Horizon[®] DXA System Computers Reimaging Windows 10 / Installing APEX v5.6.x

Installation Instructions

MAN-09952 Revision 001



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1.0 Preparation

Use the following procedure if you must reimage or restore a Windows 10 DXA computer onsite followed by installing the same version of APEX software and other ancillary software prior to the reimage to get system fully functional.



Caution:

All data on the hard drive is destroyed once the disk restoration process begins. Only qualified Hologic service engineers should perform this procedure. Be sure to archive and save to removable media any scan files on the system. Also, create a system backup and save custom report templates to removable media before beginning the restoration procedure.

1.1 Prepare for the upgrade by performing the following procedures on the APEX 5.6.x computer:

- 1. Log into the system as QDR.
- 2. Archive all unarchived scans on the legacy system.
- 3. Perform a System Backup to an external drive with at least 40 GB of memory.
- 4. Exit QDR without shutdown and close any other open applications visible in the taskbar at the bottom of the screen.
- 5. Copy all **the .Pxx., .Rxx**, and **.Axx** files from the C:**QDR****Data** folder to a removable drive.
- 6. Copy the C:\QDR\HxQuestionnaire folder to a removable drive.
- On the removable drive, rename the HxQuestionnaire folder to sitename_HxQuestionnaire_Legacy.

You may need these files later in the installation procedure.

- 8. Locate the HL7 Client running in the background (if present in the legacy version) and take and save any screen captures of the configurations.
- Make a copy of the C:\Program Files\Hologic\Physician's Viewer\Options\DxReport folder and save it to a removable drive.
- 10. On the removable drive, rename the DxReport folder to **sitename_DxReport_Legacy**.

You may need files from this folder later in the installation procedure.



Note

Note

Record the name of the template that is being used in the **Cover Letter Template** field.



Remember that the path to the Win10 DX Report templates are now in the **...\Program Files x86\...** folder.

11. Log off as **QDR** and log into the system as **Field Service**.

- 12. If present in the legacy version, make a backup of the DxReport files.
 - a. In APEX, go to the **Utilities > System Configuration > Report > DxReport** tab and select **Backup/Recover**.

Options	Thresholds		
P Include Summary Report	Include Classification	Normal	Osteoporosis
Include <u>C</u> over Letter	-	Theshold	The should
I Display <u>H</u> eader	₩ Rib Meck	1-1	-2.5
C Prompt for Filename	P Hip Total	-1	-2.5
Launch Word Upon Creation of Report	P AP Spine Total	-1	-2.5
Report Fracture Risk including IVA Fractures	Lateral Total	-1	-2.5
File Locations:	Eorearm Third Distal	-1	-2.5
Cover Letter Template: C:Program Files/Hologic/Physi Edit Default	F Fgream Total	-1	-2.5
Qutput Directory: C:\Program Files\Hologic\Physi	F Whole Body Total	-1	-2.5
Edįt	Edit	Restore IS	CD Defaults
Report Rules	Interpreting Physician		
○ None ◎ Dr. Frank _ Options	Dr. Frank		• Delete
Backup/Recover	Ľ.	Del	ata Danarte

Figure 1: System Configuration Window, DxReport Tab

b. In the *System Configuration* window, in the Backup section select **Browse** and navigate to the removable media location and select **Start** to create the DxReport b

System (Configuration			
System	Dicom Send Options Di	com Query Options DxReport Options Backup/Recover		
		Backup	Browse	
		Recover Select backup file to recover	Browse]	
gure 2: S ystem mfigurati on		Select categories to recover	Stat	
over			ОК	Cancel Help



- 13. Exit QDR without shutdown and close any other open applications visible in the taskbar at the bottom of the window.
- 14. Record the legacy computer name and all network IP parameter settings.

1.2 Restore Windows 10



Caution:

All data on the hard drive is destroyed once the disk restoration process begins. Only qualified Hologic service engineers should perform this procedure. Be sure to archive and save to removable media any scan files on the system. Also, create a system backup and save custom report templates to removable media before beginning the restoration procedure.

1.3 Boot Computer with Windows 10 Recovery Image Disk

- 1. Insert the Windows 10 Recovery Image Disk in the DVD drive.
- 2. Restart the system.
- 3. During the boot up process, press the ESC key to enter BIOS Setup.
- 4. Press F10 for BIOS Setup.
- 5. In BIOS Setup, use the arrow keys or mouse and select **Advanced menu** at top of screen.
- 6. Arrow down, select **Boot Options**, and press **Enter** (or select **Boot Options** with the mouse).
- 7. Scroll down and ensure **UEFI Boot Order** is checked.
- 8. Scroll down and ensure Legacy Boot Order is unchecked.
- 9. Press **ESC** twice and select **YES** to save changes. The computer reboots.
- 10. During the boot up process, press **F9** to access the boot menu.
- 11. Select the UEFI DVDRW drive in the boot menu, and press Enter.

1.4 Start Disk Restore

- 1. Depending on the model computer you are restoring, at the *Clonezilla GNU Grub* screen, use the up and down arrow keys to select one of the following and press **Enter**.
 - For the HP G2 computer, select clonezilla live with img

G2_Win10_Ghost_<date> HP600 (default settings, VGA 800x600)

• For the HP G3 computer, select clonezilla live with img

G3_Win10_Ghost_<date> HP600 (default settings, VGA 800x600)

• For the HP G4/G5 computer, select **clonezilla live with img**

G4_Win10_Ghost_<date> HP600 (default settings, VGA 800x600)

The message ... the module is not found, overlays missing... is displayed. (This message is normal.)

- 2. At the *Are you sure you want to continue Y*/*N* prompt, select **Y** and press **Enter**. Be patient, as it may take a few minutes for this prompt in step 2 to display.
- 3. At the prompt for a second confirmation, select **Y** and press **Enter**. The restore image process starts.

The Clonezilla GNU GRUB Operation Progress scree

The *Clonezilla GNU GRUB Operation Progress* screen is displayed and shows the operation progress until completion. The restore image process takes approximately 30 minutes to complete.

- 4. When the *Choose Mode* screen is displayed, remove the disk from the DVD drive and use the arrow keys and select **Power Off** and then press **Enter**.
- 5. After the computer has completely shut down and powered off, reboot the system. The system should reboot normally.

Note

If the system boots up and the message *Boot Device Not Found* is displayed, then complete the following steps; otherwise continue with 1.5 Set Up Windows.

- a. Restart the system.
- b. During the boot up process, press the **ESC** key to enter **BIOS Setup** and Press **F10** for **BIOS Setup**.
- c. Use the arrow keys or mouse to select the Advanced menu at top of screen.
- d. Arrow down, select **Boot Options**, and select **Enter** (or select **Boot Options** with the mouse).
- e. Scroll down and ensure UEFI Boot Order is unchecked.
- f. Scroll down and ensure Legacy Boot Order is checked.
- g. Select **ESC** twice and select **YES** to save changes. The computer reboots.

1.5 Set Up Windows

To set up Windows on the DXA system computer:

- 1. Set the appropriate default settings for the **country**, **language**, **keyboard layout**, and **time zone** for your location, and select **Next**.
- 2. Select Accept to accept the license terms and proceed to the next window.
- 3. If the *connections* window is displayed, select **Unidentified Network** to connect to the network, or skip this step to connect to the network later.
- 4. Select **customize** in the next window, which is followed by three windows with customization settings to select on each:
 - a. Turn **off** all settings on the first window which lists personalization and location settings and select **Next** to proceed.
 - b. Turn **off** all settings on the second window which lists connectivity and error reporting settings and select **Next** to proceed.
 - c. Turn **off** all settings on the third window which lists browser, protection, and update settings and select **Next** to proceed.
- 5. Create a new user account named **Admin** on the computer:
 - a. Enter **Admin** for the **username**.
 - b. Enter **password** for the password.
 - c. Enter **Hologic** in the hint field and select **Next**.
- 6. Select Log Off.
- 7. Log into the system as **Field Service**.
- 8. Select **Settings** and select **System**.
- 9. In the *System* window, select **Notifications & actions**.
- 10. Turn off the option **Get notifications from apps and other senders**.
- 11. In the *Settings* window, select **Open > Activation**, (for Windows 10 activation).
- 12. Select **Change product key** to enter a Windows 10 Certificate of Authenticity (COA) product key that is found on a sticker on top of the computer case.
- 13. An internet connection is needed for Windows activation.

If you do not have an Internet connection, you need to either:

- Obtain a Wireless USB network interface device and use your iPhone as a hotspot.
- Bring the computer to an Internet-accessible location.
- 14. Close the **Settings** window.

2.0 Install APEX 5.6.x Software

2.1 Install CommCon PCB and Drivers

- 1. With power off, reinstall the Hologic CommCon PCB if it was removed.
- 2. Reboot the system.
- 3. Log into the system as **Field Service**.
- 4. Insert the APEX Application DVD in the DVD drive.
- 5. On the keyboard, press the **Windows logo** and the **pause** key together to open the *System* window and select **Device Manager**.
- 6. When prompted *Do you want to allow the app to make changes?*, select **Yes.**
- 7. Right-click on Other devices > Other PCI Bridge, and select Properties.
- 8. Select the **Drive** tab and select **Update Driver**.
- 9. Select Browse My Computer and select Browse.
- 10. Navigate to the DVD drive and then to **Apex System Software > Device** folder and select **OK**.
- 11. Ensure that the **include subfolders** checkbox is checked and select **Next**.
- 12. When the *Windows Security* popup window is displayed, select **Install this software anyway**.
- 13. When the Hologic CommonCon PCB is recognized by the Windows, select Close.
- 14. Turn off the computer.

2.2 Install SQL Server 2012 Express Software

Install the SQL Server 2012 Express Software:

- 1. Log into the system as **Field Service**.
- 2. Browse the APEX application DVD, double-click on the **SQL Server 2012 Express** folder.
- 3. Right-click **Setup.bat** and select **Run as administrator**.

Note

After the installation program begins, the progress of the SQL Server 2012 Express installation opens in a command window. A message opens when the installation has completed. The installation may take several minutes to complete, so please be patient.

4. Reboot the computer.

2.3 Install HP Printer Driver (if Required)

To install the HP Printer driver:

- 1. Log into the system as **Field Service**.
- 2. Install the printer driver only.

No other part of the printer applications should be installed.

3. Reboot the computer.

2.4 Configure the Network Connection

Configure the network connection:

- 1. Log into the system as **Field Service**.
- 2. Input the **network** configuration settings noted in Step 13 in *Section 1.1* before reimaging computer.
- 3. Reboot the computer.

2.5 Install MS Word in APEX Reporting Engine for DXReport

Install MS Word 2016:

- 1. Log into the system as **QDR**.
- 2. Use the **APEX Reporting Engine for DXReport** disk to install the MS Word program.
- 3. Use an Internet connection to activate the product key which is listed on a sticker on the APEX Reporting Engine CD sleeve.
- 4. If you do not have an Internet connection, obtain a Wireless USB network interface device and use your iPhone as a hotspot, or alternatively, bring the computer to an Internet-accessible location.
- 5. Reboot the computer.

- 6. To configure the MS Word 2016 trust center settings:
 - a. Open MS Word 2016.
 - b. Select File, and then select Options from the Sidebar.

The Word Options dialog opens.

- c. Select Trust Center.
- d. Select Trust Center Settings.

The Trust Center dialog opens.

- e. From the Macro Settings section, select the **Disable all macros except digitally signed macros** radio button.
- f. Select **Trusted Locations** in the sidebar.
- g. Verify that **Program Files (x86)\Hologic** is listed as a trusted location under User Locations.

If it is not, then:

- (1) Select Add new location.
- (2) Browse to and select **Program Files (x86)\Hologic**.



Note

The Hologic folder does not exist until APEX is installed. Set this location after APEX installation.

(3) Mark the **Subfolders of this location are also trusted** checkbox and select **OK**.

- h. Select Add new location.
- i. Browse to and select Program Files (x86)\Microsoft Office\Office16\Startup or: Program Files (x86)\Microsoft Office\root\Office16\Startup.

The correct path is where the installer copied the HologicCT.dot, HologicHX.dot, and HologicHL7.dot macro files.

j. Select the checkbox **Subfolders of this location are also trusted** and select **OK** and then select **OK**.

2.6 Install APEX 5.6.x Software

To install the APEX 5.6.x software:

- 1. Log into the system as **QDR**.
- 2. Go to the APEX application DVD in the drive and locate Apex System Software folder.
- 3. Double-click the folder.
- 4. Double-click **Setup.exe**.

The installation program begins, and the InstallShield Wizard window opens.



Figure 3: InstallShield Wizard Window

5. When the *Welcome* window opens, select Next.



Figure 4: Welcome Window

6. When the *License Agreement* window opens, select **Yes** to accept the terms of the agreement.



Figure 5: License Agreement Window

7. At the *Select Apex Machine Type* window, select the appropriate APEX machine type system (model) and select **Next**.

C DISCOVERY Systems
HORIZON Systems
< <u>B</u> ack <u>N</u> ext > Cancel

Figure 6: Select APEX Machine Type Window

8. When the Serial *Number* window opens, enter the system Serial # and Install Key included in the options form in the upgrade kit and then select **Next**.

InstallShield Wizard	
Serial Number	
Enter the Serial number of the m	achine and the Install Key.
Serial #:	
Install Key:	
nstatShield	
	<back next=""> Cancel</back>

Figure 7: Serial Number Window

9. When the *Choose Destination Location* window opens (not shown), accept the C:\QDR folder as the destination location, and then select **Next**.

A progress bar is displayed while the program files are being installed.

10. The InstallShield *Wizard Complete* window opens with the **Yes**, **I want to restart my computer now** option selected. Remove the APEX applications DVD from the DVD drive and select **Finish**.



Figure 8: InstallShield Wizard Complete Window

The system reboots.

- 11. Log into the system as QDR.
- 12. Navigate to the APEX Task Bar and select **Help > About APEX**.

13. When the About *Hologic APEX Software* window opens, verify that the correct installed version is in the Version box and select **OK**.

-	Hologic APEX Softwa	re					
HOLOGIC"	Version 5.6.0.7						
HOLOGIC	Copyright (C) 1986 - 2	015 Hologic Inc					
	All rights reserved.						
This product is licensed	d to:						
Customer:	Test						
Model:	Horizon						
Varning: This compute	r program is protected by	ОК					
Inauthorized reproduct rogram, or any portion and criminal penalties, naximum extent possit	tion or distribution of this of it, may result in severe civil and will be prosecuted to the ole under the law.						
Copyright 2012, Micr	rosoft Corporation. All rights	Tech Sup					

Figure 9: About Hologic APEX Software Window

14. Create a System Backup.

Keep this backup aside for a blank database restore point if ever needed.

- 15. Enter any APEX Option Keys, for example, DICOM, Worklist...etc. included in the options form in the upgrade kit, then exit APEX without shutdown.
- 16. Copy all the **.Pxx**, **.Rxx**, and **.Axx** files from the removable drive to the **C:\QDR\Data** folder.
- 17. Insert the Apex Service Dongle (TLS-03999), launch APEX, go to Backup > System Recover and recover the entire system backup created in Step 2 of Section 1.1 Prepare for the upgrade by performing the following procedures on the APEX 5.6.x computer:
- 18. After the reconcile process completes, select Close.
- 19. Exit APEX without Shutdown.
- 20. Install any APEX options such as FRAX or HL7 Client if applicable.
- 21. Restore any custom templates or questionnaires.
- 22. Test system by performing daily QC and BCA QC (if applicable) and all operations of customer workflow.



Caution:

You may have issues printing before installation of the Windows 10 OS patches. The patch installation resolves these issues.

2.7 Install the Initial Windows 10 OS Patches

After completing a Windows 10 software only upgrade, the Windows 10 recovery utility does not include the appropriate MS Windows 10 OS patches. It is required that you update the system with these required patches.

2.8 Prerequisites

The Win10 OS patches and updater utility are compressed into an ISO file and can be obtained from the Hologic Software Delivery Portal. You need to have an external USB flash drive with at least 40 Gb of free space. The ISO file is very large, and it needs to be downloaded prior to a site visit.

Note



You are not required to perform these updates monthly. You should however use the most recently released patches when performing the SW only upgrade or if the need arises to re-image a Win10 computer on-site. Computers received from the factory with Win10 already installed, have the latest validated Win10 OS patches.

2.9 Complete the OS Update

Complete the Windows 10 OS update:

- 1. Download the WIN 10 OS patch file downloaded from the Hologic Software Delivery Portal. The file has a .ZIP file extension.
- 2. Right-click the .ZIP file and select extract all. This creates a folder with the same name as the .ZIP file and in that folder is the .ISO file.
- 3. Once you have the **SFW-xxxx.ISO file** (SFW number changes monthly) downloaded to the USB flash drive, right-click it, hover over **7-Zip**, and select **Extract Files**.

This unpacks the updater utility and the OS patches. Do not copy these files to the DXA computer.

- 4. Log into the system as **Field Service**.
- 5. Exit APEX without shutdown.
- 6. On the desktop, start the Task Manager, and in the **Startup** tab, select **QDR Main Application** and select **Disable**.
- Navigate to the ISO extracted files folder, right-click the Hologic.Installation.TopLevelGUI.exe file, and select Run as Administrator to begin the installation
- 8. If prompted, select **Yes** to allow execution.

9. When the *Installation Task dialog* box opens, ensure that all checkboxes are checked under **Installation Tasks** and that **Automatic Logon after Restart** is enabled.

Hologic.Im	stallation.TopLevelGUI	4		×
Window v08-14	vs 10/2016 Updates -2019			1
🗹 Check i	nstall Requirements			
Set Com	pat Rag			
Window	s Updates			
🗹 Install H	ardening			
🗹 Install Sk	QL Updates			
🗹 Install N	IET Core Updates			
🛛 Instal V	C++ Redist Updates			
Register	Installation			
Automatic Lo	igon after Restart			
Usemane	DESKTOP-UDRIIEJ/Aeld Service		INSTAL	L
Password	password			

Figure 10: Installation Task Dialog Box

10. Enter the username and the password for the current logged in user and select **INSTALL**.

During the installation, the system reboots a few times. This allows the system to log back in without user intervention.

11. Allow the installation to complete.

This could take up to 2 hours depending on how many updates are required.



Note

If at any time a failure occurs during the installation, select **OK** to acknowledge the message that is displayed, and close any window that may have remained open. Start the procedure over from Step 6 of *Section 2.9 Complete the OS Update*. The installation resumes where it left off.

- 12. After the Installation Complete prompt confirms success, select OK.
- 13. Open **Control Panel**, select **Programs and Features**, select the link on the left side labeled **View Installed Updates**, and confirm by date that the updates are installed.
- 14. Start the **Task Manager** and in the Startup tab, select **QDR Main Application**, and select **Enable**.
- 15. Reboot the computer.

3.0 Disable Windows 10 OS Processes and Services

3.1 Disable the Microsoft Compatibility Appraiser

- 1. Log into the system as **Field Service**.
- 2. At the Search Windows prompt, enter TASKSCHD to open the Task Scheduler.
- 3. Select Task Scheduler.



Figure 11: Task Scheduler in Results Window

4. Expand Task Scheduler Library > Microsoft > Windows and select Application Experience.

							_		
Task Scheduler (Local)	Name	Status	Triggers	Next Run Time	Last Run Time	Last Run F	Acti	ions	
V Microsoft	Microsoft C	Disabled	Multiple triggers defined	2/11/2020 3:49:41 AM	2/5/2020 4:06:27 PM	The last ru	App	dication Experience	1
Contraction of the second seco	ProgramDa	Disabled			2/28/2019 3:37:27 PM	The proce	1	Create Basic Task	
✓ I Windows	StartupApp	Disabled			11/30/1999 12:00:00 AM	The task h		Create Task	
.NET Framework							1.	Import Tark	
Active Directory Rights Management Services Client									
AppID							100	Display All Kunning Tasks	
Application Experience							1	Enable All Tasks History	
ApplicationData ApplicationData								New Folder	
Autochk							×	Delete Folder	
Bluetooth								View	1
CertificateServicesClient									
Chkdsk								Kerresh	
Clip							?	Help	
CloudExperienceHost	4						Sele	cted Item	4
Conexant	-							Eashie	
Customer Experience Improvement Program Data Integrity Scap	General Trigg	ers Actions	Conditions Settings H	listory (disabled)			1*	Enable	
Defrag	Name	Microsoft Co	mpatibility Appraiser			^		Export	
Device Information							۲	Properties	
Device Setup	Location:	\IMICrosoft\W	indows\Application Expension	ence		_	×	Delete	
DeviceDirectoryClient	Author:	Microsoft Co	rporation				7	Help	
Diagnosis	Description:	Collects pro	gram telemetry information	n if opted-in to the Micr	osoft Customer Experience	•	1° -	1 C C C C C C C C C C C C C C C C C C C	
DiskCleanup		Improveme	nt Program.						
DiskDagnostic									
DISM									
EDP .									
ErrorDetails									
> 🧮 Feedback									
File Classification Infrastructure									
FileHistory									
LanguageComponentsInstaller									
License Manager									
> Live	Constant of					_			
Maintenance	Security opti	Uns							
Management	When runni	ng the task, u	se the following user accou	int:		_			
Maps 1	NT AUTHO	UTY\SYSTEM				_			
MemoryDiagnostic	 Run only 	when user is	logged on						
Mobile Broadband Accounts	Run whe	ther user is lo	gged on or not						
iii MUI	Dor	ot store passi	vord. The task will only hav	ve access to local resour	ces				
Multimedia	Run with	highest privi	leges						
						_			
NetTrace			ve foe Windows 10						
MaSvc	Hidden	Configi	actor. willows to			¥			

Figure 12: Select Application in the Task Scheduler Window

5. In the top center section, right-click the **Microsoft Compatibility Appraiser** and select **END**.

(2) Task Scheduler								-	0 X
File Action View Help									
🔶 🔿 🙍 🖬 🖬 🖬									
() Task Scheduler (Local)	Name		Chattar	Trianers	Next Pup Time	Last Run Time	Actio	ns	
V 😹 Task Scheduler Library	Name		Status	inggers	Next Kun Time	Last Kun Time	Appli	cation Experience	
V Microsoft	Contension Contension	ompatibility Appraiser	Disabled	wuitiple triggers defined	1 - 2/11/2020 3:41:55 AW	2/3/20204:06:2		terre barre terre	
Office	() Programua	aupdater	Disabled			2/28/2019 3:37:		reate Basic Task	
V Windows	GistartupApp	lask	Disabled			11/30/1999 12:0	8 0	Create Task	
 NET Framework A stice Directory Director Management Consists Cit 							1	mport Task	
Active Directory Rights Management Services Cli								Solay All Running Task	ks
Application Experience								ashis All Tasks Materia	
ApplicationData								nable All Tasks History	
AppxDeploymentClient							1 1 1	Vew Folder	
Autochk							×	elete Folder	
Bluetooth							1	fiew	•
CertificateServicesClient									
Chkdsk								terresn	
Clip							1 🛛 F	Help	
CloudExperienceHost				_			Selec	ted Item	
Conexant	<u> </u>						June		-
Customer Experience Improvement Program	General Trig	ers Actions Conditions	Settings	History (disabled)			1.6	cun	
Data Integrity scan	Name	Minnes & Compatibility A						ind	
Device Information	indiffe.	microsort compationity A	ppraiser				- F	Disable	
Device Setup	Location:	\Microsoft\Windows\Appli	cation Exper	rience				mort	
DeviceDirectoryClient	Author	Microsoft Corporation							
🛄 Diagnosis	Description:	Collects program telemet	v informatio	on if opted-in to the Micro	soft Customer Experien	e		roperties	
DiskCleanup	1 - C	Improvement Program.	·	1.1			×)elete	
DiskDiagnostic							2 F	lelp	
DiskFootprint									
DUSM							L		
EDP									
ErrorDetails									
> Heedback							L		
FileHistory							L		
annuageComponentsinstaller									
License Manager									
> 🛄 Live									
Cocation									
Maintenance	Security opt	ons							
> 🎽 Management	When runni	ng the task, use the following	ng user acco	unt:					
Maps 1	NT AUTHO	NTY\SYSTEM							
MemoryDiagnostic	Run only	when user is logged on							
Mobile Broadband Accounts	Run whe	ther user is logged on or pr							
Multimatia		at stars assured. The test	en Localit and to be						
NatTrace	L Dor	or store password. The task	s one only h	ave access to rocar resource			1		
NaSwe	Run with	highest privileges							
Gffline Files 🗸	Hidden	Configure for: Wine	dows 10			~			
< >							1		
								11:51 /	AM
••••••••••••••••••••••••••••••••••••••								^ 12 4× 2/10/2	8020 🖓

Figure 13: Microsoft Compatibility Appraiser in the Task Scheduler Window

6. Right-click the Microsoft Compatibility Appraiser again and select Disable.

Fask Scheduler (Local)	A News			Chattan	Trianer	Next Run Time	Last Rus Time	Actions
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V Windows	StartupApp	Idsk	End Di Lu				11/20/1999 15:0	🐌 Create Task
.NET Framework	CT .		Disable					Import Task
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EDP								
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> 🔛 Management	When runn	ing the task. u	ise the followin	o user acco	unt:			
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Offline Files	V Distan	Center	Miles I					
	Hidden	Config	ure for: wind	ows to			~	

Figure 14: Disable Option in the Microsoft Compatibility Appraiser

7. Close the **Task Scheduler** and reboot the computer.

3.2 Disable MS Word Hardware Graphics Acceleration

- 1. On the desktop, launch MS Word 2016 and go into **File > Options**.
- 2. In the left panel, select **Advanced**.
- 3. Scroll down to the Display section and put a check in the checkbox labeled **Disable** hardware graphics acceleration and select OK and close Word Options.
- 4. Perform these steps for all the Windows logins on the computer.

Word Options			?	×					
General	Font Substitution			^					
Display	Expand all headings when opening a documer	t [®]							
Proofing Display Save Show this number of Recent Documents: 25 • ① Language □ Quickly access this number of Recent Documents: 4 • Advanced Show this number of unpinned Recent Folders: 20 • ● Customize Ribbon Show measurements in units of: Inches v Quick Access Toolbar Style arga pane width in Draft and Outline views: 0° Add-Ins Image Show shortcut keys in ScreenTips Show shortcut keys in ScreenTips									
Save	Show this number of <u>Recent</u> Documents:	25 • ①							
Language	□ Quickly access this number of Recent Docume	nts: 4							
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	Show yotical croll bar Show yotical croll bar Show yotical croll bar								
	 ☑ Show vertical scroll bar ☑ Show vertical ruler in Print Layout view 								
	 Show vertical ruler in Print Layout view Optimize character positioning for layout rather than readability 								
	☑ Disable hardware graphics acceleration								
	Update document content while dragging								
	☑ Use subpixel positioning to smooth fonts on so	reen							
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	□ Print XML tags								
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	□ Print on b <u>a</u> ck of the sheet for duplex printing			~					
		ОК	Car	ncel					
17			-						

Figure 15: Word Options

3.3 Disable Windows Defender

- 1. Log into the system as **Field Service**.
- 2. At the *Search Windows* prompt, enter **GPEDIT**, to open the **Edit Group policy**.



Figure 16: Edit Group Policy

- 3. In the left window panel, expand **Computer Configuration > Administrative Templates > Windows Components** and select **Windows Defender**.
- 4. In the *Windows Defender* window double-click **Turn off Windows Defender**.

Local Group Policy Editor						-	٥	×
File Action View Help								
and the state and feature								
Maintenance Scheduler	^	Windows Defender						_
Maps		Turn off Windows Defender	Setting	State	Comment			
MDM			Client Interface					
Microsoft Secondary Author	nt	Edit policy setting	Exclusions .					
> 📫 Microsoft User Experience	fir i	Requirements:	MAPS					
NetMeeting		At least Windows Vista	Network Inspection System					
ConeDrive		Description	Cuarantine Quarantine					
Online Assistance		This policy setting turns off Windows	Real-time Protection					
Portable Operating System		Defender.	Remediation					
Presentation Settings			Reporting 1					
> Remote Desktop Services		If you enable this policy setting, Windows Defender does not sup and	Scan Scan					
KSS Feeds		computers are not scanned for	Signature Updates					
Search Cantas		malware or other potentially	Threats					
Shutdown Ontions		unwanted software.	Allow antimalware service to startup with normal priority	Not configured	No			
Smart Card		If you disable or do not configure	🗟 Turn off Windows Defender	Not configured	No			
Software Protection Platfor	-	this policy setting, by default	E Configure local administrator merge behavior for lists	Not configured	No			
Sound Recorder		Windows Defender runs and	Turn off routine remediation	Not configured	No			
Store		computers are scanned for malware	E Define addresses to bypass proxy server	Not configured	No			
Sync your settings		software	E Define proxy auto-config (.pac) for connecting to the network	Not configured	No			
> 🧮 Tablet PC			Define proxy server for connecting to the network	Not configured	No			
Task Scheduler			E Randomize scheduled task times	Not configured	No			
Windows Calendar			Allow antimalware service to remain running always	Not configured	No			
Windows Color System								
Windows Customer Experie	ni							
Windows Defender								
Client Interface								
Exclusions								
MAPS								
Network Inspection Sys	ter							
Quarantine								
Real-time Protection								
Nemediation								
Care Reporting								
Signature Undates								
Threats								
> Windows Error Reporting								
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Windows Installer								
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Figure 17: Turn off Windows Defender

5. In the *Turn Off Windows Defender* window, select **Enabled** then select **Apply** and then **OK**.



Figure 18: Turn off Windows Defender Window

6. Reboot the computer.

3.4 Disable Windows Updates



Note For Windows Updates to be installed, this service must be enabled, then disabled after any updates are completed.

- 1. Log into the system as **Field Service**.
- Right-click the start menu icon and go to Control Panel > Administrative Tools > Services.
- 3. Scroll down and double-click **Windows Update**.
- 4. In the *Windows Update Properties (local computer)* window **Startup type**, select **Disabled**.

Services (cocur)	Services (Local)	··· ^							
	Windows Update	Name	Description	Status	Startup lype	Log On As			
	Description:	Windows Audio	Manages au	u Running	Automatic	Local Service			
	Enables the detection, download, and	Windows Audio Endpoint B	Manages au	u Running	Automatic	Local Syste			
	installation of updates for Windows	Windows Backup	Provides W	l	Manual	Local Syste			
	and other programs. If this service is disabled users of this computer will	Windows Biometric Service	The Windo.		Automatic (1	Local Syste			
	not be able to use Windows Update	Windows Camera Prame Se	MCNCSVC		Manual (Trig	Local Service			
	or its automatic updating feature,	Windows Connection Mana	Mak Wind	ows Update P	roperties (Local Co	mputer)	×	<	
	the Windows Update Agent (WUA)	Windows Defender Advanc	Win						
	API.	Windows Defender Networ	Helt Gene	aral Log On	Recovery Depend	encies			
		Windows Defender Service	Helt						
		Windows Driver Foundation	Crea	vice name:	wuduserv				
		🧠 Windows Encryption Provid	Win Disp	play name:	Windows Update				
		Windows Error Reporting Se	Allo Des	scription:	Enables the detection	on, download, and insta	allation of 🔺		
		Windows Event Collector	This		updates for Window	is and other programs.	lf this 🗸		
		Section 2 Construction 2 Constructio	This Pat	h to executable	a:				
		Windows Firewall	Win C:\	Windows\syste	em32\svchost.exe +	netsvcs			
		Windows Font Cache Service	Opt	dun hann:	Disabled				
		Windows Image Acquisitio	Prov Sta	nup type.	Disabled		~		
		Windows Insider Service	wisv						
		Windows Installer	Add						
		Windows Management Inst	Prov Sen	vice status:	Stopped				
		Windows Media Player Net	Shar	Start	Stop	Pause	Resume		
		Windows Mobile Hotspot S	Prov						
		Windows Modules Installer	Enal from	i can specify tr 1 here.	ne start parameters th	at apply when you start	t the service		
		Windows Presentation Fou	Opt						
		Windows Push Notification	This Sta	rt parameters:					
		Windows Push Notification	This						
		🌼 Windows Remote Manage	Win						
		🖏 Windows Search	Prov		OK	Cancel	Apply		
		🎑 Windows Time	Maintains d	ł	Disabled	Local Service			
		🌺 Windows Update	Enables the		Disabled	Local Syste			
		WinHTTP Web Proxy Auto	WinHTTP i.	Running	Manual	Local Service			
		Wired AutoConfig	The Wired .		Manual	Local Syste			
		WLAN AutoConfig	The WLANS	S	Manual	Local Syste			
		WMI Performance Adapter	Provides pe		Manual	Local Syste			
		Work Folders	This service	i	Manual	Local Service			
		Workstation	Creates and	i Kunning	Automatic	Network S			
		W View Live Auth Manager	Provider and		Manual	Local Service			
		We Abox Live Game Save	This service		Manual (Tric	Local System			
		Xhox Live Networking Service	This service		Manual Manual	Local System			
		we not the networking service	This service		manual	Local System			

Figure 19: Disabled option in the Windows Update Properties (Local Computer) Window

5. Reboot computer.

Caution:

Installing the Windows 10 OS update reverts the MS Compatibility Checker to "Running" if it was previously disabled following "TB-01650 Disabling Windows 10 OS Processes". All settings performed in TB-01650 should be checked after Windows 10 OS updates are performed.

3.5 For HP ProDesk 600 G2/G3 computers only

Follow these steps to verify the NIC driver version:

- **1.** Log into the system as **Field Service**.
- **2.** Exit APEX without Shutdown.
- 3. At the desktop right-click the Start Menu button and select Control Panel.



Figure 20: Start menu

4. At the *All Control Panel Items*, select **System**.

All Control Panel Items	-		×			
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💇 (32-bit)	🖄 Administrative Tools	🍈 Audio Controls	🛃 AutoPlay			
🐌 Backup and Restore (Windows 7)	🏘 BitLocker Drive Encryption	💶 Color Management	Credential Manager			
🔗 Date and Time	Default Programs	🛃 Device Manager	📆 Devices and Printers			
🔲 Display	😂 Ease of Access Center	File Explorer Options	le History			
Flash Player (32-bit)	A Fonts	•4 HomeGroup	🔒 Indexing Options			
🖉 Infrared	🔢 Intel® Graphics Settings	🐑 Internet Options	Keyboard			
🗫 Language	Mouse	🕎 Network and Sharing Center	🗹 Personalization			
📰 Phone and Modem	Power Options	Programs and Features	🧑 Recovery			
🔗 Region	n RemoteApp and Desktop Connections	r Security and Maintenance	🐳 Sound			
Speech Recognition	Storage Spaces	Sync Center	🔛 System			
Taskbar and Navigation	Troubleshooting	& User Accounts	🕀 Windows Defender			
P Windows Firewall	🏪 Windows To Go	Work Folders				

Figure 21: All Control Panel Items window

5. In the *System* window, select **Device Manager**.

	System				-		×
~	– 🐳 🕆 🔛 > Control Par	el > All Control Panel Items >	System	ٽ ~	Search Control Panel		P
	Control Panel Home	View basic information	about your computer				0
\$	Device Manager	Windows edition					
\$	Remote settings	Windows 10 Enterprise 201	5 LTSB				_
\$	System protection	© 2016 Microsoft Corporat	ion. All rights reserved.		/indow/	c 1	()
\$	Advanced system settings				maow	5	0
		System					
		Processor:	Intel(R) Pentium(R) CPU G4400 @ 3.30GHz 3.31 GHz				
		Installed memory (RAM):	8.00 GB (7.88 GB usable)				
		System type:	64-bit Operating System, x64-based processor				
		Pen and Touch:	No Pen or Touch Input is available for this Display				
		Computer name, domain, and	workgroup settings				
		Computer name:	DESKTOP-UDRIIEJ		Cha	nge setti	ngs
		Full computer name:	DESKTOP-UDRIIEJ				
		Computer description:					
		Workgroup:	WORKGROUP				
		Windows activation					
		Windows is activated Rea	d the Microsoft Software License Terms				
		Product ID: 00380-71600-1	2584-AAOEM		Change	product	t key
	See also						ĺ.,
	Security and Maintenance						

Figure 22: System Window

6. In the Device Manager window expand Network Adapters.

🛃 Device Manager	-	×
<u>File Action View H</u> elp		
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V 🗄 DESKTOP-UDRIIEJ		^
> 🗸 Audio inputs and outputs		
> 🛄 Computer		
> 👝 Disk drives		
> 🔙 Display adapters		
> 🖉 DVD/CD-ROM drives		
> 📓 Firmware		
> 🛺 Human Interface Devices		
> 🦷 IDE ATA/ATAPI controllers		
> 📖 Keyboards		
> Mice and other pointing devices		
> 🛄 Monitors		
🗸 🖶 Network adapters		
Intel(R) Ethernet Connection (5) I219-LM		
🚽 VMware Virtual Ethernet Adapter for VMnet1		
🚽 VMware Virtual Ethernet Adapter for VMnet8		
> 📃 Portable Devices		
> 🛱 Ports (COM & LPT)		
> 🚍 Print queues		
> Processors		
> III Security devices		
> 📱 Software devices		
> 🕡 Sound, video and game controllers		
> 🎥 Storage controllers		
> 🏣 System devices		
🔊 🍈 Universal Serial Rus controllers		~

Figure 23: Network Adapters in the Device Manager Window

7. Right-click on **Intel Ethernet Connection (<n>) 1219-LM** (where <n> could be any number) and select **Properties**.

8	⊳ o																			
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Page 2 of 5	0 words	CB.		_												00			+	00%
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Figure 24: Intel Ethernet Connection Properties

8. In the Intel Ethernet Connection Properties window, select the Driver tab.

Intel(R) Et	hernet Co	nnect	ion (5) 219-	LM Pi	roperties		×		
Eve	nts		Resources		Power M	anagement			
Gene	General Ad				Driver	Details			
	Intel(R) E	themet	Connection (5) I21	9-LM				
	Driver Pro	vider:	Microsoft						
	Driver Da	te:	4/5/2016						
	Driver Ve	rsion:	12.15.22.	6					
	Digital Sig	ner:	Microsoft	Windo	ows				
Drįv	Driver Details To view details about the driver files.								
U <u>p</u> da	te Driver		To update the driver software for this device.						
<u>R</u> oll Ba	ack Driver.		If the device fails after updating the driver, roll back to the previously installed driver.						
[<u>)</u> isable		Disables the	selec	ted device.				
U	ninstall		To uninstall t	he dri	ver (Advanced).			
					ОК	Cance	el		

Figure 25: Inter Ethernet Connection Properties Window

9. If the Driver Version of NIC driver is less than **12.17.x.x** follow the Installation instructions below to update the driver. Otherwise no further action is needed, and this procedure is completed.

3.6 Install NIC Driver

- At the Hologic Software Delivery Portal, <u>https://hologic.sharepoint.com/teams/softwaredeliveryportal/SitePages/Home.aspx,</u> obtain a copy of the NIC driver SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10 (SFW-03134).
- 2. Save to folder of your choice to your laptop (not the DXA computer).

Site Address *		
FE Name (Type in La	ast Name and then select) *	
Service Request Fro	m *	
H1(Salesforce)	Oracle	
Product		
Skeletal Health		
Software		
Skeletal Health Net	work Card Drivers	
Version		
SKELETAL HEALTH	NIC DRIVER FOR G2 AND G3_WIN10 (SFW-03134)	
Reason For Downloa	ad *	

Figure 26: Skeletal Health NIC Driver Version

The download instructions are emailed to you.

3. At the *Hologic Software Delivery Portal*, *HUB*, *User Guide* window, select the **link** or **Download** button.

The window advances to BOX.

onware Delivery			~
lome DSDDocuments	Software Delivery Portal > Thank You Thanks for your Software Request, You will receive an a smill chapth with a developed link free	m Ray which is set to ownice in 4 days	
Recent	After submission, please look for email from Box and click on the .zip link	Then click on Download	
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Figure 27: Hologic Software Delivery Portal HUB User Guide Window

4. Log into BOX and select the **Download** button in upper right.

V1 SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10 Ins All Files and Folders	••• Download Share				
Search files and folders			ø		
SFW-03134_001_SKELET			B		
Name ~	Modified	Size	0		
SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10	Mar 27 at 11:55 AM				

Figure 28: Skeletal Health NIC Driver download

5. At the bottom of the window, select the **dropdown** arrow next to Save to display to open save options.

V1 SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10 Characteristic and Folders	Lzip 🛞	··· Download	Share ×
Search files and folders			ø
SFW-03134_001_SKELET			B
Name ^	Modified	Size	0
SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10	Mar 27 at 11:55 AM		
Do you want to open or save SFW-03134_001_SKELETAL HEALTH	LNIC DRIVER FOR G2 AND G3_WIN10.zip (896 K8) from dl2.be	axcloud.com?	<

Figure 29: Save to Display

6. Select the **Save as** option and select the destination of your choice on your laptop.



Figure 30: Save As Option Window

The download file is zip file "SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10.zip".

7. Navigate to the folder where you saved the zip file and right-click the file "SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10.zip" and hover your cursor over 7-zip and then select Extract Here.

Name					Date modified	Type	Size	
Name	2	Open Open in new window Extract All 7-Zp CRC SHA Edit with Notepad++ Open with Restore previous versions Send to Cut	• • •	Open archive Open archive Open archive Extract files Extract files Extract files Extract files Add to archive Compress and email	Date modified 3/30/2020 1:58 PM .001_SKELETAL HEALT	Type Compressed Stipp	Size	10."
		Create shortcut Delete Rename Properties		Add to SPW-01EH_0 Compress to "SPW-03 Compress to "SPW-03	134,001,SKELETAL HEA 134,001,SKELETAL HEA	ALTH_NIC DRIVER FOR	62 AND 63, 62 AND 63, 62 AND 63,	WINDOJz" and email WINDOJz" and email

Figure 31: Extracting Files

This creates a folder with the same name as the zip file "SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10".

- 8. Copy this folder to your USB flash drive.
- 9. On the DXA computer, log into the system as **Field Service**, and exit APEX without shutdown.
- 10. Insert the USB flash drive and copy the driver folder "SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10" to the DXA computer desktop.
- 11. Open the folder SFW-03134_001_SKELETAL HEALTH_NIC DRIVER FOR G2 AND G3_WIN10 and right-click the driver file sp99053.exe and select Run as Administrator.

- 12. When the User Access Control dialog opens (not shown), select Next.
- 13. At the Intel I219 NIC Driver window select Next.



Figure 32: Intel I2I9 NIC Driver Window

14. At the *License Agreement* window, select **I** accept the terms in the license agreement and select Next.

🅢 Intel I219 NIC Driver	Х
License Agreement Please read the following license agreement carefully.	
PLEASE READ CAREFULLY: THE USE OF SOFTWARE AVAILABLE AT THIS SITE IS SUBJECT TO THE TERMS AND CONDITIONS THAT FOLLOW. IF YOU AGREE TO THESE TERMS, PLEASE CHOOSE THE "I ACCEPT" OPTION LOCATED ADJACENT TO THE SCREEN WHERE THIS AGREEMENT IS DISPLAYED. IF YOU DO NOT AGREE TO THESE LICENSE TERMS, PLEASE CHOOSE THE "I DO NOT ACCEPT" OPTION AND DO NOT DOWNLOAD ANY SOFTWARE FROM THIS SITE. End-User License Agreement READ CAREFULLY BEFORE USING THIS EQUIPMENT. This End-User license Agreement ("EULA") is a legal agreement between (a) you (either an individual or a single entity) and (b) HP Inc. ("HP") that governs your use of any Software Product, installed on or made available by HP for use with your HP product ("HP Product"), that is not otherwise subject to a separate license agreement between you and HP or its suppliers. Other software may contain a EULA in its online documentation.	< >
< <u>B</u> ack <u>N</u> ext > Cance	4

Figure 33: License Agreement Window

15. At the Location to Save Files window, leave the default file location and select Next.

🅢 Intel I219 NIC Driver	×
Location to Save Files Where would you like to save your files?	
Please enter the folder where you want these files saved. If the folder does not exist, it will be created for you. To continue, dick Next.	
Save files in folder:	
c:\SWSetup\SP99053	
<u>C</u> hange	
< <u>B</u> ack <u>N</u> ext > Cance	1

Figure 34: Location to Save Files Window

- A command window opens briefly and exits. Installation is complete.
- 17. Reboot the system.
- 18. Repeat section *3.5.1 Follow these steps to check the NIC driver version* to verify that the NIC driver version is 12.18.x.x.