

NR9581-V3/NR9682-V3

SSD Replacement SOP

Before Replacing the SSD

1. About VSS license transfer

- When VSS licenses are activated on a server, these licenses are locked to the hardware and cannot be activated on a different server. You have to contact with your SI or Disty for assistance with transferring the licenses
- VSS license can be transferred to a different hardware device up to THREE times.
- If users have already reached this limit, please contact your regional sales for further assistance.

2. Confirm the VSS version on the NR-V3 device

- Ensure the **VSS version on the device matches the VSS version on the replacement SSD (V1.3.0.5150)**, so that the configuration can be properly imported and executed. *For more details, refer to [Notes item 2.](#)

(1) Windows 11 SSD Version Information

- Image Version: V4.0.0.2
- VSS Version: 1.3.0.5150
- OS: Windows 11

(2) VSS Version Update Scenarios

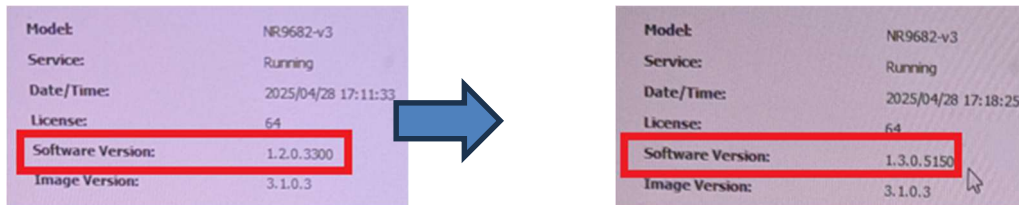
- Case 1: Original device VSS = V1.4.0.2000, SSD VSS = V1.3.0.5150 (VSS version before replacement is newer than SSD version)

➔ **After SSD replacement, update VSS on the device to V1.4.0.2000 before importing the configuration.**

- Case 2: Original device VSS = V1.2.0.3300, SSD VSS = V1.3.0.5150 (VSS version before replacement is older than SSD version)

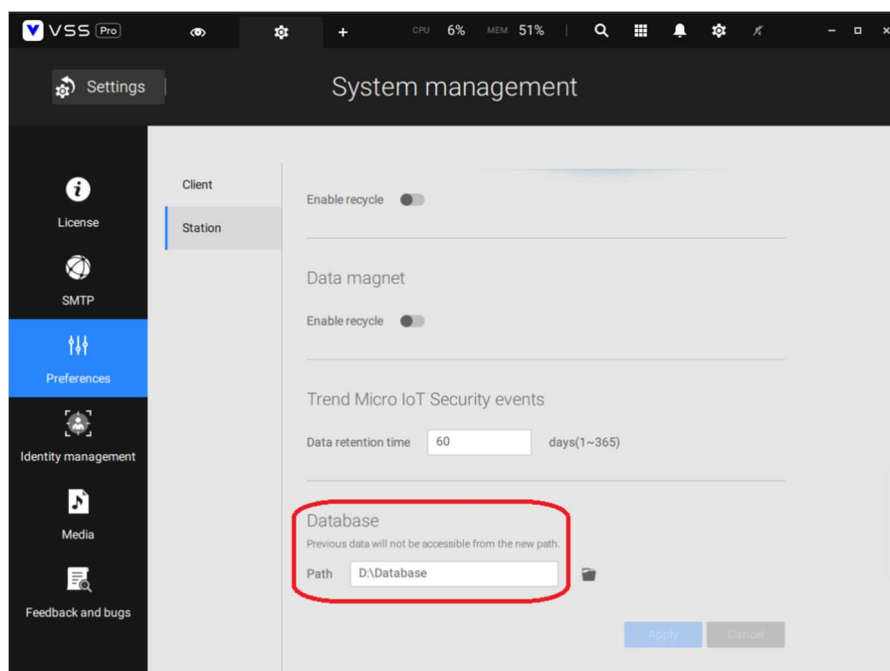
→ Before SSD replacement, update the device VSS to V1.3.0.5150, then follow the backup and replacement steps.

For example: If the VSS version before replacement is 1.2.0.3300 (older than SSD version), you must upgrade VSS version to 1.3.0.5150 first.



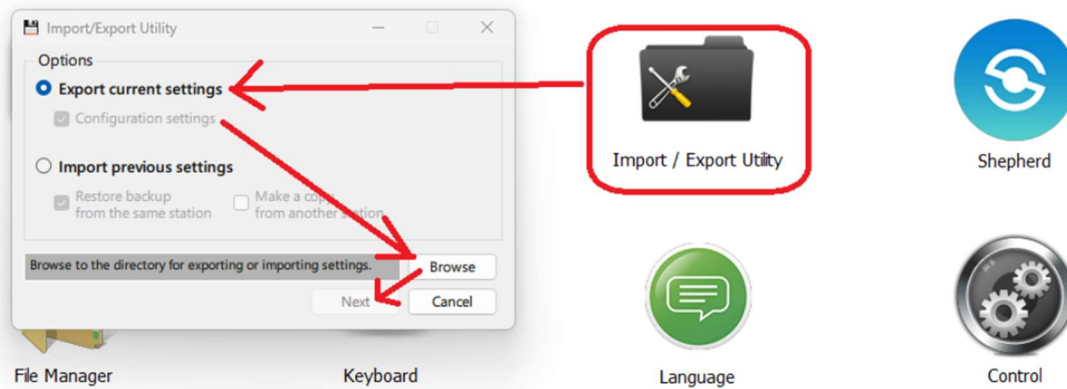
2. Copy VSS database path and save it. (as this path will be used in the following steps)

- Login to VSS → go to Settings → Preferences → Station
- Copy the Database Path and save the path information.

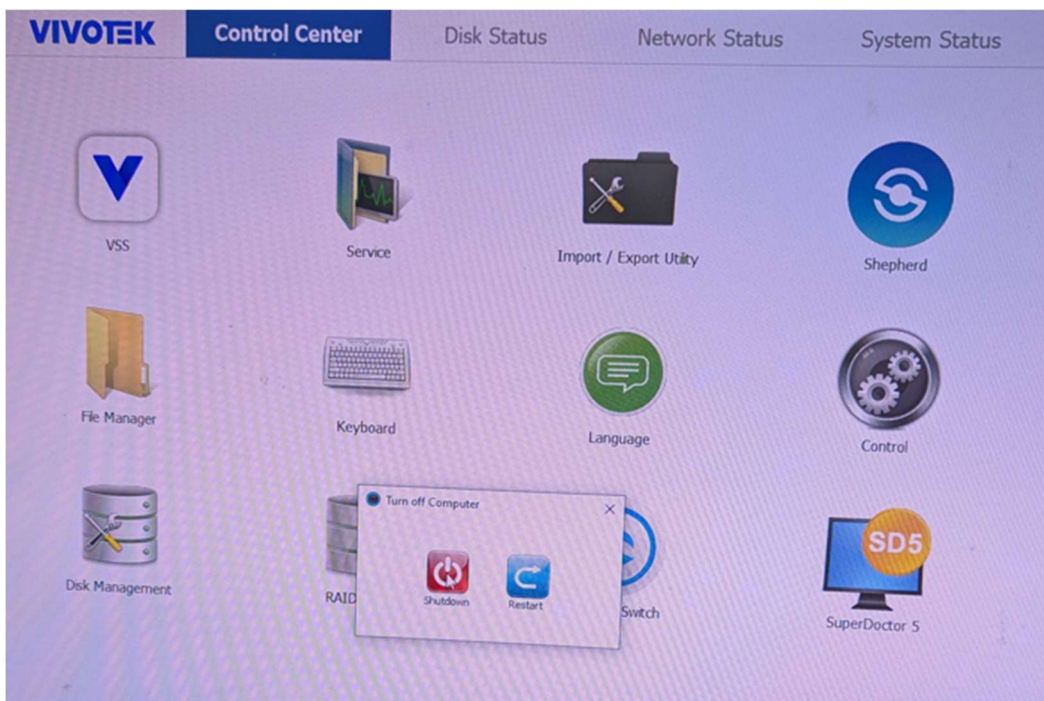


3. Export the VSS configuration using the Import-Export Utility

- Insert a Windows-compatible USB drive with sufficient storage capacity (>5MB) and save the exported configuration file to a USB drive.



4. Power off the device



5. Unplug the power cable and make sure all the LEDs on the front panel are off before replacing the SSD.

Power plug



Front panel of NR9581-V3



Front panel of NR9682-V3



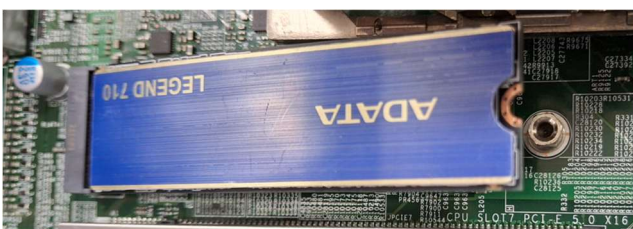
Replacing the SSD (Tools Needed: Phillips screwdriver)

1. Remove the old SSD

- Loosen the fixing screw.



- Remove the SSD at a 45-degree angle.



2. Install the new SSD

- a. With the labeled side facing down, insert the new SSD at a 45-degree angle.

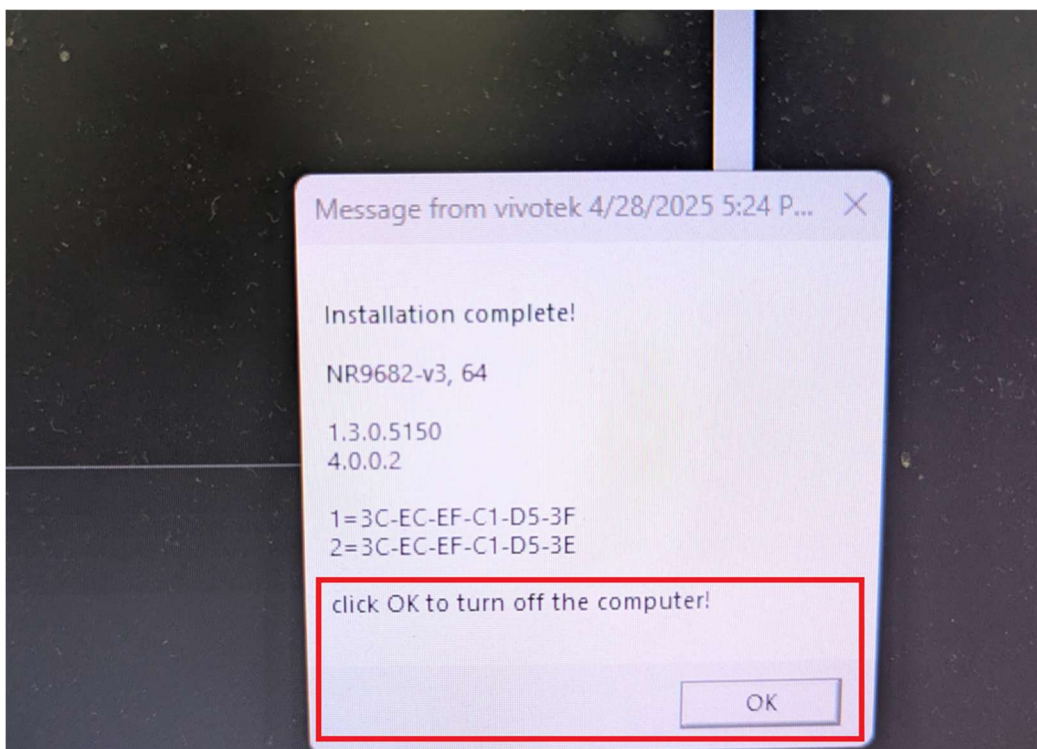


- b. Tighten the screw back in place.



Activate the device with Win 11

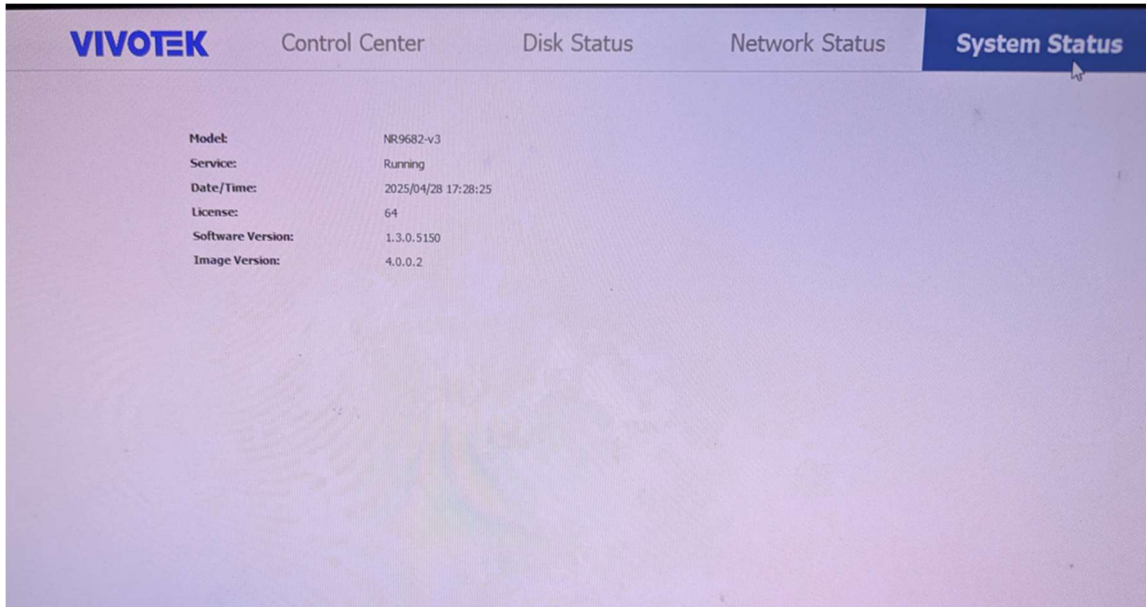
1. Plug in the power cable.
2. Press the Power button and turn on the device (the first boot after SSD replacement will take longer than usual, around 60 sec., and this is normal).
3. When the installation completion window appears, click OK. The system will automatically shut down.



4. Press the power button to restart the device.

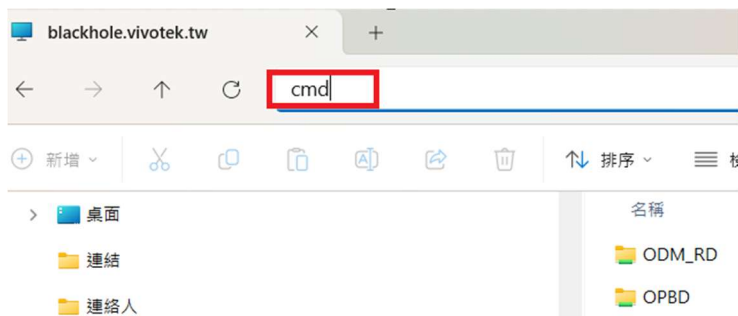
5. Once boot is complete, check the versions of image/VSS/Windows.

a. Go to System Status and confirm that the image version has been updated to V4.0.0.2.



b. Open the Windows Command Prompt:

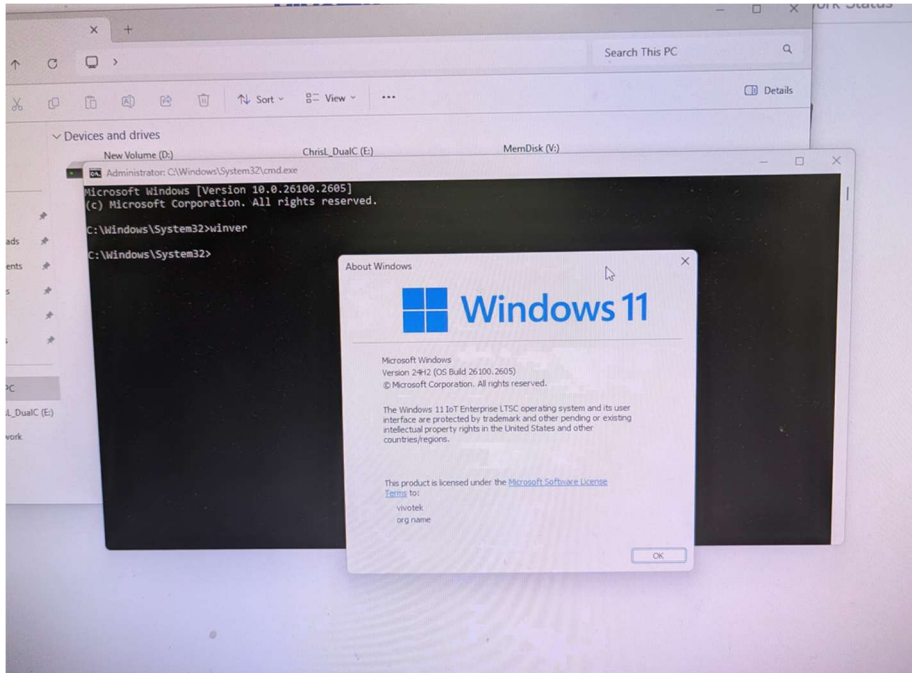
– In the folder path bar, type “cmd ” and press Enter.



– The Command Prompt window will open.

– Type “winver” and press Enter.

– Confirm that the Windows version has been upgraded to **Windows 11**



Configure VSS Database Path

1. Manually update the database path via "Registry Editor"

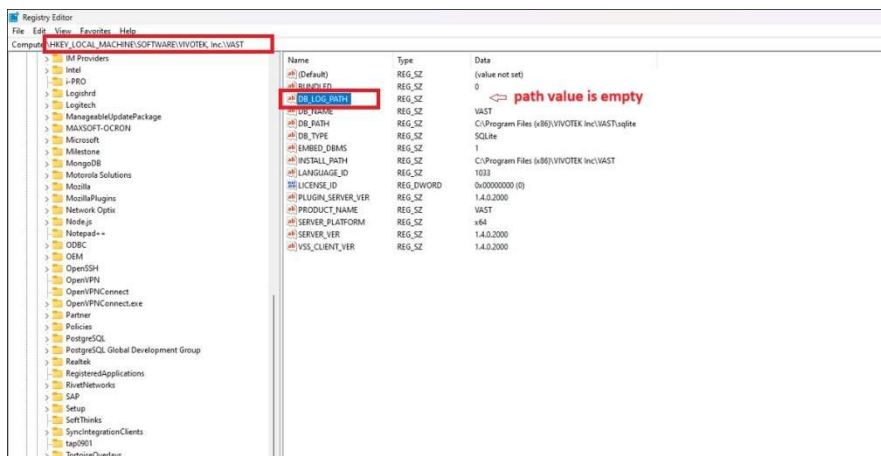
- Open the Registry Editor, find the "DB_LOG_PATH" file at the path below and manually specify the path you saved in step2 before replacing the SSD.

Path A: HKEY_LOCAL_MACHINE\SOFTWARE\VIVOTEK, Inc.\VAST > DB_LOG_PATH

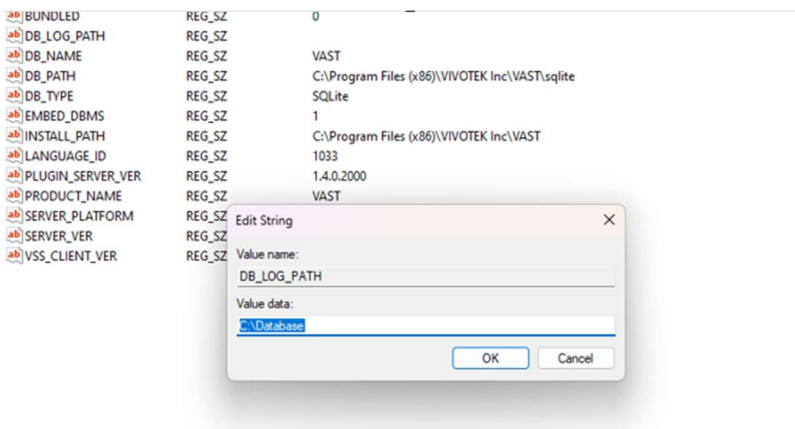
Path B: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\VIVOTEK, Inc.\VAST> DB_LOG_PATH

Path A

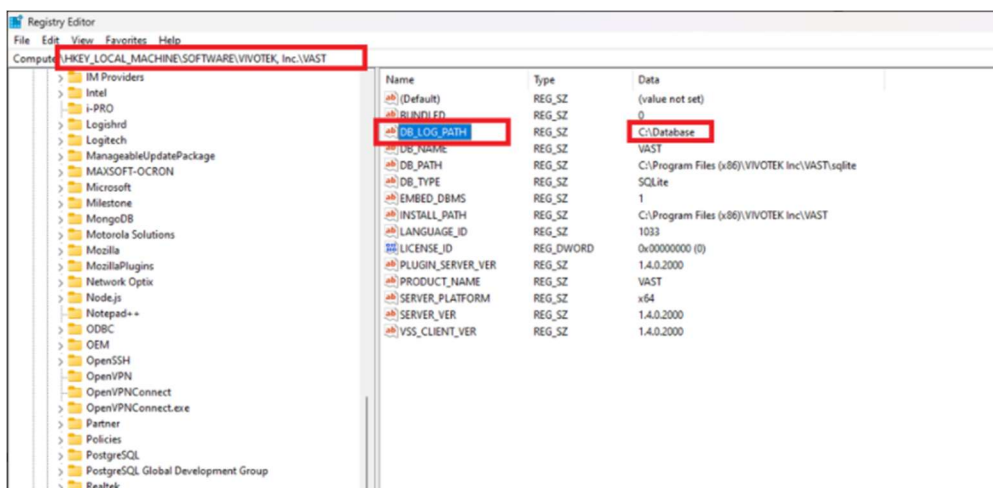
Find the DB_LOG_PATH file



Double click the file and paste the path information you saved in step2 before replacing the SSD and click OK.

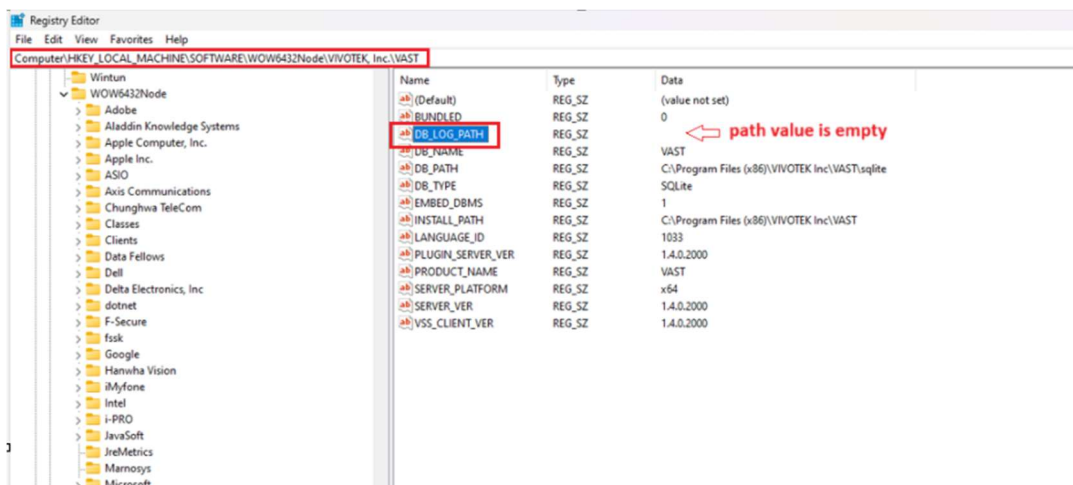


Then the Data will be saved.

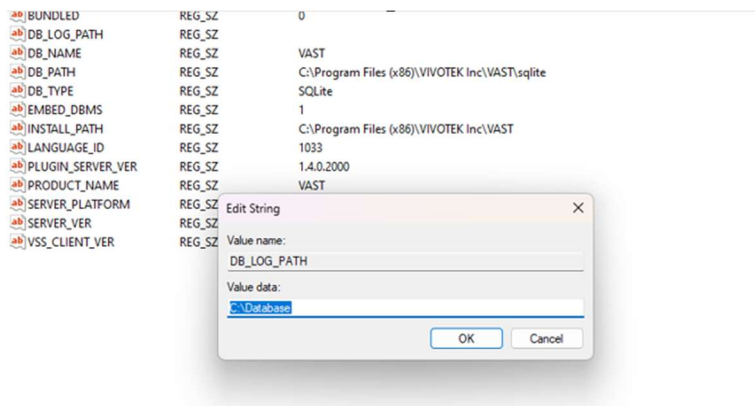


Path B

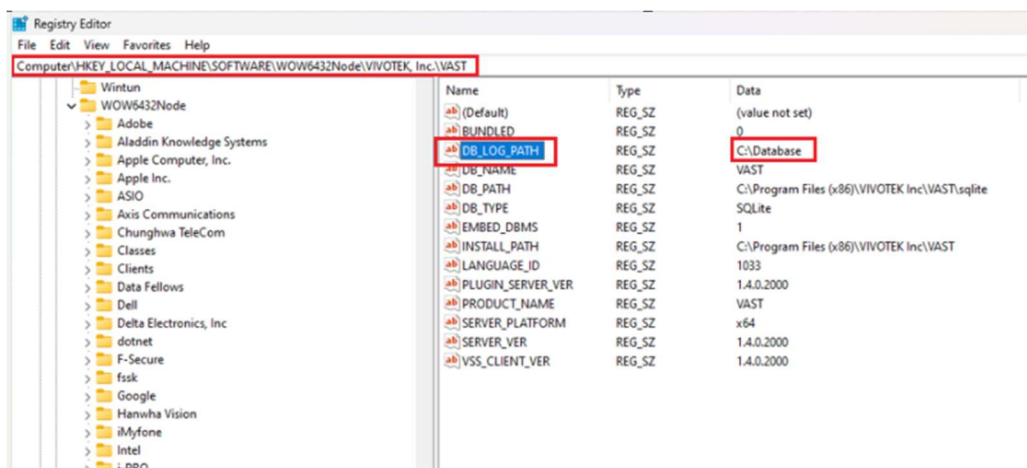
Find the DB_LOG_PATH file



Double click the file and paste the [path information](#) you saved in step2 before replacing the SSD and click OK.



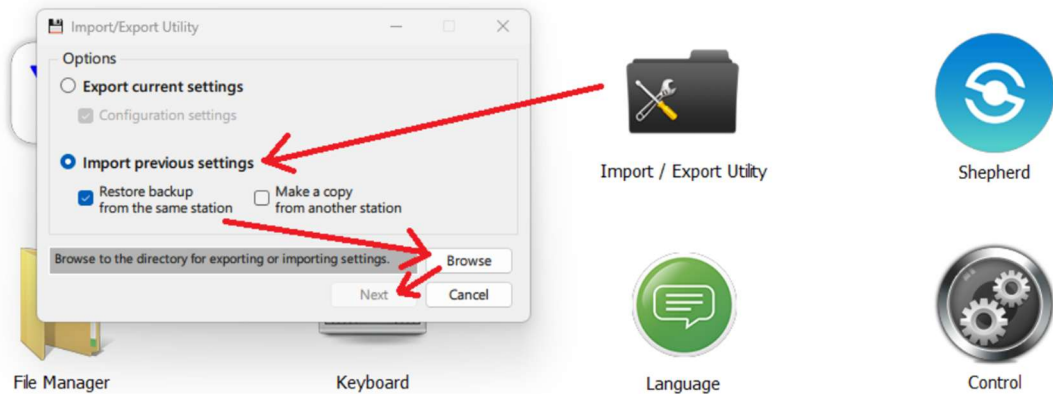
Then the Data will be saved.



2. Restart the VSS service.
3. Update VSS to match the pre-replacement device version (if needed).

Import VSS configuration

1. Open the Import/ Export Utility and select Import previous settings (including Restore backup from the same station) .
2. Click Browse , select the backup file you saved in step 2 before replacing SSD, and click Next .



VSS License Transfer

When VSS licenses are activated on a server, these licenses are locked to the hardware and cannot be activated on a different server. Please contact your SI for assistance with transferring the licenses.

Replace License sticker

After completing all upgrade steps, remove the original Windows 10 license sticker from the side of the outer case. Then, apply the new Windows 11 license sticker included in the SSD package.

