HIKVISION EUROPE B.V.

TFTP Automatic Update Tool

User Manual

(used for recover IP cameras from firmware corruption)

Name:	TFTP Automatic Update Tool
Publisher:	HANGZHOU HIKVISION DIGITAL TECHNOLOGY CO., LTD.
Type:	Executable file
Version:	1.0
File:	tftpserv.exe

Hikvision Europe B.V.

Introduction

This little program (Fig. 1) is normally used for recover IP cameras from firmware corruption. The TFTP automatic update tool is available on our FTP server. When you download this program you do not need to run or install it immediately, some previous settings needs to be done before.
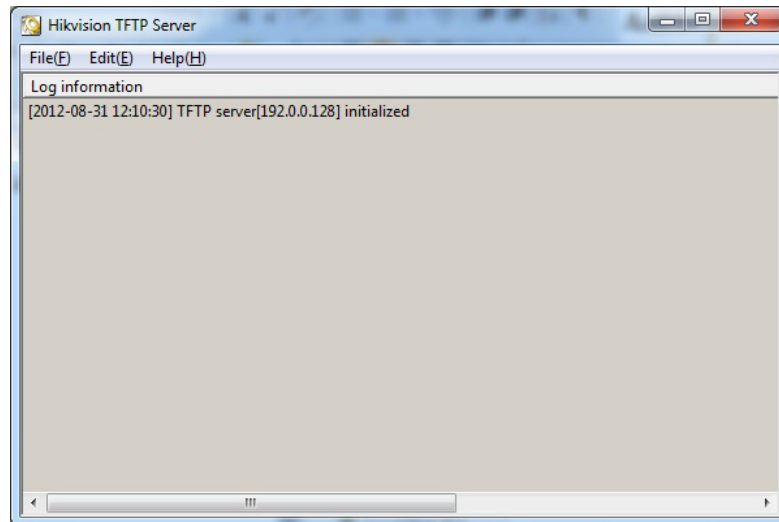

Fig. 1

*** This program is used for recover IP cameras/DVRs from firmware corruption.

Step n1.

Download and save the folder *<TFTP-Auto-Update>* from our FTP server **(**Fig. 2) Make click at the following link: ftp://hikvisioneurope.com/portal/Technical Materials/Special Tools/
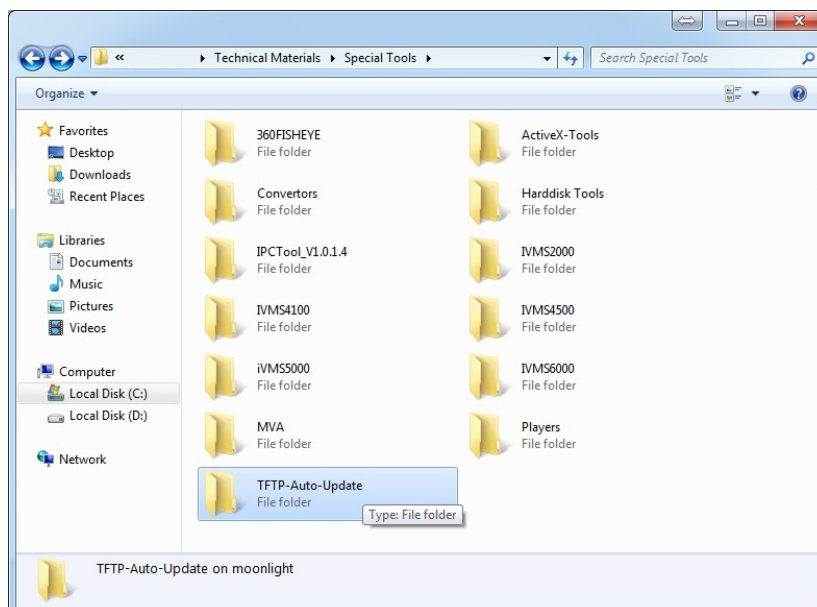

Fig. 2

*** Download and save the folder *<TFTP-Auto-Update>.*

Step n2.

Connect the IP device to the power outlet by using a 12V AC Power Adapter and to your PC or laptop by using a network cable (Fig. 3). You can also connect the device with a cross-line cable or with a switch.
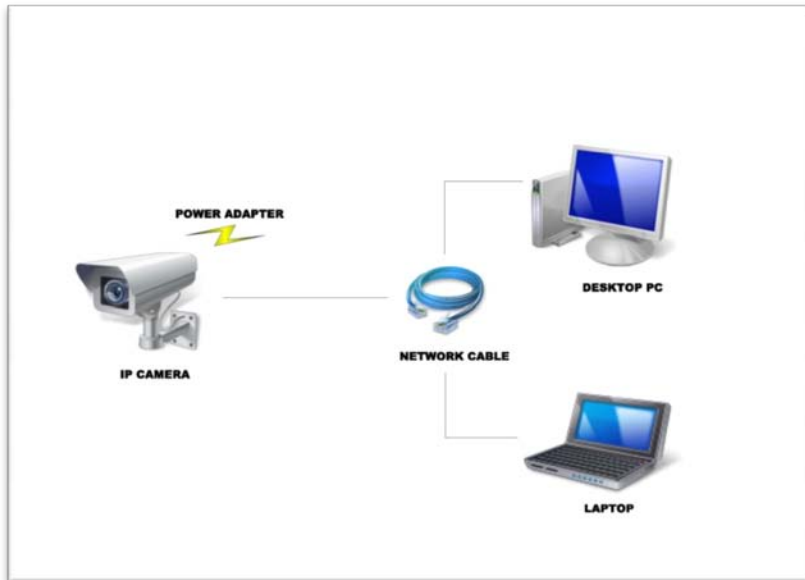

Fig. 3

*** Connect the IP device to the power outlet and to your PC or laptop.

Step n3.

Place the folder <*TFTP-Auto-Update*> (Fig. 4) at the root of your computer (*recommended*), for example: **C:/**
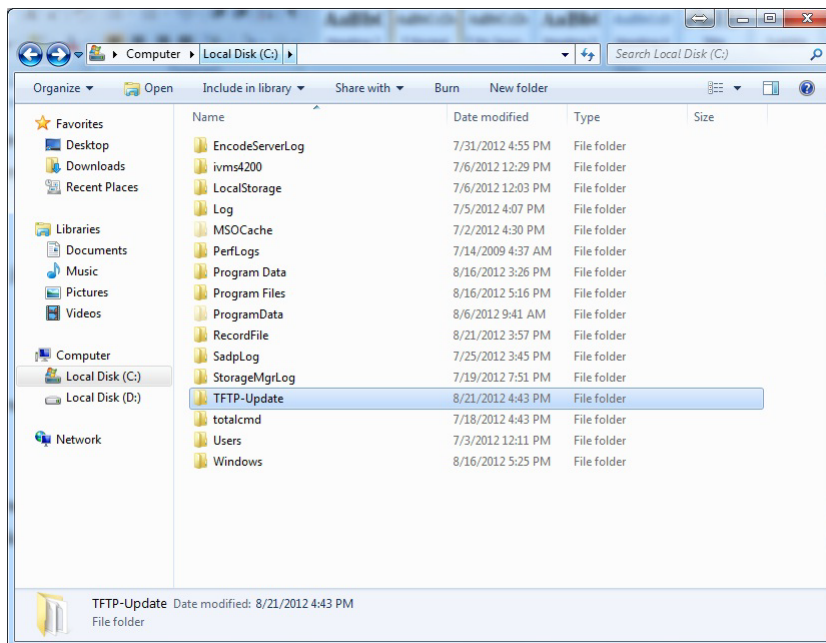

Fig. 4

*** Place the folder <*TFTP-Auto-Update*> at the root of your computer.

Step n4.

Place the firmware file (Fig. 5) inside the same folder with **TFTP-Auto-Update** (*recommended*), for example:
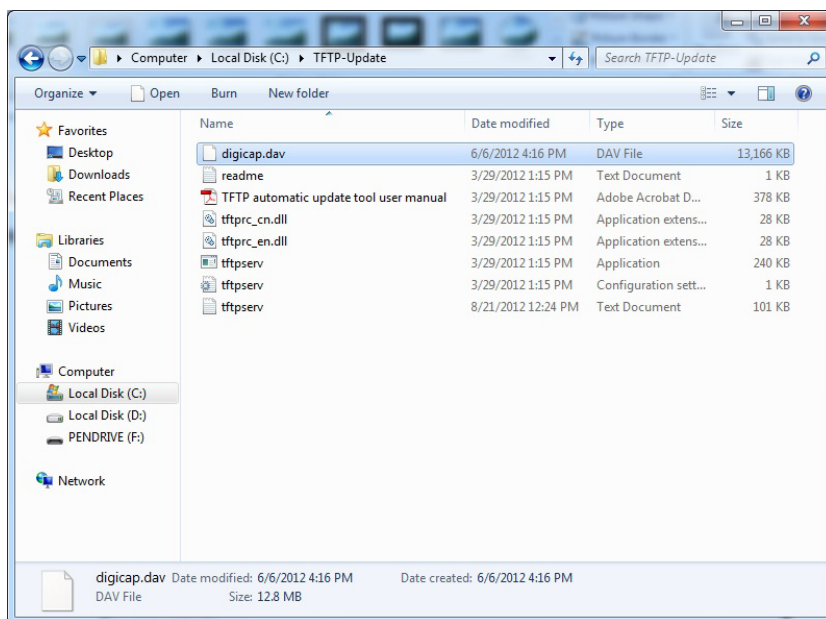**C:/ TFTP-Auto-Update/.**

Fig. 5

*** Place the firmware file inside the same folder **C:/ TFTP-Auto-Update/**

Step n5.

Make sure that the IP device and the PC share same network segment in the **LAN** (Local Area Connection). Follow
next steps: http://windows.microsoft.com/en-US/windows7/Change-TCP-IP-settings

1. Open Network Connections by clicking the **Start** button 🔵, and then clicking **Control Panel**. In the search
   box, type **adapter**, and then, under **Network and Sharing Center**, click **View network connections**.
2. Right-click the connection that you want to change, and then click **Properties**. 🛡️ (Fig. 6). If you're
   prompted for an administrator password or confirmation, type the password or provide confirmation.

Fig. 6
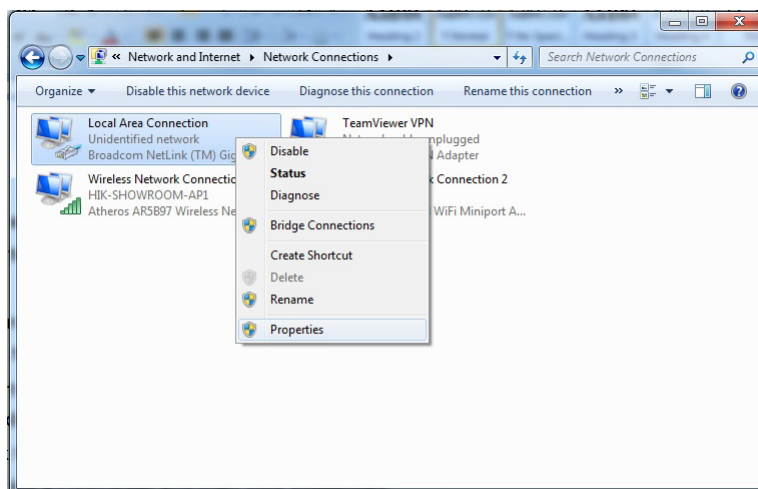
*** Right-click the connection that you want to change, and then click **Properties**. 🛡️

3. Click the **Networking** tab. Under **This connection uses the following items**, click **Internet Protocol Version 4 (TCP/IPv4)** and then click **Properties** (Fig. 7).
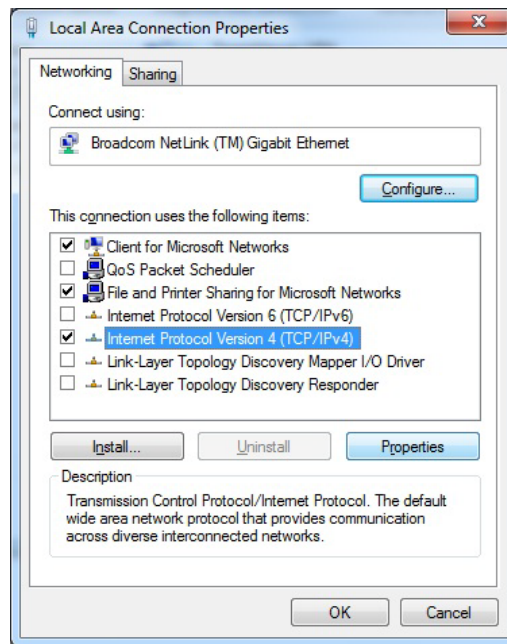

Fig. 7

*** Click **Internet Protocol Version 4 (TCP/IPv4)** and then click **Properties**.

4. Modify the PC address to: **192.0.0.128**, mask: **255.255.255.0**. (Fig. 8). This step is very important because this tool sets the server IP address to: 192.0.0.128.
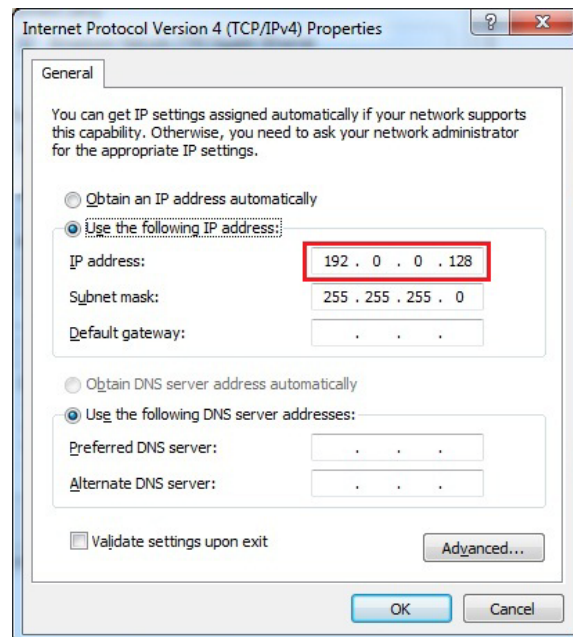

Fig. 8

*** Modify the PC address to: **192.0.0.128**, mask: **255.255.255.0**.

Step n6.

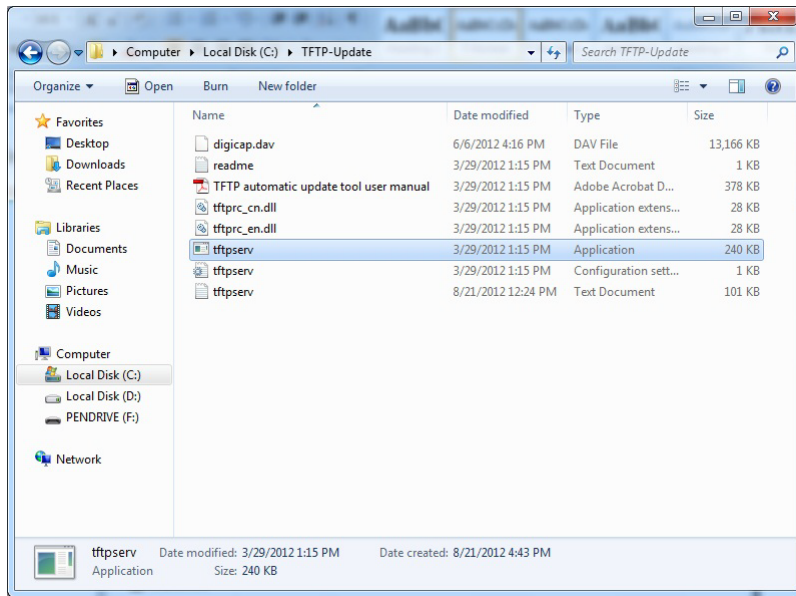Browse for the file **tftpserv.exe** in your PC and double click it (Fig. 9).

*** Browse for the file **tftpserv.exe** and double click it.

Step n7.

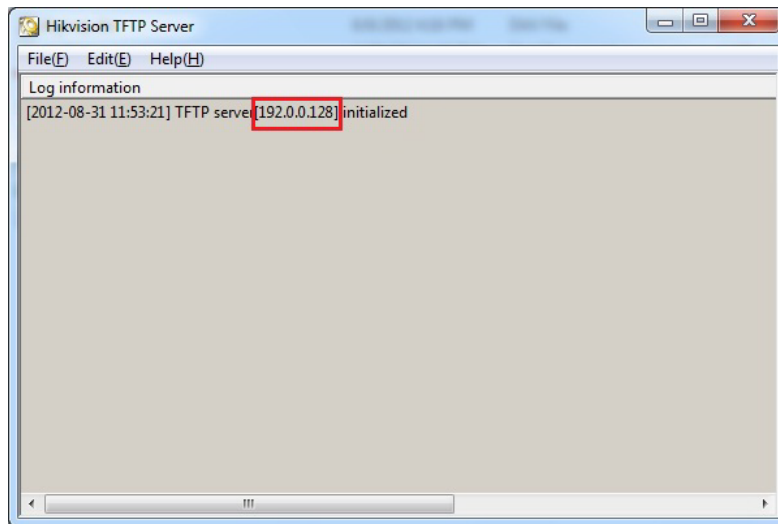The program will be open directly (Fig. 10). (This tool does not need to be installed).

*** The program will be open directly.

Step n8.

After the above steps has been done, disable your wireless connection, reboot the IP device (*disconnect the power cable and plug it back*). The ***TFTP-Auto-Update*** tool will automatically detect the device IP address and it will start with the update process (Fig. 11). Be patience as this will take about 2 or 5 min (depending on the device). No additional operation is needed.
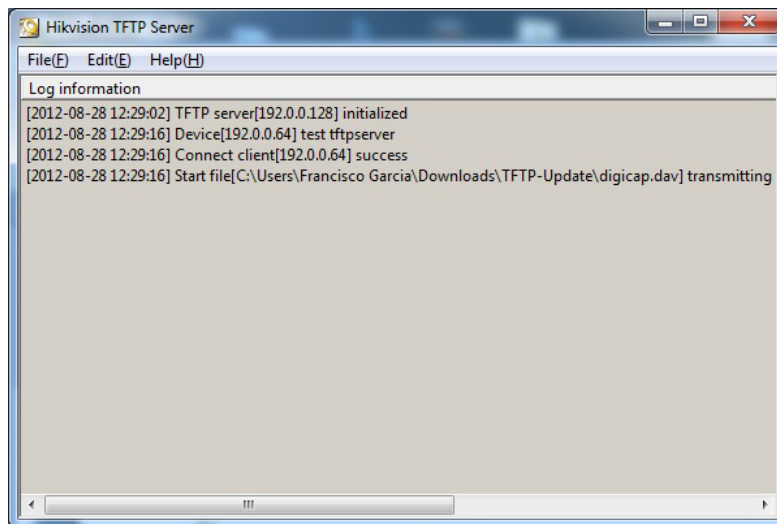

Fig. 11

*** ***TFTP-Auto-Update*** tool will automatically detect the device IP address and update it.

Note: If at this moment the update process does not begin, check the following:

1. The folder <**TFTP-Auto-Update**> is at the root of your computer, for example: **C:/.**
2. Download correct firmware's version from our FTP server: http://hikvisioneurope.com/portal
3. The firmware file is inside the same folder with ***TFTP-Auto-Update***, for example: ***C:/ TFTP-Auto-Update/.***
4. In case that the file name is with *numbers, special characters* and/or *spaces* in between, then you will need to re-name it as: ***digicap.dav*** or ***digicap.mav*** (the extension ****.dav*** or ****.mav*** depends on the file you downloaded)
5. Modify the PC address to: ***192.0.0.128***, mask: ***255.255.255.0*** in your LAN settings (Local Area Connection).
6. Disable your Windows Firewall. Please follow next steps for doing that: http://windows.microsoft.com/en-US/windows-vista/Turn-Windows-Firewall-on-or-off

6.1. Open Windows Firewall by clicking the **Start** button 🔵, clicking **Control Panel**, clicking **System and Security**, and then clicking **Windows Firewall** (Fig. 12).
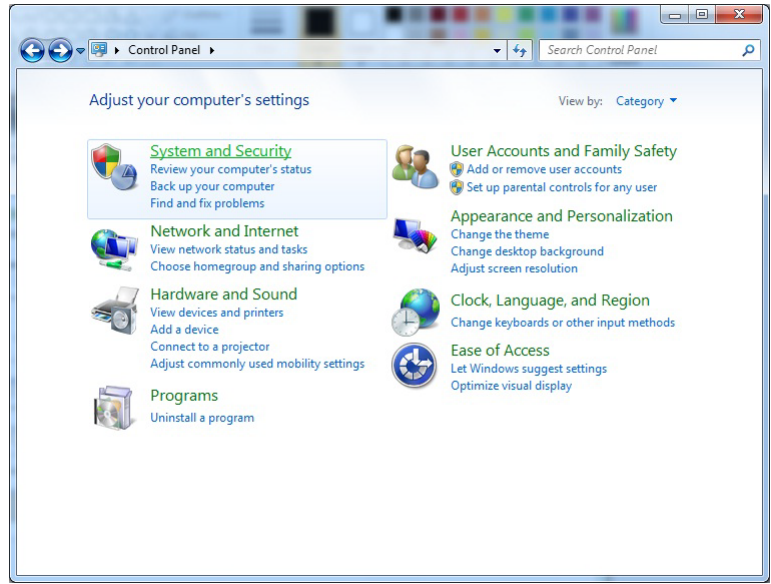

<div align="right">Fig. 12</div>

*** Click **System and Security** and then click **Windows Firewall**.

6.2. Click **Turn Windows Firewall on or off**. 🛡 If you are prompted for an administrator password or confirmation, type the password or provide confirmation (Fig. 13).
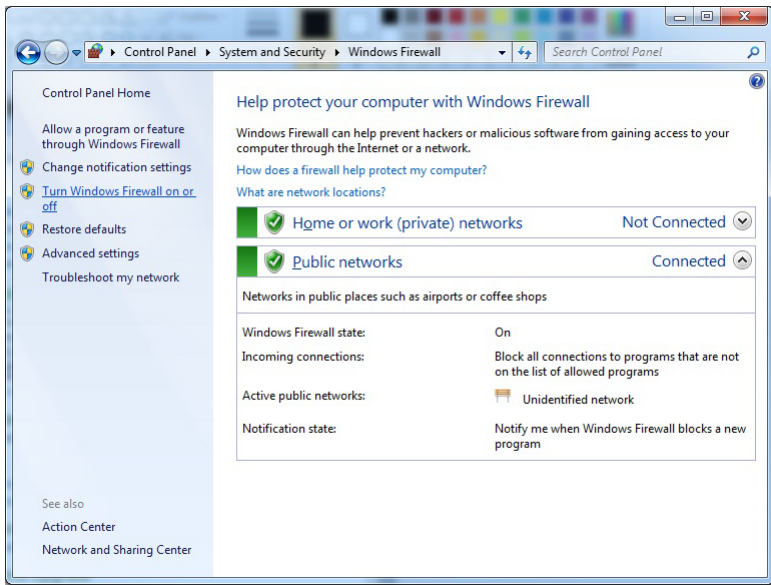

<div align="right">Fig. 13</div>

*** Click **Turn Windows Firewall on or off**.

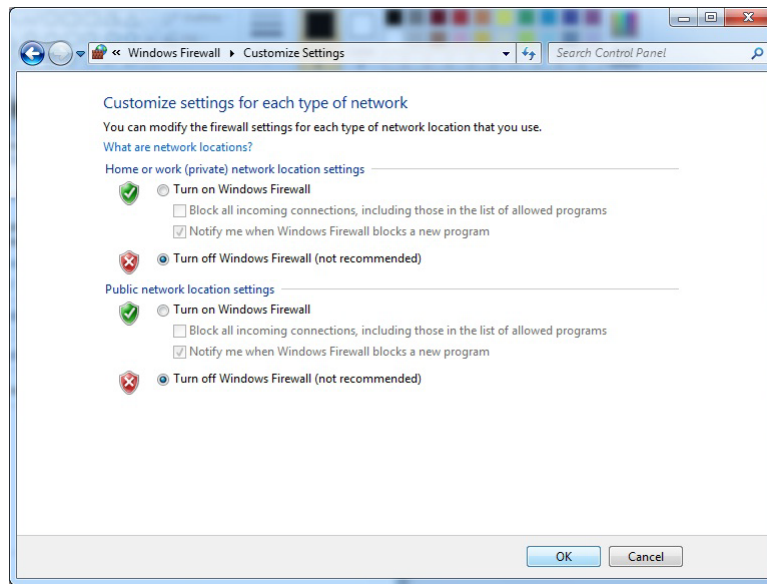6.3. Select both options *Turn off Windows Firewall (not recommended),* and then click *OK*.

Fig. 14

*** Select *Turn off Windows Firewall (not recommended),* and then click *OK*.

Step n9.

And finally you will see *System Update Completed* message when the updating process is completed. Now it will automatic reboot the device and you need to turn off the device or close the tool, otherwise the update process will start again.
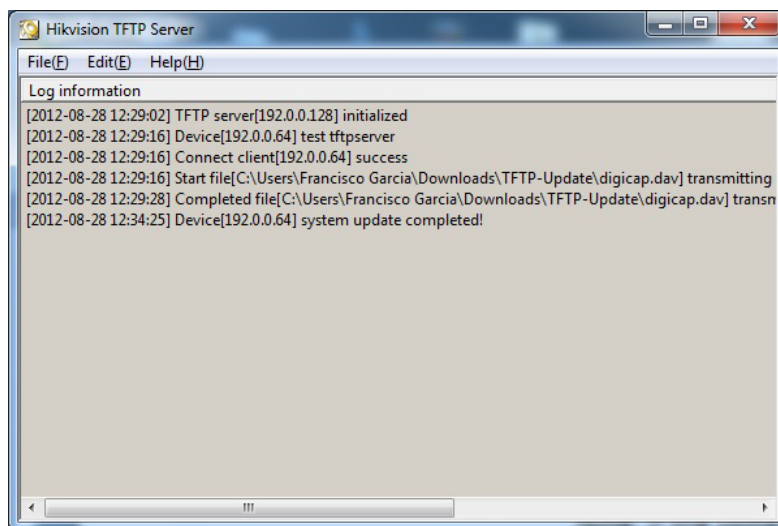

Fig. 12

*** You will see *System Update Completed* message.