

SNC-WL862

## Version Upgrade Guide

Rev 1.0.0

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Sony Corporation

## Revision History

#	Date	Version	Changes and comments
1	2020/01/20	1.0.0	Initial release

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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 1.7.0.0 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)

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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 (Recording) 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 installation manual.

### 2.2. Turning on the power to the target

Turn on the power to the target.

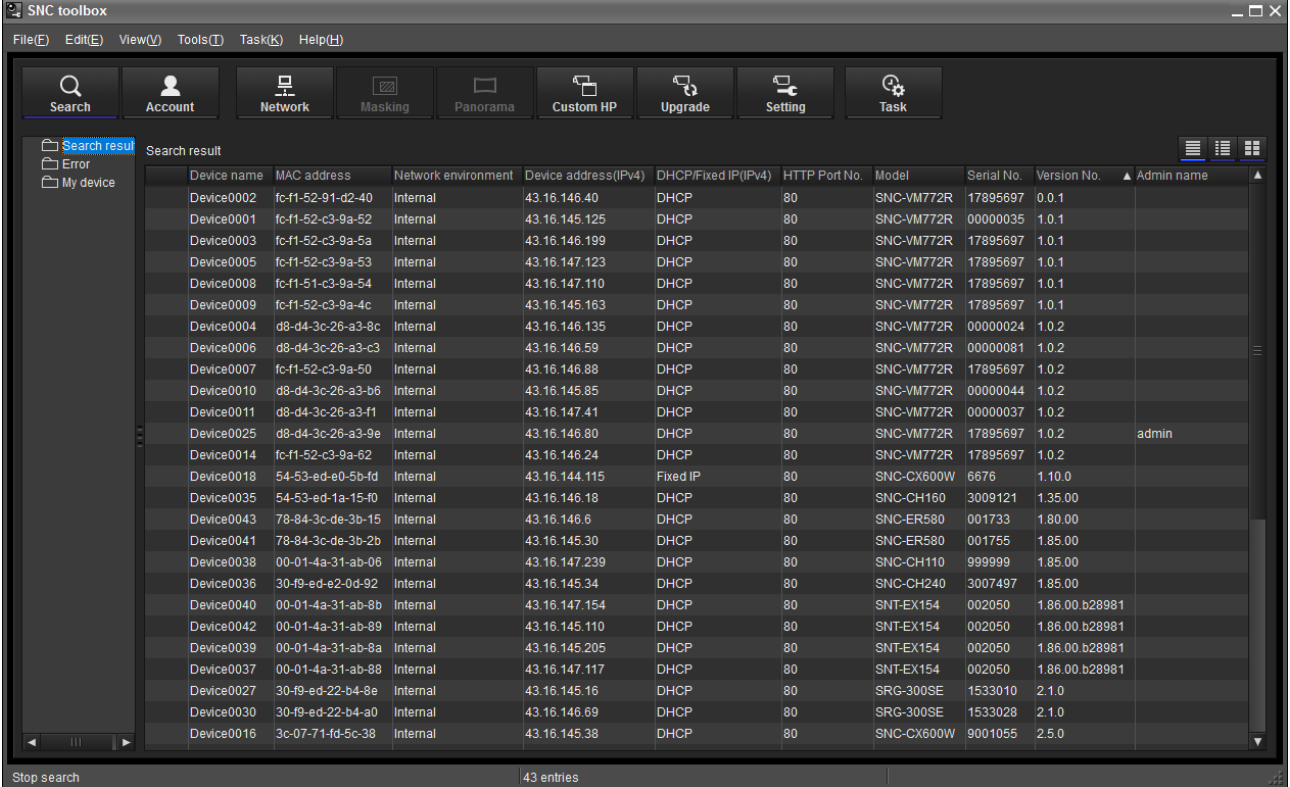
If the target is installed in a remote location and the power has already been turned on, restart the target by clicking the Reboot button in the System Setup screen > Initialize tab.

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.

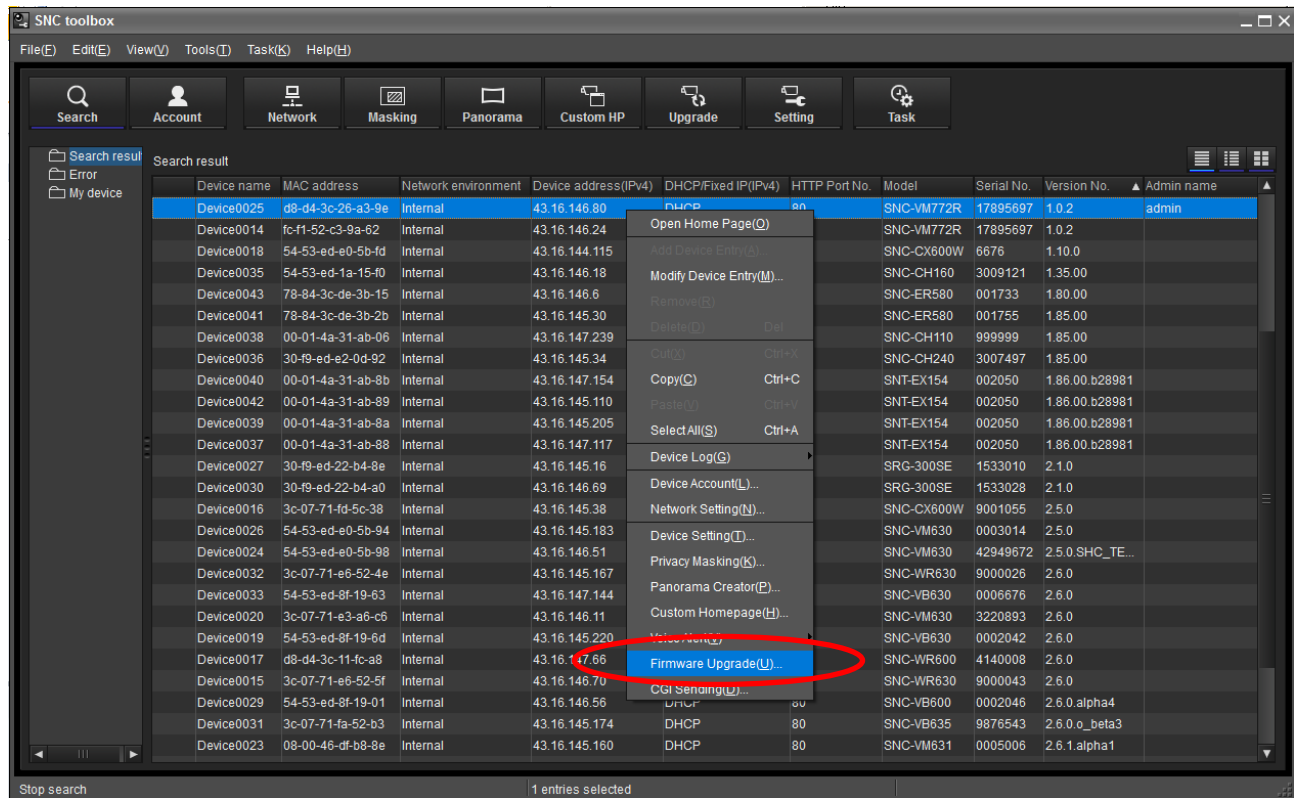


Device name	MAC address	Network environment	Device address (IPv4)	DHCP/Fixed IP (IPv4)	HTTP Port No.	Model	Serial No.	Version No.	Admin name
Device0002	fc-f1-52-91-d2-40	Internal	43.16.146.40	DHCP	80	SNC-VM772R	17895697	0.0.1	
Device0001	fc-f1-52-c3-9a-52	Internal	43.16.145.125	DHCP	80	SNC-VM772R	00000035	1.0.1	
Device0003	fc-f1-52-c3-9a-5a	Internal	43.16.146.199	DHCP	80	SNC-VM772R	17895697	1.0.1	
Device0005	fc-f1-52-c3-9a-53	Internal	43.16.147.123	DHCP	80	SNC-VM772R	17895697	1.0.1	
Device0008	fc-f1-51-c3-9a-54	Internal	43.16.147.110	DHCP	80	SNC-VM772R	17895697	1.0.1	
Device0009	fc-f1-52-c3-9a-4c	Internal	43.16.145.163	DHCP	80	SNC-VM772R	17895697	1.0.1	
Device0004	d8-d4-3c-26-a3-8c	Internal	43.16.146.135	DHCP	80	SNC-VM772R	00000024	1.0.2	
Device0006	d8-d4-3c-26-a3-c3	Internal	43.16.146.59	DHCP	80	SNC-VM772R	00000081	1.0.2	
Device0007	fc-f1-52-c3-9a-50	Internal	43.16.146.88	DHCP	80	SNC-VM772R	17895697	1.0.2	
Device0010	d8-d4-3c-26-a3-b6	Internal	43.16.145.85	DHCP	80	SNC-VM772R	00000044	1.0.2	
Device0011	d8-d4-3c-26-a3-f1	Internal	43.16.147.41	DHCP	80	SNC-VM772R	00000037	1.0.2	
Device0025	d8-d4-3c-26-a3-9e	Internal	43.16.146.80	DHCP	80	SNC-VM772R	17895697	1.0.2	admin
Device0014	fc-f1-52-c3-9a-62	Internal	43.16.146.24	DHCP	80	SNC-VM772R	17895697	1.0.2	
Device0018	54-53-ed-e0-5b-fd	Internal	43.16.144.115	Fixed IP	80	SNC-CX600W	6676	1.10.0	
Device0035	54-53-ed-1a-15-40	Internal	43.16.146.18	DHCP	80	SNC-CH160	3009121	1.35.00	
Device0043	78-84-3c-de-3b-15	Internal	43.16.146.6	DHCP	80	SNC-ER580	001733	1.80.00	
Device0041	78-84-3c-de-3b-2b	Internal	43.16.145.30	DHCP	80	SNC-ER580	001755	1.85.00	
Device0038	00-01-4a-31-ab-06	Internal	43.16.147.239	DHCP	80	SNC-CH110	999999	1.85.00	
Device0036	30-f9-ed-e2-0d-92	Internal	43.16.145.34	DHCP	80	SNC-CH240	3007497	1.85.00	
Device0040	00-01-4a-31-ab-8b	Internal	43.16.147.154	DHCP	80	SNT-EX154	002050	1.86.00.b28981	
Device0042	00-01-4a-31-ab-89	Internal	43.16.145.110	DHCP	80	SNT-EX154	002050	1.86.00.b28981	
Device0039	00-01-4a-31-ab-8a	Internal	43.16.145.205	DHCP	80	SNT-EX154	002050	1.86.00.b28981	
Device0037	00-01-4a-31-ab-88	Internal	43.16.147.117	DHCP	80	SNT-EX154	002050	1.86.00.b28981	
Device0027	30-f9-ed-22-b4-8e	Internal	43.16.145.16	DHCP	80	SRG-300SE	1533010	2.1.0	
Device0030	30-f9-ed-22-b4-a0	Internal	43.16.146.69	DHCP	80	SRG-300SE	1533028	2.1.0	
Device0016	3c-07-71-fd-5c-38	Internal	43.16.145.38	DHCP	80	SNC-CX600W	9001055	2.5.0	

### 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**”.

ID	Device name	MAC address	Device address	Serial No.	Model	Admi
✓ 01	Device0025	d8-d4-3c-26-a3-9e	43.16.146.80	17895697	SNC-VM772R	admi

☒ Select/deselect all

Device account

Administrator name: admin

Administrator password: \*\*\*\*\*

Default...

OK Cancel Apply



### 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 8.1 / 10]**

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

**File name: <MAC address>.cfg**

Click the **“Start upgrading”** button to start upgrading the version.

The screenshot shows the 'Firmware Upgrade' window. It contains a table with columns: ID, Device name, MAC address, Device address, Serial No., Model, Version No., File version, and Status. The first row shows device '01' with name 'Device0025' and model 'SNC-VM772R'. Below the table are 'Up' and 'Down' buttons. A row for file selection shows 'SNC-VM772R' with file version '1.0.2' and file path 'C:\Users\0000071033\Documents\k...-L1\SNC\_VM772R\_1\_0\_2.sw'. The 'Browse' button is circled in red. Below this is a 'Setup data' section with two checked options: 'Retain the current setting' and 'Backup device setting', both circled in red. To the right are 'Clear all', 'Paralleled upgrade quantity' (set to 1), 'Start upgrading' (circled in red), and 'Cancel' (circled in red) buttons.

ID	Device name	MAC address	Device address	Serial No.	Model	Version No.	File version	Status
01	Device0025	d8-d4-3c-26-a3-9e	43.16.146.80	17895697	SNC-VM772R	1.0.2	1.0.2	

Model name	File version	Firmware file		
SNC-VM772R	1.0.2	C:\Users\0000071033\Documents\k...-L1\SNC_VM772R_1_0_2.sw	Browse	Clear

Setup data

- ☒ Retain the current setting
- ☒ Backup device setting

Clear all

Paralleled upgrade quantity: 1 ▼

Start upgrading

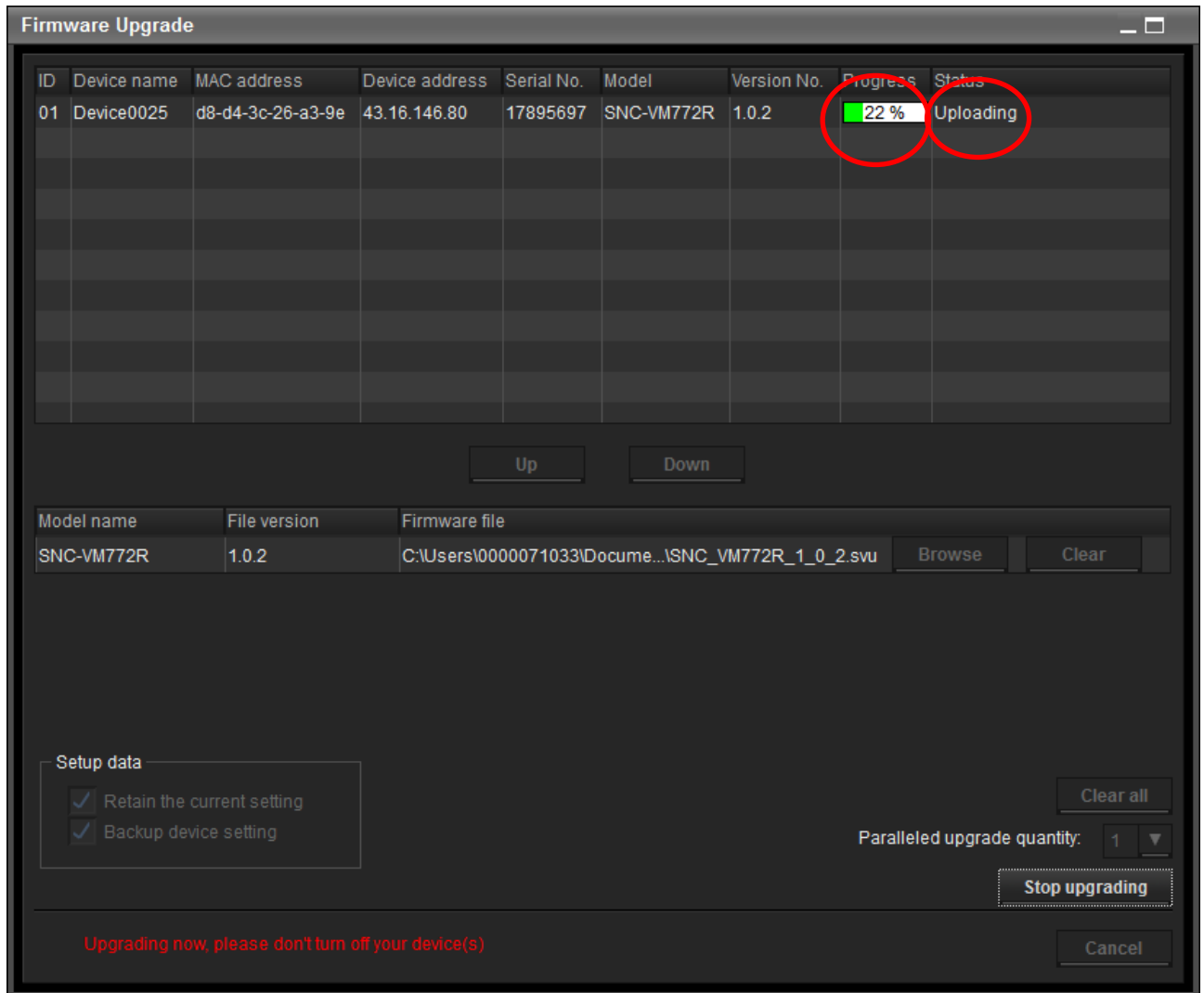
Cancel

### 3.4. Progress indication of version upgrade

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

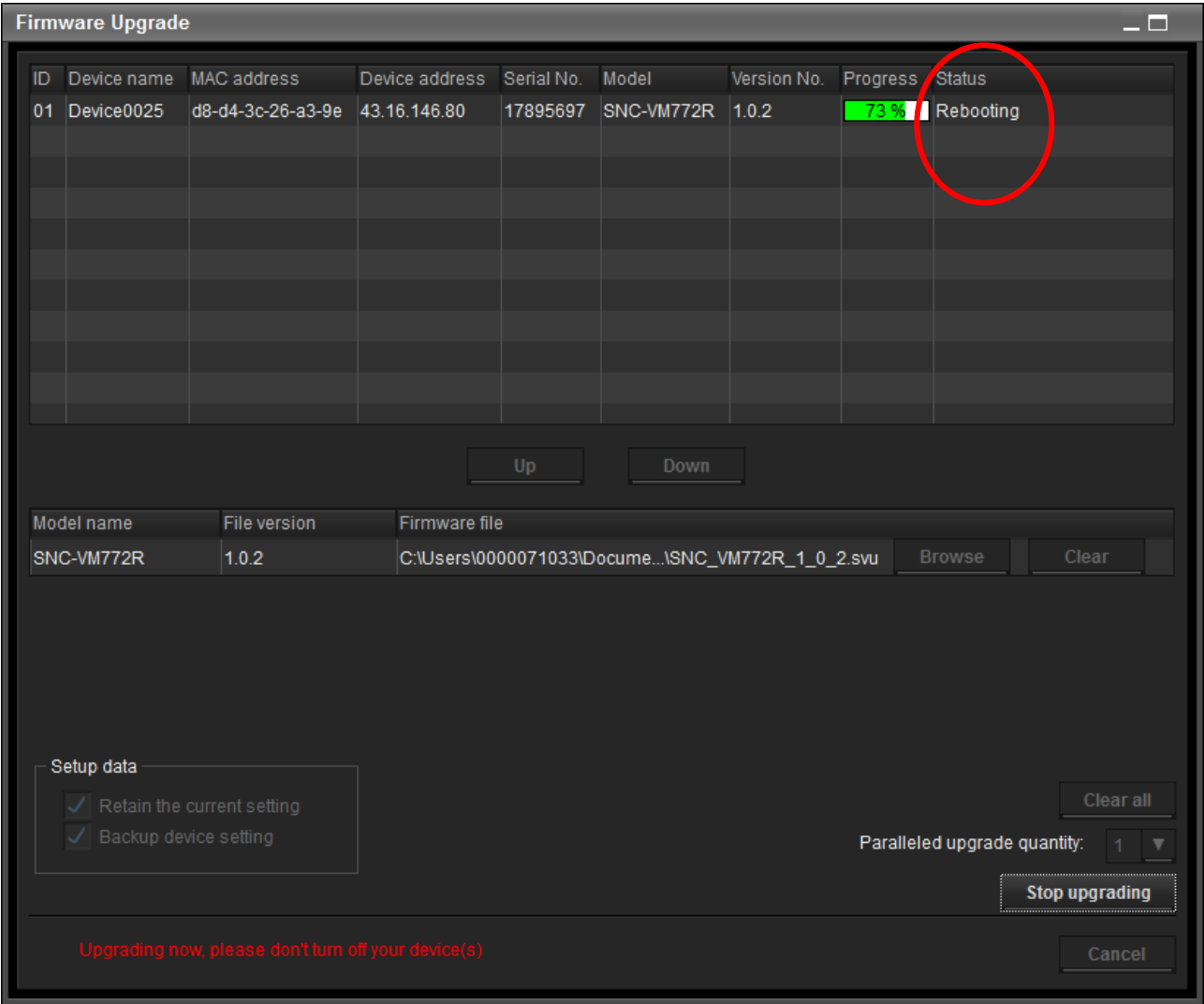
[Note]

Never turn off the power in this state.



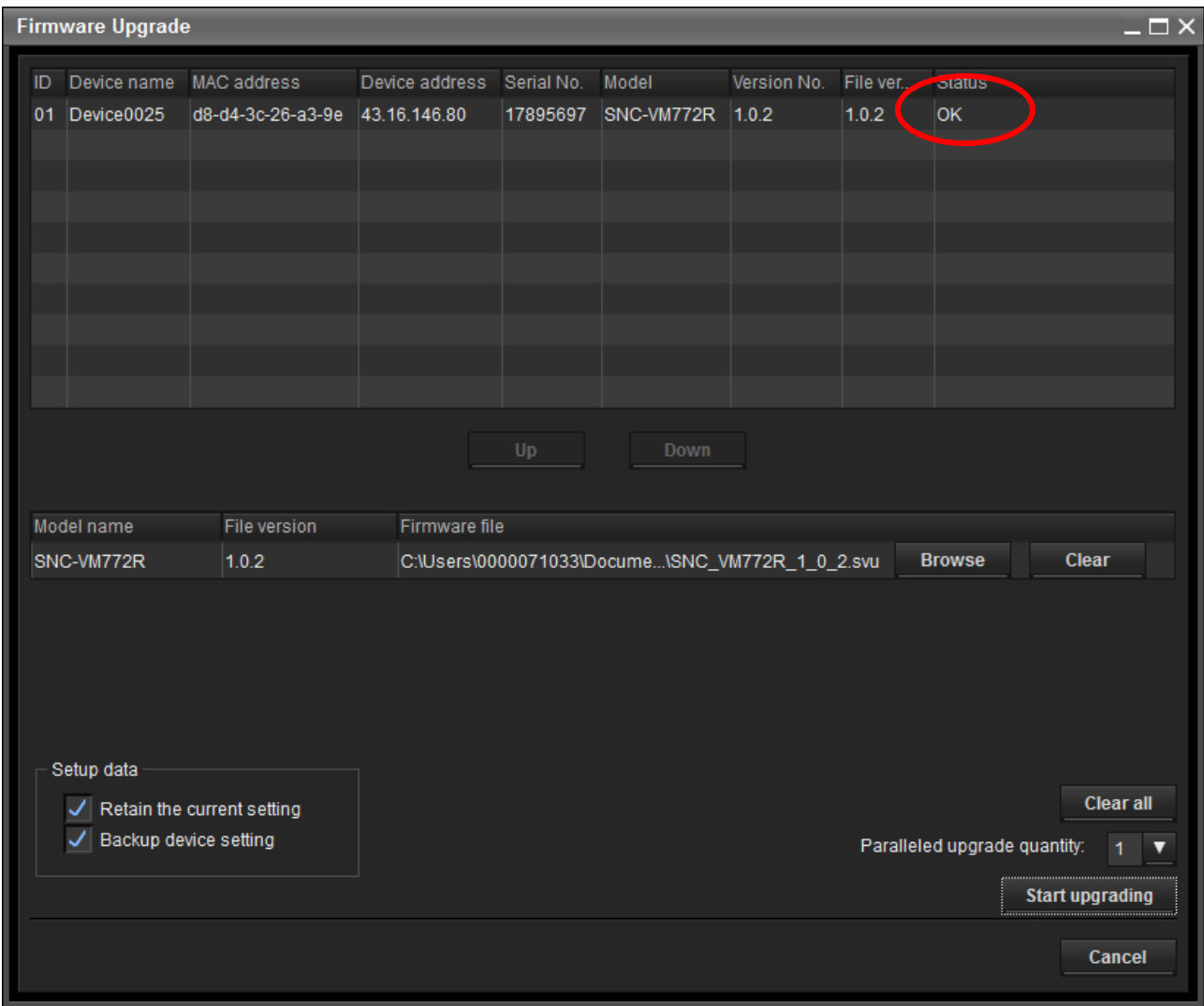
3.5.Restarting after version upgrade

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



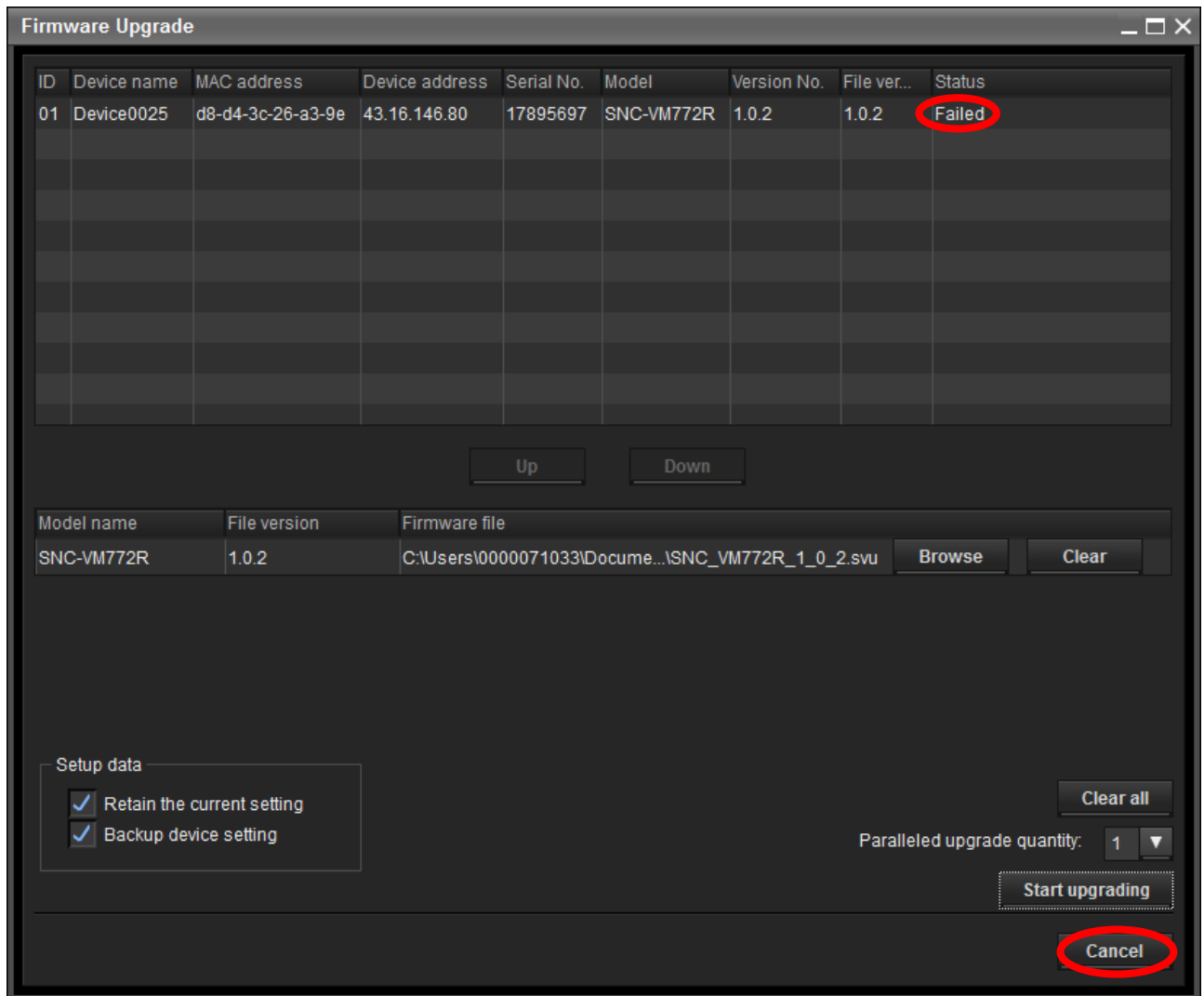
### 3.6. Completing version upgrade

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

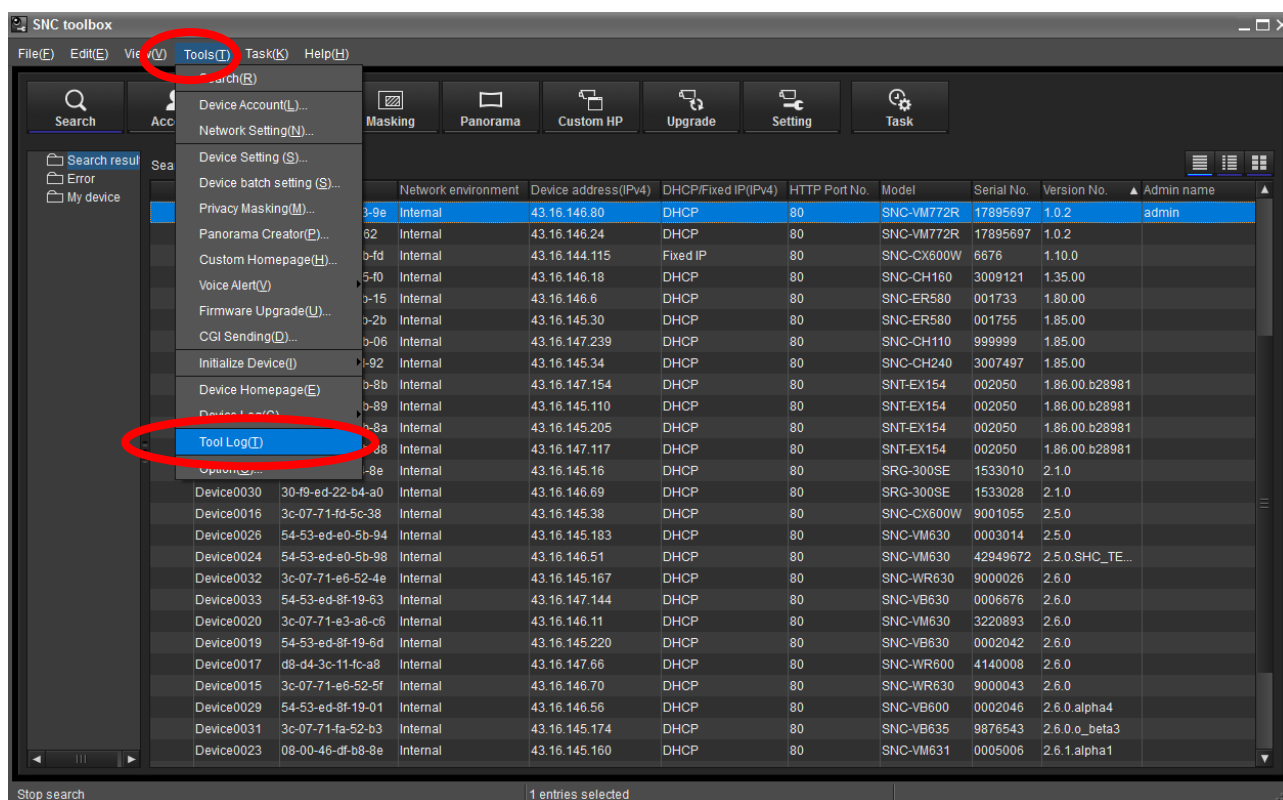


### 3.7. Version upgrade failed

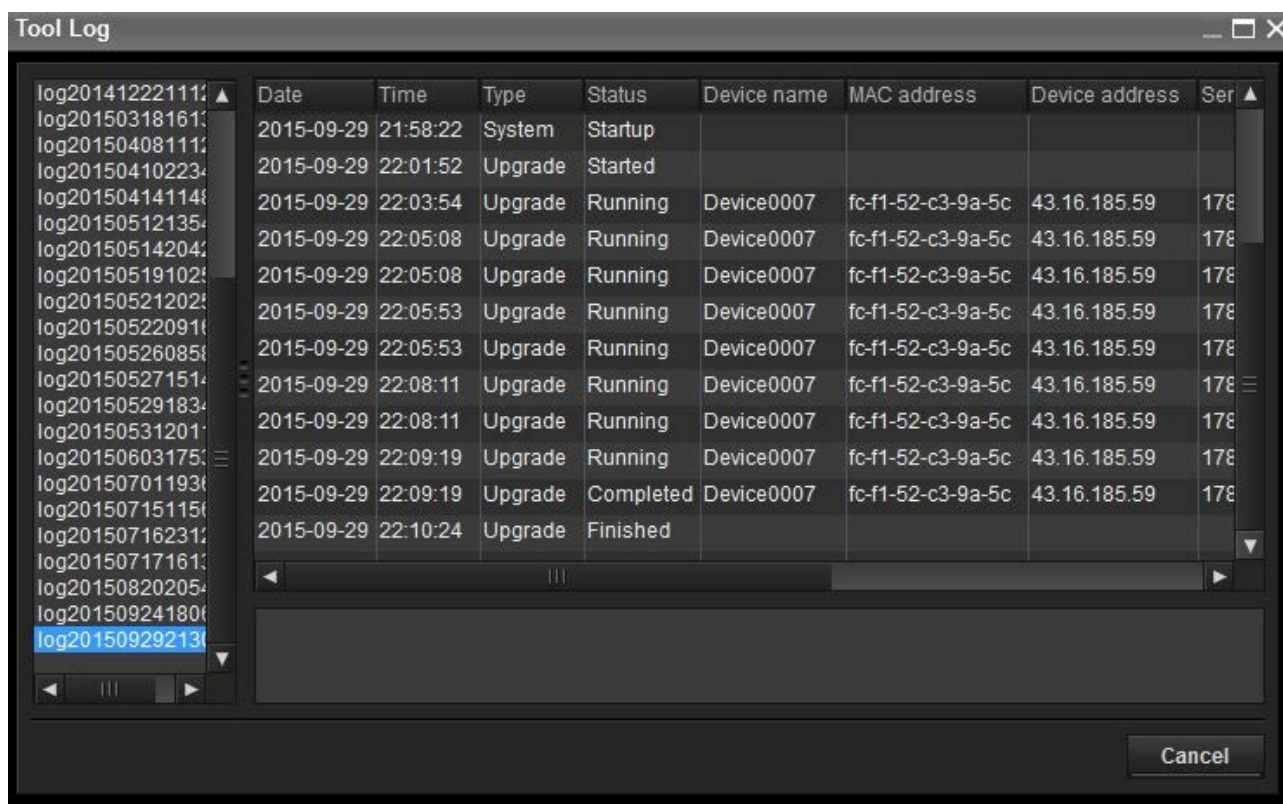
When version upgrade is complete, “**Status**” changes to “**Failed**”. In this state, click “**Cancel**” to close the Firmware Upgrade window.



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



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

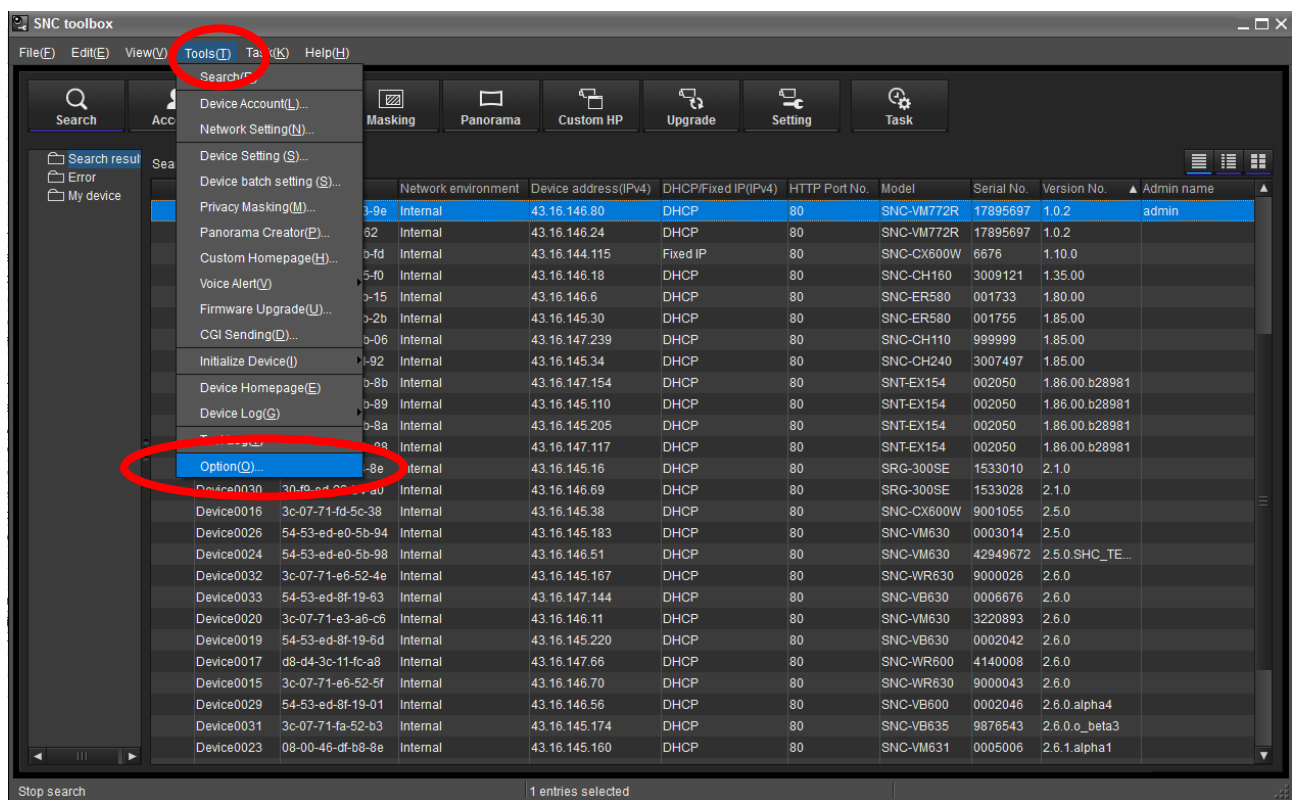


### 3.7.1. Timeout of target at firmware uploading

\*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

☒ Show warning dialog when close main window

☒ Remind me the risk when assign IP

☐ Open the setting screen when opening the device homepage

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.