

Technical Newsletter

November 2025 Service Operation Team

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☐ **Technical Information**

- Do not disassemble panoramic cameras' lens individually.
- It is recommended to use the latest version of CSTOOL.
- A Micro HDMI cable accessory for QNV-C6083R
- Discontinuation and changes to the free Wisenet SSM license distribution

☐ **Latest Firmware Updates (SEP 2025 to OCT 2025)**

Do not disassemble panoramic cameras' lens individually.

Information Target

Repairman Installer End user

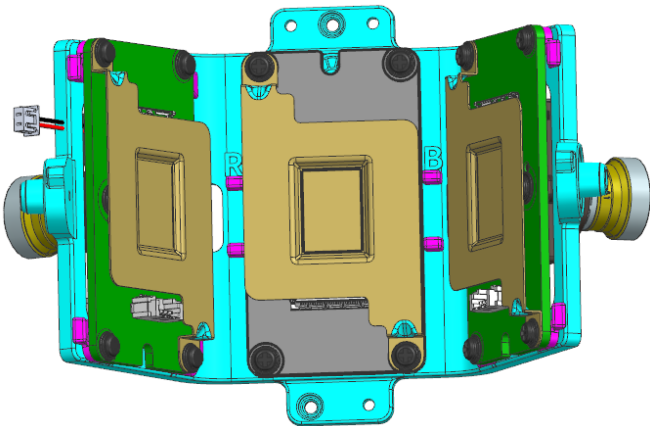
● Target Models

- Panoramic cameras (PNM-9031RV , PNM-A13022RV)

● Precautions for Panoramic Camera Repair

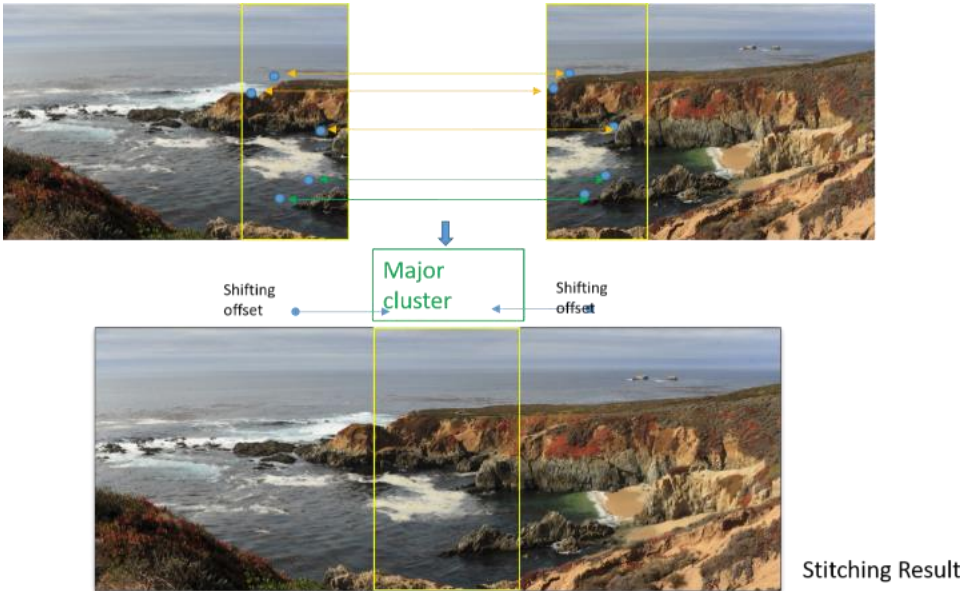
- Panoramic cameras' lens cannot be repaired individually after disassembling the unit.
Replace it with the ASSY as shown below.

Model Name	Material No.
PNM-9031RV	AM07-016021A
PNM-A13022RV	AM08-007637A



● Reasons why individual camera lens unit repair are not allowed

- The coordinates that align the panoramic camera's image position are stored on the sensor PCB.
- Changes in the stored coordinates due to movement of the sensor board can cause problems with the panoramic image quality.



It is recommended to use the latest version of CSTOOL.

Information Target

☒ Repairman ☐ Installer ☐ End user

● Target Models

- Hanwha Vision’s all NVR models (excluding legacy NVRs due to the use of separate SW)

● Precautions for using CSTOOL

- Always use the latest version of CSTOOL
- Newly released NVRs may not function properly with older versions of CSTOOL.

● Reasons

- New model codes will be assigned to new models and derivatives for new regions.
- When a new NVR model or a new derivative is released, the model code list entered in CSTOOL is to be updated accordingly.

ZV4670GWB0001ST



Model Code:

- The first 4 digits of the 15-digit serial number indicates the unique product identifier

● Download Path

- Salesforce → Library → Search for "cstool" (Keyword)

1	LI-202508190006	Service Contents	[CSTOOL] Cs Tool_20250819
2	LI-202506100005	Service Contents	[CSTOOL] Cs Tool_20250610
3	LI-202505080004	S/W Guide	CSTOOL 20250508
4	LI-202501030005	Repair Guide	CSTOOL_20250102

Released four times in 2025

DetailsAdmin Information

Information

Owner

김수미

Subject

Cs Tool_20241021_2

Contents

[new model]

XRN-3220B2 , XRN-3220RB2 , XRN-6420B2, XRN-6420RB2

Check the details of released models

Result

Please check values
1. serial number

An error message will be displayed when CSTOOL does not recognize the NVR model code.

A Micro HDMI cable accessory for QNV-C6083R

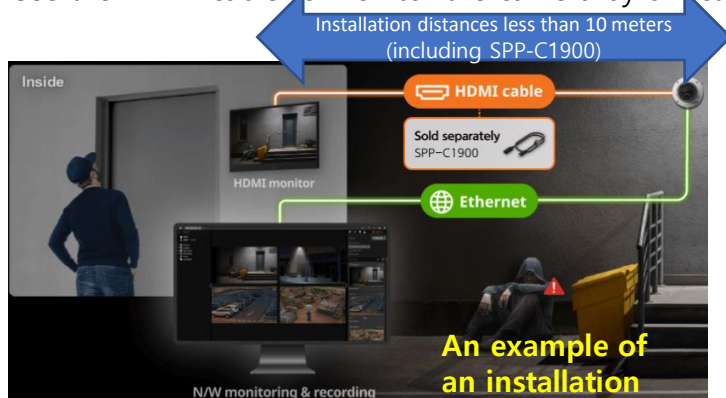
Information Target

☒ Repairman ☒ Installer ☐ End User

● Target Models: QNV-C6083R

● Uses of the accessory(HDMI cable)

- Use the HDMI cable to monitor the camera by directly connecting it to a TV/monitor.



● Micro HDMI Cable : SPP-C1900

- For a Micro HDMI terminal, **use the genuine cable** sold by Hanwha Vision.
- The SPP-C1900 is a waterproof and dustproof HDMI cable with a bushing.

● Note:

- The SPP-C1900 cable is 670mm long, and an extension cable can be used depending on the situation.
- When using an extension cable, ensure that the total length, including the SPP-C1900 cable, is less than 10m.

※ Image quality may deteriorate due to signal attenuation.



When using a commercially available 'Micro HDMI to HDMI' cable, we do not guarantee the camera's waterproof or dustproof performance.

※ In addition to the QNV-C6083R, the QND-8011 model monitors using a Micro HDMI cable. It has an IP42 rating for waterproof and dustproof and can be directly connected to a commercially available cable. However, an installation with a length less than 10m is still recommended.

Discontinuation and changes to the free Wisenet SSM license distribution

Information Target

Repairman Installer End User

Target Models

- Free 16-channel (16CH) storage license for Smart Security Manager (SSM)

Purpose

- In accordance with the VMS operation strategy, the online distribution of the service has been discontinued and the related NVR viewer policy function has been changed.

Changes



1. Deletion of the SSM License Online Page

. Last Deletion Date: Nov. 27, 2025(Monday /KST)

- Free licenses for SSM v1.6/2.0 already issued will be valid and usable until the second quarter of 2026.
- The SSM 1.6 installation file download will also be removed.

2. Policy change to allow NVR Viewer feature to be used without a license (v2.19.02 and later)

Types	Before Change (2.19.01)	After Change(2.19.02)
Trial License	. Before license expiration, - All features are available (including NVR) .After license expiration - All devices previously registered remain active, but cannot be accessed. - Additional NVRs can be registered, but additional cameras cannot be registered.	. Before license expiration, - All features are available (including NVR) .After license expiration -Devices other than NVRs cannot be accessed. The existing registrations are maintained, but no additional registrations are allowed. - The NVR remains available (viewer) regardless of license expiration.
Viewer License (Trial expiration criteria)	After installing the license, the following options are available: .All devices can be registered and accessed (including NVRs). .Hanwha Vision's cameras can support recording on up to16 channels. (No third-party cameras, no clustering used.)	After installing the license, the following options are available: .NVRs can be used regardless of viewer license installation. - Existing specifications are maintained. -Devices other than NVRs can be registered and connected. -Hanwha Vision's cameras can support recording on up to16 channels. (No third-party cameras, no clustering used.)
General License	After installing the license, all devices can be registered/connected and recording on up to the number of licensed channels will be available.	.NVRs can be used regardless of general license installation. After installing the license, devices other than NVRs can be registered/connected and recording on up to the number of licensed channels will be available.
Version Compatibility		.NVR access becomes available when upgrading to the latest version.

Latest Firmware Information (SEP 2025 to OCT 20TH, 2025)

Category	Model name	Firmware	Ver.	Date	Remarks
AI BOX	AIB-800	AIB-800_25.02.01	25.02.01	2025-09-16	- Fixed an issue where error information in statistics reports was incorrectly displayed as '0'. - Enhanced firmware security
NVR	PRN-1600B2 PRN-1605B2 PRN-1610B2 PRN-3200B2 PRN-3200B4 PRN-3205B2 PRN-3205B4 PRN-3210B2 PRN-3210B4 PRN-6400B4 PRN-6400DB4 PRN-6405B4 PRN-6405DB4 PRN-6410B4 PRN-6410DB4 XRN-1620B2 XRN-1620SB1 XRN-3210B2 XRN-3210B4 XRN-3210RB2 XRN-6410B2 XRN-6410B4 XRN-6410DB4 XRN-6410RB2 XRN-820S	PRN-6400DB4_5.34.52	5.34.52	2025-09-11	- Fixed an issue where MD/IVA settings could not be configured on NVRs when integrated with Gen2 cameras - Improved HTTPS to function normally after reboot when TLS 1.3 was configured
NW CAM	ANV-L6023R QNV-6023R QNV-6024RM	QNV-6024RM_1.41.17	1.41.17	2025-09-09	- Improved howling issue of the built-in microphone
	XND-A8084RV XND-A9084RV XNO-A8084R XNO-A9084R XNV-A8084R XNV-A9084R	XNO-A9084R_25.01.04	25.01.04	2025-09-09	- Fixed an issue where the [Noise Reduction] feature was disabled when the audio input source was set to Line - Engineered the WiseAI app to automatically enable the motion detection feature once factory reset
	PNM-C20000QB	PNM-C20000QB_25.02.01	25.02.01	2025-09-12	- Added a prompt requiring the user to refresh or reconnect after replacing the 5MP sensor and navigating to the webpage
	XNB-8003 XNB-9003 XND-8083RV XND-8083RVX XND-8093RV XND-9083RV XNO-8083R XNO-9083R XNV-8083R XNV-8083RX XNV-8093R XNV-9083R	XND-9083RV_2.23.10	2.23.10	2025-09-19	- Added support for a new application for Genetec Security Center SaaS integration

Latest Firmware Information (SEP 2025 to OCT 20TH, 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
Network Camera	XNB-6002	XNB-6002_2.23.10	2.23.10	2025-09-19	- Added support for a new application for Genetec Security Center SaaS integration
	XNB-6003 XND-6083RV XNO-6083R XNV-6083R	XND-6083RV_2.23.10	2.23.10	2025-09-20	
	XND-C6083RV XND-C7083RV XNO-C6083R XNO-C7083R XNV-C6083 XNV-C6083R XNV-C7083R	XND-C7083RV_2.23.10	2.23.10	2025-09-20	
	XND-C8083RV XND-C9083RV XNO-C8083R XNO-C9083R XNV-C8083R XNV-C9083R	XND-C9083RV_2.23.10	2.23.10	2025-09-20	
	XNP-C6403 XNP-C6403R XNP-C6403RW XNP-C8253 XNP-C8253R XNP-C8303RW XNP-C9253 XNP-C9253R XNP-C9303RW	XNP-C9303RW_2.23.10	2.23.10	2025-09-20	
	XNP-C7310R XNP-C9310R	XNP-C9310R_2.23.10	2.23.10	2025-09-20	
	XNV-6083RZ XNV-6083Z	XNV-6083RZ_2.23.10	2.23.10	2025-09-20	
	XNO-6123R XNV-6123R	XNV-6123R_2.23.10	2.23.10	2025-09-20	
	XNB-8002 XNB-9002 XND-8082RF XND-8082RV XND-9082RF XND-9082RV XNO-8082R XNO-9082R XNV-8082R XNV-9082R	XNV-9082R_2.23.10	2.23.10	2025-09-20	
	XNV-8083RZ XNV-8083Z XNV-9083RZ	XNV-9083RZ_2.23.10	2.23.10	2025-09-20	
	PNO-A9311R	PNO-A9311R_2.23.05	2.23.05	2025-09-20	
	TNV-C7013RC	TNV-C7013RC_2.23.10	2.23.10	2025-09-20	
	XNF-9013RV	XNF-9013RV_2.23.10	2.23.10	2025-09-20	
	XNF-9010RS XNF-9010RV XNF-9010RVM	XNF-9010RV_2.23.10	2.23.10	2025-09-24	

Latest Firmware Information (SEP. 2025 to OCT. 20, 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
Network Camera	PND-A6081RF PND-A6081RV PNO-A6081R PNV-A6081R	PNO-A6081R_2.23.04	2.23.04	2025-09-20	<ul style="list-style-type: none"> - Improved OnCloud integration to work smoothly in HTTPS environments. - Fixed an issue where snapshots and saved videos were missing. - Fixed an MQTT integration error that occurred when entering the FQDN format (DNS address).
	PND-A9081RF PND-A9081RV PND-A9081RVX PNO-A9081R PNV-A9081R PNV-A9081RX	PNO-A9081R_2.23.04	2.23.04	2025-09-20	
	PNB-A6001	PNB-A6001_2.23.04	2.23.04	2025-09-20	
	PNB-A9001	PNB-A9001_2.23.04	2.23.04	2025-09-20	
	PNM-C9022RV	PNM-C9022RV_2.23.04	2.23.04	2025-09-20	
	QND-C8013R QNO-C8013R QNV-C8013R	QNV-C8013R_2.21.13	2.21.13	2025-09-26	
	QND-C8023R QNO-C8023R QNV-C8023R	QNV-C8023R_2.21.13	2.21.13	2025-09-26	
	TNV-C8014RM	TNV-C8014RM_2.21.13	2.21.13	2025-09-26	
	TNV-C8034RM	TNV-C8034RM_2.21.13	2.21.13	2025-09-26	
	QNF-C9010	QNF-C9010_2.21.13	2.21.13	2025-10-03	
	QNF-C9010V	QNF-C9010V_2.21.13	2.21.13	2025-10-03	
	PNM-C16083RQZ PNM-C32083RQZ	PNM-C32083RQZ_25.01.03	25.01.03	2025-09-20	
	PNM-C16083RVQ PNM-C32083RVQ	PNM-C32083RVQ_25.01.06	25.01.06	2025-09-20	
					<ul style="list-style-type: none"> - Fixed an issue where people were overcounted with the [People Counting] feature. - Fixed an issue where the unsupported DPM feature was displayed on the Web Viewer's [Video Profile] page.

Latest Firmware Information (SEP 2025 to OCT 20TH, 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
Network Camera	PNM-C34404RQPZ	PNM-C34404RQPZ_25.01.07	25.01.07	2025-09-20	<ul style="list-style-type: none"> - Added the [Edge Recording] feature in the Cloud Connector app ※ When the [Edge Recording] feature is enabled, camera recording and playback functions are not supported - Changed to support the same image specifications across all channels when uploading overlay images. - HTTPS is set as the default. ※ To upgrade from version 23.01.03 or earlier to version 24.01.05 or later, you must first upgrade it to version 23.01.04. ※ It is impossible to downgrade from version 25.01.06 or later to version 24.01.05 or earlier.
	PNB-A9082MC PNB-A9092MC	PNB-A9082MC_25.01.01	25.01.01	2025-09-23	<ul style="list-style-type: none"> - Incorporated FalconEye Gateway and Traffic AI Pack into the firmware (installed by default in new products, and can be installed separately for existing products). - Improved image quality.
	PNM-C12083RVD	PNM-C12083RVD_2.22.01	2.22.01	2025-09-25	<ul style="list-style-type: none"> - Added the [Edge Recording] feature in the Cloud Connector app ※ When the [Edge Recording] feature is enabled, camera recording and playback functions are not supported
	PNM-C16013RVQ	PNM-C16013RVQ_2.22.01	2.22.01	2025-09-25	
	PNM-C7083RVD	PNM-C7083RVD_2.22.01	2.22.01	2025-09-25	
	PNO-A9311RLP	PNO-A9311RLP_2.23.03	2.23.03	2025-09-25	- Added [LPR Settings] to the web viewer menu
	QNO-C6083R QNV-C6083R	QNV-C6083R_2.22.05	2.22.05	2025-09-26	- Added UDS functionality for OnCloud SD edge recording.
	QNO-C8083R QNV-C8083R	QNV-C8083R_2.22.05	2.22.05	2025-09-26	
	QNO-C9083R QNV-C9083R	QNV-C9083R_2.22.05	2.22.05	2025-09-26	
	QNE-C8013RL	QNE-C8013RL_2.22.05	2.22.05	2025-09-26	
	QNE-C9013RL	QNE-C9013RL_2.22.05	2.22.05	2025-09-26	
	QNV-C8011R	QNV-C8011R_2.22.05	2.22.05	2025-09-26	
	QNV-C8012	QNV-C8012_2.22.05	2.22.05	2025-09-26	
	QNV-C9011R	QNV-C9011R_2.22.05	2.22.05	2025-09-26	
	TNV-C8011RW	TNV-C8011RW_2.22.05	2.22.05	2025-09-27	
	TNM-C4940TDR	TNM-C4940TDR_2.21.02	2.21.02	2025-09-27	
	TNM-C4942TDR	TNM-C4942TDR_2.21.02	2.21.02	2025-09-27	<ul style="list-style-type: none"> - Fixed a reboot issue upon requesting a SUNAPI temperature value. - Fixed an issue where the same value was displayed when requesting a SUNAPI temperature value with the WiseAI app installed.
	TNU-4041T TNU-4051T	TNU-4051T_2.12.00	2.12.00	2025-09-30	- Fixed an issue where OSD coordinates were not displayed

Latest Firmware Information (SEP 2025 to OCT 20TH, 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
NW CAM	XNP-6400 XNP-6400R XNP-8250 XNP-8250R XNP-9250 XNP-9250R	XNP-9250R_2.23.07	2.23.07	2025-10-15	- Fixed an issue where SPS and PPS information is missing in I frame when setting Dynamic GOV in H.265
	XNP-6400RW XNP-8300RW XNP-9300RW	XNP-9300RW_2.23.08	2.23.08	2025-10-15	
	KNB-2000 XNB-6000 XNO-6080R XNO-6080RS	XNB-6000_2.23.00	2.23.00	2025-10-17	[Regular Changes for WN5 in 2025] - MQTT Support - Added [Day/Night Mode > Night] and [Day/Night Mode > Day] options ※ [IR] mode automatically changes depending on the night/day setting - Expanded the standby time setting range for PTZ auto-run up to 3 hours. - Open Platform Version Upgrade - GOV, Dynamic GOV, and Dynamic FPS settings for saving video profiles become available. ※ However, if you configure these settings, video may not be saved properly. - TLS 1.0 and 1.1 are excluded from the default settings - TLS versions 1.2 and 1.3 are supported - Security vulnerability improvements ※ Refer to the release notes for details.
	XNB-6005 XNO-6085R	XNB-6005_2.23.00	2.23.00	2025-10-17	
	XND-6010 XNV-6010	XND-6010_2.23.00	2.23.00	2025-10-17	
	XND-6020R XNV-6020R	XND-6020R_2.23.00	2.23.00	2025-10-17	
	XND-6080 XND-6080R XND-6080RV XND-6080RW XND-6080V XNV-6080 XNV-6080R XNV-6080RS XNV-6080RSA	XND-6080R_2.23.00	2.23.00	2025-10-17	
	XND-6081F XND-6081RF XND-6081RV XND-6081V XNV-6081 XNV-6081R	XND-6081RV_2.23.00	2.23.00	2025-10-17	
	XND-6085 XND-6085V XNV-6085	XND-6085_2.23.00	2.23.00	2025-10-17	
	KND-5020RN XND-8020R XND-8030R XND-8040R XNV-8020R XNV-8030R XNV-8040R	XND-8020R_2.23.00	2.23.00	2025-10-17	
	XND-8080R XND-8080RV XNV-8080R XNV-8080RS	XND-8080R_2.23.00	2.23.00	2025-10-17	
	XND-8081RF XND-8081RV XNV-8081R	XND-8081RV_2.23.00	2.23.00	2025-10-17	
	XNO-6010R XNO-6020R	XNO-6010R_2.23.00	2.23.00	2025-10-17	
	KNP-2320RH XNP-6250RH XNP-6320RH	XNP-6320RH_2.23.00	2.23.00	2025-10-17	

Latest Firmware Information (SEP 2025 to OCT 20TH, 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
Network Camera	XND-6081FZ XND-6081VZ XNV-6081Z	XNV-6081Z_2.23.00	2.23.00	2025-10-17	[Regular Changes for WN5 in 2025] - MQTT Support - Added [Day/Night Mode > Night] and [Day/Night Mode > Day] options ※ [IR] mode automatically changes depending on the night/day setting - Expanded the standby time setting range for PTZ auto-run up to 3 hours. - Open Platform Version Upgrade - GOV, Dynamic GOV, and Dynamic FPS settings for saving video profiles become available. ※ However, if you configure these settings, video may not be saved properly. - TLS 1.0 and 1.1 are excluded from the default settings - TLS versions 1.2 and 1.3 are supported - Security vulnerability improvements ※ Refer to the release notes for details.
	XND-L6080R XND-L6080RV XND-L6080V XNO-L6080R XNV-L6080 XNV-L6080R	XNV-L6080_2.23.00	2.23.00	2025-10-17	
	XNO-L6020R	XNO-L6020R_2.23.00	2.23.00	2025-10-17	
	XNP-6120H	XNP-6120H_2.23.00	2.23.00	2025-10-17	
	XNP-6550RH	XNP-6550RH_2.23.00	2.23.00	2025-10-17	
	QNP-6250 QNP-6250H QNP-6320 QNP-6320H	QNP-6320H_2.23.00	2.23.00	2025-10-18	
	XNB-8000 XNO-8080R	XNB-8000_2.23.00	2.23.00	2025-10-18	
	XNO-6120R XNO-6120RS XNV-6120 XNV-6120R XNV-6120RS	XNO-6120R_2.23.00	2.23.00	2025-10-18	
	XNO-8020R XNO-8030R XNO-8040R	XNO-8020R_2.23.00	2.23.00	2025-10-18	
	XNP-6341RH XNP-6371RH	XNP-6371RH_2.23.00	2.23.00	2025-10-18	
	XND-8081FZ XND-8081VZ XNV-8081Z	XNV-8081Z_2.23.00	2.23.00	2025-10-18	
	XND-L6080RVA XND-L6080VA XNO-L6080RA XNV-L6080A XNV-L6080RA	XNV-L6080A_2.23.00	2.23.00	2025-10-18	
	XND-6011F	XND-6011F_2.23.00	2.23.00	2025-10-18	
	XND-8020F	XND-8020F_2.23.00	2.23.00	2025-10-18	
	XND-L6020R	XND-L6020R_2.23.00	2.23.00	2025-10-18	
	XNO-L6120R	XNO-L6120R_2.23.00	2.23.00	2025-10-18	
	XNV-6011	XNV-6011_2.23.00	2.23.00	2025-10-18	
	XNZ-6320A	XNZ-6320A_2.23.00	2.23.00	2025-10-18	
	XNZ-L6320A	XNZ-L6320A_2.23.00	2.23.00	2025-10-18	