

Problems with LDVR 7.21 firmware caused by incomplete upgrade

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Symptom

The upgrade from LDVR firmware 7.20 to 7.21 leaves old DLLs behind in the **C:\Program Files\Common Files\Lenel** folder on the LDVR, causing possible crashes of the LDVR services, and other possible issues.

Resolution

Follow the instructions in article [1296](#), *How to uninstall LDVR firmware*, to uninstall LDVR firmware before upgrading to version 7.21 or later. This ensures that the older version was successfully uninstalled before the new version is installed.

Applies To

LDVR 7.21

Additional Information

None
