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 leftclicking 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.

			Mair	ntain				
	System Info	Local Upgrade Upgrad	le by Cloud					
Backup	Network Info	Partition	USB_1				-	Refresh
		Location	USB_1/usb_	disk_sda1/				
Manual	Log	Name		Size	Туре	Modify Time		Delete
Martuar	Backup	Previous Level			dir	2016-07-14 15:19:16		
Q		Program.bin		14.2MB	file	2016-05-17 09:59:22		Ŵ
System	Restore							
-1	Auto-Function							
Storage	Ilegrada							
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Alarm								
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Maintain		•						
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Shutdown								
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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.

			Maintain
	System Info	Local Upgrade Upgrade by Cloud	
Backup	Network Info	Current Version	B3202
		Latest Version	
	Log	Build Date	
Manual	Backup		
	Restore		
System			
	Auto-Function		
Storage	Upgrade		
	HDD		
Alarm			
Camera			N
\$ 10			42
Maintain			
Maintain			
Shutdown			
			Check Upgrade Back

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.

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System	~	Restart Restart de	avira			
Camera	~	Default Keen the	current network and user ret	ting		
Hard Disk	*	Contraction Reep the	- If Care and Care and User set	unga		
Alarm	8	ractory Default Restor	e an ractory default settings			
Alert	*	Export Export co	ntiguration file	(-)	1	
Network	*	Import Configuration		Browse	Import	
User	~	Upgrade	Program.bin	Browse	Upgrade	8
Maintenance	~	By Cloud	Check			
Log Query		Diagnostic Info	Export			
HDD		Client Log	Open Folder			
Online User Network Camera Recording Capture Packets Maintenance		Note: Do not disconnect p	ower or perform any other o	peration during upgrade		

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.

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Client	*	Maintenance								
System	24	Restart	Restart devi	ce						
Camera	8	Default	Keep the cu	ment network and	l user settings					
Hard Disk	24	Factory Default	Restore a	all factory default	settinos					
Alarm	8	Export	Export confi	iguration file						
Alert	¥	Inural Configu	ration			Britishe	Г	moorl		
Network	¥	Upprade				Browse		parade		
User	8	By Cloud		(hack		browse	0	pyrado		
Maintenance	~	By cloud		Споск						
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HDD		Client Log		Open Folder						
Online User		Note: Do not di	scannect pov	ver or perform any	y other operatio	n during upgra	ide.			
Network										
Camera										
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Maintenance										
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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.

Maintenance			×
Software Upgrade Upgrade File	ates for Uniview IPC/NVR204E-R2217P27C03610/Program.bin	Browse	Upgrade
Diagnosis Info Storage Path		Browse	Export
Config Management		Browse	Import
Export Settings		Browse	Export
Note: Software upgra	de and configuration import will cause the device to restart.		

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