

Technical Bulletin - TAB Number: TB-00393-00-190624

Illustra Flex2 Series and Pro Compact/Micro Camera failure to upgrade due to insufficient space via ONVIF upgrade protocol method.

Date Issued: 24th June 2019

Product	Model	Software
Illustra Flex2 Series 3MP & 8MP	IFS03D1ICWTT / IFS03D1OCWIT IFS03XNANWTT / IFS03B1BNWIT IFS03CFOCWST / IFS08D2ICWTT IFS08D2OCWIT / IFS08XNANWTT	SS004.01.06.04.0049 or Lower
Illustra Flex 2MP IR PTZ	IFS02P6INWIT / IFS02P6ONWIT / IFS02P6ONWITA	SS004.01.06.04.0049 or Lower
Illustra Pro 2MP 3MP Compact Illustra Pro 2MP Micro	IPS02CFOCWST / IPS03CFOCWST IPS02HFANWST2	SS005.01.06.04.0049 or Lower

Issue

Due to lack of space during an upgrade using ONVIF protocol method, upgrading cameras to firmware SS00X.01.06.05.0026 and above will fail using ONVIF protocol methods.

The issues affects the following tools to upgrade the cameras:

- ONVIF DEVICE MANAGER (ODM) Tool
- Victor/ VideoEdge Camera Firmware Upgrade utility

Solution

The camera should be upgraded to Firmware SS00X.01.06.05.0026 or above using the alternative methods:

- For individual cameras, you can use the Camera GUI
- For bulk upgrades, Illustra Connect Tool 3.3 or above can be used, the tool will use iAPI3 upgrade protocol method

Firmware SS00X.01.06.05.0026 or above is located on the www.illustracameras.com/support/downloads section. Once firmware version SS00X.01.06.05.0026 (or above) is installed using the camera GUI or Illustra Connect tool, all further ONVIF upgrades will work as expected.

Procedure

Firmware Upgrade

You can upgrade the Illustra Flex Camera through the camera web GUI or by using Illustra Connect.

Upgrade Camera Firmware through the Web GUI

NOTE: All camera settings are maintained after you upgrade the camera firmware. It is recommended to clear your browser cache after a firmware upgrade.

Procedure: Upgrade Camera Firmware through the Web GUI

1. Using Internet Explorer connect to the camera via the IP Address and login to the Web GUI.
2. Select **Setup** from the web banner to access the setup menus.
3. Select **Maintenance** from the **System** menu and identify the **Camera Upgrade** section.
4. Select **Browse**. The Choose file dialog displays.
5. Navigate to the location where the firmware file has been saved. Select the firmware file then select the **Open** button.
6. Select **Upload**. The file transfer begins and a progress bar displays.

Upgrade Camera Firmware through Illustra Connect

NOTE: All camera settings are maintained after you upgrade the camera firmware.

Procedure: Update Camera Firmware through Illustra Connect

1. Install and launch the Illustra Connect software utility.
2. From the displayed list of cameras; right-click on the camera requiring the software upgrade.
3. Select **Upgrade Firmware**. The Firmware Upload window will display.
4. Select **Choose File** and browse to the firmware upgrade file.
5. Select **Upgrade** to start the upgrade.

Continuous Improvement Statement

As with all processes defined by the Tyco Security Products Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

Contact Address: adbulletins@tycosp.com

Contact Information

If you have any questions regarding these release notes, please contact Tyco Security Products Technical Services at:

Toll Free: 800-507-6268, Option 2

International: 561-912-6259, Option 2

Alternative Number: 800-392-2873

Fax: 450-444-2029

Hours: 08:00 – 20:00 EST

Email: adtechservices@tycoint.com

Website: www.illustracameras.com

In Europe, Middle East and Africa, contact Technical Support at:

Toll Free: 00 800 CALLTYCO or 00 800 2255 8926

Direct: +31 475 352 722

Hours: 8am – 6pm CET

Email: video-support@jci.com

Website: www.tycosecurityproduct.com

Website: www.tycosecurityproducts.com

Local Direct dial numbers:

UK	+44 (0) 330 7771 300	Bahrain	(0) 800 041 27
France	0800 90 79 72	Greece	00800 31 229 453
Spain	900 99 31 61	Russia	810 800 20 521 031
Germany	0800 1806 757	Turkey	00800 31 923 007
Italy	+39 02 3051 0112 or +39 02 8998 1845	United Arab Emirates	(0) 800 0310 7123
Belgium	0800 76 452	Israel	+972 (0) 77 220 1350
Ireland	180 094 3570	Nordic Countries	+45 4494 9001
S. Africa	(0) 10 100 3292	Qatar	(00) 800 100 841
Oman	(00) 800 743 64	Lebanon	01 426 801 first, then dial 855 234 3677
Egypt	(0) 800 000 9697	KSA	+966 (0) 800 850 0830

In Latin America and Caribbean, contact Technical Support at:

Southern Latin America

Contact: Cesar Cristal
 Phone: +54-11-4711-8711
 Cell: +54911-6452-7573
 Email: cristal@tycoint.com

Brazil (South)

Contact: Dani Hissnauer Miguel
 Phone: +55 (11) 2172 9224
 Cell: +55 (11) 97663-2653
 Email: danimiquel@tycoint.com

Brazil (North)

Contact: Wagner Soares
 Phone: +55 (21) 2108-6016 x.250
 Cell: +55 (21) 99153-3519
 Email: wsoares@tycoint.com

Northern Latin America & Caribbean

Contact: Hildebrando Duran
 Phone: +57-1638-6278
 Cell: +57-317668-9590
 Email: hiduran@tycoint.com

Mexico

Contact: Marco Antonio Salguero
 Phone: +52-55-5488-8092
 Cell: +52-55-1473-4946
 Email: msalguero@tycoint.com

In Asia Pacific, contact Technical Support at:

Toll Free: 00 800 CALLTYCO or 00 800 2255 8926

China Direct: +86 21 6163 8644

China Hotline: 400 671 1528

India Direct: +91 80 4199 0994

Australia Toll Free: 1 800 580 946

New Zealand & Pacific Direct: +64 9942 4004

Hours: 9am – 6pm Monday to Friday, China local time

Email: video-support@jci.com

Hours: 9am – 7pm Monday to Friday, India local time

Hours: 8am – 6pm Monday to Friday, Australia local time

Information furnished by Tyco Security Products is believed to be accurate and reliable. However, no responsibility is assumed by Tyco Security Products for its use, nor any infringements of other rights of third parties which may result from its use. No license is granted by implications or otherwise under any patent rights of Tyco Security Products.