Do not downgrade Illustra camera firmware on cameras that use iAPI3 interface

Affected Platforms

Illustra cameras running firmware that supports the iAPI3 inteface, including the i625 PTZ, i825 Fisheye and 2/3/5 MP Pro series models.

Description

Do not downgrade the firmware on any Illustra cameras using the iAPI3 interface. This can cause corruption and some iAPI3 requests could return "Internal Server Error" messages. In some cases, video will not stream.

Workaround

Reset the unit back to factory default firmware version and upgrade from there as neccessary. Documents and firmware are attached to this KB

This process requires requesting a service account password from Tyco based on the MAC address of the unit.

Resolution

None