

Hanwha Vision

Cloud Gateway Recorder

Release Notes

1.3.15

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Cloud Gateway Recorder Version 1.3.15

This document details the new and changed features of Hanwha Vision Cloud Gateway Recorder version 1.3.15.

Summary

This release introduces new capabilities for fisheye cameras, device provisioning, firmware management, and system status handling. Cloud Gateway Recorder now supports ONVIF fisheye dewarping, zero-touch onboarding with QuickConnect, and an improved firmware update workflow. The release also standardizes device status, error, and banner behavior across supported platforms and improves error handling during clip generation.

Additional updates improve camera onboarding, device connectivity, storage management, CloudConnector administration, camera settings, analytics, playback, clips, notifications, and overall system reliability.

Affected Products

Major Model	Model Name
CGR-1610	CGR-3210B1

Updates

- Added ONVIF fisheye dewarping support for supported cameras connected through Cloud Gateway Recorder across web and mobile applications.
- Added zero-touch onboarding support for Cloud Gateway Recorder using QuickConnect.
- Added a firmware update workflow for Cloud Gateway Recorder devices.
- Standardized Cloud Gateway Recorder status, error, and banner behavior across supported platforms for a more consistent device experience.
- Improved camera onboarding, registration, claiming, and device migration workflows.
- Improved device status reporting and connection recovery for Cloud Gateway Recorder and connected cameras.
- Improved firmware update, drive management, hard drive status, and cloud backup behavior.
- Improved Cloud Gateway Recorder local web client administration, including password management, network configuration, network tests, and upload tests.
- Updated the Cloud Gateway Recorder local web client theme for a more consistent user experience.
- Improved camera settings, analytics configuration, video settings, audio controls, fisheye behavior, and media configuration for supported cameras.
- Improved clip creation, playback, notifications, snapshots, and other user-facing behaviors across web and mobile applications.

Improvements

- Cloud Gateway Recorder now supports dewarped viewing for supported ONVIF fisheye cameras, including access to fisheye controls in supported live and playback experiences.
- Firmware management has been improved with a dedicated update workflow, file validation, reboot handling, update status messaging, and firmware version checks.
- Device status, warning, error, and banner behavior has been aligned across supported platforms to provide more consistent information when a device requires attention or experiences a connection issue.
- Camera onboarding and claiming have been improved to provide more reliable registration, re-registration, discovery, migration, and reclaim behavior.
- Device connectivity improvements provide more consistent status updates for Cloud Gateway Recorder devices and connected ONVIF cameras, including better handling of password changes, connection interruptions.
- Storage management has been improved with more consistent hard drive status, drive management controls, disk formatting feedback, and cloud backup behavior.
- Cloud Gateway Recorder local web client administration has been improved for password management, network configuration, network testing, host name validation, and upload testing.
- Camera configuration has been improved across analytics, video, audio, recording, motion detection, PTZ, and fisheye workflows.
- Clip creation and playback behavior have been improved across Cloud Gateway Recorder recordings and supported ONVIF cameras.

Fixed Issues

- Fixed an issue where device re-registration to the current organization could display an incorrect device unreachable or offline message.
- Fixed an issue where valid Cloud Gateway Recorder devices could fail to register when added by IP address.
- Fixed onboarding issues affecting certain CGR-1610 devices.
- Fixed an issue where Device Management could display “Device Not Claimed” while a device was still pending.
- Fixed an issue where certain Cloud Gateway Recorder devices could fail to be claimed in OnCloud.
- Fixed an issue where camera registration could remain stuck in a pending claim state and never transition online.
- Fixed an issue where ONVIF camera discovery could prevent cameras from being registered through Cloud Gateway Recorder.
- Fixed an issue where factory reset behavior could create redundant pending claims and interfere with reclaiming a device.
- Standardized already-registered device messaging between iOS and Android.
- Fixed an issue where cameras could not be added after migrating a Cloud Gateway Recorder to a different organization.
- Fixed an issue where normal hard drive states could incorrectly appear as “Not Ready.”
- Fixed an issue where Cloud Gateway Recorder information could remain stuck on “Loading” in Device Management.
- Fixed an issue where sub-camera status could repeatedly switch between Offline and Online.
- Fixed an issue where a connected camera did not change to “Needs Attention” after its password was changed.

- Fixed issues affecting status updates for Cloud Gateway Recorder sub-devices.
- Fixed an issue where ONVIF live video could remain stuck on a loading screen.
- Fixed an issue where ONVIF cameras could remain offline after registration.
- Fixed an issue where iOS could fail to show “Needs Attention” after a connected camera password was changed.
- Fixed an issue where only one ONVIF camera could appear as a sub-device when multiple cameras were expected.
- Fixed an issue where certain Bosch and i-PRO cameras could remain offline after registration.
- Fixed an issue where the expected “Device connected” message did not appear after a successful connection.
- Fixed an issue where the source Cloud Gateway Recorder could be missing from the Devices page after moving a channel.
- Fixed an issue where firmware update completion messaging did not match the expected update state.
- Fixed an issue where the displayed firmware version did not update after completing an update.
- Fixed an issue where CGR-3210B1 could display a firmware update badge even when the latest firmware was already installed.
- Fixed an issue where “Update firmware” could appear when the installed firmware was newer than the available firmware version.
- Fixed the firmware file picker so unsupported file types are no longer displayed for selection.
- Fixed issues affecting upload test functionality.
- Fixed an issue where unconnected hard drive slots could be missing from Drive Status.
- Fixed Drive Status display issues affecting CGR-3210B1.
- Fixed Drive Management button behavior when no hard drive is connected.
- Fixed an issue where a disk format success confirmation did not appear after formatting a hard drive.
- Fixed an issue where cloud backup status could remain stuck in “Idle.”
- Fixed Enable Cloud Backup control behavior when no hard drive is connected.
- Fixed an issue in Microsoft Edge where the password show/hide control could overlap other elements on Create Password and Change Password screens.
- Fixed an issue where entering an incorrect current password during a password change could display a Network error instead of the expected password message.
- Fixed an issue where the Host Name could not be changed in Network Configuration.
- Fixed incorrect text displayed in Network Tests Lookup.
- Fixed user interface and wording inconsistencies in CloudConnector administration screens.
- Fixed an issue where Network Tests could display “Running...” instead of the expected in-progress status.
- Fixed password validation behavior for sequential characters.
- Fixed incorrect button naming in Network Tests Lookup.
- Fixed upload test issues affecting QA environments.
- Fixed an issue where host name validation messages could expose raw formatting text when Korean characters were entered.
- Fixed upload test measurement issues affecting certain production builds.
- Fixed an issue where Analytics settings could show only motion detection when additional supported analytics were available.
- Fixed an issue where Analytics Settings errors could prevent users from creating an Exclude Area.
- Fixed Audio In behavior so supported Audio Out options are displayed correctly.
- Fixed an issue where WiseStream options could be missing from Video Settings for supported cameras.
- Fixed dewarp control behavior for unsupported camera configurations.
- Fixed an issue where camera settings menu actions could fail to apply correctly.

- Fixed an issue where unsupported video options could appear for encoder devices.
- Fixed an issue where Audio Out settings could apply only to the first channel of an encoder.
- Fixed an issue where the Audio Source field could appear blank when Audio In was enabled on an encoder.
- Fixed inconsistencies between default HQ and SQ codec settings and corrected SQ codec editing behavior.
- Fixed an issue where video setting changes did not apply correctly to the camera web viewer.
- Fixed an issue where supported resolutions could be missing for certain AXIS ONVIF cameras.
- Fixed an issue where unsupported frame rate controls could appear for certain cameras.
- Fixed an issue where supported resolution values could differ between the application and camera web viewer.
- Fixed an issue where recording codec changes did not apply correctly.
- Fixed an issue where H.265 could appear as an available codec when it was not supported.
- Fixed an issue where supported backlight settings could be missing.
- Fixed issues affecting deletion and adjustment of the final motion include area.
- Fixed an issue where enabling motion detection on the second channel of certain multi-channel devices could affect Blaze operation.
- Fixed an issue where thumbnails could be missing for certain events.
- Fixed an issue where the fisheye settings control could be missing from Live and Playback views.
- Fixed PTZ zoom-in control behavior when the camera had reached maximum magnification.
- Fixed an issue where supported fisheye cameras could be missing dewarping functionality.
- Fixed an issue where snapshots could be missing from the Clips page for certain camera models.
- Fixed the close button behavior on recording unavailable messages in iOS and Android.
- Fixed an issue where creating a clip while another clip was already being generated could display an incorrect error message.
- Fixed an issue where multi-view playback could fail with an “Unable to initiate streaming” message without providing an appropriate recovery option.
- Fixed an issue where clip creation could fail for ONVIF cameras.
- Fixed an issue where the expected clip generation failure message did not appear.
- Fixed an issue where playback could freeze while the timeline and on-screen display continued to show a different playback state.
- Fixed an issue where clips could not be created from video recorded by Cloud Gateway Recorder.
- Fixed an issue where links in fan error email notifications could result in a redirect loop.
- Fixed an issue where fan and hard drive error notifications could display a camera icon instead of a Cloud Gateway Recorder icon on mobile devices.
- Fixed an issue where assigned Location values did not persist after saving and refreshing.
- Fixed an issue where camera snapshots could appear cropped during Cloud Gateway Recorder camera registration.
- Fixed an environment separation issue that could allow QA cameras to be added to a Cloud Gateway Recorder in the production environment.
- Fixed an issue where supported ONVIF cameras could be missing an OnCloud profile.
- Fixed an issue where channel counts could display incorrectly during channel move operations.
- Fixed an issue where the camera model could be missing after reauthentication on Android.
- Fixed an issue where an expected error message did not appear when the LAN or WAN connection was disconnected.
- Fixed an issue where deleted encoder sub-cameras did not reappear correctly during network scanning.
- Fixed live view issues when using the SQ profile resolution.
- Fixed an issue where Cloud Gateway Recorder could stop unexpectedly if camera registration was attempted while the recorder was offline.
- Fixed the password mismatch message to match the expected wording.