

Samsung PNM-C34404RQPZ Use Hanwha Vision Plugin for connecting

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Introduction

We have seen issues with The Quality Control slider being greyed out under the camera settings when using ONVIF plugin.

The Samsung PNM-C34404PQPZ Camera Device type should be using the Hanwha Vision Plugin.

If these are using Onvif currently you can convert them to Hanwah Vision Plugin under the Add IP Camera section.

Select the Drop down for Device type, and select Hanwha Vision.



Be aware

Please see KB:

<https://support.exacq.com/#!/knowledge-base/article/7670>



Information

This process may take some time, depending on the amount of data being processed. It might appear that the client is frozen or inactive. Please ensure you do not close the client until the process is fully completed for each camera. Interrupting this process will cause it to fail, and you won't be able to run it again for that camera.

TESTED VERSION:

Server 26.0.1.0

Client 26.0.3.0

Camera:

PNM-C34404PQPZ Camera

Firmware: Use FW- v20250929_PNM-C34404RQPZ_25.01.08_20250929_R1004.zip

PLATFORM:

Windows and Linux

STEPS TO REPRODUCE:

Add camera as Onvif- Check settings of Quality.

They will be greyed out.

EXPECTED RESULTS:

We should be using Hanwha Vision Plugin instead of ONVIF.

ACTUAL RESULTS:

Quality slider is unavailable and in some cases of testing unreliable.

Use of Hanwha Vision Plugin fixes this.

WORK AROUND:

Add the cameras to systems as Hanwha Vision Device type/plugin.