

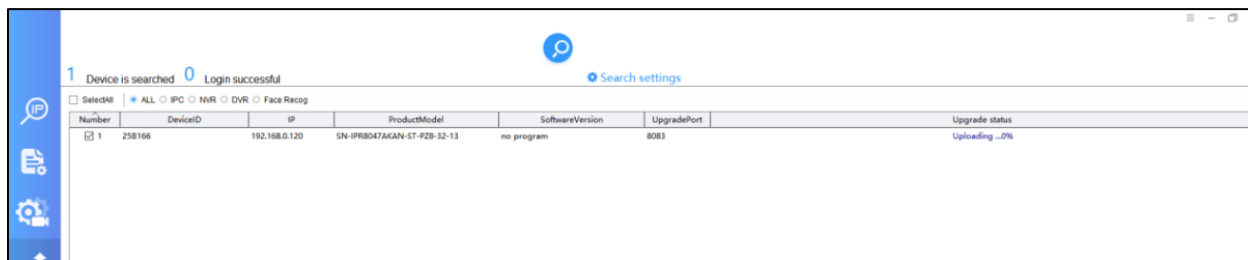
FAQs on Firmware Upgrade Issues

After upgrading the device using the Search Tool, the tool showed “Upgrade Failed”.

- 1) If you selected a firmware file that does not match the device model, the tool will immediately prompt an “Upgrade Failed” error. Please confirm you are using the correct firmware for the specific device model.
- 2) If the firmware file is correct, the device should automatically restart after the upgrade. However, if the device is configured with DHCP enabled or has a different default IP address, its IP address may change during the upgrade. When this happens, the Search Tool may show “Upgrade Failed” because the device is no longer at the expected IP. In this case, the upgrade may have actually succeeded. Try searching for the device again using the new IP address and attempt to log in.

The Search Tool displayed “No Program”.

This typically means that the firmware upgrade did not go through correctly or that the firmware selected is incompatible. Recheck the firmware file and try upgrading the device again using the correct version.



Number	DeviceID	IP	ProductModel	SoftwareVersion	UpgradePort	Upgrade status
1	258166	192.168.0.120	SN-IP8047AKAN-ST-F2B-32-13	no program	8083	Uploading ...0%

Search Tool Cannot Find the Device After Firmware Upgrade

1. First, directly connect the device to your computer using a network cable.
2. Check whether the device has reverted to its default IP address after the firmware upgrade.
3. Open the Search Tool and manually add the device by inputting the correct IP address.
4. Even if the software version shows "No Program," do not worry. Simply enter the correct username and password and repeat the firmware upgrade process.

NVR/DVR Cannot Start, but Beep Sound Is Heard on Power-On

This issue indicates that the firmware may have failed during upgrade, leaving the device in an unbootable state. Try the following:

1. Copy the correct firmware file into the root directory of a FAT32-formatted USB flash drive. Do not rename the file.
2. Insert the USB drive into the USB port on the rear panel of the NVR.
3. Power on the device. It should automatically detect the firmware and begin the upgrade process.

Additional Tips:

- Use a USB drive with a maximum capacity of 32GB.
- If the upgrade doesn't initiate, try reformatting the USB drive or using a different one.
- Always use the rear USB port for better compatibility.

Why Is the Firmware Version Different When Upgrading NVR via USB Drive (Method 2)?

This happens if there are multiple firmware files on the USB drive. During the system reboot, the NVR may detect and apply a different firmware file unexpectedly, leading to an incorrect version being installed.

Solution: Always ensure that only one firmware file is present in the root directory of the USB drive before starting the upgrade.