



How to upgrade HikCentral's License module by patching

Legal Information

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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 (<https://www.hikvision.com/>).

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

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Chapter 1 Introduction

To improve efficiency and provide better service to our customers, we have upgraded our License system to a new model. As a result, you will need to upgrade your software's License module to fit with our new License system.

There are two ways to upgrade the License module of your HikCentral Professional:

- Upgrading to HikCentral Professional V1.5.1, this will automatically upgrade the license module.
- Install the patch to upgrade your HikCentral Professional's License module and keep your current HikCentral version. This is useful for deployment who would like to keep their current HikCentral version. Patching is necessary to be able to activate, update, or deactivate your licenses

As a result, if you don't want to upgrade the whole software to the latest one (V1.5.1 and later), it is recommended to install this patch to ensure the proper usage of the whole software. This patch is suitable for the following versions of HikCentral Professional: V1.1.0, V1.1.1, V1.2.0, V1.2.1, V1.3.0, V1.3.1, V1.3.2, V1.4.0, V1.4.1, V1.4.2, and V1.5.0.

Caution

- Contact our technical support before starting installing the patch.
 - After installing the patch, 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 starting.
 - After installing the patch, if you run the HikCentral's installers Repair, the installed patch will be invalid. You need to install the patch again.
 - After installing the patch, it is not recommended to do any upgrades to the system without contacting techsupport.
-

Chapter 2 Flow Chart

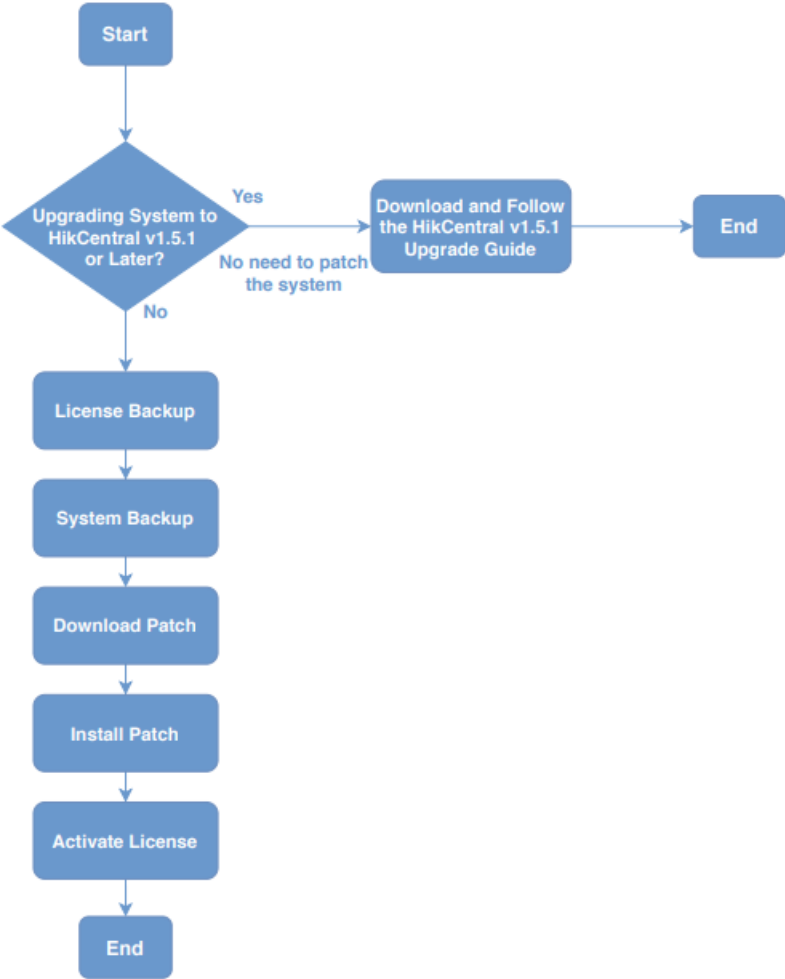


Figure 2-1 Flow Chart

Chapter 3 Activation Code Backup

Since after installing the patch, your HikCentral Professional will be deactivated automatically, you will need to activate it again with the purchased activation code.

As a result, you **MUST** properly keep your activation codes and make sure they are available after installing the patch.

Chapter 4 System Backup

Before starting the upgrade, it is recommended to back the system.

To back up the system you will need to log in to the Web Client with an administrator account.

1. On the HikCentral Web Client, click **“Back Up and Restore System Data”**.

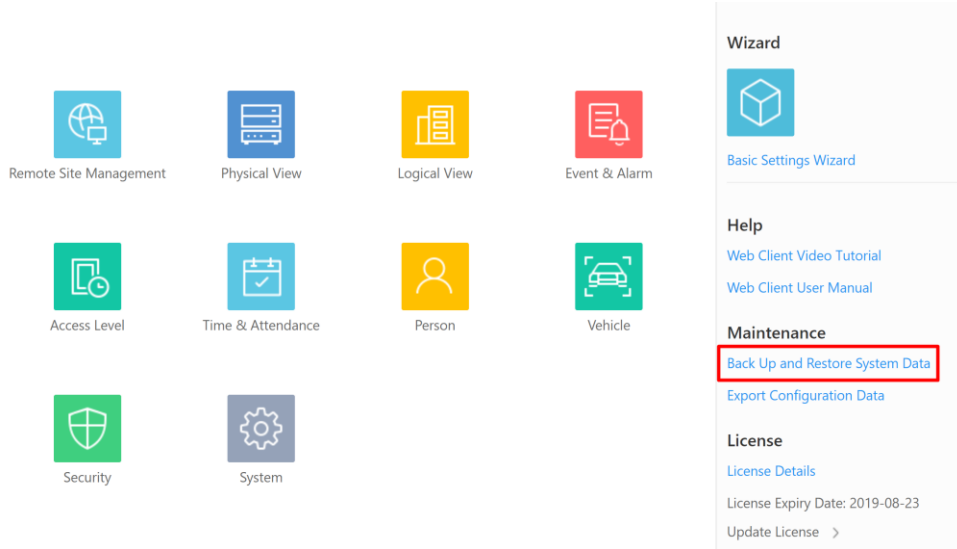


Figure 4-1

2. Select all the data types to back up and click **“Back Up Now”**.

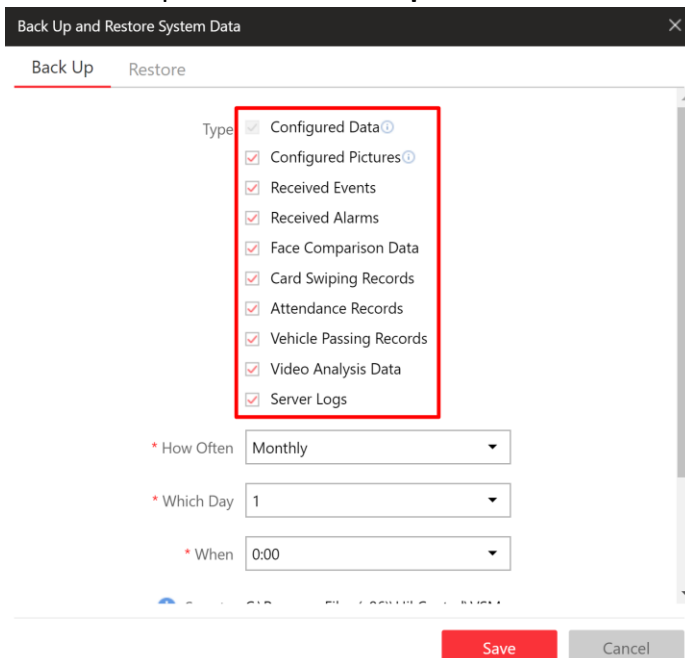


Figure 4-2

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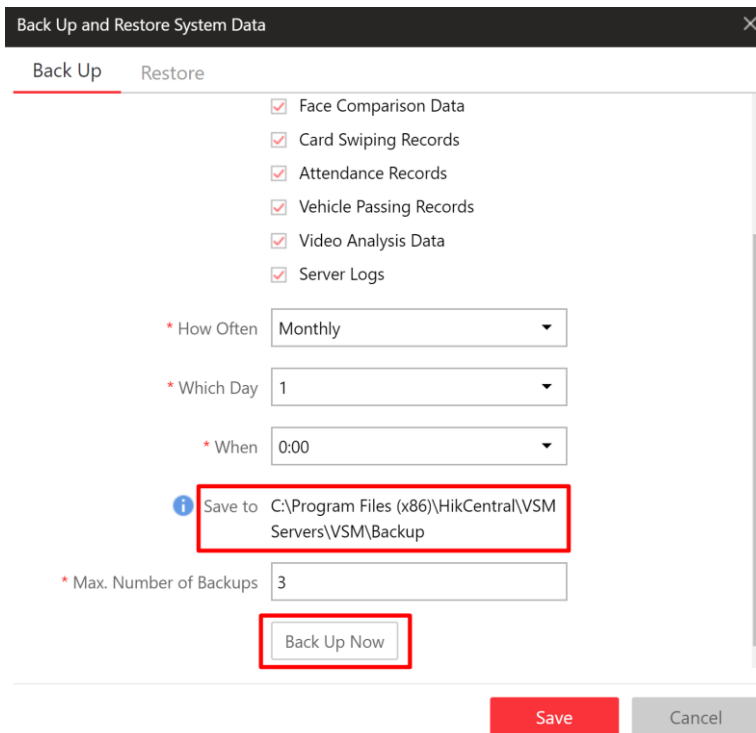


Figure 4-3

3. After the backup process is finished, go to the path in the picture above and **copy the folder to a safe location.**
4. For HikCentral deployments using access control, Person information will need to be exported manually. Export the Person information on the **Web Client - Person – Person List.**

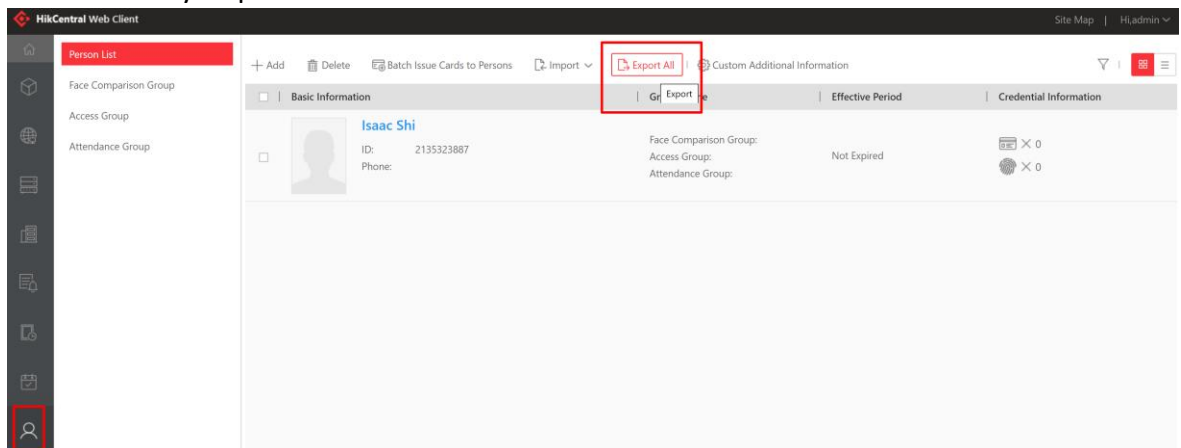


Figure 4-4

For more information refer to the user manual

5. Open the HikCentral Service Manager and stop all services, **then close it.**

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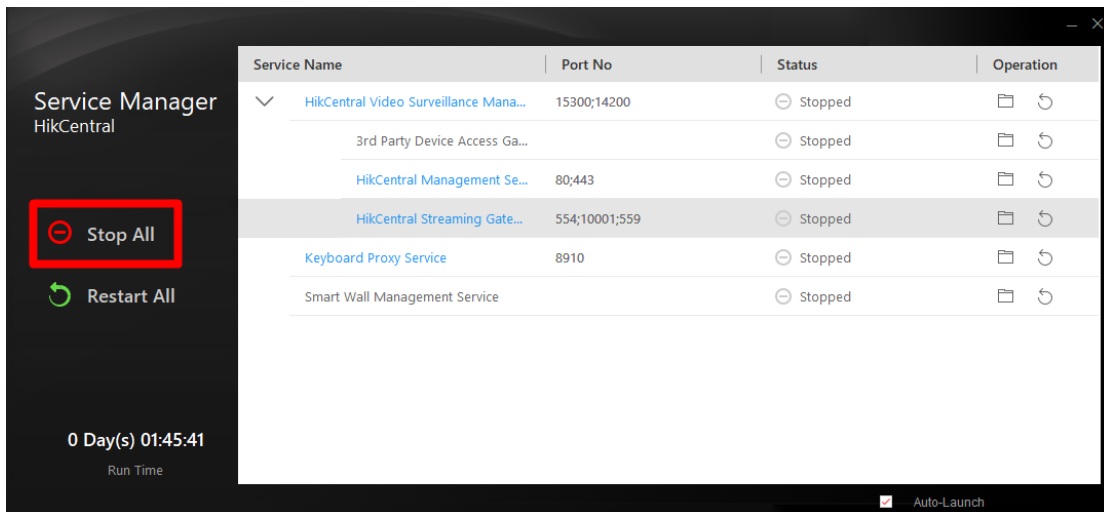


Figure 4-5

6. Go to the HikCentral installation path `\HikCentral\VSM Servers\PostgreSQL` and make a copy the **“data”** folder to another safe path.
7. Run the HikCentral Service Manager and make sure the services are back running.

Chapter 5 Get Patch Package

You can get the patch package which is used to upgrade your system's License module in the following ways:

- Visit Hikvision website or click [HERE](#), and you can download the patch in the Software Download section.

Chapter 6 Install Patch

Install the patch on the HikCentral server to upgrade your HikCentral Professional's License module.

Before You Start

Make sure you save the systems licenses before installation. The Patch will de-activated and the licenses will not be accessible after running the patch.

Steps

1. Copy the patch package to the server running the HikCentral Professional service.
2. Run the patch package as an administrator.
3. Follow the instructions of the installer to install the patch.

Chapter 7 Reactivate System

After installing the patch, you need to activate your HikCentral Professional again with your original License (activation codes). After activation, your system will recover to normal status. The License module will be switched to the new mode and you can perform operations such as system expansion, uninstallation and installation, etc.

Similar with the old mode, we still provide online activation and offline activation and you can choose according to the network status of your SYS server.

7.1 Activate License - Online

For HikCentral servers with internet access, the server can be activated 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.

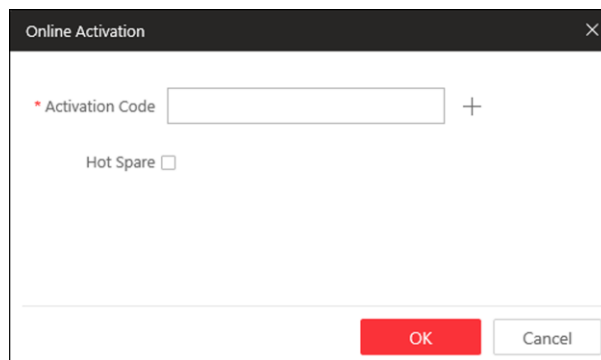


Figure 7-1 Online Activation

3. Enter the activation code.

Note

- If you have purchased more than one license, you can click + and enter other activation codes.
 - A maximum of 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.

Note

- 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.
-

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5. Click **OK** and the License Agreement dialog opens.
7. 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.

7.2 Activate License - Offline

For HikCentral servers with no internet access, the server must be activated 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.

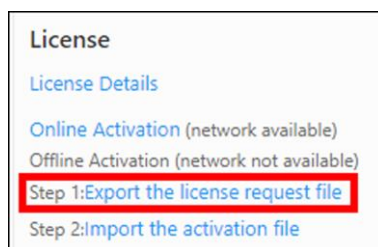


Figure 7-2 Export Request File

3. Enter the activation code.

Note

- If you have purchased more than one License, you can click **+** and enter other activation codes.
- A maximum of 110 licenses are allowed in one system.

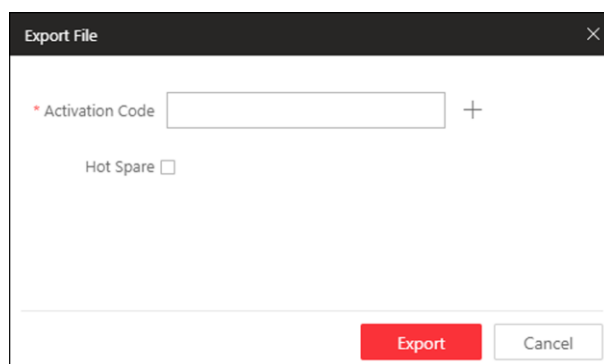


Figure 7-3 Export File

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

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Note

- 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 file to the correct directory or the removable storage medium (e.g., USB flash disk).

7. Copy the request file to a machine with internet access for activation.

8. On the machine with internet access, enter the following website:

<https://license.hikvision.com:8443/#/active>.

9. Scroll down and Click *Browse* and then select the request file downloaded in Step 6.

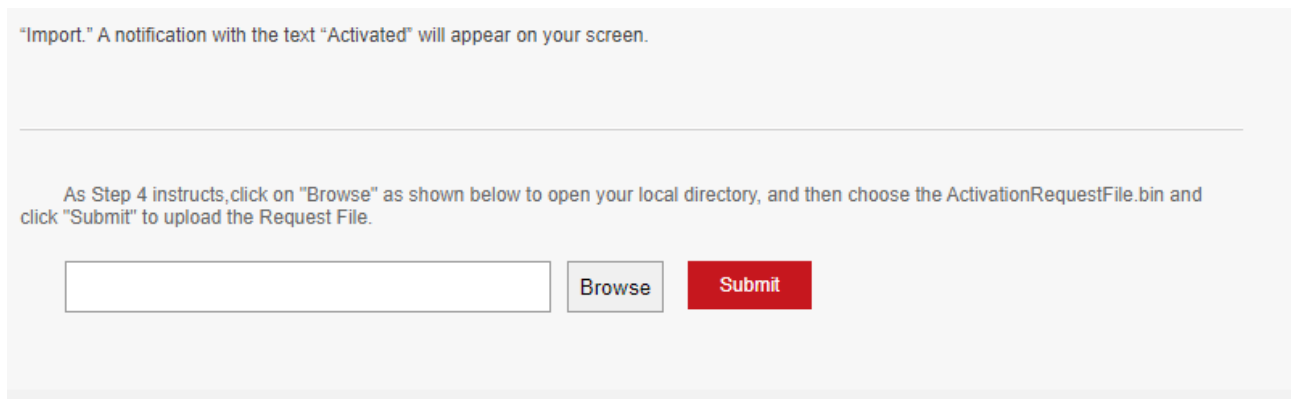


Figure 7-4 Select Request File

10. Click **Submit**.

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

11. Copy the response file to a machine with access to the HikCentral Professional's Web Client.
12. In the License area, click **Import the activation file**.

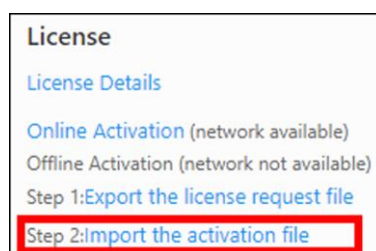


Figure 7-5 Import Respond File

13. Click and select the response file downloaded in Step 10.

14. Click **Import**.



See Far, Go Further