AW-HE50 Firmware Upgrade Procedure

Please be sure to read this first.

The update of AW-HE50 camera is performed via a network from Web setting screen on PC.

There might be accidents in the process of updating such as changing the camera settings and others by mistake. Please perform the update after taking every situation into careful consideration.

It is recommended that the current settings should be noted down in advance.

◆[Disclaimer of warranty]

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(7)   LOSS OF REGISTERED DATA CAUSED BY ANY FAILURE;

(8)   ANY DAMAGE OR CLAIMS DUE TO LOSS OR LEAKAGE OF IMAGE DATA OR SETTING DATA SAVED ON THIS UNIT OR ON A MEMORY CARD OR COMPUTER.

◆[Network security]

As connected to a network, your attention is called to the following security risks.

(1)   Leakage or disclosure of information transmitted via this unit

(2)   Unauthorized use of this unit by a third person with malicious intent

(3)   Interference or stoppage of this unit by a third person with malicious intent

It is your responsibility to take sufficient network security measures such as those described below to protect yourself against the above risks.

+ Use this unit in a network secured by a firewall, etc.

+ If this unit is used in a system with a computer connected, make sure that checks for and removal of computer viruses and malicious programs are implemented regularly.

+ Do not install the unit in a location where the unit, cables, and other parts may be easily damaged.

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1. Preparation

< Required PC environment >
<CPU> Intel Core2 DUO 2.4 GHz or faster recommended
<MEMORY> 512 MB or more, When using Windows Vista 1 GB or more,
　　　　　and when using Windows 7: 1 GB [32 bits] or 2 GB [64 bits] or more
<Network function>10Base-T or 100Base-TX port 1
<Image display function> Resolution: 1024 768 pixels or more, Color generation:True Color 24 bits or more
<Supported OS and Web browser>
 Windows 7 Professional 32/64-bit (*1) , IE 8.0 (*2)
 Windows Vista Business SP1 32-bit , IE 7.0
 Windows XP (*3) Home Edition SP3/ Professional Edition SP3 , IE 6.0
  *1) This cannot be used in the Windows XP compatibility mode.
  *2) This cannot be used with the 64-bit version of IE 8.0.
  *3) The Windows XP Professional x64 Edition is not supported.

< Copy to file for update >

1. Download the file for the update from "Support " web site.
    Click next to "Service and Suppot" tab.   http://pro-av.panasonic.net/en/

    AW-HE50S or AW-HE50H

2. Copy the file "*****.zip" to hard disk of your PC and extract the file.
    The folder contains the following two software programs for upgrading.
    Do not change these filenames.(The software version is entered in the [***] part.)
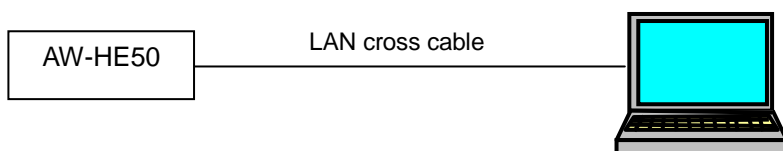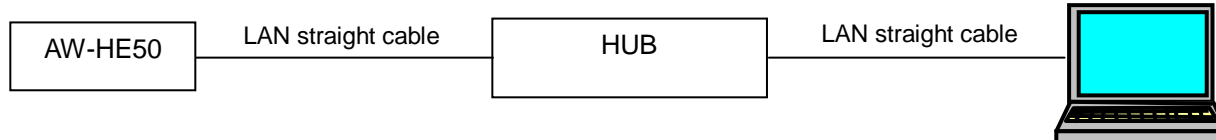   Ensure that both software programs are upgraded without fail.

   (For AW-HE50**H**)
    Camera Main he50_cameramain_***.bin
    Network   he50_network_*****h**.img

   (For AW-HE50**S**)
    Camera Main he50_cameramain_***.bin
    Network   he50_network_*****s**.img

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< Connection AW-HE50 to PC>

＜When LAN cross cable is used ＞

| AW-HE50 | —— LAN cross cable —— | 💻 |

＜When LAN straight cable is used ＞

| AW-HE50 | LAN straight cable | HUB | LAN straight cable | 💻 |

The LAN cross cable is used when connecting a personal computer directly to the unit's LAN connector for IP control, and the LAN straight cable is used when making the connection through a switching hub.

Select an IP address for the personal computer within the private address range while ensuring that it is different from the address of the unit. Set the subnet mask to the same address as the unit.

Example
AW-HE120   192. 168. 0. 10
PC   192. 168. 0. 100

Unit's IP address and subnet mask (factory settings)

IP address   : 192.168.0.10

Subnet mask   : 255.255.255.0
   Range of private addresses: 192.168.0.1 to 192.168.0.254

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2. Update procedure

The update of AW-HE50 camera is performed via a network from Web setting screen on PC.There might be accidents in the process of updating such as changing the camera settings and others by mistake.   Please perform the update after taking every situation into careful consideration.
It is recommended that the current settings should be noted down in advance.

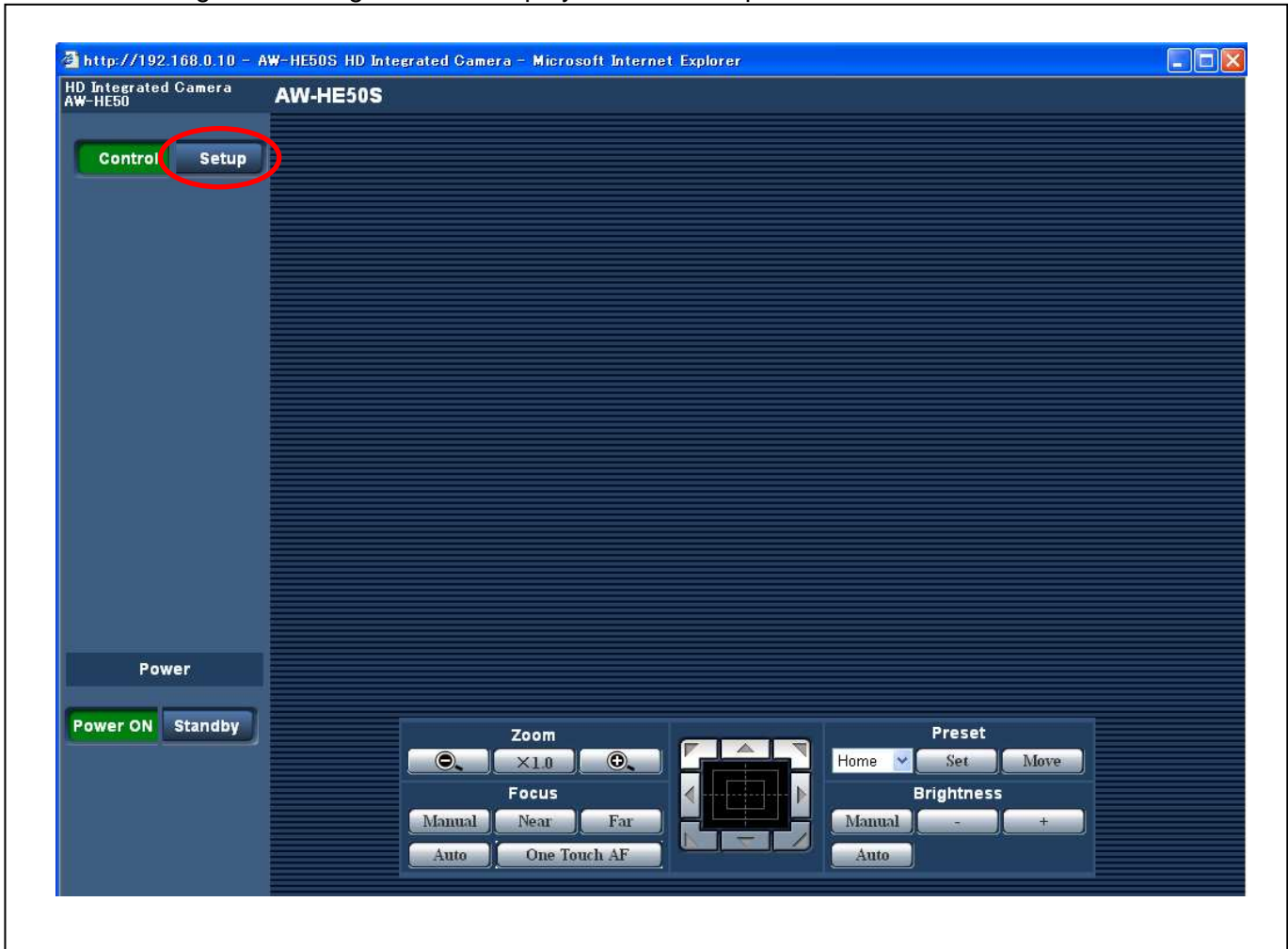1. Turn on the AW-HE50, Check PC connecting a local network.

2. Start the Web browser, and access following URL.
    http://192.168.0.10
    Note: The IP address set as AW-HE50 depending on a customer's employment may have been changed.

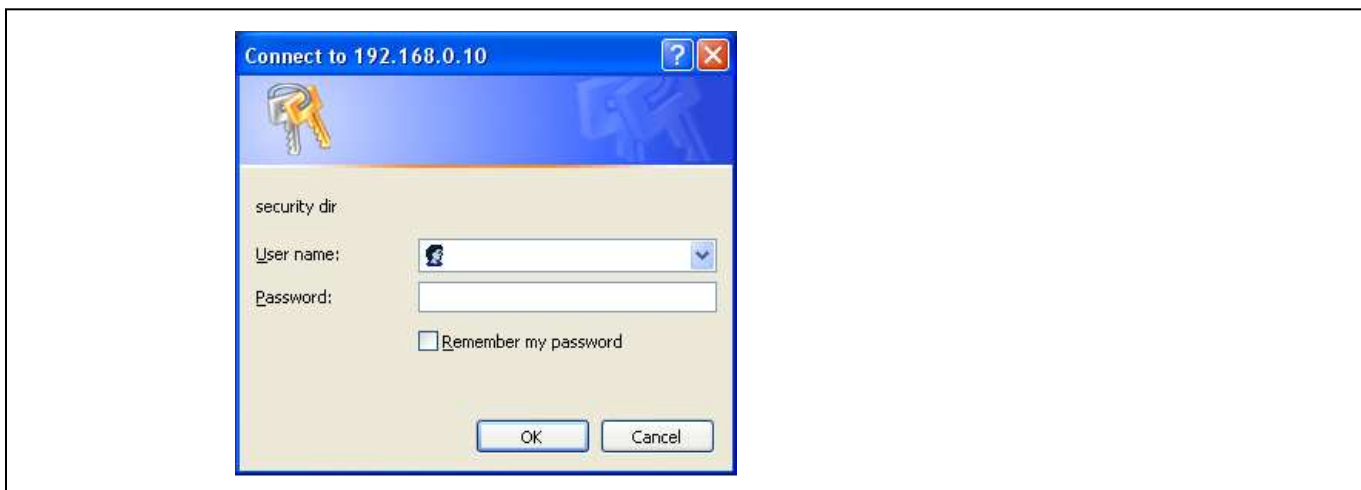3. The following Web setting screen is displayed. Click Setup button.

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4. Clicking **Setup** button, the following screen is displayed. Click **OK** button on the screen, setup menu is displayed.

NOTE:
When the Setup button is clicked for the first time, the following login screen is displayed.
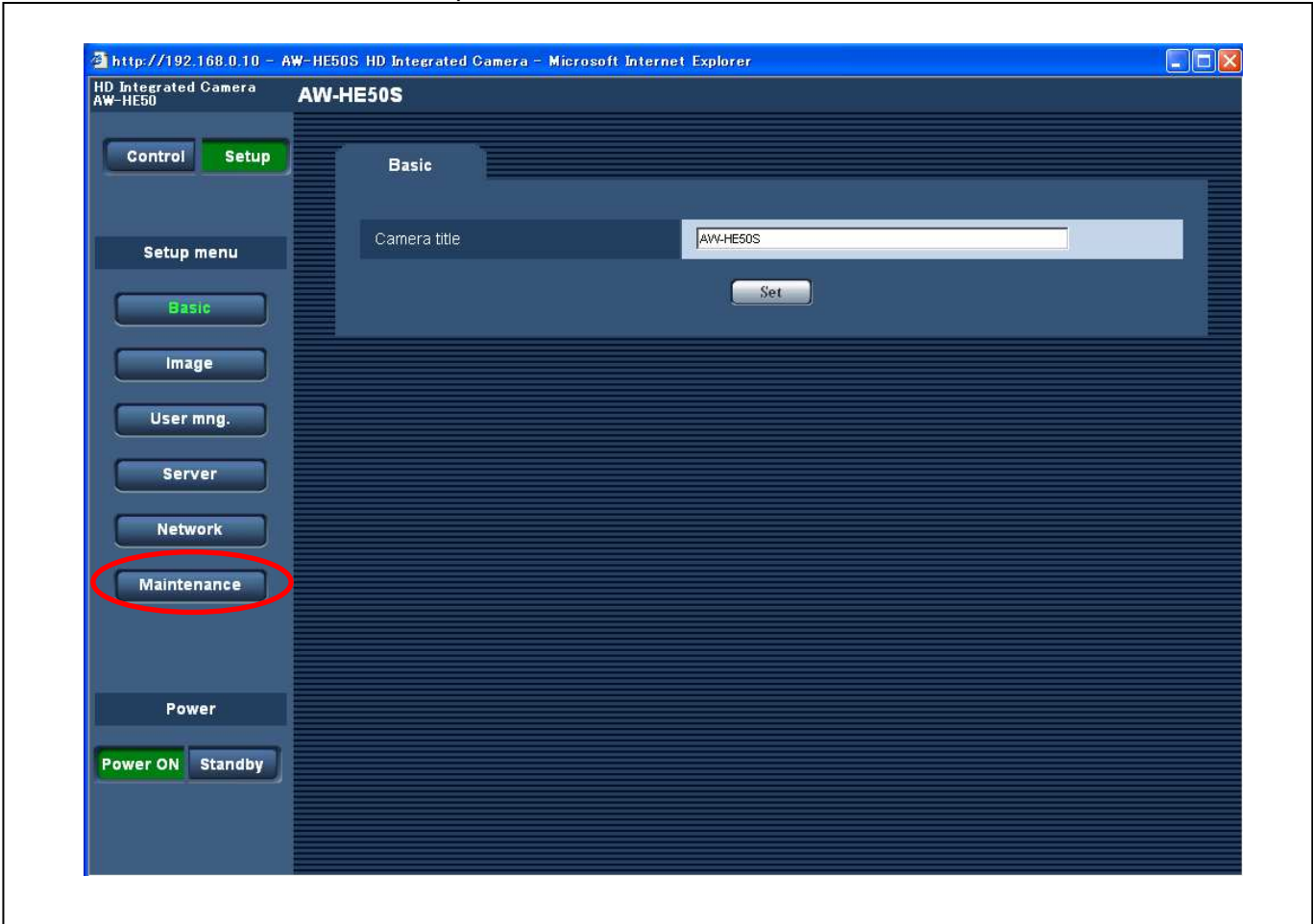

Input the following default values. Clicking OK button after inputting values, the message screen shown in step 4 is displayed.
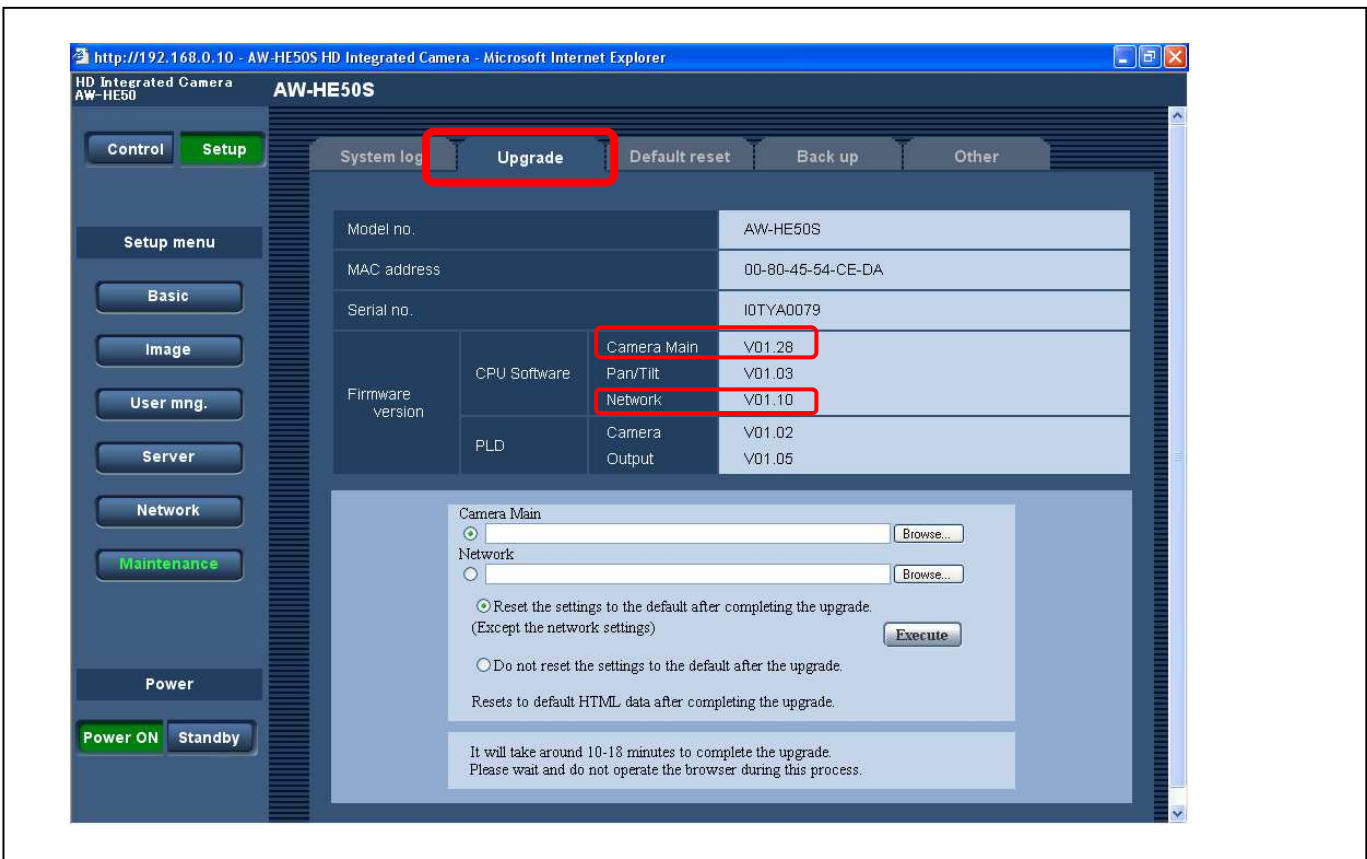
User name	admin
Password	12345

NOTE: The user name and password which are set as AW-HE50 depending on a customer's employment may have been changed. In that case, a confirmation is required.

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5. Select the "Maintenance" in Setup menu. Click Maintenance button.

6. The **Maintenance** setting screen is displayed. Clicking **Update tab**, Update screen is displayed.
    The version of firmware can be confirmed.

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7. Select the software program whose version is to be upgraded.Select either the [Camera Main] or [Network] radio button.
   It does not matter which software program is upgraded first, but both programs cannot be upgraded at the same time. Click the [Browse] button to the right of the field, Select the software program for upgrading.
   (For AW-HE50**H**)
   　Camera Main　　　he50_cameramain_***.bin
   　Network　　he50_network_*****h**.img
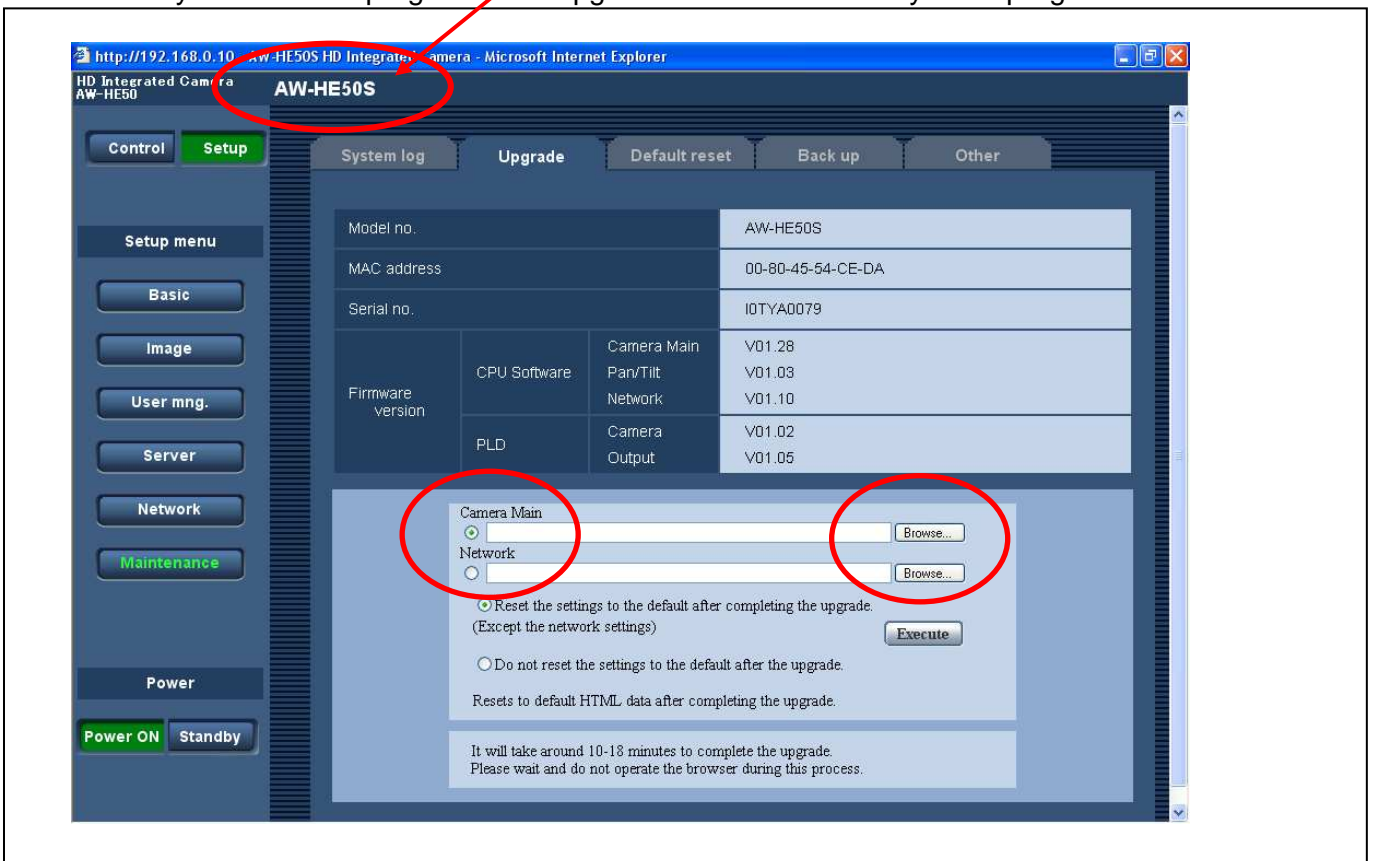   (For AW-HE50**S**)
   　Camera Main　　　he50_cameramain_***.bin
   　Network　　he50_network_*****s**.img
   There is the difference in Network software between HDMI model (AW-HE50H) and SDI model (AW-HE50S).　Please do not make a mistake in selecting.　Model type of your AW-HE50 camera is displayed at the upper part of Web setting screen.
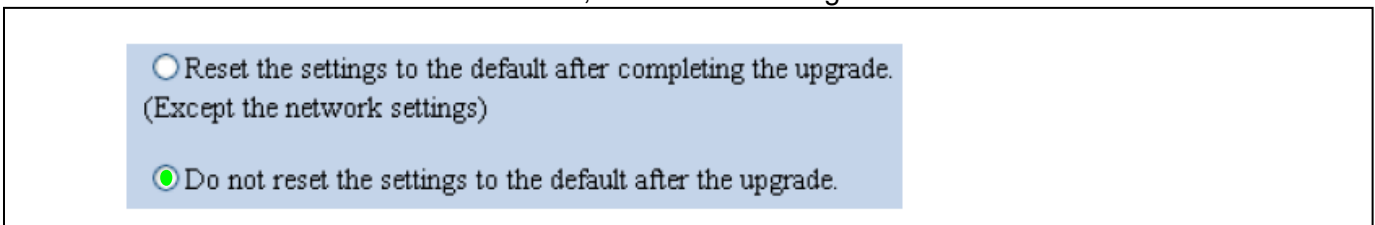   The file and folder names must not include any spaces or full-size characters.
   Select only the software program to be upgraded: Do not select any other program.

8. After the software program upgrading has been completed, select whether to reset the settings to their defaults.
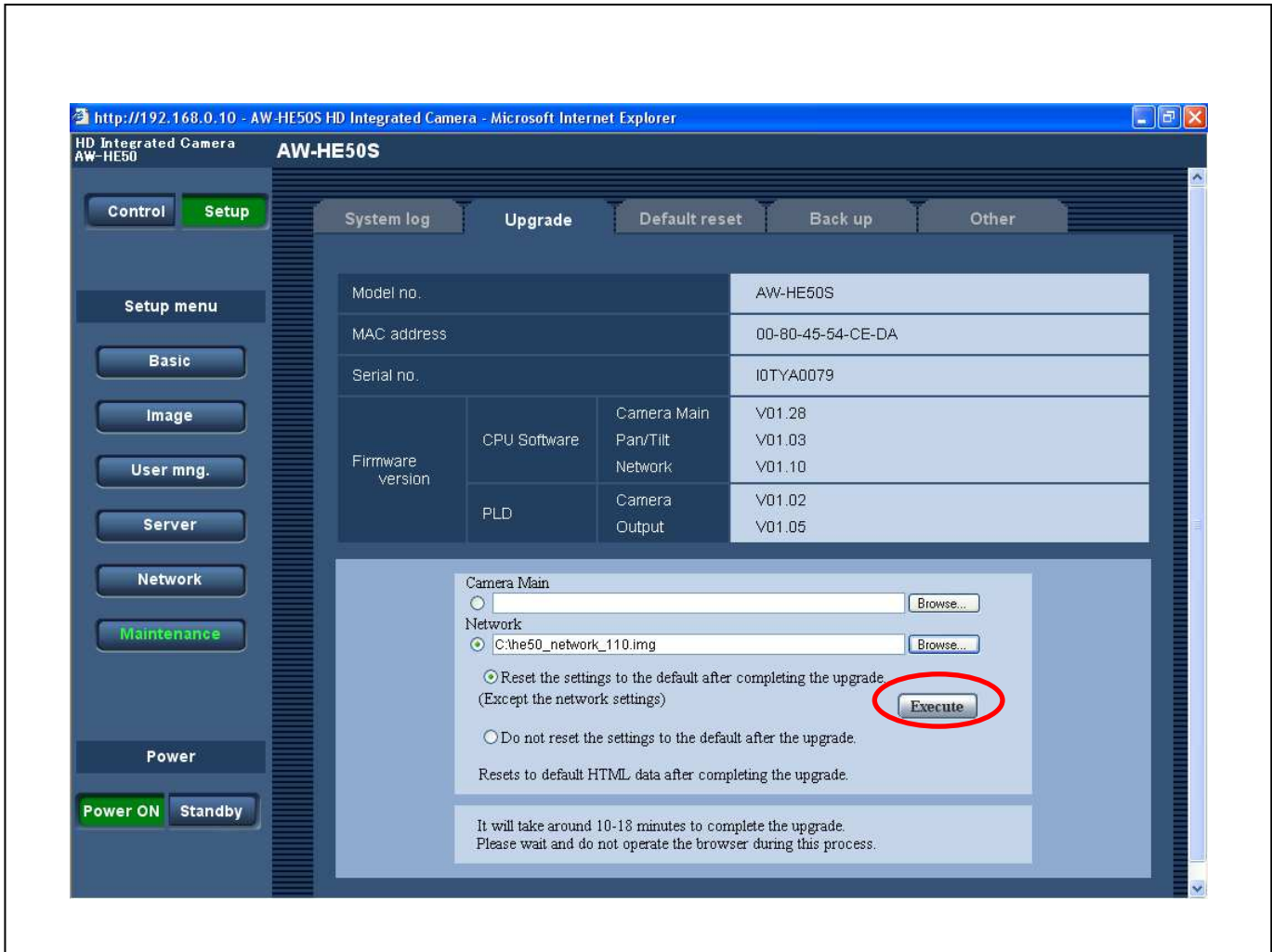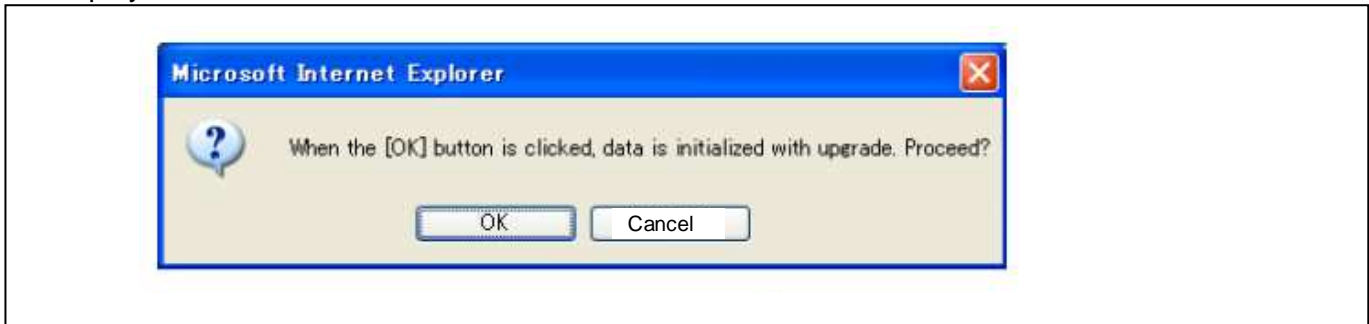   When the bottom radio button is selected, none of the settings are reset to their defaults.

   Caution:When the top radio button is selected, the settings listed below are reset to their defaults.
   　　　All the settings under [Setup] -> [Basic]
   　　　All the settings under [Setup] -> [User mng.]
   　　　All the settings under [Setup] ->[Server]
   　　　All the settings under [Setup] ->[Network] -> [SNMP]
   　　　[Setup] -> [Maintenance] -> [System log] system log history
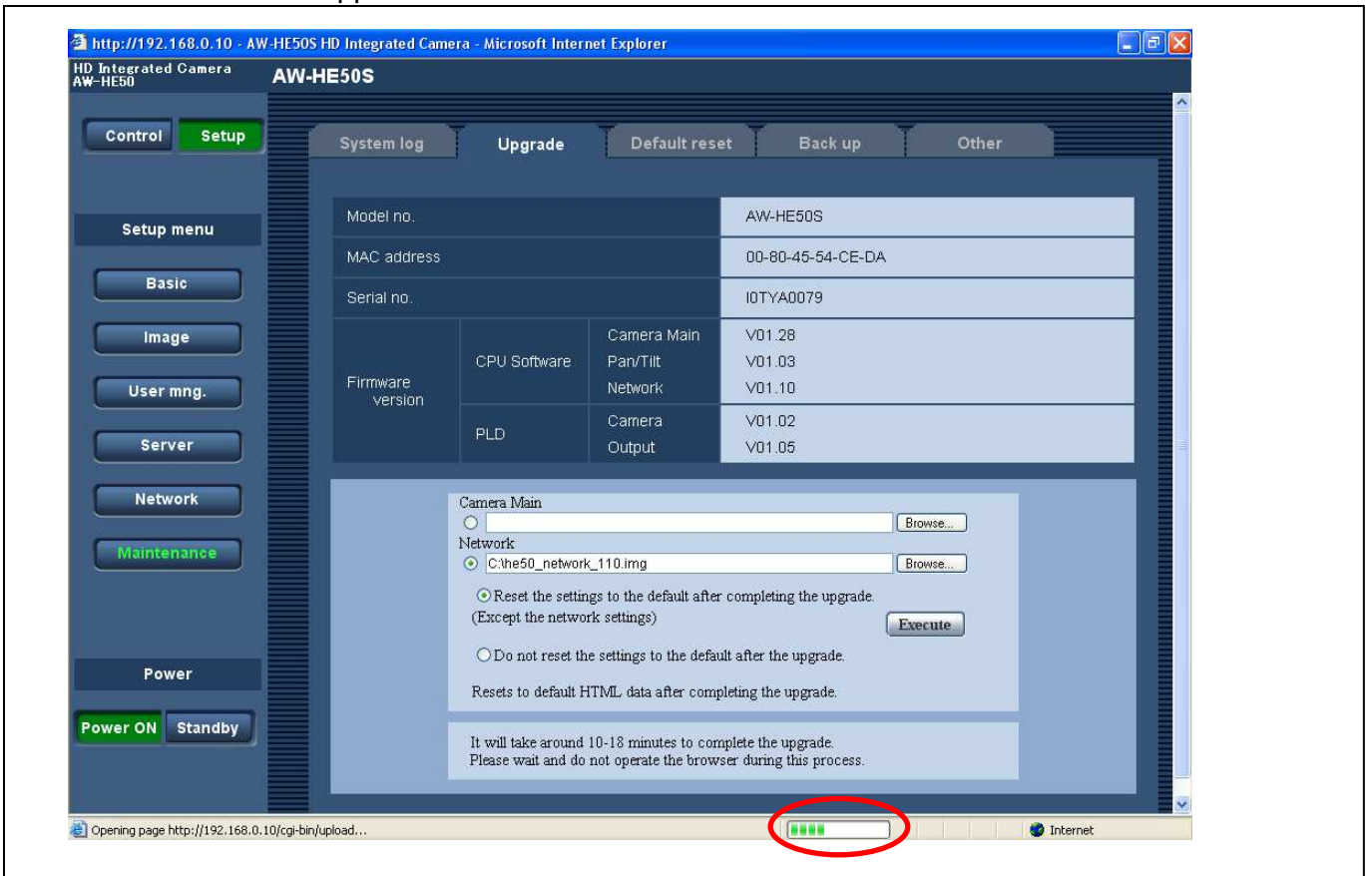
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9. Click **Excecute button**.

10. If "Reset the settings to the default after completing the upgrade." was selected in step 8, a popup screen which prompts the user to confirm whether software program upgrading is to be started is displayed.
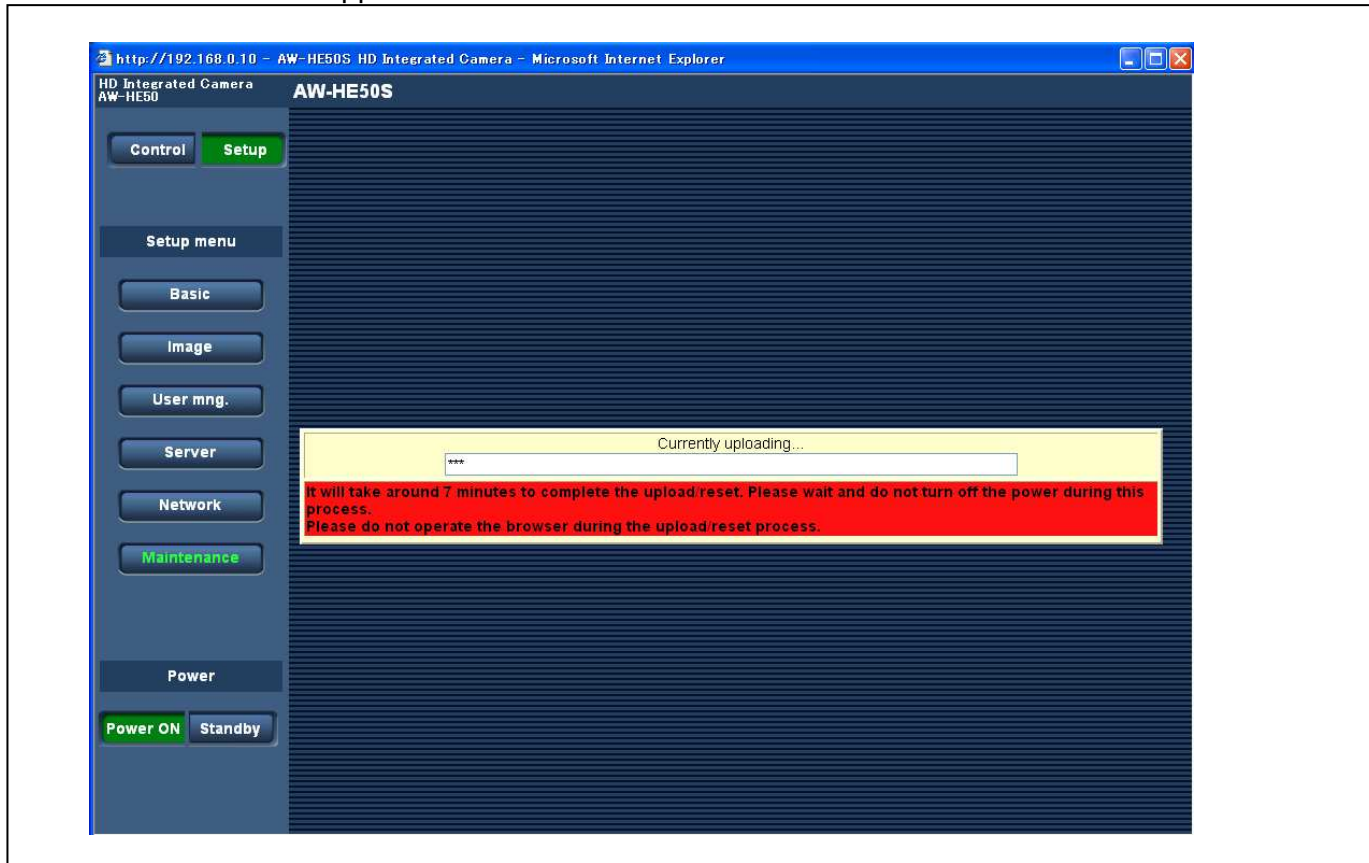

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11. When the software data has been uploaded from the personal computer to the AW-HE50, the display changes to a progress bar.
Given below is the average time it takes for the progress bar to be displayed after the [Execute] button is clicked.
Camera Main   Approx. 1 minute
Network   Approx. 3 minutes

12. Given below is the average time it takes for the Control screen to be displayed after the progress bar has appeared.
    Camera Main   Approx. 18 minutes
    Network   Approx. 7 minutes

NOTE:
The power of the camera automatically OFF and ON (The update is continuing). The update is not completed. While the software program is being upgraded, do not perform any operations whatsoever until the progress bar display is cleared.
If any of the following operations are performed, the software program will fail to be upgraded, making it impossible for the AW-HE50 to start up properly.
   X When a screen other than the [Upgrade] screen and progress bar is accessed
   X When the Web browser which displays the [Upgrade] screen and progress bar is closed
   X When the network connection between the personal computer and AW-HE50 is cut off
   X When the power of the personal computer or AW-HE50 is turned off

13. When the software program upgrading is completed, the progress bar display is cleared, and the Control screen appears instead (Step3).
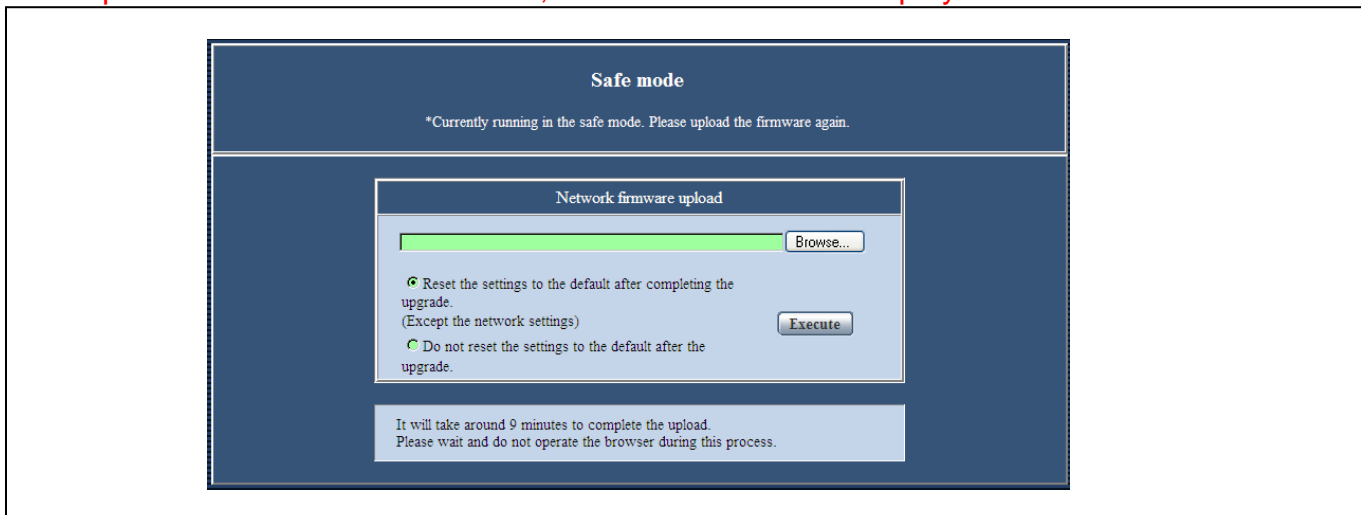   After the upgrading is completed, access the [Upgrade] screen again, and check whether the version of the software program concerned has been upgraded properly.

    [Camera Main] [Network] In the same way, proceed to upgrade the other software program.

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Failure in updating

If the update of Camera Main software fails, please repeat the procedure from Step7.
If the update of Network software fails, Safe Mode screen is displayed as follows.

Select the file of Network software and perform the update again.
Click Browse button to open the file selection screen.
Click Execute button to start the update.   Please refer to the procedure from Step9.

3. Confirm update

The version of firmware can be confirmed. Please refer to next page Step 1 to 6.
（Setup -> Maintenance -> Upgrade ）

The AW-HE50H and AW-HE50S each have their own software program for upgrading the Network version.
If the versions are upgraded in the wrong combination, the following warning message will appear on the video output monitor every time the AW-HE50 starts up.

When the software program designed for the AW-HE50S has been upgraded in the AW-HE50H:

 Network Firmware Error!
 Please check Network Firmware Version for HDMI Model.

When the software program designed for the AW-HE50H has been upgraded in the AW-HE50S:

 Network Firmware Error!
 Please check Network Firmware Version for SDI Model.

When the versions are upgraded in the wrong, download and upgrade again using the correct combination.

  (For AW-HE50**H**)
  Camera Main he50_cameramain_***.bin
  Network   he50_network_*****h**.img

  (For AW-HE50**S**)
  Camera Main he50_cameramain_***.bin
  Network   he50_network_*****s**.img

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