

Customer Support

Software Release Bulletin

Date of Issue: 17/12/2025

Product: VSC 9000
Version no: 9.2.220

Major RELEASE

VSC 9000

Version 9.2.220

Release Type: **Major**

This is a Major software release addressing numerous identified bugs and improvements as detailed in the table below.

All units should be upgraded to this version.

Key Highlights

- Banknote Reports
- Licensing Updates
- VSC STAC
- MultiBiometrics (Optional)
- Improved UV Response
- VSC Suite Logbook

IMPORTANT NOTES

1. A new license will be required at the time of installation for this version to align our licensing function across products. We would recommend requesting the new license in advance by emailing the serial number of the device to Customer Support.
2. Please be aware that due to the introduction of MultiBiometrics, LFIS (facial recognition) will now operate as a standalone application following this upgrade.
3. For Customers running FF3D, we would also strongly recommend updating to the latest version of FF3D (V3.1.3.0) alongside this VSC9000 update.
4. There is also a mandatory update of Merge Image to V2 if FF3D is updated. Do NOT just update one of these modules as there are some dependencies between them within the latest version so must be upgraded as a pair. Once both have been upgraded, it is not necessary to perform a paired update in the future unless specifically stated on the software release bulletin.

Installation Instructions

See Installation & Configuration Guide toward the end of this document for a full clean installation process and use the following for a software upgrade only.

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. Version numbers referenced in images are representative only.

VSC®9000

Our most advanced QDE workstation, VSC9000 redefines the limits of optical performance to detect fakes, frauds, & counterfeit documents using multi-wavelength illumination.

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2. Right click the file and select "Extract All..".
3. Ensure "Show Extracted Files" is checked and click "Extract".
4. In the folder that opens, double-click the setup folder
5. Double-click the "Basler pylon 8.0.2.16314.exe" file.
6. Follow the on-screen instructions.
7. Once completed, in the same folder, right-click the file "setup.exe" and click "Run as administrator".
8. Follow the on-screen instructions.
9. Once completed, restart the PC.

This version contains the following enhancements and fixes.

ID	Change	Work Item Type	Status
14836	Logbook for VSC software	Change Request	Closed
20313	Ability to compile portrait mode printouts within Working View into single PDF	Change Request	Closed
21750	Prod Test - Spectrometer Light Tests	Software Task	Closed
25094	Chinese passport - In SW interface - DG11 the Full Name does not display at all; in the generated report the DG11 - Full Name does not display correctly	Bug	Closed
27857	VSC9000 - New MRZ height trim slider is not translated	Bug	Closed
32176	Error/crash when reading MRZ	Bug	Closed
32177	File failed to copy during installation	Bug	Closed
32653	Auto Examine - Wrong count for UV365 light source selection.	Bug	Closed
32671	Lots of software crashes happening while using ICAO features.	Bug	Closed
32673	Not getting constant MRZ result for ID cards with 3 lines MRZ.	Bug	Closed
32674	MRZ data isn't getting ready for the Stored image of Hungarian ID card.	Bug	Closed
32707	Update Languages	Minor Project Task	Closed
32769	Macros - Software is crashing if we close the Macros window while running the macro.	Bug	Closed
32834	Working Folder - Randomly selecting an image in the selected window.	Bug	Closed
32835	Working Folder - Refine List feature isn't working for 'Search for words' textbox and Metadata: Images Notes fields.	Bug	Closed
32852	Add Settings files to macro (AEM) images.	Bug	Closed
33341	Keeping Visibility Change - to match i-software	Software Task	Closed
33390	MBSDK - No face image detection in any of the section in MBSDK module.	Bug	Closed
33391	MBSDK - Need to replace 'Leaf' kind of icon with 'cross' button in every section of MBSDK feature.	Bug	Closed
33392	MBSDK - No need to have Live camera button in the E-chip section	Bug	Closed
33393	MBSDK - Different icon for Live camera in Additional2 and E-chip sections than Additional1 and VSC Camera	Bug	Closed
33416	MBSDK - 'Scan Images' button isn't getting enabled even if 2 images are able available to compare.	Bug	Closed
33417	MBSDK - Software is crashing if click 'Generate Sample Report' button in the Report Manager window.	Bug	Closed
33419	MBSDK - Software is remembering last uploaded e-chip image without reading e-chip data.	Bug	Closed
33422	MBSDK - Live camera button in each section of MBSDK module needs to show live camera not the Stored1 or Stored2 image.	Bug	Closed
33425	MBSDK - Report Manager Template functionalities are not working.	Bug	Closed
33495	Auto Examine A4 - When you select all light sources, most results are monochrome	Bug	Closed
33506	File -> About - We can't cancel the process of saving the print of About information window.	Bug	Closed
33519	Standalone software crashes without licence	Bug	Closed
33530	Licence Manager - Add and Delete functionality should check or uncheck the related the checkboxes for the features in the QDE Licence settings window.	Bug	Closed
33533	Licence Manager - Licence manager software doesn't remember the last used settings for created licence.	Bug	Closed

ID	Change	Work Item Type	Status
33540	Cross button is missing to cancel the Image Processing on the Information pop up.	Bug	Closed
33583	Stored 2 image isn't getting updated after reading MRZ of stored image.	Bug	Closed
33743	After reading e-chip data of Hungarian ID card, 'Chip Authentication' section isn't showing any coloured border.	Bug	Closed
33747	Master List section should not show any file name if the file is unavailable on the location.	Bug	Closed
33758	Live Camera image is getting dark when software resumes from Stand By mode.	Bug	Closed
33759	SOD and COM data groups list is empty after reading the e-chip data.	Bug	Closed
33853	Reporting: Generate reporting crashes for all the features	Bug	Closed
33855	MBSDK: Window with random data is appearing while opening MultiBiometrics	Bug	Closed
33860	MBSDK: Software crashes while importing an image to MultiBiometrics with Large image sizes	Bug	Closed
33869	MBSDK: 'Save Pdf' is not working for face matching	Bug	Closed
33871	Reporting: 'Save Template' option is not available in Report Manager	Bug	Closed
33874	Reporting: 'Save template As ' is allowing the user to select the path	Bug	Closed
33876	MBSDK: Even If there is no face detected in live view, the image is getting added to the window	Bug	Closed
33877	MBSDK: MRZ button in E-chip module is not working	Bug	Closed
33879	MBSDK: 'Save Pdf' window is opening in the background	Bug	Closed
33891	A4 Camera: After completion of Auto examine run, 850nm filter is turning on in the Live view	Bug	Closed
33895	'Data group' in trust chain is greyed out while reading PACE	Bug	Closed
33929	Software crashes after installing document database	Bug	Closed
33930	Software crashes while clicking 'Currency database'	Bug	Closed
33947	Reporting: Report manager confirmation messages are not showing	Bug	Closed
32303	Measurements not accurate in Live+Stored window	Change Request	Closed
32390	UV 255nm fluorescence is not correct with Polish Driving License	Change Request	Closed
33944	Wiring Loom Update to adapt LF build	Task	Closed
32748	Software crashing when ICAO is open.	Change Request	Closed
22695	area tool giving results in mml	Bug	Closed
30800	OVD Mosaic angle labels missing	Bug	Closed
31182	Image did not revert to colour when LS++ used after manual MRZ modification	Bug	Closed
31407	Measurement annotations text position and line width changes previous measurement when unselected	Bug	Closed
32180	Working folder print report - some data goes onto next page	Bug	Closed
32181	Logo issues if Chinese rebranding used	Bug	Closed
32184	Crash when using Auto Focus in spectrometer	Bug	Closed
32584	Default user images (Stored) are still visible for another user accounts	Bug	Closed
32591	If you click the 'Rotate Anti-clockwise' button on frame window aggressively, it rotates the image clockwise.	Bug	Closed
32652	Auto Examine - Lower half of Coax icon is selecting the bandpass light sources.	Bug	Closed
32661	Information pop-up with message "Please wait" doesn't disappear after cancelling 'change user' process.	Bug	Closed

ID	Change	Work Item Type	Status
32662	Lower red border is missing for the 1st image of Recent Images gallery.	Bug	Closed
32663	Recent Images gallery isn't behaving properly if we change the user profile.	Bug	Closed
32667	Sometime Display barcode data on image is getting cut off for some Font type.	Bug	Closed
32682	Save thumbnails options in the HSI gallery needs to be disabled if the thumbnails are unavailable.	Bug	Closed
32693	Coax Left is turning on Coax Right light source and Coax Right turning on Coax Left.	Bug	Closed
32695	Banknote Area- Recorded width and height values differs from actual values.	Bug	Closed
32696	Banknote Area - Measured Area value is getting hidden on the paused screen.	Bug	Closed
32726	Software crashes if we decline EULA in the Document/Currency database window.	Bug	Closed
32730	Currency Database - Image titles and Save and Edit buttons for User defined record are overlapping with Image icon.	Bug	Closed
32732	Document Database - User-defined records can't be differentiate within themself.	Bug	Closed
32733	Document Database - Delete record button needs to be disappear after deleting all user defined records.	Bug	Closed
32734	Document database - For the very 1st time user defined record isn't getting added for the selected country.	Bug	Closed
32739	Preset Magnification Crash - around ID1	Bug	Closed
32760	Clicking ICAO button making LFIS button enabled even if the VSC9000 software isn't licenced for LFIS.	Bug	Closed
32761	Macros - If the macros are not present in the macro set then 'Sequence', 'Rearrange order' and 'Clear' buttons needs to be disabled.	Bug	Closed
32764	Macros - Rename functionality deleting all the existing Macro sets if we don't select the specific macro set while renaming it.	Bug	Closed
32765	Macros - Software is crashing when we put the Automatic Image capture option on.	Bug	Closed
32833	Working Folder - Folder Details window - 'Find Image' (camera icon) window is not expandable.	Bug	Closed
32838	Working Folder - Refine List filters are not applicable for folders other than the default folder set.	Bug	Closed
33476	Spectrometer light tests	Change Request	Closed

VSC 9000

Software Installation & Configuration Guide

Introduction

This guide provides step-by-step instruction on how to install the VSC9000 software. Version numbers listed are representative and will differ dependant on the version being installed.

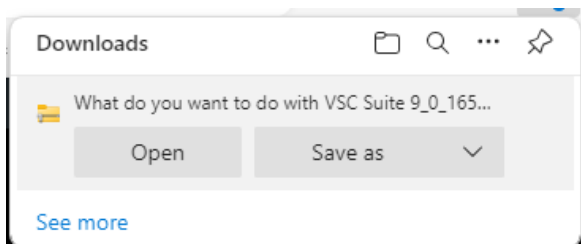
Please note this guide is based around Microsoft Edge

Software Update

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.....'.

User Manuals	+
Software & Updates	-
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VSC9000 SW Release v9.0.165 02-08-24 1 file(s) 1,438.78 MB	DOWNLOAD
Acuant Standalone SW Release v1.0.10.0 28-05-2024 1 file(s) 905.34 MB	DOWNLOAD
ATR Standalone SW Release v1.0.6.0 02-03-2022 1 file(s) 101.82 MB	DOWNLOAD
LFIS Standalone SW Release v1.0.23.0 09-02-2023 1 file(s) 418.44 MB	DOWNLOAD
FF3D SW Release v3.0.2.0 09-07-2024 1 file(s) 1,232.56 MB	DOWNLOAD

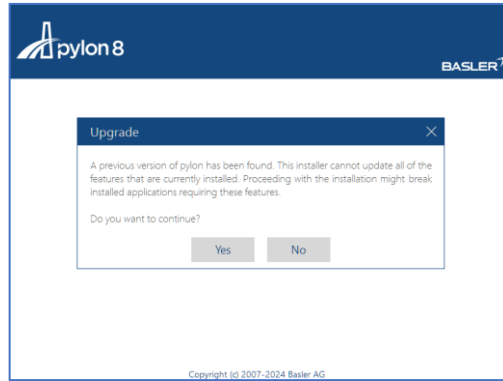
2. On the top right of the screen, you will see the standard Windows Download options so 'Save As' to a suitable location. Note, the files can be quite large so may take some time to download.



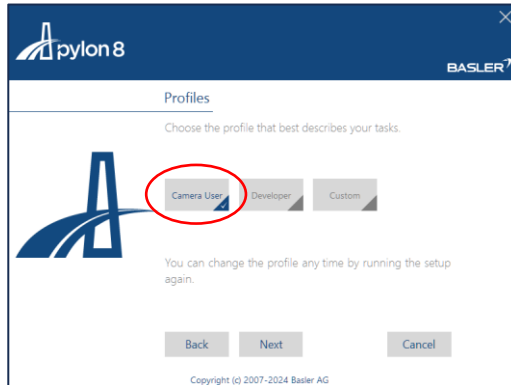
Basler Pylon Viewer

1. Open the installer, located in the 'VSC Suite 9 Setup' folder. (Located in the Software folder of the f+f USB)
2. Follow the on-screen setup as shown below.
3. Click 'Yes' to the below question.

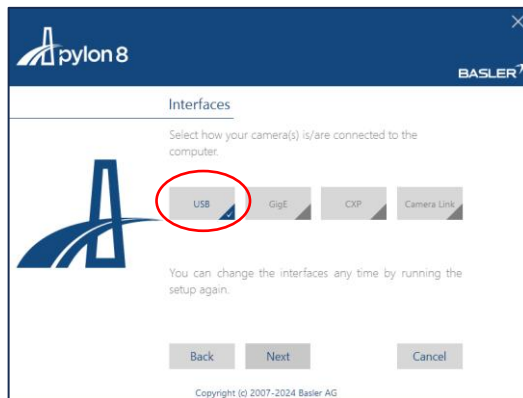
Support	25/05/2022 10:17	File folder	
Video Codec	28/07/2020 15:58	File folder	
autorun.info	20/03/2007 23:48	INFO File	1 KB
<input checked="" type="checkbox"/> Basler_pylon_6.0.1.18259.exe	12/05/2021 08:36	Application	384,100 KB
README.TXT	12/05/2021 08:48	Text Document	2 KB
setup.exe	22/02/2004 23:00	Application	137 KB
SETUP.LST	25/05/2022 10:17	LST File	10 KB



4. Select 'Camera User' and click Next



5. Select 'USB' and click Next and then follow the screen prompts to complete the installation.

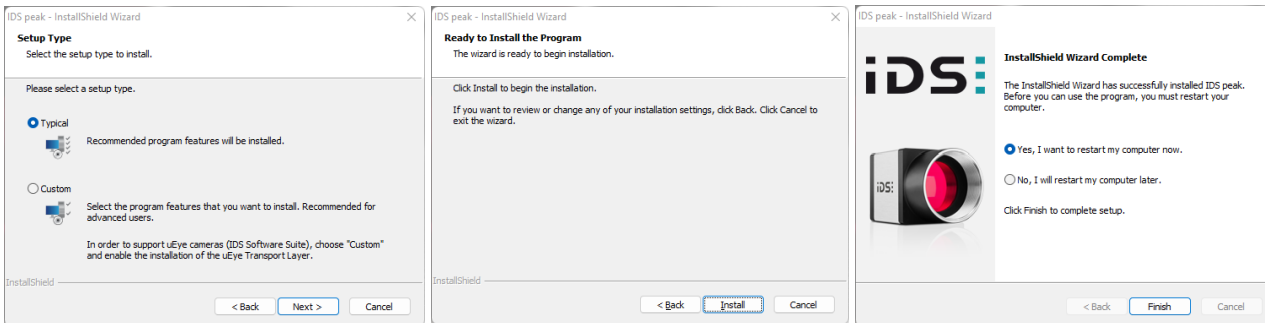
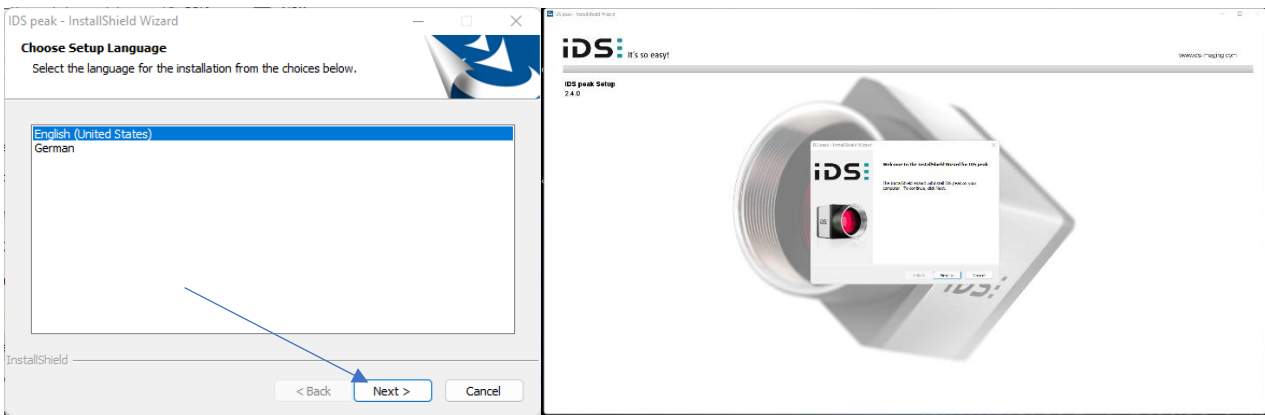


A4 Camera (IDS)

1. Open the installer, located in the 'VSC Suite 9 Setup' folder. (Located in the Software folder of the f+f USB)

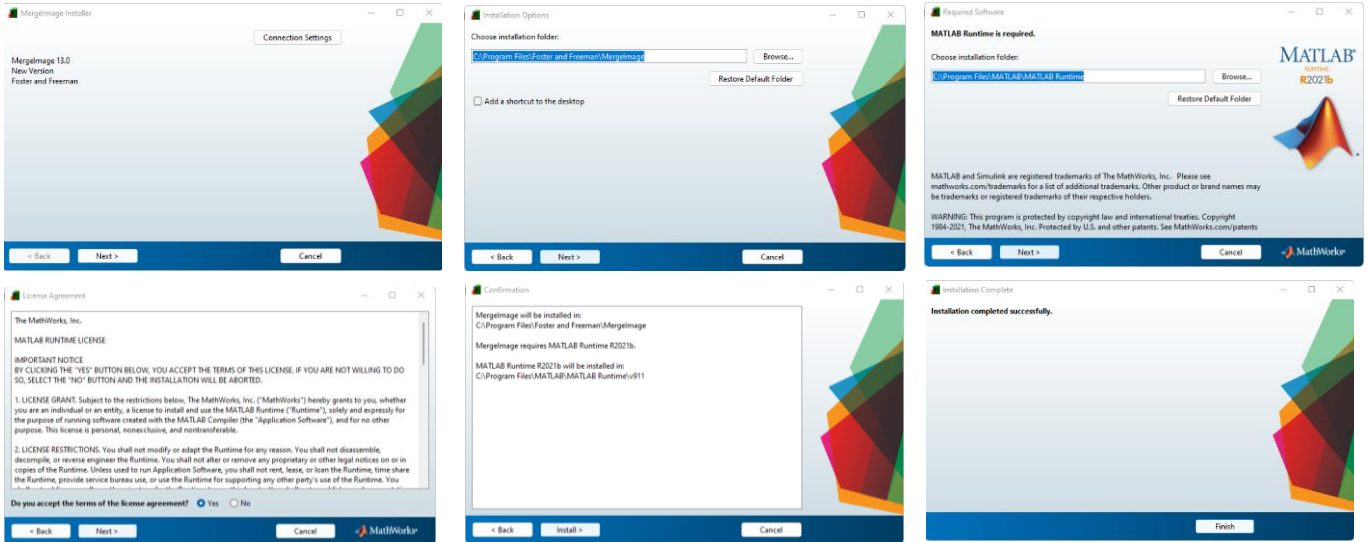
Support	01/08/2024 08:15	File folder	
Video Codec	01/08/2024 08:15	File folder	
autorun.info	30/07/2024 09:54	INFO File	1 KB
Basler_pylon_6.0.1.18259.exe	30/07/2024 09:54	Application	384,100 KB
ids_peak_2.4.0.0.exe	30/07/2024 09:54	Application	190,487 KB
README.TXT	30/07/2024 09:54	Text Document	1 KB
setup.exe	30/07/2024 09:54	Application	137 KB

2. Follow the on-screen setup as shown.



MergelImage

1. Open the installer, located in the Software folder of the f+f USB.
2. Follow the on-screen setup as shown below.

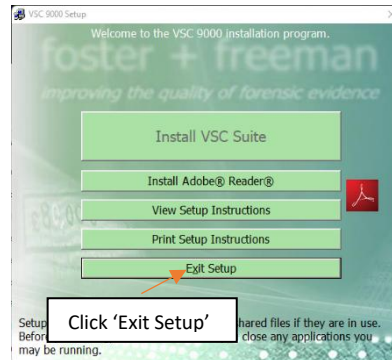
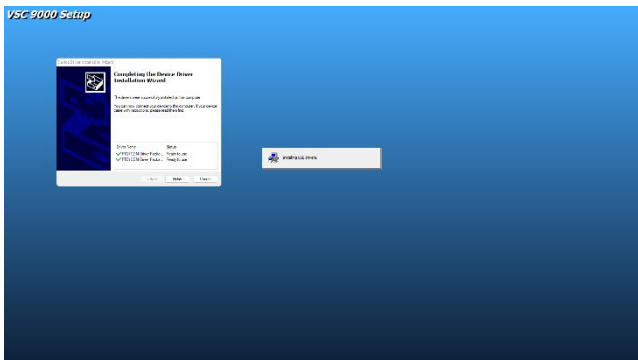
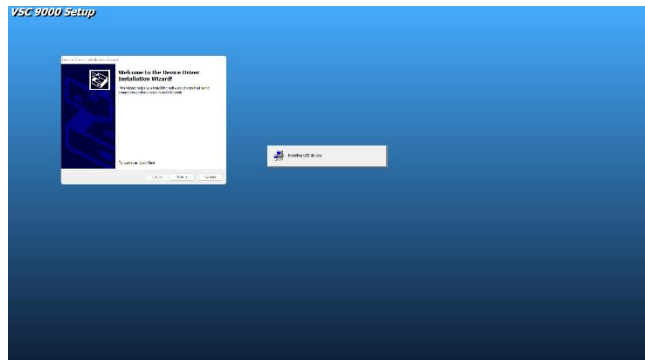
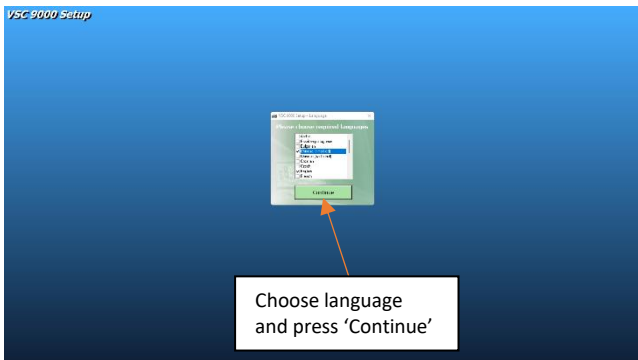
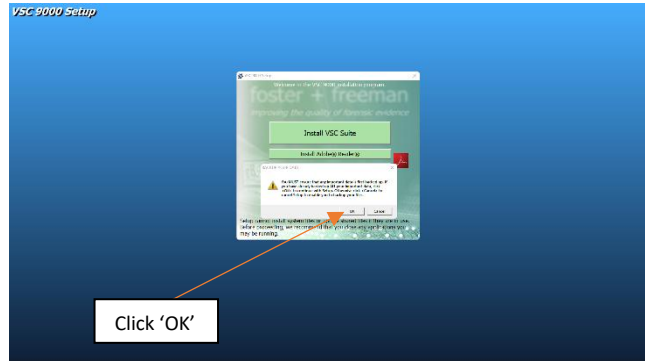
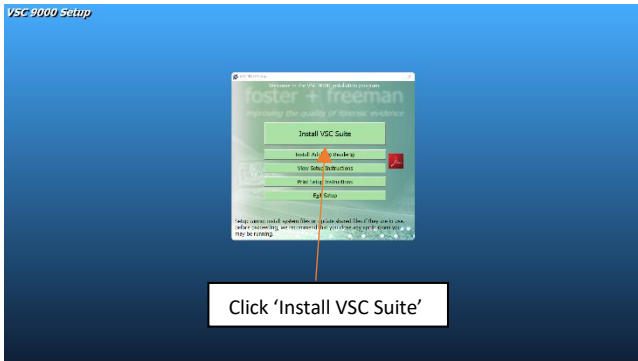


Distortion Correction 3.1

The Distortion Correction tool does not need to be installed.
This tool is located in the Software folder of the f+f USB.
This can be used when necessary (for calibration purposes) from the f+f USB drive.
It can also be placed on the PC in a secure folder, if necessary.

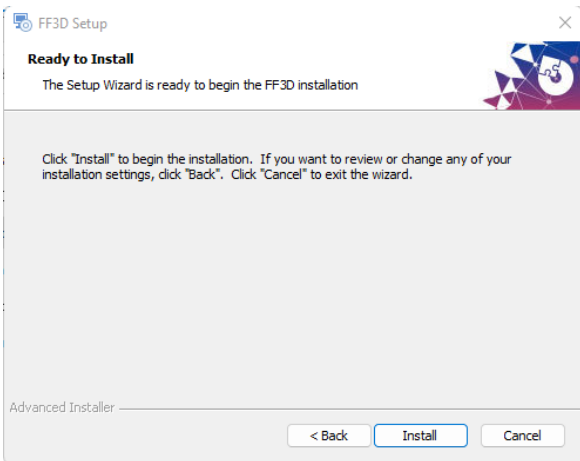
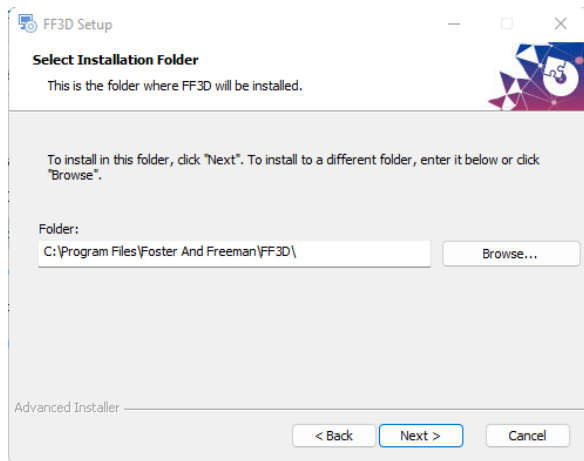
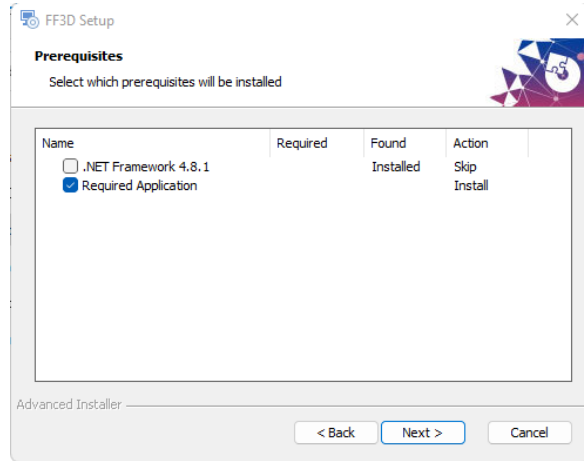
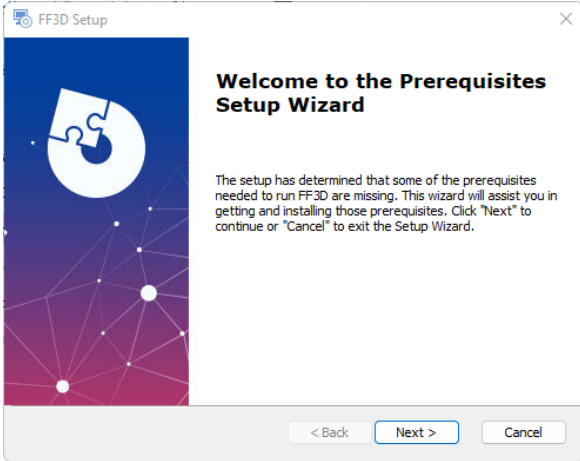
VSC Suite

1. Open the installer, located in the 'VSC Suite 9 Setup' setup folder. (Located in the Software folder of the f+f USB)
2. Follow the on-screen setup as shown.



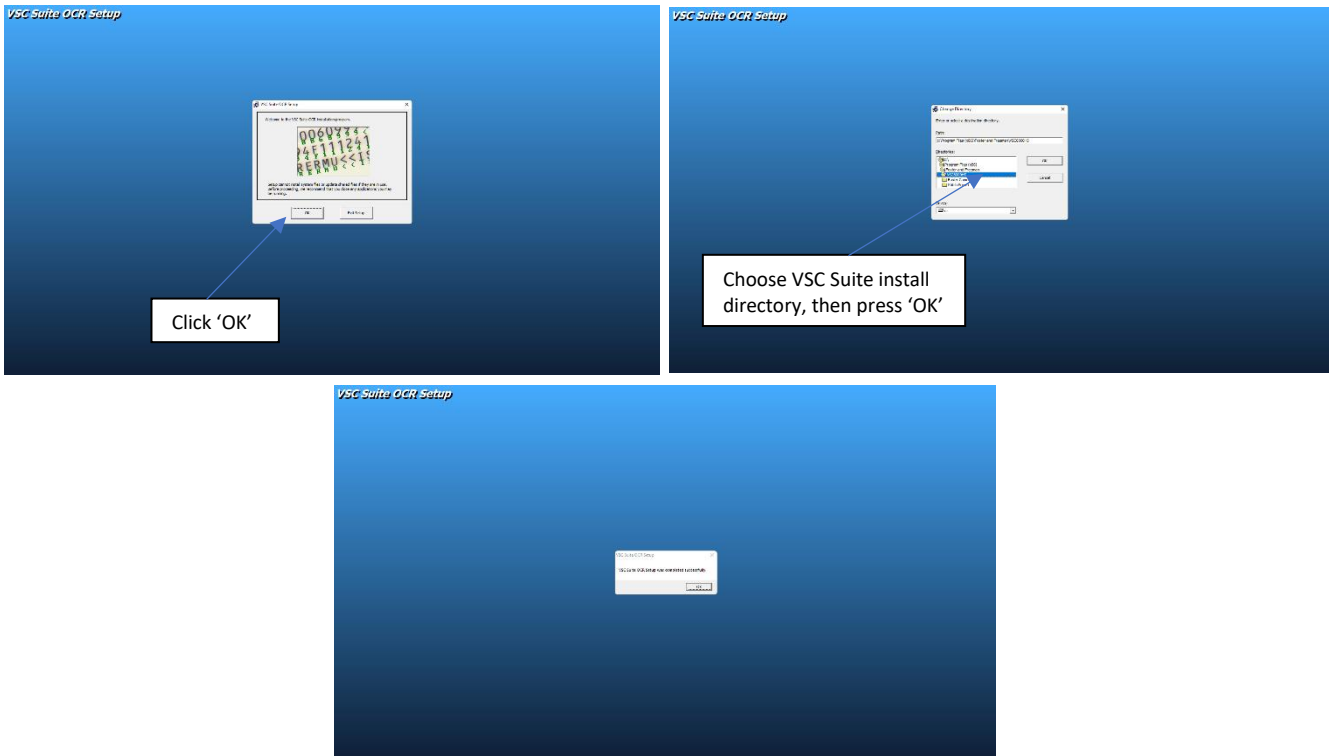
FF3D

1. Open the installer, located in the Software folder of the f+f USB.
2. Follow the on-screen setup as shown below.



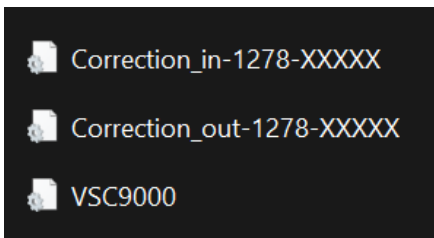
OCR

1. Open the installer, located in the Software folder of the f+f drive.
2. Follow the on-screen setup as shown below.



Configuration Files

VSC Suite requires three .ini files to function correctly. These will be provided on the f+f USB, under 'System Calibration Files'.



Copy these three files to the following directory - C:\ProgramData\Foster and Freeman\VSC9000\