

TB-00460-01-250606

Pro4 and Flex4 cameras : Unable to Upgrade Firmware

This version: 31 October 2025

First version: 6 June 2025

Issue

Some cameras have problems when upgrading firmware through the web or with available tools.

Solution

A bridge firmware file must be installed to each affected camera before it is upgraded to the latest firmware.

Technical support

For help with this Technical Bulletin go to <https://support.americandynamics.net/#/contact>

Summary of Changes

- Table 1 split to create *Table 1 (Pro Gen4 cameras)* and *Table 2 (Flex Gen4 cameras)*
- New camera (*Flex4 Compact Dome 5MP; IFS05-C10-OIB4*) added to Table 1 and Table 3

Background

The cameras listed in **Affected products or versions** were manufactured with the firmware given in **Table 1** and **Table 2**. These cameras might have problems when upgrading firmware through the web or with available tools.

An affected camera will function normally until firmware upgrade is attempted, when it will not complete upgrade and will show an error message (**Figure 1** and **Figure 2**). Additionally, for Dual Sensor and Multisensor cameras, the upgrade process might appear to be complete but the firmware does not change and reverts to previous version.

Figure 1: Error message in GUI

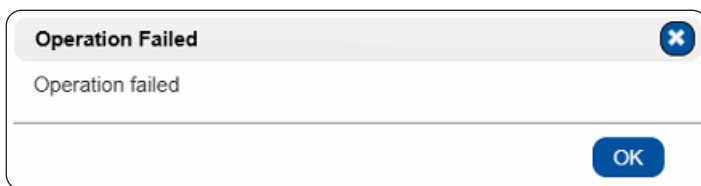


Figure 2: Error message in Illustra Connect



Affected products or versions

Table 1: Pro Gen4 products affected by this issue

Form factor	Product code	24.09 Release	25.03 Release
Pro4 Bullet 2MP	IPS02-B12-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Bullet 2MP	IPS02-B15-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Bullet 4MP	IPS04-B12-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Bullet 4MP	IPS04-B12-OTA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Bullet 4MP	IPS04-B16-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Bullet 8MP	IPS08-B13-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Bullet 8MP	IPS08-B16-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Compact 2MP	IPS02-C10-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Compact 4MP	IPS04-C10-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Compact 8MP	IPS08-C10-OIA4	SS0016.24.09.01.0004 [D]	SS0016.25.03.00.0013 [E]
Pro4 Corner 5MP	IPS05-R10-OIA4	SS0016.24.09.01.0004 [D]	N/A
Pro4 Dome Outdoor 2MP	IPS02-D12-OI04	SS0016.24.09.01.0004 [N]	SS0016.25.03.00.0013 [P]
Pro4 Dome Outdoor 2MP	IPS02-D17-OI04	SS0016.24.09.01.0004 [N]	SS0016.25.03.00.0013 [P]
Pro4 Dome Outdoor 4MP	IPS04-D12-OI04	SS0016.24.09.01.0004 [N]	SS0016.25.03.00.0013 [P]
Pro4 Dome Outdoor 4MP	IPS04-D14-OI04	SS0016.24.09.01.0004 [N]	SS0016.25.03.00.0013 [P]
Pro4 Dome Outdoor 8MP	IPS08-D13-OI04	SS0016.24.09.01.0004 [N]	SS0016.25.03.00.0013 [P]
Pro4 Dome Outdoor 8MP	IPS08-D14-OI04	SS0016.24.09.01.0004 [N]	SS0016.25.03.00.0013 [P]
Pro4 Multisensor 20MP	IPS20-M12-OIA4	SS0017.24.09.00.0004 [L]	SS0017.25.03.00.0016 [N]
Pro4 Multisensor PTRZ 20MP	IPR20-M12-OIA4	SS0017.24.09.00.0004 [L]	SS0017.25.03.00.0016 [N]
Pro4 Multisensor PTRZ 32MP	IPR32-M13-OIA4	SS0017.24.09.00.0004 [L]	SS0017.25.03.00.0016 [N]
Pro4 Multisensor 20MP	IPS20-M12-OTA4	SS0017.24.09.00.0004 [L]	SS0017.25.03.00.0016 [N]
Pro4 Multisensor 32MP	IPS32-M13-OIA4	SS0017.24.09.00.0004 [L]	SS0017.25.03.00.0016 [N]
Pro4 Multisensor 32MP	IPS32-M13-OTA4	SS0017.24.09.00.0004 [L]	SS0017.25.03.00.0016 [N]
Pro4 PTZ Dome Indoor 2MP	IPS02-P07-RT04	SS0010.24.09.00.0004 [H]	SS0010.25.03.00.0014 [J]
Pro4 PTZ Dome Indoor 4K	IPS08-P25-RT04	SS0010.24.09.00.0004 [H]	SS0010.25.03.00.0014 [J]
Pro4 PTZ Dome Outdoor IR 2MP	IPS02-P24-OI04	SS0010.24.09.00.0004 [J]	SS0010.25.03.00.0014 [K]
Pro4 PTZ Dome Outdoor IR 4K	IPS08-P25-OI04	SS0010.24.09.00.0004 [J]	SS0010.25.03.00.0014 [K]

Hardware revision for each firmware is shown in [square brackets]

Table 2: Flex Gen4 products affected by this issue

Form factor	Product code	24.09 Release	25.03 Release
Flex4 Dual Sensor 10MP	IFS10-M10-OIA4	SS0022.24.09.00.0001 [N]	N/A
Flex4 Dual Sensor 10MP	IFS10-M10-OTA4	SS0022.24.09.00.0001 [N]	N/A
Flex4 Dual Sensor 16MP	IFS16-M10-OIA4	SS0022.24.09.00.0001 [N]	N/A
Flex4 PTZ Dome 2MP	IFS02-P07-ATA4	SS0018.24.09.00.0003 [C]	N/A
Flex4 PTZ Dome 2MP	IFS02-P07-IIA4	SS0018.24.09.00.0003 [C]	N/A
Flex4 PTZ Dome 2MP	IFS02-P07-OIA4	SS0018.24.09.00.0003 [C]	N/A
Flex4 PTZ Dome 5MP	IFS04-P07-ATA4	SS0018.24.09.00.0003 [C]	N/A
Flex4 PTZ Dome 5MP	IFS04-P07-IIA4	SS0018.24.09.00.0003 [C]	N/A
Flex4 PTZ Dome 5MP	IFS04-P07-OIA4	SS0018.24.09.00.0003 [C]	N/A
Flex4 Compact Dome 5MP	IFS05-C10-OIB4	SS0018.24.03.02.0005 [E]	N/A

Hardware revision for each firmware is shown in [square brackets]

Necessary equipment and resources

For installed camera(s)

- None

For a single camera which has been disconnected for rework

- POE or POE+/Ultra depending on camera requirements
- Windows computer with compatible browser (Edge, Chrome or Firefox)
- [Illustra Connect tool](#)
- Bridge firmware (see **Table 3**)
- Latest version of [firmware](#) (to check that the patch file was successfully installed)

For a batch of cameras which have been disconnected for rework

- Equipment and resources given at [For a single camera which has been disconnected for rework](#)
- POE switch or correct quantity of POE+/Ultra for amount of cameras in the batch
- DHCP router for quick IP assignment

Time to complete this Technical Bulletin

- Approximately ten minutes for each camera

Table 3: Necessary bridge firmware files

Form factor	Product code	Bridge firmware file
Pro4 Bullet 2MP	IPS02-B12-OIA4	
Pro4 Bullet 2MP	IPS02-B15-OIA4	
Pro4 Bullet 4MP	IPS04-B12-OIA4	
Pro4 Bullet 4MP	IPS04-B12-OTA4	
Pro4 Bullet 4MP	IPS04-B16-OIA4	
Pro4 Bullet 8MP	IPS08-B13-OIA4	
Pro4 Bullet 8MP	IPS08-B16-OIA4	
Pro4 Compact 2MP	IPS02-C10-OIA4	
Pro4 Compact 4MP	IPS04-C10-OIA4	Illustra.SS016.24.09.patch.0033
Pro4 Compact 8MP	IPS08-C10-OIA4	
Pro4 Corner 5MP	IPS05-R10-OIA4	
Pro4 Dome Outdoor 2MP	IPS02-D12-OI04	
Pro4 Dome Outdoor 2MP	IPS02-D17-OI04	
Pro4 Dome Outdoor 4MP	IPS04-D12-OI04	
Pro4 Dome Outdoor 4MP	IPS04-D14-OI04	
Pro4 Dome Outdoor 8MP	IPS08-D13-OI04	
Pro4 Dome Outdoor 8MP	IPS08-D14-OI04	
Pro4 Multisensor 20MP	IPS20-M12-OIA4	
Pro4 Multisensor PTRZ 20MP	IPR20-M12-OIA4	
Pro4 Multisensor PTRZ 32MP	IPR32-M13-OIA4	
Pro4 Multisensor 20MP	IPS20-M12-OTA4	Illustra.SS017.24.09.patch.0002
Pro4 Multisensor 32MP	IPS32-M13-OIA4	
Pro4 Multisensor 32MP	IPS32-M13-OTA4	
Pro4 PTZ Dome Indoor 2MP	IPS02-P07-RT04	
Pro4 PTZ Dome Indoor 4K	IPS08-P25-RT04	
Pro4 PTZ Dome Outdoor IR 2MP	IPS02-P24-OI04	Illustra.SS010.24.09.patch.0004
Pro4 PTZ Dome Outdoor IR 4K	IPS08-P25-OI04	
Flex4 Dual Sensor 10MP	IFS10-M10-OIA4	
Flex4 Dual Sensor 10MP	IFS10-M10-OTA4	Illustra.SS022.24.09.patch.0010
Flex4 Dual Sensor 16MP	IFS16-M10-OIA4	
Flex4 PTZ Dome 2MP	IFS02-P07-ATA4	
Flex4 PTZ Dome 2MP	IFS02-P07-IIA4	
Flex4 PTZ Dome 2MP	IFS02-P07-OIA4	
Flex4 PTZ Dome 5MP	IFS04-P07-ATA4	Illustra.SS018.24.09.patch.0009
Flex4 PTZ Dome 5MP	IFS04-P07-IIA4	
Flex4 PTZ Dome 5MP	IFS04-P07-OIA4	
Flex4 Compact Dome 5MP	IFS05-C10-OIB4	Illustra.SS018.24.03.02_Patch_Flex_compacts.0011

1. Single camera rework via support remote session

1. Transfer the correct bridge firmware file to the customer's computer.
2. Get camera credentials from the customer and sign into its GUI.
3. To apply the bridge firmware, use the same method as to run a firmware upgrade via Camera GUI:

Note: To find the firmware version currently installed on the camera, go to >System>About

a. For Illustra.SS0xx.24.09 firmware:

- i. Select >System>Maintenance>Firmware upgrade>Browse
- ii. Select the bridge firmware file.

b. For Illustra.SS0xx.25.03 firmware:

- i. Select >System>Maintenance>Manual firmware upgrade>Browse
- ii. Select the bridge firmware file. The bridge firmware will now be installed.

Note: If you see an `Operation failed` error message or cannot identify successful bridge firmware upgrade in the system log, attempt a camera upgrade to latest firmware to validate OTP key was pre-installed or installed correctly during patch upgrade.

c. Wait for the bridge firmware to be applied:

- For Flex4 PTZ and Flex4 Dual Sensor, wait for 60 seconds.
- For other cameras, wait for 30 seconds.

4. Check that the bridge firmware has been successfully installed:

a. Type the camera's IP address into the browser and log in to the camera.

b. Check the system logs in >System>Logs>System Log

c. Scroll to the upgrade time you noted, and you should see 'Bridge firmware successfully applied!'. Otherwise, a failure will be logged.

Note: The webpage system logs show only 200 lines by default, which might not include your patch application entry. Increase the `Lines (from the end of the log file)` field to see more entries.

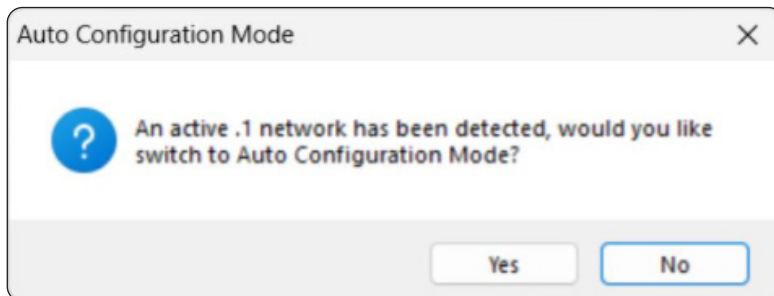
5. If the bridge firmware was successfully installed, install the latest firmware to validate the correct application of the patch.
6. If the bridge firmware was not successfully installed, record the camera's serial number and MAC address then quarantine it for further investigation. Refer to [Technical support](#) to contact Johnson Controls.
7. Delete bridge firmware from the customer's computer before you end the remote session.

2. Batch firmware upgrade

Note: Pushing firmware to cameras with other tools (for instance Illustrra Camera Manager or VideoEdge) may also be trialed but note that these have not been fully validated.

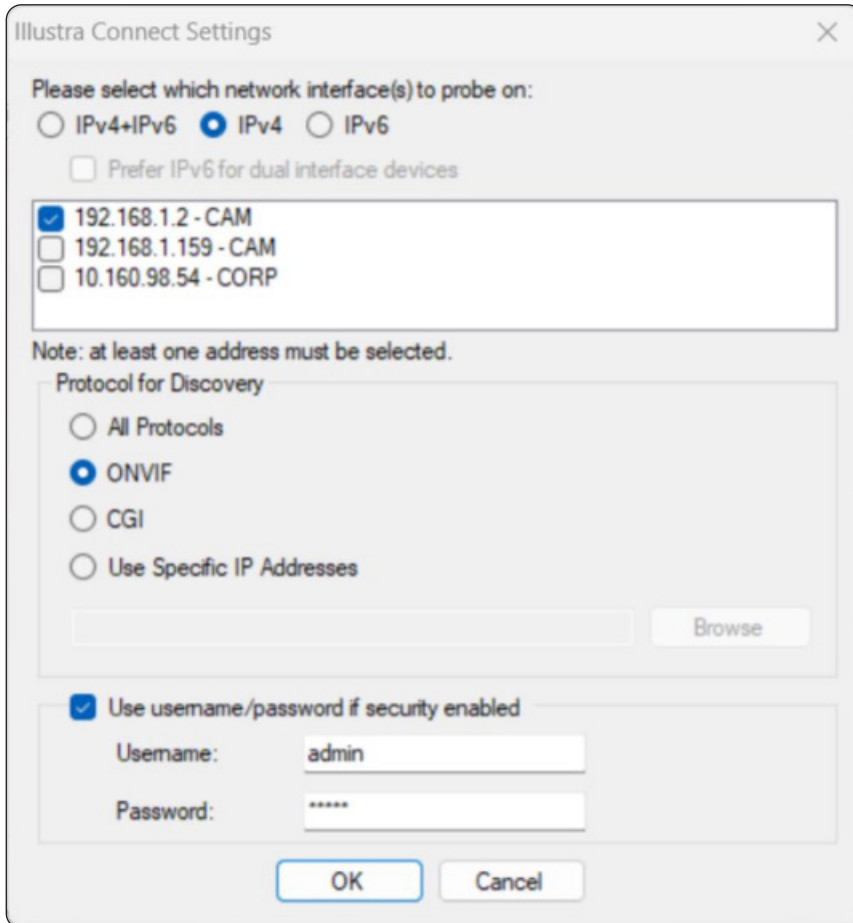
1. If necessary, install and configure Illustrra Connect:
 - a. Follow setup wizard to accept default selections and complete installation.
 - b. Launch Illustrra Connect.
 - c. If this dialog box shows, select >NO

Figure 3: Illustrra Connect dialog box about *Auto Configuration Mode*



d. The Settings menu shows:

Figure 4: Illustra Connect settings menu



- i. Select the network interface where the customer's cameras are located.
- ii. Enter the customer's username and password.
- iii. Do not change other settings.
- iv. Click >OK to start a network scan.

e. When the network scan is completed, a list of devices available on the network shows.

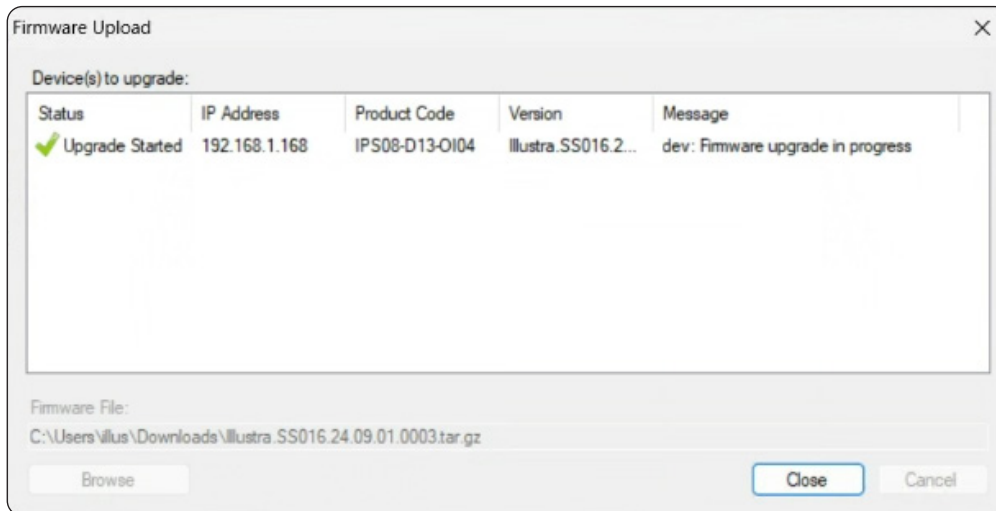
2. Record the IP and serial/MAC address of each affected camera.
3. Select cameras for batch upgrade.

Note: Hold down CTRL key and use mouse to select cameras in the list – holding shift key can also be used to select a group of cameras in succession.

Note: Each bridge firmware file is specific to a Product Family. The Product Family is denoted by the SS0XX field of the firmware name. For example, all Pro4 fixed cameras use SS016 and can be batch upgraded.

4. Right-click any of the blue selection lines and select >Upgrade Firmware
5. Select the correct bridge firmware file from the customer's computer.
6. Click >Upgrade to start the process. Illustra Connect shows upload status for each selected camera:

Figure 5: Illustra Connect firmware upload status display



7. If a camera reports an error:
 - a. Isolate the camera.
 - b. Run individual process through the camera's GUI to get information for troubleshooting.

Note: It takes only a few seconds to apply the bridge firmware, so you can check the installation soon after success notification. The camera will not reboot.

8. Check that the bridge firmware has been successfully installed:
 - a. Wait for one minute.
 - b. Return to the camera selection screen to validate that the camera is online.
 - c. Repeat steps 3 through 7 to install latest firmware.

The web file was successfully installed if the camera can update to latest firmware with no error messages.

9. Delete bridge firmware from the customer's computer before you end the remote session.

Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the email address listed below.

Contact Address: video-support@jci.com

Contact information

Thank you for using Illustra products. We support our products through an extensive worldwide network of dealers. The dealer through whom you originally purchased this product is your point of contact if you need service or support. Our dealers are empowered to provide the very best in customer service and support. Dealers in North America should contact Illustra at (800) 507-6268 (Dial Option 1) or (800) 392-2873 (dial Option 2). For other regions, please visit www.illustracameras.com

Tyco Illustra Cameras

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Camera Firmware Upgrade

The camera can be upgraded via the web GUI using firmware provided by Illustra which can be found at www.illustracameras.com. The firmware can also be upgraded using the Illustra Connect tool (Windows based) or Illustra Tools (mobile app) or victor/VideoEdge, which also provides bulk firmware upgrade capability. Please refer to the respective application documents for further information.