ServSensor Camera and ServSensor V4 Firmware Update

Important: This procedure applies only if the firmware of your ServSensor Camera is CP-MXLV342 or later. If you have an older version, please contact our tech support team.

1. Prepare necessary files for the upgrade

Download the .zip file and extract its contents to a folder on your computer. The extracted folder should include the following files:

- IPSet.exe - this program can be used to load the firmware onto the ServSensor Camera, if you can't access the web interface
- eme120-*NNNx*.bin - this file contains the firmware, where *NNN* represents the major version and *x* is the minor version (e.g. 123a)

2. Connect the unit to the upgrade PC

We recommend connecting ServSensor Camera to the Windows-based PC used for the upgrade process via a "**cross-over**" cable.

Please make sure there will be no power outages during the upgrade process and you have a reliable connection between the PC and ServSensor Camera during the whole update process, otherwise the update may fail and the unit may become unusable.

3. Upload and install the new firmware

a) Login to the web interface of the ServSensor Camera as administrator and click on the "**Settings**" tab.
   Note: in older firmware versions this is the "**Setup**" tab.

b) Expand the "**System Administrator**" link and click on "**System Maintenance**" in the menu on the left side of the web interface.
   Note: in older firmware versions the "System Maintenance" function is directly accessible from the "Setup" tab

c) Click the "**Upgrade**" button under "**System Firmware Upgrade**"

d) You will get a warning message "**This will reboot the device into update mode. Do you want to reboot?**". Click "**OK**" to reboot the ServSensor Camera. The ServSensor Camera will then automatically reboot into the Firmware Upgrade mode.

e) Select the eme120-*NNNx*.bin file using the search button

f) Click the "**Upgrade**" button. The process will take about 60 minutes.

The upgrade should finish without any error, and it should say "**Upgrade Complete"**. The ServSensor Camera will automatically reboot to the normal mode.

Notes:

1. Because of the change over from a sensor Notification Matrix to a system of Notification Wizard your current notification settings **will be lost**

2. You may receive a timeout error message from the web browser while it is reloading a web interface. Just ignore it, and open the web interface by entering the IP address of the ServSensor Camera to the web browser.
3. If you get an error message when uploading eme120-*NNN*x.bin file in step e) above, please follow the steps below:

- click the "Browse" button and navigate to the directory holding the file "eme120- NNNx_step1.pkg ". Select this file to open.
- click the "Upgrade" button. The process will take about 20 minutes. **Please do not close the browser or browse away from the page.**
- the cameraProbe8 will automatically reboot into safe mode once the software patch has finished loading. You will now upgrade the microcode.
- click the "Browse" button and navigate to the directory holding the firmware file " eme120-NNNx.bin". Select this file to open.
- click the "Upgrade" button. This process will take about 20 minutes. **Please do not close the browser or browse away from the page.**

The upgrade is now finished. On the web interface, click the "**Setup**" tab. On the **System Description** line, it should say the version number of "**CP-MXLV*NNNx***".

FAQ

After installing the updates, do I need to configure anything?
No.

Will this update erase my existing settings?
No. All configuration settings that you have made (mail settings, sensor descriptions etc) will remain intact. After installing the updates, the device will restart.
However, please note that:

- historical sensor data will be lost. You can download this data before you begin the upgrade.
- on ServSensor Camera and ServSensor V4 models there is an option to backup all configuration settings to a file. This option can be accessed from the settings page.

The configuration files can also be backed up on the other ServSensor models, by using the **Configure** tool. To obtain this tool, please contact our support team.

Can I perform the upgrade over the Internet?
We recommend you to perform the upgrade by connecting your ServSensor unit to your PC using a crossover cable. However, it is also possible to upgrade the firmware over the Internet. It may be slow and you will need to open up ports on the routers and firewalls you are using, but it works. There is no special procedure for doing this - simply perform the upgrade in the normal way, using our GUI upgrade tool for the ServSensor JR and ServSensor (standard) models, or the upgrade section of the web interface on the ServSensor Camera and V4 (Linux-based) systems. The firmware upgrade routine checks the integrity of the uploaded code. There is enough memory on the units to store the whole upload code before the flash upgrade, so if the connection breaks or the data transfer has errors, the flash upgrade won't be started, and the old code will remain functional.
For Linux-based models (ServSensor Camera, ServSensor V4), the firmware upgrade is performed via the HTTP (TCP port 80) protocol. For the rest (ServSensor JR, ServSensor), it's done via TFTP (UDP port 69).

Where can I get more information or help?
Please contact the BLACK BOX support team.