



CB-3308-11-I

Release Notes

Firmware Version 20191018

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Document History

Version	Date	Comment
1	May 21, 2020	GA release & new heater solution

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1 Introduction

This firmware release for CB-3308-11-I supports a heater ring that assists in combatting condensation within the camera. It also has backwards compatibility for older hardware.

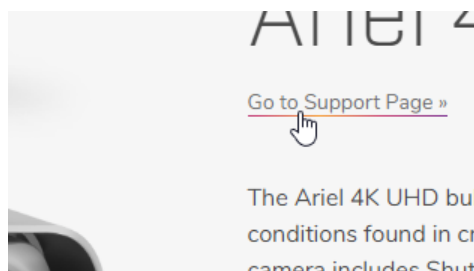
1.1 Version Details

Full version details: camera firmware version 20191018.

1.2 Firmware Version Location

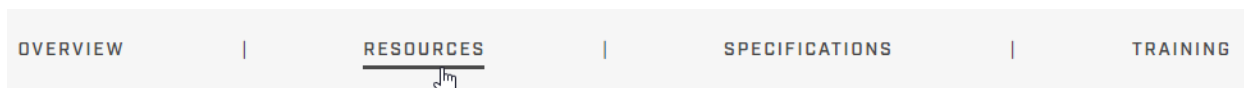
To download the Firmware:

- 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
CB-3308	The cameras support up to three streams at 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.
United VMS 7.0 LU 5784 and higher	Latitude/Horizon/Meridian update 7.0.0.5784 and above.
United VMS 8.0 LU 6119 and higher	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 <i>DNA User Manual</i> follow instructions here



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 Improved Anti-Condensation Measures

This firmware release for CB-3308-11-I supports a heater ring that assists in combatting condensation within the camera. It also has backwards compatibility for older hardware.

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

ID	Issue	Comments
40	Video on the VMS stops for a few seconds while configuring analytics on the web UI.	
79	When upgrading an attached camera from 20170914 to 20191018, the scene sometimes remains inaccessible (no video) after the upgrade.	Manually re-discover the camera on the VMS.
47009	Counting numbers on the VMS may appear vertically on a relatively small tile	
141	When upgrading from an old GA to the new GA firmware, the SD card recording Overwrite setting is disabled.	Enable the recording Overwrite on the camera's web UI.
82	SoE clips don't contain analytic metadata/OSD	
92	Camera may go out of time sync after a while	
99	The dwell time on the Loitering rule does not reset per object	
103	Some jitter in the video stream may appear when advanced VMD is working at the same time as the SoE	
130	Basic Video Analytics OSD is not saved in snapshots or clips	
132	Unable to disable ROI on the camera's web UI	
145	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.
FLIR-172	On some cases, video may be lost after enabling certain basic analytics rules.	Reboot the camera.

Appendix

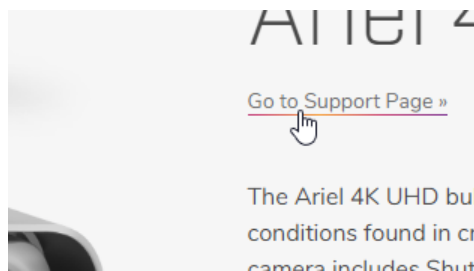
A.1. Discovering and Configuring the Camera with DNA

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.

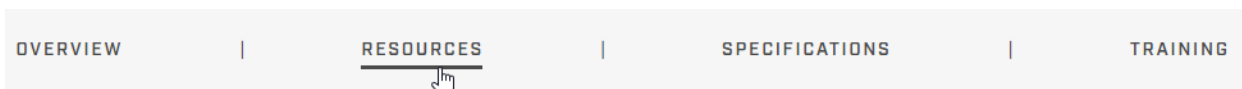
To download the DNA and for detailed guidelines about DNA and its usage, refer to the *DNA User Manual*, found on the camera product page of the website:

- 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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