Hanwha Techwin

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Technical Newsletter

FEB Contents

Technical Information

- Access controller Firmware update guide

- X86 NVR SSD part information for repair

- DDNS/P2P resetting guide after F/W update

- Online installation help Simulator & Toolbox Plus

Latest F/W Information

Access controller Firmware update guide

| Info. Type | ☐ Quality ☐ Settings ☐ Repair ■ S/W ☐ Etc |

1. Models

- X1100 Hybrid access controller

2. Purpose

- ACS controller FW update is recommended

3. How to update

[controller DIP switch]

① Firefox browser(Recommended)

② Webpage access : Enter controller IP

③ Change the controller DIP switch to admin reset+

  . Account reset by changing the switch DIP 1 : on, DIP 3,4 : off -> ID : admin, PW : password

④ Go to Diagnostic tab

⑤ Click on "Browser" button -> select FW for update

⑥ Click on "Load File" to update, controller auto reboots when update finished

⑦ Find the updated information on "Device Info" page

⑧ When completed, change back to the original condition Dip switch 1 - 4 off(Normal operation)

※ Latest FW information : https://www3.hidglobal.com/developer-center/hid-aero-sdk
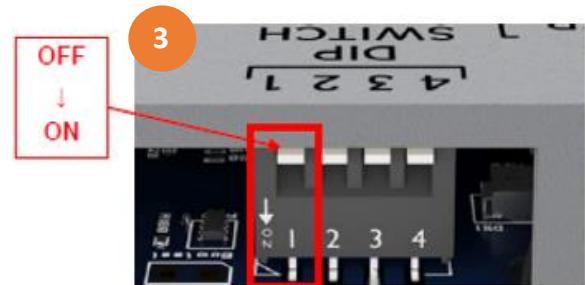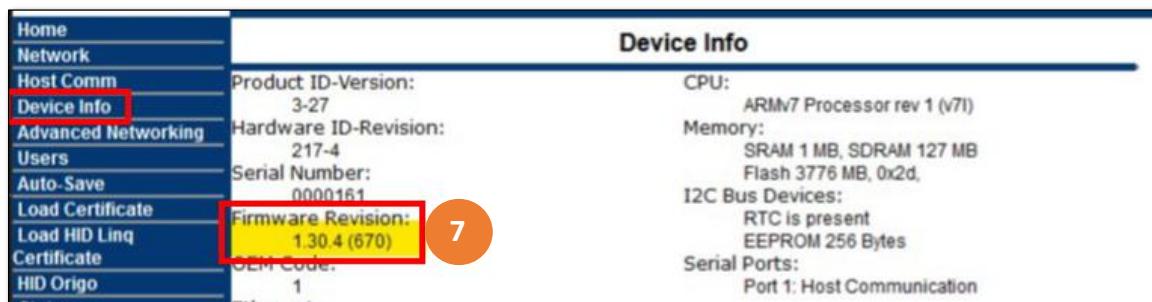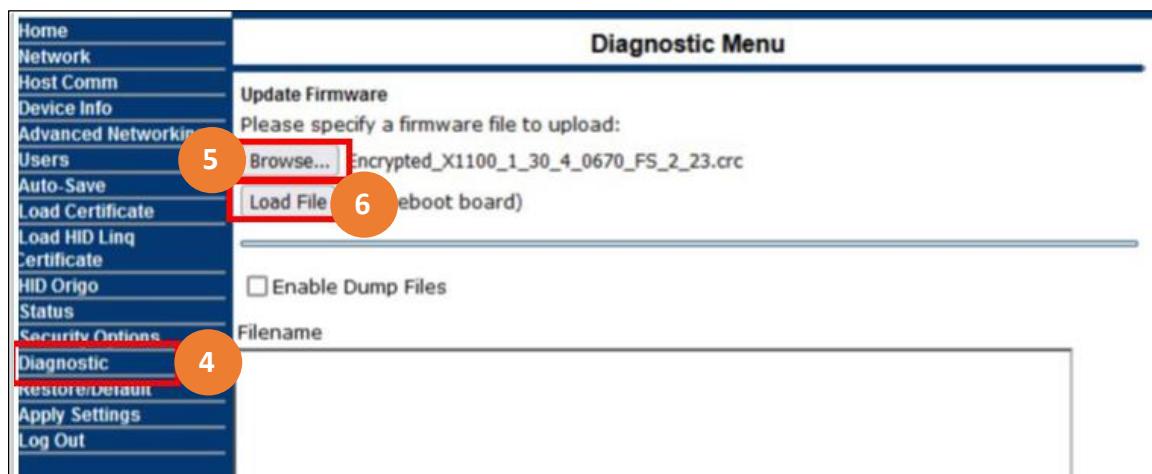
Download available after log-in

X86 NVR SSD part information for repair

| Info. Type | ☐ Quality ☐ Settings ■ Repair ☐ S/W ☐ Etc |

1. Models

Service part	Parts name	Models
AM10-002998A	A/S PART-PRN-6400DB4_SSD	PRN-6410DB4, PRN-6410B4, PRN-6410B2, PRN-6400DB4. PRN-6400B4 PRN-6405DB4. PRN-6405B4 PRN-3210B4, PRN-3200B4, PRN-3205B4, PRN-3210B2, PRN-3200B2, PRN-3205B2, PRN-1610B2, PRN-1600B2, PRN-1605B2 XRN-6410DB4, XRN-6410B4 XRN-6410RB2, XRN-6410B2 XRN-3210B4, XRN-3210RB2, XRN-3210B2
AM10-002997A	A/S PART-XRP-4310DB4_SSD	XRP-4310DB4, XRP-4210B4
AM10-002995A	A/S PART-XRP-4110B2_SSD	XRP-4110B2, XRP-4010B2
AM10-002996A	A/S PART-MGS-P4110B2_SSD	MGS-P4110B2

2. Purpose

- Sole SSD replacement is the easier and faster way for repair
  - . (Before) Replacement of whole mainboard Assembly or empty SSD + insert F/W with installation S/W
  - . (After) Supply SSD part with device FW mounted on it

3. Note

- Necessary to insert device information(Serial Number, MAC) after DDS replacement
※ Device would not operate normally if necessary information is missing

[Information inserting Tool]
. AM10-002998A : CSTOOL (4cust Information pool > Library > refer to "LI-202210110003")
. AM10-002995A~7A : XRP_windows-nvr-setting Tool (4cust Information pool
  > refer to "LI-202210170001")

DDNS/P2P resetting guide after F/W update

| Info. Type | ☐ Quality ■ Settings ☐ Repair ☐ S/W ☐ Etc |

1. Models

- DDNS/P2P resetting should be done after updating device F/W to the higher version than written below

Series	Model	Current Version
PRN	6410DB4, 6405DB4, 6400DB4, 6410B4, 6400B4	V 4.10.10 or lower
	3210B4, 3205B4, 3200B4, 3210B2, 3205B2, 3200B2	
	1610B2, 1605B2, 1600B2	
XRN	6410B4, 6410B4, 6410RB2, 6410B2	
	3210B4, 3210RB2, 3210B2, 1620SB1, 1620B2, 820S	
	420S	
QRN	430S	
HRX	435, 434	V 4.09.00 or lower

2. Purpose

- Easy to perform DDNS ID creation/registration and P2P UID(QR) creation by activating the function
- DDNS/Cloud auto switching to integrate access route
- Improve connection speed by applying Cloud P2P

3. How to resetting the DDNS/P2P
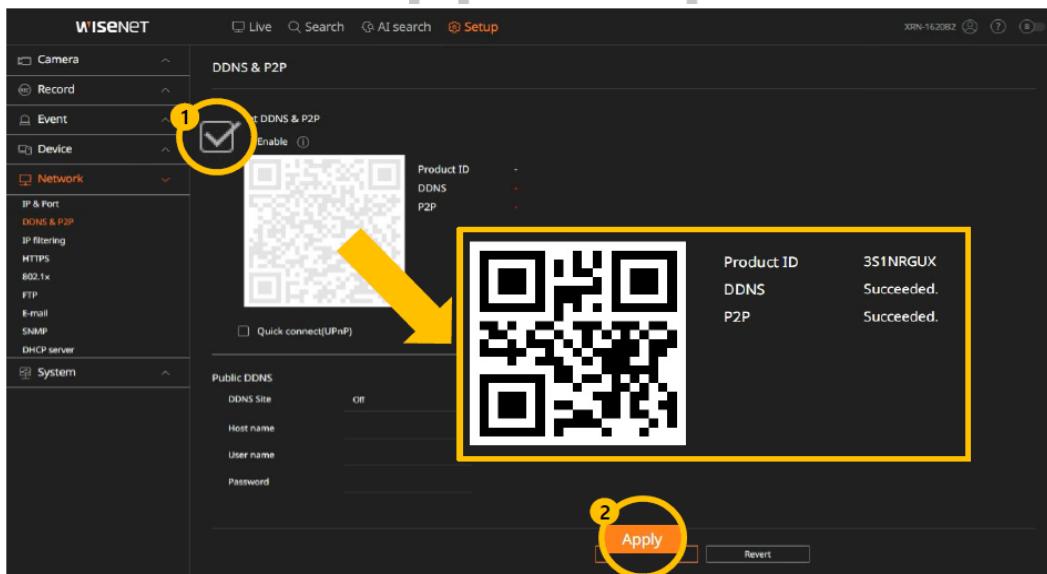
a. Update NVR/Mobile app to the latest version

b. [Setup] > [Network] > [DDNS/P2P] > [Enable] to activate QR code

c. Find new DDNS Product ID

d. Delete the existing devices on Wisenet Mobile app

e. Reregister devices on Wisenet Mobile app by using the new QR code

DDNS/P2P resetting video

※ Trouble shooting guide: 4CUST > Information pool > Library LI-202301300002

Online installation help Simulator & Toolbox Plus

| Info. Type | ☐ Quality ☐ Settings ☐ Repair ☐ S/W ■ Etc |

1. Models

 - Camera, NVR, Encoder, Decoder, Acc and etc.(Models can be vary by region)

2. Purpose

 - By providing online installation help, customers can find compatible accessories and products that fit the installation environment and purpose

3. Online installation help

- Installation simulator(to find compatible bracket and accessories)

 . Compatible box, mount, bracket and etc. for

 . Click view by series > select model to see its detailed specification
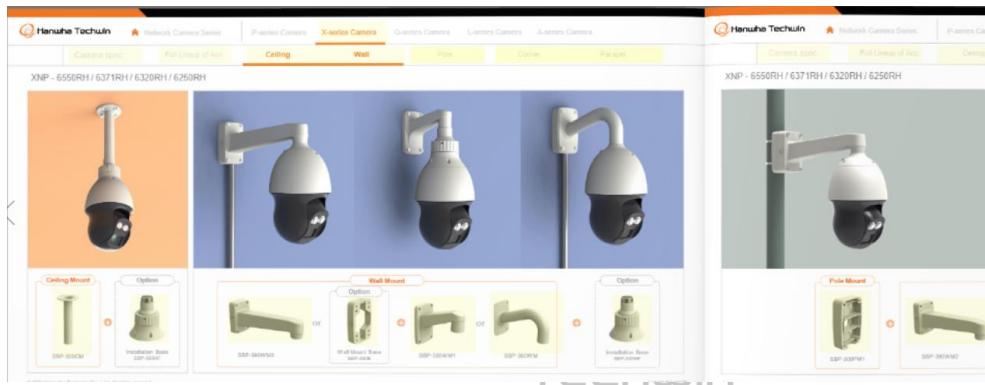
Go to Simulator Web brochure

- Toolbox Plus (product comparison and online mockup)

 . Support on PC, tablet, mobile to find latest information of product with compatible accessories

   mockup with model comparison for a project

 . Find device information including Fov and draw online mockup for a project
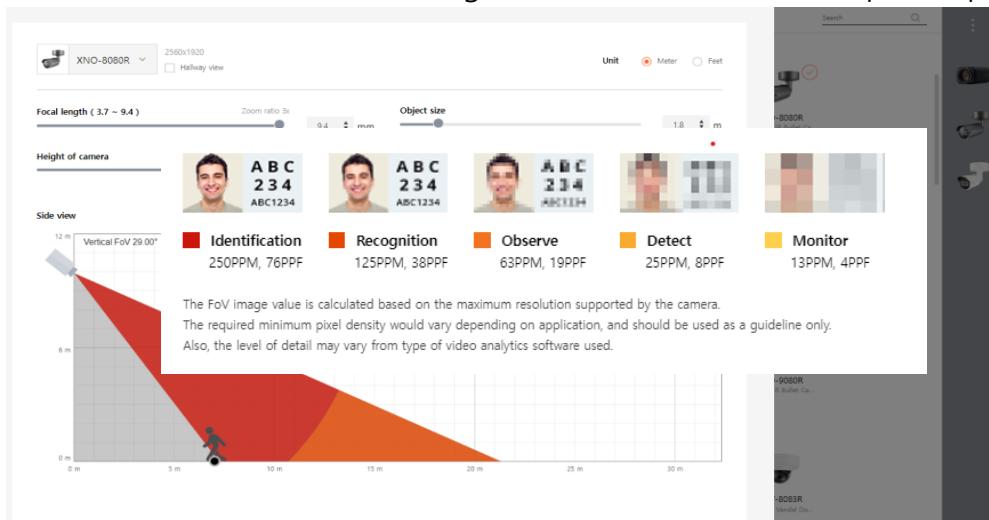
Toolbox Plus Video

Hanwha Techwin   Service Operation Team

DVR

Model	Filename	Date	Version	Release Note
HRX-420/421	HRX-421_3.05.42 _220222110611	2022/03/07	3.05.42	- Fixed an issue where the wait icon was displayed intermittently for a long time when entering the playback screen
HRX-820/821 HRX-1620/1621	HRX-1621_3.05.42 _220222110713			
HRX-434/435	HRX-435_4.52.12_221212183857	2023/01/10	4.52.12	- Fixed DHCP IP assignment error along with other bugs and improved function
HRX-1632 HRX-835	HRX-1632_4.52.12_221212183911			
HRX-1634 HRX-1635	HRX-1635_5.09.22_2211081 92157	2022/11/14	5.09.22	- Fixed Alarm In/Out error

NVR

Model	Filename	Date	Version	Release Note
XRN-3210B2(RB2) XRN-6410B2(RB2)	PRN-6400DB4_5.30.10 _230116172044.	2023/01/26	5.30.10	- Granted import/export authorization to general users - Added the SNMP information about the recording period and status - Enabled NVR search and connection with IPv6 in Wisenet Viewer - Improved connection speed with Wisenet view - Improved access speed to event search & setting
PRN-1600B2 PRN-3200B2(B4) PRN-6400B4(DB4) XRN-820S XRN-1620B2(SB1) XRN-3210B4 XRN-6410B4(DB4)	PRN-6400DB4_5.30.10 _230116172044	2023/01/26		
QRN-430S XRN-420S	XRN-420S_5.01.22 _221108180009	2022-11-14	5.01.22	- Fixed the problem that the alarm input and alarm output set in the event rule malfunctioned
QRN-830S QRN-1630S XRN-815S	QRN-1630S_5.06.22 _220929180714	2022/10/07	5.06.22	- Fixed an issue where audio was not output intermittently depending on IC or PCB or ambient temperature - Fixed intermittent disconnection when connecting the device to the viewers through P2P
LRN-1610S	LRN-1610S_3.06.22 _220318102605	2022-04-04	3.06.22	- Fixed an issue where an IP assignment error occurs from time to time when using the DHCP client mode. - Fixed an issue where recording device is being booted when some cameras are connected via ONVIF. - Fixed an issue where a video cannot be received when some cameras are connected via ONVIF.
LRN-410S/810S	LRN-810S_3.06.22 _220318111208			
QRN-1620S	QRN-1620S_3.06.22 _220318102444			
QRN-420S/820S	QRN-820S_3.07.22 _220318111808		3.07.22	
XRN-410S/810S	XRN-X10X-PKG_v2.46 _210204185920	2021/02/26	2.46	- Fixed the issue where some of the H.265 video resolutions transmitted from Wisenet 7 camera were unable to be decoded

Latest F/W Information

Network Camera

Model	Filename	Date	Version	Release Note
LND/O/V-6012R/6022R/6072R	LNO-6072R_1.41.11_20220114_R134	2022/02/07	1.41.11	- After a factory reset, the motion detection setting is enabled by default
PNM-12082RVD	PNM-12082RVD_2.21.00_20220420_R134	2022-05-20	2.21.00	- Improved initial focus
PNM-7002VD	PNM-7002VD_1.33.01_20220419_R51	2022/04/22	1.33.01	- Improved manufacturing and process efficiency
PNM-7082RVD	PNM-7082RVD_2.21.00_20220414_R104	2022-05-20	2.21.00	- Improved initial focus
PNM-8082VT	PNM-8082VT_2.01.01_20210324_R175	2021/05/12	2.01.01	- Improved the issue of camera time failing to periodically sync with that of the NTP server
PNM-9002VQ	PNM-9002VQ_1.33.01_20220419_R49	2022/04/22	1.33.01	- Improved manufacturing and process efficiency
PNM-9022V	PNM-9022V_2.01.01_20210324_R143	2021/05/12	2.01.01	- Improved the issue of camera time failing to periodically sync with that of the NTP server
PNM-9031RV	PNM-9031RV_2.11.04_20221115_R526.zip	2022/12/07	2.11.04	- Added the UI to adjust the video image position of each sensor in order to correct the alignment of the video images - Fixed timestamp errors
PNM-9084QZ(RQZ)/1 PNM-9085RQZ/1	PNM-9084QZ_1.31.12_20220627_R348	2022/07/06	1.31.12	- Enhanced compatibility on ONVIF (based on ONVIF Device Test Tool v21.12)
PNM-9322VQP	PNM-9322VQP_1.33.03_20220420_R128	2022/05/04	1.33.03	- - Fixed the problem that the multicast was not working
PND-A6081RV PNO/V-A6081R	PNO-A6081R_2.11.03_20220519_R216	2022/06/09	2.11.03	- Fixed timestamp errors
PND-A9081RV PNO/V-A9081R	PNO-A9081R_2.11.10_20220519_R614	2022/06/09	2.11.10	- Fixed timestamp errors
QND/O/V-7010R QND/O/V-7020R	QND7010R_Series_4.01_210706	2021/08/06	4.01	- Updated the unique certificate (expiration date: 2051-04-08)
QND/O/V-7080R	QND7080R_Series_4.01_210706			
QNF-8010	QNF-8010_2.10.02_20220401_R411	2022/04/20	2.10.02	- Added certificate management function
QNF-9010	QNF-9010_2.11.02_20220412_R437	2022/05/04	2.11.02	- Bug fixes and functional improvements
QND-6011 QND/O/V-6012R/6022R/6032R/6072R/6082R	QNO-6082R_1.41.13_20220818_R311.zip	2022/08/31	1.41.13	- Added option to grant user permission to access and set settings on [Video profile], [Camera setup], and [Video and focus setup] ([Video setup] for models that do not support focus function) Pages - Fixed a problem that the NTP server time was not reset to match the changed NTP server when the NTP server address setting was changed
QND/O/V-6012R1/6022R1/6072R1/6082R1	QNO-6082R1_1.41.01_20211012_R19	2021/10/22	1.41.01	- Bug fixes and functional improvements
QND/O/V-7012R/7022R/7082R	QNO-7082R_1.41.03_20220712_R112	2022/07/28	1.41.03	- Fixed a problem that the NTP server time was not reset to match the changed NTP server when the NTP server address setting was changed
QND/O/V-8010R/8020R/8080R QND-8011/QNE-8011R QND-8021	QNO-8080R_1.41.04_20210823_R277	2021/09/15	1.41.04	- Logs are provided when changing presets in [Camera setup] - Improved compatibility with NVR
QNP-6250(H) QNP-6320H	QNP-6320H_2.21.02_20220809_R199	2022/09/05	2.21.02	- Added auto tracking function

Network Camera

Model	Filename	Date	Version	Release Note
XNB-6000 XNO-6080R	XNB-6000_2.10.03 _20220822_R676	2022/09/15	2.10.03	- Added setting option to enable or disable simple focus function after
XNB-8000 XNO-8080R	XNB-8000_2.10.03 _20220822_R704	2022/09/15	2.10.03	
XNB-6001	XNB-6001_1.40.04 _20210420_R394	2021/05/14	1.40.04	- Fixed an issue where the camera would not reboot when changing to a head-separated model lens
XND-6010 XNV-6010	XND-6010_2.10.02 _20220401_R609	2022/04/20	2.10.02	- Added certificate management function - Added [Exclusive PTZ control] function to give priority to PTZ control to a specific user and restrict control commands of other users - Added new options such as [Query string] and [TCP message], etc. for [Handover] settings - Added the option to use the Internet Control Message Protocol (ICMP) timestamp request message - Fixed to move the location of the overlay image using the curser - Adjusted the RTP Payload buffer to improve compatibility with specific NVRs - Improved Web UI for selecting TLS protocol version to use for encrypted communication
XND-6020R XNV-6020R	XND-6020R_2.10.02 _20220401_R596	2022/04/20	2.10.02	
XNV-6080(R) XND-6080 (R/V/RV)	XND-6080_2.10.02 _20220117_R567	2022/02/07	2.10.02	
XND-6081V(RV) XNV-6081R	XND-6081RV_2.10.02 _20220329_R469	2022/04/20	2.10.02	
XND-8020R XNV-8020R	XND-8020R_2.10.02 _20220401_R599	2022/04/20	2.10.02	
XND-8080R(RV) XNV-8080R	XND-8080R_2.10.02 _20220401_R615	2022/04/20	2.10.02	
XNO/V-6120(R)	XNO-6120R_2.10.02 _20220117_R551	2022/02/07	2.10.02	
XNP-6120H	XNP-6120H_2.10.02 _20220324_R696	2022/04/20	2.10.02	
XNP-6320H XNP-6321H QNP-6230(H)	XNP-6320_2.10.02 _20220324_R614	2022/04/20	2.10.02	
XNO-8083R/9083R XNV-9083R	XND-9083RV_2.11.02_2022 0705_R186	2022/07/27	2.11.02	- Output support for Goodshot instead of Bestshot - Replaced LED driver IC - Detection Shot function added - Fixed an error when setting up WDR
XND/V/O-C6083R(RV) C7083R(RV)	XND-C7083RV_2.11.02_202 20705_R250	2022/07/27	2.11.02	
XND/V/O-C8083R(RV) C9083R(RV) XNO-6123R	XND-C9083RV_2.11.02_202 20705_R269	2022/07/27	2.11.02	
XND-6083RV XNV-6083 XNB-6003	XND-6083RV_2.11.02_2022 0705_R178.zip	2022/07/07	2.11.02	
XNF-8010R(RV)	XNF-8010R_2.10.03_202212 27_R634	2023/01/16	2.10.03	- Added certificate management & Exclusive PTZ control function - Added a function to add virtual channels to show the dewarped video of the fisheye camera
XNF-9010RV	XNF-9010RV_2.10.03 _20220421_R319	2022/07/27	2.10.03	- Fixed the problem that [Day/Night] mode did not work in some cameras depending on the camera settings after upgrading the firmware
XNP-6400(R) XNP-9250R	XNP-9250R_2.01.05_20220 429_R317.zip	2022/11/04	2.01.05	- Renewed UL CAP - Improved PTZ response when controlling PTZ with ONVIF
XNZ-L6320A	XNZ-L6320A_2.11.01_20220 719_R85.zip	2022-08-04	2.11.01	- Modified termination resistor settings - Timestamp error fixed

Latest F/W Information

Encoder / Decoder

Model	Filename	Date	Version	Release Note
SPD-150	SPD-150-PKG_v1.06_210504171045	2021/05/11	1.06	- Fixed an issue where the profile of Live4NVR is created by default every time the camera is registered, causing the user's profile settings to reset.
SPD-151	SPD-151-PKG_v1.04_210114190022	2021/02/01	1.04	- Fixed an issue where some H.265 resolutions could not be decoded in Wisenet 7 cameras.
SPD-1660R	SPD-1660R-PKG_v2.12_210114194116	2021/02/01	2.12	- Fixed an issue where video is not displayed once in a while when switched to layout after connecting to SSM.
SPD-152	SPD-152_5.10.12_221107171453	2022-11-22	5.10.12	- New FW
SPE-110	SPE110_1.31_200310_1700	2020/03/25	1.31	- Supports video output setup - Provides the notification message "Live video cannot be played" on maximum streaming
SPE-410	spe410_1.31_200310_1655	2020/03/25	1.31	
SPE-1610	SPE1610_1.31_200310_1706	2020/03/25	1.31	
SPE-420	SPE-420_2.11.03_20220426_R142	2022/05/18	2.11.03	- New FW
SPE-1620	SPE-1620_2.11.02_20220426_R175	2022/05/18	2.11.02	- Fixed the problem that the external PTZ setting item disappears from the web viewer when the external PTZ connection port is changed to COAX for all channels

Software

Model	Filename	Date	Version
Wisenet SSM	2.11.00	2022/09/02	- Bug fixes and functional improvements
Wisenet Viewer	1.02.01	2022/10/21	- Bug fixes and functional improvements
Smart Viewer	4.9.13	2022/05/18	- Bug fixes and functional improvements
WiseNet mobile	2.05.03(Android)	2022/11/17	- Bug fixes and functional improvements
	2.05.03(iOS)	2022/11/17	

HDD Compatibility List

Revision 11.9
Release date : 2023.01.17
https://www.hanwha-security.com/en/support/data-center/hdd-compatibility/

☐ **Major change**
1. New Model : ARD-1610, ARD-810, ARD-410
2. New HDD : ST1000NM017B
   - XRN-6410B2, XRN-6410RB2, PRN-6410DB4
3. QRN-1630S(MAX 10TB), QRN-830S(MAX 6TB) Separate two models from the model list due to different HDD specifications that can be supported at max