System Snapshot Quick Start Guide

System Snapshot is a database reading tool that help user to realize target device status. Currently we provide following 9 device types and a collection of problem device, which can be matched with the classification of Windows Device Manager:

1. Audio inputs and outputs
2. Camaras
3. Monitors
4. Keyboards
5. Mice and other pointing devices
6. Network adapters
7. Imaging devices
8. Biometrics
9. Human Interface Device (Kensington device only)
10. Problem devices (show device with problem code, which shows at description filed in Device Manager)

This instruction will help you to install and use the App.

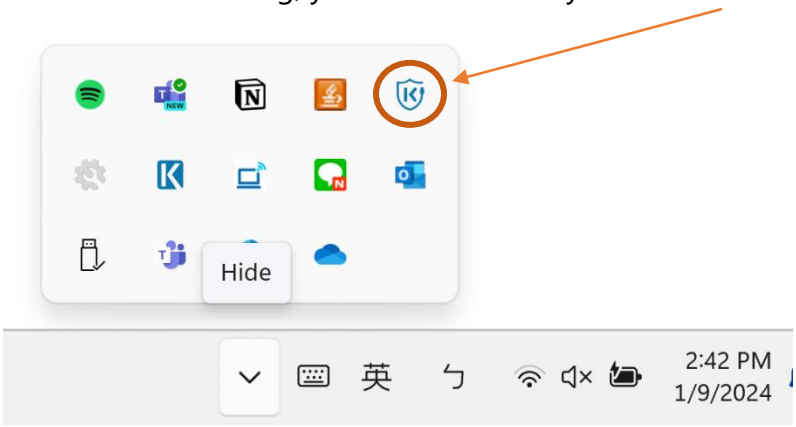
Install DockWorks

The database that System Snapshot read is generated by DockWorks, you will need to have it in the host system that is connected with Kensington dock.

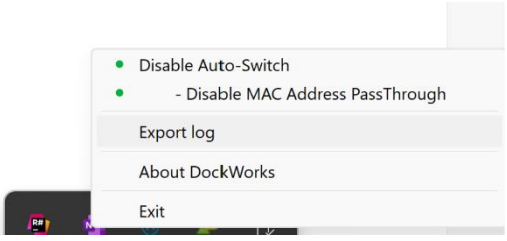
1. Install DockWorks1.3 (or above)

a. Install **DockWorks_1.3.5.msi (or above)**

b. make sure DockWorks is running, you can see the tray icon from Taskbar.



c. click tray icon and **click Export Log** from menu



Install SystemSnapshot

1. Install SystemSnapshot

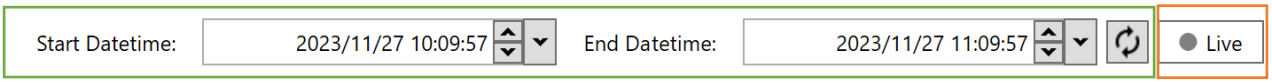
a. double click SystemSnapshotSetup_v1.0.0.msi (or above), click Next till Finish. The installation path is default to C:\Program Files\Kensington\SystemSnapshot\

2. Execute SystemSnapshot

a. click Open>File at left upper corner

b. select file KDWInfo_v3.db which is available by step 3-a

After selected database file, user can get the snapshot of device tree by selecting datetime range or entering into live mode. This instruction will show the step separately. Mode 2 is for internal debugging used.

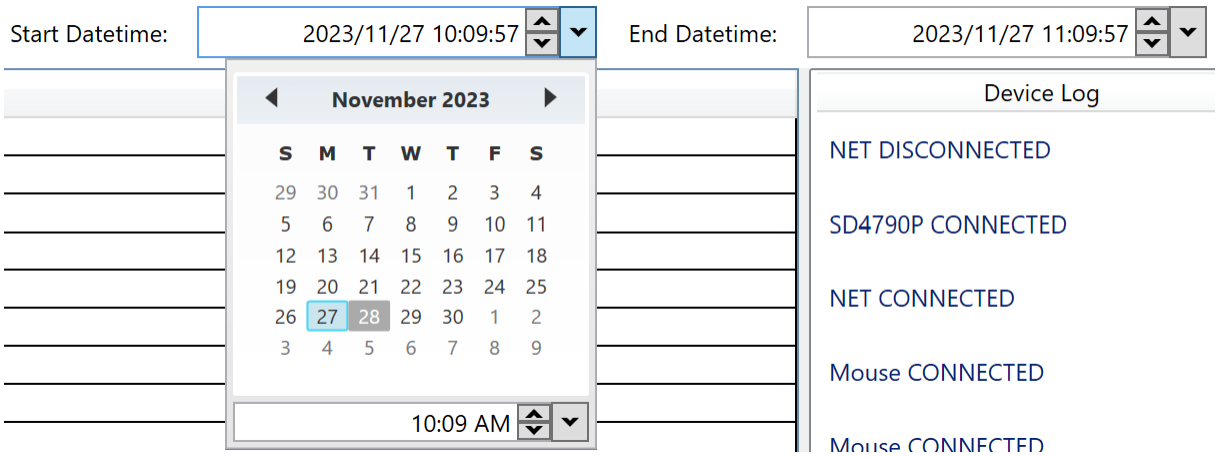


Mode c-1: selecting mode

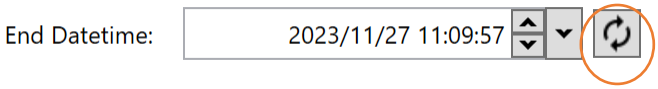
Mode c-2: live mode

c-1-1. **[selecting mode]** select target time range you want to check:

user can type the date time directly or select the target range by drop down selection UI with arrow icon 



c-1-2. click fresh button at the right of End Datetime

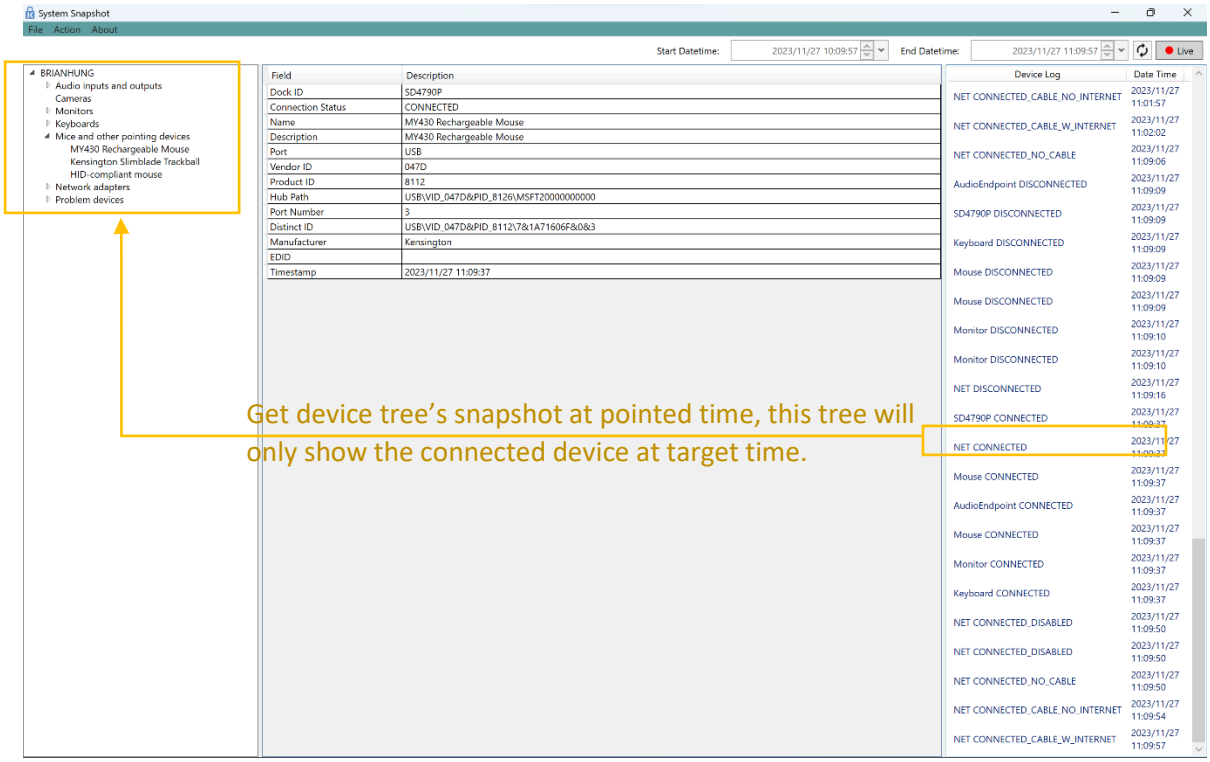


c-2-1. **[live mode]** click the Live button, red dot is on, gray dot is off. 

While live mode on, the selection mode is unavailable.



*Please be noticed that you can only get the live .db file under ProgramData\Kensington\DockWorks, where DockWorks generates logs directly.



d. now you can get the snapshot by selecting the record on your right side.