



# How to Upgrade GV-VMS from V17 / V18 to V20

Article ID: GV1-25-07-09 Release Date: 07/09/2025

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## **Applied to**

GV-VMS V17 / V18

## Summary

Before upgrading from GV-VMS V17 / V18 to V20, ensure you have a backup of system settings and log files, so you can restore the system if something goes wrong after the upgrade.

To back up settings and log files and perform the upgrade, follow the steps below.

#### **IMPORTANT:**

- Backup files from GV-VMS V17 / V18 containing settings for the following video processing functions cannot be restored in GV-VMS V20, as these functions are no longer supported in V20: Object Index, Defog, Stabilizer, Counter/Intrusion Alarm Setting, Crowd Detection, Advanced Unattended Object Detection, Advanced Missing Object Detection, Face Count, and Heat Map.
- Backup files from GV-VMS V18 containing AI event logs and images cannot be restored in GV-VMS V20, as they have been removed and replaced by the Event List in V20.





# **1. Backing Up the Current System Settings and Logs**

### 1.1 Backing Up System Settings

Using the GV-Fast Backup and Restore Multicam System (GV-FBR), you can back up system settings.

Download and install GV-FBR V18.4A by selecting Utility from the dropdown list and clicking the Download icon and next to GV-Fast Backup and Restore Multicam System V18.4A on the GeoVision Website.

Туре	Title	Ver.	Size	Download
ZP	GV-Fast Backup and Restore Multicam System (Only for Upgrading GV-VMS to V20)	V18.4A	9.9MB	4
ZP	GV-Fast Backup and Restore Multicam System (Only for GV- VMS V20)	V20.0	11.6MB	4

#### **IMPORTANT:**

- 1. You must use **GV-FBR V18.4A** to restore V17 / V18 settings in V20, instead of using the GV-FBR version installed with GV-VMS (referred to as *the default GV-FBR* below).
  - The default GV-FBR, which is in the GV-VMS folder in the Start Menu, is for backing up settings in GV-VMS V17 / V18 and restoring them in GV-VMS V17 / V18.
  - GV-FBR V18.4A, which is in the FBR folder in the Start Menu, is for the sole purpose of backing up settings in GV-VMS V17 / V18 and restoring them in GV-VMS V20.
- 2. GV-FBR V18.4A cannot be used for backing up settings in GV-VMS V20 and restoring them in GV-VMS V17 / V18.
- Go to Windows Start > All apps > FBR folder > Fast Backup and Restore Main System. This window appears.







- 3. Click **Backup GV-VMS Settings or Restore Defaults**, enter your GV-VMS login credentials, and select **Backup Current System**.
- 4. Select the items you want to back up.

뤍 Fast Backup/Restore GV-VI	MS System	-	$\times$
Fast Backup/Restore GV-VI Backup GV-VMS Settings or Restore Defaults	MS System Fast Backup/Restore Digital Surveillance System's Settings Please choose one of the selections below:	-	×

5. To back up your system settings, click the **Next Step** button **I**, and then choose a name and location for the file.

The system settings are backed up.



**Note:** Backup files created with GV-FBR V18.4A (used for restoring in GV-VMS V20) have a red arrow arrow on the icon. In contrast, those backed up with the default GV-FBR have a green arrow in the icon, as shown below.







## 1.2 Backing Up Logs

Using the Advanced System Log, you can back up all log data or filtered data based on criteria.

- In GV-VMS V17 / V18, click Viewlog ∃ > Toolbar ≥ > Tools ⊃ > Advanced
  System Log. The Open Database dialog box appears.
- 2. Specify a time range and click **OK**. Events recorded during the specified time range are displayed on the Advanced Log Browser window.

	🎯 🍸 🖃 🔇	» Q 🔒	Monitor			~	
ID	Time	Device	Information	Event	Note	DST Rollback	
1	2025/06/02 02:30:24	Camera1		Camera Connecti			-
2	2025/06/02 02:30:25	Camera2		Camera Connecti			- 7
3	2025/06/02 02:30:25	Camera3		Camera Connecti			
4	2025/06/02 02:30:25	Camera4		Camera Connecti			
5	2025/06/02 02:30:25	Camera5		Camera Connecti			
6	2025/06/02 02:30:25	Camera6		Camera Connecti			
7	2025/06/02 02:30:25	Camera7		Camera Connecti			
8	2025/06/02 02:30:25	Camera8		Camera Connecti			
9	2025/06/02 02:30:25	Camera9		Camera Connecti			
10	2025/06/02 02:30:25	Camera10		Camera Connecti			
11	2025/06/02 02:30:25	Camera11		Camera Connecti			
12	2025/06/02 02:30:25	Camera12		Camera Connecti			
13	2025/06/02 02:30:25	Camera13		Camera Connecti			
14	2025/06/02 02:30:25	Camera14		Camera Connecti			
15	2025/06/02 02:30:25	Camera15		Camera Connecti			
16	2025/06/02 02:30:25	Camera16		Camera Connecti			
17	2025/06/02 02:30:27	Camera12		Camera Connecti			
18	2025/06/02 02:30:28	Camera2		Camera Connecti			
						Items: 156	

3. Click **Backup** on the toolbar. The Customer Database Export dialog box appears.



- 4. Select **All Tables** to back up all logs, or select **Current Table** to back up the current log table opened.
- 5. Optionally disable **Export with Video/Audio data**.
- 6. Click **OK**. The Backup dialog box appears.
- 7. In the Media section, select the method and destination to back up the log files, and click **OK** to back up.

The log files are backed up.





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

## 2.1 Uninstalling GV-VMS V17 / V18

GV-VMS V17 / V18 must be uninstalled before the installation of GV-VMS V20.

- 1. Right-click on the **Windows Start** button, and select **Apps and Features**.
- 2. In the list of currently installed apps, select **GV-VMS**, and click **Uninstall**.

Settings					
命 Home	Apps & features				
Find a setting	Apps & features				
Apps	Optional features				
	App execution aliases				
IΞ Apps & features	Archive apps				
🗄 Default apps	Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.				
Apps for websites	GV-VMS				
	Sort by: Name $$ Filter by: All drives $$				
	1 app found				
	GeoVision 6/6/2025 18.3.5.0				
	Modify Uninstall				

3. When you are prompted to confirm the removal of the application and all of its features, click **Yes**.

GV-VMS - InstallShield Wizard	$\times$
Do you want to completely remove the selected application and all of its features?	
Yes No	

The uninstallation process of GV-VMS V17 / V18 is complete.





## 2.2 Manually Deleting AI Event Images

AI event images from GV-VMS V17 / V18 must be manually deleted after the uninstallation of GV-VMS V17 / V18, as they cannot be restored in GV-VMS V20.

Check the AI Image Path configured in GV-VMS V18 > Viewlog ⇒ Toolbar > Configure > System Log Settings.

Log Path	
Available: 19.63 GB	
C:\GV-VMS\	
AI Image Path	
Available: 19.63 GB	
C:\GV-VMS\	

2. Go to the above AI Image Path and manually delete the AI event images.

The AI event images are deleted.

## 2.3 Installing GV-VMS V20

Install the latest version of GV-VMS.

- Download GV-VMS V20 by selecting **Primary Applications** from the dropdown list and clicking the **Download** icon and the **GeoVision** Website.
- 2. Run the Installer (Setup.exe) from the unzipped folder.

The installation process of GV-VMS V20 is complete.





# 3. Restoring V17 / V18 System Settings and Logs

#### 3.1 Restoring System Settings

Using GV-FBR, you can restore system settings.

1. Open the backup file (.exe) you previously stored in *1.1 Backing Up System Settings*. This window appears.



- 2. Click **Restore GV-VMS Settings or Restore Defaults**, enter your GV-VMS login credentials, and select **Restore Backup Settings**.
- 3. Select which backup settings you want to restore.
- 4. Click the **Next Step** button **b** to start restoring.

When the restoration is complete, the "Successfully Restore GV-VMS System Settings" message appears.

### 3.2 Restoring Logs

To open the logs, follow the steps below.

- 1. Open the backup folder you specified in *1.2 Backing Up Logs*.
- 2. Run **EZSysLog.exe** from the backup folder.
- 3. Select a time range and click **OK**.

Events recorded during the selected time range are displayed on the Advanced Log Browser window.