

Field Impact Notice

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Summary

When running CHeKT camera firmware **v.65**, certain devices connected to Network Video Recorders (NVRs) may experience sustained high CPU load, leading to device non-responsiveness or repeated unplanned restarts.

This behavior is more likely in scenes with higher visual complexity, particularly in low-light environments or when infrared (IR) and night-vision modes are active.

Required Conditions Present

- Camera model CKIPC4MPT-12vDI running firmware **v.65**
- Camera connected to an NVR
- Camera actively streaming **.CGI** images to the NVR

Resolution

Firmware version **v.65** has been removed from the automated update process. A new release, **firmware v.66**, will include corrective changes designed to prevent the high CPU load and instability behavior observed in v.65.

Workaround

If instability occurs on CKIPC4MPT-12vDI cameras running firmware v.65 while connected to a Network Video Recorder (NVR):

1. Open a support case via the CHeKT dealer portal.
2. Set the case subject line to: **“Firmware v.65 NVR and Camera Instability.”**
3. CHeKT support will assist with downgrading the affected device(s) to firmware **v.61**.