

**SONY**

Network Video Recorder HAW-SIBU

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**Standard edition  
2017-R2 Rev.C  
Version-up  
Installation Manual**

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# 1. Overview

## 1.1. About This Document

This document describes instructions for upgrading Network Video Recorder Standard Edition (HAW-SIBU) from software version 2016-R3 to software version 2017-R2 Rev.C.

Note that it is not guaranteed to upgrade Network Video Recorder Standard Edition (HAW-SIBU) from versions other than 2016-R3 to versions other than 2017-R2 Rev.C.

## 2. Preparation

### 2.1. Downloading installer files

Download all the following installer files from

<https://www.sony.net/Products/CameraSystem/NVMS/software/index.html#HAW-S> and copy them to your USB memory.

- **NVR Standard HAW-S 2017-R2 Rev.C Server components**  
(File name: NVR\_Standard\_HAW-S\_2017-R2\_Rev-C\_Server-components-update.zip)
- **Intel HD Graphics Bay Trail driver**  
(File name: Intel-HD-Graphics-BayTrail-driver\_Version-10.18.10.4885.zip)
- **NVMS Standard Edition 2017 R2**  
(File name: NetworkVMS\_Standard\_Edition\_Products\_2017\_R2\_11.2a\_NVR\_System\_Installer.zip)

Download all the following installer file from

[https://www.sony.net/Products/CameraSystem/NVMS/technical\\_doc/exe/NVMSTG010/TS0003.zip](https://www.sony.net/Products/CameraSystem/NVMS/technical_doc/exe/NVMSTG010/TS0003.zip) and copy them to your USB memory.

- **NVMS Standard Edition 2017-R2 MaxQueueLength Setting**  
(File name: TS0003.zip)

### 2.2. Version-upgrading your license

You need to have a new version-upgraded software license code (SLC) and a version-upgraded license file (\*.lic) in advance of starting version up installation. Please contact your reseller for details.

### 2.3. Backup

Make a backup copy of all the data on your current HAW-SIBU before applying the version up installation in case of an unexpected accident. Refer to the document “NVMS Standard Edition Maintenance Guide (Rev.1.3.1 or later)” for detailed instructions of the backup.

## 2.4. Related manual and technical document

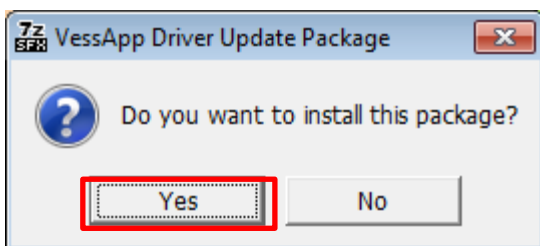
Manuals and technical documents related to the upgrade installation are available at the following locations.

- <https://www.sony.net/Products/CameraSystem/NVMS/manual/index.html#HAW-S>
  - NVR Standard HAW-S 2017-R2 Rev.C Clean Installation Manual
- [https://www.sony.net/Products/CameraSystem/NVMS/technical\\_doc/index.html#HAW-S](https://www.sony.net/Products/CameraSystem/NVMS/technical_doc/index.html#HAW-S)
  - NVR Standard HAW-S Maintenance guide (Rev.1.3.1 or later)
  - NVMS Benefits of connecting your Network VMS system to the Internet

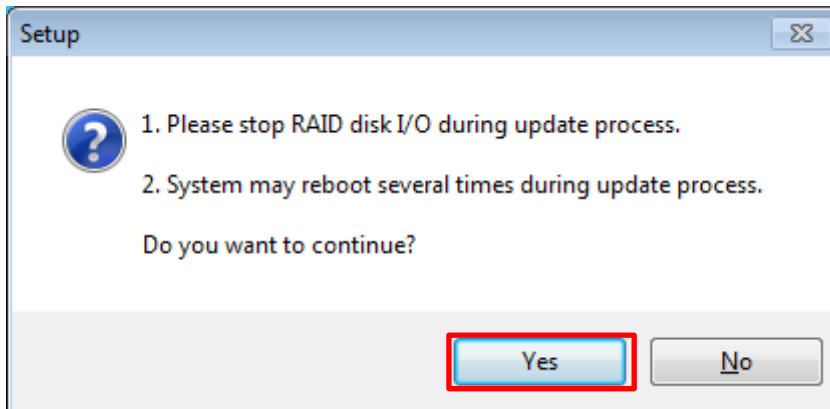
## 3. Version up installation instructions

### 3.1. Installing HAW-Standard 2017-R2 Rev.C server components update

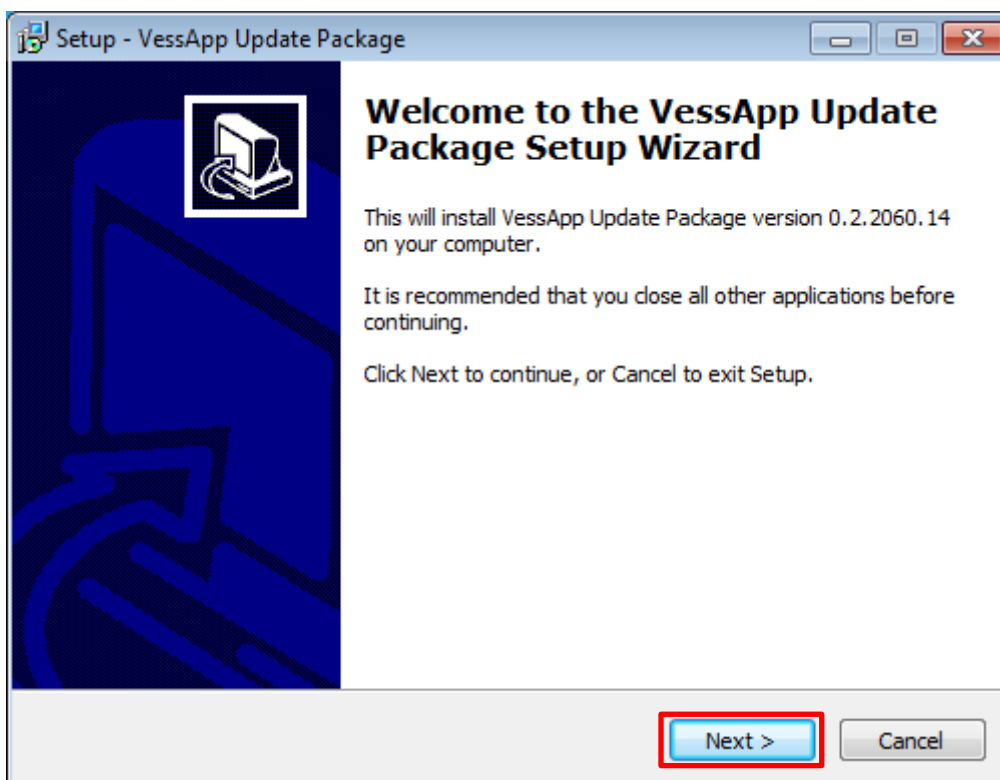
1. Start HAW-SIBU server.
2. Log on to Windows as administrator.
3. Navigate to [Start] > [Control Panel] > [System and Security] > [Administrative Tools], then click [Services].
4. Stop the following services.
  - Sony – Network VMS Event Server
  - Sony Image Import Service
  - Sony Image Server
  - Sony Log Check Service
  - Sony Mobile Service
  - Sony Notification Server
  - Sony Recording Server
  - Sony Service Control
5. Open “NVR\_Standard\_HAW-S\_2017-R2\_Rev-C\_Server-components-update.zip”, and copy “NVR\_Standard\_HAW-S\_2017-R2\_Rev-C\_Server-components-update.exe” to the Desktop.
6. Double click “NVR\_Standard\_HAW-S\_2017-R2\_Rev-C\_Server-components-update.exe”.
7. Click [Yes].



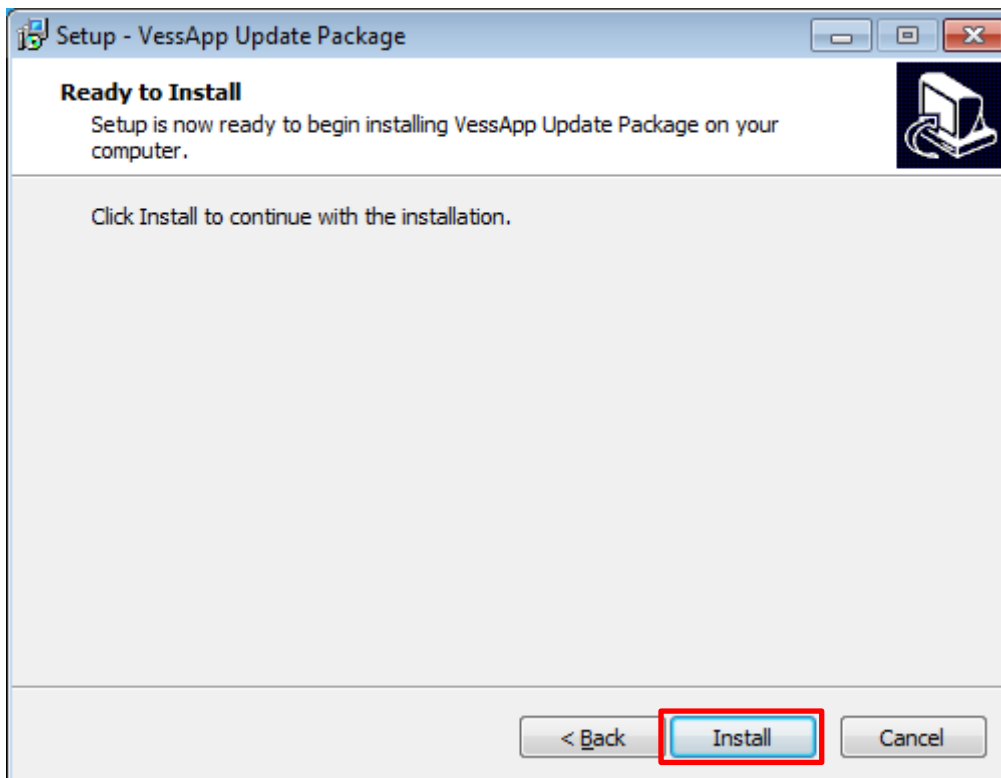
8. Click [Yes].



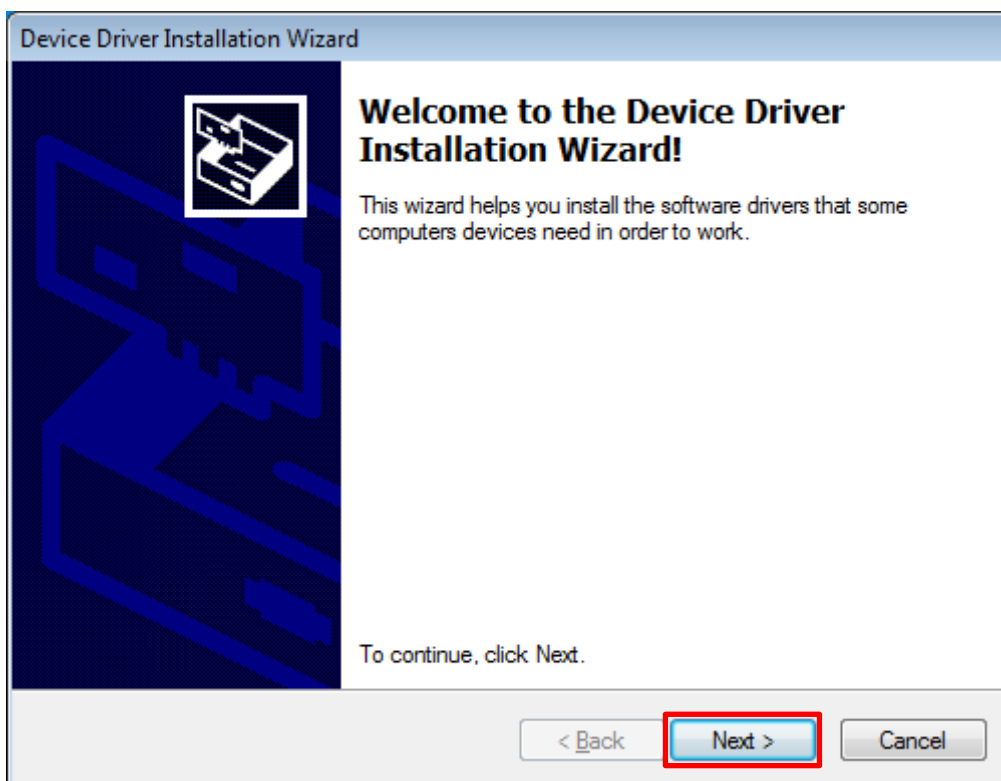
9. Click [Next].



10. Click [Install].

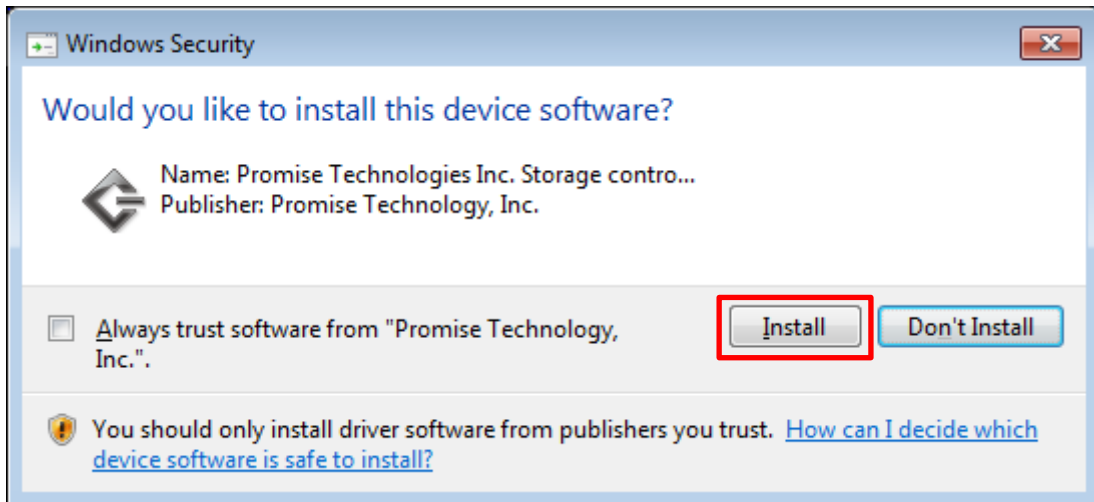


11. Click [Next].

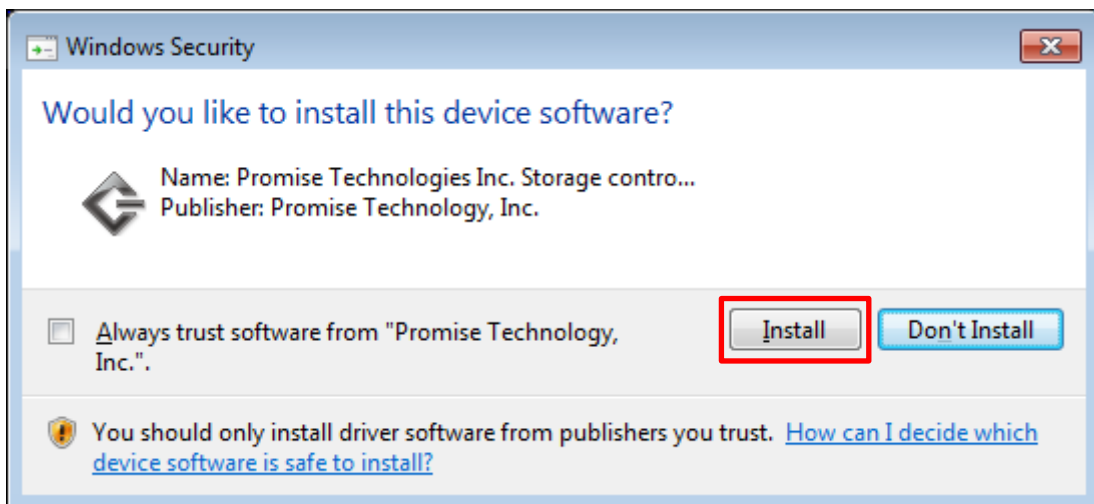




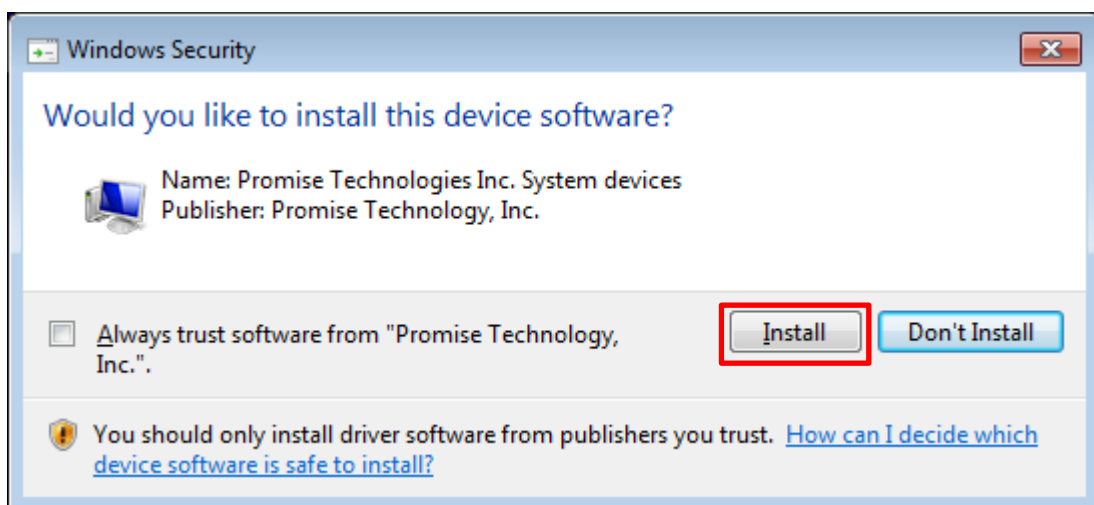
12. Click [Install].



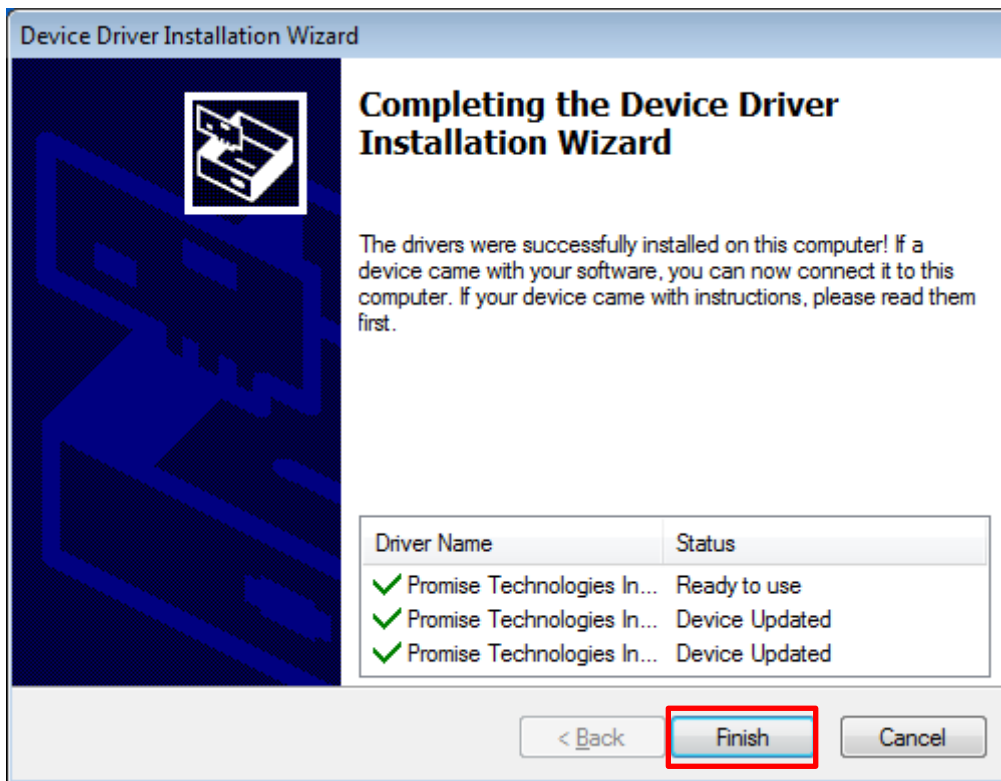
13. Click [Install].



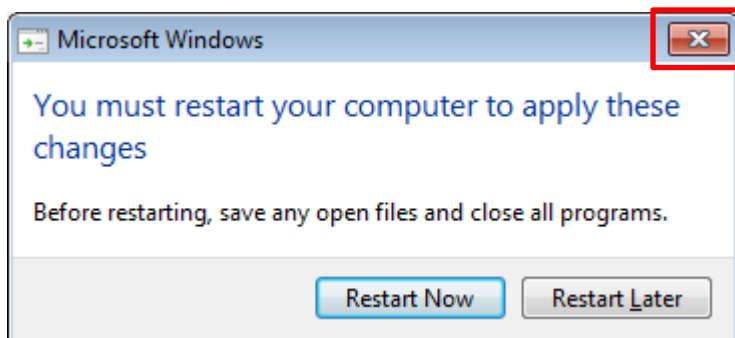
14. Click [Install].



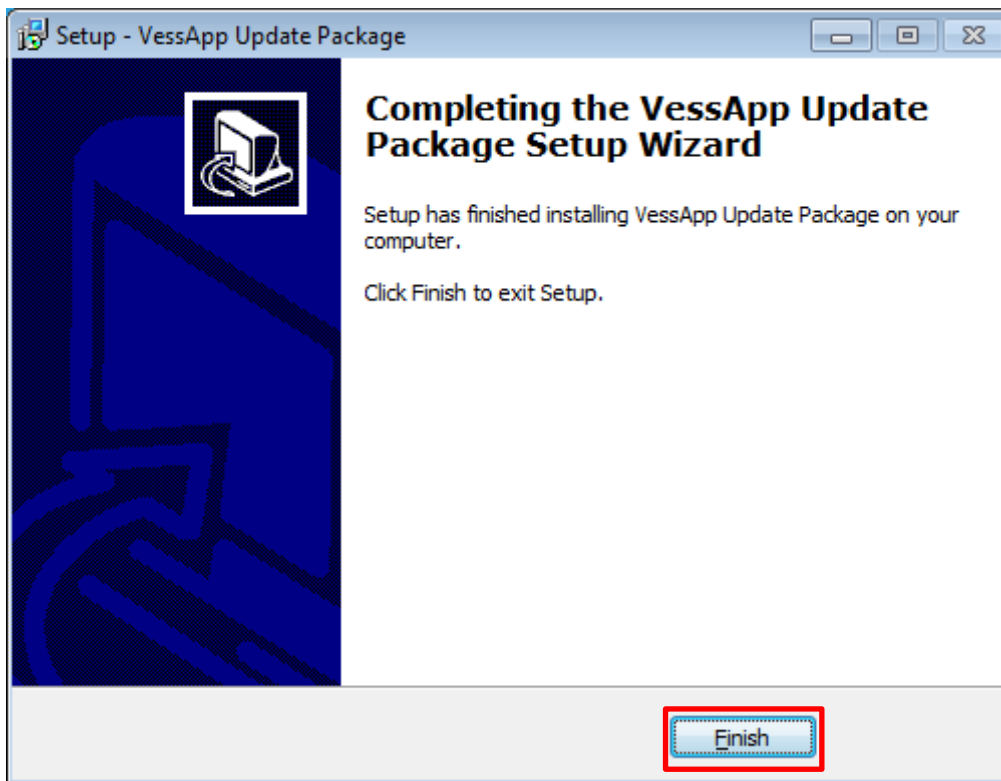
15. Click [Finish].



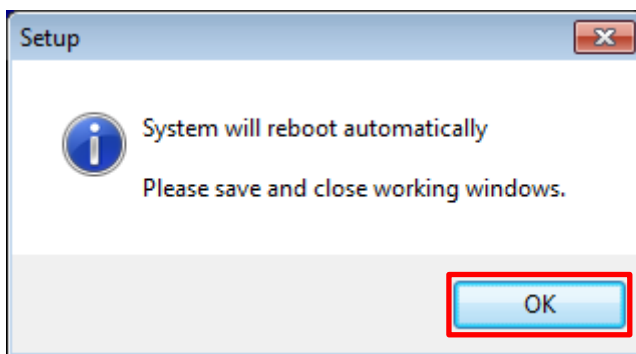
16. Click the close button [X] in the upper right corner of the dialog to close the dialog.



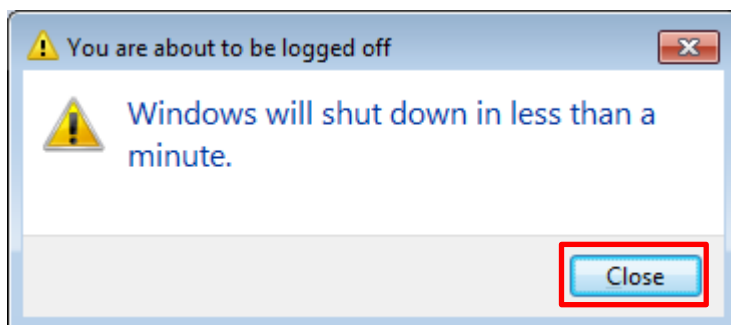
17. Click [Finish].



18. Click [OK].



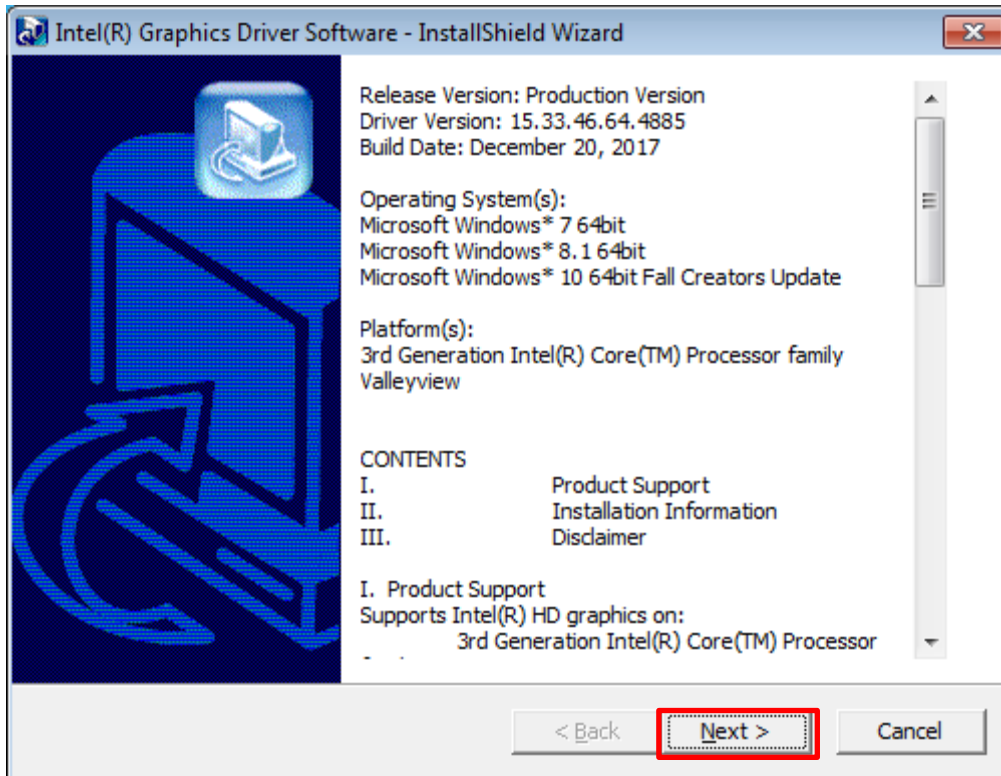
19. Click [Close] button.



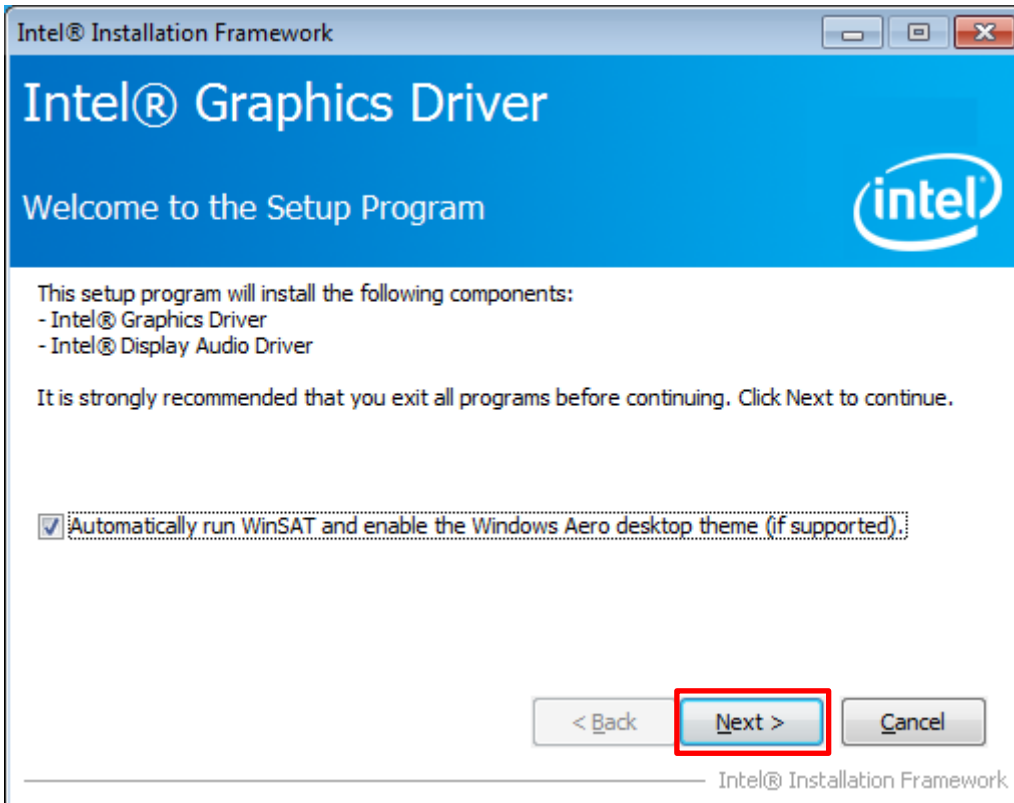
HAW-SIBU automatically reboots.

## 3.2. Installing Intel HD Graphics Bay Trail driver

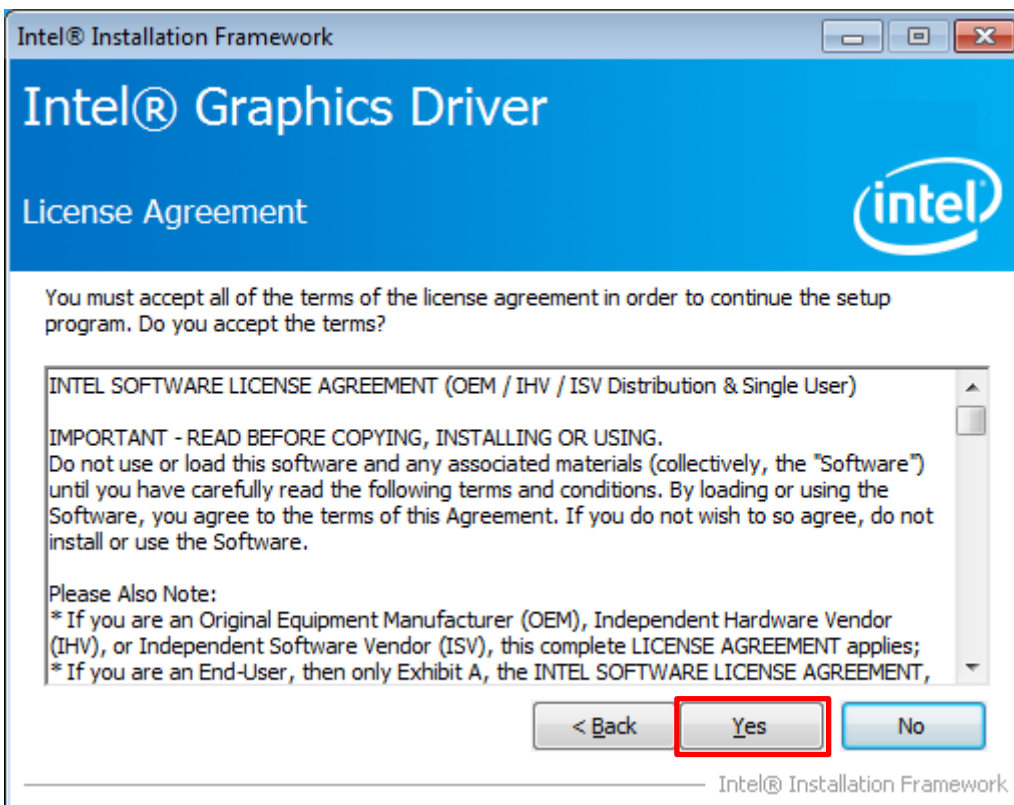
1. Log on to Windows as administrator.
2. Open “Intel-HD-Graphics-BayTrail-driver\_Version-10.18.10.4885.zip”, and copy “Intel-HD-Graphics-BayTrail-driver\_Version-10.18.10.4885.exe” to the Desktop.
3. Double click “Intel-HD-Graphics-BayTrail-driver\_Version-10.18.10.4885.exe”.
4. Click [Next].



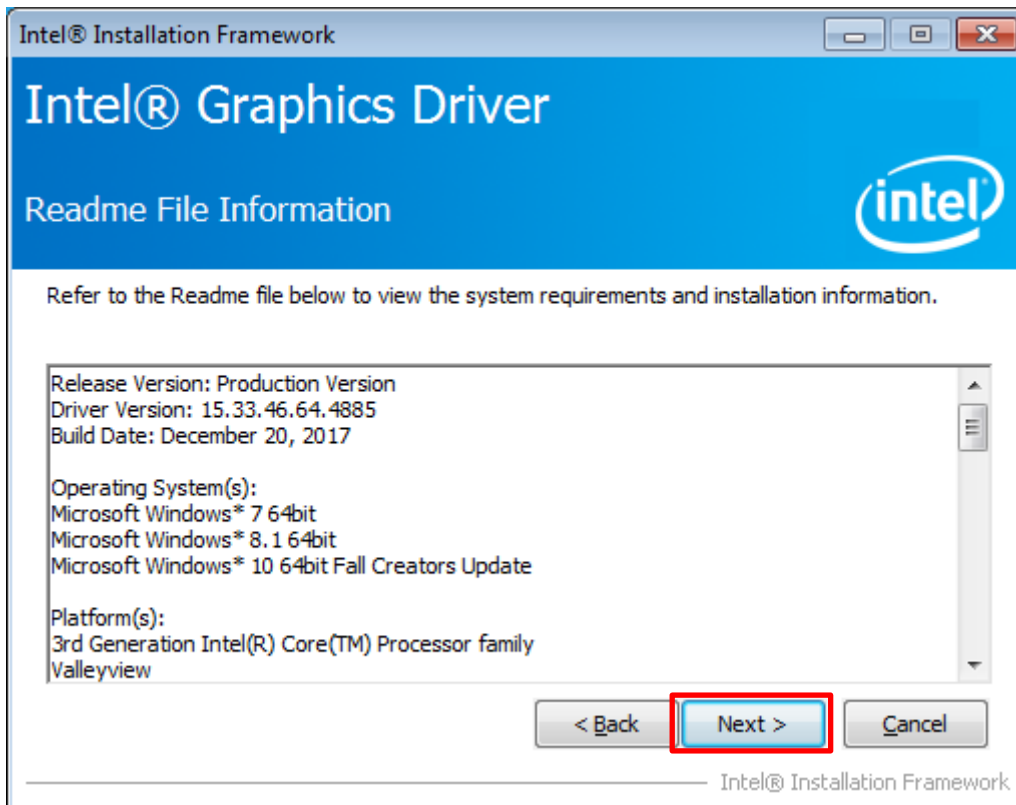
## 5. Click [Next].



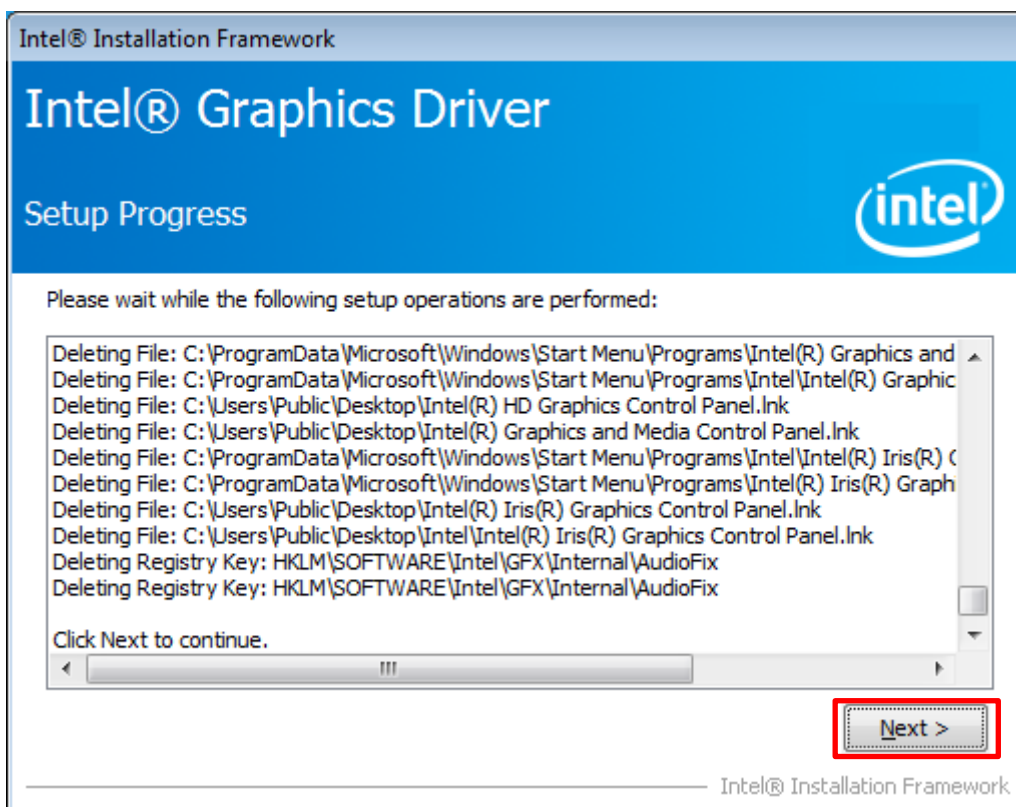
## 6. Click [Yes].



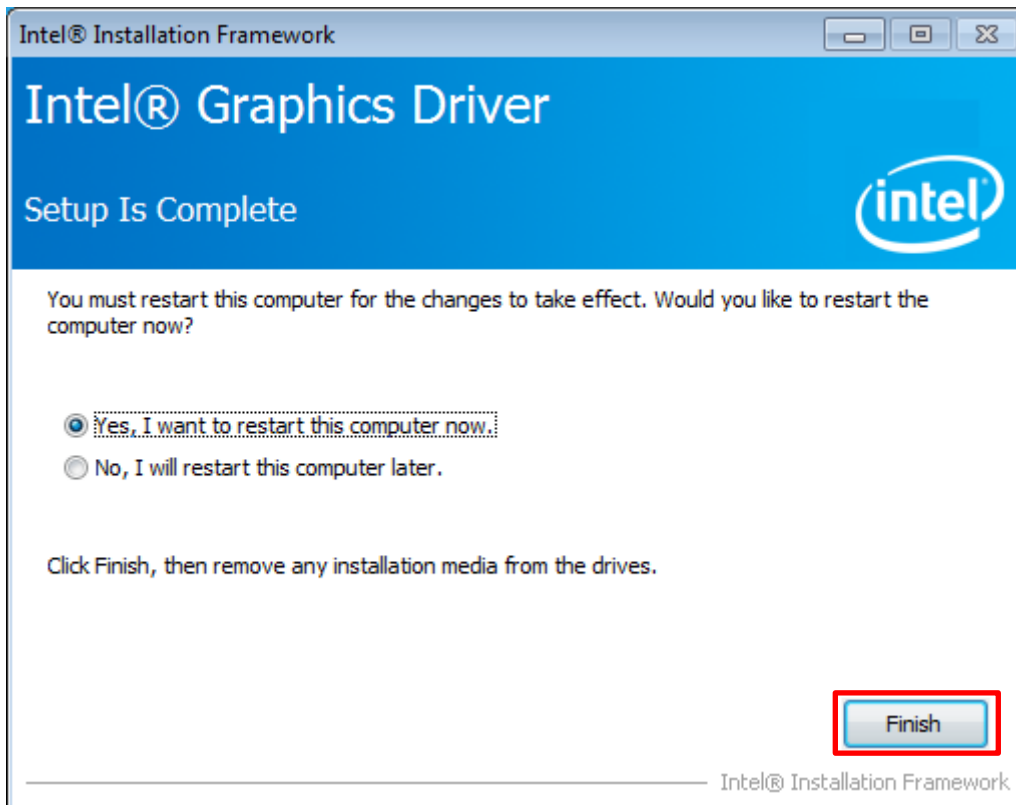
## 7. Click [Next].



## 8. Click [Next].



9. Click [Finish].

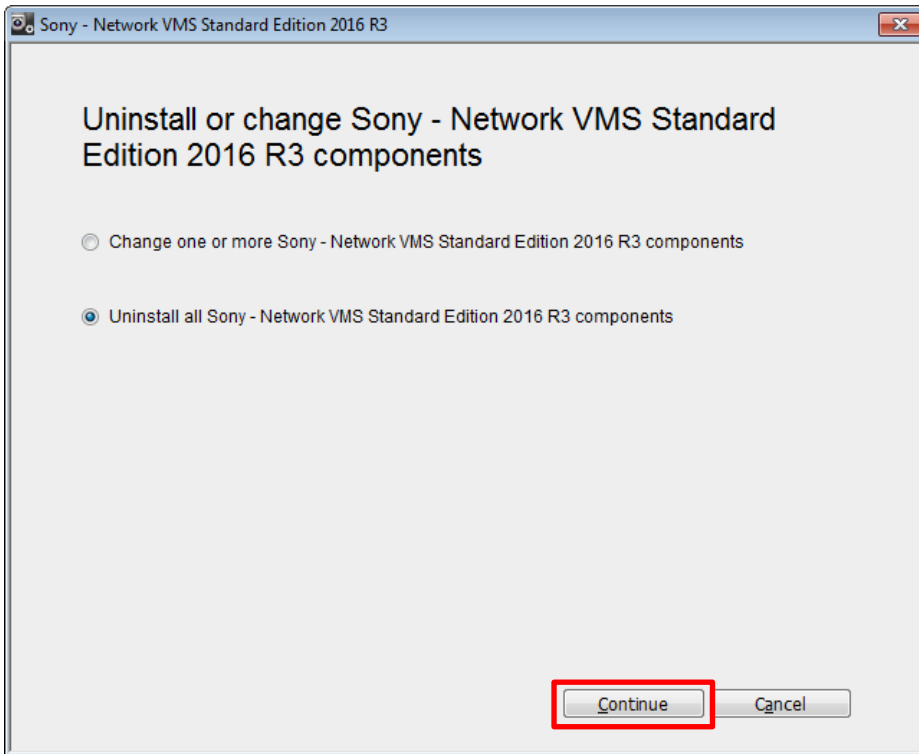


HAW-SIBU automatically reboots.

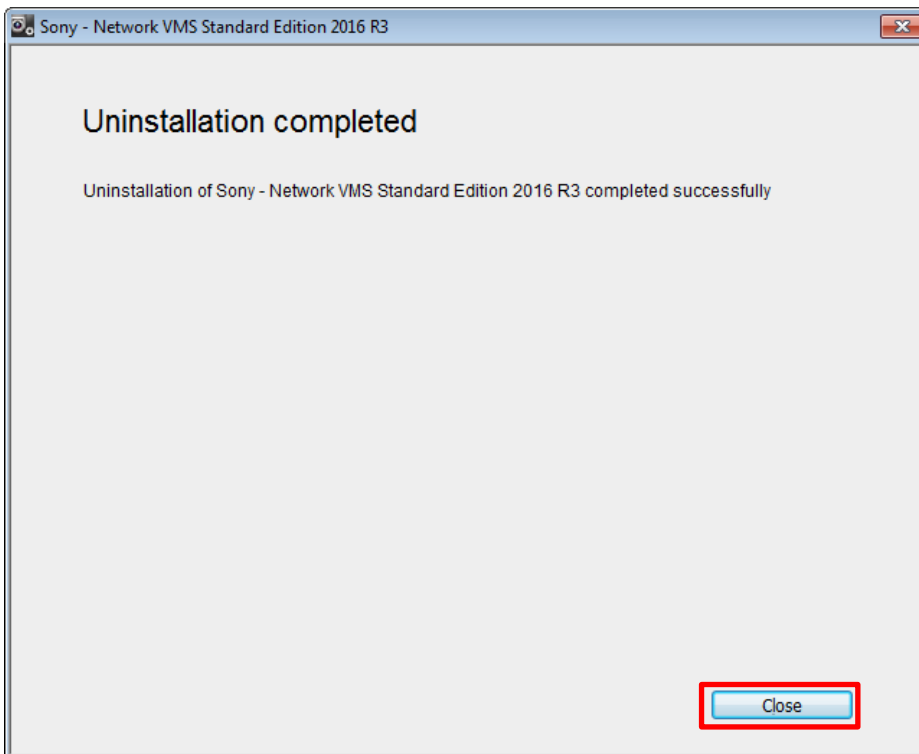
### 3.3. Uninstalling Sony – Network VMS Standard 2016 R3

1. Log on to Windows as administrator.
2. Navigate to [Control Panel] > [Programs] > [Programs and Features], and right click on the “Sony – Network VMS Standard Edition 2016 R3”, then click [Uninstall].

3. Click [Continue].



4. Click [Close].



5. Reboot HAW-SIBU.



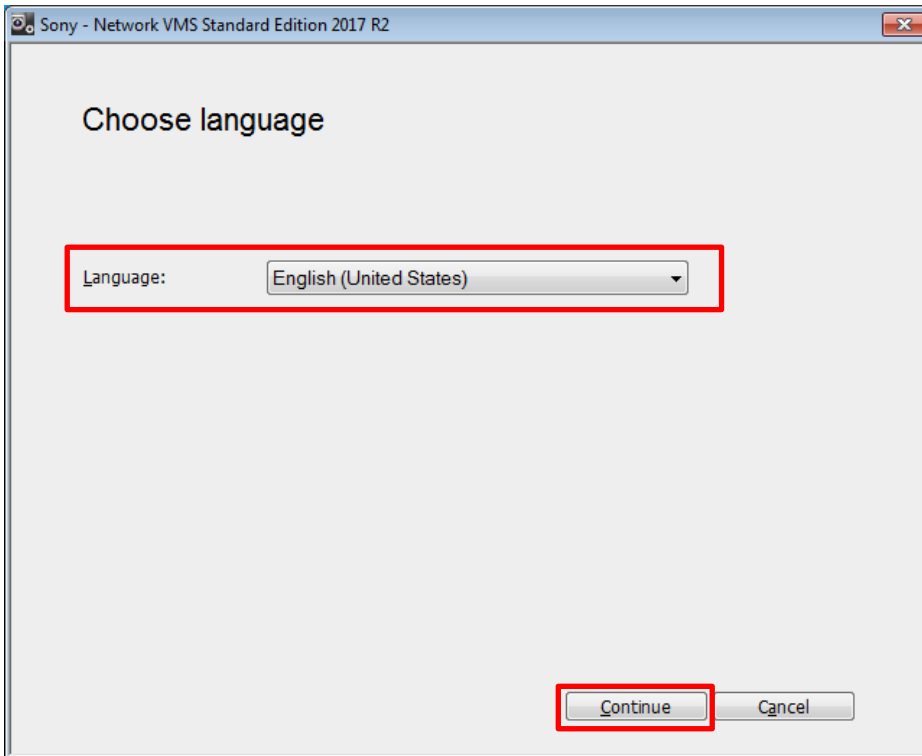
## 3.4. Installing Sony – Network VMS Standard 2017 R2

Note that instructions for installing “Sony – Network VMS Standard 2017 R2” vary depending on current configuration of your HAW-SIBU — the first case is “using your HAW-SIBU standalone or using your HAW-SIBU as a master server”, and the second case is “using your HAW-SIBU as a slave server”.

### 3.4.1. Installation instructions for the cases “standalone HAW-SIBU or HAW-SIBU as master server”

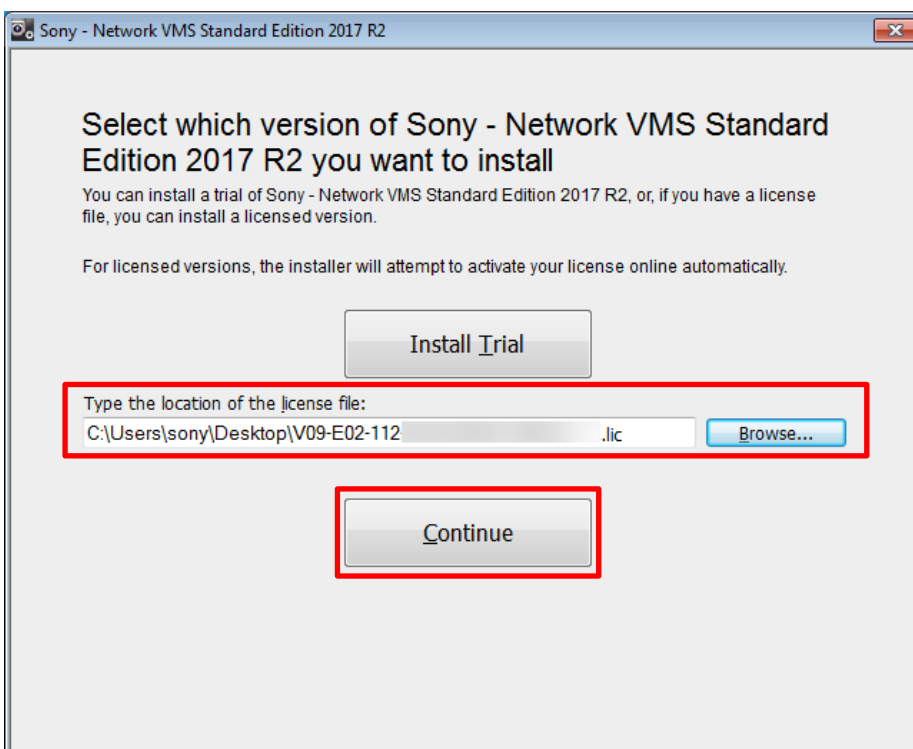
1. Log on to Windows as administrator.
2. Move the following folders to the Recycle Bin.
  - C:\Program Files (x86)\Sony\MIPPlugins\MobileAdministrator
  - C:\Program Files (x86)\Sony\MOSPlugins
3. Open  
“NetworkVMS\_Standard\_Edition\_Products\_2017\_R2\_11.2a\_NVR\_System\_Installer.zip”, and copy  
“NetworkVMS\_Standard\_Edition\_Products\_2017\_R2\_11.2a\_NVR\_System\_Installer.exe” to the Desktop.
4. Copy an upgraded license file (\*.lic) to the Desktop.
5. Double click  
“NetworkVMS\_Standard\_Edition\_Products\_2017\_R2\_11.2a\_NVR\_System\_Installer.exe”.

6. Choose your preferred language, and click [Continue].



7. Click [Browse], and choose the upgraded license file (\*.lic), then click [Continue].

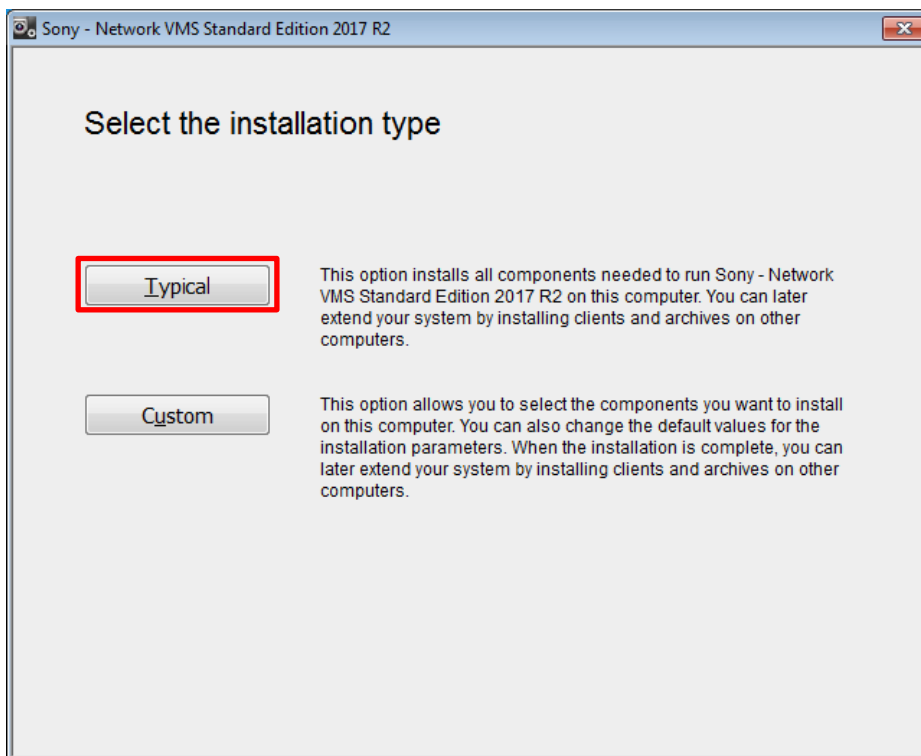
Note: This step links the upgraded license code (SLC) to your HAW-SIBU.



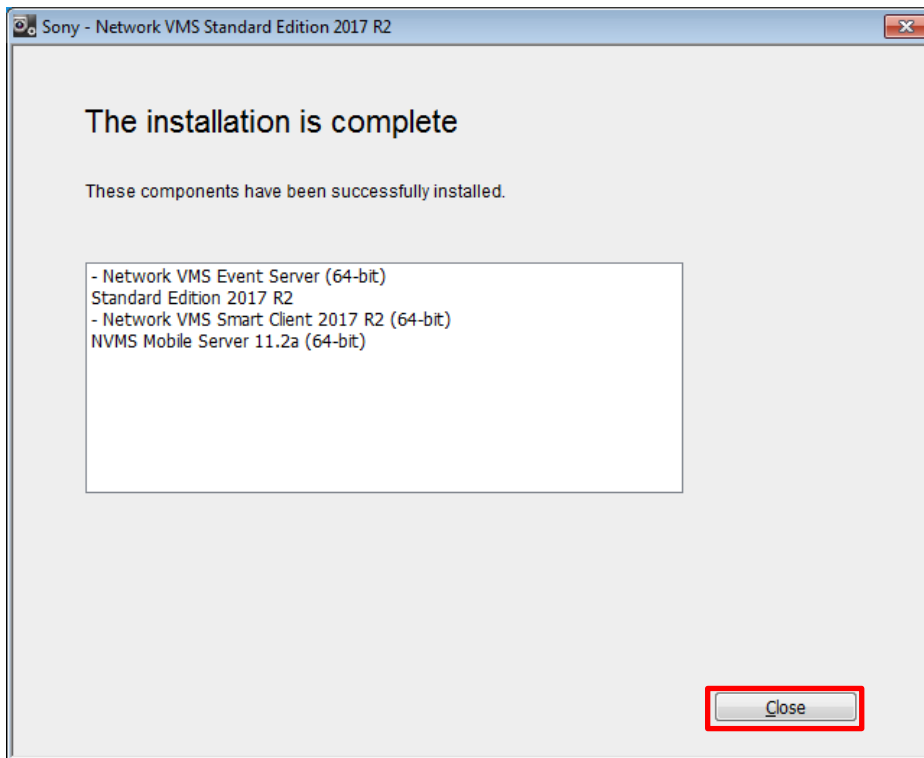
8. Check [ I accept the terms in the license agreement], and click [Continue].



9. Click [Typical].



10. Click [Close].

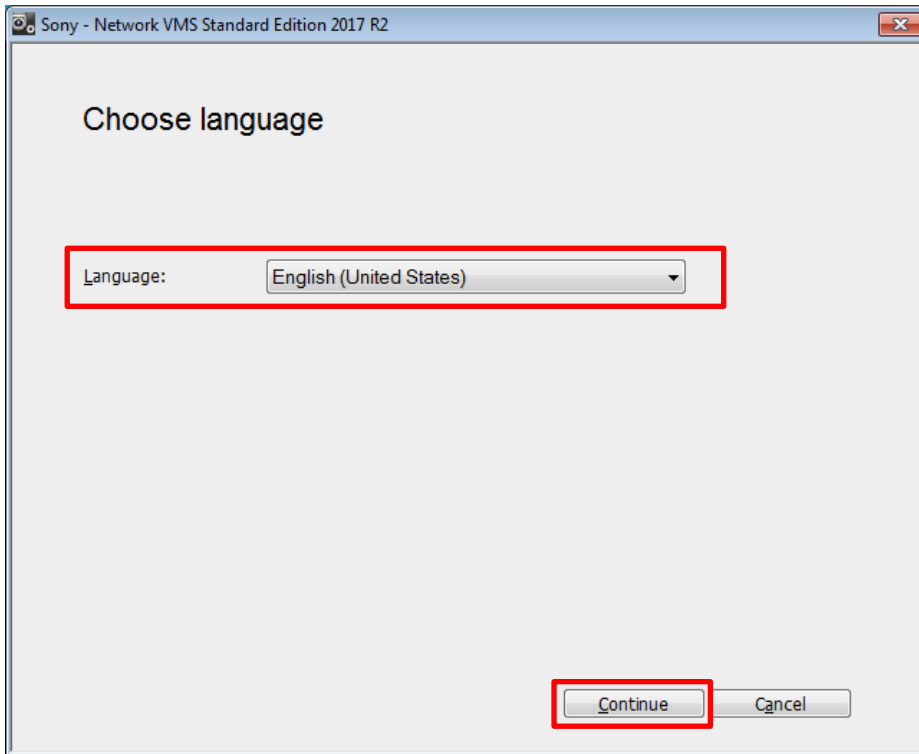


11. Open "TS0003.zip", and copy "debug.ini" to the following folder on HAW-SIBU server.  
(Overwrite it if it already exists)  
C:\ProgramData\Sony\Sony Surveillance\

### 3.4.2. Installation instructions for the case "HAW-SIBU as slave server"

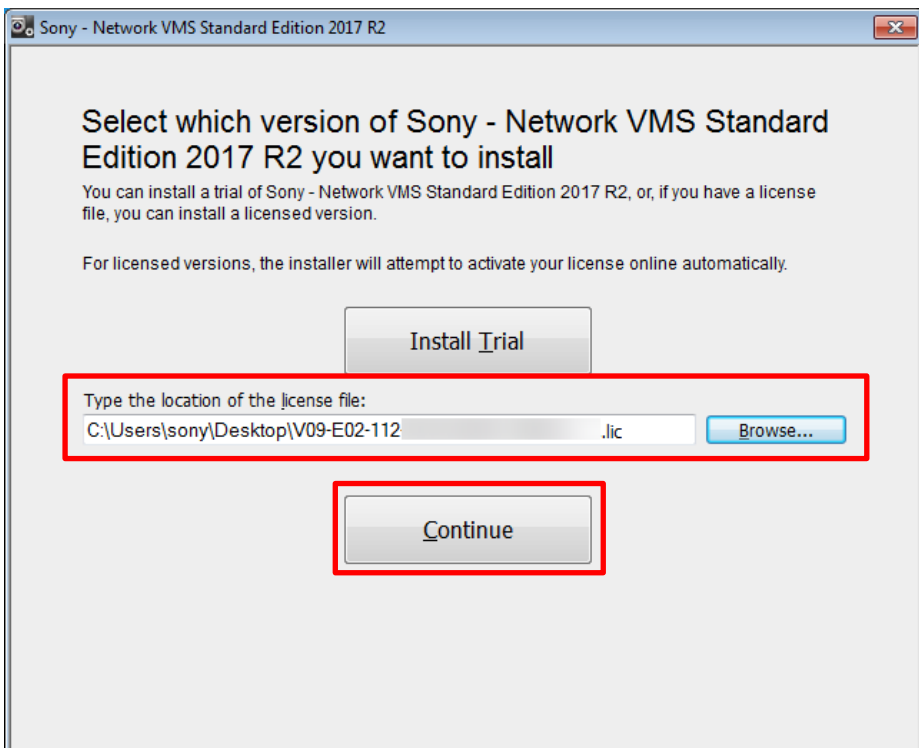
1. Log on to Windows as administrator.
2. Open "NetworkVMS\_Standard\_Edition\_Products\_2017\_R2\_11.2a\_NVR\_System\_Installer.zip", and copy "NetworkVMS\_Standard\_Edition\_Products\_2017\_R2\_11.2a\_NVR\_System\_Installer.exe" to the Desktop.
3. Copy an upgraded license file (\*.lic) to the Desktop.
4. Double click "NetworkVMS\_Standard\_Edition\_Products\_2017\_R2\_11.2a\_NVR\_System\_Installer.exe".

5. Choose your preferred language, and click [Continue].

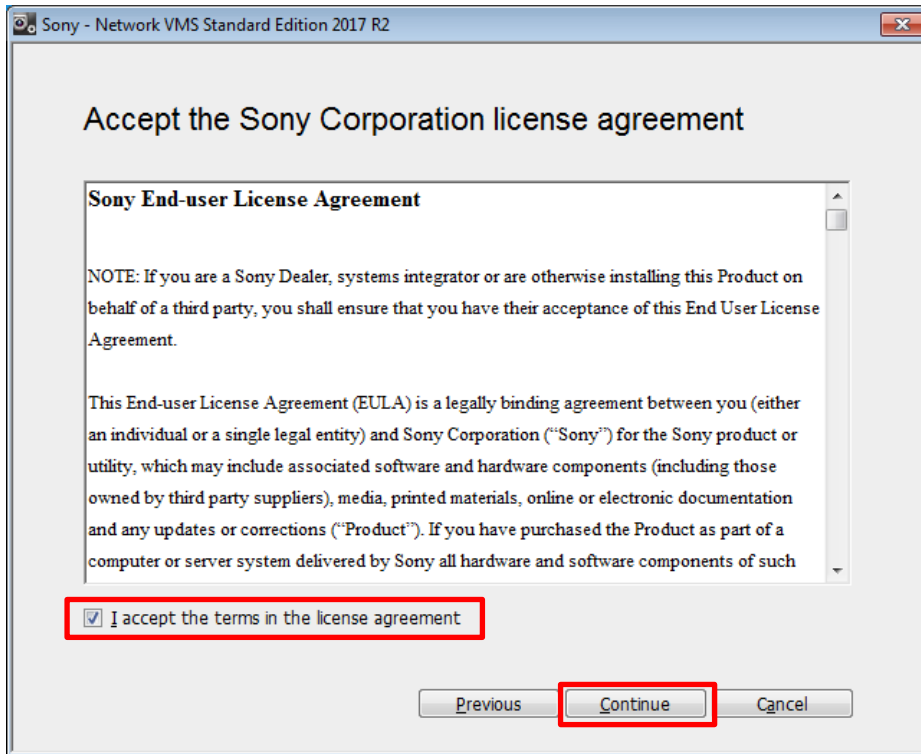


6. Click [Browse], and choose the upgraded license file (\*.lic), then click [Continue].

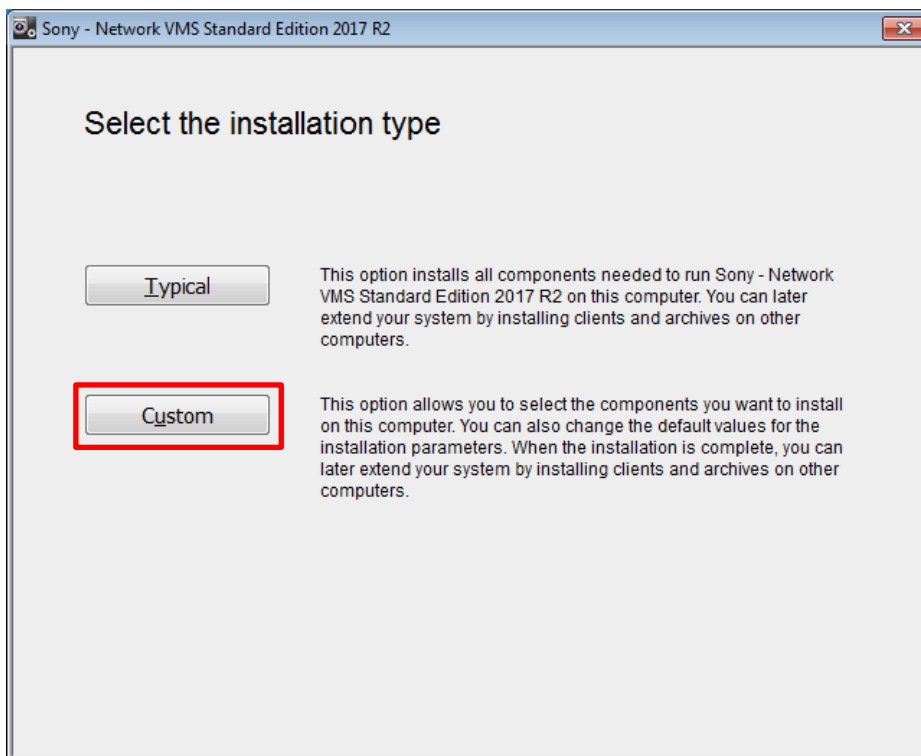
Note: This step links the upgraded license code (SLC) to your HAW-SIBU.



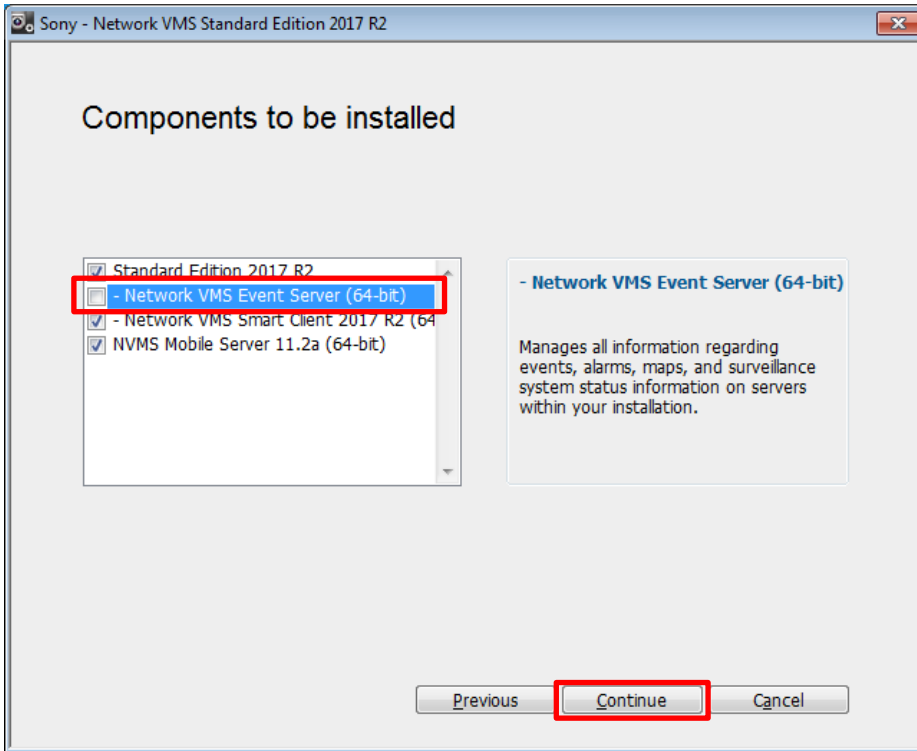
7. Check [ I accept the terms in the license agreement], and click [Continue].



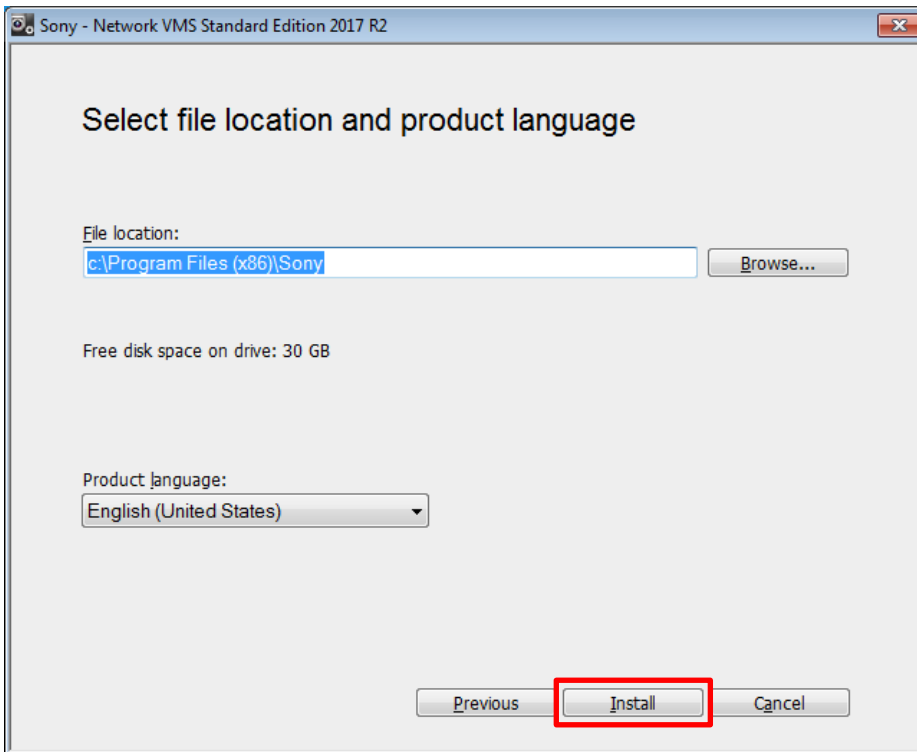
8. Click [Custom].



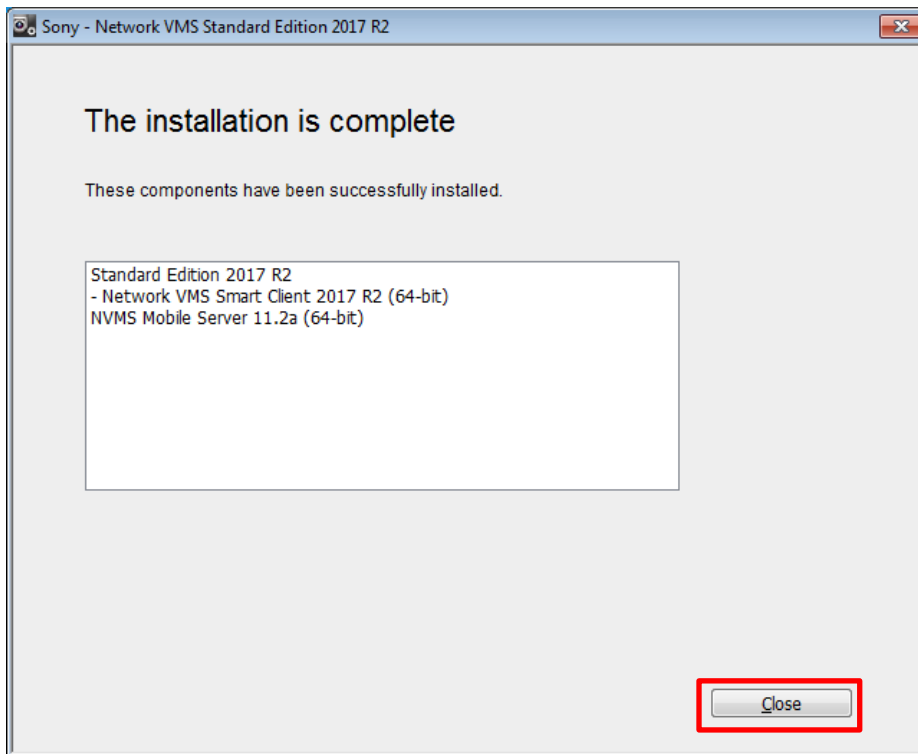
9. Uncheck the item “Network VMS Event Server (64-bit)”, and click [Continue].



10. Click [Install].



## 11. Click [Close].



12. Open "TS0003.zip", and copy "debug.ini" to the following folder on HAW-SIBU server.  
(Overwrite it if it already exists)  
C:\ProgramData\Sony\Sony Surveillance\

## 3.5. Deleting version-up installer files

1. Move "NVR\_Standard\_HAW-S\_2017-R2\_Rev-C\_Server-components-update.exe" on the Desktop to the Recycle Bin.
2. Move "Intel-HD-Graphics-BayTrail-driver\_Version-10.18.10.4885.exe" on the Desktop to the Recycle Bin.
3. Move "NetworkVMS\_Standard\_Edition\_Products\_2017\_R2\_11.2a\_NVR\_System\_Installer.exe" on the Desktop to the Recycle Bin.
4. Move the upgraded license file (\*.lic) on the Desktop to the Recycle Bin.
5. Empty the Recycle Bin.



## 4. Installing Internet Explorer 11

The web browser “Internet Explorer version 11 (IE11)” must be installed to HAW-SIBU server(s) and client PC(s) to use Network Video Recorder Standard Edition software version 2017-R2 Rev.C. Install Internet Explorer version 11 by either of the following options.

Note: The version of Internet Explorer pre-installed on Network Video Recorder Standard Edition HAW-SIBU server version 2016-R3 is 8.

### 4.1. Installing IE11 by Windows Update

Install “Internet Explorer 11” suggested by Windows Update to HAW-SIBU server(s) and client PC(s).

Follow the technical document “NVMS Benefits of connecting your Network VMS system to the Internet” when performing Windows Update.

### 4.2. Installing IE11 by Offline installer

In case Windows Update can not be used, Microsoft introduced “offline installer” of Internet Explorer 11. Download an applicable installer(s) from the following location, and install it to HAW-SIBU server(s) and client PC(s).

Note: Installer applicable to HAW-SIBU server is one for the platform “Windows 7 SP1 64bit”.

Microsoft Corporation website “Download Internet Explorer 11 (Offline installer)”

<https://support.microsoft.com/en-us/help/18520/download-internet-explorer-11-offline-installer>

In case of installation failure of the offline installer or dead link of the offline installer, consult Microsoft Internet Explorer support desk below.

Microsoft Corporation website “Internet Explorer help”

<https://support.microsoft.com/en-us/hub/4230784/internet-explorer-help>

## 5. Installing Windows Updates

Install Windows Updates by following the technical document “NVMS Benefits of connecting your Network VMS system to the Internet”.

## 6. Activating camera license

Activate camera license (hardware device license). Refer to the section “Activation” in the document “NVR Standard HAW-S 2017-R2 Clean Installation Manual” for detailed instructions.

Note: Camera license (hardware device license) is tightly linked to software license code (SLC). Therefore, cameras activated on the version 2016-R3 require re-activation after applying the version 2017-R2 having the new upgraded license code (SLC).

## Revision History

Date	Revision	Description
2018/June/22	1.0.0	First edition.
2019/Aug/15	1.1.0	<ul style="list-style-type: none"><li>- Revised for NVR Standard Version 2017-R2 Rev.B</li><li>- MaxQueueLength configuration appended to step 11 in section 3.4.1 and step 12 in section 3.4.2</li><li>- Help desk information on IE11 offline installer appended</li><li>- Minor typos corrected</li></ul>
2019/Nov/20	1.2.0	<ul style="list-style-type: none"><li>- Revised for NVR Standard Version 2017-R2 Rev.C</li></ul>

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