CARLSON PHOTOCAPTURE

USER MANUAL

Table of Contents

Installing PhotoCapture

1.1 Prerequisites

1.1.1 Verify virtualization is enabled

Open task manager, and verify that virtualization is enabled in the CPU subsection of the performance tab.
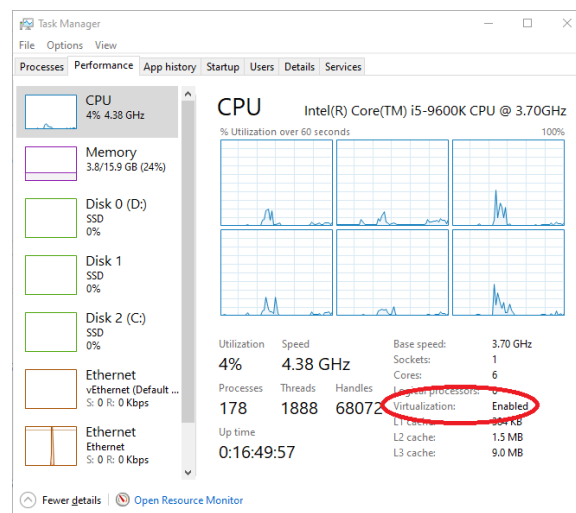

Figure 1: Task manager

If it is disabled, then follow the instructions provided by the manufacturer of your computer to enable virtualization in the BIOS.

1.1.2 Verify Windows 10 version is at least 1903

Open the run window by pressing win+r and open the "About Windows" window by typing winver and then pressing enter.
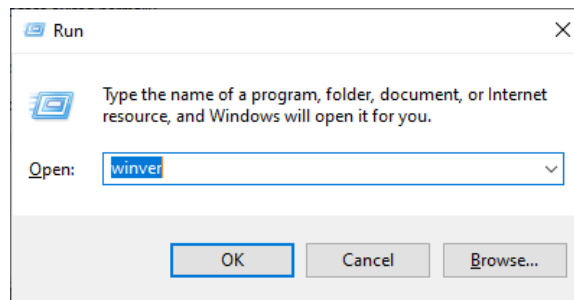

Figure 2:

In the resulting window check to make sure that Version as shown in screenshot below is at least 1903.
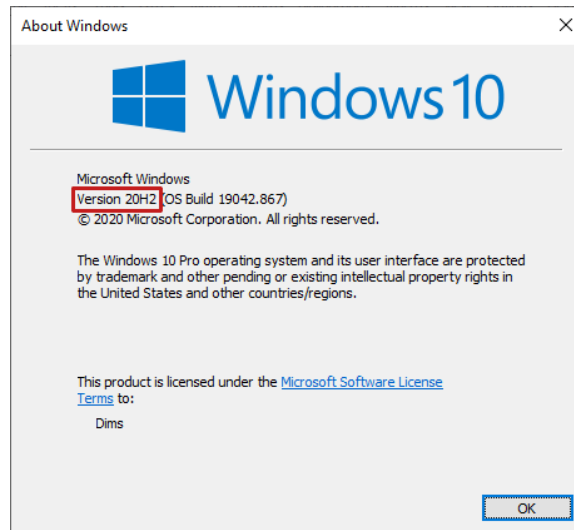

Figure 3:

If your version of Windows is below 1903, then update your installation by first clicking on the Windows button and then settings as shown below.
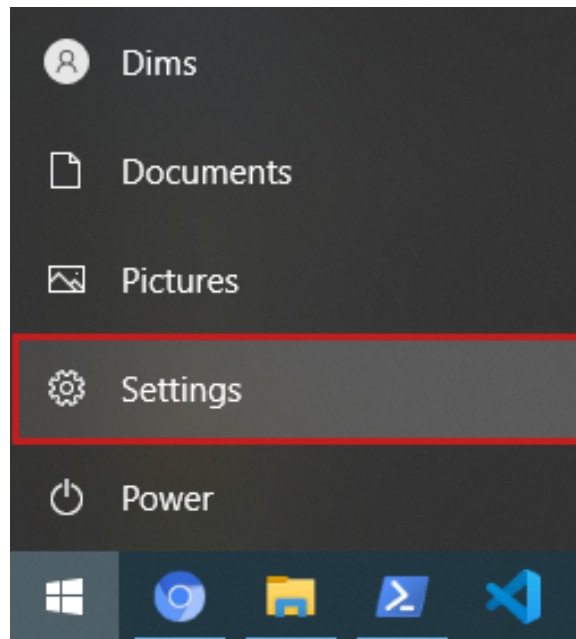

Figure 4:

In the resulting window, press Update and Security
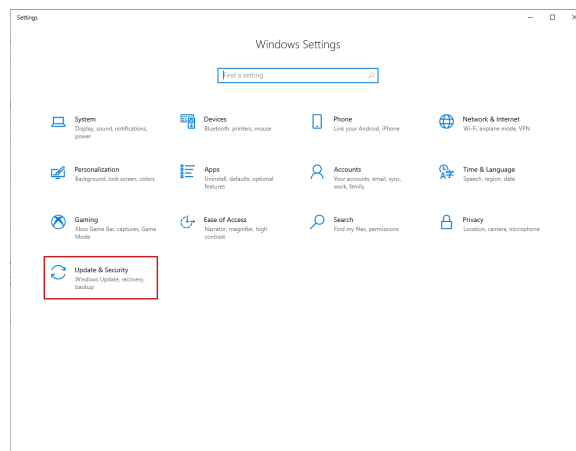

Figure 5:

Open the Windows Update blade on the left side of your screen and then press check for
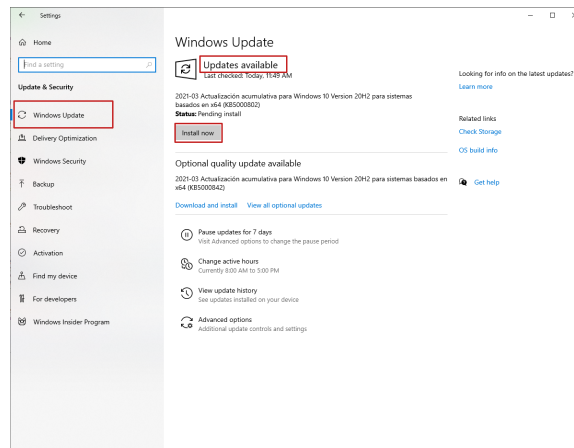updates as shown in the screenshot.

Figure 6:

1.1.3 Verify Windows Subsystem for Linux and Virtual Machine platform are enabled

Open the run window by pressing win+r and open the "Turn Windows Features on or
off" by typing optionalfeatures and then pressing enter.

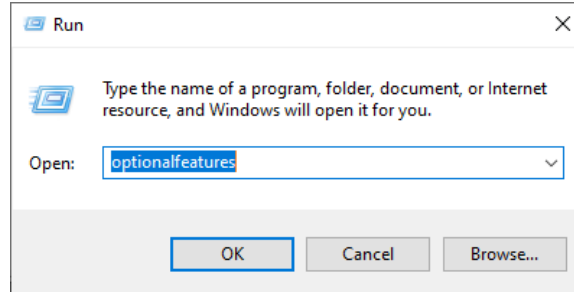Figure 7:

In the "Turn Windows Features on or off" window enable Windows Subsystem for Linux and Virtual Machine Platform by pressing the corresponding checkboxes as shown.
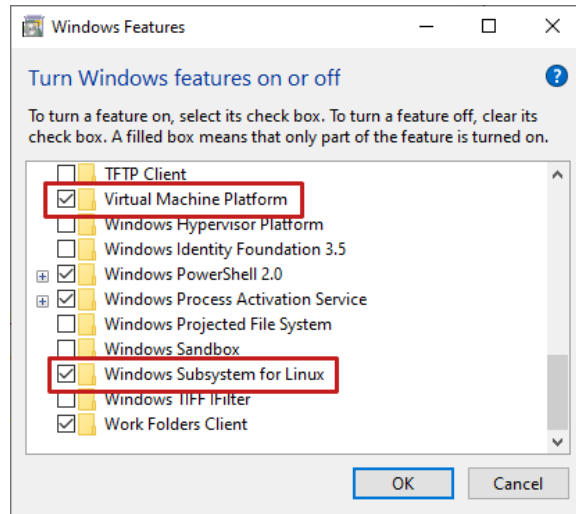

Figure 8: Turn Windows features on or off. Select VMP and WSL as shown

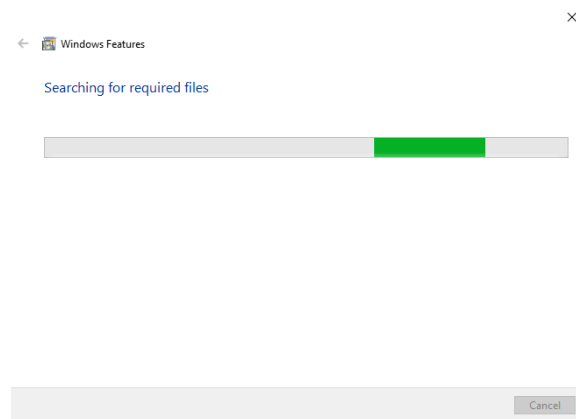Press "OK" and wait while it applies the changes.

Figure 9: Applying changes

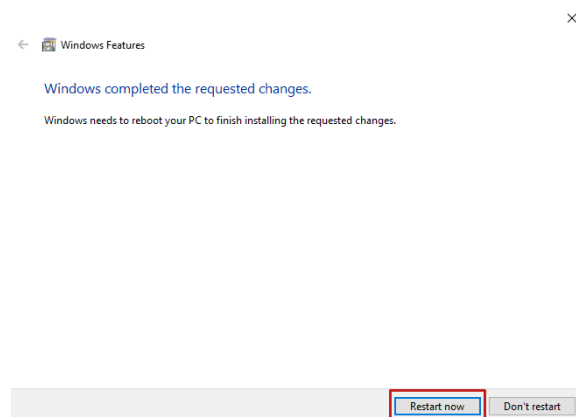Once it has completed press restart now.

Figure 10: Reboot prompt

After your computer has finished restarting you may proceed with installation of
PhotoCapture.

1.1.4   Downloading PhotoCapture

PhotoCapture is available only on Windows 10, and cannot be run in a VM. To download,
click the url: https://cpc-standalone-releases.s3.us-east-2.amazonaws.com/
CPC-s.exe

1.2   Running the PhotoCapture installer

Note: If you are installing CPC on a computer in a domain, make sure you have both
local and network administrator rights.
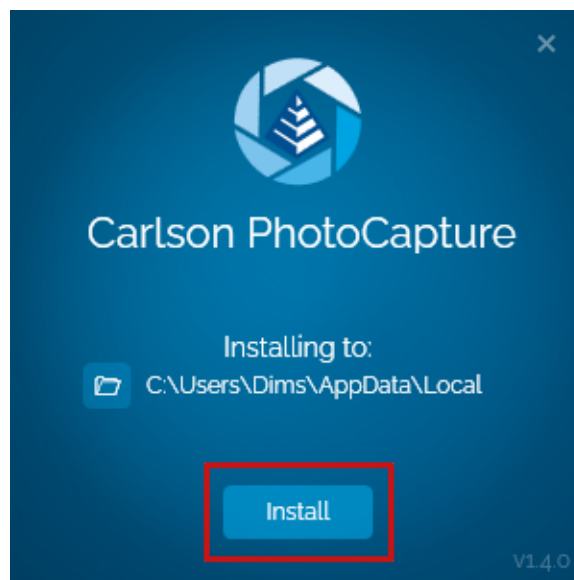

Figure 11: Main installation screen

After clicking install, the window will show the progress of the installation.
Important: Do not restart your computer during the installation unless the installer
prompts you to do so.

Figure 12: Install progress

If the installation fails a button to copy the install log will appear, please send us the logs so we can help get things working.

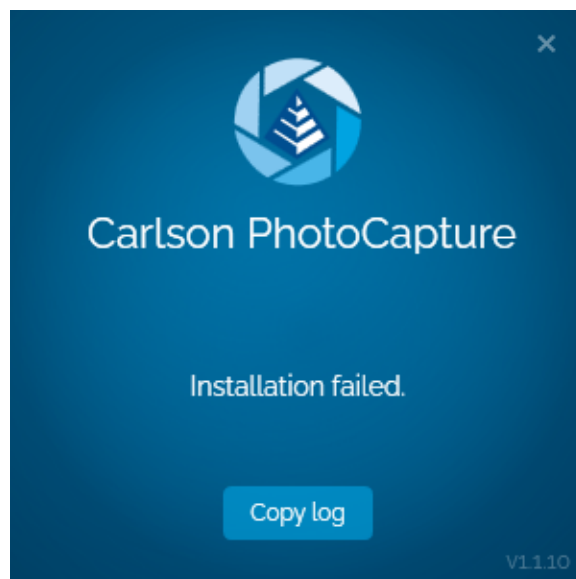
Figure 13: Failed install

Assuming the installation succeeds, PhotoCapture should launch automatically.

Using PhotoCapture

2.1   First launch

When PhotoCapture launches for the first time you will need to enter the license key you received upon purchase.
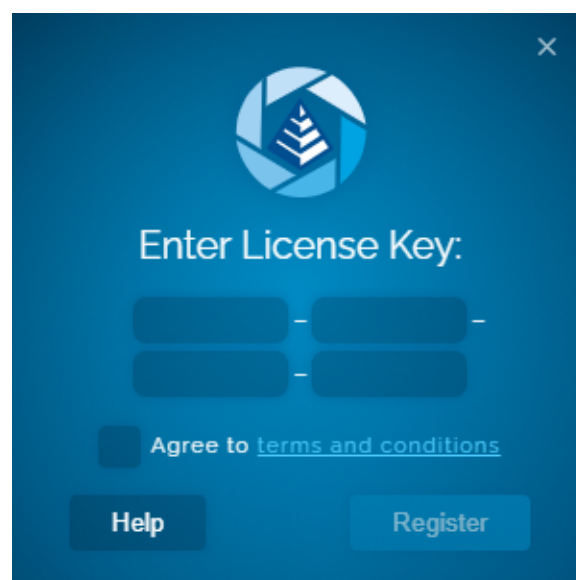

Figure 14: PhotoCapture license prompt

2.2   If things go south

Make sure that the window has focus by clicking anywhere in the "Failed to launch" window and then pressing ctrl-c to copy the logs to your clipboard.
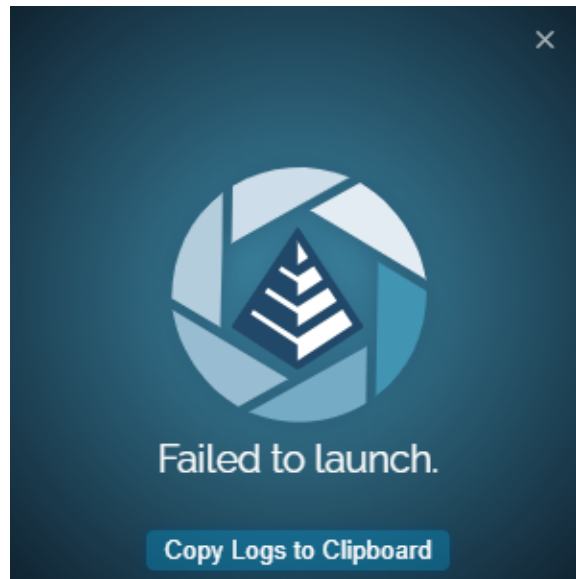

Figure 15: Failed launch

2.3   Success!

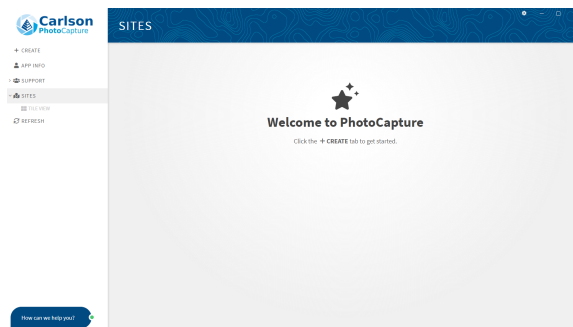Once the launch is successful the main window will show.

Figure 16: Main window

Updating PhotoCapture

PhotoCapture receives feature additions, bug fixes and updates. If your license is in good standing then you are eligible for updates. There are two methods for updating PhotoCapture: through the application user interface and from the installer. The PhotoCapture interface can be used for updating most installation scenarios. However, if there is not an internet connection available, for example if organization policy does not permit an internet connection, use the installer method.

3.1   Updating from the user interface

Launch PhotoCapture. Once the main view has opened if there is an update available you will receive a dialog prompting to install as shown below.
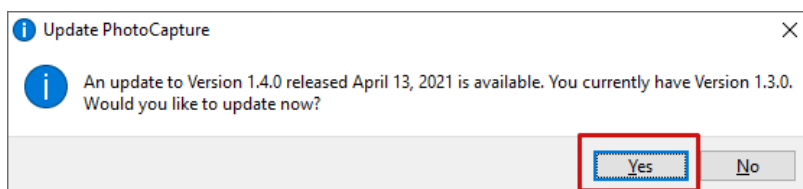

Figure 17: If you have an active license, an internet connection and there is an update available you will receive a prompt to update PhotoCapture after launching.

11

Press "Yes" on the dialog box to begin the update process. The interface should switch to one that tracks the progress of the update as shown.
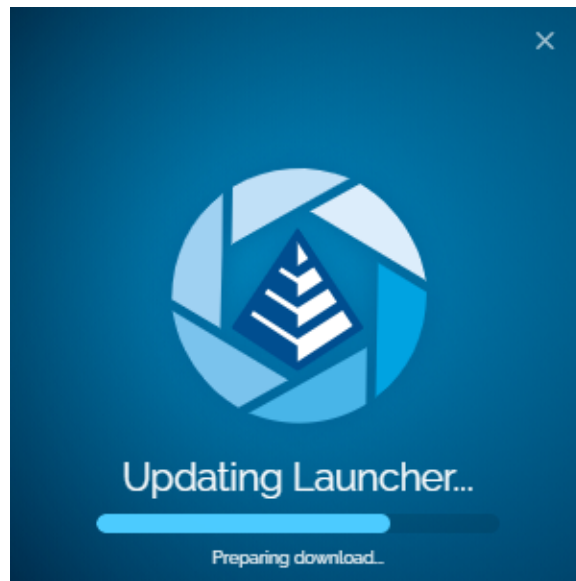

Figure 18: PhotoCapture online update progress

Once the update has completed PhotoCapture will launch the new version automatically.

3.2 Updating from the installer

Transfer the installer for the new version to the computer with the outdated version and run it. If there is an update available the window will show the installed version and new version numbers as well as an "update" button. Press the "update" button to update.
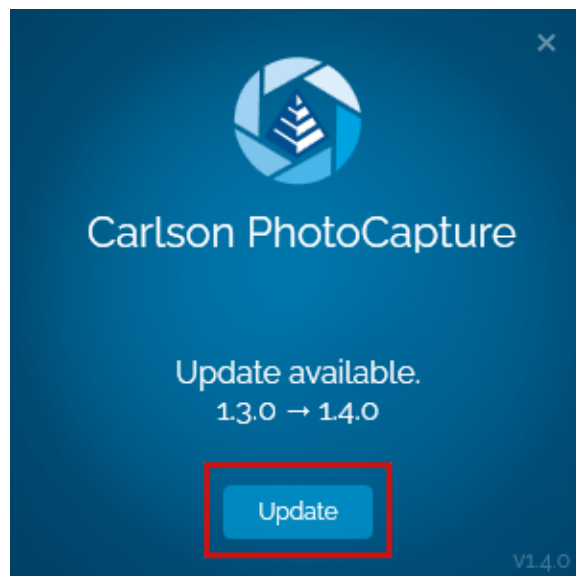

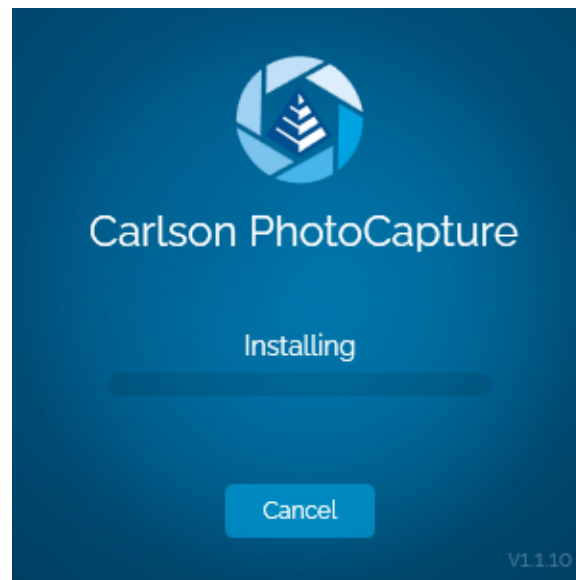Figure 19: Installer update available

Figure 20: Installer update progress

Once the update has completed PhotoCapture will launch the new version automatically.

Uninstalling PhotoCapture

4.1

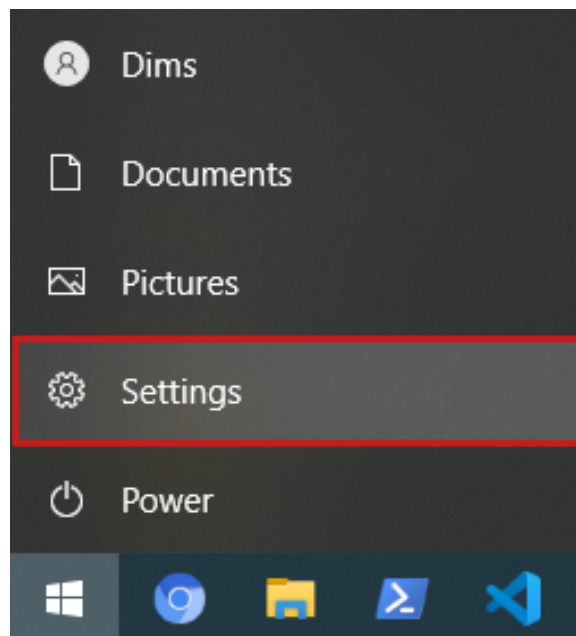First click on the Windows button and then settings as shown below.
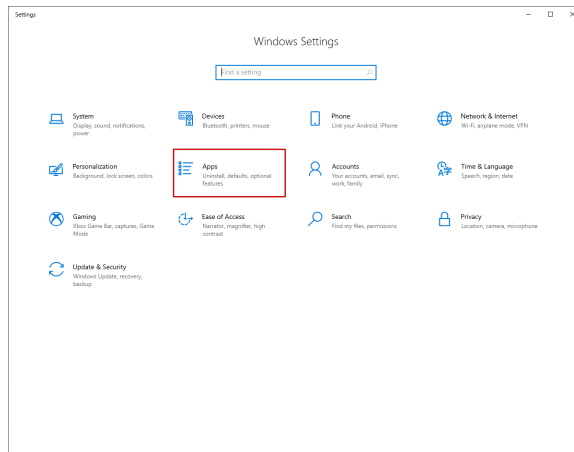

Figure 21:

Then click on Apps

Figure 22:

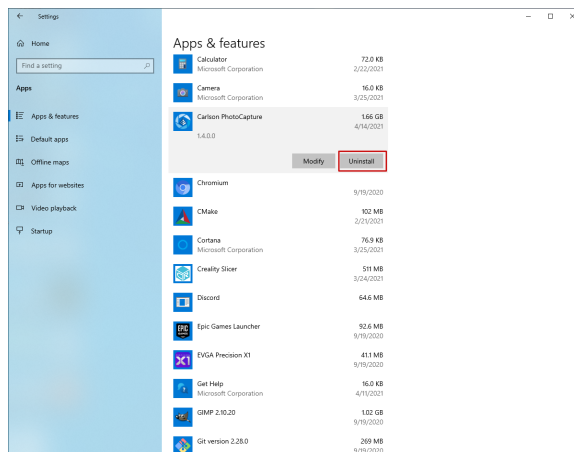Find the entry for Carlson PhotoCapture in Apps & Features and press Uninstall.

Figure 23:

Troubleshooting

5.1 Antivirus

If you have a valid license but the app is saying it is invalid, please consult the troubleshooting section that matches the antivirus you are using.
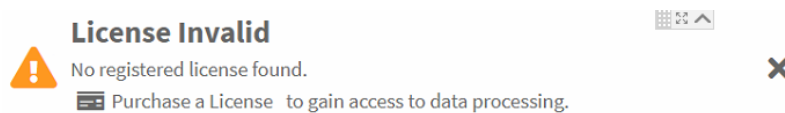

Figure 24: Example error when antivirus firewall is blocking license server

5.1.1 ESET

For step 6 you will need the path of the licensing executable and the name of the license server service. These can be found by pressing the win-r (windows key + r) shortcut to open the run box, entering services.msc to bring up the services snapin, scrolling to the entry titled "PhotoCapture License Server", right clicking and pressing properties. The service name will be LexFloatServer-39ff206b-6ffe-46af-9a33-b226f15cc84d and path to executable will contain the path to the licensing executable.

1. Open the main program window of your ESET Windows product.

2. Press the F5 key on your keyboard to access Advanced setup.

3. Click Network Protection → Firewall, expand Advanced and click Edit next to Rules. (see figure 25)
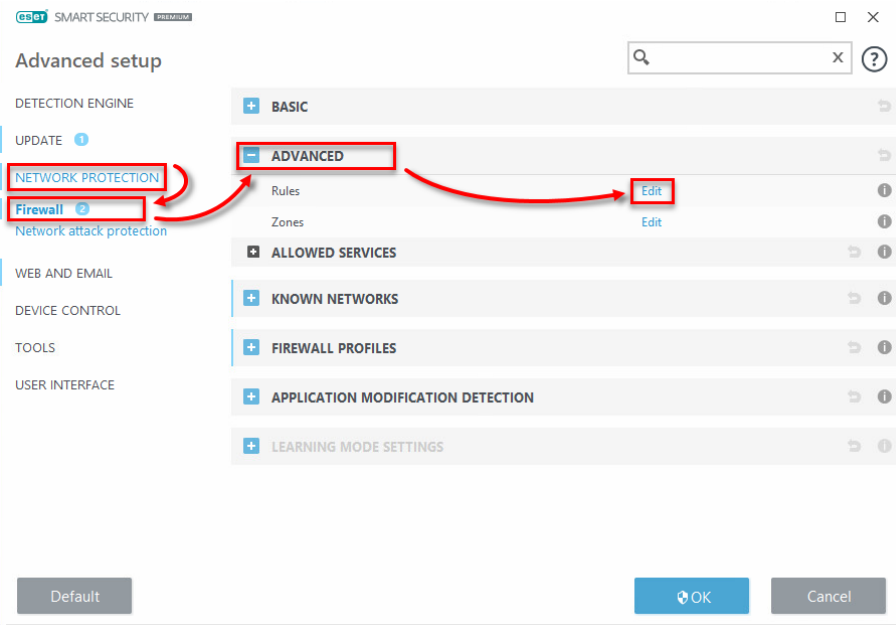
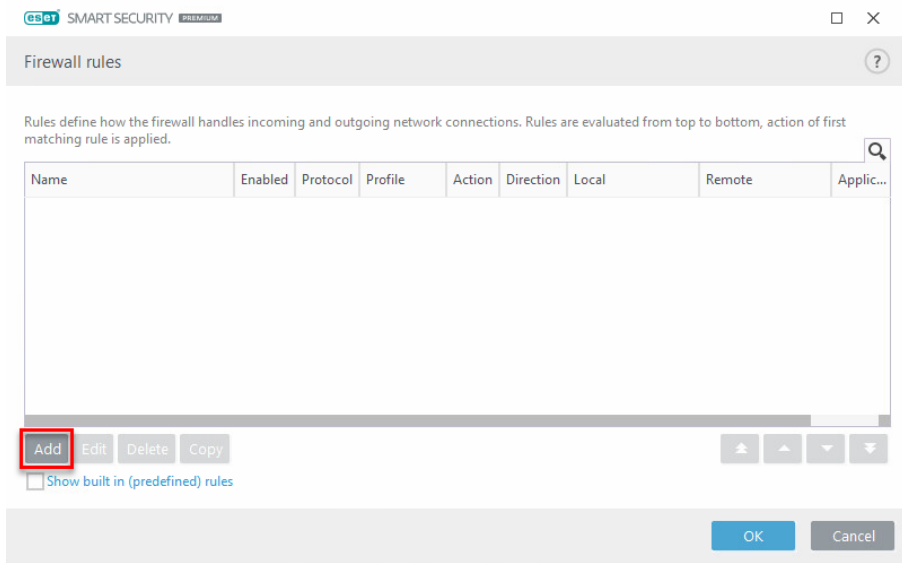Figure 25: ESET firewall settings location

4. Click Add.

Figure 26: Firewall rules window

5. Type a name for the rule, set Direction to Both, Action to Allow and Protocol to Any.
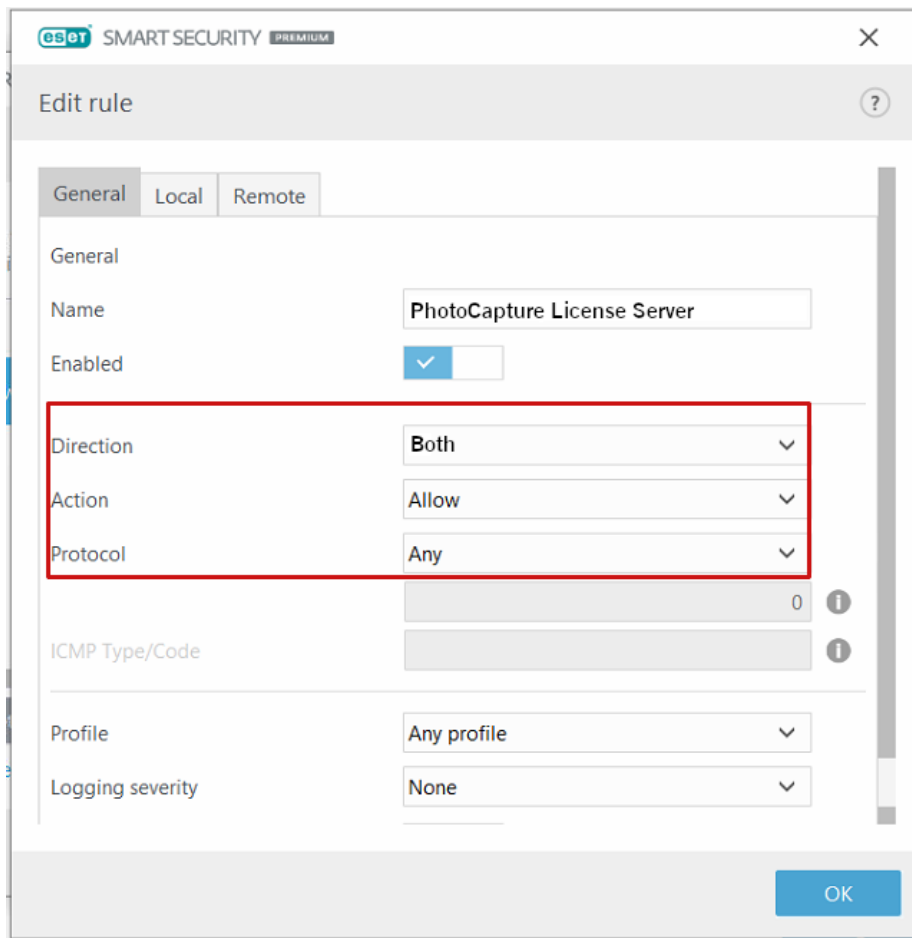

Figure 27: General pane of edit firewall rule window

6. Switch to Local tab and scroll down to the Application and Service boxes. Use the file picker in the Application box to select LexFloatServer.exe in the installation directory and paste the Service name into the Service box. The instructions for finding the path of the licensing executable and service name are detailed at the beginning of the ESET troubleshooting section. The result should resemble figure 28.
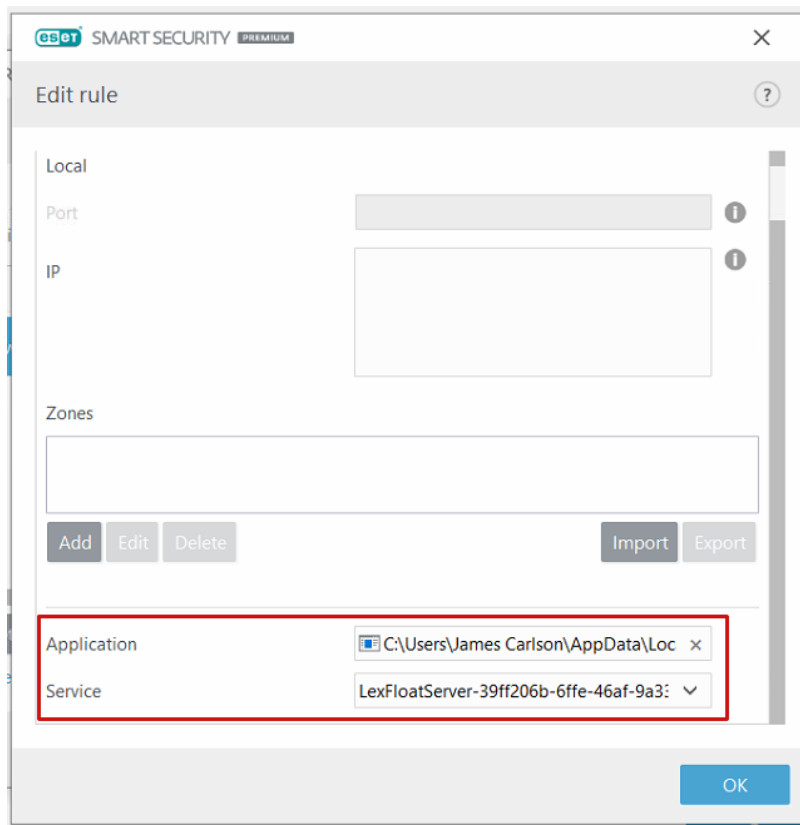
Figure 28: Local tab of edit firewall rule window

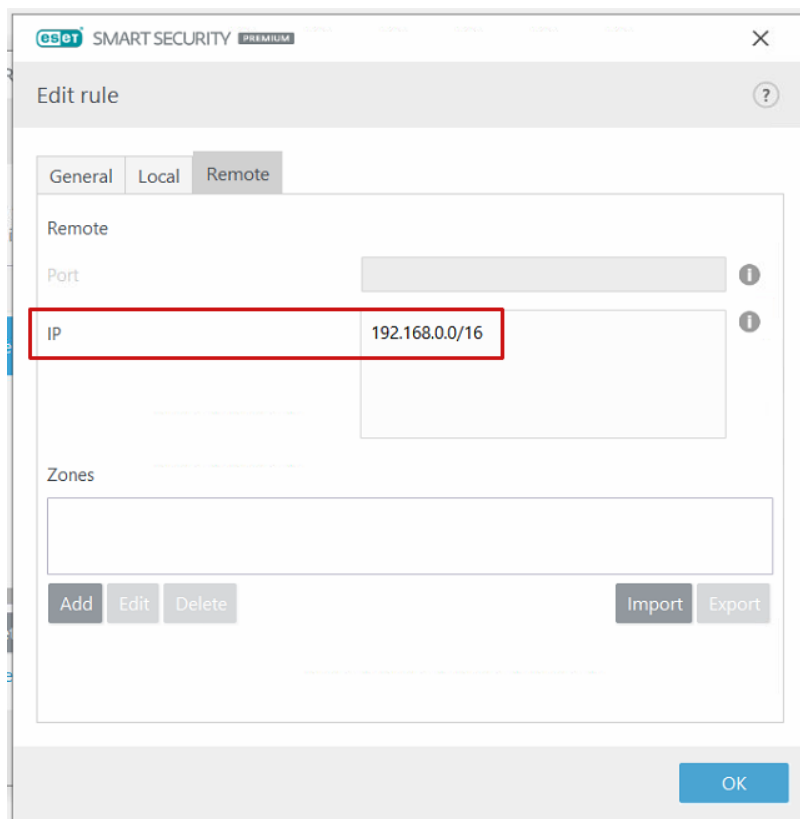7. Switch to the Remote tab and enter 192.168.0.0/16 in the ip box as shown.

Figure 29: Remote tab of edit firewall rule window

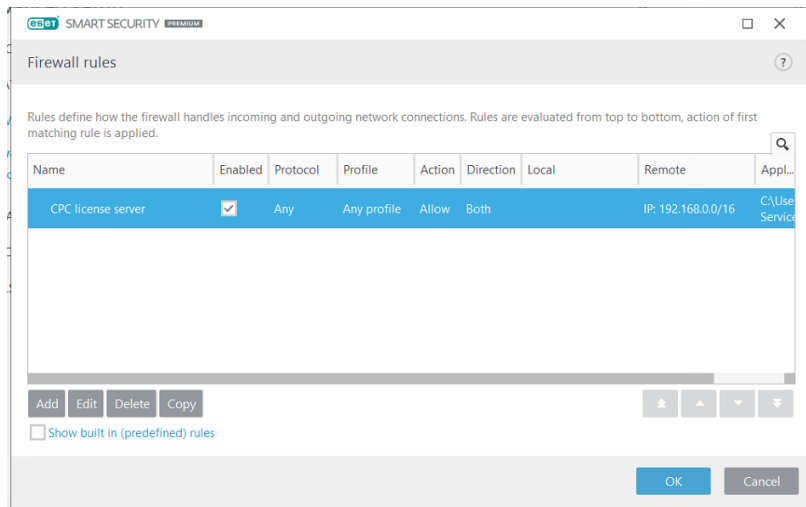8. Press ok to save the new rule. The rule should now be shown in the firewall rules window. Press ok to save the changes.

Figure 30: Firewall rules window