

WOUNDVISION



WoundVision Scout

1.18

Installation

Last Updated: May 19, 2026

Scout Installation

Version: 1.18.0

Requirements

OS: Windows 10/11 (x64, build 23H2 or later)

Processor: ≥ Intel Core i5 11th gen. (or equivalent)

Memory: ≥ 8GB

Resolution: ≥ 1920x1080

Note: For best frame rate performance with DirectX 12, 16GB memory, 12th gen (or later) i7 processor or dedicated GPU, and up-to-date BIOS and graphic driver(s) are recommended.

IMPORTANT: Some customers upgrading from Scout versions prior to 1.14.0 will need to revert their display driver to the updated OEM display driver (Intel/AMD/Nvidia). For more information on this change, please visit our knowledge base article at <https://help.woundvision.com/1-14-display-drivers>

Prerequisites

When running the Scout Setup on a computer for the first time, any prerequisite software that is necessary for operating the Scout Software will be installed during the installation process. The prerequisite software that must be installed includes the following:

.NET Desktop Runtime 10.0.6 x64 (or higher)

.NET Desktop Runtime 10.0.6 x86 (or higher)

Visual C++ 2017-2026 Redistributable (x64) (Version 14.50.35719.0 or higher)

Visual C++ 2017-2026 Redistributable (x86) (Version 14.50.35719.0 or higher)

Microsoft Edge WebView2 (Version 141.0.3537.85 or higher)

Note: While Edge and a PDF viewer are required, this software will not be installed as a prerequisite in the installation.

Install Parameters

The Scout installer will accept install parameters, which are **case-sensitive**, with casing below being expected.

/quiet – Quiet mode, Installation occurs with no interface displayed to the computer. The installation mode expects no input during installation. The end-user may experience a screen flicker during the installation of the device drivers.

/norestart – Installation requires reboot that can be ignored when ran through the installation wizard. If the /norestart parameter is not included with /quiet or /passive installations, the computer will restart.

APPDIR – Allows changing the default installation path when performing the installation. The default installation path is located on the same installation path as the operating system (Example: C:\Program Files\WoundVision\Scout). If not specified, the default path is used.

AI_UPGRADE - Allows side by side installation. When not specified or set to Yes, older versions are removed. When set to No, older versions remain installed. 'Yes' and 'No' are case sensitive.

SHORTCUT - When enabled (1, default), a desktop shortcut will be created on installation. When disabled (0), no desktop shortcut will be created.

STARTMENU_SHORTCUT - When enabled (1, default), a Start Menu shortcut will be created on installation. When disabled (0), no shortcut will be created.

CACHE - When set to 'False' or not specified, all cookies and site data are cleared when a user logs out of Scout. When 'true', cookies and site data will be preserved in the user's temp folder.

FKEY - When provided, Scout will be configured for SAML authentication. The key is generated when SAML is setup. When enabled, the key is viewable by a Scout Administrator in Facility Options.

SSO - When set to 'False' or not specified, users must input username and password at login. When set to 'true', enables single sign on with Azure AD resources inside WebView2 using the logged in Windows account and SSO

with Scout using a Microsoft account associated with the logged in Windows account. Do NOT use if users' sign into a generic or service type of Windows account.

CAM_LOGS – When set to '1' or not specified, logging of camera diagnostics is enabled and a log file is stored in the application directory on the local system. A Windows Scheduled Task is created to run daily at 2pm system time that queries the contents of the log file and trims it to 1000 rows. To disable camera diagnostics, set CAM_LOGS = ""

FORCECLOSE – When set to 'True', a Windows Scheduled Task is created to close Scout Client when Windows is locked or a Windows user logs off. Used primarily when Imprivata is in the environment and users are badging out. This function is disabled by default. **NOTICE:** A risk of unrecoverable images if the screen locks or user is signed out of Windows before images were uploaded to the WoundVision cloud.

PREVIEW – default value is 'false' or not set for packaged deployments. This feature is disabled and not available to be enabled when using the install wizard. To enable ImagePreview mode for captured images, set PREVIEW="true".

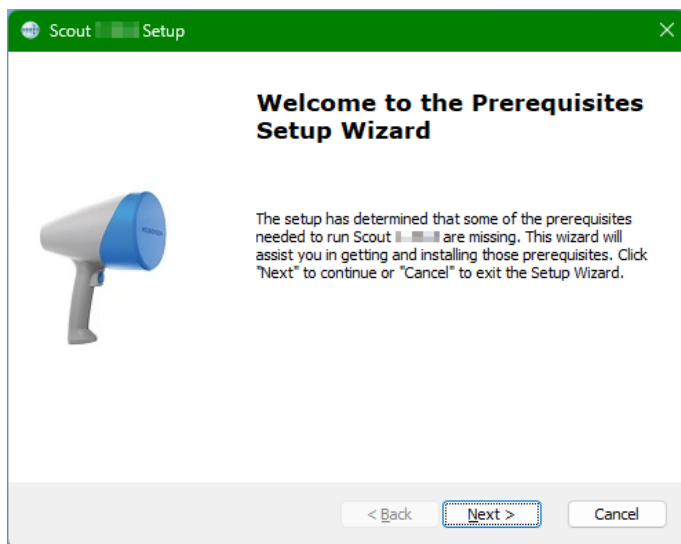
Example Syntax: ScoutSetup_1.18.0.exe /quiet /norestart FKEY=123ab-45cd-ef678-ab90 FORCECLOSE=True

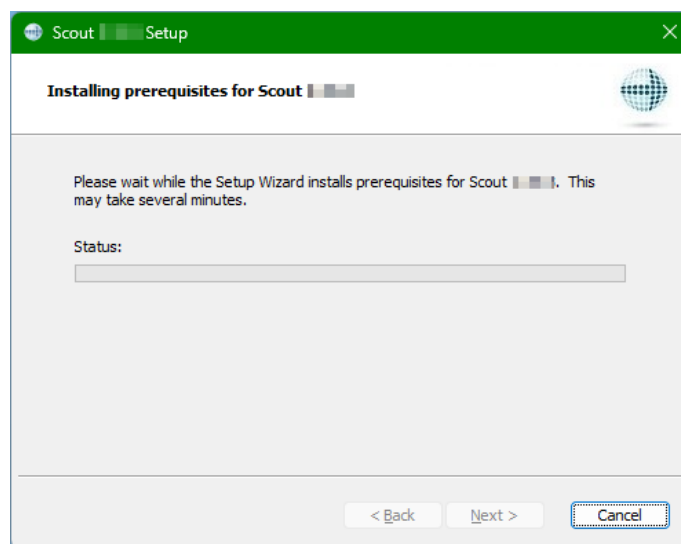
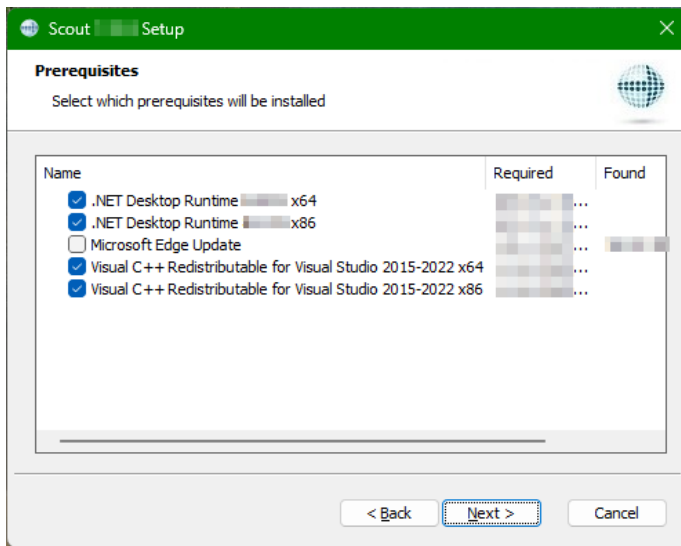
Note: To support Quiet and Passive mode installations, the setup will install certificates to the Trusted Publisher store to allow for the silent installation of device drivers. The default installation will not perform this function.

Scout Setup

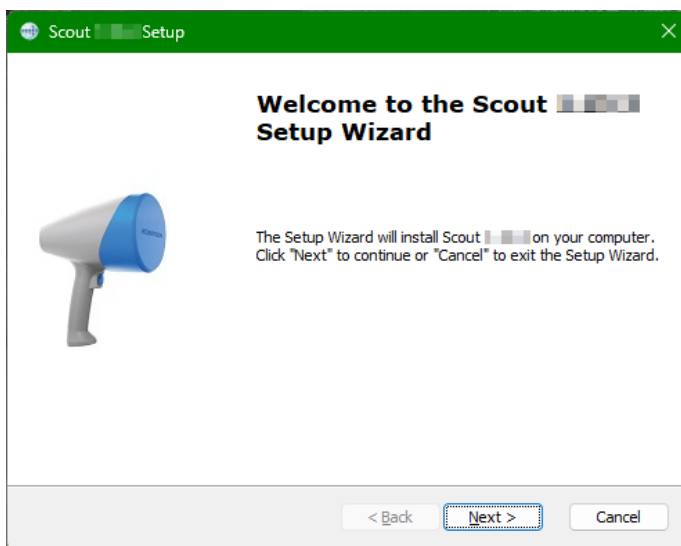
Welcome

Upon launching the installation, the Prerequisites Setup Wizard is displayed. Click the Next to begin.



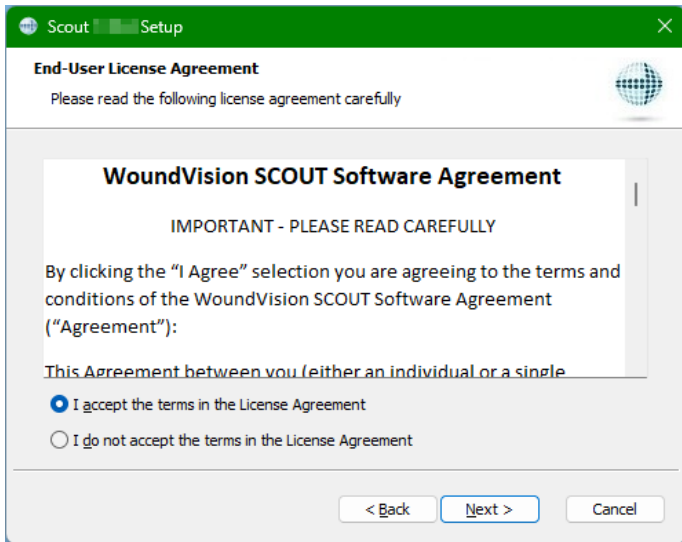


After prerequisites are installed, the Scout Setup Wizard is then displayed. Click the Next to begin.



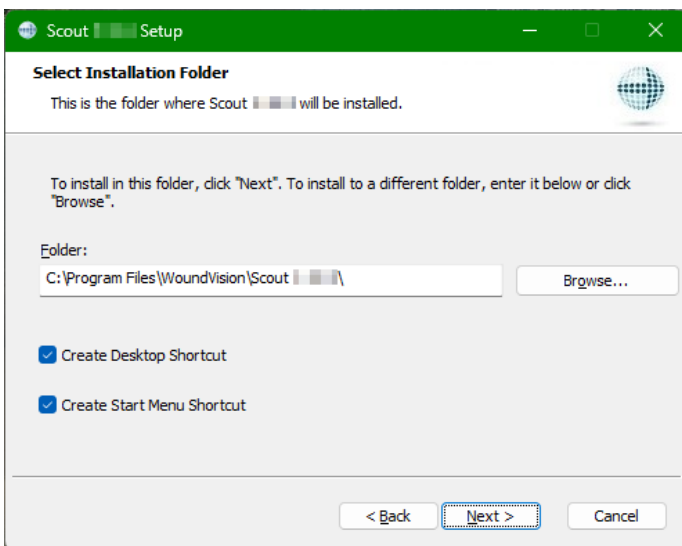
End-User License Agreement

The End-User License Agreement window is displayed. Upon accepting the license agreement click Next.



Installation Folder

The default installation path is displayed in the Installation Folder window. Changes to the default installation path may be made if necessary. Unless otherwise selected, Scout shortcuts will be created in the respective locations.



Advanced Settings

The Advanced Settings configuration is displayed. Once desired changes have been made, click Next to proceed with the install using the specified configuration.

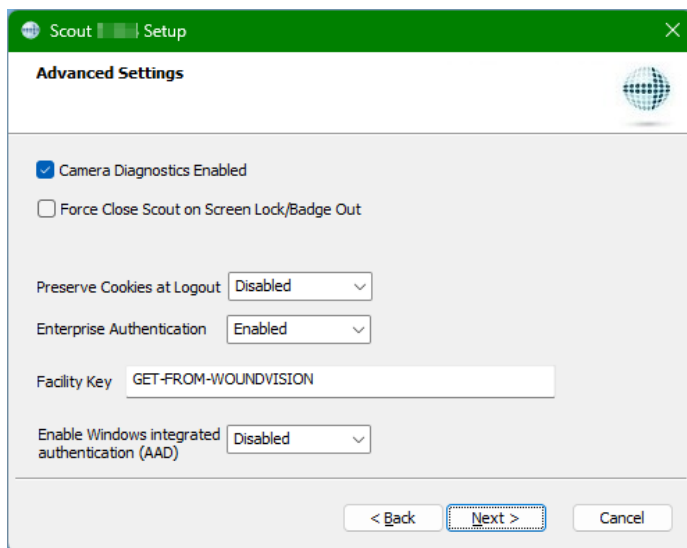
Camera Diagnostics Enabled - logging of camera diagnostics is enabled and a log file is stored in the application directory on the local system. A Windows Scheduled Task is created to run daily at 2pm system time that queries the contents of the log file and trims it to 1000 rows.

Force Close Scout on Screen Lock/Badge Out - Windows Scheduled Task is created to close Scout Client when Windows is locked or a Windows user logs off. Used primarily when Imprivata is in the environment and users are badging out. This function is disabled by default. **NOTICE:** A risk of unrecoverable images if the screen locks or user is signed out of Windows before images are uploaded to the WoundVision cloud.

Preserve cookies on logout – By default, all cookies and site data will be retained when a user logs out of Scout. When disabled, cookies and site data will be deleted from the user’s temp folder.

Enterprise Authentication – By default, SAML is enabled. Scout will bypass the normal login and proceed to the enterprise login page. A **Facility Key** must be entered, which is provided by WoundVision after SAML is configured.

Enable Windows integrated authentication (AAD) - enables single sign on with Azure AD resources inside WebView2 using the logged in Windows account and SSO with Scout using a Microsoft account associated with the logged in Windows account. Do NOT use if users sign into a generic or service type of Windows account.



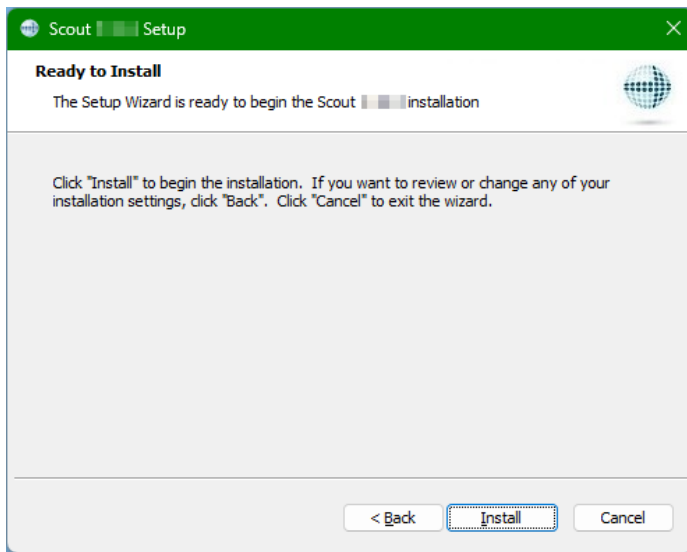
The screenshot shows the 'Scout Setup' window with the 'Advanced Settings' tab selected. The window has a green title bar with the Scout logo and a close button. The settings are as follows:

- Camera Diagnostics Enabled:** Checked (indicated by a blue checkmark).
- Force Close Scout on Screen Lock/Badge Out:** Unchecked.
- Preserve Cookies at Logout:** Set to 'Disabled' via a dropdown menu.
- Enterprise Authentication:** Set to 'Enabled' via a dropdown menu.
- Facility Key:** A text input field containing 'GET-FROM-WOUNDVISION'.
- Enable Windows integrated authentication (AAD):** Set to 'Disabled' via a dropdown menu.

At the bottom of the window, there are three buttons: '< Back', 'Next >' (which is highlighted with a blue border), and 'Cancel'.

Ready to Install

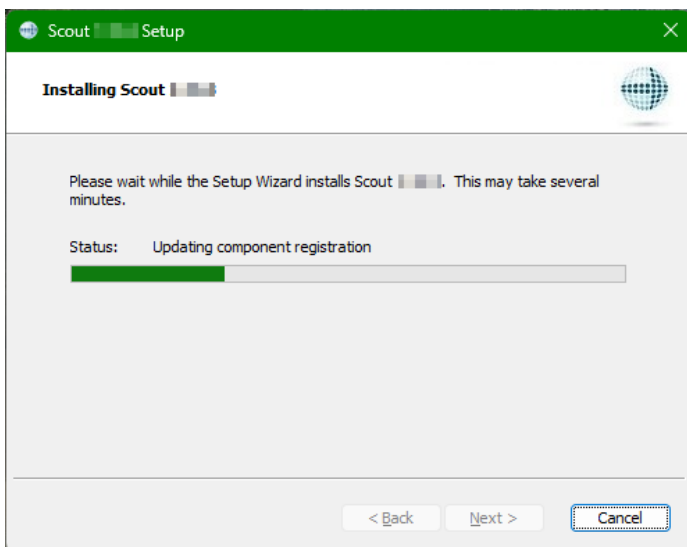
Scout is now ready to be installed. Click Install.



Installation Progress

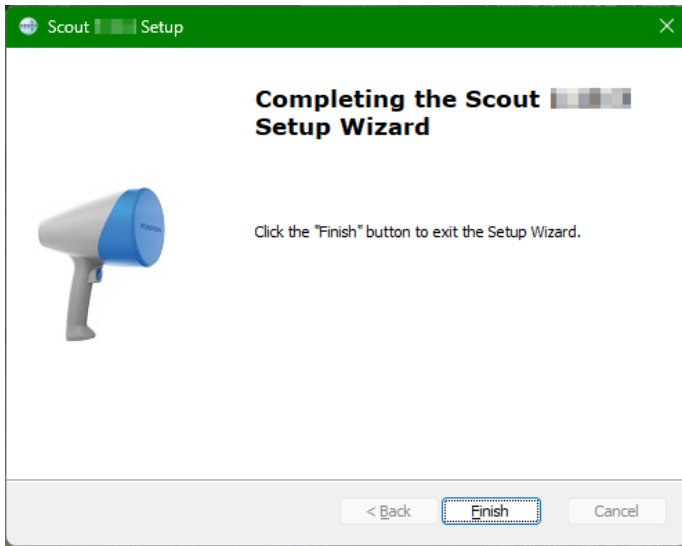
Scout installation will begin. Depending upon the selected configuration, the installation may also install 3 device drivers required to operate the Scout imaging device.

NOTE: If user account control is enabled, the user may be prompted numerous times during the installation process.

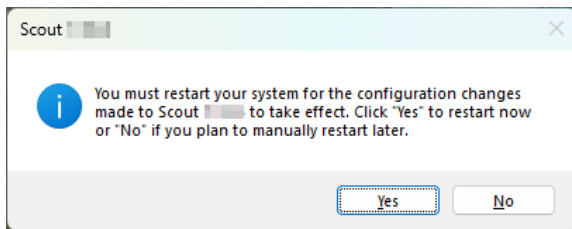


Installation Complete

Once the Scout software, prerequisite software, and device drivers have been installed, the installation will complete. Click the Finish button to complete the installation.



The software requests a reboot from Windows because if the camera is connected at the time of installation, it could become unresponsive with only a reboot resolving the issue. If restart is bypassed and camera issues occur, please reboot Windows before contacting WoundVision Support.



System Settings

The items in this section are recommended as system settings to ensure the best software experience. These settings are only required on computers used for taking images at the bedside.

Power Settings (Maximum Performance)

Scout performs best when the operating system is configured for best/maximum performance, especially when there are situations when the computer is running low on battery power. Go to Power & battery settings to disable sleep, set Power mode to Best Performance, and turn off Battery saver in Windows 10 or 11.

USB Battery Saver

If a user does not power down the imaging device after use and the system stops the USB device, the windows video subsystem may become unstable requiring a system reboot to recover. To prevent this scenario, we recommend disabling USB battery saver option in Bluetooth & devices of Windows Settings.

Note: For Windows 10, use the USB selective suspend setting to achieve the same results.

USB Serial Bus Controllers

When a laptop or battery powered cart is used, the USB controller settings need adjusted to further stop Windows from managing power to USB devices. In Device Manager, scroll down to the Universal Serial Bus controllers category, and right-click each device. Choose Properties and go to the Power Management tab. Uncheck the box 'Allow the computer to turn off this device to save power' and click Ok to save. Do NOT need to perform these steps on USB Composite Device.

See article [Recommended Windows Configurations for Scout](#) for more information and how-to videos.

Best Practices

- We recommend powering off the camera/computer when not in use for an extended period of time.
- Charge the cart/computer when battery is less than 30%.
- Reboot promptly after installing system updates/patches.
- Plug the camera USB cable directly into the computer (no USB hubs).

Troubleshooting

[WoundVision Troubleshooting Guide](#)