

## AUTODOME 7000 Firmware Compatibility/Video Loss after Downgrade

March 18, 2014

### Issue Severity:

- High: Act immediately
- Medium: Bosch Security Systems strongly recommends you take the action(s) described below.
- Low: Advisory

### Products Affected:

- AUTODOME 7000 Series

## 1.0 Issue

The AUTODOME 7000 Series camera is not compatible with firmware CPP\_H.264\_5.90.1220.fw that was available on the Download Store (Platform ALL). This firmware file will not upgrade correctly and will always report an error at the end of the upgrade.

## 2.0 Resolution

Firmware CPP\_H.264\_5.90.1220.fw must be replaced with firmware version CPP\_H.264\_5.80.0075.fw on the AUTODOME 7000 Series camera.

### 2.1 Firmware Downgrade

1. Download firmware file CPP\_H.264\_5.80.0075.fw from the AUTODOME 7000 product page, accessible from the [www.boschsecurity.com](http://www.boschsecurity.com) web site.  
**Note:** The **CPP\_H.264\_5.80.0075.fw** file is NOT available from the Download Store.
2. Use the CPP\_H.264\_5.80.0075.fw firmware to downgrade the Autodome 7000 firmware version.

**Note:** After the downgrade is complete the camera will not display video.

### 2.2 Restore the Video

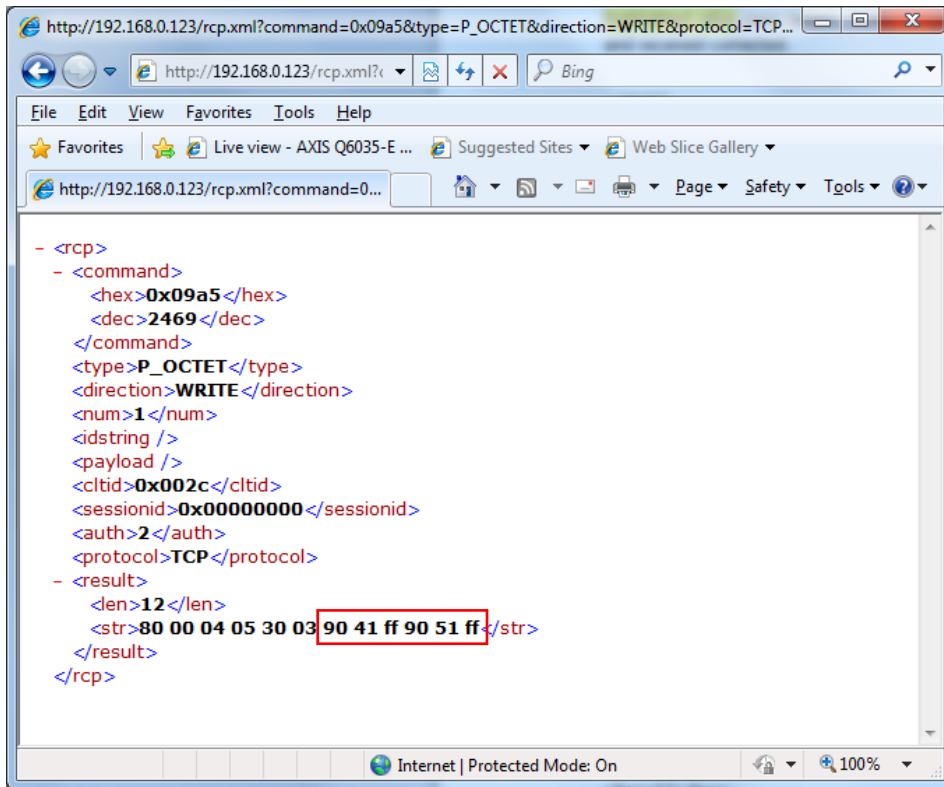
1. Cut and paste (or type) the following RCP CGI command into the address bar of Internet Explorer, substitute the IP address of the camera in place of *<ipaddress>*; and then press enter.

```
http://<ipaddress>/rcp.xml?command=0x09a5&type=P_OCTET&direction=WRITE&protocol=TCP&payload=0x80000405300381010424560000ff&num=1
```

**EXAMPLE:** The following URL shows the RCP CGI command using the default IP address for an AUTODOME 7000 Series camera:

```
http://192.168.0.1/rcp.xml?command=0x09a5&type=P_OCTET&direction=WRITE&protocol=TCP&payload=0x80000405300381010424560000ff&num=1
```

2. Confirm that the command is successful by comparing the message that the camera returns to the value in the RED box below (90 41 ff 90 51 ff). If the response matches this, then the message has been typed and received correctly.



3. Reboot the camera using either the Install menu in the web browser or using Config Manager