

# HIKVISION

## Upgrading SD IP PTZ from V3.1.0 to later version

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### **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: <u>ftp://deviceIP</u> (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:

G V The Inte	ernet 🕨 172.8.7.213 🕨	davinci	✓ ← Search dav ↓
File Edit View Tools	Help		
Organize 🔻			:: - 🔞
☆ Favorites	camera232.ko	initrun.sh	
🧮 Desktop	erts.tar.gz	netOsd.bin	
Downloads ≡	dadsp.bin	NetVideoOCX.cab	
🖳 Recent Places	davinci	nosignal.bin	
	devCfg.bin	start.sh	
🔚 Libraries	domedata	stepmotor.ko	
	domeparam	stepmotor_467.ko	
Computer	dsplinkk.ko	temperature.ko	
🚢 Local Disk (C:)	HZK16.bin	version.txt	
NetVideoOCX.cab on 172.8.7.213			
1 item selected			😜 Internet

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 demostrating how to connect your IR PTZ to your laptop/PC for RS-232





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