Hanwha Vision

Technical Newsletter

November 2024 Service Operation Team

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Latest Firmware Information

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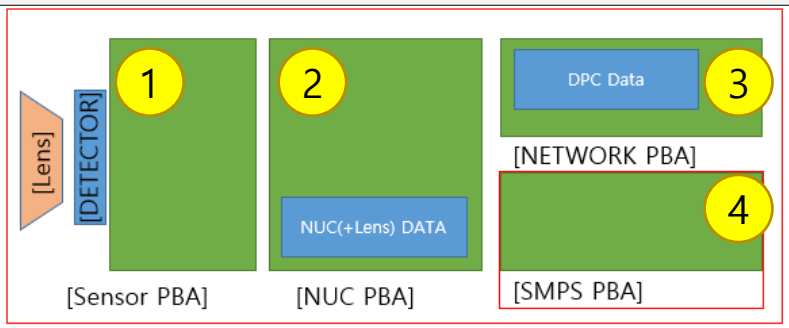
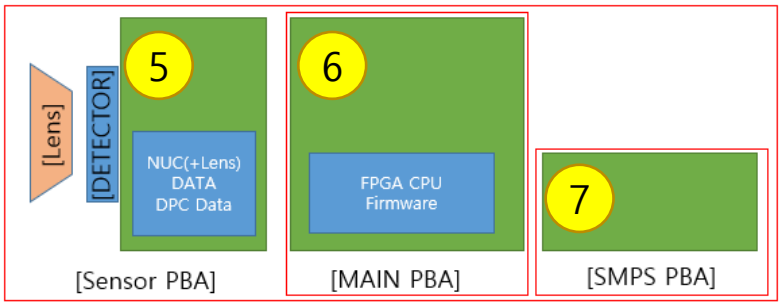
Instructions on how to repair thermal imaging cameras by their fault locations

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

- **Target Models**
  - VGA Thermal : TNO-4030T(R)/4040T(R)/4041T(R)/4050T/4051T/L4030T/L4030TR
  - QVGA Thermal : TNO-3010T/3020T/3030T/L3030T/3040T/3050T
  - Radiometric AI : TNO-3010TRA/C3012TRA/C3020TRA/C3022TRA/C3030TRA/C3032TRA
  - QVGA Bi-spectrum : TNM-3620TDY/C3620TDR(Y)/C3622TDR/ANB-3620T
  - VGA Bi-spectrum : TNM-C4940TD(R)/C4950TD/C4960TD/C4942TDR

- **Purpose**
  - To provide a guideline on replacement by combining parts with sensor-specific information when repairing thermal imaging camera parts.

sensor-specific information ?
NUC Data [Lens + Sensor Calibration Data]
+ DPC Data [Defective pixel information]

Type	Thermal Imaging Module Structure
VGA Thermal	
QVGA Thermal/ Radiometric AI/ QVGA Bi-spectrum/ VGA Bi-spectrum	

No	Parts Name	Single Replacement	Remark
①	Sensor PBA	Impossible	Replace the upper Ass'y set (①+②+③+ [Lens]) + sensor-specific information
②	NUC PBA		
③	NETWORK PBA		
④	SMPS PBA	Possible	
⑤	Sensor PBA	Impossible	Replace the upper Ass'y set (⑤ + [Lens]) + sensor-specific information
⑥	Main PBA	Possible	
⑦	SMPS PBA	Possible	

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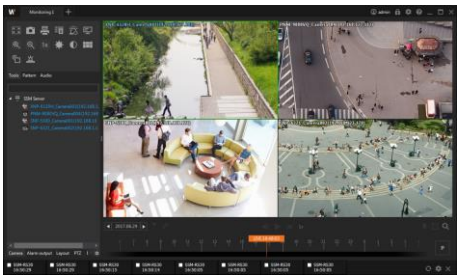
Information on the Wisenet SSM v2.17 update

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

- **Target Models**

  - All XRP product lines(XRP-4010B2/4110B2/4210B4/4310DB4)



- **Purpose**

  - Update SW version from SSM 2.16.01 to 2.17.00

- **Update Highlights**

Categories	Details
New Features	. Support for IP speakers on maps . Support for 2-player rule - A setting function to require approval from the other user when performing a playback/backup operation. . Adding 6 SSW-ME licenses for Middle East appliances . Support for Windows Server IoT 2022 (Standard)
Improvements	. Support for dynamic events in Federation. . Support for modifying or deleting the default Admin account. . Support for resizing the event list window in the Logistics tab. . Adding information about cameras and servers to the device settings report. . Support for adding keyboard shortcuts. . Displaying a warning message when restoring other server settings. . Displaying NVR recording profile settings. . Support for resizing the top window of the SSM console.
Bug Fixes	. Fixed the problem of dynamic event not being forwarded after restoring the federation connection state . Fixed the SSM server multicast transmission error . Made it possible to support TRUEN Encoder (TCS-410) integration

- **Effective From :** Oct. 2, 2024

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TECHNICAL INFORMATION

Hanwha Vision

Technical Newsletter November 2024

Information on the additional Safety Wire installation option for 5-Channel Multi-Cameras

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

● Target Model

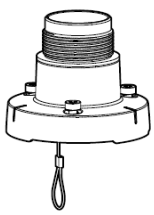
- PNM-C34404RQPZ

● Purpose

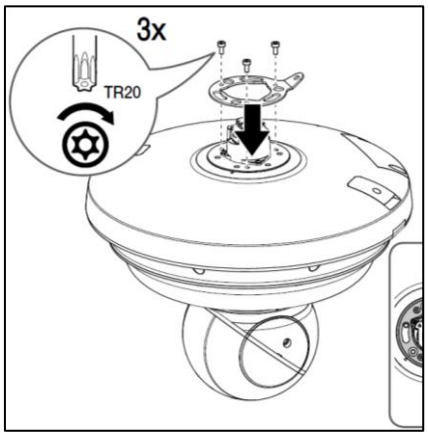
- Adding the option to secure the camera to an external pole for camera drop prevention

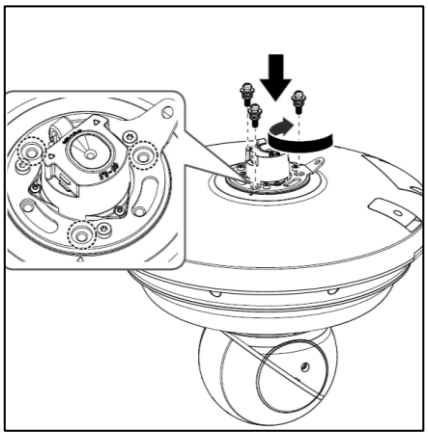
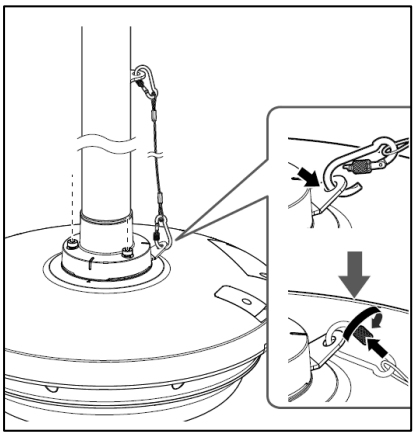
● Changes

- Products before Nov. 2024: The safety wire can be used after replacing the 4 accessories shown below.
- Products after Nov. 2024: The 4 accessories below are provided as standard.

Hanging Mount	Bracket	Screw	Safety Wire
			
FC39-007464A	FC09-015735A	FC18-006625B	FC14-0037071C

● How to install



● Effective From : Nov. 11, 2024

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Information on the NTP server synchronization specification for NVR & N/W Cameras

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

● Target Models

- All our NVR & N/W Camera products currently running

● Purpose

- To Describes the NTP server synchronization specification

● Information about the NTP server

- Default NTP Server IP : time.bora.net (203.248.240.140)

※ The IP address(203.248.240.140) indicates a universal NTP server for Linux & Windows operating systems.

● Sync Period

- NTP synchronization is performed every hour after setting

- If the NTP server does not respond: Reconnection will be attempted to synchronize with the NTP server every hour.

● When there is a time difference between the NVR and the NTP server

<table>
<tr><th>Time Difference</th><th>Sync</th><th>Remarks</th></tr>
<tr><td>0-1 second</td><td>No Syncing</td><td>NTP synchronization does not work.</td></tr>
<tr><td>1-5 seconds</td><td rowspan="2">Syncing</td><td>The RTC and system time are changed to the NTP server time.</td></tr>
<tr><td>5 seconds to 60 minutes</td><td>After a system pause occurs, the RTC and system time are changed to the NTP server time (overlapping intervals occur)</td></tr>
<tr><td>60 minutes or more</td><td>No Syncing</td><td>NTP synchronization does not work.
※ F/W version v2.46 and later
(XRN-410S/810S/1610S, PRN-4011)</td></tr>
</table>

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New updated firmware (2024, SEP ~ OCT)

구분	Model name	Firmware	Ver.	Date	Remark
NVR	ARN-410S ARN-810S ARN-1610S	ARN-1610S_5.31.52	5.31.52	2024-10-17	- Security improved
	QRN-430S XRN-420S	XRN-420S_5.01.72	5.01.72	2024-10-17	
Decoder	SPD-152	SPD-152_5.10.42	5.10.42	2024-10-17	
MONITOR	SMT-1031PV SMT-1031PVW SMT-2721PV SMT-2731PV SMT-3221PV SMT-3231PV	SMT-3231PV_2.22.00	2.22.00	2024-09-26	- Added the [Open SDK] feature - Added support for Cloud Connector - Improved the resolution of the heatmap
NW CAM	MGC-D8080 MGC-D8080LI	MGC-D8080LI_2.22.00	2.22.00	2024-10-17	- Added a feature to detect a blue license plate for electric vehicles - Added [Profile setup], [Video setup], and [Camera setup] items to the [Current user] table in [Basic] > [Users] in the web viewer
	MGC-F9010LI	MGC-F9010LI_2.22.00			
	PNB-A6001	PNB-A6001_2.21.09	2.21.09	2024-10-16	- Corrected an issue where a message "Unknown USB device is inserted" appeared even when no USB device was conn
	PNO-A6081R PND-A6081RF PND-A6081RV PNV-A6081R	PNO-A6081R_2.21.09			
	PNB-A9001	PNB-A9001_2.21.16	2.21.16		
	PNO-A9081R PND-A9081RF PND-A9081RV PNV-A9081R	PNO-A9081R_2.21.16			
	QNE-C8013RL	QNE-C8013RL_2.22.00	2.22.00	2024-09-26	- Added support for Cloud Connector - Corrected an issue where objects were not detected when the LED light was in [Light alarm] mode
	QNE-C9013RL	QNE-C9013RL_2.22.00			
	QNO-C6083R QNV-C6083R	QNV-C6083R_2.22.00	2.22.00	2024-09-26	- Added support for Cloud Connector
	TNV-C8011RW	TNV-C8011RW_2.22.00			
	QNV-C8011R	QNV-C8011R_2.22.00	2.22.00	2024-09-26	- Added the [Event rule] and [MQTT] features - Added the [Open SDK] feature - Added support for Cloud Connector - Improved the resolution of the heatmap
	QNV-C8012	QNV-C8012_2.22.00			
	QNO-C8083R QNV-C8083R	QNV-C8083R_2.22.00			
	QNV-C9011R	QNV-C9011R_2.22.00			
	QNO-C9083R QNV-C9083R	QNV-C9083R_2.22.00			
	TNO-L4030TR TNO-L4040TR	TNO-L4040TR_2.21.11	2.21.11	2024-10-17	- Fixed an error with UI text on the [Temperature detection] page - Improved SUNAPI API of the [Temperature detection] feature - Fixed the problem that the temperature of the [Include area] which is ROI was displayed incorrectly
	TNO-L4030T TNO-L4040T TNO-L4050T	TNO-L4050T_2.21.11			

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New updated firmware (2024, SEP ~ OCT)

구분	Model name	Firmware	Ver.	Date	Remark
NW CAM	TNV-C7013RC	TNV-C7013RC_2.23.02	2.23.02	2024-10-16	- Fixed an issue where [Tampering detection] was not displayed in [Event trigger] in the web viewer, even when added during event rule setup - Fixed an issue where the [Default app] setting in the [Open platform] menu of the web viewer was not applied
	XNB-6002	XNB-6002_2.23.02			
	XNB-6003 XNO/D/V-6083R	XND-6083RV_2.23.02			
	XNB-8003 XNB-9003 XNO/D/V-8083R XNO/D/V-9083RV XND/V-8093RV	XND-9083RV_2.23.02			
	XNO/D/V-C6083R XNO/D/V-C7083R	XND-C7083RV_2.23.02			
	XNO/D/V-C8083R XNO/D/V-C9083R	XND-C9083RV_2.23.02			
	XNF-9010RS XNF-9010RV XNF-9010RVM	XNF-9010RV_2.23.02			
	XNF-9013RV	XNF-9013RV_2.23.02			
	XNP-6400(R) XNP-8250(R) XNP-9250(R)	XNP-9250R_2.23.02			
	XNP-6400RW XNP-8300RW XNP-9300RW	XNP-9300RW_2.23.02			
	XNP-C6403(R/RW) XNP-C8253(R/RW) XNP-C9253(R/RW)	XNP-C9303RW_2.23.02			
	XNP-C9310R	XNP-C9310R_2.23.02			
	XNV-6083(Z/RZ)	XNV-6083RZ_2.23.02			
	XNO-6123R XNV-6123R	XNV-6123R_2.23.02			
	XNB-8002 XNB-9002 XNO/V-8082R XND-8082RF XND-8082RV XNO/V-9082R XND-9082RF XND-9082RV	XNV-9082R_2.23.02			
	XNV-8083(Z/RZ) XNV-9083RZ	XNV-9083RZ_2.23.02			

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