WIREPATH
SURVEILLANCE

Wirepath DVR iOS App

How to migrate past its end of life as painlessly as possible

The Problem

As of the release of iOS 11, coming in September 2017, Apple is requiring all apps to support 64-bit architecture.

The WPS-DVR and WPS-DVR-HD apps are **not** 64-bit apps; they were built around a 32-bit architecture. This means that customers using iOS 11 on their iPhone or iPad will be unable to use the Wirepath DVR apps.

The Solution

SnapAV is releasing TapCMS, a third-party 64-bit app that provides the same capabilities as our Wirepath apps. Note that this is **a different app, not an update** to the existing Wirepath apps.

If you have customers that still use the WPS-DVR and WPS-DVR-HD apps, we recommend you start collecting key information on your systems so that you can make a smooth transition prior to the launch of iOS 11.

How to Gather Your Data

To create a seamless change for your customers, collect the following information:
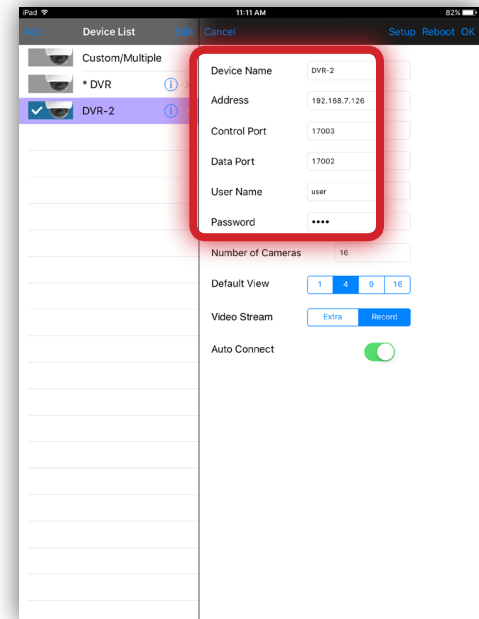
- The IP addresses and DDNS servers used
- Device names
- Credentials (username and password)
- Control port and data port numbers

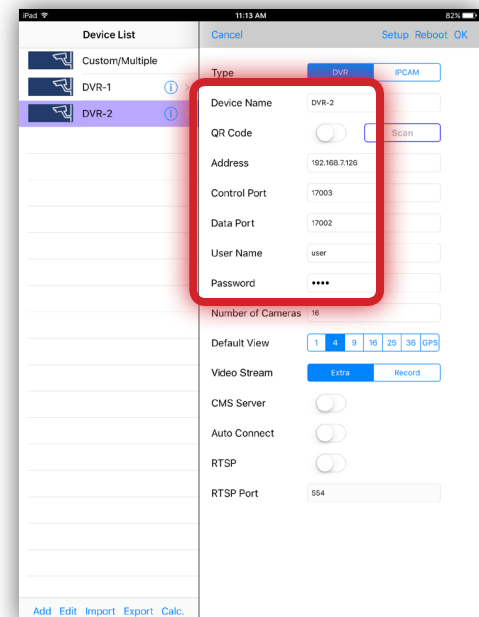Transfer these data into the TapCMS app in the locations shown to the right.

Again, we sincerely apologize for any inconvenience this switch may cause, and have done our best to address the situation.

What About the Wirepath IP App?

The change in iOS 11 does not affect the Wirepath IP app.

This screenshot from the Wirepath app shows the location of the primary data you need to collect.

This screenshot from the TapCMS app shows where you input the collected data.