System Controller upgrade pathway

A short guide detailing our System Controller upgrade pathway offer and process to migrate.

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Upgrade pathway offer

This offer is primarily aimed at customers with older systems using Video Gauge™ software and hardware which is no longer supported or end of life. It is a low-cost option (well below the RRP) to upgrade to a new System Controller with Windows 10 and the latest version of software.

System Controller options

Flexi or Mobius (incl PDT and DMS legacy) Systems:
- IM-SYSTEM-SC2-UP   Standard SC-2 System Controller
- IM-SYSTEM-SC3-UP   Ultra SC-3 System Controller

UVX Systems:
- IM-U-SYSTEM-UP   Standard SC-2 System Controller

System Controller features

Our SC-2 controller supports 4 Standard cameras/optical modules with the option to add 4 more. It has a 10% improvement in tracking speed, 1TB storage with the option to add an additional 8TB. It has a silent operation and wider operating temperature with passive cooling.

Our SC-3 provides additional performance for Ultra Range systems and high-performance applications. It supports standard cameras/optical modules and 2 Ultra Range cameras. It has a 10% improvement in tracking speed, 1TB storage with the option to add an additional 8TB storage and maintains measurement volume with up to 10x data rate.

Upgrade process and licence migration

Licence migration

1. Complete the upgrade pathway notification form (we cannot process the order without this information). We will need to know the type of System you currently have and what devices you use with it together with their serial numbers.
2. At the time of placing the order for the upgrade pathway, for all systems configured with System Controllers and VG5 and above software*, generate a req file for your current live licence bound to your System Controller you wish to upgrade (follow steps 1 and 2 in the Technical Guide TG1103 – System Upgrade Pathway - software licence update process). This will ensure that you have the opportunity to continue to use your current System Controller for the period from placing the order until the dispatch of the new System Controller.
3. We will send you the nlf file to apply to update the existing licence. It will add an expiry date for three months' time (follow step three in the Technical Guide TG1103).
4. Return a screenshot of the licence manager to show the licence update has been completed (follow step 4 in the Technical Guide TG1103).

   *For older Systems (laptop and/or VG 1-4 software) please indicate status of System (still working or no longer operational) and your representative will confirm if any action is needed to be taken.

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New System setup

5. Your new System Controller will be dispatched with appropriate software and optical heads/cameras device files installed ready to use out of the box. It will have a new internally located* live licence (with a new licence key) bound to your upgraded Controller.

    *Please be aware that no licence dongles are to be plugged into external ports on the new System Controller (this will cause the System to be inoperable and may require a complete software reinstallation).

    Should your new System Controller not be working as expected, do not attempt to try and resolve it yourself as it may invalidate your warranty and please contact Imetrum support: https://support.imetrum.com/en/support/home for assistance.

Upgrade pathway notification form

Please complete and return the following information to your usual representative when placing an order for this pathway offer.

System Controller option (provide product code)	
Current System Controller serial number (base of Controller)	
Optical head(s)/camera(s) used with System Controller (product/model and serial number)	
Post process licence serial number (where appropriate)	
Req file(s) generated* and provided to usual representative *Required for System Controller hardware and VG5 software and above	

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