

Service Bulletin 180012

3xLOGIC - VISIX VX-4V28-OD-I - WDR Failure - Fix

Service Bulletin #:	180012-1
Date:	April 30th, 2018
Product Affected:	3xLOGIC VISIX VX-4V28-OD-I Camera with R6 V5.4.1 Firmware
Purpose:	This bulletin is intended to inform users of a fix for a recently discovered issues causing WDR to fail on VX-4V28-OD-I cameras when using certain image resolutions.
*Importance:	Low

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1 Problem

3xLOGIC Engineering has recently identified an issue in VISIX VX-4V28-OD-I cameras with firmware R6 v5.4.1. When the the R6 v5.4.1 firmware is installed, the camera's Wide Dynamic Range (WDR) feature will fail when used in conjunction with the camera's substream if any resolution other than 352X240 is being used. Due to technical limitations, substream must be set to its lowest resolution to maintain WDR functionality.

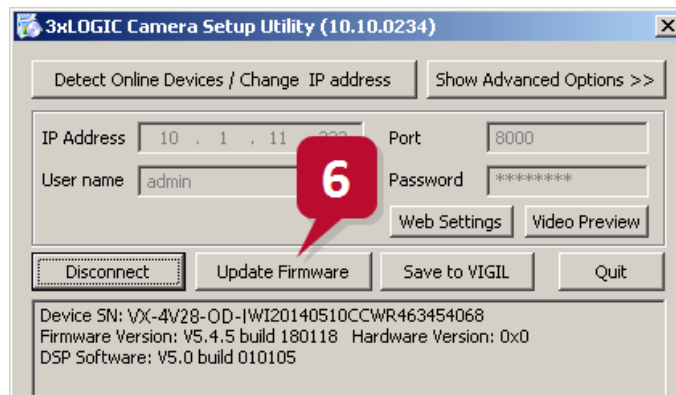
2 Solution



Warning: The R6 v5.5.0 firmware update will disable VIGIL All-in-One software functionality and prevent downgrading the camera firmware, but will allow the simultaneous use of WDR and higher-resolution sub-stream. As downgrading will not be possible, this firmware update **cannot be reversed.**

In order to use high resolution sub-stream with WDR, the camera firmware must be updated to v5.5.0. This update will disable All-in-One functionality and prevent downgrading the camera firmware, but will allow the simultaneous use of WDR and higher-resolution sub-stream. To install this firmware:

1. On your VIGIL Server system or a PC on the same network as the camera, download the v5.5.0 firmware [here](#) or request a copy from a support representative. Unzip the contents of the package once the download completes.
2. Navigate to *Windows Start Menu>All Programs>VIGIL> Utility* and launch the **VSXIPUtility.exe**. This will launch the VISIX IP Setup Utility. This utility is installed alongside VIGIL Server. If you are on a PC without VIGIL Server installed, download the utility [here](#) or request the latest version from your 3xLOGIC support representative.
3. Launch the utility and click the **Detect Online Devices/Change IP Address** button. This will open the *Detect Online Devices/Change IP Address* window.
4. Select the desired camera from the *Select Online Devices* list.
5. After selecting the desired camera, click **Next**. This will return you to the utility's main window. The selected camera's information will now populate the main window data fields.



- Click **Update Firmware**. A file browser will open. Use the browser to locate the desired firmware file and click **Open** to begin the firmware update process. Please allow up to 10 minutes for the firmware update process to complete.

For full details on the firmware installation process, see [TT 150007 Updating Firmware on VISIX Camera](#) for more information.

3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: helpdesk@3xlogic.com

Online: www.3xlogic.com

* Importance:	High	Mandatory Upgrade – Will affect the recording functionality of the VIGIL Server System and may cause loss of video records
	Medium	Recommended Upgrade – Will not cause loss of video records, may affect usability of the System.
	Low	VIGIL Server System will function properly – Affects non-critical system features only.