How to Upgrade GV-VMS

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Applied to

GV-VMS

Summary

Starting from V16.10.3.0, GeoVision has greatly improved the upgrade procedures of GV-VMS system. But no matter which version you are using, before system upgrade, ensure you have a backup of system settings and log files, so you can restore the system if something goes wrong during or after the upgrade.

The article includes the following contents:

1. For users of GV-VMS V16.10.3.0 and later

1-1 Backing up the Current System Settings and Log

1. Run **Fast Backup & Restore Main System** from the Start menu.
2. Click **Backup GV-VMS Settings or Restore Defaults**, and select **Backup Current System**.

3. Select the items you want to back up and click the **Next Step** button [image] to back up your system settings.

1-2 Upgrading GV-VMS to the Latest Version

Download the latest version of GV-VMS from GeoVision's website, and run *Setup.exe* from the unzipped folder. The InstallShield Wizard will guide you through the upgrade process.
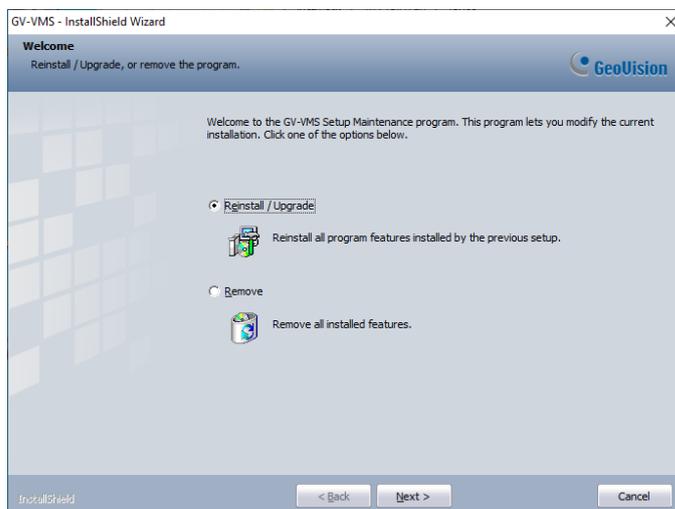
2. For users of GV-VMS versions earlier than V16.10.3.0

2-1 Backing up the Current System Settings and Log

1. Run **Fast Backup & Restore Main System** from the Start menu.

2. Click **Backup GV-VMS Settings or Restore Defaults**, and select **Backup Current System**.
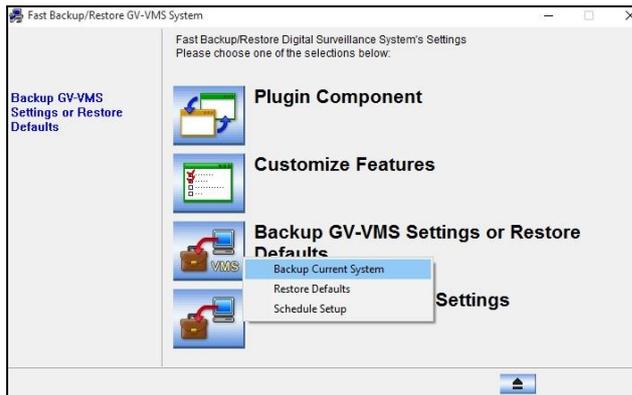
3. Select the items you want to back up and click the **Next Step** button to back up your system settings.
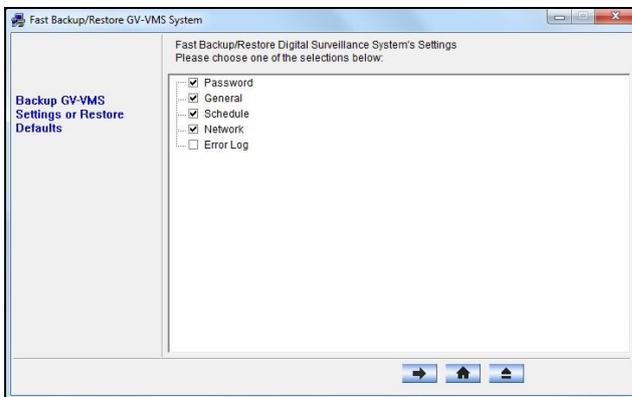
4. If upgrading from **V14.10 and V14.10.1.0**, manually create a backup copy of your system log and recording data. By default, the files are stored at: **C:\GV-VMS\Database** and **C:\GV-VMS\CameraDBs**.
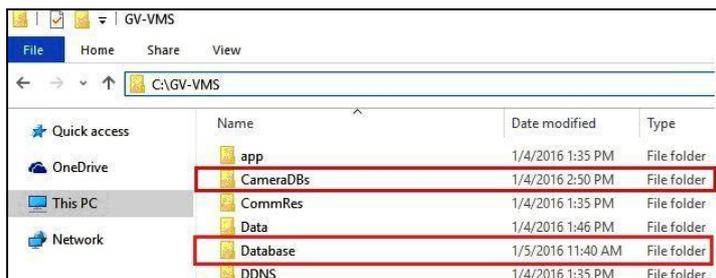
Note: For upgrading from V15.10.1.0, skip Step 4.

2-2. Upgrading GV-VMS to the Latest Version

1. Click the **Start** button, click **Control Panel**, and click **Uninstall a Program** under Programs.

2. In the list of currently installed programs, select **GV-VMS**, and click **Uninstall/Change**.
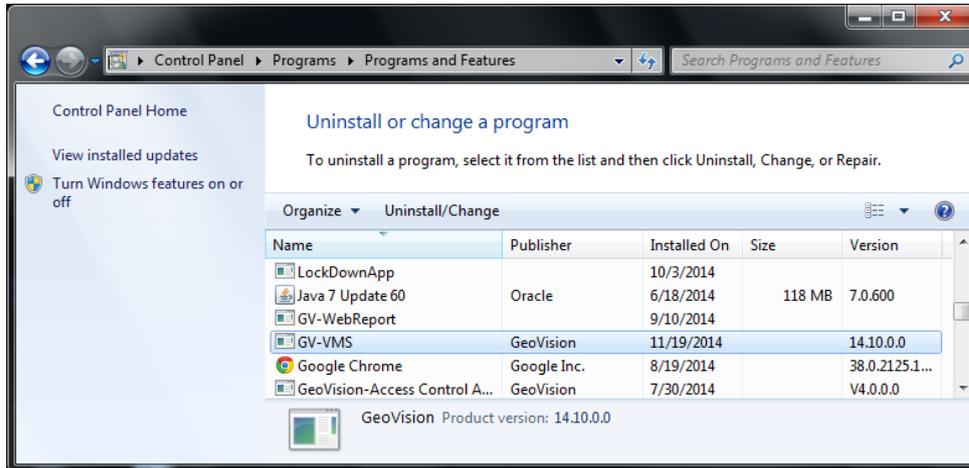
3. When you are prompted to confirm the program and the shared componets removal, click **OK**.
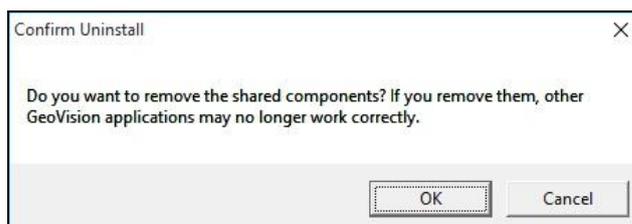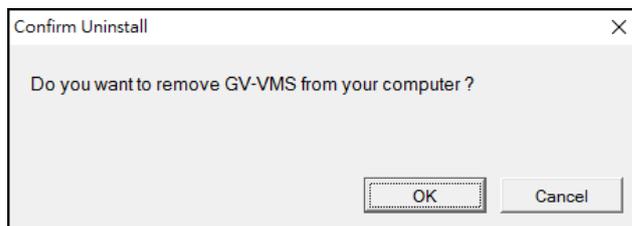
When the above uninstallation process is complete, you can proceed to the next step and install the latest version of GV-VMS.

4. Download **GV-VMS** from GeoVision's website and reinstall it on your computer:

5. To restore the previous system settings, open **Fast Backup & Restore Main System** and click **Restore GV-VMS System or Restore Defaults**.
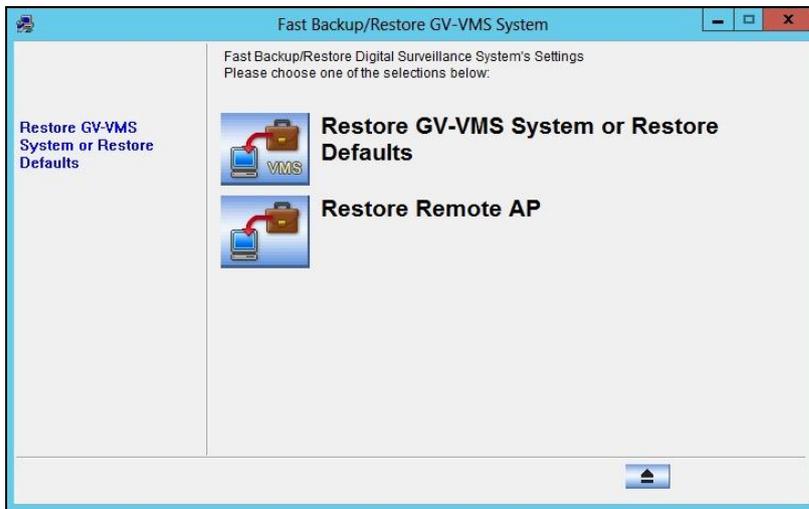
6. Select the items you would like to retain from the previous version and click the **Next Step** button ➡ to restore your previous settings.
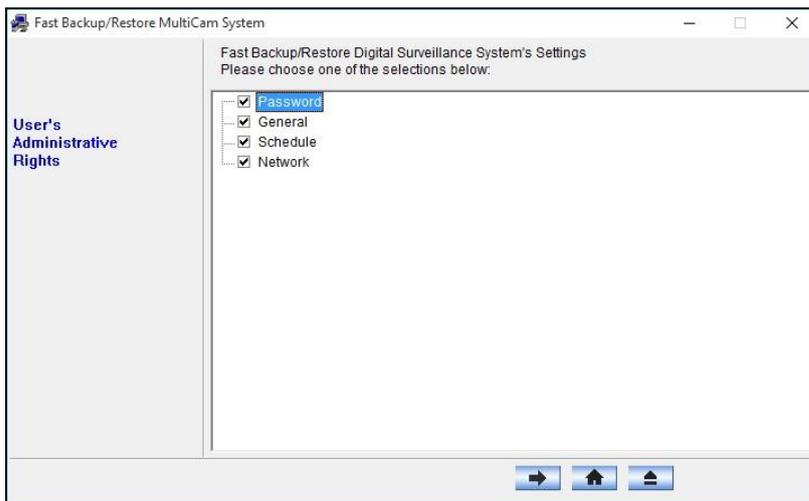
7. Copy your previously saved system log and recording data, and paste them back to your GV-VMS's default folder at: **C:\GV-VMS\Database** and **C:\GV-VMS\CameraDBs.**

Note: When running the latest version of GV-VMS for the first time, skip the process of repairing log since manual backup and restoration are done.

Troubleshooting Tips

Symptom

When you launch the VMS installer during the installation of GV-VMS, the installation fails and you may receive the following error message:
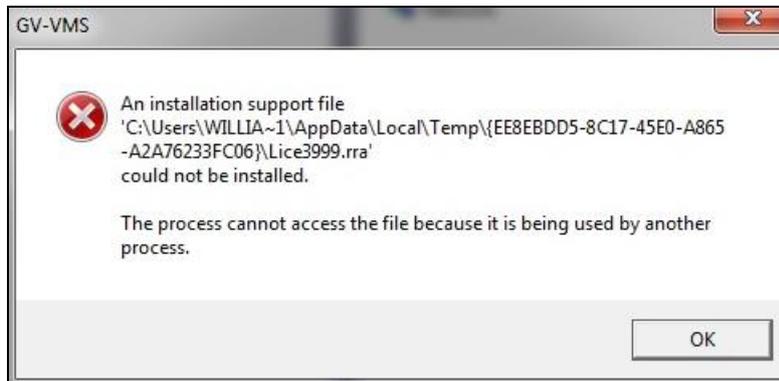
Solution

To resolve the issue, follow the steps below to manually delete the temporary files and reinstall the latest version of GV-VMS.

The temporary files are hidden system files. Before deleting the folder, you must make the hidden files enabled.

1. Click **Tools** and select **Folder options**.
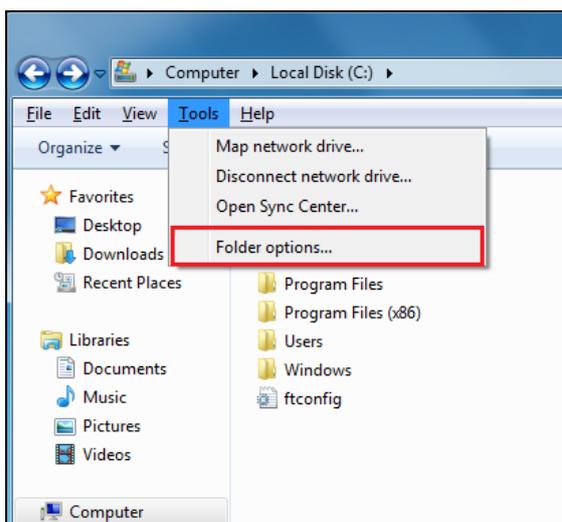
2. Click the **View** tab, select **Show hidden files, folders, and drivers** under the Hidden files and folders category and click **OK**.
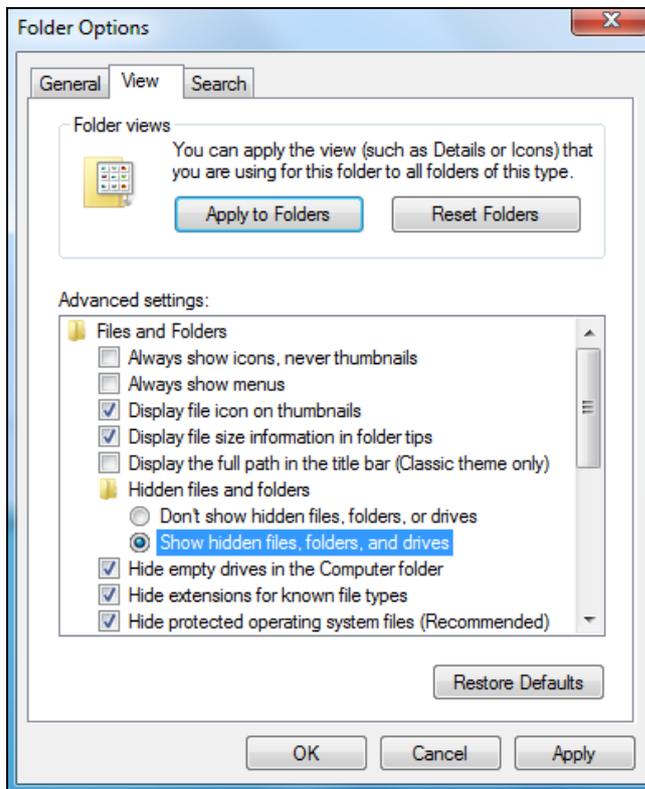
3. Locate the temporary files. They should be stored at

   C:\Users\Default\AppData\Local\Temp\{EE8EBDD5-8C17-45E0-A865-A2A76233FC06}

   C:\Program Files (x86)\InstallShield Installation Information\{EE8EBDD5-8C17-45E0-A865-A2A76233FC06}

4. Delete the temporary files.

Once the temporary files are deleted, you can reinstall the latest version of GV-VMS.