1 Getting Started

This document provides information on how to use the victor/C·CURE Unified Installer. This guide can also be used for installing the individual victor software releases listed below. When using these victor installers the steps for selection may differ but the installation procedure should remain the same.

- victor Only (Application Server, victor Client, victor Express) (go to section 14,15 or 16)
- victor client (go to section 15)
- victor Application Server and victor unified client (with SQL 32-bit or SQL 64-bit) (go to section 14)
- victor Express (go to section 16)

Each installation is unique, you should carefully plan and design how your system is to be implemented. Relationships and dependencies between various system elements often require specific sequences for configuration, setup and installation. Your AD/SWH Security Integrator should adapt the details and sequence of your implementation to suit your needs.

For typical victor/C·CURE 9000 installations, you should initially install software on all computers in the security system. For configuration information refer to the C·CURE 9000 Installation and Upgrade Guide or the victor Administration Configuration Guide.

Before installing the software, ensure:
- Systems have sufficient disk space to run and install the applications.
- Systems meet the minimum hardware and software requirements detailed in the relevant victor/C·CURE data sheets. The Unified Installer will check that each system meets the minimum hardware, software and disk space requirements. If the minimum requirements are not met, the installer displays a warning. You can continue the installation but system performance may be affected.
- You have valid System licenses and Software Support Agreement (if applicable).
- You have administrative privileges on all relevant systems.
- If a pre-installed version of SQL is running on the machine ensure that the 'sysadmin' role is enabled as this is required by Crossfire to connect to SQL.

2 Product Installation

The Unified Installer runs the dashboard, which allows you to select products and services for installation. Once you have made your selections based on the product(s) required, select 'Install' to start the installation process. Integrations can also be downloaded and installed separately.

Licensing of the software is managed by the License Manager.

It is recommended that the server software is hosted on a dedicated server. Client software must be installed on every computer in the system including the server. The Unified Installer installs all necessary third-party software (prerequisites) before installing the selected software products.
- Microsoft.NET Framework 4.5 is required to run the dashboard. If this is not currently on the system, you are prompted to install before the dashboard will run.

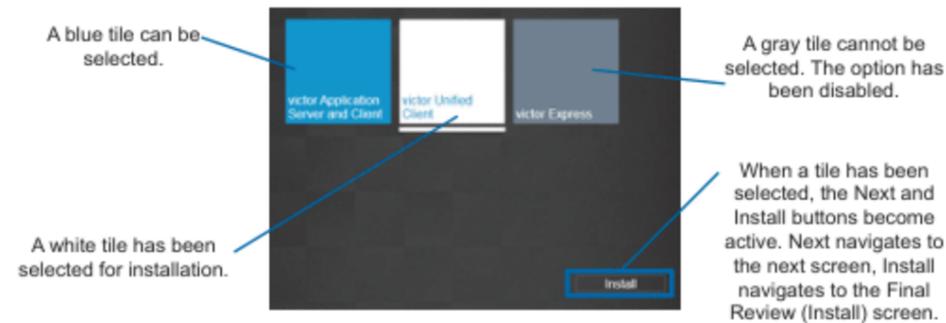**Before running the Unified Installer, note the following:**
- Go to product data sheet for minimum and recommended system requirements.
- For upgrades, the installation steps may vary from those detailed in this setup guide.
- If individual installers are used rather than the Unified Installer the steps for selection may differ but the installation procedure should remain the same.
- You must perform upgrades, repairs and uninstalls using the original installer account.
- Upgrades from victor Express to victor Professional require a license.
- For a unified C·CURE and victor installation select Software House.
- If software has been previously installed, the dashboard may not start on the Welcome screen and may instead revert to the main product page.

3 Using the Installer Dashboard

The following section provides guidance on how to navigate and select products for installation using the dashboard.

Selecting Tiles

Select the tiles to add and remove products to/from the installation.

A blue tile can be selected.

A white tile has been selected for installation.

A gray tile cannot be selected. The option has been disabled.

When a tile has been selected, the Next and Install buttons become active. Next navigates to the next screen, Install navigates to the Final Review (Install) screen.
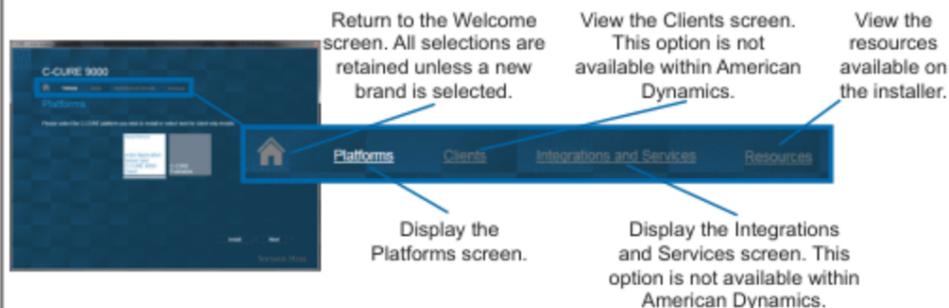
Upgrade, Repair or Remove an Installation

If a previous version of the software exists on the system, the tiles display additional text as shown below:

Repair/Remove Where applicable, the current software version can be modified, repaired or removed.

Upgrade The current software version can be upgraded.

Navigation Bar

When you move from the Welcome screen, a navigation bar displays. You can use this to navigate the dashboard.

Return to the Welcome screen. All selections are retained unless a new brand is selected.

View the Clients screen. This option is not available within American Dynamics.

View the resources available on the installer.

Display the Platforms screen.

Display the Integrations and Services screen. This option is not available within American Dynamics.

Selecting Services

How to select services.

Select the check box to add the corresponding service to the installation.

Install becomes active when a service is selected.

Before using the dashboard, note the following:
- If a prerequisite indicates a restart is required, the dashboard continues to install all items and notifies that a restart is required at the end of the install process.
- If selections have been made and the home icon is selected all, selections will be retained.
- Post vAS upgrade, system reboot will be required.
- To remove all selections: select the home icon then select an alternative brand.
- Start Over navigates to the Welcome screen and removes all selections.
- Selecting Install at any stage navigates to the Final Review (Install) screen.
- The navigation bar is not displayed on the Welcome screen.
- If prerequisites are required, the Prerequisites Install screen displays when you select Install on the Final Review screen. When no prerequisites are required, Install begins installing the product.
- If victor Application Server has been previously installed, the C·CURE Evaluation tile and victor Express tile is disabled.

4 Software Products

Software Products

The following software products can be installed using the Unified Installer dashboard.

American Dynamics	Software House
• victor Application Server & victor unified client (SQL Server Express 2012 optional)	• victor Application Server & C·CURE 9000 Client[3] (SQL Server Express 2012 optional)
• victor unified client	• C·CURE Evaluation
• victor Express[1 2]	• C·CURE 9000 Client & victor unified client
	• C·CURE Services
	• C·CURE 9000 Client Auto Update

[1]If upgrading from victor Express to victor Application Server go to Procedure 25.
[2]victor Express 4.7 no longer supports HDVRs and TVRs, for continued use, upgrade to victor professional.
[3] If installing a Unified C·CURE and victor server, go to Procedure 10 and select victor Unified Client to add this to the installation.

Additional installers are available for the following **American Dynamics** products

- victor Only (Application Server, victor client, victor Express) (go to section 14,15 or 16)
- victor client (go to section 15)
- victor Application Server and victor unified client (with SQL 32-bit or SQL 64-bit) (go to section 14)
- victor Express (go to section 16)

5 Software Prerequisites

All required software prerequisites are available as part of the Unified Installer and are installed as part of the normal installation process.
Alternatively, items can be downloaded from their respective websites. The Microsoft® items can be downloaded through Windows Automatic Updates or manually from the ▮▮▮▮▮ website.
The following prerequisites are installed via the Unified Installer:

- Direct X June 2010 Redist
- Microsoft Visual C++ 2008 SP1 Redist(x86) & (x64)
- Microsoft Visual C++ 2010 SP1 Redist(x86) & (x64)
- Microsoft Visual C++ 2012 Update 4 Redist(x86) & (x64)
- Microsoft Visual C++ 2013 Redist(x86) & (x64)
- Microsoft .Net v3.5 SP1
- Microsoft .Net v4.5.2
- ADSDK Redistributable
- Intellex API V5.0

- Microsoft SQL Server Compact 4.0 SP1 (x64)
- Microsoft Synchronization v2.1(x86) & (x64)
- Microsoft Provider Service 2.1(x86) & (x64)
- Microsoft Database Providers v3.1 (x86) & (x64)
- Microsoft Primary Interoperability Assemblies 2005
- Microsoft Access Database Engine
- Tyco Update Client
- Tyco Update Server

6 Starting the Unified Installer

1. Close any programs currently running.
2. Run the Setup file:
   - If you have a DVD insert the Unified Installer DVD. The dashboard will autorun.
   - If you have downloaded the Unified Installer, double-click setup.exe to run.
   The dashboard Welcome screen displays.

American Dynamics Installations

- Selecting victor Application Server and victor unified client.
- Selecting victor unified client only.
- Selecting victor Express.

7 Selecting victor Application Server

Ensure your user account has administrator privileges before you begin to install.

1. Go to Procedure 6, Starting the Unified Installer.
2. Select **American Dynamics** then select **Next**. The Platforms screen displays.
3. Select the **victor Application Server and Client** tile.
   If SQL is not installed on the computer the Install SQL Server 2014 Express check box will display. Select the check box to add SQL Server 2014 Express to the installation.
   Note: victor unified client will be installed by default.
4. Select **Install**. The Final Review screen displays.
   If prerequisites are required, they are listed along with the victor Application Server and victor unified client.
5. Select **Install**. If required, read the Terms and conditions in the EULA and select the check box to continue the installation.
6. Select **Install** to begin installing the prerequisite items if they are required,
   OR
   Select **Start Over** to return to the Welcome screen and reselect products for installation.
   When Install is selected, the prerequisite items will be installed.
   If SQL Express has been selected the SQL Sever 2014 Setup will also initiate. On completion, the victor Application Server Setup Wizard displays.
7. Go to Procedure 14, Installing victor Application Server step 2.
8. Go to Procedure 15, Installing victor unified client step 2.
9. Refer to Licensing for information on how to apply for and add a victor license.

8 Selecting victor unified client

1. Go to Procedure 6, Starting the Unified Installer.
2. Select **American Dynamics** then select **Next**. The Platforms screen displays.
3. Select the **victor unified client** tile.
4. Select **Install**. The Final Review screen displays.
   If prerequisites are required, they are listed along with victor unified client, read the Terms and conditions in the EULA and select the check box to continue the installation.
5. Select **Install** to begin installing the prerequisite items,
   OR
   Select **Start Over** to return to the Welcome screen and reselect products for installation.
   When Install is selected, the prerequisite items will be installed if they are required.
6. Go to Procedure 15, Installing the victor unified client step 1.

9 Selecting victor Express

1. Go to Procedure 6, Starting the Unified Installer.
2. Select **American Dynamics** and then select **Next**. The Platforms screen displays.
3. Select the **victor Express** tile.
4. Select **Install**. Go to Procedure 16 Installing victor Express step 2.
5. Refer to Licensing for information on how apply for and add a victor Express license.

Installer notes:

Software House Installations

- Selecting victor Application Server and C·CURE 9000 Client.
- Selecting C·CURE Evaluation and C·CURE 9000 Client.
- Selecting C·CURE 9000 Client.
- Selecting C·CURE Services.

10 Selecting victor Application Server and C·CURE 9000 Client

Ensure your user account has administrator privileges before you begin to install.
For Laptop installations only:
   a. Ensure only 1 standard LAN card is enabled.
   b. Restart the system.
   c. Re-enable adaptors after installation is complete.

1. Go to Procedure 6, Starting the Unified Installer.
2. Select **Software House** then select **Next**. The Platforms screen displays.
3. Select the **victor Application Server and C·CURE 9000 Client** tile.
   If SQL is not installed on the computer the Install SQL Server 2012 Express check box will display. Select the check box to add SQL Server 2012 Express to the installation.
4. Select **Next**. The Client screen displays.
5. Select **C·CURE 9000 Client** to add this to the installation if required.
   Note: C·CURE 9000 Client is selected by default.
6. Select **Next**. The Integrations and Services page displays.
7. Select the services to install by selecting the corresponding check box, if required.
   Note: victor Web Service is selected by default on all new installations.
8. Select **Next**. The Final Review screen displays, listing the software selected for installation.
9. Select **Install** to continue.
   If prerequisites are required, they are listed along with the victor Application Server and victor unified client.
10. Select **Install**. If required, read the Terms and conditions in the EULA and select the check box to continue the installation.
11. Select **Install** to begin installing the prerequisite items if they are required,
    OR
    Select **Start Over** to return to the Welcome screen and reselect products for installation.
12. Go to Procedure 14 Installing victor Application Server step 2.
13. Go to Procedure 17 Installing C·CURE 9000 Client step 2.
14. If selected, go to Procedure 15, Installing the victor unified client step 2.
15. If selected, go to Procedure 18 Installing C·CURE Services step 2.
    Note: victor Web Service installs silently after the client has been installed.
16. Refer to Licensing for information on how to apply for and add a C·CURE license.

11 Selecting C·CURE Evaluation

1. Go to Procedure 6, Starting the Unified Installer.
2. Select **Software House** then select **Next**. The Platforms screen displays.
3. Select the **C·CURE Evaluation** tile.
   If SQL is not installed on the computer the Install SQL Server 2012 Express check box will display. Select the check box to add SQL Server 2012 Express to the installation.
4. Select **Next**. The Final Review screen displays listing the software selected for installation.
   Note: C·CURE 9000 Client is selected by default.
5. Select **Install** to continue.
   If prerequisites are required, they are listed along with victor unified client, read the Terms and conditions in the EULA and select the check box to continue the installation.
6. Select **Install** to begin installing the prerequisite items,
   OR
   Select **Start Over** to return to the Welcome screen and reselect products for installation.
7. Go to Procedure 14, Installing victor Application Server step 2.
8. Go to Procedure 17, Installing C·CURE 9000 Client step 2.
9. Refer to Licensing for information on how to apply for and add a C·CURE license.

12 Selecting C·CURE 9000 Client

1. Go to Procedure 6, Starting the Unified Installer.
2. Select **Software House** then select **Next**. The Platforms screen displays.
3. Select **Clients** from the navigation menu.
4. Select the **C·CURE 9000 Client** tile.
5. Select **Next**. The Integrations and Services page displays.
6. Select the services to install by selecting the corresponding check box, if required.
7. Select **Next**. The Final Review screen will display, listing the software selected for installation.
8. Select **Install** to continue.
   If prerequisites are required, they are listed along with victor unified client, read the Terms and conditions in the EULA and select the check box to continue the installation.
9. Select **Install** to begin installing the prerequisite items if they are required,
   OR
   Select **Start Over** to return to the Welcome screen and reselect products for installation.
10. Go to Procedure 17, Installing the C·CURE 9000 Client starting at step 2.
11. If selected, go to Procedure 18, Installing C·CURE Services step 2.
12. Refer to Licensing for information on how to apply for and add a C·CURE license.

13 Selecting C·CURE Services

1. Go to Procedure 6, Starting the Unified Installer.
2. Select **Software House** then select **Next**. The Platforms screen displays.
3. Select **Integrations and Services** from the navigation menu. The Integrations and Services screen displays.
4. Select the required services by selecting the corresponding check box.
5. Select **Install**. The Final Review displays, listing the services that will be installed.
6. Select **Install** to begin installing the selected products,
   OR
   Select **Start Over** to return to the Welcome screen.
7. Go to Installing C·CURE Services 18 starting at step 2.

14 Installing victor Application Server

Go to Procedure 7 or Procedure 10 for information on how to initiate a victor Application Server installation.

1. The victor Application Server Installer displays.
2. Select **Next** to start the victor Application Server installation. The End-User License Agreement screen displays.
3. Read the license agreement and select **I accept the terms in the license agreement** to continue the installation.
4. Select **Next**. The Customer Information screen displays.
5. Enter a **User Name** and **Organization** in the text boxes.
6. Select **Next**. The Setup type screen displays.
7. Select the type of installation required:
   - **Typical**, all files are installed to the default location and a Standalone server with a local or remote database instance will be configured. Select **Next**.
   - **Advanced**, required for Enterprise users, allows you to choose where to install the files, what type of server to configure and where the database instance is to be located. Select **Next**, and step through the wizard to configure the installation to your requirements.
8. The Ready to Install the Program screen displays.
9. Select **Install** to start the victor Application Server installation. The progress bar updates to show the installation progression. On completion, the victor Application Server Setup Wizard Completed screen displays.
10. Select the corresponding check box to **Launch the licensing application**, **Show the Release Notes (PDF)** or **Show the Windows Installer log**.
11. Select **Finish** to exit the setup wizard for the victor Application Server. The licensing application

NOTE: The License Manager application screen will display. Do not apply a licence until you have completed all of the required software installations. Refer to Licensing for information on how to apply for and add a licence.

15 Installing victor unified client

Go to Procedure 8 for information on how to initiate a victor unified client installation.

1. Select the language for the installation from the drop-down list. Select **OK**. The victor unified client Setup Wizard displays.
2. Select **Next**. The End-User License Agreement displays.
3. Read the license agreement and select **I accept the terms in the license agreement** to continue the installation.
4. Select **Next**. The destination folder selection screen displays.
5. If required, select **Change** to modify the location of the destination installation folder.
6. Select **Next**. The Installation options screen displays.
7. Configure the installation options as required.
   - Select **Help** to provide additional information on how a feature is installed.
   - Select **Space** to display the current disk space requirements.
8. Select **Next**. The Database Location for the victor Application Server screen displays.
9. Select the location for the victor Application Server database:
   - If the SQL database is installed on this computer, select **This Computer**.
   - If the SQL database is installed on a different computer, select **Remote Server** and enter the location in the **Specify Server name or IP address** text box.
10. Select **Next**. The Ready to Install victor Unified Client screen displays.
11. Select **Install** to begin the installation. The progress bar updates to show the installation progression. On completion, the victor unified client Setup Wizard Completed screen displays.
12. Select the corresponding check box to **Launch victor unified client** or **Show the Windows Installer log**.
13. Select **Finish** to exit the setup wizard for victor unified client.

16 Installing victor Express

Go to Procedure 9 for information on how to initiate a victor Express installation.

1. The victor Express Installer displays.
2. Select **Next**. The End-User License Agreement displays.
3. Read the license agreement and select **I accept the terms in the license agreement** to continue the installation.
4. Select **Next**. The Ready to Install screen displays.
5. If required, select **Change** to modify the location of the destination installation folder.
6. Select **Install** to begin the installation. The progress bar updates to show the installation progression. On completion the victor Express Setup Wizard Completed screen displays.
7. Select **Finish** to exit the setup wizard for victor Express.

NOTE: When using Windows authentication, you will be unable to launch victor Express if an operator with the same name as your Windows credential exists in the Operators list.

17 Installing C·CURE 9000 Client

Go to Procedure 12 for information on how to initiate a C·CURE 9000 Client installation.

1. The C·CURE 9000 Client Installer Wizard displays.
2. Select **Next**. The End-User License Agreement displays.
3. Read the license agreement and select **I accept the terms in the license agreement** to continue the installation.
4. Select **Next**. The Customer Information screen displays.
5. Enter a **User Name** and **Organization** in the text boxes.
6. Select **Next**. The destination folder selection screen displays.
7. If required, select **Change** to modify the location of the destination installation folder.
8. Select **Next**. The Server screen displays.
9. Enter a **Server name** or **IP address** in the text box.
10. Select **Next**. The Ready to Install the Program screen displays.
11. Select **Install** to begin the installation. The progress bar will update to show the installation progression. On completion the C·CURE 9000 Client Setup Wizard Completed screen displays.
12. Select the corresponding check box to **Show the Windows Installer log file** or **Show the release notes (PDF)**.
13. Select **Finish** to exit the setup wizard for C·CURE Client.

18 Installing C·CURE Services

Go to Procedure 13 for information on how to initiate a C·CURE Service installation.

1. The selected C·CURE service Wizard displays.
2. Select **Next**. The End-User License Agreement displays.
3. Read the license agreement and select **I accept the terms in the license agreement** to continue the installation.
4. Select **Next**. The destination folder selection screen displays.
5. If required, select **Change** to modify the location of the destination installation folder.
6. Select **Next**. The Ready to Install the Program screen displays.
7. Select **Install** to begin the installation. The progress bar will update to show the installation progression. On completion, the selected C·CURE service Setup Wizard Completed screen displays.
8. Select **Finish** to exit the setup wizard.

19 victor and C·CURE Integrations

Optional Integrations are available for installation from www.americandynamics.net or www.softwarehouse.com and installed seperately. *NOTE: victor and C·CURE may require a software license upgrade to utilize the selected Integrations. The following Integration options are available*

Integration	Type	License Required	Compatible with... victor	C·CURE	Unified
MZX	Fire Alarm	Yes	✓	✓	✓
Simplex 4100	Fire Alarm	Yes	✓	✓	✓
SurGard	Intrusion	Yes	✓	✓	✓
Bosch	Intrusion	Yes	✓	✓	✓
DSC Power Series	Intrusion	Yes[A]	✓	✓	✓
DSC Neo ITV2	Intrusion	Yes	✓	✓	✓
DMP	Intrusion	Yes[C]	✗	✓	✓
Galaxy	Intrusion	Yes	✓	✓	✓
victor WebService	Web Service	Yes	✓	✓	✓
C·CURE 9000 (Unified)	Access Control	Yes	✓	✓	✓
Entrapass	Access Control	Yes	✓	✗	✗
CEM	Access Control	Yes	✓	✗	✗
KONE (1+2)	Elevator	Yes	✗	✓	✓
Otis (1)	Elevator	Yes	✗	✓	✓
Otis (2)	Elevator	Yes	✗	✓	✓
Thyssen Krupp	Elevator	Yes	✗	✓	✓
Schindler	Elevator	Yes	✗	✓	✓
TOA (AiPhone)	Intercom	Yes	✓	✓	✓
Commend	Intercom	Yes	✓	✓	✓
Assa Abloy 5.0	Reader	Yes[C]	✗	✓	✓
HID Edge	Reader	Yes	✗	✓	✓
Elpas	Real Time Location	Yes	✓	✓	✓
Intellex	Video	Yes[A,B]	✓	✓	✓
VideoEdge	Video	Yes[A,B]	✓	✓	✓
HDVR	Video	Yes[A,B]	✓	✓	✓
ADTVR	Video	Yes[A,B]	✓	✓	✓
Digifort	Video	Yes	✗	✓	✓
Exacq	Video	Yes[A,B]	✓	✓	✓
Matrix DVR	Video	Yes	✓	✗	✓
3VR	Video	Yes	✓	✓	✓
Axis Camera	Video	Yes	✓	✗	✓
Axis Encoder	Video	Yes	✓	✗	✓
Bosch	Video	Yes	✓	✓	✓
Holis	Video	Yes[C]	✓	✗	✓
Illustra Camera	Video	Yes	✓	✓	✓
GPI	BiDirectional	Yes[B]	✓	✓	✓
BACnet	BMS	Yes	✓	✓	✓
Mastermind	CMS	Yes[C]	✓	✗	✓
POS	Point of Sale	Yes	✓	✓	✓
LDAP	Protocol	Yes	✓	✓	✓

[A] License is included for C·CURE 9000 [B] Licence is included for victor [C] Integration will be available soon

20 Selecting and Installing Integrations

1. Visit www.americandyncamics.net or ▮▮▮▮▮▮▮▮▮
2. Select **Support** then **Software Downloads**.
3. Select Unification Drivers (victor/C·CURE)
4. Download and save the required integration software.
5. Double-click the setup file & step-through the setup wizard to install the integration.
6. Select **Finish** to exit the setup wizard.

21 Licensing

Licensing is managed via the License Manager application. The Application allows licenses to be applied. It also displays license status and lists all licensed components.

A 60-day trial period is provided with victor Professional, victor Express and a C·CURE installation. C·CURE Evaluation provides a 60-day evaluation license. After 60-days you must license the product to continue using it.

This period may not apply if a MAS or SAS are used or if a C·CURE upgrade has been performed. Your AD/SWH Security Integrator will provide all the necessary information.

To Register you require the following:
1. Internet Connection.
2. Valid email account.
3. Valid login for either the Software House or American Dynamics website.
4. Valid Software Support Agreement.
5. The System Information file must be generated on the computer for which the license is intended. The XML file contains information specific to the machine on which it was generated. Therefore the license created is exclusive to that computer and will not work on any other.

NOTE: It may take one business day to receive your license.

22 Apply for a License - valid SSA Required

1. Double-click the **Licensing** icon on the Desktop. The License Manager displays.
2. Select **Generate**. The Save As screen displays.
   a. Enter a **File name** in the text box. (Default filename is available if required).
   b. Browse to a suitable folder to which the file will be saved.
   c. Select **Save**. An .xml file is generated and saved to the location specified.
4. On a computer with internet access, launch the Software Registration internet web page.
   • To register a victor product visit http://www.americandynamics.net and navigate to the Register a Product page.
   • To register a C·CURE product visit ▮▮▮▮▮▮▮▮ and navigate to the Register a Product page.
5. Complete the registration form and submit the generated .xml file. The license file/s will be sent to the email address specified.
6. Go to Procedure 23, Add a New License.

23 Add a new License

1. Save the license file (.LIC or .TLIC) file to a local directory.
2. Double-click the **Licensing** icon on the Desktop. The License Manager displays.
3. Select **Add New License**. The Open screen displays.
4. Browse to the .LIC or .TLIC license file and select **Open**.
5. You are prompted to confirm the License update and service restart. Select **Yes** to continue, which will restart services if they are running. This may take a few minutes.
6. The software will no longer run on a trial basis. You can use the License Manager to view the current license information, selecting the **victor** tab or the **C·CURE** tab.
7. If you encounter any problems, please see the licensing instructions .pdf included with the license E-mail.

NOTE:
• A SAS license can only be applied to a SAS installation.
• A MAS license can only be applied to a MAS installation.
• A victor Express license cannot be applied to a victor Professional installation.
• A victor Professional license cannot be applied to a victor Express installation.
• If victor Professional has been installed and C·CURE is then added to the system, you will require a new victor Professional license as well as a C·CURE license and both will require the 'Unified Install' option. When you apply the licenses, be sure to apply the victor license first, followed by the C·CURE license.
• If C·CURE has been installed and victor unified client is added to the system you will require a new C·CURE license as well as a victor Professional license, and both require the 'Unified Install' option. When you apply the licenses, be sure to apply the C·CURE license first, followed by the victor Professional license.

24 Upgrade an existing Software Installation

To initiate a software upgrade you first need to select the product on the dashboard then follow the installation procedure to install the upgrade.

Go to procedure 7 thru 13 and follow the selection procedure relevant to the product you are upgrading. The product tile will display 'Upgrade' as seen in procedure 3, Upgrade, Repair or Remove an Installation.

NOTE:
• When performing an upgrade, the installation steps may vary from those detailed in this quick start guide.
• You must perform a backup of the databases.
• You must perform upgrades using the original installer account.
• Upgrades to a major release will require a new license, refer to your AD/SWH Security Integrator for more details.

25 Upgrading from victor Express to victor unified client

Before upgrading to victor unified client from victor Express you MUST uninstall victor Express.

1. Go to Procedure 9, Selecting victor Express, steps 1 thru 3.
2. Select **Install**. The Final review screen displays listing the software to be removed.
3. Select **Install**. The victor Express Setup Wizard displays.
4. Select **Next**. The Repair or remove Installation screen displays.
5. Select **Remove**.
6. Select **Next**. The Ready to remove victor Express screen displays.
7. If required, select the **Drop the victor Express databases** check box to remove these from the system.
8. Select **Remove** to start the removal process. The Removing victor Express screen displays and the progress bar updates to show the removal progress. On completion the Unified Server Setup Wizard Completed screen displays.
9. Select **Finish**.
10. Go to Procedure 8, Selecting victor unified client.

26 Repair or Remove a Software Installation

To initiate a software repair or removal you first need to select the product on the dashboard. Go to procedure 7 thru 13 and follow the selection procedure relevant to the product you are repairing or removing. The product tile will display 'Repair/Remove' as seen in procedure 3, Upgrade, Repair or Remove an Installation. Complete the procedure.

When the product setup wizard displays, select **Next** to display the Program Maintenance screen. Select either **Repair** or **Remove** and step through the setup wizard to complete the task.

NOTE: You must perform repairs and uninstalls using the original installer account.

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27 Repair/Remove a victor Application Server and Client Installation

The following provides information on how to repair or remove a unified installation:

Repair/Remove victor Application Server
1. Depending on your software configuration go to the following procedures which allow you to select the product for repair or removal:
   • Running victor Application Server and victor unified client: go to Procedure 7, Selecting victor Application Server and victor unified client, steps 1 thru 3.
   OR
   • Running victor Application Server and C·CURE 9000 Client: go to Procedure 10 Selecting victor Application Server and C·CURE 9000 Client, steps 1 thru 7.
2. Select **Install**. The Final Review screen displays, listing the software to be repaired or removed.
3. Select **Install**. The victor Application Server Setup Wizard displays.
4. Select **Next**. The Program Maintenance screen displays.
5. Select the type of maintenance required:
   • **Repair**: fixes errors in the most recent installation by repairing missing and corrupt files, shortcuts and registry entries.
      a. Select **Next**. The Ready to Repair screen displays.
      b. Select **Repair**. The Installing victor Application Server screen displays and the progress bar updates to show the repair progress. On completion the victor Application Server Setup Wizard Completed screen displays.
      c. Select **Finish**.
   • **Remove**: selects victor Application Server for removal from the system.
      a. Select **Next**. The Uninstall Options screen displays. If required, select the Drop Product Database check box to delete the database.
      b. Select **Next**. The Ready to Remove screen displays.
      c. Select **Remove**. The Removing Unified screen displays, and the progress bar updates to show the removal progress. On completion the victor Applications Server Setup Wizard Completed screen displays.
      d. Select **Finish**.
5. Depending on your software configuration, either the C·CURE 9000 Client or victor Unified Client Setup Wizard screen displays. Go to Modify, repair or remove victor Unified Client or Repair or remove C·CURE 9000 Client below for details.

Modify, repair or remove victor unified client
1. Select **Next**. The Program Maintenance screen displays.
2. Select the type of maintenance required:
   • **Modify**: allows you to reconfigure the installation. Go to Procedure 15 Installing victor unified client step 8 thru 13.
   • **Repair**: fixes errors in the program. Select **Next**. When the Ready to Repair screen displays, select **Install** to start the repair process.
   • **Remove**: removes victor unified client from the system. Select **Next**. When the Remove victor unified client screen displays, select **Remove** to start the removal process.
3. When the victor unified client Setup Wizard Completed screen displays, select **Finish**.

Repair or remove C·CURE 9000 Client
1. Select **Next**. The Repair or remove installation screen displays.
2. Select the type of maintenance required:
   • **Repair**: fixes errors in the program. Select **Next**. When the Ready to Repair screen displays, select **Install** to start the repair process.
   • **Remove**: removes C·CURE 9000 Client from the system. Select **Next**. When the Remove C·CURE 9000 Client screen displays, select **Remove** to start the removal process.
3. When the C·CURE 9000 Client Setup Wizard Completed screen will display, select **Finish**.