



# Inability to Upgrade GV-Video Servers to Firmware V1.02 or Later

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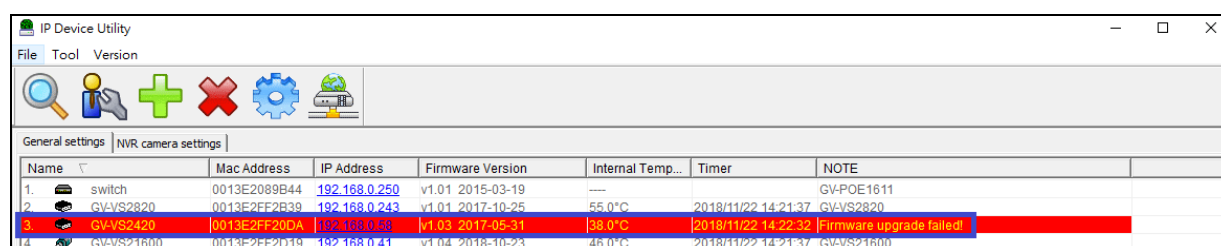
Release Date: 11/23/2018

## Applied to

- Firmware **V1.00~1.06** of **GV-VS2400 / 2420**
- Firmware **V1.00~1.02** of **GV-VS2800 / 2820**
- Firmware **V1.00~1.01** of **GV-VS21600**

## Symptom

A firmware upgrade failure occurs when attempting to upgrade GV-Video Server of V1.00~1.06 / V1.00~1.02 / V1.00~1.01 to firmware V1.08 / V1.04 / V1.03 or later.



Name	Mac Address	IP Address	Firmware Version	Internal Temp...	Timer	NOTE
1. switch	0013E2089B44	192.168.0.250	v1.01 2015-03-19	---		GV-POE1611
2. GV-VS2820	0013E2EF2B39	192.168.0.243	v1.01 2017-10-25	55.0°C	2018/11/22 14:21:37	GV-VS2820
3. GV-VS2420	0013E2FF20DA	192.168.0.63	v1.03 2017-05-31	38.0°C	2018/11/22 14:22:32	Firmware upgrade failed!
4. GV-VS21600	0013E2FF2019	192.168.0.41	v1.04 2018-10-23	46.0°C	2018/11/22 14:21:37	GV-VS21600



### Upgrading GV-VS2400 / 2420

To upgrade the above models from V1.00~1.06 to V1.08 or later, the firmware is required to upgrade to V1.07 first.

1. Download firmware V1.07 from the link below:

[http://54.200.75.24/english/EncodeUrl3.aspx?source=http://dlcdn.geovision.com.tw/Firmware/VideoServer/VS24XX/GV-VS24XX\\_V107\\_180129.zip](http://54.200.75.24/english/EncodeUrl3.aspx?source=http://dlcdn.geovision.com.tw/Firmware/VideoServer/VS24XX/GV-VS24XX_V107_180129.zip)

2. Unzip and install firmware V1.07 into the video server using the Web interface or IP Device Utility.
3. Upgrade the video server again with the latest firmware from our [website](#).

### Upgrading GV-VS2800 / 2820

To upgrade the above models from V1.00~1.02 to V1.04 or later, the firmware is required to upgrade to V1.03 first.

1. Download firmware V1.03 from the link below:

[http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Firmware/VideoServer/VS28XX/GV-VS28XX\\_V103\\_180123.zip](http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Firmware/VideoServer/VS28XX/GV-VS28XX_V103_180123.zip)

2. Unzip and install firmware V1.03 into the video server using the Web interface or IP Device Utility.
3. Upgrade the video server again with the latest firmware from our [website](#).

### Upgrading GV-VS21600

To upgrade the above model from V1.00~1.01 to V1.03 or later, the firmware is required to upgrade to V1.02 first.

1. Download firmware V1.02 from the link below:

[http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Firmware/VideoServer/VS21600/GV-VS216XX\\_V102\\_180508.zip](http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Firmware/VideoServer/VS21600/GV-VS216XX_V102_180508.zip)

2. Unzip and install firmware V1.02 into the video server using the Web interface or IP Device Utility.
3. Upgrade the video server again with the latest firmware from our [website](#).