

Technical Newsletter

September 2025 Service Operation Team

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Latest Firmware Information (Jul. 2025 – Aug. 2025)

SW update related to MD IC changes (1/2)

Information Target

☒ Repairman ☐ Installer ☐ End User

● Changes

- Component replacement is required due to the discontinuation of the Motor Drive IC. The corresponding software updates are also required for the hardware replacement in the models listed below.
- The boards with MD ICs vary by model. For details, contact our technical support representative.
(Dome/Vandal: Sensor Board, Box: Network/Main Board, PTZ: Zoom Module)
- Please check with your technical support representative regarding TTA models in advance.

※ It is impossible to downgrade the firmware to a previous version.

● Effective From

- The changes will be applied sequentially to each model starting in June 2025.

● Target Models : WN5 series

Type	Series	Model Name	Type	Series	Model Name
WN5	X series	XND-6080	WN5	X series	XNV-6081
		XND-6080R			XNV-6081R
		XND-6080RG			XNV-6081RE
		XND-6080RG_1			XNV-8080R
		XND-6080RV			XNV-8080RSA
		XND-6080V			XNV-8081R
		XND-6081REV			XNV-8081RE
		XND-6081RF			XNO-6120R
		XND-6081RV			XNO-6120
		XND-6081V			XNV-6120R
		XND-8080R			XNV-6120
		XND-8080RG			XNO-L6120R
		XND-8080RV			XNP-6120H
		XND-8081REV			XNP-6120HW
		XND-8081RF			XNZ-6320A
		XND-8081RV			XNZ-L6320A
		XNF-8010R			XNP-6550RH
		XNF-8010RV			XNP-6371RH
		XNF-8010RVM			XNP-6341RH
		XNO-6080R		Q series	QNP-6250H
		XNO-6080RG			QNP-6250
		XNO-6080RG_2			QNP-6320H
		XNO-8080R			QNP-6320
		XNO-8080R_0			QNP-6251
		XNO-8080RG			QNP-6251H
		XNP-6040H			QNP-6320HS
		XNP-6040HG			QNP-6320R
		XNP-6040HW			QNP-6250R
		XNV-6080		P series	PNM-9085RQZ1
		XNV-6080R			PNM-9084RQZ1
		XNV-6080RG			PNM-9084QZ1
		XNV-6080RSA			

SW update related to MD IC changes (3/3)

Information Target

☒ Repairman ☐ Installer ☐ End User

● Target Models : WN7 series / P AI series / P AI Multi Sensor series

Type	Series	Model Name	Type	Series	Model Name
WN7	X series	XND-6083RV	WN7	X series	XNV-6123R
		XND-C6083RV			XNP-C9253R
		XND-C6083RVG_1			XNP-C9253
		XND-C7083RV			XNP-C8253R
		XNO-6083R			XNP-C8253
		XNO-C6083R			XNP-C9303RW
		XNO-C6083RG_1			XNP-C8303RW
		XNO-C7083R			XNP-9300RW
		XNV-6083R			XNP-8300RW
		XNV-C6083			XNP-9250R
		XNV-C6083R			XNP-9250
		XNV-C7083R			XNP-8250R
		XND-8082RF			XNP-8250
		XND-8082RV			XNP-6403RW
		XND-8093RV			XNP-6403R
		XND-9082RF			XNP-6403
		XND-9082RV			XNP-6400RW
		XNO-8082R			XNP-6400R
		XNO-9082R			XNP-6400
		XNV-8082R			XNP-C9310R
		XNV-8093R			XNP-C7310R
		XNV-9082R	P AI Camera	P series	PNO-A9311R
		XNV-6083RZ			PNO-A9311RLP
		XNV-6083Z	Multi Sensor	P series	PNM-C34404RQPZ
		XNV-8083RZ			PNM-C32084RQZ
		XNV-8083Z			PNM-C16083RQZ
		XNV-9083RZ			PNM-C32083RQZ
		XNO-6123R			

● Note

- Check the release note in the FW Zip file (e.g., PNM-C32083RVQ Release Note).

- Changed to the FE binary where Onsemi motor driver IC was replaced with VM107 due to the discontinuation of the driver IC
 - Applies to:
[v25.01.06, PNM-C16083RVQ, PNM-C32083RVQ]
- Changed the PTR motor position logic due to the application of VM107
 - Applies to:
[v25.01.06, PNM-C34404RQPZ]
[v25.01.02, PNM-C32083RQZ, PNM-C16083RQZ]
[v25.01.02, PNM-C32084RQZ]

- Models with MD IC replacement other than those listed above are not affected by hardware or software changes.

How to prevent humidity inside the outdoor housing (SHP-3701H) for PTZ Cameras

Information Target

☒ Repairman ☒ Installer ☐ End User

● Target Models

- PTZ Camera Outdoor Housing (SHP-3701H)

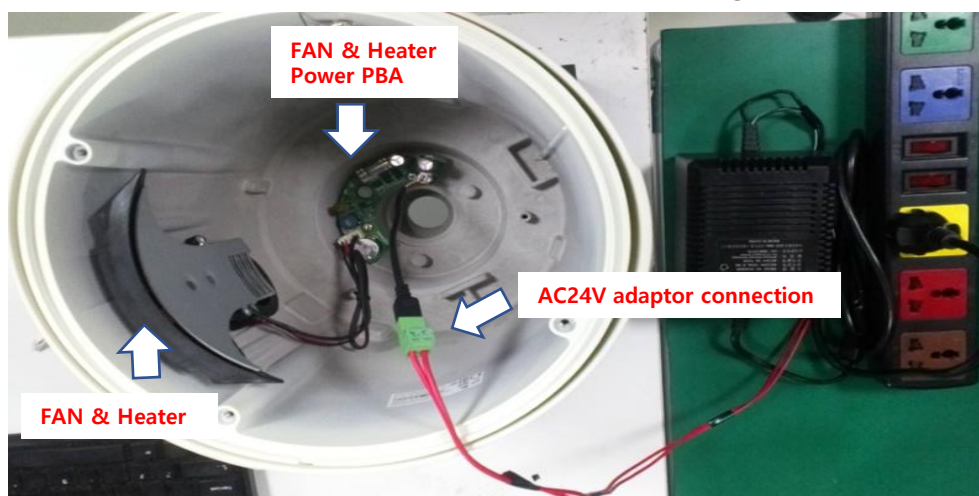
● How to prevent moisture

- When humidity or condensation is observed in an indoor PTZ camera with an outdoor housing, it is possible to activate its built-in fan and heater to prevent it from getting humid (With a required external adapter).



● Instructions

- With an external AC24V adapter, it is possible to prevent humidity resistance by operating the built-in fan and heater in the housing.
- 1) It is necessary to operate the fan continuously and to use a adapter(3A or higher) is required for heater operation.
- 2) For fan operation only, a 0.5A adapter can be used (However, it is recommended to use it in an environment with an ambient temperature of 9°C or higher).



※ Note

- 1) It can be used in combination with the QNP-6320. However, there may be color differences.
- 2) If the site is prone to persistent condensation, it's necessary to block the source of condensation from entering through pipes or walls.
- 3) For a new installation, we recommend installing a new outdoor PTZ (with humidity control technology using air vents).

Information on a regular SSM update (Ver.: SSM 2.19.01)

Information Target

■ Repairman ■ Installer ■ End User

● Purpose

- To inform you of the regular changes to SSM (three times a year)

● Effective Date: August 20, 2025

Category	Details
New Features	• For IPAS, supporting both Independent and Master modes • For BCR cameras, adding the no-read event action • LPR enhancements applied in the second phase of development
Improvements	• Added NVR Vehicle event support. • Applied Fisheye RPL to MGC-F9011LI for full/empty parking space detection. • Included NVR data in device reporting. • Made improvements to FAN driver security vulnerability. • Made improvements to FFMPEG security vulnerability. • Applied device password encryption for device password changes. • Implemented security vulnerability countermeasures (by applying the latest versions of Postgres, OpenSSL, and JRE). • Added support for NVR device names 16 characters long.
New Compatible Devices	• Compatible with our 3 apps (Wise Retail/Traffic/Factory) • Integrated with the Vaxtor ALPR app
Bug Fixes	• Fixed the problem that the SSM Console(v2.19.01) were not run on certain PCs. • Improved the compatibility of WiseMD events and MD recording. • Improved recording stability. • Improved retention-period recording. • Fixed the problem with [WACS] relay and actions. • Improved Middle Eastern Arabic language support. • Improved performance for frequent event actions. • Fixed the problem that HIK ONVIF devices did not display video. • Fixed the problem that abnormal sound source events were not displayed. • Improved stability by improving ONVIF compatibility. • Improved camera reconnection stability. • Improved reconnection stability for ONVIF cameras registered with DDNS. • Fixed the problem that Pan/Tilt would automatically stop working after 10 seconds of being pressed. • Improved motion recording stability for some Q Series cameras. • Fixed a video loss issue for radiometric thermal cameras. • Fixed a camera registration failure issue in the WorkerSafety app. • Improved Meta/Bestshot processing performance. • Fixed the problem of video wall layout disappearance. • Improved stability related to ANPR/LPR. • Fixed the problem that shortcut keys related to the AltGr key did not work properly. • Fixed the problem that logistics activation was not possible with the RS10L license. • Fixed a SEC backup failure.

About Hanwha Vision's Learning Center (LMS)

Information Target

■ Repairman ■ Installer ■ End User

● Hanwha Vision's Learning Center(LMS)?

- A comprehensive training site that provides comprehensive training ranging from the basics of Hanwha Vision cameras and storage devices to VMS configuration, AI solutions, and specialized cameras.

● Path

- Hanwha Vision website → Support → Learning → Click [Go to Hanwha Vision Learning Center →](#)



- [Homepage - Hanwha Vision Learning Center](#)

Mobile QR Code Access

● Training Methods

 In Progress **2**

 Completed

2 Items

 In progress

Wise AI
EN | E-learning | 40m 00s

 In progress

NVR Advanced
EN | E-learning

1 Item

 Completed

네트워크
KO | E-learning

- 1 Search and register for the courses you want to take through Webinars
- 2 The registered courses are saved in My Courses, and you can continue to view the selected course whenever you want.
- 3 If you're having trouble deciding on courses, consider completing the curriculum in the following order: Fundamental, Intermediate, and Advanced.

My Courses **2**
Find your enrolled, in progress, and completed courses.

Search **1**
Search all available e-learning courses.

Webinar **1**
View current and past webinars.

Instructor Led Training
Browse and sign-up for instructor led training.

Course Map **3**
Find your starting point and guidance for enrolling in courses.

Enrollment **1**

Free
ENROLL

Course details

 Time to complete
Unlimited access

 Course ID
E-P0Y7G1

 Hanwha Vision

Search content in the platform

3



Fundamental
Perfect for beginners, these introductory courses are designed for those new to the security industry.



Intermediate
These essential courses focus on Hanwha Vision's product lineup, specifications, and basic functions.



Advanced
In-depth courses that explore advanced functions and technologies.

Latest Firmware Information (Jul. 2025 – Aug. 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
AI BOX	AIB-800	AIB-800_25.02.00_202507012225_R1659	25.02.00	2025-07-26	- Added the dynamic privacy masking function to the WiseAI app. - Added support for an Docker integration environment to enhance support for third-party AI providers. - Improved compatibility with Hanwha Vision cameras. - Added the ability to encode BestShot in Base64 format. - Fixed other bugs and improved stability.
NVR	ARN-1610S	ARN-1610S_5.35.32_250617120444	5.35.32	2025-08-19	- Fixed the problem that the camera was not properly recognized as an AI camera when an app other than the WiseAI app was installed on the AI camera.
	ARN-410S	ARN-410S_5.35.32_250617120444	5.35.32	2025-08-19	
	ARN-810S	ARN-810S_5.35.32_250617120444	5.35.32	2025-08-19	
	QRN-1630S	QRN-1630S_5.35.32_250617114505	5.35.32	2025-08-19	
	QRN-430S	QRN-430S_5.35.32_250617111425	5.35.32	2025-08-19	
	QRN-830S	QRN-830S_5.35.32_250617114505	5.35.32	2025-08-19	
	XRN-420S	XRN-420S_5.35.32_250617111425	5.35.32	2025-08-19	
	XRN-425S	XRN-425S_5.35.32_250617114505	5.35.32	2025-08-19	
	XRN-815S	XRN-815S_5.35.32_250617114505	5.35.32	2025-08-19	
Network Camera	QNP-6251 QNP-6251H	QNP-6251_2.21.06_20250626_R49	2.21.06	2025-07-03	- Changed to the FE binary replaced by VM107 due to discontinuation of the Onsemi motor driver IC. ※ It is impossible to downgrade the firmware to a previous version.
	QNP-6250 QNP-6250H QNP-6320 XNP-L6322H1 QNP-6320H	QNP-6320H_2.21.06_20250626_R243	2.21.06	2025-07-03	
	QNP-6320HS	QNP-6320HS_2.21.06_20250626_R50	2.21.06	2025-07-03	
	QNP-6250R QNP-6320R	QNP-6320R_2.21.06_20250626_R221	2.21.06	2025-07-03	
	KNP-2550RHA XNP-6550RH	XNP-6550RH_2.10.04_20250624_R222	2.10.04	2025-07-03	
	XNP-6400 XNP-6400R XNP-8250 XNP-9250 XNP-8250R	XNP-9250R_2.23.06_20250618_R12	2.23.06	2025-07-03	
	XNP-6400RW XNP-8300RW	XNP-9300RW_2.23.07_20250618_R11	2.23.07	2025-07-03	
	XNZ-6320A	XNZ-6320A_2.11.02_20250626_R154	2.11.02	2025-07-03	
	XNZ-L6320A	XNZ-L6320A_2.11.02_20250626_R10	2.11.02	2025-07-03	

Latest Firmware Information (Jul. 2025 – Aug. 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
Network Camera	XND-8083RV XND-8093RV XNO-8083R XNO-9083R XNV-8083R XNV-8093R XNV-9083R	XND-9083RV_2.23.0 7_20250618_R26	2.23.07	2025-07-03	- Added the [Edge Recording] function of the CloudConnector app. ※ When [Edge Recording] function of CloudConnector app is enabled, camera recording and playback functions are not supported.
	TNM-C4950TD TNM-C4960TD	TNM-C4950TD_2.21 .02_20250620_R17	2.21.02	2025-07-06	- Added AI function to the thermal image channel. ※ When the camera sensor mode is set to 30/25 fps, AI operation is activated only on one of the real image/thermal image channels. When the mode is set to 15 fps, AI operation is activated on both the real image and thermal image channels ※ Applies only when Opensdk App_WiseAiBi_1.09.00_R708 is installed. - Added 15/25/30 fps settings to the camera sensor mode.
	TNM-C4940TD	TNM-C4940TD_2.21 .02_20250620_R19	2.21.02	2025-07-07	
	ANO-L7012R ANO-L7022R ANV-L7012R	ANO-L7012R_1.41.1 8_20250702_R151	1.41.18	2025-07-10	- Changed the default setting for [Codec] from H.264 to H.265. in the following web viewer menu: [Basic] > [Video Profile]. - Changed the default setting for [Mode] from "Off" to "High" in the menu: [Video & Audio] > [WiseStream].
	ANE-L7012R ANO-L7082R ANV-L7082R	ANO-L7082R_1.41.1 8_20250702_R117	1.41.18	2025-07-10	- Added the DLL Auto-Tune function to fix the camera reboot problem caused by fixed DLL values.
	PNM-9031RV	PNM-9031RV_2.23. 01_20250411_R65	2.23.01	2025-07-10	- Added the [SFTP] option to the Protocol of FTP Settings in the following Web Viewer menu: [Event] > [E-mail]. - Added a function to transfer video images related to an event triggered via FTP/SFTP when setting the profile of H.264/H.265 codec as the event profile. - Refer to the release note for other fixes.
	PNM-C9022RV	PNM-C9022RV_2.2 3.03_20250704_R9 8	2.23.03	2025-07-17	- Added the [Edge Recording] function of the CloudConnector app. ※ When [Edge Recording] function of CloudConnector app is enabled, camera recording and playback functions are not supported.
	TNV-C7013RC	TNV-C7013RC_2.23. 07_20250710_R31	2.23.07	2025-07-17	
	XNB-6002	XNB-6002_2.23.07_ 20250710_R348	2.23.07	2025-07-17	
	XND-C8083RV XND-C9083RV XNV-C8083R XNV-C9083R XNO-C8083R XNO-C9083R	XND-C9083RV_2.23 .07_20250710_R32	2.23.07	2025-07-17	
	XNF-9010RV XNF-9010RVM XNF-9010RS	XNF-9010RV_2.23.0 7_20250710_R30	2.23.07	2025-07-17	
	XNF-9013RV	XNF-9013RV_2.23.0 7_20250710_R36	2.23.07	2025-07-17	
	XNV-6083RZ XNV-6083Z	XNV-6083RZ_2.23.0 8_20250710_R198	2.23.08	2025-07-17	
	XNO-6123R XNV-6123R	XNV-6123R_2.23.07 20250710_R63	2.23.07	2025-07-17	

Latest Firmware Information (Jul. 2025 – Aug. 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
Network Camera	XNB-8002 XNB-9002 XND-8082RF XND-8082RV XND-9082RF XND-9082RV XNO-8082R XNO-9082R XNV-8082R XNV-9082R	XNV-9082R_2.23.07_20250710_R30	2.23.07	2025-07-17	- Added the [Edge Recording] function of the CloudConnector app. ※ When [Edge Recording] function of the CloudConnector app is enabled, camera recording and playback functions are not supported.
	XNV-8083RZ XNV-9083RZ XNV-8083Z	XNV-9083RZ_2.23.08_20250710_R65	2.23.08	2025-07-17	
	XND-C6083RV XND-C7083RV XNV-C6083R XNV-C7083R XNO-C6083R XNO-C7083R XNV-C6083	XND-C7083RV_2.23.07_20250710_R24	2.23.07	2025-07-17	
	PNB-A9001LP	PNB-A9001LP_2.23.02_20250721_R51	2.23.02	2025-08-05	- Improved the performance of the Wisenet Road AI app by applying a Convolutional Neural Network (CNN).
	PNO-A9081RLP	PNO-A9081RLP_2.23.02_20250721_R51	2.23.02	2025-08-05	
	PNO-A9311RLP	PNO-A9311RLP_2.23.02_20250721_R89	2.23.02	2025-08-05	
	PNV-A9081RLP	PNV-A9081RLP_2.23.02_20250721_R51	2.23.02	2025-08-05	
	XNP-C7310R	XNP-C7310R_2.23.07_20250718_R446	2.23.07	2025-08-05	- Added the [Edge Recording] function of the CloudConnector app. ※ When [Edge Recording] function of the CloudConnector app is enabled, camera recording and playback functions are not supported.
	XNP-C9310R	XNP-C9310R_2.23.07_20250718_R446	2.23.07	2025-08-05	
	XND-6083RV XNO-6083R XNV-6083R	XND-6083RV_2.23.08_20250718_R26	2.23.08	2025-08-05	
	XND-9083RV	XND-9083RV_2.23.08_20250718_R29	2.23.08	2025-08-05	
	QND-C8013R	QND-C8013R_2.21.12_20250724_R243	2.21.12	2025-08-09	- Added a new application for the integration with Genetec's Security Center SaaS.
	QND-C8023R	QND-C8023R_2.21.12_20250724_R178	2.21.12	2025-08-09	
	QNF-C9010	QNF-C9010_2.21.12_20250724_R300	2.21.12	2025-08-09	
	QNF-C9010V	QNF-C9010V_2.21.12_20250724_R52	2.21.12	2025-08-09	
	QNO-C8013R	QNO-C8013R_2.21.12_20250724_R243	2.21.12	2025-08-09	
	QNO-C8023R	QNO-C8023R_2.21.12_20250724_R178	2.21.12	2025-08-09	
	QNV-C8013R	QNV-C8013R_2.21.12_20250724_R243	2.21.12	2025-08-09	
	QNV-C8023R	QNV-C8023R_2.21.12_20250724_R178	2.21.12	2025-08-09	
	TNV-C8014RM	TNV-C8014RM_2.21.12_20250724_R165	2.21.12	2025-08-09	

Latest Firmware Information (Jul. 2025 – Aug. 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
Network Camera	TNV-C8034RM	TNV-C8034RM_2.21.12_20250724_R117	2.21.12	2025-08-09	- Added a new application for the integration with Genetec's Security Center SaaS .
	QNE-C8013RL	QNE-C8013RL_2.22.04_20250724_R277	2.22.04	2025-08-09	
	QNE-C9013RL	QNE-C9013RL_2.22.04_20250724_R283	2.22.04	2025-08-09	
	QNO-C6083R	QNO-C6083R_2.22.04_20250724_R251	2.22.04	2025-08-09	
	QNO-C8083R	QNO-C8083R_2.22.04_20250724_R461	2.22.04	2025-08-09	
	QNO-C9083R	QNO-C9083R_2.22.04_20250724_R554	2.22.04	2025-08-09	
	QNV-C6083R	QNV-C6083R_2.22.04_20250724_R251	2.22.04	2025-08-09	
	QNV-C8011R	QNV-C8011R_2.22.04_20250724_R312	2.22.04	2025-08-09	
	QNV-C8012	QNV-C8012_2.22.04_20250724_R268	2.22.04	2025-08-09	
	QNV-C8083R	QNV-C8083R_2.22.04_20250724_R461	2.22.04	2025-08-09	
	QNV-C9011R	QNV-C9011R_2.22.04_20250724_R339	2.22.04	2025-08-09	
	QNV-C9083R	QNV-C9083R_2.22.04_20250724_R554	2.22.04	2025-08-09	
	TNV-C8011RW	TNV-C8011RW_2.22.04_20250724_R257	2.22.04	2025-08-09	- Added the [Edge Recording] function of the CloudConnector app. ※ When [Edge Recording] function of the CloudConnector app is enabled, camera recording and playback functions are not supported.
	PNB-A6001	PNB-A6001_2.23.03_20250806_R154	2.23.03	2025-08-13	
	PNB-A9001	PNB-A9001_2.23.03_20250806_R157	2.23.03	2025-08-13	
	PND-A6081RF	PND-A6081RF_2.23.03_20250806_R162	2.23.03	2025-08-13	
	PND-A6081RV	PND-A6081RV_2.23.03_20250806_R162	2.23.03	2025-08-13	
	PND-A9081RF	PND-A9081RF_2.23.03_20250806_R174	2.23.03	2025-08-13	
	PND-A9081RV	PND-A9081RV_2.23.03_20250806_R174	2.23.03	2025-08-13	
	PND-A9081RVX	PND-A9081RVX_2.23.03_20250806_R174	2.23.03	2025-08-13	
	PNO-A6081R	PNO-A6081R_2.23.03_20250806_R162	2.23.03	2025-08-13	
	PNO-A9081R	PNO-A9081R_2.23.03_20250806_R174	2.23.03	2025-08-13	
	PNV-A6081R	PNV-A6081R_2.23.03_20250806_R162	2.23.03	2025-08-13	
	PNV-A9081R	PNV-A9081R_2.23.03_20250806_R174	2.23.03	2025-08-13	
	PNV-A9081RX	PNV-A9081RX_2.23.03_20250806_R174	2.23.03	2025-08-13	
	PNO-A9311R	PNO-A9311R_2.23.04_20250806_R296	2.23.04	2025-08-13	

Latest Firmware Information (Jul. 2025 – Aug. 2025)

Category	Model name	Firmware	Ver.	DATE	Remarks
Network Camera	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_20250616_R402	1.42.03	2025-08-19	- Fixed an error in the reset button operation.
	XNP-C6403	XNP-C6403_2.23.09_20250807_R322	2.23.09	2025-08-19	- Firmware downgrade is not supported for India-targeting models.
	XNP-C6403R	XNP-C6403R_2.23.09_20250807_R322	2.23.09	2025-08-19	
	XNP-C6403RW	XNP-C6403RW_2.23.09_20250807_R322	2.23.09	2025-08-19	
	XNP-C8253	XNP-C8253_2.23.09_20250807_R322	2.23.09	2025-08-19	
	XNP-C8253R	XNP-C8253R_2.23.09_20250807_R322	2.23.09	2025-08-19	
	XNP-C8303RW	XNP-C8303RW_2.23.09_20250807_R322	2.23.09	2025-08-19	
	XNP-C9253	XNP-C9253_2.23.09_20250807_R322	2.23.09	2025-08-19	
	XNP-C9253R	XNP-C9253R_2.23.09_20250807_R322	2.23.09	2025-08-19	
	XNP-C9303RW	XNP-C9303RW_2.23.09_20250807_R322	2.23.09	2025-08-19	
	XNO-6120R	XNO-6120R_2.10.05_20250619_R171	2.10.05	2025-08-19	- Changed to the FE binary replaced by VM107 due to discontinuation of the Onsemi motor driver IC. ※ It is impossible to downgrade the firmware to a previous version.
	XNO-6120	XNO-6120_2.10.03_20250530_R200	2.10.03	2025-08-20	
	XND-A8084RV	XND-A8084RV_25.01.03_20250811_R551	25.01.03	2025-08-19	- Added support for the CloudConnector app.
	XND-A9084RV	XND-A9084RV_25.01.03_20250811_R551	25.01.03	2025-08-19	
	XNO-A8084R	XNO-A8084R_25.01.03_20250811_R551	25.01.03	2025-08-19	
	XNO-A9084R	XNO-A9084R_25.01.03_20250811_R551	25.01.03	2025-08-19	
	XNV-A8084R	XNV-A8084R_25.01.03_20250811_R551	25.01.03	2025-08-19	
	XNV-A9084R	XNV-A9084R_25.01.03_20250811_R551	25.01.03	2025-08-19	