

This document informs you about a change in our Auto Updater routine. In order to make use of the Auto Update function in Cayuga and BVI in the future, we highly recommend following the procedures explained below.



For a reliable operation of your Qognify video installation we always recommend that you apply the latest patches to your systems. It is also a requirement before engaging our support that the system is up to date on patches.

## Update of the Auto Updater

Due to the conversion of the communication protocol between Update Server and Update Client, it is mandatory to install the patches for both components **manually**.

As this patch changes the basic communication between the Auto Updater components (Update Server and Update Client), **it will not be possible to have a mix of different version in one system.**

Please carefully refer to our step-by-step instruction below.

This patch update for the Cayuga Auto Updater is **available for Cayuga R11, R12 and R13**

**To perform a manual patch process, please first download the required files that we have linked below.**

## Download the Auto Updater Server Patch

[Cayuga R11](#)

[Cayuga R12](#)

[Cayuga R13](#)

## Download the Auto Updater Client Patch

[Cayuga R11](#)

[Cayuga R12](#)

[Cayuga R13](#)

## Either: **Manually** installing the Auto Updater Client Patch

**Note:** Please follow the steps below to apply the Update Client patch manually



**These steps must be performed on all client systems where Cayuga or BVI components are installed !!!**

1. Use the "SeeTec ServiceManager" to stop the "Update" service. This can be done by right-clicking on the service name.
2. Extract the patch file into the Cayuga installation folder  
%InstallDir%\SeeTec (Default: C:\Program Files\SeeTec) and overwrite the existing files.
3. Use the "ServiceManager" to restart the "Update" service. Click the "Start all SeeTec Services" button.

## Or: **Automatically** installing the Auto Updater Client Patch

For larger installations, the Update Clients can be patched as usual using the Auto-Updater.

**Note:** It is important to **first update all Update Clients** before updating



the Update Server as otherwise every Update Client must be patched manually.

After the Update Clients are patched, **they will not be able to connect to the Update Server** anymore until the Auto Update Server is patched as well.

## Final Step: Installing the Auto Updater Server Patch

**Note:** Please follow the steps below to install the Update Server patch manually.



**Prerequisite:** the firewall on the update server must be configured with the following inbound rules: Ports 63000, 63001 have to be allowed.

1. Use the "ServiceManager" to stop the "UpdateSVR" service. This can be done by right-clicking on the service name.
2. Extract the patch file into the Cayuga installation folder  
%InstallDir%\SeeTec (Default: C:\Program Files\SeeTec) and overwrite the existing files.
3. Use the "ServiceManager" to restart the "UpdateSVR" service. Click the "Start all SeeTec Services" button.

## Questions? Problems? Contact our Helpdesk!

If you run into difficulties when rolling out the Auto Updater patch to your installations or have any further question, please don't hesitate to contact us by visiting the page below or by writing us an e-mail:

> [www.seetec-video.com/support/](http://www.seetec-video.com/support/)

> [supportcy@qognify.com](mailto:supportcy@qognify.com)