

# GV File Upgrade Procedure - Windows



## Version History

Date	Version	Release by	Reason for changes
28/01/2017	1.0	J Metcalf	Document originated (1 <sup>st</sup> proposal)
10/02/2017	1.1	J Metcalf	Edited after feedback from Support
01/02/2019	2.0	J Metcalf	GV Rebrand
23/02/2021	2.1	J Metcalf	Post Belden rebrand



# 1. Introduction

This document will guide the User through the GV File upgrade process, of an existing GV File installation.

## 2. Overview

GV File code releases can be categorised as either a Major upgrade, or a Minor upgrade.

- **Major upgrade:** This is when major features are introduced and the main code version rises iteratively (i.e V3 to V4)
- **Minor upgrade:** This is a release primarily for bug fixes, but may include minor features. (i.e. V4.0.0.20 to V4.0.1.2)

### 2.1 License Implications

Major upgrades will require that the Feature License is updated. Only customers with Support Contracts are eligible for Major Upgrades.

For customers whose Support Contract has expired, please contact Support, here:

[GV Support](#)

There are no license implications for Minor Upgrades. The current feature license on the system will still be valid after upgrade.

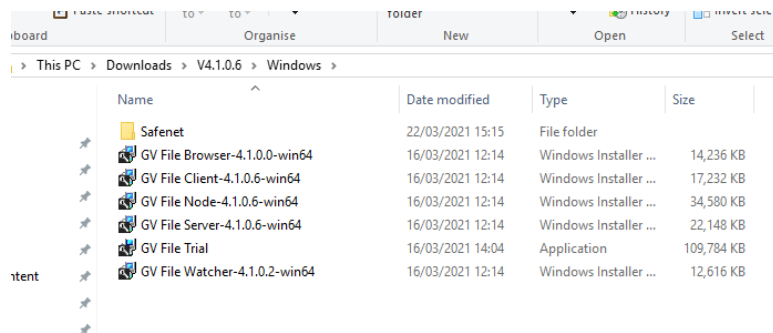
**Important Note:** Do **NOT** uninstall the Sentinel License Manager application. It is not necessary to uninstall, and then reinstall this application as part of the upgrade process.

### 3. Download Upgrade Package

The Installer Package for new software release can be downloaded from the SAM Store. Customers should log in to their respective User area.

<https://store.s-a-m.com/>

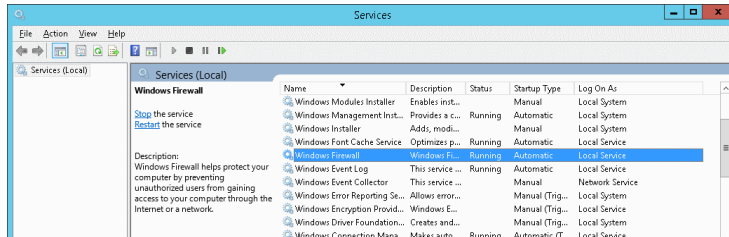
The Installer Package should be un-zipped to the GV File Host Machine.



## 4. Prerequisites

Before commencing the Upgrade, please consider the following:

- It is a requirement that, in order to Install or Uninstall and of the GV File Components that the Windows Firewall Service must be running.



- Note that if the current install is a **GV File**, or **xFile** installation and not the older **Snell OD** version, then it is not necessary to uninstall the existing GV File installation, prior to installing the new software. The new software can be installed over the top of the existing install.

However, if the current install is a **Snell OD** installation (pre V2.2.0.12), then it is recommended that the current install is first un-installed, prior to installing the new GV File software.

Uninstall the current Snell OD components in: **Control Panel / Programs and Features**

- Usual practice is to install all the GV File Components on the same Host PC/Server; however, it is possible to install GV File components on separate machines. In particular it may be desired to run the GV File Node (or Nodes in a multi Node install) on separate host machines. In such cases these GV File components will need to be updated on their respective host machines.
- The GV File Node may be installed either as a Service, or as an Application. It is probable that the current GV File install is to be maintained after upgrade, so it is advised to check the current install of the Node prior to upgrade.

Note that normally the GV File Node would be installed as a Service. However, there are certain criteria that make it necessary to install the GV File Node as an Application. These are:

- If multiple GV File Nodes are to be installed on the same host machine.
- If older consumer NVidia GPU are the chosen GPU solution.

Note - If Multiple Nodes are configured on the same host machine, it is only necessary to upgrade the Node once.

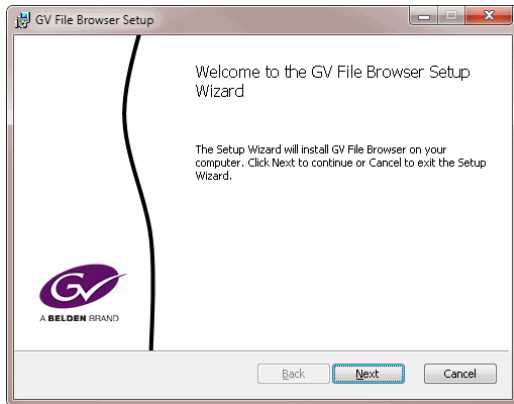
## 5. Upgrade Procedure

Each Installer application is in the form of an .msi executable file.

Each GV File component should be installed separately.

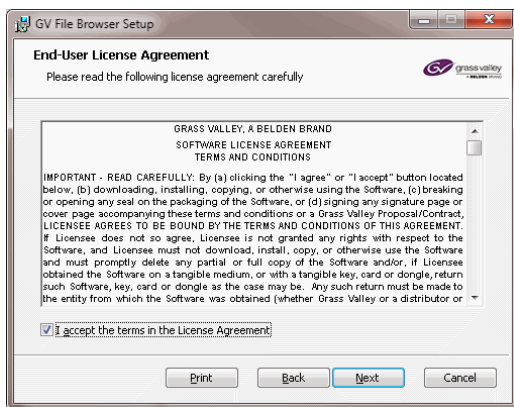
The order in which the GV File components are installed is not important.

1. Double-click on each of the Installer packages in turn. In this example the GV File Server is installed first.



Select **Next** to continue.

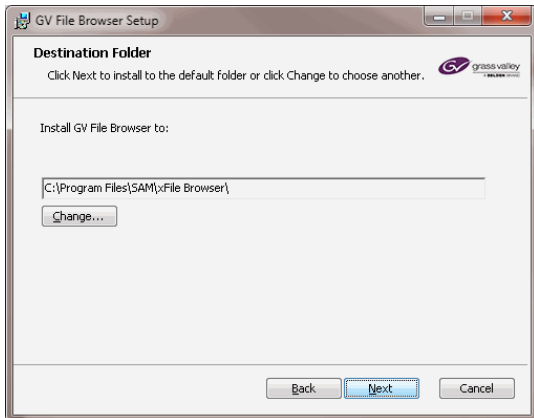
2. The **End User License Agreement** will now appear.



Check the tick-box to accept the terms of the License Agreement.

Select **Next** to continue.

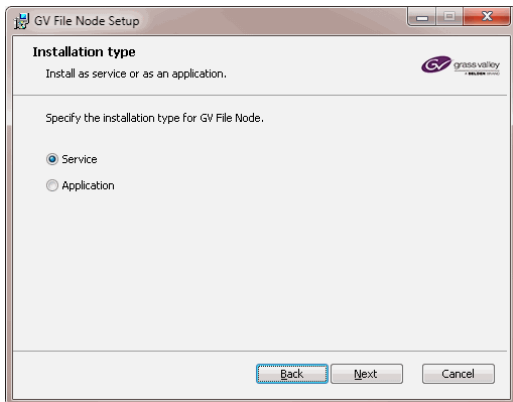
3. The **Destination Folder** for the install can now be defined.



It is recommended that the default folder is used.

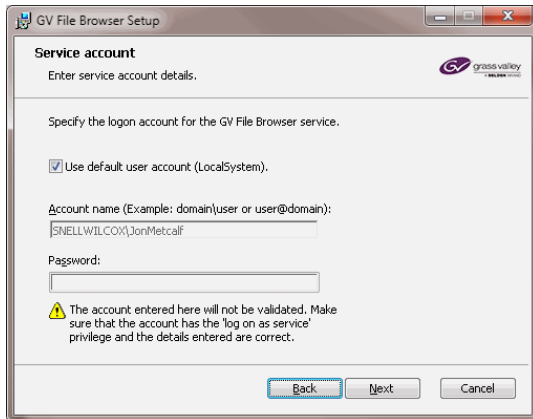
Select **Next** to continue.

5. Only when installing the GV File Node, the choice will be offered to install as either a **Service** or as an **Application** (see prerequisites above).





4. The **Service account** can be defined.



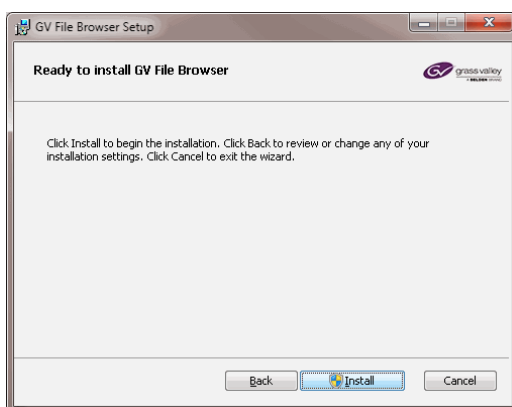
Important: with regard to the GV File Browser, GV File Watcher and GV File Node, in circumstances where media is to be read from, or written to, a remote storage device, then it is essential that these GV File components have administrative rights access to the remote storage. Hence that it is important to consider this when entering the Service Account details entered above. It is good practice to check the current login credentials of these components, so that they can be preserved after upgrade.

Note that with respect to the GV File Node, this is not relevant if the Node is installed as an Application.

The GV File Server is not critical in this respect, and the default User Account can be used.

Note that the Service Account window will not appear when installing the GV File Client, or when installing the GV File Node as an Application.

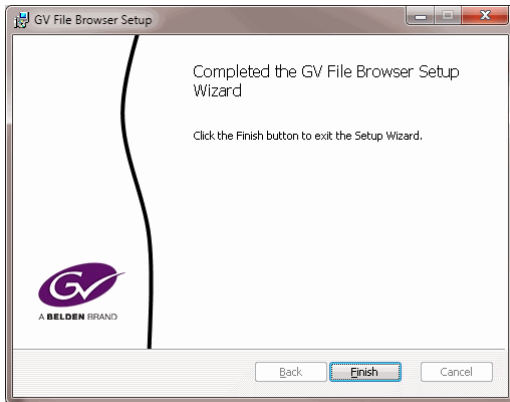
5. Install the GV File component.



Click **Install**.

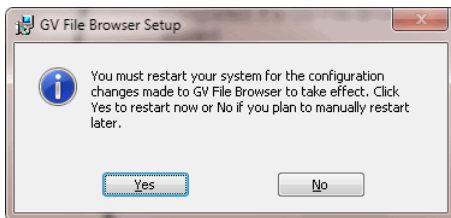
The component will now install. This will only take a few seconds.

- When the install has completed, the Completed window will appear.



Click **Finish** to complete the process

- A warning box will now appear mentioning the server will need a restart to complete the installation.



It is only necessary to restart the system after all the GV File components have been installed. At this point select **No**.

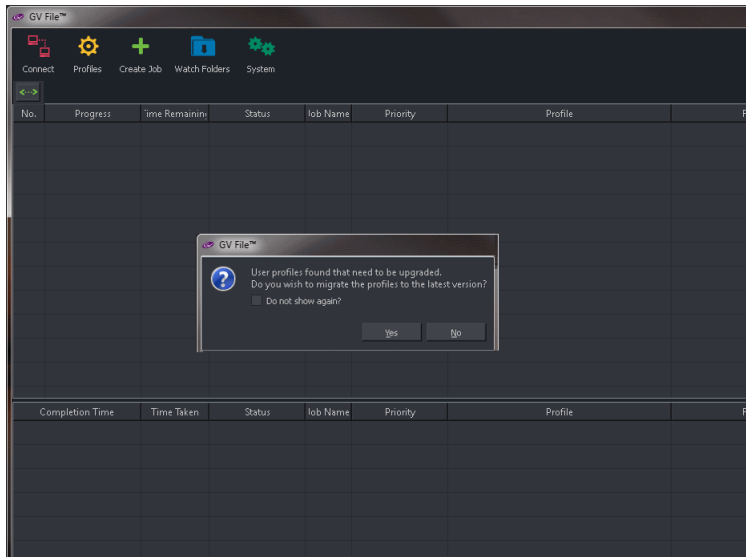
Note that this window does not appear upon completion of the GV File Client install.

- Repeat the above install procedure for the other GV File components.
- After all the GV File components have been installed, reboot the Host Machine.

## 6. Migrating Profiles

Upon rebooting the system after the upgrade process is complete, when the GV File Client is opened, a new window will appear asking the User if they want to migrate the User Profiles from the old version, to the new.

Note this message will only be seen if there are User Profiles present before upgrade.



Click **Yes** to migrate the User Profiles.

This procedure will allow User Profiles configured in the GV File system running older code, to be used once the system has been upgraded.

## 7. Licensing

GV File code releases can be categorised as either a Major upgrade, or a Minor upgrade.

- **Major upgrade:** This is when major features are introduced and the main code version rises iteratively (i.e V3 to V4)
- **Minor upgrade:** This is a release primarily for bug fixes, but may include minor features. (i.e. V4.0.0.20 to V4.0.1.2)

### License Implications

Major upgrades will require that the Feature License is updated. Only customers with Support Contracts are eligible for Major Upgrades.

For customers whose Support Contract has expired, please contact Support, here:

<https://www.grassvalley.com/support/>

There are no license implications for Minor Upgrades. The current feature license on the system will still be valid after upgrade.

**Important Note:** Do **NOT** uninstall the Sentinel License Manager application. It is not necessary to uninstall, and then reinstall this application as part of the upgrade process.

For Major version upgrades requiring a new Feature License, those customers eligible will receive a license file in the form of a **.lic** file, as an email attachment.

The License file should be saved somewhere where it can be easily retrieved.

#### Sentinel License Manager

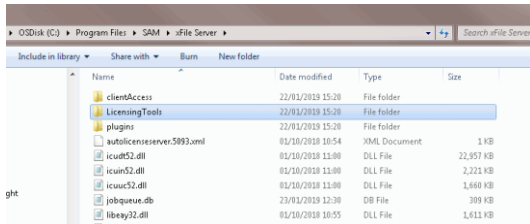
When upgrading systems running pre V4.1.0.6, the Sentinel License Manager software will need to be updated to V9.6.0.

## 7.1 Feature License Update Procedure

Note that the Base License does not need to be updated as part of the Upgrade procedure.

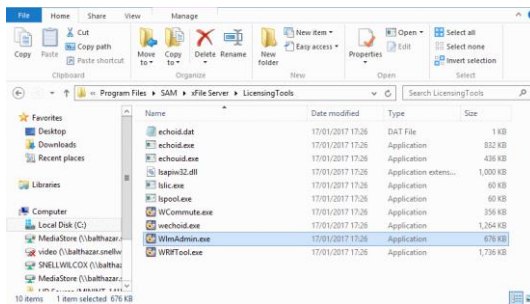
First it is necessary to locate the folder: **Licensing Tools**:

C:\Program Files\SAM\XFile Server\Licensing Tools:



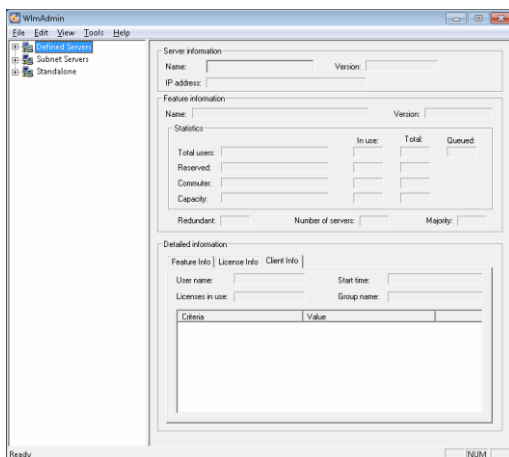
### License Update Procedure

1. Log on to the GV File host machine.
2. Using File Explorer locate the folder: **Licensing Tools** (as described above).
3. Locate, within the **License Tools** folder, the application: **WimAdmin.exe**

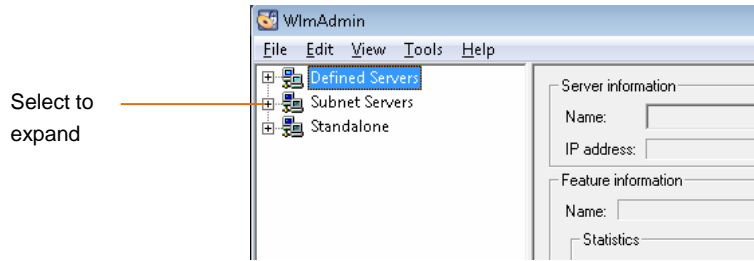


Double click on the **WimAdmin.exe**.

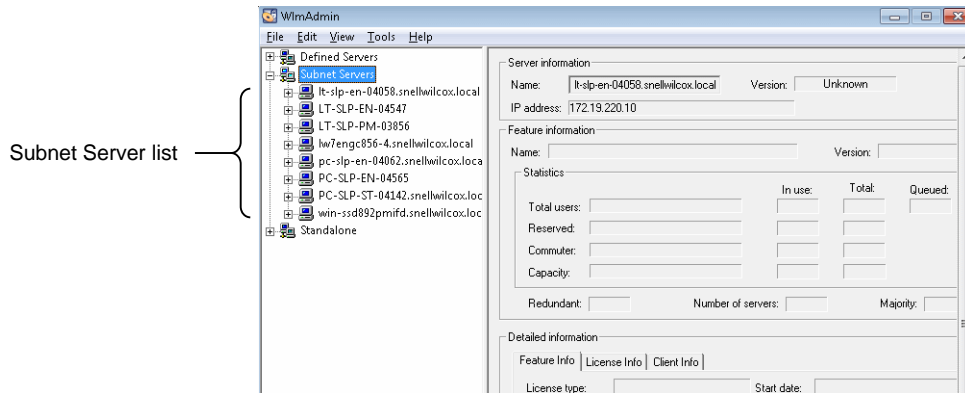
The **WinAdmin** application will open:



4. Expand **Subnet Servers**:



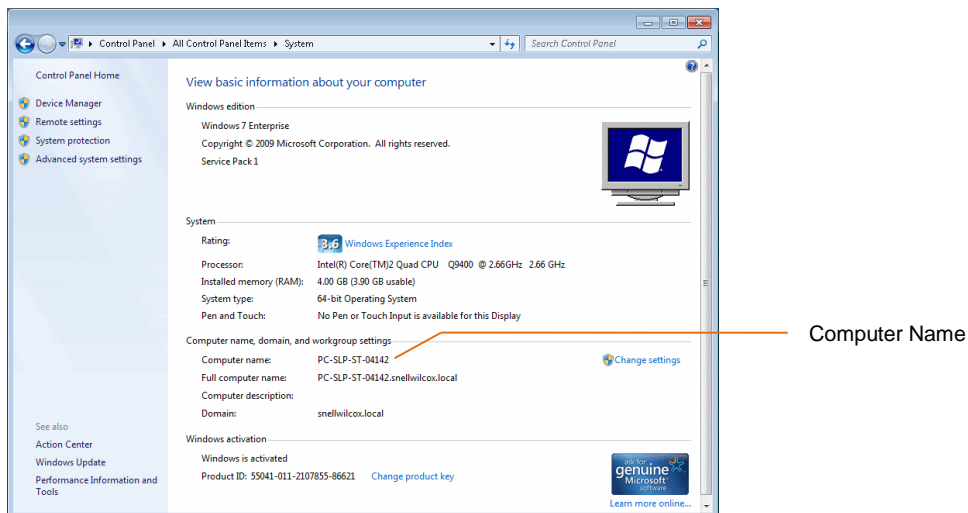
A list of Servers will now be visible.



If the name of the Computer to act as the License Server is not known, log to the PC and open:

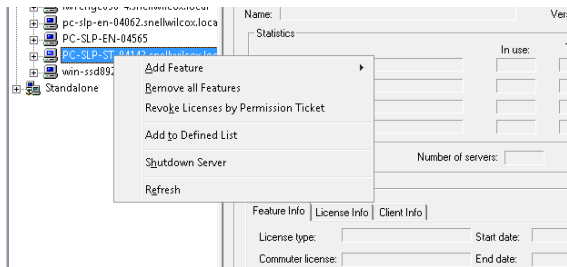
- **Control Panel / System**

The Computer name will be listed:

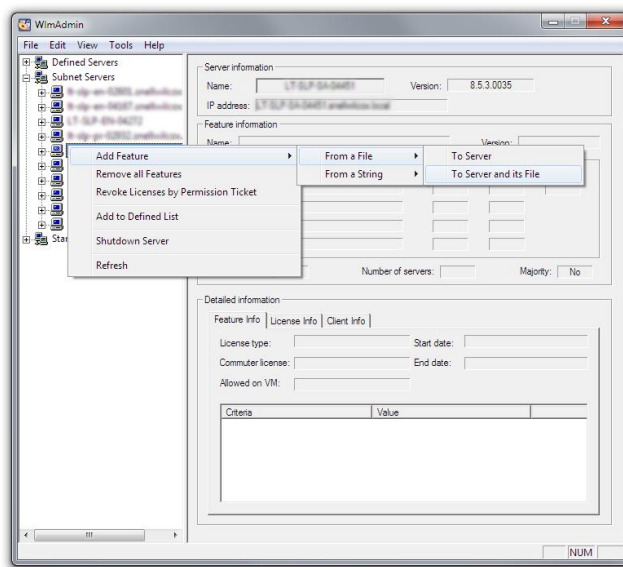


4. Locate the Server in the list that is to act as the License Server. This is identified by the computer's name.  
Right click on this Server.

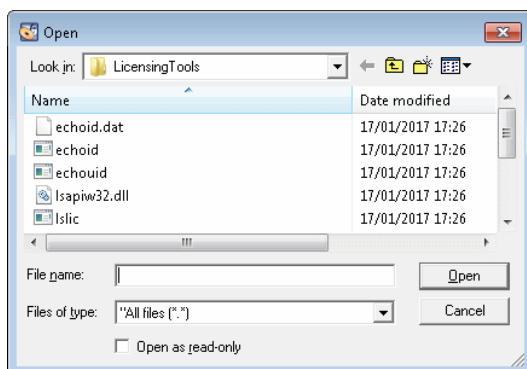
A menu will appear:



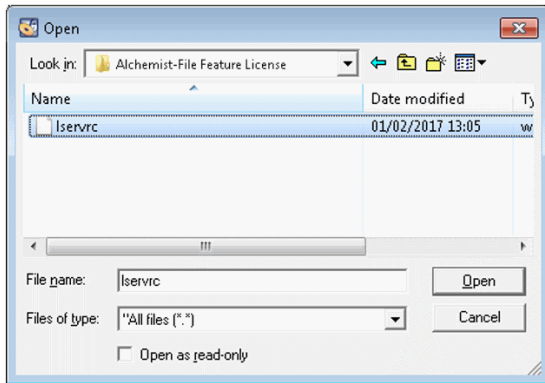
Select: **Add Feature/From a File/To a Server and its File**



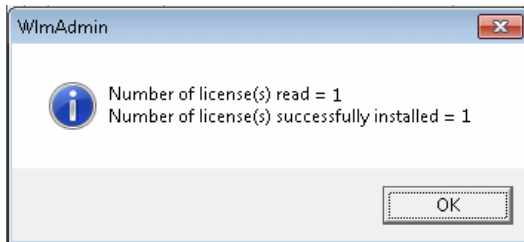
A new window will appear called **Open**.



Browse to the location of the new Feature License file.



Clicking **Open** will apply the license. A confirmation message will be seen:



This completes the license installation.



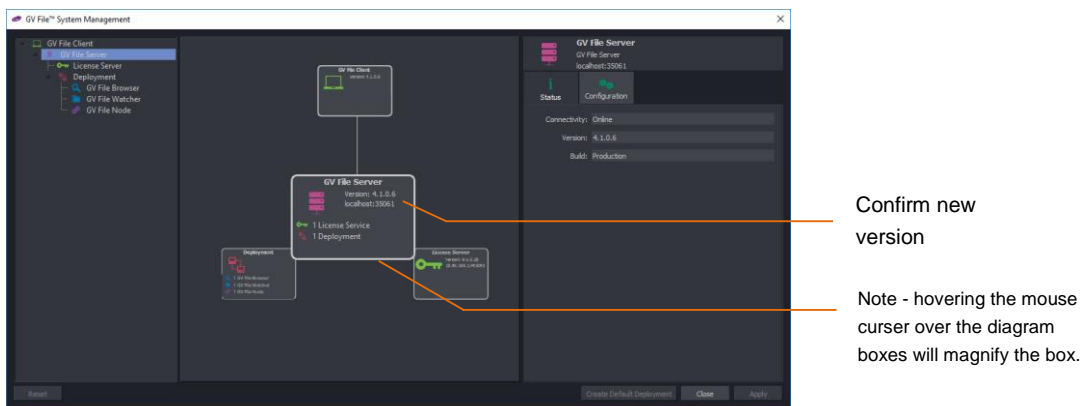
## 8. Upgrade Check

1. In the GV File Client, click on the **System** icon.

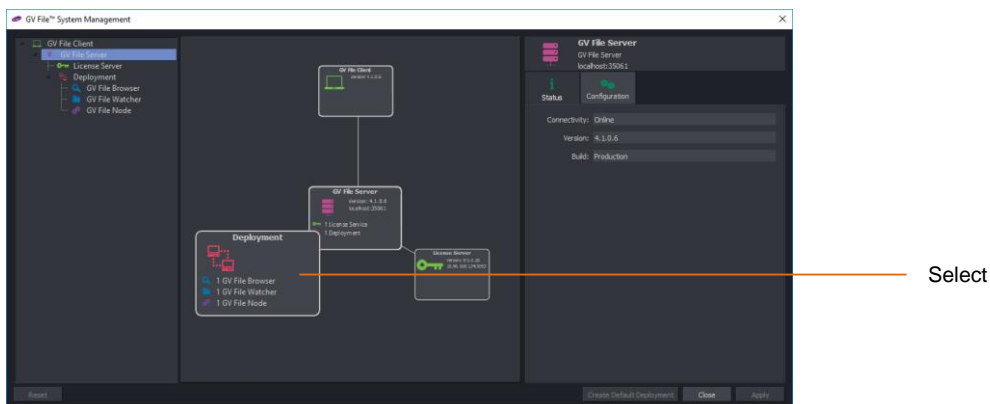


The **System Management** window will open.

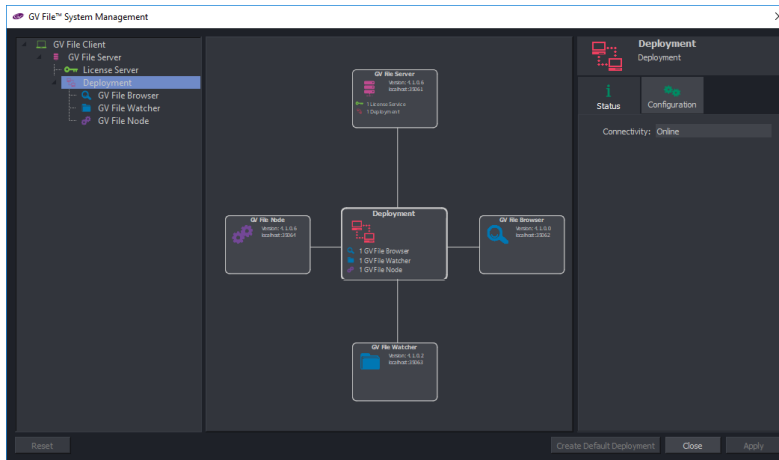
2. In the **System Management** Window, note that the GV File server is now running the new code. In this example, the version is V4.0.0.20.



3. In the **System Management** Window, select the Deployment box.



The **System Management** window view will now detail the Deployment.

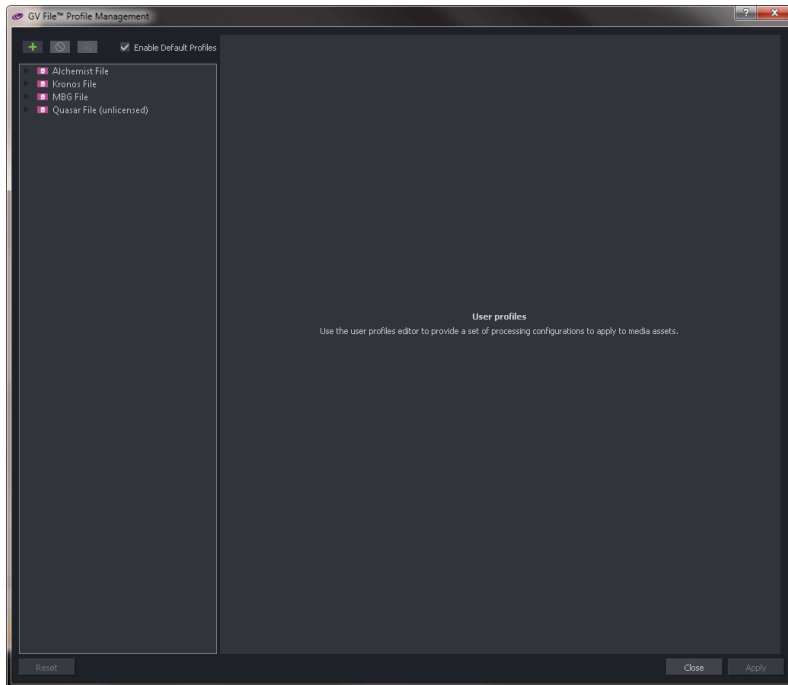


Each component version can be confirmed to be at the upgraded version.

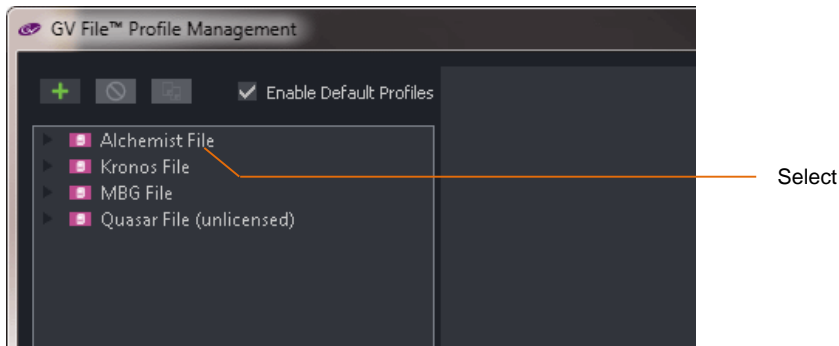
## 9. License check

1. In the GV File Client, click on the **Profiles** icon.

The **GV File Profile Management** window will open:



2. Click on the Product that is to be verified:



A product information page for the selected product; in this example, Alchemist File:

The screenshot shows the 'GV File™ Profile Management' window. On the left, a sidebar lists products: Alchemist File (selected), Kronos File, MBG File, and Quasar File. The main area displays the 'Alchemist File' logo and 'Version 4.1.0.6'. Below this, there is descriptive text about the product's technology and licensing model. At the bottom, a 'Licensing' table provides details on license versions and availability.

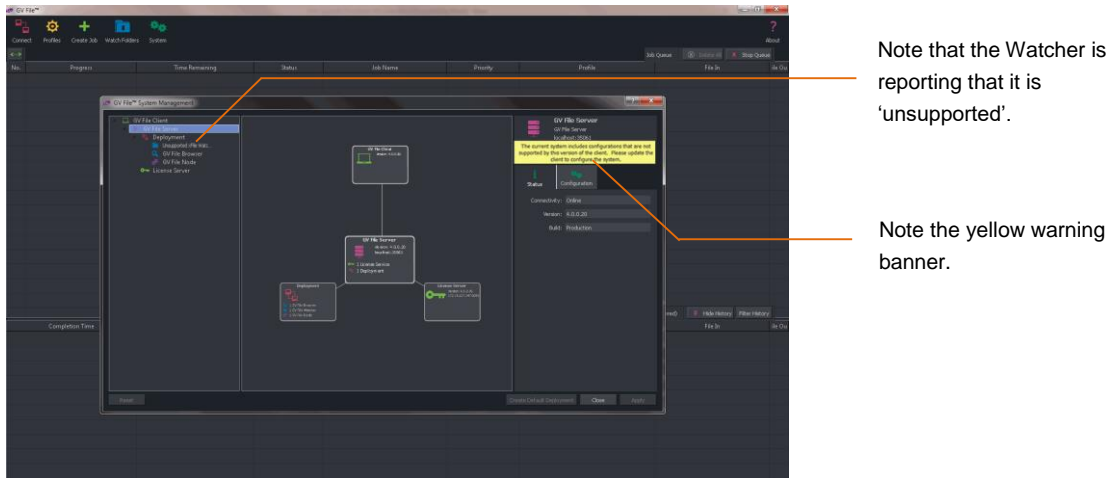
License	Version	Total	Available	Status	EIDs
Alchemist File Feature	3.0.0.0	10	0	Superseded	
Alchemist File Feature	4.0.0.0	10	10	Available	
Alchemist File Base	1.0.0.0	28	28	Available	

Here the license version and availability can be confirmed.

## Appendix A. Updating from pre-V2.2.0.12

If, prior to upgrade, the current install is pre V2.2.0.12; once the GV File system is upgraded, launch the GV File Client and select the System icon.

Check to see if the following warnings are reported in the GV File Client:



Note that the Watcher is reporting that it is 'unsupported'.

Note the yellow warning banner.

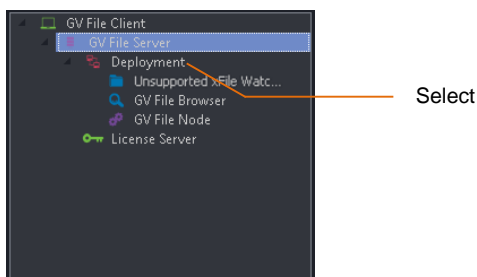
If these warnings are seen, the following procedure will correct the condition.

Note that this procedure will effectively delete any existing Watch Folder Configurations.

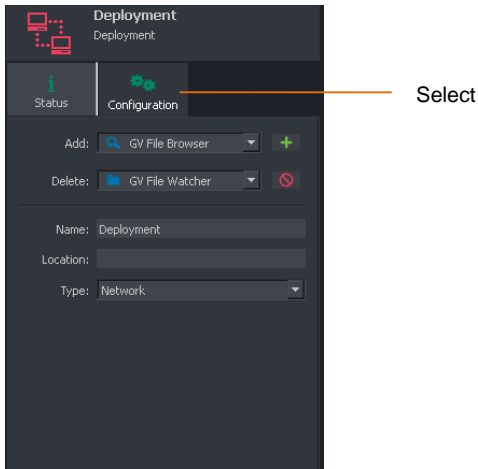
It is appreciated that if there are a large number of existing Watch Folder Configurations, that it would be a laborious exercise to reconfigure these Watch folders after upgrade. If it is desired to retain existing Watch Folders, please contact SAM Support.

<https://www.grassvalley.com/support/>

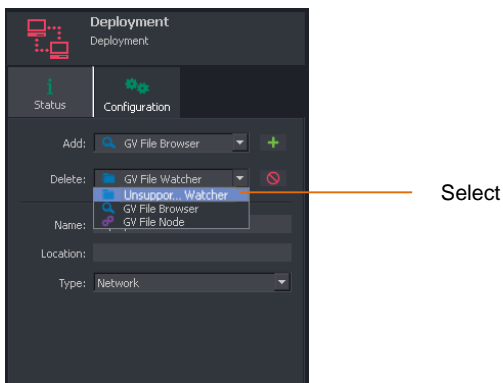
1. In the System Management window, select the Deployment in the left hand pane.



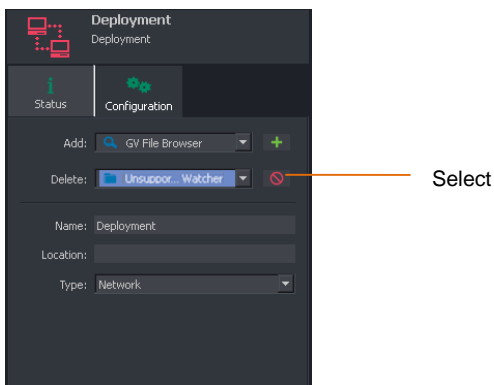
2. Now go to the right pane and select the Configuration Tab.



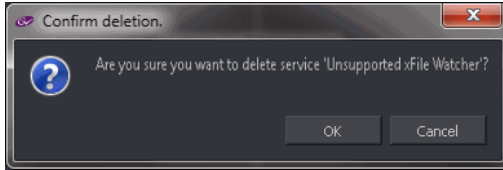
3. In the **Delete** field, select **Unsupported GV File Watcher** from the drop-down menu.



4. Now select the delete symbol to delete the **Unsupported GV File Watcher**.

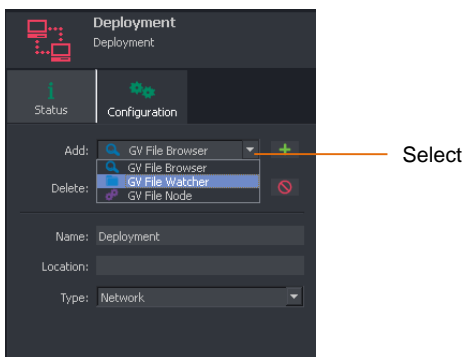


5. A **Confirm deletion** window will appear.

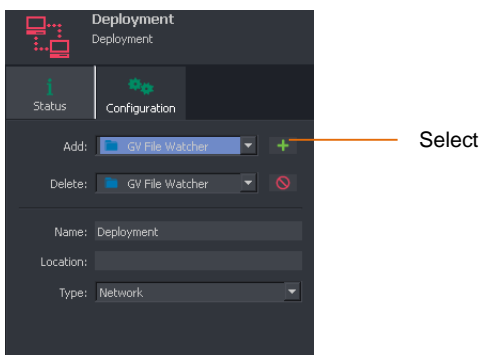


Click **OK** to confirm deletion.

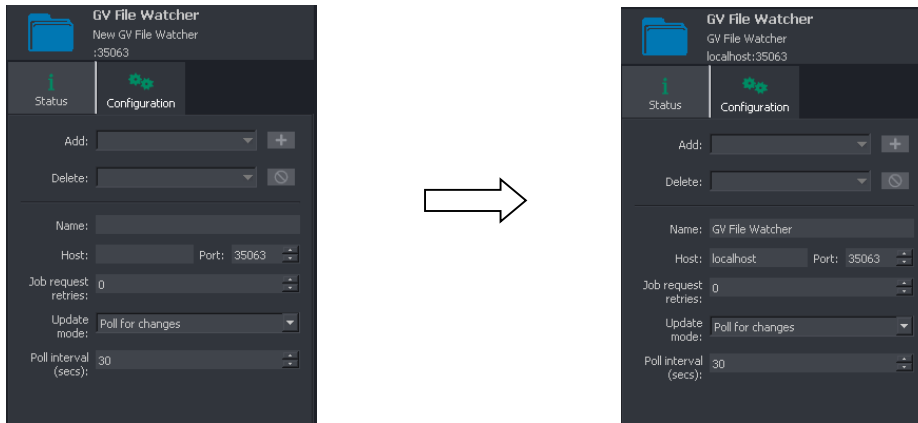
6. Now in the **Deployment Configuration** pane, in the **Add** field select **GV File Watcher** from the drop-down menu.



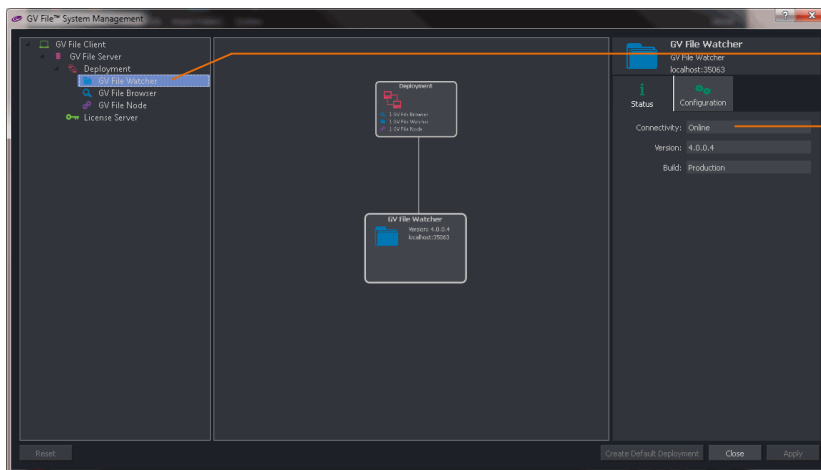
7. Click on the green + symbol to add the new Watcher.



8. The new Watcher will need to be configured.



Click Apply to complete the process of adding the new Watcher.



The GV File Watcher should now be available.  
Under the Status tab, it can be seen that the Watcher is **Online**.