Release Notes

Illustra Pro 5MP Fisheye 360°
Illustra Pro LT 5MP Fisheye 360°

Firmware Version	Product Data
3.0.2.B22831AD911	Visit the IP Cameras section of our web site – www.illustracameras.com to download datasheets and other documentation in PDF format.

April, 2020

Note
In case of discrepancy, the information in this document supersedes the information in any document referenced herein.

8200-1031-04 T0

Johnson Controls

Table of Contents

What's in this Release

What's new

The i825-3.0.2.B22831AD911 firmware release adds the following improvements:

- Corrects iAPI3 issue affecting 4 Active stream integration for i825 Fisheye models.

Previous Firmware Releases

3.0.1.B21409AD910

- Enhancement to motion analysis.

3.0.0.B20593AD907

- Quad Image (4 active images in a single pane) source added.
- 4 Active images combination. 3.0.0.B20593AD907
- Dual stream support for all image sources.
- Flickerless mode for LED lighting environment.
- Introducing the NEW Illustra Pro LT models.

Illustra Pro 5MP Fisheye Model Description	Product Codes
Illustra Pro LT 5MP Fisheye, indoor, white, vandal	ADCi825LT-F311
Illustra Pro LT 5MP Fisheye, indoor, white, non-vandal	ADCi825LT-F312

2.0.2.B17191AC848

- Overall robustness improvement on camera.
- Increased threshold for the % Disk Usage warning. The constant logging to the camera current fault log is now fixed.

2.0.1.B16722AC842

- GUI Live View Updates to include Dewarped streams displaying live video.

2.0.0.B15313AC836

- Removal of Quick time dependencies.
- Introducing Enhanced security feature.
- Updated user manual.

1.0.7.B14263AC823

- Robustness enhancements with ExacqVision Fix for rtsp server lockup over TCP (RTP/RTSP).

1.0.6.B12265AC811

- Robustness Improvement on RTSP Streaming.

1.0.5.B11916AC804

- Onvif integration improvement with 3rd party recorders.
- 5 video streams can now be obtained on Onvif client.
- Removal of the Java dependency for drawing motion detection regions on the camera GUI.

- Enhancement to SD card event recording. Maximum of 1000 latest video clips are displayed on camera GUI and the oldest clips are deleted.

1.0.4.B10374AC775

- Enhancement to SD card event recording.
- Enhancement to motion event logging.
- Streaming robustness enhancement.

1.0.3.B8187AC748

- Secondary Stream added on the Fisheye Image and Panorama Image with a low bandwidth MJPEG stream.
- Support for Applications – ExacqVision Edge.
- Improved Low-Light Performance, Exposure Flicker Control.
- SD Card Management and Event Downloads.
- HTTPS Protocol, 802.1x Security, CIFS.
- IP Filtering – Allow and Deny, FTP Transfer Rate Management.
- Signed Java Applet.
- Operating temperature threshold alert change up to 75 °C.

1.0.2.B6597ACB530

- OpenSSL Vulnerability fix (SSL/TLS MITM vulnerability.
- Robustness Improvement on RTSP Streaming.
- Image centering data is retained after a factory default.

1.0.1.B6012AC392

- Full integration with Exacq HDVR.

1.0.0.A4484AA806

- Initial Camera Firmware Release.

Firmware Upgrade

The Illustra 825 Fisheye Camera can be upgraded via the camera web GUI or by using the Illustra Connect Tool.

Upgrade Camera Firmware via the Web GUI

Note:
All existing camera settings are maintained when the firmware is upgraded.

It is recommended you clear your browser cache after a firmware upgrade.

Procedure: Upgrade Camera Firmware via the Web GUI

1. Use Internet Explorer to connect to the camera with 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 menu.

4. Select **Camera Upgrade** from the Maintenance menu. The Camera Upgrade tab displays.

5. Select **Browse**. The Choose file dialog is visible.

6. Navigate to where the firmware file has been saved. Select the firmware file then select the **Open** button.

7. Select **Upload**. The file transfer will begin and a progress bar will be displayed.

Upgrade Camera Firmware via Illustra Connect

Note:
All existing camera settings are maintained when the firmware is upgraded.

Procedure: Update Camera Firmware via 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.

Illustra Pro 5MP Fisheye Firmware 3.0 VideoEdge NVR Integration with new Firmware Features

Firmware 3.0.0.B20593AD907 reintroduces 4 active image sources to the Illustra Pro 5MP Fisheye, and allows for each supported image source to be dual streamed. It also provides a new image source Quad View

This document provides details on how to restore 4 active images or Add Quad View to VideoEdge NVR.

Procedure 1:
- Upgrading to Firmware 3.0 does not impact the existing configuration. If no changes are required on the image sources on the camera, then upgrading the camera on VideoEdge requires no other action.

Procedure 2:
- If upgrading to Firmware 3.0 and the camera configuration image source requires modification then please follow the steps outlined below:

  - o Following the upgrade, the Pro 5MP FE cameras needs to be removed from the VideoEdge NVR.
  - o The new configuration should be selected on the camera GUI, example:
    - select the new Quad image <u>or</u>
    - select 4 Active streams
  - o Once finalized – the camera should be added back to the VideoEdge NVR.
  - o This adds all channels as configured above with dual stream capability

Note: Quad View does not support vPTZ on Victor integration – Quad view vPTZ control is only possible through the camera GUI.

Third party software dependency removal

- No dependencies on 3rd Party Utilities for Camera Setup.
- No QuickTime and Java requirements.
- Camera GUI will always use a low resolution MJPEG stream (stream3) for GUI live view.

Enhanced Security

- On initial camera startup, or after a factory default, a user can choose to enable Enhanced Security. This setting can also be changed on the Security Status page on the camera GUI.
- In 2.0 firmware, when Enhanced Security is enabled, HTTP Authentication will be set to Digest. This will require that a user selects Digest authentication when adding the camera to a recorder.
- If Standard Security is selected, HTTP authentication will remain set to Basic.

When in Enhanced security also a number of operations will require authentication when enabling and disabling

Stream Combinations

Stream Combinations FW 1.00

Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Single Stream only	**Single Stream only**	**Single Stream only**	**Single Stream only**	**Single Stream only**
Fisheye	Fisheye	Not Available	Not Available	Not Available
Fisheye	Ceiling Panorama	Not Available	Not Available	Not Available
Fisheye	Wall Panorama	Not Available	Not Available	Not Available
Fisheye	Active Image X	Active Image X	Active Image X	Active Image X
Ceiling Panorama	Fisheye	Not Available	Not Available	Not Available
Ceiling Panorama	Ceiling Panorama	Not Available	Not Available	Not Available
Wall Panorama	Fisheye	Not Available	Not Available	Not Available
Wall Panorama	Wall Panorama	Not Available	Not Available	Not Available
Active Image X	Fisheye	Active Image X	Active Image X	Active Image X
Active Image X	Active Image X	Active Image X	Active Image X	Active Image X

Stream Combinations – FW 1.03

Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Dual Stream (manual enabling required)	**Dual Stream (manual enabling required)**	**Dual Stream (manual enabling required)**		
Fisheye	Ceiling Panorama	Not Available	Not Available	Not Available
Fisheye	Wall Panorama	Not Available	Not Available	Not Available
Fisheye	Active Image X	Active Image X	Not Available	Not Available
Ceiling Panorama	Fisheye	Not Available	Not Available	Not Available
Wall Panorama	Fisheye	Not Available	Not Available	Not Available

Stream Combinations FW 3.00

Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Dual Stream	**Dual Stream**	**Dual Stream**	**Dual Stream**	**Dual Stream**
Fisheye	Fisheye	Not Available	Not Available	Not Available
Fisheye	Ceiling Panorama	Not Available	Not Available	Not Available
Fisheye	Wall Panorama	Not Available	Not Available	Not Available
Fisheye	Active Image X	Active Image X	Active Image X	Active Image X
Fisheye	Quad Image	Not Available	Not Available	Not Available
Ceiling Panorama	Fisheye	Not Available	Not Available	Not Available
Ceiling Panorama	Ceiling Panorama	Not Available	Not Available	Not Available
Wall Panorama	Fisheye	Not Available	Not Available	Not Available
Wall Panorama	Wall Panorama	Not Available	Not Available	Not Available
Active Image X	Fisheye	Active Image X	Active Image X	Active Image X
Active Image X	Active Image X	Active Image X	Active Image X	Active Image X
Quad Image	Quad Image	Not Available	Not Available	Not Available

Known Limitations and Issues

PRODUCT	
Description	**Suggested Work-Around**
OSD will not be visible on GUI stream but will apply to main camera stream (RTSP and NVR streaming).	None.
User may experience a discoloration on the Active images – this shall last only a few seconds before the camera adjusts AWB settings.	If the discoloration remains please change and re-select the Image Source, this will correct the issue.
User may experience an Active image showing as a quad image - this lasts only a few seconds before the camera adjusts.	If the incorrect configuration remains please change and re-select the Image Source, this will correct the issue.
Do not remove the SD card when the ExacqVision Application is running. This may cause the camera to reboot.	Stop ExacqVision running first, then unmount the SD card (Edge Recording – SD Card Management) before removing the SD card.
The camera cannot be upgraded with IE8 or IE9.	Use IE10, IE11, Firefox, Chrome browsers or Illustra Connect tool.
Camera upload features (e.g. Certificate uploading, Backup / Restore) do not work on IE 8 or IE 9.	Use IE10, IE11, Firefox, Chrome.
In wall mount options - if factory defaulting and retaining PTZ Preset Pattern and Sequences, camera Mount will be changed from wall to ceiling – this will invalidate the retained Presets Patterns and Sequences making them unusable (112871).	If on wall mount avoid selecting retain Preset pattern and sequences. If already selected and execute Reset again without preserving Preset pattern and sequences.
ONVIF integration: When configuring the i825 Fisheye settings from an ONVIF client any changes made will not be reflected in the i825 Fisheye web GUI (QC2463).	Only the ONVIF client should be used for changing and querying i825 Fisheye settings. The i825 web GUI should not be used in this configuration.
With the camera GUI live view actively streaming and trying to enable meta data (secondary/dual stream) on the NVR will cause the NVR stream to stop. This is due to trying to open a 3rd video stream which the camera does not support. (QC2433).	User should configure the camera on the NVR for stream 1 & 2 before logging into the camera GUI. User should not access/modify live video stream 1 or 2 on the camera GUI while the camera is configured on the NVR.
Backup files are camera specific and therefore should not be installed on different cameras (108561).	None.

PRODUCT	
Description	**Suggested Work-Around**
Editing date or time will stop any running PTZ features (scan and pattern).	After editing date or time execute PTZ feature again.
User will notice a pink tint to the Ceiling Panorama image when changing between live streams in the GUI – this is an AWB adjustment and will only last a few seconds.	None.
When set to Wall mount - Default Scan limits show -300 and 300 on page when first accessed but these are -30 and 30 – these will show when page is refreshed (110432)	Refresh page to show correct values.
Wall Mode Scan - Left Scan limit can be set to be lower than the Right Scan Limit. This configuration causes the scan to run once and then stop (110431).	Configure scans with left scan limit to be higher than right.
IE cache intermittent issue - changing image mount under motion detection tab does not always update stream in java applet (111274).	Save new stream selection and navigate away from the page and return to page to see correct stream.
IP Filtering table is not cleared with a Factory Default (112870).	Manually clear the table.
After discovery with Illustra Connect, if the list is refreshed the Product name will show extra entry added to the actual name. This is just cosmetic. (104683).	Clear list or restart Illustra connect.
The Pro 5MP FE Fisheye may accept the firmware upgrade from the i625 PTZ, this will only reboot the camera – changes should not be applied to current firmware. (105101).	Only use model specific firmware.
Pro 5MP FE Fisheye FTP may result in 1 second less than buffer set – example pre and post buffer of 5 seconds create a clip of 9 seconds. (105700).	None.

PRODUCT	
Description	**Suggested Work-Around**
Picture setting - profile restore button will only display during the active session. Once logged out the restore button is no longer available 'Restore' picture settings is not available after a reboot (107343).	None.
Live View buttons are not localized for all languages. (107796)	None.
Privacy zones - When drawing a privacy zone if you touch the border of the image, you lose control of the resize (QC2110)	Do not allow the zone to extend further than the draw area.
ONVIF XML metadata message does not have the <tt:Event> envelope (QC 2552)	None.
Fisheye image will not stream at 1fps and CBR=16 or CBR=10000 (110429)	Stream Fisheye stream at higher FPS.

Technical Tips

PRODUCT	
Description	**Suggested Work-Around**
The camera should be configured accordingly prior to being added to a recorder. If factory defaulting the camera it is recommended to remove it from the recorder and reconfigure settings prior to adding back to recorder.	
Logs & Boot log Filter by name will not work if previous result returned 0 values (Lines set to 0). (QC1988).	When using the filter ensure that the lines field has the number of maximum lines that you want to see (figure must be greater than 0).
Date and Time can't be synchronized with an NTP server on a Windows XP machine (QC2081).	N/A.
With the camera GUI live view actively streaming and trying to enable meta data (secondary/dual stream) on the NVR will cause the NVR stream to stop. This is due to trying to open a 3rd video stream which the camera does not support. (QC2433).	User should configure the camera on the NVR for stream 1 & 2 before logging into the camera GUI. User should not access/modify live video stream 1 or 2 on the camera GUI while the camera is configured on the NVR.
With the camera GUI live view actively streaming (or codec sharing) a Stream on NVR, if the user changes the (codec sharing) stream configuration on NVR, this will not update the stream configuration on the camera GUI. This is due to the camera remembering the old rtsp session parameters and therefore the camera live video may fail to stream if you start and stop video. The camera will not automatically be updated with the new stream parameters from NVR. (QC 2434)	User can refresh the camera web page or log out of the camera GUI and log back in again.
In order for the camera to work as expected, It's recommended to remove camera from Milestone before FW upgrade. If the camera was upgraded while on Milestone, see the work around. This is also applicable when changing the image source of a camera in the camera GUI.	User needs to go to Services-> Restart All Services on Milestone. User will also need to Close the application (File->Exit) and re-launch the application.

PRODUCT	
Description	Suggested Work-Around
In order for the camera to work as expected, It's recommended to remove camera from Milestone before FW upgrade. If the camera was upgraded while on Milestone, see the work around. This is also applicable when changing the image source of a camera in the camera GUI.	User needs to go to Services-> Restart All Services on Milestone. User will also need to Close the application (File->Exit) and re-launch the application.
User may experience issues adding camera to Milestone.	Clear the Milestone cache

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	**Brazil (South)**	**Brazil (North)**
Contact: Cesar Cristal	Contact: Dani Hissnauer Miguel	Contact: Wagner Soares
Phone: +54-11-4711-8711	Phone: +55 (11) 2172 9224	Phone: +55 (21) 2108-6016 x.250
Cell: +54911-6452-7573	Cell: +55 (11) 97663-2653	Cell: +55 (21) 99153-3519
Email: ccristal@tycoint.com	Email: danimiguel@tycoint.com	Email: wsoares@tycoint.com

Northern Latin America & Caribbean	**Mexico**
Contact: Hildebrando Duran	Contact: Marco Antonio Salguero
Phone: +57-1638-6278	Phone: +52-55-5488-8092
Cell: +57-317668-9590	Cell: +52-55-1473-4946
Email: hiduran@tycoint.com	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

8200-1031- 04 T0