

Technical Note 0001

Released 12/Jul/2021

Technical Note Description

This technical note describes how to replace a failed SD Card in Dedicated Micros Gen3 DVR and NVR.

Product Models Covered

Gen3 DVRs and NVRs for example SD and SD Advanced series DVRs and NVRs

How toreplace a failed SD Card in Dedicated Micros Gen3 DVR and NVR

Gen3 Dedicated Micros DVRs and NVRs contain a SD memory card. This card contains the operating system and system variables needed to run the recorder, and also the user configuration files which hold the settings that the user has made to the recorder.

NetVu uses industrial SD cards which can have a long life, depending on the environment in which the DVR/NVR is operated; their nominal life is about 5 years, typically.

When the SD card fails the recorder does not have the files that it needs to boot up and operate. The symptoms of this failure are typically that one can see power light on the DVR but it does not boot up and you cannot communicate with it in any way.

The most likely cause of this behaviour is an SD card failure, particularly in recorders which are more than 5 years old. The first two numbers after the first two letters of the serial number will tell you the year of manufacture. For example, a serial number starting MT17 would mean that the recorder was manufactured in 2017.

Repair in this case is quite quick and easy - the SD card needs to be replaced.

There are a number of options available to do this:

1, Return the recorder to NetVu for non-warranty repair

NetVu engineers can replace the card for you and also advise on any other preventive maintenance work that your recorder needs to give it a long life.

To book a non-warranty repair call +44 (0)1928 706400 and select support or email support@netvu.org.uk

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2. Obtain a pre-prepared SD card from NetVu and replace the card yourself

To buy a replacement SD card for your gen3 DVR/NVR call +44 (0)1928 706400 and select support or email support@netvu.org.uk

Once you have received the replacement SD card take the following steps:

Down power your DVR/ NVR and then remove the lid of the unit.

At the front right hand side of the board as you look at the unit you will see an SD card in its slot. Eject this eject by pushing it gently in and then releasing it.

Slide the new SD card in its place and press gently in and release to lock in place.

Refit the lid of the unit.

Power up the DVR/ NVR you will now have a Factory default system where you can now re scan for your cameras and re set up.

3. Download the unit software and burn these files on to an SD card yourself

This can be done, but the procedure is complex and should not be undertaken by a beginner.

The ideal size of the replacement SD Card is 2GB to 32GB. Large Capacity SD cards may not be read and so should not be used.

Format the SD card to FAT32.

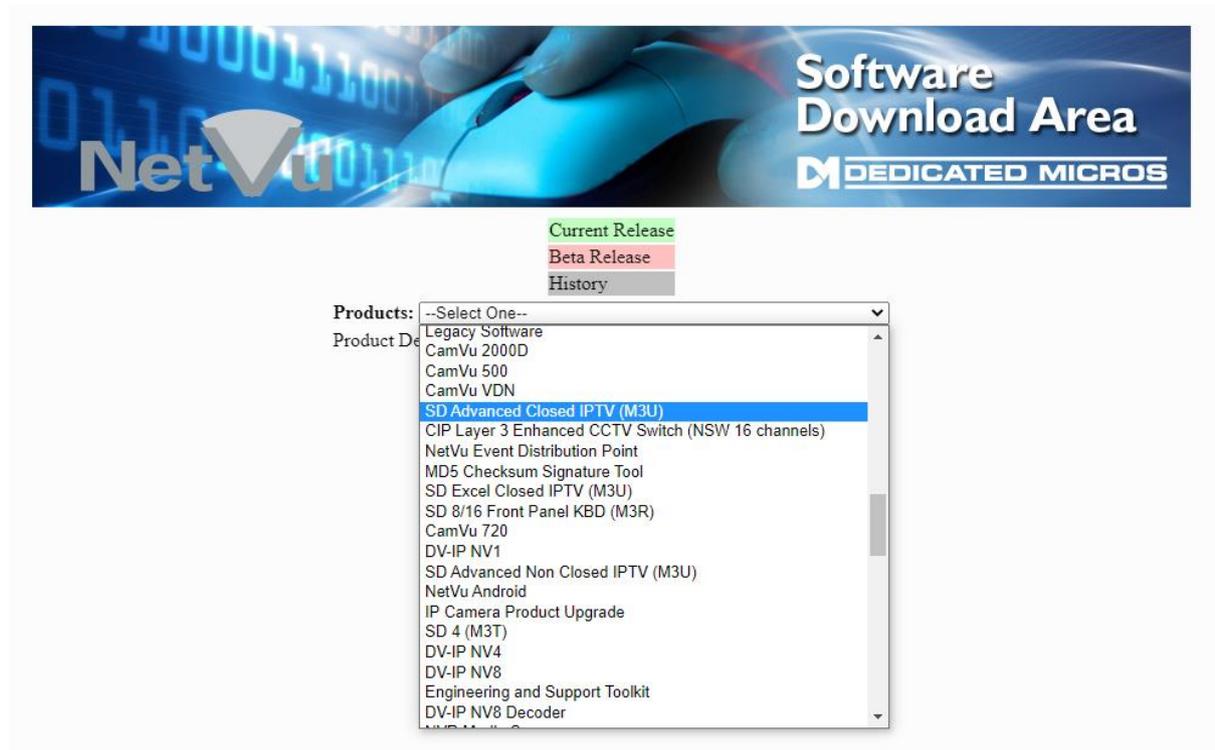
If the old SD card is still readable, copy the *master.sfm* (usually found in the frm_data folder) onto a laptop PC or USB stick for reloading later. This file contains the current configuration of the DVR.

Download all files from NetVu web site for your specific DVR to the root directory of the FAT 32 Formatted SD Card. There should be no other files in in this directory.

The new files may be obtained here.

<https://netvu.org.uk/new-software-release-area/>

Select the model of your recorder from the list.



If you are not sure which model you have, find the serial number on the label of the unit (normally fixed to the base) and contact netVu support on +44 (0)1928 706400 and select support or email support@netvu.org.uk

Version	Release Date	Comments	
6.6(22.0193)	2014-10-09	See release notes. Following components changed:- Changed Components: Application 6.6 (22.0193) Codec 6.6 (22.0194) C6DM Framestore 6.3 (22.0179) C6FM Webpages 2.0(9615.1) – PAL & NTSC Applet 2.0(9615)	Show Files
6.6(22.0193)	2014-10-15	See release notes. Following components changed since previous release. Webpages 2.0(9615.2) – PAL & NTSC. <u>The release files includes all the files which would be included in a raw production unit for completeness.</u> <u>For a unit which is being upgraded it is not usually necessary to upgrade :Help files, PC Apps, Redboot, any of the loader files , unless advised specifically to cure a particular issue neither is it recommended.</u> <u>Units which are being upgrade without being wiped may have shortage of space to complete the upgrade - so it may be necessary to upgrade the webpages and applets as a separate exercise after the application files.</u> <u>If in doubt consult technical support.</u>	Show Files

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Click on Show Files to see to files to be downloaded.

File List		
File Description	File Name	
Webpages SD Excel PAL- (9615.2) 5.0MB :- Md5 signature 28aa234729f8c4cf70c6ef5a345c974b	UPGRADE_WEB_EXCEL_NONCIP_PAL.ZIP	Download
Webpages SD Excel NTSC- (9615.2) 5.0MB :- Md5 signature ef8a54ae8f0168f4d33e5fc37794cfa	UPGRADE_WEB_EXCEL_NONCIP_NTSC.ZIP	Download
Main Application 6.6(22.0193)-3.76MB- Md5 signature 523fee0b4572212bb17c458690457513	UPGRADE_M3UP.ZIP	Download
Codec upgrade 6.6(22.0194)-3.03MB- Md5 signature 6965fe195339d07e739961dfe2dc8150	UPGRADE_C6DM.ZIP	Download
Framestore upgrade 6.3(22.0179)-4.69MB- Md5 signature dfac07707177e86e2a8a65565360a5cd	UPGRADE_C6FM.ZIP	Download
Web Applets (9615)- 31.3MB MD5 Signature 917d2db546ff49fd2148685ee338a490	UPGRADE_WEB_APPLETS.zip	Download
Intermediate loader 6.9(22.0007)-(1.51MB)- Md5 signature a38907a8ba087779c4334618332bca87	NVD0UPGRADE_loader_m3up.ZIP	Download
C6FM loader 6.9(22.0092) - 764KB - MD5 Signature e8e5b37fe9c66ee1867925f7277d3bcf	MDD0UPGRADE_c6fmload.zip	Download
REDBOOT 2.3 132KB:- Md5 signature 3badfa3b686717d1255900a7fa000e5f	UPGRADE_REDBOOT.ZIP	Download
Help videos 1.12 (192MB)- Md5 signature flf0e3192771a03419624b3c3f28ce32	UPGRADE_HELP_VIDEOS.ZIP	Download
PC Application 3.0.5939 - 184MB - MD5 Signature:b6bbb89a6f93c6289e84ba7e09e74404	UPGRADE_PCAPPS.zip	Download
Upgrade script - This contains the file upgrade.shtml which must be placed on the root directory of the USB stick - (3kbytes) - MD5 Signature: a3a8761960ef5c6ce63bc2486eaeabda5	upgrade_3_0_010.zip	Download
Release notes	RELEASE_NOTES.PDF	Download
Network Upgrade Instructions	HDMI_Network_upgrade_instructions.pdf	Download
Network Upgrade Instructions	HDMI_Network_upgrade_instructions.pdf	Download

Close

Determine if you require NTSC or PAL version depending on your region. Download the corresponding file(s) marked NTSC or PAL - one or the other, not both.

Always use Released (non-Beta) versions of the software unless instructed otherwise by NetVu Technical Support.

Copy the downloaded zip files on to the SD card.

Once all the zip files are on the SD card right click on each ZIP file and click on “extract here...”

Do this for each ZIP FILE, then right click and refresh, the SD card is now loaded with all the files and is ready to be used.

At this stage you can copy the previous saved **master.sfm** file (if available) back into the **frm_data** folder. Provided that it was undamaged this should restore the previous user settings of the machine.

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Down power your DVR/ NVR and then remove the lid of the unit.

At the front right hand side of the board as you look at the unit you will see an SD card in its slot. Eject this eject by pushing it gently in and then releasing it.

Slide the new SD card in its place and press gently in and release to lock in place.

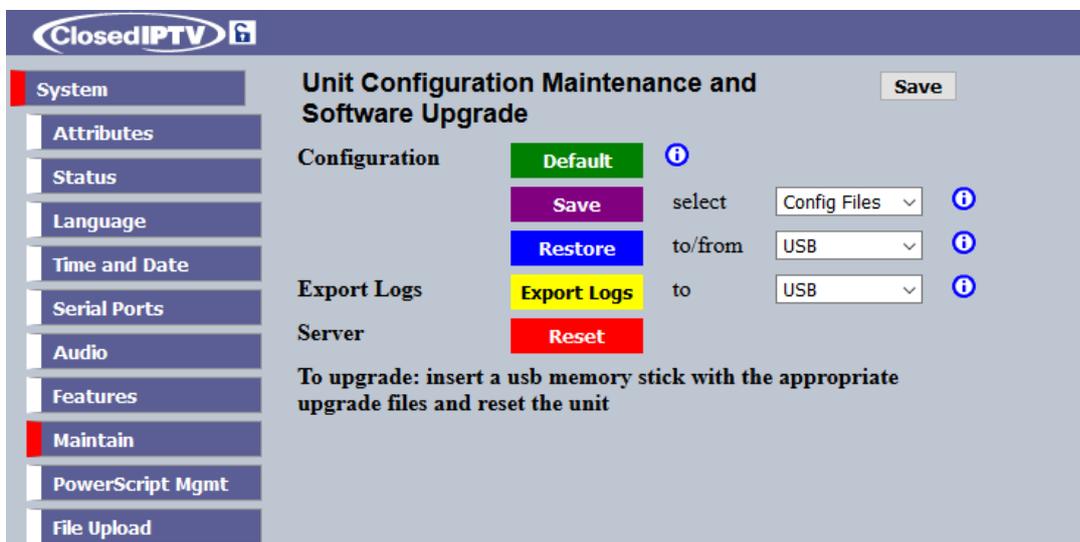
Refit the lid of the unit.

Power up the NVR you will now have a Factory default system where you can now re scan for your cameras and re set up, if needed.

When the recorder is back up and running the following actions are recommended, to simplify the next repair:

1. Make a second copy of the SD card and tape it inside the top cover of the recorder. In that way it will be waiting there just in case there is another SD card failure, shortening the repair time needed next time....
2. When the recorder is back running, fully configured, backup the configuration of the recorder onto a USB stick. To do this put a USB stick into one of the USB ports of the recorder. Open the configuration menus, either using the front panel controls, a mouse and the monitor output of the recorder, or using the web pages and a laptop PC connected to the recorder.

Select the Configure > Maintain web page



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Make sure that **Config Files** and **USB** are selected, as shown above.

Then click on the purple **Save** button. The configuration of the unit will be saved on to the USB stick.

Tap the USB stick inside the top cover of the recorder. That way it will be there if the configuration of the unit is destroyed or damaged by a failure or other cause, and can then be quickly reloaded by inserting the USB stick and clicking on the blue **Restore** button. This is much quicker than having to manually set the DVR up again particularly if the set up is complex involving PTZ cameras, alarms and remote monitoring.