
COMPLETEVIEW UPGRADE GUIDE

COMPLETEVIEW VERSION 3.X +

Upgrading CompleteView

Upgrading from CompleteView 3.x to 4.x

Upgrading from CompleteView 3.x to v4 requires a CompleteView 4.0 license key. For customers of Salient's Yearly Upgrade Plan (YUP) a 4.0 license key can be obtained by contacting Salient Systems Technical Support at 512-617-4802 or support@salientsys.com.

CompleteView 4.0 comes in both 32 bit and 64 bit versions. There are special considerations for customers switching from 32 bit to 64 bit installations.

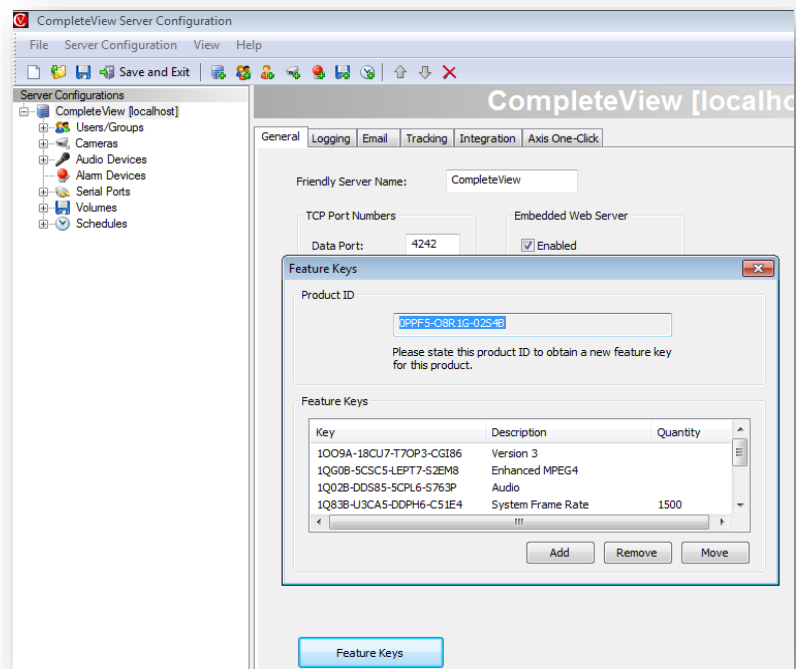


The 64 bit version of CompleteView does not support Salient's Fusion 4 video capture cards. If considering an upgrade to 64 bit CompleteView, ensure your CompleteView server records only IP cameras and analog cameras connected to encoders. 64 bit CompleteView also does not support cameras using the Immervision lens or Agent VI video analytics. Please ensure these are not used in your existing 32 bit CompleteView server installation prior to upgrading to 64 bit CompleteView.

CompleteView 4 32 bit *does* support the Fusion 4 capture cards, Immervision lenses and Agent VI analytics.

Upgrading CompleteView 3.x to CompleteView 4 32-bit

1. Contact Salient Support with the existing CompleteView Product ID to get a new V4 license key. The Product ID can be found in CompleteView Server Configuration -> General tab -> Feature Keys button
2. Add the new v4 Feature Key to CompleteView. The key can be added in CompleteView Server Configuration -> General tab -> Feature Keys button
3. Restart the CompleteView server



4. Download and install CompleteView 4.0 32 bit upgrade installer (CV-Update-4.0.0.XX.exe).

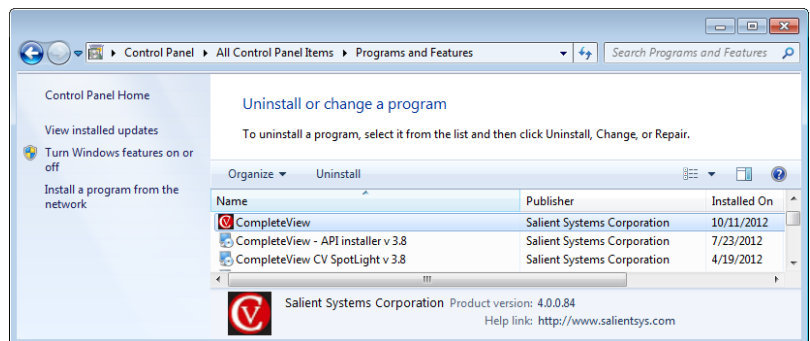
Upgrading CompleteView 3.x to CompleteView 4 64 bit, USB key

A 32 bit to 64 bit upgrade, where the CompleteView 3.x 32 bit is licensed using a USB dongle, is performed in two parts. CompleteView v4 64 bit does not support USB license keys. First, upgrade to 32 bit CompleteView v4. Once this upgrade is complete, the switch can be made from the USB dongle based license key to a software based license key. Following the change from USB dongle key to software key it is then possible to go from 32 bit CompleteView v4 to 64 bit CompleteView v4.



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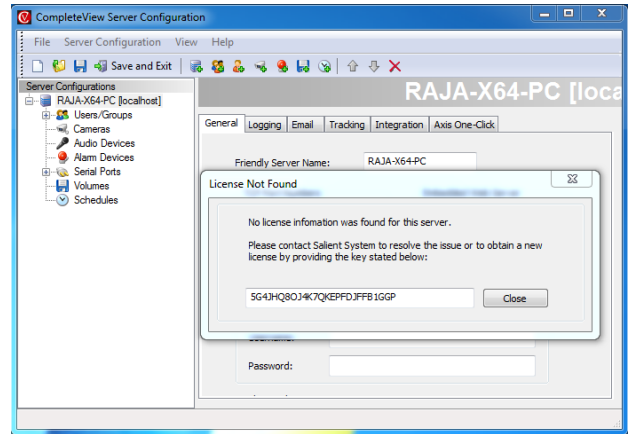
1. Upgrade from CompleteView 3.x to CompleteView 4.x 32 bit, as described in the previous section.
2. It is now necessary to back up the CompleteView configuration files. Backup the servercfg.cvw and clientcfg.cvw files which can be found in c:\program files(x86)\CompleteView\. To back up the files copy them to another folder location (like the Desktop) or a USB drive.
3. Download the keyfinder.exe utility from the salientsys.com website. Keyfinder.exe will log your current CompleteView licensing information which will be used by Salient Systems Technical Support to generate a new v4 Feature Key. Once downloaded, run keyfinder.exe.
4. Locate the featurekeys.dat file, which will be located in the same folder keyfinder.exe was run from. This may be the c:\{downloads} folder. Copy the file to a folder location where it will be easily accessible. The file will need to be sent to Salient Systems Technical Support to generate a new key in step 9.
5. Uninstall CompleteView 3.x 32 bit. Go to Control Panel -> Programs and Features, choose CompleteView and click 'Uninstall'.



6. Remove USB key from the CompleteView server.
7. Install CompleteView 4 64 bit using the local installer (CompleteView-x64-Setup-4.0.0.XX.exe). Do not use Admin Console.

8. Verify the servercfg.cvw and clientcfg.cvw configuration files do not exist in c:\program files\CompleteView\. If the files are present, delete them.
9. Reboot the system

10. Salient Technical Support will need to provide you with a new license file. Please obtain the new Product ID of CompleteView prior to contacting support. The Product ID can be found in CompleteView Server Configuration -> General tab -> Feature Keys button. When contacting Salient Technical Support for the new software license file you will need to provide the product key and the featurekeys.dat file obtained in step 4.



11. After contacting Salient Technical Support for the new software license key, copy the new software license key file as well as the previously backed up configuration files to the CompleteView installation folder. They files can be copied to c:\program files\CompleteView\
12. Restart the CompleteView server.

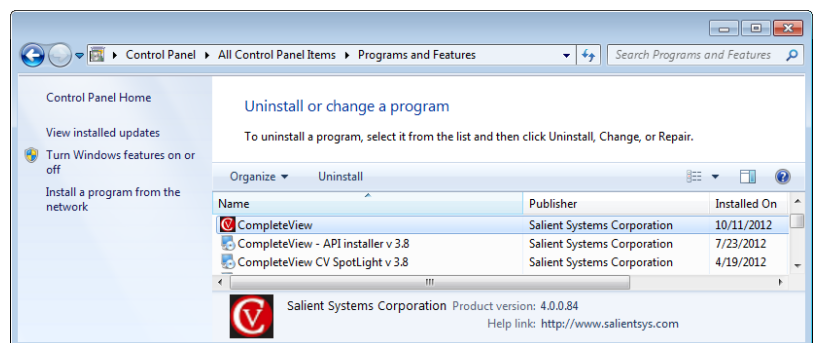
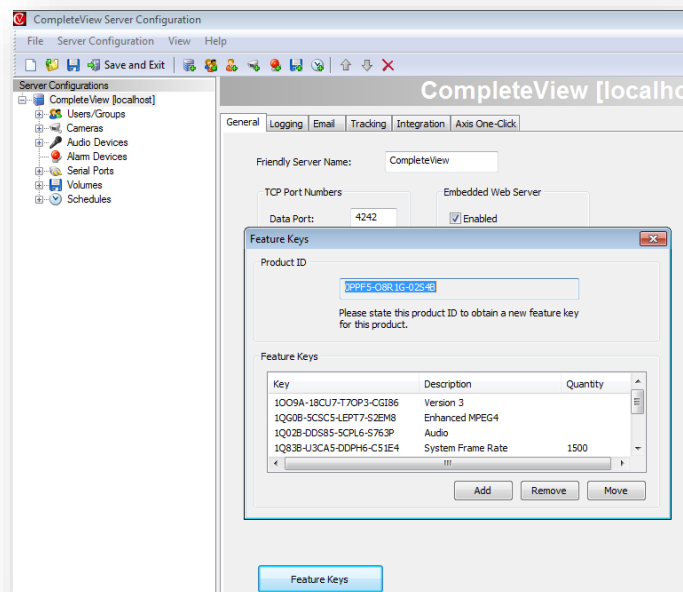
Upgrading CompleteView 3.x to CompleteView 4 64 bit, software key

If the existing CompleteView 3.x 32 bit software is licensed with a software key the upgrade process is simplified. CompleteView 3.x 32 bit needs to be updated with a v4 Feature Key prior to installation of v4. CompleteView 3.x 32 bit is then uninstalled and CompleteView 4 64 bit is installed as a final step.



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1. Contact Salient Support with the existing CompleteView Product ID to get a new v4 license key. The Product ID can be found in CompleteView Server Configuration -> General tab -> Feature Keys button.
2. Add the new v4 Feature Key to CompleteView. The key can be added in CompleteView Server Configuration -> General tab -> Feature Keys button
3. Backup the CompleteView configuration files. Backup the cvserver.lic, servercfg.cvw and clientcfg.cvw files which can be found in c:\program files(x86)\CompleteView\. To back up the files copy them to another folder location (like the Desktop) or a USB drive.
4. Uninstall CompleteView 3.x 32 bit. Go to Control Panel -> Programs and Features, choose CompleteView and click 'Uninstall'.
5. Install CompleteView 4 64 bit using the local installer (CompleteView-x64-Setup-4.0.0.XX.exe). Do not use Admin Console.
6. Copy the configuration files that were previously backed up in step 3 to the CompleteView installation folder. They files can be copied to c:\program files\CompleteView
7. Restart the CompleteView server.



Upgrade Note, CompleteView 4.3

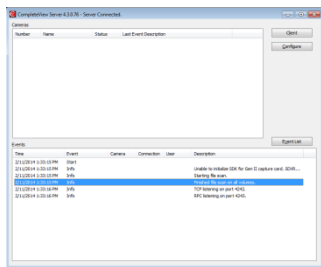
When upgrading from CompleteView 3.x to CompleteView 4.3; refer to Section 0, “*Upgrading from CompleteView 3.x to 4.x*” for upgrade instructions relevant to your installation.

CompleteView™ version 4.3 includes significant enhancements to the Video Volume database and the way Volumes are managed. In order for these enhancements to take effect a mandatory post-installation database synchronization will occur the first time CompleteView™ version 4.3 is started. Depending upon the size and quantity of pre-existing Volumes, the post-installation database synchronization may require anywhere from several minutes to several hours to complete.

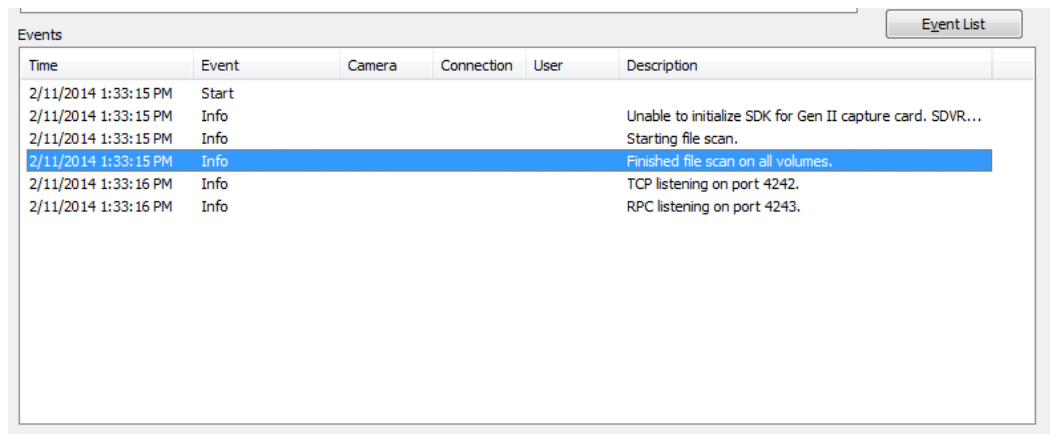
Use the CompleteView™ server GUI to verify the database sync is complete.

Server GUI Log Events

Start>All Programs>CompleteView>Server GUI



Server GUI



Time	Event	Camera	Connection	User	Description
2/11/2014 1:33:15 PM	Start				
2/11/2014 1:33:15 PM	Info				Unable to initialize SDK for Gen II capture card. SDVR...
2/11/2014 1:33:15 PM	Info				Starting file scan.
2/11/2014 1:33:15 PM	Info				Finished file scan on all volumes.
2/11/2014 1:33:16 PM	Info				TCP listening on port 4242.
2/11/2014 1:33:16 PM	Info				RPC listening on port 4243.

Server GUI – Log Event List

“Finished File Scan” event indicates database sync complete