

Good day,

Unfortunately, you are using the old version of the program, we are developing the product.
You need,

- remove the old version of the program and all its components.
- install new version of Vocord.VideoExpert 1.9:

Installation Procedure:

1. Install the licensing module: Vocord.SW.Key.msi

<ftp://ftp.vocord.ru/pub/Vocord.VideoExpert/1.9/Vocord.Key/SW/Vocord.SW.Key.msi>

2. Install the product: Vocord Videoexp 1.9

ftp://ftp.vocord.ru/pub/Vocord.VideoExpert/1.9/VideoExpert_installation/1.9.0.615/setup_Vocord.VideoExpert.exe

2.1. Install face recognition module:

ftp://ftp.vocord.ru/pub/Vocord.VideoExpert/1.9/Recognize_installation/1.09.0052/Vocord.Recognize.exe

Licensing:

3. Launch the KeyRegistrationManager application

4. Save key configuration and system information.

We need two files .sd, .exp, .txt

4.1. Send files to the email address: support@vocord.ru

4.2. Get the license file.

5. Launch the Vocord Videoexpert application

5.1. In the window that appears, click on "license management". The license server web interface will open.

5.2. Go to the license upload tab

5.3. Click the button to download the license file and download the file sent by the support file.

5.3.1 If you need to renew / change the license

- It is necessary to start the Video Expert application.
- Open the help menu - license
- Click on "license management"
- Go to the license upload tab
- Click on the save system information button
- Send the file to support@vocord.ru
- Download the updated license in the same way.

Instructions here:

ftp://ftp.vocord.ru/pub/Vocord.VideoExpert/1.9/Manuals/En/vocord_videoexpert-userguide-rev.1.9-en.pdf