HIKVISION®

Title:	iVMS-4200 Client Software Database Compatibility Issue	**Version:**	1.0	**Date:**	02/09/15
Product:	iVMS-4200 Client Software				
Action Required:	None, Information Only				

HIKVISION ™   **TECHNICAL BULLETIN**

When upgrading the iVMS-4200 software from v2.00.08.50 to v2.3.0.4, the software may crash or even not start, and if it starts the devices and settings will be unavailable.

This is caused by the difference in the database structure. The database of the older version is not compatible with the database of the newer version of the firmware. The following steps can help you solve this problem.

Follow the steps below to fix this issue:

1. Download the DatabaseUpdate.dll file from the link below:
   https://www.dropbox.com/s/9xslxer2zp59ivl/DatabaseUpdate.dll?dl=0

2. Copy the downloaded file into the iVMS-4200 software's containing folder. By default the containing folder is located at:

> This PC ▸ Windows8_OS (C:) ▸ Program Files ▸ iVMS-4200 Station ▸ iVMS-4200 ▸ iVMS-4200 Client

If the configuration file from the older version v2.00.08.50 has been exported and the software has been uninstalled from the computer and the new one has been installed as a replacement:
- Apply the patch
- Launch the software
- Create a superuser account
- Import the database file

If the new version v2.3.0.4 is being installed over the older version, simply apply the patch and start the software.