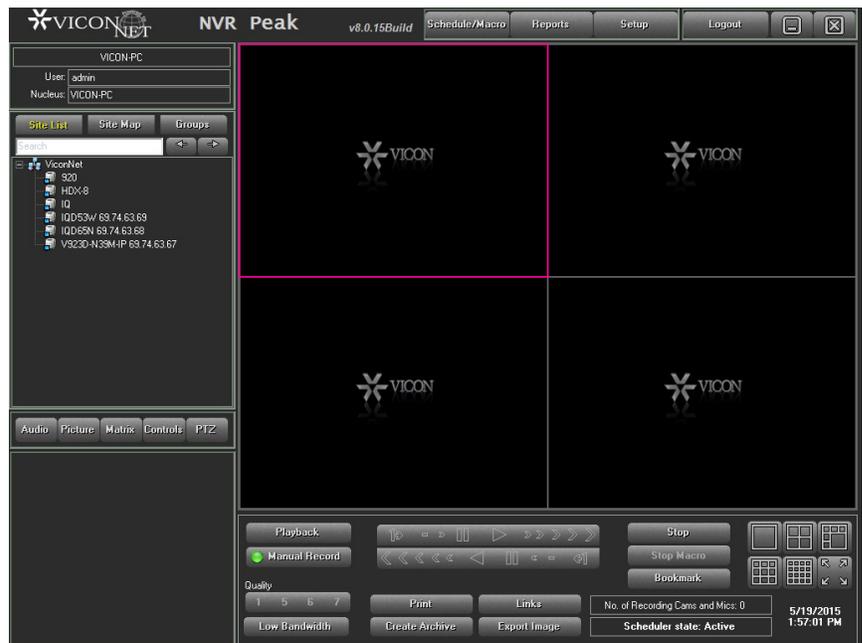


XX222-03-03



## ViconNet Version 8

### Vicon Industries Inc.

Tel: 631-952-2288 Fax: 631-951-2288 Toll Free: 800-645-9116

24-Hour Technical Support: 800-34-VICON (800-348-4266) UK: 44/(0) 1489-566300

Vicon Industries Inc. does not warrant that the functions contained in this equipment will meet your requirements or that the operation will be entirely error free or perform precisely as described in the documentation. This system has not been designed to be used in life-critical situations and must not be used for this purpose.

[www.vicon-security.com](http://www.vicon-security.com)

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# ViconNet Version 8.X

## Software Installation and Upgrade Guide

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## General

This manual describes two ViconNet installation procedures: how to install ViconNet® version 8.X software for a new installation or upgrade from an earlier version of ViconNet software to version 8.X. The upgrade installation will maintain configuration and recorded data. The two procedures are very similar; be sure to select the correct link on the DVD/USB.

## Prerequisites

The following are recommended hardware and operating system requirements for a new installation.

**Operating System:** Microsoft® Windows® 7 Professional (64 bit), Windows 8, Windows 10, Windows 11, 2003, 2008, 2016, 2019 or 2022 Server.

**CPU:** Intel® Core™ i5 processor.

**RAM:** 4 GB.

**Disk Space:** 5 GB minimum.

**Display Adapter:** Onboard 256 MB RAM minimum.

### Notes:

1. The minimum hardware and operating system requirements are subject to change. For the latest requirements, refer to the datasheet on Vicon's website at [www.vicon-security.com](http://www.vicon-security.com).

The following are minimum hardware requirements for a unit that is being upgraded. Version 8.X, in general, requires more computing resources from the system than the former versions; this is especially important when upgrading an older system to version 8.X.

**Minimum Processor:** Pentium®4 with 3GHZ clock.

**Minimum RAM:** 1GB

**Minimum Display Card:** 128MB memory

This is with the assumption that **no new process intensive functionality** is going to be added to the existing units being upgraded. Functionality that is considered process intensive:

- Display of H.264 video from Kollektors or IP cameras on this device.
- Operation of the Video Vault feature.
- Addition of new Events Management to run on this device.

Notes: The minimum requirement on Kollektors for version 8.X is Windows Rev A (Win 7); older versions ViconNet 7.0 and lower require Windows Embedded O.2 and/or Windows XP Service Pack 2. Refer to Appendix A. Some anti-virus programs may disturb the installation process and need to be shut down during installation.

## Installation

The software is typically installed from the ViconNet version 8.X Installation/ Upgrade DVD/USB drive and should autorun once the DVD/USB drive is inserted in the drive. *There are instructions in the New Installation and Upgrade section if it fails to autorun.*

**Note:** The installation described below shows a typical Windows 7 installation.

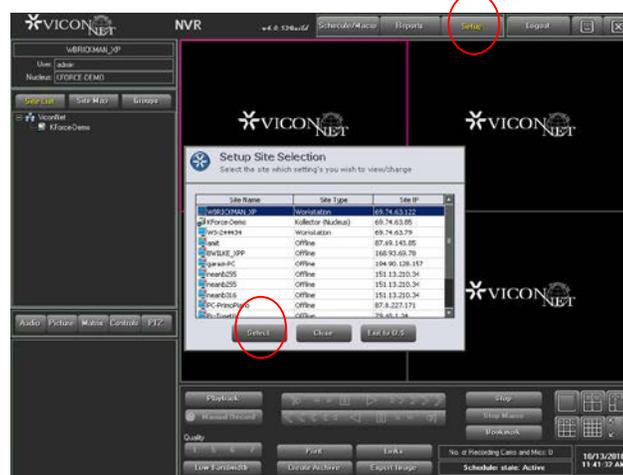
When performing an upgrade, it is recommended to do a manual Settings backup in the event settings need to be restored after upgrade. The Nucleus must be upgraded first; the backup Nucleus, if present, should be second. Then upgrade all other DVRs, NVRs and Workstations on the system. All sites must remain connected to the network and Nucleus during upgrade; do not shutdown any RAID/SAN device connected to the system. The system that is being upgraded must be running properly before the upgrade; an upgrade will not fix an existing problem.

ViconNet version 8.X is compatible with ViconNet versions 4.x through 7.x. Upgrading to ViconNet version 8.X is not reversible; downgrading will result in losing data (video) and settings. Any Kollector that is upgraded to version 8.X (version dependent) may lose all sensors that were previously setup and will have to be added and configured again after the unit is upgraded.

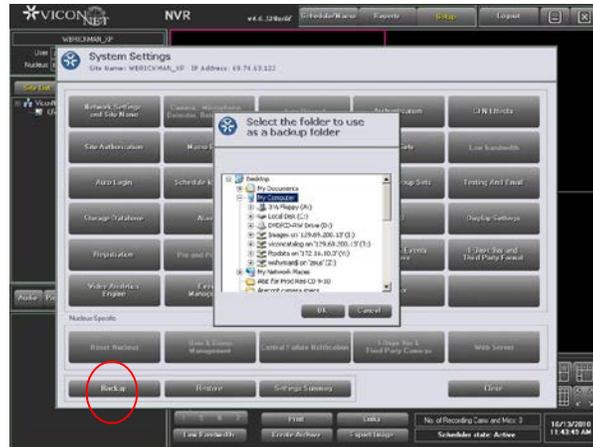
## Backup

**Note:** Keep a worksheet of the Site Name, Nucleus IP, IP of the unit, Subnet and Gateway; this information can be found on the Network Settings screen.

1. On the Main screen, go to **Setup**, select the local unit (unit you are at), typically at the top of the list.



- From the **System Settings** menu, select **Backup**; the Select the folder to use as a backup folder window displays to select where to save the backup settings. Click **OK** to start the backup.



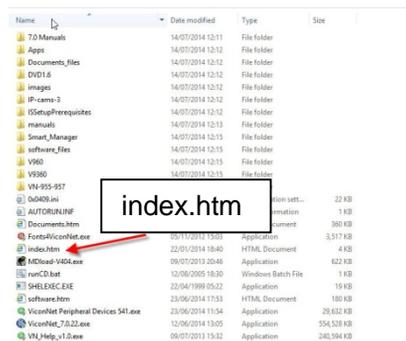
- Click Close when backup is completed and Close the System Settings menu.

## New Installation and Upgrade

**Notes:** Be sure you are upgrading from at least ViconNet version 5.6d. If you have an earlier version of ViconNet, go to Vicon's website and access software downloads of earlier versions to upgrade your system to 5.6d, <http://www.vicon-security.com/support-technical-support-viconnet-earlier-releases.htm>.

Screens may vary in look but are the same or similar in functionality; follow onscreen prompts.

- Insert the DVD/USB in the drive and autorun will begin. If autorun does not run, use Windows Explorer to navigate to the drive and double click the index.htm. Click the enter button on the opening screen to access the software and documentation.



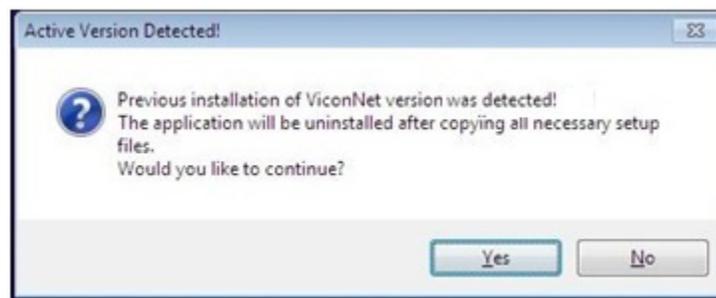
- The ViconNet software selection screen displays. Click the **ViconNet Version 8.X Software** link.

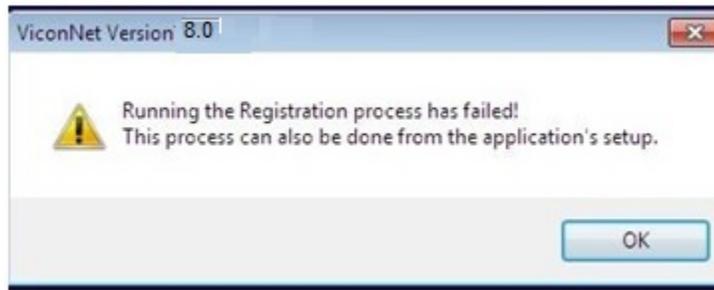


### Important Note

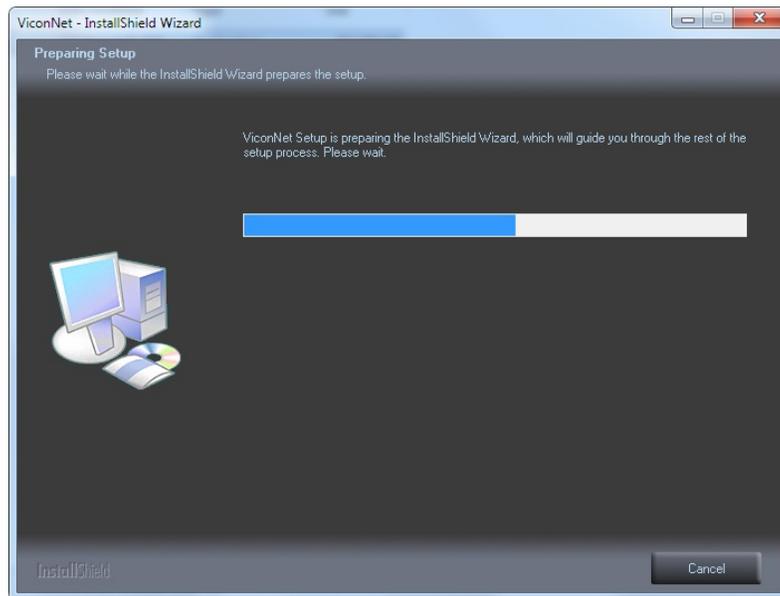
The Installation and Upgrade process may require several reboots. Do not be alarmed; this is part of the normal upgrade process and can take some time, but the application will finally start up. Some installations require that .NET 4 be installed; the first reboot is then required. ViconNet will start again; it may appear that the process is complete but ViconNet will not have been upgraded. A message "App cannot be running, exit then restart the install" may appear; follow the instructions. Several reboots may occur, which can be lengthy. Another message, "System config has changed...must reboot" may appear. After that reboot the upgraded ViconNet will start, although the initialization may take a while.

- If you are upgrading, a notification will be sent as below. Click **Yes**. On some units, a Registration process error notification may display; the registration process can be performed from Setup later. Click **OK**. On other units, the Registration screen will display. You can register at that time or opt out and register during setup. The registration process is explained at the end of this document.

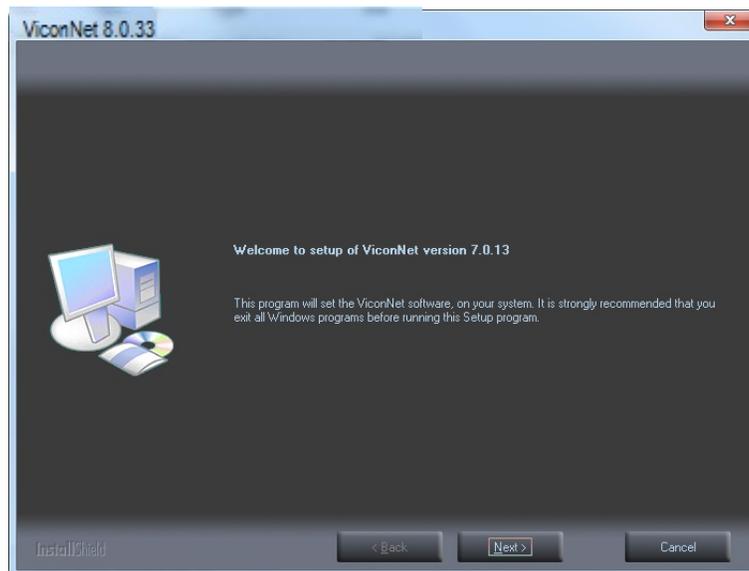




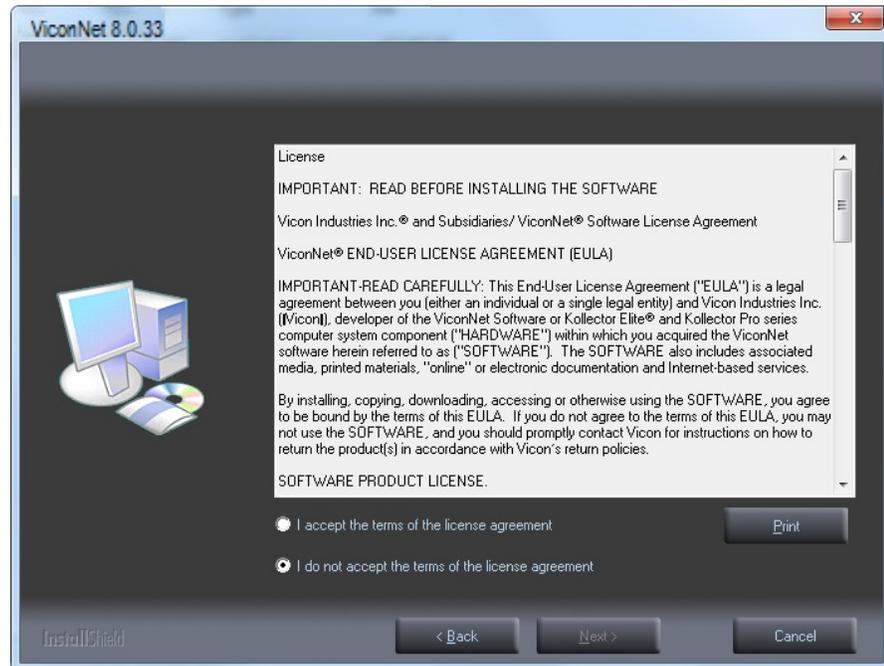
4. The Preparing Setup screen displays.



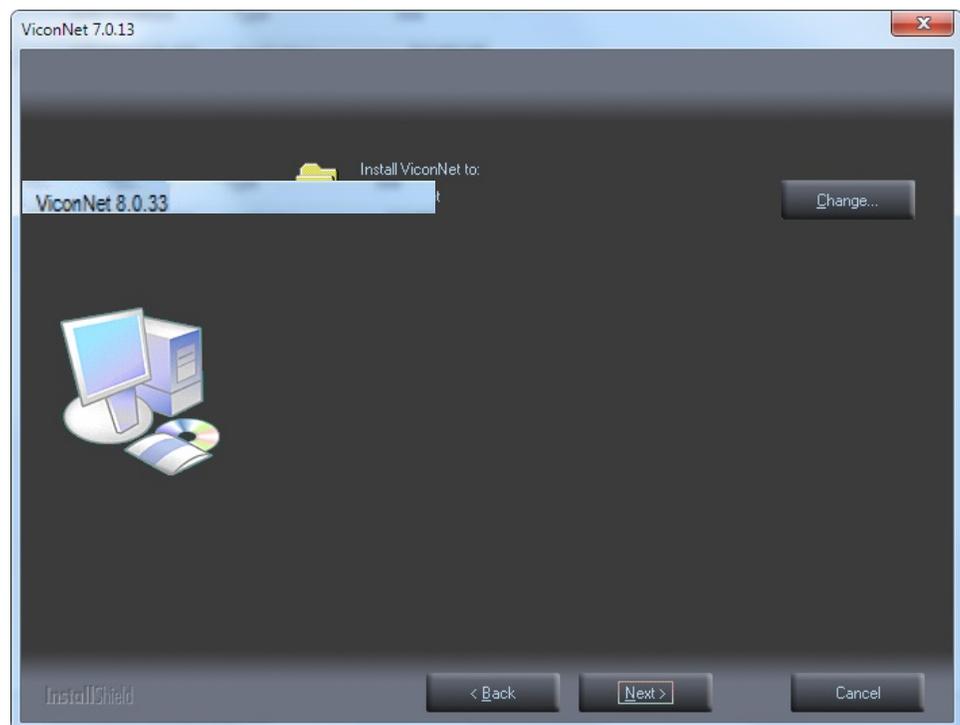
5. When doing an Upgrade, skip to step 10. On new installations, after setup loads, the ViconNet software installation screen displays.



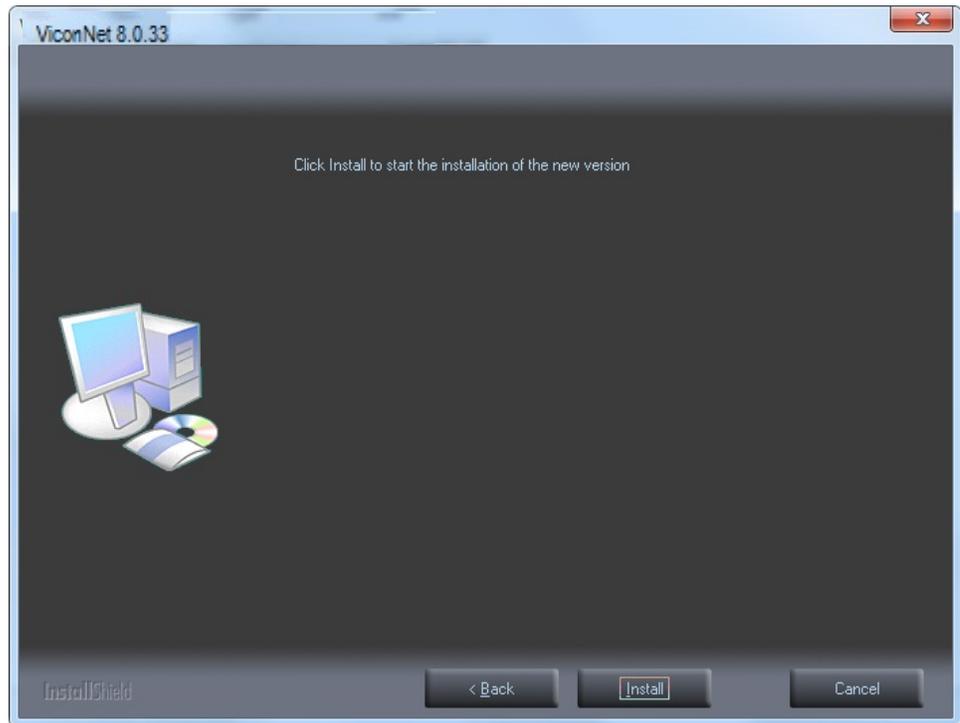
- Click **Next**. The License Agreement screen displays (new installations).



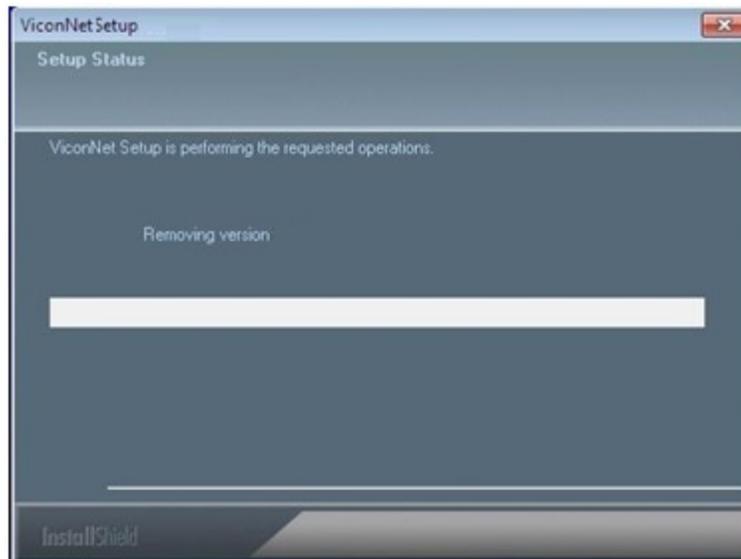
- Select the *I accept* radio button and click **Next**.
- Select the folder where the ViconNet software is to be installed or keep the default folder. Click **Next**.



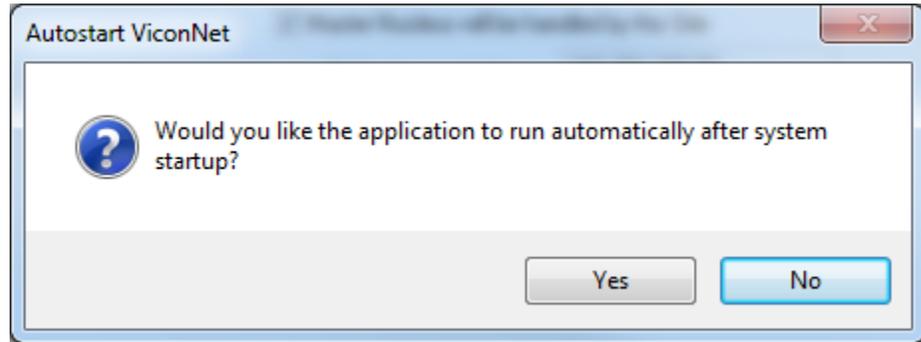
9. Click **Install**. The installation begins.



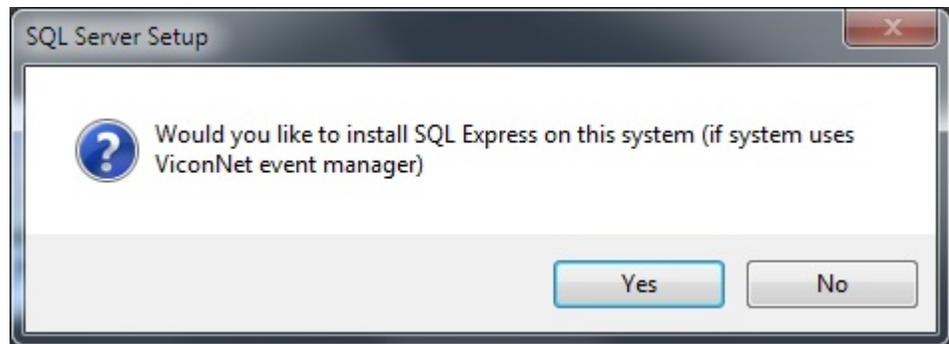
10. When doing an upgrade, the older version is removed before installation of the new version begins.



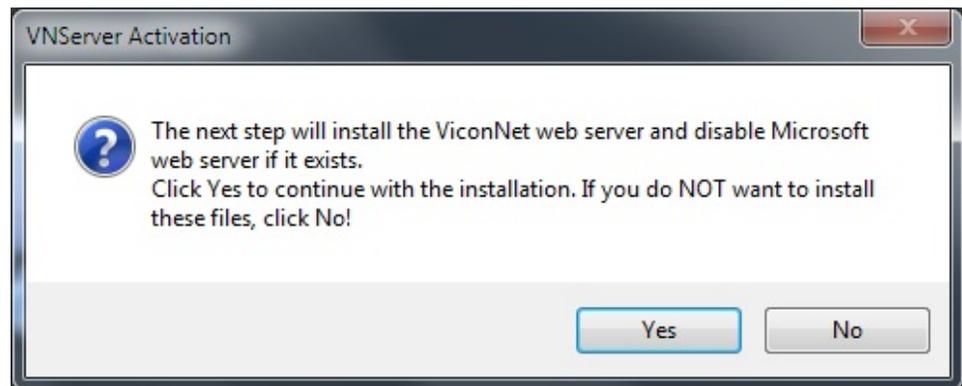
11. The Autostart ViconNet dialog box displays when doing a new installation. If you want ViconNet to automatically start when turning on the system, click **Yes**; if not, click **No**.



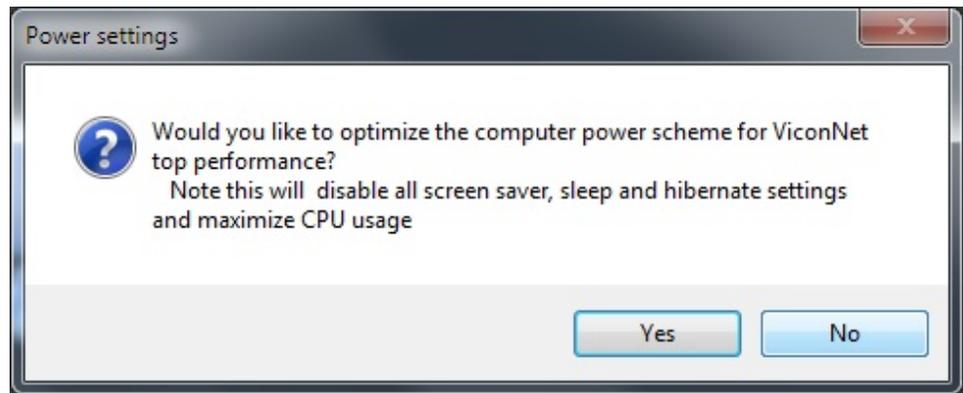
12. Several screens display and install, including VN Agent and SQL; this might take a few minutes.



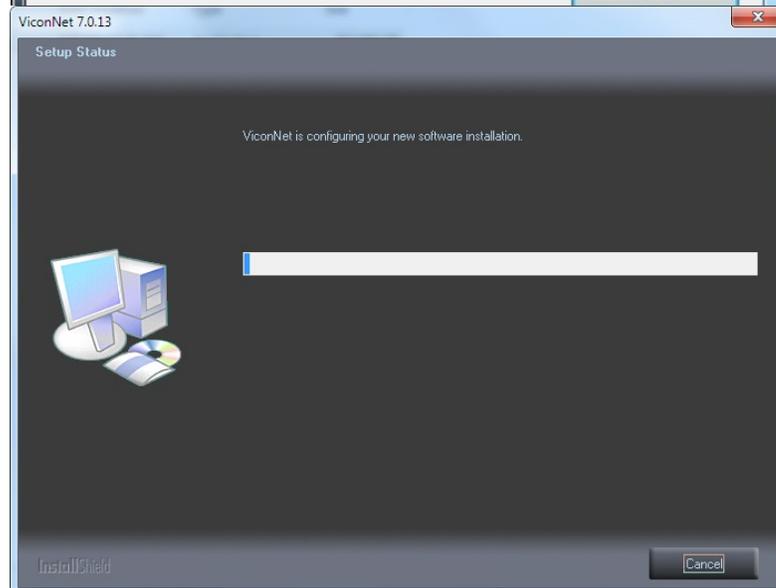
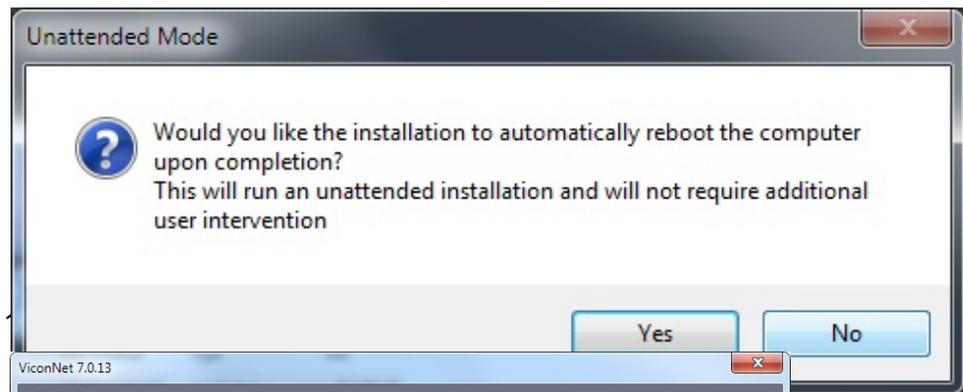
13. The VNServer dialog box displays. This will install and configure the web server files that will be used for ViconNet Web Browser if this system is the Nucleus. The installation will disable Microsoft IIS web server. If the user does not wish to install web server choose No; it can be installed in the future by repeating the installation and choosing Repair. Click **Yes** or **No**.



14. The Power settings screen displays. Select **Yes** or **No**. If Yes is selected, the power scheme for the PC will be optimized for peak performance of ViconNet and maximize CPU usage. Certain settings, however, will be disabled.



15. The Auto Reboot screen displays. Select **Yes** or **No**. If Yes is selected, the Installation Complete screen does not display and the system will automatically reboot.



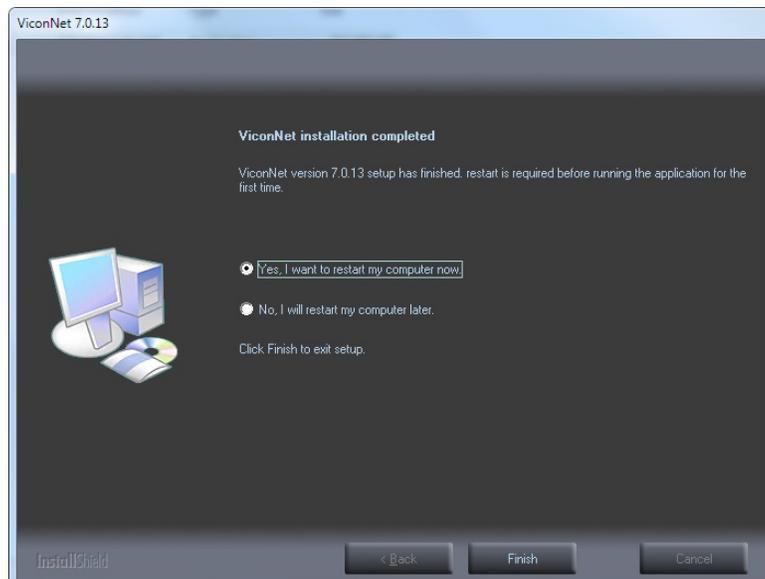
17. A driver for the VN-KEYPAD is part included in the installation. You will receive a notification that Windows can't verify this driver software. Click Install this driver software anyway. The screen below is for Windows 7; it will be similar for other Windows versions.



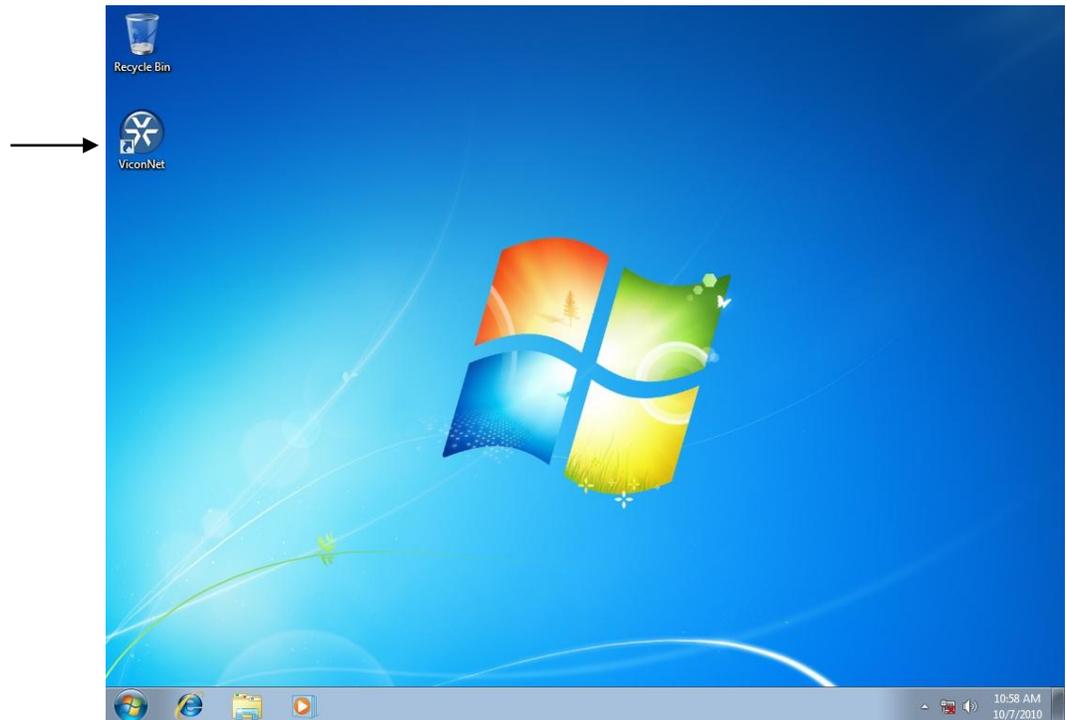
18. A series of screens display during this process, including Microsoft .NET Framework 4.5, VNWeb, VNAgent and ViconNet Drivers. Allow the process to continue.



19. The Installation Completed screen displays. If Yes was clicked on the auto reboot screen, this will not display and the system will automatically reboot. If No was selected, this screen displays. Click **Finish** to reboot the system.

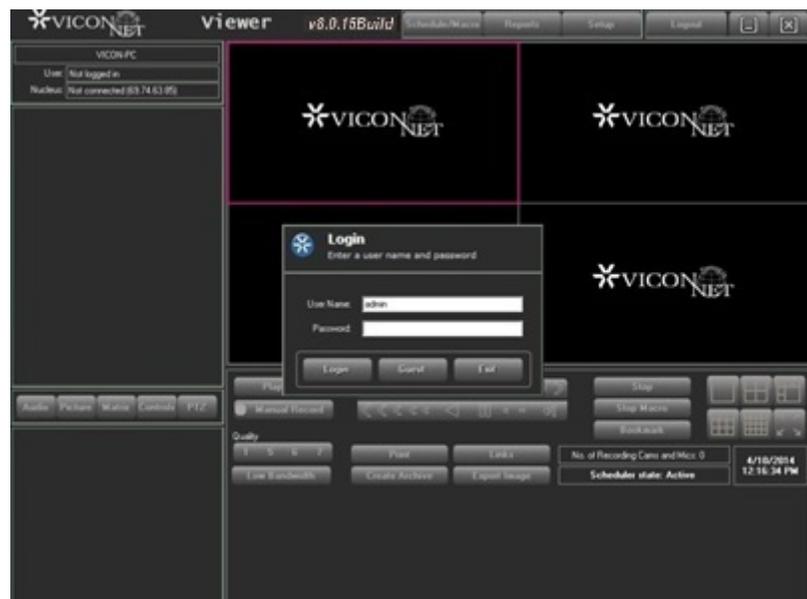


20. After the system reboots, the ViconNet icon will display on the desktop.



21. Click the icon to start the ViconNet application.

22. The ViconNet application displays.

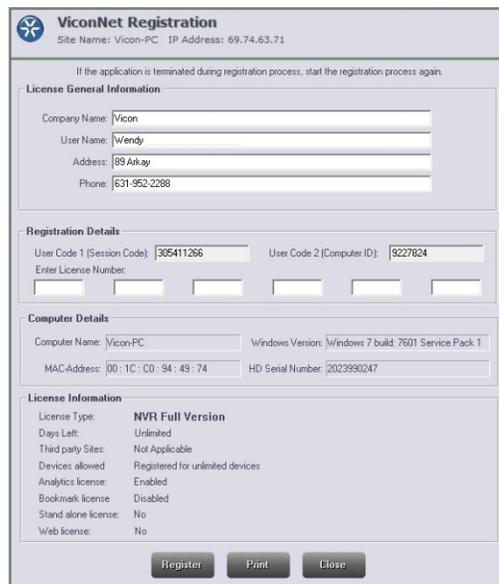


## Registration

If you have a factory-certified NVR/Workstation or Kollector DVR with preinstalled software, ViconNet is pre-registered and will automatically start that way on boot-up. If the new installation is on a customer-supplied NVR/Workstation, it will operate as a viewer; a license (provided with the software kit) and registration process are required to access the full functionality of the ViconNet application.

The directions for opening the Registration Dialog Box are located in Chapter 3 of the Software Manual for ViconNet under “Registering Your System.” Be sure to open this dialog box before beginning the process. You will need information found in the registration dialog box as well as the information contained on the License ID label to complete the registration process.

From the Main screen on your unit, click Setup; the *System Settings* window displays. Click . The *Registration* window appears. Make a note of the User Codes, as these are required to complete the licensing process.



**ViconNet Registration**  
Site Name: Vicon-PC IP Address: 69.74.63.71

If the application is terminated during registration process, start the registration process again.

**License General Information**

Company Name: Vicon  
User Name: Wendy  
Address: 89 Aki ay  
Phone: 631-952-2288

**Registration Details**

User Code 1 (Session Code): 305411266 User Code 2 (Computer ID): 9227824  
Enter License Number: [ ] [ ] [ ] [ ] [ ] [ ]

**Computer Details**

Computer Name: Vicon-PC Windows Version: Windows 7 build: 7601 Service Pack 1  
MAC-Address: 00:1C:00:94:49:74 HD Serial Number: 2023990247

**License Information**

License Type: NVR Full Version  
Days Left: Unlimited  
Third party Sites: Not Applicable  
Devices allowed: Registered for unlimited devices  
Analytics license: Enabled  
Bookmark license: Disabled  
Stand alone license: No  
Web license: No

Register Print Close

Go to Vicon’s website at [www.vicon-security.com](http://www.vicon-security.com) or go to <http://ftp.vicon-security.com/regkeyoutside> (this URL can be used if registering from a mobile device). At the website, click on the Support tab at the top and select Software Registration from the dropdown list; follow the online instructions.

If you encounter any difficulties during registration, call Vicon at 1-800-645-9116 (US only) or 1-631-952-2288. Select the software registration option (Hours of Operation: Monday-Friday, 8:30 AM - 5:00 PM EDT).

**Note:** After entering the License ID and Password, the License Information Form will display. Fill this form out accurately. This is how you will be identified in Vicon’s database for future reference. In the serial number field, enter the serial number of the PC on which the software is being installed.

**Vicon Industries Inc.**

For office locations, visit the website:

**[www.vicon-security.com](http://www.vicon-security.com)**

