

How to upgrade HikCentral Professional by installing latest package

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About this Manual

The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website (<u>https://</u><u>www.hikvision.com/</u>).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

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Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
A Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
i Note	Provides additional information to emphasize or supplement important points of the main text.

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Chapter 1 Introduction

When the new version of HikCentral Professional is released, you can upgrade your HikCentral Professional to the latest version with the installation package.

Caution

After upgrading with installation package, you need to activate your software again with the original Licenses you purchased. As a result, please make sure you have properly saved your License information (activation codes) before start.

Chapter 2 Flow Chart



Figure 2-1 Flow Chart

Chapter 3 Save Your Activation Code

Since after upgrading your HikCentral Professional with the latest installation package, your HikCentral Professional will be deactivated automatically, you need to activate it again with your original activation code purchased before.

As a result, you MUST properly keep your activation codes and make sure they are available after upgrading.

Chapter 4 Get Installation Package

You can get the latest installation package in the following ways:

Visit Hikvision website (<u>https://www.hikvision.com/en</u>) and enter Support \rightarrow Download \rightarrow Software \rightarrow HikCentral Professional 1.5.1, and you can download the installation package in the Software Download section.

Chapter 5 Install Package

Install the latest installation package on the SYS server to upgrade your HikCentral Professional to the latest version.

The system's activated Licenses will be cleared after upgrading. Please save your Licenses before installation.

- 1. Copy the installation package to the PC running the HikCentral Professional SYS service.
- 2. Double click the installation package to run the installation program.
- 3. Follow the instructions of the installation program to upgrade.

Chapter 6 Reactive Your System

After upgrading your software to the latest version with the latest installation package, you need to activate your HikCentral Professional again with your original License (activation codes). After activation, your system will recover to normal status.

We provide online activation and offline activation and you can choose according to the network status of your SYS server.

6.1 Activate License - Online

If the SYS server to be activated can properly connect to the Internet, you can activate the SYS server in online mode.

Steps

- 1. Log in to HikCentral Professional via the Web Client.
- 2. Click Online Activation in the License area to open the License configuration window.

	×
+	
ОК	Cancel

Figure 6-1 Online Activation

3. Enter the activation code.

iNote

- If you have purchased more than one Licenses, you can click + and enter other activation codes.
- Up to 110 Licenses are allowed in one system.
- **4. Optional:** Set the **Hot Spare** switch to **ON** and input the required parameters if you want to build a hot spare system.

iNote

- You must select Hot Spare mode when you install the system.
- For how to build the hot spare system, please contact our technical support engineers.
- 5. Click OK and the License Agreement dialog opens.

- 6. Read the License Agreement.
 - If you accept the terms of the License Agreement, check I accept the terms of the agreement and click OK to continue.
 - If you do not accept the agreement, click **Cancel** to cancel the activation.

The activation will start.

6.2 Activate License - Offline

If the SYS server to be activated cannot connect to the Internet, you can activate the License in offline mode.

Steps

- 1. Log in to HikCentral Professional via the Web Client.
- 2. Click Export the license request file in the License area.



Figure 6-2 Export Request File

3. Enter the activation code.

iNote

- If you have purchased more than one License, you can click + and enter other activation codes.
- Up to 110 Licenses are allowed in one system.

Export File	>
* Activation Code	+
Hot Spare 🗌	
	Export Cancel

Figure 6-3 Export File

4. Optional: Check Hot Spare and enter the required parameters if you want to build a hot spare system.

iNote

- The switch will be displayed if you select Hot Spare mode when installing the system.
- For how to build the hot spare system, please contact Hikvision's technical support engineers.
- 5. Click Export.
- 6. In the pop-up License Agreement window, check I accept the terms of the agreement and click OK.

A request file named "ActivationRequestFile.bin" will be downloaded. Save the request file to the proper directory or the removable storage medium (e.g., USB flash disk).

- 7. Copy the request file to the PC that can connect to the Internet.
- 8. On the PC which can connect to the Internet, enter the following website: <u>https://</u> <u>license.hikvision.com:8443/#/active</u>.
- **9.** Click $extstyle{}$ and then select the request file downloaded in Step 6.



Figure 6-4 Select Request File

10. Click Submit.

A respond file named "ActivationResponseFile.bin" will be downloaded. Save the respond file to the proper directory or the removable storage medium (e.g., USB flash disk).

- **11.** Copy the respond file to the proper directory of the PC that accesses HikCentral Professional via the Web Client.
- **12.** In the License area, click **Import the activation file**.



Figure 6-5 Import Respond File

13. Click _____ and select the respond file downloaded in Step 10.

14. Click Import.

