



About This Note

Note Details	
Release Date	7 February 2013
Note Release	1.0
TRVR Release	4.60
Applies To	Remote Manager v1.60
Content	This support note explains how to install and run Remote Manager
	v1.60 on a Windows 7 32bit and 64bit system. However, the content
	is also applicable to Windows 8 32bit and 64bit systems.

Support Details	
Online Forum	http://www.totalrecallvr.com/forums/
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Telephone	+61 2 8065 0966
Support Hours	7:00am to 7:00pm Australian Eastern Standard Time

Remote Manager v1.60 Installation

Remote Manager 1.60 was designed to run on Win 2000 and Win XP systems. However, lately a number of customers are attempting to run the application on Win 7 32bit and 64 bit systems. In both cases the application does not run.

This note shows the necessary steps to enable Remote Manager v1.60 to run on Win 7 32bit and 64bit systems.

NOTE: We have not tested Remote Manager v1.60 on Win 7 and we do not have plans to do so. All official support for Remote Manager v1.60 ceased on the 1st of December 2012. *You agree to perform the steps in this procedure at your own risk.*

All steps were performed on a Win 7 machine by a user with Administrator security level and UAC disabled.

Step 1: Installation

Install Remote Manager by following the standard installation procedure. Please make a note of the installation directory. By default the installation directory is:

- "C:\Program Files (x86)\TR Remote Manager" on Win 7 64bit systems
- "C:\Program Files\TR Remote Manager" on Win 7 32bit systems

DO NOT run Remote Manager.

If you run Remote Manager at the end of the installation, or after the installation and before completing the rest of the steps, then make sure to 'terminate' it using the Windows Task Manager. The subsequent screen capture shows the name of the executable that you need to 'terminate' using the **End Process Tree** option on the context menu.

Search Start Manager		1	1	A TYT	
File Options View Help					
Applications Processes Services Performa	nce Networking	Users			
Image Name	User Name	CPU	Memory (P	Description	•
hpwuschd2.exe *32	emil	00	852 K	hpwuSchd Application	
IAStorDataMgrSvc.exe *32	SYSTEM	00	7,232 K	IAStorDataSvc	
IAStorIcon.exe *32	emil	00	7,888 K	IAStorIcon	
javaw.exe *32	Open File Loc	ation	,224 K	Java(TM) 2 Platform Standard Edition binary	
Kies.exe *32			,952 K	Kies	
KiesPDLR.exe *32	End Process		,004 K	KiesPDLR	-
Kiesi rayAgent.exe *32	End Process T	ree	192 K	Kies I rayAgent Application	-
Locator.exe	Debug		600 K	Rpc Local of	
Ismere	UAC Virtualiza	ation	848 K	Local Session Manager Service	
LSSrvc.exe *32	Create Dump	reate Dump File		LightScribe Service	
mmc.exe			072 K	Microsoft Management Console	
MOM.exe	Set Priority		820 K	Catalyst Control Center: Monitoring program	
MsMpEng.exe	Set Affinity		,888 K	Antimalware Service Executable	
msseces.exe	Properties		,004 K	Microsoft Security Client User Interface	
NisSrv.exe	Go to Service	(c)	,548 K	Microsoft Network Realtime Inspection Service	-
	00 10 5011100	(3)	DE6 1/	Notonad LL La free (CNU) course code editor	
Show processes from all users					End Process
L					
Processes: 112 CPU Usage: 3%	Physical Me	mory: 4	10%		

Step 2: 32bit JRE installation

If you do not have a 32bit version of the Java Runtime Environment (JRE) on your system already, please install it. We used JRE 1.7.0_11 on our system.

If you are running Win 7 32bit, then by default the JRE will install under the "C:\Program Files\Java\jre7" folder.

If you are running Win 7 64bit, then the default folder is "C:\Program Files (x86)\Java\jre7". Note that on Win 7 64bit system you may also have a 64bit JRE installed. The default folder for the 64bit JRE is "C:\Program Files\Java\jre7".

Step 3: Prepare the Remote Manager executable Navigate to the folder where you installed Remote Manager.

🕞 🕣 – 📙 🔸 Computer 🔸 OS (C:) 🔸 Program Files (x86) 🔸 TR Remote Manager 🔸 🚽 😽 Search TR Remote Manager 🔎					
Organize 🔻 🖻 Open Burn Ne	ew folder		8==	- 🔳 🌘)
▲ ★ Favorites	Name	Date modified	Туре	Size	-
E Desktop	💿 profileDir.bat	5/05/2004 3:21 PM	Windows Batch File	1 KB	
🐌 Downloads	readme.txt	28/04/2004 5:00 PM	Text Document	1 KB	
laces	RemoteAccessDLL.dll	30/09/2004 5:28 PM	Application extens	92 KB	
	RemoteManager.exe	18/11/2004 7:18 A	Application	312 KB	
▲ 闩 Libraries	RemoteReplay.exe	2/06/2004 10:22 A	Application	48 KB	
Documents	removeEmptyDirs.sh.bat	28/04/2004 5:00 PM	Windows Batch File	0 KB	
🛚 🕹 Music	RODClientModel.properties	7/06/2005 8:27 AM	PROPERTIES File	1 KB	
> Sectores	🔊 runRegistry.bat	28/04/2004 5:00 PM	Windows Batch File	1 KB	
> label{eq:stable} & label{eq	🔍 runRemoteManager.bat	10/01/2006 3:14 PM	Windows Batch File	1 KB	
D 📕 Videos	🔊 runRemoteManagerDB.bat	7/02/2013 1:34 PM	Windows Batch File	1 KB	Ξ
	🗟 runRODDB.bat	7/06/2005 8:21 AM	Windows Batch File	1 KB	
🔺 💐 Computer	runtests	28/04/2004 5:00 PM	File	1 KB	
> 👟 OS (C:)	SendMailDLL.dll	2/06/2004 7:43 PM	Application extens	36 KB	
DVD RW Drive (D:) 070809_1536	setup.properties	7/02/2013 1:13 PM	PROPERTIES File	1 KB	
D and BACKUP (E:)	setup.properties.bak	8/09/2004 10:39 A	BAK File	1 KB	-
management (1) filestere in prolanser 🔻 🖒 III					
RemoteManager.exe Date modified: 18/11/2004 7:18 AM Date created: 7/02/2013 1:12 PM Application Size: 312 KB Date created: 7/02/2013 1:12 PM					

Right-click on RemoteManager.exe and then select **Properties** from the context menu. Then configure the compatibility mode as shown on the subsequent screen capture.

RemoteManager.exe Properties					
General Compatibility Security Details Previous Versions					
If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version.					
Help me choose the settings					
Compatibility mode					
Run this program in compatibility mode for					
Windows 2000 🔻					
Setting					
Settings					
Run in 256 colors					
Run in 640 x 480 screen resolution					
✓ Disable visual themes					
Disable desktop composition					
Disable display scaling on high DPI settings					
Privilege Level					
Run this program as an administrator					
Objects of Winter for all water					
Change settings for all users					
OK Cancel Apply					

Locate the launcher.cfg file in the same directory.

Organize 🔻 📄 Open 🛛 Burn	New	folder				• 🔲 (
☆ Favorites	•	Name	A	Date modified	Туре	Size
Nesktop		lametritonus.dll		24/04/2001 10:27	Application extens	56 KB
🔰 Downloads		launcher.cfg		7/02/2013 1:41 PM	CFG File	1 KB
laces Recent Places		License.txt	Type: CFG File	07 8:38 A	Text Document	4 KB
		Iines.exe	Size: 395 bytes	04 5:00 PM	Application	168 KB
🎇 Libraries		load_4ch.txt	Date modified: 7/02/20	13 1:41 PM 04 5:00 PM	Text Document	1 KB
Documents	=	load_8ch.txt		28/04/2004 5:00 PM	Text Document	1 KB
🕹 Music		log.properties		7/02/2013 1:45 PM	PROPERTIES File	1 KB
loctures		🔍 profileDir.bat		5/05/2004 3:21 PM	Windows Batch File	1 KB
less Subversion		📄 readme.txt		28/04/2004 5:00 PM	Text Document	1 KB
Juleos		RemoteAccessE	LL.dll	30/09/2004 5:28 PM	Application extens	92 KB
		🎇 RemoteManage	r.exe	18/11/2004 7:18 A	Application	312 KB
💐 Computer		🎆 RemoteReplay.	exe	2/06/2004 10:22 A	Application	48 KB
🧶 OS (C:)		🔍 removeEmptyD	irs.sh.bat	28/04/2004 5:00 PM	Windows Batch File	0 KB
뤻 DVD RW Drive (D:) 070809_1536		RODClientMode	el.properties	7/06/2005 8:27 AM	PROPERTIES File	1 KB
I BACKUP (E:)		🔍 runRegistry.bat		28/04/2004 5:00 PM	Windows Batch File	1 KB

Open it to edit with your favourite text editor and change the 2nd line from:

- 1. C:\Program Files (x86)\TR Remote Manager
- 2. "jre\bin\java"
- 3. -classpath ...

to the path of the 32bit JRE java executable. For example on a Win 7 64bit system:

- 1. C:\Program Files (x86)\TR Remote Manager
- 2. "C:\Program Files (x86)\Java\jre7\bin\java"
- 3. -classpath ...

Or, on a Win 7 32bit system:

- 1. C:\Program Files (x86)\TR Remote Manager
- 2. "C:\Program Files\Java\jre7\bin\java"
- 3. -classpath ...

Then save the file.

Step 4: Run Remote Manager Start Remote Manager.

If you get a security alert from Windows Firewall, or the 3rd party firewall software on your machine, then make sure to allow access.

Windows Secu	rity Alert	10 Barriel 1	X
Windo progr	ows Firewa am	III has blocked some features of this	
Windows Firewall	has blocked sor	ne features of Java(TM) 2 Platform Standard Edition binary	
	Name:	Java(TM) 2 Platform Standard Edition binary	
	Publisher:	Sun Microsystems, Inc.	
	Pat <u>h</u> :	C:\program files (x86)\tr remote manager\jre\bin \javaw.exe	
Allow Java(TM) 2	Platform Standa	rd Edition binary to communicate on these	
Private netv	vorks, such as r	ny home or work network	
Public netwo because the	orks, such as th se networks of of allowing a p	ose in airports and coffee shops (not recommended ten have little or no security)	
		<u>A</u> llow access Can	cel

Remote Manager should start on your Win 7 system.

🛓 Total Recall Remote Manager	
File Help	
1, 🔿 🐧 🍫 🗟 🧇	February 7, 2013 2:14:26 PM
Monitor Playback calls TR Configuration	Event Log
TR Mgr - emil →ts DVD/CD Drives →ts Local Folders →ts Total Recalls	Search For Calls
	• TR time C Mgr time Channel Date from: • T
	Time to : O Call Direction Search Now
m [®] Sort by Date <u>•</u> Sort by Channel Modify Local Folders →E Local folders	Date(TR) Time(TR) Length Number Direction Channel Notes Record

DISCLAIMER:

We do not guarantee the correct operation of Remote Manager under Windows Vista, Windows 7 and Windows 8. If you run the software on a machine with Windows Vista, Windows 7 or Windows 8, then you do so at your own risk.