



Login Failure on GV-CR1320 and GV-CS1320 after Firmware Upgrade

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Applied to

- GV-CR1320 upgraded to firmware version V1.02 or later
- GV-CS1320 upgraded to firmware version V3.01 or later

Symptom

The username and password entered are invalid on the Web interface of GV-CR1320 and GV-CS1320 after upgrading to the newest firmware versions.



Solution

To resolve the abovementioned symptom, follow the steps below to log in the device with the updated firmware and create a new username and password.

To Log In:

- On the GV-CR1320 or GV-CS1320's Web interface, type your original username and password *in lowercase characters*.

Login:

Password:

To Create a New Username and Password:

1. From the Web interface, select **Management** and **User Account**. In the **User Account** section, type a new username.

GeoVision

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User Account

In this section you can change the administrator account and password

For safety reasons, please change your new password must be at least 6 characters long. It must contain three of the following character categories: uppercase letters (A-Z), lowercase letters (a-z), digits (0-9), or special character (!^_+[]{}=).

Administrator Account

Username:

Old Password:

New Password:

Confirm Password:

Advanced Setting

☐ Disable auto logout after reboot

2. Type the original password *in lowercase characters*.
3. Type the new password according to the complexity requirements.
4. Retype the new password and click **Apply**. The new password is added.