SOZOhub
Installation Instructions

ImpediMed Limited
ABN 65 089 705 144

Unit 1
50 Parker Court
Pinkenba Qld 4008
Australia

Phone:	+ 61 7 3860 3700
Fax:	+ 61 7 3260 1225
Email:	enquiries@impedimed.com
Website:	http://www.impedimed.com/

EC	REP

For assistance with product set up please review the help videos at https://www.impedimed.com. For other assistance, or to report product issues, please contact ImpediMed by email at ts@impedimed.com or by phone at +61 7 3860 3700. United States customers can contact ImpediMed by email at tsu@impedimed.com or by phone at + 877 247 0111.

MediMark Europe Sarl

11 rue Emile ZOLA,

B.P. 2332, 38033 Grenoble Cedex 2

France

CE 0086

For EU Customers: All products at the end of their life may be returned to ImpediMed for recycling.

For patent(s) and/or patent application(s) see: https://www.impedimed.com/patents/

Contents

1.0 Minimum Requirements

SOZOhub Server

SOZOhub Minimum Requirements:

- Microsoft Windows 7 or later[1].
- 4GB of RAM
- An Intel i5 processor or compatible.
- 10GB of disk space[2].

NOTE: It is strongly advised that your SOZOhub computer have a static IP address. While the SOZO system *can* connect to a SOZOhub on a machine using DHCP, this will likely require the SOZOapp to be manually updated with the new IP address as it changes.

Users who are upgrading from SOZOapp versions 1.4 or earlier: please contact ImpediMed Technical Support to successfully upgrade the app and hub. This is not required for users installing or upgrading from v 2.0 or later.

ImpediMed strongly recommends that your MySQL database be backed up any time the SOZOhub is upgraded. ImpediMed cannot assist you in the event that your SOZOhub data is deleted.

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[1] Either x86 or x64 versions may be used. On Windows 7 .NET Framework 4.5.2 or later is required.

[2] Disk space requirements will vary depending upon the number of SOZO measurements taken.

2.0 Introduction to SOZOhub

SOZOhub must be installed before SOZOapp is configured for use. It is strongly recommended that you consult your IT staff to ensure compliance with your organization's security policies.

At the time of purchase, an email address was requested by your sales agent. Instructions for downloading SOZOhub software will be sent to that email address. If instructions have not been received, please contact ImpediMed at ts@impedimed.com, at tsu@impedimed.com (for United States customers) or by phone.(Country-specific support numbers can be found at impedimed.com under About > Contact Us).

SOZOhub serves several functions:

1. Provides all of the user accounts, used to access measurements and patient data.
2. Interfaces with the SOZOapp to record and compute measurement data.
3. Provides the database used by SOZOapp to store all measurement data taken with the SOZO device.
4. Provides a web-accessible interface to review data stored in the database.
5. Provides the network connection to SOZOcloud.

To ensure that your devices are working properly and that the very best innovations and technology can be made available to you, ImpediMed provides a secure cloud solution called SOZOcloud. The SOZOhub setup process allows you to configure which data is sent to SOZOcloud. **Regardless of the option identified, none of the data sent to SOZOcloud can be used to identify patients.** Details are available in your SOZO system contract, agreed to at the time of purchase.

SOZOhub data is accessible using a web browser (on the SOZOhub computer, another computer, or your SOZOapp tablet).

The SOZOhub user instructions are available for download from the ImpediMed website (www.impedimed.com). Printed copies are available upon request from ImpediMed technical support (may take up to 7 days from date of request).

3.0 Installing SOZOhub

SOZOhub is required to be installed on a networked computer. Ideally, a static IP address should be assigned by your IT administrator. Network setup and troubleshooting are beyond the scope of this document. If you are not familiar with networking, please contact your IT staff or consultant.

Installation Overview

Software prerequisites for SOZOhub:

- Installation of MySQL (5.7.x)[3]
- Microsoft Visual C++ 2013 Redistributable
- Microsoft .NET Framework 4.5.2 or later (Windows 7 only)

The installation process begins with the following steps:

- Select your language
- Install or modify a SOZOhub installation, including:
  - Details for the MySQL database
  - The clinic IT administrator username and password
  - Organization details and contact email address
  - SOZOhub to SOZOcloud data sharing options
- Optional:
  - Confirm the static IP address to be used
  - Upload SSL key and certificate (if self-generated)

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[3] Optionally, the MySQL component can be installed using the SOZOhub installer package.

4.0 Installation Instructions

4.1 Run the .EXE installer package

- Download the installer (SFT-014 - SOZOinstaller_2.2.0.exe, or newer), onto the designated computer.

- Right click on the .EXE and select RUN AS ADMINISTRATOR.
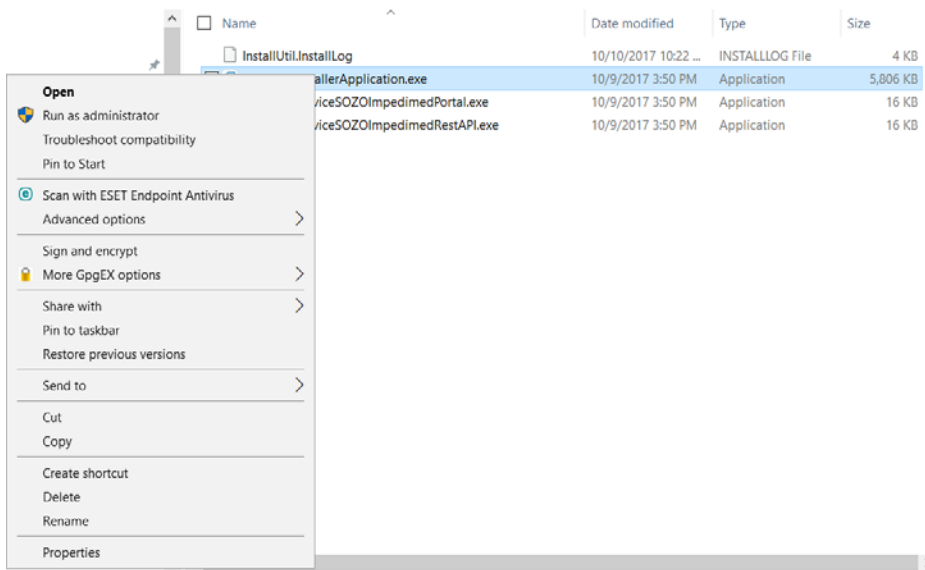
The Windows User Account Control (UAC) will prompt for permission to make changes to your device. Select "Yes" to proceed with SOZOhub installation.

4.2 Select Language

A window will appear asking you to select the language appropriate to your region:
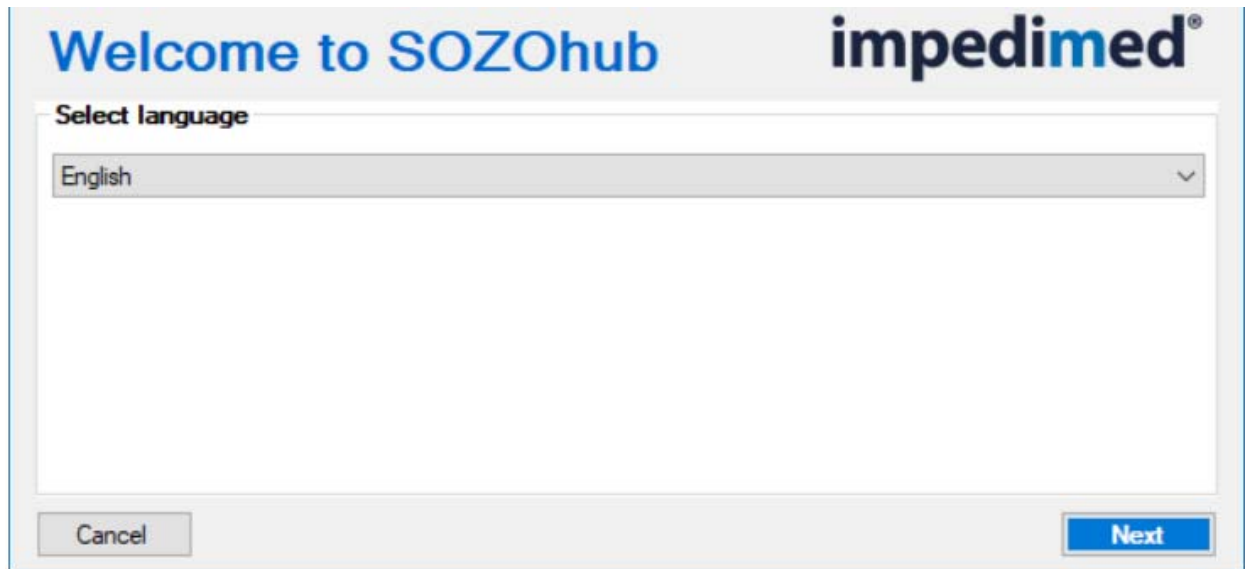
Depending on your location, the installer version will vary, and may have different language selections available. Select the appropriate language and click "Next" to proceed.

4.3 Select Install, Modify or Reset Password

For first-time SOZOhub installs, click "Install SOZOhub" and go to section 4.3.1 below.

If SOZOhub was previously installed on this computer but subsequently removed, and the SOZOhub MySQL database was kept, check the box marked 'Install with a pre-existing SOZOhub database' and click "Install SOZOhub". Review section 4.3.2 for more details.
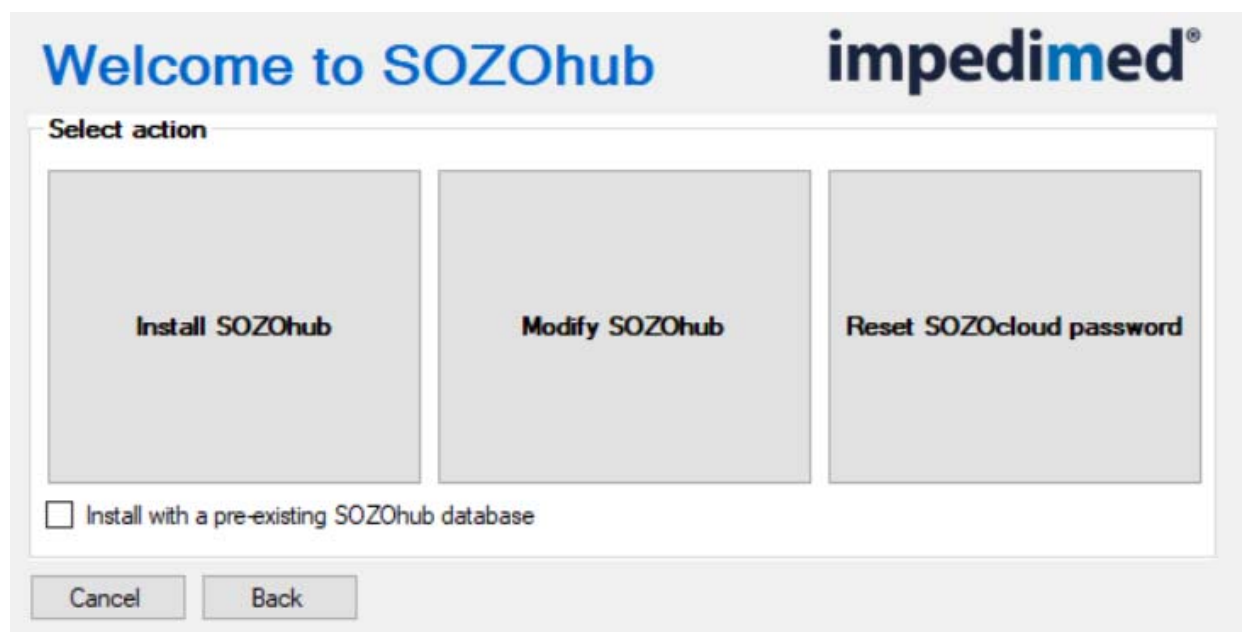
4.3.1 To Install SOZOhub

For first-time installs, click "Install SOZOhub". This will bring up the following screen:

All of the above fields (and defined below) must be completed to install:

- **Database administrator username / password** – This will be used for the installation of the MySQL database. The password will also be used as the "root" password for the MySQL database.

- **Database Management System exists** – Check this box if you already have MySQL installed on your computer and you do not have SOZOhub installed. If MySQL is already installed, you will have to enter your existing MySQL database administrator name and password in the field above.

- **SOZOhub IT Administrator account setup** – These fields will be used to create the administrator for the SOZOhub. This administrator will be the first login to the SOZOhub to create clinician accounts and perform other administrator duties within the SOZOhub.

- **SOZOcloud account setup** – These fields will be used to configure the SOZOhub to communicate with the cloud.

- **SOZOCloud synchronization settings** – This field will configure what information the SOZOhub database will communicate to SOZOcloud.

  NOTE: No personally identifiable data is ever held on SOZOcloud.

  Operational data and non-patient Identifiable data. As well as the Operational data, measurement data taken from the SOZOdevice is also sent. This data does not contain patient identifiable information (i.e. does not contain any patient name, address or date of birth). No SOZOhub user or patient identifying data is ever sent.

  Operational data only. The data sent will include serial numbers, firmware version and calibration date of the SOZO devices, and the dates and times of all measurements. No SOZOhub user, patient, or measurement data is sent. This is

used to ensure that the SOZO medical devices are performing as required and forms part of the ImpediMed commitment to Medical Device quality.

Note that all passwords require a minimum of 10 characters total with at least one each of upper-case, lower-case, number and special characters

Completing all fields in this screen will result in

1) Automated setup of the MySQL database.

Please ensure your MySQL database password is securely stored. ImpediMed cannot help reset this password if it is lost.

2) Setup of the SOZOcloud account.

You will receive an initial validation link, sent to that email address. Be sure to follow the instructions in that email to validate the address. If the email address changes over time (for instance, to reflect personnel changes within your organization), it is important to ensure that SOZOhub is also updated – please see instructions further in this user guide, or contact ImpediMed technical support for help.

3) Setup of the SOZOcloud access, required for communication with the SOZOcloud

4) Setup of the SOZOcloud synchronization settings.

Clicking on "Show advanced settings" will bring up additional fields that may be modified, as shown in the expanded "Install SOZOhub" screen below, and includes the option to modify the default connection settings for your computer:

Please note that these additional fields include default settings and do not necessarily need to be modified for installation. Please consult with your IT partner if you are unsure.

SSL key/certificate files: ImpediMed will provision these for you as part of the installation process and they will be automatically utilized with no additional activity required at this step. If your organization generates its own SSL key/certificate files then they should be uploaded by using the browse buttons to locate and select the files during the step above. Your organization will also have to update your DNS server to direct the domain chosen for the certificate to the appropriate IP address of the SOZOhub. The SOZOapp requires a domain name to set the connection path.

After clicking 'Install', the following pop-up should appear:
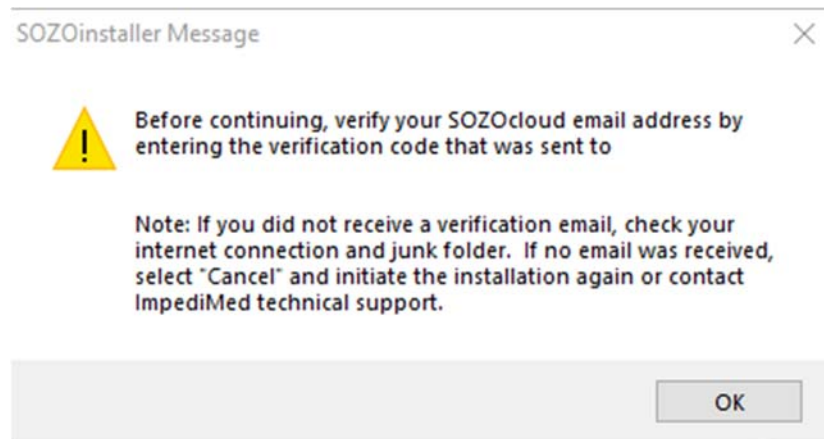
You will be sent an email containing a verification code which is required to proceed with installation. The verification code will be 10 digits long and will need to be entered after clicking 'OK'.
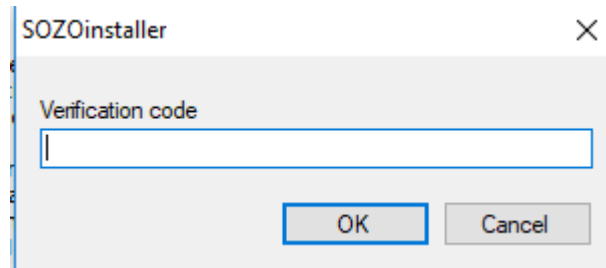
The verification code will valid for up to 15 minutes. If the verification code resets, you can simply request another and repeat the above process.

Installation will continue after clicking "OK"; the process will take several minutes. The installation is complete when you see the following screen:
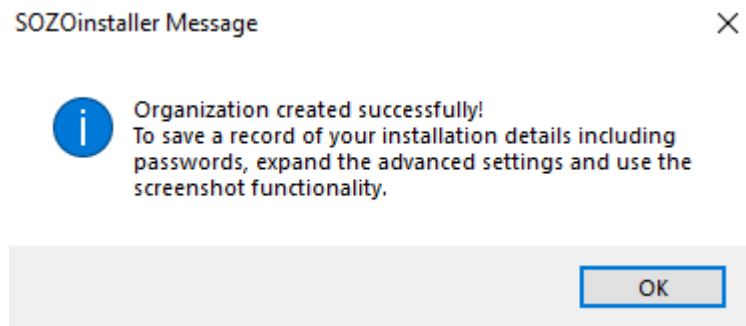
At a successful conclusion, the page will display all necessary information to access SOZOhub from SOZOapp and web portals. Clicking the "Screenshot" button will save an image of the popup, with all user names and passwords visible, to the local SOZOhub directory for your reference.

⚠ It is strongly recommended that this information be securely retained by your facility. ImpediMed has no way to access your account information but can help reset your password if it is lost or forgotten.

At this point, click "exit" to close the installer.

4.3.2 To Install SOZOhub With a Pre-existing SOZOhub Database

If SOZOhub has previously been used on the computer but was for some reason uninstalled, but the patient database was retained (for more information, see instructions on uninstalling SOZOhub in 4.3.3 below), and SOZOhub is now being reinstalled, click on the box next to "Install with a pre-existing SOZOhub database":
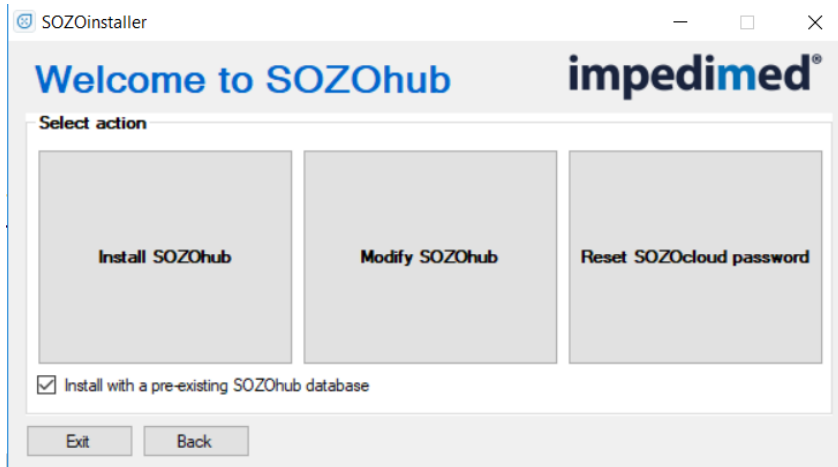
Click "Install SOZOhub". This will bring up the following installation screen:
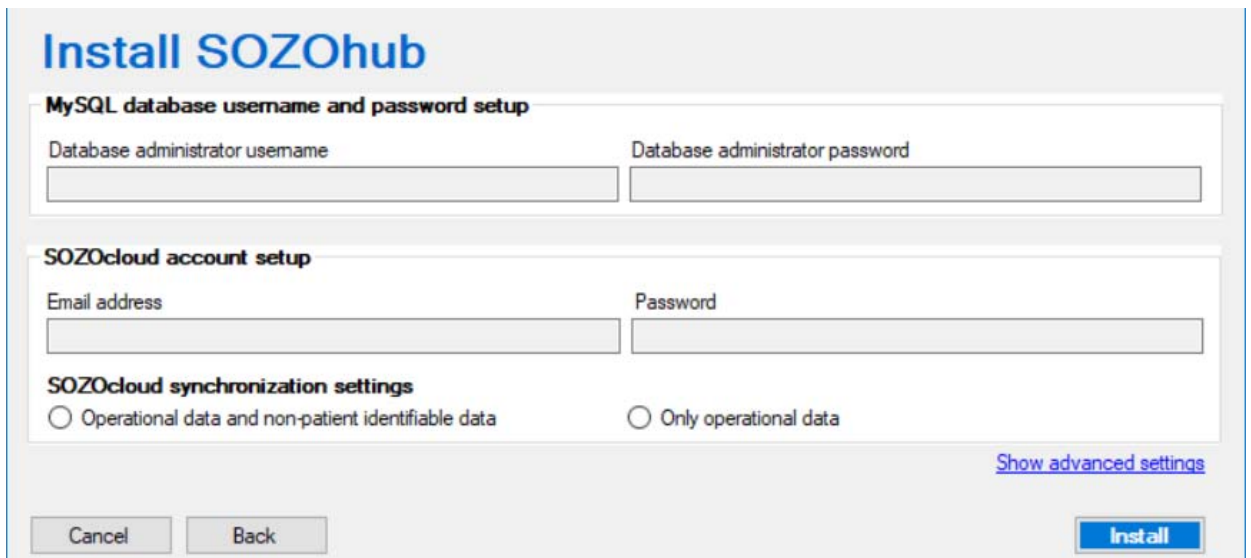
As with a new install, the advanced settings for database connection can be accessed by clicking "Show advanced settings" to bring up the following additional options:

Install SOZOhub

MySQL database username and password setup

Database administrator username

Database administrator password

SOZOcloud account setup

Email address

Password

SOZOcloud synchronization settings

○ Operational data and non-patient identifiable data   ○ Only operational data

Hide advanced settings

Advanced settings

SOZOhub installation folder
C:\SOZOhub\

Connection information:

Database hostname
127.0.0.1

Database port
3306

SOZOhub server port
4000

Web portal port
443

Select SSL key file (optional)
-          Browse

Select SSL certificate file (optional)
-          Browse

Cancel   Back   Screenshot   Install

If an existing SOZOhub database is present, access to the previous database and SOZOcloud account details (and, if necessary, advanced settings) is required. Please consult your IT partner if you are unsure. Enter the database and SOZOcloud details in the form.

Select the SOZOcloud synchronization settings, see section 4.3.1 for further explanation.

4.3.3 To Modify An Existing SOZOhub:

From the SOZOhub install screen, click "Modify SOZOhub". You do not need to check the box to install with a pre-existing SOZOhub database.

Modifying SOZOhub will allow you to

-   Update SOZOhub to the latest version

-   Uninstall SOZOhub

-   Reset the Clinic IT administrator password

-   Update Installation Information

-   Select birthdate format

-   Select measurement date/time format

-   Import Impsoft data

From the initial installation screen, click on "Modify SOZOhub":

After providing the MySQL and SOZOcloud account details, the following screen will be shown:
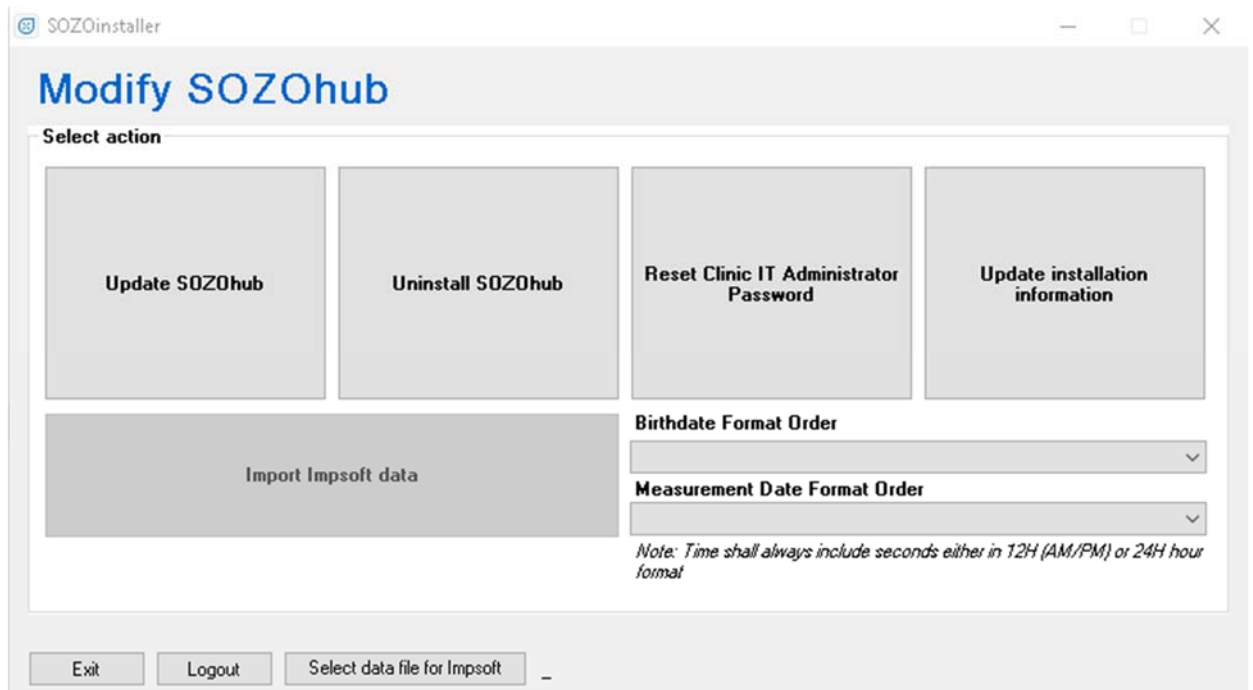

Update SOZOhub

Typically, the need for an update will be communicated by email to the email address tied to the SOZOcloud account. Clicking 'Update SOZOhub' and confirming the action will check to see if new SOZOhub updates are available. If they are, they will automatically download and install. If SOZOapp updates are necessary, the user will be informed when they next log in to SOZOapp. If no updates are available, a pop-up will indicate this and no further action is needed.

If you have version 1.1 of the SOZOhub, you will have to update to version 1.3 or 1.4 before updating to version 2.0. Versions 1.3 of SOZOhub or higher can be upgraded directly/immediately.

Because there is additional functionality in SOZOhub software version 2.0 – there are fields that will be pre-chosen as part of importation. All patients upgraded to version 2.0 will be assigned all assessment types that are available per the license of the account. Those who have L-Dex settings will have their L-Dex settings retained. Those who are not L-Dex users will have to de-select L-Dex in the assessment type before their first measurement after upgrade.

Uninstall SOZOhub

To uninstall SOZOhub, click "Modify SOZOhub" from the initial installer screen, and then click "Uninstall SOZOhub". That will bring up the following screen:
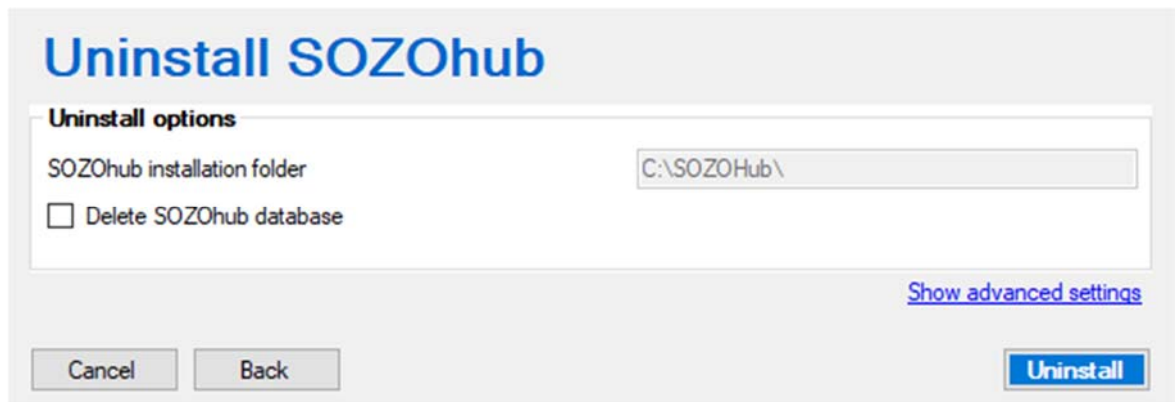
If default settings were not used in initial SOZOhub installation, click "Show advanced settings" to alter other options, including database hostname and database port:

Uninstall SOZOhub

Uninstall options

SOZOhub installation folder   C:\SOZOHub\

☐ Delete SOZOhub database

Hide advanced settings

Advanced settings

Database hostname

127.0.0.1

Database port

3306

| Cancel | Back | | Uninstall |

To delete the SOZOhub database on the host computer, check the box next to "Delete SOZOhub database".

⚠️ Please note that unless you have backed up the MySQL database containing the SOZOhub data, this will result in all clinician and patient data being permanently deleted. ImpediMed does not have access to patient records and cannot restore data that has been deleted.

After all details are entered, clicking "Uninstall" to delete SOZOhub.

Reset Clinic IT administrator password

Reset Clinic IT administrator password

Reset SOZOcloud password

MariosMarios ⌄

Password

Confirm your password

Reset Clinic IT administrator password

| Cancel | Back |

1) Select the IT administrator from the dropdown menu.

2) Enter the new password

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3) Confirm the new password

4) Click 'Reset Clinic IT administrator password'

Update Installation Information

From this screen, you can modify your site's SSL key and certificates, or update the SOZOcloud email address:

Changing the email address will require a second verification through a code sent to the existing SOZOcloud email address on record. Entering that code in the same pop-up screen will allow the email change to proceed. If there is no access to the original SOZOcloud email address, please contact ImpediMed technical support.

Import Impsoft Database

If you have an existing ImpediMed U400 system and have utilized ImpediMed's Impsoft database to store information on a computer, you can import all patient-related and measurement data from the database into SOZOhub. Please download and review LBL-529 from www.impedimed.com.

Before starting a data import, back-up your SOZOhub using 3rd party MySQL database back-up software in the case of an error that requires the database to

be re-set to its pre-import state. The dropdown menus on this screen (for birthdate and measurement date formats) are used with the data import function.

4.4 To Reset The SOZOcloud Password:

From the SOZOhub install screen, click "Reset SOZOcloud password".
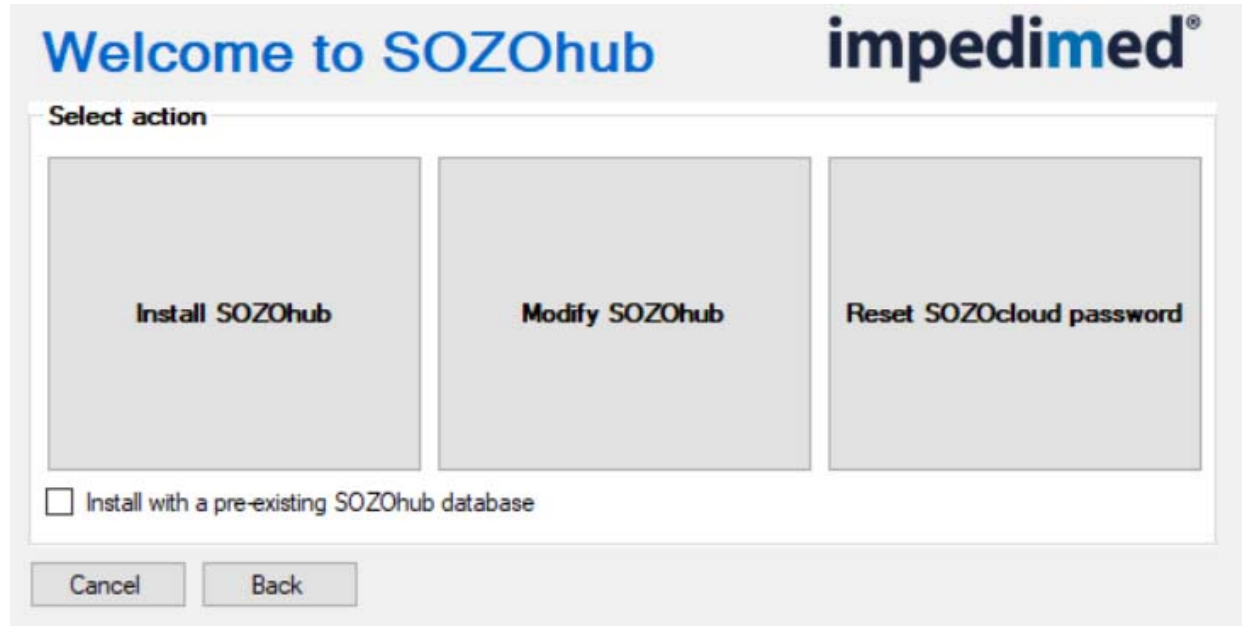
This will bring up the following screen:

Reset SOZOcloud password

MySQL database account details

Database administrator username

Database administrator password

Reset SOZOcloud password

Email address

Password

Confirm your password

| Send verification email | Clear all |

Verification code

Verify code

Show advanced settings

| Cancel | Back |

Enter the database administrator username and password, the email address tied to SOZOcloud, the new password, and confirm the password.

A verification code will be required to proceed. Click "Send verification email" to have a verification code sent to the email address linked with SOZOcloud. That email will contain a verification code. Please enter that verification code within five minutes and click "Verify code" to proceed with the SOZOcloud database password reset.

If the SOZOcloud email is not known or needs to be updated, contact ImpediMed technical support.

If the database hostname and port were not installed as default settings, please click on "Show advanced settings" to see an expanded screen, as shown below:

Reset SOZOcloud password

MySQL database account details

Database administrator username

Database administrator password

Reset SOZOcloud password

Email address

Password

Confirm your password

| Send verification email | Clear all |

Verification code

| Verify code |

Hide advanced settings

Advanced settings

Database hostname

127.0.0.1

Database port

3306

| Cancel | Back |

The database hostname and port and need to be modified to reflect how it was initially set up. If you are unsure, please consult your IT partner.

5.0 Backup the SOZOhub Database

It is good practice to regularly backup the database, which can be accomplished by using a 3rd party database back-up software. ImpediMed recommends that you follow your facilities' policy on preservation of electronic data to create backups of the SOZOhub database. Additional guidance on how to backup the database are available from the ImpediMed website FAQ's or by contacting ImpediMed customer support.

6.0 SOZOhub Security Considerations And Warnings

SOZOhub is a web based application that is accessed using a web browser or the SOZOapp. To enable encryption of the network communication between the web browser and the SOZOhub web server, Secure Sockets Layer (SSL) encryption is used. SSL encryption requires that the SOZOhub server is setup with an SSL key file and SSL certificate file. ImpediMed will create a certificate for your facility during initial SOZO installation, and provide support for that certificate throughout your use of the SOZO device. No action is required on your part to set up the certificate.

The ImpediMed generated SSL certificate that is used for the installation to access SOZOhub uses the domain name https://xxxx.mySOZOhub.com. where xxxx is customized to each clinic. In order for the ImpediMed generated SSL certificate to successfully connect to the SOZOapp and to the browser, internet availability is required so that an external DNS service can resolve the domain name with the IP address (or an internal DNS server must be configured appropriately).

If your facility requires use of local SSL key and certificates, SOZOhub does allow you to upload these during server setup. If using your own SSL certificate, an internal DNS server must be configured to resolve the domain name with the IP address. Also, if you desire Chrome or Firefox to identify your browser as secure with the following green symbol: 🔒 Secure , you will need to install the certificate into the trusted certificate repository of each computer accessing SOZOhub. The steps to acquire an SSL key file can be complicated so please discuss this with ImpediMed Technical Support during installation.

7.0 Troubleshooting

It is generally recommended that initial SOZOhub installation take place with the support of ImpediMed Technical Support. Because of the nature of certain upgrades to the wider system, users running older versions of SOZOhub (v1.4 or earlier) will require the assistance of ImpediMed Technical Support to upgrade. If you wish to install SOZOhub without that support, please note the following issues that can occur, and steps for resolution.

In the event that additional ImpediMed technical support is required, please visit https://www.impedimed.com, or contact ImpediMed by email at ts@impedimed.com or by phone at +61 7 3860 3700. United States customers can contact ImpediMed by email at tsu@impedimed.com or by phone at + 877 247 0111.

General Troubleshooting		
Issue/Error message	Potential Cause	Resolution
"SOZOhub server/web portal port must be a number between 0-65535 and cannot be used by another application"	System application already utilizes the selected port.	During initial setup, go into Advanced Settings and change SOZOhub server port.
"Invalid Verification Code"	Incorrect entry of verification code emailed to you.	Request new verification code and re-enter.
No certificates from the pool are available.	Certificate have not been provisioned by ImpediMed for initial setup; or were provisioned using a different email address.	Certificates are linked to your facilities' email address. Call ImpediMed technical support to confirm email address to be used for your site.
DBMS not detected for the database hostname and port provided.	MySQL database is not on the computer or server that SOZOhub modification is being attempted on.	Verify that SOZOhub modification is taking place on correct computer or server.
Cannot access SOZOhub on local computer / server.	New SOZOhub installation – computer may require restart to fully initiate SOZOhub services.	First, try to access SOZOhub on the same computer as the SOZOhub with the following address using Chrome: htts://localhost/sozohub.

If this does not access the hub, restart computer on which the MySQL database has been created and confirm that the SOZOhub is running in services. |

Cannot access SOZOhub on computer / server that SOZOhub is not installed on.	If SOZOhub is accessible on the local computer, but not on other computers within the network, network settings may be interfering.	First try to access the SOZOhub using the Chrome browser and the IP address of that computer https://xx.xx.xx.xx/sozohub. If this resolves the issue, then there may be an issue with the DNS server. Using NSLookup or other tool, look up the domain name of the SOZOhub and confirm that it matches the IP address of the computer. Restart the computer to sync the SOZOhub with the DNS server or if using an internal generated certificate, check the settings of the internal DNS server. Check the Check the firewall settings as well as malware / anti-virus settings to allow SOZOhub communication and to ensure that the ports used during installation are accessible.
Cannot access SOZOhub on SOZOapp.	Network or other issues.	Ensure that the app connection path is the domain name. Numerical IP addresses are not accepted. Check if chrome on the tablet can reach the SOZOhub. If chrome cannot reach the tablet, see above trouble shooting for network connectivity issues. If unable to resolve, call ImpediMed Technical Support.