



For **The Record**



# Setup Guide

FTR Gold™ 7.6

Monitoring Suite

For  
Windows® 10 x32  
Windows® 10 x64  
Windows 11

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# INTRODUCTION

## Overview

FTR GOLD™ Monitoring Suite contains three (3) FTR products, each supporting a unique function within a digital recording management environment:

- **FTR Monitor™**: Remotely monitor and control courtroom recordings.
- **FTR Player™**: Play back recordings with independent control over audio/video channels.
- **FTR Manager™**: Manage and control recorded content, during and after the event.

For more information on using and configuring each product, refer to the user guides for the individual product. User guides are in PDF format and are available within each included FTR application.

# INSTALLATION

This section of the guide outlines the preparation and installation steps for FTR Gold Monitoring Suite. Read and follow each section in order to ensure that products are installed properly prior to use.

## Pre-requisites

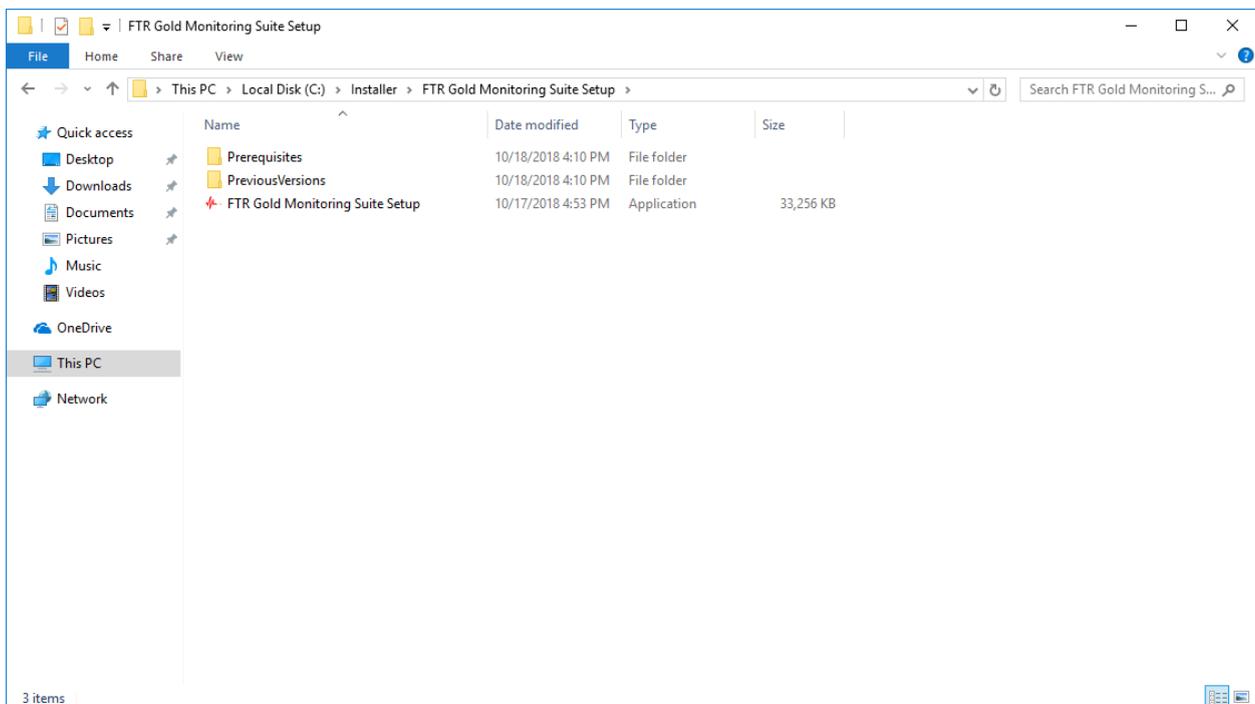
Before installing Monitoring Suite, please ensure that the following requirements have been met:

1. Windows PC running Windows 10 or Windows 11.
2. Standard soundcard installed and configured on the PC.
3. Video codec (x264vfw) provided in the installation folder is installed on the PC if video recording is used.
4. You are logged on to the PC with local Administrator rights, OR you can install applications 'As an administrator'. During installation, changes are made on the local file system, and in the Windows registry.

**NOTE:** If Monitoring Suite is going to be deployed on an Azure Virtual Machine, Standard D2s v3 (2 vcpus, 6G memory) or above is needed to support video streaming.

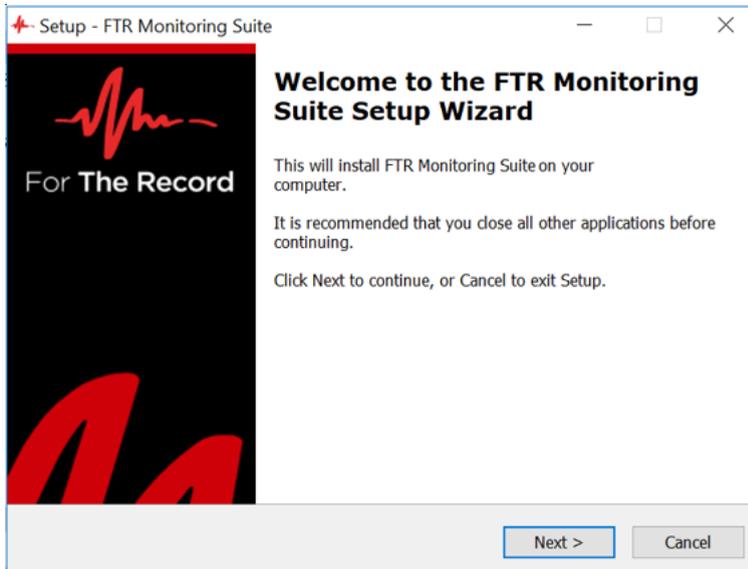
## Starting the Install Package

Using Windows Explorer, find and run the file *FTR Gold Monitoring Suite setup.exe*, which will be listed in the Monitoring Suite installation folder. The contents of that folder will appear as shown below.

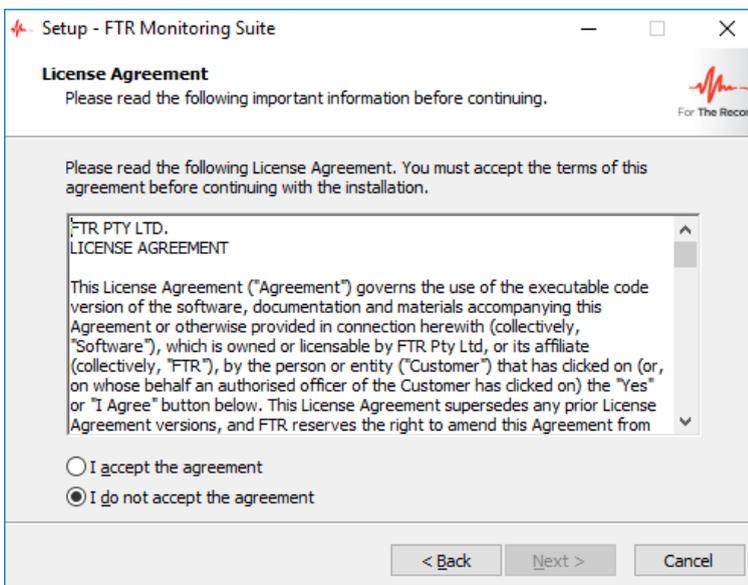


## Using the install wizard:

1. **Welcome page.** Be sure to read the important notes in the message box before continuing with installation.

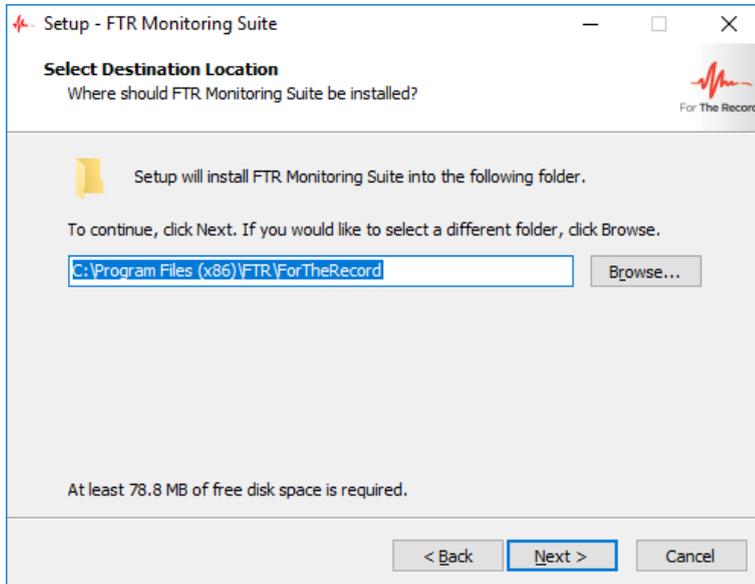


2. **Software License page.** Be sure to read the License Agreement before continuing with installation. Click **Accept** to continue with installation.

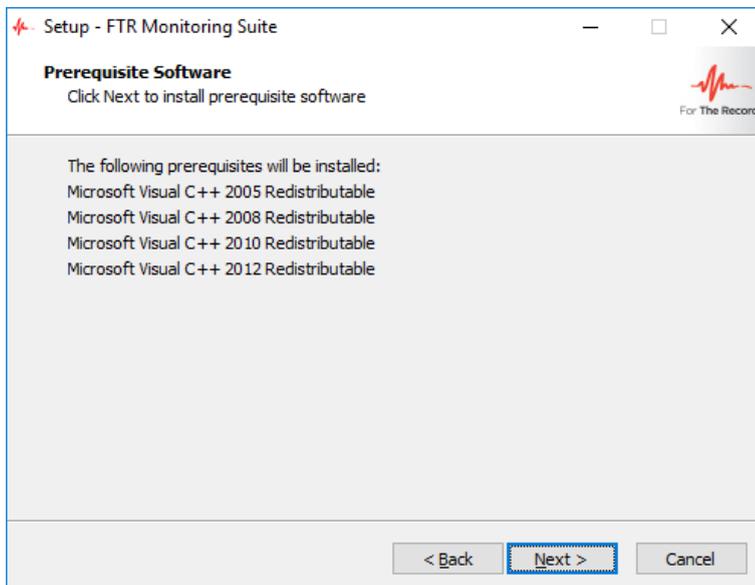




**Destination folder page.** Select the folder in which FTR Monitoring Suite will be installed. Click **Next** to continue installation.



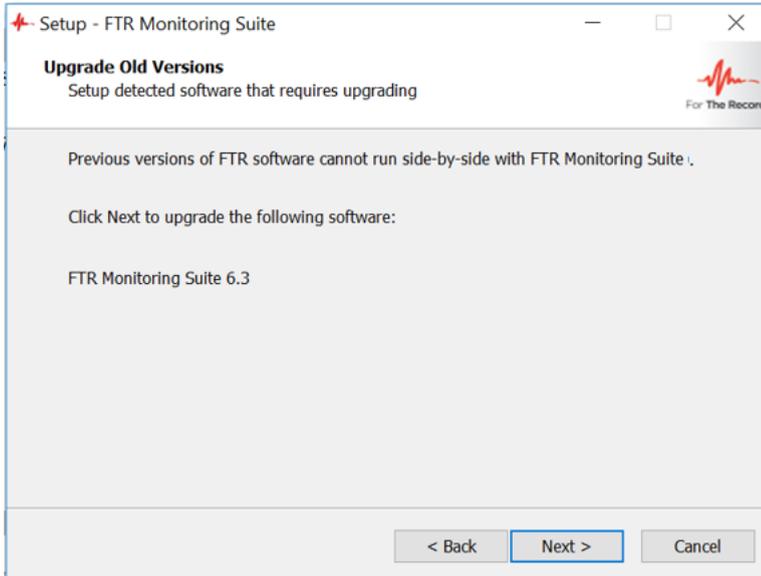
**Prerequisite Software page.** This page lists the prerequisites that will be installed. Click **Next** to continue the installation.





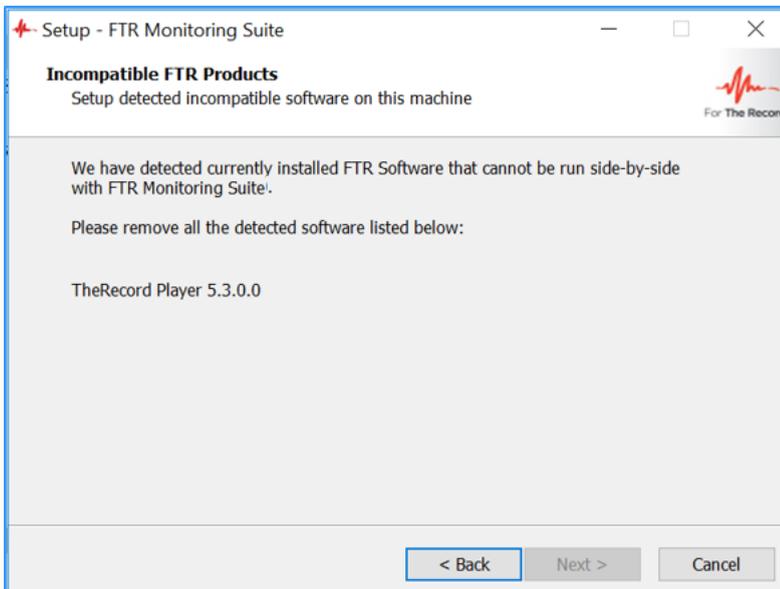
3. **Remove Previous Versions page.** FTR Gold Monitoring Suite 7.6 cannot be installed if other FTR software is currently installed.

Where the currently installed FTR software can be uninstalled during the installation process, a page of the following type will be displayed, for example



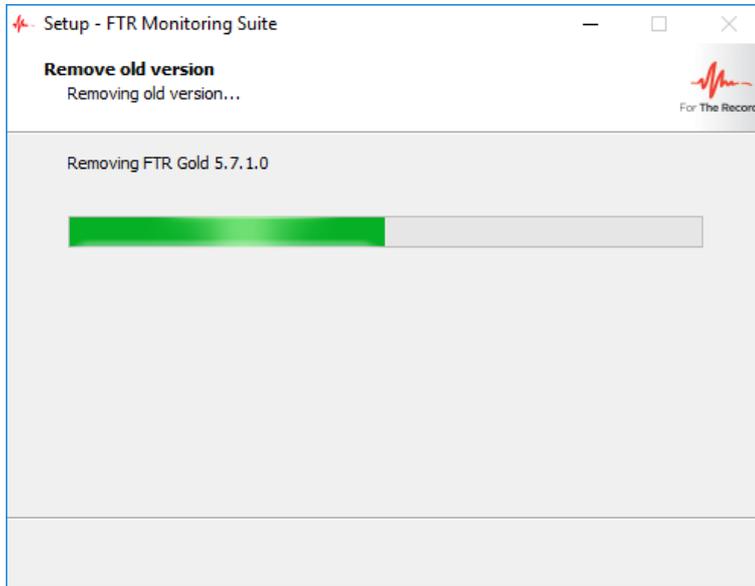
Click **Next** to remove the detected software.

If the details of the FTR software cannot be detected, the **Incompatible FTR Products page** will be displayed:

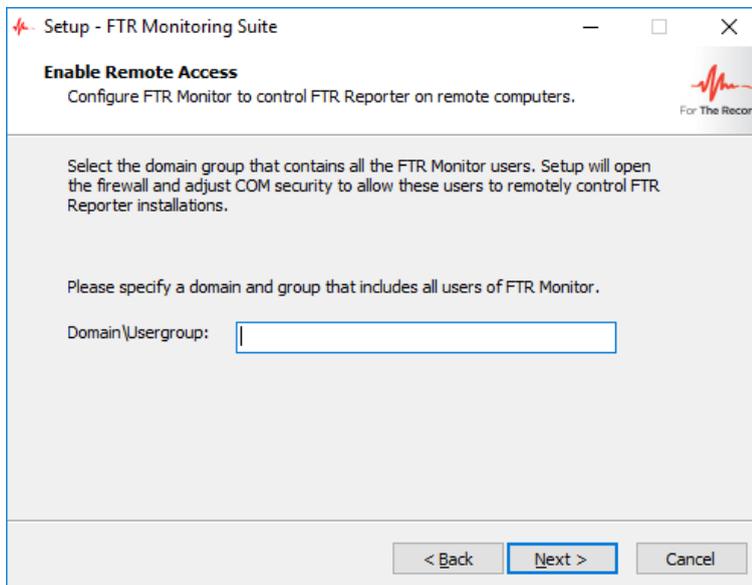




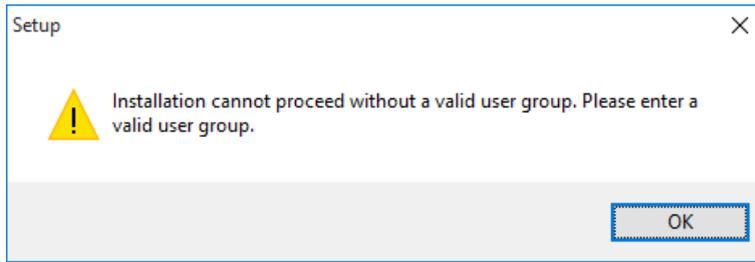
**Remove Old Version page.** If you have selected **Next** on the Remove Previous Versions page, the progress of the version removal will be shown on this page.



4. **Enable Remote Access page.** Remote Access is one of the primary functions for FTR Monitor—add a domain group that includes all monitoring team users. You must enter a group name on your domain before continuing.

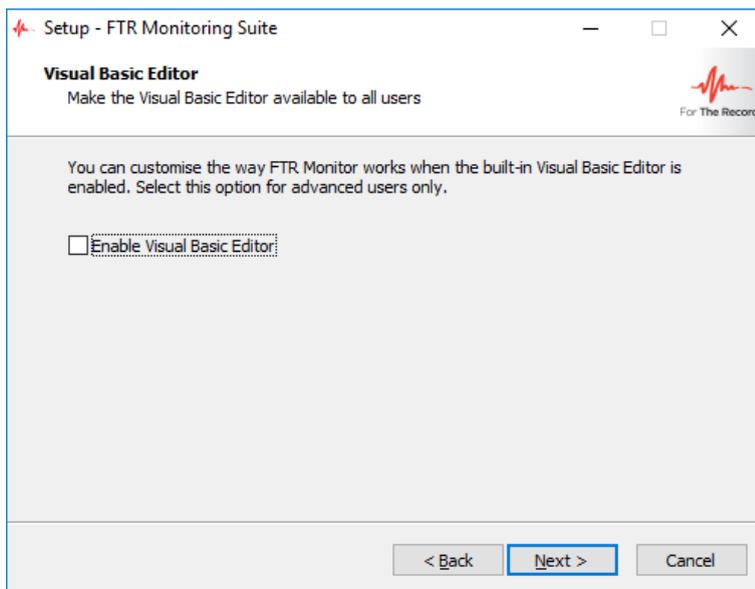


**NOTE:** If you add a domain or group that does not exist, or the group name cannot be validated, you will see an error message as shown below.



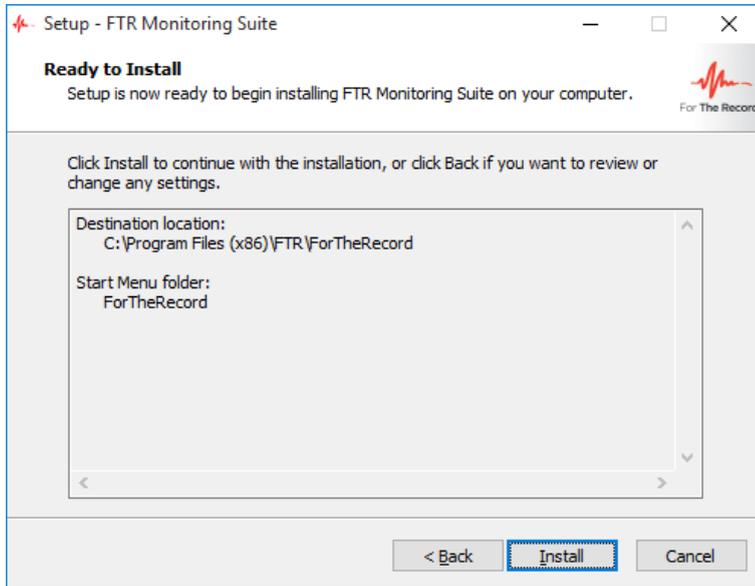
**IMPORTANT:** The name of the specified remote-access group is not important, however that group name must not change. If the group name or domain name is changed in future, you will need to reinstall Monitoring Suite for remote control functionality to work again.

5. **Visual Basic Editor page.** Disabled by default, VB Editor Components can be optionally installed with Monitoring Suite products. FTR products support VBA modules, enabling the creation of advanced functionality and changes to standard configuration (e.g. changing keyboard shortcuts).

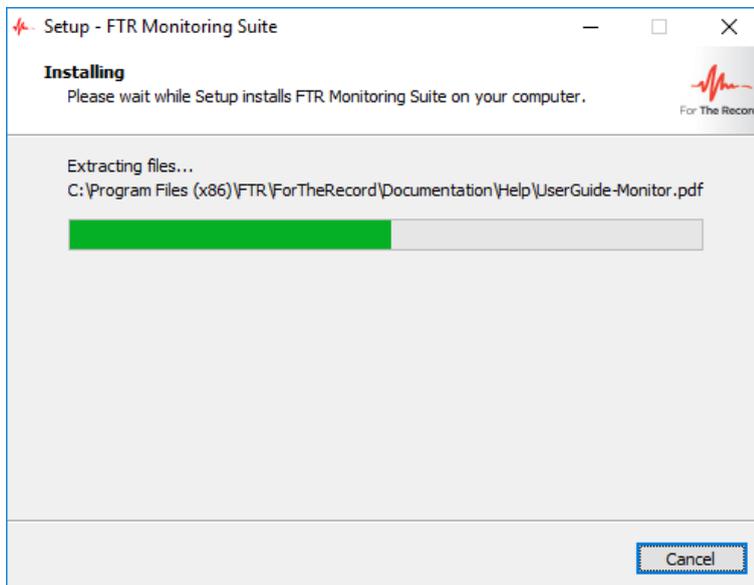




**Ready to Install** page. If you are satisfied with the settings, click **Install** to start the copying of the files.



**Installing** page. As files are copied and changed on your PC, a progress bar will appear and reappear several times while the software is being installed. The entire installation process should take between **1-3 minutes**.





6. **License Activation page.** Use this page to select your appropriate licensing option.

FTR Gold Monitoring Suite

### FTR Gold Monitoring Suite

14 days remaining before your trial expires.  
You are required to activate your license for ongoing use. Choose either:

- I would like to license this machine only.
- I have an FTR Site License.

Need more information? Contact us at - <https://www.fortherecord.com/contact/>

Choose the first option to license this machine only:

FTR Gold Monitoring Suite

### FTR Gold Monitoring Suite

11 days remaining before your trial expires.  
You are required to activate your license for ongoing use. Choose either:

- I would like to license this machine only.
  - Step 1. Register This Machine**  
If you have already received a license key for this machine, go to Step 2 to activate the license. Otherwise, enter the details below and press Register. A registration file will be generated to your desktop. Email it to [licensing@fortherecord.com](mailto:licensing@fortherecord.com), to obtain a license key for Step 2.
  - Sales Order Number
  - Contact Name
  - Contact Email
  -
- I have an FTR Site License.

- Step 2. Activate Machine License**  
Paste the license key that you received from FTR Support, and press Activate License.
- License Key
-



On completing Step 1, you will receive a registration file. Email it to [licensing@fortherecord.com](mailto:licensing@fortherecord.com) to receive your license key.

Use the license key to complete Step 2.

The screenshot shows the 'FTR Gold Monitoring Suite' window. At the top, it says '11 days remaining before your trial expires. You are required to activate your license for ongoing use. Choose either:'. Below this, there is a radio button selected for 'I would like to license this machine only.' The interface is divided into two main sections: 'Step 1. Register This Machine' and 'Step 2. Activate Machine License'. Step 1 includes a text box for 'Sales Order Number' (O-12345), 'Contact Name' (Aiden Smith), and 'Contact Email' (aiden.smith@smithlawyers.com), followed by a 'Register' button. A green message box below Step 1 states: 'Your registration file is on your desktop. Please send it as an email attachment to licensing@fortherecord.com. Open the file for further information.' Step 2 includes a 'License Key' text box and an 'Activate License' button.



Choose the second option if you have a site license

+ FTR Gold Monitoring Suite ×

## FTR Gold Monitoring Suite

11 days remaining before your trial expires.  
You are required to activate your license for ongoing use. Choose either:

I would like to license this machine only.

I have an FTR Site License.

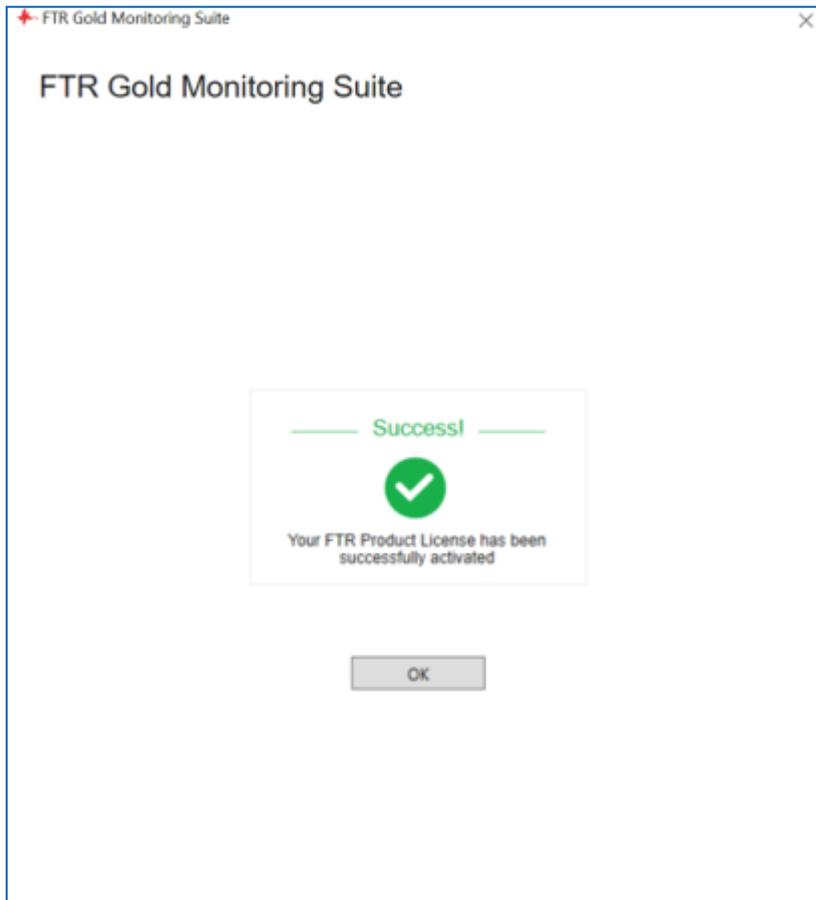
Activate Site License

Organization Name

License Key

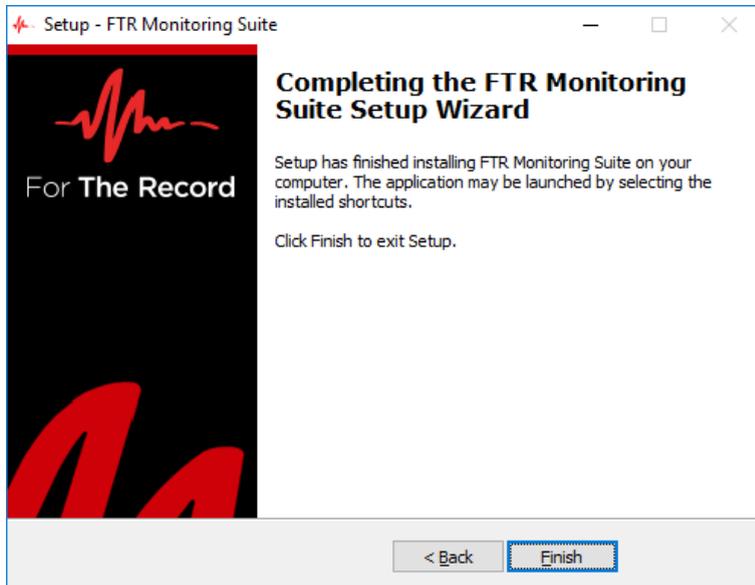
Need more information? Contact us at - <https://www.fortherecord.com/contact/>

When your license has been successfully activated:





7. **Installation is complete!** Select 'Yes I want to restart' then click **Finish** to restart your computer—you must restart your PC before using any Monitoring Suite products.



## Silent Installation

For enterprise-wide, large deployments, it may be useful to silently install the FTR Monitoring Suite. To silently install, run FTR Gold Monitoring Suite with /Silent or /VerySilent parameters from the command line.

- /Silent runs the installer and shows a progress bar indicating the status of installation process. It still doesn't need the user to interact with it.
- /VerySilent does everything in the background and you won't see anything (Except a short progress bar for Visual C++ Redistributables 2005).

**Note: Net 3.5 must be enabled prior to silent installation of the FTR Monitoring Suite.**

Other parameters that can be passed for silent installation:

Parameter (case insensitive)	Comment
/MonitorGroup="<Domain/Group setting>"	Set this to the Active Directory user group that you want to allow to remotely control recording.
/customer="<Customer Name>" /activation="<Activation Code>"	Set the Customer Name and Activation Code exactly as provided in your license email to activate the software. If this parameter does not exist, the FTR Gold trial version is installed. <b>Note: Applicable to site licenses only.</b>
/VBAEnabled	If this parameter exists, VBA editing is enabled (Note that you don't need to set it true or false, its existence means it's true).
EnableStreaming	Set it to 1 to enable streaming or 0 to disable it. It is disabled by default

### Example:

```
[Drive]:\Monitoring Suite Full Installer\FTR Gold Monitoring Suite.exe /VerySilent
/MonitorGroup="Domain\Group" /customer="Customer Name" /activation="Activation Code"
/VBAEnabled /EnableStreaming=1
```

## AFTER INSTALLATION

This section outlines the steps that follow installation of Monitoring Suite. Some sections will not be used immediately—we suggest keeping a copy of this document with the Monitoring PC as a reference.

### Configuring Save Destinations

The Destination functionality is switched off by default. If it is required, every save destination that is valid for the installation, must be listed in the Departments.xml file. For each destination, the destination name, abbreviation, retention period and network archive path must be included in the following format:

```
<departments>
  <department>
    <name>Default</name>
    <abbreviation>DEF</abbreviation>
    <retention_period></retention_period>
    <archive_path>\\localhost\shared\archive1\DEF\Public\Logsheets</archive_path>
  </department>
</departments>
```

Note: Reporter will stop archiving if the length of the final archive path which includes the retention/department folder structure and filename exceeds 265 characters. Individual parameters have the following limits: department name - 50 characters; department abbreviation - 5 characters; retention folder - 50 characters.

### Adding, removing, or changing a destination name

Changing the Departments.xml file requires changes to the Monitors which use it.

- On each Monitor machine, update the C:\FTRSettings\Departments.xml file to contain the destinations and their abbreviations.
- Add, remove, or rename destinations here as required.
- Restart Monitor.

Note: It is mandatory to set up the Network Archive Path in Departments.xml file if the Reporter has archiving to Network/Dual enabled. It is important that the Reporters have the same Departments.xml file as the Monitor if they are being monitored remotely.

## Changing the network archive folder (Reporter) and log sheet save location (Monitor)

- On each Reporter machine, change the network archive folder in the Department.txt file used by that reporter – refer Reporter setup guide for more information about this.
- On each Monitor machine, update the C:\FTRSettings\Departments.xml file, to contain the log sheet save location.
- Restart Monitor.

Note: Make sure the logged-in user has permissions to access the log sheet path.

## Adding, removing, or changing a primary or backup recorder association

On each Monitor machine, update the C:\FTRSettings\PrimaryBackupAssociations.txt file, to contain the updated map of primary recorders on each line, with each then followed by a tab and then the backup recorder machine/recorder id. E.g.:

<Primary Reporter machine><tab><Backup Reporter machine>.

Note: If the primary recorder is added to the Monitor using the machine name, then use Machine name in the PrimaryBackupAssociations.txt file. If the primary recorder is added to the Monitor using the IP address, then use IP address in the PrimaryBackupAssociations.txt file.

## Adding a new primary recorder to the My Recorders list in Monitor

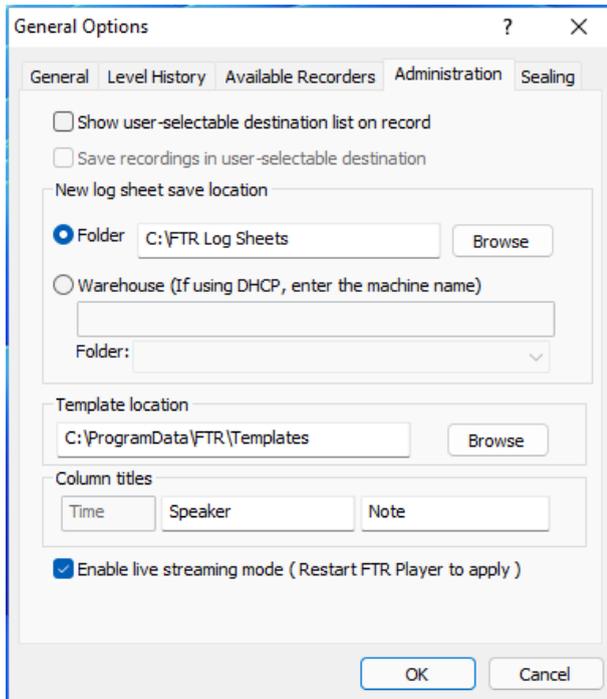
- Add the primary recorder to the My Recorders list.
- Add the associated backup recorder to the My Recorders list.
- Restart Monitor.

## Removing a primary recorder from the My Recorders list in Monitor

- Remove the backup recorder (that's associated with the primary recorder) from the My Recorders list.
- Remove the primary recorder from the My Recorders list.
- Restart Monitor.

## Enabling Live Streaming

The live streaming functionality is switched off by default. Live streaming mode is recommended for better playback performance if you have Monitor in a WAN or VDI environment. To enable the live streaming mode, go to the Administration tab and check **Enable live streaming mode** checkbox. Restart Player after switching to this mode.



## Opening Monitoring Suite Programs

There are two (2) ways to start any of the FTR programs that are included in FTR GOLD Monitoring Suite:

- From the Windows desktop, using program icons
- Using the Windows Start menu

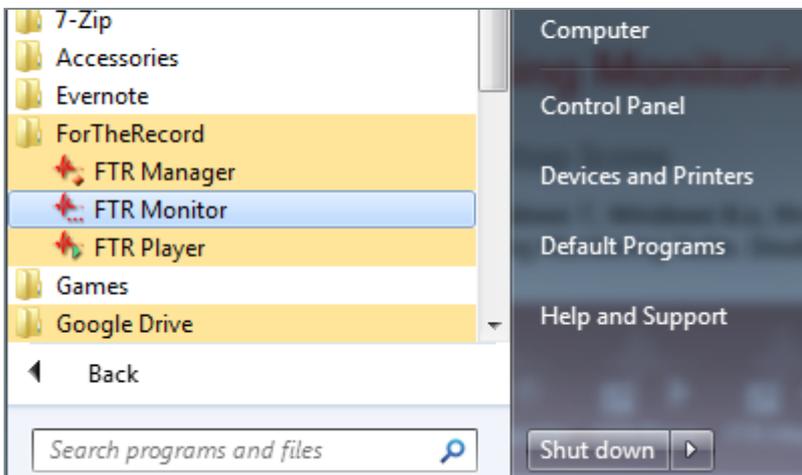
### Windows Desktop Icons

Three (3) program icons will be created on the Windows desktop after installing Monitoring Suite. Double-click any of these icons to open the program.



### Start Menu

The Monitoring Suite program shortcuts are placed automatically in your Windows Start menu, along with several other utility programs that accompany Monitoring Suite.



## Configuring Group Policy

### Installing Policy Templates

#### Windows 10 Machine Policy

1. Download the FTR Group Policy Template files from [here](#)
2. Copy FTR.admx to: C:\Windows\PolicyDefinitions
3. Copy FTR.adml to: C:\Windows\PolicyDefinitions\en-US
4. Start the Group Policy Object Editor as follows:
  - From the Start menu, select Run ...
  - Enter gpedit.msc
5. Expand User Configuration then Administrative Templates.
6. Expand FTR Components and make the required changes to policies in each of the four categories.

#### 2008 and up Domain Policy

To use these templates in your 2008 Server Domain policy you will need to put them in the domain policies folder.

1. Download the FTR Group Policy Template files from [here](#).
2. Copy FTR.admx to: C:\Windows\SYSVOL\domain\Policies\PolicyDefinitions
3. Copy FTR.adml to: C:\Windows\SYSVOL\domain\Policies\PolicyDefinitions\en-US
4. Start the Group Policy Management Editor as follows:
  - From the Start menu, select Run ...
  - Enter gpnc.msc
5. Right click the Group Policy you want to adjust and click Edit.
6. Expand User Configuration, Policies then Administrative Templates.
7. Expand FTR Components and make the required changes to policies in each of the four categories.

### Policies

#### 1. Access Category

These policy settings control user access to recordings and log sheets.

Available settings are:

**Can open recording files** - Applies to FTR Player.

When this setting is disabled, users are prevented from opening recordings using the Open button.

**Note:** Users can still open recordings by clicking timestamps in log sheets.

**Can open log sheets** - Applies to FTR Reporter, FTR Log Notes and FTR Monitor.

When disabled, users are prevented from opening log sheets.

**Note:** Users can still search for log sheets, but they will not be able to open them from the Search dialog box. To prevent searching, disable the "Can search for log sheets" setting.

**Can search for log sheets** - Applies to FTR Reporter, FTR Log Notes and FTR Monitor.

When disabled, users are prevented from using the Search command to locate and open log sheets.

**Note:** Log sheets can still be opened using the File Open command, the Open Most Recent button or by double-clicking a log sheet file. To prevent users from opening log sheets, disable the "Can open log sheets" setting.

## 2. Creation Category

These policy settings control the ability to create recordings and to create and/or edit log sheets.

**Can change recording label** - Applies to FTR Reporter.

When disabled, users are prevented from changing the label in the Location Name tab of Recording Options.

**Note 1:** Disabling this user-setting overrides the local machine setting that is specified in the setup program when users are permitted to change the location name.

**Note 2:** If users are prevented from changing the location name in the setup program, this user-setting has no affect - regardless of the value.

**Can start and stop recording** - Applies to FTR Reporter and FTR Monitor.

When disabled, users are prevented from starting or stopping a recording.

**Note:** Users can open log sheets and play existing recordings if the appropriate group policy settings are enabled in the Access category of FTR Components.

**Can create log sheets** - Applies to FTR Reporter, FTR Log Notes and FTR Monitor.

When disabled, users are prevented from creating a new log sheet.

**Note:** Users can open and edit existing log sheets if the "Can open log sheets" and "Can edit log sheets" settings are enabled.

**Can edit log sheets** - Applies to FTR Reporter, FTR Log Notes and FTR Monitor.

When disabled, users are prevented from switching a read-only log sheet to edit mode.

**Note:** This setting is typically disabled when the "Can create log sheets" setting is disabled.

## 3. Management Category

These policy settings control which content management tools are available to users.

**Can save recordings from Player** - Applies to FTR Player.

When disabled, users are prevented from saving a copy of the current recording range to another location.

**Note:** Users can save a copy using the Export Panel in TheRecord Manager - if the "Can save content from Manager" setting is enabled or not configured.

**Can save content from Manager** - Applies to FTR Manager.

When disabled, users are prevented from using the Save a Copy task in the Export Panel.

**Note:** The remaining Export panel tasks can be used if the relevant settings are enabled or not configured.

**Can encrypt** - *Applies to FTR Manager.*

When disabled, users are prevented from using the Encrypt a Copy task in the Export Panel.

**Note:** The remaining Export panel tasks can be used if the relevant settings are enabled or not configured.

**Can decrypt** - *Applies to FTR Manager.*

When disabled, users are prevented from using the Decrypt task in the Import Panel.

**Note:** The remaining Import panel tasks can be used if the relevant settings are enabled or not configured.

**Can reformat** - *Applies to FTR Manager.*

When disabled, users are prevented from using the following tasks in the Export Panel:

- Reformat
- Convert Tagged Recordings
- Make an Audio CD
- Make a DVD

**Note:** The remaining Export panel tasks can be used if the relevant settings are enabled or not configured.

**Can migrate** - *Applies to FTR Manager.*

When disabled, users are prevented from using the Migrate task in the Export Panel.

**Note:** The remaining Export panel tasks can be used if the relevant settings are enabled or not configured.

**Can seal** - *Applies to FTR Manager.*

When disabled, users are prevented from sealing recordings and log sheets from the Seal/Unseal Panel.

**Note:** Recordings and log sheets can be unsealed if "Can unseal" setting is enabled or not configured.

**Can unseal** - *Applies to FTR Manager.*

When disabled, users are prevented from unsealing recordings and log sheets from the Seal/Unseal Panel.

**Note:** Recordings and log sheets can be sealed if "Can seal" setting is enabled or not configured.

**Can ingest** - *Applies to FTR Manager.*

When disabled, users are prevented from using the Ingest task in the Import Panel.

**Note:** The remaining Import panel tasks can be used if the relevant settings are enabled or not Configured.

**Can restore** - *Applies to FTR Manager.*

When disabled, users are prevented from using the Restore task in the Import Panel.

**Note:** The remaining Import panel tasks can be used if the relevant settings are enabled or not configured.

#### **4. Administration Category**

These policy settings control which program administration tasks are available to users.

**Can manage search folders in FTR Gold** - *Applies to FTR Reporter, FTR Log Notes and FTR Monitor.*

When disabled, users are prevented from making changes to the list of available search folders.

**Note:** The Manage Search Folders dialog box can be opened but no changes can be made.

**Can manage search folders in TheRecord Player** - *Applies to FTR Player.*

When disabled, users are prevented from making changes to the list of available search folders.

**Note:** The Manage Search Folders dialog box can be opened but no changes can be made.

**Can manage search folders in TheRecord Manager** - *Applies to FTR Manager.*

When disabled, users are prevented from making changes to the list of available search folders.

**Note:** The Manage Search Folders dialog box can be opened but no changes can be made.

**Can edit VBA programs** - *Applies to FTR Reporter, FTR Log Notes and FTR Monitor.*

When disabled, users are prevented from accessing the VBA programming tools to customise the way the program works.

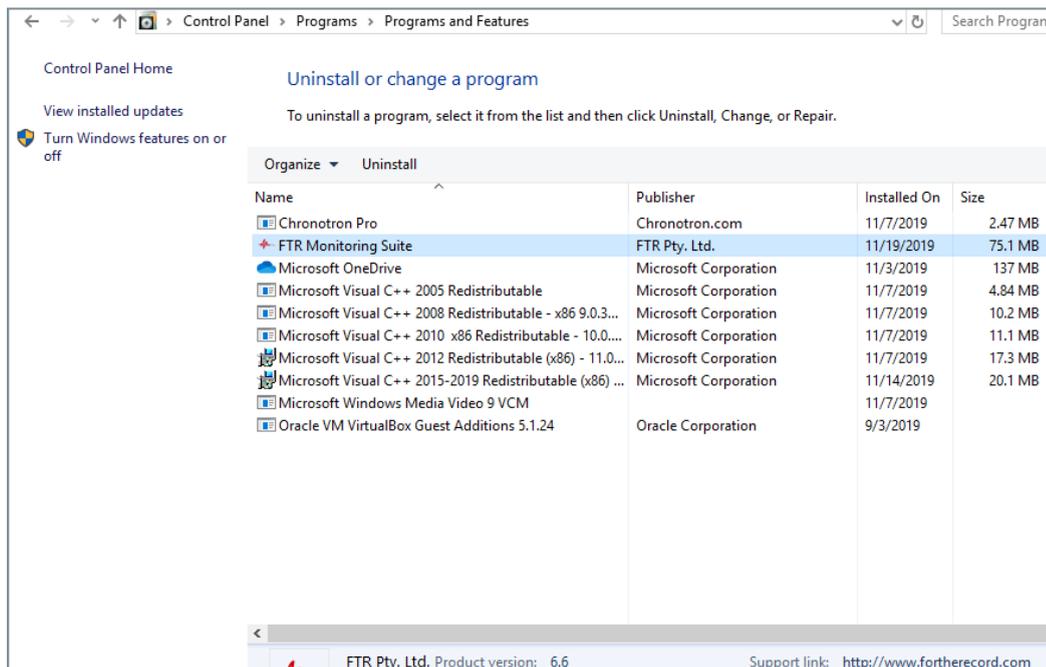
Note: If the Monitor is installed on a VDI, then add a DWORD registry key called "VideoRenderer" to the following path  
Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\FTR\Player\Content Player  
and set it to 2. This can also be applied through group policy.

## Uninstalling

If Monitoring Suite must be removed from a PC, or if you upgrade to a new version of Monitoring Suite, you must uninstall the software.

### To uninstall Monitoring Suite:

1. Open Windows **Program & Features** tool (from the Windows Control Panel).
2. Find and select the program listing for *FTR Gold 7.6 – Monitoring Suite*, as shown below.



3. Click **Uninstall/Change** on the button menu, as shown above. Alternatively, <right-click> the listed item and select 'Uninstall'.

**NOTE:** All three (3) products will be uninstalled when you remove FTR Gold Monitoring Suite. Individual products cannot be separately uninstalled.

If you have removed FTR Gold Monitoring Suite, but still require **FTR Player** for recording playback, you must separately download and install FTR Player—browse to the FTR website at [www.fortherecord.com](http://www.fortherecord.com) to obtain FTR Player.

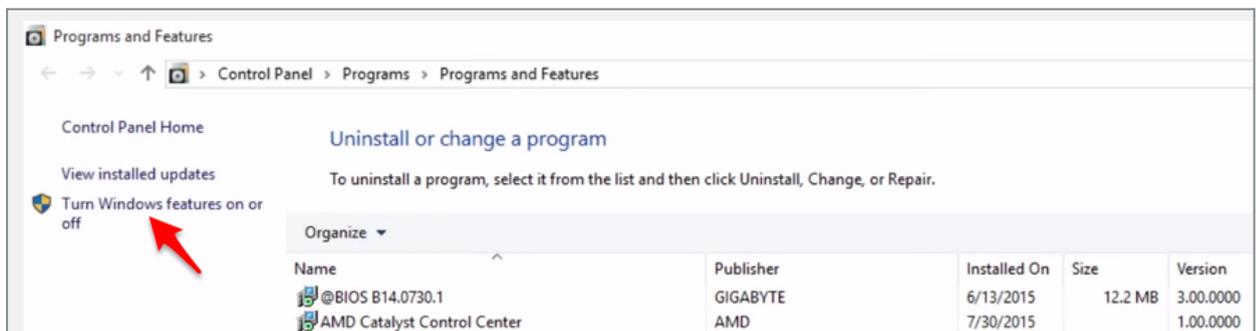
## APPENDIX A - Enable .NET on Windows 10

The .NET Framework provides common functionality for Windows applications to run as designed. FTR Gold products use **.NET Framework 3.5**—however this version of .NET Framework is not automatically installed with Windows 10 and must be separately enabled in order to run FTR Gold applications.

### To Enable .NET using Control Panel:

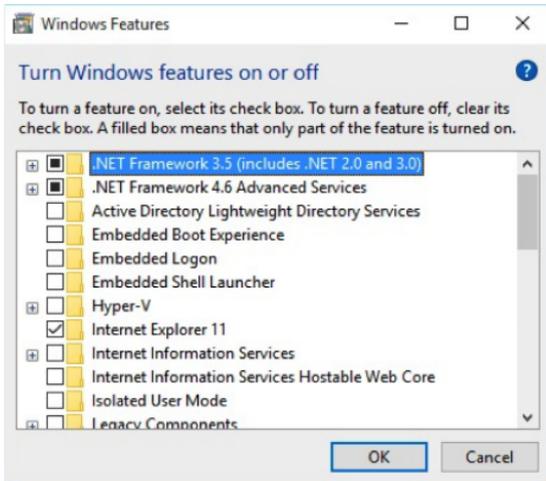
**NOTE:** Installing .NET Framework 3.5 using this method requires an internet connection. At time of writing, Microsoft has not released a downloadable installer for .NET Framework 3.5 for Windows 10—you will need to use the procedure below.

1. Press the Windows key  and use the search bar to find and open **Control Panel**.
2. Once Control Panel is open, find and click **Programs and Features**.
3. Click on the link **Turn Windows features on or off** as shown below.





4. Tick the checkbox beside **.NET Framework 3.5**, as shown below. Click **OK**.



5. If asked, click **Yes** to confirm the installation, and follow the on-screen instructions. Restart your computer if prompted.