

## Contacting Technical Support

Phone: (866) 838-5052  
Email: Techsupport@snapav.com

---

## Software Release Details Version 1.0.17.1759

**Release Date:** 1/23/2015  
**Software Version:** 1.0.17.1759  
**Applies to Products:** WPS-100-NVR-4IP  
WPS-300-NVR-9IP  
WPS-300-NVR-16IP

- IMPORTANT!**
- It is recommended that this software release be installed in NVRs to all NVRs in the field.
  - Installation instructions are bundled with the software update and release notes in the download file, or can be found in the NVR Manual, available at the product's support page at [www.SnapAV.com](http://www.SnapAV.com).

### New Features:

- **ONVIF**  
Added support for compliant ONVIF 2.2 cameras – Many ONVIF compliant cameras can now be recorded by the NVR.
- **Digital zoom**  
Digital zoom now saved & synced across local and web interfaces – Setting a camera to be digitally zoomed in on either the local or web UI will set that camera to continue to show that level of view across both local and Web UIs in Live view. The NVR will continue to record the full unzoomed video from the camera.
- **Mobile App Support**  
Added support for new features in Mobile App 2.8.5 – New features include high definition stream to mobile app, and full search & playback.
- **Fast-Forward/Rewind**  
The local UI now supports up to x256 fast-forward and rewind.

**Issues Resolved:**

- IE11 is now supported.
- Significant Improvements in Search & Playback user interface.
- Resolved issues related to multiple concurrent remote users.
- Resolved issues with incorrect video retrieval after sorting event list.
- Resolved several issues preventing the correct video from being copied or downloaded.
- Improved audio performance and stability.
- Fixed issues with some settings for WPS-300-ENC-4IP 4-Channel encoder.
- Fixed inconsistencies in NVR setup.
- Fixed full screen mode not working on a second monitor.
- Improvements to DDNS behavior.
- Resolved issues related to UPnP port forwarding.

**Known Issues:**

- Rewind only supports x8 in the web user interface.
- Sometimes the local screen switches to 4CH view in sequence when an *IP Cam Alarm In* or *NVR External Alarm In* is detected.
- Pressing *STOP* on remote may cause repeated operation.
- In Camera Quick Search on local the UI, clicking the name field will appear to rename the camera to "IP Camera", but does not actually change the name.

---

## Software Release Details Version 1.0.12.1041

**Release Date:** 10/10/2013  
**Software Version:** 1.0.12.1041  
**Applies to Products:** WPS-100-NVR-4IP  
WPS-300-NVR-9IP  
WPS-300-NVR-16IP

- IMPORTANT!**
- It is recommended that this software release be installed in NVRs to all NVRs in the field.
  - Installation instructions are bundled with the software update and release notes in the download file, or can be found in the NVR Manual, available at the product's support page at [www.SnapAV.com](http://www.SnapAV.com).

### Issues That Have Been Resolved:

- **Motion Event Recording**  
Instances of recording being stopped when motion events occur have been resolved.
- **HDD Write Failures**  
HDD diagnostics have been revised to eliminate false "HDD Write Failure" messages in the event log.
- **Internet Explorer Access**  
Overall performance of the IE plugins has been increased. Motion Area and Privacy Mask setup in the browser has been enhanced.
- **Persistent Video Loss from some IP Cameras**  
Rare issues with frequent and persistent video loss from some IP cameras have been resolved.
- **Configuration Backup File Downloads**  
Previously, the NVR saved configuration backup files from the browser and locally to the USB drive in two different formats, which were incompatible. This prevented a backup from the browser from being restored via USB flash drive and vice versa. Both methods now save in the same format and can be restored from either GUI.
- **Remote HDD Format Password Protection**  
HDD Format Password Check previously only worked in the local GUI. This feature now works for remote browser access as well.
- **Server Setup Test Button**  
Server Setup now has a "Test" button for both Email and FTP servers.
- **File Naming for FTP Files**  
FTP transfers may now be saved with file paths containing spaces (for example, "ALARM NVR").
- **Alarm Auto Window Views**  
NVR Local GUI Alarm Auto Switch to Split or Full Screen now correctly returns to the previous view after the event.

- **VGA Contrast Setting**  
Contrast setting for the VGA output can no longer be edited so low that the screen “blacks out” preventing further viewing.
- **Event Log Entries**  
All Event Log entries are now in sequential order.
- **Email Service**  
Email services are now more robust.
- **DDNS**  
Improved status messages for DDNS.
- **Time Settings**  
Time and Daylight Savings Time settings are improved.
- **Two-Way Audio**  
Two-way audio performance via the NVR local GUI has been improved.
- **Search**  
Camera Quick Search and Quick Setup have been improved.
- **Hand-Held Remote**  
Overall navigation of the NVR Local GUI with the handheld remote has been improved.
- **Event Logging**  
NVR event logging is now more comprehensive.

#### **New Features:**

- **Motion Recording Options**  
Record Settings now allow Alarm/Motion to record only the Alarm Channel (new behavior) OR All Channels (original behavior). This significantly increases effective HDD capacity when using motion recording.
- **HDD Diagnostics and Settings**
  - a. HDD Temperature is now displayed under Storage Information and monitored as an Alarm event.
  - b. Active (write) HDD is now displayed under Storage Information.
  - c. HDD can be formatted from the browser interface.
- **NVR Rebooting**  
Under NVR Settings, NVR can now be rebooted from the browser interface.
- **Warning Messages**  
New user warnings have been added for some actions (for example, attempting to save a snapshot from a Channel with no active connection to an IP Camera or Encoder).
- **Search Function**  
Search now finds events on all installed HDD.

**Known Issues in This Release:**

- NVR (Server) Names over 30 characters in length and/or containing non-alphanumeric characters may cause a false error message over 255 characters. If this occurs, use alphanumeric characters and/or reduce the number of characters in the Server Name.
- Testing Server Settings/Email Settings may provide a false "Test OK!" message (so far only noted on startlogic.com email servers).
- When reconfiguring DDNS settings, status messages may occasionally be out-of-sync with actual status. Usually, switching to another page in the NVR CONFIG menu and then back will resolve the issue.
- NVR Audio recording currently only works when the IP Cameras are configured to 64Kbps.
- Motion Setup for IP PTZ cameras displays three Motion Areas, but IP PTZ Cameras currently support only one motion area. Motion Areas 2 & 3 are not used by the WPS-500-PTZ-IP-WH.
- NVR does not currently display or record video from some third party cameras in RTSP mode.
- System Information / Date Mode does not change date format displayed in the browser GUI.
- In rare cases the NVR may indicate that events have been recorded on the wrong HDD. This does not actually affect recording or playback of recorded video.
- Editing Privacy Masks and Motion Areas the first time works well. In some cases, immediately editing them second time will not work. If this occurs, disable the Area, save, and edit again.
- Time Zones for GMT -11:00, -12:00 and -13:00 are not applied properly. All other Time Zones are unaffected.
- In some cases, the IP Installer utility may not set a Static IP Gateway properly, and/or the NVR may not retain a Static IP gateway.
- When browser Search window (via the Play button) search results are sorted by clicking on a column header (such as Start Time), the displayed and sorted results will not play back the correct video when selected. For now this can only be avoided by not sorting the search results.
- The NVR software may freeze if channels are enabled but not connected to an IP Camera or Encoder. This can be avoided by disabling any NVR channels that are not assigned to an active video source.
- While the local GUI PTZ window allows configuring IP PTZ Camera presets, saving a preset from the NVR will overwrite a preset saved from the PTZ Camera GUI, but without preset Titles/Names. For example, when overwriting an existing PTZ preset "1: Front Door", it will be renamed to "1:".
- Audio playback of archived/saved video via the IPHA0Viewer software may sometimes be delayed by 1-3 seconds from the recorded video.
- The NVR browser GUI full screen mode may not work properly on secondary computer monitors with a 16x10 aspect ratio.
- Some browser GUI text items might appear to be "cut off" on the bottom of the screen when Windows "Make text or other items larger or smaller" feature is set to 125%. The GUI does remain usable.