

## Upgrading/Restoring the firmware on your DVR

This software is for DVRs connected in Closed IP 2 systems which include N2SW switches or N2SC storage controllers.

### Upgrading by creating a USB key.

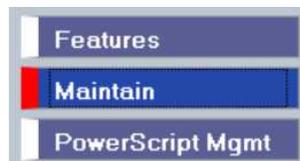
#### USB key preparation:

Transfer the downloaded UPGRADE\_xxxxx.ZIP files from the NetVu support web site, onto the root of the memory stick. This folder should contain no other files.

In addition, it is also necessary to add the upgrade script file - <upgrade.shtml> to the root folder. Please extract the upgrade.shtml file from the upgrade\_2\_1\_010.zip archive.

#### Upgrade procedure:

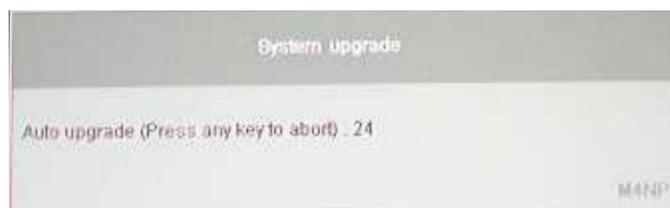
- 1) Insert USB key/pen drive with BETA Software in the DVR
- 2) Go into the menu. PRESS the MENU button on the remote or keyboard. Alternatively navigate to the menu using the mouse.
- 3) Using the Arrow Buttons (or mouse) navigate down the menu until you reach Maintain.



- 4) Once in the Maintenance menu press the Red (Reset) button on the remote or keyboard. (or mouse).



- 5) A pop up box will appear to confirm reset operation. Click 'OK' or 'YES' to proceed with the upgrade, using the mouse.
- 6) When the system reboots you should see the following screen:



Followed by this one:



- 7) Once the upgrade is complete a screen will appear and ask you to remove the USB key and reboot. Press OK and reboot system.

In the event that the upgrade fails to run, telnet to the unit and perform the following command :

```
dir \udd0
```

Then check that the filenames are not corrupted in any manner, and the correct files are in the root directory of the memory stick.

**Please note the new network port configuration after upgrading to branch 28 software:**

**Eth-A Public**  
**Eth-B Private**  
**Eth-C CIP2 Switch**

### Confirm Successful Upgrade

After rebooting the system, open the Menu, and navigate to Configuration->System->Attributes->Software page to check the correct software version has been installed, and compare with the software version that has been downloaded.



### For Further Information

If you require further information or guidance with regards to the software upgrade, kindly contact us on [support@netvu.org.uk](mailto:support@netvu.org.uk) or +44 (0) 845 600 950