DIGIFORT **F**REQUENTLY **A**SKED **Q**UESTIONS

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DigiFort®
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I WISH TO TEST DIGIFORT! WHAT DEMO OPTIONS ARE AVAILABLE TO ME?

Digifort has 2 demo options available, for all editions of the software.

Option 1 – 4 Hour Demo
Excellent for SALES PERSONNEL to provide quick demos to customers, the 4 hour license can be used unlimited number of times. When 4 hours expires, simply reboot the server/restart pc, and 4 hours can be activated again. Mainly used for demos and quick testing.

Option 2 – 30 Days Demo
30 Days Demo license request can be made automatically from within the 'Administration Client'. When activated, software will work without any restrictions for a period of 30 days. This 30 day demo license can only be applied once per server.

WHY 4 EDITIONS OF DIGIFORT (EXPLORER, STANDARD, PROFESSIONAL, ENTERPRISE)?

Multiple editions are there to make the software more affordable for every type of customer/consumer.

Explorer *for small retail shops or home's. (Currenty not offered by Optiview)*
  16 Cameras max on server
  4 client connections
  Unlimited size of system
EG: 10 Explorer servers, 16 cameras each, client can view all 160 cameras as 1 system.

Standard *for small retail shop, small-medium businesses or home.*
  32 Cameras max per server
  8 client connections
  Unlimited size of system
EG: 10 Standard servers, 32 cameras each, client can view all 320 cameras as 1 system.

Professional *for medium to large businesses, requiring more advanced features.*
  64 Cameras max per server
  16 client connections
  Unlimited size of system
EG: 10 Professional servers, 64 cameras each, client can view all 640 cameras as 1 system.

Enterprise *for medium to large businesses, requiring more advanced features.*
  Unlimited cameras per server (as many as the CPU will handle)
  Unlimited client connections (as many as the CPU will handle)
  Unlimited size of system

NOTE:
- *A single system can consist of more than 10 servers*
- *If a client connects to 10 servers, 1 client license is used on each server*

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WHAT IS DIGIFORT SOFTWARE ARCHITECTURE LIKE?

Digifort runs as a Windows Service. Entire Digifort consists of several services.
- *Digifort Server Service (used for recording and camera control)*
- *Digifort Analytics Service (analytics engine)*
- *LPR Service (license plate recognition engine)*

Applications
- *Administration Client (connects to 1 or more servers)*
- *Surveillance Client (connects to 1 or more servers)*
- *Service Manager*
- *Language Selector*

WHAT IS EDITION AND WHAT IS VERSION?

EDITION = Explorer, Standard, Professional & Enterprise
VERSION = 6.1, 6.2, 6.3, 6.4 etc.

WHAT WILL DECIDE HOW MANY CAMERAS PER SERVER AND WHICH EDITION TO USE?

The 2 most important factors when calculating number of cameras per server are RESOLUTION and FRAMERATE.

Secondary factors include things like; CODECS, STORAGE CAPACITY and CLIENT CONNECTIONS.

The number of cameras per server will give an idea of the minimum edition that you can use. So you need to work out how many cameras per server you will use firstly.

WHEN DO I NEED TO USE ENTERPRISE?

You need to use enterprise when;

- *there is more than 64 cameras per single server*
- *there is a requirement for more than 16 clients*
- *when a specific enterprise feature is required*

NOTE: Please see edition 'comparison chart' to see feature differences.
http://optiviewusa.com/digifort-feature-matrix.aspx

IS THE SOFTWARE BACKWARDS COMPATIBLE?

No, but the software will prompt you to upgrade if you connect to a newer version server. The software will prompt any version mismatches.

DOES DIGIFORT INTEGRATE WITH MICROSOFT ACTIVE DIRECTORY?

Yes, as of version 6.4. or higher

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CAN I MIX EDITIONS? 1 SERVER IS STANDARD, AND 1 SERVER IS PROFESSIONAL?

Yes, but only with 'Surveillance Client'. The servers must be on same version but not same edition.

*EG1: **Standard 6.4** Server and **Professional 6.4** Server, client can use "Professional Surveillance Client" to connect to both server (even if different edition) and view/playback all cameras.*

*EG2: **Standard 6.3** Server and **Professional 6.4** Server, client will not be able to connect to both simultaneously due to different versions.*

WHAT OS'S IS DIGIFORT COMPATIBLE WITH?

Windows 32 or 64bit (XP, 2003/2008 Server, Vista, 7)
Linux/Unix/Mac is not supported.

IS DIGIFORT 64BIT READY?

Digifort is a 32bit application. It will work on a 64bit OS.

WHAT MOBILE PHONES (CELL PHONES) IS DIGIFORT COMPATIBLE WITH?

iPhone/iPad (Live Only) – Safari Browsers (Live Only)
All Java enabled phones (using Digifort mobile application)
Andriod is not currently supported.

TO USE CAMERA'S I/O, DO I NEED AN ALARM LICENSE?

No. Camera license will allow you to use the cameras/encoders I/O's.

Alarm license is for a COMMBOX product only.
http://www.commbox.com.br

HOW MANY MONITORS PER WORKSTATION DOES DIGIFORT ALLOW?

This depends on the edition of the Surveillance Client;

*   **Explorer**   *1 Monitor per workstation*
    Standard   *2 Monitors per workstation*
    Professional *4 Monitors per workstation*
    Enterprise   *8 Monitors per workstation*

WHICH VGA CARD SHOULD I BE USING FOR A CLIENT/WORKSTATION PC?

Most VGA cards will work, however we prefer and recommend ATi or nVidia graphics cards, with minimum 512MB RAM, PCI-e.

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DOES DIGIFORT SUPPORT AUDIO?

Currently No. Digifort is integrating 2-Way audio during 2011. However, it is currently under development and will soon be available feature.

DOES DIGIFORT SUPPORT MULTICAST?

Currently No. Digifort is integrating MULTICAST functionality during 2011. Server-to-Client Multicasting.

DOES DIGIFORT SUPPORT ANY DVR'S?

Yes. Digifort does currently support the Dahua, Samsung (SVR-1670)and few other DVR's – and more will be added during 2011. New DVR's and cameras are constantly being added.

DVR's are used purely as encoders only. Only live video, PTZ controls, and alarm I/O's are used – playback is not supported due to complexity. Digifort will record these channels as well as the DVR, so minimize storage in the DVR's.

IS DIGIFORT ONVIF CAPABLE?

Currently No. ONVIF is planned for early 2011 development.

WHAT PORT NUMBERS DOES DIGIFORT USE?

Digifort uses the following port numbers;

80	*-*	*Default Web Server Port*	*-*	*Can Be Changed*
8600	*-*	*Main Digifort Port*	*-*	*Can Be Changed*
8601	*-*	*Http API Port*	*-*	*CAN NOT CHANGE*
8610	*-*	*Analytics Service Port*	*-*	*Can Be Changed*
8611	*-*	*LPR Service Port*	*-*	*Can Be Changed*

All PORTS are TCP.

WHAT UPDATES ARE ENTITLED TO ME WHEN I PURCHASE DIGIFORT?

If you have purchased Digifort 6.1, you are entitled to all version 6.x upgrades free of charge.

When version 7 is released, you can stop upgrading or purchase upgrade to version 7, after which all version 7.x releases will be free of charge.

DOES DIGIFORT HAVE UPGRADE LICENSES IF I WISH TO UPGRADE DIGIFORT EDITIONS?

Yes. For example: EXPLORER edition can be upgraded to ENTERPRISE or any other edition.

Editions cannot be DOWNGRADED.

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WHAT QUANTITY DO CAMERA PACKS COME IN?

Camera Packs come in; 2,4,8,16,32 & 64 pack sizes.

WHERE ARE DIGIFORT LOG FILES KEPT?

You can find the Digifort log files inside its INSTALLATION folder. Files are in TXT format.

HOW CAN I SAVE/BACKUP ALL SETTINGS IN DIGIFORT?

A registry back file is created automatically by Digifort. Look in the Digifort Installation folder under "Backup Config" folder.

HOW DO I UPGRADE DIGIFORT SOFTWARE?

Once you have the new version the process is simple.

1. *Uninstall OLD version*
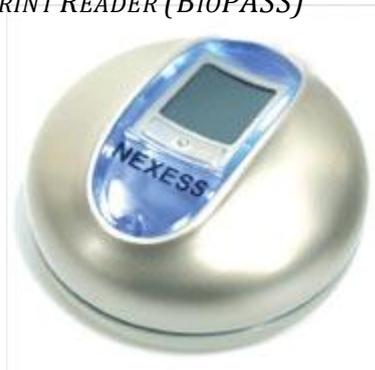2. *Install NEW Version*

All settings will remain, there is no need to save/restore the configuration.

KEYBOARD CONTROLLER (DGF-KB1000)

1. *Enhances PTZ Precision*
2. *Supports All Functions (live/playback/export/virtual matrix)*
3. *Triggers Events*
4. *Plugs into Workstation PC running Surveillance Client.*
5. *Power via USB.*

FINGERPRINT READER (BIOPASS)

1. *Ideal for use with DGF-KB1000 as it eliminates the need for a keyboard for LOG IN purposes.*
2. *Increase security – passwords can be shared/given to friends, fingerprints cannot.*
3. *Quicker log in – Touch-And-Log In.*
4. *Plugs into Workstation PC running Surveillance Client.*

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WHAT TYPE OF ANALYTICS DOES DIGIFORT SUPPORT?

BASIC – for all cameras on the system – Foreign Object & Missing Object

ADVANCED – licensed per channel – Speeding, Loitering, Stopped, Trip Wire, Directional, Appear, Disappear, Enter, Exit, Camera Shake Detection, Camera Tampering, Counting Cars/People/etc.

NOTE: Advanced 1 CH analytics license allows you to configure many/multiple rules for 1 camera. For Example: Tripe Wire, Loitering & counting can be applied on 1 camera, and it only uses 1CH Analytics license.
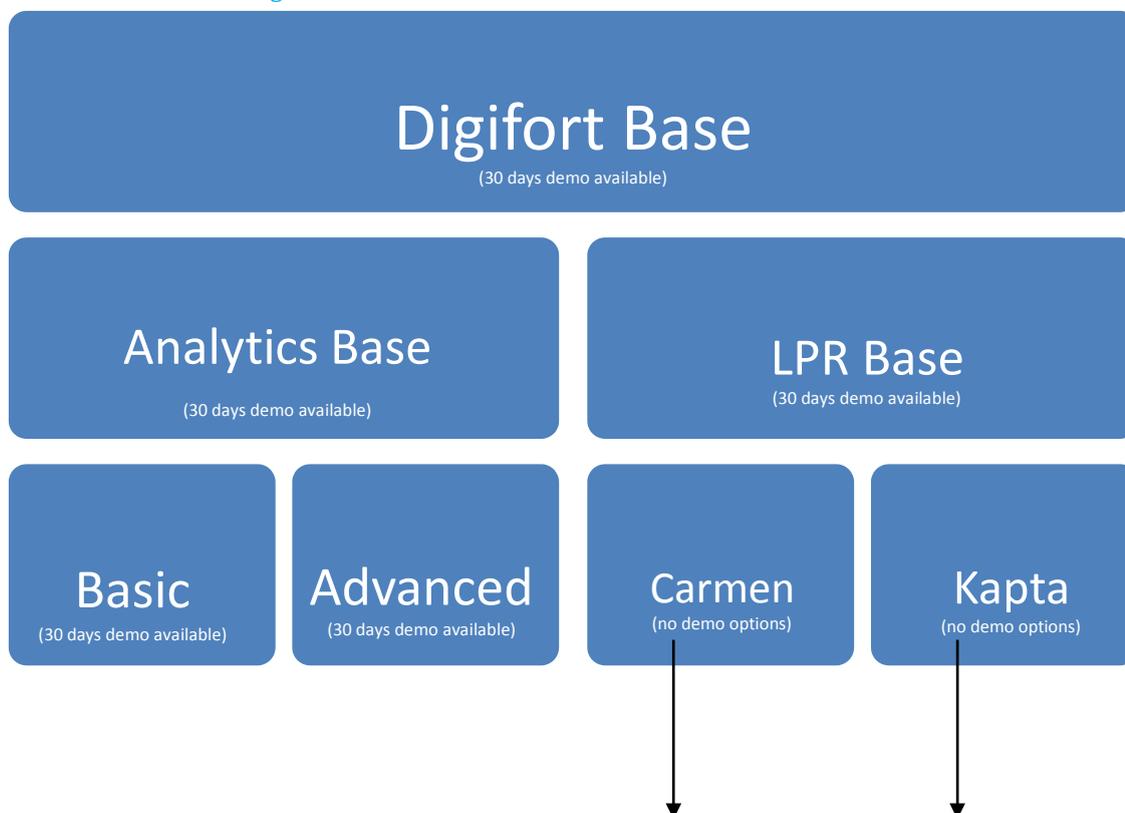
HOW DO I TEST/DEMO LPR & VIDEO ANALYTICS?

LPR BASE can be applied for a 30 day demo license through the Administration Client.

After LPR BASE is licensed, it will allow either Kapta or Carmen (Freeflow) dongle to be inserted and detected. Kapta & Carmen do not have demo options available, a dongle MUST be purchased.

ANALYTICS BASE can be applied for a 30 day demo license through the Administration Client.

After ANALYTICS BASE is licensed, you will need to apply for an ADVANCED ENGINE DEMO LICENSE through the Administration Client.

Digifort Base
(30 days demo available)

Analytics Base
(30 days demo available)

LPR Base
(30 days demo available)

Basic
(30 days demo available)

Advanced
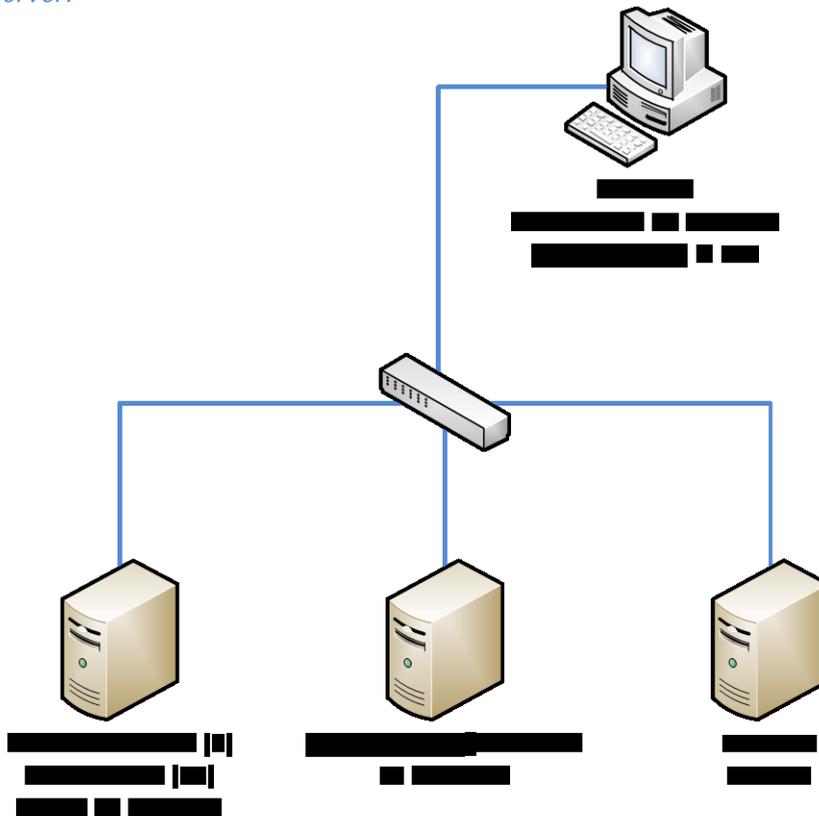(30 days demo available)

Carmen
(no demo options)

Kapta
(no demo options)

Must be purchased/licensed separately, not controlled by Digifort. Digifort will provide contact information upon request.

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DO YOU HAVE TO RUN ANALYTICS OR LPR ON THE SAME SERVER AS CAMERAS?

No. You can use a separate server just for ANALYTICS or LPR.

Any combination is possible. You can even have more than 1 LPR server or ANALYTICS server.

HOW IS LICENSING PERFORMED ON DIGIFORT?

Each server is licensed. Client connections are included into the server license, but the number of client connections depends on Digifort edition used. EG: Standard allows 8 clients maximum, while Professional allows 16 clients maximum.

The license file will be locked onto a USB DONGLE. Do not lose the dongle. License files can easily be retrieved if lost.
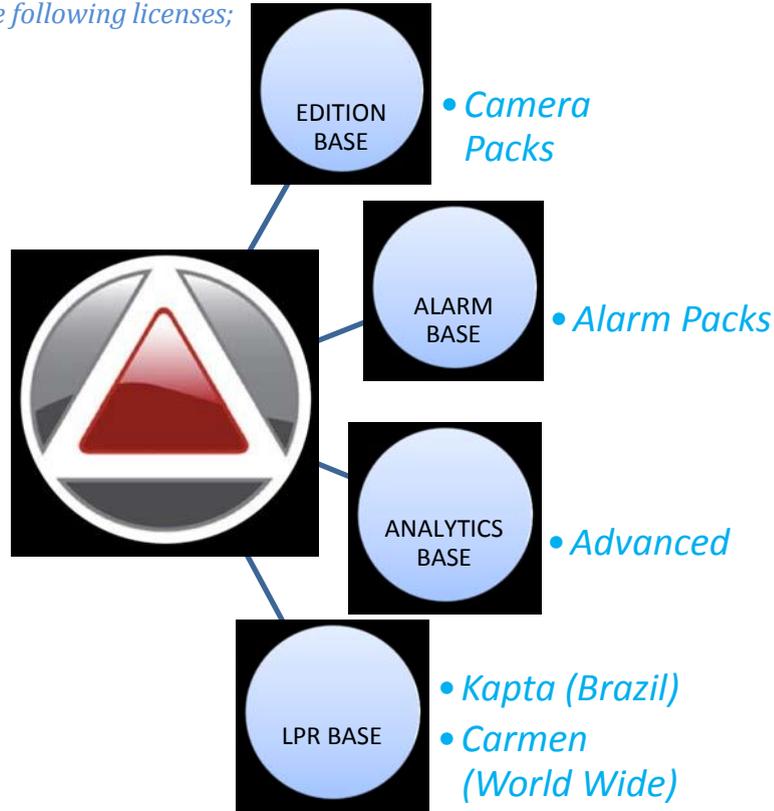
License Files and DONGLE will be supplied to you by your reseller.

Resellers/Distributors will have access to a _License Manager website_ to order, transfer and issue licenses at their own convenience.

Please contact _tech@optiviewusa.com for_ more information on this topic.

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Digifort has the following licenses;

• *Camera Packs*

EDITION BASE

ALARM BASE

• *Alarm Packs*

ANALYTICS BASE

• *Advanced*

LPR BASE

• *Kapta (Brazil)*
• *Carmen (World Wide)*

- *Edition Base*
     o *Camera Packs*
- *Alarm Base*
     o *Alarm Packs (only for professional & enterprise)*
- *Analytics Base (Basic)*
     o *Analytics (Advanced)*
- *LPR Base*
     o *Kapta Engine (Brazil Only)*
          OR
     o *Carmen Engine (World Wide)*

NOTE: Edition Base, Analytics & LPR can run on separate servers – distributed environment.

EG: I need a server with 40 cameras & advanced analytics for 8 cameras, what are the licenses required?

- *Professional Base (8)*
     o *Camera Pack (32)*
     +
- *Analytics Base*
     o *Advanced (8)*

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HOW IS LICENSING STRUCTURED?

Server license consists of a BASE LICENSE + CAMERA PACKS

BASE license includes some camera licenses.

Explorer BASE   (includes 4 cameras, maximum 16)
Standard BASE   (includes 4 cameras, maximum 32)
Professional BASE   (includes 8 cameras, maximum 64)
Enterprise BASE   (includes 8 cameras, unlimited)

EG: I need a 40 camera Digifort system on a single server.

Since we are over 32 cameras per server, I have to use Professional or Enterprise edition. I will use Professional.
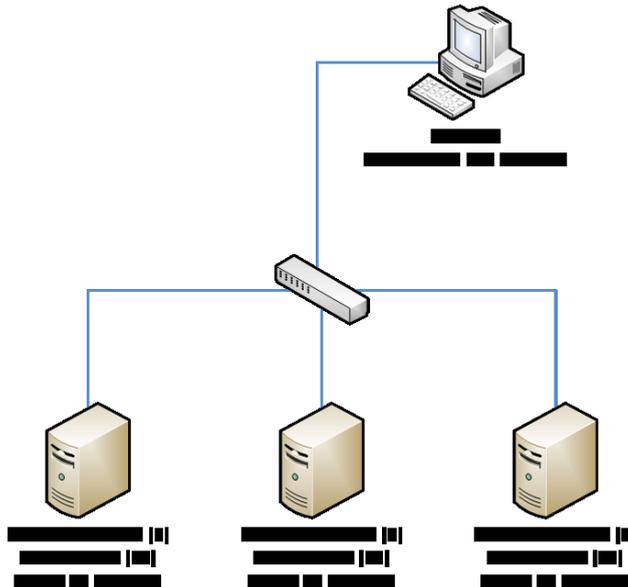
40 Camera SERVER1 = Professional BASE + 32 Camera Pack

Diagram above illustrates multiple servers.

Camera Packs come in following sizes; 2, 4, 8, 16, 32 & 64

NOTE: DGF-KB1000 and BioPASS do not require a license

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THE IP CAMERA/ENCODER IS NOT LISTED IN DIGIFORT DEVICE LIST, WHAT CAN I DO?

Please contact tech@optiviewusa.com in such circumstances.
We will evaluate your product and proceed accordingly.

I HAVE SOME QUESTIONS, WHO CAN I ASK?

You can always email tech@optiviewusa.com to get any assistance needed.

However, it is strongly suggested to browse our forum and ask questions on the forum.
http://www.digifortcommunity.com/

Additional Information on our web site.
http://www.OptiviewUSA.com

For sales related enquiries, you can call or email;
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SALES INFORMATION

To obtain marketing information, pricelists or for information on how we can work together (re-sell/distribute), please contact sales@optiviewusa.com