



## Upgrading GV-VMS to Version 15.11.3.0

**Article ID: GV1-17-01-12-ai**

**Release Date: 1/12/2017**

### Applied to

GV-VMS

### Symptom

Any users of previous versions of GV-VMS may occasionally experience random recording failures or get a green screen in live view.

### Solution

If you are using a previous version of GV-VMS, you are invited to perform a GV-VMS V15.11.3.0 upgrade as soon as possible in order to prevent the above-mentioned issue from ever happening.

**To download GV-VMS V15.11.3.0**, visit the link below:

[http://www.geovision.com.tw/english/5\\_8\\_VMS.asp](http://www.geovision.com.tw/english/5_8_VMS.asp)

**For how to upgrade GV-VMS to V15.11.3.0**, refer to the document:

[http://pd.geovision.tw/technote/VMS/How\\_to\\_upgrade\\_VMS.pdf](http://pd.geovision.tw/technote/VMS/How_to_upgrade_VMS.pdf)

### Recommended System Requirements

Before upgrading to GV-VMS 15.11.3.0, make sure your PC meets the recommended system requirements below for connecting GV-VMS with 32 and 64 channels of GV and 3rd party IP cameras.



	<b>GV-VMS (Up to 32 Channels)</b>	<b>GV-VMS Pro (Up to 64 Channels)</b>
<b>OS</b>	64-bit Windows 7 / 8 / 8.1 / 10 / Server 2008 R2 / Server 2012 R2	
<b>CPU</b>	4th Generation i3-4130, 3.4 GHz	4th Generation i7-4770, 3.4 GHz
<b>Memory</b>	8 GB RAM	16 GB RAM
<p><b>Note:</b> To run GV-VMS V15.11.3.0 properly, double-check that your PC has at least 8 GB of RAM.</p>		

## Technical Support

Should you encounter connection issues after upgrading to GV-VMS V15.11.3.0, please contact GeoVision's Technical Support for assistance.

To speed up the debug process, it is recommended that you have TeamViewer already installed on your PC so we can remotely access your GV-VMS to resolve the reported issues. Alternatively, you can send us the log file generated by the GV-System Analysis tool to help us identify the causes of the reported issues.

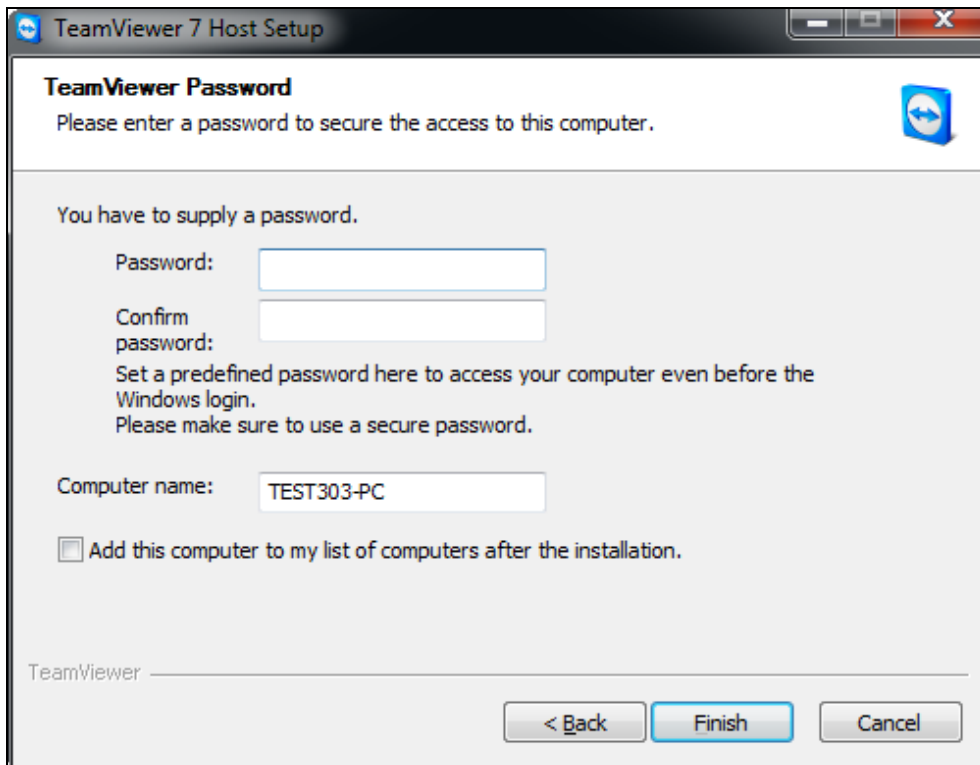
## TeamViewer

We highly encourage you to install **TeamViewer V7** provided by GeoVision. Follow the steps to install TeamViewer V7:

1. Download **TeamViewer V7** from the link: [http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Software/FreeAP/TeamViewer\\_Host\\_Setup\\_V7.zip](http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Software/FreeAP/TeamViewer_Host_Setup_V7.zip)



2. During the installation process, type a permanent password in the **Password** column and confirm it.



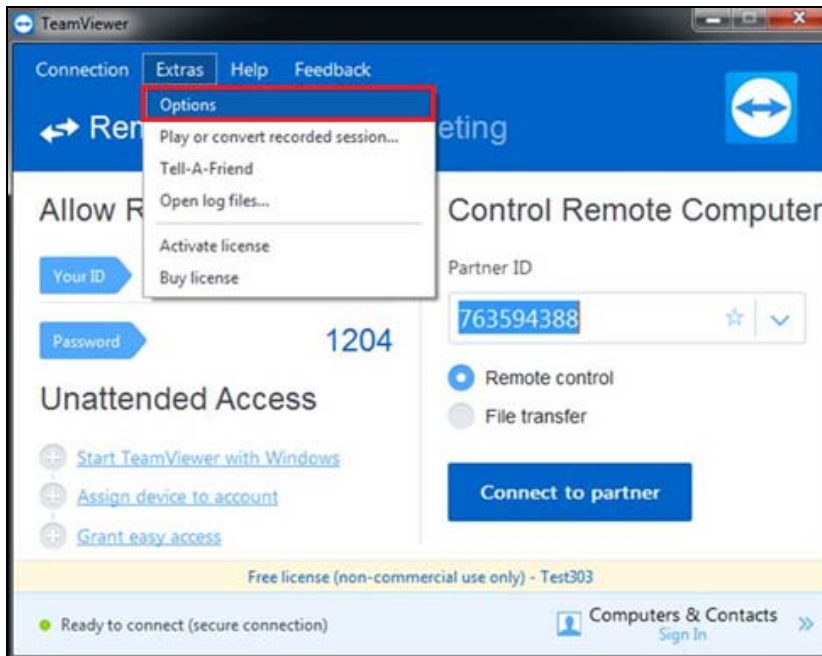
3. After installing TeamViewer 7, send us your ID and the password you set in Step 2, together with the Supervisor's ID and password on your GV-VMS.



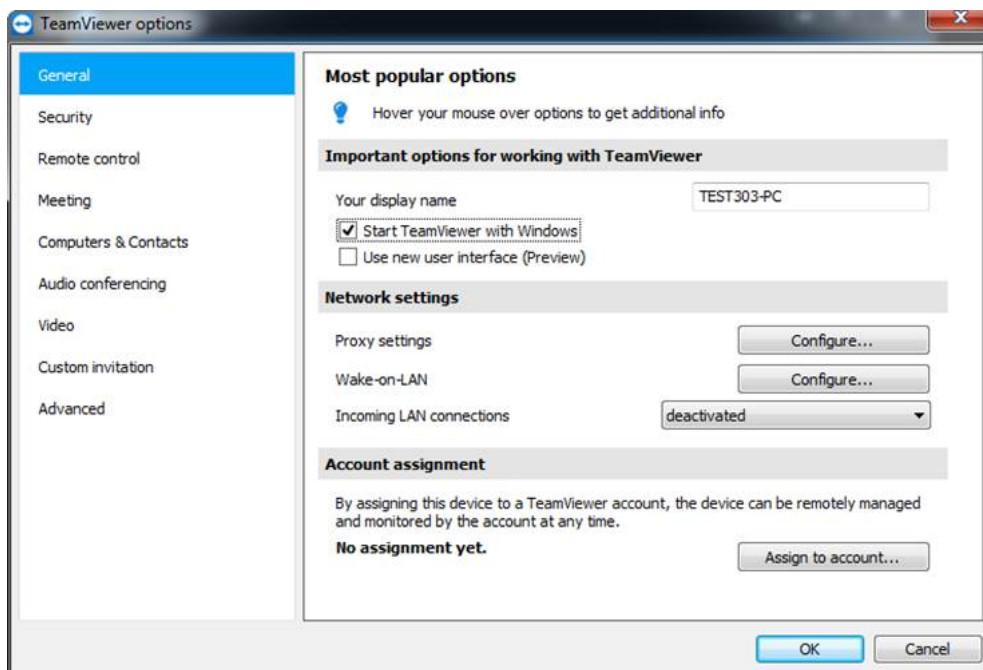


If you are not using the TeamViewer program provided by GeoVision,

1. Open TeamViewer from your PC.
2. Click **Extras** and click **Options**.

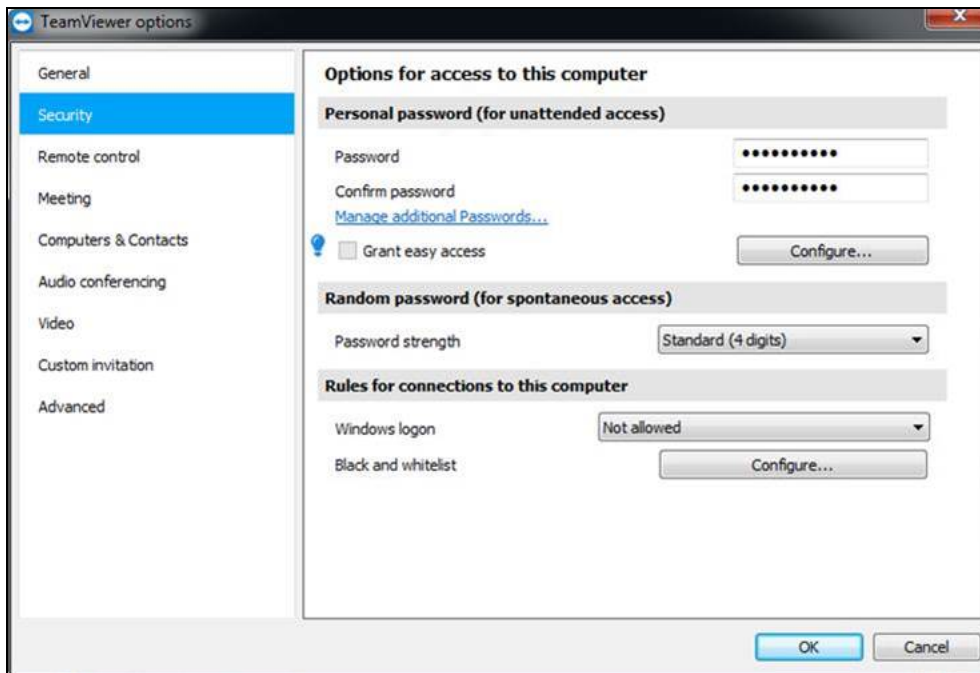


3. In the General Tab of TeamViewer options, select **Start TeamViewer with Windows**. This means TeamViewer will start automatically each time you reboot your PC.



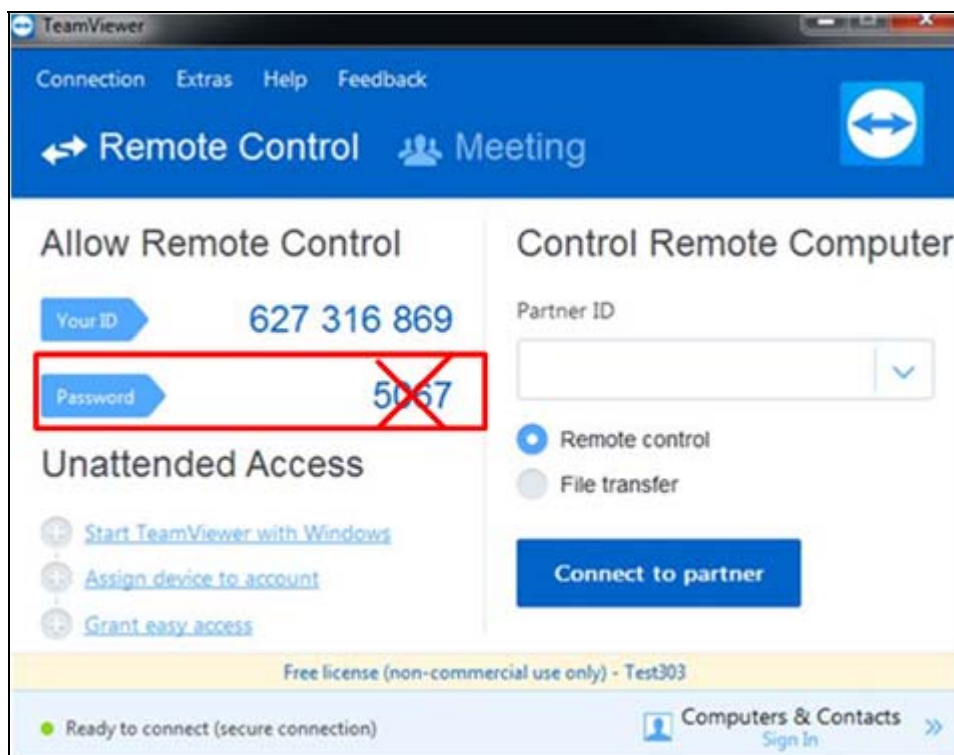


4. Select the **Security** tab, type a **Password** and confirm it to be your permanent password.



5. Send us your ID and the permanent password you set in Step 4, together with the Supervisor's ID and password on your GV-VMS.

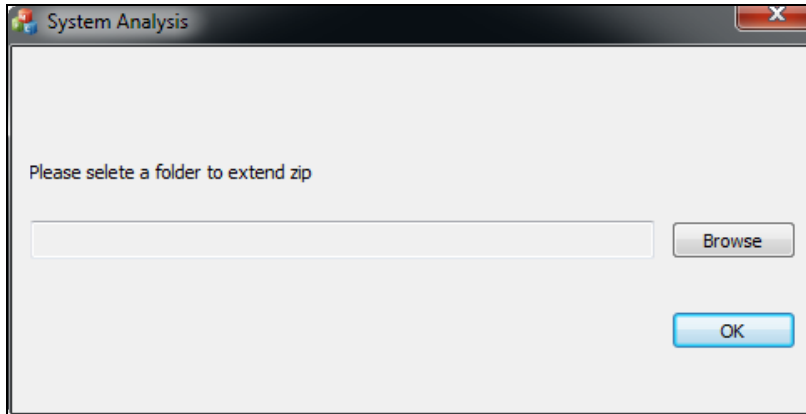
**IMPORTANT:** Please do not send us the password in the figure below as TeamViewer randomly creates a password after each session.



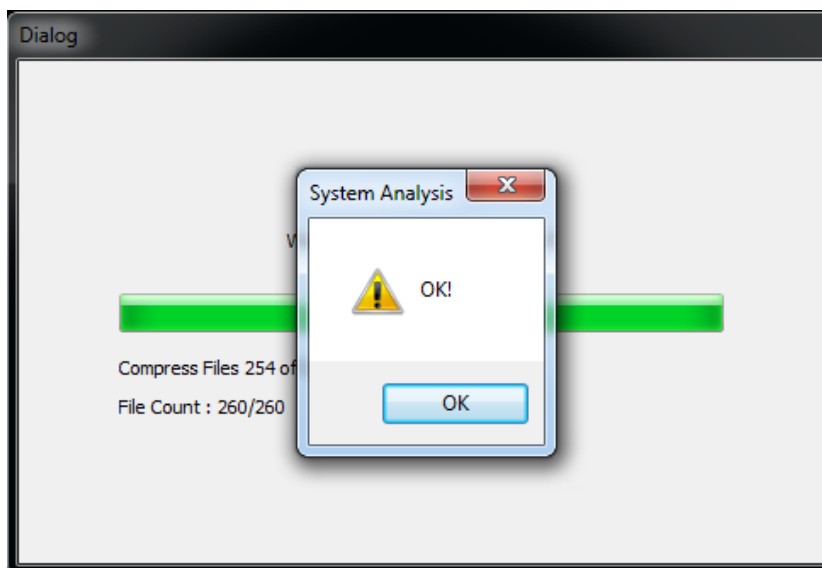


## GV-System Analysis

1. Download **GV-System Analysis** from the link:  
[http://www.geovision.com.tw/english/5\\_8\\_Other.asp](http://www.geovision.com.tw/english/5_8_Other.asp)
2. Execute the downloaded file **System Analysis.exe**
3. Click **Browse** and identify a location to save the dump files.



4. Click **OK**. Wait for the compression process to be completed.



5. Send the log file to our technical support team.

