

26/10/2015

Attention: Crucial NVR Firmware Update

Dear Partner,

We have recently found a crucial bug in the NVR firmware which may affect the fluent communication between the NVR and the IP Cameras (IPC).

This bug applies to ***all PoE models of NVRs regardless of production date or serial number.***

The cause of this problem is related specifically to the IP Cameras MAC addresses, so it may only appear when an NVR is connected (Via PoE) with specific IPC from the list below (Shipments of the IPCs causing the bug starts approximately in August 2015).

The bug will be solved by updating the NVR firmware as follow-

NVR3-8200-4P / NVR3-16400-8P (1U) / NVR3-32800-16P (2U) - New 3.4.5 version

Please download from [here](#), or directly from Provision-ISR website

NVR-4100P / 8200P(1U) / 16400P(2U) / 24600-16P(2U) - Fixed 3.4.3 version

Currently under development and testing and will be released gradually in the near future.

Version 3.4.5 Release notes:

- 1) Major bug fix: Fixing communication problem between PoE NVRs and IPC produced from June 2015 and above.
- 2) Support new Provision-ISR 3MP/4MP IPC (Future release).
- 3) Support H.265 (HEVC) Cameras (Which will work under H.264 encoding)
- 4) Minor bug fix - Time synchronization between NVR and IPC: NVR will now update the IPC cameras every 24 hours

We sincerely apologize for any inconvenience caused from this issue.

Best Regards,

Provision-ISR Technical Team.

List of IP Cameras that may cause the mentioned bug to appear:

- 1) **By MAC Address:** All IP Cameras with MAC address starting with **74:F8:DB:5...**
- 2) **By Serial Number:** See list below

ITEM NO.	QTY	Serial no.
DAI-310IPVF	102	342013TLU15300001-102
BX-380IP	51	342035QZH15260001-51
BX-390IP	51	342050RAC15230001-51
	51	342045RAC15270001-51
DAI-310IPEH04	255	341044NAL15180001-255
	408	342050NAL15230001-408
	408	342083NAL15240001-408
	204	342091NAL15200001-204
	153	342035NAL15260001-153
	306	342045NAL15270001-306
	102	342089NAL15360001-102
DAI-310IPEHVF	51	341044ZNO15180001-51
	51	342050ZNO15230001-51
	102	342045ZNO15270001-102
	102	342049ZNO15320001-102
	306	342080ZNO15360001-306
DAI-310IPVF	102	341044TLU15180001-102
	51	342050TLU15230001-51
	102	342035TLU15260001-102
	102	342045TLU15270001-102
	51	342089TLU15360001-51

DAI-380IP04	459	342044QGI15180001-459
	1020	342050QGI15230001-1020
	204	342045QGI15270001-204
	204	342089QGI15360001-204
DAI-380IPVF	51	342050XXX15230001-51
DAI-390IP04	204	342044MDG15180001-204
	204	342091MDG15200001-204
	102	342050MDG15230001-102
	204	342035MDG15260001-204
	102	342045MDG15270001-102
DAI-390IPVF	204	342091LIT15200001-204
	102	342050LIT15230001-102
	51	342089LIT15360001-51
DI-310IPEHVF	520	342085WXQ15200001-520
	306	342045WXQ15270001-306
DI-380IPVF	306	342044GZP15180001-306
	408	342050GZP15230001-408
DI-390IPVF	204	342044RDI15180001-204
	204	342050RDI15230001-204
	306	342035RDI15260001-306
I3-310IP04	204	341044ZGA15180001-204
	102	342050ZGA15230001-102
	102	342045ZGA15270001-102
I3-310IPEH04	306	341044PIL15180001-306

	306	342050PIL15230001-306
	102	342045PIL15270001-102
I3-380IP04	1020	342044U UW15180001-1020
	204	342050U UW15230001-204
	306	342045U UW15270001-306
I3-380IPE36	408	342044IQE15180001-408
	306	342050IQE15230001-306
DAI-380IPE36	612	342044QGH15180001-612
	408	342050QGH15230001-408
I3-380IPVF	510	342088EUF15240001-510
I3-390IP04	255	342044ZAR15180001-255
	204	342050ZAR15230001-204
	102	342045ZAR15270001-102
	102	342089ZAR15360001-102
I4-310IPEHVF	102	342050QME15230001-102
	102	341044QME15180001-102
	204	342085QME15200001-204
	204	342083QME15240001-204
	102	342035QME15260001-102
	306	342045QME15270001-306
I4-310IPVF	102	341044SGR15180001-102
	102	342050SGR15230001-102
	306	342035SGR15260001-306
	102	342045SGR15270001-102

	204	342013SGR15300001-204
I4-380IPVF	51	342044FQA15180001-51
	357	342050FQA15230001-357
	153	342045FQA15270001-153
	51	342089FQA15360001-51
I4-390IPVF	306	342044RGC15180001-306
	204	342085RGC15200001-204
	1020	342050RGC15230001-1020