



VisualSoft Suite User Manual

Essential Information 11.0



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1 About the VisualSoft Suite

1.1 The VisualSoft Suite

The **VisualSoft Suite** includes a range of product designed for the offshore survey and inspection industry, with tools to record and play multiple video channels, and also to log, display and edit all associated survey and inspection data.

The **VisualSoft Suite** includes the following products and add-ons:

VisualSoft Acquisition Products	VisualSoft Offline Products
VisualDVR <ul style="list-style-type: none"> Standard Definition video recorder with overlay. One to four channels. High Definition video recorder with overlay. One to four channels. "Black-Box mode only" video recorder with overlay. One to four channels. 	VisualArchive <ul style="list-style-type: none"> Fully automated data management and backups.
VisualDVR (Legacy) Add-On Options <ul style="list-style-type: none"> MPEG-2 Software Encoder add-on. H.264 Software Encoder add-on. 	VisualEdit <ul style="list-style-type: none"> Video and data viewer with import, export and reporting tools.
VisualOverlay <ul style="list-style-type: none"> Included in VisualDVR or available stand-alone. Text and graphics overlay for video. Standard or High Definition. One to four channels. 	VisualEdit Eventing <ul style="list-style-type: none"> same as VisualEdit, plus event editing (add, delete, move, modify, filter etc.).
VisualDataLogger <ul style="list-style-type: none"> Survey position & sensor logging – MBE/Profilers, Depth, Motion, CP etc. 	VisualEdit Professional <ul style="list-style-type: none"> as VisualEdit Eventing, plus full manual and automated data processing tools.
VisualEventLogger <ul style="list-style-type: none"> A free tool, which allows the online logging of inspection events (or 	VisualReview <ul style="list-style-type: none"> Free video and data viewer for data logged and/or edited with the VisualSoft Suite. No support and maintenance contract.
	VisualReview Professional <ul style="list-style-type: none"> Video and data viewer with enhanced features plus an optional support and maintenance contract.
	VisualGIS <ul style="list-style-type: none"> An add-on to ESRI ArcGIS linking to key VisualSoft tools and viewers.

observations or incidents). Operates in partnership with VisualDVR. Editing these logged events offline requires VisualEdit Eventing or better.

Visual3D-Inspector

- A free tool, which facilitates the planning and operation of structural inspections. Operates in partnership with VisualDVR.

1.2 What's New in VisualSoft Suite 11?

VisualDVR



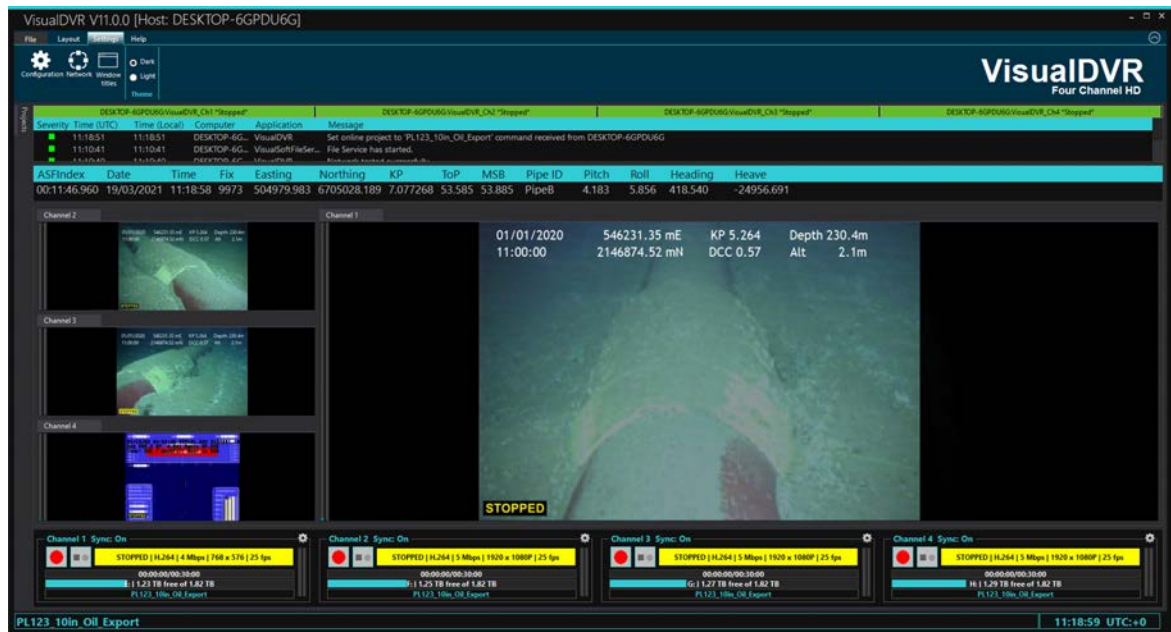
With the release of VisualSoft Suite 11 we are introducing some new VisualDVR hardware bringing extra functionality and a totally new look to the VisualDVR software. This new version of VisualDVR is the “**2023 Edition**”.

The new hardware and software use a **single video I/O card** with eight 3G-SDI connections providing **four digital HD/SD inputs** and **four digital HD/SD outputs**. The continued use of analogue signals, in and out, is supported using converters that we can supply with any system.

The new software allows video streaming to distribute your camera views, with video overlay around your ship via the network. These streams can be viewed using a new companion application, the “VisualDVR Network Player” – one of two new video players in version 11.

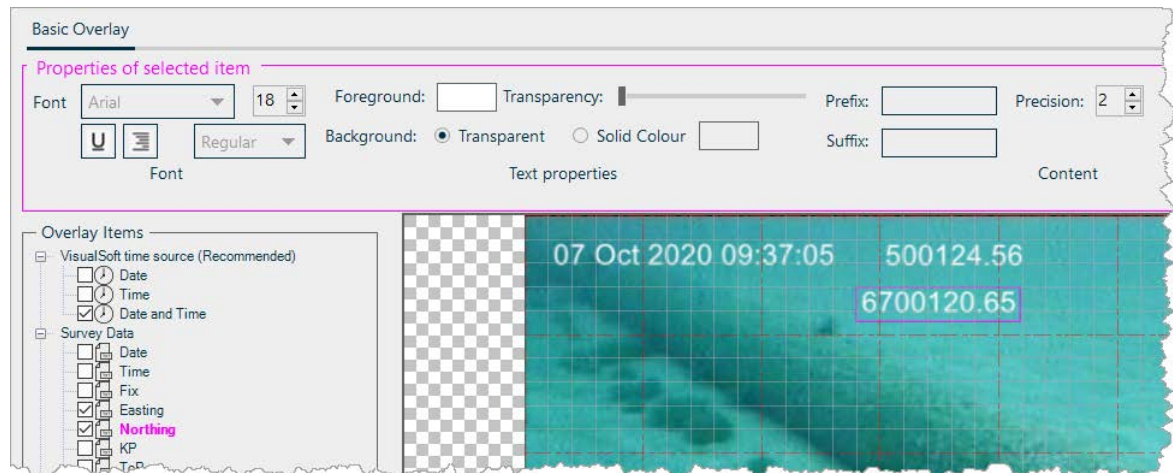
Recording can now use either **H.264 or H.265**, each in an MP4 file. Streaming output uses H.264.

The new software uses a simplified interface, with standard looking toolbars and menus. The configuration tools provide advice and feedback as you go, guiding you to make choices that best suit your video signals. Those video signals are auto-detected so that you are guided towards matching the recording resolution and frame rate to that of the camera – but still with flexibility to override that if you want.



The new system allows you to switch your video inputs without any need to restart software or hardware. In most cases you could even switch cameras in the middle of a recording.

VisualDVR 2023 Edition comes with a redesigned overlay configuration tool making overlay setup and configuration simpler and more intuitive, with easy control of fonts, decimal precision, etc.

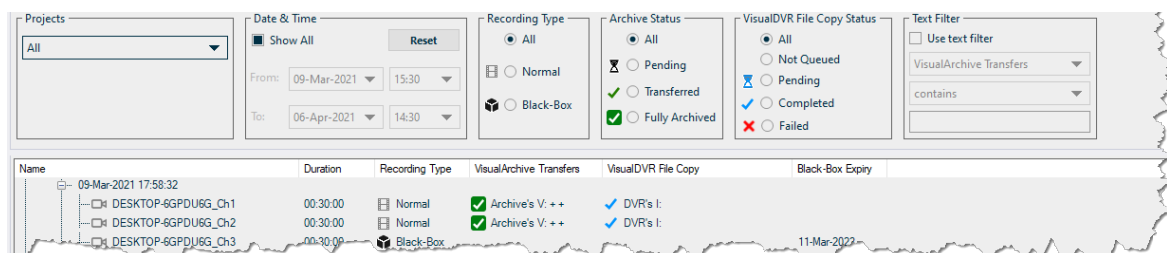


For systems without the new hardware, we have retained the older, long established VisualDVR application, which will now be known as the “**Legacy Edition**”. When you run VisualDVR, it will detect the installed hardware and automatically run either the new look 2023 Edition, or the original Legacy Edition. In the coming months, some of the older hardware, and specifically the HD/SD systems using Vitec VMC-7440 cards will be migrated to take advantage of the improved look and extra functionality of the 2023 Edition.

VisualDVR Storage Manager



The **VisualDVR Storage Manager** is another companion application for use with the VisualDVR 2023 Edition. It lets you monitor and manage the copying of recorded videos, whether they are copied using VisualArchive or with the built in Auto-Copy of VisualDVR itself. As shown below, it's easy to see what went where when it was copied. The Storage Manager displays recordings grouped into Projects, Sub-Projects, and Datasets, just as they are in the offline applications – but without the need to copy them first. If you want an extra copy of a file, a Dataset, a Sub-Project, or even an entire Project, just drag and drop what you want onto a target box for the destination drive. The same simple drag and drop process can trigger extra copies by VisualArchive or by VisualDVR, and can also convert black-box recordings into normal recordings before then copying them to an offline location.



VisualDVR Network Player



The **VisualDVR Network Player** is a companion application for the new VisualDVR 2023 Edition. From VisualDVR you can stream video outputs on the network, with the video overlay applied. The Network Player can auto-detect these streams and display them with up to four video windows.

VisualDVR Player

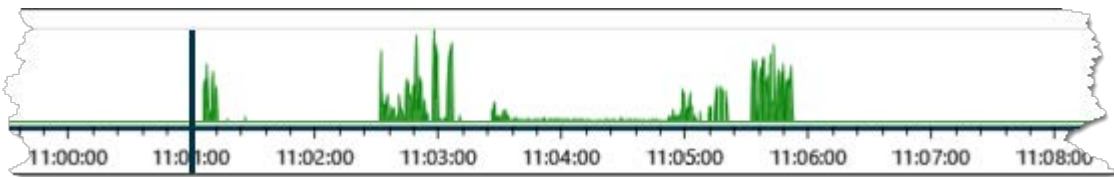


The **VisualDVR Player** can be used with either the new 2023 Edition DVR or the older style Legacy Edition DVR. It runs on the same PC as the VisualDVR software and allows you to play up to four video channels without any need to copy or reorganise the videos before doing so. Like the VisualDVR Storage Manager, the Player will display the recordings grouped into Projects, Sub-Projects and Datasets, just as they are in the offline applications – but without the need to copy them first.

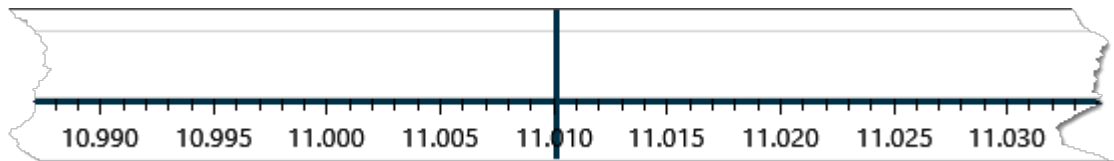
VisualEdit and VisualReview



In both **VisualEdit** and **VisualReview** we have introduced new options for the display of the **Time Slider bar** at the top of screen. While recording, **VisualDVR** has always shown you the volume of the audio signal, and in the new VisualDVR 2023 Edition we now record that volume level as a small data file. The recorded volume can then be displayed as an **audio level** graph in the background of the Time Slider. This will let you jump quickly to areas where the online inspection engineer commented on something of interest.



We have also added an option to switch from the Time Slider bar to a new **KP Slider bar**. The KP Slider bar can be shown with a fixed KP direction, either always increasing or always decreasing from left to right, or it can be shown “as recorded” so that it switches to match the survey direction of the loaded data, with the start KP to the left. Using the “as recorded” option ensures that the vertical location marker always moves from left to right during video playback, just like the Time Slider.



New Branding



VisualSoft Suite 11 adopts FET's new branding style with the new colours used within the new and updated applications, and in redesigned application icons.

1.3 How to Buy or Rent

Applications in the **VisualSoft Suite** may be purchased or rented from Forum Subsea Technologies, through any of the regional sales teams in the Subsea Technologies division. We have our main VisualSoft office in Aberdeen (UK), and we also have regional offices in Houston (USA), Singapore and Brazil.

You can find the contact details for the sales team in your region in the [Contact Details](#) ⁷⁶ section at the end of the document.

1.4 Licensing Overview

Licences can be purchased or rented. For details please see "[How to Buy or Rent](#)" ¹¹.

Licences are enabled and disabled using the VisualSoft Suite Admin Panel.

Licences can be managed over the internet or by emailing special files to and from our support team. (As a last resort we can manage your licences by telephone but we do not recommend it; Product Keys and Computer IDs are each 32 characters long, so they are difficult to manage accurately by telephone.

For more details of our licensing please see [Software Licensing](#) ²⁷.

Product Key

When VisualSoft have received your Purchase Order you will be issued with a unique **Product Key** for each application that you have ordered. Your **Product Key** will be sent to you by email, on a PDF certificate like the one shown below.



When you are ready to use your new software on a specific computer, we will use this Product Key and the relevant Computer ID to create a Licence Key which will allow that product to be run on that computer.

Computer ID

To use the application that you have bought or rented, you need a **Licence Key** which links your **Product Key** to your **Computer ID**.

Your **Computer ID** is created by the Admin Panel which is part of the VisualSoft Suite. Before you can run the Admin Panel or your newly purchased application, you must [install](#)²⁵ the VisualSoft Suite on the computer where you want to use it. After the software is installed, open the VisualSoft Admin Panel by clicking on Start, All Programs, VisualSoft Suite, AdminPanel.

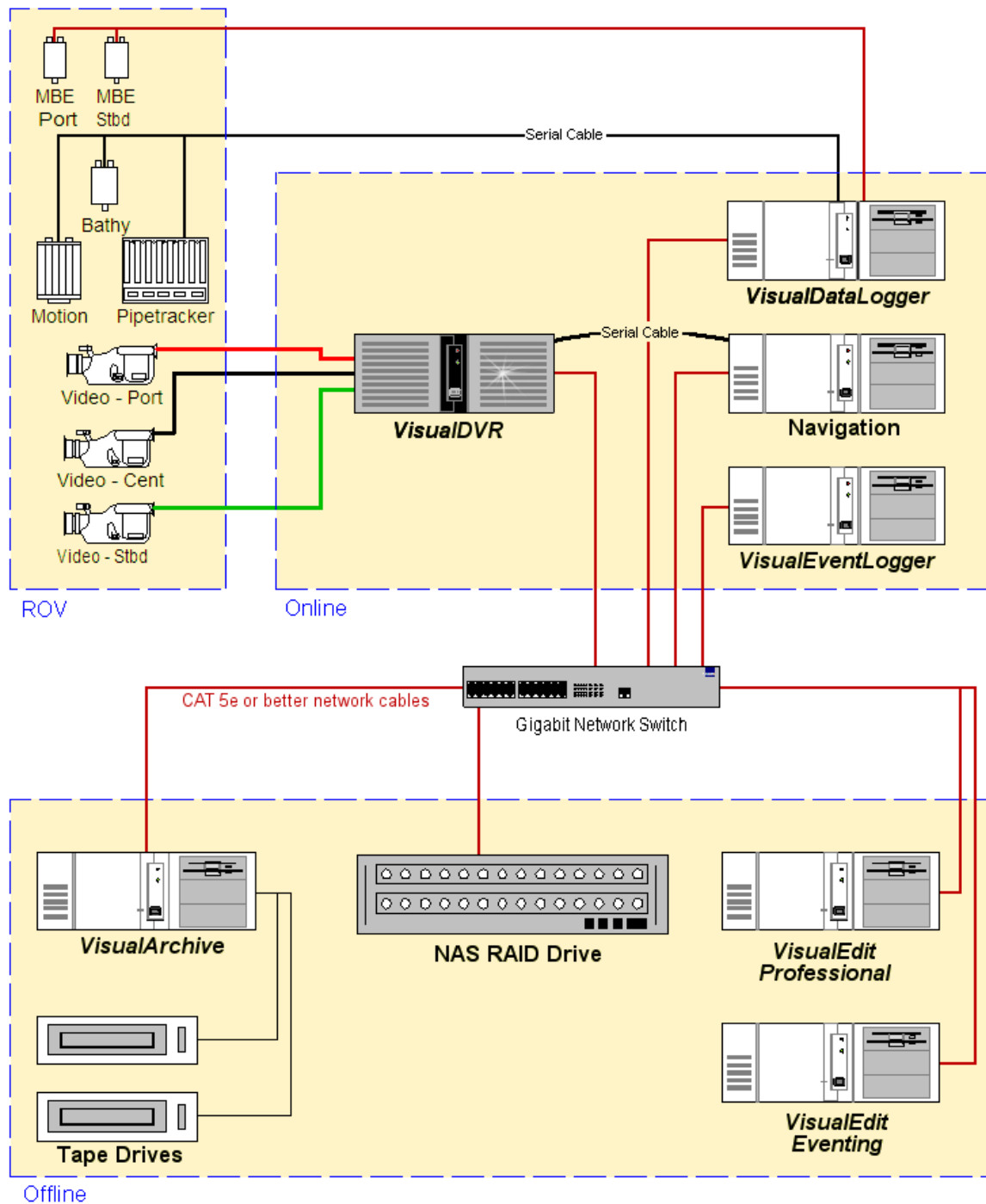
Installing the Software

To install the software for the VisualSoft Suite you need an installation file. This can be downloaded from our website. For more details of downloading, installing and licensing please see [Software Installation](#)¹⁴ or Upgrading from Version 9.

1.5 Typical Pipeline Inspection Spread

Typical Pipeline Inspection Spread

Click on a program name (shown in *italics*) to jump to an overview of that application.



Note: The system shown here represents just one of many possible configurations, and shows optional components that may not be required for all surveys. It also includes components that may be optionally substituted with other 3rd Party products or equipment.

2 Software Installation

2.1 Introduction










The main parts of the VisualSoft Suite can be installed from a single file, but your computer may also need some other things to be installed first.

Some of the features of the VisualSoft, like high quality video and 3D graphical views, might need some software that is on some computers but not all of them. Every version of Windows is slightly different from the earlier versions, and every computer will have different patches and updates applied to it. Before you can run the VisualSoft Suite you must make sure that your computer has all of the things on it that we will need – known as "Prerequisites".

The following sections of the help file explain how to get and install theses Prerequisites, and then how to get and install the VisualSoft Suite.

Finally, after everything is installed you will need to get and activate a licence for each application that you want to use.

For details please see the following topics:

- [System Requirements](#)  15
- [Software Prerequisites](#)  20
- [Upgrading from VisualSoft Version 10](#)  23
- [Upgrading from VisualSoft Version 9 or older](#)  24
- [Get the VisualSoft Suite](#)  24
- [Install the VisualSoft Suite](#)  25
- [Request Licences](#)  29
- [Add Licences](#)  32
- [Activate Licences](#)  34

2.2 System Requirements

The hardware required to run the applications in the VisualSoft Suite varies from one application to another.

Similarly, the different applications each have slightly different requirements for the software, that must be installed as Prerequisites before running those VisualSoft Applications.

Please see the following sections for the details of each application's requirements:

[VisualDVR Hardware](#)  15

[VisualArchive Hardware](#)  16

[VisualDataLogger Hardware](#)  17

[VisualEdit or VisualReview Hardware](#)  18

[Hardware for other VisualSoft applications](#)  18

[Software Prerequisites](#)  20

2.2.1 VisualDVR Hardware

The **VisualDVR** software is closely linked to and dependent on the underlying hardware. For that reason the **VisualDVR** software must always be run on equipment supplied by the **VisualSoft** division of **Forum Energy Technologies**.

Only in very rare cases will **VisualDVR** be licensed and supported on any hardware other than our own.

For more information please contact visualsoft.support@f-e-t.com or visualsoft.sales@f-e-t.com.

2.2.2 VisualArchive Hardware

Recommended PC Specification

Operating System	Windows 10 64 bit
Processor	1 x Core i7 3.60Ghz or similar
Memory	16 GB
Network	1 Gbps
Graphics	2 GB NVIDIA Graphics Card supporting DirectX 9
OS HD (Boot Drive)	250 GB 6Gb/sec SATA 7,200rpm
Additional Hard Disks	1 TB 6Gb/sec SATA 7,200rpm
SAS	ATTO Express H680 6Gb, or ATTO H1380 12Gb SAS PCI-Express card (for interfacing SAS tape drives)

2.2.3 VisualDataLogger Hardware

Recommended PC Specification

Operating System	Windows 10 64 bit
Processor	1 x Core i7 3.60Ghz or similar
Memory	16 GB
Network	1 Gbps
Graphics	2 GB NVIDIA Graphics Card supporting DirectX 9 (see below)
OS HD (Boot Drive)	500 GB 6Gb/sec 7,200rpm, SATA or NVME
Additional Hard Disks	1 TB 6Gb/sec SATA 7,200rpm
Sound	On-board Sound
Serial Ports	Brainboxes Multi-Port RS-232 PCI-E Card (for interfacing multiple sensors)

DirectX 9

The **VisualEdit** and **VisualReview** applications require PC graphics that are compatible with Microsoft's DirectX 9. We strongly recommend the use of graphics cards which have **hardware** support for DirectX 9, and therefore do not rely on software rendering.

The use of software rendering will result in significantly degraded performance. For specific advice about your system please contact visualsoft.support@f-e-t.com.

2.2.4 VisualEdit or VisualReview Hardware

Recommended PC Specification

Operating System	Windows 10 64 bit
Processor	1 x Core i7 3.60Ghz or similar
Memory	16 GB
Network	1 Gbps
Graphics	Minimum 1920 x 1080 Full HD resolution. 2 GB NVIDIA Graphics Card supporting DirectX 9 (see below)
OS HD (Boot Drive)	500 GB 6Gb/sec 7,200rpm, SATA or NVME
Additional Hard Disks	1 TB 6Gb/sec SATA 7,200rpm
Sound	On-board Sound

DirectX 9

The **VisualEdit** and **VisualReview** applications require PC graphics that are compatible with Microsoft's DirectX 9. We strongly recommend the use of graphics cards which have **hardware** support for DirectX 9, and therefore do not rely on software rendering.

The use of software rendering will result in significantly degraded performance. For specific advice about your system please contact visualsoft.support@f-e-t.com.

2.2.5 Hardware for other VisualSoft applications

VisualEventLogger or **VisualAlarm** will run on any PC that has Windows 10 64 bit operating system installed, with a 1Gbps network connection.

Recommended PC Specification

Operating System	Windows 10 64 Bit
Network	1 Gbps

If you wish to run **Visual3D-Inspector**, please contact visualsoft.support@f-e-t.com.

2.2.6 Power Supply Unit (PSU)

There are a number of different power standards in use around the world, and on vessels. In order to make VisualSoft supplied hardware suitable for as many situations as possible, new units are fitted with an auto-switching power supply unit (PSU). These power supplies will adapt automatically to the power input, within the ranges specified below:

Voltage	100 to 240V
Frequency	12-6A
Current	60-50Hz

The above information can be found printed on the side of the power supply unit.

If you are unsure of the PSU that is fitted in your PC, it is essential that you check its capabilities before connecting to a power source.

If removing PC panels to check the PSU, you must ensure that the PC and its PSU are not connected to a power source and check that all cabling is removed. Only attempt this if you are suitably trained and experienced.

Never take power supply units apart; there are potentially fatal capacitors inside.

2.3 Software Prerequisites for Win 10 64 bit

The VisualSoft Suite uses some features which are not automatically installed as part of Microsoft Windows. These are required and must be installed on your computer before you can run the applications of the VisualSoft Suite. There are three different ways to do this:

Method 1: The prerequisites can be downloaded using the links below. After they have been downloaded install them yourself, one by one, by double-clicking on each one in Explorer.

Method 2: Download the files using the links below and place them all in the same folder as the main VisualSoft Suite installation program before you run it. The VisualSoft installer will automatically find and install the prerequisites.

Method 3: Make sure that your computer has internet access while you run the VisualSoft installer. The prerequisite files will be automatically downloaded and installed as needed.

Full details of the necessary Prerequisites varies from one version of Windows to another. For specific advice about your system please contact visualsoft.support@fet.com giving us details of your Windows version and which of our programs you plan to use.

Instructions

The **quickest and easiest** way to install all of the Prerequisites is as follows (Method 2 above):

1. Use the links below to download each file
2. Save all of the downloaded files in one folder
3. Download the VisualSoft version 11 installer and put it in the same folder as all of the Prerequisites
4. Run the VisualSoft version 11 installer, which will automatically find and install any Prerequisites that it needs for your computer

Required for all VisualSoft applications

Name:	MongoDB Opensource Database
Direct URL:	https://fet.sharefile.com/d-scc38fad06ecd428bb5e1666791d60c89
File Name:	mongodb-win32-x86_64-2012plus-4.2.12.zip

Name:	Microsoft SQL Server Compact 3.5 Service Pack 2 for Windows Desktop
Direct URL:	https://fet.sharefile.com/d-s271000d362ba4985923562431187254d
File Name:	SSCERuntime-ENU.exe
Name:	Microsoft Visual C++ 2015-2019 Redistributable Package (x64)
Direct URL:	https://fet.sharefile.com/d-s01169544d31943619a6d60d2ca974f97
File Name:	vcredist_x64_14.27.29016.exe
Name:	Microsoft Visual C++ 2015-2019 Redistributable Package (x86)
Direct URL:	https://fet.sharefile.com/d-s314f6f63b3da44db890b1826125af3d1
File Name:	vcredist_x86_14.27.29016.exe
Name:	Microsoft Visual C++ 2008 Redistributable Setup
Direct URL:	https://fet.sharefile.com/d-s98a9274aad434ed59b7d88452b1a9a9d
File Name:	vcredist_x86_9.0.30729.6161.exe
Name:	DirectX End-User Runtimes June 2010 (or newer)
Direct URL:	https://fet.sharefile.com/d-s7d65b360d9fc4607bf7287c4c26f86d9
File Name:	directx_Jun2010_redist.exe
Name:	Microsoft .NET Framework 4.8 Setup
Direct URL:	https://fet.sharefile.com/d-sefa32598d2124f43bd28d7e95645e6fc
File Name:	ndp48-x86-x64-allos-enu.exe
Required only if using Visual3D-Inspector, or the 3D Structure View in VisualEdit or VisualReview. (You <u>also</u> need all the files listed in the table above.)	
Name:	Microsoft Visual C++ 2010 x86 Redistributable Setup
Direct URL:	https://fet.sharefile.com/d-sfbafdaac588f49c6a6a0f50083fc7d72

File Name:	vcredist_x86_10.0.40219.exe
Name:	Autodesk Design Review 2018
Direct URL:	https://fet.sharefile.com/d-s9abf5abc52e44c2e96e80ad4f0ddcc34
File Name:	SetupDesignReview.exe

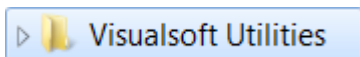
2.3.1 Get the Prerequisites

Online



Each major version of the VisualSoft Suite has its own list of Prerequisites which must be installed on your PC before you try to run any applications from the VisualSoft Suite. These Prerequisites are available on the support site, [here](#). Be sure to click on the correct link for your VisualSoft version.

On a VisualSoft Computer



If you have a computer supplied by VisualSoft as part of a purchase or a rental then the Prerequisites will already be installed and configured. If you need to re-install them for any reason, you will find them on the C drive, inside the [VisualSoft Utilities](#) folder.

2.3.2 Install the Prerequisites

1. Each of the Prerequisites has its own installer program. You must run them one at a time by double-clicking the downloaded files.
2. Please wait for one installation to finish completely before starting the next one.
3. Some of the Prerequisites may require you to re-start your computer so be sure to keep a note of which ones you have already installed.

2.4 Upgrading from VisualSoft Version 10

To upgrade from a version 10 release to version 11 you should simply install the new version over the older one.

There is no need to uninstall the previous version 10 release.

Relevant settings and licences will be preserved when you upgrade from version 10 to 11.

2.5 Upgrading from VisualSoft Version 9 or older

If you are upgrading from any software version older than VisualWorks 10 please [contact VisualSoft's Support Team](#) to discuss what you will need to do.

2.6 Get the VisualSoft Suite

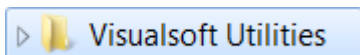
Online



The **VisualSoft Suite** is available for download by visiting our [support site](#).

Follow the links for [Prerequisites](#) and [the VisualSoft Suite or VisualReview](#).

On a VisualSoft Computer



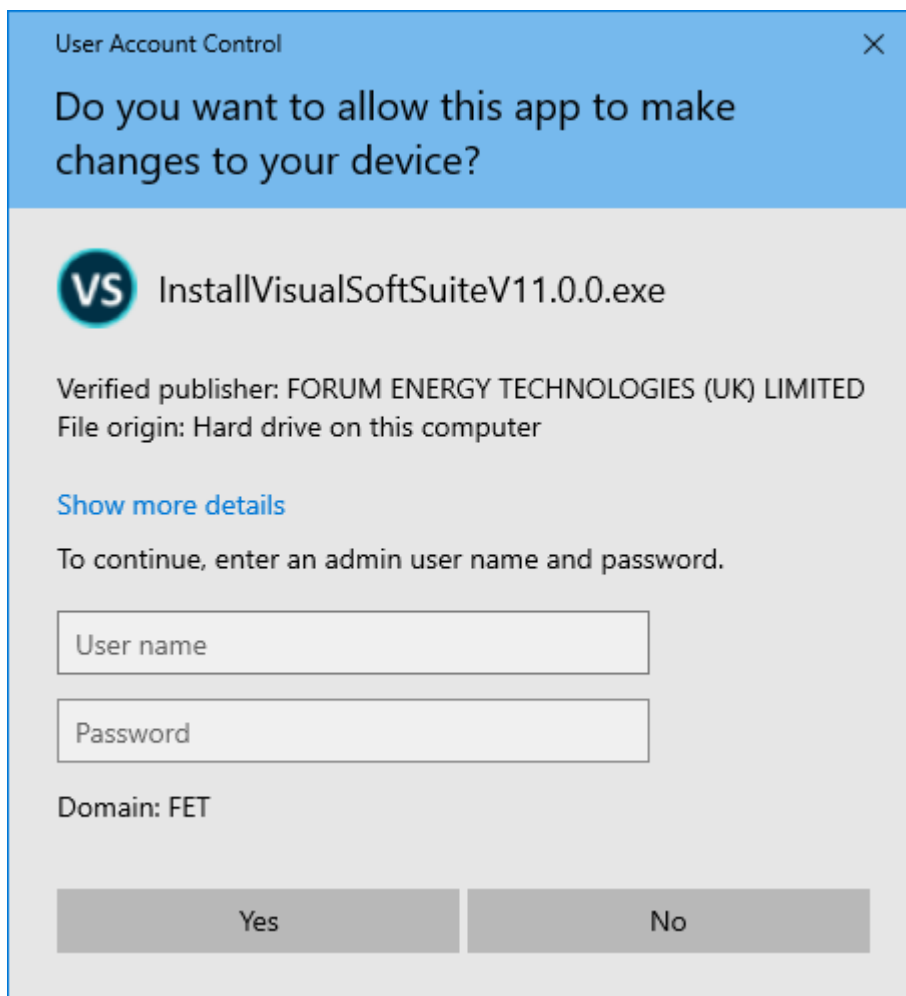
If you have a computer supplied by VisualSoft as part of a purchase or a rental then the VisualSoft Suite will already be installed and configured. If you need to re-install for any reason, you will find the installation program on the C drive, inside the VisualSoft Utilities folder.

Name	Date modified	Type
3rd Party Programs	08/01/2013 08:49	File folder
Desktop Backgrounds	08/01/2013 08:49	File folder
Documentation	08/01/2013 08:50	File folder
Drivers	08/01/2013 08:53	File folder
Prerequisites	05/09/2013 13:41	File folder
Tools	08/01/2013 08:54	File folder
VisualSoft Install Files	08/01/2013 08:54	File folder

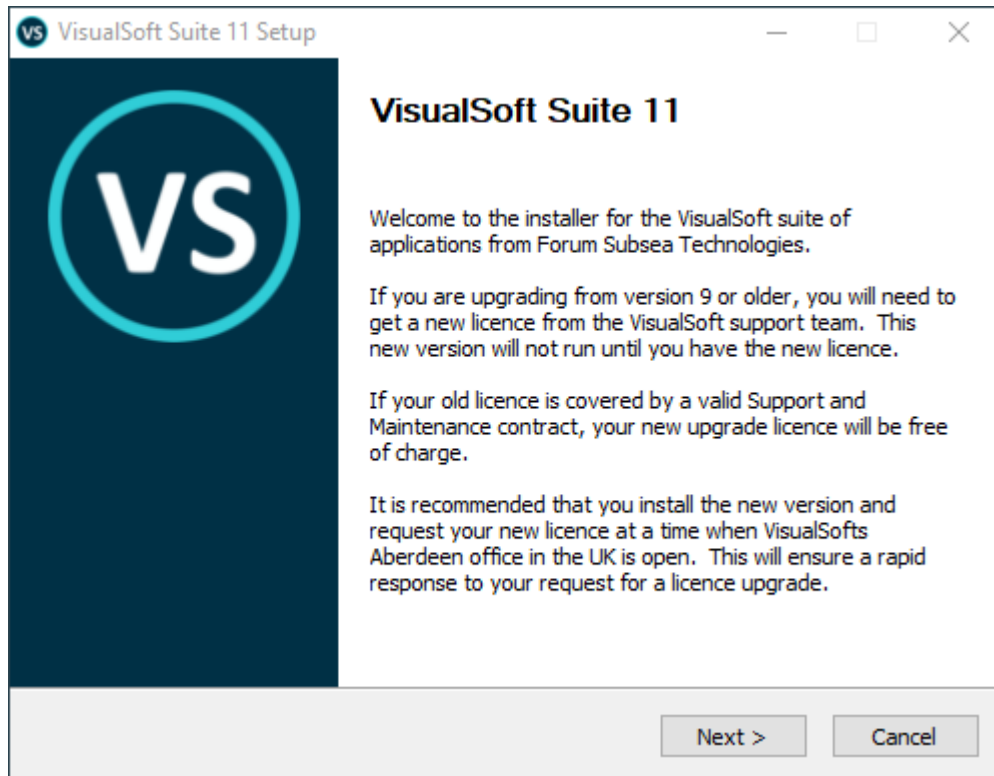
2.7 Install the VisualSoft Suite

After you have downloaded the VisualSoft Suite installation file you can run it by double-clicking.

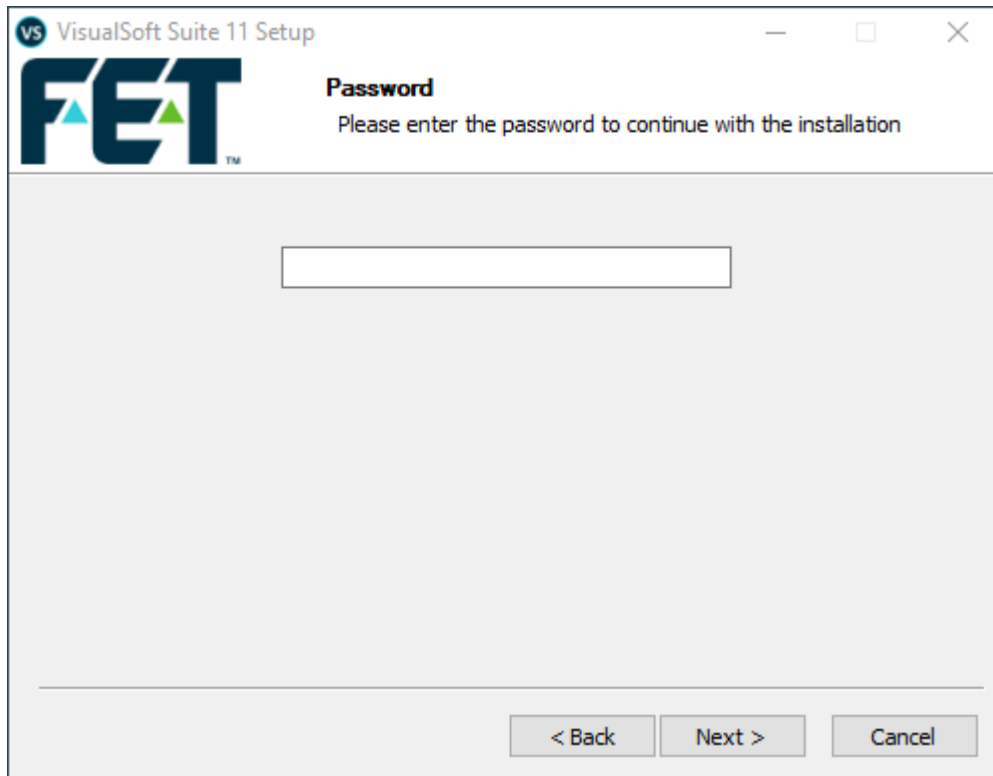
You might see a User Account Control (or UAC) warning similar to the one below which asks if you want to allow the VisualSoft Installation program to make changes to your computer. Depending on the account you are using, you may or may not need to enter details of an account with Admin permissions. Make sure that the publisher is shown as **"Forum Energy Technologies (UK) Ltd"** and then click on Yes.



This will open the VisualSoft Suite installer.



When you click on Next the installer will ask you for a password. You should [contact VisualSoft Support](#) to obtain the password and then type it in the box. After you have typed in the password, click on Next and work your way through the pages of the installer. In most cases you should accept all of the default settings. If you are unsure please contact the support team for help and advice.



When the installer runs it will check whether or not your computer has all of the required Prerequisites. If any of them is missing, the installer will try to find and install them automatically. It will look first in the same folder where the installer itself was saved, then it will look in C:\VisualSoft Utilities\ and finally, if necessary, it will try to [download](#) the missing components from the internet. During this process you might be asked to restart your computer. After you have restarted, be sure to run the VisualSoft Suite installer again to be certain that everything is correctly installed.

3 Software Licensing

3.1 Software Licensing Introduction

All licensing for the VisualSoft Suite is controlled by software keys.

Licences for the VisualSoft Suite are stored online in a central database, and can be managed from the [VisualSoft Admin Panel](#)⁵³ on each computer where VisualSoft applications are used.

Licences are controlled by unique **Product Keys** which may be added to or removed from computers, and which may be activated or deactivated individually on each computer. It is possible to install the same Product Key on more than one computer, but you can only activate and use it on one computer at a time.

You can activate and deactivate licences yourself if you have internet access to connect directly to our online database. This makes it very quick and very simple to "move" a

licence from one computer to another: In fact you don't need to move it at all; you just deactivate it on one computer and then activate it on another.

For details of how to handle VisualSoft licences please see the following topics:

- [Licence Expiry and Support Expiry](#) ²⁸
- [Request Licences](#) ²⁹
- [Add Licences](#) ³²
- [Activate Licences](#) ³⁴
- [Update Support](#) ³⁷
- [Extend a Rental](#) ³⁹
- [Deactivate Licences](#) ⁴²
- [Transfer a Product](#) ⁴⁴
- [Remove Licences](#) ⁴⁶
- [Licence Reports](#) ⁴⁸
- [Configure Proxy User Settings](#) ⁴⁹
- [Copy Computer ID](#) ⁵⁰

3.2 Licence Expiry and Support Expiry

Licence Expiry

VisualSoft licences which you purchase do not expire; you can continue to use the purchased software version for as long as it is compatible with your computer. If you also have a valid Support & Maintenance agreement with VisualSoft you will also be able to keep your software up to date by upgrading to new versions when they are released.

Licences which you rent will expire at the end of the planned rental period. If you find that you need to use a licence for longer than you originally planned, please contact our [sales team](#) to arrange this. After you have agreed an extended rental period our [support team](#) can provide a Rental Extension file to change the expiry date of your licence. See [Extend a Rental](#) ³⁹.

The Licence Expiry status of each product licence is displayed in the **Admin Panel**:



Support Expiry

Rental Licences: All rented licences include full Support & Maintenance for the duration of the paid rental period.

Purchased Licences: When you purchase a new licence it includes full Support & Maintenance for the first 12 months after the purchase date.

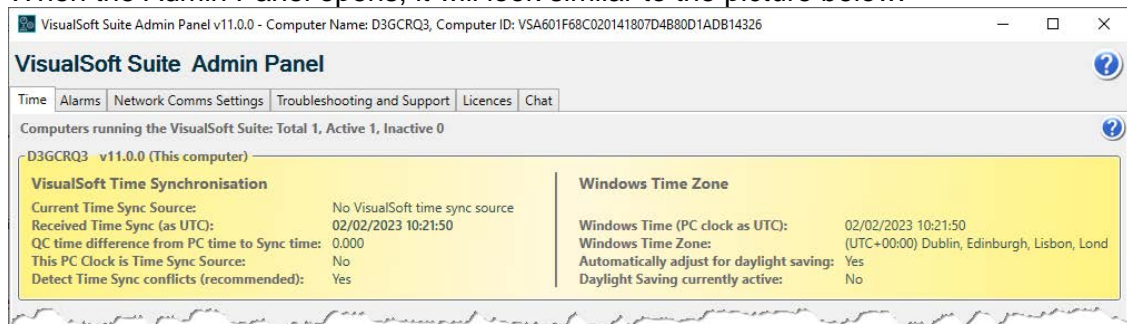
Annual Support & Maintenance: At the end of the initial 12 month period, the Support & Maintenance can be extended, one year at a time, by arranging an annual Support & Maintenance Agreement with our [sales team](#).

The Support Expiry status of each product licence is displayed in the **Admin Panel**:

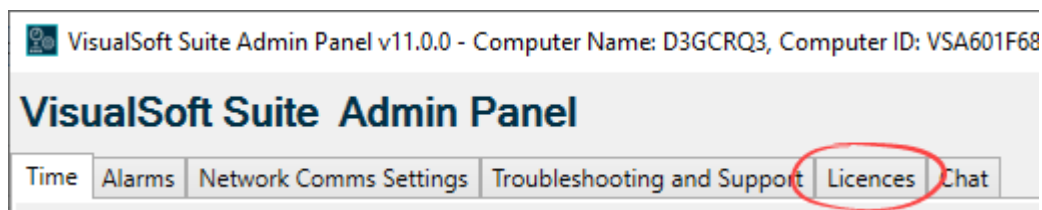


3.3 Request Licences

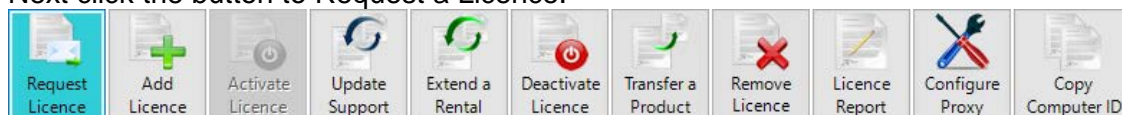
1. Start the **Admin Panel** by clicking on Start, VisualSoft Suite and then Admin Panel. When the Admin Panel opens, it will look similar to the picture below.



2. Across the top you will see a row of different tabs, each with a title. Click on the Licences tab as shown.



3. Next click the button to Request a Licence.



4. You will be asked to complete a form, including details about yourself and your computer. The information shown and requested on the form will be sent to VisualSoft and will be recorded in our licence database so that we have the necessary information to track and support your licence.

Parent Company:	<input type="text"/>	
Company:	<input type="text"/>	*
Department:	<input type="text"/>	
Site/Vessel:	<input type="text"/>	*
Your Name:	<input type="text"/>	
E-Mail Address:	<input type="text"/>	*
Comments:	<input type="text"/>	
Computer ID:	14EC6CAC3A4BAEEFE06704091DAE0F2E	
Computer Name:	GB011-WL-1201	
Computer Location:	<input type="text"/>	
Computer Serial Number:	<input type="text"/>	
IP Address:	10.146.4.75	
WorkGroup/Domain Name:	fet.wan	
Windows OS:	64-bit Windows 7 Professional Service Pack 1	
Windows Serial Number:	00371-OEM-8992671-00524	
<p>Enter your details in the boxes provided, the boxes with a ' * ' must be filled in</p>		

5. Enter the Product Key as shown on your product certificate. You can type the number with or without the dashes, so it is easiest to copy and paste direct from the PDF file. Then click the Add Product button to decode the Product Key and select the correct product.

If you know the Product Keys of the products that you own, enter them one at a time here, and click on Add Product.

ANGK2-A65R0-QVDSW-28BHL-02QSIU

Add Product



If you do not know the Product Key, just select the check box beside the product that you want to add to this computer.

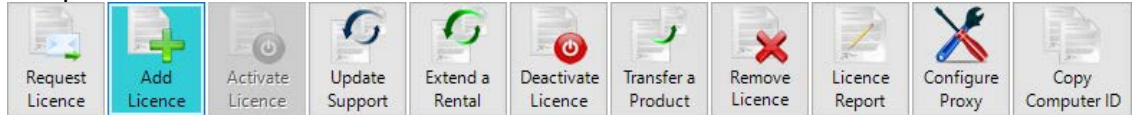
<input type="checkbox"/>	VisualDVR One Channel HD
<input type="checkbox"/>	VisualDVR One Channel SD

6. When you have selected or added all of the products, click on Next. The details of your licence request will be saved in a file. When you click on the Finish button Windows Explorer will open in the correct place to help you find the file.
7. Email the Licence Request file to visualsoft.support@f-e-t.com.
8. VisualSoft will verify that you have purchased or rented the requested licence and will send back a License Import file. You should use the Admin Panel to add that license by importing the file. See [Add Licences](#)³².

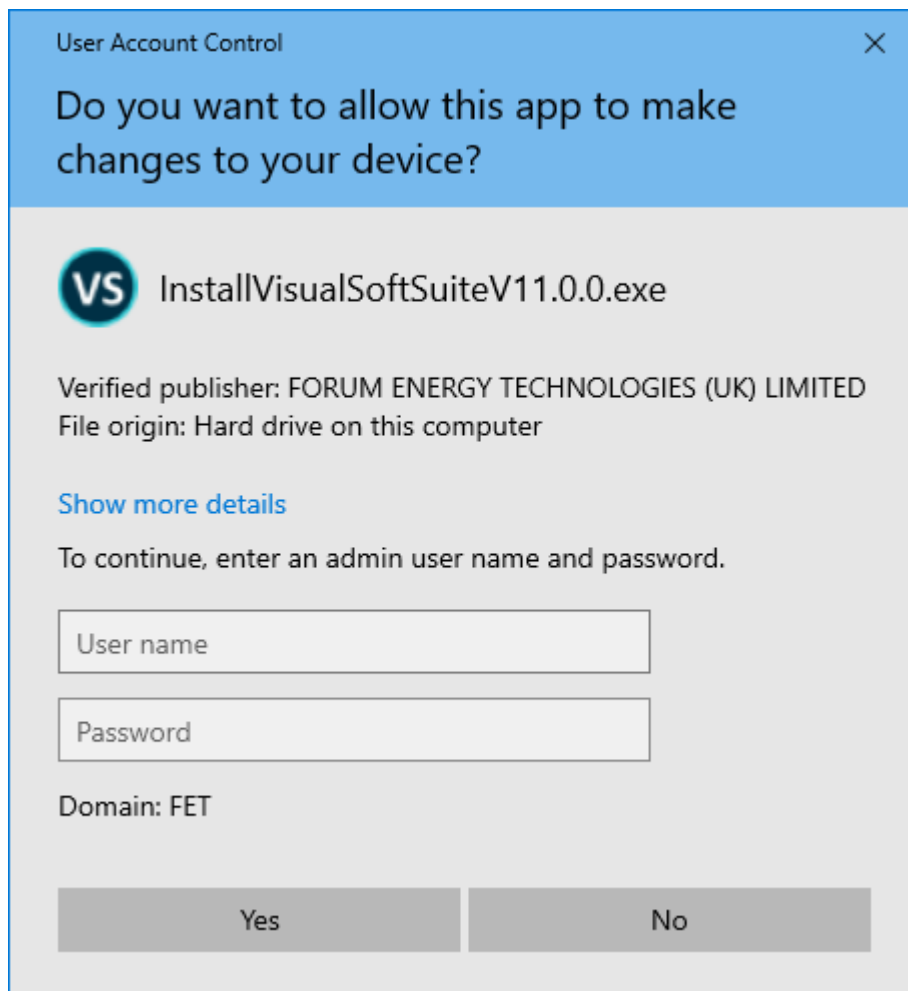
3.4 Add Licences

You can add a product licence to your computer using a file sent by VisualSoft's Support Team, or by copying a Product Key from another computer using the Transfer a Product tool, or you can use Copy & Paste, or even type the Product Key using the details on a Product Key certificate.

1. Use the Add Licence button in the Admin Panel to add product licences to your computer.



2. You might see a window similar to the one below which asks if you want to allow the VisualSoft Installation program to make changes to your computer. Make sure that the publisher is shown as "**Forum Energy Technologies (UK) Ltd**" and then click on Yes.

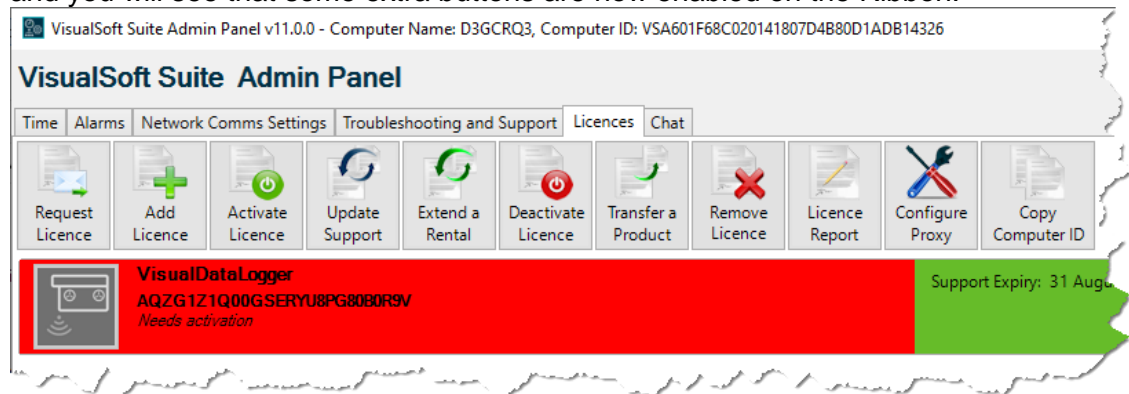


3. You then have a choice of method.

- ☒ Add licences using a file sent by VisualSoft Support. (Recommended)
- ☐ Add licences using a file exported from the VisualSoft Admin Panel on another computer.
- ☐ Add licences by typing in codes. (Not recommended)

If you select either of the file methods, you will be asked to browse and select the file. You will then be shown all of the products in the file which are compatible with your computer. Click in the boxes to select the ones that you want. Note that a file from VisualSoft Support can contain licences for more than one computer, but the Add License tool will only show you the licences for the computer that you are using. You can open the file on more than one computer.

4. The product license(s) that you have added will now be shown on the Licences tab, and you will see that some extra buttons are now enabled on the Ribbon.



5. Having added a license, you may need to Activate it before you can use it. See [Activate Licences](#)^[34].

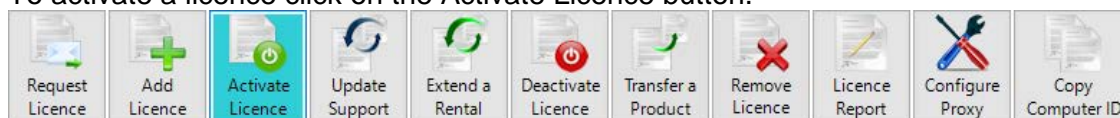
Products that you add using a file supplied by VisualSoft Support may or may not be already activated by the file. Products that you add using a Transfer File from another computer or which you add by typing the Product Keys will never be activated until you use the Activate Licence tool.

3.5 Activate Licences

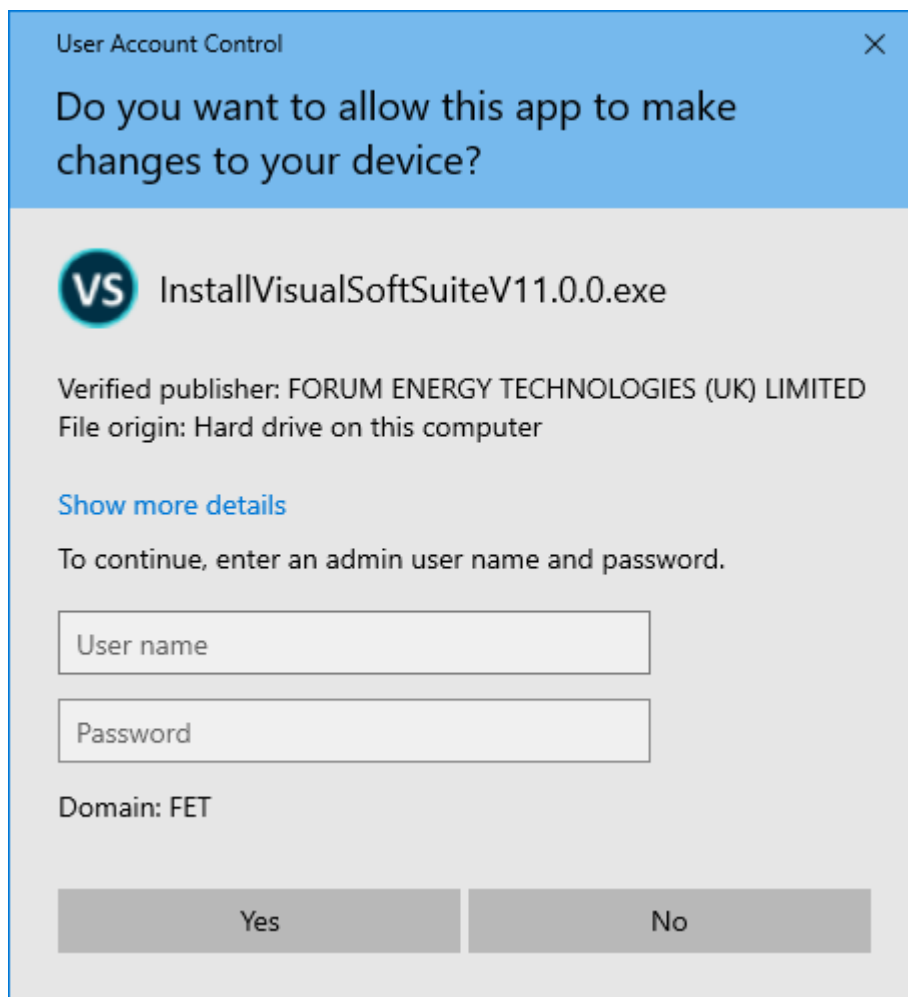
1. Before you can use an application you must have an active licence for your computer. Active licences are displayed with a green background on the left. Inactive licences have a red background on the left, and a greyed out application icon. *The text in italics also tells you which licences are active or not.* Note that the colours on the right side are for "Support Expiry" not licence expiry.



2. To activate a licence click on the Activate Licence button.



3. You might see a window similar to the one below which asks if you want to allow the VisualSoft Installation program to make changes to your computer. Make sure that the publisher is shown as "**Forum Energy Technologies (UK) Ltd**" and then click on Yes.



4. You then have a choice of activation method.

- ☒ Activate using the internet connection on this computer. (Recommended.)
- ☐ Request an activation by sending a request activation file to VisualSoft Support using email.
- ☐ Activate by using a file already sent to you by VisualSoft Support.
- ☐ Activate by typing the activation code manually. (Not recommended!)

If your computer has an internet connection we will try to connect to our online licence database. If this is possible then we will give you that choice – and recommend it because it is faster and easier than the other methods. If the online option is not available you will be able to save a file and email it to us, or as a very last resort you will be able to telephone us.

5. You will be asked to type in the location of your computer. This is to help our support team if you need to contact them later for advice or assistance. We can provide a faster service if we can quickly look-up the licence details, and knowing where your licences are makes this much easier.

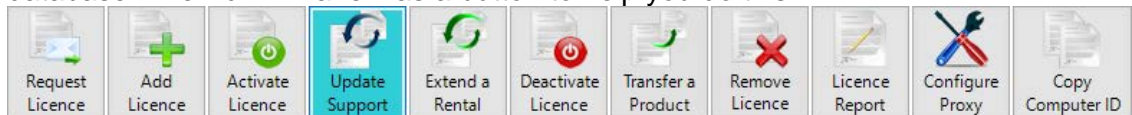
6. Next, click in the boxes to select which licence(s) you want to activate. You might not want to activate all of the products on your computer because sometimes a licence is shared with another computer, perhaps even in another ship or another office.
7. If you are using the online connection the licences will be activated immediately. If you use the file option you will need to send us the file, and when we send back the activation file you must re-open the Activate Licence tool and then choose the option to "Activate using a file already sent to you by VisualSoft Support". If you use the option to activate by telephone, please contact us and we will ask you for the required information. *Note that telephone activation is not recommended unless it is the only option available. It will need you to read some very long numbers to us without making mistakes, and will need us to read some very long numbers back to you which you must type without mistakes... This is not always easy to do!*

3.6 Update Support

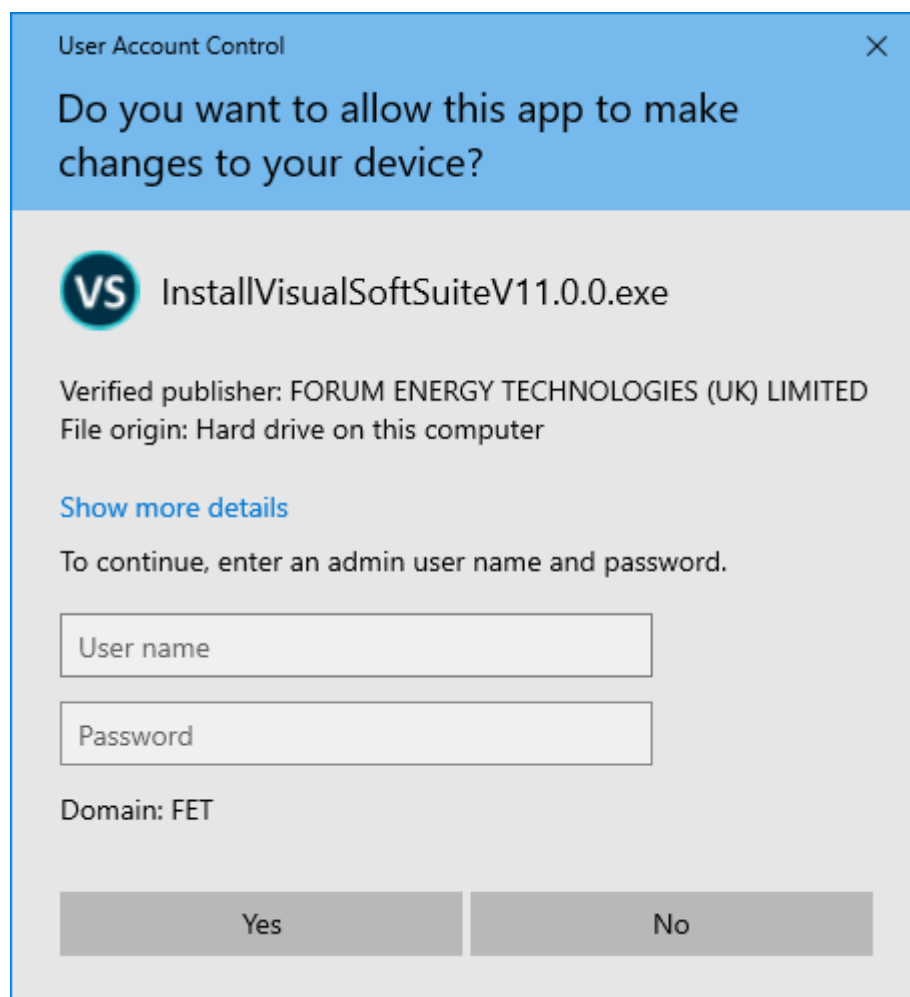
The Support & Maintenance for each product is renewed by an annual agreement. After the Support & Maintenance has been paid for the next year VisualSoft will update the Support Expiry dates of your products in the online licensing database.

Support Expiry dates for each product are saved on your computer and are displayed in the Admin Panel.

1. When you update your Support & Maintenance contract you need to update the dates saved on your computer to match the new Support Expiry dates in the online database. The Admin Panel has a button to help you do this.



2. You might see a window similar to the one below which asks if you want to allow the VisualSoft Installation program to make changes to your computer. Make sure that the publisher is shown as "**Forum Energy Technologies (UK) Ltd**" and then click on Yes.



3. You have a choice of update method.

- ☒ Update the support expiry date using the internet connection on this computer. (Recommended.)
- ☐ Send a support update request file to VisualSoft Support by email.
- ☐ Process a support update file that has been sent from VisualSoft Support by email.
- ☐ Update the support expiry date by telephoning VisualSoft Support and typing the codes. (Not recommended!)

If your computer has an internet connection we will try to connect directly to our online licence database. If this option is available then we recommend it because it is faster and easier than the other methods. If the online option is not available you will be able to save a file and email it to us, or as a very last resort you will be able to telephone us.

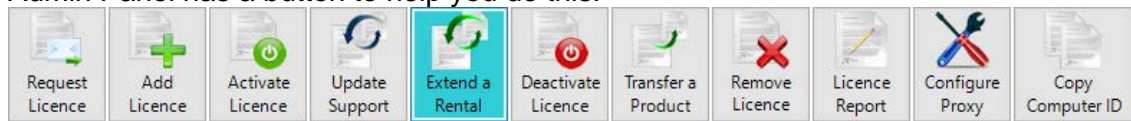
4. Next, click in the boxes to select which licence(s) you want to update. You will probably want to update all of the products on your computer so we select them all automatically. If for some reason you do not want to update all of them, you can de-select them by clicking in the boxes.
5. Click the Update button.
6. If you are using the online connection the licences will be updated immediately. If you use the file option you will need to send us the file, and when we send back the update file you must re-open the Update Support tool and then choose the option to "Process a Support Update file that has been sent from VisualSoft Support by email". If you use the option to activate by telephone, please contact us and we will ask you for the required information. *Note that telephone activation is not recommended unless it is the only option available. It will need you to read some very long numbers to us without making mistakes, and will need us to read some very long numbers back to you which you must type without mistakes... This is not always easy to do!*

3.7 Extend a Rental

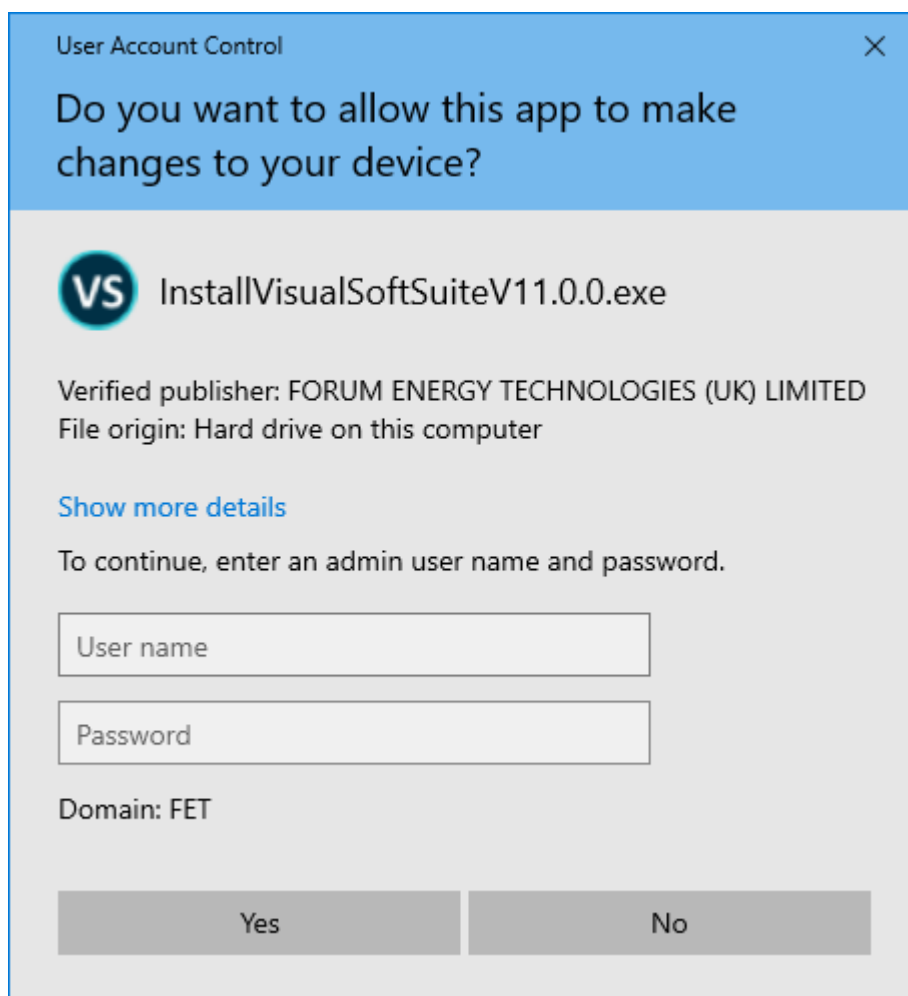
Licences which you rent will expire at the end of the planned rental period. If you find that you need to use a licence for longer than you originally planned, please [contact](#) ⁷⁶ our [sales team](#) to arrange this. After you have agreed an extended rental period VisualSoft will update the Licence Expiry dates of your rented product(s) in the online licensing database.

Licence Expiry dates for each product are saved on your computer and are displayed in the Admin Panel.

1. When you extend the rental for your product(s) you need to update the dates saved on your computer to match the new Licence Expiry dates in the online database. The Admin Panel has a button to help you do this.



2. You might see a window similar to the one below which asks if you want to allow the VisualSoft Installation program to make changes to your computer. Make sure that the publisher is shown as "**Forum Energy Technologies (UK) Ltd**" and then click on Yes.



3. You have a choice of update method.

- ☒ Extend a Rental Expiry date using the internet connection on this computer. (Recommended.)
- ☐ Send a Rental Extension Request file to VisualSoft Support by email.
- ☐ Process a Rental Extension file that has been sent from VisualSoft Support by email.
- ☐ Extend a Rental Expiry date by telephoning VisualSoft Support and typing the codes. (Not recommended!)

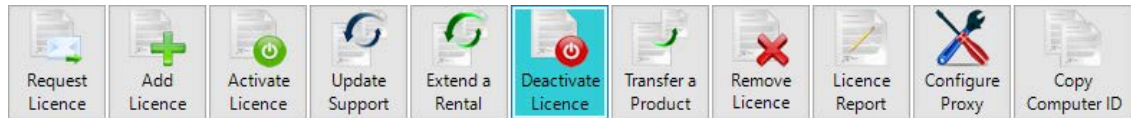
If your computer has an internet connection we will try to connect directly to our online licence database. If this option is available then we recommend it because it is faster and easier than the other methods. If the online option is not available you will be able to save a file and email it to us, or as a very last resort you will be able to telephone us.

4. Next, click in the boxes to select which licence(s) you want to extend. You may not want to update all of the products on your computer so we do not select them automatically. Click in the boxes to select the products that you need to extend.
5. Click the Extend button.

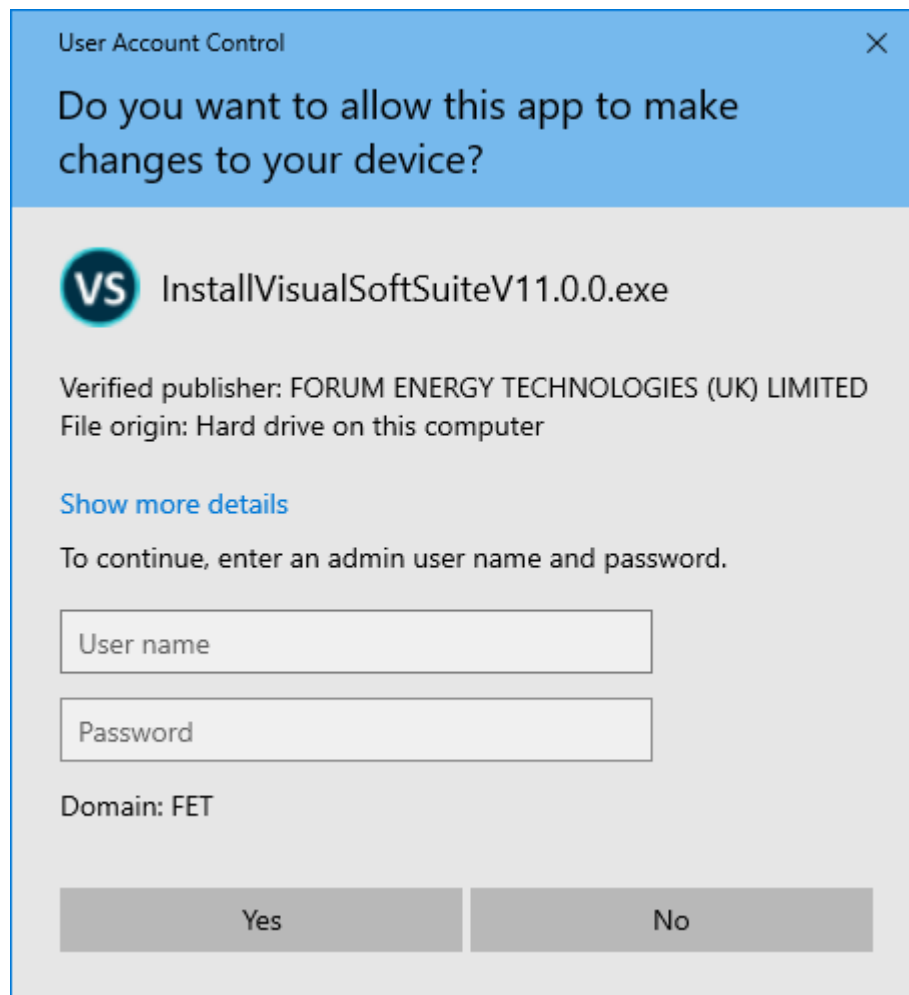
6. If you are using the online connection the licences will be updated immediately, so that they match the online database. If you use the file option you will need to send us the file, and when we send back the rental extension file you must re-open the Extend a Rental tool and then choose the option to "Process a Rental Extension file that has been sent from VisualSoft Support by email". If you use the option to activate by telephone, please contact us and we will ask you for the required information. *Note that telephone activation is not recommended unless it is the only option available. It will need you to read some very long numbers to us without making mistakes, and will need us to read some very long numbers back to you which you must type without mistakes... This is not always easy to do!*

3.8 Deactivate Licences

1. To deactivate a licence click on the Deactivate Licence button.



2. You might see a window similar to the one below which asks if you want to allow the VisualSoft Installation program to make changes to your computer. Make sure that the publisher is shown as "**Forum Energy Technologies (UK) Ltd**" and then click on Yes.



3. You then have a choice of deactivation method.

- ☒ Deactivate using the internet connection on this computer. (Recommended.)
- ☐ Deactivate by sending a deactivation file to VisualSoft Support using email.
- ☐ Deactivate by telephoning VisualSoft Support and typing the deactivation code. (Not recommended!)

If your computer has an internet connection we will try to connect to our online licence database. If this is possible then we will give you that choice – and recommend it because it is faster and easier than the other methods. If the online option is not

available you will be able to save a file and email it to us, or as a very last resort you will be able to telephone us.

4. Next, click in the boxes to select which licence(s) you want to deactivate. Read the list carefully so that you do not deactivate something that you still need.
5. Click the Deactivate button.
6. If you are using the online connection the licences will be deactivated immediately, and will be available for use on another computer.

If you use the file option you will need to send us the Deactivation File. The licence will be deactivated on your computer immediately, so you must be sure to send us the Deactivation File as soon as possible. Until we receive the Deactivation File you will not be able to activate and use that license anywhere else.

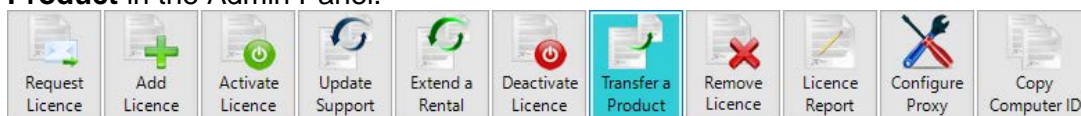
If you use the option to deactivate by telephone, please contact us and we will ask you for the required information. *Note that telephone activation is not recommended unless it is the only option available. It will need you to read some very long numbers to us without making mistakes, and will need us to read some very long numbers back to you which you must type without mistakes... This is not always easy to do!*

3.9 Move Licences: Transfer a Product

Each licence has a unique **Product Key**. You can put the same Product Key on more than one PC, but it can only be active on one PC at a time. If you want to move a licence from one PC to another **follow the FOUR STEPS below**.

1. TRANSFER / COPY the Product Key to a file

- a. To transfer or copy a Product Key from one PC to another click on **Transfer a Product** in the Admin Panel.



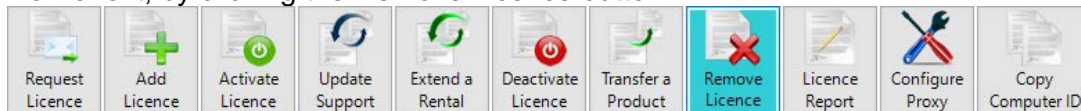
- b. Next, click in the boxes to select which product licence(s) you want to copy and transfer.
- c. Click the **Transfer** button at the bottom of the page.
- d. You will be asked to type the name of a file where the details will be saved. Select a folder and file name that you can easily find again later:
- If you are transferring the product licence to a PC on the same network you could save the file to a network drive that both PCs can access.
 - If the two computers are on different networks but in the same office or ship, you could use a USB memory stick or a portable disk.
 - If the two PCs are far apart you can email the file from one site to another.

2. DEACTIVATE on the old PC

- a. **Deactivate** the license on the original PC so that you can then activate it on the new PC. To deactivate, click the [Deactivate Licence](#) button on the original PC and follow the instructions.



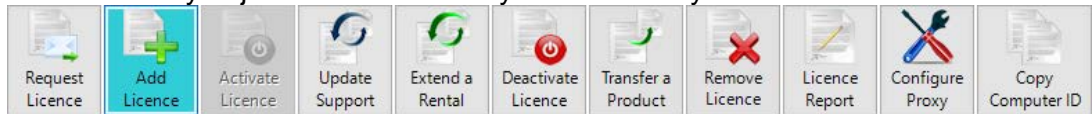
If you do not plan to use the licence again on the original PC, you can also **Remove** it, by clicking the Remove Licence button.



If you think that you will use it again, don't remove it, and it will be ready to be re-activated as soon as it is no longer in use anywhere else. You can have the same Licence or Product Key on more than one PC, and just Activate and Deactivate to change which PC can use it. If you have internet access on both PCs, the deactivation on one and Activation on another can be completed in a couple of minutes.

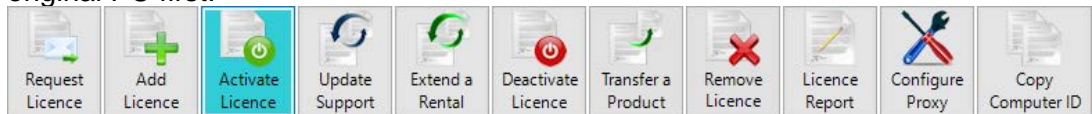
3. ADD the licence on the new PC

- a. On the new PC open the Admin Panel and use the [Add Licence tool](#)^[32] to import the file which you just saved or which you received by email.



4. ACTIVATE on the new PC

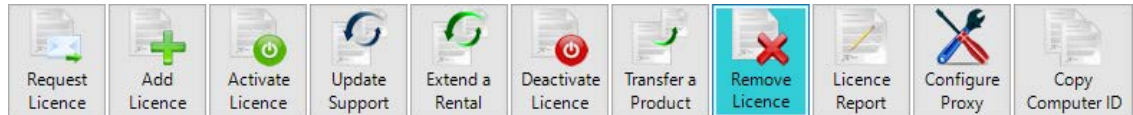
- a. **Activate** the license on the new PC by clicking the [Activate License](#)^[34] button on the new PC and following the instructions. You must have Deactivated on the original PC first!



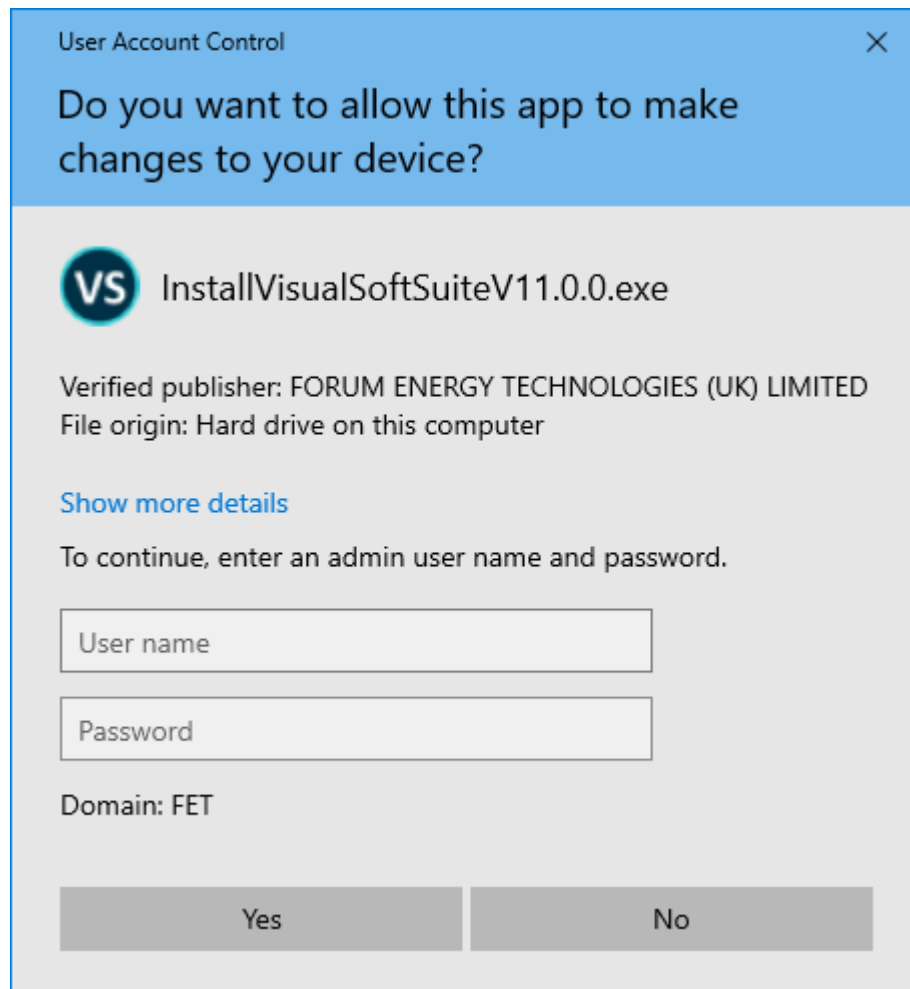
3.10 Remove Licences

You may occasionally have old, expired rental licences on your computer, or you may have deactivated products that you own but which are now being used on a different computer perhaps even on a different ship or in a different office. You might wish to tidy-up and remove these licences from your computer.

1. To remove a licence from your computer click the **Remove Licence** button in the Admin Panel.



2. You might see a window similar to the one below which asks if you want to allow the VisualSoft Installation program to make changes to your computer. Make sure that the publisher is shown as "**Forum Energy Technologies (UK) Ltd**" and then click on Yes.



3. Select which method you want to use to remove the licence(s).

- ☒ Remove licences using the internet connection on this computer. (Recommended.)
- ☐ Remove licences by sending a file to VisualSoft Support using email.
- ☐ Remove licences by telephoning VisualSoft Support and typing the removal code. (Not recommended!)

If your computer has an internet connection we will try to connect to our online licence database. If this is possible then we will give you that choice – and recommend it because it is faster and easier than the other methods. If the online option is not available you will be able to save a file and email it to us, or as a very last resort you will be able to telephone us.

4. Next, click in the boxes to select which product licence(s) you want to remove.

5. Click the Remove button.

6. If you are using the online connection the licences will be deactivated and removed immediately, and will be available for use on another computer.

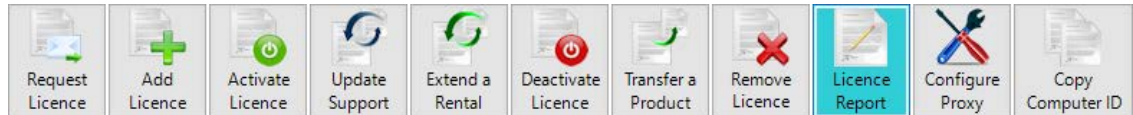
If you use the file option you will need to send us the Removal File. The licence will be deactivated and removed from your computer immediately, so you must be sure to send us the Removal File as soon as possible. Until we receive the Removal File you will not be able to activate and use that license anywhere else.

If you use the option to remove by telephone, please contact us and we will ask you for the required information. *Note that telephone activation is not recommended unless it is the only option available. It will need you to read some very long numbers to us without making mistakes, and will need us to read some very long numbers back to you which you must type without mistakes... This is not always easy to do!*

3.11 Licence Report

You can create a report of all of the licences on your computer. This may be useful for your own record keeping or to help your office keep track of what licences you are using offshore, or it might even be requested by VisualSoft's Support Team when they are trying to help you with a problem.

1. To create a report of all of the licences on your computer click the **Licence Report** button in the Admin Panel.

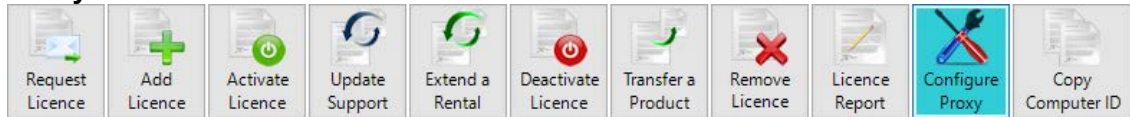


2. You will be asked to type the name of a file where the Licence Report will be saved. Select a folder and file name that you can easily find again later.
3. A PDF file will be created containing the Licence Report. The report will include details of your computer and its location, and details of each product licence on the computer.

3.12 Configure Proxy User Settings

Some companies require that you connect to the internet via a proxy server. To do this you will need to provide the details of a valid user who has permission to connect.

1. To configure the user login and password for a proxy server, click the **Configure Proxy** button in the Admin Panel.



2. Select the box to enable the use of the Proxy Server settings and then type in your user name, domain and password.

Note that this should be your own user details and your own domain. Do not copy the settings shown in this picture, which are only an example and will not work.

Configure Proxy Settings

If you connect to the internet via a proxy server that requires authentication, you can specify below the credentials of a user who is authorized to connect to the proxy server.

☒ Use Proxy Server:

User:

Domain:

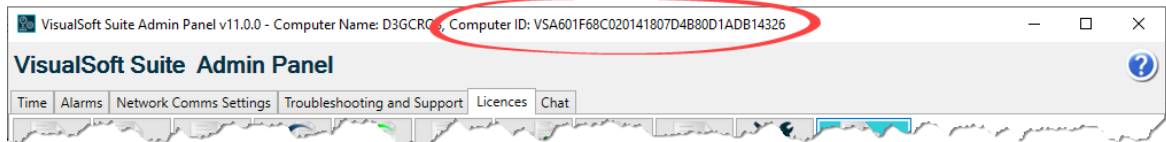
Password:

OK Cancel

3. Click OK.
4. All of the tools (like Adding or Activating licences) which have an internet option will now use your proxy settings.

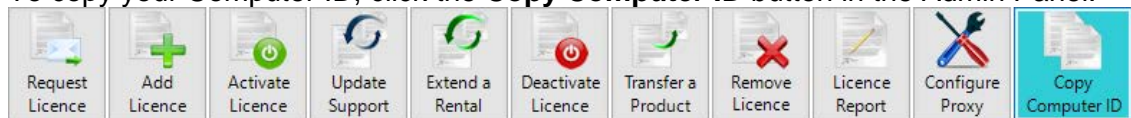
3.13 Copy Computer ID

Each VisualSoft computer has a unique ID number which is shown in the title bar of the Admin Panel.



If you need to contact VisualSoft Support and need to provide the ID of your computer we have provided a tool that allows you to quickly copy this long and complex ID number to the clipboard.

1. To copy your Computer ID, click the **Copy Computer ID** button in the Admin Panel.



2. The Computer ID will now be available to paste into documents or emails.

3.14 Report a Lost Licence

If you lose a VisualSoft Licence because of a lost or damaged PC you should immediately contact VisualSoft to report it. We will need to know which licence was lost so the more information that you can provide, the better. As a minimum we will need to know the Product Key of the lost licence, or enough other information that we can find the Product Key from our own records. When we have the necessary information we will issue a new Product Key, and in our licensing database the old one will be marked as lost so that it cannot be used again in future even if the damaged PC is repaired.

Please use the form on the next page to report a lost licence.

You can also download an editable PDF copy of the form from [here](#).

3.14.1 VisualSoft Lost Licence Form

To report the loss of a VisualSoft licence, please print, complete and sign this form and send it to visualsoft.support@f-e-t.com.

Contact Details

Name	
Company	
Job Title	
Vessel or Site	
Email	
Phone	

Licence Details

Product Name (e.g. VisualDVR Four Channel SD or VisualEdit Professional)	
Product Key (from Product Certificate)	
Computer ID (shown in VisualSoft Admin Panel)	
Computer Name	
Computer Serial Number	

Reason for loss of licence

Please tell us how the licence was lost.	
--	--

Sign

Signature	
Date	

4 VisualSoft Admin Panel

4.1 VisualSoft Admin Panel Introduction

The **VisualSoft Suite Admin Panel** includes some essential tools for managing and troubleshooting key parts of the **VisualSoft Suite**:

- Time Synchronisation and Time Zone settings of all VisualSoft computers
- Alarms, warnings and status messages for all VisualSoft computers
- VisualSoft Network Communication settings
- Troubleshooting and Support tools for the local computer
- VisualSoft Suite application licenses for the local computer
- A “Chat” utility to send messages to and from other Admin Panels on the network









The different tools in the **Admin Panel** are displayed as a series of tabs, as shown below, with Time, Alarms, Network Comms Settings, Troubleshooting and Support, Licenses, and Chat.

VisualSoft Suite Admin Panel v11.0.0 - Computer Name: D3GCRQ3, Computer ID: VSA601F68C020141807D4B80D1ADB14326

VisualSoft Suite Admin Panel


Time Alarms Network Comms Settings Troubleshooting and Support Licences Chat

Request Licence Add Licence Activate Licence Update Support Extend a Rental Deactivate Licence Transfer a Product Remove Licence Licence Report Configure Proxy Copy Computer ID

	VisualDataLogger AQZG1Z1Q00GSERYU8PG808R9V <i>Needs activation</i>	Support Expiry: 31 August 2023	See Details...
	VisualDVR Four Channel HD AFKQ2Z1P00IF5H6C8HMD7F0FC4 <i>Owned: This licence is valid and permanent</i>	Support Expiry: 31 August 2023	See Details...
	VisualArchive AUVMI1B1500KG2RW28WwZ1P0CXJ <i>Owned: This licence is valid and permanent</i>	Support Expiry: 31 August 2023	See Details...
	VisualEdit A9PD161800CNFSD78CQI280YXB <i>Owned: This licence is valid and permanent</i>	Support Expiry: 31 August 2023	See Details...
	VisualEdit Eventing A6RT111500JBJNGB8GST3A0YA5 <i>Owned: This licence is valid and permanent</i>	Support Expiry: 31 August 2023	See Details...
	VisualEdit Professional A7XA1J1100CG28K78EYJ4W06S4 <i>Owned: This licence is valid and permanent</i>	Support Expiry: 31 August 2023	See Details...
	VisualOverlay Four Channel APHD3S1S00NP93KJ8WJU09024E <i>Owned: This licence is valid and permanent</i>	Support Expiry: 31 August 2023	See Details...
	VisualDataLogger B3K717180011F16I878VMOG8B8VHW5 <i>Rented: This licence is valid until 31 August 2023</i>	Support Expiry: Supported for durati	See Details...

4.2 Starting the Admin Panel

The **Admin Panel** will start automatically when you start any of the online applications of the **VisualSoft Suite** (**VisualDVR**, **VisualDataLogger**, **VisualEventLogger**, **Visual3D-Inspector**, or **VisualArchive**).

The **Admin Panel** can also be started manually by selecting it from the Start menu where you will find it by clicking on  Start, All Programs, VisualSoft Suite and then Admin Panel.

The **Admin Panel** is displayed with the an icon consisting of a clock, a cog and a network connection as shown below. These represent the various different things that you can control from the Admin Panel.



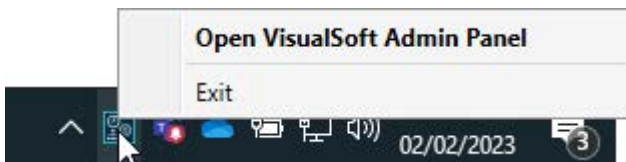
4.3 Minimising the Admin Panel

If you click the minimise button at the top right of the **Admin Panel**, then the window will minimise to the Windows System Tray at the bottom right of the screen, as shown below.



4.4 Restoring the Admin Panel

If the Admin Panel has been minimised, you can restore it to full size with a double click on the system tray icon. You can also right click on the icon and use the pop-up menu, as shown below.



4.5 Closing the Admin Panel

If the **Admin Panel** was started automatically by another VisualSoft application, then it will exit automatically when the other application is closed, but only if there are no other online applications of the VisualSoft Suite running on the same computer. If another application is still using the **Admin Panel** it will not be closed even if the application that started it is closing.

If the **Admin Panel** was started manually then it must be exited manually using the pop-up menu which appears when you right click on the system tray icon. It is not possible to close the Admin Panel if any other VisualSoft online application is still running on the computer.

4.6 Admin Panel – Time Settings

The Admin Panel allows you to view and manage the time settings of your own computer, and also of other VisualSoft computers on the network.

The next few pages explain how time is used by the VisualSoft Suite and how you can control it.

Key topics include:

- How and why data is logged with timestamps
- The importance of setting the correct Time Zone
- The importance of synchronised time on multiple computers

4.6.1 Time in the VisualSoft Suite

Timestamps and Synchronisation

Different data is logged by different computers. There may be one or more **VisualDVR** unit and one or more computers running **VisualDataLogger** or **VisualEventLogger**. All video and other data is recorded with a very precise timestamp that includes both date and time to a resolution of one millisecond. This timestamp is used to link different types of data, such as linking Cross-Profiles or Events to Position data and to the correct video image. It is therefore extremely important that the time source on each different logging computer is synchronised with the time source of all of the other logging computers. In the VisualSoft Suite, one data source or one clock can be selected as the VisualSoft Time Sync Source for all VisualSoft logging. This source might be a data feed from a navigation system into **VisualDVR**, a data feed into **VisualDataLogger**, or any of the other options listed below.

The user will select and configure the Time Sync Source when setting up the navigation feed or other system, and the selected VisualSoft application will then automatically pass this timing information around the network to all other VisualSoft applications.

The Admin Panel will display the selected Time Sync Source and show the UTC time that is being used by the logging applications. Any potential problems or conflicts will be highlighted in the Admin Panel and alarm messages will be published to alert all users.

Time Sync Sources

The Time Sync Source for the VisualSoft Suite may be any **one** of the following:

- A network time-server application, setting all of the internal computer clocks on the network. This is the **most accurate method**.
- A time signal from an online navigation system direct to all VisualSoft applications using the VisualSoft API.
- Time and date in an ASCII "Survey Data" or "Position Data" string (via serial cable or network UDP) from an online navigation system to **VisualDVR**. This is the **most commonly used method** using data sent from applications such as HYPACK, QPS's QINSy, Eiva's NaviPac, Fugro's Starfix and others.
- Time and date in an ASCII data string (via serial cable or network UDP) from an online navigation system to **VisualDataLogger**.
- The internal clock on any one VisualSoft computer, selected via the **Admin Panel**. This method should be seen as a last resort, to be used only if none of the previous methods is possible. This method will not guarantee that the time is correct, but it will still allow all VisualSoft applications to use the same time, so even if the clock is wrong all relative timing will still be OK.

Time Zones and Daylight Saving

The VisualSoft Suite uses UTC time for all video file names and for other file names created by the online logging applications, **VisualDVR**, **VisualEventLogger** and **VisualDataLogger**. The advantage of this is that it does not vary as ships and computers move from one part of the world to another, and it does not jump forward and back by an hour at the start and end of daylight saving.

On the other hand, for many users of the video and other data it is more convenient and more natural to work with displays that show local time. Some companies even specify that they require local time to be displayed in video overlay text, but there are others who request the use of UTC time for everything.

Although the VisualSoft Suite will always use UTC for file names and internal timestamp data, users have the choice to display either UTC time or local time. This works by recording the Time Zone and daylight saving setting of the Windows clock at the time when the video or data was recorded. It is therefore very important that the Windows

Time Zone is correctly configured for both location and daylight saving on all of the computers running applications in the VisualSoft Suite.

Understanding "Local Time"

Local Time has two components to it: First, a Time Zone based on **location** and second (in some locations) there is also a Daylight Saving component based on the **season**. Where you are determines a time zone as a fixed offset from UTC, and what time of year it is may add a further hour's offset for daylight saving. For example:

In Norway in the time zone is UTC plus one hour (known as Central European Time), and in summer there is an additional one hour offset for daylight saving, so the combined Local Time in Norway during the summer is UTC plus two hours, known as Central European Summer Time.

In Houston, Texas the location based Time Zone is UTC minus six hours (known as Central Standard Time in winter), and in the summer months there is a daylight saving offset of plus one hour resulting in a Local Time during summer of UTC minus five (i.e. UTC minus six, plus one), known as Central Daylight Time.

Configuring VisualSoft PCs and Applications

1. Ensure that every PC has the correct location based Time Zone selected in the Windows clock settings.
2. Ensure that every PC has daylight saving enabled for places and seasons when it is relevant.
3. Double check that the two settings are the same on all PCs.
4. If sending date and time to VisualDVR or VisualData Logger as part of a survey data string, and if using that for time sync, make sure that you correctly indicate whether the data being sent has UTC date and time, or Local Data and Time. You can send either, but you must "tell" the DVR or Data Logger which it is.
5. If you want your video overlay to show local time, we recommend also sending local time (and date) in any data strings sent to a DVR. That means that when you view the data in VisualReview or VisualEdit everything will match.

If your software knows the Local Time and also has settings for the Time Zone and Daylight savings it can calculate UTC Time. So you can display and log Local Time and still have file timestamps in UTC.

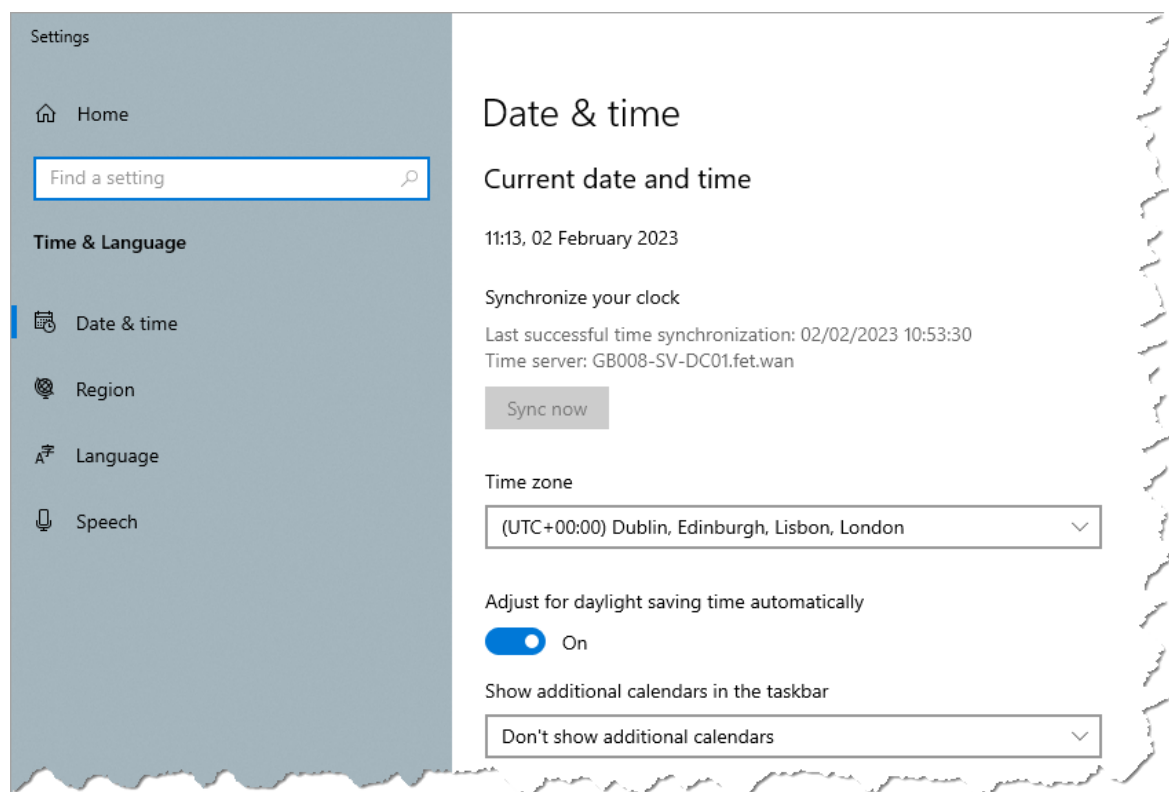
If your software knows the UTC Time and also has settings for the Time Zone and Daylight savings it can calculate Local Time. So you can file timestamps in UTC and still display Local Time.

Set the Time Zone

How to set the Time Zone in Windows 10

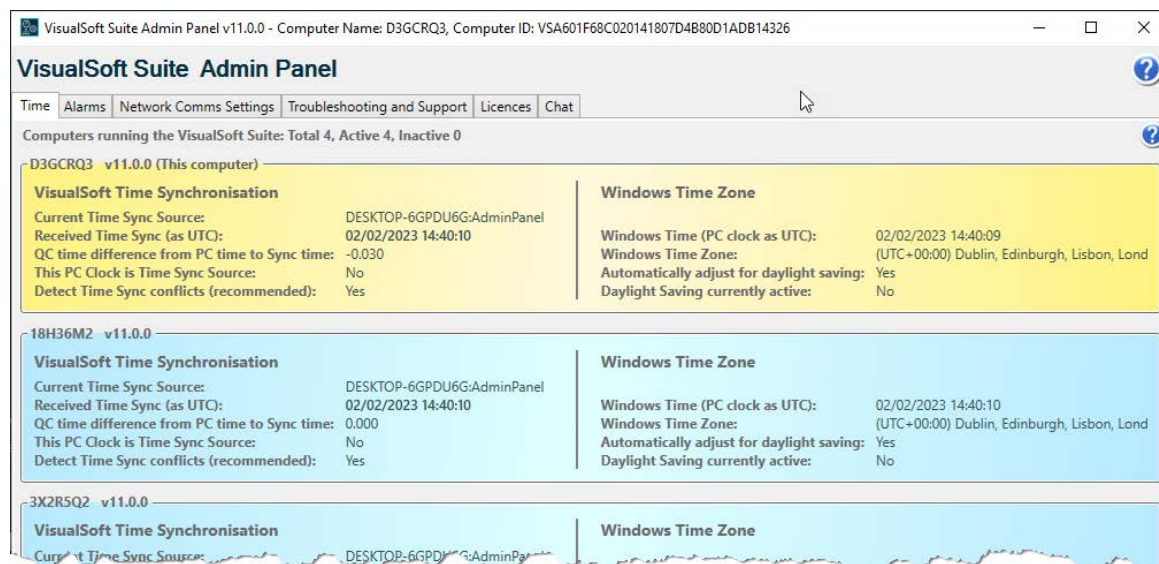
Open the “Date and Time” window by clicking on the clock at the bottom right corner of the PC display. Select the menu option to “Adjust date/time”. This will open the window shown below.

Use the drop down list to change the Time zone, and select the appropriate use of daylight saving.



4.6.2 Time in the Admin Panel

The Time tab of the Admin Panel monitors the time and time zone settings on every VisualSoft computer and provides warnings if there are any problems or potential problems. The local computer is always shown at the top, in a box with a pale yellow background, and is labelled as "this computer". Most other VisualSoft computers on the network are shown in boxes with blue backgrounds.



Which computers you can see in the Time tab depends on what applications are running on other computers and also depends on the Network Comms Settings, which are described [here](#).

A computer which is not part of the same Restricted Comms Group as the local computer, but from which time sync messages are being used will be displayed in a pink box and will be labelled as "Time Sync Source only". This is only possible if the Restricted Comms settings of the local computer are set to "Allow Time Sync commands from other Restricted Comms groups".



If you use a VisualSoft Time Sync source, then there should be one, and only one, "Time Sync Source". This might be a data string received from an external source such as a navigation program sending time and position data to a VisualDVR. Other possible Time Sync Sources are data strings being sent to and received by VisualDataLogger, or (as a last resort if nothing else is available) the Time Sync Source might be the internal computer clock of one of the computers on the network.

The Time Sync Source provides the time that all VisualSoft applications will use for the timestamps of all data records, for all video files and other file names, and for the time display in VisualDVR.

It is not essential to use a VisualSoft Time Sync source, but it is essential to have synchronised time on all VisualSoft computers. The other way to do this is with a 3rd party application, such as a network time server linked to a GPS receiver, and use this to ensure that the Windows clocks of every computer are always synchronised. Using a network time server is usually more accurate than using a VisualSoft Time Sync source via serial cable or network UDP.

VisualSoft Time Synchronisation

The left half of the Time tab shows the settings that are being used for Time Synchronisation on each VisualSoft computer.

The Current Time Sync Source is displayed with the name of the computer and the application which is providing the Time Sync information. The received time is shared between all VisualSoft computers so the displayed source should be the same on all of the computers.

The right half of the Time tab shows the Windows Time Zone and Windows clock time for each VisualSoft computer. The Windows Time Zone is used when decoding received data strings with time and date in them, and when creating new Datasets during the process of copying or transferring video and other data from VisualDVR or VisualDataLogger an offline storage drive.

VisualSoft Suite Admin Panel v11.0.0 - Computer Name: D3GCRQ3, Computer ID: VSA601F68C020141807D4B80D1ADB14326

VisualSoft Suite Admin Panel

Time | Alarms | Network Comms Settings | Troubleshooting and Support | Licences | Chat

Computers running the VisualSoft Suite: Total 4, Active 4, Inactive 0

D3GCRQ3 v11.0.0 (This computer)

VisualSoft Time Synchronisation	Windows Time Zone
Current Time Sync Source: DESKTOP-6GPDU6G\AdminPanel	Windows Time (PC clock as UTC): 02/02/2023 14:40:09
Received Time Sync (as UTC): 02/02/2023 14:40:10	Windows Time Zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, Lond
QC time difference from PC time to Sync time: -0.030	Automatically adjust for daylight saving: Yes
This PC Clock is Time Sync Source: No	Daylight Saving currently active: No
Detect Time Sync conflicts (recommended): Yes	

18H36M2 v11.0.0

VisualSoft Time Synchronisation	Windows Time Zone
Current Time Sync Source: DESKTOP-6GPDU6G\AdminPanel	Windows Time (PC clock as UTC): 02/02/2023 14:40:10
Received Time Sync (as UTC): 02/02/2023 14:40:10	Windows Time Zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, Lond
QC time difference from PC time to Sync time: 0.000	Automatically adjust for daylight saving: Yes
This PC Clock is Time Sync Source: No	Daylight Saving currently active: No
Detect Time Sync conflicts (recommended): Yes	

3X2R5Q2 v11.0.0

VisualSoft Time Synchronisation	Windows Time Zone
Current Time Sync Source: DESKTOP-6GPDU6G\AdminPanel	Windows Time (PC clock as UTC): 02/02/2023 14:40:10
Received Time Sync (as UTC): 02/02/2023 14:40:10	Windows Time Zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, Lond
QC time difference from PC time to Sync time: 0.000	Automatically adjust for daylight saving: Yes
This PC Clock is Time Sync Source: No	Daylight Saving currently active: No
Detect Time Sync conflicts (recommended): Yes	

Understanding the Time display

Introduction

The Time tab of the Admin Panel shows one coloured time-bar for each VisualSoft computer on the network which has communication settings matching the local

computer. The sections below explain what information is shown in these coloured time-bars.

The colours of the boxes



VisualSoft Time Synchronization		Windows Time Zone	
Current Time Sync Source	VisualSoft (VisualSoft/VisualSoft)	Windows Time Zone	UTC-05:00 Eastern Standard Time
Current Time Sync ID	VisualSoft (VisualSoft)	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Synchronization from PC Sync by Time Sync	No	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Sync Source by Time Sync Source	No	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Sync Source by Time Sync Source	No	Windows Time Zone	UTC-05:00 Eastern Standard Time

The yellow time-bar shows the details of the computer that you are using. The title of the box is labelled as "this computer". There can only be one yellow box, and it is always shown first.



VisualSoft Time Synchronization		Windows Time Zone	
Current Time Sync Source	VisualSoft (VisualSoft/VisualSoft)	Windows Time Zone	UTC-05:00 Eastern Standard Time
Current Time Sync ID	VisualSoft (VisualSoft)	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Synchronization from PC Sync by Time Sync	No	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Sync Source by Time Sync Source	No	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Sync Source by Time Sync Source	No	Windows Time Zone	UTC-05:00 Eastern Standard Time

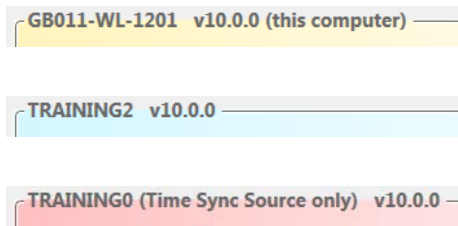
The blue time-bars are other computers on the network where the Admin Panel is running, and from which "this computer" is receiving messages. (Computers with Restricted Communications might not be shown if their settings do not match the settings of "this computer".)



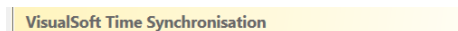
VisualSoft Time Synchronization		Windows Time Zone	
Current Time Sync Source	VisualSoft (VisualSoft/VisualSoft)	Windows Time Zone	UTC-05:00 Eastern Standard Time
Current Time Sync ID	VisualSoft (VisualSoft)	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Synchronization from PC Sync by Time Sync	No	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Sync Source by Time Sync Source	No	Windows Time Zone	UTC-05:00 Eastern Standard Time
Is Time Sync Source by Time Sync Source	No	Windows Time Zone	UTC-05:00 Eastern Standard Time

A pink time-bar is used to display a computer which has Restricted Communications that do not match the settings of "this computer" but from which "this computer" is receiving Time Sync messages. This is only possible if the Restricted Comms settings of "this computer" are set to "Allow Time Sync commands from other Restricted Comms groups".

Displayed settings



The top left of each coloured time-bar shows the name of the computer, and shows which version of the VisualSoft Suite is being run on that computer. It also has labels to help if you cannot distinguish the colours: The local computer is labelled as "this computer", and a computer from a different Restricted Comms group but which is being used for time sync is labelled as "Time Sync Source Only".



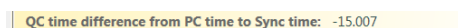
The left half of the Time tab in the Admin Panel displays the following information for each coloured time-bar:



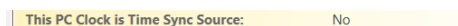
The **Current Time Sync Source** shows the name of the computer and application which is sending time sync information to the computer shown in each time-bar. If this does not match the other computers shown in all other time-bars it will turn **red**.



The **Received Time Sync** shows the UTC time that is being received from the computer and application shown just above. This is the time used for all logging and file naming in the computer shown in this time-bar. If this does not match the other computers shown in all other time-bars it will turn **red**.



On each computer the received time which is used for logging and file naming is compared with the Windows clock of that computer. The difference between the two is displayed as the **QC time difference** which is measured in seconds. This value should be stable. If it is changing by more than a fraction of a second, check that your time sync source is working correctly.



If no other time sync source is available you can use the internal computer clock of any one (and only one) computer as the time sync source. If the internal clock of the computer in this time-bar is being used as the Time Sync Source it will be shown here.

Detect Time Sync conflicts (recommended): Yes

It is possible to turn off the alarms and warnings that are normally published when a computer receives time sync messages from more than one source. You should not do this unless you are totally certain that the duplicate messages are not a problem. If the warnings have been turned off this setting will show "No".

Windows Time Zone

The right half of the Time tab in the Admin Panel displays the following information for each time-box:

Windows Time (PC clock as UTC): 02/10/2013 10:38:40

The **Windows Time** shows the time on the internal computer clock of the computer shown in this time-box. The time is displayed as UTC.

Windows Time Zone: (UTC) Dublin, Edinburgh, Lisbon, London

The **Windows Time Zone** shows you which time zone is active on the computer shown in this time-box. If this does not match all of the other computers shown in all other time-boxes it will turn **red**.

Automatically adjust for daylight saving: Yes

This shows you whether or not the computer shown in this coloured time-box is configured to turn daylight saving on and off automatically each spring and autumn.

Daylight Saving currently active: Yes

This shows you whether or not the computer shown in this time-box is currently using a daylight saving adjustment. If this does not match all of the other computers shown in all other time-boxes it will turn **red**.

Problems and warnings

If the **Current Time Sync Source** is not the same on all computers it will be **displayed in red** to warn you that there is a problem.

If the **Received Time Sync** is not the same on all computers it will be **displayed in red** to warn you that there is a problem.

If the **Windows Time Zone** is not the same on all computers it will be **displayed in red** to warn you that there is a problem.

If the **Daylight Saving** setting is not the same on all computers it will be **displayed in red** to warn you that there is a problem.

Selecting the Time Sync Source

In most day to day operations the Time Sync Source will be a data string received by **VisualDVR** or **VisualDataLogger**. In that case the Time Sync Source will be selected and enabled in the setup menu for that data string in VisualDVR or VisualDataLogger. Alternatively there may be a network time server in operation, in which case that would be configured within the 3rd party time server software.

If you do not have either of these types of external time source available then as a last resort you can use the internal clock of one of the VisualSoft computers. To do this right click on one of the yellow or blue time display boxes in the Admin Panel and use the pop-up menu to choose that computer's internal clock as the Time Sync Source.

NOTE: Use of the internal computer clock as the Time Sync Source is not recommended. This option is provided only for use as a last resort. If no other, external, time source is available it is better to select one of the internal clocks than to have no synchronisation.

Windows Time Zone

The right half of the Time tab shows the settings for the Time Zone on each of the VisualSoft computers. The VisualSoft Suite uses the Time Zone of various computers when calculating UTC time from Local Time or vice versa. It is therefore very important that the Time Zone is set the same on all of the VisualSoft computers. If all the time one settings of all of the displayed computers are the same, they will all be shown using black text. If any of them does not match then they will all be shown using **red** text to warn you that there is a problem.

4.7 Admin Panel – Alarms & Warnings

Alarms and Warnings in the VisualSoft Suite

Each VisualSoft application sends out status messages, warnings and alarms. These are all displayed in VisualAlarm, in the alarm windows of applications such as VisualDVR and VisualArchive and also in the Alarms tab of the Admin Panel.

For information on the older VisualAlarm displays, see VisualAlarm.

For information on the newer displays, see the following sections about the Alarms tab of the VisualSoft Admin Panel.

Time Alarms Network Comms Settings Troubleshooting and Support Licences Chat					
Time (UTC)	Time (Local)	Severity	Computer	Application	Message
13:17:00	14:17:00	Green	GB011-WL-1201	AdminPanel	VisualSoft PCs now have synchronised times
13:17:00	14:17:00	Red	GB011-WS-1202	AdminPanel	VisualSoft PCs have non-synchronised times
13:17:00	14:17:00	Green	GB011-WS-1202	AdminPanel	Application started: AdminPanel has started on GB011-WS-1202.
13:17:00	14:17:00	Red	GB011-WS-1202	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:57	14:16:57	Red	GB011-WL-1201	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:56	14:16:56	Green	GB011-WL-1201	AdminPanel	Application started: AdminPanel has started on GB011-WL-1201.
13:16:56	14:16:56	Green	GB011-WL-1201	AdminPanel	VisualSoft PCs now have synchronised times
13:16:56	14:16:56	Red	GB011-WL-1201	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:55	14:16:55	Green	GB004-LT-1306	AdminPanel	VisualSoft PCs now have synchronised times
13:16:54	14:16:54	Green	GB004-LT-1306	AdminPanel	Application closing: AdminPanel (version 10.0.0) is closing on GB011-WS-1203.
Filter					
Time (UTC)	Time (Local)	Severity	Computer	Application	Message
13:17:00	14:17:00	Green	GB011-WL-1201	AdminPanel	VisualSoft PCs now have synchronised times
13:17:00	14:17:00	Red	GB011-WS-1202	AdminPanel	VisualSoft PCs have non-synchronised times
13:17:00	14:17:00	Green	GB011-WS-1202	AdminPanel	Application started: AdminPanel has started on GB011-WS-1202.
13:17:00	14:17:00	Red	GB011-WS-1202	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:57	14:16:57	Red	GB011-WL-1201	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:56	14:16:56	Green	GB011-WL-1201	AdminPanel	Application started: AdminPanel has started on GB011-WL-1201.
13:16:56	14:16:56	Green	GB011-WL-1201	AdminPanel	VisualSoft PCs now have synchronised times
13:16:56	14:16:56	Red	GB011-WL-1201	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:55	14:16:55	Green	GB004-LT-1306	AdminPanel	VisualSoft PCs now have synchronised times
13:16:54	14:16:54	Green	GB004-LT-1306	AdminPanel	Application closing: AdminPanel (version 10.0.0) is closing on GB011-WS-1203.

4.7.1 Alarm Display

Time Alarms Network Comms Settings Troubleshooting and Support Licences Chat					
Time (UTC)	Time (Local)	Severity	Computer	Application	Message
13:17:00	14:17:00	Green	GB011-WL-1201	AdminPanel	VisualSoft PCs now have synchronised times
13:17:00	14:17:00	Red	GB011-WS-1202	AdminPanel	VisualSoft PCs have non-synchronised times
13:17:00	14:17:00	Green	GB011-WS-1202	AdminPanel	Application started: AdminPanel has started on GB011-WS-1202.
13:17:00	14:17:00	Red	GB011-WS-1202	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:57	14:16:57	Red	GB011-WL-1201	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:56	14:16:56	Green	GB011-WL-1201	AdminPanel	Application started: AdminPanel has started on GB011-WL-1201.
13:16:56	14:16:56	Green	GB011-WL-1201	AdminPanel	VisualSoft PCs now have synchronised times
13:16:56	14:16:56	Red	GB011-WL-1201	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:55	14:16:55	Green	GB004-LT-1306	AdminPanel	VisualSoft PCs now have synchronised times
13:16:54	14:16:54	Green	GB004-LT-1306	AdminPanel	Application closing: AdminPanel (version 10.0.0) is closing on GB011-WS-1203.
Filter					
Time (UTC)	Time (Local)	Severity	Computer	Application	Message
13:17:00	14:17:00	Green	GB011-WL-1201	AdminPanel	VisualSoft PCs now have synchronised times
13:17:00	14:17:00	Red	GB011-WS-1202	AdminPanel	VisualSoft PCs have non-synchronised times
13:17:00	14:17:00	Green	GB011-WS-1202	AdminPanel	Application started: AdminPanel has started on GB011-WS-1202.
13:17:00	14:17:00	Red	GB011-WS-1202	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:57	14:16:57	Red	GB011-WL-1201	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:56	14:16:56	Green	GB011-WL-1201	AdminPanel	Application started: AdminPanel has started on GB011-WL-1201.
13:16:56	14:16:56	Green	GB011-WL-1201	AdminPanel	VisualSoft PCs now have synchronised times
13:16:56	14:16:56	Red	GB011-WL-1201	AdminPanel	VisualSoft PCs have non-synchronised times
13:16:55	14:16:55	Green	GB004-LT-1306	AdminPanel	VisualSoft PCs now have synchronised times
13:16:54	14:16:54	Green	GB004-LT-1306	AdminPanel	Application closing: AdminPanel (version 10.0.0) is closing on GB011-WS-1203.

The Alarm display of the Admin Panel is divided into two sections, as shown in the picture above.

The upper section of the display will always scroll to show the newest messages at the top. If there are many warning or status messages then you may find that messages are lost off the bottom of the list before you have time to read them fully. The lower section of the display is configurable and the normal setting is to not scroll automatically. This allows you to move up and down in the lower display to find and read any message that you want.

In both sections of the display, if you place your mouse cursor over a message in the list, you will see the same message in a “tool-tip” pop-up. This is useful if the column width in the alarm display is not wide enough for the full message; the tool-tip will show you the complete message.

Severity Level

Each message has a Severity level as follows:

A **Green** message is a Status or information message. It indicates that the relevant application is working OK, but that something has just happened that may be of interest.

Green Status messages are for information only. Usually you will not need to do anything.

An **Orange** message is a Warning. Read the warning message to check if it is important.

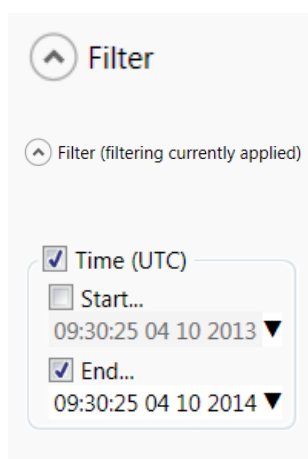
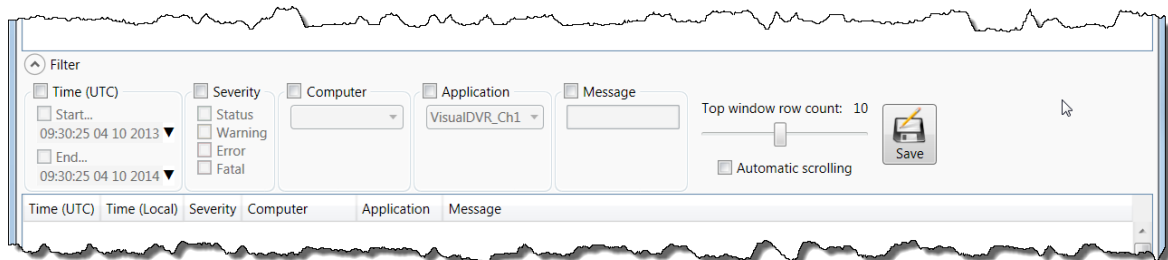
You should always check the orange Warning messages.

A **Red** message is an Error alarm which indicates that there is a significant problem. Look in the message details to read the alarm and then try to fix the problem.

Red Error alarms should never be ignored.

4.7.2 Filtering Alarms

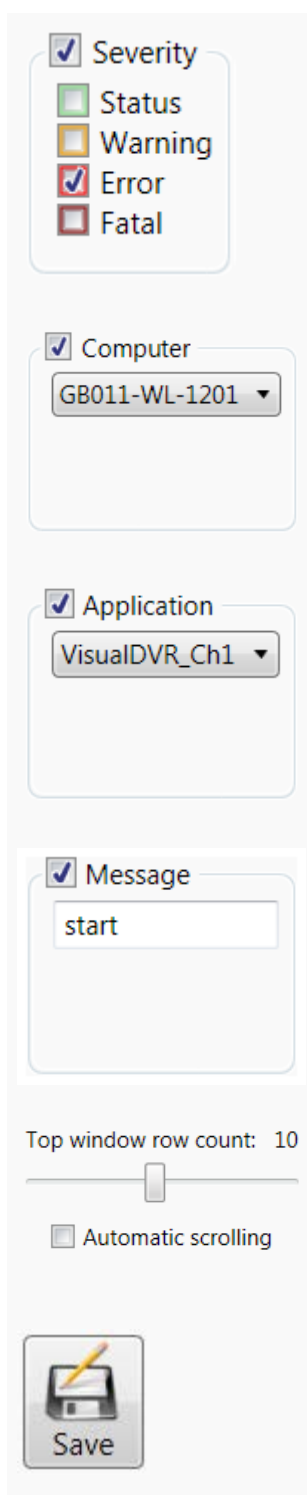
The lower section of the Alarm display has Filtering and other settings to help you find and manage the important messages, or to focus your attention on just one computer or one application. If you click the Filter button, you will see these options:



Click the Filter button to open and close the configuration settings.

The label to the right of the Filter button changes to show you when the filter settings are applied.

You can filter the messages using a start and/or end time. This allows you to focus on a time when you think that there might have been a problem, or where you want to check some status messages.



The screenshot shows the 'Filter' section of the VisualSoft Suite Admin Panel. It contains several filter categories, each with a checked checkbox and a list of options or a text input field. The categories are: Severity (Status, Warning, Error, Fatal), Computer (GB011-WL-1201), Application (VisualDVR_Ch1), and Message (start). Below these filters are two settings: 'Top window row count' set to 10 with a slider, and 'Automatic scrolling' which is unchecked. At the bottom is a 'Save' button with a floppy disk icon.

☒ Severity

- ☐ Status
- ☐ Warning
- ☒ Error
- ☐ Fatal

☒ Computer

GB011-WL-1201 ▼

☒ Application

VisualDVR_Ch1 ▼

☒ Message

start

Top window row count: 10

☐ Automatic scrolling

Save

You can filter the lower display to only show one (or more) of the severity levels. It is sometimes useful to turn off the green status messages so that you can more easily concentrate on the most important Warnings and Errors.

You can use the Computer filter to show only the messages from one particular computer.

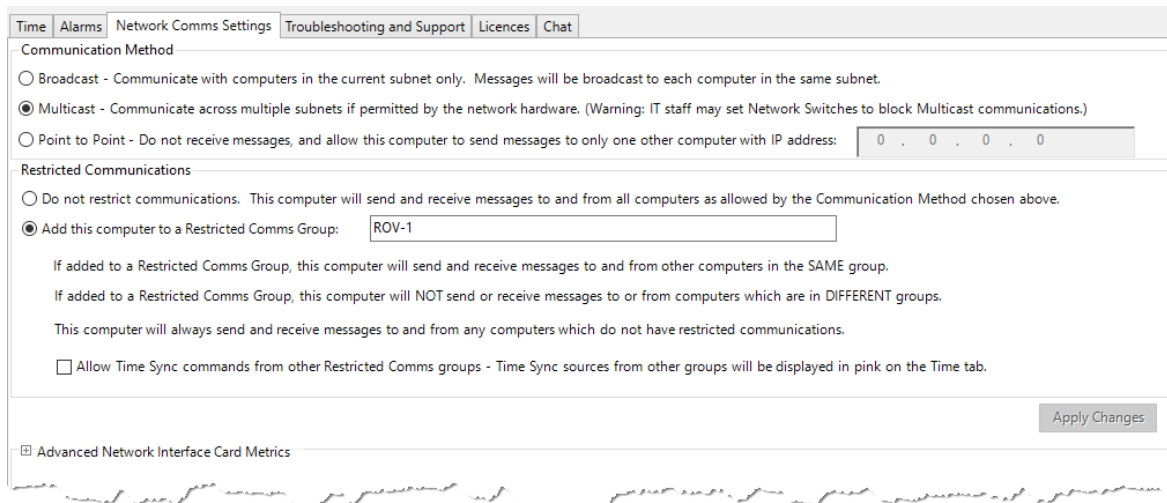
You can use the Application filter to show only the messages from one particular application or program, for example to allow you to concentrate on the VisualArchive messages, or the VisualDVR messages.

The Message filter allows you to show only the messages that contain specific text. You might for example want to see all messages about the start of recording, or about file transfers.

You can change the size of the upper section of the Alarm display, and also turn on Automatic scrolling of the lower window. Automatic scrolling is always on for the upper window, and you cannot change it. For the lower window, Automatic scrolling is usually off, but you can turn it on if you like.

All of the filter settings and scrolling settings can be saved to a file so that they will be reloaded if the Admin Panel is closed and re-opened. If you do not save the settings, they will be lost when the Admin Panel restarts.

4.8 Admin Panel – Network Communications



Time Alarms Network Comms Settings Troubleshooting and Support Licences Chat

Communication Method

☐ Broadcast - Communicate with computers in the current subnet only. Messages will be broadcast to each computer in the same subnet.

☒ Multicast - Communicate across multiple subnets if permitted by the network hardware. (Warning: IT staff may set Network Switches to block Multicast communications.)

☐ Point to Point - Do not receive messages, and allow this computer to send messages to only one other computer with IP address:

Restricted Communications

☐ Do not restrict communications. This computer will send and receive messages to and from all computers as allowed by the Communication Method chosen above.

☒ Add this computer to a Restricted Comms Group:

If added to a Restricted Comms Group, this computer will send and receive messages to and from other computers in the SAME group.

If added to a Restricted Comms Group, this computer will NOT send or receive messages to or from computers which are in DIFFERENT groups.

This computer will always send and receive messages to and from any computers which do not have restricted communications.

☐ Allow Time Sync commands from other Restricted Comms groups - Time Sync sources from other groups will be displayed in pink on the Time tab.

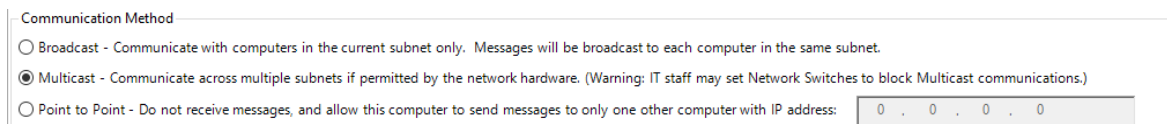
Apply Changes

Advanced Network Interface Card Metrics

The Network Comms Settings tab has three sections. The upper section controls the **Communication Method**, and the middle section allows you to configure **Restricted Communications** so that things like Start or Stop logging messages only affect a defined group of computers and not all of the computers on the network. The third section is generally hidden because most users do not need it, but it can be expanded by clicking the chevron arrow beside **Advanced Network Interface Card Metrics**.

The following sections describe these settings in detail.

4.8.1 Communication Method



Communication Method

☐ Broadcast - Communicate with computers in the current subnet only. Messages will be broadcast to each computer in the same subnet.

☒ Multicast - Communicate across multiple subnets if permitted by the network hardware. (Warning: IT staff may set Network Switches to block Multicast communications.)

☐ Point to Point - Do not receive messages, and allow this computer to send messages to only one other computer with IP address:

The usual Communication Method is Broadcast, which will be restricted to a specific subnet. Use Multicast only if you are unable to use broadcast, and only if you are certain that your network hardware and software supports it.

The Point To Point option may be used to allow an individual PC to send (but not receive) communications to another individual PC. This is useful if you are running 3rd party software for eventing (or similar tasks) and need to communicate through a firewall to start and stop an encoder or to log event data.

4.8.2 Restricted Communications

Restricted Communications

☐ Do not restrict communications. This computer will send and receive messages to and from all computers as allowed by the Communication Method chosen above.
 ☒ Add this computer to a Restricted Comms Group:

If added to a Restricted Comms Group, this computer will send and receive messages to and from other computers in the SAME group.

If added to a Restricted Comms Group, this computer will NOT send or receive messages to or from computers which are in DIFFERENT groups.

This computer will always send and receive messages to and from any computers which do not have restricted communications.

☐ Allow Time Sync commands from other Restricted Comms groups - Time Sync sources from other groups will be displayed in pink on the Time tab.

If you need to separate different groups of PCs, perhaps because you have more than one ROV on a vessel, this can be done by adding the computers to a “Restricted Comms Group”. This is best explained by an example:

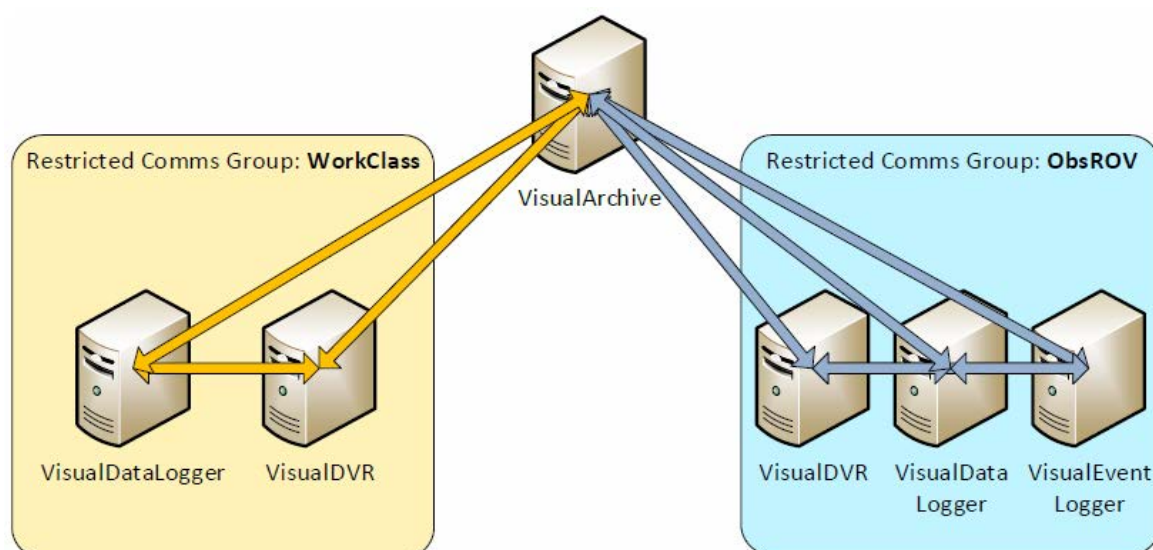
A ship has two ROVs: a work-class ROV with three cameras, and an observation ROV with a single camera. All data is to be archived by a single PC running VisualArchive, but the VisualDVR of one ROV must not start or stop the VisualDVR of the other ROV.

To do this set the VisualDVR of the work-class ROV to have Restricted Comms, and type in a Restricted Comms Group name “WorkClass”. Set the VisualDVR of the observation ROV to also have Restricted Comms, and type a Restricted Comms Group name of “ObsROV”. On the VisualArchive PC do not restrict the comms so that VisualArchive “listens” to both VisualDVRs and archives the recorded video data.

If you want to use a single time source for all Restricted Comms Groups, you can enable the option to Allow Time Sync messages from other groups.

You can also add computers with VisualEventLogger or VisualDataLogger into one or both of the Restricted Comms Groups. It is quite common for a workclass ROV to be using both VisualDataLogger and VisualEventLogger, while the observation group might only include VisualDVR and VisualEventLogger.

The picture below shows a simple example of this.



When video recording is started on the VisualDVR of the WorkClass ROV, the VisualDataLogger in that same Restricted Comms Group will also start. The VisualDVR in the ObsROV area will NOT respond to those commands. Similarly if the ObsROV VisualDVR is started or stopped, it will not affect the computers in the WorkClass group.

4.8.3 NIC Metrics and Network Priority

If a computer has more than one connected and enabled network the VisualSoft communications that are used between different applications on the network will always use whichever connection has the highest priority in the Windows OS. This is defined by the **Metric** of each Network Interface Card or **NIC**.

A connection with a low Metric will be used in preference to one with a higher Metric. Low Metric means high priority.

For most systems, each VisualSoft PC will have only one network connection and you will not need to worry about the NIC Metrics; if there is only one connection it clearly has the highest priority.

In some cases you may decide to connect a VisualDVR or other PC to more than one network, on different IP ranges. For example, this is sometimes done so that a VisualDVR can receive position and overlay data via a "survey network" but also connect to VisualDVR and a NAS drive for file transfers via a second "VisualSoft network". In this case you need to make sure that the connection used for the link to VisualArchive and the NAS has the highest priority (lowest value) Metric setting.

You can adjust the NIC Metrics using Windows settings, but this is a bit complicated. It is usually far quicker and easier to view and adjust the NIC Metrics inside the VisualSoft Admin Panel. On the Network Communications tab, click to expand **Advanced Network Interface Card Metrics** as shown below.

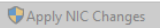
The NIC with the lowest metric, of those that are enabled and also connected will be shown first. This is the one that the VisualSoft comms will use. You can change the metrics by typing in the right hand column. If you make a change, you must click the Apply button at the bottom - and you will need local admin permissions to do that. If your current login doesn't have admin permission you will be prompted to enter account details of a user account that does have admin permission. You may need your IT staff to provide that for you.

After changing the metrics you should close all your applications and restart the PC.

☐ Advanced Network Interface Card Metrics

Messaging between VisualSoft applications on different PCs will use the Network Interface Card (NIC) with the lowest Metric value, i.e. the first in this list. To change the NIC order, edit the Metric values.

NIC Name	IP Address	Metric
VisualSoft	172.16.145.126	5
Internet	172.15.24.142	10



4.9 Admin Panel – Troubleshooting & Support

The Troubleshooting and Support tab includes some useful tools to help you when things seem to be going wrong. These tools will also help our support team to provide you with advice as quickly as possible and as accurately as possible.

All of the things on this page are designed to “help us to help you”.

Time | Alarms | Network Comms Settings | Troubleshooting and Support | Licences | Chat

Tools and Information

VisualSoft Suite Status Reports

Basic VisualSoft Suite Status

☒ Items 1 to 4

- ☒ 1. VisualSoft Program Settings (Configuration and Version)
- ☒ 2. Network Settings (IP Configuration, Shared drives, Mapped drives, Communication Method, Named Group, etc.)
- ☒ 3. Current VisualSoft AuditLog file
- ☒ 4. Video encoding Quality Profiles

Advanced VisualSoft Suite Status

☒ Items 5 to 8

☒ 5. VisualSoft AuditLog files since: 14 May 2013

☒ 6. File lists for all VisualSoft logging and data folders

☒ 7. Crash Dump debug files

☒ 8. Project and Dataset properties:

Windows System Information

☒ Items 9 to 12

- ☒ 9. DirectX Diagnostics
- ☒ 10. Microsoft System Information (MSINFO)
- ☒ 11. Windows Event Logs
- ☒ 12. File list for selected disk drives:

Output Folder

C:\ProgramData\VisualSoft\VisualWorks\Support

Details

One zip file will be created in the chosen folder for each selected information type. Older files will be removed automatically. When the information has been collected, the folder with the zip files will be opened so that you can send the files to the VisualSoft Support Team.

Please email the information to: visualsoft.support@f-e-t.com

☒ Use a password ("VisualSoft") for all zip files

At the top of the display there are two buttons. One of them takes you straight to our File Viewer which we might sometimes ask you to use to look inside the logging files without the need to load the files into VisualEdit. The second button is a simple short-cut which will open Windows Explorer and take you straight to the folder where we save all of our settings and configuration files. **You must never manually change the settings and configuration files unless we ask you to do so. If you make an incorrect change to one of the files your applications might stop working.**

The main section of this page, “VisualSoft Suite Status Reports” has options to collect lots of different data about your system and how it is configured. The information is divided into three numbered groups and we might ask you to select one, two or all three of these groups, or perhaps just one or two individual items. Which items we ask you to send will depend on what problem we are trying to solve, and what we think might be causing it.

When you click the “Collect and View” button, all of the selected items will be copied, and then we will create a series of zip files (one for each numbered item). These zip files will be saved into the Output Folder, which you will not normally need to change. As soon as the last zip file has been created, the Output Folder will be opened in Windows Explorer – all that you need to do is send us the numbered zip files.

4.10 Admin Panel – Licensing

The Admin Panel includes tools to help you manage the VisualSoft application licences on your computer.

For full details, see the many topics in the section named [Software Licensing](#) ²⁷:

- [Licence Expiry and Support Expiry](#) ²⁸
- [Request Licences](#) ²⁹
- [Add Licences](#) ³²
- [Activate Licences](#) ³⁴
- [Update Support](#) ³⁷
- [Extend a Rental](#) ³⁹
- [Deactivate Licences](#) ⁴²
- [Transfer a Product](#) ⁴⁴
- [Remove Licences](#) ⁴⁶
- [Licence Reports](#) ⁴⁸
- [Configure Proxy User Settings](#) ⁴⁹
- [Copy Computer ID](#) ⁵⁰

4.11 Admin Panel – Chat

The Chat window allows you to send messages to other VisualSoft users working on the same network.

This may be useful when mobilising and configuring the computers if you do not have a telephone close to the computer.

Note that chat messages can be seen by all users on all computers where the Admin Panel is running.

To send a message type it in the box at the bottom of the window and press  Enter.

You can change your name in the User box at the left of the display.

When a message is received from another computer you will see it in the Admin Panel. If the Admin Panel is minimised you will see a small pop-up window in the Windows System tray at the bottom right corner of your display.

5 Contact Details

Forum Subsea Technologies has offices in many parts of the world. The VisualSoft team is mostly based in Aberdeen in the UK, but we also have regional sales staff and some support services in other parts of the world.

The following pages have details of how to contact either our sales team or our support team, by telephone, email or by post.

5.1 Contact Details – Support



Website: f-e-t.com/visualsoft

Most support questions are most easily answered by email:

Using email gives our support team time to think about your problem before they reply, and time to test the software if necessary. If your question is urgent, do not hesitate to telephone us, but even then it may be best to send an email before you call, even if only a few minutes before you call. Sending us an email will allow you to include screen captures, data files and other things that may make it easier for us to quickly and accurately understand your problems.

Support Email (recommended)	visualsoft.support@f-e-t.com
------------------------------------	--

Phone: UK & Global, during UK office hours	+44 (0) 1224 744 000
Phone: UK & Global, outside UK office hours Available for clients with a valid support contract. Operates from 17:00 until 08:30 UK time each night Monday to Thursday, and all through the weekend from 17:00 Friday evening until 08:30 Monday morning.	+44 (0) 1224 363 999
Phone: USA, 24/7 During Houston office hours this will connect you to our US team. At other times, or if the US team is busy, it diverts to the UK team.	+1 713 454 7091

5.2 Contact Details – Sales



Website: f-e-t.com/visualsoft

For address and telephone/fax details, please select the appropriate office for your region:

Aberdeen, UK	FET – VisualSoft Cumberland House Endeavour Drive Arnhall Business Park Westhill Aberdeenshire AB32 6UF UK
Sales and rental enquiries:	visualsoft.sales@f-e-t.com
Telephone:	+44 (0) 1224 744 000

Houston, USA	FET – VisualSoft 10344 Sam Houston Park Drive, Suite 300 Houston TX 77064 USA
Telephone:	+1 713 329 8273

Singapore	FET – VisualSoft Asia Pacific Rental Service
Email	visualsoft.sales@f-e-t.com
Telephone:	+65 9643 7433 / +65 9230 8138

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