

# Upgrading video unit firmware

Camera manufacturers frequently upgrade their products and fix security vulnerabilities within new firmware. So, it is best practice to upgrade video units with the latest firmware certified by Genetec Inc.

## Before you begin

- If *Genetec™ Update Service (GUS)* is running, the status of the firmware upgrade is indicated in the unit's *Identity* page and in the **Proposed firmware description** column of the *Hardware inventory* report:

### **Up to date**

No firmware upgrade is necessary.

### **Optional**

The firmware upgrade is not urgent.

### **Recommended**

The firmware upgrade is recommended.

### **Security vulnerability**

The firmware upgrade fixes a security vulnerability issue and is highly recommended.

- Download the recommended firmware from the manufacturer's website. If GUS is not running, you can find the recommended firmware for your unit from our [Supported Device List](#).

**NOTE:** For certain video unit models, GUS can download for you the recommended firmware so you don't have to do it yourself. When the download option is available, the recommended firmware version is indicated in the *Upgrade firmware* dialog box. The downloaded firmwares are kept in a central storage managed by GUS, called the *Firmware Vault*, for seven days.

- Take note of the unit's configuration settings. For some manufacturers, the unit is reset to its default settings after the firmware upgrade.

## What you should know

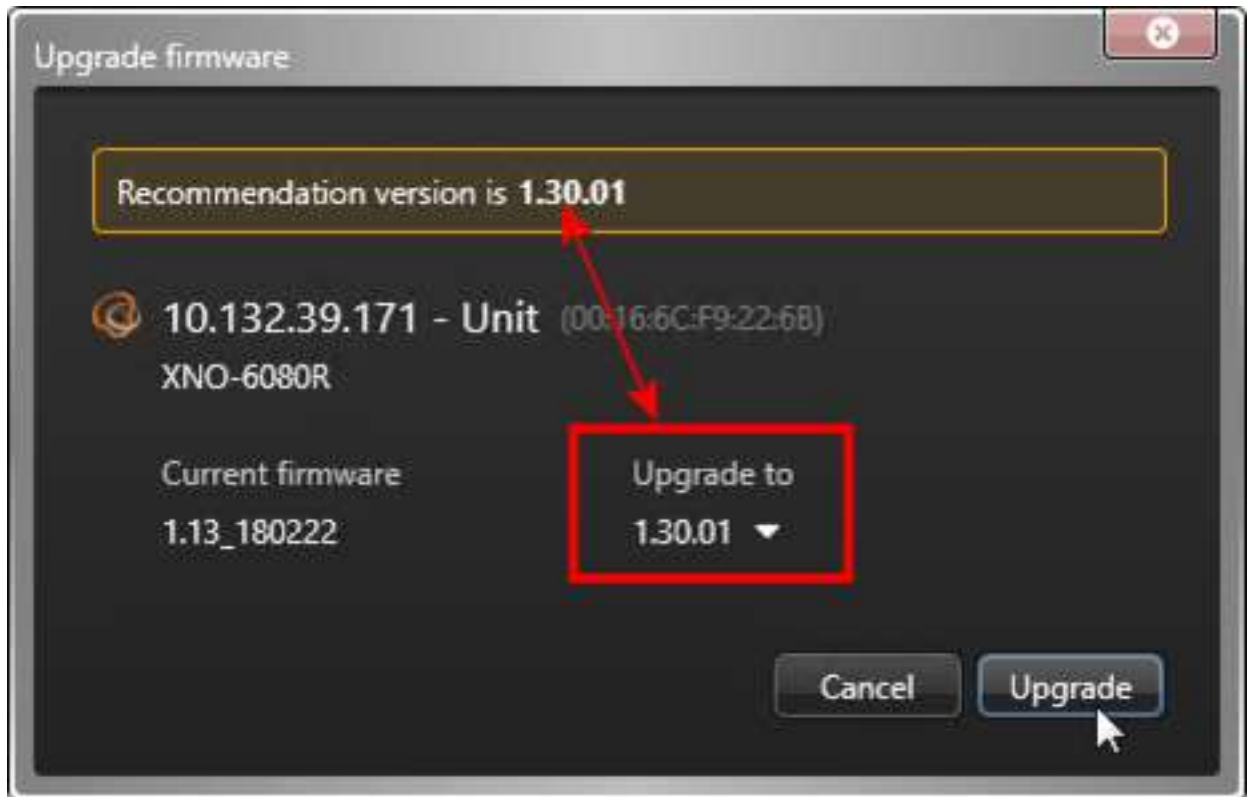
For some manufacturers, you cannot upgrade the unit's firmware from Config Tool. For manufacturer-specific information, see the manufacturer's documentation.

## Procedure

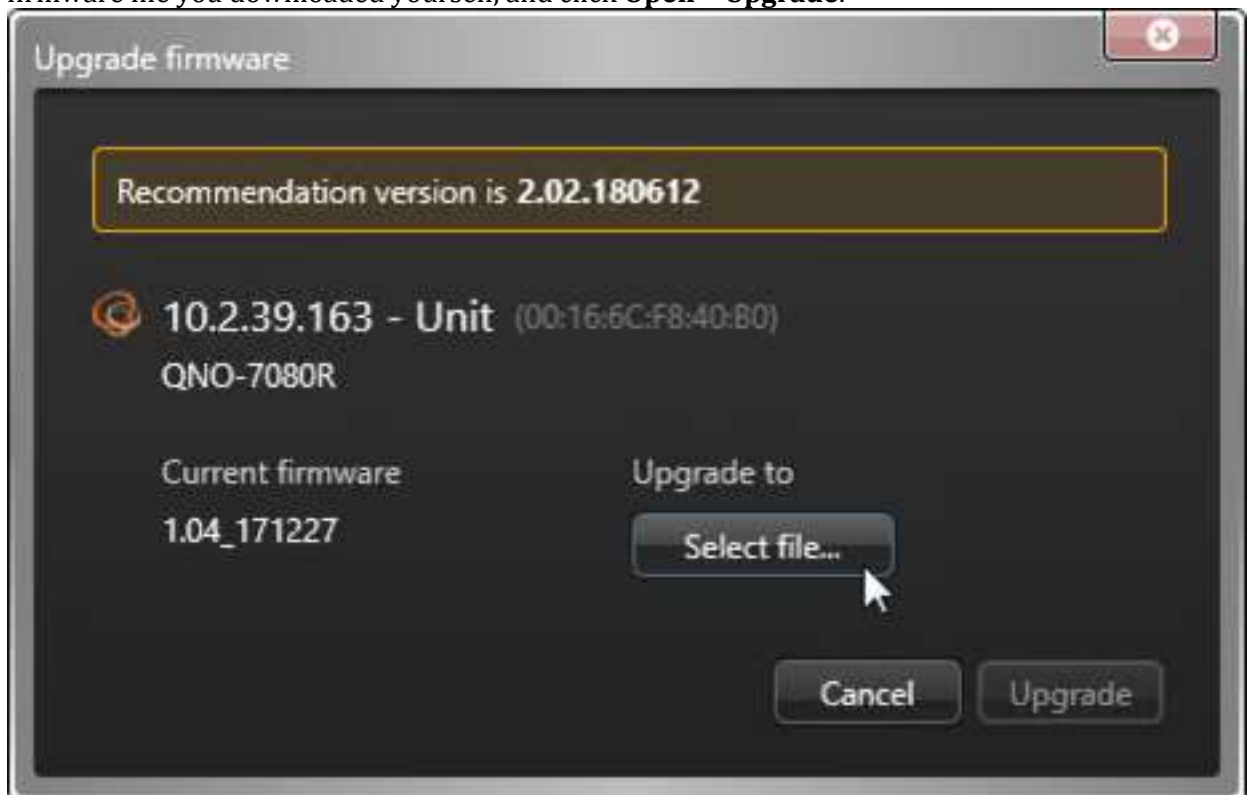
1. From the Config Tool home page, open the *Video* task.
2. Select the video unit to upgrade, and click the **Identity** tab.
3. Click **Upgrade** (☸).



4. In the *Upgrade firmware* dialog box that opens, do one of the following:
  - If the recommended firmware is shown under the label **Upgrade to**, it means that GUS can download the firmware for you. Click **Upgrade** to start the upgrade.



- If the **Select file** button is displayed instead, click that button and browse to the firmware file you downloaded yourself, and click **Open > Upgrade**.



5. A message is displayed in the notification tray telling you that the firmware upgrade has started.



- 6.
7. When the firmware upgrade completes, the unit restarts.

### After you finish

Reconfigure the units if they were reset to default settings during the upgrade.