AN_How to do hardware recovery on NVR2000

Application Notes

Version <1.0>

Technical Support Team

Preface

This document is used to educate customer how to deal with the case that the NVR2000 server encounter the hardware failure but the storage is alive. In this case, the storage data is safe and customer only needs to replace the broken one with new NVR2000 server.

Target Situation			
Equipment Status	NVR2000 Server **Dead**	Storage Alive	Network Alive

Customer can follow below steps to recovery the system.

A. Regularly export the configurations (Optional)

B. Replace the faulty NVR2000 with new NVR2000

C. Check existed video is still available

D. Import configurations(Optional)

The step A and step D is optional. We strongly suggest customer to export the configuration regularly to ensure if they encounter the server fatal failure, they can resume the system seamlessly. But if customer doesn't export the configuration, the system still can be recovered but the account/view/E-Map and camera information will be lost.
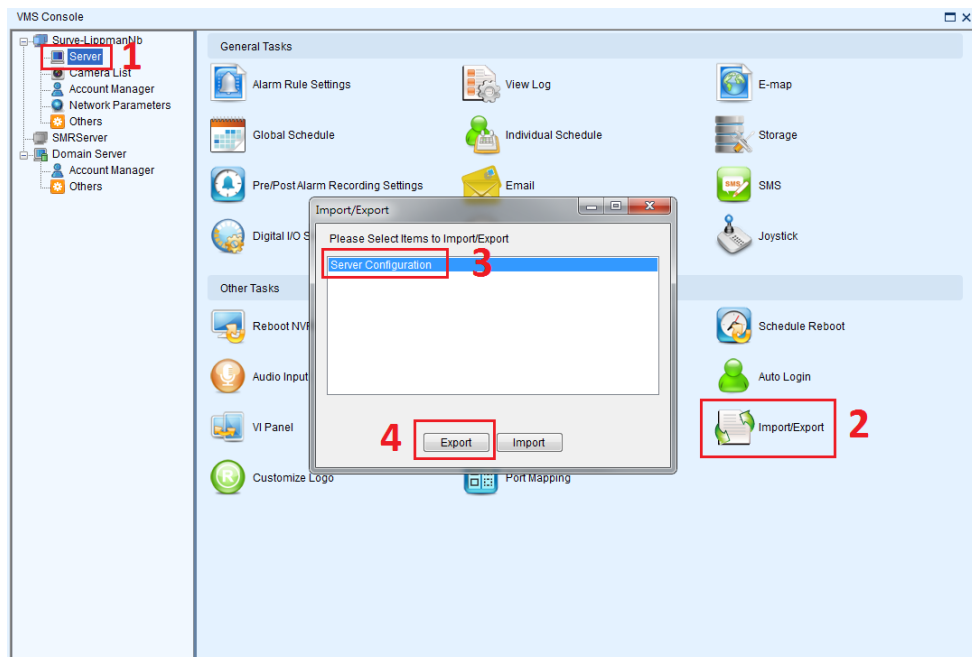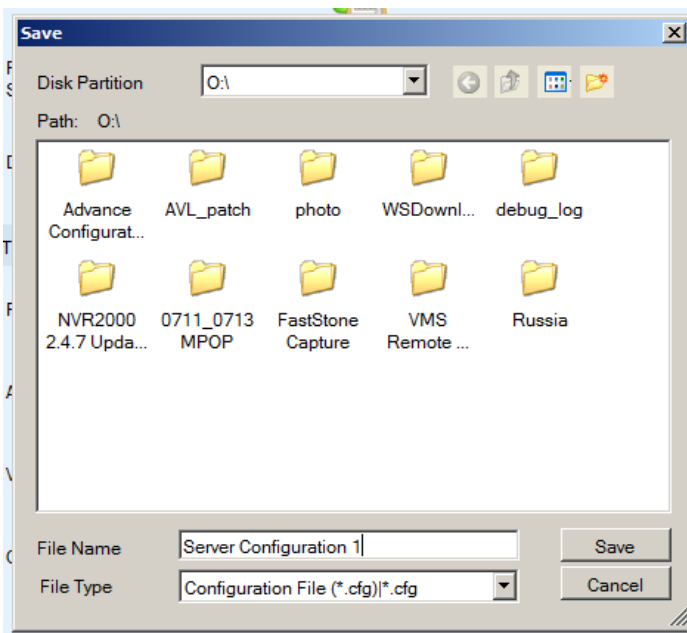
Procedures

1   Regularly export the configurations

In order to recovery the system setting seamlessly, we suggest customer to export the configuration periodically.

1.1   Export Server configuration

- Click Server in the setup console.
- Click Import/Export icon.
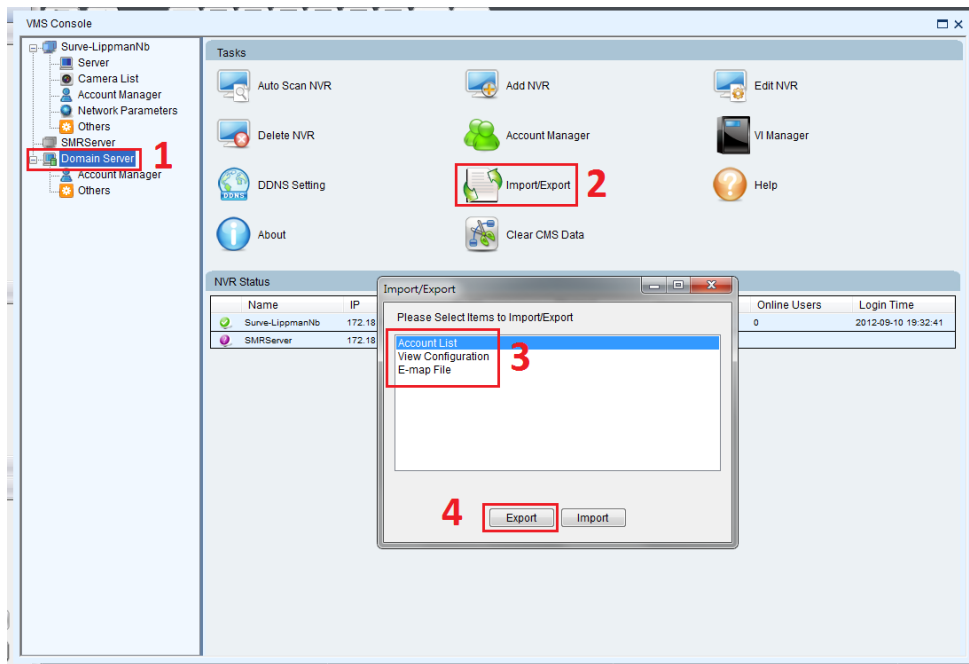- Select Server Configuration.
- Click Export button.

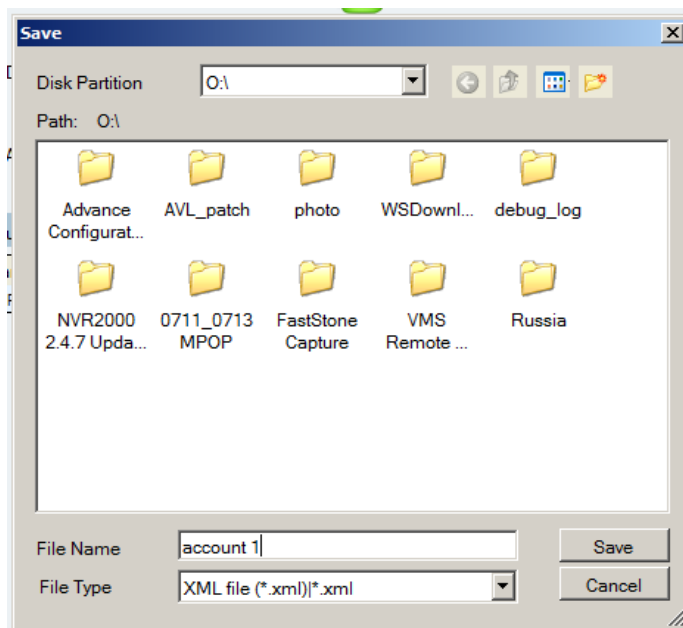● Select the target folder on the USB drive and click **Save** button.

1.2 Export the Account List

● Click Domain Server in the setup console.
● Click Import/Export icon.
● Select Account List.
● Click Export button.

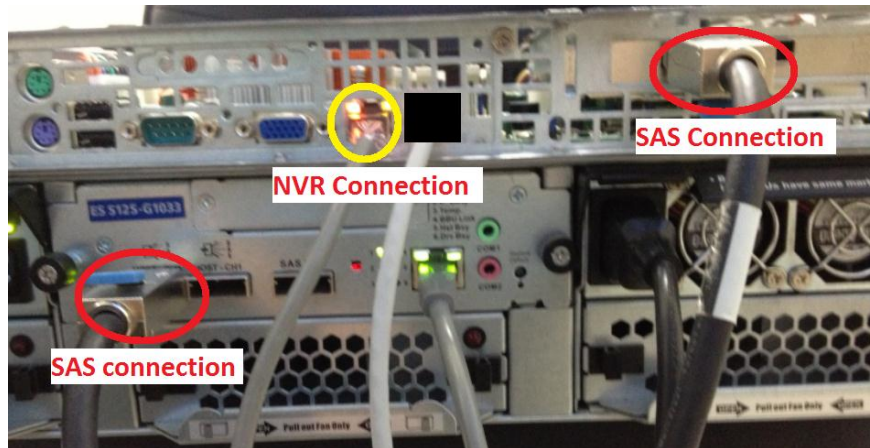● Select the target folder on the USB drive and click **Save** button.

1.3 Repeat step 1.2 to export View Configuration and E-map File.
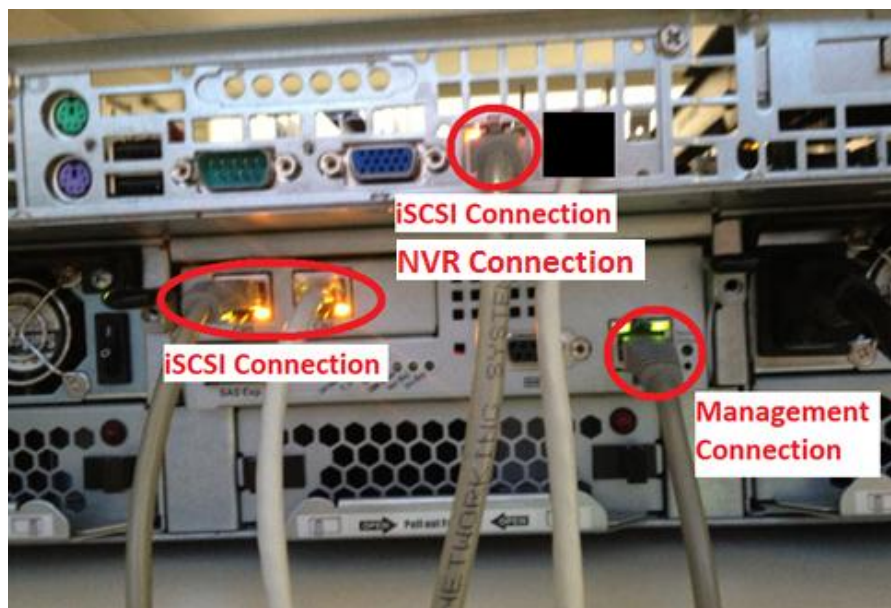
2 Replace the faulty NVR2000 with new NVR2000

2.1 Shutdown the SAS or iSCSI storage.

2.2 Move the all the cable connection to from old NVR2000 to new NVR2000.
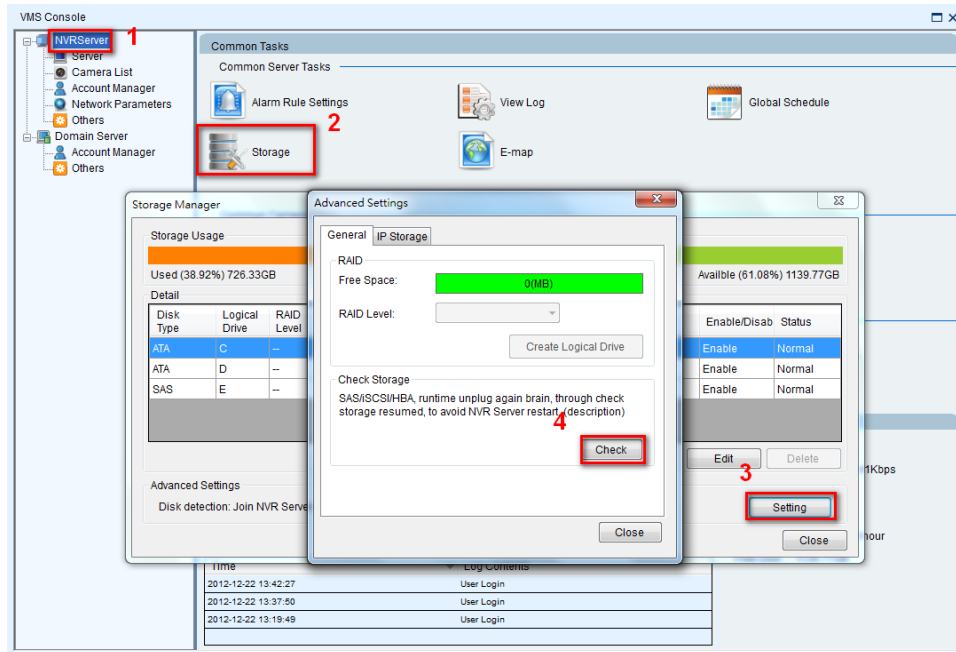
● SAS

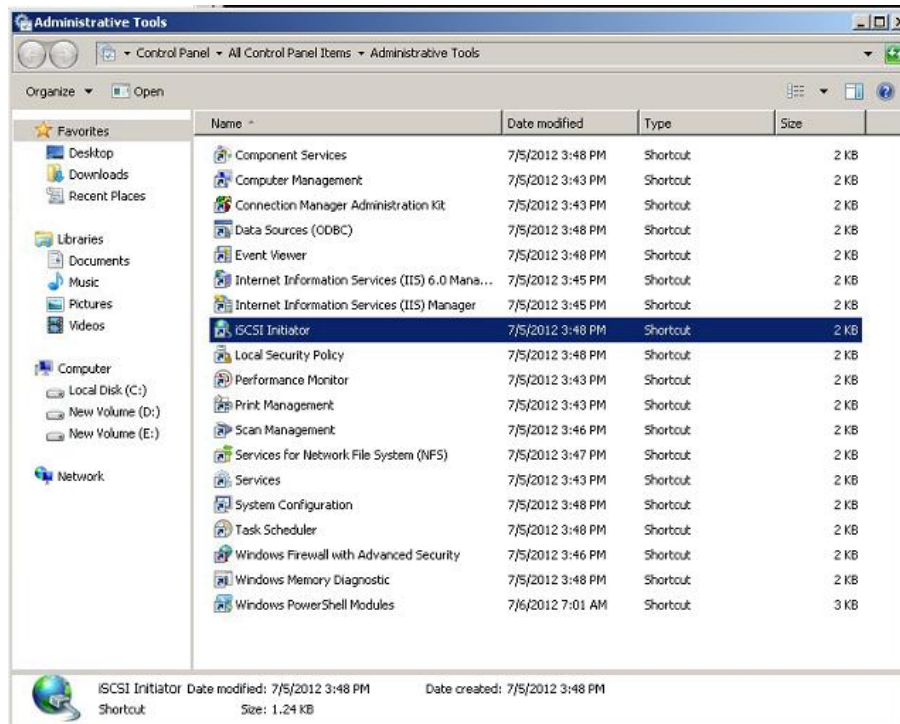- iSCSI

2.3   Boot up the storage.

2.4   Boot up the NVR2000.

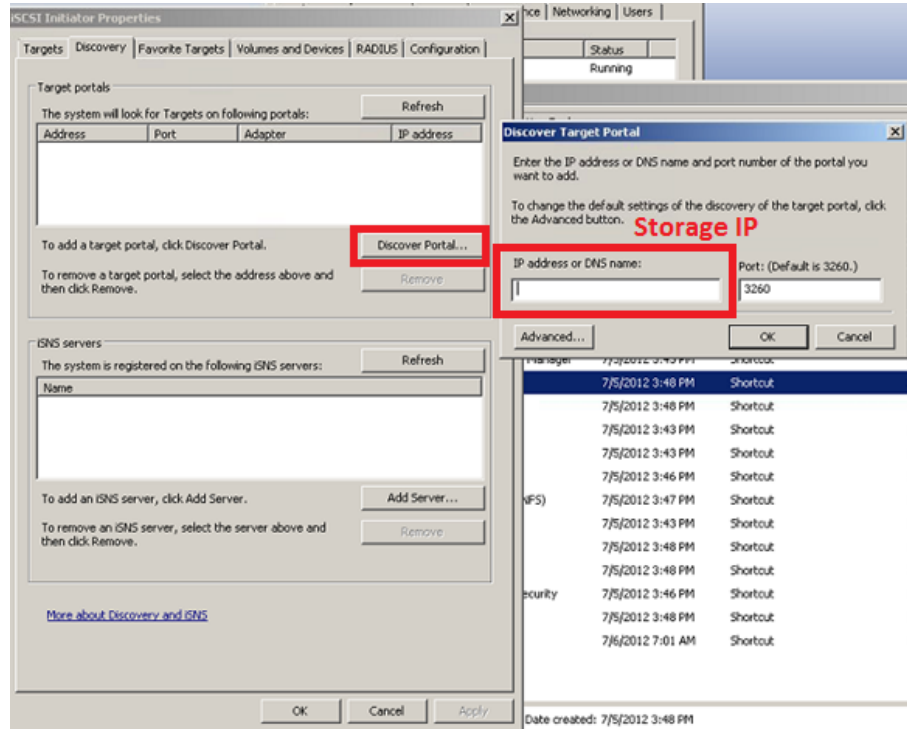2.5   For SAS model, please follow below step

- Login to the NVR2000.
- Go to Server and click **Storage** button.
- Click **Setting** button.
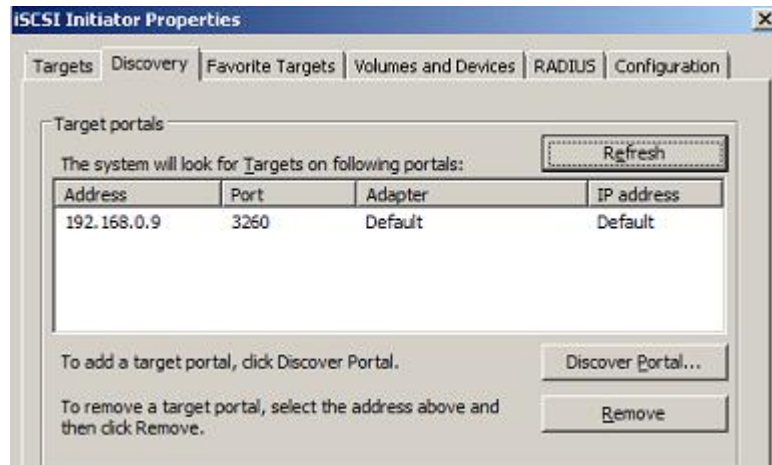- Click **Check** button to connect the storage to the NVR2000.

- After that, you will see the NVR2000 can recognize the storage.

2.6 For iSCSI model, customer needs to follow below steps.

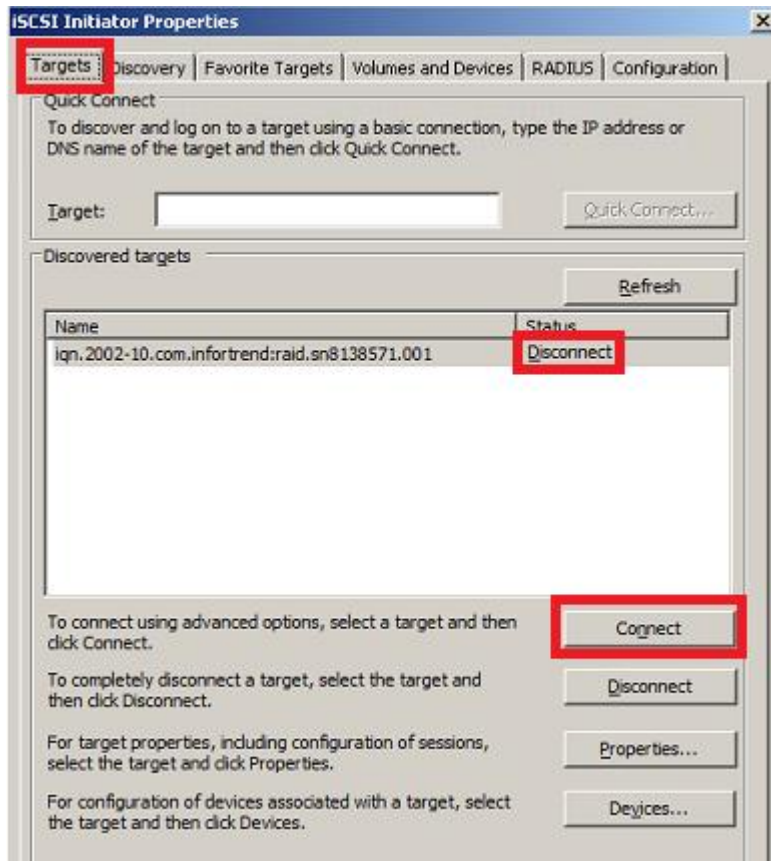- Press Ctrl + Shift + Shift to launch the task manager.

- Click **Discovery** tab and click **Discover Portal** button.
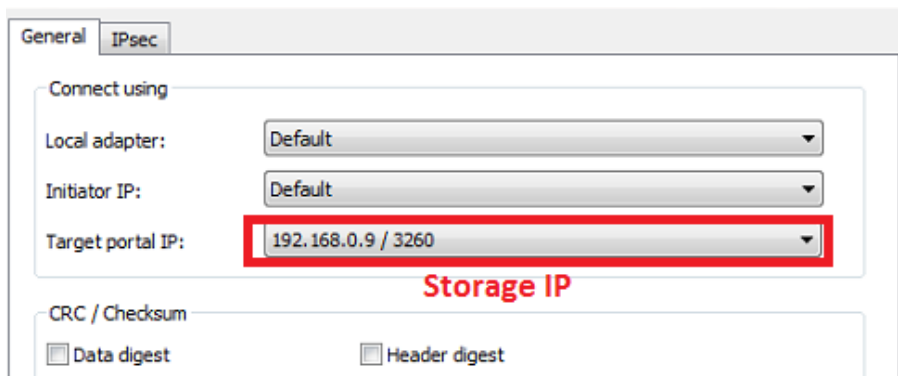- Input the iSCSI storage IP address.

- Customer will see the iSCSI portal has been found.

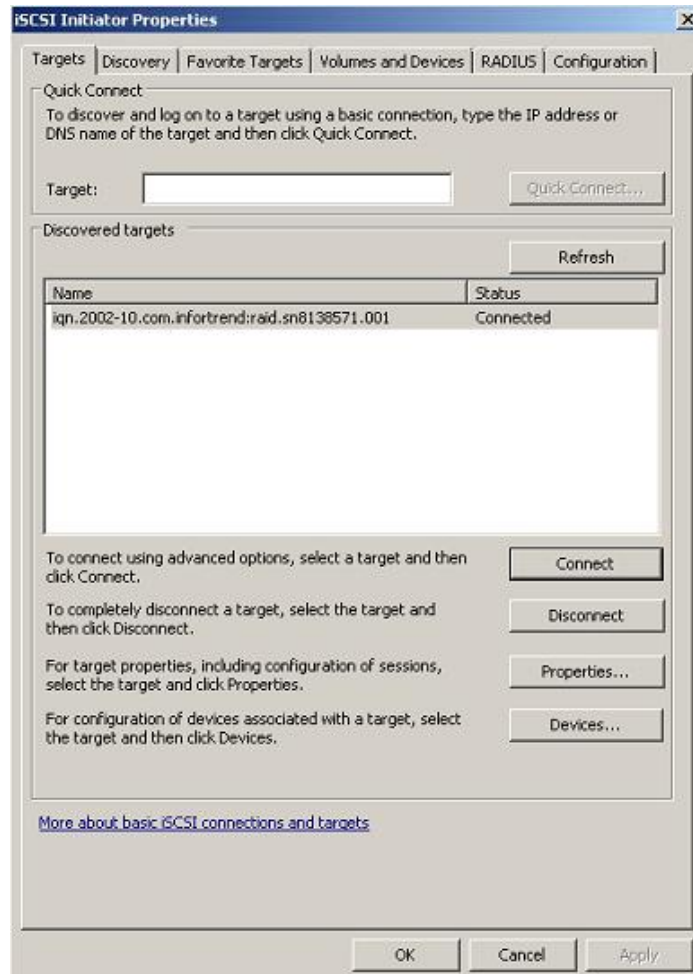- Click **Target** tab and click **Connect** button.
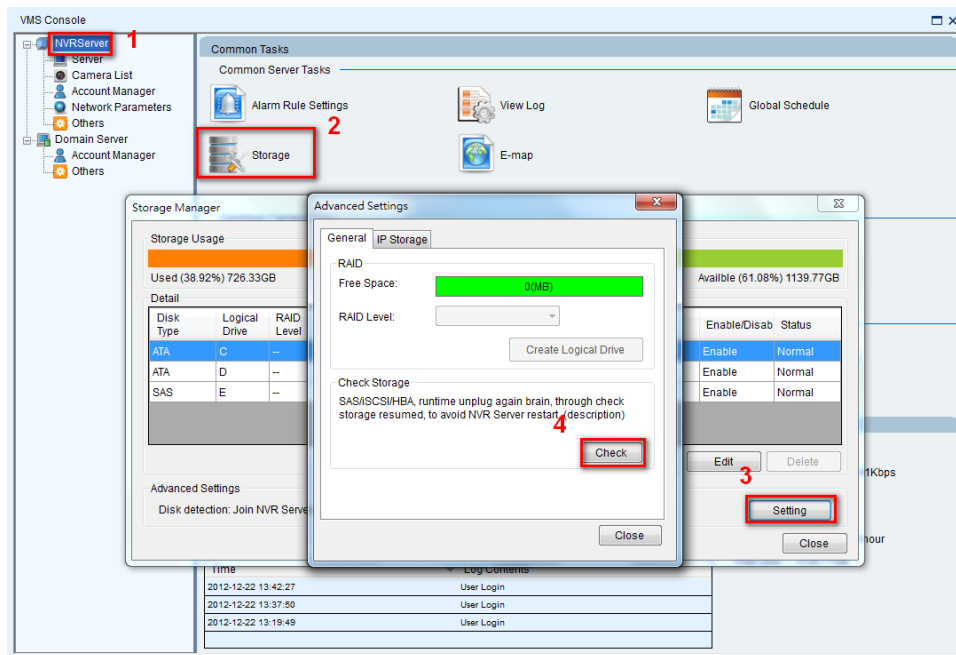
- Select the Storage IP address.

- After that, customer will see the iSCSI connection has been built-up.

- Login to the NVR2000.
- Go to Server and click **Storage** button.
- Click **Setting** button.
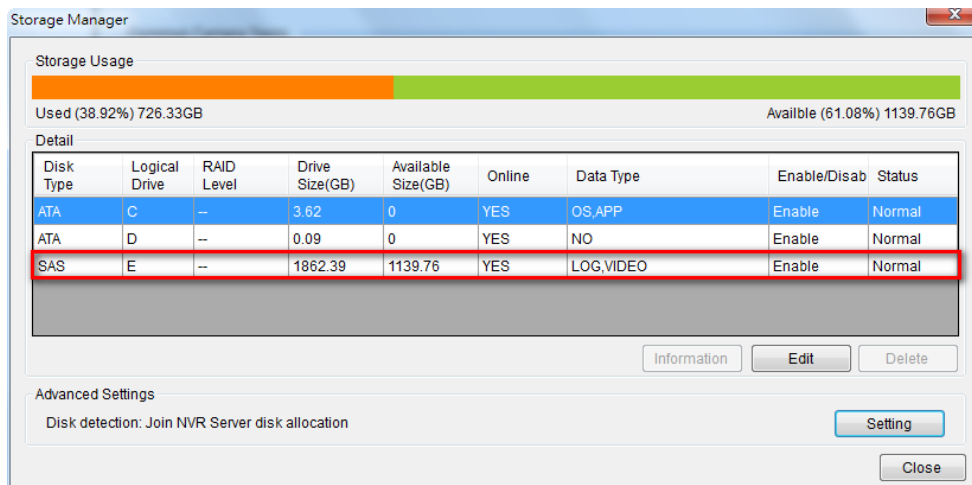- Click **Check** button to connect the storage to the NVR2000.

● After that, you will see the NVR2000 can recognize the storage.

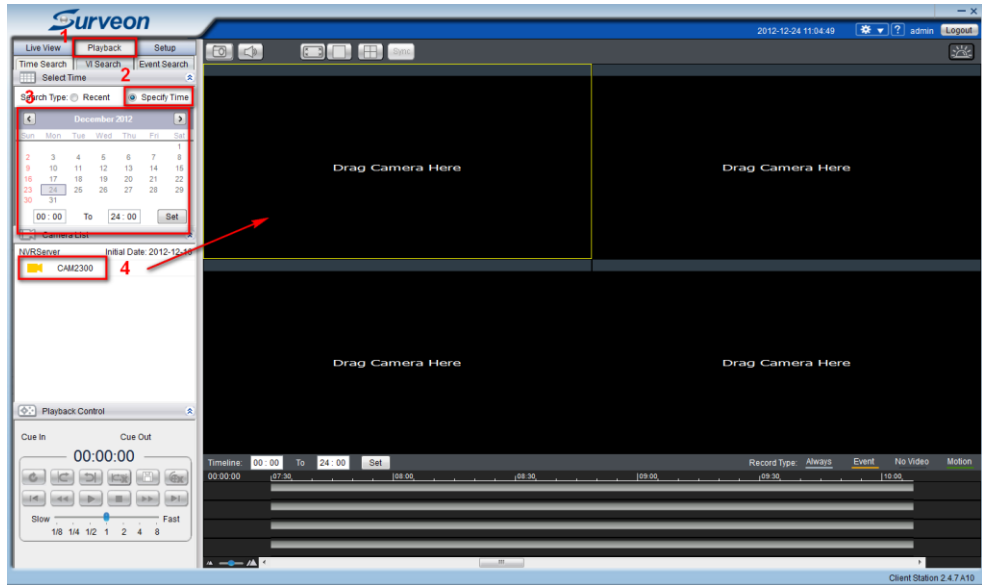3   Check existed video is still available

3.1   Click "Playback" tab

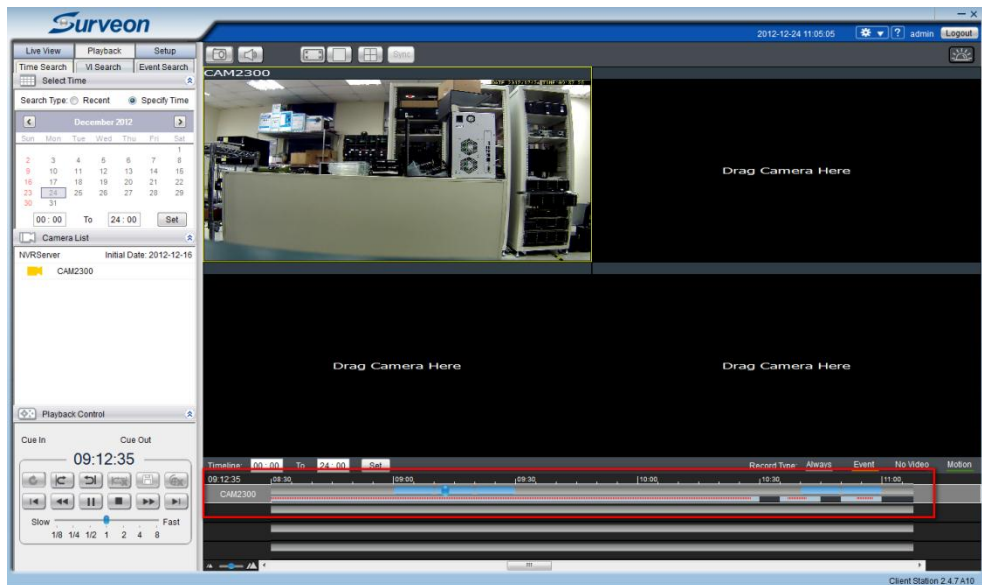3.2   Select "Specify Time"

3.3   Select a time slot which has recorded video.

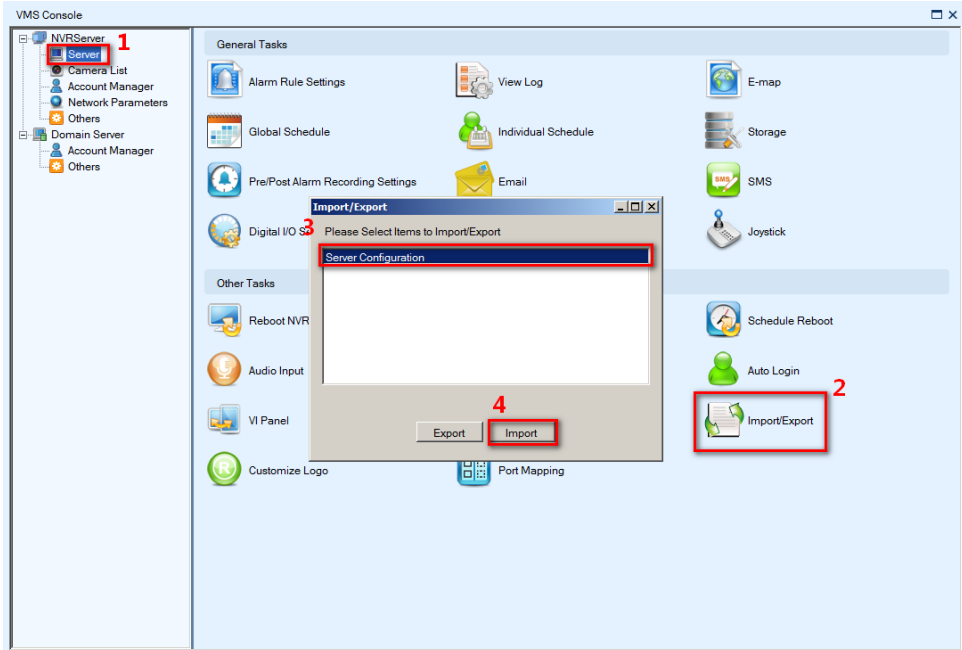3.4   Drag the camera from left to the View.

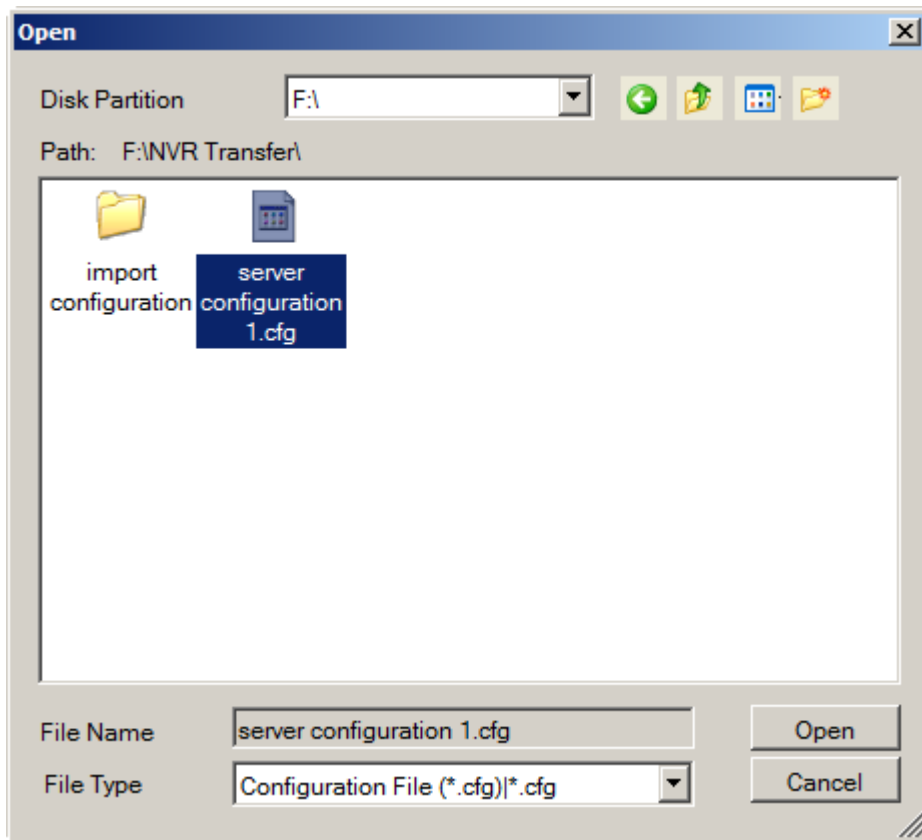3.5   Move the time bar to a specific time and click **Play** button.

4   Import configurations

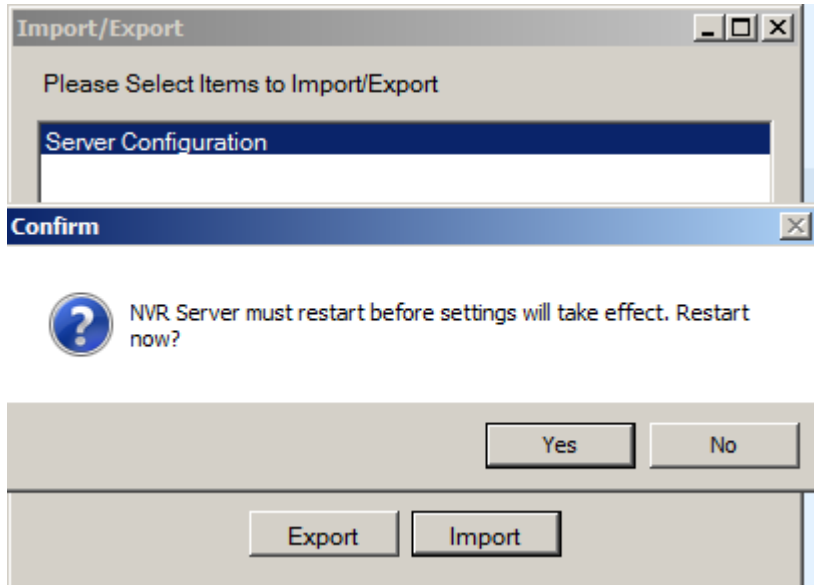4.1   Import the Server Configuration

- Click "Server" in the setup console.
- Click "Import/Export" icon.
- Select "Server Configuration".
- Click "Import" button.

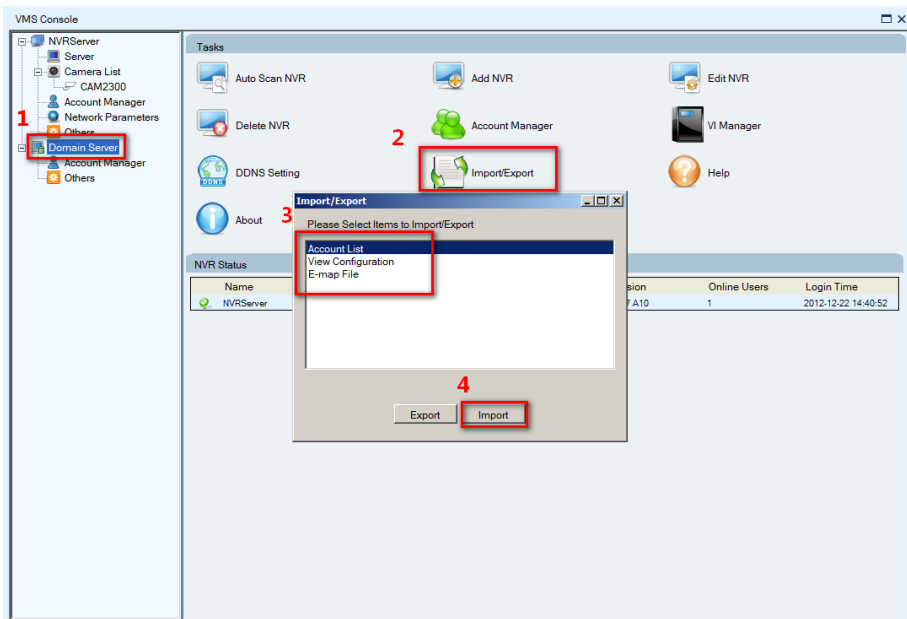- Select exported "Server Configuration" file to import.

- After importing the "Server Configuration" file, click "Yes "button to restart NVR.
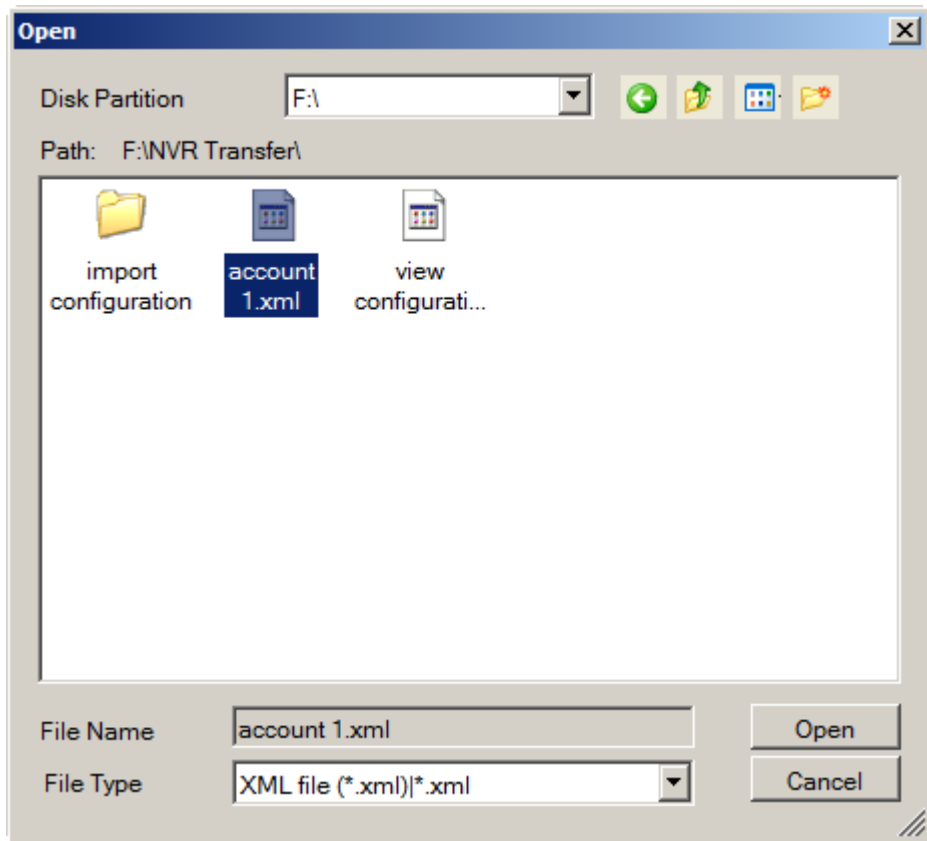
4.2 Import the Account List

- Click "Domain Server" in the setup console.
- Click "Import/Export" icon
- Select "Account List".
- Click "Import" button.

- Select exported "Account List" file to import.

4.3　Repeat step 4.2 to import View Configuration and E-map File.