

# Customer Support

# Software Release Bulletin

**Date of Issue: 01/12/2024**

**Product: VSC QC1+**

# VSC QC1

Version 4.1.8.4

Release Type: **Minor**

## Key Features

- Update to enable the new Keesing database structure to install

This is a Minor software release in general however is critical to address customer units that are licensed for Keesing updates to ensure correct installation of said updates.

## IMPORTANT

This release of software for the QC1/QC1+ with no further development planned and should only be applied to units already running **V3.x.x.x or above**. This version is supported on Windows 10 only.

## 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. Below screen grab is for illustration purposes only.

**VSC® QC1+**

Rapid front-line document scanner with facial comparison. [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 QC1+ Software Release Bulletin Version 4.17.0 (08-12-2023) 1 file(s) 176.45 KB	DOWNLOAD
QC1+ SW Release v4.17.0 23-11-2023 1 file(s) 2,281.27 MB	DOWNLOAD
Acuant Standalone SW Release v1.0.10.0 28-05-2024 1 file(s) 905.34 MB	DOWNLOAD
LFIS Standalone SW Release v1.0.23.0 09-02-2023 1 file(s) 418.44 MB	DOWNLOAD

Keesing +

## Installation Instructions

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 (see below full instruction set)
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

# VSC QC1

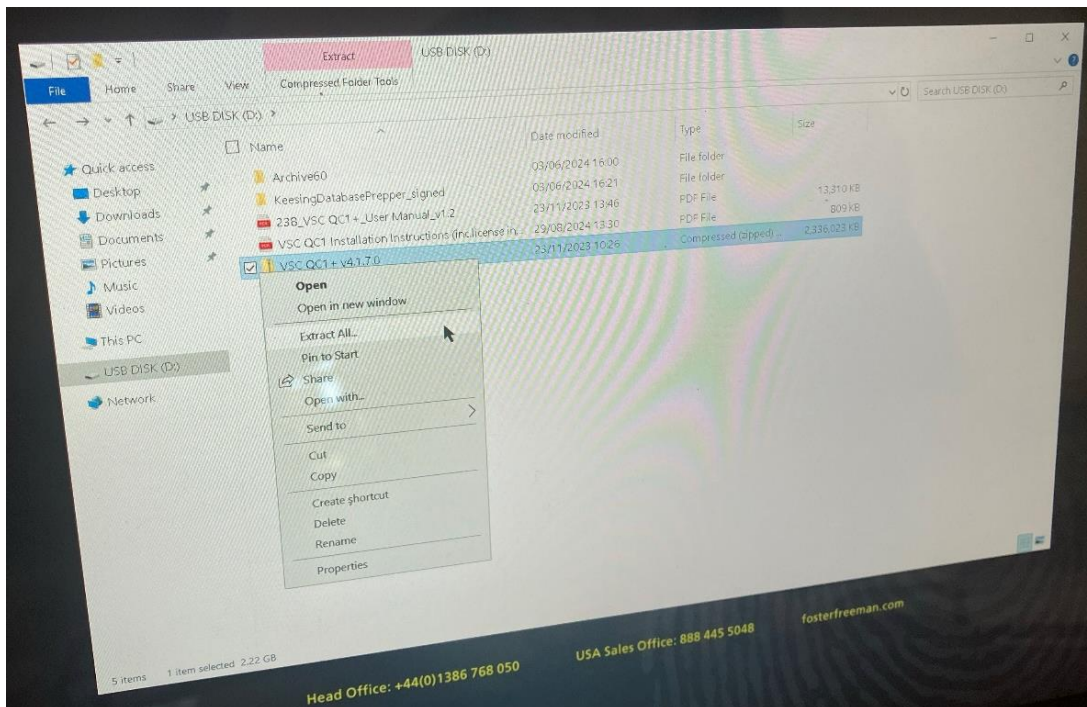
## Software Upgrade Guide using a USB Stick

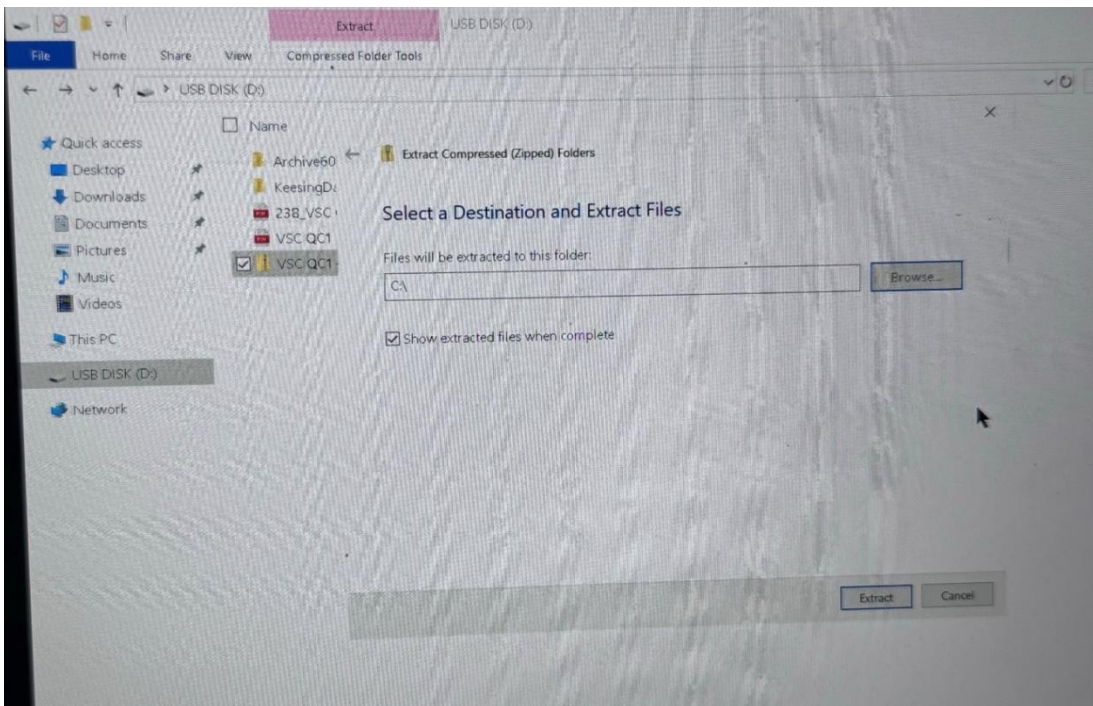
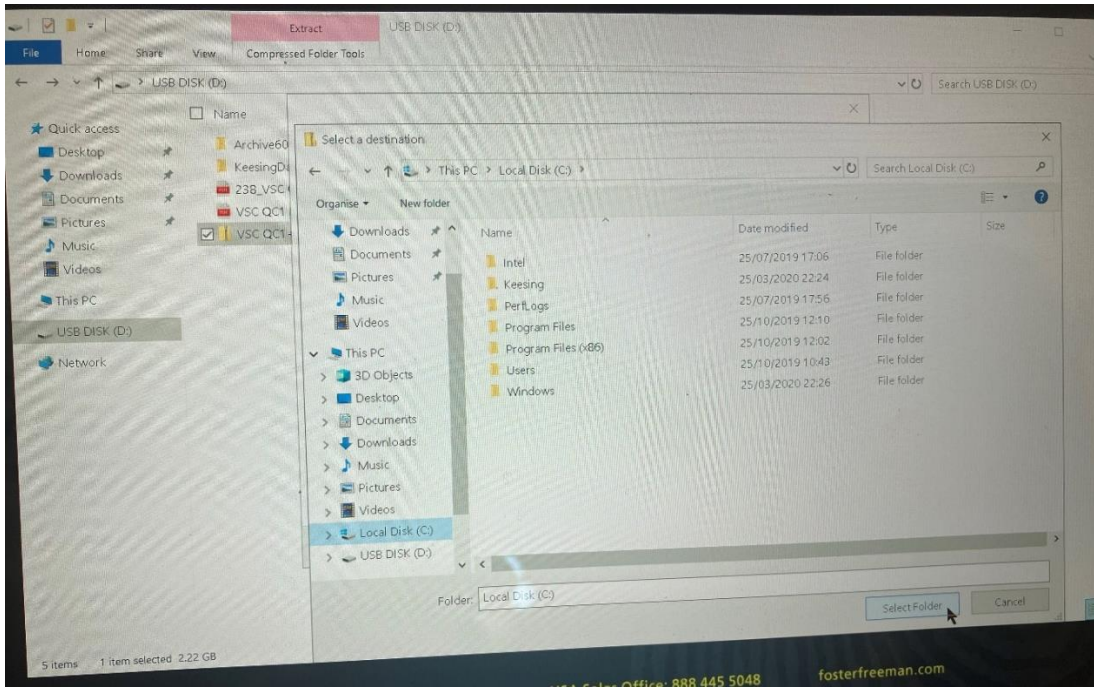
## Introduction

This guide provides step-by-step instruction on how to install an upgrade to the VSC QC1 software. Version numbers listed are representative and will differ dependant on the version being installed but the process applies.

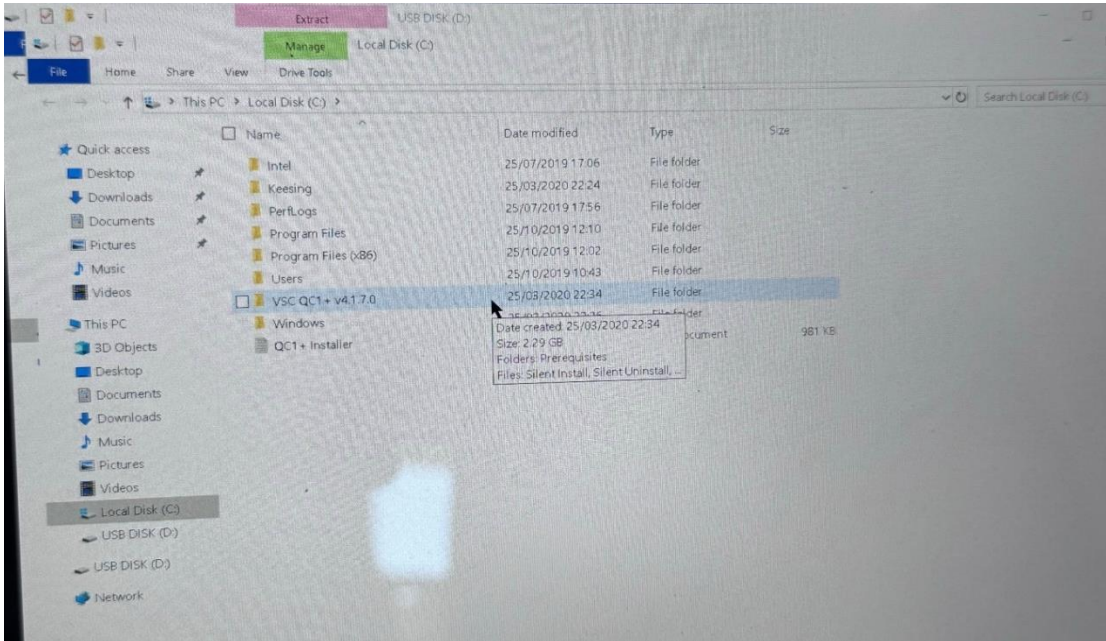
## Software Update

1. Insert the USB stick and open it in file explorer
2. Extract VSC QC1 + v4.1.8.4.zip from the USB stick to the Local Disk (C:) drive on the surface pro. To do this, right click the zipped folder labelled 'VSC QC1 + v4.1.8.4.zip', click 'extract all', then browse which folder to extract to (Expand 'This PC' and select 'Local Disk (C:)', then click 'extract')

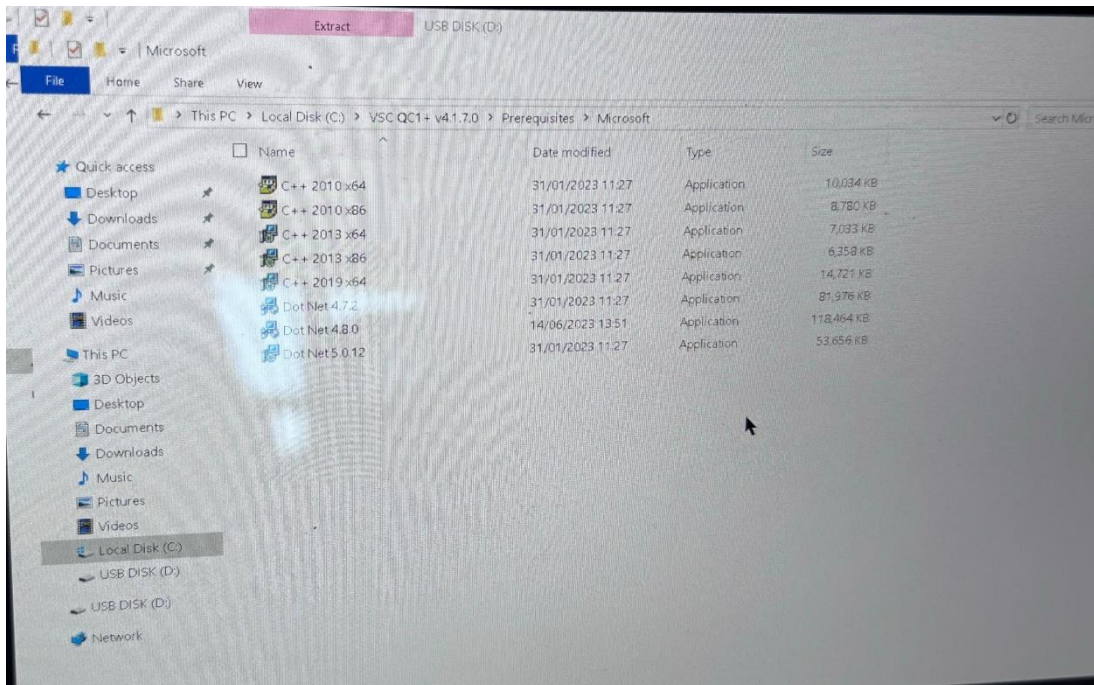




3. In the Local Disk (C:) folder you should now have a file called VSC QC1 + v4.1.8.4.

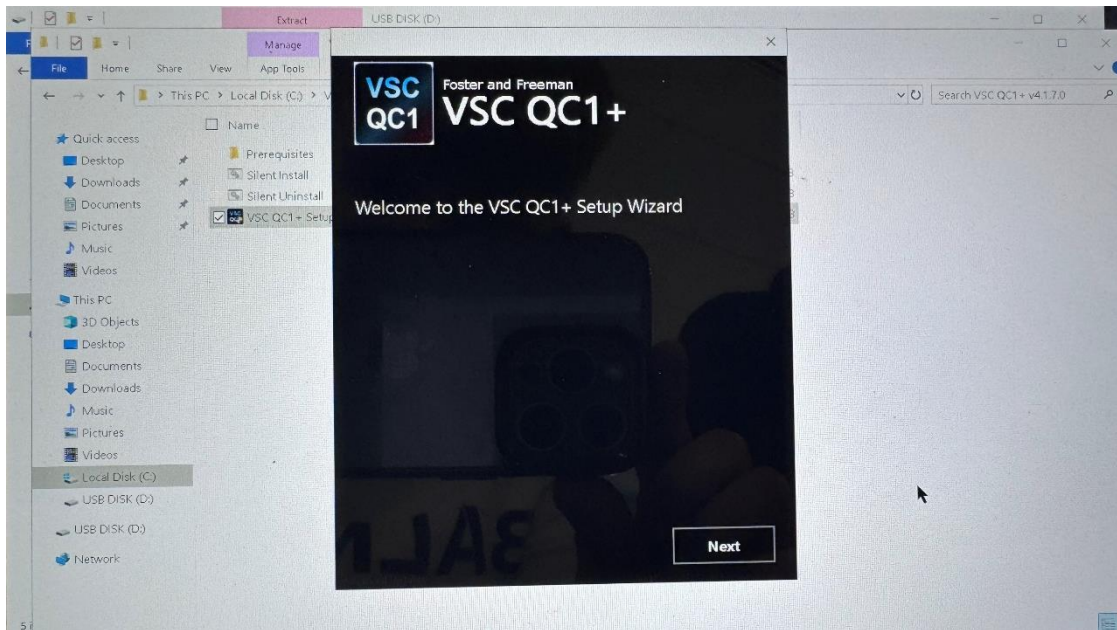


4. Go into this folder, then navigate to the 'Prerequisites' folder, then 'Microsoft' and double click Dot Net 4.7.2. This should run the Dot Net updater. Note – this may come up with a message saying that Dot Net 4.7.2.exe is already installed, this is fine.

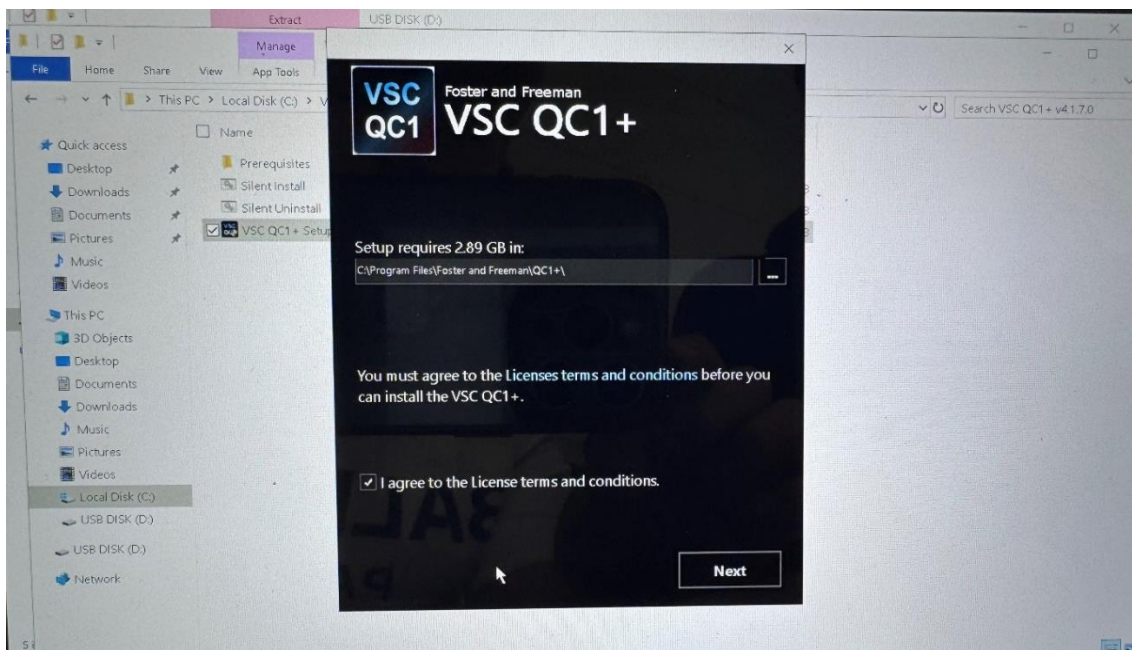


5. Next, run Dot Net 4.8.0, accept the licence if prompted to do so and install. This may prompt you to restart the surface pro afterwards so go ahead and restart it. This one may also notify you that it has already been installed, but again this is fine.

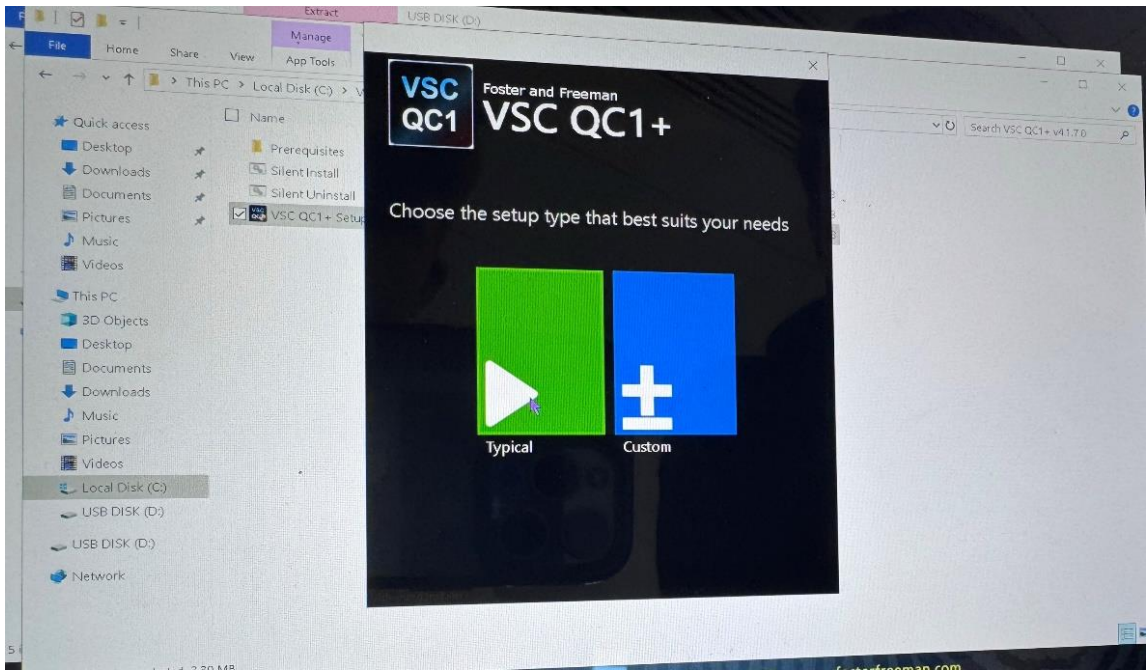
- Once completed, go into the VSC QC1+ v4.1.8.4 folder in Local Disk (C:) and run the application called 'VSC QC1+ Setup (x64)'.



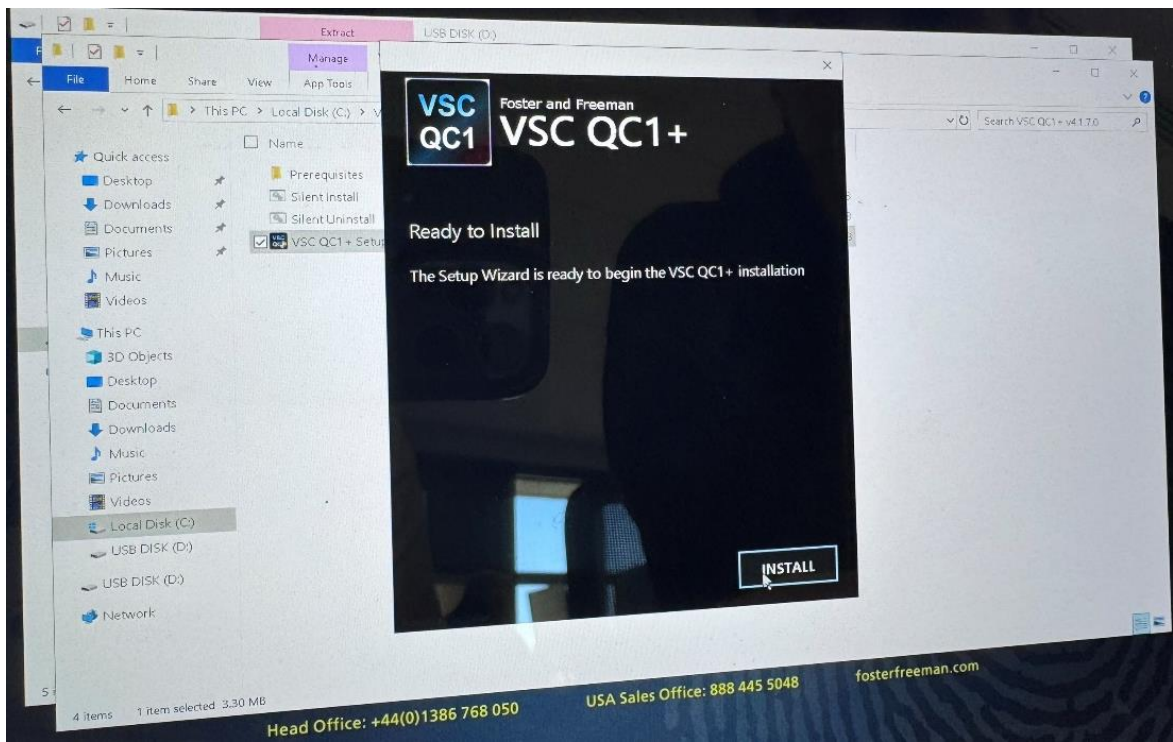
- Click 'Next' on the screen that asks you to select a folder and make sure you have ticked the box to accept the licence terms and conditions.



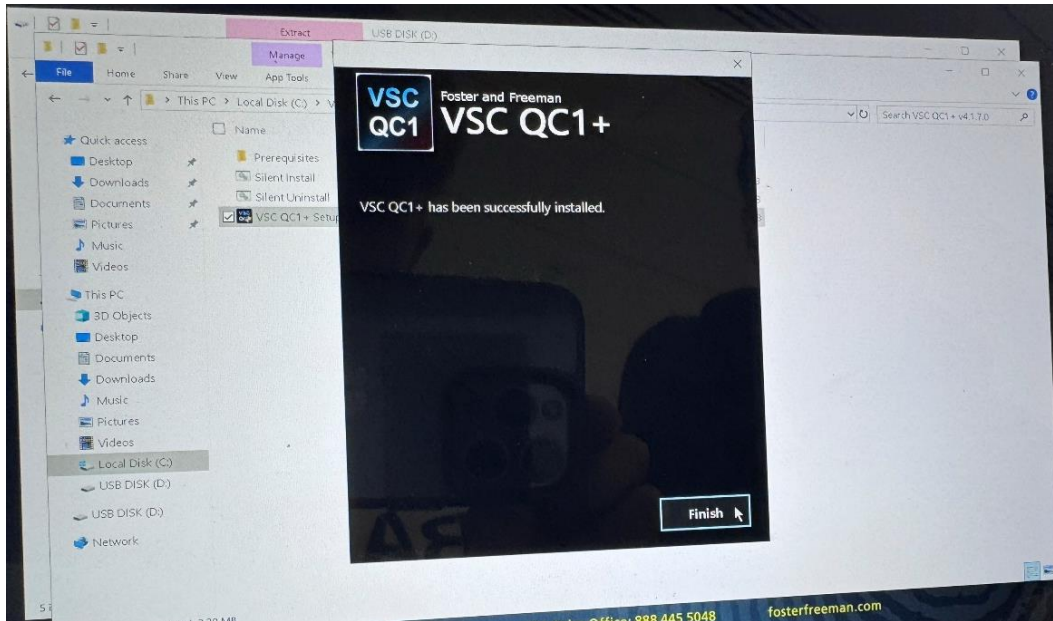
8. Select 'Typical' install on this screen.



9. Click 'Install.'



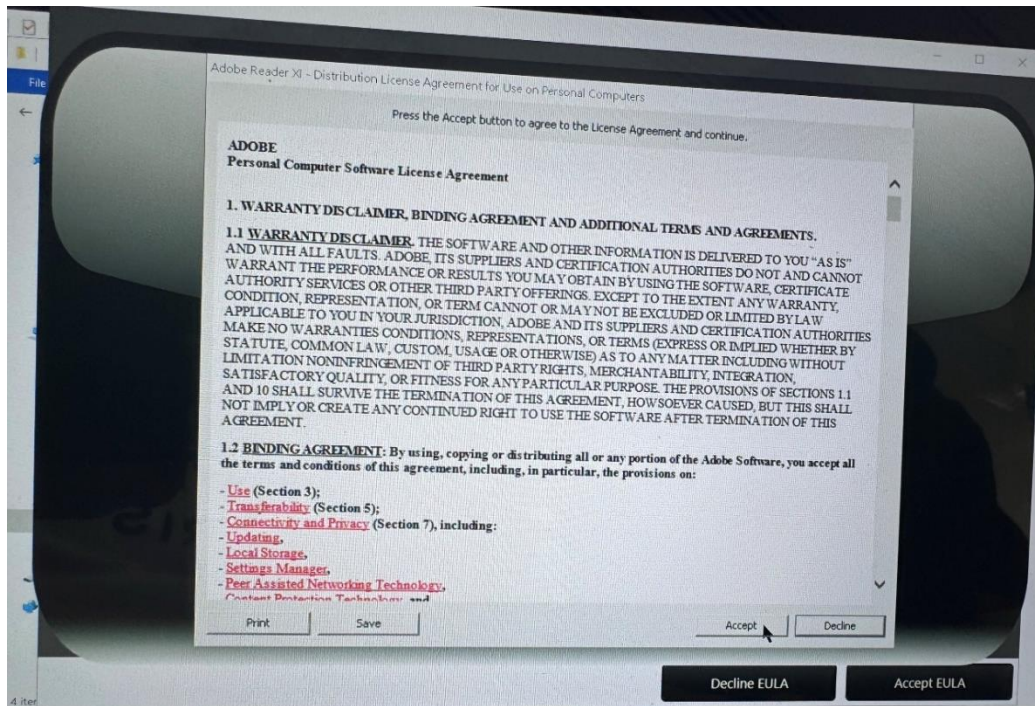
10. You will be notified once it has installed successfully.



11. Open the VSC QC1 app. It should now say that it is on version 4.1.8.4 (x64)



12. Accept the EULAs and the software should open.



13. 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 for those customers who are licensed.

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

This section is for customers who are licensed for Keesing Updates.

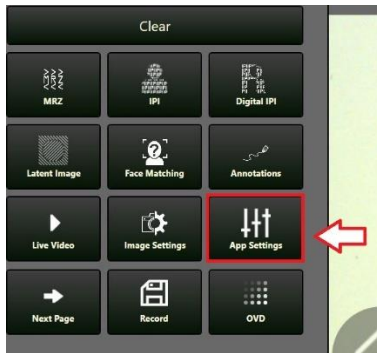
1. Insert the provided Keesing update memory stick into one of the USB slots in the hub located on the back of the QC1 unit



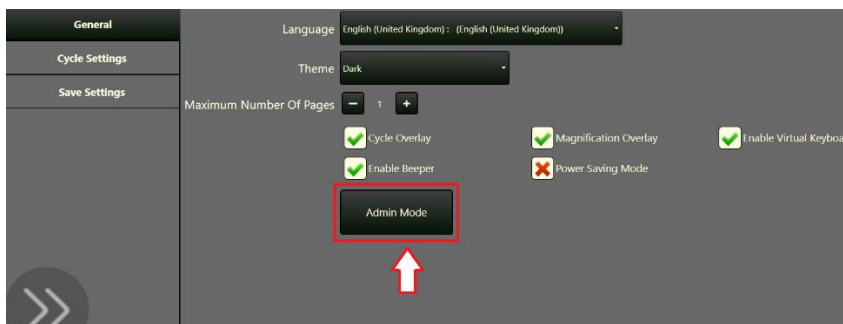
2. In the QC1 software, enter the main menu by pressing the button with the two arrows on the left-hand side of the screen



3. Press “App Settings”

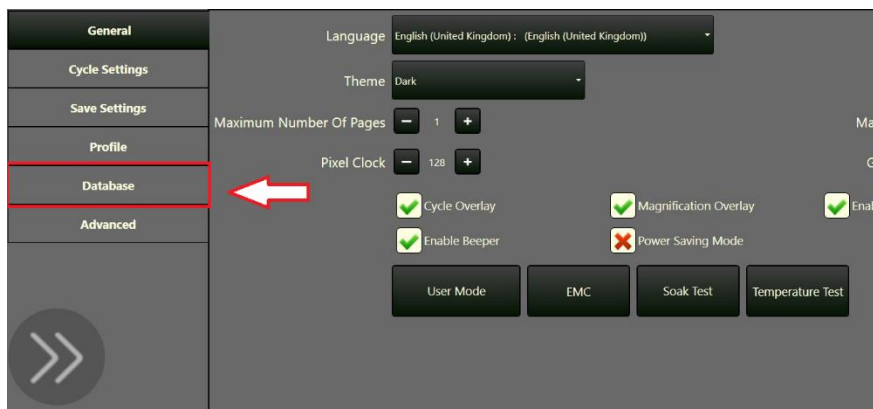


4. Press “Admin Mode”

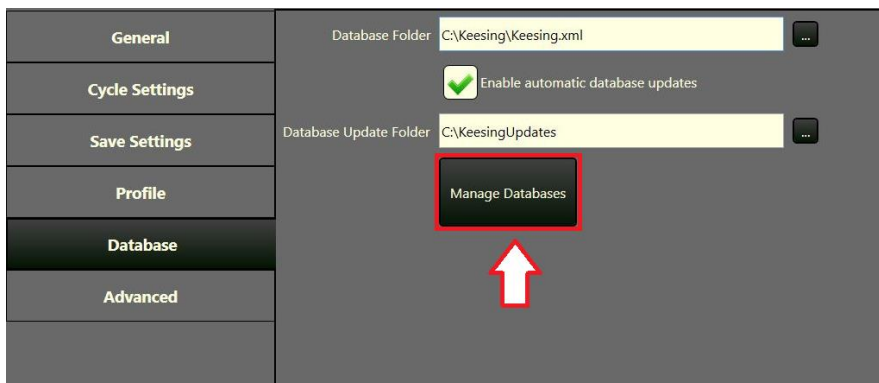


5. *If asked for*, enter the admin password which is “Password” (with a capital P) and press ‘OK’

6. Press ‘Database’ in the ‘Admin Mode’ window. This is located on the left-hand side of the screen



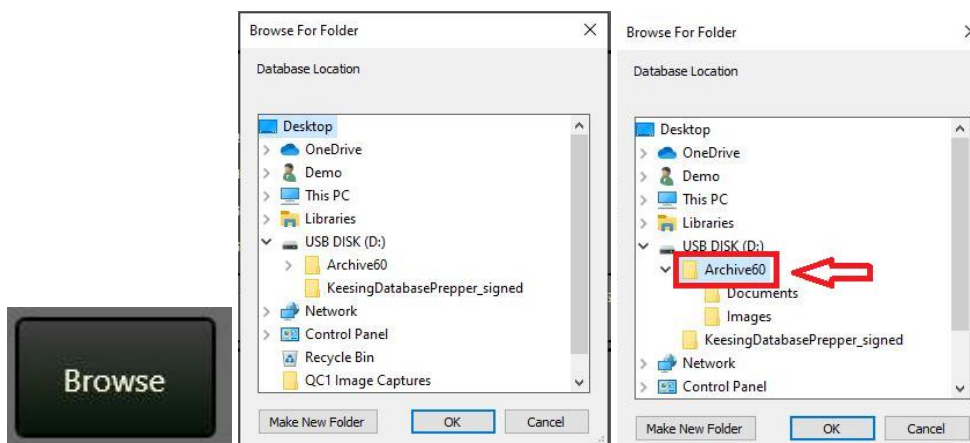
7. In the 'Database' menu, press the 'Manage Databases' button



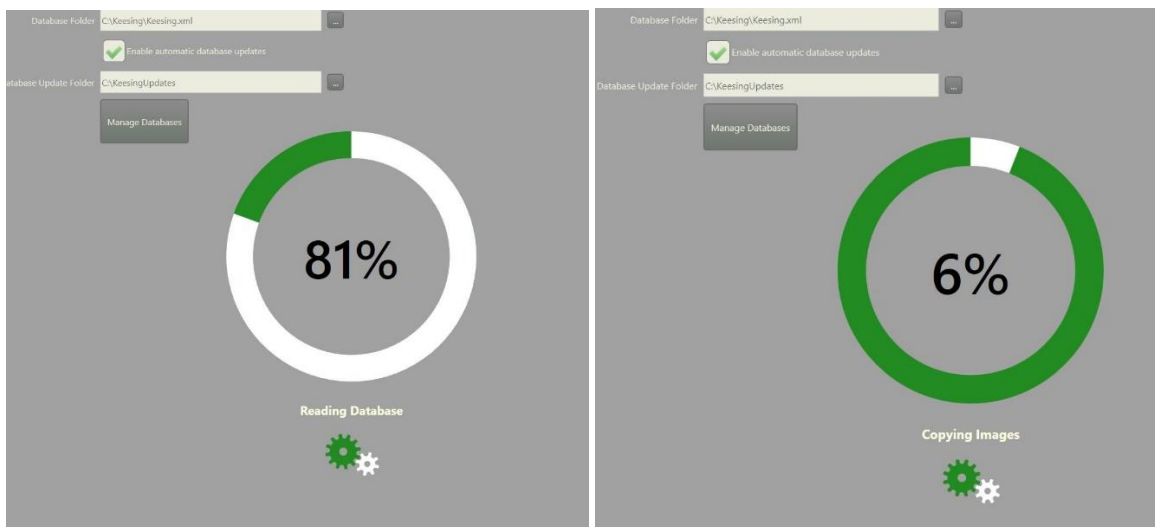
8. A small window will appear showing the current version of Database installed, along with the number of images and records present.



9. Select the 'Browse' button. This will open a small File Explorer window. Locate the 'Archive/Update...' folder on the USB stick.



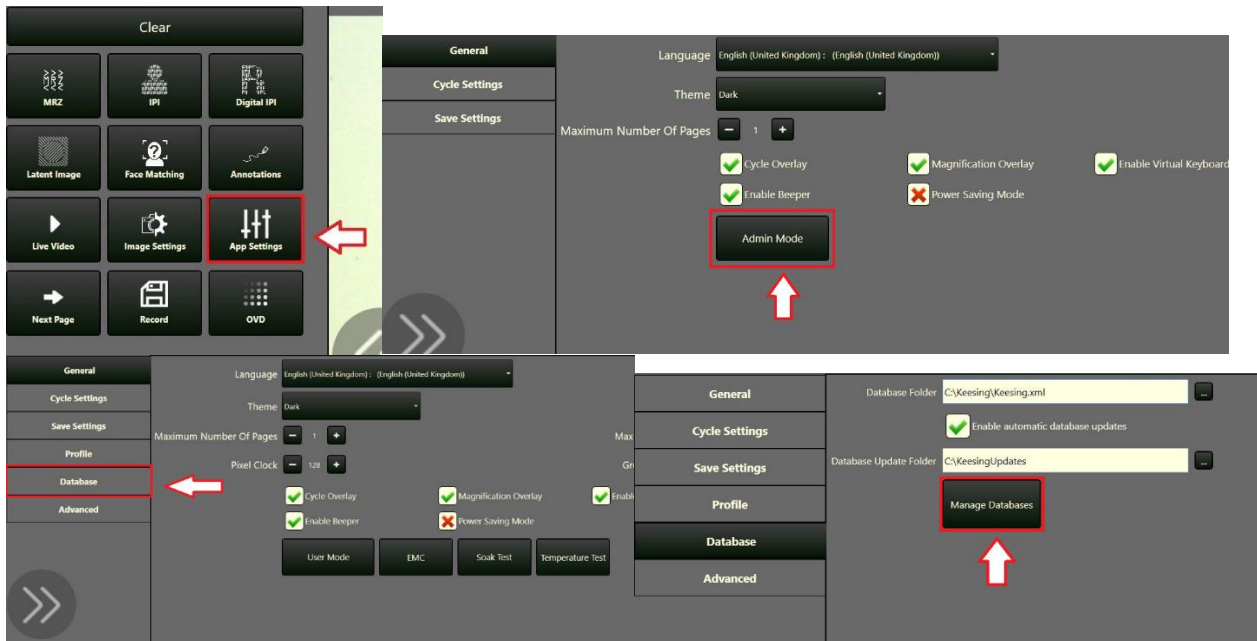
10. If the update on the memory stick is recognised, the button named 'Install Keesing Update' will be available. Press this and the update will install automatically.



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



12. 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'



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

