Hanwha Vision

Technical Newsletter

October 2025 Service Operation Team

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Introduction of SSM feature: two-man rule

| Information Target	■ Repairman ■ Installer ■ End User

- **Applicable models**
  - SSM Appliance product line, Wisenet SSM version 2.17 or higher

- **What is the two-man rule?**
  - A function that requires an additional password when using video playback or backup of saved videos
  - When using the 2-person rule, even users with admin rights cannot use the playback or backup functions independently.

- **How to set up**

System → Maintenance → Two-man Rule → select Enable, enter password → log-out → log-in
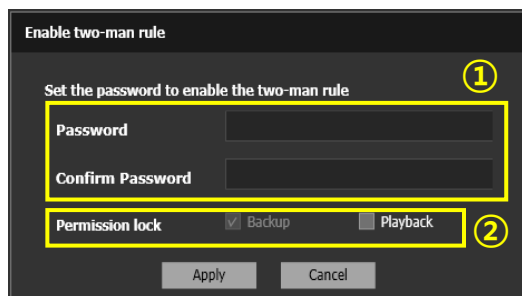
①: Set the password
  - 9–32 characters allowed
  - 3 of the following are required: uppercase letters, lowercase letters, numbers, and special characters
  - No sequential characters, no more than 3 identical characters in a row
  - Spaces not allowed

②: Video backup is locked by default, and recorded video playback is optional.
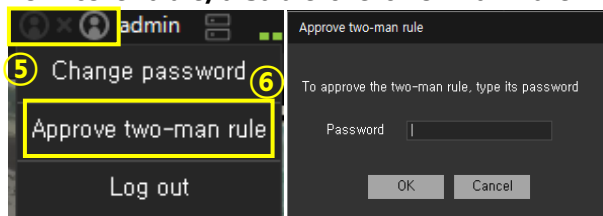
- **Screen after setup**
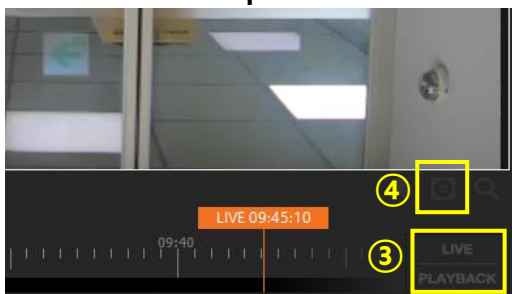
③: If playback is locked in step ②, switching to playback is disabled.

④ Backup function is locked by default when the two-man rule is enabled.
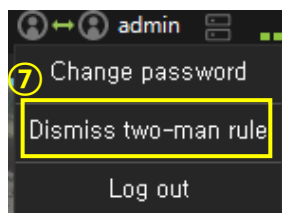 - button is deactivated.

- **How to enable/disable the two-man rule**

⑤ Icon changes when the two-man rule is enabled.

⑥ Click "Approve 2-Player Rule"
  → Enter password
  → The locked feature will be activated
  → Video backup and playback are available

⑦ Clicking on the 2-person rule release will immediately lock video backup and playback without entering a password.
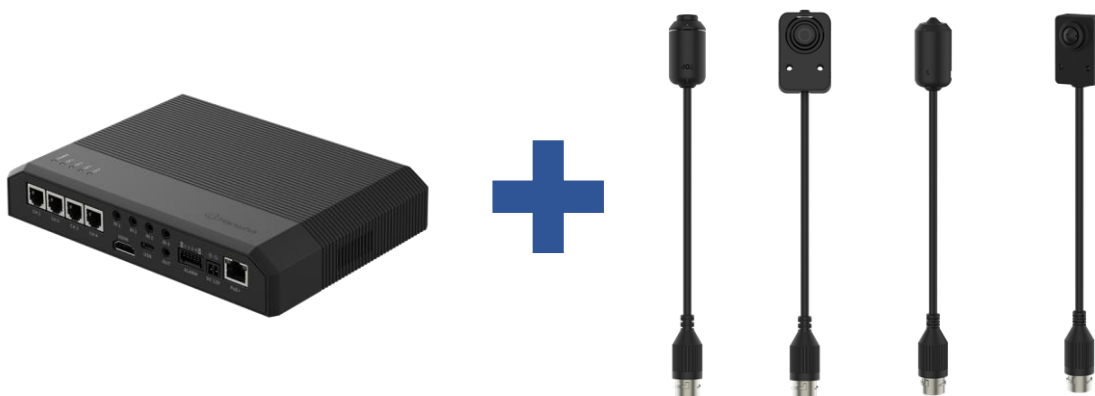
[PNM-C20000QB] Launch of 5MP lens module

| Information Target | ■ Repairman ■ Installer ■ End User |

● **Applicable products:**

[Camera] PNM-C20000QB

[5MP lens] SLA-F2480A / SLA-F2480VA / SLA-F4780A / SLA-F4780VA

● **Introduction: 5MP lens module**

- Dedicated to PNM-C20000QB cameras

- 5MP pinhole lens with wide FoV for split-view monitoring

● **Note**

1) If no video is displayed after applying a 5MP lens, verify that the camera firmware is up to date.

☞ **Firmware v25.02.00 or higher is required.**

(2) When connecting a 5MP lens while accessing the PNM-C20000QB webpage, privacy masks may misaligned.

☞ Refresh the webpage after connecting the lens.

When replacing a 2MP lens with a 5MP lens, privacy masks must be repositioned.

[Appliance O/S] Windows 10 LTSC notice

Information Target	■ Repairman ■ Installer ■ End User

- **Applicable models**
  - XRP-4010B2/4110B2/4210B4/4310DB4, XRP-4110G2/4210G4/4310DG4,
    MGS-P4110B2/P4210B4 MGS-W3010, and appliances with Windows 10 LTSC applied

- **Purpose**
  - To provide information on the Microsoft support window for Windows 10 O/S in our appliances

- **Microsoft support window for LTSC license**
  - The Windows 10 license version applied to our appliances is "IoT Enterprise LTSC 2019," which is supported by Microsoft until January 9, 2029.
  - ※ LTSC (long-term servicing channel): a servicing program for industrial operating systems, providing only security and hotfix updates on a long-term basis

Windows 10 Enterprise LTSC 2019

Windows 10 Enterprise LTSC 2019 follows the Fixed Lifecycle Policy.

Support dates are shown in the Pacific Time Zone (PT) - Redmond, WA, USA.

Support Dates

⌞⌝ Expand table

Listing	Start Date	Mainstream End Date	Extended End Date
Windows 10 Enterprise LTSC 2019	Nov 13, 2018	Jan 9, 2024	Jan 9, 2029

- **Instructions**
  - Our appliances are verified for compatibility with hardware, Windows O/S, and SSM.
    If the Windows version is arbitrarily replaced with one not authorized by us, normal operation is not guaranteed.

SEC Backup Viewer playback troubleshooting (Intel 12th Gen CPU)

Information Target   ■ Repairman   ■ Installer   ■ End User

● **Applicable models**

- All network storage models such as NVR, HRX

● **Purpose**

- To provide a workaround for cases where video playback fails in SEC Backup Viewer due to player compatibility issues when using an Intel 12th generation or later CPU with integrated GPU

● **Playback workaround**

Step 1. Download SEC Backup Viewer16 and extract the files.

※ Download link: **[Bug Report] SEC Backup Viewer Playback Issue – Hanwha Vision Europe**
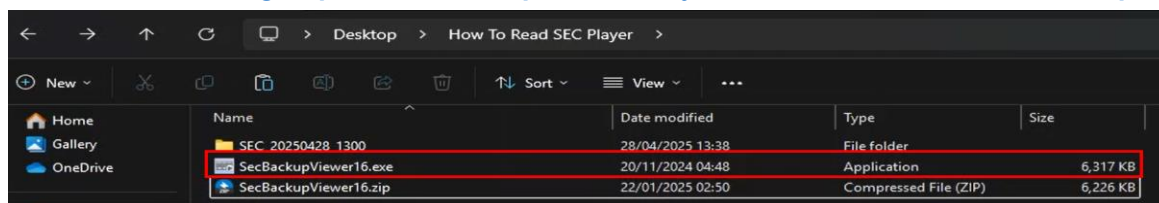
Step 2. Copy the extracted file, paste it into the existing file path, and run the SEC file.
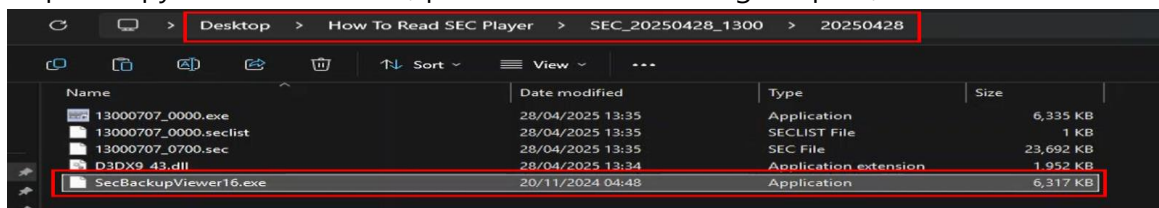
Step 3. Rename the existing exe file →rename the pasted file to the original exe file name.

※ Record the original exe filename for later reference.

Step 4. Play the video.

● **Note**

- Compatibility improvements are to be included in the next regular update (expected in Q1 2026)

Software update due to MD IC change (BOX CAMERA)

| Information Target | ■ Repairman ☐ Installer ☐ End user |

● **Box camera component change**

- Change in component occurred due to discontinuation of motor drive ICs (Panasonic AN41 919 → VM117)
- Software update is required when HW replacement is performed for three models:
  ※ Downgrade to previous firmware is not allowed.

● **Effective date**
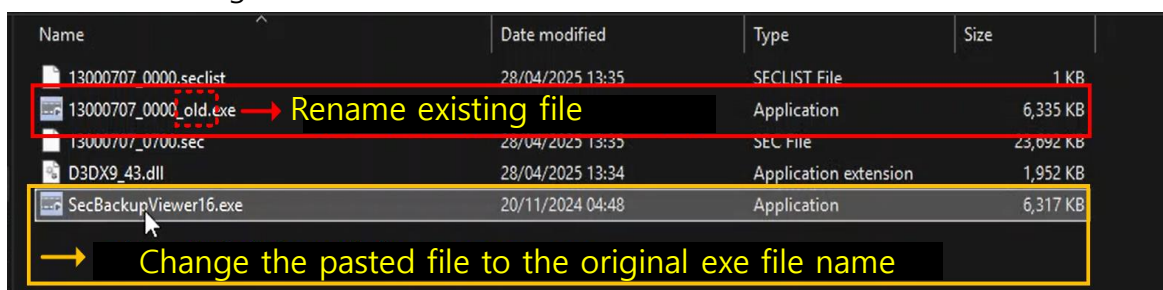
 - May 2025

● **Affected products (BOX CAMERA models only)**

 - XNB-6003 , XNB-6000 , QNB-7002 (total of 3 models)

※ Box camera models other than those listed above are not affected by HW or SW changes

Model name	Image	Firmware version
XNB-6003 (WN7)		XND-6083RV_2.23.05_20250422_R11 (or higher)
XNB-6000 (WN5)		XNB-6000_2.10.07_20250423_R11 (or higher)
QNB-7002A (AMBA)		QNB-7002A_1.41.03_20250418_R64

● **Reference (firmware change details)**

 1) Motor drive IC change

  . VM117 was adopted and the FE binary was updated

 2) Downgrade block

  . Downgrade is blocked from firmware for VM117 to versions for previous (Panasonic) motor drive ICs.

Latest Firmware Information (August 2025 to September 15, 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	ARN-1610S	ARN-1610S_5.35.32	5.35.32	2025-08-19	- Fixed an issue where a camera was not recognized as an AI camera if applications other than the WiseAI app were installed on the AI camera.
	ARN-410S	ARN-410S_5.35.32	5.35.32	2025-08-19	
	ARN-810S	ARN-810S_5.35.32	5.35.32	2025-08-19	
	QRN-1630S	QRN-1630S_5.35.32	5.35.32	2025-08-19	
	QRN-430S	QRN-430S_5.35.32	5.35.32	2025-08-19	
	QRN-830S	QRN-830S_5.35.32	5.35.32	2025-08-19	
	XRN-420S	XRN-420S_5.35.32	5.35.32	2025-08-19	
	XRN-425S	XRN-425S_5.35.32	5.35.32	2025-08-19	
	XRN-815S	XRN-815S_5.35.32	5.35.32	2025-08-19	
	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	PNB-A9001LP	PNB-A9001LP_2.23.02	2.23.02	2025-08-05	- Improved performance of the Wisenet Road AI app by applying a convolutional neural network (CNN).
	PNO-A9081RLP	PNO-A9081RLP_2.23.02	2.23.02	2025-08-05	
	PNO-A9311RLP	PNO-A9311RLP_2.23.02	2.23.02	2025-08-05	
	PNV-A9081RLP	PNV-A9081RLP_2.23.02	2.23.02	2025-08-05	

Latest Firmware Information (August 2025 to September 15, 2025)

Category	Model name	Firmware	Ver.	Date	Remarks
NW CAM	QNE-C8013RL	QNE-C8013RL_2.22.04	2.22.04	2025-08-09	- Added support for a new application for Genetec Security Center SaaS integration
	QNE-C9013RL	QNE-C9013RL_2.22.04	2.22.04	2025-08-09	
	QNF-C9010	QNF-C9010_2.21.12	2.21.12	2025-08-09	
	QNF-C9010V	QNF-C9010V_2.21.12	2.21.12	2025-08-09	
	QNV-C8011R	QNV-C8011R_2.22.04	2.22.04	2025-08-09	
	QNV-C8012	QNV-C8012_2.22.04	2.22.04	2025-08-09	
	QNV-C9011R	QNV-C9011R_2.22.04	2.22.04	2025-08-09	
	TNV-C8011RW	TNV-C8011RW_2.22.04	2.22.04	2025-08-09	
	TNV-C8014RM	TNV-C8014RM_2.21.12	2.21.12	2025-08-09	
	TNV-C8034RM	TNV-C8034RM_2.21.12	2.21.12	2025-08-09	
	QNO-C6083R QNV-C6083R	QNV-C6083R_2.22.04	2.22.04	2025-09-05	
	QND-C8013R QNO-C8013R QNV-C8013R	QNV-C8013R_2.21.12	2.21.12	2025-09-05	
	QND-C8023R QNO-C8023R QNV-C8023R	QNV-C8023R_2.21.12	2.21.12	2025-09-05	
	QNO-C9083R QNV-C9083R	QNV-C9083R_2.22.04	2.22.04	2025-09-05	
	QNO-C8083R QNV-C8083R	QNV-C8083R_2.22.04	2.22.04	2025-09-15	
	XND-6083RV XNO-6083R XNV-6083R	XND-6083RV_2.23.08	2.23.08	2025-08-05	- 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
	PNB-A6001	PNB-A6001_2.23.03	2.23.03	2025-08-13	
	PNB-A9001	PNB-A9001_2.23.03	2.23.03	2025-08-13	
	PNO-A9311R	PNO-A9311R_2.23.04	2.23.04	2025-08-13	
	PND-A6081RF PND-A6081RV PNO-A6081R PNV-A6081R	PNO-A6081R_2.23.03	2.23.03	2025-09-05	
	PND-A9081RF PND-A9081RV PND-A9081RVX PNO-A9081R PNV-A9081R PNV-A9081RX	PNO-A9081R_2.23.03	2.23.03	2025-09-05	

Latest Firmware Information (August 2025 to September 15, 2025)

Category	Model name	Firmware	Ver.	Date	Remarks
NW CAM	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_2.23.08	2.23.08	2025-09-05	- 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
	XNP-C7310R XNP-C9310R	XNP-C9310R_2.23.07	2.23.07	2025-09-05	
	XNO-6120R	XNO-6120R_2.10.05	2.10.05	2025-08-19	- Updated the FE binary to support the new IC (VM107) due to the discontinuation of On-semi motor driver ICs. ※ Downgrade to previous firmware versions is not allowed
	XNP-8250R	XNP-9250R_2.23.06	2.23.06	2025-08-19	
	QNP-6320H	QNP-6320H_2.21.06	2.21.06	2025-08-20	
	XNO-6120	XNO-6120_2.10.03	2.10.03	2025-08-20	
	XNP-6040HW	XNP-6040H_2.10.03	2.10.03	2025-08-22	- Updated the FE binary to support the new IC (VM107) due to the discontinuation of On-semi motor driver ICs. ※ Downgrade to previous firmware versions is not allowed - Fixed issues with iris adjustment and flickers occurred after VM107 adoption
	QND-8010R QND-8011 QND-8020R QND-8021 QND-8030R QND-8080R QNE-8011R QNE-8021R QNO-8010R QNO-8020R QNO-8030R QNO-8080R QNV-8010R QNV-8020R QNV-8030R QNV-8080R	QNO-8080R_1.42.03	1.42.03	2025-08-19	- Fixed reset button malfunction
	TNO-C8083E	TNO-C8083E_2.22.00	2.22.00	2025-09-05	- Added [Event Rule] and [MQTT] features - Added [Open SDK] feature - Added Cloud Connector support - Enhanced heatmap resolution
	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

Latest Firmware Information (August 2025 to September 15, 2025)

Category	Model name	Firmware	Ver.	Date	Remarks
NW CAM	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
	PND-A7082RV PNO-A7082R PNV-A7082RZ	PNO-A7082R_25.01.02	25.01.02	2025-09-15	- Enhanced DPM performance and fixed additional issues
	XNP-C6403 XNP-C6403R XNP-C6403RW XNP-C8253 XNP-C8253R XNP-C8303RW XNP-C9253 XNP-C9253R XNP-C9303RW	XNP-C9303RW_2.23.09	2.23.09	2025-09-15	- Blocked firmware downgrade for India-oriented models.