

**com**<sup>TM</sup>  
**sur**

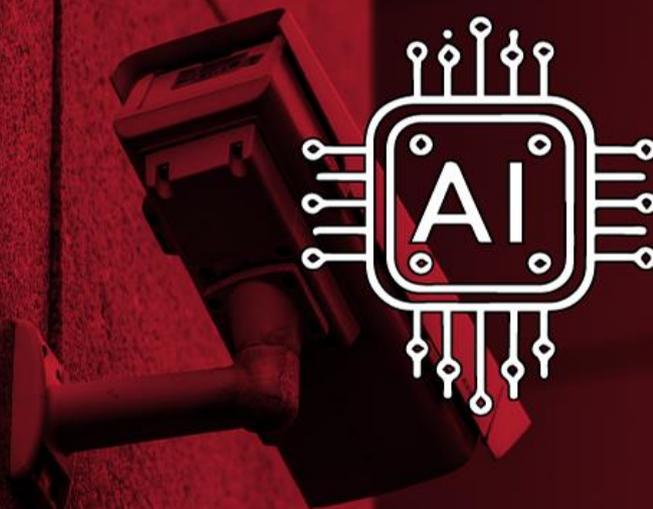
the missing piece of CCTV

GET THE BOOK



# "SEE WHAT THE CAMERA SAW"

## THE FOOTAGE WHISPERER



### 'BETTER' AI VIA DAILY AUDITS NO MORE DATA WALL

100+ TOPICS - AIRPORTS TO ZOOS

**GAUTAM D. GORADIA**

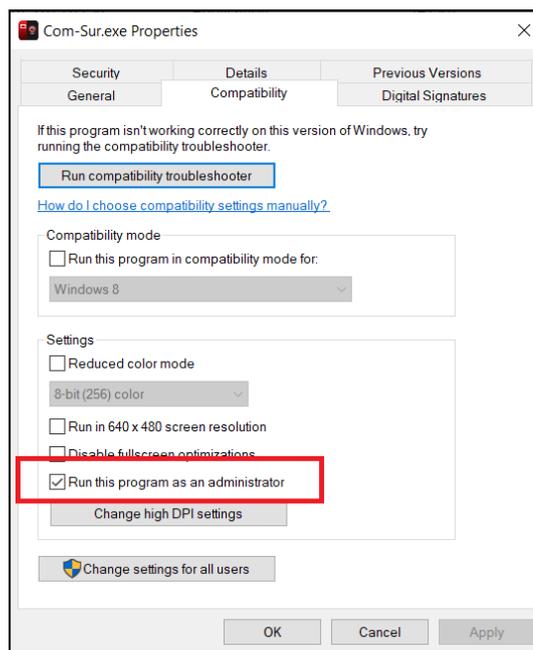
We thank you for your interest in COM-SUR. Please go through the following workflow to install and configure COM-SUR. Before you proceed with the installation, do ensure that your computer matches the system requirements as shared in the System Requirements document.

### Steps for Installing COM-SUR

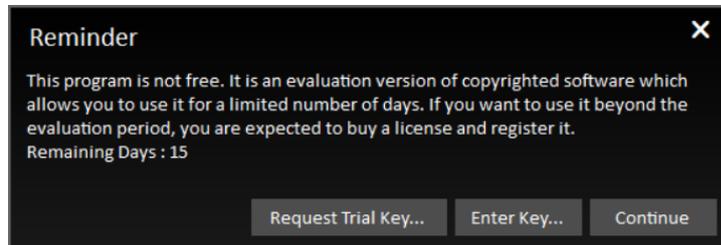
1. Please ensure that you have Administrator Rights/Privileges on the computer where you will be installing COM-SUR.
2. Once you download the setup zip file from the respective download link provided to you, please extract the same.
3. The extracted folder contains a file named 'setup.exe'. Right click on the same. In the ensuing right click menu, select the 'Run as administrator' option.
4. Then follow the instructions as given in the subsequent screens.

### 15-day trial

1. Once COM-SUR is installed, launch it in the Administrator mode. To do so, right-click on its shortcut and in the ensuing menu, select the 'Properties' option.
2. The Properties dialog box will appear. Here, go to the Compatibility tab and check the checkbox 'Run this program as an administrator' and click OK. (Please see below screenshot for reference). This is a one-time activity.



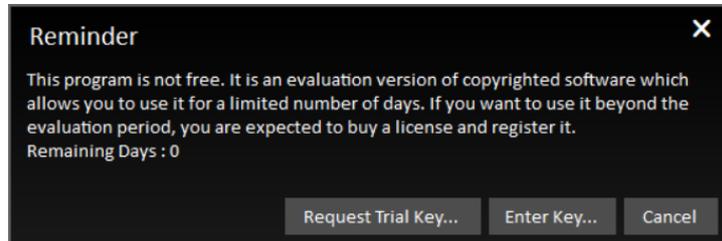
3. Now double click on the COM-SUR shortcut. The 'Reminder' dialog box is displayed (please refer to the below screenshot).



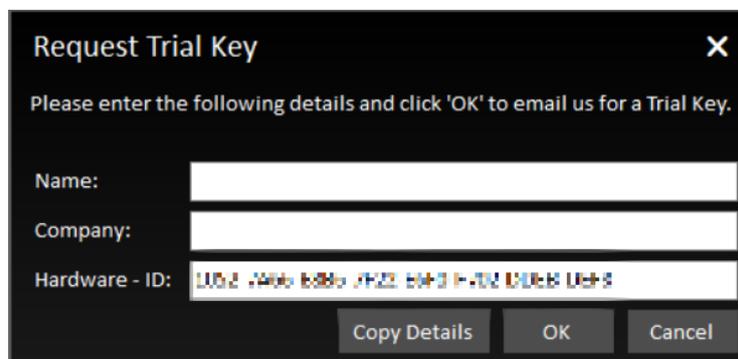
4. The 'Reminder' dialog box will display the 'Remaining Days' as 15 indicating that COM-SUR will work for a trial period of 15 days without any license key. In this case, the screenshots captured by COM-SUR will display the **'COM-SUR™ TRIAL VERSION'** watermark. Once the 15-day trial period has expired, you can request for a license key as per the following steps.

Steps to request for license key (trial license key or full license key) for COM-SUR

1. Double click on the COM-SUR shortcut. The 'Reminder' dialog box is displayed (please refer to the below screenshot). Here, click the 'Request Trial Key' button.



2. The 'Request Trial Key' dialog box is displayed (please refer to the below screenshot). Here, please enter the details in the 'Name' and 'Company' fields. The Hardware ID of the computer will be displayed by default.



3. Then, click the 'Copy Details' button. Open your e-mail client and paste the details in the body of the e-mail and send it to us.

Steps to activate the License Key for COM-SUR (License Key details are sent via e-mail)

1. Close the COM-SUR exe and then re-launch the same in the Administrator mode.
2. The 'Reminder' dialog box will appear. Here, click the 'Enter Key' button. The 'Enter Key' dialog box will appear as follows:

3. Enter the relevant details in the respective fields as has been provided to you via e-mail:

Name: XXX

Company: XXX

No. of Windows: X (You need to select the appropriate number in the 'Simultaneous 'Windows' Capture Allowed:' dropdown).

Key: XXXXX

Alternate method to activate the license key

In case you face any issues, you can also choose to activate the license key by this alternate method as follows:

1. Close the COM-SUR exe.
2. Please save the DAT file for the license key as provided to you via e-mail. Then copy the DAT file to the same folder where COM-SUR has been installed. For example:

Folder name:

C:\Program Files (x86)\Hayagriva\Com-Sur (the name of the version will also appear as part of the folder).

3. Then re-launch COM-SUR in the Administrator mode.

Checklist of settings to be done for optimal performance of COM-SUR

In order for COM-SUR to perform optimally, you must customize the following settings in your computer.

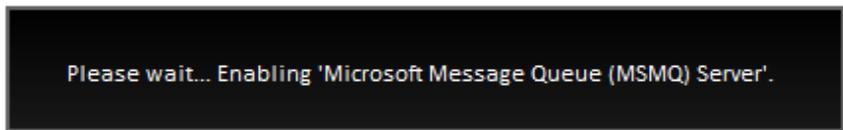
Setting	Done (Y/N)
<p><b>Power Options</b></p> <p>1. <u>Power mode</u> (this can be found in Windows OS settings at <u>System&gt; Power &amp; Battery</u>) - Here '<u>Best performance</u>' should be selected.</p> <p>2. <u>Power Options - Plan Settings</u> (These can be found in <u>Control Panel\All Control Panel Items\Power Options\Edit Plan Settings</u>)</p> <p>3. <u>Turn off the display</u>: '<u>Never</u>' should be selected.</p> <p>4. <u>Put the computer to sleep</u>: '<u>Never</u>' should be selected.</p> <p>5. Under <u>Plan Settings</u>, click the '<u>Change Advanced Power Settings</u>' and customize the following settings:</p> <p><u>Hard Disk</u> - Turn off hard disk after - '<u>Never</u>' should be selected.</p> <p><u>Sleep</u> - 1) Sleep after - '<u>Never</u>' should be selected. 2) Hibernate after - '<u>Never</u>' should be selected.</p> <p><u>Processor Power Management</u> - 1) Minimum Processor State - '<u>100%</u>' should be selected. 2) Maximum Processor State - '<u>100%</u>' should be selected.</p>	
<p><b>Screen Saver:</b> The Screen Saver should be disabled. i.e., the '<u>None</u>' option should be selected in the respective dropdown.</p>	
<p><b>Windows Updates/Other Updates:</b> When your computer is online, the Windows Operating System and/or other Applications check for updates and install the same. In some cases, this may require you to restart your computer. Please make the <u>appropriate</u> selections in the <u>Windows Update Settings</u> of your computer and in the respective applications to ensure that the updates restart your computer <u>only at a time as specified by you</u>.</p>	

**Anti-virus/Firewall:** Add COM-SUR in the list of 'Allowed Programs/Exceptions' in the respective Anti-Virus/Application Firewall Program installed on your computer.

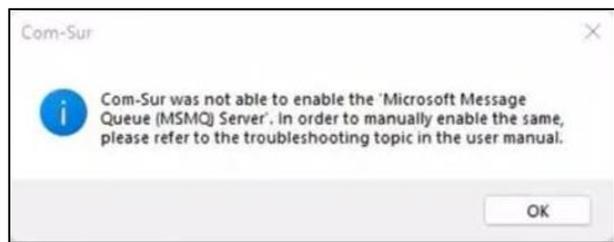
Troubleshooting issues after COM-SUR installation

1. Enabling Microsoft Message Queue (MSMQ) Server

After installation and key activation, when you launch COM-SUR for the first time, you will see the following message.

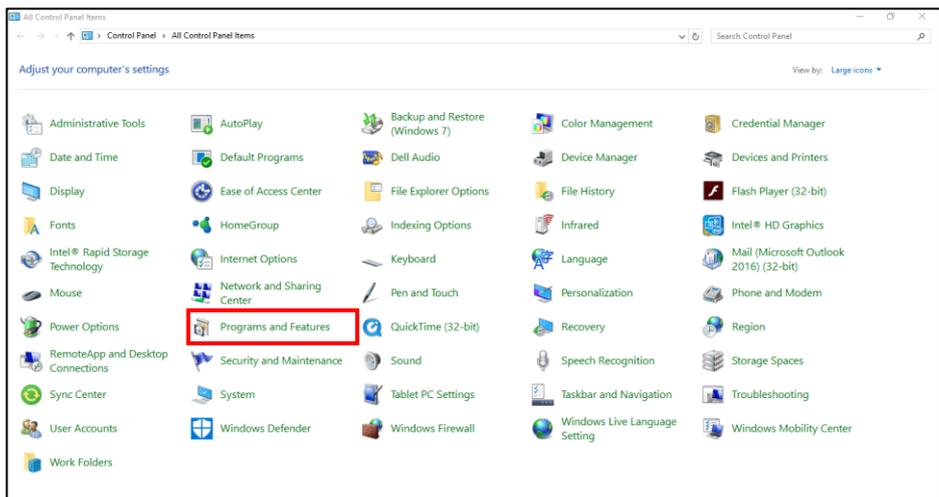


Do wait for this process to complete. In case this does not complete automatically (which is unlikely in most cases), the following message will be displayed when you launch COM-SUR:

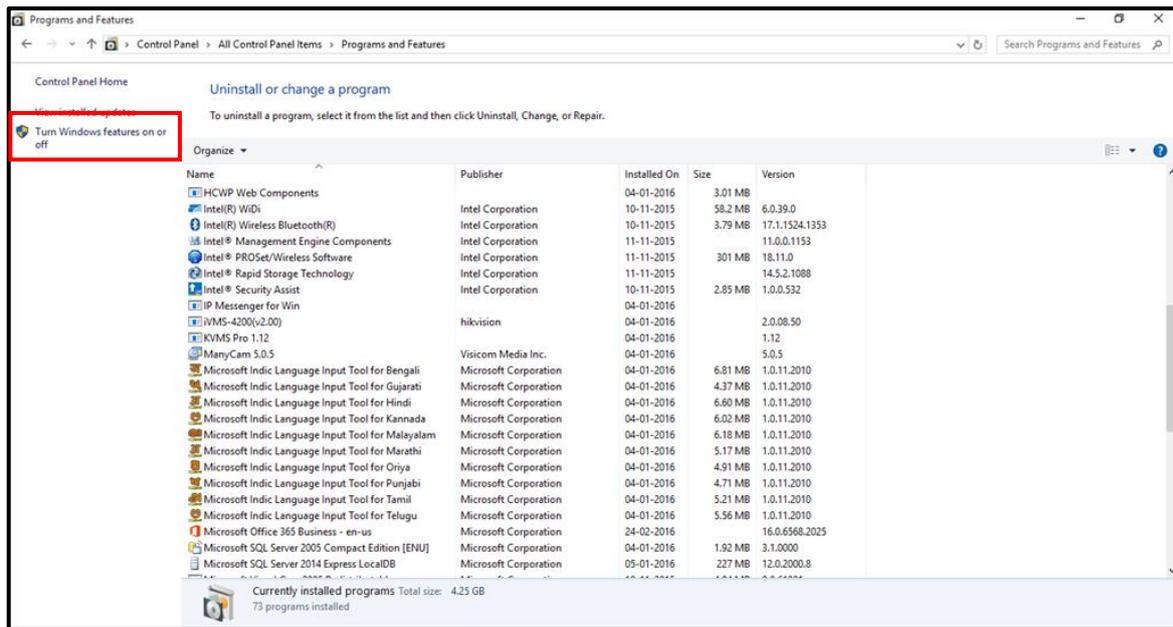


In this case, you need to manually enable the 'Microsoft Message Queue (MSMQ) Server' as follows.

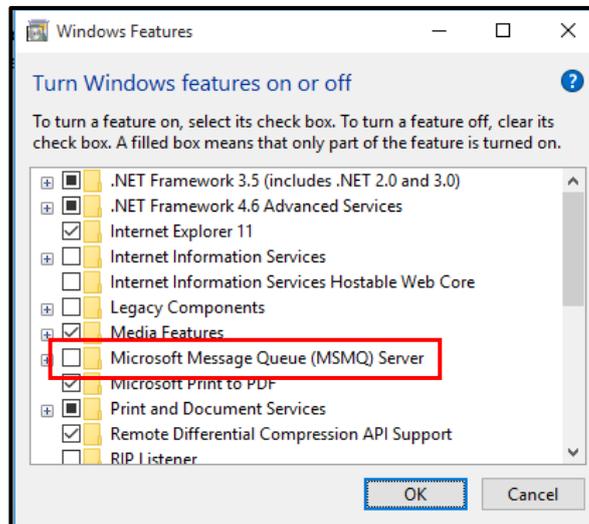
i) Navigate to the Control Panel of your computer. Here, click the Programs and Features option as shown.



ii) The Programs and Features dialog box appears. Here, click the Turn Windows features on or off option as shown below.

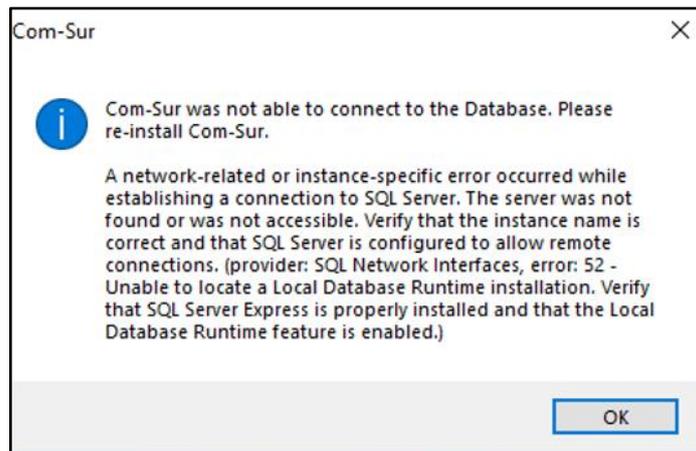


iii) The Windows Features dialog box appears as shown. Here, check the checkbox next to the Microsoft Message Queue (MSMQ) Server option. Click  and restart your computer.



## 2. COM-SUR was not able to connect to the Database

After installation, when you launch COM-SUR, you may get the following message (which is unlikely in most cases).



This issue can occur in some computers due to unknown reasons. To resolve this issue, please follow these steps:

i) Download the zip file from the following link and save on the computer's Desktop.

<http://www.comsur.biz/comsur.zip>

ii) Once you have downloaded the zip file, extract the same. The extracted folder contains the file named 'comsur.cmd'.

iii) Now, press the Windows logo key + R key on your keyboard. This will bring forth the Run dialog box.

iv) In this dialog box, type shell:startup and then click OK. This opens the Startup folder.

v) Copy the file 'comsur.cmd' into the Startup folder. Then restart the computer.

vi) Now launch COM-SUR in the Administrator mode.

### Guidelines for optimizing the use of COM-SUR in a multi-user environment

While COM-SUR is designed for single-user operation to enhance security and operational efficiency, the following recommendations offer insights into collaborative use with a common login and remote access capabilities.

#### How multiple users can login with a common login:

To facilitate multi-user access to COM-SUR, operators can follow these steps:

1. Common login credentials: Utilize a shared login, such as 'COM-SUR USER,' with a password that is shared among the authorized operators. 'COM-SUR USER' must have Administrator rights on the computer where COM-SUR is installed.
2. Shift changes: During shift changes, the current operator need not log out; the incoming operator can simply log in (if at all) using the common login credentials.
3. Continuous operation: The continuous operation of COM-SUR is maintained, and the generated images are available for review by any authorised user.

#### Leveraging remote access for enhanced efficiency:

Remote access further enhances the usability of COM-SUR by allowing operators to perform their duties from various locations:

1. Secure remote access protocols: Implement secure remote access protocols, such as VPN, to ensure that remote connections are protected and that only authorized personnel can access the system remotely.
2. Flexibility in auditing: Operators can remotely log in to the PC using the shared credentials and audit the images generated by COM-SUR. This provides flexibility in performing auditing functions from anywhere in the world.
3. Efficient resource utilization: The PC running COM-SUR can be kept in a secure and controlled environment. Remote access allows efficient resource utilization without the need for physical presence at the location of the PC.

#### Ensuring operator accountability:

Since there is a common login, an easy and practical way to ensure operator accountability is through the implementation of a shift handover protocol. This places the responsibility on operators to:

1. Explicit communication: Encourage operators to document their activities, completed tasks, and any outstanding items at the end of their shift. This simple practice promotes clear communication between shifts.
2. Detailed activity logging: The recorded log serves as a tangible record of actions taken during each shift, featuring timestamps and relevant details that contribute to a comprehensive audit trail. This helps the

next shift to review the actions of the earlier shift. Since perceptions can differ, the incoming shift may 'discover' issues that may have been skipped by the earlier shift.

3. Reduced ambiguity: The log significantly reduces ambiguity regarding the origin of specific actions, streamlining the identification process during audits or reviews.

4. Adaptability: This approach is adaptable to various operational environments, requiring minimal additional technical features within the application.

By empowering operators with the responsibility of maintaining a comprehensive shift log, we believe this approach will not only enhance accountability but also contribute to a smoother handover process and a deeper understanding of the activities within COM-SUR.

In conclusion, while COM-SUR is designed as a single-user application for security and operational reasons, the outlined guidelines offer a pragmatic approach to achieving multi-user collaboration through a shared login and leveraging the advantages of remote access. These recommendations aim to balance security, usability, and operational efficiency in a multi-user environment.

### Conclusion

We hope that you have gone through and understood the entire workflow of COM-SUR installation and configuration.

Once everything is done, we request you to kindly certify the details as mentioned in the document titled 'COM-SUR Installation and Configuration Report' which can be downloaded from the link below, and e-mail the same to us for our records. Please note that you will need to do this activity for each computer on which you install COM-SUR.

### Link

<https://www.comsur.biz/COM-SUR - Installation and Configuration Report - Template no. 3.3a.docx>

Note: The text of the above document is provided for quick reference below.

Report Date:		Customer:	
Location:			
PO No.:			PO Date:
PARTICULARS	INFORMATION		
COM-SUR Details:	Version:	Build No.: 3.0.0.900_010522	
Installation date:	No. of 'Windows':		
System Details:	Processor:	RAM:	
	HDD/SSD:	Graphic Card:	
	Operating System:	MS Office version:	
	VMS:	DVR/NVR:	
Recommended settings done for the optimal performance of COM-SUR?	Screensaver disabled (Yes/No):	COM-SUR added in Antivirus/Firewall exceptions (Yes/No):	MSMQ enabled (Yes/No):
	Power Options customised (Yes/No):	Windows Updates re-scheduled (Yes/No):	Auto-Delete set (Yes/No):
Details for request of license key:	Name and Company:		
	Hardware ID:		
User manual and video tutorials studied? (Yes/No):			
Customer Confirmation:	We confirm all of the above. The installation and configuration of COM-SUR is to our fullest satisfaction.		
Remarks/ Comments:			
Date	Customer Representative	Signature	