

Codonics Virtua Windows Embedded 8 Standard Operating System Upgrade

Technical Brief

Overview

The Codonics Virtua® Medical Disc Publisher runs on a Microsoft Windows Operating System (OS). The system software must be enabled with a feature key obtained from Codonics. The Operating System must also be activated with Microsoft. Users who upgrade a Virtua from Version 4.2.0 or earlier will be able to activate the new OS online or by phone.

NOTE: Upgrading Virtua software from 4.2.0 or before requires a Windows 8 Embedded feature key. The system software will not function unless this key is present.

NOTE: Virtua software will still record discs even if the Operating System is not Activated with Microsoft. However, a watermark will appear in the lower-right of the main touchscreen until the Operating System has been activated with Microsoft.

NOTE: In accordance with Microsoft Licensing requirements, this product prompts the user to activate the Windows Operating System. After being activated with Microsoft once, there should be no need to activate Windows again if Virtua software is reinstalled. The activation information is retained during the software install process.

NOTE: Virtua systems shipped from Codonics with version 5.0.0 software or later will already have the Operating System activated and feature keys pre-installed.

NOTE: Virtua XR systems manufactured between July 2014 and December 2016 may require a minor modification to the Controller. See Codonics Technical Brief 901-613-002 for details.

Prerequisites

Confirm that each of the following items is available:

- ◆ Virtua Software version 5.0.0 or later.
- ◆ Customer order number.
- ◆ Smartdrive license number.
- ◆ Windows license label.

- ◆ Internet connection (directly on the Virtua) with a valid DNS server configured, or phone access (no Internet needed).

Codonics Software Installation Workflow

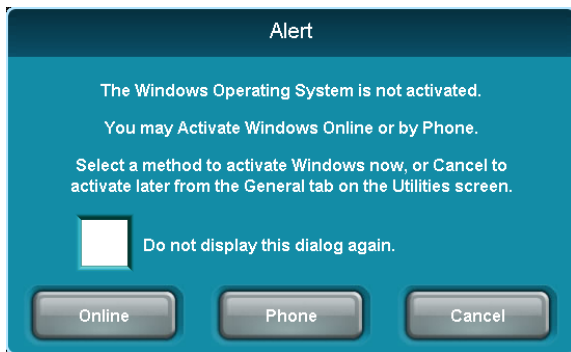
1. Obtain the customer order (CO) number for the software upgrade, the serial number of the controller, and the license number of the Smartdrive.
2. Contact Codonics Technical Support via telephone or email and request a feature key for your Windows upgrade. Ensure the correct license number, serial number, and customer order number are included.
3. Install software as outlined in Codonics Virtua Software Installation Technical Brief (901-152-XXX).
4. Once the software installation is complete, a dialog box will be presented prompting for the Windows Embedded 8 feature key.
5. Enter the feature key obtained in step 2 and press OK.
6. Once the feature key has been successfully applied, attach the Windows 8 Embedded license sticker to the Virtua controller. Remove the green disc output bin and place the sticker as shown below:



NOTE: Windows Embedded 8 Standard can only be reinstalled if the license sticker is present. If the unit is returned to Codonics for repair or swap and the sticker is not present, Codonics must charge the customer for another license if Windows Embedded 8 is required.

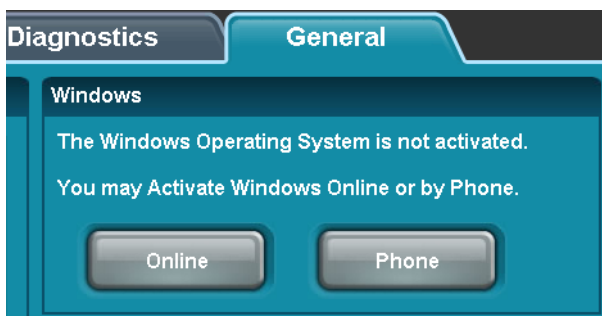
Windows Activation Workflow

If the OS is not activated, the Virtua Login screen will show a dialog:



If you do not want to be reminded about activating Windows, check "Do not display this dialog again.". If you do not want to activate Windows at this time, press the Cancel button.

Windows can be activated at any time from the Utilities -> General tab:



Activation by active Internet connection

To activate Windows with an active Internet connection and a valid DNS server configured, press the Online button. Windows should activate automatically. This could take a minute or two. If activation was unsuccessful, Virtua software shows an error message. Windows will not be activated, and you may try to activate again at a later time. If the error displayed indicates "Operation timed out" or "Unable to contact server", then it is possible that the Virtua is not directly connected to the Internet, or does not have a valid DNS server configured.

Activation by telephone

To activate Windows by Phone, press the Phone button. The Activate Windows by Phone dialog is displayed:



This dialog shows phone numbers based on the current locale and an internal list of phone numbers.

The list of phone numbers was taken from Microsoft's Volume Licensing Activation Centers worldwide telephone numbers website:

<https://www.microsoft.com/en-us/licensing/existing-customer/activation-centers.aspx>

If necessary, use a remote web browser to check the most current Microsoft phone number list to find a more suitable phone number.

1. Dial the appropriate phone number (local charges may apply).
2. Select the Volume License Activation option from the phone menu.
3. A Microsoft support representative will answer the phone and ask you what Microsoft product you want to activate. Respond with Windows Embedded 8 Standard.
4. The representative will ask you to read the Installation ID. Respond with the 63-digit Installation ID displayed on the Activate Windows by Phone dialog box.
5. Read all 9 blocks of 7-digit numbers in the Installation ID displayed on the Virtua dialog.
6. The Microsoft support representative may read back the Confirmation ID or may transfer the phone call to the Microsoft Confirmation ID system (automatic voice system).
7. The Microsoft Confirmation ID system will read out 8 blocks of 6-digit numbers (A - H).
8. Enter all numbers into the Virtua dialog (dash characters between blocks will be added automatically).

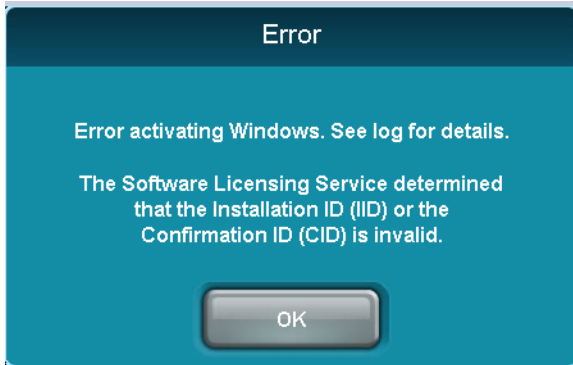
9. Press OK to activate Windows.

If Activation succeeded

1. Virtua SW shows the Login screen or the Utilities -> General tab.
2. The Microsoft Confirmation ID system will ask if the activation succeeded.
3. Say "yes", and then you may hang up the phone.

If Activation fails

If activation was unsuccessful, Virtua SW shows an error message. Most likely, it is because the Confirmation ID was not entered correctly:



1. The Microsoft Confirmation ID system will ask if the activation succeeded.
2. Say "no".
3. The Microsoft Confirmation ID system will again read out 8 blocks of 6-digit numbers (A - H).
4. Click the Confirmation ID text input box and correct the Confirmation ID.
5. Repeat this process until the activation succeeds.

Technical Support

If problems occur that are not covered by this Technical Brief, contact Codonics Technical Support between the hours of 8:30AM and 5:30PM EST (weekends and U.S. holidays excluded).

Phone: +1.440.243.1198
Email: support@codonics.com
Website: www.codonics.com

Get it all with just one call
800.444.1198

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