

Technical Newsletter

June.2024 Service Operation Team

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Technical Information

- Integrated front glass material for IR PTZ cameras
- Guide for NVR console jig purchase and performance test
- Guide for stainless camera exterior corrosion management

Latest Firmware Information

Integrated front glass material for IR PTZ cameras

Info. Type

☐Quality ☐Settings ☒Repair ☐S/W ☐Etc

● **Model** : High Performance X-Series PTZ Cameras XNP-xx00RW/Cxx03RW

● **Purpose**

- Informing integrated material for front glass repairment of high-performance IR PTZ

● **Original materials by model**

1) XNP-XX00RW (X-Plus)

. Material code : FC37-001073B

. Front glass feature: No ink on IR area



[No ink on IR area]

2) XNP-XX03RW (X-Plus AI)

. Material code : FC37-001073A

. Front glass feature: Black ink on all area



[Black ink on all area]

● **Integrated material for front glass_ X-Plus & X-Plus AI PTZ** (From Apr. 2023)



- Material code: FC37-001103A

- Front glass feature: Black ink + IR ink on IR area

- Advantages of using integrated materials

. Ensure design uniformity and improve appearance through the use of compatible materials

. Black ink is strongly resistant to IR light which enhances reliability

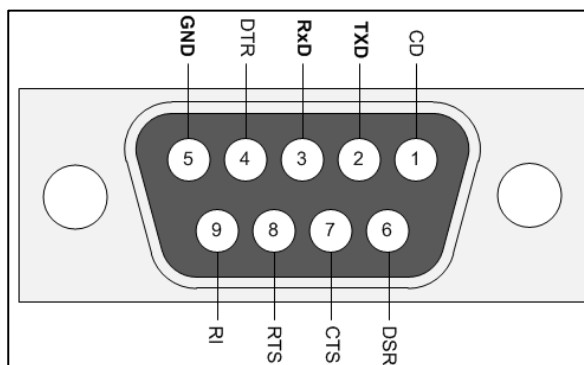
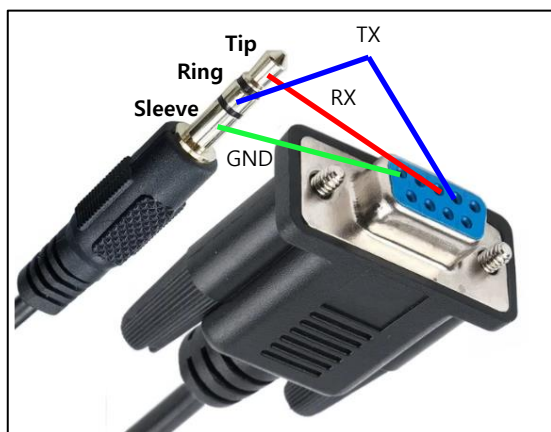
. IR ink improves light transmittance in the IR area while keeping aesthetic unity

Guide for NVR console jig purchase and performance test(1/2)

Info. Type

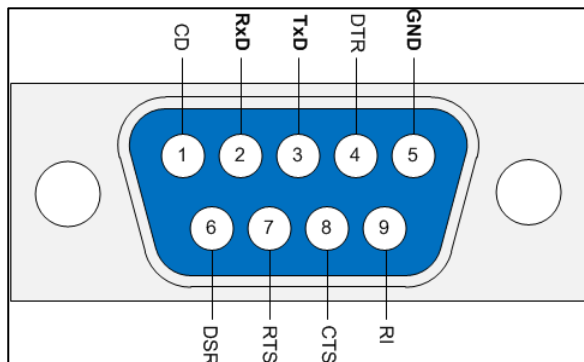
☐Quality ☐Settings ☐Repair ☐S/W ☒Etc

- **Purpose of using Jigs** : To access NVR console log to perform remote review by a developer
- **JIG supportive model** : Models with 3.5mm Console terminal(Audio jack) on the back of the NVR
- **JIG 1.** : Audio jack cable (RS232 (DCE) to 3.5mm) that is connected to the NVR console terminal
 - Precaution when purchasing
 - . RS232 should be purchased as a DCE (Female) type and needs to check the Tx and Rx arrangement of 3.5mm terminals
 - . 3.5mm terminals consist of Ring, Tip and Sleeve, and check the spec to see line alignment (Should be purchased Ring-Tx, Tip-Rx, Sleep-GND aligned product)



<RS232 DCE(Female) Pin alignment>

- **JIG 2.** : Jig1 is connected to jig2, and jig 2 shall be connected to PC USB port (USB to RS232(DTE))
 - Precaution when purchasing
 - . Purchase as RS232 DTE(male) type
 - . Requires driver installation on PC: It is automatically installed on PC in most cases but sometimes it requires manual driver installation depending on the product



<RS232 DTE(male) Pin alignment>

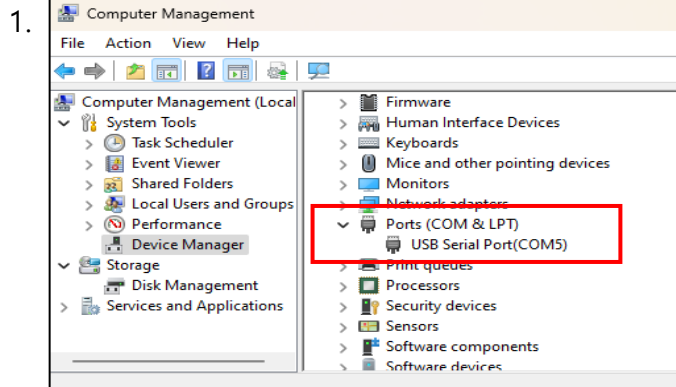
Guide for NVR Console JIG purchase and performance test(2/2)

Info. Type

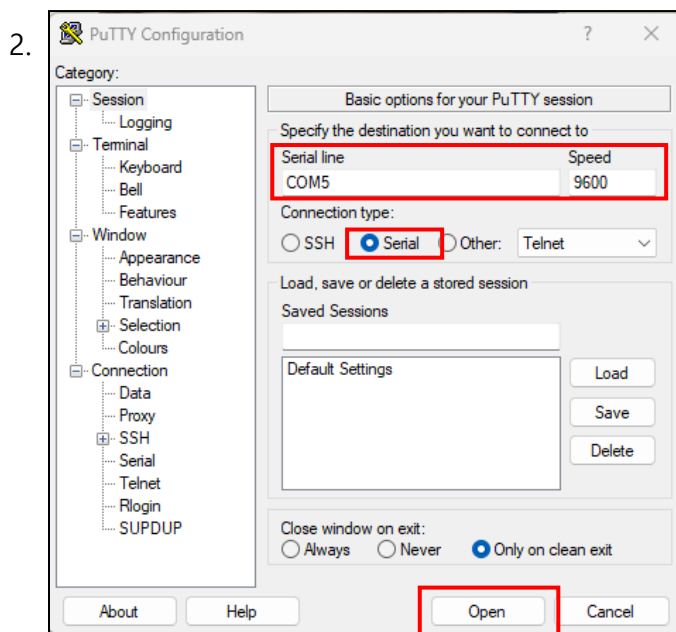
☐Quality ☐Settings ☐Repair ☐S/W ☒Etc

● JIG setting test

- Preparation: JIG 1, JIG 2, PC, Console connection terminal SW (Putty, Hyper-terminal, etc.)
- Test steps



- Check the port connected to the PC:
If the driver is installed normally, it can be checked in the device manager
- The COM port of the jig is set as #5



- Open a connection window in the terminal SW
- Connection Type : Select serial
- Serial Line : Insert COM Port number
- Speed : Remain default setting
. NVR : 115200
- Click 'Open' to open the terminal window



- Make a short for Ring and Tip of the 3.5mm terminal
- Enter letters using keyboard while remain short
. When letters appear : OK
. When letters not appear : NG
Need to check JIG and connection settings

Guide for stainless camera exterior corrosion management

Info. Type ☐Quality ☐Settings ☐Repair ☐S/W ☒Etc

● Model

- Stainless housing camera(TNU-6322E, TNU-6322ER, TNO-6322ER, TNO-6321E and etc.)

● Does SUS stainless steel rust-proof?

- SUS is a material made more resistant to corrosion by mixing chromium-nickel with processed iron, but it is necessary to manage external pollution because corrosion may occur under harsh environmental conditions with external pollution

● Stainless Corrosion Protection guide

- Be careful not to damage the surface of the product
 - . Be careful not to contaminate the surface with foreign matter, grease, or human fingerprint
- Management to prevent chloride contamination such as salt water
- If rust has already occurred, clean up the area to prevent further carry of the rust

[Recommended care cycle]

Environment		Green area	City, Industrial, Costal area	
Location	External pollution		General condition	Corrosive condition (high-temperature, pollution)
Indoor	Contamination and sediment do not remain	1~2 times/yr	3~4 times/yr	4~5 times/yr
Outdoor (Exposed to moisture)		1~2 times/yr	2~3 times/yr	3~4 times/yr
	Contamination and sediment remains	2~3 times/yr	3~4 times/yr	4~5 times/yr

● Anti-corrosion products

- SUS RUST Cleaner
 - . Stainless steel surface carbonized marks and stain remover
 - . It is a viscous type which is also adhesive to vertical surface and it support the object to become passive state
 - . Follow manufacturer's guide when handling the product as it may contain substances that are harmful to human body
- SUS-Coat L-316
 - . External corrosion protection in spray form
 - Be aware of the industrial environment as it is a combustible product



[Rust Cleaner]

[SUS-Coat]

DVR

Model	File	Date	Ver.	Remark
ARD-410 ARD-810	ARD-810_5.31.32 _230525160458	2023/05/25	5.31.32	- Addressed an issue where DDNS ID was occasionally not issued
ARD-1610	ARD-1610_5.31.32 _230525165929	2023/05/25	5.31.32	
HRX-434/435	HRX-435_4.52.62 _240214195734	2024/02/22	4.52.62	- Security improved
HRX-835/1632	HRX-1632_4.52.62 _240221174349	2024-04-30	4.52.62	- Corrected an issue that caused the NVR to stop functioning when you used the two-way talk function on the Wisenet mobile viewer for iOS - Corrected a connectivity issue that blocked you from using the two-way talk function for about 1 minute when you tried using the function on the Wisenet mobile viewer for iOS and Android, as well as the Wisenet web viewer
HRX-1634/1635	HRX-1635_5.31.62 _240221205721	2024-04-30	5.31.62	

NVR

Model	File	Date	Ver.	Remark
ARN-410S ARN-810S ARN-1610S	ARN-1610S_5.08.22 _230206121706	2023/02/06	5.08.22	- HDD performance improved
PRN-1600B2 PRN-3200B2/B4 PRN-6400B4/DB4	PRN-6400DB4_5.30.72 _231107202437	2023/11/14	5.30.72	- Corrected an issue that caused the [Dynamic layout] feature to malfunction - Fixed mouse-click errors in some pop-up windows - Corrected an issue that prevented you from inserting spaces in the [NVR name] entry box in the Web viewer
XRN-820S XRN-1620B2/SB1 XRN-3210 (B2,B4,RB2) XRN-6410 (B2,B4,DB4,RB2)				- Corrected the howling issue that intermittently happened when you played videos using an AAC codec on Wisenet mobile - Changed the domain name from hanwha-security to hanwhavision to reflect the new company name - Improved the backup speed of remote clients (SSM, NVR, Web viewer, SMV, etc.)
QRN-830S QRN-1630S XRN-815S	QRN-1630S_5.06.52 _230626173233	2023/08/10	5.06.52	- Removed support for fan-related events and logs
QRN-430S XRN-420S	XRN-420S_5.01.62 _231128194047	2023/12/11	5.01.62	- Security improved
XRN-3220B4 XRN-6420B4 XRN-6420DB4	XRN-6420DB4_5.32.12 _231116112359	2024/01/09	5.32.12	- Security improved

Network Camera

Model	File	Date	Ver.	Remark
ANV-L6012R ANO-L6012R	ANO-L6012R_1.41.03 _20230322_R30	2023/03/22	1.41.03	<ul style="list-style-type: none">- Fixed language error in Japanese version- Fixed an error where [Tampering detection] function did not operate after a certain time- Added the ability to set the minimum bitrate of a profile to 10 kbps- Added the ability to use HTTP and HTTPS at the same time
ANV-L6082R	ANO-L6082R_1.41.03 _20230322_R82	2023/03/22	1.41.03	
ANV-L7012R ANO-L7012R	ANO-L7012R_1.41.03 _20230322_R116	2023/03/22	1.41.03	
ANV-L7082R ANO-L7082R	ANO-L7082R_1.41.03 _20230322_R88	2023/03/22	1.41.03	
LND/V-6012R LND-6022R LNV-6072R	LNO-6072R_1.41.13 _20231109_R165	2023/11/28	1.41.13	<ul style="list-style-type: none">- 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
PNM-12082RVD	PNM-12082RVD_2.22.02 _20240408_R171	2024/04/08	2.22.02	<ul style="list-style-type: none">- Corrected an issue where Chinese text didn't appear in the UI even after you chose the language as Chinese
PNM-7082RVD	PNM-7082RVD_2.22.02 _20240408_R141	2024/04/08	2.22.02	
PNM-8082VT	PNM-8082VT_2.22.00 _20231103_R219	2023/11/14	2.22.00	<ul style="list-style-type: none">- Corrected an issue where the [Time schedule] feature did not intermittently work after the camera rebooted
PNM-9022V	PNM-9022V_2.01.02 _20230404_R149	2023/11/14	2.01.02	<ul style="list-style-type: none">- Improved the issue of camera time failing to periodically sync with that of the NTP server
PNM-9031RV	PNM-9031RV_2.22.01 _20231101_R542	2023/11/28	2.22.01	<ul style="list-style-type: none">- Fixed language errors in Japanese version [v2.22.00, PNM]
PNM-9084RQZ1 PNM-9085RQZ1	PNM-9084QZ_2.22.02 _20231109_R380	2023/11/28	2.22.02	<ul style="list-style-type: none">- Fixed an issue where video streaming was interrupted for the live and recording in the camera registered to NVR or Genetec
PNM-C12083RVD	PNM-C12083RVD_2.21.03 _20231025_R352	2023/11/23	2.21.03	<ul style="list-style-type: none">- Added support for the Cisco Discovery Protocol (CDP) used in CISCO switches
PNM-C16083RVQ PNM-C32083RVQ	PNM-C32083RVQ _23.01.04_20240417_R929	2024/04/17	23.01.04	<ul style="list-style-type: none">- Unable to downgrade firmware due to changes in the CV5 Chip hardware- Corrected an issue that caused WiFi Dongle to malfunction
PNM-C34404RQPZ	PNM-C34404RQPZ _23.01.04_20240417_R650	2024/04/17	23.01.04	
PNV-A9081R	PNO-A9081R_2.21.13 _20230414_R782	2023/10/10	2.21.13	<ul style="list-style-type: none">- Added a function where you can select attributes to send to object metadata
QNF-8010	QNF-8010_2.10.02 _20220401_R411	2022/04/01	2.10.02	<ul style="list-style-type: none">- Added certificate management function
QNF-9010	QNF-9010_2.11.03 _20230509_R444	2024/04/23	2.11.03	<ul style="list-style-type: none">- Addressed the vulnerability of Authenticated Command Injection where a Linux command may be executed after a command is randomly injected into the folder mount point of the NAS function (Issued CVE 2023 31996)
QND-6011 QND/O/V-6012R QND/O/V-6022R QND/O/V-6072R QND/O/V-6082R	QNO-6082R_1.41.16 _20231109_R401	2023/11/28	1.41.16	<ul style="list-style-type: none">- 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

Network Camera

Model	File	Date	Ver.	Remark
QND/O/V-6012R1 QND/O/V-6022R1 QND/O/V-6082R1	QNO-6082R1_1.41.05 _20230426_R32	2023/05/09	1.41.05	- 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-7012R QND-7022R QND/O/V-7082R	QNO-7082R_1.41.16 _20231109_R171	2023/11/28	1.41.16	- Added the DLL auto tune function to address the camera rebooting issue caused by the fixed DLL value
QND/O/V-8010R QND/E-8011R QND/O/V-8020R QND/O/V-8080R	QNO-8080R_1.42.01 _20240329_R388	2024/03/29	1.42.01	- Added options to configure GOV, dynamic GOV, and dynamic FPS settings of the recording profile. In case of configuration, however, the video may not be recorded properly.
QNP-6320H QNP-6250(H)	QNP-6320H_2.21.04 _20230623_R205	2023/06/28	2.21.04	- Added auto tracking function
QNO-C8083R QNV-C8083R	QNV-C8083R_2.21.10 _20230908_R311	2023/09/20	2.21.10	- Added video analytics features ([People counting], [Heatmap], [Queue management], and [Vehicle counting])
XNB-6000	XNB-6000_2.10.06 _20240108_R698	2024/02/02	2.10.06	- Improved SUNAPI API of Events status - Corrected an issue that disabled streaming and stopped Common Gateway Interface (CGI) working in certain circumstances when you access the web viewer after adding a camera to Genetec using the ONVIF protocol
XNB-8000 XNO-8080R	XNB-8000_2.10.04 _20240105_R716	2024/01/05	2.10.04	
XNB-6001	XNB-6001_2.10.04 _20230516_R574	2023/06/02	2.10.04	- Added setting option to enable or disable simple focus function after [Day/Night] mode operation
XND-6020R	XND-6020R_2.10.02 _20220401_R596	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
XND-8020R	XND-8020R_2.10.02 _20220401_R599	2022/04/20	2.10.02	
XNV-6011	XNV-6011_2.10.02 _20220117_R573	2022/02/07	2.10.02	
XND/V-6080R XND/V-6080(V)	XND-6080_2.22.01 _20240108_R595	2024/01/08	2.22.00	- Corrected an issue that disabled streaming and stopped Common Gateway Interface (CGI) working in certain circumstances when you access the web viewer after adding a camera to Genetec using the ONVIF protocol
XND/V-C6083RV XND/V-C7083RV	XND-C7083RV_2.22.03 _20231025_R410	2023/11/14	2.22.03	- Corrected an issue where the [Time schedule] feature did not intermittently work after the camera rebooted
XNF-8010R(RV)	XNF-8010R_2.10.04 _20230328_R640	2023/05/11	2.10.04	- When setting the H.264/H.265 codec, you can set the minimum bitrate to 10 kbps
XNF-9010RV	XNF-9010RV_2.22.03 _20231025_R448	2023/11/14	2.22.03	- Fixed an issue where the web page was not opened after a virtual channel was added to it
XNF-9013RV	XNF-9013RV _2.22.02_20231027_R333	2023/11/14	2.22.02	- Corrected an issue where the [Time schedule] feature did not intermittently work after the camera rebooted
XNP-6400R XNP-9250R	XNP-9250R_2.23.00 _20240423_R380	2024/05/20	2.23.00	- Added a function of Secure FTP

Encoder / Decoder

Model	Filename	Date	Version	Release Note
SPD-152	SPD-152_5.10.32_230508130731	2023/05/10	5.10.32	- Deleted the function of synchronizing a decoder SPD-152 with a camera audio - Enable the sequence to operate in the latest layout configuration when the decode restarts after it reboots in operation of layout sequence functions - Increased the maximum number of layouts from 10 to 20 for layout configuration and operation of layout sequence
SPE-420	SPE-420_2.21.02_20230803_R152	2023/08/11	2.21.02	- Fix the problem that when you change the external PTZ connection port to COAX for all channels, the external PTZ settings item disappears in the webviewer
SPE-1630	SPE-1630_2.21.01_20230309_R149	2023/03/24	2.21.01	- Added a function to display the time in "Month-Day-Year Hour:Minute" format if H.264 or H.265 codec is applied - Fixed an error where ONVIF discovery communication was not available between a camera and Wisenet Device Manager in a certain circumstance

Software

Model	Filename	Date	Version
Wisenet SSM	2.15.02	2023/03/15	- Bug fixes and functional improvements
Wisenet Viewer	1.04.00	2023/02/23	- Bug fixes and functional improvements
Smart Viewer	4.9.13	2022/05/18	- Bug fixes and functional improvements
Wisenet mobile	2.06.01	2023/06/23	- Bug fixes and functional improvements

HDD Compatibility List

Revision 11.24

Release date : 2023.12.14

[Hanwhavision.com](#) > Support > Data Center > HDD Compatibility

☐ Major change

- 1. New model : XRN-6420DB4
 - ST6000VX008-2ZP1, ST4000VX015-3CU1, ST8000VX009-2ZP1,WD8001PURA-64B6VY0
- 2. WD PURU Series Restrictions Added: XRN-6420DB4
 - WD42PURU-64C4CY0, WD63PURU-64C4FY0
 - Only products produced after July 15, 2023