



## Technical Support Document

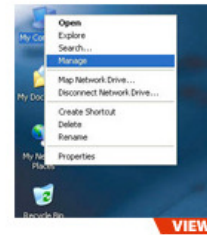
<http://www.vicon-security.com>

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EMEA Support [EMEAsupport@vicon-security.com](mailto:EMEAsupport@vicon-security.com) +44 (0)1489 566330

NOTE: RAID must be powered ON 5 Minutes before switching on Kollector or NVR.  
Ensure all cables are connected securely.

### STEP 1

With the drive connected to the computer and powered on, right click on the My Computer icon and choose Manage.



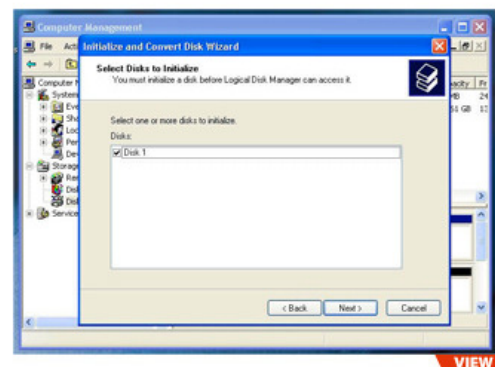
Choosing this option will bring up a screen like the one below.

If the wizard window doesn't appear please expand storage by clicking on the plus sign and then right click next to the disk number that you have just connected and click Initialize to bring up the Wizard.



### STEP 2

You should only have one disk shown here. That will be the drive that you connected via eSATA, FireWire or USB. Click Next.



NOTE: When connecting a RAID multiple drives may show depending on the RAID configuration.



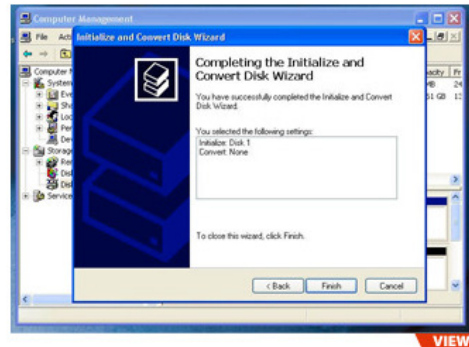
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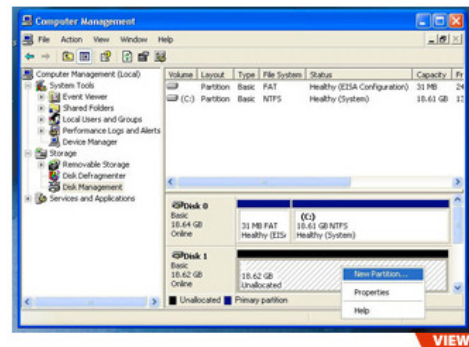
### STEP 3

Click finish.



### STEP 4

Your drive will appear similar to how Disk 1 does below. Notice that the space on the right reads as Unallocated - Right click in the Unallocated space and choose New Partition.





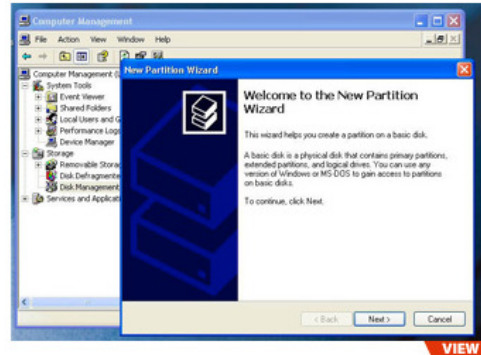
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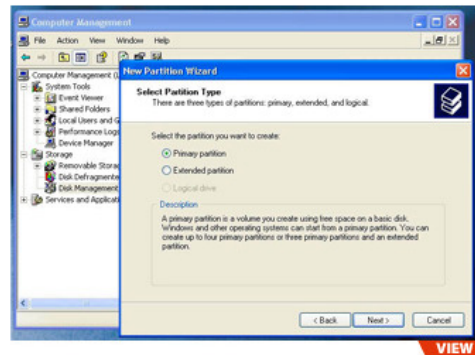
### STEP 5

This starts the New Partition Wizard.



### STEP 6

Specify your partition type as Primary.





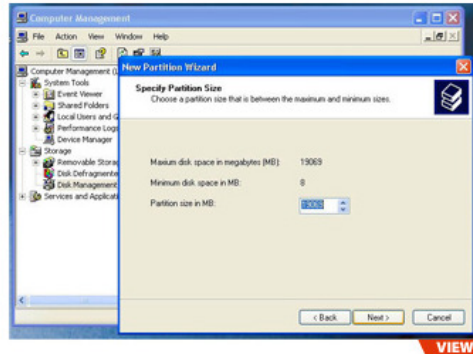
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### STEP 7

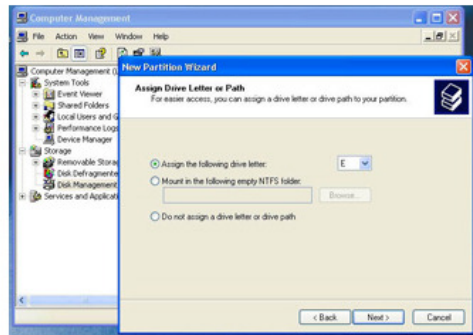
The wizard will already display the appropriate partition size for your drive. It is strongly recommended that you DO NOT change the default value.



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### STEP 8

If you would prefer, you can specify the drive letter designation for your new drive. If not, the OS will assign one for you.



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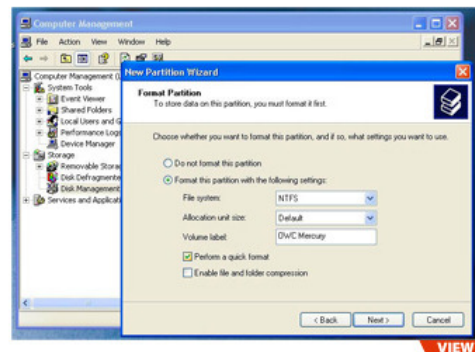
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NOTE: When using with ViconNet the default allocation size should be set to 64K. Each Database drive should be labelled as DB-1, DB-2, DB-3 etc. etc.

### STEP 9

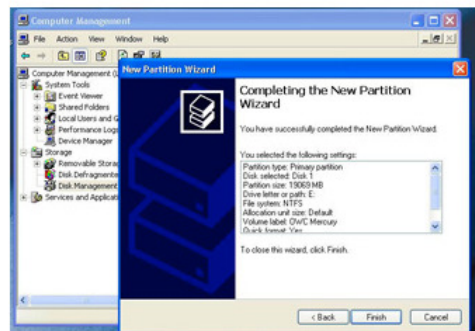
Before you can use the drive, it must be formatted. On most Windows 2000 and Windows XP systems, it is advisable to specify the file system as NTFS. Leave the Allocation Unit Size as Default, and feel free to give the drive whatever name you prefer. Check the box for Quick Format. If you do not, it will likely take several hours for your drive to format.



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### STEP 10

At the end of the Wizard, you will see a summary of the information you have specified throughout the steps. Click Finish.



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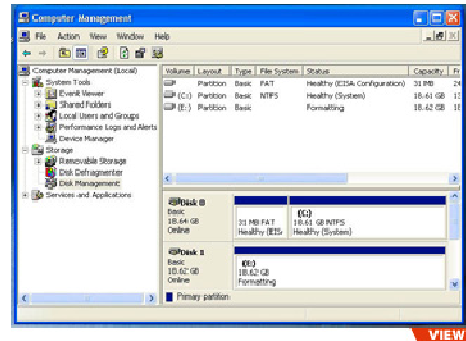
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NOTE: Drive letters should appear as E: DB-1, F: DB-2, G: DB-3 etc. etc. If this is not the case you may have to move the drive letters around to achieve this.

### STEP 11

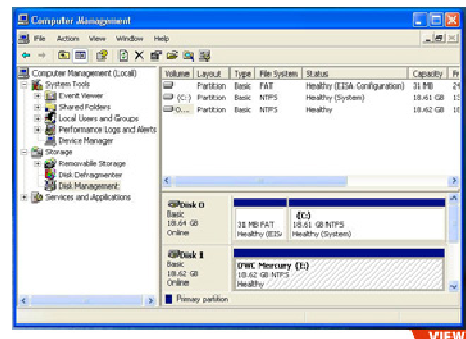
Once you have finished with the formatting wizard, you will see that your new drive (represented as E in this case) will display a message of Formatting. This should only take a couple of minutes if you chose the Quick Format option.



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### STEP 12

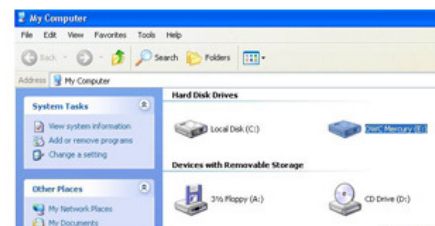
Watch closely, because the Formatting message will disappear quickly and be replaced by one that says Healthy.



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### STEP 13

If you open the My Computer icon on your desktop, you will see your new drive mounted and ready to use. You're all set!



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