

Technical Note 0007

Released 12/Jul/2021

Technical Note Description

From time to time it may be necessary to upgrade the software of SmartVu IP cameras which are connected to a Uniplex NVR. This Technical note describes how to upgrade the software of SmartVu IP cameras connected to a Uniplex NVR or Gen3 (SD series SD Advanced series) DVR/NVR using its web pages

Product Models Covered

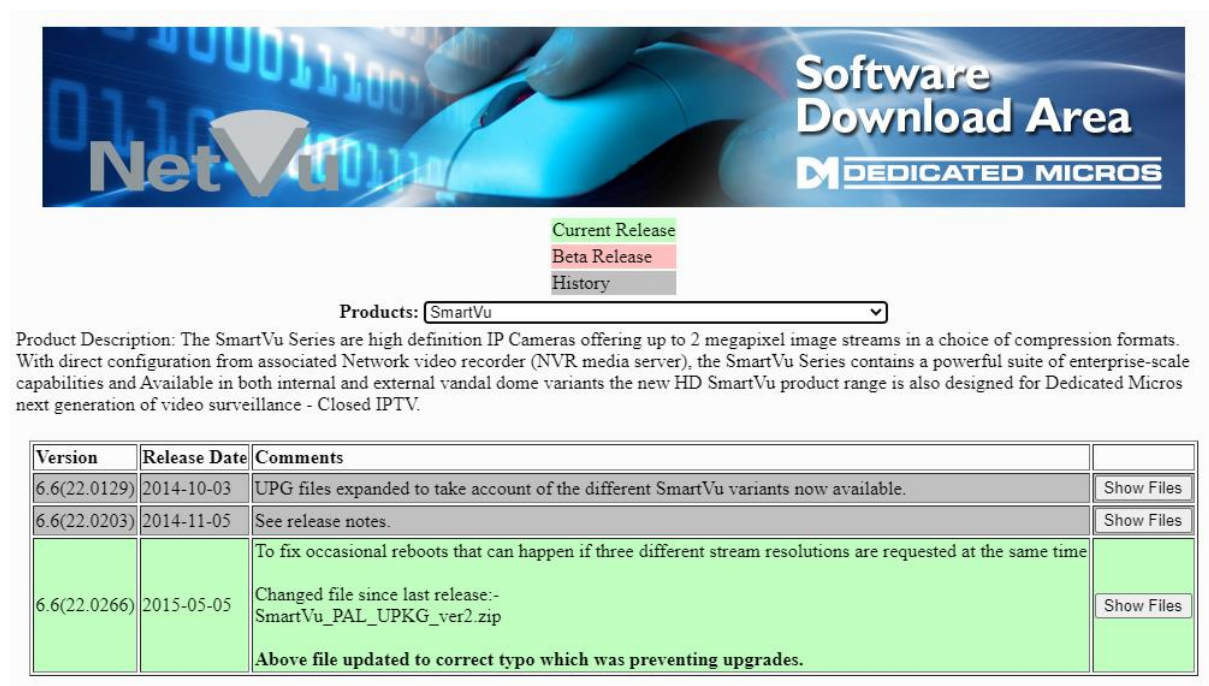
Uniplex series NVRs
Gen3 series DVR/NVRs
NetVu SmartVu Series IP Cameras

How toupgrade the software of cameras connected to a Uniplex NVR using its web pages.

New software files for NetVu SmartVu IP cameras may be obtained here:

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

Select the model of your camera from the list.



Current Release
Beta Release
History

Products:

Product Description: The SmartVu Series are high definition IP Cameras offering up to 2 megapixel image streams in a choice of compression formats. With direct configuration from associated Network video recorder (NVR media server), the SmartVu Series contains a powerful suite of enterprise-scale capabilities and Available in both internal and external vandal dome variants the new HD SmartVu product range is also designed for Dedicated Micros next generation of video surveillance - Closed IPTV.

| Version | Release Date | Comments | |
|--------------|--------------|---|------------|
| 6.6(22.0129) | 2014-10-03 | UPG files expanded to take account of the different SmartVu variants now available. | Show Files |
| 6.6(22.0203) | 2014-11-05 | See release notes. | Show Files |
| 6.6(22.0266) | 2015-05-05 | To fix occasional reboots that can happen if three different stream resolutions are requested at the same time Changed file since last release:- SmartVu_PAL_UPKG_ver2.zip Above file updated to correct typo which was preventing upgrades. | Show Files |

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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

Click on Show Files to see the files to be downloaded. If you are a beginner it is recommended that you also download the upgrade instructions pdf and read them carefully before continuing with the upgrade.

| File Description | File Name | |
|---|--|----------|
| Upgrade instructions | RELEASE_NOTES.PDF | Download |
| Upgrade instructions | UPGRADE_INSTRUCTIONS.PDF | Download |
| TI APPLICATION 6.6(22.0203) (3.72MB) Md5 signature 16f9e6e38753167324cff7b3134641d0 | UPGRADE_tisa_06_6_22_0203.zip | Download |
| INTERMEDIATE LOADER 6.9(22.0129) (864KB) Md5 signature 16a7bf3486b4e05fffdffa400609a0b | UPGRADE_tisa_ulmage_06_9_22_0129.zip | Download |
| Web Pages PAL 9652 (2.06MB) Md5 signature 8c1b6b50b36ffa86349978e0f7360188 | UPGRADE_Web_2_SmartVu_720_9652_PAL.zip | Download |
| Web Pages NTSC 9652 (2.06MB) Md5 signature 4d49526bbbd28519826340e67d860e50 | UPGRADE_Web_2_SmartVu_720_9652_NTSC.zip | Download |
| Web Pages PAL 9652 (2.06MB) Md5 signature 98e699c8e56eddbaf0d4ad6b4d917b79 | UPGRADE_Web_2_SmartVu_1080_9652_PAL.zip | Download |
| Web Pages NTSC 9652 (2.06MB) Md5 signature 96a51a02e0b2ea88fdcc0fe77fb7a42f | UPGRADE_Web_2_SmartVu_1080_9652_NTSC.zip | Download |
| Upgrade files (4KB) Md5 Signature cb0130c3dd57a9775c501c96b15f7c44 | NTSC_upgrade.zip | Download |
| PAL upgrade files (4KB) Md5 signature 942eccab24c4d4d5059c0dcbda3c2127 | PAL_upgrade.zip | 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.

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.

Once you have downloaded the new software files onto your PC/laptop you can now upload these, one by one, onto the Uniplex NVR or Gne3 DVR/NVR.

Once you have downloaded the required files(s) an upgrade file (a file with a .upg file extension) must be prepared. This can be done using a text editor software such as Windows Notepad or similar.

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The name of the file must be the product name of the camera to be upgraded, using underscore instead of any spaces . The product name can be found on the Camera Upgrade web page of the Uniplex NVR or Gen3 DVR/NVR.

To see this page first click on the **Camera** menu button, and then click on the **Camera Upgrade** button



The Camera Upgrade web page will then be displayed.

| System | Current Camera Configuration |
|--------------------|---|
| Display | Camera 1 THF Entry Gate Site ID 1-THF-UPXA Product SmartVu Bullet 1080 Platform TISA Version 6.6 (28.0209) TISA 2021-06-17 15:14 Boot Software Rev Unknown Webpage Revision wp8 28 (13040) Serial Number A11421017007 |
| Camera | Camera 2 TIGA Side Entry Site ID 2-THF-UPXA Product SmartVu Bullet 720 Platform TISA Version 6.6 (28.0209) TISA 2021-06-17 15:14 Boot Software Rev Unknown Webpage Revision wp8 28 (13040) Serial Number A11428025007 |
| Setup | Camera 3 THF Small Gate Site ID 3-THF-UPXA Product SmartVu Bullet 1080 Platform TISA Version 6.6 (28.0209) TISA 2021-06-17 15:14 Boot Software Rev Unknown Webpage Revision wp8 28 (13040) Serial Number A11421017006 |
| Overview | |
| Camera Titles | |
| Auto Configuration | |
| Assign Manually | |
| Network Extenders | |
| Camera Upgrade | |
| Record Settings | |
| Alarm | |
| Network | |
| Image Profiles | |
| Live Viewer | |

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This page has an entry for each camera connected. You should note that the “**Platform**” information (e.g. TISA/TINA/TIPA) matches part of file names that you have downloaded. For example if the Platform is TISA you may have downloaded a file called UPGRADE_tisa_06_6_22_0203.zip

If these things do not match, for example, platform says TIPA and you have download the UPGRADE_tisa_06_6_22_0203.zip file, then you should check that you have downloaded the correct files for the type of camera that you have.

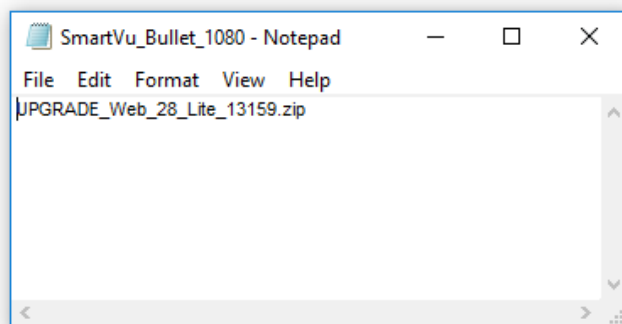
| Current Camera Configuration | |
|------------------------------|-------------------------------------|
| Camera 1 | THF Entry Gate |
| Site ID | 1-THF-UPXA |
| Product | SmartVu Bullet 1080 |
| Platform | TISA |
| Version | 6.6 (28.0209) TISA 2021-06-17 15:14 |
| Boot Software Rev | Unknown |
| Webpage Revision | wp8 28 (13040) |
| Serial Number | A11421017007 |

The product name is given in the third line of each entry. For example, SmartVu Bullet 1080

This would be the upgrade file name for this camera i.e. SmartVu_Bullet_1080.upg - Note that the spaces have been replaced by underscores.

The contents of the upgrade file should be the names of software upgrade file(s) which were downloaded previously.

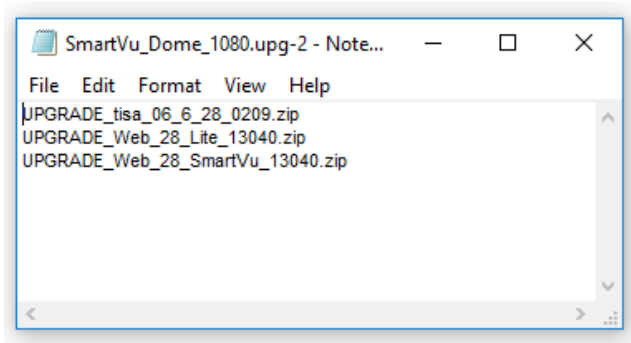
For example, the contents of the upgrade file SmartVu_Bullet_1080.upg might be



The .zip file extension should be included with each file name.

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If there is more than one file these should be listed on separate lines inside the upgrade file, for example :



When the upgrade file has been completed it can be uploaded to the Uniplex NVR or Gen 3 DVR/NVR, together with the camera software upgrade file(s).

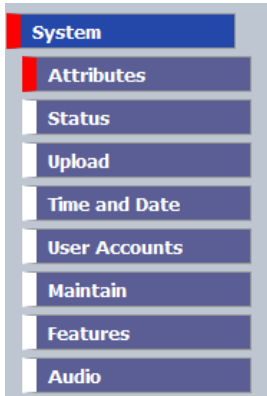
Use your browser (Firefox or similar browser) to view the web page of the Uniplex NVR or Gen3 DVR/NVR.



Click on the **System** Button.

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The System sub-menus will appear.



Click on the **Upload** sub menu button. The following Window opens



Make sure that the Upload path is set to **/mdd0/proxy_upgrade/**



Click on the **Browse** button to select the upgrade (,.upg) file and the software upgrade (.zip) file(s) from your PC/laptop for upload.


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When you have selected a file click on the **Upload** button. The progress of the upload will be displayed. Repeat this for all files.

When the upgrade file and all the software files have been uploaded return to the Camera Upgrade web page.

You should now find that all of the camera entries of the same product name now have **Found x files** (where x is the number of software files uploaded) and also there is a check box next to the Upgrade files field.

| Current Camera Configuration | |
|------------------------------|--|
| Camera 1 | THF Entry Gate |
| Site ID | 1-THF-UPXA |
| Product | SmartVu Bullet 1080 |
| Platform | TISA |
| Version | 6.6 (28.0209) TISA 2021-06-17 15:14 |
| Boot Software Rev | Unknown |
| Webpage Revision | wp8 28 (13040) |
| Serial Number | A11421017007 |
| Upgrade files | Found 1 file.  <input type="checkbox"/> |
| Upgrade Status | Idle |

To enable an individual camera for upgrade click on the check box

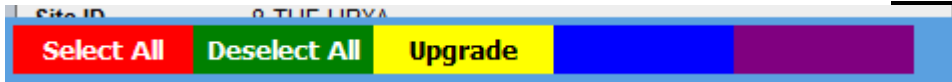
| Current Camera Configuration | |
|------------------------------|---|
| Camera 1 | THF Entry Gate |
| Site ID | 1-THF-UPXA |
| Product | SmartVu Bullet 1080 |
| Platform | TISA |
| Version | 6.6 (28.0209) TISA 2021-06-17 15:14 |
| Boot Software Rev | Unknown |
| Webpage Revision | wp8 28 (13040) |
| Serial Number | A11421017007 |
| Upgrade files | Found 1 file.  <input checked="" type="checkbox"/> |
| Upgrade Status | Idle |

Repeat for each camera to be upgraded.

You can select all cameras of the same type for upgrade by clicking on the **Select All** button

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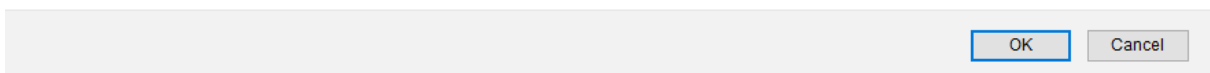
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You can clear all of the check boxes by clicking on the **Deselect All** button.

Click on the Upgrade button to start the upgrade process. The following message will be displayed:

Upgrade of the cameras will take approximately 2 minutes per camera, during this time the local viewer may become unresponsive, do you wish to continue?



Click on OK to continue the upgrade process.

The status of each camera upgrade will be shown in it's entry on the Camera Upgrade Web page.

At the end of the process the status should say **Upgrade Complete** and the cameras will now have their upgraded software.