

December 2019

## Updated Firmware (H\_2411) for: V812B-IR, V814B-IR, V812B-312MIR, V814B-312MIR, V932D-IR-1, V934D-IR, V9520D-312MIR, V9540D-312MIR, V9521D-312MIR, V9541D-312MIR Cameras

### General Description

Vicon has released firmware for production for the cameras listed below. The accompanying SmartManager discovery tool has not been updated for this release. It is still at version v2.3.3.15.

These cameras and firmware versions have been tested and validated with Vicon's Valerus VMS and with ViconNet V8.x.

**▲ Caution:** *If you have a V9520D/V9540D camera currently installed in a Valerus system and update it using this firmware, Valerus will no longer recognize the camera, as this new firmware renames the camera as V9521D/V94541D. To work around this, you would have to remove and then reinstall the camera(s), which will create a removed channel. The other option is to postpone upgrading the camera firmware until there is an updated fix for this. For further questions please contact Technical Support at 1-800-348-4266 or support@vicon-security.com.*

Camera	Older Firmware	Newest Firmware
V812B-IR V814B-IR V812B-312MIR V814B-312MIR V932D-IR-1 V934D-IR V9520D-312MIR V9540D-312MIR V9521D-312MIR V9541D-312MIR	H_2411_v3.5.0.enc	H_2411_v3.7.0.enc

**Note:** If the current firmware is older than H\_2411\_v3.5.0, some intermediate steps may be needed. See the information under "Installing the Updated Firmware."

### Vicon Production

The latest firmware and discovery tool are available on Vicon's website. A link is provided in the installation section of this document. Manufacturing will switch over to the new firmware for new camera production and update all existing inventory.

This is not a mandatory update. However, updating is recommended for cameras intended to work with Vicon's Valerus VMS or other ONVIF-based VMS systems. For other applications, please review the release notes to help determine if the fixes included are relevant to your environment.

Please review the upgrade instructions described at the end of this document.

### Corrected Issues

#### Video and Image info

An issue was fixed where video and image information were not presented in the camera web interface

#### Wide Dynamic Range

Some improvements were implemented in the WDR (Wide Dynamic Range) mechanism.

#### PHP version

The PHP version used in the web interface is updated to version 7.3.9

#### Live view in HTTP/HTTPS mode

An issue was fixed where the live page would not show live video in HTTP/HTTPS mode.

#### ActiveX

ActiveX version used in the web interface updated to version 2.3.1.92.

#### IGMP protocol

Improvements have been implemented in the IGMP network protocol to join multicast groups.

#### FOV (Field of View)

Fixed an issue where the field of view was affected by a firmware update.

#### Camera offline

An issues was fixed, where the camera could go offline as a result of network communication errors.

## Installing the Updated Firmware

The latest firmware is available on Vicon's website from the Software Downloads tab:

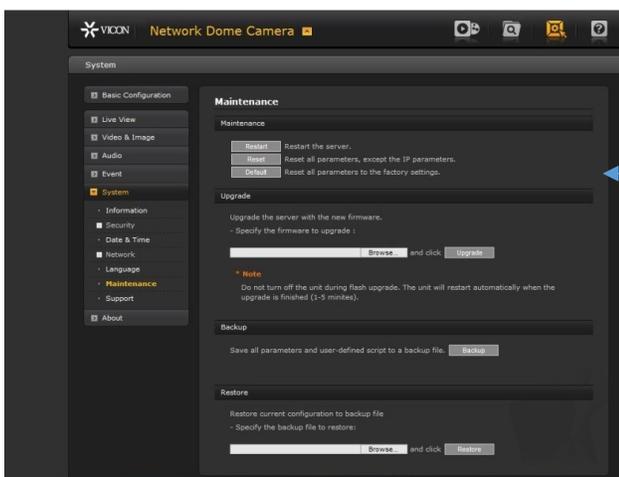
<http://www.vicon-security.com/software-downloads-library/vicon-camera-software/>

**Note:** If the current firmware is older than H\_2411\_v3.5.0.enc, first update the camera to an intermediate version in the order: H\_24\_v1.2.5 → H\_24\_v1.3.99 → H\_24\_v3.0.6 → H-24\_v3.2.91 → H\_2411\_v3.5.0 → H\_2411\_v3.7.0

The older firmware files can be found on the Vicon's website under "Earlier versions":

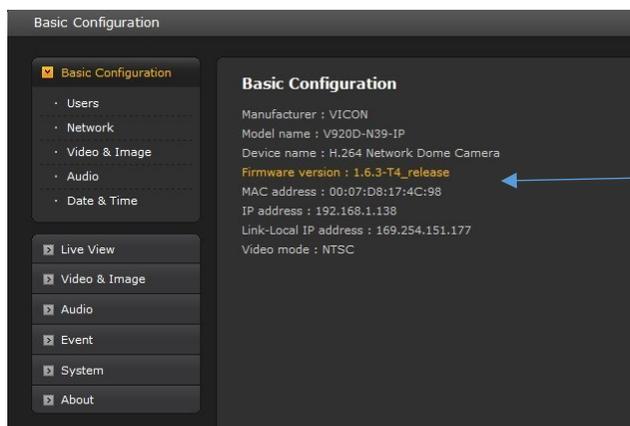
<https://www.vicon-security.com/vicon-camera-software-earlier-versions/>

Download the firmware to your PC. Go to the camera's Maintenance screen:



Update firmware

Open the Upgrade section and use the Browse button to locate the firmware on your PC. Press the upgrade button. During the upgrade process, do not turn off power to the camera. Wait at least 5 minutes and access the camera again.



Once complete, the firmware version can be checked from the Basic Configuration screen.

Updated firmware