

## Upgrading Your MAXPRO® NVR Software Application Note

This application note explains how to upgrade previous versions of MAXPRO NVR software to MAXPRO NVR V3.1 Build 65C. V3.1 Build 65C can be upgraded on the following NVRs:

- MAXPRO NVR XE
- MAXPRO NVR XE Hybrid
- MAXPRO NVR SE
- MAXPRO NVR SE Hybrid
- MAXPRO NVR PE
- MAXPRO NVE PE Hybrid
- MAXPRO NVR Software on 3rd Party Hardware

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**Note** If necessary, please consult your Honeywell sales professional for assistance with your specific application.

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## Upgrade Tasks

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For a successful software upgrade, please complete the following tasks in the order presented:

1. [Download the V3.1 Build 65C Upgrade Software File](#) from the Honeywell Download Center.
2. [Check the Download for Blocked Files](#) to determine if Microsoft Windows has blocked any of the internal files from downloading.
3. [Install the New Software Version](#) by first extracting the files and then completing the software upgrade.

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**Note** The upgrade is contained in a compressed file containing many other files. The zip file must be extracted prior to installation.

Windows Security Settings may cause some of the internal files within the zip file to be blocked. These instructions provide a method to determine if any of the files have been blocked and if so, how to unblock them. If a file has been blocked, it is critical to the installation to unblock the files. Installing the upgrade with one or more of the files blocked will cause the system to have operational issues.

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## Download the V3.1 Build 65C Upgrade Software File

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1. Go to the Honeywell Download Center at <https://www.hascim.com/CIM/login.aspx?ReturnUrl=%2fCIM%2fFilesDrivers2.aspx>.
2. Enter your login credentials.
3. Agree to license usage as shown below, then click **Continue**.



### Customer Information Management Portal

#### Download Center for Software, Firmware and Files

##### SOFTWARE LICENSE AGREEMENT

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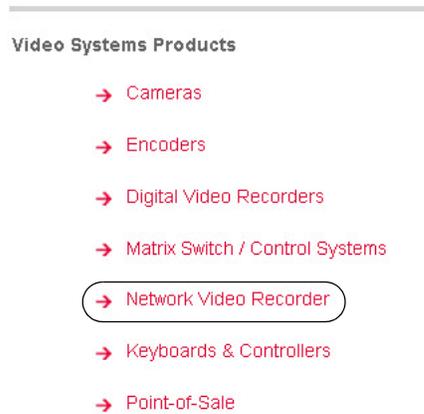
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Continue

4. Navigate to the **Video Systems Products** area, then select **Network Video Recorder** from the list.:



5. Select the **MAXPRO NVR 3.1, Build 65C - Server and Client Setup** zip file.

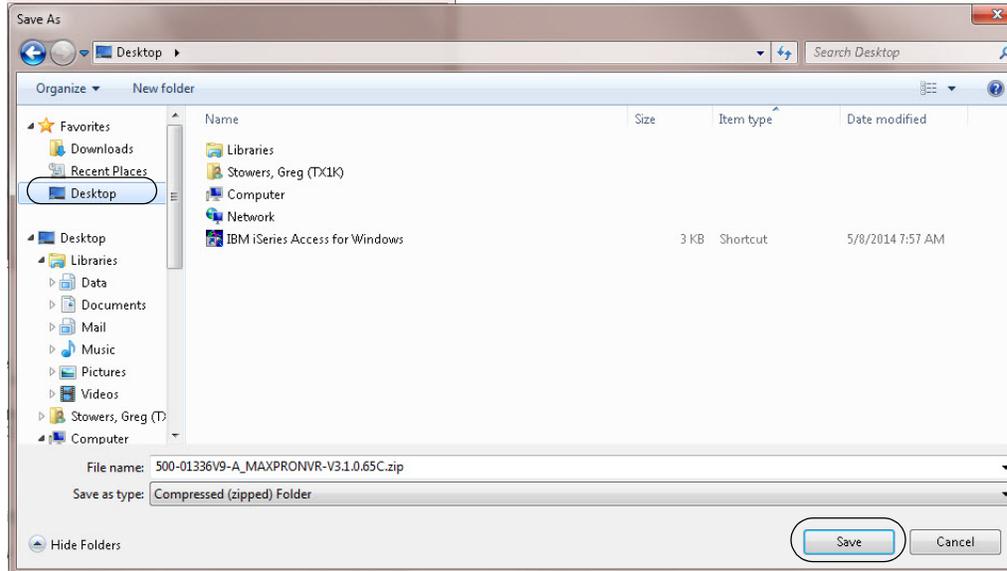


- Right click on the downloaded 500-01336V9-A\_MAXPRONVR\_V3.1.0.65C.zip file, click on Properties. Verify in the Properties-General tab, Security field if the file is **blocked** by Windows. If the file is blocked, click on **Unblock** before extracting the files. Ensure that all applications are closed before upgrading including any open Control Panel – Services.msc console
- 3.1 Build 65C includes translations for all supported languages and updated web configuration tool to change the default port
- Setup can be used for upgrading Server and Clients of all MAXPRO NVRs (v2.0 Build 22A/2.1 Build 23 / v2.5 Build 29B / v2.5 SP1 Build 35B / Hybrid v3.0 Build 45 Rev B) to MAXPRO NVR 3.1 (Build 65C). Please contact Honeywell Technical Support for assistance if you have any other versions than the ones listed. Refer to Upgrading MAXPRO NVR section (page 58) in MAXPRO NVR 3.1 Build 65C Commissioning and Installation Guide.
- Setup can also be used for installing new NVR 3.1 Build 65C clients. Refer to MAXPRO NVR 3.1 Build 65C Commissioning and Installation Guide for detailed instructions.

6. Click **Save** on the File Download prompt.



7. **Save** the file to your desktop.



8. Locate the file on the desktop.



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**Note** How long the file takes to download depends on the type of network connection you are using. A typical download time is between 30 minutes and 1 hour.

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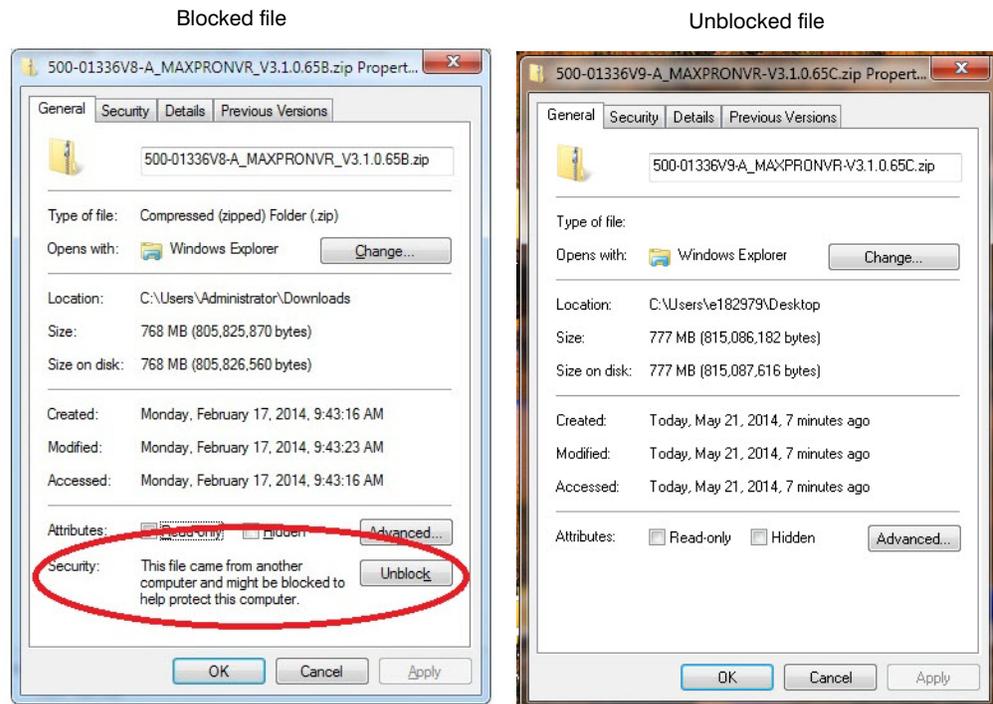
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## Check the Download for Blocked Files

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1. Right-click the icon for the file.
2. Select **Properties**.

- Determine if any of the files have been blocked by Windows.



- If a file has been blocked, you must click **Unblock** before proceeding to the next step. Repeat for all blocked files.

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## Install the New Software Version

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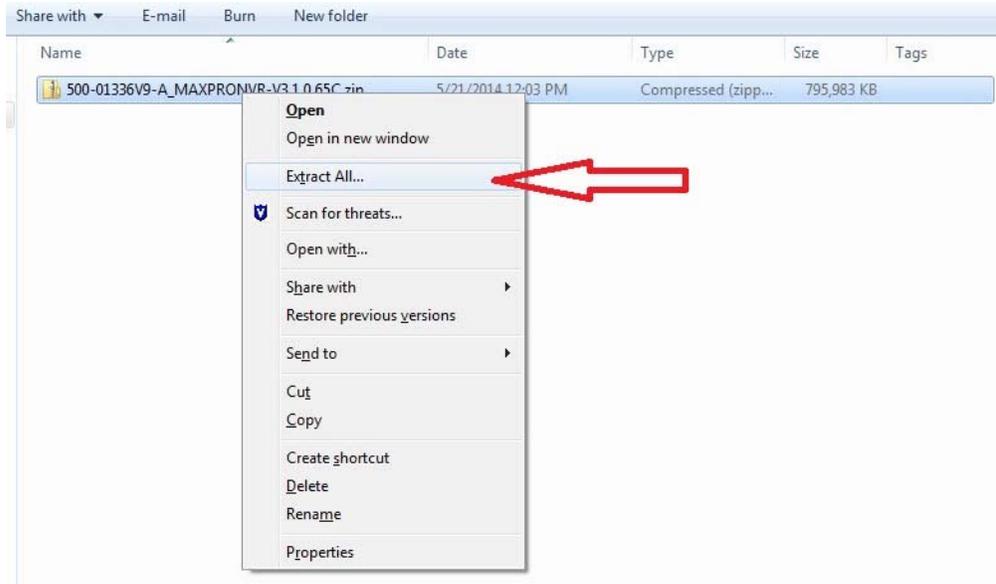
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**Note** Please ensure that all files are unblocked before proceeding with the installation.

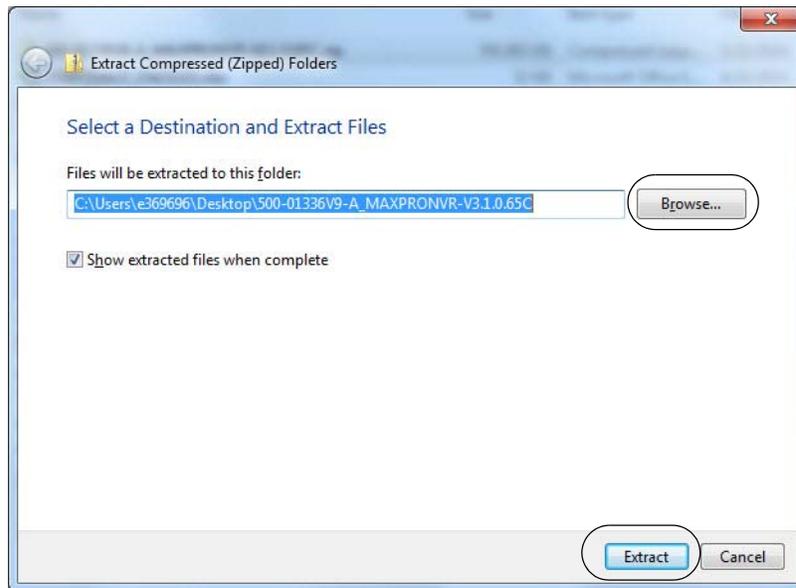
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## Extract the Software Files

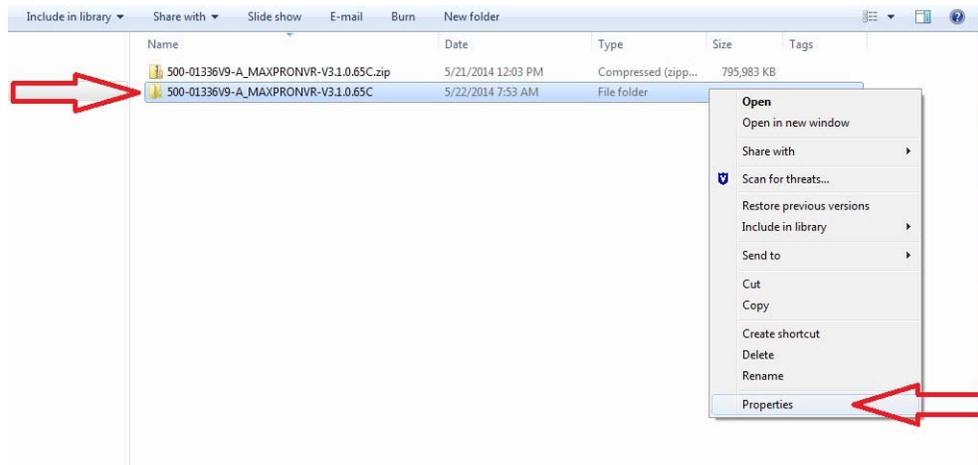
1. Right-click the zip file, then select **Extract All...**



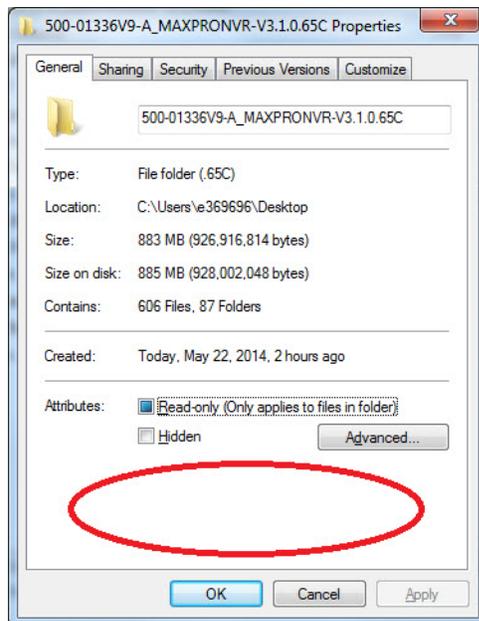
2. Browse to the file on your desktop, then click **Extract**.



3. Select the unzipped folder on the desktop, right-click, then select **Properties**.



4. Verify the folder is not blocked.



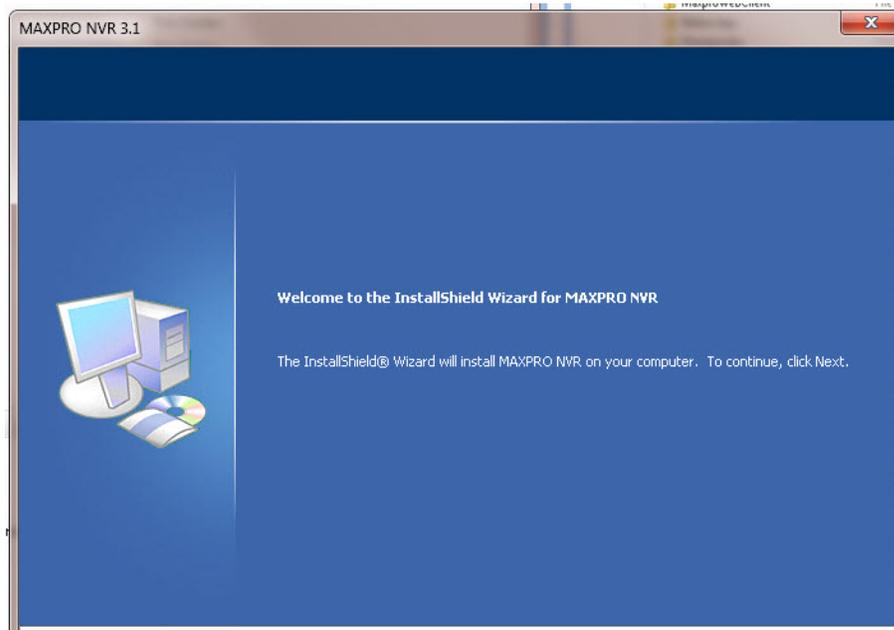
## Complete the Upgrade Installation

1. Double-click the file **500-01336V9-A\_MAXPRONVR-V3.1.0.65C** folder.

2. Double-click **setup.exe**.

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
Common	File folder					3/17/2014 5:31 PM
DeviceDrivers	File folder					2/13/2014 1:10 PM
HotFix	File folder					2/13/2014 12:04 PM
Languages	File folder					11/6/2013 7:05 AM
MAXPRONVRAalyticsServer	File folder					2/13/2014 12:04 PM
MAXPRONVRClientComponents	File folder					3/17/2014 5:32 PM
MAXPRONVRSchedulerComponents	File folder					3/17/2014 5:31 PM
MAXPRONVRServerComponents	File folder					3/17/2014 5:31 PM
MaxproWebClient	File folder					3/17/2014 5:31 PM
Native App	File folder					3/17/2014 5:31 PM
Prerequisites	File folder					3/17/2014 5:32 PM
Tools	File folder					2/13/2014 12:07 PM
UserManuals	File folder					3/17/2014 5:31 PM
0x0409.ini	Configuration settings	5 KB	No	22 KB	80%	3/23/2010 12:44 PM
AUTORUN.INF	Setup Information	1 KB	No	1 KB	0%	10/11/2009 11:34 AM
data1.cab	Cabinet File	1,119 KB	No	1,120 KB	1%	2/21/2014 1:22 PM
data1.hdr	HDR File	10 KB	No	50 KB	82%	2/21/2014 1:22 PM
data2.cab	Cabinet File	1 KB	No	1 KB	80%	2/21/2014 1:22 PM
errorcodes.xml	XML Document	2 KB	No	4 KB	68%	11/11/2013 2:27 PM
ETCCopy.vbs	VBScript Script File	9 KB	No	44 KB	81%	3/26/2010 11:10 AM
installation.xml	XML Document	5 KB	No	33 KB	86%	2/21/2014 1:19 PM
installation.xsd	XSD File	1 KB	No	5 KB	84%	5/13/2010 8:54 AM
isssetup.dll	Application extension	528 KB	No	610 KB	14%	4/24/2012 2:55 PM
layout.bin	BIN File	1 KB	No	1 KB	71%	2/21/2014 1:22 PM
MAXPROvms.ico	Icon	14 KB	No	25 KB	46%	9/3/2007 6:48 PM
setup.exe	Application	338 KB	No	797 KB	58%	2/21/2014 1:24 PM
setup.ini	Configuration settings	1 KB	No	3 KB	64%	2/21/2014 1:22 PM
setup.inx	INX File	348 KB	No	510 KB	32%	2/21/2014 1:22 PM
setup.isn	ISN File	28 KB	No	55 KB	50%	4/24/2012 4:38 PM
standardinstalltion.ini	Configuration settings	1 KB	No	1 KB	38%	5/13/2010 8:55 AM

3. Follow the InstallShield Wizard to install the new software.



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## Troubleshoot a Software Upgrade

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If you have previously attempted the installation and have determined that there is a blocked file:

1. Go to your **Control Panel**, then select **Programs and Features**.
2. Uninstall MAXPRO NVR.
3. After MAXPRO NVR has been uninstalled, follow the procedure covered above to re-install the software from the upgrade file.

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