

Technical Bulletin - TAB Number: TB-00413-00-200911

Illustra Pro 3 5MP Thermal Bullet EST Integration Issue for Edge notifications

Date Issued: 11 September 2020

Product Code	Model Name	Firmware
IPT05-B29-BI03	Illustra Pro 5MP Thermal Bullet EST	Illustra.S011.01.00.01.0509
IPT05-B29-BIA3	Illustra Pro 5MP Thermal Bullet EST	Illustra.S011.01.00.01.0509

Description of issue

When you configure the camera for VideoEdge, victor, or Exacq communication, the camera does not send Edge events to the server. The issue is caused by an obsolete HTTPS certificate on the camera.

Resolution of the issue

To resolve this issue, you must replace the camera's HTTPS certificate. Use one of the following methods to generate a new certificate.

Method 1: Delete HTTPS certificate and reboot the camera

- 1. Open a web browser and navigate to the camera's web interface.
- 2. Select **Config > Network > More**, and then select the **HTTPS** tab.
- 3. On the **HTTPS** page, click **Delete** to remove current installed certificate.

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Image	Port Server DDNS	6 802.1X RTSP UPnP Email FTP HTTPS QoS
Alarm and Event	Enable	
Security	Certificate installed	C=CN, ST=GD, L=SZ, O=IPC, OU=embeddedso Delete
Network TCP/IP More	Attribute	Issued to: C=CN, ST=GD, L=SZ, O=IPC, OU=embeddedsofteware, H=localhost, Issuer: C=CN, ST=GD, L=SZ, O=IPC. OU=embeddedsofteware.
Maintenance		H=localhost, Validity date: 2020-03-14 08:12:45 ~ 2033-11-21 08:12:45
Storage		Save
		_

- 4. From the navigation menu, select Maintenance > Reboot.
- 5. Click the **Reboot** button, and then enter Admin user credentials. When the camera reboots, it automatically generates a new certificate.



1



Method 2: Perform a full factory reset

- 1. Open a web browser and navigate to the camera's web interface.
- 2. Select Config > Maintenance > Backup and Restore.
- 3. In the **Default Setting** area, clear all the check boxes, and then click **Load Default**.

Image	Import Set	ting
Temperature	Path	Browse
Alarm and Event		Import Setting
Security		
Network	Export Set	tings
Maintenance		
Backup and Restore		Export Settings
Reboot		
Upgrade		
Log	Default Set	ttings
System	Keen	-
Ctaraga	nucp	Network Config
storage		Security Configuration
		Image Configuration
		Load Default

4. Enter admin credentials to reset the camera. After the camera resets, it automatically generates a new certificate.



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2

Contact Information

tyco Illustra

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