Hardware Registration - Instructions

Hardware Registration

Some device types, e.g. a selection of camera models, need an individual registration in DaVis 8.
Devices purchases by LaVision are already registered, but devices purchased from 3rd party vendors may not.

I have my camera/device from LaVision – why must I register now?

Devices purchased with DaVis 7 or before DaVis 8.0.8 may not be included in the database.
We are sorry for the inconvenience, but you are kindly asked to go through the registration process. Registering devices purchased from LaVision is free of charge.

Where can I get more information or assistance?

Send your question regarding Hardware Registrations to register@lavision.de.
Please also refer to the documents you find in the Download section of our web site.

What happens during the Registration?

During the registration process, the serial number (or a similar unique identifier) of the device will be stored in a database, so that all future DaVis versions will recognize the registered device.

Once you decide to register a 3rd party component, you will select the corresponding compatible LaVision hardware in the DaVis 8 hardware setup. After that, DaVis recognizes your hardware as a new unregistered device and a Registration Dialogue will pop-up.
You will be asked to generate a Registration File and send it to register@lavision.de. Our sales will then inform you about possible technical preparations (upgrades, if necessary) and offers you the Hardware Registration. After successful order, you will get a Registration File sent back to you which allows registering your device to DaVis.
LaVision will store your device in all future DaVis version, so that you are free to upgrade at any time.

How do I register?

Please follow the Step-by-Step procedure on the next pages.

Step-by-Step Procedure

1. Select your device

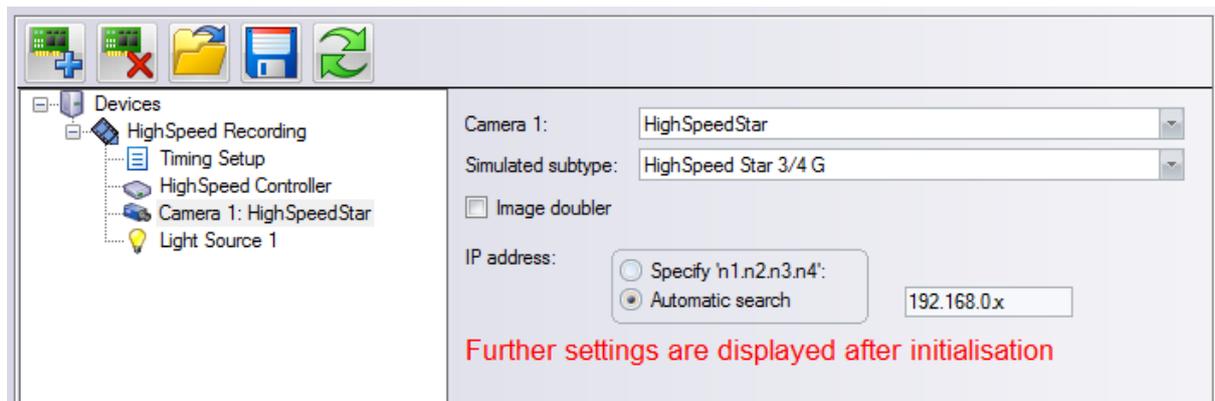Start DaVis, go to the Hardware Setup, and select the device.

Fig. 1: Select your device.

Once you **initialize** the hardware or restart DaVis, the Registration Dialogue will show up.

2. Registration Dialogue

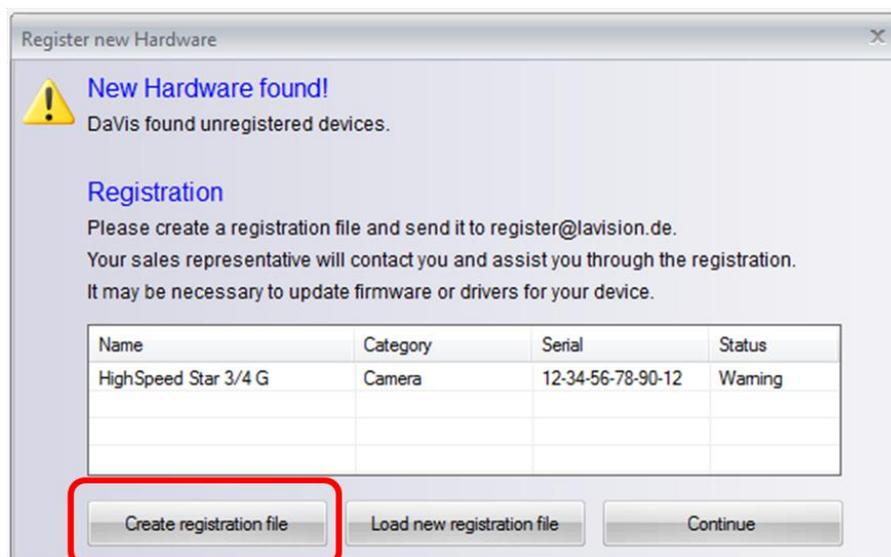When DaVis identifies an unregistered device, the Registration Dialogue will show up.


Fig. 2: Registration Dialogue

The list shows the identified devices and their serial numbers. Click on "**Create registration file**".
Status means:

Warning	You can proceed operating the device, but the Registration Dialogue will show up any time DaVis starts. You are kindly requested to register the device anyway. In future DaVis version it will be disabled otherwise.
Disabled	The device won't work until you register it.

3. Create the Registration File

Click on "**Save Registration File**". This stores the file to the DaVis\Service-Folder.
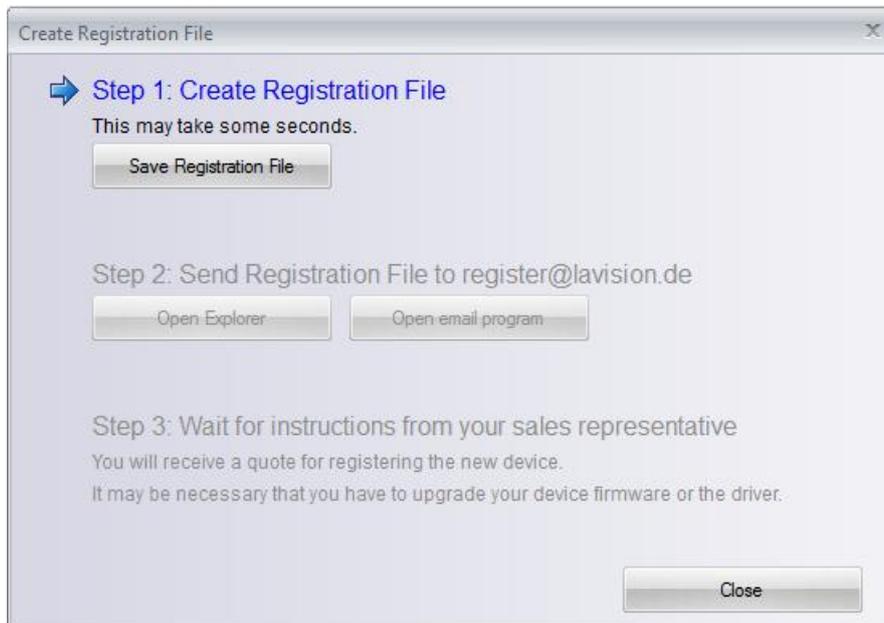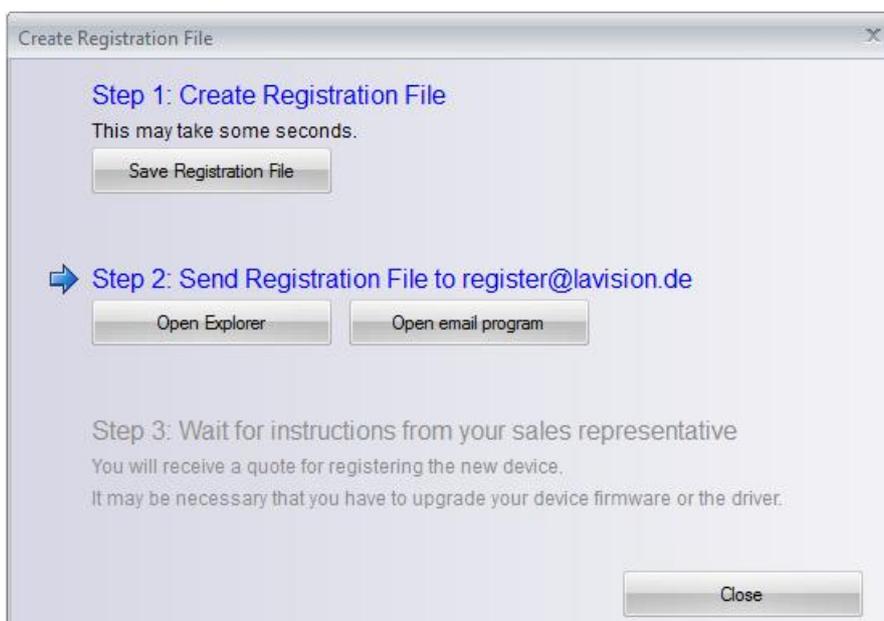

Fig. 3: Create Registration File

4. Send the Registration File

Send the registration file to register@lavision.de.
Try opening your mail program directly with the "**Open email program**" button or send it manually. You will find the file by clicking on the "**Open Explorer**" button.

Fig. 4: Send the Registration File.

5. Receive new Registration File

LaVision will contact you within 1-2 working days. In case you need to purchase the Hardware Registration, you will get a quote and need to order it.
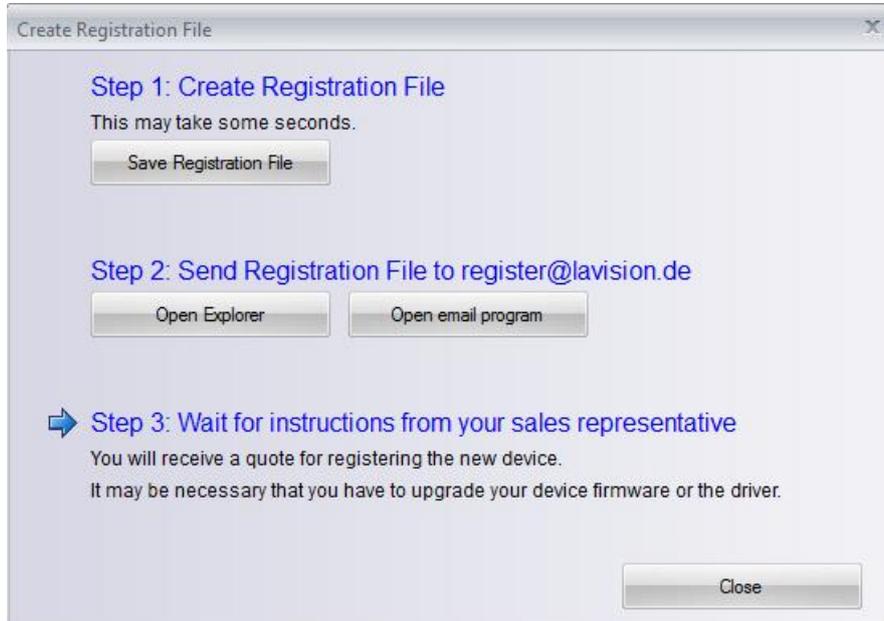
**Fig. 5: Wait for instructions from LaVision - takes 1-2 days.**

Finally you will get the new registration file sent by mail. Transfer this file to your DaVis computer.

6. Install Registration File

Install the new registration file you have received from LaVision.
Make sure, that you copied the file to a destination on your DaVis computer.
Click on the button "**Load new registration file**" and select the file in the Windows Explorer.
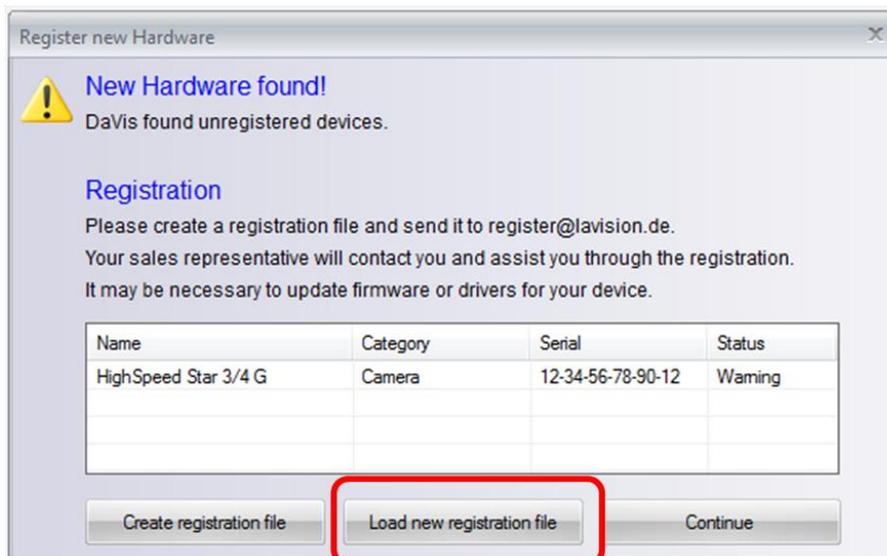
Fig. 6: Load received new Registration File.

Troubleshooting

Nothing happens after selecting the new device, the Registration Dialogue is missing.

You may need to install the proper driver and/or update the camera firmware, otherwise DaVis cannot recognize the device. Make sure that the device is switched on.

My email program does not open.

Try sending the registration file manually:
- Use the "Open Explorer" button to navigate to the Registration File.
- Attach it to an email.
- Send it to register@lavision.de .

FAQ

Q: **My camera is purchased from LaVision, and I worked with it for a long time. After my last DaVis update I am asked to register. Why that?**

A: Your camera has not been inside the database. Please proceed with the registration. For devices purchased from LaVision it is free of charge.

Q: **How long will the registration take?**

A: LaVision will check, if there are technical obstacles or if you need to extend your service. This will take 1-2 working days.

Q: **Whom do I contact, if I have questions?**

A: Send your questions to register@lavision.de, referring to your system's Order number or Dongle number.

Q: **Is the registration free of charge?**

A: If your device is purchased from LaVision, it is free of charge. If it is purchased from a 3rd party vendor, you will get a quote and have to order the registration. This allows you to get full software support and software service for your device.

Q: **Where is the registration file stored after I generated it?**

A: It is stored in the DaVis\Service folder.

Q: **I have an old camera which I like to run in DaVis. Which device do I have to select?**

A: Please send a mail to register@lavision.de with information about your existing camera. LaVision will help you.