

# Converting 32-bit Software to 64-bit Software



# Contents

1. Introduction	. 3
2. Client Installation	.4
2.1 Download the 64-bit version of the software	. 4
2.2 Stop the Cat server	. 4
2.3 File backup	. 6
2.4 Uninstall 32-bit CathexisVision	. 6
2.5 Install 64-bit CathexisVision	. 7
2.6 Stop the Cat server	. 7
2.7 Copy files	. 7
2.8 Start the server	. 8
3. Server Installation	. 9
3.1 Download the 64-bit version of the software	. 9
3.2 Create a restore point for the 32-bit version	. 9
3.3 Uninstall 32-bit CathexisVision	11
3.4 Install 64-bit CathexisVision	11
3.5 Load the restore point	11
3.6 Import the database	12
4. Conclusion	14



# **1. Introduction**

CathexisVision 2021 is the last version of CathexisVision with a 32-bit installer. From CathexisVision 2022 onwards, the software will only be supplied with a 64-bit installer.

This document explains the process of moving from a 32-bit version of CathexisVision to a 64-bit version for both Client and Server installations.

While Cathexis has made every effort to ensure the accuracy of this document, there is no guarantee of accuracy, neither explicit nor implied. Specifications are subject to change without notice.



# 2. Client Installation

This section provides a guide on how to upgrade from a 32-bit version to a 64-bit version of CathexisVision client software. Before the upgrade, it is important to back up the folder and license file (if the user has any) and save these in a different folder to the Cathexis software. This is to prevent the backup being lost when the old version of the software is uninstalled. The upgrade process is outlined below.

#### 2.1 Download the 64-bit version of the software



Download the 64-bit version of the software currently installed on the PC. If a matching major version cannot be found on the website, then contact Cathexis support: support@cat.co.za

For example, a 2019.2 32-bit client version should be replaced with a 2019.2 64-bit client installation.

#### 2.2 Stop the Cat server

	Toolbars	>
	Search	>
~	Show Task View button	
	Show People on the taskbar	
	Show Windows Ink Workspace button	
	Show touch keyboard button	
	Show the desktop	
	Task Manager	
$\checkmark$	Lock the taskbar	
۵	Taskbar settings	

Right-click the taskbar. Select Task Manager.



Processes Performance App hi	story Sta	rt-up Users Details Services			
Name	PID	Description	Status	Group	1
AarSvc	10050	Agent Activation Runtime	Stopped	AarSycGroup	1
AarSvc 8ea4a		Agent Activation Runtime 8ea4a	Stopped	AarSvcGroup	l
AJRouter		AllJoyn Router Service	Stopped	LocalServiceNet	
AIG		Application Laver Gateway Service	Stopped		
ApplDSvc		Application Identity	Stopped	LocalServiceNet	
Appinfo	1188	Application Information	Running	netsycs	
AppMamt		Application Management	Stopped	netsvcs	
AppReadiness		App Readiness	Stopped	AppReadiness	
AppVClient		Microsoft App-V Client	Stopped	11	
AppXSvc	3020	AppX Deployment Service (AppXSVC)	Running	wsappx	
AssignedAccessManagerSvc		AssignedAccessManager Service	Stopped	AssignedAcces	
AudioEndpointBuilder	752	Windows Audio Endpoint Builder	Running	LocalSystemNe	
Audiosrv	1576	Windows Audio	Running	LocalServiceNet	
autotimesvc		Cellular Time	Stopped	autoTimeSvc	
AxInstSV		ActiveX Installer (AxInstSV)	Stopped	AxInstSVGroup	
BcastDVRUserService		GameDVR and Broadcast User Service	Stopped	BcastDVRUserS	
BcastDVRUserService 8ea4a	7824	GameDVR and Broadcast User Service	Running	BcastDVRUserS	
BDESVC		BitLocker Drive Encryption Service	Stopped	netsvcs	
BFE	1900	Base Filtering Engine	Running	LocalServiceNo	
BITS	1188	Background Intelligent Transfer Service	Running	netsvcs	
BluetoothUserService		Bluetooth User Support Service	Stopped	BthAppGroup	
BluetoothUserService_8ea4a		Bluetooth User Support Service_8ea4a	Stopped	BthAppGroup	
8.0.1.1	000				'

🕼 Task Manager

File Options View

Processes Performance App history Start-up Users Details Services

Name	PID	Description	Status	Group
Camsvc	1944	Capability Access Manager Service	Running	appmodel
CaptureService		CaptureService	Stopped	LocalService
CaptureService_8ea4a		CaptureService_8ea4a	Stopped	LocalService
Cat Server	8764	Cat Server	Running	
Cbdhsvc		Clipboard User Service	Stopped	ClipboardSvcGr
🔍 cbdhsvc_8ea4a	4840	Clipboard User Service_8ea4a	Running	ClipboardSvcGr
CDPSvc	1140	Connected Devices Platform Service	Running	LocalService
CDPUserSvc		Connected Devices Platform User Ser	Stopped	UnistackSvcGro
CDPUserSvc_8ea4a	3496	Connected Devices Platform User Ser	Running	UnistackSvcGro
CertPropSvc		Certificate Propagation	Stopped	netsvcs
ClipSVC	3020	Client License Service (ClipSVC)	Running	wsappx
COMSysApp		COM+ System Application	Stopped	
ConsentUxUserSvc		ConsentUX	Stopped	DevicesFlow
ConsentUxUserSvc_8ea4a		ConsentUX_8ea4a	Stopped	DevicesFlow
CoreMessagingRegistrar	2084	CoreMessaging	Running	LocalServiceNo
CredentialEnrollmentManag		CredentialEnrollmentManagerUserSvc	Stopped	
CredentialEnrollmentManag		CredentialEnrollmentManagerUserSvc	Stopped	
CryptSvc	1384	Cryptographic Services	Running	NetworkService
CscService		Offline Files	Stopped	LocalSystemNe
DcomLaunch	828	DCOM Server Process Launcher	Running	DcomLaunch
defragsvc		Optimise drives	Stopped	defragsvc
DeviceAssociationBrokerSvc		DeviceAssociationBroker	Stopped	DevicesFlow
An		<u> </u>	~ · ·	D · C

In Task Manager, select the Services tab.

Search for the Cathexis server. Right-click the **Cat Server**.

Start
Stop
Restart
Open Services
Search online
Go to details
In the menu that appears, select Stop.



## 2.3 File backup

C:\Program Files(x86)\Cat	Go to the Cathe			
	~			
ame	Date modified	Туре	Size	
settings	2020/12/08 5:22 PM	File folder		
shaders	2020/11/27 5:48 PM	File folder		
siteconfig	2020/12/04 1:48 PM	File folder		
sitedb	2020/11/30 11:25 AM	File folder		
sou Date created: 2020/11/27 5:48 PM	2020/11/27 5:48 PM	File folder		
tm Size: 624 bytes	2020/12/10 2:31 PM	File folder		
trar Folders: reports	2020/11/27 5:48 PM	File folder		
view.	2020/11/27 5:48 PM	File folder		
viewer41	2020/11/27 5:48 PM	File folder		
work	2020/11/30 11:25 AM	File folder		

So to the CathexisVision Client directory.

Copy the **sitedb** folder.

(This is the Enterprise Manager site list.)

**Note**: This backup copy can be saved in any location the user chooses – for example, a USB drive – as long as it is not in the same folder as the Cathexis software.

Name	Date modified	Туре	Size	If the client software is loaded
settings	2020/12/08 5:22 PM	File folder		with a license, it is also
shaders	2020/11/27 5:48 PM	File folder		necessary to back up the license.
🧵 siteconfig	2020/12/04 1:48 PM	File folder		
🧵 sitedb	2020/11/30 11:25 AM	File folder		Copy the <b>license</b> file.
🦲 sounds	2020/11/27 5:48 PM	File folder		
🧎 tmp	2020/12/10 2:31 PM	File folder		(The file name will begin with
translations	2020/11/27 5:48 PM	File folder		lic)
🧵 viewer	2020/11/27 5:48 PM	File folder		
viewer41	2020/11/27 5:48 PM	File folder		
work	2020/11/30 11:25 AM	File folder		
lic.WINc5a5c1ab4a	2020/12/10 2:31 PM	WINC5A5C1AB4A	2 KB	

**Note**: This backup copy can be saved in any location the user chooses – for example, a USB drive.

## 2.4 Uninstall 32-bit CathexisVision



Open the Windows Add or Remove Programs window.





2.5 Install 64-bit CathexisVision

Install the new CathexisVision 64-bit client software.

#### 2.6 Stop the Cat server

In the Windows Task Manager tab, stop the Cat Server.

#### 2.7 Copy files

- Locate the saved backup files (the sitedb folder and license files).
- Copy these backup files.
- Paste these files into the new installation folder: C:\Program Files\CathexisVision Client\

> This PC > Local Disk (C:) > Program Files > CathexisVision Client

• A dialogue button will appear and ask if the user wants to override the current folder and files. Click Yes.

Find the CathexisVision Client 32-bit software.

Click Uninstall.



# 2.8 Start the server

D (		the Harry Datable Consistent		
Processes Performance App ni	story Sta	int-up users Details Services		
Name Camsvc CaptureService CaptureService_8ea4a	PID 1944	Description Capability Access Manager Service CaptureService CaptureService_8ea4a	Status Running Stopped Stopped	Group appmodel LocalService LocalService
Cat Server		Cat Server Start	Stopped	
& cbdhsvc & cbdhsvc_8ea4a & CDPSvc	4840 1140	Clipboard Stop Clipboard Stop Connecter Restart	Stopped Running Running	ClipboardSvcGr ClipboardSvcGr LocalService
ScDPUserSvc CDPUserSvc_8ea4a CertPropSvc	3496	Connected Open Services Connected Search online Certificate Go to details	Stopped Running Stopped	UnistackSvcGro UnistackSvcGro netsvcs
ClipSVC COMSysApp	3020	Client License service (ClipsvC) COM+ System Application	Running Stopped	wsappx
ConsentUxUserSvc ConsentUxUserSvc_8ea4a		ConsentUX ConsentUX_8ea4a	Stopped Stopped	DevicesFlow DevicesFlow
SoreMessagingRegistrar CredentialEnrollmentManag CredentialEnrollmentManag	2084	CoreMessaging CredentialEnrollmentManagerUserSvc CredentialEnrollmentManagerUserSvc.	Running Stopped Stopped	LocalServiceNo
CryptSvc CscService	1384	Cryptographic Services Offline Files	Running Stopped	NetworkService LocalSystemNe
ComLaunch defragsvc	828	DCOM Server Process Launcher Optimise drives	Running Stopped	DcomLaunch defragsvc
DeviceAssociationBrokerSvc		DeviceAssociationBroker	Stopped	DevicesFlow

Open Windows Task Manager.

Right-click the **Cat Server**.

Select Start.

Alternatively, re-start the computer for the changes to take effect.



# **3. Server Installation**

This section provides a guide on how to upgrade from a 32-bit version to a 64-bit version of Cathexis server software. The upgrade process is outlined below.

**Note**: Before the upgrade, it is important to create a restore point and to back up the license files (if the user has any). This is to prevent the backup being lost when the old version of the software is uninstalled. Select to retrieve the license request file from the server – this will be necessary if the server's license is lost during the restoration process.

#### 3.1 Download the 64-bit version of the software



Download the 64-bit version of the server software currently installed on the NVR recorder. If a matching major version cannot be found on the website, the user will need to upgrade the server to the latest stable release found on the website.

For example, if a 64-bit version of a 2019.2\_RC32 version cannot be found, then the user will need to download a 2019.2 or 2019.3 32-bit version from the website. The unit will then need to be upgraded. This will allow the user to download a matching 64-bit version of the software.

#### 3.2 Create a restore point for the 32-bit version

						In 1	the	e Ca	ath	nex	kis\	Visi	ion	site	e, cli	ck o
					1	the	e <b>C</b>	Con	fig	ur	ati	ion	ba	cku	ı <b>p</b> ta	b.
ault	default p	Set default	ult path	h					0							
					(	Cli	ck	or	n I	Ma	ana	age	e c	onfi	igur	atio
					1.1	ba	ck	up.								



nfiguratio Configurati	on backu	up Ip manag	ement
~			
Create	backup	on server	
<ul> <li>Export</li> </ul>	new bac	kup	
Apply	saved ba	ckup	
O Copy b	ackup to	server	

In the window that appears, select **Export new backup**.

Click on Next.

Give the backup folder a **name**.

Then, save the backup files. It is essential to export the backup to a different folder to the server installation folder. This is to prevent the saved backup being lost when the 32-bit software is uninstalled.

**Note**: This backup copy can be saved in any location the user chooses – for example, a USB drive.

Click Open.

Configura — — — × Configuration backup name Set a name for this configuration backup	Give the <b>configuration backup</b> a name. Click <b>OK</b> .
Name manual	
Configuration backup Configuration backup management	ce the configuration backup is exported, click <b>Close</b>



# 3.3 Uninstall 32-bit CathexisVision

Ad	Add or remove program System settings	ns	Open th	ne Windows <b>Add or Remove Programs</b> window.
Apps &	features ator soft Corporation a		16,0 KB 2020/12/10 16,0 KB	Find the CathexisVision server 32-bit software. Click <b>uninstall</b> .
Cathexi	soft Corporation <b>(isVision 2021.1_RC21 Serve</b> 1221	er Mandica	2020/10/23 1,26 GB 2020/12/10	
44.5.012	1221	Modify	2020/12/10	

# 3.4 Install 64-bit CathexisVision

Install the new CathexisVision 64-bit server software.

# 3.5 Load the restore point



In the site, click on the **Server setup** button.

General E	mail Audio	Communications	Configuration backup	Base-stations	User recordings		
Configurati	on backup						
🗹 Enable a	uto backup						Select the Configuration backup
Auto backup	path C:\Program	n Files\CathexisVision	Server/restorepoints		Browse	Set default path	tab.
							Click on Manage configuration
							backup.
Manage config	uration backups						



nfiguration ba	ckup rokup ma	nademe	ent §
configuration be	ickup me	indgeme	inc
Create back	up on se	rver	
O Export new	backup		
Apply saved	backup		
Copy backup	o to serv	er	

In the window that appears, select **Copy backup to server**.

Click Next.

Select the previously saved backup folder. Click **Open**.

×	/ configuration
bly this backup?	Would you like to app
No	Yes

Once the saved backup folder finishes uploading, this window will appear. Select **Yes**.

<b>2</b> / P		Click Ye
	The server will be restarted.	
<u>_</u>	The current configuration will be lost.	
	imported	
	after the configuration is restored!	
	Are you sure that you want to continue?	
	Xes No	

## 3.6 Import the database

It is necessary to manually attach the databases to the restored backup.

Open the 64-bit CathexisVision server. Log in.



Servers 📃	North Coast - Databases		
North Coast (MASTER)	Databases		
<ul> <li>Cameras</li> <li>Video analytics</li> <li>■Databases</li> <li>Schedules</li> </ul>	Name Type Size Properties Status		Click on the <b>Server setup</b> button.
Motion recordings			Go to the <b>Databases</b> tab.
Monitors Access rights Technical alarms Virtual inputs Keyboards			Click Import.
License plate recognition	De different		
Analogue matrix	Partitions		
	c c: 52.6 GB 41.5 GB 11.1 GB No	78	
	Alerts		
	New Edit Delete Manage storage Video ageing Imcort		
in (Administrator) 🛛 🥯 Cathe	xisVision Premium Supplied by Cathexis Internal		
Search	— 🗆 X Sele	ect <b>Advanced</b>	
Search Search Search for	- D × Sele a database to import E Clic	ect <b>Advanced</b> k <b>OK</b> .	
Search Search Search for Database ty	- □ × Sele a database to import 🗄 Clic pe Advanced ∨	ect <b>Advanced</b> k <b>OK</b> .	
Search Search Search for Database ty Search Ideal	a database to import	ect <b>Advanced</b> k <b>OK</b> .	
Search Search for Database ty Search Iowal	—       □       ×       Sele         a database to import       Ξ       Clic         pe Advanced ∨	ect Advanced k OK.	
Search Search for Database ty Search Iocal	Advanced V OK Cancel	ect Advanced k OK.	Choose the database to import and the click <b>Import</b> .
Search Search for Database ty Search Ideal	Advanced V OK Cancel tabase Se	ect Advanced k OK.	Choose the database to import and the click <b>Import</b> .

Note: If the license has not uploaded properly, email <u>support@cat.co.za</u>. Attach the original license request file for the 32-bit installation to the email, as well as the license request file for the new 64-bit installation. Cathexis will then send back a **.pack** file for the user to upload.

Import

0

Cancel

Name Type

Search

MasterB Advanced

Properties Last lock time



# 4. Conclusion

If the user encounters any errors or issues during this process, contact <a href="mailto:support@cat.co.za">support@cat.co.za</a>.