



How to Upgrade GV-VMS to Version V15.11.0.0

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Applied to

GV-VMS Version 14.10, 14.10.1.0 and 15.10.1.0

Summary

Follow the steps below to upgrade GV-VMS to version 15.11.0.0 and resolve issues that may occur with your installation.

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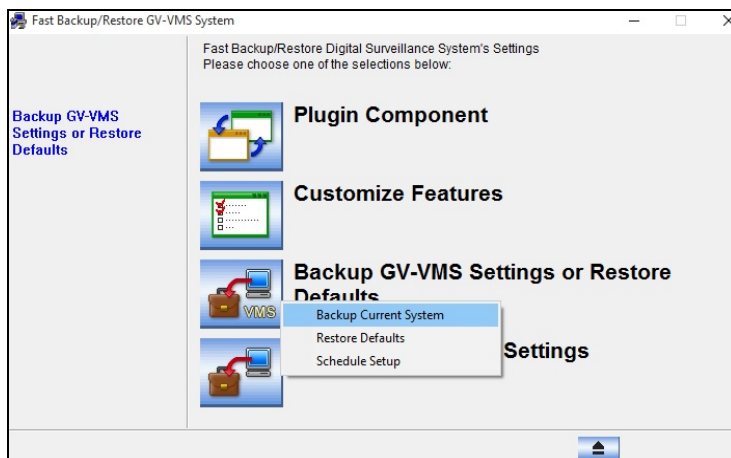
Instructions


Backing up the Current System Settings and System Log Information

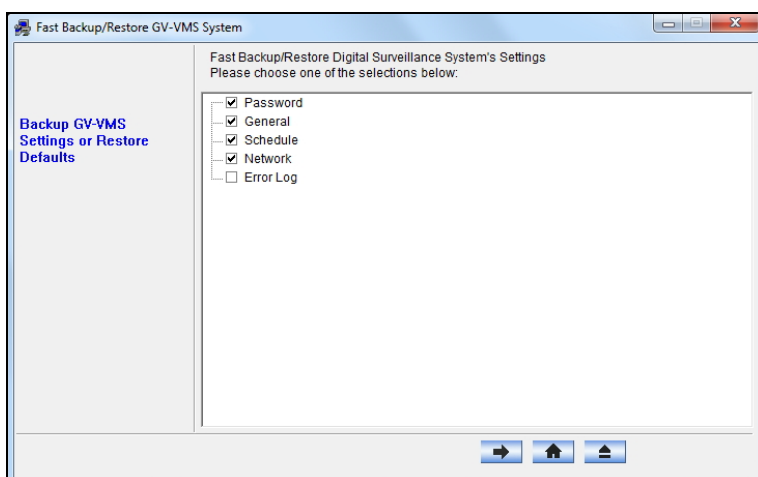
1. Run **Fast Backup & Restore Main System** from the Start menu.



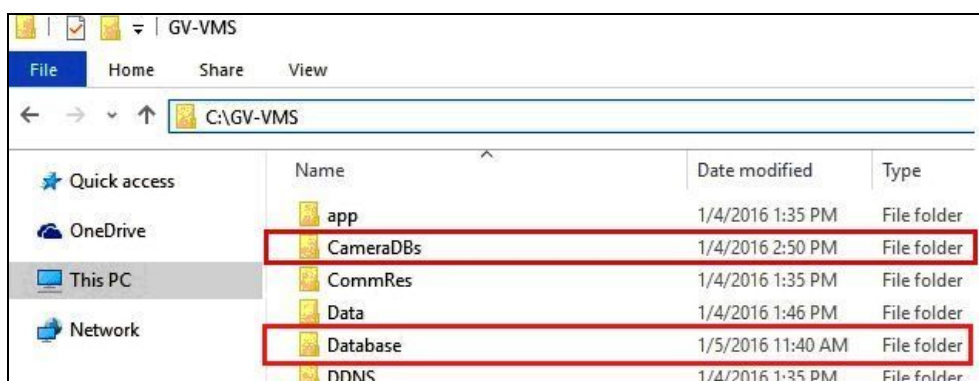
- Click **Backup GV-VMS Settings or Restore Defaults**, and select **Backup Current System**.



- Select the items you wish to back up and click the **Next Step** button  to back up your system settings.



- If upgrading from V14.10 and V14.10.1.0, manually create a backup copy of your system log information and recording data. The files are by default stored at:
C:\GV-VMS\Database and **C:\GV-VMS\CameraDBs**.

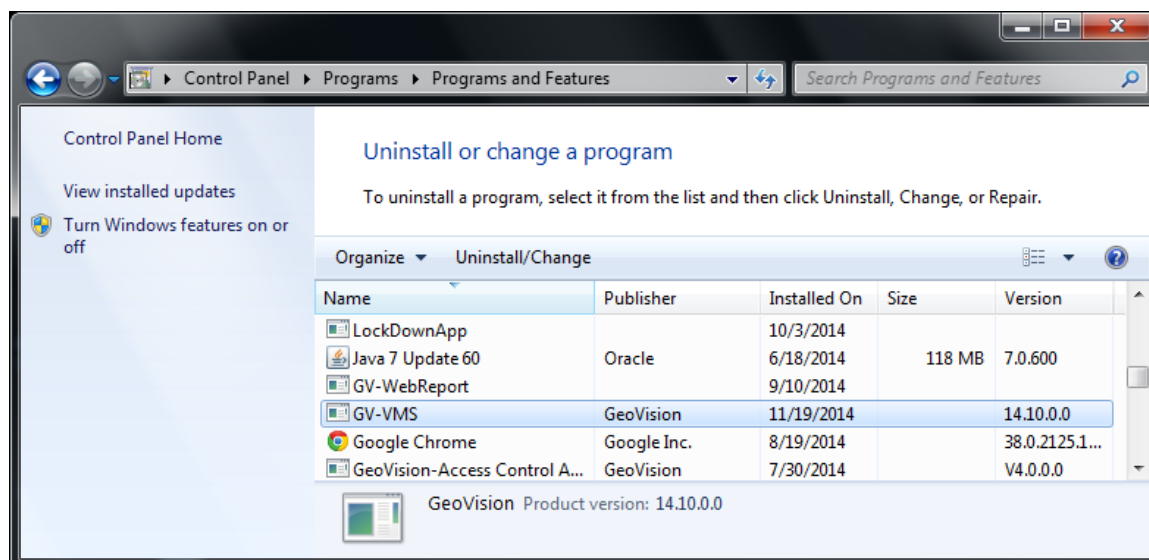


Note: For upgrading from V15.10.1.0, skip this step.

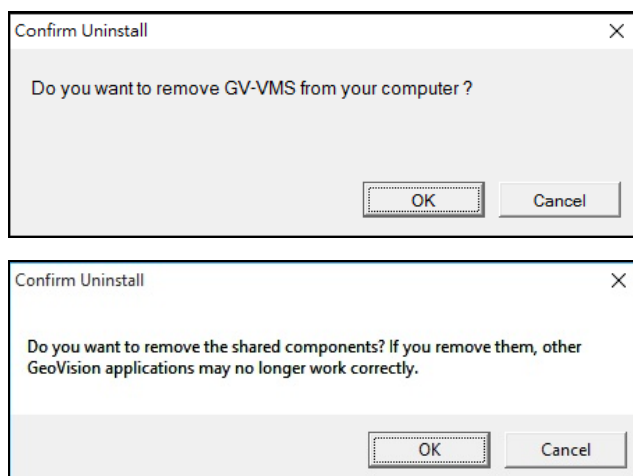


Upgrading GV-VMS to V15.11.0.0

1. Click the **Start** button, click **Control Panel**, and then click **Uninstall a Program** under Programs.
2. In the list of currently installed programs, select **GV-VMS**, and click **Uninstall/Change**.



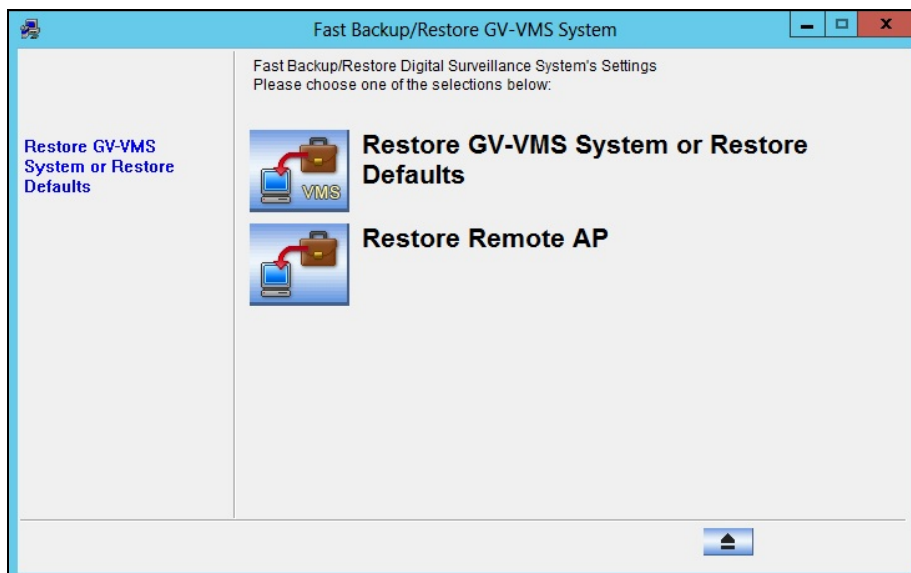
3. When you are prompted to confirm the program and the shared components removal, click **OK**.




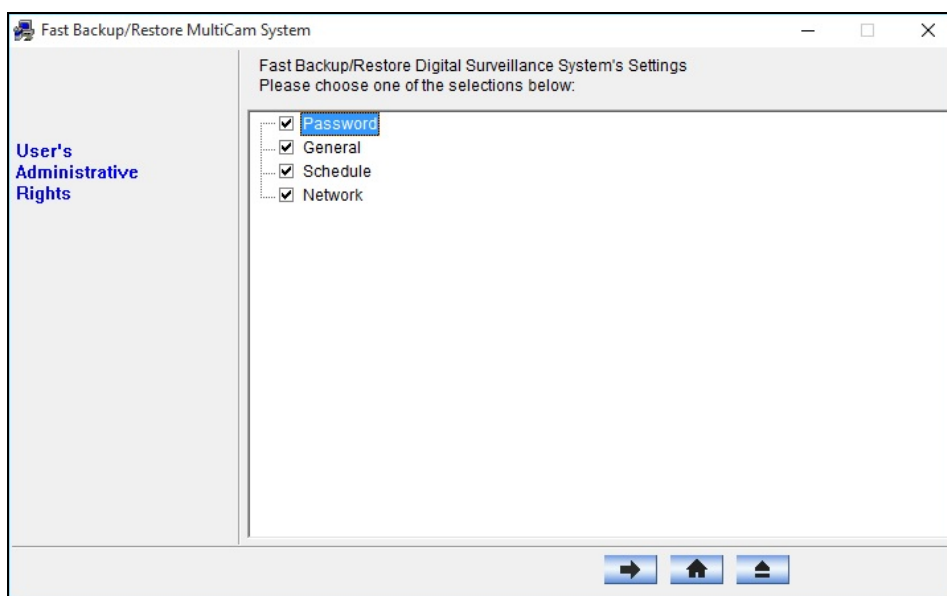
When the above uninstallation process is complete, you can proceed to the next step for the installation of GV-VMS version 15.11.0.0.



4. Download **GV-VMS 15.11.0.0** from GeoVision's website and reinstall on your computer:
<http://www.geovision.com.tw/english/index.asp#>
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 information and recording data, and paste them back to your GV-VMS's default folder at: **C:\GV-VMS\Database** and **C:\GV-VMS\CameraDBs**.

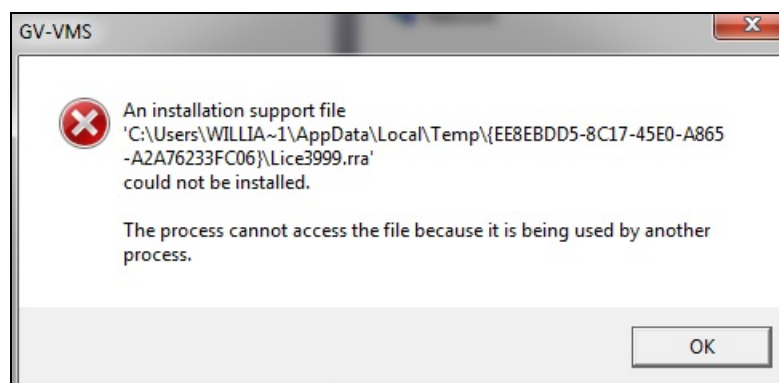
Note: When running GV-VMS 15.11.0.0 for the first time, skip the process of repairing log since manual backup and restoration are done.



Troubleshooting Tips

Symptom

When you launch the VMS installer during the installation of GV-VMS version 15.11.0.0, the installation fails and you may receive the following error message:

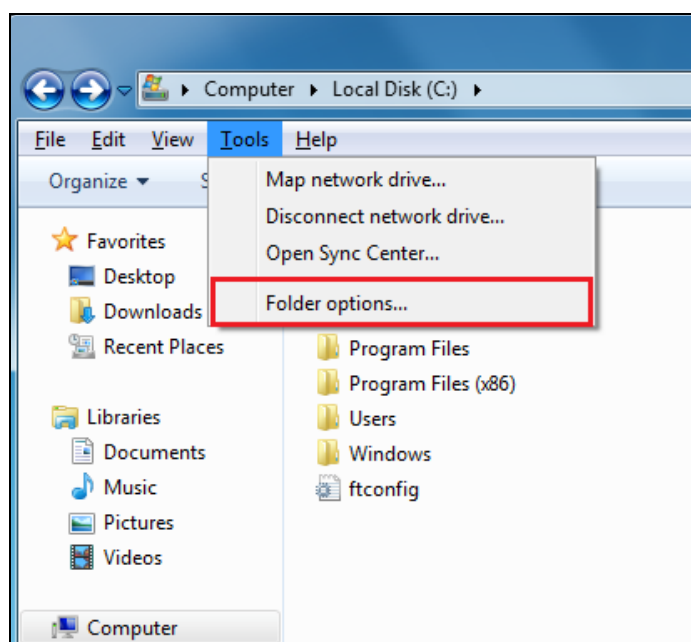


Solution

To resolve the issue, follow the steps below to manually delete the temporary files and reinstall GV-VMS version 15.11.0.0.

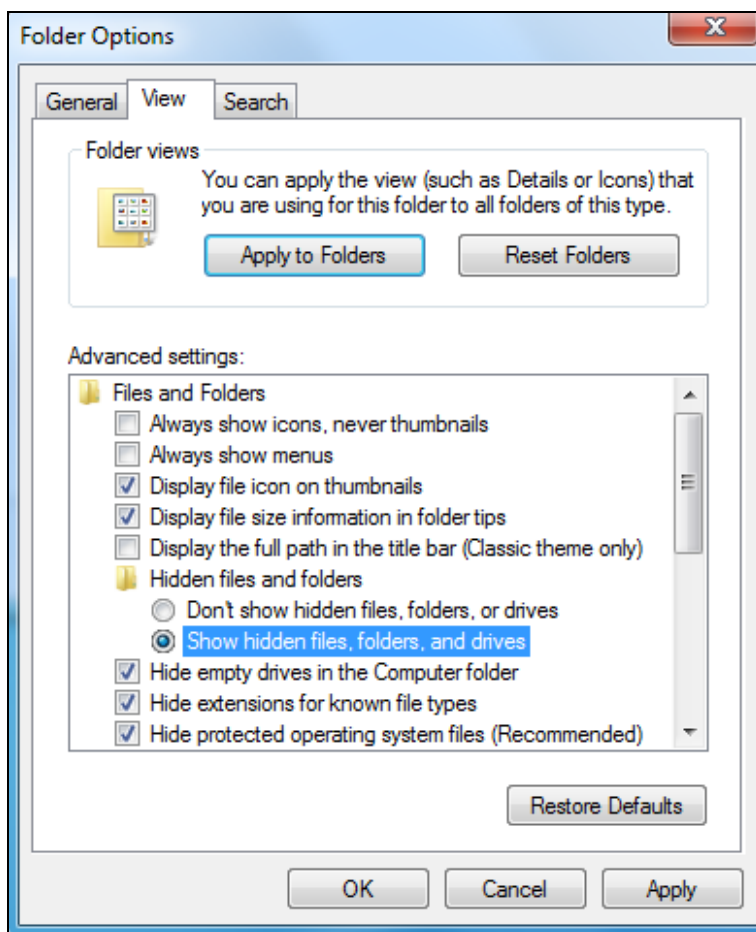
The temporary files are hidden system files. Before deleting the folder, you must make the hidden files enabled.

1. Click **Tools** and select **Folder options**.





2. Click the **View** tab, select **Show hidden files, folders, and drives** 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 GV-VMS version 15.11.0.0