HikCentral Upgrading Guide for UK Customers

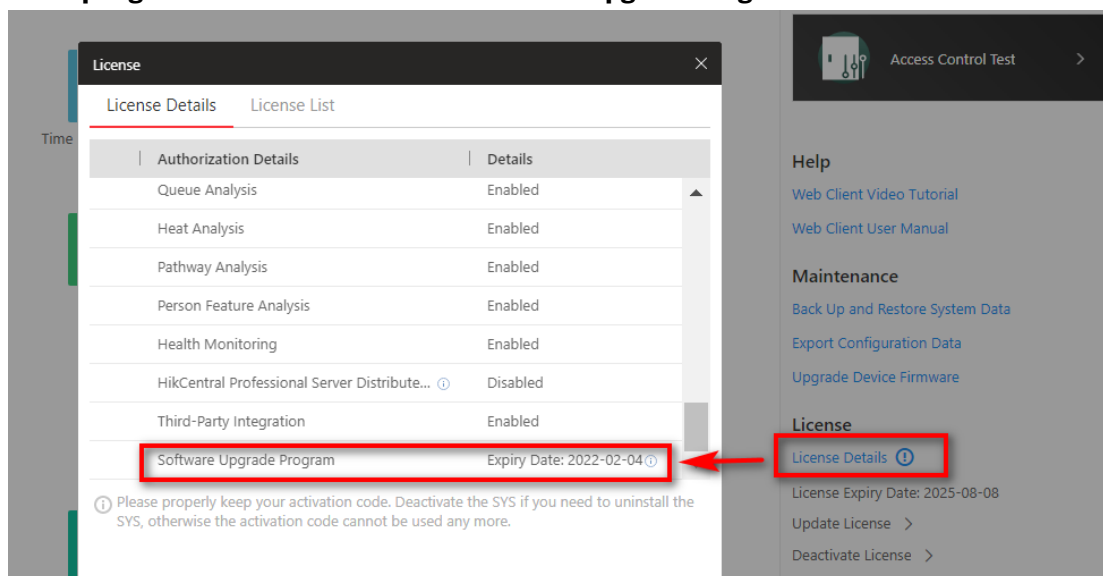## 1. Feasibility Check Before the HikCentral Upgrade

1) The HikCentral version used shall be baseline version.

If your HikCentral version is a customised version, please contact your account manager or Hikvision technical support for further evaluation. Customisation may include changes in the database which may not support upgrade.

2) Your current HikCentral license is within valid SUP period.

For HikCentral v1.7 and earlier version, you can find it on the Web Client Home Page – License Details – Software Upgrade Program (located as below snapshot).
For HikCentral v2.0 version, you can find it on Web Client Home Page – Maintenance and Management Menu on the Top Right Panel – license details – Software Upgrade Program.

3) The installation hard drive of HikCentral shall have enough disk space for the upgrade.

Check the free space of the disk where HikCentral is installed. Make sure the free space is larger than twice the size of the "PGData" folder in the HikCentral installation path. By default, the path of ''PGData'' is C:\Program Files (x86)\HikCentral\VSM Servers. For example, you should have at least 100GB free space in the C drive if your "PGData" folder installed in C drive is 50GB.
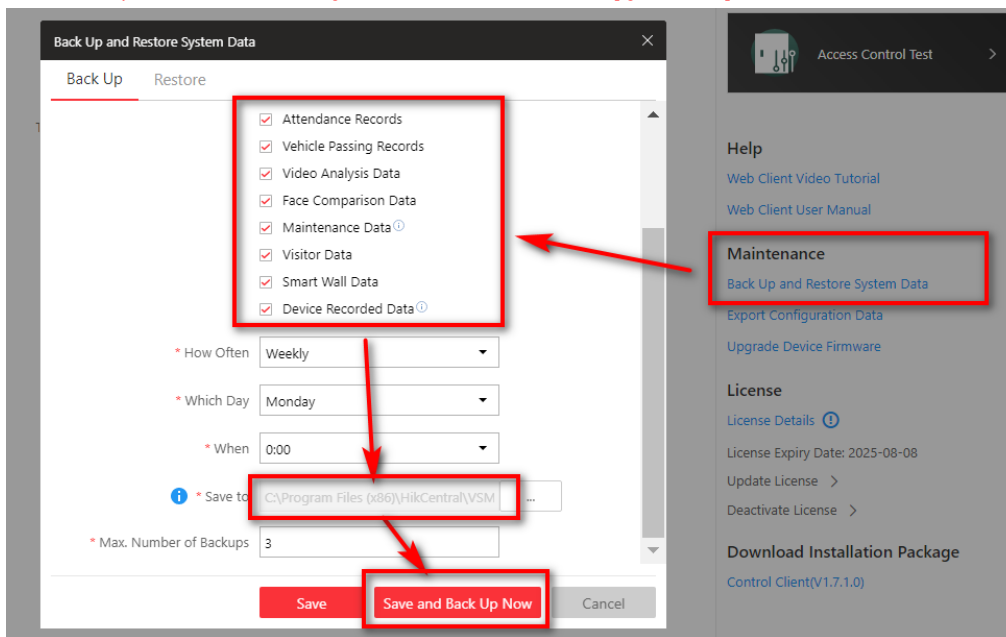
Note: If your previous HikCentral system was installed over two servers (server 1 running SYS and server 2 running ADS) in distributed deployment mode, please contact Hikvision Support for the upgrade.

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2. Prepare for the HikCentral Upgrade

1) Before the upgrade, you must backup your HikCentral database.

Before the upgrade, login HikCentral web client, and click on backup and restore system data under maintenance menu, then tick all the required backup data options, and select back up now. After the operation, go to the saving path to make sure the backup file is generated, and make a copy of backup file on a separate safe location. The purpose of saving the backup file is if for any reason there is an exception happening to your HikCentral preventing it from starting, you can use the backup file to restore it to the original version.

Note: Uninstalling software will clear all the files located in the installation path. If you still need the software database, must make sure you have a database copy in a separate safe location before the uninstallation.

2) Before the upgrade, you must backup your HikCentral license codes.

Go to HikCentral web client license details page, and switch to license list tab, copy all the license codes and paste them in a safe document file. Make sure your document is saved and have included all the license codes in your system.

3) Before the upgrade, download the HikCentral server and client installation package.

Go to Hikvision UK web site https://www.hikvision.com/uk/support/download/software/ , download the HikCentral server installation package onto your HikCentral server, and download the client installation package onto your client PC.

3. Perform the HikCentral Upgrade

Make sure you have done the feasibility check and have finished all the preparation works for HikCentral. And if you are ready, follow the procedure to perform the upgrade:

1) Go to HikCentral server, stop all services in HikCentral service manager and close the service manager after all HikCentral services are stopped.

2) Run the server installation package as administrator to start the upgrade, the upgrade time differs accordingly to the history data size in your HikCentral system.
   If you are upgrading HikCentral from a version older than 1.5.1 into the latest 2.0 version, it is recommended to upgrade it to 1.7 first then upgrade from 1.7 to 2.0.

3) When the system is finished on the upgrade, check if everything is running well.
   If you have upgraded from a HikCentral version older than 1.5.1, and your previous system was not applied with a license patch, then after the upgrade you would need to re-activate the license with the same license codes you have backed up.

4) After the system is confirmed to be running well, you can now start the upgrade of HikCentral control client on the client pc. If you do not upgrade your control client, you may find the control client is unable to login to the HikCentral version.

Please contact Hikvision support team (support.uk@hikvision.com) if you have any questions on the HikCentral upgrade process.