

## XX222-01-03



## ViconNet Version 6

### Vicon Industries Inc.

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Vicon Industries Inc. does not warrant that the functions contained in this equipment will meet your requirements or that the operation will be entirely error free or perform precisely as described in the documentation. This system has not been designed to be used in life-critical situations and must not be used for this purpose.

**[www.vicon-security.com](http://www.vicon-security.com)**

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# ViconNet Version 6.X

## Software Installation and Upgrade Guide

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## General

This manual describes two ViconNet installation procedures: how to install ViconNet® version 6.X software for a new installation or upgrade from an earlier version of ViconNet software to version 6.X. The upgrade installation will maintain configuration and recorded data. The two procedures are very similar; be sure to select the correct link on the DVD or appropriate CD (2 provided).

## Prerequisites

The following are minimum hardware and operating system requirements for a new installation.

**Operating System:** Microsoft® Windows® XP, 7, 2008 Server.

**CPU:** Intel® Core™ 2 Duo 2.66 GHz processor.

**RAM:** 2 GB.

**Hard Drive:** 250 GB minimum.

**LAN Card:** 1 Gb onboard.

**Video Card:** Video adapter with onboard 128 MB RAM. Dual output.

### Notes:

1. On Windows 7, User Authorization Control *must* be turned off.
2. The minimum hardware and operating system requirements are subject to change. For the latest requirements, refer to the datasheet on Vicon's website at [www.vicon-security.com](http://www.vicon-security.com).

The following are minimum hardware requirements for a unit that is being upgraded. Version 6.X, in general, requires more computing resources from the system than the former versions; this is especially important when upgrading an older system to version 6.X.

**Minimum Processor:** Pentium®4 with 3GHZ clock.

**Minimum RAM:** 1GB

**Minimum Display Card:** 128MB memory

This is with the assumption that **no new process intensive functionality** is going to be added to the existing units being upgraded. Functionality that is considered process intensive:

- Display of H.264 video from Collectors or IP cameras on this device.
- Operation of the Video Vault feature.
- Addition of new Events Management to run on this device.

Notes: The minimum requirement on Collectors for version 6.X is Windows Embedded O.1; older versions require Windows XP Service Pack 2. Refer to Appendix A.

Some anti-virus programs may disturb the installation process and need to be shut down during installation.

## Installation

The software is typically installed from the ViconNet version 6.X Installation/Upgrade DVD/CDs/USB drive and will autorun once the DVD/CD/USB drive is inserted in the drive. When using the CDs, the software and utilities/documentation are contained on two CDs; be sure to use the correct CD.

**Note:** The installation described below shows a typical Windows 7 installation. The installation is similar for a Windows XP machine.

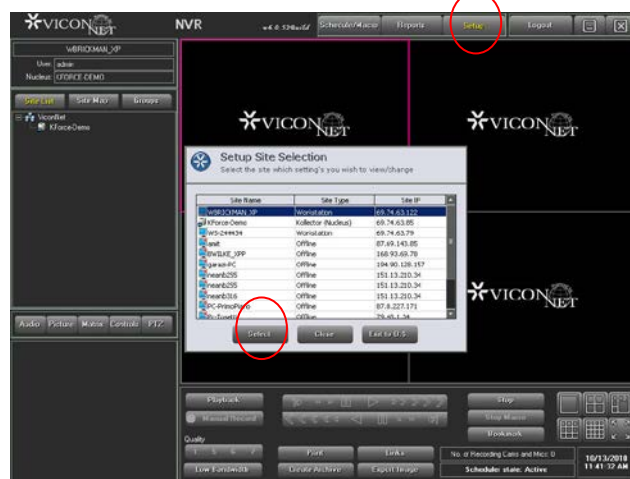
When performing an upgrade, it is recommended to do a manual Settings backup in the event settings need to be restored after upgrade. The Nucleus must be upgraded first; the backup Nucleus, if present, should be second. Then upgrade all other DVRs, NVRs and Workstations on the system. All sites must remain connected to the network and Nucleus during upgrade; do not shutdown any RAID/SAN device connected to the system. The system that is being upgraded must be running properly before the upgrade; an upgrade will not fix an existing problem.

ViconNet version 6.X is compatible with ViconNet versions 4.x through 5.6d. Upgrading to ViconNet version 6.X is not reversible; downgrading will result in losing data (video) and settings. Any Kollector Elite that is upgraded to version 6.X will lose all sensors that were previously setup and will have to be added and configured again after the unit is upgraded.

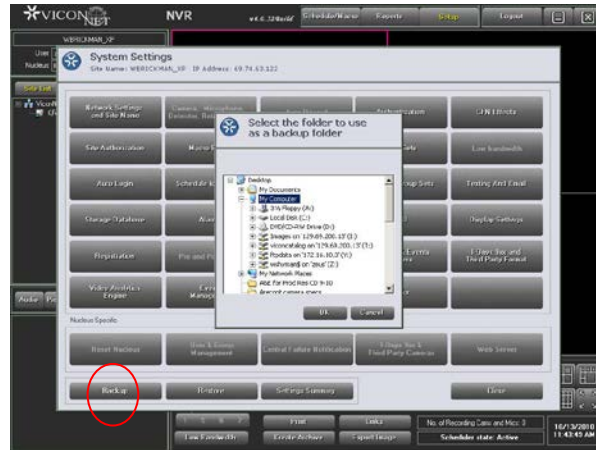
## Backup

**Note:** Keep a worksheet of the Site Name, Nucleus IP, IP of the unit, Subnet and Gateway; this information can be found on the Network Settings screen.

1. On the Main screen, go to **Setup**, select the local unit (unit you are at), typically at the top of the list.



- From the **System Settings** menu, select **Backup**; the Select the folder to use as a backup folder window displays to select where to save the backup settings. Click **OK** to start the backup.



- Click Close when backup is completed and Close the System Settings menu.

## New Installation and Upgrade

**Notes:** Be sure you are upgrading from at least ViconNet version 5.6d. If you have an earlier version of ViconNet, go to Vicon's website and access software downloads of earlier versions to upgrade your system to 5.6d, <http://www.vicon-security.com/support-technical-support-viconnet-earlier-releases.htm>.

Screens may vary in look but are the same or similar in functionality; follow onscreen prompts.

- Insert the DVD or software CD Disk 1 in the drive and autorun will begin. Be sure you are using the correct CD. If autorun does not run, use Windows Explorer to navigate to the CD drive and click it to run the file.
- The ViconNet software selection screen displays. Click the **ViconNet Version 6.X Software** link.

**SOFTWARE**

**IMPORTANT NOTICE:**  
 • When upgrading to ViconNet 6.6 SP2 from 5.6d through 6 use version 6.6SP2 Software link.  
 • When upgrading from earlier versions, 2.18D, 3.x or 4.x, Go to Vicon's website software download page (older versions) to upgrade to 5.6d. Then use version 6.6SP2 Software link to complete upgrade to ViconNet version 6.6.

<b>ViconNet Video Management Software</b> <a href="#">• ViconNet Version 6.6 SP2 Software</a>	<b>ViconNet Manual</b> <a href="#">• ViconNet Version 6.6 Software Installation Guide</a>
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**DVRs, NVRs & Workstations**  

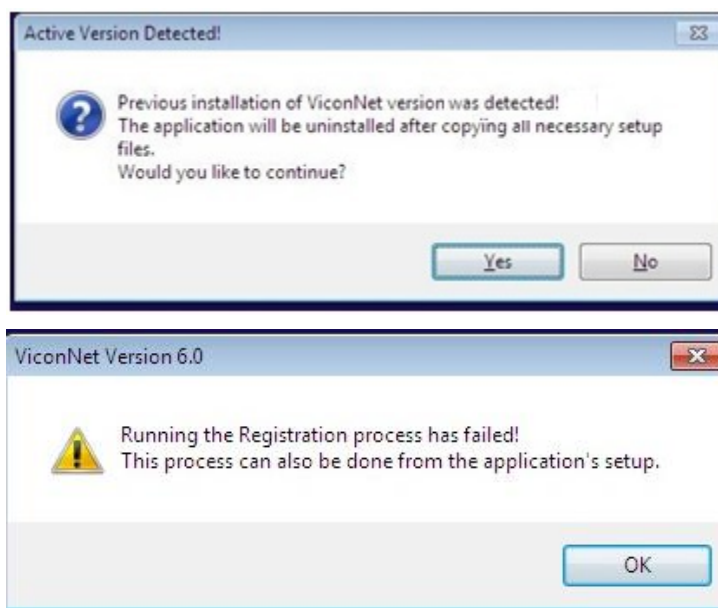
[• Download latest standalone driver from website](#)  
[• 2007 Daylight Saving Patch for Collectors](#)

[• DVD 1.6](#)

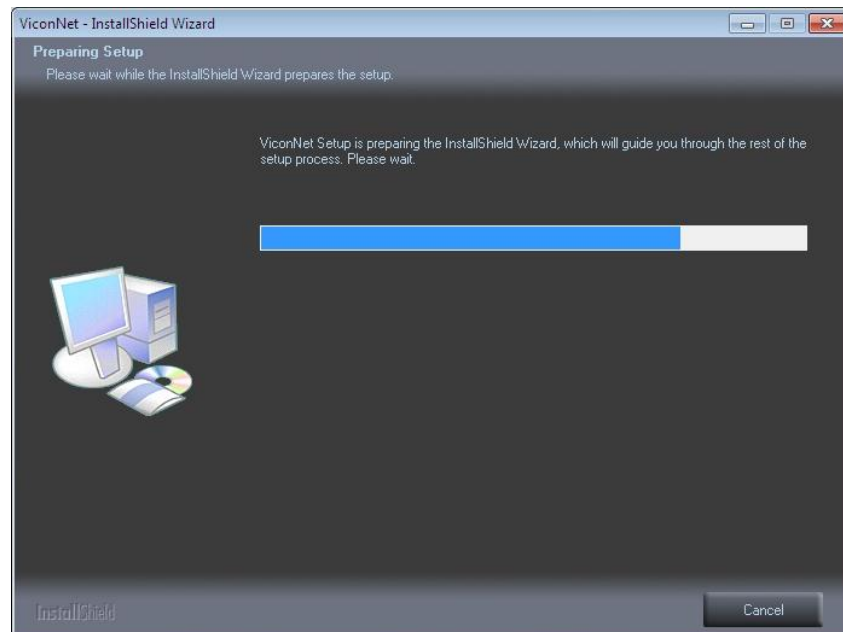
### Important Note

The Installation and Upgrade process may require several reboots. Do not be alarmed; this is part of the normal upgrade process and can take some time, but the application will finally start up. Some installation require that .NET 4 be installed; the first reboot is then required. ViconNet will start again; it may appear that the process is complete but ViconNet will not have been upgraded. A message "App cannot be running, exit then restart the install" may appear; follow the instructions. Several reboots may occur, which can be lengthy. Another message, "System config has changed...must reboot" may appear. After that reboot the upgraded ViconNet will start; although the initialization may take a while.

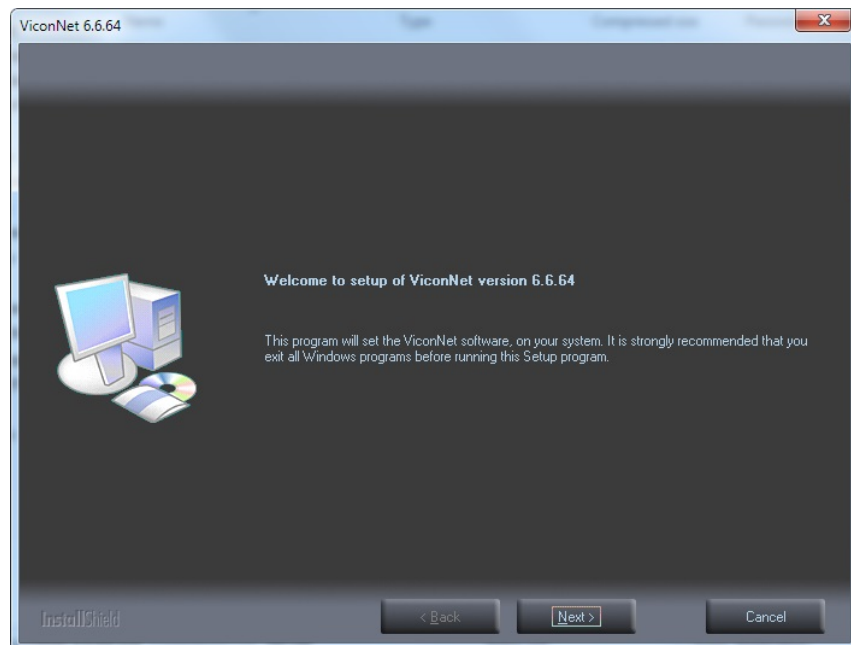
3. If you are upgrading, a notification will be sent as below. Click **Yes**. On some units, a Registration process error notification may display; the registration process can be performed from Setup later. Click **OK**. On other units, the Registration screen will display. You can register at that time or opt out and register during setup. The registration process is explained at the end of this document.



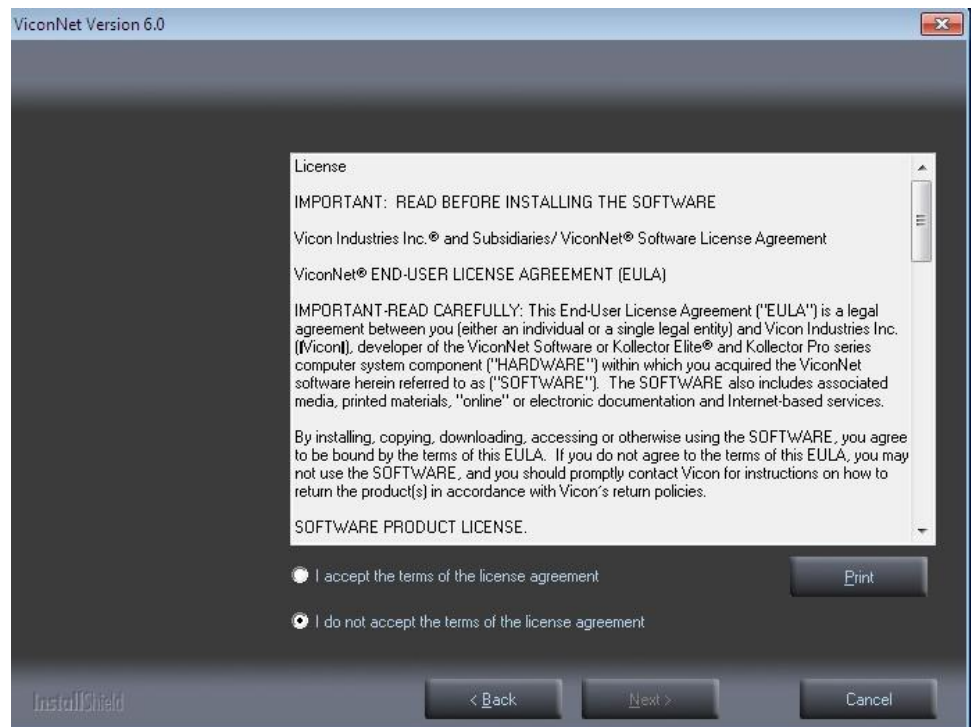
4. The Preparing Setup screen displays.



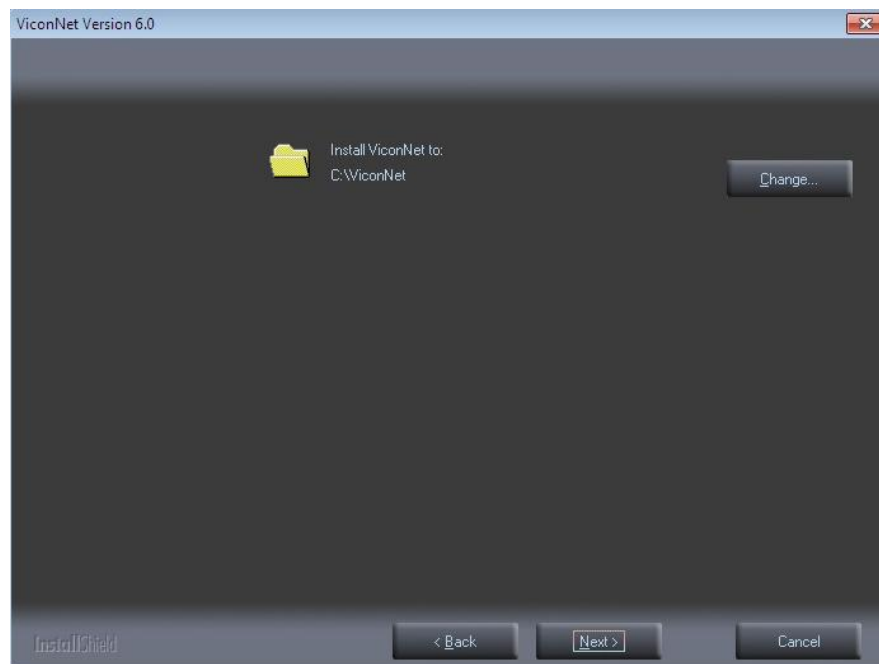
5. When doing an Upgrade, skip to step 10. On new installations, after setup loads, the ViconNet software installation screen displays.



6. Click **Next**. The License Agreement screen displays (new installations).

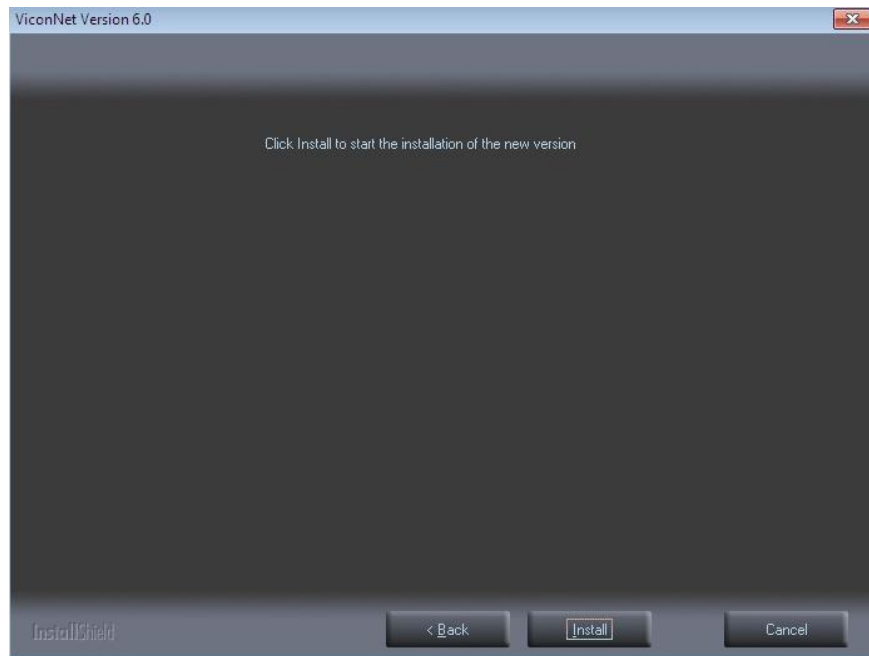


7. Select the *I accept* radio button and click **Next**.
8. Select the folder where the ViconNet software is to be installed or keep the default folder. Click **Next**.

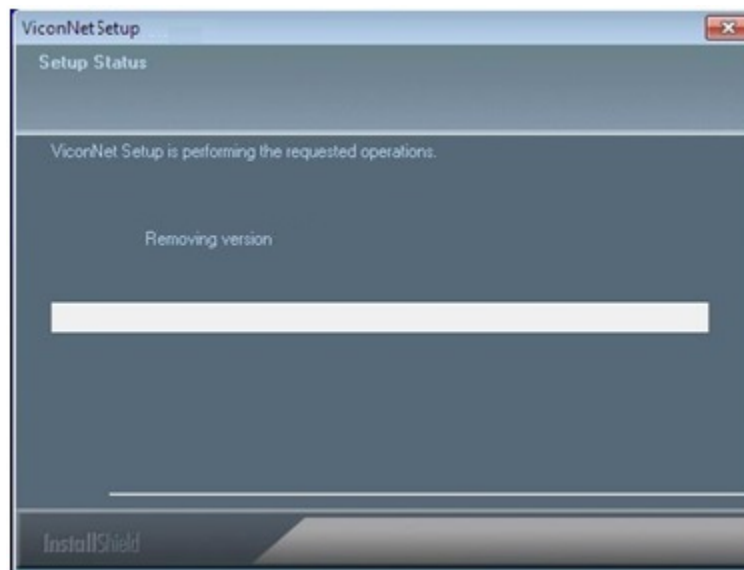


9. Click **Install**. The installation begins. Note that the Windows XP screen might look different than the Windows 7 screen.

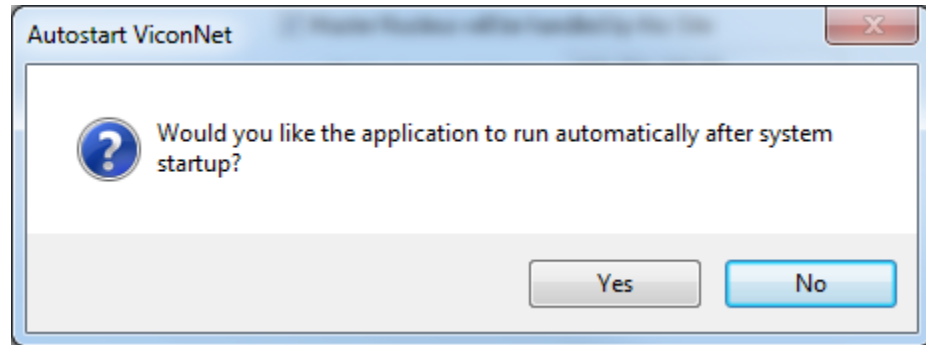




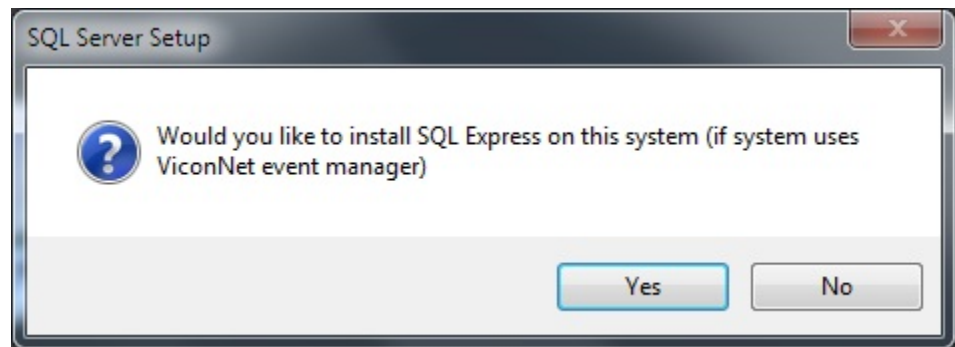
10. When doing an upgrade, the older version is removed before installation of the new version begins.



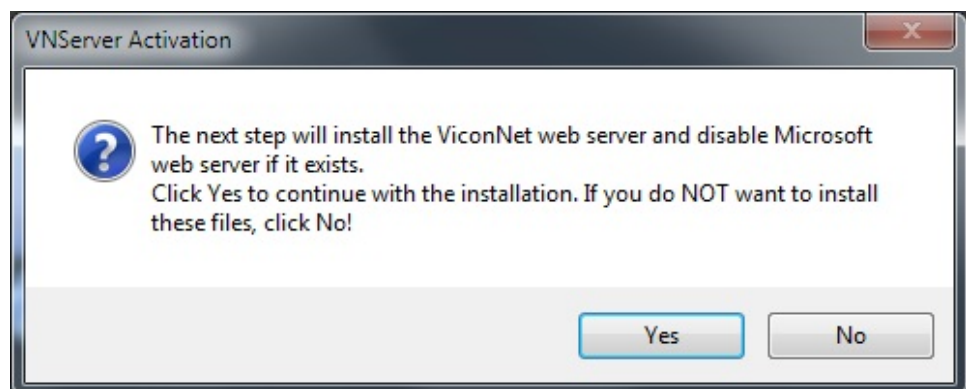
11. The Autostart ViconNet dialog box displays when doing a new installation. If you want ViconNet to automatically start when turning on the system, click **Yes**; if not, click **No**.



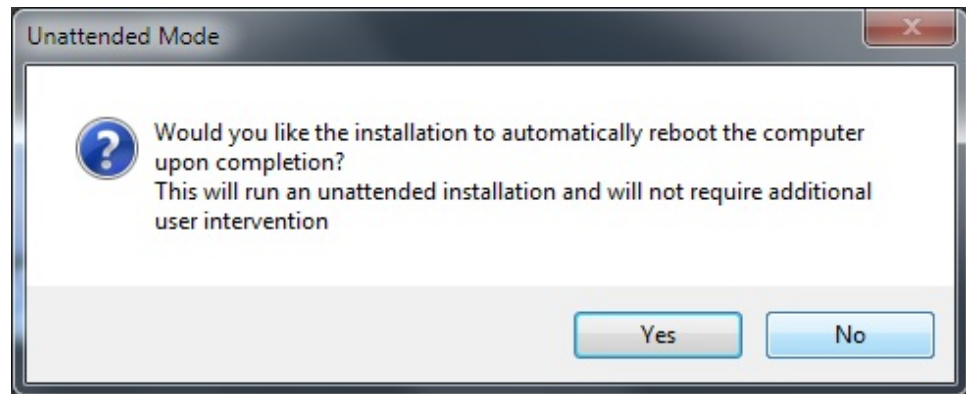
12. Several screens display and install, including VN Agent and SQL; this might take a few minutes.



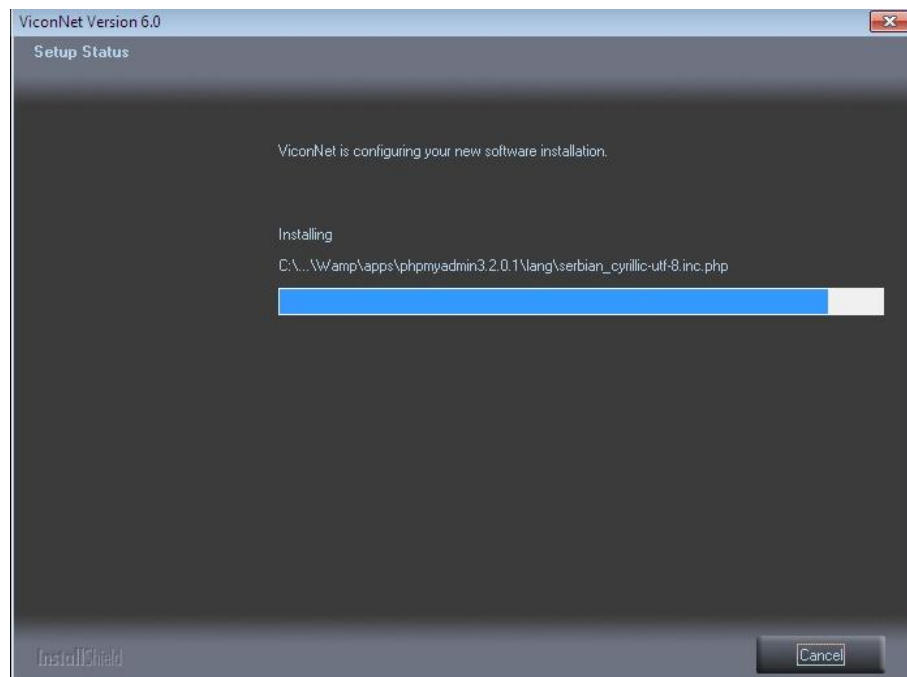
13. The VNServer dialog box displays. This will install and configure the web server files that will be used for ViconNet Web Browser if this system is the Nucleus. The installation will disable Microsoft IIS web server. If the user does not wish to install web server choose No; it can be installed in the future by repeating the installation and choosing Repair. Click **Yes** or **No**.



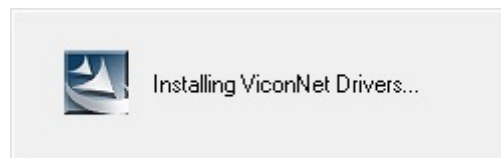
14. The Auto Reboot screen displays. Select **Yes** or **No**. If Yes is selected, the Installation Complete screen does not display and the system will automatically reboot.



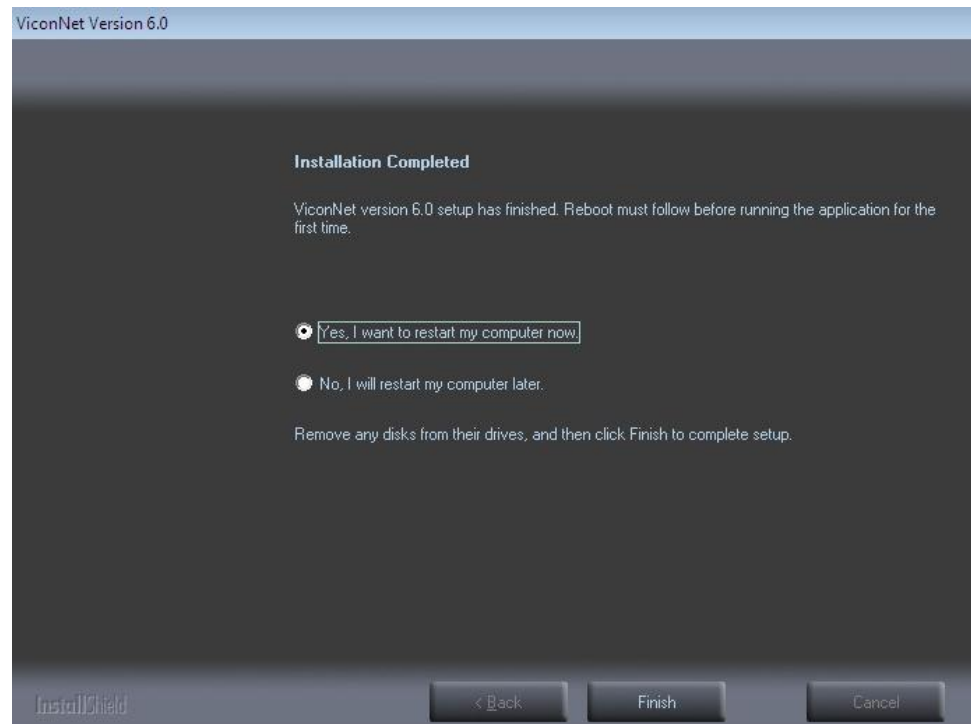
15. The installation continues.



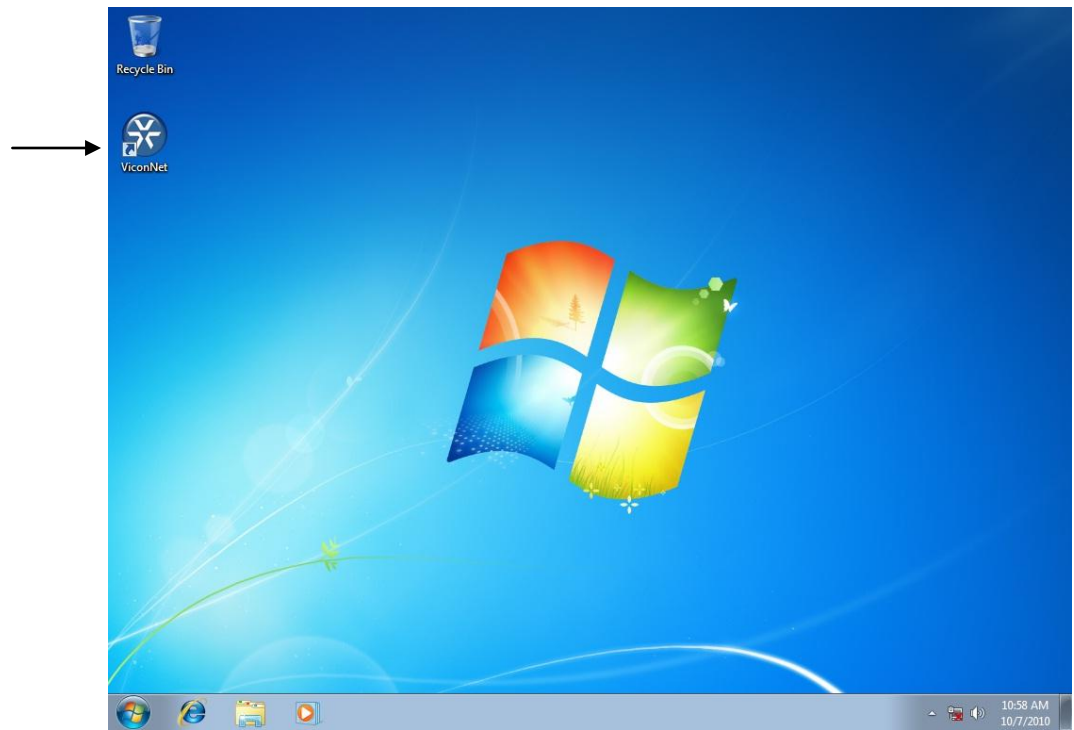
16. A series of screens display during this process, including VNAgent and ViconNet Drivers. Allow the process to continue.



17. The Installation Completed screen displays. If Yes was clicked on the auto reboot screen, this will not display and the system will automatically reboot. If No was selected, this screen displays. Click **Finish** to reboot the system.

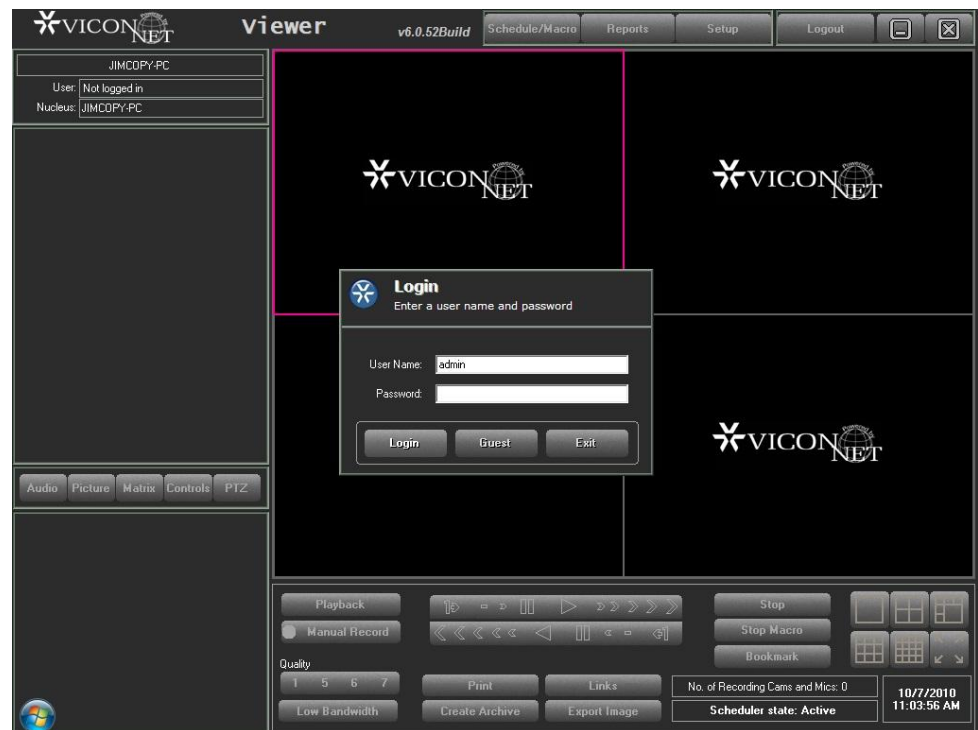


18. After the system reboots, the ViconNet icon will display on the desktop.



19. Click the icon to start the ViconNet application.


20. The ViconNet application displays.



## Registration

If you have a factory-certified NVR/Workstation or Kollector DVR with preinstalled software, ViconNet is pre-registered and will automatically start that way on boot-up. If the new installation is on a customer-supplied NVR/Workstation, it will operate as a viewer; a license (provided with the software kit) and registration process are required to access the full functionality of the ViconNet application.

The directions for opening the Registration Dialog Box are located in Chapter 3 of the Software Manual for ViconNet under “Registering Your System.” Be sure to open this dialog box before beginning the process. You will need information found in the registration dialog box as well as the information contained on the License ID label to complete the registration process.

From the Main screen on your unit, click Setup; the *System Settings* window displays. Click . The *Registration* window appears. Make a note of the User Codes, as these are required to complete the licensing process.



The ViconNet Registration dialog box is shown with the following fields and information:

- Site Name:** Vicon-PC **IP Address:** 69.74.63.71
- License General Information:**
  - Company Name: Vicon
  - User Name: Wendy
  - Address: 89 Arkay
  - Phone: 631-952-2288
- Registration Details:**
  - User Code 1 (Session Code): 305411266
  - User Code 2 (Computer ID): 9227824
  - Enter License Number: [ ] [ ] [ ] [ ] [ ] [ ]
- Computer Details:**
  - Computer Name: Vicon-PC
  - Windows Version: Windows 7 build: 7601 Service Pack 1
  - MAC Address: 00:1C:00:94:49:74
  - HD Serial Number: 2023990247
- License Information:**
  - License Type: NVR Full Version
  - Days Left: Unlimited
  - Third party Sites: Not Applicable
  - Devices allowed: Registered for unlimited devices
  - Analytics license: Enabled
  - Bookmark license: Disabled
  - Stand alone license: No
  - Web license: No
- Buttons: Register, Print, Close

Go to Vicon’s website at [www.vicon-security.com](http://www.vicon-security.com) or go to <http://ftp.vicon-security.com/regkeyoutside> (this URL can be used if registering from a mobile device). At the website, click on the Support tab at the top and select Software Registration from the dropdown list; follow the online instructions.

If you encounter any difficulties during registration, call Vicon at 1-800-645-9116 (US only) or 1-631-952-2288. Select the software registration option (Hours of Operation: Monday-Friday, 8:30 AM - 5:00 PM EDT).

**Note:** After entering the License ID and Password, the License Information Form will display. Fill this form out accurately. This is how you will be identified in Vicon’s database for future reference. In the serial number field, enter the serial number of the PC on which the software is being installed.

## Appendix A

ViconNet version 6.X requires Windows Embedded O.1 as a minimum requirement for Collectors. Prior to upgrading, check the Embedded version of the system by exiting ViconNet to the O.S and looking at the bottom right corner of the screen; the embedded version shows when the start bar hides. If it is not at least O2 (embedded versions are in alphabetical order), Windows XP Service Pack 2 is required.

Vicon has tested the installation of Service Pack 2 down to Embedded K and J2 and has been successful to proceed with the upgrade; older embedded versions may accept the upgrade but have not been tested.

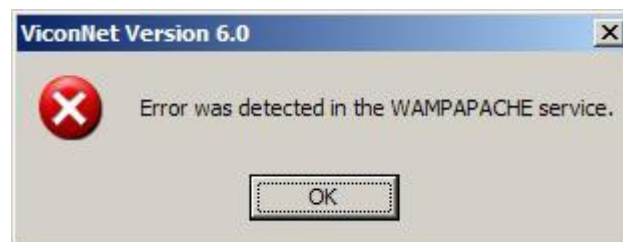
Service Pack 2 is available from the Microsoft website:

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=049c9dbe-3b8e-4f30-8245-9e368d3cdb5a>

**Caution:** Use the full package in the link; do not attempt a Windows update.

When upgrading to version 6.X after Service Pack 2 is installed, some error messages may display.

If the following message displays, it is only a problem if the unit being upgraded is the Nucleus that will also be used as a Web Server. If that is not the case, click **OK** and proceed; to prevent this message from reappearing upon reboot, you will need to run a patch after the installation. A link is provided at the end of this section.



Note that if the unit being upgraded is a Nucleus and is expected to be used as a Web Server, additional work will be needed, such as updating the embedded O.S. You will need to contact Vicon technical support to evaluate what is needed at ([technicalsupport@vicon-security.com](mailto:technicalsupport@vicon-security.com) or 1-800-34-VICON (1-800-348-4266)).

If the following message displays, click **Don't Send**.



After the software installation has been completed, to prevent the Apache error messages from displaying, use the following link to download the batch file:

[http://www.vicon-security.com/Collateral/Documents/Disable\\_VNWamp.zip](http://www.vicon-security.com/Collateral/Documents/Disable_VNWamp.zip)

Place the batch file on the Kollektor, unzip it and double click to run. The error messages should no longer appear.



**Vicon Industries Inc.**

For office locations, visit the website:

**[www.vicon-security.com](http://www.vicon-security.com)**

