

WPS-NVR Firmware Release Notes

Contacting Technical Support

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Wirepath NVR Firmware version 1.0.20.1951 Preliminary Release Notes

NOTE: This firmware is released for BETA only.

It is intended only for users who specifically need to access their Wirepath NVR via Mac OSX / Safari.

Users who do not need this functionality should NOT install this firmware.

Dealer/Installer Notes:

We **highly recommend** that you:

- install this firmware using a thumb drive and the NVR local interface.
- do not use Internet Explorer to access the NVR after the upgrade is complete; only access it via iOS / Safari or through the local interface.

Caution: This beta firmware contains beta updates to the Windows / Internet Explorer (IE) plugin and the new Safari plugin that are not compatible with previously released Wirepath NVR firmware. If you use Windows/IE to access or configure a Wirepath NVR with this beta firmware, it will install a plugin version that will not fully work when accessing other Wirepath NVRs that use other firmware versions.

If you absolutely must access your NVR using Windows/IE, after you are done you must purge the Wirepath NVR plugin from IE before accessing Wirepath NVRs with older firmware. You can do so by using this procedure.

- Open IE, but do not access any Wirepath NVR
- Go to **Settings > Manage Add-Ons**
- On the left, select the drop-down list and select **All Add-ons**
- In the Add-ons list, scroll down to Wirepath Home Systems, LLC
- Double click on WATCH_16R Control
 - Click on **Remove**, then **Close**
- Repeat the above step for:
 - KConfigX Control
 - WebWatch2 Control
- Close the Manage Add-ons window, then close Internet Explorer
- In Windows, navigate to C:\Windows\Downloaded Program Files. **Note:** This may require enabling "Show hidden files, folders and drives" in **Folder Options > View**
 - Delete all files named KConfig.xxx
 - Delete all files named WATCH_16R.xxx
 - Delete all files named WEBWATCH2.xxx

The next time you access a Wirepath NVR with officially released firmware, you will be prompted to install the required plugins.

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New Features:

- Mac/Safari plugin allows browser access to NVR on Mac OSX 10 or higher devices.
- NVR Settings / HDD / HDD Settings has an updated Network Connectivity Status window to display real-time and average network activity.

Known Issues with Mac/Safari:

- Mac OSX Screen Resolution: Safari Plugin seems to look best at Default Scaling.
- Safari Zoom settings: Using "Control_+/-" to Zoom browser window provides better results on most systems. Pinch-to-Zoom may not re-scale live view video properly until window is refreshed.
- On some older MacBook laptops, the Safari plugin may consume excessive CPU resources.
- Live View Zoom: Operation may occasionally "hiccup" or temporarily freeze on some systems.
- Live View Zoom: Some users have reported that un-Zoom ("Zoom -" button after a channel has Zoom enabled) may also revert Zoom settings on channels other than the currently selected channel.
- Some users have reported that Snapshots are saved with minor color shifts from the original scene. This corrects itself after closing and restarting the browser.
- During some screen changes (e.g., from Live View to Config), displayed content may "shift" from the center of the browser window. This corrects itself when the contents are fully updated.
- The NVR does not have a "Player" app for Mac.
 - Video AVI files must be exported or downloaded, then played individually.

Known Issues with NVR Features:

- DDNS does not delete previous DDNS Hostname from the server when DDNS is disabled.
- NVR Settings / HDD / HDD Device List may sometimes report incorrect "Free" and "Status" information. This only seems to affect the HDD Device list, but not actual HDD operation.

Beta Feedback:

Please forward any feedback and issues to Alex.Patrao@SnapAV.com.

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