



COMMON SUPPORT QUESTIONS

Fotobounce Desktop

Abstract

This document contains a collection of questions, answers and technical info about Fotobounce.

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Introduction

This document compiles a list of the typical support questions we get along with answers. Our goal is to update this doc on a quarterly basis.

Basics of Fotobounce operation

Fotobounce consists of two applications that talk to each other. Fotobounce.exe is the Adobe AIR application that delivers the user interface. FBEngine.exe is the core application that scans images for faces, calculates face signatures, and makes suggestions for matches. They talk together via a TCP/IP connection – sort of like a browser talking to web server.

What types of photos do you scan?

We support jpeg (jpg), tiff and png file types. Some users have requested that we support Raw images from better cameras. The issue in the past and present is that there are so many different formats, and constant changes in those formats as new models are introduced. This would be a support nightmare.

Where are the Fotobounce tags stored?

The metadata (names, tags, albums, etc.) are stored in a folder called Fotobounce Data. This folder is located at the root of your Fotobounce library. If you instructed Fotobounce to create a library in C:\Photos – then the Fotobounce Data folder will be found in that folder. Thumbnails are stored by Fotobounce to improve load times – they are stored along with the engine logs (see below) – these are not necessary for operation and if you find they are consuming too much disk space then feel free to delete them.

Where are the log files?

Windows 7/Vista/8/10



GUI log

C:\Users\\AppData\Roaming\com.appliedrec.Fotobounce\Local Store\fbui.log

Fotobounce engine log

C:\Users\\AppData\Roaming\Applied Recognition Inc\Fotobounce\fbe<numbers>.log

Mac OS X

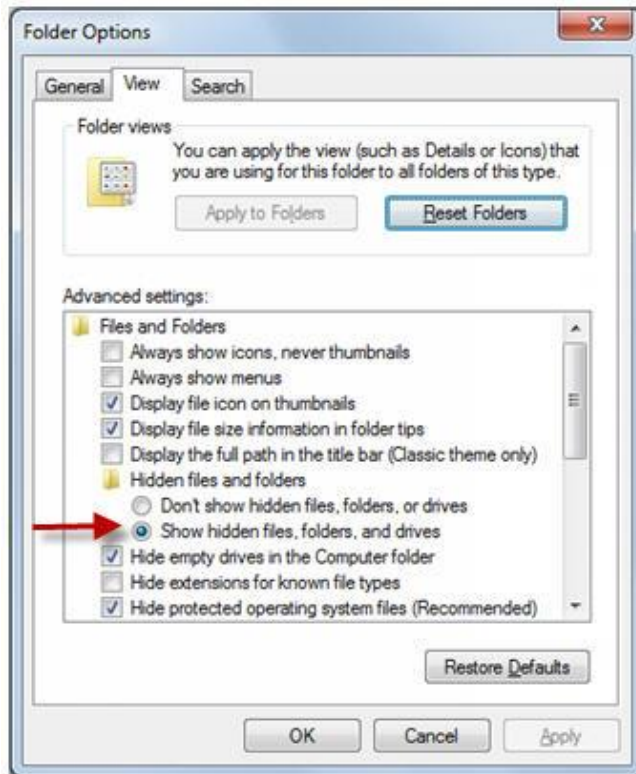
GUI log

[user] / Library / Preferences / com.appliedrec.Fotobounce / Fotobounce / FBUI.log

Fotobounce engine log

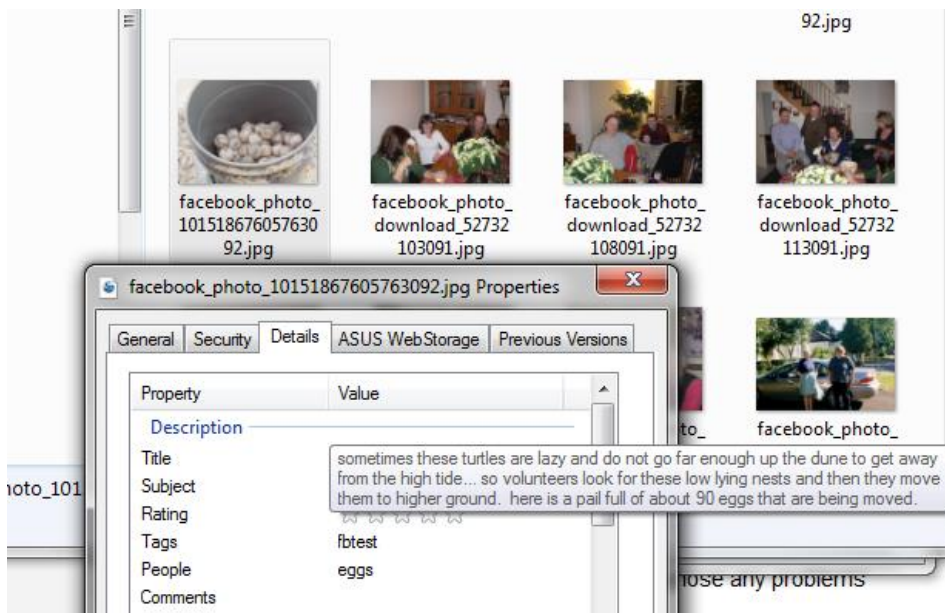
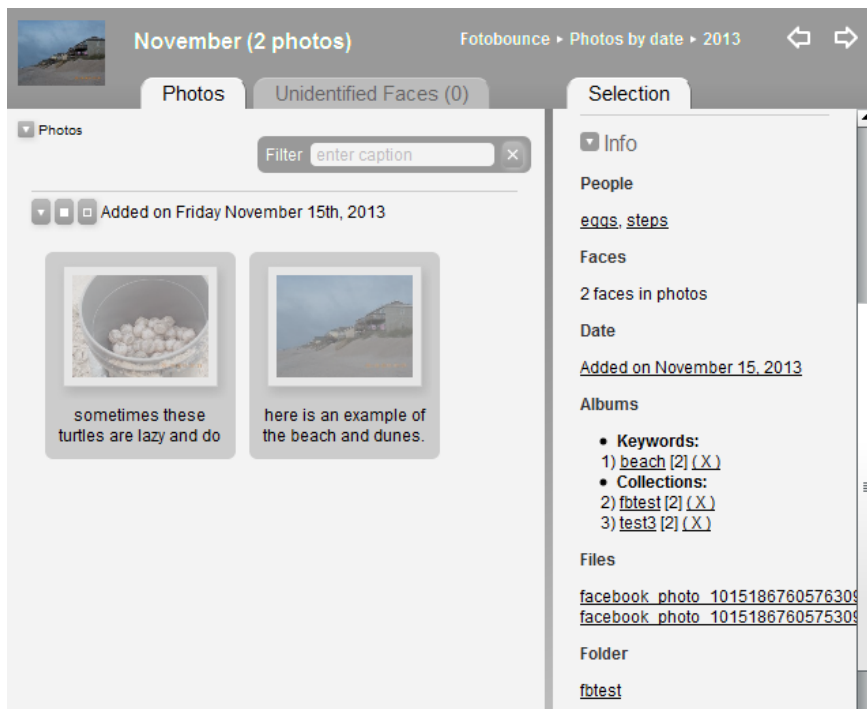
[user] / Library / Application Support / Applied Recognition Inc. / Fotobounce / fbe<numbers>.log

Some of the folders above – specifically AppData on Windows – may be hidden by default. To do so select Folder Options then click on the view tab. Choose to show hidden files, folders and drives.



What data is exported when I run that option?

When you export photos from Fotobounce you get internal Fotobounce metadata (face tags, album names, caption names) in EXIF and XMP format attached directly to the exported photos. Note that you must select a folder outside the Fotobounce library folder as the target folder for the export.



The first screen shot shows the image in Fotobounce, the next shows it after the export when viewing from Windows Explorer.



The list on the following page shows the EXIF/XMP tag info from a tool called EXIFTOOL. This data is readable by MS Photo Gallery and Picasa. This data also contains face tag coordinates.

You can get the Exif tool here – it is a command line tool so you need to be a little familiar with Windows and DOS commands!

<http://www.sno.phy.queensu.ca/~phil/exiftool/>

ExifTool Version Number : 9.71

File Name : facebook_photo_10151867605763092.jpg

File Size : 106 kB

XMP Toolkit : XMP Core 4.4.0-Exiv2

Captionwriter : sometimes these turtles are lazy and do not go far enough up the dune to get away from the high tide... so volunteers look for these low lying nests and then they move them to higher ground. here is a pail full of about 90 eggs that are being moved.

Category : fbtest

Label : fbtest

Title : sometimes these turtles are lazy and do not go far enough up the dune to get away from the high tide... so volunteers look for these low lying nests and then they move them to higher ground. here is a pail full of about 90 eggs that are being moved.

Albums Album name : fbtest

Albums Album type : fixed

Albums Album id : 2

Albums Album name : test3

Albums Album type : fixed

Albums Album id : 23

Albums Album name : beach

Albums Album type : keyword

Albums Album id : 24

Faces First name : eggs

Faces Full name : eggs

Faces Person ids Service : fotobounce

Faces Person ids Id : 7xba27d4zmxaneztoawu

Faces Tag location Box center x : 0.456054688

Faces Tag location Box center y : 0.62109375

Faces Tag location Box width : 0.384277344

Faces Tag location Box height : 0.590494812

Faces Tag location Box angle : 0.911621749

Region Rectangle : 0.260254, 0.321615, 0.391602, 0.598958

Region Person Display Name : eggs

Region Type : Face

Region Title : eggs

Region Name : eggs

Region Area X : 0.456054688

Region Area Y : 0.62109375

Region Area W : 0.391601563

Region Area H : 0.598958313

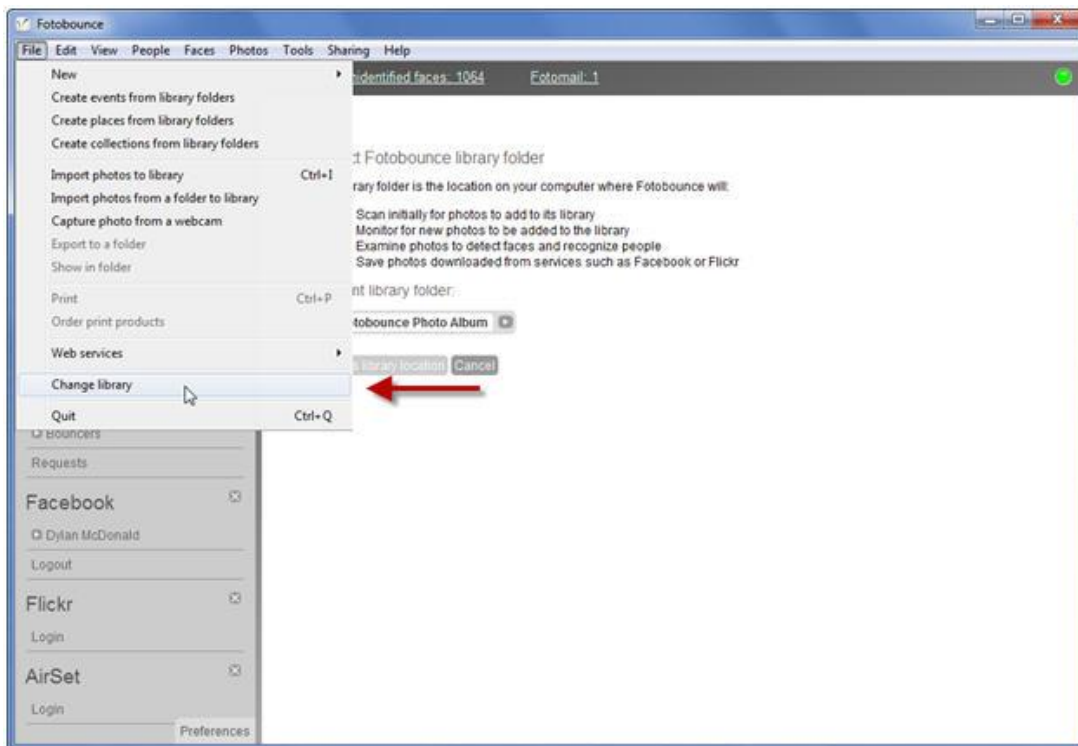
Region Area Unit : normalized

Why can't I download photos from my friends?

As of April 30, 2015, Facebook introduced a new interface for third party developers. We had to integrate the interface (aka V2.x API) as of Version 3.9.8 of Fotobounce. With this new version of the API, you are only able to see your photos, photos you have been tagged in, your pages and your likes. Access to your friends list and photos has been blocked. Sorry for the inconvenience but it is out of our control.

Moving a Fotobounce library to another drive or system.

To move your Fotobounce library to another computer you will need to first identify the Fotobounce library location. This can be done clicking File > Change library and viewing the library path location. No need to change the location, we just wanted to find out where it was in the Windows file system.





Make sure you shut down Fotobounce – this ensures that all the database files are properly closed. Then proceed to copy the entire folder to the new destination. Once you have copied the folder to your desired location on the new computer you can start Fotobounce on the destination computer, and then when prompted select the folder you copied from the old computer as your library location. All of your data will be restored on the new computer. Note – this also works for moving between hard drives on a single computer.

How does Fotobounce deal with dates?

Fotobounce uses the EXIF data attached to most photo files to determine the photo date. You can get an explanation of EXIF and more details at Wikipedia.org.

If the photo date is modified within the Fotobounce program, this new date will be used even if the EXIF date is modified again outside of Fotobounce. It is important to note that when photo data (including captions, dates, tags, and orientation) is modified inside Fotobounce the actual photo file on the hard drive is not being modified. If you would like to have a photo file with all data changes applied you can use the Fotobounce export feature. By exporting one or more photos you will create new copies with all changes applied.

Here are some scenarios that explain how Fotobounce handles EXIF date info.

Scenario #1:

Photo already exists in Fotobounce library. The "date taken" field is modified using Windows Explorer.

Results:

The modified "Date Taken" info is detected and used by Fotobounce.

Scenario #2:

Photo has no EXIF date info and is added to the Fotobounce library.

Results:

The "last modify" date from the Windows file system is used as the photo date.



Scenario #3:

Photo exists in the Fotobounce library and the photo date has been modified using the Fotobounce program.

Results:

Photo date is now the new assigned date, but the EXIF date is not modified unless the photo is exported.

Scenario #4:

Photo exists in Fotobounce library and the photo date has been modified using the Fotobounce program. Then the "date taken" field is modified using Windows Explorer for the same photo.

Results:

The date change made within Fotobounce takes priority over the date change outside Fotobounce.

How many images can Fotobounce handle?

Fotobounce was originally designed to handle 25,000 to 30,000 images. Now it is not uncommon to have 50,000+ photos on hard drives. For that volume of images we suggest that you split your library into libraries of 25,000 (approx.) if possible.

Can I use a network drive to host my photos?

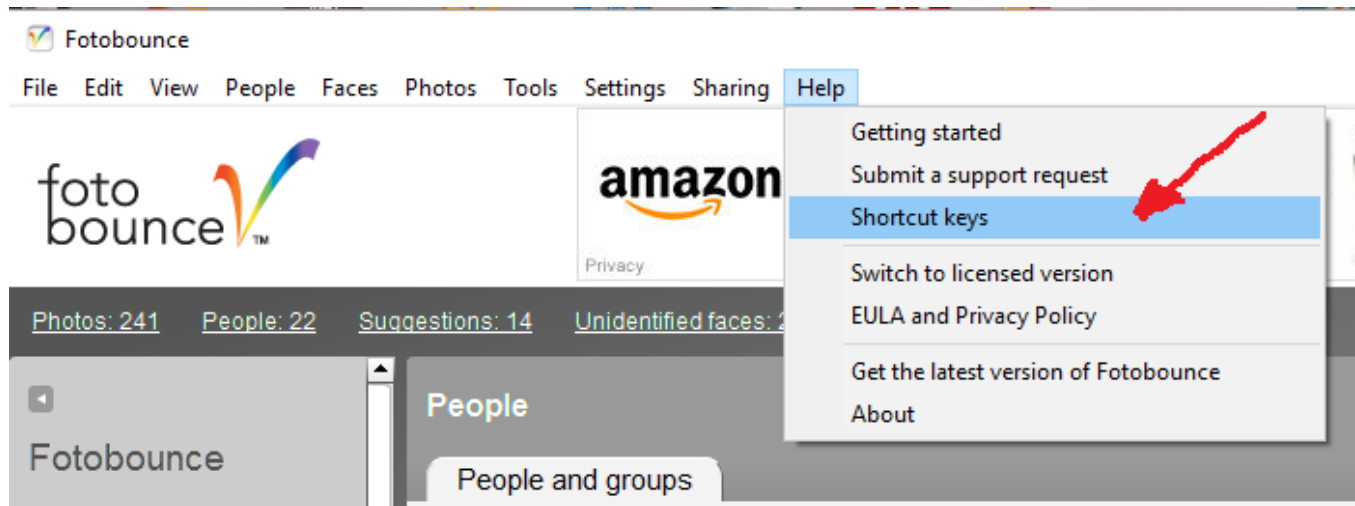
Fotobounce can work with network drives. The risks and issues are as follows:

- Network drives don't always look like local drives to the Windows operating system. For example, updates (new or changed files) notices don't get reported the same way from some drives. Therefore, Fotobounce may not detect file changes. The workaround is to restart Fotobounce and that forces a rescan of all images to detect changes.
- The other issue is that the drive is disconnected from the Operating System during a database update. Caused by power or cable issues. This may cause data

corruption to your tagging information. Make sure you take regular backups of the Fotobounce Data folder!

Short cut keys

You can find the current list of keyboard shortcuts here:



Running Fotobounce in debug mode

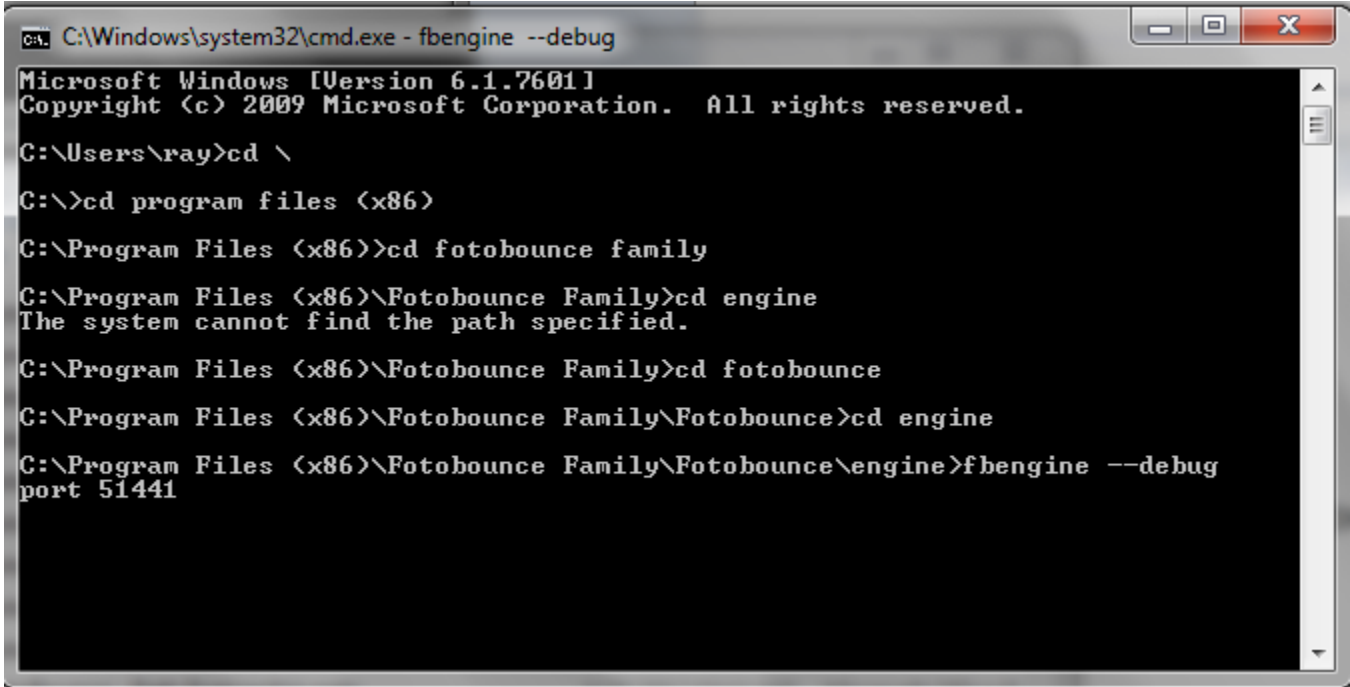
Sometimes the Fotobounce engine (background process) runs into an error and that causes the user interface to fail. This may result in an "internal error" message. To help us trouble-shoot the problem please try the following steps to see what the real error is:

Go to the Fotobounce program folder and run the Fotobounce engine with the command line:

```
fbengine --debug
```

You will have to change folders to get the proper directory.

Refer to attached screen shot that describes the steps and folder location.



```
C:\Windows\system32\cmd.exe - fbengine --debug
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\ray>cd \
C:\>cd program files (x86)
C:\Program Files (x86)>cd fotobounce family
C:\Program Files (x86)\Fotobounce Family>cd engine
The system cannot find the path specified.
C:\Program Files (x86)\Fotobounce Family>cd fotobounce
C:\Program Files (x86)\Fotobounce Family\Fotobounce>cd engine
C:\Program Files (x86)\Fotobounce Family\Fotobounce\engine>fbengine --debug
port 51441
```

Multiple screens

If you have multiple screens setup - when you go into slide show mode, the slide show is displayed on the secondary screen (we assume you have a large screen or TV as the secondary screen), and the controls for the slide show remain on the main screen with the app itself.

However, we have heard reports that the last screen setup (size/boundaries) will be remembered next time you turn on Fotobounce and if you don't have a second screen you could run into issues seeing the window properly.

A work around:

ALT-TAB to the Fotobounce App

ALT-SPACE-X will maximize the screen to the current window and then you can adjust the size to work for the current setup.



Here is a link to some very useful Win 7 keyboard commands:

http://www.shortcutworld.com/en/win/Windows_7.html

Finding photos on your hard drive.

Fotobounce looks for images in one folder - the one you select as your library folder. Many people complain that Picasa and other photo managers scan their entire hard drives and pick up all kinds of un-related JPEG's, PNG's, etc. from programs and old downloads and temp internet files.

You can create more than one library - and you should keep all your photos in one (or a handful of) folders to be able to backup them up and manage them properly.

This product has good reviews for finding duplicate images:

<http://www.auslogics.com/en/software/duplicate-file-finder/>

This allows you can clean up your digital images once and use Fotobounce to tag and index the people in them that are important to you!

Is there a way to force a rescan of my photos?

Once a photo is scanned, the face signature is calculated and stored in your local database. Note that some faces are not suitable for face recognition. One reason is that we need to see both eyes for a valid recognition face (that is how we center the face to create a face signature).

Other reasons why recognition signatures won't give you automatic suggestions:

- poor resolution photo or very low light
- point source lighting that casts shadows on the face (sun or bright lights)
- partially blocked face from hats, blowing hair, hands, etc.

Every time you tag a new person the system will check to see if any new suggestions result. Thus, there is no need or benefit to rescan the entire image database.



You can adjust the slider under the Preferences option to provide more or fewer suggestions. This may provide additional automatic tagging for you, and no rescan is necessary.

One other thing to check - make sure the tagged faces for each of your "known" people are correct. If you have a face under the wrong name that can throw off the recognition suggestions.

Deleting or hiding photos?

Regarding deletion of photos from inside Fotobounce: one of the principles that we followed in our design of Fotobounce Desktop is not modifying the original image directly. So if you do any tagging or make any edit changes via Fotobounce we never modify the original image and this gives you a chance to reverse the changes.

In the last two versions, we have added a feature to delete photos from the right-hand info panel of the Photo Viewer.

You can also mark a photo "hidden" from the top menu if you don't want to delete the original but also don't want to see it in Fotobounce.

Can I get back rejected suggestions?

If the program has suggested a number of faces for a specific person - and you accidentally click "X" to reject those suggestions - is there any way to get them back?

The way the program is designed is to learn from your feedback. So if you reject a suggestion then that face(s) will never be suggested for that person again.

If you have just rejected the suggestion then there is an "undo" feature available under the EDIT menu. This will restore the database and bring back the suggestion.

If you have rejected the suggestion, but didn't notice the issue for a number of clicks and the "undo" feature is no longer available, then you can find the face again in your list of unidentified faces and name the face by typing in a new name or select a name from your existing people list. This will over-ride the behavior of not suggesting that face again for the same person.



If you deleted the faces instead of rejecting them then there is no way to get them back without removing the photos (containing the faces) from the Fotobounce library folder, turning Fotobounce off, making a change to the image (any small change), then adding the photos back into the folder and turning Fotobounce back on. The photos should be rescanned and the faces should be returned to the unidentified faces list. This would obviously be difficult if you have thousands of photos. First recovery effort should be the "Undo" feature under the EDIT menu to bring back any deleted Faces.

If you feel you have made a mess of things and want to start over again, you can turn Fotobounce off, delete the "Fotobounce Data" folder under the Fotobounce library path, and then start Fotobounce up again. All tags, people and faces will be gone and Fotobounce will rescan the photos from the beginning and give you a fresh start.

Can you tag pets?

Yes, you can do this using a manual face tag, but Fotobounce will not be able to suggest other photos containing your pet using face recognition. We use skin tone and a few other human-only features to determine what a face is. But you can use the manual tag feature when in the photo viewer. Hit the + (plus) icon at the bottom left on the viewer and then draw a box around anything on the screen and add a tag. This works great for pets and other objects - like tagging your favorite car!

Summary

Feel free to ping us with new ideas. You never know one might stick! Send inquiries to: support@fotobounce.com

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