

# **Hertz Platform**

## **Release Notes**



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## **1 Release Notes**

### 1.1 V2.840.000000.9

#### **Release Date**

November 24, 2023

#### **New Features**

• Supports cloud LLDP.

#### **Fixed Bugs**

• When an event was triggered, the related notifications could not be pushed to some special mailboxes.

#### **Third-party Access**

- CGI testing tool: V2.91.3.5
- ONVIF testing tool: V22.12
- ONVIF: Supports Profile S, Profile T and Profile G.

### **1.2 Software Environment**

Category	Model	Version
	NVR1104HS-S3/H	DH_NVR1XXX- S3H_MultiLang_V4.001.0000007.4.R. 221117.zip
NVR	NVR2104HS-S3	DH_NVR2XXX- S3_MultiLang_V4.000.0000000.2.R. 230426.zip
	NVR2104HS-I2	DH_NVR2XXX- I2_Mul_V4.002.0000001.2.R.221207.zip
	NVR4216-4KS2/L	DH_NVR4x-4KS2L_MultiLang_V4.002.000 0000.5.R.221115.zip
Client	DMSS	Android: 1.99.420 iOS: 1.99.421
Tool	SmartPSS Lite	General_SmartPSSLite_MultiLang_Win64 -Install_IS_V1.003.0000002.4.R.230330.zip





Category	Model	Version
	SmartPlayer	General_SmartPlayer- Win32_Eng_IS_V4.001.0000003.0.R. 220225.zip
	ConfigTool	General_ConfigTool_ChnEng_V5.001.000 0002.0.R.20230223.zip
Platform	DSS Pro	General_DSS- Professional_Win64_IS_V8.002.0000001.0 .R.20230225.exe



## 2 Update Guide

### 2.1 Introduction

This document provides multiple update methods for the IPCs. Users can update the IPCs to the latest version according to the update guide. The update methods include updating by ConfigTool and DMSS app, through local update package, and cloud update on the webpage.

### 2.2 Preparation

Before the update, please ensure that the following conditions are met.

- Update by ConfigTool: The device can work normally; the computer is installed with ConfigTool; the device is on the same network as the computer; the update package is ready.
- Update by local package: The device can work normally; the device is on the same network as the computer that is used to log in to the webpage; the update package is ready.
- Cloud update on the webpage: The device can work normally and is connected to Internet; the device is on the same network as the computer that is used to log in to the webpage.
- Update by DMSS app: The device can work normally; the mobile phone is installed with DMSS app; the device is added to DMSS app.

 $\square$ 

- Check whether the device model and program version are correct before the update.
- Decompress the compressed program package when updating by the ConfigTool and through the local package.
- In addition to the main package, there is the algorithm package (firmware.bin). When updating
  the system by ConfigTool and local package, update the main package first, restart the device,
  and then update the algorithm package. If you select cloud update, the algorithm package will
  be automatically updated.
- In addition to the main package, there is the FPGA program package. Update the main package first, and then update the FPGA program package after restarting the device.

### 2.3 Instructions

### 2.3.1 Updating by ConfigTool

#### 2.3.1.1 Updating One by One

Use this update method when you need to update a single device.

#### Procedure

- <u>Step 1</u> Open ConfigTool, and then select **Device Upgrade**.
- <u>Step 2</u> Click **Search Setting** to set the search conditions.



Figure 2-1 Set search condition



<u>Step 3</u> Select **Current Segment Search**, change the password to the IPC password, and then click **OK**.

Figure 2-2 View search result

7	Configtool	1	<b>1</b> De	evice(s) found	d C		13 <sup>360</sup>	Search Setting	₹ - ×
P	Modify IP	Bat	tch Upg	grade				Search	9
ŧ	Device Upgrade		NO.	Model	IP : Port	Version	Upgrade File Path	Operate	
Э	Online Upgrade		1	IPC-HFW55.	192.168.1.108:37777	3.100.0000000.5.R		(Ť)	
	2								
0	Device Config								
)	System Settings								
1	Password Reset								
	Password Reset Building Config								
1	Password Reset Building Config								
1	Password Reset Building Config CGI Protocol								

- <u>Step 4</u> Click Cli
- <u>Step 5</u> Click 1 to start to update the system.

The device automatically restarts after the update is complete.

 $\square$ 

If the system update fails, check the prompt on the ConfigTool to see the reason.

#### 2.3.1.2 Updating in Batches

Use this method when you need to update multiple devices to the same software version.

#### Procedure

<u>Step 1</u> Open ConfigTool, and then select **Device Upgrade**.



- <u>Step 2</u> Click **Search Setting** to set the search conditions.
- <u>Step 3</u> Select **Current Segment Search**, change the password to the IPC password, and then click **OK**.

Ņ	Configtool		<b>5</b> D	evice(s) found	0				Search Setting	₹	_	×
F	Modify IP	В	atch Upg	rade					Search		9	
Ŧ	Device Upgrade		NO.	Model	IP : Port	Version	Upgra	de File Path	Operate			
æ	Online Upgrade		1	IPC	5:37777	2.840.000000.3.R			( <u>†</u> )			
			2	IPC 7	4:37777	3.120.0000000.1	<b>C</b>		(†			
0	Device Config		3	IPC	1:37777	3.140.0000000.1	<b>C</b>		(†			
			4	IPC	7:37777	2.800.000000.4	<b>C</b> 3		(†			
O	System Settings		5	IPC	2:37777	2.840.0000000.2	<b>C</b>		(†			
₿	Password Reset											
Ц	Building Config											
88	CGI Protocol											
			'ou ha	ve selected 3	device(s)						0	

Figure 2-3 View search result

<u>Step 4</u> Select the device to be updated, and then click **Batch Upgrade**.

<u>Step 5</u> Click **Browse** to select the update package.

Figure 2-4 Select update package

Upgrade File Path:	Browse	

<u>Step 6</u> Click **OK** to start to update the system.

The device automatically restarts after the update is complete.

If the system update fails, check the prompt on the ConfigTool to see the reason.

### 2.3.2 Updating through the Webpage

#### Procedure

Step 1Log in to the webpage of the device.Step 2Select Settings > System > Update to enter the system update page.



#### Figure 2-5 System update

▶ Camera	Upgrade
Network	File Upgrade
Storage	Select Firmware File Browse Upgrade
✓ System > General	
> Account	Online Upgrade
> Default	Auto-check for updates Save
> Import/Export > Manager	System Version 2.860.0000000.1.R, Build Date: 2022-08-15 Manual Check
> Upgrade	
▶ Information	

<u>Step 3</u> Click **Browse**, select the update file, and then click **Update**.

Do not cut off the power supply during the update process. The device automatically restarts when the update is complete.

<u>Step 4</u> After the restart, you are redirected to the login page for you to log in to the device again.

### 2.3.3 Cloud Update through the Webpage

#### Procedure

<u>Step 1</u> Log in to the webpage of the device.

<u>Step 2</u> Select **Settings** > **System** > **Update** to enter the system update page.

Figure 2-6 System update

Network		101			
Event	File Upgrade				
Storage	Select Firmware File		Browse	Upgrade	
System					
> General					
> Account	- Online Ungrade				
> Safety					
> Default	Auto-check for updates	Save			
> Import/Export	System Version	1 uild Date: 2022.09.15		Manual Chock	
Manager	System version	2		Manual Check	
) Upgrade					
Information					

#### Step 3 Click Manual Check.

Select Auto-check, and when a new version is available, the device automatically detects it.

- <u>Step 4</u> If a new version is available, click **Update Now**. The system downloads the version file and starts the update process.
- <u>Step 5</u> After the restart, you are redirected to the login page for you to log in to the device again.

### 2.3.4 Cloud Update through DMSS

#### Procedure

Step 1 Open DMSS app.

Step 2 Select **Device Details**.

If it displays **Update Available** on **Cloud Update** area, then there is available new version for update.



Figure	2-7	Device	details

< Device [	Details	<
Wide Dynamic Range		
Enabled for high contrast scenes, brightness and shaded areas bala so the image is neither blown out	to have its nce simultaneously t nor too dark.	
Auto Tracking		
After the function is enabled, the on and track the targets.	camera can focus	
Floodlight Settings		>
Volume		>
General Config		
Network Configuration	Linksys01216	>
Time Zone Configure device time zone and c	daylight saving time.	>
Device Sharing Share devices with other users.		>
Cloud Update	Update Available	>
Others		
Storage Manager		>
Rest	tart	
Del	ete	

- <u>Step 3</u> Tap **Cloud Update** to go to the update page.
- <u>Step 4</u> Confirm the **Current Version** and **Latest Version**, and then tap **Update**.
- <u>Step 5</u> After being updated successfully, the device will restart.

### 2.4 Checking for Update Success

### 2.4.1 Checking the Result of Update by ConfigTool

After the update is complete, wait until the device restarts. Click  ${f O}$  to check the system version.

If the version is the same as the software version of the update package, it means the update is successful.



Figure 2-8 Check version information

Ų	Configtool	1	<b>3</b> D	evice(s) found	С			Search Setting	 - ×
P	Modify IP		atch Upg	rade				Search	٩
Ŧ	Device Upgrade		NO.	Model	IP : Port	Version	Upgrade File Path	Operate	
\$	Online Lingrade		1	IPC-	77	2.840.000000.3.R		(†	
0.5	onine opgrade		2	IPC-	77	2.800.000000.4		<b>(1</b> )	
0	Device Config		3	IPC-	77	2.840.000000.2		( <u>†</u>	
۲	System Settings								
₿	Password Reset								
п	Building Config								
88	CGI Protocol								
			You ha	ve selected 0	device(s)				•

### 2.4.2 Checking the Result of Update through the Webpage

#### Procedure

- <u>Step 1</u> Log in to the webpage of the device.
- <u>Step 2</u> Select **Settings** > **Information** > **Version** to check the update result.

Figure 2-9 Check update result

▶ Camera	Version	
▶ Network		
▶ Event	Device Type	Contraction and Contraction of the
▶ Storage	System Version	V2.860.0000000.1.R, Build Date: 2022-08-15
▶ System	WEB Version	V3.2.1.1289646
Information	ONVIF Version	21.12(V3.1.0.1259110)
> Version	S/N	8087400YA070FF1
> Log	Algorithm Version	1.0.3
> Online User	Security Baseline V	V2.3
> Legal Info		
Q. 11 11 11 - 11	Copyright 2022, all righ	its reserved.
	C	

### 2.4.3 Checking the Result of Update through DMSS

#### Procedure

<u>Step 1</u>	Open DMSS app.
<u>Step 2</u>	Select <b>Device Details</b> .
<u>Step 3</u>	Confirm that you have updated to the latest version.



#### Figure 2-10 Device details

<	Device De	tails	<	
Wide Dyr	namic Range			
Enabled for brightness a so the imag	high contrast scenes, to and shaded areas balance e is neither blown out no	have its e simultaneously or too dark.		
Auto Trad	cking			
After the fu on and track	nction is enabled, the ca c the targets.	mera can focus		
Floodligh	t Settings		5	
Volume			>	
General Co	onfig			
Network	Configuration	Linksys01216	>	
Time Zon	е		5	
Configure d	evice time zone and day	light saving time.		
Device Sh	naring		5	
Share devic	es with other users.			
Cloud Up	date	Latest Version	>	
Others		Sec.		
Storage N	lanager		>	
	Restar	t		
	Delete	9		

ENABLING A SAFER SOCIETY AND SMARTER LIVING