

EOSError Patch (5.0.8.x, Public Access)



This document describes the process of remotely applying a DVR Server software patch to resolve or prevent the EOSError identified on December 27, 2009. The steps in this document apply to the following DVR Server software versions only:

5.0.8.2,0818	5.0.8.2,0828
5.0.8.2,0825	5.0.8.2,1229

Downloading and Applying the Patch Directly from the DVR

Complete the following steps to download the patch from the DVR.

- Close the server software.
Note: If you are unable to close the server software, reboot the device. As soon as the device comes back up, attempt to close the server software again. If you are still unable to close the server software, contact Westec Customer Support at 866-227-8180.
- Launch Internet Explorer and browse to the following URL:
http://www.westec.net/support_downloads.php
- Right-click the “Download” link in the “Priority Update” section of the page, and save the file (SPAT01202010_5.0.8.2.exe) to the Desktop.
- Double-click the file. The patch is applied without further interaction.
- Reboot the DVR if it does not reboot automatically.

Downloading from Another Computer

Complete the following steps to download the patch from a personal computer and copy the file to the DVR.

- Launch Internet Explorer and browse to the following URL:
http://www.westec.net/support_downloads.php
- Right-click the “Download” link in the “Priority Update” section of the page, and save the file (SPAT01202010_5.0.8.2.exe) to removable media (such as a CD or a USB Flash Drive).
- Attach the removable media to the DVR.
- Close the server software.
Note: If you are unable to close the server software, reboot the device. As soon as the device comes back up, attempt to close the server software again. If you are still unable to close the server software, contact Westec Customer Support at 866-227-8180.
- Copy the patch to the Desktop of the DVR.
- Double-click the file. The patch is applied without further interaction.
- Reboot the DVR if it does not reboot automatically.

Verifying the Patch

Complete the following steps after applying the patch.

- After the device reboots, verify live camera display based on the following:
If the patch was applied to RESOLVE the EOSError... Live camera images may initially be frozen as the Server software deletes the oldest recorded video data in order to create the space on the hard disk(s) that is necessary to resume recording. **This process may take up to 2 or 3 minutes, after which motion will again display on live cameras.**
If the patch was applied to PREVENT the EOSError... The device should display live cameras immediately.
- Click the **Login** button to log in to the Server, and verify on the login window that the Server build has been updated to the following: Version 5.0 (Build 5.0.8.2, 0120).
- Verify that the device is recording video.