com sur™

the missing piece of CCTV

THE FOOTAGE WHISPERER

"SEE WHAT THE CAMERA SAW"

GET THE BOOK

100+ TOPICS - AIRPORTS TO ZOOS

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Table of Contents

1. Welcome to COM-SUR

CCTV Footage is not Garbage. It should not remain as 'Fit and Forget'. Let's start 'Using' CCTV, not 'Losing' CCTV.

Introducing COM-SUR, the world's only CCTV Video Footage Auditing, Smart Backup and Intelligent Reporting Software; the 'Missing' piece of CCTV.

The utility value of COM-SUR can be divided into three segments that complete the 'Workflow' of CCTV/Video Surveillance. While most users will find all the three segments to be valuable, some may use a combination that suits their needs.

- Segment 1 makes Auditing of Surveillance Video Footage extremely Easy and Efficient.
- Segment 2 Reduces Data Size and makes Backup of Relevant Surveillance Video Footage; Quick, Simple, and Forever (conditions apply).
- Segment 3 Standardizes Audit/Incident Reports in PowerPoint, and delivers Patterns based on Historical Data.

Impact* of Dedicated and Disciplined use of COM-SUR:

1. Improvement Of Homeland Security, Prevention Of Crime, Fraud, And Loss, And Faster Solving Of Crime.
2. Threat And Hazard Risk Identification/Mitigation, Improvement Of Ops. Efficiency, Processes, Business Continuity, Root Cause Analysis, Good Manufacturing Practices, And Total Quality Management Efforts.
3. Improvement Of Employee Performance, Customer Satisfaction And Sales.
4. Enhancement Of Compliance (Including Compliance Of Environment, Social, And Governance Issues) And Health And Safety Matters.
5. Huge Reduction Of Data Size And Inexpensive Disaster Recovery Mechanisms.
6. Ease Of Investigation, Forensics, Debriefing, And Gaining Situational Awareness And Actionable Intelligence Efficiently.
7. Standardizing Reporting And Gaining Business Intelligence.
8. Taking Regular Corrective And Preventive Action For Continuous Improvement.

Continuous Auditing as a Standard Operating Procedure helps ensure that the 'Hidden' information in the cameras is 'Unlocked', which in turn will allow for taking Corrective and Preventive action on a Daily basis. This validates a notable feature of continuous improvement, which is that "big results come from many small changes accumulated over time". This philosophy when extrapolated to CCTV/Video Surveillance will demonstrate that continuous corrective and preventive action delivers optimal outcomes from CCTV over a period of time. There is a need therefore for a fundamental shift, and we believe that COM-SUR is the answer, when it comes to achieving Optimal Outcomes from CCTV.

COM-SUR works with Any Camera/Recorder/VMS. It requires no complex set-up or connections. It works with Existing, and will work with Future (conditions apply) Video Surveillance systems. Just install it on a Windows Computer, get the Video Feed to the Computer, and you are good to go!

Note: While this HOME version is a great way to get started, we are happy to let you know that COM-SUR is available in several higher versions that deliver an even greater punch! Feel free to download the document that depicts the various features that each of the different versions offer.

Finally, please do share this wonderful software with others. Help them to achieve optimal outcomes from CCTV too.

* No assumptions/guarantees/warranties of any of the above 'impacts' or the like are to be inferred by the user and/or are being made or proclaimed.

2. System Requirements

Before you install COM-SUR HOME, please ensure that your Computer **Matches*** the following **System Requirements:**

<table>
<tr><td colspan="2" align="center">SYSTEM CONFIGURATION</td></tr>
<tr><td>Processor</td><td>Intel Core i5 (latest gen.) with base frequency ≥ 3.6 Ghz</td></tr>
<tr><td>Memory</td><td>8GB RAM</td></tr>
<tr><td>Graphic Card</td><td>On-board graphics card</td></tr>
<tr><td>Recommended Operating system</td><td>Win 10 or Win 11</td></tr>
<tr><td rowspan="2">Estimated range of network bandwidth (considering the total bandwidth needed for camera, VMS, and storage)</td><td>53-240 Mbps</td></tr>
<tr><td>Note:

Please refer to point no. 2 below for more details on the network bandwidth estimation.</td></tr>
</table>

Hard Disk	Rotational speed	Space needed for COM-SUR installation	Space needed for storing the screenshots captured by COM-SUR
	10000 RPM	Minimum 200MB (recommended 500MB)	Minimum of 750GB to store screenshots of ONE 'Window' for approximately 30 days.
	Please refer to point no. 4 below for more details on the hard disk recommendation.		

Important notes:

1) The sizing for the processor, memory, and graphic card is approximate in nature and will also depend on the camera/VMS/NVR/DVR being used. Therefore, please confirm these with the VMS maker, your system integrator/IT team before proceeding.

2) The network bandwidth estimation is based on the consideration that the average bandwidth for each camera is 15 Mbps. In reality, the actual bandwidth usage of each camera can vary depending on factors such as camera resolution, frame rate, and compression settings. For example, for 16 cameras, the estimated bandwidth would be 16x15 = 240 Mbps. Therefore, please confirm the bandwidth requirements with the VMS maker, your system integrator/IT team.

3) The choice of the Operating System may depend on various factors and hence it is recommended to check with the VMS maker whether the VMS is compatible with the OS.

4) The above hard disk recommendation is based on the consideration that the average size of each screenshot is approximately 300kb on a full HD monitor. The screenshot size may vary depending on several criteria such as the number of cameras, image complexity, screen resolution, etc.

5) Screenshots are stored on the same computer where COM-SUR is installed (Primary Location). Please ensure that you have sufficient rights/privileges over this location. To create a very cost-effective backup, you can also store the Screenshots in multiple Secondary Locations (up to five Location at the same time) like external hard disks, SAN (Storage Area Network) devices, NAS (Network Attached Storage) devices or cloud services like Dropbox, Google Drive, or Microsoft OneDrive. Do note that you will

need to adhere to the terms and conditions of any cloud service that you choose. COM-SUR is an 'enabler' and does not claim that it has been endorsed by any of them, or that these services will be free or paid, or that these services may perform without any glitch, whether temporarily or permanently. The entire functionality and performance is dependent on the respective service and its terms and conditions.

SOFTWARE	
Software (for certain features)	Microsoft Office 2013 or above (preferred), Adobe Reader, Windows Media Player.
Miscellaneous	Supported Browsers - Google Chrome, Mozilla Firefox Minimum Screen Resolution - 1280 X 768

Notes:

1. Depending on the number and type of cameras, and the existing IT infrastructure, the system integrator/IT team/computer installer should be consulted to suggest other requirements like the network infrastructure and so on.

2. In case of more than 32 cameras, it is recommended to use a COM-SUR compliant VMS instead of browsers for better performance.

3. While COM-SUR does not prevent you from displaying more than 16 cameras in a 'Window', to carry out the audit process efficiently, it is recommended to display 16 or lesser cameras in a 'Window'.

4. The user must have administrator rights/privileges to install as well as to run COM-SUR for the first time.

5. COM-SUR may not perform optimally in case there are multiple programs/applications running concurrently. Also, the performance of COM-SUR will vary depending on the system configuration.

6. The system configuration and storage space requirements will increase in case of a 4K monitor.

7. COM-SUR must be added to the list of 'allowed programs/exceptions' in the respective anti-virus/application firewall programs.

8. The following selections in the Settings of the Windows Operating System will need to be set on the computer on which COM-SUR is installed:

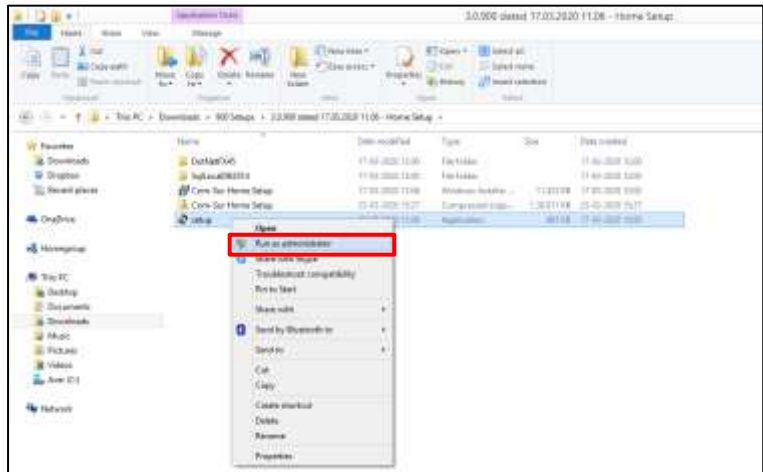| Advanced power settings for all the power plans (High performance, Balanced, Power saver)	
Turn off hard disk	Never
Sleep mode	Never
Hibernate mode	Never
Processor power management	100%
Turn off display	Never
Lock screen settings	
Screen Saver	None

* Note: If you are not managing more than 9 cameras, a lower configuration may work as well. Do check out what works best for you.
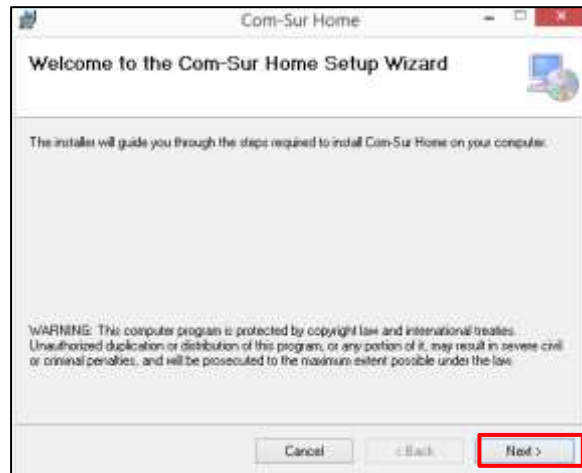
3. Installing COM-SUR HOME

Installing COM-SUR HOME is like **Plug and Play.** Before you proceed with the installation, **do ensure** that your Computer **matches** the **System Requirements** of COM-SUR HOME. For **Best Results**, it is recommended that you use **Robust Hardware**. You or the installing **User Must** have **Administrative Rights/Privileges** on the Computer.
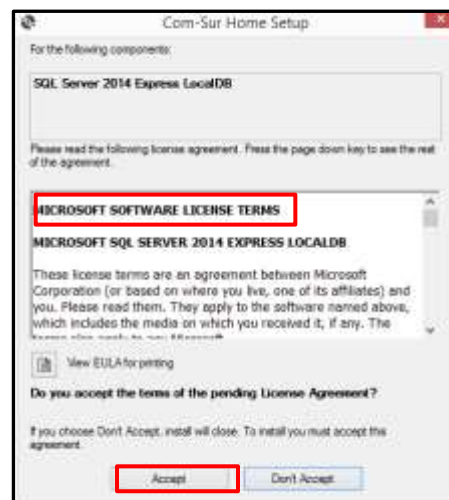
Installation Steps:

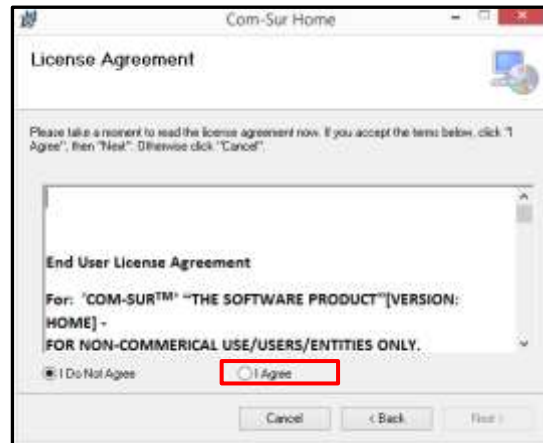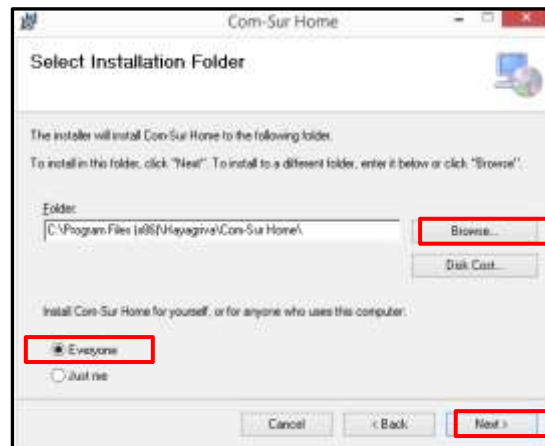|	
1. Download the setup file of COM-SUR HOME on your Computer. Right Click on the setup file. In the ensuing menu, choose the **'Run as administrator'** option.	
2. The COM-SUR HOME **Setup Wizard** is brought forth. Click **Next** to continue.	
3. The setup file will notify you that it requires to install **Microsoft SQL Server 2014 Express LocalDB**, if it is not already available on your Computer. After reading the **License Terms** for **Microsoft SQL Server 2014 Express LocalDB,** select the **'Accept'** option.	

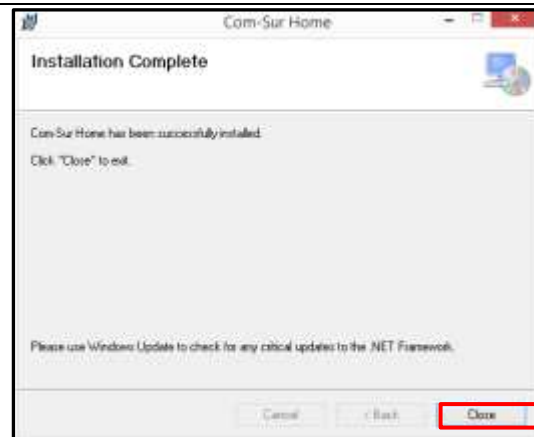|	
4. The installation of **Microsoft SQL Server 2014 Express LocalDB** begins.	
5. Next, the License Agreement of COM-SUR HOME will be brought forth. After reading the same, select the **'I agree** option and click the **Next** button.	
6. Select the **Installation Folder** by clicking the **Browse** button. Select the **Everyone** option as shown. Click **Next** to continue.	
7. Click **Next** to start the COM-SUR HOME installation.	
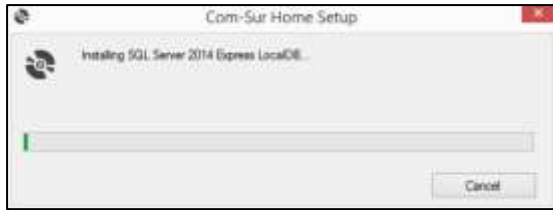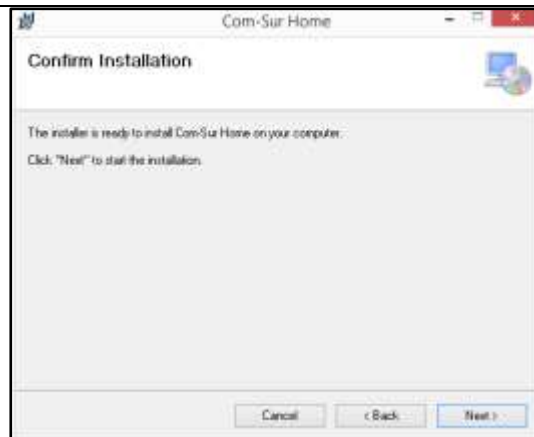
8. The installation of COM-SUR HOME begins as shown.	
9. You will be notified once this installation is completed. Click **Close** to exit the Setup Wizard.	
10. Once the installation is complete, you will see the **COM-SUR HOME Icon** on your Computer's Desktop.	

4. Computer Settings and Some Additional Tips

In order to get the **Best Experience** from COM-SUR HOME, you must **Customize** the following settings on your Computer:

1. Windows Update/Other Updates

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 **Appropriate** Selections in the **Windows Update Settings** of your Computer and in the respective Applications to ensure that the **Updates Restart** your Computer **Only** at a time as specified by you.
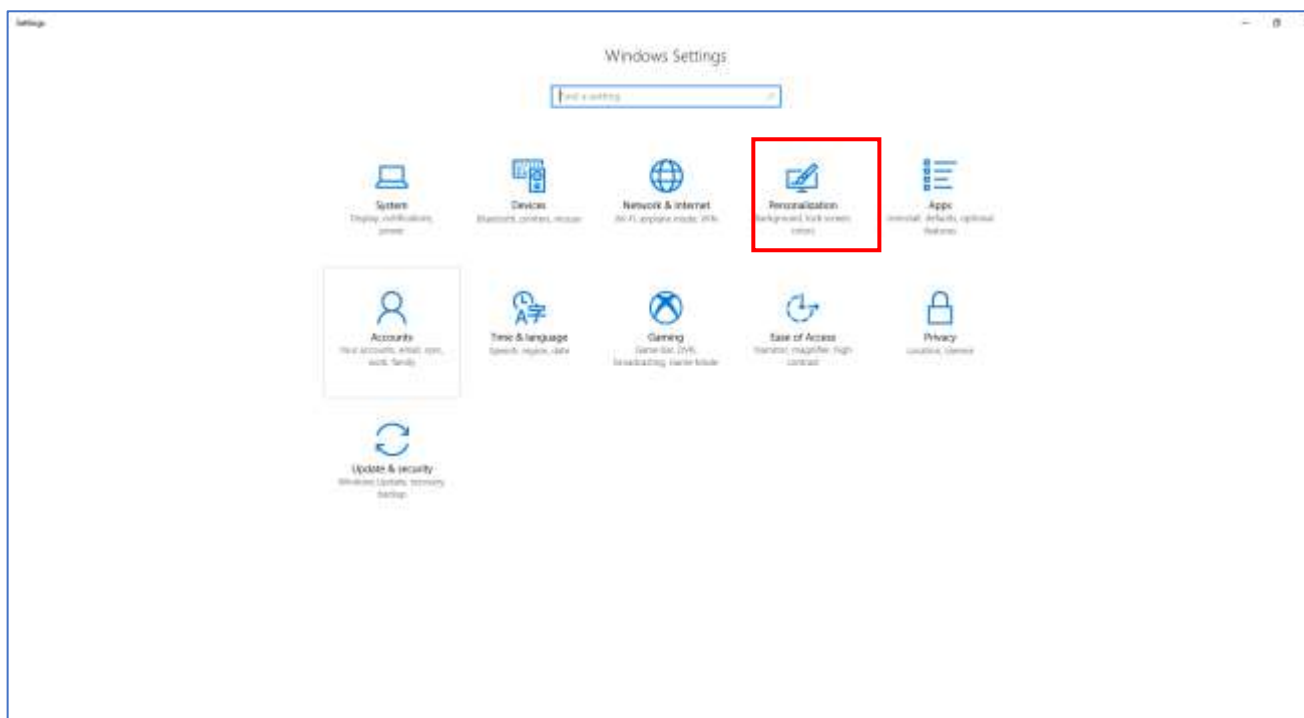
2. Screen Saver

You **Must** ensure to **Disable** the **Screen Saver** on your Computer. For that, do the following:
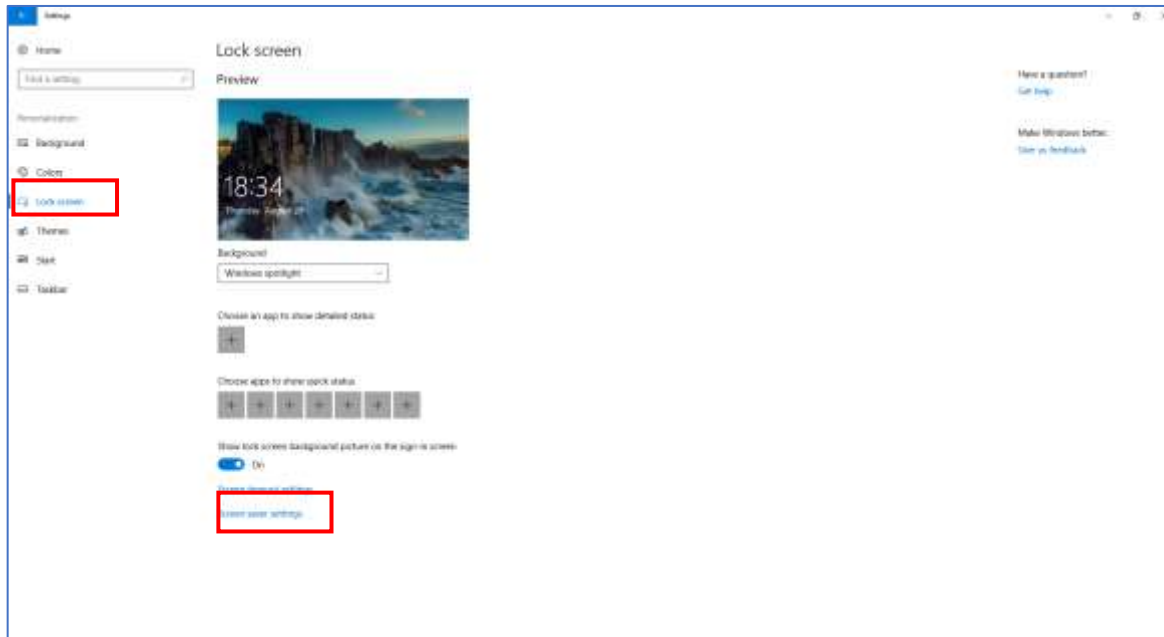
a. Click the **'Start'** Button [ ] on your Computer. In the ensuing menu, click the **'Settings'** option as shown.
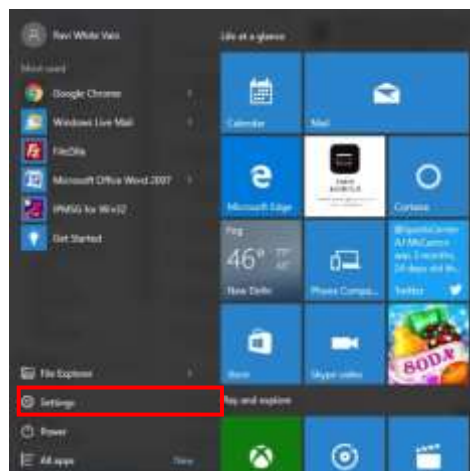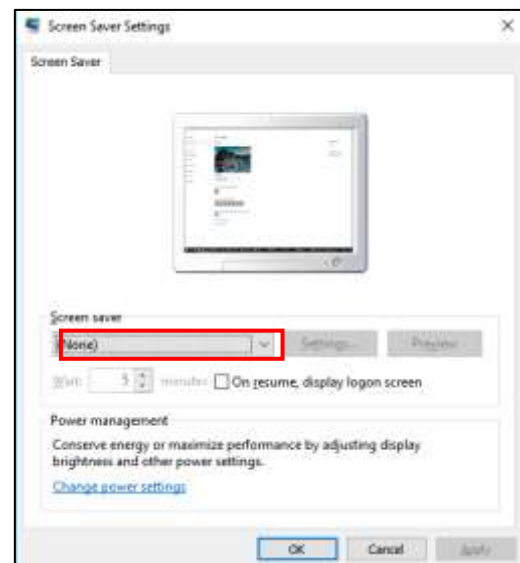
b. The **'Settings'** dialog box appears. Here, click the **'Personalization'** option as shown.

c. The **'Personalization'** dialog box appears. Here, click the **'Lock screen'** option in the left panel. Then click the **'Screen saver settings'** option.

d. The **'Screen Saver Settings'** dialog box appears. Here, select the **'(None)'** option in the **'Screen saver'** dropdown list.


3. Antivirus/Firewall

It is recommended that you add COM-SUR HOME in the list of **'Allowed Programs/Exceptions'** in the respective **Anti-Virus/ Application Firewall** Program installed on your Computer.

4. Taskbar

When you begin capturing Screenshots through the **'Auto-Pilot'** or the **'Window' Screenshots Capture** utility, to indicate that the **Capture** activity is **On**, the COM-SUR HOME icon turns Blue in your Computer's taskbar. In case the icon does not turn Blue, do the following:

a. Right Click on your Computer's taskbar. In the ensuing menu, select **'Taskbar Settings'**.	
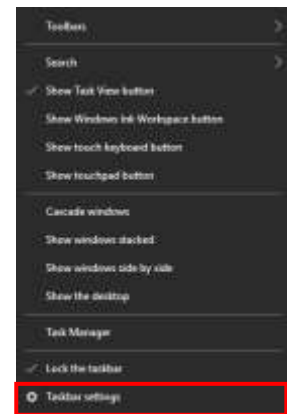
b. The **'Taskbar Settings'** dialog box appears. Here select the **'Never'** option in the **Combine taskbar Buttons** dropdown list.
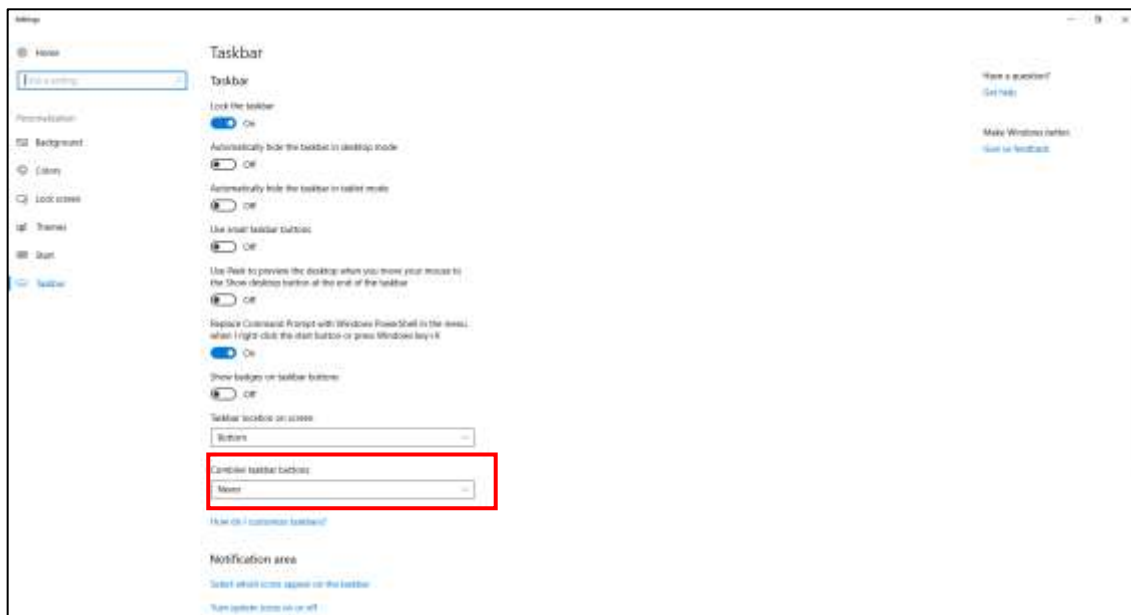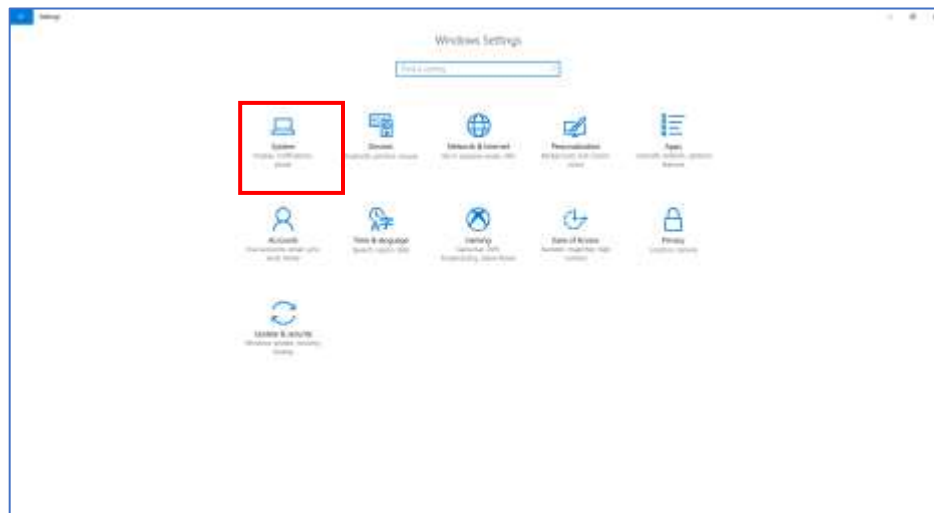

5. Power Options

In your Computer's **Power Options**, it is **Recommended** to select a **High Performance** Power Plan. For this, please do the following:

a. Click the **'Start'** Button ![Windows icon] on your Computer. In the ensuing menu, click the **'Settings'** option as shown.
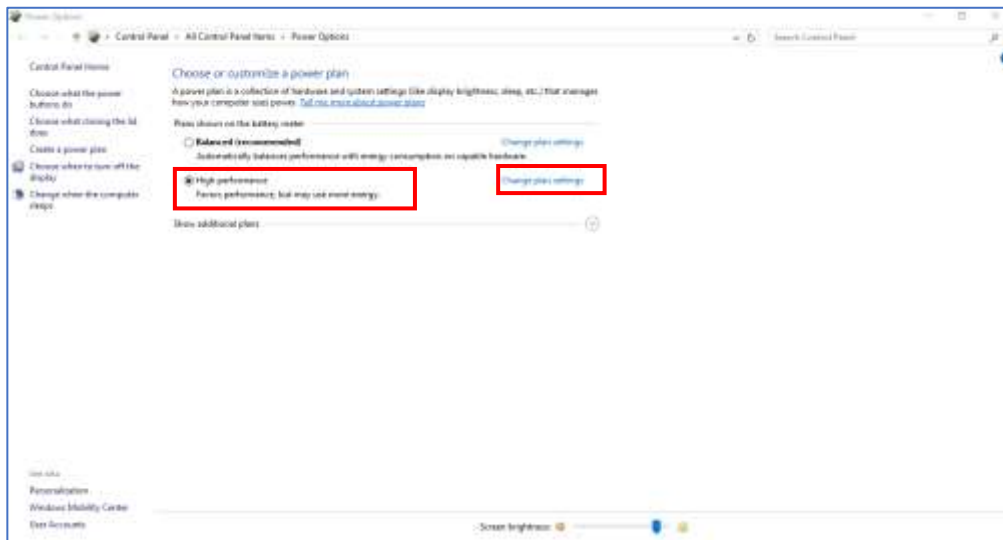
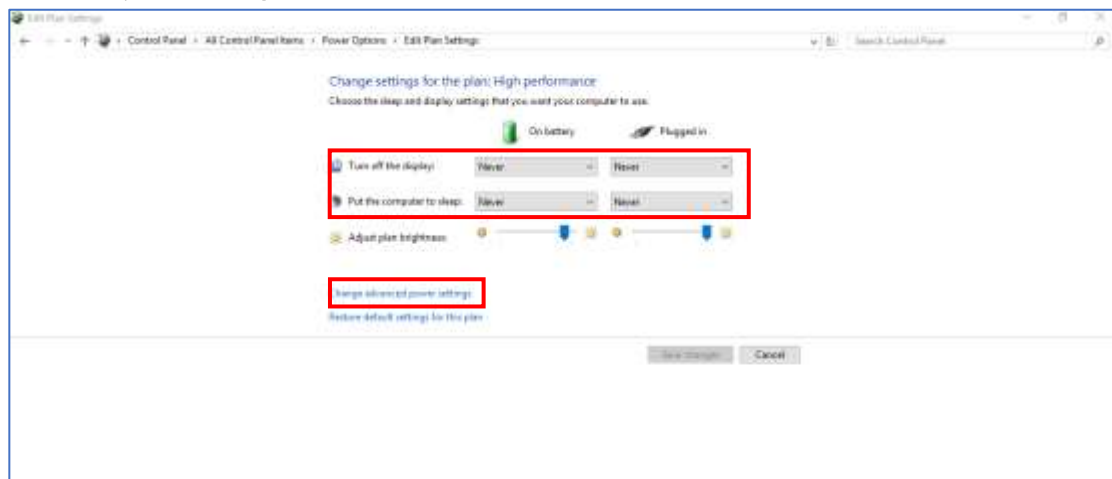**b.** The **'Settings'** dialog box appears. Here, select the **'System'** option as shown.

c. The **'System'** dialog box appears. Here, click the **'Power & sleep'** tab in the left panel and select the **'Never'** option for the **'Screen'** and **'Sleep'** settings as shown. Further, click the **'Additional power settings'** option.

d. The **'Power Options'** dialog box appears. Here, select the **'High performance'** Power Plan as shown. Then click the **'Change plan settings'** option.
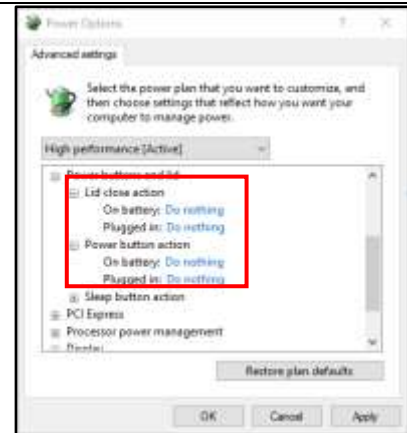
e. In the ensuing dialog box, for the **'Turn off the display'** and **'Put the computer to sleep'** fields, select the **'Never'** option. Then click **'Change advanced power settings'**.
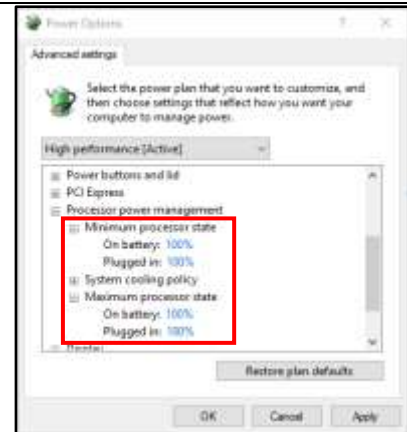

f. The **'Power Options'** dialog box appears. Here, in the **'Turn off hard disk after'** section, select the **'Never'** Option.	
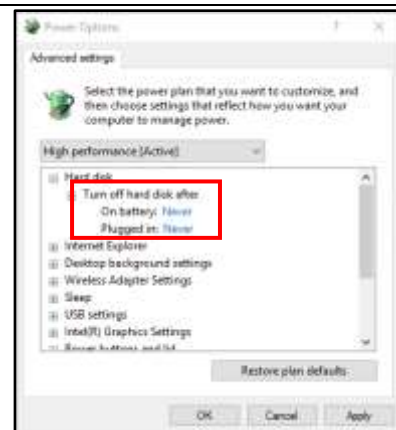
|	
g. In the 'Power Buttons and lid' section, select the 'Do nothing' Option.	
h. In the 'Processor power management' section, for the 'Minimum processor state' as well as for the 'Maximum processor state', select 100%.	

6. COM-SUR HOME Properties

Right Click on the COM-SUR HOME icon on your Computer's Desktop, to bring forth the COM-SUR HOME Properties dialog box as shown. Click the Compatibility Tab as shown. Here, uncheck the 'Run the program in compatibility mode for:' checkbox. Further, check the 'Run this program as an administrator' checkbox.	
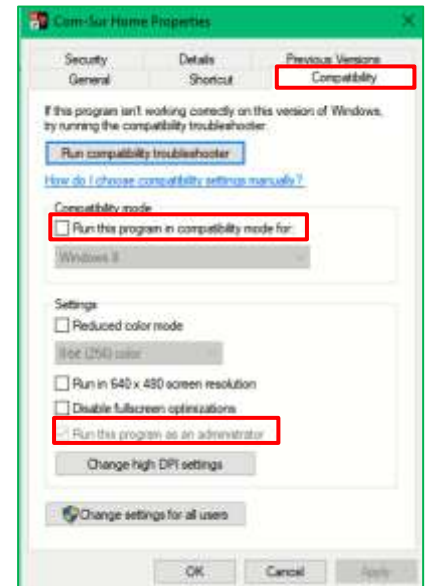
7. Others

a. Do ensure Never to Minimize the Video Feed, whether it is being received through a Browser, or a VMS.

b. If you are accessing the Video Feed from a remote location via the Internet, you may want to access it via a Sub Stream Mode in order to Minimize your Internet Bandwidth consumption. This would still give you Decent results of the Screenshots. Further, in case your DVR/NVR/VMS supports 'Zero Channel Encoding', you can configure the same in order to access the Video Feed of

Multiple Cameras from a **Single Channel** (known as the **'Zero Channel'**). This would considerably consume **Lesser Bandwidth** as opposed to accessing the Video Feed from **Multiple Channels**. For more information on how to configure the **Sub Stream Mode** and the **Zero Channel**, please contact your CCTV installer.

c. Do ensure to **Delete** Screenshots from time to time in order to **Conserve** Disk space on your Computer.

d. If you are going to be away from your Computer for a long period of time, do ensure that you have the necessary software that allows you to access your Computer **Remotely**. Doing so will not only ensure that you can carry out the Auditing (Reviewing/Analysing) activity, but that you can also take several other steps through COM-SUR HOME.

5. Let's Go!

1. To start COM-SUR HOME, Right Click on the COM-SUR HOME icon on your Computer's Desktop. Do note that you need to run COM-SUR HOME in the '**Administrator**' mode for the first time.

2. You will see a message as shown alongside **Only** when you have launched COM-SUR HOME for the **First Time** on your Computer.	Please wait… Enabling 'Microsoft Message Queue (MSMQ) Server'.

3. Do wait for this process to complete. In case this **Does Not** complete **Automatically** (which is unlikely in most cases), you will need to **Manually** enable the '**Microsoft Message Queue (MSMQ) Server**'. For more information on it, please refer to the topic 'Troubleshooting'.

4. The COM-SUR HOME **Splash Screen** is displayed.	

5. After this, COM-SUR HOME's **Main Screen** will load, as shown. Do note that depending on your computer's configuration, it may take COM-SUR HOME a few moments to load. Do be patient.
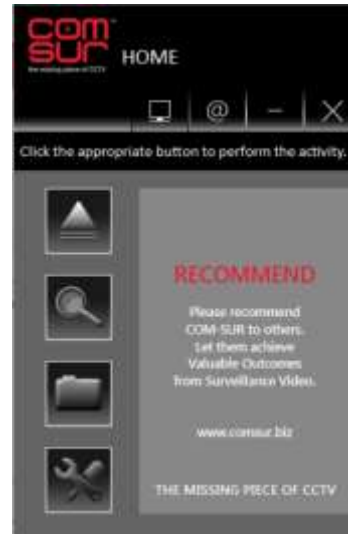
6. Let's see what each **Button** does:

Auto-Pilot	Lets you start the **Backup** of the Video Feed in the form of **Screenshots** in an **'Auto-Pilot'** mode. You can also press **CTRL+F6** to activate this mode.
Search	Lets you **Search** for **Previously Captured** Screenshots and/or Images.
Open And Act	Lets you **Audit (Review/Analyse)** previously taken Screenshots, or **Any** other Images, or a Folder containing Images or a Compressed (Zipped) folder containing Images.
Settings and Tools	Lets you **Customize** COM-SUR HOME.
'Window' Screenshots Capture List	Lets you view the **Details** of the **'Window'** whose Screenshots are currently being captured by COM-SUR HOME.
Set and View URLs	Lets you set and access **Frequently Used** Video Feed **URLs**.

6. Auto-Pilot

COM-SUR HOME lets you **Backup** your Computer's **Desktop** or of an **Active Window**, **Automatically** in the form of Screenshots. This is especially useful when you may need to **monitor** the activity of an user on the Computer. Alternately, you can also **Backup** a Live Video Feed on the **Desktop** in the form of Screenshots.

To begin the Auto-Pilot activity, you need to do the following

1. Open a Live Video Feed in your **Internet Browser** or **Video Management System (VMS).** To see the list of supported Internet Browsers, please refer to the topic 'Recommended System Requirements'. Select the number of **Camera Channels** to be displayed in the Video Feed. You may select a **One** Camera Channel or **Multiple** Camera Channels as shown below:

ONE CAMERA CHANNEL

MULTIPLE CAMERA CHANNELS

2. You can even choose to use a **Webcam** for Surveillance purposes. Open the respective **Application** on your Computer to access the same.

3. Now click on the **Main Screen** (or press **CTRL+F6**). A dialog box is brought forth as shown.
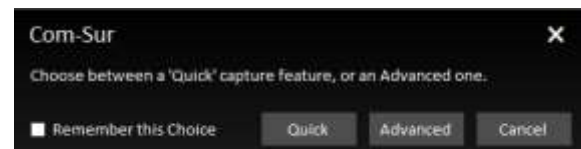
4. Selecting the **Quick** option will immediately start the **Auto-Pilot** activity. In this case, COM-SUR HOME will start capturing the Screenshots of your Computer's **Desktop**.

5. Do note that in the **Quick** mode the **Time Interval** between two Screenshots is **1 second** by **Default.**

6. Further, in the **Quick** mode the **Crop** feature is not available. COM-SUR HOME will start capturing the Screenshots of the entire **Desktop** by **Default.**

7. Check the **Remember this choice** checkbox, if you want COM-SUR HOME to select the Quick or the Advanced option so that the next time you invoke the **Auto-P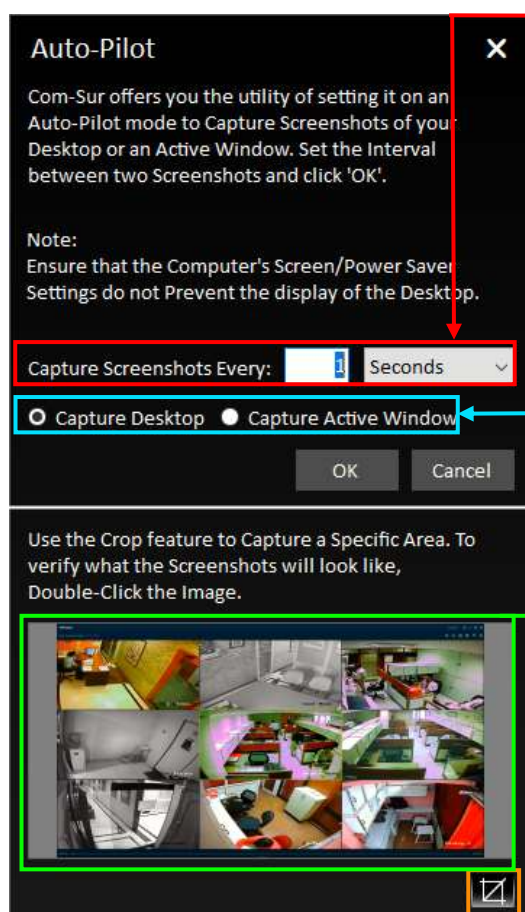ilot** activity, the relevant option should be selected by default. The Advanced option has been explained in the next point.
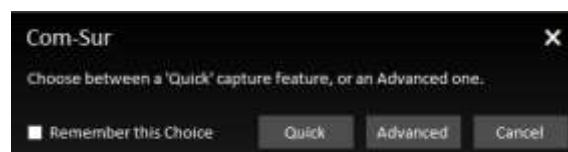
8. Selecting the Advanced option will bring forth the **Auto-Pilot** dialog box. Let us understand the **Auto- Pilot** dialog box:

	Specify a **Time Interval** between two Screenshots. By **Default,** the time interval is **1 second**.
	Select the **'Capture Desktop'** option, to capture Screenshots of your Computer's **Desktop**. Select the **'Capture Active Window'** option to capture Screenshots of an **Active Window** (window in focus) on your Computer.
	Preview of what the Screenshot would look like. Please note that the **Preview** is not available for the **Capture Active Window** option. Double-Click the Image to see a larger **Preview**.
	Click to **'Crop'** the desired area of the Video Feed. COM-SUR HOME will accordingly capture Screenshots of **Only** the **Cropped Area.** Please note that the **Crop** feature is not available for the **Capture Active Window** option. For more information on Cropping, please refer to the topic 'Cropping a Desired Area'.

9. Click OK after making the desired selections. The Video Feed starts getting converted into Screenshots, and is **Saved** at the **Locations** as determined by you. At this moment, the COM-SUR HOME icon turns blue in your Computer's taskbar, indicating that the **'Auto-Pilot'** Activity is **On.** For more information on taskbar settings please refer to 'Computer Settings and Some Additional Tips'.

10. To **Stop** the **'Auto-Pilot'** Activity, press **Ctrl+F6**. Alternately, click the COM-SUR HOME icon in your Computer's taskbar and click the **Auto-Pilot** Button .

11. On stopping the Auto-Pilot activity, a dialog-box appears, as shown, asking whether you want to go to the **'Results'**. Here you can make a selection in the **'Start From'** field, if you want to bring forth Screenshots captured from a **Particular Date and Time**. By **Default**, the **'Start From'** field displays the **Date and Time** at which you **Started** the Auto-Pilot activity.
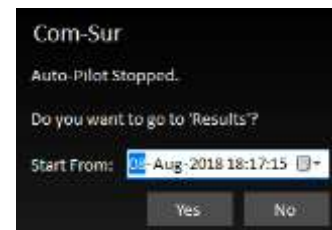
12. Clicking **'Yes'** will bring forth the **'Results'** dialog box as shown below. Here you can **Audit (Review/Analyse)** the captured Screenshots. For more information on how to **Audit (Review/Analyse)** in the **Results** dialog box, please refer to the topic 'The 'Results' Dialog Box' and the subsequent topics on 'Various Ways of Auditing (Reviewing/Analysing)'.

Notes:

1. The **Default/Primary Location** where Screenshots captured by COM-SUR HOME are stored is in a folder named **'COM-SUR HOME'** on your Computer's Desktop. For more information on specifying a different **Primary** (up to 10) as well as **Secondary Location** (up to 5), please refer to sub-topic 'General Tab' in the topic 'Customizing COM-SUR HOME'.

2. The **Auto-Pilot** utility can also be used to capture Screenshots of your Computer's Desktop **While You Are Away**, to detect any **Unauthorized Activity** on your Computer. This can also be used in organizations to capture the **Activity** on employees' Computers, where required.

3. You can choose to **Automatically Start** the **Auto-Pilot** activity when you **Start** your Computer. For more information, please refer to sub-topic 'General Tab' in the topic 'Customizing COM-SUR HOME'.

7. Capturing A 'Window'

COM-SUR HOME allows you to capture Screenshots of the Video Feed **As Seen** in a **'Window'**. A **'Window'** is essentially the **Display 'Input'** which displays the Video Feed. This **'Window'** could be that of your **Internet Browser**, or your **Video Management System (VMS),** or any other **Application** that you use to access your Video Feed.

In this case, the capturing activity will continue to happen in the **Background**, i.e. even if you have opened one or more **Other 'Windows'** on your Computer, COM-SUR HOME will still continue to capture Screenshots of the respective **'Window'** chosen by you. Further, COM-SUR HOME will capture **What It 'Sees'** in that particular **'Window'**. If you bring the Video Feed from **One** Camera, it will capture **That One** Camera. If you bring the Video Feed from **Sixteen** Cameras, it will capture **Sixteen** Cameras, and so on. It is recommended that for **Ease of Audit (Review/Analysis)**, you should **Not Exceed Sixteen** Cameras (although COM-SUR HOME **Will Not Restrict** you).

To capture Screenshots of a **'Window'**, you need to do the following:

1. Open a Live Video Feed in your **Internet Browser** or **Video Management System (VMS).** To see the list of supported Internet Browsers, please refer to the 'Recommended System Requirements'. Select the number of **Camera Channels** to be displayed in the Video Feed. You may select a **One** Camera Channel or **Multiple** Camera Channels as shown below:
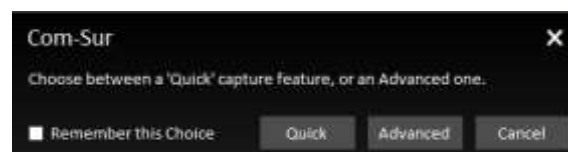

ONE CAMERA CHANNEL	MULTIPLE CAMERA CHANNELS

2. You can even choose to use a **Webcam** for Surveillance purposes. Open the respective **Application** on your Computer to access the same.

3. Now bring the respective **'Window'** in **Focus** and press **CTRL+F10**. A dialog box is brought forth as shown.


4. Selecting the Quick option will immediately start the **'Window' Capture** activity. In this case, COM-SUR HOME will start capturing the Screenshots of the respective **'Window'.**

**5.** Do note that in the Quick mode the **Time Interval** between two Screenshots is **1 second** by **Default.** Further, in the Quick mode the **Crop** feature is not available. Also, COM-SUR HOME will automatically assign a **'Window' Description.**

6. Check the **Remember this choice** checkbox, if you want COM-SUR HOME to select the $\boxed{\text{Quick}}$ or the $\boxed{\text{Advanced}}$ option so that the next time you invoke the **'Window'** Screenshots Capture activity, the relevant option should be selected by default. The $\boxed{\text{Advanced}}$ option has been explained in the next point.
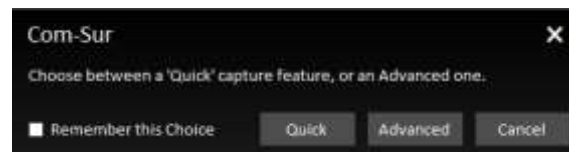
7. Selecting the $\boxed{\text{Advanced}}$ option will bring forth the **'Window' Screenshots Capture** dialog box. Let us understand the **'Window' Screenshots Capture** dialog box:
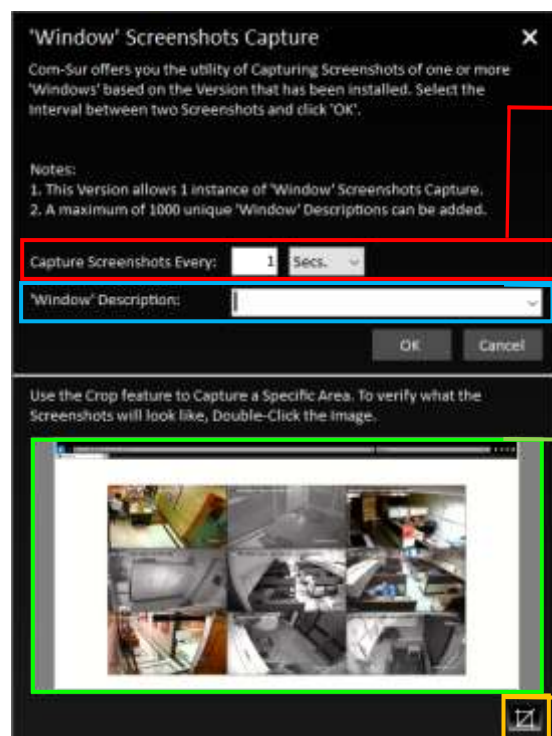
Specify a **Time Interval** between two Screenshots. By **Default,** the time interval is **1 second**.

Enter the Appropriate **Description** for the **'Window'**. For example, **'Home CCTV'**, **'Office CCTV'**, and so on.

Preview of what the Screenshot would look like. Double-Click the Image to see a larger **Preview**.

Click $\boxed{\text{⬚}}$ to **Crop** a desired area of the Video Feed. COM-SUR HOME will accordingly capture Screenshots of **Only** the **Cropped Area.** For more information on Cropping, please refer to the topic 'Cropping a Desired Area'.

8. Click $\boxed{\text{OK}}$ after making the relevant selections. The Video Feed starts getting converted into Screenshots, and is **Saved** at the Locations as determined by you.

9. At this moment, the COM-SUR icon turns blue [icon] in your Computer's taskbar, and the **'Window' Screenshots Capture List** Button in the top panel of the COM-SUR HOME **Main Screen** turns Green [icon]. This indicates that the **'Window' Screenshots Capture Activity** is **On**.

10. Click [icon] to bring forth the **'Window' Screenshots Capture List** dialog box which depicts the following details of the **'Window'** being captured.

**a. 'Window' Description -** Depicts the **Description** for the **'Window'** as specified by you.

b. Interval - Depicts the **Time Interval** between **two** Screenshots as specified by you.

c. Screenshots Taken – Depicts the **Number** of Screenshots being captured. This is a **Dynamic** field and refreshes as per the **Time Interval** between two Screenshots as specified by you.

d. From Date and Time – Depicts the **Date** and **Time** from which you **Started** the capture activity.

e. Edit - You can Edit the **'Window'** Description, Time Interval and Resize the Cropped Area of the **'Window'**. However, when you change the **'Window'** Description, a new Session will be Started.
The Screenshots of the Previous Session can be accessed from the Search utility. For more information, please refer to the topic 'Searching For Screenshots'.
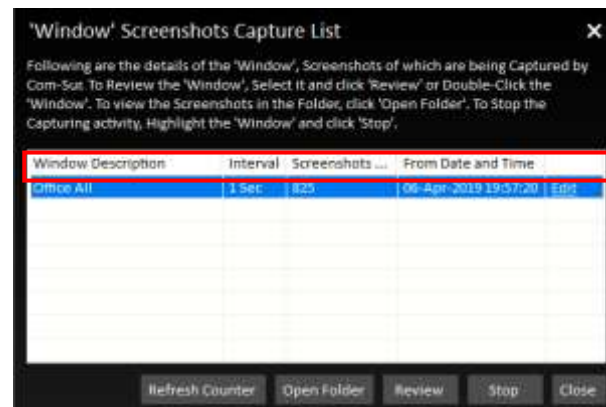
11. Let us understand what each Button on the **'Window' Screenshots Capture List** dialog box does:

Refresh Counter	Click this to **Refresh** the **Number** of Screenshots as displayed in the **Screenshots Taken** field. This would be helpful in case where during the **Auditing** (**Reviewing/Analysing**) activity, you choose to either **Delete** or **De-Link** one or more Screenshots. After doing so, return to the **'Window' Screenshots Capture List** dialog box and click the **'Refresh Counter'** Button. This will Refresh the Number of Screenshots displayed in the **Screenshots Taken** field, wherein the **Deleted** and/or **De-Linked** Screenshots will be **Excluded**. For more information on **Deleting/De-Linking** Screenshots during the **Auditing (Reviewing/Analysing)** activity, please refer to the topic 'The 'Results' Dialog Box'.
Open Folder	Click this to open the **Respective Folder** containing the **Screenshots** of the **'Window'** which is currently selected.
Review	Click this to **Audit (Review/Analyse)** the Screenshots of the **'Window'** which is currently selected. You can also start the Auditing (Reviewing/Analysing) activity of this **'Window'** by Double-Clicking on its respective **Window Description** in the **'Window' Screenshots Capture List** dialog box.
Stop	Click this to **'Stop'** the **'Window' Screenshots Capture** activity of the **'Window'** which is currently selected.

12. Clicking Review will bring forth the dialog box as shown. Enter the Appropriate **Date** and **Time** in the **'Start From'** field. By **Default**, this field displays the Date and Time at which you **started** the **'Window' Screenshots Capture** activity. In case you have continued with the 'Window' Screenshots Capture activity for **more than 12 hours**, then the **'Start From'** field displays the Date and Time, 12 hours before you clicked Review to begin the **Auditing (Reviewing/Analysing)** Activity. This is to ensure that you **Quickly Audit** (**Review/Analyse**) what happened during the **Past 12 Hours**. You can always **Search** and **Audit** (**Review/Analyse**) Screenshots of the remaining time periods. For more information, please refer to the topic 'Searching For Screenshots'.
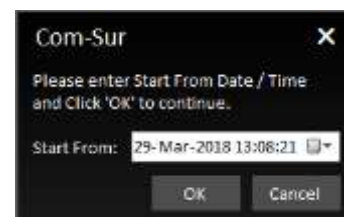
13. Clicking OK will bring forth the **'Results'** dialog box as shown below. It will display the Screenshots from the **Date** and **Time** onwards, as specified by you. Here you can **Audit** (**Review/Analyse**) the captured Screenshots. For more information on how to **Audit** (**Review/Analyse**) in the **Results** dialog box, please refer to the topic 'The 'Results' Dialog Box' and the subsequent topics on 'Various ways of Auditing (Reviewing/Analysing)'.

'Results' dialog box showing the 'Window' Name

Notes:

1. While you are carrying out the **Auditing (Reviewing/Analysing)** activity, COM-SUR HOME will **Continue** to **Capture** Screenshots of the respective **'Window'** in the **Background**.

2. COM-SUR HOME can capture Screenshots from a **Single 'Window'** only. Higher versions of COM-SUR allow up to 8 'Windows'.

3. When you are accessing the Video Feed from an Internet Browser **'Window'**, do ensure that you **Do Not** open any **New Tabs** in the **Same** Internet Browser **'Window'** as COM-SUR HOME will start capturing Screenshots of the same. Further, it has been observed in some cases that Viruses/Malware/Adware cause multiple tabs to open **Automatically** in the Internet Browser. In this case, you would need to use the **Appropriate Anti-Virus** Program in order to remove the same.

4. Even in case you turn off your Computer's monitor (in order to save power), COM-SUR HOME will **Continue** to capture Screenshots. For this, you need to customize the **Relevant Power Settings** on your Computer. For more information, please refer to the sub-topic **'Power Options'** under the topic **'Computer Settings and Some Additional Tips'**.

5. In case you have **Multiple Monitors** and want that the capturing activity is to be carried out on one **Monitor** while the other **Monitors** are to be dedicated for different activities (such as e-mail, documents etc.), then you need to '**drag**' the '**Window**' displaying the video feed to the respective **Monitor** and then press **CTRL+F10** to capture the **Display** of the same.

8. Auto-Pilot and Capturing A 'Window' – Very Important Note!

What You 'See' Is What You Get! COM-SUR HOME captures what it **'Sees'.**

Auto-Pilot Mode:

In the **Auto-Pilot** Mode, COM-SUR HOME captures Screenshots of the **Desktop** or an **Active Window.** Therefore, if you **Change** what is **Seen** on your Desktop, or **Change** the **Active Window**, **'That' Is What** COM-SUR HOME will capture as Screenshots! Therefore, please do ensure that **You Are Sure** about **'What'** you are asking COM-SUR HOME to capture as Screenshots. For example, if you use the Computer on which COM-SUR HOME is installed for other purposes (example E-mail), it will begin to capture those Screenshots related to the E-mail, if the E-mailing activity is displayed on your Desktop.

Further, please ensure that the **'Active Window'** chosen for capture **Does Not Lose Focus Automatically** and becomes **'Inactive'** while the capture activity is **On**. This could happen due to several reasons; for example, Programs like Malware which generate **Unwanted Pop-Ups** on your Computer, or Programs which **Auto Activate** at a **Particular Time** of the day (back-up Programs, Anti-Virus Programs, etc). You are advised to **Remove** Malware and/or take the **Appropriate** Needed steps in case of Programs like Anti-Virus, Backup etc.

'Window' Capture Mode:

In the **'Window Capture Mode'**, the capturing activity will happen in the **Background**. Therefore, even if you have opened one or more other **'Windows'** on your Computer, COM-SUR HOME will still continue to **Capture Screenshots Of The 'Window'** chosen by you. Further, do remember that COM-SUR HOME will capture What It 'Sees' in the **'Window'**. If you bring the Video Feed from **One** Camera, it will capture **That One** Camera. If you bring the Video Feed from **Sixteen** Cameras, it will capture **Sixteen** Cameras, and so on.

Also, when you are accessing the Video Feed from an Internet Browser **'Window',** please ensure that you **Do Not** open any **New Tabs** in the **Same** Internet Browser **'Window'** as COM-SUR HOME will start capturing Screenshots of the same. Further, it has been observed in some cases that Viruses/Malware/Adware cause multiple tabs to open **Automatically** in the Internet Browser. In this case, you would need to use the **Appropriate Anti-Virus** Program in order to remove the same.

9. Cropping a Desired Area

COM-SUR HOME allows you to **'Crop'** and **Specify** a desired **Area** of the Video Feed to be captured. Once you do this, Screenshots of **Only** the **Cropped Area** will be captured. This is very helpful in case you want to capture a **Specific Area,** and **Filter** out the **Irrelevant** ones. To **Crop** a desired area, do the following:

1. Open a **Live** Video Feed in your **Internet Browser** or **Video Management System (VMS)**. Select the number of **Camera Channels** to be displayed in the Video Feed.

2. Invoke either the **'Auto-Pilot'** dialog box by clicking [image] (or pressing **CTRL+F6**), or the **'Window' Screenshots Capture** dialog box by pressing **CTRL+F10.**
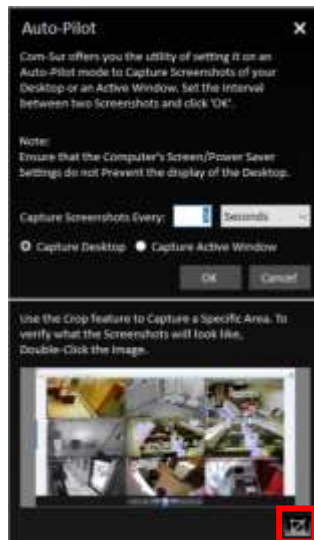
'Crop Image' Button
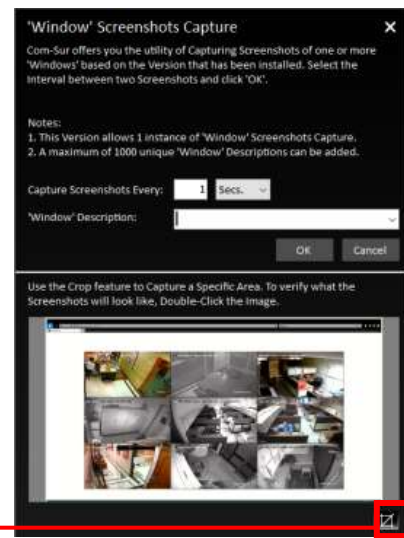
3. Click the **'Crop Image'** Button [image]. This will bring forth the **'Crop Image'** dialog box displaying the **Preview** of what the captured Screenshot would look like.

Highlight Box

4. By Default, a **Highlight Box** appears. Using your mouse, you can **Drag** and/or **Resize** this box to **Cover** any **Area** of the **Image Preview** as desired. For example, if the **Image Preview** depicts **Multiple** Cameras, you can choose to **Highlight** the desired ones as shown:


Highlight Box Resized to Cover a Specific Area

5. Let us understand the set of Buttons at the bottom of the **'Crop Image'** dialog box:

Preview	Click this to display a **Preview** of the **Cropped Area** selected by you. This gives you an **Indication** of what the Screenshots of the **Cropped Area** would look like.
Reset	Click this to **Reset** the **Preview** of the **Cropped Area** in case you are not satisfied with your current selection. This will bring back the **Highlight Box**, through which, you can again select the **Desired Area** to be **Cropped**.
Apply	Click this to **Apply** the changes you have made in the **Crop Image** dialog box. This will bring forth the **'Auto-Pilot'** or the **'Window' Screenshots Capture** dialog box, displaying the **Preview** of the **Cropped Area** as specified by you.
Cancel	Click this to **'Cancel'** the changes you have made in the **'Crop Image'** dialog box.

Notes:

1. Once you have **Selected** the **Area** to be **Cropped,** either through the **'Auto-Pilot'** dialog box or the **'Window' Screenshots Capture** dialog box, please **Do Not Change** what is **Seen** on your respective **Screen** or **Desktop** or **'Window',** as COM-SUR HOME would capture Screenshots **Accordingly** and you may **Not** achieve the **Desired Results**.

2. Sometimes the **Preview** of what the captured Screenshot would look like may seem **Incomplete** as shown below (some Video Feeds seem to be missing). This issue has been observed from time to time, and generally may depend on the **Browser/VMS** that you are using to access the Video Feed. In such cases, Double-Click the **Preview Image** to open the same. Most likely, you will find that the opened **Preview Image** depicts **All** the Cameras. If this does not work, try to activate the capturing process again.
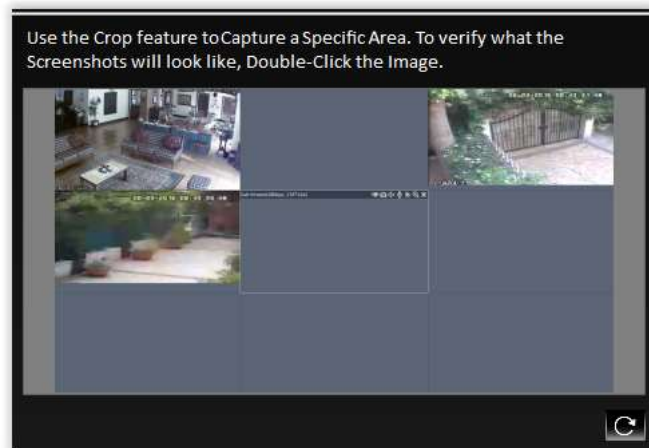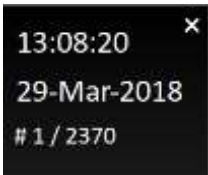
10. The 'Results' Dialog Box

The **'Results'** dialog box lets you **Audit (Review/Analyze)** the Screenshots captured by COM-SUR HOME, as well as **Any External Images,** or **Previously Captured** Screenshots, and take **Next Steps** with the same. The **'Results'** dialog box offers you very **Efficient Features** to **Audit (Review/Analyze) Hours of Screenshots in Minutes** (conditions apply). Further, since a Screenshot can depict **Multiple** Cameras, in effect you get to **Audit (Review/Analyze) Multiple** Cameras **At The Same Time!**

'Results' dialog box

Let us understand each **Element** of the **'Results'** dialog box:

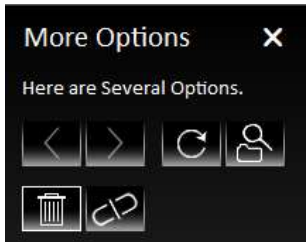|		
Magnify Details	Click this, or press **CTRL+M** to bring forth the **'Magnified Details Box'** . The **'Magnified Details Box'** displays the **Time** and **Date** details, **Total** number of Screenshots and the **Current** Screenshot **Number**.	13:08:20 29-Mar-2018 # 1 / 2370
Navigation Slider	Drag this Slider to traverse **Back** or **Forth** between several Screenshots and/or Images. You can Also navigate using the **Left** or **Right** Arrow Keys on your Keyboard. For more information please refer to the topic **'Various Ways of Auditing (Reviewing/Analysing)'**.	
Speed Control Slider	The **'Speed Control Slider'** lets you **Increase/Decrease** the **Speed** of the **Auditing (Reviewing/Analysing)** activity. Further, on either side of the **Speed Control Slider**, you will see the ⊠ (Minimum Speed) and ⊠ (Maximum Speed) Buttons. Click either of them to set the **Speed** accordingly.	

|	
Rewind Play	Click these, or press **CTRL+R** or **CTRL+F** respectively, to **Audit** (**Review/Analyse**) the Screenshots and/or Images in a **Backward** or **Forward** sequence. On clicking, the Buttons turn Green like this .
First Last	Click these, or press **CTRL+T** or **CTRL+L** respectively, to go to the **'First'** or the **'Last'** Screenshot or Image.
Previous Next	Click these, or press **CTRL+P** or **CTRL+N** respectively, to traverse between the Screenshots and/or Images **One by One**. Keep it in a **Pressed** mode to **Increase** the speed. You may also press the **Page Down** Key or the **Page Up** Key to move **Back** or **Forth** by **5** Screenshots and/or Images at a time. Keep either Key in the **Pressed** mode to **Increase** the speed.
Send Current Image to 'Collection'	Click this, or press **CTRL+S** to **Send** the currently displayed Screenshot or Image in it's **Original Resolution** to the **'Collection'** dialog box, from where you can take **'Next Steps'** with the same. Keep this Button in a **Pressed** mode to **Send Successive** Screenshots and/or Images to the **'Collection'** dialog box. For more information, please refer to the topic 'Taking Next Steps'.
Send All Images to 'Collection'	Click this, to either **Send All** the Screenshots and/or Images, or **Send** them by **Range**, to the **'Collection'** dialog box. Do note, that you can **Send** a maximum of **500** Screenshots and/or Images to the **'Collection'** dialog box. For more information on these options, please refer to the topic 'Taking Next Steps'.
More Options	Click this, or press **CTRL+O** to bring forth the **'More Options'** dialog box as shown. For more information on these options, please refer to the topic 'More Options in the 'Results' Dialog Box'. More Options dialog box
Go To	This lets you **'Go To'** a **Particular** Screenshot or Image. Enter the **Appropriate** Screenshot or Image **Number** in the field provided and press the **'Enter'** Key.
Refresh Image	In case you have **Edited** a Screenshot or Image, for example, **Highlighted Certain Areas** and/or **Added Annotations** (through an Image Editing Program), then click this, or press **CTRL+E** to display the **Edited** Screenshot or Image in the **'Results'** dialog box.

Fit Image to Window	During the **Auditing (Reviewing/Analyzing)** activity, click this or press **CTRL+W**, in case you want to reset the Screenshot or Image to its **Original Resolution**.

10.1. More Options in the 'Results' Dialog Box

In the **'Results'** dialog box, clicking the **'More Options'** Button or pressing **CTRL+O** will bring forth the **'More Options'** dialog box as shown. Let us understand each element of this dialog box.
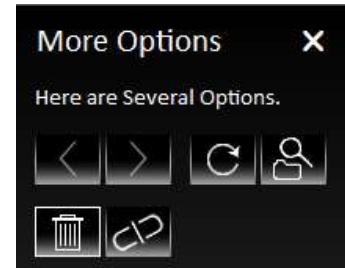
'More Options' dialog box

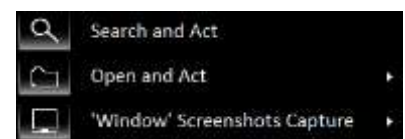|	
Previous Result Set Next Result Set	By **Default**, the **'Results'** dialog box displays a **Maximum Set** of **100000** Screenshots and/or Images at a time. Clicking either Button will bring forth the **'Previous Result Set'** or **'Next Result Set'** of Screenshots respectively.
Refresh Result Set	Clicking this, or pressing **CTRL+B** will Refresh the Currently displayed Set of Screenshots, and will take you to the **First/Last Screenshot** of the Set. This is especially useful when you are reviewing a set of Screenshots captured from a **'Window'**. For example, if you are Reviewing/Analyzing **10000** Screenshots captured from a **'Window'** in the **'Results'** dialog box, and in the meantime, let us assume **2000 'New'** Screenshots have been captured in the **Background.** Clicking the **'Refresh Result Set'** Button will now display a total of **12000** Screenshots. The **'Refresh Result Set'** Button is also useful when you've **Deleted** or **De-Linked** some Screenshots. The **'Delete'** and **'De-Link'** features have been explained further in this topic.
Search and More	Clicking this will open a menu as shown. Select the **'Search and Act'** option if you want to **Search** for Screenshots. For more information on Search, please refer to the topic **'Searching For Screenshots'**. Select the **'Open and Act'** option if you want to **Audit (Review/Analyse) External Images**. For more information, please refer to the topic **'Auditing (Reviewing/Analysing) External Images'**. Select the **'Window Screenshots Capture'** option to display the **'Window'** currently being **Captured**.
Delete by Range	Click this to bring forth the **'Delete'** dialog box as shown. Specify the **Appropriate** Screenshot numbers in the **Image From** and **To** fields. Please note that the Screenshots will be **Deleted Permanently**.
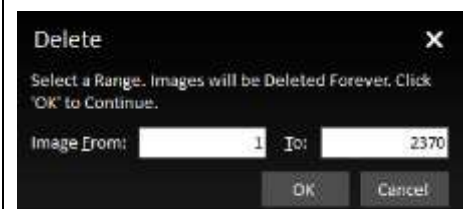
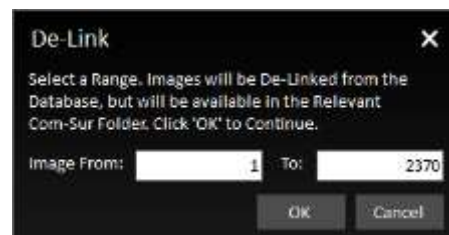|		
De-Link by Range	Click this to bring forth the **'De-Link'** dialog box as shown. Specify the **Appropriate** Screenshot numbers in the **Image From** and **To** fields. The Screenshots will be **'De-Linked'** from COM-SUR HOME's **Database**, but will still be available in the COM-SUR HOME **Folder**. You can always **Audit (Review/Analyse)** the same through the **'Open and Act'** utility. For more information, please refer to the topic 'Auditing (Reviewing/Analysing) External Images'.	De-Link ✕ Select a Range. Images will be De-Linked from the Database, but will be available in the Relevant Com-Sur Folder. Click 'OK' to Continue. Image From: 1 To: 2370 OK Cancel

11. Various Ways of Auditing (Reviewing/Analyzing)

COM-SUR HOME lets you **Audit (Review/Analyse) Hours of Screenshots in Minutes** in **Various ways!** Using these, you can very **Efficiently Audit (Review/Analyse) Multiple** Cameras at the **Same Time**. Let us understand each of these ways:

11.1. Play or Rewind

To use this method, click the **'Play Button'** or the **'Rewind Button'** as shown below:

On clicking either of these Buttons, the Screenshots and/or Images will start moving in the **Forward** or the **Backward** directions **Speedily.** On clicking, the respective Button will turn **Green** like this . Clicking the **Green** Button will **Pause** the activity. You can also use the **Space Bar** Key to both, **Play** as well as **Pause** the activity.

Do note, at this time you can use the **Speed Control Slider** (as shown above) to adjust the speed at which the Screenshots **Play,** and set it at a **Speed** you are comfortable with.

Note:

You can also use this method of **Auditing (Reviewing/Analysing)** in the **Full Screen** mode. For more information, please refer to the topic **'Auditing (Reviewing/Analysing) In Full Screen Mode'.**

11.2. Manual Audit (Review/Analysis)

To **Manually Audit (Review/Analyse)** the Screenshots and/or Images, drag the **Navigation Slider Manually** to traverse **Back** or **Forth** between Screenshots and/or Images as shown below:

Further, you can also use the **'Previous Button'** or the **Left Arrow** Key on the keyboard and the **'Next Button'** or the **Right Arrow** Key on the Keyboard to traverse between the Screenshots and/or Images **One by One**. Keeping either of these Buttons/Keys **Pressed** will let you traverse **Speedily**.

You may also press the **Page Down** Key or the **Page Up** Key to move **Back** or **Forth** by **5** Screenshots and/or Images at a time. This is very useful when you want to **Quickly** traverse between Screenshots and/or Images which do not depict any **Activity/Item of Interest**. Keeping either of these Keys **Pressed** will let you traverse **Speedily**.

<u>Note:</u>

You can also use this method of **Auditing (Reviewing/Analysing)** in the **Full Screen** mode. For more information, please refer to the topic **'Auditing (Reviewing/Analysing) in Full Screen Mode'.**

12. Auditing (Reviewing/Analysing) in Full Screen Mode

COM-SUR HOME lets you carry out the **Auditing (Reviewing/Analysing)** activity in the **Full Screen Mode**. You can invoke this feature Any Time; i.e. even while the Auditing (Reviewing/Analysing) activity is On. To enter the **Full Screen Mode** click the **Enter Full Screen Button** as shown below or press **Alt + Enter**. You can even Double-Click on the **Black Area** at the Top of the '**Results'** dialog box to invoke the same.

1. When you **Invoke** the **Full Screen Mode**, by default you will observe the **Magnified Details** dialog box as shown below:

2. You can use various ways to **Audit (Review/Analyse)** in the **Full Screen Mode.** For more information, please refer to the topic 'Various Ways of Auditing (Reviewing/Analysing)'. In the **Full Screen Mode** you can use the following **Shortcut Keys**:

Escape	To **Exit** the **Full Screen Mode** and **Revert** back to the **Normal Screen Mode.**
Space Bar	To **Pause** and **Start** the **Auditing (Reviewing/Analysing)** activity.
CTRL+R	To activate the **Rewind** feature.
CTRL+F	To activate the **Fast Forward** feature.
CTRL+P	To navigate to the **Previous** Screenshot or Image.
CTRL+N	To navigate to the **Next** Screenshot or Image.
CTRL+T	To navigate to the **First** Screenshot or Image.
CTRL+L	To navigate to the **Last** Screenshot or Image.
CTRL+W	To view the Screenshots and/or Images in their **Original Resolution**. This would display the Screenshots and/or Images **Proportionately** so that you can get a **Better Experience** of reviewing the same.
CTRL+S	To send a Screenshot or Image to the **'Collection'** dialog box. For more information on the **'Collection'** dialog box, please refer to the topic 'Taking Next Steps'.
CTRL+B	To **Refresh** the **Currently** displayed **Result Set**. This will take you to the **First/Last** Screenshot of the **Set**. This is very useful, if you are **Auditing (Reviewing/Analysing)** a **Set** of Screenshots captured from a **'Window'**, because in the **Background**, the **'Window' Screenshots Capture** activity is still going **On.**

13. Taking Next Steps

COM-SUR HOME lets you take the logical **Next Steps** with respect to the Screenshots and/or Images which **Depict** any **Exceptions/Items of Interest.** In order to do this, you need to use the **'Aggregate'** Buttons provided at the bottom of the **'Results'** dialog box as shown below:

Let us understand what each Button does:

|	
 Send Current Image to 'Collection'	Click this, or press **CTRL+S** to **Send** the currently displayed Screenshot or Image to the **'Collection'** dialog box in its **Original Resolution**. Keep it in a **Pressed** mode to **Send Successive** Screenshots and/or Images to the **'Collection'** dialog box from where you can take **Next Steps** with the same.
 'Send All Images to Collection'	Click this to send **All** the Screenshots and/or Images displayed in the **'Results'** dialog box to the **'Collection'** dialog box. However, do note that the **'Collection'** dialog box can accept a **Maximum** of **500** Screenshots and/or Images.

The Screenshots and/or Images are **Aggregated** in the **'Collection'** dialog box as shown. Here, you can take **Several Next Steps** with the same.

Once you have **Aggregated** the relevant Screenshots and/or Images, **Select** the same by checking the respective checkbox besides each. By default, the Screenshots and/or Images are in the **Selected** mode. Click the **Action** Button in the **'Collection'** dialog box. This will bring forth a menu containing various options as shown.
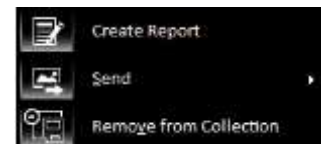

Selecting the option will create a **Speedy Report** in **PowerPoint** with the selected Screenshots and/or Images as shown below. Simultaneously, the **Location Folder** of the **Speedy Report** will open as well, which you can access through the **Taskbar.** This is especially useful if you need to **Attach** the **Speedy Report** to any other application for sharing the same. This is helpful in case you **Quickly** want to **Share Information**.
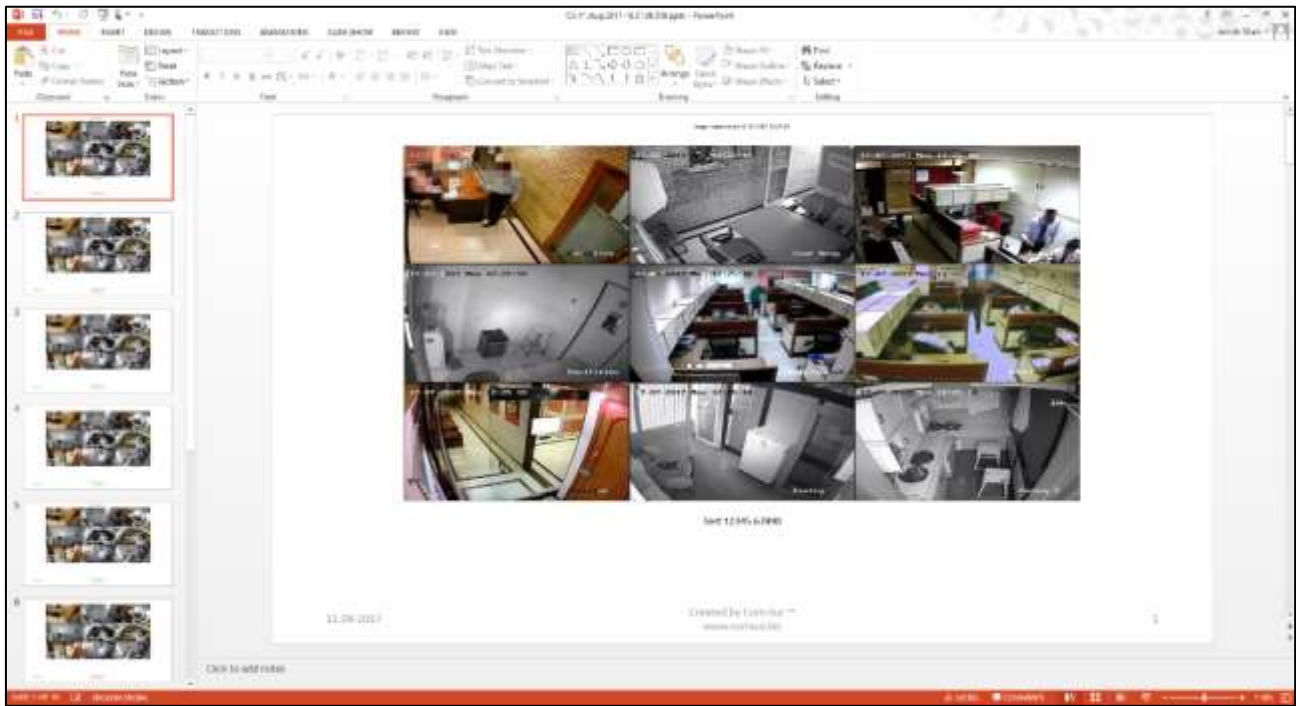
Selecting the option in the **Action** Button menu of the **'Collection'** dialog box, will bring forth a sub menu as shown.

Selecting the option will bring forth the **Browse For Folder** dialog box as shown. Here select the **Desired Folder Location** and click **OK**. The selected Screenshots and/or Images will be sent to this **Location**.
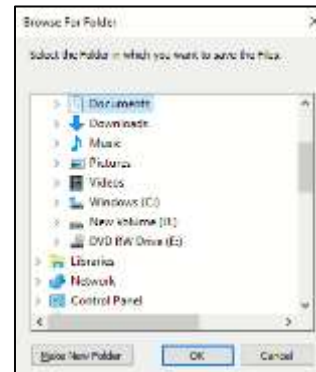
Select the option to create a **Compressed Zipped Folder** from the selected Screenshots and/or Images. The **Save As** dialog box is brought forth. Here, select the **Desired Folder Location** to **Save** the **Compressed Zipped Folder** and click **Save**.
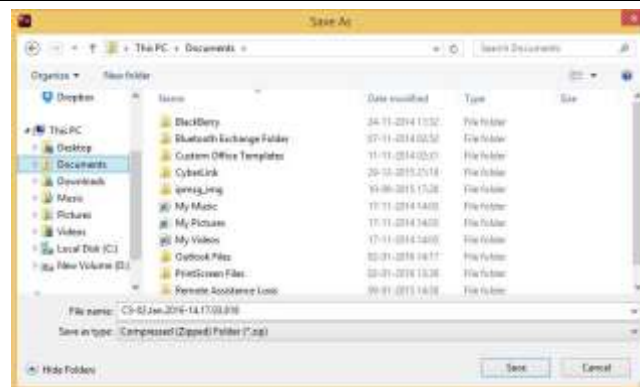

Selecting the option will **Attach** a **Compressed Zipped Folder** of the selected Screenshots and/or Images to a new **E-mail** dialog box of the **Default E-mail Client** set on your Computer.

Selecting the option will create a **Compressed Zipped Folder** from the selected Screenshots and/or Images and bring forth the Folder Location of the **Compressed Zipped Folder.** Alongside, **Skype** will be brought forth as well. You can add the **Compressed Zipped Folder** as an attachment for the relevant **Skype Contact.** Alternately, you can drag and drop the **Compressed Zipped Folder** on to the name of the relevant **Skype Contact.** However, to use the drag and drop utility, do ensure that **Skype** is not running in the **'Administrator'** mode.
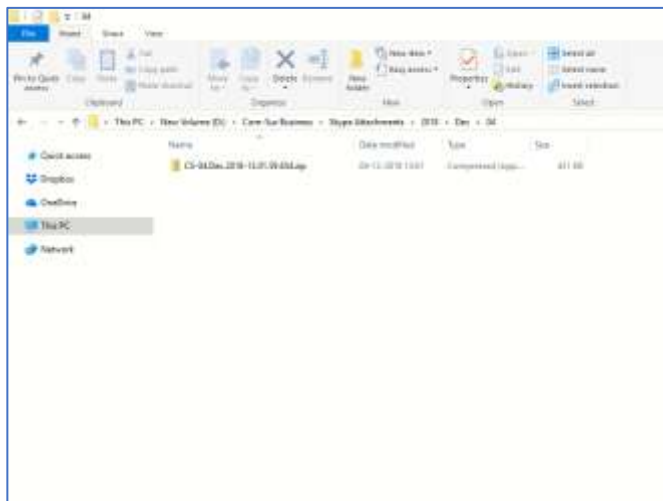
Folder Location of the Compressed Zipped Folder
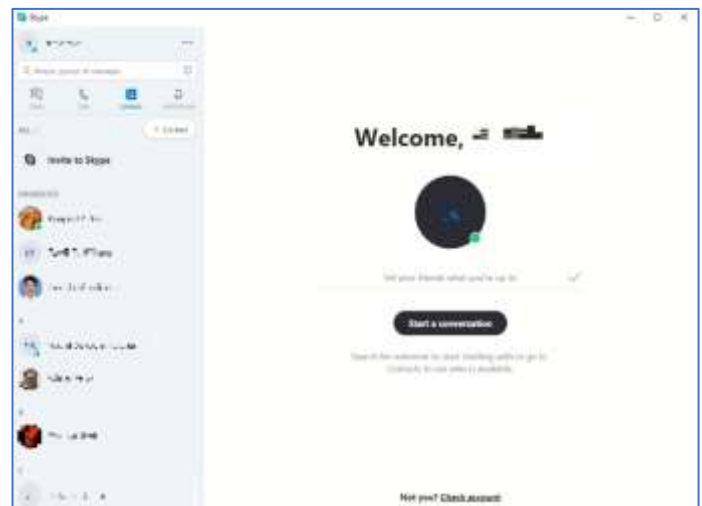
Skype

Select the option in the **Action** Button menu of the **'Collection'** dialog box to **Remove** the selected Screenshots and/or Images from the **'Collection'** dialog box.

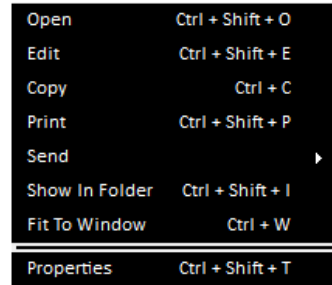## 14. Miscellaneous Options in the 'Results' Dialog Box

In the **'Results'** dialog box, when you Right Click on a Screenshot or Image, a **Menu** containing various options is brought forth as shown. Let us understand these options.

	Open	Ctrl + Shift + O
	Edit	Ctrl + Shift + E
	Copy	Ctrl + C
	Print	Ctrl + Shift + P
	Send	▶
	Show In Folder	Ctrl + Shift + I
	Fit To Window	Ctrl + W
	Properties	Ctrl + Shift + T

Open — Ctrl + Shift + O	Select this option or press **CTRL+SHIFT+O** to open the Screenshot or Image in the **Default** Program for **Viewing Images** on your Computer, for example, Windows Photo Viewer, Picasa Photo Viewer etc.
Edit — Ctrl + Shift + E	Select this option or press **CTRL+SHIFT+E** to **Edit** the Screenshot or Image in the **Default Image Editing** Program on your Computer. Now, in the **'Results'** dialog box, clicking the **Refresh Image** Button ⟳ will display the **Edited** Screenshot or Image in the **'Results'** dialog box.
Copy — Ctrl + C	Select this option or press **CTRL+C** to copy the Screenshot or Image in its **Original Resolution**. Once you have **Copied** the **Desired** Screenshot or Image, it is **Temporarily** saved into the **Clipboard** of the **Windows Operating System** of your Computer. You can **Paste** the same in any other relevant Program, for example, **MS Word**, **MS PowerPoint**, **MS Paint** etc.
Print — Ctrl + Shift + P	Select this option or press **CTRL+SHIFT+P** to **Print** the Screenshot or Image in its **Original Resolution.**
Send ▶	Selecting this option will bring forth a menu containing various options as shown. These options let you send the Screenshot or Image in its **Original Resolution** to a **Desired Folder Location**, a **Compressed (Zipped) Folder**, a **Mail Recipient**, and/or **Via Skype**. To Location To Compressed (Zipped) Folder To Mail Recipient Via Skype
Show In Folder — Ctrl + Shift + I	Select this option or press **CTRL+SHIFT+I** to **Open** the **Respective Folder** containing the Screenshots and/or Images.

Fit To Window Ctrl+W	During the **Auditing (Reviewing/Analyzing)** activity, select this option or press **CTRL+W** to **Reset** to view the Screenshots and/or Images in their **Actual Resolution**.
Properties Ctrl + Shift + T	Select this option or press **CTRL+SHIFT+T** to open the **Properties** dialog box. This gives you details about the Screenshot or Image like its **File Format**, **Location**, **Size**, **Dates** on which it was **Created**, **Modified**, and last **Accessed**, etc. as shown below:
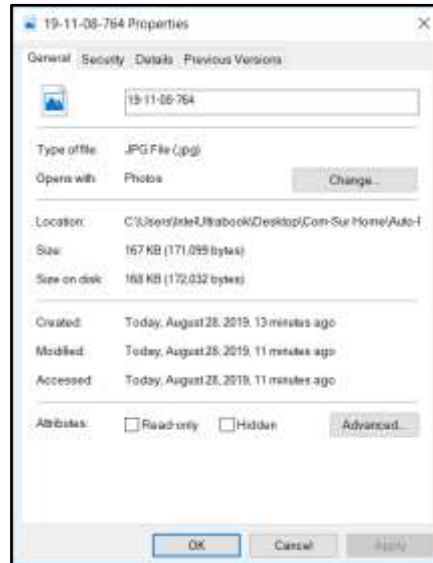
15. Searching for Screenshots

COM-SUR HOME lets you **Search** for **Screenshots** which have been **Captured** by the Program. You can **Easily Find** and **Retrieve Relevant Data** that **Spans Across Days**, **Weeks**, **Months**, or even **Years**. Also, since a Screenshot can depict **Multiple Cameras**, **In Effect** you can find **Data** of **Several Cameras**.
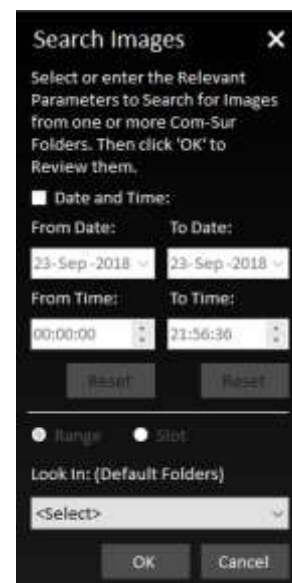
Compare this with present CCTV Surveillance Systems where it takes a **Huge** amount of **Effort** to find **Relevant Video** even from a **Single** Camera. Imagine the **Hassle** when **Relevant Videos** from **Multiple** Cameras need to be found. Let us understand how to **Search** for Screenshots and/or Images:

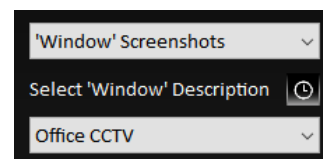|	
1. On the **Main Screen** of COM-SUR HOME, click the **Search** Button . The **Search Images** dialog box appears as shown.	
2. Check the **Date and Time** check box. Then make the Appropriate **Selections** in the **From Date**, **To Date**, and **From Time**, **To Time** sections respectively.	
3. Select the **Range** option if you want to search for Screenshots and/or Images captured **Within** the **Selected Date** and **Time Range**. Select the **Slot** option if you want to search for Screenshots and/or Images captured during a **Particular Time Slot Within** the **Selected Dates**. A **Slot** is a **Wonderful Way** to **Search** and **Audit (Review/Analyse)** Screenshots and/or Images over a **Certain** period of time. For example, take the case of a shopping mall. The concerned authorities can **Audit (Review/Analyse)** Screenshots and/or Images of **Particular Time Slots** such as the **Opening** and **Closing Times** of the Mall, the **Lunch Hour**, **First Half** of the **Day**, **Second Half** and so on.	

4. The **Look In** section provides various options in the dropdown menu. Let us understand the same.

All	Selecting this option will Search for **All** Screenshots captured by COM-SUR HOME. This will bring forth **Mixed Results** which may **Not** be desirable. Hence, you need to select the Appropriate Criteria to bring forth a **Specific** Result.
Auto-Pilot	Selecting this option will **Search** for Screenshots that have been captured by the **Auto**-**Pilot** activity. For more information, please refer to the topic '**Auto-Pilot**'.
'Window' Screenshots	Selecting this option will **Search** for Screenshots that have been captured by the **'Window' Screenshots Capture** activity. Once you select this option, you will need to select the **Desired Window Description** as shown. The **'Window' Descriptions** are the ones specified by you when you start the **'Window' Screenshots Capture** activity. For more information, please refer to the topic '**Capturing A 'Window'**'. Click Button to sort the **'Window' Descriptions** by what was **Most Recently** used, or click to sort them by their **Alphabetical Order**.

Notes:

1. You need to check the **Date and Time** check box and then make the Appropriate **Selections** in the **From Date**, **To Date**, and **From Time**, **To Time** sections respectively to bring forth a **Specific Search Result**. Else, a **Very Broad Result** would be brought forth. Bringing forth **Results** of a **Broad Range** would **Take Time** depending on the **Number** of Screenshots and/or Images.

2. COM-SUR HOME captures Screenshots as per the **Date and Time Settings** on your Computer. While visiting another country in a **Different Time Zone**, if you **Change** the **Date and Time Settings** accordingly, then the Screenshots will be captured as per these **New** settings. You will need to **Search** for these Screenshots as per such **Dates and Times**. For example, suppose you are in Australia and you change the **Date and Time Settings** of your Computer as per the Australian Time Zone. Then you access the Live Feed of your home/store/business/organization in your home country via the Internet and set COM-SUR HOME to capture Screenshots of the same. In this case, the Screenshots will be captured as per Australian time. Once you return to your home country and revert to the **Original Date and Time Settings** on your Computer, the Screenshots will **Still Reflect** the Australian Dates and Times. You will **Therefore** need to **Search** for the Screenshots **Accordingly**.

## 16. Auditing (Reviewing/Analysing) External Images

COM-SUR HOME lets you **Audit (Review/Analyse) Images** received from one or more **External** sources. These can also include **Photos** taken using your **Camera** or **Mobile Device**. This feature enables you to go through **Thousands** of **Photos Rapidly** and take **Next Steps** with the same.
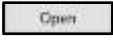
The Images in this case can be **Photos** of **Employees/Staff**, **Criminal Suspects**, **Missinsg Persons**, **Suspicious Activity/Persons/Vehicles**, **Traffic Violations**, **Criminal Activity**, **Malpractices** in an organization, and so on. They can also be your personal Photos.

16.1. Working With A Single Image/Set Of Images

COM-SUR HOME lets you work with a **Single Image/Set of Images** as well. This is especially useful when an Image needs to be **Analysed** for **Potential Clues/Leads** about a case (perpetrators, suspects, location, etc.). For this do the following:

1. Click the [ ] Button on the **Main Screen** of COM-SUR HOME. In the ensuing menu select the [Open Files...] option. The **Open Files** dialog box appears as shown.
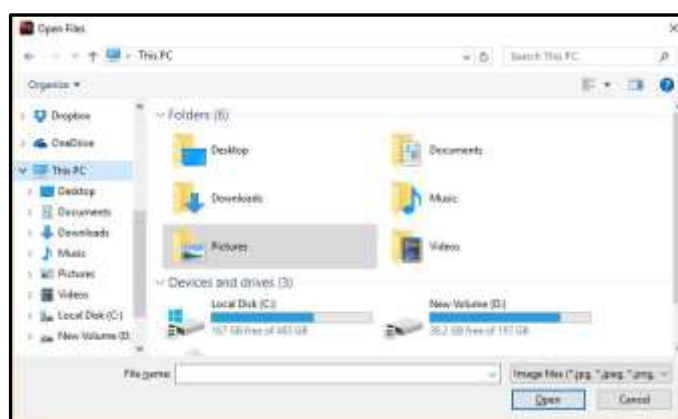
2. Browse to select the **Desired** Image(s) and click [Open]. The **'Results'** dialog box will appear with the selected Image(s). Here you can work with the Image(s) and take **Next Steps** with the same. For more information, refer to the topic 'Taking Next Steps'.

16.2. Working With Images From a Folder

1. Click the [ ] Button on the **Main Screen** of COM-SUR HOME. In the ensuing menu, select the [Open Folder...] option. The **Browse For Folder** dialog box appears as shown.
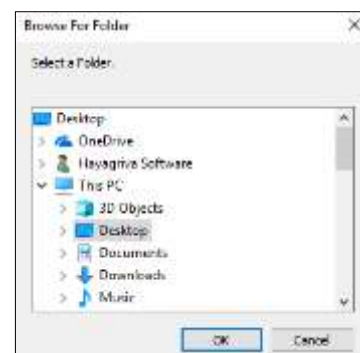
2. Here, browse to select the **Desired Folder** containing the Images. This **Folder** could either be on your **Computer**, on your **Local Area Network (LAN)**, **Wide Area Network (WAN)**, **Virtual Private Network(VPN)**, or on an **External Storage Device**. Do ensure that you have **Sufficient Rights/Privileges** on the **Folder** that you will select**.**

3. After selecting the **Desired** Folder click [OK]. The **'Results'** dialog box will appear with Images from the selected folder. Here you can take **Several Next Steps** with the same. For more information, refer to the topic 'Taking Next Steps'.

Notes:

1. The time taken to **Aggregate** Images in the **'Results'** dialog box will depend on their **Size** as well as the **Number** of Images in the **Folder**.

2. COM-SUR HOME can display a maximum of **100000** Images at a time in the **'Results'** dialog box, through this feature. Please modify your folder structure to ensure that **No More Than 100000** Images are encountered.

3. This feature can also be helpful in **Auditing (Reviewing/Analysing)** Screenshots that have been **Previously Captured** by COM-SUR HOME, but which have been **De-Linked** from the COM-SUR HOME's **Database**. **De-Linked** Screenshots are **Retained** in the respective COM-SUR HOME **Folder**, but you will not be able to **Search** for the same using COM-SUR HOME. All you need to do is just select the respective folder and begin the **Auditing (Reviewing/Analysing)** activity.

16.3. Working With Images From a Compressed (Zipped) Folder

1. Click the ![folder icon] Button on the **Main Screen** of COM-SUR HOME. In the ensuing menu, select the **Open Compressed (Zipped) Folder..** option. The **Review Compressed (Zipped) Folder** dialog box appears as shown.
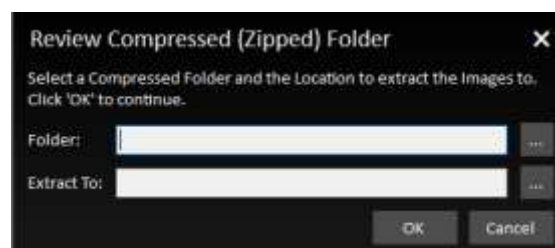
2. Here, in the **Folder** field, click ![...]. The **Select** dialog box appears as shown. Here, browse for and select the **Desired Compressed (Zipped) Folder**.

3. Now in the **Extract To** field of the **Review Compressed (Zipped) Folder** dialog box, click ![...]. The **Browse For Folder** dialog box appears as shown. Here, browse for and select the **Desired Location** to extract the Screenshots and/or Images from the **Compressed (Zipped) Folder** and click ![OK].
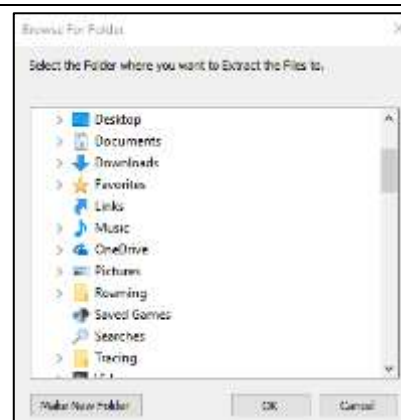
4. Now click [OK] in the **Review Compressed (Zipped) Folder** dialog box. The **'Results'** dialog box will appear with Images from the selected **Extract To** folder. Here you can take **Several Next Steps** with the same. For more information, refer to the topic ['Taking Next Steps'](#).
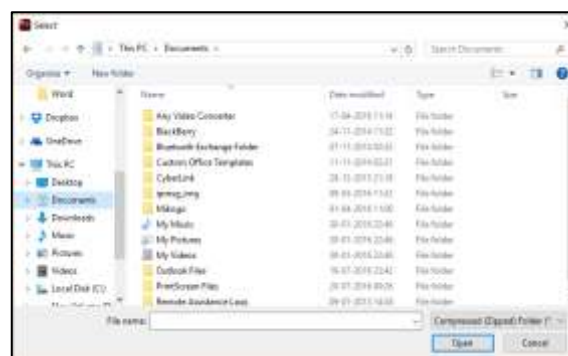
Notes:

1. The time taken to **Aggregate** Images in the **'Results'** dialog box will depend on their **Size** as well as the **Number** of Images in the **Compressed (Zipped) Folder**.

2. COM-SUR HOME can display a maximum of **100000** Images at a time in the **'Results'** dialog box, through this feature. Please modify your folder structure to ensure that **No More Than 100000** Images are encountered.

17. Bookmarking and Accessing Frequently used URLs

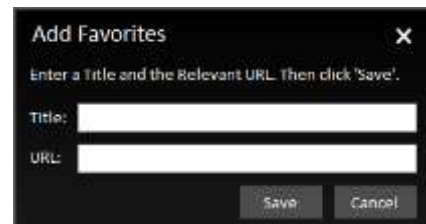In order to capture Screenshots from a **Live** Video Feed from your **Internet Browser**, you will need to access the Video Feed using a **URL**. This URL can either be in the form of a **Static IP address** (for example (http://123.456.789.110) or a **DDNS** (Dynamic Domain Naming System) **URL** (http://myhomecctv.com – for example). For details on how to get a **Static** IP address or a **DDNS** URL to access your CCTV Video Feed, please contact your CCTV Integrator who installed your CCTV System (The IP address and URL shown here are for illustrative purposes only).

To Bookmark **Frequently Used URLs**, do the following:

1. Click [@] in the **Main Screen** of COM-SUR HOME, and select the **Add Favorites** option. The **Add Favorites** dialog box appears as shown. Add the URL as desired. You **Must** assign a **Title** to the URL (e.g. Home CCTV, Office CCTV) etc.	
2. The **Favorites** dialog box is brought forth as shown, displaying the URLs entered by you. Here, you can **Modify** as well as **Delete** one or more URLs as desired.	

3. Now, you can directly open these URLs by clicking the **Set and View URLs** Button [@] on the **Main Screen** of COM-SUR HOME, and selecting the desired URL. You can also do so by Double-Clicking any URL in the **Favorites** grid.

Notes:

1. It is **Recommended** that you access the Live Video Feed from **Internet Explorer 8.0** or above as it is **Supported** by most CCTV Systems.

2. Further, it is **Recommended** that you **Disable/Remove** unwanted **Add-Ons** in your respective Internet Browser, as these may cause the Browser to **Consume Excessive Memory** and **Processor Resources** of your Computer.

18. Customizing COM-SUR HOME

You can **Customize** COM-SUR HOME with respect to the various Options and Settings in the Program. Click the **Settings and Tools** Button ![button] on the **Main Screen** of COM-SUR HOME. The **Settings and Tools** dialog box appears, which comprises of various Tabs. Let us understand each of these Tabs.

18.1. General Tab

1. Here you can choose whether to **Automatically Start** COM-SUR HOME when you **Start** your Computer. For this, check the **Start Com-Sur when I start Windows** checkbox. You can further choose to **Automatically Start** the **Auto-Pilot** activity when your Computer is started. This is a **One-Time Activity**.
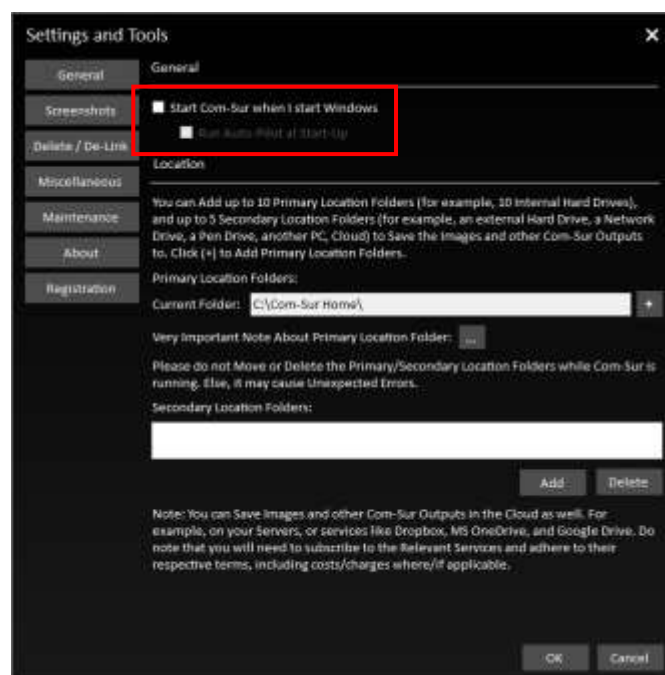
2. For this, check the **Run Auto-Pilot at Start-Up** checkbox. The **Auto-Pilot** dialog box appears as shown. Specify a **Time Interval** between two Screenshots. By **Default**, the **Time Interval** is **1 Second**. Select the **Capture Desktop** option if you want to capture Screenshots of your Computer's **Desktop**. Select the **Capture Active Window** option if you want to capture Screenshots of an **Active Window** on your Computer.
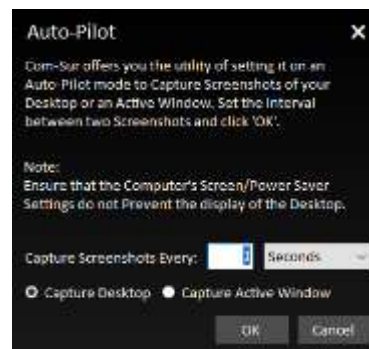
3. Now when you **Re-Start** your Computer, the COM-SUR HOME **Auto-Pilot** activity would be started **Accordingly**. The same would be the case when you have **Logged Out** from your Computer and then **Log In** again.

4. This feature would be especially useful in case of organizations where the **Auto-Pilot** utility can be deployed to capture the **Activity** on employees' Computers, where required. This would help **Check** whether concerned employees are carrying out **Only Authorized Activity**. As a **Standard Operating Procedure**, the **Auto-Pilot** activity can be configured to **Start Automatically** when the employee starts his/her Computer at the beginning of each work day. It would thus save the hassle of **Manually** starting the **Auto-Pilot** activity each day.

Note:

The **Cropping** utility is not available when you invoke the **Auto-Pilot** utility from the **Start-Up** Tab as explained above.

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5. In the **Location** section, you can select **Ten Primary Locations (for example Ten Hard Drives, each as a Location)** and up to **Five Secondary Locations** to **Save** the Screenshots as well as other **Output Files** generated by COM-SUR HOME. Do note that the **Primary Location Drives Must** be on your Computer where COM-SUR HOME is installed. Also, do ensure that you have **Sufficient Rights/Privileges** over the same. **Secondary Locations** can be on a **Server**, an **External** storage device, a **Network Attached Storage** (**NAS**), or even on cloud services like **Dropbox**, **Google Drive**, or **Microsoft OneDrive**.

The option to set Multiple **Primary Locations** is especially useful when you feel that a single **Primary Location** will not be sufficient to save Screenshots and/or Images and other Output Files of COM-SUR HOME. To set the **Primary Locations** click the ⊕ Button besides the **Primary Locations** field as shown.
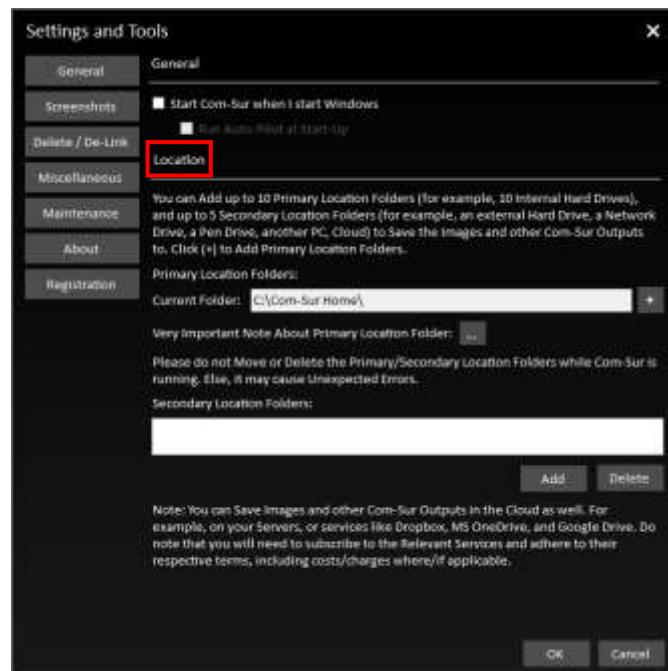
6. The **Primary Locations** dialog box is brought forth. Here, click **Add** to Add the **Primary Locations**. Select the desired folder in the **Browse For** dialog box. Do note that you can add a **Maximum** of **Ten Primary Locations**.

Further, set a threshold percentage value of **Free Disk Space**. Once, the **Free Disk Space** falls below the set threshold value, the **Primary Location** is automatically switched to the **Successive Primary Location**.

To change the **Sequence** of the **Primary Locations**, click **CTRL+ Up/Down Arrow** key as desired. Click **Delete** to remove a **Primary Location**.

7. When the **Primary Location** is automatically switched to the **Successive Primary Location**, you will receive a notification in your Computer's **System Tray** as shown.

8. In case all the **Primary Locations** have **Low Disk Space**, you will receive a notification in your Computer's **System Tray** as shown.
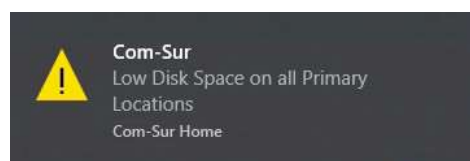
9. It is **Recommended** that the **Primary Location Folder Should Not** be on the **System Drive** of your Computer because if the **System Drive** becomes **Full** due to one or more reasons, then it may cause your Computer to become **Unstable**. Although for ease of installation and access, COM-SUR HOME creates the **Primary Location Folder** on your Computer's **Desktop**, it is **Recommended** that you designate the **Primary Location Folder** on another **Drive** of your Computer. You may however like to note that this is a precautionary measure per se, and you may encounter issues only when your **System Drive** does not have any free space.

10. Cloud Services like **Dropbox**, **Google Drive**, or **Microsoft OneDrive** provide you with their respective **Desktop Applications** to be installed on your Computer. Once installed, these **Applications** will create their respective **Local Folders** on your Computer. When you choose to save files in such Folders, the same is automatically **Synced** with your respective account on **Dropbox**, **Google Drive**, or **Microsoft OneDrive** in the **Cloud**. Hence, it would be **Recommended** that you choose the COM-SUR HOME **Primary Location Folder** as a **Sub-Folder**, within the respective **Local Folder** of **Dropbox**, **Google Drive**, or **Microsoft OneDrive**. This will ensure that your Screenshots are backed up on your Computer as well as simultaneously **Synced** to your respective account on **Dropbox**, **Google Drive**, or **Microsoft OneDrive** in the **Cloud**.

Notes:

1. The speed at which the Screenshots will be **Synced** in the **Cloud** from your Computer would depend on the Internet speed, and the terms and conditions as may be imposed by the respective **Cloud Services**.

2. With respect to costs/availability of **Dropbox**, **Google Drive**, **Microsoft OneDrive** and other such **Cloud Services**, you will need to **Adhere** to their terms and conditions. COM-SUR is an **'Enabler'**, and does not claim that it has been endorsed by any of them, or that these services will be free or paid, or that these services may perform without any hitch, whether temporarily or permanently. The entire functionality and performance is **Dependent** on the respective service and its terms and conditions.

18.2. Screenshots Tab

1. Depending on any other Programs that are installed on your Computer (and may **Clash** with COM-SUR HOME), you may need to select **Different** Shortcut Keys for COM-SUR HOME. Here you can select and/or change the **Screenshot Capture Hot Keys** combinations for the following:
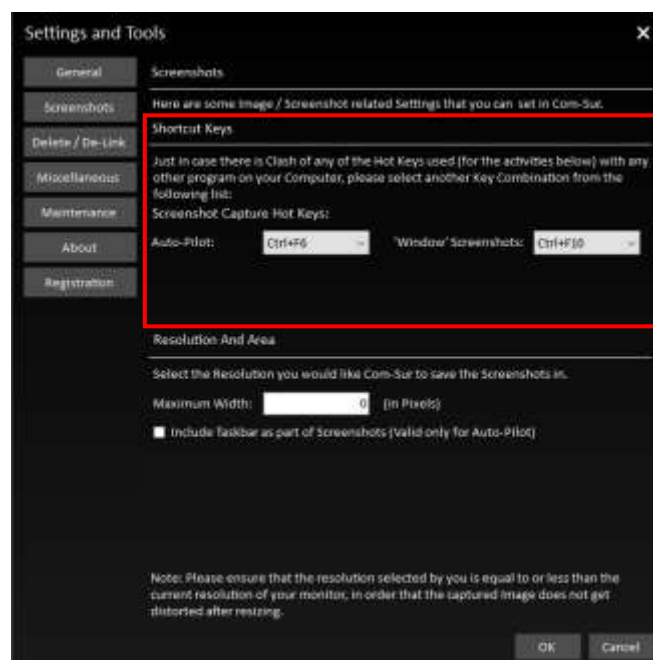
|	
Auto-Pilot Hot Key	This is for capturing Screenshots through the **Auto-Pilot** utility.

'Window' Screenshots Capture Hot Key	This is for capturing Screenshots of a 'Window'.

2. You can select the **Resolution** you would like COM-SUR HOME to save the Screenshots in. Enter the desired **Width** in the **Maximum Width** field in **Pixels.** COM-SUR HOME will capture the Screenshots accordingly.

Do note that the **Resolution** selected by you should be equal to or less than the current **Resolution** of your monitor to avoid any distortion.

Further, if you want that your Computer's Taskbar should also **Appear** in the Screenshots captured by COM-SUR HOME, then check the **Include Taskbar As Part Of Screenshots** checkbox. Your Computer's Taskbar depicts the current **Date** and **Time** of your **Computer.** While you are **Auditing (Reviewing/Analyzing)** Screenshots, this would enable you to **Compare** the **Date** and **Time** of your Video Feed **Vis-à-Vis** the **Date** and **Time** of your Computer.
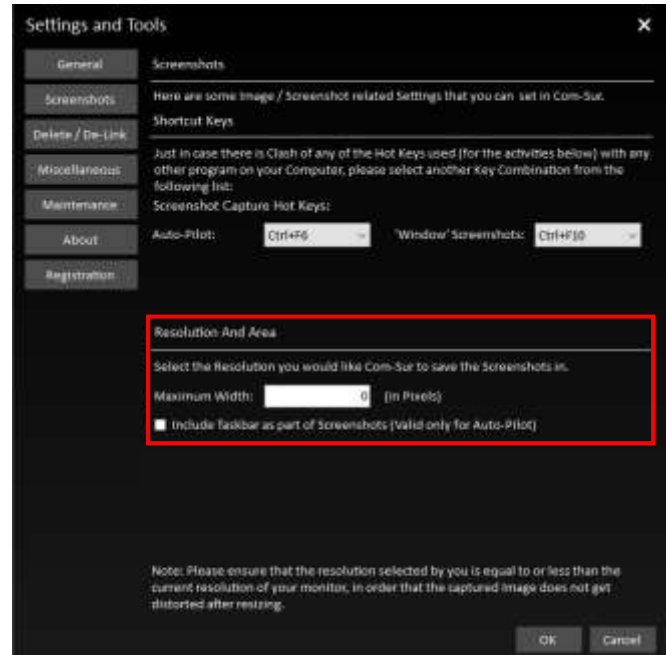
18.3. Delete/De-Link Tab

### Delete option

1. Select the **Delete** option if you want to **Permanently Delete** Screenshots and/or Images. You may do so when you no longer need to **Retain** Screenshots and/or Images for future use. Once you have selected this option, select the Appropriate **Date Range** for which you want to **Delete** Screenshots and/or Images (you can select a **Maximum** range of **7** days).
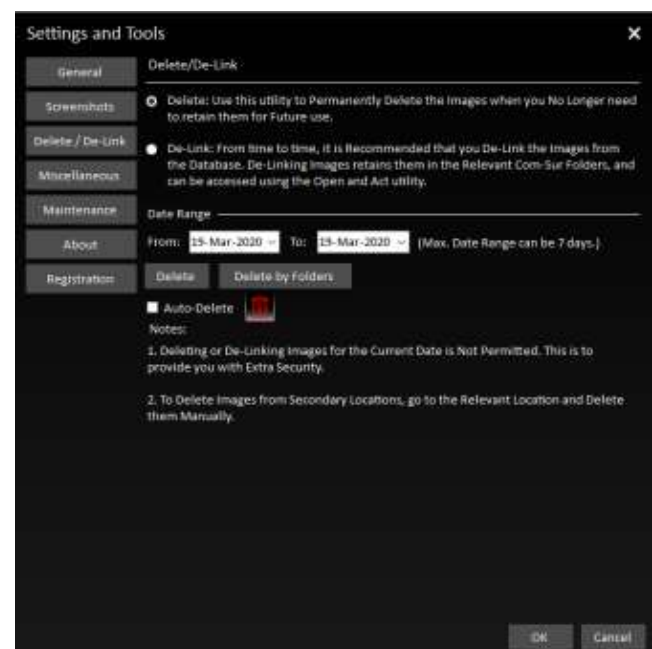
2. In case you want to **Selectively Delete** Screenshots and/or Images stored in their **Respective** COM-SUR HOME **Folders**, please click the [Delete by Folders] Button. This will bring forth the **Delete By Folders** dialog box as shown. Here you can select one or more of the **Desired** COM-SUR HOME Folders. Further, in each COM-SUR HOME Folder, you can choose to select the **Desired Year** and **Date** sub-folders from which you want to **Delete** Screenshots and/or Images. Do note that sub-folders of **Only** those **Dates** will be brought forth which **Occur** in the **Date Range** as selected by you in the **Delete/De-Link Tab**.
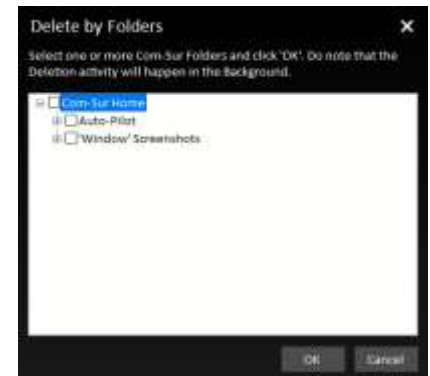
3. For example, suppose you have selected the **Date Range** of **June 01** to **06, 2018** in the **Delete/De-Link Tab**. Now in the **Delete By Folders** dialog box, if you select the COM-SUR HOME **Folder**, **Auto-Pilot** and open up its sub-folders, they will be as per the **Date Range** selected by you as shown.

Once you have made the **Desired** selections, click [OK]. The **Respective** Screenshots will be **Permanently Deleted.**

4. In case you want that the Screenshots and/or Images to be **Deleted Automatically** after a certain **Time Period**, please check the **Auto-Delete** check box in the **Delete/De-Link Tab**. Now, click the **Auto-Delete Settings** Button . This will bring forth the **Auto-Delete** dialog box as shown. Here, make the Appropriate Selection in the **Delete Images older than** field.
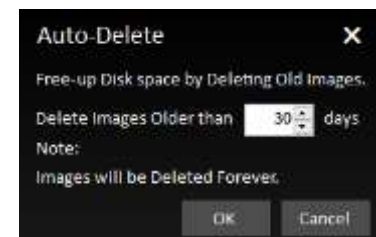
5. You are advised to use your **Discretion** and **Best Judgement** while making this selection. It would be **Recommended** that you choose to **Auto-Delete** Screenshots and/or Images **Older** than **30 Days**.

6. To give you **Extra Security**, Screenshots and/or Images of the **Current Date** are **Not Permitted** to be **Deleted** from the **Delete/De-Link** tab. To **Delete** Screenshots and/or Images from **Secondary** locations, select the **Relevant** location and **Delete** them manually.

De-Link option

1. In the **Delete/De-Link Tab**, select the **De-Link** option if you want to **De-link** Screenshots and/or Images from the **Database** of COM-SUR HOME. You may do so if you need to **Retain** Screenshots and/or Images for some reason, yet **Reduce** the **Size** of the **Database** (it is **Recommended** to keep the **Database** size as **Low** as possible). In this case, the Screenshots and/or Images will be retained in the COM-SUR HOME **Folder**, but will be **De-linked** from the **Database**. Thus, you will not be able to **Search** for these Screenshots and/or Images through COM-SUR HOME. However, you can **Access** these Screenshots and/or Images at any time by using the **Open and Act** utility and selecting the desired folder. For more information, please refer to the topic 'Auditing (Reviewing/Analysing) External Images'.
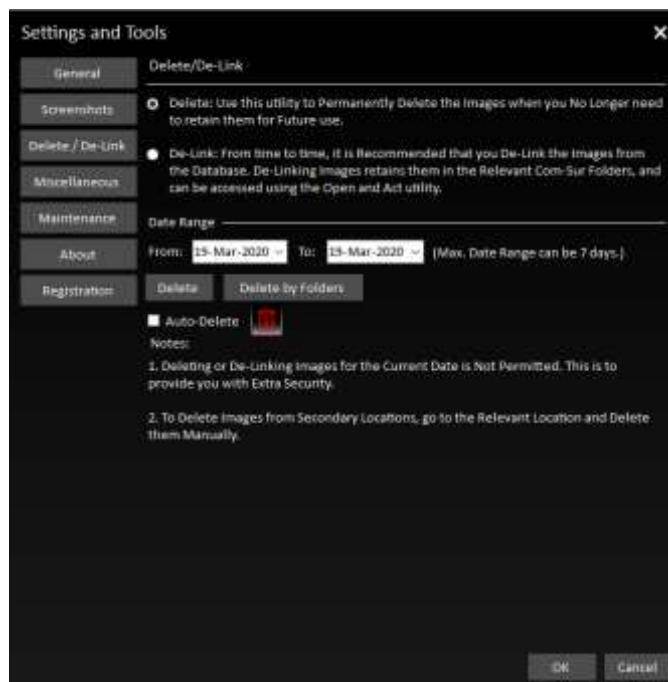
2. Once you have selected the **De-Link** option, follow the steps as explained in the **Deleting** topic above, to **De-Link** desired Screenshots and/or Images.

3. To give you **Extra Security**, Screenshots and/or Images of the **Current Date** are **Not Permitted** to be **De-Linked** from the **Delete/De-Link** tab.

18.4. Miscellaneous Tab

1. Here, you can select the **Desired Date Format** which will be displayed in the **Reports** generated by COM-SUR HOME. For more information on these **Reports**, please refer to the topic 'Taking Next Steps'.
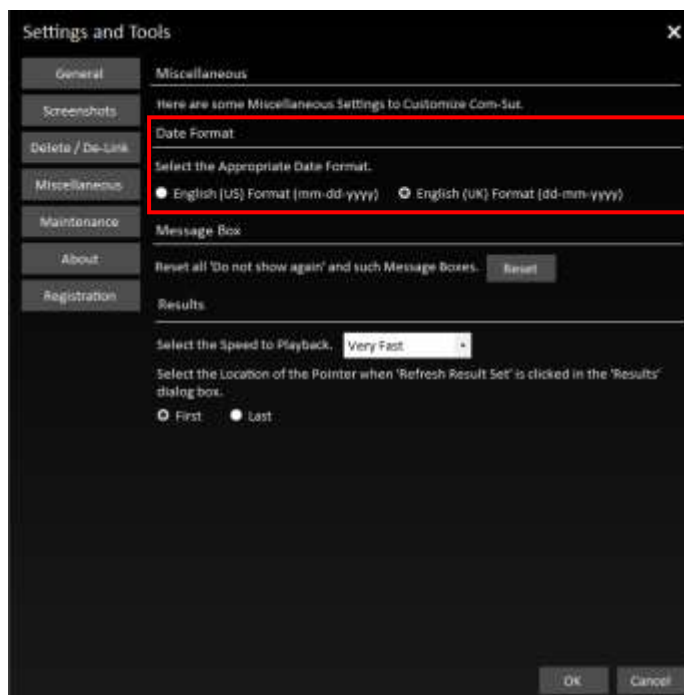
2. Click the [Reset] button to **Reset** all the **Do not show again** and such similar **Message** boxes.
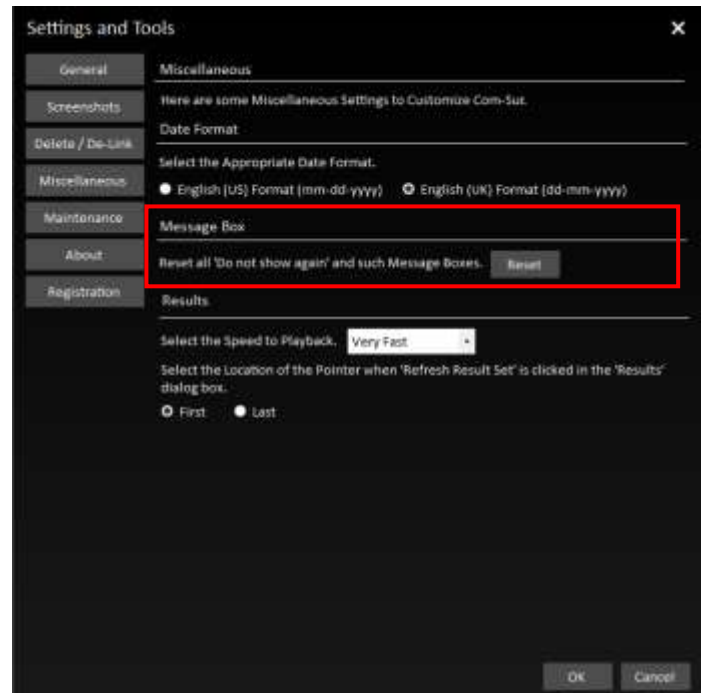
3. Here, you can set the **Default Desired Speed** at which you want to **Playback** Screenshots and/or Images using the **Play or Rewind** method in the **'Results'** dialog box.

Further, you can select whether the **Pointer** should automatically go to the **First** or the **Last** Image, on clicking the **Refresh Result Set** Button in the **'Results'** dialog box.
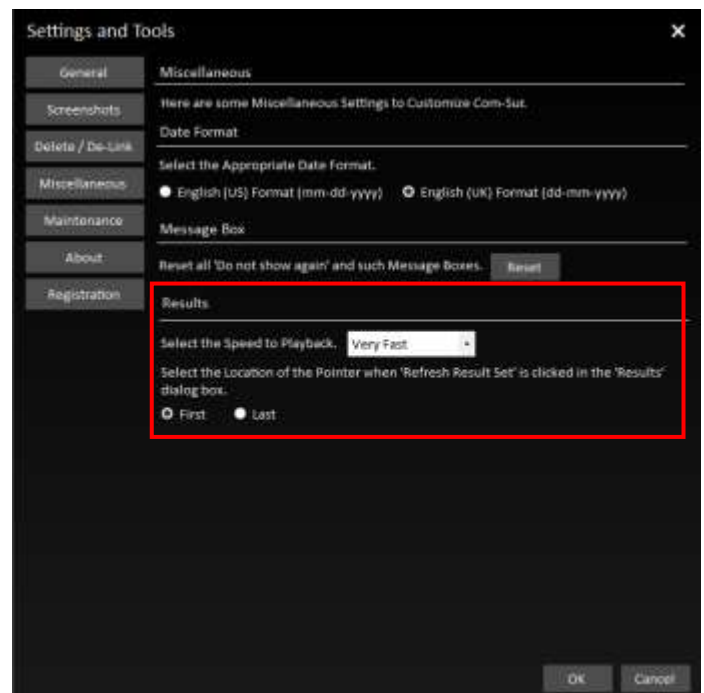

18.5. Maintenance Tab

Here, you can choose to **Delete 'Window' Descriptions** as well as **Modify** the same. Further, you can view the **Current** size of the **Database** of COM-SUR HOME.

1. To begin the **Maintenance** activity, click the ⌷Start...⌷ button.
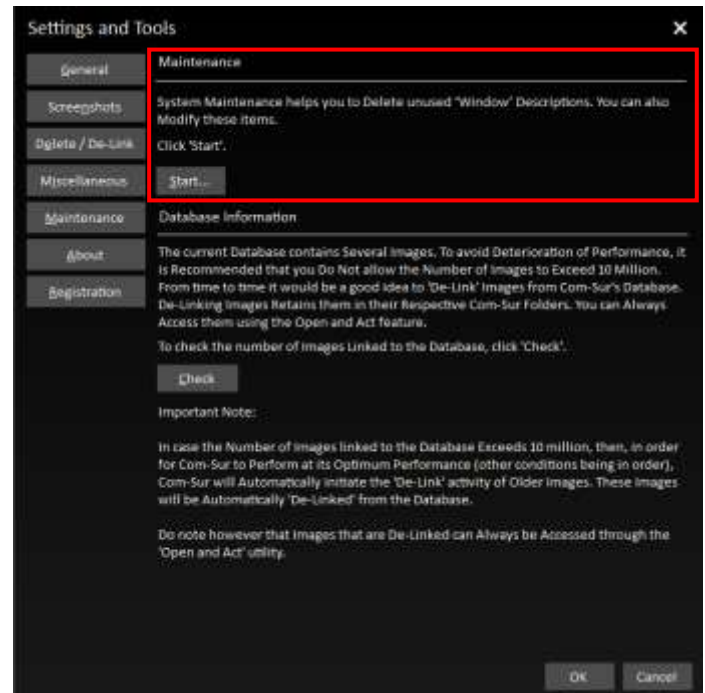
2. The **COM-SUR Maintenance** dialog box appears as shown. It displays the list of **'Window' Descriptions** you have used while beginning the activity of **Capturing** Screenshots from a **'Window'**. For more information, please refer to the topic **'Capturing A Window'**.

Here you can choose to **Modify** the **Desired 'Window' Description** and **Delete Unused 'Window' Descriptions**. Double-Clicking on any **'Window' Description** in the **'Window' Screenshots Capture** Tab, will bring forth the Screenshots and/or Images associated with that **'Window' Description**.
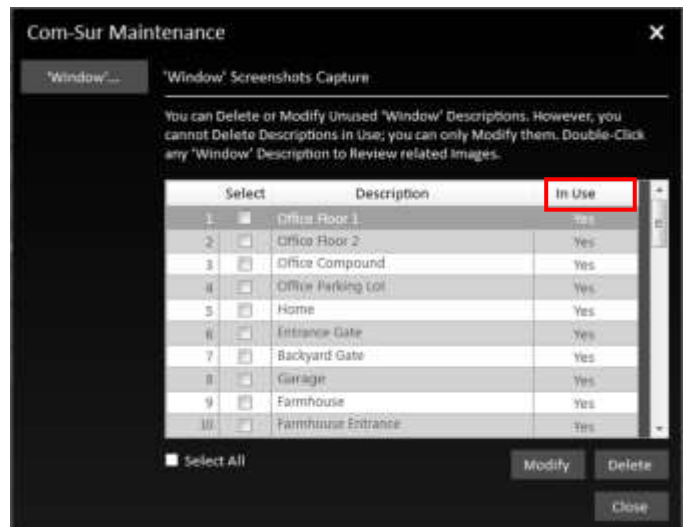
3. To **Modify** a **'Window' Description**, select the same by checking the respective checkbox. Then click the Modify Button. The **Modify 'Window' Description** dialog box appears as shown. Here, enter the **Desired 'Window' Description** and click the Save Button.

To **Delete** an **Unused 'Window' Description**, select the same by checking the respective checkbox and click the Delete Button.

Do note that **'Window' Descriptions** that are currently in use cannot be **Deleted**.

4. To view the **Current Size** of the **Database**, click the Check Button.
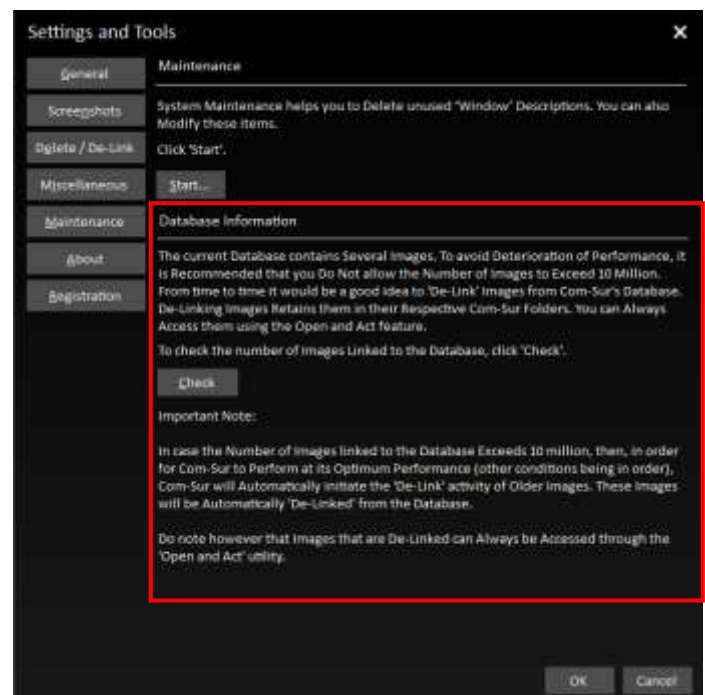
5. A dialog box is brought forth which will display the total number of **Links** in the **Current Database.**

6. From time to time, it would be a good idea to **De-Link** Screenshots and/or Images from the **Database**. **De-Linking** Screenshots retains them in the COM-SUR HOME folder. You can **Access** the same at any time by using the **Open and Act** utility and selecting the desired folder. For more information, please refer to the topic 'Auditing (Reviewing/Analyzing) External Images'.

<u>Important Note:</u>

In case the Number of Images linked to the Database Exceeds 10 million, then, in order for COM-SUR HOME to Perform at its Optimum Performance (other conditions being in order), COM-SUR HOME will Automatically initiate the 'De-Link' activity of Older Images. These Images will be Automatically 'De-Linked' from the Database. However, you Can Access the same at any time by using the Open and Act utility and selecting the desired folder. For more information, please refer to the topic 'Auditing (Reviewing/ Analyzing) External Images'.

19. COM-SUR HOME Folder Structure

In order to make it easy for you to **Locate the Screenshots, and other Outputs generated by** COM-SUR HOME, here is the **Folder Structure** created by COM-SUR HOME at the **Primary Location** set by you as and when the relevant activity is performed. A similar **Folder Structure** is also created in each of the **Secondary Locations** as set by you. The **Folder Structure** is shown below:
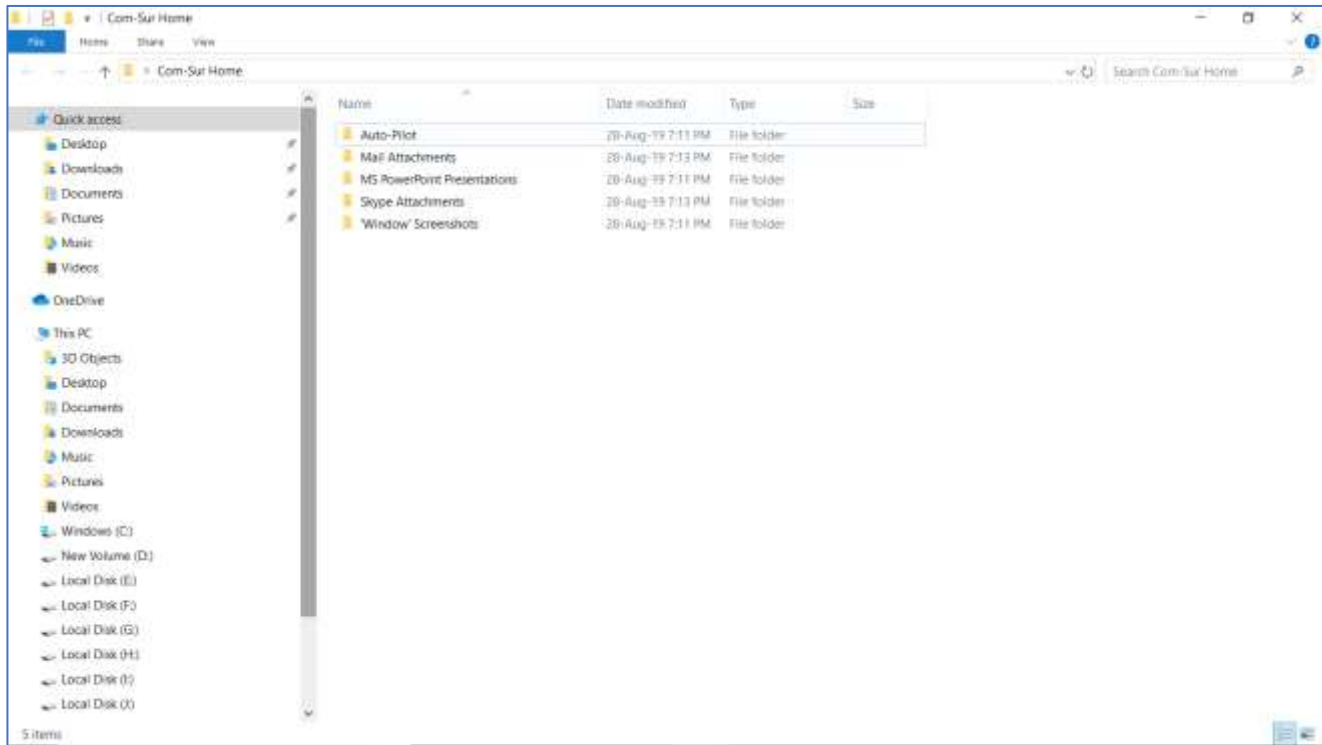
Let us understand the contents of each of the Folders:

Auto-Pilot	Contains the Screenshots that have been captured by the **Auto-Pilot** activity using COM-SUR HOME.
Mail Attachments	Contains the **Compressed (Zipped) Folders** sent via **Email** using COM-SUR HOME.
MS PowerPoint Presentations	Contains all the MS PowerPoint Reports generated using COM-SUR HOME.
Skype Attachments	Contains the **Compressed (Zipped) Folders** created for sending via **Skype** in COM-SUR HOME.
'Window' Screenshots	Contains the Screenshots that have been captured by the **'Window' Screenshots Capture** activity.

Notes:

1. All of the above Folders have a **Hierarchy** in the order of Year, Month and Date on which the respective Outputs have been generated using COM-SUR HOME.

2. The Hierarchy of **Auto-Pilot** and **'Window' Screenshots** will contain Folders indicating the Start time of the Session.

20. Troubleshooting

If, while using COM-SUR HOME, you encounter issues due to one or more **Hardware** and/or **Software** factors, you may want to refer to this list of currently known issues, and their resolutions:
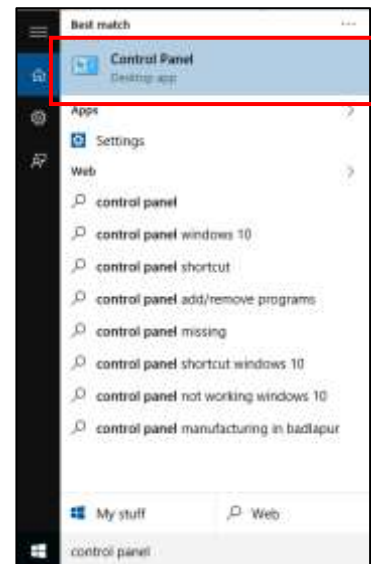
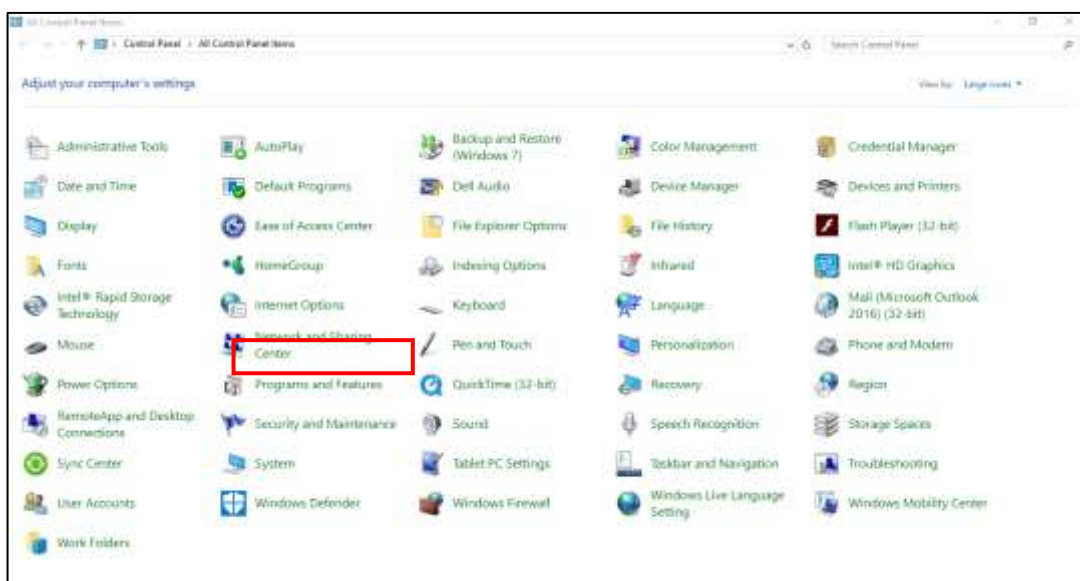|	
1. After installation, when I launched COM-SUR HOME, I got a message 'Com-Sur was not able to enable the 'Microsoft Message Queue (MSMQ) Server)'….'	

In this case you need to **Manually** enable the **Microsoft Message Queue (MSMQ) Server** as follows:

|	
a. Besides the **Start** Button on your Computer, in the **Search Box** , Key in the words **Control Panel**. This will bring forth the Search Results with the **Control Panel** option on top as shown. Click the same.	

b. The **All Control Panel Items** dialog box appears. Here, click the **Programs and Features** option as shown.

c. The **Programs and Features** dialog box appears. Here, click the **Turn Windows features on or off** option as shown.
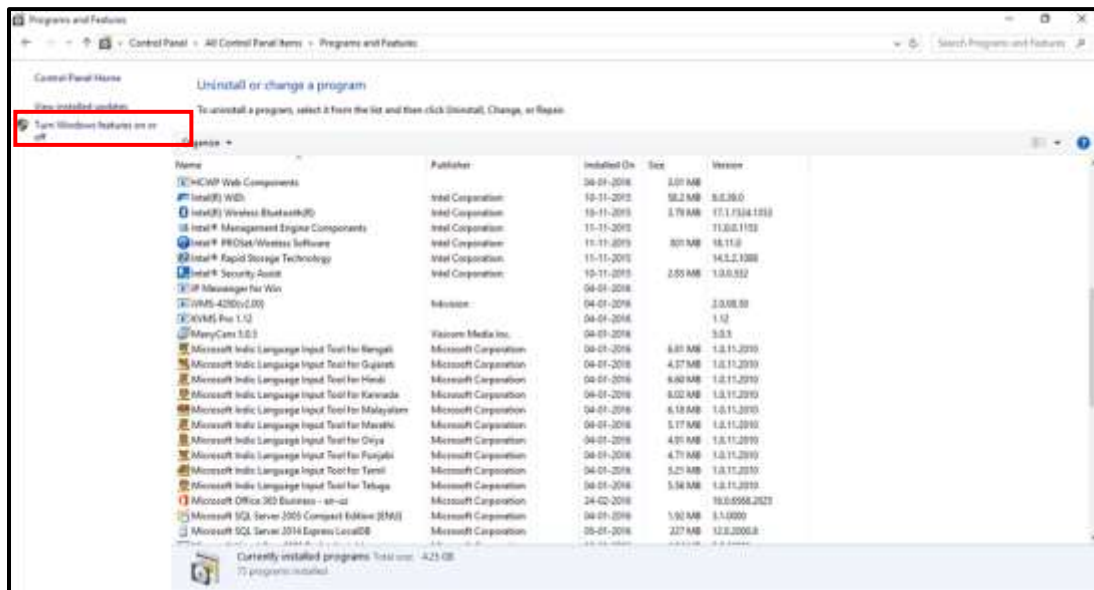
d. The **Windows Features** dialog box appears as shown. Here, check the checkbox next to the **Microsoft Message Queue (MSMQ) Server** option. Click [OK] and **Restart** your Computer.
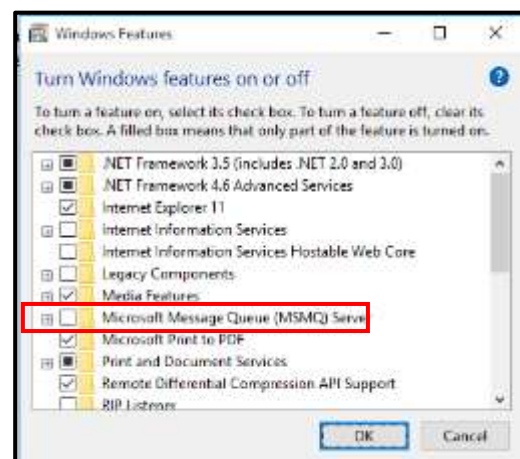
2. After installation, when I launched COM-SUR HOME, I got a message 'Com-Sur was not able to connect to the Database. Please re-install Com-Sur….'
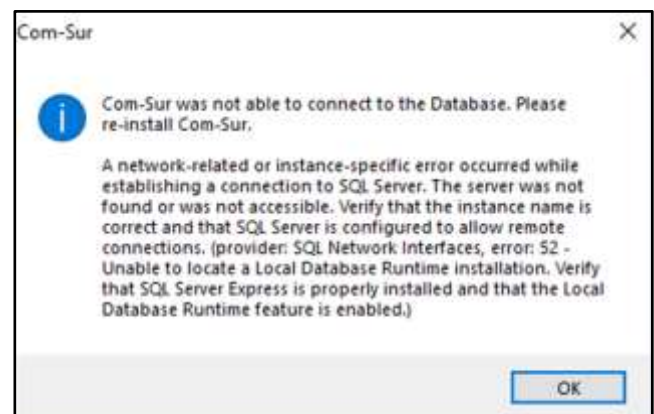
This issue can occur in some Computers due to unkown reasons. To resolve this issue, please follow these steps:

1. Download the zip file from the following link, and save on the computer's Desktop.

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

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

3. Now, press the **Windows logo key + R key** on your keyboard. This will bring forth the **Run** dialog box.
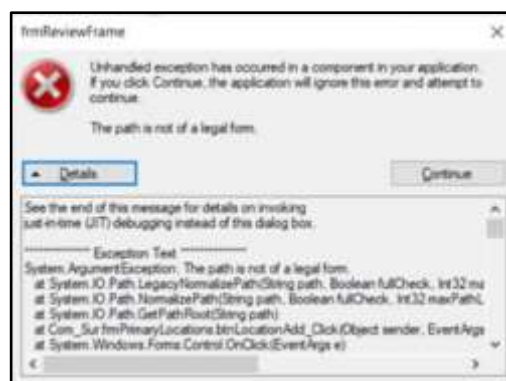
4. In this dialog box, type **shell:startup** and then click **OK**. This opens the **Startup** folder.
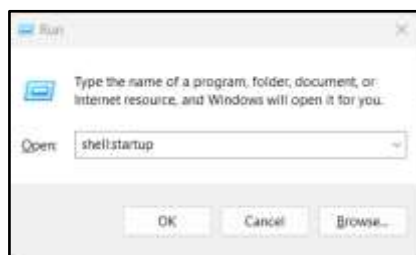
5. Copy the file '**comsur.cmd**' into the **Startup** folder. Then restart the Computer.

6. Now launch **COM-SUR HOME** in the **Administrator** mode.

3. When I launched COM-SUR HOME, I receive a prompt asking to add the "Primary Location Folder". If I do so, I get an error message (as shown).	

This issue occurs since the '**Primary Location Folder**' has been moved from its original location. When COM-SUR is installed, it creates the '**Primary Location Folder**' on the computer's **Desktop** by default. In case, you wish to change the path of the '**Primary Location Folder**', then you need to do it from COM-SUR itself though the '**Settings and Tools**' module – **General** tab. Please refer to sub-topic '**General Tab**' in the topic '**Customizing COM-SUR HOME**'.

4. Unable to Send Large Files via E-mail from COM-SUR HOME.

When you choose to send Screenshots and/or Images via e-mail through COM-SUR HOME, it creates a **Compressed Zipped** Folder from the same and **Attaches** it to a new **E-mail** dialog box of the **Default E-mail Client** set on your Computer.
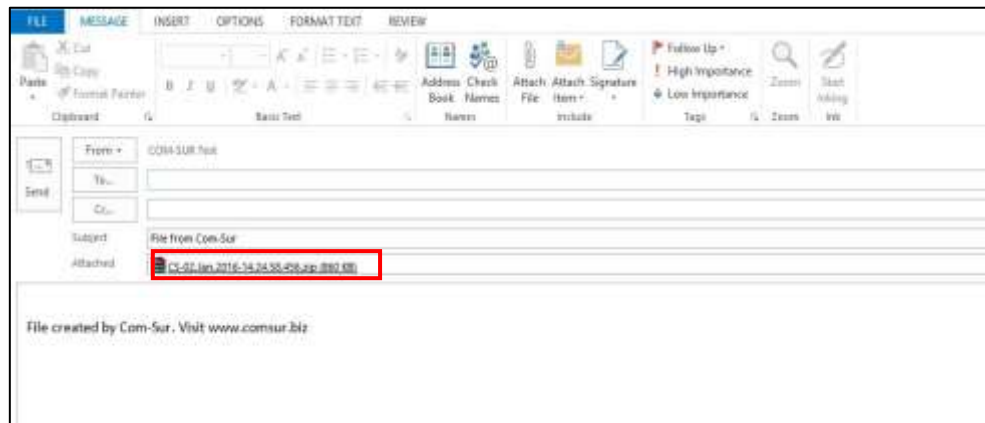
Depending on the **E-mail Service** that would be **Configured** on your **Default E-mail Client**, there would be certain **Restrictions/Limits** on the **File Size** of **Attachments** that can be sent **At A Time**. For example, if you use **Gmail**, you can send **Attachments** up to **25 MB** in size. Hence you are advised to use your **Best Discretion** and accordingly make the Appropriate Selection of Screenshots and/or Images to be sent via E-mail.

5. 'MAPI Send Mail Failed! General MAPI Failure [2]' Message Displayed While Sending E-mail through COM-SUR HOME.

You will get this error message in case you have **Not Configured** a **Default E-mail Client** on your Computer. Do ensure that you do the needful. You may also get this error message, in case the **File Size** of the **Attachment** exceeds the **Permitted File Size** of your **Default E-mail Client**.

6. When invoking the Auto-Pilot or 'Window' Screenshots Capture Activity, sometimes the Preview of what the captured Screenshot would look like, may seem Incomplete as shown below (some Video Feeds seem to be missing).
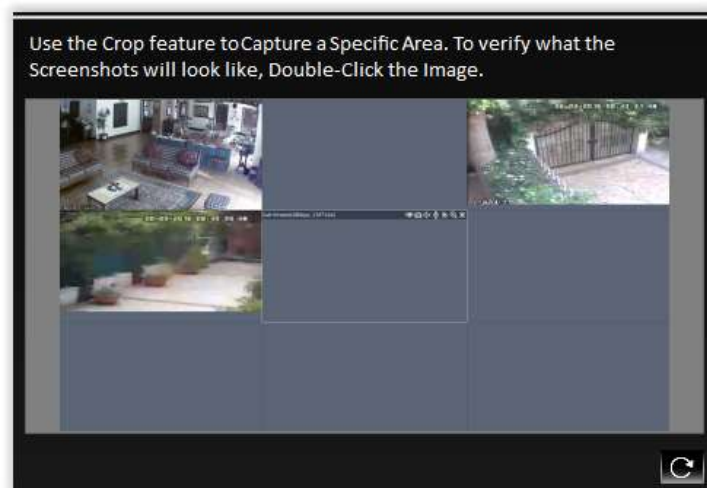
This issue has been observed from time to time, and generally may depend on the **Browser/VMS** that you are using to access the Video Feed. In such cases, Double-Click the **Preview Image** to open the same. Most likely, you will find that the opened **Preview Image** depicts **All** the Cameras. If this does not work, try to activate the capturing process again or **Restart** the Video Feed.

7. When Capturing Screenshots of a Single Camera in a 'Window' using the Auto-Pilot or 'Window' Screenshots Capture Activity, do not maximize the Camera Channel by Double-Clicking the same in your Browser/VMS. Instead, set it up in a Single Tile/Channel configuration in the Browser/VMS.

21. Three Things to Achieve Valuable Outcomes from Surveillance Video!

Audit/Backup/Report

As you may have observed from this **User Manual**, COM-SUR is a **Revolutionary** and **Fresh Change** in the field of Video Surveillance. A lot of thought and effort have gone in to creating a **Must-Have Solution** to help you achieve **Valuable Outcomes** from **Surveillance Video**.

Based on **Extensive Research**, **Real-World Use Cases** have been studied to co-relate them with **Relevant Features** of COM-SUR. We believe that with the **Dedicated** use of COM-SUR, you will be able to come up with your **Own Set** of **Use Cases**, thereby helping you to take several **Corrective** and **Preventive Measures**.

As they rightly say **"Prevention is better than Cure"**.

Start using COM-SUR now. Don't Wait for things to go Wrong!