



Service Bulletin 170036

3xLOGIC v250 NVR - PoE Failure - Fix

Service Bulletin #:	170036-1
Date:	November 8th, 2017
Product Affected:	3xLOGIC VIGIL v250 NVR (non-hybrid models)
Purpose:	This guide is intended to notify users of a known issue causing PoE switch malfunction in VIGIL v250 NVR systems within the listed serial number range.
*Importance:	High

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1 Problem

3xLOGIC has identified an issue with ports failing to function in some VIGIL v250 NVR internal PoE switches. Systems experiencing this failure may have issues with live video failing to display, or may experience camera detection failures during normal operation or after a reboot of the system.

v250 NVRs belonging to the following serial number range are affected:

- 171002xxxxxx-171106xxxxxx

If your VIGIL v250 NVR belongs to the listed serial number range, proceed to the next section of this bulletin for details on a fix for this issue.

2 Solution

3xLOGIC has engineered a patch (V250_POE_Update.vgl) to fix the issue and restore the v250 PoE switch to normal operation.

To acquire and apply the patch:

1. Click [here](#) to download the patch or request a copy from a 3xLOGIC representative. Reference this document when requesting the file so our team may assist you as efficiently as possible.
2. Launch the file on the affected v250 system.
3. Click **Update**.
4. Follow the on-screen instructions to complete the patch installation process.

Once the patch is installed, the system will automatically reboot. Normal functionality will now be restored to the internal PoE switch.

3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: helpdesk@3xlogic.com

Online: www.3xlogic.com

* Importance:	High	Mandatory Upgrade – Will affect the recording functionality of the VIGIL Server System and may cause loss of video records
	Medium	Recommended Upgrade – Will not cause loss of video records, may affect usability of the System.
	Low	VIGIL Server System will function properly – Affects non-critical system features only.