

Bulletin #: TB120701CG

Description: Upgrade to CompleteView version 3.8.2 causes loss of events database.

Date: July 12, 2012

Severity: Low

Affected Products:

- CompleteView - All versions

Issue:

When upgrading from 3.x.x to 3.8.2 the customer will lose the events database and the video database will be rebuilt. This is due to the use of the latest version of SQL Server Compact within CompleteView.

Corrective Action:

The system will automatically rebuild the video database and the customer will not lose any video currently stored. The customer will lose record of events associated to the video and there is no corrective action to recover these events at this time.

Related Documentation:

None