



VIEVU VERIPATROL Upgrade Instructions

Version 2.2.21

*****STOP*** - Due to enhanced VidLock™ security suite processes, all PVR-LE and PVR-LE2 cameras MUST be assigned in the VERIPATROL Admin software prior to the upgrade. If a camera is not assigned in the software, it will not be allowed to download. DO NOT install the upgrade without confirming all cameras have been assigned on the Cameras tab in the Admin program.**

The VIEVU VERIPATROL program can be upgraded without the fear or concern of loss or damage to the video files currently store in the system. If you have any questions or problems during the upgrade process, please contact us at 888-285-4548 or support@viewu.com.

Standalone PC Upgrade

1. Download the Standalone Upgrade file from the “Support” tab on the VIEVU website
2. Double click on the file “VERIPATROL_Standalone_Upgrade_2.2.21” or click run on the file download window
3. Click “Yes” on the software license agreement after review
4. A series of windows will appear and disappear while the program is installing. Do not close any of these windows. They will close automatically
5. A window will appear if no one has “View Lockdown Video” security. Place a check mark next to at least 1 user and click “Ok”.
6. Click “Yes” to restart the computer

Network Upgrade

***WARNING* - The Server must be upgraded first. Failure to upgrade the server prior to upgrading a client workstation may cause errors.**

***WARNING* - Before installing the server component on Server 2008, you must enable the “desktop experience” feature on the server. Failure to do so will cause system instability and failure to generate thumbnails. <http://support.microsoft.com/kb/947036>**

Server Upgrade

1. Download the Network Upgrade Installation software from the “Support” tab on the VIEVU website.
2. Double click on “VERIPATROL_Network_Upgrade_2.2.21.exe” or click run on the file download window.
3. Click “Next” on the welcome screen



4. Accept the software license agreement after review
5. Select the installation folder and click "Next"
6. Place a check next to the following components: Server and Administrative Application. Click "Next"
7. Click "Next" to begin the installation
8. The installation complete window will appear. If video files will be viewed from the server, place a check mark in "run Xvid Codec installation after finishing this wizard". Click "Close"
9. If the Xvid codec was selected to be installed the Xvid setup wizard will appear.
 - a) Click "Next"
 - b) Accept the license agreement after review and click "Next"
 - c) Click "Next"
 - d) Click "Next"
 - e) Click "Next"
 - f) Add a check mark to "Decode all supported FourCCs" and click "Next"
 - g) Click "Install"
 - h) Click "Finish"
10. A window will appear if no one has "View Lockdown Video" security. Place a check mark next to at least 1 user and click "OK".

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.

Workstation Upgrade

1. Download the Network Upgrade Installation software from the "Support" tab on the VIEVU website.
2. Double click on "VERIPATROL_Network_Upgrade_2.2.21.exe" or click run on the file download window.
3. Click "Next" on the welcome screen
4. Accept the software license agreement after review
5. Select the installation folder and click "Next"
6. Place a check next to the following components: Administrative Application and/or Client Application. Click "Next"
7. Click "Next" to begin the installation
8. The installation complete window will appear. If video files will be viewed from the server, place a check mark in "run Xvid Codec installation after finishing this wizard". Click "Close"
9. If the Xvid codec was selected to be installed the Xvid setup wizard will appear.
 - a) Click "Next"



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- b) Accept the license agreement after review and click "Next"
 - c) Click "Next"
 - d) Click "Next"
 - e) Click "Next"
 - f) Add a check mark to "Decode all supported FourCCs" and click "Next"
 - g) Click "Install"
 - h) Click "Finish"



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