

We have identified this issue with the 4X camera with the following symptoms:

1. Camera not detected in the xstatus camera.
2. Solid amber light on top of the camera.
3. No selfview and no camera movement.

In past we had faced some issues where the replacement camera also does not resolved this issue and it was also not detected by the codec.

**To upgrade the camera manually:**

To upgrade the camera manually, you need the following cables:

- Camera control cable ( RJ45 to DSUB) shipped with C20
- Null modem cable
- USB to DB9 male



Below is the connection between camera and laptop:

**Laptop USB port > USB-DB9 (male cable)>NULL MODEM cable> DSUB9-RJ45 (camera control cable) > Camera RJ45 port**

Camera need to be powered using the external power supply. You can use C20 power supply in this case.

After making the above connection, please follow the below steps:

1. Extract the **Serial\_Shell** file in the C://program file.
2. Make a folder in the C: with name as **Sangam**. Extract the **Sangam** and **FU** zip file in this folder. So this folder will contain two files, **Sangam.pkg** and **Fu**.
3. Open the CMD, navigate to C:\program file\serial\_shell\ trfs\_mini\_shell.exe -p COMx where x is the COM port number.

```
C:\Program Files\serial_shell>trfs_mini_shell.exe -p com6
--- Miniterm on com6: 115200,8,N,1. ---
--- Quit: Ctrl+l
SANGAM# /s0/fu /s0/Sangam.pkg -d
82481 bytes transfered 7 secs
Exception in thread Thread-2:
Traceback (most recent call last):
  File "threading.py", line 486, in __bootstrap_inner
  File "threading.py", line 446, in run
  File "trfs_mini_shell.py", line 180, in writer
  File "serial\serialwin32.py", line 241, in write
SerialTimeoutException: Write timeout

Exception in thread Thread-1:
Traceback (most recent call last):
  File "threading.py", line 486, in __bootstrap_inner
  File "threading.py", line 446, in run
  File "trfs_mini_shell.py", line 134, in reader
  File "minishell.py", line 311, in tsh_protocol
  File "minishell.py", line 232, in tsh_fileread
  File "serial\serialwin32.py", line 241, in write
SerialTimeoutException: Write timeout
```

4. Press enter to get **SANGAM** prompt.
5. In the SANGAM prompt, type the following command: **/s0/fu /s0/Sangam.pkg -d**
6. You should see the following indicator showing the software being transferred:  
**82481 bytes transfered 8 secs**  
\  
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7. After approximately 8 minutes, the camera should be upgraded and there will be some upgrade and validation information displayed on the terminal. Type "reset" at the #SANGAM prompt to reboot the camera.
8. Camera should now boot up with a working image.
9. Please find the necessary files attached.

Please download the necessary files from the below link:

1. <https://supportforums.cisco.com/servlet/JiveServlet/downloadBody/25088-102-1-62417/4XUSBRecoveryFiles.zip>
2. <https://supportforums.cisco.com/docs/DOC-25127>