Failure of GV-EBL/EBX/EFD1100 after Upgrading Firmware from V1.0 to the Latest Version

Applied to

- GV-EBL1100 Series
- GV-EBX1100 Series
- GV-EFD1100 Series

Symptom

Users cannot access the camera listed above through IP Device Utility or over the network after the camera firmware is upgraded directly from V1.00 to V1.05, V1.06 or later. Such connection failure remains even after the camera is restored to factory default settings.

Solution

If you already encounter the connection failure, contact our distributors and sales representatives for RMA process. If you are upgrading the camera firmware from V1.00 to the latest version, follow the steps below. **Do not upgrade GV-EBL/EBX/EFD1100 of firmware V1.0 directly to the latest version or connection failure will occur.**
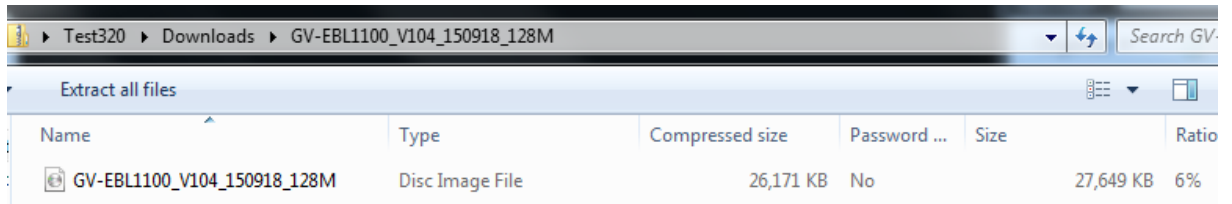
How to Upgrade Firmware

To upgrade the camera firmware from V1.00 to the latest version, upgrade the firmware to V1.04 first and then upgrade the firmware from V1.04 to V1.05, V1.06 or later.

1. Download firmware V1.04 from the link below:
2. http://pd.geovision.tw/faq/Files/GV-EBL1100_V104_150918_128M.zip

3. Unzip the download files. You will see firmware V1.04 file.

4. Install firmware V1.04 into the camera using the Web interface or IP Device Utility.

5. Download the latest firmware from the link below. Then, upgrade the camera firmware again from V1.04 to V1.05, V1.06 or later.

http://www.geovision.com.tw/download/product/