

Eclipse Readme

Version 3.0.0

GENERAL

Version History

- Eclipse Version 2.0.0.1640 – Release Date Oct. 14, 2013
- Eclipse Version 2.1.0.1916 – Release Date – Dec 13, 2013
- Eclipse Version 2.5.0 - Release Date – Mar 20,2014
- Eclipse Version 2.6.0 – Release Date – May 17, 2014
- Eclipse Version 2.6.1 Patch – Release Date – July 26, 2014
- Eclipse Version 3.0.0 – Release Date – August 2014
- Eclipse Version 3.5.0 – Release Date – December 2014

SOFTWARE

Supported Platforms

Supported OS:

- Win 7 (SP1 or later) (32 or 64 bit) – **Recommended OS**
- Windows 8.1

Virtual Machines:

- MAC VM is supported on **64 Bit only**
- Windows VM is not supported.

Recommended System Configuration

Minimum OS:

- Windows 7 32 bit (SP3) – Dual Proc – 2 Gig of Ram

Recommended

- Windows 7 (SP1 or better) - 64 bit – Quad Proc – 4 Gig RAM

Better

- Windows 7 (SP1 or better) - 64 bit – Quad Proc – 8 Gig RAM

HARDWARE

Eclipse Camera Supported Platforms

Generation 1 Camera

(Released late 2011, identified by serial number beginning with "11...")

- Windows 7 (SP1) (32 bit)

Generation 2 camera

(Released late 2012, identified by serial number beginning with "12...")

Cannon EOS Rebel T3i

USB Cameras: Major manufacturer cameras is supported by Eclipse

If your camera is one of these and does not show up as supported (this happens on a MAC VM sometimes) then you may try to install or reinstall the manufacturer's driver. Make sure you set your system up with a restore point in case you have any issues.

If your USB camera doesn't show video it's likely that it's not completely compatible and we would suggest trying a one from Microsoft or Logitech, or another high performance USB cam.

REPORTS

See "reportreadme.txt" packaged with each report output, notes copied below.

ECLIPSE REPORT README

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Viewing videos in the report.

Recommended:

Internet Explorer, Mozilla Firefox and Google Chrome require VLC to be installed to run video in reports

You can get VLC from its website

<http://www.videolan.org/vlc/download-windows.html>

Make sure you install the proper version (32 bit) or (64 bit) for your system.

Alternative Technique

The VLC cab file can be accessed directly in IE by putting the following link in the browser url location:

<http://download.videolan.org/pub/videolan/vlc/0.8.2/win32/axvlc.cab>

However, the cab will show up as unsafe because it is unsigned, which may not be acceptable for your situation.

Safari

Safari won't play these videos in the report at this time.

Where are video files?

Please note that the video files are available in the Evidence folder of the report.

GENERATION 1 CAMERA INSTALLATION AND USAGE

Eclipse supports the first generation camera. The first Generation camera requires a different driver and is not installed by the Eclipse installer. **That driver only works with 32 bit systems** and is available on the EDEC Website. Generation 1 and Generation 2 camera can run side by side. Only the newer 2nd generation camera supports 64 bit systems. The 2nd generation camera driver is installed by default when you install Eclipse 2.5 or later

POTENTIAL ISSUES

Media Editor:

Crop-tool

If you are having issues with the cropping tool, please make sure your DPI settings are set to the default setting (100% scaling). You can check DPI scaling in both Windows 7 32 and 64-bit systems via:

Control Panel > Appearance and Personalization > Display

USB Capture:

No Live View/Inconsistent Behavior: Check to make sure your camera is plugged in and drivers are installed. If so, make sure you click the “Connect” banner on the USB tab of Eclipse. If there is no such banner, change the resolution on the camera, then wait for it to appear. Continue capturing.

If further problems persist, unplug the USB Camera and plug it back in. Again, change the resolution, save the setting; or, simply click “Refresh Camera List.” Check your manufacturer for driver updates if there are still problems.

Live View Frozen: Switch to another tab then return to USB capture. Usually this is a system dependent problem on low-end systems.

Choppy Recording of Rotated/Filtered Videos: Rotations of USB videos can cause additional computing overhead. Try recording at a lower res to produce smooth videos.

Pause at 1920x1080: Clicking Pause and Resume more than twice at HD resolutions causes an issue with the USB engine. The video will save appropriately, but will stop at the point where the USB liveView froze during recording.

SLR Capture:

In Case of Inconsistent Behavior:

The Live View will not be shown in video mode with the Digital Zoom set to On. Please do not use this feature of the camera in conjunction with Eclipse.

Completely disconnect the power source from the SLR camera. This can be done by unplugging the AC Power from the battery bay, or removing the battery. Restore power and restart Eclipse.

See user manual for additional troubleshooting

Report Builder:

HTML Report Formatting

Some formatting will appear incorrectly when Active X is not running and viewing HTML reports.

This is because ActiveX controls were not enabled on local content. They are used to format the report in html. You can set up your browser to automatically run local active x controls but do this at your discretion. Most modern browsers will ask you if you would like to run the controls temporarily.

Word and Excel Report Formatting

Word and Excel reports must reduce the large size of SLR images in order to display them properly. Sometimes the Microsoft Report Builder has trouble with this task, but this has been fixed for the most part. It is recommended to capture at 1920 x 1280 on the Canon Camera.

RZ300C (Gen 2 camera) Startup Brightness: The starting brightness of the Generation 2 camera may be very low. You can adjust this in the Advanced Video dialog along with many other features. Look for the advanced button on the audio/video controls display.

Product Freezes when you try to open or create a case: If this is your first time using the program there are different possible causes for this. Try checking the following.

- If you are running against a network drive
 - Eclipse does not support running directly off network paths at this time. Try creating a folder on your desktop or LOCAL machines my documents and creating your project there instead.
- Your camera driver may not be properly installed.
 - Go into device manager and check for imaging devices.
 - Does your camera show up?
 - Does it say the driver is properly installed?

Zooms not reflected in image capture: Some cameras have a zoom feature in the advanced dialog however the cam driver does not recognize this zoom and will give you un-zoomed images. Notably Microsoft cameras display this behavior.

Trial Version Video Lag: Lab testing shows that if you run Eclipse on a lower end box and are running Eclipse in trial mode that you may see a lag in the video display. Once again, the solution is not an OS problem; the application simply needs to be run on a faster machine. See minimum configuration. Also, the registered version will run slightly faster and won't display the same lag issues.

DEBUGGING ASSISTANCE (Changed with Version 3.0)

Version 3.0+

Turn on debugging by going to the preferences dialog (click the gear icon in the top menu) and check the box for "Debug Logging." This will automatically write a debug settings log that turns on the debug output on so that you can produce a salient log in the event that you have an issue with Eclipse. This check box will be cleared when the program is restarted but the debug log will still be created.

If you wish to edit or turn off debug logging you can directly edit the debug file as per instructions in Version 2.6 below.

If you wish to turn of debug logging easily you can just DELETE the DebugSettings.xml file when Eclipse is not running. A new one with debug off will be automatically created when you start up Eclipse.

NOTE: More fields have been added for version 3.0 so you may see more entries in your DebugSettings.xml file. This is normal.

Version 2.6

You can turn on debugging by simply by modifying the DebugSettings file. Be **very** careful when editing this file because leaving out a closing xml character or bad formatting it can lead to program termination on startup with a message that the file is not valid. If this happens just delete the file and Eclipse will recreate a proper version of it. It is suggested that you **ONLY** change the values to be true or false and be very careful not to erase the "<" or ">" characters, or have two of them.

Change any of the following entries that start with Debug. Save a copy of this before editing because if it's incorrect the program may not operate.

```
<DebugOptions xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

```
<Cam>true</Cam>
```

```
<CamWindow>>false</CamWindow>
```

```
<CaptureBoard>true</CaptureBoard>
```

```
<CamEngine>>false</CamEngine>
<Application>>true</Application>
<EvidenceBoard>>false</EvidenceBoard>
<ReportBoard>>false</ReportBoard>
<Exception>>true</Exception>
<Slr>>true</Slr>
<All>>false</All>
<Filename>DebugSettings.xml</Filename>
</DebugOptions>
```

We recommend setting DebugAll to true to get the most debug information without having to set individual entries. Turn this back to false when your complete because it slightly slows the program down when debug is on.

If you run into functionality issues the support technician will likely request a copy of these log files.

MAC VM 64 Bit SPECIFICS

The best way to run a MAC VM using Parallels is to do the following:

- Run only 1 VM at a time, shut all other VM's down.
- Run 64 bit Win 7
- Make sure your VM is updated to the latest version
- Allocate half or more of your RAM to the VM, as well as half of the CPUs
- If your experiencing camera issues, try unchecking 3D Acceleration in Video Settings

Version 3.5 New Features and fixes

Version 3.5 includes bug fixes, changes to the UI of the Report Builder, new features, and security enhancements. **Now works on the Microsoft Surface.**

Capture Areas

Updates to latest camera engine software and framework versions

SLR tab is now available in the Trial Version of Eclipse

Exif Data now viewable

Bug Fixes

Report Builder

UI enhancements

New report settings available

Exif Data now viewable

Bug Fixes

Manage Evidence and Media Editor

Bug Fixes

Media's Exif Data now viewable

Main Application

Now works with Microsoft Surface

Device field has been changed to the Evidence Type field

Eclipse Reporter (free, no capture capability, but can organize pre-existing Eclipse Case Packages) now available

Cases can now be exported via the top-menu icon into Eclipse Case Packages

Eclipse Case Packages are now consumable by the free Eclipse Reporter (Selectable from the main splash screen on startup)

Import Case Package now available in Eclipse

Database password protection added to cases

Eclipse Case Package password protection added

Media's Exif Data now viewable app-wide

Stability and Performance changes

Version 3.0 New Features and fixes

Version 3.0 includes improvements to both the USB and SLR camera engines. It also optimizes the performance of the program in certain areas and fixes bugs that were identified during further testing and customer feedback.

USB Capture

- Updated to a new USB engine and encoders
- Redesigned the USB capture page
- Added several capture options and filters
- Cleaned up responsiveness of the cameras
- Foot pedal integration for video capture (Middle button records/stops, side buttons pause)
- Evidence field editing improvements
- Expanded the view size for images and video captures.

Cannon SLR

- Clean up fixes and minor bugs
- Fixed a major issue (included in 2.6.1 Patch) with video recording on certain systems

Report Builder

- Option to layout report with multiple images per page or single image per page
- Bug fixes for PDF, Word, Excel and HTML reports
- Cleaned up sequencing features

Manage Evidence:

- Moved Evidence properties button to right hand side (above the evidence props panel)
- Split layout of the properties panel into "User Properties" and "Eclipse Properties."

Media Editor

- Bug fixes

Main Application

- User Interface visual updates
- Updates to preferences dialogs and case defaults
- Added a Debug Logging feature in the Preferences dialog
- Support for Windows 8.1
- Localization for China Language
- Stability and Performance fixes and redesigns

==== Last version release notes ====

Version 2.6 New Features and fixes

Version 2.6 includes major usability improvements that allow users to more easily capture, create, convert, and manage their evidence. It also optimizes the performance of the program in certain areas and fixes bugs that were identified during further testing and customer feedback.

Cannon SLR

Features:

- Fluid-mode switching for the SLR Camera from any mode to any mode
- Redesigned video conversion library greatly reduced

USB Capture

- Removed Voice Sampling (22k) – CD quality now the default
- Improved interaction between USB/SLR and main menus
- Properties are preserved between first and subsequent captures
- Removed unnecessary loading dialogues for greater fluidity and responsiveness

Report Builder

- PDF is the default report
- Added Parent ID to Edited field so users can track changes
- Redesigned of report layouts

Manage Evidence:

- NEW!** Evidence Filters were completely redesigned; recentralized filter logic to make it easy to filter items on a large variety of properties.
- Consolidated filters into a Settings & Filters menu on left hand side of screen in a single dedicated window.
- Groups and Devices panels now more fluid and descriptive
- “Add” feature for adding Devices and Categories via Settings and Filters menu
- Create Group feature works off of a highlighted selection
- Click & Drag selection
- Group management (creation, adding, removing, etc) redesigned.
- Improved Media-Player look & feel (app-wide redesign)
- Media Editor Button added that exports highlighted selection into Editor
- Changed Include/Exclude All to Select All/Select None (highlights all/un-highlights all)

Media Editor

- Footpedal integration with video snapshot

Main Application

Performance and speed updates in all areas of the program.

Container name changed to folder name and defaults to case name.

User Interface visual updates

Database Updater

The database updater was improved to detect any changes from previous versions created by Eclipse (from 2.0 on) and allow the user an easy upgrade path on case load.