

# 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

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