How to FIT CCTV

Question: How do I configure my Alien DDNS? (dynamic DNS)

Answer: The Alien Hero range of DVRs incorporates an independent Dynamic DNS updater service. This functionality is dependent upon a certain **minimum level of firmware** so you should check this first.

Configuring Alien DDNS (Dynamic DNS)

The Alien Hero range of DVRs incorporates an independent Dynamic DNS updater service. This functionality is dependent upon a certain **minimum level of firmware** so you should check this first.

Standard Hero models require firmware v2.2.8 Build 130912 or above

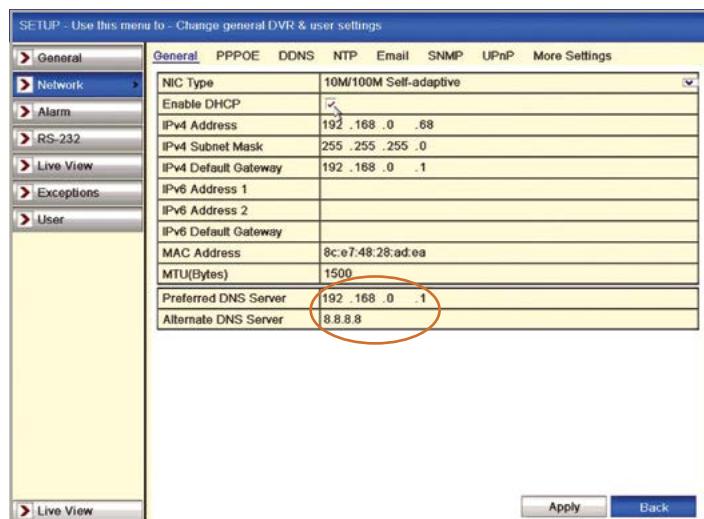**HeroHD models require firmware v2.2.2 Build 130906 or above**

Refer to **page 3 and 4 for upgrade instructions** if appropriate, then continue from here.

The DVR needs to contact the server at ippostcode.com so must be able to resolve this name. To achieve this a valid DNS server must be defined in the network settings. You should use your own router's internal address whenever possible, e.g.: 192.168.0.1 or 192.168.1.1 or similar. Alternatively you may use a public DNS server 8.8.8.8.

Step 1

Enter a DNS Server Address

1. Navigate in the DVR's menu to the DNS entry;
   Menu ▶ Setup ▶ Network ▶ Preferred DNS Server

2. Enter the appropriate server address (ideally your router's internal address, alternatively 8.8.8.8)

3. Whilst in the networking menu, check the gateway field is the same as your router's internal address as well

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Step 2

Enable AlienDDNS

1. Navigate in the DVR's menu to the DDNS page; **Menu ▶ Setup ▶ Network ▶ DDNS**

2. Tick the DDNS checkbox

3. Ensure AlienDDNS is selected in the drop down

4. Leave the password field blank

5. Enter a valid email address into the email field (you will receive an email)

6. Click Apply

The DVR should connect to ippostcode.com requesting a '**New**' DNS record for itself, the server should respond with '**Record Created**' and send you an email containing a password.

Step 3

Enter Your Alien DDNS Password

1. Enter the password from the email into the Alien DDNS 'password' entry field

2. Click Apply

The DVR should connect again, this time issuing an 'update' DNS request using the password, if successful the server responds with an '**Update successful**' message, otherwise it returns an error message, e.g.: '**Invalid password**', please check and try again.

This update should take approximately 20 seconds.

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Accessing The DVR

The domain name registered takes the form of the DVR's internal serial number followed by ippostcode.com, for example: dsw99999.ippostcode.com, you use this a domain entry in CCTVWindow or the mobile clients instead of a numerical IP address.

A Word of Warning - Change the 'admin' Password

1. Given that all Alien domains follow the same format 'serial-number.ippostcode.com' it doesn't take much effort for a third party to locate your DVR on a trial and error basis, if you don't change the default admin password you are leaving the device wide open for public access.

2. Don't lose the new password, otherwise the DVR will be coming back to us for engineer reset.

Alien Firmware Updates - Factory Defaults

Be aware that after applying a new firmware the device will assume the default settings from that new firmware and some of it's settings will inevitably change. Make a note of your current network settings so that these can be re-entered into the DVR if necessary.

IP Address	_____	Preferred DNS	_____
Subnet Mask	_____	Host Port	_____
Gateway	_____	RTSP	_____

Latest Firmware

The latest firmware can for the analogue and HD models of the alienHero and the alienMax can be found at the link below.

Or visit www.aliendvr.com/support/firmware

Password Protection

Please note, the upgrade tool is password protected, please contact us (quoting your DVR's serial number) to request the password. Passwords are valid for a calendar month.

Updating Firmware Instructions On Page 4

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Updating Firmware - Instructions

1. Download the appropriate updater onto your PC

2. Ensure you are on-site with the PC networked to the DVR

3. Double click on and run the updater tool, enter the password when prompted (it then self extracts)

4. Select the 'Upgrade' tab, check the IP address, username, password & port number for local access

5. Click 'Start Upgrade' (note warnings) and wait for the updater to transfer the new firmware

6. Allow the DVR to reboot – wait for it to come back up

7. On the 'Advanced tab' select 'Default the Alien Device' to apply the new firmware entirely

8. Check the DVRs configuration, reset network settings as noted above

9. Check scheduling and other parameters, reset if necessary

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