



CM-6308-P1-I

Release Notes

Firmware Version 20190530

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Document History

| Version | Date | Comment |
|---------|---------------|-----------------|
| 1 | June 23, 2019 | GA PoE+ release |

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1 Version Content

1.1 Version Details

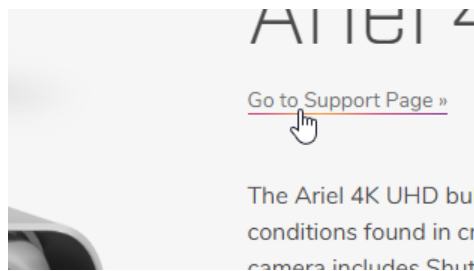
Full version details:

| Model/Component | Firmware Version |
|-----------------|------------------|
| CM-6308-P1-I | 20190530 |

1.2 Firmware Version Location

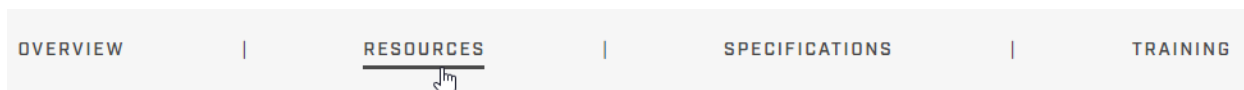
To download the Firmware:

- 1) Navigate to the FLIR Visible camera page: <https://www.flir.com/browse/security/visible-security-cameras/>
- 2) Click on the camera of choice
- 3) Click "Go to support page" under the Product name



Example of "Go to support page" link

- 4) Click on the "Resources" tab



- 5) Find and download relevant Firmware

The firmware is also available by email from product.enterprise.support@flir.com.

2 Supported Products and Platforms

This version is applicable to the following products:

| Product Name | Description |
|--|---|
| CM-6308-P1-I Multi-imager | CM-6308 indoor/outdoor 4x2K Convertible 180°/360° panoramic mini-dome IP camera. The cameras support up to three streams at 8MP. Stream1 supports H.265 and H.264 compression only at 3840x2160/1440. Stream2 and Stream3 support H.265, H.265, and MJPEG compression. The unit features True Day/Night (ICR) and an infrared LED illuminator. It also includes Audio Line-In, Audio Line-Out, Alarm-in, and Alarm-out connections, and a microSD card drive for storing recordings and snapshots |
| United VMS 7.0 LU 5784 and higher (partial support for CM-IMG5-63P) | Latitude/Horizon/Meridian update 7.0.0.5784 and above. |
| United VMS 8.0 LU 6119 and higher (full support for CM-IMG5-63P) | Latitude/Horizon/Meridian update 8.0.4.6119 and above. |
| DNA 2.2.1.9 or higher | Utility required for initial discovery of the camera on networks without a DHCP server. To download the latest version of DNA and the DNA User Manual follow instructions here |



Note:

1. To discover the CM-6308-P1-I camera in Latitude/Horizon/Meridian, select the *FLIR* option for the Unit Type in the Admin Center discovery.
2. The camera's web UI is supported on Microsoft Internet Explorer 10 and above (32-bit version); Microsoft Edge 38 and above; Chrome v.55 and above; Firefox v.50 and above

3 Key Features

3.1 Enhanced Power Protection

The camera is supported on a PoE+ (at 30W) or 24VAC power sources only. If the camera detects an insufficient power source, and continuously reboots unnecessarily, it would power up with limited features (MJPEG dark video displayed at 1 fps, SD card, IR LEDs, Heater, and USB port all disabled) and display a message to the user that the power level is inadequate.

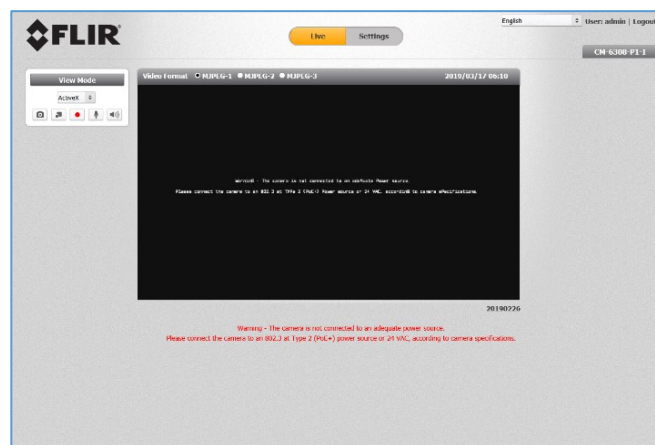


Figure 1 – Limited Features Mode

Note that if the camera changes its power level, for example, by turning on IR LEDs or heater, it would consume additional power, and if that power is not available, it may change its power state to the limited features state or reboot several times, as described above.

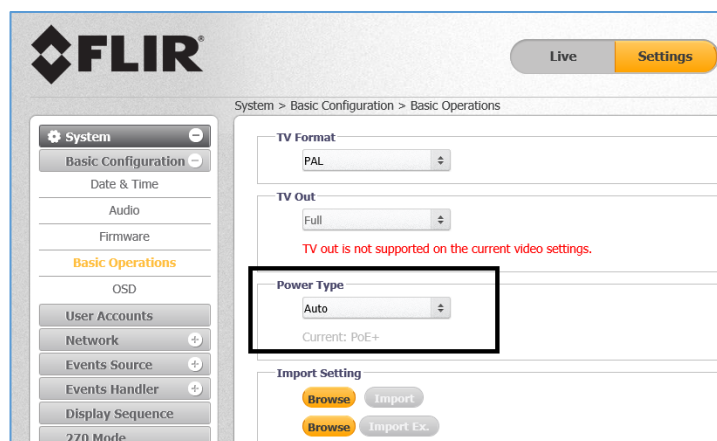


Figure 2 – Power Type Control

Note: On firmware 20190530, the camera is set by default to power type 'PoE+'. This is the recommended setting. Please make sure to change the setting after a firmware upgrade.

4 Firmware Upgrade Procedure

**Note:**

It is recommended to:

1. Clear the browser's cache
2. Remove the existing Ariel player before accessing the camera.
3. **On the first time that the camera is upgraded with the new firmware, it will backup its stitching table. This process would take 15-20 minutes, during which the camera would be accessible but not usable. Do not reboot the camera during this process.**

The camera's firmware can be updated by using the Discovery Network Assistant (DNA) tool or over the web from the unit's web interface. It is recommended to use DNA firmware version 2.2.1.9 or higher to upgrade from a previous firmware version.

**Note:**

If a CM-IMG5-63P is to be used, do not physically install it until indicated as part of the firmware upgrade steps below.

It's highly recommended not to downgrade any of the camera's firmware.

4.1 Order of Upgrade

4.1.1 Multi-imager unit is currently on firmware 20171218

1. Upgrade the camera firmware via the web UI or DNA using file *CM-6308-P1-I_20190530.bin*.
2. If a CM-IMG5-63P is going to be used, set the camera in 360 mode (by adjusting it physically) and attach the accessory.

4.1.2 Multi-imager unit is currently on firmware 2018xxxx (beta)

1. If a CM-IMG5-63P is going to be used, set the camera in 360 mode (by adjusting it physically) and attach the accessory.
2. Upgrade the camera firmware via the web UI or DNA using file *CM-6308-P1-I_20190530.bin*.

4.1.3 Multi-imager unit is currently on firmware 20190226 or later and installing a CM-IMG5-63P

1. If a CM-IMG5-63P is going to be used, set the camera in 360 mode (by adjusting it physically) and attach the accessory.
2. Upgrade the camera firmware via the web UI or DNA using file *CM-6308-P1-I_20190530.bin*.

4.2 Upgrading with DNA

How to perform the firmware upgrade

Run DNA and perform the firmware upgrade according to instructions in the *[DNA User Manual](#)*. To download the manual, find the steps [here](#).

4.3 Upgrading from the Camera's Web Interface

How to perform the firmware upgrade

The order in which the firmware upgrade is to be done is important and is covered in section 4.1 above. Section 4.3 details the specific locations in the web UI that are involved in the upgrade process.

To upgrade the camera's firmware

1. From the **Setup** tab in the unit's web interface, select **System > Basic Configuration > Firmware**.
2. To load the camera's firmware, under **Firmware Upload**, Click **Browse** to locate the firmware file.
3. Select the file. The file name is displayed (for example, CM-6308-P1-I_20190530.bin).
4. Click **Upgrade**. The upgrade process takes about three minutes. After the firmware has upgraded successfully, the camera reboots. The **Rebooting Complete** dialog box opens.

5 United VMS Compatibility

The firmware was approved for United VMS 7.0.0.5784 and United VMS 8.0.4.6119 or higher.

It is necessary to install an Update Patch for the unit to operate with United VMS 7.0 and United VMS 8.0. For additional details, please see the UVMS support documentation.

6 Known Issues

| Issue | Comments |
|---|---|
| When upgrading an attached camera from 20171218 to 20190530, the scene may occasionally remain inaccessible (no video) after the upgrade. | Manually re-discover the camera on the VMS. |
| Unable to rediscover an attached camera to UVMS from 360 mode to 180 mode. | Remove the video profile on the VMS and try again. |
| When upgrading from 20171218 to 20190530, the SD card recording Overwrite setting is disabled. | Enable the recording Overwrite on the camera's web UI. |
| Only the main Multi-imager stream is being recorded on the SoE. | |
| A camera's time may go out of sync after firmware upgrade. | Re-sync the time as needed. If using SoE on the VMS, consult with the VMS manual for additional details. |
| On some cases, generating a self-signed certificate fails | <ol style="list-style-type: none"> 1. Try Again. 2. If the camera is attached to the VMS, re-discover it. 3. Apply partial factory defaults. |
| The user is unable to connect to the SoE FTP. | |
| The camera is set on CBR by default. The user has to use the web UI to change the rate control to CVBR. | Quality parameter on UVMS is only effective on CVBR. |
| Possible video loss when changing video configuration if the OSD contains a text longer than 5 characters. | |

Appendix

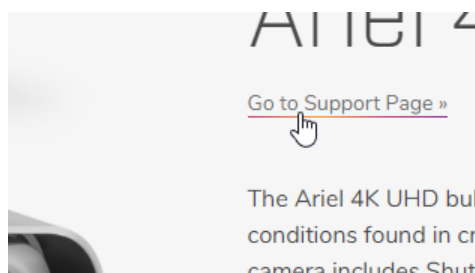
A.1. Discovering and Configuring the Camera with DNA

DNA 2.2.1.9 or higher is required for the initial discovery of the camera on networks without a DHCP server. DNA is also used to access the camera and to change its IP address.

If you have more than one camera, connect them one at a time and change their IP addresses to avoid potential network conflicts.

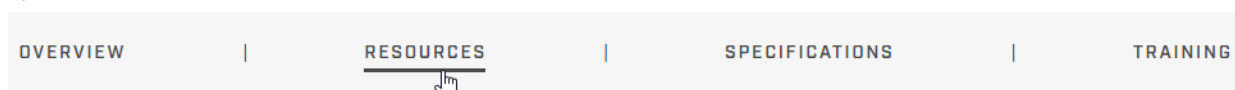
To download the DNA and for detailed guidelines about DNA and its usage, refer to the *DNA User Manual*, found on the camera product page of the website:

- 1) Navigate to the FLIR Visible camera page: <https://www.flir.com/browse/security/visible-security-cameras/>
- 2) Click on the camera of choice
- 3) Click "Go to support page" under the Product name



Example of "Go to support page" link

- 4) Click on the "Resources" tab



- 5) Find and download relevant documentation and software



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