

KNOWLEDGE BASED ARTICLES

Upgrading RevGuard When No Remote Access Is Available RevGuard Patch Deploy Instructions

Why do we need this latest Patch?

Your system is not available for remote support so Revcord has no remote access to install this update. We have moved our Datacenter and it must be manually done.

If you would like to have your system available for remote support, please send an email to support@revcord.com and ask that it be.

Steps To Install Latest Patch

Please follow the following instructions in order to deploy the latest RevGuard Patch.

- Step 1.** Download the patch file using the following link.
<http://revwatch.revcord.com/RevWatch/RevGuardPatch/1.0.0.0101.msp>
- Step 2.** Stop RevGuard Services.
To stop services press [Ctrl] + R. Type Services.msc.
Find RevGuardService then click on Stop.
Find RevGuardServiceWatcher then click on Stop.
- Step 3.** Right Click on the downloaded patch file (1.0.0.0101.msp) and click Apply.
- Step 4.** Once complete, start the RevGuard services.
To start services press [Ctrl] + R. Type Services.msc.
Find RevGuardService then click on Start.
Find RevGuardServiceWather then click on Start.
- Step 5.** Open RevGuard. If it prompts for Username and Password or shows some error, please contact **Revcord Support**.

Note: Port 80 for outbound traffic must be opened through your network.



MULTI-MEDIA LOGGING SYSTEMS



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281-404-7040