Eagle Eye Application Note - AN027

Swapping Eagle Eye CMVR Hard Drives to Ensure Video Data is Preserved

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Target Audience

This Application Note is intended for Eagle Eye Resellers looking to retain video data from a CMVR drive as it is being replaced with a new one. This should only be done by Resellers and specifically technicians, who have a basic understanding of hardware troubleshooting and networking. This process applies in the case of a CMVR chassis replacement where the video stored on the drive needs to be preserved. This is only to be processed in the case of an RMA, and the Reseller must contact Eagle Eye Tech Support for a walk-through.

Introduction

The purpose of CMVR chassis replacement is to ensure that data is preserved in the transfer of hard drives from a faulty unit to a new one. A CMVR chassis replacement must first be approved by Eagle Eye Networks and the technician performing the transfer must contact Eagle Eye Tech Support to be walked through the process before attempting the transfer. This process should never be attempted without an Eagle Eye Tech Support Representative's involvement and expertise, as without an agent to monitor the process, data can be lost. By physically replacing the chassis correctly, the data will be preserved in the exchange.

Important Considerations

After contacting Eagle Eye Tech Support, you will be walked through the process so that the data can be synced with the new device before attaching it to the account. Technical Support will sync the data to the new chassis to ensure data is preserved after swapping on the account. This process should never be attempted without an Eagle Eye Tech Support Representative on the line as each drive must be manually synced or footage will be lost.

Chassis Replacement and Data Migration Process

1. **Contact Eagle Eye Networks Tech Support and provide the ticket number for the replacement chassis and data migration**
2. Unbox the new Eagle Eye CMVR via the logo and empty hard drive slots
3. Confirm the network settings (WAN and CamLAN) for the existing device
4. Power down the existing CMVR, and ensure it is not connected to power
5. Move the hard drives to the new CMVR one at a time into the corresponding hard drive slot
6. Plug in the new CMVR
7. Connect the network cable to the WAN port on the new unit
8. Connect the switch with the cameras in the same configuration as the previous device
9. Power on the new CMVR
10. Log in to the unit with the provided credentials
11. Adjust the network settings to correspond to the previous unit
12. The Eagle Eye Support Representative will then perform a Bridge Swap on the account. Note that Technical Support must have access to the Dashboard with the required permissions to perform the swap. Attempting to swap the device preemptively will cause a loss of data.
13. Tech Support will ensure the data is correctly synced to the new unit and everything is operating as intended. Syncing of the data can take a varying amount of time depending on the amount of footage on the drives so please ensure there is enough time allotted for this process.