

Sonifex Flashlog FAQ

Q: Is Flashlog compatible with Windows Server 2016/2019/2022 and Windows 11?

Yes, Flashlog is fully compatible with **Windows Server 2016, 2019, 2022** (all based on Windows 10) and **Windows 11**. During our testing, Flashlog was run in Administrator mode, which is required for modifying the recording duration for various sources.

Ensure that:

- The Media Playback capability is installed (install the appropriate media pack if necessary).
- SNMP is enabled for monitoring features.

Q: What PC specification is required for Flashlog?

Flashlog requires a PC that meets or exceeds the following specifications:

- Processor: Intel 8th Generation (or later) i5, i7, i9 or AMD Ryzen 5, 7, 9 equivalent.
- RAM: 16GB minimum, 32GB recommended.
- System Firmware: UEFI with Secure Boot capability.
- TPM: Trusted Platform Module (TPM) Version 2.0 required.
- Graphics: Compatible with DirectX 12 or later with WDDM 2.0 driver.
- Hard Drive: 500GB minimum, with additional space depending on audio storage requirements.
- Audio: A sound card or onboard audio is required for playback and monitoring.

For more details, refer to Microsoft's [minimum hardware requirements](#) for Windows 11.

Q: Can anti-virus software be used on a PC with Flashlog installed?

Yes, anti-virus software can be used, but it is essential to **exclude the c:\audio** folder from real-time and scheduled scanning. Scanning this folder can interfere with Flashlog 8's recording process, causing audio loss or degraded performance.

To avoid issues:

- Add **c:\audio** to the exclusions list in your anti-virus software.
- Avoid manual scans of **c:\audio** unless Flashlog logging is stopped during planned maintenance.
- Ensure that Flashlog is whitelisted in any security software that might block its operation.

If recording issues persist, temporarily disabling the anti-virus software can help identify if it is the cause.

Q: Why is the Alarm function unavailable?

The Alarm function is disabled when the tuned station's recording duration is set to zero days. If you have added new stations and the alarm checkbox is unavailable, it is likely because the default recording duration is set to zero days.

To resolve this:

1. Close Flashlog.
2. Run Flashlog as Administrator.
3. Set the number of days you wish to record for the new stations and click "Apply."
4. The PC will reboot.
5. Once restarted, the Alarm feature should be available.

Q: The Alarm function is not working reliably. What can I do?

If the Alarm function is unreliable or fails to trigger, ensure the following:

1. Confirm that the audio sources (e.g., DAB/FM/AM radio stations) are properly configured.
2. Navigate to the Source tab and check that alarms are enabled for the required stations:
 - For FM/AM stations, enable the Alarm checkbox on the Source screen.
 - For DAB, set the alarm at the ensemble level, then configure individual stations using the "Config" button.
3. Adjust alarm sensitivity in SNMP settings:
 - Click the SNMP button.
 - Fine-tune the missing audio duration threshold and volume level sliders.
4. If the issue persists, refer to the Flashlog Handbook for detailed setup guidance.

Q: My license key no longer works after upgrading my PC or replacing the HDD.

A new key is required. Please contact technical.support@sonifex.co.uk. If the customer's details are unavailable or authenticity is uncertain, we may need to verify with the Sales team before issuing a new key.

Q: Can I perform a clean installation of the existing operating system without needing a new key?

If you perform a clean reinstall of the operating system, the Windows registry will be wiped. This means Flashlog will require reactivation, but the same key can be reused. Ensure you have the existing key available before reinstalling to avoid activation issues.

Q: How can I change the Flashlog logging destination folder or drive?

To move Flashlog audio to another drive other than C:, follow these steps:

If you do not want to keep the existing audio:

1. Set all sources to zero days, and after the reboot, wait for the c:\audio folder to empty (this can take several hours).

2. Open Disk Manager and mount the second drive into c:\audio (see step 8 on page 3 of the manual).
3. Enable sharing on this volume in both Disk Manager and Explorer (see step 7 on page 4 of the manual).
4. Set the recording days back to the desired value.

If you do want to keep the existing audio:

1. Open Service Manager, stop the Flashlog Recorder service, and disable it.
2. Rename c:\audio to something else.
3. Open Disk Manager and mount the second drive into c:\audio (see step 8 on page 3 of the manual).
4. Enable sharing on this volume in both Disk Manager and Explorer (see step 7 on page 4 of the manual).
5. Move all files from the renamed c:\audio folder to the new one (this process may take several hours).
6. Set the recorder service back to Automatic start and restart it.

Q: What is the difference between Flashlog and Flashlog LT?

Flashlog is the full-featured version that supports long-term recording, DAB/FM/AM sources, SNMP alarms, configurable retention, and supports external monitoring and management features. Flashlog LT (Lite) is a simplified version designed for basic recording tasks—typically for customers needing fewer channels and less configuration flexibility.

LT is suited for straightforward, low-maintenance installs, while full Flashlog is intended for broadcast and enterprise-grade setups.