



Release Notes for Cisco Video Surveillance High Definition IP Cameras, Release 2.12.0

September 11, 2019

These release notes provide important information for the Cisco Video Surveillance High Definition IP camera Release 2.12.0, which applies to the following Cisco IP camera models:



Note

This camera firmware works with Cisco VSM version 7.9 and higher.



Warning

This camera firmware will not work with VSM version 7.8 and lower.

- 3000 Series IP Cameras
 - CIVS-IPC-3050
 - CIVS-IPC-3421V
 - CIVS-IPC-3520
 - CIVS-IPC-3530
 - CIVS-IPC-3535
 - CIVS-IPC-3620
 - CIVS-IPC-3630
- 6000 Series IP Cameras
 - CIVS-IPC-6000P
 - CIVS-IPC-6020
 - CIVS-IPC-6030
 - CIVS-IPC-6050
 - CIVS-IPC-6400
 - CIVS-IPC-6400E
 - CIVS-IPC-6500PD



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- CIVS-IPC-6620
- CIVS-IPC-6630
- 7000 Series IP Camera
 - CIVS-IPC-7030
 - CIVS-IPC-7030E
 - CIVS-IPC-7070
 - CIVS-IPC-7530PD
- PTZ IP Cameras
 - CIVS-IPC-2830
 - CIVS-IPC-2835
 - CIVS-IPC-6930

For information about firmware compatibility and Cisco VSM releases that new cameras require, see the current Cisco VSM Release Notes at the following URL:

http://www.cisco.com/en/US/products/ps10818/prod_release_notes_list.html

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What's New

This release resolves the bug number CSCum43626, CSCut10929 and CSCuv10473. For more information, see the [“Resolved Bugs” section on page 6](#).

Upgrading to Release 2.12.0



Note

This camera firmware works with Cisco VSM version 7.9 and higher.



Warning

This camera firmware will not work with VSM version 7.8 and lower.

If your IP camera has an earlier firmware release, you can upgrade it to firmware release 2.12.0 by using the Camera Firmware Upgrade feature in the VSM Management Console. For instructions, see the “Using the VSM Management Console” chapter in *Cisco Video Surveillance Manager User Guide*.

Alternatively, you can upgrade your IP camera to firmware release 2.12.0 by performing the following steps.

**Note**

Upgrading from Release 2.0.0 and earlier to Release 2.12.0 formats the IP camera SD or MicroSD card, which permanently removes any data that the card contains.

Procedure**Step 1**

Take these actions to obtain the release 2.12.0 firmware:

- a. Go to the following URL:
<https://software.cisco.com/download/navigator.html>
- b. In the Downloads Home area, **Product > Connected Safety and Security > Video Surveillance IP Cameras**, and then navigate to your camera model.
- c. In the Select a Software type area, click Video Surveillance *model* Series IP Camera Firmware, where *model* is the series model of your camera.
- d. From the navigation pane on the left, choose the **2.12.0** release.
- e. Download the 2.12.0 firmware with the file name that applies to your IP camera:
 - For 2830 and 2835 PTZ IP cameras: CIVS-IPC-283x-2.12.0-xx.bin
 - For 3000 series IP cameras: CIVS-IPC-3xxx-2.12.0-xx.bin
 - For 3050 IP cameras: CIVS-IPC-3050-2.12.0-xx.bin
 - For 3535 IP camera: CIVS-IPC-3535-2.12.0-xx.bin
 - For 3600 series IP camera: CIVS-IPC-36xx-2.12.0-xx.bin
 - For 6000 series IP cameras: CIVS-IPC-6xxx-2.12.0-xx.bin
 - For 6600 series IP camera: CIVS-IPC-66xx-2.12.0-xx.bin
 - For 6930 PTZ IP camera: CIVS-IPC-6930-2.12.0-xx.bin
 - For 7000 series IP cameras: CIVS-IPC-7xxx-2.12.0-xx.bin
 - For 7070 IP camera: CIVS-IPC-7070-2.12.0-xx.bin
 - For 6500PD IP camera: CIVS-IPC-65xx-2.12.0-xx.bin
 - For 7530PD IP camera: CIVS-IPC-75xx-2.12.0-xx.bin
- f. Log in and follow the on-screen prompts to download it to your PC.

Step 2 Take these actions to display the Firmware window in the web interface for your IP camera:

a. Start Internet Explorer and enter the following in the address field:

protocol://ip_address:port_number

where:

- *protocol* is the connection that you use for your IP camera (either HTTPS or HTTP).
- *ip_address* is the IP address of your IP camera.
- *port_number* is the port number that is used for HTTPS or HTTP connections to the IP camera. You do not need to enter a port number if you are connecting through the default HTTPS port 443 or the default HTTP port 80.

b. Enter your IP camera user name and password when prompted, then click **OK**.

The IP Camera Main window appears.

c. Click the **Setup** link to access configuration menus for the camera.

d. Click **Administration**, then click **Firmware**.

The Firmware window appears.

Step 3 In the Firmware Maintenance area, click **Browse**, choose the upgrade file, and then click **Open**.

The upgrade file may be stored on another PC.

Step 4 Click **Upgrade**.

Do not power down the IP camera during the upgrade procedure.

After upgrading to the 2.12.0 firmware, clear the browser cache, close and reopen the browser to ensure the changes from the new firmware are reflected correctly.

After you upgrade the firmware, the IP camera automatically restarts. It retains all configuration information.

Installing ActiveX Client

The following sections provide information about installing the ActiveX client:

- [Minimum Installation Requirements, page 4](#)
- [Installation Procedure, page 5](#)

Minimum Installation Requirements

- Windows 7 with Standard User Rights
- DirectX End-User Runtime (DirectX 9.0 or higher)
 - DirectX 11 installed with Windows 7
- .Net Framework 2.0 SP 1 or higher
 - Installed with Windows 7 by default
- Computer Display drivers installed properly
- Support for the 32-bit version of Internet Explorer 9, 10, and 11

Installation Procedure

If you go to the View Video window or the Local Storage window in the IP camera web-based interface and ActiveX is not installed, the window indicates that ActiveX is required provides instructions that explain how to download and install ActiveX.

To download and install ActiveX, follow these steps:

Procedure

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- Step 1** From the window IP camera web-based interface that instructs you to install the Cisco Camera UI Control, click **Install** in the yellow banner.
- Step 2** If a Security Warning dialog box appears, click **Install**.
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Bugs

The following sections provide information about bugs in this IP camera release:

- [Using the Bug Search Tool, page 5](#)
- [Known Bugs, page 6](#)
- [Resolved Bugs, page 6](#)

Using the Bug Search Tool

You can use the Bug Search Tool to find information about bugs for this release, including a description of the problems and available workarounds. The Bug Search Tool lists both open and resolved bugs.



Note

Bug Search Tool is the successor to the Bug Toolkit.

To use the Bug Search Tool, follow these steps:

Procedure

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- Step 1** Go to <https://tools.cisco.com/bugsearch/>.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the Search For field, then press **Enter**.
- Step 4** To look for information if you do not know the bug ID number, enter keywords which search for text matches in the following sections of a bug:
- headline/title
 - release note
 - product

- known affected releases/ known fixed releases

For more information about the Bug Search Tool, click Help on the main Bug Search Tool page:

<https://tools.cisco.com/bugsearch/>

Known Bugs

Table 1 describes the known bugs in this release.

Table 1 **Bugs Open in this Release**

Identifier	Description
CSCub85297	Video distortion may occur when viewing multiple cameras on the same PC
CSCue99434	MJPEG configuration change may take up to 5 minutes before streaming starts

Resolved Bugs

Table 2 describes the bugs that are resolved in this release.

Table 2 **Bugs Resolved in this Release**

Identifier	Description
CSCum43626	Camera fails to install license for camera application
CSCut10929	Cannot use apps if log in via IPv6 address with Mozilla or Chrome browser
CSCuv10473	Cannot configure .255 network addresses

Related Documentation

For additional information about the Cisco Video Surveillance IP camera, see the *Installation Guide* and *Configuration Guide* for your IP camera, which is available at www.cisco.com/go/ipcamera.

Obtaining Documentation and Submitting a Service Request

For information about obtaining documentation, submitting a service request, gathering additional information and new and revised Cisco technical documentation, see the monthly *What's New in Cisco Product Documentation*: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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