Interview Recorder Inc.

www.interviewrecorder.com

Technical Service Support Bulletin

TSB Issue Date: 03 August 2010

IRTSB-080310_SWB870

TSB Topic: VRM Build 870 Improvements

TSB Summary: The latest release of VRM software build 5.00.0870 incorporates significant improvements in the workflow interface. Build 870 also incorporates recent patches to the 'DV' player application to allow random access for playback with interview session clips exceeding 2 or more hours.

Required Files:

1. **VigilServerUpdate v5_00_0870.vgl**   **60Mb**

2. **VigilVRMUpdate v2_00_0870.vgl**   **31Mb**

3. ***VigilClientUpdate v5_00_0870.vgl**   **30Mb**

* NOTE: Vigil client is primarily used to support network based live monitoring of interview rooms. If your system does not use this feature you will only require the 'ServerUpdate and VRMUpdate files to complete the process.

Service Notes

1. The update process will require the DVR to re-boot. You should verify no room is in active record mode when this process is run. The typical time to complete the server update is under 15 minutes.

2. The VRM case software application will also require a host re-boot during the course of the update. Typical VRM updates run under 15 minutes.

3. If the system being updated is using the client software to support network live monitoring it is important to update all client PC's that routinely log into the system DVR / Server. Client updates do NOT require the host PC to re-boot

Updating the DVR

1. Log into the server using administrator level ID and password.
2. If the system is running in Kiosk mode you will need to start the DVR with KISOK mode De-Selected.
3. Insert the CD ROM containing the Server update files (the update file can also be pulled from a standard USB flash memory stick)
4. Using Windows explorer navigate to the source location of the ServerUpdate vX_XX_XXXX,vgl
5. Double click the update file
6. The Vigil Update utility will launch a small window confirming the source file.
7. Start the process
8. The server will reboot in the process.
9. When the process is complete the server will return to an operational state.
10. If you turned KIOSK mode off to gain access to the START button you will need to reset the option which will reboot the DVR.

Technical Support Bulletin

**DVR / KIOSK Mode**

Updating the VRM Case software

1. File required VigilVRMUpdate v2_00_0870.vgl
2. Insert the IR system support CD
3. Navigate to the above specified file and double click on it.
4. The system update form will display the name and path click on Install
5. The system will prompt for a re-boot
6. Once complete you can launch the VRM case application the splash screen will show the revision level which should be 2.00.0870

Kiosk Mode Setting Switch
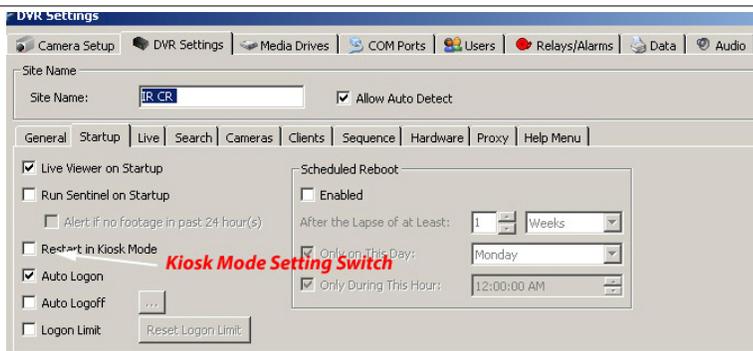
Optional Updating Vigil Client Software

1. File required VigilClientUpdate v5_00_0870.vgl
2. Follow the same steps described for VRM Case software update
3. This process is required at any PC being used to monitor live interview sessions.

New System Features
Build 870

VRM Case interface now clearly shows discrete session files for any given time date search.
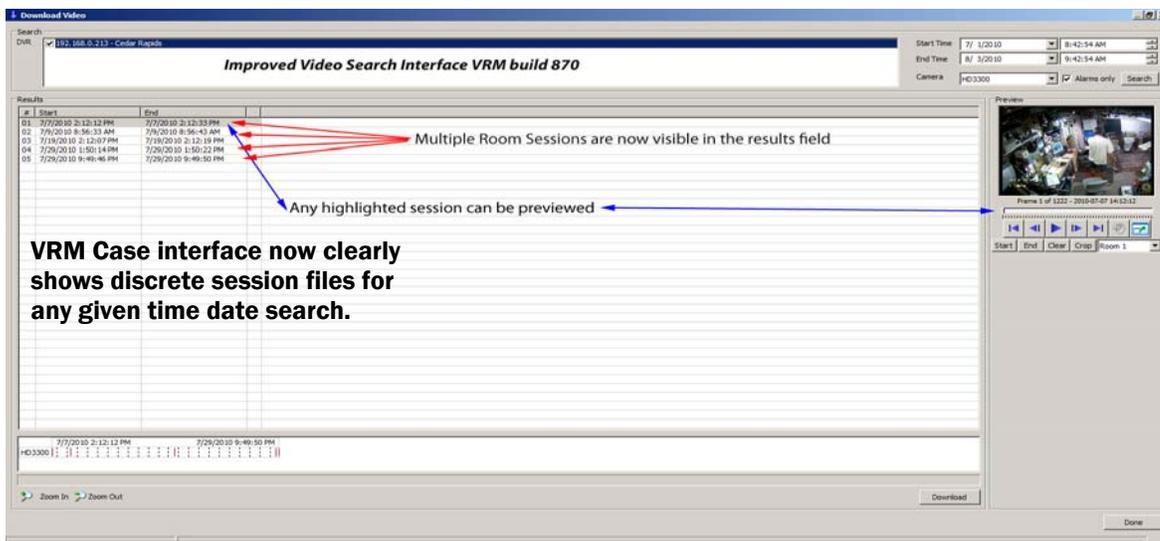
Direct view of any session is fast and easy

The file format for downloading into your case folder is now defaulted to Authentic Video. This is the recommended file format for all initial session downloads
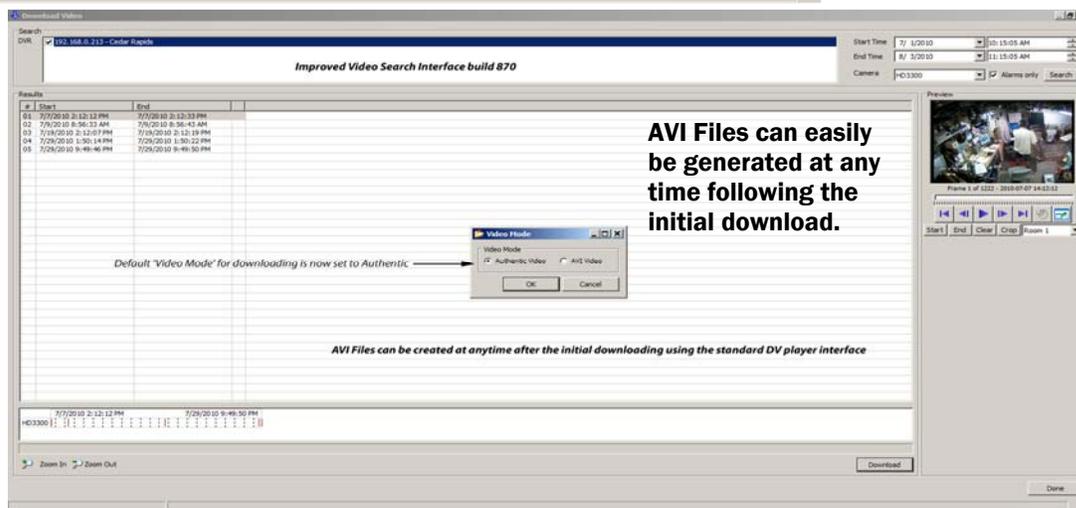
AVI Files can easily be generated at any time following the initial download.

Download Update files B870 at   http://interviewrecorder.homeserver.com

Log in credentials User ID B870   Password Service1
All 3 update files with .VGL extension and this PDF file are in the Shared folder B870