

Contacting Technical Support

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Software Release 7.93.53 Details

Release Date: 10/15/2014

Software Version: 7.93.53

Applies to Products: WPS-100-DVR-4CH
WPS-100-DVR-8CH
WPS-300-DVR-9CH
WPS-300-DVR-16CH

NOTE: Firmware release version 7.93.53 is the stable release of beta firmware version 7.92.53. If you are upgrading your DVR from an older software version than 7.92.53, please see the release notes beginning on the next page for more improvements and changes that have been made.

It is recommended that this firmware version only be applied to DVRs where the features and issues listed are desired.

Changes in 7.93.53

Updates

- Default NTP settings revised
 - NTP settings have been revised to change the default NTP Server setting to ON
 - This ensures external time sync out-of-box and prevents vulnerability to NTP-based DDOS attack
- LED icons revised in IE software
 - Simulated LEDs for Camera, Alarm In and Alarm Out are now more visible in IE GUI

Software Release 7.92.53 Details

Release Date: 6/10/2014

Software Version: 7.92.53

Applies to Products: WPS-100-DVR-4CH
WPS-100-DVR-8CH
WPS-300-DVR-9CH
WPS-300-DVR-16CH

It is recommended that this firmware version only be applied to DVRs where the features and issues listed are desired.

Changes in 7.92.53

Key Updates

- The IE browser GUI has been updated for improved appearance & feel. IE10+ is recommended.
- Compatibility with IE 11 has been improved
NOTE: Adding the DVR IP address/URL to the IE 11 Compatibility list may still be required in some cases.
- Network configuration now defaults to DHCP.
- IE browser GUI support for multiple, custom multi-window view profiles has been significantly improved.
NOTE: Documentation for this feature will be included with the full release of this firmware.
- IE browser GUI now supports Easy Schedule setup, for all or for individual cameras.

New Features

- **New support for Main display Call by Event**
Motion or alarms can now be set up to call the motion/alarm camera to full screen on the Main VGA/HDMI monitor output.
- **LAN NAS Drive Support**
HDD Setup now supports recording to local network NAS drives (NAS must support NFS capability)

Updates

- Supports more complete remote configuration with addition of local VGA display settings in the web browser Config menu. (previously only found in the local GUI menu)
- Support has been added for 640x480 resolution in mobile WAP GUI
- Time zones have been updated.
- Schedule setup now supports scheduling for all cameras or unique schedules for each camera.
- Supports UPnP Port Forwarding for routers with this capability.
- IE browser GUI has much better support for computers with dual monitors.
- IE software now prompts and provides link for manual installation of IE plugins on some PC's when required.
- Auto-connection feature of IE browser GUI now defaults to Disabled.
- Enhanced support for Persian and Dutch languages.

Bug Fixes

- Faster response for selecting Camera 1 in split window display.
- Resolved several issues in DST (Daylight Saving Time) transitions.
- Resolved a minor issue with log printing from the IE browser GUI.

Known Issues

- Split-window views (e.g. 64W, etc.) can cause IE browser to crash or close when shifted to Full Screen mode.)

Software Release 7.80.53 Details

Release Date: 9/26/12

Software Version: 7.80.53

Applies to Products: WPS-100-DVR-4CH
WPS-100-DVR-8CH
WPS-300-DVR-9CH
WPS-300-DVR-16CH

It is recommended that this software release only be installed in DVRs where the feature enhancements and fixes listed below are desired.

Supporting Documents (on the SnapAV website)

- WPS-DVR Software Upgrade Instructions
- WPS-DVR_Control4_DriverSetup
- WPS-DVR_Control4_ControlDriver
- WPS-DVR_Control4_VideoDriver
- WPS-DVR_Software

Changes in 7.80.53

New Features

- **Support for larger JPEG images**
Control systems may now request and will receive JPEG snapshot images with image sizes of 160x120, 320x240 or 640x480. In particular this improves visual quality when using the Control4 4Sight remote access service.
- **Crestron RS232 & IP Drivers**
To utilize the RS232 & IP, control and video streaming, all Wirepath™ DVRs are now fully integrated with Crestron Automation Systems. Simply connect the DVR to a network, install the appropriate Crestron drivers, and the system is accessing cameras and DVR administration from the Crestron GUI.
- **Additional HTTP authentication method for control systems**
Control systems may now request JPEG images and MJPEG streams over HTTP authenticated by either basic authentication or by passing login and password as parameters, improving support for a variety of third-party interfaces.

Updates

- **IR control from URC remote controls**
URC remote controls would often be unable to control the DVR using learned IR or imported Pronto-format commands. DVR received IR timing tolerance has been modified to resolve this issue. Updated Wirepath DVR IR code sets will be also be released soon via the URC IR Library.

- **9CH/16CH DVR HDMI output format did not work with some HDMI extenders**

Resolved an issue that would prevent display of DVR HDMI output when using certain SDI-based HDMI extenders (including the Binary B-400-1COAX-HDIR).

Bug Fixes

- **Complex scene “No Record” frequent alarms**

Very bright complex scenes (sunlight on moving water, bright wind-blown foliage) can create video compression issues that used to reboot the DVR. DVR Software version 7.77.53 added support for a “No Record” alarm; message and log entry that stopped recording an affected camera input but alarms could be triggered more often than desired.

Version 7.80.53 should prevent most “No Record” situations and recover more quickly from those that do occur.

- **Software update could make DVR inoperable**

Previous versions of DVR software could (and will still) make a DVR inoperable if the update is performed with the update file located in a long or complex path name on the USB flash drive.

As of version 7.80.53 and higher the update can be performed from any directory on the USB flash drive.

NOTE: Updating OR downgrading to any DVR software version PRIOR to 7.80.53 still requires that the update file be located in the Root directory of the flash drive ONLY.

Known Bugs

- **Control4 iOS GUI “snapshot” updates**

Control4 iOS MyHome GUI security camera “snapshots” do not update after the iOS device is turned off or enters Auto-Lock mode. Solution is to exit and re-start the Control4 application.

Software Release 7.77.53 Build#4 Details

Release Date:	5/16/12
Software Version:	7.77.53 Build #4
Applies to Products:	WPS-100-DVR-4CH WPS-100-DVR-8CH WPS-300-DVR-9CH WPS-300-DVR-16CH

It is recommended that this software release only be installed in DVRs where the feature enhancements and fixes listed below are desired.

Supporting Documents (on the SnapAV website)

- WPS-DVR Software Upgrade Instructions
- WPS-DVR_Control4_DriverSetup
- WPS-DVR_Control4_ControlDriver
- WPS-DVR_Control4_VideoDriver
- WPS-DVR_Software

Changes in 7.77.53 Build #4

New Features

- **MJPEG video streaming for access by third-party systems.**
With the new Triple Stream function a Motion JPEG stream is available specifically for automation systems so the live view of all cameras can be accessed over IP without the need to add costly video encoders.
Note: This requires the Automation System manufacturer to enable this support via a driver.
- **IP (telnet) control of the DVR (emulation of front panel/IR remote)**
Control the DVRs main video outputs, and modify the DVRs settings using IP directly from the Automation Systems GUI while watching on a remote TV display.
Since this feature uses the Ethernet connection it adds control to the 8ch and 4ch which did not have 3rd party automation control in the past (only the 9 16CH DVRs have RS232 ports).
Note: This requires the Automation System manufacturer to enable this support via a driver.
- **Control4 IP Drivers**
To utilize the IP control and video streaming, all Wirepath™ DVRs are now fully integrated with Control4 Automation Systems. Simply connect the DVR to a network, install the appropriate Control4 drivers (we have a driver for control and drivers for each camera channel), and the system is accessing cameras and DVR administration from the Control4 GUI.

- **Motion Detection/Privacy Mask setup via Internet Explorer plugin**
Motion Detection and Privacy Mask functions can now be setup and adjusted remotely from your facility. No more costly truck rolls to support customers DVRs when updates are required to the motion detection settings.
- **Event log entries increased from 3,000 to 6,000 to improve Search by Event functionality**
- **RS232 Baud Rate for Keyboards defaults to 9600**
- **New Previous/Next Camera/View commands for remote interfaces IR, RS232 and IP**
PREV uses the "*.mark" command and NEXT uses the "#/code" buttons/commands
Remote Guest Level to restrict access from unauthorized Internet Explorer sessions Additional access settings enabled to distinguish between remote and local connection (necessary for 232 and IP control of the DVR to maintain security).
- **Local and remote Guest level access can now select a specific user – in the past it was only Operator, Supervisor, Administrator**

Updates

- **Expired digital certificate for code-signing IE plugin has been updated**
- **Motion Sensitivity/Number of Grids default settings updated**
- **Removed extraneous SEARCH button from Search By Time window in IE Plugin**
- **Remote Audio Live Playback with a single microphone on the DVR now plays that audio for any View that includes assigned camera (as opposed to requiring the assigned camera to be selected/in focus).**

Bug Fixes

- **DVR Reboot After Recording Complex Scenes**
DVR will no longer reboot when recording overly complex scene (ex: shimmering direct sunlight reflecting off water) and set to record at D1. DVR will now temporarily disable recording for the offending channel, log the event in the system log, display NO RECORD message on the DVR's main output scroll bar and sound the buzzer as a precaution to warn the user that the DVR is not recording a channel. The buzzer sound cannot be defeated. In this event the installer should reposition the camera to solve the issue.

Known Bugs

- **Control4 GUI jpegs**
Control4 GUI jpegs do not update if the iOS devices goes to sleep. Solution is to exit the application and restart.

Software Release 7.75.53 Build#3 Details

Release Date:	2/23/12
Software Version:	7.75.53 Build #3
Applies to Products:	WPS-100-DVR-4CH WPS-100-DVR-8CH WPS-300-DVR-9CH WPS-300-DVR-16CH

It is recommended that this software release only be installed in DVRs where the feature enhancements and fixes listed below are desired.

Supporting Documents (on the SnapAV website)

- WPS-DVR WirepathDNS Setup
- WPS-DVR Software Upgrade Instructions

Changes in 7.75.53 Build #3

New Features

- **WirepathDNS Option Added to DDNS list.**

Note: Existing DVRs already setup with Dyn.org DDNS or FLY2DNS do not require this upgrade unless changing to the WirepathDNS server is desired.

For more information on the use of this feature, see the WPS-DVR WirepathDNS Setup document on the SnapAV website.

- **Build number added to the DVRs local menu and Status Page.**

The build number will now appear on the Log In page of the WPS-100-DVR-4CH and the Status Page of the WPS-100-DVR-8CH, WPS-300-DVR-9CH, and WPS-300-DVR-16CH.

Bug Fixes

- **Motion Detection Sensitivity Enhanced.**

Note: if you are upgrading a unit in an existing setup that is using motion detection, please test motion detection settings for each camera after software upgrade

- **HDMI output refresh changed from 65Hz to 60Hz for better TV compatibility.**

Note: This applies to the WPS-300-DVR series ONLY.