

It is strongly recommended that all Surveyor HD customers upgrade their PTZ domes to this latest version of firmware, 6.8.82, with UBoot 2.1.1. Included in the updated version of 6.8.82 is a new UBoot Version 2.1.1. UBoot Version 2.1.1 prevents the loss of IP/MAC Address and/or System Parameters that could occur in rare instances of a loss of power during the initial seconds of a power-up cycle. Read through these instructions completely before doing the upgrade.

In order to determine which version of firmware your Surveyor® HD is equipped with, log in to the camera's Web Browser and go to the System Information page.



If the software version is 0.7.4.12 or lower, proceed to the 7.4.12 upgrade portion of this document. If the software version is 6.8.82.0 or higher, examine the UBoot Version field; if the UBoot version is not 2.1.1, proceed to the UBoot Version Upgrade portion of this document.

Copyright © 2013 Vicon Industries Inc. All rights reserved. Product specifications subject to change without notice. Vicon, Surveyor and their logos are registered trademarks of Vicon Industries Inc. Windows is a registered trademark of Microsoft Corp. Prior to performing the upgrade, the current MAC Address for the unit should be checked. The MAC Address can be found on the Network and Port page. If the MAC Address is set to aa:d0:b7:bd:f8:f8 then the unit has been set to the default MAC Address. Contact Customer Service and arrange for a replacement unit to be shipped to you.

Live Video	Camera SVFT_HD_ENTR	
Add Cdf Users Settings Transmission Image Analylos Date/Time Network and Pot	Retwork Enable P6 Enable DHCP Enable SHAP P Address 37.4.63.75 Nemaix 255.255.255.192 Default Galeway 37.4.63.126 Promy DNS 129.69.200.2 DONS 03.03.27.37 MAD Address 00.06.00.27.872	FTP FTP Server \$2.153.1.1 Point 23 User Name Passord Pile Upload Path Entrance Antidee RTSP
AlarmsiRelay Schedule PTZ 8D Card Maintenance	SMITE Source Requires Authentication Alc Name Password	Nuclears P 225.121.10.31
System Information	Sender 3 SuffP Server 1921163.111 Port 19 Email 3	

Surveyor HD 0.7.4.12 Upgrade

When the Surveyor HD Camera Dome is being upgraded from 0.7.4.12 firmware to 6.8.82.0, a two step upgrade must be performed.

From Vicon's website, <u>www.vicon-security.com</u>, click the Support tab; select Technical Support, Software Downloads, Surveyor HD software. The latest firmware will be provided for download.

1. After the firmware has been downloaded, go to the Maintenance screen of the camera dome. The following will display.

Maintenance					
Event Lo	eðe				
		View	Save	Clear	
		View	Save	Clear	
Camera	Logs				
		View	Save		
		View	Save		
		View	Save		
Camera	Maintenance				
			Browse	Upgrade	
	Backup Configuration	Backup			
			Browse	Restore	
		Surveyor HD)		
		01.01.01.01			
		⊙ or O on			
		Apply C	ancel		
	Restart	Camera	Restore Factory De	faults	
	Diagnostics Restart	Ot Oon Apply Cu Camera	Restore Factory De	faults)	

- 2. From the New Firmware field, select Browse and go to the location where the fsimage.ulmage.megapixel.tievm file has been downloaded. Click the Upgrade button. This will bring the unit up to 0.8.0.0.
- 3. Restart the camera. When the camera comes up, make sure the splash screen indicates 0.8.0.0; if it does not, repeat the process.
- 4. To save any configuration settings done through the browser, go to the Maintenance screen and click on Backup.

Notes:

- **1.** The browser file name, sysenv.cfg, is the same for each unit. Be careful to restore the proper file for the correct unit.
- 2. The browser works differently in Windows® XP and Windows 7. In XP, a pop-up dialog box displays; click Save on the dialog box and enter a file name and directory location for the file. Click Save. In Windows 7, the dialog box may pop up hidden behind the browser. From this dialog box, select Save As to select a file name and location; selecting Save will store the file in a default user location with a default name.
- **3.** After the settings are restored, a message may display that the Configuration Upgrade Failed before the dome rebooted. In most cases, the configuration did not fail.
- 5. Return to the Maintenance screen. Follow the same process to select the UpdateFile.image file.

Note: Defaults are set in the dome after this update process.

- 6. Restart the dome. When the camera comes up, the splash screen should indicate 6.8.8X.0.
- 7. If settings have been backed up, they can now be restored. From this point, a backup can be done through the camera browser or ViconNet.

Note: Release 6.8.82.0 contains a new ActiveX dll, which should automatically download after the new release is installed and the camera's Web Browser is accessed. If no video is displayed in the Web Browser after the upgrade, there are two ways to correct this. Close Windows Explorer and delete the file GoDBATL.dll in the C:/Windows directory. Restart the camera's Web Browser. A prompt to download the activeX dll should appear. As an alternative, before connection to the camera, go to Manage Add-Ons and select GFFMPEG class (the name of this file is ViconVideoplayer.dll); click Remove. The browser will prompt to download the new file the next time the camera is connected. The browser does not need to be restarted.

Since the ActiveX dll is different between the two different versions, all Surveyor HDs should be loaded to the latest version of software; otherwise some browsers will be able to display video while others will not.

Surveyor HD 6.8.82.0 UBoot Version Upgrade

From Vicon's website, <u>www.vicon-security.com</u>, click the Support tab; select Technical Support, Software Downloads, Surveyor HD software. The latest UBoot firmware will be provided for download.

1. After the firmware has been downloaded, go to the Maintenance screen of the camera dome. The following will display.

Maintenance				
Event Logs				
System Log	View	Save	Clear	
Access Log	View	Save	Clear	
Camera Logs				
Active Connection List	View	Save		
Current Parameter List	View	Save		
Sensor Information	View	Save		
Camera Maintenance				
Upgrading Firmware (Kernel, Root file	system)			
New Firmware		Brows	eUpgrade	
Backup Configuration	Backup			
Restore Configuration		Brows	oRestore	
ViconNet Features				
Nucleus Name	Surveyor HD			
Nucleus IP	01.01 01.01			
Diagnostic Features				
Diagnostics	0 01 0 0r			
	Apply	Cancel		
Restart	Camera	Restore Factor	y Defaults	

- 2. From the New Firmware field, select Browse and go to the location where the UBoot 2.1.1.image file has been downloaded. Click the Upgrade button.
- 3. Restart the camera. When the camera comes up, make sure the splash screen indicates 6.8.82.0; then proceed to the System Information page and check the UBoot Version. If the version is not 2.1.1 then repeat the process.

		System Information		Help Logout
	Live Video		SVFT_HD_ENTR	
¥.	Add/Edit Users		ViconNet Mode	
X	Settings	Kelease Version Kernel Version	2.6.18.5	_
			UBL:23/ UBOOT:2.0.8	
		Software Version	6.8.82.0	
		Video Player Version	2026	
		GUI Version	1.0.2.120	
		License	GNU GENERAL PUBLIC LICENSE Version 3, 29 June 2007	
		Support Info	Vicon Industries Tet: 1-631-952-2288	
	Maintenance System Information	Credits	Vicon Industries Inc.	
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