



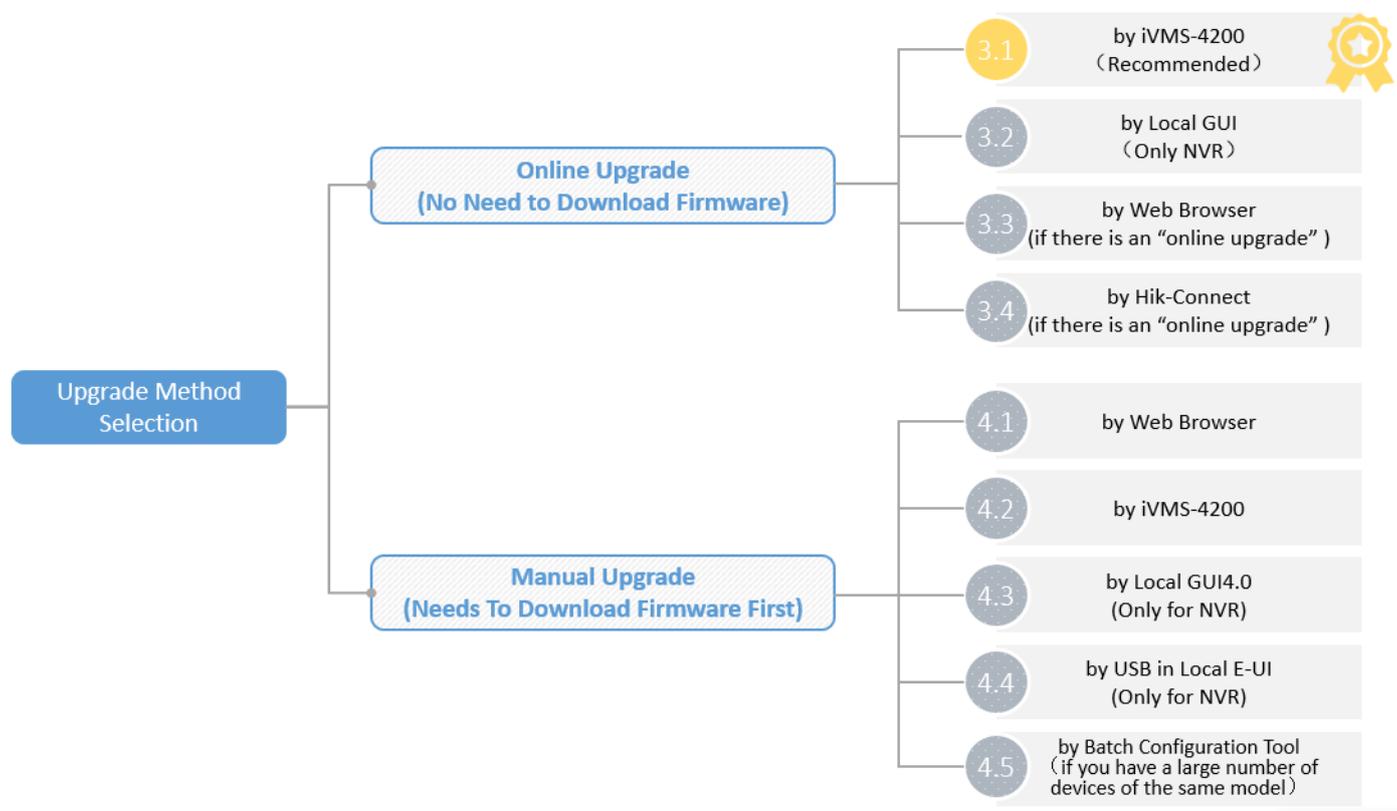
How to Update Firmware to Prevent Potential Risks

(CVE ID CVE-2021-36260)--build20210929

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1. Wizard



2. How to confirm that your device model is within the risk range and get the repair firmware

Please check the following notice to see the affected model range.

Link: <https://www.hikvision.com/en/support/cybersecurity/security-advisory/security-notification-command-injection-vulnerability-in-some-hikvision-products/>

You can try the following ways to obtain the corresponding repair firmware.

Mode 1: Please see the method of obtaining firmware in the notice.

<https://www.hikvision.com/en/support/cybersecurity/security-advisory/security-notification-command-injection-vulnerability-in-some-hikvision-products/>

Method 2: Please contact the technical support of HIKVISION.

Note: If you don't know the model and version of the equipment, please check [Appendix].

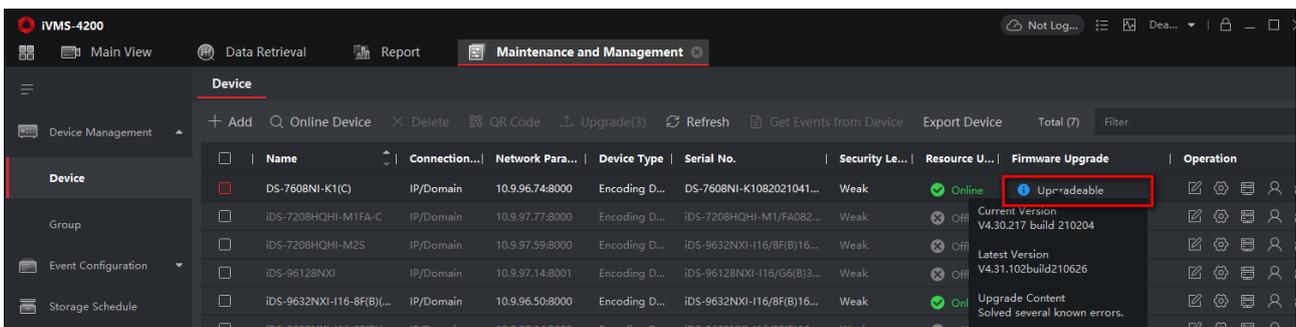
3. How to upgrade online (from Hik-Connect server)

Now there are **four methods** to online upgrade devices: iVMS-4200, Local GUI, Web page and Hik-Connect. The devices' firmware can be upgraded online, if there is a new version on platform, you can receive notification and upgrade it.

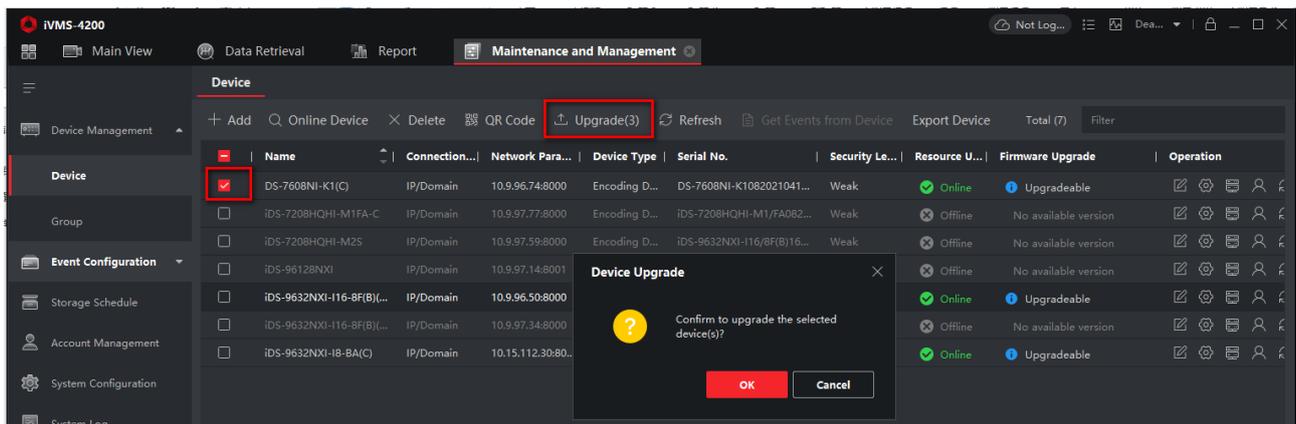
3.1 Online upgrade by iVMS-4200 (Recommended)

Note: When you use iVMS-4200, it just need connect network on your PC client.

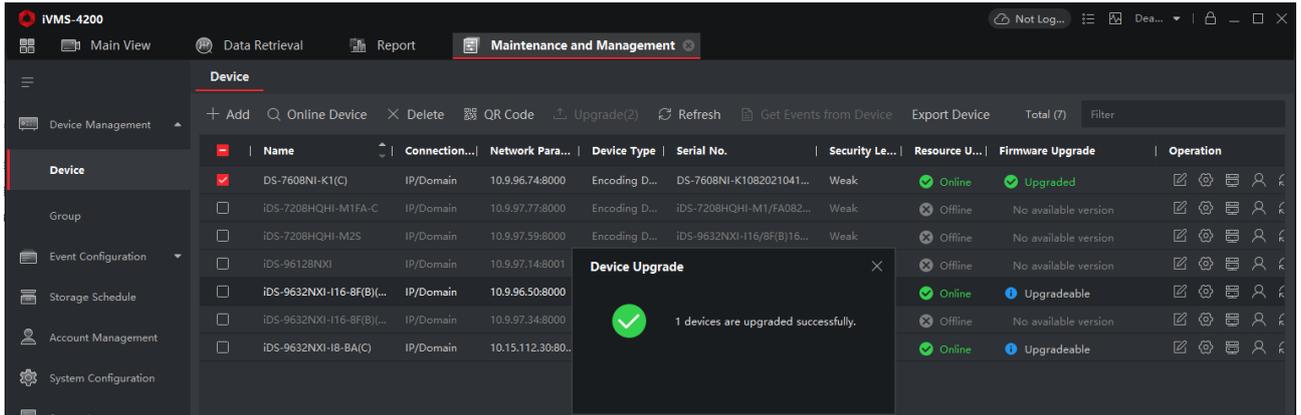
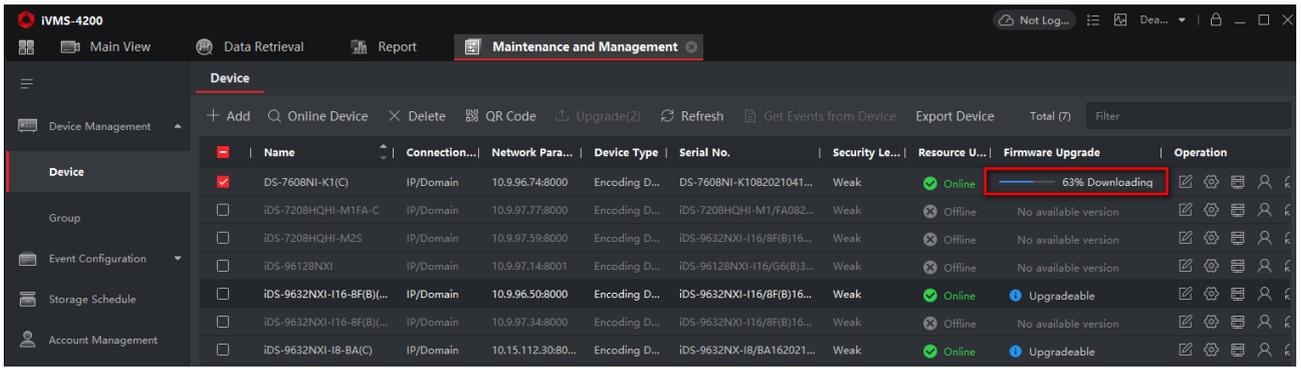
1. Add device to iVMS-4200.
2. Check the Firmware upgrade status in Maintenance and Management > Device Management > Device, it will display the latest version.



3. Select the device and click Upgrade.



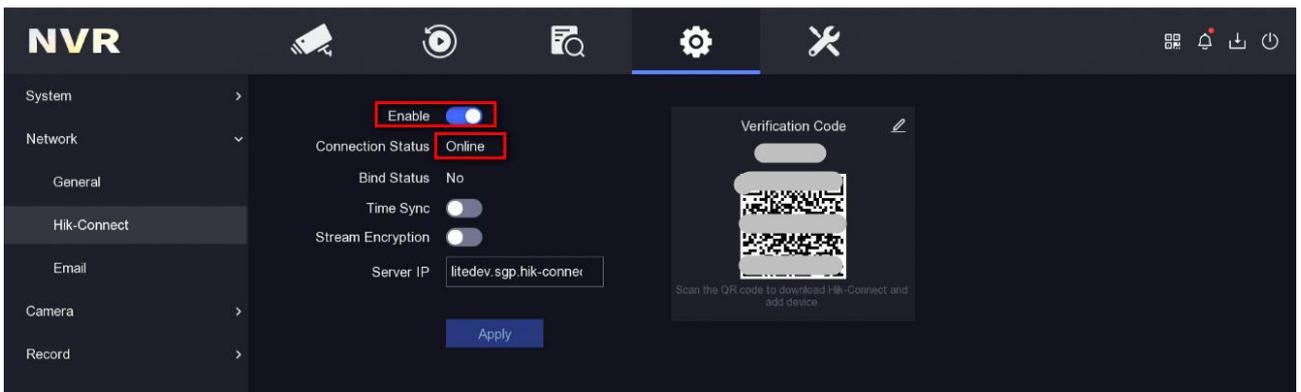
4. Then device will upgrade latest firmware automatically.



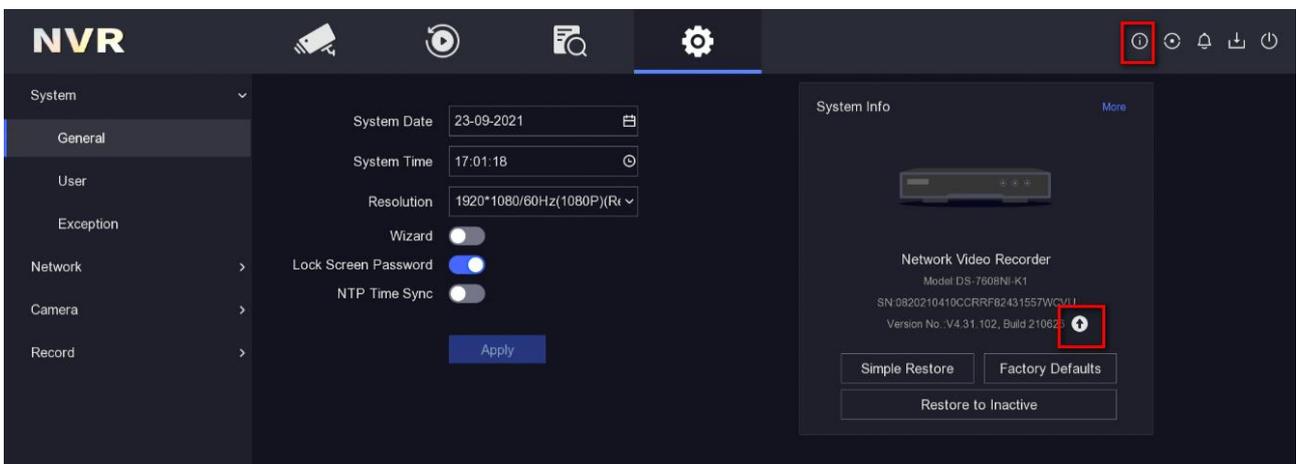
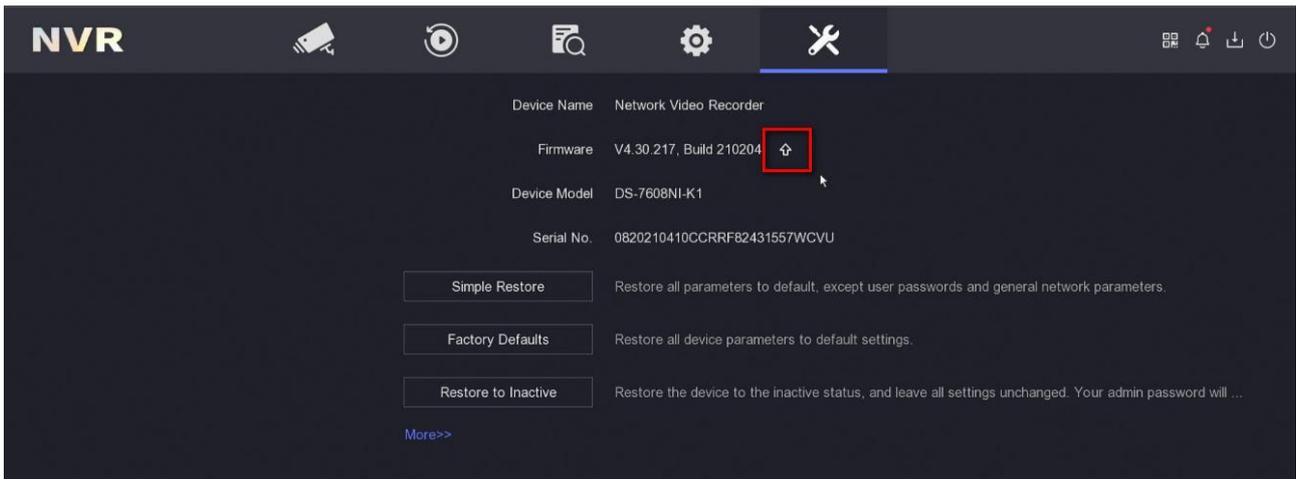
3.2 Online upgrade by Local GUI (Only for NVR)

Note: You need to enable Hik-Connect and install a HDD firstly when using Local GUI online upgrade.

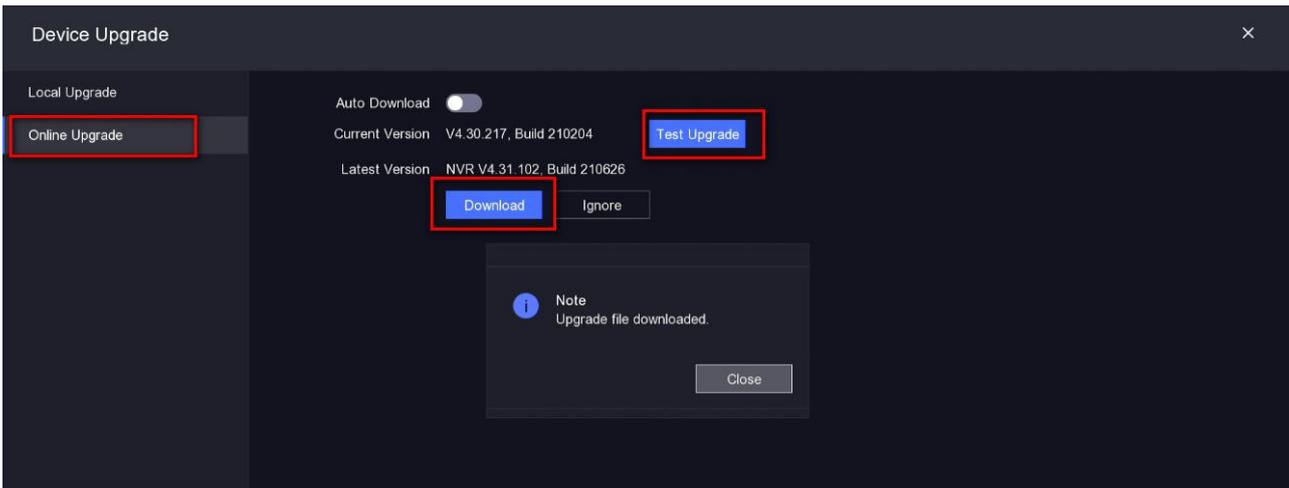
1. Enable platform in Network > Hik-Connect.



2. After device is online, you can click update button and enter the Online upgrade interface.



3. Click Test Upgrade to obtain latest version info, then download firmware file and upgrade your device.

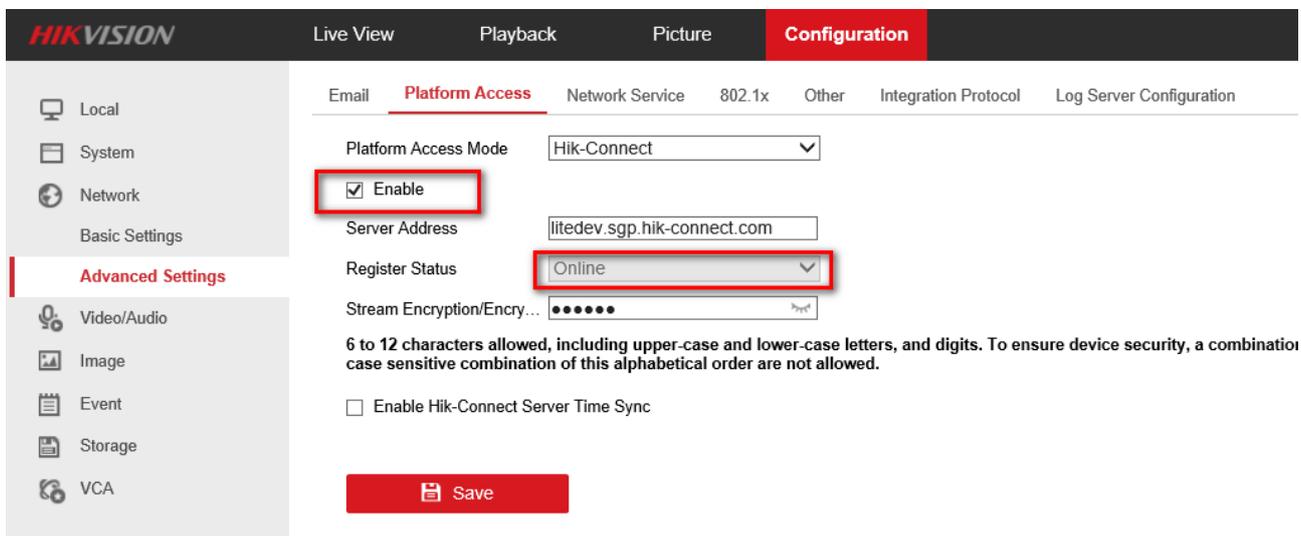


3.3 Online upgrade by Web page (If there is an "online upgrade" interface)

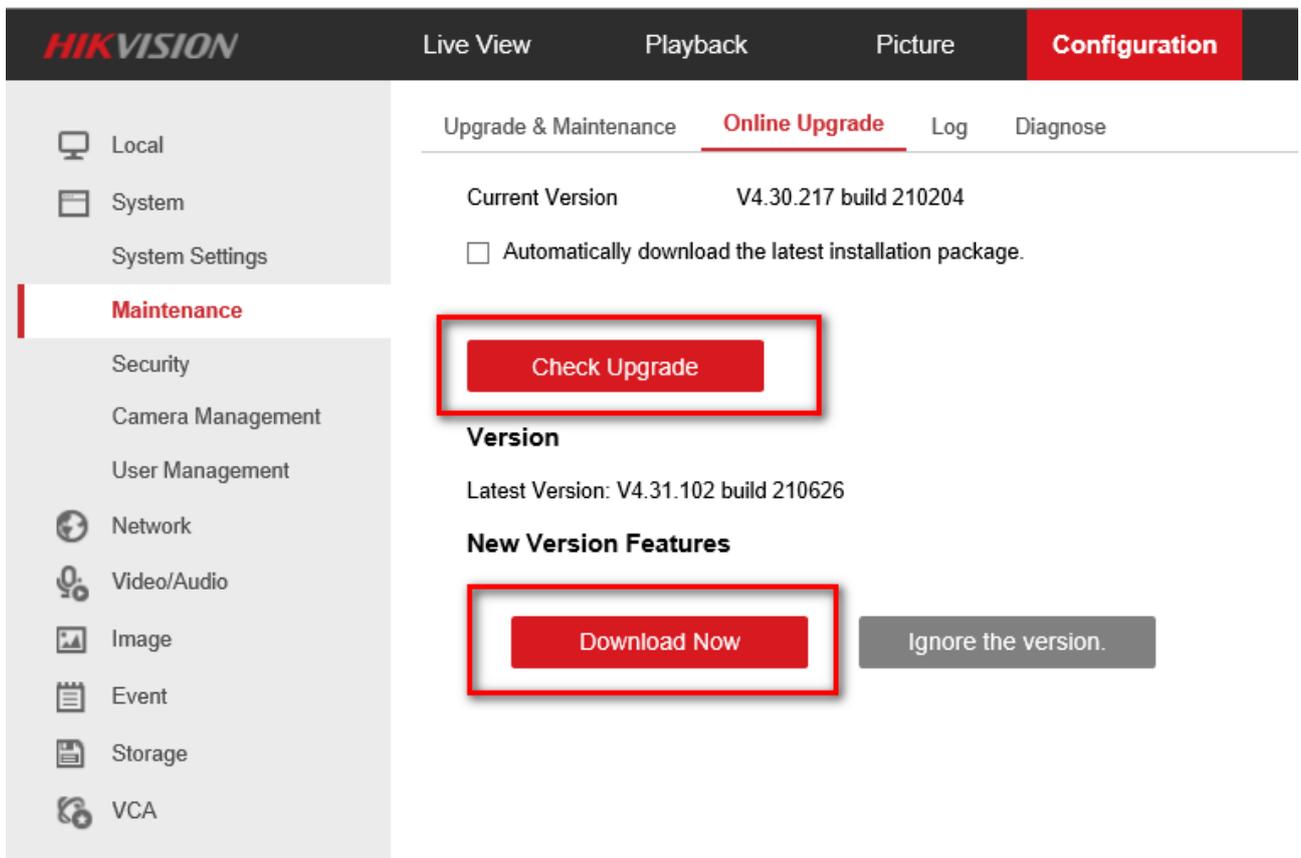
Note: You need to enable Hik-Connect and install a HDD (for NVR) or SD card (for IP camera) firstly when

using Web page online upgrade.

1. Firstly, enable the platform: Configuration > Network > Advanced Settings > Platform Access.



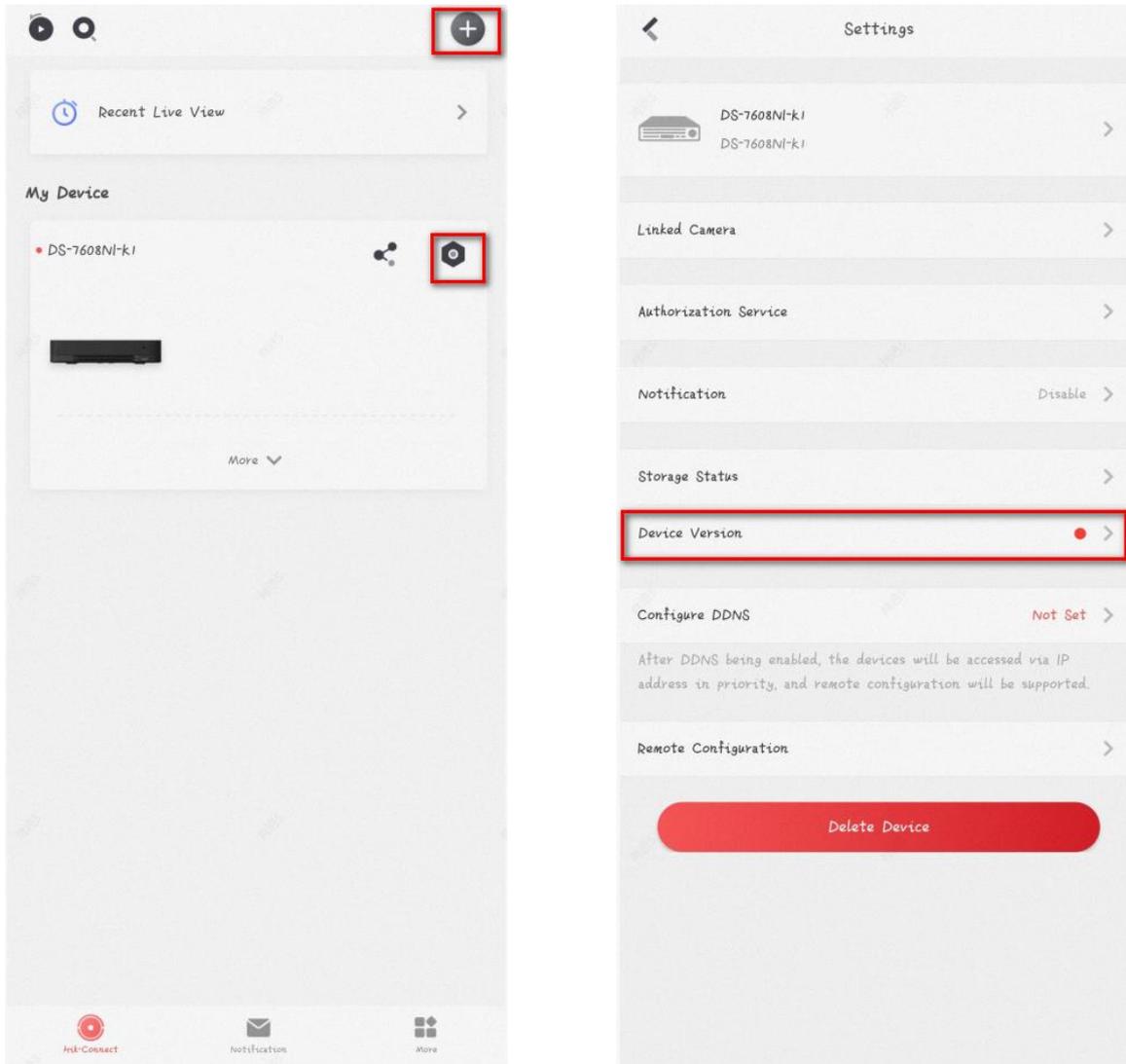
2. After device is online, go to Configuration > Maintenance > Online Upgrade, click Check Upgrade to obtain latest version info, then download firmware file and upgrade your device.



3.4 Online upgrade by Hik-Connect (If there is an "online upgrade" interface)

Note: You need to enable Hik-Connect and install a HDD (for NVR) or SD card (for IP camera) firstly when using Hik-Connect online upgrade.

1. Add device to Hik-Connect, and click device settings icon, then enter Device Version



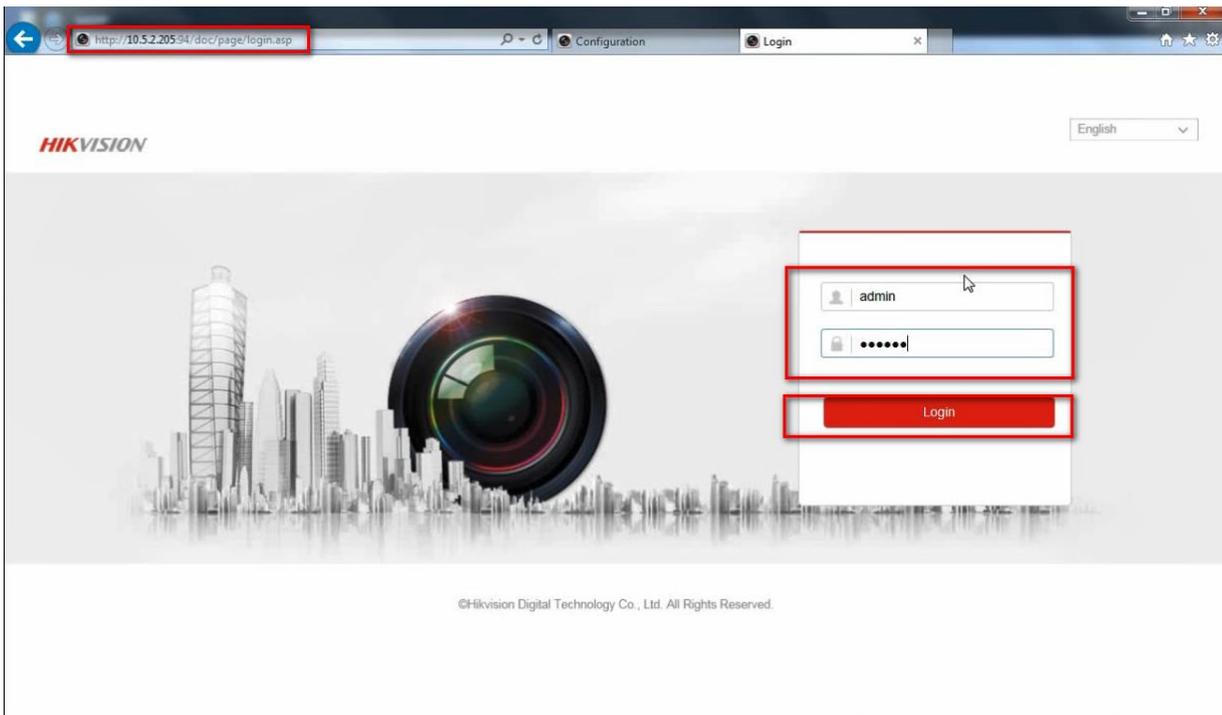
2. Check the firmware info and click Upgrade, the device will upgrade new version automatically.



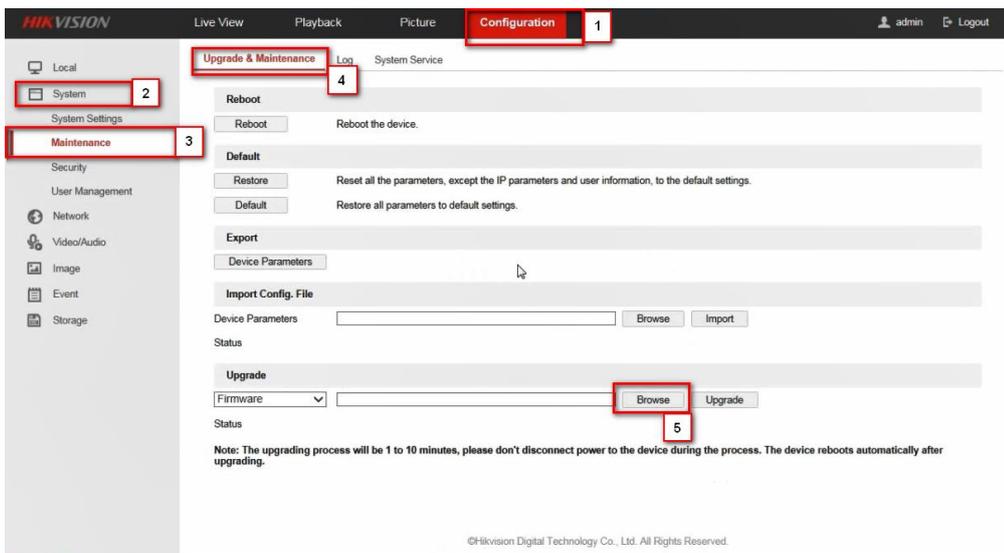
4. How to upgrade firmware manually

4.1 Upgrade by Web Browser

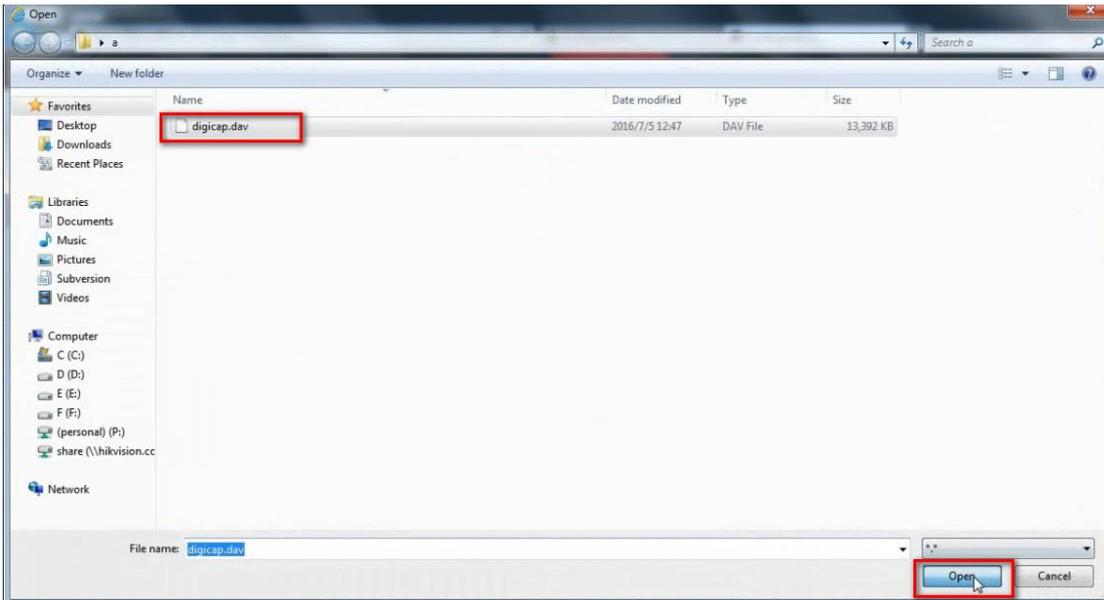
1. Enter the device IP address in the IE browser. Login by inputting username and password.



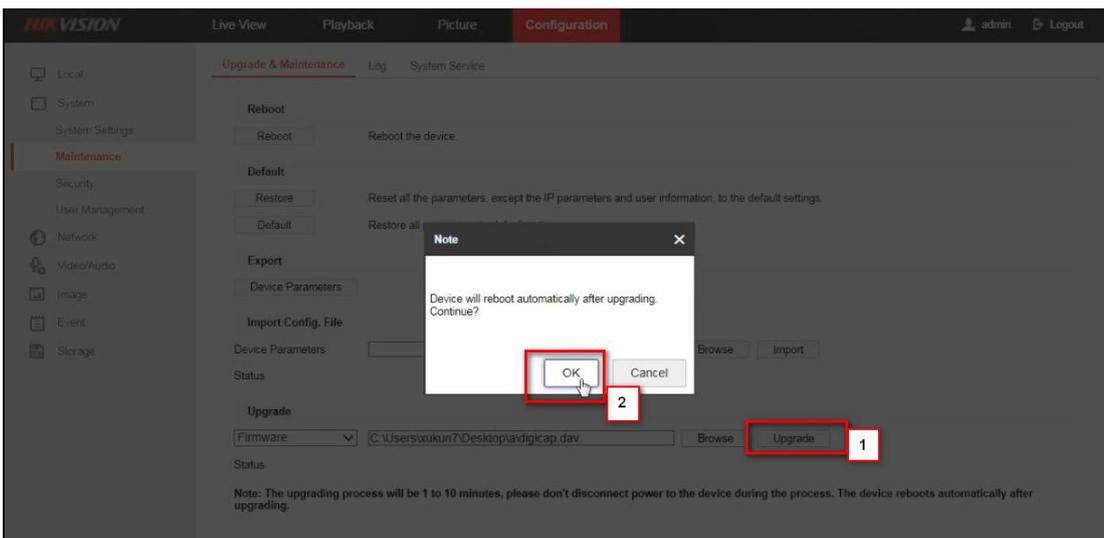
2. Go to Configuration ->System -> Maintenance ->Upgrade & Maintenance.



3. Choose the firmware which has been saved in advance.



4. Click “Upgrade” button, the upgrading process will be 1 to 10 minutes. The device reboots automatically after upgrading.



Notes

The device cannot power off during the upgrade.

4.2 Upgrade by iVMS-4200

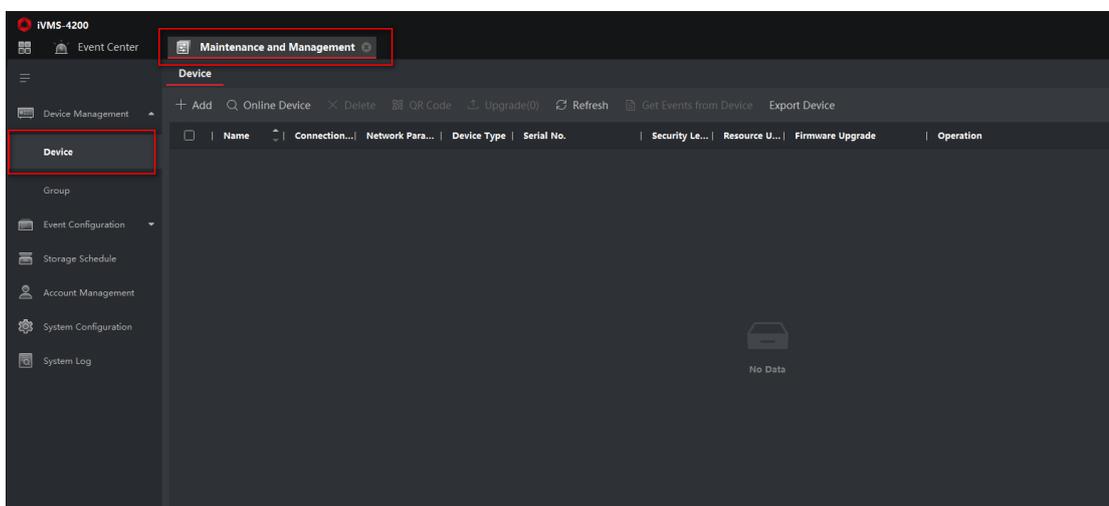
Preparations

Download iVMS-4200 from following link, and install it on your computer.

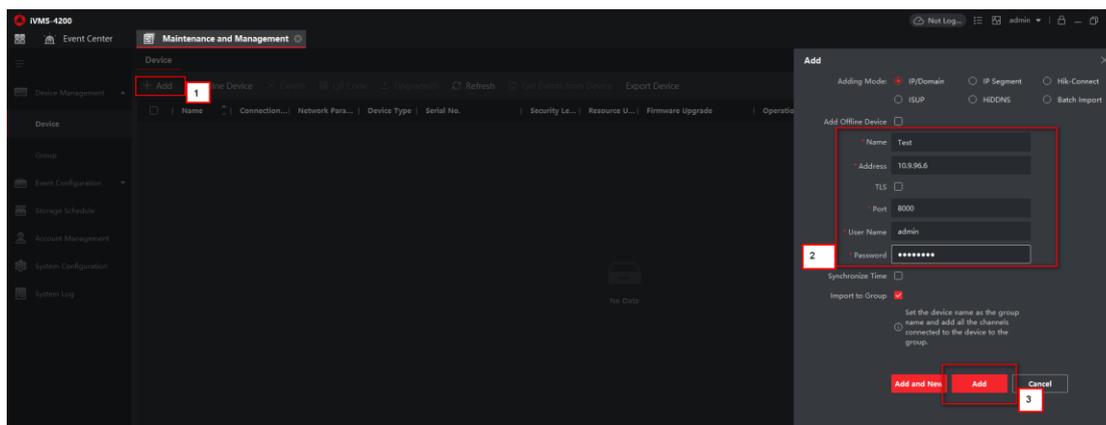
<https://www.hikvision.com/en/support/download/software/ivms4200-series/>

Steps:

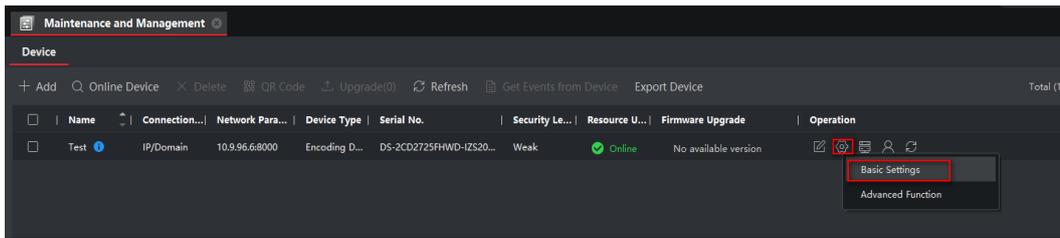
1. Open the iVMS-4200 software, and go to Maintenance and Management -> Device Management.



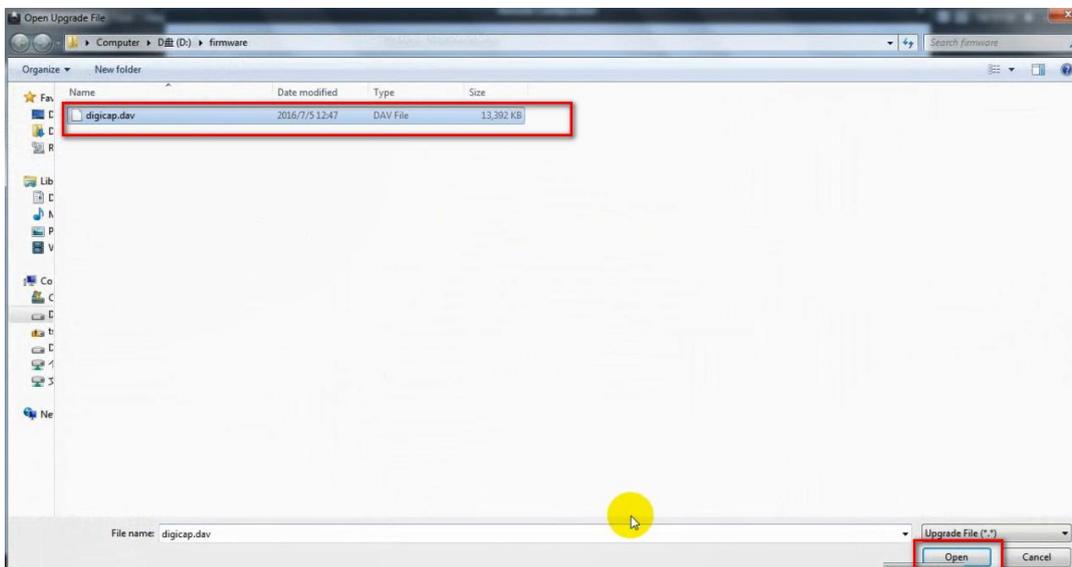
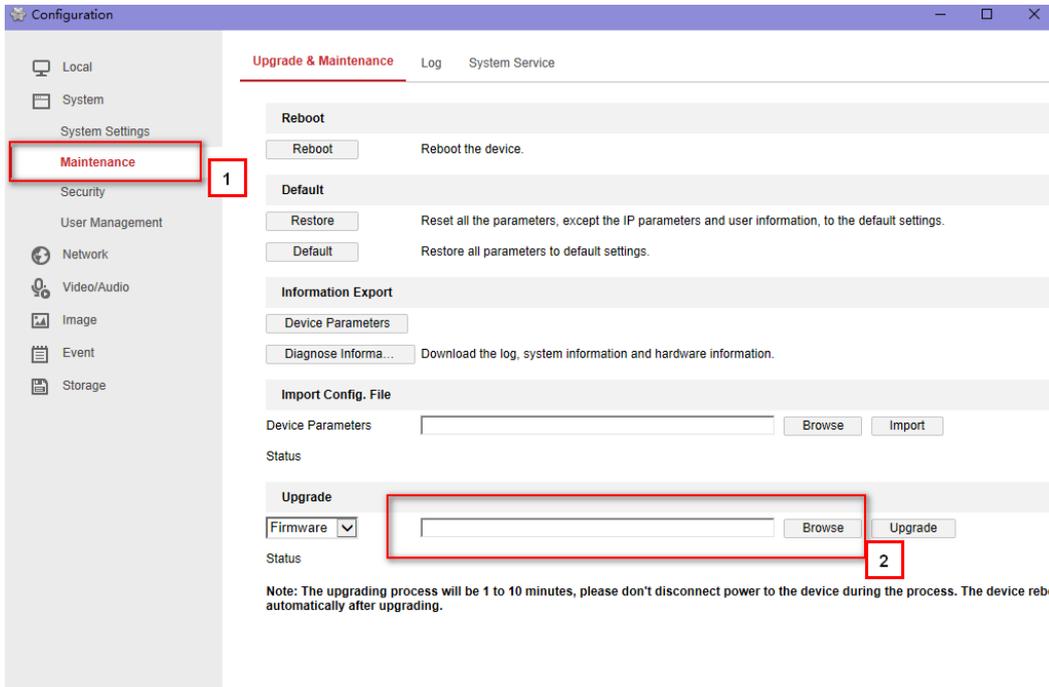
2. Find the device which need to be upgraded. Click “Add” icon, input device name, user name and password, click add to add device.



3. Choose the device added before, go to remote configuration-Basic Settings.



4. Go to System- Maintenance- Upgrade, click Browse, choose the firmware which has been saved in advance.



5. Click “Upgrade” button, the upgrading process will be 1 to 10 minutes. The device reboots automatically after upgrading.

Note:

The device cannot be cut off during the upgrade.

4.3 Upgrade by USB in local GUI 4.0 (Only for NVR)

Preparation

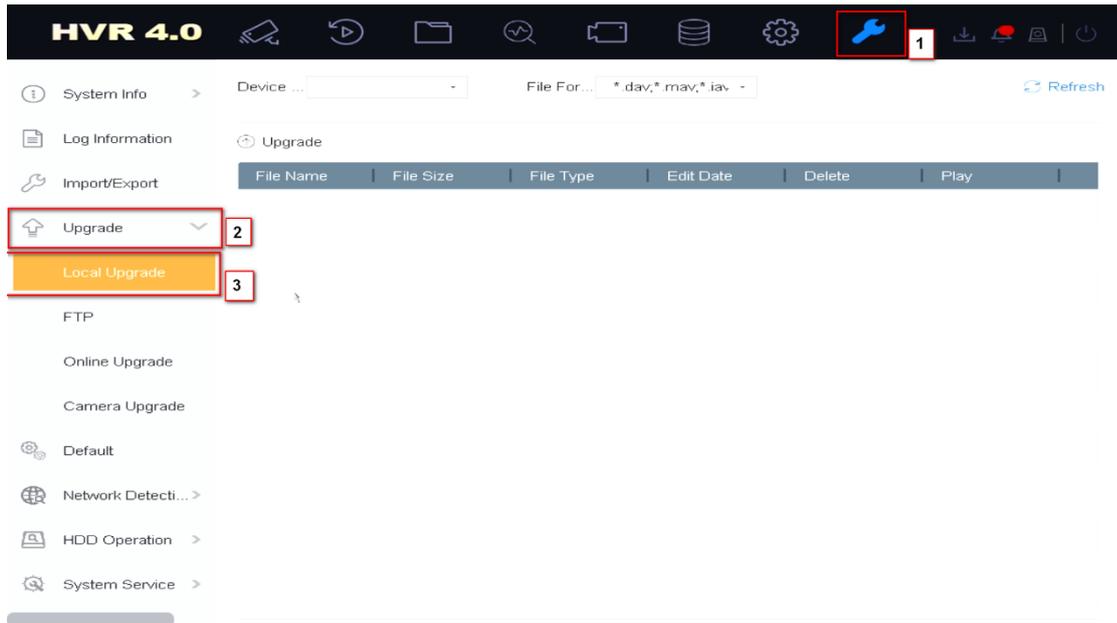
1. Arrange the NVR a monitor.
2. Plug the USB flash drive which contain firmware into NVR USB port.

Steps:

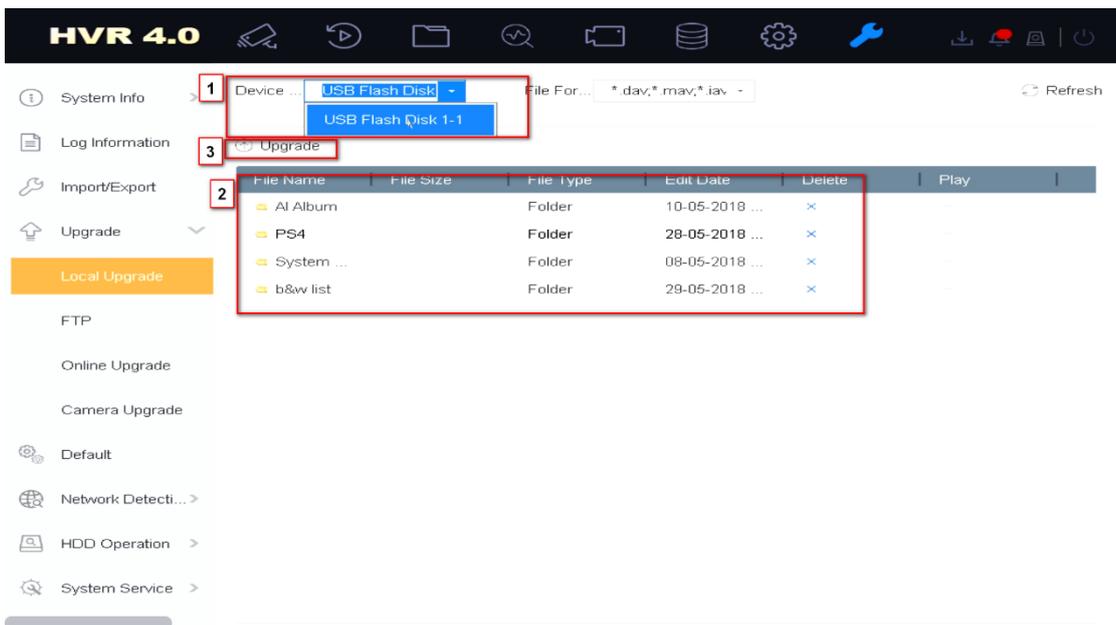
1. Login the device by inputting username and password.



2. Go to Maintenance -> Upgrade -> Local Upgrade.



3. Choose the USB flash drive, find the new firmware file stored in USB plugged to NVR USB port, click Upgrade to continue.



4. The NVR will reboot automatically when it is finished.

Note:

The device cannot power off during the upgrade.

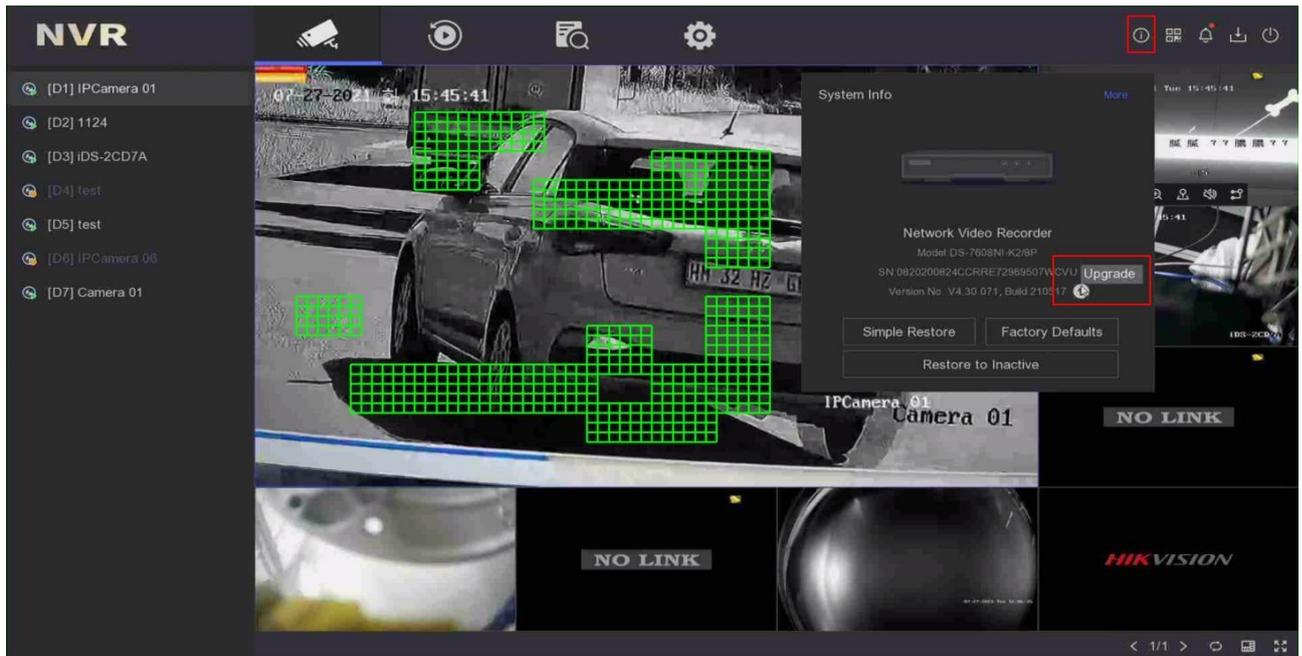
4.4 Upgrade by USB in local E-UI (Only for NVR)

Preparation

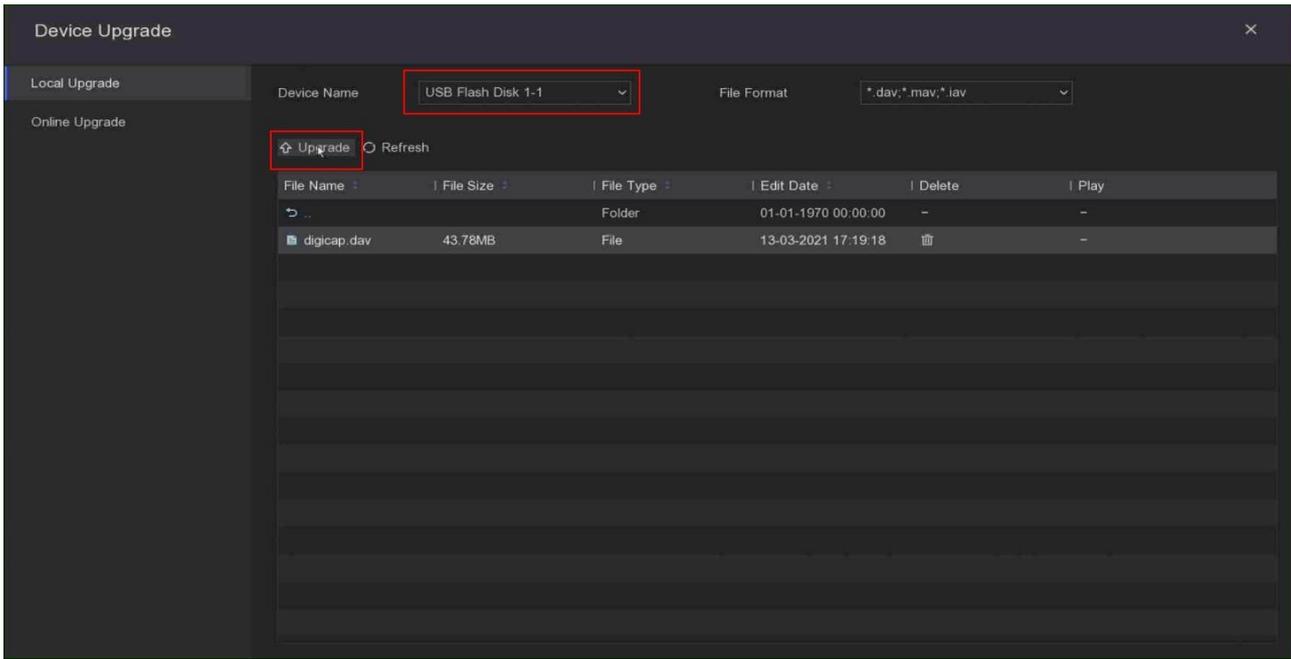
Store the upgrade firmware to a backup device, and connect it to your device.

Steps:

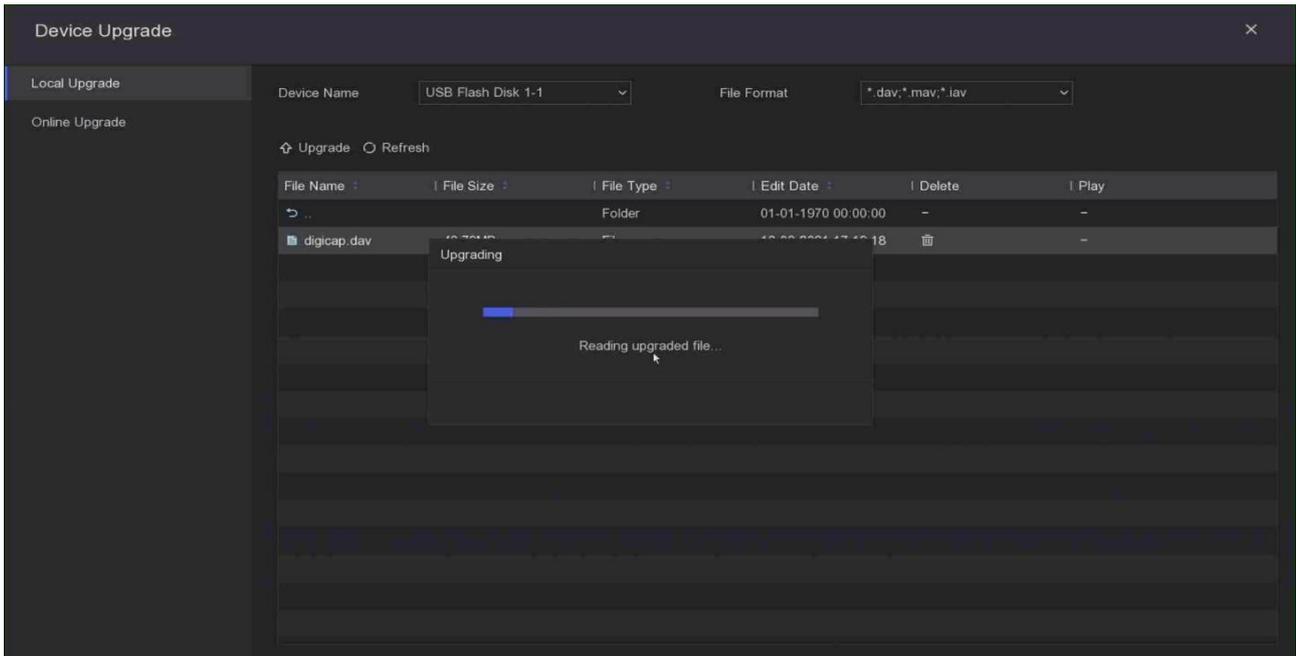
1. Click “Maintenance” at the upper-right corner, click “Upgrade”



2. Click “Local Upgrade”, select a backup device in Device Name, select the upgrade firmware. Click “Upgrade”.



3. Upgrading, Your device will reboot automatically when upgraded.



4.5 Upgrade by Batch Configuration Tool

Preparation

1. Download Batch Configuration tool from following link, and install it on your computer.
<https://www.hikvision.com/en/support/tools/hitools/TS20200826032/>
2. Network topology: Use the Ethernet cable to connect the devices and PC to one switch.

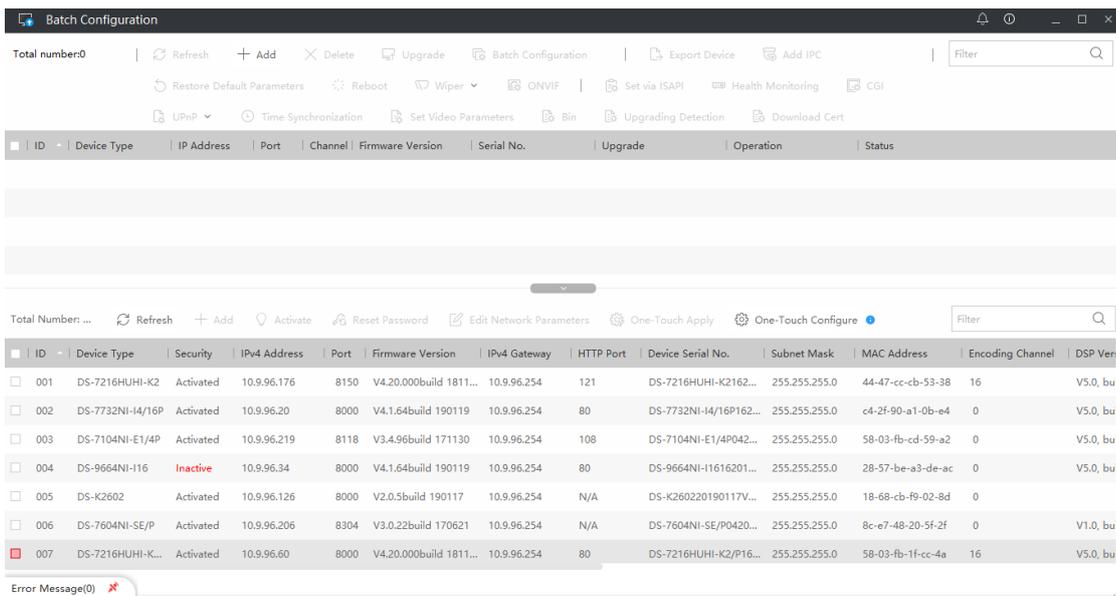
Note: The device you want to upgrade should use same firmware.

Steps:

1. Install the software **Batch Configuration Tool**

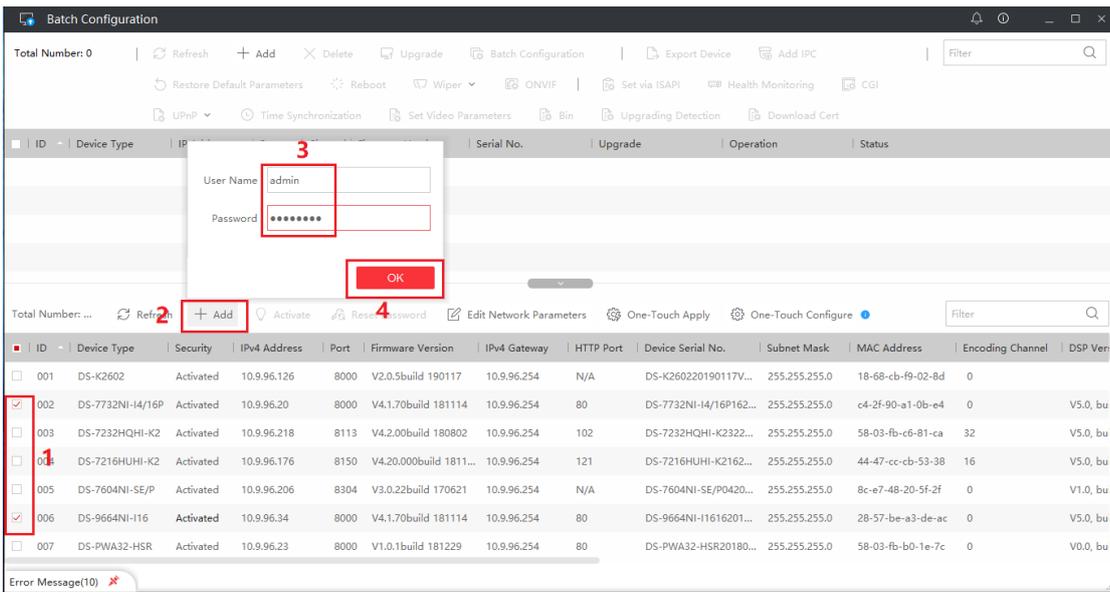
Name	Date modified	Type	Size
 Batch Configuration	2019/1/10 16:27	Application	

The interface should be like this.

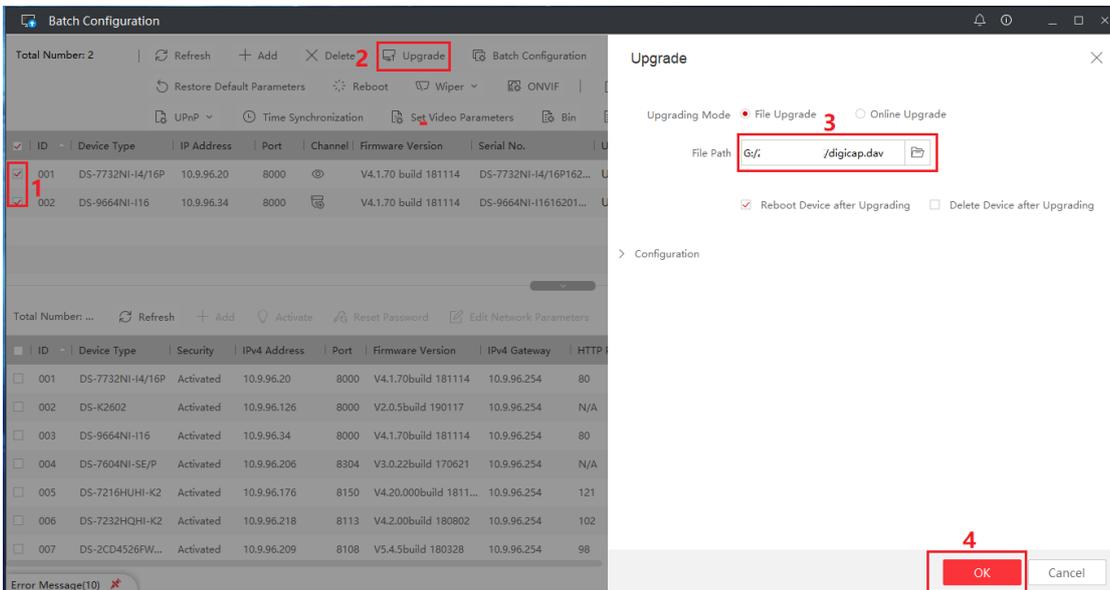


The screenshot shows the Batch Configuration Tool interface. At the top, there are various action buttons like Refresh, Add, Delete, Upgrade, Batch Configuration, Export Device, Add IPC, Restore Default Parameters, Reboot, Wiper, ONVIF, Set via ISAPI, Health Monitoring, CGI, UPnP, Time Synchronization, Set Video Parameters, Bin, Upgrading Detection, and Download Cert. Below the buttons is a table with columns: ID, Device Type, IP Address, Port, Channel, Firmware Version, Serial No., Upgrade, Operation, and Status. The table is currently empty. Below the table, there are more action buttons: Refresh, Add, Activate, Reset Password, Edit Network Parameters, One-Touch Apply, and One-Touch Configure. At the bottom, there is an 'Error Message(0)' indicator.

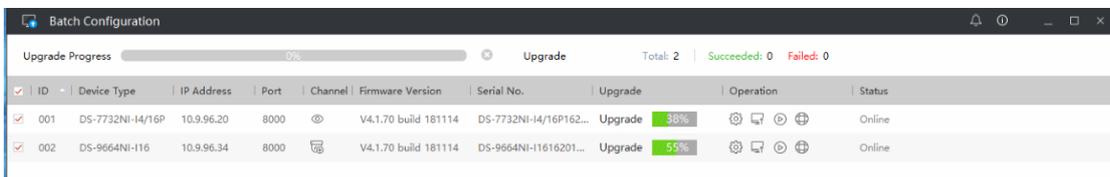
2. Click the 'Add' to add all devices you want to upgrade to the region that devices will be upgraded.



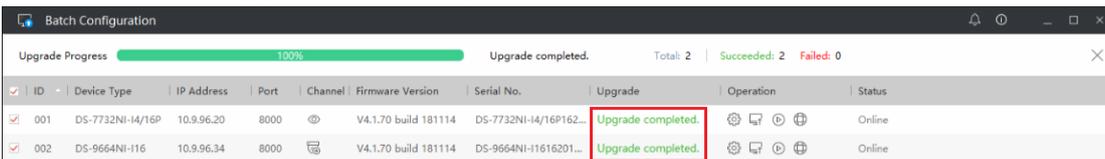
3. Choose all the devices and upgrade.



4. It will upgrade automatically.



5. The devices will be upgraded successfully.



5. [Appendix]

5.1 How to check device model type

You can find device model type on the package label or the device label.

Take below picture as an example, the model type in below picture is

DS-2CD2347G2-LSU/SL (C)



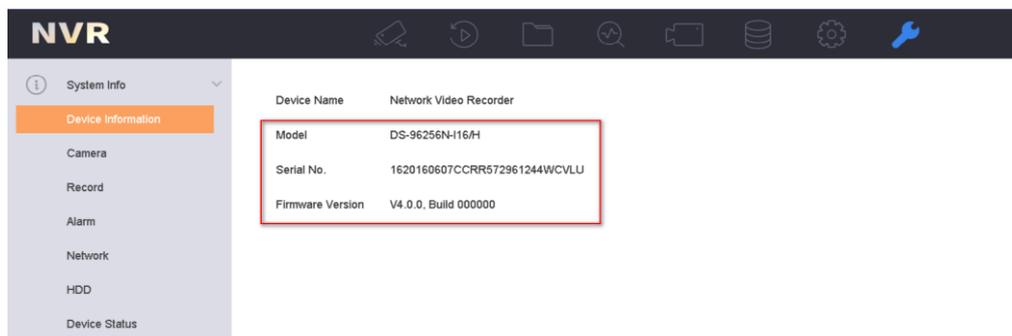
5.2 How to check device firmware version

You can find device model type and firmware version according to below methods.

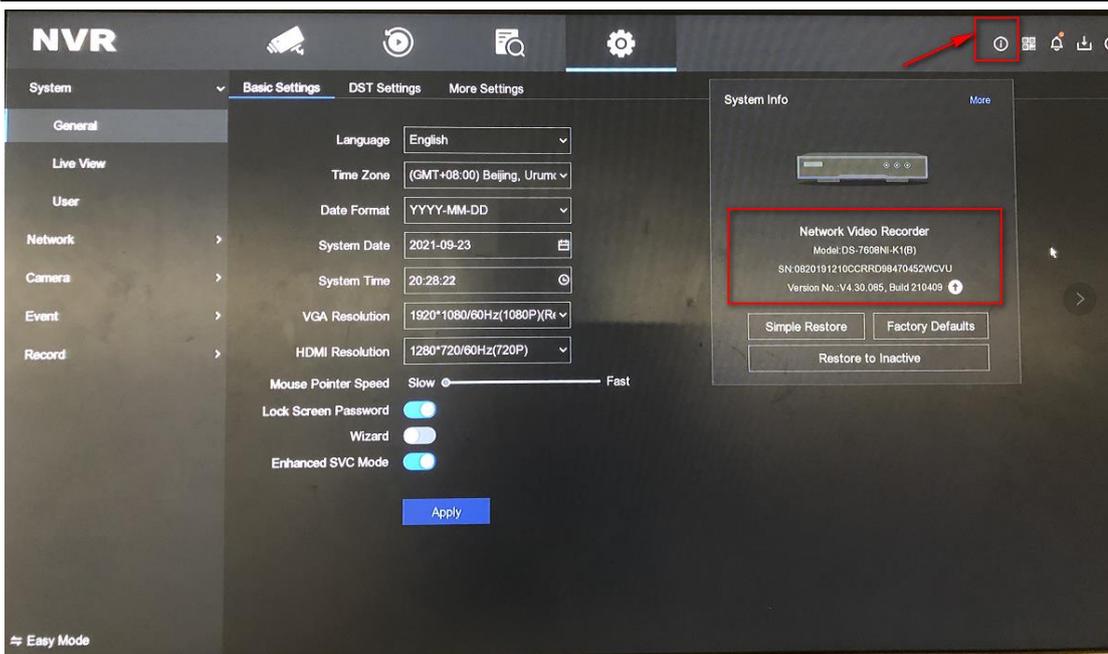
Method 1: Find model type and firmware version on device local menu.

From NVR Local GUI:

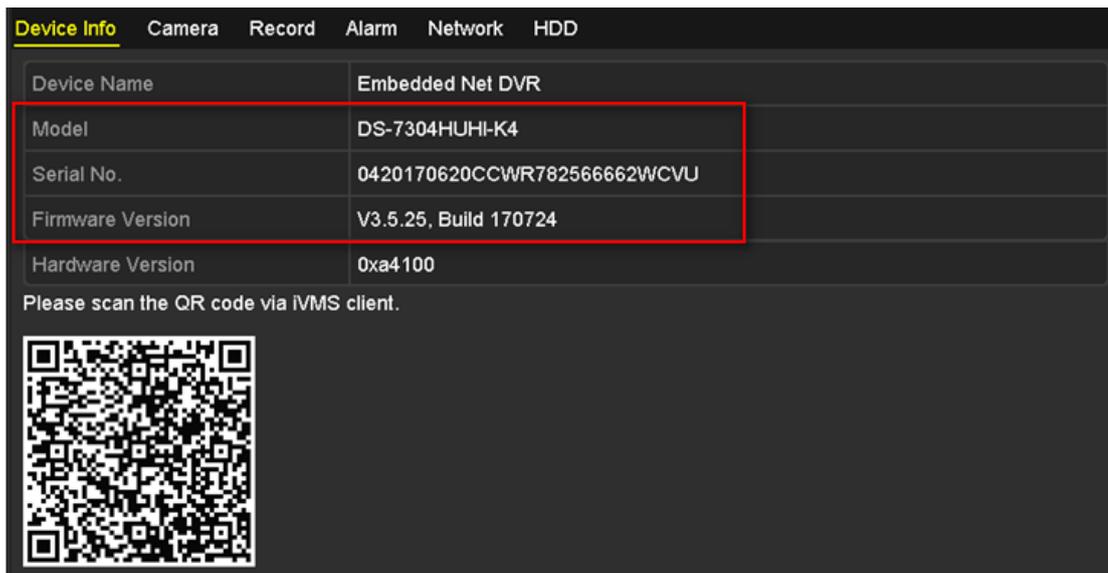
GUI 4.0: Please enter device local Maintenance- System Info- Device Information to check device model and firmware version.



E-UI: Click Maintenance icon in upper right corner to check device model and firmware version.



GUI 3.0: Please enter device local Menu- Maintenance- System Info- Device Info to check device model and firmware version.



From web page (NVR/ IPC /PTZ):

Please login device via web browser, enter Configuration- System- System Settings to check device model and firmware version.

HIKVISION® Live View Playback Picture **Configuration**

Local System **System Settings** Maintenance Security User Management Network Video/Audio Image Event Storage

Basic Information Time Settings DST RS-232 metadata Settings About

Device Name: IP CAMERA
 Device No.: 88
 Model: DS-2CD2043G0-I
 Serial No.: DS-2CD2043G0-I20180630AAWRC31467690
 Firmware Version: V5.6.5 build 200316
 Encoding Version: V7.3 build 190910
 Web Version: V4.0.1 build 200316
 Plugin Version: V3.0.7.16
 Number of Channels: 1
 Number of HDDs: 0
 Number of Alarm Input: 0
 Number of Alarm Output: 0
 Firmware Version Property: B-R-G1-0

Method 3: Find device model type and firmware version with SADP tool.

1. Follow the link to download the latest version of SADP tool on your computer.
<https://www.hikvision.com/en/support/tools/hitools/TS20200826033/>
2. Use SADP software to automatically search active online devices in the same subnet with the PC running the software, and then select the required device to view its device type and software version.

Total number of online devices: **65** Unbind Export Refresh

ID	Device Type	Status	IPv4 Address	Port	Enhanced SDK Service Port	Software Version	IPv4
027	DS-7216HQHI-K2/P	Active	10.9.96.87	8000	N/A	V3.5.511build 181225	10.9.96.87
028	NVR-208MH-C/8P	Active	10.9.96.90	8000	N/A	V4.30.085build 210409	10.9.96.90
029	iDS-2CD71C5G0-IZS	Active	10.9.96.144	8000	8443	V5.5.122build 200922	10.9.96.144
030	DS-K1T331W	Inactive	192.0.0.64	8000	N/A	V3.2.30build 210609	192.0.0.64



See Far, Go Further