

Service Bulletin 170030

VIGIL 10 – VIGIL Web 10 Update Error - Fix

Service Bulletin #:	170030-1
Date:	August 30 th , 2017
Product Affected:	VIGIL Web v9.50.0000 – v10.00.0100 software installed on VIGIL Server 9.50.000 – 10.00.0100 systems, VIGIL Local Update Utility 9.50.0000-10.00.0100
Purpose:	This document is intended to notify users of a fix for a recently discovered issue with VIGIL Web v9.50.0000-10.00.0100. On VIGIL Server systems that have been updated to 9.50.0000-10.00.0100 that have VIGIL Web 9.50.0000-10.00.0100 installed, attempting to update VIGIL Web locally to a new build between 9.50.0000 – 10.00.01000 results in an erroneous error being issued and a failure to complete the update.
*Importance:	Low

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1 Problem Description

3xLOGIC Engineering has recently identified an issue on VIGIL Server 9.50.0000-10.00.0100 systems with VIGIL Web v9.50.0000-v10.00.0100 software installed.

When attempting to update to a newer version of VIGIL Web (between 9.50.000-10.00.0100) locally on VIGIL Server systems of the specified versions, the VIGIL Local Update utility will issue an erroneous error stating the required software is not installed on the system. This results in the update failing to complete. This issue arises due to a bug in VIGIL Local Update Utility v9.50.000-10.00.0100.



Example: A VIGIL Server (with VIGIL Web 9.50.0000 installed) is updated to v10.00.0000. After updating, the user attempts to update VIGIL Web to v10.00.0000 but the update fails due to the bug in VIGIL Local Update.

For instructions on a fix for this issue, navigate to the next section of the bulletin.

2 Solution

As of VIGIL 10.00.0200, this issue has been resolved. If you are receiving the erroneous update prompt when attempting to update VIGIL Web, follow the below instructions to resolve this issue:

1. Download the VIGIL Server v10.00.0200 update (VigilServerUpdate v10_00_02004.vgl) [here](#). Alternatively, contact a 3xLOGIC representative to receive a copy of the file. Be sure to reference this document so our support team can assist you as efficiently as possible.
2. Run the file and follow the on-screen instructions to finish the update process.

VIGIL Server as well as the Local Update utility will now update to v10.00.0200. When completed, VIGIL Web can be successfully updated to the latest version 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

Online: 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.