



Kollektor Hard drive replacement procedure

The Kollektor digital recorder can typically be fitted with up to 4 Hard drives. The Kollektor Elite has its own system drive whereas the Pro's system drive is partitioned and shared with the first database drive.

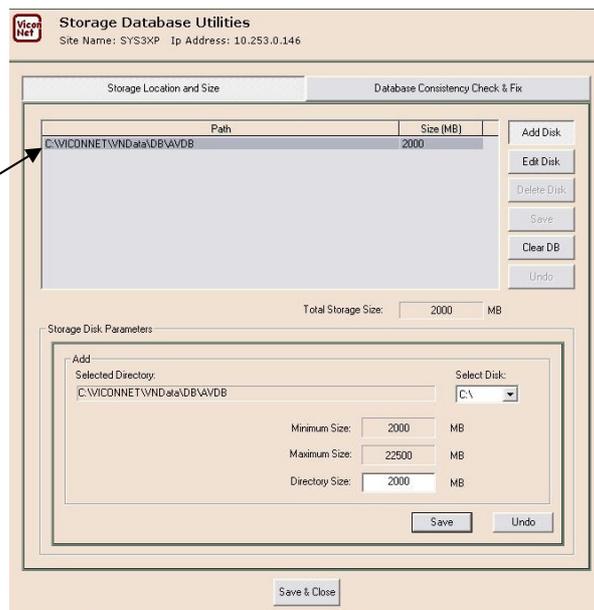
If it is suspected that a drive has failed, first check in the Storage Database utility to see what drives are listed. This is accessible via the Kollektor set up menu

In the window you will see the drives, paths and sizes listed that make up the database.

This will normally be:

E:/
F:/
G:/

Depending on model configuration



Next check in Windows disk management that the drives are actually being seen by the operating system. If a Hard drive is defective you can also expect that an amount of recorded data will also be missing.

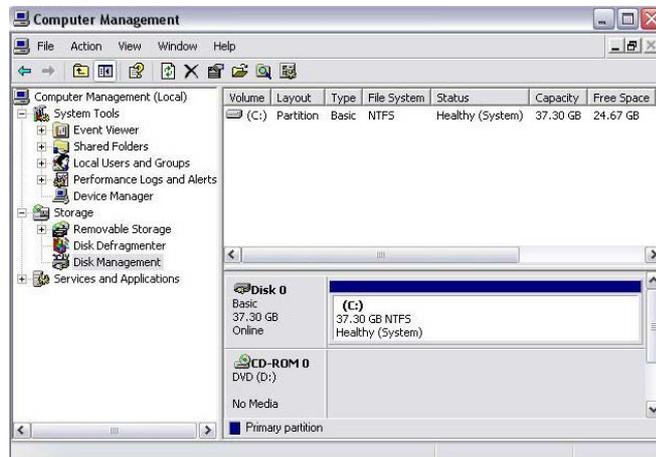


From the Control panel click on Administrative tools/Computer management/Disk Management and a screen similar to the one below will appear.

The Drives should appear in the following order:

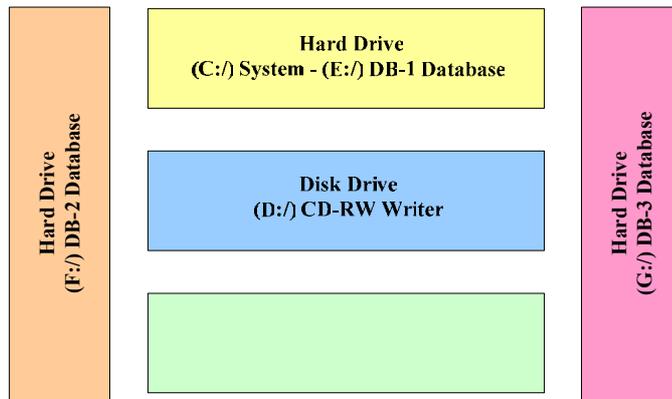
- (C:) Embedded System Drive
- (D:) CD/DVD Writer
- (E:) Database Drive (DB-1)
- (F:) Database Drive (DB-2)*
- (G:) Database Drive (DB-3)*

* Depending on the number of drives fitted

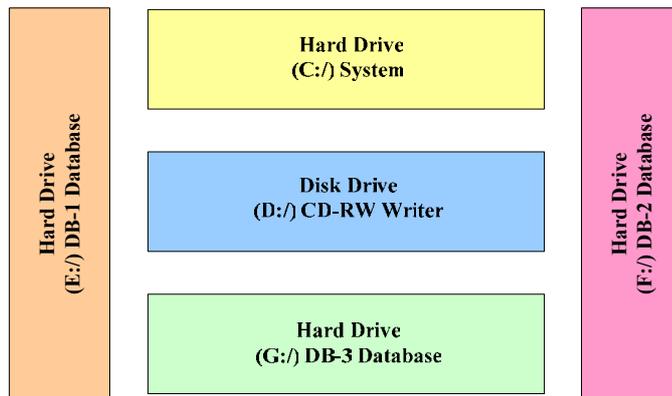


To replace a Hard drive

1. Firstly you need to remove the drive from the Storage Database. To do this you must first stop the Kollektor from recording (both auto-record and macros) and reboot the Kollektor and/or application. Enter into the storage database utility and delete the affected Disk. Save changes.
2. You next need to physically identify the defective hard drive. This will be fitted into the Hard drive caddy and will typically be configured as shown below. This however is not set in stone and you may find a different configuration dependent on manufacturing. To confirm, shut the Kollektor down and remove the power connector from one of the drives. Now reboot and check which drive has disappeared in Windows disk management.
3. To replace a drive you may need to remove the caddy depending on which drive has failed. Refer to the diagram below taking note of whether the Kollektor is an Elite or Pro. If the system drive has failed you will need to restore the operating system. This is covered in a separate document. Please take care that any screws removed are correctly replaced.



**Kollector Pro Hard drive caddy
(Typical Configuration)
Viewed from the front**



**Kollector Elite Hard drive caddy
(Typical Configuration)
Viewed from the front**

4. Please ensure that any replacement drive is supplied by Vicon or if obtained locally, meets the same specification as the one fitted. If you deviate too much from the original you may find the drive is not supported by the motherboard and may invalidate any warranty that you have.



Two different types of Hard drive may now be found inside Collectors. Newer units will be fitted with SATA (Serial Interface) drives whereas older units will be fitted with PATA (Parallel Interface) drive. They can be identified by referring to the diagram below which shows the different connectors.



It is important that the replacement PATA drive has the Master/slave jumpers configured as per the original drive. The SATA drive does not have any jumpers but it is important that it is connected to the correct cable.

Formatting

5. Once fitted you will need to format the Hard drive, set the cluster size and rename as appropriate. From Windows disk management, right click on the newly fitted drive and select Format. The following Window will now open.

**Set the Volume Label. This will have been as follows:-
DB-1 for the first Database drive
DB-2 for the second
DB-3 for the third etc**

Set File system to NTFS

Set Allocation size to 64K as shown

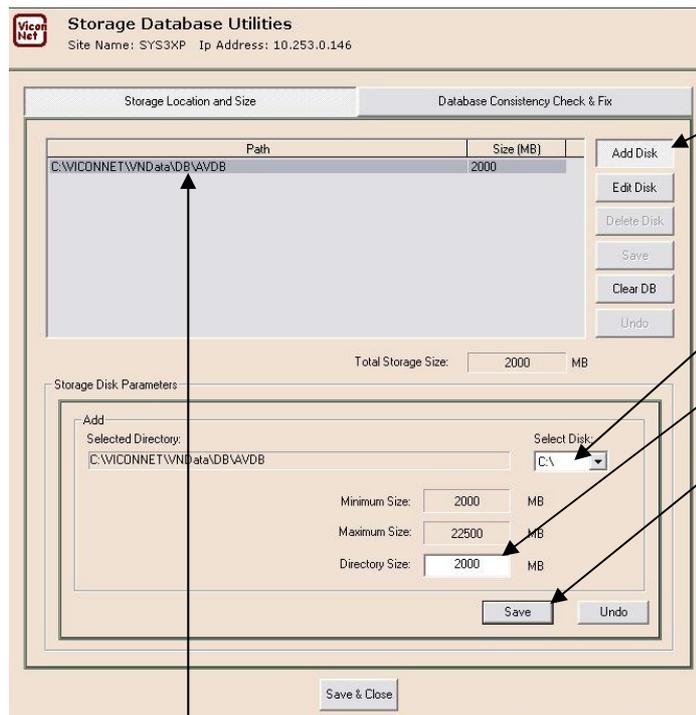
Check quick format

Check the Perform a quick format tab and Click on OK. The drive will then be formatted with the settings entered and will appear in the disk management screen.



Adding drive to database

6. Once the drive has been detected and formatted in Windows it is now ready to be added back into the storage database utility. Log in to the Kollector as normal and Click the Set up tab. Highlight the Kollector in the list and Click on Select. The main menu will then appear. From here select Storage Database set up. The following window will then be displayed.



- a) Click on Add Disk and the bottom part of the Window will display the storage parameters.
- b) Click on Select Disk and choose the drive that you have replaced.
- c) Set the Directory size to the maximum possible.
- d) Click Save. This drive will now appear in the list of drives above.
- e) Drive C:\ should never appear in the list. If it does it needs to be removed. To remove highlight and click on Delete. This removes the system drive from the Database.

Important Note: You cannot edit the Storage Database if the Kollector is recording. If it is, stop recording, Exit to o/s and restart the application. Restart the application by Logging out of Windows and then Logging back in as administrator (no password) as the default log in screen displays. The ViconNet application will then restart.

7. Finally ensure that auto-recording and/or any macros are restarted before completion.

Should you require any assistance please contact Vicon customer support on +44 (0) 1489 566300 or <mailto:support@vicon.co.uk>
<http://www.vicon-support.co.uk>

Please Note: The above procedure must only be carried out by a qualified service engineer. Any damage caused will not be covered by any Vicon warranty that may be in force