Technical Note NVT-0040

Release date: 12/2025

Technical Note Description;

This FAQ explains how to transfer the settings from a card removed from a NetVu unit to a replacement unit (or unit with a new micro SD card) using Enterprise Observer.

***** ENSURE THAT YOU HAVE A KNOWN PASSWORD FOR THE UNIT BEFORE UPLOADING THE USER.DB FILE AS YOU WILL NOT BE ABLE TO ACCESS THE UNIT WITHOUT A PASSWORD AFTER UPLOADING IT. IF YOU DO NOT HAVE A PASSWORD ONLY UPLOAD THE MASTER.SFM FILE THEN SETUP USER ACCOUNTS MANUALLY *****

Product Models Covered;

All Gen3 NetVu units

Steps;

This process is required if you have removed a micro SD card containing the unit's configuration prior to making a backup, and do not have immediate access to a card reader. It explains how to copy the files from a card when a reader is available and the steps required to upload the configuration back to the unit.

Part1;

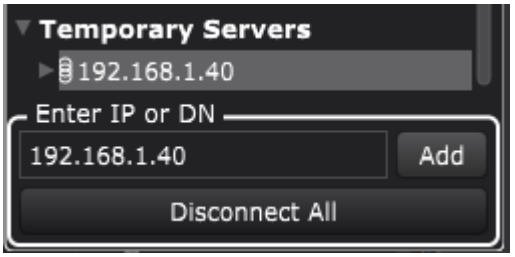
1. Place the micro SD card removed from the DM / NetVu unit into a card reader connected to your PC.
2. Copy the following files from the card to the PC;

   From the ETC folder copy the file USER.DB this contains the usernames and passwords

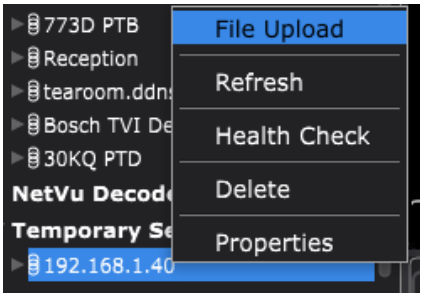
   From the FRM_DATA folder copy the file MASTER.SFM This contains all of the unit's configuration settings.

Part 2;

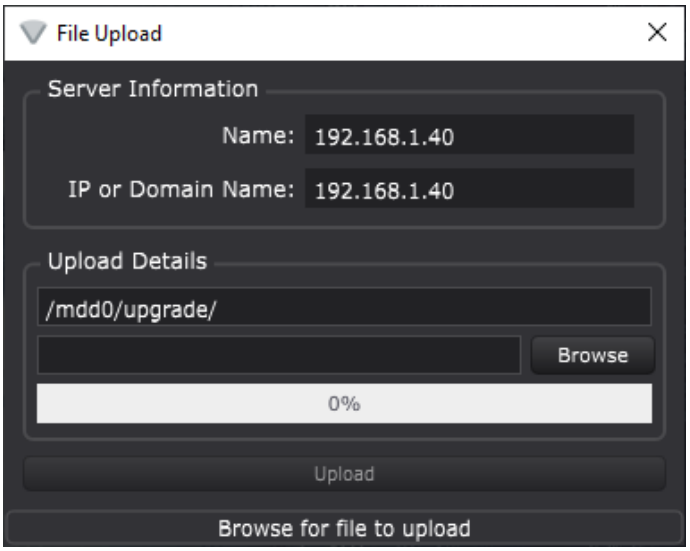
1. Go to the NetVu software download page and download the latest copy of our Enterprise Observer viewing software. https://netvu.org.uk/new-software-release-area/ The latest software at time of writing is, https://transvu.co.uk/wp-content/uploads/sites/4/2025/12/EnterpriseObserver-2.0.0.b85.zip
2. Install the software onto your PC. The free version is fine for this application, and then connect the PC to the same network as the DM / NetVu NVR.
3. Go to the "Enter IP or DN" box in the bottom left hand corner and enter the IP address of the server that you wish to transfer the settings to, then click on the "Add" button.



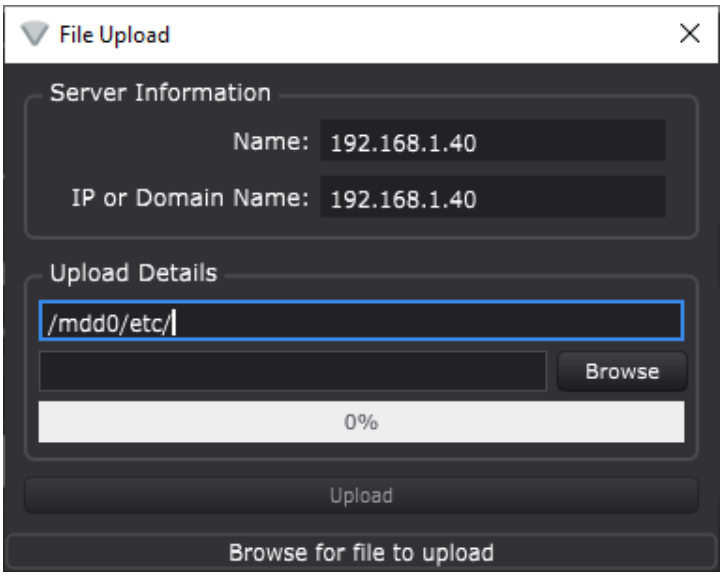
4. This will add the IP address of the server to the “Temporary Servers” list.
5. Right click on the servers IP address and select “FIle Upload”.



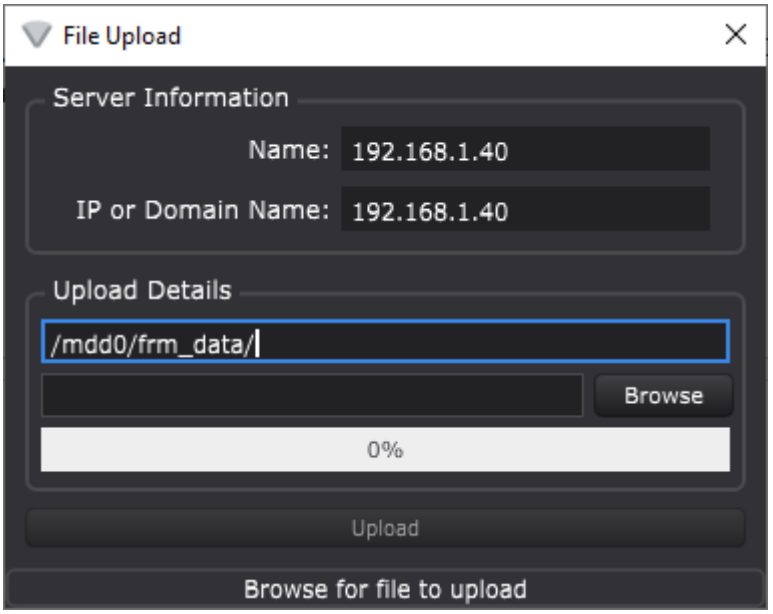
6. This will open a dialog window called “File Upload”.



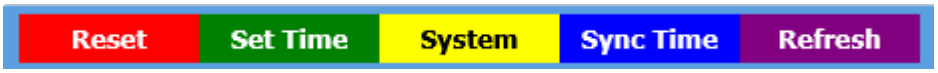
7. Change the “Upload Details” to show /mdd0/etc/



8. Click “Browse” and locate the USER.DB file that you copied from the micro SD card removed from the unit.
9. Click Upload and wait for the file to upload.
10. Change the “Upload Details” to show /mdd0/frm_data/



11. Click “Browse” and locate the master.sfm file that you copied from the micro SD card removed from the unit.
12. Click Upload and wait for the file to upload.
13. Reset the unit, either by power cycling it, or from the web interface using any of the “Reset” buttons, probably the quickest to locate is at the base of the “System / Time and Date” web page.



14. The unit will then reboot with its original configuration settings, and user accounts.
15. Enter the unit’s IP address into your browser and log in using one of the previous passwords.
16. Browse to a page that should contain data from the previous configuration (One of the alarm configuration web pages is probably best, but any page that previously contained default data is fine), and check that the configuration has changed.
17. If you have been prompted to log in and the default configuration names for things like camera names and alarm actions have changed then the unit contains the updated configuration.