



How to Replace DOM for NVR3000 and restore to factory default

Application Notes

Version <1.0>



Technical Support Team

Preface

This application note can instruct user step by step to restore your NVR 3000 series system to factory default by replacing the USB DOM.

Caution

Restore to Factory default will **clean all configuration and delete ALL video DATA**.

Please make sure you have already backed up the required data.

Scope

Product model	Firmware version
NVR3104	Full version
NVR3308	Full version

Here we have 5 steps in total, you can find each step in the following pages.

Step 1. Replace the DOM

Step 2. Reboot NVR3000, and enter DOM mode

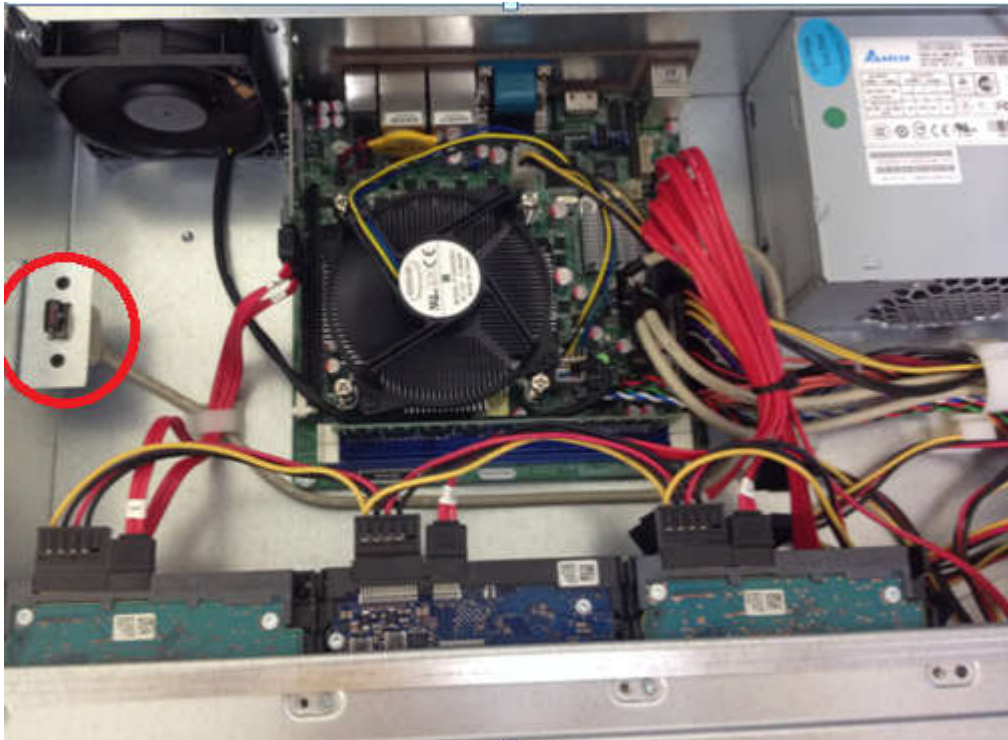
Step 3. Factory default, and destroy the RAID

Step 4. Run wizard in NVR3000

Step 5. Active the license

Step 1. Replace the DOM

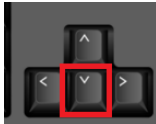
1. Power off the NVR3000.
2. Take the NVR cover off and change the new 3.1.0.A04 DOM.
This picture indicates the location of DOM below.



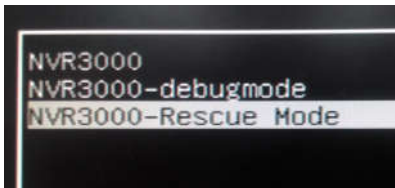
3. Install the case cover back
-

Step 2. Reboot NVR3000, and enter DOM mode

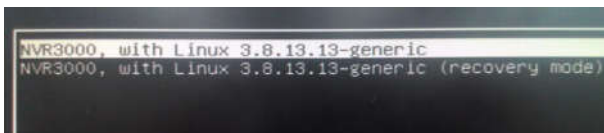
1. Except USB keyboard and USB mouse, **check there is NO another USB devices are inserted with the NVR3000.**
2. Power on the NVR3000.
3. When the NVR starts to reboot, please **keep pressing “Down”** button on keyboard.



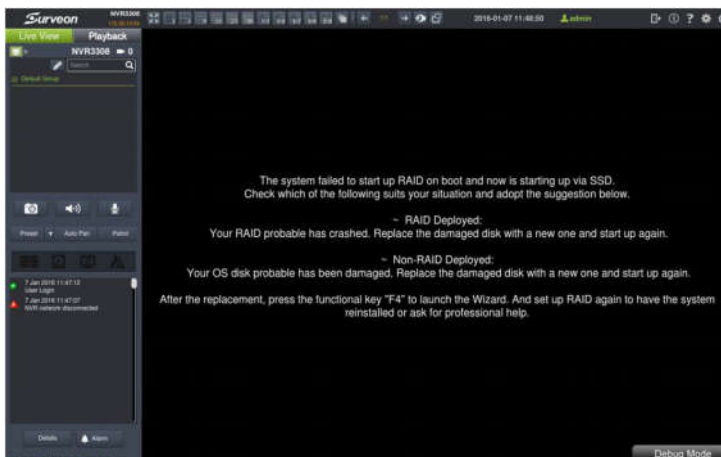
4. Select **“3. NVR3000-Rescue Mode”**



5. Choose the first option, **“NVR3000, with Linux 3.8.13.13-generic”**, press enter.



6. The system will boot into DOM mode.



Step 3. Factory default, and destroy the RAID

1. Press Ctrl+Shift+C to enter console mode.
2. Username and password are : admin / admin

```
NVR3000 Console:  
Version: 3.1.0 A04  
LAN1 IP Address: 172.30.10.54  
LAN2 IP Address: 192.168.89.100  
System Config Login: _
```

3. Choose option "7.System Management"

```
1: Network Setting  
2: Upgrade  
3: Restart  
4: Shutdown  
5: Factory Restore  
6: Configuration Management  
7: System Management  
8: License Information  
9: Exit  
  
Press Esc can return to the previous layer of the menu.  
Choose your action please: 7
```

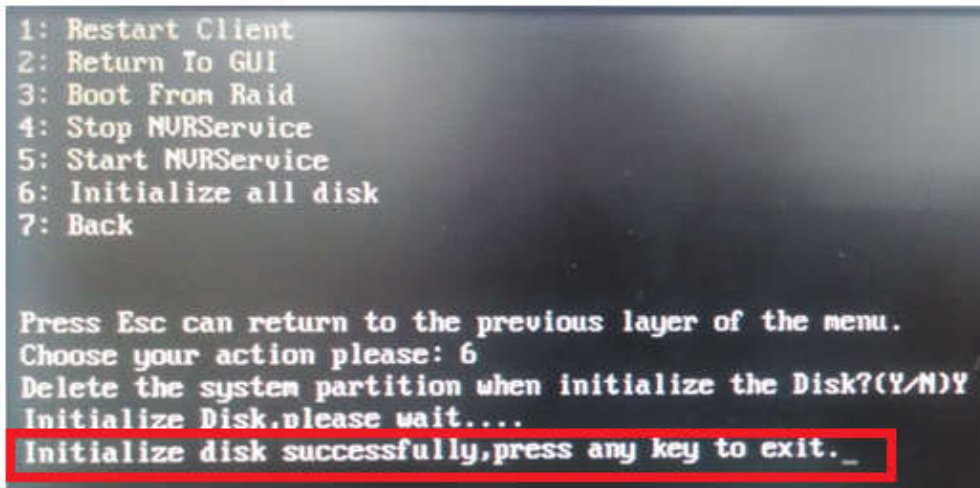
4. Choose option "6. Initialize all disk" to clean system partition.

```
1: Restart Client  
2: Return To GUI  
3: Boot From Raid  
4: Stop NVRService  
5: Start NVRService  
6: Initialize all disk  
7: Back  
  
Press Esc can return to the previous layer of the menu.  
Choose your action please: 6  
Delete the system partition when initialize the Disk?(Y/N)Y
```

5. Wait for the process complete, and press any key to return the console.

(If the process stuck in this step, please reboot the NVR and follow the step 2 and step 3 again)

6. We must see the message "Initialize disk successfully" to go to the next step.

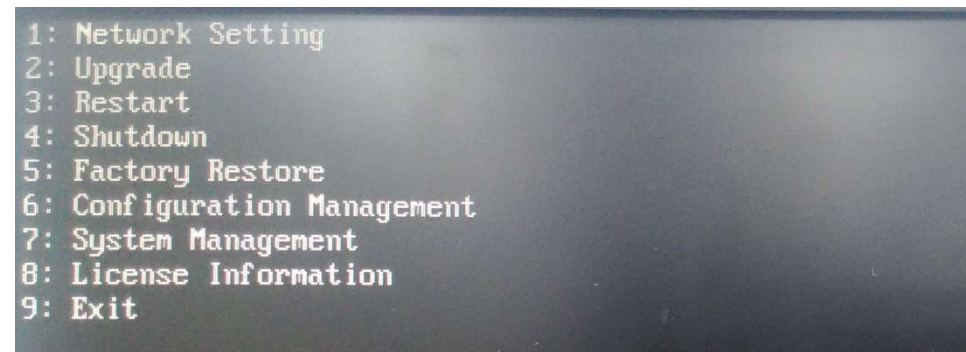


```
1: Restart Client
2: Return To GUI
3: Boot From Raid
4: Stop NVRService
5: Start NVRService
6: Initialize all disk
7: Back

Press Esc can return to the previous layer of the menu.
Choose your action please: 6
Delete the system partition when initialize the Disk?(Y/N)Y
Initialize Disk,please wait....
Initialize disk successfully,press any key to exit._
```

7. Select "7.Back" to return the upper menu.

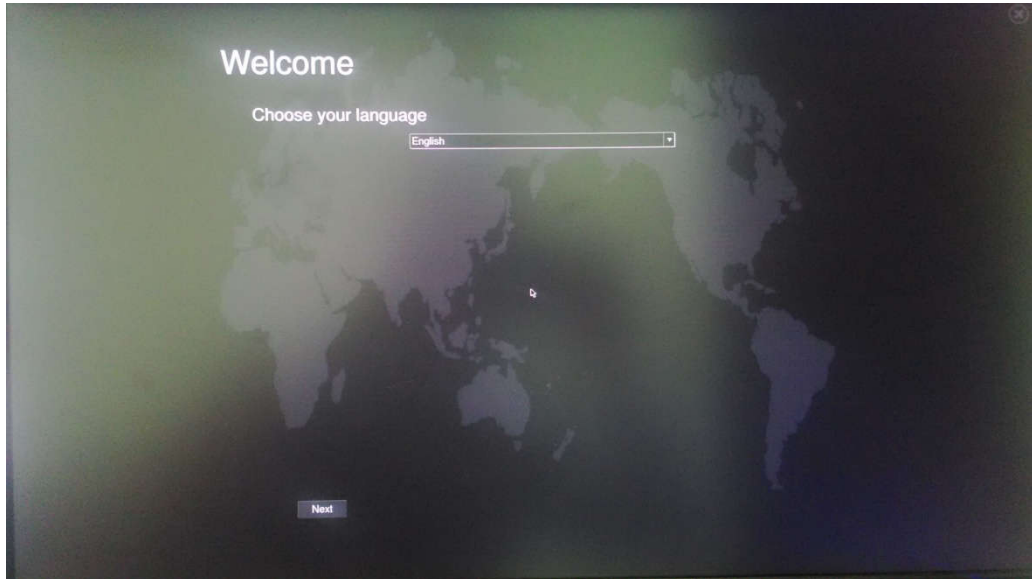
8. Choose option "3. Restart " to reboot NVR



```
1: Network Setting
2: Upgrade
3: Restart
4: Shutdown
5: Factory Restore
6: Configuration Management
7: System Management
8: License Information
9: Exit
```

Step 4. Run wizard in NVR3000

1. When NVR restart, it will detect no clone OS in RAID, and the Installation Wizard will start up automatically.
2. If the Installation Wizard doesn't appear, please press "F4" to enable "Installation Wizard"



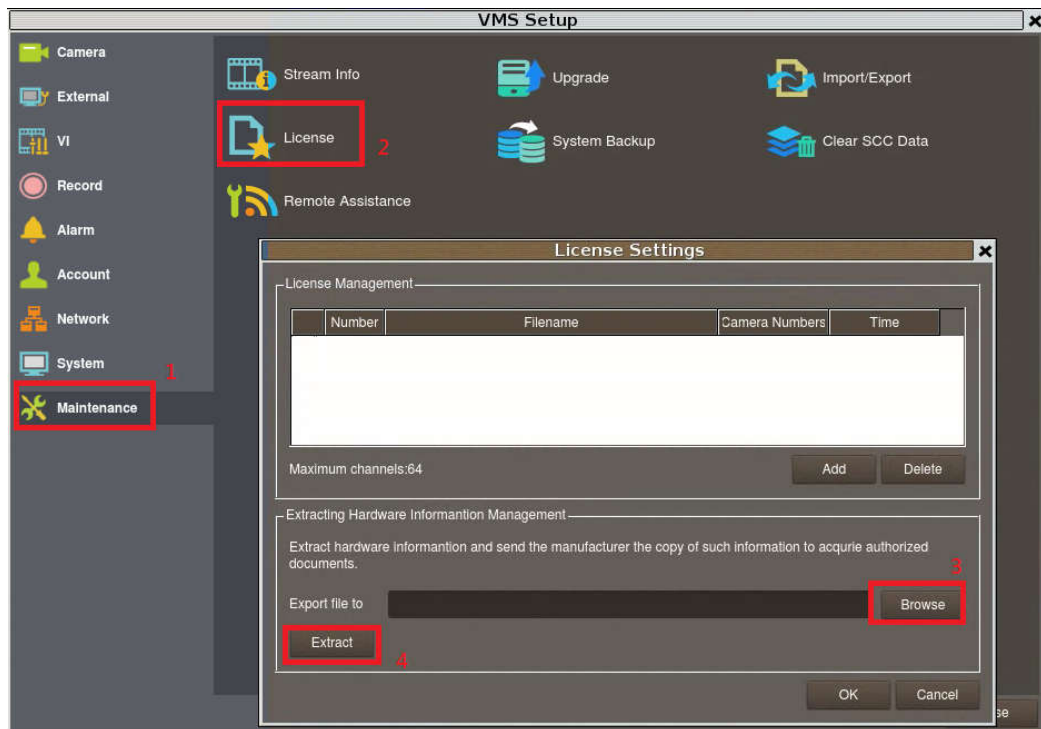
3. Please run the wizard, and configure the NVR3000 as you need.
4. The NVR3000 will reboot again after finish the wizard.

Step 5. Active the license

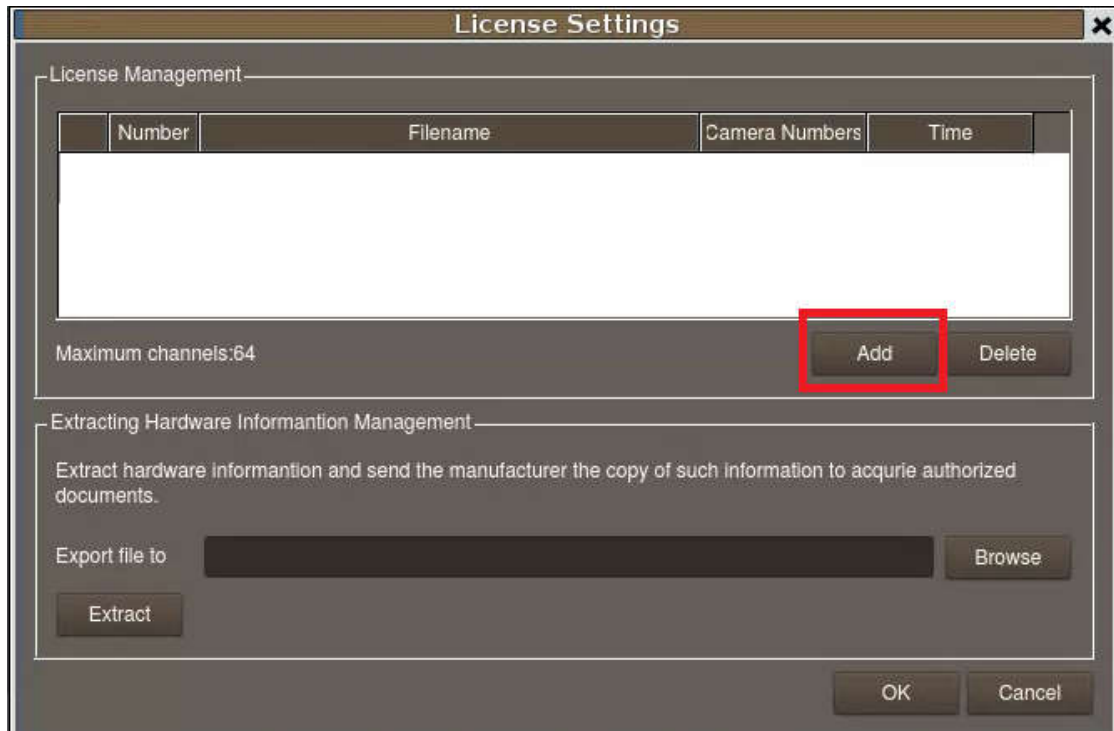
1. Check the NVR S/N information on the label.
The S/N should be ESR5000AXXXXXXXXXX



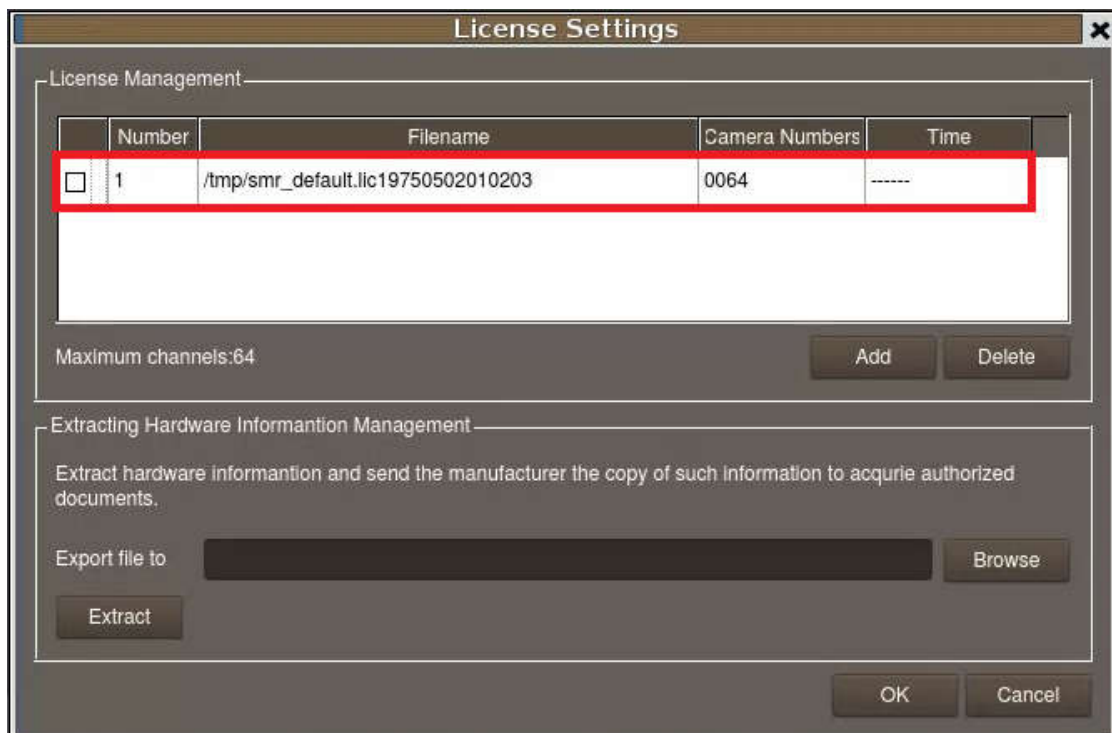
2. Go to “Setup” > “Maintenance” > “License Settings” > select “Browse” and click “Export”.
Remember to insert a USB device before you select “Browse”.



3. Please send **the exported file “.info”** to Surveon FAE and **tell us the S/N**. Surveon FAE will send back a “.lis” file.
4. Go to “License Settings” and click “Add”. Select the “.lis” file sent from Surveon FAE. Then the license will be added back.



5. If the information appears in license Settings, it means you successfully add the license back.



Appendix:

- If you saw the network disconnected message in event window after NVR3308 rebooting, it could be NVR3308 LAN2 doesn't connect any network device. You can check more detail in View Log.

