



Upgrading SD IP PTZ from V3.1.0 to later version

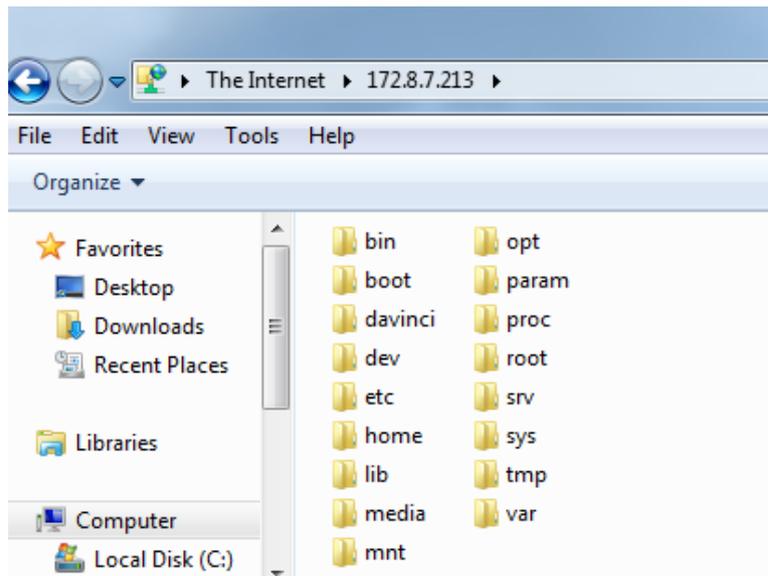
2013-03-08

Description:

If you keep being informed by 'upgrade failed' after upgrade SD IP PTZ from V3.1.0 to later version (such as V3.1.2, V3.1.4), please refer to the following steps to resolve the problem.

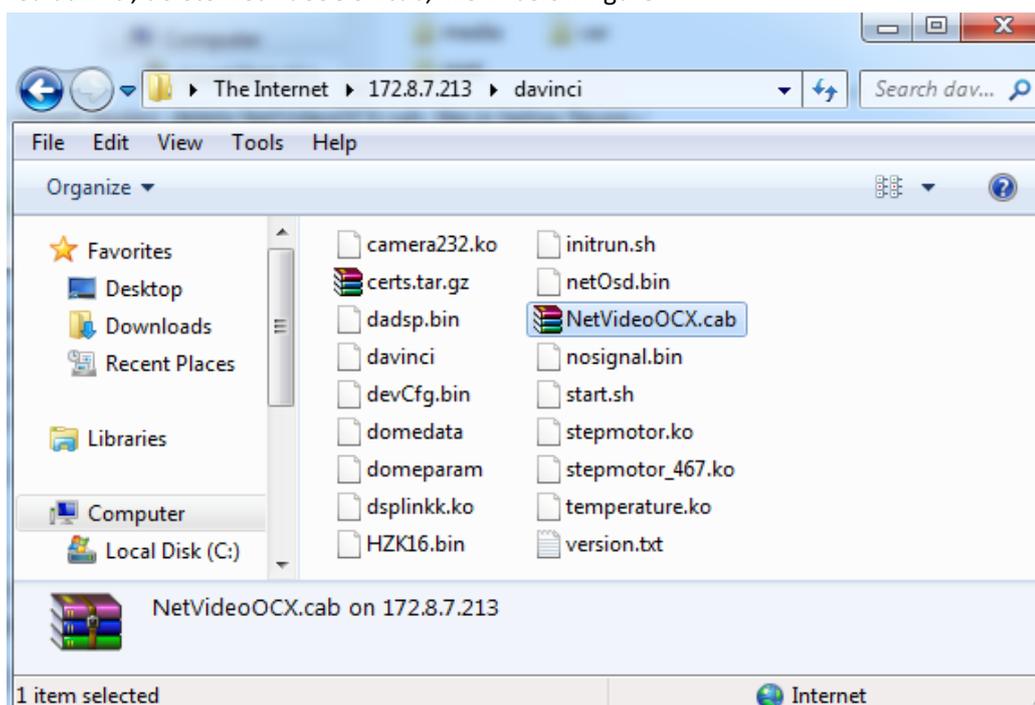
Step1 Access device via FTP mode

Log into the device by ftp mode, type: <ftp://deviceIP> (e.g. <ftp://192.168.1.64>) in the address bar, and then type the username and password in the popup dialogue. (The username and the password is same as the super user when login via IE or client software).



Step2 Delete the OCX file

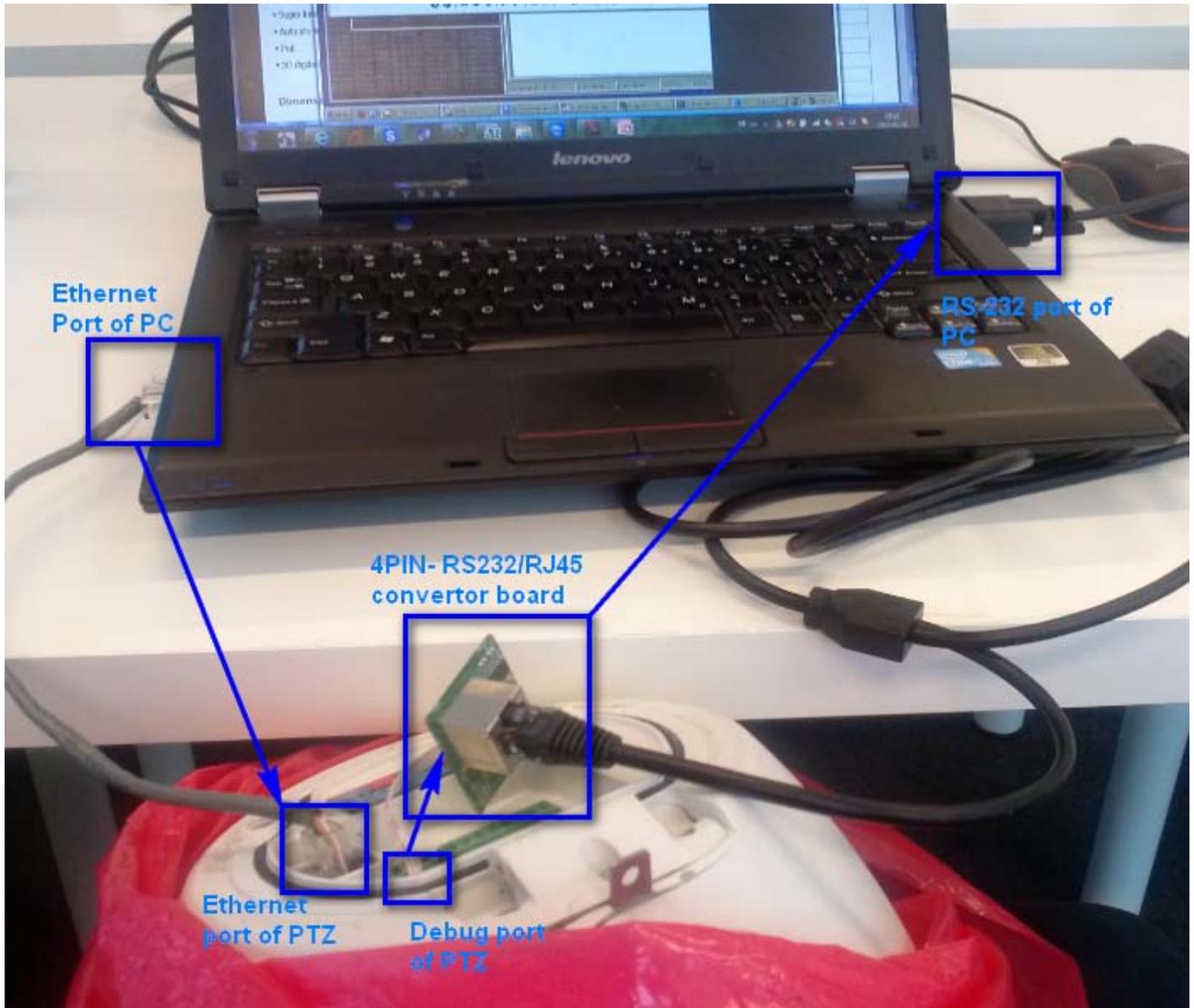
Go into folder named davinci, delete NetVideoOCX.cab, like in below figure:



Then upgrade the PTZ via IE or client software in usual way.

Note: The IR PTZ has to be upgraded by serial port (RS-232), please follow the serial port upgrade process as same as instruction of DVRs, the following picture is demonstrating how to connect your IR PTZ to your laptop/PC for RS-232

upgrading:



If you still cannot upgrade the device successfully after above operations, or lack of accessories, please contact your regional technical support for further assistance.