



Recommended configuration for WinCan8 installations on WINDOWS 7 / VISTA

The following operating systems are recommended for WinCan v8 installations
on a vehicle or on an office PC:



Windows Vista Business | Windows Vista Ultimate
Windows 7 Professional | Windows 7 Ultimate

ONLY 32 BIT VERSIONS

The following operation systems are **NOT** recommended for WinCan8 installations:



Windows Vista Home | Windows Vista Home Premium
Windows 7 Home Basic | Windows 7 Home Premium

If you plan a new WinCan v8 installation on a PC with Windows Vista or Windows7 and if you are not sure which operating system may be suitable for that purpose, please contact CD LAB AG by support@wincan.com.

Further recommendations:

If you purchase new hardware and Vista Home, Vista Home Premium, Windows7 Home Basic or Windows 7 Home Premium have already been preinstalled on your PC/Laptop, please try to get a Upgrade Key to upgrade on a recommended operating system version.

CD LAB AG does neither install nor upgrade an operating system; nor does CD LAB AG sell any computer hardware and operating system software.

CD LAB AG only installs WinCan 8 on the operating systems described above.

Details to hardware/software configuration are described in our corresponding documentation that can also be sent to you on request.

For WinCan v8 installations done by CD LAB AG please contact us in advance to fix the exact date and time.

For WinCan 8 installations done by third persons we strictly recommend to get this work done by certified computer specialists. Please get the recommendations from the support department of CD LAB AG **before** any installation of WinCan v8 done by third persons.

Hints and Recommendations

General recommendations

- Activate the system administrator account (*administrator*) and set a password.
- Run every WinCan 8 installation package as system administrator. A user account with local administrator rights does NOT satisfy.
- If the system administrator doesn't have any installation rights, the PC might be a part of a domain with user related restrictions. Contact your IT service to get the installation rights needed.
- All kind of hardware must be installed as system administrator
- All operating system updates and service packs must be downloaded and installed.
- Deactivate the UAC (User Account Control).
- Plug your hardlock key (dongle) into a free USB-port **after** the installation of WinCan 8 has been terminated
- The DPI value must be set to 96
- In case of any installation problem all the setup packages may be launched again selecting the REPAIR mode.
- RAID systems not recommendet (all RAID level, level RAID 0 + 1)



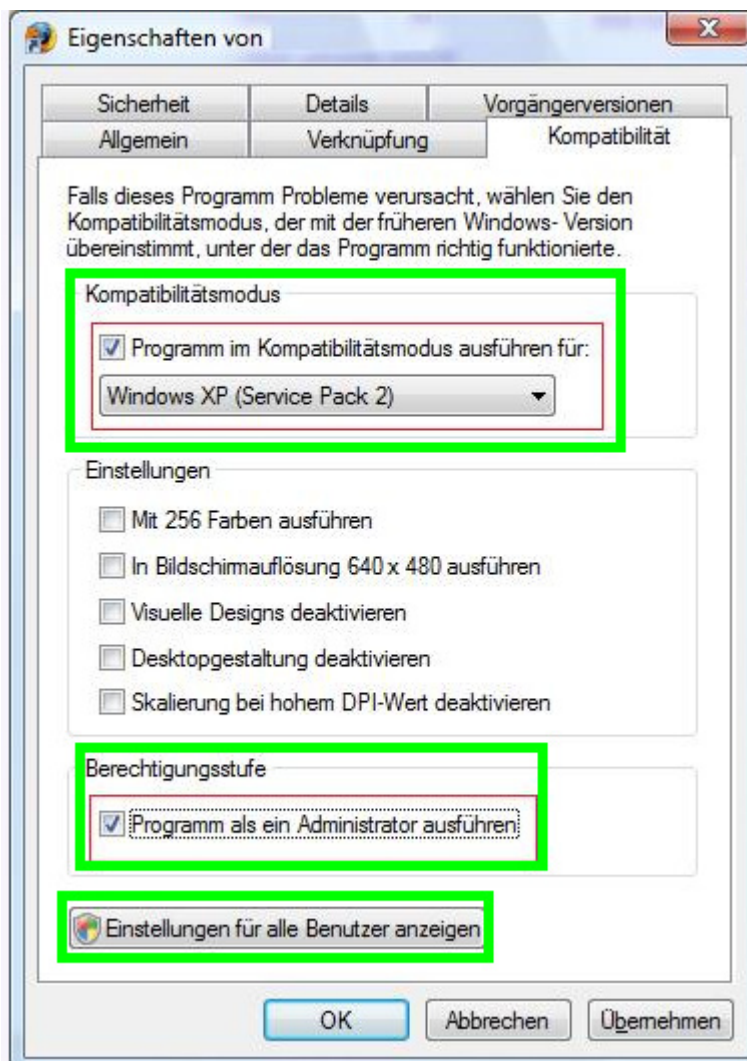
***Activation of the local administrator (system administrator)**

Documentation *WinCan8_System administration_EN*, pages 22-23

www.wincan.com/support/documentation.php (enter username and password)

Further recommendations for the installation of WinCan 8

- Deactivate all the power saving options of your harddrive and monitor when working with laptops
- Deactivate the screen saver especially when working with a MobileCap124 encoding unit connected to a laptop
- In a Windows VISTA or Windows 7 environment the setup packages of WinCan8 can optionally be launched either in the XP compatibility or in the administrator mode





Hints to problems when recording and displaying videos

Make always sure that you use the latest version of the driver software provided by the hardware manufacturers. The following components can have an influence on the recording/displaying quality of WinCan 8 Videos:

- Graphics card and corresponding drivers
- Video encoding card and corresponding drivers
- Preliminary installed software (NERO BURNING ROM, Pinnacle products, video software, DVD software, burning software as well as any kind of software installing additional video codecs).
- Test the quality of the LiveVideo signal as well as the functionality of the hardware always with the testing applications provided by the hardware manufacturer. These applications can be found in the folder C:\Program Files\WinCan8\Utils...
- If video problems in WinCan8 occur on a PC running with Vista or Windows7 and if you use an encoding device **other** than the VITEC board or MobileCap124 you must download the corresponding driver version from the Website of the manufacturerer.

Problems due to CODEC packs:

CDLAB AG products:

Using a VITEC encoding card or a MobileCap124 device didn't cause any video displaying problems, if no software products as mentioned before have been installed.

Commercial MPEG products (PCTV, Haupage and others).

These products install so called Codec packs for video/audio and therefore may cause problems when recording or displaying video files using the wrong Decoder/Encoder.

Recommendation:

If video problems in WinCan 8 on a PC with Vista or Windows7 occur, uninstall the above mentioned software or download the latest corresponding updates from the website of the producer and test again. A completely new installation of the codec packs may help too.

Indication:

Codec Packs are steadily developed. A codec pack used by the system may suddenly show certain incompatibilities with different hardware and software components.

Please contact your hardware/software reseller, if the MPEG-options (MPEG 1,2,4) used in WinCan v8 are fully supported.