TECHNICAL BULLETIN

HIKVISION®

Title:	TB Access Control Firmware Upgrade 110518NA	Version:	v2.0.4	Date:	110518
Product:	DS-2CD260X-G	Build:	181027	Page:	1 of 8
Action Required:	None, Information Only				

Summary

At times, upgrading the firmware on the DS-K260X can cause the unit to become inoperable, due to the hardware rejecting the firmware. In order to safely upgrade the access control panel's firmware and avoid the panel becoming unusable, the firmware upgrade must be done gradually, and most importantly, it cannot be done via the iVMS-4200. After the firmware is upgraded to **v2.0.4 build 181027**, regular firmware upgrade procedures can be performed when new firmware becomes available.

Firmware Upgrade Procedure

1. To begin the firmware upgrade procedure, first download the necessary firmware and software from the links below:

   Firmware (includes interim and final versions):
   https://www.dropbox.com/s/evxlo13eue5yncz/v2.0.4_and%20Interim_firmware.zip?dl=0

   Software:
   http://oversea-download.hikvision.com/Uploadfile/Soft/SDK/EN-HCNetSDK(Windows32)V5.3.5.25_build20180305.rar

2. After downloading the software and firmware, unzip them and place them on the desktop for convenience (Figure 1).
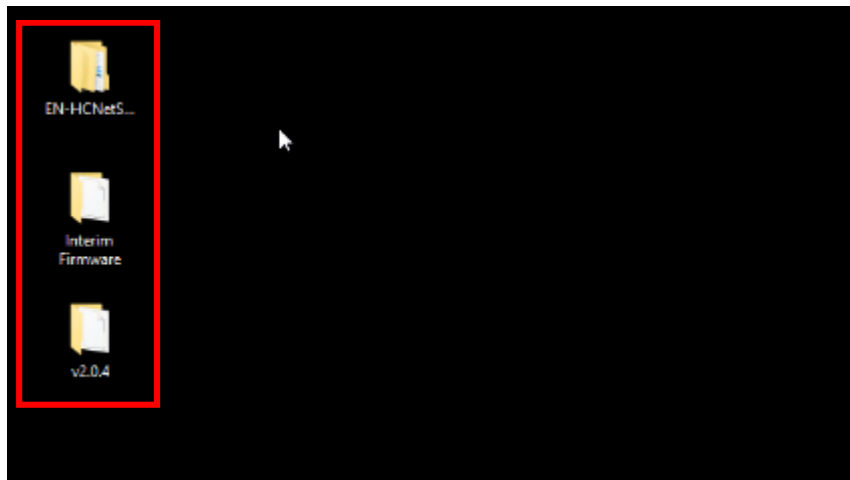

Figure 1, Unzipped Firmware and Software Files

3. Connect the access control panel to the network, and connect the computer to the same LAN. Make sure the computer is in the same IP range as the access control panel.

TECHNICAL BULLETIN

4. Launch the software by going into the software folder **EN-HCN…→lib** and double-clicking **ClientDemoEN.exe** (Figure 2).
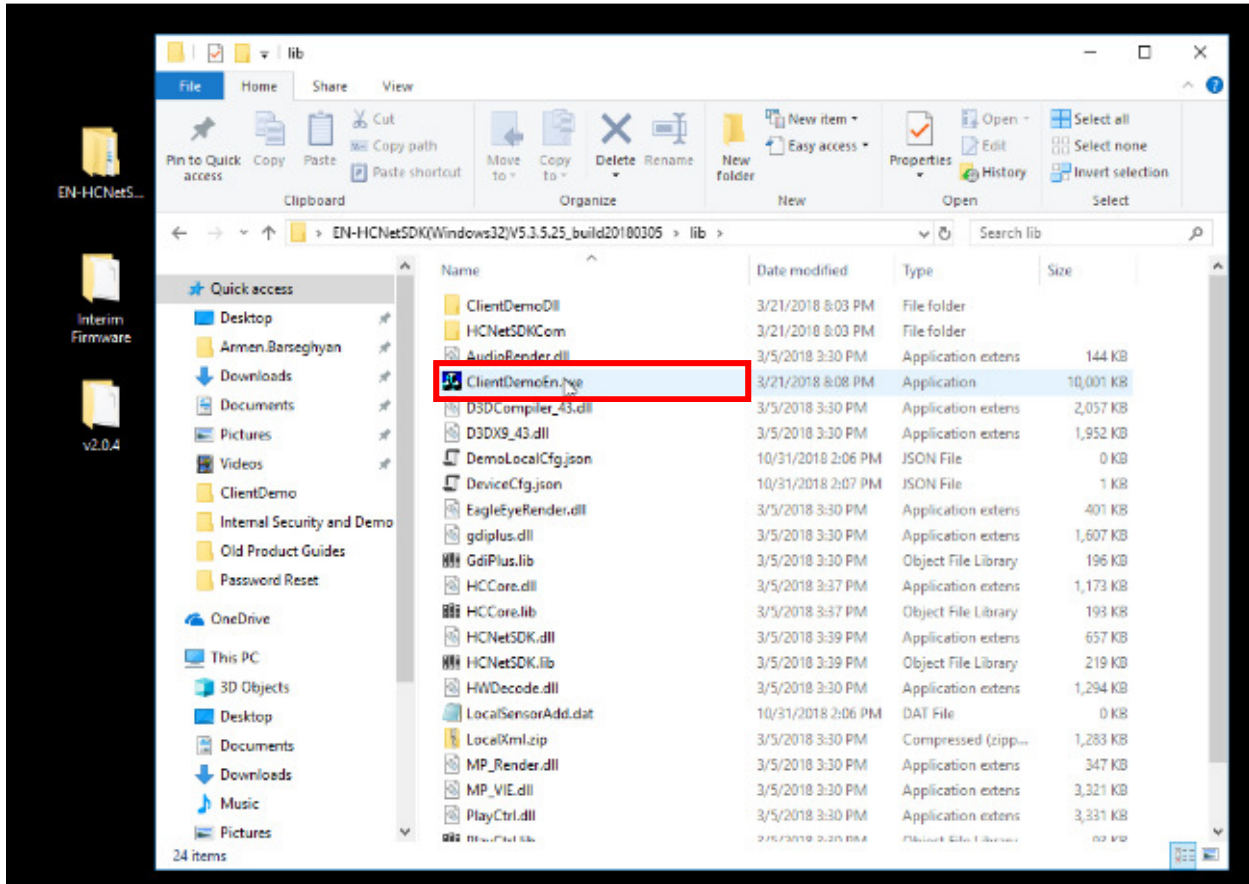

Figure 2, ClientDemoEN.exe File

5. This software looks nothing like iVMS-4200, but it is not compicated to use. Figure 3 shows the general view of the software:

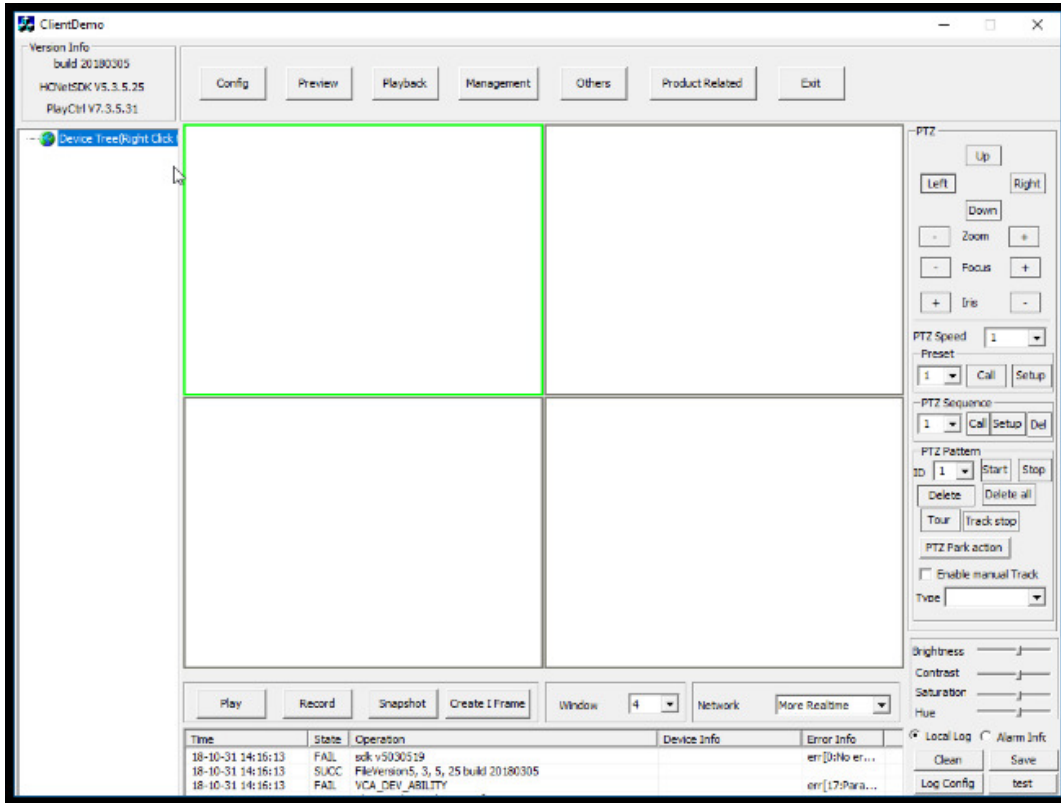| Title:	TB Access Control Firmware Upgrade 110518NA		Version:	v2.0.4	Date:	110518
Product:	DS-2CD260X-G		Build:	181027	Page:	3 of 8
Action Required:	None, Information Only					

Figure 3, ClientDemo Software

6. Add the access control panel to the software by right-clicking **Device Tree** on he top-left corner, and the **Add Device** window will appear (no need to double-click or double-right-click; a single right-click will bring up the window). Figure 4 shows the **Add Device** window with the information already entered in the appropriate fields.

7. Just like in the iVMS-4200, enter a title (nickname), the IP address, the port (8000 by default), and the username and password.

8. Click **Add** to add the device to the **Device Tree** (Figure 5)**.**

TECHNICAL BULLETIN

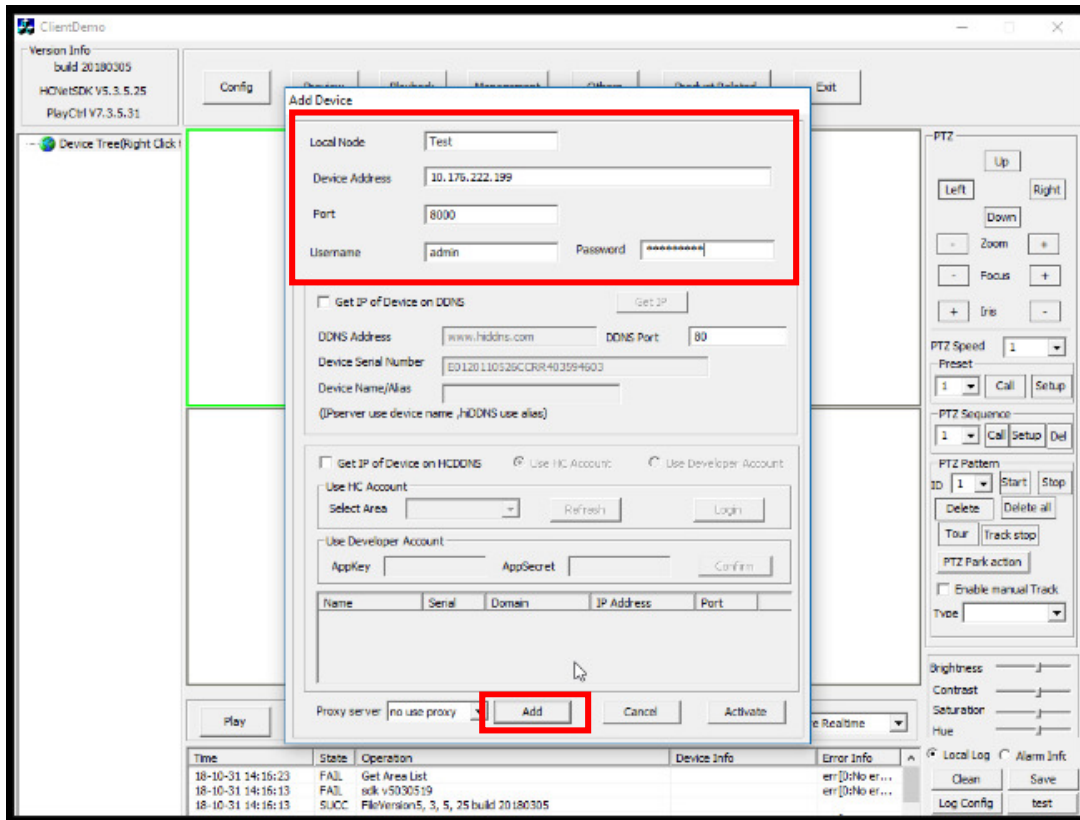Figure 4, Add Device
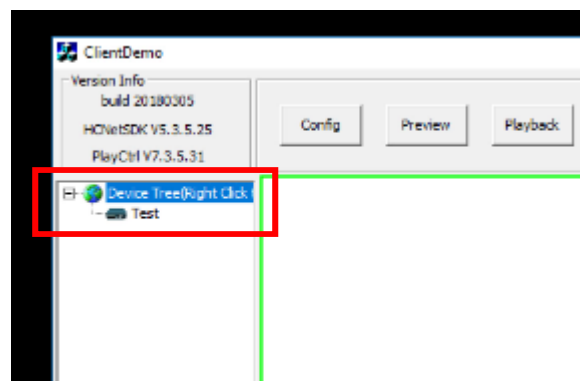
Figure 5, Device Tree

9. Select the device, then click **Management**, and click **Upgrade** (Figure 6).
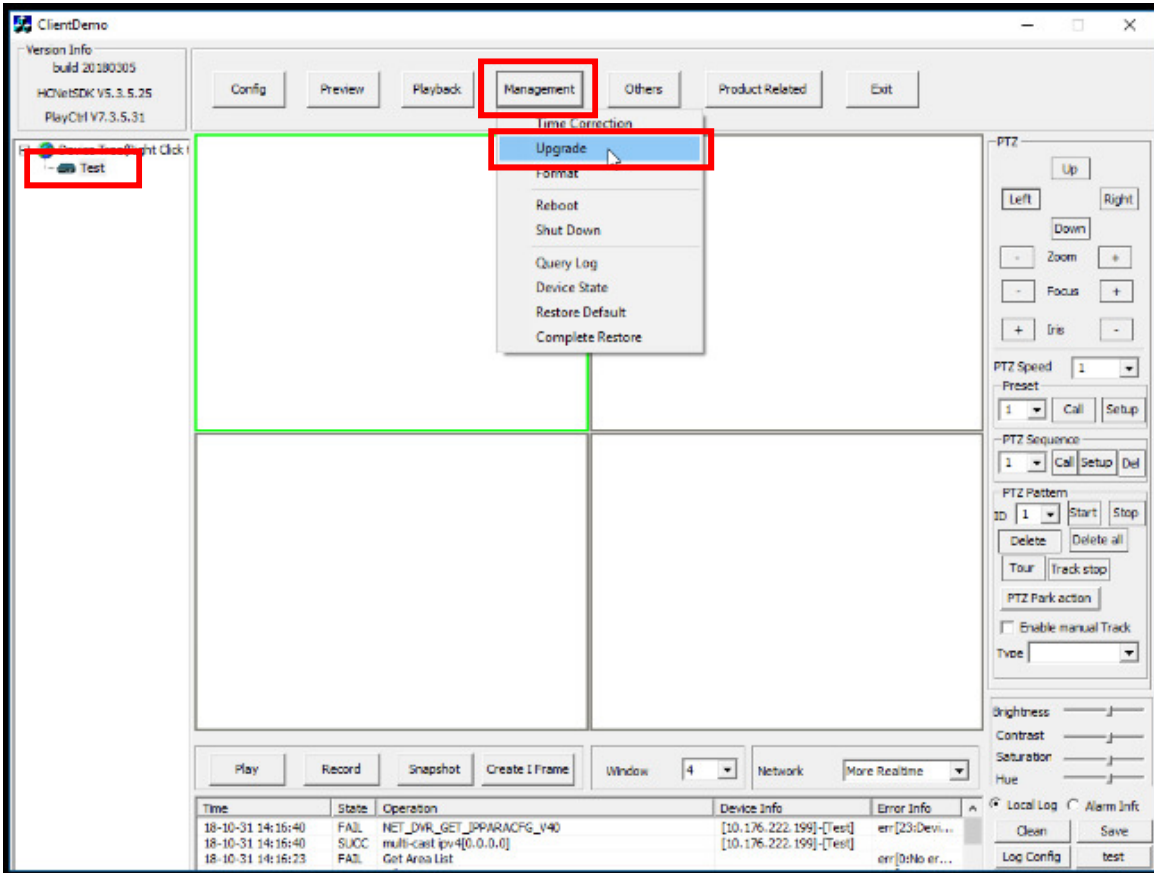
TECHNICAL BULLETIN

HIKVISION®

Figure 6, Upgrade

10. When the upgrade window pops up, change the "Upgrade Type" to **ACS**, otherwise the upgrade will not go through, and the software will return an error message.

11. After changing the upgrade type to **ACS**, click **Browse**, and select the interim firmware from the interim firmware folder. Make sure to select the file called **DS-K260X_T1_Net.bin**, and NOT the Interim Firmware folder.

12. Press **Update** to begin the firmware upgrade (Figure 7). The upgrade will take a few seconds to complete, and a message will appear stating that the upgrade is complete.

13. After the upgrade is complete, click **Exit** (Figure 8).

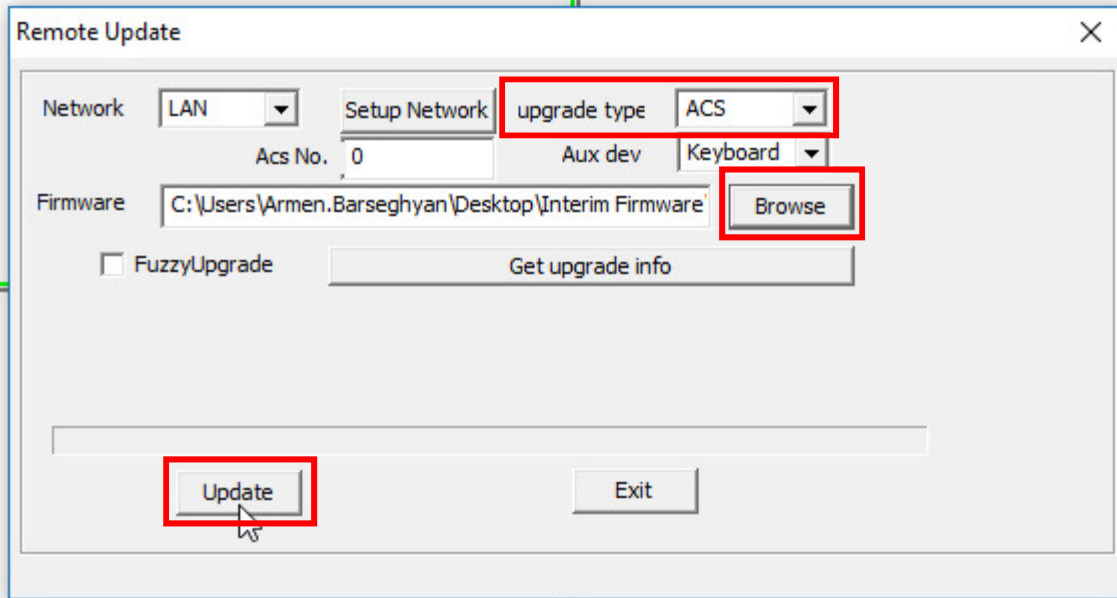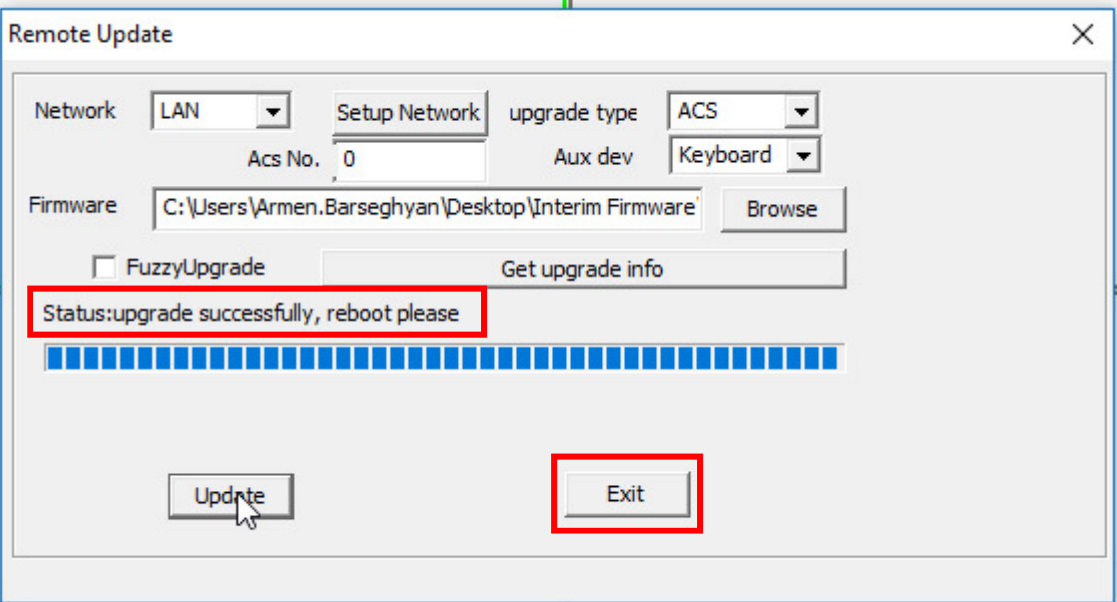| Title:	TB Access Control Firmware Upgrade 110518NA	Version:	v2.0.4	Date:	110518
Product:	DS-2CD260X-G	Build:	181027	Page:	6 of 8
Action Required:	None, Information Only				

Figure 7, Update

Figure 8, Exit

14. Reboot the unit by selecting it in the Device Tree and clicking **Management→Reboot** (Figure 9).
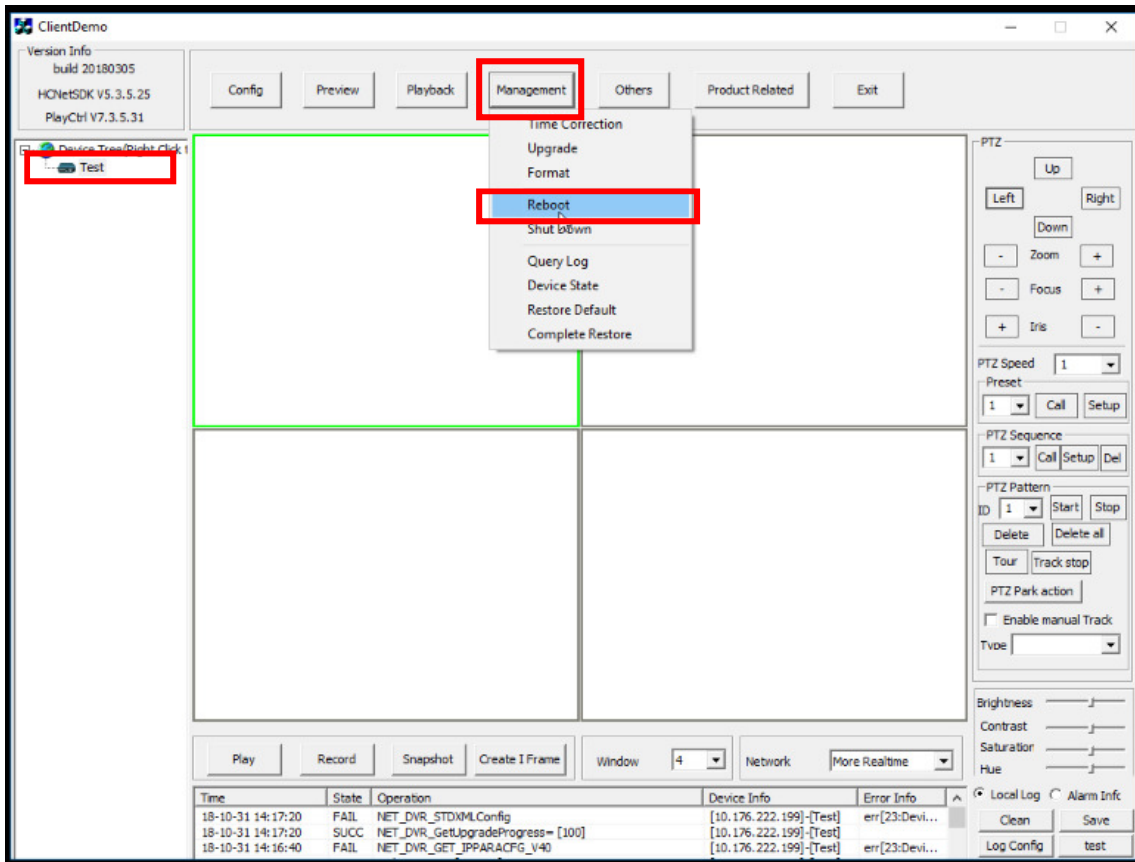
TECHNICAL BULLETIN

Figure 9, Reboot

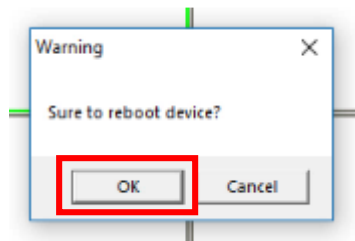15. A confirmation window will pop up asking to confirm the reboot. Click **OK** (Figure 10).

Figure 10, Sure to reboot device?

16. To make sure the panels have started back up, ping the panel's IP address, and once replies start coming in, the panel is be ready for the next upgrade (Figure 11).
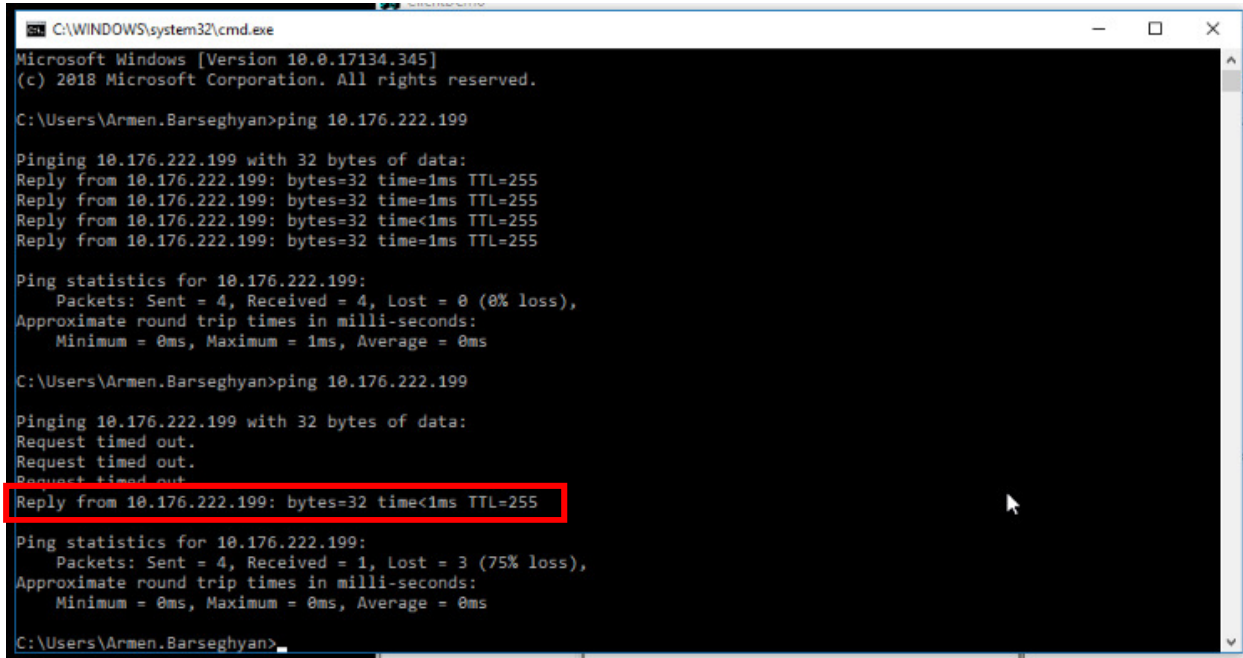
TECHNICAL BULLETIN

HIKVISION

Figure 11, Ping Replies

17. After the panel is online, repeat the same steps, this time choosing the final version of the firmware, **v2.0.4 build 181027**. Upgrade to the final version, reboot the unit, and it will be ready to use.

If there are any difficulties or complications during the upgrade procedure, please contact our technical support hotline during normal business hours.