

# Customer Support

# Software Release Bulletin

**Date of Issue: 19/05/2026**

**Product: VSC PDi+ & PDi**  
**Version: 4.1.0.0**

**Release Type: Major**

# VSC PDi+

## Device Compatibility

The following products are NOT SUPPORTED by this software:

- PD2000
- PD2000/FP
- Upgraded PD2000/FP

The following products ARE SUPPORTED by this software:

- VSC PDi
  - Fully supported albeit without the extra light sources of the PDi+ (such as Anti Stokes / Cyan)
- VSC PDi+
- VSC PDi+ Chinese Specific Version
  - Fully supported taking into account the reduced light sources of this version

**A minimum of 16GB of RAM is required to reliably run the VSC PDi/PDi+ as using less has been shown to cause issues with running macros.**

# VSC PDi+

## Version 4.1.0.0

### Release Type: **Major**

This is a Major software release addressing multiple areas as listed below and assumes units have already been upgraded to the previous version and new licenses acquired.

#### Key Highlights

- MultiBiometrics Update
- Security Updates (MATLAB, Backend Upgrades)
- Auto Cropping / Rotation fixes

See Installation & Configuration Guide toward the end of this document for a full clean installation process or use the below instructions for an upgrade.

#### Further Information related to Colour Correction

- Please make sure this is installed using Administrator privileges
- Colour Correction has been reviewed and we'd like to remind of the following steps:-
  - a. In the main screen of the VSC PDi(+) software, select the Main menu button.
  - b. Remove the larger L-bracket. Place a document in the VSC PDi(+) e.g. the checklist.
  - c. Select the Camera menu button. Click the Focus button.
  - d. Remove the document, and place the white plastic insert into the VSC PDi(+).
  - e. Select Calibrator.
    - i. Click on the Flat Fielding Settings button
    - ii. **Ensure the button at the top of the screen says Diffused Flood White**
    - iii. Ensure the Gamma value is as close to 1.0 as possible
    - iv. If not then click on the button and select the Diffused Flood White from the pop-up
    - v. Press the Apply button then the Close button
  - f. Click the Auto Calibrate button.
  - g. Follow the instructions (you will be asked to insert the UV dull paper and the colour checker). Place the colour checker into the middle of the glass.
  - h. Check that the calibration completes without error

**Installation Instructions:**

1. Log into the Distributor Website or Customer Portal as appropriate, navigate to the relevant product area, select the Software Updates drop down and Click the 'Download' button next to the 'SW Release' to download the zip file. Software version numbers within images are representative only.

## VSC® PDi+

Perfect digital capture of travel and identity documents. [View product at fosterfreeman.com](#)

User Manuals	+
Software Updates	-

Please download and read the Software Release Bulletin before installing or updating the software on your device.

VSC PDi Software Release Bulletin Version 3.1.37.0 (08-01-24) 1 file(s) 558.51 KB	<a href="#">DOWNLOAD</a>
VSC PDi+ SW Release v3.1.37.0 29-01-2024 1 file(s) 3,018.48 MB	<a href="#">DOWNLOAD</a>
Acuant Standalone SW Release v1.0.10.0 28-05-2024 1 file(s) 905.34 MB	<a href="#">DOWNLOAD</a>
LFIS Standalone SW Release v1.0.23.0 09-02-2023 1 file(s) 418.44 MB	<a href="#">DOWNLOAD</a>
FF3D SW Release v3.0.2.0 09-07-2024 1 file(s) 1,232.56 MB	<a href="#">DOWNLOAD</a>

Keesing	+
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This version can be installed directly over previous versions.

1. Download the zip file
2. Right click the file and select "Properties"
3. At the bottom right of the property's windows tick the box that says "Unblock"
4. Click Apply, then Click OK
5. Right click the file and select "Extract All.."
6. Ensure "Show Extracted Files" is checked and click "Extract"
7. Where products are not on a desktop computer, copy the file onto the USB drive and transfer the file to a folder onto the target hardware
8. On the target hardware, open the containing folder and double-click the executable file
9. Follow the on-screen instructions
10. Once completed, restart the device

## V4.1.0.0

### Bug Fix / Feature Breakdown

ID	Change	Work Item Type
31419	MATLAB - v2025b Released & FFT Implications	Change Request
32577	PDi+ - Add option to add settings on images by default	Change Request
34160	PDI SW Issues 4.0.0.0 - Auto Cropping and Cropping Rotation	Change Request
35196	VSC-PDi+ SW 4.0 - After running Macro to capture images and then save them into Galley when double click to open any image it's blank screen	Change Request
35432	VSC-PDi+ Software - German translation correction	Change Request
32709	Update Missing Translations	Minor Project Task
35504	Add hover text to the Glass Mode button	Minor Project Task
29742	PDi+ Cropped image won't display	Bug
32366	PDi+ - Detect Face Additional 1 Image is not cleared when a new Detect Face is done	Bug
32367	PDi+ - Add a 'Scan All' button to Detect Face	Bug
32370	PDi+ - Detect Face takes a long time and the progress wheel stays at 0% the whole time	Bug
32373	PDi+ - Running the Detect Face before reading MRZ always fails to match Additional 1 image with MRZ	Bug
32375	PDi+ - Detect Face crashes when adding an Additional 2 image	Bug
34126	PDi+ Trainign Preparation Findings	Bug
34231	PDi+: Software crashes if you click 'cancel' while selecting the license file	Bug
34593	Text field when adding settings caption to image is very small.	Bug
34919	Sweden - MRZ Read Error Location	Bug
35322	German translation error	Bug
35569	Wrong tooltip for 'Compare Image' in Face matching	Bug
35575	Exception while trying to open the latest 3D software	Bug
35580	Currency database installation always cause a crash	Bug
35630	Default gamma value Flat field settings	Bug
35648	No 'cancel' option for 'MRZ' button in face matching	Bug

**V4.0.0.0**

**Bug Fix / Feature Breakdown**

ID	Change	Work Item Type
4113	Macros Scroll bar	Change Request
9289	Crop Border too Thick	Change Request
9293	Ultraviolet issues	Change Request
17899	Auto Orient	Change Request
26111	Request to develop an "insert accessory" for avoiding the Newton's ring interference when capturing images of virgin specimen documents	Change Request
28714	MRZ User Experience Improvement	Change Request
28919	Image quality with annotations	Change Request
29460	Change made to the FF3D Working folder default location cannot be remembered	Change Request
31648	Exposure correction setting when using Anti Newton Glass in PDI+	Change Request
32006	Incorrect paint details on 252-220 Main Front Cover	Change Request
1723	Entering a custom prefix causes images names to change to default	Bug
1744	US MRZ	Bug
9386	AAMVA	Bug
12763	Images created by the tutorial remain in the gallery	Bug
15323	Report Manager - some fonts produce an error 'TrueType collection fonts not supported by PDFsharp'	Bug
16359	Liveness check results in the application crashing	Bug
17040	Does not specify whether its currency or documents that needs updating	Bug
17869	Currency search is showing wrong currencies for some Issuing Countries	Bug
20322	MRZ being read wrong	Bug
21746	The application contains Dot Net version 5.0.12 which is no longer supported	Bug
23766	When a Keesing update is done a restart message should appear.	Bug
24674	NEF image format not available when saving an image	Bug
24677	Saving PNG images takes longer than expected	Bug
24715	No character limit while adding a profile	Bug
25680	Skipping 'Document Position' step does not capture any image	Bug
25848	Document number 'Expected' is different to 'Optical' - Portuguese ID card	Bug
26323	Capturing and opening a compared image	Bug
26459	'Comparison' Interactive tutorial causes the software to freeze	Bug
26540	No character limit when creating a new 3D project	Bug
26578	Using 'General Test' button in a different language causes software to crash	Bug
28031	Some Barcodes don't work - AZTEC_CODE, DATA_MATRIX, QR_2005 and UPC-E	Bug
28054	EULA required updating	Bug
28698	The new style RFID details are displayed when using a licence without this permission	Bug
28699	Add the RFID FFEMRTD function to the 'About' page and Report	Bug
28700	A crash occurs if you run Quick Capture without performing a Calibration	Bug
28703	Crash when Save PDF is used after reading the EChip for the Ukraine ID card	Bug

ID	Change	Work Item Type
28717	Failed e-chip macro cancel	Bug
28720	EChip Results screen - Some boxes have translated text that does not fit	Bug
28802	The UV/ White combination settings are not applied when doing a Macro	Bug
29200	MRZ reads causing instability	Bug
29551	Application settings 3D Folder does not remember the location if you change it.	Bug
29608	Keeping update for Documents v61 should not allowed when then licence 'Allowed version' is set to v60	Bug
29774	Imported JPEG or BMP images won't display on main screen	Bug
29804	IPI crashes when you select Auto Decode IPI after doing a Auto Decode IPI and use the arrows in the box	Bug
29836	Images can't be saved using EMF and WMF Image Formats	Bug
29838	foster + freeman Logo is out of date	Bug
29893	Redaction template is not showing on a captured image with the Apply Redaction function	Bug
31477	Unhandled exception crash when reading Auto decode IPI	Bug
31478	LS++ not available when selected from within STAC screen	Bug
31479	eChip read sometimes crashes	Bug
31484	Application crashes when saving a DNG format image	Bug
31490	Keeping Document sub regions do not sync with image features	Bug
31501	The MRZ/STAC button does not have STAC in it for other languages	Bug
31602	The Keeping_Updates folder is not created by the software install	Bug
31615	STAC - Hungarian ID card won't read unless you capture an image	Bug
31617	MRZ Tutorial is out of date and can't complete	Bug
31660	Background removal is not showing Result Image or Intermediate Image	Bug
31915	The About screen shows LS++ and IPI unticked when they are added in a V59 licence	Bug
31933	Upgrading software causes crash after updating the licence	Bug
31943	Annotation Ruler measurement is too small and is obscured by the line	Bug
31946	Detect Face Save PDF does not work	Bug
31948	Detect Face screen hover text errors	Bug
31949	Text function text is too small and can't be read.	Bug
32071	Face Matching will not load from the EChip read screen	Bug
32074	Functions still work after Licence has expired	Bug
32102	Detect Face - live image will not appear when you select Detect Face Photo live image	Bug
32103	Detect Face MRZ read will not work when selecting Detect Face from the side menu.	Bug
32109	Text function text is too small	Bug
32169	Saving a profile freezes	Bug
32196	Edit MRZ shows no data after an edit	Bug
32197	No Edit MRZ option appears after reading an EChip	Bug
32199	OVD .AVI video will not play unless VLC Media Player is installed.	Bug
32334	Detect Face images are not reset when you close Detect Face and re-open	Bug
32387	Quick Capture tutorial stops when you reach the Quick Capture text box and Quick Capture can't be clicked	Bug

ID	Change	Work Item Type
24759	No character limit while naming a new OVD sequence	Minor Project Task
26324	No character limit when creating new IPI pre-set - PDI+	Minor Project Task
29727	Keesing Method Update	Minor Project Task
29728	Keesing Sub-regions	Minor Project Task
29729	Update PACE solution	Minor Project Task
29776	Update Facial Recognition	Minor Project Task
29780	Update MATLAB	Minor Project Task
29782	Update Video Sequencing Method (C++ 2010 removal)	Minor Project Task
31217	Time Based License Lock for VSC STAC	Minor Project Task
31226	Change Licence name from ffemrtd to VSC_STAC	Minor Project Task
8747	Software e-chip capability	Software Task
9361	Updated Licensing to NuGet	Software Task
28709	PACE Update	Software Task
28816	Add FFeMRTD save to Macro after RFID read	Software Task
29735	Investigate Colour Issue	Software Task
31719	Exposure correction setting when using Anti Newton Glass in PDI+	Software Task
31643	Settings for Anti-Newton Glass	Software Task

# VSC PDi+

# Software Upgrade Guide

## Introduction

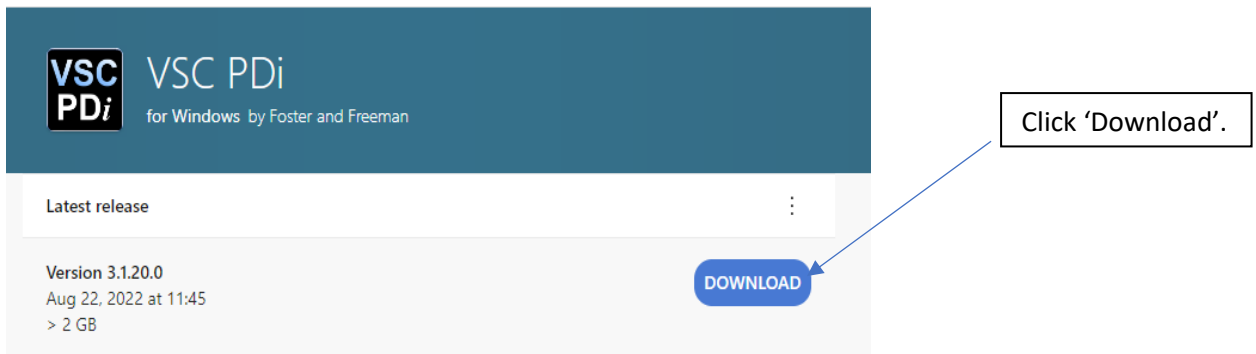
This guide provides step-by-step instruction on how to install an upgrade to the VSC PDi(+) software. Version numbers listed are representative and will differ dependant on the version being installed.

**\*Please note this guide is based around Microsoft Edge\***

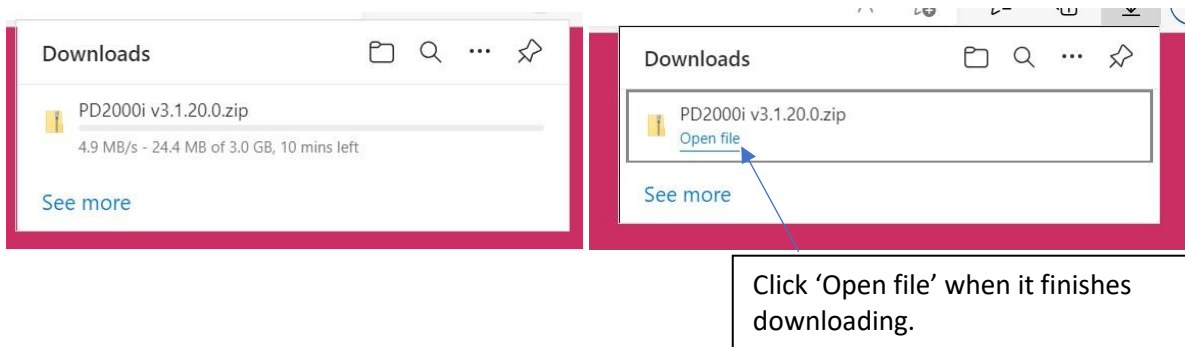
## Software Update

(Note these instructions show the 3.1.20.0 version of the software but the process is the same)

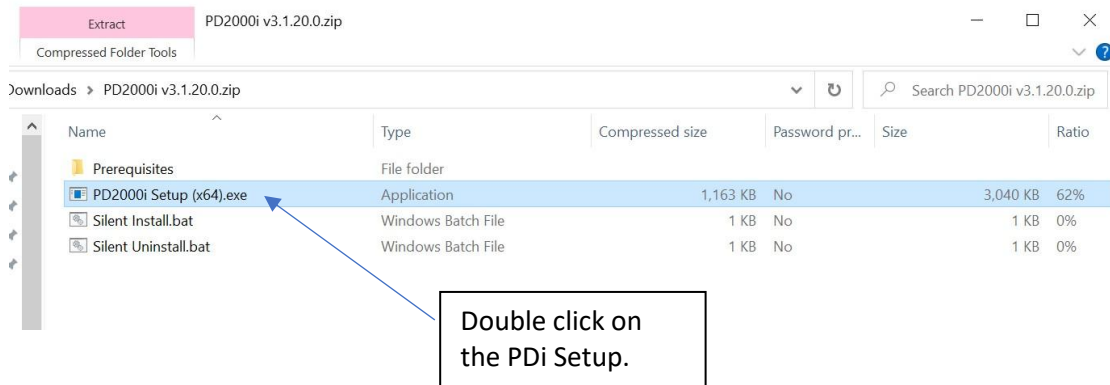
1. Click on the link sent by email.
2. This will take you to a different website where you can download the last version of the software.



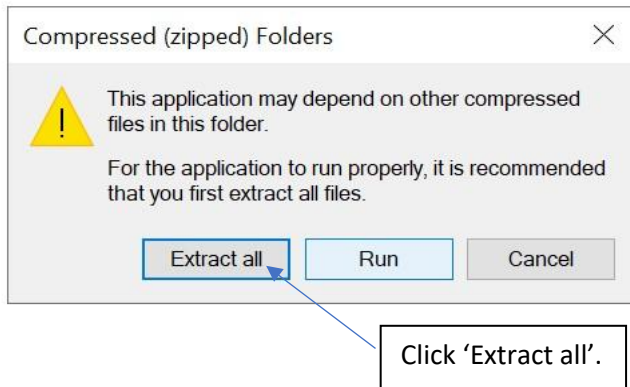
3. On the top right of the screen you should see the software in process of downloading.



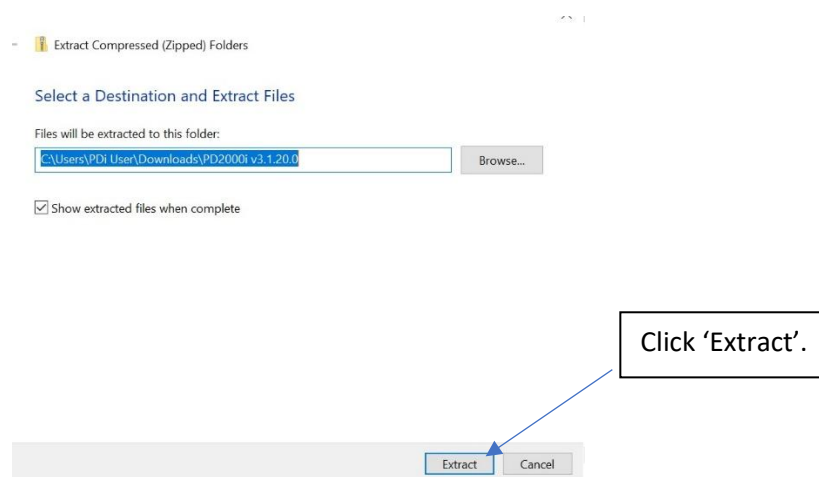
- This will take you to the folder in the PC where the software download has been saved. This folder needs to be unzipped.



- The files will be zipped and when you double click, the following message will appear.



- The following will appear in screen.

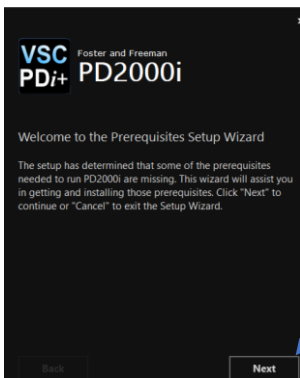


7. When the process of unzipping the file is finished, open the installer.

Prerequisites	27/10/2022 16:06	File folder	
PD2000i Setup (x64).exe	27/10/2022 16:06	Application	3,040 KB
Silent Install.bat	27/10/2022 16:06	Windows Batch File	1 KB
Silent Uninstall.bat	27/10/2022 16:06	Windows Batch File	1 KB

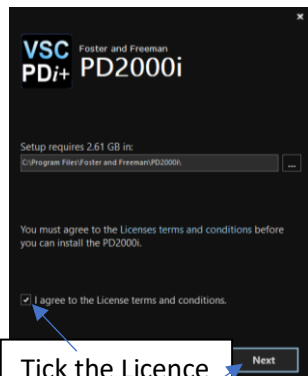
Double Click the highlighted file to start the PDi+ installer.

8. Run the PDi+ installer.

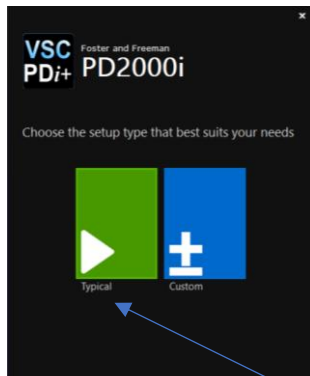


Press next, allow the installer to load software pre-requisites.

9. Follow instructions for installing the main software package.



Tick the Licence terms and conditions and click 'Next'.



Choose 'Typical' Installation



Click 'Finish'

10. You can now open the PDi+ software located in your desktop.