Ariel Gen III

Release Notes

Firmware Version 20190527
# Table of Contents

1 Introduction........................................................................................................................................1  
  1.1 Version Details.................................................................................................................................1  
  1.2 Firmware Version Location .........................................................................................................1  

2 Supported Products and Platforms .................................................................................................2  

3 Key Features .....................................................................................................................................4  
  3.1 IR LEDs Operating Normally .......................................................................................................4  

4 Firmware Upgrade Procedure ........................................................................................................5  
  4.1 Upgrading with DNA ......................................................................................................................5  
        How to perform the firmware upgrade .....................................................................................5  
  4.2 Upgrading from the Camera’s Web Interface ............................................................................5  
        How to perform the firmware upgrade .....................................................................................5  

5 United VMS Compatibility ..............................................................................................................6  

6 Known Issues ....................................................................................................................................7  

Appendix ...............................................................................................................................................8  
  A.1. Discovering and Configuring the Camera with DNA .................................................................8
1 Introduction

This firmware release resolves an IR LEDs performance issue on Ariel Gen III cameras (CB-3304/8 & CM-3304/8) that was introduced in firmware 20190125.

1.1 Version Details

Full version details: camera firmware version 20190527.

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

4) Click on the "Resources" tab

Example of "Go to support page" link

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:

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CM-3304/CM-3308</td>
<td>CM-330X indoor/outdoor mini-dome IP camera. The unit is a day/night camera with a 4MP (CM-3304) or 8MP (CM-3308) sensor and includes an IR cut filter, audio line in and alarm in. It supports four streams: 4MP or 8MP, Full HD 1080p, HD 720p, and D1 with H.265, H.264 or MJPEG compression.</td>
</tr>
<tr>
<td>CB-3304/CB-3308</td>
<td>The cameras support up to three streams at 4MP (CB-3304-11-I and CB-3304-21-I) or 8MP (CB-3308-11-I) with H.265, H.264 or MJPEG compression. The units feature True Day/Night (ICR) and an infrared LED illuminator. They also include Audio Line-In, Audio Line-Out, Alarm-in, and Alarm-out connections.</td>
</tr>
<tr>
<td>United VMS 7.0 LU 5784 and higher</td>
<td>Latitude/Horizon/Meridian update 7.0.0.5784 and above.</td>
</tr>
<tr>
<td>United VMS 8.0 LU 6119 and higher</td>
<td>Latitude/Horizon/Meridian update 8.0.4.6119 and above.</td>
</tr>
<tr>
<td>DNA 2.2.1.9 or higher</td>
<td>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 <a href="#">here</a></td>
</tr>
</tbody>
</table>

**Note:**

1. To discover the Ariel Gen III 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 IR LEDs Operating Normally
Cameras loaded with firmware 20190125 by default have significantly reduced IR LED illumination at low light conditions. This issue is corrected in this firmware (20190527).
4 Firmware Upgrade Procedure

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.

4.1 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.

4.2 Upgrading from the Camera's Web Interface

How to perform the firmware upgrade

1. From the Setup tab in the unit's web interface, select System > Basic Configuration > Firmware.
2. Click Browse to locate the firmware file.
3. Select the file. The file name is displayed (for example, ArielFHD_20170714).
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. Click OK. The Live screen 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.
# 6 Known Issues

<table>
<thead>
<tr>
<th>ID</th>
<th>Issue</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>Video on the VMS stops for a few seconds while configuring analytics on the web UI.</td>
<td>Manually re-discover the camera on the VMS.</td>
</tr>
<tr>
<td>79</td>
<td>When upgrading an attached camera from 20170914 to 20190527, the scene sometimes remains inaccessible (no video) after the upgrade.</td>
<td>Manually re-discover the camera on the VMS.</td>
</tr>
<tr>
<td>47009</td>
<td>Counting numbers on the VMS may appear vertically on a relatively small tile</td>
<td></td>
</tr>
<tr>
<td>141</td>
<td>When upgrading from an old GA to the new GA firmware, the SD card recording Overwrite setting is disabled.</td>
<td>Enable the recording Overwrite on the camera’s web UI.</td>
</tr>
<tr>
<td>82</td>
<td>SoE clips don’t contain analytic metadata/OSD</td>
<td></td>
</tr>
<tr>
<td>92</td>
<td>Camera may go out of time sync after a while</td>
<td></td>
</tr>
<tr>
<td>99</td>
<td>The dwell time on the Loitering rule does not reset per object</td>
<td></td>
</tr>
<tr>
<td>103</td>
<td>Some jitter in the video stream may appear when advanced VMD is working at the same time as the SoE</td>
<td></td>
</tr>
<tr>
<td>130</td>
<td>Basic Video Analytics OSD is not saved in snapshots or clips</td>
<td></td>
</tr>
<tr>
<td>132</td>
<td>Unable to disable ROI on the camera’s web UI</td>
<td></td>
</tr>
<tr>
<td>145</td>
<td>On some cases, generating a self-signed certificate fails</td>
<td>1. Try Again. 2. If the camera is attached to the VMS, re-discover it. 3. Apply partial factory defaults.</td>
</tr>
<tr>
<td>FLIR-172</td>
<td>On some cases, video may be lost after enabling certain basic analytics rules.</td>
<td>Reboot the camera.</td>
</tr>
</tbody>
</table>
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

4) Click on the "Resources" tab

5) Find and download relevant documentation and software