

SONY

Network Video Recorder HAW-EIBU

**Enterprise edition
2018 R1
Version-up
Installation Manual**

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1. Overview

1.1. About This Document

This document describes instructions for upgrading Network Video Recorder Enterprise Edition (HAW-EIBU) from software version 2017 R2 Rev.C to software version 2018 R1.

Note that it is not guaranteed to upgrade Network Video Recorder Enterprise Edition (HAW-EIBU) from versions other than 2017 R2 Rev.C to versions other than 2018 R1.

[Note]

The “HAW-EIBU software version 2017 R2 Rev.C” means HAW-EIBU software version 2017 R2 Rev.A (the first release of 2017 R2) + the hotfix “HE002206014”.

Detailed information and installer of the hotfix “HE002206014” can be found at <https://www.sony.net/Products/CameraSystem/NVMS/software/hotfix/>

A similar hotfix name, “HS002206014”, is for standard edition and NOT for this HAW-EIBU.

[Note]

Depending on the season/year, a commercial software license code (SLC) and its license file (*.lic) for software version 2017 R2 Rev.A/Rev.C may be unavailable.

In such case, please consult the dealer for a “Pilot” software license instead of the commercial license, then install software version 2017 R2 Rev.A/Rev.C by using its software license code (SLC) and license file (*.lic) in prior to installing software version 2018 R1.

2. Preparation

2.1. Downloading installer files

Download all the following installer files and save them to your USB memory.

- **NVMS Enterprise Edition 2018 R1**
(File name: NetworkVMS_Enterprise_Edition_Products_2018_R1_12.1a_NVR_System_Installer.zip)
- **NVMS Enterprise Edition Device Pack (Latest one)**
(<https://www.sony.net/Products/CameraSystem/NVMS/software/devicepack/#HAW-E>)

The installer files are available at

<https://www.sony.net/Products/CameraSystem/NVMS/software/index.html#HAW-E>

2.2. Upgrading your license

You need to have a new upgraded software license code (SLC) and a 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-EIBU before applying the version up installation in case of an unexpected accident.

- For a standalone HAW-EIBU (the All-In-One configuration) or an HAW-EIBU as a recording server, refer to the document “NVR Enterprise HAW-E Maintenance guide (Rev.1.3.1 or later)” for detailed instructions of the backup.
- For a management server PC working in cooperation with two or more HAW-EIBU as recording servers, refer to the document “NVMS Enterprise Edition 2018 R1 Administrator Manual” 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-E>
 - NVR Enterprise HAW-E 2018-R1 Installation Manual
 - NVMS Enterprise Edition 2018 R1 Administrator Manual
- https://www.sony.net/Products/CameraSystem/NVMS/technical_doc/index.html#HAW-E
 - NVR Enterprise HAW-E Maintenance guide (Rev.1.3.1 or later)
 - NVMS Hardening Guide

3. Version up installation instructions

3.1. Installing Sony – Network VMS Enterprise 2017 R2

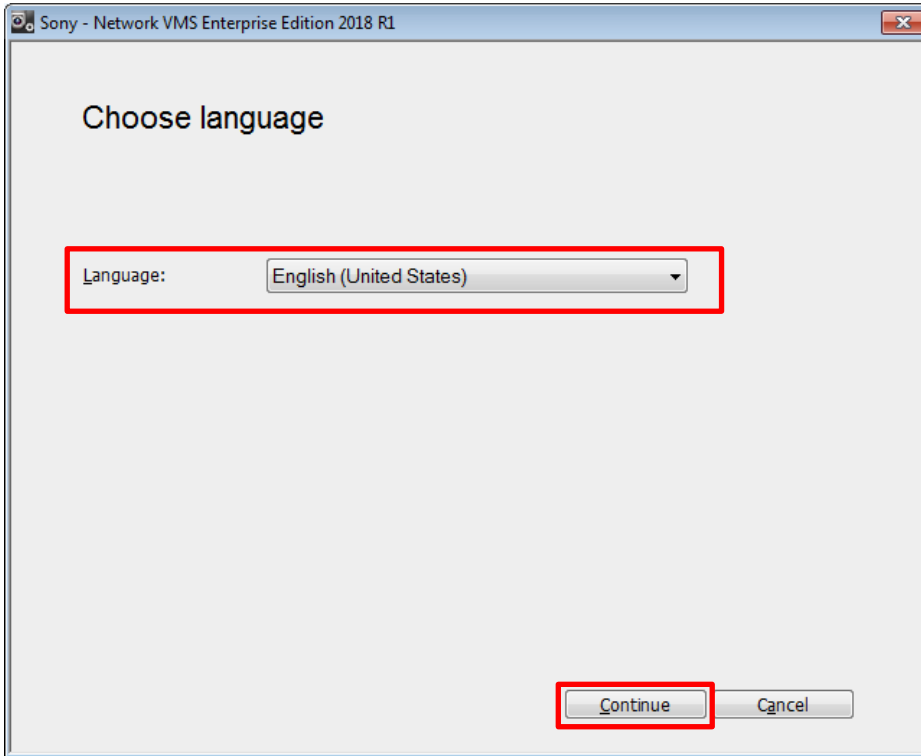
This section describes steps to install HAW-EIBU as the All-In-One configuration (a standalone HAW-EIBU).

For HAW-EIBU as a recording server, refer to the document “NVMS Enterprise Edition 2018 R1 Administrator Manual” for detailed steps to install “Sony – Network VMS Enterprise 2018 R1”, instead of this section.

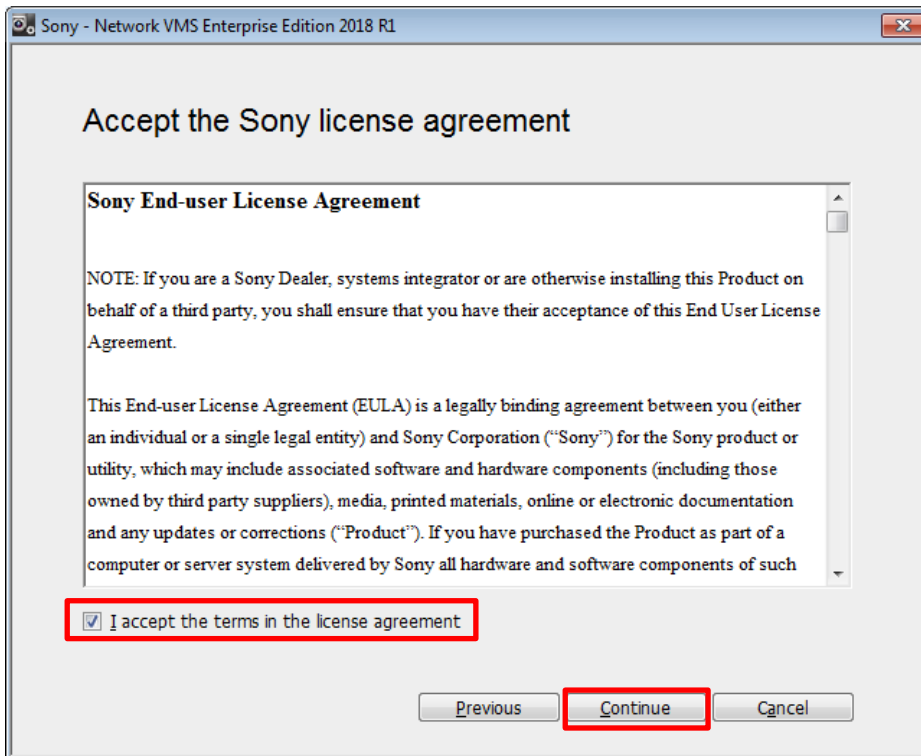
For two or more HAW-EIBUs in the distributed system configuration, refer to the document “NVMS Enterprise Edition 2018 R1 Administrator Manual” for detailed steps to install “Sony – Network VMS Enterprise 2018 R1”, instead of this section.

1. Open
“NetworkVMS_Enterprise_Edition_Products_2018_R1_12.1a_NVR_System_Installer.zip”, and copy
“NetworkVMS_Enterprise_Edition_Products_2018_R1_12.1a_NVR_System_Installer.exe” to the Desktop.
2. Copy the upgraded license file (*.lic) to the Desktop.
3. Installation is composed of two phases. Let’s start first phase of the installation.
Double click
“NetworkVMS_Enterprise_Edition_Products_2018_R1_12.1a_NVR_System_Installer.exe”.

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

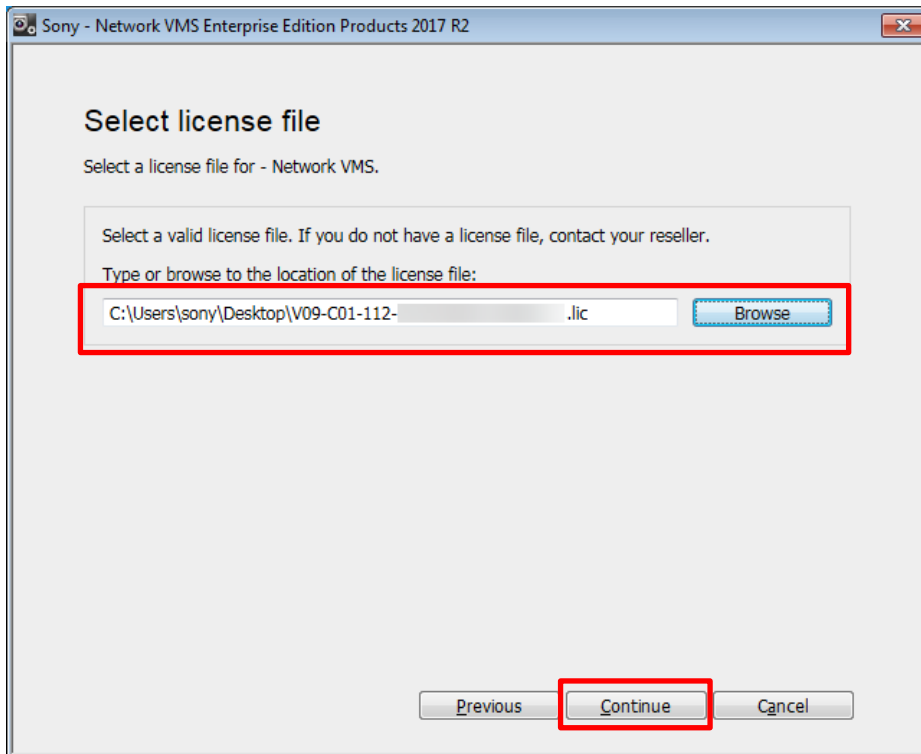


5. Check [I accept the terms in the License agreement], and click [Continue].

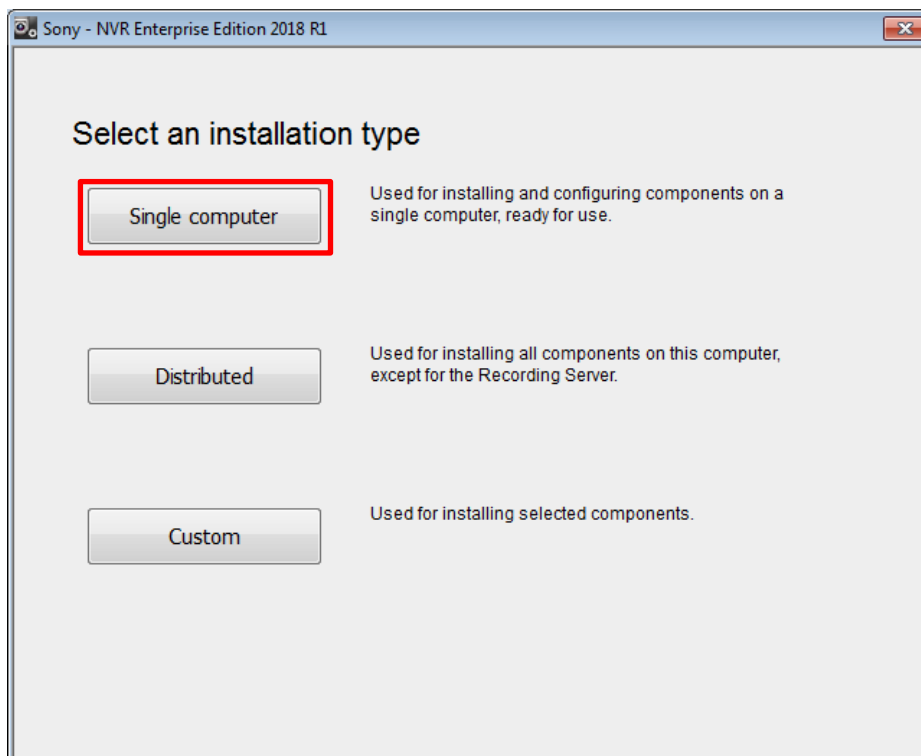


- Click [Browse] and choose the upgraded license file (*.lic), then click [Continue].

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

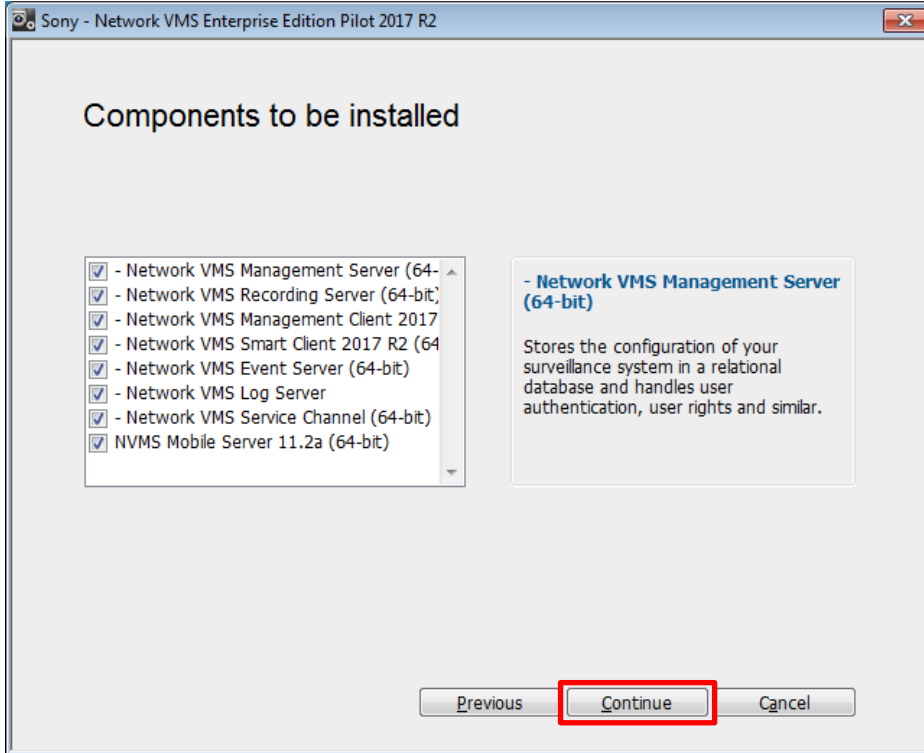


- Click [Single Computer].

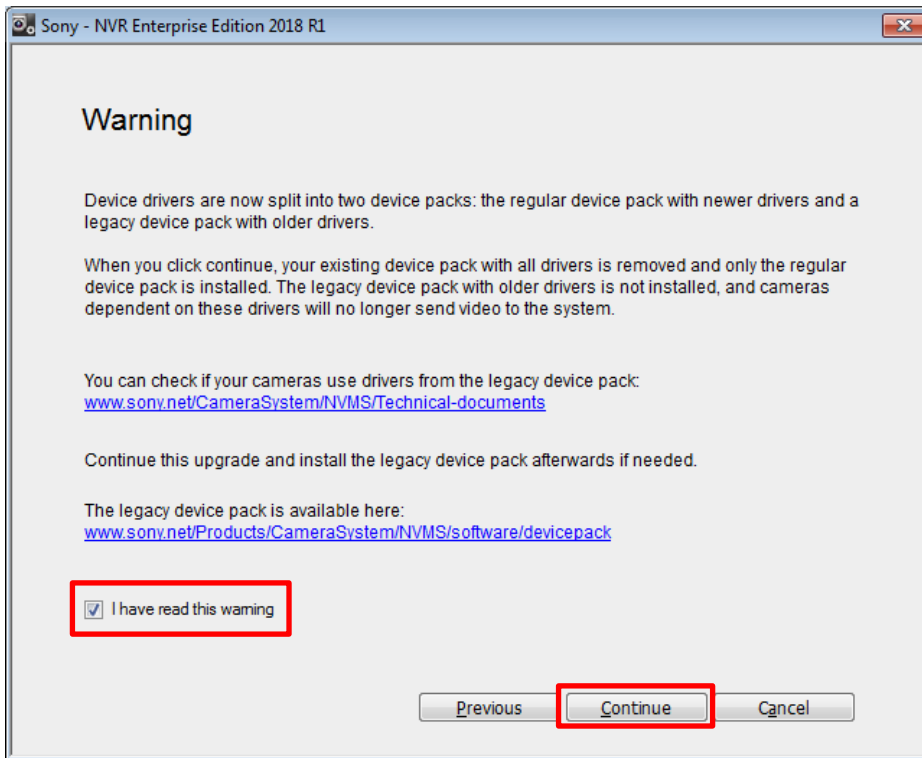


8. Click [Continue].

Note: When the component “NVMS Mobile Server” is not required, uncheck “NVMS Mobile Server” before clicking [Continue].

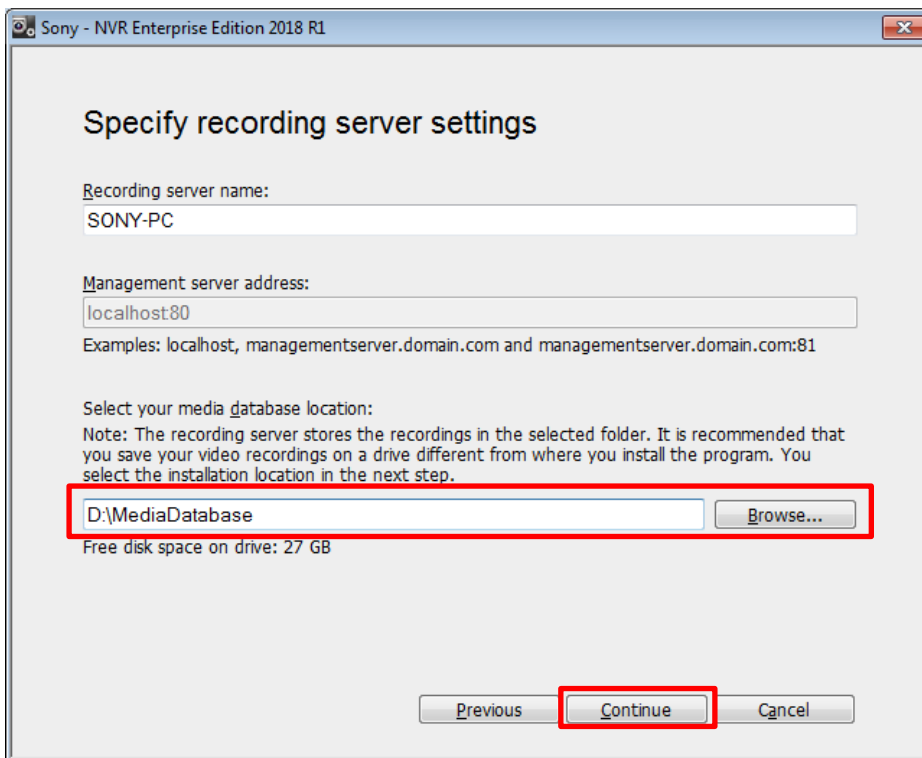


9. If you see the following warning dialog about device pack, check [I have read this warning] and click [Continue]. (You may not see this dialog depending on preconditions)

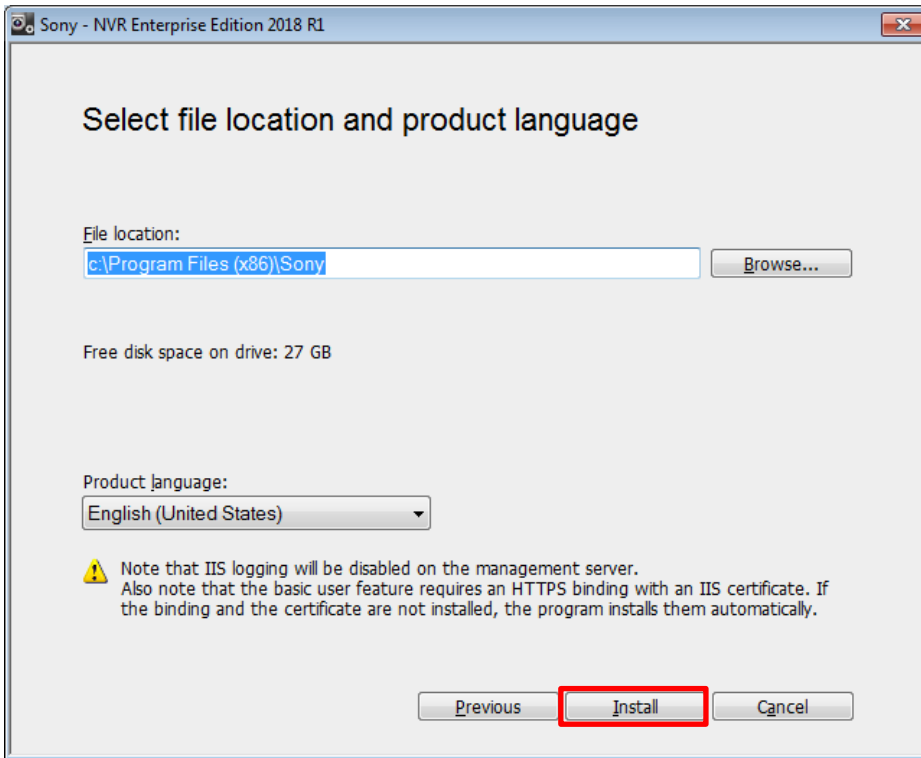


10. Change the setting "Media database" to "D:\MediaDatabase", and click [Continue].

Note: Never change the setting "Recording Server name".



11. Click [Install].



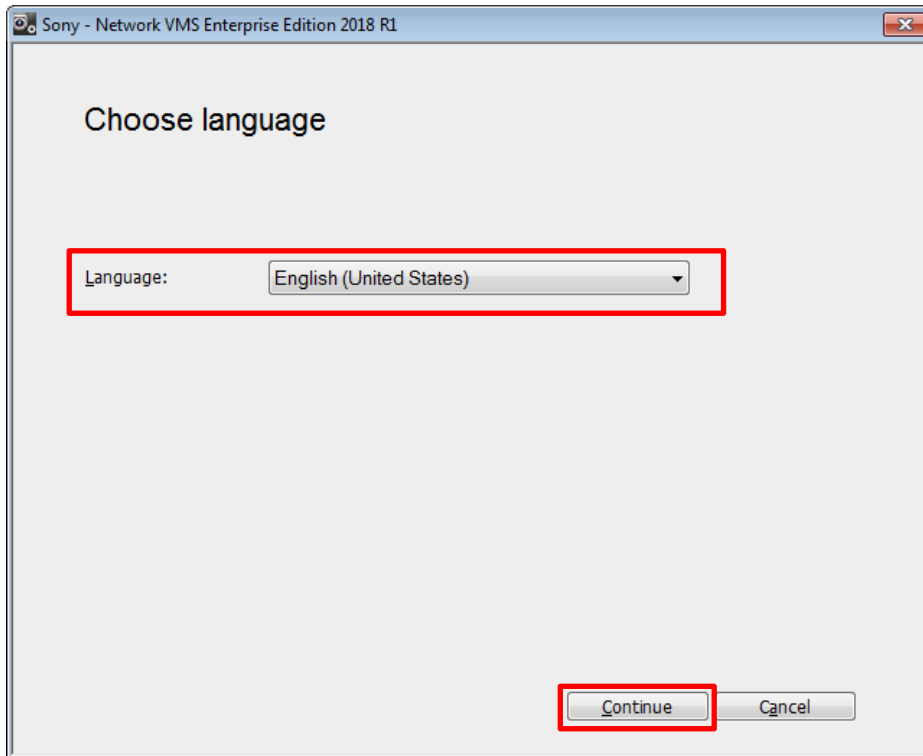
12. After a while, the installer window is automatically closed.

13. Start second phase of the installation. (Note: The following steps look similar to the one in the first installation phase, but these are not typos)

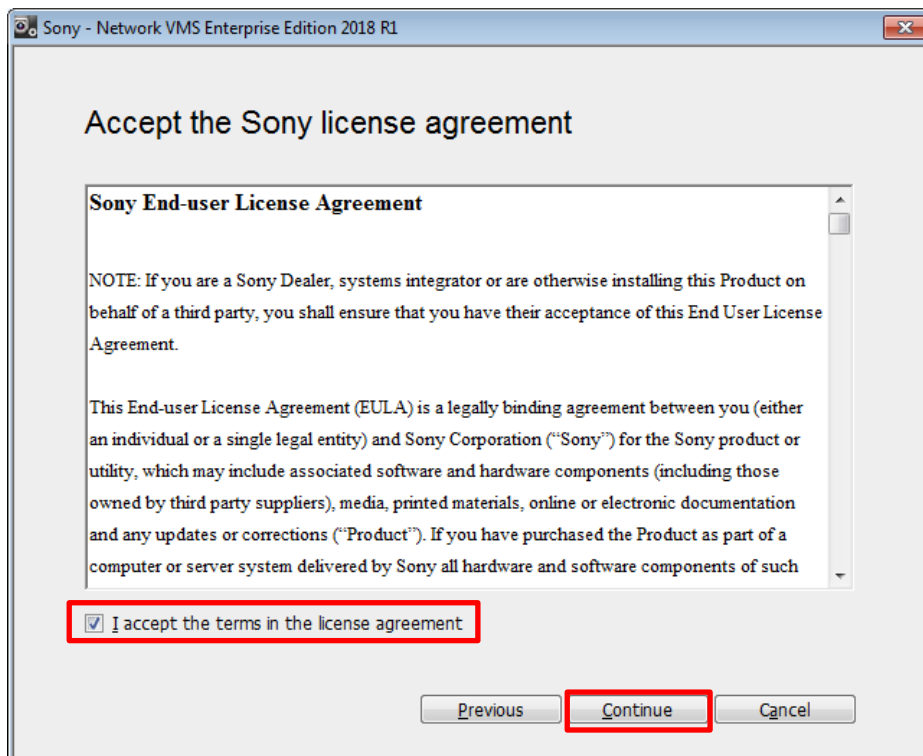
Double click

“NetworkVMS_Enterprise_Edition_Products_2018_R1_12.1a_NVR_System_Installer.exe”.

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

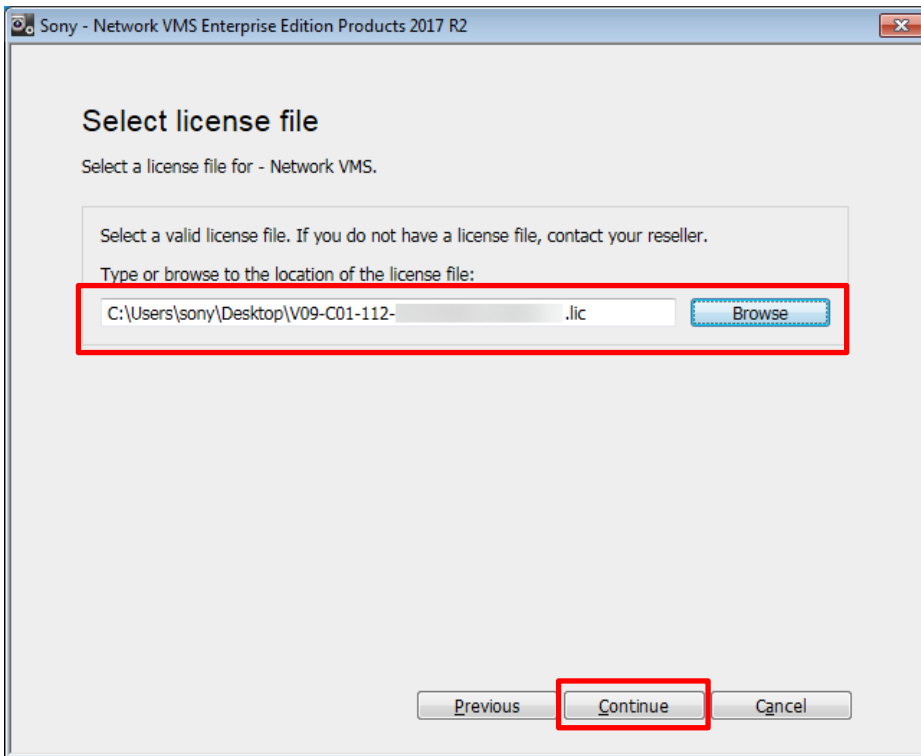


15. Check [I accept the terms in the License agreement], and click [Continue].

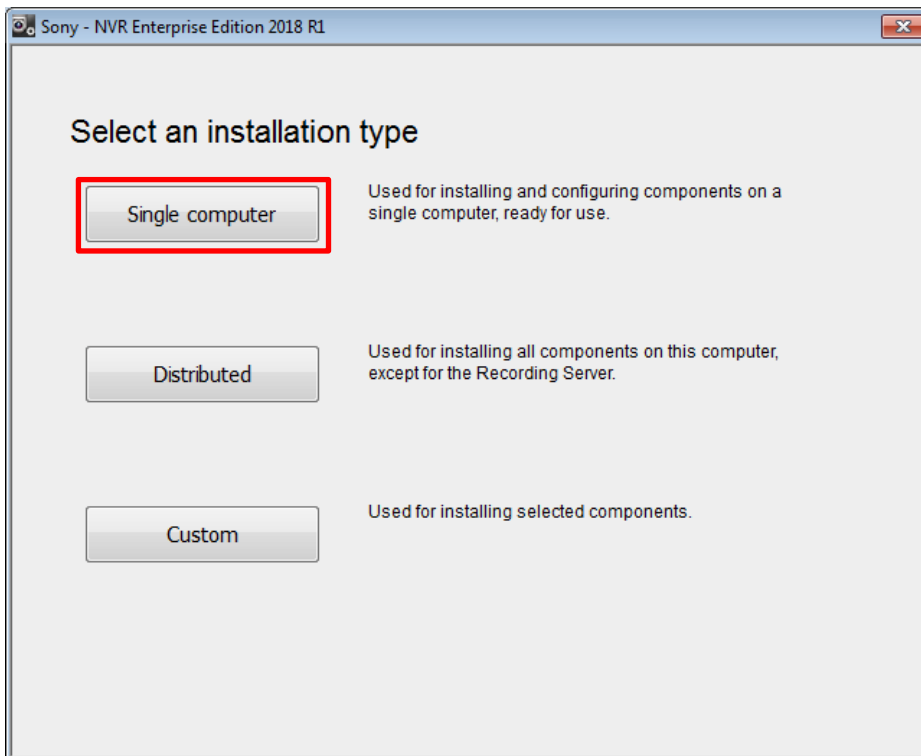


16. Click [Browse] and choose the upgraded license file (*.lic), then click [Continue].

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

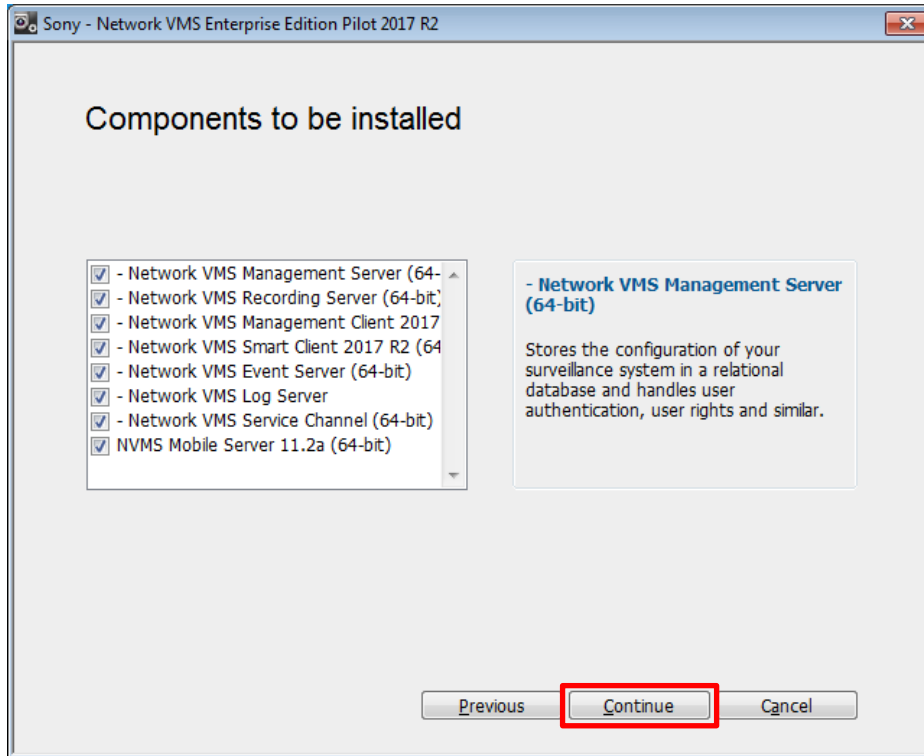


17. Click [Single Computer].

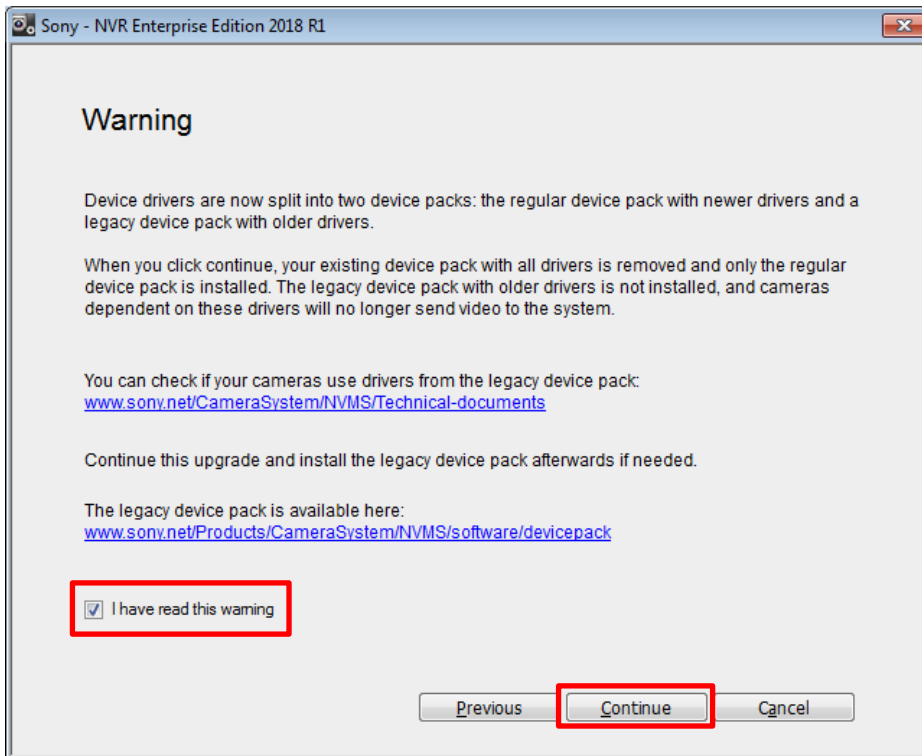


18. Click [Continue].

Note: When the component “NVMS Mobile Server” is not required, uncheck “NVMS Mobile Server” before clicking [Continue].

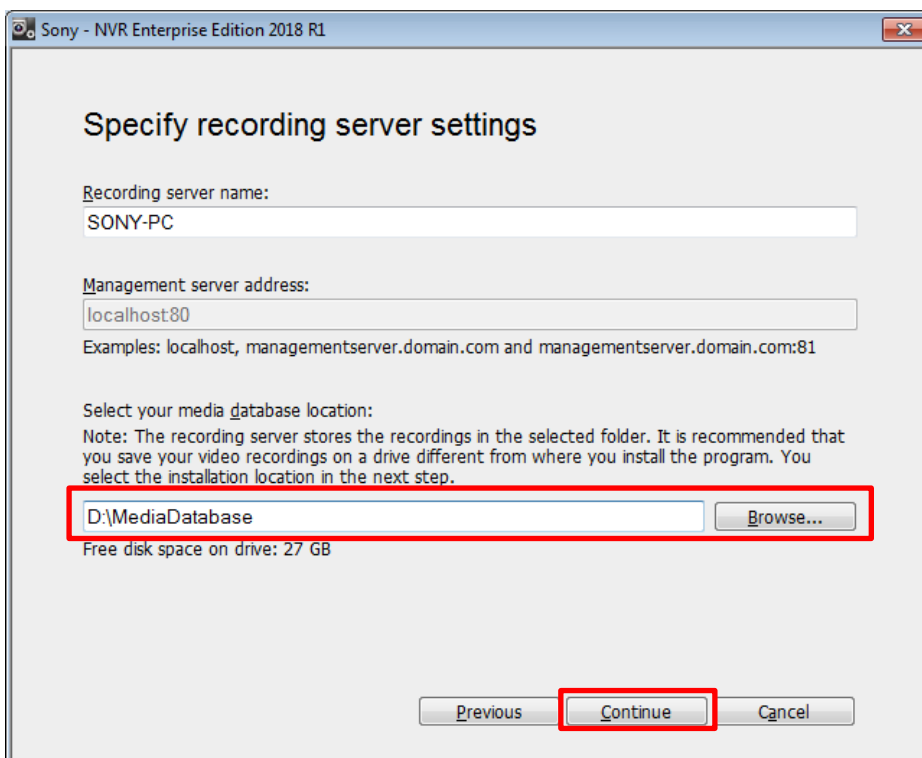


19. If you see the following warning dialog about device pack, check [I have read this warning] and click [Continue]. (You may not see this dialog depending on preconditions)

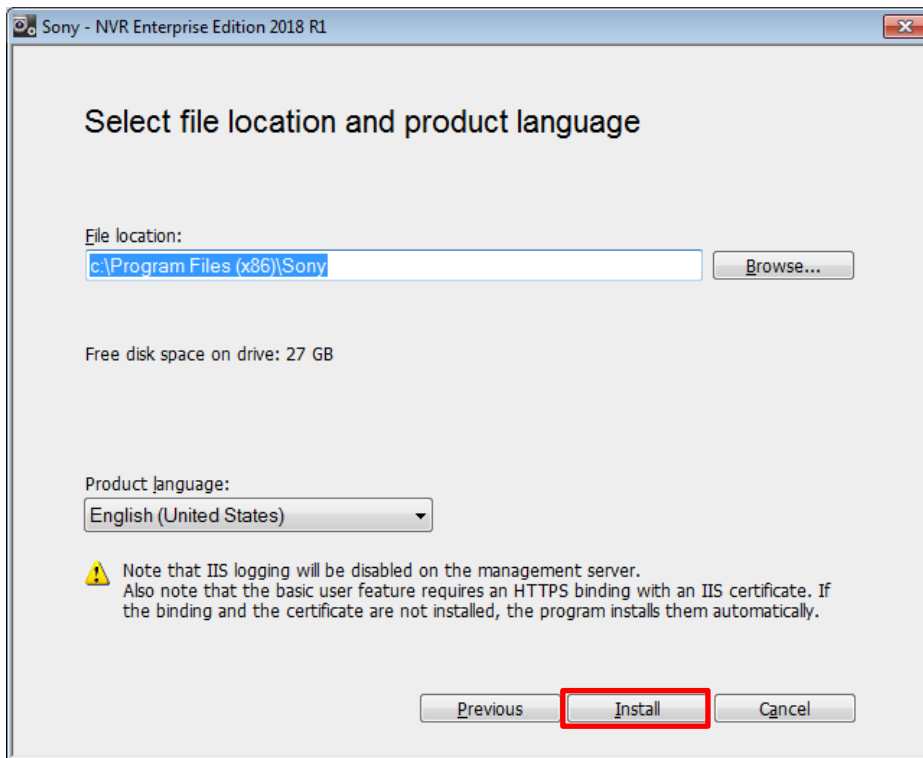


20. Change the setting "Media database" to "D:\MediaDatabase", and click [Continue].

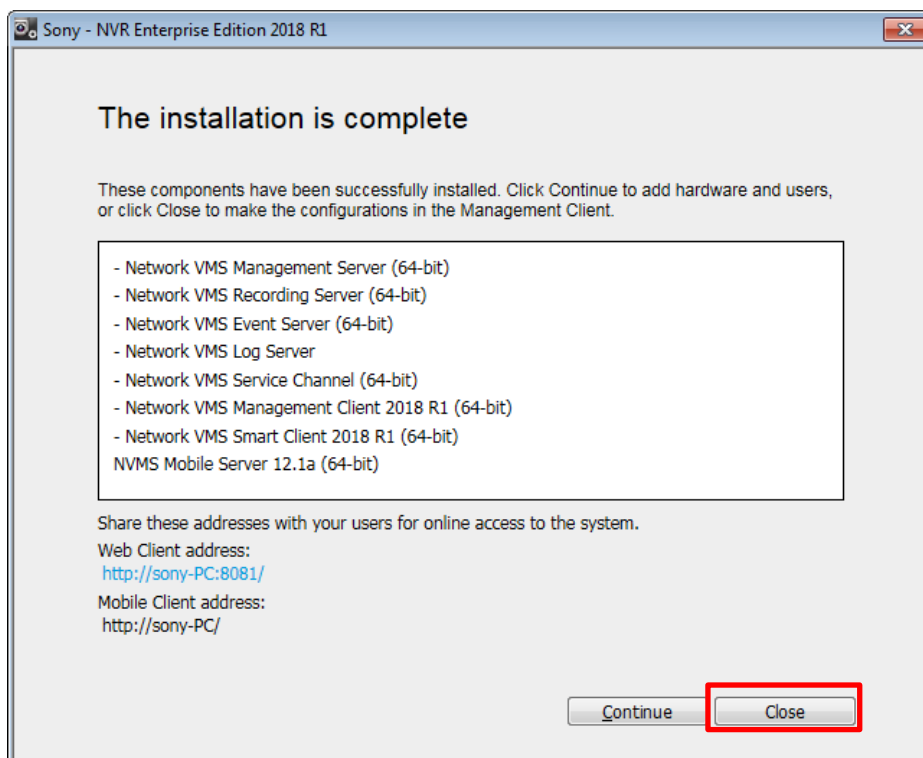
Note: Never change the setting "Recording Server name".



21. Click [Install].



22. Click [Close]. Now the second installation phase is complete.



3.2. Installing latest device pack

Install latest device pack.

3.3. Deleting version-up installer files

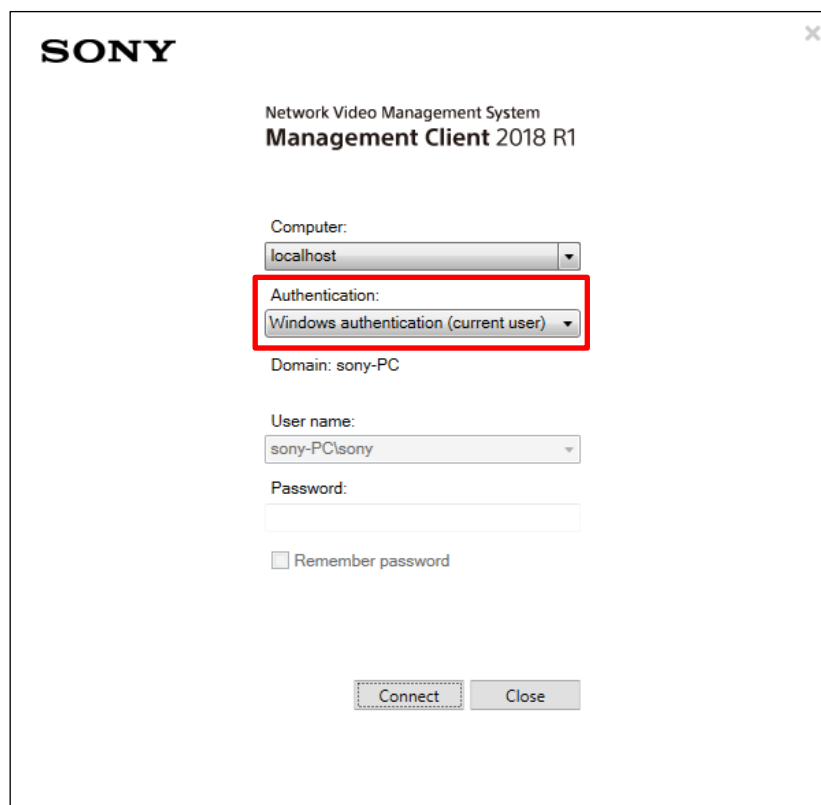
1. Move
“NetworkVMS_Enterprise_Edition_Products_2018_R1_12.1a_NVR_System_Installer.exe” on the Desktop to the Recycle Bin.
2. Move the upgraded license file (*.lic) on the Desktop to the Recycle Bin.
3. Empty the Recycle Bin.

4. Installing Windows Update

Install Windows Updates by following the technical document “NVMS Hardening Guide”.

5. Notice about user name and password displayed in the login panel of Management Client just after version-up installation

User name, password and etc. filled in the login dialog of Management Client before this version-upgrade installation, are reset to default ones by this version-upgrade installer — the “Windows authentication (current user)” is selected for the [Authentication:] method like an example below.



The screenshot shows the login dialog for the Sony Network Video Management System Management Client 2018 R1. The dialog has a title bar with the Sony logo and a close button. The main content area contains the following fields and options:

- Computer:** A dropdown menu showing 'localhost'.
- Authentication:** A dropdown menu showing 'Windows authentication (current user)', which is highlighted with a red rectangular box.
- Domain:** A text field showing 'sony-PC'.
- User name:** A dropdown menu showing 'sony-PC\sony'.
- Password:** A text input field.
- Remember password
- Connect** and **Close** buttons at the bottom.

If you have used other authentication methods to login to Management Client, choose “Windows authentication” or “Basic authentication” for the [Authentication:] method, then enter user name and password required for selected authentication method.

Note: You will see the selected method and entered credentials when you launch Management Client again on the same computer.

6. Activating camera license

Activate camera license (hardware device license). Refer to the section “Activation” in the document “NVR Enterprise HAW-E 2018-R1 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
2020/March/19	1.0.0	First edition.

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