OLYMPUS

Installation Manual

OLYMPUS Stream [Ver. 2.5]

IMAGE ANALYSIS SOFTWARE

Contents

1 The OLYMPUS Stream documentation

Documentation for the OLYMPUS Stream software is made up of several parts: the Quick Setup Guide, this installation manual, the online help, the user's manual and the database manual.

The **Quick Setup Guide** is delivered with your software. It provides important information about the software activation.

In this installation manual, you can learn how to install, configure, and uninstall OLYMPUS Stream. The manual provides additional information about the system requirements and the software activation and deactivation.

In the **user manual**, you can find both an introduction to the product and an explanation of the user interface. With the help of the extensive step-by-step instructions, you can quickly learn the most important procedures for using your software. You can find the manual saved as a PDF file in the software's installation directory.

In the online help, you can find detailed help for all elements of your software. An individual help topic is available for every command, every toolbar, every tool window and every dialog box. Open help with the [Shift + F1] shortcut. Alternatively, if you have a dialog box open, you can click the question mark in its top right corner.

New users are advised to use the user manual to familiarize themselves with the product and to use the online help for more detailed questions later.

The **database manual** applies to OLYMPUS Stream database users and administrators. It describes the work with databases and how databases are set up and managed. You can find the manual saved as a PDF file in the software's installation directory. The database manual is currently available in English, German and French. If you install OLYMPUS Stream in another language, the English PDF file is installed.

2 System requirements

The following system requirements are necessary to install and to run the OLYMPUS Stream software.
Depending on the camera used, there may be additional or more extensive system requirements. Therefore, also check the system requirements for the camera you want to use before installing OLYMPUS Stream.

CPU	Intel Core i5, i7, i9
Operating system	Microsoft Windows 10 Professional (64 bit) Microsoft Windows 8.1 Professional (64 bit) Microsoft Windows Server 2016 Microsoft Windows Server 2012
RAM	16 GB (recommended) 8 GB (minimum)
Graphics card	2048 MB RAM (recommended), 512 MB RAM (minimum) **Note:** Customers who have purchased the Deep Learning software solution need a graphics card that meets significantly higher requirements. The two graphics cards listed below were successfully tested. However, due to technical progress, this list can change frequently. Contact your Olympus sales representative if you have any questions about suitable graphics cards. • NVIDIA Quadro P4000 • NVIDIA Quadro RTX 4000
Screen resolution	1280x1024 with a 32-bit graphics card
Free storage space on your hard disk	You need to have 2.4 GB of free hard disc drive space in order to install the software. If the PC where OLYMPUS Stream is installed is also intended to be used for storing the data created by the software, you will need a correspondingly larger hard disk (at least 50 GB).
Ports	Dual Layer DVD drive USB 3.1/USB 3.0 port, USB2-ICH7 or FireWire (IEEE1394) port for your camera USB2-ICH7-port or COM port(RS232) for motorized or coded microscopes and stages, objective and zoom encoder for stereo microscopes. For details please refer to the documentation of the corresponding device.
Software for working with reports	In addition to OLYMPUS Stream, for working with reports, MS-Word, MS-PowerPoint and MS-Excel are required for displaying and editing reports. This is why you need Microsoft Office 365, 2019, 2016, 2013 (SP1) or 2010 (SP2). Install Microsoft Office before installing OLYMPUS Stream. For the software package **OLYMPUS Stream Start**, you don't need Microsoft Office because report generation is not included. (However, if you want to export measurement results from **OLYMPUS Stream Start** to MS-Excel, you need a MS-Excel installation on your PC).
Web browser	Microsoft Internet Explorer 10 or 11, Microsoft Edge, Google Chrome

Microsoft .NET Framework	Version 4.6.2 or higher Version 4.6.2 of Microsoft .NET Framework is automatically installed during OLYMPUS Stream setup if an earlier version (or no version at all) of Microsoft .NET Framework is installed on your PC. If a later version of Microsoft .NET Framework is already available on your PC, this isn't changed by the OLYMPUS Stream setup.
Database management system	Microsoft SQL Server 2017 Express Microsoft SQL Server 2016 Express Microsoft SQL Server 2014 Express Microsoft SQL Server 2012 Express Microsoft SQL Server 2008 Express (Microsoft SQL Server Express 2012 can be installed by the OLYMPUS Stream setup)
	In addition, the **OLYMPUS Stream Enterprise** software package supports the following database management systems: Microsoft SQL Server 2008 / 2012/ 2014/ 2016 / 2017 (Standard/ Workgroup/ Enterprise Edition) Oracle 12c, Oracle 11g R2

3   Getting Ready

1) To install your software, you need to have a valid license key. Be sure to keep the certificate that includes the license key.

2) The software cannot be installed unless the user account that is used for the installation is registered as "Computer administrator."
If the user account is registered as a "Restricted account," change it to the "Computer administrator" account.
(For the user account registration, refer to the instruction manual for your PC.)

3) The image data may be damaged unexpectedly. Please backup the data regularly.

4) Please note: If the camera cable is unplugged while the live image is displayed, the live image stops. It remains stopped even after the camera cable has been plugged in again. In this case, start the live image again.

5) OLYMPUS Stream cannot simultaneously be started twice.

6) Make sure your PC won't start a virus scan process during a time lapse acquisition. The PC performance may be deteriorated due to the virus scan so that images cannot be acquired with sufficient accuracy.

7) Before installing the software, read the installation manual of each device that is to be controlled. Also refer to the corresponding device manuals for any information on how to operate the connected devices, for example, microscopes.

4 Installing the software and camera driver

⚠️ Install OLYMPUS Stream <u>before</u> you connect your camera with the PC.

⚠️ To install your software, log on to your PC as administrator.

This section describes the installation process using Windows 10.

4-1 Installing the software

For the installation keep the following available:
- the OLYMPUS Stream software (either on DVD-ROM or as a download)
- Certificate containing the main license key
- Certificates containing the license key for an additional software solution (only when you have purchased a software solution)
- Storage device, e.g. an USB stick (only if the PC on which the software will run has <u>no</u> Internet connection)

1) Close any and all running application programs.

2) Browse to the directory that contains the software and double-click the setup.exe file.
   ► The installation wizard starts. The Select action dialog box opens.

3) Select the Install or maintain imaging software option. Click the Next button to continue.
   ► The next dialog box is shown.
   ► The Select action dialog box remains open in the background. After the software installation, you can select the Install example data or tools option in this dialog box and then install additional data and tools.

4) Activate your software. The activation is described in chapter "Software activation" on page 12.

5) When the software activation has been completed successfully, continue with the software installation.
   ► An installation wizard guides you through the entire software installation. Follow the instructions of the installation wizard, provide the requested information, then click the Next button to continue.
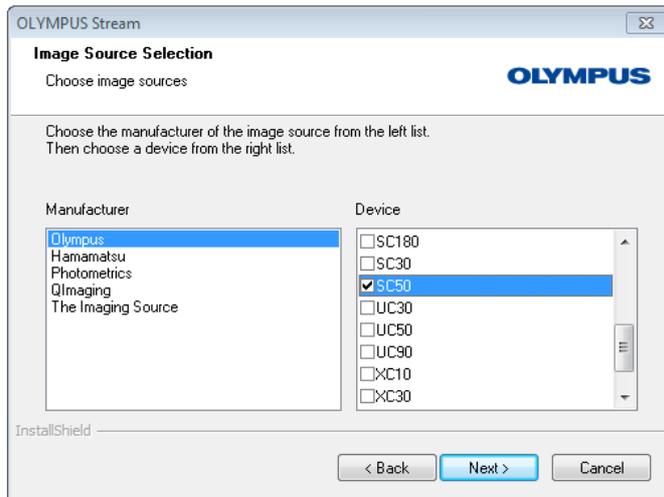
6) Follow the instructions of the installation wizard until the Image Source Selection dialog box opens.
This dialog box shows a list with all cameras supported by your software package. Select the manufacturer on the left side, then select the check box next to the camera you want to use with OLYMPUS Stream from the list on the right side. It is possible to select several cameras.

7) Click the Next button and follow the instructions in the installation wizard.
The Database dialog box opens. Decide here whether or not you want to install your own database management system on this PC.
- Select the Use database server in the local area network option if no database management system should be installed on this PC. For example, this option is useful if another PC has been defined as the database server and all databases are to be set up in the network.
Also select this option if a database management system is already installed on the PC, and you want to use it.
- Select the Install local database server option if a database management system should be installed on this PC. This means that you can set up databases on your PC locally at a later date. The installation then takes much longer.

► The installation wizard displays the Configure Microsoft SQL Server dialog box in this case.
Enter a system administrator password and don't forget to take note of this password!

► The installation of the MS SQL Server database management system will start after the OLYMPUS Stream installation has been finished.

8) Another Database dialog box opens. Select here whether or not you want to define a standard database.

► The database you select here automatically opens each time you start OLYMPUS Stream from now on.

9) Click the Next button and follow the instructions in the installation wizard.
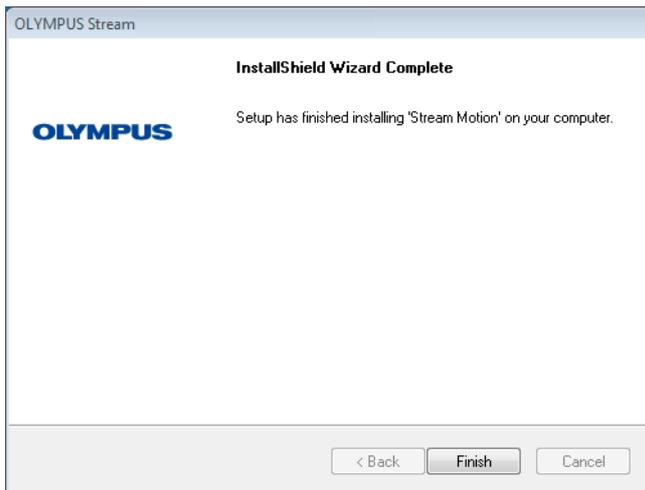
10) When you see the dialog box displayed on the left, click the Finish button

  ► The Select action dialog box, which was open in the background, is displayed again.

  ► Only if you selected the Install local database server option, the installation of the database management system will start now.

11) In the Select action dialog box, select the Install example data or tools option to install additional tools or data.

  ► As a rule, it is a good idea to install the available example images. These example images might be of help to you when you familiarize yourself with your software. Your software's user documentation often refers to these example images.

12) When you have installed all the example data or tools you want: Click the Close button to finish the installation of your software.

  ► The Windows desktop now shows a new icon for starting the software (see page 21).

  ► Additionally, you will find a link to the Driver Installation.htm file on the Windows desktop. This file contains information on how to install additional drivers for hardware that is used.

4-2   Software activation

What is the purpose of software activation?

Software activation is the process to unlock the OLYMPUS Stream software you are about to install or have already installed for perpetual use. Activating the licenses by electronic means now replaces the hardware dongle that in former times was required to protect the software against unauthorized use.

Normally, the licenses are activated at the beginning of the software installation. However, you can also activate your software retroactively, within 30 days after the installation at the latest. When the software activation has been completed successfully, you possess an activated software license that is registered on Olympus' central activation server.

4-2-1 Activation procedure

How the activation is carried out depends on whether an Internet connection can be made or not, and from which PC. There are three scenarios:

1) Internet-based activation
   - If the PC on which the software will run has an Internet connection, the activation automatically takes place via Internet. This is the quickest and easiest scenario which will be used in most of the cases.

2) File-based activation
   - If the PC on which the software will run has <u>no</u> Internet connection, the activation takes place via another PC that has an Internet connection.

3) Code-based activation
   - Alternatively the activation can be done via transferring and entering character codes. You can do this via your mobile device (for example, smartphone) or by calling the Activation hotline. Because of the very long codes that must be entered, only choose this scenario when absolutely no PC with Internet connection is available nearby.

Regardless of the activation scenario used, basically always the same data is exchanged between the client PC and the activation server. These data do not contain any personal information.

Basic data exchange during software activation
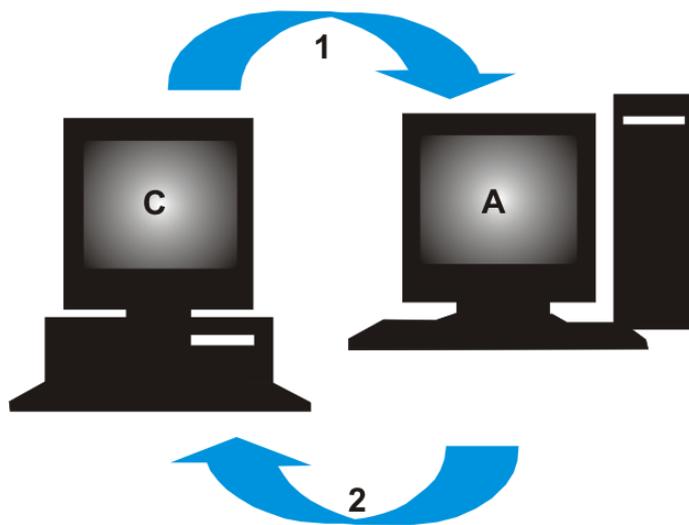
C = Client PC, **A** = Olympus Activation Server, **1** = RAF file, **2** = PAF file

With Internet-based activation scenario, a RAF file (request activation file) is automatically sent to the Olympus' central activation server via Internet. This server, provided that the license could be identified and activated, automatically sends back a PAF file (processed activation file).
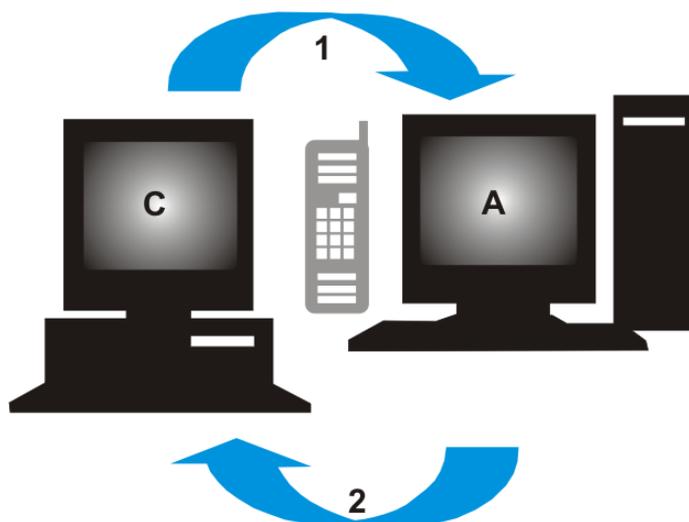
C = Client PC, **A** = Olympus Activation Hotline, **1** = Code A, **2** = Code B

With the file-based activation scenario, the same files are transferred. However, sending the files is done manually in this scenario via upload and download from the activation server.

With the third activation scenario, character codes are exchanged, for example by telephone with the Activation hotline.

The importance of the license key

Every installation of your software requires entering a license key. Without a valid license key you cannot install the software, not even for testing or demo purposes.

The license key can be found on the license certificate that was delivered with your software.
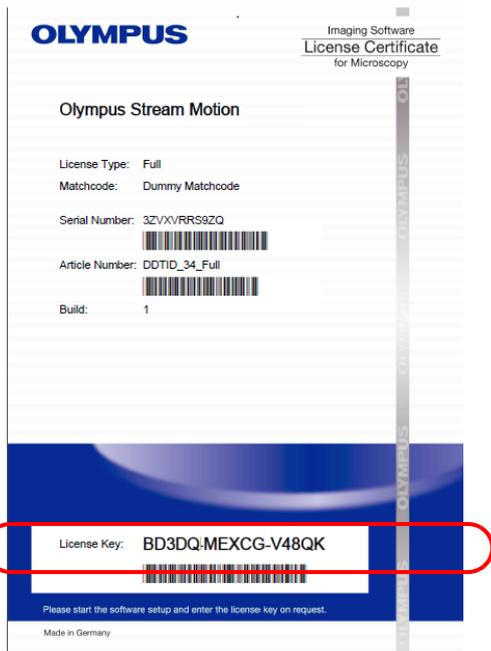
Illustration of a license certificate. The license key that is needed for software installation is circled in the illustration.

During activation the activation server checks whether the license is valid. If the license is valid, the activation server sends back a confirmation (e.g. the PAF file when using the Internet-based activation scenario). With PCs that have an Internet connection, this process runs automatically and is normally finished within seconds.

You are given exactly one license key for your software. If you also purchased specialized software extensions, called Solutions, you have been given a separate license certificate with another license key for each Solution. You must enter these license keys as well during installation.

Using an update license key

If you bought an update for your software, you will have to enter an update license key (see "Updating the software" chapter on page 31) during the installation. All customers who have a license certificate for the OLYMPUS Stream 2.4.x version are allowed to update to version 2.5 free of charge. These customers will therefore not require an update license key.

When does software activation take place?

Having installed the software does not mean that it is automatically activated. If, during software installation, you chose to activate the software later, you must do this within 30 days of installation because you won't be able to use the software afterwards without activation. Until you complete the activation, you are prompted to do so every day during this term.

Select the Help > Activate licenses... command to activate your software licenses retroactively. This command is only available if your licenses have not been activated yet.

4-2-2 Internet-based software activation

If the PC where OLYMPUS Stream is to be used has an Internet connection, the activation is done directly from this PC. Have your license certificate at hand.
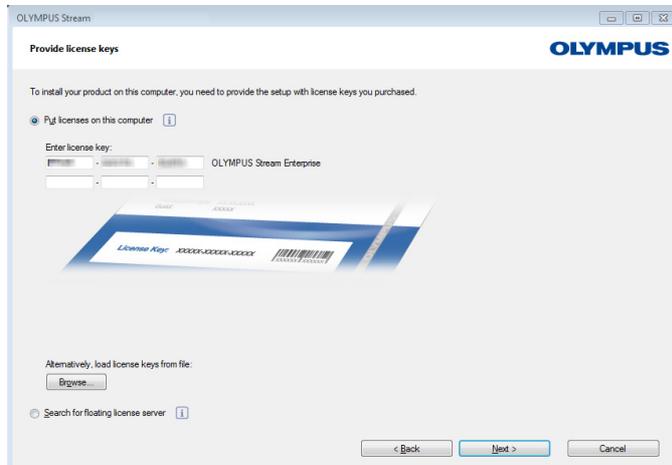
When you start the software installation, the Provide license keys dialog box automatically opens.

1) Enter the license key that is given on the license certificate.
   ► If you have more license keys (for example, for Solutions), enter all of them.

2) Click the Next > button.
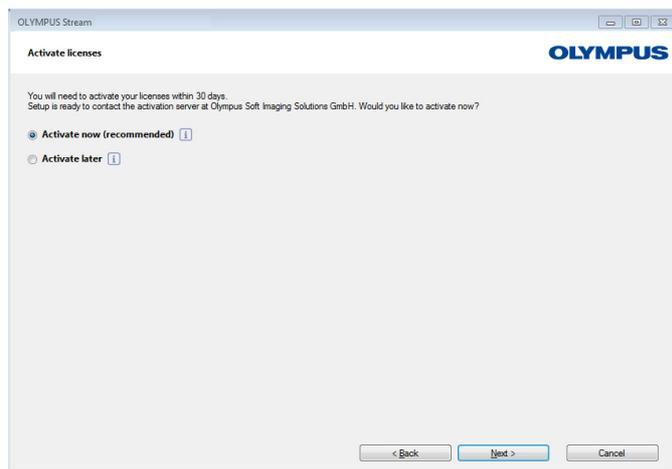
3) In the Activate licenses dialog box that is displayed now, do not change the preset Activate now (recommended) option and click the Next button.

4) In the Contact activation server dialog box, click the Contact Server button.
   ► The PC will now contact the activation server and data will be exchanged. This occurs in the background. This can take several seconds. Do not interrupt this process if possible!
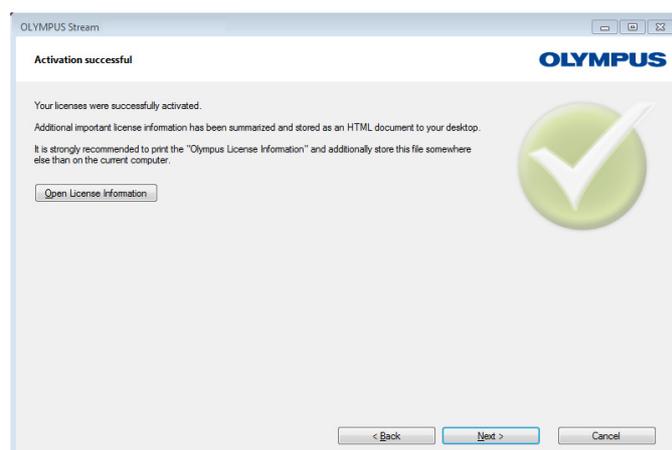
   ► When the dialog box displayed on the left-hand side is displayed, your software has been activated successfully.
   ► The "OlympusLicenseInformation.html" file that contains important information regarding your licenses has been saved to your desktop.

5) Print out this HTML file and additionally save it on another PC to ensure that you can always access this information.

6) Click the Next button to continue the software installation.

4-2-3 File-based software activation

If the PC where OLYMPUS Stream is to be used has <u>no</u> Internet connection, the activation can be done via another PC that has an Internet connection.

To do so, you start the software installation on the first PC and then use a second PC (with an Internet connection) for data exchange with the Olympus' central activation server. Have your license certificate at hand.

When you start the software installation, the Provide license keys dialog box automatically opens.

1) Enter the license key that is given on the license certificate.
   ➤ If you have more license keys (for example, for Solutions), enter all of them.

2) Click the Next > button.

3) In the Activate licenses dialog box that is displayed now, do not change the preset Activate now (recommended) option and click the Next button.

4) In the Contact activation server dialog box, click the Contact Server button.
   ➤ The PC now tries to contact the activation server. Due to the fact that no contact can be made, the dialog box shown on the left-hand side is displayed:

5) To do so, click the Save Request File... button. Save the request file in a way that allows you to access it from the second PC with the Internet connection (for example on a network drive or USB stick).
   ➤ The request file has the RAF file name extension, for "request activation file".

6) Change over to the PC with Internet connection, open an Internet browser and enter the following Internet address.

http://www.olympus-sis.com/file-activation/
   ➤ You will see the following website.

7) If necessary, you can change the website language.

8) Click the Browse... button and find the request file. Then click the Upload > button.
- ► The website will now be updated. This may take several seconds.

9) Click the Download Processed File... button. Save the processed file in a way that allows you to access it from the PC where OLYMPUS Stream is being installed (for example on a network drive or USB stick).
- ► The processed file has the PAF file name extension, for "processed activation file".

10) Close the Internet browser again.

11) Change back to the PC where OLYMPUS Stream is being installed.

12) In the Exchange files for activation dialog box that should still be on display, click the Load Processed File... button. Browse to the directory in which the processed file has been saved.
- ► As soon as the processed file has been loaded, the Next button becomes active.
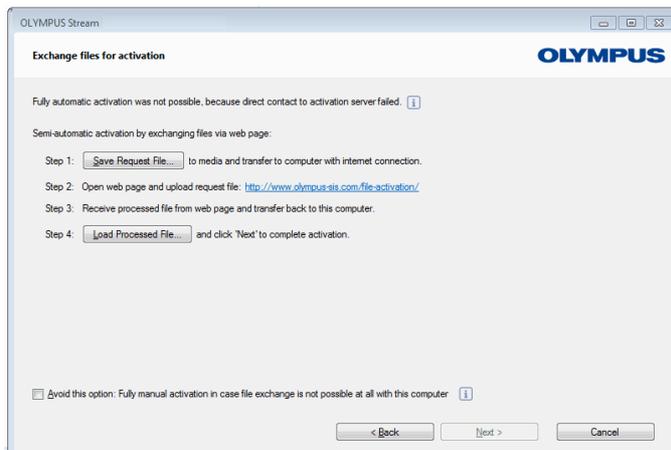
- ► When the dialog box displayed on the left-hand side is displayed, your software has been activated successfully.
- ► The "OlympusLicenseInformation.html" file that contains important information regarding your licenses has been saved to your desktop.

13) Print out this HTML file and additionally save it on another PC to ensure that you can always access this information.

14) Click the Next button to continue the software installation.
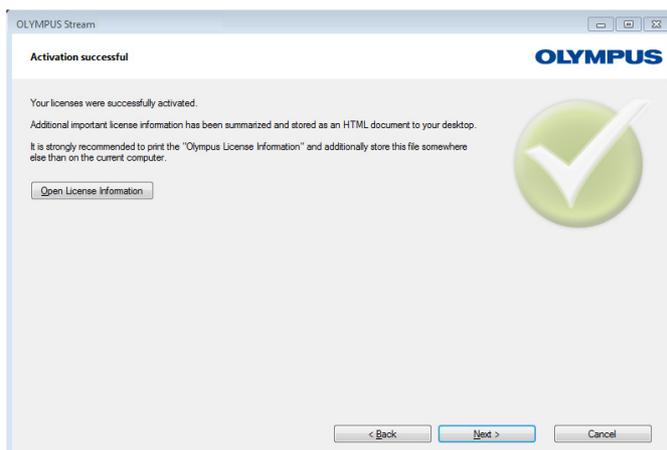
4-2-4 Code-based software activation

If the PC where OLYMPUS Stream is installed has no Internet connection and if no other PC with an Internet connection is available either, the activation can be done via transferring and entering character codes. You can do this via your mobile device (for example, smartphone) or by calling the Activation hotline.

Because of the very long codes that must be entered, only choose this scenario when absolutely no PC with Internet connection is available nearby.

When activating the software via telephone, it is a good idea to have the telephone next to the PC on which you want to activate the software. Then you can read aloud Code A to the Customer Support Center employee and directly enter the newly created Code B that will be given to you.
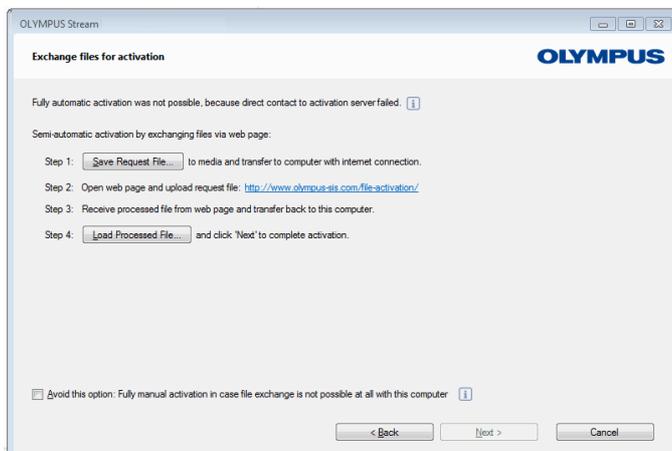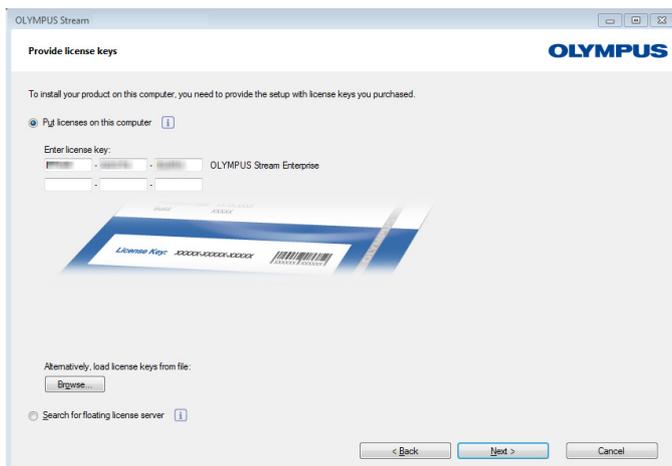
When you start the software installation, the Provide license keys dialog box automatically opens.

1) Enter the license key that is given on the license certificate.
   ➤ If you have more license keys (for example, for Solutions), enter all of them.

2) Click the Next > button.

3) In the Activate licenses dialog box that is displayed now, do not change the preset Activate now (recommended) option and click the Next button.

4) In the Contact activation server dialog box, click the Contact Server button.
   ➤ The PC now tries to contact the activation server. Due to the fact that no contact can be made, the dialog box shown on the left-hand side is displayed:

5) Select the Avoid this option: Fully manual activation in case file exchange is not possible at all with this computer check box.

6) Click the Next button.
   ➤ The dialog box below opens.
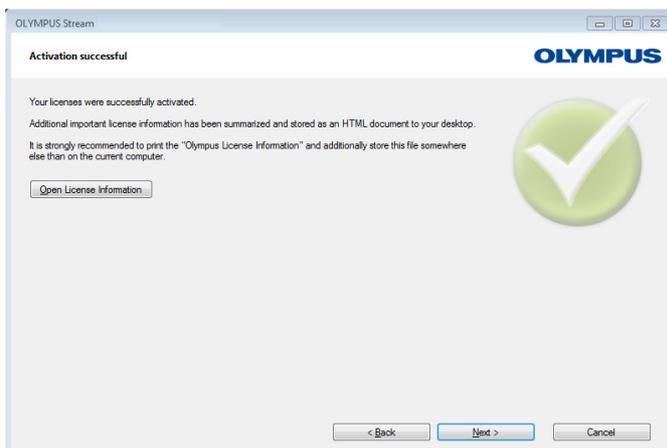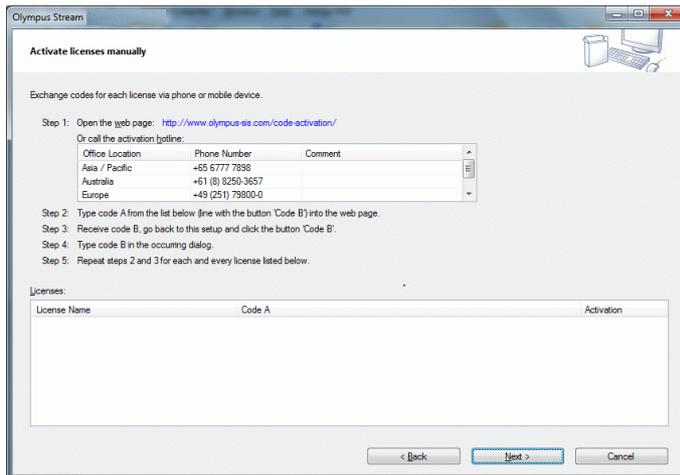
7) Call the Activation hotline during local office hours. The dialog box displays the telephone number that is valid for your location.

  ▶ The customer will bear the costs of the telephone call.

8) Inform the Customer Support Center employee that you would like to activate a software license by telephone.

9) Read aloud Code A.

  ▶ Alternatively, you can use your mobile device (for example, smartphone), and open this website:

http://www.olympus-sis.com/code-activation/

On this website, you can enter Code A yourself and then click the Send button.

10) When you received Code B, click the Code B... button in the Activate licenses manually dialog box.

  ▶ The Type Code B dialog box opens.

11) Enter Code B and click the OK button.

12) If you have more than one license, repeat the last three steps until you entered Code B for all your licenses.

13) In the Activate licenses manually dialog box, click the Next button.

14) When the dialog box displayed on the left-hand side is displayed, your software has been activated successfully.

  ▶ The "OlympusLicenseInformation.html" file that contains important information regarding your licenses has been saved to your desktop.

15) Print out this HTML file and additionally save it on another PC to ensure that you can always access this information.

16) Click the Next button to continue the software installation.

4-3 Connecting the camera and selecting the camera driver

Connecting the camera and PC is done a little differently when you use a FireWire camera instead of a USB camera. The general procedure is the same for both camera types: plug one end of the provided cable into the jack of the camera. Plug the other end into a port on the corresponding board of your PC.

However, the time point when to do this is different depending on the camera type:

- When a USB camera was selected during installation, you finish the OLYMPUS Stream installation and then connect the camera. Normally, the camera driver will then be automatically installed.
- When a FireWire camera was selected during installation, at the end of the software installation, you will be informed that the FireWire drivers still have to be configured.
  In the next step, you will be asked to connect the camera to the PC and to start the configuration. Then, as a rule, the camera driver will also be automatically installed.

Further information about connecting your camera can be found in the installation manual of your camera.

5 Starting and configuring your software

5-1 Starting the software

1) To start the software, doubleclick on this icon located on the MS-Windows desktop.

▷ If you cleared the Add icon to the desktop check box during the OLYMPUS Stream installation, the Windows desktop will not show a new icon for starting OLYMPUS Stream. In this case, browse to the installation folder and double click the Sis.XV.exe file.

2) The first time that you start OLYMPUS Stream, you are asked to configure and calibrate the software.

▷ You can find more information about this in the next sections.

5-2 Configuring the software

⚠ You can only configure the system if you are logged on to the software with the user rights Administrator or Power User. If you have installed OLYMPUS Stream yourself, you automatically have administrator rights.

After installing the software, you need to configure your system. OLYMPUS Stream needs this information in order to correctly control components, such as the motorized components of the microscope, for example.

Prerequisites for the configuration when coded or motorized microscope components are used

If you are using a microscope that is equipped with coded or motorized components, please pay attention to the following hints:

- The PC which OLYMPUS Stream runs on must be connected to the microscope's control box and (if there are some) to other control units (for example, for motorized stages).
For details on connecting the control unit to the PC please refer to the documentation of the corresponding device.
- The control units of the coded or motorized microscope components must be switched on before OLYMPUS Stream is started.
- The interfaces between the microscope (or other motorized or coded components) and the PC which OLYMPUS Stream runs on must be correctly configured.

Specifying which hardware is available

When starting the software for the first time, the Device List dialog box opens automatically. If you closed it, you can reopen it with the Acquire > Device List command. In this dialog box, select the hardware that you use.
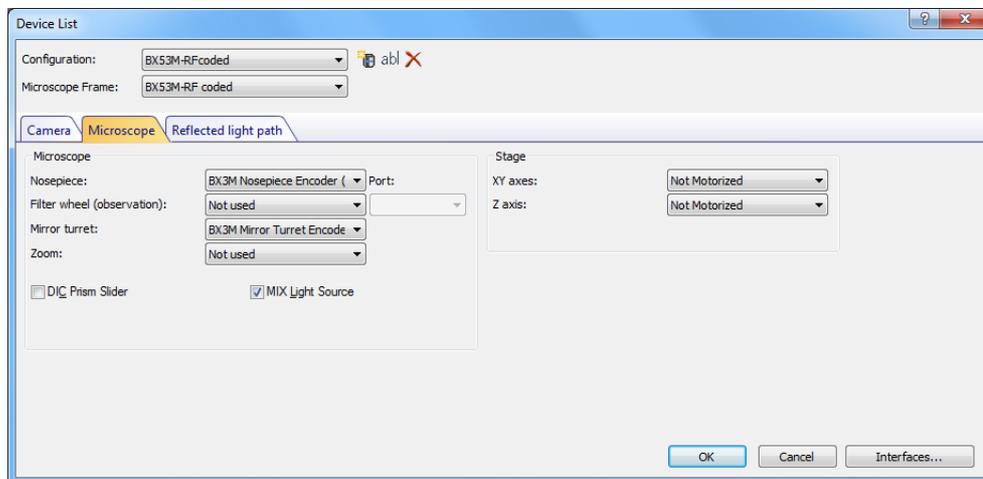
- ▶ Which entries are shown in this dialog box depends on the hardware components selected during the software installation. That is why your Device List dialog box may look different to the image here.
- ▶ You can find detailed information on this dialog box in the online help.

Configuring the specified hardware

After choosing all necessary entries and confirming the selection with OK, the Device Settings dialog box is shown.

In this dialog box, you can make further specifications about the hardware that is used. First, specify which objectives can be found at which position on the nosepiece. Only the objectives that you specified here can be selected or, if they are motorized, controlled when acquiring an image in your software. Your software needs to know which objective is used during image acquisition in order to calibrate the images correctly.
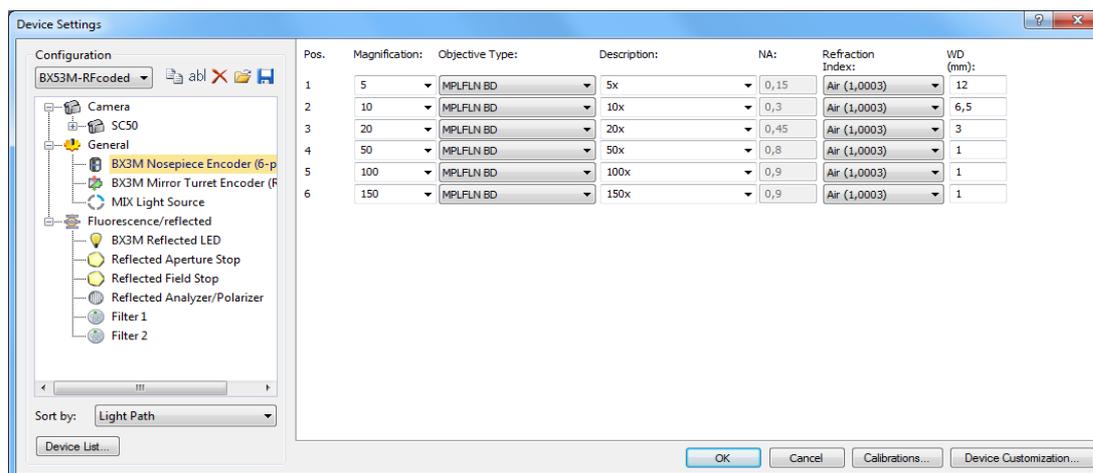
- ▶ You can find detailed information on all the settings in this dialog box in the online help.

Calibrating the system

Your software offers a calibration wizard to execute several calibration processes. You can only work optimally with the system when all of the calibration processes have been performed.

Click the Calibrations... button in the Device Settings dialog box to start the calibration wizard. If you don't want to calibrate the system right now but at a later time, use the Acquire > Calibrations... command.
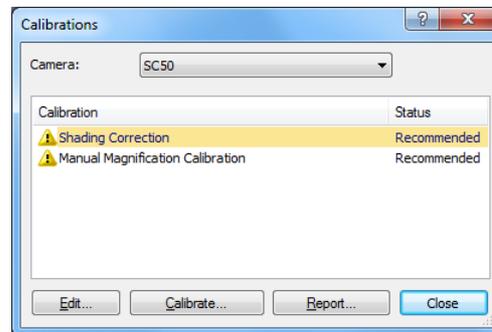
► Which calibration processes are available depends on the hardware components that were selected during the software installation. That is why your Calibrations dialog box may look different to the image here.

Creating a system restore point

When you've newly installed, configured and calibrated your image analysis system, you can save these settings in a system restore point (SRP file). An SRP file is a sort of container that holds all of the user specific data about the configuration of the image analysis system. The files have very different file formats (INI, XML, TXT, BIN files for example) and very different sizes.

When you've created a system restore point, you can:

- Return the image analysis program on your PC back to the state it was in when the system restore point was created. This enables you to undo unwanted changes to the configuration and the calibration.
- Install the image analysis program on a new PC and use the system restore point to ensure that it's configured and calibrated the same as the old PC. This means that you can quickly replace the PC that runs the image analysis program and controls the microscope.

⚠️ **Attention**
The new PC on which you want to restore the system restore point must meet one of these two requirements:

- the PC must be in the same domain as the PC on which the system restore point was created,
- the name of the new PC must be identical to the name of the old PC.

In addition, if possible, the same hardware should be connected to the new PC as to the old PC (for example, microscope, camera, objectives and filter wheels).

If this is not the case, you may receive a warning message regarding the missing hardware component when you start the software or open the Device List dialog box. In this case, update the settings in the Device List dialog box and the Device Settings dialog box.

Please contact your local OLYMPUS support for further questions on system restore points.

What information is saved in a system restore point?

- Hardware configurations (observation methods, device lists, device settings)
- Calibration data
- Layouts
- User-independent parameters. That's all parameters that had the Public setting selected in the Access field when the system restore point was saved. This can be different parameters, for example layouts, macros, LUTs, database templates or camera settings.
  Note: User specific parameters (parameters for which the Private setting was selected in the Access field when the system restore point was saved) are not saved in the system restore point.
  If necessary, every user has to save these user specific parameters separately. They can be found in their user directory by default. It could be called something like: C:\Users\<user name>\AppData\Local\Olympus\OSIS\Stream.
- additional program settings

Note: A system restore point only resets data that relates to the image analysis system back to it's saved state. If, for example, you've performed several updates to the operating system in the intervening time, these are not reset or changed in any way by the Acquire > Devices > Restore System Restore Point... command.

Creating a system restore point

1) Select the Acquire > Devices > Create System Restore Point... command.
- ➤ A message box opens and tells you that this operation will restart the software.

2) Click on the OK button to continue the process.
- ➤ MS-Windows Explorer opens.

3) Specify where you want to save the system restore point (SRP file), then click the Save button.
- • Don't save the SRP file on the same PC that has the configured system. Otherwise the system restore point would also be lost if the PC was unexpectedly no longer available.
- ➤ The software is automatically closed and started again.

Restoring a system restore point

Note: By default, a system restore point can only be used for the same version of the image analysis program. If you've installed a newer version of the software and then try to use a system restore point from an earlier version of the software, you receive an error message. You can try to use the system restore point anyway, especially if the two versions of the software only vary slightly.

1) Select the Acquire > Devices > Restore System Restore Point... command.
- ➤ A message box opens and tells you that this operation will restart the software.

2) Click on the OK button to continue the process.
- ➤ MS-Windows Explorer opens.

3) Browse to the directory where the file with the system restore point (SRP file) was saved and select the file.

4) Click on the Open button.
- ➤ The software is automatically closed.
- ➤ Then the software is re-started with the configurations that are saved in the file with the system restore point.

5-3   Acquiring your first images

After configuring and calibrating your software, you can acquire images. Do the following:

1) Switch to the Acquisition layout. You can do this using the View > Layout > Acquisition command.

2) On the Microscope Control toolbar, click the button with the objective that you use for the image acquisition. The information about which objective has been used is necessary for the correct image calibration.

► If you're working with a motorized microscope, the objective you've chosen is automatically brought into the light path.

3) If you're working with a manual microscope, rotate the objective manually into the light path.

► Note: When working with manual microscopes, it can be useful to display the Image Calibration dialog box after each image acquisition. To enable this function, select the Confirm magnification after acquisition check box in the Acquisition Settings dialog box.
In the Image Calibration dialog box, you can then confirm or change the objective magnification you used. This ensures that the image is properly calibrated. You can find detailed information on this function in the online help.

4) Click the Live button in the Camera Control tool window.

► The live image is displayed.

5) Go to the required sample position in the live-image. To do so, move the stage (either manually or by using the Stage Navigator tool window).

6) Bring the sample into focus (either manually or by using the Microscope Control tool window).

7) Check the color reproduction. If necessary, carry out a white balance. To do so, click the White Balance on ROI button.
You can find this button on the Camera Control tool window's toolbar.

8) Check the exposure time. You can either automatically determine the exposure time or enter the time manually.
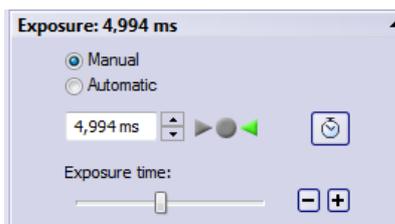
9) Select the resolution you want, in the Resolution group.
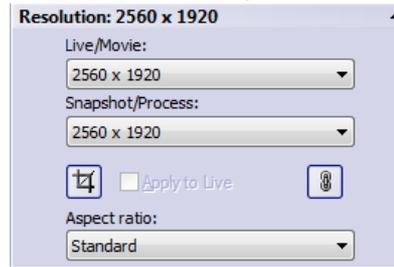
10) In the Camera Control tool window, click the Snap button.
   - ► The acquired image is shown in the document group.
   - ► If a database is open and you haven't changed the default settings, the Insert Image dialog box opens.

11) If you don't have an open database, use the File > Save As... command to save the image. Use the recommended TIF file format.

6   Using Service Updates

Olympus Soft Imaging Solutions GmbH maintains a multilingual Service Updates web page where free service updates for your software are made available. A service update expands or optimizes your existing software installation.

It can expand your software's features (for example, when new devices are supported) or improve your software's functionality (for example, when it contains bug fixes for known problems). The scope of a service update is much smaller than that of a software release.

Viewing and downloading service updates

You can view the service updates relevant for your software on the Olympus Soft Imaging Solutions GmbH Service Updates web page. Each service update has a description with detailed information on its contents.

When you want to install a service update, you first have to download the appropriate file. Service updates have the EXE file extension. You can then start the installation by double clicking the EXE file. Service updates are never installed automatically. The software has to be closed prior to the installation of the service update.

Automatically or manually starting a check for service updates

When starting your software for the very first time after installing it, you can specify whether you want your software to check for available service updates in the Internet.

If you don't change the default settings, your software doesn't automatically check for new service updates when starting. You then have to start the check for service updates manually at regular intervals.

If the PC that is running your software has Internet access, you can specify how often you want your software to check for new service updates (daily or monthly for example) when starting your software for the very first time after installing it. You can change these settings at any later time in the program options.

After a check for updates was started, a dialog box opens with information about the service updates and a link to the Olympus Soft Imaging Solutions GmbH Service Updates web page when new service updates are available. After a new service update has been installed, this update is no longer shown in subsequent checks for updates

Service updates for PCs without Internet access

If the computer running your software has no Internet access, you can download the service update on a different computer that does have Internet access and copy it onto a USB stick for example. Then you can put the USB stick into the PC running your software and install the update from there.

Viewing service updates that have already been installed

Service updates are not user dependent. This means that when you install a service update it will also be used by all of the other users of the image analysis program. Administrator rights are required to install service updates.

You can see which service updates have already been installed in your software's system information.

6-1   Installing service updates

Here are step-by-step instructions for installing service updates. They are valid when the following prerequisites are met:

- The PC running your software has Internet access.
- In your software, the automatic checks for service updates are switched off.
- A new service update for your software is available.
- You have administrator rights in your software.
- You can download EXE files from the Internet.

1) Start your software.

2) Select the Help > Check for Service Updates... command.
   ➤ This manually starts a check for service updates available for your software.

3) Click the Check online now button to make your software check whether new service updates are available on the Soft Imaging Solutions GmbH Service Updates web page.
   ➤ If a service update is available, the Service Update available dialog box appears.

4) In this dialog box, click the https://serviceupdates.olympus-sis.com link to go to the Olympus Soft Imaging Solutions GmbH Service Updates web page.
   ➤ The web page is displayed in your Internet browser.

5) Check that your software and the product version have been correctly selected and also that the operating system that the PC uses has been selected.
   ➤ Because your software transmits this data to the Olympus Soft Imaging Solutions GmbH Service Updates web page, this information is usually correctly selected.

6) Click the Details button that is found to the right of each service update.
   ➤ The Service Update Details message box opens.

7) Read the information about the content of the service update and close the message box.

8) Close your software. It must not be open during the installation of the service update.

9) Also close MS-Word, MS-Excel and MS-PowerPoint. This is necessary because the service update might contain a newer version of the Olympus MS-Office Add-In. This newer version can only be installed when MS-Word, MS-Excel and MS-PowerPoint are closed.

10) Click the Download button to the right of the Details button to download the service update.
   ➤ Some browsers now ask you whether you want to save or run the file. In this case, set that you want to save the file.

11) Save the downloaded file in your browser's download folder or in a folder of your choice. Service updates have the EXE file extension.

12) Double click the EXE file. If your browser is displaying a dialog box with available downloads, alternatively click the Run button.
   ➤ The <name of the Service Update> InstallShield Wizard dialog box appears. It displays the status of the installation with a progress bar.
   ➤ At the end of the installation you receive a message telling you that the installation is complete.

13) Click the Finish button to close the dialog box.

14) Start your software again.

15) Check that the new service update is listed in your software. To do this, select the About command from the Help menu and click the More System Information button. Select the Service Updates entry in the dialog box's tree structure.

▶ This shows you an overview of all of the service updates that have been installed. The most recently installed service update should appear in this list.

16) If you want to install additional service updates, repeat the above steps. Note that service updates have to be installed one at a time. It's not possible to install more than one service update at the same time. You can, of course, download several service updates from the Olympus Soft Imaging Solutions GmbH Service Updates web page in the same step.

When the PC running your software has no Internet access

If the computer running your software has no Internet access, you have to perform the following steps in addition to the above step-by-step instructions.

- You have to check for service updates from a computer that does have Internet access.
- You have to enter the address https://serviceupdates.olympus-sis.com into your browser and select the correct name and product version of the software on the Olympus Soft Imaging Solutions GmbH Service Updates web page. You also have to select the operating system that the PC uses.
- You have to click the Show Results button. Then the applicable service updates are displayed. You can view information about the content and download service updates.
- You have to copy the EXE file onto a data storage medium (a USB stick for example). Then insert the USB stick into the PC running your software and execute the EXE file. You can do this for example by double clicking it in MS-Windows Explorer.

7 Updating the software

Buying an update allows you to upgrade an older version of OLYMPUS Stream to a newer version. You always update to a newer version of the software in one step, regardless of whether you are updating from the previous version of the software or from an earlier one.

Whereas, when installing the software for the first time, you have to enter a license key for the software as well as an additional license key for each Solution that you want to use, for a software update you only have to enter a single license key. This license key allows the update of your software and of all your Solutions simultaneously.

You can get this update license key from your OLYMPUS distributor. It can only be used for a single update procedure and will no longer be needed after that.

All customers who have a license certificate for the version 2.4.x are allowed to update to version 2.5 free of charge. These customers will therefore not require an update license key.

Installing updates

Installing an update is largely similar to installing the software for the first time (see page 12 of the "Installing the software" chapter). You require:
- the version of the software you want to update to (either on DVD-ROM or as a download)
- the certificate with the update license key

1) First check which version of the software is currently installed on the PC. To do this, open the software and select the About command in the Help menu.
  ▶ The software version that you are currently using is displayed.

2) Close the software and any additional application programs that are running.

3) Browse to the directory that contains the software and double-click the setup.exe file.
  ▶ The installation program starts.
  ▶ The Select action dialog box opens.

4) Select the Install or maintain imaging software option.
  ▶ The Provide license keys dialog box opens.

5) Enter the update license key and activate the software. The activation is described in chapter "Software activation" on page 12.

6) When the software activation has been completed successfully, continue with the software installation.
  ▶ An installation wizard guides you through the entire software installation. Follow the instructions of the installation wizard, provide the requested information, then click the Next button to continue.

7) At the end of the installation, click the Finish button.

8) Open the software and check that the update was installed. To do this, select the About command in the Help menu.
  ▶ The version of the software that you have updated to is now displayed.

8   Repairing and recovering licenses

Repairing licenses

If the License System Error message appears when you start OLYMPUS Stream, in many cases you can repair your license without outside help. To do this, click the Repair button in the License System Error dialog box and follow the on-screen instructions.

If you activated the software using character codes, you cannot repair your license without outside help. If this is the case, contact our customer service.

Recovering licenses

If you can no longer start the PC on which OLYMPUS Stream was activated (for example, because the hard drive is damaged), in many cases you will be able to transfer the license to a different PC without outside help. Use the service code in the "OlympusLicenseInformation.html" file for this. This file was automatically created when OLYMPUS Stream was activated and was saved on your PC's desktop.

If you activated the software using character codes, you cannot recover your license without outside help. If this is the case, contact our customer service.

Sending a service code to the Olympus service web site

If you followed the instructions for software activation in chapter 4 of this manual, you will have either a printout of the "OlympusLicenseInformation.html" file or a copy of this file on a different drive.

The Olympus License Information file. The Service Code is outlined in red.

If this is the case, open an Internet browser and enter this address to open the Olympus service web site.**http://www.olympus-sis.com/license-service**. Enter the service code and additional information including your e-mail address and click the Submit Request button. You will then receive an e-mail with a license recovery key. You can use this to install OLYMPUS Stream on a different PC.

9   Software deactivation

⚠ You must deactivate the software if you want to install the same OLYMPUS Stream software again on the same or on a different PC. Please pay attention to the following hints that are a part of the Olympus License Information:

Please keep in mind that you need to deactivate your licenses before you
- use and activate them on another computer
- use a previously created restore point
- restore your system by installing a backup file
- change hardware components of your computer
- reinstall/change your operating system

Deactivation of your software licenses is always done via the Olympus' central activation server, too. It is important that the software license receives the "deactivated" status on this server. Only then can this license be activated again.

Just like activation, also the way the deactivation is carried out depends on whether an Internet connection can be made or not, and from which PC. The same scenarios as with the activation apply:

1) Internet-based deactivation
   ➤ If the PC on which the software should be deactivated has an Internet connection, the deactivation almost automatically takes place. This is the quickest and most uncomplicated scenario which will be used in most of the cases.

2) File-based deactivation
   ➤ If the PC on which the software is to be deactivated <u>no</u> Internet connection, the deactivation takes place via another PC that has an Internet connection.
   This deactivation scenario requires an **additional step**: One additional file must be uploaded onto the Olympus' central activation server: the confirmation file that contains the information that the deactivation was successful. This software license will only get the "deactivated" status on the activation server after you uploaded this additional file.

3) Code-based deactivation
   ➤ If you activated the software via transferring and entering character codes (either by using your mobile device (for example, smartphone) or by telephone via the Activation hotline), deactivation **must** be done code-based, too.

Regardless of the deactivation scenario used, basically always the same data is exchanged between the client PC and the activation server. These data do not contain any personal information.

## Basic data exchange during software deactivation

With the **first** deactivation scenario, the RAF file (request activation file) and the PAF file (processed activation file) are automatically sent to the Olympus' central activation server via Internet.

With the **second** deactivation scenario, the same files are transferred. However, sending the files is done manually in this scenario via upload and download from the activation server. At the end of the deactivation procedure, the customer must save and upload another file, the CAF file (confirmation activation file). With the **third** deactivation scenario, character codes are exchanged, for example by telephone with the Activation hotline.

9-1 Internet-based deactivation
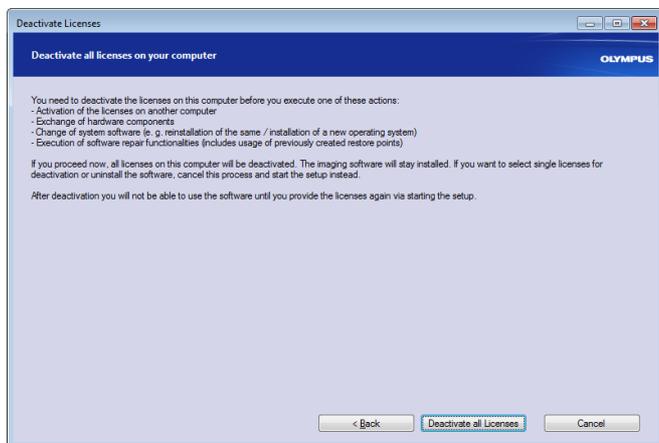
1) If you want to deactivate all licenses on your PC, start OLYMPUS Stream and select the Help > Deactivate Licenses... command.

2) Read the information in this dialog box and click the Deactivate all Licenses button.
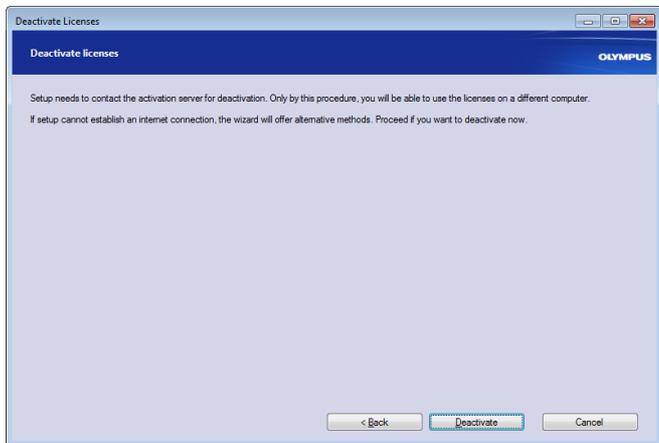
3) Click the Deactivate button.
   ► The PC now contacts the activation server.
   ► When the deactivation could be completed, you will see the Deactivation successful dialog box.
   ► On your desktop, updated information regarding your licenses has been saved.

4) Print out this HTML file and additionally save it on another PC to ensure that you can always access this information.

5) Click the Close button.

Note on file-based and code-based deactivation

Basically, the file-based and code-based deactivation is very similar to the procedure of the activation. Therefore, all the steps you have to perform are not described in detail here.
When you use the file-based deactivation, you have to upload the confirmation file to the activation server after the deactivation is finished.
Use the following Internet address to access the activation server:
http://www.olympus-sis.com/file-deactivation/

Alternatively, you can use your mobile device (for example, smartphone), and open this website:

http://www.olympus-sis.com/code-deactivation/

10   Uninstalling the software

What is uninstalled?

Only the OLYMPUS Stream software is uninstalled. If you installed the Microsoft SQL Server Express database management system, this installation remains on your PC.

⚠️ The Microsoft SQL Server Express database management system can only be removed by using the control panel. Afterwards, your databases can no longer be opened. So, firstly make absolutely sure that you will either never need the databases again or have made a complete backup of all databases. Only then should you remove the database management system!

Uninstalling the software

⚠️ To uninstall OLYMPUS Stream, log on to your PC as administrator.

1) Browse to the directory that contains the software and double-click the setup.exe file.
   ► The Select action dialog box opens.

2) Select the Install or maintain imaging software option. Click the Next button.

3) Select the Maintain imaging software option. Select the software you want to uninstall and click the Next button.

4) Select the Uninstall imaging software option. Click the Next button.

5) The Optionally deactivate licenses dialog box opens.

6) Select the Deactivate licenses (recommended) option. Click the Next button.
   ► Please note: You can uninstall the software without deactivating the license. However, you can't activate a deactivated license again, if the software is still installed on other PCs.

7) Perform the deactivation (see page 34).
   ► The uninstallation starts after the deactivation is completed.
   ► When the deactivation is complete, a message box opens.

8) Click the Finish button to confirm.

If the DVD that has been supplied with your software is not available

You can also use your operating system's functionality to uninstall the software (for example, with Windows 10 by clicking the Start button at the bottom left and selecting the Control Panel > Programs > Uninstall a program command). In this case it is mandatory to have the software deactivated in advance (see page 34), because a deactivation is not possible during the operating system's uninstallion procedure.

OLYMPUS

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