



Configuring Alien DDNS (Dynamic DNS)

The Alien DDNS service is dependent upon a certain minimum level of firmware ...

Standard Hero models require firmware v2.2.8 Build 140902 or above

Standard Max models require firmware v2.2.3 Build 140815 or above

HeroHD models require firmware v2.2.8 Build 140826 or above

MaxHD models require firmware v2.2.8 Build 140826 or above

Refer to [page 3](#) 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, eg: 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 Primary/Preferred 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.

SETUP - Use this menu to - Change general DVR & user settings							
General	PPPOE	DDNS	NTP	Email	SNMP	UPnP	More Settings
General							
Network							
Alarm							
RS-232							
Live View							
Exceptions							
User							
	NIC Type	10M/100M Self-adaptive					
	Enable DHCP	<input checked="" type="checkbox"/>					
	IPv4 Address	192 .168 .0 .68					
	IPv4 Subnet Mask	255 .255 .255 .0					
	IPv4 Default Gateway	192 .168 .0 .1					
	IPv6 Address 1						
	IPv6 Address 2						
	IPv6 Default Gateway						
	MAC Address	8c:e7:48:28:ad:ea					
	MTU(Bytes)	1500					
	Preferred DNS Server	192 .168 .0 .1					
	Alternate DNS Server	8.8.8.8					
Live View							
							Apply Back

Please Note

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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 'Alien DDNS' is selected in the drop down list
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.

General	PPPOE	DDNS	NTP	Email	SNMP	UPnP	More Settings
Enable DDNS		<input checked="" type="checkbox"/>					
DDNS Type		AlienDNS					
Server Address		ippostcode.com					
Device Domain Name		EAC30082.ippostcode.com					
User Name		Not Required					
Password							
Email		*Your Email Address					

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, eg: 'Invalid password', please check and try again.

This update should take approximately 20 seconds.

General	PPPOE	DDNS	NTP	Email	SNMP	UPnP	More Settings
Enable DDNS		<input checked="" type="checkbox"/>					
DDNS Type		AlienDNS					
Server Address		ippostcode.com					
Device Domain Name		EAC30082.ippostcode.com					
User Name		Not Required					
Password		*****					
Email		*Your Email Address					

Alien DDNS Status: DNS Update Successful

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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: dsw999999.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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