



Easy III Software Installation and Upgrade Instructions

February 20, 2020



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Easy III Software Installation Overview

Software Installation and Upgrade should be performed by IT personnel or an authorized user. These instructions require that you have experience installing/upgrading software and understand basic network configuration.

Please keep in mind:

- A new installation of Easy III will require a license. Before installing, verify you have purchased a new license.
- Upgrading Easy III to a new version does not require a new license. The previous license will be detected and used.
- If your current systems are running 3.13.5 / 3.10.26 or below, please contact Application Support before upgrading.

If you are installing/upgrading multiple systems or require application support assistance, please call Cadwell at 1-800-245-3001 to schedule an appointment.

We cannot guarantee same-day support for large installs or multi-system configuration.

Before installing or updating there are a few tips we recommend:

- All Workstations and Servers must run the same version of software. You can find the version in the programs menu within control panel. If you upgrade one system, you must upgrade them all.
- The software must be installed on the local C: drive.
- If your systems are networked, discontinue using all systems until the upgrade is complete. If you are unable to do this, you will need to upgrade them as soon as data collection is complete.
- That you allocate 5% disk space to System Protection on each workstation.
- That you keep documentation on the PC Name of each computer, which equipment is connected, and the location of the hardware.
- That all Windows Updates have been installed and all drivers are up to date.

Software Compatibility

Easy III is compatible with Windows 7 64-bit, Windows 10 64-bit, Windows Server 2008 R2, and Windows Server 2012 R2 and Windows Server 2016.

***Easy III Version 4.0 and above does not support Windows XP, Windows 2003, or Easy 2 hardware.**

Software Components

Easy III can be installed in different configurations depending on your environment. We recommend that all systems be part of the same domain or workgroup. Please read below for a description of each software component.

Application Server - The Application Server is designed to synchronize settings and data between workstations and readers. This system must be uniquely configured to run the Easy III Office Server application and there should be only one server in each environment. We recommend installing the Application server in a data center on a server class machine, but it can also be installed on a workstation.

The Application Server is a primary component of the software and critical to data synchronization. Improper configuration can result in connectivity issues and data loss. Please contact Cadwell before installing or upgrading.

- Data does not have to reside on the Application Server.
- The Server software can be installed on a virtual machine.
- The Application Server coordinates data and synchronization between workstations; therefore, it must always be online.
- Refer to the Cadwell Computer Specifications & Requirements document, part number 308014-000 for a complete list of all computer and server specifications and requirements.

Workstation – Workstations are used for patient data acquisition. They will need to be configured to communicate with the Easy III Amplifier, camera, and any clinical equipment.

Please keep in mind:

The Each Easy III Workstation requires at least one network port for the Easy III amplifier. Up to four network ports may be required for connection of amplifier, camera, CPAP machine, and network access, depending on the configuration.

Reader Stations – Reader stations are used to review completed recordings. New installations will require an additional license.

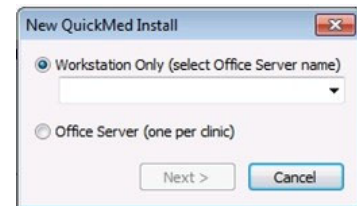
Citrix Servers – Please contact Cadwell for assistance installing Citrix Servers. This installation requires an additional license and must be purchased separately.

HL7 – Please contact Cadwell for assistance installing HL7 connections. This installation requires an additional license and must be purchased separately.

Installing Easy III on a New Application Server or Workstation

Locate the Easy III installation disc. You can install the software from the Easy III Installation Disc or from a shared folder on your network that contains a copy of the installation disc.

1. Browse to the installation disc loaded in your DVD drive or shared folder.
2. Right click on “**EasyIIIsetup.exe**” and select “**Run as Administrator**”.
3. After clicking on the “**EasyIIISetup.exe**”, a prompt will appear stating that Easy III removes support for the Easy 2 Amplifier and Windows XP / Windows 2003 operating system, select “**OK**” to continue with the installation.
4. Click on the “**Install**” button.
5. If you are installing the Easy III software on an all new system you will be prompted to select one of two options during the installation of the Easy III software:



Please note, if you're not sure which option to select, configure the system as a workstation.

- **Workstation Only** – This option is typically selected if the Easy III software is installed on a data collection system, a reader station, or a Citrix Server. Type an “**X**” in the Office Server name to continue.
 - **Office Server** – This option is selected if the Easy III software will be used as an application server. **Only one Office Server installation is allowed** when multiple Easy III systems share the same network.
6. Select the “**Workstation Only**” and type “**X**” in the field or “**Office Server**”, and then click on the “**Next**” button.
 7. The next screen will allow you to install features to Easy III. These include Easy III Scheduler, Clinical Database, Q-Video Mobile, and ApneaTrak.

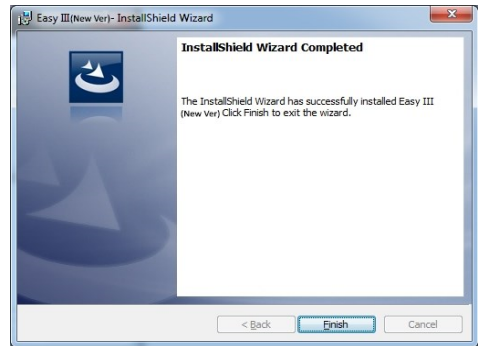
Scheduler: The Cadwell Scheduler is a powerful tool that will allow Easy III users to schedule and manage appointments.

Clinical Database: The Easy III system can be configured with a Clinical Database. The database will allow the user to create multiple reports that summarize clinical and administrative information.

Q-Video Mobile: This is a video camera used with the Easy III Ambulatory device. This feature should only be installed on systems that will initialize or download Ambulatory recordings.

ApneaTrak: This feature should only be installed on systems that will initialize or download ApneaTrak recordings.

8. The installation of the software will now continue. The remaining components of the Easy III software will be installed. When the installation is complete, the following dialog will be displayed. Click on **“Finish”** to complete the installation.
9. After the installation is complete you will be prompted to restart the computer. Select **“Yes”** to restart.



Congratulations, the Easy III software has been installed. You can repeat these same steps on any additional Easy III computers. Please proceed to the next step.

Configuring Services on the Office Server

There are four additional services that run on the Easy III Office Server: EasyIIIAutoArchiverService, EasyIIIDataServerService, EasyIIIOfficeServerService and EasyIIISynchronizationService.





EasyIIIDataServerService allows the server to synchronize and process data without a user being logged in. It should only be installed on the office server system and shouldn't be installed if the office server is being used as a reader. To install it as a service, go to **C:\Cadwell\Easy III**, find the **Easy3DataServerInstallService** file and double-click.

 Easy3DataServerInstallService.exe	12/31/2014 11:56 ...	Application	33 KB
 Easy3DataServerUninstallService.exe	12/31/2014 11:56 ...	Application	33 KB

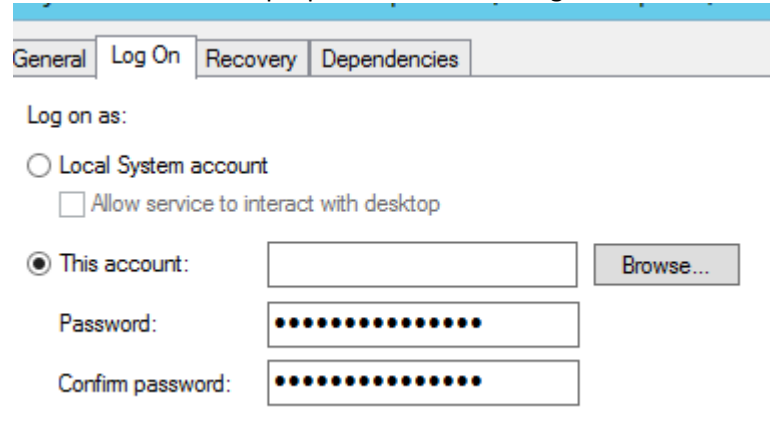
EasyIIIAutoArchiverService runs only on the server and allows the server to archive studies without a user being logged in. Both services should be configured to run under a service account.

In order to do this, follow the steps below.

1. Open **“Services.msc”**
2. Find the services in the list

 EasyIIIAutoArchiverService		Automatic	DarlaW@Cadwell.cadwell.com
 EasyIIIDataServerService	Running	Automatic	DarlaW@Cadwell.cadwell.com
 EasyIIIOfficeServerService	Running	Automatic	Local System
 EasyIIISynchronizationService	Running	Automatic	Local System

- Right click on each service and select properties. View the Log On tab and select This Account.



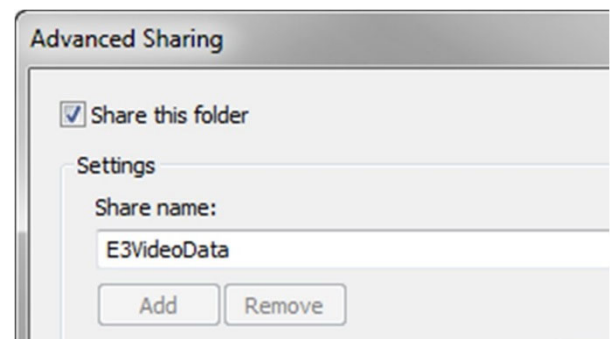
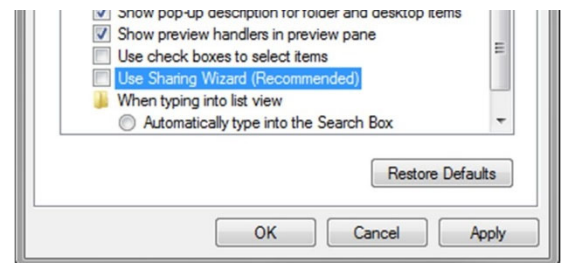
- Enter an admin or domain service account and a password. Restart the services to verify it's working correctly.
 - In Easy III versions prior to 4.2 on Server 2012 OS, you will need to configure the EasyIIIOfficeServerService to "**Allow Service to Interact with Desktop**". Make sure this is checked on the Log On tab.

Sharing the Data Folder

All systems need to have the local data folder shared in order to transfer records to the server or view records remotely. Please follow the steps below to share data (see "**Configuring Windows 7 for Easy III Systems**" for more details PN: 369031-630).

In order to view a record remotely, the recording system must have the Data Folder shared as "**E3VideoData**".

- In Windows Explorer, move to the "**C:**" directory.
- Click on the "**Organize**" pull down and select "**Folder and Search Items**". Select the "**View**" tab and uncheck "**Use Sharing Wizard (Recommended)**".
- In Windows Explorer, go to the folder at "**C:\Cadwell\Easy III**". Right-click on the "**Data**" folder and select "**Properties**". Select the "**Sharing**" tab and select the "**Advanced Sharing**" button. Check the "**Share this folder**" box, and type "**E3VideoData**" for the share name. Click on "**Apply**".
- Click the "**Permissions**" button. If the desired group or user (for example, "Power Users", "Easy III Users") is not in the list, select the "**Edit**" button and click the "**Add...**" button, select (or type) the desired group or user and click "**OK**". If you don't know which group to add, contact your IT group or use the "**Everyone**" group. Now, for the desired group, click the "**Allow**", "**Change**" and "**Read**" check boxes and click "**OK**". Close out of the windows so that you are back to the Properties window.



- Now, select the **"Security"** tab. If the desired group or user (for example, "Power Users", "Easy III Users") is not in the list, select the **"Add..."** button, select (or type) the desired group or user and click **"OK"**. Now, for the desired group, click the **"Allow"**, **"Modify"**, **"Read & execute"**, **"List folder contents"**, **"Read"**, and **"Write"** check boxes and click **"OK"**.

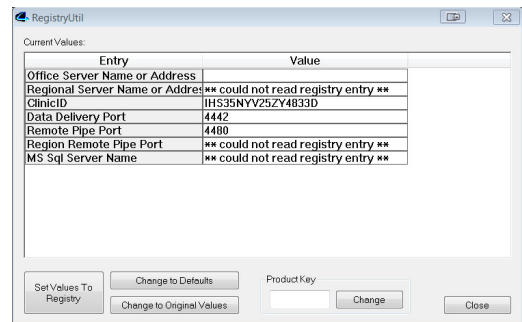
Importing Databases

Once the above steps have been completed, you will need to import databases from the server. Please note, you will only need to do this step if you are adding a system into an existing environment. If this is a standalone system or the first Easy III system, you can skip to the next section.

First log into the Application Server and browse to C:\Cadwell\Easy III. Find and launch the application **"DatabaseCompactRepair.exe"**. Once it's finished, press any key to continue. Next, log into the Workstation and browse to **"C:\Cadwell\Easy III"** and launch **"DatabaseCompactRepair.exe"** and press any key to continue.

On the Application Server, browse to **"C:\QMWorkStation\IHS35NYV25ZY4833D\Data3. Copy all .QXP"** files in this folder (**do not copy EasyLocal.qxu**) and move them to the newly installed workstation. Place those files in the Workstation folder **"C:\QMWorkStation\IHS35NYV25ZY4833D\Data3"**. If it prompts you to overwrite the existing files, press **"Yes"**.

Once complete, browse to **"C:\Cadwell\Easy III"** on the newly installed workstation and launch **"RegistryUtil.exe"**. Type the name of the office server in the first field then press **"Set Values to Registry"** in the bottom left hand corner. Press **"Close"**, then open **"registryutil.exe"** again to make sure the field has the correct value.

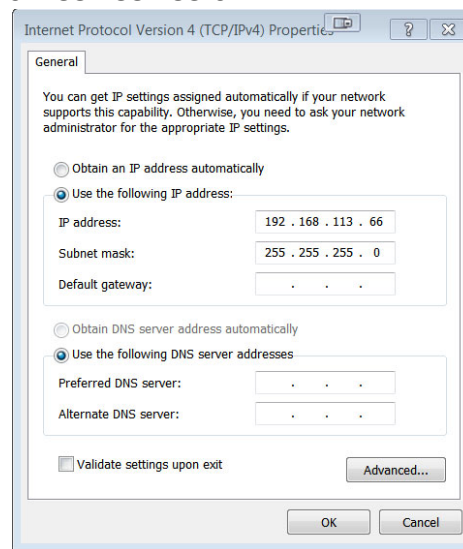
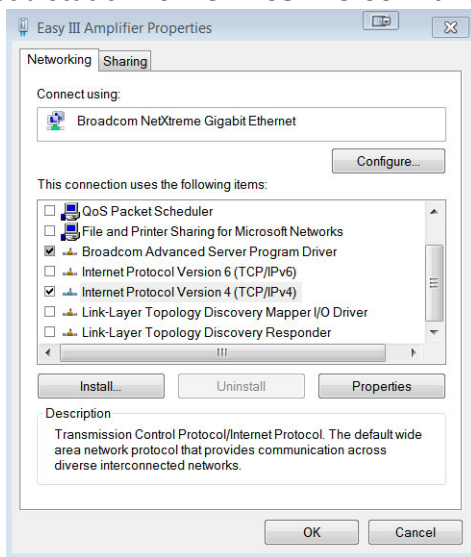


If this is a Reader station, the configuration is complete and you can skip to the Licensing section. If this is a Workstation please continue to the next section.

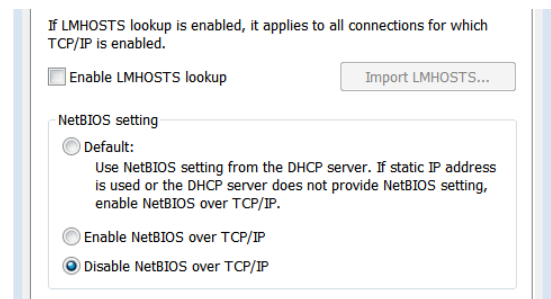
Connecting to the Hardware

Windows requires additional configuration when used as a Workstation. Easy III hardware communicates via dedicated network port. Please follow the steps below:

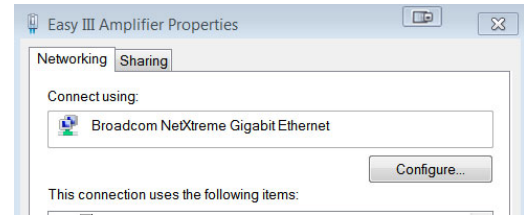
1. Open the “**Control Panel**” and select “**Network**” and “**Sharing Center**”.
2. Click the “**Change Adapters**” link in the top left-hand corner.
3. Find the network connection attached to the Easy III hardware. Rename this connection to “**Easy III Amp**”.
4. Open the connection properties and deselect all options except for “**Internet Protocol Version 4**”. Select this protocol and click “**Properties**”.
5. Set a static IP of **192.168.113.66** with a Subnet of **255.255.255.0**.



6. Click the “**Advanced**” button in the bottom right hand corner and select the “**WINS**” tab. Uncheck “**Enable LMHOSTS lookup**” and mark NetBIOS to “**Disable NetBIOS over TCP/IP**”.
7. Press “**OK**” to return to the network connections page



8. Select the “**Connect Properties**” again and click the “**Configure**” button in the top right-hand corner.
9. Change the Speed & Duplex setting to “**10 Mbps Full Duplex**”. Depending on the device brand, this setting could be in the Advanced tab or the Link Speed tab.
10. If this is an Intel device, make sure Legacy Switch Compatibility Mode is Enabled within the Advanced tab.
11. Click “**OK**” and exit back to the desktop.



Additional equipment such as an IP camera or CPAP device should be configured by the IT or Biomed department.

Easy III Licensing

Before the software is ready for use it must be licensed. Please have your customer number or equipment serial number available and call Cadwell support.

Upgrading Easy III Software to a Newer Version.

The Easy III Installer can upgrade an existing Easy III system to the latest version. Take note of the following:

- You do not have to uninstall the Easy III software. The Easy III installer will complete the setup and installation for you.
- The Easy III installer will automatically detect and automatically upgrade the workstation and Office portions of the software.
- You do not need to back up your stored records or current system settings. The Easy III software installer will update your system appropriately without deleting your default settings or recorded data.
- All Easy systems sharing the same Office Server must be upgraded to the latest version of Easy III.
- If you're current systems are running 3.13.5/3.10.26 or below, please contact Application Support before upgrading.

Starting the Upgrade to an Existing Easy III System

1. Right click “**EasyIIISetup.exe**” and select “**Run as Administrator**”. The installation of the Easy software will begin.
2. The Easy III installer will proceed with the installation. Click “**Install**” to Continue.
3. The next screen will allow you to install features to Easy III. These include Easy III Scheduler, Clinical Database, Q-Video Mobile, and ApneaTrak. Please note: you will need to reinstall additional features when upgrading the software.

Scheduler: The Cadwell Scheduler is a powerful tool that will allow Easy III users to schedule and manage appointments.

Clinical Database: The Easy III system can be configured with a Clinical Database. The database will allow the user to create multiple reports that summarize clinical and administrative information.

Q-Video Mobile: This is a video camera used with the Easy III Ambulatory device. This feature should only be installed on systems that will initialize or download Ambulatory recordings.

ApneaTrak: This feature should only be installed on systems that will initialize or download ApneaTrak recordings.

4. The installation of the software will now continue. The remaining components of the Easy III software will be installed. When the installation is complete, the following dialog will be displayed. Click on **“Finish”** to complete the installation.
5. After the installation is complete you will be prompted to restart the computer. Select **“Yes”** to restart.
6. Once the computer has restarted the upgrade is complete.

Antivirus Software and Disk Encryption Software Applications

Cadwell encourages all customers to take necessary precautions to protect computer systems from malicious programs. We also want you to protect the privacy of your patient data. Firewalls must be configured or off so as not to interrupt data collection. Though Cadwell has configured Easy III software with multiple AV and disk encryption applications, we cannot verify compatibility with all applications available in the marketplace.

1. Scheduled antivirus scans should not happen during a recording/data collection.
2. Exclude Easy III files from scans:
 - a. .ez3 (Easy III data file)
 - b. .mdh (archive history file)
 - c. .ezvideo (video file)
 - d. .ezvideoindex (video file)
 - e. .t3 (ApneaTrak download file)
3. Exclude the following folders from scans, including their subfolders:
 - a. C:\QMWorkstation
 - b. C:\Cadwell\Easy III
 - c. C:\QMOOffice (this is only on the office server utility)
4. After loading any AV application or disk encryption, do the following:
 - a. Attempt to open a data file, verify the file opens correctly.
 - b. Import a file through the Record Manager, verify it will import correctly.
 - c. Archive a file through the Record Manager, verify it will archive correctly.
 - d. If the system is a data collection system, start a recording, verify no conflicts appear.
 - e. Generate a report and confirm that the length of time to generate is unchanged.

5. Verify that encryption software does not adversely delay file access and overall Easy III performance. Verify that Easy III records can be opened promptly and paging speed is adequate after installing encryption or AV software.
6. Microsoft Word is utilized during report generation, Word creates a “.tmp” file while generating the reports, if this file is scanned during report generation, that can increase report generation times.
7. ApneaTrak converts files from .t3 to .bak after successful conversion, if this file is scanned during conversion, then it can cause the conversion to fail.

Non-Administrative Users

Easy III requires permission settings to allow users logged into Windows as non-administrators (limited account) to use the system.

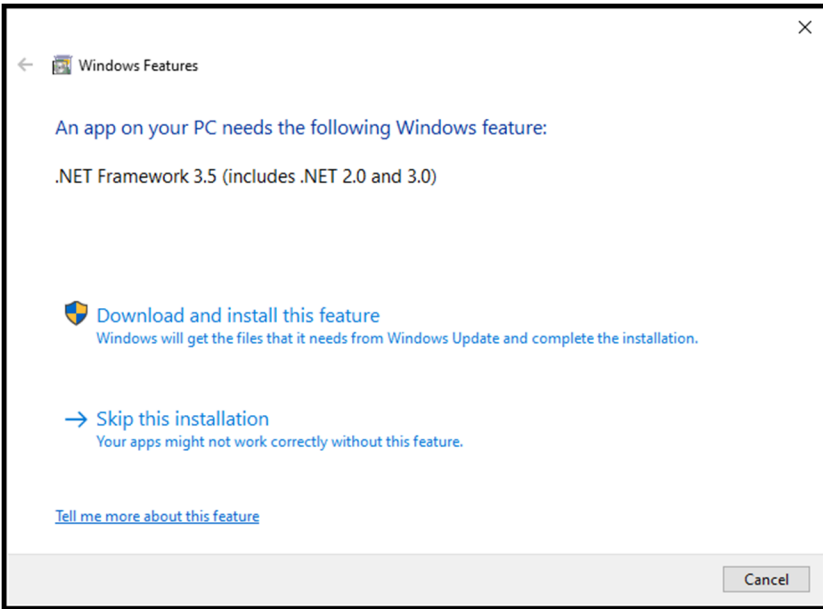
1. If the Easy III system is already a member of a Domain, verify the appropriate domain users/group(s) have read, write, and modify permissions to the “C:\QMWorkstation”, “C:\QMOffice”, and the “C:\Cadwell” folder.
2. If the Easy III system is a member of a workgroup, create a local group that that has read, write, and modify permissions to the “C:\QMWorkstation”, “C:\QMOffice”, and the “C:\Cadwell” folder. Add all appropriate users to this group.

If the Easy III system is not a part of the domain or workgroup, contact your IT administrator for assistance in connecting to a domain or creating a workgroup. Then complete step 1 or 2 above accordingly.

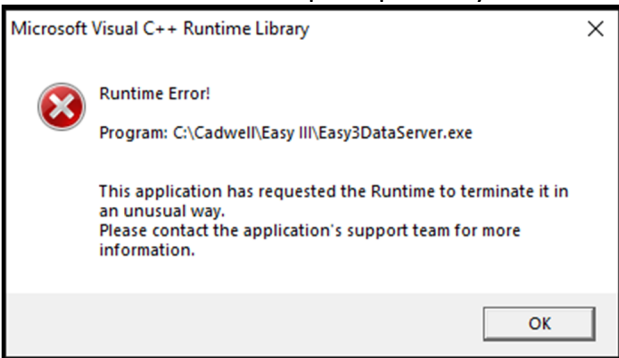
.NET 3.5

Easy III requires .NET 3.5, 4.0 and 4.6.1. In Windows 10, .NET 3.5 is sometimes not enabled by default. The Easy III installer will attempt to fix this when you run the install.

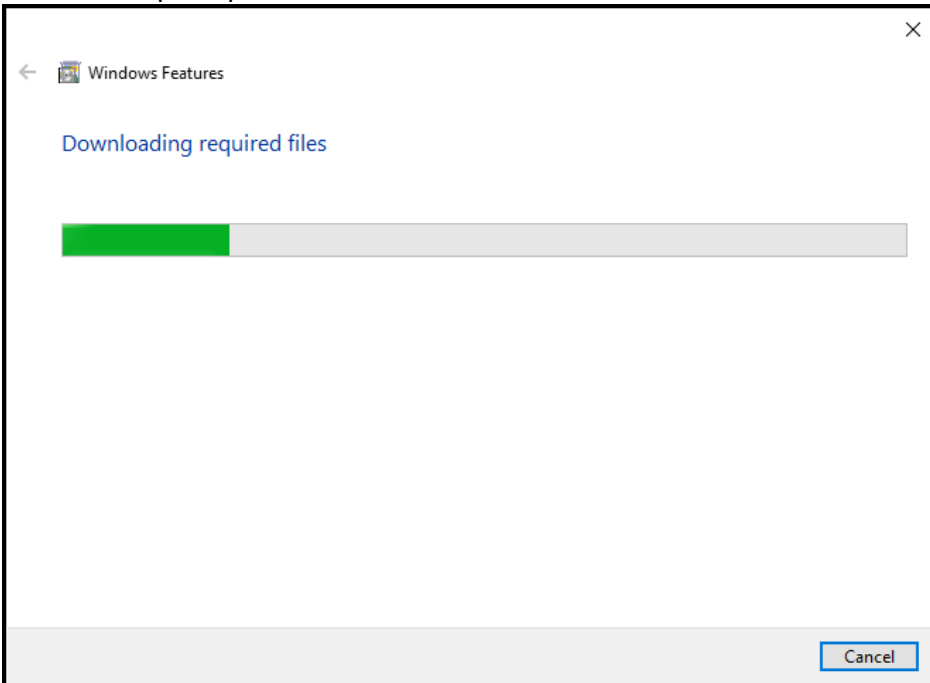
If Easy III installed without .NET Framework 3.5, after PC reboot you may see:

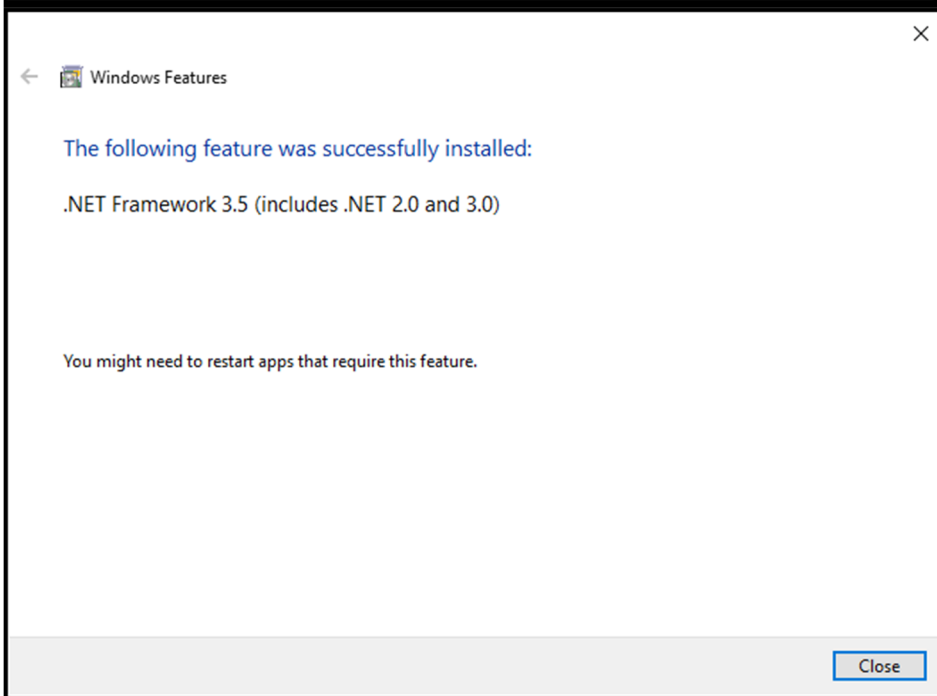
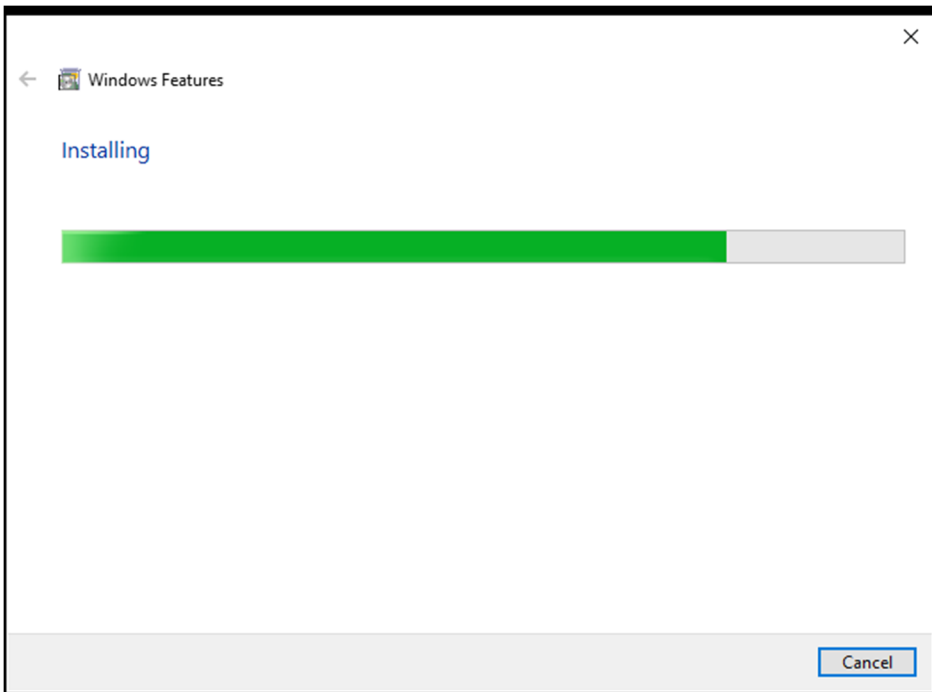


There is a second error prompt that you will see: (this is behind the first prompt)



On the first prompt select "Download and install this feature". You will see the following events:

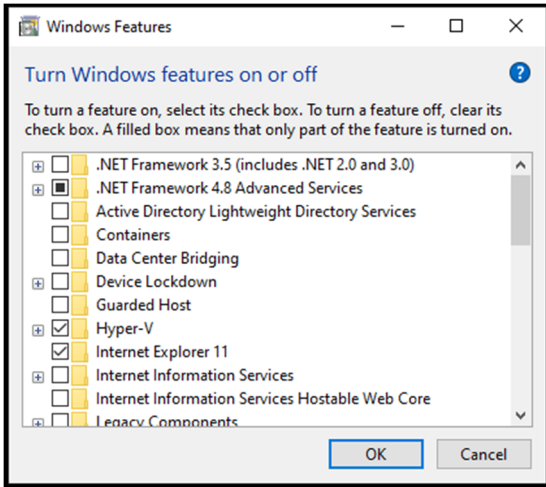




If that doesn't work, you can follow these instructions to manually enable .NET 3.5.

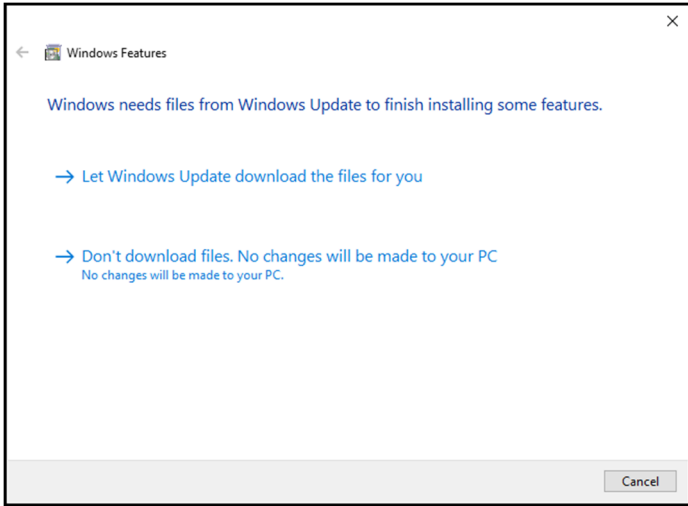
To manually search for and enable .NET Framework 3.5:

- Open the Windows Control Panel:
- Click Programs and Features.
- Click on Turn Windows features on or off.
- Check the box next to “.NET Framework 3.5 (includes .NET 2.0 and 3.0)

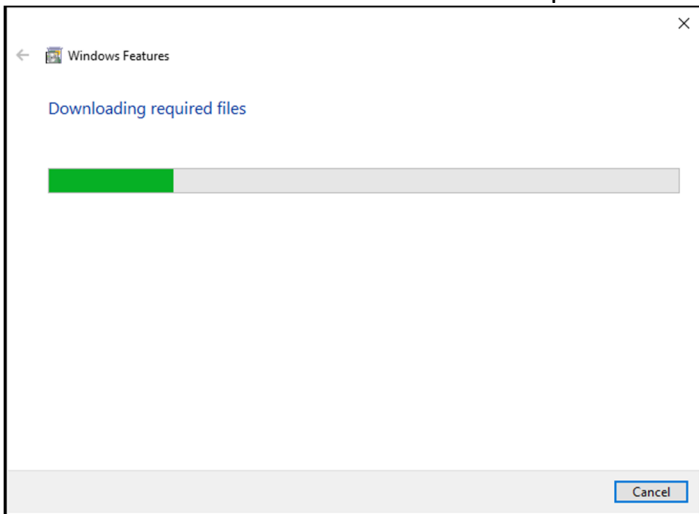




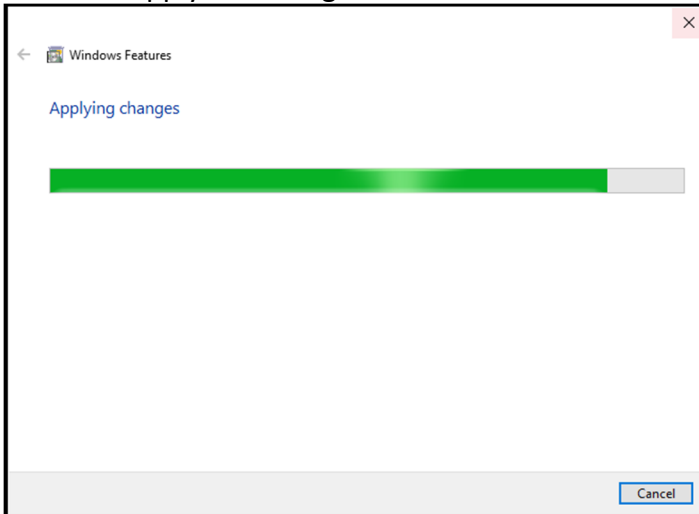
- Click on Let Windows Update download the files for you



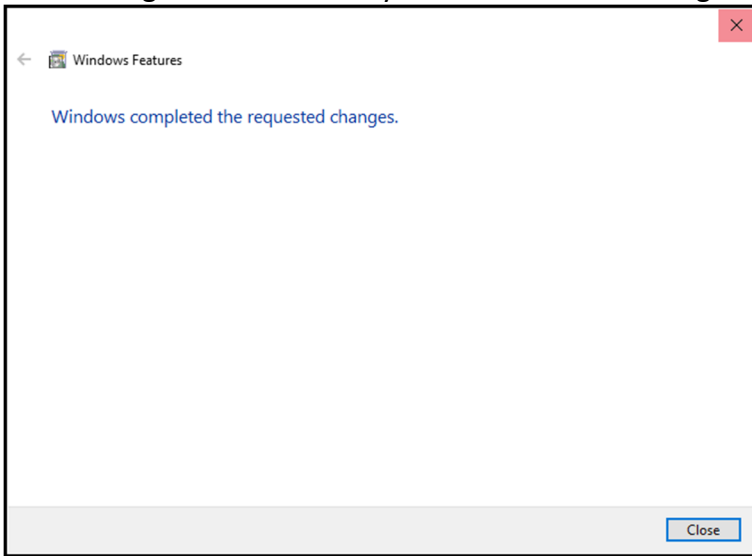
Windows will download and install the required files:



And then apply the changes:



If the changes are successful you will see the following message:



Your Windows features dialog should now look like this:

