Title:	HikCentral Server Upgrade	Version:	v1.0	Date:	07/18/18
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Introduction

Hikvision's central management solution, HikCentral, requires users to purchase a license in order to activate their software. As a service, Hikvision offers servers that come with HikCentral pre-installed and pre-licensed [*Part Numbers: HikCentral-VSS-Base/HW/64ch and HikCentral/VSS/HW/300ch*].

However, the servers currently sold are loaded with HikCentral v1.0.0.6 and require an upgrade immediately upon being brought online. Due to changes in how certain options were licensed and software upgrades are handled, the process can be more involved than simply deploying the latest version and will require the assistance of the HikCentral technical support team.

Upgrade Process

1. Upon receiving and powering up the server, log in to Windows using the default credentials: *administrator/Abc12345.*

2. Open the HikCentral Web lient for the first time using the shortcut on the desktop or by opening Internet Explorer and going to URL http://127.0.0.1

3. Download, run, and allow the plugin.

4. With the plugin installed and allowed, before the first login, create the *admin* super user password when prompted.

5. When logged in to HikCentral's Web client, click on "License Details."

6. Write down the full activation code for the BASE license, and e-mail it to hikcentralsupport.usa@hikvision.com so that the version and date of issue can be checked.

7a. **If License Was Issued Before October 17, 2017**

A new license will need to be issued by Hikvision, and it may take one or two business days. A temporary license will be issued to cover the wait.

Once you receive your permanent or temporary license:

1) Stop HikCentral services.

2) Close the service manager/watchdog.

3) Uninstall HikCentral 1.0.0.6

4) Download and install HikCentral 1.2.0

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5) Open the HikCentral Web client for the first time using the shortcut on the desktop or by opening Internet Explorer and going to URL http://127.0.0.1

6) Download, run, and allow the plugin.

7) With the plugin installed and allowed, before the first login, create the *admin* super user password when prompted.

8) Activate the license provided by HikCentral Support.

7b. **If License Was Issued After October 17, 2017**

1) Perform offline deactivation, following the process in:
http://www.hikvision.com/en/VMS/Support/License-Management

- **If Offline Deactivation Was Successful**

    A. Stop HikCentral services.

    B. Close the service manager/watchdog.

    C. Uninstall HikCentral 1.0.0.6

    D. Download and install HikCentral 1.2.0

    E. Open the HikCentral Web client for the first time using the shortcut on the desktop or by opening Internet Explorer and going to URL http://127.0.0.1

    F. Download, run, and allow the plugin.

    G. With the plugin installed and allowed, before the first login, create the *admin* super user password when prompted.

    H. Activate the license by re-using your current activation code.

- **If Offline Deactivation Was Unsuccessful**

    A. Stop all HikCentral services.

    B. Run the HikCentral 1.2 installation package to upgrade the software.

    C. When getting to the Web client, the login information will still be valid, but the following message will appear:

TECHNICAL BULLETIN
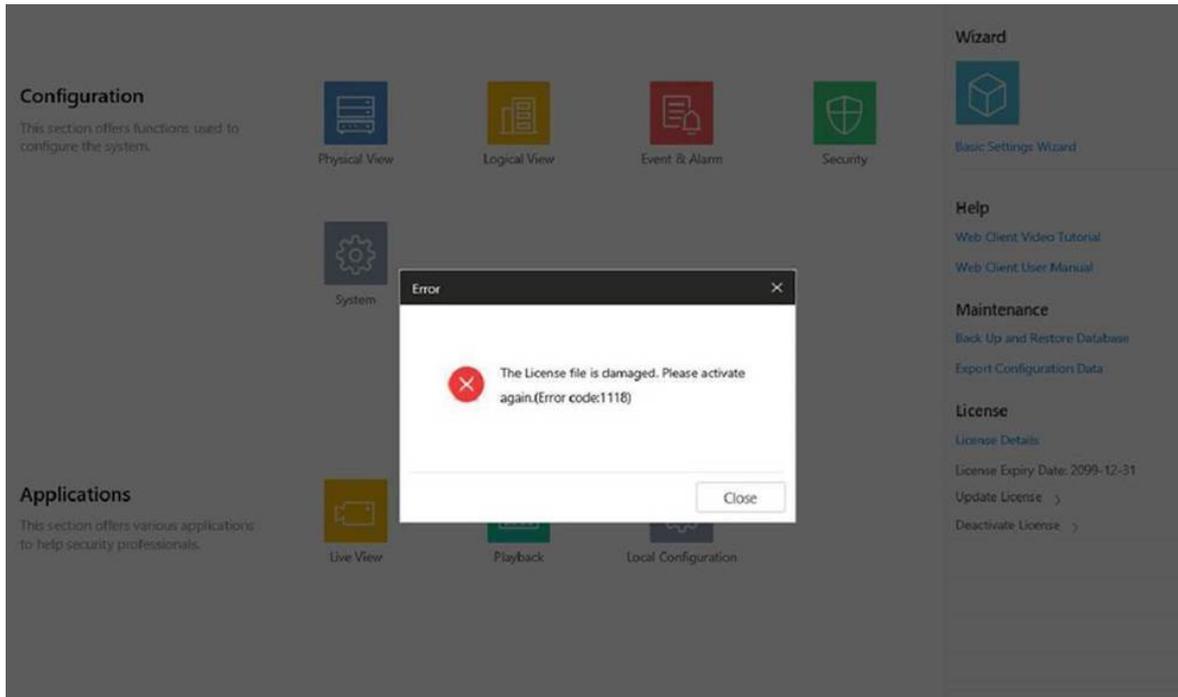
D. When checking the license details, all counts should be zeroed out.

NOTE: If all counts are not zeroed out, the existing license is working and no further action is needed.
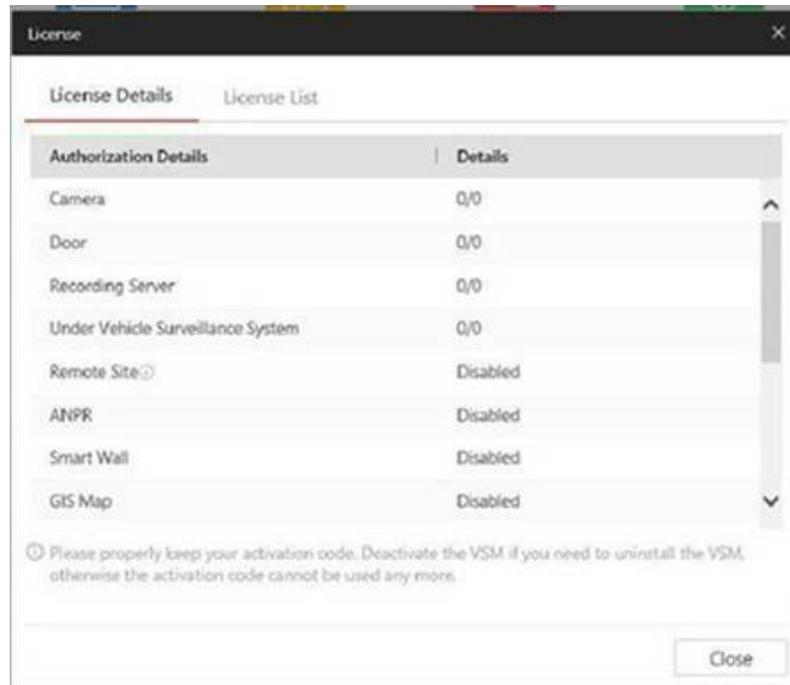
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E. Attempt to re-activate your license. The following message will likely appear:
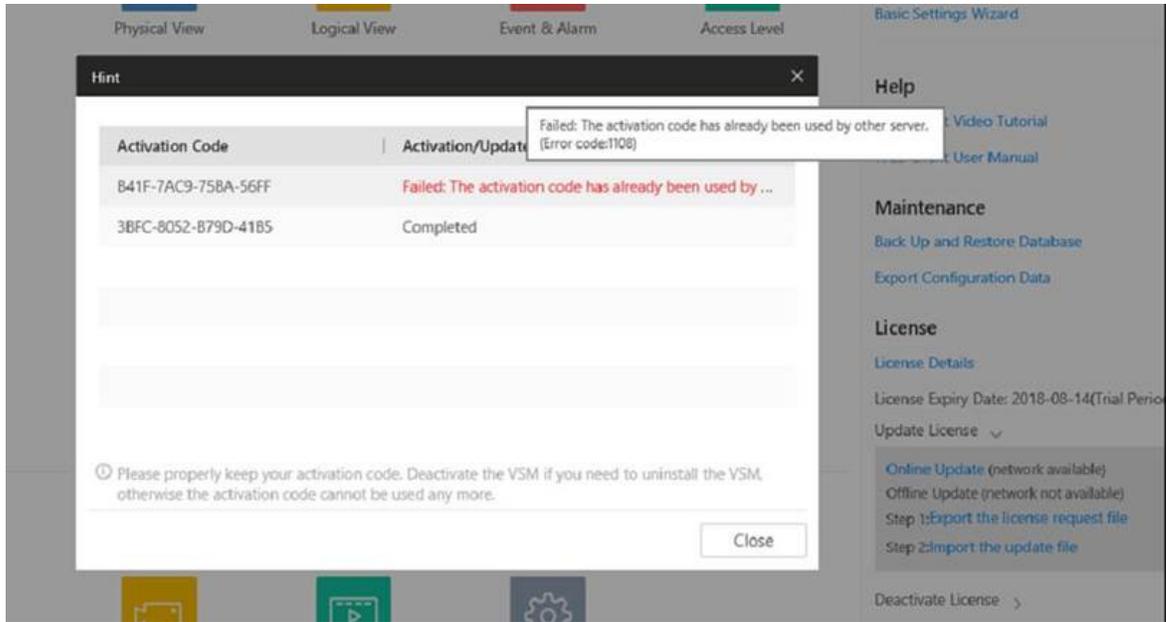
F. Contact HikCentral support by phone (preferred) or e-mail to request deactivation of the license on Hikvision's end. Depending on availability, you will either be able to use the same license immediately or be provided with a temporary license while the deactivation request is processed.

> *NOTE:* *If you receive a temporary license, remember to deactivate it and advise HikCentral support of the fact* **before** *re-applying the permanent license.*