



Inability to Upgrade GV-IP Cameras to Firmware V3.17 or Later

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Applied to

Firmware **V3.12 or earlier** of the following GV-IP Camera models

- GV-BL120D / 130D / 220D / 320D / 1200 / 1210 / 1300 / 1500 / 1501 / 1511 / 2400 / 2410 / 2500 / 2501 / 2510-E / 2511 / 2511-E / 3400 / 3410 / 3411 / 5310 / 5310-E / 5311
- 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-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
- GV-UNP2500 / UNFE2502 / 2503



Symptom

A firmware upgrade failure occurs when attempting to upgrade GV-IP Cameras of V3.12 or earlier to firmware V3.17 or later.

IP Device Utility						
File Tool Version						
General settings NVR camera settings						
Name	Mac Address	IP Address	Firmware Version	Internal Temp...	Timer	NOTE
1. GV-VD2540-E	0013E2FF0D02	192.168.2.16	v2.12 2014-06-07	34.5°C		Firmware upgrade failed!

Upgrading GV-IP Cameras of the applied models

To upgrade the above models from V1.00-V3.12 to V3.17 or later, the firmware is required to upgrade to V3.14 first.

1. Download firmware V3.14 from the link below:

Model	Firmware Link
GV-BL120D / 1200 / 1210 / BX1200 Series / 1300 Series GV-CAW120 / 220 GV-FD120D / 1200 / 1210 GV-MDR120 Series GV-MFD120 GV-UBL1211 GV-VD120D / 121D / 122D / 123D	Click here
GV-BX130D / 220D / 320D / 1300 / 5310 / 5310-E / 5311 / 1300 Series / 5300 Series / 5310-E GV-CA120 / 220 GV-FD220D / 320D / 5300 GV-MDR220 / 320 / 520 / 5300 Series GV-MFD130 / 220 / 320 / 520 / 5301 Series GV-UBL1301 Series GV-UBX1301 Series / 2301 Series / 3301 Series GV-VD220D / 221D / 222D / 223D / 320D / 321D / 322D / 323D GV-VD5340 / 5340-E	Click here



Model	Firmware Link
GV-BX1500 / 1501 / 1511 / 2500 / 2501 / 2510-E / 2511 / 2511-E / 1500 Series / 2500 Series / BX1500-E / 2510-E GV-FD1500 / 1510 / 2500 / 2510 GV-MDR1500 Series GV-MFD1501 Series / 2501 Series GV-MFD1501 Series / 2501 Series GV-VD1500 / 1530 / 1540 / 2500 / 2530 / 2540 / 2540-E GV-UNP2500/ UNFE2502 / 2503	Click here
GV-BX2400 / 2410 / 3400 / 3410 / 3411 / 2400 Series / 3400 Series / 2400-E / 3400-E GV-FD2400 / 2410 / 3400 / 3410 GV-MDR3400 Series GV-MFD2401 Series / 3401 Series GV-UBL2401 Series / 2411 / 3401 Series / 3411 GV-VD2400 / 2430 / 2440 / 3400 / 3430 / 3440	Click here
GV-FE420 / 421 / 520 / 521 / 2301 / 2302 / 4301 / 5302 / 5303 GV-FER521 / 5302 / 5303 GV-PT130D / 220D / 320D	Click here
GV-FE3402 / 3403 GV-FER3402 / 3403	Click here

2. Unzip and install firmware V3.14 into the camera using the Web interface or IP Device Utility.
3. Upgrade the camera again with the latest firmware from our [website](#).