

FAQ EasyWare

1 Scope

This document lists the most frequently asked questions regarding usage of *EasyWare* with integrated *EasyChecker*.

2 What's new?

The newest *EasyWare* version \geq 2.20.0.0 supports the installation of all ndd device drivers either from setup CD or from Microsoft Windows Update. Each connected *EasyOne* is checked and is updated if necessary.

3 Table of Contents – Frequently Asked Questions (FAQ's)

“Download of Device Software failed !”	2
“EasyWare cannot connect the EasyOne !”	2
“For this device no newer software can be applied”	2
“How can I start EasyChecker?”	2
“How can the Readme for the SetupEasyWare be recalled ?”	2
“How to set db path for all users”	3
“Is EasyWare compatible with 64-Bit Platforms?”	2
“Missing tests or ‘lost’ tests”	3
“Test date is always today’s date”	3
“The EasyOne is up to date – but there are still tests with an exclamation mark ‘!’ ”	3
“The feature you are trying to use is on a network resource that is unavailable”	2
“What can be done if the EasyOne is recognized as ‘corrupt’ ?”	3
“What does the exclamation mark ‘!’ behind Date/Time mean?”	3
“What is EasyChecker?”	3
“Where can I find the logfile of EasyChecker?”	3
“Where can I find the logfile of EasyWare?”	3
“Where is the EasyWare manual ?”	4
“Why does EasyWare create a new database ?”	4
“Why isn’t my EasyOne updated to the newest version?”	2
“Write Access could not be granted for EasyWare’s database”	4

4 Frequently asked questions

Question	Problem	Solution
“Why isn’t my EasyOne updated to the newest version?”	The <i>EasyChecker</i> installed by the newest <i>EasyWare</i> recognizes an <i>EasyOne</i> as up to date although this is not the case.	Download the newest SetupEasyChecker from http://www.ndd.ch/Downloads/software.aspx
“Is EasyWare compatible with 64-Bit Platforms?”	YES – it is compatible with: <ul style="list-style-type: none"> • Windows 7 • Windows Vista • Windows XP 	Download the newest SetupEasyWare from http://www.ndd.ch/Downloads/software.aspx
“The feature you are trying to use is on a network resource that is unavailable”	This message is shown if <i>EasyWare</i> was installed with the self-extractable Setup downloaded from ndd web-server and if <i>EasyWare</i> is started with a different User Account. Due to the removal of the setup from the temp directory it is not any longer available for Windows. The problem is caused by the shortcuts for <i>EasyWare</i> . One is located on the desktop and others are located in the Windows Start Menu for the <i>EasyWare</i> group. The correction may be necessary for each user account or for new users which will login in the future (for this case solution #2 or #3 is proposed). Remark: The SetupEasy.exe is a self-extractable setup software. If the software is started, the following steps are performed: <ul style="list-style-type: none"> • The software is extracted and stored in a temp folder of the PC. • Then the SmartStart application is started. A screen with different buttons is shown. Readme as well as manuals can be viewed. An additional button installs the software. • If button “Exit” is clicked the extracted software gets deleted and is no longer available. 	Solution #1 (preferred): Replace the shortcut on the desktop by a new one created manually from the EasyWare.exe. Solution #2: Download the newest SetupEasyWare from http://www.ndd.ch/Downloads/software.aspx Start it and let the SmartInstallation Dialog open while clicking on <i>EasyWare</i> Shortcut on the Desktop. In this case the Setup Mechanism of Windows can find the SetupEasyWare.msi file.
“Download of Device Software failed !”	If <i>EasyWare</i> detects the availability of newer device software the user is asked for his ok to download this software to the device. In some rare cases this process can fail. This happens more often if a ScreenConnector is used.	<ul style="list-style-type: none"> • In general try to avoid connections via a USB-Hub for the Update Processes. • Start <i>EasyChecker</i> via Windows Start Menu “EasyWare/EasyChecker” and follow its guidance. • Repeat the download process until the device gets recognized as ‘up to date’. • If your trials result in a corrupted device – don’t panic. The software shows you a dialog with appropriate device software. You then have to select one for downloading.
“EasyWare cannot connect the EasyOne !”	The setup installs the newest drivers for the USB Cradle and the ScreenConnector as well. This can lead to a suboptimal status when old and new drivers are installed on PC. This kind of problem can be verified by checking the Device Manager of Windows. In such a case a yellow question mark is shown on either one or more USB driver(s).	<ol style="list-style-type: none"> 1. Open the Windows Device Manager with Admin Rights. 2. Right-Mouse-Click on ndd Driver with a yellow question mark and select ”Update Driver“.
“For this device no newer software can be applied”	If <i>EasyChecker</i> is not able to update an <i>EasyOne</i> Device Software, a corresponding message is shown and the user is asked to send the text of the displayed logfile to ndd Support.	In such a case the <i>EasyOne</i> is recognized as NOT up to date. It is strongly recommended to update such a device with the help of ndd Support.
“How can I start EasyChecker ?”	Its shortcut is stored only in the Windows Start Menu.	Start <i>EasyChecker</i> with Windows Start Menu “ndd Medizintechnik/EasyChecker”
“How can the Readme for the SetupEasyWare be recalled ?”	The Readme document contains <i>EasyOne</i> Firmware Update Instructions and contact addresses as well.	Start the SmartInstaller on Setup CD and click on “View Readme”.

Question	Problem	Solution
“How to set db path for all users”	Settings with global scope can only be stored by a user with admin rights.	<ol style="list-style-type: none"> 1. Start EasyWare.exe in Program Folder (!) with “Run as Administrator”. 2. Go to Preferences and set the path to database 3. Exit <i>EasyWare</i>
“Missing tests or ‘lost’ tests”	<p>The user blows new tests but they are not being synched with <i>EasyWare</i>.</p> <p>The new tests are not shown in list.</p>	<p>If an <i>EasyOne</i> is affected by the Year2010Issue new tests are dated with January 1st 2000.</p> <p>The synch process of <i>EasyWare</i> only synchs newer tests as the last synched test.</p> <p>To solve this problem the <i>EasyWare</i> has to be updated to the most recent version available on www.ndd.ch or www.nddmed.com.</p>
“Test date is always today’s date”	<p>If an <i>EasyOne</i> Device is affected by the “Year 2010 Date/Time Issue” its internal Clock is mostly set to 1/1/2000.</p> <p><i>EasyWare</i> (Version > 2.14.0) is able to recognize an affected <i>EasyOne</i>. Records which are affected are marked in <i>EasyWare</i>’s test list with an exclamation mark “!”. Their test date always reflects TODAY.</p>	<p>Ensure you are using latest version of <i>EasyWare</i> available from www.ndd.ch.</p> <p>This version of <i>EasyWare</i> is able to update the device software of your <i>EasyOne</i>.</p>
“The EasyOne is up to date – but there are still tests with an exclamation mark ‘!’”	The update corrects the real time clock issues for future tests only.	Tests affected by the “Year 2010 Date/Time Issue” (Year2010Issue) keep their status for ever.
“What can be done if the EasyOne is recognized as ‘corrupt’ ?”	In some rare cases the download of a new device software can fail and the <i>EasyOne</i> is recognized as ‘corrupt’.	<p>In such a case do the following:</p> <ul style="list-style-type: none"> • Start <i>EasyChecker</i> via Windows Start Menu “ndd Medizintechnik/EasyChecker” and follow its guidance. • If a dialog with different device software is shown, select the most appropriate one for download or contact the ndd Support. • Repeat the download process until the device gets recognized as ‘up to date’.
“What does the exclamation mark ‘!’ behind Date/Time mean ?”	<p>Tests affected by the Year 2010 Date/Time Issue (Year2010Issue) are marked by <i>EasyWare</i> with an exclamation mark ‘!’.</p> <p>The same marker is also shown in the Test Dialog, in the Printout, in exported files and also in <i>EasyWare</i>’s logfiles.</p> <p>If an <i>EasyOne</i> is affected by the Year 2010 Issue, its real time clock is set to an undefined date. In most case it is set to January 1st 2000.</p> <p>This issue also affects the test date and birth date information. After these records are synched with <i>EasyWare</i> they get marked with an ‘!’ and their date information is displayed as TODAY.</p>	In <i>EasyWare</i> start <i>EasyChecker</i> with the menu “Help/Start EasyChecker” and follow its guidance.
“What is EasyChecker ?”	<p><i>EasyChecker</i> replaces the former EasyUpdate and does not require Admin rights to execute.</p> <p><i>EasyWare</i> uses <i>EasyChecker</i> for updating the device software of connected <i>EasyOne</i>’s. In this case no user interface of <i>EasyChecker</i> is shown.</p> <p>If <i>EasyChecker</i> is started with Windows Start Menu “EasyWare/EasyChecker” a user interface is shown and all important information about the devices can be checked out easily.</p>	<p><i>EasyChecker</i> is a software tool which is able to download new firmware into devices such as <i>EasyOnes</i> and Cradles</p> <p><i>EasyChecker</i> checks whether a device is ‘up to date’ or not. If not – a software update is proposed.</p> <p><i>EasyChecker</i> knows 5 different user languages selectable by menu “Set language...” located in the title bar.</p>
“Where can I find the logfile of EasyChecker ?”		Start <i>EasyChecker</i> with Windows Start Menu “ndd Medizintechnik/EasyChecker” and click the button “Show Report...”
“Where can I find the logfile of EasyWare ?”		Start <i>EasyWare</i> and click on Question Mark “?” or select menu Help/About EasyWare and click on button “Logfile...”

Question	Problem	Solution
“Where is the EasyWare manual ?”	The manuals are installed by the setup software. Different shortcuts are available in the Windows Start Menu.	Check the Windows Start Menu “nnd Medizintechnik/EasyWare” and subfolder “Manuals”. You can find the manuals in five different languages.
“Why does EasyWare create a new database ?”	<p>After installing the newest version of <i>EasyWare</i>, a new and empty database is created if the path to the database has changed.</p> <p>Windows User Account Control (UAC) is very restrictive with User Permissions. So it is no longer allowed to have the database in the program directory.</p> <p>The default directories for EasyWare are (for example Windows 7):</p> <ul style="list-style-type: none"> • C:\ProgramData\nnd (for the database). • C:\Users\Public\Documents\nnd (for exports). 	<p>If <i>EasyWare</i> created a new database and you are missing your old one, following are two possibilities:</p> <ul style="list-style-type: none"> • You can check all „nndmed.log“ files on your PC to find out where your old database is located. This file is always stored at the same location as the database. If the path has changed you will find more than one logfile – an old one and a new one. • If you know the name and location of your old database, you can copy it directly to the new directory, where <i>EasyWare</i> created the new and empty database (Check menu Preferences).
“Write Access could not be granted for EasyWare’s database”	The default directory for <i>EasyWare</i> ’s database must be accessible with read and write permission. If this is not the case, this message is shown.	<p>When <i>EasyWare</i> is started for the first time, it <u>must</u> be started with Administrator Rights.</p> <p>In Windows 7 this can be achieved by a Right-Mouse-Click and “Run as Administrator”.</p>