

MAXPRO® NVR 2.5 Upgrade Technical Note

Introduction

This technical note documents the steps that's need to taken before upgrading MAXPRO NVR 2.0 Build 22 to MAXPRO NVR 2.5 Build 29 for some specific environment and scenarios. It also lists how to troubleshoot common problems that might arise while upgrading the MAXPRO NVR Software-Only solution and MAXPRO NVR turnkey box (XE,SE,PE) solutions.

If you have questions concerning this document, please contact Honeywell Technical Support. See the back cover for contact information.

Points to Remember Before Upgrading

- Note** Honeywell recommends to perform Database and Metadata backup before running the upgrade as a best practice.
- Database backup can be done from MAXPRO NVR Agent.
 - Copy as backup **REIPEngineMetaData** and **REIPEngineMetaDataBackup** folders from **C:\Program Files\Honeywell\MaxproNVR\TrinityFramework**

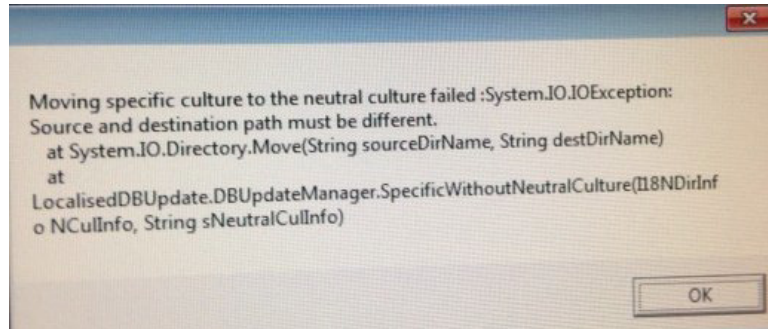
- 1. In the existing MAXPRO NVR 2.0, if the system has ONVIF 3rd party camera for example Sony then the camera does not display the live video. If you drag and drop the camera "Connection error" message is displayed.**

Description for the Scenario:

If a site consist of Non- Honeywell ONVIF 3rd party cameras working with Build 22, it is recommended that to apply the **MAXPRO NVR_2.5_ONVIF_patch (500-01336V7-T1)** after upgrading it to Build 29. This issue is noticed in all the 3rd party cameras other than Honeywell ONVIF and AXIS ONVIF cameras.

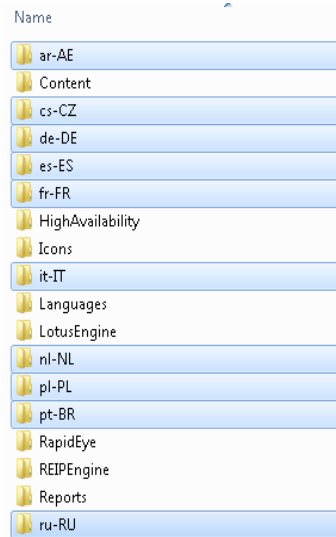
- Note** MAXPRO NVR_2.5_ONVIF_patch will have to be manually applied after upgrading to Build 29 Rev B.

2. While upgrading from build 22 to build 29, the Localize DB I18N file upgradation fails as shown in the below figure:



Description for the Scenario:

If you are using a language feature (English or non-English OS) on MAXPRO NVR 2.0 build 22, it is recommended that to delete all the language files from the bin (**C:\Program Files\Honeywell\MaxproNVR\TrinityFramework\bin**) and the languages folder (**C:\Program Files\Honeywell\MaxproNVR\TrinityFramework\bin\Languages**) before upgrading to MAXPRO NVR Build 29. Refer the figure below to delete all the language files from the Bin folder:



Refer the figure below to delete all the language files from the language folder:

Name
ar-AE
cs-CZ
de-DE
es-ES
fr-FR
it-IT
nl-NL
pl-PL
pt-BR
ru-RU

3. While upgrading from build 22 to build 29 ,the VC ++ 2008 installation fails, because the installation setup attempts to install on D Drive which is a CD drive.

Description for the Scenario:

If the D drive of the machine is configured as CD drive then:

- Rename the CD drive to another drive letter. For example: E or Z and so on.
Or
Install the VC++ 2008 redistributable manually from the MAXPRO NVR software DVD\Share path:
"<NVRSetupFolder>\Prerequisites\VCRedist_2008\Vcredist_x86.exe"

4. The web page of the PSIA camera does not stream the video after upgrading to MAXPRO NVR 2.5 Build 29 Rev B.

Workaround:

- Register the decompression dll (HWAVDecompressModule) manually from the path " C:\Program Files\Honeywell Video Systems\Honeywell PSIA IP Adapter".
Or
Uninstall the Active X component from the Add and Remove Programs window and install it again.

Troubleshooting Tips

The following are the additional troubleshooting tips in MAXPRO NVR Version 2.5:

1. After upgrading from build 22 to build 29 some times the HDZ camera cannot perform the PTZ operations.

Workaround: Reset the camera to factory default settings or reboot the camera.

2. While upgrading, installation wizard displays "**Fail to unregister the ONVIF decompression dll**" warning message.

Workaround: You can ignore this message and continue with the installation.

3. AXIS Encoder 241Q video does not stream, if you don't add the channels sequentially in NVR.

Workaround: Ensure that all the Encoder channels are added in sequence. For Example: If you want to add only channel 3 then you should add channel 1, 2 and 3 in sequence. Similarly if you want to add only channel 1 and channel 3 then you must add channel 2 to complete the sequence.

4. During the upgrade from build 22 to build 29, rarely one of the following two SQL scripts fails to execute:
 - "Installation_Script_HVA_Integration.sql"
 - "NVR_SE_SmartVMD.sql"

Workaround: User needs to execute the above SQL scripts manually which is available in the path "<NVRSetupFolder>Common\Scripts\InstallSQLScripts" using SQL Management Studio.

To manually execute each SQL script, perform the following steps:

- a. Launch the SQL Server Management Studio on MAXPRO NVR box.
 - b. Connect to the database.
 - c. Select **TrinityDatabase** from the **Database** drop-down list.
 - d. Click **File > Open > File** and then browse the above scripts.
Or
Drag and drop the scripts in SQL Server Management Studio.
 - e. Click **Execute**.
5. After upgrading from build 22 to build 29, rarely the status of the license changes from active to expired state. If you try to re-apply the license, an error "**Failed due to an internal file error**" is displayed.

Workaround: Perform the following steps:

- a. Uninstall the **SoftKey** from **Start->Control Panel->Programs & Features** window.
- b. Reboot the system.
- c. Reinstall the SoftKey from the build 29
"<NVRSetupFolder>Prerequisites\SoftKey"
- d. Restart the **TrinityServer** and **NEOStorageServer** services from **Start->Control Panel->Administrative Tools->Services** window.
- e. Re-apply the license.

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