



Login Issues after Firmware Upgrade in Certain GV-IP Cameras

Article ID: GV3-17-08-10-HY

Release Date: 08/10/2017

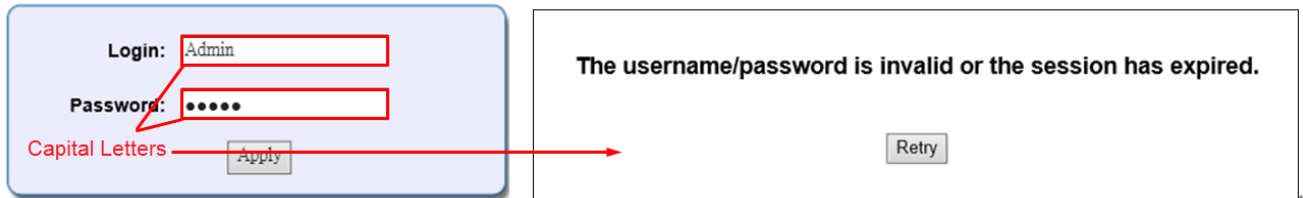
Applied to

Firmware	File Name	GV-IP Camera Models
V1.10	GV-EBL1100_V110_170626_128M.img	GV-EBL1100 Series / 2100 Series
		GV-EBX1100 Series / 2100 Series
		GV-EDR1100 Series / 2100 Series
		GV-EFD1100 Series / 2100 Series
V1.04	GV-EVD3100_V104_170626_128M.img	GV-EVD2100 / 3100 / 5100
		GV-EFD2101 / 3101 / 5101
		GV-EBL5101
V3.12	GV-xxxxx_V312_170619_128M.img	GV-BL120D / 130D / 220D / 320D / 1200 / 1210 / 1300 / 1500 / 1501 / 1511 / 2400 / 2410 / 2500 / 2501 / 2510-E / 2511 / 2511-E / 3400 / 3410 / 5310 / 5310-E
		GV-BX1200 Series / 1300 Series / 1500 Series / 2400 Series / 2500 Series / 3400 Series / 5300 Series
		GV-BX1500-E / 2400-E / 2510-E / 3400-E / 5300-E / 5310-E
		GV-CA120 / 220
		GV-CAW120 / 220
		GV-FD120D / 220D / 320D / 1200 / 1210 / 1500 / 1510 / 2400 / 2410 / 2500 / 2510 / 3400 / 3410 / 5300
		GV-FE420 / 421 / 520 / 521 / 2301 / 2302 / 3402 / 3403 / 4301 / 5302 / 5303
		GV-FER521 / 3402 / 3403 / 5302 / 5303
		GV-MDR120 / 220 / 320 / 520 / 1500 Series / 3400 Series / 5300 Series
		GV-MFD120 / 130 / 220 / 320 / 520 / 1501 Series / 2401 Series / 2501 Series / 3401 Series / 5301 Series
		GV-PT130D / 220D / 320D
		GV-UBL1211 / 1301 Series / 2401 Series / 2411 / 3401 Series / 3411
		GV-UBX1301 Series / 2301 Series / 3301 Series
		GV-UNFE2502 / 2503 / UNP2500
		GV-VD120D / 121D / 122D / 123D / 220D / 221D / 222D / 223D / 320D / 321D / 322D / 323D
		GV-VD1500 / 1530 / 1540 / 2400 / 2430 / 2440 / 2500 / 2530 / 2540 / 2540-E / 3400 / 3430 / 3440 / 5340 / 5340-E



Symptom

After the firmware has been upgraded to version V3.12, V1.04 or V1.1, GV-IP Camera's Web interface becomes inaccessible if English capital letters are entered into User Name and Password fields.



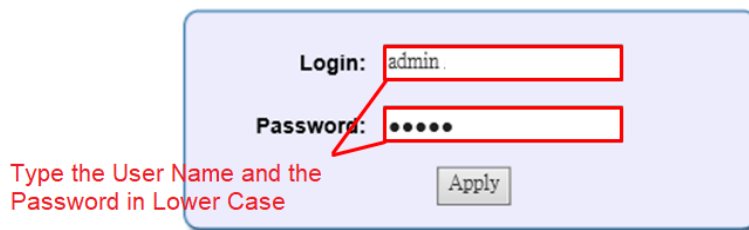
Cause

In order to enhance the security standard, case sensitivity is introduced in firmware V3.12, V1.04 and V1.10. Existing user name and password will be converted to lower case letters automatically after the update, thus requiring some modification.

Solution

To resolve this symptom, follow the steps below:

1. On the login page, type the original user name and password in the lower case to log in.



2. From the left menu, click **User Account** under **Management**.



3. Re-enter the user name and password with desired upper or lower case letters or modify the user name and password if needed, and click **Apply**.

User Account

In this section you can change the administrator account and password

Administrator Account

Username:

Old Password:

New Password:

Confirm Password:

4. Click **OK**.