



# 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	2
	1-1	Backing up the Current System Settings and System Log	2
	1-2	Upgrading GV-VMS to the Latest Version	2
2.	For	users of GV-VMS versions earlier than V16.10.3.0	3
	2-1	Backing up the Current System Settings and System Log	3
	2-2.	Upgrading GV-VMS to the Latest Version	4
Troub	lesho	ooting Tips	6





## 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 **back** up your system settings.

### **1-2 Upgrading GV-VMS to the Latest Version**

Download the latest version of GV-VMS from GeoVision's <u>website</u>, 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 **back** up your system settings.

	Fast Backup/Restore Digital Surveillance System's Settings Please choose one of the selections below.
Backup GV-VMS Settings or Restore Defaults	☐ Password ☐ General ☐ Schedule ☐ Vietwork ☐ Error Log
	→ ▲ ▲

 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.

File Home Shar	e View		
← → ∽ ↑ 🚺 C:\/	GV-VMS		
📌 Quick access	Name	Date modified	Туре
Car Drive	арр	1/4/2016 1:35 PM	File folde
CheDrive	CameraDBs	1/4/2016 2:50 PM	File folde
🛄 This PC	CommRes	1/4/2016 1:35 PM	File folde
	Data	1/4/2016 1:46 PM	File folde
P Network	Database	1/5/2016 11:40 AM	File folde
	DDNS	1/4/2016 1:35 PM	File folde

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**.

							x
C	🔾 🗢 🔂 🗸 💽 🗸 🕞	Programs    Programs and Feature	res 👻 🗸	Search P.	rograms and Fe	atures	٩
	Control Panel Home	Uninstall or change a p	program			- ·	
	Turn Windows features on or	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.					
off Organize  Uninstall/Change				•	0		
		Name	Publisher	Installed On	Size	Version	•
		<ul> <li>LockDownApp</li> <li>Java 7 Update 60</li> <li>GV-WebReport</li> </ul>	Oracle	10/3/2014 6/18/2014 9/10/2014	118 MB	7.0.600	
		GV-VMS	GeoVision	11/19/2014		14.10.0.0	
		💿 Google Chrome	Google Inc.	8/19/2014		38.0.2125.1	
		E GeoVision-Access Control A	GeoVision	7/30/2014		V4.0.0.0	Ŧ
		GeoVision Product	version: 14.10.0.0				

3. When you are prompted to confirm the program and the shared componets removal, click **OK**.

Confirm Uninstall	×
Do you want to remove GV-VMS from your computer ?	
OK Cancel	
Confirm Uninstall	×
Do you want to remove the shared components? If you remove them, other GeoVision applications may no longer work correctly.	
OK Cance	1

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:





<b>8</b>	Fast Backup/Restore GV-VMS System
Restore GV-VMS System or Restore Defaults	Fast Backup/Restore Digital Surveillance System's Settings         Please choose one of the selections below:         Restore GV-VMS System or Restore Defaults         Restore Remote AP
	<b></b>

 Select the items you would like to retain from the previous version and click the Next Step button button to restore your previous settings.

뤍 Fast Backup/Restore MultiCa	am System	_20	×
User's Administrative Rights	Fast Backup/Restore Digital Surveillance System's Settings         Please choose one of the selections below:         Image: Comparison of the selection of the s		
	→ ★	<b></b>	

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**.



6





Folder Options			
General View Search			
- Folder views			
You can apply the view (such as Details or Icons) that you are using for this folder to all folders of this type.			
Advanced settings:			
Jest Files and Folders			
Always show icons, never thumbnails			
Always show menus			
<ul> <li>Usplay file icon on thumbnails</li> <li>Display file circle size information in folderation</li> </ul>			
Display file size information in folder tips			
Display the full path in the title bar (Classic theme only)			
Don't show bidden files folders or drives			
Show hidden files folders and drives			
Hide empty drives in the Computer folder			
Hide extensions for known file types			
Hide protected operating system files (Recommended)			
Restore Defaults			
OK Cancel Apply			

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.