

Technical Newsletter

April 2025 Service Operation Team

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Latest Firmware Information (Feb. 2025 – Mar. 2025)

Instructions on how to use the Quick Zoom of 31x AI PTZ cameras

Info. Type

☐Quality ☒Settings ☐Repair ☐S/W ☐Etc

● Target model

- XNP-C7310R(G), XNP-C9310R(G)

● Quick Zoom?

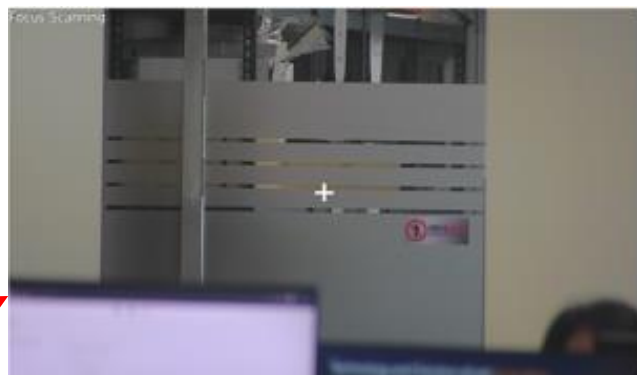
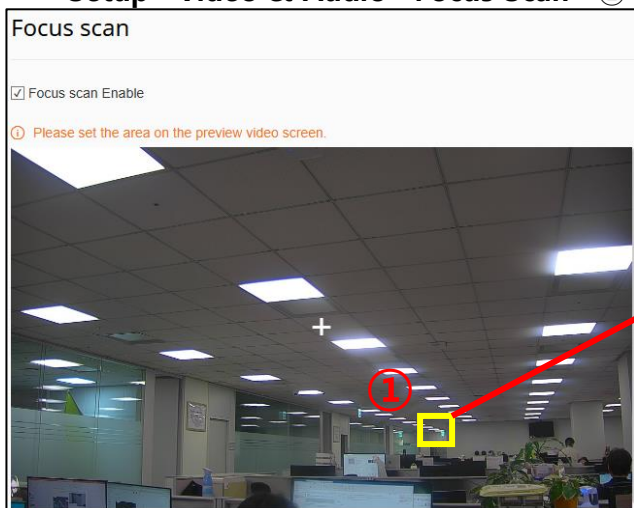
- This function makes the camera in a non-focused state move quickly to a specific zoom-focus area within 1 second.

● Conditions for Quick Zoom execution

- If the focus area is saved with the '**Focus Scan**' function
- If the AI engine calculates the distance and location based on human faces when the '**Wise Auto Focus**' function is enabled.

● Setup Step 1: Focus Scan Settings

- **Setup**→**Video & Audio**→**Focus Scan**→① Set a zone→② Name the area→③ Run **Scan**



② Name

③

Scan

PTZ setup

Exclusive PTZ control ☐ Enable

Quick zoom ☒ Enable

● Setup Step 2: Quick Zoom Settings

- **Setup** → **PTZ** → **PTZ Setup** →
④ Check the **Quick Zoom Enable** option

● Setup Step 3: Running Area Zoom

- Run Area Zoom onto the area where you set **Focus Scan** or onto the area where you set **Preset**.

● Wise Quick Zoom

- When you perform **Area Zoom** on the surveillance screen and a human face is detected in that area, Quick Zoom will automatically be performed.
- **Setup**→**Video & Audio**→ **Wise Auto Focus** → Check the **Wise Quick Zoom Enable** option

Wise auto focus

☒ Wise auto focus Enable

☒ Wise quick zoom Enable

① To use [Wise quick zoom], enable [Quick zoom] in [PTZ Setup].

Checking the **Wise Auto Focus Enable** option will make the **Wise Quick Zoom Enable** option automatically checked.

※ Quick Zoom Demo Video

hanwhavision.com/wp-content/uploads/2024/02/1_Non-Caption_kr.mp4

hanwhavision.com/wp-content/uploads/2024/02/2_Non-Caption_kr.mp4

Precautions for installing the Device Certificate

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

● Target model

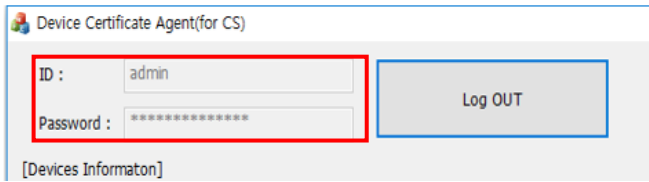
- All models requiring Device Certificate input
- . Product specifications → Security → Models with Device Certificate (Hanwha Techwin Root CA) specified

Security	IP address filtering, User Access Logging(UAL), 802.1X Authentication, TLS, Device Certificate (Hanwha Techwin Root CA), Signed Firmware, TPM Application
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● Required precautions for using the Device Certificate

- 1) The login ID/PW for the Device Certificate Agent is provided by Hanwha Vision..

※ The password is not a device password.
(A PC supporting external network connection is required)



- 2) Before connecting the Device Certificate Agent, reset the device to factory settings.
If camera connection history, access, and other data remain, it may cause malfunction.
- 3) The HTTP Port of the device must be set to Port 80.

. Network → IP & Port → Port → Check HTTP Port '80' input

→ Error Code : Network(7) . FAIL Reason : device(30004)

· HTTP Port	80
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- 4) The device UI must be located on the live screen.
→ Error Code : N(702)
- 5) The cable must be connected to N/W Port 1 of the device.

→ Error Code : N(804)



- 6) A hard disk drive (HDD) must be installed in the NVR.

→ Error Code : N(610)

How to use the WRN Clonezilla Image for a FW update

Info. Type

☐Quality ☐Settings ☒Repair ☐S/W ☐Etc

● Target model

- WRN-2010S/2110B1/2110SB1

● Purpose

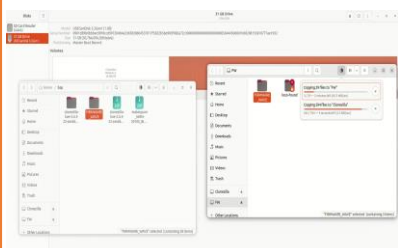
- To guide you through how to update to the latest WRN FW with the Clonezilla image and what to be aware of.

● Preparations for FW update

- A USB drive of 32 GB or more + SW file (request to our service representative at headquarters)
 - . Clonezilla-live-3.0.3-22-amd64-WRN.zip
 - . The latest FW file (WRN UBUNTU WAVE FW)

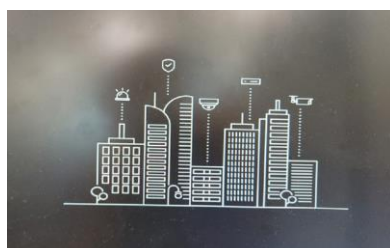
● FW Update Steps

- Please refer to the service manual for detailed process.



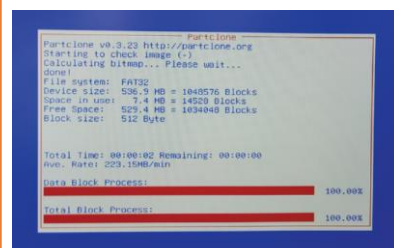
1. Create a bootable USB disk

- Delete existing partitions
- Create new partitions
 - . 10GB: for Clonezilla
 - . Remaining space: for WAVE FW
- Copy essential files to each partition



2. Run WAVE FW update

- Reboot the device
(Disconnect the HDD)
- Enter the boot menu
- Select the USB drive
- Select and run WAVE FW



3. Verify the completion of a normal update

- Install FW in Auto Run mode
 - . Error message display is unrelated to FW update
- Check update completion window
 - . System Shutdown/Restart

● Precautions

- HDD disconnection is required before starting a FW update.
- When an error message is displayed in the process of Step 3, wait until the system automatically reboots (**do not force reboot**)
- If the color bar is displayed after the FW update is completed, execute the oqc deletion step separately

Improvements to the forced rotation of camera Vandal Dome covers

Info. Type

☐Quality ☐Settings ☒Repair ☐S/W ☐Etc

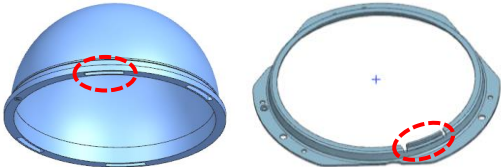
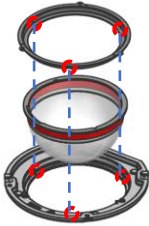
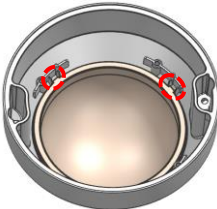
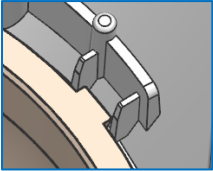
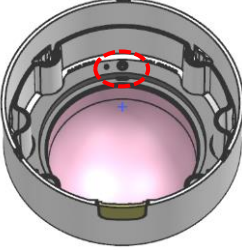
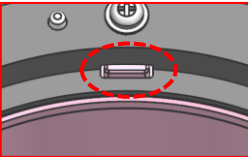
● Target model

- Cameras with Vandal Dome covers (17 model types, 149 models)

● Purpose

- To provide information on improvements to prevent forced rotation of the dome cover and on precautions for its replacement.

● Improvements to prevent the forced rotation of dome covers

No	How to improve	Images
1	<p>➤ Utilize the dome cover’s water-blocking groove → Insert the rib into the water-blocking groove</p> <ul style="list-style-type: none">- Q VF (6082R series) : QNV-6082R, QNV-7082R, etc.- Q VF (general), AHD, L, A QNV-8080R, HCV-6070R, LNV-6072R, etc.- X VF Indoor Vandal / X VF Indoor : XND-6080RV, XND-6080R, etc..	 <p>Water Blocking Groove</p>
2	<p>➤ Add ribs to CASE-TOP → Assemble them to the Dome Cover and BRACKET</p> <ul style="list-style-type: none">- X-Core Indoor/Vandal : XND-C9083RV, XNV-C9083R, etc.- P, X-Plus Flush/Indoor/Vandal : PND-A9081RF, XND-9082RV, XNV-9083R, etc.	
3	<p>➤ Assemble the protrusions of the dome cover between the CASE-TOP ribs.</p> <ul style="list-style-type: none">- 12x Vandal : XNV-6123R- Q AI Fixed : QNV-C8013R, QNV-C8023R- X Fixed Vandal : XNV-6020R, XNV-8020R, etc.- Q, AHD Fixed Vandal : QNV-6012R, HCV-7010RA, etc.- L, A Fixed Vandal : LNV-6012R, ANV-L7012R, etc.	 
4	<p>➤ Assemble the protrusion on the dome cover into the groove on the bracket.</p> <ul style="list-style-type: none">- Q AI VF : QNV-C9083R, QNV-C6083R, etc.	 

● For more information, see the Salesforce Bulletin Board.

Salesforce > Information pool > Library > LI-202503250023 "Dome cover forced rotation response_Improvement"

New updated firmware (2025 FEB ~ MAR)

Category	MODEL NAME	FIRMWARE	VER	DATE	REMARK
DECODER	SPD-152	SPD-152_5.35.10	5.35.10	2025-02-25	<ul style="list-style-type: none">- Auto-hides mouse cursor. The mouse cursor is now disappeared from the screen if not used for 30 seconds.- Improved resolution support. When the resolution of the TNF-9010 model is an unsupported H.264 resolution while the live video is displayed in single-screen mode, the system will now use the H.265 profile instead.- Improved the code to prevent rebooting when connected to the FLIR CM-6405-11-I model ※ After the firmware upgrade, the layout settings of the existing extended monitor disappear, so they need to be reconfigured
ENCODER	SPE-1630	SPE-1630_2.21.03	2.21.03	2025-03-11	<ul style="list-style-type: none">- Increased the frame rate of HDMI output from 15fps to 30fps
Mobility	MMA-D1010	MMA-S1010_2.21.02	2.21.02	2025-02-14	<ul style="list-style-type: none">- Improved the applications' processing speed for events
	MMC-O6080R	MMC-O6080R_2.21.02	2.21.02	2025-02-14	
NW AI BOX	AIB-800	AIB-800_24.01.03	24.01.03	2025-02-11	<ul style="list-style-type: none">- Improved compatibility of Hanwha Vision cameras- Added a feature to encode BestShot to Base64 format. To enable this feature, click [Go to app] from the [Open platform] menu in the web viewer, then in the application that appears, click [Analytics] > [BestShot & Attributes] and toggle [Base64 Image] to On.- Fixed some bugs and improved the stability- Added support for third-party app integrations : Integrated AIA-BDPM2 AI event
NW CAM	TNV-C7013RC	TNV-C7013RC_2.23.04	2.23.04	2025-02-25	<ul style="list-style-type: none">- Improved CDP to work properly even when LLDP is disabled- Added the function to send relevant metadata to SightMind for queue management integrations- Fixed GOV mismatch issue when using H.265 and dynamic GOV together in Genetec Player linked to camera
	XNB-6002	XNB-6002_2.23.04			
	XNB-6003 XND-6083RV XNO/V-6083R	XND-6083RV_2.23.04			
	XNB-8003 XNB-9003 XND/O/V-8083RV XND/V-8093RV XND/O/V-9083RV	XND-9083RV_2.23.04			
	XND-C6083RV XND-C7083RV XNO/V-C6083R XNO/V-C7083R XNV-C6083	XND-C7083RV_2.23.04			
	XND/O/V-C8083RV XND/O/V-C9083RV	XND-C9083RV_2.23.04			
	XNF-9010RS XNF-9010RV XNF-9010RVM	XNF-9010RV_2.23.04			
	XNF-9013RV	XNF-9013RV_2.23.04			
	XNB-8002 XNB-9002 XND-8082RF(RV) XND-9082RF(RV) XNO/V-8082R XNO/V-9082R	XNV-9082R_2.23.04			

New updated firmware (2025 FEB ~ MAR)

Category	MODEL NAME	FIRMWARE	VER	DATE	REMARK
NW CAM	PNO-A9311R	PNO-A9311R_2.22.00	2.22.00	2025-02-28	<ul style="list-style-type: none">- Upgraded the version of Open platform- Resolve issue where NAS device cannot be reconnected after disconnecting- Enhanced RTSP security
	PNB-A6001	PNB-A6001_2.22.00			
	PNB-A9001	PNB-A9001_2.22.00			
	PNM-C12083RVD	PNM-C12083RVD_2.22.00			
	PNM-C16013RVQ	PNM-C16013RVQ_2.22.00			
	PNM-C7083RVD	PNM-C7083RVD_2.22.00			
	PND-A6081RF PND-A6081RV PNO-A6081R PNV-A6081R	PNO-A6081R_2.22.00			
	PND-A9081RF PND-A9081RV PNO-A9081R PNV-A9081R	PNO-A9081R_2.22.00			
	PNM-8082VT	PNM-8082VT_2.22.01	2.22.01	2025-02-28	<ul style="list-style-type: none">- Enhanced functionality to ensure CDP operates normally even when LLDP is disabled.- Corrected the ping timeout issue that occurred when a 1Gbps switch port was connected.
	PNM-9031RV	PNM-9031RV_2.23.00	2.23.00	2025-02-28	<ul style="list-style-type: none">- Upgraded the version of Open platform- Resolve issue where NAS device cannot be reconnected after disconnecting- Enhanced RTSP security
	PNM-C9022RV	PNM-C9022RV_2.23.00			
	PNM-C16083RVQ PNM-C32083RVQ	PNM-C32083RVQ_24.01.05	24.01.05	2025-02-28	<ul style="list-style-type: none">- Optimized CPU utilization to enhance the performance and efficiency of the application- Corrected an issue that caused the camera to reboot intermittently due to failure in capturing video frames
	PNM-C34404RQPZ	PNM-C34404RQPZ_24.01.05			
	PNM-C16083RQZ PNM-C32083RQZ	PNM-C32083RQZ_24.01.01	24.01.01	2025-03-06	<ul style="list-style-type: none">- Corrected an issue where only information for channel 1 was being received instead of information for all channels when requesting videocodecinfo related SUNAPI- Corrected an issue where motion detection events were not triggered when connecting cameras via ONVIF
	PNB-A9001LP	PNB-A9001LP_2.23.00	2.23.00	2025-03-07	Upgrading from Ambarella SoC SDK v2 to v3 ※ Requires bridge firmware.
	PNO-A9081RLP PNV-A9081RLP	PNO-A9081RLP_2.23.00			