

HDVA USB Recovery

Use these steps to complete a USB recovery on an 8, 16 or 24 port HDVA NVR. That applies to both AS1 and AS2 (or Generation 1 and Generation 2).

Part 1: Prepare a Bootable USB

Step 1: Check BIOS Version

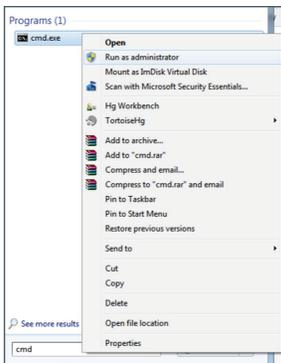
Verify that you are running BIOS version 22 or greater. If not, consult Avigilon Tech Support. To check the BIOS version, power up the HDVA and press F2. On the first tab, use the arrow key to go down to System Information and press Enter. The BIOS version appears like: AS2PT023 X64

Step 2: Plug in USB

From a computer running Windows, plug in a USB stick that has least 16 GB of available storage.

Step 3: CMD as an Administrator

From the Windows Start Menu, search “CMD.” Right-click on the program and select “Run as Administrator.”

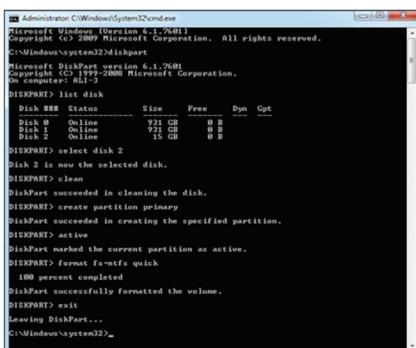


Step 4: Type “DISKPART” and Hit Enter

From the diskpart prompt, type “list disk” and hit enter.

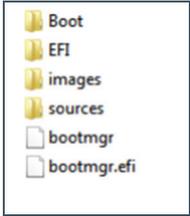
1. Select disk x (x represents your USB drive)*
2. Clean > Enter
3. Create partition primary > Enter
4. Active > Enter
5. Format fs=ntfs > Enter
6. Exit > Enter

Be very careful to select the correct drive otherwise all data will be wiped with no additional warnings.



Step 5: Unzip the Package

Unzip the package provided by Avigilon Support into the root of the USB drive. Once complete, your USB drive should look like the screenshot below.



Step 6: Recovery Image

Ensure the recovery image (.wim file) can be found in the images folder on the USB. The name of the image does not matter, but should reflect the content of the image. Proceed to Part 2.

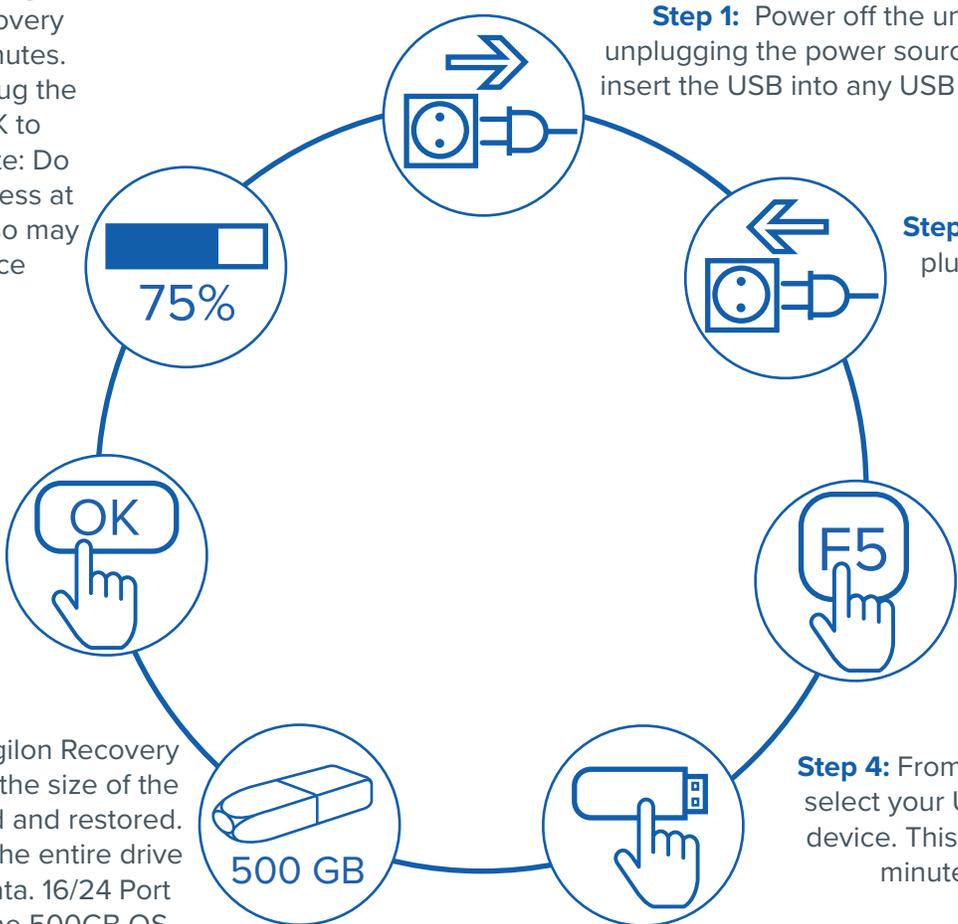
Ensure to collect a nabr report at this point in the process. This is important as not having the original server.dat (which is collected in a nabr) risks losing data (for 16 and 24 port models).

Part 2: Use the USB Recovery

Step 7: A progress bar shows the percentage complete. The recovery takes about 20 minutes. Once finished, unplug the USB and click OK to restart the unit. Note: Do not cancel the process at this point as doing so may render the device unusable.

Step 6: Confirm the recovery. Click OK and the drive will be wiped and the unit is unusable until the recovery completes.

Step 5: The “Avigilon Recovery Console” shows the size of the drive to be wiped and restored. 8 Port Devices: The entire drive and all image data. 16/24 Port Devices: Only the 500GB OS (RAID disk remains intact).



Step 1: Power off the unit by unplugging the power source. Then, insert the USB into any USB 2.0 port.

Step 2: Power on the unit by plugging in the power source.

Step 3: On the Boot screen, press F5. You should see “Please Wait.”

Step 4: From the Boot Menu, select your USB as the boot device. This may take a few minutes to load.