



From

BT-VS

Product Management

BT-VS/XSW-SEC

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20-Dec-2021

Release Letter

Product:	<i>DivarIP72xxAIO_ConfigFix patch for DIVAR IP all-in-one 7000 (DIP-72xx)</i>
Version:	<i>1.0.0</i>

1. General

The Patch applies configuration changes to mitigate an identified issue that in rare cases, under certain loading and operating conditions, some DIP-72xx units may become irresponsive and require a reboot to continue normal operation.

It is strongly recommended that users update their DIP-72xx units with this configuration patch.

2. Restrictions; Known Issues

- The patch is applicable only to target platform – DIP-72xx of DIVAR IP all-in-one family.
- Access to the administrative BVRAdmin account is necessary in order to execute the patch.
- The patch shall be executed with “Run as Administrator” rights.
- Once “Install” button is pressed in the patch installer interface, the installation cannot be stopped anymore, and system reboot will be automatically triggered. This may result in a recording gap. It is recommended to check recording functionality after system configuration update and reboot.

3. New subcomponent software versions

N/A

4. New Features

N/A

5. Applied Changes / Bug Fixes

- System configuration adjusted to mitigate the issue.

6. Installation Notes

The following steps have to be performed in order to patch a DIP-72xx DIVAR IP all-in-one video management appliance:

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- Download the software installation package DivarIP72xxAIO_ConfigFix_1.0.0.zip from the [Download Area](#) and copy it to a USB drive. Extract the patch installer DivarIP72xxAIO_ConfigFix_1.0.0.exe to the same USB drive.
- When the BVMS kiosk mode screen is shown, press CTRL + ALT + DEL. Hold down the SHIFT key while clicking Log off. Log in as BVRAdmin.
- Transfer the patch installer from the USB drive to the BVRAdmin desktop.
- Run the patch installer as Administrator
- Press “Install” button to initiate patch application and system reboot

Notes:

- System reboot will be automatically triggered. This may result in a recording gap. It is recommended to check recording functionality after system configuration update and reboot.

7. History

N/A