



# **TECH NOTE**

VICON TECHNICAL SERVICES GROUP

**Subject:** Recovery Procedure (Windows Access)  
**Product:** Kollektor Elite & KPro  
**Number:** 1400-0001-60-01  
**Date:** 2/25/04

This Tech Note covers the various ways to recover a Kollektor Elite or Kollektor Pro (Version 2.8) for various Digital Video Recorder problems at the application *Log In* screen or if the Operating System will not boot up. A keyboard must be connected to the Viconnet unit prior to starting any of these procedures.

On *Windows XP Embedded™* revisions D, E3 (Kollektor Pro™) and F2 (Kollektor Elite™), there is now a "Recovery Console". The following notes are an explanation of how to use the recovery console.

**Note: The Recovery Console capability was not installed on all units. For units without the Recovery Console capability, see page 7-8.**

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## **A. Cannot Exit to OS or Windows desktop fails to load:**

In order to enter the Kollektor Recovery Console Do the following steps:

1. Switch on the Kollektor™ from the main power switch, located at the front panel. The following DOS screen will appear during the boot sequence:

Please select the operating system to start:

Microsoft XP Embedded  
Kollektor Recovery Console

Use the up and down arrow key to move the highlight to your choice.  
Press ENTER to choose.

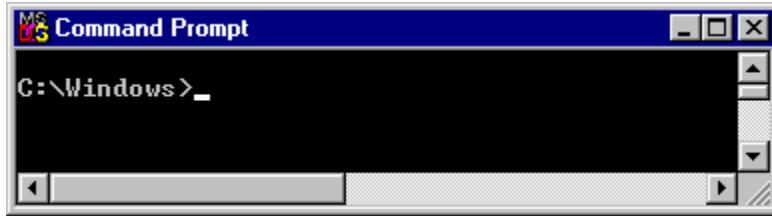
2. Using the down arrow key, highlight the Kollektor Recovery Console option.
3. Press the "Enter" key.
4. In a few seconds the following question will appear: "*Which installation would you like to log onto?*"

C:\Windows> Which application would you like to log onto?

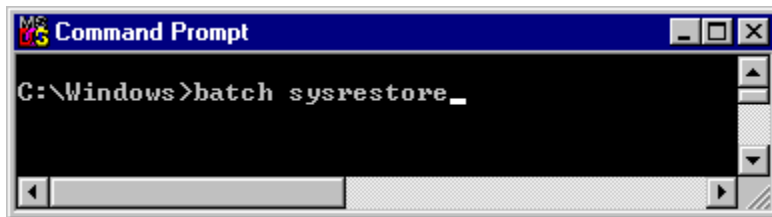
1) Windows

C:\Windows

5. Type **1** and then press the "Enter" key. You will now see the following Command Prompt: "*C:\Windows>*"



6. Type **batch sysrestore** and press "Enter".



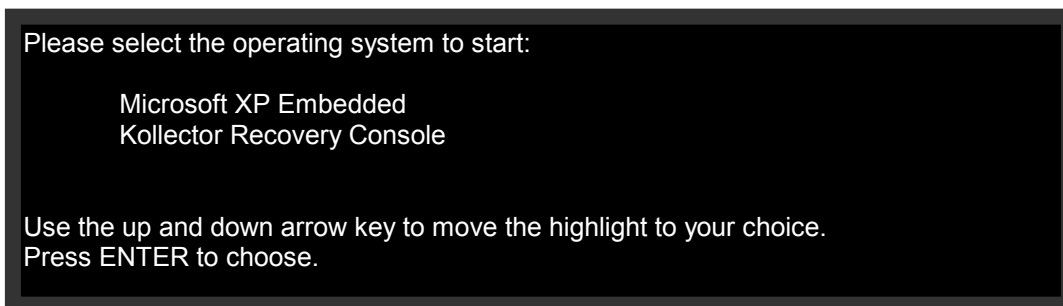
7. Type **exit** and press "Enter" to restart the Kollektor.

**Unit should start as normal. If not, contact Vicon Industries for factory service.**

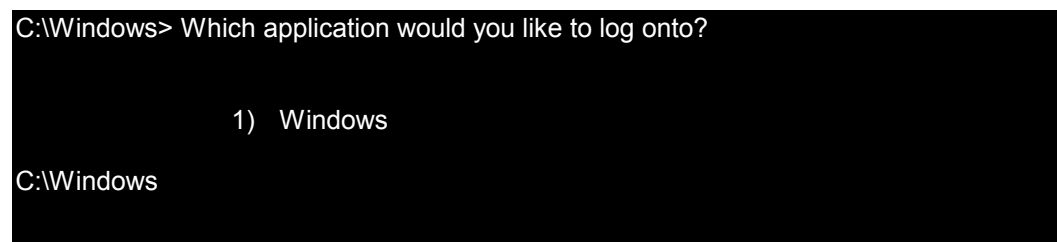
#### **B. Lost Password:**

This procedure requires that the Viconnet Application be prevented from Auto-starting on boot up. To enter the Kollektor Recovery Console, do the following:

1. Switch on the Kollektor™ from the main power switch, located on the front panel. The following DOS screen will appear during the boot sequence:



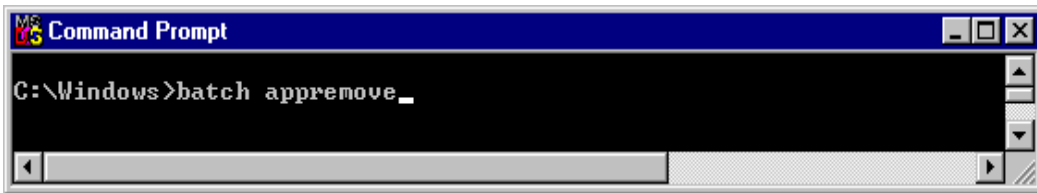
2. Using the down arrow key, highlight the Kollektor Recovery Console option.
3. Press the "Enter" key.
4. In a few seconds the following question will appear:



5. Type **1** and then press the "Enter" key.

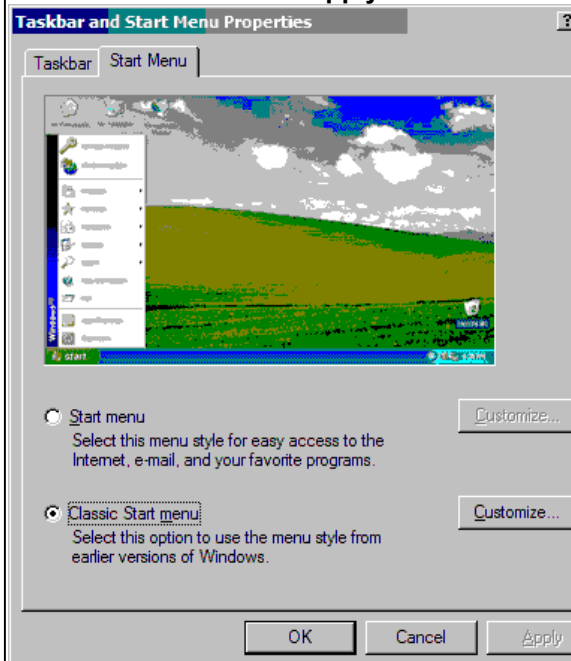
You will see the following Command Prompt: "C:\Windows>"

6. Type **batch appremove** and press "Enter".



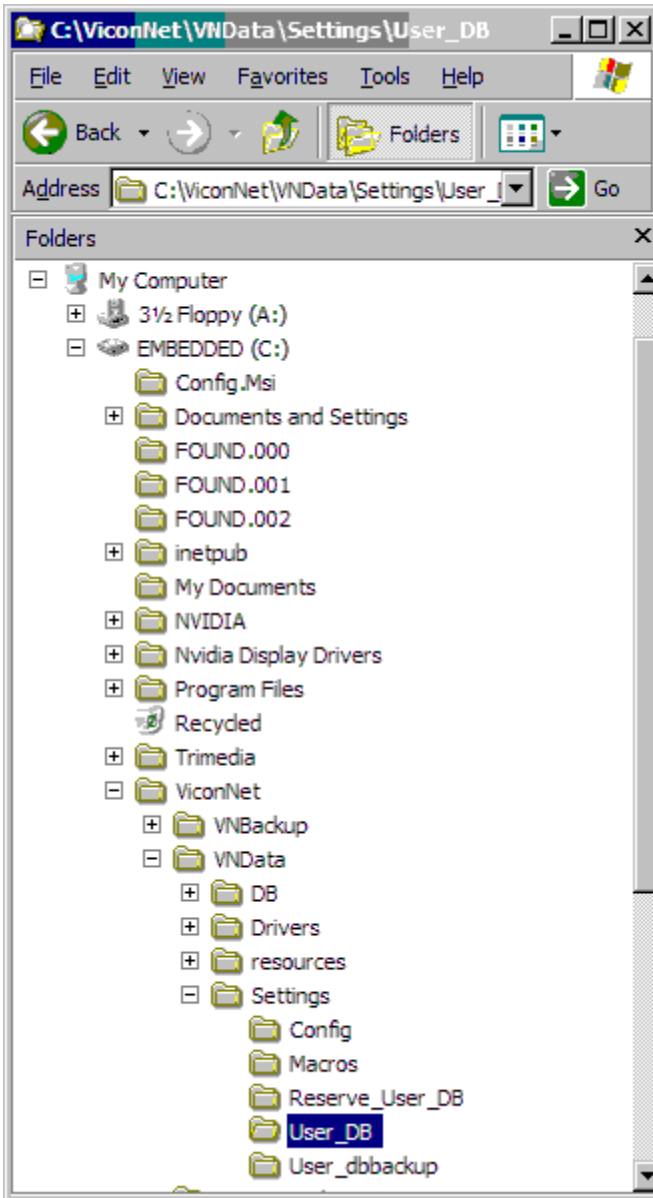
7. Type **exit** and press "Enter" to restart the Kollektor
8. Unit will now boot to a Windows desktop.

To gain access to Windows Explorer:  
Right click on the Start Button, choose **Properties**, Select the **Start Menu** Tab and choose **CLASSIC**. Press **Apply**.



The normal Windows menu structure will now be available.

9. To delete the location where the password is stored, open Windows Explorer and navigate to the **USER\_DB** folder on the EMBEDDED C: drive using the following path - **ViconNet/VNdata/Settings** folder. Delete the **USER\_DB** folder.



10. Depending on the hard drive capacity of the DVR, there is no specified drive letter(s) listed here, but by checking ALL other drive letters thru explorer you will find a folder called **VNBackup** within the **ViconNet** folder of the additional drive(s). This folder is usually located on the first data drive (DB-1). Within the **VNBackup** folder there will be another **Settings** folder that contains another **USER\_DB** folder that must also be deleted.
11. After deleting all the necessary files, reboot the computer. The application will now be at all the default settings for passwords.
12. When all required work is completed, be sure to re-name or re-insert the shortcut to the Viconnet application in the Startup folder to ensure the unit goes back into the application on power up.
  - a. **RENAME:** This accomplished by opening **C:\Documents and settings\Allusers\Startmenu\Programs\Startup** folder and doing a right click on **viconnet.old** and choose **RENAME**. Change the file extension from **“.old”** back to **“.lnk”**.

b. **RE-INSERT:** This accomplished by opening the **C:\Documents and settings\Allusers\Startmenu\Programs\Startup** folder and “right click, drag and drop” the Viconnet application icon from the Start Menu to the above mentioned folder. An option will be offered to **CREATE SHORTCUT HERE**. Selecting that option will place the needed shortcut in the folder.

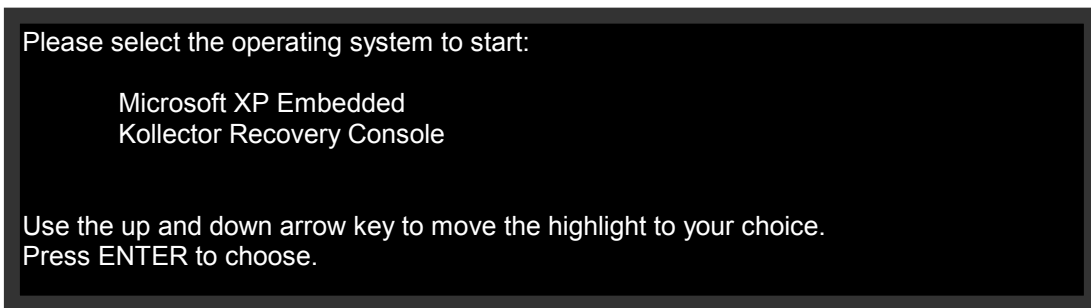
13. Reboot the KOL to ensure it goes into the Viconnet application automatically.

**C. “Failed to make internal connection” error message.**

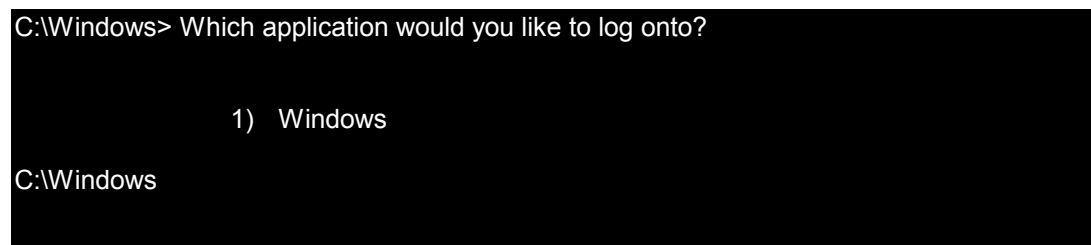
This typically appears when a unit has been configured for DHCP when no DHCP server is available or there has been an error in the network configuration between the OS and the application.

This procedure requires that the Viconnet Application be prevented from Auto-starting on boot up. To enter the Kollektor Recovery Console, do the following:

1. Switch on the Kollektor™ from the main power switch, located on the front panel. The following DOS screen will appear during the boot sequence:



2. Using the down arrow key, highlight the Kollektor Recovery Console option.
3. Press the “Enter” key.
4. In a few seconds the following question will appear:



5. Type **1** and then press the “Enter” key.

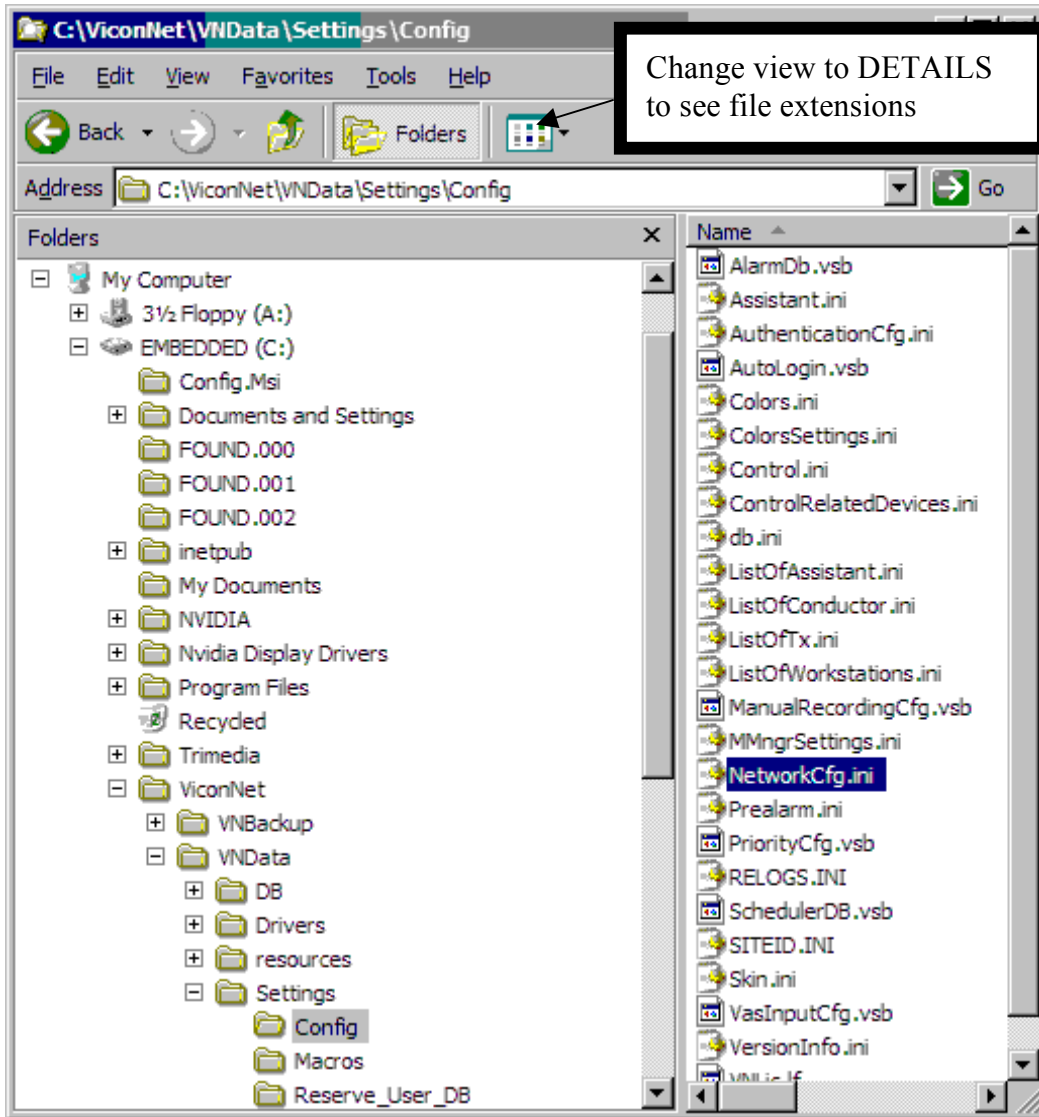
You see the following command prompt: “C:\Windows>”

6. Type **batch appremove** and press "Enter".\*



7. Type **exit** and press enter to restart the Kollektor
8. Unit will now boot to a Windows desktop.

9. To delete the location where the password is stored, open Windows Explorer to navigate to the **networkcfg.ini** file on the EMBEDDED C: drive using the following path: **ViconNet/VNdata/Settings/Config** folder. Delete the **networkcfg.ini** file.



10. Depending on the hard drive capacity of the DVR, there is no specified drive letter(s) listed here, but by checking ALL other drive letters thru explorer you will find a folder called **VNBackup** within the **ViconNet** folder of the additional drive(s). This folder is usually located on the first data drive (DB-1). Within the **VNBackup** folder there will be another **Settings** folder that contains another **USER\_DB** folder that must also be deleted.
11. After deleting all the necessary files, reboot the computer. The application will now be at all the default settings for passwords.
12. When all required work is completed, be sure to re-name or re-insert the shortcut to the Viconnet application in the Startup folder to ensure the unit goes back into the application on power up.

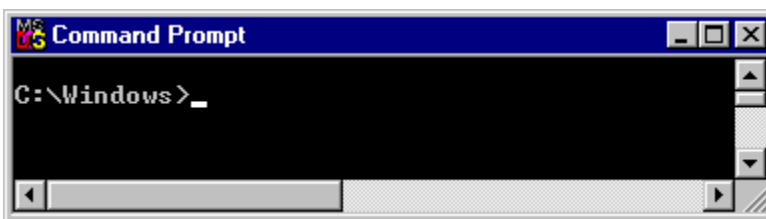
- a. **RENAME:** This accomplished by opening **C:\Documents and settings\Allusers\Startmenu\Programs\Startup** folder and doing a right click on
  - b. **viconet.old** and choose **RENAME**. Change the file extension from **“.old”** back to **“.lnk”**.
  - c. **RE-INSERT:** This accomplished by opening the **C:\Documents and settings\Allusers\Startmenu\Programs\Startup** folder and “right click, drag and drop” the Viconet application icon from the Start Menu to the above mentioned folder. An option will be offered to **CREATE SHORTCUT HERE**. Selecting that option will place the needed shortcut in the folder.
13. Reboot the KOL to ensure it goes into the Viconet application automatically.

#### D. For units without the Recovery Console:

1. Create a DOS boot disk:
  - a. Place a blank 3.5” disk in the floppy drive of a Microsoft Windows™-based computer.
  - b. Double click My Computer.
  - c. Highlight the 3.5” floppy.
  - d. Right click the 3.5” floppy.
  - e. Select Format and place a  in the block for Copy System Files.
  - f. Click Start.
  - g. After formatting is complete, remove the disk.
2. To prevent the auto start of the application:
  - a. The first step is to change the boot sequence of the KOL unit so that the floppy disk is the first device, the CD is the second and the hard disk drive is third.
  - b. Pressing F1 or DELETE during the start up cycle of the KOL will put into the BIOS setup screen.

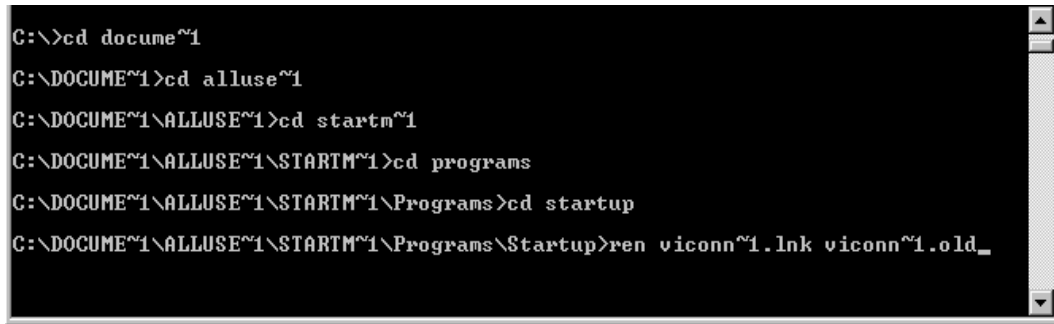
**Note:** Because of the different types of BIOS manufacturers and motherboards in use, this section will cover the general procedure.

- c. Within the BIOS setup screen there will be an option for setting the BOOT SEQUENCE. Select A: or Legacy floppy or... (Different BIOS may have different terminology).
- d. Insert a boot disk in the Kollector and apply power. You will be at a DOS prompt: **A:\>**
- e. Type **c:** and press “Enter” to arrive at the following window.



- f. Type in **cd..** (enter) and you will be at the **C:** prompt.
- g. Type in **cd docum~1**(enter) and you will be at the **C:\docume~1>** prompt.
- h. Type in **cd alluse~1**(enter) and you will be at the **C:\docume~1\alluse~1>** prompt.

- i. Type in **cd startm~1**(enter) and you will be at the **C:\docume~1\alluse~1\startm~1>** prompt.
- j. Type in **cd programs** (enter) and you will be at the **C:\docume~1\alluse~1\startm~1\programs >** prompt.
- k. Type in **cd startup**(enter) and you will be at the **C:\docume~1\ alluse~1\startm~1\programs\startup>** prompt.



```
C:\>cd docume~1
C:\DOCUME~1>cd alluse~1
C:\DOCUME~1\ALLUSE~1>cd startm~1
C:\DOCUME~1\ALLUSE~1\STARTM~1>cd programs
C:\DOCUME~1\ALLUSE~1\STARTM~1\Programs>cd startup
C:\DOCUME~1\ALLUSE~1\STARTM~1\Programs\Startup>ren viconn~1.lnk viconn~1.old_
```

- l. To rename the file that starts the application automatically to an invalid format that will prevent the application from auto starting, type: **Ren viconn~1.lnk viconn~1.old** Press “Enter”

Now remove the floppy disk and restart the unit by cycling the front power switch.

The unit will now boot into Windows and you can proceed as required above.

When all required work is completed, be sure to re-name or re-insert the shortcut to the Viconnet application in the Startup folder to ensure the unit goes back into the application on power up.

This is accomplished by opening the **C:\Documents and settings\Allusers\Startmenu\Programs\Startup** folder and doing a right click on **viconnet.old** and choose **RENAME**, change the file extension from “.old” back to “.lnk”.