

Eliminating hard drive issues

Applies to: VDC/VDM and Vi-Series DVR's

I have a new hard drive but still get critical alert 'drive fail'.

- ♦ If you come across this it may be that the tray has failed. At this point you may have to purchase a new tray and bay to eliminate the problem.
- ♦ If the DVR is a dual or triple drive system then you can swap the trays and drives around, in the bays to find what part is causing the issue.

I have a new drive but on screen it keeps showing installation of replay files required.

- ♦ On all of our hard drives we install some replay files so that when you burn an incident to CD/DVD or USB the replay files are also transferred.
- ♦ If a drive does show this message you can download the latest firmware for that product from our website <http://www.oceansystems.co.uk/FirmwareUpdates.asp>

I have critical alert 'drive fail' on screen and record stopped.

- ♦ Check the drive tray is fully pushed into drive bay and locked, these are messages you would expect to see if it is not.