

Best Practices when Upgrading an exacqVision Server from Windows XP to Windows 7

DISCLAIMER: Any user attempting to upgrade an exacqVision system using this procedure assumes all risk of data loss and hardware issues, and must troubleshoot all related issues without the assistance of Exacq Technologies.

Section 1: Pre-requisites

- USB drive, at least 4GB (preferably new).
- A valid copy of Windows 7 Pro 32-bit and license.
- Motherboard drivers downloaded from the manufacturer (BIOS, LAN, INF, Audio, AMT, and ME). You can reference the exacqVision Knowledge Base on how to determine which motherboard you have.
- Capture board drivers, SysPrep, and exacqVision software. Download the newest version of capture board drivers and exacqVision client available at exacq.com. If your exacqVision license is expired, use the version of exacqVision software and SysPrep included with the system; you can find them on the Windows Utilities Disc that came with the server.
- Determine whether you have a RAID Controller. If so, download its drivers and software from the manufacturer's web site. Be sure to obtain the Windows 7 32-bit drivers.

NOTE: You **might** lose the video data on the disk where the operating system is located, so plan accordingly. The only case in which you should not lose any video data is with a RAID system not using JBOD.

Section 2: System Preparation

1. Use exacqVision Client to export both the existing system settings and the license from the exacqVision server. These options are available by opening the Config (Setup) page and then the System page for the server.
2. Copy the settings and license information to the USB Drive.
3. It is suggested that you run the BIOS upgrade at this point. Use the instructions from the manufacturer's web site.

Section 3: Operating System Installation

1. If you have a RAID controller, you must load its drivers before you can see the partitions associated with those drives.
2. Use a separate partition 30GB or larger for the operating system. This might require you to format the drive that currently contains the operating system partition, which would destroy the data it contains.



Section 4: Post-Installation Considerations

1. Install packages in the following order:
 - A. Windows updates (install only up to Internet Explorer 10);
 - B. motherboard drivers;
 - C. RAID controller software;
 - D. capture board drivers;
 - E. SysPrep;
 - F. exacqVision software.
 - G. Reboot the system after each step or as prompted.
2. Import your license and original settings. Please note that some new features (such as hardware monitoring) might still not be available.
3. If your capture boards appear to have swapped order, see <https://exacq.com/kb/?crc=2347> for information on changing their order.