How to upgrade to HikCentral Professional v1.7.1

Legal Information

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.

Trademarks

HIKVISION and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

Disclaimer

PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

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.

Contents

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 the 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 starting.

Chapter 2 Flow Chart
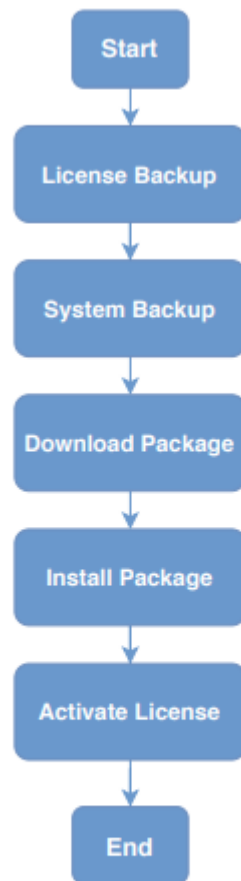
Figure 2-1 Flow Chart

Chapter 3 Activation Code Backup

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 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".**
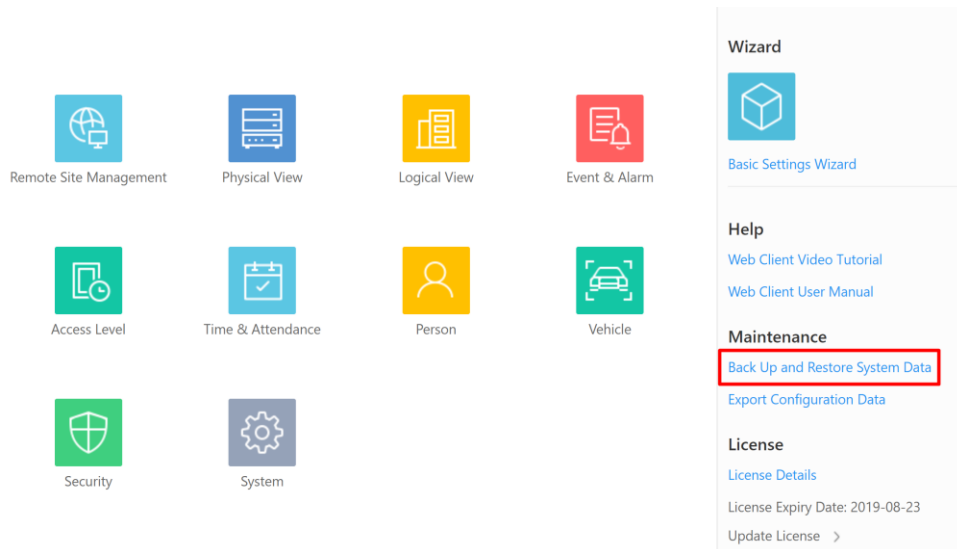
Figure 4-1

2. Select all the data types to back up and click **"Back Up Now".**
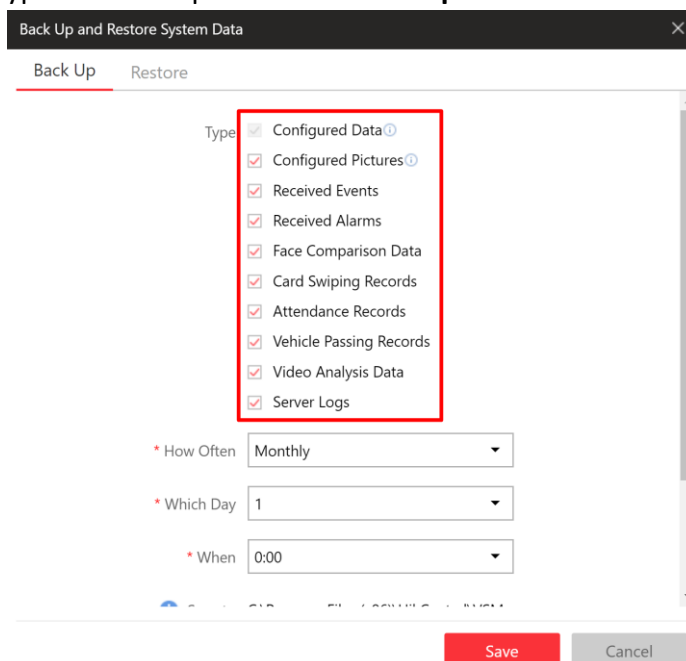
Figure 4-2
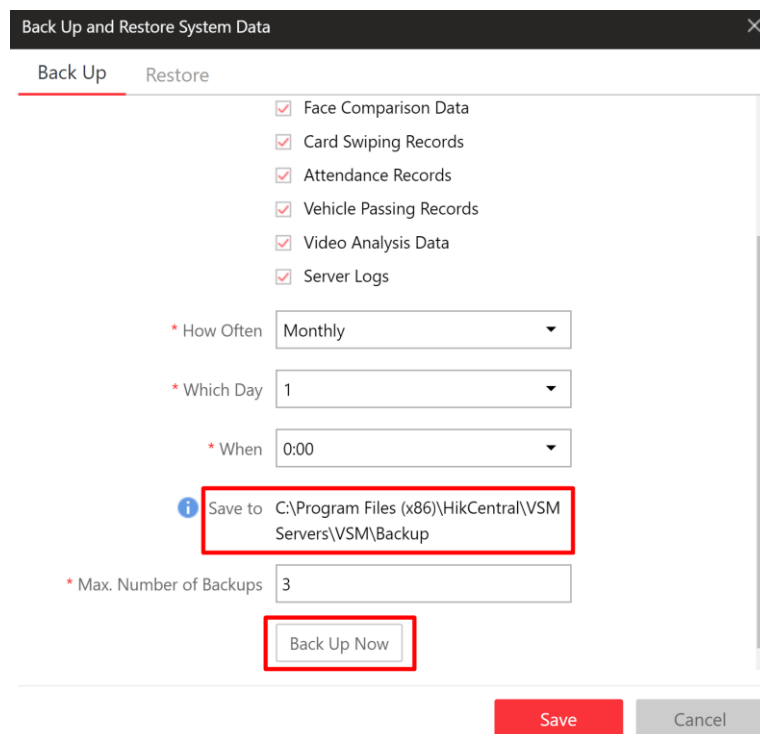
Figure 4-3

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**.
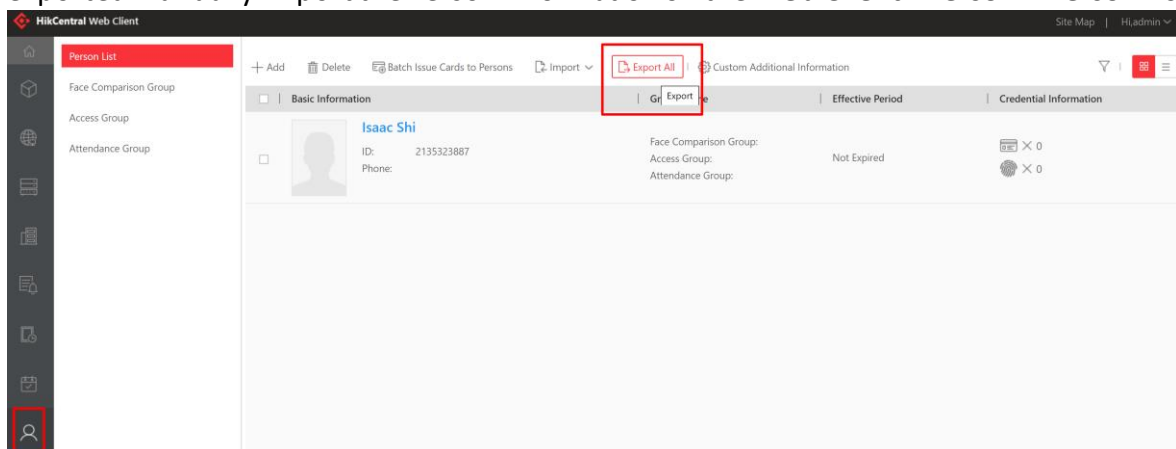
Figure 4-4

For more information, please refer to the user manual
5. Open the HikCentral Service Manager and stop all services, **then close it.**
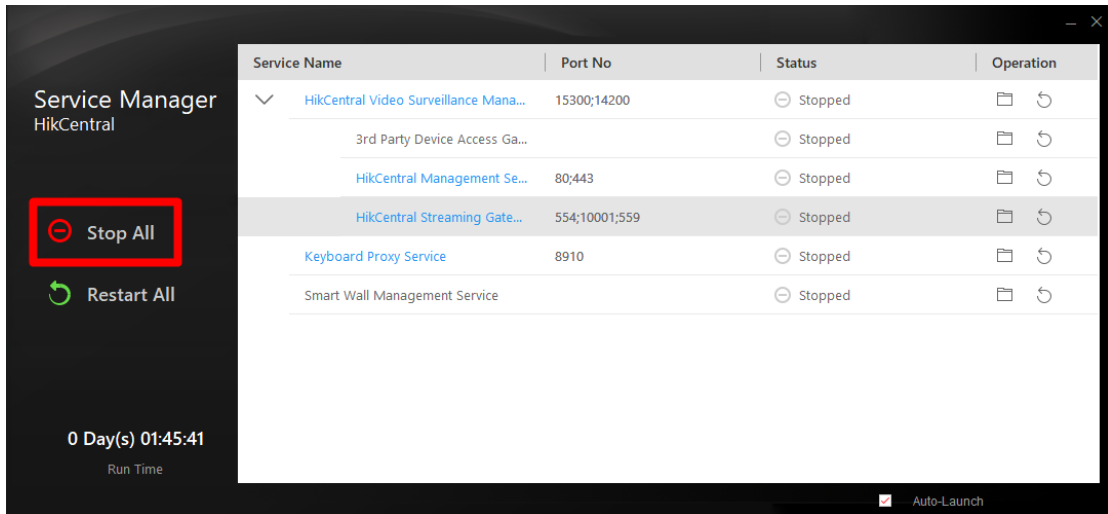
Figure 4-5

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 Installation Package

You can get the latest installation package from here.

Chapter 6 Install Package

Install the latest installation package on the HikCentral server to upgrade 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 server running the HikCentral Professional service.
2. Run the installation package as an administrator.
3. Follow the instructions of the installer to upgrade the server.

[i] While running the installer a prompt may appear "close the beeagent.exe" which is referring to HikCentral Services Manager "HikCentral Watch Dog" as seen in figure 6-1.

Figure 6-1 Installer Message

Chapter 7 Reactivate 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.

7.1 Activate License - Online

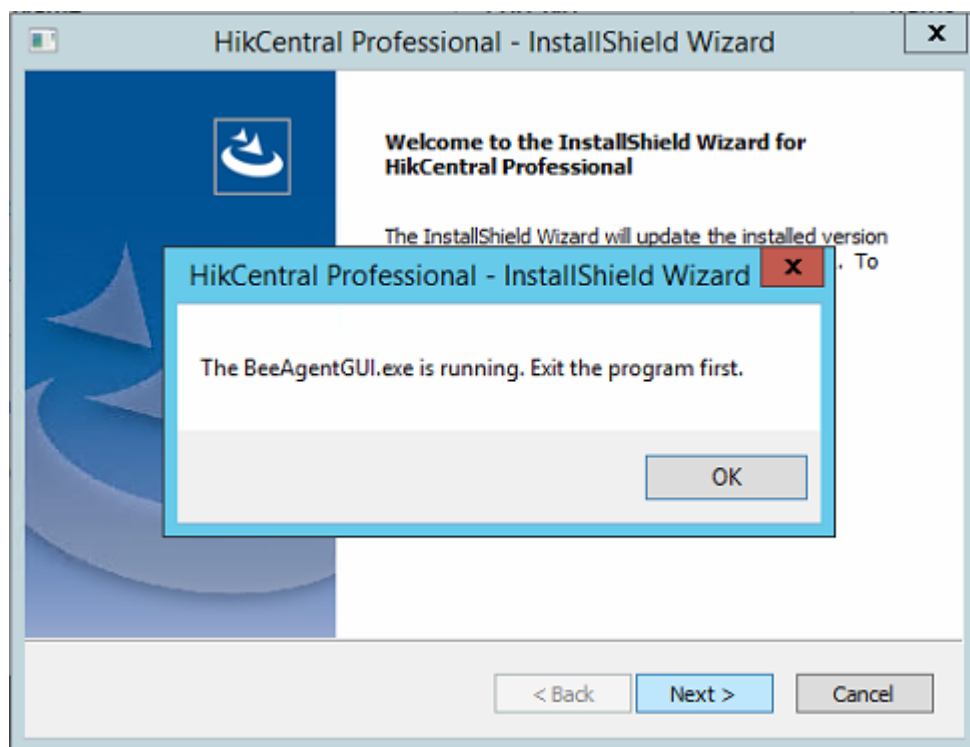For HikCentral servers with internet access, the server can be activated in online mode.

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.

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.

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.
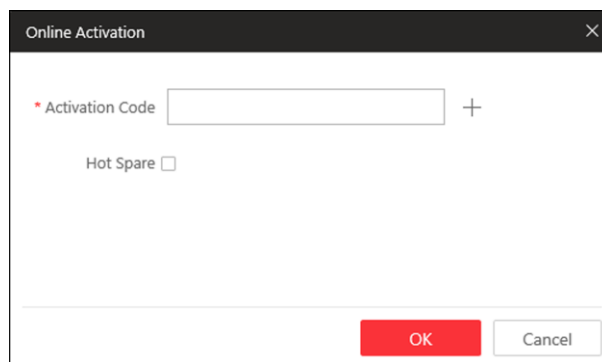2. Click **Export the license request file** in the License area.
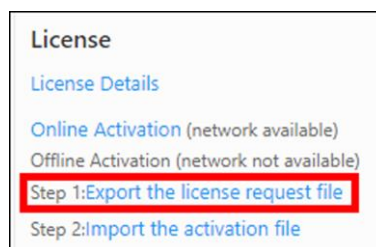

Figure 7-2 Export Request File

3. Enter the activation code.

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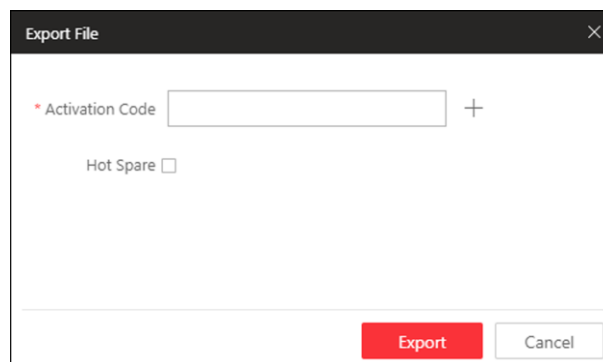> ● A maximum of 110 licenses are allowed in one system.

Figure 7-3 Export File

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

> **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.

"Import." A notification with the text "Activated" will appear on your screen.

As Step 4 instructs, click on "Browse" as shown below to open your local directory, and then choose the ActivationRequestFile.bin and click "Submit" to upload the Request File.
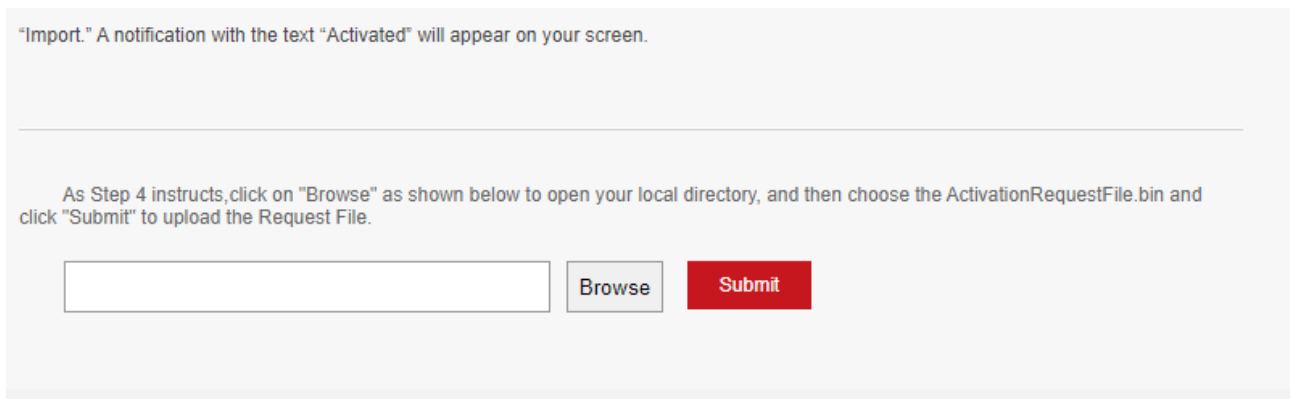
Browse   Submit

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.
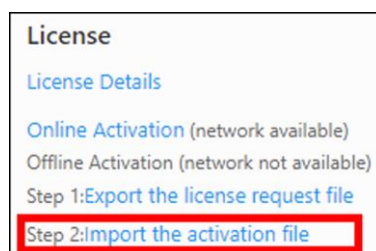12. In the License area, click **Import the activation file**.

License

License Details

Online Activation (network available)
Offline Activation (network not available)
Step 1:Export the license request file
Step 2: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