annalise

Annalise Enterprise

Administration Guide

English

Annalise Enterprise

This guide is applicable to:
- Annalise Viewer version: **3.2**
- Annalise Backend version: **3.2**
- Annalise Integration Adapter version: **3.2**

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CE 2797 UK CA

MD

ANNALISE-AI PTY LTD
Level P
24 Campbell Street
Sydney NSW 2000
AUSTRALIA
www.annalise.ai

| EC REP | QualRep Services B.V. | **New Zealand Sponsor** |

QualRep Services B.V.
Utrechtseweg 310 - Bldg B42
NL-6812 AR Arnhem
THE NETHERLANDS

New Zealand Sponsor
AA-Med NZ Ltd.
Level 7, 54 Gill Street
New Plymouth, 4310
NEW ZEALAND

CH REP
QUNIQUE GmbH
Bahnhofweg 17
5610 Wohlen AG
SWITZERLAND

UK Responsible Person
Qserve Group UK Ltd.
282 Farnborough Road
GU14 7NA, Farnborough
UNITED KINGDOM

India Authorised Representative
Asia Actual India (OPC) Pvt. Ltd.
523A, Tower A, Spaze-I-Tech Park
Sector 49, Gurgaon, Haryana, 122018
INDIA
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No. 20, Jalan Sasa 4
Taman Gaya, 81800, Johor
MALAYSIA
Registration Number: GA5216421-60402

Thailand Authorised Representative
Asia Actual (Thailand) Co., Ltd.
8 T-One Building, Room No. 15-102
15th Floors, Soi Sukhumvit 40
Sukhumvit Road, Phra Khanong, Khlong Toei
BANGKOK 10110
Registration Number: 65-2-2-2-0017147

Indonesia Authorised Representative
PT ARQon Solusi Medika
Rukan Niaga Gunung Sahari B-2
JakPus 10720
INDONESIA
Registration number: 126100071236600030002

Introduction

This document provides an overview of the Annalise Enterprise product, including component requirements, supported capabilities, available customisations and configuration backup and security details.

It also shows you how to install and configure the Annalise Viewer and configure your PACS to interface with the Annalise Enterprise product.

Who

This document is for IT administrators and support staff only. It is not intended to be used by clinical users.

For the clinical use of this product, please refer to the *Annalise Enterprise User Guide.*

Intended purpose

Annalise Enterprise is a medical device intended to assist clinicians with the interpretation of radiological imaging studies and provide notification of suspected findings.

Indications for use

Annalise Enterprise identifies suspected findings in:
- digitised (CR) or digital (DX) chest X-ray studies taken in the anterior-posterior (AP) or posterior-anterior (PA) and optionally lateral (LAT) orientations of adult patients
- non-contrast brain CT scans (brain kernel) of adult patients

For chest X-ray (CXR), the device improves the detection of radiological findings visible on chest X-rays. For CT Brain (CTB), the device improves the detection of radiological findings visible on non-contrast CT brain scans.

The device identifies 124 CXR findings and 130 CTB findings (as defined in the *Annalise Enterprise User Guide).*

The device is used on a PC workstation in conjunction with a medical imaging viewer (i.e. PACS system).

The device may also be configured to provide input to worklist software to assist with notification and triaging. The device identifies studies with selected findings and communicates these studies to the worklist software which enables triaging of the worklist and notification.

Note: CTB is an additional licenced option and is not available in all regions (CTB is not available in the EU).

Contraindications

The device:
- is not intended to provide direct diagnosis
- is not to be used on patients under the age of 16 for CXR and under the age of 18 years for CTB
- does not enable an increase in the clinician's scope of practice

Annalise Enterprise overview

Annalise Enterprise Annalise Enterprise contains the following three sub-systems:

- Annalise Integration Adapter
- Annalise Backend
- Annalise Viewer
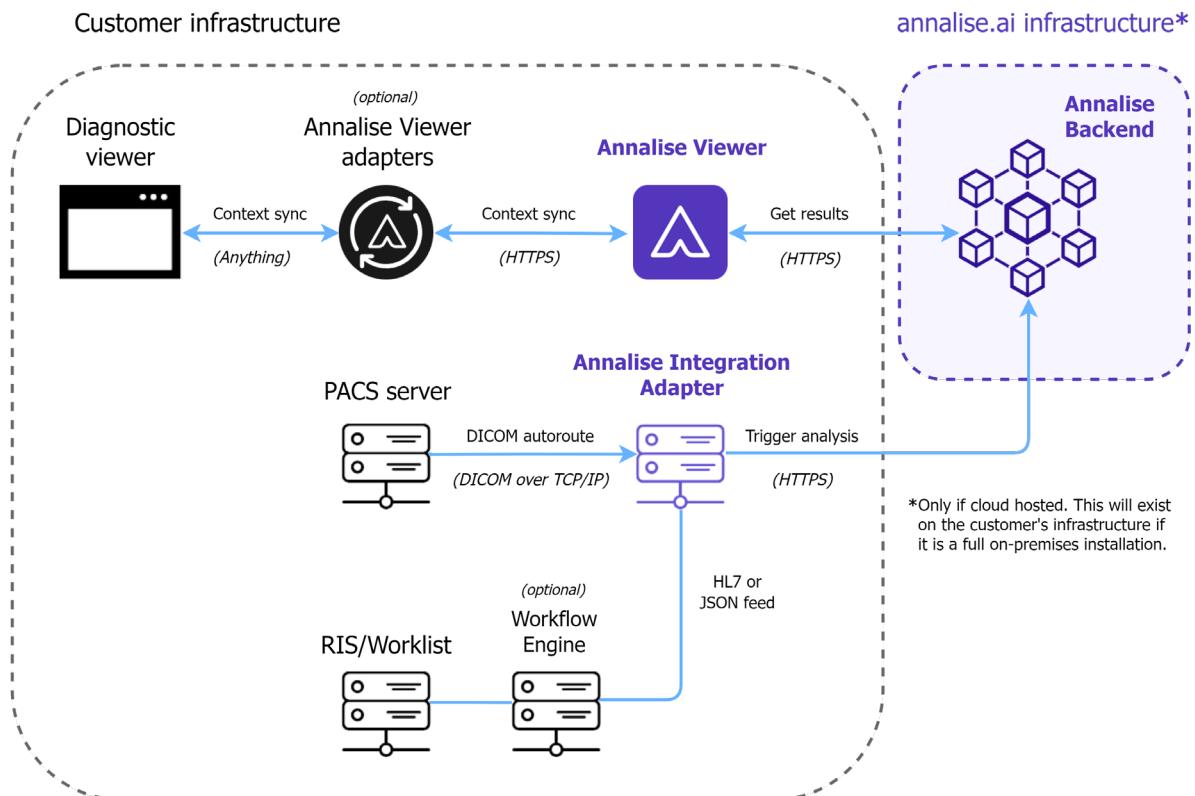
Annalise Integration Adapter

The Annalise Integration Adapter receives images from the PACS server and converts the images and metadata into the appropriate format. It then sends a trigger to the Backend API services to request AI processing.

The Annalise Integration Adapter can be configured to send information to a worklist software (such as a RIS) to request a change in the study's priority in the worklist.

The Annalise Integration Adapter also:

- provides a stable interface between the PACS and RIS within the customer's network
- encrypts all data moving between the Annalise Integration Adapter and the Annalise Backend
- acts as a buffer with the Annalise Backend in the event of network outages

Annalise Backend

The Annalise Backend filters images, performs AI processing and stores results. It includes both Backend API services and the AI model.

The Backend API is responsible for performing the business logic of Annalise Enterprise. It manages:

- security for incoming requests from the Annalise Integration Adapter and the Annalise Viewer
- the storage of images and results (including periodic deletion of data as required by the customer)
- requests and responses from the AI Model, Annalise Viewer, and Annalise Integration Adapter

The AI model includes AI algorithms (convolutional neural networks) and image pre-processing and post-processing modules. It processes a study's X-ray or CT images and generates suspected radiological findings and localisation information for that study.

Annalise Viewer

The Annalise Viewer is a desktop application that receives details about a patient's study from the PACS viewer then retrieves the study's results from the Annalise Backend.

The Annalise Viewer displays the AI results in its own window, enabling the user to review study's suspected findings and localisation alongside the study's original images.

The Annalise Viewer application is installed on each workstation on the customer's network.

Annalise product compatibility

Annalise Enterprise Backend Services (version **3.2**) is compatible with:

- Annalise Integration Adapter **2.2**, **3.1** and **3.2**
- Annalise Viewer **2.1**, **3.1** and **3.2**

Supported capabilities	The following table outlines the Annalise product's capabilities.

Supported items	Details
Supported Body Part Imaging	• **CXR**: Chest X-ray • **CTB**: Non-contrast brain CT scan
Supported DICOM SOP Class	**CXR:** • Computed Radiography (CR) - 1.2.840.10008.5.1.4.1.1.1 • Digital Radiography (DX) - 1.2.840.10008.5.14.1.1.1.1 **CTB:** • CT Image Storage – 1.2.840.10008.5.1.4.1.1.2 • Enhanced CT Image Storage - 1.2.840.10008.5.1.4.1.1.2.1 • Legacy Converted Enhanced CT Image Storage - 1.2.840.10008.5.1.4.1.1.2.2
Supported DICOM Transfer Syntaxes	The following DICOM transfer syntaxes are supported:

Image format	8 bit	16 bit
JPEG 2000 image (lossy) 1.2.840.10008.1.2.4.91	CXR	CXR
JPEG 2000 image (lossless) 1.2.840.10008.1.2.4.90	CXR	CXR, CTB
Raw uncompressed image (Implicit VR Endian) 1.2.840.10008.1.2	CXR	CXR, CTB
Raw uncompressed image (Explicit VR Little Endian) 1.2.840.10008.1.2.1	CXR	CXR, CTB
Raw uncompressed image (Explicit VR Big Endian) 1.2.840.10008.1.2.2	CXR	CXR, CTB
JPEG lossless, non-hierarchical (Processes 14) 1.2.840.10008.1.2.4.57	CXR	CXR, CTB
JPEG lossless, non-hierarchical, first-order prediction (Processes 14 [Selection Value 1] 1.2.840.10008.1.2.4.70	CXR	CXR, CTB

continued

Supported items	Details
Supported View Types	**CXR**: • minimum one frontal (AP/PA) required for processing • up to three images in total • lateral (LAT) is also supported Note: If a study contains more than three chest X-ray images, the AI model will select a combination of the best three frontal/lateral images. **CTB**: • axial (coronal and sagittal views are generated by the axial view) • slice thickness up to and including 1.5mm • non-contrast CT brain scans • brain reconstruction kernel • up to 1,000 images

Available customisations

Annalise Enterprise supports multiple configurations that enable your organisation to tailor the application to your specific needs.

As part of the deployment and on-boarding process, Annalise.ai will manage all product configuration in consultation with your IT/infrastructure team.

The following customisations are available:

Configuration item	Variables/controls
Finding visibility	Enable/disable individual findings.
Finding groups	Configure up to eight finding groups in the Annalise Viewer.
Allocation of findings to groups	Allocate each finding to defined groups.
Finding order	Select the order in which each finding will appear in the Annalise Viewer.
Finding sensitivity/specificity	Configure sensitivity/specificity for specific findings.
Available languages	The viewer supports multiple languages. Note: Additional languages are available on request.
Analytics	Annalise Viewer sends tracking data to our privately hosted server to improve your experience. This feature is optional.
Data retention period	Enable/disable the period for which you want data to be stored in the Annalise Backend.
Worklist Triage	The Worklist Triage feature can be integrated via HL7 or an API. You can enable or disable the Worklist Triage for individual findings. If you have a dedicated AI priority column in your RIS/PACS Reporting Worklist, you can also: • create additional priority levels • customise the name of the priority levels
Workflow Engine	If implemented into your infrastructure, a message containing both the results and associated priority information will be sent from the Annalise Integration Adapter to the Workflow Engine once the study has been analysed. The priority message may then be forwarded to reporting worklist software (such as a RIS) in the appropriate format.

For further information or configuration requests, contact the Annalise.ai Professional Services Team.

Configuration backup/restoration of the product

Your IT/infrastructure team will be expected to make regular VM (virtual machine) snapshots to back up the product.

Note: Annalise.ai are not responsible for performing or testing backups, nor do they support any other backup mechanism.

Security and confidentiality

Annalise Enterprise includes security features which protect against unauthorised access and data modification.

These features ensure the secure authentication and encryption of sensitive data when transmitted between:

- the Annalise Enterprise Annalise Integration Adapter and the Annalise Backend
- the Annalise Viewer and the Annalise Backend
- the PACS Image Viewer and the Annalise Viewer (available only when using the HTTPS interface)

It also includes the encryption of sensitive data stored in the Annalise Backend.

Note: Annalise.ai recommends that you use the most recent version of the Annalise Enterprise product to access the latest features and security improvements.

Multi-tenant backend design

The Annalise product uses a multi-tenant backend design which separates data from different organisations via different organisational accounts.

Users must therefore have the appropriate credentials to access an organisation's internal data.

Annalise Integration Adapter Requirements

Overview

This section outlines the requirements for the installation of the Annalise Integration Adapter.

For further information, see *Annalise Integration Adapter* on page 6.

System requirements

The following components are required to host the Annalise Integration Adapter on your network:

Component	Requirements		
Operating system	Linux (Ubuntu 20.04 LTS) – provided by Annalise.ai as part of the installation process.		
Hardware *CXR studies only*		**Recommended**	
	CPU cores	8 at ~2.2 GHz	
	RAM	24 GB	
	Storage	SSD for optimal performance: 200 GB*	
CXR and CTB studies		**Recommended**	
	CPU cores	16 at ~2.2 GHz Supports AVX, FMA and SSE4.2 instruction sets	
	RAM	32 GB	
	Storage	SSD for optimal performance: 1 TB*	
Internet connection		**Recommended**	
	CXR	6 Mbps uplink (cloud-deployed) *Supports 3 CXR studies per minute*	
	CTB	25 Mbps uplink (cloud-deployed) *Supports 3 CTB studies per minute*	
Annalise Backend hosted in the cloud	Requires an outbound internet connection via port 443.		

*Storage requirements depend on the number of studies sent per hour. Contact the Annalise.ai Professional Services Team if you require amendments to your storage specifications.

Annalise Backend Requirements

Overview	The Annalise Backend is hosted on either: • your network ('on-premises' installation), or • annalise.ai's cloud infrastructure. If you want the Annalise Backend hosted on your network, refer to the system requirements below.
System requirements (on-premises)	The following components are required to host the Annalise Backend on your network ('on-premises').

Component	Requirements		
Operating system	Linux (Ubuntu 20.04 LTS) – provided by Annalise.ai.		
Hardware *CXR and CTB studies*	CPU cores	**Recommended** 32 at ~2.2 GHz Supports AVX, FMA and SSE4.2 instruction sets Supports (at minimum): • 225 CXR studies per hour • 52 CTB studies per hour	
	RAM	64 GB	
	Storage	230 GB Plus additional: • 16GB per 1000 CXR studies • 100GB per 1000 CTB series Recommend SSD for optimal performance	
	CPU cores	**Minimum** 16 at ~2.2 GHz Supports AVX, FMA and SSE4.2 instruction sets Supports (at minimum): • 27 CXR studies per hour • 12 CTB studies per hour	
	RAM	64 GB	
	Storage	230 GB Plus additional: • 16GB per 1000 CXR studies • 100GB per 1000 CTB series Recommend SSD for optimal performance	

continued

Component	Requirements	
Hardware _(cont.)_ _CXR studies only_		**Recommended**
	CPU cores	16 at ~2.2 GHz Supports AVX, FMA and SSE4.2 instruction sets Supports (at minimum): • 225 CXR studies per hour
	RAM	32 GB
	Storage	200 GB Plus additional 16GB per 1000 CXR studies Recommend SSD for optimal performance

System configuration (cloud)

The Annalise Backend is hosted on Annalise.ai's cloud infrastructure.

To use this infrastructure, you will need to provide the outbound internet IP ranges for each workstation that uses the Annalise Viewer.

The Annalise.ai Professional Services Team will add these details to the Annalise Backend IP allow-list.

Annalise Viewer Requirements

Overview	This section outlines the requirements for the installation of the Annalise Viewer.
	For further information, see *Annalise Viewer* on page 7.

System requirements	The following components are required to install the Annalise Viewer:

Component	Requirements
Workstation	The following must be installed and run on your workstation: • 1 GB RAM • 500 MB storage
Operating systems	The following operating systems are supported: • Windows 7 (64-bit or 32-bit) • Windows 10 (64-bit or 32-bit) • Windows 11 (64-bit)
Windows 7 Aero Theme	Enable the Windows 7 Aero Theme on the computer to fully support the Annalise Viewer's features. See *Appendix: Run Annalise Viewer on Windows 7* on page 30. <u>Note</u>: If the Aero Theme is not available, the Annalise Viewer will use a simplified layout.
Other	Check the following: • ensure that port 8989 is not in use on the workstation • if the Annalise Backend is hosted in the cloud, allow outbound HTTPS connection on port 443 to *.annaliseai.io • ensure that the workstation CPU supports the SSE3 instruction set • a PDF reader is required to view the supporting documentation (including the *User Guide*)

Installation and configuration	The Annalise.ai Professional Services Team will work with your IT/infrastructure team to help you install the Annalise Viewer on your required workstations.

Troubleshooting	See *Installation and configuration troubleshooting* on page 25.

Install and configure Annalise Viewer

Overview

This section shows you how to install and configure the Annalise Viewer.

You will need to complete the following on each workstation:

- install the Annalise Viewer
- install a PDF reader
- enable Single Sign-On (SSO) via Azure Active Directory
- configure and test your organisation's credentials

Install Annalise Viewer

Follow these steps to install the Annalise Viewer on each relevant workstation.

You can install the Annalise Viewer via either:

- the user interface, or
- Windows command line or deployment tool.

Before installing, check that you are using the installation file provided by Annalise.ai.

Install via user interface

Follow these steps to install the Annalise Viewer via the user interface.

Note: Annalise.ai will provide the installer file.

1. Double-click the installer file and either:
   - select the installation path required for the PACS/RIS integration, or
   - use the default path C:\Program Files\Annalise.

   See *Configure PACS interface with Annalise Viewer* on page 21.

2. Click **Next** to progress through the installation options until the *Installation Complete* window displays.

3. Determine whether the organisation requires SSO.

If SSO is required	• go to step 4
If SSO is **not** required	• on the *Installation Complete* window, click **Close** • go to step 5

continued

4. On the *Installation Complete* window, click to select **Use SSO login** then enter the following details:

Field	Requirements
Annalise Server URL	The server URL to which the Viewer will connect. This will be provided by Annalise.ai.
App ID	The Application ID created by Azure Active Directory. This will be arranged by your internal IT support team.
Tenant ID	The Tenant ID created by Azure Active Directory. This will be arranged by your internal IT support team.
OpenId URL	The Open ID URL for your Azure Active Directory (normally *https://login.microsoftonline.com).* Note: There are no trailing slashes after this URL.

5. Once you have finished the installation, check that the Annalise Viewer opens from the shortcut.

   Note: If you have any issues, contact the Annalise.ai Professional Services Team.

Install via Windows command line or deployment tool

Follow these steps to install the Annalise Viewer using the Windows command line or a deployment tool.

1. Change the directory to the folder that contains the installer.

2. Check that the filename matches the version provided by Annalise.ai.

3. Type the following command then replace the angle brackets (<>) and their contents with the credentials provided by Annalise.ai:

   "<Annalise filename 3.x.y.z.exe>" /S /allusers

   Note: The installer version number changes each version.

4. Once you have finished the installation, check that the Annalise Viewer opens from the shortcut.

   Note: If you have any issues, contact the Annalise.ai Professional Services Team.

continued

5. Determine whether the organisation requires SSO.

If SSO is required	• go to step 6
If SSO is **not** required	• on the *Installation Complete* window, click **Close** • go to step 8

6. Run SetupSSO.ps1 (provided by Annalise) via Powershell using the following command:

```
./SetupSSO.ps1 -AppId "<appId>" -TenantId "<tenantId>" -
AnnaliseApiUrl "<annaliseApiUrl>" -OpenIdUrl "<openIdUrl>
```

> Note: If Powershell is not available, move a .JSON file containing these parameters into *C:|ProgramData|Annalise*. Please contact Annalise to arrange for a pre-made JSON file.

7. Once installation is complete, click to select **Use SSO login** on the *Installation Complete* window then enter the following details:

Field	Requirements
Annalise API URL	The server URL to which the Viewer will connect. This will be provided by Annalise.ai.
App ID	The Application ID created by Azure Active Directory. This will be arranged by your internal IT support team.
Tenant ID	The Tenant ID created by Azure Active Directory. This will be arranged by your internal IT support team.
OpenId URL	The Open ID URL for your SSO service (normally *https://login.microsoftonline.com).* Note: There are no trailing slashes after this URL.

8. Once you have finished the installation, check that the Annalise Viewer opens from the shortcut.

> Note: If you have any issues, contact the Annalise.ai Professional Services Team.

Install PDF reader

To enable users to view supporting documentation (including the *User Guide)*:

- install a PDF reader on each relevant workstation
- ensure that the PDF reader is configured as the default application for files with a '.pdf' extension

Login via Windows Credentials Manager: Configure and test organisation credentials

To ensure system security, Annalise Enterprise uses organisation-level credentials to authenticate both the Annalise Viewer and Annalise Backend.

This applies to login via Windows Credential Manager only.

The Annalise.ai Professional Services Team will provide both the credentials and the Annalise Backend Server URL during product installation and configuration.

You can either:

- enter these details manually in the application, or
- add this information remotely via a distribution tool.

Note: Ensure that you store the organisation ID and password securely.

Manual configuration

If the Annalise Viewer has not been configured for the user, the *Server Settings* screen will display automatically, prompting you to enter the relevant details.

1. On the *Server Settings* page, type the following:
   - **Organisation ID**
   - **Organisation Password**
   - **Annalise Server URL**

2. Click **Test** to check the settings.

If '*Connected'* displays	The application is ready for testing.

If an error message displays	Check that:
	• you have entered the correct **Organisation ID**, **Organisation Password** and **Annalise Server URL**
	• the computer can access the URL:
	  - check that the computer has network connectivity
	  - check whether firewall permissions allow access
	
	Note: If you have any issues, contact the Annalise.ai Professional Services Team.

3. Once you have connected successfully, click **Save**.

Remote configuration

If you are using Annalise Enterprise, you can configure the organisation credentials and Annalise Backend Server URL remotely.

1. Use the following distribution tool.

   Replace the angle brackets (<>) and their contents with the credentials provided by Annalise.ai.

   Note: You will need to run this for each user account.

   ```
   cmdkey /generic:"Annalise/Annalise CredentialsV2"
   /user:"Annalise CredentialsV2"
   /pass:"%7B%22apiUrl%22%3A%22<annalise_endpoint>%22%2C%
   22clientId%22%3A%22<client_id>%22%2C%22clientSecret%22%3A%2
   2<client_ secret>%22%7D"
   ```

2. After installing, check that the Annalise Viewer opens from the shortcut.

   Note: If you have any issues, contact the Annalise.ai Professional Services Team.

Configure PACS

Overview

This section explains how to:

- configure the interface between:
    - your PACS and the Annalise Viewer
    - your PACS and the Annalise Integration Adapter, and
- integrate the Annalise Viewer with the Sectra Workstation IDS7.

The Annalise.ai Professional Services Team will give you the information required to liaise with your PACS vendor to integrate these components.

Note: Annalise Enterprise is compatible with any PACS/RIS that conforms with the *Annalise Enterprise HL7 and DICOM Specification*. Contact the Annalise.ai Professional Services Team if you require a copy of this document.

Configure PACS interface with Annalise Viewer

As the Annalise Viewer is intended to be used in conjunction with a PACS viewer, an interface must be established between the Annalise Viewer and either your PACS or RIS.

Depending on the functionality supported by your PACS/RIS, the Annalise Viewer can be configured to:

- automatically launch via the PACS/RIS
- automatically display AI findings after loading a study in the PACS viewer
- display AI findings for a study requested by the PACS viewer (i.e. display a manual synchronise button in the PACS)
- stop showing AI findings after closing a study in the PACS viewer
- quit when requested by the PACS/RIS

The Annalise Viewer supports requests via an HTTPS API (POST or GET) or via a command line interface.

Many PACS and RIS support integration with third-party applications via one of these interfaces. The commands and syntax are specified in the *Annalise Viewer Open API Specifications* and are available on request.

Configure PACS interface with Annalise Integration Adapter

The following details must be set up for the Annalise Integration Adapter to interface with your PACS:
- an Application Entity (AE), and
- auto-routing rules.

Set up an Application Entity (AE)

Contact your PACS vendor (and/or refer to your PACS reference guide) to set up the Annalise Integration Adapter as an AE in your PACS.

1. Set up the Annalise Integration Adapter AE with the following:
   - the IP address or host name of the Annalise Integration Adapter for your infrastructure
   - a port where the Annalise Integration Adapter listens for DICOM messages
     The default port is '11112'
   - the AE title of the Annalise Integration Adapter
     The default title is 'ANNALISE-AI'

2. Perform a C-ECHO (ping) to the configured Annalise AE title to confirm that the connectivity test has been successful.

Set up auto-routing rules

Refer to your PACS reference guide to set up auto-routing rules to the Annalise Integration Adapter.

Apply your own conventions to these rules. Any rules provided in this document are to be used as a guide only.

1. Configure the rules to forward all studies from the relevant locations to the configured Annalise AE.

   Use the following DICOM tags:
   - Modality (0008,0060)
   - StudyDescription (0008,1030)
   - BodyPart (0018,0015)

continued

For example:

CXR:
- Modality = 'CR' AND StudyDescription contains 'CHEST'
- Modality = 'DX' AND StudyDescription contains 'CHEST'
- Modality = 'CR' AND BodyPart contains 'CHEST'
- Modality = 'DX' AND BodyPart contains 'CHEST'

CTB:
- Modality = 'CT' AND Study Description contains 'STROKE'
- Modality = 'CT' AND Study Description contains 'BRAIN'
- Modality = 'CT' AND Study Description contains 'HEAD'
- Modality = 'CT' AND Body Part Examined contains 'STROKE'
- Modality = 'CT' AND Body Part Examined contains 'BRAIN'
- Modality = 'CT' AND Body Part Examined contains 'HEAD'

Integrate Annalise Viewer with Sectra Workstation IDS7

To integrate the Annalise Viewer with the Sectra Workstation IDS7:
- install the Annalise Viewer Adapter for Sectra Workstation IDS7 (the 'Adapter') on each workstation, and
- configure the Sectra IDS7 third-party interface.

The Adapter is a background application which provides an interface between the Sectra Context Manager and the Annalise Viewer's Open API interface.

Sectra Workstation IDS7 —WCF→ Annalise Viewer Adapter for Sectra Workstation IDS7 —HTTPS→ Annalise Viewer
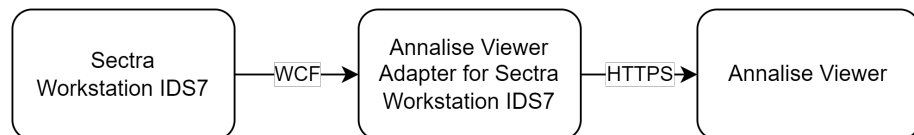
continued

Install Adapter

The Annalise.ai Professional Services Team will provide you with the Adapter via a Windows installer. This enables you to perform the installation via a graphical user interface (GUI) or a Windows command line interface (CLI).

Once you have completed the installation, the Adapter will automatically launch each time the user logs on to the workstation.

1. Install the Adapter on each workstation (either per user or system-wide).

   For a silent install, use the following list of CLI commands:

Operation	CLI command
System-wide command	msiexec.exe /i AnnaliseViewerSectraAdapterInstaller.msi WixAppFolder="W ixPerMachineFolder" ALLUSERS=1 /qn
User-level install	msiexec.exe /i AnnaliseViewerSectraAdapterInstaller.msi WixAppFolder="WixPerUserFolder" INSTALLFOLDER="%LocalAppData%\ Apps\Annalise\Sectra Adapter" /qn
Uninstall	msiexec.exe /x AnnaliseViewerSectraAdapterInstaller.msi /q

Configure Sectra Workstation IDS7

To configure the Sectra Workstation IDS7 for use with the Annalise Enterprise product, contact your Sectra support team.

Use the following configuration:

Operation	CLI command
Desktop sync	"Desktop sync enabled" = True "Single log on enabled" = True
External application startup	"Close external application" = Do not close "Close workstation" = Do not close "Multiply instance" = Use already running instance "Startup File" = Path for Annalise Viewer installation (i.e. Annalise.exe)
Third party application commands	Configure Sectra ID7 to utilise the command line interface as defined in the Annalise Viewer Open API specification to support the commands listed below: • when starting: Implement STUDY_OPEN request parameters • when changing patient: leave empty • when the user logs off: leave empty

Installation and configuration troubleshooting

Problems and solutions

If you have issues with the setup, installation or configuration of the Annalise Enterprise application, refer to the following tables.

If you are unable to resolve the issue, contact the Annalise.ai Professional Services Team.

Troubleshooting: Error codes

Code and description	Possible resolution
001 Authentication error: **002** *'Cannot authenticate user'*	Check the Organisation ID and Password. If the problem persists, contact the Annalise.ai Professional Support Team.
004 Connection error: '*Cannot reach Annalise.ai servers'*	Check internet/network connectivity. If there is a connection but the problem persists, contact the Annalise.ai Professional Support Team.
003 **009** **010** **011** **012** **014** **021** **022** **023** Annalise service error	If the problem persists, contact the Annalise.ai Professional Support Team.
015 Error communicating with the **026** PACS/RIS	Follow these steps: 1. Restart both the PACS/RIS and the Annalise Viewer. 2. Confirm configuration of the communication interface within the PACS/ RIS is correct. 3. Contact your PACS provider for support.
016 Annalise Viewer local server **099** error	Restart the Annalise Viewer. If the problem persists, contact the Annalise.ai Professional Support Team.
027 Annalise Viewer port is unavailable: '*Port 8989 already in use'*	Port 8989 is currently being used by another application. Ensure that the port is available for the Annalise Viewer.

continued

Troubleshooting: Viewing AI findings

Symptom	Root cause	Steps to resolve
The following message displays when synchronising: '*No results available*'	The study has not been routed to the Annalise Integration Adapter.	1. Go to your PACS administration page. 2. Check that the auto routing criteria has been met for the relevant study. 3. Check that the image has been sent to the Annalise Integration Adapter through your PACS routing tools.
	The Annalise Integration Adapter has no connectivity to the Annalise Backend.	If you have confirmed that the study has been routed to the Annalise Integration Adapter and the '*No results available*' message still displays, check that there is connectivity between the Annalise Integration Adapter and the Annalise Backend.
Patient details are missing or a hyphen ('-') displays in place of the details. (Includes patient name, gender, age and date of birth).	The Annalise Viewer receives patient details from the PACS or RIS. If the interface is not configured to send all patient details to the Annalise Viewer (and the information is not available in the Annalise Backend) a hyphen ('-') displays in place of the details.	Ensure that the PACS/RIS integration has been configured and enabled according to the vendor's instructions. Note: Some PACS/RIS do not display all patient details on the interface.

Troubleshooting: PACS viewer integration

Symptom	Root cause	Steps to resolve
Can't see the **Annalise** button or Annalise features in the PACS viewer	The Annalise feature is not enabled for the user currently logged into the PACS/RIS.	Contact the PACS/RIS Admin and request that Annalise be enabled for the user.
Annalise Viewer does not automatically launch when PACS viewer launches	The Annalise Viewer has not been installed on the path required by the PACS/RIS configuration.	Ensure that the install location matches the location configured in the PACS/RIS. Annalise.ai recommends: *C:/Program Files/ Annalise/ Annalise.exe*
Annalise Viewer does not respond when the user clicks the **Annalise** button in the PACS viewer	The Annalise configuration in the PACS/RIS is incorrect.	Ensure that the PACS/RIS integration has been configured and enabled according to the vendor's instructions. For further help, contact the Annalise.ai Professional Services Team.
	This feature may not be supported by the PACS/RIS.	Ensure that the PACS/RIS is configured as per the vendor's instructions.
AI findings still display after a study has been closed in the PACS viewer.	The Annalise configuration within the PACS/RIS is incorrect.	Ensure that the PACS/RIS integration has been configured and enabled according to the vendor's instructions. For further help, contact the Annalise.ai Professional Services Team.
AI findings still display after the PACS viewer has been closed or locked	This feature may not be supported by the PACS/RIS.	Ensure that the PACS/RIS is configured as per the vendor's instructions. The Annalise Viewer includes a timeout function which stops showing AI findings after a period of inactivity.
AI findings change unexpectedly	PACS viewer shortcut key is mapped incorrectly.	Ensure that any shortcut keys are configured correctly and not shared across multiple applications.
AI findings cease to display	Viewing multiple studies in different windows.	When moving between studies in multiple windows, the PACS viewer may send a request to the Annalise Viewer to display the current in-focus window.
	Annalise Viewer timeout is too short.	Increase the timeout period in the Annalise Viewer.

Troubleshooting: Miscellaneous

Symptom	Root cause	Steps to resolve
When the Annalise Viewer launches, the following message displays: *'Missing Credentials'*	The **Organisation ID**, **Organisation Password** and **Annalise Server URL** have not been configured for the user.	See *Login via Windows Credentials Manager*: Configure and test organisation credentials on page 19.
When the user tests the server settings, the following message displays: *'Error – failed to reach server'*	Incorrect server URL.	Check that you have used the URL provided by the Annalise.ai Professional Services Team during the deployment and configuration process.
	Unable to access network.	Check that the computer is connected to the network and has permissions to access the server URL.
	Maintenance in progress.	The application is currently undergoing maintenance. Once maintenance is complete, you will be able to use the application as normal.
When the user tests the server settings, the following message displays: *'Error – invalid credentials'*	The **Organisation ID** or **Organisation Password** is incorrect.	Ensure that the **Organisation ID** and **Organisation Password** match those provided by the Annalise.ai Professional Services Team during the deployment and configuration process.
When the user attempts to open the *User Guide*, the following message displays: *'Guides are available at Annalise.ai/Guides'*	The Annalise Viewer is unable to reach the Annalise Backend.	1. Ensure that the computer is connected to the network. 2. Open the *Settings* page then click **Server Settings**. 3. Click **Test** to check whether the application can reach the Annalise Backend. If the application is connected to the Backend, an error may be present in the Backend. If so, contact the Annalise.ai Professional Services Team.

Support and feedback

Refer to the following table for support and feedback details:

Support type	Details
Professional services, technical support, product feedback and complaints	Email *support@annalise.ai* Any serious incidents related to Annalise Enterprise should be reported to Annalise.ai and the competent authority or regulatory authority in which the user and/or patient is established.
Product user, performance and administration guides	Check our website: *annalise.ai/guides*

Symbol glossary

Definitions of symbols that may appear on the Annalise product or in the related documentation are listed below.

Symbol	Information
$C\epsilon$	CE labelling
UK CA	UK Conformity Assessed marking
▲	Manufacturer
EC | REP	European Authorised Representative
CH | REP	Swiss Authorised Representative
⚠	Indicates a warning or caution
📖	Read the instructions for use
MD	Medical Device

Appendix: Run Annalise Viewer on Windows 7

Overview

If the user has Windows 7 installed on their computer, Windows Aero must be enabled for optimum functionality of the Annalise Viewer.

If the user's computer does not support Aero themes, the Annalise Viewer will use a simplified user interface design.
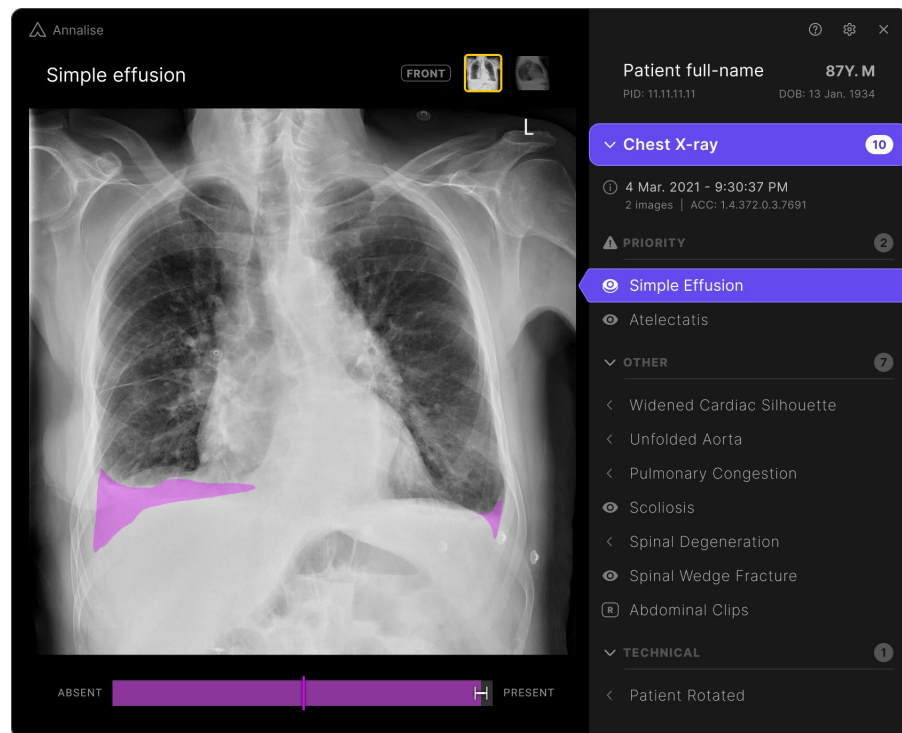
Check whether Windows Aero is enabled

Follow these steps to check whether Windows Aero is enabled on the user's computer.

Check using File Explorer

1. Open File Explorer.

2. Move the File Explorer window over another window or object on the screen.
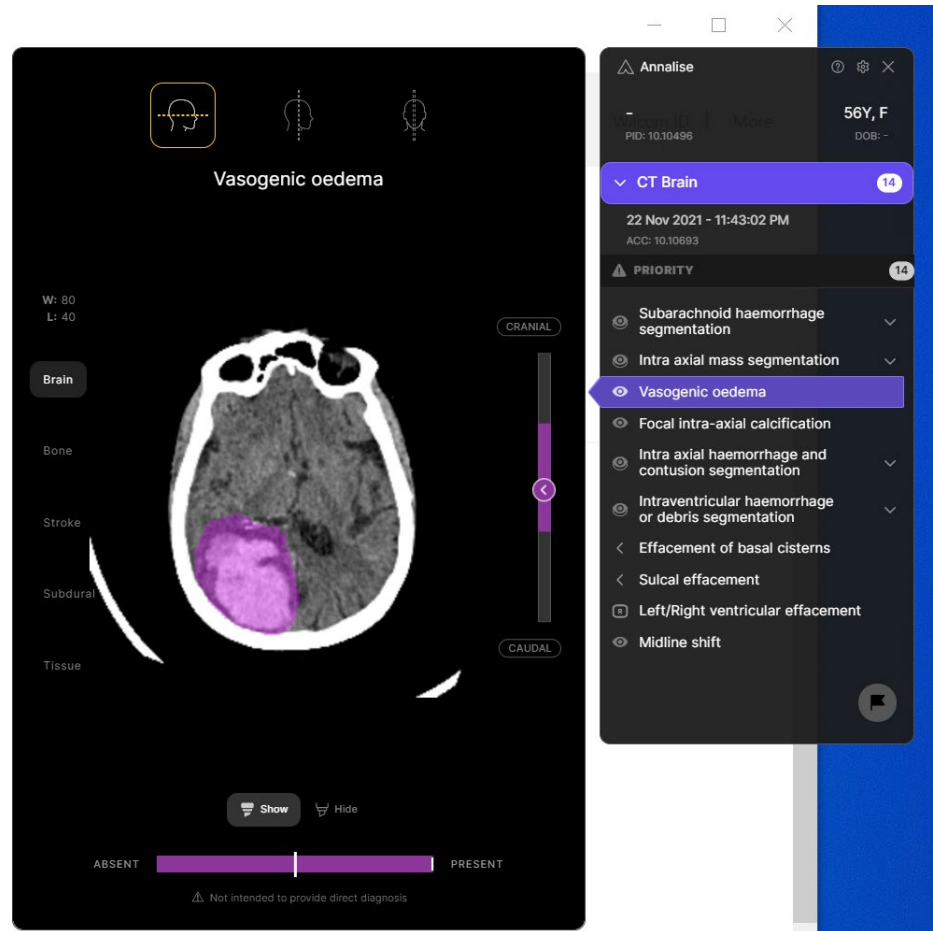
   If Windows Aero is enabled, the top section of the File Explorer window will be transparent:

continued

Check Annalise Viewer

The Annalise Viewer should display in front of any other windows or items open on the screen:

Enable Windows Aero

Follow these steps if Windows Aero is not enabled or operational on the user's computer.

Once you have completed each of the following sections, check whether the issue has been resolved.

Select an Aero theme

1. Right-click on the desktop, then select **Personalise**.

2. Select one of the Aero Themes, then click **Window Colour**.

   The *Window Colour and Appearance* screen displays.

3. Click to select **Enable transparency**.

Ensure correct visual effects are enabled

1. Go to the Start menu and type 'Performance'.

   The Performance Options menu displays.

2. Select **Adjust the appearance and performance of Windows**.

3. Check that the following minimum settings are enabled:
   - 'Enable desktop composition'
   - 'Enable transparent glass'
   - 'Use visual styles on windows and buttons'

Recalculate Windows Experience Index

1. Open a command prompt and right-click to run as an administrator (or run as another user with administrator privileges).

2. In the command prompt type 'winsat formal'.

   Note: This may take up to 10 minutes to execute.

3. Open the Control Panel and click **Performance Information and Tools**.

4. Check that the **Base score** is above 4.0.