



Important Notice for Upgrading GV-IPCAM H.264

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Applied

The GV-IP Camera models include:

- GV-BX120D / 130D Series / 140DW / 220D Series / 320D Series / 520D
- GV-BX2400 Series / 3400 Series
- GV-BX120D-E / 220D-E / 320D-E / 520D-E
- GV-BL120D / 130D / 220D / 320D
- GV-CA120 / 220
- GV-CAW120 / 220
- GV-CB120 / 220
- GV-CBW120 / 220
- GV-FD120D / 220D / 320D
- GV-FE420 / 421 / 520 / 521
- GV-FER521
- GV-MFD120 / 130 / 220 / 320 / 520
- GV-MDR120 / 220 / 320 / 520
- GV-VD120D / 121D / 122D / 123D
GV-VD220D / 221D / 222D / 223D
GV-VD320D / 321D / 322D / 323D



Symptom 1

When upgrading GV-IP Camera (listed above) directly **from firmware V1.06 or earlier to firmware V1.09 or later**, the upgrade cannot be completed successfully.

Note: When firmware upgrade is unsuccessful, rebooting the camera will restore the camera back to normal operation.

Solution 1

1. Upgrade the camera to firmware V1.08 using the latest GV-IP Device Utility.
2. Upgrade the camera again to the latest firmware version.

Important: **Firmware V2.01** is only applicable to GV-IP Camera (except GV-FE420 / 421 / 520 / 521 and GV-FER521) and **firmware V2.02** is only applicable to GV-FE420 / 421 / 520 / 521 and GV-FER521. Upgrading your camera with incompatible firmware can limit the access to live view and Web interface (see Symptoms 2 and 3).

For details on firmware upgrade using GV-IP Device Utility, see *Upgrading Firmware Using GV-IP Device Utility* later in this document.

Symptom 2

If you have upgraded your GV-IP Camera (except GV-Fisheye Camera) to **firmware V2.02**, you may not be able to connect to live view and/or receive an error message when trying to log in the Web interface:

500 Internal Error

There was an unusual problem serving the requested URL '/ssi.cgi/Login.htm'.

[thttpd/2.25b PHP/20030920](#)

Solution 2

The error occurs because **firmware V2.02 is only applicable to GV-FE420 / 421 / 520 / 521 and GV-FER521**. To solve this problem, downgrade the camera to firmware V2.01 using GV-IP Device Utility V8.5.6 or later.



For details on firmware upgrade using GV-IP Device Utility, see *Upgrading Firmware Using GV-IP Device Utility* later in this document.

Symptom 3

If you have upgraded your GV-Fisheye Camera to **firmware V2.01**, you may not be able to connect to live view and/or upgrade the camera.

Solution 3

These problems occur because **firmware V2.01 is not applicable to GV-FE420 / 421 / 520 / 521 and GV-FER521**. To solve this problem, follow the steps below to upgrade the camera to firmware V2.02.

1. Load the camera with this temporary firmware using GV-IP Device Utility:
http://ftp.geovision.tw/ftp/Neo/Temp/GV-BX220_V200_121120_Fishye_to_BX220.zip
2. Proceed to upgrade the camera to firmware V2.02 using GV-IP Device Utility.

For details on firmware upgrade using GV-IP Device Utility, see *Upgrading Firmware Using GV-IP Device Utility* later in this document.

Symptom 4

Firmware upgrade fails when you upgrade your GV-Fisheye Camera from **firmware earlier than V2.02 to firmware V2.03 or later**.

Note: When firmware upgrade is unsuccessful, rebooting the camera will restore the camera back to normal operation.

Solution 4

To solve this problem, follow the steps below.

1. First upgrade the GV-Fisheye Camera to firmware V2.02 using GV-IP Device Utility.
2. Proceed to upgrade the GV-Fisheye Camera to the latest firmware version.



For details on firmware upgrade using GV-IP Device Utility, see *Upgrading Firmware Using GV-IP Device Utility* later in this document.

Upgrading Firmware Using GV-IP Device Utility

1. Download the required firmware files.

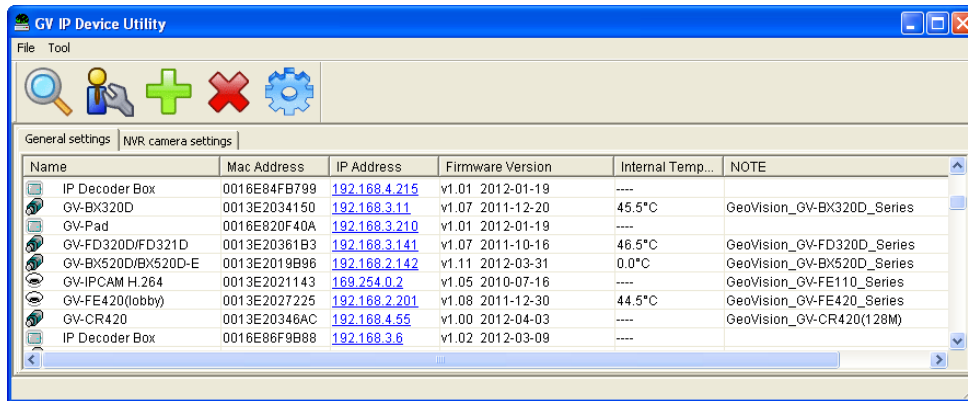
Download Links
GV-IPCAM H.264 Firmware V1.08 http://ftp.geovision.tw/ftp/Neo/Firmware/Release_Version/GV-BX120_V108_111230_32M.zip This download link applies to: <ul style="list-style-type: none">• Box Camera: GV-BX120D• Bullet Camera: GV-BL120D• Vandal Proof Dome: GV-VD120D• Fixed Dome: GV-FD120D• Mini Fixed Dome: GV-MFD120
http://ftp.geovision.tw/ftp/Neo/Firmware/Release_Version/GV-BX220_V108_111230_32M.zip This download link applies to: <ul style="list-style-type: none">• Box Camera: GV- BX130D / 220D / 320D / 520D• Bullet Camera: GV-BL130D / 220D / 320D• Vandal Proof Dome: GV-VD220D / 320D• Fixed Dome: GV-FD220D / 320D• Mini Fixed Dome: GV-MFD130 / 220 / 320 / 520• Fisheye Camera: GV-FE420 / 421 / 520 / 521• Cube Camera: GV-CB120 / 220, CBW120 / 220
GV-IPCAM H.264 Firmware V2.01 http://pd.geovision.tw/neo/Firmware/V2.01/GV-BX220_V201_121119.zip
GV-IPCAM H.264 Firmware V2.02 http://pd.geovision.tw/neo/Firmware/V2.02/GV-FE420_V202_121120.zip


2. Download and install the latest GV-IP Device Utility:

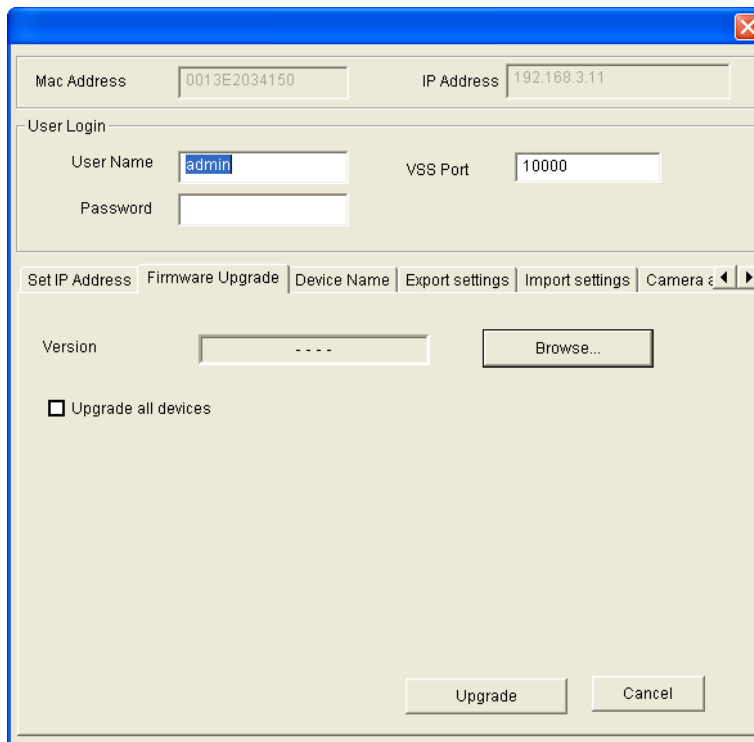
http://www.geovision.com.tw/english/5_8.asp#



3. Double-click the **GV-IP Device Utility** icon. This window appears.



4. For newly opened GV IP Device Utility, it automatically searches for the IP devices under the same LAN. Alternatively select the **Search** button  to refresh the camera status.
5. To upgrade firmware, follow the steps below.
 - A. Double-click the camera from the list and click the **Firmware Upgrade** tab.



- B. Click the **Browse** button to locate the firmware file (.img) saved at your local computer.
- C. To upgrade all cameras of the same model in the list, check **Upgrade all devices**.
- D. Type the password and click **Upgrade** to begin the upgrade.