Luxriot

LUXRIOT EVO

Luxriot EVO S Installation Guide

Installation, initialization, licensing and upgrade of a standalone server

October 2026

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Table of Contents

1. Introduction 3
2. Getting Started 4
3. Prerequisites 5-6
4. Installation of Luxriot EVO S 7-13
5. Initialization and Remote Upgrade 14-16
6. License Activation 17-19
7. Online Activation 20-21
8. Offline Activation 22-25
9. Free Trial License 26-28
10. Evaluation License 29
11. Management Application Installation 30-34
12. Software Update and Uninstall 35-42
13. Migration From Previous Product Versions 43-46
14. Database Import 47-49

CHAPTER 1

1 Introduction

This part of the documentation contains guidelines on the installation of Luxriot EVO and its components, server initialization and activation, as well as the process of software update and related operations.

For detailed information on the software usage, please refer to the Luxriot EVO administration and user guides: these documents are installed together with Luxriot EVO on your machine in PDF format and are available via Windows Start menu.

CHAPTER 2

2 Getting Started

Before starting the installation, make sure that:

- you have downloaded the correct software package
- you have acquired the corresponding valid **license** key
- the host operating system is stable (functioning correctly) and has all the **updates and drivers** installed
- server **hardware matches** the project **requirements**, taking into account all used features and planned post-deployment modifications
- host system retains all the features and configuration required for software operation

> We strongly advise that you keep the software versions (e.g., 1.**x**.x) and subversions (e.g., 1.2.**x**) across your system match exactly. Software build numbers (e.g., 1.2.0.**xxxxx**) may differ slightly in case your are using 64- bit and 32-bit editions.

> If you are not sure about what server hardware to choose, do not hesitate to use Luxriot provided hardware calculators and/or contact Luxriot representative for an accurate estimation.

We advise installing and activating the software on the ultimate server assembly, as extensive subsequent hardware changes are likely to cause software license activation failure. If this happens, undo these changes, if possible, or contact product support to find a solution.

Luxriot EVO is installed as a Windows service so please make sure that the Windows user you are logged in as has sufficient privileges; otherwise, software may not be installed correctly. Note that there is no option to install and run the software in application mode.

The following topics will guide you through the installation process, as well as provide details on product configuration. If you are using a Luxriot product for the first time, we strongly advise you to carefully read and follow the instructions in this manual and related documentation.

> Luxriot is **not responsible** for software failures and/or any footage loss caused by underlying OS and/or hardware issues. It is the responsibility of the systems administrator to configure the server and provide maintenance, unless otherwise agreed (e.g., if server hardware has been shipped by Luxriot for bespoken configuration).

CHAPTER 3

3 Prerequisites

Windows 11 Smart App Control

On some Windows 11 systems, Smart App Control (SAC) may prevent the software from loading required third-party components. This may result in errors during installation, or partial or complete software block during its runtime.

For standalone or unmanaged systems, if SAC blocks the software, disable Smart App Control in Windows Security before running the application. Disabling SAC does not disable Microsoft Defender Antivirus or Windows Firewall.

For enterprise-managed environments, we recommend using Microsoft App Control for Business to define and enforce the organization's application-control policy and to allow the software and its required components.

Administrators should ensure that the selected Windows edition and security configuration complies with their organization's requirements and applicable OS Legal Requirements.

There are a number of requirements for the Luxriot EVO host system:

- Microsoft Windows operating system (10, 11, 11 IoT Enterprise, Server 2019, Server 2022), real or virtual machine
- both .NET Framework 3.5 SP1 and 4.x installed (the latest version should come with OS updates)
- for Windows Server operating systems, make sure the Desktop Experience feature is installed
- Windows Media Features must be installed (via Windows Features), it is missing by default in Windows N editions
- all Windows updates must be installed (especially, this is critical for Windows 10 and newer editions and for pending updates)
- ports for remote connections should be enabled through the firewalls (default ports are 60554 for Luxriot EVO Monitor and Luxriot EVO Console and 8080 for the Luxriot EVO Streaming Server and external services)
- disable HTTP traffic analysis in the antivirus settings (especially ESET) to ensure the correct work of external services (LPR, FR, and other external video analytics modules)
- installation and recording directories should be added to antivirus exception list so that they are not scanned or interfered with in any other manner
- indexing and defragmentation services must be disabled for the storage locations
- for the software analytics requirements, see the corresponding section of the VCA/VA manual (provided as a separate document)
- for Luxriot EVO Monitor application, DirectX 10+ is required along with the latest stable graphics card drivers
- for Luxriot EVO Monitor, display resolution of 1280x720 pixels or higher is recommended

Please pay attention to the difference between "*Windows 11 IoT*" and "*Windows 11 IoT **Enterprise***"—they are two different systems, and we do not support "*Windows 11 IoT*"!

For Windows Server 2019, specify the *Server with Desktop Experience* option as part of the OS installation. Prior versions of Windows Server allow you to install this feature post installation.

If you use a server with a clean Windows installation, make sure to install **all available Windows updates before** starting the software installation. Component deficiency (framework components, redistributables etc.) may lead to unexpected issues in software operation.

If you are using Windows 10 N or KN (special edition without media technologies), make sure to install **Windows 10 Media Feature Pack** in order to ensure Luxriot EVO operation. Without media features, Luxriot EVO will not work. You will find the media feature pack online, provided by Microsoft.

In order to enable GPU usage for video analytics, please install **NVIDIA CUDA toolkit redistributable** package, which is NOT a part of the Luxriot EVO installation. You can download the toolkit from the Luxriot website (usually available with the latest Luxriot EVO version), or request it from Luxriot representative or via support@luxriot.com.

For **recording**, the following recommendations apply:

- for 48+ channels and/or >20MB/s total recorded stream, RAID 5/6/10 with high speed hardware controller is strongly advisable
- defragmentation and indexing must be disabled for all storages
- every recording location, regardless of its type, must have 10-15% of free space, not used by Luxriot EVO or any other software
- recording to the system disk is strongly not recommended
- antivirus software or any other scanners should be disabled for the storage locations
- no third-party VMS should be recording to the same location as Luxriot EVO
- for NAS, make sure to disable the *Recycle Bin* feature, so that the erased files are actually deleted and not just moved to trash folder after adding the channels for recording, check the disk load (**disk queue**)
- disable read cache for RAID controllers

High disk queue may result in gaps in the recordings, freezing client during archive playback, etc. Minimize the disk queue to avoid system performance issues.

Antivirus **scanning**, **defragmentation**, **indexing** and other similar processes being enabled for Luxriot EVO storages may result in dramatically decreased write speed, recording disturbances and, occasionally, database corruption. We strongly recommend that you make sure that storage locations are not affected by these processes.

Luxriot is **not responsible** for software failures and/or any footage loss caused by underlying OS and/or hardware issues. It is the responsibility of the systems administrator to configure the server and provide maintenance, unless otherwise agreed (e.g., if server hardware has been shipped by Luxriot for bespoken configuration).

CHAPTER 4

4 Installation of Luxriot EVO S

Start the installation process by double-clicking on the Luxriot EVO S executable package file. The setup wizard will guide you through the installation process, providing available installation-time options depending on the chosen software package. Note that, depending on your Windows UAC configuration, you may have to confirm and/or provide administrative credentials.

We strongly advise that you stop all running third-party applications, as well as stopping antivirus scanning and Windows (and any other) updates during this phase, as these may interfere with the process and result in corrupt installation, which may cause unexpected behavior and hard-to-track issues during further software operation.

The installation wizard displays an overview of the process; also, you are able to select the installation language here. You will be prompted to select the Luxriot EVO S interface language later.

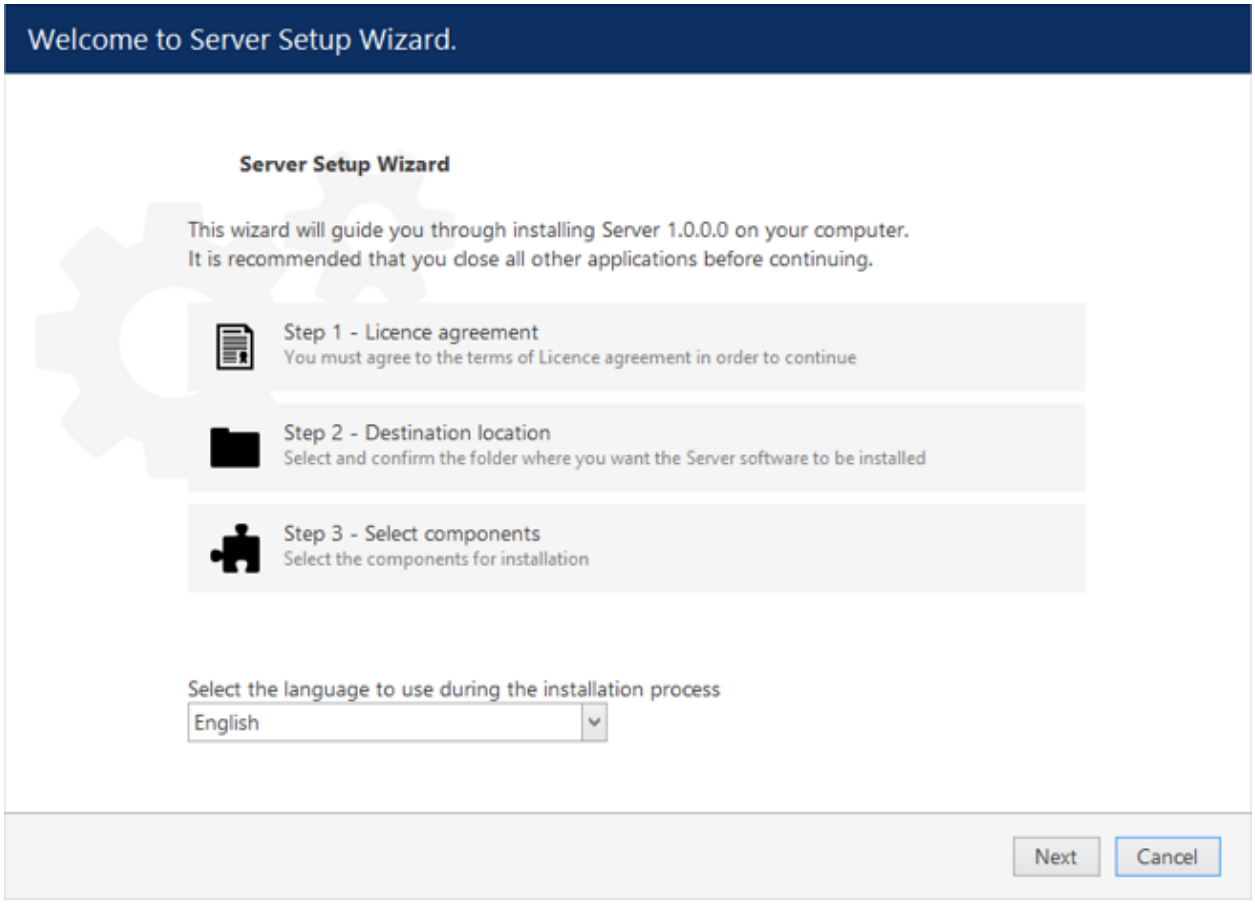


Figure 1. *Luxriot EVO S Setup Wizard*

Step 1

Carefully read the Luxriot license agreement: you must agree to all parts of the given document in order to proceed. If you agree, select *I agree...* in order to continue; otherwise, terminate software installation. If you have any questions regarding the contents of the present license agreement, please contact support@luxriot.com.

Figure 2. *License Agreement*

Step 2

Select the destination folder you want the software to be installed in. By default, Luxriot EVO S is installed in:

32-bit: *C:\Program Files (x86)\Luxriot\Luxriot EVO S*

64-bit: *C:\Program Files\Luxriot\Luxriot EVO S*

If you are re-installing Luxriot EVO S and previously selected a non-default location, make sure to select the same destination directory, or, alternatively, completely uninstall previous Luxriot EVO S version. If unsure about this, ask for Luxriot technical support team assistance. A full description of the software upgrade procedure is available in the corresponding section of the Luxriot EVO administration manual.

The setup wizards estimates how much disk space will be required. Make sure you have enough free space on the target disk. Note that low system disk space will dramatically decrease system performance and affect overall system stability.

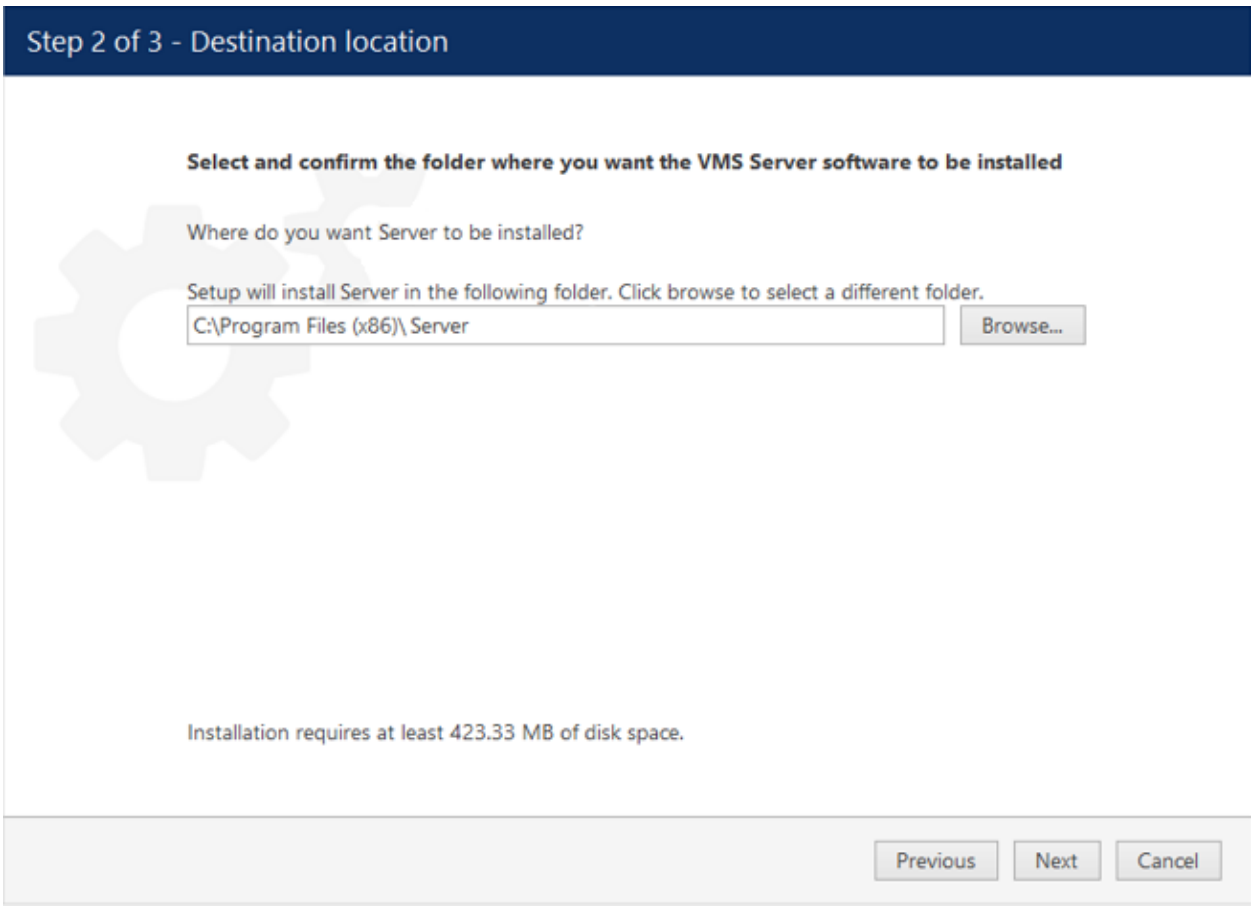


Figure 3. *Installation Directory*

Step 3

Some components are optional and so you can choose not to install them. The main Luxriot EVO S parts are obligatory and cannot be deselected (by default, these options are selected and grayed out).

If not chosen at this stage, Luxriot EVO Monitor can be installed separately later.

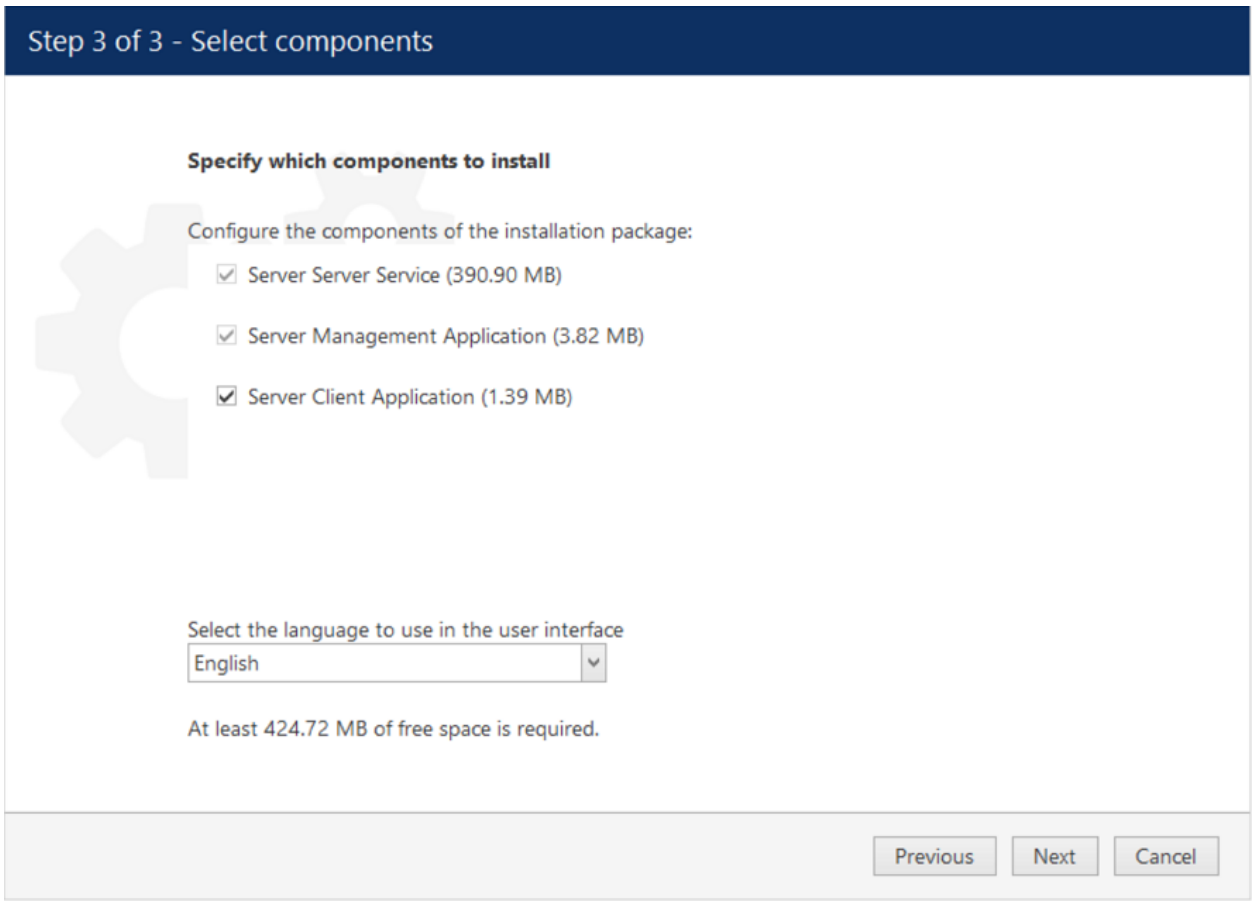


Figure 4. *Select Software Components*

If you are ready to proceed, click *Next* to begin the installation. Depending on selected components and host system condition, the process may take some time to complete, so please be patient.

Important notice for US users!

> According to the National Defense Authorization Act, section 889, federal agencies and their contractors are prohibited from using video surveillance equipment from certain Chinese companies. If your installation falls into this category, please follow the sub-step below.
>
> Here, you have an option to exclude the drivers for the abovementioned surveillance cameras, thus making the installation NDAA compliant.

In order to exclude the drivers for the non-compliant devices from the installation, expand the Luxriot EVO Server Service node in the list, and enable the *NDAA approved cameras only* option.

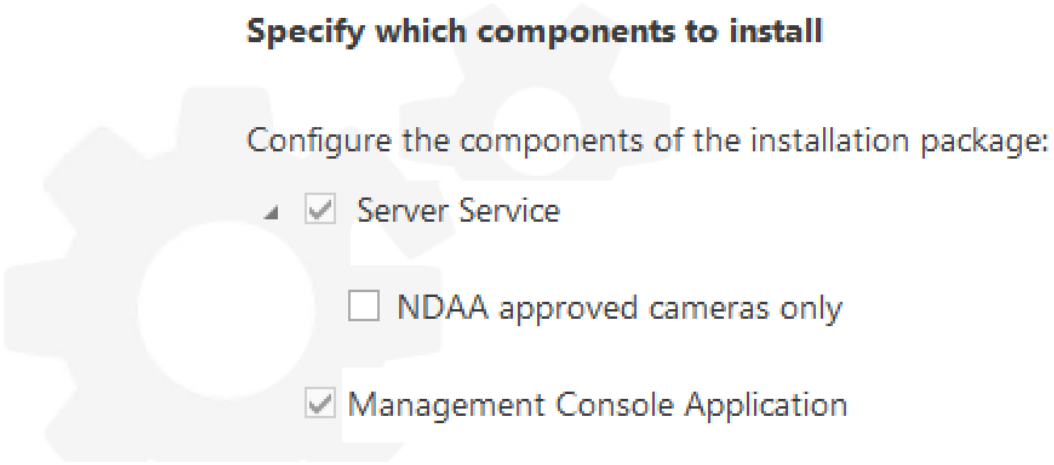


Figure 5. *An additional installation option for NDAA compliance (disabled by default).*

After selecting this option, you will get a more detailed description to read and agree.

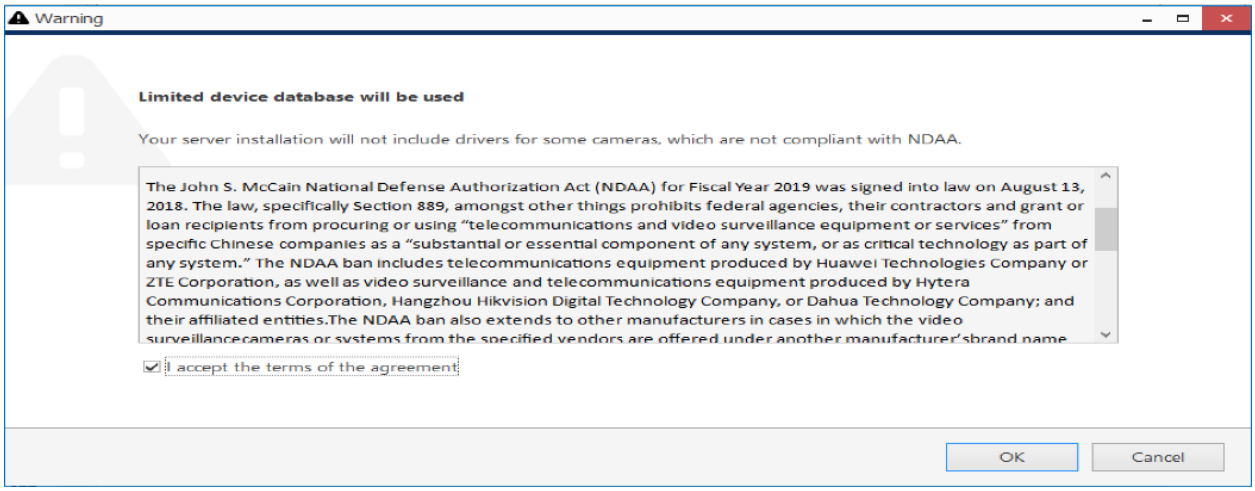


Figure 6. *Details about the limited installation package*

If you are doing a software **upgrade**, the corresponding drivers will be removed. In case your database **uses some of these devices** and therefore contains them already, you will be asked to **cancel the installation** and remove these from the configuration manually first.

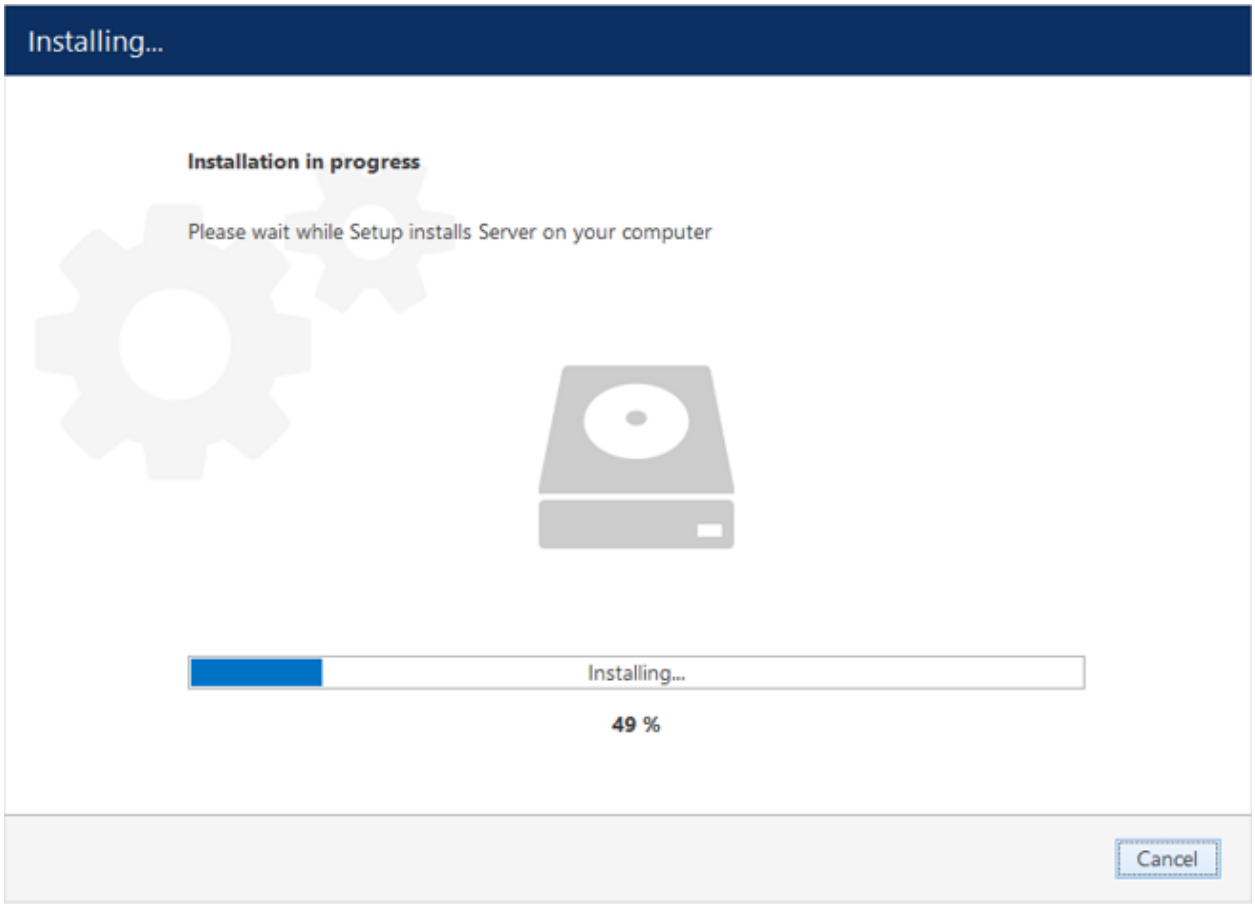


Figure 7. *Installation Progress*

Upon completion, the setup wizard will show you an installation summary. If all the steps have been fulfilled successfully, simply click *Finish* to close the wizard.

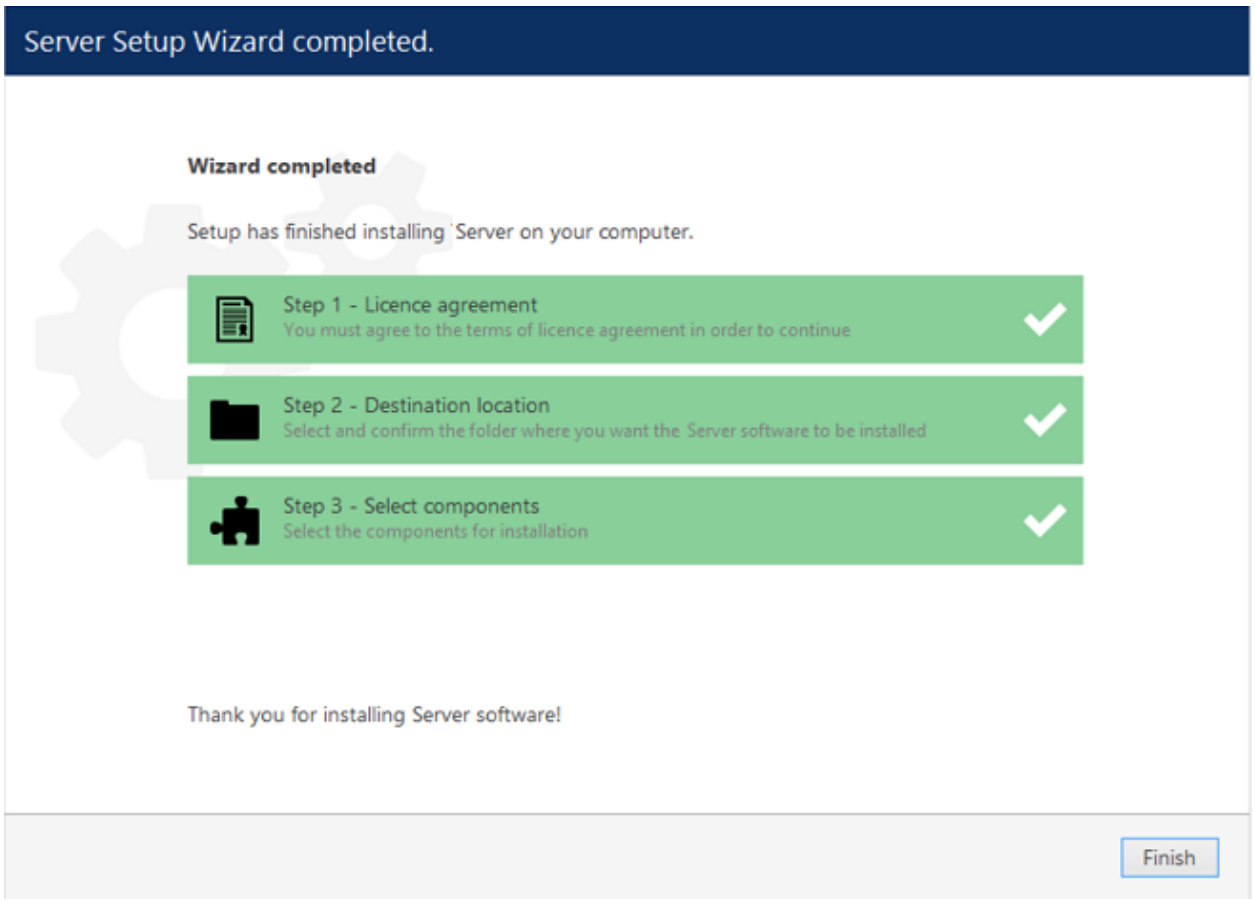


Figure 8. *Installation Complete*

After the installation has been completed, there are a few more steps necessary for you to begin using the software:

- apply server initialization settings via *Server Setup Wizard* - it will pop up automatically after the installation in case you are doing a clean or a new installation
- activate the software - if it is not activated, the wizard will also pop up automatically
- after you run the console for the first time, you will be offered to complete the *Setup Wizard* to start the deployment, following the recommended configuration steps

All of these steps are described in details in the full version of the Luxriot EVO management manual, which is available right after the installation via your Start menu.

CHAPTER 5

5 Initialization and Remote Upgrade

After completing the installation wizard, you will be offered to enter server setup. The settings selected during server setup can be changed later at any time via Server Setup Wizard, which will be available via your Start menu.

> You will be unable to connect to the server that has not been initialized, it will return an error (*The server is not configured*).

This step is **mandatory**; you will be unable to connect to your server and configure it if it has not been initialized. It is necessary to initialize the server even if you are planning to restore its configuration using the Server Backup and Restore Wizard later.

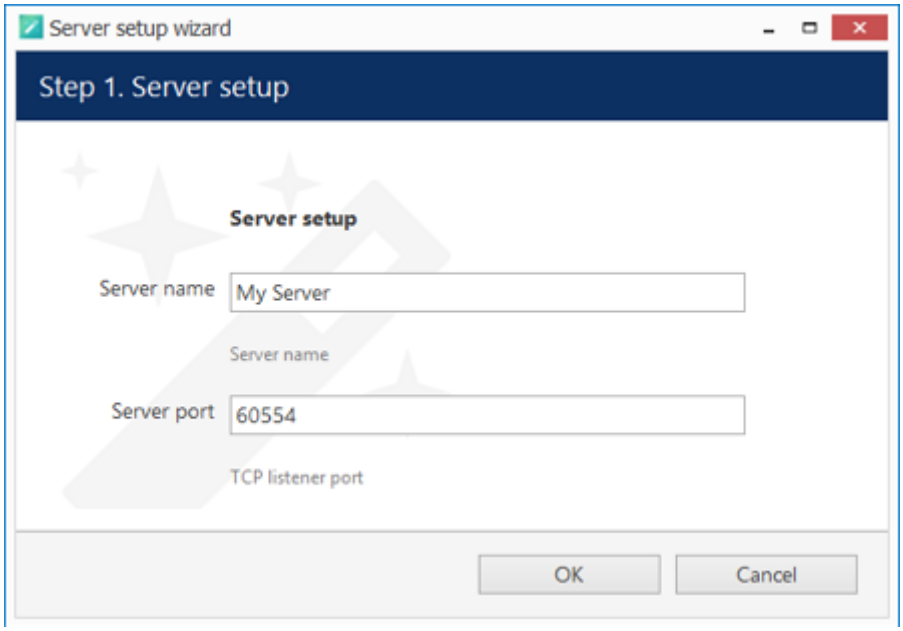


Figure 9. *Choose Server Title and TCP port*

Setting	Description	Default Value
Server name	User defined server title	*Server Title* or last used title
Server port	TCP port for the incoming remote Luxriot EVO Monitor connections	60554

Note that the port defined here will be used to retrieve the server data via local Luxriot EVO Monitor and Luxriot EVO Console connections. You will need to define the external (Internet) port for your Luxriot EVO S via Luxriot EVO Console in order to be able to receive video streams from remote Luxriot EVO Monitor connections.

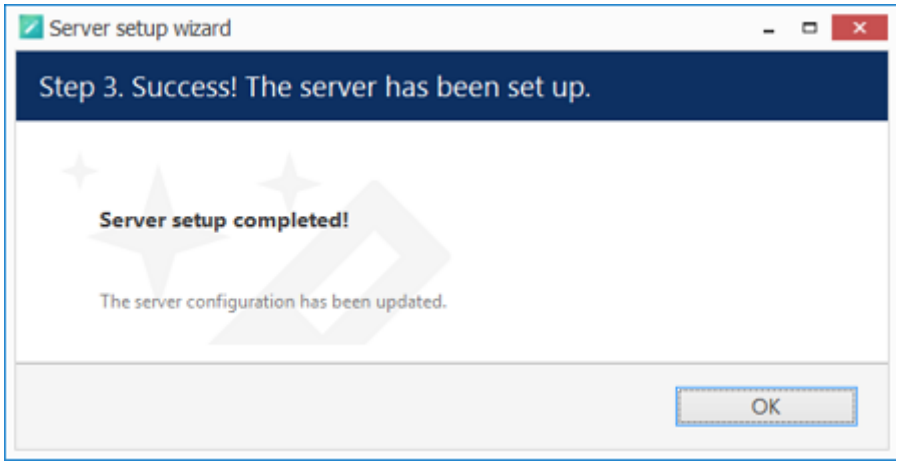


Figure 10. *Setup Completed*

Remote Upgrade

Starting from software version 1.10.0, it is possible to apply remote upgrade to Luxriot EVO Console and Luxriot EVO Monitor components from the Luxriot EVO S server. This feature allows you to deploy remote client machines once and then easily handle the upgrades from any place, keeping the whole system up to date with little effort.

Once you have upgraded the Luxriot EVO S server to a newer version, you can then put the installation packages of the same version onto the Luxriot EVO S server computer. The idea is that you first define the location of the executable files and then remote Luxriot EVO Monitor and Luxriot EVO Console applications receive an update notification. The locations must be on the Luxriot EVO S server machine, even if you are accessing the server from a remote Luxriot EVO Console. The installation itself is initiated from the remote client side.

To access the remote upgrade feature, open your Luxriot EVO Console application, click the main application menu button in the upper-right-hand corner and choose the *System upgrade* option. The *System upgrade* dialog box will appear.

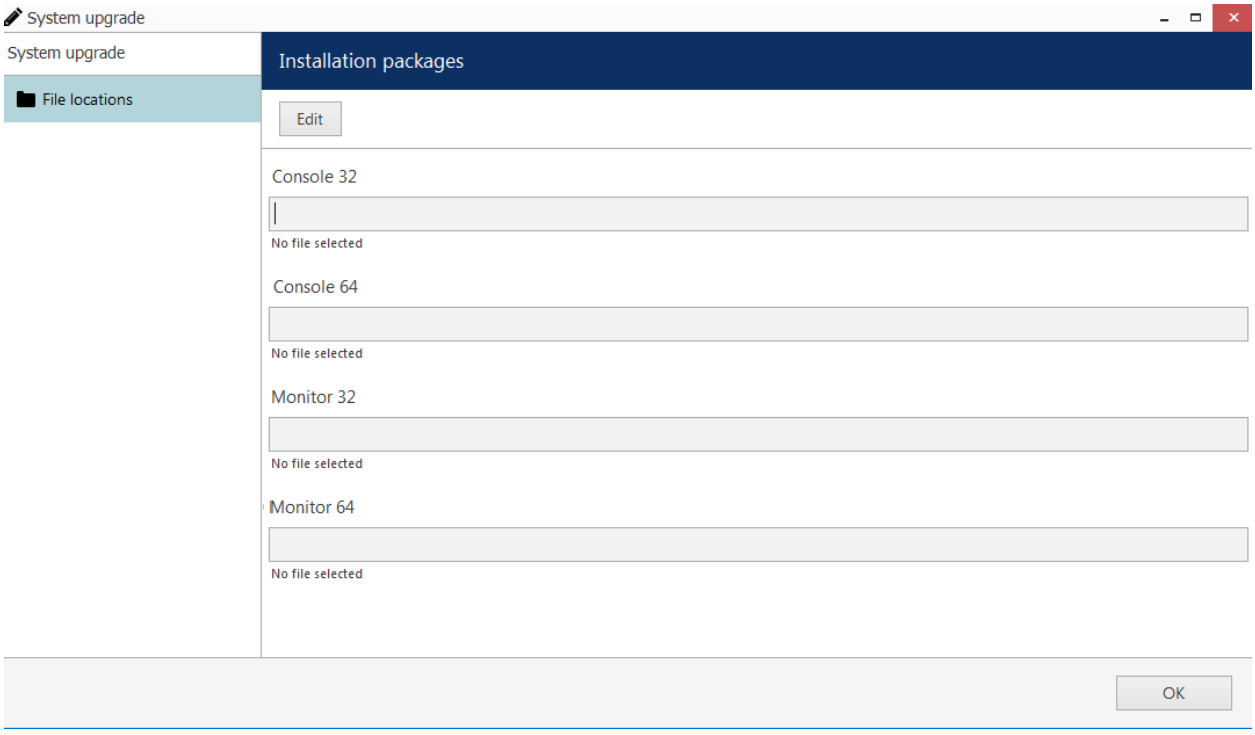


Figure 11. *Specify files for the remote upgrade*

Here, you have four entries - for 32- and 64-bit editions of Luxriot EVO Console and Luxriot EVO Monitor applications. These installation files can be downloaded from www.luxriot.com. Specify the path to each file and click *OK* to save.

> **Do not use beta versions** of the installation files on production servers.

Now, if a remote Luxriot EVO Console or Luxriot EVO Monitor application of an older version is used to connect to this server, it will receive a notification about the available upgrade. The notifications can be disabled in the application settings.

So, if Luxriot EVO Console or Luxriot EVO Monitor detects that an upgrade is available, it will offer you to download it straight away. If your network connection allows it, click *OK* to agree and download the upgrade package.

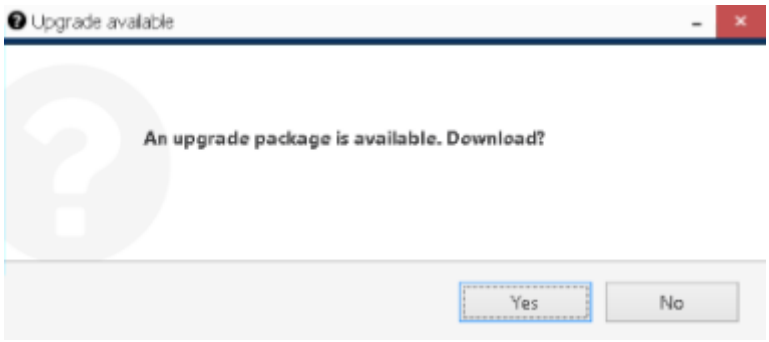


Figure 12. *Luxriot EVO Console application offering an upgrade on startup*

The upgrade package will be downloaded using your default Web browser and saved on your local computer. You can start its installation at any time, provided that your Windows user has enough privileges to run the installation. After the installation, just start the application as usual.

CHAPTER 6

6 License Activation

In order to use the product, a **valid license** is required - whether this is a trial or a purchased one. Any of these licenses can be activated using this wizard; note that license activation choice will differ depending on the installation package you have selected.

For the standalone server edition, Luxriot EVO S, the license is applied to that specific server. Client applications do not require a license to operate.

For the Luxriot EVO Global system, the license is applied to the Luxriot EVO Global server (central management server) only; Luxriot EVO Recording Server machines do not require a license to operate because they cannot operate independently. Client applications do not require a license to operate.

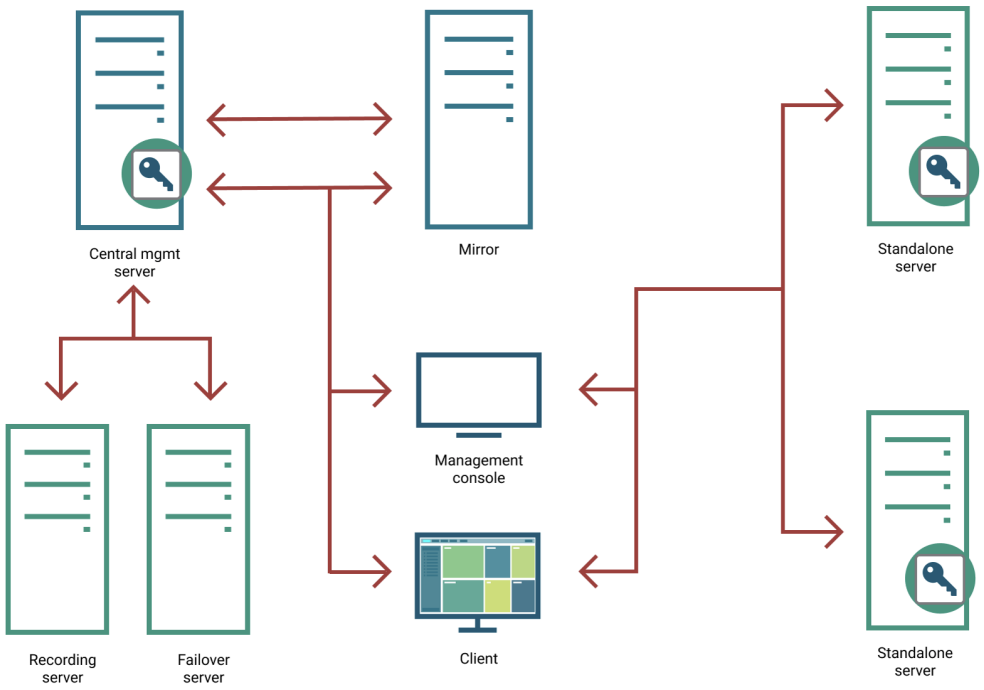


Figure 13. *Ecosystem with two Luxriot EVO S servers and one Luxriot EVO Global: components requiring license are marked with the key icon*

Each server only accepts one Luxriot EVO license key, no matter how many and which features it includes. Each Luxriot EVO license key can only be applied on one machine.

License Types

Each license includes a certain number of channels. Traditionally, these are **video channels** (normally, one video source equals to one license), and then there are special channels with **advanced functionality**. Luxriot EVO features (video walls, maps, redundancy, etc.) do not require any additional feature licenses.

License types:

- **video** channels: regular video channels.
- **VA** - embedded video analytics (embedded, generic VA engine)
- specialized VA (embedded, different engine types)

- CrossLink - interactive channels
  - **CrossLink Basic**: interactive web applications (webpages)
  - **CrossLink Advanced**: interactive remote applications (workstations)
- advanced device integrations (Leica, etc.)
- **data channels**.

Also, each Luxriot EVO license contains 1 (one) generic video analytics channel free of charge.

Other Luxriot product licenses (for other modules) are not included into Luxriot EVO license and should be purchased separately. For detailed information on Luxriot EVO license options, as well as other software modules and their licensing, please contact our sales via https://www.luxriot.com/purchase/inquiry-form/.

The Luxriot EVO server controls the total number of the channels of each type in the system. For Luxriot EVO Global systems, you must apply the license onto the Luxriot EVO Global server (the central management server), and then you are free to allocate and move the channels across the Luxriot EVO Recording Server servers. The Luxriot EVO Global server will keep track of all license channels used throughout the system.

The server tracks the license channels using the following logic:

- video channels: one license channel is used for each channel that is created when you create a device of any model (except for CrossLinks).
- VA: VA licenses are separated from video channel licenses and do not include them. You should purchase VA channels on top of the regular video channels. You are free to enable VA for any video channel, as long as the total number of enabled video analytics does not exceed the VA number in the license.
- CrossLinks:
  - CrossLink Basic: one Basic license channel allows you to create one Webpage or one device of the CrossLink Basic model
  - CrossLink Advanced: one Advanced license channel allows you to create one Webpage or one device of any CrossLink model
- advanced integrations: each special integration (e.g., Leica) channel allows you to create a device of the corresponding type.
- data channels: one data channel license is required to create one data channel. Databases are unlocked automatically (DBs do not operate without a data channel).

> The free Luxriot EVO license is not available anymore starting from the software release 1.22.0 for **all software versions**. Enjoy the fully featured trial version of Luxriot EVO S!

> Starting with version 1.30, you can extend your License on a subscription basis. To learn more about available options, please contact sales representatives.

License Activation

Once you have installed the software and entered the server initialization settings, the activation wizard will appear. If it does not, or if you have rebooted the server computer after completing the installation, simply run the **activation manager** in one of the following ways:

- from the Windows Start Menu, under Luxriot folder, or
- by typing *Activation Wizard* in the search field, or
- by right-clicking the server tray icon and selecting *About* > *Manage license* (server tray icon appears only after you run the Luxriot EVO Server shortcut from your Desktop or Start menu), or

- when connected to localhost via Luxriot EVO Console, go to the main menu > *About* > *Manage license*.

The license manager will only pop up automatically after the initial installation. If you wish to apply license upgrades at any time, including the after-software-upgrade, run the license manager manually as described above.

It is advisable to run hardware stability tests and finalise the server hardware configuration before applying the license, as subsequent hardware changes may cause activation related issues. Approximately up to 30% of the initial hardware components can be replaced without losing the activation.

Subtopics here describe every type of license activation in details.

> Licensing is mandatory for Luxriot EVO S and Luxriot EVO Global software packages. Luxriot EVO Recording Server does not require a license as it is not an independent component but rather operates under a Luxriot EVO Global server only.

> Virtualized environment is supported starting from software version 1.13.0. If you experience any issues with the license activation, kindly contact our support engineers by emailing support@luxriot.com.

CHAPTER 7

7 Online Activation

If your server has Internet connection available, you can choose online activation mode. The software will automatically connect to the activation server and register your pre-purchased license.

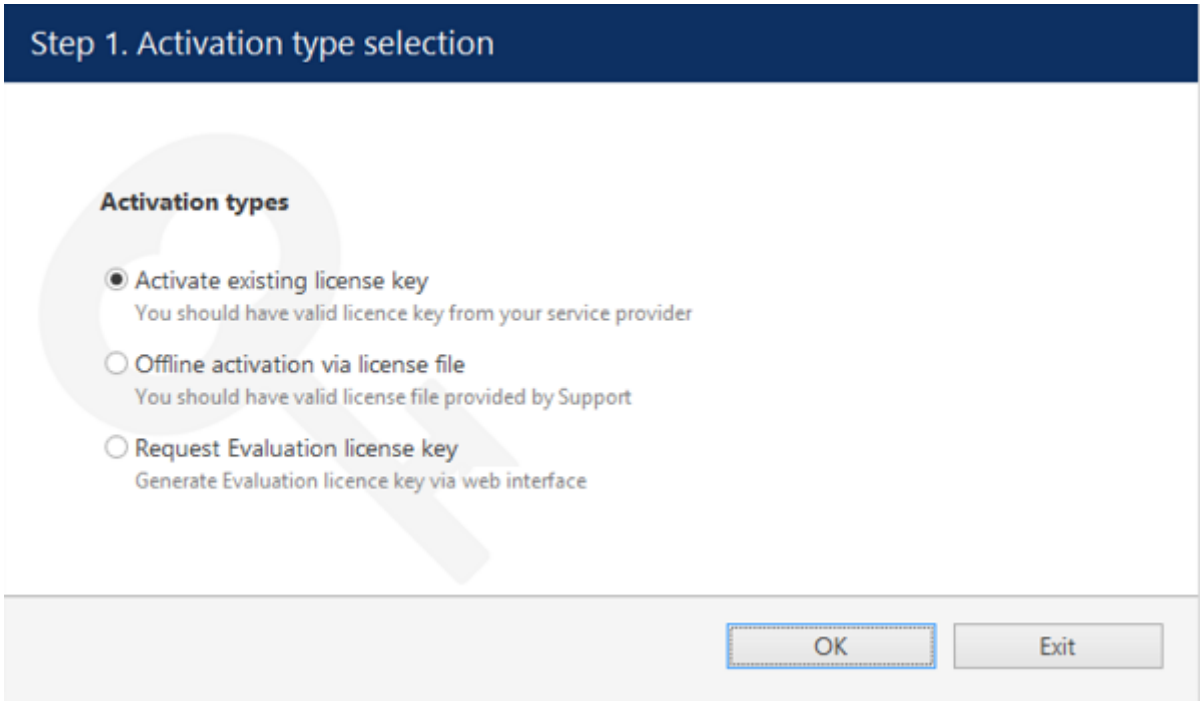


Figure 14. *Activation Type Selection*

Enter your product license key and hit *Activate*. If your key is incorrect, the wizard will notify you with a red *X* sign next to the key field: if this happens, double-check the key you have typed, looking out for mistyped characters and superfluous spaces at the start or end.

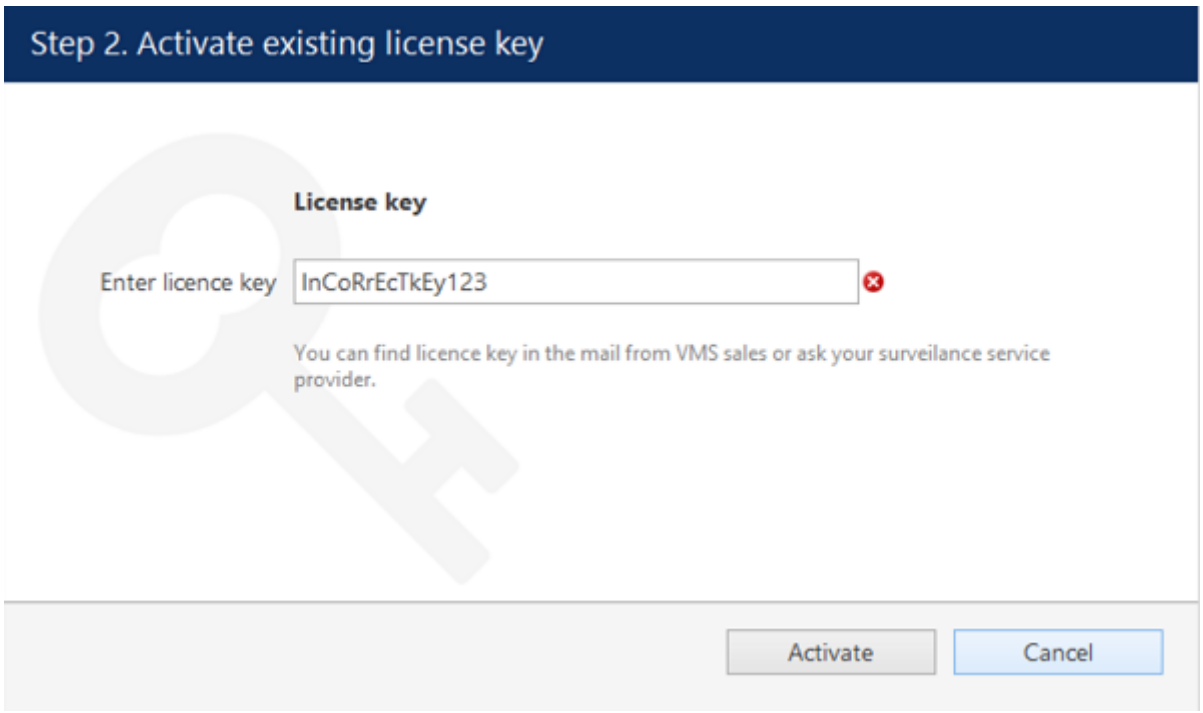


Figure 15. *Enter License Key*

When you have entered a valid license key, the wizard will activate your software. If you have decided to go with a different activation option, click *Cancel* to return to the activation type selection step.

CHAPTER 8

8 Offline Activation

If there is no Internet connection for security reasons and/or server disposition particularities, choose the *Offline Activation* type.

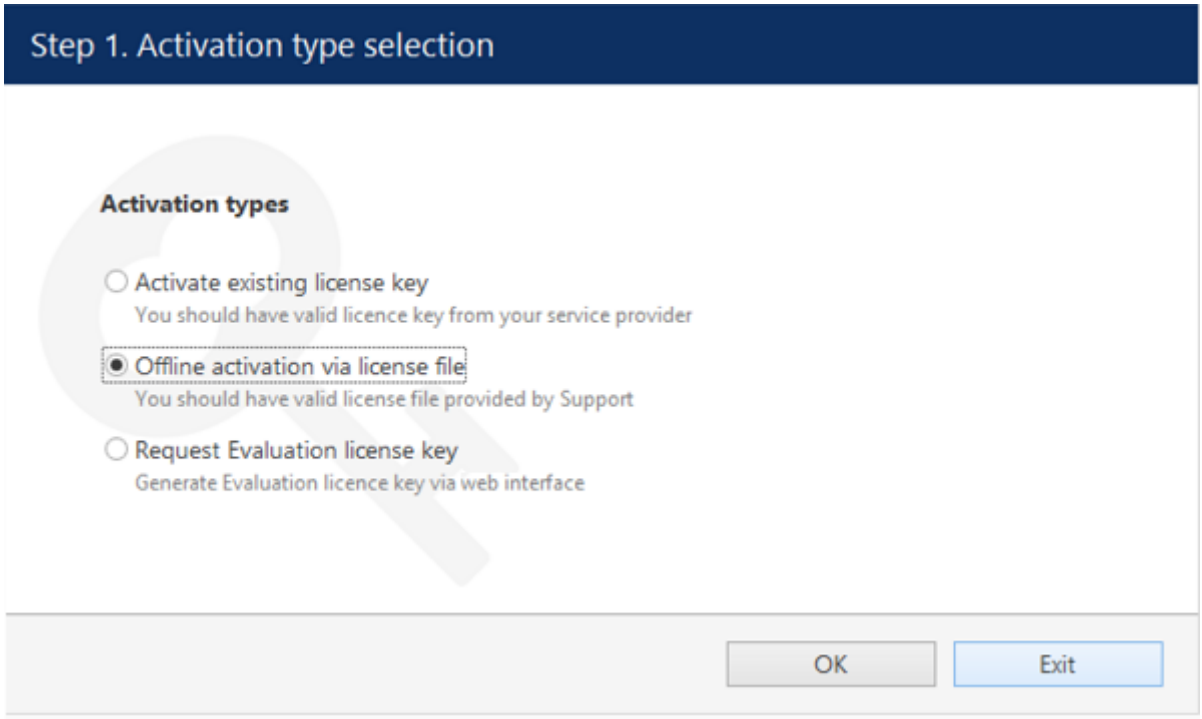


Figure 16. *Activation Type Selection*

This mode consists of three steps:

- generate the activation file on the target server
- go to the online activation system at http://www.luxriot.com/purchase/software-activation/ and fill in the form
- apply provided license file to your system

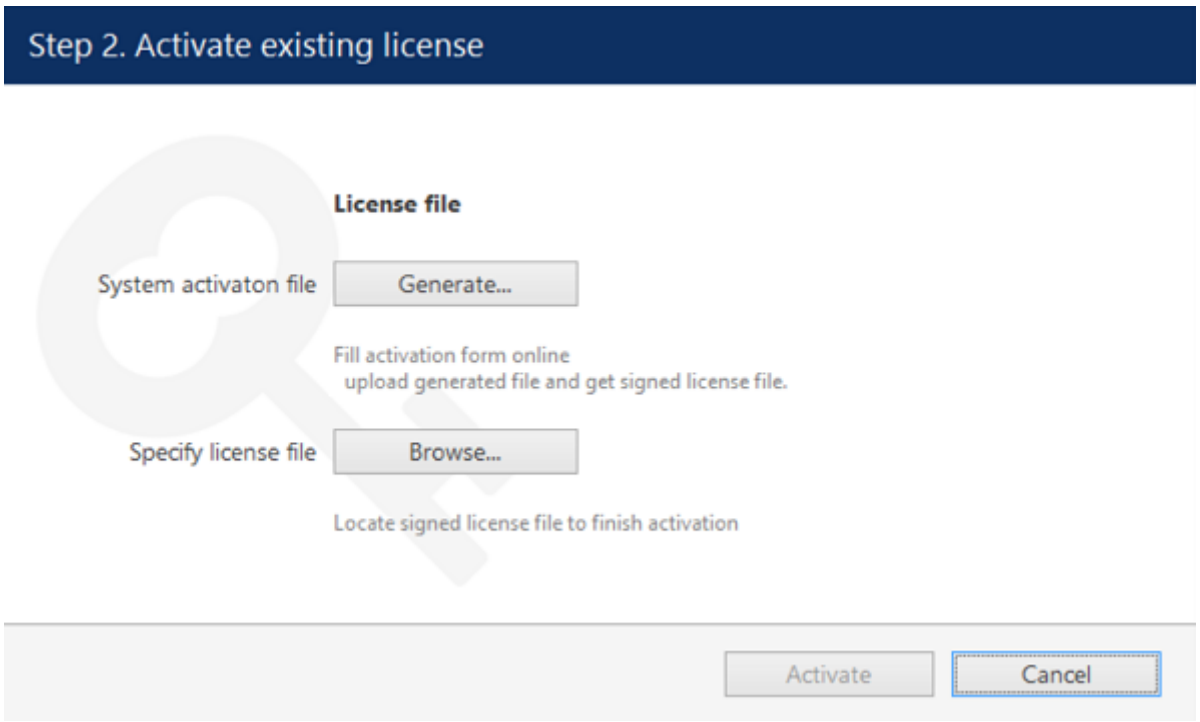


Figure 17. *Offline Activation Steps*

Click *Generate* to create the activation file; choose a location and save it. The default file name is *system.bin* and we do not recommend changing it.

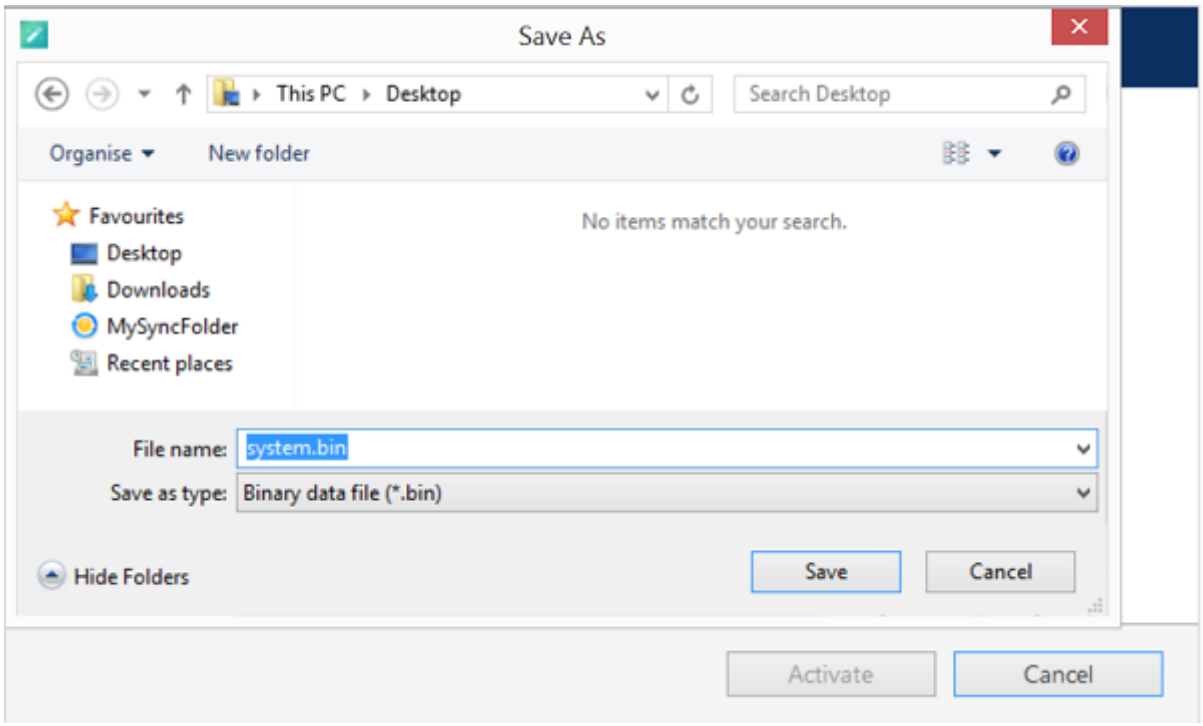


Figure 18. *Save Activation File*

Next, copy this binary file to any other computer that has Internet access, then go to the online form available at http://www.luxriot.com/purchase/software-activation/, fill in the required fields and upload the file. The activation system will process your file and allow you to download a license file. This license file will be unique and will only be valid on the same machine from which the original *system.bin* file comes.

You can close the activation wizard after creating the activation file and reopen it later to apply the license file. Click *Browse* to locate it and open the *license.dat* file provided by the activation system.

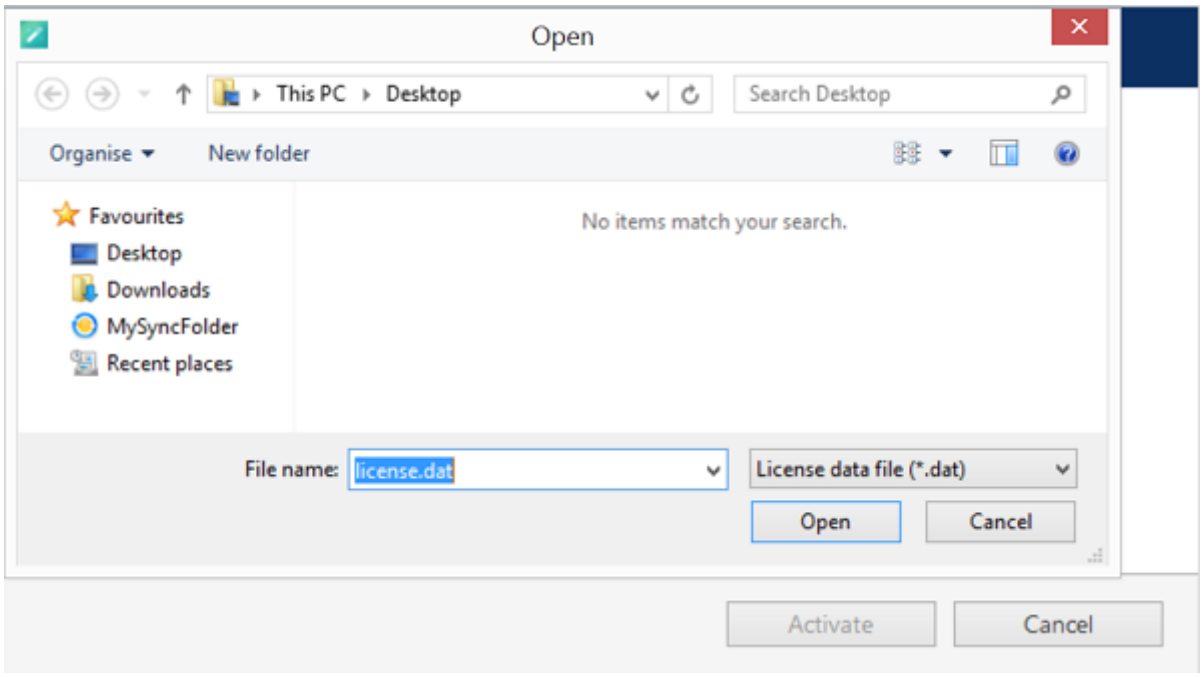


Figure 19. *Browse for License File*

The validated license.dat file will be loaded, allowing you to finish the registration process.

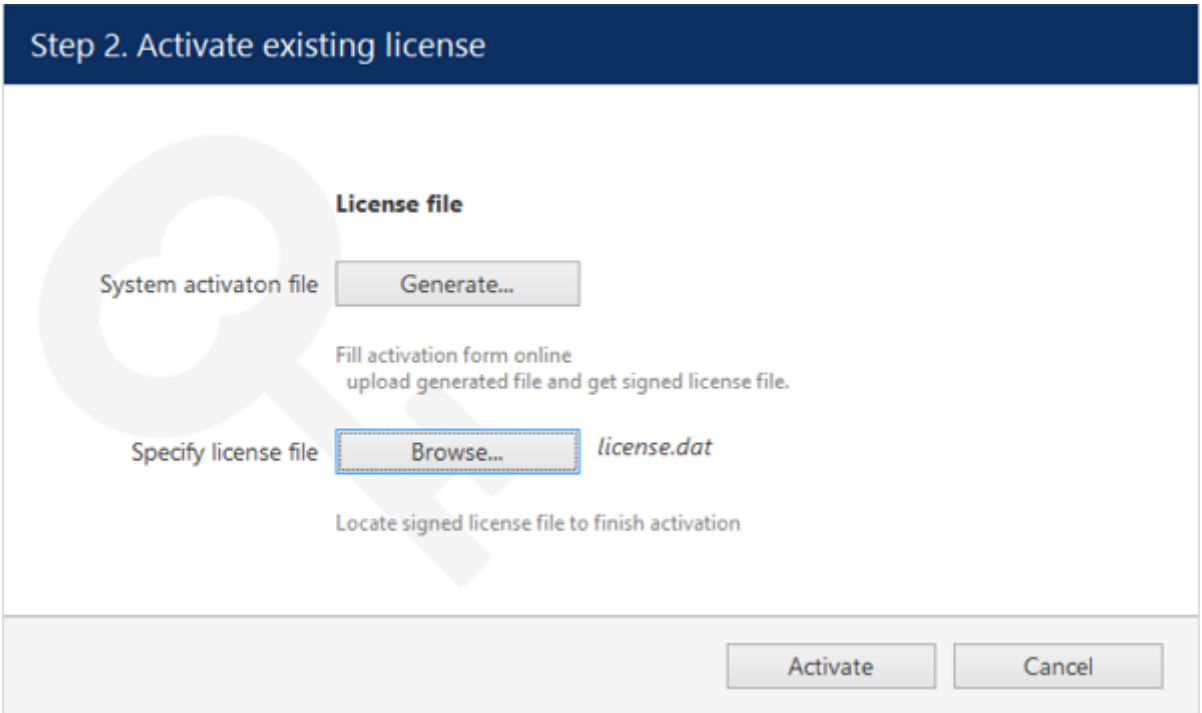


Figure 20. *Load the License File*

Click *Activate* to apply the license file. If the license is valid, you will see an activation success confirmation with the following details:

- product type
- license key

- license key expiration date, if applicable
- support subscription expiration date
- allowed channel amount

The license information will be stored on your server. However, you may wish to save a snapshot of this screen for your future reference, so that this information will be accessible in case of server OS or hardware failure.

Finally, click *Done* to exit the activation wizard or click *Start Quick Setup Wizard* to proceed with server configuration.

CHAPTER 9

9 Free Trial License

When activating the Luxriot EVO S software, you have an option to request a **free trial license**. It provides full product functionality for a limited number of channels and for a limited time.

The conditions of the trial license are as follows:

- the maximum number of simultaneously enabled video channels: **16**
- plus special channel types:
  - 1x video analytics channel
  - 1x CrossLink Basic channel
- trial period: **45 days**
- unlimited client connections and archive size
- all Luxriot EVO S features including maps, Events&Actions, reports, etc. are available
- you can request the trial license exactly once per system (no extensions will be issued after the trial period runs out or if you uninstall the software)

After the trial period is over, kindly contact Luxriot at https://www.luxriot.com/purchase/inquiry-form/ to learn about the license purchase options.

> If you have an earlier Luxriot EVO S version installed (1.21 or older) with a complimentary Luxriot EVO license, you have the following options:
>
> - keep the older version and continue using it with the old free license without updates and technical support, or
> - purchase a production license for the desired number of channels for Luxriot EVO S, or
> - try a 45-day version of the 16-channel Luxriot EVO S with an offer to purchase the full version once the trial runs out.

> If you upgrade your complimentary Luxriot EVO version to 1.22.0, the license will not be upgraded to the trial automatically. Please start the license manager and request the trial manually.

> After the release of 1.22.0, it is not possible anymore to request a free license from an earlier version of Luxriot EVO.

> Internet connection is required for the trial license request.

To request the trial license, choose the corresponding option in the license manager.

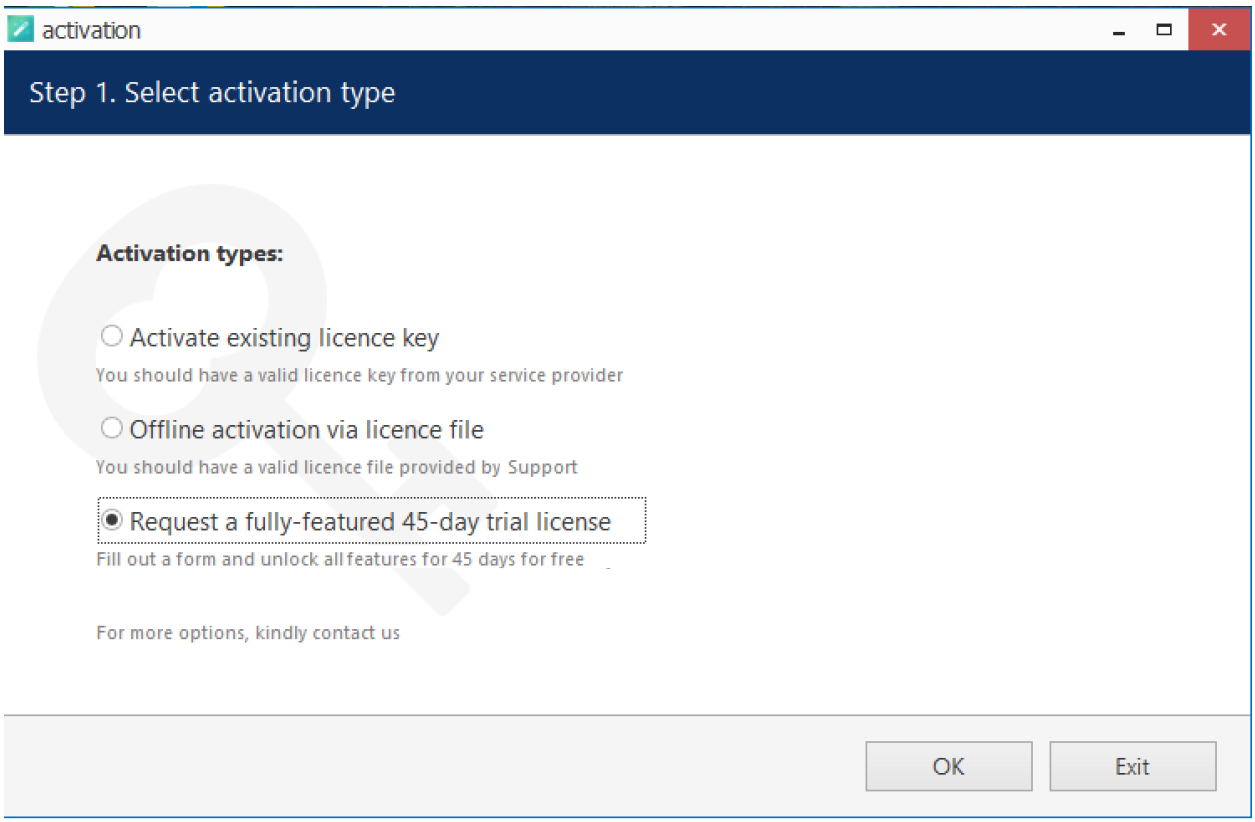


Figure 21. *Activation type selection*

Click *OK* to proceed with the request form. Fill in all the fields and click *Activate*.

> The trial license key can only be requested **once** per machine. Activation server will respond with an error if the target machine is not eligible for the trial key.

The wizard will then automatically connect to Luxriot activation server and retrieve the license details. If the request fails, check your Internet connection and try again. Proxies and VPNs may affect connectivity as well.

Congratulations! You are now ready to enjoy the trial version of Luxriot EVO S. Click *Start Quick Setup Wizard* button below to continue with server configuration.

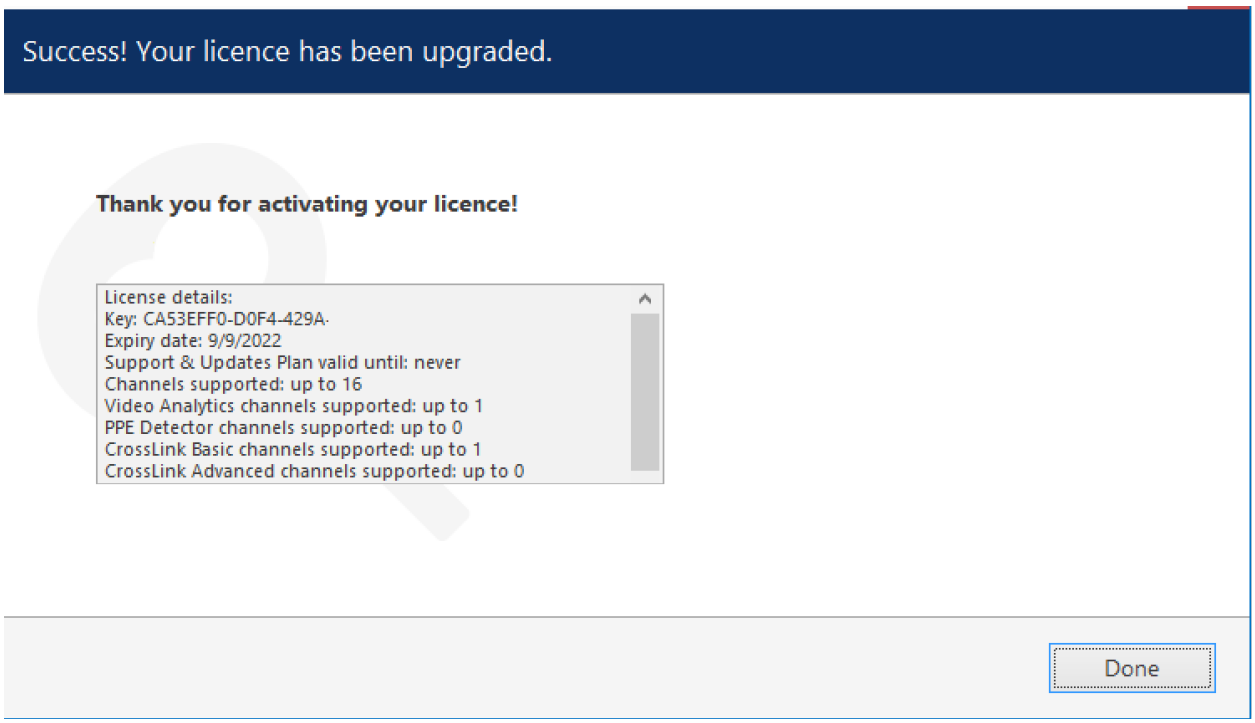


Figure 22. *License details retrieved*

If you get an error saying that the **trial has already been issued**, it means that your system is not eligible for the trial license. This may be because:

- the trial period has finished, or
- you uninstalled the software, selecting the *Remove license* option.

In either case, please contact Luxriot sales to explore your options: https://www.luxriot.com/purchase/inquiry- form/.

CHAPTER 10

10 Evaluation License

If you wish to evaluate the fully featured Luxriot EVO S product or need to assess server performance over a certain period of time and with specific features, you can request an evaluation license key from Luxriot.

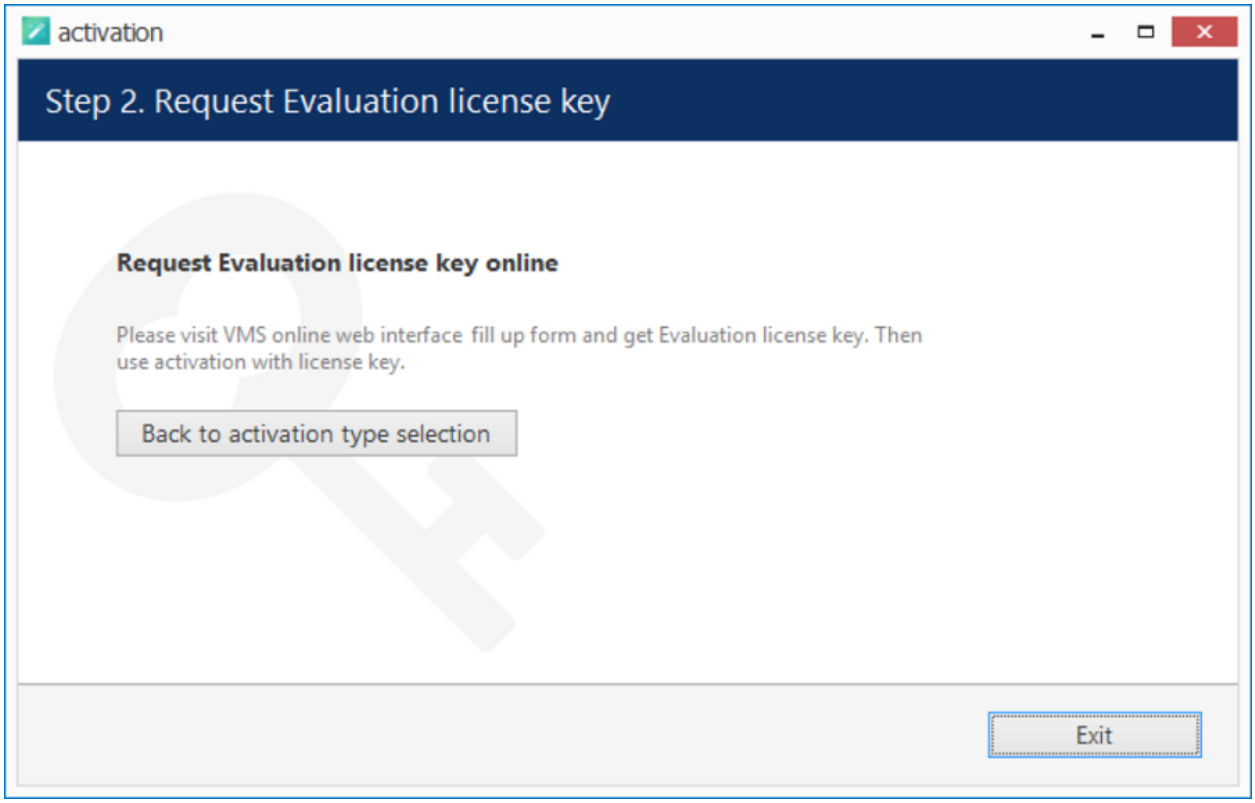


Figure 23. *Get Evaluation License Key*

After receiving the evaluation license, activate the trial key using the usual online or offline activation algorithm. When you purchase a production license, simply replace the evaluation license by removing it and then activating the permanent license in the preferred manner.

CHAPTER 11

11 Management Application Installation

All server configuration is conducted through a dedicated interface - the Luxriot EVO Console management application. The management interface has been intentionally separated from the Luxriot EVO Monitor application in order to concentrate all administrative utilities in one place and also to conceal the unnecessary menus from the Luxriot EVO Monitor operator.

The Luxriot EVO Console central server management application can be installed either locally on one of the servers, or remotely, on a dedicated server management machine.

If you want to install Luxriot EVO Console **together with Luxriot EVO server**, run the **same** installation **package** and select Luxriot EVO Console among **components**.

For **dedicated** Luxriot EVO Console installation on a separate management machine (admin laptop, etc.), use the Luxriot EVO Console installation package and follow the steps below.

Dedicated Installation

Start the installation by double-clicking on the Luxriot EVO Console executable package file. The setup wizard will guide you through the installation process, providing available installation-time options depending on the chosen software package.

Installation wizard shows you the process overview; also, you also have the opportunity to select the installation language here. You will be prompted to select Luxriot EVO interface language later.

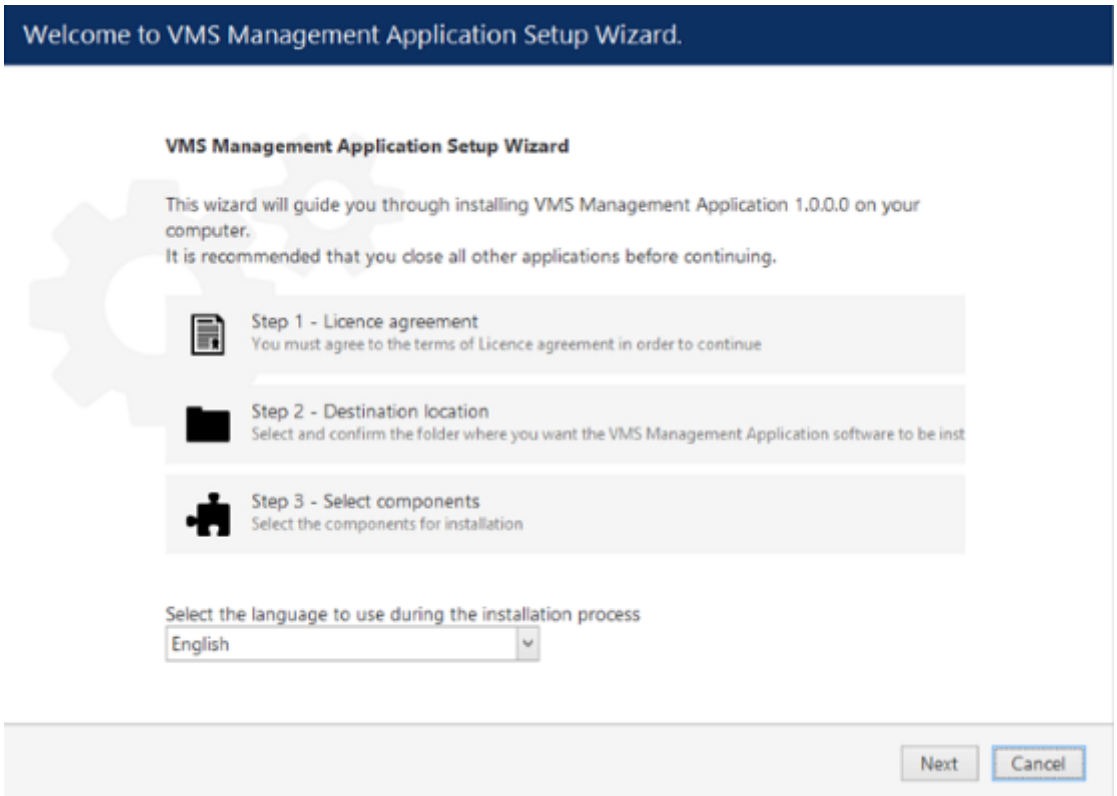


Figure 24. *Luxriot EVO Console Setup Wizard*

Carefully read the Luxriot license agreement: you must agree to all parts of the given document in order to proceed. Select *I agree...* in order to continue, if you do; otherwise, terminate software installation. If you have questions regarding the contents of this license agreement, you can contact support@luxriot.com.

Figure 25. *License agreement*

Select destination folder for Luxriot EVO Console to be installed in.

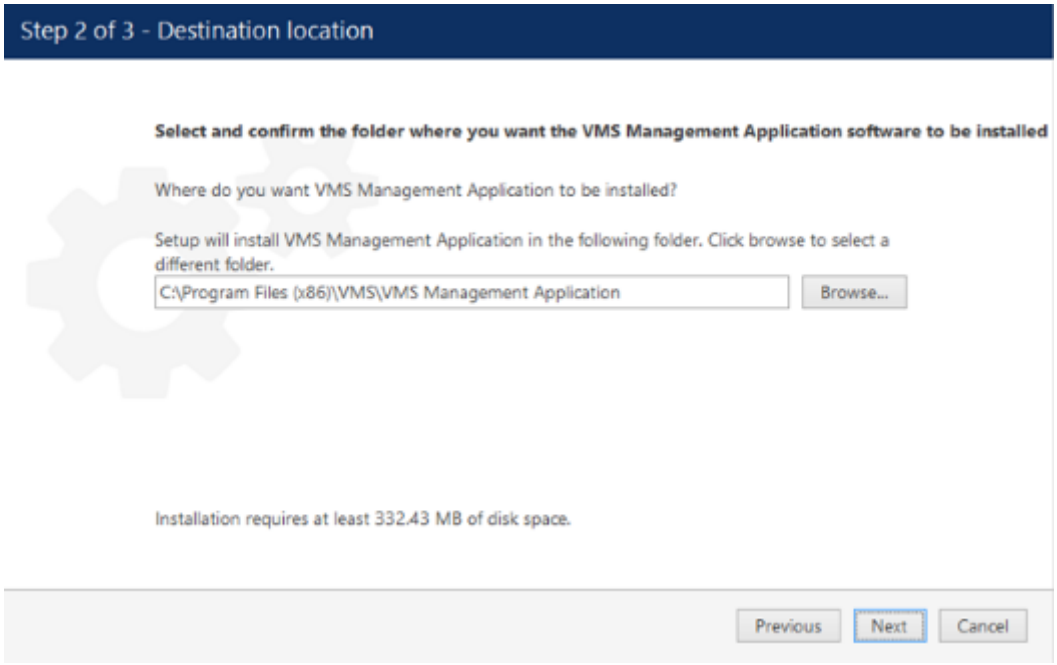


Figure 26. *Installation directory*

The setup wizards will estimate the amount of disk space required for the installation. Make sure you have enough free space on the target disk. Note that low system disk space will dramatically decrease system performance and affect overall system stability.

Along with Luxriot EVO Console, this installation package also allows you to have Luxriot EVO Monitor application installed at the same time. If you do not wish to install Luxriot EVO Monitor at the moment, simply uncheck it in the components list.

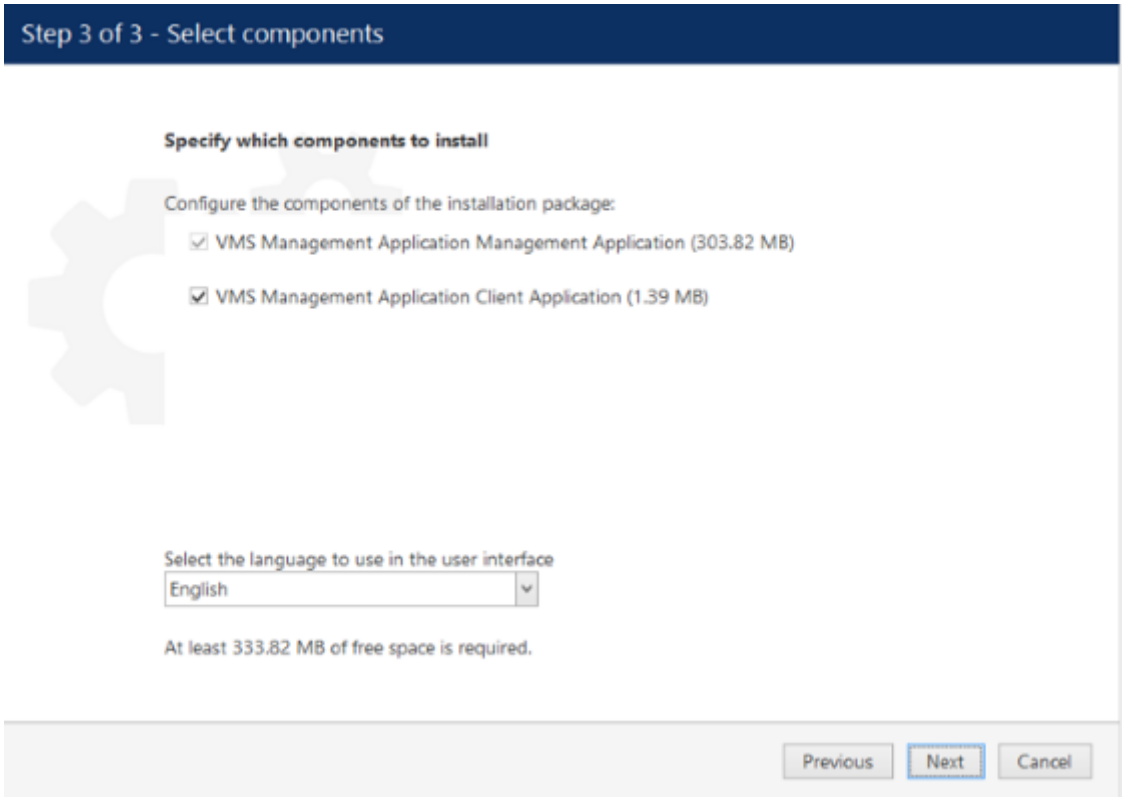


Figure 27. *Select software components*

If you are ready to proceed, hit *Next* to begin the installation. Depending on selected components and host system condition, the process may take some time to complete, so please be patient.

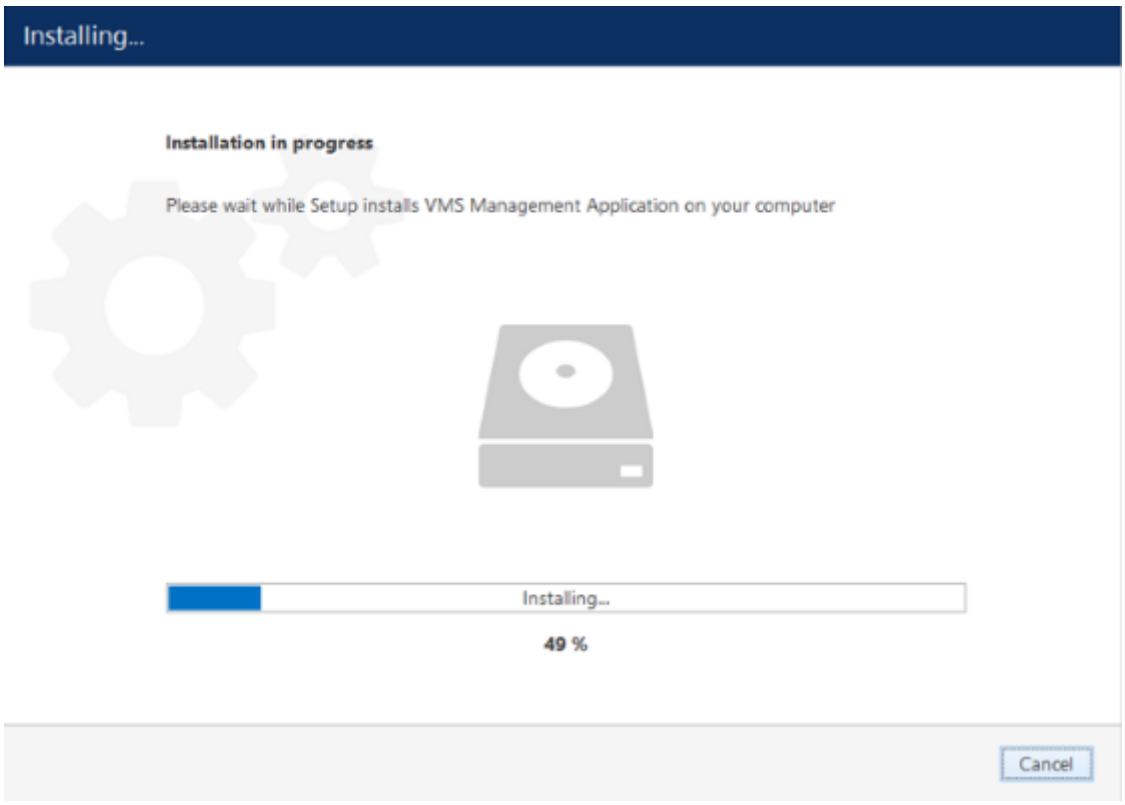


Figure 28. *Installation progress*

Upon completion,the setup wizard will show you an installation summary. If all the steps have been fulfilled successfully, simply hit Finish to close the wizard.

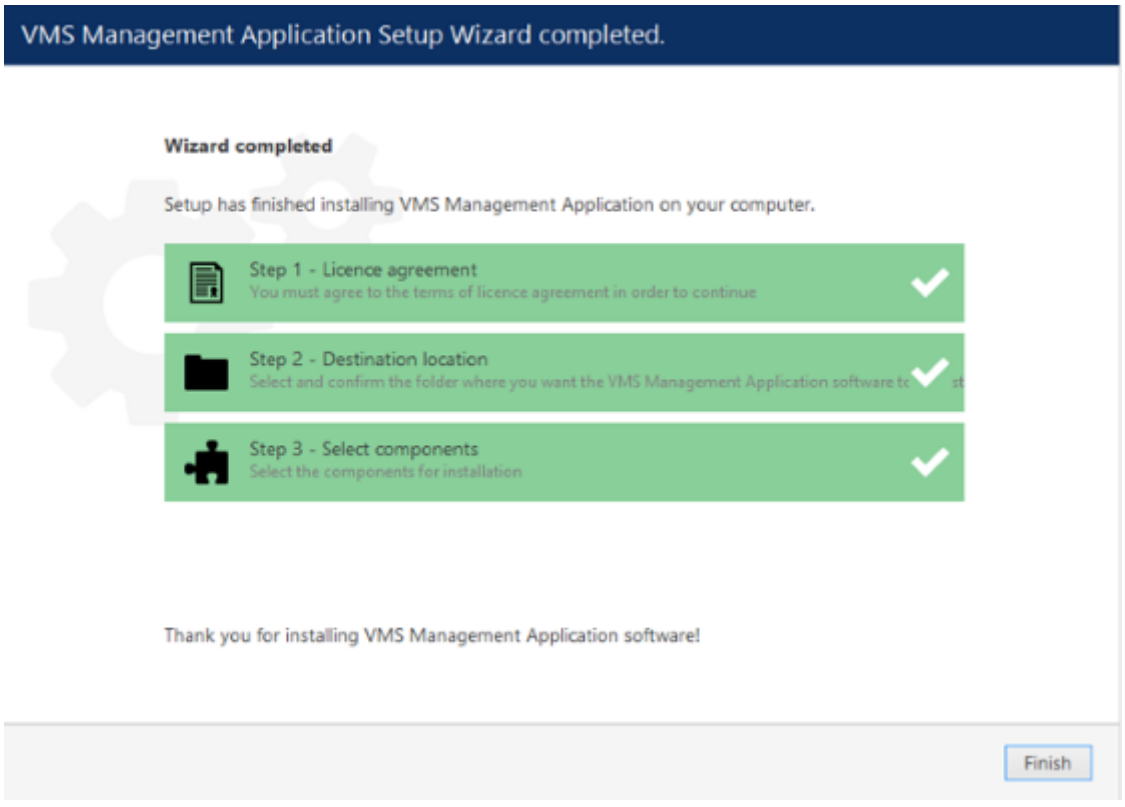


Figure 29. *Installation complete*

After completing the Luxriot EVO Console installation, you will be given the option to enter the settings of server you wish to connect to. You can skip this step if you wish to configure your Luxriot EVO Global server later; you will be asked for the same information next time you run Luxriot EVO Console.

To log in, simply enter your server's local or remote address (IP or host name) and user information. Note that users must have corresponding permissions in order to connect. Default username and password are **admin/[empty]**.

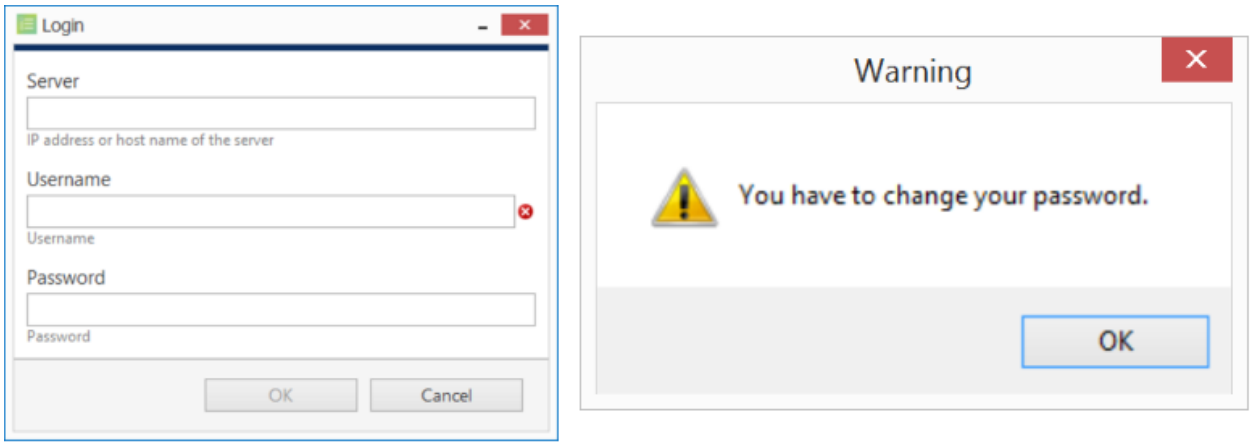


Figure 30. *Luxriot EVO Console login window and a password change reminder*

After logging in for the first time with the default username and password, you will be reminded to change your password. For security reasons, we strongly recommend that you do so.

CHAPTER 12

12 Software Update and Uninstall

This topic provides guidelines on the installation management use cases.

We recommend that you keep the software version up to date, as new versions include new features, various improvements and optimizations, as well as the latest bug fixes.

> We strongly advise that you keep the software versions (e.g., 1.**x**.x) and subversions (e.g., 1.2.**x**) across your system match exactly. Software build numbers (e.g., 1.2.0.**xxxxx**) may differ slightly in case your are using 64- bit and 32-bit editions.

> Before starting the upgrade/uninstall procedure, ensure that all Luxriot EVO processes have been terminated and that Luxriot EVO files are not in use: this is necessary in order to upgrade all files to the newer versions. This includes any Luxriot EVO processes or related applications that are running, and also any third-party applications that have access to Luxriot EVO files, e.g., antivirus scanners, third-party integrations, etc. Luxriot EVO processes can be found via Task Manager->Details tab: these start with *VMS*, e.g., *VMSServer.exe*.
>
> If the processes are not stopped, or if other applications are still interfering with the process, you may be asked for a **reboot**: in that case, please restart your server machine afterwards to complete the action. This will not affect the overall process quality.

Upgrade Software

This section describes manual software update (newer version installation on top of the older one) by running the installation **locally**. For remote upgrades, see the corresponding section of this document.

Before starting the software upgrade:

1. Make sure there are no other running installations and that the operating system is not in the middle of installing updates. If Windows updates are pending, apply them, then restart the computer (if required), and start the Luxriot EVO upgrade.
2. Verify that the operating system is stable and is running normally (check system logs, overall health) - these must be no "blue screens", unexpected shutdowns, slowdowns etc. (Normally, we recommend that you regularly run such system checkups, not only before upgrade).
3. Ensure stable power and connectivity (the latter is essential if you are connected via RDP).
4. See if there are any special requirements or recommendations from Luxriot regarding the target version. Usually, these are either mentioned on the download page, or provided alongside the download links in case the new version was recommended and sent by our engineers.
5. Check your software license subscription, and renew it, if necessary: the subscription must not run out before the target version release date. You can check the software release date by right-clicking the installation file > *Properties* > *Digital signatures* > see timestamp. The license information is available via license manager, *Luxriot EVO Activation Wizard*.

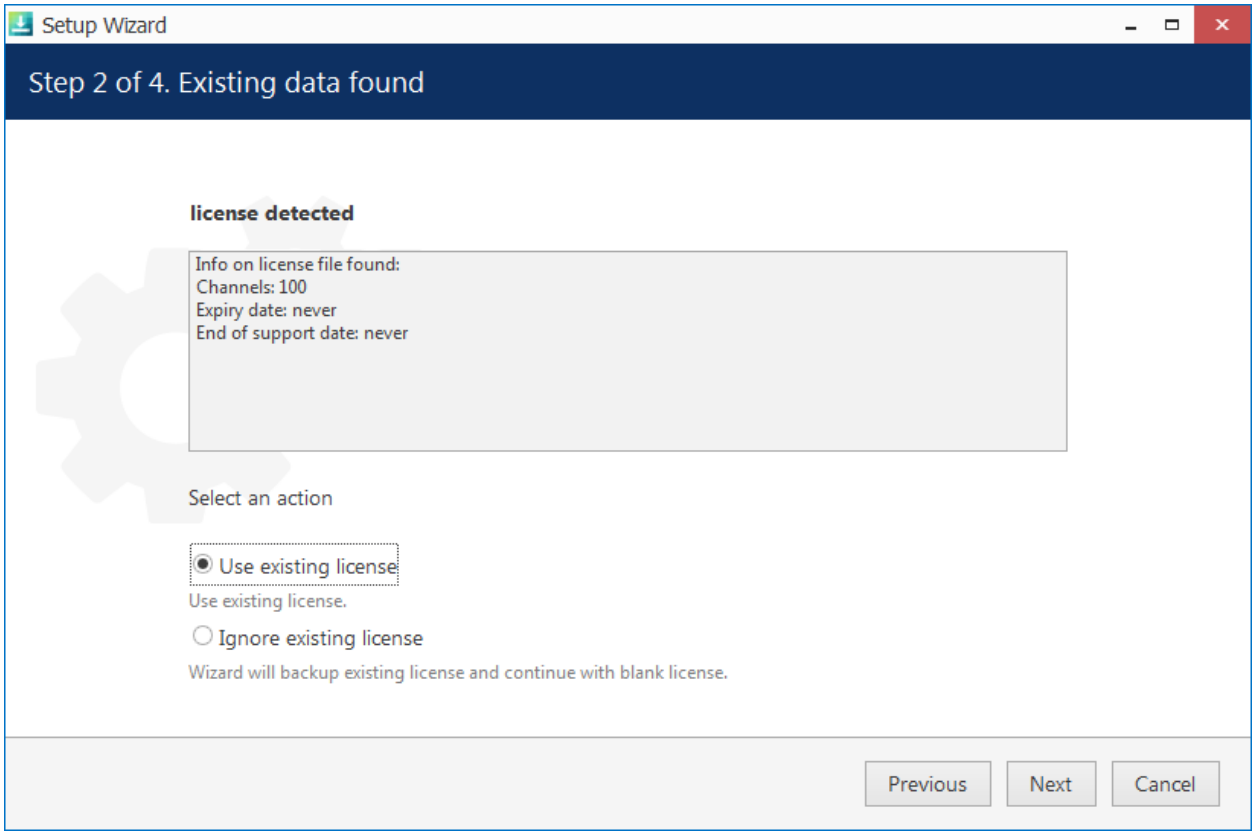


Figure 31. *Choose license preference for the upgrade*

If you launch a newer version installation package of the same kind as the already installed Luxriot EVO edition, you will be given the option to **upgrade** the product. It is not possible to install another type of package on top of the existing one, e.g., Luxriot EVO Recording Server on top of Luxriot EVO S: if you wish to change the server type, uninstall the old software package first.

Press *Next* to go through the steps and complete the wizard, which is very much alike the installation wizard. At each step, read all the information displayed and press *Next* until finished.

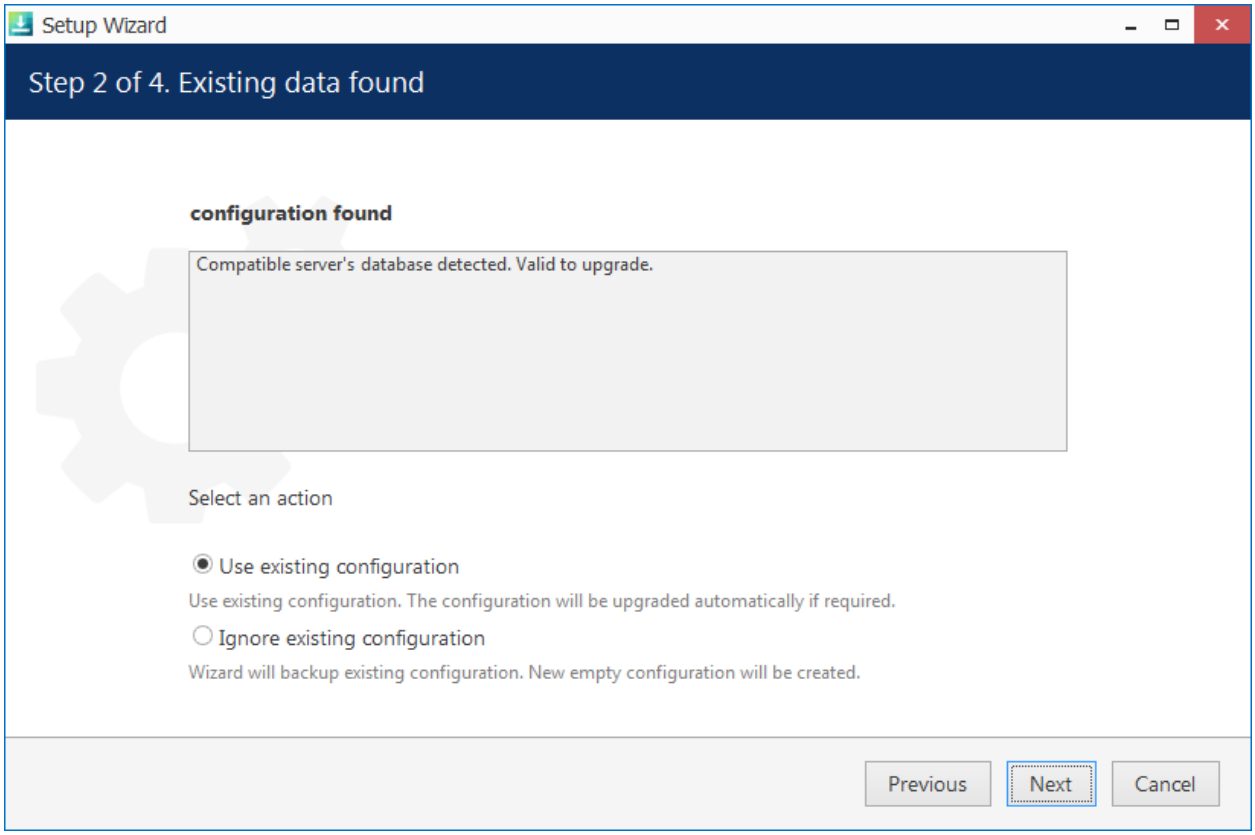


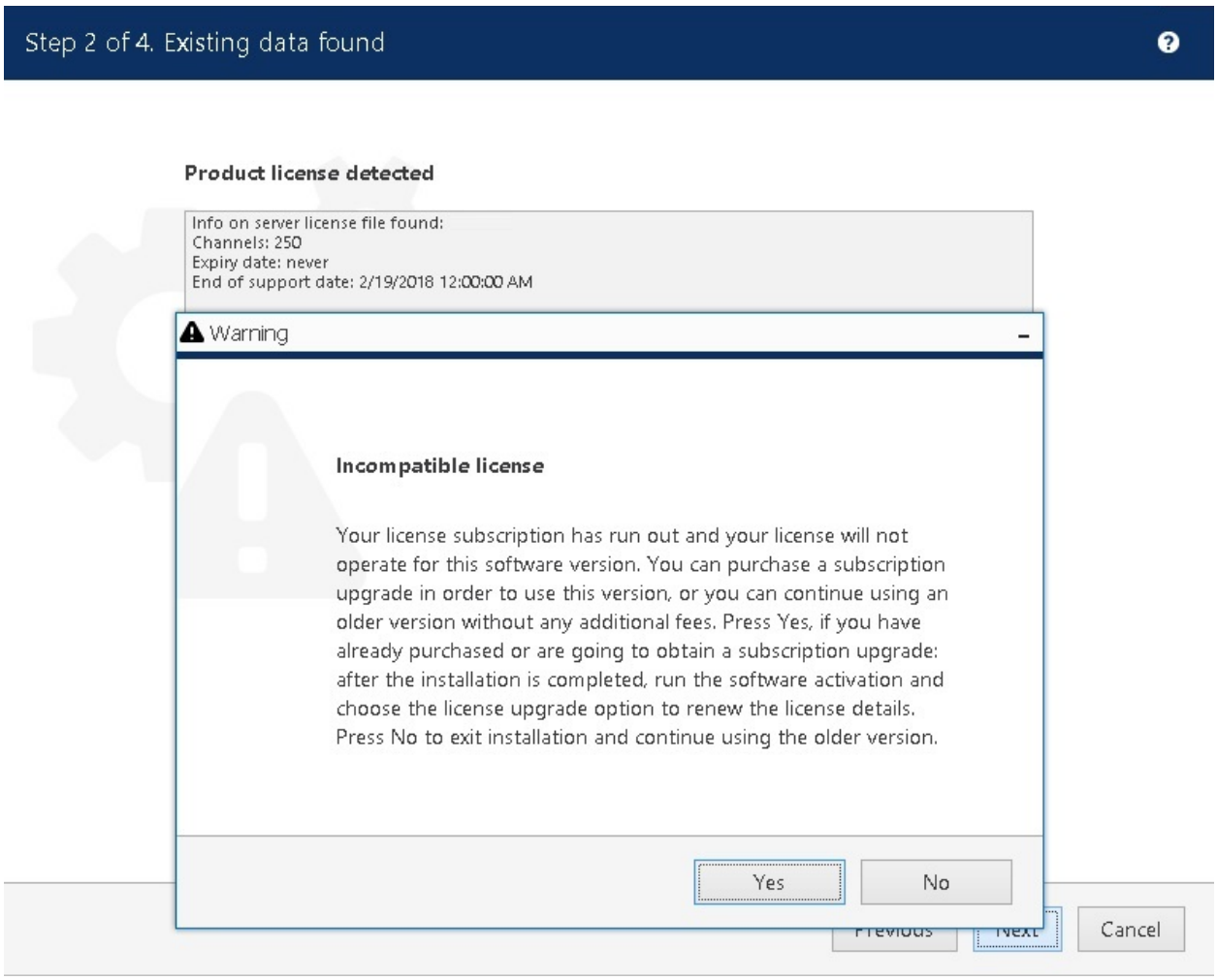
Figure 32. *Use existing database configuration*

If you want a clean installation, choose to ignore the existing **configuration**: the current database will not be used and will be replaced with an empty one, as if you were installing the software from scratch. Otherwise, leave the wizard to use the existing configuration. In either case, the old database is not actually removed but is saved as a backup, so you will be able to load it anytime later via Backup and Restore Wizard.

In case the installation wizard detects your **license subscription** has run out, you will get a **warning** about license compatibility. By default, the initial subscription will allow for version upgrades during 2 years, starting from the license activation date. Hence, if the target upgrade version is newer, this warning will pop up.

- If you have already acquired a subscription upgrade, proceed with the installation, then run the license manager and upgrade your license in either online or offline mode
- Otherwise, cease the installation and choose another software version that was released before the license subscription ran out (or continue using the existing version)

You can contact our sales department via https://www.luxriot.com/purchase/inquiry-form/ or via direct manager contact to learn about the license subscription options and price offers.



If you proceed with the upgrade but do not provide a valid license after the installation is complete, the software will not operate. Therefore, do not proceed with the upgrade until you have renewed the subscription.

> To verify the software release date against your license subscription expiration date, right-click the installation file > choose *Properties* > go to the *Digital Signatures* tab and check the timestamp.

If some of the files cannot be upgraded because they are in use, you will get a corresponding warning.

- Choose *Ignore* to proceed with the installation: reboot may be required afterwards but it is safe to select this option, esp. if the processes are from Luxriot EVO; or
- Stop the listed applications/services and click *Retry* to continue installing the software, or
- Click *Abort* to roll back the installation (the process will be cancelled and you will get a corresponding error in the wizard's dialog box).

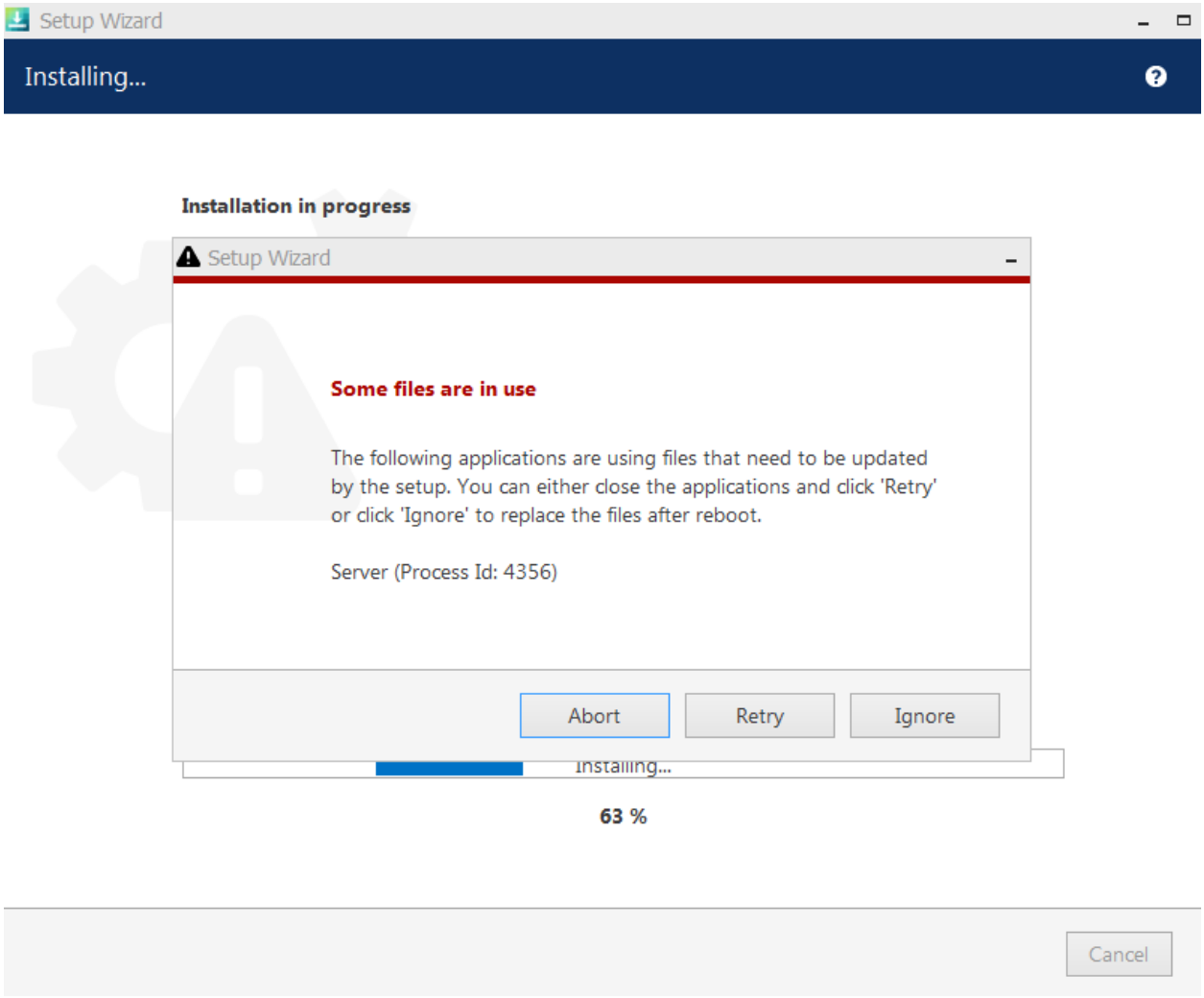


Figure 33. *Click Ignore to proceed with installation (reboot may be required afterwards)*

The upgrade process will then continue and replace your Luxriot EVO software version to the newer one.

Uninstall/Change Software

Software can be uninstalled in two ways:

1. From the Windows Control Panel

2. By launching the same package that was used for installation

In either case, you have a choice between changing and uninstalling the product.

> Before making any changes to the installation, make sure to close and stop all software services and applications. If processes are not stopped, some of the software components may not be removed or replaced during the installation process.
>
> In order to check this, open Windows Task Manager, select *'Show processes from all users'* and make sure there are no processes starting with 'VMS..'. If there are any, stop them manually and then proceed with the installation changes.

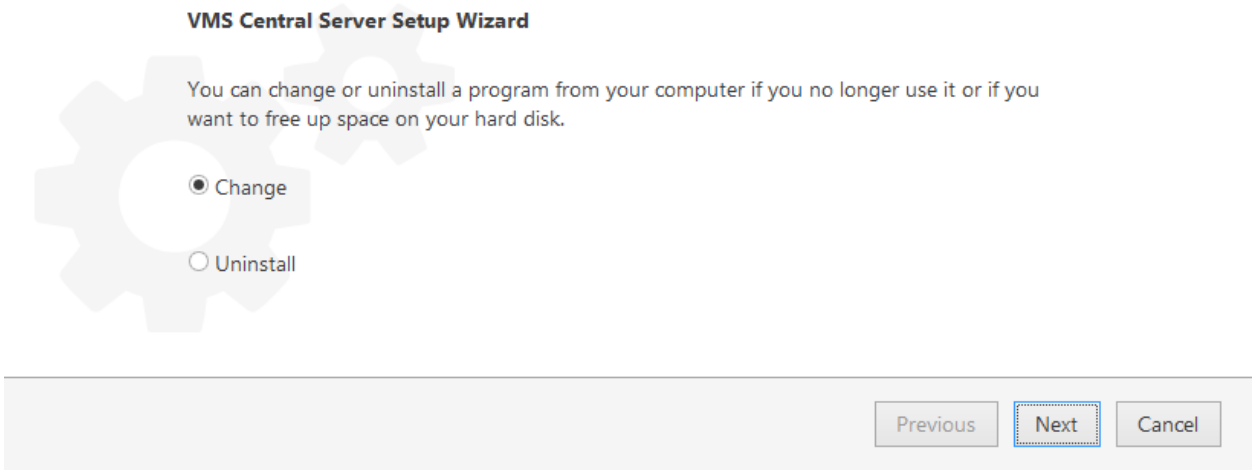


Figure 34. *Change or uninstall the product*

Select *Change* if you wish to re-install or add software components. The process will be similar to the initial installation.

Select *Uninstall* to remove all software components. You will be asked if you wish to keep the configuration and the current license; the following common use cases apply:

- keep the license and remove the configuration if you wish to re-configure everything from scratch after re-installation (e.g., in event of a corrupt database or having to move the server to a different system);
- keep both if you are going to clean install the software;
- remove both if you do not intend to use the software on this machine anymore.

Press *Next* to proceed with the de-installation process. Note that you may have to confirm these changes if UAC has been turned ON.

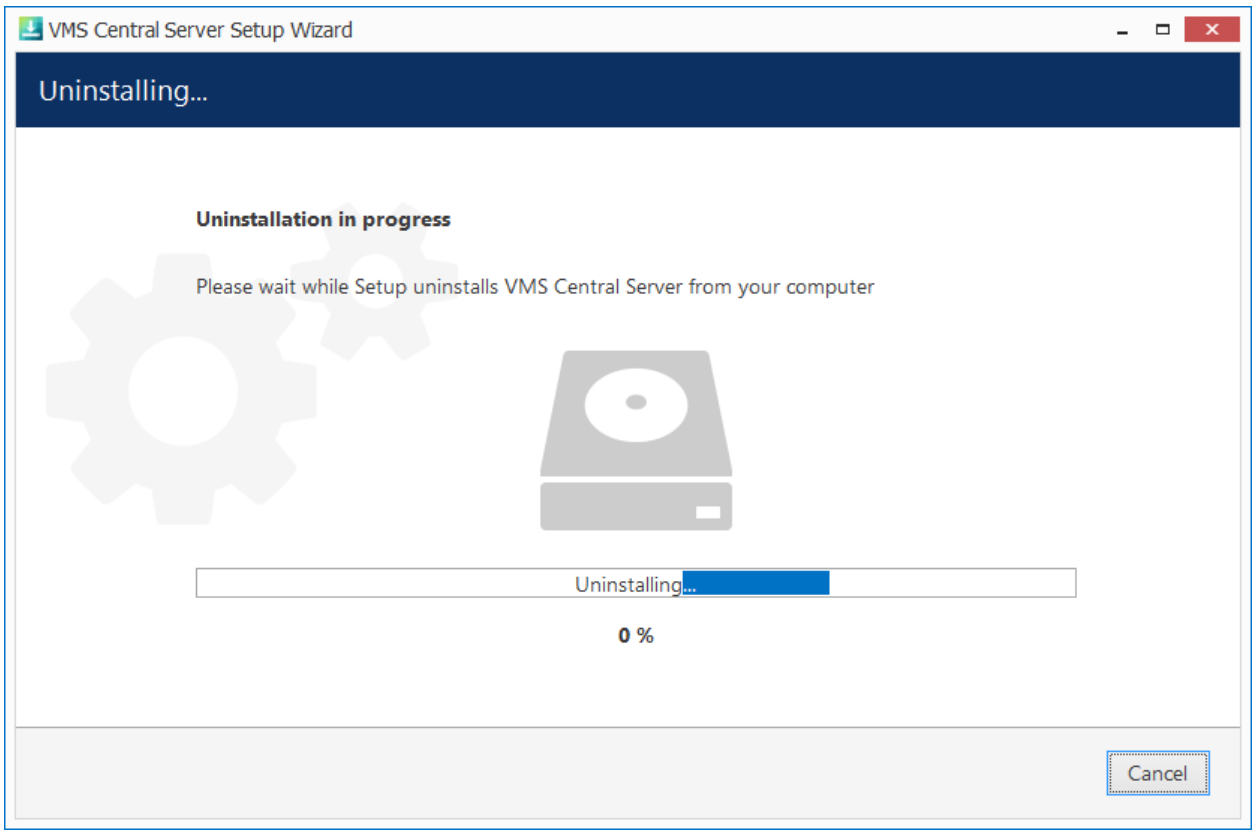


Figure 35. *Uninstall*

If you did not stop the Luxriot EVO server before starting the uninstall process or if some third-party software (e.g., antivirus) has locked Luxriot EVO files, you will get a warning.

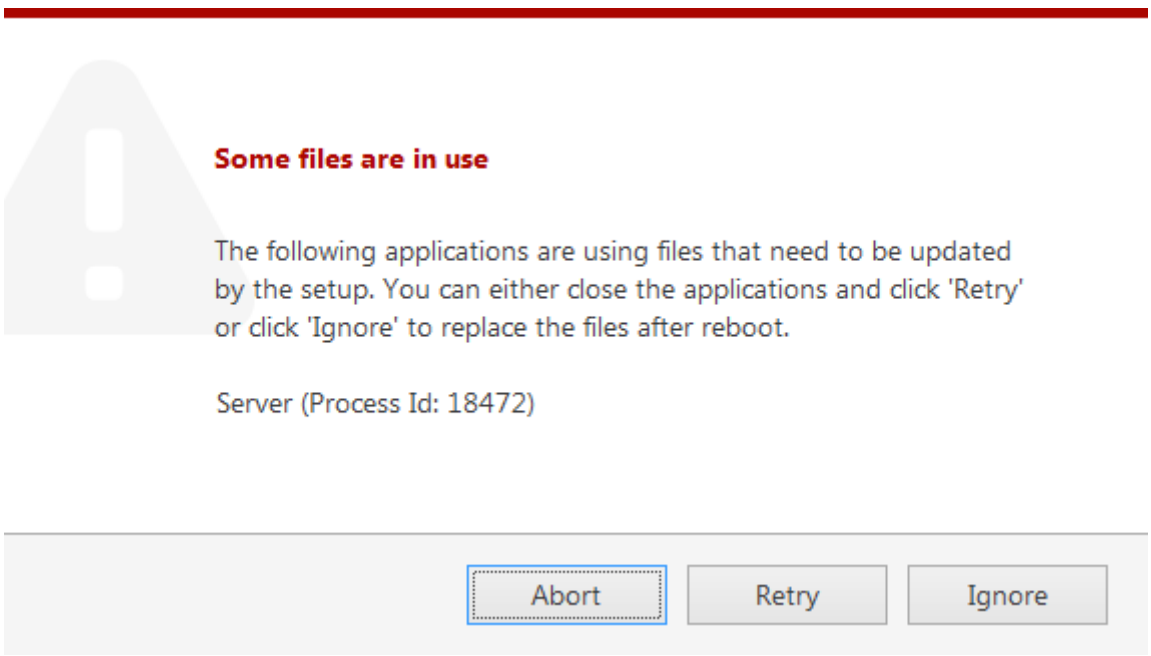


Figure 36. *A warning about some files being locked by a process*

In this case:

- choose **Abort** to cancel the uninstall process
- stop the processes manually yourself and then click **Retry**

- click **Ignore** to let the wizard handle the files automatically (recommended, an reboot may be required)

Generally, if you see that the process mentioned in the warning is Luxriot EVO **own process**, simply choose the **Ignore** option and let the wizard do the job.

When the wizard finishes removing software components, hit *Finish* to exit.

Clean Install

Sometimes it is necessary to install software anew, i.e., to change software bit version, roll back version, and also in event of major software-related troubles.

> You can perform clean install yourself if you are already familiar with the software. If you are doing it for the first time, we recommend that the procedure is supervised by a Luxriot support engineer so that you learn how to do this quickly and effectively, avoiding possible mistakes.

> Although software upgrade is not possible with different bit versions, you can migrate your installation to a different bit version by performing a clean install.

To perform a clean installation, it is crucial to make sure that no Luxriot software processes are running, whether explicitly or in the background. Follow these steps:

1. Stop all Luxriot software services and/or applications;
2. Open Windows Task Manager, click *'Show processes from all users'* and check that there are no processes starting with 'VMS..'; if there are any, stop them;
3. Uninstall software as described above, keeping your license and configuration;
4. Install [new] software version, carefully following all steps and recommendations;
5. Start the software and check if the desired change has been carried out.

CHAPTER 13

13 Migration From Previous Product Versions

It is possible to migrate the basic configuration from the older Luxriot software version, Luxriot VMS. All you have to do is export an XML file from Luxriot VMS and then import it via Luxriot EVO Console.

> In Luxriot EVO version **1.6.0**, major changes were made to permission management. As a result, configuration imported from an **XML** file (from Luxriot VMS) will **not** contain any user permissions: you will need to **review and set all user permissions after importing the configuration**.

In your Luxriot VMS Client, right-click your desired server and choose *Tasks -> Configuration Export*.

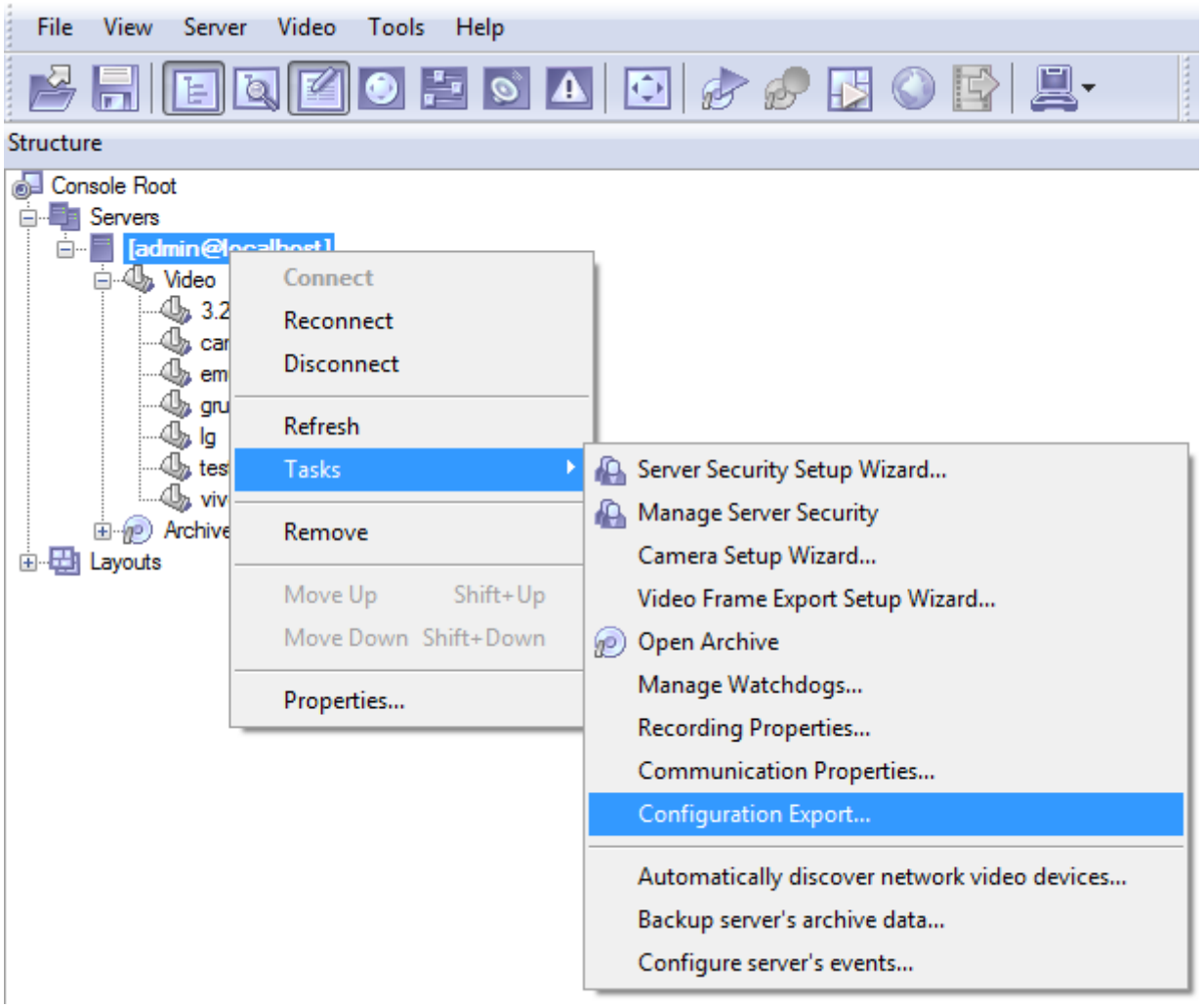


Figure 37. *Run Configuration Export from the server right-click menu*

Export wizard will display a summary of all the exported resources and give you an option to save the configuration in XML format. In order to do this, click the *Export to...* button and choose a location and enter the filename, then click *Save*.

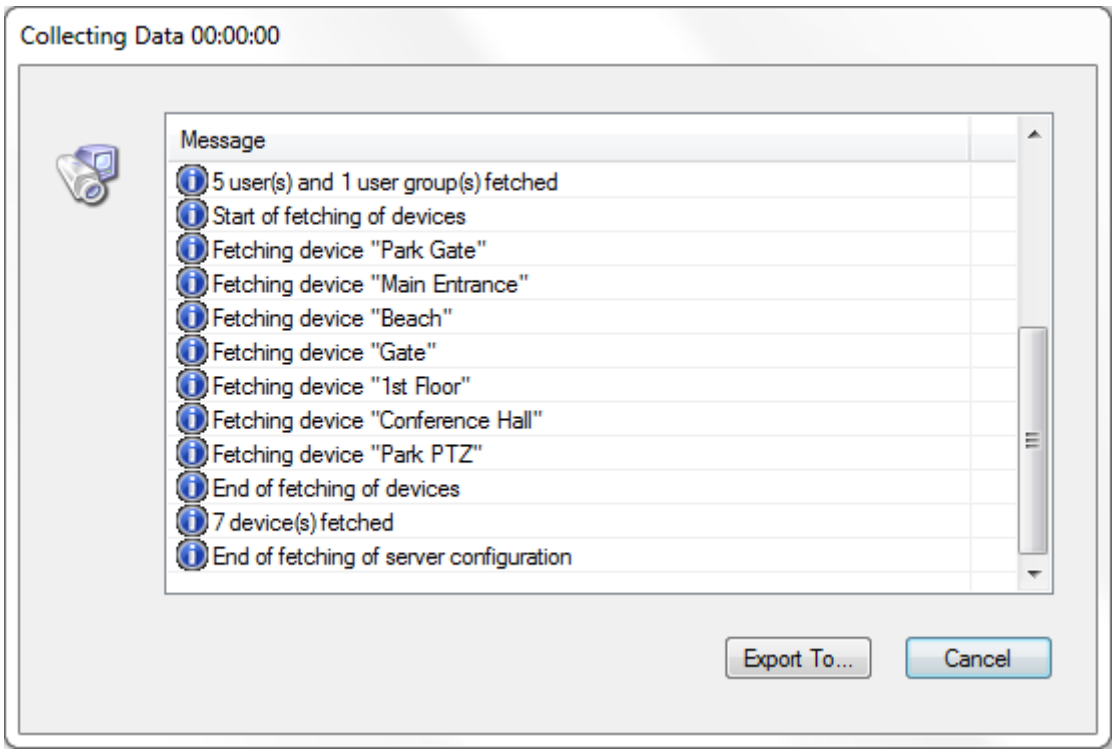


Figure 38. *Export tool*

Next, switch to your Luxriot EVO installation where you want to load the configuration: open Luxriot EVO Console and log into the target server. In Luxriot EVO Console, click the application menu button located in the upper-right- hand corner of the Luxriot EVO Console window and choose *Configuration import*. Locate your pre-saved XML file in the *Open file* dialog box and click *Open: Configuration import* dialog box will open, giving you the option to review the resources to be imported.

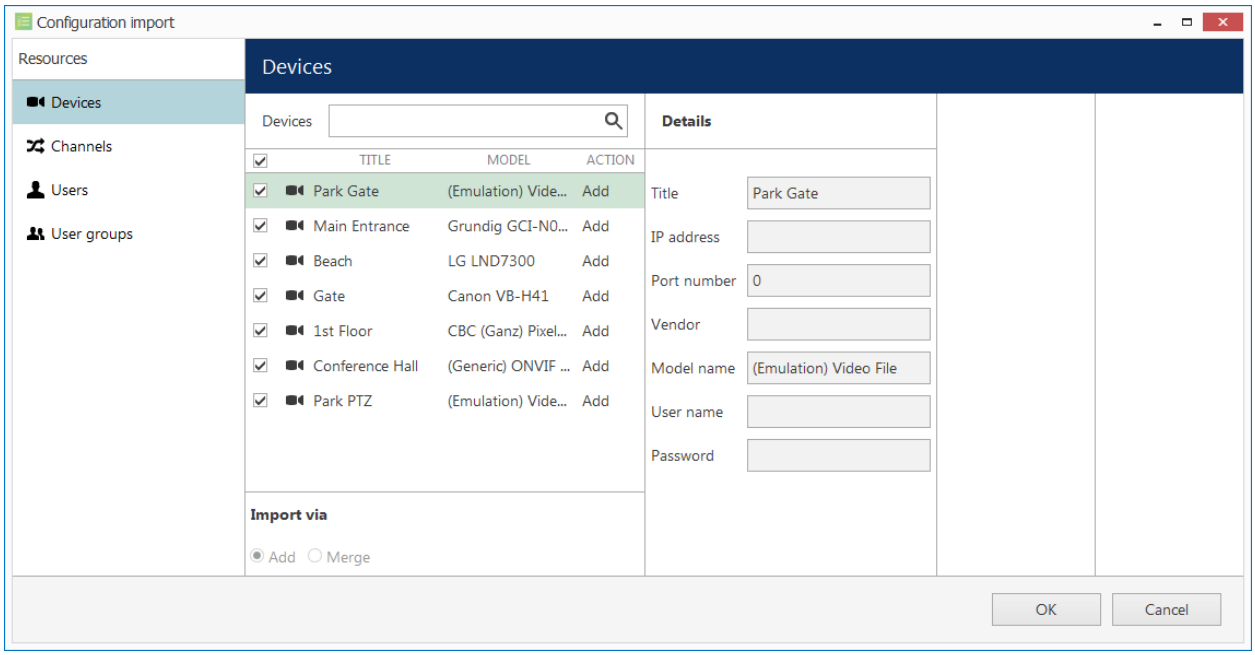


Figure 39. *Choose devices to be imported*

Review the list of devices to be imported from your pre-saved configuration; note that you can only view the settings but there is no option to change them. You will be able to alter device settings later, after you import the configuration. At

this stage, you can choose whether or not the device will be imported: to do this, simply put a checkmark next to each device name. By default, all devices are selected for import.

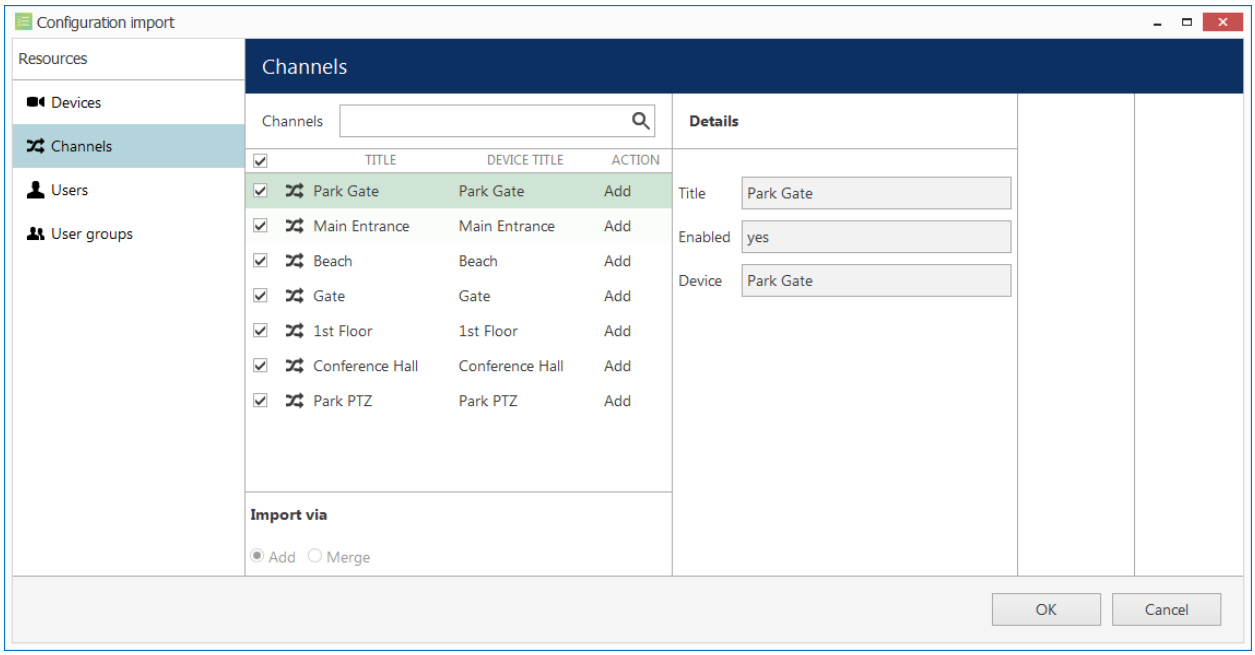


Figure 40. *Choose channels to be imported*

Next, switch to the *Channels* tab and review the channel list.

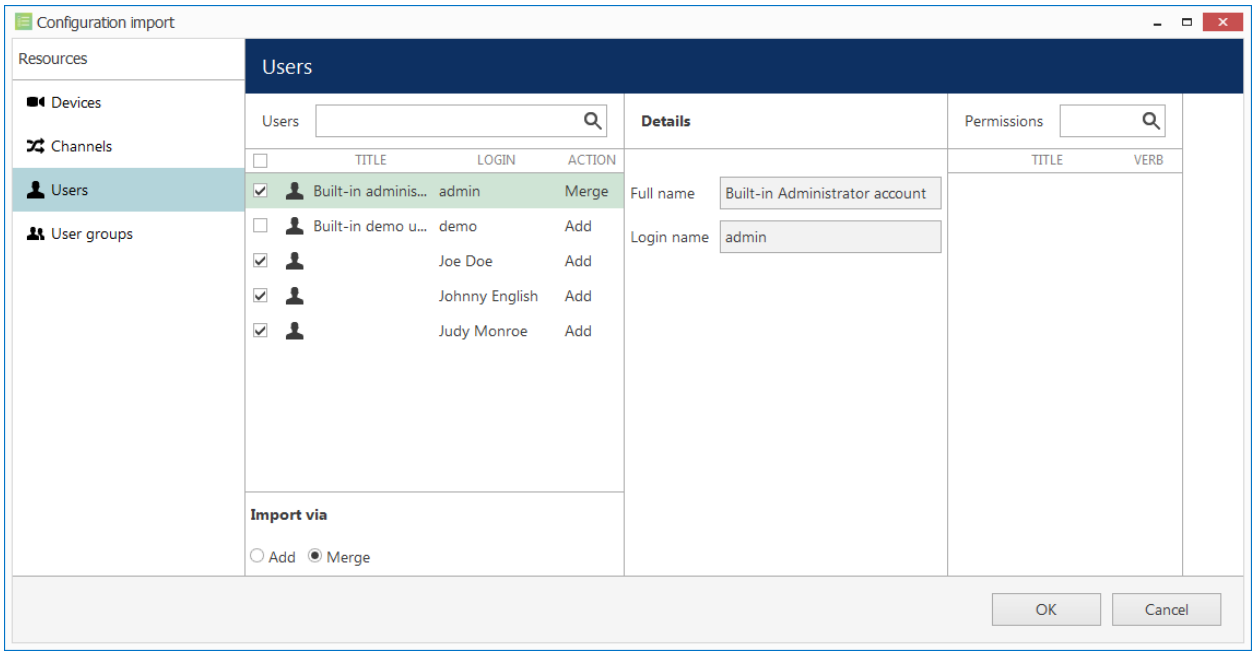


Figure 41. *Choose users to be imported*

When you have finished with devices and channels, review users and user groups to be imported.

> If some resource is already present in Luxriot EVO configuration, the wizard will mark the imported copy to be **merged** to the existing one; you can change this by selecting the desired resource and choosing the import type below: *Import via -> Add/Merge*. Merging means that user permissions are extended and in case of any differences Luxriot EVO settings have priority. Otherwise, the import wizard will simply **add** the target resource to your configuration and action type choice will be grayed out.

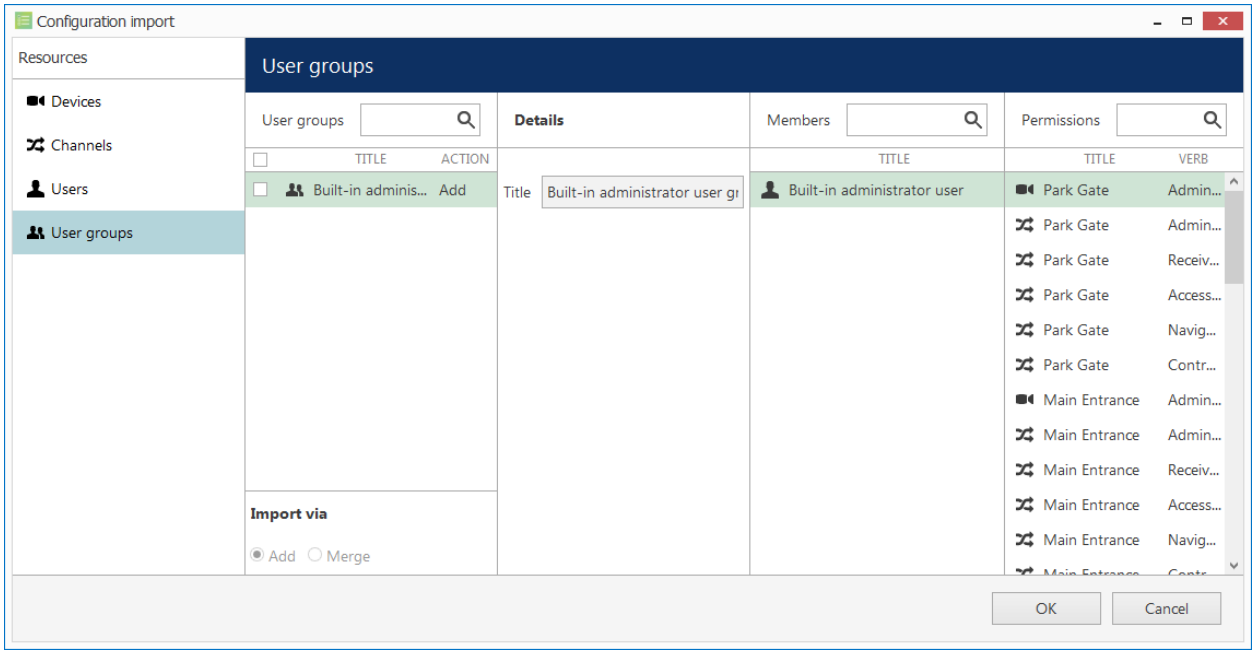


Figure 42. *Choose user groups to be imported*

When you are done, click OK to import the configuration. Luxriot EVO will show you a short summary and ask you to confirm the action.

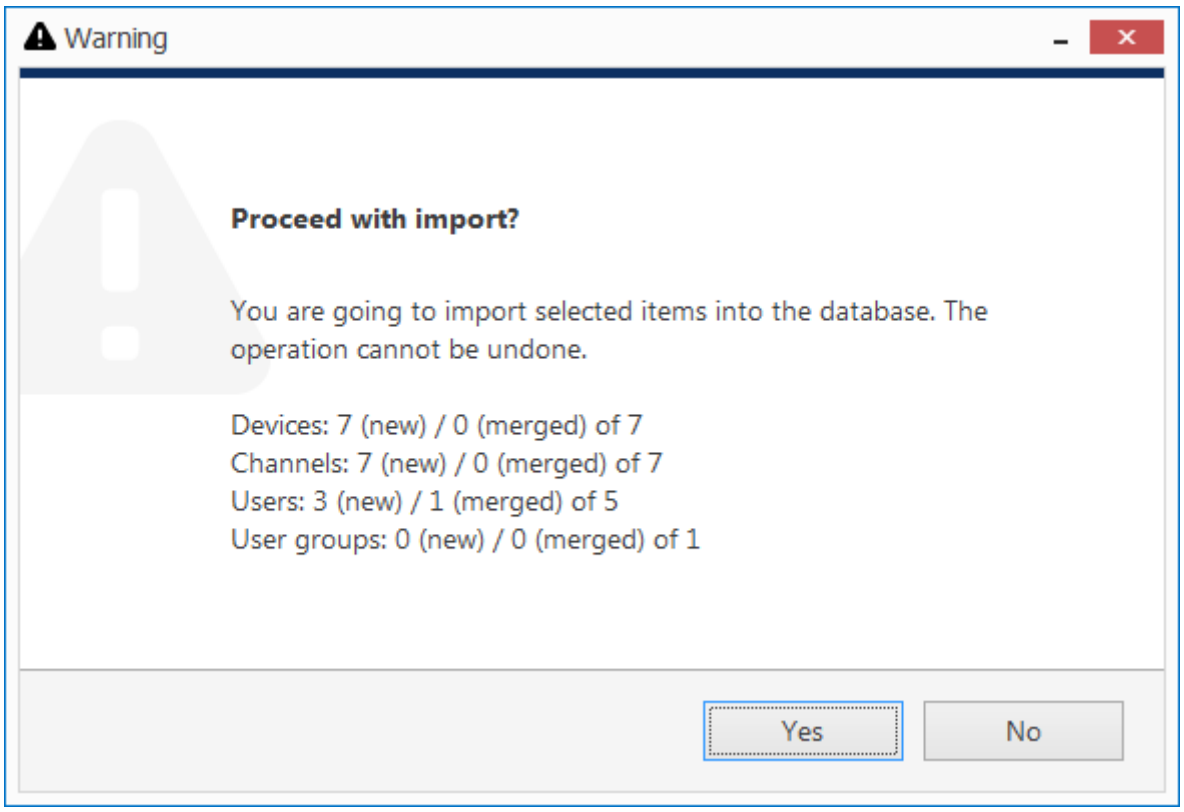


Figure 43. *Confirm import*

After the import, you will be able to edit the newly added resources as usual via corresponding menu sections.

CHAPTER 14

14 Database Import

You can use an existing Luxriot EVO database to import resources into any other Luxriot EVO installation. This feature allows you to **migrate** the server configuration 1-to-1 or **reuse** the configuration of devices and channels, user profiles, maps, recording calendars, etc., to speed up the site configuration.

Prerequisites

The database may come from any server and/or software edition, but it must contain not more than one server in its configuration. If you wish to import from a Luxriot EVO Global database, create a copy of it for backup, then remove all recording servers from its configuration first (move the devices to the Luxriot EVO Global server first if you need to preserve them), and use the single-server version for resource import.

> It is only possible to import the data from **single-server** databases.

Possible scenarios for this feature may be as follows:

- combine many Luxriot EVO S servers into a single Luxriot EVO Global installation
- transfer configuration from one Luxriot EVO S server to another

The database you need to take for future import is named *VMSConfig-xxxxxxxxxxxx.db* and it is located in the ProgramData directory.

> By default, all Luxriot EVO databases are located in the following directories:
>
> - C:\ProgramData\Luxriot\Luxriot EVO S - for the Luxriot EVO S product edition
> - C:\ProgramData\Luxriot\Luxriot EVO Global - for the Luxriot EVO Global product edition
> - C:\ProgramData\Luxriot\Luxriot EVO Recording Server - for the Luxriot EVO Recording Server component of a Luxriot EVO Global installation

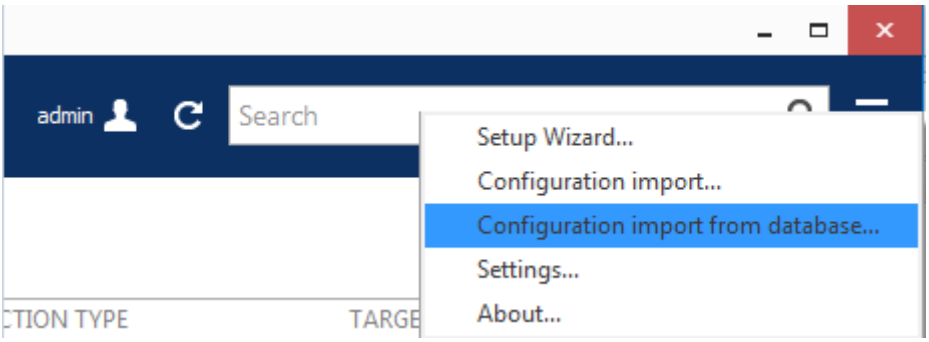


Figure 44. *Choose the database import option from the application menu*

Import from Database

To start data import, press the application menu button in the upper-right-hand corner of the Luxriot EVO Console window and choose the *Configuration import from a database* option.

From the standard Windows Explorer *Open File* dialog box, locate the target *VMSConfig-xxxxxxxxxxxx.db* file and open it.

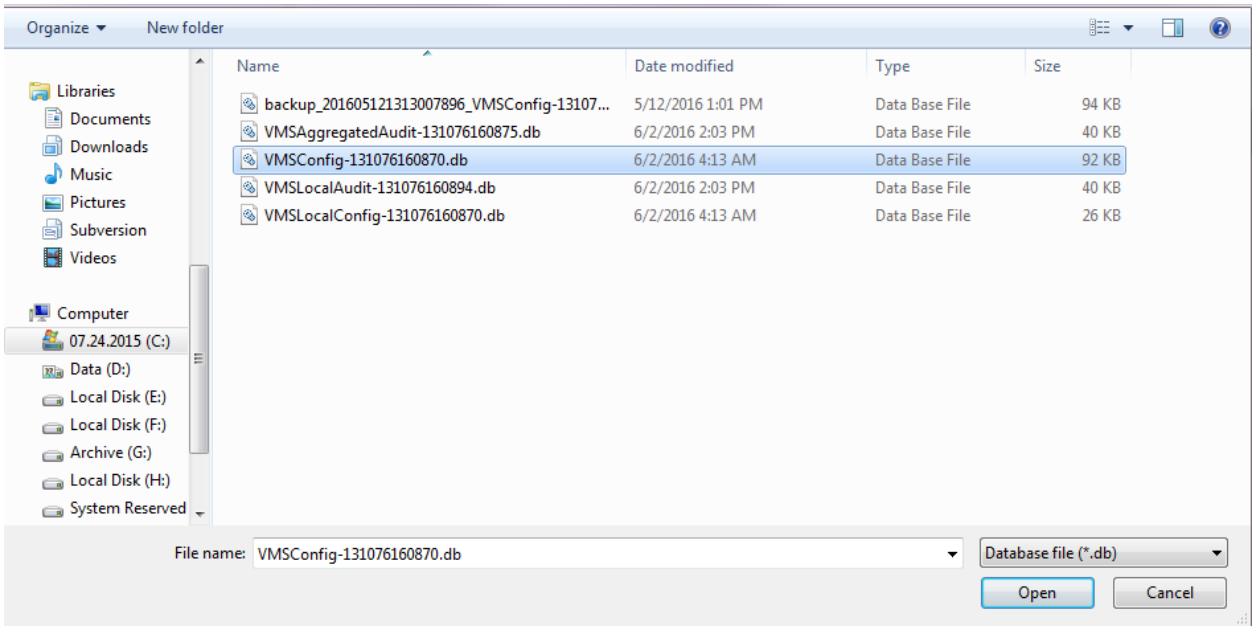


Figure 45. *Locate the database file*

The resource selection dialog box will appear. Choose the items to be imported using checkmarks in the left column; use the search field in the upper right corner to filter the items by type or by any other text field. In case the imported entities already exist on the host server (e.g., built-in recording profiles), their import action will be *Merge*; otherwise, the action will be marked as *Add*. When resources are merged, their permissions are merged as well. All types of resources can be imported.

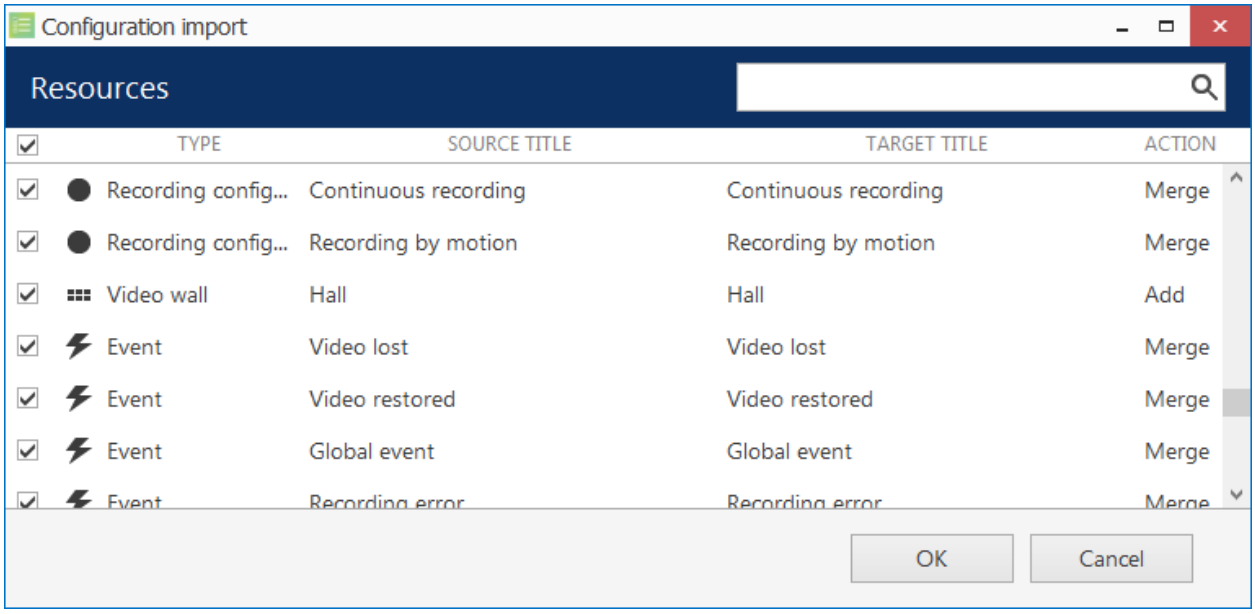


Figure 46. *Choose resources to be imported*

When you have finished with resource selection, click *OK* to proceed.

> **Important**: this action cannot be undone. Before confirming, make sure to review all the changes you wish to apply.

Before applying all the changes, review your import summary and click *OK* to confirm and finish the import.

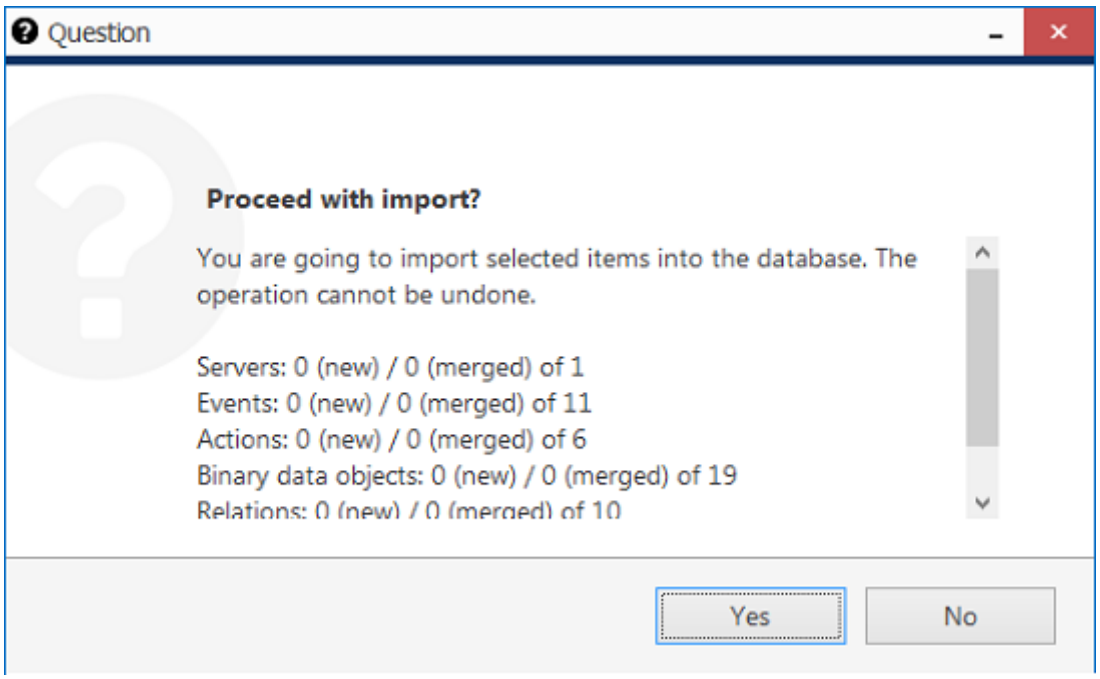


Figure 47. *Review the summary and confirm configuration import*

All selected items will be added to the server configuration immediately and you will be able to work with them normally.