Hertz Platform

Release Notes

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1 Release Notes

1.1 V2.840.0000000.9

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
NVR	NVR1104HS-S3/H	DH_NVR1XXX-S3H_MultiLang_V4.001.0000007.4.R.221117.zip
	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_V4.002.0000000.5.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_V5.001.0000002.0.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.

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- 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.

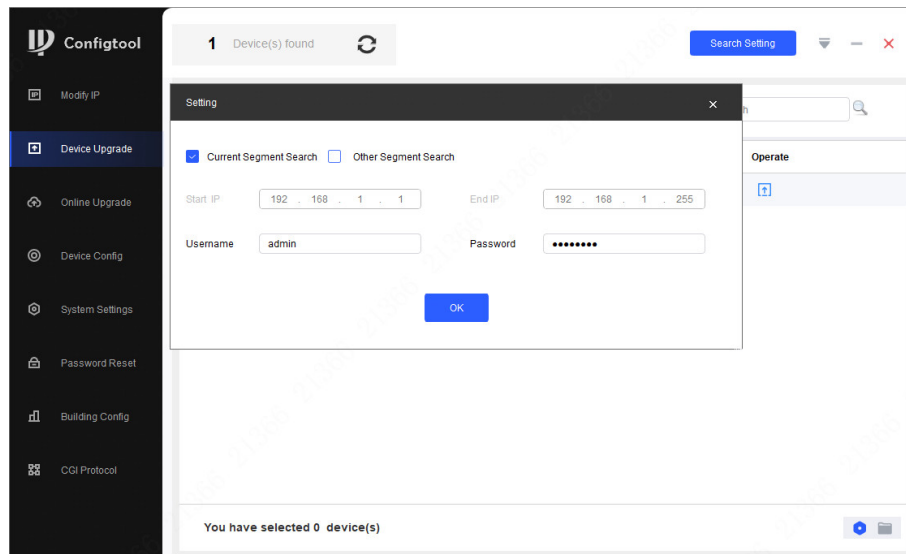## 2.3 Instructions

2.3.1 Updating by ConfigTool

2.3.1.1 Updating One by One

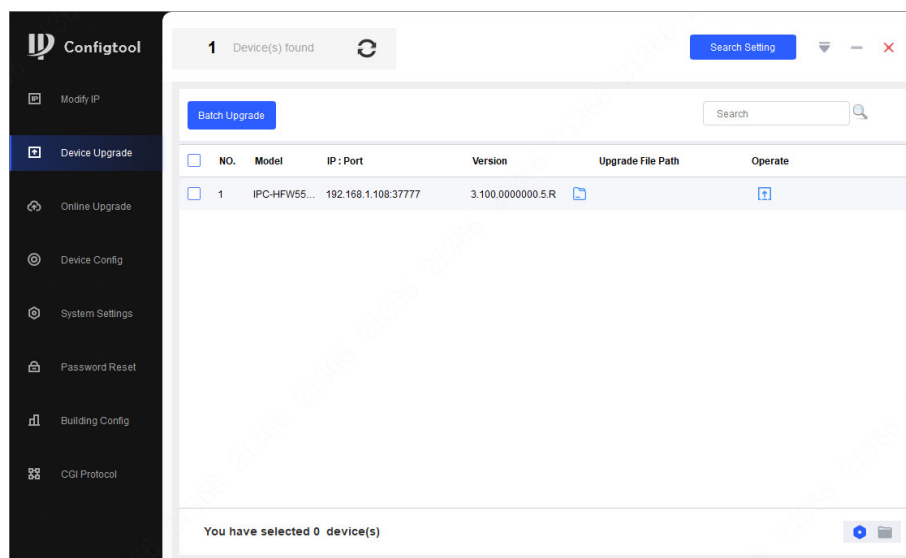Use this update method when you need to update a single device.

Procedure

Step 1   Open ConfigTool, and then select **Device Upgrade**.

Step 2   Click **Search Setting** to set the search conditions.

Figure 2-1 Set search condition

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

Figure 2-2 View search result

Step 4　Click 📁 next to the device to be updated, and then select the update file.

Step 5　Click ⬆ to start to update the system.

The device automatically restarts after the update is complete.

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If the system update fails, check the prompt on the ConfigTool to see the reason.
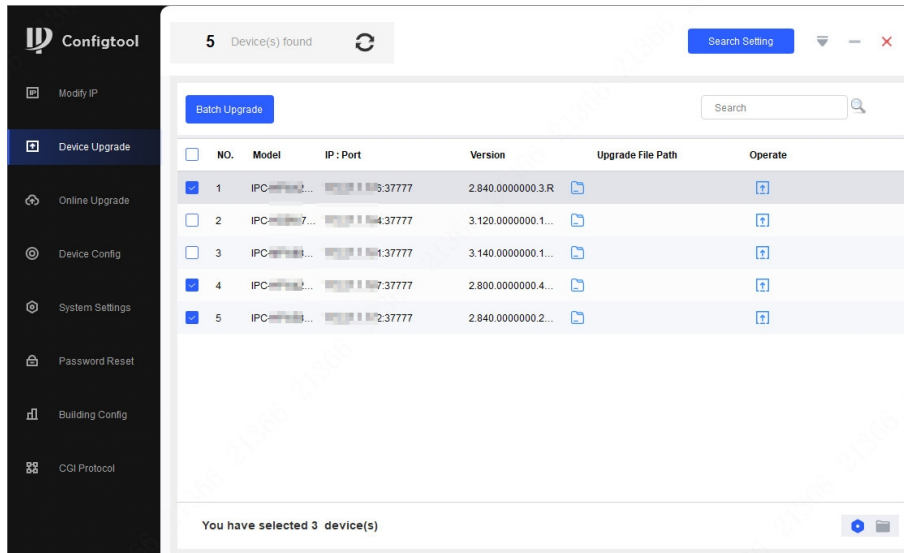
2.3.1.2　Updating in Batches

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

Procedure

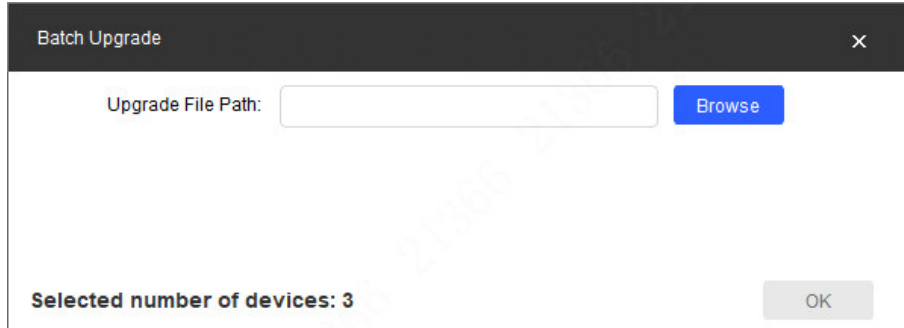Step 1　Open ConfigTool, and then select **Device Upgrade**.

Step 2   Click **Search Setting** to set the search conditions.

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

Figure 2-3 View search result

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

Step 5   Click **Browse** to select the update package.

Figure 2-4 Select update package

Step 6   Click **OK** to start to update the system.

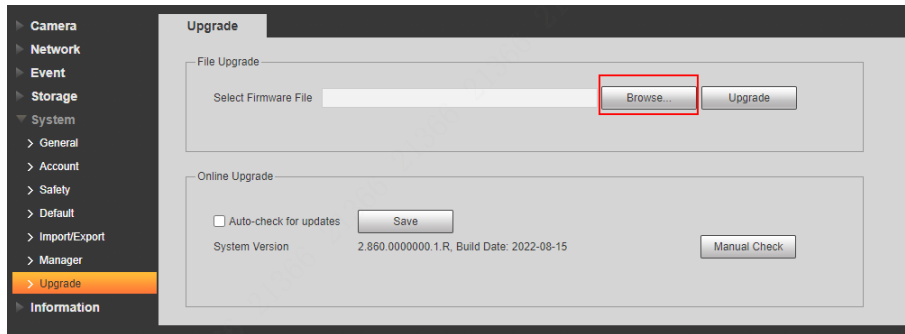The device automatically restarts after the update is complete.

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

2.3.2 Updating through the Webpage

Procedure

Step 1   Log in to the webpage of the device.

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

Figure 2-5 System update

Step 3   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.

Step 4   After the restart, you are redirected to the login page for you to log in to the device again.
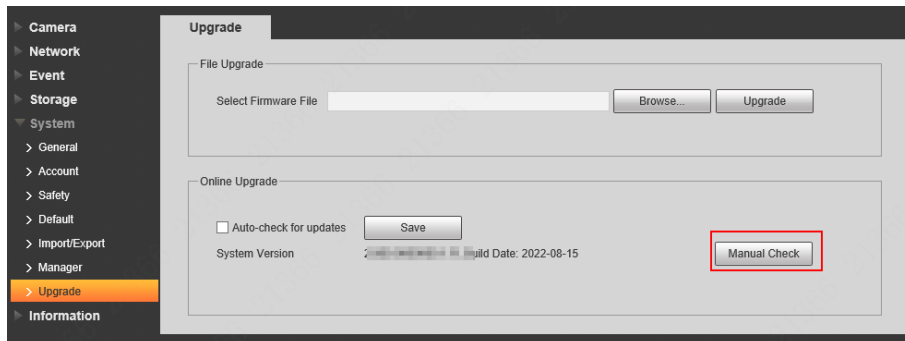
2.3.3 Cloud Update through the Webpage

Procedure

Step 1   Log in to the webpage of the device.

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

Figure 2-6 System update

Step 3   Click **Manual Check**.

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

Step 4   If a new version is available, click **Update Now**. The system downloads the version file and starts the update process.

Step 5   After the restart, you are redirected to the login page for you to log in to the device again.
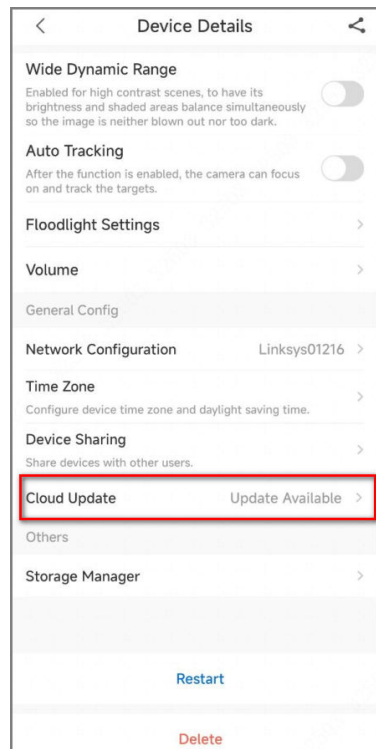
2.3.4 Cloud Update through DMSS

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

Step 3   Tap **Cloud Update** to go to the update page.

Step 4   Confirm the **Current Version** and **Latest Version**, and then tap **Update**.

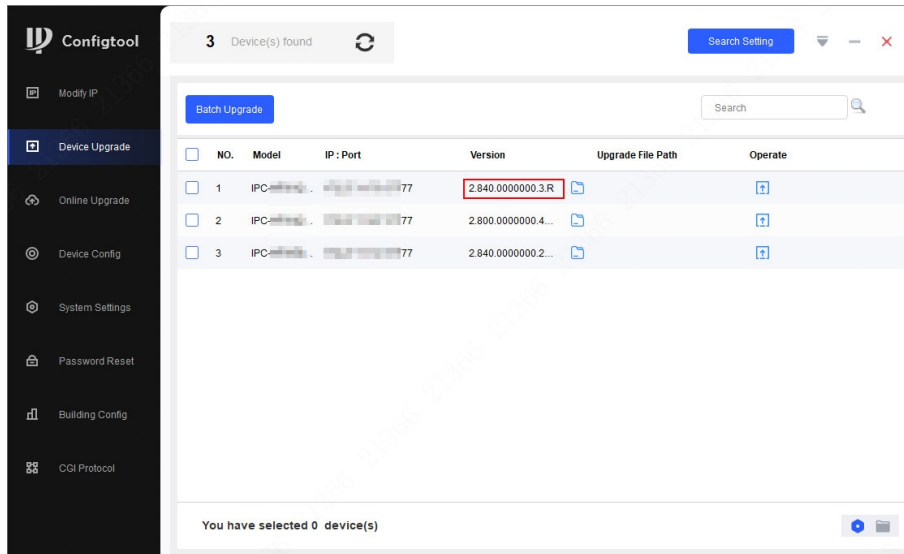Step 5   After being updated successfully, the device will restart.

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 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.
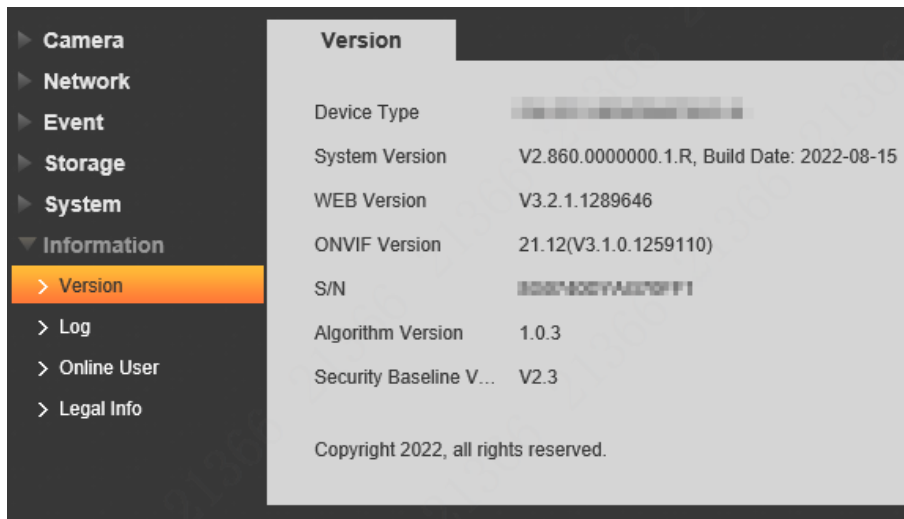
Figure 2-8 Check version information

2.4.2 Checking the Result of Update through the Webpage

Procedure

Step 1　Log in to the webpage of the device.

Step 2　Select **Settings** > **Information** > **Version** to check the update result.
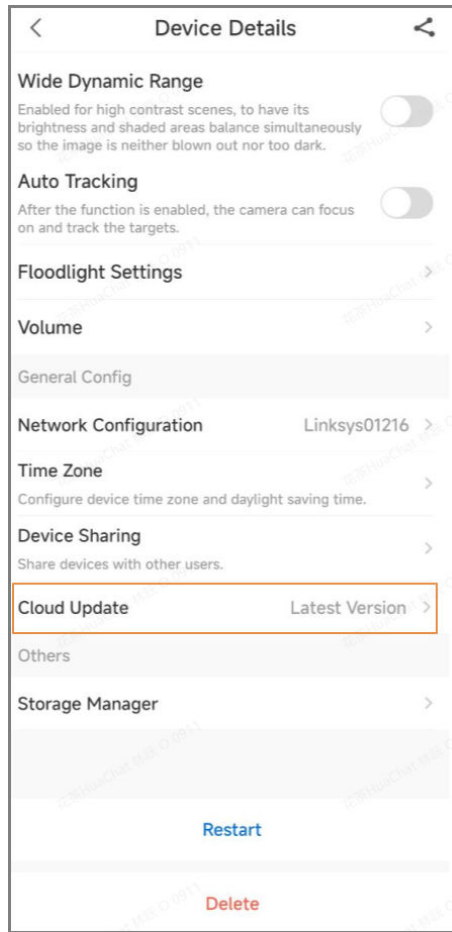
Figure 2-9 Check update result

2.4.3 Checking the Result of Update through DMSS

Procedure

Step 1　Open DMSS app.

Step 2　Select **Device Details**.

Step 3　Confirm that you have updated to the latest version.

Figure 2-10 Device details

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