DeltaPix Support

First some basic checks – maybe the problem is easy solved.

Our general trouble shooting list for freezing software or non-responding cameras is:

1. USB cable must be high quality, and as short as possible, not more than 2mtr. USB cable problems during time can show up as black images, non-responding cameras or other ways that not at first sight look like USB cable problems. Try another short good quality cable.

2. Do not connect the camera via an external USB hub.

3. Some computers build-in USB ports operate via an internal USB hub. Often, but not always, the ports on the front are using an internal USB hub. Try another port.

4. Some new computers try to save power by managing the power, powering down a USB port may cause the attached hardware to malfunction. See section 'Fix an Annoying Windows USB Power Problem' on how to avoid this.

5. Carefully avoid exposure to static electricity. Static discharge may cause the camera to freeze or malfunction.

6. Disable the internet connectivity. DeltaPix InSight may look for software updates, but your company security can block this, and cause the software to 'hang'. As a test, disable the internet connection on the computer (disable Wireless, or remove cable). The Internet connectivity can also be disabled within the InSight software.

7. The software will not run on a 'Guest' account – avoid this.

8. The USB plug of the camera may become 'loose' and unstable during time, especially on systems with frequent cable plug/unplug.

9. If the camera is a USB3 camera, try it on a USB2 port.

10. Is the camera a InvenioIII camera - like e.g. Invenio 5SIII or Invenio 6EIII , then check that the green LED is NOT blinking.

11. Check the communication to external devices. For serial COM port communication, the driver version is essential

We need the camera serial number and software version.

The minimum information we require to give support is a short description of the problem, the serial number of your camera, the version of the 'DeltaPix' InSight you are using, and the serial number of your (optional) dongle.

<u>Without this it is very difficult to support you.</u>

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## Please provide us the "About" information from your system.

To give the best possible support, please describe the problem detailed and precise.

We need some detailed system information.

Find the about information in the software by clicking on "File" →"System Maintenance" → "About…".

This will show information about your system including the software version, the camera serial number and your dongle capabilities.

Copy the text to the clip board – and e-mail to support@deltapix.dk
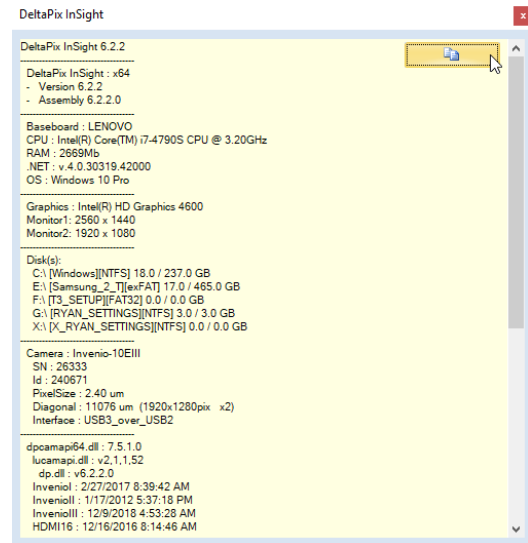
If possible, send us screen shots that shows the issue.

Use a screen capture program to capture the screen or part of the screen to an image. If the issue is the image taken by the camera, please provide the image in its original format.

If possible, reproduce issue to a log file

Reproduce the issue, while logging using the Windows "Steps Recorder". Then send us the logfile.

Learn more from this Microsoft link:

https://support.microsoft.com/en-us/help/22878/windows-10-record-steps

## WIN 11: How to Disable Core Protection:

Core isolation provides added protection against malware and other attacks by isolating computer processes from your operating system and device.

Some DeltaPix drivers are not ready for this feature and hence require Core Isolation to be disabled.
Follow these 3 steps:

Step 1: In the Search box, input **"device security"**, and press **Enter** key to open Windows Security.

Step 2: Once the window opens, please go to the **Device Security** tab, and on the next screen, click on **Core isolation details** under **Core isolation.**
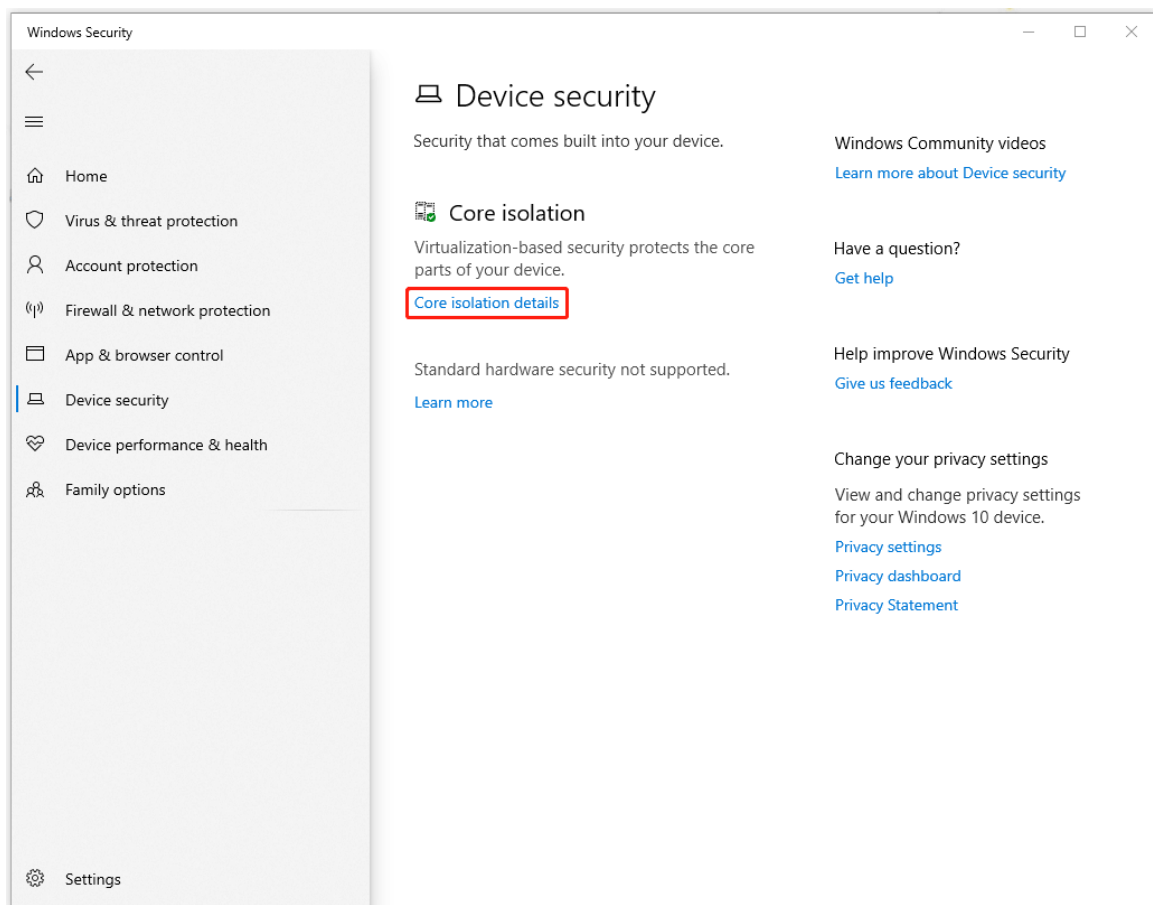
Step 3: Then under **Core isolation,** a toggle will show, and you can turn the toggle off to disable **Memory integrity.**

Windows Security

Home

Virus & threat protection

Account protection

Firewall & network protection

App & browser control

Device security

Device performance & health

Family options

⬚ Core isolation

Security features available on your device that use virtualization-based security.

Memory integrity

Prevents attacks from inserting malicious code into high-security processes.

Off

Learn more

Have a question?

Get help

Help improve Windows Security

Give us feedback

Change your privacy settings

View and change privacy settings for your Windows 10 device.

Privacy settings

Privacy dashboard

Privacy Statement

Settings