

Technical Bulletin - TAB Number: TB-00420-00-210301

Upgrading the victor Player application on VideoEdge for Windows 10

Date Issued: 03 March 2021

Product	Model	Software
VideoEdge NVR	All	v4.9.1 and higher

Issue

victor Player on VideoEdge does not launch in Windows 10 version 1903 and greater. This is caused by an incompatibility between VMware ThinApp and Windows 10 update 1903 and greater.

Note: victor Player is included with VideoEdge as part of a clip export.

Solution

Download the upgrade package from the American Dynamics website and upgrade the victor Player application on VideoEdge. You can install the upgrade package on one VideoEdge NVR or multiple VideoEdge NVRs.

Note the following:

- The upgrade procedure does not affect ongoing recording or require a reboot of the server.
- After you install the upgrade, future clip exports include the upgraded player.
- You must use the VideoEdge Updater Tool to install the upgrade package on multiple VideoEdge NVRs. You can download this tool from the American Dynamics website. For more information, refer to *Upgrade Options for victor and VideoEdge*.

Downloading the victor Player upgrade package

1. Log on to www.americandynamics.net with your membership account.

Note: If you do not have a membership account, select **Register** and complete the site registration process.

2. On the navigation bar, click **Products** and then click **Downloads**.

The Software Downloads page opens.

3. In the American Dynamics section, click **Network Video Recorders** and then click **VideoEdge NVR**.
4. Scroll down to the **Patch Files** section and click the following victor Player upgrade package:

nvr-vicPlyrUpgrade-1.0-2.x86_64 for Windows 10.zip

5. Unzip the upgrade package. This should include the following RPM file:

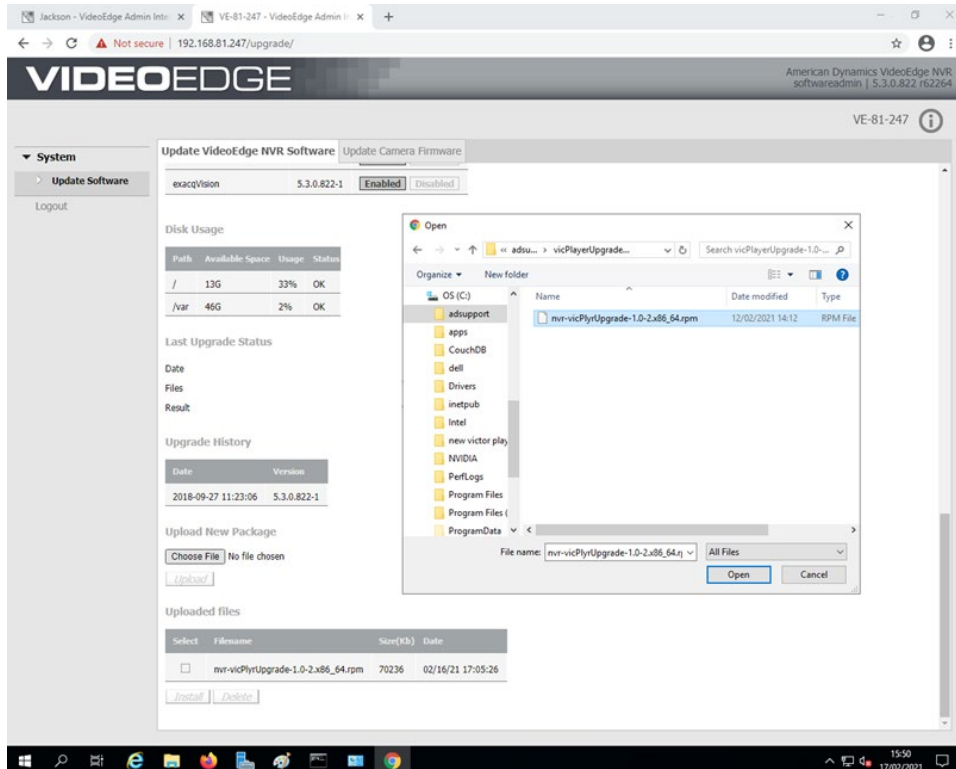
nvr-vicPlyrUpgrade-1.0-2.x86_64.rpm

Applying the victor Player upgrade package using the VideoEdge Admin GUI

Note: Depending on the version of your VideoEdge software, some UI elements may differ.

1. Log on to the VideoEdge Admin GUI as the softwareadmin user.
Note: To access the Update Software page, you must log on using the softwareadmin credentials.
2. In the **Upload New Package** section, click **Choose File**.
3. Navigate to the victor Player upgrade package, click the RPM file and then click **Open**.
The RPM file displays in the Uploaded Packages section.

Figure 1: Selecting the victor Player upgrade package



- Click the **Select** check box and then click **Install**.

Figure 2: Installing the victor Player upgrade package

Uploaded files			
Select	Filename	Size(Kb)	Date
<input checked="" type="checkbox"/>	nvr-vicPlyrUpgrade-1.0-2.x86_64.rpm	70236	02/17/21 15:34:04
<input type="button" value="Install"/> <input type="button" value="Delete"/>			

When the installation is complete, the **Last Upgrade Status** section displays the successful installation information.

Figure 3: Successful installation status

Last Upgrade Status	
Date	2021-02-16 17:05:41
Files	/var/opt/americandynamics/venvr/uploads/nvr-vicPlyrUpgrade-1.0-2.x86_64.rpm
Result	Package(s) installed successfully.

Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

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new dial tone and then dial 8552343677

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