

victor and VideoEdge Upgrade Options Guide

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Introduction to upgrading victor and VideoEdge

To avail of the latest features, functions, and security enhancements, update your victor and VideoEdge software to the most recent version. Use the Upgrade Options Guide to determine supported update paths, update procedures, and for compatibility matrices.

Update strategy

To ensure a successful software update for your victor Network Video Management System, update its components in the following order:

1. Update the victor Application Server or victor Site Manager software.
2. Update the victor Client or victor Unified Client software.
3. Update the victor Integration Driver software.
4. Update the VideoEdge NVR software.

Note:

- In version 4.5, the victor Site Manager was renamed the victor Application Server.
- Before you update victor Application Server, victor Client, or victor Unified Client, ensure that Windows is up to date, with no updates pending.
- Intrusion integration drivers are available only on victor installation media. They are not available from the installer dashboard.

- Note:** For information about victor Application Server and victor Unified Client software updates, see victor update options. For information about victor Integration Drivers, see Update options for victor Integration Drivers. For information about VideoEdge software updates, see VideoEdge update options.

Downloading software updates

You can download software update packages from the American Dynamics website. Each software package contains different combinations of software applications. Before you download a software package, confirm that it contains the software applications that you want to install or update. The following table lists the installation packages that you can use to install the victor Application Server, victor Client or victor Unified Client, and victor Web.

- Note:** Update package contents can vary for different software releases. Before you download a software update package, confirm that it contains the software that you want to update.

Table 1: Supported software update packages



Action	Unified	victor Application Server and SQL Server	victor Client only	victor web
Update the victor Application Server	Yes	Yes	Yes	No
Update victor Client	Yes	Yes	Yes	No
Update victor Web	Yes	Yes	No	

Each of the supported installation packages contains a different installer:

- The Unified installation package contains the victor and C•CURE 9000 installer.
- The victor Application Server and SQL Server installation package contains the victor installer.
- The victor Web installation package contains the victor Web installer.

victor Upgrade options

Each victor installation is unique. Relationships and dependencies between various elements of the system often require specific configuration and implementation sequences. Before you install or update any victor software, plan and design your software deployment. Contact your AD Integrator or Installer to adapt the details and sequence of your implementation to suit your needs.

-  **Note:** For update options from versions earlier than 5.0, refer to previous versions of this document.
-  **Note:** If you update your software to a major release version, you must purchase a new license.

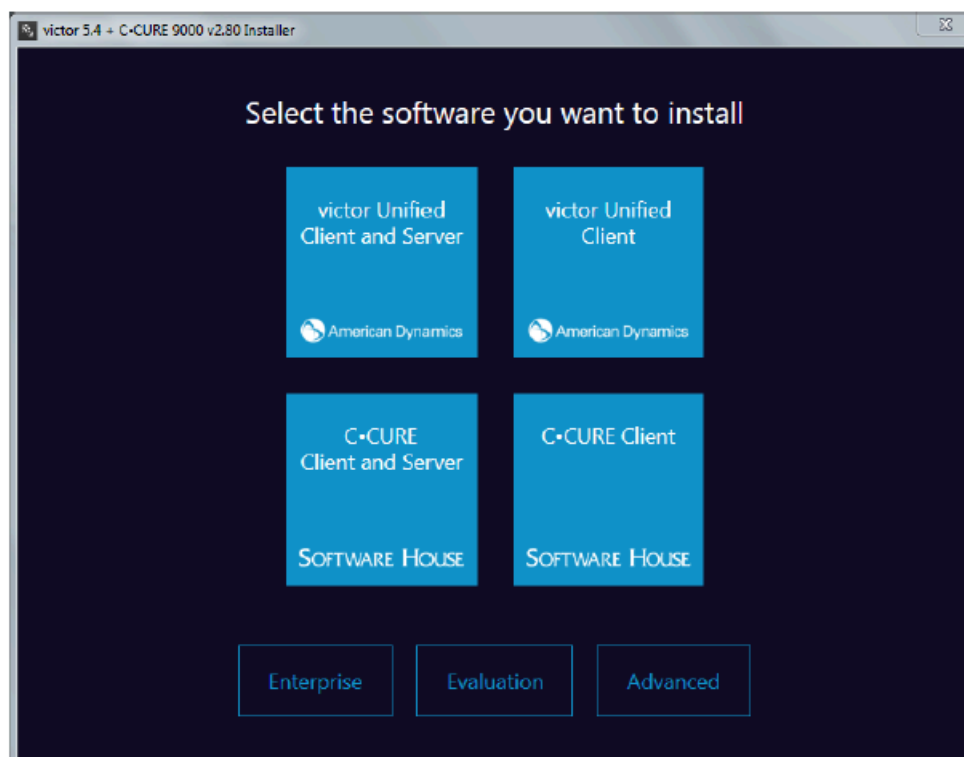
Unified and non-Unified releases

Attention

If you have a unified system, you cannot update to a non-unified version of victor Unified Client or the victor Application server.

To update a Unified victor and C•CURE installation, use the latest version of the victor and C•CURE 9000 installer, available from the American Dynamics or Software House website. For C•CURE and Unified customers, contact your support channel.

System requirements



Before you perform a software update, verify that your current system meets or exceeds the system requirements for the newer software version. Refer to the latest product datasheet for product specifications.

Operating systems and databases

- ① **Note:** From version 5.1 onwards, you cannot install victor on 32-bit operating systems. In addition, you cannot upgrade victor to version 5.1+ on a 32-bit operating system

Operating systems that are supported in victor 6.0

Table 2: Operating systems that are supported in victor 6.0

Operating system	Standalone	SSA	MAS
Win 11	64-bit	64-bit	X
Win 10 (Pro/Ent)] ① Note: Win 10 must be v1809 or higher.	64-bit	64-bit	X
Win Server 2016 (Std/ent)	64-bit	64-bit	64-bit
Win Server 2019 (Std/Ent)	64-bit	64-bit	64-bit

Table 3: Databases that are supported in victor 6.1

Database	Standalone	SAS	MAS
SQL Server 2016 (Express)	64-bit	64-bit	X
SQL Server 2016 (Std/Ent)	64-bit	64-bit	64-bit
SQL Server 2017 (Express)	64-bit	64-bit	X
SQL Server 2019 (Express)	64-bit	64-bit	X
SQL Server 2019 (Std/Ent)	64-bit	64-bit	64-bit

► **Important:** victor 6.1 is not a full software release. Treat the 6.1 release as a service pack only. Install victor 6.0 before upgrading to 6.1.

Supported update paths

victor Application Server

To ensure a successful update, use the following supported update paths for victor Application Server. This section provides information about the following victor Application Server configurations:

- Standalone (victor only)
- Unified victor and C•CURE
- Enterprise MAS/SAS
- Centralized licensing for Standalone, Unified, or Enterprise SAS

❗ **Note:** Before you start the update process, verify that the current victor Application Server system meets or exceeds the system requirements for the newer software version. Refer to the latest datasheet for product specifications.

Update paths for victor Application Server: Standalone (victor only)

The following table shows the supported one-step update paths for victor Application Server. The table lists the software updates that are compatible with the current version of your victor Application Server software. To update to the latest version of the victor Application Server, use the most direct update path.

Table 4: Direct one-step software update paths for victor Application Server 5.0 to 6.1

Current version	Upgrade to 5.1	Upgrade to 5.2	Upgrade to 5.3	Upgrade to 5.4	Upgrade to 5.4.1	Upgrade to 5.6	Upgrade to 5.7	Upgrade to 5.9	Upgrade to 6.0	Upgrade to 6.1
5.0	Yes	Yes								
5.1		Yes	Yes							
5.2			Yes	Yes	Yes					
5.3				Yes	Yes	Yes				
5.4					Yes	Yes	Yes			
5.4.1						Yes	Yes	Yes		
5.6							Yes	Yes	Yes	
5.7								Yes	Yes	
5.9									Yes	
6.0										Yes

Update steps for victor Application Server

1. Verify the SSA status:
On the victor Application Server host, launch License Manager to check SSA status. If expired, contact tspsa@tycoint.com to purchase SSA before updating.
⚠ WARNING: if your SSA expires, you are not entitled to any free software updates, liense updates or support. You must purchase a license to continue using victor
2. Back up the database:
Back up the current victor Application Server database configuration before you update any software.
3. Check the Integration compatibility:
Always check the website to verify that any required integrations are compatible with your current victor version. If not, then it is recommended to postpone the update until the required integration becomes available to ensure forward compatibility with existing configurations.
4. Update the software:
Install the software update for victor Professional (victor Application Server).
5. Update the license
Go to www.americandynamics.net and navigate to the Register a Product page to register for the updated victor license file, choosing the same version as the Software Update.

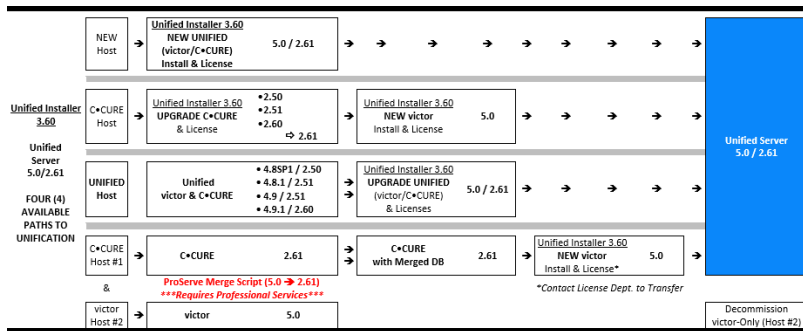
Upgrade paths for victor Application Server: Unified victor and C•CURE

The following figures outline the supported update paths for a Unified victor Application Server.

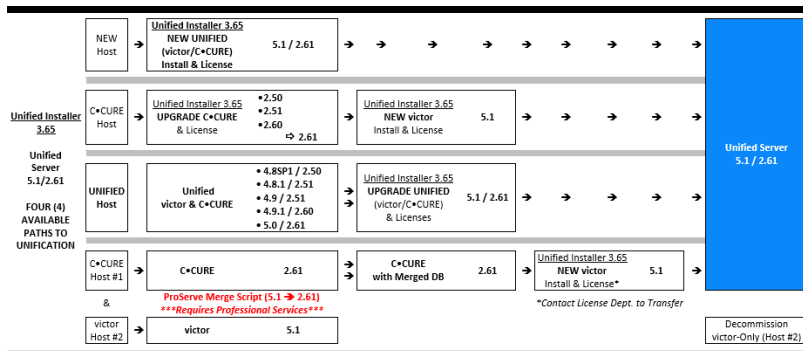
There are four update options for a Unified Server. Some update options are not available for each Unified Server:

- New Host: Select this option to install a new victor and C•CURE Unified server.
 - C•CURE Host: Select this option to upgrade a C•CURE system to a victor and C•CURE Unified server.
 - Unified Host: Select this option to perform a software update for a victor and C•CURE Unified server.
 - C•CURE Host and victor Host: Select this option to merge a C•CURE installation with a victor installation to create a victor and C•CURE Unified server.
- ❗ Note:** The following versions of victor are standalone versions that are not compatible with Unified software updates:
- victor 5.7
 - victor 5.9

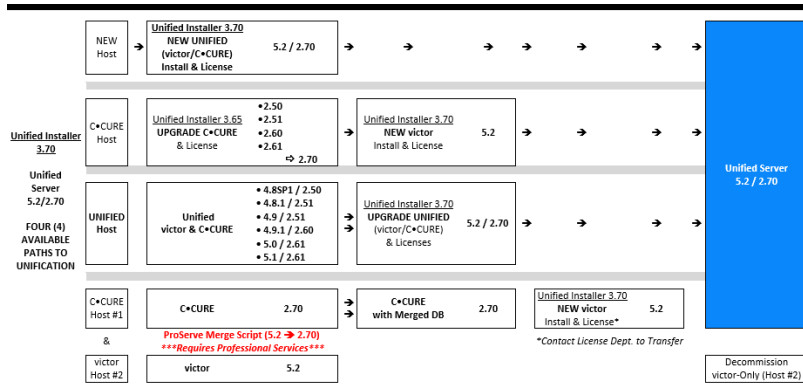
Unified Server 5.0 / 2.61



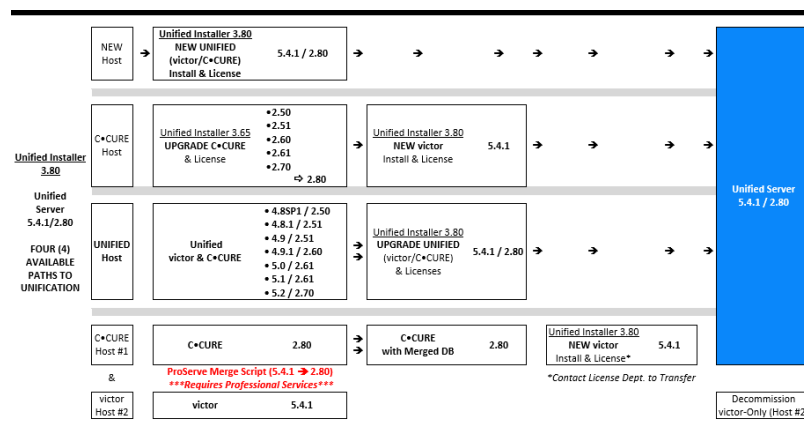
Unified Server 5.1 / 2.61



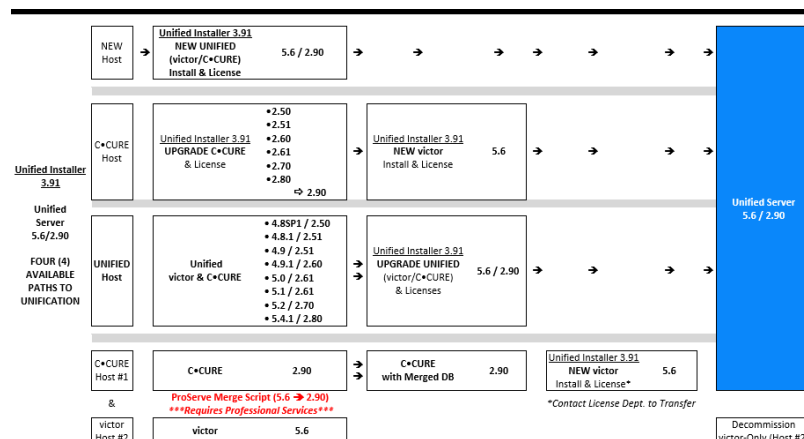
Unified Server 5.2 / 2.70



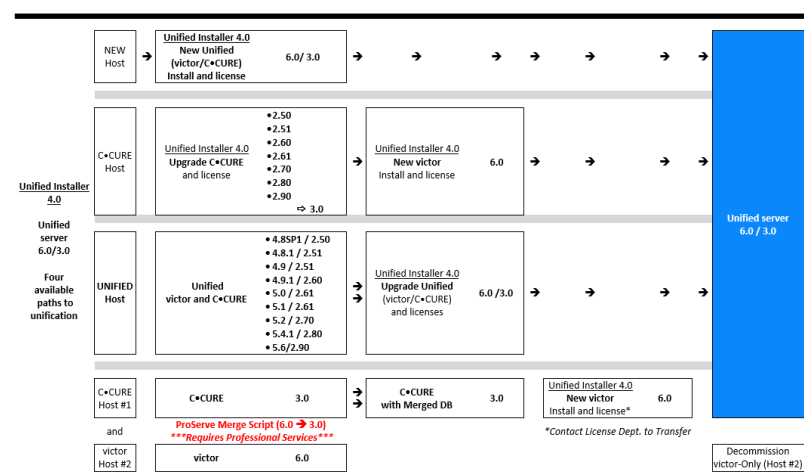
Unified Server 5.4.1 / 2.80



Unified Server 5.6 / 2.90



Unified Server 6.0 / 3.0



Update steps for victor Application Server (Unified victor/C•CURE)

1. Check SSA status:
On the victor Application Server host, launch License Manager to check SSA status. If expired, to purchase SSA before updating, contact tspssa@tycoint.com.
⚠ WARNING: If your SSA expires, you are not entitled to any free software updates, license updates, or support. You must purchase a license to continue using victor.
 2. Back up the Database:
Back up the current victor Application Server database configuration before you update any software.
 3. Check the integrations:
Always check the web site to verify that any required integrations are compatible with your current victor version. If not, then it is recommended to postpone the update until the required integration becomes available to ensure forward compatibility with existing configurations.
 4. Update the software:
Use one of the update options to install the Unified Server software.
 5. Update the license
 - Go to www.swhouse.com and navigate to the Register a Product page to register for the updated C•CURE 9000 license file.
 - Go to www.americandynamics.net and navigate to the Register a Product page to register for the updated victor license file, same version as software update.
- ① Note:**
- Verify that the required license add-on option for Unified is ordered for your system license, for example, ADVCCC9000.
 - This add-on enables the C•CURE and victor installers to support installation onto the same common host to create the Unified victor and C•CURE solution.
 - Verify that the current victor Application Server system meets or exceeds the system requirements for the newer
 - Unified victor and C•CURE software versions. Refer to the latest datasheet or user manual for details.
 - The victor Application Server system is designed to utilize the relational database, both Microsoft SQL Express and Server. When you update your victor server, it also updates the relation database.

Upgrade paths for victor Application Server: Enterprise MAS/SAS

- ① Note:**
- You cannot update a unified MAS or SAS to a non-unified version. The following versions of victor are standalone versions that are not compatible with Unified software updates:
- victor 5.3
 - victor 5.4

- victor 5.7
- victor 5.9

Table 5: Direct one-step software upgrade paths for victor Application Server Enterprise MAS/SAS

Current version	Upgrade to 5.1	Upgrade to 5.2	Upgrade to 5.3	Upgrade to 5.4	Upgrade to 5.4.1	Upgrade to 5.6	Upgrade to 5.7	Upgrade to 5.9	Upgrade to 6.0	Upgrade to 6.1
5.0	Yes	Yes								
5.1		Yes	Yes							
5.2			Yes	Yes	Yes					
5.3				Yes	Yes	Yes				
5.4					Yes	Yes	Yes			
5.4.1						Yes	Yes	Yes		
5.6							Yes	Yes	Yes	
5.7								Yes	Yes	
5.9									Yes	
6.0										Yes

Update steps for victor Application Server (Enterprise MAS/SAS)

1. Verify the SSA status:
On the victor Application Server host, launch License Manager to check SSA status. If expired, then contact tspsa@tycoint.com to purchase SSA before updating.
 2. Back up the database:
Back up the current victor Application Server database configuration before you update any software.
 3. Update the software:
Install the software update for victor Application Server(Enterprise MAS/SAS).
 4. Update the license:
Go to www.americandynamics.net and navigate to the Register A Product page to register for the updated victor license file, same version as Software Update.
- Note:** You cannot promote a standalone victor Application Server to a Master Application Server (MAS). To promote a standalone victor Application server to a Satellite Application Server (SAS), your system must meet the following criteria:
- Your system must have a MAS and it must not already exceed the current 40 SAS management limitation.
 - The victor Application Server must meet the SAS system requirements.
 - You must purchase the required victor add-on license option, ADV-APPSEVER, before you promote a Standalone victor Application Server to a SAS.
- Verify that the version of victor Application Server Enterprise SAS is the same version as the Enterprise MAS.
- Verify that the current victor Application Server Enterprise MAS/SAS system meets or exceeds the system requirements for the newer software version. Refer to the latest datasheet or user manual for details.

Update paths for centralized licensing: Standalone, Unified, or Enterprise SAS

Example:

Centralized licensing is supported from victor version 4.9 onwards. See the relevant update table for your victor Application Server type.

victor Express after 5.7.1

 **Note:** victor Express is not supported in versions 5.7.1 or higher.

Update paths for victor Client and victor Unified Client

To ensure a successful update, use the following supported update paths for victor Unified Client.

Table 6: Direct one-step software update options for victor Unified Client

Current version	Compatible one-step software updates
5.0	Version 5.1 or higher
5.1	Version 5.2 or higher
5.2	Version 5.3 or higher
5.3	Version 5.4 or higher
5.4	Version 5.4.1 or higher
5.4.1	Version 5.6 or higher
5.6	Version 5.7 or higher
5.7	Version 5.9 or higher
5.9	Version 6.0 or higher
6.0	Version 6.1 or higher

The following versions of victor are standalone versions that are not compatible with Unified software updates:

- victor 5.3
- victor 5.4
- victor 5.7
- victor 5.9

Update steps for victor Unified Client

1. Verify the SSA status: There is no SSA for victor Unified Client. This is only applicable to victor Express, victor Professional or victor Enterprise.
2. Back up the database: There is no need to back up the database for victor Unified Client. This is only applicable to victor Express, victor Professional, or victor Enterprise.
3. Update the software: Install the software update for victor Unified Client.

 **WARNING:**

It is recommended that the victor Unified Clients are running the same or no more than two versions lower than the victor Application Server version to ensure compatibility.

4. Update the license:
No license is required for victor Unified Client. This is only applicable to victor Express or victor Professional, or victor Enterprise.

Upgrade paths for victor Web Client

To ensure a successful upgrade, use the following supported upgrade paths for victor Web Client.

Table 7: Direct one-step software upgrade paths for victor Web Client

Current version	Upgrade to 5.1	Upgrade to 5.2	Upgrade to 5.3	Upgrade to 5.4	Upgrade to 5.4.1	Upgrade to 5.6	Upgrade to 5.7	Upgrade to 5.9	Upgrade to 6.0
5.0	Yes	Yes							
5.1		Yes	Yes						
5.2			Yes	Yes	Yes				
5.3				Yes	Yes	Yes			
5.4					Yes	Yes	Yes		
5.4.1						Yes	Yes	Yes	
5.6							Yes	Yes	Yes
5.7								Yes	Yes
5.9									Yes

- ✓ **Tip:** victor Web Client is a purchased product that requires licensing:
 - victor Web Client requires purchasing the victor add-on license option victor Web Service (ADVWEBSERVICE) and installing it on the victor Application Server host.
 - If you install victor Web Client on the victor Application Server, you can include victor Web Client license components in the victor Application Server license. Register for an updated victor Application Server license file that includes the add-on options for victor Web Client.
 - If you install victor Web Client on a standalone server, you need a separate license for victor Web Client. The victor Web Client license is separate from the victor Application Server license. Order the victor Web Client base-model (ADVWCC01) plus any required add-ons to receive a new software serial number that is used for registering for a victor Web Client license file.
- ❗ **Note:** victor Web Client must be the same version as the victor Application Server. For example, victor Web Client version 6.0 requires victor Application Server version 6.0. Before you start the update process, verify that the current victor Web Client system meets or exceeds the system requirements for the newer software version. Refer to the latest datasheet for product specifications. Refer to *victor Web Service 4.00/6.1 victor Web Client Critical Update 01 Release note* and *victor 6.1 and Unified 4.00 Service Pack 1 Release Note*. Also see [Updating victor Web Client](#)

Updating victor Web Client

About this task:

In victor Web 5.4, you must configure victor Application Server integration when you install victor Web. If you update victor Web to version 5.4, during the update process you must enter or re-enter victor Application Server configuration information.

When updating victor Web Client to 6.1, use:

```
WebClient_v3.00Update01.exe
```

Refer to the *victor 6.1 and Unified 4.00 Service Pack 1 Release Note* and the *victor Web Service 4.00/6.1 victor Web Client Critical Update 01 Release note*.

- **Important:** before you install the victor WebClient 4.00/6.0 critical update ensure the target machine runs victor Web version 6.0.
1. Verify the SSA:
On the victor Web Client host, launch License Manager to check SSA status. If expired, contact tspssa@tycoint.com to purchase SSA before updating.
⚠ WARNING: If your SSA expires, you are not entitled to any free software updates, license updates, or support.
 2. Backup the database:
No backup database is required for victor Web Client, database backup is only applicable to victor Express, victor Professional, or victor Enterprise.
 3. Update the software:
Install the software update for victor Web Client:
⚠ WARNING: To ensure compatibility, both victor Web and victor Application Server must be running the same versions.
 4. Update the license:
Go to www.americandynamics.net and navigate to the **Register A Product** page to register for the updated victor Web license file, same version as Software Update.

Upgrading victor Application Server and victor Client

The following section contains the procedure for updating victor Application Server and victor Client to version 5.4 or higher. You can update all eligible components as part of the same process.

You can use the victor and C•CURE 9000 installer or the victor installer to update victor Application Server and victor Client. If your system is a unified system, then you must use the victor and C•CURE 9000 installer to update victor Application Server and victor Unified Client.

Updating software integrations

When you update victor Client or the victor Application Server, you must also update any integrations that are installed on your system. Ensure that you have all of the required installers before you begin the update process.

CAUTION

From victor 5.4 onwards, integrations that use the victor Web Service must have a unique identifier. Integrations that do not have this identifier are not compatible with victor 5.4. If you have any integrations installed on your victor Application Server, verify that they are compatible with victor 5.4 before you perform a software update.

You can check integration compatibility from the American Dynamics partners portal. Visit the American Dynamics website, from the top navigation bar, select Partners and Compatibility Matrix.

Updating SQL

If you are updating your system and your standalone system has SQL 2014, the dashboard automatically upgrades your databases to SQL 2019. To use the auto upgrade feature, your system must meet the following conditions:

- SQL 2014 Express is installed on your system
- Standalone victor Application Server installation
- Default SQL instance name
- Default installation location

Note: If you have SQL Server 2014 SP2 installed on your standalone system, it will not upgrade to SQL 2019, as victor still supports SQL Server 2014 SP2.

Updating a localized version of victor

If you use victor in a non-English language, you must also install the Unified Language Pack when you update victor. The Unified Language pack is included in the victor and C•CURE Unified installation package. If you use a different pack to update victor, you must install the Unified Language pack separately. For non-unified versions of victor, you must install the Language pack separately. You can download the Language Pack and the Unified Language Pack from the American Dynamics website.

Upgrading victor Application Server and victor Unified Client to version 5.4+

1. Close any programs that are currently running.
2. Start the installer.
When you run the installer, you may be prompted to install Microsoft .NET 4.6.1. Follow the on-screen instructions, and restart your computer if required. After the restart, run the installer to continue the update process.
3. On the installer dashboard, select Advanced.
4. Optional: Select the check boxes for any other components that you want to install or update, and click Next.
5. If required, edit the credentials in the victor Application Server Configuration and victor Web Service API fields.

6. When victor Web Client is present, update the victor Web configuration information: Set the Protocol to HTTP or HTTPS.
 - a. Do not use this operator account to log on to victor Web.
 - ① **Note:** If you select HTTPS, you must configure SSL after you install victor Application Server.
 - b. ① **Note:** Do not use this operator account to log on to victor Web.

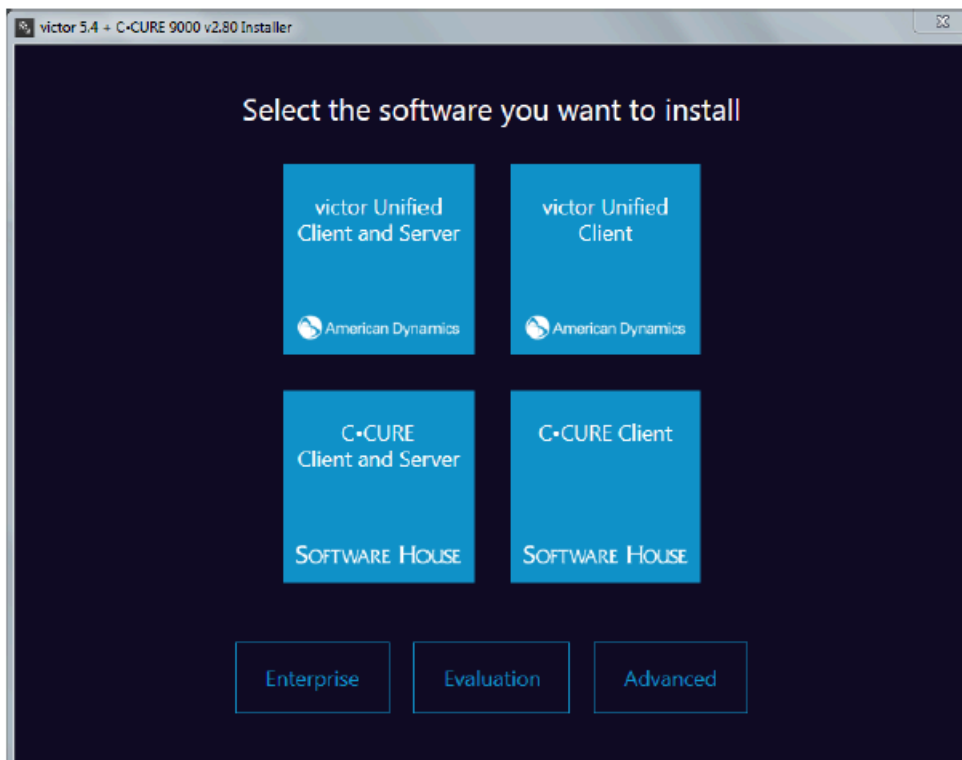
In the Web Client Operator Account section, configure the victor Application Server operator account that victor Web uses to communicate with the victor Application Server.

 - i. In the Operator Username field, enter the operator user name.
 - ii. In the Operator Password field, enter the operator password.
 - iii. In the victor Web Service Host field, enter the address of the victor Web Service.
 - c. In the Web Client Administration Account section, configure the default administrator account for victor Web.
 - ① **Note:** The default administrator account is only associated with victor Web. Use the default administrator account to configure or edit victor Application Server integration settings. After you integrate the web client with the victor Application Server, you can use victor Application Server operator credentials to log into victor Web.
 - i. In the Administrator Username field, enter an administrator user name.
 - ii. In the Administrator Password field, enter an administrator password.
 - iii. In the Re-enter Password field, re-enter the password, and click Next.
7. Click Next.
8. Review the list of components to be updated, and select Upgrade.
9. Read the End User License Agreement (EULA), and to start the update, click I Agree.
10. Complete the update:
 - If there are integrations installed on your system, select Later. You must update all integrations before you restart your computer.
 - If integrations are not installed on your system, select Reboot to restart your computer immediately.

Upgrades to version 5.0 to 5.3

About this task:

1. Close any programs that are currently running.
2. Start the installer.
 - ① **Note:** When you run the installer, you may be prompted to install Microsoft .NET 4.6.1. Follow the on-screen instructions, and restart your computer if required. After the restart, run the installer to continue the update process.



3. Optional: To configure additional update settings, complete the following steps:
 - a. Click Advanced.
 - b. Select the check boxes of any additional components that you require, and click Next
 - c. If required, edit the credentials in the victor Application Server Configuration and victor Web Service API fields, and click Next.
4. Review the list of components to be updated, and select Upgrade.
5. Read the End User License Agreement (EULA), and to start the update, click I Agree
6. Complete the update.
 - If there are integrations installed on your system, click Later. You must update all integrations before you restart your computer.
 - If integrations are not installed on your system, click Reboot to restart your computer immediately.

Upgrading victor Application Server

Before you begin:

- ▲ **CAUTION:** Ensure that you read and understand all of the following instructions before you update victor Application Server. If you have any difficulties or questions, contact your dealer or American Dynamics Technical Support.
- Ensure that your user account has administrator privileges before you begin the update.
- When you perform software updates, use the same operating system administrator account that you use for the initial installation.
- Verify that the Software Services Agreement (SSA) is still valid before updating victor to ensure that you can successfully register online to receive the required updated license file.

About this task:

1. Close any programs that are currently running.
 - ① **Note:** When you run the installer, you can be prompted to install a version of Microsoft .NET. Follow the on-screen instructions, and restart your computer if required. After the restart, run the installer to continue the update process.
2. In the brands tile, select American Dynamics and click Next.
3. From the Platforms tile, select victor Application Server and Client.
4. Click Next. The Install Items and Install Types window displays. If prerequisites are required, they are listed above with the victor Application Server and victor unified client.
5. Read the End User License Agreement (EULA) carefully, select the EULA check box, and click Next.
6. Navigate through the installation properties page until the Ready to Install window displays. Review the items that are listed for update, and click Install.
7. In the Prerequisites window, review the update prerequisites, and to begin the update, click Install.
 - ① **Note:**
 - A progress bar tracks the install and update process. • victor services are stopped during the victor Application Server and victor unified client update.
 - When the update completes, the Installation Complete window appears.
 - After you update victor Application Server and victor Client, you must restart your system.

Updating a victor license: Application Server

To update the victor license for the application server complete this task.

1. Launch the License Manager program and click Generate System Information.
2. Save the License Manager-generated XML file to your local hard drive or USB stick.
3. Locate the unique victor software serial number (ESSxxxxxxxxxxxx)
For example, the label on the victor DVD or part of the license file name :
C:\Program Files (x86)\Tyco\Crossfire\License\
4. On an Internet browser, go to the American Dynamics web site: <http://www.americandynamics.net>.
5. Navigate to Products > Register Software Licensing, and click victor Software.
6. In the Brand list, ensure that American Dynamics is selected.
7. From the Product list, select Victor.
8. In the Personal Data Processing Consent window, select I consent and confirm.
9. Complete the American Dynamics victor - Online Software Registration Form.
 - ① **Note:** Ensure that you select Update Existing License in the Registration Type area.
10. Click Submit.
11. If the form entries are valid, an auto-generated license email is sent to your email address.
12. Save the compatible license file to your local hard drive or USB stick.
13. From the License Manager program, select Add New License.
14. If required, manually stop and start the CrossFire services or restart the victor host machine.

15. Confirm that the license is accepted:
 - Check the status in the License Manager.
 - On the victor Application Server, in the Server Configuration application, check the status of Services.
- ❗ **Note:** For more detailed information, refer to the licensing documentation included in the email with your license.

victor integration drivers

Before you begin:

When you update victor or the victor Application Server, you must also update any integrations that are installed on your system. After you complete a victor Application Server installation, the installer prompts you to restart your computer. You must update all integrations before you restart your computer.

Ensure that you have all required installers before you begin the update process. Always check the American Dynamics website to verify that the update version also supports any required integrations used with your current victor version. If not, then it is recommended to postpone the update until the required integration becomes available to ensure forward compatibility with existing configurations.

⚠ **CAUTION:** From victor 5.4 onwards, integrations that use the victor Web Service must have a unique identifier. Integrations that do not have this identifier are not compatible with victor 5.4. If you have any integrations installed on your victor Application Server, verify that they are compatible with victor 5.4 before you perform a software update. You can check integration compatibility from the American Dynamics partners portal. Go to the American Dynamics website, select Partners from the top navigation bar, and then click Compatibility Matrix.

About this task:

Resynchronizing victor integration drivers

1. Click Start, Control Panel, and Programs and Features.
2. From the programs list, select the integration driver that you want to repair, and click Repair.
3. When the driver setup window opens, click Resynchronize or Repair.
4. When the process is complete, repeat this procedure for all other installed integration drivers.

VideoEdge Updater

You must update to VideoEdge 4.9 before you can update to subsequent versions. However, you cannot install the VideoEdge 4.9 update through traditional methods, for example, through the VideoEdge Administration Interface or through a VideoEdge Push Update package. Instead, you must use the VideoEdge Updater to upload and install 4.9.0 updates to the VideoEdge device.

- After you update your VideoEdge to version 4.9.0, you can update to subsequent releases through the VideoEdge Updater, through Push Updates, or through the Administration Interface.
- To install the VideoEdge Updater, see Installing the VideoEdge Updater.
- To update to VideoEdge 4.9.0, see Updating the VideoEdge to version 4.9.0.

- To update to VideoEdge 4.9+, see Updating the VideoEdge to version 4.9+

Installing the VideoEdge Updater

About this task:

1. Launch the installer.
2. Select the I accept the terms in the License Agreement check box, and click Install.
3. If prompted, to allow the installer to make changes to the computer, click **Yes**
4. Optional: Select the Launch VideoEdge Updater check box.
5. To complete the installation, click **Finish**.
If you selected the Launch VideoEdge Updater check box, the VideoEdge Updater launches.
6. To launch the VideoEdge Updater manually, complete the following steps:
 - a. To locate the VideoEdge Updater, on the Start menu, use the Search command.
 - b. From the search results, select the application.
 - c. You can also launch the VideoEdge Updater through Windows Explorer. The path of the application can vary, depending on your operating system.
C:\Program files\Tyco\VideoEdgeUpdater or C:\Program files(x86)\Tyco\VideoEdgeUpdater.

Updating VideoEdge

Use the VideoEdge Updater to update one Network Video Recorder or multiple Network Video Recorders at the same time.

Before you begin:

When you select an update package, the VideoEdge Updater calculates the package's checksum value. If the calculation succeeds, a checkmark icon appears beside the Browse button. Hover over the checkmark icon to view the calculated checksum value.

When you upload an update package to VideoEdge, the VideoEdge Updater compares the uploaded package's checksum with the calculated checksum. The result appears in the status window.

- ❗ **Note:** If the VideoEdge Updater cannot calculate an update package's checksum, you can still upload the package to a VideoEdge. However, a warning displays.

Check the System requirements of your recorder from the Help menu in System Requirements. The following software versions are supported by the 4.9.0 update path:

- 4.4.0.800
- 4.4.4.122
- 4.4.4.132
- 4.5 and later up to and including 4.8.1.

- ❗ **Note:** You must update to version 4.9.0 before you can update to version 4.9.1 or higher.

The minimum system configuration required for 4.9.0 updates is:

- An existing clip export partition- Mounted on /dev/sdb1
 - Accessed as /var/opt/americandynamics/venvr/clipexport
 - Minimum size: 100GB

- Current system disk mounted on /dev/sda:
- Minimum size: 100GB
- Only 3 partitions configured

You must know the VideoEdge Account Passwords and root Passwords for all the recorders that you want to update.

If you are using a low-bandwidth network connection, you should perform an upload and install separately. The Upload & Install button is only recommended for users with high-bandwidth network connections.

Note: In previous VideoEdge releases the clip export partition may not have been configured for victor client search and retrieve usage. It may have only been configured for VideoEdge Client and C-CURE search and retrieve usage. Check your partitions set up before you update VideoEdge. If your system does not meet the Clip Export criteria, consult the Troubleshooting section of this document.

About this task:

Use the VideoEdge Updater to update one recorder or multiple recorders at the same time. To update multiple recorders simultaneously, each recorder must have the same VideoEdge Account Password and root password. If any of the recorders have a VideoEdge Account Password or root Password that is different to the credentials that you enter in the VideoEdge Updater, the update will not start, due to a failed credential check. To resolve this issue, you can update VideoEdges with different credentials in separate batches, or you can update all VideoEdges so that they use the same VideoEdge Account Password and root Password.

You can change the VideoEdge Account Password through the YaST control panel, in the User and Group Management menu. You can also change the VideoEdge Account Password and the root password through the VideoEdge Administration Interface. From the System menu, select Security Configuration, then select System Password. For more information, refer to the VideoEdge NVR Installation and User Guide.

Note:

- The VideoEdge Updater is supported on 32-bit and 64-bit Windows operating systems.
- It is advised that you create a backup of your existing VideoEdge recorders before you update them. You can back up your recorder through the Admin Interface. From the System menu, select Backup/Restore.
- Any clips that you export or save from the local client to the sdb partition are deleted when you update your VideoEdge.
- To save these clips, you should back them up to external storage before you update your VideoEdge. You must have 100GB of disk space available on your VideoEdge.
- To access the VideoEdge Updater help, hover over the Help icon.

Updating VideoEdge to version 4.9.0

1. Launch the VideoEdge Updater.
2. To add a VideoEdge device, complete the following steps:
 - a. Click Add Recorder.
 - b. Enter the VideoEdge IP address.
 - c. To add the recorder, click Ok or press Enter.
3. **Optional:** To remove a VideoEdge device, select a VideoEdge IP address and click Delete Recorder.
4. To enter the VideoEdge credentials, complete the following steps:
 - a. In the VideoEdge Account username field, enter a user name.

- b. In the VideoEdge Account password field, enter the password.
- c. In the root Password field, enter the root password.
- 5. In the Base port field, enter the base port number. The default value is 22.
- 6. ⓘ **Note:** The File Transfer Limit is the number of VideoEdges that the Updater can upload to simultaneously. For example, if you add four recorders and set the file transfer limit to two and click upload, it uploads two at time. After the update package is copied across to one and two, it then copies it to three and four.

If you are upgrading multiple VideoEdges, in the File Transfer Limit field, enter a limit value. The default value is 10.

- 7. Optional: To save the list of recorders in a configuration file, complete the following steps:
 - a. From the File menu, select Save as.
 - b. Navigate to the folder where you want to save the configuration file.
 - c. Optional: Edit the File name.
 - d. Click Save.

The following information is saved in the configuration file: VideoEdge IP address, VideoEdge Account Username, Base port, and File Transfer limit.

- 8. Optional: To open a previously saved configuration file, complete the following steps:
 - a. From the File menu, click Open, and navigate to the configuration file.
 - b. Select the configuration file and click Open.
- 9. To verify that the VideoEdge IP address, VideoEdge Account Username, VideoEdge Account Password, and root Password are correct, click Check Credentials.
- 10. Optional: To confirm the current version of the VideoEdge software, click Check Version.
- 11. To confirm that the VideoEdge meets the 4.9 update requirements, click Check 4.9 Upgrade Compatibility.

ⓘ **Note:** The following criteria are assessed when you check VideoEdge compatibility: The following software versions are supported by the 4.9.0 update path: 4.4.0.800, 4.4.4.122, 4.5 and later, up to and including 4.8.1. Root partition is configured on `/dev/sdb1` This only checks this is configured but not mounted (specified as `/var/opt/american-dynamics/venvr/clipexport` in `/etc/fstab`) The minimum size of clip partition is 100GB. If `/dev/sdb` is of type msdos partitions, it cannot have any currently configured extended partitions.

- 12. To select the VideoEdge Update Package, complete the following steps:
 - a. Click **Browse**.
 - b. From the **Files of type** list, select **Upgrade RPM**.
 - c. Navigate to the required file and click **Open**.
- 13. To update the VideoEdge, complete the following steps:
 - a. To transfer the update package to the VideoEdge, click Upload.
 - b. To confirm the upload, click OK.
 - c. When the upload is complete, to install the update on the VideoEdge, click Install.
 - d. To confirm the installation, click OK.
 - e. To delete exported clips and to begin the update, click OK.

OR

- a. click **Upload & Install**

ⓘ **Note:** The upload and install action in this step is only recommended for users with high-bandwidth network connections.

- b. To confirm the update, click OK

- c. To delete exported clips and to begin the update, click OK.
The update package uploads and automatically installs on the VideoEdge.
14. To verify that the installation succeeded, complete the following steps:
 - a. To confirm that the VideoEdge updated successfully, click Check Version.
 - b. To view VideoEdge storage information, click Storage Details.
 - c. To view the recording statistics, click Record Stats.
 - d. To view the video stream recording statistics, click Stream Stats
 - e. To display a snapshot from a camera that connects to the VideoEdge recorder, click Snapshot, select a VideoEdge recorder, and select a camera.


① **Note:** Snapshots are saved to the following directory: C:\users\username\VideoEdgeUpdater\
15. To finalize the installation, complete the following steps:
 - a. Click Finalize 4.9 Install.
 - b. To complete the installation, click OK.

Updating the VideoEdge to version 4.9+ or 6.0+

About this task:

After you update the VideoEdge to version 4.9 or to 5.7 you can update to subsequent releases through the VideoEdge Updater, push updates, incremental updates, or the VideoEdge Administration Interface.

1. Launch the VideoEdge Updater.
2. To add a VideoEdge device, complete the following steps:
 - a. Click Add Recorder.
 - b. Enter the VideoEdge IP address.
 - c. To add the recorder, click Ok or press Enter, or to cancel adding the recorder, click Cancel or press Esc.
3. Optional: To remove a VideoEdge device, select a VideoEdge IP address, and click Delete Recorder.
4. To enter the VideoEdge credentials, complete the following steps:
 - a. In the VideoEdge Account username field, enter a user name.
 - b. In the VideoEdge Account password field, enter the password.
 - c. In the root Password field, enter the root password.
5. In the Base port field, enter the base port number. The default value is 22.
6. ① **Note:** The File Transfer Limit is the number of VideoEdges that the Updater can upload to simultaneously. For example, if you add four recorders and set the file transfer limit to two and click upload, it uploads two at time. After the update package is copied across to one and two, it then copies it to three and four.
If you are upgrading multiple VideoEdges, in the File Transfer Limit field, enter a limit value. The default value is 10.
7. ① **Note:** In the configuration file, complete the following steps: VideoEdge IP address, VideoEdge Account Username, Base port, and File Transfer limit.
Optional: To save the list of recorders in a configuration file, complete the following steps:
 - a. From the File menu, select Save as.
 - b. Navigate to the folder where you want to save the configuration file.
 - c. Optional: Edit the File name.
 - d. Click Save.

8. Optional: To open a previously saved configuration file, complete the following steps:
 - a. From the File menu, click Open, and navigate to the configuration file.
 - b. Select the configuration file and click Open.
9. To verify that the VideoEdge IP address, VideoEdge Account Username, VideoEdge Account Password, and root Password are correct, click Check Credentials.
10. Optional: To confirm the current version of the VideoEdge software, click Check Version.
11. To select the VideoEdge Update Package, click Browse and from the Files of type list, select Upgrade ISO. Navigate to the required file and click Open.
12. To update the VideoEdge, complete the following steps:
 - a. To transfer the update package to the VideoEdge, click Upload.
 - b. To confirm the upload, click OK.
 - c. When the upload is complete, to install the update on the VideoEdge, click Install.
 - d. To confirm the installation, click OK.
 - e. To delete exported clips and to begin the update, click OK.
13. Alternatively
 - a.  **Note:** The upload and install action is only recommended for users with high-bandwidth network connections.
Click **Upload & Install**.
 - b. To confirm the update, click **OK**.
The update package uploads and automatically installs on the VideoEdge.

Troubleshooting

Some common customer concerns and FAQs about upgrading victor and VideoEdge

Interrupted installation

If the VideoEdge Updater installation is interrupted, the Setup Wizard displays a notification. Exit and relaunch the Setup Wizard to reattempt the installation.

Logs

A log file is created for each recorder that you add to the VideoEdge Updater. Each VideoEdge's log file is named after the VideoEdge's IP address.

When you perform any of the following functions, the information is saved to the status log file for each recorder: Check Credentials, Check Version, Upload, Install, Upload & Install, Finalize Install, Storage Details, Record Stats, and Stream Stats. C:\User\username\VideoEdgeUpdater\logs

FAQ

Question: What happens if I enter an incorrect VideoEdge Account user name, VideoEdge Account password, or root password? Answer: If you enter incorrect VideoEdge credentials, you receive an error message when you click the Check Credentials button. The following examples show some of the different error messages you can encounter when you check VideoEdge credentials

Question: What happens if my recorder does not meet the Clip Export criteria? Answer: If your recorder does not meet any of the Clip Export criteria, it cannot be updated. Analyze your system to check if you can edit the partitions to create a Clip Export partition on sdb1. For more information, refer to the VideoEdge NVR Installation and User Guide.

Depending on the VideoEdge configuration, editing the sdb1 partition can result in the loss of media. If you want to retain the media, there are two options:

Do not update to VideoEdge 4.9.

Perform an OEM installation of VideoEdge 4.9 and keep the existing media. Selecting this option has the following impact and risks:

Editing a partition can result in the loss of data and recorded video.

During an OEM installation, the VideoEdge is not accessible, and video footage is not recorded to that VideoEdge.

You cannot use a backup of the configuration of a previous version of the recorder to restore after the unit has been recovered.

When you add cameras to the recorder after an OEM installation, the cameras may not be assigned to the same slots that they had before the update. This can cause video playback issues, because the video footage is linked to the camera's original slot instead of the camera. If cameras are assigned to new slots, incorrect video or no video is returned during video playback.

Updating the VideoEdge through the Administration Interface 4.2 to 4.5.1

About this task:

For **VideoEdge versions 4.2 to 4.5.1** select one of the following procedures:

1. From the VideoEdge Recorder or remote client PC, launch a web browser, enter the VideoEdge IP Address and log on as an administrator.
2. From the main menu, click System and Update Software.
3. To select the compatible update package version, click Browse and Upload.
4. Select the compatible NVR_Update_Full.ISO package and click Install.
5. To reboot the VideoEdge NVR Recorder, click OK.

Updating the VideoEdge through the Administration Interface in VideoEdge versions 4.6+

About this task:

For VideoEdge versions 4.6+

1. From the VideoEdge Recorder or remote client PC, launch a web browser, enter the VideoEdge IP Address, and use the softwareadmin user credentials to log on.
2. To select the compatible update package version, click Browse and Open.
3. Click Upload.
4. Select the compatible NVR_Update_Full-<NVR Version>.veos.x86_64.iso package and click Install.

i Note: The software update process interrupts recording and the VideoEdge automatically reboots, as necessary.
5. After the VideoEdge reboots, select the uploaded package, and click Delete.
6. Select Logout, and to exit the Update Software page, click OK.

Push updates: Updating the VideoEdge software through a victor push update, victor 4.4 to victor 5.2

About this task:

To install the update repository on the victor Application Server, complete the following steps:

1. To install the update repository on the victor Application Server, complete the following steps:
 - a. Log on to the victor Application Server computer.
You must log on to Windows with the same account that you used for the victor installation.
 - b. Copy the Push Update Package onto the victor Application Server.
 - c. Double-click the update package and follow the on-screen instructions to install the update repository.
2. Launch victor Client and connect to the victor Application Server that contains the push update.
3. From the Devices list, right-click the VideoEdge Recorder, and click Check for Updates.
4. Select the supported update version, click Install and accept the EULA.

❗ Note:

- The VideoEdge can reboot multiple times as part of the same upgrade action.
- The VideoEdge recorder reboots when the Push Update is complete.

Push updates: Updating the VideoEdge software through a push update, victor 5.3 to victor 6.1

About this task:

❗ Note:

- Review the supported VideoEdge upgrade paths before you update your VideoEdge.
- If a recorder is eligible for a Push update and an Incremental update, you must use the Incremental update.
- The Device Management page is not available in victor Express.

1. To install the update repository on the victor Application Server, complete the following steps:
 - a. Log on to the victor Application Server computer.
You must log on to Windows with the same account that you used for the victor installation.
 - b. Copy the Push Update Package onto the victor Application Server.
 - c. Double-click the update package and follow the on-screen instructions to install the update repository.
2. Log on to victor Client.
3. Click the Settings icon, and click Device Management.
4. To add recorders to the Recorder Firmware tab, complete the following steps:
 - a. Click the Recorder Firmware tab.

- b. Expand the Devices list and navigate to the recorders that you want to upgrade.
 - c. From the Devices list, drag the recorders into the Device Management window.
5. Select the recorders that you want to update.
 - ① **Note:** You cannot perform push updates and Incremental updates as part of the same operation. You cannot update different recorders to different versions as part of the same action.
6. Optional: Schedule the firmware upgrade:
 - a. Select the Schedule Firmware Upgrade check box.
 - b. In the Start field, enter the start date or to choose the start date, click the Calendar icon.
 - c. In the Start Time field, enter the start time or to modify the start time, click the Plus and Minus icons.
 - d. In the End field, enter the end time or to modify the end time, click the Plus and Minus icons.
7. To configure the update settings, complete the following steps:
 - a. Select the Concurrency.
 - ① **Note:** To ensure optimum transfer speeds, only select a concurrency value greater than 1 if you have a high-bandwidth connection.
 - b. Click Upgrade.
 - ① **Note:** • The Firmware Upgrade Report pane displays the upgrade progress. • The VideoEdge can reboot multiple times as part of the same upgrade action. • After the upgrade is complete, the upgrade package is deleted from the VideoEdge.

Incremental updates

Updating the VideoEdge software through Incremental updates (victor 5.3+)

Before you begin:

- ① **Note:**
 - Review the supported VideoEdge upgrade paths before you update your VideoEdge.
 - If a recorder is eligible for a Push update and an Incremental update, you must use the Incremental update.
 - For more information about configuring Incremental updates, refer to the application note Configuring Incremental Updates for victor 5.3.
 - You can download the application note from the American Dynamics website.
 - The Device Management page is not available in victor Express.
1. To install the update repository on the victor Application Server, complete the following steps:
 - a. Log on to the victor Application Server computer.
 - ① **Note:** You must log on to Windows with the same account that you used for the victor installation.
 - b. Copy the Incremental Update Package onto the victor Application Server.
 - c. Unzip the update package contents.
 - d. Double-click the update package and follow the on-screen instructions to install the update repository.

2. Log on to victor Client.
3. Click the Settings icon, and Device Management
4. To add recorders to the Recorder Firmware tab, complete the following steps:
 - a. Click the Recorder Firmware tab.
 - b. Expand the Devices list and navigate to the recorders that you want to upgrade.
 - c. From the Devices list, drag the recorders into the Device Management window.
5. Select the recorders that you want to update.
 - ❗ **Note:** You cannot perform Push updates and Incremental updates as part of the same operation. You cannot update different recorders to different versions as part of the same action.
6. Optional: To schedule the firmware upgrade, complete the following steps:
 - a. Select the Schedule Firmware Upgrade check box.
 - b. In the Start field, enter the start date or to choose the start date, click the Calendar icon.
 - c. In the Start Time field, enter the start time or to modify the start time, click the Plus and Minus icons.
 - d. In the End field, enter the end time or to modify the end time, click the Plus and Minus icons.
7. To configure the update settings, complete the following steps:
 - a. Select the Concurrency.
 - ❗ **Note:** To ensure optimum transfer speeds, only select a concurrency value greater than 1 if you have a high-bandwidth connection.
 - b. For VideoEdge 5.3+: To start transferring the firmware upgrade to the VideoEdge recorder, select Transfer. When the transfer is complete, to start the firmware upgrade, select Upgrade.
 - c. To perform a transfer and an upgrade as part of a single operation, select Upgrade.
- ❗ **Note:**
 - When you select the Upgrade option, the Transfer operation checks if a firmware update file is already transferred to the VideoEdge, and it also checks if the transferred file is up-to-date. If a newer firmware update is available, the updated components are transferred before the upgrade begins. The Firmware Upgrade Report pane displays the upgrade progress.
 - The VideoEdge can reboot multiple times as part of the same upgrade action.
 - When the upgrade is complete, the upgrade package is deleted from the VideoEdge.
 - In victor 5.7, Transfer Required was moved to a later stage in the upgrade process and is set to True.

Upgrading camera firmware and camera handler firmware

VideoEdge users can upgrade camera firmware and camera handler firmware through the VideoEdge Administration interface. Camera handler firmware is installed on the VideoEdge NVR and it enhances the VideoEdge's compatibility with different camera models. Camera firmware is installed on cameras and it enhances the functionality and their features.

About this task:

Updating camera handler firmware

1. Log on to the American Dynamics website.
2. From the main menu, click Support and Software Downloads.
3. Select Network Video Recorders, and select your VideoEdge model.
4. Check if a new handler is available for the cameras that you are using on your VideoEdge.
5. If an updated handler is available, download and upload to the VideoEdge.
6. For VideoEdge version 4.4 to 4.5:
 - a. From the VideoEdge Administration Interface, navigate to System > Software Update.
 - b. To select the updated file, click Browse and Upload.
 - c. After the file uploads, select the handler and click Upgrade.
7. For VideoEdge version 4.5.1
 - a. From VideoEdge Administration Interface, navigate to System > Software Update.
 - b. To select the updated file, click Choose File and Upload.
 - c. After the file uploads, select the handler and Install.
8. For VideoEdge version 4.6+
 - a. Use the softwareadmin user credential to log on to the NVR.
 - b. To select the updated file, click Browse and Upload.
 - c. After the file uploads, select the handler and click Install.

Updating camera firmware in VideoEdge

You can apply camera firmware updates for supported cameras through the VideoEdge Administration Interface. The Update Camera Firmware page lists any supported cameras that are connected to VideoEdge that are eligible for an update. To update camera firmware, you must upload a new camera firmware package and then install the update. While a camera's firmware is updating, a progress status displays to the right of the camera table.

About this task:

- Note:** Firmware uploaded for a camera model is deleted and replaced with any firmware subsequently uploaded for that same model. You can download firmware updates from the American Dynamics website or from the camera manufacturer's website.

You can upgrade firmware for the following cameras.

- Illustra Pro Mini-done
- Illustra 625 PTZ
- Illustra Pro PTZ
- Illustra Pro Compact Mini-dome
- Illustra Pro Compact Mini-Bullet
- Illustra LT Bullet
- Illustra 2MP Micro
- Illustra 825 5MP Fisheye
- Illustra Flex 3MP & 8MP (Flex2)

- Note:** These cameras must be connected to a VideoEdge 5.3+ recorder.

Downloading a camera firmware update file

1. Launch a web browser and go to www.americandynamics.net.

2. Use your installer credentials to log on.
3. From the top navigation bar, select Support and Software Downloads.
4. Select a camera type, and select the camera model that you want to update.
 - ① **Note:** For some camera models, you must download the camera firmware files from the Illustra website.
5. Navigate to the firmware version that you want to install.
6. Select the update method that you want to use:
 - a. To update the camera firmware through VideoEdge, select an update file that is compatible with the VideoEdge Administration interface.
 - b. To update the camera firmware through victor's Device Management page, select `CameraFirmware.zip`.
- ① **Note:** You can also update camera firmware through the camera's web interface. For more information, refer to the camera's documentation and firmware release notes.
7. Save the update file to a USB key.

Updating camera firmware

About this task:

1. Use the softwareadmin credentials to log on.
 - ① **Note:** The default password for the softwareadmin user credential is softwareadmin.
2. Click the Update Camera Firmware tab.
3. Select the check box of the camera model you want to associate the firmware with.
 - ① **Note:** You can use the Filter Model list to filter the camera list. From the Filter Model list, select a camera model to automatically select all cameras of that model type that are eligible for a firmware update.
4. Click Choose a file.
5. Select the firmware package file and click Open. The name of the package file appears in the Upload Camera Firmware field.
6. Optional: In the Optional SHA Checksum field, enter the checksum.
7. Click Upload. The uploaded package displays in the Firmware Package list.
8. Select the check box of the firmware package you want to apply.
9. Click Upgrade.

Deleting an uploaded firmware package

1. Use the softwareadmin credentials to log on.
 - ① **Note:** The default password for the softwareadmin user credential is softwareadmin.
2. Click the Update Camera Firmware tab.
3. Select the check box of the firmware package that you want to delete.
4. Click Delete
5. Click OK.

Updating camera firmware in victor

In victor 5.3+, you can update camera firmware from the Device Management page. From the Device Management page you can search for firmware updates for cameras that are connected to victor client. If camera updates are available, you can import a list of eligible cameras to the camera firmware menu. You can also schedule camera upgrades, to avoid taking a camera offline during a busy surveillance period.

About this task:

You can upgrade firmware for the following cameras.

- Illustra Pro Mini-dome
- Illustra 625 PTZ
- Illustra Pro PTZ
- Illustra Pro Compact Mini-dome
- Illustra Pro Compact Mini-Bullet
- Illustra LT Bullet
- Illustra 2MP Micro
- Illustra 825 5MP Fisheye
- Illustra Flex 3MP & 8MP (Flex2)

Note: These cameras must be connected to a VideoEdge 5.3+ recorder.

1. To install the update repository on the victor Application Server, complete the following steps:
 - a. Log on to the victor Application Server computer.

Note: You must log on to Windows with the same account that you used for the victor installation.
 - b. Copy the firmware Update Package onto the victor Application Server.
 - c. Unzip the update package contents.
 - d. Double-click the update package and follow the on-screen instructions to install the update repository.
2. Log on to victor Client.
3. Select the Settings icon and click Device Management.
4. To check for updates for all cameras from the Devices list, complete the following steps:
 - a. From the list, select Camera Firmware.
 - b. Click Find Upgrades.
 - c. If cameras are eligible for upgrade, to add the cameras to the Device Management page, select Import results.
5. To check for updates for specific cameras
 - a. From the list, select Camera Firmware.
 - b. From the Devices list, drag cameras onto the Camera Firmware page. The page displays a notification if a camera firmware update is available.
6. Optional: In the Release Notes column, select the icon to open a camera's firmware release notes in your web browser.
7. Select the check boxes for devices that you want to upgrade.
8. Optional: To schedule the firmware upgrade, complete the following steps:
 - a. Select the Schedule Firmware Upgrade check box.

- b. In the Start field, enter the start date or to choose the start date, click the Calendar icon.
 - c. In the Start Time field, enter the start time or to modify the start time, click the Plus and Minus icons.
 - d. In the End field, enter the end time or to modify the end time, click the Plus and Minus icons.
9. To start the firmware upgrade, select Execute.
Note: The Firmware Upgrade Report pane displays the upgrade progress.

Applying a license to the VideoEdge

From VideoEdge version 4.9.0 onwards, there are two licensing options for VideoEdge: Local licensing and Centralized licensing.

About this task:

A Local license is stored locally on a VideoEdge. The VideoEdge upgrade procedure below details how to apply a Local license.

- Note:** In VideoEdge versions earlier than 5.1, Local licenses are called Permanent licenses in the VideoEdge Licensing page.

A Centralized license is a victor license that contains both victor and VideoEdge features. Centralized licenses are not stored on the VideoEdge - they are stored on a victor Application Server. To access the Centralized license features, you must configure your VideoEdge to connect to the victor Application Server. For more information on Centralized Licensing, refer to the VideoEdge Installation and User Manual.

- Note:** The following steps apply to VideoEdge local licenses only. To upgrade to a Centralized license, refer to the VideoEdge Installation and User Guide.

Updating a VideoEdge local license

1. Log on to the VideoEdge Administration Interface as an administrator.
2. To generate the Host ID, complete the following steps:
 - a. From the main menu, select System and Licensing.
 - b. Click Generate Host ID and save the XML file.
3. To update your license file, complete the following steps:
 - a. On a web browser, go to www.americandynamics.net, and log on with your installer credentials.
 - b. From the top navigation bar, select Products and Register a Product.
 - c. On the Register a Product page, click VideoEdge Software.
 - d. From the Brand list, select American Dynamics and from the Product list, select VideoEdge.
 - e. Click Next.
 - f. Read the Personal Data Processing Consent information and click I consent and confirm.
 - g. In the Registration Type area, select Update Existing License.
 - h. In the License Version area, select the software version for your updated VideoEdge.
 - i. Complete the Integrator Information and End-User Information fields.
 - j. In the Software Details section, attach the Host ID file, enter your VideoEdge Software Serial Number, and enter a comment if required.
 - k. Complete the Email Recipients fields.
 - l. Click Submit.

- ① **Note:** After you submit the registration form, if the information is valid, the license is auto-generated and emailed to the license recipients.
4. To apply the software license, complete the following steps:
- Save the license file onto the local PC.
 - From VideoEdge Administration Interface main menu, select System and Licensing.
 - From the Choose License Type list, select Local License.
 - In the Configure Local Licensing section, click Choose File.
 - Locate the license file and click Open.
 - Click Apply Local License. If it is a valid license for the VideoEdge Recorder, it accept it and dynamically update the Licensing Status details.

Frequently asked questions: VideoEdge updates

Question: After an update, do I need to re-index my video data using the built-in re-indexer on VideoEdge?

Answer: Re-indexing recorded media is not required after an update on the VideoEdge. Contact Post-Sales Support before you run this tool.

Question: I re-imaged my VideoEdge recorder but I am unable to access any of my recorded video. What should I do?

Answer: It is essential that you select the correct option when re-imaging your recorder in order to preserve your video. If you wish to access video that was recorded with 4.3 software and you have updated, contact Post Sales Technical support for a script which is required due to media database changes that occurred in 4.4 onwards.

Question: I updated my VideoEdge recorder remotely using the web browser but it appears to be stuck on a rebooting screen. What should I do?

Answer: When you update the VideoEdge using a remote desktop, during the reboot of the VideoEdge after the install (a pop up message will appear to reboot the VideoEdge). If after 10 minutes the remote desktop web browser is still reporting a progress icon, refresh the Web Browser.

Question: How can I protect my recorder from being vulnerable to the Bash bug- Shellshock?

Answer: GNU Bash Vulnerability: Bash bug – Shellshock. For VideoEdge Servers, this is only required to be executed for Software versions 4.5.1 and earlier. Post 4.5.1 includes the critical patch as part of the installation.

Question: I updated to a later version of software but I am unable to stream video. What should I do?

Answer: After a VideoEdge update, if no video is streaming on victor/VideoEdge Client, a second reboot of the server may be required to stream video due to a transmit manager delay caused during the update. After this reboot the recorder streams as designed and this is only a one off observed immediately following a reboot.

Question: Can I update from any version of VideoEdge to the latest version?

Answer: No.

- For VideoEdge versions earlier than 4.4.4.122, you must update the VideoEdge to version 4.4.4.122 before you can update further.
- For VideoEdge versions earlier than 4.9.0.496, you must update the VideoEdge to version 4.9.0.496 before you can update further.
- To update to VideoEdge 4.9.1 or higher, you must update from VideoEdge 4.9.0.496 or higher.
- To update to VideoEdge 6.0.0 or higher, you must update from VideoEdge 5.7.0 or higher.
- For all VideoEdge versions except 4.9.0, you can update VideoEdge through an incremental update, or manually through the Administration Interface. To update to VideoEdge 4.9.0, you must use the VideoEdge Updater.

Question: Why can I not find 4.4.0.800 on the website?

Answer: This version of software has been replaced by 4.4.4.122, commonly referred to as 4.4 patch 4. This patch can be used in place of 4.4.0.800 when upgrading.

Question: I have tried to update my VideoEdge software and get a failure message. What should I do?

Answer: Perform the following checks:

- Confirm that you are using the correct update software and are not using installation media.
- Ensure that there is sufficient space in the update repository. The simple way is to delete old builds that are listed in uploaded packages on the software update web page of the recorder.
- If you are upgrading to VideoEdge version 4.9, make sure that you use the VideoEdge Updater.
- Ensure that you follow the correct update path.
- If the issue persists, contact Post-Sales Support.

Question: I cannot find the software update page after I upgrade my software. Has it moved?

Answer: Following the release of 4.6 and in an effort to improve security a new user was created that was to be used for all updates, consult the documentation for details but this is the only account that has the ability to update the VideoEdge software.

Compatibility matrices

Table 8: victor v 6.1 compatibility matrix (vMAS, vAS, vWC)

victor Interoperability (vMAS: victor Enterprise, vAS: victor Application Server, vWC: victor Web Client)		vMAS	vAS	vWC
Rich Thick Clients	AD victor Unified Client	6.1	6.1	n/a
	Additional client connections	Yes	Yes	n/a
	Additional agent connections	n/a	Yes	n/a
Rich Thin Clients	AD victor Web Client	n/a	6.0	6.1
	Additional victor Web Client connections	n/a	Yes	Yes
Mobile Client	victor Go IOS- App Store, Android - Play Store	n/a	6.0	n/a

Table 8: victor v 6.1 compatibility matrix (vMAS, vAS, vWC)

victor Interoperability (vMAS:victor Enterprise, vAS: victor Application Server, vWC: victor Web Client)		vMAS	vAS	vWC
VideoEdge Licenses	VideoEdge Cameras	n/a	Yes	n/a
	VideoEdge VideoAnalytics Channels	n/a	Yes	n/a
	Videoedge Face Recognition Channels	n/a	Yes	n/a
	VideoEdge Face Verification Channels	n/a	Yes	n/a
	VideoEdge Deep Intelligence Analytics Channels	n/a	Yes	n/a
Video	AD VideoEdge NVR & Micro	n/a	4.0 to 6.1	6.1
	AD VideoEdge Hybrid Appliance	n/a	4.2.1 to 6.1	6.1
	AD Intellex DVR	n/a	Yes	6.1
	Holis NVR	n/a	Yes	n/a
Access	SWH C•CURE 9000 Unified	3.0	3.0	n/a
	CEM	n/a	Yes	n/a
	Kantech Entrapass (Corporate Edit.)	n/a	Yes	n/a
BMS	BACnet	n/a	Yes	n/a
CMS	Mastermind	n/a	Yes	n/a
EAS	LDM Sensornet	n/a	Yes	n/a
Elevator	Kone	n/a	Yes	n/a
	Otis	n/a	Yes	n/a
	Schindler	n/a	Yes	n/a
	ThyssenKrupp	n/a	Yes	n/a
Enterprise	Application Server (MAS and Standalone vAS promoted to SAS)	Included	Yes	n/a
Fire	Simplex 4100U/ES	n/a	Yes	n/a
	MZX Technology	n/a	Yes	n/a
Intercom	Commend	n/a	Yes	n/a
	TOA (AiPhone)	n/a	Yes	n/a
Intrusion	DSC Power Series	n/a	Yes	n/a
	DSC Neo ITV2	n/a	Yes	n/a
	Sur-Gard	n/a	Yes	n/a
	Bosch Receiver	n/a	Yes	n/a
	DMP	n/a	Yes	n/a
	Galaxy	n/a	Yes	n/a
POS	Point-of Sale Support	n/a	Yes	n/a
Protocol	LDAP	Yes	Yes	n/a
Real-Time Locator	Elpas	n/a	Yes	n/a
Web Service	victor web Service	n/a	Yes	n/a

Table 8: victor v 6.1 compatibility matrix (vMAS, vAS, vWC)

victor Interoperability (vMAS: victor Enterprise, vAS: victor Application Server, vWC: victor Web Client)		vMAS	vAS	vWC
victor Client	Analog Matrix	n/a	Yes	n/a
	De-warping	n/a	Yes	n/a
	Health Monitoring	n/a	Yes	n/a
	Incident Builder	n/a	Yes	n/a
	Maps	n/a	Yes	n/a
	Record on Surveillance	n/a	Yes	n/a
	Reporting	Yes	Yes	n/a
	Virtual Matrix PTZ Keyboard	n/a	Yes	n/a
victor Web Client	Unified Feature Set <ul style="list-style-type: none"> • Access Control • Device Setup • Personnel • Swipe and Show 	n/a	Yes	Yes
	Health Dashboard	n/a	Yes	Yes
	Maps	n/a	Yes	Yes

Table 9: VideoEdge 6.0 compatibility and configuration matrix (NVR, Hybrid, Micro)

VideoEdge Interoperability		NVR/Hybrid/Micro SW:6.0.x
victor	Unified victor/C•CURE 9000	5.7 and higher
	victor Application Server/Site Manager	5.7 and higher
	victor Express	
	victor Client	
Local Client	VideoEdge Local Client	Yes
Thin Client	victor Web LT	Yes
Mobile Client	VideoEdge GO (iOS - App Store)	Yes
VideoEdge Options	Motion Detection Complimentary Licenses	Yes
	VideoEdge Camera Licenses	Yes
	VideoEdge Video Intelligence Licenses	Yes
	VideoEdge Face Verification Licenses	Yes
	VideoEdge Face Recognition Licenses	Yes
	License Plate Recognition Licenses	Yes
	Deep Intelligence Licenses	Yes
	Illustra Pro Complimentary Licenses	Yes
VideoEdge Micro Configs	VE Micro Appliance (4-port POE)	Yes
	VE Micro Appliance (8-Port POE) (Note Max 8Cam+1 VA)	Yes
VideoEdge 1U NVR	VE 1U NVR (16-Port POE or 8-Port POE+)	
VideoEdge NVR Configs	VE NVR Bundled Server (Tower)	n/a
	VE NVR Bundled Server (Desktop) ¹⁶	Tyco-Desktop
	VE NVR Bundled Server (2U Rack) ¹⁶	Tyco-2U
	VE NVR Bundled Server (2URack with Deep Intelligence)	Tyco-2U
	VE NVR Bundled Server (2U High Density Rack)	PE-R730 PE-R740
	VE NVR Software Only	Yes
	Hybrid Maximum cameras (Analog Plus IP)	"X" Analog + "Y" IP
VideoEdge Hybrid Models	VE Hybrid Appliance (Desktop)	(8+8) to (0+16)

Table 9: VideoEdge 6.0 compatibility and configuration matrix (NVR, Hybrid, Micro)

VideoEdge Interoperability	NVR/Hybrid/Micro SW:6.0.x
VE Hybrid Appliance (2U Rack)	(16+16) to (0+32)
VE Hybrid Appliance (3U Rack)	(32+32) to (0+64)

Table 10: victor application server (vAS) and C•CURE: victor client compatibility matrix 5.0 to 6.1

vAS	C•CURE	5.0	5.1	5.2	5.3	5.4	5.4.1	5.6	5.7	5.9	6.0	6.1
5.0	2.61	S	C	C	-	-	-	-	-	-	-	-
5.1	2.61	C	S	C	C	-	-	-	-	-	-	-
5.2	2.7	C	C	S	C	C	C	-	-	-	-	-
5.3	n/a	-	C	C	S	C	C	C	-	-	-	-
5.4	n/a	-	-	C	C	S	C	C	C	-	-	-
5.4.1	2.8	-	-	C	C	C	S	C	C	C	-	-
5.6	2.9	-	-	C	C	C	C	S	C	C	C	-
5.7	2.9	-	-	C	C	C	C	C	S	C	C	C
5.9	2.9	-	-	C	C	C	C	C	C	S	C	C
6.0	3.0	-	-	-	-	-	-	C	C	C	S	C
6.1	-	-	-	-	-	-	-	-	C	C	C	S

① **Note:** S=Supported C=Core functionality only -=Not supported

Table 11: victor Application Server: VideoEdge recorder compatibility matrix 5.0 to 6.1

vAS	5.0	5.1	5.2	5.3	5.4	5.4.1	5.6	5.7	5.9	6.0	6.1
5.0	S	C	C	C	C	C	C	C	C	C	C
5.1	S	S	C	C	C	C	C	C	C	C	C
5.2	S	S	S	C	C	C	C	C	C	C	C
5.3	S	S	S	S	C	C	C	C	C	C	C
5.4	S	S	S	S	S	S	C	C	C	C	C
5.4.1	S	S	S	S	S	S	C	C	C	C	C
5.6	S	S	S	S	S	S	S	C	C	C	C
5.7	S	S	S	S	S	S	S	S	C	C	C
5.9	S	S	S	S	S	S	S	S	S	C	C
6.0	S	S	S	S	S	S	S	S	S	S	C
6.1	S	S	S	S	S	S	S	S	S	S	S

① **Note:** S=Supported C=Core functionality only -=Not supported

Table 12: victor application server: recorder compatibility matrix

vAS	Intellex 3.2-5.02	AD HDVR 1.5-2.4	Exacq HDVR 5.0-22.0	TVR 2.22-2.60.04
5.0	S	S	S	S
5.1	S	S	S	S
5.2	S	S	S	S
5.3	S	S	S	S
5.4	S	S	S	S
5.4.1	S	S	S	S
5.6	S	S	S	-
5.7	S	S	S	-
5.9	S	S	S	-
6.0	S	S	S	-
6.1	S	S	S	-

① **Note:** S=Supported C=Core functionality only -=Not supported

Table 13: VideoEdge hardware and software compatibility matrix

VideoEdge Hardware	4.5.1	4.6	4.7	4.7.1	4.8	4.8 SP1	4.8.1	4.9	4.9.1	4.9.2	5.0	5.1	5.2	5.2.2	5.3	5.4	5.4.1	5.6	5.7	5.9	6.0	6.1
1U NVR with PoE Haswell	-	-	-	-	-	-	-	-	-	S	S	S	S	S	S	S	S	S	S	S	-	-
1U NVR with PoE Skylake	-	-	-	-	-	-	-	-	-	-	-	-	-	-	S	S	S	S	S	S	S	S
Desktop Hybrid/IP only Sandy Bridge	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	-	-	-	-	-
Desktop Hybrid/IP only Haswell	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	-	-
Desktop Hybrid/IP only Skylake	-	-	-	-	-	-	-	-	-	-	S	S	S	S	S	S	S	S	S	S	S	S
2U/3U Hybrid, 2U IP Sandy Bridge	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	-	-	-	-	-
2U/3U Hybrid, 2U IP Haswell	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	-	-
2U/3U Hybrid 2U IP Skylake	-	-	-	-	-	-	-	-	-	-	S	S	S	S	S	S	S	S	S	S	-	-
2U/3U Hybrid, 2U IP Aeon	-	-	-	-	-	-	-	-	-	-	-	-	-	-	S	S	S	S	S	S	S	S
Micro NVR	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
Dell R710	S	S	S	S	S	S	S	S	S	S	S	S	S	S	-	-	-	-	-	-	-	-
Dell R720	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	-	-	-	-	-
Dell R730	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
Dell R740	-	-	-	-	-	-	-	-	-	-	-	-	-	S	S	S	S	S	S	S	S	S
Tyco Analytics Appliance/NUC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	S	S	S	S	S	S	S	S
Tyco Transcoder/NUC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	S	S	S	S	S	S	S	S

Note: S=Supported C=Core functionality only -=Not supported

Contact information

If you have any questions, please contact American Dynamics Technical Services.

Contact details for your region can be found at <https://support.americandynamics.net/#/contact>