



# Avigilon NVRs and AI Appliances

## Enabling iDRAC Enterprise Features User Guide

AI Appliance

AI NVR

NVR



**MOTOROLA** SOLUTIONS

© 2023, Avigilon Corporation. All rights reserved. AVIGILON and the AVIGILON logo are trademarks of Avigilon Corporation. Dell is a trademark of Dell Inc. Other names or logos mentioned herein may be the trademarks of their respective owners. The absence of the symbols ™ and ® in proximity to each trademark in this document or at all is not a disclaimer of ownership of the related trademark.

This document has been compiled and published using product descriptions and specifications available at the time of publication. The contents of this document and the specifications of the products discussed herein are subject to change without notice. Avigilon Corporation reserves the right to make any such changes without notice. Neither Avigilon Corporation nor any of its affiliated companies: (1) guarantees the completeness or accuracy of the information contained in this document; or (2) is responsible for your use of, or reliance on, the information. Avigilon Corporation shall not be responsible for any losses or damages (including consequential damages) caused by reliance on the information presented herein.

Avigilon Corporation  
avigilon.com

20230724

# Contents

- Introduction ..... 4
  - Purpose ..... 4
  - Audience ..... 4
- Enabling iDRAC Enterprise Features ..... 5
  - Required Components ..... 5
  - iDRAC 8 Setup Instructions ..... 6
  - iDRAC 9 Setup Instructions ..... 7
- Resetting the iDRAC 9 System .....10
  - Using the System Identification Button ..... 10
  - Using the iDRAC 9 Web Interface .....10
- More Information & Support ..... 12
  - Limited Warranty .....12

# Introduction

## Purpose

This document is designed to help Avigilon customers through the procedure of unlocking the Integrated Dell™ Remote Access Controller (iDRAC) version 8 or 9 enterprise features with the XML license file.

## Audience

This document is intended for Avigilon NVR or AI Appliance customers with an iDRAC XML license file and are seeking to set up the iDRAC 8 or 9 enterprise features.

# Enabling iDRAC Enterprise Features



## NOTE

Before you start, obtain the serial number and default user name, DNS name, and password for the iDRAC account from the information tag, which you can pull out from the bottom edge of the front of the physical recorder.



## IMPORTANT

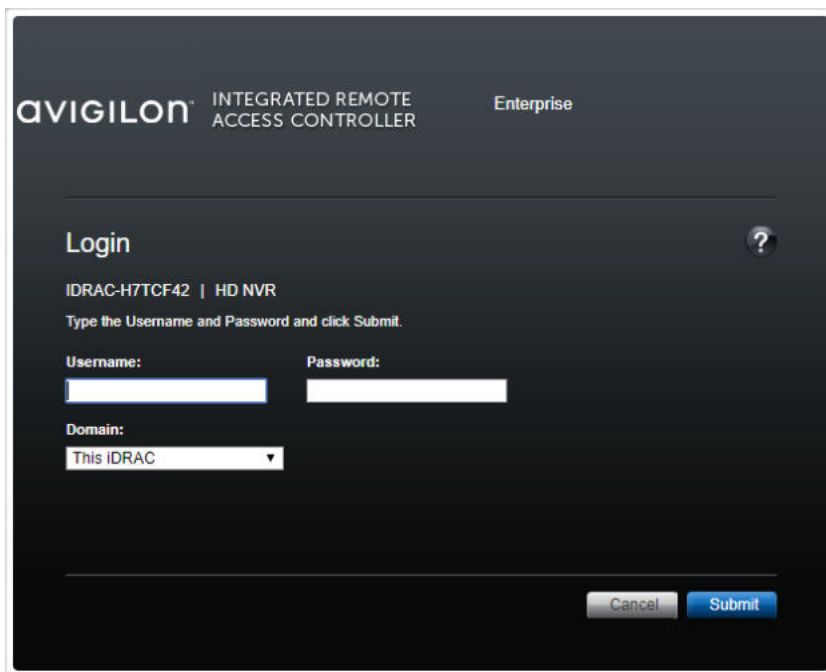
Avigilon recommends changing the default password after initial login to protect your recorder from unauthorized remote access. If you reset the iDRAC system to the factory default settings, use the default iDRAC account credentials to log in after reset.

## Required Components

- Avigilon NVR or AI Appliance
- iDRAC 8 or 9 Web Interface access
- iDRAC XML License file
- Computer to access iDRAC

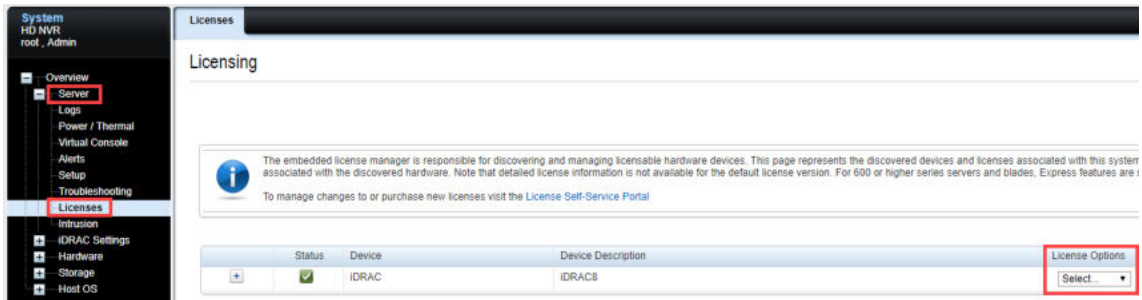
## iDRAC 8 Setup Instructions

1. Ensure you have a computer on the same area network and with the same subnet mask as the NVR or appliance that will connect to iDRAC.
2. Open the iDRAC 8 Web Interface and log in.
  - Default address: `http://192.168.0.20`
  - Default username: `root`
  - Default password: `calvin`

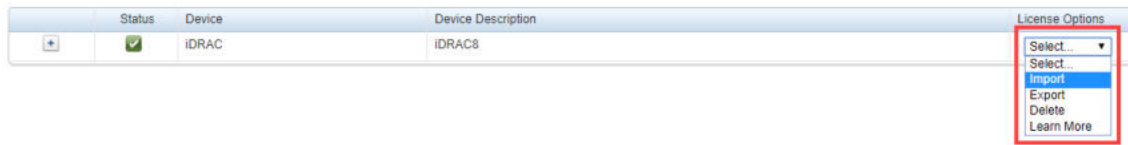


The screenshot shows the Avigilon iDRAC 8 Web Interface login page. The header includes the Avigilon logo, the text "INTEGRATED REMOTE ACCESS CONTROLLER", and the word "Enterprise". The main heading is "Login", followed by "iDRAC-H7TCF42 | HD NVR" and the instruction "Type the Username and Password and click Submit." There are three input fields: "Username:" with a text box, "Password:" with a text box, and "Domain:" with a dropdown menu currently showing "This iDRAC". At the bottom right, there are "Cancel" and "Submit" buttons.

3. Navigate to **Server > Licenses**.



4. Select **Import** from the License Options drop-down menu to import the XML license file.



5. Follow the onscreen instructions to browse to and import the XML license file.
6. Wait until the upload process is finished, then log out from the iDRAC web interface.
7. The iDRAC 8 Enterprise features are now available.

## iDRAC 9 Setup Instructions

1. Ensure you have a computer on the same area network and with the same subnet mask as the NVR or appliance that will connect to iDRAC.
2. Open the iDRAC 9 Web Interface and log in.
  - Default address: `http://192.168.0.20`
  - Default username: `root`
  - Default password: obtain the default password from the information tag on the physical recorder.  
For the NVR4 VAL, NVR4 STD/PRM and NVR4X STD/PRM, the default password is "calvin".

Integrated Remote Access Controller 9

iDRAC-4CP4MN2 | HD NVR | Enterprise

Type the User Name and Password and click Log In.

Username:

Password:

Domain:

Security Notice: By accessing this computer, you confirm that such access complies with your organization's security policy.

Log In

AVIGILON

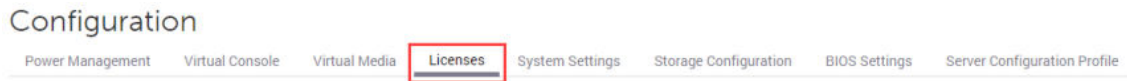
[Online Help](#) | [Support](#) | [About](#)

3. Navigate to the **Configuration** tab.

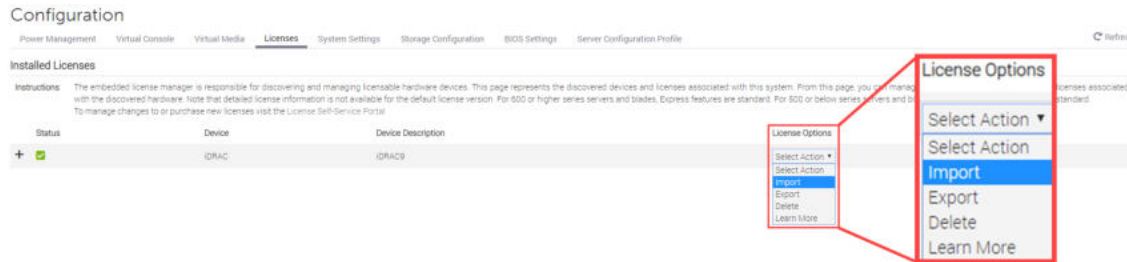




4. Select the **Licenses** tab.



5. Select **Import** from the License Options drop-down menu to import the XML license file.



6. Follow the onscreen instructions to browse to and import the XML license file.
7. Wait until the upload process is finished, then log out from the iDRAC web interface.
8. The iDRAC 9 Enterprise features are now available.

# Resetting the iDRAC 9 System




## NOTE

Before powering down the recorder for any upgrade, recovery or maintenance, back up critical recorder data and programs. For more information, see the *Windows™ Upgrade and Recovery Guide for Avigilon Systems* ([link](#)).

## Using the System Identification Button

To reboot the iDRAC web interface without rebooting the operating system:

1. Go to the front left panel of the recorder.
2. Press and hold the  system health and system identification button for 16 seconds until the cooling fans start spinning at full speed.

The iDRAC system restarts without changing any saved settings. It may take a minute or longer until the remote controller restarts.

## Using the iDRAC 9 Web Interface

To reset the iDRAC web interface and keep the saved settings:

1. Log in to the iDRAC web interface.
2. Click the **Maintenance** tab.
3. Click the **Diagnostics** tab.
4. Click the **Reboot iDRAC** button.



## NOTE

For iDRAC 9 prior to version 4.40, go to Maintenance > Diagnostics, then click the **Reset iDRAC** button.

5. Click **Ok** in the warning message to proceed.

Alternatively, to reset the iDRAC web interface to the default settings:

1. Click the **Reset iDRAC to Factory Defaults** button.



## NOTE

For iDRAC 9 prior to version 4.40, click the **Reset iDRAC to Default Settings** button.

2. In the Reset iDRAC to factory default window, choose any of the following options:

- Preserve user and network settings.
- Discard all settings and reset the users to shipping value (root/shipping value).
- Discard all settings and reset username and password.
- Discard all settings and set to Custom default configuration (Custom configuration file must be uploaded).

3. Click **Ok** in the warning message to proceed.

## More Information & Support

For additional product documentation and software and firmware upgrades, visit [support.avigilon.com](https://support.avigilon.com).

For product user guides, visit the Downloads page: [help.avigilon.com](https://help.avigilon.com)

AI NVR: <https://www.avigilon.com/products/video-infrastructure/ai-nvr#downloads>

## Technical Support

Contact Avigilon Technical Support at [support.avigilon.com/s/contactsupport](https://support.avigilon.com/s/contactsupport).

## Limited Warranty

Avigilon warranty terms for this product are provided at [avigilon.com/warranty](https://avigilon.com/warranty).