CARLSON PHOTOCAPTURE

USER MANUAL

Table of Contents

1	Inst	alling PhotoCapture	2
	1.1	Prerequisites	2
		1.1.1 Verify virtualization is enabled	2
		1.1.2 Verify Windows 10 version is at least 1903	3
		1.1.3 Verify Windows Subsystem for Linux and Virtual Machine plat-	
		form are enabled	5
		1.1.4 Downloading PhotoCapture	7
	1.2	Running the PhotoCapture installer	7
2	Usiı	ng PhotoCapture	9
	2.1	First launch	9
	2.2	If things go south	10
	2.3	Success!	10
3	Upd	lating PhotoCapture	11
	3.1	Updating from the user interface	11
	3.2	Updating from the installer	12
4	Uni	nstalling PhotoCapture	14
	4.1		14
5	Trou	ableshooting	16
	5.1	Antivirus	16
		5.1.1 ESET	16



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.

💷 Run	×
0	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	winver 🗸
	OK Cancel <u>B</u> rowse

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

Settings								-	×
				Window	s Settir	ngs			
				Find a setting		Q			
	므	System Display, sound, notifications, power		Devices Buetcoth, printers, mouse	۵	Phone Link your Android, iPhone	۲	Network & Internet Wi-Fi, airplane mode, VPN	
	¢	Personalization Background, lock screen, colors	E	Apps Uninstall, defaults, optional features	R	Accounts Your accounts, email, sync, work, family	¶. ₽₹	Time & Language Speech, region, date	
	8	Gaming Xbox Game Bar, captures, Game Mode	ው	Ease of Access Narrator, magnifier, high contrast	Q	Search Find my files, permissions	ß	Privacy Location, camera, microphone	
	C	Update & Security Windows Update, recovery, backup							

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.

<	- Settings			-		×
6	Home	Windows Update				
["	Find a setting P pdate & Security	Updates available Last checked Today, 11.49 XM 2021-03 Actualización soumulatira para Windows 10 Version 20142 para sistemas	Looking for info on th Learn more	e latest	updað	15?
	Windows Update	basados en x64 (KB5000802) Statua: Pending install	Related links			
2	1 Delivery Optimization	Install now	Check Storage			
	Windows Security	Optional quality update available	OS build info			
1	Backup	2021-03 Actualización acumulativa para Windows 10 Version 20H2 para sistemas basados en x64 (KB5000842)	Get help			
0	⁹ Troubleshoot	Download and install View all optional updates				
ć	à Recovery	Pause updates for 7 days Visit Advanced patients to change the pause period				
6	Activation	Change active hours Currently 830 AM to 500 PM				
1	For developers	View update history See updates installed on your device				
8	9 Windows Insider Program	Advanced options Additional update controls and settings				

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 optional features and then pressing enter.

💷 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	optionalfeatures V
	OK Cancel Browse

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.

🛃 Wind	lows Features	-		×					
Turn V	Turn Windows features on or off								
To turn a	a feature on, select its check box. To turn a	a feature o	off, clear i	ts					
check b	ox. A filled box means that only part of th	e feature	is turned	on.					
	TFTP Client			~					
	Virtual Machine Platform								
	Windows Hypervisor Platform								
	Windows Identity Foundation 3.5								
± 🗹	Windows PowerShell 2.0								
+ 🗹	Windows Process Activation Service								
	Windows Projected File System								
	Windows Sandbox								
	Windows Subsystem for Linux								
	Windows IIFF IFilter								
	Work Folders Client								
				\mathbf{v}					
		01/	-						
		OK	Cano	:el					

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

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

	← Windows Features	
	Searching for required files	
		Cancel
	Figure 9: Applying changes	
Once it has completed	l press restart now.	
		×
	 	
	Windows completed the requested changes.	
	Windows needs to reboot your PC to finish installing the requested changes.	

Destant	Dealtheastart
Restart now	Don't restart

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.

SECTION

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

SECTION

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.

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

settings								-	U	~
				Windo	we Spittir	nas				
				· · · · · · ·	July Detti	195				
				Find a setting		0				
	Д	System		Devices	П	Phone	æ	Network & Internet		
	_	Display, sound, notifications, power	U.	Bluetooth, printers, mouse	6	Link your Android, iPhone	~	Wi-Fi, airplane mode, VPN		
			_							
	-	Personalization	IF.	Apps	0	Accounts	Q _	Time & Language		
	ليها	Background, lock screen, colors		Uninstall, defaults, optional features	\cap	Your accounts, email, sync, work, family	AŦ	Speech, region, date		
					1					
		Gamino	a.	Fase of Arress	0	Search	0	Privacy		
	0	Xbox Game Bar, captures, Game	G	Narrator, magnifier, high	2	Find my files, permissions		Location, camera, microphone		
		in the second se		0010 88						
	\sim	Hadan R.C								
	U	Windows Update, recovery,								
		beckup								
1										

Figure 22:

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

← Settiros			-	
G Home	Apps & features			
Find a setting ,P	Calculator Microsoft Corporation	72.0 KB 2/22/2021		
Арря	Camera Microsoft Corporation	16.0 KB 3/25/2021		
E Apps & features	Carlson PhotoCapture	1.66 GB 4/14/2021		
E Default apps	1.4.0.0			
Щ. Offline maps		Modify Uninstall		
Apps for websites	Chromium	9/19/2020		
Video playback	CMake	102 MB 2/21/2021		
♀ Startup	Cortana Microsoft Corporation	76.9 KB 3/25/2021		
	Creality Slicer	511 MB 3/24/2021		
	Discord	64.6 MB		
	Epic Games Launcher	92.6 MB 9/19/2020		
	EVGA Precision X1	41.1 MB 9/19/2020		
	Get Help Microsoft Corporation	16.0 KB 4/11/2021		
	GIMP 2.10.20	1.02 GB 9/19/2020		
	Git version 2.28.0	269 MB 9/19/2020		

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 \rightarrow Firewall, expand Advanced and click Edit next to Rules. (see figure 25)

(CSCT) SMART SECURITY PREMIUM				ΩX
Advanced setup			Q,	× ?
DETECTION ENGINE	Ð	BASIC		
UPDATE 1		ADVANCED		
	1	Rules	Edit	0
Network attack protection		Zones	Edit	0
		ALLOWED SERVICES		⇒ 0
DEVICE CONTROL	Ð	KNOWN NETWORKS		⇒ 0
TOOLS	Ð	FIREWALL PROFILES		⊃ 0
USER INTERFACE	Ð	APPLICATION MODIFICATION DETECTION		> 0
	Ð	LEARNING MODE SETTINGS		
Default			Ф ОК	Cancel

Figure 25: ESET firewall settings location

4. Click Add.

(CSC) SMART SECURITY PREMIUM									×
Firewall rules									?
Rules define how the firewall han matching rule is applied.	dles incomii	ng and out	going networ	k connecti	ons. Rules a	are evaluated from to	pp to bottom, action o	f first	Q
Name	Enabled	Protocol	Profile	Action	Direction	Local	Remote	Арр	olic
Add Edit Delete Copy Show built in (predefined) rul	es							-	-
							ок	Can	cel

Figure 26: Firewall rules window

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

(CSC) SMART SECURITY PREMIUM			×
Edit rule			?
GeneralLocalRemoteGeneralName	PhotoCapture License Server		
Enabled	× .		
Direction	Both	~	
Action	Allow	~	
Protocol	Any	\sim	
ICMP Type/Code		0	0
Profile	Any profile	\sim	
Logging severity	None	~	
			ОК

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.

(SMART SECURITY PREMIUM		×
Edit rule		?
Local		
Port		
IP		
Zones		ł
Add Edit Delete	Import Expo	rt
Application	■ C:\Users\James Carlson\AppData\Loc ×	11
Service	LexFloatServer-39ff206b-6ffe-46af-9a3: 🗸	
		V
		K

Figure 28: Local tab of edit firewall rule window

Edit rule		(1
General Local Remote		
Remote		
Port		0
IP	192.168.0.0/16	0
Zones		
Add Edit Delete		Import Export

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