



How to Upgrade GV-VMS to V17 / V18

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Applied to

GV-VMS

Summary

Starting from V16.10.3.0, GeoVision has greatly improved the upgrade procedures of GV-VMS system. But no matter which version you are using, before system upgrade, ensure you have a backup of system settings and log files, so you can restore the system if something goes wrong after the upgrade.

The article includes the following contents:

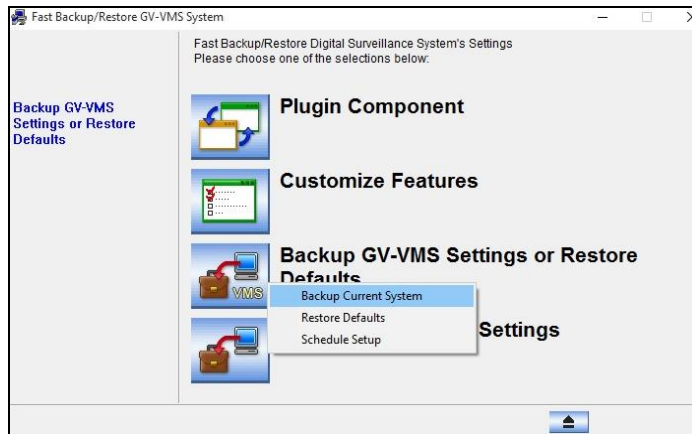
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1. For users of GV-VMS V16.10.3.0 and later

1-1 Backing up the Current System Settings and Logs

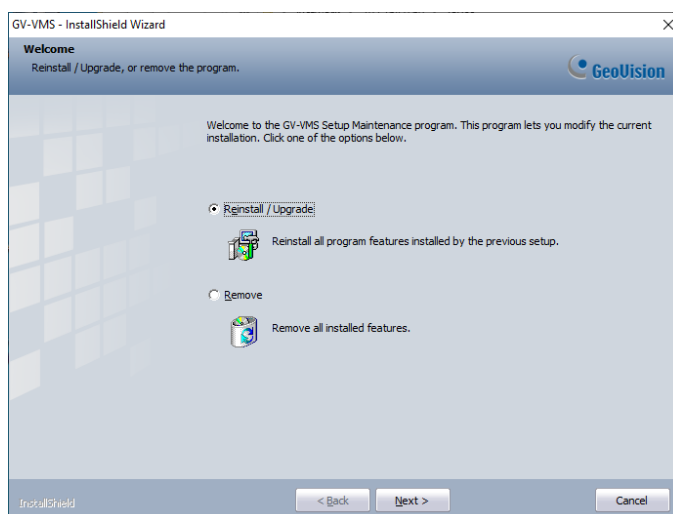
1. Run **Fast Backup & Restore Main System** from the Start menu.
2. Click **Backup GV-VMS Settings or Restore Defaults**, and select **Backup Current System**.



3. Select the items you want to back up and click the **Next Step** button  to back up your system settings.

1-2 Upgrading GV-VMS to the Latest Version

Download the latest version of GV-VMS from GeoVision's [website](#), and run the **Installer** (Setup.exe) from the unzipped folder. Select **Reinstall / Upgrade** to start.

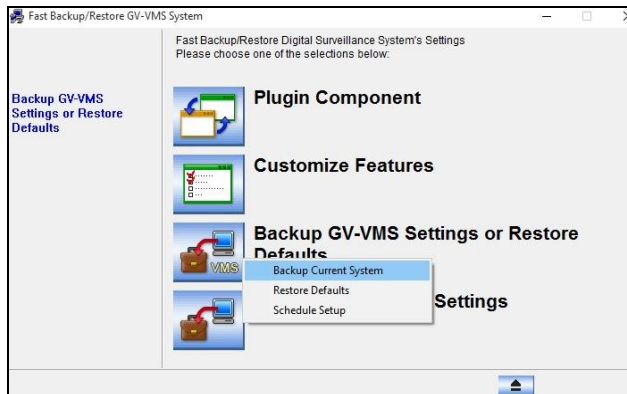





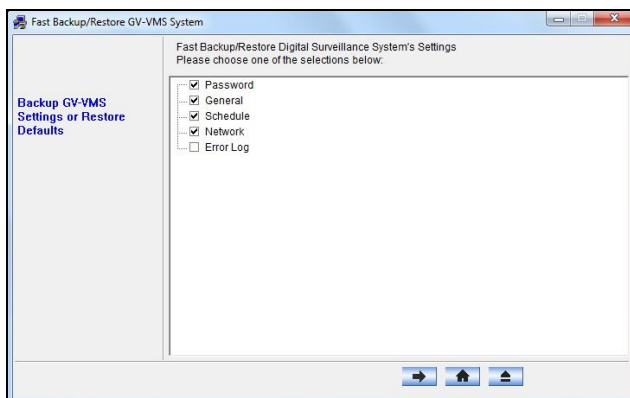
2. For users of GV-VMS versions earlier than V16.10.3.0

2-1 Backing up the Current System Settings and Logs

1. Run **Fast Backup & Restore Main System** from the Start menu.
2. Click **Backup GV-VMS Settings or Restore Defaults**, and select **Backup Current System**.



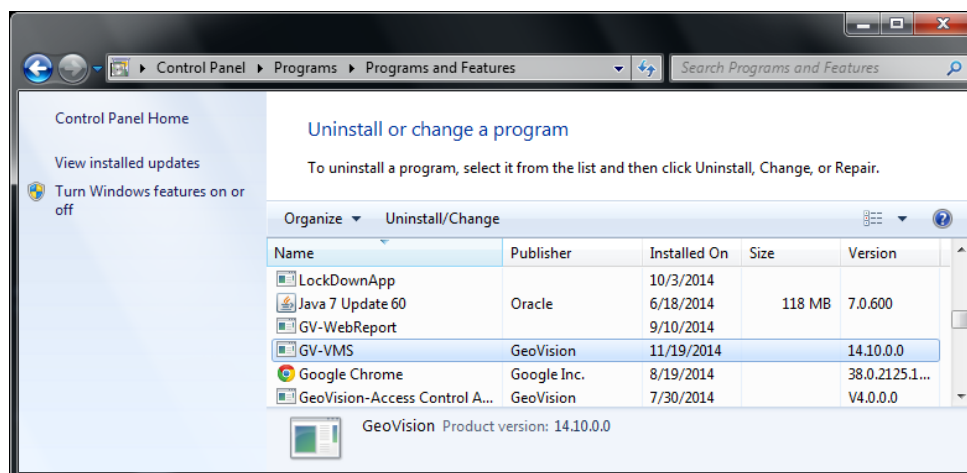
3. Select the items you want to back up and click the **Next Step** button  to back up your system settings.



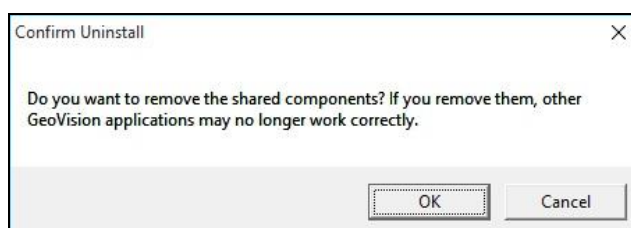
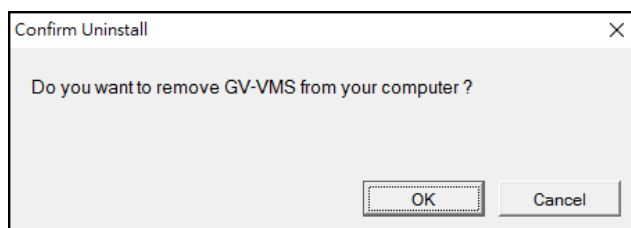


2-2. Upgrading GV-VMS to the Latest Version

1. Click the **Start** button, click **Control Panel**, and click **Uninstall a Program** under Programs.
2. In the list of currently installed programs, select **GV-VMS**, and click **Uninstall/Change**.



3. When you are prompted to confirm the program and the shared components removal, click **OK**.



When the above uninstallation process is complete, you can proceed to the following step and install the latest version of GV-VMS.

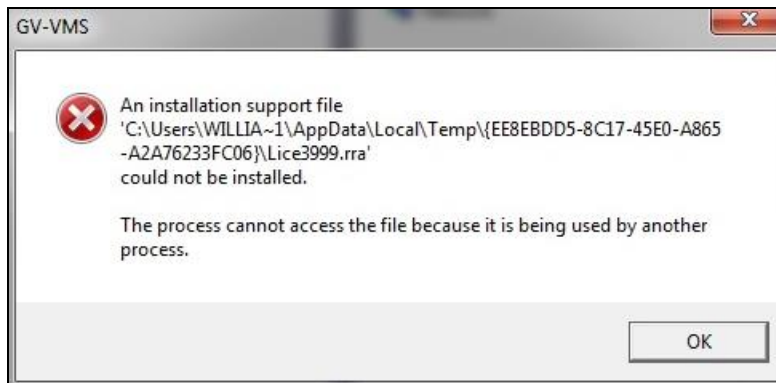
4. Download the latest version of GV-VMS from GeoVision's [website](#), and run the **Installer** (Setup.exe) from the unzipped folder.



Troubleshooting Tips

Symptom

When you launch the VMS installer during the installation of GV-VMS, the installation fails and you may receive the following error message:

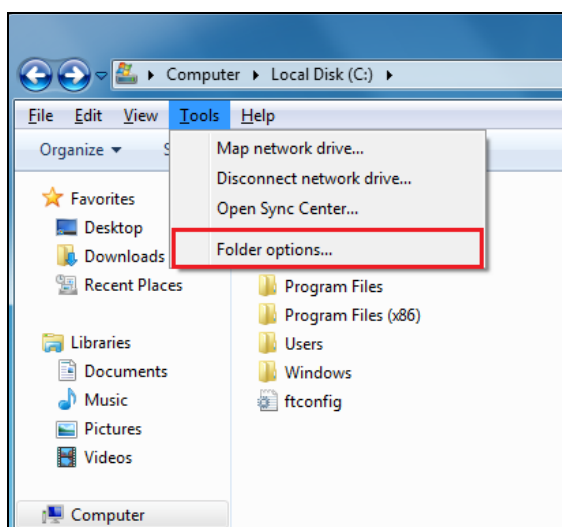


Solution

To resolve the issue, follow the steps below to manually delete the temporary files and reinstall the latest version of GV-VMS.

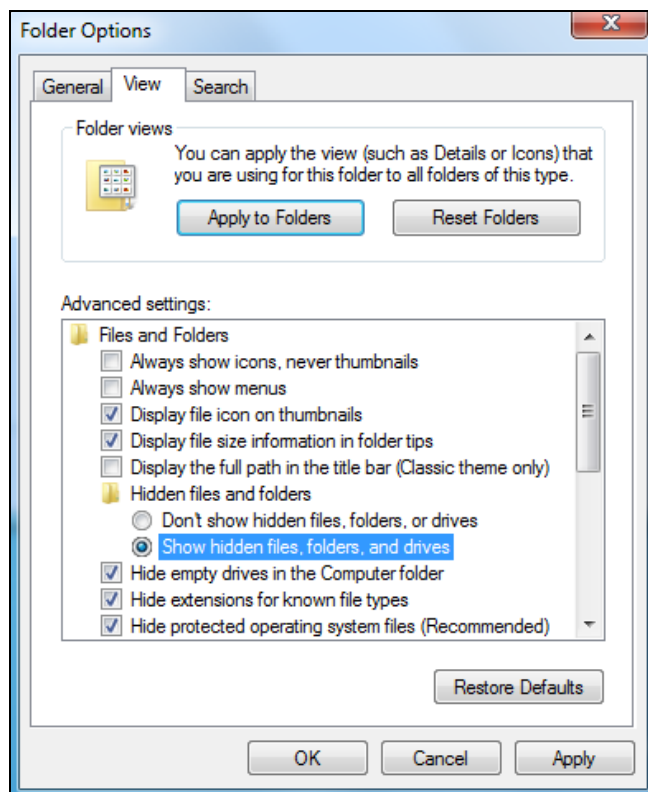
The temporary files are hidden system files. Before deleting the folder, you must make the hidden files enabled.

1. Click **Tools** and select **Folder options**.





2. Click the **View** tab, select **Show hidden files, folders, and drives** under the Hidden files and folders category and click **OK**.



3. Locate the temporary files. They should be stored at
C:\Users\Default\AppData\Local\Temp\{EE8EBDD5-8C17-45E0-A865-A2A76233FC06}
C:\Program Files (x86)\InstallShield Installation Information\{EE8EBDD5-8C17-45E0-A865-A2A76233FC06}
4. Delete the temporary files.

Once the temporary files are deleted, you can reinstall the latest version of GV-VMS.