

# Upgrading the Firmware on the Cisco SD Camera

Harpreet Sandhu, March 2011

I used the Firmware Version 2.1.7

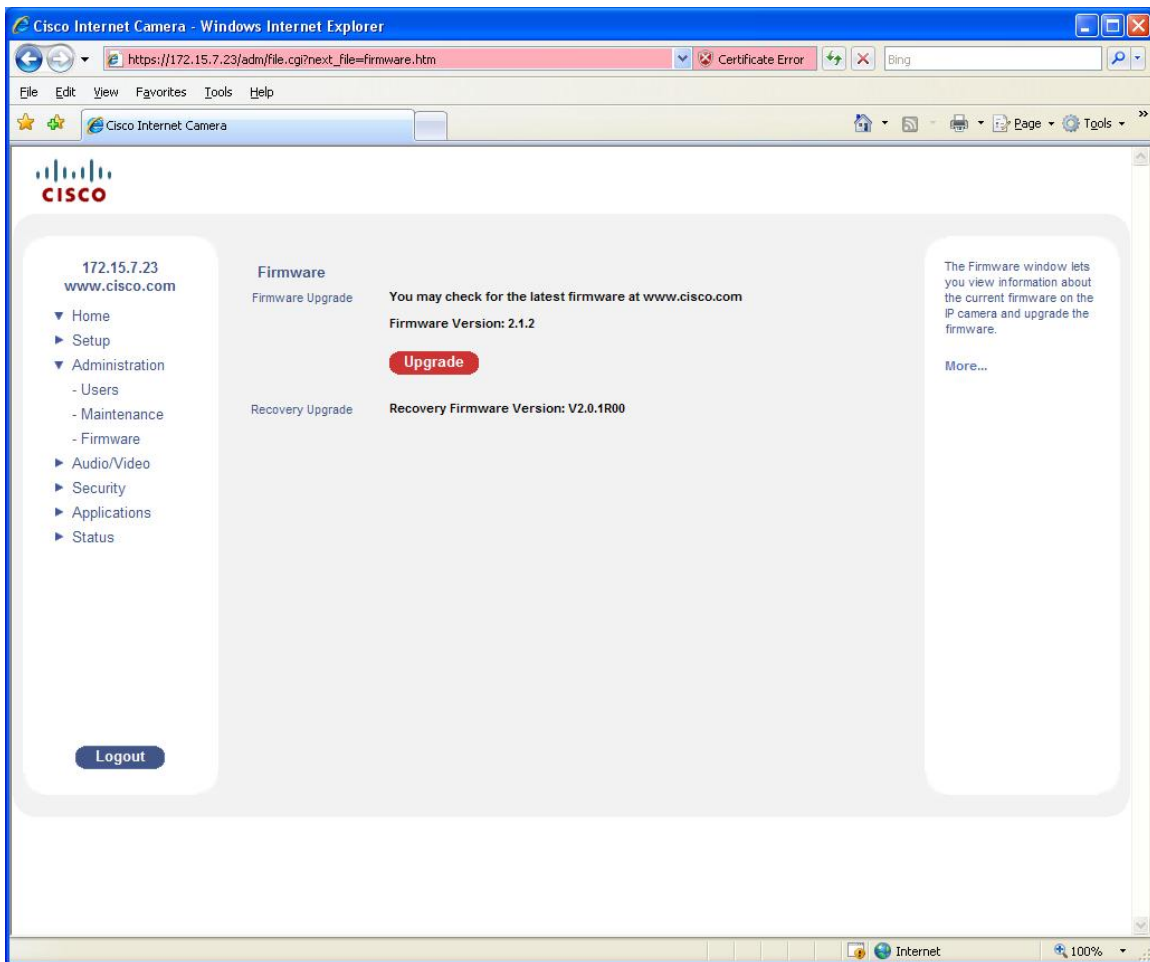
First, download the Firmware from the Cisco.com website. You must have a valid Cisco.com ID to do this.

## Upgrading from the Web GUI

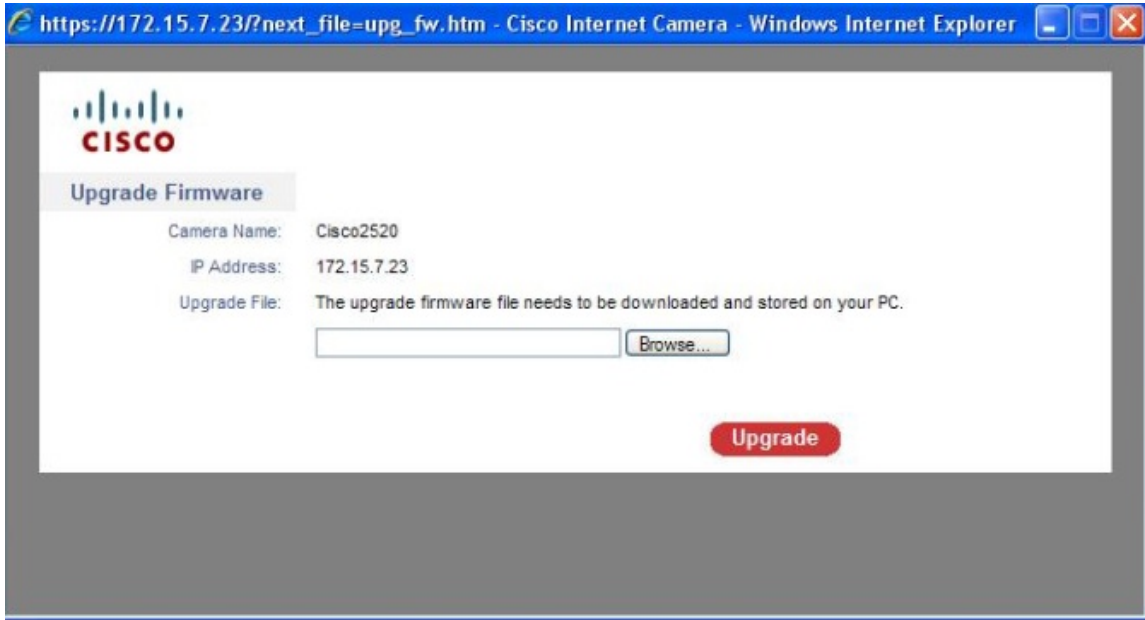
(To upgrade the Camera Firmware from the Media Server, see below)

Uncompress the **.bin.gz** file to get the **.bin** file and have this on the PC that you will be using to upgrade the Cameras.

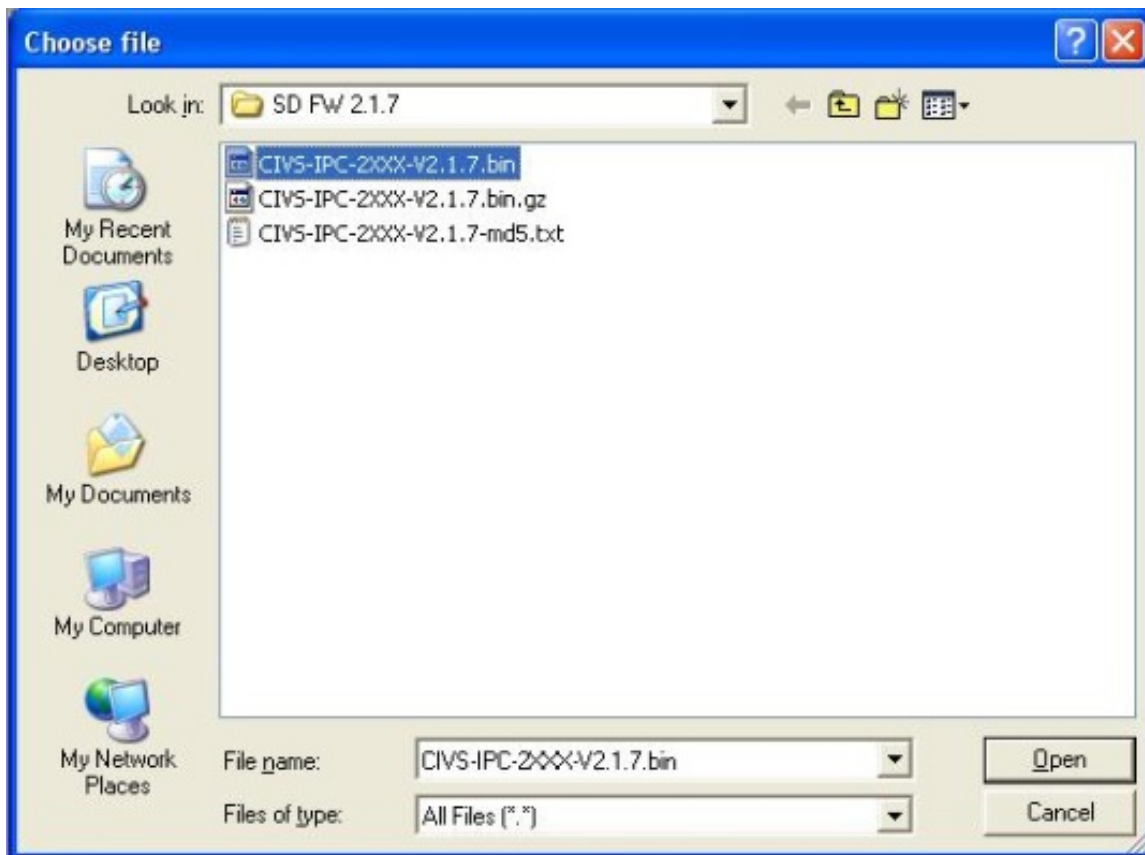
Next, open a Web Browser to the Camera, and go to the **Setup > Firmware** page

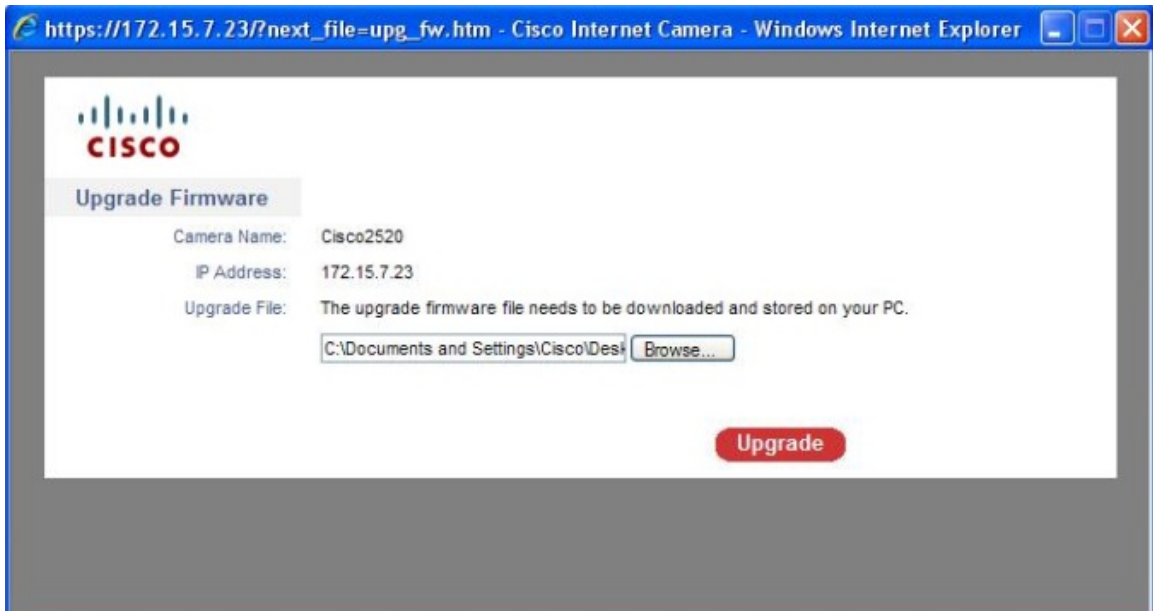


Click on Upgrade:



Select the Firmware file that you saved on your PC



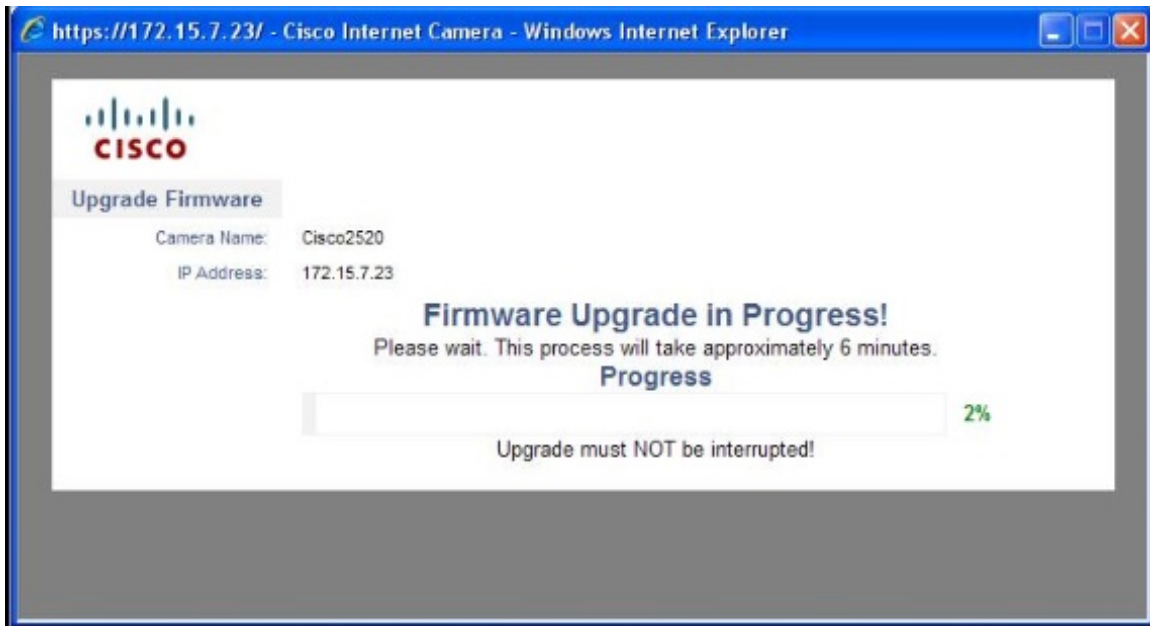


Click Upgrade



The Firmware is now being downloaded to the camera first.

Then the upgrade will begin:

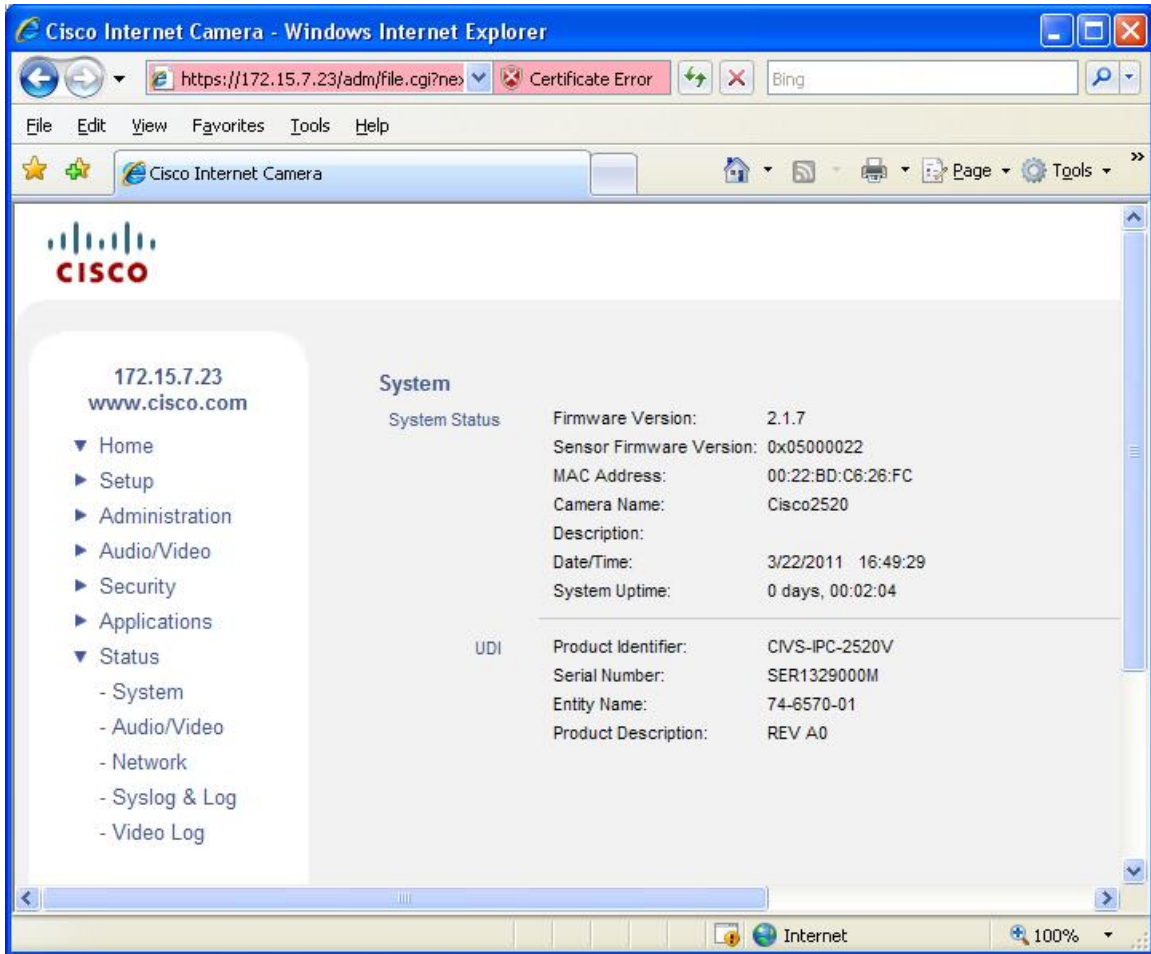


After the upgrade is done you will see the window below, indicating that the upgrade is complete and the Camera should be Rebooting.



Now Access the Web Interface of the camera again.

Navigate to **Status > System** to verify the Version of the New Firmware.



## Upgrading the Firmware from The Media Server

If upgrading using the VSMC page on a media server, you will need to use the **.gz** file itself. Do not uncompress it to the Bin file.

Navigate to [http://<media\\_server>/vsmc](http://<media_server>/vsmc).

On the left side menu, click on “Camera Firmware Upgrade”.

Select the Camera Type from the drop down.

The server will list all the cameras of that type connected to this Media Server.

Click the Browse button, and select the **.gz** file from your PC.

Click on Start Upgrade.

The screenshot shows the Cisco Video Surveillance Manager interface. The sidebar on the left contains the following sections:

- Overview
- Installed Packages
- Status Console
- Monitoring
  - Archives
  - Archive Backup
  - System Log
  - Mediaout
  - Server Status
- Configuration
  - SNMP Trap Destinations
  - Manage Drivers
  - Media Server
  - Media Server Backup
  - Operations Manager
  - Operations Manager Backup
  - Virtual Matrix
  - Console Password
  - Camera Firmware Upgrade
  - Server Upgrade
  - Restart Server
  - Reboot Server
- Other Utilities
  - BWT Pages
  - Media Server User Guide
  - Support Report

The main content area is titled 'Video Surveillance Man' and features a 'Camera Firmware Type' dropdown set to 'Cisco SD 25XX'. Below this is a table with the following data:

Camera Name	Model	IP/Hostn...	Version
S1 43 1	cisco-2...	172.16...	2.1.7

The 'File Upload' section is selected, showing an input field for the upgrade file and a 'Browse...' button. The 'FTP Download' section is also visible with input fields for FTP Server, File path on FTP server, FTP User Name, and FTP Password.

A green message box states: "Last upgrade was successful. Please see upgrade log for more details...."

The status summary indicates a successful upgrade:

```
Status summary:  
Current status code: 11 (Camera firmware upgrade process ended)  
Current exit code: 0 (Camera firmware upgrade ended without any fatal errors)  
Total cameras in upgrade: 1  
Completed cameras in upgrade: 1  
Failed cameras in upgrade: 0  
Remaining cameras: 0  
  
Upgrade completed successfully
```

At the bottom, there are buttons for 'Refresh Camera Version', 'Cancel Upgrade', and 'Start Upgrade'.

\* If trying to upgrade the firmware by pointing the upgrade page to a **.bin** file, **the upgrade will fail** though not immediately (it fails minutes later as if the upgrade is being performed.)

Two enhancements have been requested to address this commonly made mistake. (One to specify the .gz for VSMC upgrades and .bin for camera web interface upgrades, and a second to check the firmware file extension before the upgrade in the VSMC upgrade page.)

The VSMC Page can be used to upgrade Camera Firmware for other Cisco Cameras as well, following the same procedure.