SOMS 3.5 Upload Component
Installation and troubleshooting
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1. General

1.1 System Requirements

- The Signature upload component utilizes the Microsoft .NET framework. If you are running Windows 7 (32 or 64 bit) or Windows Vista (32 bit), you already have the required version of this framework installed.

If you are running a different version of the Windows operating system, please ensure you have the correct version of the .NET framework installed:

  o For 32-bit operating systems, Microsoft .NET Framework 2.0 or higher is required;

  o For 64-bit operating systems, Microsoft .NET Framework 3.5 SP1 or higher is required.

You can find out your Operating System by clicking the Windows ‘Start’ button -> Control Panel -> System and Maintenance -> System.
You can see which versions of the .NET framework are installed by going to: C:\Windows\Microsoft.NET\Framework.
You can use the links in the bullet points above to download and install the appropriate version of the Microsoft .NET Framework.

- The upload component is optimized for usage in the Internet Explorer browser, version 7 or higher.

1.2 Installation

1. Please execute the installation of the upload component using this link.

2. Add https://surgicase.materialise.com/signature/ as a Trusted Site in Internet Explorer, by following the steps below. All steps are also visualized in the image on the next page of this document.

   1) Open the ‘Internet Options’ menu:
      - For Internet Explorer 7 or 8: Click ‘Tools’ on the top menu bar of your internet browser and select ‘Internet Options’ from the new menu list.
      - For Internet Explorer 9: Click the gear wheel on the top right of your internet browser and select ‘Internet options’ from the new menu list.

   2) Select the ‘Security’ tab from the newly appeared window.

   3) Click the ‘Trusted sites’ tick mark and click on the ‘Sites’ button.


   5) Click the ‘Add’ button to add this site to your list of trusted websites.
3. Restart your Internet Explorer browser.

After these steps, the upload component should be installed. You can verify whether it works correctly by visiting the case details of the case or visit the scan details of the test scan for which you want to upload images.

If either page contains the frame below, the upload component was installed correctly.

If you were unable to complete all above steps successfully, please see the ‘Troubleshooting’ section on the next page of this document.
2. Troubleshooting

2.1 Blank space

Test Images

Please upload test images:

Click here to get installation instructions

This error occurs when an unsupported browser is used. Please ensure Internet Explorer 7 or higher is being utilized.

2.2 Red X error

Test Images

Please upload test images:

Click here to get installation instructions

This error occurs if any of the system requirements are not met, or the installation was not done properly. Please revisit the “Installation” section and ensure the system requirements are met and all steps have been completed successfully.

2.3 Disabled upload component

Test Images

Please upload test images:

Click here to get installation instructions

If you get this error utilizing Internet Explorer 7 or higher, please follow the steps below. All steps are also visualized in the image on the next page of this document.

1. Open the ‘Internet Options’ menu:
   • For Internet Explorer 7 or 8: Click ‘Tools’ on the top menu bar of your internet browser and select ‘Internet Options’ from the new menu list.
   • For Internet Explorer 9: Click the gear wheel on the top right of your internet browser and select ‘Internet options’ from the new menu list.
2. Select the ‘Security’ tab from the newly appeared window.
3. Click the ‘Trusted sites’ tick mark and click on the ‘Custom level...’ button.
4. Scroll down in the newly appeared “Security Settings” window and click the “Enable” radio-button right below “Run components not signed with Authenticode”.
5. Click the ‘OK’ button to save this new security setting.
2.4 **Control is not installed**

This error occurs if an unsupported browser is used or if either the .NET framework or the upload component is not installed. Please revisit the “Installation” section and ensure the system requirements are met and all steps have been completed successfully.

2.5 **Control is not installed properly**

Upload files:

- Control is not installed properly
- Control is not installed properly
Please ensure you are using Internet Explorer 7 or higher. If you get this error utilizing one of the latter, please follow the steps below.

1. Please reinstall the upload component using this link;
2. Close your Internet Explorer browser.
3. Delete folder “dl3” in C:\Users\[YourUserName]\AppData\Local\assembly.

2.6 407 Proxy Error

If you get this error, please contact your IT department and ask them to add https://surgicase.materialise.com and https://surgicasews.materialise.com to the “trusted sites” or “exceptions list” on the proxy server and to make sure SSL is set to port 443.

2.7 Unable to Connect to Remote Server Error

If you receive this error:

- Please make sure that you are connected to the internet.
- If your facility utilizes a “coach page” – a page that comes up when you launch Internet Explorer that requires the user to agree to the terms of use of the internet before actually connecting opening the browser to the internet – please have your IT department add
https://surgicase.materialise.com and https://surgicasews.materialise.com as an exception to bypass the coach page.

2.8 **Could not Establish Trust Relationship for SSL/TLS Error**

If you receive this error:
- Please ensure your computer is set to the correct time, date, and year.
- If this is the case, please contact your IT department as the problem is most likely related to the SSL-certificate.

2.9 **Error 1702, 1722 and other installation errors**

If you received an installation error, please follow the steps below, as specified for your operating system.

**Windows 7 Users:**
2. Note the current setting of the bar (to return to it later), then slide the bar down to “Never

Choose when to be notified about changes to your computer

User Account Control helps prevent potentially harmful programs from making changes to your computer.
Tell me more about User Account Control settings

3. Reboot your computer.
4. Try to reinstall the upload component using this link.
5. After a successful installation, you are free to enable UAC again for your protection.

Windows Vista Users:
1. Temporarily turn off User Account Control (UAC) by clicking ‘Start’ and going to Control Panel -> User Accounts-> User Accounts-> “Turn User Account Control ON/OFF”.
2. Uncheck “Use User Account Control (UAC) to help protect your computer”.

Turn on User Account Control (UAC) to make your computer more secure

User Account Control (UAC) can help prevent unauthorized changes to your computer. We recommend that you leave UAC turned on to help protect your computer.

3. Reboot your computer.
4. Try to reinstall the upload component using this link.
5. If the installation was successful, you are free to enable UAC again for your protection. If not, please continue with step 6.
6. Install Windows Installer by downloading and installing either:
   • For 32-bit Windows: Windows6.0-KB942288-v2-x86.msu; or
   • For 64-bit Windows: Windows6.0-KB942288-v2-x64.msu; from this link.
7. Please try to reinstall the upload component using this link.
Windows XP Users:
1. Please ensure you are running Windows XP Service Pack 2 or 3. If not, please upgrade your Windows by using Windows Update.
2. Install Windows Installer by downloading and installing WindowsXP-KB942288-v3-x86.exe from this [link].

Windows 2003 Server Users:
Install Windows Installer by downloading and installing WindowsServer2003-KB942288-v4-x86.exe from this [link].

3. Any other problem or the above troubleshoot instructions did not work

If you face any other problem that is not described here or the above troubleshoot instructions didn’t work for you, please do not hesitate to use the “Contact Us” functionality to contact the Biomet helpdesk directly.

When you do, please try to include as much information as possible regarding the problem you’re facing, but also regarding your computer environment:

- Which version of Windows are you running? Is it a 32 bit or 64 bit edition?
- Which version of the .NET framework do you have installed?
- Which steps of this document have you tried and which step failed?

This in order to provide you with the best assistance possible.