

Dear all

We are pleased to announce that we have fixed the issue as follow.

Please upgrade the firmware of WV-ASM200/WV-ASM100) to Ver 2.12 (or newer).

Best regards,

Dear all

We regret to announce new issue of WV-ASM200/WV-ASM100

We are now working for this issue urgently and we would like to call your attention in the meantime.

We have found the issue in Japan market.

WV-ASM200/WV-ASM100 gives following symptoms, in case that WJ-ND400 is upgraded to Ver 4.02 from older version like Ver 3.40 and "Download of device information" on "Device registration" menu of WV-ASM200 is performed.

(If WJ-ND400 is Ver 4.02 at the beginning of the integration with WV-ASM200, this issue does not occur.)

- 1) Cameras in group setting are permanently deleted
- 2) Cameras in map settings are permanently deleted
- 3) Playback search from alarm logs cannot be performed

(Link button on alarm log for playback is missing)

* Recorded data is kept and can be searched by data/time.

This is a software bug of WV-ASM200.

This is caused because WV-ASM200 does not properly manage internal device ID for cameras on WJ-ND400 when the structure of the ID is changed at Ver 4.02 of WJ-ND400 to apply for global models.

Please do not perform "Download of device information" if WJ-ND400 is upgraded to Ver 4.02 from older version, to prevent this issue.

(Do not press the "Start" button)

Device registration.jpg

If you press "Start" button then following warning message will be shown.

"ASM200 renews it's registration DB."

"At that time, following effects occur."

but never press "OK" button.

If the version is older then Ver 4.02 do not upgrade to Ver 4.02.

We are very sorry for your inconvenience. We will inform much more in detail on Monday as well as the countermeasure and its schedule.

Best regards,