

## ***Upload controller installation guide Zimmer Online Management System***

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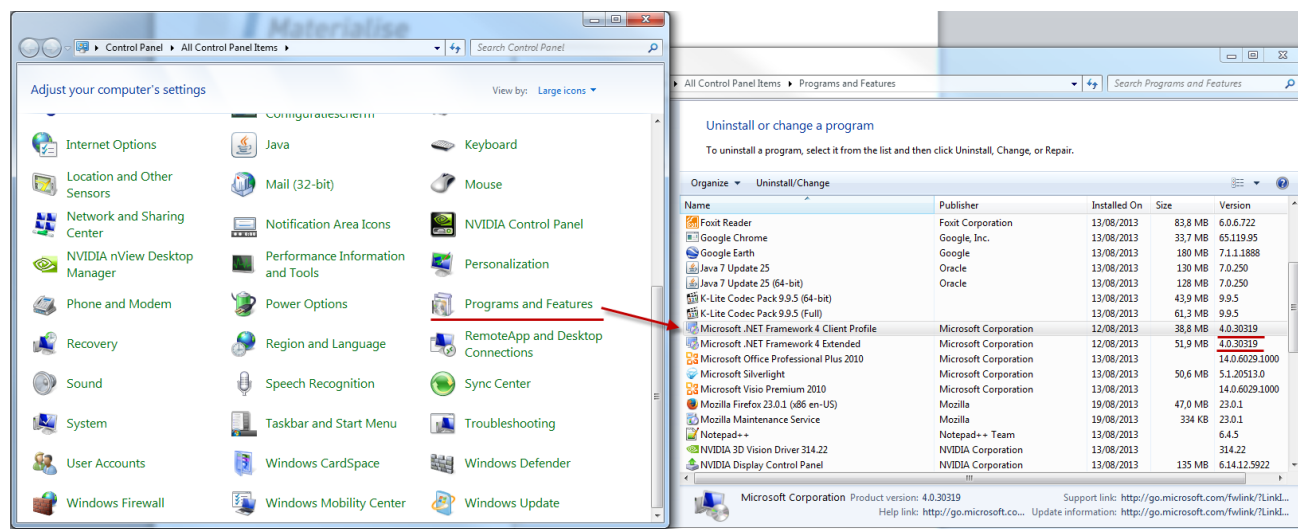
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## System Requirements

- Your operating system needs to have the appropriate version of the Microsoft .NET architecture installed: [Microsoft .NET Framework 4.0](#)

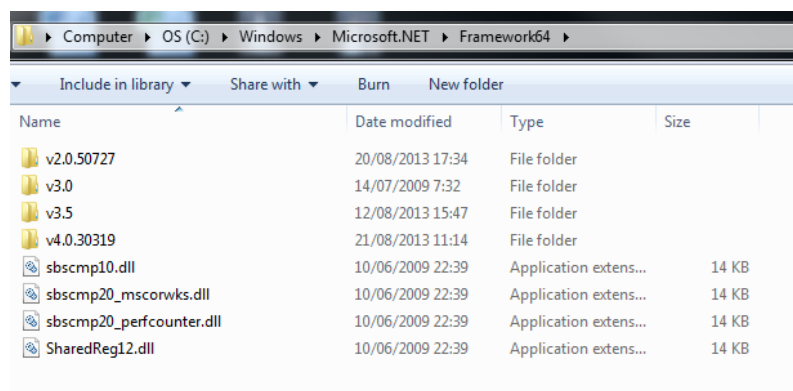
In most computers, .NET is already installed.

You can find out your system type via Control Panel -> Programs and Features



Or you can find which versions of .NET are installed in

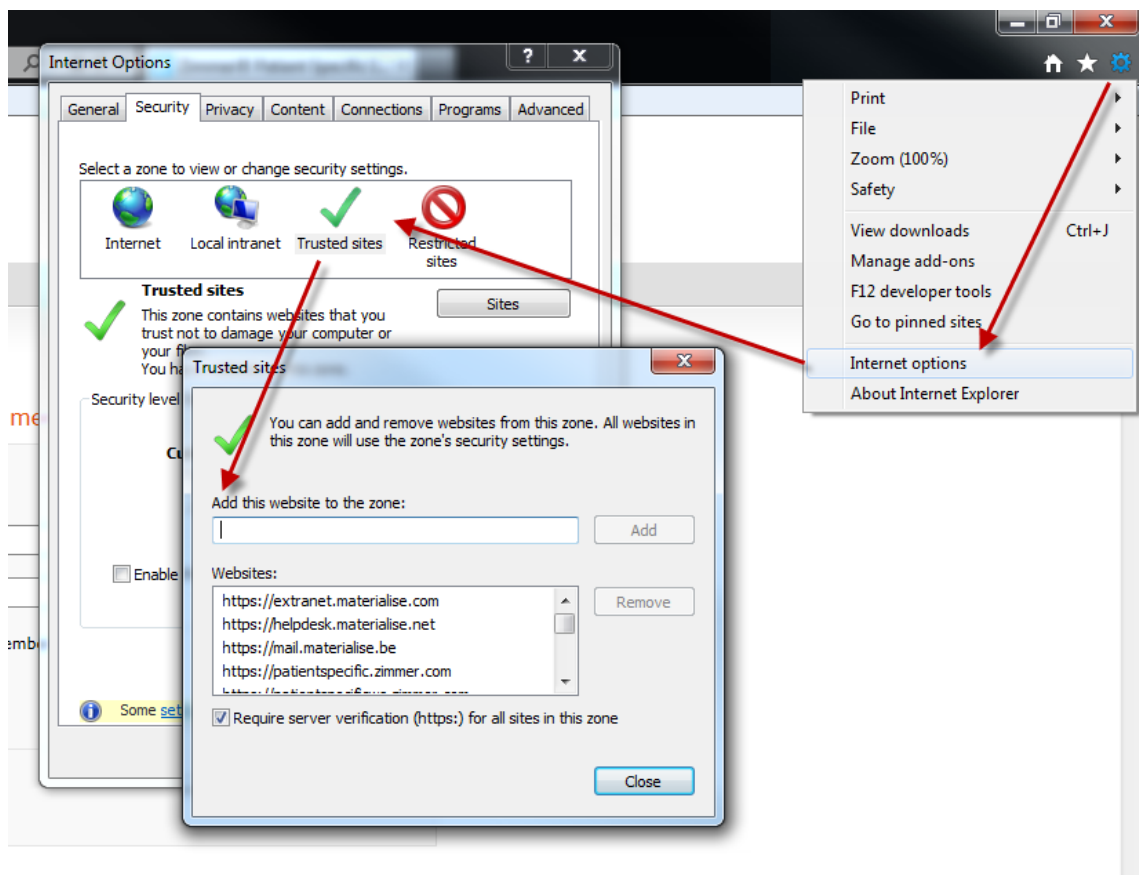
[C:\Windows\Microsoft.NET\Framework](#)



- Supported versions are 2.0 and up.  
If you have version 4.5 installed (default for windows 8 users), please download and execute [this registry edit](#).
- The upload controller is designed to work only in Internet Explorer version 7 or higher.  
Compatibility with other browsers such as Firefox, chrome, safari, etc... is not guaranteed.

## Installation of the upload component

1. Execute the installation of the upload plugin using this [link](#).
  1. Save the installer to your local drive
  2. Right click the installer and if possible select “run as admin”. If this option is not available, simply run the installer.
2. Add <https://patientspecific.zimmer.com/> and <https://patientspecificws.zimmer.com/> as a Trusted Site in Internet Explorer (see image below)



Note the **https://** in both URL's.

3. Restart Internet Explorer.
4. Set the correct compatibility view settings.  
For internet explorer version 9, OMS needs to be shown on “compatibility mode. To make this a default, go to tools->compatibility view settings and <https://patientspecific.zimmer.com> to the list.

In internet explorer versions 7, 8 and 10 should be loaded without the compatibility view.

After these steps, the upload controller is installed and ready for use.

To verify whether it works correctly, visit

<https://patientspecific.zimmer.com/OMS/Public/Test/UploadTest.aspx>.

This page should look like this:

### Upload Test

**This is a test page. Uploaded files will not be saved anywhere on the server. Use it only for uploader validation.**

Select path to 'Any File' for upload.

Browse...

Start Upload

Path	Size (Kb)
------	-----------

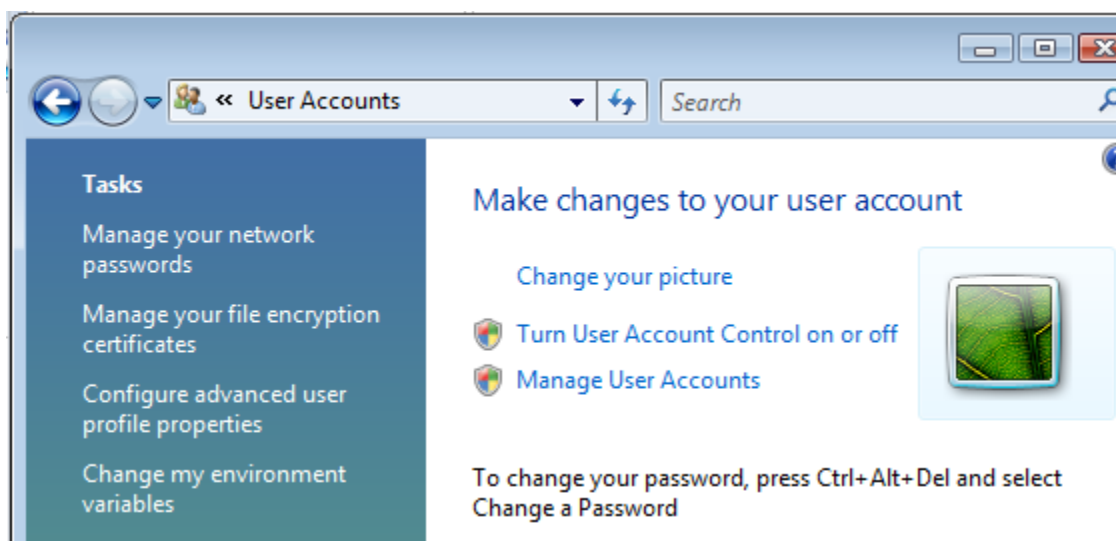
## Troubleshooting errors in uploading files

### Error 1702, error 1722 and other errors during installation:

#### Windows Vista Users:

1. Temporarily Turn off User Account Control (UAC)

Control Panel -> User Accounts-> User Accounts-> Turn User Account Control ON/OFF  
Uncheck "Use User Account Control (UAC) to help protect your computer".



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

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

☐ Use User Account Control (UAC) to help protect your computer

Restart Computer, try installing programs again and see if this resolves the problem, if it still continues try step 3.

2. If install is successful, re-check the "Use User Account Control (UAC) to help protect your computer" box and restart your PC.

3. Go to windows installer [download page](#) and install:

**x86 Platform: Windows6.0-KB942288-v2-x86.msu** (Default if your computer configuration is unknown)

**x64 Platform: Windows6.0-KB942288-v2-x64.msu**

**IA64 Platform: Windows6.0-KB942288-v2-ia64.msu**

## Windows 7 Users:

1. Temporarily Turn off User Account Control (UAC)

Control Panel -> User Accounts-> User Accounts and Family Safety -> User Accounts  
Click on "Change User Account Control Settings"

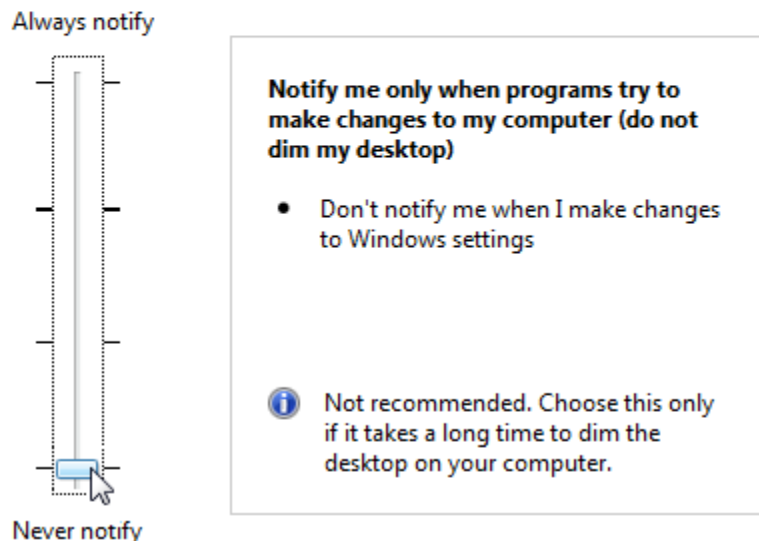


Note the current setting of the bar (to return it to later), then Slide Bar down to "Never Notify"

## Choose when to be notified about changes to your computer

User Account Control helps prevent potentially harmful programs from making changes to your computer.

[Tell me more about User Account Control settings](#)



OK, restart computer, and try installing programs again.

2. If install is successful, return to "Change User Account Control Settings" and slide bar back the original setting before the change was made.

## Windows XP Users

1. Upgrade Win XP SP1 to SP2 or SP3  
Install Win XP SP3 (316Mb)  
(<http://www.microsoft.com/downloads/en/details.aspx?FamilyId=5B33B5A8-5E76-401F-BE08-1E1555D4F3D4&displaylang=en>)
2. Go to windows installer  
(<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=5A58B56F-60B6-4412-95B9-54D056D6F9F4&displaylang=en>)  
and install "WindowsXP-KB942288-v3-x86.exe"

×

Choose the download you want

<input type="checkbox"/> File Name	Size
<input checked="" type="checkbox"/> WindowsXP-KB942288-v3-x86.exe	3.2 MB
<input type="checkbox"/> redistrib.txt	2 KB
<input type="checkbox"/> Windows6.0-KB942288-v2-ia64.msu	3.4 MB
<input type="checkbox"/> Windows6.0-KB942288-v2-x64.msu	2.9 MB
<input type="checkbox"/> Windows6.0-KB942288-v2-x86.msu	1.7 MB

Next

## Windows 2003 Server Users

1. Go to windows installer  
(<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=5A58B56F-60B6-4412-95B9-54D056D6F9F4&displaylang=en>)  
and install "WindowsServer2003-KB942288-v4-x86.exe"

×

Choose the download you want

<input type="checkbox"/> File Name	Size
<input type="checkbox"/> Windows6.0-KB942288-v2-x64.msu	2.9 MB
<input type="checkbox"/> Windows6.0-KB942288-v2-x86.msu	1.7 MB
<input type="checkbox"/> WindowsServer2003-KB942288-v4-ia64.exe	24.6 MB
<input type="checkbox"/> WindowsServer2003-KB942288-v4-x64.exe	4.5 MB
<input checked="" type="checkbox"/> WindowsServer2003-KB942288-v4-x86.exe	2.9 MB

Next

## **Red X Error**

### **Test Images**

Please upload test images:

[Click here for troubleshooting information](#)

This error occurs if any of the system requirements are not met, or the installation was not done properly. Please, revisit section “Installation”.



## Control is not installed

Scan code: TEST-MG-Civilin-JAN31-LEB8

### Waiting for Images

Get test images

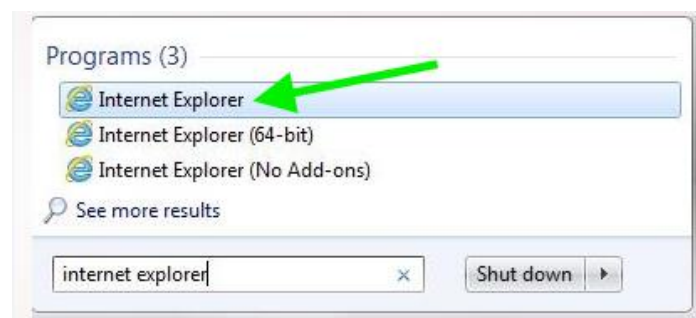
1. Click Browse to find images for upload.
2. Click Start Upload to upload images.

Control is not installed properly, please follow installation instructions.  
Request for the permission of type 'System.Net.WebPermission, System, Version=2.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089' failed.

The .NET framework and “Upload plug-in” may not be installed. See the previous header, “Installation”.

If those two programs have been installed correctly, you might be using the wrong browser. The uploader will not work with Firefox, Safari, Chrome, etc.

If you’re using a 64-bit operating system, make sure to use the regular internet explorer rather than the 64-bit version.



## Disabled upload controller

Scan code: TEST-MT-Testvill-NOV270-LEA11

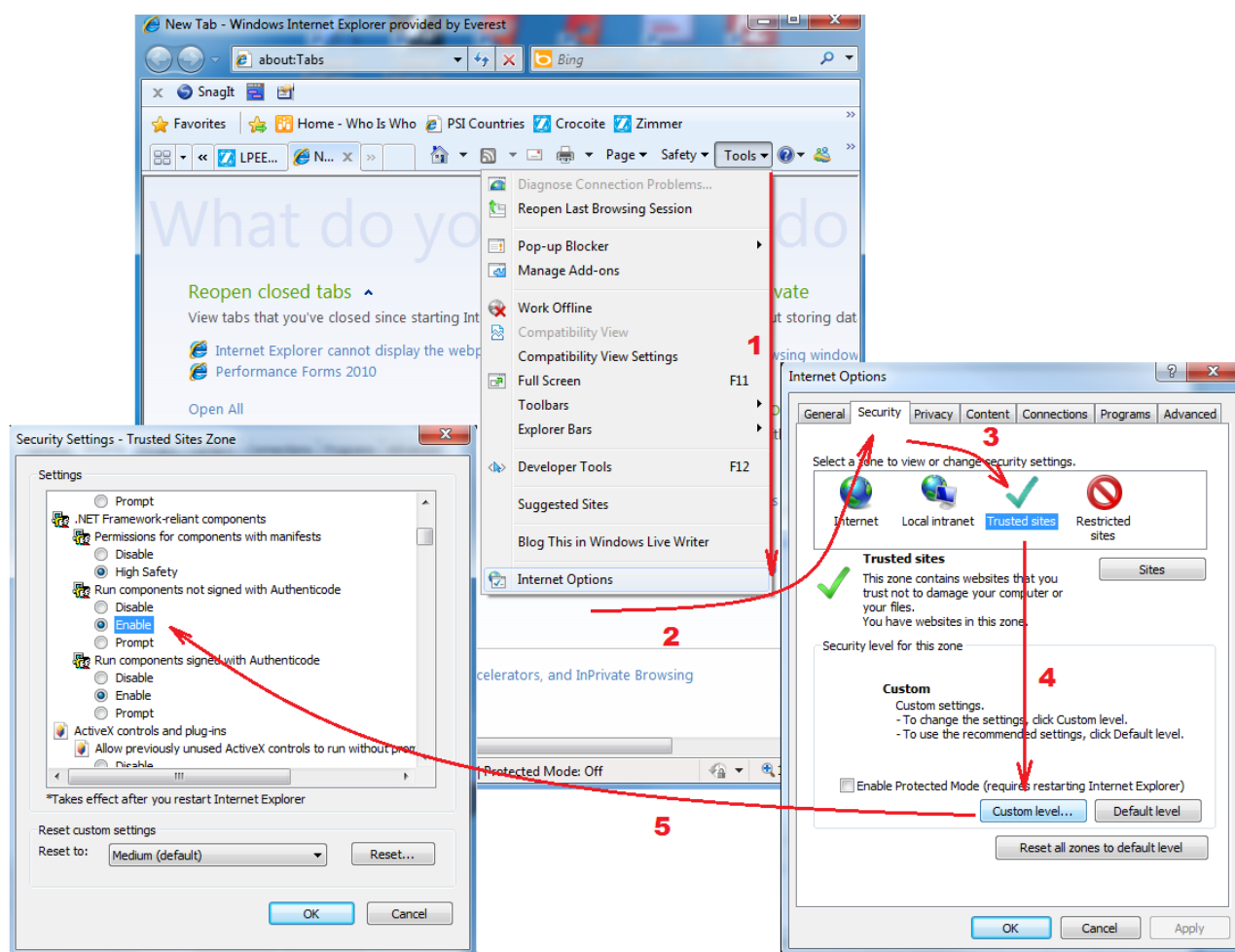
### Waiting for Images

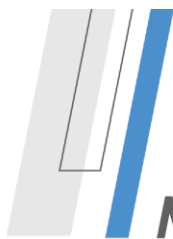
#### Get test images

1. Click Browse to find images for upload.
2. Click Start Upload to upload images.



If you get this error with Internet Explorer, follow the next steps below:





## Control is not installed properly

Upload required files:

Control is not installed properly

Control is not installed properly

Upload additional files:

Control is not installed properly

1. Please reinstall upload plugin using this [link](#);
2. Close Internet Explorer;
3. Delete folder "dl3" in c:\Users\[YourUserName]\AppData\Local\assembly.

## 407 Proxy Error

### Test Images

Please upload test images:

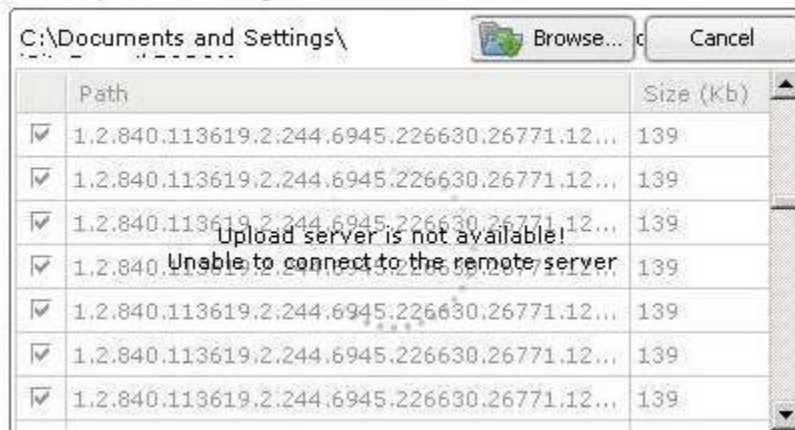


Please contact your IT department. Have them add <https://patientspecific.zimmer.com/oms/> and <https://patientspecificws.zimmer.com/zimmer/WebServices/TestUploadService.aspx> to their "trusted sites" or "exceptions list" on their proxy server.

## Unable to Connect to Remote Server Error

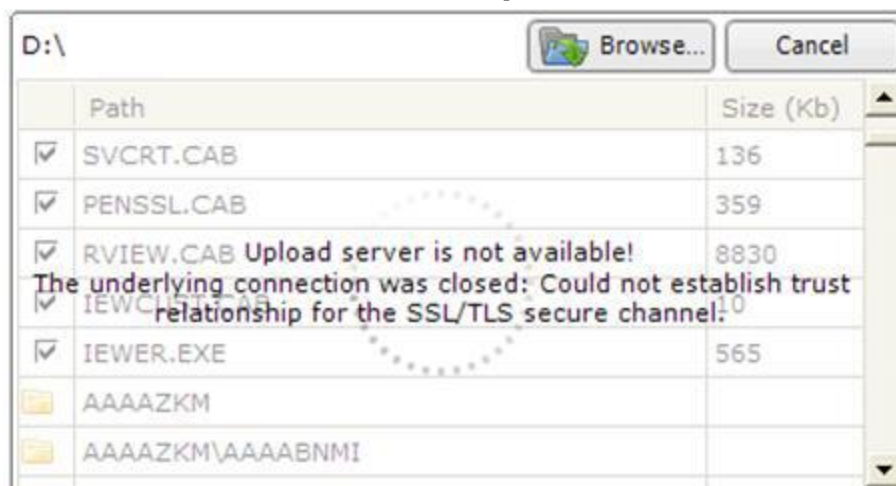
### Test Images

Please upload test images:



Please make sure that you are connected to the internet. Find out if your IT department has set up a “coach page”, a page that comes up when you launch Internet Explorer that requires the user to agree to the terms of use of the internet before actually connecting opening the browser to the internet. If your facility has a coach page, please have your IT department add <https://patientspecific.zimmer.com/oms/> as an exception to bypass the coach page.

## Could not Establish Trust Relationship for SSL/TLS Error



Please set your computer to the correct time, date, and year. Also problem can be related with SSL-certificate. Contact to your IT department.