



How To Restore NVR3000 to Factory Default

Application Notes

Version <1.0>

Preface

This application note can instruct users how to restore your NVR3000 series system to factory default step by step.

Caution

Restore to Factory default will clean all configuration and delete ALL video DATA. Please make sure that you have already backed up all the required data.

Scope

Product model	Firmware version
NVR3104	Full version
NVR3308	Full version

There're 4 processing steps and you can find each step in the following pages.

Step 1. Reboot NVR3000 and enter DOM mode

Step 2. Initialize HDD to destroy the RAID

Step 3. Run wizard in NVR3000

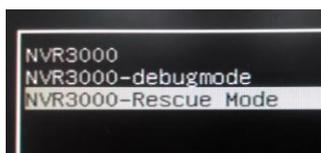
Step 4. Active the license

Step 1. Reboot NVR3000 and enter DOM mode

1. Except USB keyboard and USB mouse, check there is NO other USB device which has already been inserted into NVR3000.
2. Power on the NVR3000.
3. When the NVR starts to reboot, please keep pressing “**Down**” button on keyboard.



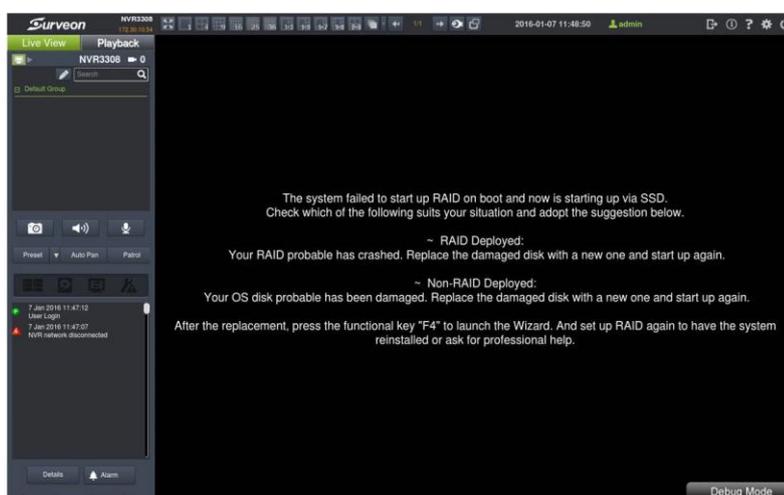
4. Select the “NVR3000-Rescue Mode”



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



6. The system will boot in DOM mode (Rescue mode).



Step 2. Initialize HDD to destroy the RAID

1. Press Ctrl+Shift+C to enter console mode.
2. Enter the following Username and password : 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
```

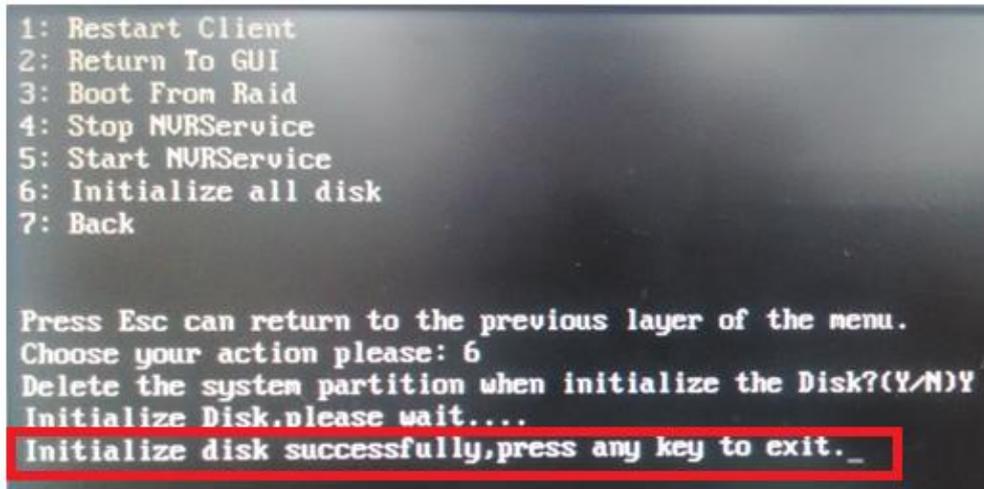
4. Choose option "6. Initialize all disk" to clean system partition and destroy the RAID.

```
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 to be completed, and press any key to return the console.

(If the process gets stuck in this step, please reboot the NVR and follow the step 1 and step 2 again)

6. "Initialize disk successfully" message must be seen before preceding the next step.

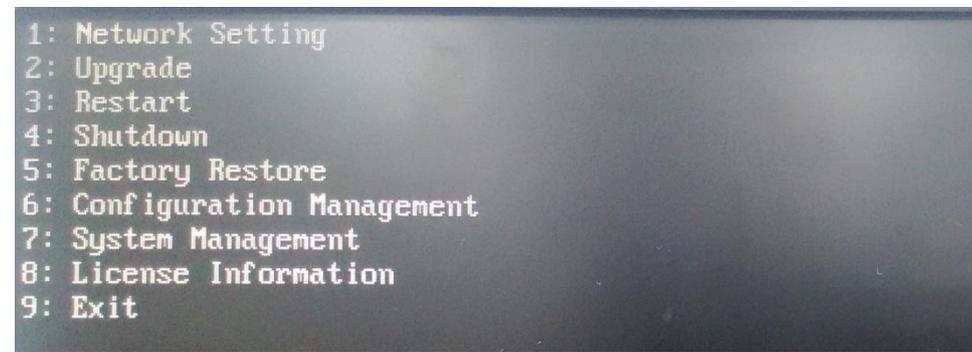


```
1: Restart Client
2: Return To GUI
3: Boot From Raid
4: Stop NVRService
5: Start NVRService
6: Initialize all disk
7: Back

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 to the upper menu.

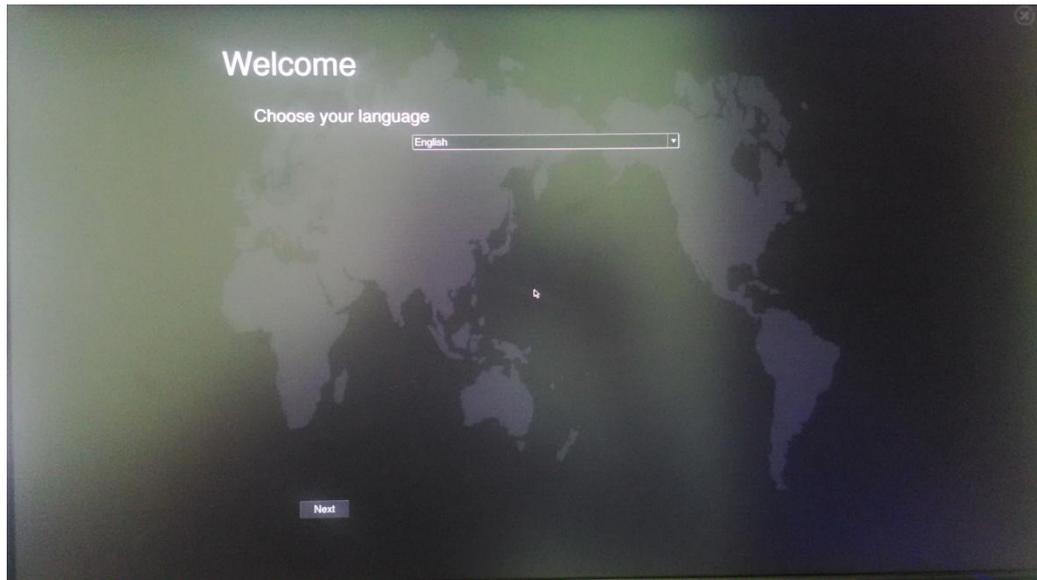
8. Choose option "3. Restart " to reboot NVR



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

Step 3. Run wizard in NVR3000

1. When NVR restarts, it will detect and confirm that no clone OS is 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"



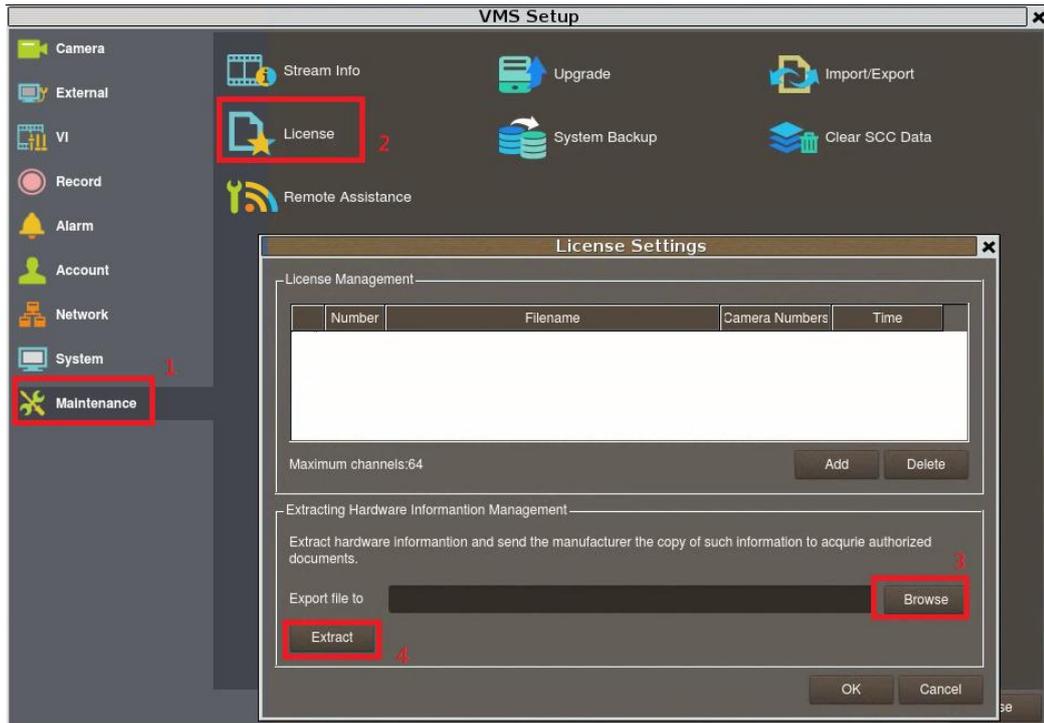
3. Please run the wizard, and configure the NVR3000 as you need.
4. The NVR3000 will reboot again after wizard has been completed.

Step 4. Active the license

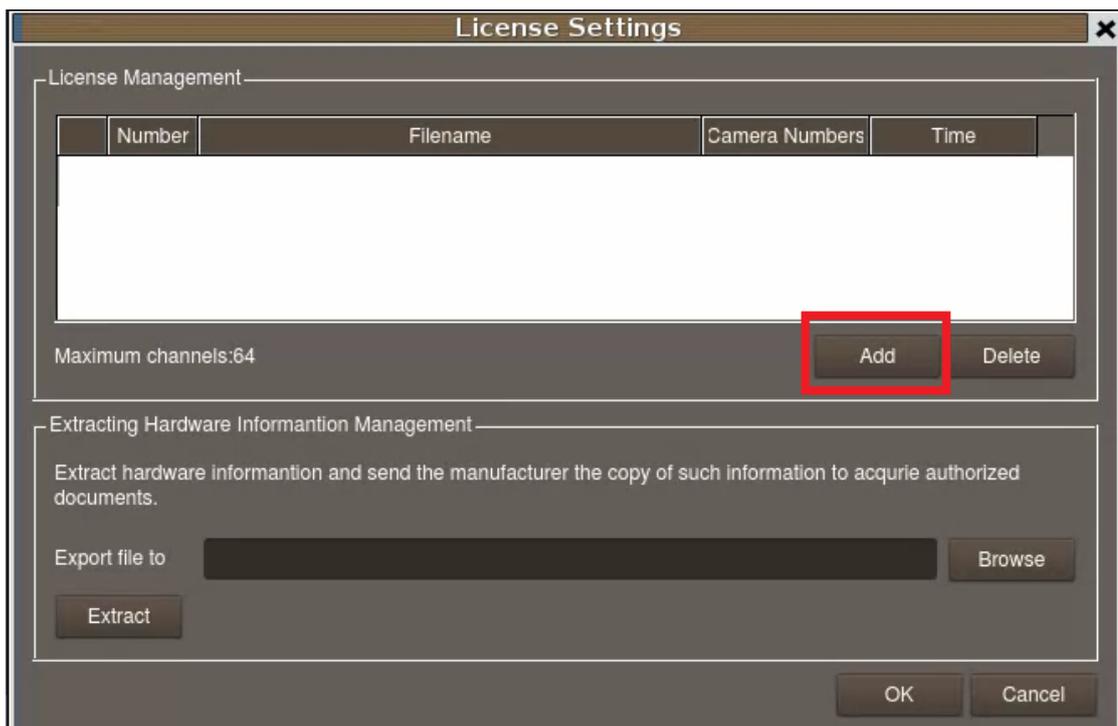
1. Check the NVR S/N information on the label.
The S/N should be ESR000AXXXXXXXXXX



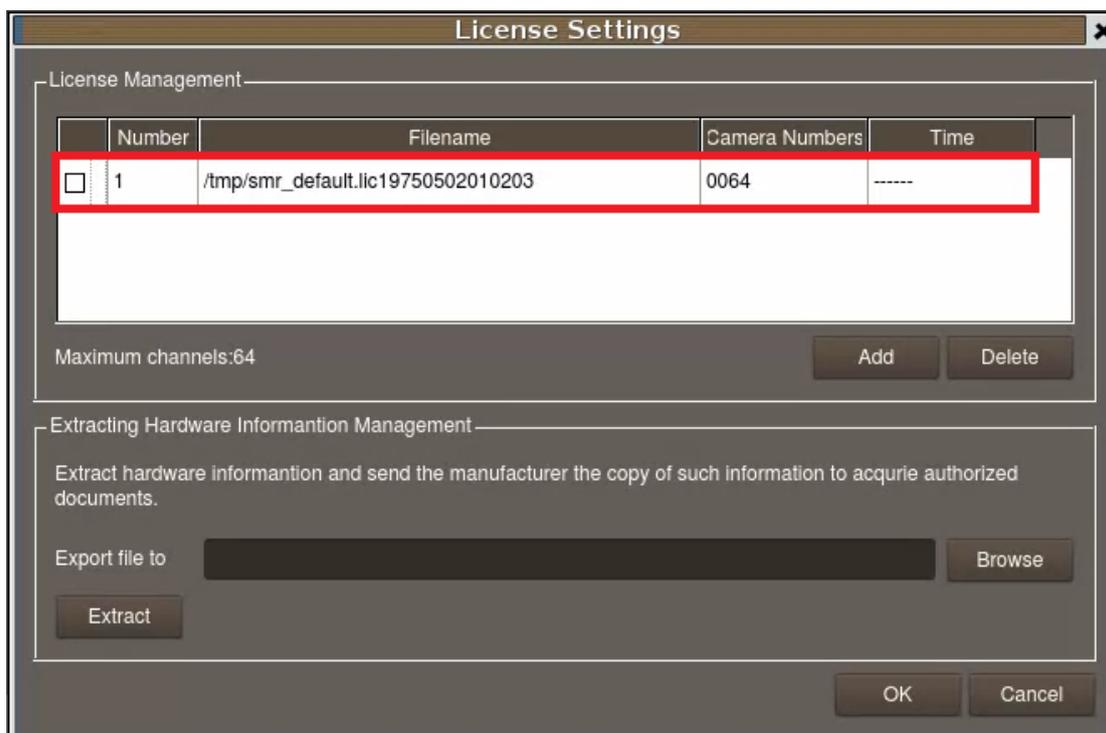
2. Go to "Setup" > "Maintenance" > "License Settings" > select "Browse" and click "Export".
Remember to insert a USB device before you select "Browse".



3. Please send the exported file “.info” to Surveon FAE for informing the S/N. Surveon FAE will send a “.lis” file by return.
4. Go to “License Settings” and click “Add”. Select the “.lis” file which is 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 see the network disconnected message in event window after NVR3308 has been rebooted, it could be caused by NVR3308 LAN2 doesn't connect to any network device. You can check the following View Log for more details.

