

Technical Newsletter

April 2025 Service Operation Team

Contents

Technology Information

- Instructions on how to use the Quick Zoom of 31x AI PTZ cameras
- Precautions for installing the Device Certificate
- How to use the WRN Clonezilla Image for a FW update
- Improvements to the forced rotation of camera Vandal Dome covers

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?

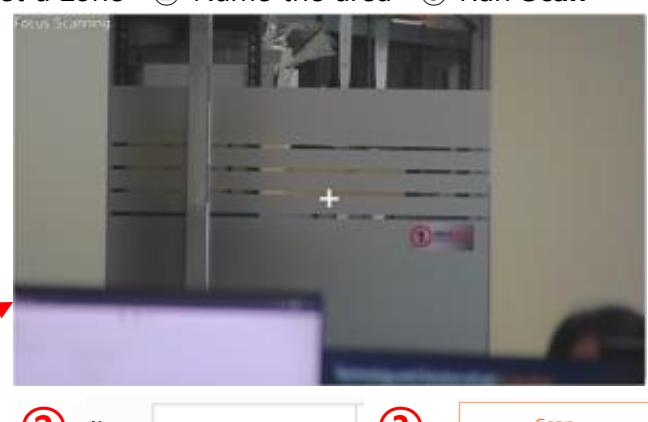
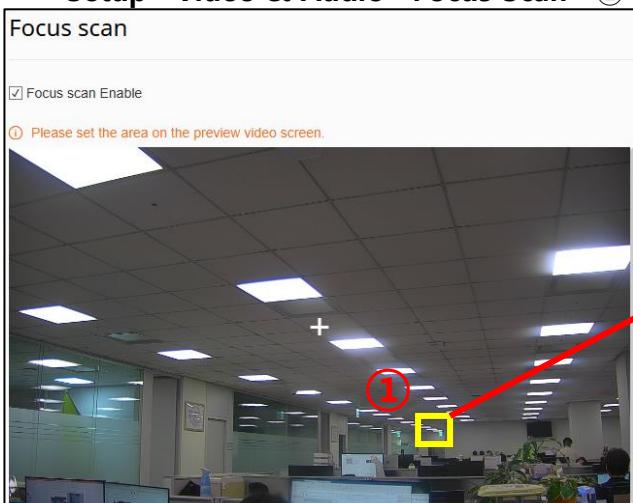
- This function makes the camera in a non-focused state move quickly to a specific zoom-focus area within 1 second.

● 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**



● 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



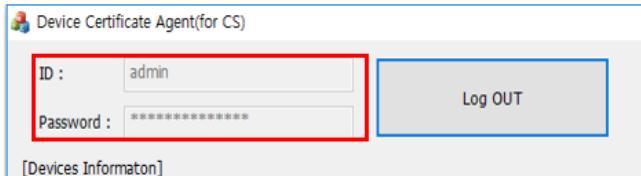
IP address filtering, User Access Logging(UAL), 802.1X Authentication, TLS, Device Certificate (Hanwha Techwin Root CA), Signed Firmware, TPM Application

● 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)



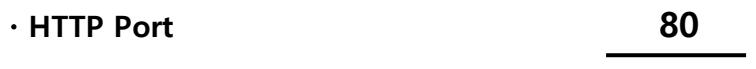
- 2) Before connecting the Device Certificate Agent, reset the device to factory settings.

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)**



- 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

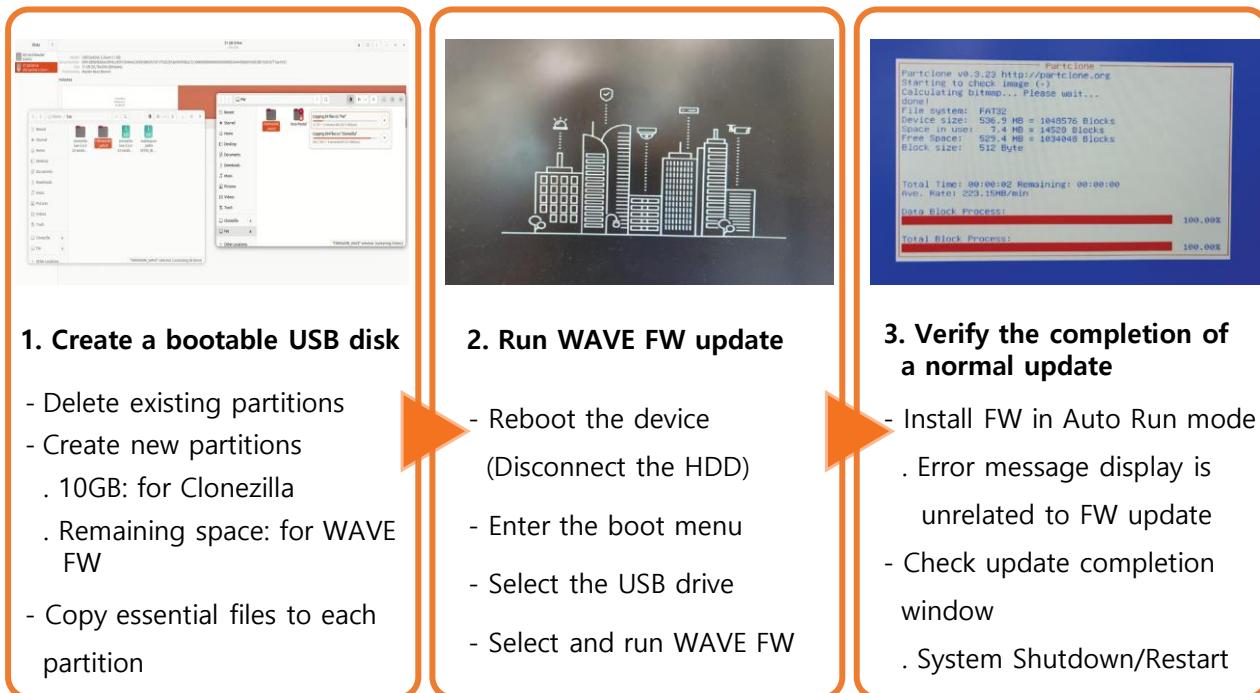
- To guide you through how to update to the latest WRN FW with the Clonezilla image and what to be aware of.

● 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.



● 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

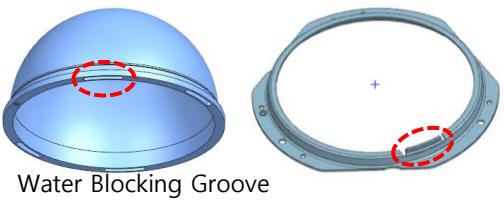
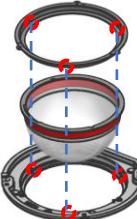
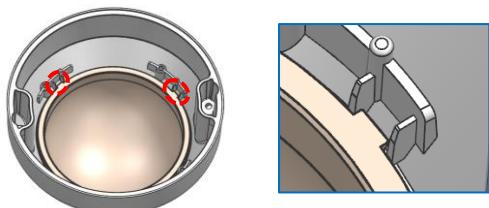
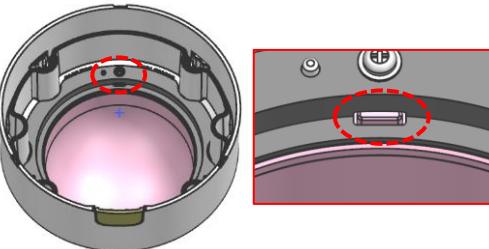
● Target model

- 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	<ul style="list-style-type: none"> ➤ Utilize the dome cover's water-blocking groove → Insert the rib into the water-blocking groove <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	<ul style="list-style-type: none"> ➤ Add ribs to CASE-TOP → Assemble them to the Dome Cover and BRACKET <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	<ul style="list-style-type: none"> ➤ Assemble the protrusions of the dome cover between the CASE-TOP ribs. <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	<ul style="list-style-type: none"> ➤ Assemble the protrusion on the dome cover into the groove on the bracket. <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 <p>※ After the firmware upgrade, the layout settings of the existing extended monitor disappear, so they need to be reconfigured</p>			
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 			
	MMA-S1010	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_2.23.04						
	XND-6083RV							
	XNO/V-6083R							
	XNB-8003	XND-9083RV_2.23.04						
	XNB-9003							
	XND/O/V-8083RV							
	XND/V-8093RV							
	XND/O/V-9083RV							
	XND-C6083RV	XND-C7083RV_2.23.04			<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 			
	XND-C7083RV							
	XNO/V-C6083R							
	XNO/V-C7083R							
	XNV-C6083							
	XND/O/V-C8083RV	XND-C9083RV_2.23.04			<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 			
	XND/O/V-C9083RV							
	XNF-9010RS							
	XNF-9010RV	XNF-9010RV_2.23.04			<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 			
	XNF-9010RVM							
	XNF-9013RV							
	XNB-8002	XNV-9082R_2.23.04			<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-9002							
	XND-8082RF(RV)							
	XND-9082RF(RV)							
	XNO/V-8082R							
	XNO/V-9082R							

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			
CAM	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			