AW-HE42 Firmware Update Procedure

Please be sure to read this first.

The update of AW-HE42 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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◆[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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Preparing the update file

1. Download the latest software to the hard disk of your PC from web site.
    https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/soft/upghe42_e.htm
2. Copy the file "*****.zip" to hard disk of your PC and extract the file.
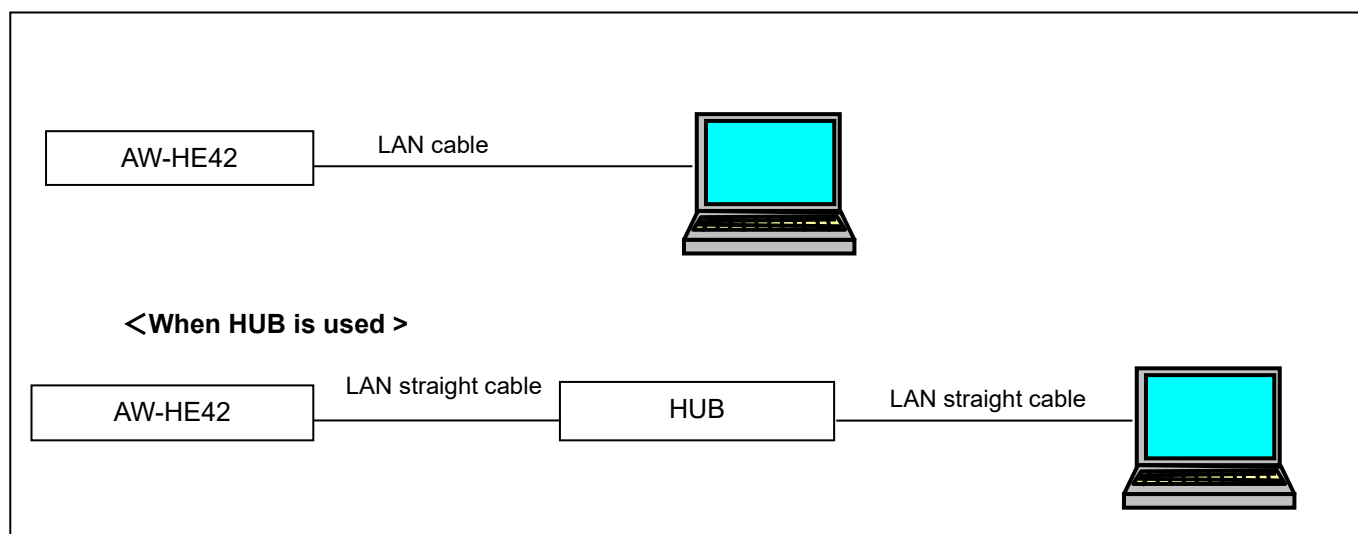   The folder contains the following three software programs for upgrading.
    [Note]
    Spaces and double-byte characters cannot be used for saving directory.
    Please do not change unzipped folder's name and files inside it.

<Connection AW-HE42 to PC >

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-HE42   192. 168. 0. 10
PC   192. 168. 0. 100

Unit's IP address and subnet mask (factory settings)
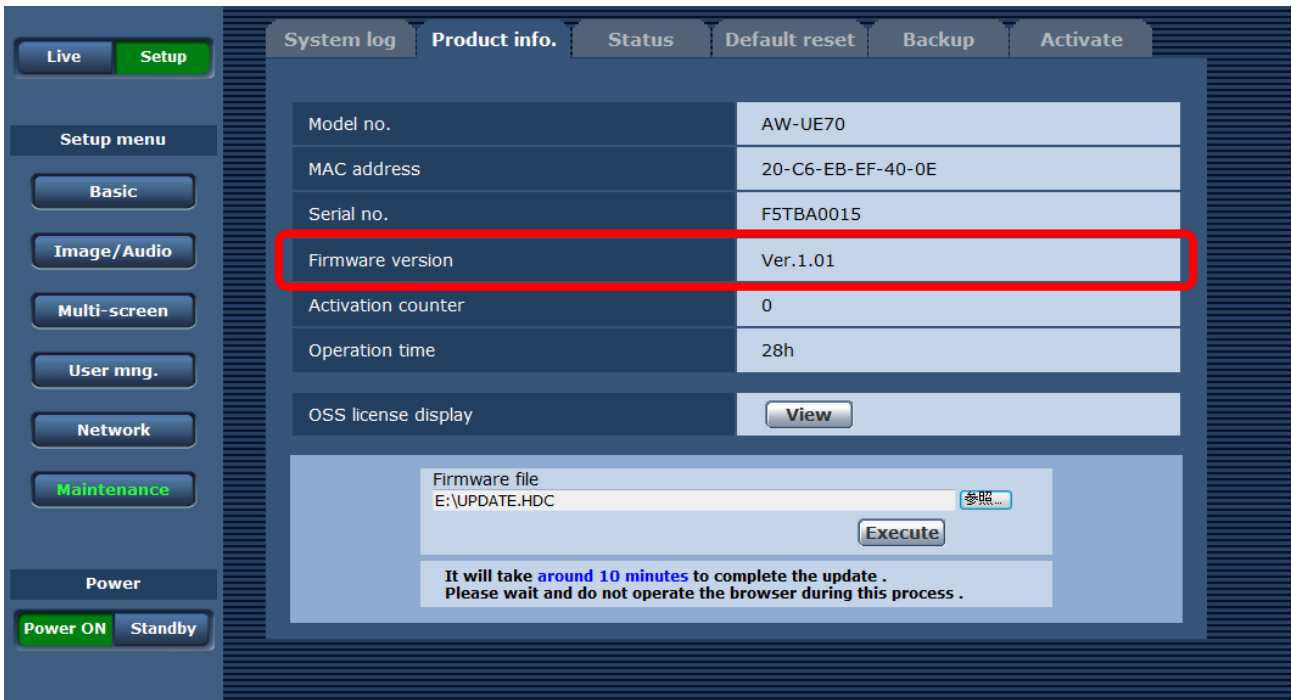 IP address   : 192.168.0.10
  Subnet mask   : 255.255.255.0
    Range of private addresses: 192.168.0.1 to 192.168.0.254
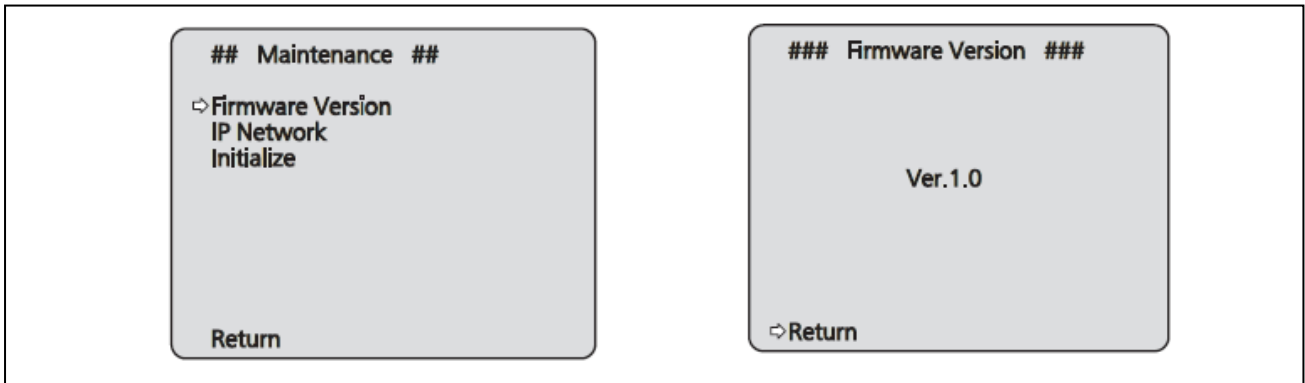
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Firmware Version

The version of firmware can be confirmed on the WEB setting screen.
[WEB Browser] Product info. screen (Setup → Maintenance → Product info.)

You can also check the version in the camera menu.
[Camera menu]   Maintenance → Firmware Version
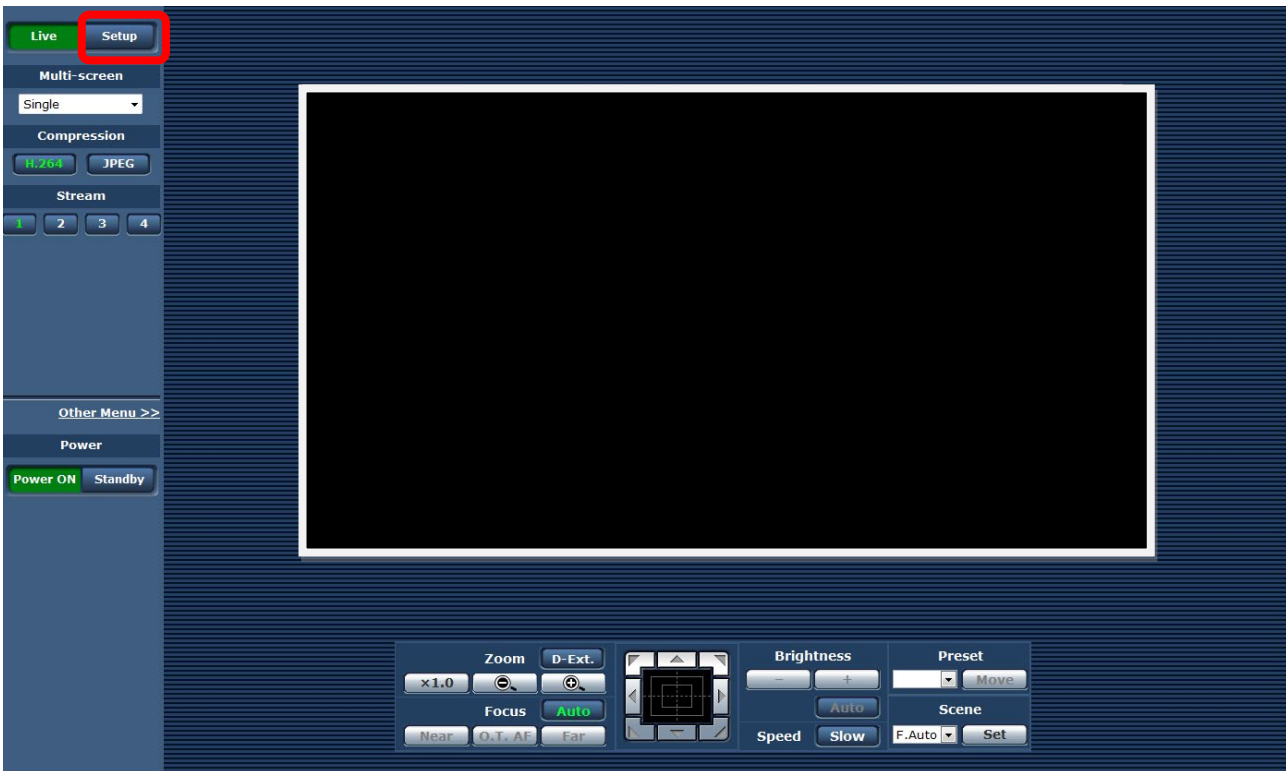

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Update procedure using WEB browser

1. Turn on the Camera after connecting a PC via the local network.

2. Start the WEB browser, and access following URL.

    For example: http://192.168.0.10

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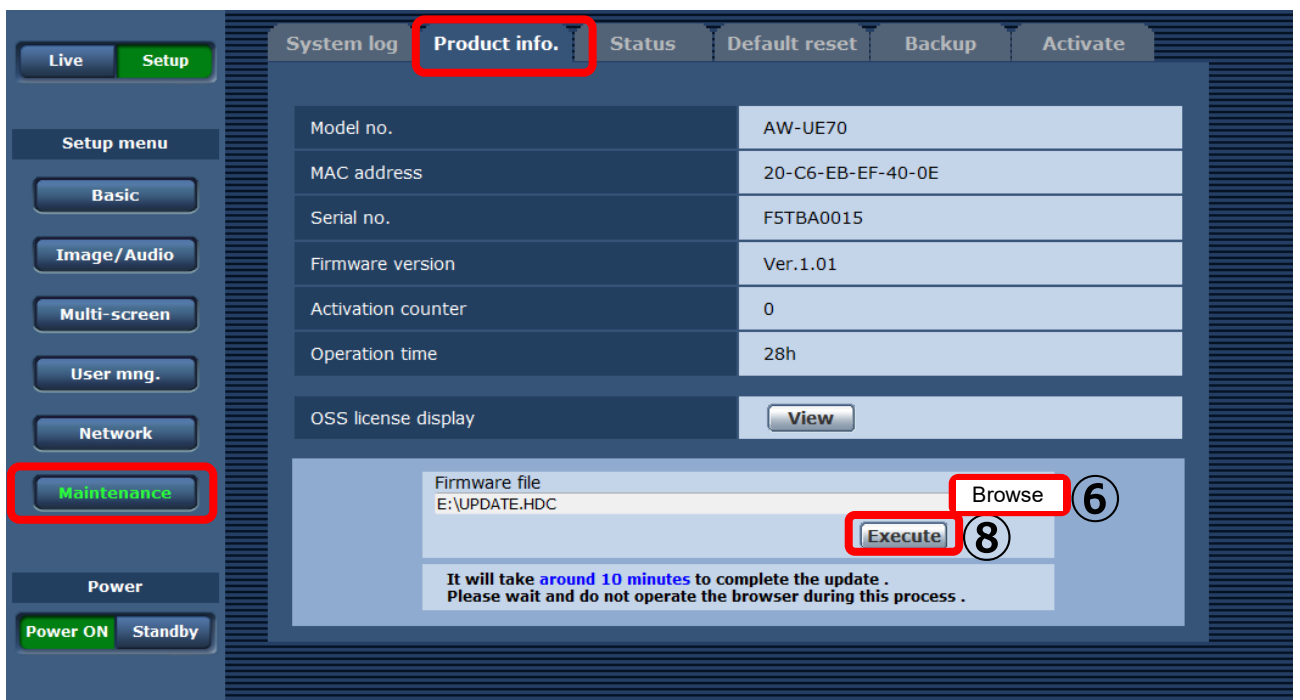

4. Click the OK button on the next screen.

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The first time you use the setup menu, a login screen will appear. Enter the following initial values* and click "OK".

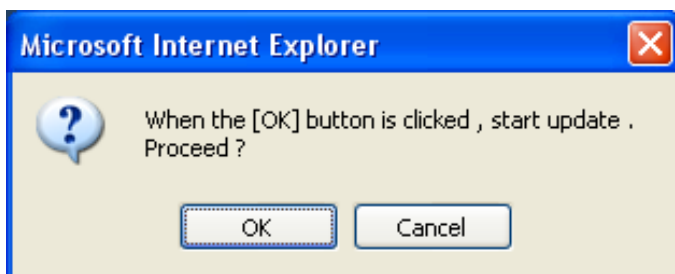| User name	admin
Password	12345

*The Username and Password if you have changed them.

5. In the setup menu select: Maintenance > Product info.

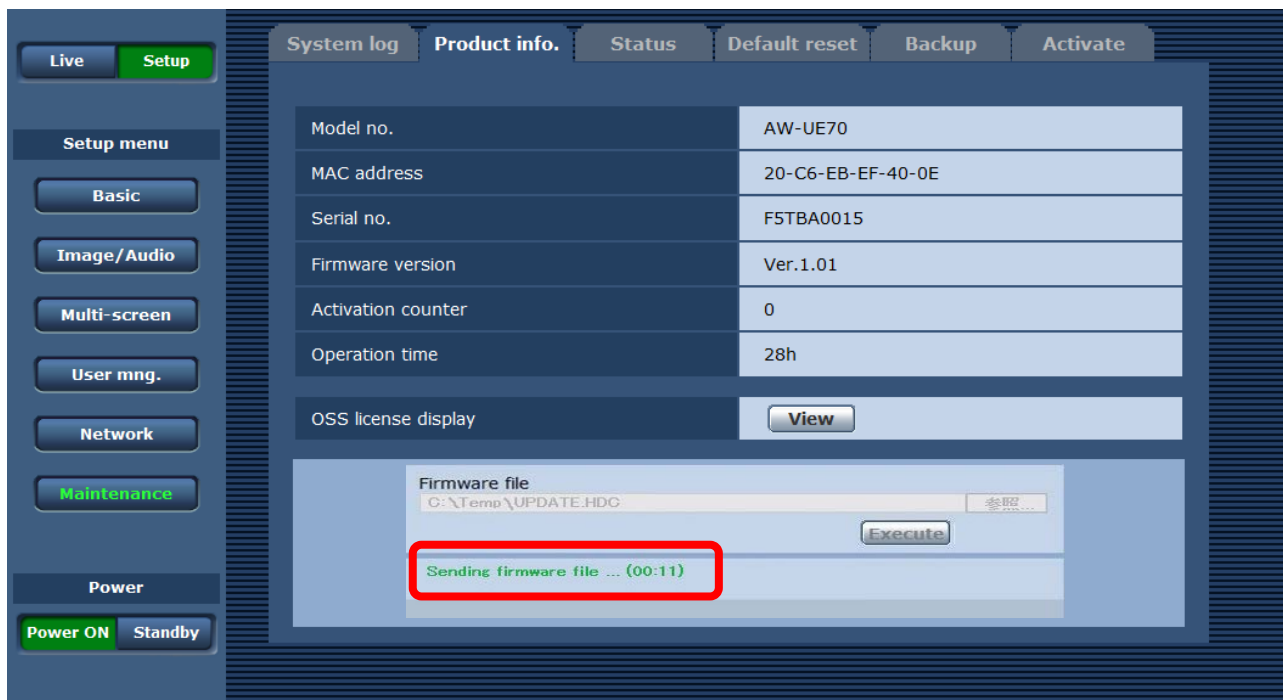6. Click the Browse button and select the update file "UPDATE.HDC" on the selection screen.

7. If you have successfully selected the update file, you will be told how long the update will take.

    If you select a file other than "UPDATE.HDC", you will be shown an error "Invalid firmware file…"

    Please select the correct file.

8. Press the Execute button to display the update confirmation screen.
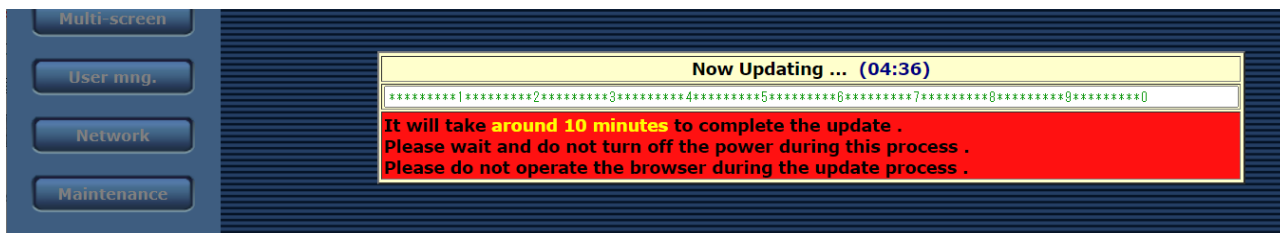

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9. When you click the OK button on the confirmation screen, the message "Sending firmware file…" is displayed. The firmware file is transferred from the PC to the camera.

  *"[ERROR] Invalid firmware file. Select again." is displayed, select the correct file again.
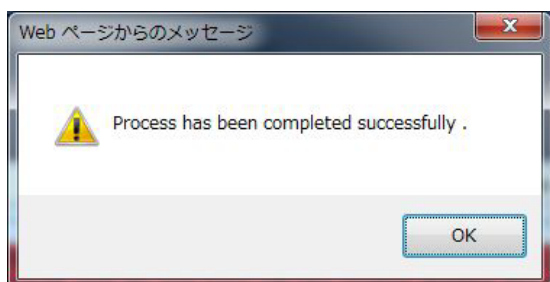

10. Once the firmware is transferred to the camera, the update begin and progress is displayed.

During the update, the camera's LED lamp blinks green.

The update will take approx.10 minutes. Do not disconnect the power while updating. During the update, the power of the camera will automatically restart. Do not close the web setting screen or accidentally turn off the power.

11. When the update is completed, the following completion message will be displayed. Click the OK button to display the live screen of the web setting screen.

The update is now complete.

Please make sure your version is updated.

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Update procedure using Windows tools

The camera can also be updated using Windows apps tools such as EasyIPSetupTool and Integrated Camera Update Tool.

Please refer to the previous pages for the initial settings.

In addition, if you are using a Mac, update using a web browser.

■ EasyIPSetupToolPlus

Supported OS

Windows 10

Windows 11

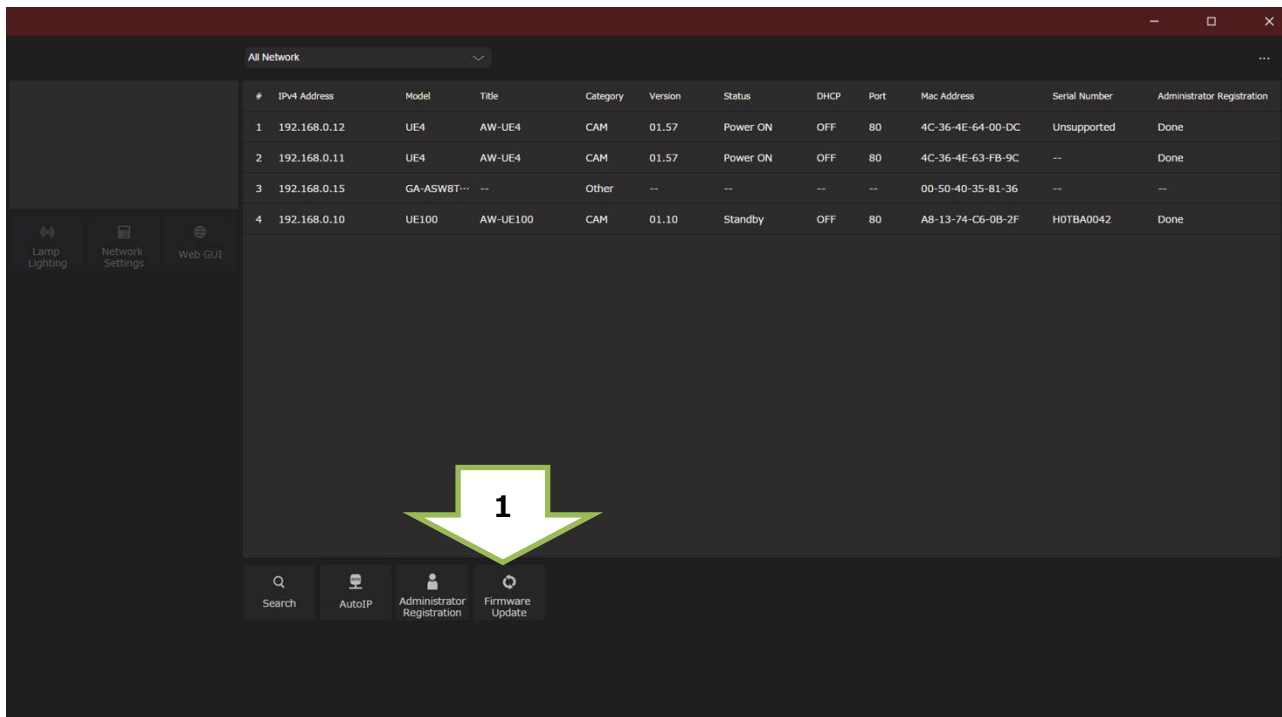1.Download the application file from the following web site.

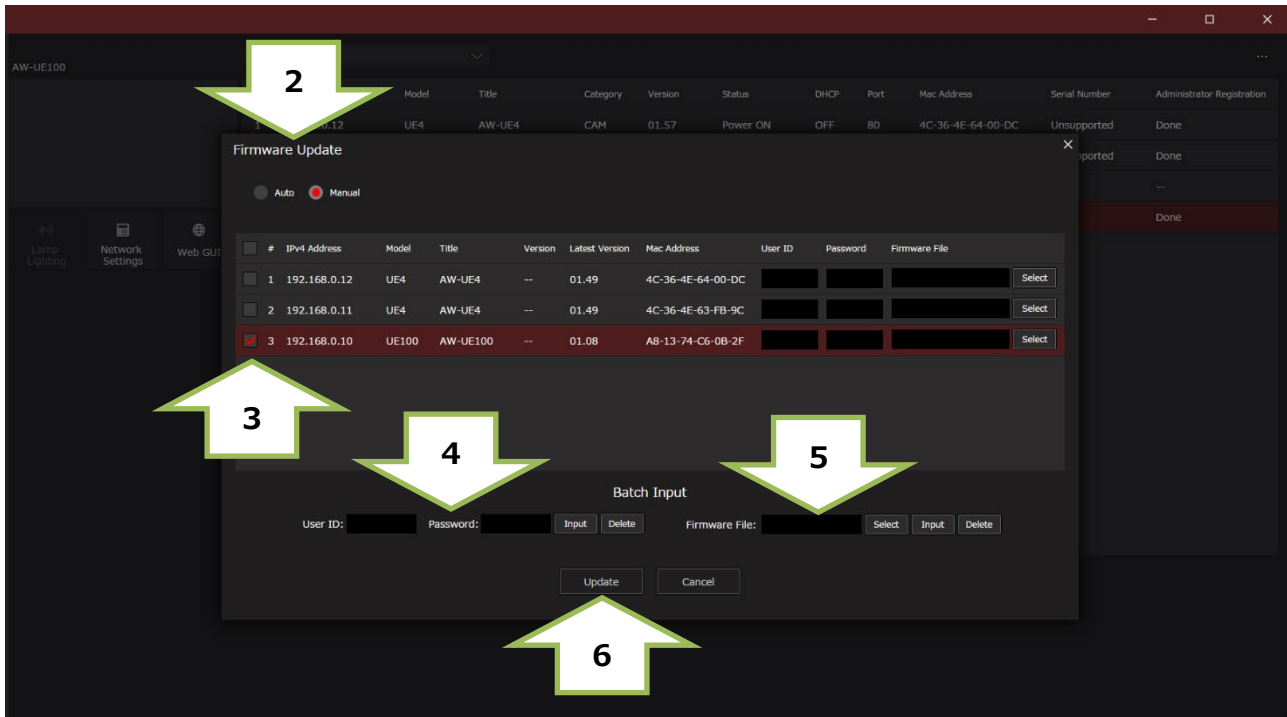https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/easyIPplus_e.htm

2. Extract the downloaded zip file, double-click [EasyIPSetupToolPlus.exe] in the folder [DV91000536*] to start "EasyIPSetupToolPlus".

Update procedure

A list of cameras on the network is displayed. You can confirm the camera version here.

1. [Firmware Update]

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2. [Auto]

If your PC is connected to the internet, the application will identify PTZ cameras that need to be upgraded. In addition, all operations from the download of the firmware file to the version upgrade of the PTZ camera are performed by applications.

[Manual]

You can update using the firmware file downloaded and prepared in advance.

3. Mark the left column of the displayed camera IP address list and select the camera you want to update.

4. [User ID: Password:]

Enter the ID and PW set as the initial account. And push the Input button.

5. [Firmware File:]

In manual mode, specify the downloaded firmware file. And push the Input button.

6. [Update] Push the button to start the update.

Firmware update takes approx.10 min.

Do not power down or disconnect the LAN cable between the PC and Camera while updating.

7. An update completion message will be displayed.

8. The update is completed by the above procedure. Please make sure your version is updated.
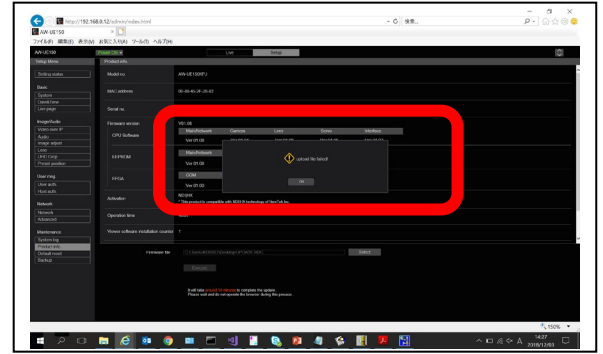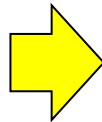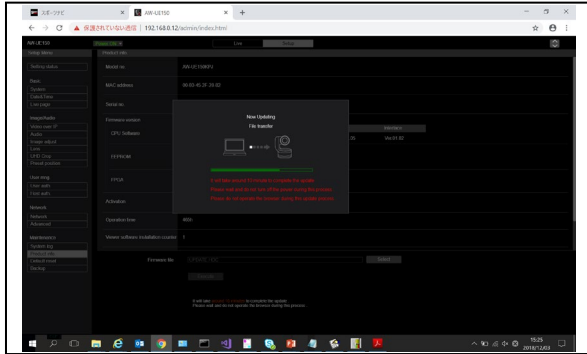
Please refer to the EasyIPSetupToolPlus Operation Manual for details.

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The update was not completed

If you disconnected the LAN cable or the power supply during the update, please try again.

[<!>Update is failed]

- Please reconfirm the network settings, circumstances, ID and password.

- If [Power ON] or [Standby] is selected too quickly, the status selected and the display shown may not correspond. In a case like this, press the [F5] key on the keyboard of the PC to restore the correct status display.

■Integrated Camera Update Tool

·   This tool is the software for updating firmware of Integrated Cameras.
·   If this software is installed into PC and then the camera that needs updating is connected via network with this PC, the camera can be updated simply by loading the update files.
·   If you are using a Mac, you cannot use this tool, so please update using a web browser.

Supported OS
   Windows7
   Windows8.1
   Windows10

   Download the update tool from "Download" from the following web site for AW-HE42.
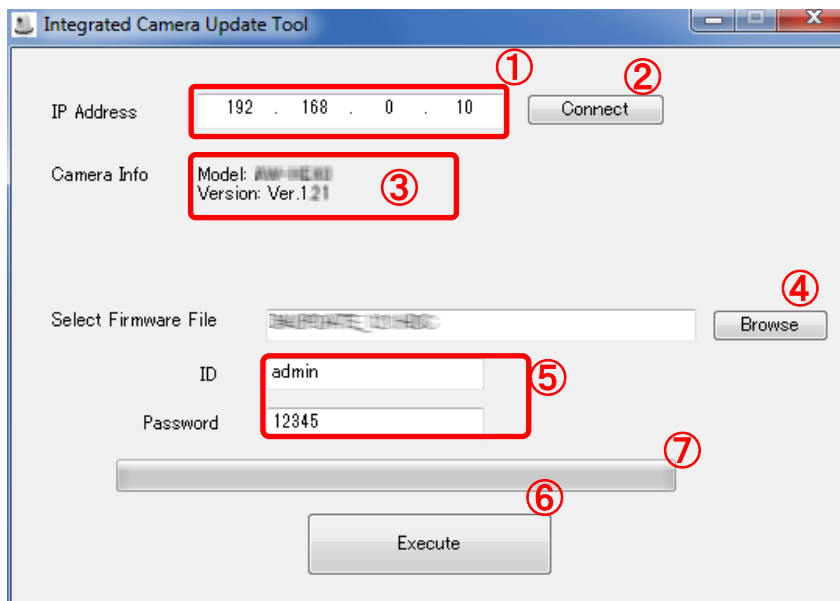   https://eww.pass.panasonic.co.jp/pro-av/support/content/download/EN/ep2main/soft/upghe42_e.htm

·Before executing, make sure of the remote camera's IP address using Easy IP Setup Software, etc.
·Also, turn on the remote camera. While executing, do not turn off the remote camera.
·Depending on the PC and network environment in use, it may take approximately 5 - 30 minutes.
·When "OK" on the "Success" or "Fail" screen is clicked, the instruction to reboot will be issued to the remote camera.

Update Procedure

1. Starting up Integrated Camera Update Tool
    Do not start up other web browsers when this tool is used.
    Also, do not open two or more operation screens of this tool at the same time.

2. Entering IP address and acquiring information of remote camera
    Enter the remote camera's IP address in the (1) and click "Connect" (2).
    If the communication is correctly done with the remote camera, its model number and current version number will be displayed at the (3).
3. Selecting firmware and entering ID & Password
    Click "Browse" (4) to select the firmware file to be updated.
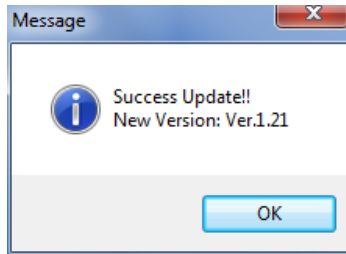   Then enter ID & Password as necessary (5).

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4. Execution
   When "Execute" (6) is clicked, the firmware will start to be transferred from PC to the remote camera.
   And, after this transfer is completed, the remote camera will automatically update its own firmware.
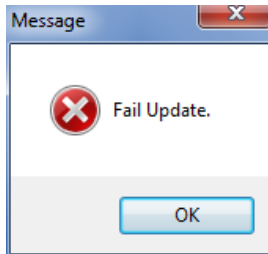   While transferring or updating, the progress bar (7) will work.

5. When the firmware update is completed, "Success" screen will be shown. When you push "OK" button, the remote camera will reboot automatically.

Errors

If it is NOT completed, "Fail" screen will be shown.

When you push "OK" button, the remote camera will reboot automatically.
Execute update again.

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