

Bulletin No: 07-1710-1

Release Date: October 17, 2007

Product: Digimerge IP cameras

Purpose: Firmware Upgrade Instructions to fix the Active X bug under Windows XP (evident while attempting to stream video images using Internet Explorer)

Firmware Upgrade Procedure

The method of upgrading the firmware of the Fortress Vision IP Camera or Video Server involves a few simple steps;

1. Obtain the new firmware binary file

- a) This may be downloaded from the Digimerge web site:
http://www.digimerge.com/cgi-bin/new_digimerge/products_ipnetworkcameras.cgi
Click on **More Info** for camera that you wish to upgrade.
Under the **Product Library** section, click on the **Firmware Upgrade** link.
- b) Click on **IP Camera Firmware v2.43** and choose **Save** to save the file to your computer.
- c) If you have previously installed the Digimerge **DigiConsole** utility program, then the directory to save to will typically be:
C:\Program Files\Digimerge Technologies\DigiConsole\Firmware, otherwise enter a directory of your choice, such as *Desktop*.
- d) Unzip the file. (The unzipped file name is: *v2.43.bin*)

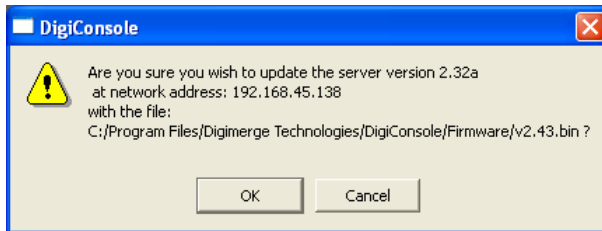
2. Update the new firmware in the camera (preferred method)

- a) Run the Digimerge **DigiConsole** utility program. If you have previously installed this program to your computer, it may be found from the start menu:
Start→Programs→Digimerge Technologies→**DigiConsole**

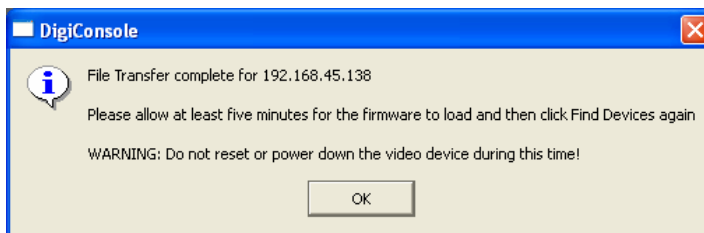
Alternatively, you can insert the CD provided with the camera/video server and the **DigiConsole** program will start automatically.

- b) Click on the **Find Devices** button to locate the camera on the network.

- c) Click on the camera/server item in the list. Cameras/servers properly installed and working on the network will show up in color in the devices list. Identify the version of firmware that is currently in the camera from the list.
- d) Right-click on the camera/server to be upgraded and select **Upgrade firmware in video device**
- e) Browse to the folder with the *v2.43.bin* file, select the file and click **Open**.
- f) The message below will appear. Press **OK**



- g) Confirm that the version to be loaded is newer than the one already installed and press **OK**.



- h) Follow the screen instructions and wait at least 5 minutes for the new firmware to be upgraded before using the camera/server.
- i) The message “Loading firmware ... please wait” will display on the bottom right of the DigiConsole. While the firmware is updating, one of the status LEDs will continue flashing.

Do not power down the camera/server while the update is in progress.

When the update is complete the camera will reappears in the DigiConsole list and display the current firmware (2.43). If the camera does not reappear after 5 minutes, click on the “Find Devices” button in the DigiConsole.

3. Update the new firmware in the camera (alternate method)

- a) Connect to the IP camera/server in the **DigiViewer** web user interface
- b) Click on the **Settings** tab
- c) Click on the **Advanced Settings** link.
- d) In the **Update Firmware** field click on the **Browse**.

- e) Browse to folder with the *v2.43.bin* file, select the file and click **Open**.
- f) Click on the **Update** button.

Wait at least 5 minutes for the new firmware to be upgraded before using the camera/server.

While the firmware is updating, one of the status LEDs will continue flashing.

Do not power down the camera/server while the update is in progress.

- g) To confirm the firmware has upgraded, reconnect to the camera/server in the **DigiViewer**. Click on **Settings** and verify the **Firmware** version is: **2.43-wisHttp**