

# **Customer Support**

# **Software Release Bulletin**

**Date of Issue: 15/05/2026**

**Product: VSC Suite based and VSC QC1+ Products**

**Keesing Databases – May 2026**  
(Documents 67 & Currency 56)

# Keesing Databases

Version 67 (Documents)

Version 56 (Currency)

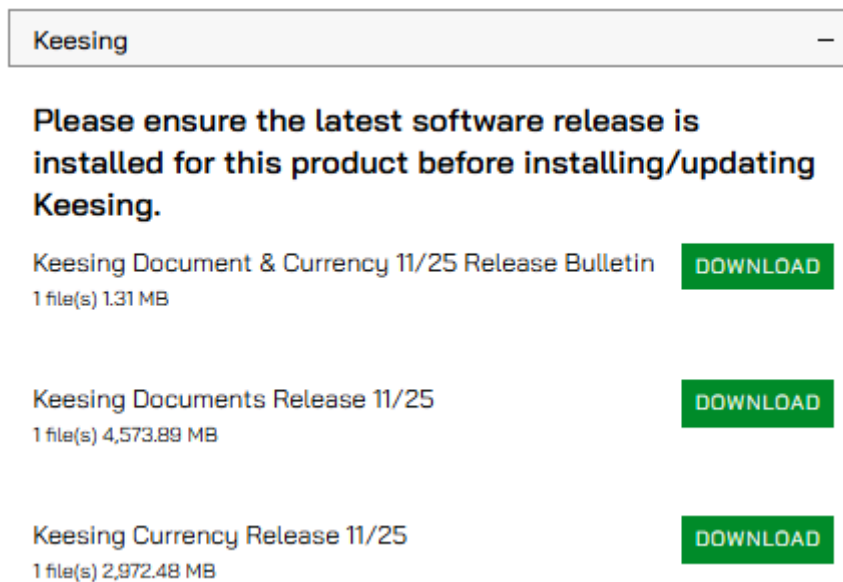
[This release is for use on VSC Suite and VSC QC1+ products only.](#)

Release Type: **Major**

Due to the nature of the information held within the Keesing Database, all releases are considered Major and we would strongly recommend upgrading your VSC device to the latest available software version prior to applying this Keesing release. Keesing is a licensed based offering and does rely on a valid license having been purchased to load the version of 'Documents' and 'Currency' databases.

## Software Download Instructions

Log into the Distributor Portal or Customer Portal as appropriate, navigate to the relevant product area, select the 'Keesing' drop down and Click the 'Download' button next to the applicable Keesing Database (i.e. Documents and/or Currency) to download the zip file. Below screen grab is for illustration purposes only.



The screenshot shows a web interface for downloading software. At the top, there is a dropdown menu with 'Keesing' selected. Below the menu, there is a bold instruction: 'Please ensure the latest software release is installed for this product before installing/updating Keesing.' Underneath this instruction, there are three rows of download links. Each row consists of a text link, a file size, and a green 'DOWNLOAD' button. The first row is 'Keesing Document & Currency 11/25 Release Bulletin' with a size of '1 file(s) 1.31 MB'. The second row is 'Keesing Documents Release 11/25' with a size of '1 file(s) 4,573.89 MB'. The third row is 'Keesing Currency Release 11/25' with a size of '1 file(s) 2,972.48 MB'.

Once the zip file has been downloaded, either extract to the target PC or to the top level of a USB drive and update your Keesing databases in the normal way.

For a full step-by-step installation guide for the Suite and QC1+, please see below.

# Keesing Database Update Instructions

For

VSC Suite Software

## Software Download Instructions

1. Log into the Distributor Portal or Customer Portal as appropriate, navigate to the relevant product area, select the 'Keesing' drop down and Click the 'Download' button next to the applicable 'Keesing Archive' to download the zip file. Below screen grab is for illustration purposes only.

### VSC 8000/HS

Posters	+
Published Papers	+
Image Gallery	+
Applications / Software Manuals	+
Hardware Manuals / User Guides	+
Sales Literature	+
Videos	+
Software	+
Software Guides	+
Competitor Comparisons	+
Keesing	+
PC Setup	+
Support & Service	+



2. From the sub-menu, select the Keesing Update you wish to download (Document/Currency). This will be the latest version currently available. If previous versions are require, please contact Customer Support via the Support form ([Submit New Support Request](#)).

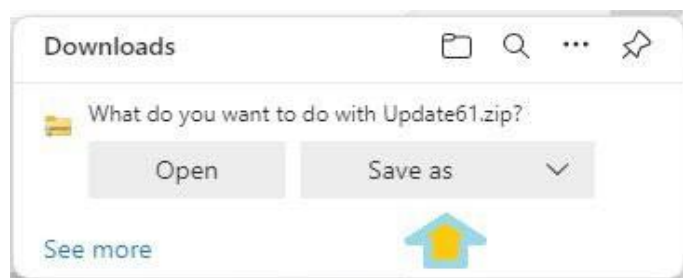
Keesing

**Please ensure the latest software release is installed for this product before updating Keesing.**

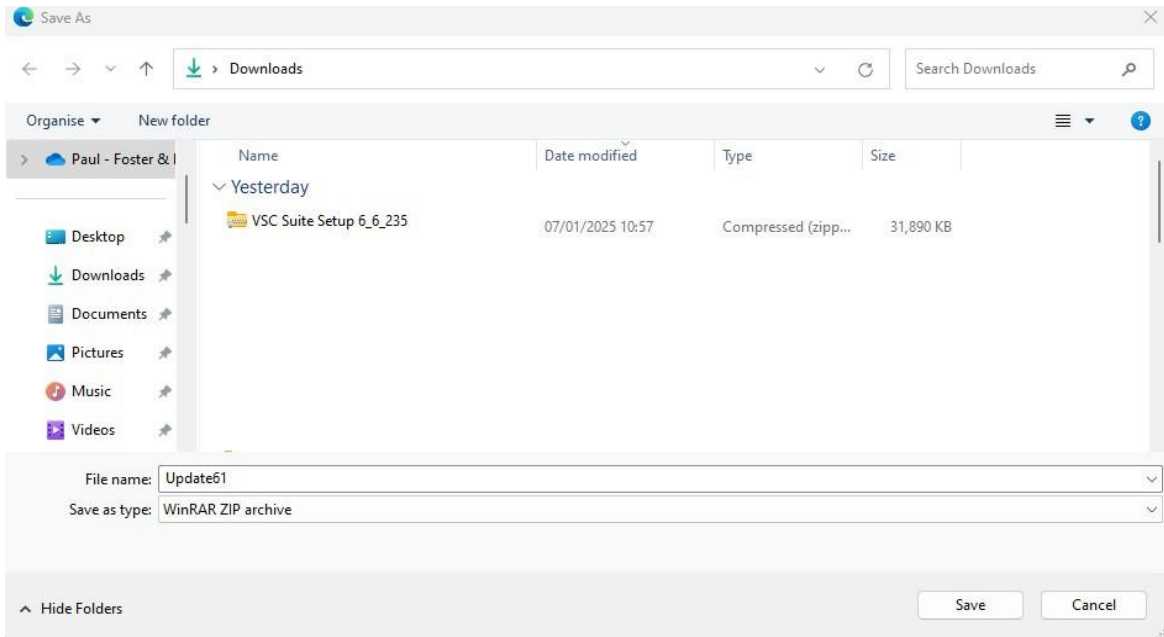
Keesing Documents Update Release v61 09-12-2024 **DOWNLOAD**  
1 file(s) 4,500.53 MB

Keesing Currency Update Release v50 09-12-2024 **DOWNLOAD**  
1 file(s) 2,220.67 MB

3. Once the 'Download' button has been pressed, a small window will appear, asking if you wish to 'Open' or 'Save as' the zipped file. Select 'Save As'.



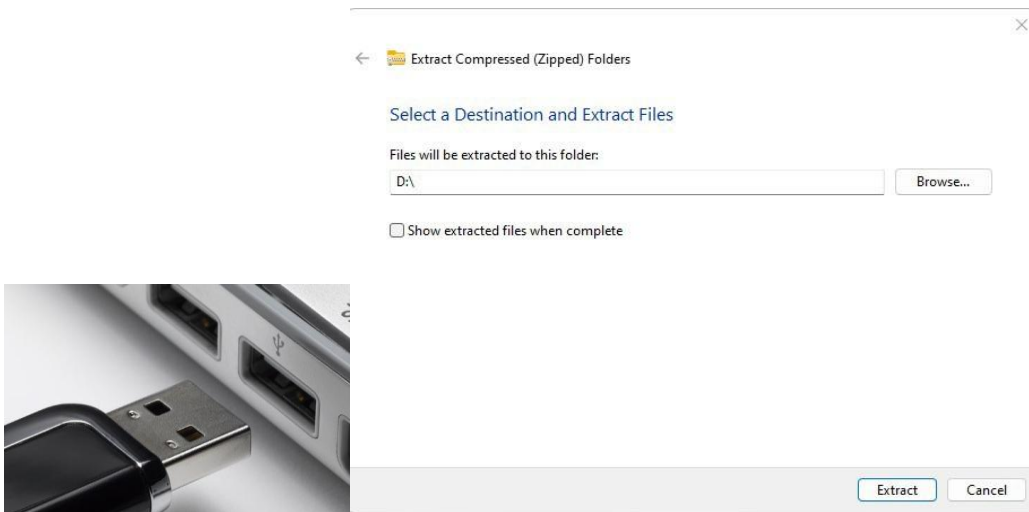
4. Save the zipped file into a location on the PC, such as 'Downloads'.



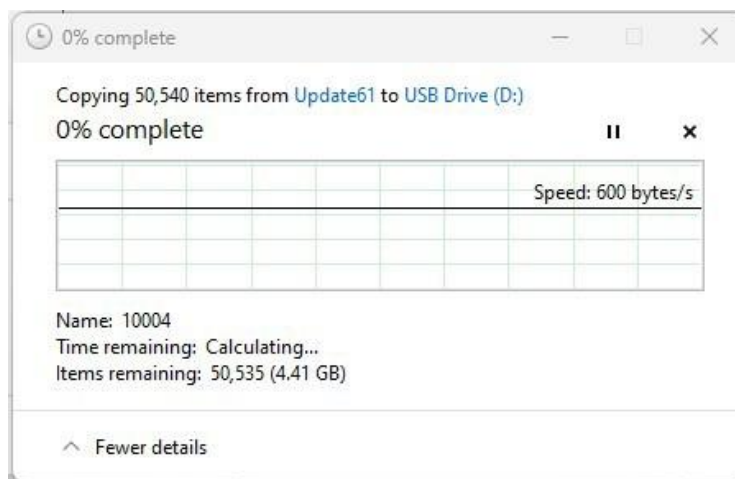
5. The download will now progress.



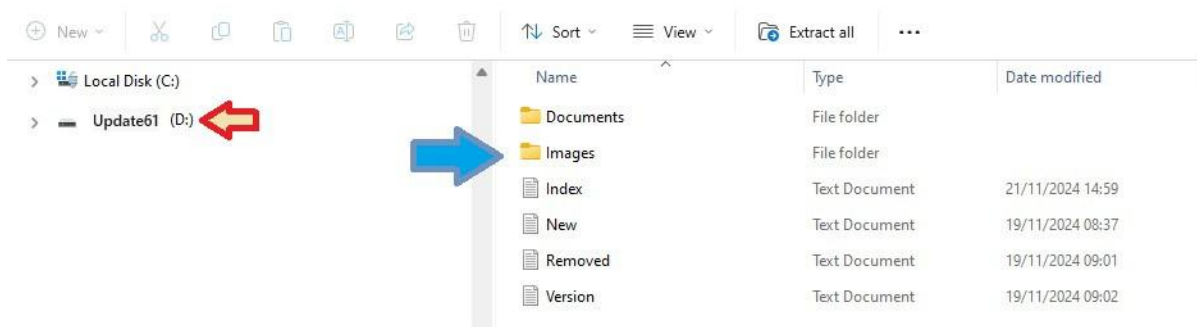
6. Once completed, navigate to the downloaded zip file, right-click on it, and select 'Extract All'. This will open a window asking where the files need to be extracted to. Place an empty USB stick, of the correct size (i.e. greater than 8GB, if possible) into a free USB port, and then using Windows Explorer, navigate to the top level of the drive, i.e. D:\. Once completed, the drive should be seen in the extraction window as the final destination of the Keesing database.



- The zip file will then start to extract onto the USB stick. Once completed this progress window should close.



- Once the process has finished, rename the USB stick to 'Update...' and the number of the Update, e.g. 'Update 61'. Also ensure all the information from the extracted zip file is present at the top level of the USB stick.



- The download and creation process for the Keesing database is now complete. The next stage is to install the new Keesing Database update, into the VSC Suite.

## Updating via VSC Suite Software

10. Place the USB stick into a free USB port (if not in place already).



11. Start the VSC Suite software by double clicking the icon on the desktop.



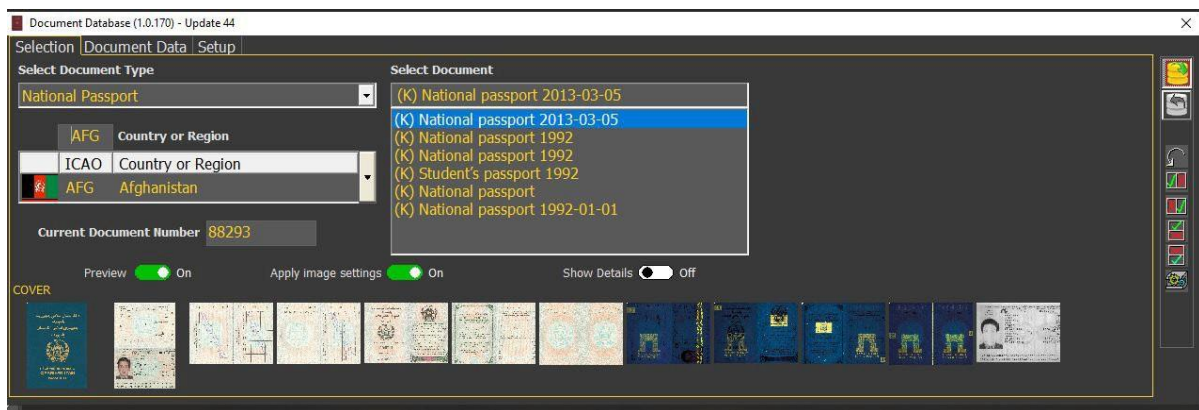
12. The software will now start. When the User selection screen appears, select the user profile, and then press the location of the working folder (usually C:\..\Cases).



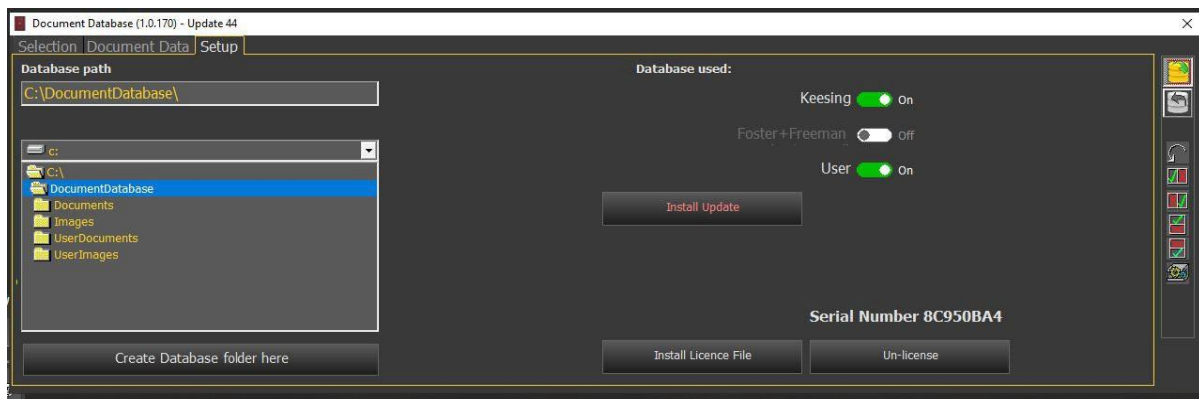
13. Once the software is entered, select the 'ID Documents' Workspace, and select 'Document Database' from the 'Tools' Menu.



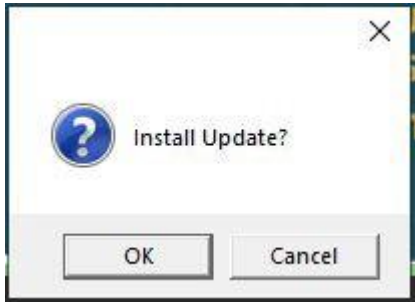
14. Once opened, the Document Database window will appear.



15. Go to the 'Setup' tab, and check that the 'Install Update' button is coloured red. This means the Update USB stick is in the correct format, and being recognised by the Document Database software, and is ready for updating.



16. Press the 'Install Update' button, then press 'OK'. This should now start the process of updating the Document Database.



17. Once completed, you will see a message stating the process is finished. Close the Document Database window. The Keeping Database is now updated and can be used with the new updates.



# **Installing QC1+ Software**

## **Including the installation of the Keesing Document Database**

**Version: 6.0**

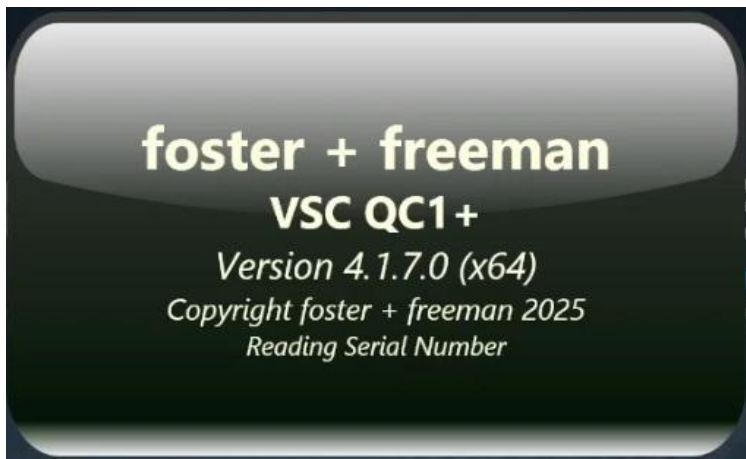
## Document Change Control

Date of Change	Brief Description of Change	Version	Changed By
14-03-2025	Create Original Document	1.0	Paul White
14-03-2025	Alteration of Images & Page Numbers	2.0	Paul White
26/03/2025	Change instructions to include manual installation of Dot Net & VSC-QC1+ software	3.0	Paul White
01/05/2025	Change instructions for navigation of Keesing Archive USB to ensure correct installation	4.0	Paul White
23/06/2025	Change instructions to incorporate the fact the VSC-QC1 software is no longer zipped up, & include preferred settings within the App Settings	5.0	Paul White
25/06/2025	Change instructions to detail checking whether the QC1 unit is on the latest release of software (4.1.7.0) before undertaking the update process	6.0	Paul White

## Contents

1	Installing the QC1+ Software .....	1
2	Installing a Keesing Document Database Update/archive for QC1 .....	9
3	Additional App Settings for QC1+ software.....	18

PLEASE NOTE : THIS PROCESS OF UPDATING THE QC1+ SOFTWARE WILL NOT NEED TO BE CARRIED OUT IF THE SYSTEM IS ALREADY ON VSC QC1+ (VERSION : 4.1.7.0).



IF THIS IS THE CASE, PLEASE MOVE TO :

2. Installing a Keesing Document Database Update/archive for QC1

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1. Installing the QC1+ Software






**THIS RELATES TO QC1+ Software (4.1.7.0)**

- Insert the USB stick and open it in file explorer







- Check the contents of the VSC QC1 USB stick displays. Ensure the contents of the stick shows the QC1 software, as well as the 'Images' 'Documents' folders and 'Index' file, relating to Keesing Archive.

ARCHIVE 62 (D:) >






Name	Date modified	Type	Size
 Index	01/05/2025 12:01	Text Document	483 KB
 Installing QC1+ software and Keesing Da...	01/05/2025 12:01	Adobe Acrobat D...	1,335 KB
 Images	01/05/2025 12:35	File folder	
 Documents	01/05/2025 12:06	File folder	
 VSC QC1+ v4.1.7.0	05/09/2023 15:06	File folder	











- Within the 'VSC QC1+ v4.1.7.0' folder, you should now have a list of files, and a folder called 'Prerequisites'

Name	Type
 Prerequisites	File folder
 Silent Install	Windows Batch File
 Silent Uninstall	Windows Batch File
 VSC QC1+ Setup (x64)	Application

- Enter the Prerequisites folder, and then locate and enter the folder labelled 'Microsoft'

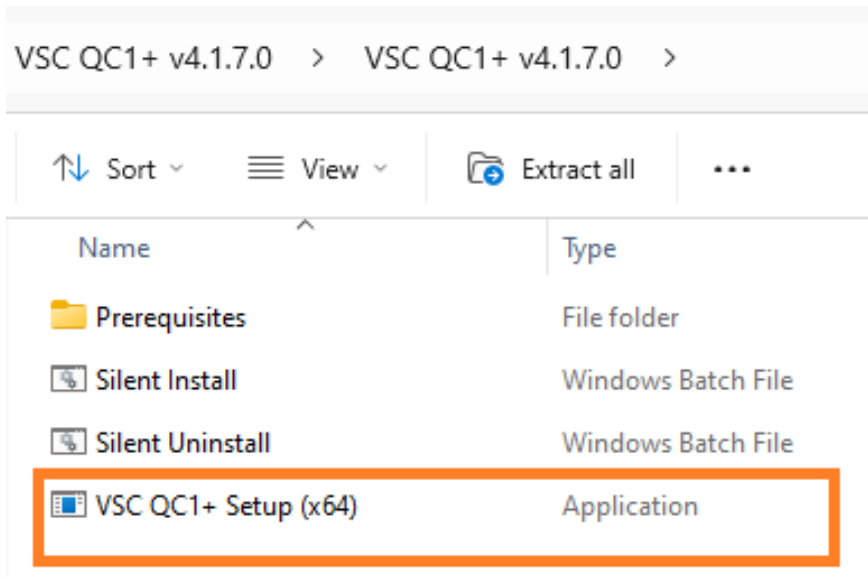
Name	Type
 AssureID	File folder
 Drivers	File folder
 Microsoft	File folder
 Widgets	File folder
 Data (x64)	Windows Installer Package

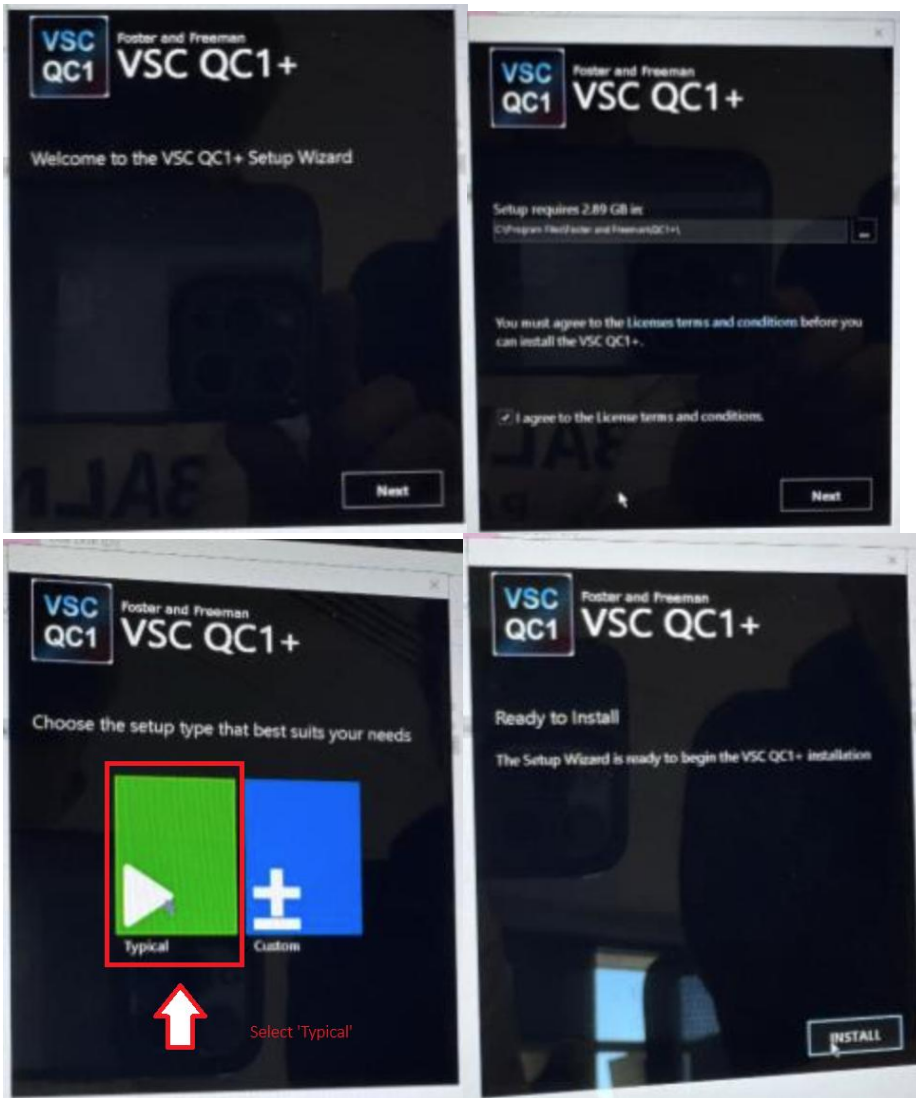
- Inside the Microsoft folder, you will see entries for Dot Net 4.7.2 and Dot Net 4.8.0. You will need to run Dot Net 4.7.2 first, and then run 4.8.0. It is worth noting that when running Dot Net 4.7.2, it may come up with a message saying that Dot Net 4.7.2.exe is already installed, this is fine.

Name	Type
 C++ 2010 x64	Application
 C++ 2010 x86	Application
 C++ 2013 x64	Application
 C++ 2013 x86	Application
 C++ 2019 x64	Application
 Dot Net 4.7.2	Application
 Dot Net 4.8.0	Application
 Dot Net 5.0.12	Application

- When running Dot Net 4.8.0, accept the licence, if prompted to do so, and install. This may prompt you to restart the Surface Pro afterwards so go ahead and restart it. This one may also notify you that it has already been installed, but again this is fine.

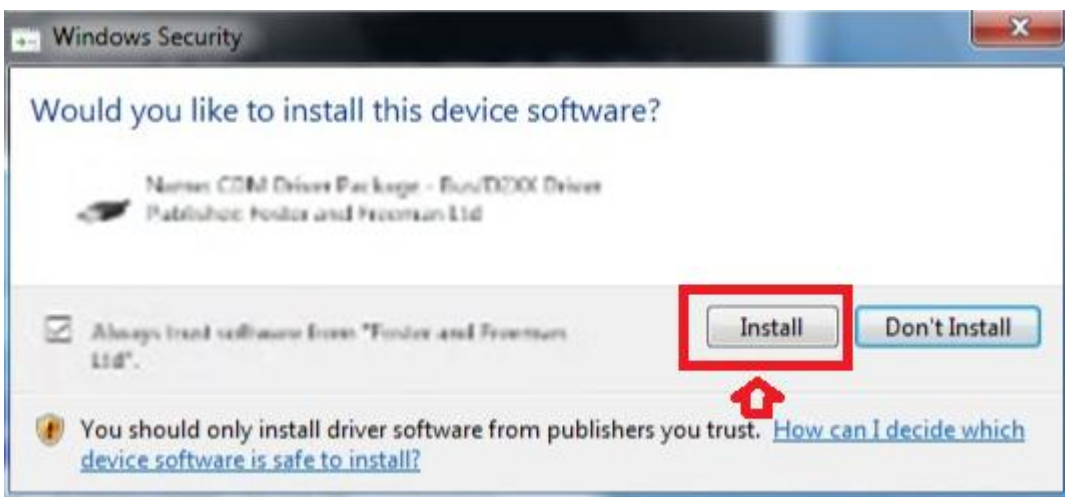
- Once completed, go into the VSC QC1+ v4.1.7.0 folder on the desktop and run the application called 'VSC QC1+ Setup (x64)'.



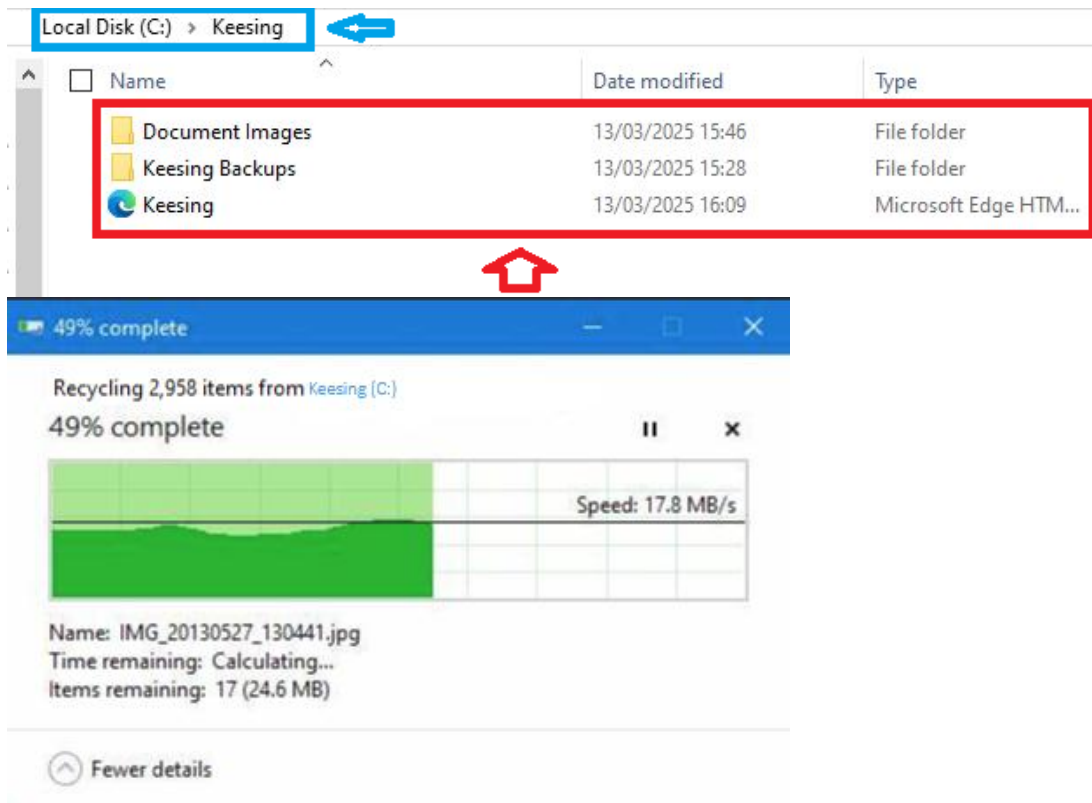




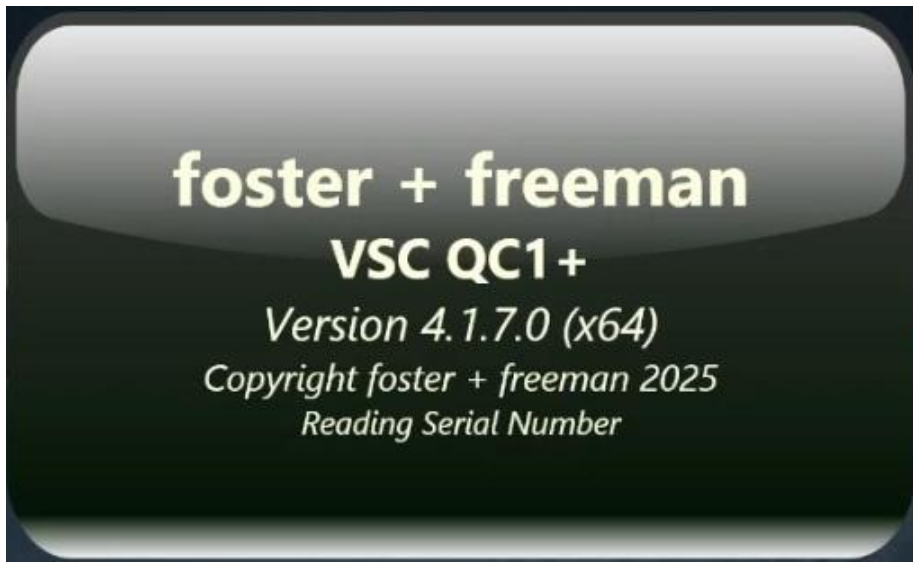
- Press 'Install' if you are asked to install the CDM Driver Package.



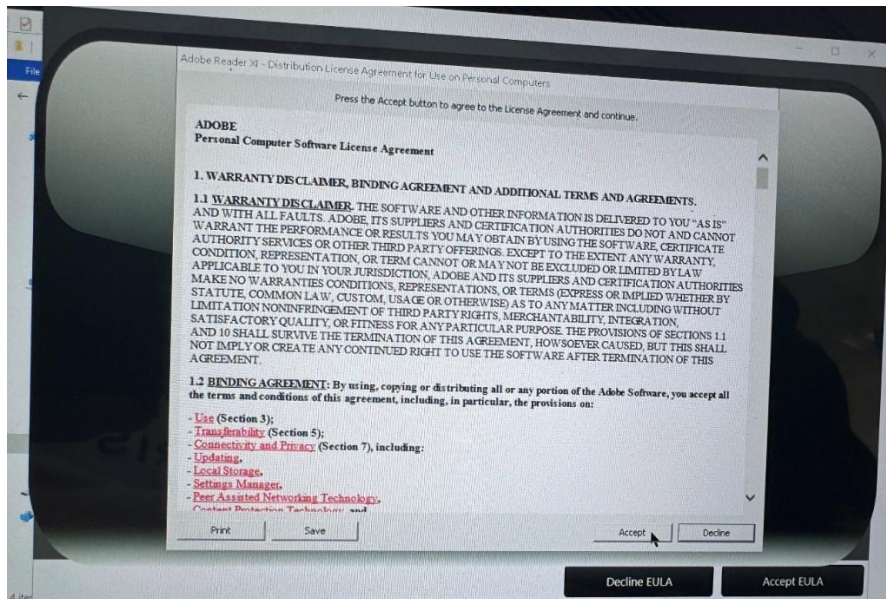
- Once completed, the VSC QC1+ icon should be on the desktop. Next, go to the C:/ drive and locate the folder labelled 'Keesing'. Enter the folder, highlight the contents, and press 'Delete' to remove everything.



- The C:/Keesing folder should now be empty. Next, double click the VSC Qc1+ icon on the desktop. This should start the software running.



- Accept the EULAs and the software should open.



- Once the software has started, it will automatically start to scan the inserted document, if one is present within the unit. Let this finish before moving onto the next stage – Installing the Keesing Database.

## 2. Installing a Keesing Document Database Update/archive for QC1

- The USB stick that contained the main software should still be in the hub located on the back of the QC1 unit



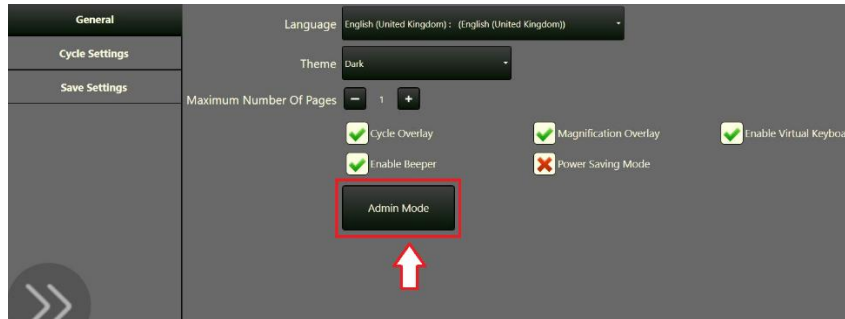
- In the QC1 software, enter the main menu by pressing the button with the two arrows on the left-hand side of the screen



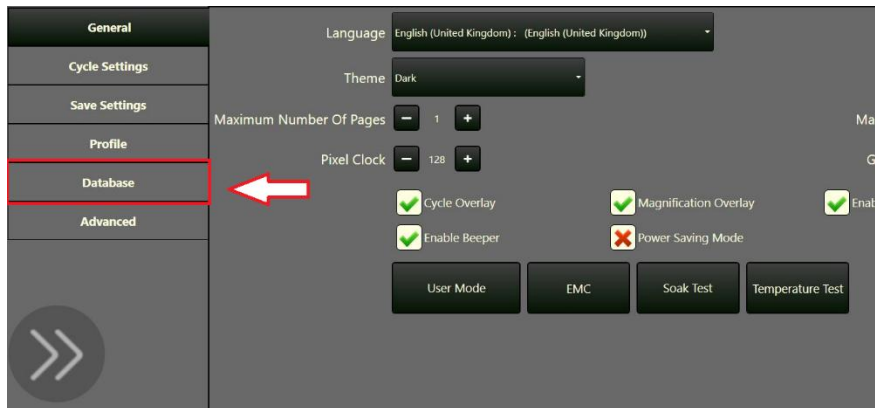
- Press "App Settings"



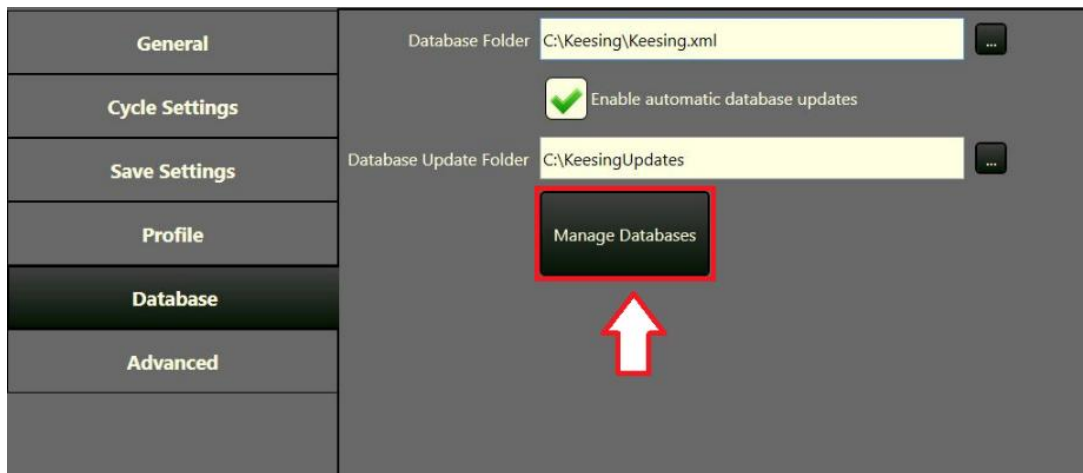
- Under the 'General' tab, press "Admin Mode"



- ***If asked for***, enter the admin password which is "Password" (with a capital P) and press 'OK'
- Press 'Database' in the 'Admin Mode' window. This is located on the left-hand side of the screen



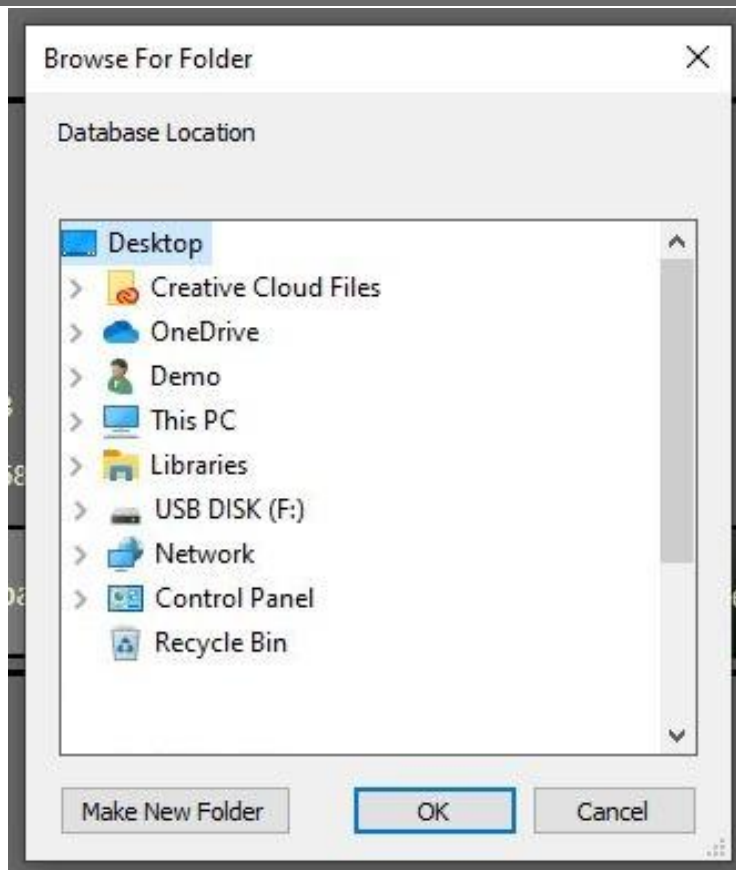
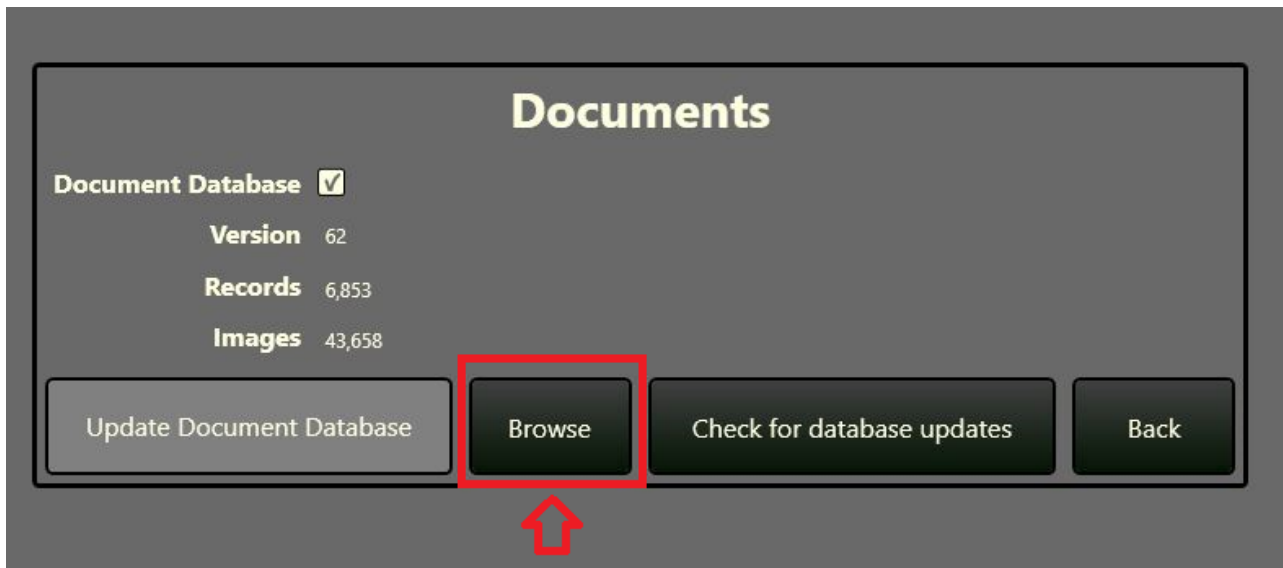
- In the 'Database' menu, press the 'Manage Databases' button



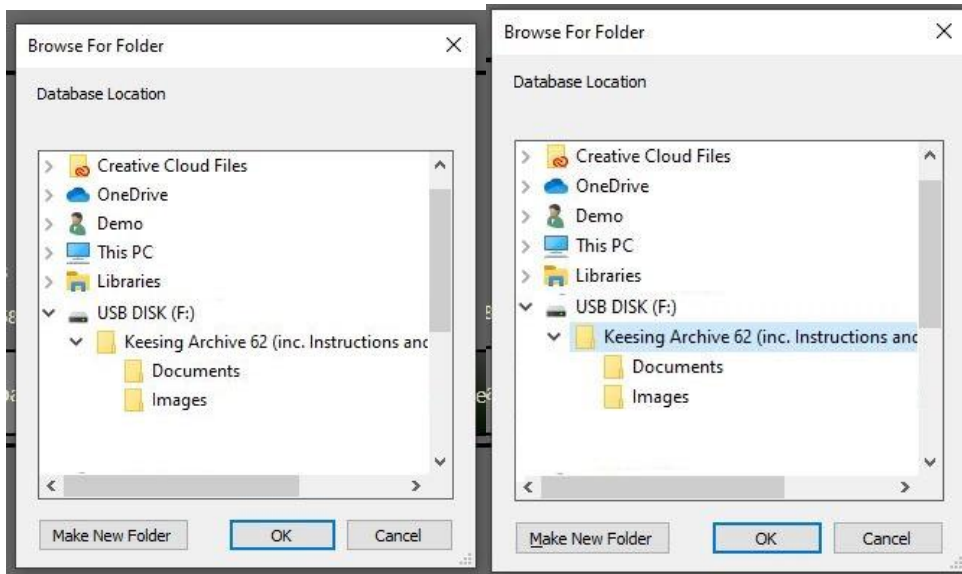
- A small window will appear showing the current version of Database installed, along with the number of images and records present. As you have cleared the C:/Keesing folder, this should be blank.



- Select 'Browse'. This should open up a File Explorer window.



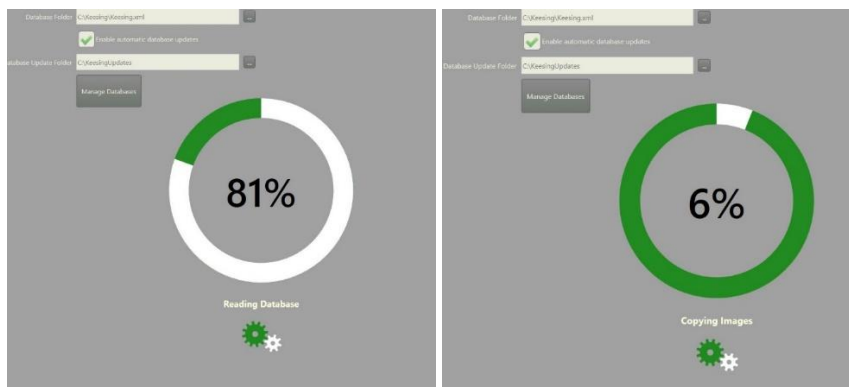
- Click on the 'USB DRIVE' entry, which should be the Keesing Archive Update stick. This will show the sub folder 'Keesing Archive 62 (inc. instructions ...)'. Select this, then press 'OK'.



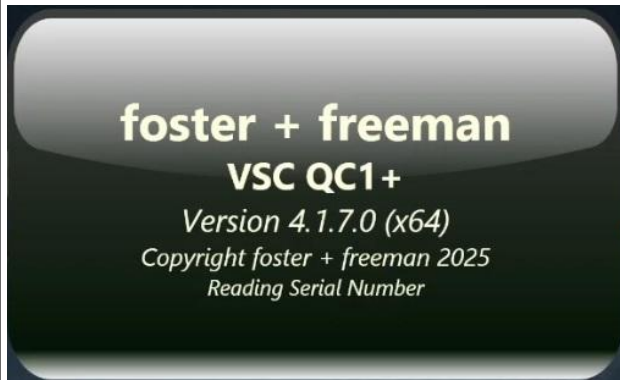
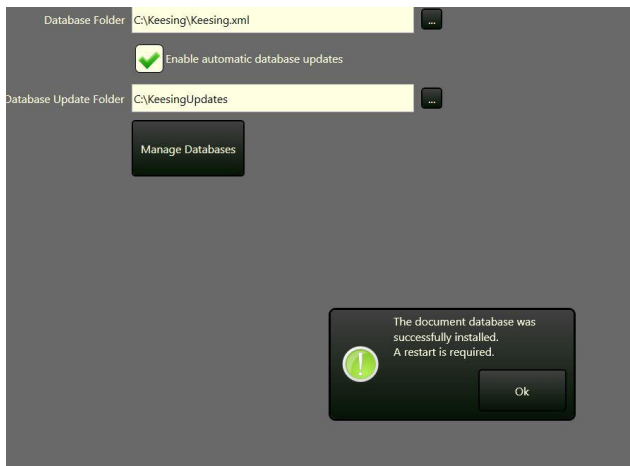
- Press the 'Install Document Database' button.



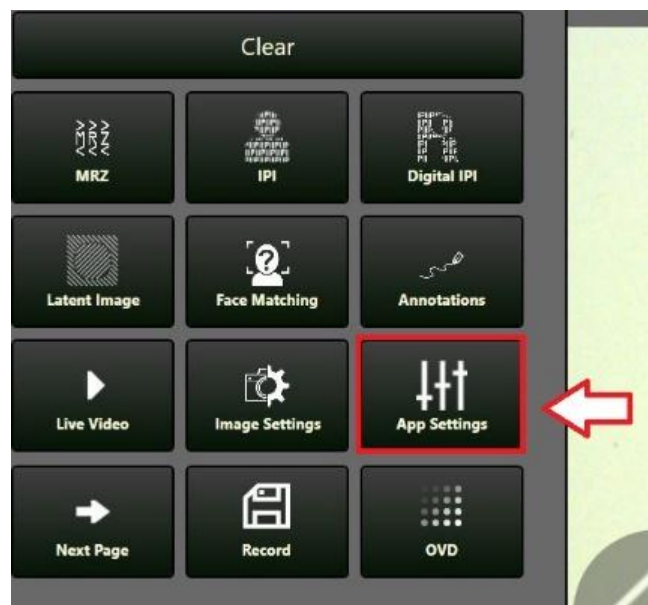
- If the update on the memory stick is recognised, the update will install automatically.

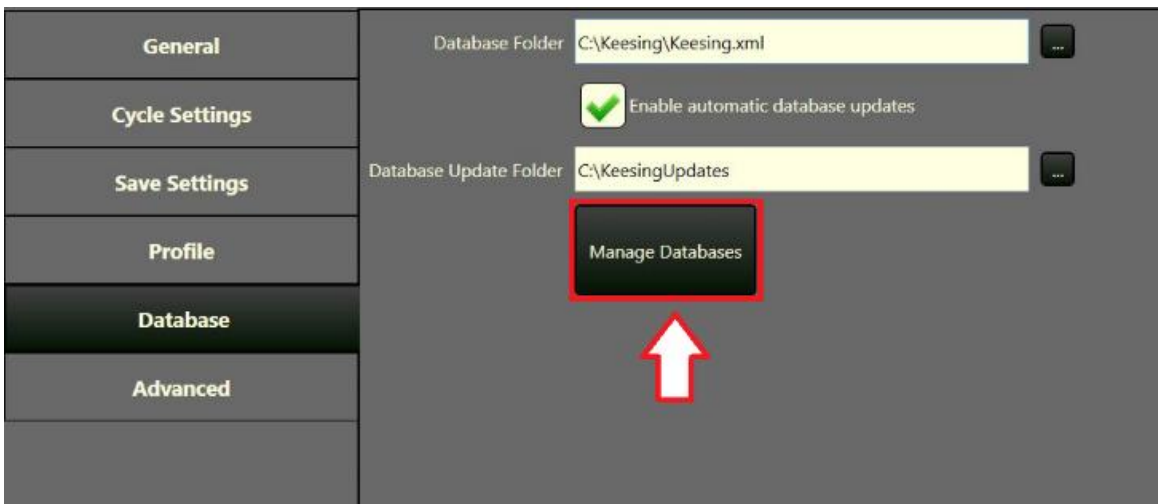
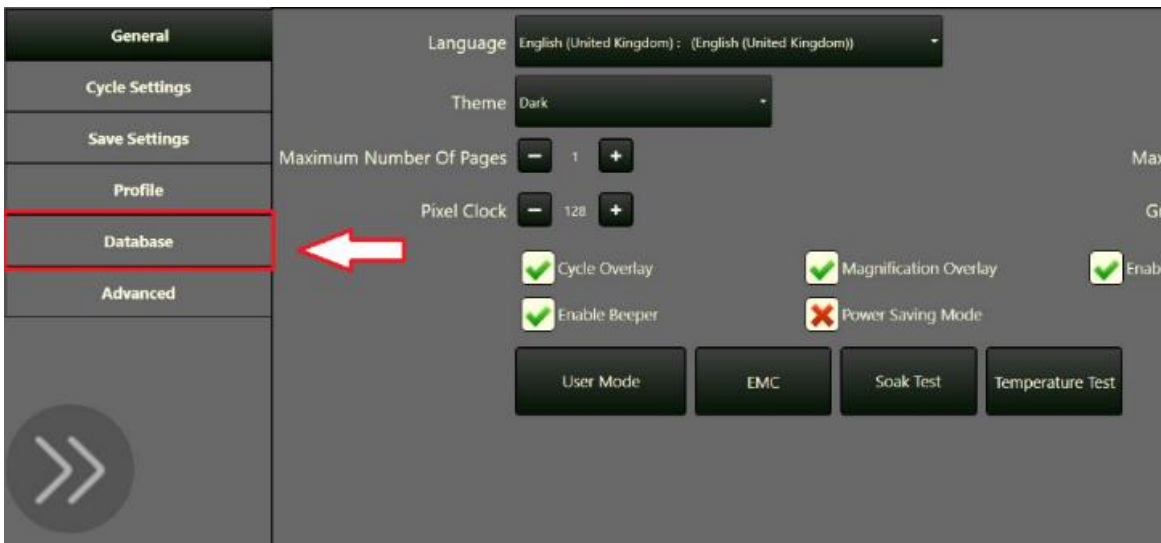


- The software will need to be restarted when complete. The memory stick can now be removed.

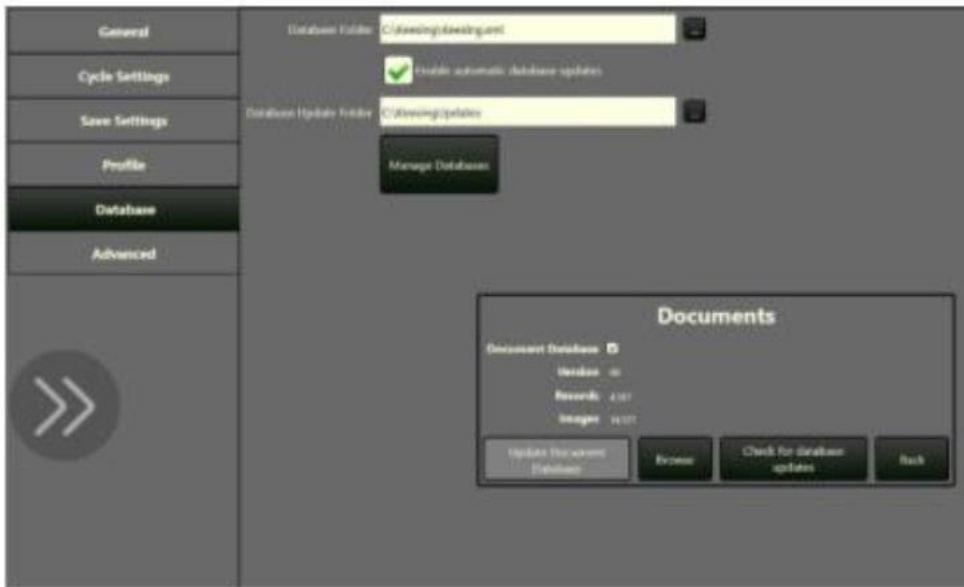


- Once the software restarts, enter the main menu, by pressing the double arrow button on the left hand of the screen, click on 'App Settings'/'Admin Mode'/'Database'/'Manage Databases'

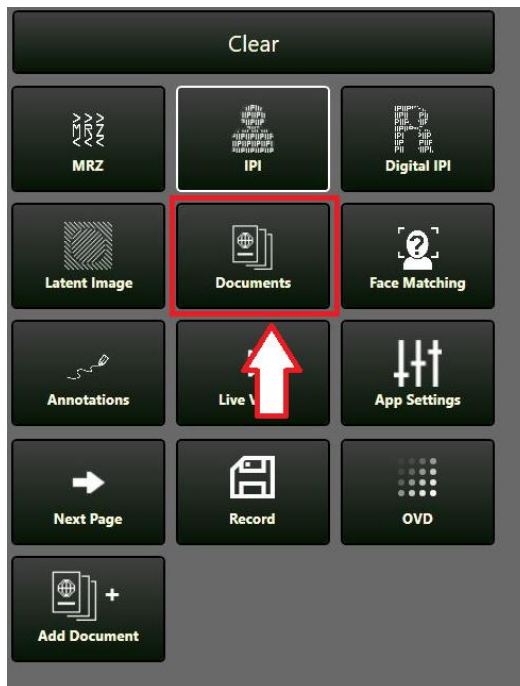




- Check that the information displayed shows that the new Archive/Update has installed.



- Go back to the main menu, by pressing the double arrow button on the left hand of the screen, and check there is an entry for 'Documents'.



- Press the 'Documents' button and check that the database opens, and that images are present for any entries selected.



- The Keesing Database should now be installed and running the latest release.

**IT IS WORTH NOTING THAT THIS PROCESS WILL HAVE TO BE REPEATED FOR EVERY KEESING UPDATE THAT IS SENT TO YOU. THIS PROCESS REMOVES ANY USER DATABASES THAT MAY HAVE BEEN CREATED, ONLY ALLOWING THE KEESING DATABASE PROVIDED BY FOSTER + FREEMAN TO BE INSTALLED.**

### 3. Additional App Settings for QC1+ software

Some issues have been reported with several units where either the document is not automatically reading the document when it is inserted, and it is required to press the Space bar or similar, on the attached keypad, or that the software starts up and automatically tries to read a document, even when no document has been inserted.

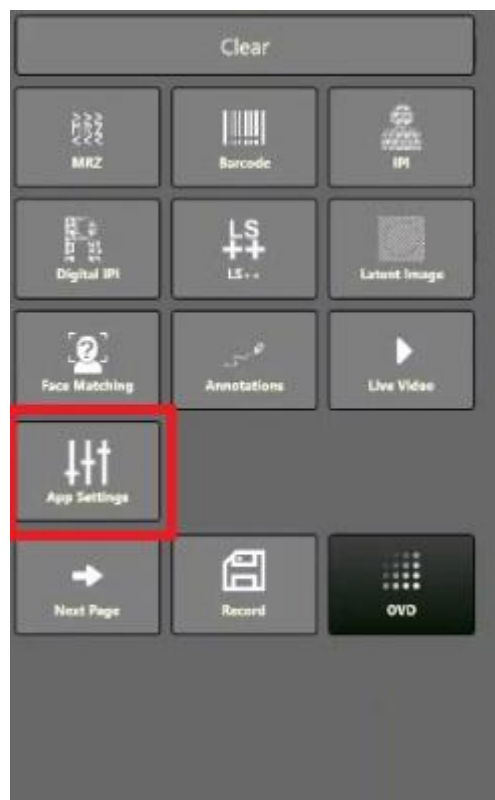
An inspection of one such unit showed some of the settings possibly needed changing, to allow the unit to activate software once the document had been inserted, and without the need to press any extra buttons on the keypad.

To access and change the settings, please do the following:

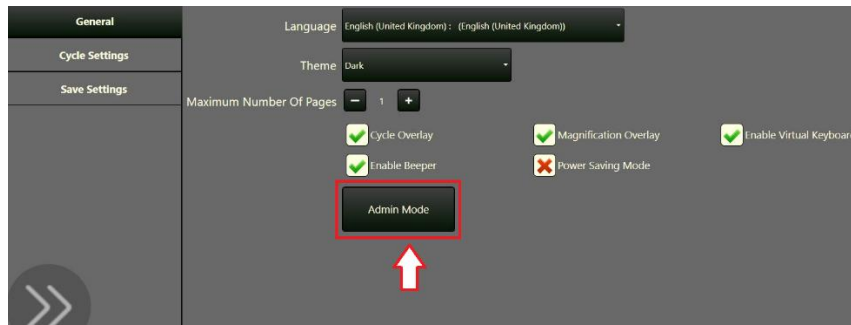
- In the QC1 software, enter the main menu by pressing the button with the two arrows on the left-hand side of the screen



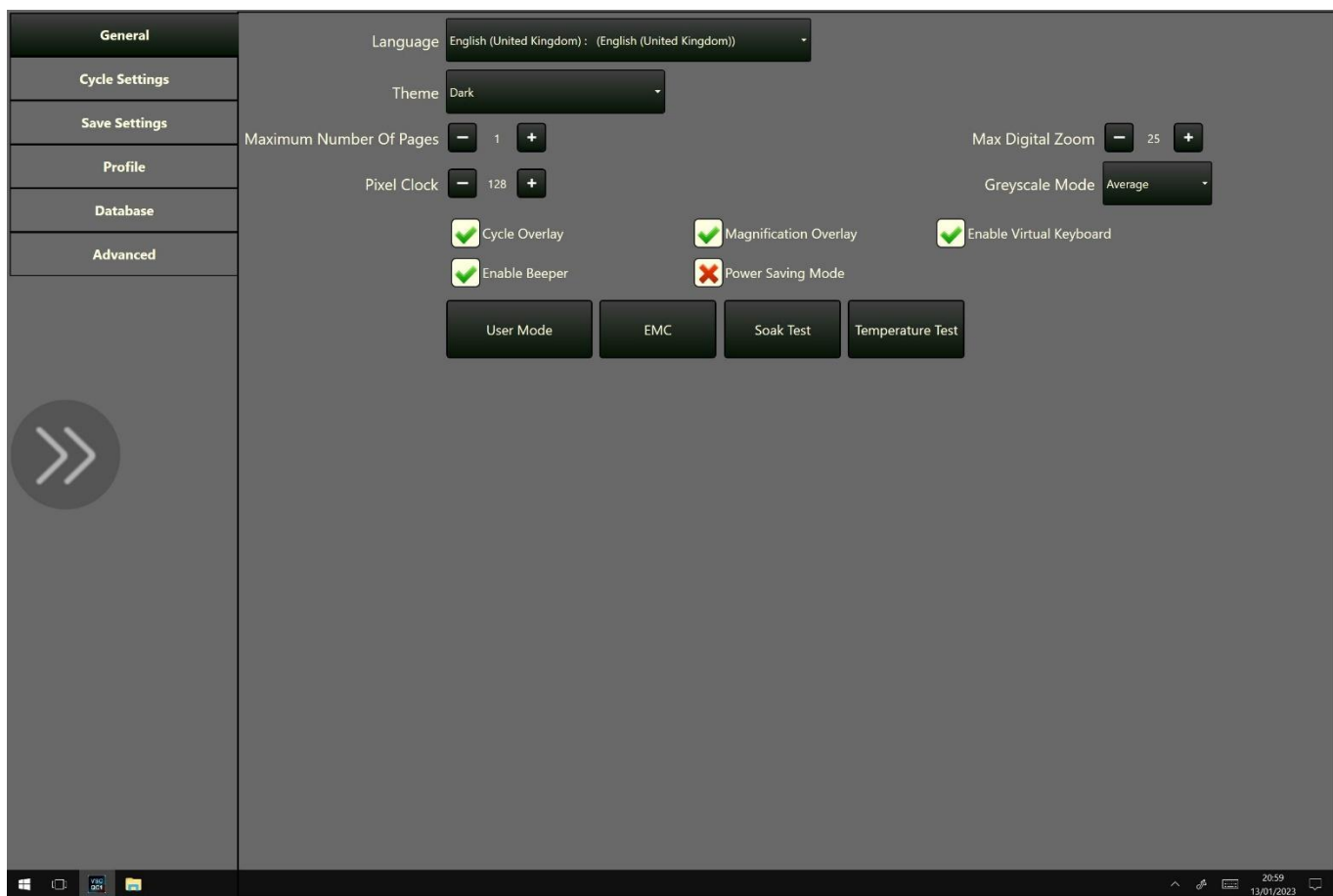
- Press “App Settings”



- Under the ‘General’ tab, press “Admin Mode”

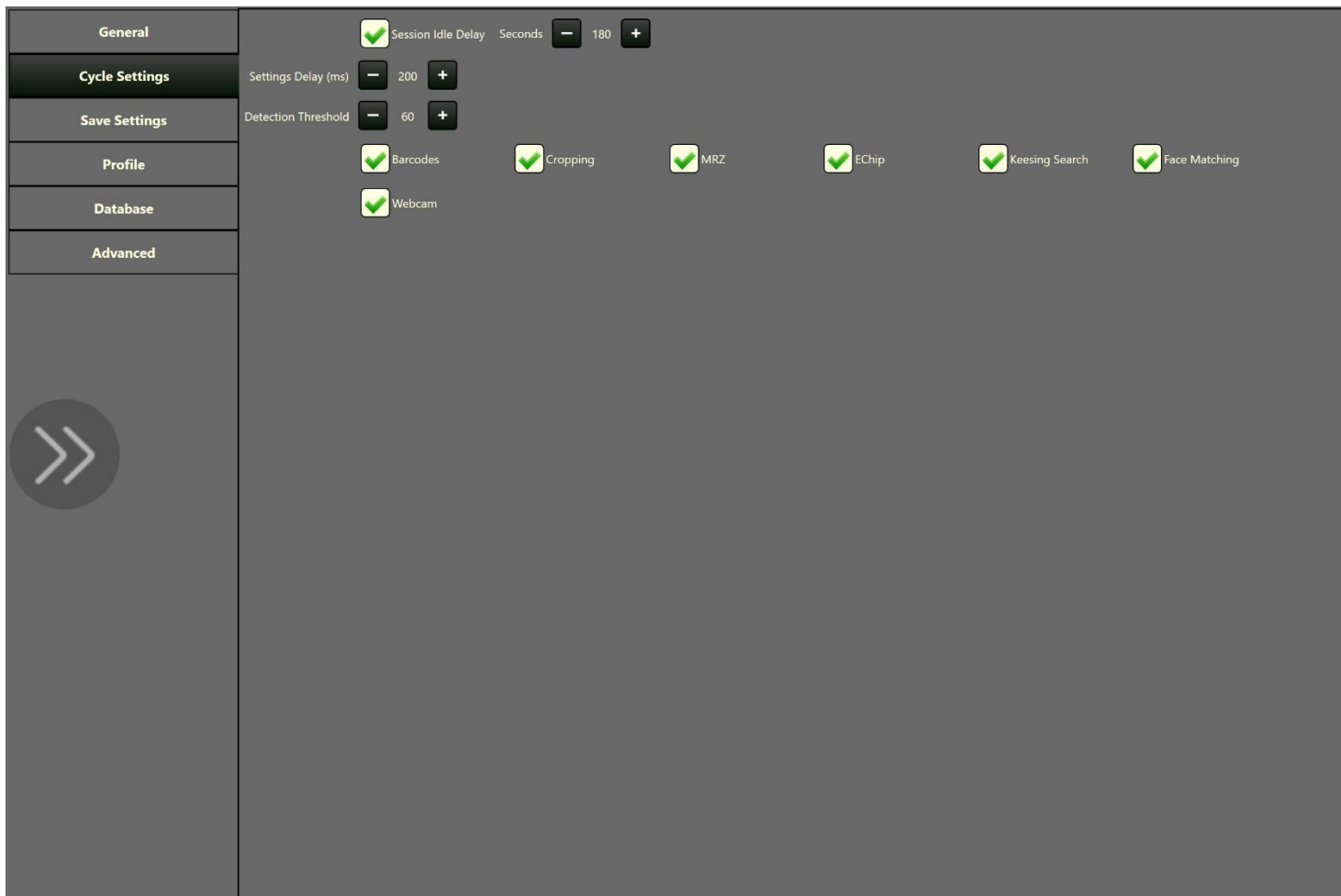


- ***If asked for***, enter the admin password which is “Password” (with a capital P) and press ‘OK’
- Click on the ‘General’ tab in the sidebar and note the settings.

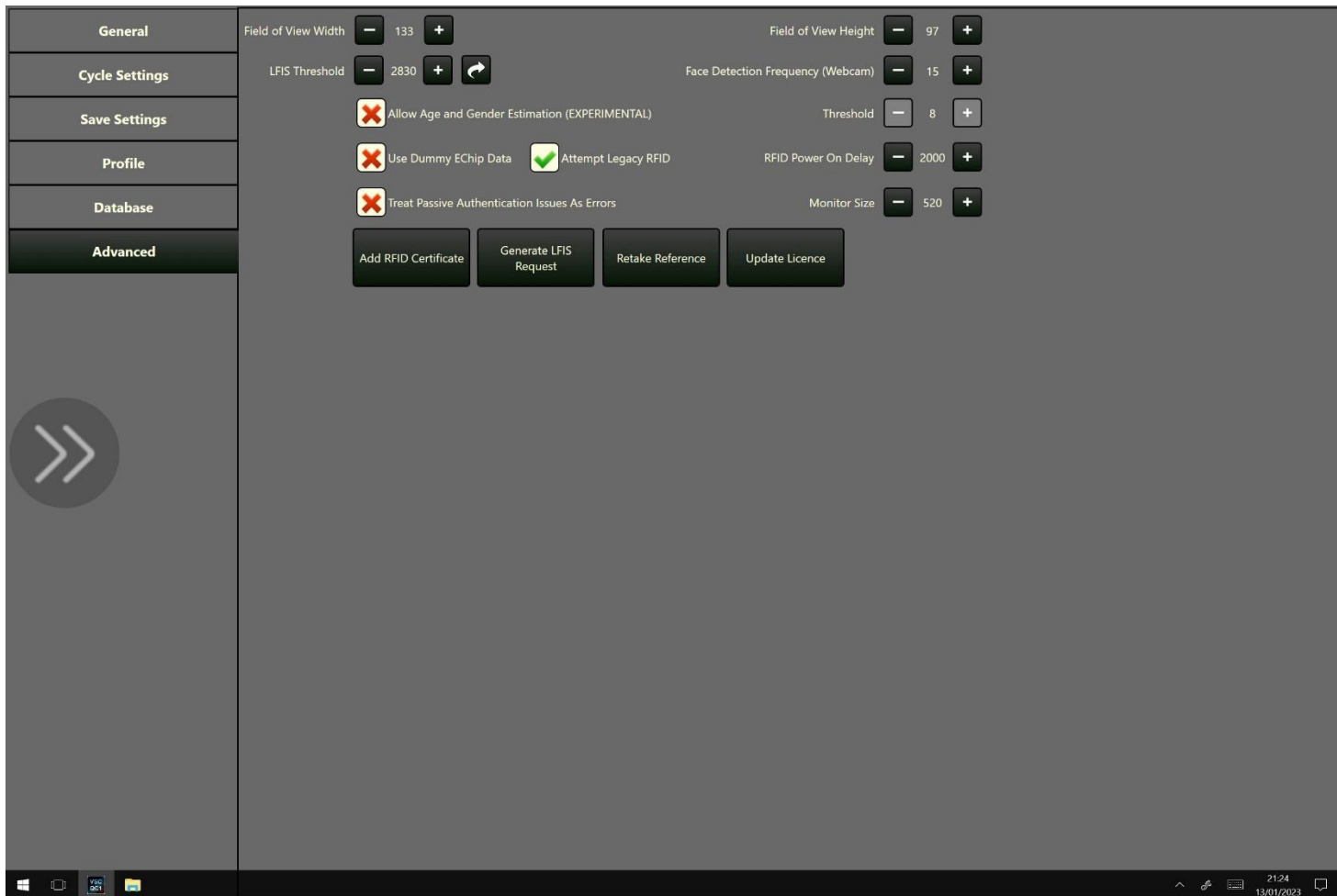


- These should be the following:
  - Pixel Click = 128
  - All boxes ticked except ‘Power Saving Mode’
  - Max Digital Zoom = 25
  - Greyscale Mode = Average

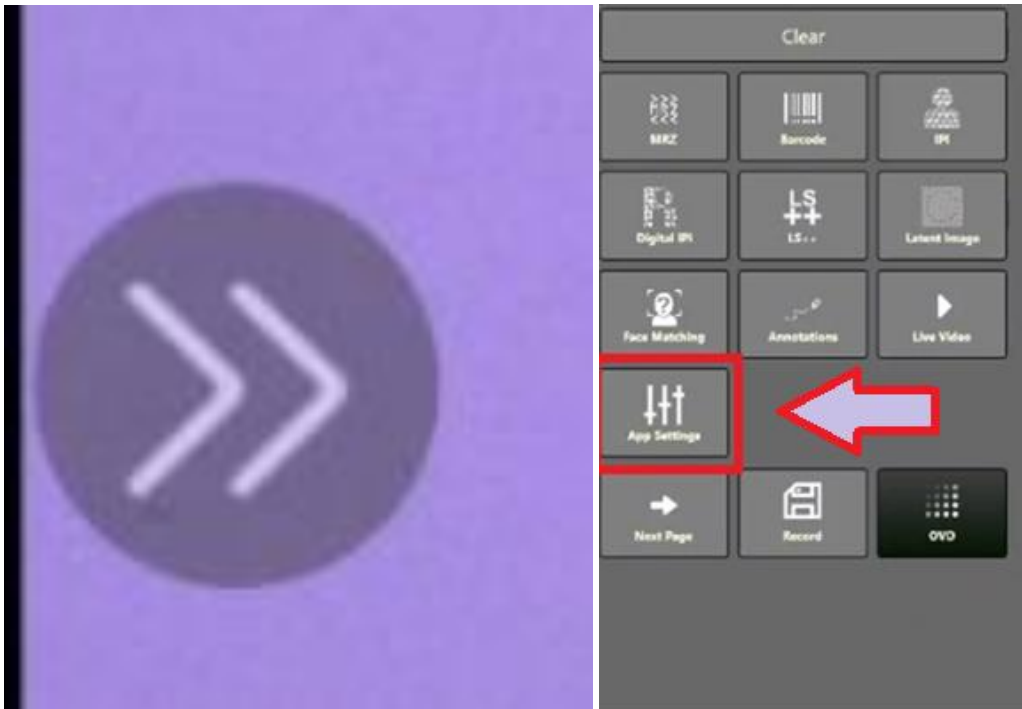
- Next, click on the 'Cycle Settings' tab in the sidebar and note the settings.



- These should be the following:
  - Detection Threshold = 60
  - Settings Delay (ms) = Approx. 200
  - All boxes to be ticked, unless there is no Webcam fitted, or if the user does not want the Webcam to be activated.
  - Session Idle Delay (seconds) = 180
- Next, click on the 'Advanced' tab in the sidebar and note the settings.



- These should be the following:
  - Field of View Width = Approx. 135
  - LFIS Threshold = 2830
  - All boxes unticked except 'Attempt Legacy RFID'
  - Field of View Height = Approx. 97
  - Face Detection Frequency (Webcam) (if fitted) = 15
  - Threshold = 8
  - RFID Power on Delay = 2000
  - Monitor Size = 520
- Once all these settings have been checked (and changed, if required), press the double arrow button, and deselect the 'App Settings'



- Next, navigate to the bottom of the of menu bar, and press 'Exit Application'



