

## Rebooting DVR during Recording

### AFFECTED:

**SD4HD, SD4HW, SD4HC**

**As well as their Reseller Designation versions**

### Please note:

Unlike some other solutions providers who hide their flaws and hardware/software issues, we prefer to operate in an honest open manor that respects a customers right to know what they are getting and any problems & solutions

## FIELD SERVICE MEMO #35

### Issue Date

**May 31, 2016**

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<b>Topic</b>	DVR reboot during recording
<b>Problem</b>	DVR reboots during recording process
<b>Complaint</b>	During recording process, DVR reboots causing loss of about 1 minute during the DVR reboot
<b>Manufacturer Notice</b>	The manufacturer was notified of this problem on Friday May 27 <sup>th</sup>
<b>Manufacturer Action Taken</b>	The manufacturer has tested and verified a problem exists, that they believe is DVR firmware related. Programmers are currently working on a Firmware update to correct the problem.
<b>ABV Solution</b>	<p>Option 1- Format ALL SD memory cards into "FAT32" file structure before using in the Analog High Definition (AHD 720P) series of DVRs.</p> <p>Option 2- Format all new SD cards on the DVR itself. Go into the Main menu, select Storage, select "Format"</p> <p>If you must re-format the SD card on your PC, make sure you do not permit the default "ExFAT" file structure, and always make the PC use "FAT32" for memory cards that will be used in the mobile DVRs.</p>
<b>ABV Actions Required To Correct</b>	<p>We have created this Service Memo to post online for those who may have received these DVRs from a third party like a reseller who may not have advised them of this service issue.</p> <p>2016-05-31 – Confirmed a problem exists all related DVRs placed on "Shipment Hold"</p> <p>2016-05-31 - We are on "Shipment Hold" for the affected DVR models, so when update available to correct he problem, we can update the DVRs here before any further shipments are made.</p> <p>2016-06-13 – Shipment hold rescinded after solution that resolved the problem on 100% of bench units tested over 24 hours continuous DVR burin</p>

procedure.

It was determined that the SD card file structure was the cause of the DVR Rebooting problem. SD cards larger than 32GB are formatted in the Windows Operating Systems with a default file structure of "ExFAT".

So customers who have already formatted new memory cards in their PC to "FAT32" format, can often find their PC has changed the format to the default file structure for large SD memory cards if they permit the PC to do that while in the process of erasing files or using the SD card for other purposes.