

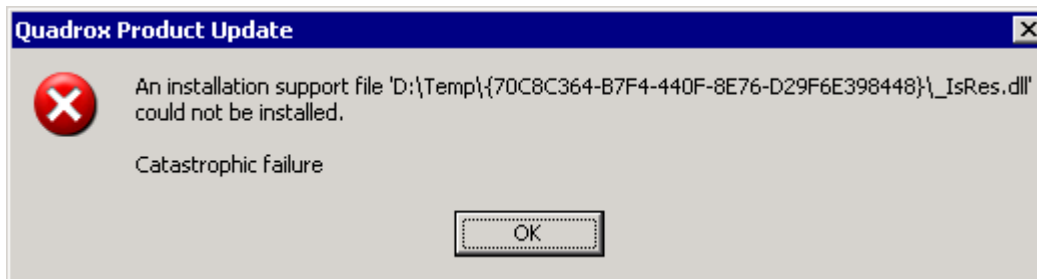
KB-0114-Product update failure recovery

GENERAL

Distribution	OEM/Partner/Distributor	Installer	Customer
	YES	YES	YES
Last Update	08-02-2010		
Product	WebCCTV, GuardNVR, Alarms, POS		
Version	4.3.0.0 and higher		

DESCRIPTION

In some rare cases the Quadrox Product update is unable to update machine and fails after restart. It displays the following window during the first boot after the update:



(the exact path in the message can be different). The updated product (WebCCTV or GuardNVR) is not functional after that. To recover from this failure follow the procedure below.

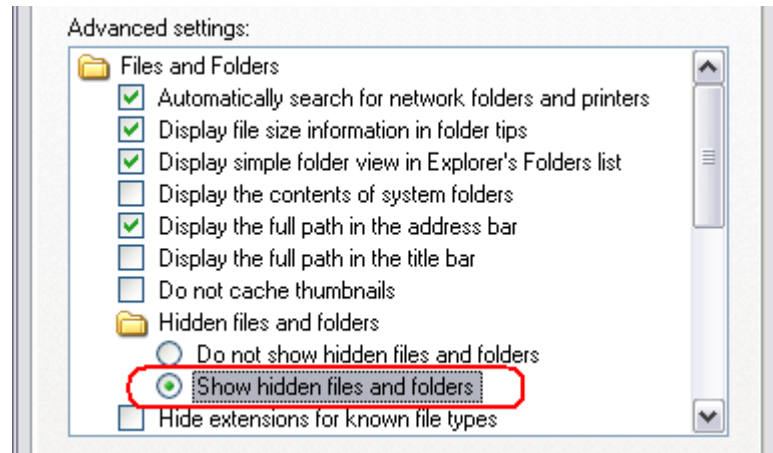
SOLUTION

Please perform the following steps:

1. Go to **Start -> Run... -> cmd**, type **regedit** and press **Enter**. Locate the following registry key and delete it:

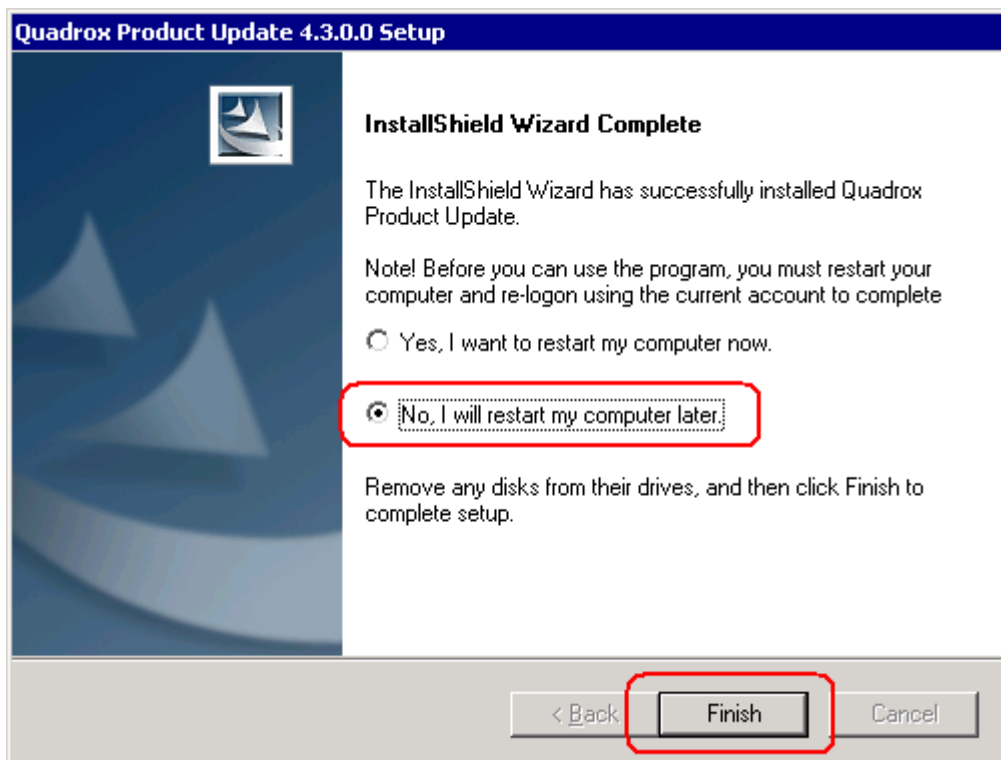
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{70C8C364-B7F4-440F-8E76-D29F6E398448}

2. Locate and delete the “C:\Program Files\InstallShield Installation Information\{70C8C364-B7F4-440F-8E76-D29F6E398448}” folder. The “InstallShield Installation Information” folder is usually hidden, so you need to enable the hidden and system files view in the Windows explorer. In the Windows explorer select **Tools** menu -> **Folder Options...** -> select **View** tab, locate **Hidden files and folders** and choose **Show hidden files and folders**.



Then delete the necessary folder and set this setting back.

3. Restart machine once and run the Quadrox Product Update again. At the end of installation do not agree to restart machine immediately, but select “No, I will restart my computer later” option and press Finish.



4. Restart machine manually. Now the Product Update should finish successfully.

5. In some cases the WebCCTV Video server and System Health Server are not registered after the recovered update. In this case register them manually:

Run the following commands:

```
C:\Program Files\Quadrox\WebCCTV\Bin\OPServer.exe -service
```

```
C:\Program Files\Quadrox\SHS\Bin\SHSSrv.exe -service
```

for the **WebCCTV** or

```
C:\Program Files\Quadrox\GuardNVR\Bin\OPServer.exe -service
```

```
C:\Program Files\Quadrox\GuardNVR\SHS\SHSSrv.exe -service
```

commands for the **GuardNVR** installation.

6. Check and set proper services startup type in the Services applet:

Right mouse click on **My Computer** menu -> **Manage** -> select **Services and applications** node, locate **Services** option and set StartupType to Automatic for the WebCCTV System Health and WebCCTV Video Server services.

