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Nuclear Medicine Software

Version 18 Installation Guide Current & New Network User

This installation guide is intended for customers who are upgrading from a previous version of software and for new customers. Included are the recommended hardware specifications, a summary of the new features and sample screens to guide you through the installation.

Introduction

Welcome

Thank you for being a loyal user of ec² Software Solutions. The following pages will guide you through the installation process. If you need help at any time during the installation, please call us at 1-800-851-0025. We appreciate your business and look forward to serving you.

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Guide to new features

What's new in version 18

1. **Patient Exposure Report for Multiple Exams** - This new feature will allow customers to combine multiple exams (example: rest/stress) for one patient on the same exposure card. Studies created in the scheduler profile, with combined information from multiple exams, will be printed on this patient exposure report.
2. **Patient Cumulative Absorbed Dose Report** - This new feature will create a report that will allow you to set a date range to calculate the "total" absorbed dose received by a patient within a certain time frame.
3. **Live Chat From NMIS/BioDose or Website** - This new feature will allow you to chat with ec² personnel from within the NMIS or BioDose software or from our website. To initiate the chat, click on the chat icon on the NMIS main toolbar to launch our website. From the website click on the "Live Chat" bubble at the bottom right hand side of the screen.
4. **Default Ordered Radiopharmaceutical** - This new feature will allow you to specify a default ordered radiopharmaceutical in exam setup (if you have multiple radiopharmaceuticals selected) versus having to specify it at the time the order is placed.
5. **Vendor Order Notes** - This new feature will allow customers to create permanent vendor order notes that can be selected per dose at ordering time. This note will be used to indicate a special comment for the pharmacist such as: QS to 3cc. This feature is available when ordering from NMIS/BioDose or via WebOLO.
6. **Major Kit QC Overhaul** - User can now scan a User ID barcode to access RMIS, NMIS or BioDose instead of typing their initials or password.
Ability to prevent dosing or filling a prescription with items that fail QC
Setting a pass/fail % for QC method
Setting up your own QC method
Recording QC for kit not prepared in house
Recording #MAA particle in a unit dose
7. **RMIS user Access Via Badge Scanning** - This new feature ensures that any relevant contraindications are attached to the Iodine-131 online order and transmitted to the pharmacy. This new addition will serve as an excellent enhancement to the Iodine-131 Quality Management Plan at applicable sites.
8. **Pharmacist's Ability E-Sign Prescription in RMIS** - Pharmacists now have the ability to electronically sign prescriptions from their desk. This new feature eliminates the need for a pharmacist to gown-up to enter a clean room to approve a prescription.

Hardware requirements

Following are the requirements to run this software for a network user license. We know this is boring, but it is important! Please check to be sure your hardware meets these requirements. Not sure? Before you begin give us a call at 800-851-0025 and we'll be happy to review your hardware with you.

Server Hardware

Processor	Intel Core i5
Memory	4GB RAM
Hard Drive	250 GB
Optical Drive	DVD for software installation
Backups	External hard drive, USB flash drive or shared network folder

Workstation Hardware

Processor	Intel Core i5 or better
Memory	4GB RAM
Hard Drive	250 GB

Operating System

Windows 7 64-bit or above/Server 2008 SP2 or above

Internet Access

Recommended for:

Downloading periodic program updates
Accessing ec² software remote support portal
Online ordering where available

Proxy Server Requirements

The services that allow you to send orders online, download software service packs and access our remote support service all depend on the software being allowed to make outbound calls to the Internet. If your facility uses a proxy server to access the Internet, several functions of the Nuclear Medicine Information System (NMIS), Radiopharmacy Management Information System (RMIS) or BioDose software could be blocked.

Our software is not proxy aware, so the following exceptions will be needed.

Note: The calls from the software are always outbound only. We would prefer the exception to be added using the URL rather than the IP address wherever possible. Outbound calls are made from the application itself and therefore the end user will not be able to authenticate for the proxy server. Please add an exception to bypass authentication.

Ports

80 and 443

URLs

1. For Online Ordering (OLO) the following will be used:

64.9.35.122	www.ec2softwareservices.com
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2. For Remote Support the following will be used:

64.9.35.117	support.ec2software.com
173.15.153.156	support.ec2software.com

3. Service Pack and software downloads will use:

64.9.35.120	ec2software.com
	https://www.dropbox.com/s/7g8nyzz5v25lrko/
	https://www.dropbox.com/s/414ui6tohlp9yvn/

4. Online ordering with some pharmacies can also require the following:

Independents	nuclear-pharmacy.com
Triad Isotopes	onlineorder.triadisotopes.com

Pre-installation checklist

Before you begin

Making sure that your hardware is adequate to run our software is extremely important. If you haven't done so already, please check the hardware requirements on page 4.

You should have received the version 18.x DVD along with this installation guide. Check to see that the facility name on the disk is correct. If for some reason it is not, please contact technical support at 1-800-851-0025 before proceeding.

Important points: Current User

1. Shut down any programs that are running. Antivirus software can slow down the installation or prevent it from finishing. Disable any screen savers that could disrupt the installation.
2. The software installation could take up to 60 minutes. Please give yourself plenty of time to complete the process.
3. You may be asked to restart your computer several times during the installation. Please restart whenever requested to do so.
4. You must be logged in as an administrator to install NMIS. It is important that you use the same administrator login after each restart until the program tells you the installation was successful.

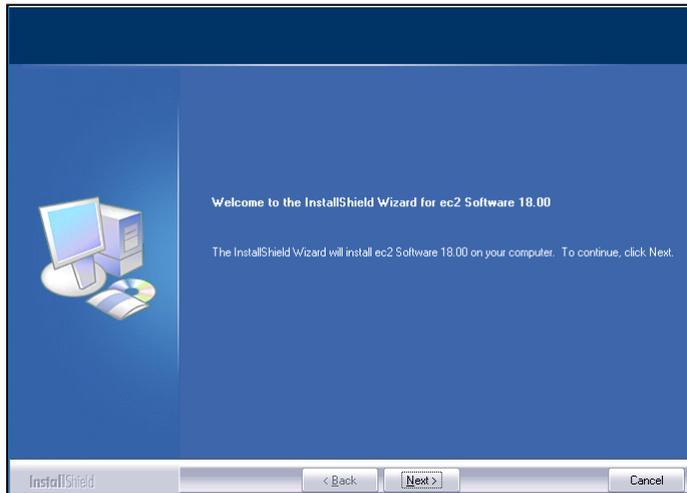
Important points: New Install

1. Please perform a backup of your data before you begin the upgrade process.
2. Shut down any programs that are running. Antivirus software can slow down the installation process or prevent it from finishing. Disable any screen savers that may disrupt the process.
3. The upgrade will take about the same amount of time if you are coming from version 14 or an earlier version. You should be able to complete the upgrade in under 1 hour in most cases.
4. If you are on version 14.x or older please note that the folder name will change this year. You will not be able to install to the existing NMISSQL folder. Because we are upgrading so many of the core components with this version, we want to leave the old folder untouched in case we need to go back to it for any reason.

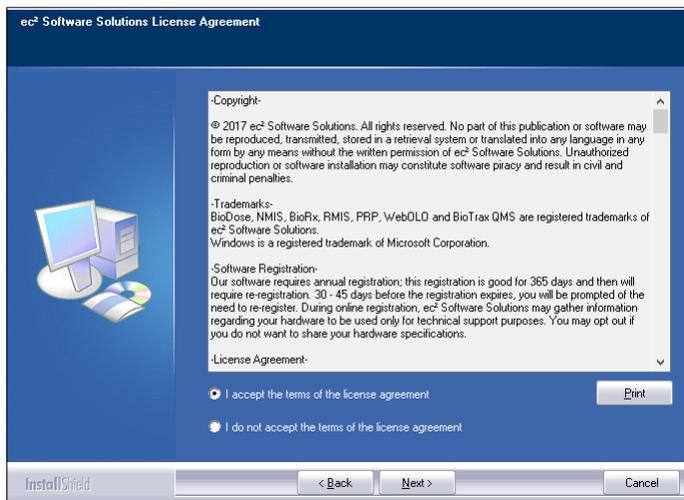
Quick Upgrade

The **Quick Upgrade** instructions are for customers that are already running version 15.x or newer. This upgrade only needs to be installed from **ONE** workstation. You will not need to restart. **If you are a new customers, on a version older than 15.x or replacing hardware please proceed to pg 10.**

1. **Insert the disk** labeled with your facility name and “Software Version 18.x” into the disk drive.
2. Double click on **My Computer** on the Desktop and locate the disk drive. Look for the label `ec2_18.xx_Cust#xxxxxx` and double click on it.
3. You will see a list of files. Find **Setup.exe** and double click on it. The icon will look like this: 
4. Next you will see a Welcome message. Click **Next** to continue.

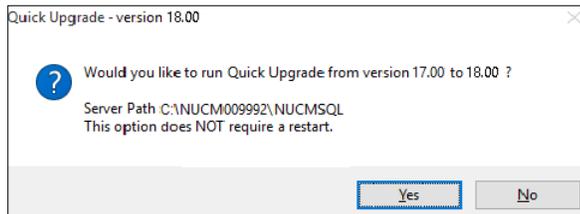


5. The license agreement will be displayed next. Please click on the radio button to accept the agreement, then click **Next** to continue.

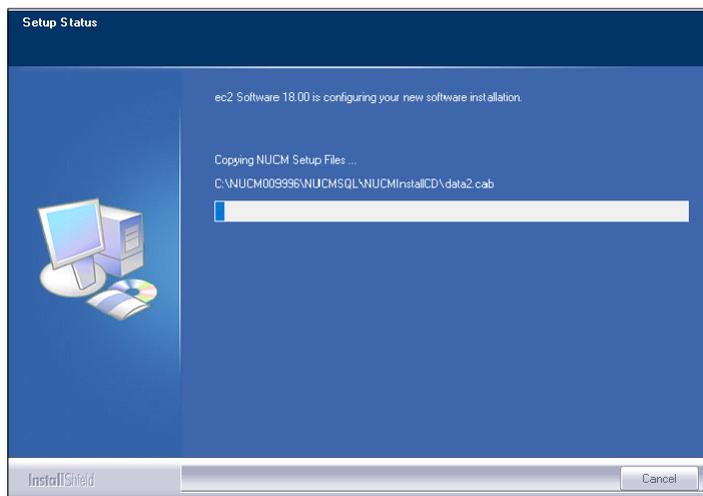


Quick Upgrade – continued

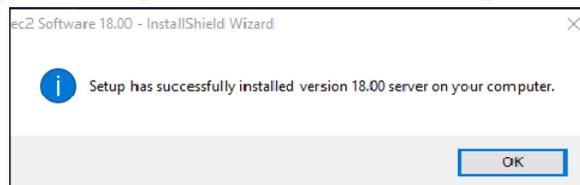
- The program will now ask if you want to use the Quick Upgrade option. This option does not require restarting the computer and should only take 10-15 minutes. This is the best way to proceed if this option is presented. Click **Yes** to continue. If the express option is not presented, please proceed to step 9 on page 11.



- The program will now begin copying files and you will see several windows similar to this:



- When this process is completed, the program will show this final message to let you know you are finished installing:

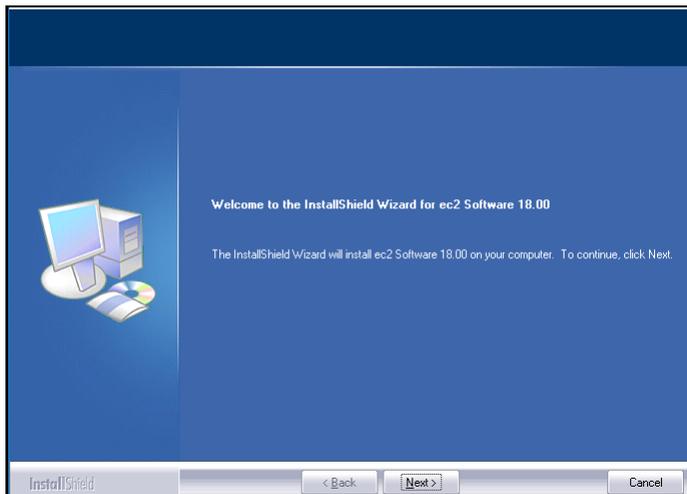


- Click **OK** on this screen. You may now run version 18.x by clicking on the desktop icon.

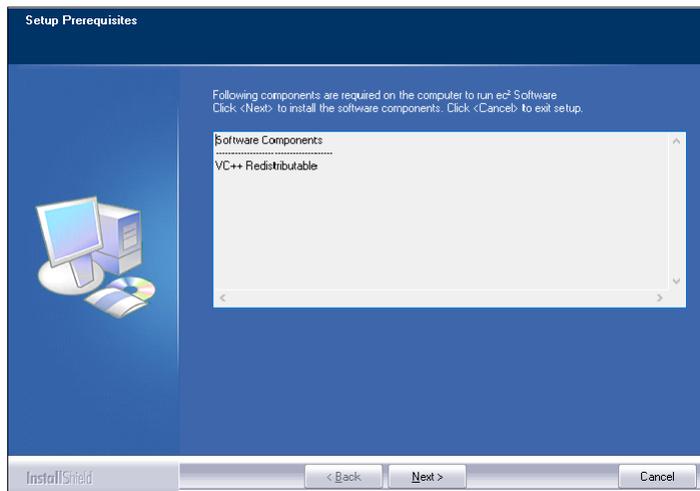
Questions? - Please call Technical Support at 1-800-851-0025.

Full server installation instructions

1. **Insert the disk** labeled with your facility name and “Software Version 18.x” into the disk drive.
2. Double click on **Computer** on the Desktop and locate the disk drive. Look for the label `ec2_18.xx_Cust#xxxxxx` and double click on it.
3. You will see a list of files. Find **Setup.exe** and double click on it. The icon will look like this: 
4. First you will see a Welcome message. Click **Next** to continue.

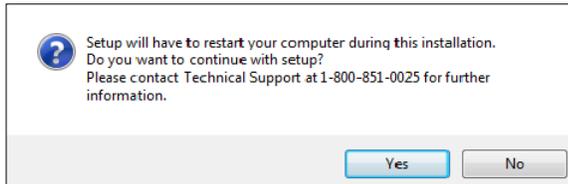


5. The install program will now examine your computer to see if any of the required components are missing. If there are no required components missing, you will skip ahead to step 8. If there are missing components, the program will show the following screen listing the items:

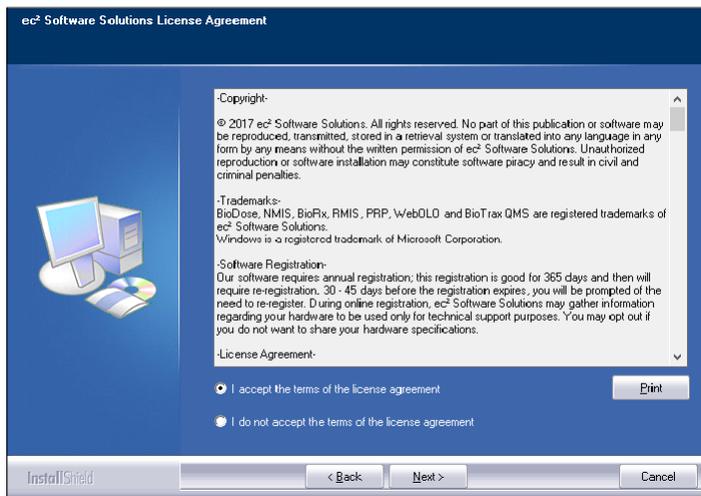


Full server installation - continued

- The list of missing components may contain 1 or many items. The installation program will attempt to install all of them for you if possible. Click **Next** to proceed. At this point we will not show all of the screens that you will see when installing the missing components, since it will be different for everyone. Just follow the screen prompts and restart when necessary. Please click **Yes** to proceed.

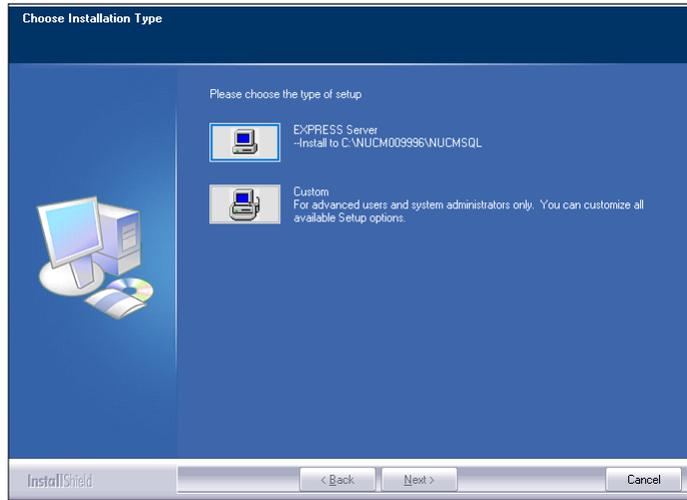


- Once all of these components are installed, you will see the Welcome screen again. Click **Next** to proceed.
- The license agreement will be displayed next. Please click on the button to accept the agreement, then click **Next** to continue.

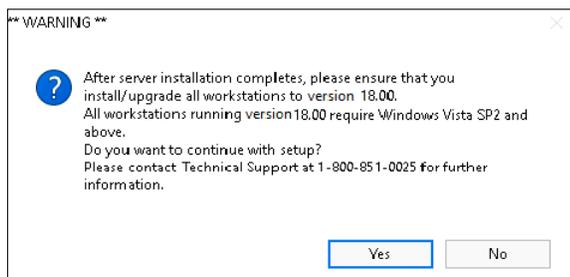


- The program will now prompt you to choose the type of installation to be performed. Select **Express Server** to proceed.

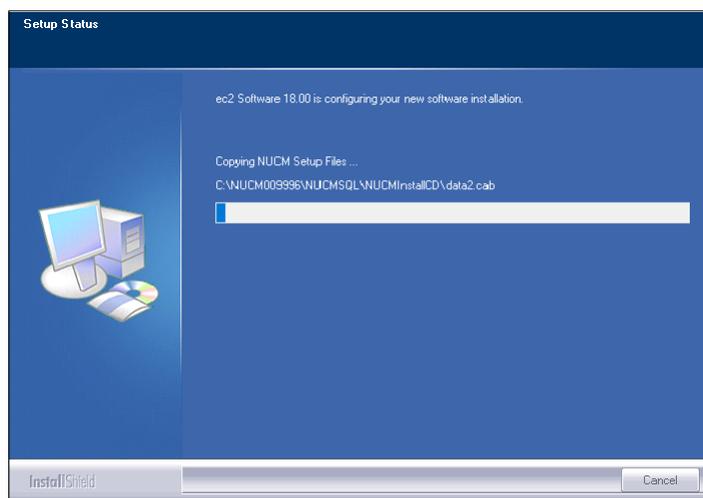
Full server installation - continued



10. Setup will warn you that restarting the computer will be necessary. Click **Yes** to continue.
11. Next you will see a message reminding you to install the workstations after you finish the server installation. Click **Yes** to proceed.

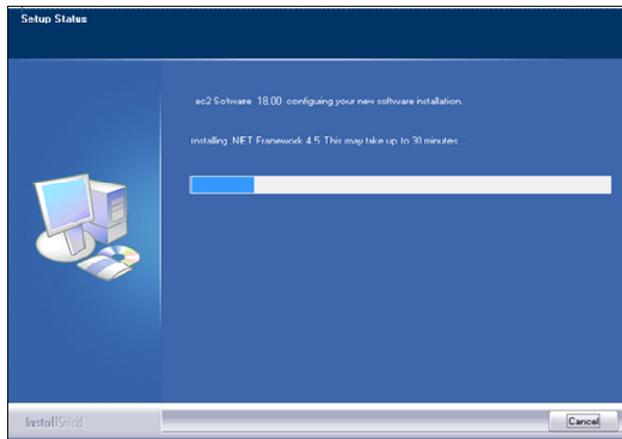


12. The program will now begin copying files and you will see several windows similar to this:

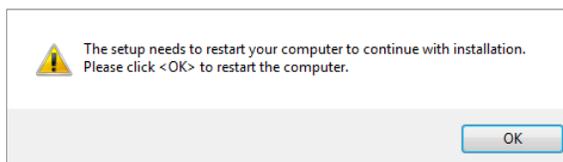


Full server installation - continued

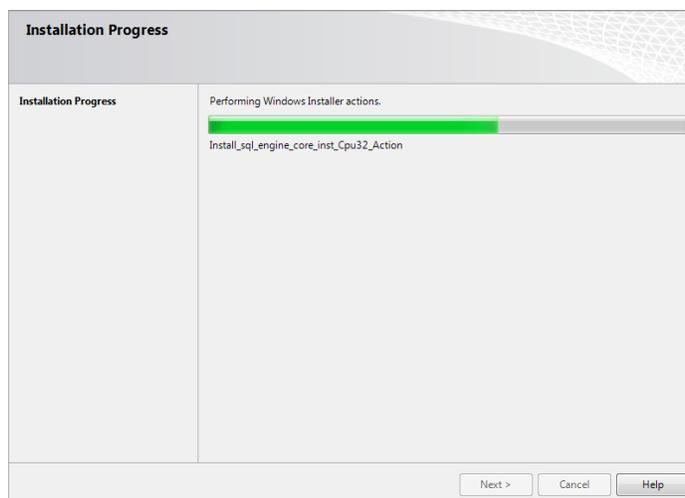
13. Next the program will install the .NET framework if it is not already installed on this computer. **This part of the installation could take 15-30 minutes.** Please be patient and let it finish.



14. When this process is completed, you may see this screen prompting you to restart the computer. Please click **OK** to continue.

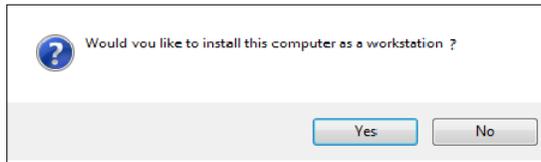


15. After restarting the installation program will continue. If your computer asks you for your user name and password when it starts up, it is very important that you use the same user name when the computer restarts.
16. Next the program will install the database. You will see many screens come and go automatically. **This may take up to 30 minutes.**

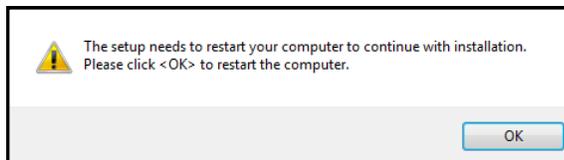


Full server installation - continued

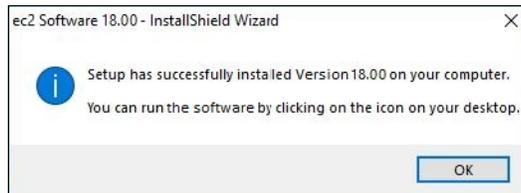
17. Once the database is installed you will get the option to install this computer as a workstation. If someone will actually be using this computer to enter data, then answer **Yes** and continue with the next step. If this is a dedicated server and no one will be using it to enter data, answer **No** and proceed to step 20.



18. When the workstation installation is complete, you may see this screen prompting you to restart the computer. Click **OK**.



19. After restarting the installation program will continue. The installation will pick up where it left off and will show you this message when it has finished:

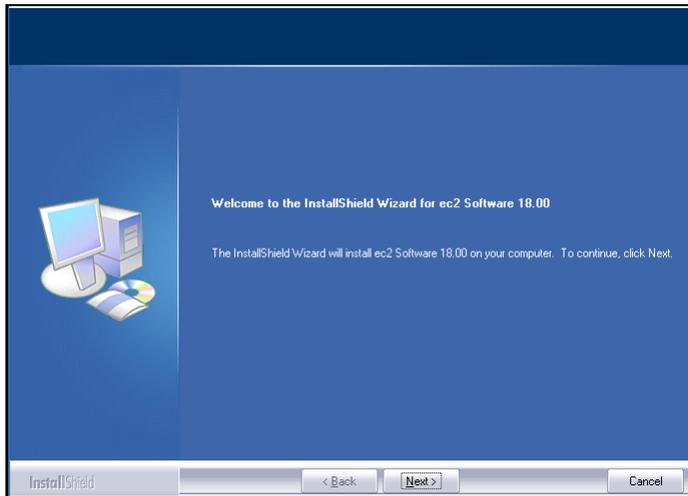


20. Click **OK** on this screen. If you elected to make the server a workstation, you may now run NMIS 18.x by clicking on the desktop icon. Follow the instructions starting on page 11 to install any additional workstations. The first time you run the program from any workstation it will ask you to register the software. The registration process is explained in greater detail on page 18. If you are adventurous, you can start setting up your databases. Information about getting started is on page 19.

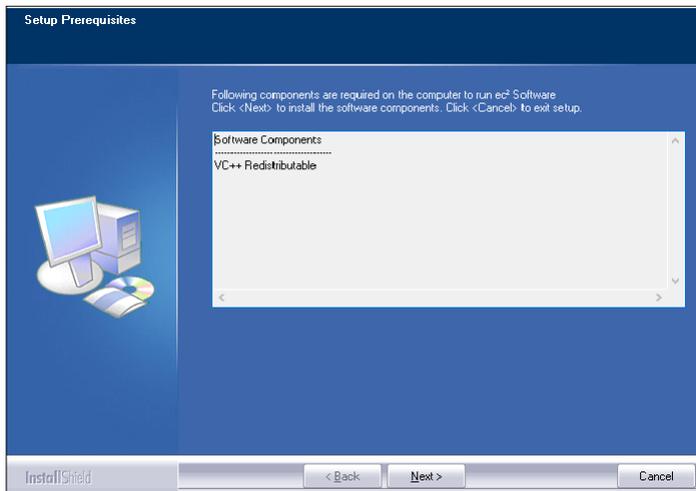
Workstation installation instructions

PLEASE NOTE: YOU WILL NOT USE THE SOFTWARE DISK TO INSTALL THE WORKSTATIONS.

1. Browse to the server and find the folder \\Server\NUCM##### \NUCMSQL \NUCMInstallCD. Double click on the **Setup.exe** contained in this folder.
2. Next you will see a Welcome message. Click **Next** to continue.



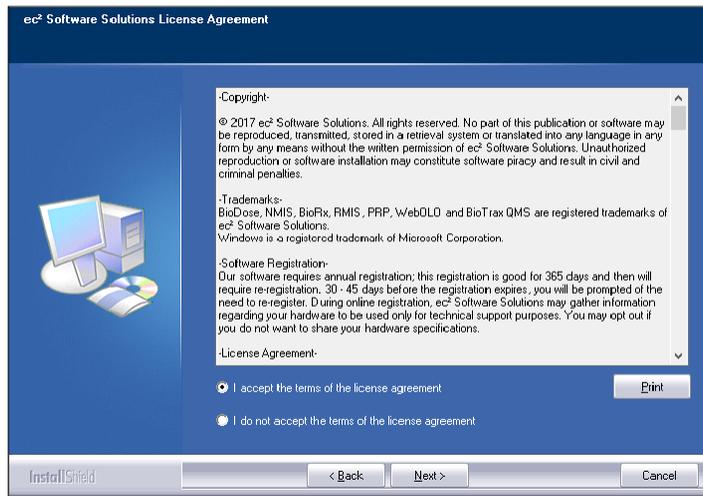
3. The install program will now examine your computer to see if any of the required components are missing. If there are no required components missing, you will skip ahead to step 6. If there are missing components, the program will show the following screen listing the items:



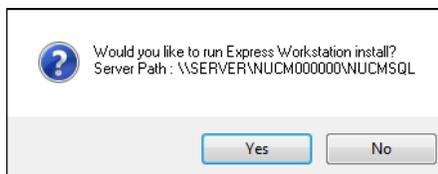
4. The list of missing components may contain 1 or many items. The installation program will attempt to install all of them for you if possible. Click **Next** to proceed. At this point we will not show all of the screens that you will see when installing the missing components, since it will be different for everyone. Just follow the screen prompts and restart when necessary. Please click **Yes** to proceed.

Workstation installation - continued

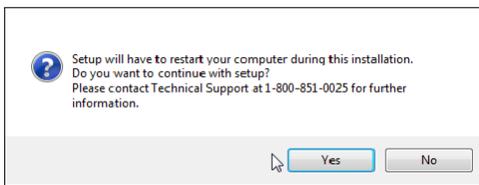
- Once all of these components are installed, you will see the Welcome screen again. Click **Next** to proceed.
- The license agreement will be displayed next. Please click on the button to accept the agreement, then click **Next** to continue.



- The program will now prompt you to run the **Express Workstation** installation. Please click **Yes** to continue.

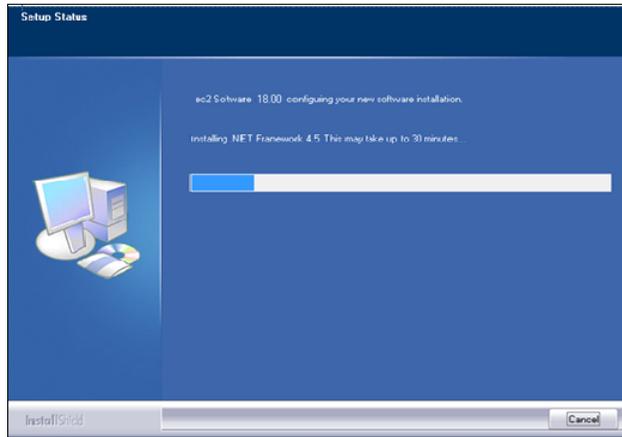


- Setup will warn you that restarting the computer will be necessary. Click **Yes** to continue.

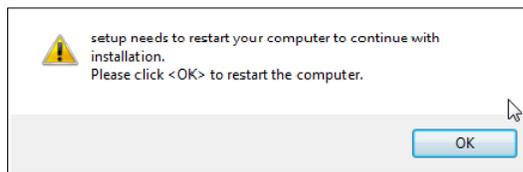


Workstation installation - continued

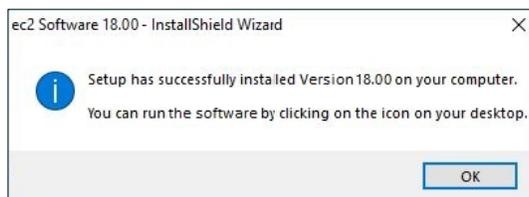
9. The program will now begin copying files and you will see several windows similar to this:



10. When the process is complete, you may see this screen prompting you to restart the computer. Click **Ok** to continue.



11. After restarting, the program will finish installing and will show this final message to let you know you are done:



12. Click **OK** on this screen. You may now run the version 18.x by clicking on the desktop icon. The first time you run the program from any workstation it will ask you to register the software. The registration process is explained in greater detail on page 18. The first workstation to run the software after installation will complete the registration process for the entire facility. If you are adventurous, you can start setting up your databases. Information about getting started is on page 19.

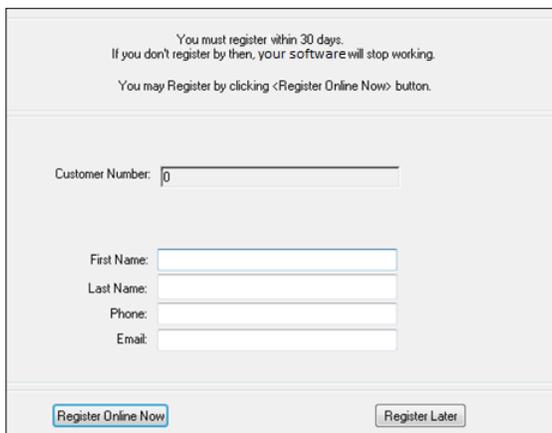
Software registration

What is registration?

The software requires an annual software registration for customer licensing validation. This is an internal tracking system that verifies that the software was installed in accordance within the license parameters. Once the notice appears, you will have 30 days to complete the registration process.

How do I register?

The first time you run the software you will see this screen:



You must register within 30 days.
If you don't register by then, your software will stop working.
You may Register by clicking <Register Online Now> button.

Customer Number:

First Name:

Last Name:

Phone:

Email:

There are two options to register your software:

1. If you have Internet access, complete the form and click **Register Online Now** to automatically register your software
2. If you don't have Internet access, call us at 800-851-0025 Monday through Friday 8:00am - 8:00pm EST.

Can I register later?

Sure, you have up to 30 days to register. The next time you open the software the registration screen will come up again giving you another opportunity.

What happens next?

If you chose to register online now, then you are done. For those without Internet access, when you call we'll give you a number to enter into the Authorization ID box. Registration is independent of renewing your annual software support and does not guarantee that you are eligible for software support.

Setup instructions

Running the start-up wizard

If you have purchased either on-site or web-based training, we will work with you to build the databases in the software. If you are anxious to get started, you can run the startup wizard which will guide you through building the databases yourself. You can also use the wizard to add exams, radiopharmaceuticals or equipment at any time.

From the Main Menu
Click Help
Click Startup Wizard

Click on a topic in the list to begin. It is best to take the topics in order. Some topics depend on data from another section being complete. For example, dose calibrator constancy depends on both the dose calibrator and the sealed sources being available.

You can leave the wizard and come back at any time. The software will remember which topics you have already covered.

Need technical support?

We'll be happy to help you!

You can contact us Monday through Friday from 8:00 am - 8:00 pm EST.

Phone	1-800-851-0025
Fax	1-732-356-8746
email	support@ec2software.com

How about remote support?

When the going gets tough, two sets of eyes on the screen are better than one. We do have the ability to log into your computer with your permission so that we can look at the screens with you and work through the issues together. Give us a call first and your support representative will get you connected!



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P: 800 851 0025 F: 732 356 8746

E: info@ec2software.com



Nuclear Medicine Software

Version 18

Old to new BioDose conversion

This section of the installation guide is intended for customers who are upgrading from an older version (4.08 or earlier) of BioDose software.

Guide to new BioDose features

What's new in BioDose 18

Welcome to BioDose version 18. This version of the software is completely new. We are bringing to you the new features and functionality that you have been requesting.

Please don't underestimate the magnitude of the change. We're upgrading to the latest components so don't try to start this project at the end of the day or when you are under time pressure. There is no rush to move to the new version, so if you can't dedicate the time then put it aside for now until you are ready.

We are available to help every step of the way so call us at 800-851-0025 to resolve any issues. Often if you are having a problem with the work flow it is just a matter of changing a preference setting and we can direct you to the right place quickly. In addition to the version 18 features listed earlier, here are some of the highlights:

1. **Installation Path Changes** - The path you are familiar with c:\BioDose will now be NUCM#####\NUCMSQL\ where the # is your customer number with ec² Software Solutions.
2. **Backup Changes** - You'll need to set up your backups to either a flash drive or a network folder. Backups can be scheduled to run automatically at the time you choose. At the top of the screen go to Utilities->Backups->Backup settings.
3. **Software Administrator** - The Software Administrator screen has a new look and feel to make things easier to find. Click on any of the categories to see the items included in that section of the setup.
4. **Tasks** - Tasks can now be set in a specific order and can be grouped using separators to make the list more manageable. You'll find the Tasks under Software Administrator->Other->Tasks
5. **Statistics Gallery** - This is a new module for BioDose that will allow you to run statistics and generate graphs for the patient data. Look for the new Statistics Gallery button at the bottom of the screen.
6. **Receiving Doses Online**-Click the BioRx OLO button on the receiving screen before you scan the barcode to download your doses from the pharmacy.

Pre-installation checklist

Before you begin

Making sure that your hardware is adequate to run BioDose is extremely important. If you haven't done so already, please check the hardware requirements on page 4.

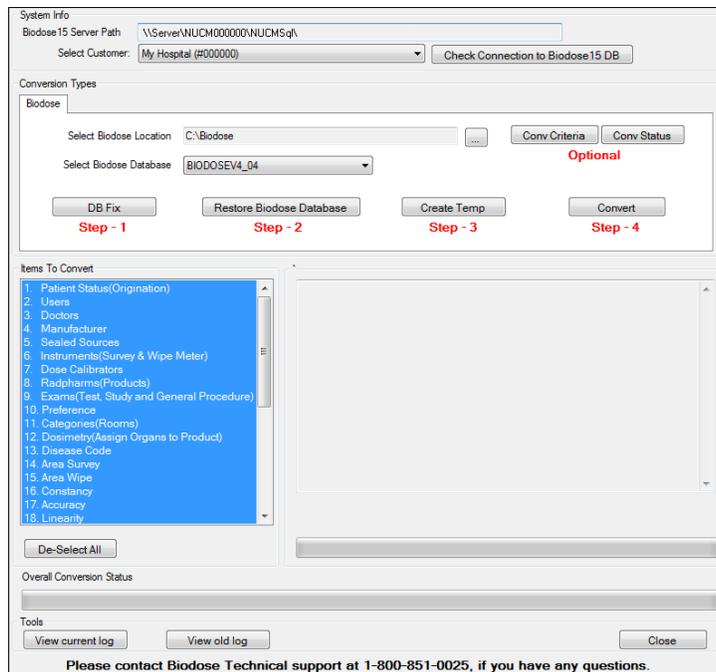
You should have received the BioDose 18.x DVD along with this installation guide. Check to see that the facility name on the disk is correct. If for some reason it is not, please call technical support at 1-800-851-0025 before proceeding.

Important points

1. If you are running BioDose version 3.66 or earlier we will need to upgrade the databases first during the conversion in order to upgrade to version 18. The process will go much smoother if your existing BioDose is on the same computer you want to upgrade. If you have any questions, problems or need help getting ready please call us at 800-851-0025 for assistance. We can talk through the steps with you and make sure you have everything in place to make the process as painless as possible.
2. Shut down any programs that are running. Antivirus software can slow down the installation or prevent it from finishing.
3. Disable any screen savers that could disrupt the installation.
4. The software installation could take up to 60 minutes. Please give yourself plenty of time to complete the process.
5. You will be asked to restart your computer several times during the installation. Please restart whenever requested to do so. You must be logged in as an administrator to install BioDose. It is important that you use the same administrator login after each restart until the program tells you the installation was successful.
6. For server and workstation installation instructions please refer to pages 10-17 of this guide.

Conversion instructions

1. The conversion process to bring your data from BioDose version 3.x or 4.x will begin automatically after the installation finishes. This screen will be displayed:



2. The conversion will run through the data and in most cases will be done in an hour. For the most part there will be nothing you have to do other than let it run.
3. When the program is converting the radiopharmaceuticals, if it finds a drug it doesn't understand it will ask you to either pick an equivalent drug from a list or possibly create a new one to match the way you had it set up in the old software.
4. Once the conversion completes, you can run BioDose from the desktop icon. The first workstation to run BioDose after installation will complete the registration process for the entire facility. Registration is explained on page 18.



Software Solutions

Software for the Molecular Imaging Community.

ec2software.com

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Thank You!