REDACTIVE

PLATFORM INDEPENDENT VIDEO AND AUDIO SOFTWARE - VERSION 3.0
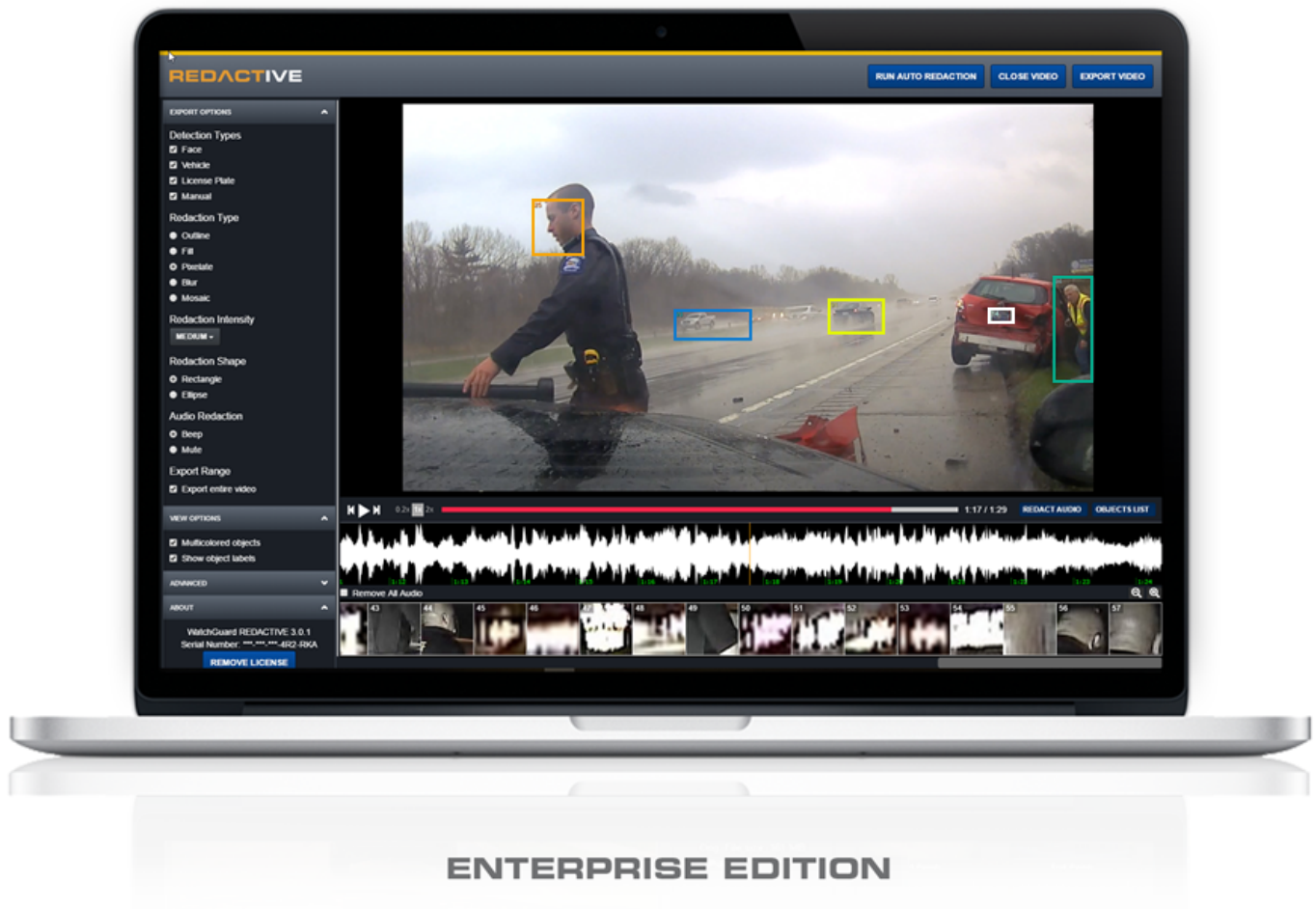
ENTERPRISE EDITION

USER GUIDE

WATCH GUARD

Important Notice

Software updates

WatchGuard is committed to the continual testing and improvement of our software. As new software revisions become available, these updates will be made available to your agency; fees may apply depending on your licensing agreement.

Manufacturer contact information

WatchGuard, Inc.
415 East Exchange Parkway
Allen, TX 75002
Customer Service: 1-800-605-6734
Customer Service web portal: **https://support.watchguardvideo.com/hc/en-us**

Send us your suggestions

We want to hear from you. Tell us about your experience and how you are using the WatchGuard REDACTIVE software. We will do our best to accommodate any suggestions you may have in future revisions.

U.S. customers, please call Customer Service or submit a ticket through the customer service web portal. International customers, please contact your local distributor or submit a ticket through the customer service web portal.

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Contents

Contents

Welcome to WatchGuard REDACTIVE Enterprise

Welcome to the *WatchGuard REDACTIVE 3.0.3 Enterprise User Guide*. This guide walks you through using the REDACTIVE application for recognition of faces, vehicles, and license plates. See the WatchGuard web site for training videos at **http://watchguardvideo.com/software/redactive** (opens in new window).

About this document

The *REDACTIVE 3.0 User Guide* covers the most common operations, including:

- Installing REDACTIVE (page 7)
- Getting Started with REDACTIVE (page 28)
- REDACTIVE workflow (page 33)
- Importing and opening a video (page 34)
- Understanding REDACTIVE (page 54)
- Error messages (page 61)

The images shown in this guide are representative of what you could see on your screen. They are meant to serve as a guide.

> **Note:** *This user guide covers the basic use of REDACTIVE. It is not a comprehensive manual for every possible action or situation in REDACTIVE. If you have a question about REDACTIVE that is not covered in the user guide, contact WatchGuard Customer Service or see the How-to-Videos on the WatchGuard web site.*

What's new

- REDACTIVE has added detection types for **Auto Redaction**: faces, people, license plates, and vehicles
- You can run auto redaction and find faces, people, and licenses at one time

- The redaction processing speed is improved when running auto redaction on an Intel CPU

- A scrollable **Objects List** shows thumbnails of all detected objects
- Added a toggle to show or hide specific detection types in the video; only checked items will be redacted when the video is exported

> ***Note:*** *Multiple redaction will not work with 2.0 version redacted videos.*

Installing REDACTIVE Enterprise

System requirements

The REDACTIVE application is optimized to efficiently scale in a multicore environment. To install and use REDACTIVE, your computer must meet the following minimum requirements:

	Minimum requirements	Recommended requirements
Microsoft Visual C++ 2013 64 bit		
OS	Windows 7 or newer Windows 10 64-bit	Windows Server 2008 R2, or newer
Processor	64-bit Intel i7 Quad Core or higher	8th or 9th Gen Intel Xeon or higher (8+ Cores)
Memory	8 GB	32 GB+
Browser	Chrome, Edge, IE 10+, Firefox	Chrome, Edge, IE 10+, Firefox

Note: *When working with long videos, WatchGuard recommends a 16+ core system with 2 GB memory, or more, per core processor for best performance.*

Redactive 3.0 can be deployed in Windows 10 running desktop or client-server architectures, on Linux Ubuntu 16.04 running on a client-server architecture, or on your own cloud service provider.

Going from Single User to Enterprise

If you are changing from the individual REDACTIVE to the multiple user enterprise version:

1. Complete any redaction work in progress.
2. Save any videos you have not processed.
3. Uninstall the single user software.
4. Remove any WatchGuard REDACTIVE files or folders remaining in the C:\ProgramData directory.
5. Download and install the enterprise version.

Important! *Your single user password will not work with the enterprise version. Get your new enterprise passwords from WatchGuard.*
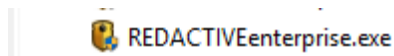
Install REDACTIVE Enterprise
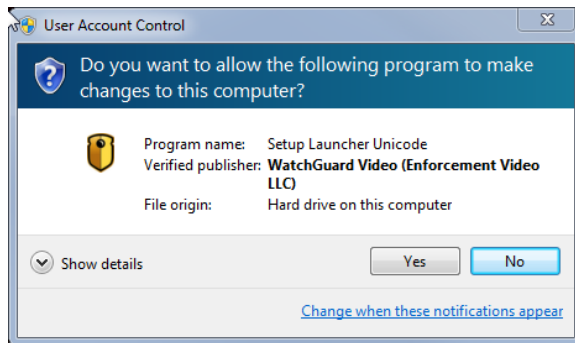
Download the REDACTIVE Enterprise software from **https://watchguardvideo.com/software/redactive-dl**. After downloading, to install

REDACTIVE:

1. Click **REDACTIVEenterprise.exe** which you downloaded through your browser.
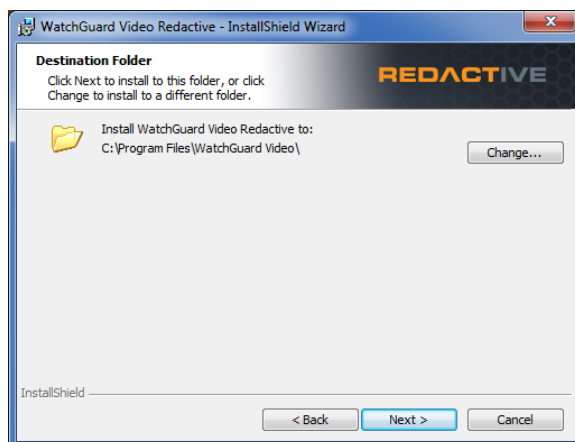
   REDACTIVEenterprise.exe

2. Follow the prompts on the screen.
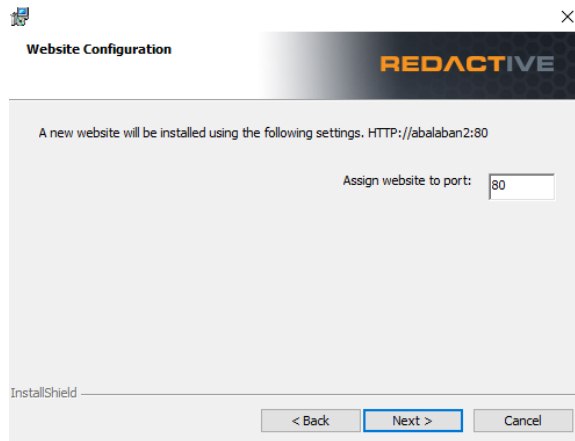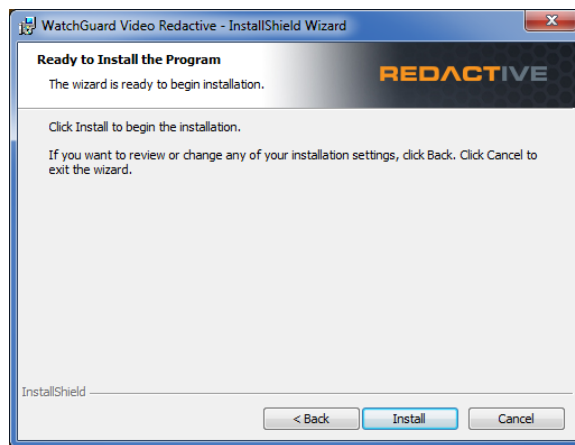
   a. Click **Yes**.

   b. Click the circle for **I accept the terms in the license agreement** and click **Next**.
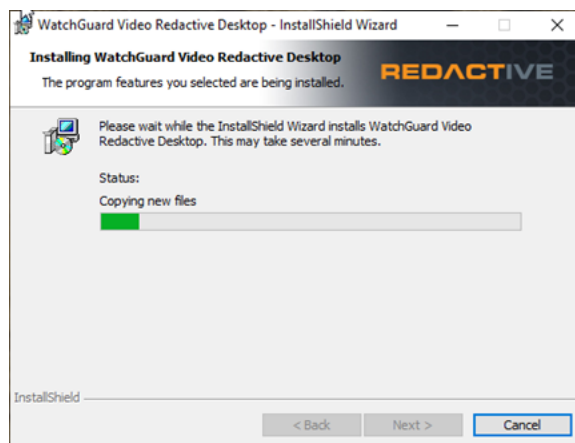
   c. Click **Next** to accept the standard install folder or click **Change** to set a new location.

d. Click Next. (This is the website where REDACTIVE Enterprise runs. The assigned port is the location you entered as your network when you set up REDACTIVE.)

e. Click **Install**.

When REDACTIVE finishes installing, the InstallShield Wizard Completed window appears.
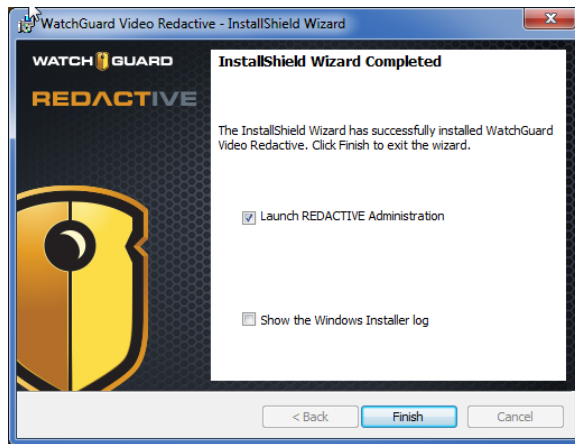
f. Click **Finish** to start the website.

If you want to examine the installer log file, select **Show the Windows Installer log**.

Note: *As an Administrator, send the pathname to run the software, the license numbers, and the initial User IDs and passwords to your users.*

WatchGuard REDACTIVE 3.0.3 Enterprise User
Guide, Revision C, WGD00151-500

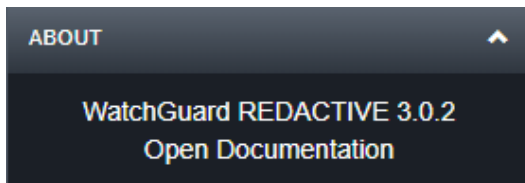# Converting REDACTIVE Licenses

You can download the WatchGuard REDACTIVE software from WatchGuard. You can install the application on your desktop or as a Web application on your server. Talk to your WatchGuard representative. Each installation of WatchGuard REDACTIVE software requires a license key.

> **Important!** *License keys are distinct between the Single User and the Enterprise versions. If you switch between the two on the same machine, you must re-enter the license key. Depending on your user permissions, you may not be able to replace the license file. A "cannot save license data" message appears. If you encounter this, remove the licenses file at C:\ProgramData\WatchGuard REDACTIVE\licenses.*

The **About** button provides version number of your software. It also includes a link to the online documentation.

Enterprise license

If you choose to start with the evaluation copy before you purchase the enterprise version of REDACTIVE, you receive licenses that expire after 30 days. The evaluation version works the same as the paid version. As System Administrator you have to change the evaluation licenses to the paid full licenses at the end of the 30 days. None of the work added in the evaluation copy is lost. All users added during evaluation are kept. All settings you made when configuring your software are kept.

The Enterprise version of REDACTIVE has two types of licenses:

- **Evaluation**: an unrestricted license that expires 30 days after you enter the license number.

> **Note:** *You can only use the license number once.*

- **Paid**: an unrestricted copy with a license number that can be used multiple times. The system logs usage.

> **Note:** *If you move a license to another machine, uninstall REDACTIVE from the existing installation first.*

Install permanent license while working in evaluation copy

When users get a message that all licenses are in use, you need to change to the permanent licenses or add licenses.

All licenses are currently in use. Please try again later.

Contact your IT administrator if additional licenses are required.

1. Click the **ADMIN** button at the top of the web page.

   The licensing window appears.

2. Delete the evaluation license and enter the paid license number.
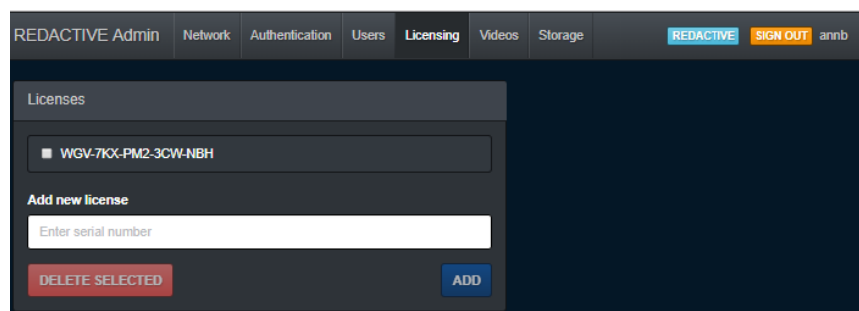
When the software restarts, it will be using the permanent licensed copy of the software. The Administrator is responsible for getting out the new passwords for the permanent licenses.

Configuring REDACTIVE Enterprise

In this section ...

- Installing Overview **(page 14)**
- Configuring Licensing settings **(page 15)**
- Configuring Enterprise settings **(page 16)**
- Configuring Authentication settings **(page 18)**
- Configuring Users, Timeout, and Process Queue settings **(page 22)**
- Configuring Videos settings **(page 23)**
- Configuring Storage and Automatic Cleanup **(page 25)**

> **Note:** *The network, host names, and other addresses used in this manual are examples. Your system administrator can provide the addresses for your site.*

Configuration Overview

As an administrator, you must complete the configuration settings in the Admin Panel for the Enterprise version of REDACTIVE. Do this directly after you download and install the software.

The enterprise version is available for multiple users. License numbers are assigned by WatchGuard based on the number of seats purchased. The number of licenses determine how many officers, clerks, etc., can work simultaneously.

> **Important!** *REDACTIVE Enterprise must be on its own server. It cannot run on the same server as the Evidence Library software.*

After you finish all of your configuration settings, you can start redacting videos or sign out from the configuration screen.
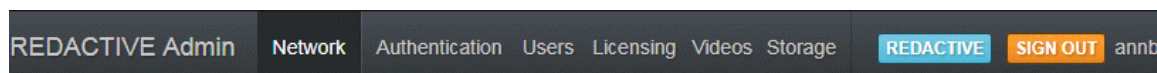
The REDACTIVE log files are available in C:\ProgramData\WatchGuard REDACTIVE.

Save

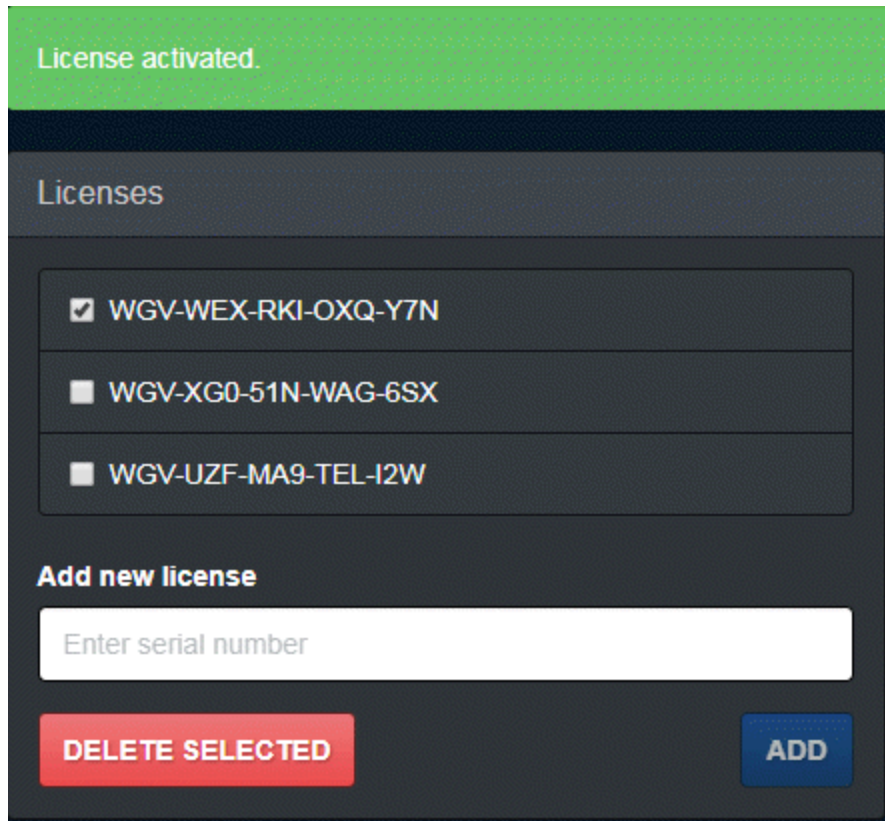After you click **Save**, the **REDACTIVE Server Restarting** window appears.

> **Tip:** *If the server does not restart after a minute, click the Refresh* *icon on your browser.*

Configure Licensing Settings

Configure your license settings first. If you leave REDACTIVE, while you are installing, you will be able to get back in.

You receive licenses for your REDACTIVE software from WatchGuard. Enter all of them on the Licenses screen. The number of licenses depends on the number you purchased. Only one user can use a license at a time.

If you move REDACTIVE to another server, delete all licenses first and then re-enter them on the new server.

Evaluation license

An Evaluation license is available to try the software. Talk to your WatchGuard representative. The Evaluation license is an unrestricted license that expires 30 days from when the license number is first entered by the first user. Only one user can use the license at a time. Work done in the evaluation copy is retained when you convert to a paid license.

Configure Network settings

1. Complete the Network Settings. Choose HTTP or HTTPS or you can enable both HTTP and HTTPS.

HTTP: Enabled

HTTP traffic between the web server and the browser is unencrypted, so passwords, user names, and account IDs travel across the network as plain text.

a. **Hostname**: enter the name of the server hosting REDACTIVE (localhost)

b. **Port**: the default port is 80 if your network already has IIS turned on

   If your system already has that port assigned, you will get another port

HTTPS: Enabled

HTTPS encrypts the files before putting them on the network.

a. **Hostname**: enter the name of the server hosting REDACTIVE

b. **Port**: the default port is 443

c. **Certificate file**: you can choose to use a digital certificate file for encryption

d. **Public key file**: you can use a public and private key-pair for encryption and decryption

> **Note:** *These settings are examples. Use your own server names and ports in your settings. Do not use localhost.*

2. Click **Save** when complete.

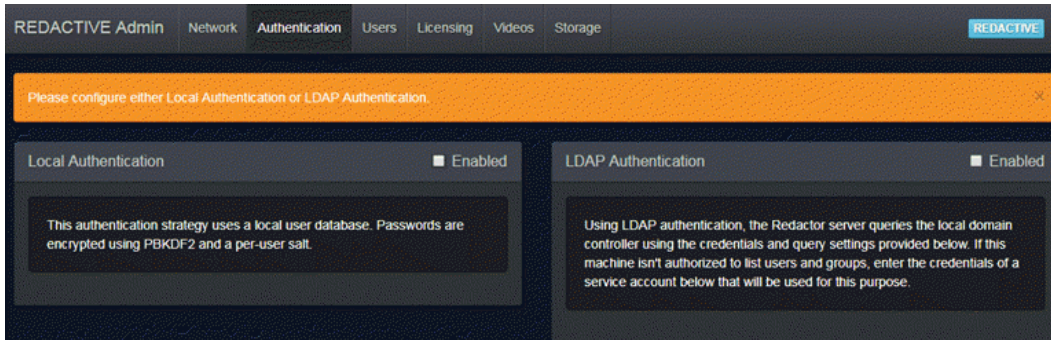The server restarting window appears. The server restarts itself.
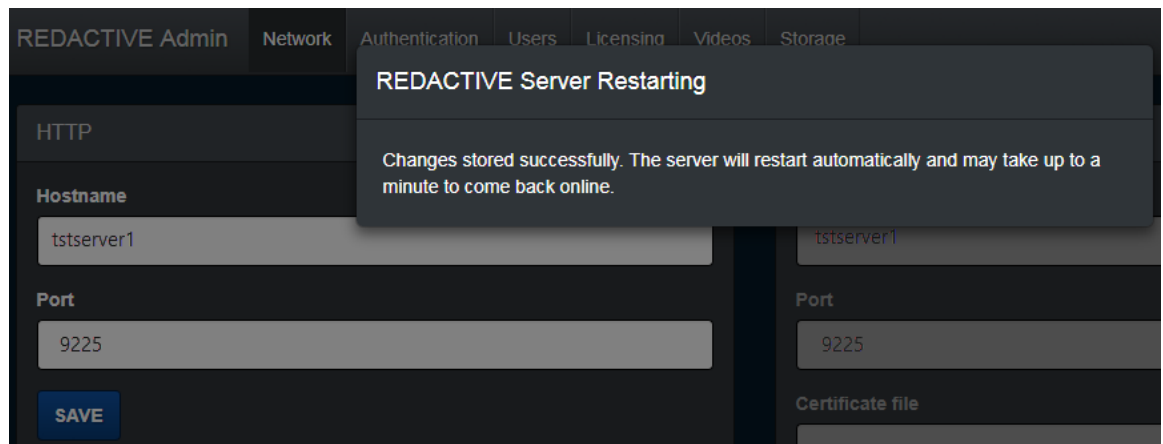
> **Tip:** If the server does not restart after a minute, click the Refresh icon on your browser.

Configure Authentication settings

The Authentication has two settings for you to choose from:

- Local/SMTP Authentication
- LDAP Authentication

Local Authentication

With **Local Authentication** (HTTP authentication), the web server performs the authentication. SGD (Secure Global Desktop Authentication) determines the user identity and user profile. With this setting the Admin has to reset user passwords in the Users tab.
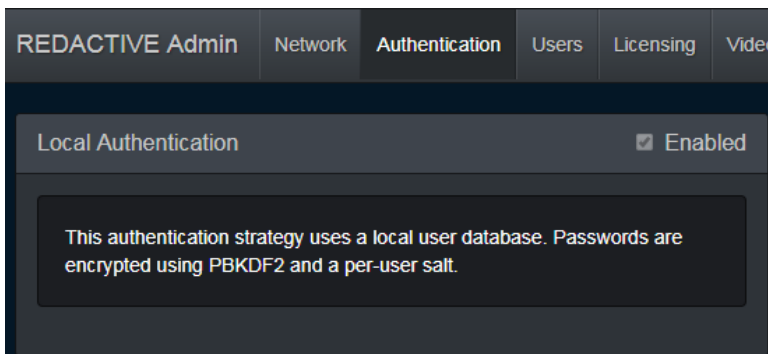
Complete the information shown in the next graphic.

> ⛔ **Important!** *The Admin Role is automatically assigned to the first person to login.*

The Session Secret Key validates cookies and secure password reset requests and keeps anyone from hijacking a session.

SMTP Authentication

You must click **Save** when you finish for these settings to take effect.

If you enter information in the SMTP panel, users can reset their own passwords via email.

TLS (Transport Layer Security) provides privacy and data integrity between REDACTIVE and the server. You should have a port for the TLS connections, for example port 443 for HTTPS.

As Administrator, you can define the from email address that password reset emails are sent from.

You must click **Save** when you finish for the entries to take effect.

LDAP Authentication

With LDAP authentication, the server queries the local domain controller based on the entries you provide in the LDAP server credential shown below. The system changes the passwords when the user requests a new password. No manual intervention is needed.

If you make changes to any of the settings, click **MODIFY** when you are finished.

Group Settings

Three group settings are available. Users that are members of one or more of these groups will have the respective permissions.

Group Settings

Admin Groups

Members of these groups will be considered administrators

[⌄] [ADD]

• RedactiveAdmins [REMOVE]

Supervisor Groups

Members of these groups will be considered supervisors

[⌄] [ADD]

• RedactiveSupervisors [REMOVE]

User Groups

Members of these groups will be considered users

[⌄] [ADD]

• RedactiveUsers [REMOVE]

WARNING: After activating LDAP, only administrator accounts that are members of the selected Admin Groups above will be able to reach this page again.

[**SAVE GROUPS**]

When you are finished entering your group names, click **SAVE GROUPS**.

Configure Users, Timeout, and Process Queue settings

In this tab you set up when to disconnect users from an idle session, how many redaction processes can run at the same time, and add new users. For the settings in the **Process Queue** you may want to run REDACTIVE for some time before setting the Process Queue number. The number you can run at one time depends upon the speed of your system.

Create a new user in the **Add new user** panel and the username and information is added to the **Users** list. Users can reset their passwords via email if you selected **SMTP** authentication. If you selected local authentication, you as admin must change user passwords. An Admin can **Remove User**s from the system in this window.

To delete a user, click the **Remove User** button for the name you want to delete.

Configure Video Access Control Manager

The admin and supervisor use the Video Access Control Manager to manage videos. They can add or remove a user name to a video. The videos remain in the list with no identified user unless a user was added. Only the administrator or supervisor can see a video when no one is listed as the owner.

All users can see only their own videos unless an admin or supervisor adds a user name to the video. Then users can share videos and redaction information. Sharing videos lets users collaborate and review videos. Only one user can view a video at a time. The video is locked to other users until the first user ends their session or selects another video.

Shown below two users are added to the videos with no users identified.

Configuring REDACTIVE Enterprise

Configure automatic cleanup and storage settings

You can set up your system to do automatic clean up of videos and redaction data. Click the Enabled box to activate this feature. You might want to use REDACTIVE for a while to understand your storage space results. The settings are in gigabytes. Enter the numbers for when to cleanup your storage directory:

- When a video is uploaded to REDACTIVE, cleanups run **By Disk Space** and **By Number**
- Every 24 hours after the service starts, all cleanups run **By Disk Space**, **By Number**, and **By Age**; Redaction data is also cleaned up

Note: *If disk space is still over quota after an old video is removed, the system removes the next oldest video after a 60 second delay. This procedure repeats every 60 seconds until the quota is met.*

Create a storage location for all of the videos.

Only one storage space can be created and only an Administrator can create that location and give users permission to access it.

> **Note:** *Ensure that the path for storage is where you want to store the files. The only way to change the pathname is to uninstall and reinstall the software after the initial install.*

WatchGuard recommends that you make a local drive or folder your storage location. Redaction processes require direct, low-latency access to the video files and will not perform well over a networked UNC (uses // or \\ to precede the name of the computer) path. If you decide to use

remote storage, run the REDACTIVE service under *Local System* account. Grant the computer account [REDACTIVE-SERVER-NAME]$ *Full Control* to the remote storage share. No special permissions are needed for individual user accounts.

If you change a pathname for storage and the videos do not transfer correctly; they remain on the main REDACTIVE screen. When you try to open one, you may get this error message:
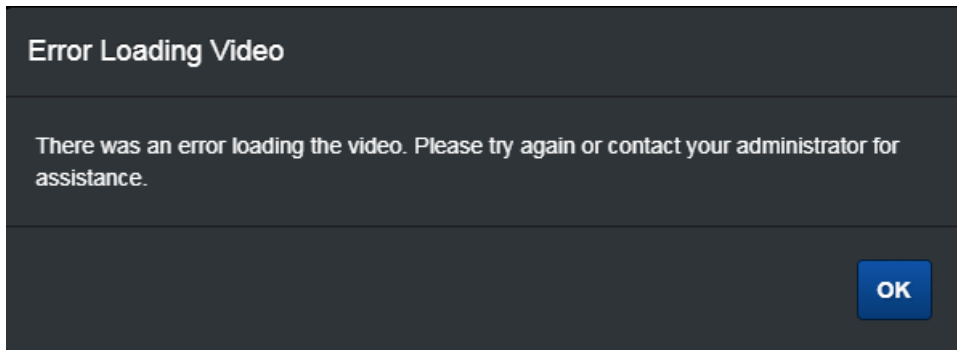
Contact your IT or Administrator to find the videos and reinstall them.

Getting Started with REDACTIVE

REDACTIVE is an automated redaction tool that saves you time when redacting files. It automatically identifies faces, vehicles, and license plates, but also lets you manually redact faces and other objects and edit the automated file.

WatchGuard offers an evaluation copy and a paid permanent licensed copy of REDACTIVE. All copies of REDACTIVE require a license number that WatchGuard provides.

This section covers:

- **UI Controls** (page 29)
- **About** (page 51)
- **Video playback controls** (page 30)
- **Keyboard shortcuts** (page 31)
- **Close video** (page 31)

UI controls
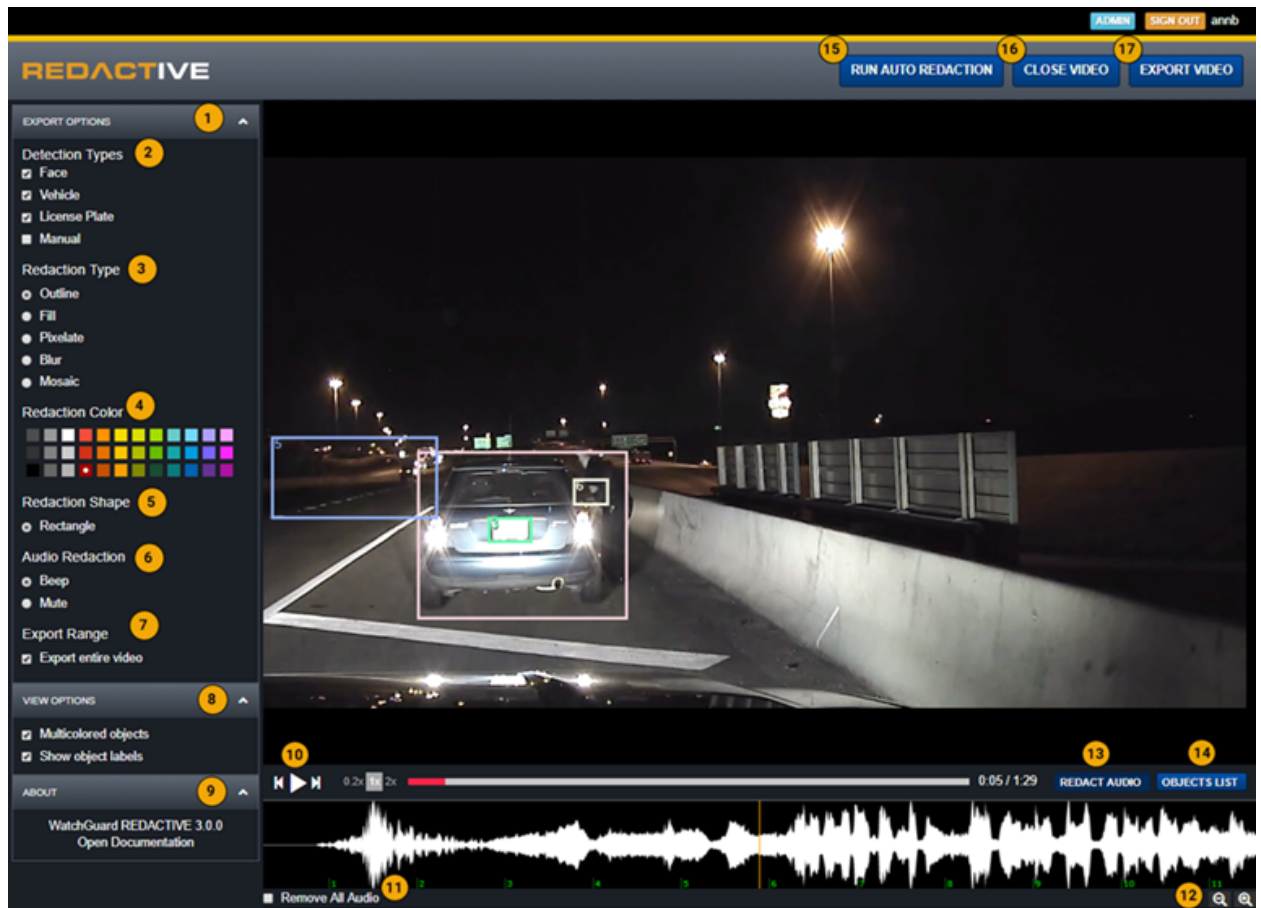
1. **Export Options (page 48)**
2. **Detection Types**
3. **Redaction Type**
4. **Redaction Color**
5. **Redaction Shape**
6. **Audio Redaction** (page 60)
7. **Export Range (page 47)**
8. **View Options** (page 48)
9. **About** (page 51)
10. **Video playback controls**(page 30)
11. **Remove All Audio** (page 42)
12. **Zoom in/Zoom out controls**
13. **Redact Audio** (page 1)
14. **Objects List (page 41)**
15. **Run Auto Redaction** (page 39)
16. **Close Video** (page 58)
17. **Export Video (page 51)**

About

The About button shows the software version and provides a link to the documentation.
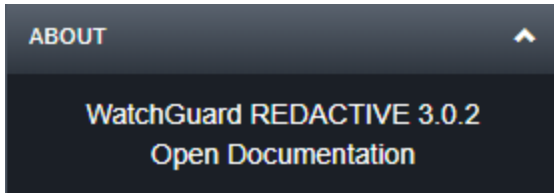
Video playback controls

You can move around in the video using the buttons on the screen or with keyboard shortcuts. This aids in finding any objects the software may have missed. You can also see if you want to split objects .
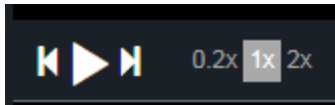
- **Previous frame** : Lets you move back through the video, one frame at a time.
- **Play/pause** : Lets you play the video at the speed you select. Clicking again pauses the video.
- **Next frame** : Lets you move forward through the video, one frame at a time.
- **Video display speed**: You can move through a video, slower or faster than normal speed. Available speeds are 0.2x, 1x, or 2x; the normal speed 1x is the default.
- **Objects List**: Click on an object to move to that frame in a redacted video. The Object 51 in the

Object List is the same as the box numbered 51 in the video.
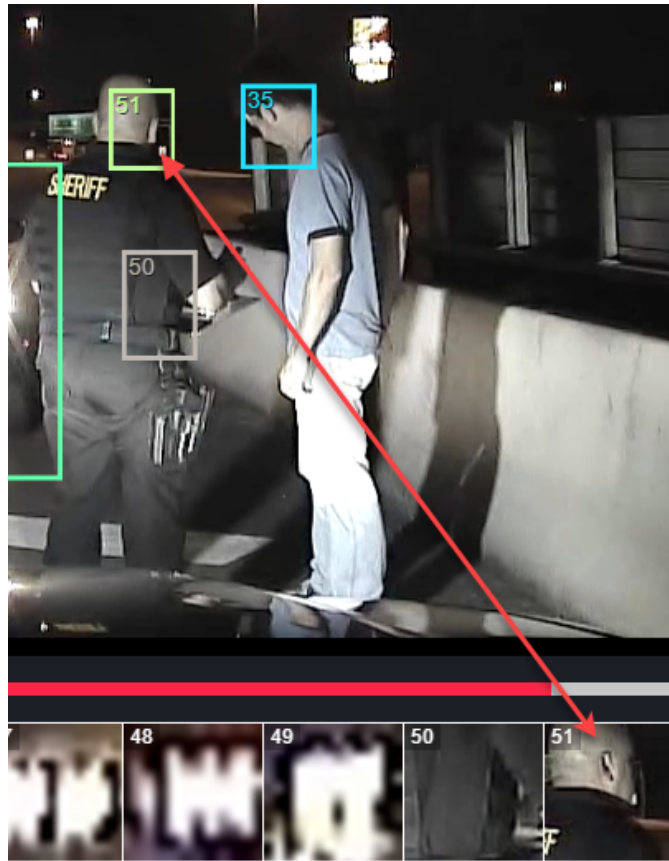
Keyboard shortcuts

Keyboard shortcuts you can use to move around the video:

- Press the forward and backward arrow keys to move **one frame** at a time in a video (30 frames per second)
- Hold down the Shift key and press the forward or backward arrow keys to move **one second** *at a time*
- Press the space bar to play or pause the video

Close video

Click Close video at any time to return to the main screen.

This page intentionally left blank.

REDACTIVE Workflow

WatchGuard REDACTIVE software automatically detects and identifies human faces, people, vehicles, and license plates. You can manually block out any object in the video or run auto redaction. With auto redaction, the software reduces the amount of time you spend selecting and redacting objects throughout a video. Shown here is a high-level summary of your tasks. This is a suggested workflow. The tasks can vary depending on your system setup. You may perform some of the tasks every time you work in REDACTIVE and others just once.

Recommended workflow

Follow the steps in the workflow shown here to run your REDACTIVE software.
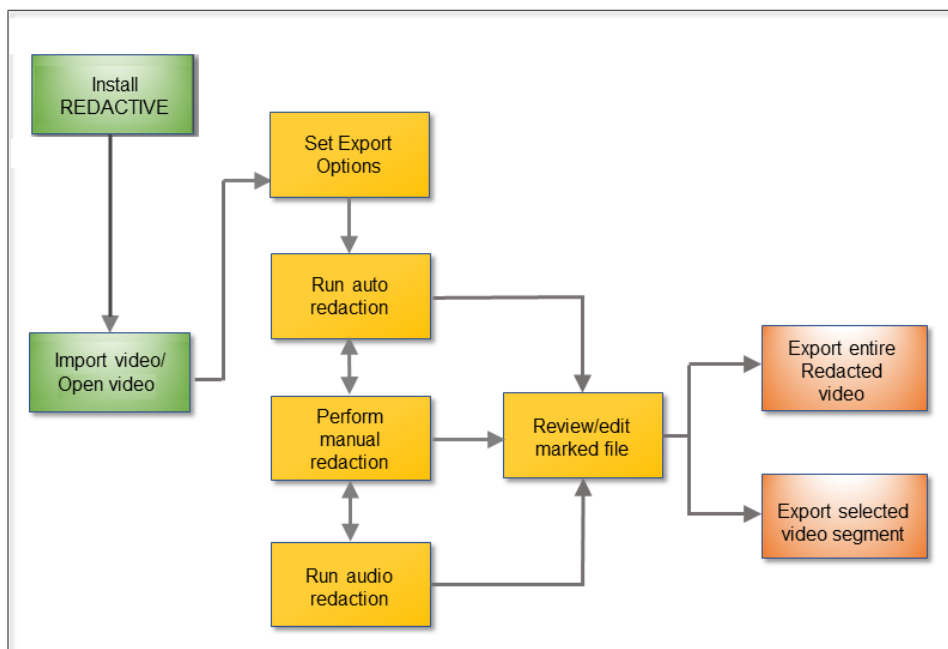
Using REDACTIVE

> **Note:** *Contact your Administrator for the pathname and license number to access the software on the web.*

After REDACTIVE is installed on your server (page 34), the first step is to bring the software up in the browser.

1. Enter the pathname your supervisor provided.
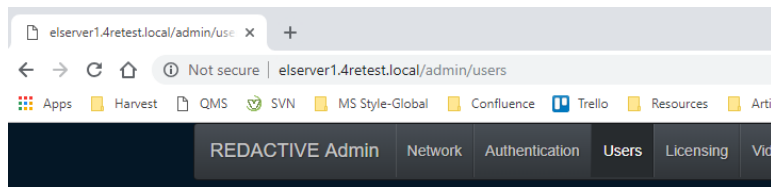
2. Enter your assigned Username and Password in the screen that comes up.
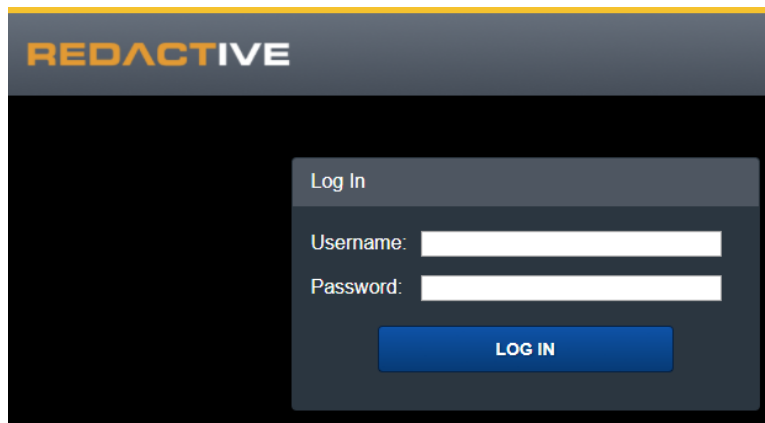
This takes you to the first screen where you import and open a video (page 35).
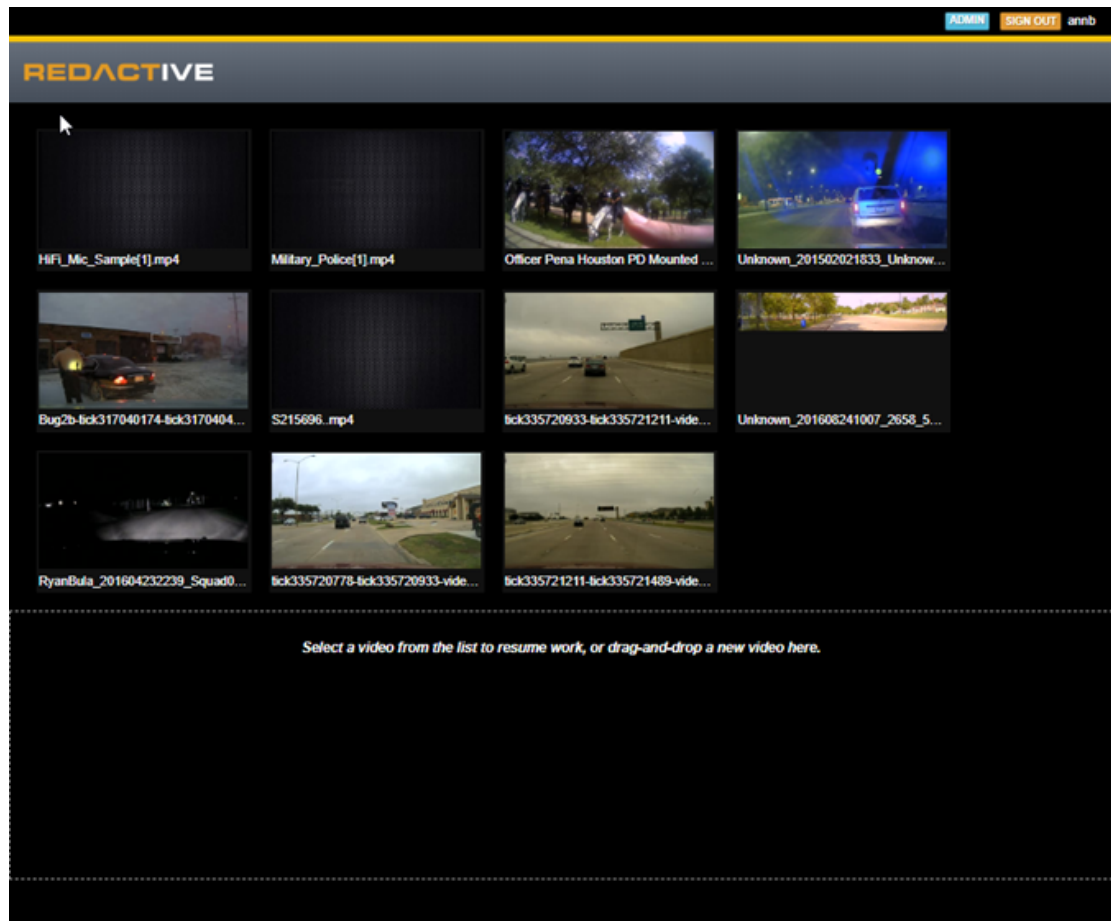
In the Enterprise version, the Admin or Supervisor can add users to a video file so the file can be shared. Sharing lets you do collaborative redaction and review.

> **Note:** *Two users cannot open the same video at the same time.*

Import and open a video

Redactive supports the following video formats:

- MP4
- TS (video stream file)
- AVI (video and audio file)
- MKV (container that can incorporate audio, video, and subtitles into a single file)
- MOV (multimedia container file by Apple)

> **Note:** *Export your videos from your Evidence Library software to a folder on your computer and then import them into REDACTIVE.*

1. Drag a video file (.ts or.mp4) from Windows Explorer to open REDACTIVE in the editor.
2. Click a video from the top window of REDACTIVE to open in the editor.
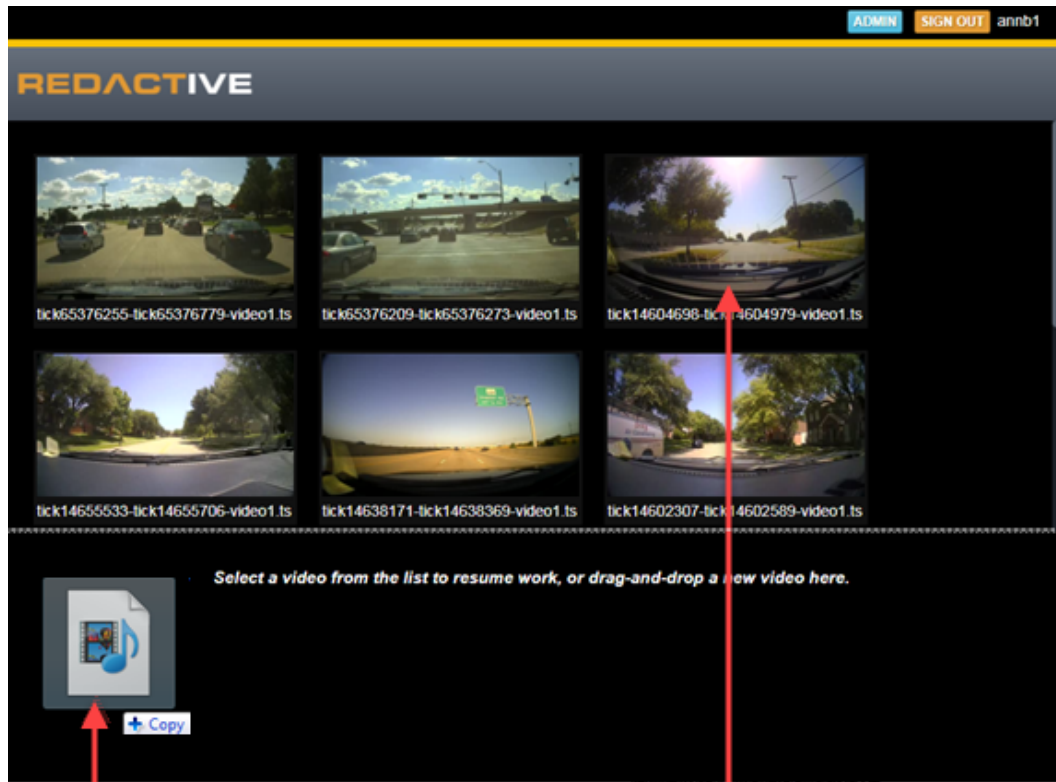
WatchGuard REDACTIVE 3.0.3 Enterprise User
Guide, Revision C, WGD00151-500
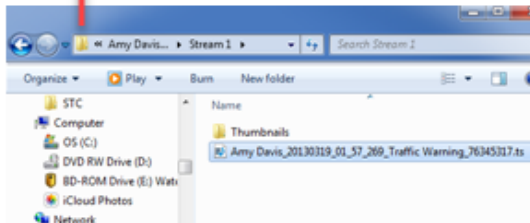
3. Right-click your mouse to bring up the menu shown here.
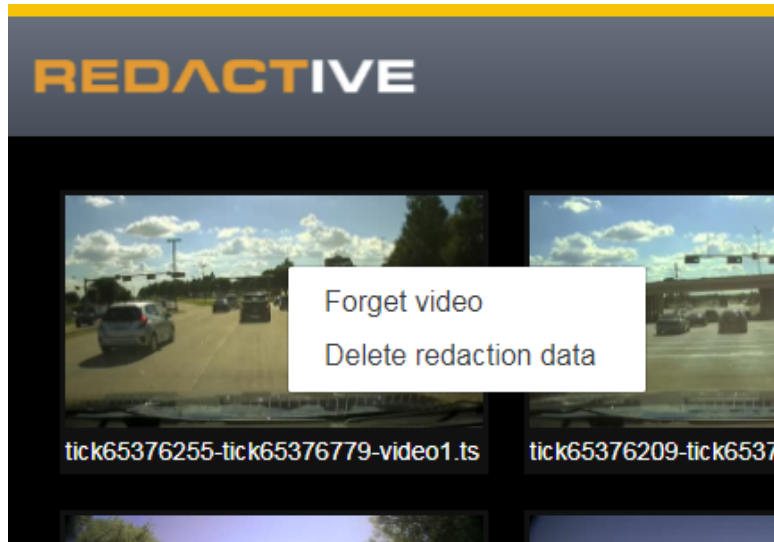
a. Select **Forget video** to delete it from the list of videos.

b. Select **Delete redaction data** if the video has been redacted but not exported.

Doing this lets you start over with redaction.

Set Export Options
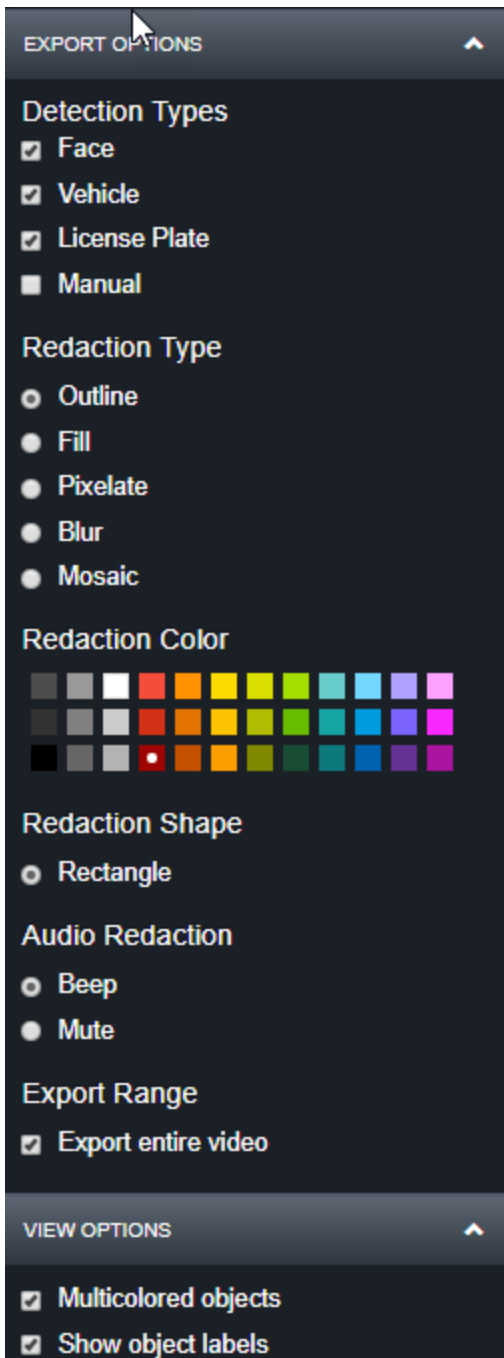
Before running auto redaction, set the **Export Options** in the left column.

These are just example settings. Set the options according to your agency standards. See *Export options* **on page 48** for an example of each of these options.

Run Auto Redaction

You can run auto redaction multiple times or you can run it once to find faces, people, licenses, and vehicles.

1. Select and open a video.
2. Click **RUN AUTO REDACTION** button.
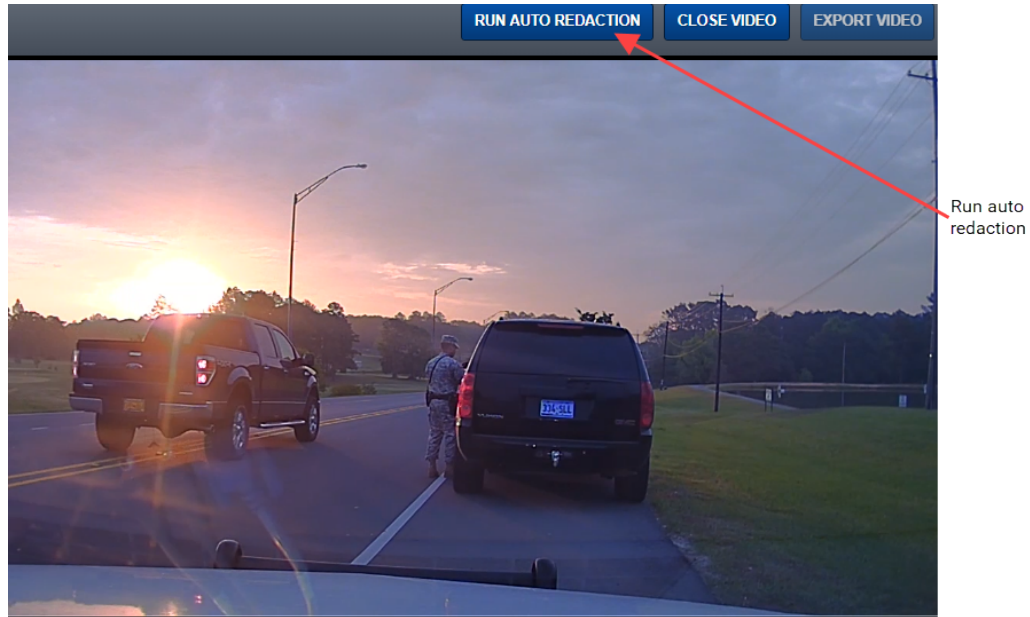
Run auto redaction

The **Select Detection Types** window appears.

3. Choose the objects you want to redact. You can choose as many as you want.
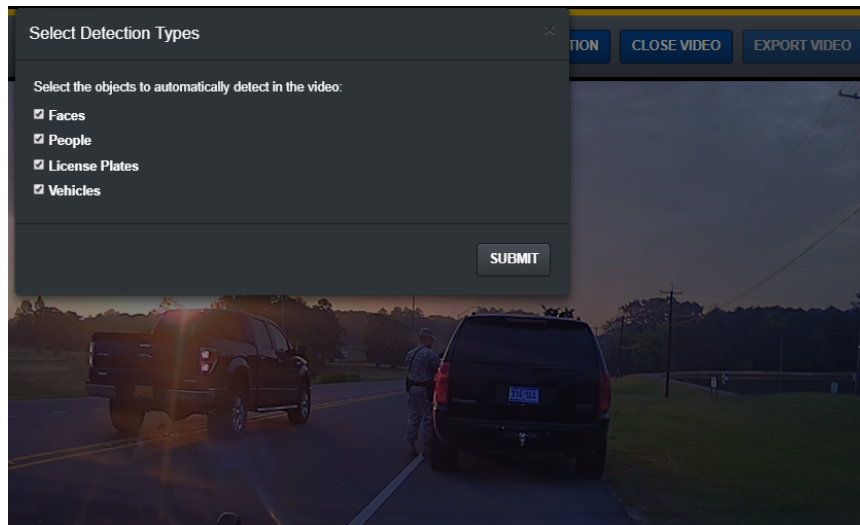
4. Click **Submit**

   The **Processing** window appears.
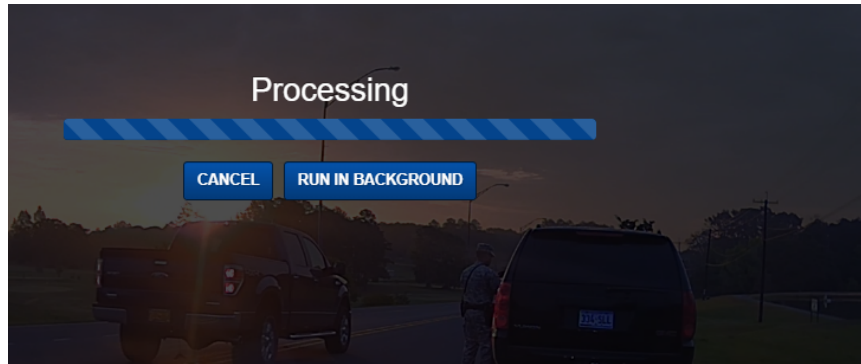
5. Choose whether to wait for the redaction to finish or **Run in Background** and continue working.

   If you have a process running, REDACTIVE tells you how many processes are running. Your agency determines the number of process that can run in the background. Click the ADVANCED button to set the maximum number of processes you can run.

6. When the auto redaction completes the file returns to the screen.
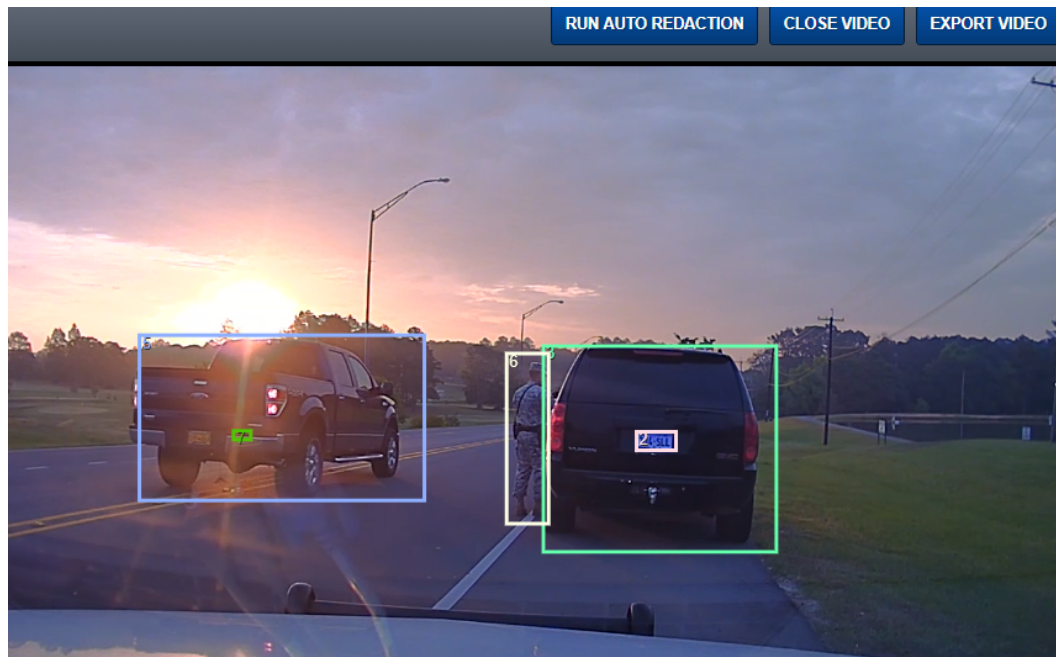
7. Review your file for false positives.

> **Note:** Redactions that you ran in version 2.0.x can be rerun through auto redaction. The detection types you did not run will be available in the detection type list. See step 3.

WatchGuard REDACTIVE 3.0.3 Enterprise User Guide, Revision C, WGD00151-500

Object List

The Objects list lets you easily and accurately identify a frame in a video. The Object List is a scrollable list that shows thumbnails of detected objects

Click the Object List button to view the thumbnails.
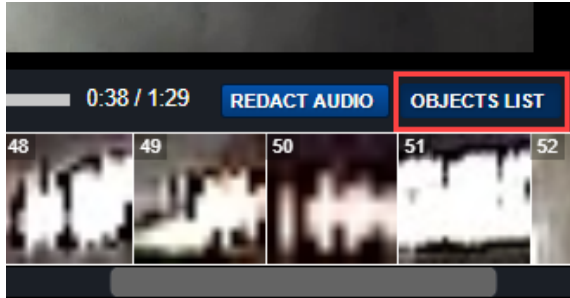
The thumbnails are numbered to match the frame where the redaction is identified. . You may have to scroll through the Object List before you see the object identified in the video. The object can be behind another object but appears because the frame goes forward and backward from where it is first identified.

In the first graphic the identified redaction should be deleted. The second graphic shows the redacted box and the thumbnail removed.
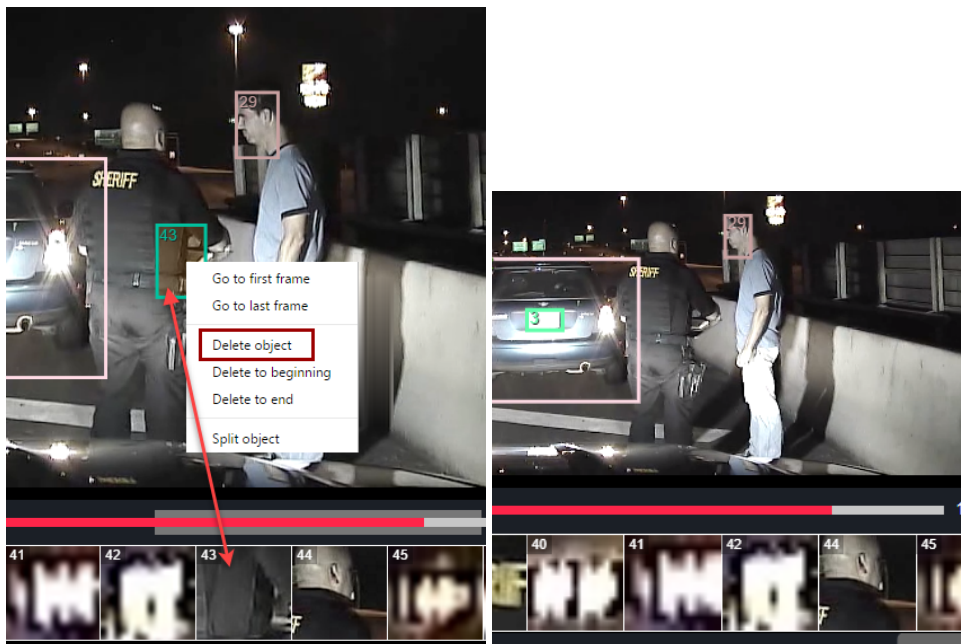
If the frame is in more than one place in the video, you may want to delete it from beginning or to end. See editing an object .

> **ⓘ** **Note:** *The Objects List is disabled when a version 2 redacted video is on the screen.*

Perform manual and audio redaction

Perform manual redaction

You might want to adjust placement of a bounding box or remove some unnecessary outlines. You can do this with manual redaction.

1. Review your video and add rectangular or elliptical outlines manually.

   Drawing new outlines puts you in **Add new objects** mode. The new outlines are drawn in yellow but saved in other colors.
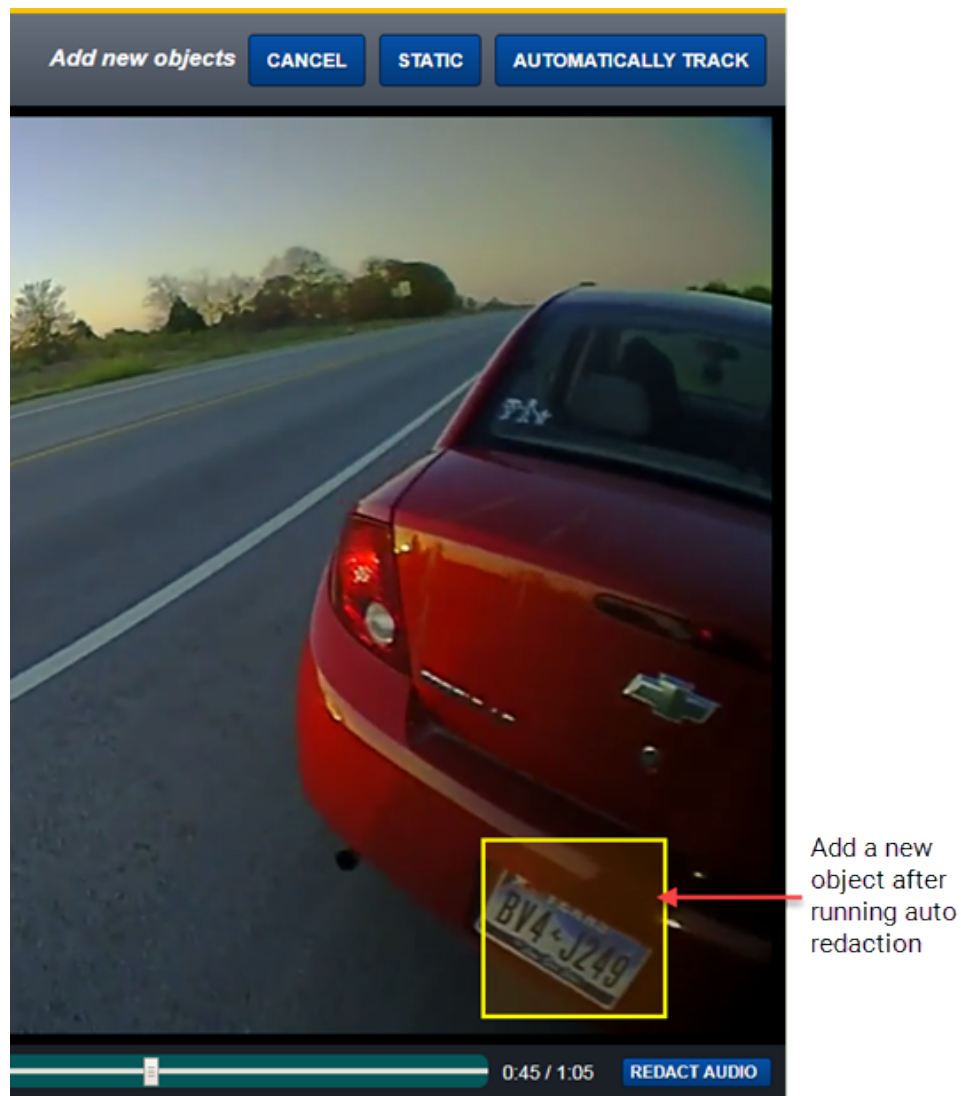
2. Choose Cancel, Static, or Automatically Track for each bounding box you added.

   - **Cancel**: Removes the bounding box you've drawn and returns to playback mode
   - **Static**: Saves the new bounding box on this frame only
   - **Automatically Track**: Tracks the outlined object for as far as it extends in either direction

Perform audio redaction

You can also redact audio choosing to submit only a section of the audio. Or, you can mute the entire video.

1. Click **Redact Audio** to bring up a visual display of the audio (page 1).

Remove all audio   Audio   Redact audio
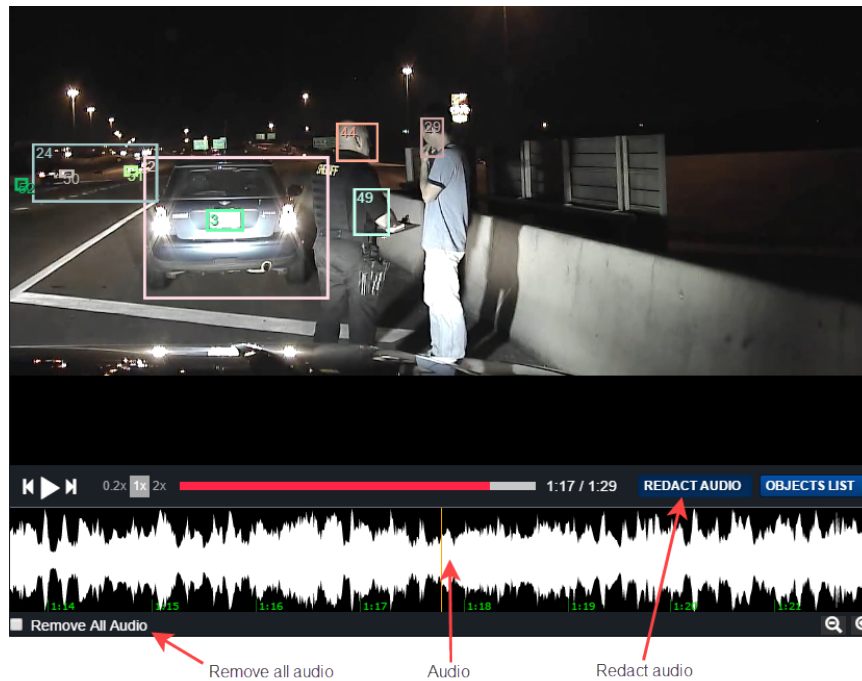
2. Click **Remove All Audio** box to mute all audio for the event.
3. Click **Remove All Audio** box again to restore the audio to the event.
4. Press, hold, and drag the mouse across the audio display to select the portion you want to redact (mute).

Select and drag

If you did not get all you wanted, pull the timeline back and select additional audio.

5. Move the timeline to the position you want to capture.

   a. Click and drag the audio timeline for the audio you want to add, as shown in the graphic.

Additional capture area

   b. Drag the audio until it connects with the first selection, as shown by the arrows. Don't worry about overlap. The two sections will merge.

   The entire selection is muted.

Edit objects

You can edit bounding boxes to change their size, shape, or position. You can split objects and check to see where the first or last frame of a bounding box is located. (You can also use the **Object List**.)

1. Drag or resize a bounding box to change its dimensions.

   This places REDACTIVE into **Edit objects** mode.

   You have two options on what to do with your modifications:

   ○ **Cancel**: All changes are undone and the application returns to playback mode.
   ○ **Apply**: All changes are saved. The new position and size of the boxes are added forward and backward from the edit point.

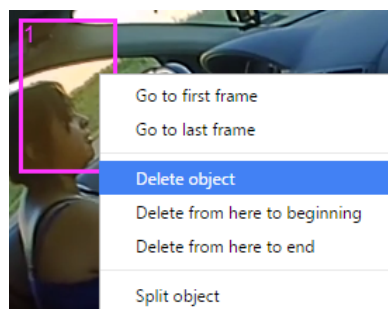   The software searches and identifies every occurrence of the subject.

2. Right click on a bounding box to make other changes.

- **Go to first frame**: Finds the first frame where this object (box) appears.
- **Go to last frame**: Finds the last frame where this object appears.
- **Delete object**: Removes the bounding box.
- **Delete from here to beginning**: Removes the object from the frame you are on to the first frame where it appears.
- **Delete from here to end**: Removes the object from the frame you are on to the last frame where it appears.
- **Split object**: Split the object into two objects.

  If you use labels, the labels change after the split. A way to use this is if you want to delete a section, you can split two frames and then delete the section in between.

3. Right click if you are on the first or final frame of an object (the *Go to...* the opposite entry is not available) to make changes
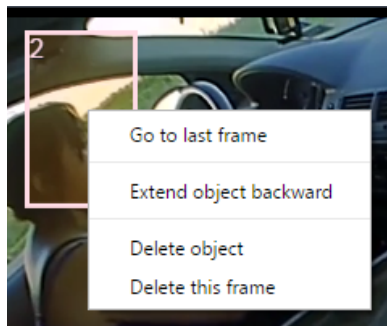
- **Go to last frame**: Goes to the last frame this bounding box appears
- **Extend object forward**: Extends the object forward from the frame you are on as far as it can be traced
- **Extend object backward**: Extends the object backward from the frame you are on as far as it can be traced
- **Delete this frame**: Deletes this frame only

Export part of an event file

You can export part of a video if some of it is unnecessary.
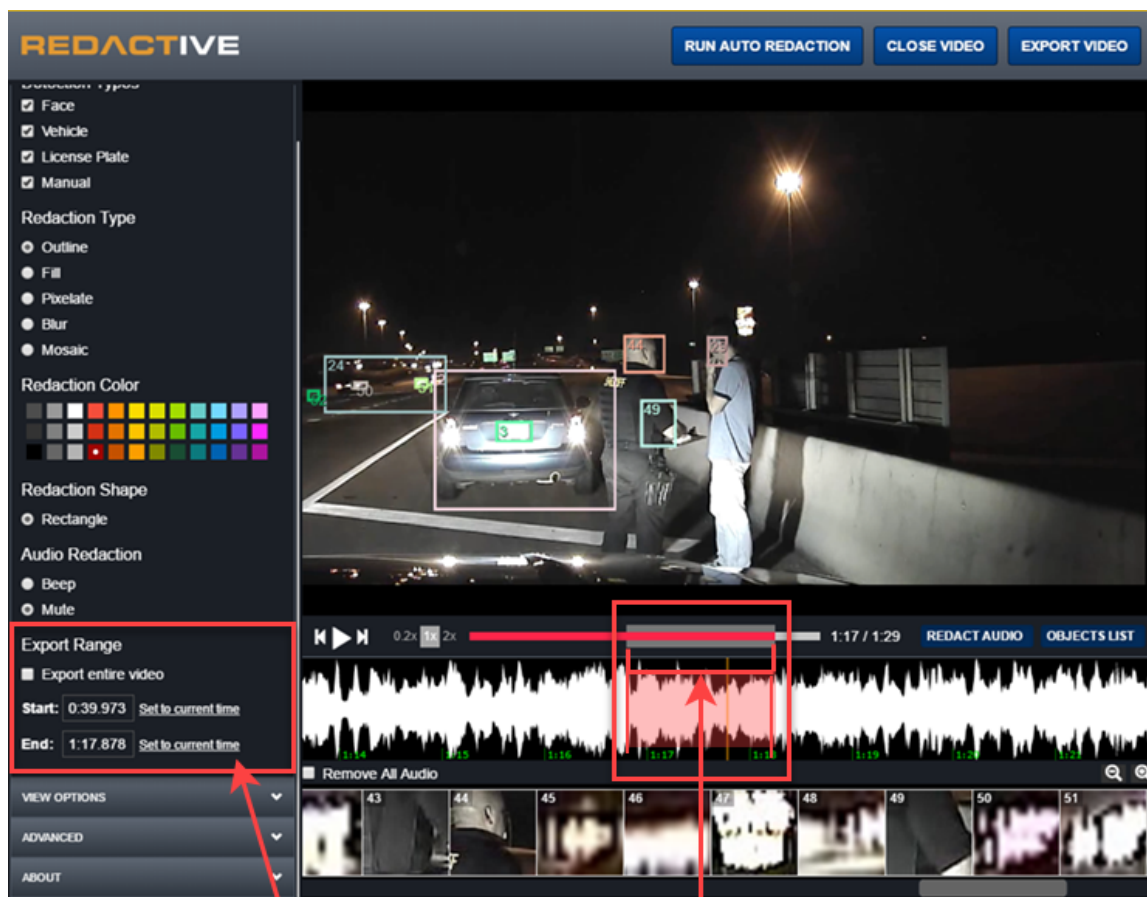
Choose the time of the video you want to export

To run a partial video:

1. Uncheck the **Export entire video** box.
2. Select the **Start** and **End** times for the part of the video you want to export.

   a. Move the slider to where you want the video to start.

   b. Click Set to current time for Start.

   c. Move the slider to where you want the video to end.

   d. Click Set to current time for End.

   After exporting, when the video runs in your default video player, it only plays the section shown in red boxes. It plays both video and audio for that section.

Exporting options

After you run auto redaction, manually edit your video, and complete all edits, you can export the redacted video. After you export your video, it cannot be redacted again and the redaction cannot be removed. You might want to keep an original copy of the file until you are finished with exporting.

Click the **EXPORT VIDEO** button at the top of the page.
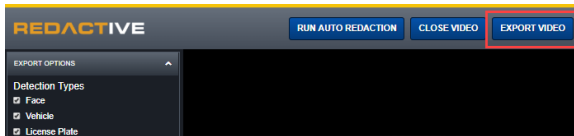
The video file is exported to an MP4 container with H.264 video and AAC audio (digital audio compression).

Export options

You can control what your redacted file looks like with the **Export Options**.

Detection Type

This setting tells you what is redacted in the video or if you did the redaction manually.
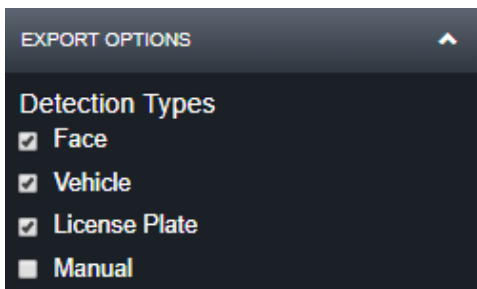
Redaction Type

You choose how the redaction on your objects appears:

- Outline: Shows the colored box or ellipse; the face is till viewable; this is more of a highlight than a redaction.

  Choose the bounding box color from the Redaction Color selection. The redaction colors are only available for Outline and Fill.

- Fill: Covers the subject with a solid color, obscuring the face.

  Choose the fill color from the Redaction Color selection. The redaction colors are only available for Outline and Fill.

- Pixelate: Covers the subject with broken up pixels, obscuring the face.

Pixelate Low   Pixelate Medium   Pixelate High

- Blur: Blurs the face

Blur Low   Blur Medium   Blur High
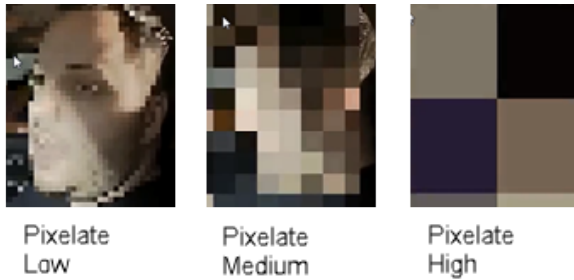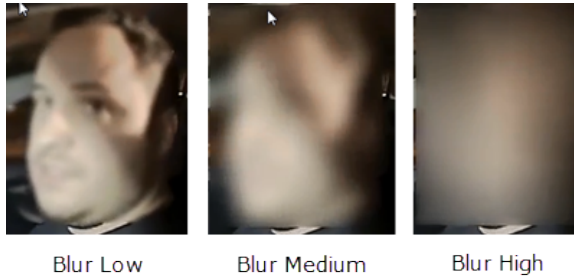
- Mosaic: Blurs the face with random tiny boxes; Mosaic takes longer to render than the other types of redaction

Mosaic Low   Mosaic Medium   Mosaic High
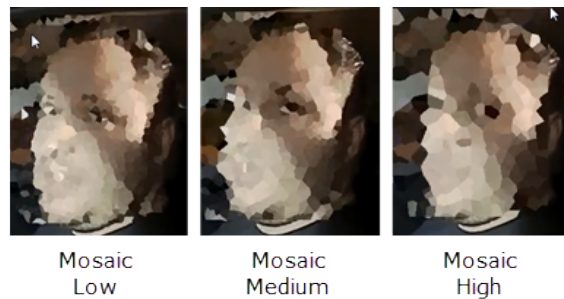
> **Note:** Redaction Intensity appears when you use Pixelate, Blur, or Mosaic.

Redaction Intensity

Reflects the intensity of the redaction (only appears when Pixelate, Blur, or Mosaic are chosen):

- Low: Lowest quality of redaction; you may be able to see and identify faces
- Medium: Good quality of redaction; default setting
- High: Highest quality of redaction; produces solid squares, larger than the Low or Medium

Redaction Color

The color selector only appears when Outline or Fill are selected.

Redaction Shape

This option defines the shape of the redaction boundary, either rectangle or ellipse. You choose the style for the redaction shape. You only see outlines on the screen when you are identifying faces. The ellipse shape is drawn from inside the box when the file is exported. Shown here are the same size rectangle and ellipse redaction shapes:
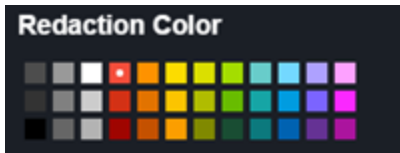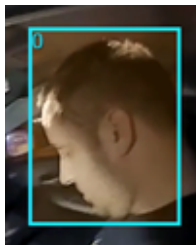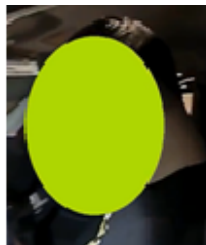

Rectangle   Ellipse

Audio Redaction

Beep or mute out the section of audio you want to redact.

If you do not want to export the entire video, you can select which part of the video and audio you want to export. You set the slider bar to where you want to start your selection and stop it where you want to end your selection.
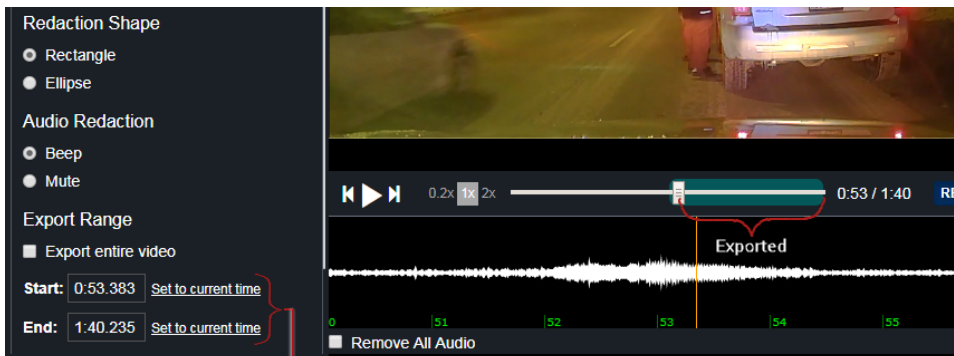
Choose the time of the video you want to export

View Options

The View Options selections change the display of the outlines while in REDACTIVE. View options cannot be run on an exported video. The two options include:

- Multicolored objects: displays outlines in a range of colors to allow easy and immediate differentiation of objects

- Show object labels: Overlays a number on the bounding box aiding in object differentiation

The default is on for both multicolored objects and labels.

About

The about button shows the version number and the last six digit of your license number. You can also remove the license when you change from evaluation copy to paid license copy or if you need to move your software to another computer.
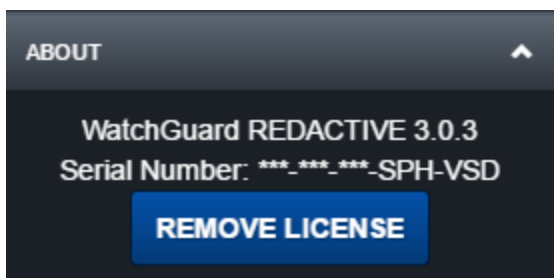
Export an event file

Depending on how you edited your video, you can export a full event or a section of the event that you selected. Prepare your file for Export (page 48) If you are unsure that you got everything you wanted, keep a copy of the unexported file so you can make changes.

> ⚠️ **Important!** *You can only export a file once. You cannot remove any redaction after a file has been exported.*

1. Choose your Export Options (page 48)

    ○ **Detection Type**

        ▪ Face

        ▪ Vehicle

        ▪ License Plate

        ▪ Manual

    ○ **Redaction Type**

        ▪ Outline

        ▪ Fill

        ▪ Pixelate

        ▪ Blur

        ▪ Mosaic

    ○ **Redaction Intensity**

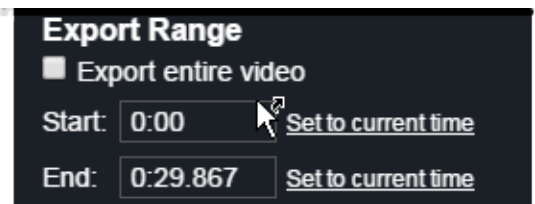   ▪ Low

        ▪ Medium

        ▪ High

    ○ **Redaction Shape**

        ▪ Rectangle

        ▪ Ellipse

    ○ **Export Range**

        ▪ Export the entire video or only a part of it. Default setting is export entire video.
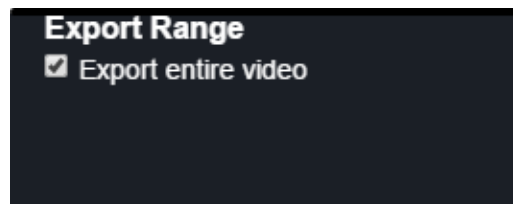
2. Choose your **View Options** (page 50)

    ○ Multicolored objects

    ○ Show object labels

3. Export your redacted video.

    When you click **Export Video**, the Rendering screen appears.
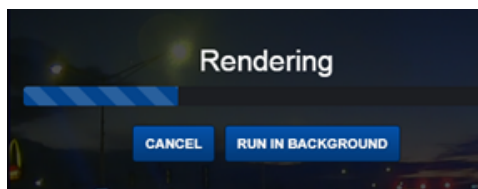
You can **Cancel** the job or run it in the **background** and continue to work on other videos.
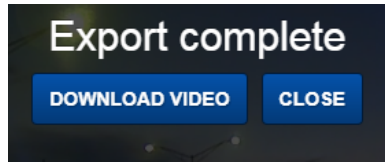
- **Download Video** downloads the video through your browser.

  Open the downloaded file and it plays in your default video player.

- **Close** takes you to the beginning of the video before export.

Understanding REDACTIVE

This section explains the concepts of REDACTIVE. Included in this section:

- **Running Auto Redaction** (page 54)
- Identifying faces with Auto Redaction (**page 57**)
- Identifying faces and objects with manual redaction (**page 58**)
- Editing objects (**page 58**)
- **Perform Audio Redaction** (page 1)
- Exporting Redacted Video (page 51)

Running Auto Redaction

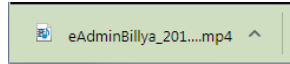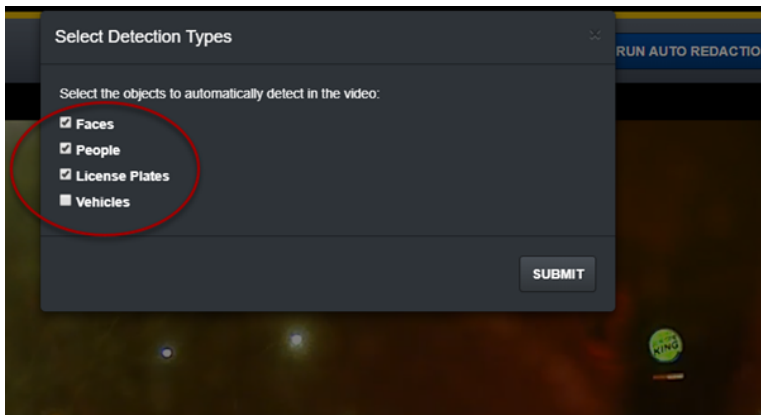**RUN AUTO REDACTION** identifies faces, people, vehicles, and license plates in your video. REDACTIVE evaluates each frame and when it finds the detection type it is searching for, it searches both forward and backward within the video timeline. The process is processor intensive and can take some time to complete. The amount of time depends upon your system speed.

> **Note:** The redaction processing speed is improved when running auto redaction on an Intel CPU. The speed still depends on the size of the video and your system.

Run auto redaction and select multiple targets to redact. After the process is complete, review the video. You may have to do some manual cleanup. The auto redaction process can pick up false positives, such as box 43 shown here.
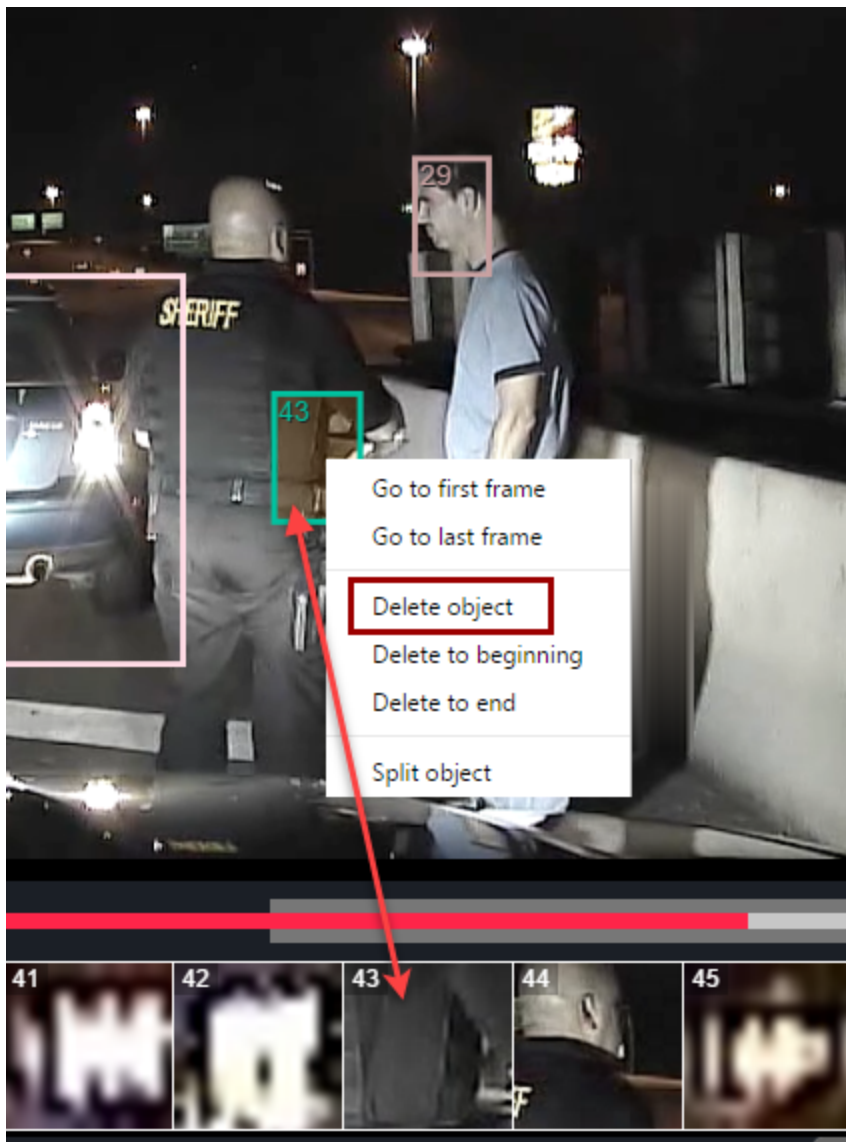
Box 43 also appears in the next frame. Select Delete object to remove the box in both frames.

On bounding box 43, you can right click your mouse and choose Delete object to remove this bounding box.

You have six options on the bounding box on box 43:

- **Go to first frame** - moves to the first frame the bounding box appears in
- **Go to last frame** - show the last frame box 43 appears in
- **Delete object** - removes the bounding box from the video and the Object List

  The rest of the frame remains the same

- **Delete to beginning** - removes bounding box 43 from this point to the beginning of the video
- **Delete to the end** - removes bounding box 43 from this point to the end of the video
- **Split object** - splits the bounding box into two separate objects - one goes to the beginning,

one goes to the end

If you are using labels, they will be different for the split object.
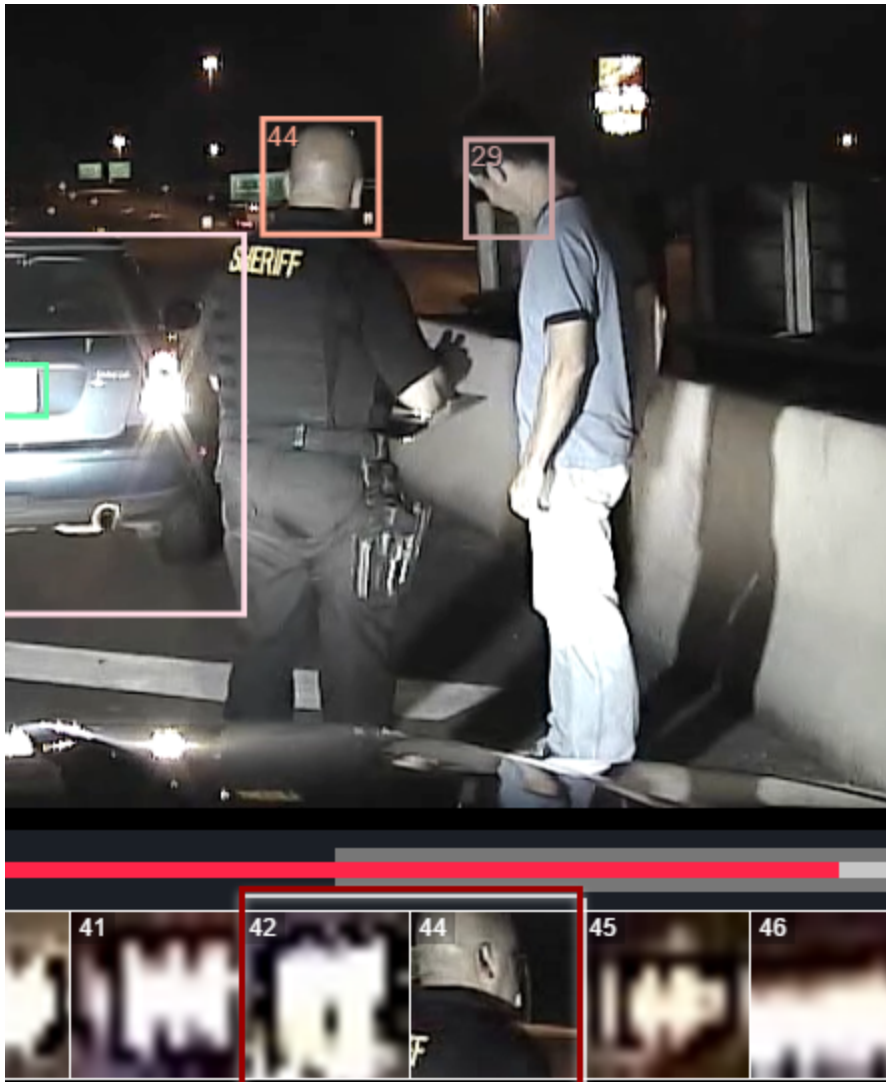
object 43 deleted

Overlaps and movements may cause the outlines to not align correctly on faces as shown here. You can use the edit feature to correct the misplacement.

Clean up

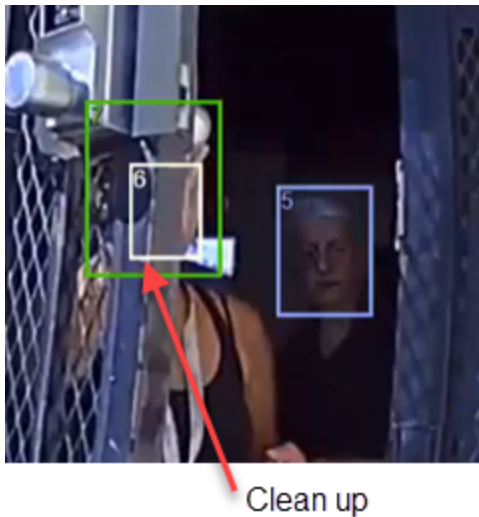Because the light colored bounding box (#6) is identified with a face that is behind the first person, you would remove the #6 bounding box from this position.

See **http://watchguardvideo.com/help/redactive/how-to-videos**

Identifying faces with Auto Redaction
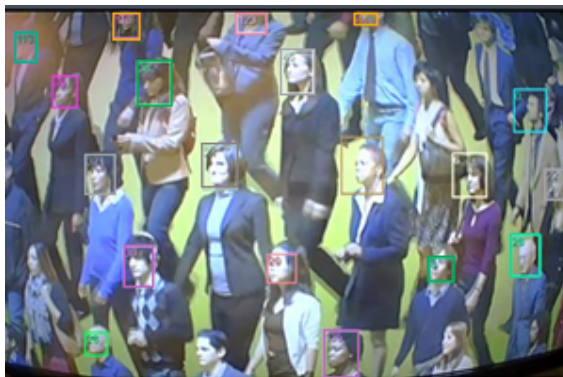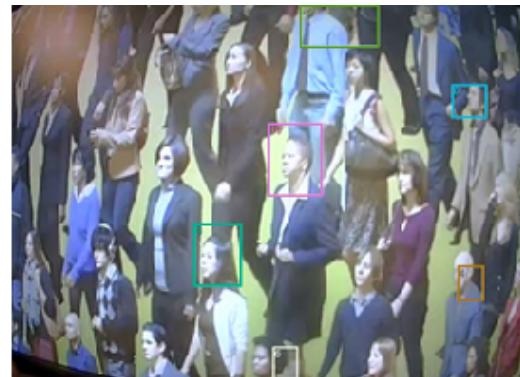
Run Auto Redaction (page 39) automatically searches for faces in the video. Each detected face is tracked throughout the video.

> **Tip:** *REDACTIVE performs with more accuracy using high definition (HD) versus standard definition (SD) videos. Shown here is the same video captured with a VISTA Wearable Camera. One video is set to HD and one to SD.*

HD Video

SD Video

> **Note:** *You can run automatic redaction only once on a video. When you close the video, you can reopen it and delete the redaction data and run automatic redaction again.*

Identifying faces and objects with manual redaction

You can draw one or more boxes or ellipses in a frame when you pause the video. Drawing new outlines puts you in **Add new objects** mode (page 42).

New outlines are shown in yellow to distinguish them from outlines that were drawn when you ran auto redaction. In auto redaction only faces were identified. You may want to redact other objects, such as license plates or documentation.

You can choose **Cancel**, **Static**, or **Automatically Track** to finish your manual drawing.

- **Cancel**: Removes all boxes you've drawn and returns to playback mode
- **Static**: Creates a static object for each box with the same coordinates for every frame in the video
- **Automatically Track**: REDACTIVE follows the contents of each drawn box forward and backward as far as it can.
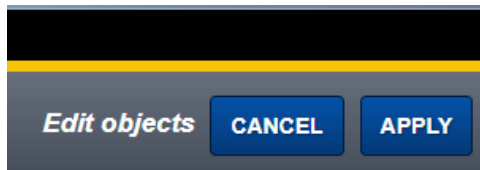
For more information

Running Manual and Audio Redaction **(page 42)**

**http://watchguardvideo.com/help/redactive/how-to-videos**

Editing objects

As you are reviewing your video, some bounding boxes may be out of alignment. You can resize, move, or delete the bounding box and draw in new ones. If you select the bounding box, this puts you in **Edit Objects** mode. After you make changes, you can either:

- **Cancel**: Your change is undone and the application returns to playback mode
- **Apply**: All changes are saved; the new position and size of the bounding boxes are added forward and backward from the edit point

REDACTIVE searches and identifies every occurrence of the object that is in the same position after you make your change. It applies the change as far as possible in both directions.

Face ouline too small   Drag and resize
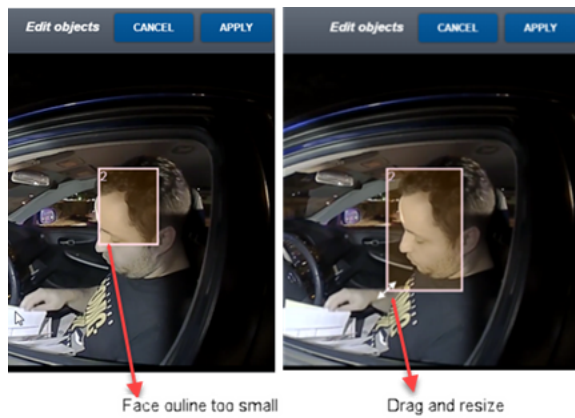
For more information...

How to Edit Objects (page 45)

Audio redaction

Redact Audio toggles the audio waveform timeline display. The waveform is locally normalized for better editing visibility so that one large peak in the video will not cause the entirety of the waveform to flatline. The video contains all audio if it is available.

You can also mute the audio for the entire video using **Remove All Audio**. Click **Remove All Audio** again to unmute.
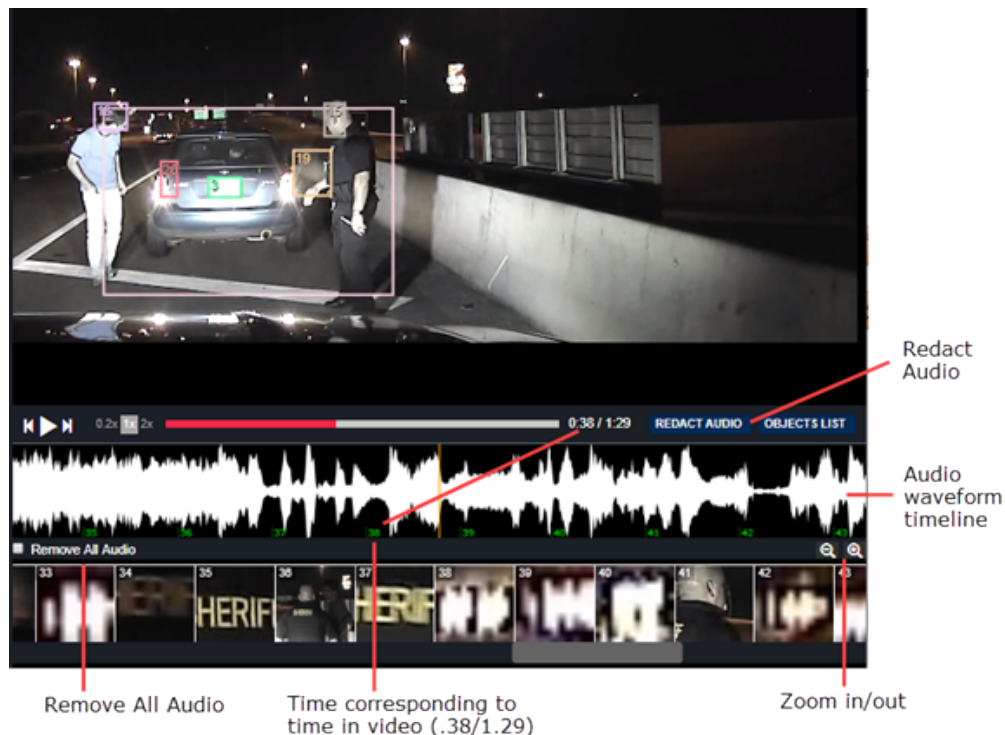
You have two options for Audio Redaction when you want to redact a piece of audio in the video file. You can select whether you want the piece you are redacting to be muted out or beeped out for the time you specify.

For more information ...

See **Redacting Audio(page 43)**

See **http://watchguardvideo.com/help/redactive/how-to-videos**

Error messages

Starting REDACTIVE Errors

Error Message	Description	Resolution
Activation failed (server unreachable)	Your machine cannot reach the license server. The server may be offline.	Check that you can access the website https://www.officerlicenses.com/login from the machine where REDACTIVE is loaded. REDACTIVE must be proxy aware. If yes, contact WatchGuard support to check if the server is proxy aware. If no, you may have to whitelist the domain or check the firewall. (A whitelist is an index of approved applications, on your OS, that are explicitly permitted to run.)
Invalid serial number entered. Please recheck and try again.	You entered the license number incorrectly.	Re-enter the license number provided by WatchGuard.
Activation failed (serial number invalid)	The license number is entered correctly but it is not available on the server or does not allow more activations.	This happens if: - the license number is for an evaluation copy and the license has been activated or expired - the production license is no longer valid Check with your administrator or WatchGuard support.

Error messages

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