VERIPATROL Upgrade Instructions

INTRODUCTION

The VIEVU VERIPATROL program can be upgraded without the fear or concern of loss or damage to the video files currently stored in the system. If you have any questions or problems during the upgrade process, please contact us.

Important Notice: Using VERIPATROL software with LE5 or LE5 LITE cameras requires the purchase of a package that includes the software license for each LE5 or LE5 LITE camera.

CONTACT US

If you need assistance or have any questions, contact us by phone at 888-285-4548 or email **support@vievu.com**.

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BEFORE YOU BEGIN

It is important maintenance to regularly update the VERIPATROL server to the newest available version. Performing regular updates also ensures that you have access to all new features as they become available. Follow the procedures provided to ensure the upgrade goes smoothly, and with minimal down time. There are a few minor optimizations to consider during the upgrade process that can improve overall workflow.

Planning the Upgrade

For best results, it is recommended that all systems run the **same version** of the VERIPATROL software. To make this easy, downloading one copy of the network/server upgrade program can update all VERIPATROL systems at the same time, eliminating the need to download the upgrade more than once.

Storage Locations and Database Access

The server will need to access two things:

- The database where the data is stored and the storage location where newly created videos are to be stored.
- When the upgrade is complete, the server defaults to using the local system account.

The local system account provides admin-level security permission, so accessing the database is simple. However, problems may be experienced if the default storage location is on a network drive.

➔ The way to work around this:

1. Set the default storage location back to **Local Storage** before running the upgrade.
2. Once the upgraded server is up and running, you can change it back.

Note: The server may also be set to to run as a domain user in the Services Console.

Server Downtime

Ideally, the server will be down for less than 30 minutes during the upgrade process. However, until all workstations are upgraded, the possibility of experiencing problems with the upgraded server is increased.

Note: If experiencing trouble with the upgrade process, call VIEVU technical support. Support technicians are available to assist.

UPGRADING VERIPATROL

This section describes the process for upgrading VERIPATROL installations.

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Note: If the "VIEVU VERIPATROL Server" service's log on credentials were modified to allow for the storage of video files on a network share, the log on credentials will need to be reconfigured in the services console after the upgrade is complete.

Server Upgrade

➔ To upgrade a VERIPATROL server:

1. Download the VERIPATROL Upgrade file from http://www.vievu.com/support/veripatrol-support/.
2. From the file download window, click **Run**.
3. Click **I Agree** to accept the license agreements after review and then click **Next**.
4. The components selection screen opens.

   ▪ If modifying the installed components on this computer, select **Modify Components Installed on this Computer** and select the check boxes next to the necessary components.

   Note: Modifying can be the removal or addition of components.

   ▪ If maintaining the current configuration of software components select **Upgrade Existing Components**.

5. Click **Install**.

   ▪ A window may appear if no one has **View Lockdown Video** security.
   ▪ Select the check box next to at least one user and click **Ok**.
   ▪ Refer to the VERIPATROL Admin User Guide for more information about **View Lockdown Video** security.

6. When the installation is complete, click **Finish**.

Workstation Upgrade (Client & Mobile)

➔ To upgrade a workstation:

1. Download the VERIPATROL Upgrade file from http://www.vievu.com/support/veripatrol-support/.
2. Click **Run** on the file download window.
3. Click **I Agree** to accept the license agreements after review and click **Next**.
4. The components selection screen opens.

   ▪ If modifying the installed components on this computer, select **Modify Components Installed on this Computer** and select the check boxes next to the necessary components.
   ▪ If maintaining the current configuration of the software components select **Upgrade Existing Components**.

5. Click **Install**.
6. When the installation is complete, click **Finish**.