



# Converting 32-bit Software to 64-bit Software

<b>1. Introduction .....</b>	<b>3</b>
<b>2. Client Installation .....</b>	<b>4</b>
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
<b>3. Server Installation .....</b>	<b>9</b>
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
<b>4. Conclusion.....</b>	<b>14</b>

## 1. Introduction

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

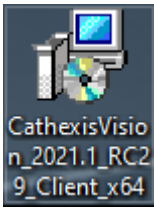
This document explains the process of moving from a 32-bit version of CathesisVision to a 64-bit version for both Client and Server installations.

While Cathesis 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.

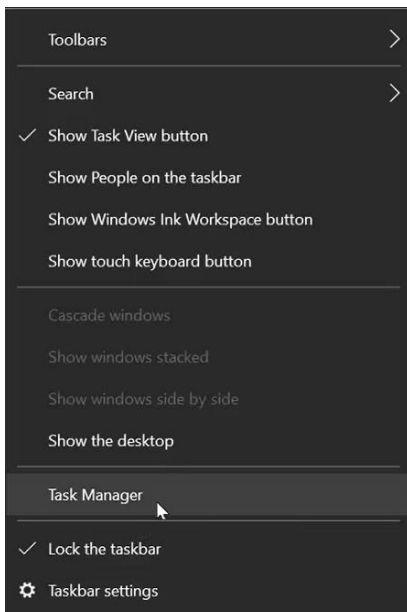
### 2.1 Download the 64-bit version of the software



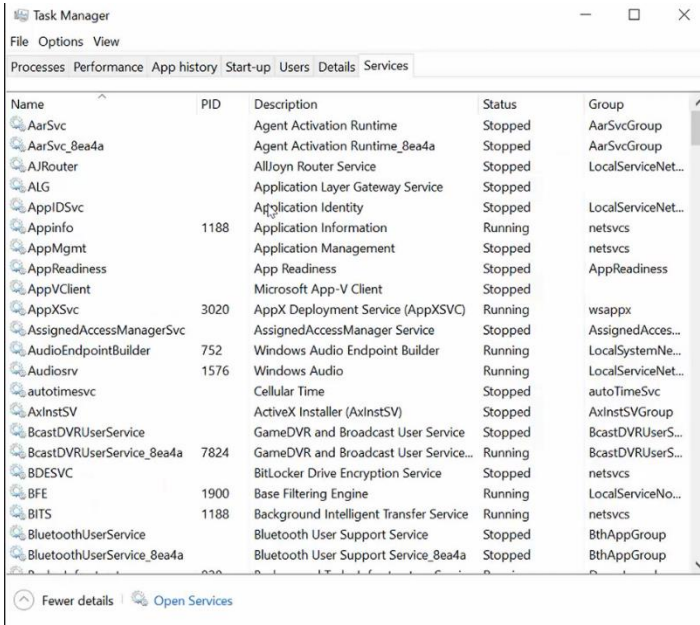
Download the 64-bit version of the software currently installed on the PC. If a matching major version cannot be found on the website, then contact Cathexis support: [support@cat.co.za](mailto:support@cat.co.za)

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

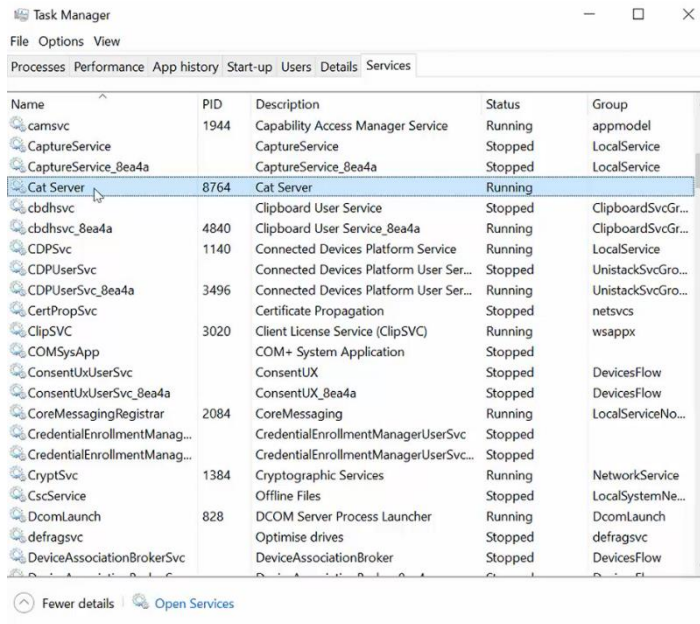
### 2.2 Stop the Cat server



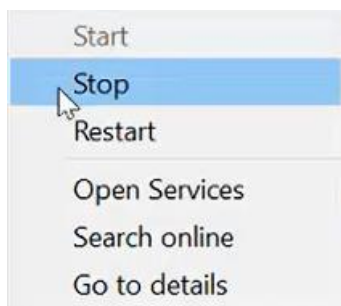
Right-click the taskbar. Select **Task Manager**.



In Task Manager, select the Services tab.

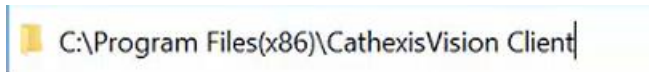


Search for the Cathexis server. Right-click the **Cat Server**.



In the menu that appears, select **Stop**.

## 2.3 File backup

 Go to the CathexisVision Client directory.

Name	Date modified	Type	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	
sounds	2020/11/27 5:48 PM	File folder	
tmp	2020/12/10 2:31 PM	File folder	
translations	2020/11/27 5:48 PM	File folder	
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	

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	Type	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	
sounds	2020/11/27 5:48 PM	File folder	
tmp	2020/12/10 2:31 PM	File folder	
translations	2020/11/27 5:48 PM	File folder	
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

If the client software is loaded with a license, it is also necessary to back up the license.

Copy the **license** file.

(The file name will begin with .lic.)






**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.

## Apps & features

	App connector Microsoft Corporation	16,0 KB 2020/05/19
	App Installer Microsoft Corporation	16,0 KB 2020/11/27
	Calculator Microsoft Corporation	16,0 KB 2020/12/09
	Camera Microsoft Corporation	16,0 KB 2020/11/27
	CathexisVision 2021.1_RC29 Client 44.5.01229	1,58 GB 2020/11/27

Find the CathexisVision Client 32-bit software.

Click **Uninstall**.

## 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.

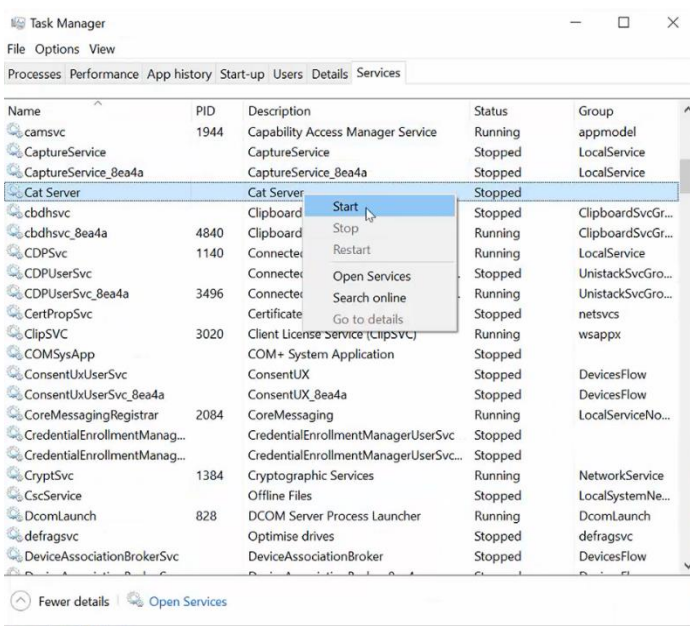
## 2.7 Copy files

- 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\



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

## 2.8 Start the server



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.

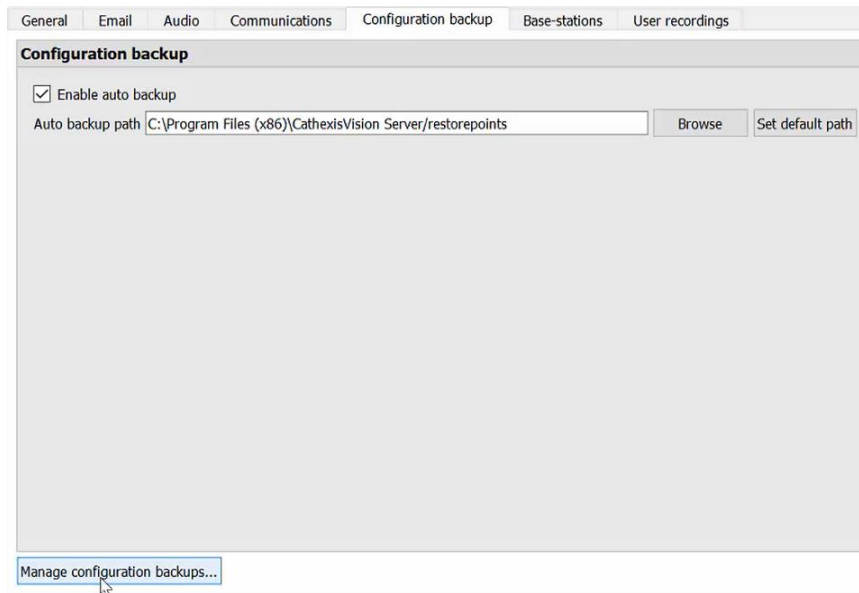
### 3.1 Download the 64-bit version of the software



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.

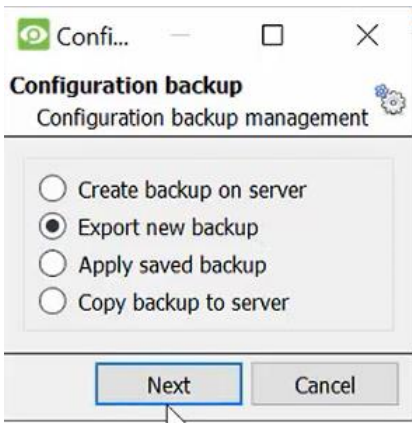
For example, if a 64-bit version of a 2019.2\_RC32 version cannot be found, then the user will need to download a 2019.2 or 2019.3 32-bit version from the website. The unit will then need to be upgraded. This will allow the user to download a matching 64-bit version of the software.

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



In the CathexisVision site, click on the **Configuration backup** tab.

Click on **Manage configuration backup**.



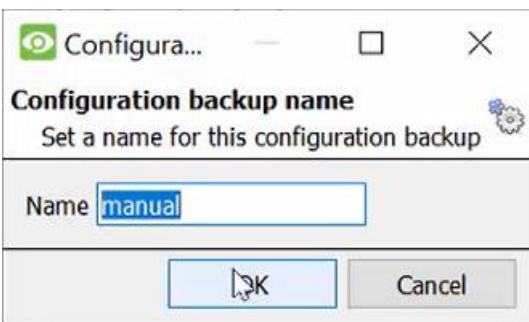
In the window that appears, select **Export new backup**.  
Click on **Next**.

Give the backup folder a **name**.

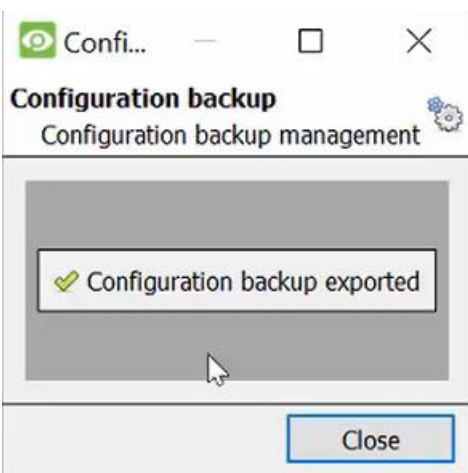
Then, save the backup files. It is essential to export the backup to a different folder to the server installation folder. This is to prevent the saved backup being lost when the 32-bit software is uninstalled.

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

Click **Open**.



Give the **configuration backup** a name.  
Click **OK**.



Once the configuration backup is exported, click **Close**.

### 3.3 Uninstall 32-bit CathexisVision



Add or remove programs  
System settings

Open the Windows **Add or Remove Programs** window.

#### Apps & features

	Calculator Microsoft Corporation	16,0 KB 2020/12/10
	Camera Microsoft Corporation	16,0 KB 2020/10/23
	CathexisVision 2021.1_RC21 Server 44.5.01221	1,26 GB 2020/12/10

Modify Uninstall

Find the CathexisVision server 32-bit software.

Click **uninstall**.

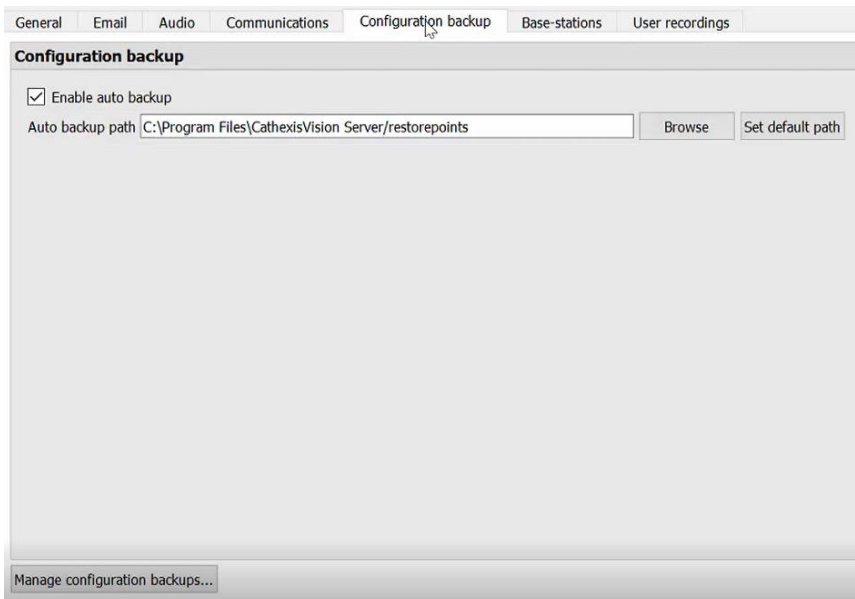
### 3.4 Install 64-bit CathexisVision

Install the new CathexisVision 64-bit server software.

### 3.5 Load the restore point

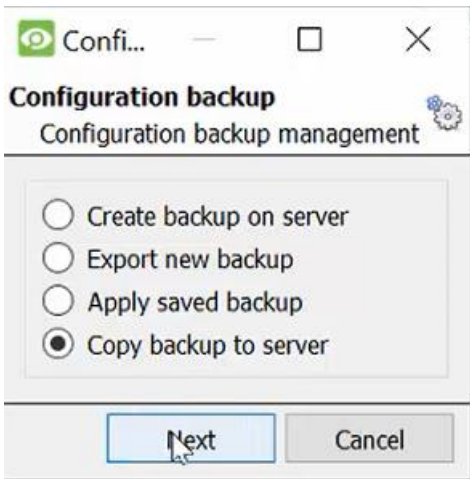


In the site, click on the **Server setup** button.



Select the **Configuration backup** tab.

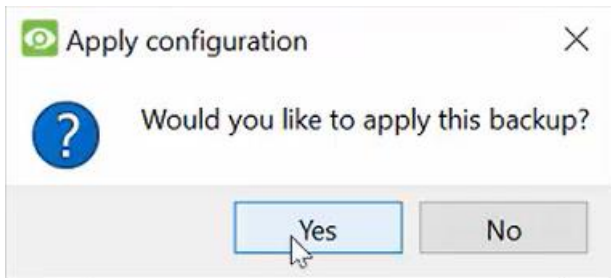
Click on **Manage configuration backup**.



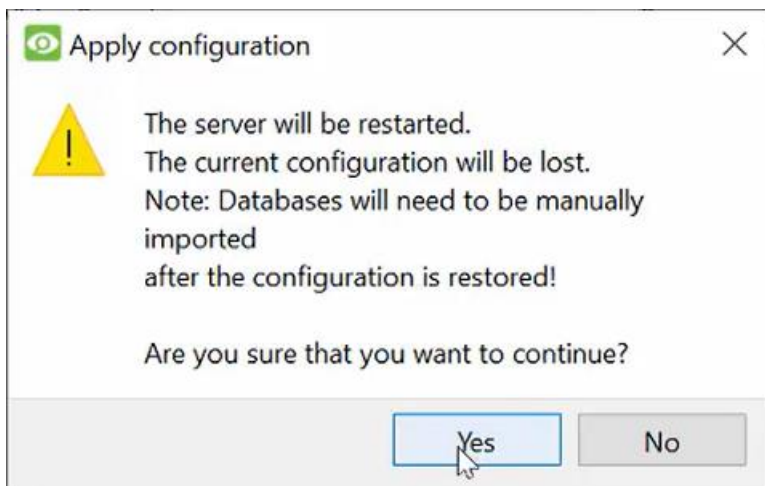
In the window that appears, select **Copy backup to server**.

Click **Next**.

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



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

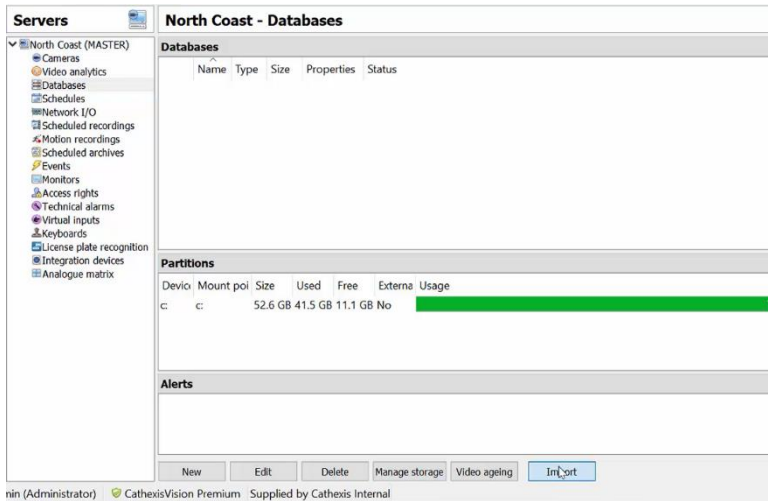


Click **Yes**.

### 3.6 Import the database

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

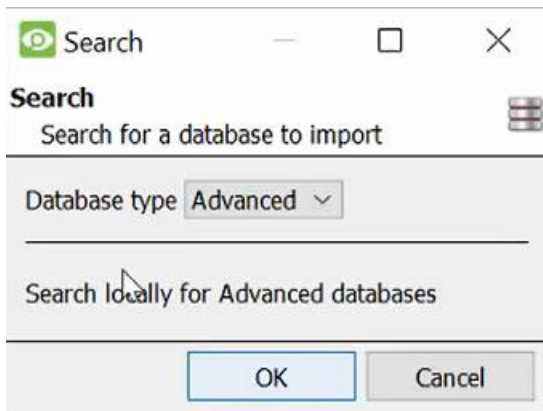
Open the 64-bit CathexisVision server. Log in.



Click on the **Server setup** button.

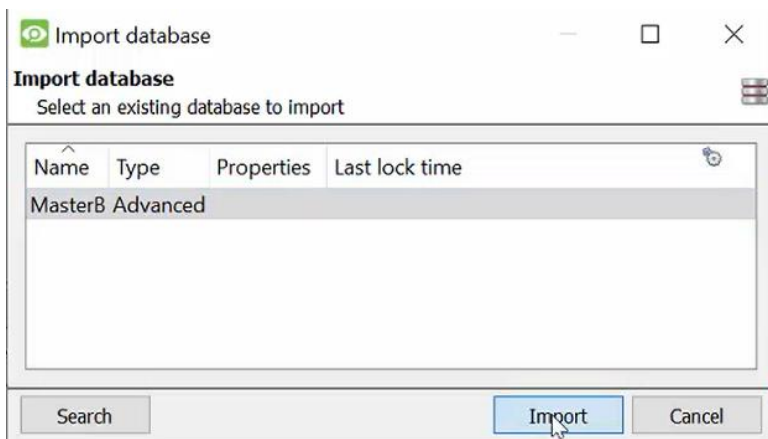
Go to the **Databases** tab.

Click **Import**.



Select **Advanced**.

Click **OK**.



Choose the database to import and then click **Import**.

**Note:** If the license has not uploaded properly, email [support@cat.co.za](mailto:support@cat.co.za). 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.

## 4. Conclusion

If the user encounters any errors or issues during this process, contact [support@cat.co.za](mailto:support@cat.co.za).