

# INSTALLATION MANUAL

## OLINDA/EXM<sup>®</sup> 2.3

Document Name: P58-042 Installation Manual OLINDA EXM 2.3 Rev.2  
Document revision date: 2023-08-23

## Table of contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>3</b>
1.1	SYSTEM ENVIRONMENT REQUIREMENTS .....	3
<b>2</b>	<b>INSTALLATION.....</b>	<b>4</b>
2.1	BEFORE INSTALLING OLINDA/EXM® .....	4
2.2	INSTALLATION FILES .....	4
2.3	BASIC SETUP.....	5
2.4	ADVANCED SETUP .....	8
2.4.1	<i>HASP (USB dongle) based licenses .....</i>	<i>9</i>
2.4.2	<i>Install Explorer Tools.....</i>	<i>10</i>
2.4.3	<i>Install OLINDA/EXM® with a Node Locked License on a Laptop or Desktop.....</i>	<i>11</i>
2.4.4	<i>Install OLINDA/EXM® on a floating license server.....</i>	<i>14</i>
2.4.5	<i>Install OLINDA/EXM® on a client workstation when using a floating license server.....</i>	<i>17</i>
2.4.6	<i>Location of the license file.....</i>	<i>19</i>
<b>3</b>	<b>VERIFY THE INSTALLATION .....</b>	<b>20</b>
<b>4</b>	<b>CONTACT INFORMATION.....</b>	<b>21</b>
4.1	MANUFACTURER CONTACT INFORMATION.....	21
4.2	REPRESENTATIVES .....	21
4.3	SUBSIDIARIES.....	21

# 1 INTRODUCTION

This manual describes the installation of OLINDA/EXM® Version 2.3. This manual and the medical device software itself are copyrighted and all rights are reserved by Hermes Medical Solutions. Neither the software nor the manual may be copied or in any other way reproduced without prior consent in writing from Hermes Medical Solutions who reserve the right to make changes and improvements to the software and the manual at any time.

Hermes Medical Solutions\*, HERMIA\*, the HERMIA logotype\* and SUV SPECT\* are trademarks of Hermes Medical Solutions AB.

Third-party trademarks as used herein are the property of their respective owners, who are not affiliated with Hermes Medical Solutions.

\*Subject to registration in some markets

NOTE: OLINDA/EXM® 2.3 is interoperable with Hybrid Viewer, version 4.0 or later. See Instructions For Use for Hybrid Viewer for further details.

## 1.1 System Environment Requirements

See applicable Instructions For Use OLINDA/EXM®.

## 2 INSTALLATION

### 2.1 Before Installing OLINDA/EXM®

Before installing OLINDA/EXM®, please read the following information carefully.

- The OLINDA/EXM® software license is controlled by one of two methods:
  1. **Host ID method** - The license is locked to the computer (host), based on the unique identifier (UUID) of the Windows computer. After installation of OLINDA/EXM®, you will need to send the unique Host ID code to Hermes Medical Solutions to obtain the final license file.
  2. **HASP key method** - A type of USB dongle. This method has been used to license all Hermes Medical Solutions Windows applications prior to 2021 and is still used on some new installations. The license file is usually shipped to you with the corresponding HASP key.
- In addition to the above license control methods, there are two different types of OLINDA/EXM® license:
  1. **Node-Locked license** – Also known as “Workstation” license. The OLINDA/EXM® software and corresponding license are installed and run only on an individual laptop or desktop workstation.
  2. **Floating license** – The software can be installed and run on any number of computers on the local network. One computer must be chosen as the “Floating License Server” (FL Server). Only the FL Server computer needs to have the actual password file installed on it. When the OLINDA/EXM® program is run on any other computer (client), it will request a license from the FL server over the network. You can purchase multiple floating licenses to allow multiple instances of OLINDA/EXM® to run concurrently on different computers on the network. A floating license is always required when running OLINDA/EXM® from a server (e.g. Windows Server OS).
- If you do not know which of the above apply to you (Host ID or HASP key based, Node-Locked or Floating license), please refer to your invoice and associated sales documentation. If it is still unclear, please contact your sales representative at Hermes Medical Solutions. The installation procedure that you need to follow depends on which license you have.
- If you are installing a Node-Locked license using the Host ID method (both 1. and 1. above), then please proceed to: **Section 2.3 Basic Setup**.
- If you are installing a Floating License or any license using a HASP key (USB dongle), then please proceed to: **Section 2.4 Advanced Setup**.

NOTE: If you want to install OLINDA/EXM® on an existing Hermes Medical Solutions Workstation or Application Server, you should use the Hermes Medical Solutions license manager software ExplorerPWD and add the OLINDA/EXM® license along-side the other Hermes Medical Solutions licenses. Please contact your Hermes Medical Solutions customer support for help. If your computer hardware fails, and you need a new password generated, please contact support, see **Section 4 Contact Information**.

Please provide the original quote number and original Host ID when contacting Hermes Medical Solutions for a replacement license.

### 2.2 Installation files

You should have received the installation files and manuals from Hermes Medical Solutions. They are packed in a ZIP file with the following content:

Package File Name	Contents
Olinda_install_MD.zip (MD stands for Medical Device)  Or  Olinda_install_NotMD.zip (NotMD stands for Not Medical Device)	<p><b>Installation Files</b></p> <ul style="list-style-type: none"> <li>-Olinda-setup_MD.exe or</li> <li>-Olinda-setup_NotMD.exe</li> <li>-ExplorerTools.zip</li> <li>-HASPUserSetup.exe</li> </ul> <p><b>Manuals</b></p> <ul style="list-style-type: none"> <li>-User Handbook</li> <li>-Installation Manual (this manual)</li> </ul>

NOTE: Each file can have a version number in the filename, for example Olinda\_install\_<version>\_MD.zip or Olinda-setup\_<version>\_MD.exe.

- Copy the **Olinda\_install\_MD.zip** or **Olinda\_install\_NotMD.zip** file to any convenient folder on your computer (e.g. c:\temp).
- Un-compress the **Olinda\_install\_MD.zip** or **Olinda\_install\_NotMD.zip** file (right-click on file and “Extract All...”).
- You will now have a folder on your computer called “**Olinda\_install\_MD**” or “**Olinda\_install\_NotMD**”.
- Olinda-setup\_MD.exe or Olinda-setup\_NotMD.exe are the installers for OLINDA/EXM®. They are always used.
- ExplorerTools.zip is the installation package for the floating license server, and HASPUserSetup.exe is the installer for the HASP key. They are only used in advanced setups.

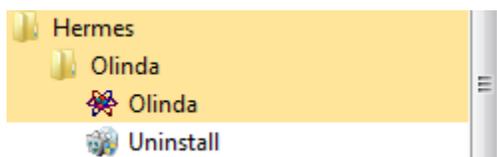
## 2.3 Basic setup

This section applies to installation of Host ID based, Node-Locked licenses only. If you have a HASP key (USB dongle), or if you are installing any kind of Floating License, then please go ahead to **Section 2.4 Advanced Setup**.

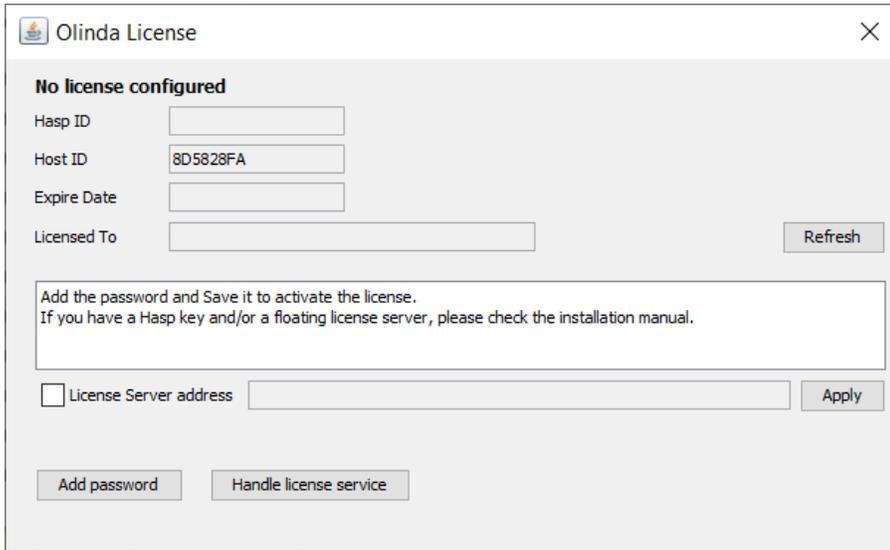
NOTE: During the installation of the software, you will need to send a code to Hermes Medical Solutions in order to activate the license. This will take a couple of working days.

NOTE: You might need Windows Administrator rights to install OLINDA/EXM® on your workstation or laptop, depending on local policies. Institutional users especially might need to consult their IT support for advice.

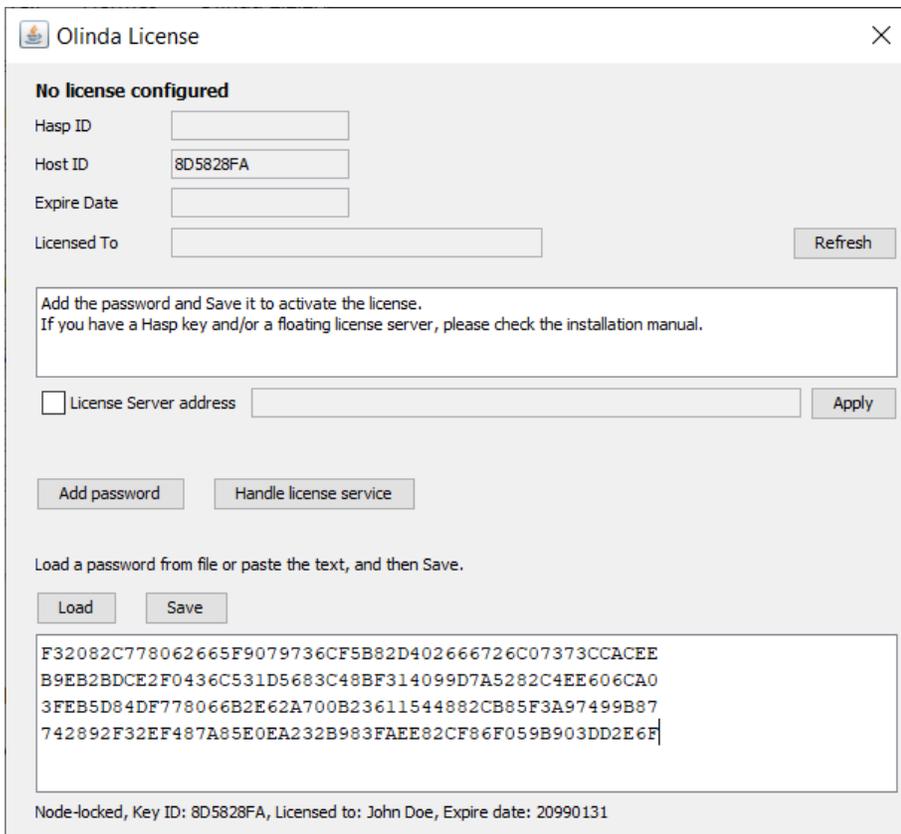
- Double click the *Olinda-setup\_MD.exe* or *Olinda-setup\_NotMD.exe* file.
- Follow all steps to complete the installation.
- A Desktop shortcut is created during the installation and a shortcut is added in Start menu > Hermes > Olinda.



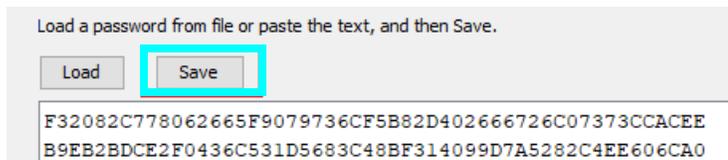
- The Olinda License dialog appears after the installation is complete. If this step is skipped, it will appear again when OLINDA/EXM® is started next time.



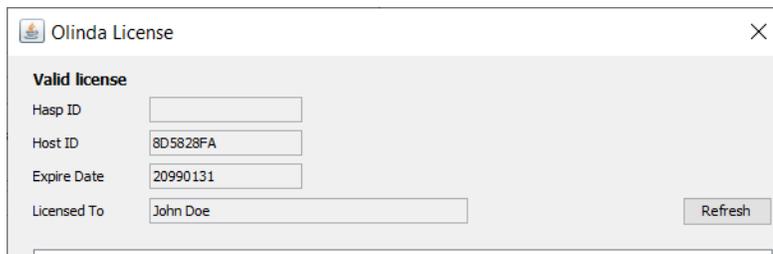
- Copy the Host ID text string and send it together with your quote number (Q-XXXXX), to support, see **Section 4 Contact Information**.
- Hermes Medical Solutions will then send you a password license file.
- The license is a long string of letters and numbers. Once the license is received, click “Add password” and copy/paste the license string. It will validate and show the key ID and license status at the bottom, as in the example below.



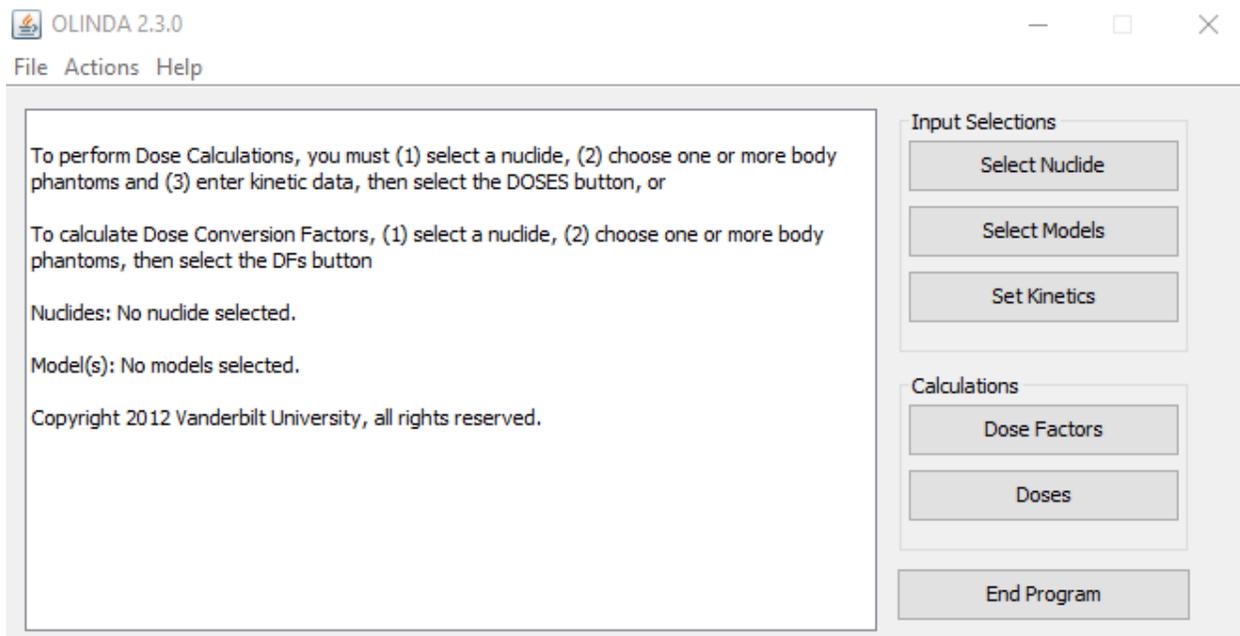
- Click “Save”.



- The license status will be refreshed.



- Close the License dialog box.
- You are now ready to run OLINDA/EXM®. The main window looks something like below:



NOTE: You need to close and restart OLINDA/EXM® before the Help > Handbook is available.

- If the password is invalid, the application will exit when closing the License dialog box. If you have persistent errors installing the license, please contact support, see **Section 4 Contact Information**.

## 2.4 Advanced setup

The following applies to HASP key (USB dongle) based licenses:

- You normally get the OLINDA/EXM® Password together with the HASP key. If you have not yet received the password, please contact support, see **Section 4 Contact Information**.
- The HASP key must be plugged in to the computer where the license is installed.
- The HASPUserSetup.msi installation must be installed on the computer where the HASP key is.

The following applies to Host ID based licenses:

- You need to send the computer's Host ID to Hermes Medical Solutions in order to activate the license. This will take a couple of working days.
- You find the Host ID in the License Dialog which is shown after OLINDA/EXM® is installed
- The OLINDA/EXM® Password (a short text file) will be generated after your computer's Host ID is sent to Hermes Medical Solutions support, see **Section 4 Contact Information**.
- When you receive the password file, you can complete the License setup.

The installation files are contained in a ZIP file. See **Section 2.2 Installation files** for how to unzip these files.

To install with a Node-Locked license, you will need the following:

- Olinda-setup\_MD.exe or Olinda-setup\_NotMD.exe.
- Node-locked password (a text file).
- When using a Hasp ID based license: HASPUserSetup.exe and the HASP key.

To install a Floating License Server, you will need the following:

- Olinda-setup\_MD.exe or Olinda-setup\_NotMD.exe.
- ExplorerTools.zip.
- Floating license password.
- When using a Hasp ID based license: HASPUserSetup.exe and the HASP key.
- If the server uses a firewall, port 19470 must be open for incoming connections.
- Use static IP address or hostname in the DNS, so client computers can locate the FL server.
- You will require Windows Administrator rights to install the software and floating license server on your computer(s). Institutional users especially might require help from their IT support.

To install OLINDA/EXM® on a client computer (which takes a floating license from the FL server) you will only need the following:

- Olinda-setup\_MD.exe or Olinda-setup\_NotMD.exe.
- Network access to the floating license server (which must be setup first).

### 2.4.1 HASP (USB dongle) based licenses

If your license is controlled by a HASP key (USB dongle), please read this section carefully.



*Examples of various USB 'HASP key' dongles.*

- For a **Node-Locked** license installation, insert the HASP key in a USB port on the computer on which OLINDA/EXM® will be used.
- For a **Floating License installation**, insert the HASP key in a USB port on the computer which will act as the floating license server (FL server).

In all cases, the HASP key requires HASP driver software to be installed.

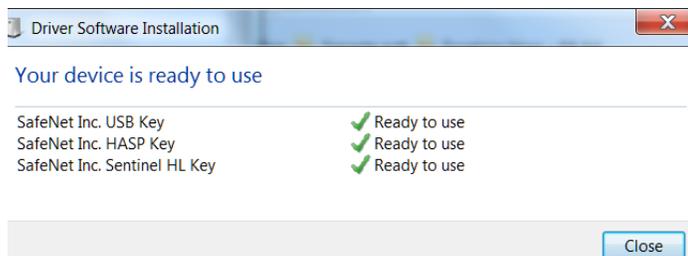
The HASP key should be detected, and the driver should be installed automatically by Windows 7 and later versions, but it may take several minutes the first time.

If the HASP key driver is not detected or Windows fails to download a driver, then please run the **HASPUserSetup.exe** program that was supplied in the installation files.

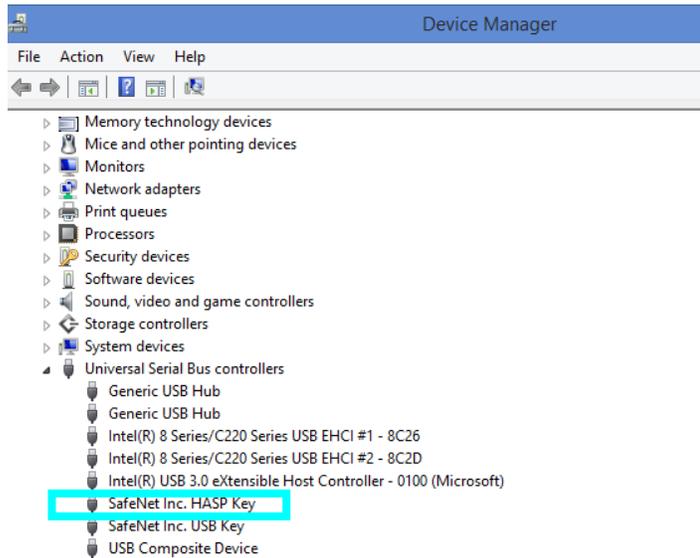
You need to run this program with **Administrator** privileges (right-click and 'run as administrator') and follow the instructions below:

- Right-click on HASPUserSetup.exe and Run as administrator.
- Follow the on-screen guide. Select all default settings when prompted.
- The last page warning about firewalls can usually be ignored.

A successful driver installation is indicated in several ways. For example, a dialogue box showing **Ready to use** as below.



You can also check the Windows Device Manager, under Universal Serial Bus controllers, for “SafeNet Inc. HASP Key”. There should be no yellow “?” warnings or errors.



If the HASP key is not detected, it might be necessary to reboot your computer.

### 2.4.2 Install Explorer Tools

NOTE: This section is only applicable when setting up the Floating License Server. The Explorer Tools should be installed before the OLINDA/EXM® application and the floating license are installed, see **Section 2.4.4 Install OLINDA/EXM® on a floating license server**.

- Login to the computer that will be the “Floating License Server” for OLINDA/EXM®.
- Right-click over ExplorerTools.zip and unzip, move HMS folder to C:\Hermes\

NOTE: We recommend installing Explorer Tools HMS folder in: C:\Hermes\HMS. Otherwise, Olinda cannot install or remove the floating license service, and ExplorerPWD must be used to install and remove the service. ExplorerPWD is usually located in C:\Hermes\HMS\bin\ExplorerPWD.exe.

If required, the Explorer Tools can be uninstalled by deleting the C:\Hermes\HMS folder, but first the OLINDA/EXM® floating license service must be stopped and removed. This is described in the section on **Remove the Floating License Service**, see **Section 2.4.4 Install OLINDA/EXM® on a floating license server**.

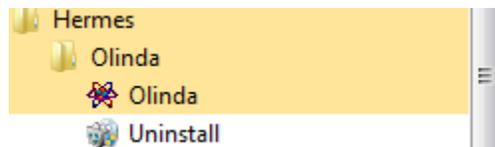
NOTE: Computers that have other Hermes Medical Solutions applications installed (e.g. GOLD, Hybrid NM Processing, Affinity Viewer etc.) should use ExplorerPWD to install all Hermes Medical Solutions licenses, instead of the License tool which appears during the OLINDA/EXM® installation. The Olinda License tool stores the licenses in the c:\Hermes\Registry folder and this may interfere with existing Hermes Medical Solutions applications. It is recommended to contact Hermes Medical Solutions Customer Support for assistance in this case to avoid interrupting the existing Hermes Medical Solutions applications.

### 2.4.3 Install OLINDA/EXM® with a Node Locked License on a Laptop or Desktop

- Double click the *Olinda-setup\_MD.exe* or *Olinda-setup\_NotMD.exe* file.
- Follow all steps to complete the installation.

NOTE: We recommend installing OLINDA/EXM® in the default path in C:\Hermes. If installed somewhere else, a C:\Hermes folder needs to be created, and the license file needs to be installed there.

- A Desktop shortcut is created during the installation and a shortcut is added in Start menu > Hermes > Olinda.



- The Olinda License dialog appears after the installation is complete. If this step is skipped, it will appear again when OLINDA/EXM® is started next time.

If you are using a HASP key (USB dongle) licensing method:

- If the 'HASP ID' number is not shown (as in the above) this indicates that the HASP key is not plugged in, or the HASP driver has failed to install. Please refer to **Section 2.4.1 HASP (USB dongle) based licenses** for more instructions.
- If you have not yet received the license file for this HASP key, please contact support, see **Section 4 Contact Information**.

If you are using the Host ID licensing method:

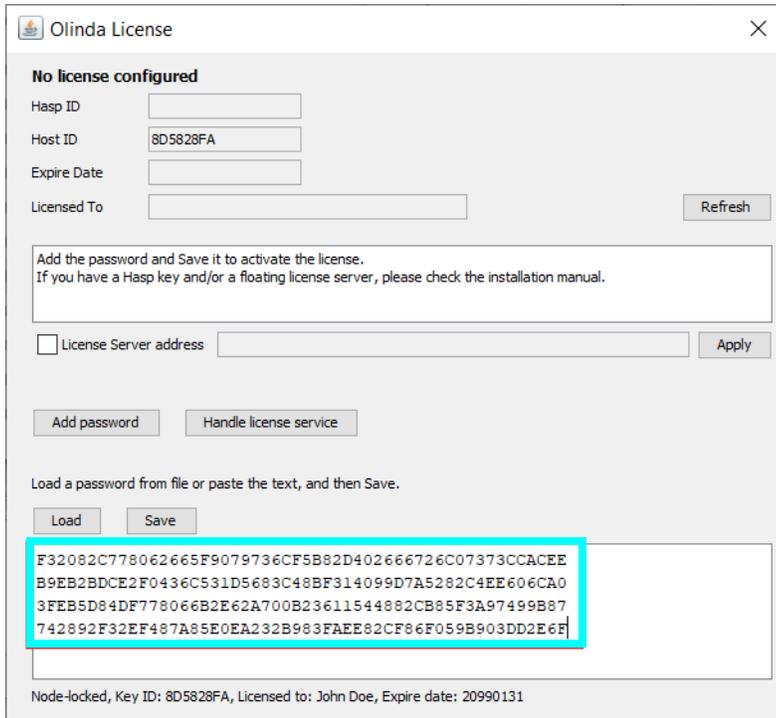
- The Host ID is shown in the window above.
- Copy the Host ID text string and send by email, including your quote number (Q-XXXXX), to support, see **Section 4 Contact Information**.
- Hermes Medical Solutions will then send you back a password file for that license.

Install the license as below:

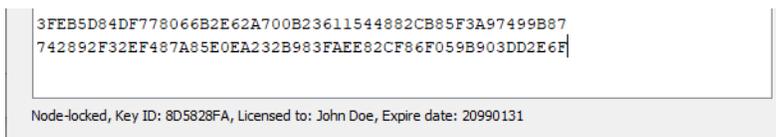
- Click **Add Password**



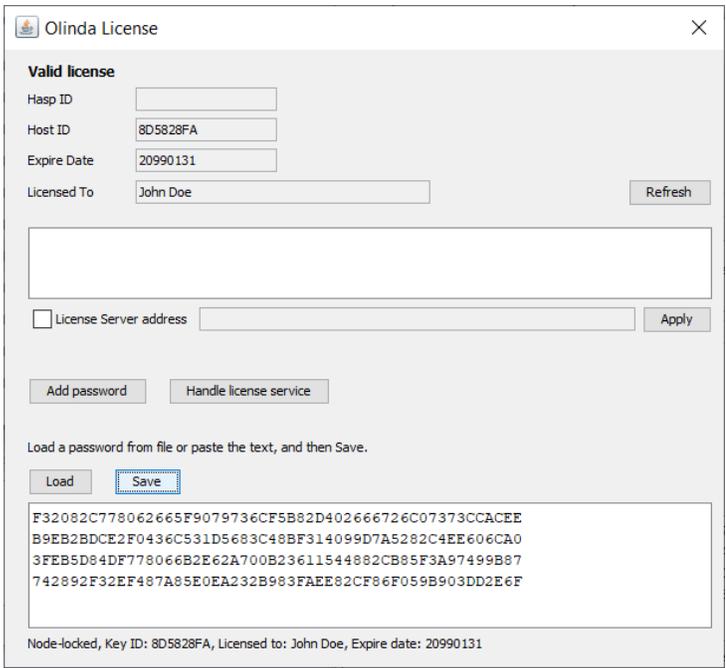
- Copy/paste the password character string into the password box. You can also click Load and locate/select the password file.



- Verify the license summary in the bottom line, similar to that shown below:

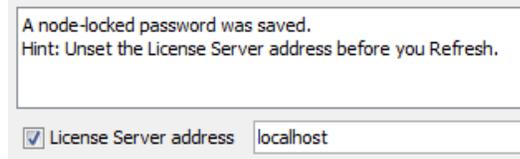


- Click Save to save the password. The license is validated, and the first line should say Valid License.



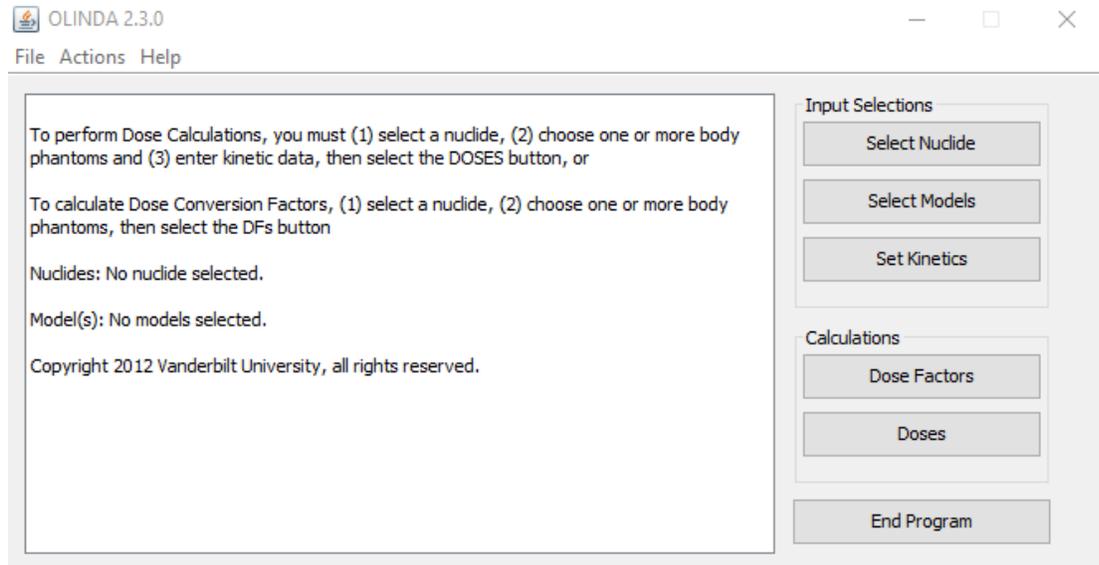
- When this window is closed, OLINDA/EXM® will start automatically.

NOTE: The License Server address box should not be checked when installing a Node-Locked password. If it is checked by mistake, this message will appear.



Running the OLINDA/EXM® application:

- Double-click on the OLINDA/EXM® shortcut on the desktop or launch OLINDA/EXM® from the Start Menu.
- If a valid license is found, the main window of the application should appear as below.

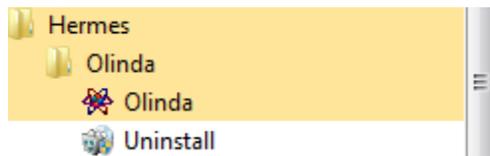


NOTE: You need to close and restart OLINDA/EXM® before the Help > Handbook is available.

#### 2.4.4 Install OLINDA/EXM® on a floating license server

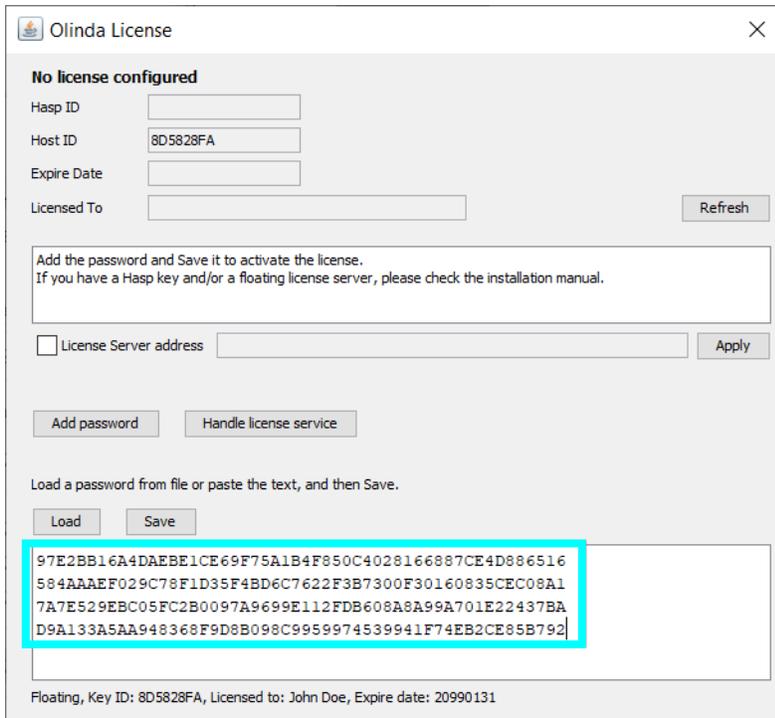
This section concerns the installation on a Floating License server. The ExplorerTools.zip must also be installed (see **Section 2.4.2 Install Explorer Tools**). The OLINDA/EXM® software must be installed to set the floating license even if OLINDA/EXM® is not actually running on the server. The default installation root directory is C:\Hermes but this can be changed during the installation if needed.

- Right-click on *Olinda-setup\_MD.exe* or *Olinda-setup\_NotMD.exe* and **Run as administrator**.
- Follow all steps to complete the installation.
- A Desktop shortcut is created during the installation and a shortcut is added in Start menu > Hermes > Olinda.

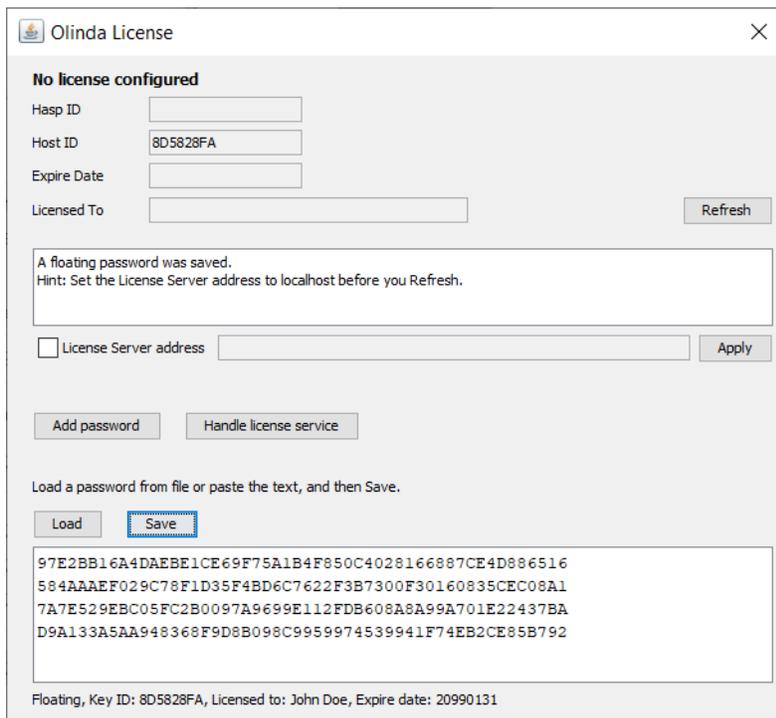


- The Olinda License dialog appears after the installation is complete. If this step is skipped, it will appear again when OLINDA/EXM® is started next time.

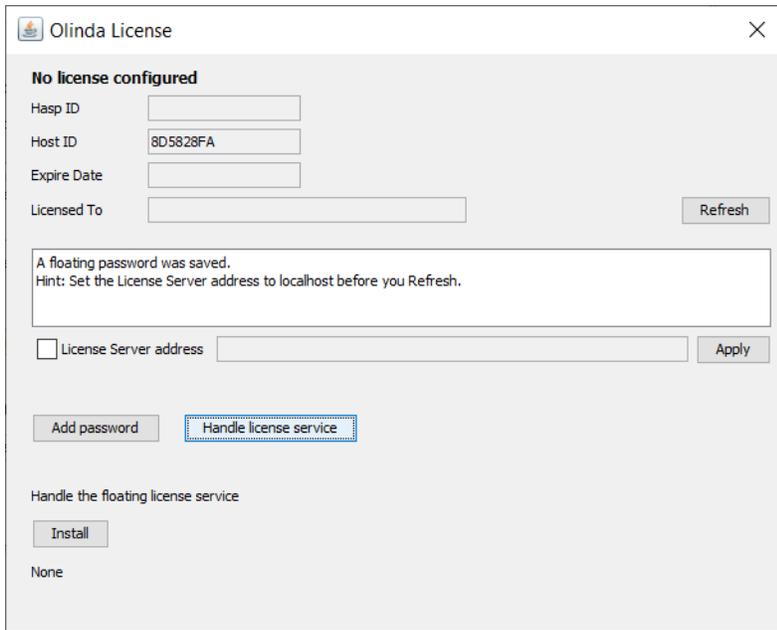
- Click **Add Password**
- Copy/paste the password character string directly into the lower password box. You can also click **Load** and locate/select the password file.



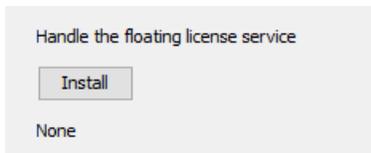
- Click **Save** to save the password.



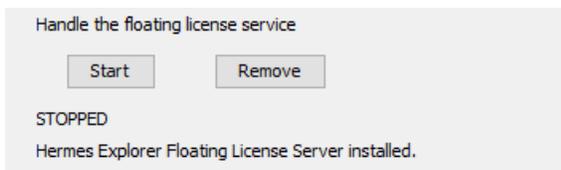
- Install and start the Floating License service by clicking on the **Handle License Service** button.



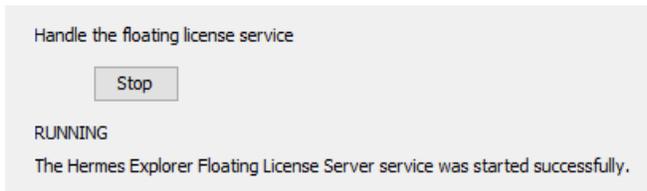
- Click Install.



- A message at the bottom says the service is installed. Click **Start**.



- A message will appear at the bottom of the window to say that the service is running.



- Set the License Server address to **localhost** in this window and click **Apply**.



- The license is validated, and the details are shown in the top panel.

### Remove the Floating License Service

If you need to uninstall the Explorer Tools, the floating license service should be stopped and removed first.

- Run the OLINDA/EXM® application as **administrator**, and select **License** from the Help menu, then click on **Handle License Server**.
- Click on **Stop** to stop the service.

- Click on **Remove** to remove the service.

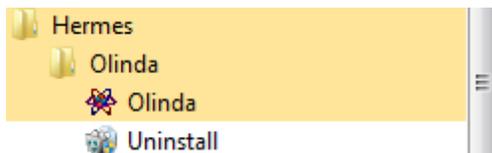
- The service is now removed.

### 2.4.5 Install OLINDA/EXM® on a client workstation when using a floating license server

NOTE: Make sure the floating license server is setup before installing on client computers. See **Section 2.4.4 Install OLINDA/EXM® on a floating license server**.

- Double click the Olinda-setup\_MD.exe or Olinda-setup\_NotMD.exe file.
- Follow all steps to complete the installation.

- A Desktop shortcut is created during the installation and a shortcut is added in Start menu > Hermes > Olinda.



- The Olinda License dialog appears after the installation is complete. If this step is skipped, it will appear again when OLINDA/EXM® is started next time.

 A screenshot of the 'Olinda License' dialog box. The title bar says 'Olinda License' with a close button. The main content area has the heading 'No license configured'. Below this are four input fields: 'Hasp ID' (empty), 'Host ID' (containing '8D5828FA'), 'Expire Date' (empty), and 'Licensed To' (empty). To the right of the 'Licensed To' field is a 'Refresh' button. Below these fields is a text box containing the instruction: 'Add the password and Save it to activate the license. If you have a Hasp key and/or a floating license server, please check the installation manual.' Below the text box is a checkbox labeled 'License Server address' which is currently unchecked, followed by an empty input field and an 'Apply' button. At the bottom of the dialog are two buttons: 'Add password' and 'Handle license service'.

- Tick the checkbox, enter the license server IP address or hostname of the floating license server, and click Apply.

 A close-up screenshot of the 'License Server address' section of the dialog. The checkbox is checked, the input field contains the IP address '192.168.8.124', and the 'Apply' button is highlighted with a dashed border.

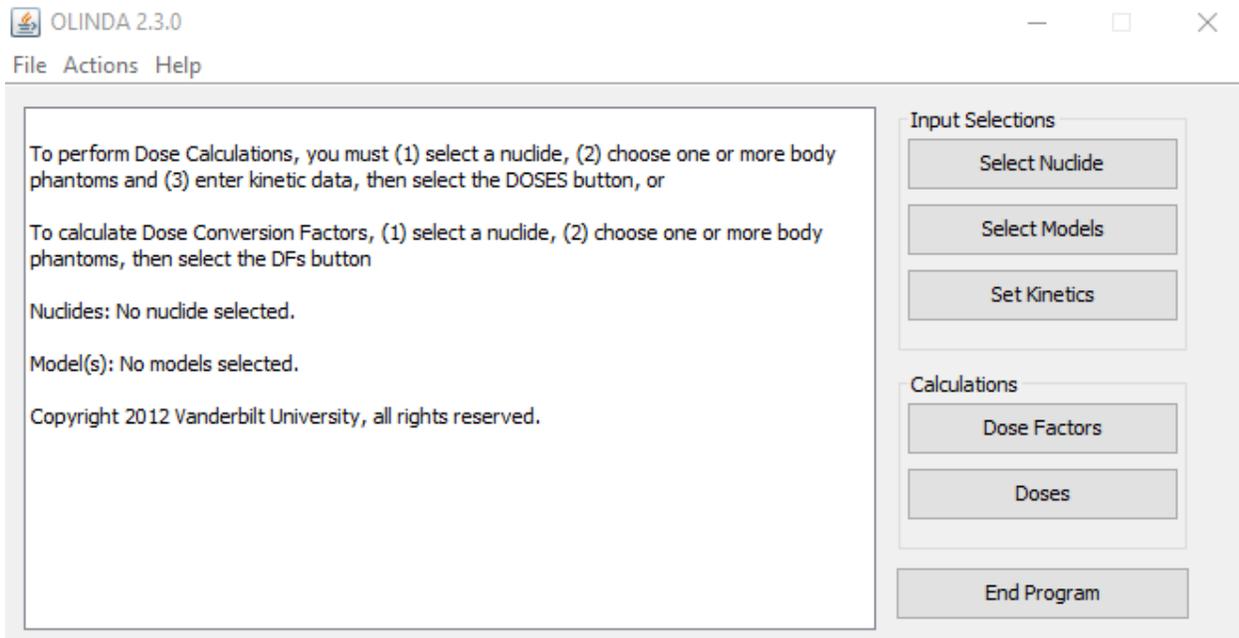
If the floating license is installed correctly on the server but you cannot run OLINDA/EXM® on the client computer, please check the following:

- IP address or host name of the floating license server on the client- is it filled in correctly?
- Basic network connections- can you ping the hostname or IP address of the floating license server?
- Is there is a firewall blocking the connections to the server? Port 19470 must be open for incoming connections.

To run the OLINDA/EXM® application:

- Double-click on the Olinda shortcut on the desktop or launch OLINDA/EXM® from the Start Menu.

- The main window of the application should appear as below:



If the OLINDA/EXM® application opens as above, then a valid license was detected, and the installation is successful!

NOTE: You need to close and restart OLINDA/EXM® before the Help > Handbook is available.

### ***2.4.6 Location of the license file***

The actual location of the license file rarely needs to be changed. This information is provided for troubleshooting.

If you have OLINDA/EXM® only (no other Hermes Medical Solutions software is installed):

- The license should be stored in folder C:\Hermes\Registry

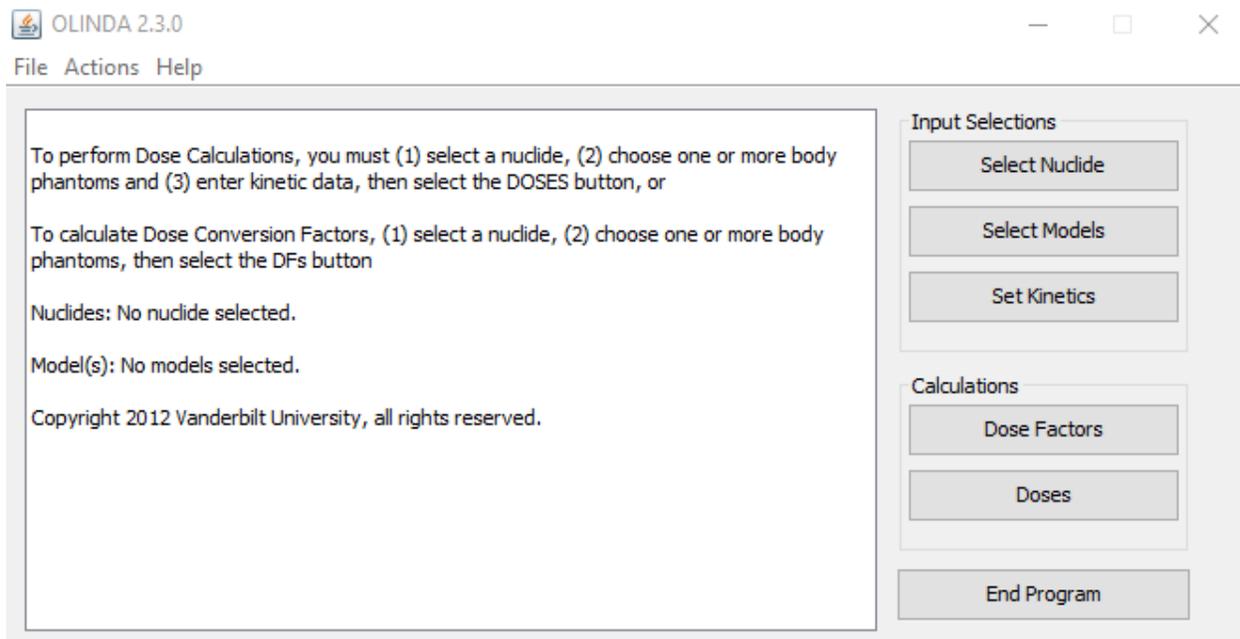
If you have other Hermes Medical Solutions software installed, the license is usually stored in:

- C:\Hermes\Registry or C:\Hermes\Olinda\Registry
- Windows Registry provided there is a Nuclear Diagnostics key in the registry.
- If neither exists, a C:\Hermes\Registry will be created and the license key saved there by OLINDA/EXM®. However, when multiple Hermes applications are licensed on the same system, we recommend that you use the ExplorerPWD program to manage all the licenses.

### 3 VERIFY THE INSTALLATION

To run the Olinda application subsequently, double-click on the Olinda shortcut on the desktop or launch Olinda from the Start Menu.

In both cases, the main window of the application should appear, as below:



If the OLINDA/EXM® application opens as above, then the license is valid, and the installation performed correctly.

Open the Help menu, option About, and ensure that the link to the eIFU opens. Please contact support, see **Section 4 Contact Information**, if there are any problems accessing the eIFUs.

The verification procedure described above is applicable for stand alone installations done by the customer.

## 4 CONTACT INFORMATION

Contact any of the addresses below for service, support or if you have any other questions.

### 4.1 Manufacturer contact information

**Head office****Hermes Medical Solutions AB**

Strandbergsgatan 16

112 51 Stockholm

SWEDEN

Tel: +46 (0) 819 03 25

[www.hermesmedical.com](http://www.hermesmedical.com)**General e-mail address:**

info@hermesmedical.com

**Support e-mail addresses:**

support@hermesmedical.com

support.ca@hermesmedical.com

support.us@hermesmedical.com

### 4.2 Representatives

**Authorized representatives****UK Responsible Person**

Hermes Medical Solutions Ltd

Cardinal House

46 St. Nicholas Street

Ipswich, IP1 1TT

England, United Kingdom

**CH Authorized Representative**

CH	REP
----	-----

CMI-experts

Grellinger Str. 40

4052 Basel

Switzerland

### 4.3 Subsidiaries

**Hermes Medical Solutions Ltd**

York Suite, 7-8 Henrietta Street

Covent Garden

London WC2E 8PS

UK

Tel: +44 (0) 20 7839 2513

**Hermes Medical Solutions, Inc**

710 Cromwell Drive, Suite A

Greenville, NC27858

USA

Tel: +1 (866) 437-6372

Fax: +1 (252) 355-4381

**Hermes Medical Solutions Canada, Inc**

1155, René-Lévesque O., Suite 2500

Montréal (QC) H3B 2K4

Canada

Tel: +1 (877) 666-5675

Fax: +1 (514) 288-1430

**Hermes Medical Solutions Germany GmbH**

Robertstraße 4

48282 Emsdetten

Deutschland

Tel: +46 (0)819 03 25