



# 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  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  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.

- ⇒ If an appropriate browser version is already installed, proceed to Step 3.
- ⇒ 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.

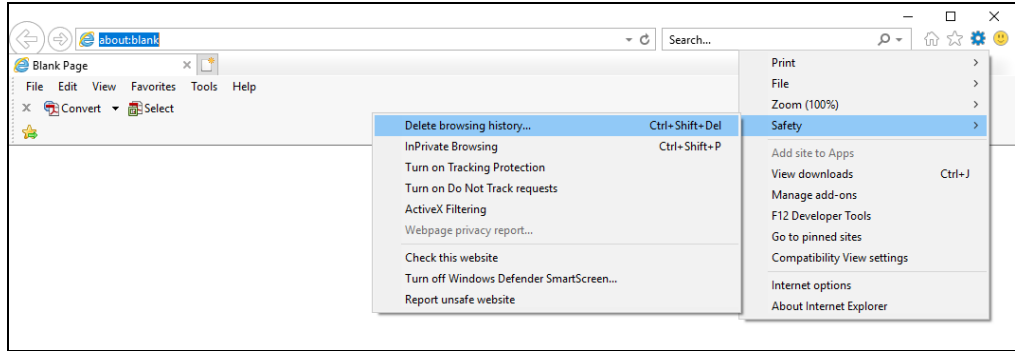
Proceed to the appropriate section:

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

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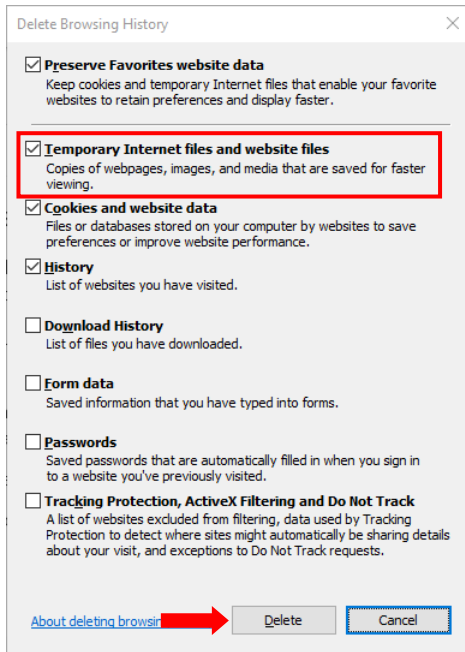
### Clear Internet Explorer Cache

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



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**.




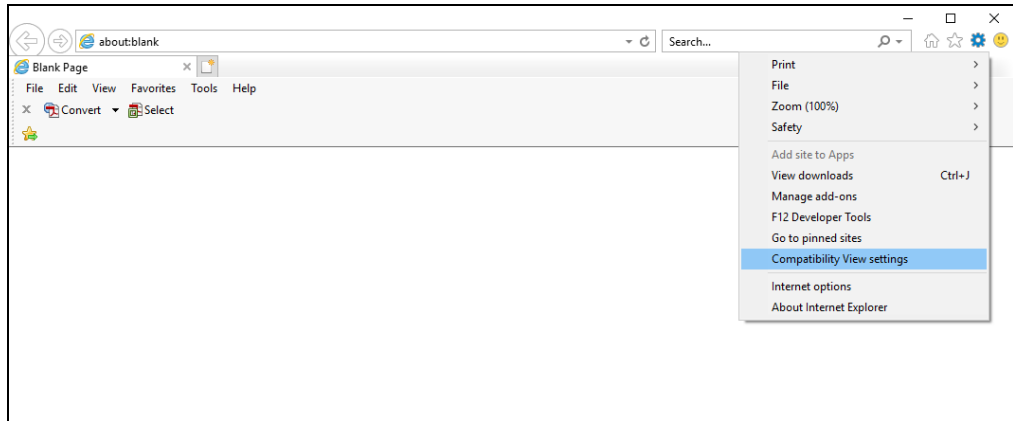
A confirmation message displays.



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

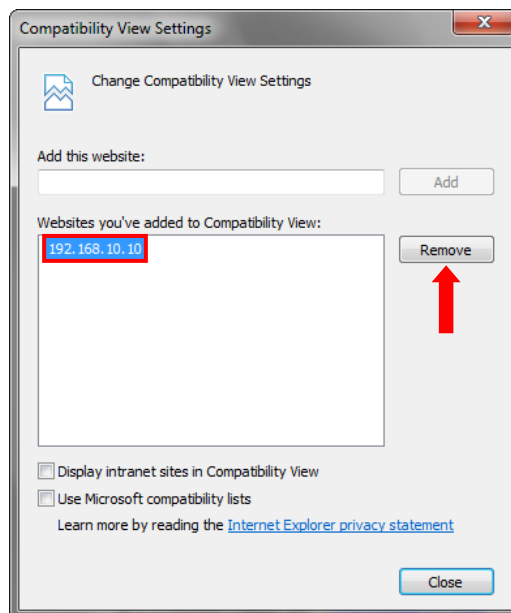
## Turn Compatibility Mode Off (Internet Explorer only)

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



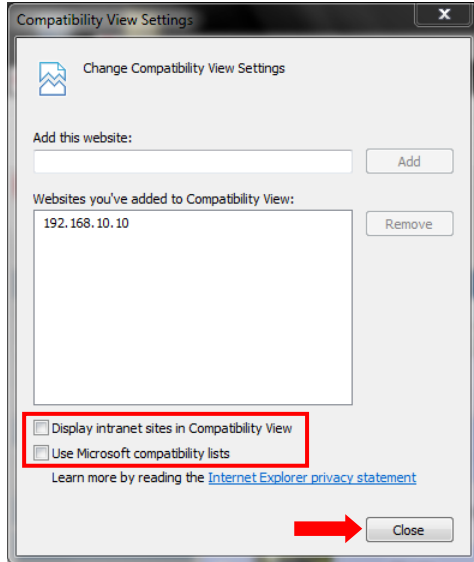
The Compatibility View Settings popup displays, as pictured below.

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



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


*(Continued)*

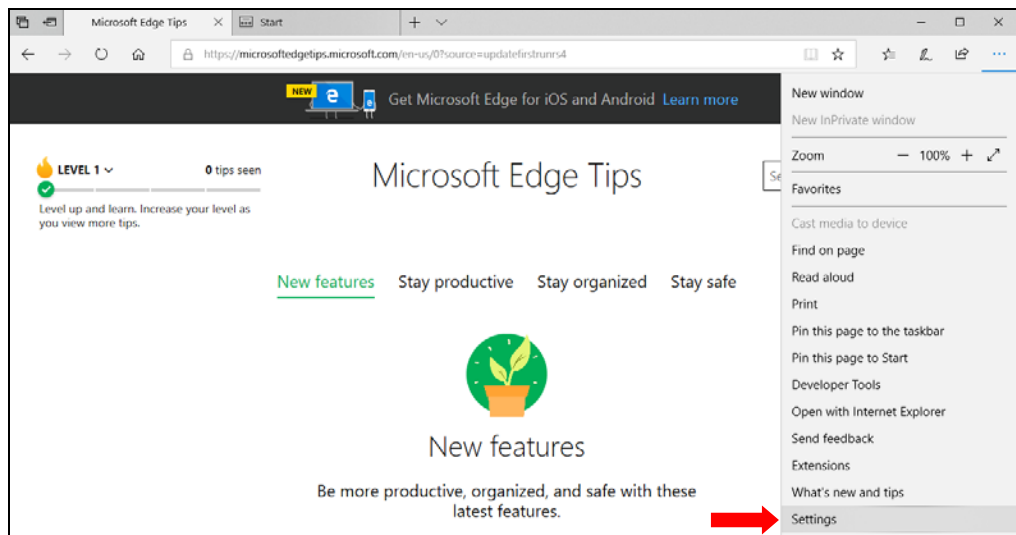


Proceed to Step 4 on page 10.

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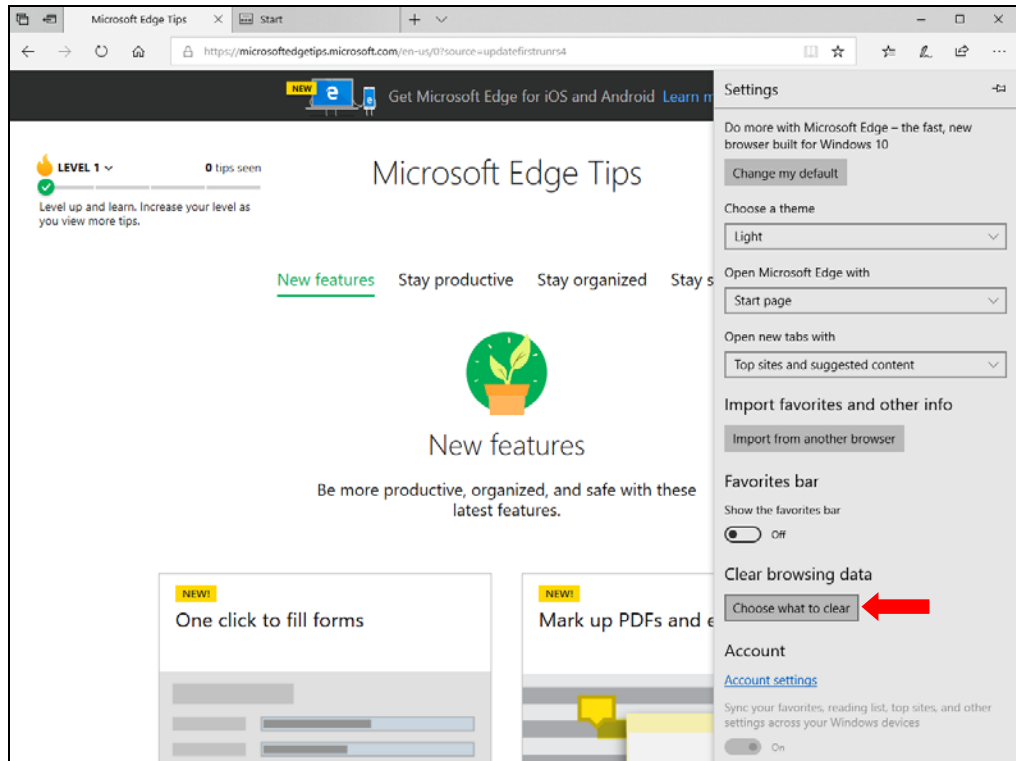
## Clear Edge Cache

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



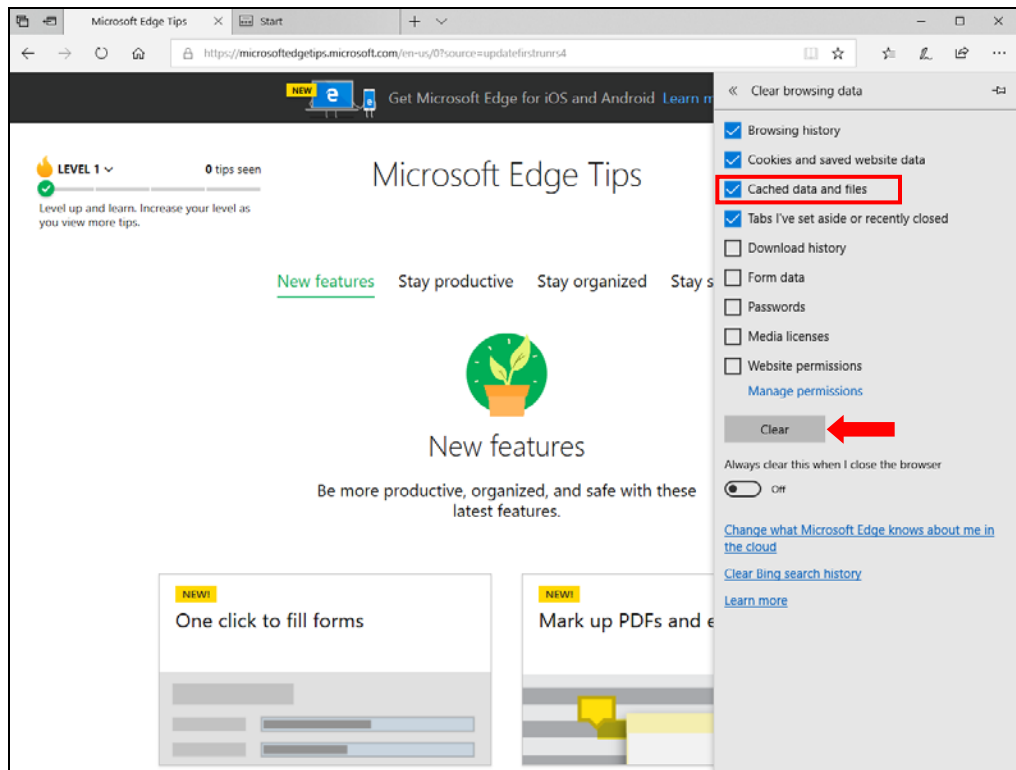
The Settings menu displays.

- 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.)




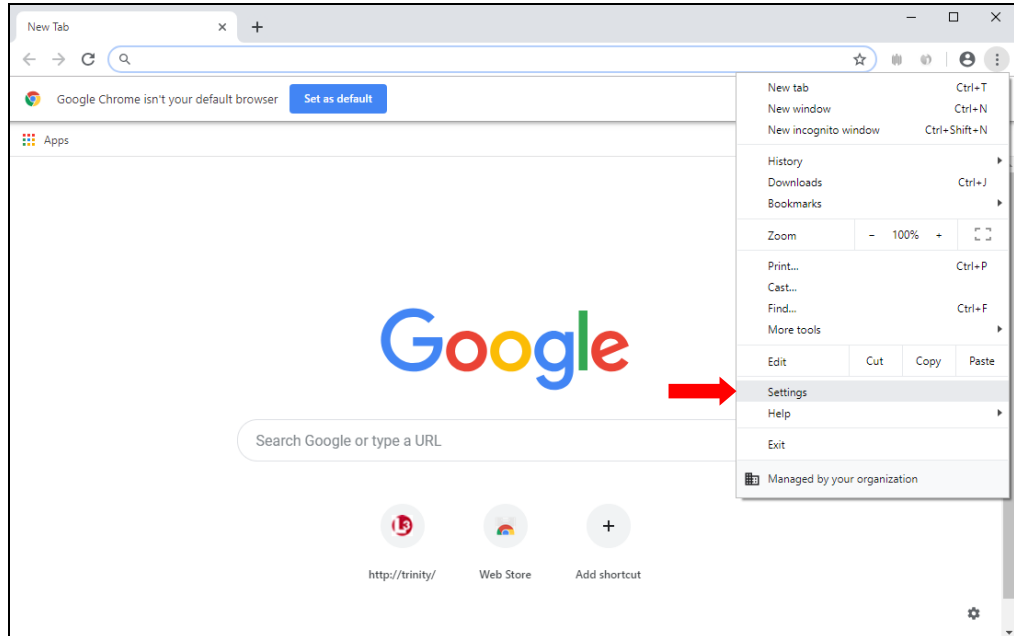
- 5 Click **Clear**. A confirmation message displays: *All clear!*

Proceed to Step 4 on page 10.

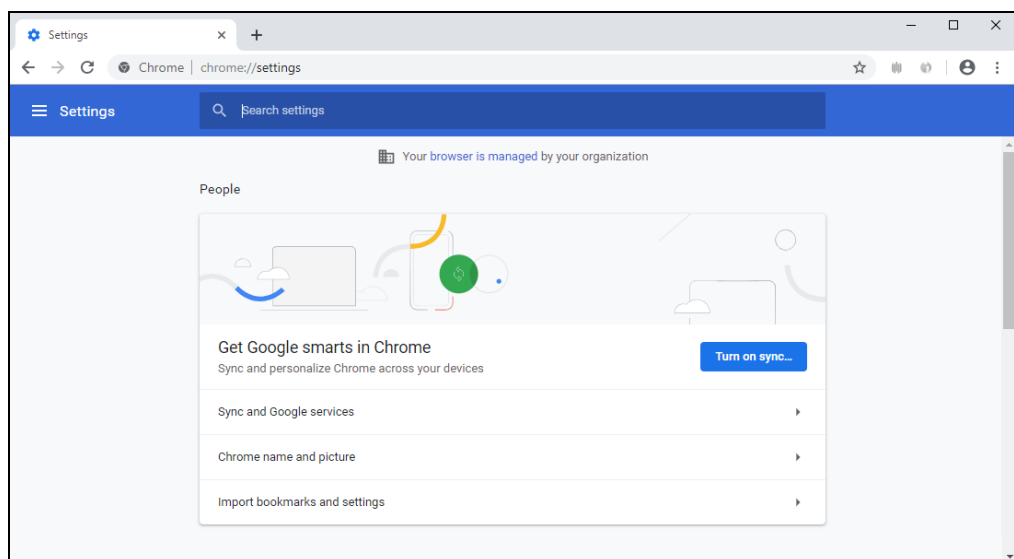
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## Clear Chrome Cache

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



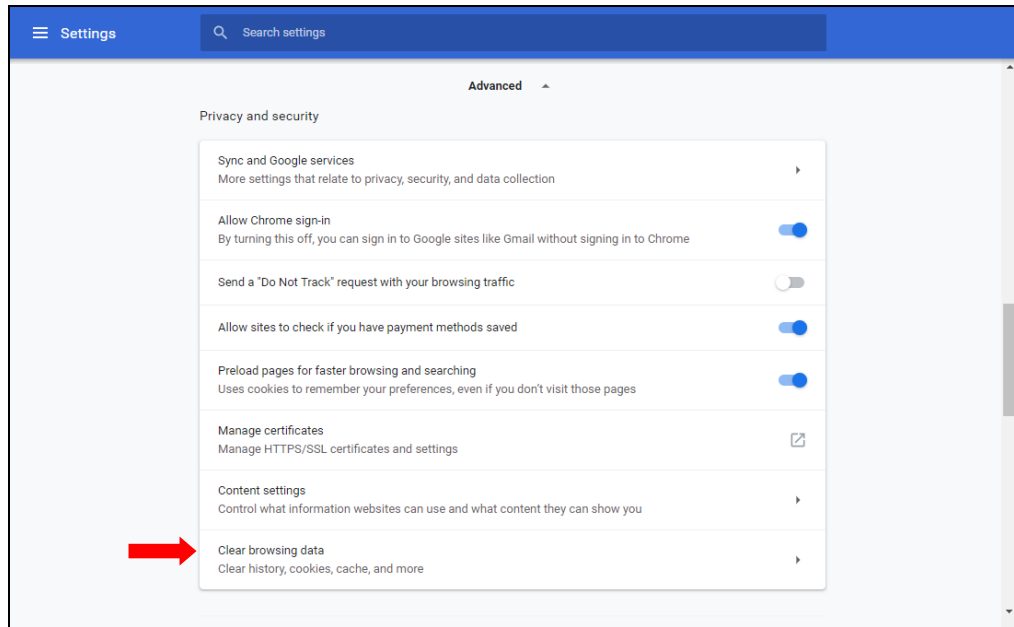
The Settings page displays.



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

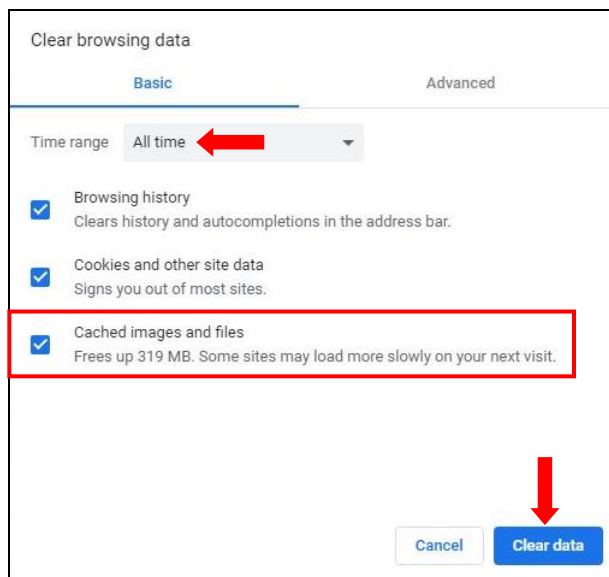
The Privacy and Security settings display, as pictured below.

**4 Click Clear browsing data.**



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.)

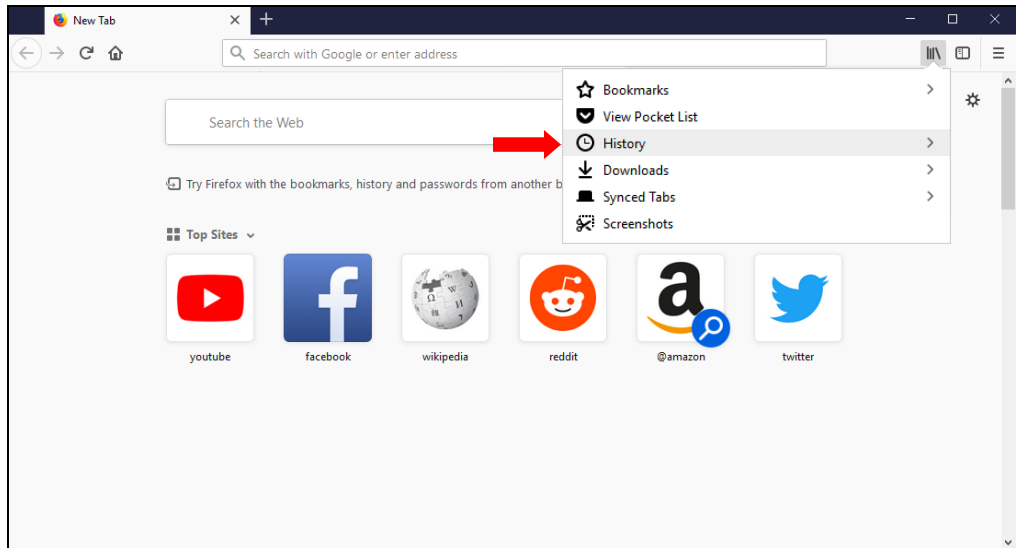


**7 Click Clear data.**

Proceed to Step 4 on page 10.

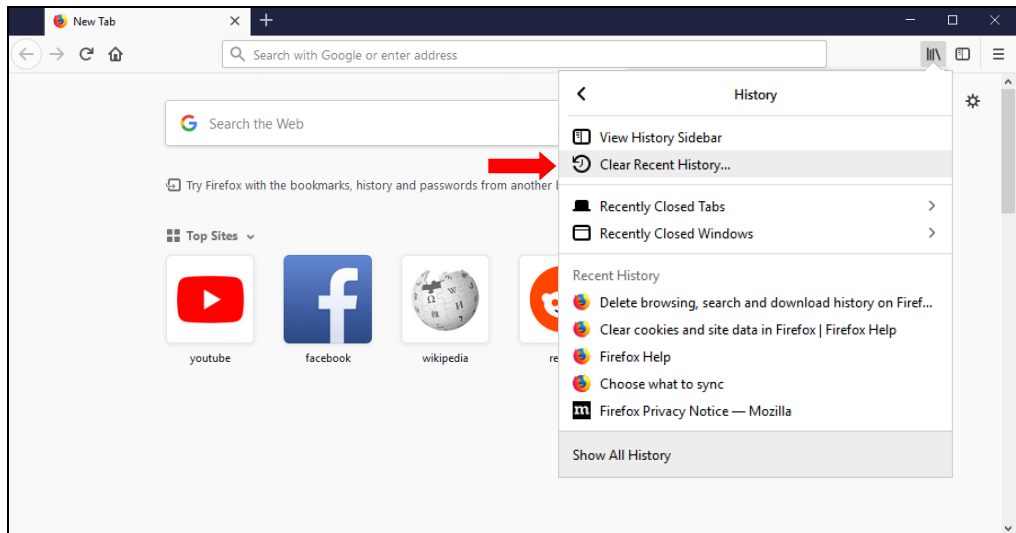
## Clear Firefox Cache

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



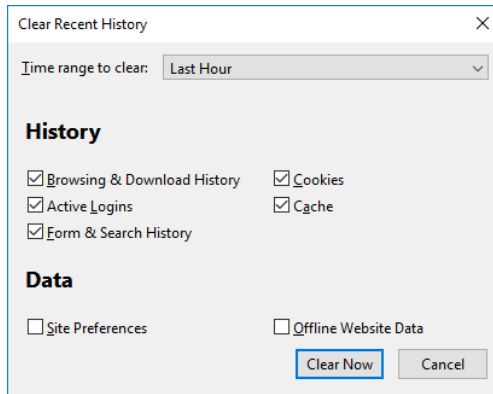
The History menu displays, as pictured below.

- 3 Select **Clear Recent History**.

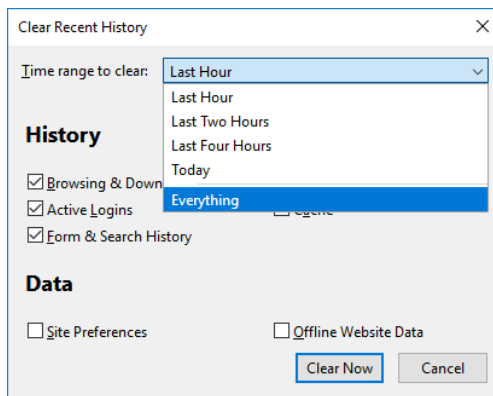


The Clear Recent History popup displays, as pictured on the next page.

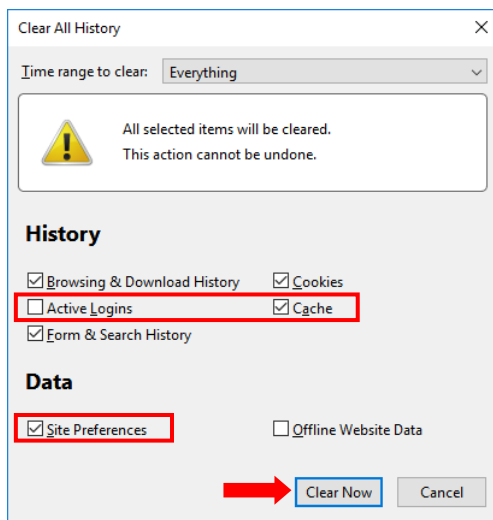




- 4 Select **Everything** from the drop-down list at the top of the popup.



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



- 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

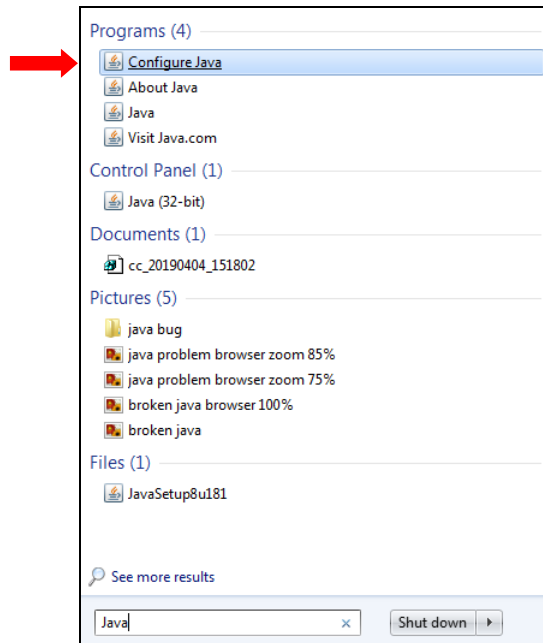
This procedure will perform two procedures that are required to run DES 4.0.10:

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

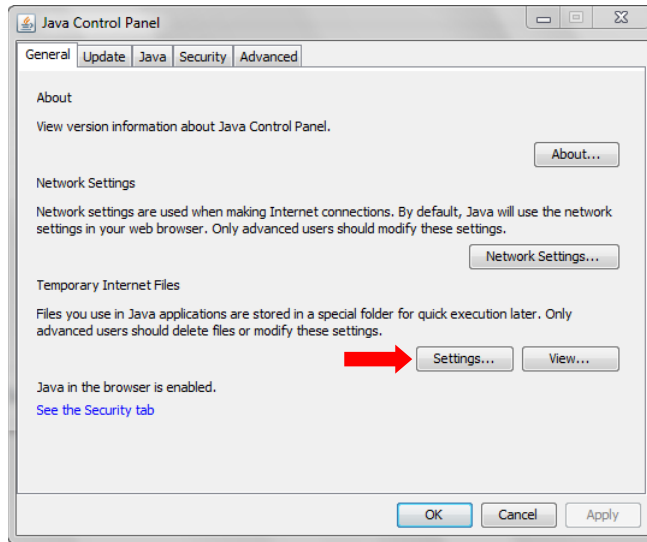
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### Clear Java Browsing History

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

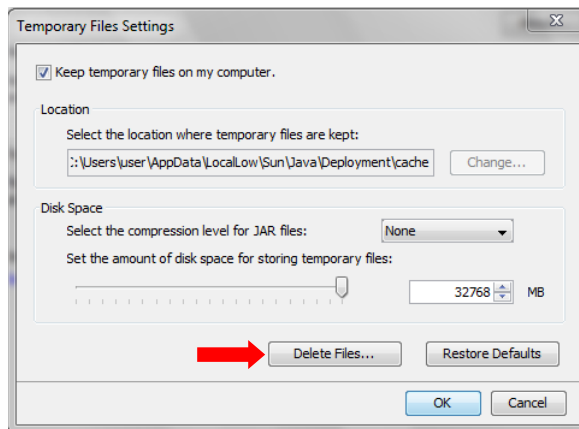


- 2 Click **Configure Java**. The Java Control Panel displays, as pictured on the next page.
- 3 Make sure the **General** tab is selected, then click **Settings**.



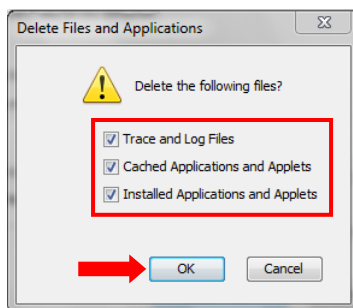
The Temporary Files Settings popup displays, as pictured below.

**4 Click Delete Files.**

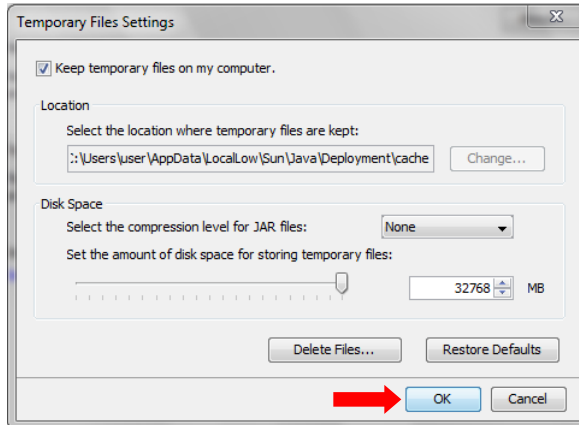


The Delete Files and Applications popup displays, as pictured below.

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



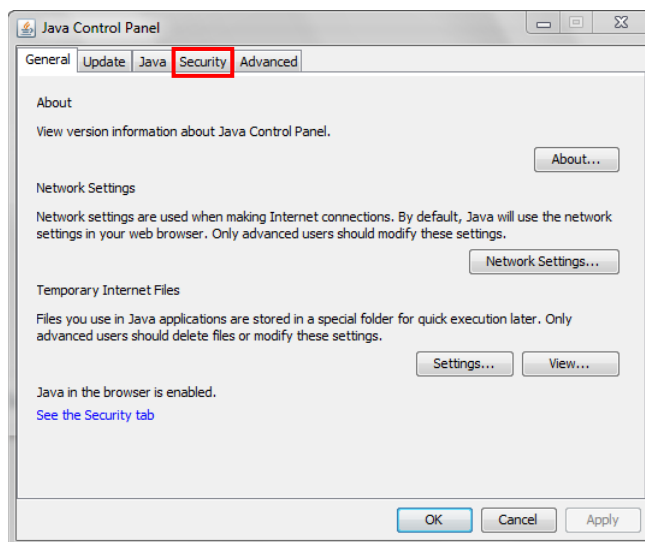
- 6 Click **OK** at the bottom of the Temporary Files Settings popup to exit.



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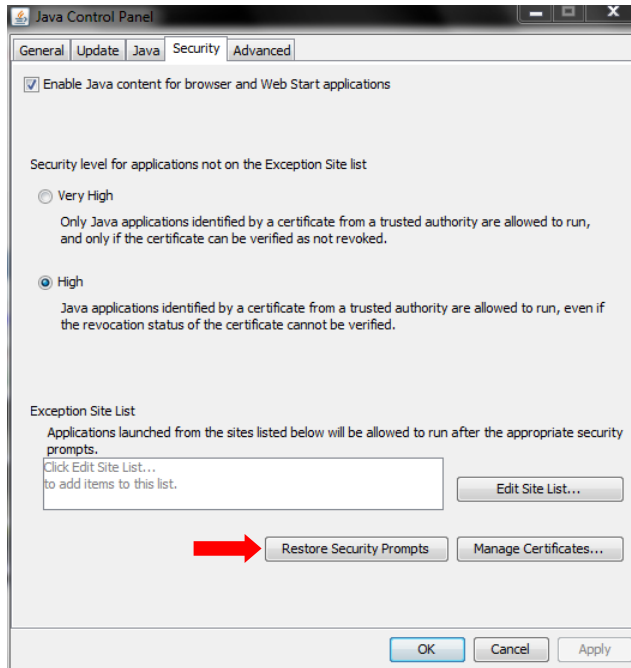
## Restore Java Security Prompts

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

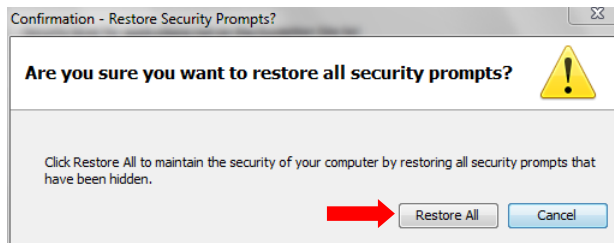


The security settings display, as pictured on the next page.

- 2 Click **Restore Security Prompts**.



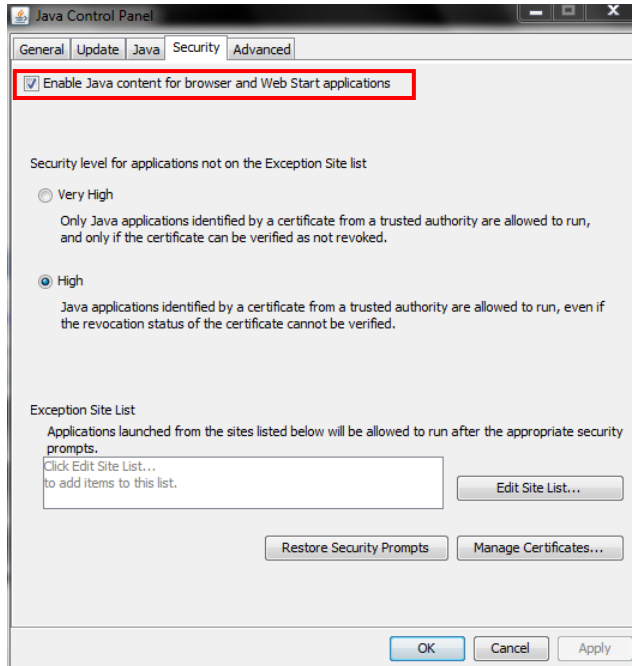
A confirmation message displays.



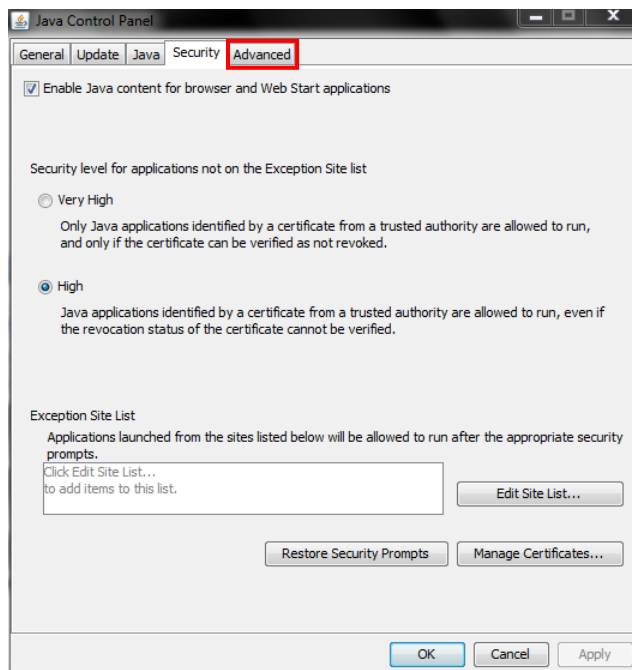
3 Click **Restore All**.

## Configure the Java Code Certificate Revocation Checks

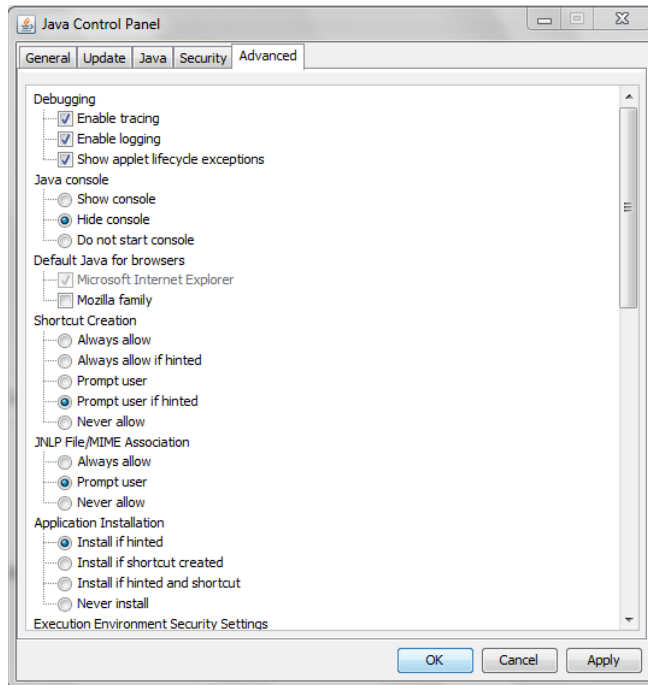
- 1 Make sure the *Enable Java content for browser and Web Start applications* checkbox is selected.



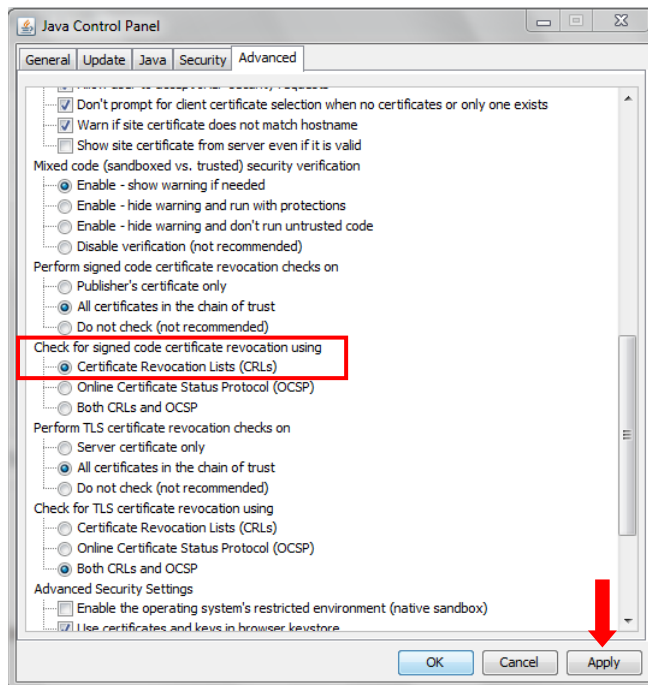
- 2 Click the **Advanced** tab.



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.

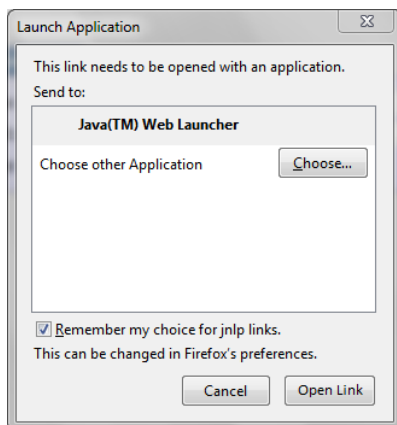
- 1 Login to DES as an Administrator.
- 2 Search for a video.

**VIDEO SEARCH RESULTS**

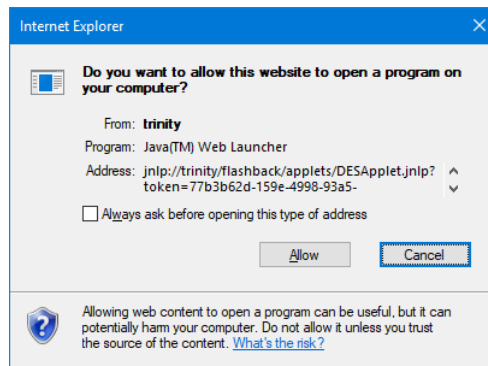
Mobile-Vision, Inc. mvadmin is logged in. [Logout](#)

Videos									
Page 1 of 3 (17 total records)									
Details	Play	Owner	DVR Name	DVR Type	Duration	Category	Video Start	Notes	
		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	19 min	00-Unclassified-90 Days	03/08/2016 16:54		
		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	22 min	00-Unclassified-90 Days	03/08/2016 16:32		
		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	22 min	00-Unclassified-90 Days	03/08/2016 16:10		
		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	22 min	00-Unclassified-90 Days	03/08/2016 15:48		
		*1 ON FBHD@21:00:01	*1 UN FBHD@21:11:01	Vehicle	22 min	00-Unclassified-90 Days	03/08/2016 15:25		
		*1 ONFB3@21:03:10	*1 FB3@21:11:10	Vehicle	3 min	00-Unclassified-90 Days	01/15/2016 15:10		

- 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.

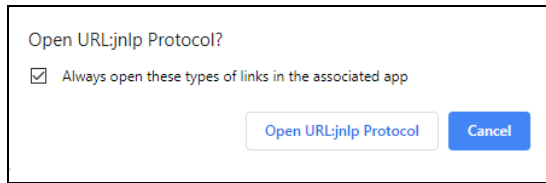


Firefox

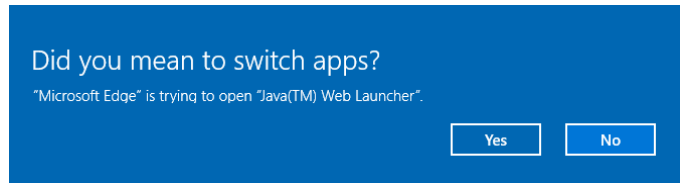


Internet Explorer





Chrome



Edge

- 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 –

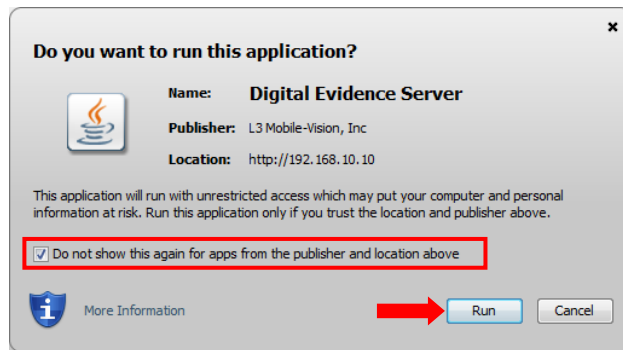
If you are a *Chrome* user, select the *Always open these types of links in the associated app* checkbox, then click **Open URL:jnlp Protocol**.

– 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**.



- 6 Once the Flashback Player displays, click the ☒ 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.