

Technical Product Bulletin



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Applicable to:

☒ **MGC Employee** ☒ **Distributor** ☒ **Customer**

Product(s): All MGC Products

Date: 6 APRIL 2022

Subject: Computer Configuration Guide for BreezeSuite software

Action Required

Service Call:

☒ **As Needed**

☐ **Immediate**

Purpose: This technical product bulletin aims to provide guidance and suggestions for properly configuring a computer for use with BreezeSuite software and MGC Diagnostics Cardio Pulmonary systems.

REQUIRED COMPUTER CONFIGURATIONS:

The system requires the following computer configuration for optimal performance.

Prevent Windows Users from Changing Date, Time, and Time Zone

Recommend that Date/Time controls within Windows are implemented to ensure data integrity of the audit log. *Note: User must have administrator privileges.*

1. Open Local Security Settings:
 - i) Press the Windows key + R together to open the Run command. Type **secpol.msc** and hit Enter to open the Local Security Policy window.
 - ii) On the left-hand side, Select **Local Policies -> User Rights Assignment**.
 - iii) On the right, double-click the **"Change the system time"** setting to modify.
2. Allow or Disallow Administrator and Users
 - i) Highlight **Administrators** in the Change the system time Properties. Do NOT remove LOCAL SERVICE.
 - ii) Click the Remove button to disallow administrators to change the Date and Time.
3. Allow a specific administrator (instead of all administrators) to have exclusive access to date/time settings
 - i) In the Properties window, click on **Add User or Group**.
 - ii) Click on the **Advanced...** button.
 - iii) Click on the **Find Now** button.
 - iv) Select the name of the specific group that will be allowed to edit Date and Time.
 - v) Click **Apply** and then **OK**. Restart the computer for this policy to take effect.
4. Repeat Steps 1-3 with the exception of double-clicking on **'Change the time zone'** instead of **'Change the system time'** in step 1(iii)

Display resolution of 1028x1240 or higher must be used

Failure to use the proper screen resolution will prevent the proper display of software on the screen and may cause system functionality loss.

Power Plan setting in Windows should be set to "Power Saver" with the following "Advanced Power Settings" applied.

1. In the Windows desktop search box, type **Power & Sleep settings**.
2. Set Screen time setting to "Never."
3. Set Sleep time setting to "Never."

4. Select the "Additional power settings" link on the right-hand side.
5. Set the Preferred plans to "Power Saver" by selecting the radio button next to this plan.
6. Click on "Change plan settings" next to the Power Saver plan and make the following changes:
 - a. Set Turn off the display to "Never."
 - b. Set Put the computer to sleep to "Never."
7. Select "Change advanced power settings" and make the following changes:
 - a. Under the Sleep section, set Hibernate after to "Never."
 - b. Under the USB settings, set USB Selective Suspend to "Disabled."
8. Click "Apply," then "OK" to save the Advanced settings.
9. Click "Save Changes" to save settings within the Power Saver Plan screen

Failure to apply these Power Plan settings may result in errors during system operations and/or prevent system hardware from functioning properly.

PRE-INSTALLATION REQUIREMENTS:

Updating the Operating System:

Verify that all available Windows Service Packs, Updates, and Patches have been installed.

Windows Administrator Permissions Required for Installation:

- Domain Administrator permission is required when installing BreezeSuite on a client computer registered to the Network/Domain.
- Local Windows Administrator permission is required when installing BreezeSuite on a client computer not connected to a network/domain.

Computer Naming Considerations:

The BreezeSuite application registers system/workstation settings to the computer name. Whenever possible, perform computer name changes prior to BreezeSuite software installation to prevent the application's loss of system/workstation settings.

If replacing a computer due to hardware failure, renaming the new computer to the same computer name as the faulty one will preserve the application's system/workstation settings.

Important: If a computer name change is required after installation on a system with the BreezeSuite local SQL Database feature installed, see Computer Naming Considerations located in this document under the Post Installation Requirements or contact MGC Diagnostics technical support for guidance to avoid software downtime.

Important: Registering two or more active workstation computers with the same computer name to a BreezeSuite Network SQL Database will cause application issues. Unique computer names must be used for all active workstations when connected to a Network SQL Database.

POST-INSTALLATION REQUIREMENTS:

Required Windows User Rights (Permissions)

All BreezeSuite users must have Security User Permissions set to 'Full control' for the following folders and all child objects:

- C:\Program Files (x86)\MedGraphics
- C:\ProgramData\MedGraphics

Note: The C:\ProgramData folder is normally hidden.

Special Windows User Permissions required on Ultima Carido2 systems running Mortara Xscribe software:

All BreezeSuite users must have Security User Permissions set to 'Full control' for the following folders and all child objects:

- C:\Program Files (x86)\Mortara
- C:\Mortara Instrument Inc
- C:\ProgramData\MedGraphics\Xscribe
- C:\ProgramData\ExamMgrData

Note: The C:\ProgramData folder is normally hidden.

All BreezeSuite users must have either a minimum of Full Control basic permissions or Query Value, Set Value, and Create SubKey advanced permissions to the following registry and all child objects:

- x86 Operating Systems = H-Key-Local-Machine\Software\Medical Graphics Corporation
- x64 Operating Systems = H-Key-Local-Machine\Software\Wow64\Medical Graphics Corporation

Verify and delete (if necessary) the MedGraphics Virtual Store directory.

Delete the Medical Graphics VirtualStore program folder

1. Click on File Explorer, then select the View tab; checkmark the box by **Hidden Items**.
2. Click on the "**This PC**" shortcut, then double click on the following:
 - a. C:\Users\ValuedCustomer\AppData\Local\VirtualStore\ProgramFiles (x86)
3. Delete the MedGraphics folder..

Delete the Medical Graphics VirtualStore registry entry.

1. In the Windows desktop search box, type **regedit**.
2. Browse to HKEY USERS\... 'registry string'..._Classes \VirtualStore\Machine\Software\WOW6432Node\Medical Graphics Corporation.

Note: Only one of the _Classes registry strings will have the VirtualStore folder.
3. Right Click on the Medical Graphics Corporation folder and click delete.
4. Close the registry editor window.

Disable Virtual Stores:

1. Open the Windows Control Panel.
2. Select Administrative Tools.
3. Select Local Security Policy.
4. Open Local Policies.
5. Open Security Options.
6. Scroll down and double click on User Account Control: Virtualize file and registry write failure to per-user locations.
7. Select 'Disabled' and click OK.

Special Antivirus and anti-malware requirements on Ultima Cardio2 systems running Mortara XScribe software:

BreezeSuite and Mortara XScribe software communicate and store data in real-time during testing. The files exchanged in the following directories and/or files must be excluded from active scanning, or software failure and data loss may occur.

- C:\ECG Data
File Names:
 - CFD.xml
 - CFDL.xml
 - CFV.xml
 - CFV.xml
 - LinkEcg.xs2
 - LogFile.txt
 - ModalityPermissionsTable.xml
 - RawEcg.xs2
 - Report_Cardiopulmonary.xml
 - ST.cfg
 - Step.xs2
 - StressExamSettings.xml
 - StressExamSummary.xml
 - XSPrintOps.txt
- C:\ProgramData\MedGraphics\XScribe\Command
File Names:
 - BreezeLog.txt

- Mort.txt
- ToBreeze.cmd
- C:\ProgramData\MedGraphics\XScribe\Current
File Names:
 - CFD.xml
 - CFSL.xml
 - CFV.xml
 - CFV.xml
 - LinkEcg.xs2
 - RawEcg.xs2
 - ModalityPermissionsTable.xml
 - Report_Cardiopulmonary.xml

File Compression must not be enabled on the following folder:

- C:\Program Files (x86)\Microsoft SQL Server\MSSQL12.MGCSQLSERVER\MSSQL

REQUIRED ANIT-VIRUS SOFTWARE CONFIGURATION:

Anti-virus scans must be configured to run during "Off-Hours" when the system is not in use.

The following folders must be excluded from all active protection and scans:

- C:\Program Files(x86)\MedGraphics\Breeze
- C:\ECG Data
- C:\Mortara Instruments Inc\Xscribe II\Current

Important: For systems connected to the hospital/clinic network, the IT/IS staff responsible for your network must be informed to ensure the network Anti-Virus Software policy follows the requirements listed above.

The following errors indicate anti-virus software interfering with the software function

- BreezeSuite will display an "MFC application..." error
- BreezeSuite will display an "Access violation..." error

WINDOWS UPDATE POLICY:

MGCD recommends regularly performing Windows updates to ensure your operating system and system drivers are updated with the latest service packs, patches, and hotfixes. MGC Diagnostics does not provide a release schedule or list of approved Windows updates, and we recommend installing updates as they are made available from Microsoft.

MGCD recommends downloading and installing Windows Updates when the system is not in use for diagnostic testing; if your facility's policy requires automatic updates, updates must be downloaded and installed in "off-hours" when the system is not in use.

Important: If updates are checked, downloaded, or installed during diagnostic testing, this may result in system errors and/or data loss.

Important: If your system is connected to a hospital/clinic network, the IT/IS staff responsible for your network connection must be informed to ensure the Windows Update policy follows the above guidelines.

ADOBE UPDATE CONFIGURATION:

MGCD recommends downloading and installing Adobe Updates regularly when the system is not in use for diagnostic testing.

COMPUTER NAMING CONSIDERATIONS:

Important: Computers purchased from MGC Diagnostics will have a default computer name of "ValuedCustomer."

Important: If connecting a computer purchased from MGC Diagnostics to a MultiUser (shared) BreezeSuite database, the computer name must be changed to ensure proper system and software function.

When changing the computer name, updates to BreezeSuite registry keys will be required. By default, the local SQL Server name is the same as the local computer name.

- For software version 8.6 and higher, BreezeSuite relies on DB Tools for database management. To update this, navigate to the Database Configuration screen located within DB Tools.
 1. Prior to opening DB Tools, the BreezeSuite program must be closed.
 2. Right Click on DB Tools and run the application as Administrator.
 3. Login to DB Tools using a BreezeSuite user name and password with the appropriate permissions.
 4. Select the Admin tab and then select Database Configuration.
 5. Confirm that the BreezeSuite database is not in use by selecting OK.
 6. Update the local Server Name to reflect the updated computer name.
- For software versions 8.5 and below, BreezeSuite relies on Microsoft SQL Server for database management. BreezeSuite is storing the local server name in the following registry:
 1. 32-Bit OS = H-Key-Local-Machine\Software\Medical Graphics Corporation\Common\StrLocalServerName
 2. 64-Bit OS = H-Key-Local-Machine\Software\Wow64\Medical Graphics Corporation\Common\StrLocalServerNameUpon changing the computer name, you must update the DWord Value in the StrLocalServerName with the new computer name to ensure BreezeSuite can access the SQL database. Prior to opening the registry, the BreezeSuite program must be closed. Failure to close BreezeSuite will result in the registry reverting to the previous value.

NETWORK CONNECTIVITY REQUIREMENT:

MGCD strongly recommends using wired networking connectivity only with all diagnostic systems.

If wireless network connectivity is being considered, the connection must be reliable at all times, or errors and data loss will occur.

If the wireless networked system will be mobile, BreezeSuite must be closed prior to moving the system. Failure to close BreezeSuite prior to moving the system may result in application errors and/or data loss.

A minimum of 20 Mbps operational bandwidth is recommended for wireless network connectivity.

PRINTER SETUP:

In order for the PDF reports to work properly, the properties of PDF reports need to be updated to Adobe Acrobat Reader from Edge (Microsoft's browser within Windows 10). Edge does not have a File Explorer properties 'Print', so BreezeSuite cannot start a PDF print without this.

1. From the Windows start menu, type "Default Programs."
2. Select "Choose default apps by file type."
3. Scroll down to ".pdf" Adobe Acrobat Document.
4. Click "Choose a default."
5. Select Adobe Reader

In addition, take the checkmark out to let windows control the default printer; by default, it is checked and defaults to the Medgraphics PDF printer, which is suitable for exporting purposes only.

1. From the Windows start menu, type "Printers & Scanner."
2. Scroll down past printer options and uncheck "Let Windows manage my default printer."
3. Pick the appropriate printer for your organization.

For more information, please visit our website www.mgcdiagnostics.com.