



COMVISION Dems Plus Docking Software Installation Guide

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COMVISION®

COMVISION Dems Plus Docking Software



Product Information

The Visiotech DEMS PLUS Docking Software is a comprehensive software solution designed for managing and accessing data from Visiotech body cameras. It offers advanced features and functionalities to enhance the user's experience with the Visiotech body camera system.

Installation Guide

The installation of the Visiotech DEMS PLUS Docking Software involves several steps to ensure a successful setup. Please follow the instructions below:

Introduction

Before starting the installation process, it is essential to familiarize yourself with the software and its capabilities. This section provides an overview of the software and its features.

Installation Preparation

Prior to installing the software, make sure your computer meets the minimum system requirements. Additionally, ensure that you have administrative privileges to install software on your computer.

Install Visiotech DEMS Plus prerequisites

1. Insert the installation media or download the software package from the official Visiotech website.
2. Locate the installation file and double-click to start the installation process.
3. Follow the on-screen prompts to proceed with the installation.
4. Read and accept the End User License Agreement (EULA) to continue.
5. Choose the desired installation location or use the default location provided by the installer.
6. Select the components you wish to install. It is recommended to install all available components for full functionality.
7. Click "Install" to begin the installation process.
8. Wait for the installation to complete.
9. Once the installation is finished, click "Finish" to exit the installer.

Setup of DEMS Docking Software

Logging onto DEMS Dock:

1. Launch the DEMS Docking Software from your computer's desktop or Start menu.
2. Enter your username and password in the provided fields.
3. Click "Login" to access the software. Features of the DEMS PLUS Software:

The DEMS PLUS Software offers a range of powerful features to manage and analyze data from Visiotech body cameras. These features include:

- Advanced search capabilities
- Video playback and analysis
- User management
- Configuration settings
- Log management

DEMS PLUS Programming

DEMS PLUS Programming allows users to customize various settings and preferences within the software. This includes configuring camera settings, adjusting video playback options, and managing user permissions.

- **Device Tab**

The Device Tab provides a comprehensive overview of connected Visiotech body cameras. Users can view camera status, access camera settings, and perform firmware upgrades.

- **User Management Tab**

The User Management Tab enables administrators to create, modify, and delete user accounts. It also allows for the assignment of different access levels and permissions to individual users.

- **Configuration Tab**

The Configuration Tab allows users to configure various software settings, including storage locations, video export options, and system preferences.

- **Log Tab**

The Log Tab displays a log of system activities, including user actions, camera events, and software notifications. Users can filter and search the log for specific information.

- **Installation of DEMS MapVideo Playback Software**

The DEMS MapVideo Playback Software is an additional component that can be installed for enhanced video playback functionality. Follow the instructions provided in the installation guide to install this software.

- **Firmware Upgrade Process**

The firmware upgrade process allows users to update the firmware of Visiotech body cameras for improved performance and new features.

- **Visiotech VS-2 Body Camera Firmware Upgrade**

Follow the instructions provided in the firmware upgrade guide specifically designed for the Visiotech VS-2 Body Camera to ensure a successful firmware upgrade.

- **Visiotech VC-2 Body Camera Firmware Upgrade**

Refer to the firmware upgrade guide specifically created for the Visiotech VC-2 Body Camera for detailed instructions on upgrading the camera's firmware.

INTRODUCTION

- This installation manual details the installation procedure for the Visiotech DEMS Plus Docking Station Software (Digital Evidence Management System) V5.21
- Please refer to the Visiotech DEMS Plus User Manual for detail on the operational features and user interface.

INSTALLATION PREPARATION

1. **Download the installation files from the web link provided by Comvision**

1. Files include: DEMSplusSetup – Docking station software installation

2. **Minimum OS requirements**

1. Windows 10 PRO, Windows 11 PRO

3. **Minimum Hardware Requirements:**

- **CPU:** No less than Intel I5, 6th Generation
- **RAM:** No less than 8GB

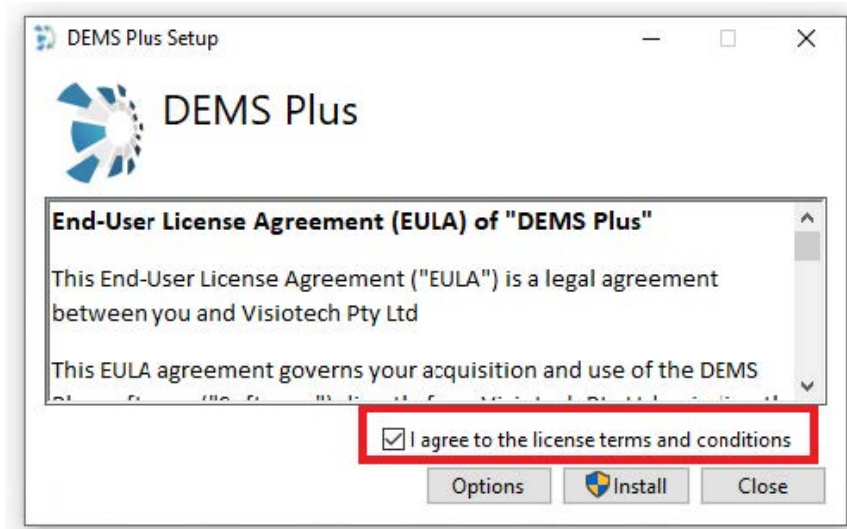
- **Storage (Program):** No less than 1GB
- **Storage (Footage):** No less than 500GB
- **Screen Resolution:** 1920x1080P.
- Graphics High performance graphics

INSTALL VISIOTECH DEMS PLUS PREREQUISITES

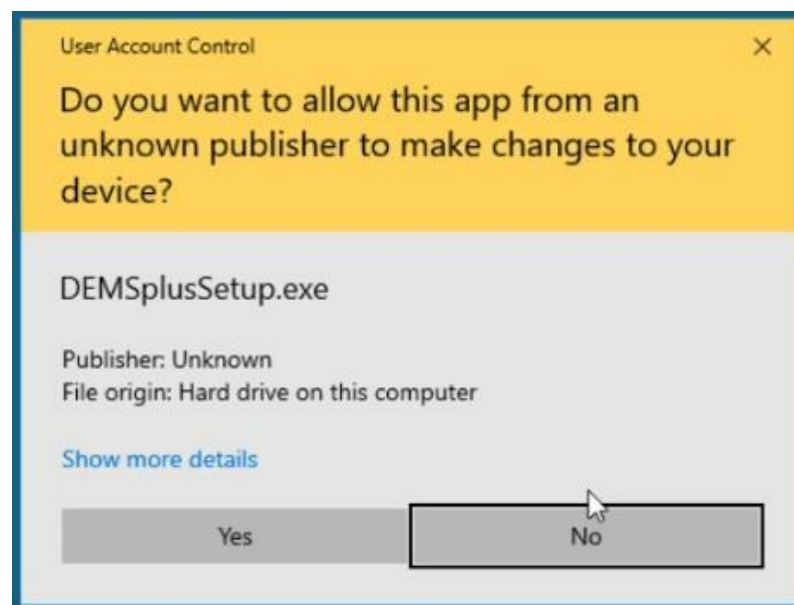
1. Double click the installation file – DEMSplusSetup



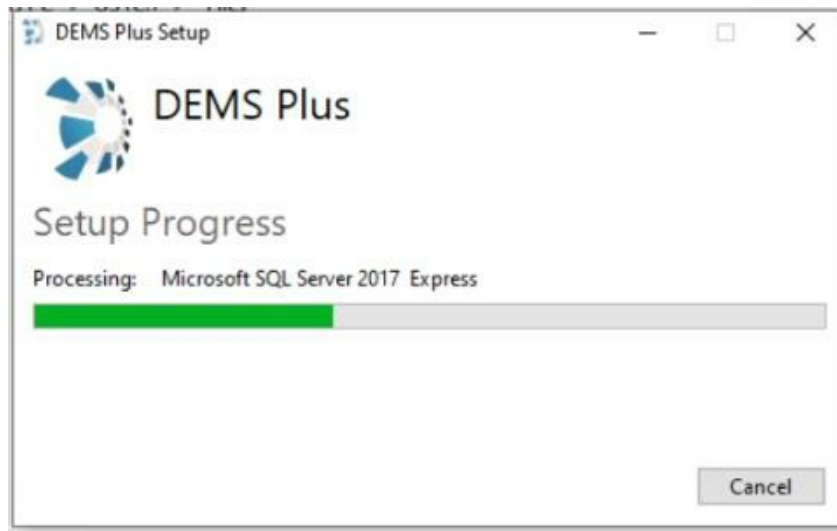
2. Read and check the “I agree to the license tems and condisitions”, then click on “Install” to contine.



3. Confirm install to allow PC changes
 - You will need administrator right for this
 - Select “Yes”

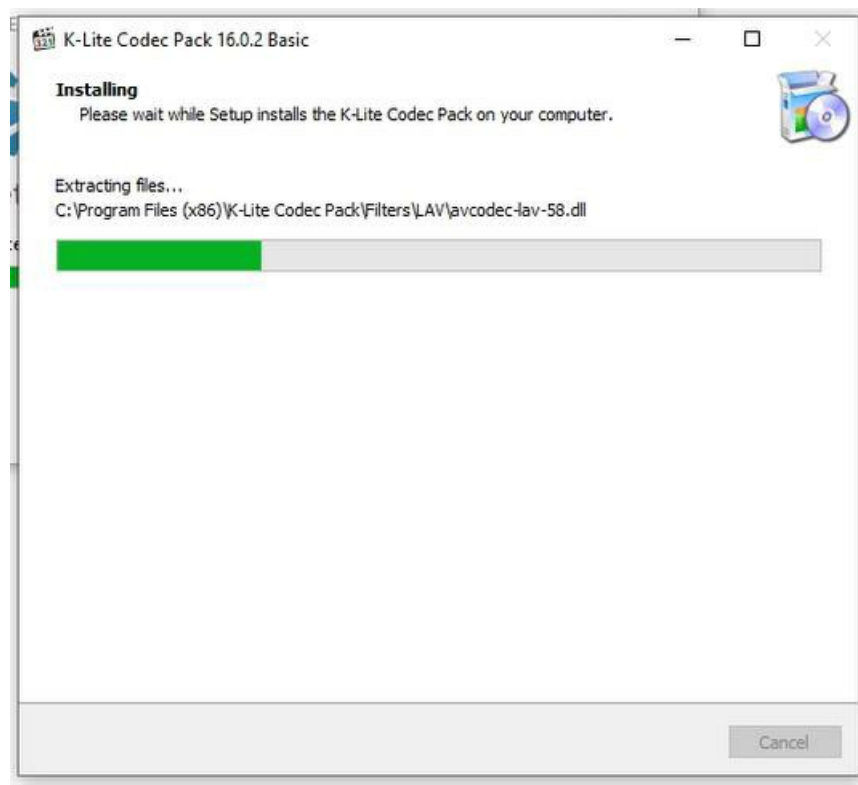


4. Installation of Microsoft SQL Server 2019 Express
 1. The software will install SQL 2019 Express as the Database for the DEMS Plus software This process can take a few minutes or more.



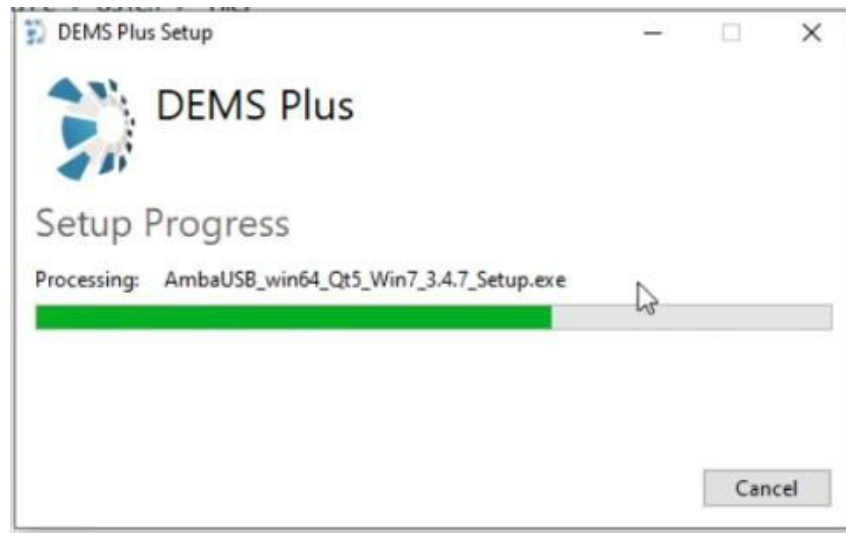
5. Installation and Setup of K-Lite Codec Pack

1. This is the setup for the video and Audio Codecs
2. This is an auto-install and no need to select in options



Installation of USB Drives

- This is the installation of the USB Drives to comunacte to the Visiotech Body Cameras
- Chose the location where you would like this to be installed



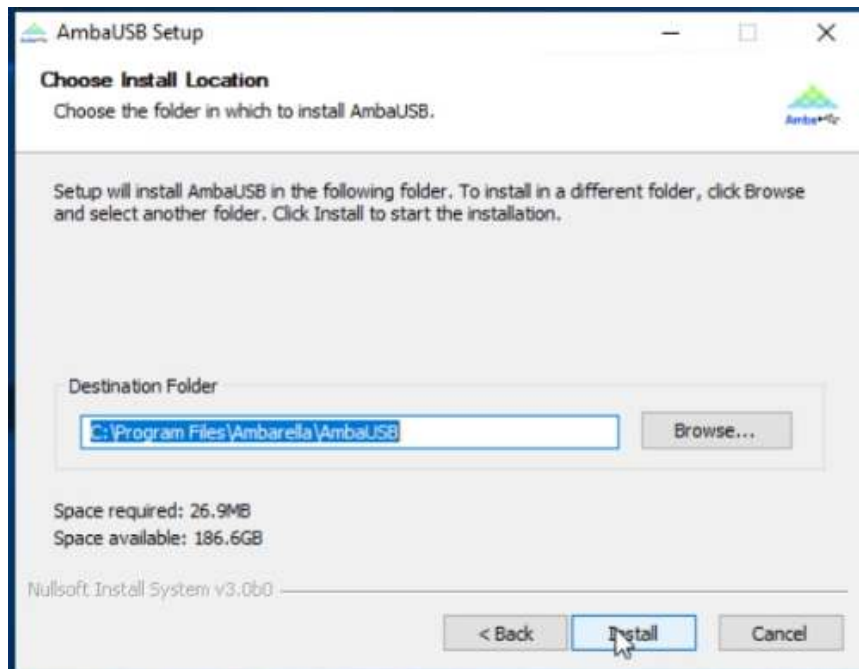
- This warning message will always pop-up.
- If older drivers are installed the install process will remove and replace them with the updated version
- Click "OK"



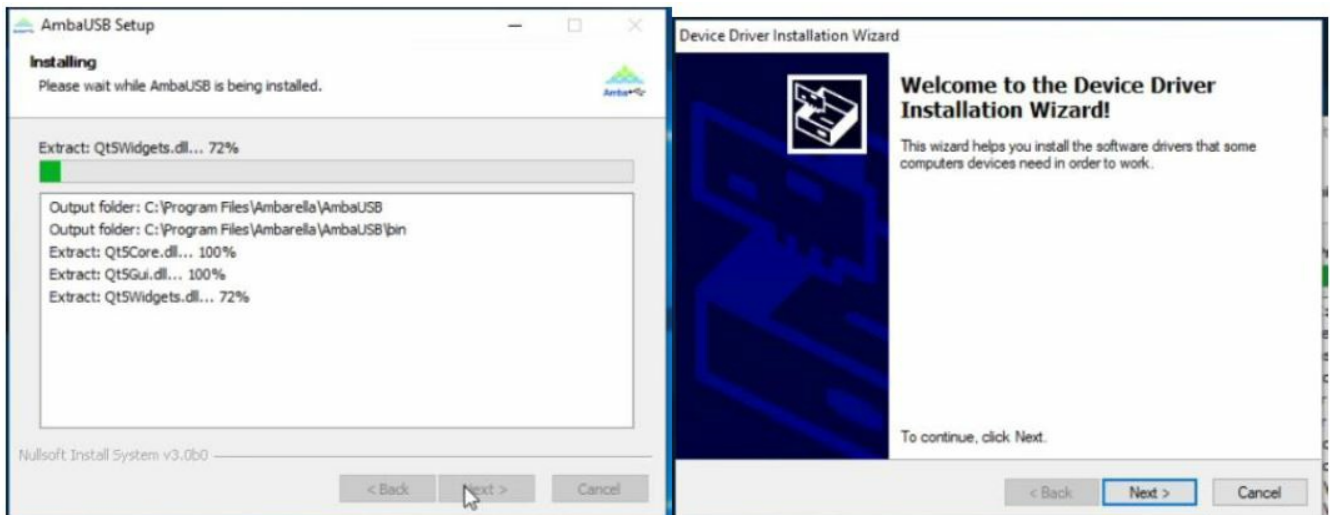
- This is the setup USB Drives to comunacte to the Visiotech Body Cameras
- Click "Next"



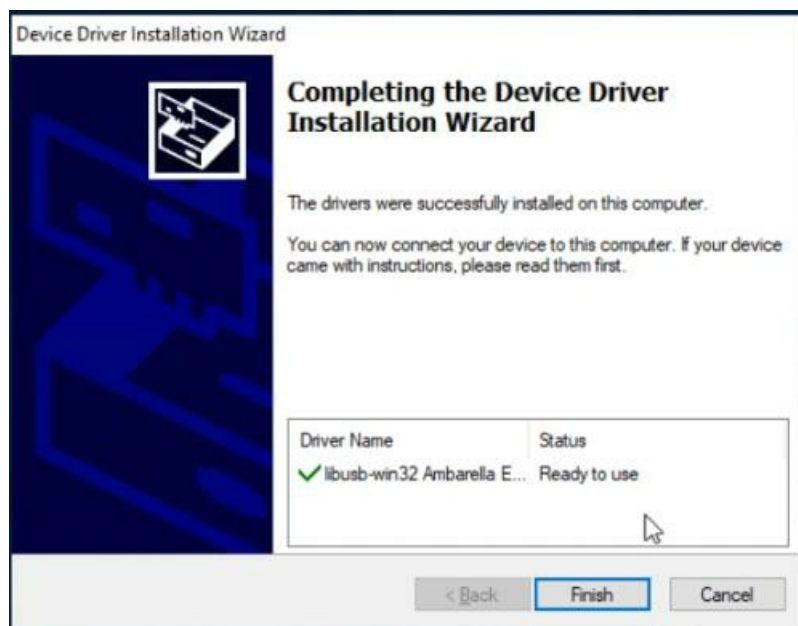
- Chose the location where you would like this to be installed (recomend not to change)
- Click "Install"



- During the install process a new pop-up box will open to give you a choice of drives to install
- Click “Next” to view options

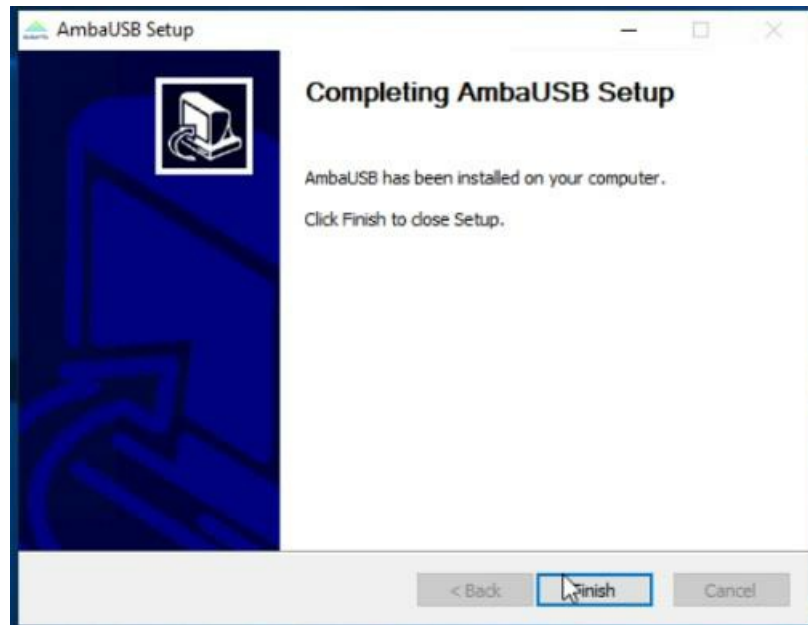


- All the options will be pre-selected that are required
- Click “Finish”



- Once installed

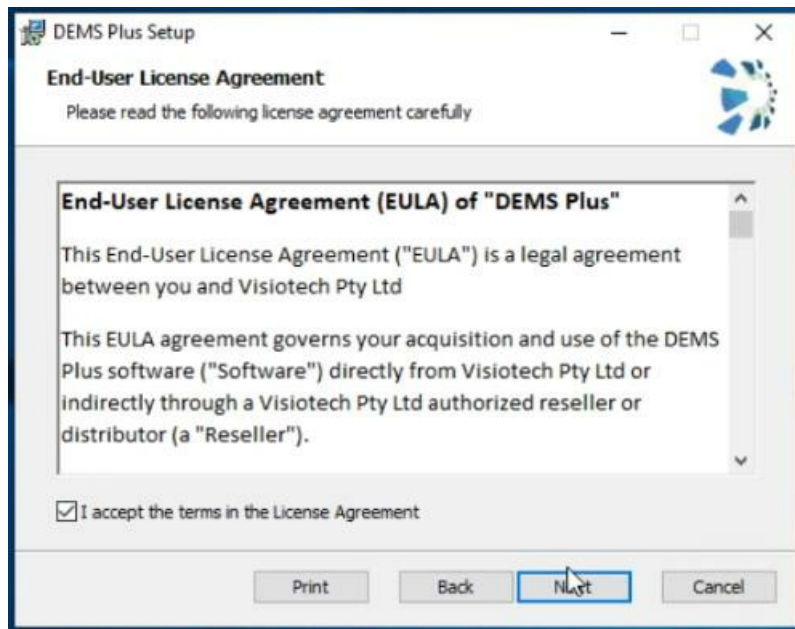
- Click “Finish”



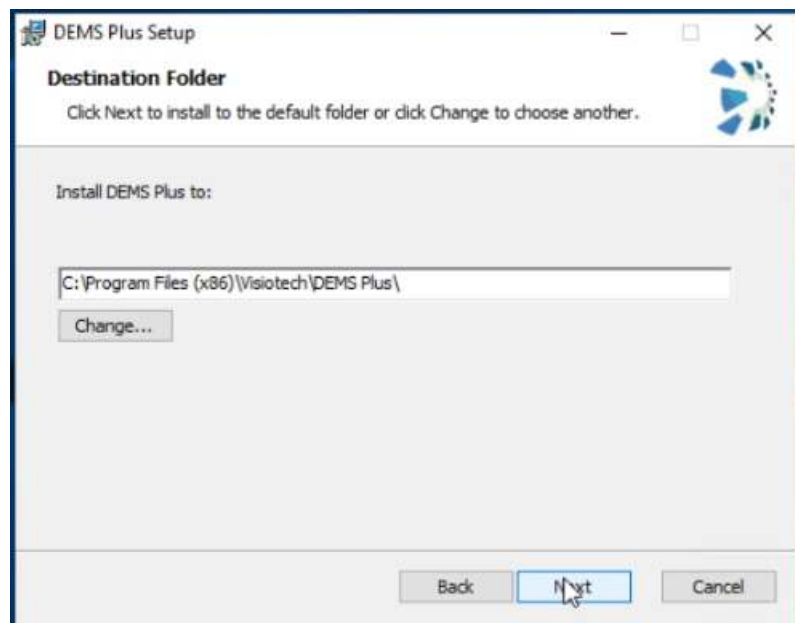
- The installation automatically starts the DEMS Plus install after the prerequisites installations are done.
- It may take a minute or so for the “Next” button to appear.
- Click on “Next”



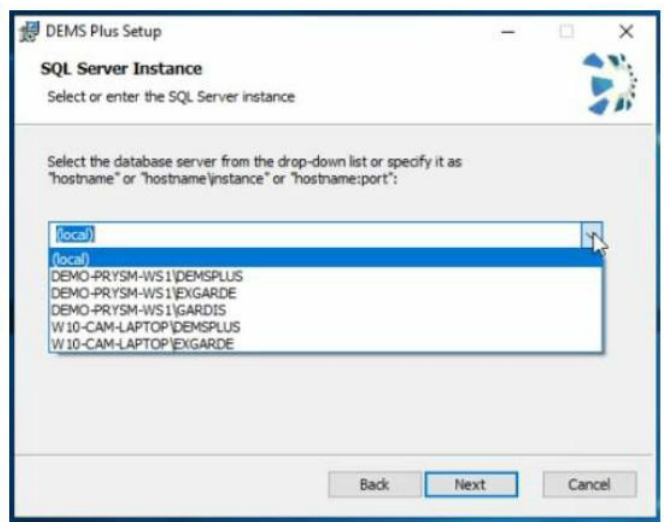
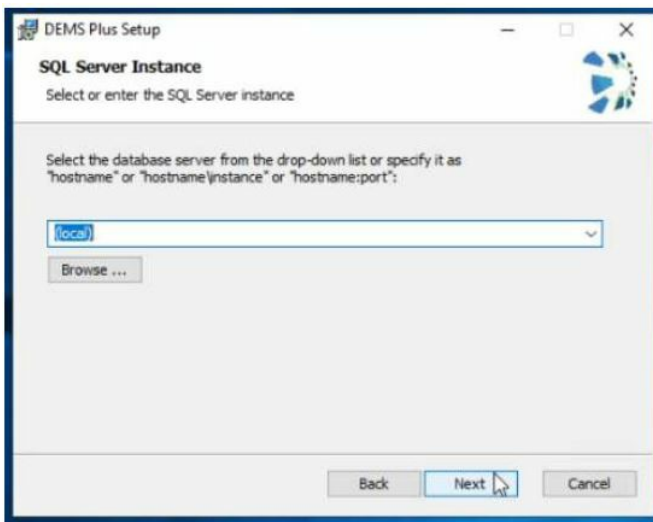
- Read and check the “I accept the terms in the license Agreement”, then click on “Install” to continue.
- click on “Next” to continue



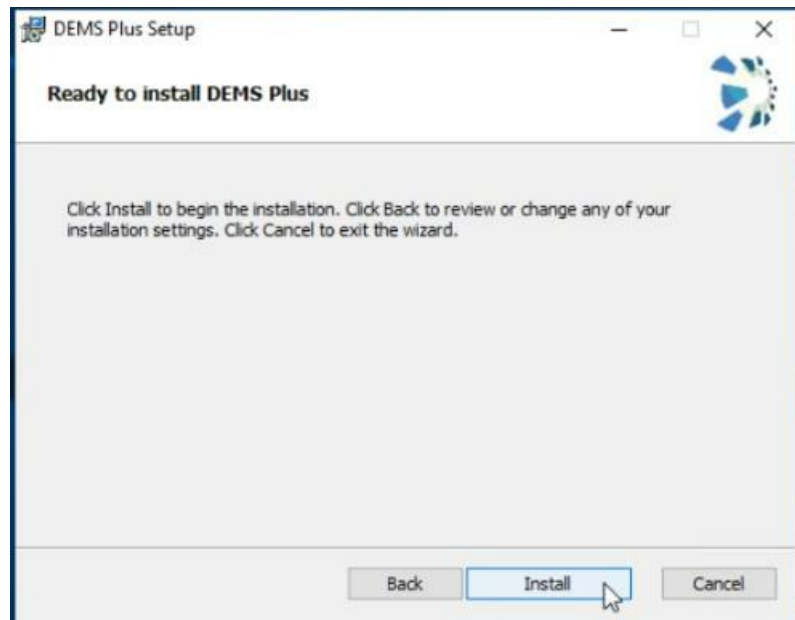
- Chose the location where you would like this to be installed (recomend not to change)
- Click “Next”



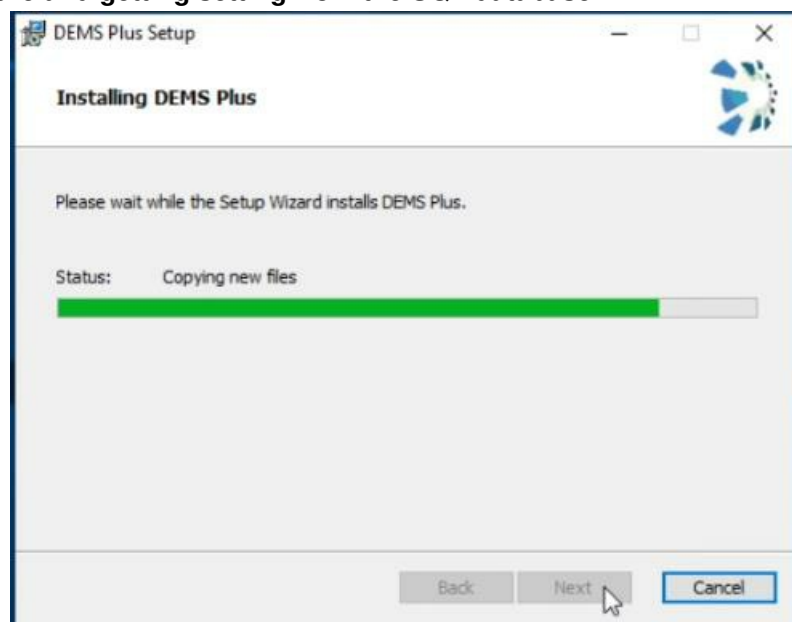
- Chose the Database you would like DEMS to connect to.
- If setting up single software system leave on “Local” and this will connect to the local SQL that was installed ealier during the installation.
- If installing as a client and wanting to connect to a remote database, use the dropdown options to select the Database you wish to connect to.
- **NOTE** (If wanting to connect to remote SQL Database and is not yet setup or shown in dropdown options Select “Local” and then contact support when ready to connect remote database.)
- Click “Next”



- Once a database connection is made a new window will open.
note (If installing a client to remote database please see the “Trouble Shooting” section at the end of this manual)
- Click “Install”

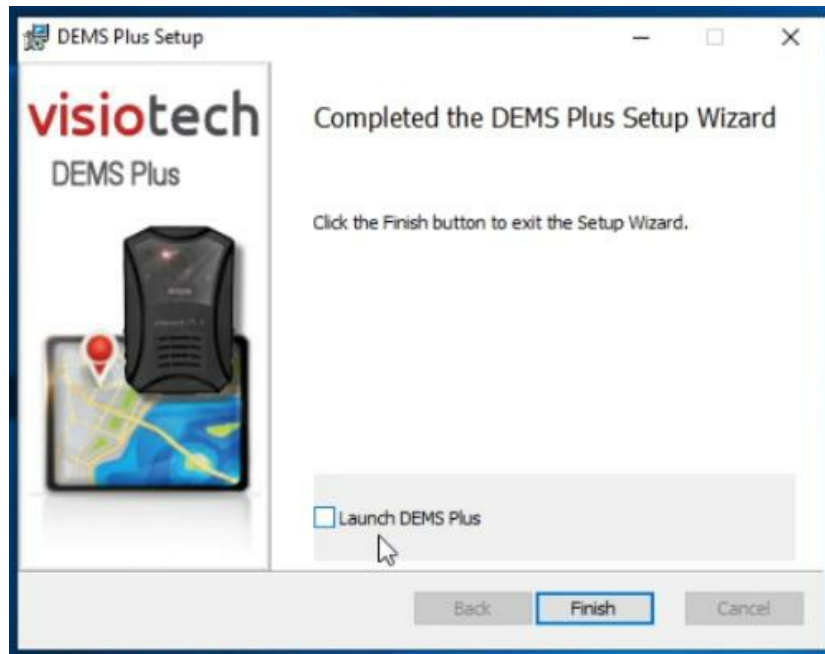


Now install the software and getting setting from the SQL database



- Once DEMS Plus is installed you will get a window to confirming the installation.
- Check the “Launch DEMS Plus” option if you wish to start DEMS Plus right away.
- Click “Finish”

(**Note**, PC may require re-start after installation)



SETUP OF DEMS DOCKING SOFTWARE

LOGGING ONTO DEMS DOCK

Log onto the software with the default Administrator account:

- **User ID:** 000000
- **Password:** 123456

FEATURES OF THE DEMS PLUS SOFTWARE

1. Supports the multi-layer AES256 + RSA decryption. The customers private key is saved in the folder “key”.
2. Supports tracking playback on the Map.

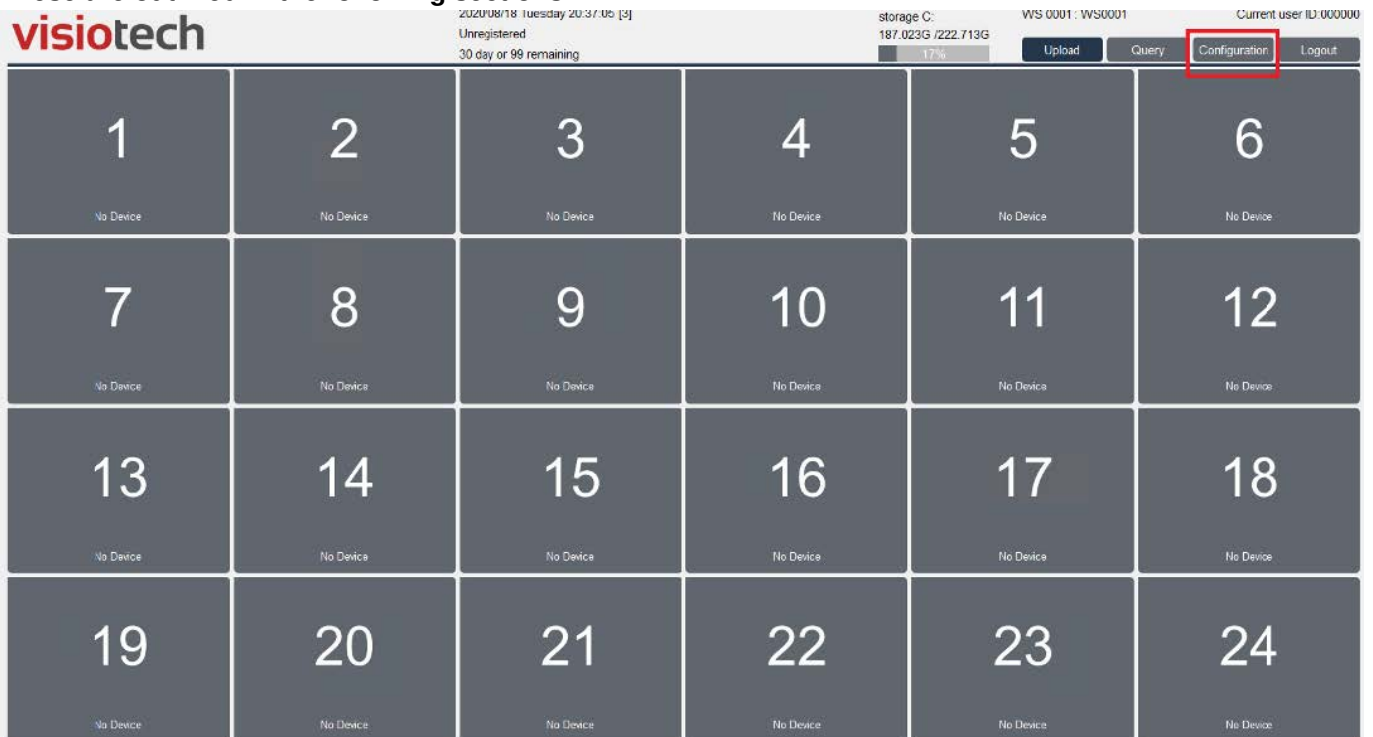
3. Supports Case Reports, File Comments and Search Based on comments
4. Improved search filters
5. Supports theme settings (Only 1 theme now)
6. User Management with different levels of permission
7. User Management with photo
8. Remote Database Connection
9. Remote centralised storage for Footage
10. Server/client setup
11. Set custom Body Camera Layout
12. GENETEC VMS Integration (Licensed)

DEMS PLUS PROGRAMMING

In the “Configuration” screen, administrators have access to the following areas:

- Device Tab
- User Management Tab
- Configuration Tab
- Log Tab

These are outlined in the following sections



DEVICE TAB

The DEMS Plus software supports the Visiotech VC and Visiotech VS series of Body Cameras. Only basic configuration of the Body Cameras can be completed from this page. The Camera Manager application is used for more comprehensive body camera configuration. Options may change depending on camera firmware

Note: Only plug one camera into your PC when connecting and configuring a device.

- **Visiotech VS Supports:**

User ID, Device ID and resolution settings.

- **Visiotech VC Supports:**

- User ID, Device ID, Resolution, Video Length, Photo Resolution, Loop Recording, Auto IR, Pre-record and Post Record Setting.
- USB Mode: Supports User ID and Device ID settings
- **Note:** These ID settings are applied to camera hardware only
- Use the “Read” button to read a connected cameras configuration
- Use the “Write” button to write configuration settings to a connected camera

DEMS+ V5.21.0.0

2022/11/28 Monday 08:43:23 [7]
Registered Administrator

storage // 322.976G / 2680.723G
88%

WS 0001 : WS0001
Upload Query Configuration

Current user

Device User Management Configuration Log

Select your device:

- ☒ Visiotech VS
- ☐ Visiotech VC
- ☐ Visiotech VC-1

User ID:

Device ID:

Video resolution: 1080P

Photo resolution: 32M

Video length: 5 minutes

Loop recording: Off

Pre-record: Off

Post-record: Off

Automatic infrared: Off

Read Write

USER MANAGEMENT TAB

The User Management Tab is used to add, delete users and set their access to the DEMS Plus Software functions.

- **Add User:** Program a new user by completing the user info fields then click the “Add” button.
- **Delete User:** Select the user to delete in the “User List” section and click the “Delete” button.
- **Modify Current User account:** Select the user to modify in the “User List” section, then modify the user in the user info section, click the “Modify” button when complete.

DEMS+ V5.7.0.0

2020/08/18 Tuesday 20:40:02 [9]
Unregistered
30 day or 99 remaining

storage C: 187.022G / 222.713G
17%

WS 0001 : WS0001
Upload Query Configuration Logout

Current user ID: 000000

Device User Management Configuration Log

User list

Image	User ID	Device ID
	000000	0000000

User Info

User ID*

Camera ID*

User name

Password

Department

Site name

User role

- ☒ User
- ☐ Department Manager
- ☐ Administrator

Administrative Rights

☐ Add user ☐ Add device

Security Permissions

☒ Tagged ☐ Delete data ☒ Report ☐ Export ☐ Software settings

Data Query

- Personal data
- Department data
- All data

Image (300 * 300px)

Image

Add image

Add

Modify

Delete

Information description:

- **User List:** The user accounts currently programmed in the DEMS software database.
- **User Info:** Details user information including; User ID, Device ID, Name, Department, Organisation, User Photo and their user role.
- **User Permissions:** These include the User Management, Operation and data Access. There are default permissions for different User Roles. Also, the admin account holder can customise these further if necessary.
- **Note:** These ID settings are applied to user account in software database

CONFIGURATION TAB

The configuration tab is used to define storage paths and other software settings including file lifecycle periods.

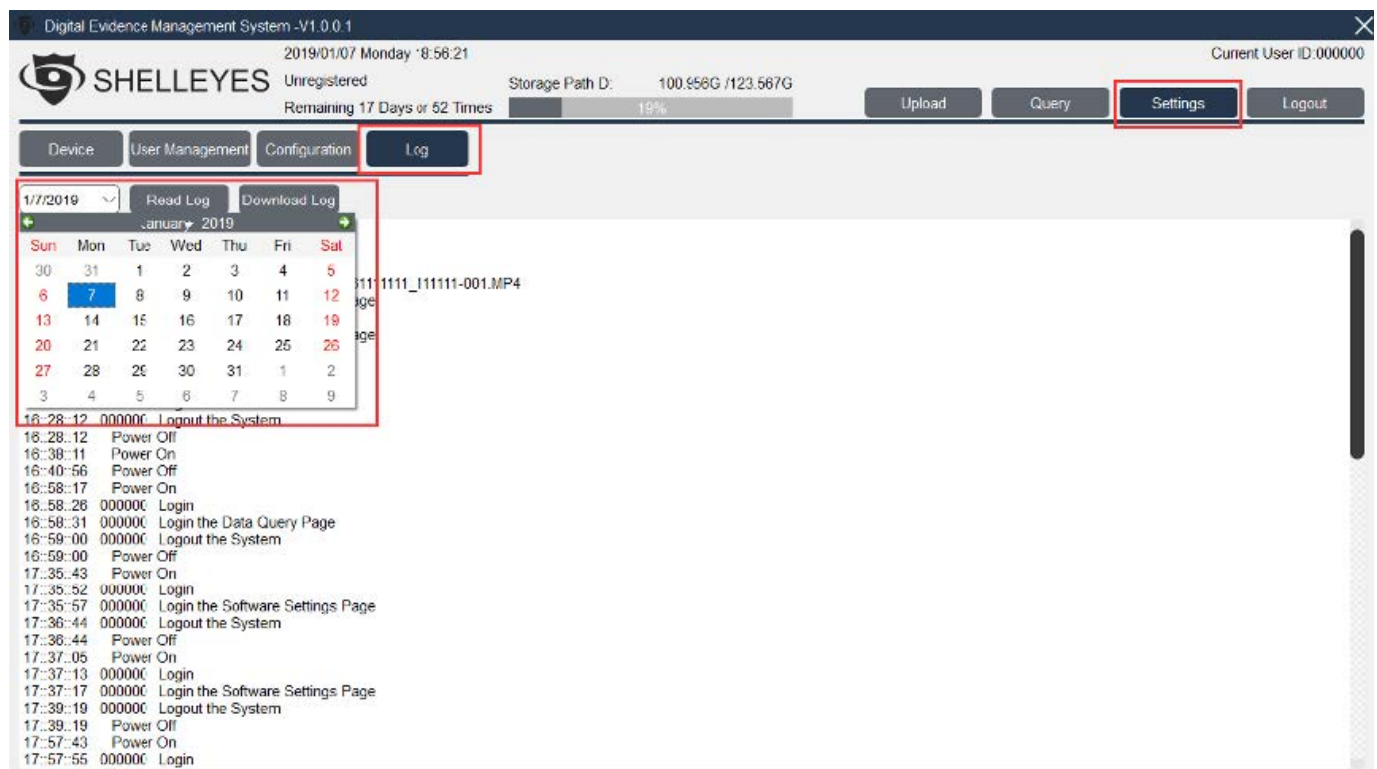
The screenshot shows the 'visiotech' DEMS+ V5.7.0.0 interface. The top bar includes a date/time stamp (2020/06/18 Tuesday 20:48:24 [9]), storage status (Unregistered, 30 day or 99 remaining), storage C: (187.022G / 222.713G, 1%), and workstation ID (WS 0001 - WS0001). The 'Configuration' tab is selected, showing a 'Storage paths' list with 'C:/DEMS' and a 'Software Settings' section with various configuration options like Theme, Language, Scan interval, Minimum free space, Total capacity alarm, File retention days, Number of days to save important files, Log retention days, Workstation Name, and checkboxes for deleting files on camera, registering camera, startup with Windows, virtual keyboard, and USB binding. A 'Software registration' section at the bottom prompts for a registration code. Buttons for 'Add path', 'Delete path', 'Register', and 'Save Settings' are visible.

- **Storage Paths:** In the Storage Path List, the first path is the primary storage path and the 2nd path is the spare storage path. Once the primary one is full, or not available, the software will switch to spare or secondary storage path.
- **Scan Period:** This determines the scan time of the software. DEMS Plus will scan the body cameras every 10 seconds. If your computer is a low-performance PC, it is recommended to set this to 10 seconds.
- **Minimum free space pre drive:** Will change to next drive once drive and reached the set % of free space left. If all drives are full software will stop uploading footage and will not delete off camera.
- **Total capacity alarm:** Will pop-up an alarm window and storage amount will show in red once set % of free space is available.
- **File retention days:** Deletes the files after the specified day. For example, the software will delete the normal files (without tags) after 30 days. (0 day will not delete any files) Number of days to save important files (TAGGED): Deletes the files after specified time. For example, the software will delete the TAG files after 365 days. (0 day will not delete any files)
- **Log retention days:** Deletes Log files at the specified time. For example, the software will delete the LOG files after 365 days.
- **Workstation:** Name of workstation.
- **Software Register:** Enter the Software key for DEMS Plus licencing. This key will be supplied by Comvision. Two Licences available, Standard and Administrator (PLUS). Administrator (Plus) licence allows that licenced workstation to query files uploaded from other workstations.

- **Delete files in camera after upload:** Automatically deletes the files within the camera's storage after the footage has been uploaded into the DEMS Docking Station.
- **Register Camera before Upload:** If activated, the software will match the camera ID with the user account ID in the database. It only allows the bound cameras to dock and upload video.
- **Startup with Windows:** Enables DEMS Plus to auto -start and logon when windows start. (Program will start without logon window)
- **Virtual Keyboard:** Enables onscreen keyboard
- **USB Binding:** Feature not available

LOG TAB

This page contains all operational logs for the DEMS software. Including, login, logout query, delete and so on.



INSTALLATION OF DEMS MAPVIDEO PLAYBACK SOFTWARE

- In the DEMS install ZIP File there is a “MapVideo_For_DEMS V5.10.2.ZIP” file. This software is used as part of the DEMS software and is also required for playing video files after they are exported and Encrypted from the DEMS Plus Software.
- Extract the zip file to your required directory making it available for users to use with exported video files.
- The MapVideo application will play the video files and display GPS map tracking for the video file.
- If the video files are encrypted, the encryption key must be programmed in the key folders in order to successfully play the files. This process is detailed in the Encryption Setup section of this manual.

FIRMWARE UPGRADE PROCESS

Each of the Visiotech Body Cameras have a different firmware upgrade process:

VISIOTECH VS-X BODY CAMERA FIRMWARE UPGRADE

1. You will need to use the VS-2 Cam Manager Software to unlock the camera and access the camera directory.
2. Copy the firmware file into the root directory of Visiotech VS-2 body camera, then reboot the camera.
3. The Visiotech VS-2 body camera will enter the firmware update procedure automatically after rebooting.
4. During the upgrade, the Visiotech VS-2 body camera may reboot several times.
5. Do not turn the camera off until the upgrade is complete. The upgrade can take several minutes.

VISIOTECH VC-2 BODY CAMERA FIRMWARE UPGRADE

1. You will need to use the VC-2 Cam Manager Software to unlock the camera and access the camera directory.
2. Copy the firmware file into the root directory of Visiotech VC-2 body camera, then reboot the camera.
3. The Visiotech VC-2 body camera will enter the firmware update procedure automatically after rebooting.
4. During the upgrade, the Visiotech VC-2 body camera may reboot several times. The RED LED on the camera will flash for up to 2 minutes before rebooting.
5. Do not turn the camera off until the upgrade is complete. The upgrade can take several minutes.

ENCRYPTION KEY SETUP



















VISIOTECH VS-2 BODY CAMERA AES-256 ENCRYPTION KEY

For AES-256 encryption to work on the VS Series of Body cameras, a user's encryption key must be programmed into the camera and in any Visiotech software that plays the video files.

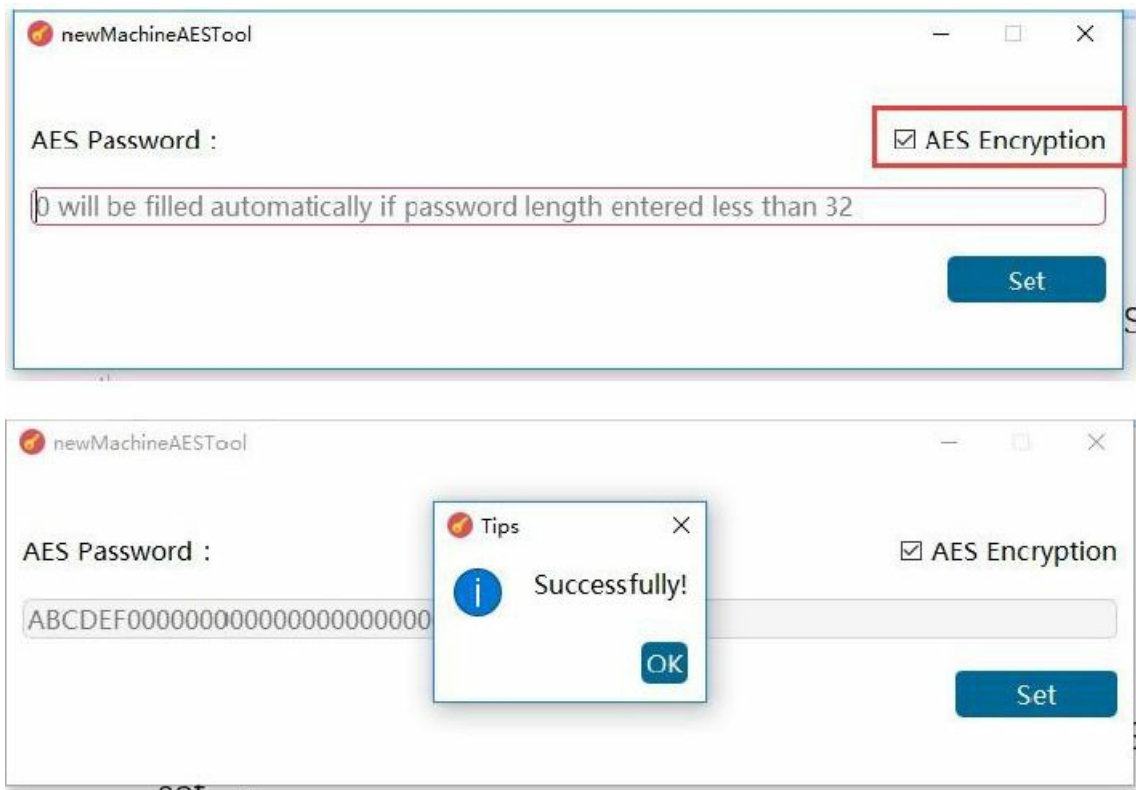
The following procedure details this:

VISIOTECH VS-2 BODY CAMERA PROCEDURE:

1. Connect the Visiotech VS-2 body camera to the USB port of your computer, start the AES Tool provided by Comvision.

	AESKey		3/07/2019 2:35 PM	File folder	
	platforms		3/07/2019 2:35 PM	File folder	
	AES function on F Eye		26/06/2019 6:29 PM	Adobe Acrobat Docu...	133 KB
	libusb0.dll		24/04/2015 11:36 AM	Application extension	66 KB
	libusbctrl.dll		9/06/2019 11:34 PM	Application extension	2,629 KB
<input checked="" type="checkbox"/>	 newMachineAESTool		21/06/2019 5:00 PM	Application	146 KB
	Qt5Core.dll		24/10/2018 2:56 PM	Application extension	4,667 KB
	Qt5Gui.dll		7/06/2018 5:17 AM	Application extension	4,853 KB
	Qt5Widgets.dll		7/06/2018 5:20 AM	Application extension	4,364 KB

2. Tick "AES encryption" to enable the AES function. Enter a 32-character AES key and click set to write the AES password into the camera.



3. The AES key will be generated and automatically put into the folder.

<input checked="" type="checkbox"/>	AESKey	✓	3/07/2019 2:35 PM	File folder	
<input type="checkbox"/>	platforms	✓	3/07/2019 2:35 PM	File folder	
<input type="checkbox"/>	AES function on F Eye	✓	26/06/2019 6:29 PM	Adobe Acrobat Docu...	133 KB
<input type="checkbox"/>	libusb0.dll	✓	24/04/2015 11:36 AM	Application extension	66 KB
<input type="checkbox"/>	libusbctrl.dll	✓	9/06/2019 11:34 PM	Application extension	2,629 KB
<input type="checkbox"/>	newMachineAESTool	✓	21/06/2019 5:00 PM	Application	146 KB
<input type="checkbox"/>	Qt5Core.dll	✓	24/10/2018 2:56 PM	Application extension	4,667 KB
<input type="checkbox"/>	Qt5Gui.dll	✓	7/06/2018 5:17 AM	Application extension	4,853 KB
<input type="checkbox"/>	Qt5Widgets.dll	✓	7/06/2018 5:20 AM	Application extension	4,364 KB

4. Reboot the camera.

5. Go into the camera menu settings and set the AES Encryption setting to on.

- Note:** Using this menu setting, users can turn encryption on and off as required. When set to on the camera will use the key in the camera.

VISIOTECH SOFTWARE AES KEY PROCEDURE:

- Copy the AES key folder from the AES encryption tool into the installation directory of the Visiotech DEMS Plus Software Folder.

<input type="checkbox"/> Name	Date modified	Type	Size
<input checked="" type="checkbox"/> AESKey	15/06/2020 2:20 pm	File folder	
iconengines	15/06/2020 2:20 pm	File folder	
imageformats	15/06/2020 2:20 pm	File folder	
key	15/06/2020 2:20 pm	File folder	
log	15/06/2020 2:20 pm	File folder	
mediaservice	15/06/2020 2:20 pm	File folder	
platforms	15/06/2020 2:20 pm	File folder	
<input type="checkbox"/> portrait	15/06/2020 2:32 pm	File folder	
res	15/06/2020 2:20 pm	File folder	
sqldrivers	15/06/2020 2:20 pm	File folder	
config	13/08/2020 1:44 pm	Configuration setti..	1 KB
debug	13/08/2020 1:46 pm	Text Document	2 KB
icudtl.dat	7/06/2018 11:25 am	DAT File	9,894 KB
keyboard	13/11/2018 1:09 pm	Application	8,090 KB
libeay32.dll	8/04/2014 6:26 am	Application extens..	1,150 KB
libusb0.dll	28/03/2019 12:03 pm	Application extens..	66 KB
libusb-1.0.dll	29/11/2018 10:53 am	Application extens..	133 KB
libusbctrl.dll	28/03/2019 12:03 pm	Application extens..	2,625 KB
mapVideo	14/11/2019 11:15 am	Application	462 KB

2. You will now be able to play the AES encrypted video in the DEMS Docking Software.

NOTE:

- If you want to change the AES key, you will need to delete all AESKey folders and repeat this procedure.
- Do not lose the encryption key for your site. Without this key the video files are not usable.

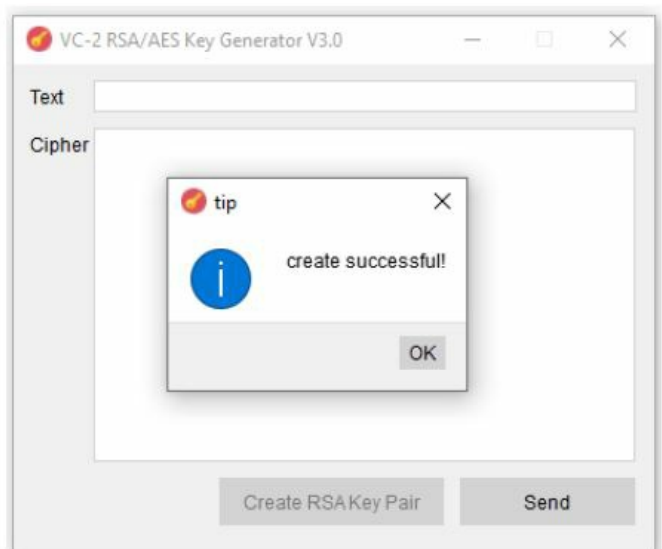
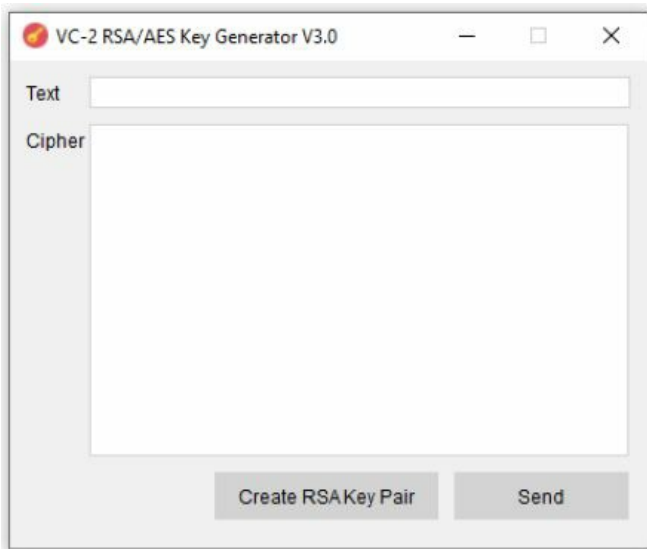
VISIOTECH VC-2 BODY CAMERA AES-256 / RSA ENCRYPTION KEY

The Visiotech VC-2 Body Camera uses a multi-layer encryption methodology. It uses RSA Encryption on the video header and AES-256 Encryption on the video data. Users can randomly generate their own RSA Encryption Key and a second AES Encryption Key is generated via the following procedure.

1. Connect the Visiotech VC-2 body camera to the USB port of your computer, unzip the file VC-2 RSA key V3 and place it into a directory of your choice, open the RSA Encryption Tool.

key	✓	7/08/2019 12:03 PM	File folder
platforms	✓	3/03/2019 4:24 PM	File folder
libeay32.dll	✓	8/04/2014 7:26 AM	Application extension
NvUSB.dll	✓	25/12/2015 1:13 AM	Application extension
Qt5Core.dll	✓	24/10/2018 11:56 AM	Application extension
Qt5Gui.dll	✓	7/06/2018 3:17 AM	Application extension
Qt5Widgets.dll	✓	7/06/2018 3:20 AM	Application extension
<input checked="" type="checkbox"/> RSA Encryption Tool	✓	6/03/2019 10:38 AM	Application
ZFYdll.dll	✓	3/06/2018 6:29 PM	Application extension

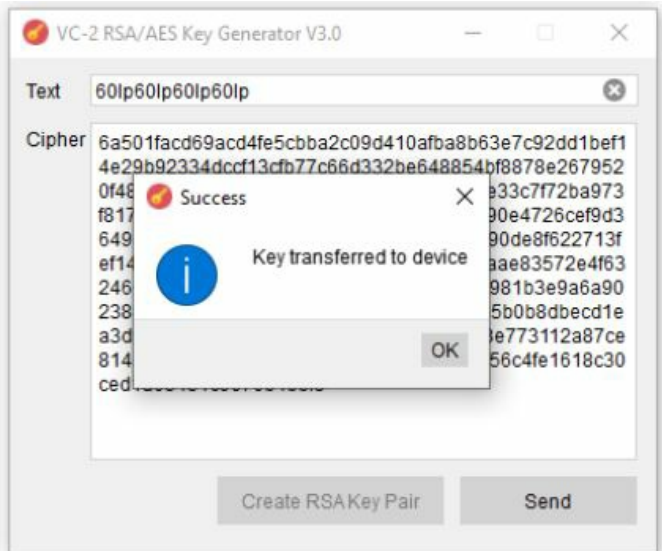
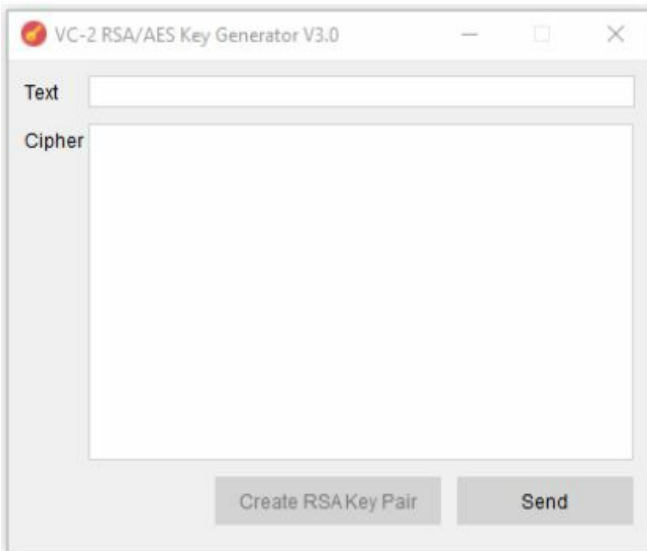
2. If you do not have and RSA keys, the Software will create a pair for you. Click on "Create RSA Key Pair" and it will create a Key folder and place your new Pair of keys into that folder



There is now a Key to Program into the VC Camera

- Click on the "Send" button to generate a random password and send it to the VC-2 camera. Once transferred to the camera you will get a pop-up window confirming this.

NOTE: If the camera does not display the "Successful" message during this process, unplug the VC-2 Camera and try again.



- The VC Series of cameras also need to be programmed to record footage as encrypted file, this is to be done Via the VC Cam Manager (See VC Manual for more details).

Other Settings					
Resolution	1296FHD	Apply	Photo Size	32M	Apply
Length of Each Video	10mins	Apply	Pre-record	Off	Apply
Auto IR	Off	Apply	Auto Power Off	Off	Apply
Speaker Volume	Off	Apply	GPS	Off	Apply
Record Notification	Off	Apply	Motion Detection	Off	Apply
Wifi Function	Off	Apply	RSA Encryption	Off	Apply
			Loop Recording	Off	Apply
			Post-record	Off	Apply
			Image Quality	High	Apply
			Record After Power On	Off	Apply
			Stealth Mode	Off	Apply

- Now go into the key folder in the VC-2 RSA key V3 directory and copy the privateKey.pem key

Name	Date modified	Type	Size
key	11/12/2018 09:54	File folder	
platforms	11/12/2018 09:54	File folder	
createRSATool.exe	06/11/2018 20:29	Application	149 KB
libeay32.dll	08/04/2014 07:26	Application extens...	1,150 KB
NvUSB.dll	25/12/2015 01:13	Application extens...	68 KB
Qt5Core.dll	24/10/2018 11:56	Application extens...	4,667 KB
Qt5Gui.dll	07/06/2018 03:17	Application extens...	4,853 KB
Qt5Widgets.dll	07/06/2018 03:20	Application extens...	4,364 KB
ZFYdll.dll	03/06/2018 18:29	Application extens...	36 KB

6. Paste the privateKey.pem key into the DEMS Plus Software directory in the folder labelled “key”

OS (C:) > Program Files (x86) > Visiotech > DEMS Plus

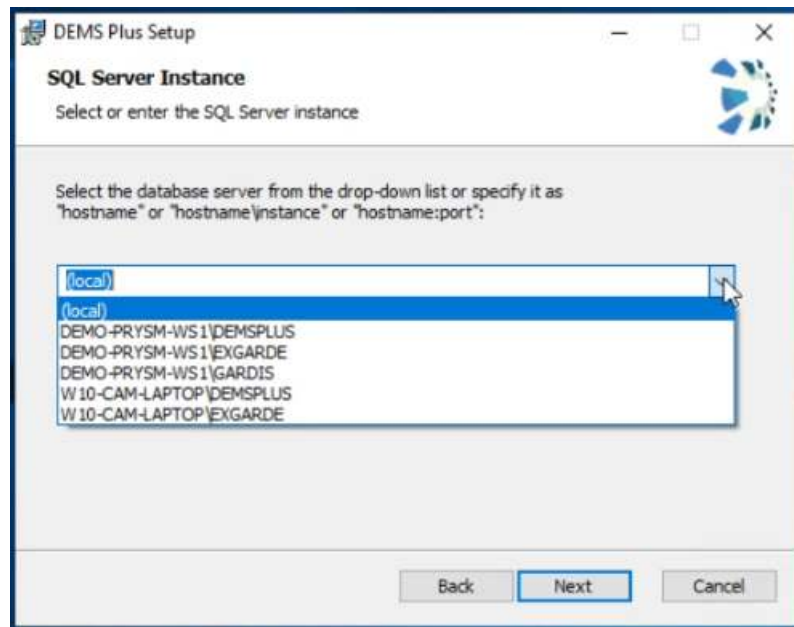
<input type="checkbox"/> Name	Date modified	Type	Size
AESKey	15/06/2020 2:20 pm	File folder	
iconengines	15/06/2020 2:20 pm	File folder	
imageformats	15/06/2020 2:20 pm	File folder	
<input checked="" type="checkbox"/> key	15/06/2020 2:20 pm	File folder	
<input type="checkbox"/> log	15/06/2020 2:20 pm	File folder	
mediaservice	15/06/2020 2:20 pm	File folder	
platforms	15/06/2020 2:20 pm	File folder	
portrait	15/06/2020 2:32 pm	File folder	
res	15/06/2020 2:20 pm	File folder	
sqldrivers	15/06/2020 2:20 pm	File folder	
config	13/08/2020 1:44 pm	Configuration setti...	1 KB
debug	13/08/2020 1:46 pm	Text Document	2 KB
icudtl.dat	7/06/2018 11:25 am	DAT File	9,894 KB
keyboard	13/11/2018 1:09 pm	Application	8,090 KB
libeay32.dll	8/04/2014 6:26 am	Application extens...	1,150 KB
libusb0.dll	28/03/2019 12:03 pm	Application extens...	66 KB
libusb-1.0.dll	29/11/2018 10:53 am	Application extens...	133 KB
libusbctrl.dll	28/03/2019 12:03 pm	Application extens...	2,625 KB
mapVideo	14/11/2019 11:15 am	Application	462 KB
NvUSB.dll	25/12/2015 12:13 am	Application extens...	68 KB

7. Now DEMS Plus Software will play back the Encrypted video files.

Trouble Shooting

REMOTE SQL CONNECTION

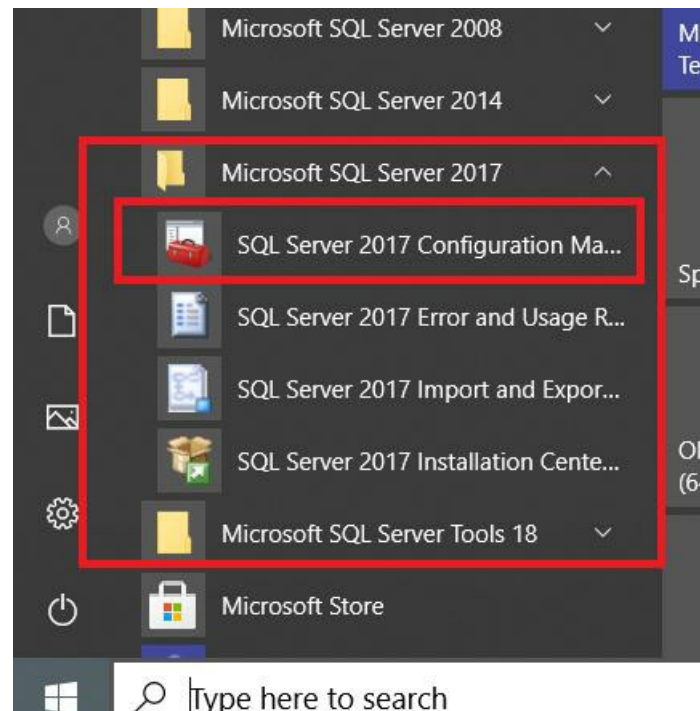
- The DEMS Plus software can connect to a remote SQL database.
- When installing a client to connect to a remote SQL the installer will search the network for Microsoft SQL server that able connect to.



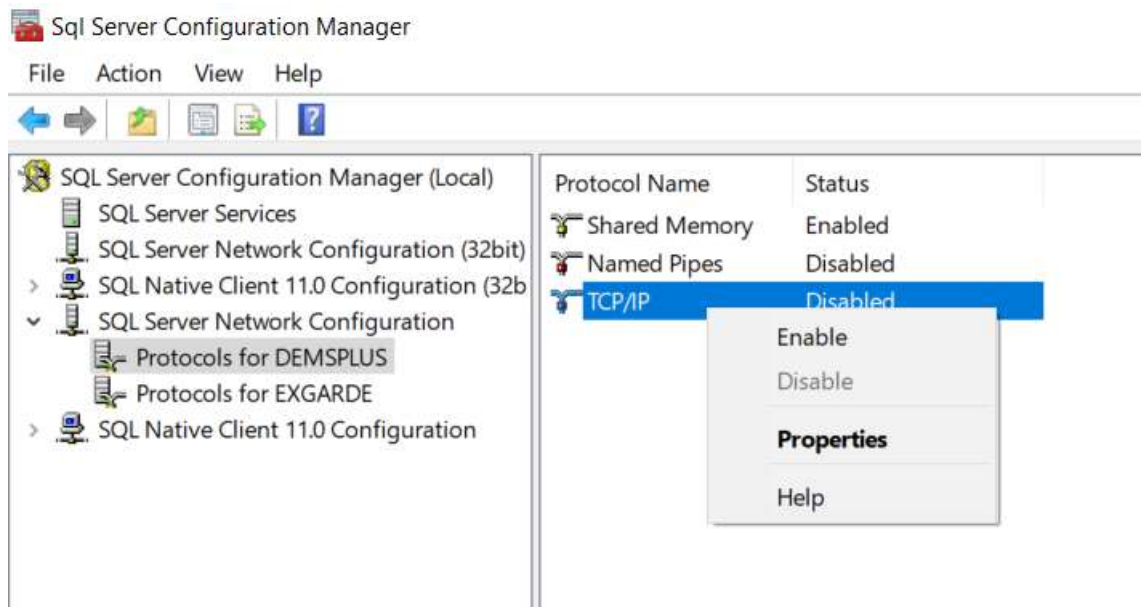
- If your database is not shown like in the above image it maybe because the SQL Server maybe not setup to receive external connections. By default, when SQL Server Express is installed it generates a random port to listen on. In addition, SQL Server Express only listens for connection on localhost. Using the SQL Server Configuration Manager, you will need to tell SQL Server Express to use port 1433.

To allow SQL Server Express to accept remote connections, please follow these steps:

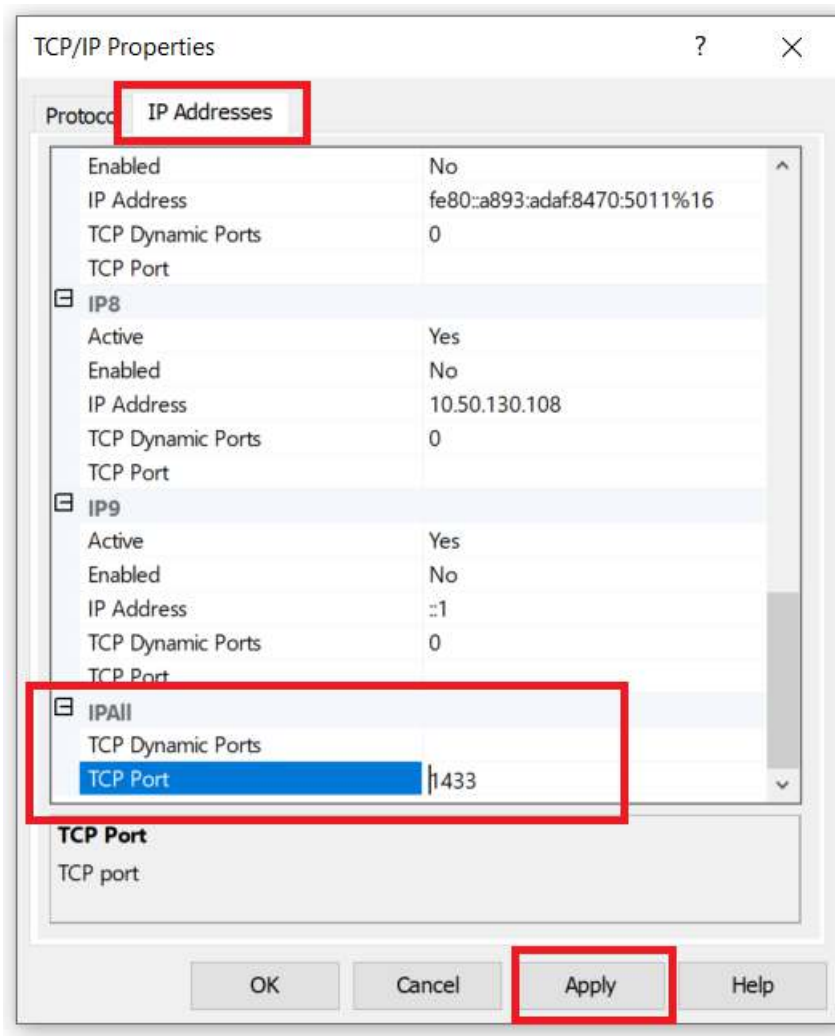
1. Log into your machine that has the SQL Express server.
2. Click Start, Programs, Microsoft SQL Server 2017 and select SQL Server Configuration Manager.



3. Select SQL Server Network Configuration
4. Double click on Protocols for SQLEXPRESS
5. Right click TCP/IP and select Properties



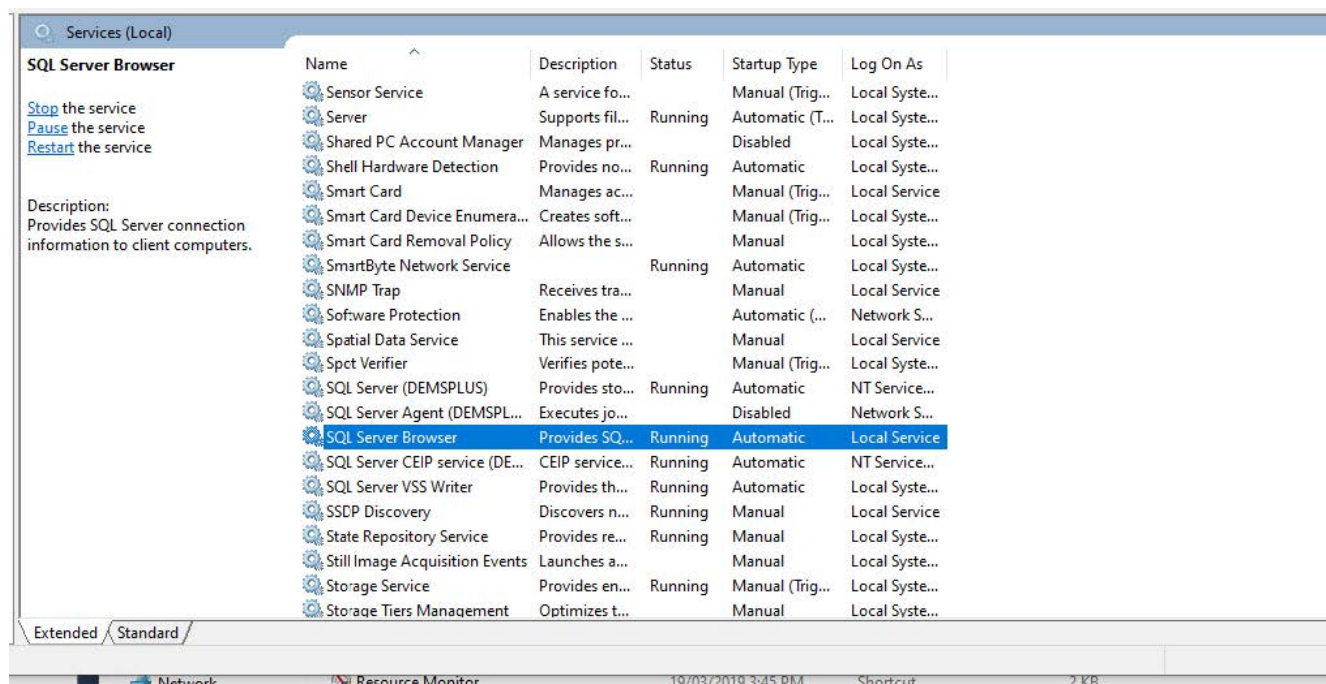
6. Scroll down to IPAll make sure TCP Dynamic Ports is blank and that TCP Port is set to 1433.



7. Click OK
8. Make sure that port: 1433 is enable on your firewall.
9. You may need to restart SQL 2017 Express or the whole machine.
10. Make sure that the SQL Browser is enabled and running.
11. Open Services
12. Double-click Services to open the services menu.
13. Find and right-click on SQL Server Browser, then click Properties.
14. Toggle the Start-up Type in the drop-down menu to Automatic.

15. Click Apply to save the changes.

16. Start the Service



CHANGING LOCAL SERVER TO REMOTE CONNECTION

If changing a local server into a remote server installation, please contact your supplier.

CAMERAS NOT FINISHING DOWNLOADING



- If one or multiple cameras are “Frozen” and not increasing on % uploaded, please check if camera encryption keys
- If not using encryption please check to make sure cameras are not programmed to have encryption on.

CHANGING CAMERA LAYOUT

If wanting to change the Upload Screen Camera layout, please contact your supplier.

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Documents / Resources

	COMVISION Docks Plus Docking Software [pdf] Installation Guide Dems Plus Docking Software, Dems Plus, Docking Software, Software
	COMVISION DEMS Plus Docking Software [pdf] User Guide DEMS Plus, DEMS Plus Docking Software, Docking Software, Software

