



WJ-GXE500 Firmware Release Note

This document describes WJ-GXE500 firmware upgrade Information.

1. Release version: Version 3.00
 2. Release Note Reference Number: GXE500_021

Updated: March 7, 2023
 Issued: April 1, 2022
 i-PRO Co., Ltd.

| VER (ActiveX VER) Release Date | Priority Rank Level | | | | U | Issue (Phenomenon) | Occurrence condition | Correspondence |
|--|---|--|-----------------------------|---|---|--|--|--|
| | A | B | C | U | | | | |
| 1.30 (4.01.00) Jan., '11 | | | | | x | - | - | Improved "H.264 picture quality" |
| 1.31 (4.01.00) Sep, '11 | C | | | | x | Camera may become "SAFE MODE" (Occurrence frequency : Low) | Under broadcast storm in a network. | Strengthen measure aimed at preventing "SAFE MODE" |
| | | | | | x | May not boot up reboot process. (Occurrence frequency : Low) | During the reboot process after upgrading firmware or initializing ([Reset to the default] / [Load the default HTML files.] / [Reset to the default and load the default HTML files.]) * Not occur by power off and on. * Can recover by power off and on. * Applicable from June, 2011 or later product. | Fixed. |
| 1.32 (4.01.00) Nov, '11 | C | | | | x | Camera may reboot after certain days (as follows) past. (97.1-day, 159.5-day, 256.6-day, 318.9-day and 416.1-day) (Occurrence frequency : Very rare) | - Use in JPEG (does not matter either/both H.264 or MPEG-4 are used). - Occurrence frequency is vary depends on network environment. - It will NOT occur if JPEG is not used even although either H.264 or MPEG-4 is used. | Fixed not to reboot. |
| | | | | | x | SD backup cycle may be less than 1ips if SD memory recording of NDR were set 1ips while running with NDR. (Occurrence frequency : Very rare) | It occurs 10 seconds after disconnecting network and starting SD backup while SD backup is in use and is set 1ips. | Fixed to record correctly. |
| 1.33 (4.01.00) Mar, '12 | C | | | | x | May not control camera in RS-485. Once uncontrollable, need Power Off/On. (Occurrence frequency : Rare) | While using LAN-Serial convertor (third-party's product and, input =LAN and output to camera control=RS-485) and length of commands were 256 Bytes or longer. | Fixed to avoid hung up. The commands up to first 255 Bytes will be accepted. The 256th Byte and after will be ignored. |
| 1.34 (4.01.00) Apr, '12 | C | | | | x | Panasonic alarm protocol notification is not sent when video loss is detected and retained from video loss. (Occurrence frequency : High) | Firmware version between 1.30 and 1.33 (it works on between ver 1.10 and ver 1.11) | Fixed to send Panasonic alarm protocol notification, properly. |
| 1.36 (4.01.00) May, '12 | C | | | | x | PTZ operation will be stopped after 2 sec although it is expected to work continuously. (Occurrence frequency : High) | By using with the cgi commands; "rpan", "rtilt" and "rzoom". | Fixed not to stop. |
| | | | | | x | Camera may restart, unexpectedly. (Occurrence frequency : High) | In a case camera receives the cgi commands ("rpan", "rtilt" and "rzoom") within 10 sec, repeatedly. | Fixed not to restart. |
| | | | | | x | - | - | Improved picture quality while H.264 transmission priority is selected Frame Rate. |
| | | | | | x | PTZ control may not be possible by coaxial connection. (Occurrence frequency : Low) | Under the environment of switching between "video loss" and "recovering video loss" within a few minutes (Example: damaged coaxial cable is in used), camera receives cgi commands for PTZ control and/or statues request frequently/repeatedly. | Fixed to control PTZ properly. |
| | | | | | x | Video streaming may be stopped. (Occurrence frequency : High) | In a case sending the stream in RTSP. | Fixed not to stop. |
| | | | | | x | - | - | Settings for the notify of recovering video loss by e-mail, is moved from "VIDEO LOSS" to "ALARM". Note: Please make setting it again after updating firmware version. |
| | | | | | x | Log list may not be displayed with "Failed to receive data" message. (Occurrence frequency : Very rare) | When the alarm log list (date of alarm and alarm type) is displayed. | Fixed to display properly. |
| x | Reach to User Access limit without too many Access (Occurrence frequency : High) | Use Audio Stream & does not use MJPEG stream and continuing connect/disconnect network | Fixed User Access procedure | | | | | |

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| | A | B | C | | | | | |
| 1.36 (4.01.00) May, '12 | C | | | x | | Video streaming may be stopped. (Occurrence frequency : Low) | While sending video stream in RTSP with switching cameras sequentially. | Fixed to send properly. |
| 1.40 (4.16.03) Mar, '13 | C | | | | x | - | - | Added an option to display picture more smoothed by plug-in software. |
| | | | | | x | - | - | Improved plug-in software for displaying live picture (buffering) more smoothed. |
| | | | | | x | - | - | Supported changing configuration by RS-485 protocol. Also supported Pelco-D and Pelco-P protocols. |
| | | | | | x | - | - | Improved connectivity by not to send "RSET" command to SMTP server when sending alarm/diag. notification by e-mail. |
| | | | | | x | Video transmission may be delayed. (Occurrence frequency : Mid) | In a case, "Smoother live video display on the browser (buffering)" were "On" and using with IE6 SP3 under Windows XP SP3. | Fixed not to delay video transmission. |
| | | | | | x | Video transmission may be stopped. (Occurrence frequency : Low) | In RTSP connection, RTSP packet of OPTIONS (for keep alive purpose) from the other device does not contain session parameters In RTSP connection, receiving TEARDOWN packet from a device had stopped transmission. | Fixed not to stop video transmission. |
| | | | x | - | Unable to transmit video after start/end encoding. | Changed factory default values for transmitting H.264/MPEG4 settings to unify the specifications with other i-pro cameras. | | |

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Added on Jan. 15
 You can install any firmware version for the products manufactured prior to July 2013.
 But only firmware version 1.50 and newer can be installed for the products manufactured in July 2013 and after (Serial Number "MGxxxx", "MHxxxx", "Mlxxxx" and so on).

| | | | | | | | | |
|--------------------------------|---|--|---|---|--|---|---|--|
| 1.50 (4.16.03) Jul., '13 | C | | | | x | - | - | Changed to an optional function of "Face detection outline display" and "Advanced func."effective from newly production units in July, 2013. This is effective from newly production units only and nothing influences existing units (which the function is already usable) even if the firmware version 1.80 (and newer) would be installed. |
| | | | | | x | - | - | Supported the combination of Windows 8 and Internet Explorer 10. Please refer to the "NOTE" |
| | | | | x | Unable to access the camera. | In a case UPnP is set to "ON". | Fixed to access the camera, properly. | |
| 1.52 (4.16.03) Nov., '13 | C | | | | x | - | - | Supported H.264/MPEG-4 transmission in RTSP using with the URL as follow; rtsp://<IP address>/Src/MediaInput/ |
| | | | | | x | - | - | Supported a function to receive the direction (position) from analog cameras. |
| | | | | | x | Transmission may be stopped by sending the CGI (get_io) to obtain the status of alarm terminals and VMD. (Occurrence frequency : Low) | In a case, sending the CGI (get_io) to obtain the status of Alarm terminals and VMD repeatedly. | Fixed not to stop transmission. |
| | | | | | x | An error message with incorrect camera number may be shown. Example: "Camera1 Connection has been disconnected. Please confirm connection." (Occurrence frequency : High) | while the error occurred in multi-screen display and no camera title is set. | Fixed to show correct camera number. |
| | | | x | It may failure to send stop command to stop zooming. (Occurrence frequency : High) | In a case, "Panasonic" protocol is selected for RS485 control. | Fixed to send the command to stop zooming, properly. | | |

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| 1.53 (4.16.03) Nov., '13 | U | | | | x | - | Note on Ver1.50 | Supported the combination of Windows 8 and Internet Explorer 10. Improved from version 1.50. |
| 1.54 (4.16.03) Jan., '14 | C | | | | x | VMD may not be detected. (Occurrence frequency : Low) | In a case the either (1) or (2) as follows are made under both VMD is Enabled and VD2 Sync on camera is NOT in used; (1) Turning camera power OFF and ON. (2) Keep running continuously. | Fixed to work, properly. |
| 1.56 (4.16.03) Oct., '14 | C | | | | x | Vertical white noise may be seen. (Occurrence frequency : High) | On version 1.54 | Fixed. |
| 1.60 (4.27.02) Nov., '14 | C | | | | x | - | - | Updated the Time Zone setting values as of October 2014. |
| | | | | | x | - | - | Supported a function of Scene Change Detection. |
| | | | | | x | - | - | Supported to be connected with the internet mode by BB-HNP17. |
| | | | | | x | While selecting "Terminal 2" to be "Alarm output" and "Open", the Terminal 2 outputted "Open" even if the alarm input terminal 2 were NOT in activated. (Occurrence frequency : High) | In a case the Terminal 2 were set to "Alarm output" and the Terminal 3 were set to "AUX output". | Fixed. |
| | | | | | x | Important information about images on SD memory card: Before upgrading the firmware version 1.60, please collect all SD memory card images those were recorded under the older firmware version. Those cannot be accessed under the version 1.60 (or newer) due to changing its folder strategy. | | |
| | | | | | x | Unable to obtain a list of images saved on the SD memory card. (Occurrence frequency : High) | In a case saving images on the SD memory card for a long time. | Fixed. |
| 2.40 (4.27.0.4) Apr., '16 | C | | | | x | - | - | Allowed a host-name to be specified as specified mail address of the notification function. |
| | | | | | x | The response by a cgi command as follow contains two "200 OK". /cgi-bin/terminal_default?input1=no&input2=no&input3=no (Occurrence frequency : High) | - | Deleted the redundant "HTTP/1.0 200 OK" from the response. |
| 2.41 (4.27.02) June, '16 | C | | | | x | - | - | 1. Changed factory default setting value at User Authentication from "OFF" to "ON". 2. Deleted pre-registered User name (admin), and Password (12345). 3. All users must register User name(s) and Password(s) at initial access. - User name: 1 to 32 characters - Password; 8 to 32 characters, two or more types of characters among alphabets, numbers and symbols. Note: Currently registered User name(s) and Password(s) will NOT be deleted by upgrading firmware, however, you have to register them under the new policy (above "3") after initializing (default reset) by the INITIAL SET button or by the setup menu. |
| 2.41 (4.27.02) June, '16 | C | | | | x | Backup of recorded picture (in JPEG) from SD memory card to WJ-ND400 may be solid black. | - | Fixed. |

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| 2.43 (4.27.0.7) July, 2017 | C | | | | x | - | - | Changed company name to the new company name in the plug-in (ActiveX) software. |
| | | | | | x | - | - | Updated the URL of the support WEB site displayed on the screen. |
| | | | | x | | Screen may show solid black. | - | Fixed. Improved fail-safe processing at the occurrence of abnormality of image encoding processing unit so that to avoid displaying solid black. |
| | | | | x | | WV-SW458 unable to transmit more than 4Mbps. | On ONVIF®. | Fixed. |
| 2.50 (4.27.0.7) Sept.,2018 | U | | | | x | - | - | Added authentication method in user authentication; Choices are "Digest" or "Basic", "Digest" and "Basic". Factory default setting: "Digest" |
| | | | | | x | - | - | Changed password policy that it must include at least 3 types of characters among "upper case letters / lower case letters / numbers / symbols". Note: Original passwords and authentication method of products on the system are kept unchanged even firmware and software have been updated. For more details: security_upgrade_June2018.pdf |
| 2.60 (4.27.08) April,2020 | C | | | | x | - | - | Changed the company name in the plug-in software Active X to the new one. |
| | | | | x | | The image may turn black or get laggy when displaying images using 3rd party decoder. (Occurrence Frequency: Rare) | - | Fixed. |
| 3.00 (4.27.09) Apr.,2022 | U | Except for Chinese market model | | | | | | |
| | | | | | x | - | - | Changed company name from "Panasonic i-PRO Sensing Solutions Co., Ltd." to "i-PRO Co., Ltd." Changed company name in the plug-in (ActiveX) software to "Panasonic i-PRO Sensing Solutions Co., Ltd." |
| | | | | | x | - | - | Updated SNMP extended MIB. Changed the extended Object ID(OID) from Panasonic(258) to i-PRO(57501). Note: MIB file and manual are available at the following link. https://i-pro.com/global/en/surveillance/database/i-pro-device-integration/snmp-mib |
| | | | x | - | - | - | Changed the alarm name from "Panasonic alarm protocol notification" to "TCP alarm notification". | |