

Critical SSD Firmware Update Notification for Vicon Servers

Date: June 11, 2025

Introduction

This document serves as an important advisory to all Vicon customers regarding a critical firmware update recommendation for specific solid-state drives (SSDs) used in select Vicon Server configurations.

A subset of SSD models may experience unexpected failure if not updated to the latest firmware. We strongly recommend following the procedure below to verify and update affected drives to ensure continued system reliability.

Background

A firmware-related reliability issue has been identified in certain SSDs from the Youngsville family, which may be included in Vicon Server builds. Drives operating with firmware versions older than DL7A may become unresponsive and require replacement.

The minimum recommended firmware version to prevent this issue is DL7A, with DL7C being the most recent validated version. Updating to one of these versions helps preserve data integrity and system performance.

Due to variations in system integration during production, it is not possible for Vicon to determine which customer-deployed systems contain these specific SSDs. This advisory is being issued as a precautionary measure to all customers operating Vicon Servers.

Potentially Affected Server Models

Valerus Models:

- Valerus 2U RAID 5 Recorder Series: VERA-2UXXR5-XXX
- Valerus 2U RAID 6 Recorder Series: VERA-2UXXR6-XXX
- Valerus 1U JBOD Recorder Series: VERA-1UXXN0-XXX
- Valerus 1U App Server: VEAA-1U00N0-00
- Valerus 1U Workstation: VECA-1U00N0-00

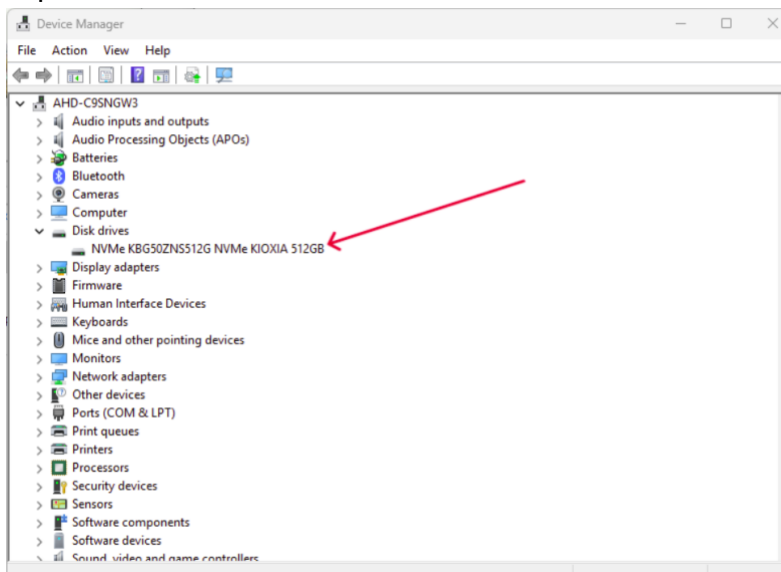
(Note: "XXX" represents drive storage capacity.)

Viconnet Models:

- ViconNet Recorder Series: NERA-2UXXXTF-N02
- ViconNet Nucleus: NESA-1U000D-N04
- ViconNet VMDC: NECA-1U000D-N04
(Note: "XXX" represents drive storage capacity.)

How to Check Your System

1. Open Device Manager on your Windows Server.
2. Expand the Disk Drives section.



3. Identify the SSD model listed.
4. If it matches one of the affected models, proceed with the firmware update steps below.

Firmware Update Procedure

Vicon recommends updating the SSD firmware using the official update utility available via Vicon Support. Updates can be applied online (if the server has internet access) or offline via USB.

Option 1: Online Update (Internet Access Required)

1. Download [Firmware DL7C at this link](#).
2. Run the installer and follow on-screen instructions.
3. Restart the server if prompted.

Option 2: Offline Update (Using USB Drive)

1. Download [firmware DL7C at this link](#).
2. Transfer the .exe file to a USB flash drive.
3. Plug the USB into the target server.
4. Run the installer (Run as administrator).
5. Follow the on-screen steps and reboot if needed.

Best Practices

- Schedule updates during off-peak maintenance windows.
- Always back up critical data before applying firmware updates.
- Contact Vicon Technical Support if you need assistance identifying your SSD or applying the update.

Affected SSD Models

Vicon Part Ref	Family	Capacity	Model	Firmware
GHD66	Youngsville	240GB	SSDSC2KB240GZR	Older than DL7A
CM88M	Youngsville	240GB	SSDSCCKB240GZR	Older than DL7A
M7F5D	Youngsville	480GB	SSDSCCKB480GZR	Older than DL7A
GX439	Youngsville	480GB	SSDSC2KB480GZR	Older than DL7A
53KHR	Youngsville	480GB	SSDSC2KB480GZR	Older than DL7A
00DJ5	Youngsville	480GB	SSDSC2KG480GZR	Older than DL7A
D5C1D	Youngsville	480GB	SSDSC2KG480GZR	Older than DL7A