

Change of Digital Certificate

March 24, 2021

Version 1.00

Panasonic i-PRO Sensing Solutions Co., Ltd.

Overview

Error checking flow / Countermeasure

Applicable models and firmware version

Please be informed that the digital certificate installed in our network cameras and network disk recorders is changed from Digicert certificate to GlobalSign certificate, from April 2021.

A network disk recorder may fail to connect to a network camera with GlobalSign certificate installed, in SSL encrypted communication, when the firmware version of the recorder is 4.20 or older. This can result in a communication error on the recorder.

When you see the error, upgrade the firmware of the recorder to version 4.30 or later. The firmware version 4.30 or later supports both Digicert certificate and GlobalSign certificate.

As digital certificate is used only in SSL encrypted communication (HTTPS communication), firmware upgrade is not required when you do not use HTTPS.

Applicable models with GlobalSign certificate

*Refer to page 8 for the list of applicable models

Applicable model	Month of change
- Network cameras (*See page 8 for model name) i-PRO EXTREME Series SmartHD Series	Production in April 2021
- Network disk recorder WJ-NX400/WJ-NX300/WJ-NX200	
- New products with digital certificate pre-installed	Release in April 2021

*Digital certificate will not be changed by firmware upgrade

Phenomenon due to certificate mismatch and its countermeasure

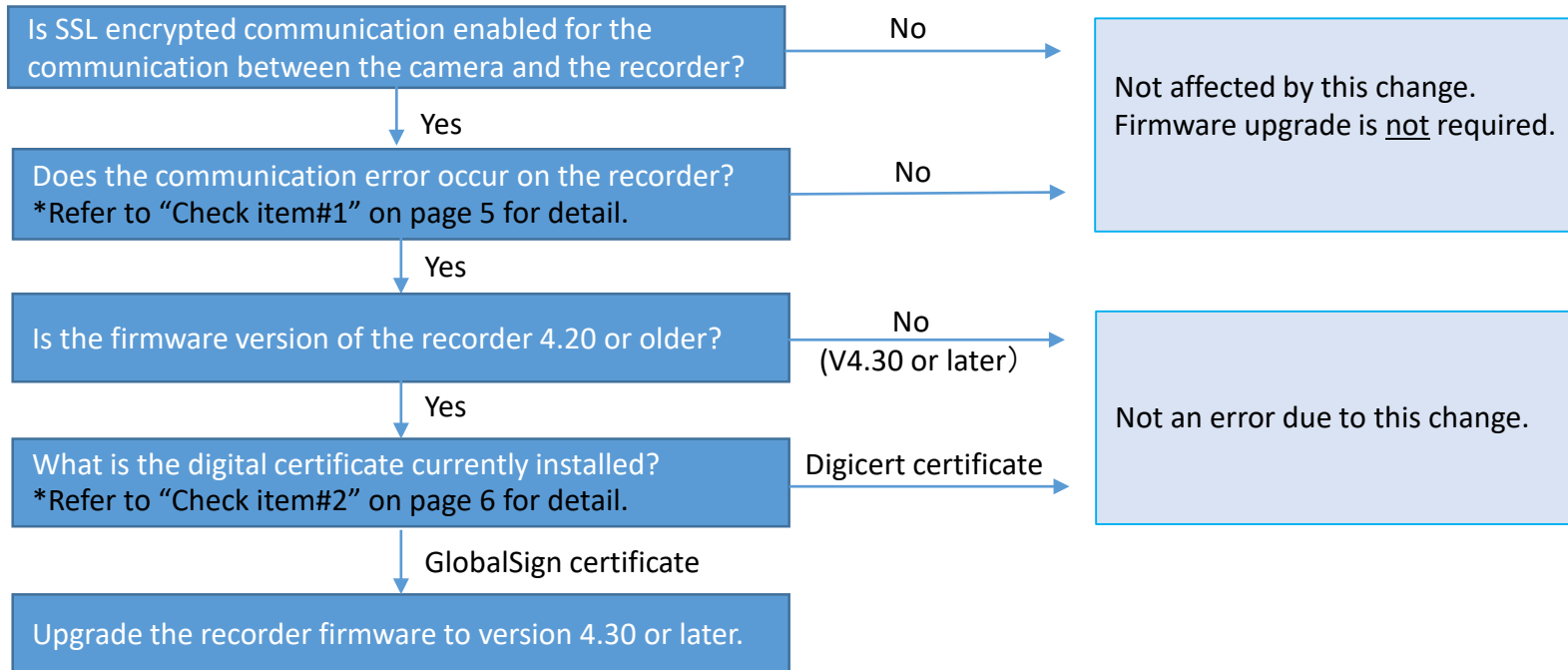
Phenomenon: Communication error occurs on a network disk recorder (*See page 5 for details)

Occurrence condition: When a camera produced in April 2021 or later is connected to a recorder produced in or before March 2021 (version 4.20 or older) in HTTPS (SSL encrypted communication).

*This error does not occur when SSL encrypted communication is not used.

Countermeasure: Upgrade the recorder firmware to version 4.30*¹ or later (*¹To be released in the end of March, 2021)

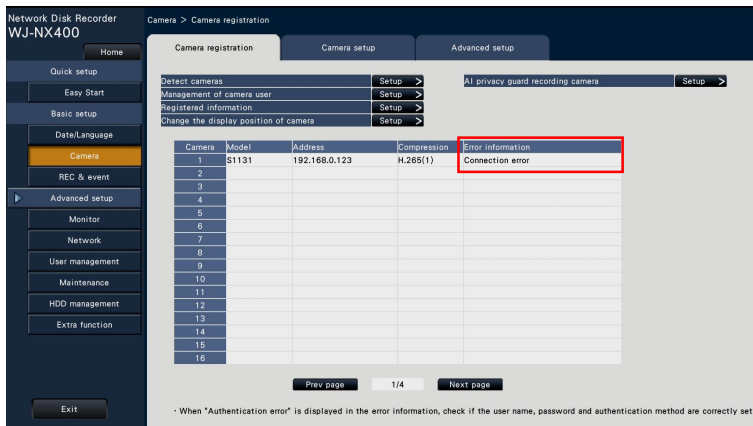
■ How to check the communication error due to the change of digital certificate



Check item #1 : Communication error display

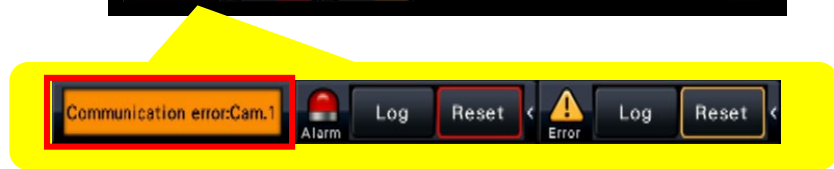
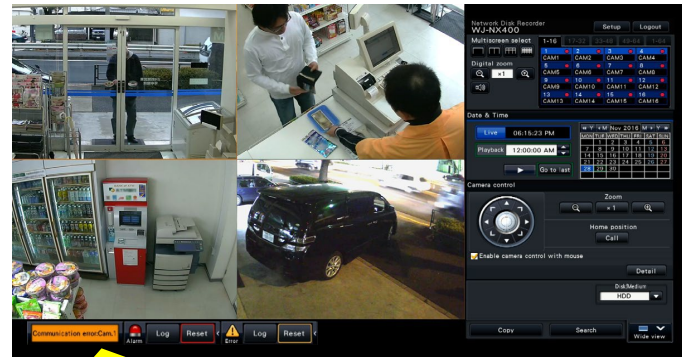
The following errors occur on the recorder.

- “Connection error” on the [Camera registration] window



[Camera registration] window under [Basic setup]-> [Camera] shows “Connection error” in [Error information]

- “Communication error” on the status display panel



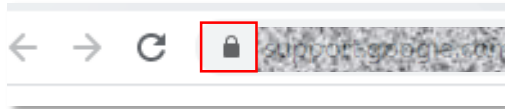
Status display panel on the main monitor shows “Communication error:Cam.xx”.

Check item #2 : Digital certificate

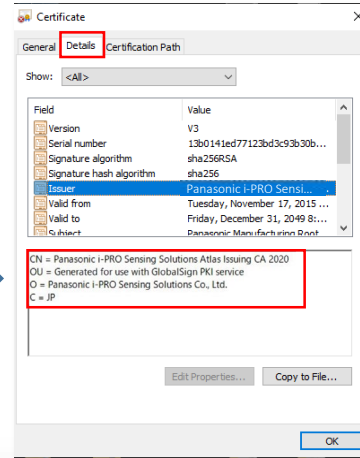
How to check the digital certificate on the camera browser

Access the camera in HTTPS.

On the camera browser, click  *1 in the address bar -> click [Certificate]-> select [Details] tab -> click "Issuer".



*1 Sample of Google Chrome



Check the certificate authority as below.

CN = Security System CA:

→ Digicert certificate is installed

CN = Security System CA
OU = generated for use with Symantec Managed PKI service
O = Panasonic Corporation
C = JP

CN = Panasonic i-PRO Sensing Solutions Atlas Issuing CA 2020:

→ GlobalSign certificate is installed

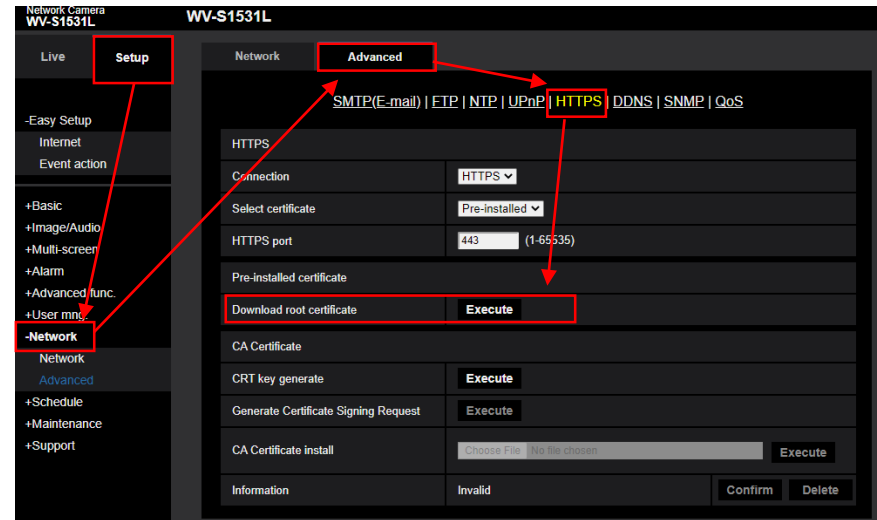
CN = Panasonic i-PRO Sensing Solutions Atlas Issuing CA 2020
OU = Generated for use with GlobalSign PKI service
O = Panasonic i-PRO Sensing Solutions Co., Ltd.
C = JP

■ How to download the digital certificate from the camera setup screen

From firmware version 4.70, you can check the digital certificate by downloading it from the camera setup screen. Certificate authority can be confirmed in the default name of downloaded file.

Go to [Setup]-> [Network]-> [Advanced]-> [HTTPS], click the “Execute” button of [Download root certificate].

- When “rootca.cer” is downloaded:
Digicert certificate is installed
- When “rootca_gs.cer” is downloaded:
GlobalSign certificate



Applicable models and firmware version



Applicable models in which GlobalSign certificate is installed at the point of April 2021 production and their firmware version.

Type	Model Name	Firmware Version
Network Disk Recorder	WJ-NX200	4.30
	WJ-NX300	4.30
	WJ-NX400	4.30
Fixed Box	WV-S1111	4.70
	WV-S1112	4.70
	WV-S1131	4.70
	WV-S1132	4.70
	WV-S1511LN	4.70
	WV-S1531LN	4.70
	WV-S1531LNS	4.70
	WV-S1531LTN	4.70
	WV-S1550L	4.70
	WV-S1570L	4.70
	WV-SPV781L	4.70
	WV-X1551LN	1.40
	WV-X1571LN	1.40
	WV-S1552L	1.40
WV-S1572L	1.40	

Type	Model Name	Firmware Version
Fixed Dome	WV-S2110	4.70
	WV-S2111L	4.70
	WV-S2130	4.70
	WV-S2131	4.70
	WV-S2131L	4.70
	WV-S2211L	4.70
	WV-S2231L	4.70
	WV-S2250L	4.70
	WV-S2270L	4.70
	WV-S2511LN	4.70
	WV-S2531LN	4.70
	WV-S2531LTN	4.70
	WV-S2550L	4.70
	WV-S2570L	4.70
	WV-SFV781L	4.70
	WV-X2251L	1.40
	WV-X2271L	1.40
	WV-X2551LN	1.40
	WV-X2571LN	1.40
	WV-S2252L	1.40
WV-S2552L	1.40	
WV-S2272L	1.40	
WV-S2572L	1.40	

Type	Model Name	Firmware Version
Compact Dome	WV-S3111L	4.70
	WV-S3131L	4.70
	WV-S3511L	4.70
	WV-S3512LM	4.70
	WV-S3531L	4.70
	WV-S3532LM	4.70
	WV-SBV111M	4.70
	WV-SBV131M	4.70
	WV-SFV110M	4.70
	WV-SFV130M	4.70
360-degree fisheye	WV-S4150	4.70
	WV-S4550L	4.70
	WV-S4550LM	4.70
	WV-X4170	4.70
	WV-X4171	4.70
	WV-X4571L	4.70
	WV-X4571LM	4.70
	WV-S4151	1.40
	WV-S4551L	1.40
	WV-S4551LM	1.40
	WV-X4172	1.40
	WV-X4173	1.40
	WV-X4573L	1.40
	WV-X4573LM	1.40

Type	Model Name	Firmware Version
PTZ	WV-S6111	4.70
	WV-S6130	4.70
	WV-S6131	4.70
	WV-S6530N	4.70
	WV-X6511N	4.70
	WV-X6531N	4.70
	WV-X6531NS	4.70
	WV-S6532LN	4.70
	WV-S6532LNS	4.70
	WV-X6533LN	4.70
Multi-sensor	WV-X6533LNS	4.70
	WV-SUD638	4.70
	WV-SUD638-H	4.70
	WV-SUD638-T	4.70
	WV-S8530N	4.70
	WV-X8570N	4.70
	WV-S8531N	1.01
	WV-X8571N	1.01

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