

Summary:

This tech note refers to Kollektor Pro (KP or KPR) models with 30 or 60 FPS that carry a serial number that begins with the number '2xxxx'. Note that all Kollektor Elite models come with a minimum of 512MB of RAM so they are not in question.

With the introduction of version 4, and the need to upgrade older systems running version 2.x to version 4.x, Vicon found that older model Kollektor Pro units that were manufactured with only 256MB of RAM, might present slow performance and other issues when upgraded to version 4.

Symptoms:

In cases where ViconNet version 4 will be running multiple tasks such as macros and schedules, the performance will decrease and in rare cases the unit might show an error message or reboot on it's own.

Solution:

In order to eliminate any concern regarding performance when upgrading to version 4, it is recommended to ensure that the unit has a minimum of 512MB RAM.

To order additional RAM, contact Vicon Sales at 1-800-348-4266. It is recommended to provide the following information:

Model:

P/N (Product code):

S/N (Serial Number):

Mcode (Manufacturing code):

The Vicon model for ordering a kit containing two 256MB RAM sticks is KPR30/60-RAMEXP
Product code 8242-80

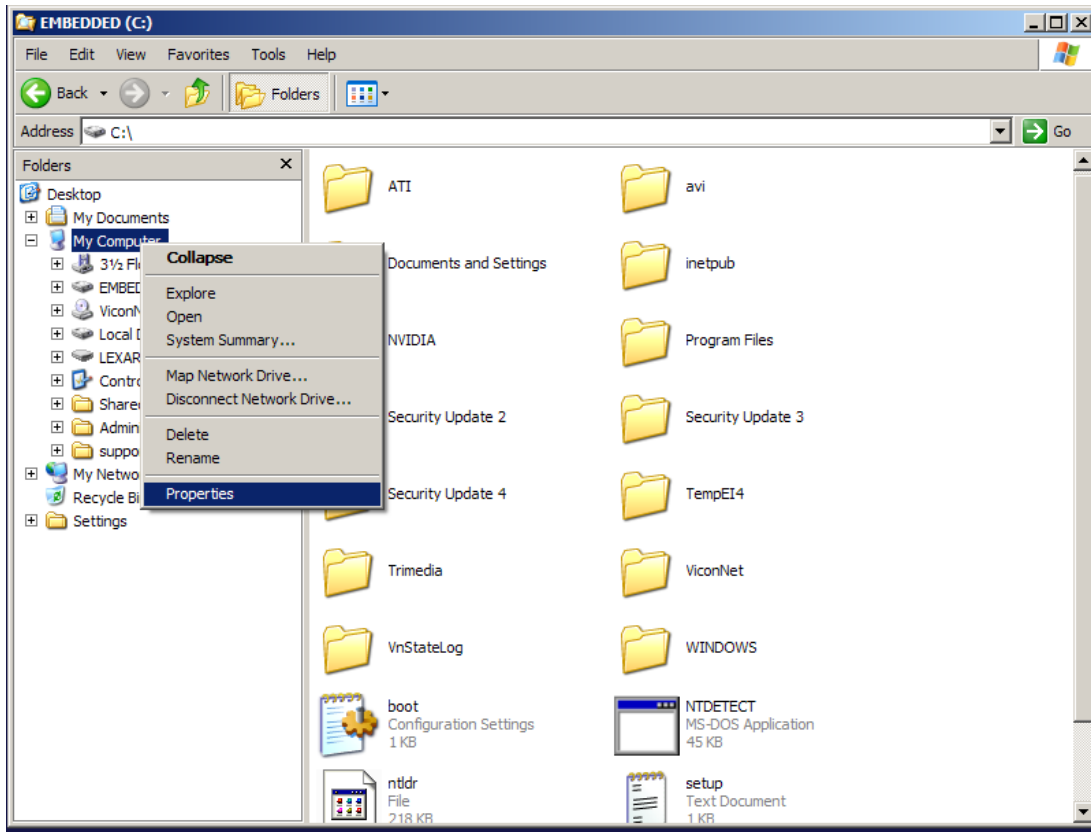
Note: It will be necessary to remove the existing stick of 256MB and replace it with two new 256MB sticks as a set. Basic PC hardware knowledge and Windows configuration experience is required.

How to determine the amount of RAM in the DVR?

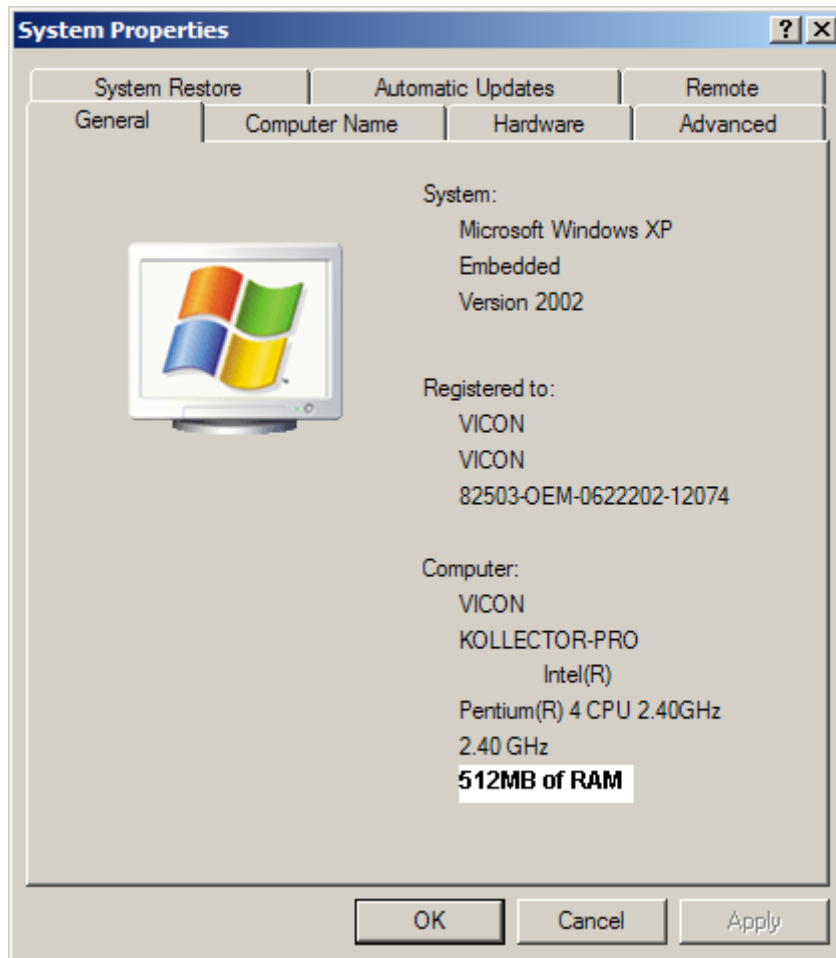
With a programming keyboard connected to the Kollector, click the Windows key and the letter 'E' simultaneously.



On the explorer screen, right-click on “my computer” and select “properties”



The RAM value will show on the properties screen. Make sure it shows at least 512MB of RAM.



RAM location on motherboard:

