



## Scope

This document lists the most frequently asked questions regarding usage of EasyWare with integrated EasyUpdate dedicated to solve Year 2010 Date/Time Issues.

## What's new?

The newest EasyWare Version 2.21.0.0 supports the Installation of all ndd Device Drivers either from Setup CD or from Microsoft Windows Update.

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## Frequently asked questions

Question	Problem	Solution
“Is EasyWare compatible with 64-Bit Platforms?”	YES – it is compatible with: <ul style="list-style-type: none"> <li>Windows 7</li> <li>Windows.Vista</li> <li>Windows XP</li> </ul>	Download the newest EasyWare from <a href="http://www.ndd.ch/Downloads/software.aspx">http://www.ndd.ch/Downloads/software.aspx</a>
“The feature you are trying to use is on a network resource that is unavailable”	This message is shown if EasyWare was installed with the self extractable Setup downloaded from ndd web-server and if EasyWare 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 EasyWare. One is located on the desktop and others are located in the Windows Start Menu for the EasyWare group. In most cases you only need to correct the desktop shortcut (see solution #1). The correction may be necessary for each user account or for new users which will login in the future (for this case solution #2 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"> <li>The software is extracted and stored in a temp folder of the PC.</li> <li>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.</li> <li>If button “Exit” is clicked the extracted software gets deleted and is no longer available.</li> </ul>	<b>Solution #1 (preferred):</b> A standard ZIP archive can be downloaded from ndd Pickup Window. “SetupEasyWare.zip” can be extracted into a persistent folder on your PC which is accessible for all users. Windows then can find the setup software when it is needed. <a href="http://pickup.ndd.ch/admin/index.php">http://pickup.ndd.ch/admin/index.php</a> Username: EasyWare2010 Password: V214  <b>Solution #2:</b> An ISO image of the Setup CD can be downloaded from ndd Pickup Window. “SetupEasyWare.iso” can be used to burn a CD. A cover picture can be used to print out the CD picture. <a href="http://pickup.ndd.ch/admin/index.php">http://pickup.ndd.ch/admin/index.php</a> Username: EasyWare2010ISO Password: EZWCD214
“Download of Device Software failed !”	If EasyWare detects the availability of a newer device software the user is asked for his ok to download this software to the device. If some rare cases this process can fail. This happens more often if a ScreenConnector is used.	<ul style="list-style-type: none"> <li>In general try to avoid connections via a USB-Hub for the Update Processes.</li> <li>Start “EasyUpdate” via Windows Start Menu “EasyWare”/”EasyUpdate” and follow its guidance.</li> <li>Repeat the download process until the device gets recognized as ‘up to date’.</li> <li>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.</li> </ul>
“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 problems 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"> <li>Open the Windows Device Manager with Admin Rights.</li> <li>Right-Mouse-Click on ndd Driver with a yellow question mark and select „Update Driver“.</li> <li>Answer the first question for using Windows Update with “No not yet!”</li> <li>Answer second question for searching newer driver with search on this PC.</li> </ol>
“For this device no newer software can be applied”	If EasyUpdate is not able to update an EasyOne 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 EasyOne 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 EasyUpdate ?”	Its shortcut is stored only in the Windows Start Menu.	Start EasyUpdate with Windows Start Menu “EasyWare”/”EasyUpdate”

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<b>“How can the Readme for the SetupEasyWare be recalled ?”</b>	The Readme document contains EasyOne Firmware Update Instructions and contact addresses as well.	Check the Windows Start Menu “EasyWare”. Different shortcuts for Readme files can be found there.
<b>“How to set db path for all users”</b>	Settings with global scope can only be stored by a user with admin rights.	<ol style="list-style-type: none"> <li>1. Start EasyWare.exe in Program Folder (!) with “Run as Administrator”.</li> <li>2. Go to Preferences and set the path to database</li> <li>3. Exit EasyWare</li> </ol>
<b>“Missing tests or ‘lost’ tests”</b>	The user blows new tests but they are not being synched with EasyWare. They are invisible.	<p>If an EasyOne is affected by the Year2010Issue new tests are dated with January 1<sup>st</sup> 2000.</p> <p>The synch process of EasyWare only synchs newer tests as the last synched test.</p> <p>To solve this problem the EasyWare has to be updated to the most recent version available on <a href="http://www.ndd.ch">www.ndd.ch</a> or <a href="http://www.nddmed.com">www.nddmed.com</a>.</p>
<b>“Test date is always today’s date”</b>	<p>If an EasyOne Device is affected by the “Year 2010 Date/Time Issue” its internal Clock is mostly set to 1/1/2000.</p> <p>EasyWare (Version &gt; 2.14.0) is able to recognized an affected EasyOne. Records which are affected are marked in EasyWare’s test list with a exclamation mark “!”. Their test date reflects always TODAY.</p>	<p>Ensure you are using latest version of EasyWare available from <a href="http://www.ndd.ch">www.ndd.ch</a>.</p> <p>This version of EasyWare is able to update the device software of your EasyOne.</p>
<b>“The EasyOne is up to date – but there are still tests with an exclamation mark ‘!’ ”</b>	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.
<b>“What can be done if the EasyOne is recognized as ‘corrupt’ ?”</b>	In some rare cases the download of a new device software can fail and the EasyOne is recognized as ‘corrupt’.	<p>In such a case do the following:</p> <ul style="list-style-type: none"> <li>• Start “EasyUpdate” via Windows Start Menu “EasyWare”/”EasyUpdate” and follow its guidance.</li> <li>• If a dialog with different device software is shown select the most appropriate one for download or contact the ndd Support.</li> <li>• Repeat the download process until the device gets recognized as ‘up to date’.</li> </ul>
<b>“What does the exclamation mark ‘!’ behind Date/Time mean ?”</b>	<p>Tests affected by the Year 2010 Date/Time Issue (Year2010Issue) are marked by EasyWare 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 EasyWare’s logfiles.</p> <p>If an EasyOne 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 1<sup>st</sup> 2000.</p> <p>This issue affects the test date and birth date information also. After these kind of records are being synched with EasyWare they get marked with an ‘!’ and their date information is displayed as TODAY.</p>	In EasyWare start “EasyUpdate” with the menu “Help”/”Start EasyUpdate” and follow its guidance.
<b>“What is EasyUpdate ?”</b>	<p>EasyWare uses EasyUpdate for updating the device software of connected EasyOne’s. In this case no user interface of EasyUpdate is shown.</p> <p>If EasyUpdate is started with Windows Start Menu “EasyWare”/”EasyUpdate” a user interface is shown and all important information about the devices can be checked out easily.</p>	<p>EasyUpdate is a software tool which is able to download new firmware into devices like EasyOne’s and Cradle’s</p> <p>EasyUpdate checks whether a device is ‘up to date’ or not. If not – a software update is proposed.</p> <p>EasyUpdate knows 5 different user languages selectable by menu “Set language...” located in the title bar.</p>
<b>“Where can I find the logfile of EasyUpdate ?”</b>		Start EasyUpdate with Windows Start Menu “EasyWare”/”EasyUpdate” and click the button “Show Report...”.

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“Where can I find the logfile of EasyWare ?”		Start EasyWare and click on Question Mark “?” or select menu Help/About EasyWare and click on button “Logfile...”.
“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 “EasyWare” and subfolder “Manuals”. You can find there the manuals in five different languages.
“Why does EasyWare create a new database ?”	<p>After installing the newest version of EasyWare V2.14.x 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 V2.14.x are (for example Windows 7):</p> <ul style="list-style-type: none"> <li>• C:\ProgramData\ndd (for the database).</li> <li>• C:\Users\Public\Documents\ndd (for exports).</li> </ul>	<p>If EasyWare created a new database and you are missing your old one, you have the following possibilities:</p> <ul style="list-style-type: none"> <li>• You can check all „nddmed.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.</li> <li>• If you know the name and location of your old database, you can copy it directly to the new directory, where EasyWare created the new and empty database (Check menu Preferences).</li> </ul>
“Why do I need Admin Rights for starting EasyUpdate ?”	<p>If your EasyOne Device has never been synchronized with EasyWare, EasyWare tries to start EasyUpdate.</p> <p>This software is controlled by Windows User Account Control (UAC) and per se marked with a Shield Symbol.</p> <p>Applications marked this way need Admin Rights to be started.</p>	<p>Either you know your password for an Admin Account or you have to ask your system administrator.</p> <ul style="list-style-type: none"> <li>• You can use the „Administrator“ account. This account is no more visible in Vista and Windows7. Per default no password is assigned and therefore it cannot be used for logins. You first have to assign a password via System Control/Administration/User Account/Administrator – Assign a password.</li> <li>• You can use a user account which is a member of “Administrators” group or is a member of a group with Admin rights. On some platforms a question mark is shown “Don’t allow this software to make changes in your system”. In such a case you must ‘allow’ the software to make changes otherwise the setup will fail.</li> <li>• The Windows User Account Control (UAC) can be switched off temporarily to get rid of the boring dialogs (check out the documentation of your operating system).</li> </ul>
“Write Access could not be granted for EasyWare’s database”	The default directory for EasyWare’s database must be accessible with read and write permission. If this is not the case this message is shown.	When EasyWare is started for the first time it <u>must</u> be started with Administrator Rights. In Windows 7 this can be achieved by a Right-Mouse-Click and “Run as Administrator”.