

How to replace DOM in NVR3000 while keeping the previous video data

Application Notes



Preface

This application note will instruct user step by step to upgrade your NVR3000 system to 3.1.0.A03 version by replacing DOM; meanwhile, it can keep your old video data. The DOM is referred to an USB fresh drive which is preinstalled in the NVR3000. The purpose of the DOM is used to recover the operation system.

User needs to follow below 7 steps to complete the DOM replacement.

- Step 1: Check HDD status in storage manager
- Step 2: Export configuration
- Step 3: Replace the DOM
- Step 4: Run wizard
- Step 5: Restore the previous RAID
- Step 6: Activate the license
- Step 7: Import configuration

Step 1: Check storage manager HDD status

- Go to "VMS Setup" > "Record" > "Storage" to check storage manager
- Please make sure the RAID Status is Normal.

		VMS Se	tup				×
Camera	Schedule		Storage			Becording	
External							
u	Individual Schedule						
Record 1			Stora	ige Manager			×
🔔 Alarm	Storage Usage						
🔔 Account	Used(33.61%) 1251.74(GB),total 3724.50(GB)					
A Network	Details						
🧾 System	vel Drive Size(GB)	vailable Size(GB	Online	Data Type	Enable/Disable	Status	deo System Cher
💥 Maintenance	1 3724.5	2472.76	Yes	VIDEO	Enable	Normal	Check
	-				Inform	mation Edit	Delete
	Advanced Settings						
	Disk detection: Join NVR S	erver disk allocation					Setting
							Close

• Go to live view page and restart the NVR to check if the NVR can reboot normally. If NVR fails to reboot, please stop the upgrade procedure and contact Surveon FAE right away.



Step 2: Export configuration

- Insert a clean USB drive in NVR3000.
- Go to VMS Setup > Maintenance > Import/Export.
- Export "Server Configuration", "View Configuration", "E-map Configuration", and "Account List" to USB drive.

		VMS Setup	×
📑 Camera	Stream Info	Upgrade	Import/Export
VI		System Backup	Clear SCC Data
Record			
Account	Please Select	Import/Export	×
A Network	Server Co View Con E-map Co	onfiguration figuration	
System	System In Account L	Information	
<u> </u>		3 Export Import 0	Cancel
			_
			Close

• Following the NVR message to export configuration and click "No" to continue.



- In the last export action, click yes to unmount USB drive
- Plug out the USB drive
- Turn off NVR3000

Step 3: Replace the DOM

• Replace it to the new 3.1.0 A03 DOM.



• Turn on NVR3000 and make sure there is no USB device inserted with NVR.

Step 4: Run Wizard

- In wizard, there is a step to build RAID.
- Press "OK" and click "Next, to skip the RAID building step.

	Recording plan	
	Disk usage Recording using Data protection using	
	Using O to available hard drives can be used to create	
5	Raw Capacity of Tawa Neuro Volume. Usable Capacity OK & Non-RAID RAID 5 RAID 6 RAID 1 No Protection, maximum capacity Good Protection Better Protection Best Protection	
1	Default recording behavior V Aways recording Motion recording Motion recording Approximately 25-60% storage can be saved according to the levels of motion detection	000

- Skip to add cameras steps.
- The wizard will take around 8 minutes to complete process

Step 5: Restore the previous RAID

- After wizard finished, go to VMS Setup > Record > Storage
- Click Setting > Check. The previous RAID and data will be restored.



• Then NVR3000 will restart.

Step 6: Activate the license

- After ensuring the old RAID is restored, please export hardware information.
- Go to Setup > Maintenance > License Settings > select "Browse" and click "Export".

Remember to insert a USB device before you select "Browse".

	VMS Setup	×
Camera	Stream Info	
External		
vi I	2 System Backup Single Clear SCC Data	
Record	Remote Assistance	
🔔 Alarm	License Settings	
	License Management	
Network	Number Filename Camera Numbers Time	
🛄 System		
X Maintenance		
	Maximum channels:64 Add Delete	
	L	
	Extract hardware informantion and send the manufacturer the copy of such information to acqurie authorized documents.	
	Export file to Browse	
	Extract	
	OK Cancel	e

- Please send the exported ".info" file to Surveon FAE. Surveon FAE will send back a ".lis" file.
- Go to "License Settings" and click "Add". Select the ".lis" document sent from Surveon FAE. Then the license will be added back.

	License Se	ttings	×
License Manager	nent		
Number	Filename	Camera Numbers	Time
Maximum chann	els:64	Ad	ld Delete
Extracting Hardw Extract hardware documents.	are informantion Management	copy of such information to acc	urie authorized
Export file to Extract			Browse
			OK Cancel

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

License Settings							
– License Manag	ement						
	-						
Numbe	Filename	Camera Numbers	Time				
1	/tmp/smr_default.lic19750502010203	0064					
Maximum channels:64 Add Delete							
Extracting Hardware Informantion Management							
Export file to			Browse				
Exilact							
			OK Cancel				

Step 7: Import configuration

- Go to VMS Setup> Maintenance > Export/Import
- Import "View Configuration", "E-map Configuration", "Account List", "Server Configuration" (Please import Server Configuration in final as NVR will pop-up restart message)

	VMS Setup
Camera	Stream Info 📄 Upgrade 💦 Import/Export
External	License Exystem Backup System Backup
Record	Remote Assistance
🔔 Alarm	
L Account	Import/Export × Please Select Items to Import Export
A Network	Server Configuration View Configuration E-mac Configuration
System	System Information
K Maintenance	Account List
	3
	Export Import Cancel
	Close

• If the original FW version is old version, such as 2.5.0.A08, 2.5.0.A10 and

3.1.0.A01, the system might reboot automatically once again within 2 minutes after restart. The above situation is considered normal and under expectation.



• After restarting, you can see the old configuration applied in NVR

• You will see the old video data in playback.



Appendix:

• After upgrading, please check if the default alarm rule is configured in default setting. If there is no rule in the configuration, please set up one manually.

		VMS Se	tup			×
Camera		×	Email Notification	SM9 :	SMS Notification	
VI	Digital I/O					
Record	[Alarm Ru	lle Setup		
Alarm	Dolla		odiloos	Adle		Cabachila
	default	RAID Failure, Di	sk Error	Event Log,E-Mail,SMS	Speak Out	
R Network						
System	Rule Template VI Template	▼ Set				New Delete
X Maintenance			_			
	Conditions		Maxim Object Date	ates Datas		
	General Motion Detection	Details	Tamparian Defeation	Details	Clast Norm	Details
	Foreign Object Detection	Details	Camera Motion Dete	ction Details	Disk Error	Details
	Intrasion Detection	Details	Virtual Earce	Detaile	Video Loss	Delate
	Golog Out Detection	Details	Tailgate Detection	Details	RAID Failure	Unitias
		Cotans	- raigais personn	USHAR		
	Action					
	Event Log	Default	E-Mail	Action	SMS	Action
	PTZ Control	Action	Alarm Sound	Action	Relay Output	Action
	Recording Controls	Action	Video Popup/E-Map		Speak Out	
						Save Close

• Email Notification Settings might need to be configured manually after upgrading.

Email Notific	cation Settings	×
E-mail Server		
SSL		
Server Address	Port 25	
E-mail Receiver		
E-mail Sender		
Need Account check		
Username		
Password	Test	

 If you see the network disconnected message in event window after reboot it could be resulted from the factor that NVR3308 LAN2 doesn't connect to any network device.

