

Technical Bulletin - TAB Number: TB-00413-00-200911

Illustra Pro 3 5MP Thermal Bullet EST Integration Issue for Edge notifications

Date Issued: 11 September 2020

Product Code	Model Name	Firmware
IPT05-B29-BI03	Illustra Pro 5MP Thermal Bullet EST	Illustra.S011.01.00.01.0509
IPT05-B29-BIA3	Illustra Pro 5MP Thermal Bullet EST	Illustra.S011.01.00.01.0509

Description of issue

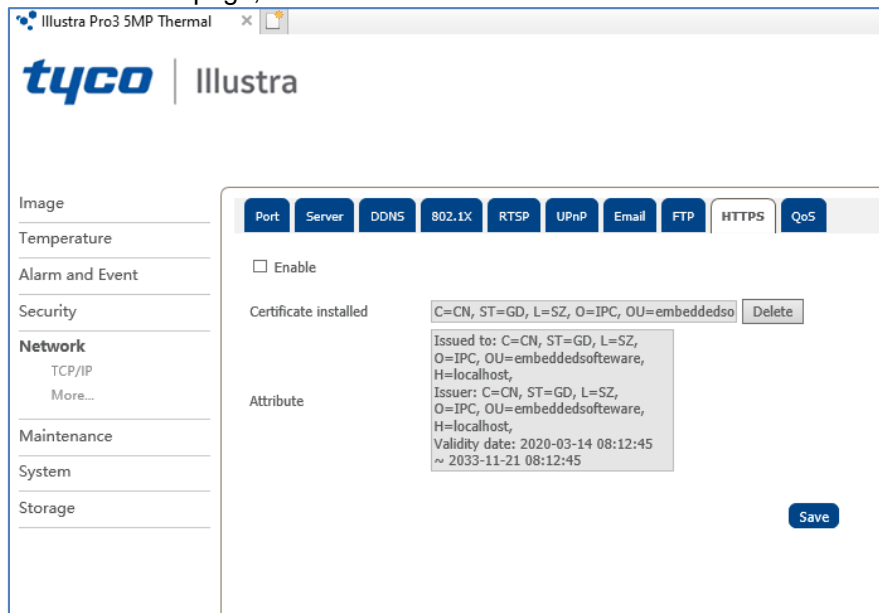
When you configure the camera for VideoEdge, victor, or Exacq communication, the camera does not send Edge events to the server. The issue is caused by an obsolete HTTPS certificate on the camera.

Resolution of the issue

To resolve this issue, you must replace the camera’s HTTPS certificate. Use one of the following methods to generate a new certificate.

Method 1: Delete HTTPS certificate and reboot the camera

1. Open a web browser and navigate to the camera’s web interface.
2. Select **Config > Network > More**, and then select the **HTTPS** tab.
3. On the **HTTPS** page, click **Delete** to remove current installed certificate.



4. From the navigation menu, select **Maintenance > Reboot**.
5. Click the **Reboot** button, and then enter Admin user credentials. When the camera reboots, it automatically generates a new certificate.

Method 2: Perform a full factory reset

1. Open a web browser and navigate to the camera’s web interface.
2. Select **Config > Maintenance > Backup and Restore**.
3. In the **Default Setting** area, clear all the check boxes, and then click **Load Default**.

4. Enter admin credentials to reset the camera.
After the camera resets, it automatically generates a new certificate.

Contact Information

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