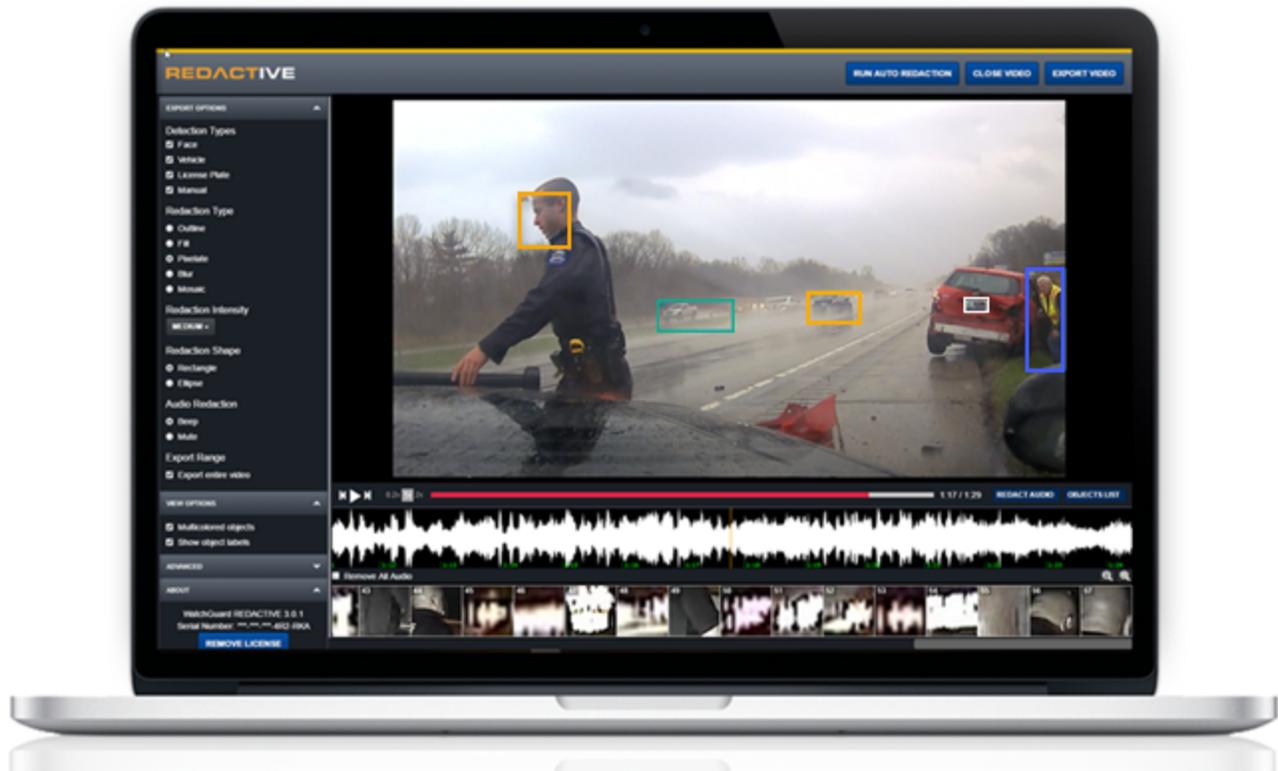


REDACTIVE

PLATFORM INDEPENDENT VIDEO AND AUDIO SOFTWARE - VERSION 3.0



SINGLE USER EDITION

USER GUIDE



Important Notice

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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.

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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.

For U.S. customers, call Customer Service at 800-605-6734 or email us at CSRequest@WatchGuardVideo.com with your comments, questions, and concerns. International customers, please contact your local distributor.

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Contents

Contents	iii
Welcome to WatchGuard REDACTIVE 3.0.3 Single User	5
About this document.....	5
What's new.....	5
Installing REDACTIVE Single User	6
Installing or Upgrading REDACTIVE.....	7
System requirements.....	7
Upgrading from version 2.0 to version 3.0.....	7
Installing Single User.....	8
Changing Evaluation License to Paid License.....	12
Desktop application.....	12
Install permanent license while working in evaluation copy.....	12
Moving the software and license.....	13
Getting Started with REDACTIVE	14
UI controls.....	15
Video playback controls.....	16
Keyboard shortcuts.....	17
Close video.....	17
REDACTIVE Workflow	19
Recommended workflow.....	19
Using REDACTIVE.....	20
Import and open a video.....	21
Import videos.....	21
Set Export Options.....	23
Run Auto Redaction.....	24
Object List.....	26
Perform manual and audio redaction.....	27
Perform manual redaction.....	27
Perform audio redaction.....	28

Contents

Redact audio.....	30
Edit objects.....	32
Exporting options.....	33
Export options.....	34
Detection Type.....	34
Redaction Type.....	34
Redaction Intensity.....	35
Redaction Color.....	35
Redaction Shape.....	35
Audio Redaction.....	36
View Options.....	36
Advanced setting.....	36
About.....	37
Export part of an event file.....	38
Export an event file.....	39
Exporting redacted videos.....	40
Understanding REDACTIVE.....	41
Running Auto Redaction.....	41
Identifying faces with Auto Redaction.....	44
Identifying faces and objects with manual redaction.....	45
Editing objects.....	45
Redact audio.....	46
Error messages.....	48

Welcome to WatchGuard REDACTIVE 3.0.3 Single User

Welcome to the *WatchGuard REDACTIVE 3.0.3 User Guide, Single User*. 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 TM *WatchGuard REDACTIVE 3.0.3 User Guide, Single User* covers the most common operations, including:

- **Installing REDACTIVE** (page 6)
- **Changing Evaluation License to Paid License** (page 12)
- **Getting Started with REDACTIVE** (page 14)
- **REDACTIVE workflow** (page 19)
- **How to Use REDACTIVE** (page 20)
- **Understanding REDACTIVE** (page 41)
- **Error messages** (page 48)

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 Single User

In this section ...

- **Installing or Upgrading Single User Desktop** (page 7)
- **System Requirements** (page 7)
- **Upgrade from Version 2.0 to 3.0** (page 7)
- **Installing Single User Desktop** (page 8)
- **Changing Evaluation License to Paid License** (page 12)

Installing or Upgrading REDACTIVE

You can download the REDACTIVE software from the WatchGuard web site at <https://watchguardvideo.com/software/redactive-dl>.

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
OS	Windows 7 or newer	Windows 10 or newer
Processor	64-bit Intel i5 or higher	64-bit Intel i7 eighth or ninth Gen or higher
RAM	4 GB	16 GB+
Screen resolution	1280 x 768 or higher	1920 x 1080 or higher



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

Upgrading from version 2.0 to version 3.0

If you are upgrading from version 2.0 REDACTIVE to version 3.0 REDACTIVE:

1. Complete any redaction work in progress.
2. Save any videos you have not processed.
3. Download and install version 3.0 REDACTIVE.

After downloading and opening the software, you can continue to work on your videos. The ones you have processed but not exported, will still remain in your directory.

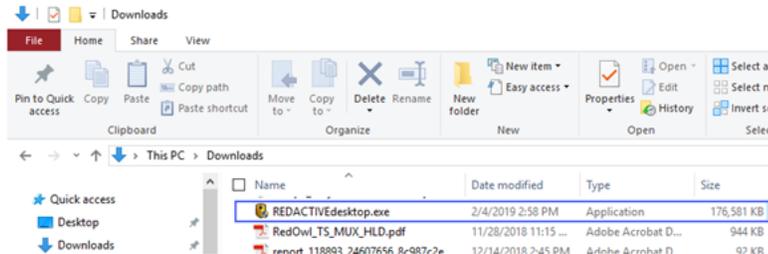


Note: Multiple redaction will not work with 2.0 version redacted videos.

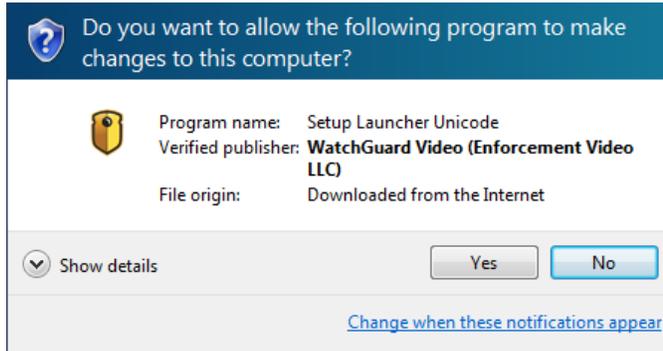
Installing Single User

To install REDACTIVE Single User:

1. Download the software and double click REDACTIVE.exe file .

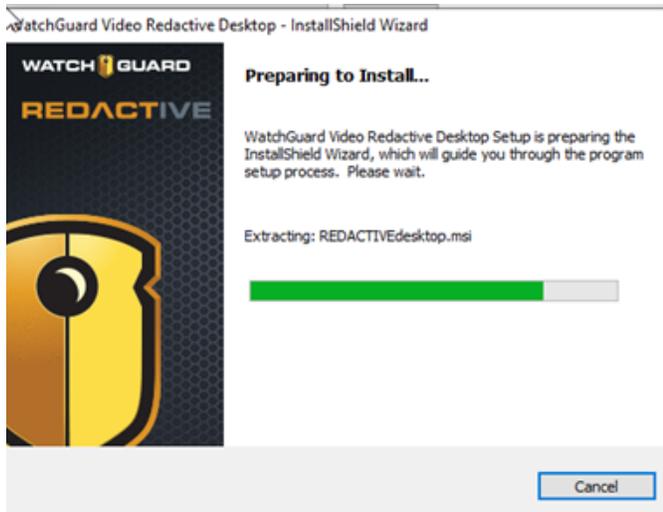


The User Account Control window appears.



2. Click **Yes**

The Preparing to Install window appears.

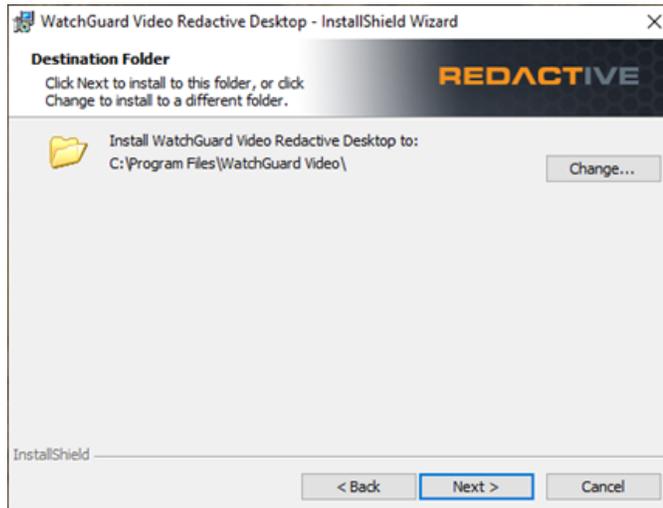


When this finishes the License Agreement window appears.



3. Click the *I accept the terms in the license agreement* circle then click **Next**.

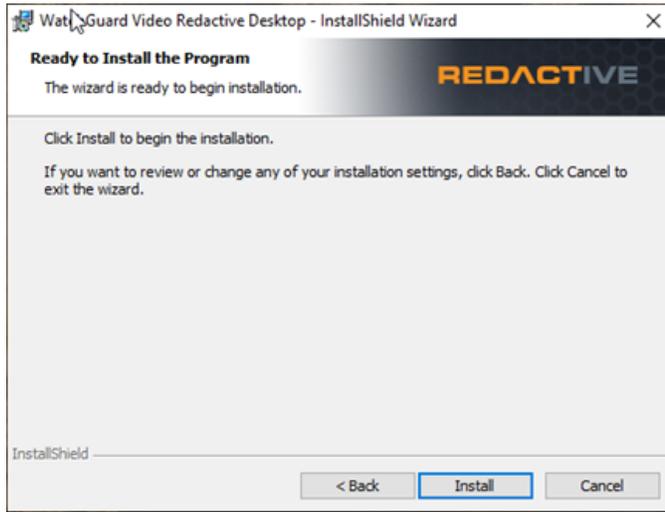
The Destination Folder appears.



Installing REDACTIVE Single User

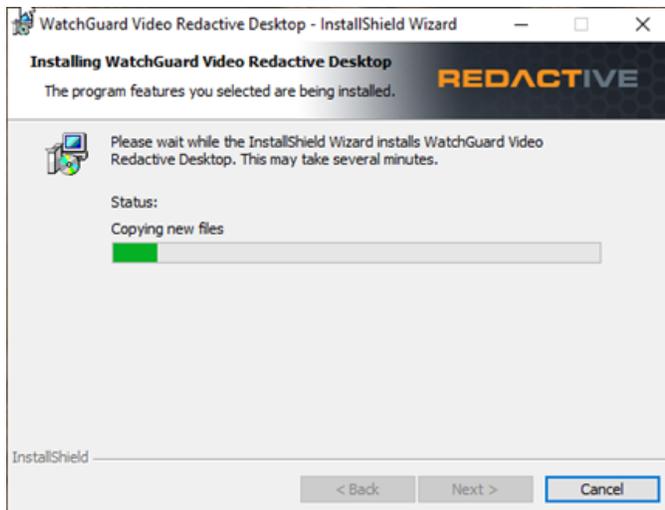
4. Change the location or click **Next** to accept the shown location.

The Ready to Install window appears.



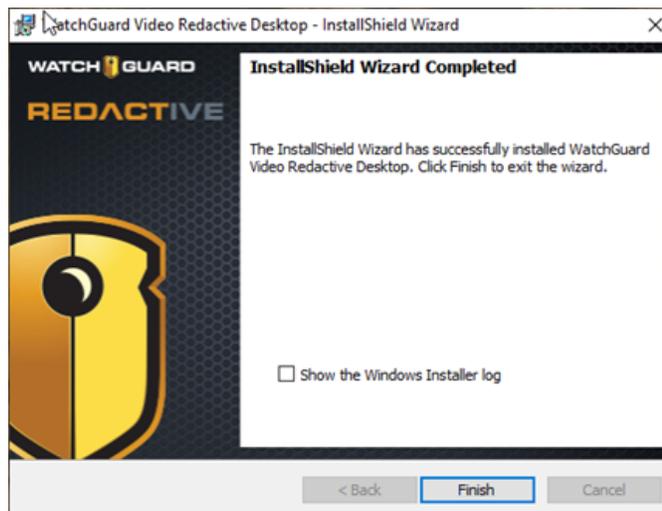
5. Click **Install**.

The Installing window appears showing the status.



- Click **Next** when the install completes.

The Install Completed window appears.



- Click **Finish**.

A REDACTIVE Shield icon appears on your desktop 

- Double click the shield to open REDACTIVE.

Changing Evaluation License to Paid License

Each installation of WatchGuard REDACTIVE software requires a license key specific to the product.



Important! License keys are distinct between the desktop 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.

Desktop application

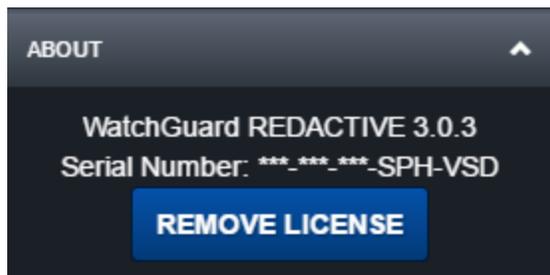
When you buy the permanent version, WatchGuard provides you a license number for **each copy** of your software. This activates the REDACTIVE software. It converts an evaluation copy to a paid licensed version of the software. The evaluation copy works the same as the paid license copy.

At the end of your evaluation period, you can no longer get into the REDACTIVE software. You will be able to see your redacted videos with your computer default viewer.

Install permanent license while working in evaluation copy

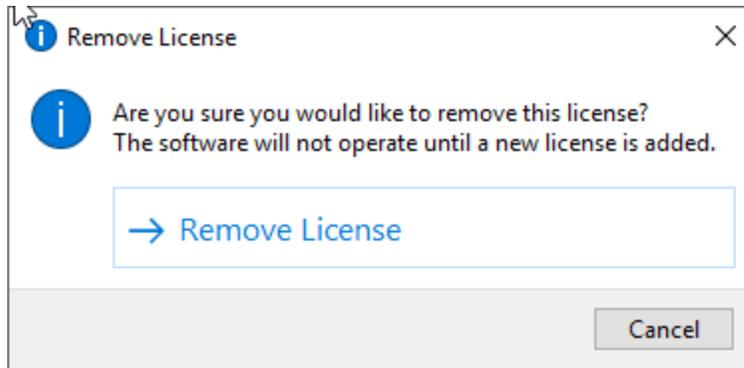
Follow these steps to activate a permanent copy of the software from your evaluation copy on your computer:

1. Click the **Remove License** button in **About** to install the paid version when your evaluation license expires. The text in about tells you when your evaluation license will expire.



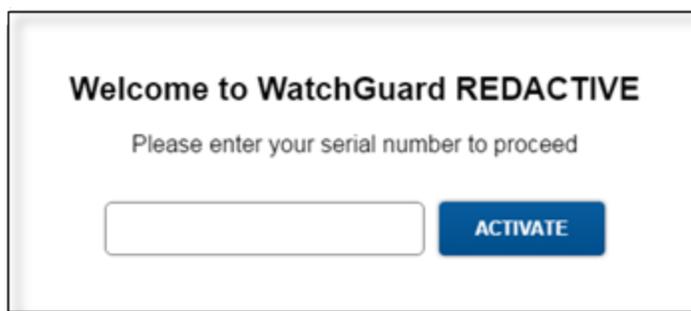
This lets you keep working in REDACTIVE without having to reinstall. It also keeps any preferences you have set and retains any videos you uploaded.

The Remove License warning dialog appears.



2. Click Remove License to remove your evaluation license or click Cancel to continue using the evaluation version.

The license number dialog box opens.



The evaluation license number only works for 30 days and cannot be re-entered.

3. Enter the license number for the permanent licensed copy.

REDACTIVE continues with the loaded videos with no break in the process.



Important! If you have a problem with your installation and have to reinstall, delete the file `C:\ProgramData\WatchGuard REDACTIVE\licenses` before proceeding.

Moving the software and license

If you need to move your software to another computer:

1. Remove the license on the existing copy. (Ensure that you keep a copy of your license number.)
2. Install the software on the new computer.
3. Enter the license number.

Getting Started with REDACTIVE

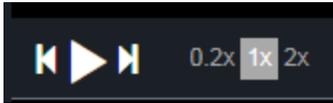
REDACTIVE is an automated redaction tool that saves you time when redacting files. It automatically identifies faces, vehicles, and license plates, but also lets you manually redact faces and other objects and edit the automated file.

This section covers:

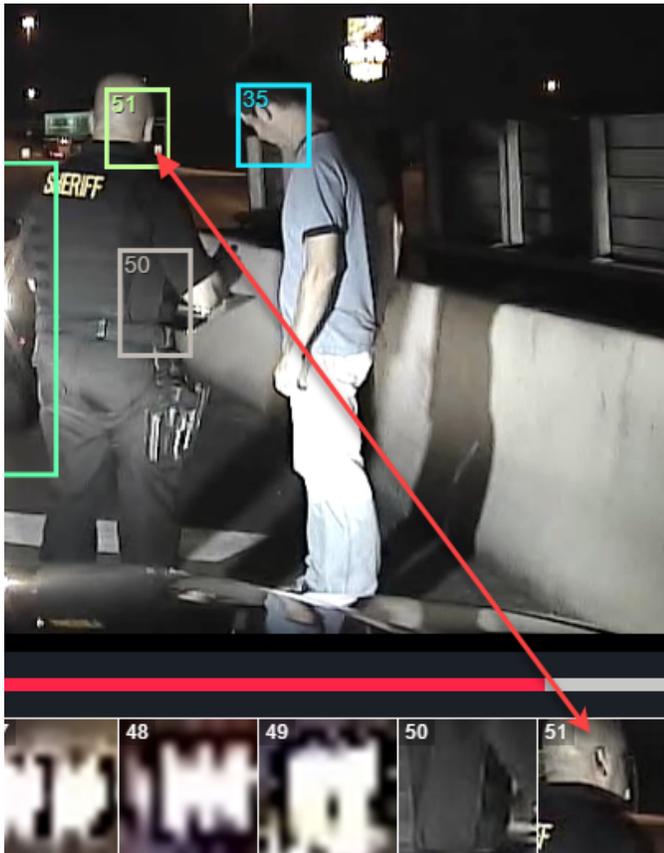
- **UI Controls** (page 15)
- **Video playback controls** (page 16)
- **Keyboard shortcuts** (page 17)

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 (page 32).



- **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.



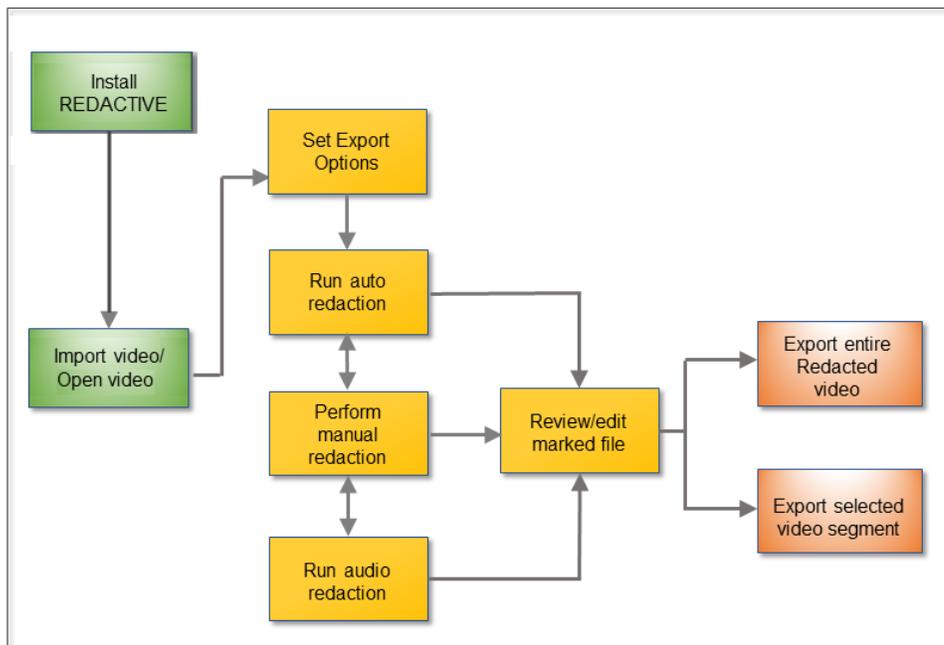
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REDACTIVE Workflow

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.



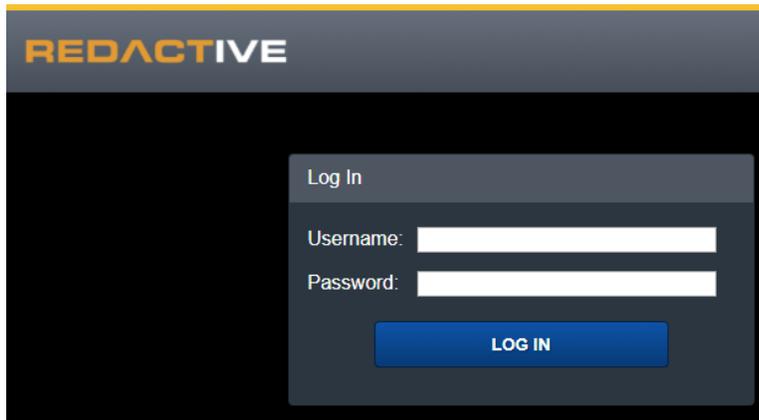
Using REDACTIVE

After REDACTIVE is installed (page 6) on the desktop, the first step is to bring the software up.

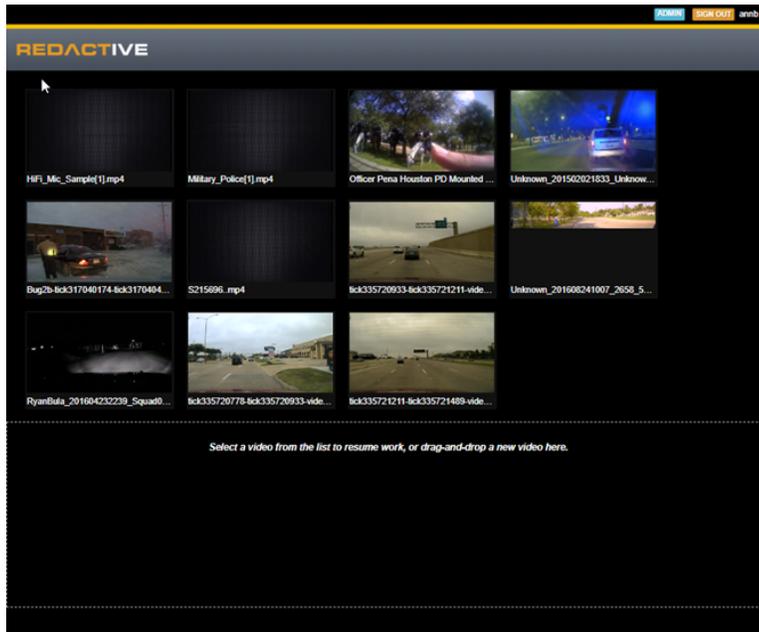
1. Click the Shield logo for Redactive.



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 21).



Import and open a video

These steps take you through the REDACTIVE process. You can find How-to videos on the WatchGuard web site at <http://watchguardvideo.com/help/redactive/how-to-videos>.

REDACTIVE supports the following video formats:

- MP4 (MPEG-4 video file)
- 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)

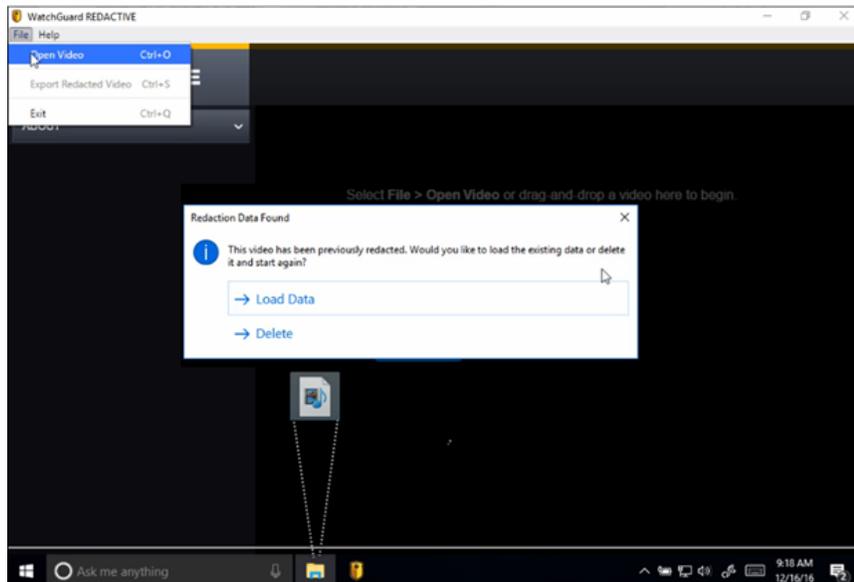


Note: Export your videos from your Evidence Library software to a folder on your computer and then import them into REDACTIVE.

Import videos

1. Select **File > Open Video** or **drag and drop** a file from a folder on your desktop.

If the video has been redacted in the past, the pop up window shown here appears.



- **Load Data:** Loads the video with the auto run, manual, and audio redaction information
- **Delete:** Removes all of the auto run, manual, and redaction information, allowing you to **Run Auto Redaction** again

REDACTIVE Workflow

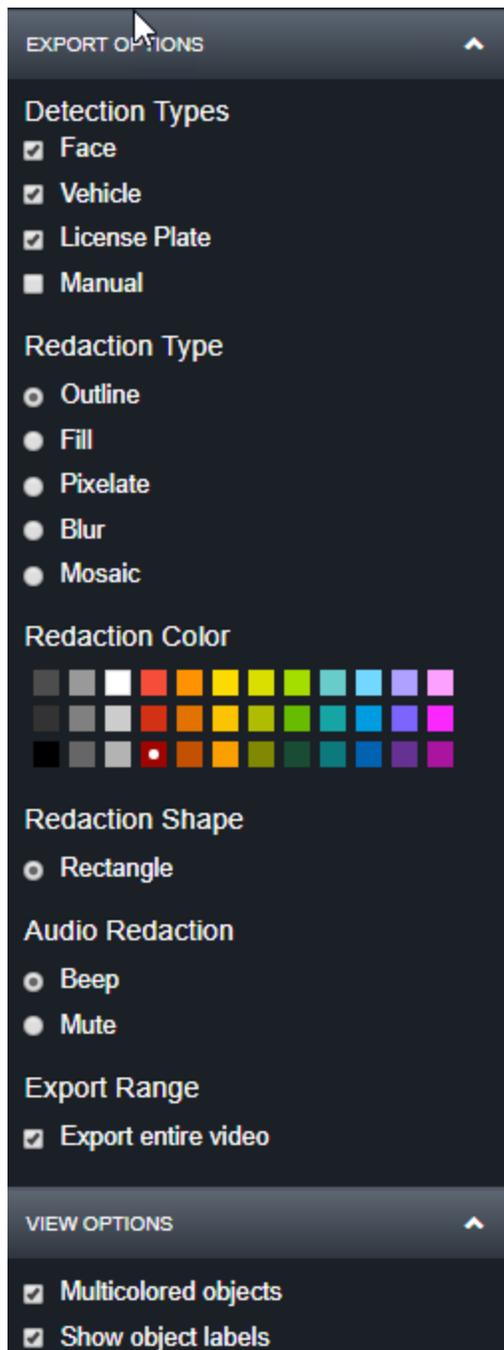
2. Click Delete and the file loads with all redacted information deleted.



3. Click **Load Data** and the file loads with redacted outlines appearing.



Set Export Options



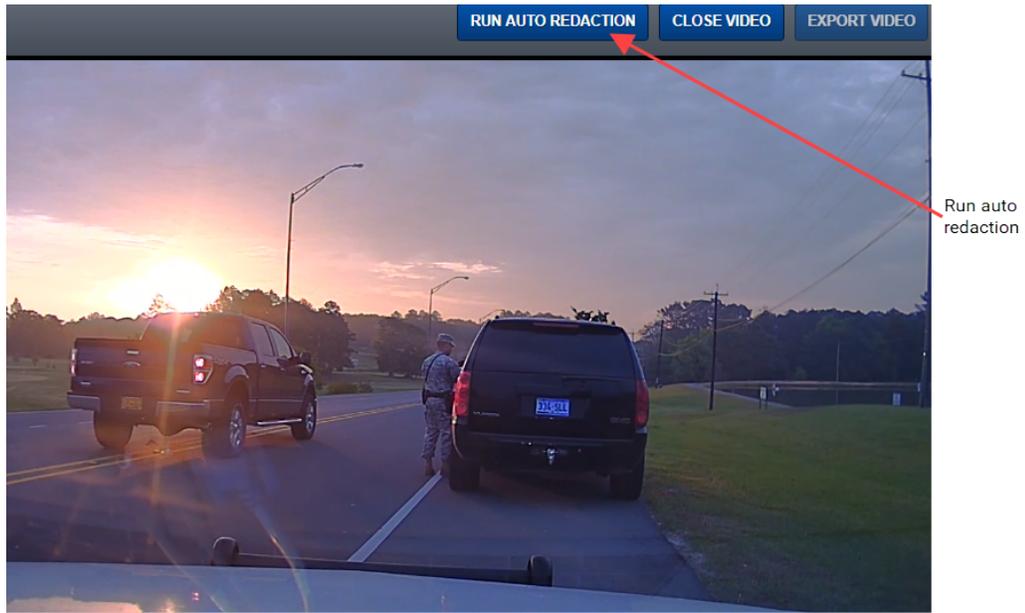
Before running auto redaction, set the **Export Options** in the left column.

These are just example settings. Set the options according to your agency standards. See *Export options* **on page 34** for an example of each of these options.

Run Auto Redaction

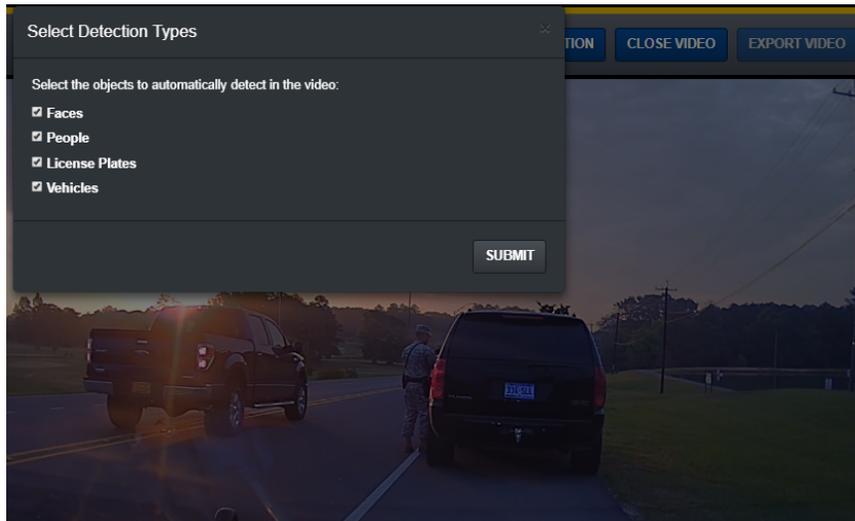
You can run auto redaction multiple times or you can run it once to find faces, people, licenses, and vehicles.

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



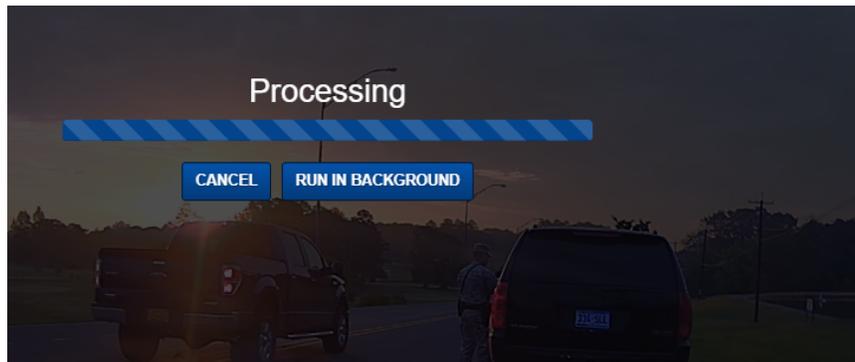
The **Select Detection Types** window appears.

3. Choose the objects you want to redact. You can choose as many as you want.



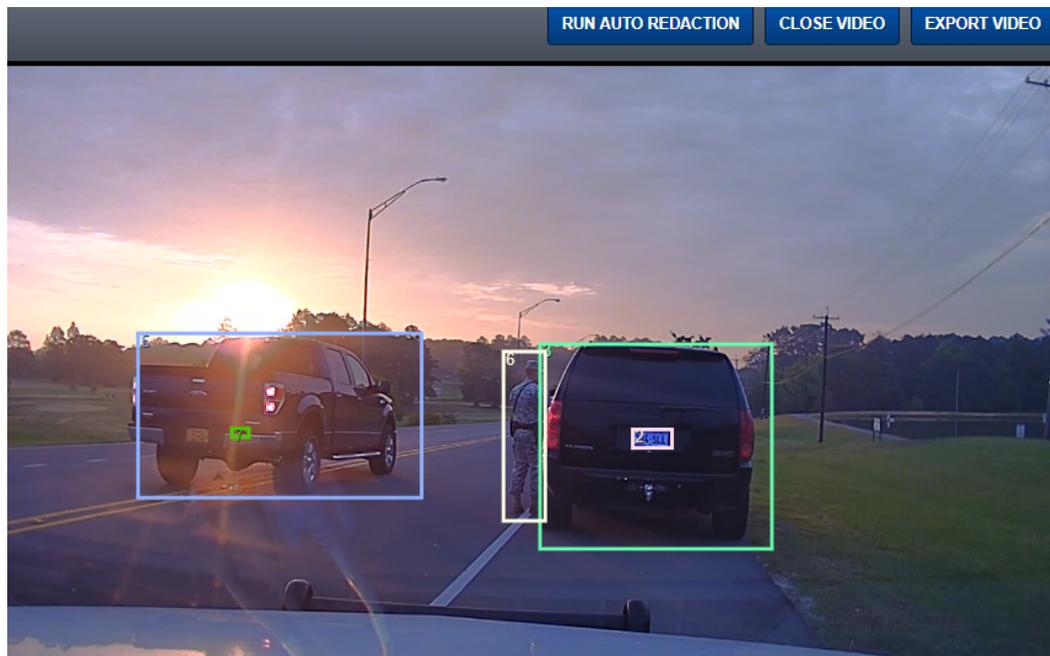
4. Click **Submit**

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.

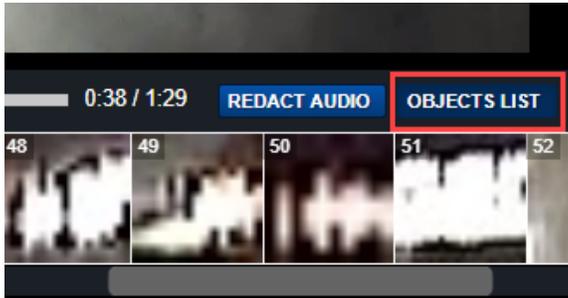


Note: Redactions that you ran in version 2.0.x can be rerun through auto redaction. The detection types you did not run will show up in the detection type list. See step 3.

Object List

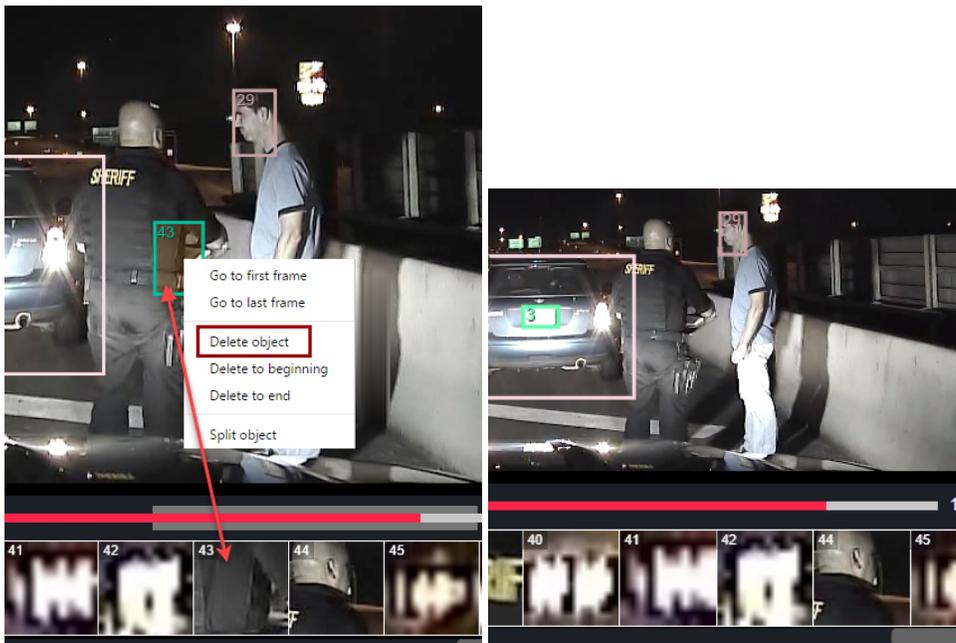
The Objects list lets you easily and accurately identify a frame in a video. The Object List is a scrollable list that shows thumbnails of detected objects

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 (page 32).



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

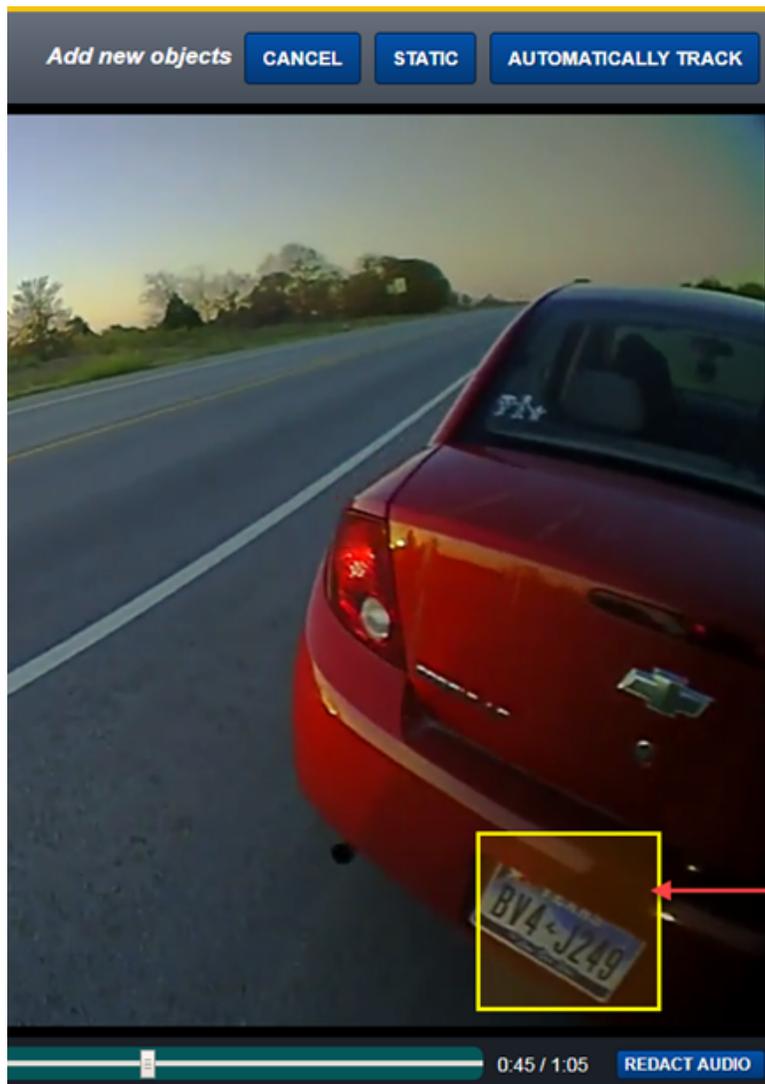
Perform manual and audio redaction

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.

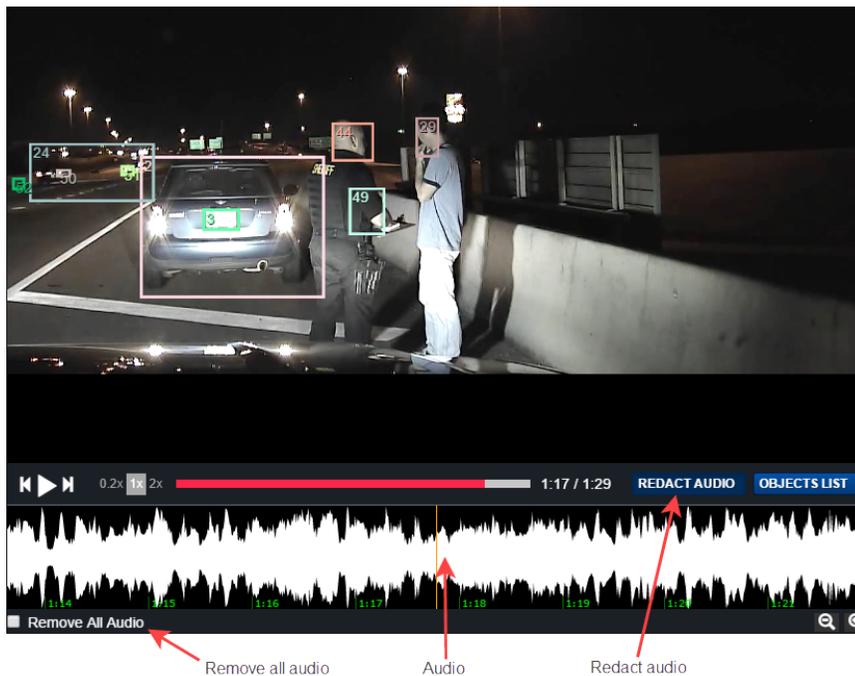


2. Choose Cancel, Static, or Automatically Track for each bounding box you added.
 - **Cancel:** Removes the bounding box you've drawn and returns to playback mode
 - **Static:** Saves the new bounding box on this frame only
 - **Automatically Track:** Tracks the outlined object for as far as it extends 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 46).



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).



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.



- 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.

Redact audio

1. Click and drag the cursor over the waveform to mute the audio.
A red highlight appears.



If the selected region overlaps or abuts an already muted region, the two regions combine into one segment. The entire region is muted. To change this, you have to unmute the region and start over.

2. Click and drag either end of a selection to change the region to be muted.
3. Right click in the region and select **Unmute** to remove the selection.



4. Click the **Remove All Audio** checkbox to disable all audio on the video.



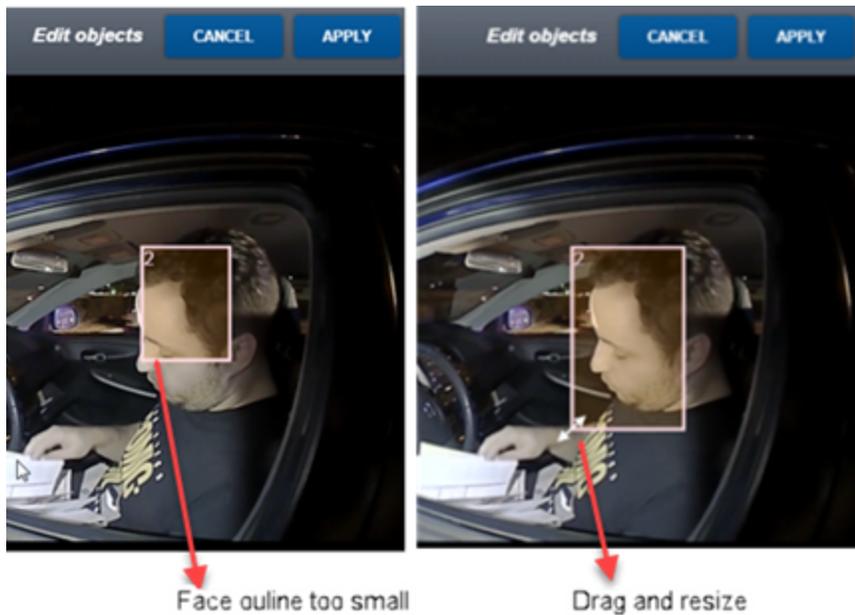
Removing all audio *disables* the audio timeline and exported videos do not contain an audio stream.

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.

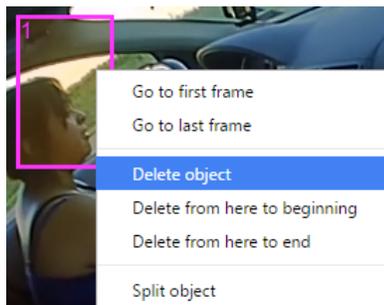


You have two options on what to do with your modifications:

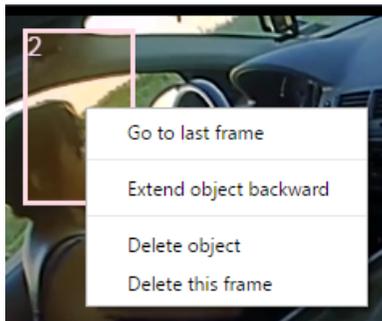
- **Cancel:** All changes are undone and the application returns to playback mode.
- **Apply:** All changes are saved. The new position and size of the boxes are added forward and backward from the edit point.

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

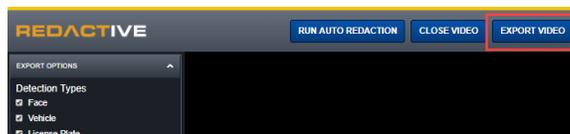


- **Go to last frame:** Goes to the last frame this bounding box appears
- **Extend object forward:** Extends the object forward from the frame you are on as far as it can be traced
- **Extend object backward:** Extends the object backward from the frame you are on as far as it can be traced
- **Delete this frame:** Deletes this frame only

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.



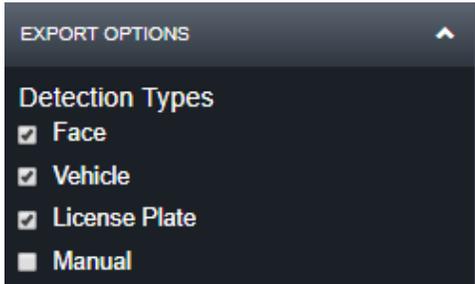
The video file is exported to an MP4 container with H.264 video and AAC audio (digital audio compression).

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:

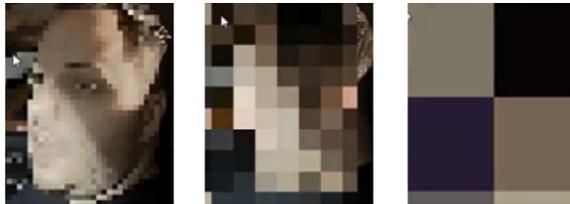
- **Outline:** Shows the colored box or ellipse; the face is still viewable; this is more of a highlight than a redaction.

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.

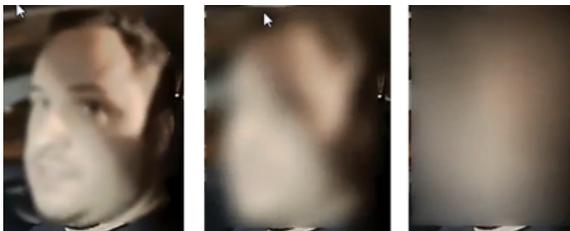


Pixelate
Low

Pixelate
Medium

Pixelate
High

- **Blur:** Blurs the face

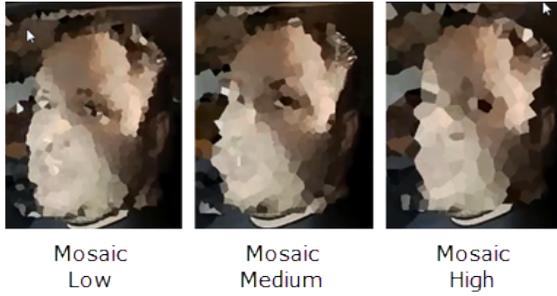


Blur Low

Blur Medium

Blur High

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



Note: Redaction Intensity appears when you use Pixelate, Blur, or Mosaic.

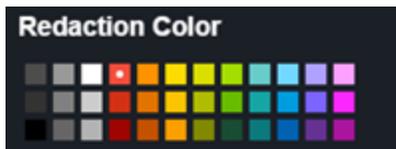
Redaction Intensity

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

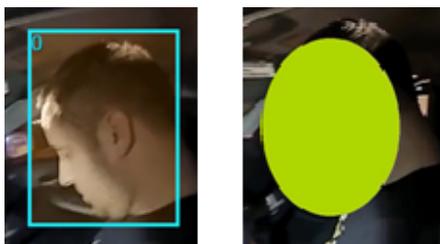
Redaction Color

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:



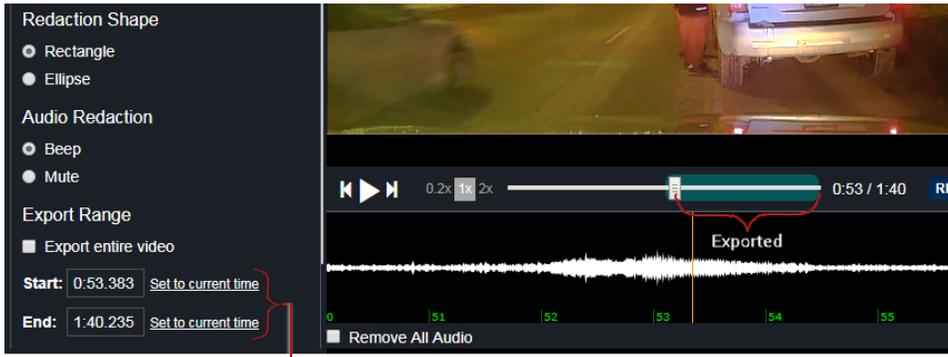
Rectangle

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. (page 38)

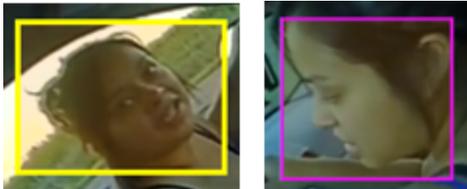


Choose the time of the video you want to export

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

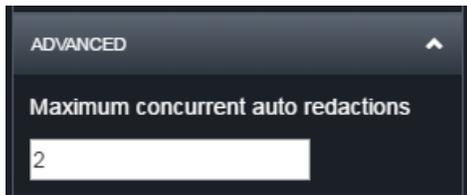


The default is on for both multicolored objects and labels.

Advanced setting

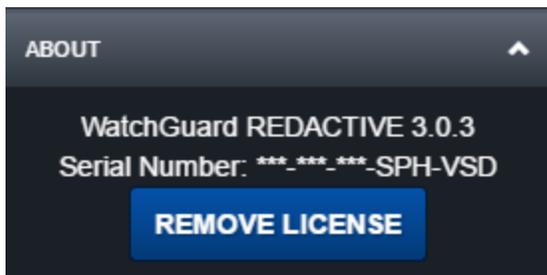
You can run concurrent auto redactions and continue to work on other videos at the same time. Running multiple auto redactions can slow the performance of your system. You will have

to experiment with your computer. Start with two concurrent auto redactions and add one until it affects your computer performance.



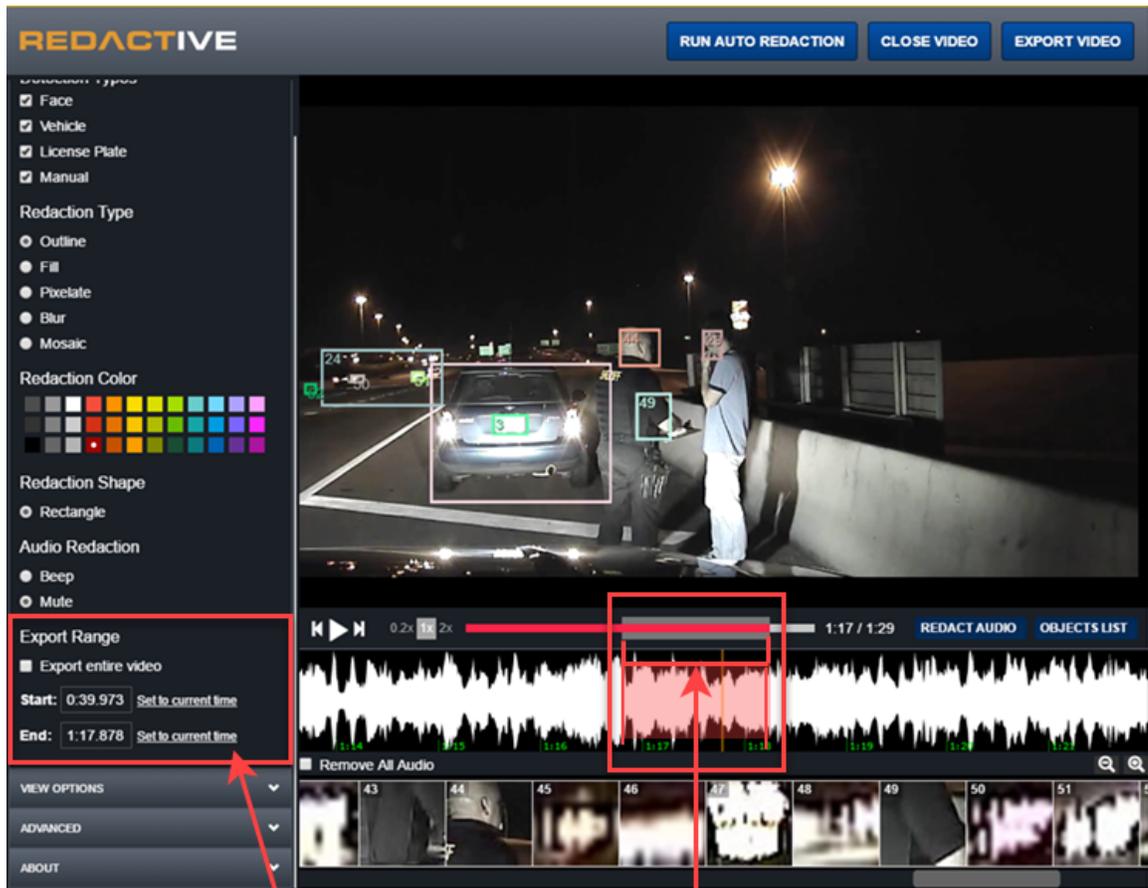
About

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 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.

Export an event file

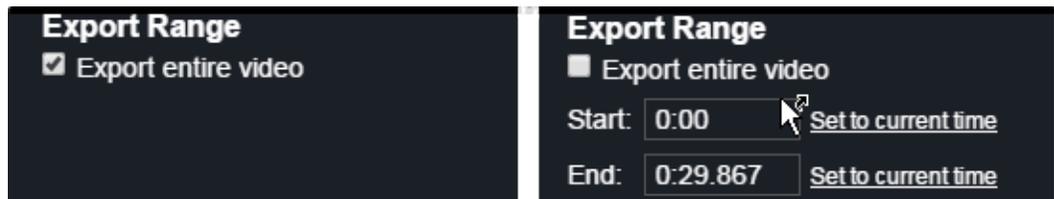
Depending on how you edited your video, you can export a full event or a section of the event that you selected. Prepare your file for Export (page 33) If you are unsure that you got everything you wanted, keep a copy of the unexported file so you can make changes.



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 33)

- **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.



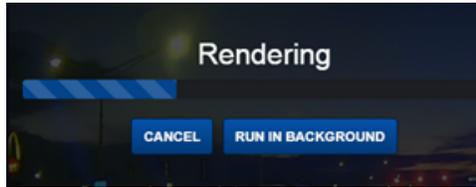
REDACTIVE Workflow

2. Choose your **View Options** (page 36)

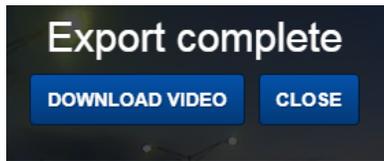
- Multicolored objects
- Show object labels

3. Export your redacted video.

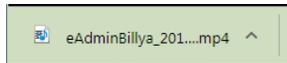
When you click **Export Video**, the Rendering screen appears.



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.



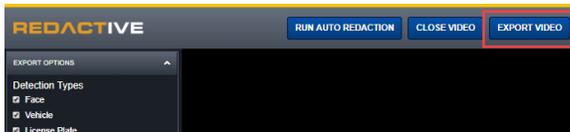
Open the downloaded file and it plays in your default video player.

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

Exporting redacted videos

After you run auto redaction, manually edit your video, and complete all edits, you can export the redacted video. After you export your video, redaction cannot be removed and it cannot be redacted again. 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).

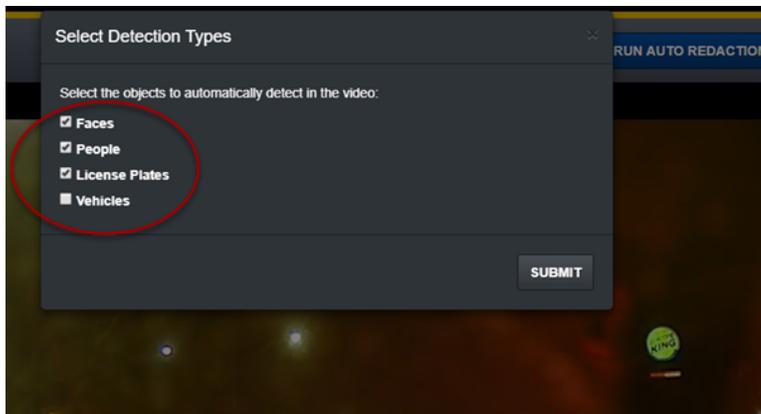
Understanding REDACTIVE

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

- **Running Auto Redaction** (page 41)
- Identifying faces with Auto Redaction (**page 44**)
- Identifying faces and objects with manual redaction (**page 45**)
- Editing objects (**page 45**)
- **Perform Audio Redaction** (page 46)
- Exporting Redacted Video (page 39)

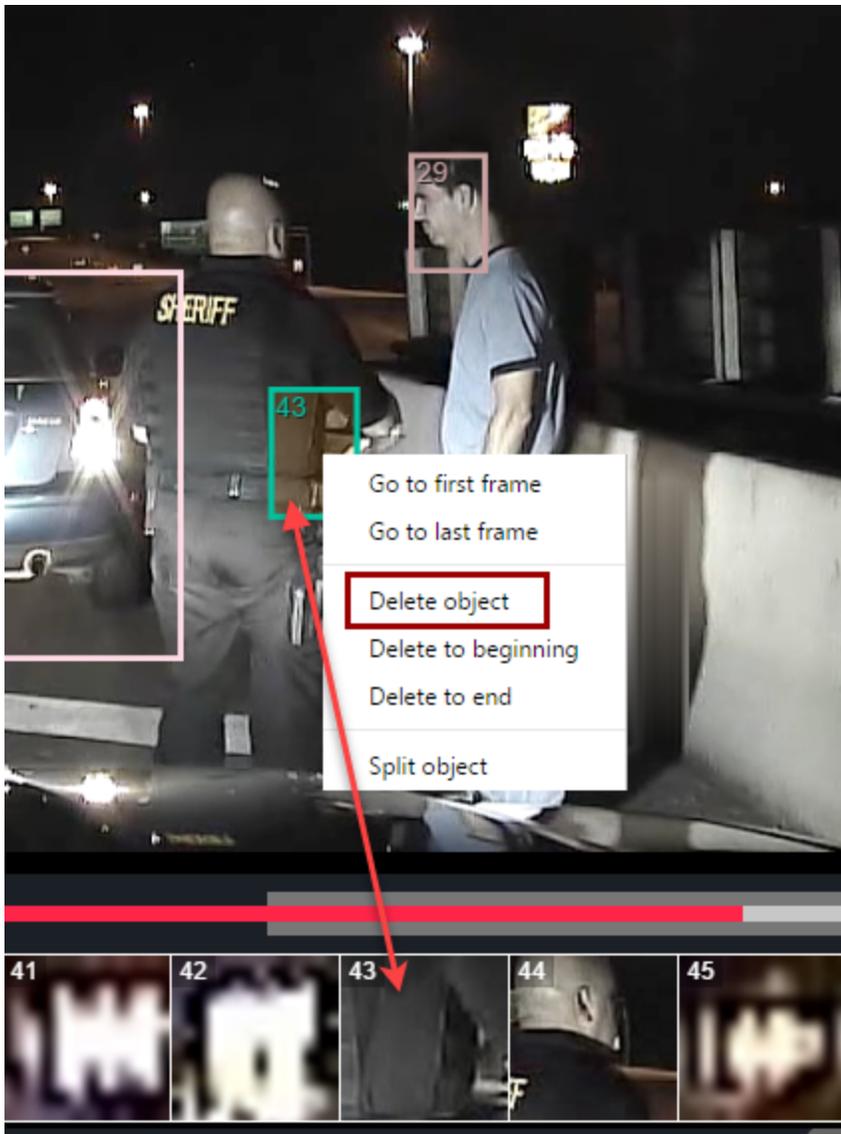
Running Auto Redaction

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.

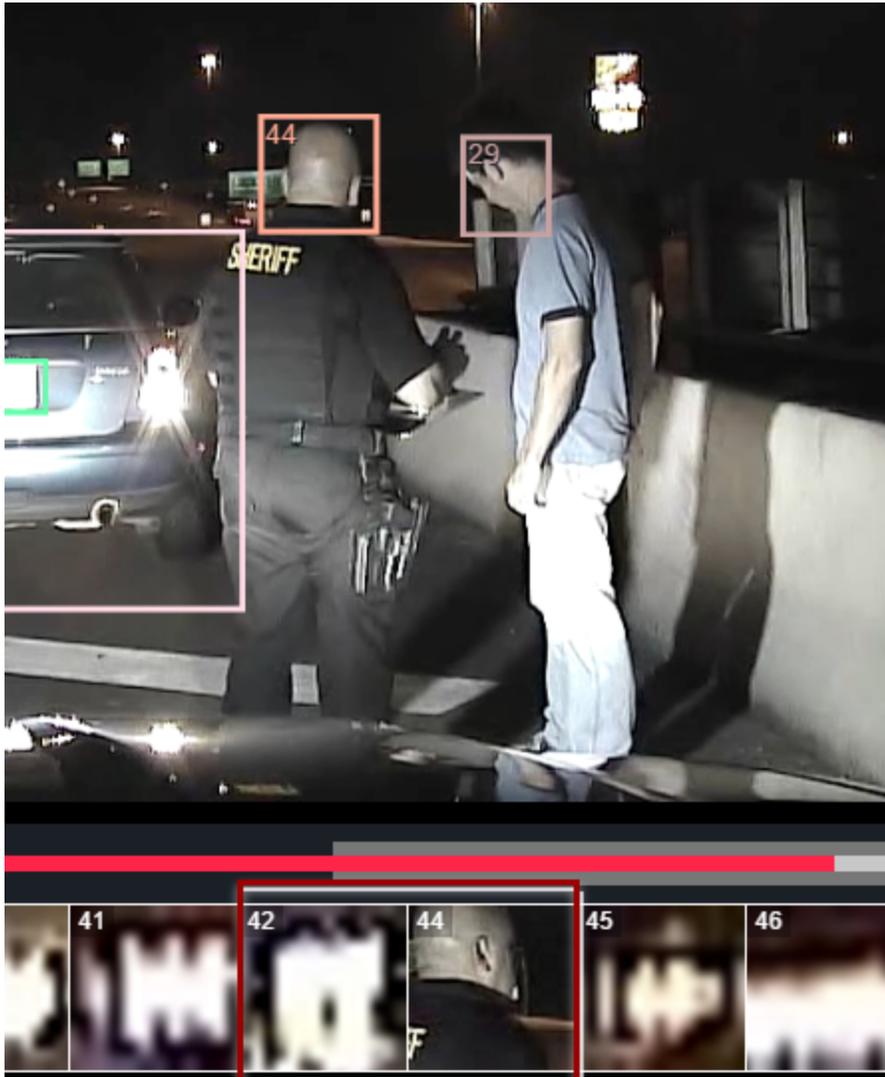
On bounding box 43, you can right click your mouse and choose Delete object to remove this bounding box.

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,

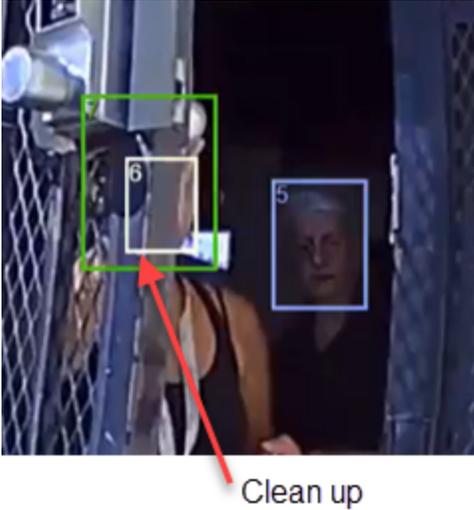
one goes to the end

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.



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 24) 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 27).

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

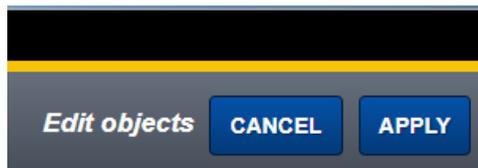
Running Manual and Audio Redaction (**page 27**)

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

Editing objects

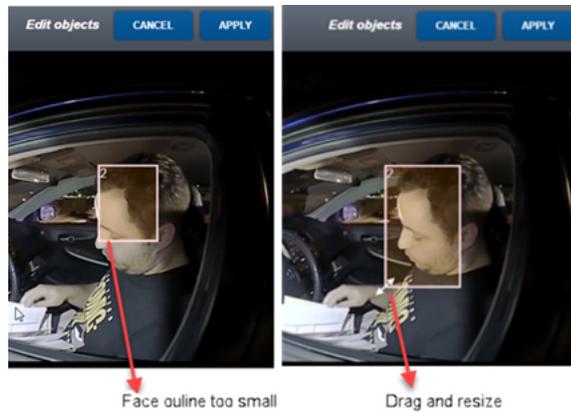
As you are reviewing your video, some bounding boxes may be out of alignment. You can resize, move, or delete the bounding box and draw in new ones. If you select the bounding box, this puts you in **Edit Objects** mode. After you make changes, you can either:

- **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.

Understanding REDACTIVE



For more information...

How to Edit Objects (page 32)

Redact audio

1. Click and drag the cursor over the waveform to mute the audio.
A red highlight appears.



If the selected region overlaps or abuts an already muted region, the two regions combine into one segment. The entire region is muted. To change this, you have to unmute the region and start over.

2. Click and drag either end of a selection to change the region to be muted.

3. Right click in the region and select **Unmute** to remove the selection.



4. Click the **Remove All Audio** checkbox to disable all audio on the video.



Removing all audio *disables* the audio timeline and exported videos do not contain an audio stream.

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.	<p>Check that you can access the website https://www.officerlicenses.com/login from the machine where REDACTIVE is loaded. REDACTIVE must be proxy aware.</p> <p>If yes, contact WatchGuard support to check if the server is proxy aware.</p> <p>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.)</p>
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.	<p>This happens if:</p> <ul style="list-style-type: none"> - the license number is for an evaluation copy and the license has been activated or expired - the production license is no longer valid <p>Check with your administrator or WatchGuard support.</p>