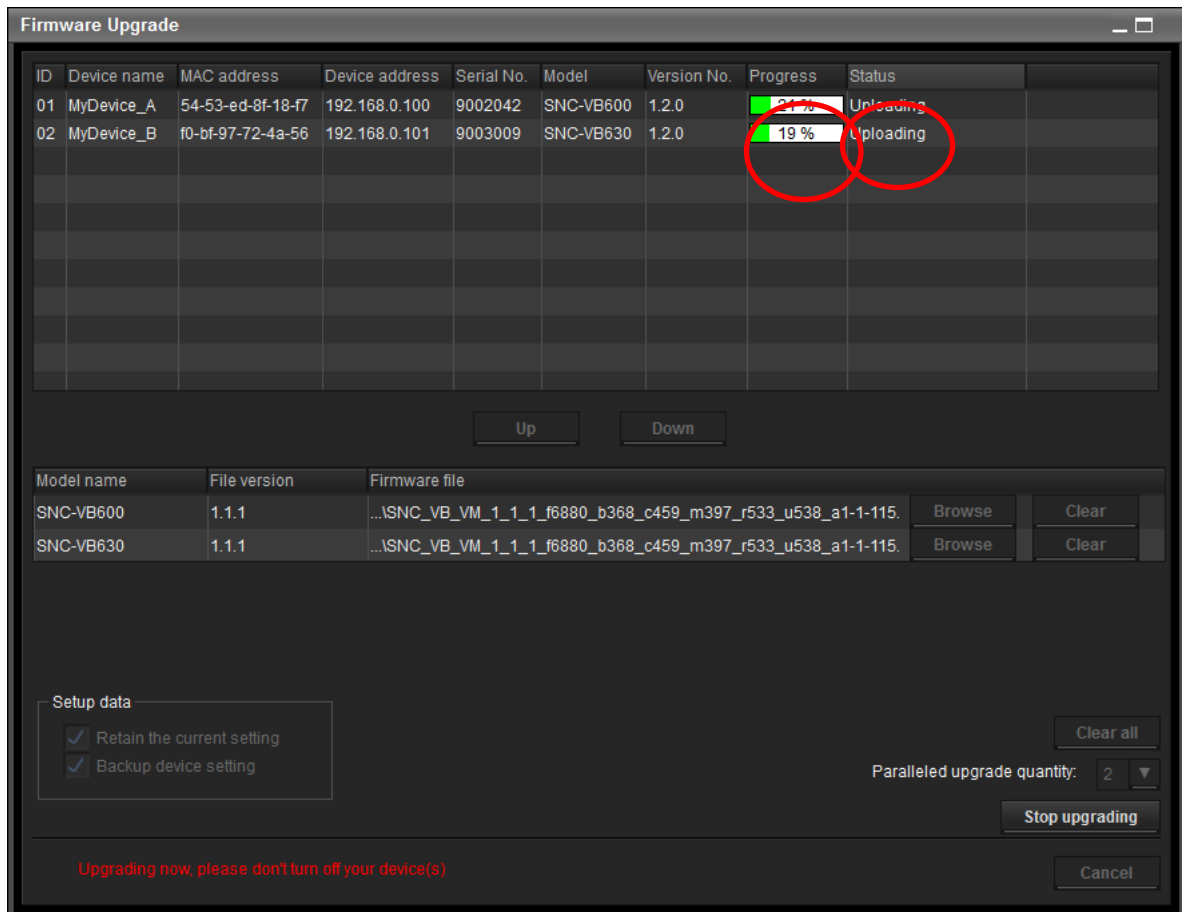
[illegible]

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.



The screenshot shows a 'Firmware Upgrade' window with a table of devices being upgraded. The table has columns for ID, Device name, MAC address, Device address, Serial No., Model, Version No., Progress, and Status. Two devices are listed: MyDevice_A and MyDevice_B. Both are in the 'Uploading' status. The 'Progress' column shows a green progress bar and a percentage (21% for MyDevice_A and 19% for MyDevice_B). The 'Status' column shows 'Uploading' for both devices. Below the table, there are 'Up' and 'Down' buttons. Below these buttons, there is a table with columns for Model name, File version, and Firmware file. Two rows are listed: SNC-VB600 and SNC-VB630. Each row has a 'Browse' button and a 'Clear' button. Below the table, there is a 'Setup data' section with two checked options: 'Retain the current setting' and 'Backup device setting'. There is a 'Clear all' button next to it. Below the 'Setup data' section, there is a 'Paralleled upgrade quantity' dropdown menu set to '2'. There is a 'Stop upgrading' button and a 'Cancel' button. At the bottom, there is a red text message: 'Upgrading now, please don't turn off your device(s)'.

ID	Device name	MAC address	Device address	Serial No.	Model	Version No.	Progress	Status
01	MyDevice_A	54-53-ed-8f-18-f7	192.168.0.100	9002042	SNC-VB600	1.2.0	21 %	Uploading
02	MyDevice_B	f0-bf-97-72-4a-56	192.168.0.101	9003009	SNC-VB630	1.2.0	19 %	Uploading

Model name	File version	Firmware file	Browse	Clear
SNC-VB600	1.1.1	...SNC_VB_VM_1_1_1_f6880_b368_c459_m397_r533_u538_a1-1-115.	Browse	Clear
SNC-VB630	1.1.1	...SNC_VB_VM_1_1_1_f6880_b368_c459_m397_r533_u538_a1-1-115.	Browse	Clear

Setup data

☒ Retain the current setting

☒ Backup device setting

Clear all

Paralleled upgrade quantity: 2

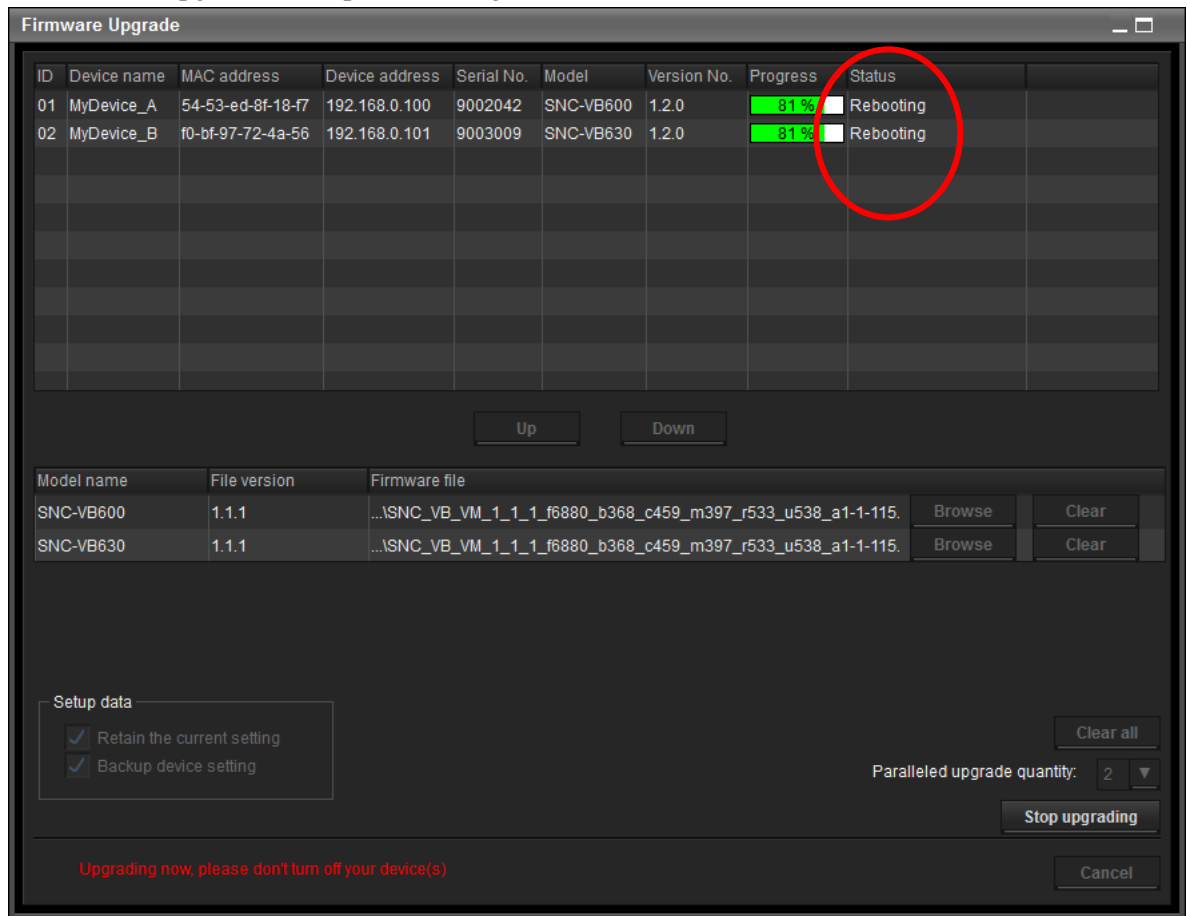
Stop upgrading

Cancel

Upgrading now, please don't turn off your device(s)

3.4. Restarting after version upgrade

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



The screenshot shows a 'Firmware Upgrade' window with a table of devices and various control buttons. A red circle highlights the 'Status' column for the first two devices, which are both 'Rebooting'.

ID	Device name	MAC address	Device address	Serial No.	Model	Version No.	Progress	Status
01	MyDevice_A	54-53-ed-8f-18-f7	192.168.0.100	9002042	SNC-VB600	1.2.0	81 %	Rebooting
02	MyDevice_B	f0-bf-97-72-4a-56	192.168.0.101	9003009	SNC-VB630	1.2.0	81 %	Rebooting

Buttons: Up, Down

Model name	File version	Firmware file	Browse	Clear
SNC-VB600	1.1.1	...SNC_VB_VM_1_1_1_f6880_b368_c459_m397_r533_u538_a1-1-115.	Browse	Clear
SNC-VB630	1.1.1	...SNC_VB_VM_1_1_1_f6880_b368_c459_m397_r533_u538_a1-1-115.	Browse	Clear

Setup data

- ☒ Retain the current setting
- ☒ Backup device setting

Clear all

Paralleled upgrade quantity: 2

Stop upgrading

Upgrading now, please don't turn off your device(s)

Cancel

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.

The screenshot shows the 'Firmware Upgrade' window. At the top, there is a table with columns: ID, Device name, MAC address, Device address, Serial No., Model, Version No., File version, and Status. Two rows are visible, both with a status of 'OK'. Below the table are 'Up' and 'Down' buttons. Underneath is another table with columns: Model name, File version, and Firmware file. It contains two rows for 'SNC-VB600' and 'SNC-VB630', each with a 'Browse' and 'Clear' button. At the bottom left, there is a 'Setup data' section with two checked options: 'Retain the current setting' and 'Backup device setting'. To the right of this is a 'Clear all' button and a 'Paralleled upgrade quantity' dropdown set to '2'. At the bottom right, there is a 'Start upgrading' button and a 'Cancel' button, which is circled in red.

ID	Device name	MAC address	Device address	Serial No.	Model	Version No.	File version	Status
01	MyDevice_A	54-53-ed-8f-18-f7	192.168.0.100	9002042	SNC-VB600	1.1.1	1.1.1	OK
02	MyDevice_B	f0-bf-97-72-4a-56	192.168.0.101	9003009	SNC-VB630	1.1.1	1.1.1	OK

Model name	File version	Firmware file	Browse	Clear
SNC-VB600	1.1.1	...SNC_VB_VM_1_1_1_f6880_b368_c459_m397_r533_u538_a1-1-115.	Browse	Clear
SNC-VB630	1.1.1	...SNC_VB_VM_1_1_1_f6880_b368_c459_m397_r533_u538_a1-1-115.	Browse	Clear

Setup data

- ☒ Retain the current setting
- ☒ Backup device setting

Clear all

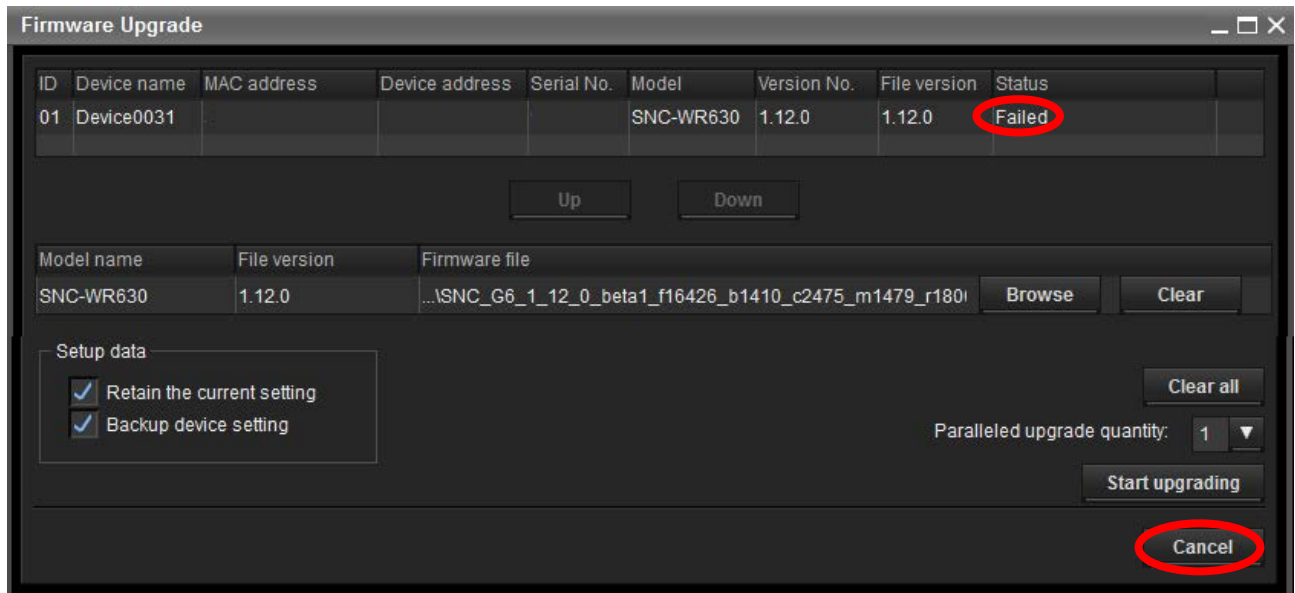
Paralleled upgrade quantity: 2 ▼

Start upgrading

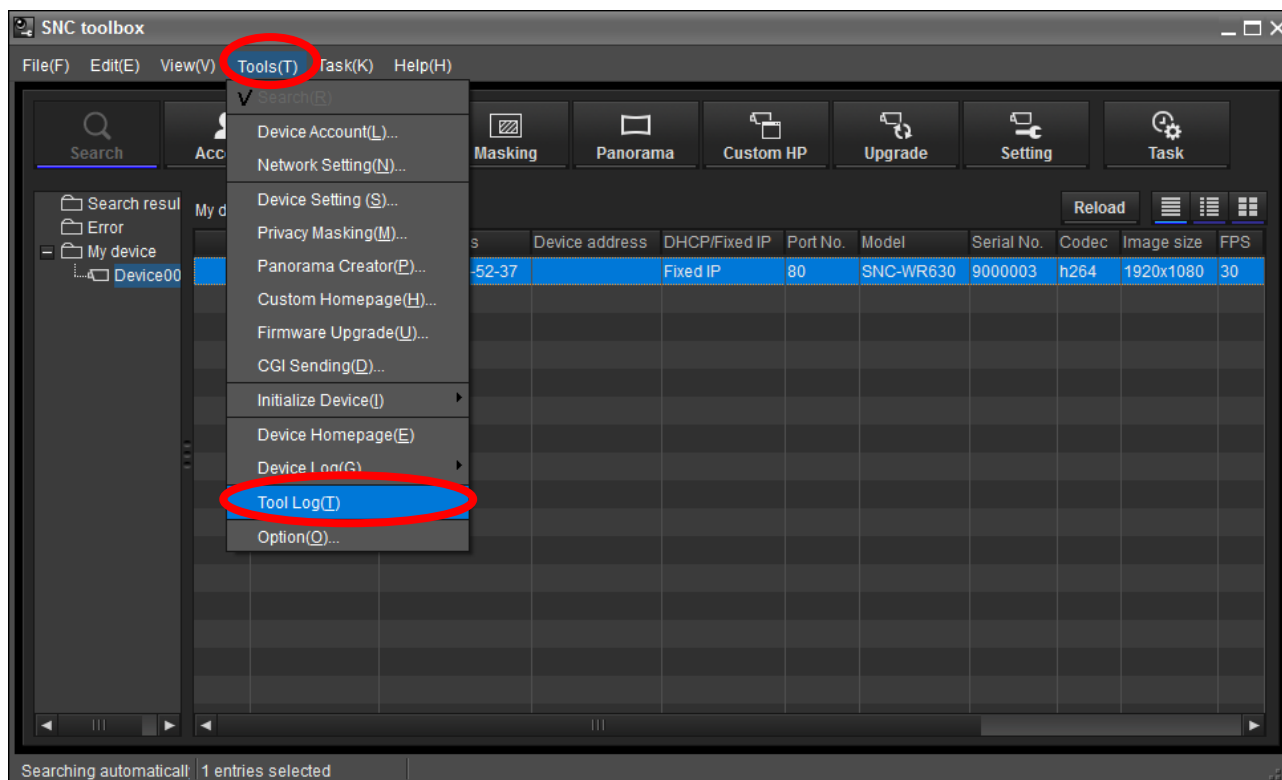
Cancel

3.6. Version upgrade failed

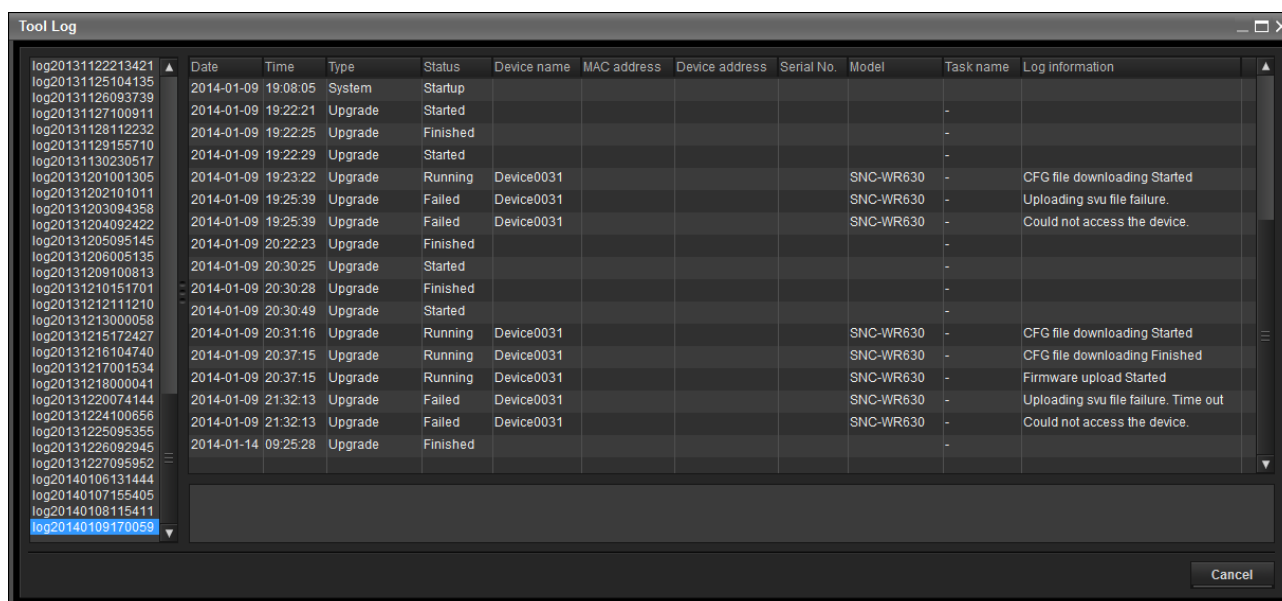
When version upgrade is complete, “**Status**” changes to “**Failed**”. In this state, click “**Cancel**” to close the Firmware Upgrade window.



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



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

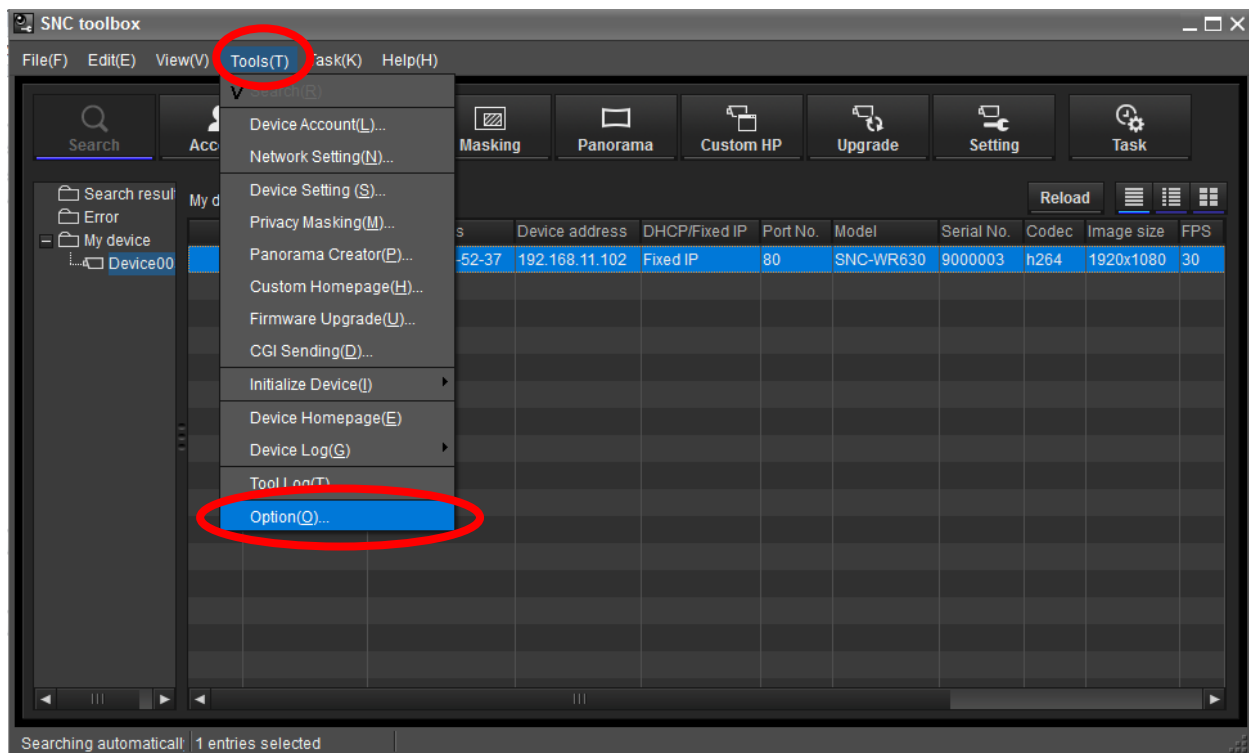


3.7.1. Timeout of target at firmware uploading

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”.

2014-01-09 20:30:49	Upgrade	Started					SNC-WR630	-	
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” 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.