



# Service Bulletin 170029

## VIGIL v9.00.0600 and Older and 9.50.0000 Systems – Update to v10 – Local Update Bug Fix

Service Bulletin #:	170029-1
Date:	August 3 <sup>rd</sup> , 2017
Product Affected:	VIGIL Server 9.00.0600 and older systems, VIGIL Server 9.50.0000 Systems
Purpose:	This document is intended to inform users of a recently identified issue with VIGIL Local Update in VIGIL 9.00.0600 and older systems as well as VIGIL 9.50.0000. This issue prevents updating to VIGIL 10.00.0000 due to an erroneous update prompt blocking the update installation. A fix for both affected branches of VIGIL is outlined in this document.
*Importance:	Low

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### 1 Problem Description

On VIGIL 9.00.0600 and older systems and VIGIL 9.50.0000 systems, VIGIL Local Update will issue an erroneous error when attempting to update to VIGIL v10.00.0000 or later systems. The error prompt will state the VGL update file version is older than the currently installed version.

If you are experiencing this issue when attempting to update to v10.00.0000 from any off the affected versions, navigate to Section 2 of this bulletin for instructions on a fix.

### 2 Solution

#### 2.1 VIGIL 9.00.0600 and Older Systems

VIGIL 9.00.0600 and older systems will experience this error when attempting to update to VIGIL 10.00.0000 or later systems. In order to enable updating to v10.00.0000 or later without experiencing this issue, an interim update must first be performed:

1. Download and install the VIGIL Server v9.00.0700 update. If necessary, contact a 3xLOGIC support representative to acquire the file.

After installation of the v9.00.0700 update is complete, updating to v10.00.0000 systems can be performed without error.

#### 2.2 VIGIL 9.50.0000 Systems

Systems running VIGIL 9.50.0000 will experience this issue when attempting to update to v10.00.0000. In order to enable updating to v10.00.0000 on v9.50.0000 systems, an interim update must first be performed:

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1. Download and install the VIGIL Server v9.50.0100 update. If necessary, contact a 3xLOGIC support representative to acquire the .vgl update file.

After installation of the v9.50.0100 update is complete, updating to v10.000.000 can be performed without error.

### 3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: [helpdesk@3xlogic.com](mailto:helpdesk@3xlogic.com)

Online: [www.3xlogic.com](http://www.3xlogic.com)

* Importance:	High	Mandatory Upgrade – Will affect the recording functionality of the VIGIL Server System and may cause loss of video records
	Medium	Recommended Upgrade – Will not cause loss of video records, may affect usability of the System.
	Low	VIGIL Server System will function properly – Affects non-critical system features only.