

HealthPro Release Notes

Version 1.11.1

RELEASE DATE: Sep 3, 2026

SUMMARY

Hotfix release for job scheduler stability and background service processing

NEW FUNCTIONALITY

Not applicable

RESOLVED ISSUES

- Fixed an internal job scheduler defect that caused scheduled background tasks (automatic software update, schedules, and summary reports) to stall
-

Version 1.11.1

RELEASE DATE: Aug 24, 2026

SUMMARY

Bug-fix

NEW FUNCTIONALITY

Not applicable

RESOLVED ISSUES

- Resolved an issue where excessive WAVE Sync certificate error events could exhaust the Event Service database connection pool and cause Pod crashes, interrupting event processing
-

Version 1.11

RELEASE DATE: Aug 18, 2026

SUMMARY

HealthPro v1.11 delivers UI/UX refinements and image health check enhancements to improve daily operational efficiency and accessibility. This release graduates Auto image health check out of BETA, adds a new Image Health Check widget, and introduces flexible column personalization across all tables. E-map receives a redesign with satellite view and dark mode

support, device details switch to a horizontal-expansion layout, and Notification Center becomes toggleable on demand. Multi-location batch moves and WCAG 2.1 Level AA web accessibility compliance round out the release.

NEW FUNCTIONALITY

Web Accessibility

- Enhanced accessibility compliance aligned with WCAG 2.1 Level A and AA, including keyboard and touch navigation, screen reader compatibility, and mobile accessibility improvements.

Image Health Check

- Auto image health check graduates from BETA to GA. Hover the result icon in the camera dashboard or device details to view REF and Compared images side by side, and click to download both images as a ZIP file.
- New Image Health Check widget displays activation status, target device count, and status breakdown with issue-type statistics. It is included in auto-refresh and manual refresh.

UI/UX Improvements

- Flexible column personalization allows users to resize column widths and select or reorder visible columns across all table-based menus. Settings persist for the same account.
- Device details now open in a horizontal-expansion layout with previous and next navigation and direct access to extended actions.
- E-map has been redesigned with standard and satellite map views, plus dark mode support for the standard map.
- Multi-location batch move supports moving up to 100 locations at once with rollback on failure and exclusive edit locking.
- Notification Center is now toggleable on demand from the top taskbar and remains responsive across PC, tablet, and mobile.

RESOLVED ISSUES

- Minor UI/UX improvements and bug fixes.

Version 1.10.1

RELEASE DATE: Apr 28, 2026

SUMMARY

ServiceNow integration support, improved stability, and fixed bugs.

NEW FUNCTIONALITY

ServiceNow Integration

- Purpose
 - Sends important device health and fault events to ServiceNow.
 - Allows IT and security teams to manage incidents in ServiceNow while still using HealthPro for monitoring.
- How it works
 - HealthPro evaluates device events according to your configured policies.
 - Events that match the outbound rule are sent to a ServiceNow webhook endpoint over HTTPS.
 - ServiceNow processes the incoming payload based on your ServiceNow configuration.
- Configuration highlights
 - Set authentication key and URL used in ServiceNow webhooks.
 - Ensure the ServiceNow domain is allow-listed in your network/security settings.
 - Select which event types / policies should be forwarded to ServiceNow.
- Behavior change when enabled
 - HealthPro does not create in-app tasks or task logs for those events.
 - Event handling is offloaded to ServiceNow ITSM workflows.
- What remains unchanged
 - Health logs are still saved in HealthPro for all events.
 - You can continue to review historical device health and event data in HealthPro.

RESOLVED ISSUES

- Correct target device count across pages
 - Target device totals now reflect the full dataset (not only the first page) in policy pages.
- UI fixes
 - Unclaim modal button alignment
 - Breadcrumb truncation (ellipsis) in location dashboards
- User logs CSV export improvement
 - Schedule weekday information is now included in the exported CSV details.
- Reduced unnecessary “reloading”
 - Returning to pages now refreshes data in the background instead of showing a reload spinner.
- Firmware upload/update reliability (AXIS)

- Prevents cases where uploads appear successful before completion and reduces update failures (503 error). Upload is marked failed if progress stalls for 3 minutes.
 - Power value consistency
 - Resolved an issue where some devices displayed power values of 0 or lower in the resource logs.
-

Version 1.10

RELEASE DATE: Apr 1, 2026

SUMMARY

HealthPro v1.10 delivers key enhancements across policy management, dashboards, and system visibility to make large-scale health monitoring simpler and more reliable. This release introduces a new Auto image health check policy (BETA) for HealthPro Bridge (HPB) child cameras, mobile-responsive web access, and direct Org-level dashboards from the global navigation. We also added Resource logs, recording status monitoring, and CloudConnector (CC) log download to strengthen troubleshooting, along with new reboot and remote configuration options for bridge-connected devices. Finally, improved notifications, software-update integrity controls, richer camera metadata, and refined search filters have been added to provide a more transparent and efficient operational experience.

NEW FUNCTIONALITY

New Policy Management

Auto image health check for HealthPro Bridge child cameras (BETA)

- Policy management > Auto image health check (BETA).
- Detects Tilted, Blocked, Blurred, Glared, and Blacked views.
- Compatible with general fixed cameras including box, dome, and bullet models.
- Incompatible with PTZ, fisheye, multi-sensor, and special type models.
- Supports HealthPro Bridge child cameras, and they must have a valid HealthPro license.
- For security, the feature is restricted to Manager/Super manager HealthPro roles.
- To maintain privacy, all reference images and image comparisons are performed by the HealthPro Bridge on-premise and not in the cloud. This means no images are accessible in the Hanwha Vision cloud – only image health text results, e.g. 'Tilted' are stored in cloud.
- Config: On/Off, sensitivity, schedule, target devices, email notifications.
- Smart scheduling – Image health checking coordinates with Auto software update to avoid conflicts.

Responsive Web (Mobile & Tablet)

100% web-based, mobile and tablet mode support - No app installation required

- PC/Tablet: full feature parity
- Mobile: limited menus - some features are not supported and UI is reduced/omitted such as Policy management, Settings, certain dashboard elements; Mobile web push limitations; landscape mode not supported (full-screen notice).
- Supported browsers: Chrome, Edge, Safari, Samsung

Dashboards & Navigation

Direct access to Org dashboards from the left navigation

- New Org Dashboard shortcut icon in the left vertical navigation; expands sub-menus for Server, Camera, License, Life cycle, Update.
- Each sub-menu opens the corresponding Org-level dashboard for faster access.

Auto-reloading and manual refresh for widgets

- Per-user option under Settings > Dashboard > Organization to auto-reload widgets every 30 minutes (default Off).
- Added Reload button and Recently updated timestamp on the main page.

Life cycle widget enhancement (from Warranty to full Life cycle view)

- Now shows Warranty distribution, Year of production, and EOL status; Total and Unknown devices provide deep links to relevant tabs.
- Tooltips clarify Production (Year of production) and Life (EOL) columns.

Logs, Monitoring & Resource Visibility

New Resource Logs in Logs menu

- Logs > Resource logs for servers, cameras, PoE switches; excludes D2C and WAVE Sync for certain metrics.
- Columns include CPU, RAM, Storage, Network, Power, plus device metadata; pagination, search, filters, sorting, CSV export supported.

Recording status monitoring in the server dashboard

- New Record column (N/A, Disabled, Error, Warning, Good, Offline). Supports WAVE Sync, HPB-WAVE, Hanwha NVRs under HPB; CSV includes Record.
- Per-channel details with hover info; Storage Issue task auto-created on Error/Warning.

CloudConnector (CC) log download from device details

- Servers (HPB and CC enabled): Download logs (CC) for online devices; WAVE/NVR not supported; no license required for HPB class.
- D2C cameras: Download logs (CC) for online, licensed devices; otherwise menu disabled.

HealthPro Bridge & Device Control

Remote reboot for HealthPro Bridge

- Reboot button in server dashboard details for online HPB; action logged in Device logs; no tasks/health logs; Engineer+.; hidden when offline.

Remote reboot for WAVE servers under HealthPro Bridge

- Reboot online WAVE servers under HPB; logs recorded; no tasks/health logs; Engineer+; hidden when offline.

Remote configuration (BETA) for iPRO cameras via HealthPro Bridge

- Settings > Remote config > IPRO (BETA). Manager+ with valid licenses. One-time Important Notice.
- Commands: Smart coding (GOP/VIQS), basic motion detection, object detection, auto focus (PTZ). Single command per run; progress/results shown.

Notifications & Events

Real-time notice events – Auto report delivery

- New Event tab in Notification Center; Auto report delivery appears as an Event; click marks as read without navigation; delivered regardless of personal notification toggle.

Real-time notice events – Auto/Manual software updates

- Send in-app notifications to users after automatic and manual software updates are complete.

Real-time notice events – Warranty expiration & Lifecycle reconfirmation

- Warranties expired: daily Org-timezone trigger when new devices reach expiry; click opens Life cycle > Warranty expired.
- Life cycle reconfirmations: event after authorized reconfirm; click opens Life cycle dashboard.

Software Update Integrity Options

Optional integrity verification for remote software updates

- Policy management > Auto software update: Verify the integrity when updating HPB software (default On). Turning Off shows Caution dialog.
- When Off: all remote HPB updates skip integrity/cert checks. Changes logged in User logs (Category: Firmware, Action: Changed).

Camera Information & Search UX

Camera shape and resolution on dashboards and CSV

- Adds Shape (B/D/P/N/A) and Total Resolution (VGA/HD/QHD/UHD/N/A) for Hanwha, AXIS, iPRO; applies to Cloud Portal and WAVE Sync; CSV includes both fields.
- B: Box, Bullet; D: Dome, Vandal; P: PTZ, Fisheye, Multi-sensor; N/A: All types other than B, D, and P above, and no corresponding information.

Enhanced search and filters (vertical expansion, sorting, text search)

- Filter panels show more options vertically, auto-sort ascending, and support text search within each filter field.

RESOLVED ISSUES

UI/UX improvements and bug fixes

Version 1.9.2

RELEASE DATE: Feb 10, 2026

SUMMARY

Added some features, including Okta SSO support, improved stability, and fixed bugs.

NEW FUNCTIONALITY

- Okta SSO (BETA)
- Expanding support for custom roles - Notification center (RBAC v1.3.2)
- Limiting WAVE Sync system support to improve system stability

RESOLVED ISSUES

- Fixed an issue where “MYKYO” text briefly appeared when launching the app after enabling multilingual support.
 - Removed UTC+0 time display from emails and web push notifications.
 - Mitigated a screen refresh/flickering issue that occurred on certain pages when switching browser windows or tabs.
 - Fixed an issue where the 503 error page briefly appeared when accessing the HealthPro direct URL.
 - Applied various UI improvements and refinements to enhance overall user experience.
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Version 1.9.1

RELEASE DATE: Dec 29, 2025

SUMMARY

Bug-fix

NEW FUNCTIONALITY

Not applicable

RESOLVED ISSUES

- HealthPro Bridge v1.8 CPU, RAM, N/W usage is not visible.
 - Application error occurs when entering the WAVE Sync server dashboard.
 - When entering the WAVE Sync server dashboard, the Recently updated time is incorrectly displayed as 56 years ago.
 - Unnecessary value (Unknown) is displayed at the bottom of the function name in the WiseAI details.
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Version 1.9

RELEASE DATE: Dec 18, 2025

SUMMARY

HealthPro v1.9 introduces significant changes including UI/UX improvements, notifications and task management, remote settings, WAVE improvements, and license management.

NEW FUNCTIONALITY

- Expand CSV export - location lists with expanded information, one package of the location-level dashboard, portal devices list in settings, target device management in the auto software update
- HealthPro users can choose whether to delay task creation in the task creation options.
- HealthPro users can multi-select Good, Warning, Error, and Offline filters (tabs) on the server and camera dashboards (results included in CSV output).
- HealthPro users can check the storage information of HealthPro Bridge in widgets and dashboards.
- HealthPro users can claim iPRO cameras and monitor health information through HealthPro Bridge.
- Users designated in HealthPro can receive periodic system summary reports.
- When a HealthPro user changes the target device password through the password change function in Remote config, the target device password registered on the HPB-WAVE server is also updated.

- HealthPro users can claim ONVIF cameras and monitor health information through HealthPro Bridge.
- HealthPro users can check HealthPro service availability via the Cloud Status webpage.
- HealthPro users can check all notices in real time in the notification center (event tab)
- HealthPro users can select devices to exclude from updates (firmware) based on criteria/groups (filter) rather than individual devices.
- Extending exclude from updating in auto firmware update to target device management feature.
- HealthPro users can check real-time camera power consumption (W) through device details in the camera dashboard.
- HPB-WAVE users of HealthPro can immediately auto-synchronize the current WAVE server and sub-device (channel) names with the device names registered in the portal/HealthPro through the device name auto update function.
- BETA - All HealthPro users (customers + STEP partners) have access to key functions (menus) and locations controlled through HealthPro custom roles.
- For optimal HealthPro performance, we recommend enabling location access control if your organization manages fewer than 300 locations. This limit may be adjusted in future updates as HealthPro performance continues to improve.
- Currently, access control is supported only for locations and sub-devices. Support for the Notification Center and logs will be added in the next patch release.
- HealthPro users can batch set the date and time within their devices through the Date and Time Settings feature in the remote config menu.
- HealthPro users can bulk attach new and used licenses (including individual attachments).
- HealthPro users can only view actual update target device information and quantity in the Update widget.
- Multi-Org support on the portal is also available to HealthPro users.
- Move the Policy Management icon to the main screen's location GNB and click to display the functions (menu) that will be provided.
- HealthPro users who have connected their devices to the cloud via HealthPro Bridge can download HealthPro Bridge logs from HealthPro.
- HealthPro users can view recent device logs directly from the device details in the server and camera dashboards.

Version 1.8.1

RELEASE DATE: Nov 5, 2025

SUMMARY

Bug-fix

NEW FUNCTIONALITY

Not applicable

RESOLVED ISSUES

- Auto software updates not working
 - Application error when viewing details on older versions of HealthPro Bridge
 - Duplicate health logs generated
 - Wrong device details pop-up operations
 - Missing a part of multilingual translations
 - Other UI errors
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Version 1.8

RELEASE DATE: Sep 3, 2025

SUMMARY

HealthPro v1.8 introduces significant changes including remote camera configurations, an overhaul of the notification center, collecting and exporting data, integrations with Hanwha NVRs, Allied Telesis switches, and Linux-based HealthPro Bridge servers. These are in addition to usability and process improvements to streamline the process of monitoring and managing systems remotely.

NEW FUNCTIONALITY

General

- Option to select dark mode for the entire GUI.
- Automatic enrollment. When a STEP Partner creates a new Customer Organization, all valid users of the STEP Partner Organization are automatically enrolled as HealthPro Managers within the Customer Organization so that they can immediately assist setup and configuration.
- Update or reconfirm warranty information using the Reconfirm feature in the Lifecycle dashboard.
- Check that a Customer Organization is compatible with the versions of Health Bridge deployed.

- As an assist to OnCloud, HealthPro indicates whether a given device is leveraging the SD card for local storage.
- View the list of accessible and licensed AXIS cameras, to assist with future planning.
- Language support now includes English, French, German, Spanish, Portuguese, Italian, and Korean.

Hanwha Vision Device Remote Configuration

- Quick mode: Remotely enable, disable, or reconfigure specific camera settings, including WiseStream AI, WiseStream, full window motion detection, full window object detection, Bestshot, execute an autofocus, and change the device's password. This mode also supports AXIS cameras.
- Advanced mode: Send SUNAPI commands via the public Internet, to multiple HealthPro Bridge and D2C cameras. For the full list of commands in the SUNAPI documentation, please contact your sales representative.
- WARNING: The advanced feature should be used with extreme caution as it could cause a remote camera to become unresponsive. For certain changes Wisenet Device Manager with direct network access is recommended.

Notification Center

- In general, the Notification Center has been revamped to gives users greater control of what they wish to be notified about, and how, as well as being able to manage tasks in bulk.
- At the Organization level, enable or disable the creation of tasks. When created, tasks appear in the Notification Center.
- If task creation is enabled, select which kinds of events should create tasks, such as Server failures, camera disconnects, license issues, IP conflict and more.
- At the individual account level, choose which task-related events to be notified of, including created, assigned, accepted, cancelled, rejected, and resolved tasks.
- Bulk Assign, Accept, and Resolve or Remove up to 100 tasks sitting in the Notification Center. This can be helpful when clearing out a backlog.
- Resolved tasks are hidden from the Notification Center after 24 hours, but will remain in the task logs.

Exporting

- In general, HealthPro is uniquely positioned to consolidate a mass of camera and system data across the system. Such information includes camera models, IP, serial numbers, and MAC addresses, year of manufacture, remaining warranty, current firmware version, physical

location, and more. This information may be exported for further analysis, or imported to an Asset Management system. This release further strengthens this ability.

- Bulk CSV export all the information registered in the Settings menu, including all users.
- Bulk CSV export unlimited User log entries.
- Bulk CSV export up to the 10,000 most recent entries in the Device, Task, and Health logs. HealthPro preserves the trailing 90 days of these logs. Since they can be very large files it is recommended to apply filters to focus on the relevant log entries.
- Bulk CSV export a list of all Locations for the Organization.
- Download camera log files. This includes both Hanwha Vision and AXIS devices, and Access, System, and Event logs.
- Camera dashboard exported files include SD/SSD storage details for licensed cameras.

NVRs and WAVE

- Monitor Hanwha Vision XRN/QRN/PRN/ARN-series NVR cameras and the NVR's storage.
- Monitor WAVE storage information via HealthPro Bridge (this was previously only possible via WAVE Sync).
- Receive notifications if the attached WAVE Sync account's password has changed or if the token has expired and the credentials need to be re-entered.
- WAVE Sync accounts will not be attachable to HealthPro unless the WAVE Sync account has Power User or higher permissions. This is to avoid the confusion from accounts being attached but information not flowing due to inadequate permissions.

Network Switch PoE Port Power Cycling

- HealthPro can power cycle the PoE port on managed switches for licensed cameras, for when a camera needs a hard power cycle (not merely a soft reboot).
- The prerequisites are: Hanwha Vision (Allied Telesis) managed switches onboarded into CloudPortal via HealthPro Bridge, and Hanwha Vision or AXIS cameras licensed with HealthPro.
- NOTE: For security reasons, HealthPro cannot cycle any other ports – it is not a switch management tool.

RESOLVED ISSUES

Clicking on a status subgroup of servers or cameras, e.g. Good or Offline, opens the dashboard prefiltered for that group.

DEVICE COMPATIBILITY AND INTEGRATIONS

- Hanwha NVRs via HealthPro Bridge

- Allied Telesis network switches via HealthPro Bridge (only for power cycling the PoE port for a licensed HealthPro camera).
 - Ubuntu 22.04 Linux-based HealthPro Bridge servers
 - HealthPro Bridge browser interface
-

Version 1.7.3

RELEASE DATE: Jul 23, 2025

SUMMARY

Bug-fix

NEW FUNCTIONALITY

Not applicable

RESOLVED ISSUES

- Health metrics information was not received when more than 100 cameras were connected to HealthPro Bridge
-

Version 1.7.2

RELEASE DATE: Jul 14, 2025

SUMMARY

New feature (AI indicator) and bug-fix

NEW FUNCTIONALITY

- Displays WiseAI features in the camera dashboard and camera details. (BETA)

RESOLVED ISSUES

- Incorrect defaults in Org's privacy mode.
 - When a Super Manager first accesses HealthPro after creating a new organization, it is temporarily marked as not authorized.
 - WAVE server under HealthPro Bridge does not display CPU, RAM, or Network usage.
 - Minor bugs related to UI and CSV file download.
-

Version 1.7.1

RELEASE DATE: Jun 23, 2025

SUMMARY

Bug-fix

NEW FUNCTIONALITY

Not applicable

RESOLVED ISSUES

- Wrong counting in widgets.
 - Some open apps name issue.
 - Device information not updated when connecting to a new WAVE sync account.
 - Other minor issues.
-

Version 1.7.0

RELEASE DATE: Jun 11, 2025

SUMMARY

This release includes features that further extend scalability, both in magnitude and the ease of managing large systems including privacy. It also strengthens its support for monitoring WAVE systems.

NEW FUNCTIONALITY

SCALABILITY

- HealthPro scales up to 5,000 locations.
- Instantly filter search results for devices for scalability.
- Instant tree view of folders and locations so that users can quickly browse without having to pull up a location's dashboard, and then have to reverse back out.
- Large locations (100+ devices) will have their dashboards split for pagination, for scalability.
- For large systems, users can keep loading 100 more devices when viewing device details for scalability.
- For large systems, device details are paginated in batches of 100 for scalability.
- During license attachment, a progress bar indicates that the process is active.
- The warranty dashboard has been expanded to provide more nuanced and insightful life cycle information, beyond warranty information.
- Warranty dashboard status flags now take into account whether a device has been discontinued, and has become a cybersecurity risk for IT. This will happen if it was discontinued more than 5 years ago, after which Hanwha Vision no longer releases cybersecurity vulnerabilities patches.
- Health logs now include Direct-to-Cloud as well as HealthPro Bridge devices.
- Health logs now include WAVE servers and cameras connected via HealthPro Bridge.

- For privacy, camera thumbnails can be omitted or blurred by the HealthPro Super manager.
- Users can review the CPU and memory utilization of both Direct-to-Cloud as well as HealthPro Bridge devices.
- To get a truer picture of how up to date devices are, excluded devices for automatic firmware updates now includes all HealthPro-claimed devices, regardless of their licensing status.
- Users may immediately switch to the E-map view, without having to wait for the entire dashboard to load.
- Users can close device details by clicking anywhere else on the screen.
- Users have continuous access to the help chatbot (ADA) to answer any questions.
- Users can see whether the organization is enrolled in the Client Retention Program, and can check their special warranty terms.
- NOTE: The customer must ensure their special STEP Code is added to their org via Cloud Portal before onboarding cameras to ensure the correct warranty period is applied.

OTHER

- The server widget includes an explanatory icon and text.
- Constantly visible help icon with links to Training and Contact Us.
- The beta Linux HealthPro Bridge is excluded from the firmware dashboard. To update it, install the update manually on-demand.

RESOLVED ISSUES

- An issue when selecting a custom date for viewing health logs has been fixed.
- An issue with the task log status name has been fixed.
- Minor bug fixes.

DEVICE COMPATIBILITY AND INTEGRATIONS

- Users are notified immediately of any WAVE sync permission issues.

Version 1.6.2

RELEASE DATE: Apr 14, 2025

SUMMARY

Bug-fix

NEW FUNCTIONALITY

Not applicable

RESOLVED ISSUES

- Attaching bulk licenses to cameras with incorrect serial information
-

Version 1.6.1

RELEASE DATE: Mar 13, 2025

SUMMARY

The GUI has been fully rebranded from DMPPro to HealthPro.

NEW FUNCTIONALITY

Not applicable

RESOLVED ISSUES

- Fixed intermittent task creation issues related to rebooting cameras and some camera events
 - Minor rebranding-related bugs
-

Version 1.6.0

RELEASE DATE: Feb 28, 2025

IMPORTANT: Very soon, DMPPro will be rebranded as HealthPro, for a clearer distinction from the configuration tool, Wisenet Device Manager.

Accordingly, DM Bridge will become HealthPro Bridge.

During the transition expect to see references to both versions.

SUMMARY

This release includes AXIS cameras and WAVE server integration, in line with HealthPro's expanded device support plan. It also significantly improves the program's UI, greatly enhances usability, and supports HealthPro Bridge DB backup and recovery. This is very useful when replacing a PC with HealthPro Bridge installed or when reinstalling the program is required.

NEW FUNCTIONALITY

- Scanning, claiming, and health monitoring AXIS cameras via HealthPro.
- Scanning, claiming, and health monitoring WAVE servers and child cameras via HealthPro.
- Reboot of HANWHA and AXIS cameras via HealthPro.
- Improved program UI (support for multi-type devices, separation of device scanned table and managed table, editing/removing pending status devices).
- Remote update of HealthPro Bridge via HealthPro firmware dashboard (removal of existing self-update function).

- Backup and recovery of HealthPro Bridge DB.

RESOLVED ISSUES

- Warranty information for previously onboarded devices. A camera's warranty information is only available if it is onboarded AFTER the Customer Organization is associated with a STEP Partner Organization. The Warranty reload feature means the information can be refreshed for previously onboarded devices. The Customer must invite the Partner in Cloud Portal.
- A DM Bridge camera would appear offline within DMPPro if its IP address, port, use of HTTP/HTTPS or credential information had changed. Now those parameters can be updated within DM Bridge and the device will automatically appear as online.

DEVICE COMPATIBILITY AND INTEGRATIONS

- WAVE v5 or later support via DM Bridge.
- AXIS (VAPIX 1.0) device support.
- LINUX Debian and Dockerized DM Bridge support. This only currently available for proof of concept projects - please consult your Hanwha Vision Sales Representative.
- WAVE v5 or later support via DM Bridge.

Version 1.5.3

RELEASE DATE: Dec 16, 2024

SUMMARY

Bug-fix release.

RESOLVED ISSUES

- When exporting a CSV file from the license widget, the License Start Date field sometimes contained "Invalid Date".

Version 1.5.2

RELEASE DATE: Dec 5, 2024

SUMMARY

Bug-fix release.

RESOLVED ISSUES

- Supermanagers were not receiving DMPPro email notifications
 - Batch DMPPro licensing was not functioning, even though individual cameras could still be licensed
-

Version 1.5.1

RELEASE DATE: Nov 29, 2024

SUMMARY

This version focuses on scalability for customers with large systems, many locations, and potentially many users. It also leverages the ability of DMPPro to consolidate information from across the entire system, to export files to drive subsequent analysis and to feed asset management systems.

NEW FUNCTIONALITY

- Searching, sorting, and organizing large numbers of locations
- On the main DMPPro dashboard, the list of locations is presented in a compact list that is easily filterable and sorted alphabetically.
- Locations can be organized by grouping into folders up to 3 levels deep.
- Locations can be bookmarked as Favorites, for quick and convenient access.
- Exporting dashboard tables as CSV files
- Exporting can be valuable for feeding asset management systems, or for subsequent analysis including prioritizing which devices to firmware update, locations to refresh, or devices to repair.
- The information includes specific data that varies by widget, but typically includes the device's Name, Model, Location, Server, IP Address, Serial Number and MAC Address.
- Warranty information
- When the STEP Partner ID is known and associated with the organization (either by the partner creating the org or by the customer inviting the STEP Partner), the remaining warranty will be presented. Until then, devices will appear as having Unknown Warranty.
- Role-based access control for DMPPro users
- A user must be explicitly given permission to access DMPPro. The role can be Super Manager (there can be only one), Manager (who can add other managers or engineers), or Engineer who can be assigned tasks.
- License Widget content
- The License Widget breaks out Expired, Expiring Soon, +30 Days valid licenses, Unlicensed devices
- Location-specific dashboards
- When a specific location is selected, the Firmware, License, and Warranty widgets reflect only the devices assigned to that location

RESOLVED ISSUES

Not applicable

DEVICE COMPATIBILITY AND INTEGRATIONS

Not applicable

Version 1.5.0

RELEASE DATE: Oct 15, 2024

IMPORTANT

This is the initial launch version of DMPPro.

For support on using this solution please visit [🔗 Hanwha Vision Support Portal](#)

SUMMARY

This is the launch version of DMPPro, part of Hanwha Vision Cloud.

DMPPro tracks the health of key components in your Hanwha Vision video systems across many locations securely via the cloud. It also enables you to track the imminent expiration of software licenses, and update camera firmware.

- Health monitoring: Monitor the health of Hanwha Vision cameras, WAVE servers, and storage.
- Firmware management: Identify devices that need firmware updates, incorporating new features, bug fixes, performance improvements, and cybersecurity enhancements. Schedule updates to maximize uptime and minimize disruption.
- License management: Track software licenses assigned to specific cameras, and proactively renew them to maximize uptime.
- High accessibility: DMPPro uses the secure cloud for high availability and remote access from anywhere.

NEW FUNCTIONALITY

- Navigating locations along with summary information per location
- Server status information for WAVE servers and DM Bridge servers
- Storage status information for WAVE servers
- Camera status information
- Firmware management, including
 - Series or in parallel
 - Either updating from the Hanwha Vision repository or from the user's local machine
 - Updating immediately or at some scheduled time

- Completely automated updates
- License management
- Notification center
 - New notifications / tasks
 - Assigning, accepting, and resolving tasks
- E-map for a map-based view of device health across locations
- Devices
 - Cloud portal devices, including Direct-to-Cloud and DM Bridge cameras
 - WAVE Sync accounts, including the ability to define the WAVE server's geographic location
- Logs including
 - User – for tracking user activities such as who initiated firmware updates
 - Device – for tracking device-level activity such as firmware updates, claiming and licensing devices
 - Task - for tracking the events that appear in the Notification Center
- User management
 - Adding and removing users and their associated role within DMPPro
 - Notification settings, to opt in for email or web push notifications as a user preference
- Dashboard configuration – to include or exclude various DMPPro dashboard widgets including
 - Servers
 - Storage
 - Cameras
 - Firmware
 - Licenses

RESOLVED ISSUES

Not applicable

DEVICE COMPATIBILITY AND INTEGRATIONS

DMPPro health monitors:

- DM Bridge servers and DM Bridge cameras
- Direct-to-Cloud cameras
- WAVE servers, WAVE storage, and WAVE cameras via WAVE Sync

DMPPro can update:

- DM Bridge software

- DM Bridge camera firmware