



## Technical Memo

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**RANK** 2

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**Revised :**

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**Issued :** June 08, 2020

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**Subject:** Software Upgrade(V6.12 -> V7.00)

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**Revise Point(s)**

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**Issue No.**PMWM20-033

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**Target Models / Destination**

Model Name	Dest	Model Name	Dest	Model Name	Dest	Model Name	Dest
PXW-X500	CN	PXW-X500	SYM				

### [Description]

Updated software (V6.12 => V7.00) for the PXW-X500 is released. Upgrade the unit as necessary. In this version (V7.00), the operation stability such as the booting and recording operation is improved.

In the case that the trouble of the booting or recording operation is reported, the upgrading to this version is recommended.

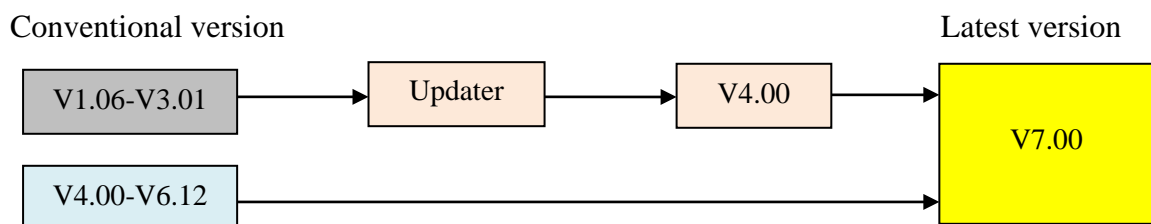
Also, the upgrading to this latest version (V7.00) is recommended if the unit has not yet been upgraded to the improved version (V6.11 or V6.12) of the leap day error.

### [Compatible Combinations for Installation]

OK: Installation is possible. / NG: Installation is prohibited.

From \ To	V3.00	(V3.01)	V4.00	V5.10	V5.11	V5.20	V6.00	V6.10	V6.11	V6.12	V7.00
V1.06-V3.00	OK	NG	OK	NG *	NG *	NG *	NG *	NG *	NG *	NG *	NG *
(V3.01)	NG	OK	OK	NG *	NG *	NG *	NG *	NG *	NG *	NG *	NG *
V4.00-V5.02	NG	NG	OK	OK	OK	OK	OK	OK	OK	OK	OK
V5.10	NG	NG	NG	OK	OK	OK	OK	OK	OK	OK	OK
V5.11	NG	NG	NG	NG	OK	OK	OK	OK	OK	OK	OK
V5.20	NG	NG	NG	NG	NG	OK	OK	OK	OK	OK	OK
V6.00	NG	NG	NG	NG	NG	NG	OK	OK	OK	OK	OK
V6.10	NG	NG	NG	NG	NG	NG	NG	OK	OK	OK	OK
V6.11	NG	NG	NG	NG	NG	NG	NG	NG	OK	OK	OK
V6.12	NG	NG	NG	NG	NG	NG	NG	NG	NG	OK	OK
V7.00	NG	NG	NG	NG	NG	NG	NG	NG	NG	NG	OK

**\* When upgrading from V1.06 - V3.01 to V5.00 or higher, be sure to upgrade to V4.00 in advance, and then upgrade to V5.00 or higher.**



### Combination of the software for the camcorder and the software for the network function

The combination of the software for the camcorder and the software for the network function must be either one in the table below.

When upgrading the software, be sure to set one of either combination below.

Software for camcorder	Software for network function
V1.06	V1.24
V2.03	V1.25
V2.04	
V3.00	V2.13
V3.01	
V4.00	V2.33
V5.00	V2.43
V5.01	
V5.02	
V5.10	V3.03
V5.11	
V5.20	V3.13
V6.00	V3.23
V6.10	
V6.11	
V6.12	V3.2d
V7.00	V3.43

\* Refer to Version Up Guide as for the details of how to upgrade the version.

#### [Note]

- **It is prohibited to downgrade to lower version after upgrading to V7.00.**  
The operation could not be guaranteed if it is performed.
- **When upgrading from V1.06/V2.03/V2.04/V3.00/V3.01, be sure to upgrade to V4.00 in advance and upgrade to V7.00.**
- **After deleting the files from Job List for file transfer function, then, perform the upgrading.**  
Upgrading for the software of network function may be failed when there are many files left in Job List.

\* To confirm the files and delete the files in Job List, refer to the “Network Configuration” - “Configuring from the Web Menu” - “Monitoring File Transfers (Job List)” in the operating instructions.

\* Perform Network Reset when the deletion of the file from Job List is failed. It can be performed from [Network Reset] in Maintenance menu.

\* When performing Network Reset, resetting of the Network is required.

Regarding how to set the Network setting, refer to “Network Configuration” in the operation instructions.

### Connecting compatibility with PWS-110RX1A/110RX1/100RX1 and XDCAM air

PXW-X500		V2.04 or lower	V3.00 - V5.00	V5.10 - V5.20	V6.00	V6.10	V6.11	V6.12	V7.00
PWS-110RX1A /110RX1 /100RX1	V1.10.0	NG	OK	OK	OK	OK	OK	OK	NG
	V1.11.0	NG	OK	OK	OK	OK	OK	OK	NG
	V1.12.0	NG	NG	OK	OK	OK	OK	OK	NG
	V1.13.0	NG	NG	OK	OK	OK	OK	OK	NG
	V1.14.0	NG	NG	OK	OK	OK	OK	OK	OK
XDCAM air		NG	NG	NG	NG	NG	NG	NG	OK

### Connecting compatibility with Content Browser Mobile

PXW-X500		V2.04 or lower	V3.00 - V5.00	V5.10 - V5.20	V6.00	V6.10	V6.11	V6.12	V7.00
Content Browser Mobile	V3.3.0 or lower	NG	NG	NG	NG	NG	NG	NG	NG
	V3.3.0	NG	NG	NG	NG	NG	NG	NG	OK

#### <Compatibility of All File >

The All File created by the unit with the V6.12 or lower can be applied since All File is upper-compatible. However, there is no lower-compatibility. Therefore, do not apply the All File created by the V7.00 to the unit with the lower version.

#### <Compatibility of Reference File >

The Reference File that was created in the version from V1.06 to V3.01 cannot be loaded.  
Create a new Reference File in V4.00 or later as necessary.

### [Change Point]

#### <Added functions>

The functions below are added. Refer to the release note as for details.

#### - Last Clip Delete function support

The last recorded clip can now be deleted using an assignable switch assigned with the Last Clip Delete function.

#### - File transfer supported from the thumbnail screen

Original files and proxy files for transfer can now be selected on the thumbnail screen of the unit.

#### - Certification update menu support

Network Client Mode certificates can now be imported using the web menu.

Sony Ci certificates can also now be imported using Upload Settings in the web menu.



- Password security enhancements

Passwords used for basic authentication now must be 8 characters or longer and contain at least one alphabetic character and one numeric character, respectively, for enhanced security.

<Note>

The password setting is reset when upgrading the firmware of the unit from a version prior to 7.0 to version 7.0 or later. In this case, reconfigure the password.

### <Error Correction>

The errors below is corrected.

- The error that the Auto Recall function of Lens File may not work properly is fixed.

### <Improved functions>

The functions below are improved.

- Focus magnifier mode display function improvements

Improved visibility of focus magnification (Focus Mag) to avoid erroneous operation.

- The stability of the recording operation is improved.

The measures against the symptoms that the recording operation may become unstable is added.

- Log dump function is improved. (For Services site)

Regarding the specific E-code, the function of storing the logs in a non-volatile manner is added.

By setting "Information > Log Dump at Error Display" in the Service menu to "Enable" in advance, the log is stored in a non-volatile manner when the camcorder is turned off after the specific E-code is displayed.

The logs stored in the non-volatile can be stored in the SD card by executing "Information > Log Dump" in the service menu.

For customers who frequently encounter the symptoms that the recording operation may become unstable, set this setting to "Enable" as necessary.

<Note>

A confirmation message is displayed when operators turn off the power of the camcorder after the E-code is displayed. Once executed it, the log dump process will be in progress for about 1 to 15 minutes, and other operations cannot be performed during that time.

So, explain this limitation to the customers in advance when setting "Log Dump at Error Display" to "Enable".

### [Preparation]

The software upgrading is performed with the SD card. Refer to the operating instructions of the unit as for the detail of the SD card which can be used for the upgrading.

<Software File>

File name: PXW-X500\_V7.00.zip



\* Obtain it from TiSS site.

### [Installation Procedure]

Install the software files below obtained by extracting the PXW-X500\_V7.00.zip.  
(Multiple extractions are required.)

PXW-X500\_V700\_4\_2020-04-08\_01-21-40\_firmware\_SSB.zip  
WA\_firmware\_3.43\_6531.f.bin

Regarding the installation procedure, refer to the installation manual included in the zip file below obtained by the same manner.

PXW-X500\_Ver-UpGuide(V7.00).zip

### [Precautions on Operation with V7.00]

#### 1. Indication of setting value when loading the setting file

When loading the setting file saved by the previous versions, the indication of the some setting value may be shifted at  $\pm 1$ . It is just indication error but the internal settings are correctly retained.

#### 2. Return display when Focus Mag mode is set.

When the Focus Mag mode is set, the operation of the return display would be disabled. To enable the operation of the return display, release the Focus Mag mode.

#### 3. When the media formatted by this unit is used by PMW-EX30

When the media which is formatted by this unit is inserted to the PMW-EX30, the screen to prompt the restoration of the media is displayed. It is caused by the difference between this unit and the PMW-EX30 in the specifications to check the error of the file system, and it does not influence the media or the recorded data in the media at all. Continue the restoration. After the restoration, there is no influence on the recording and playback by the PMW-EX30.

#### 4. Streaming Operation in [Very High] setting

The stable network environment is required for the streaming to the PWS-100RX1/ PWS-110RX1/ PWS-110RX1A with [Very High] setting. When network bandwidth fluctuates largely, or the image with rapid motion or with high luminance and much noise is streamed, it is possible that the frame rate is reduced, the resolutions of the image are reduced, or the image seems not to be refreshed temporarily.

**[Software History]**

V1.06	Software for initial production	2014/11/14
V2.03	Software Release (V1.06 => V2.03)	2015/04/20
V2.04	Software Release (V2.03 => V2.04)	2015/07/08
V3.00	Software Release (V2.04 => V3.00)	2015/11/18
V3.01	Software Release (V3.00 => V3.01)	2016/03/07
V4.00	Software Release (V3.01 => V4.00)	2016/07/29
V5.00	Software Release (V4.00 => V5.00)	2016/11/21
V5.01	Software Release (V5.00 => V5.01)	2017/02/10
V5.02	Software Release (V5.01 => V5.02)	2017/04/24
V5.10	Software Release (V5.02 => V5.10)	2017/07/06
V5.11	Action when Error Code “E91-118” is indicated.	2017/9/21
V5.20	Software Release (V5.10/V5.11 => V5.20)	2017/11/27
V6.00	Software Release (V5.20 => V6.00)	2018/06/22
V6.10	Software Release (V6.00 => V6.10)	2018/10/22
V6.11	Software Release (V6.10 => V6.11)	2019/03/29
V6.12	Software Release (V6.11 => V6.12)	2019/05/31
V7.00	Software Release (V6.12 => V7.00)	2020/05/22