Installing DES 4.0.10

DES 4.0.10 supports multiple browsers. For this reason, some additional steps are required to successfully install 4.0.10. Perform these steps *once* in sequential order.

Step 1: Update the DES Application

To begin, go to your *Inbox Messages* list and click on the \supseteq icon to the right of the upgrade notification message (*'There is an update available for your Server...'*). For detailed instructions, see "Updating the Application" in the online User Help. To display, go to **V** Home and select **User Help**.

Step 2: Upgrade Your Browser (if necessary)

DES 4.0.10 supports the following browser versions:

- □ Microsoft Internet Explorer—version 10 or 11
- □ Microsoft Edge—version 42 and above
- □ Mozilla Firefox—version 19 and above
- □ Google Chrome—version 25 and above

Check to see if the minimum version for your browser is installed on the PC that you use to access DES.

- \Rightarrow If an appropriate browser version is already installed, proceed to Step 3.
- \Rightarrow If an appropriate browser version is *not* installed, download a current browser version from the Microsoft, Google, or Mozilla website and install it on your PC.

Step 3: Configure Your Browser

This step will clear selected cache (memory) from your browser. Internet Explorer users will also need to turn Compatibility Mode off.

Proceed to the appropriate section:

- □ Clear Internet Explorer Cache, below
- □ Clear Edge Cache, page 4
- □ Clear Chrome Cache, page 6
- □ Clear Firefox Cache, page 8.

Clear Internet Explorer Cache

- **1** Open Internet Explorer.
- 2 Click the ^{*} (Tools) icon in the upper right corner of the browser, then select Safety→ Delete browsing history.



🕞 🛞 🌈 about:blank		- ♂ Search	م	- □ 	×
ØBlank Page × □ File Edit View Favorites Tools Help × ⊕Convert ▼ ØSelect			Print File Zoom (100%)	> > >	
\$	Delete browsing history InPrivate Browsing Turn on Tracking Protection Turn on Do Not Track requests ActiveX Filtering Webpage privacy report	Ctrl+Shift+De Ctrl+Shift+F	Add site to Apps View downloads Manage add-ons F12 Developer Tools Go to pinned sites	> Ctrl+J	
	Check this website Turn off Windows Defender SmartScreen Report unsafe website		Compatibility View setti Internet options About Internet Explorer	ings	

The Delete Browsing History popup displays, as pictured below.

- **3** Make sure the *Temporary Internet files and website files* checkbox is selected. (You can check/uncheck the other settings as desired.)
- 4 Click Delete.

Delete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
✓ Iemporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
☐ <u>History</u> List of websites you have visited.
Download History List of files you have downloaded.
Form data Saved information that you have typed into forms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
☐ Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
About deleting browsing Delete Cancel

A confirmation message displays.

Internet Explorer has finished deleting the selected browsing history.

×

Proceed to the next section, "Turn Compatibility Mode Off".



Turn Compatibility Mode Off (Internet Explorer only)

1 Click the ***** (Tools) icon in the upper right corner of the browser, then select **Compatibility View settings**.

() () 2 about:blank	- C Search	- Q	- □ × ☆☆ 禁 ©
Blank Page X		Print File	>
File Edit View Favorites Tools Help X 📆 Convert 🔻 🗃 Select		Zoom (100%) Safety	>
		Add site to Apps View downloads Manage add-ons F12 Developer Tools	Ctrl+J
		Go to pinned sites Compatibility View settings	
		Internet options About Internet Explorer	

The Compatibility View Settings popup displays, as pictured below.

2 Select the DES IP address displayed on-screen, then click **Remove**.

Compatibility View Settings		
Change Compatibility View Settings		
Add this website:		
	Add	
Websites you've added to Compatibility View:		
192, 166, 10, 10	Remove	
Display intranet sites in Compatibility View		
Use Microsoft compatibility lists		
Learn more by reading the <u>Internet Explorer privacy s</u>	tatement	
	Close	

3 Make sure the two checkboxes at the bottom of the popup are deselected, then click **Close**.

(Continued)



Compatibility View Settings	x
Change Compatibility View Settings	
Add this website:	
	Add
Websites you've added to Compatibility View:	
192.168.10.10	Remove
Display intranet sites in Compatibility View Use Microsoft compatibility lists Learn more by reading the <u>Internet Explorer privacy s</u>	<u>statement</u>
	Close

Proceed to Step 4 on page 10.

Clear Edge Cache

- **1** Open Edge.
- 2 Click the (Settings and more) icon in the upper right corner of the browser, then select Settings.



The Settings menu displays.

3 Click Choose what to clear.





The Clear Browsing Data menu displays, as pictured below.

4 Make sure the *Cached data and files* checkbox is selected. (You can check/uncheck the other settings as desired.)





5 Click Clear. A confirmation message displays: All clear!

Proceed to Step 4 on page 10.

Clear Chrome Cache

- **1** Open Chrome.
- 2 Click the i icon in the upper right corner of the popup menu, then select Settings.

New Tab × +		-		×
$\leftrightarrow \rightarrow \mathbf{G}$ (a	☆	0 0	θ	:
Scogle Chrome isn't your default browser	New tab New window		Ctrl+ Ctrl+	·Τ Ν
н Аррз	History Downloads Bookmarks	SW Ct	Ctrl+	•J •J
	Zoom	- 100%	+ 3	3
	Print Cast		Ctrl+	.р
Google	More tools		cur	`→
Google	Edit	Cut Cop	y Pa	iste
	Settings			
Course Coople as turns a LIDI	Help			-
Search Google of type a URL	Exit			
	Managed by your or	ganization		
(6) 👝 +				
http://trinity/ Web Store Add shortcut				
			۵	•

The Settings page displays.

🔅 Settings	× +		-		×
\leftrightarrow \rightarrow C \odot Chrome	chrome://settings	☆	0	0 0	:
\equiv Settings	Q Search settings				
	Your browser is managed by your organization				^
	People				
	Get Google smarts in Chrome Sync and personalize Chrome across your devices				
	Sync and Google services				
	Chrome name and picture				
	Import bookmarks and settings				
					*

3 Scroll down to the bottom of the page and click the **Advanced** option (assuming it is not already selected).



The Privacy and Security settings display, as pictured below.

4 Click Clear browsing data.

⊟ Settings	Q. Search settings	
	Advanced 🖍	
	Privacy and security	
	Sync and Google services More settings that relate to privacy, security, and data collection	•
	Allow Chrome sign-in By turning this off, you can sign in to Google sites like Gmail without signing in to Chrome	-
	Send a "Do Not Track" request with your browsing traffic	
	Allow sites to check if you have payment methods saved	-
	Preload pages for faster browsing and searching Uses cookies to remember your preferences, even if you don't visit those pages	-
	Manage certificates Manage HTTPS/SSL certificates and settings	Z
	Content settings Control what information websites can use and what content they can show you	•
	Clear browsing data Clear history, cookies, cache, and more	•

The Clear Browsing Data popup displays, as pictured below.

- 5 Select All time from the *Time range* drop-down list.
- 6 Make sure the *Cached images and files* checkbox is selected. (You can check/ uncheck the other settings as desired.)



7 Click Clear data.

Proceed to Step 4 on page 10.



Clear Firefox Cache

- **1** Open Firefox.
- 2 Click the III (Library) icon in the upper right corner of the browser, then select **History**.



The History menu displays, as pictured below.



3 Select Clear Recent History.

The Clear Recent History popup displays, as pictured on the next page.



Clear Recent History	×
Time range to clear: Last Hour	~
History	
Browsing & Download History	⊡ <u>C</u> ookies
Active Logins Form & Search History	⊡ C <u>a</u> che
Data	
Site Preferences	Offline Website Data
	Clear Now Cancel

4 Select **Everything** from the drop-down list at the top of the popup.

Clear Recent History	×
Time range to clear:	Last Hour ~
	Last Hour Last Two Hours Last Four Hours Today
 <u>e</u> Form & Search His 	Everythingstory
Data	
Site Preferences	Offline Website Data
	Clear Now Cancel

- **5** Deselect the *Active Logins* checkbox.
- 6 Select the *Cache* and *Site Preferences* checkboxes. (You can check/uncheck the remaining settings as desired.)

Clear All History	×	
Time range to clear: Everything	~	
All selected items will be cleared. This action cannot be undone.		
History		
Browsing & Download History	✓ <u>C</u> ookies	
Active Logins	✓ Cache	
⊡ <u>F</u> orm & Search History Data		
Site Preferences	Offline Website Data	
	Clear Now Cancel	

7 Click Clear Now.



Step 4: Upgrade Java (if necessary)

DES 4.0.10 supports Java version 8, build 202 or higher. If you already have the minimum version installed on the PC you use to access DES, proceed to Step 5. If you do *not* have the minimum version installed, download it from Java's website and install it now.

Step 5: Configure Java

This procedure will perform two procedures that are required to run DES 4.0.10:

- □ Clear the Java browsing history
- □ Restore Java security prompts
- □ Configure the Java Code Certificate Revocation Checks.

Clear Java Browsing History

1 Type **Java** in the Windows search field. The Configure Java program displays at the top of the page.

ſ	
	Programs (4)
	🕌 Configure Java
	🕌 About Java
	🕌 Java
	🕌 Visit Java.com
	Control Panel (1)
	🕌 Java (32-bit)
	Documents (1)
	🕖 cc_20190404_151802
	Pictures (5)
	鷆 java bug
	📭 java problem browser zoom 85%
	🃭 java problem browser zoom 75%
	ស broken java browser 100%
	尾 broken java
	Files (1)
	🕌 JavaSetup8u181
	₽ See more results
	Java × Shut down >
l	

- 2 Click Configure Java. The Java Control Panel displays, as pictured on the next page.
- **3** Make sure the **General** tab is selected, then click **Settings**.



🛓 Java Control Panel		23
General Update Java Security Advanced		
About		
View version information about Java Control Panel.		
	About.	•
Network Settings		
Network settings are used when making Internet connections. By default, Java will u settings in your web browser. Only advanced users should modify these settings.	ise the netwo	ork
Netwo	rk Settings	
Temporary Internet Files		
Files you use in Java applications are stored in a special folder for quick execution lat advanced users should delete files or modify these settings.	ter. Only	
Settings	View	
Java in the browser is enabled.		
See the Security tab		
OK Can	cel A	pply

The Temporary Files Settings popup displays, as pictured below.

4 Click Delete Files.

emporary File	s Settings	X
🔽 Keep temp	orary files on my computer.	
Location		
Select th	e location where temporary files are	e kept:
::\Users	\user \AppData \LocalLow \Sun \Java \	Deployment\cache Change
Disk Space Select the Set the	e compression level for JAR files: amount of disk space for storing tem	None
		32768 💭 MB
	Dele	Restore Defaults
		OK Cancel

The Delete Files and Applications popup displays, as pictured below.

5 Make sure all three checkboxes are selected, then click **OK**.

Delete Files	and Applications
4	Delete the following files?
	 Trace and Log Files Cached Applications and Applets Installed Applications and Applets
	OK Cancel



6 Click **OK** at the bottom of the Temporary Files Settings popup to exit.

Temporary Files Settings
☑ Keep temporary files on my computer.
Location
Select the location where temporary files are kept:
::\Users\user\AppData\LocalLow\Sun\Java\Deployment\cache Change
Disk Space Select the compression level for JAR files: None -
32768 MB
Delete Files Restore Defaults
OK Cancel

Restore Java Security Prompts

1 Click the **Security** tab on the Java Control Panel.



The security settings display, as pictured on the next page.

2 Click Restore Security Prompts.



🛃 Java Control Panel 📃 🔍 🗶								
General Update Java Security Advanced								
Enable Java content for browser and Web Start applications								
Security level for applications not on the Exception Site list								
🔘 Very High								
Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the certificate can be verified as not revoked.								
High								
Java applications identified by a certificate from a trusted authority are allowed to run, even if the revocation status of the certificate cannot be verified.								
Exception Site List Applications launched from the sites listed below will be allowed to run after the appropriate security								
prompts. Click Edit Site List								
to add items to this list. Edit Site List								
Restore Security Prompts Manage Certificates								
OK Cancel Apply								

A confirmation message displays.

Confirmation - Restore Security Prompts?	23
Are you sure you want to restore all security prompts?	1
Click Restore All to maintain the security of your computer by restoring all security p have been hidden.	compts that

3 Click **Restore All**.



Configure the Java Code Certificate Revocation Checks

1 Make sure the *Enable Java content for browser and Web Start applications* checkbox is selected.

🛃 Java Control Panel 📃 💻 🗙							
General Update Java Security Advanced							
☑ Enable Java content for browser and Web Start applications							
Security level for applications not on the Exception Site list							
🔘 Very High							
Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the certificate can be verified as not revoked.							
e High							
Java applications identified by a certificate from a trusted authority are allowed to run, even if the revocation status of the certificate cannot be verified.							
Exception Site List							
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.							
Click Edit Site List to add items to this list. Edit Site List							
Restore Security Prompts Manage Certificates							
OK Cancel Apply							

2 Click the Advanced tab.



The Advanced settings display.





3 Scroll down to the *Check for signed code certificate revocation using* section and select the **Certificate Revocation Lists** (**CRLs**) radio button. (Make sure you locate the right section, as there is another option with the same name further down the list!)



- 4 Click Apply.
- 5 Click **OK** to close the Java Control Panel.



Step 6: Install the jnlp Protocol App

This step will install a "behind the scenes" application used to make it faster and easier to view digital evidence from the DES server. This procedure differs slightly depending on your browser.

- **1** Login to DES as an Administrator.
- 2 Search for a video.

Mobile-Vision, Inc	5.			VIDEO	SEAF	ксн	RESULTS	mvadmin is logg	ed in. <u>Loqout</u>
▼ Home Menu					Vi	deos			
Home				K << <	Page 1 of 3 (17	total record	is) 🔰 🎽 🔍		
Search Video	Details	Play	Owner	DVR Name	DVR Type	Duration	Category	Video Start 🔻	Notes
Manage Cases Media Reader User Help	•		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	19 min	00-Unclassified-90 Days	03/08/2016 16:54	
7 Bookmarks L3 MVI	•	and the first	*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	22 min	00-Unclassified-90 Days	03/08/2016 16:32	
Online Support ► User Preferences	1		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	22 min	00-Unclassified-90 Days	03/08/2016 16:10	
Administration System Setup	1		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	22 min	00-Unclassified-90 Days	03/08/2016 15:48	
System Status Jpdate Server Assign Videos	•		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	22 min	00-Unclassified-90 Days	03/08/2016 15:25	
Vanage DVRs Vobile Devices Vanage Users	•		*1 ONFB3@21:03:10	*1 FB3@21:11:10	Vehicle	3 min	00-Unclassified-90 Days	01/15/2016 15:10	-
Action New Search Export Back to Video									

3 Once the Video Search Results page displays, click on a video's thumbnail image (doesn't matter which one). A confirmation popup displays, which varies by browser.







4 If you are an *Internet Explorer* user, deselect the *Always ask before opening this type of address* checkbox, then click **Allow**.

– OR –

If you are an *Edge* user, click **Yes**.

– OR –

If you are a *Chrome* user, select the *Always open these types of links in the associated app* checkbox, then click **Open URL:jnlp Protocol**.

– OR –

If you are a *Firefox* user, select the *Remember my choice for jnlp links* checkbox, then click **Open Link**.

A Java confirmation message displays, as pictured below.

5 IMPORTANT: Make sure the checkbox on the Java popup is selected, then click **Run**.

	Do you want to run	this applica	tion?		×		
	Nam	e: Digital	Evidence Server	r			
	Publ	isher: L3 Mobile-\	/ision, Inc				
	Loca	tion: http://192	. 168. 10. 10				
This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.							
\fbox Do not show this again for apps from the publisher and location above							
	More Information			Run Cancel			

6 Once the Flashback Player displays, click the \boxtimes in the upper right corner of the page to exit.

The next time you click on a video's thumbnail image or the *Play* link, the video will automatically launch in the Flashback Player as it normally would.

If you have any questions or issues regarding DES 4.0.10, please contact Mobile-Vision Support at 800-336-8475. Select the **Service** option, followed by **Back Office**.



NOTE: When performing *future* updates, you can return to using the regular "Updating the Application" procedure found in the *Utilities* chapter of your DES Administrator's Guide.

