Technical Note Description;

How to update a Gen3 DVR/NVR to allow the addition of a Gen4 camera.

The current range of NetVu Cameras use the latest Gen4 software platform.
If you are adding a Gen4 camera to our earlier Gen3 platform DVR or NVR *the Codec, Frame-store and Main Applications must be updated before trying to add the camera.*

This Technical note describes how to upgrade Gen3 DVR/NVR's correctly before trying to install a Gen4 IP camera.

Product Models Covered;

SD Advanced, SD HD, SDA NVR, NVR Media Server and DVIP3 DVR's

Software Versions Covered:

Software Versions up to **6**.x(**26**.xx) only – Do not apply to DVR's running on software version 6.x (28.xx)

For DVR's using **6**.x(**28**.xx) software or later please contact NetVu Technical Support for further assistance.

To determine what software version you are currently running open the units web page and click on the Red "Software" button on the system "Attributes" page in your web browser.

A pop up will open showing the units current software version. The example below is from an SD Advance HD running **6**.x(**28**.xx) software, this **SHOULD NOT** be updated to 6.x(26.209j).

Software Revision	
Software Revision	6.6 (28.0083) M5GP 2017-09-19 18:22
Codec Revision	6.6 (28.0083) C7DM
Loader Revision	6.9 (26.0179)
Webpage Revision	wp8 28 (12232)
Webpage Platform	SD Advanced HD Analogue
Framestore Revision	6.3 (28.0083) C6FM
PC Apps Revision	
Boot Software Rev.	M5GP version 03.3 ecos ancestory v2_0_65 - built Aug 7 2015
Applet Version	Not Set Yet
WebVu Version	Not Set Yet
Last ECN	10221

Close

Steps;

Please note that the software MUST be updated BEFORE adding any Gen4 cameras. If a Gen4 camera is connected without updating the software the unit will constantly reset due to the fact that it does not know how to deal with the video stream from the new cameras.

If you have already connected a Gen4 camera and your unit is resetting, **DISCONNECT** the camera and perform the upgrade process first before reconnecting the camera.

Each product will need the following three upgrade files uploading and a system reset before adding a Gen4 camera.

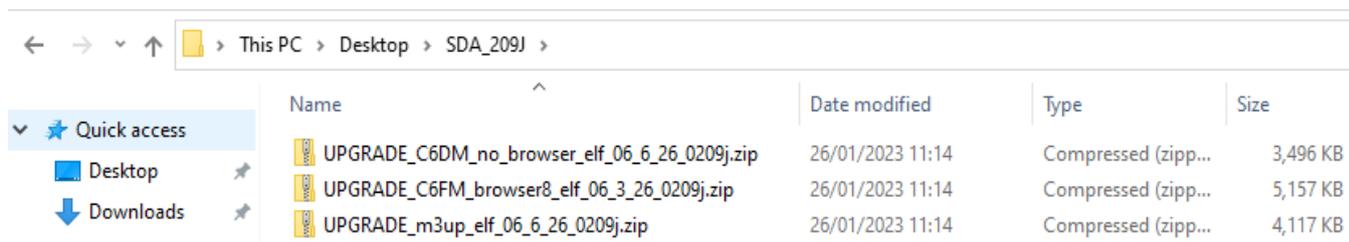   1. Codec Application   C6DM
    2. Frame-Store Application   C6FM

    3. The relevant Main application for the DVR;
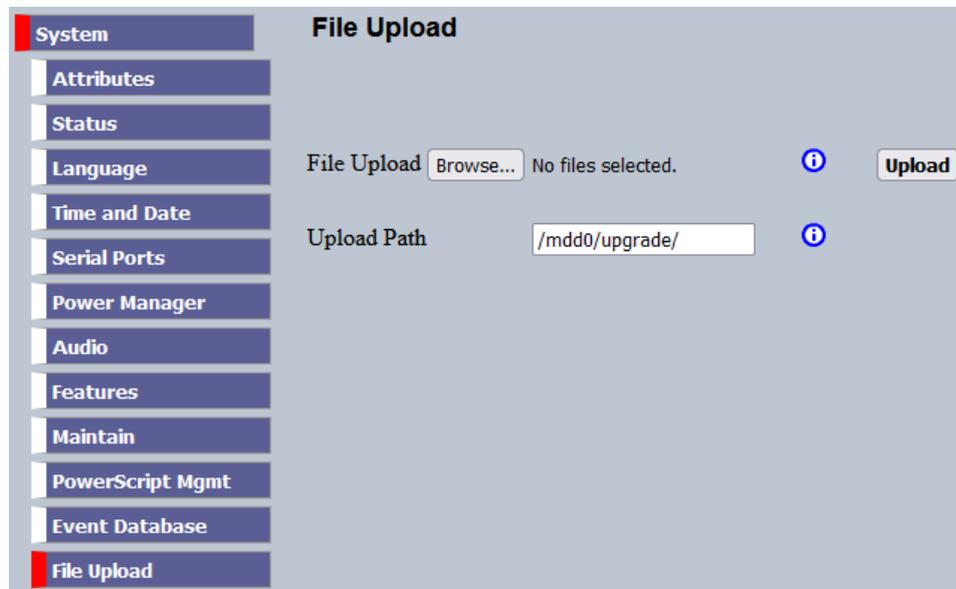
    SD Advanced   M3UP
    SD HD   M5GP
    SDA NVR   M4NP
    NVR Media Server   M4NP
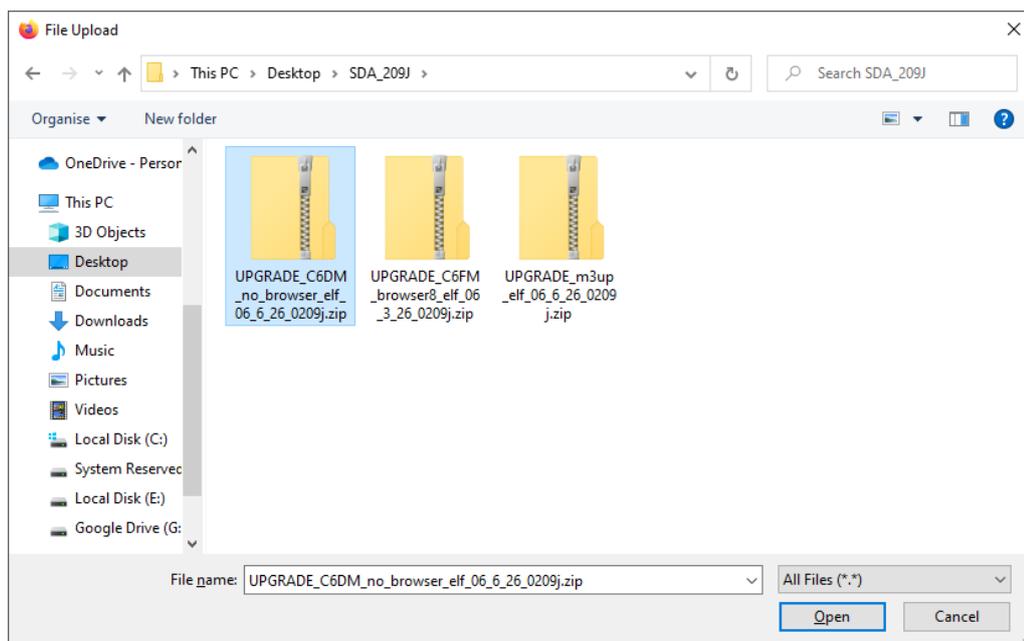   DVIP3   M3HP

To upgrade your unit proceed as follows.

1. Download the required three zip files from https://netvu.org.uk/new-software-release-area/, in this example we will use an SD advance. You will need to download the main application version to suit your unit based on the table above, and store them on your PC in a location of your choice, here on the Desktop in a folder called SDA_209J.

2. Open a web browser and navigate to the System / File Upload page of the unit.
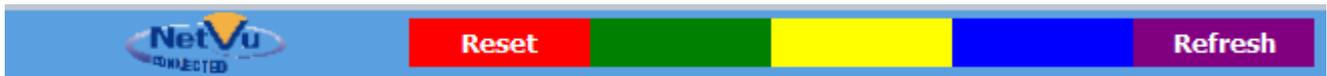
3. Make sure that the Upload Path is set to **/mdd0/upgrade/** if this is incorrect the upgrade will fail.
4. Click on the Browse button and navigate to the location where you stored the downloaded ZIP files for your unit, in this case Desktop SDA_209J.

5. Select **ONE FILE AT A TIME** and click "Open", selecting multiple files does not work, you need to upload them individually. Many people make the mistake of trying to select all three files.
6. Once the file has been selected, click on the Upload button.

7. You will see a progress bar. Once the selected file has uploaded you will then see a message confirming that the file has uploaded successfully, in this case "**File UPGRADE_C6DM_no_browser_elf_06_6_26_0209j.zip has been uploaded to Folder**". The file name will change to reflect the file you selected.

8. Do this for all three files, C6DM, C6FM and M3UP (in the case of this example, substitute M3UP for the model of your choice from the table above).

9. Once all three files have been uploaded click on the Red Reset button on the bottom of the units web page.

10. The unit will reboot. Once it has rebooted check the software has updated correctly by following the steps above (click on the red "Software" button on the "Attributes" web page). The unit should now be running the 6.x(26.0209j) versions of the "Software Revision", "CODEC Revision" and "Framestore Revision".

Software Revision

Software Revision	6.6(26.209j)xxxx (Where xxxx is the model code from the table above)
Codec Revision	6.6(26.0209j)C6DM
Loader Revision	NOT RELEVANT FOR GEN4 UPGRADE CAN BE ANY VERSION
Webpage Revision	NOT RELEVANT FOR GEN4 UPGRADE CAN BE ANY VERSION
Webpage Platform	NOT RELEVANT FOR GEN4 UPGRADE CAN BE ANY VERSION
Framestore Revision	6.3(26.0209j)C6FM
PC Apps Revision	NOT RELEVANT FOR GEN4 UPGRADE CAN BE ANY VERSION
Boot Software Rev.	NOT RELEVANT FOR GEN4 UPGRADE CAN BE ANY VERSION
Applet Version	NOT RELEVANT FOR GEN4 UPGRADE CAN BE ANY VERSION
WebVu Version	NOT RELEVANT FOR GEN4 UPGRADE CAN BE ANY VERSION
Last ECN	NOT RELEVANT FOR GEN4 UPGRADE CAN BE ANY VERSION

Close

11. Connect your Gen4 camera to the system, (NVR Media Server or SDA NVR), or CIP network switch and set up the image resolution and transmission rates as required on the "Image Profiles / Profile Setup" page of the unit.