

# I-Series NVR Firmware Upgrade Instructions

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The I-series NVR (such as the DS-7716NI-I4) is one of Hikvision's most popular and feature-rich recorders. As such, many firmware revisions have been introduced over the years to continually ensure the product is compatible with the newest technology available. Due to the many revisions, we recommend that the user closely follows the instructions below in order to reduce the amount of time spent as well as the chance of failure.

## Database Optimization and Repair

As more affordable IP cameras are introduced over time with greater video resolution and data sizes, more efficient database management also becomes necessary. The introduction of firmware v4.0 brought about a new database architecture in order to be futureproof.

After upgrading to v4.X, the recorder database will need to be converted and optimized. If you are experiencing issues where playback is expected but not found, make sure "Database Repair" is performed as indicated in the procedures and scenarios below.

## Preparing the Upgrade

Before proceeding with upgrade, it is recommended that NVR configuration file is exported from the NVR over the network or on to a local USB drive.

## Upgrading from v3.4.92 build 170518 or Older

1. All recorders must reach v3.4.92 before proceeding further. Upgrading from versions before v3.4.92 directly to any version of v4.X will likely cause the recorder to fail.
2. If the recorder is already at v3.4.92, a full factory default is highly recommended before upgrading to any version of v4.X. There is a high chance of unit failure (requiring RMA) if the unit is not defaulted before upgrade.
3. After reaching v3.4.92 and performing a full factory default, an upgrade directly to v4.50.00 is acceptable.
4. After the upgrade is completed and the recorder is reprogrammed, it may be beneficial to perform a Database Repair. For details, refer to the section "Database Optimization and Repair" above.
5. To verify repair progress, you may refer to the HDD status, or search the recorder log for repair started and stopped entries. Note that while the HDD is repairing, new recordings are still being made, but some existing recordings may not be searchable until repair is complete.
6. If you continue to observe playback issues after database repair, ensure there are no power, network, or motion detection issues. Should the problem persist, contact technical support.

## Upgrading from Any v4.X Build to v4.50.00.

1. Any v4.X build can be upgraded directly to v4.50.00.
2. Export configuration is highly recommended before performing the upgrade.
3. If upgrading from any v4.X version that was not v4.22.005, a Database Repair is recommended. Refer to Step 4 and onwards in the previous section.

## Downgrading

Downgrading is not recommended. Due to new features and parameters constantly being added, downgrading may cause the NVR to factory default itself or require a manual default to operate properly.

## Applicable Models

DS-7608NI-I2

DS-7616NI-I2

DS-7716NI-I4

DS-7732NI-I4

DS-9616NI-I8

DS-9632NI-I8

DS-9632NI-I16

DS-9664NI-I8

\*Includes all plug-and-play variants

## Not Applicable Models

DS-96064NI-I16

DS-96128NI-I24/H

DS-96256NI-I24/H