Uniview NVR Firmware Updating

There are multiple paths available to apply updated firmware patches to Uniview products. Both the IP camera and NVR product lines will have periodic updates produced in order to fix any bugs that may have been found and also to potentially enable new features. When preparing to apply firmware patches, it is vitally important that the equipment being updated be identified exactly and the appropriate firmware be used. Applying firmware to an incorrectly identified unit could result in that piece of equipment being rendered unresponsive.

Local firmware updates should only be attempted using versions that have been provided by Gen IV Technical Support. Attempting a firmware update with unauthorized firmware will render your warranty null and void and could be dangerous to your hardware and potentially contain malware.

Updating NVR Firmware

When applying firmware updates to a Uniview NVR, there are several methods available: locally using a USB flash drive, locally using the Internet cloud update, remotely via the web interface using a local file, remotely via the web interface using the Internet cloud update and remotely using the EZTools utility and a local file.

 When applying firmware updates, you should never interrupt the upgrade process. This could potentially cause the unit being upgraded to be rendered unresponsive. It is also recommended that if you are performing a remote update using a locally stored file that you only do so from a PC that is on the same local area network. Attempting to update firmware over the Internet with locally stored files is not recommended due to potential corruption caused by lag and network time-out issues.

Updating NVR locally Using a USB Flash Drive

In order to update an NVR using a USB flash drive, you will first need to download the appropriate firmware. In most cases this firmware will be downloaded in the form of a zip archive. You will need to prepare a USB flash drive by formatting it on a local PC using the FAT32 file system (the USB flash drive should have at least 512MB of available free space). Once formatted, extract the contents of the zip archive (usually a file named program.bin) onto the USB flash drive.

Insert the flash drive into your NVR and bring up the main menu by right-clicking the mouse or left-clicking on the Home icon on the menu bar (if available). Using the mouse, left-click on Maintain and then Upgrade. By default the NVR will show the contents of the USB flash drive on the Local Upgrade tab and you may highlight the "Program.bin" file and then click on the Upgrade button at the bottom. The upgrade process will show a progress bar and upon completion the NVR will reboot. Below is an image showing the local upgrade screen.
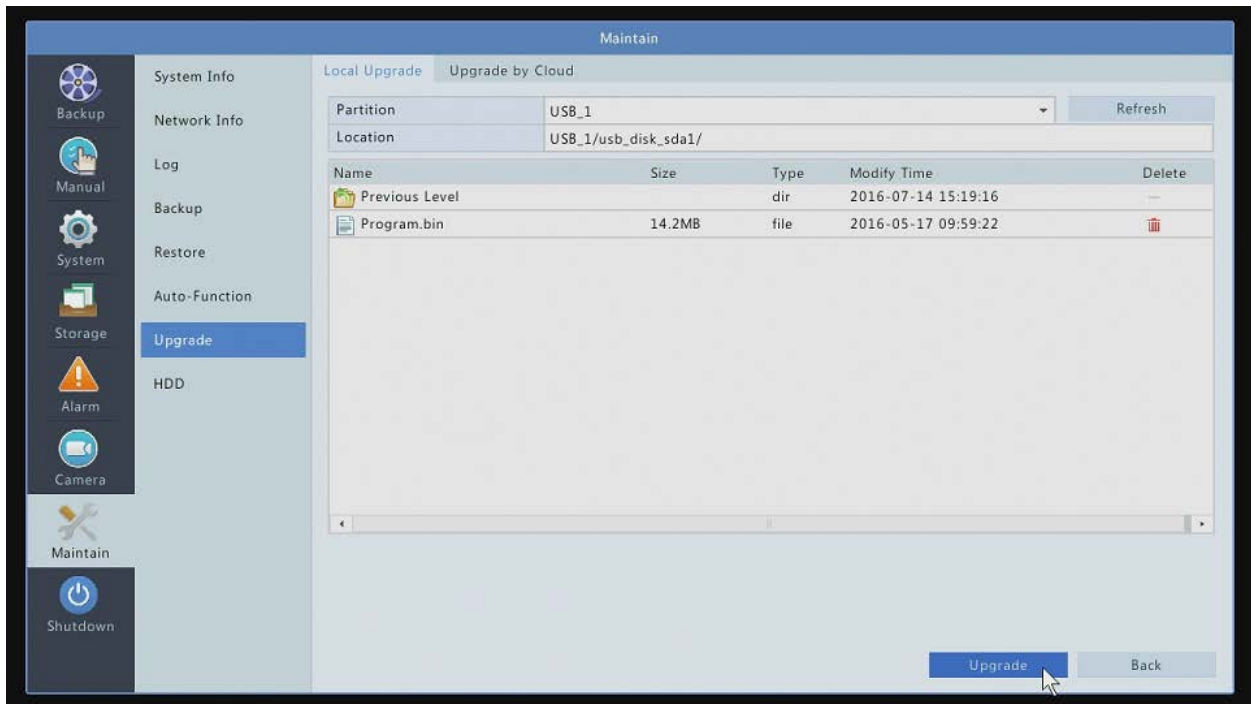

Figure 1. Local Update Using USB Flash Drive

Updating NVR Locally Using Internet Cloud Update

If your NVR is connected to a network with Internet access, you may utilize the Internet cloud update feature to check online to see if a new version is available and to perform the update.

Bring up the main menu by right-clicking with the mouse or left-clicking on the Home icon on the menu bar (if available). Using the mouse, left-click on Maintain and then Upgrade and then select the tab entitled Upgrade by Cloud. You will be shown the current version of firmware installed on the NVR and can click on the Check button at the bottom to see if a more recent version is available. If a new version is available, you need only to click on the Upgrade button at the bottom and the download and upgrade process will begin. After updating, the NVR will automatically reboot.
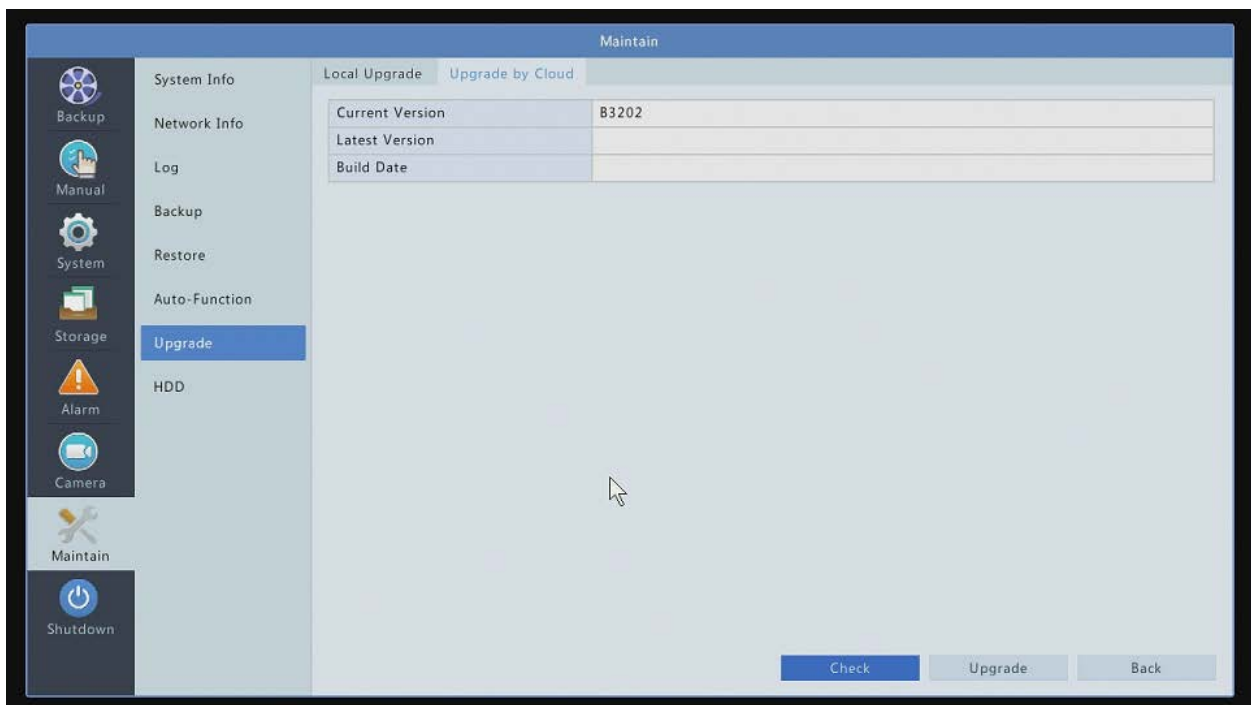

Figure 2. Local Update Using Internet Cloud Update

If the Internet cloud update fails, it may be the result of the current version of firmware that is installed on the NVR not being on the compatibility list for updating and a manual update may be required at that point until the cloud update servers can be configured with the proper versions.

Updating NVR Remotely Using Local File and Web Interface

If your NVR is accessible on the local area network using the web interface, you may update the firmware using a file that has been downloaded and stored locally. Within the Settings section of the web interface, go to the Maintenance section and select the Maintenance entry. On the screen that comes up, click on the Browse button next to the Upgrade text entry field and browse to the location on the local PC where the firmware file is stored and click on it. Once the file is properly entered, press the Upgrade button and the unit will perform the upgrade procedure including a reboot which will terminate your connection.
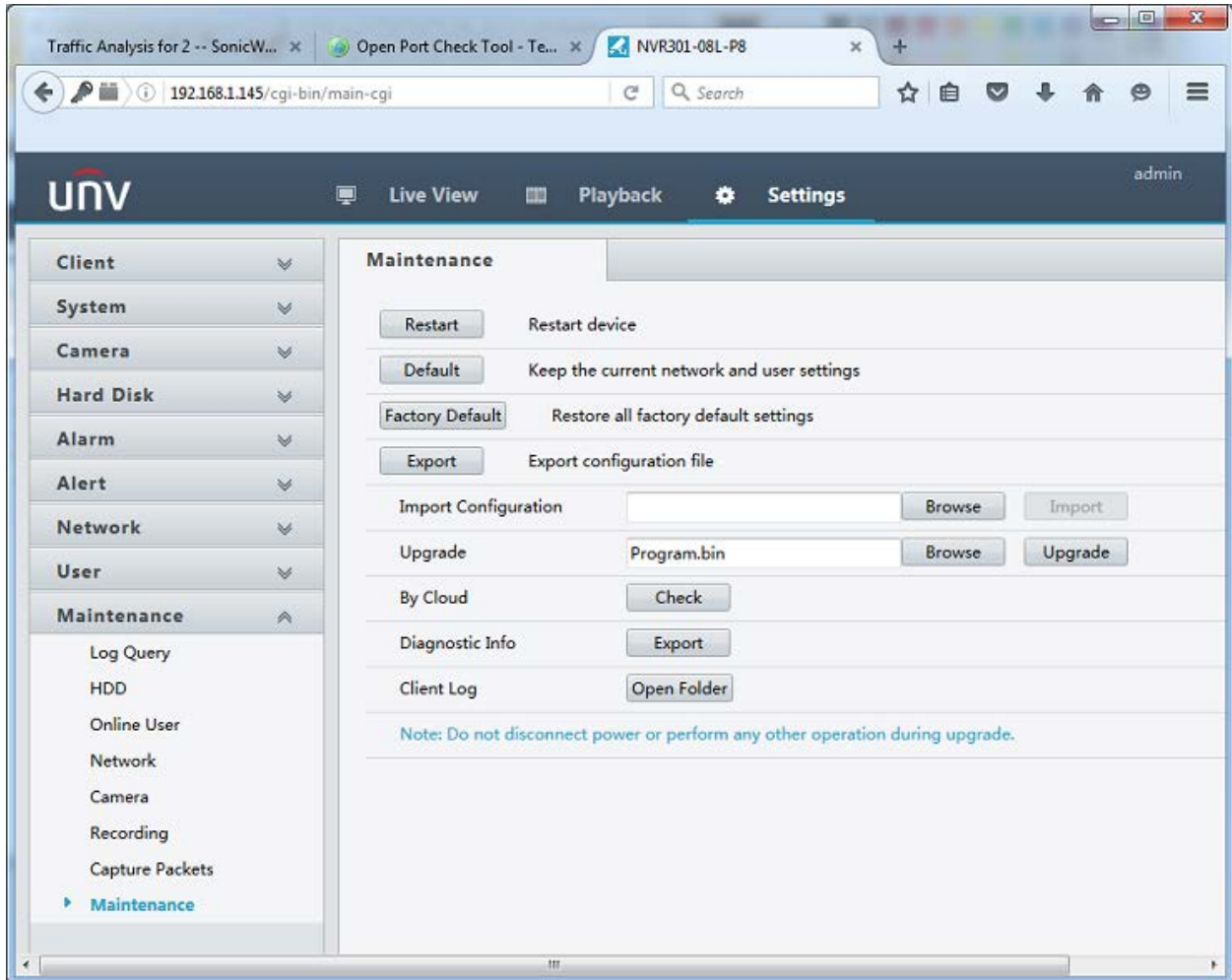

Figure 3. Remote Update Using Web and Locally Stored File

Updating NVR Remotely Using Internet Cloud Update and Web Interface

If your NVR is connected to a network with Internet access, you may utilize the Internet cloud update feature to check online to see if a new version is available and to perform the update.

Log into the NVR using the web interface and go to Settings. Click on the Maintenance section and select Maintenance. To have the NVR connect to the cloud update server and check for a new version of firmware, click on the Check button next to "By Cloud". If a newer version is available, an Update button will be available that will start the update process. As part of the installation process a reboot will occur and your web session will be terminated.
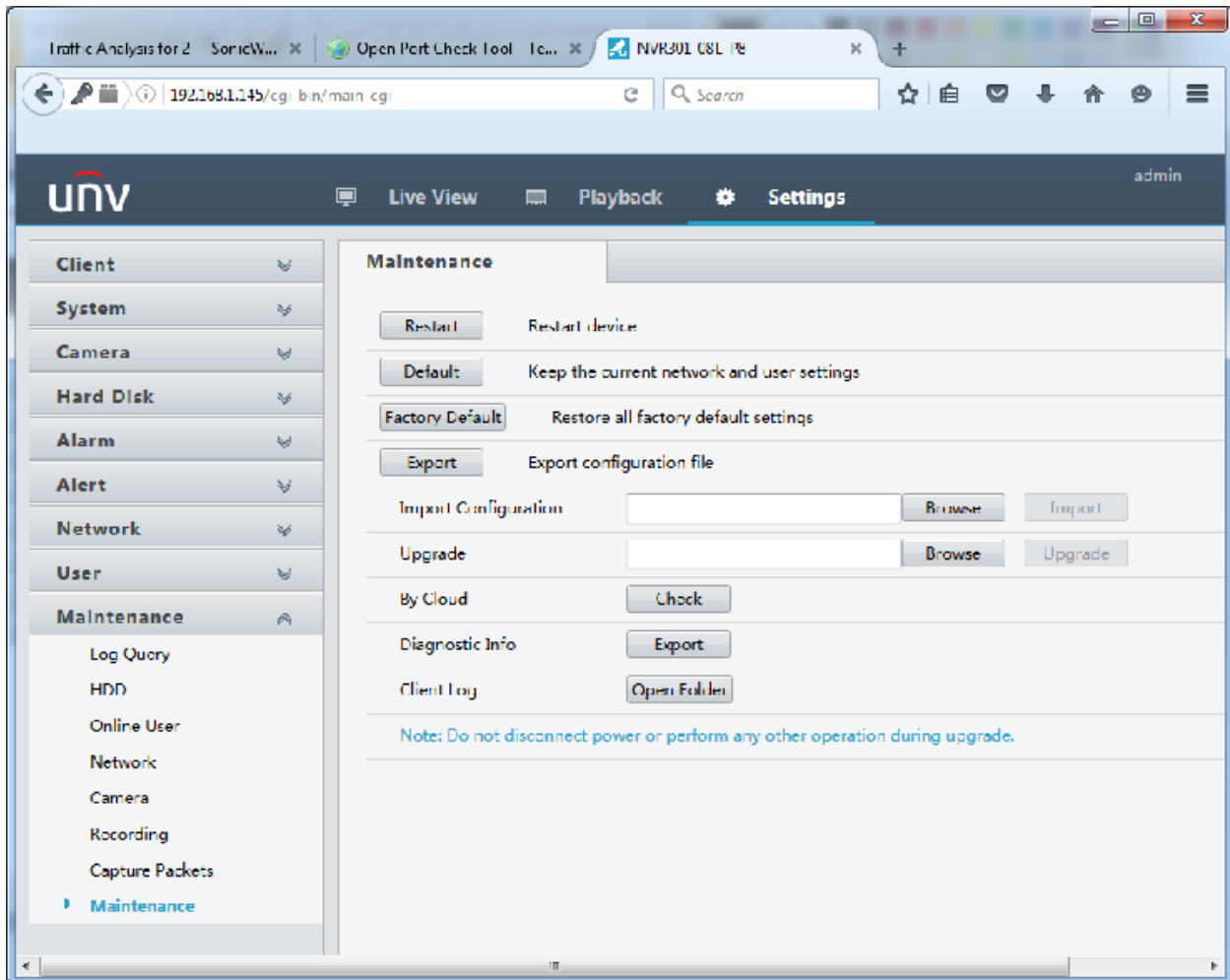

Figure 4. Remote Update Using Web and Internet Cloud Update

Updating NVR Remotely Using Local File and EZTools Utility

If your NVR is accessible via the local area network you may perform a firmware update using the EZTools utility program with a file that has been downloaded and stored locally. Begin by opening the EZTools program which will find devices that are on your local area network. Locate your NVR and click on the Maintenance button. You will be prompted for the username and password to log into the device, this user must be an administrative level account. After logging in the Maintenance window will be shown and you will look for the first section titled Software Upgrade. Click on the Browse button and navigate to the location of the firmware file, select it and click on Upgrade to being the process. The NVR will reboot after the upgrade completes.
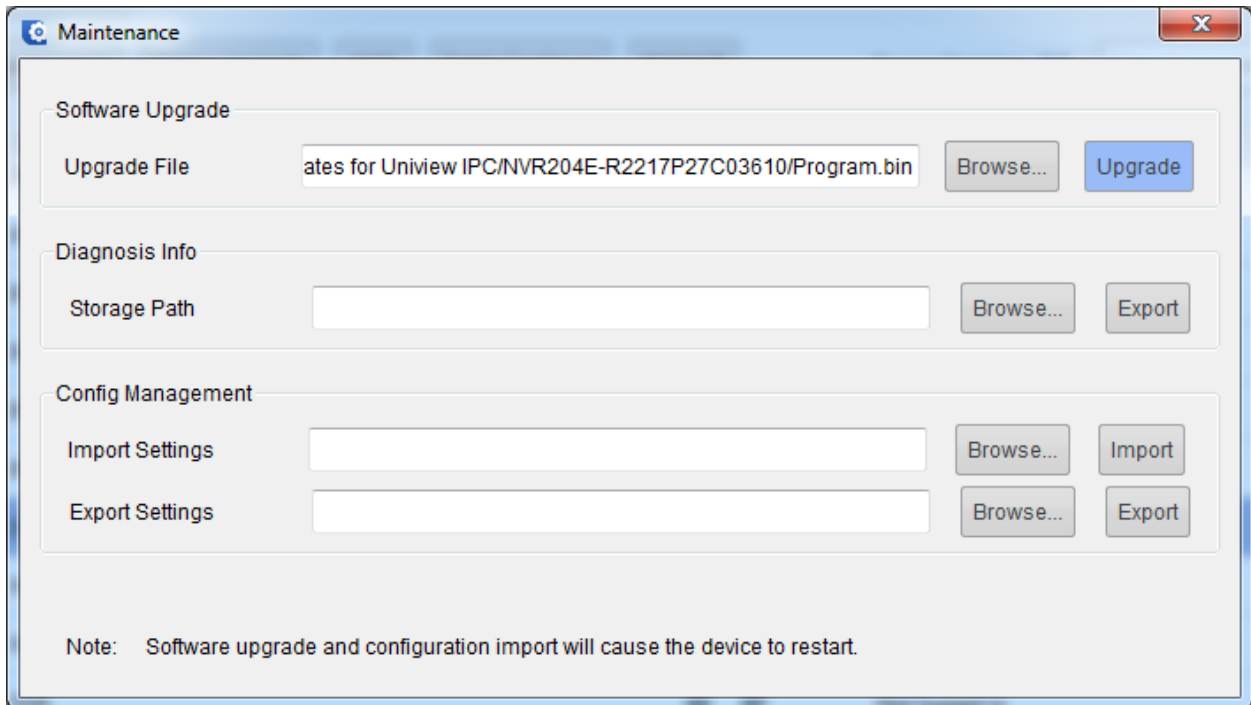

Figure 5. Remote Update Using EZTools Utility and Locally Stored File