

<b>Title:</b>	TB How To Restore HikCentral Server 121219NA	<b>Version:</b>	v1.0	<b>Date:</b>	12/12/2019
<b>Product:</b>	HikCentral-VSS-Base/HW			<b>Page:</b>	1 of 10
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This guide will instruct you on how to restore a HikCentral server and its Windows Server Operating System in case your original files are corrupted and will not boot. There are a total of nine major steps, and the procedure is similar to a desktop/laptop computer restoration process.

Before starting, make sure that you have your HikCentral configuration backed up and stored in a remote location. We can use the backup configuration to restore the settings so you don't have to start all over again. You should regularly back up your HikCentral configuration.

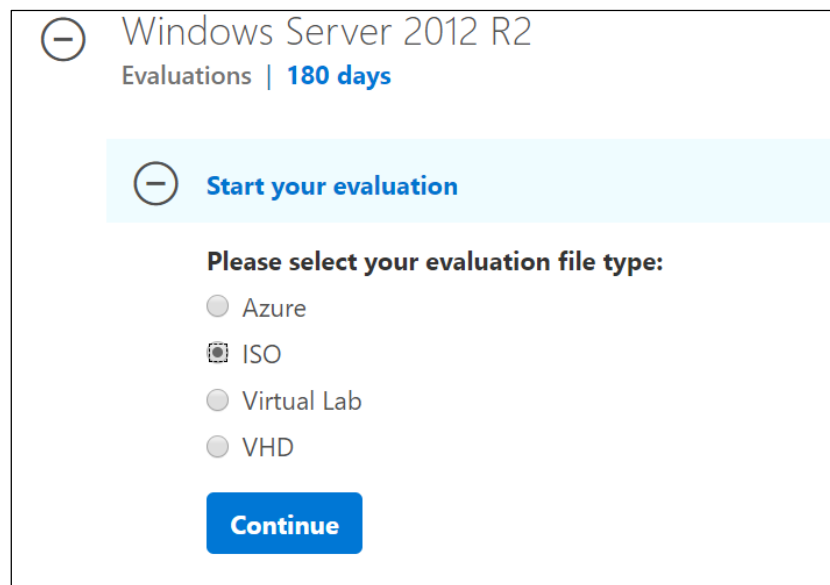
Please save a copy of your HikCentral Activation Code (Product Key). If you do not keep a record, contact [productteam.usa@hikvision.com](mailto:productteam.usa@hikvision.com) with your server's MAC address.

1. Download the Windows image file.

- For a Dell R230 PowerEdge server, click the following address to download Windows Server 2012:

<https://www.microsoft.com/en-us/evalcenter/evaluate-windows-server-2012-r2>

- Download the ISO version.

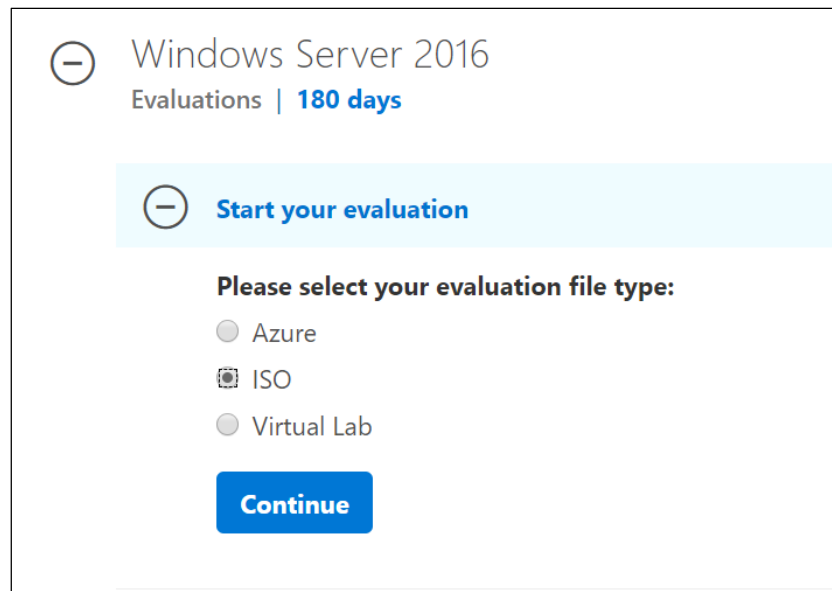


- For a Dell R240, click the following address to download Windows Server 2016:

<https://www.microsoft.com/en-us/evalcenter/evaluate-windows-server-2016>

- Download the ISO version.

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- You will be asked for information before being presented with the download prompt.

## 2. Create a bootable USB drive.

- Download the ISO to USB tool by clicking the following address:

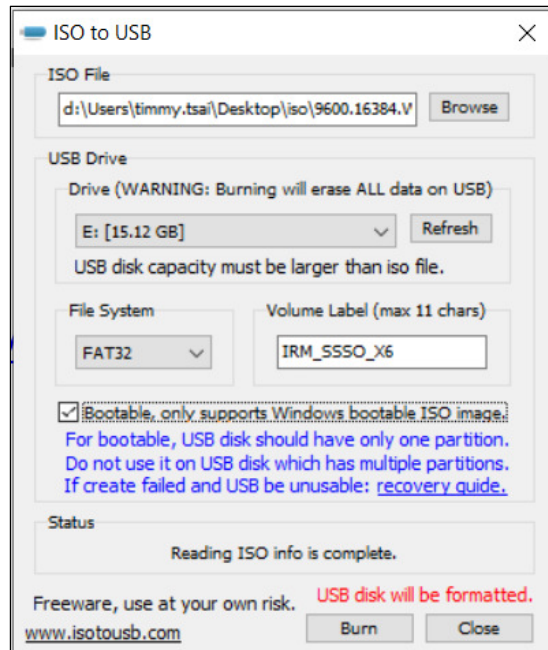
<http://www.softsea.com/download/ISO-to-USB.html>

- Launch the tool.
- Browse the Windows server ISO file.
- Assign a USB drive that is at least 16 GB.

**WARNING:** All files on the USB drive will be overwritten.

- Check the “Bootable” checkbox.
- Click the “Burn” button.

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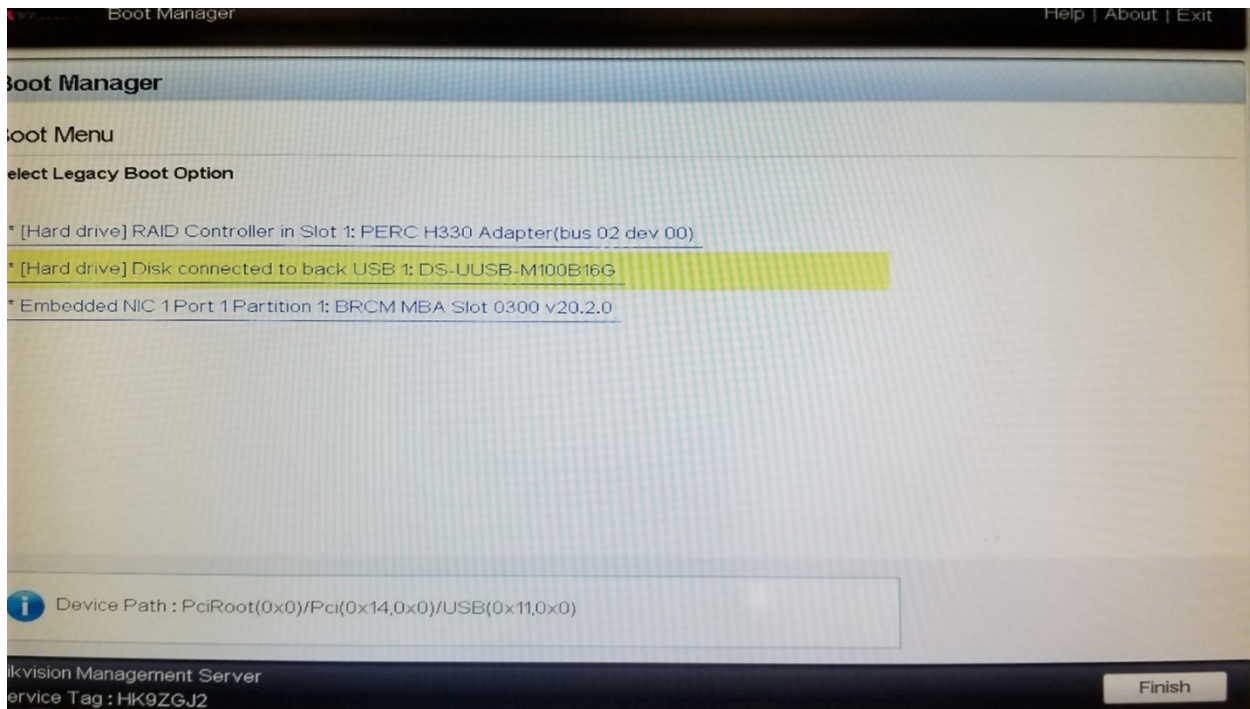


3. Boot from the USB drive.
  - A. Insert the USB drive into the USB port on the back of the server.
  - B. Power up the server.
  - C. Press F11 to enter the Boot Manager.

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- D. Highlight “[Hard drive] Disk connected to back USB1:”
- E. Press the “Finish” button to continue. Server will reboot and enter the Windows installation.

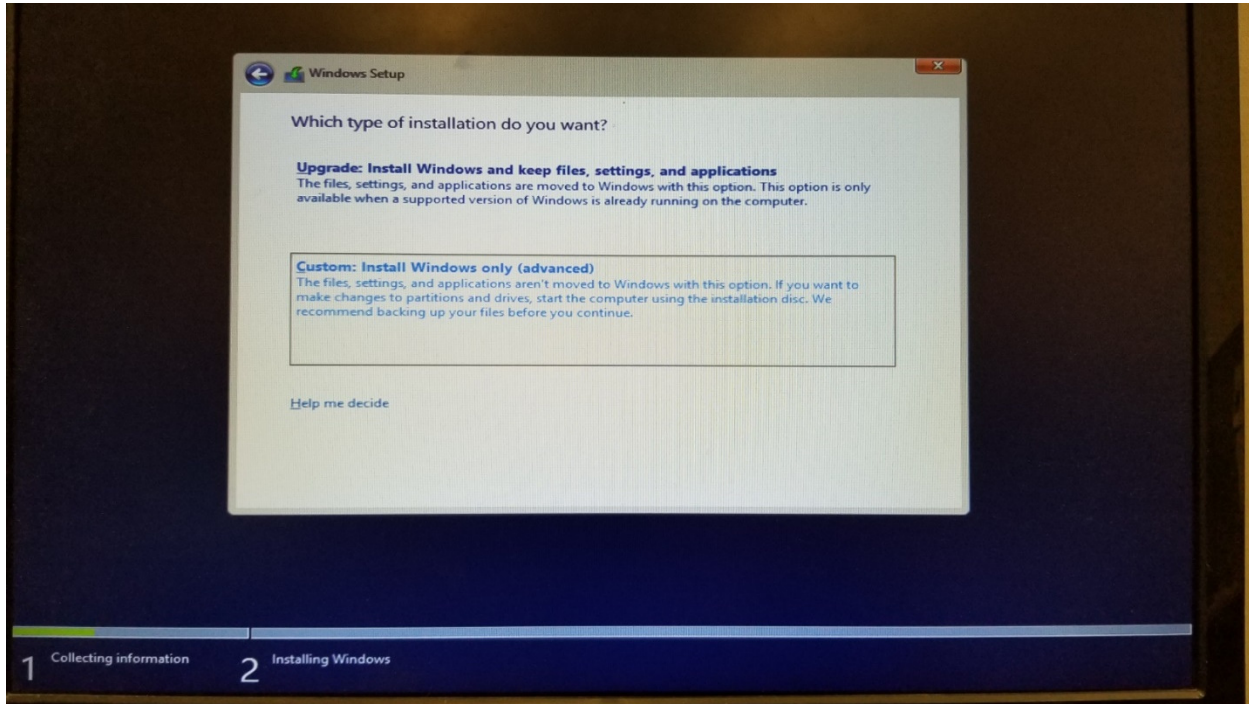


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#### 4. Install the Windows Server.

**NOTE:** The Windows Server installation process is no different from Windows 10, etc. There are a few processes that need to be noted.

##### A. Click on “Custom: Install Windows only (advanced).”

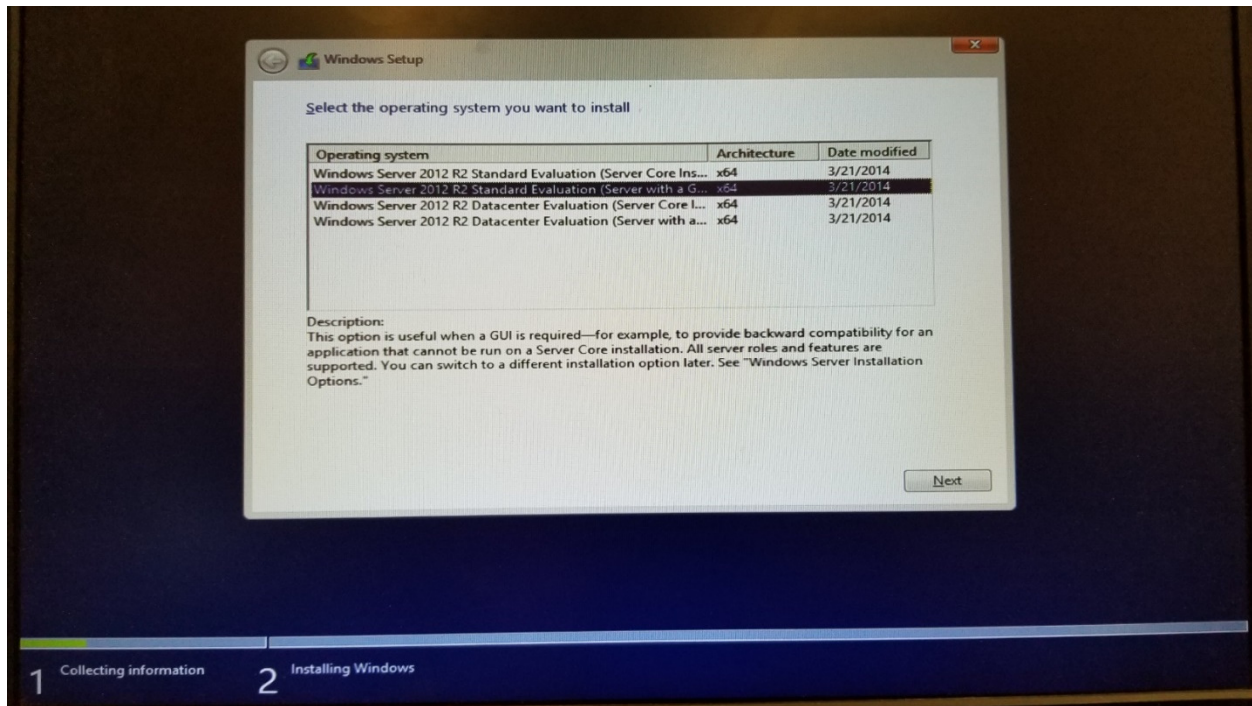


##### B. Highlight the second option, “Windows Server 2012 R2 Standard Evaluation (server with a GUI).”

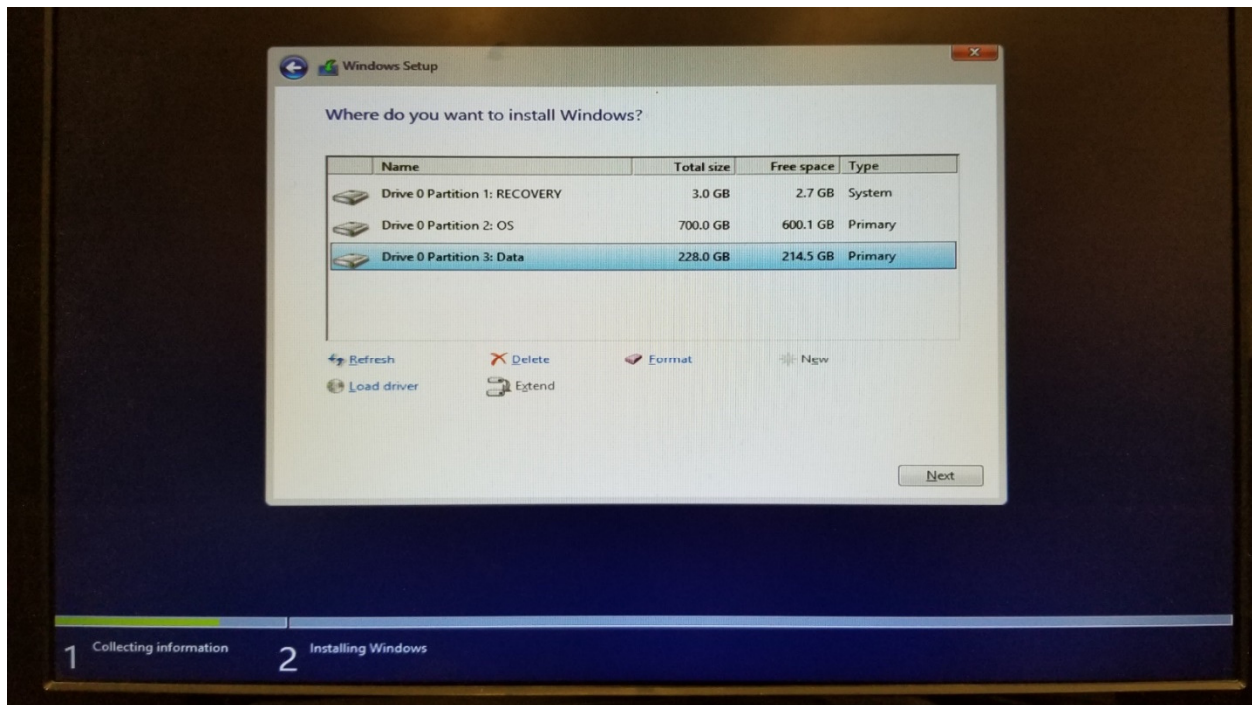
##### C. Click the “Next” button.



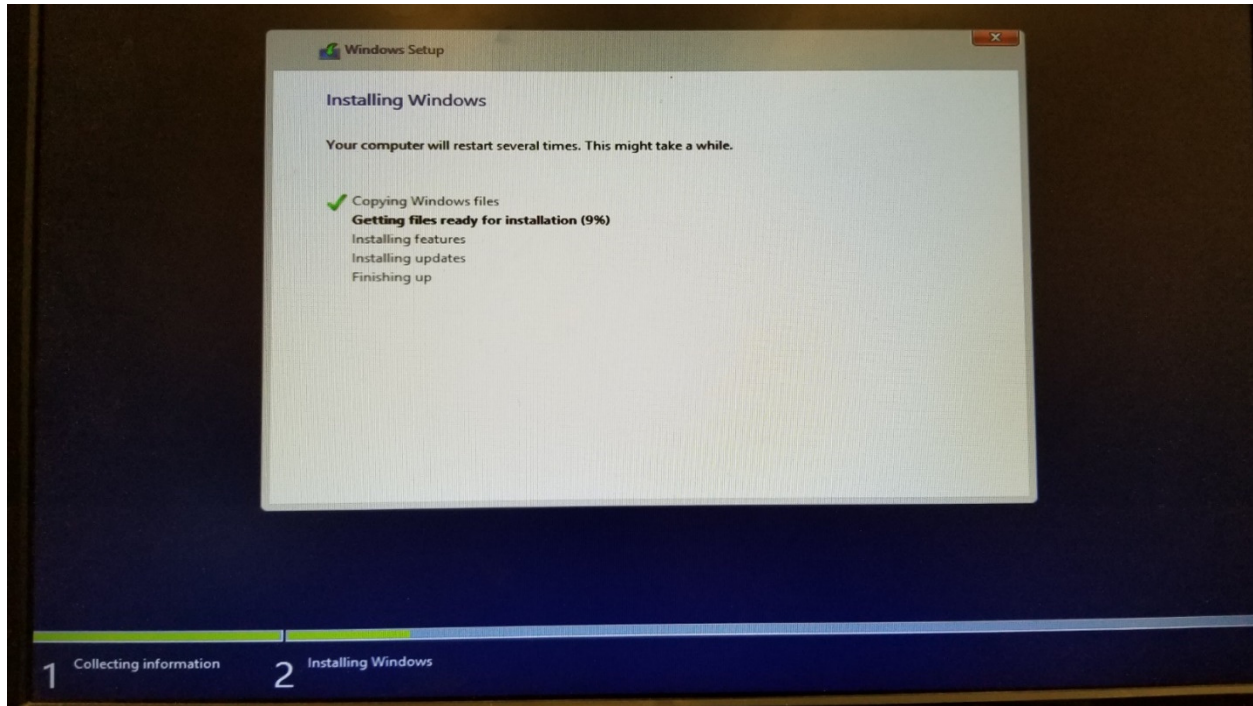
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- D. Highlight "OS" partition (unless you would like to change to a different partition).
- E. Click the "Next" button to start the installation. "Installing Windows" will be displayed.

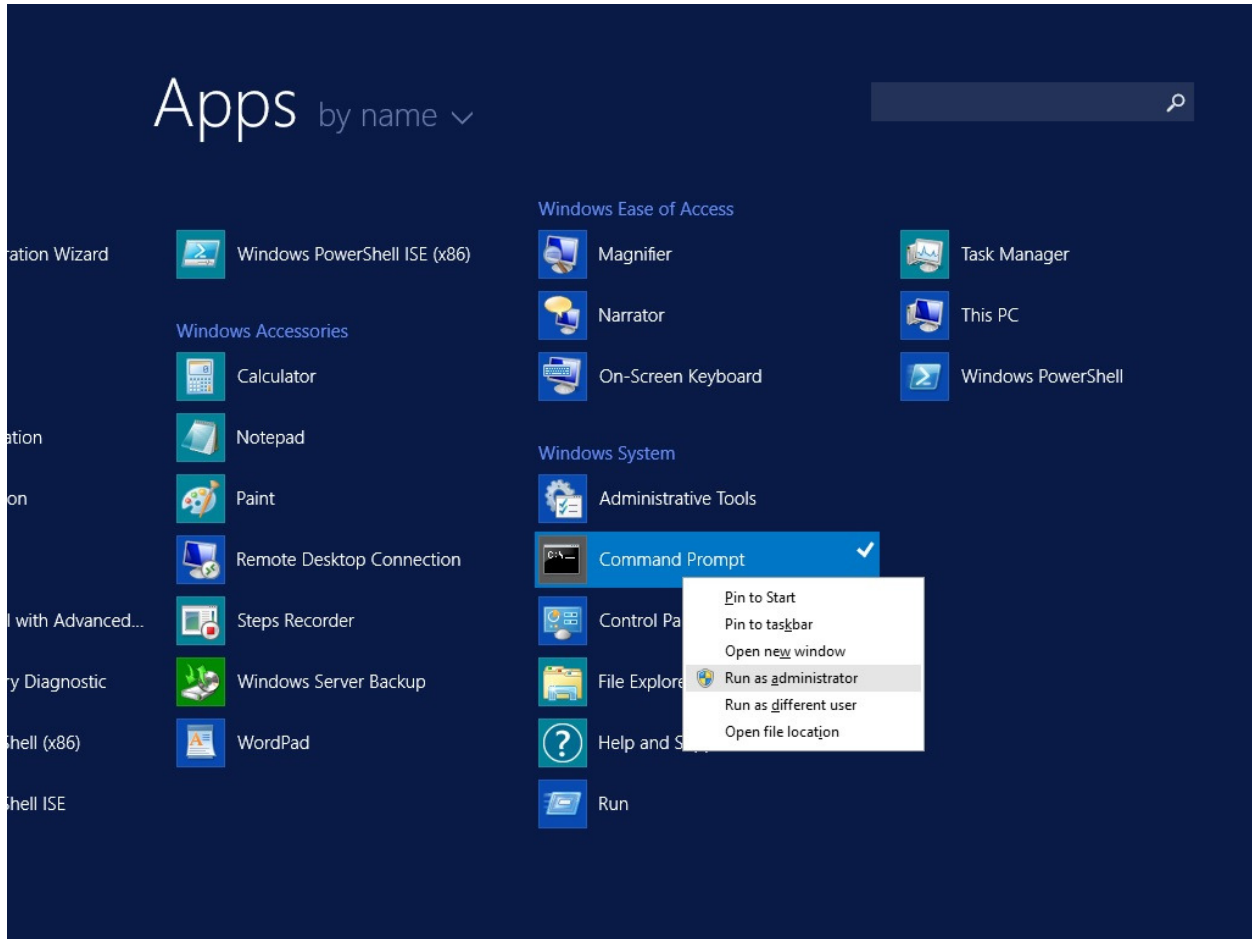


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5. Activate the Windows Product Key once the installation has finished.
  - A. Right-click the Command Prompt icon on the Apps screen.
  - B. Left-click “Run as administrator” in the pop-up menu.

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C. Input the following command (your Product Key is on a label on top of the HikCentral server).

**NOTE:** Note that there is a space before each /.

DISM /Online /Set-Edition:ServerStandard /ProductKey:XXXXX-XXXXX-XXXXX-XXXXX-XXXXX  
/AcceptEula"



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```

C:\Users\Administrator>DISM /Online /Set-Edition:ServerStandard /ProductKey:
/AcceptEula

Deployment Image Servicing and Management tool
Version: 6.3.9600.17031

Image Version: 6.3.9600.17031

Starting to update components...
Starting to install product key...
Finished installing product key.

Removing package Microsoft-Windows-ServerStandardEvalEdition~31bf3856ad364e35~am
d64~6.3.9600.16384
[=====100.0%=====]
Finished updating components.

Starting to apply edition-specific settings...
Finished applying edition-specific settings.

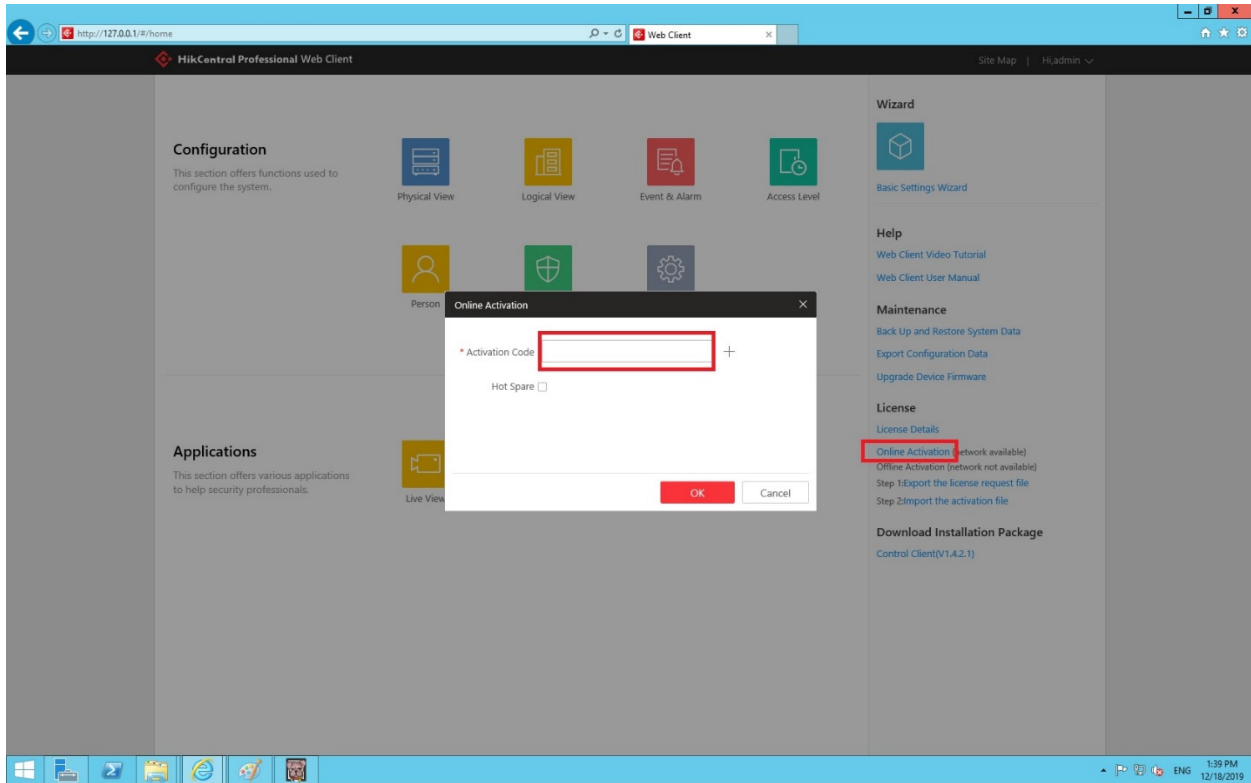
The operation completed successfully.
Restart Windows to complete this operation.
Do you want to restart the computer now? (Y/N)
    
```

- D. Reboot the server after updating the Product Key.
6. Update the device driver.
  - A. Download the Windows 2012 R2 Driver specifically for R230.
 

[https://dl.dell.com/FOLDER03873781M/4/Chipset\\_Driver\\_GKXMM\\_WN64\\_10.1.2.77\\_J00\\_03.EXE](https://dl.dell.com/FOLDER03873781M/4/Chipset_Driver_GKXMM_WN64_10.1.2.77_J00_03.EXE)
  - B. Run the downloaded file on the HikCentral server.
7. Install HikCentral server.
  - A. Download and install the version of your HikCentral Professional from the link below.
 

<https://www.hikvision.com/en/support/download/software/>
  - B. Run the HikCentral installation.
8. Upload the license key (Activation Code).
  - If your system crashes unexpectedly, it is most likely you didn't deactivate the license. In this case, send e-mail to [productteam.usa@hikvision.com](mailto:productteam.usa@hikvision.com) with the HikCentral Activation Code (license key) or your HikCentral server's MAC address.
  - Once you have deactivated the Activation Code (license key) from the license server, input your code here to activate the license.

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9. Restore the backup settings.

Please refer to below “How To” guide on how to restore your backup configuration:

[https://ca.hikvision.com/sites/default/files/how-to/how\\_to\\_migrate\\_hikcentral\\_data\\_010320na.pdf](https://ca.hikvision.com/sites/default/files/how-to/how_to_migrate_hikcentral_data_010320na.pdf)