



Silhouette v4.4

**Installation and Configuration Guide**

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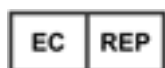
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## Introduction

This Installation and Configuration Guide focuses on the pre-planning, installation and initial configuration of the Silhouette™ system.

The intended audience for this guide includes Project Managers, Systems Administrators and IT Personnel.

Other useful sources of help:

- For general usage of the Silhouette system, refer to the Silhouette Clinical User's Guide or the Silhouette Administration User's Guide.
- The Silhouette Administration User's Guide contains a system description with information on the system components, the system security and the optional features.
- For the latest system requirements and operating conditions refer to the [www.aranzmedical.com](http://www.aranzmedical.com) web site. If you need the system requirements for this specific Silhouette version, please contact ARANZ support with your request.

This guide is applicable to the following versions of the Silhouette components:

- SilhouetteCentral version 4.4.
- SilhouetteConnect version 4.4.
- SilhouetteStar 2 version 1.6.
- SilhouetteLite version 1.3.
- SilhouetteLite+ version 1.3.

## Notation Convention

Throughout this guide, screen, menu, and field names in SilhouetteCentral are displayed in a **bold font**. A series of actions are shown as follows:

**Admin > Organization > Settings**

which means to select the **Settings** option in the **Organization** menu in the SilhouetteCentral **Admin** section.

## Topics



[SilhouetteCentral Installation](#)



[Installing SilhouetteConnect](#)



[Licensing](#)



[System Configuration](#)



[CTEULA and Terms of Use](#)



## SilhouetteCentral Installation

This section describes the installation and initial configuration of Silhouette. It also covers the upgrade procedure for updating an existing installation to the latest version. Topics covered are:

- [Pre-Installation Planning](#)
- [Installing Internet Information Services \(IIS\)](#)
- [SilhouetteCentral Web Application Installation](#)
- [SilhouetteCentral Web Application Configuration](#)
- [Preparing a SQL Server Database](#)
- [SilhouetteCentral Configuration Wizard](#)
- [SilhouetteCentral Backup](#)
- [SilhouetteCentral Upgrade](#)



The details specified in this document assume that the SilhouetteCentral installation is performed on one machine that contains the SQL Database, Web Server and all patient data. The SilhouetteCentral installation may be fragmented by having the data stored on another data server, or Network Attached Storage (NAS) device and also having a separate machine for the Web Server.

### Pre-Installation Planning

The following pre-installation steps should be performed before commencing the installation of SilhouetteCentral:

- Review the Silhouette [CTEULA and Terms of Use](#). Installing and using SilhouetteCentral means that you accept these conditions.
- The SilhouetteCentral application uses the Microsoft .NET framework and is hosted by Microsoft Internet Information Services (IIS) on Windows Server machines. Patient demographic and assessment data is stored in a Microsoft SQL Server database, while images are stored outside of the database. Review the latest system requirements and operating conditions from [www.aranzmedical.com](http://www.aranzmedical.com) to ensure the targeted installation platforms and networks are adequate.
- Define the desired URL of the SilhouetteCentral website.
- Plan the network location and network firewall configurations for SilhouetteCentral, considering where users will need to access the system from (e.g. nurses may need to use the system from patient's homes or remote clinics).
- Prepare the server certificates to allow HTTPS to be used. HTTPS communication is required to encrypt data between SilhouetteCentral and the other Silhouette system components.
- The encryption requirements for the server file system and the database are understood and any required keys and recovery mechanisms are prepared.
- Gather the details of the SQL server to host the Silhouette database, including:
  - SQL Server name
  - Database name
  - Connection details
- Backup requirements for clinical data stored within Silhouette are understood and backup systems are prepared.
- Silhouette users and their system access is determined.
- Gather the SMTP server details, for use by SilhouetteCentral to send password reset emails.

Aside from the technical installation considerations, to gain the most out of Silhouette, it is recommended that there is time spent planning how different users are going to use the different components of the system. A demonstration or trial of the system maybe appropriate in some cases to assist with this planning.

The Silhouette system is a powerful tool enabling wound data capture at the point of care, which can assist in the achievement of great clinical results. Spending time defining what data you want to collect can help achieve the desired results, while optimizing workflow for clinical staff.



## Installing Internet Information Services (IIS)

Prior to the installation of SilhouetteCentral you must ensure the server you are installing onto has Internet Information Server (IIS) installed and configured. IIS is an optional component of the Windows operating system. The precise installation instructions are operating system specific.

### Windows Server 2012

1. From the Start Screen select the **Server Manager**.
2. Click **Manage** menu at the top right, and select **Add Roles and Features**.
3. Click **Next** until you reach the **Server Roles** page.
4. If the **Web Server (IIS)** role is not labeled as Installed, then tick the checkbox beside it.
5. Click **Next** to go to the **Features** page.
6. Expand the .NET Framework 4.5 Features and ensure that the .NET Framework 4.5 and ASP.NET 4.5 is checked.
7. Click **Next** until you reach the **Confirmation** page, and then click **Install**.
8. Once this has completed run the **Add Roles and Features** wizard a second time.
9. Click **Next** until you reach the **Server Roles** page.
10. Expand the **Web Server (IIS)** role then the **Web Server** then **Application Development**.
11. Tick the **ASP.NET 4.5** and the **Application Initialization** checkboxes and confirm you want to add the additional features.
12. Click **Next** until you reach the **Confirmation** page, and then click **Install**.

### Windows Powershell

If installing on a Windows 2012R2 or later server installation of IIS may also be scripted via a powershell command prompt running with administrator privileges:

```
Import-Module ServerManager
```

```
Add-WindowsFeature Web-Static-Content,Web-ASP-Net45,Web-Mgmt-Console,Web-AppInit
```

Installing using the powershell command above includes the minimum set of features required to run Silhouette. It does not include all components selected by default when installing using the Server Manager UI. For example, the components Web-Dir-Browsing, Web-Http-Errors, Web-Http-Logging and Web-Stat-Compression are selected by default when installing using the Server Manager UI.



If you receive an error message stating “The source files could not be downloaded” insert the Windows installation DVD into your DVD drive and use the following command where the drive letter is your DVD drive:

```
Import-Module ServerManager -Source D:\Sources\Sxs
```

**NOTE:** If you receive an error message stating “The source files could not be downloaded” insert the Windows installation DVD into your DVD drive and use the following command where the drive letter is your DVD drive:

```
Import-Module ServerManager -Source D:\Sources\Sxs
```

### SilhouetteCentral Web Application Installation

The following steps install the SilhouetteCentral web application on IIS.

#### Software Prerequisite Installation

In order to run SilhouetteCentral, Microsoft .NET 4.5.2 (<http://www.microsoft.com/en-us/download/details.aspx?id=42642>) must be installed on the server in addition to IIS. If not already installed, .NET can be downloaded from the internet using the link provided. In some circumstances a reboot of the server may be required during installation.



If .NET 4.5.2 was installed prior to IIS being configured (see the Installing Internet Information Services (IIS) section) you may need to re-register ASP.NET in order for IIS to be properly configured to serve ASP.NET 4.5.2 based applications, such as SilhouetteCentral.

To re-register ASP.NET open up an administrator command prompt and type the following command:

```
C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis.exe -ir
```

If installing on a 32-bit version of Windows replace Framework64 with Framework in the command listed above. This step should not be necessary if you installed IIS prior to Microsoft .NET 4.5.2, as the .NET 4.5.2 installer takes care of this step when it detects IIS is already installed.

#### Extract SilhouetteCentral

Unzip the SilhouetteCentral zip file into a sub directory within the main wwwroot folder used by IIS. The name of this folder becomes part of the URL used to access SilhouetteCentral.

For example, if IIS is installed within the C:\inetpub\wwwroot folder and you want the SilhouetteCentral website to be accessible via <http://name-of-your-server/Silhouette>, you would extract the zip file into a subdirectory called C:\inetpub\wwwroot\Silhouette.



If upgrading an existing SilhouetteCentral installation, check the instructions in the [SilhouetteCentral Upgrade](#) section.

#### Configure IIS

Once the SilhouetteCentral software has been placed in the wwwroot folder IIS must be configured to treat this folder as a web application. This can be configured in a number of ways including:

##### Via IIS Manager

1. Open IIS Manager.
2. Create a new application pool for use by SilhouetteCentral:
  1. In the Connections pane, right-click the Application Pools node.
  2. Select Add Application Pool.
  3. Give the pool a unique name (we recommend the same name as the directory extracted previously).
  4. Select .NET CLR Version v4.0.30319 and the Managed Pipeline mode as Integrated.

5. Click OK.
  6. Right-click on the new Application Pool in the list and select Advanced Settings...
  7. Set the Start Mode property to AlwaysRunning.
  8. Click OK.
3. Convert the directory into an application
1. In the Connections pane, expand the Sites node and then the node representing your website (Default Web Site by default).
  2. Find the node representing the folder you created in step 1.
  3. Right-click the folder, and click Convert To Application.
  4. Click Select, and choose the application pool you created above.
  5. Click OK.
  6. Right-click the folder again (which is now an application) and select Manage Application > Advanced Settings...
  7. Set the Preload Enabled property to True.
  8. Click OK.

## Via Windows Powershell

If installing on a Windows 2008 R2 or later server creation of the Silhouette application pool and web application may also be scripted via a powershell command prompt:

```
Import-Module WebAdministration
New-WebAppPool -Name Silhouette
Set-ItemProperty -path IIS:\AppPools\Silhouette -name "managedRuntimeVersion" -value "v4.0"
Set-ItemProperty -path IIS:\AppPools\Silhouette -name "startMode" -value "AlwaysRunning"
New-WebApplication -Name Silhouette -Site "Default Web Site" -PhysicalPath
c:\inetpub\wwwroot\Silhouette -ApplicationPool Silhouette
Set-ItemProperty -path "IIS:\Sites\Default Web Site" -name "preloadEnabled" -value "True"
```



If upgrading an existing SilhouetteCentral installation most of the IIS configuration should already be completed and can be left unaltered. Check through the configuration of the Application Pool and the site to ensure settings are correct.

## File System Permissions

The user account used by the application pool created in the previous section (typically IIS AppPool\Silhouette) requires read permission to all files within the folder you extracted SilhouetteCentral to. Note that this user is automatically a member of the local IIS\_IUSRS group, which by default has read access to all web applications hosted in the wwwroot folder.

The application pool user account also requires the following subdirectory specific permissions

## 8 • File System Permissions

Folder Name	Permission	Notes
Files	Modify	All sub-files and folders must inherit this folder permission.

If SilhouetteConnect is part of your system, then the service account used to run the SQL Server synchronization instance will need permission to access the folder where SilhouetteConnect databases are stored during the synchronization process (this folder may not exist until after the website has been started). For our default install where the instance name is Silhouette, the user account will be "NT SERVICE\MSSQL\$SILHOUETTE".

Folder Name	Permission	Notes
Files\mdfCreation	Modify	All sub-files and folders must inherit this folder permission.

## SilhouetteCentral Web Application Configuration

There are a number of web application settings available in the <Main Application Directory>\Files\Settings\machinesettings.xml file. In most installations there is no need to adjust the Web Application settings.

Any adjustments to the MachineSettings file should be made with care and by first taking a copy of the original settings. If an invalid file or invalid settings are detected then the initial SilhouetteCentral setup wizard is displayed when accessing the web site.

Changes to the application settings in the machinesettings.xml are only applied when the associated SilhouetteCentral application pool is recycled.

### Patient Assessment Data File Location

By default, SilhouetteCentral stores patient images and report files in the Files\Data folder under the main application folder. The location of this Data folder may be altered by updating the DataDirectory property in the MachineSettings configuration file. This allows the data to be stored in a different location to the SilhouetteCentral application files. This can be either a local directory or a UNC file share.

As an example updating the setting within machinesettings.xml as follows would store patient images and reports in the D:\Silhouette\Data folder.

```
<DataDirectory>D:/Silhouette/Data</DataDirectory>
```



Changing this setting does not transfer any existing images and reports to the new location. To change this setting:

1. Stop the SilhouetteCentral application pool,
2. Move the contents of the existing folder to the new location,
3. Update the DataDirectory setting, and
4. Restart the SilhouetteCentral application pool.

## SilhouetteConnect Synchronization Related Settings

### Synchronization Database Configuration

The connection string used by SilhouetteCentral to connect to the synchronization SQL Server instance can be customized in the MachineSettings configuration file.

```
<SilhouetteConnectDatabaseInstanceConnectionString>Data Source=.\Silhouette;Integrated Security=SSPI;</SilhouetteConnectDatabaseInstanceConnectionString>
```

### Number of days to keep SilhouetteConnect databases

SilhouetteCentral keeps an archived copy of the SilhouetteConnect database when it is uploaded during a synchronization. The SilhouetteConnect database copies are only kept for 10 days by default and are then deleted. The number of days the databases are kept can be customized in the MachineSettings configuration file with a minimum of 1 day.

```
<DaysToKeepArchivedConnectDatabases>10</DaysToKeepArchivedConnectDatabases>
```

### Automatic Email Application Settings

When using the automatic assessment email feature there are a number of settings that can be adjusted in the MachineSettings configuration file.

#### System Event Queue Processing

The following settings allow the period of the System Event processing job and how many system events will be processed in one go. If the email log shows that the system event job is commonly taking more than 30 seconds to run then you should consider reducing the batch size. The batch size given in the configuration is per system event type (assessment create and assessment update).

```
<ProcessAssessmentSystemEventsCronSchedule>* * * * * </ProcessAssessmentSystemEventsCronSchedule>  
<ProcessAssessmentSystemEventsBatchSize>1000</ProcessAssessmentSystemEventsBatchSize>
```

#### Email Attachment Storage

If emails are configured to be sent with attached PDF reports then these reports are generated and stored on the file system.

```
<EmailAttachmentsDirectory>~/Files/Data/EmailAttachments</EmailAttachmentsDirectory>
```



Modifying the Email Attachments Directory doesn't move or clean up the old directory. Clean up must be done manually.

#### Email Queue Processing

The email queue processing allows you to control how many emails will be attempted in any one period (the period is set by the System Event Queue Processing settings) and how many emails are sent concurrently. These settings may need to be adjusted to fit within sending limits of the SMTP service being used.

```
<ProcessEmailQueueMaximumNumberOfEmailsToSendPerJob>20</ProcessEmailQueueMaximumNumberOfEmailsToSendPerJob>  
<ProcessEmailQueueMaximumNumberOfEmailsToSendConcurrently>5</ProcessEmailQueueMaximumNumberOfEmailsToSendConcurrently>
```

The maximum age for an email in the queue is also adjustable. Any emails still pending after they have been in the queue for more than the maximum age are not sent.

```
<ProcessEmailQueueMaximumAgeOfEmailsInDays>10</ProcessEmailQueueMaximumAgeOfEmailsInDays>
```

#### Purging System Events and Email Queue

The system event queue and email queue are stored in the database. Silhouette has a daily job that removes old emails and system events. If there is a reason to keep data for longer then the configuration can be adjusted.

```
<PurgeEmailAndSystemEventsIsEnabled>true</PurgeEmailAndSystemEventsIsEnabled>  
<PurgeEmailAndSystemEventsCronSchedule>0 1 * * * </PurgeEmailAndSystemEventsCronSchedule>  
<PurgeEmailAndSystemEventsBatchSize>500</PurgeEmailAndSystemEventsBatchSize>
```

The minimum age of an item to be purged can be set from 35 to 400 days. Setting a value outside of this range causes the default of 35 days to be used.

```
<PurgeEmailAndSystemEventsMinimumAgeInDays>35</PurgeEmailAndSystemEventsMinimumAgeInDays>
```

### Assessment Data Export Related Settings

When using the assessment data export feature there are a number of settings that can be adjusted in the MachineSettings configuration file.

### Days to keep data exports

This setting controls how long Silhouette keeps data exports after they are created. Valid settings are from 1 to 7 days. Any non-valid setting will cause the default of 3 to be used.

```
<DefaultMaximumAgeOfExportedDataInDays>3</DefaultMaximumAgeOfExportedDataInDays>
```

### Data exports file location

This setting tells where on the file setting to create and store data exports before they are downloaded.

```
<DefaultAssessmentExportDirectory>~/Files/Data/Exports</DefaultAssessmentExportDirectory>
```



Modifying the Default Assessment Export Directory doesn't move or clean up the old directory. Clean up must be done manually.



Data exports stored in this directory will contain patient information. Ensure this directory is adequately protected against unauthorized access.

## File clean up schedule

The file clean up schedule controls when the job which cleans up synchronized SilhouetteConnect databases and expired data exports is run.

```
<DefaultCleanUpFilesCronSchedule>0 0 * * * </DefaultCleanUpFilesCronSchedule>
```

### Preparing a SQL Server Database

SilhouetteCentral stores all patient demographic and assessment data in a SQL server database. Depending upon your expected scale and existing IT infrastructure this database can be hosted on the same server running the SilhouetteCentral website, or it can be hosted on a dedicated database server.

### Using an existing SQL Server Installation

If an existing instance of SQL Server has been designated to host the SilhouetteCentral database, you need to obtain the required connection details to access the database. These details include:

- SQL Server Instance name, i.e. `serverName\instanceName`.
- Authentication method (Windows Authentication or SQL Server). If the authentication method selected is "SQL Server," you need the associated username and password.
- Database name, i.e. Silhouette.

Your Database Administrator (DBA) should be able to create the database and provide these details to you. The database can be created empty and SilhouetteCentral populates it during the installation procedure.

### Installing SQL Server

If SilhouetteConnect is being supported, then SilhouetteCentral will need access to a SQL Server 2014 instance to be used for the Synchronization process. There are two common cases for the synchronization instance:

1. The main database is hosted on an external server, and only the synchronization instance will be hosted on the server running the SilhouetteCentral website. In this case SQL Server 2014 Express should be installed as the named instance "Silhouette" as documented below.
2. Both the main database and the synchronization instance will be hosted on the server running the SilhouetteCentral website.
  1. If the main database server instance is SQL Server 2014, then this instance will be able to be used for both the main and synchronization instance.
  2. If the main database server instance is not SQL Server 2014, then both the main server instance and an instance of SQL Server 2014 Express should be installed as documented below. By default the synchronization instance should be the named instance "Silhouette".



The use of SQL Server Express is not recommended for production installations due to limitations on database performance, size and features.

The exact instructions to install SQL Server depend on the SQL server edition and version. The basic steps are provided below, derived from SQL Server 2014, but it is recommended to read and follow the instructions that come with SQL Server.

1. Run the SQL Server installation executable and click the **OK** button on the "Choose Directory For Extracted Files" dialog.
2. On the "SQL Server Installation Center" dialog, select the "New SQL Server stand-alone installation or add features to an existing installation" link (towards top right corner of dialog).
3. The SQL Server 2014 Setup wizard starts.



4. Select “I accept the license terms” and click **Next**.
5. On the Feature Selection step ensure the following features are enabled and click **Next**.
  1. Database Engine Services
  2. Management Tools – Basic
6. On the Instance Configuration step, select the “Named Instance” option and give the SQL server instance an appropriate name, e.g. SQLSILHOUETTE, then click **Next**.
7. On the Server Configuration, step click **Next**.
8. On the Database Engine Configuration step, select the “Windows authentication mode” option and click **Next**.
9. Follow any additional prompts that appear until installation is completed.

## Creating a SilhouetteCentral Database

Once SQL Server has been installed a blank database must be created to store all clinical assessment data. This can be created in a number of ways including:

- SQL Management Studio
- Windows Powershell

## Creating a Database using SQL Management Studio

- From the Windows start menu start **SQL Management Studio**.
- A **Connect to Server** dialog should appear. If not, select **Connect Object Explorer** within the **File** menu.
- Set the **Server type** drop down to **Database Engine** and in the **Server name** box type .\<SQL SERVER NAME> (e.g. .\SQLSILHOUETTE) then click **Connect**.
- Within the object explorer pane (left side of screen), right click on **Databases** and select **New Database....**
- Within the **New Database** dialog type in the database name **Silhouette** and press OK.
- Within the object explorer pane right click on **Security** and select **Login...** underneath the **New** submenu.
- Type IIS AppPool\Silhouette into the **Login name** text box.
- Select Silhouette within the **Default database** drop down.
- Click **OK**.
- Within the object explorer pane expand the **Databases** item and further expand the sub-item representing the SilhouetteCentral database.
- Right click on Security and select User... underneath the New submenu.
- Type IIS AppPool\Silhouette into both the **User name** and **Login name** text boxes.
- In the **Membership** section scroll down and place a tick beside **db\_owner**.
- Click **OK**.

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### Creating a Database using Windows Powershell

Creation of the SilhouetteCentral database may also be scripted via a powershell command prompt:

```
Invoke-Sqlcmd -ServerInstance .\SILHOUETTE -Query "CREATE DATABASE Silhouette"

Invoke-Sqlcmd -ServerInstance .\SILHOUETTE -Query "CREATE LOGIN
[IIS AppPool\Silhouette] FROM WINDOWS WITH DEFAULT_DATABASE=Silhouette"

Invoke-Sqlcmd -ServerInstance .\SILHOUETTE -Query "USE Silhouette CREATE USER [IIS AppPool\Silhouette]
FOR LOGIN [IIS AppPool\Silhouette];"
```

Required permissions on the main database:

```
Invoke-Sqlcmd -ServerInstance .\SILHOUETTE -Query "USE Silhouette exec sp_addrolemember 'db_owner',
[IIS AppPool\Silhouette]"
```

Required permissions on the synchronization instance:

```
Invoke-Sqlcmd -ServerInstance .\SILHOUETTE -Query "exec sp_addsrvrolemember [IIS AppPool\Silhouette] ,
'sysadmin'"
```



If securing database access using the IIS AppPool\Silhouette user account the database server must be running on the same server as IIS. You may need to wait until step 1 of the SilhouetteCentral [configuration wizard](#) before securing database access as the IIS AppPool\Silhouette user account may not exist until this point of the installation process.

### Synchronization Database Configuration

By default SilhouetteCentral expects the synchronization instance to be installed as the named instance "Silhouette" on the same machine. However if this is not the case, then the connection string used by SilhouetteCentral will need to be customized by editing the MachineSettings configuration file, see [SilhouetteCentral Web Application Configuration](#).

## SilhouetteCentral Configuration Wizard

After you have completed the install process, you need to perform some additional setup. The setup automatically runs the first time you visit the SilhouetteCentral website. To run the wizard

1. Launch a Web Browser
2. Navigate to <http://localhost/Silhouette/> (or the location you installed the application to).

This wizard configures the basic settings required for SilhouetteCentral to run correctly.

**Initial Setup**

You're almost there! There are only a few important settings before you're ready to go.

**Database** Server Email Organization License

SilhouetteCentral relies upon a SQL Server database for data storage. Please provide the connection details required to connect to the database.

If you do not have an existing database, create a blank one, and SilhouetteCentral will perform all required configuration steps.

Server: sqlservr  
Database: SilhouetteCentral  
Authentication: Windows Authentication

SilhouetteCentral will connect to the database using the user account  
**IIS APPPOOL\SilhouetteCentral**

Please ensure suitable database permissions are assigned to this account.

[Next](#)

### Step 1 Database

Enter the connection details to the SQL Server instance and database that Silhouette uses. The database entered here must already exist and it should be a new blank database, see [Preparing a SQL Server Database](#) instructions.

The account used to authenticate must have database owner permissions.

**Initial Setup**

You're almost there! There are only a few important settings before you're ready to go.

**Database** Server Email Organization License

Please enter the URL that a user should enter into their web browser's address bar to access SilhouetteCentral. Typically this would be the hostname of the web server on which SilhouetteCentral is installed, however your environment may require it to be different due to the proxy or firewall configuration within your environment.

Root URL: <http://localhost/silhouettecentral>

If SilhouetteConnect users must use a proxy server to access the URL specified above please enter the required proxy server below.

Proxy Server:

[Back](#) [Next](#)

### Step 2 Server

The Root URL is the URL of the SilhouetteCentral instance.

The root URL must be a resolvable hostname on your network. Please make sure this is correctly entered here. Failure to enter the correct value for the Root URL causes a SilhouetteStar 2 Wi-Fi connection failure and possibly a user login failure.



## Initial Setup

You're almost there! There are only a few important settings before you're ready to go.

Database Server **Email** Organization License

SilhouetteCentral can be configured to allow users to reset passwords via email. If this feature is desired an SMTP server is required. Please enter the connection details below.

If email functionality is not desired, or the required details are not known at this stage, untick the "Enable Email Integration" check box. Email services can always be configured later.

☒ Enable Email Integration

Server

Port

Use SSL ☒

Username

Password

Reply To Address

[< Back](#) [Next >](#)

## Step 3 Email

If you require any of the Email sending features like password reset emails, then enable the Email integration.



## Initial Setup

You're almost there! There are only a few important settings before you're ready to go.

Database Server Email **Organization** License

Please provide personalisation details for your organization.

Please enter your support text. This will appear on the 'About' page.

Support Text

Please contact your system administrator for support information.

You can also optionally upload a 266x75px PNG formatted logo. This will appear on the header within SilhouetteCentral (beside the Silhouette logo) and on generated wound assessment reports.

Logo



[Choose File](#) No file chosen

[< Back](#) [Next >](#)

## Step 4 Organization

Enter support information that should be displayed to the systems users. It can include contact details of a support person.

If a logo is provided, then this is displayed on the SilhouetteCentral website, and also in the standard Wound Assessment Report.



## Initial Setup

You're almost there! There are only a few important settings before you're ready to go.

Database Server Email Organization **License**

SilhouetteCentral is currently licensed for a 30 day trial. You have 30 days remaining after which the application will stop working until a license is obtained.

If you were supplied with a client code you may enter this below to obtain your updated license.

Client Code

[< Back](#) [Done](#)

## Step 5 License

Enter your client code here.

SilhouetteCentral attempts to contact the license server and download the required license file.

Leave this blank in order to proceed using a trial license.

This step may complete automatically, depending on how you obtained your SilhouetteCentral installation files .



### Step 6 Initial Log on

With the web browser window opened at the SilhouetteCentral login page, login using the default credentials:

User name = admin

Password = aranz

On the next screen you are prompted to change this password.



### Step 7 Password Change

This step changes the password of the admin user account from the default value of aranz.

Enter the password that you wish to use for the admin user account.

## SilhouetteCentral Backup

On completing the installation of SilhouetteCentral a backup plan and procedure should be put in place. The following items should be included in your backup plan to ensure no data is lost in the event of a hardware or software failure :

1. SilhouetteCentral database (.mdf) and log (.ldf) files. This may be done using SQL Agent or a Windows Scheduled Task.
2. The Files folder under the SilhouetteCentral installation folder. This folder contains all of the assessment images, reports, license and other configuration files. With a default installation this should be similar to:

```
C:\inetpub\wwwroot\Silhouette\Files\
```

## SilhouetteCentral Upgrade

In order to upgrade extract the contents of the SilhouetteCentral ZIP file and replace the existing contents in inetpub wwwroot folder (refer to [SilhouetteCentral Installation](#) instructions for how the exact folder paths are specified/described).

- Shutdown the IIS App Pool before extracting the files, then restart it after the files are copied across.
- Before extracting the new files make sure you delete everything except the "Files" folder (the "Files" folder contains all of the configuration and patient data).

After installation, it is possible a "database is upgrading" screen is displayed as the existing database content is converted to the newer format. SilhouetteCentral is not accessible to any users while the database is upgrading.

Likewise after the database upgrade page dismisses itself automatically you may be placed part way through the [configuration wizard](#) as described previously. If this occurs it means that additional mandatory configuration (or options) have been added in the later version.

Specify the settings, as required and click Next -> Next -> Next, etc. to complete the wizard (the wizard is automatically populated with all originally specified information).

After an upgrade which changes the major version number (e.g. v3 to v4) then the system settings should be reviewed for desired configuration, e.g. users, groups, units, notes definitions, etc.

## Versions

The method specified above can be used to upgrade SilhouetteCentral from any version greater than v3.10. The following notes are provided as there are some versions where additional care must be taken.

From v3.x

To v4.x

Upgrading from v3.x to v4.x is a major upgrade and the following points need consideration. If you have any queries or concerns please contact ARANZ Medical Limited before upgrading, at: [support@aranzmedical.com](mailto:support@aranzmedical.com)

- For versions prior to v3.10 of the software, it is recommended that a customer support representative be contacted to assist with this process.
- Tissue Type Classification feature is not available in v4.4. Any tissue type outlines need to be segregated in the data before upgrading.
- The storage format of the image captured date is converted based on the Default Timezone specified in the Organization Settings. As such, you should verify that the Default Timezone setting is correct prior to starting the upgrade. If an adjustment has to be made, then synced the change to all SilhouetteConnect devices before proceeding with the upgrade.



The automatic upgrade process assumes that all image capture dates are from a single timezone. If data should be split into multiple timezones this needs to be performed by a customer support representative.

- Data consistency issues (e.g. duplicate wound IDs for a single patient) this may cause upgrades to fail. These data consistency issues must be fixed before an upgrade can complete.
- SilhouetteLink is not compatible with v4.4.

## 20 • Versions

From pre-v4.3  
To v4.3+

Upgrading to v4.3 or beyond requires that a synchronization instance of SQL Server be available on SilhouetteCentral to support the SilhouetteConnect synchronization process. The synchronization instance of SQL Server needs read and write access to the appropriate files\mdfcreation directory.

It is also recommended to modify the SilhouetteCentral web site configuration in IIS to set Preload Enabled to True and to set the Application Pool Start Mode property to Always Running. The optional IIS Application Initialization feature is required to enable these properties.

See the following topics for more details:

- [Installing Internet Information Services \(IIS\)](#)
- [Preparing a SQL Server Database.](#)
- [SilhouetteCentral Web Application Installation.](#)

From pre-v4.4  
To v4.4+

Upgrading to or beyond v4.4 changes the way assessment dates are stored. Assessment creation dates are changed to record the local time plus an offset from UTC, as well as recording the time zone name of where they were created.

The time zone database used by Silhouette is the iana time zone database. Information on the iana time zone database can be found on the website <https://www.iana.org/time-zones>.

During the upgrade to v4.4 the upgrade will ask you to select an appropriate time zone to use for historical assessments. Selecting the correct time zone is important as the offset from UTC applied is dependent on any seasonal clock changes for that time zone.

The upgrade will ask you to specify a time zone per unit in the database. The assumption is that if you do use the system between time zones then the patients seen in different time zones will be in different units.

If the assumption above does not hold for your system then you will need to contact ARANZ Medical for support while upgrading.



## SilhouetteConnect Installation and Initial Configuration

This section describes the basic installation of SilhouetteConnect and the initial configuration. The process is the same for either standalone or synchronized modes of operation. See the Silhouette Administration manual for further configuration options.

Topics covered in this section are:

- [Installing SilhouetteConnect](#)
- [Logging In to SilhouetteConnect](#)
- [Licensing for SilhouetteConnect](#)
- [Logging Out of SilhouetteConnect](#)

## Installing SilhouetteConnect

There are two files required to install SilhouetteConnect: setup.exe and SilhouetteConnect.msi. These files can be obtained from ARANZ Medical support.



### Download SilhouetteConnect from SilhouetteCentral

The SilhouetteConnect installer can be downloaded from an instance of SilhouetteCentral by using a web browser to navigate to <https://<SilhouetteCentral URL>/install>.

When the SilhouetteConnect installer is downloaded from a SilhouetteCentral instance, it includes a third file, CustomProperties.xml, which bootstraps the installation of SilhouetteConnect with the initial configuration. The initial configuration which can be set by the CustomProperties.xml file includes:

- The client code
- Synchronization URL
- License Service URL
- The time zone unit mappings required to upgrade data.

Once the installation files are obtained:

1. Navigate to the folder that contains the installation files.
2. Double click the setup.exe file to start the installation process.
3. The install requires admin permissions to install.
4. Follow the on-screen instructions, which includes the acceptance of the Silhouette CTEULA and Terms of Use, [See "CTEULA and Terms of Use"](#) or the ARANZ Medical website (<https://www.aranzmedical.com/silhouette-legal/>).

The SilhouetteConnect install file may be prevented from running by the Windows SmartScreen filter. In order to run the setup, click on the **More Info** link, and then on the **Run anyway** button.

Once the installation is complete, launch SilhouetteConnect by double-clicking on the icon created on your desktop or by selecting SilhouetteConnect from the **All Programs** menu.

The installer includes the drivers for SilhouetteStar, as well as, any necessary SilhouetteStar 2 software patches. These drivers are installed per USB port when a SilhouetteStar is connected to the computer.

The firmware in a SilhouetteStar 2 upgrades or downgrades to the latest compatible version when it is connected to SilhouetteConnect. See the Clinical User Manual for information on connecting a SilhouetteStar and getting started with Silhouette.

## Upgrades

If the computer has, or has had, a previous version of SilhouetteConnect installed, then the installer will attempt to use the SilhouetteConnect clinical data and related settings already present on the computer. To remove the clinical data and SilhouetteConnect settings from a computer see the uninstall instructions.

When upgrading a standalone SilhouetteConnect to v4.4 or beyond, then when you first start SilhouetteConnect you will be asked to select which time zone your historical assessments were captured in. You will be asked to select a time zone per unit, however, for a standalone SilhouetteConnect it is expected that all time zone selections are the same. [See "SilhouetteCentral Upgrade"](#) for more details on why the time zone mapping is requested.

If you are upgrading a synchronized SilhouetteConnect then it is best to obtain the specific installer from your SilhouetteCentral instance, via `https://<SilhouetteCentral URL>/install`.

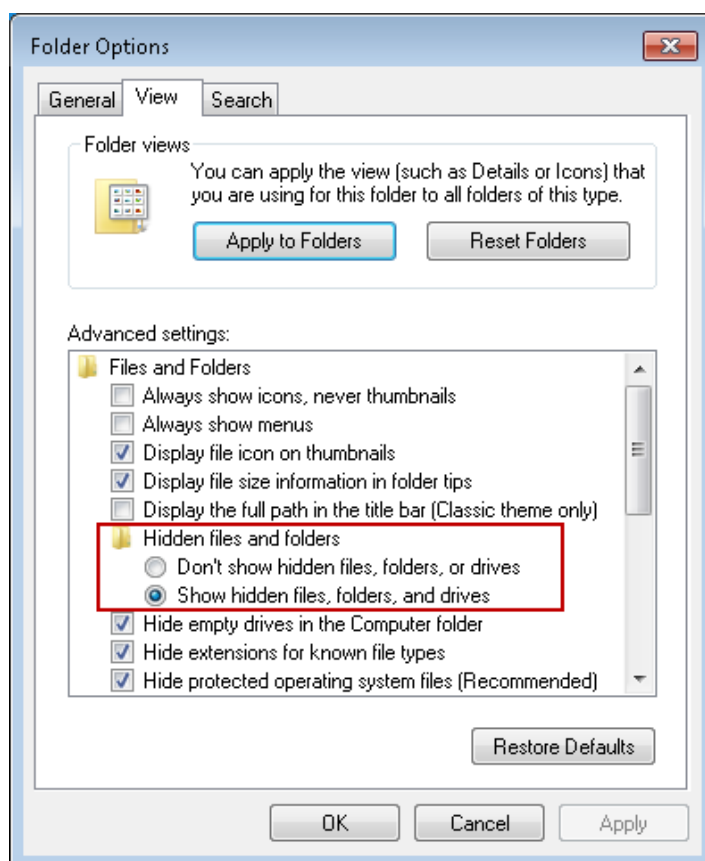
## Uninstalling SilhouetteConnect

Should you need to uninstall SilhouetteConnect, this can be done via **Programs and Features**, which is accessible via the **Control Panel**. Please ensure that you have first backed up all information to SilhouetteCentral or an alternative location.

Uninstalling SilhouetteConnect removes the application software, but leaves all clinical data on your machine. If you also want to remove clinical data from a device delete the following folder on your computer:

C:\ProgramData\ARANZ Medical Limited\SilhouetteConnect

Note that this folder may be hidden. Hidden folders can be shown by selecting the **Show hidden files, folders, and drives** folder option:



## Logging In to SilhouetteConnect

SilhouetteConnect presents a **login** prompt when starting the application. To log in to SilhouetteConnect, enter the **User Name** and **Password** assigned to you.

If your **User Name** has been assigned recently or if SilhouetteConnect has not synchronized with SilhouetteCentral for some time, SilhouetteConnect will contact SilhouetteCentral via the network to validate the new **User Name** and **Password** and will then prompt you to synchronize.

For standalone, fresh installs of SilhouetteConnect, a default login is provided:

- **User Name:** admin
- **Password:** aranz

The system prompts for the default password to be changed when initially logging in. New user accounts can be created once logged in.

## Licensing for SilhouetteConnect

### Obtaining a License

In order to use SilhouetteConnect, you must first obtain and activate a license.

To obtain a license call your ARANZ Medical representative or contact [support@aranzmedical.com](mailto:support@aranzmedical.com).

### Activating Your License

Once a license has been obtained, you are provided a unique client code. When you first launch and login to SilhouetteConnect, a screen appears, prompting you to enter your **Client Code**. There are two options:

- If you have a client code, ensure your computer is connected to the internet, enter the code, and click **Check for License**.
- If the automatic license update process fails, or you have received a license file instead of a client code, click **Import License** to locate the file.

You can use SilhouetteConnect for a 30-day trial period if you click **Continue** without entering a client code or importing a valid license.

The license activation screen is no longer displayed on application start once SilhouetteConnect is licensed. The screen reappears and can be used to re-license your copy of SilhouetteConnect once your license expires.

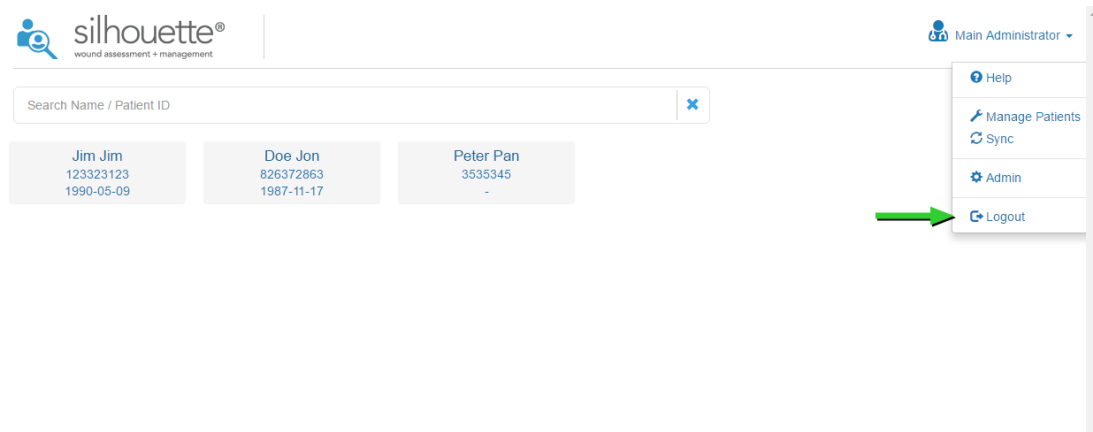


#### Pre-populated client code

If you have downloaded the installation package for SilhouetteConnect from a SilhouetteCentral instance, the license details are pre-populated and the activation screen does not display on first launch.

## Logging Out of SilhouetteConnect

You can log out of SilhouetteConnect by clicking the **Logout** button in the bottom left. Logging out takes you back to the log in screen.



If you leave the application unattended for the application lock time, then the application automatically logs you out. The default application lock time is set to 10 minutes. [See "System Configuration"](#) to change the default application lock time.

## Licensing

The **Admin > License** screen allows you to update the license for the current Silhouette component. For example, the **License** screen in SilhouetteCentral shows details about the licensing of SilhouetteCentral and the **License** screen in SilhouetteConnect shows details about the licensing for that install of SilhouetteConnect. The following license details are displayed:

1. **Client Code:** The client code the product is licensed against. If there is no client code in the text box, then the Silhouette instance is unlicensed, and operating in a trial mode.
2. **Created:** The creation date of your license.
3. **Expires:** This is the expiry date of your license. If you have purchased a perpetual license, 'Never' is displayed.
4. **Features:** Any optional software features that have been licensed are listed here.

### Licensing Silhouette

Underneath the license details there is a **Check for Update** section that provides an **Update** button. To license Silhouette for the first time, enter your client code and select the **Update** button. To subsequently update your license, for example if you have purchased additional features or extended your warranty, it is only necessary to select the **Update** button.

In order for the automatic license update process to function, access to the Internet is required. If there is no Internet access, instructions on obtaining the license file manually are provided after the **Update** button is pressed.



#### HTTP Proxy Configuration

The ARANZ Medical licensing server is hosted on the internet at [www.silhouettecentral.com](http://www.silhouettecentral.com). When attempting communication with the licensing server Silhouette uses .NET's default proxy settings. If your network environment requires Silhouette to use a different proxy server this can be specified by updating the defaultProxy setting within Silhouette's web.config file.

As an example if you desire Silhouette to make use of a proxy server located at 192.168.2.1 port 8888 you could update the relevant section of the web.config file as follows:

```
<system.net>
  <defaultProxy enabled="true">
    <proxy proxyaddress="http://192.168.2.1:8888"/>
  </defaultProxy>
</system.net>
```

Please refer to Microsoft's online .NET framework configuration documentation for further details.



## System Configuration

Silhouette can be configured to match clinical needs. Configuration of users, groups, units, and SilhouetteStar 2 settings can be performed via the admin interface. For details please see the Silhouette Administrator's User Guide.

In SilhouetteConnect, some of the configuration available depends on the mode SilhouetteConnect is operating in. For example, if SilhouetteConnect is operating in synchronized mode then the configuration is mostly contained in SilhouetteCentral.

Other settings and features are available for configuration by ARANZ Medical Support users. The other settings are listed below. The items listed in bold text are items that should be reviewed with ARANZ Medical and set up when the system is first installed. These settings are ideally locked down before clinical user training is undertaken, as they can effect user workflow significantly.

- **Assessment type configuration** (SilhouetteCentral Only)
- **Patient and Wound Notes configuration** (SilhouetteCentral Only)
- SilhouetteLite and SilhouetteLite+ Touch ID configuration (SilhouetteCentral Only)
- Branding Logo (SilhouetteCentral Only)
- **Support information** (SilhouetteCentral Only)
- **Measurement calculation and display settings** (SilhouetteCentral Only)
- Data export settings (SilhouetteCentral Only)
- Report settings (SilhouetteCentral Only)
- Password settings (SilhouetteCentral Only)
- Application lock settings
- SilhouetteStar 2 connection RootURL (SilhouetteCentral Only)
- Synchronization settings
- Log access (SilhouetteCentral Only)

The items in bold above are items that should be reviewed with ARANZ Medical and set on installation. These settings are ideally locked down before clinical user training is undertaken as they can effect user workflow significantly.

## CTEULA and Terms of Use

This section provides the Silhouette license information, consisting of:

- [Conditions of Transfer and End-User License Agreement](#)
- [ARANZ Medical Limited – Silhouette® Product Suite Terms of Use](#)

### Conditions of Transfer and End-User License Agreement for ARANZ Medical Limited and Silhouette® Product Suite

Effective Date: 1 January 2018

**IMPORTANT – READ CAREFULLY:** This Conditions of Transfer and End User License Agreement (CTEULA) constitutes a legal agreement between You and ARANZ MEDICAL LIMITED, covering (1) the sale or leasing of one or more units of **Silhouette Hardware**, and (2) the licensing of **Silhouette Software**, in the **SILHOUETTE®** product suite. This CTEULA also covers the circumstance in which one of more unit(s) of Silhouette Hardware is/are (i) provided to You under a Subscription Contract, or (ii) loaned to You for evaluation, research or other purposes.

**PLEASE READ THIS CTEULA CAREFULLY BECAUSE USING THE SILHOUETTE HARDWARE OR THE SILHOUETTE SOFTWARE WILL BE DEEMED TO BE ACCEPTANCE THAT THEY ARE BEING USED ON THE FOLLOWING TERMS.**

**1. Defined Terms.** As used in this CTEULA and in the Terms of Use, the following terms have the following meanings:

**AML** means ARANZ Medical Limited.

**Hardware Use License** means a license to use one or more unit(s) of Silhouette Hardware provided by AML (or one of its distributors) under a Subscription Contract.

**Module** means an add-on, option or feature, which is associated with a Silhouette Software product but is licensed for an additional license fee.

**Upgrade** means a subsequent release of a Silhouette Software product which AML may offer to license holders with a current paid up Support Contract at no additional license fee and may include bug fixes and new functionality.

**Order Form** means the contract (including any Subscription Contract), quotation or purchase order accepted by AML designating which unit(s) of Silhouette Hardware (if any) are being sold, leased or loaned to You, and which units of Silhouette Software (if any) are being licensed to You.

**Point of Care Access License** means a license to SilhouetteCentral that permits specified Point of Care Devices to communicate with an instance of SilhouetteCentral.

**Point of Care Device** means an image capture device, and includes a Silhouette Device, but also includes a smart phone or tablet provided by You running SilhouetteLite or SilhouetteLite+.

**Products** means, collectively, any Silhouette Device or Silhouette Accessory sold, leased or loaned to You (or provided to you under a Subscription Contract), any Silhouette Software licensed to You, and any Support or Services purchased by You.

**Services** means any additional services purchased by You from AML (and/or its distributor) over and above those services included in Your **Support Contract** (see Part 4 of the Terms of Use for more detail).

**Silhouette Accessory** means accessory hardware produced by AML, other than the Silhouette Devices, and includes the SilhouetteLite+ Sensor.

**SilhouetteCentral** means the executable code version of the application software for the storage and organization of wound data, produced by AML under the **SILHOUETTECENTRAL™** trademark.

**SilhouetteConnect** means the executable code version of the application software for wound image processing and storage on a personal computer, laptop or tablet provided by You, produced by AML under the **SILHOUETTECONNECT™** trademark.

**Silhouette Device** means one or more image capture devices in the Silhouette product suite produced by AML, including SilhouetteStar.

**Silhouette Hardware** means, collectively, the Silhouette Device(s) and the Silhouette Accessory(ies).

**SilhouetteLite** means the executable code version of the application software for wound image and data capture and processing, produced by AML under the SILHOUETTELITE™ trademark.

**SilhouetteLite EULA** means the End User License Agreement that the end user agrees to when he/she/it downloads SilhouetteLite or SilhouetteLite+ from the Apple App Store.

**SilhouetteLite+** means the executable code version of the application software for wound image and data capture and processing with the SilhouetteLite+ Sensor, produced by AML under the SILHOUETTELITE+™ trademark.

**SilhouetteLite+ Sensor** means the range finder accessory device, and associated battery charger, produced by AML under the SILHOUETTELITE+ SENSOR™ trademark.

**Silhouette Software** means collectively SilhouetteCentral and SilhouetteConnect, and also includes Upgrades and Modules with respect to each of same. The "Silhouette Software" also includes any documentation provided or made available to You by AML in connection with and pertaining to the Silhouette Software, whether in printed or electronic format, and any associated media or printed materials pertaining to the Silhouette Software. For clarity, as used herein, the term "Silhouette Software" does not include SilhouetteLite or SilhouetteLite+, as those products are licensed under the terms of SilhouetteLite EULA.

**SilhouetteStar** means the SILHOUETTESTAR™ image capture device.

**Subscription Contract** means a contract (including an Order Form) under which AML provides you with a bundle that may include licenses of Silhouette Software, a Hardware Use License, Limited Warranty, Support and/or Services for a defined fixed term (**Fixed Term**), and You agree to pay subscription fees for that Fixed Term.

**Support** means the support services that AML provides to license holders of the Silhouette Software who have paid for a Support Contract for the current support period (see clause 12 and the Terms of Use for more detail).

**Support Contract** means the contract that the holder of a license of the Silhouette Software must purchase as a precondition to receiving Support and Updates during a designated support period (see clause 12 and the Terms of Use for more detail).

**Terms of Use** means the ARANZ Medical Limited Silhouette® Product Suite Terms of Use, which are supplemental to and incorporated by reference into this CTEULA, as such Terms of Use may be revised from time to time.

**You or Your** means the person or entity that purchases, leases, borrows or subscribes to use of Silhouette Hardware, purchases Support or Services, and/or holds a license of the Silhouette Software.

2. **Cover:** This CTEULA applies to all Products sold, leased, loaned, subscribed or licensed to You by AML (and/or one of AML's distributors). The Order Form will designate whether and which units of Silhouette Hardware are being sold, leased or loaned to You or provided to You under a Hardware Use License. The Order Form will also designate whether and which units of Silhouette Software (including any Modules) are being licensed to You. This CTEULA incorporates the Terms of Use all of which Terms of Use shall apply between AML and You as though set forth in this CTEULA in full.
3. **Risk:** The risk of loss to the Products shall pass to You immediately upon delivery of the Silhouette Hardware unless otherwise agreed in writing.
4. **Delivery.** Delivery of the Silhouette Hardware shall occur when the Silhouette Hardware arrives and is signed for at the address shown on the Order Form.
5. **Title:** In the case of sale of one or more units of Silhouette Hardware, ownership of the Silhouette Hardware shall not pass to You, nor shall You have a license to use any Silhouette Software until You have paid for the Silhouette Hardware in full and also paid all license fees owing for the Silhouette Software. In the case of a lease or loan of one or more unit(s) of the Silhouette Hardware, or in the case of a Hardware Use License, ownership of the Silhouette Hardware shall at all times remain with AML (or its distributor in instances where AML's distributor has made the lease or loan or entered into the Subscription Contract), and, at the expiration or termination of the lease, loan or subscription term, You shall, at Your expense, return the Silhouette Hardware to AML (or its distributor, as the case may be) in the same condition as at the beginning of the term, reasonable wear and use excepted. In the case of a Hardware Use License, AML (and/or its distributors) reserves the right to substitute or replace any Silhouette Device or Silhouette Accessory with comparable or superior Silhouette Hardware at any time.
6. **Non-Payment:** Where You fail to pay when due either the purchase price for the Silhouette Hardware, or any lease payment, subscription fee, license fee or other amount owing to AML (and/or its distributor), AML (and/or its distributor) may charge, and You shall be liable to pay, interest on any overdue account calculated on a daily basis from the due date until actual payment at an interest rate equal to the lesser of (i) 5% above the the "U.S. Prime Rate", as adjusted from

time to time, as published in the Wall Street Journal, or (ii) the highest rate of interest permitted by law. In addition, You agree to reimburse AML (and/or its distributor) for any costs and expenses, including legal fees, incurred by AML (and/or its distributor) in collecting any amounts You fail to pay when due to AML (and/or its distributor). Further, You agree to return the Silhouette Hardware to AML (and/or its distributor) at Your expense if requested to do so by AML (and/or its distributor) following non-payment of any amount owing by You to AML (and/or its distributor) for the purchase or lease of Silhouette Hardware, or non-payment of any subscription fee owing by You to AML (and/or its distributor) under a Subscription Contract, and without limiting any other right AML (and/or its distributor) may have.

- 7. Taxes:** All payments under this CTEULA shall be made free of deduction or withholding. In the event that You become liable to deduct or withhold an amount by way of tax or otherwise from payments due under this Agreement, You shall pay such additional amount as will be necessary to ensure that the price for the Products received by AML (and/or its distributor) equals the amount that would otherwise have been received in the absence of that deduction or withholding.
- 8. License:** If the Order Form includes one or more licenses of Silhouette Software, AML grants You a non-exclusive, non-transferrable license to use the then current released version of the specified Silhouette Software Product in accordance with this CTEULA and this license shall continue for the term described in Paragraph 9, unless sooner terminated or revoked under the terms of this CTEULA. In addition to any other rights AML may have, AML may revoke the Silhouette Software licenses granted by notifying You in writing if You fail to pay when due, the purchase price for the Silhouette Hardware, or any lease payment, subscription fee, license fee or other amount owing to AML, or shall breach any provision of the CTEULA. Upon such revocation, or upon the expiration or termination of a Silhouette Software license, AML shall have the right to block Your access to and use of the licensed Silhouette Software or any part thereof. “**Use**” of the Silhouette Software means loading, installing, or running the Silhouette Software on the hardware provided by You, meeting a specification provided by AML; provided, however, in the case of a license of SilhouetteCentral with hosting by AML, “**Use**” means access to and use of the hosted instance.
- 9. Software License Term:** The license of Silhouette Software granted under this Agreement may be either for a Fixed Term or for a Continuous Term as follows:
  - (a) If the Order Form specifies a fixed term, then this license is for the fixed term specified on the Order Form (**Fixed Term**) commencing on the date the license is issued. In such event, the renewal of the Fixed Term will be governed by clause 10 below. If the Order Form fails to specify a Fixed Term or a Continuous Term, the license shall be deemed to be for a Fixed Term of one month commencing on the date the license is issued.
  - (b) If the Order Form specifies a Continuous Term, then this license is for a Continuous Term as specified in the Order Form (**Continuous Term**) commencing on the date the license is issued.
  - (c) For clarity, where more than one Silhouette Software Product is licensed to You, the Order Form may specify a different Fixed Term and/or a Continuous Term for each.
  - (d) Whether for a Fixed Term (or any Renewed Term thereof) or a Continuous Term, the license granted under this Agreement is subject to termination under the circumstances described in clause 8.
- 10. Renewal (Software License; Subscription Contract):** If Your license of Silhouette Software is for a Fixed Term, then at the expiration of the Fixed Term (and any subsequent Renewed Term), AML may offer to renew Your license of the Silhouette Software for an additional term (**Renewed Term**). Further, at the expiration of the Fixed Term of a Subscription Contract, AML may offer You a Renewed Term of Your Subscription Contract. In either case, a Renewed Term may be offered, provided:
  - (a) You are not in breach of this Agreement (or any Subscription Contract);
  - (b) AML has received from You in cleared funds the then current license fee or subscription fee, for the Renewed Term; and
  - (c) You agree to any variation of this Agreement specified by AML in accordance with clause 23.

AML may offer You a Renewed Term by sending You a renewal invoice for the license fee and/or subscription fee, for the Renewed Term during the last ninety (90) days of the then current term. You may accept such offer by paying the renewal invoice when due and agreeing to any such variations in the manner specified by clause 23. The Renewed Term may be effected by the issue of an executable or license file over the internet. If AML does not offer a Renewed Term or if You do not accept a Renewed Term in the above manner, the license of the Silhouette Software, and/or the term of Your Subscription Contract, shall terminate at the end of the initial Fixed Term or the initial Fixed Term as previously renewed.
- 11. Restrictions on Use:** You agree not to:

- (a) translate, adapt, reverse-engineer or modify the Silhouette Hardware or the Silhouette Software, or do anything to circumvent the operation of the Silhouette Hardware or the Silhouette Software, or combine or integrate the Silhouette Hardware or the Silhouette Software with any other products;
- (b) separate any component of the Silhouette Software or Silhouette Hardware for use with other than the hardware for which a license has been granted;
- (c) lend, rent, lease, transfer, assign or otherwise deal in the Products without the prior written consent of AML.
- (d) export or extract data from the Silhouette Software, except through a product or service provided by AML.
- (e) use any of the Products outside the field of human medicine or for any use or purposes for which governmental approvals have not been obtained.

Without limiting the generality of the foregoing, you agree that the Products may not be exported or re-exported (a) into any U.S.-embargoed countries or (b) to anyone on the U.S. Treasury Department's Specially Designated Nationals List or the U.S. Department of Commerce Denied Persons List or Entity List. By using the Products, you represent and warrant that you are not located in any such country or on any such list. You also agree that you will not use these products for any purposes prohibited by United States law, including, without limitation, the development, design, manufacture, or production of nuclear, missile, or chemical or biological weapons.

In addition, (1) each license of SilhouetteConnect is restricted to use only on a single unit of computer equipment used by a single person at any time, and consisting of a personal computer, laptop or tablet, and You agree not to exceed this limitation, and (2) each Point of Care Access License will specify the specific Point of Care Device(s) which may connect to an instance of SilhouetteCentral via that Point of Care Access License, and You agree not to circumvent this restriction.

- 12. Upgrades and Support:** AML may offer You Upgrades when they are released. In cases where new versions are offered with respect to the Silhouette Software, but are not accepted by You, AML shall have no obligation to provide Support for older versions. The Order Form may describe Upgrades and/or Support that AML has agreed to provide You with respect to the Products. Except as otherwise provided in the Order Form, Upgrades and Support will be available to You only if offered by AML and purchased by You at AML's applicable rates. AML may offer You Modules from time to time, subject to Your payment of such additional license fees and agreement to any terms and conditions applicable to the Modules. All Upgrades and Modules will form part of the Silhouette Software and must only be used in accordance with this CTEULA.
- 13. Protection of Proprietary Rights:** You acknowledge that all right, title and interest in the Silhouette Software and all Proprietary Rights in the Silhouette Hardware and the Silhouette Software are vested in AML or its licensors, and You agree that You will not dispute such ownership nor claim any intellectual property rights relating to the Silhouette Hardware or the Silhouette Software or any enhancements or modifications of the Silhouette Hardware or the Silhouette Software. For the purposes of this CTEULA, "**Proprietary Rights**" means all intellectual or industrial property rights in the Silhouette Hardware and the Silhouette Software and all rights to patents, trademarks, trade names, inventions, designs, trade secrets, copyright and know-how relating to the origin, manufacture, programming, operating and/or servicing of the Silhouette Hardware and the Silhouette Software and any enhancements or modifications of the Silhouette Hardware or the Silhouette Software. You must maintain all intellectual property notices appearing on the Products and must not remove the same. You must notify AML immediately if You know of any circumstances that suggest that any person may have unauthorised knowledge, possession or use of the Products.
- 14. Warranty - Silhouette Hardware:** If You have purchased or leased one or more unit(s) of the Silhouette Hardware, or entered into a Hardware Use License, the Terms of Use sets forth the Limited Warranty applicable to the Silhouette Hardware. Except as set forth in the Terms of Use, all other representations or warranties (statutory, express or implied except any which may not lawfully be excluded) with respect to the Silhouette Hardware are expressly excluded. Without prejudice to the generality of the foregoing, the implied warranties of merchantability and fitness for a particular purpose are excluded.
- 15. Warranty - Software:** The Silhouette Software is licensed to You "as is" and all representations or warranties (statutory, express or implied except any which may not lawfully be excluded) are expressly excluded. Without prejudice to the generality of the foregoing, the implied warranties of merchantability and fitness for a particular purpose are excluded. You acknowledge that the Silhouette Software operates in a predictive manner relative to input of which AML has no control over the collection, use or interpretation, and You accept the entire risk as to the use and the results of the use of the Silhouette Software in the terms of correctness, accuracy, reliability and performance. You also accept the entire risk as to any conflict between Silhouette Software and other software on the hardware on which the Silhouette Software is installed.

16. **Data:** If the Order Form includes a license of SilhouetteCentral with data to be hosted by You, You will be exclusively responsible for security and integrity of data, including regular back up of data. If the Order Form includes a license of SilhouetteCentral with data hosted by AML, then upon termination of Your license of SilhouetteCentral, AML will take Your instance of SilhouetteCentral off line, but will offer You an archive of images and wound assessment records, provided You pay for AML's usual commercial charges for the cost of preparing the archive. This archive will be in the form of jpg images, an export of the wound measurement data in a CSV (comma separated value) format file, and an export of SilhouetteCentral format data. This archive will be provided on an industry standard media (such as DVD) that AML will select at the time.
17. **Government Licenses of Software.** The Silhouette Software and related documentation are "Commercial Items", as that term is defined at 48 C.F.R. §2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation", as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are being licensed to U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein. Unpublished-rights reserved under the copyright laws of the United States.
18. **Liability:** TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT SHALL AML BE LIABLE FOR PERSONAL INJURY OR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION, OR ANY OTHER COMMERCIAL DAMAGES OR LOSSES, ARISING OUT OF OR RELATED TO YOUR USE OR INABILITY TO USE THE PRODUCTS, HOWEVER CAUSED, REGARDLESS OF THE THEORY OF LIABILITY (CONTRACT, TORT, OR OTHERWISE) AND EVEN IF AML HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OF LIABILITY FOR PERSONAL INJURY, OR OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION MAY NOT APPLY TO YOU. In no event shall AML's total liability to You for all damages (other than as may be required by applicable law in cases involving personal injury) exceed the amount of fifty US Dollars (US\$50.00). The foregoing limitations will apply even if the above stated remedy fails of its essential purpose.
19. **Compliance with Law:** You will not use the Products for any unlawful purpose or in furtherance of any illegal activity. You warrant that You will comply with all applicable federal, state and local laws, executive orders, and regulations. You further warrant that at all times when using the Products you will have obtained all consents and/or permissions as required by law to the transfer, hosting, processing, controlling, accessing and use for purposes authorized under the Order Form, the BAA and/or this Agreement, of any personal information, Protected Health Information (under HIPAA), Personal Data (under the GDPR) and/or other data provided, entered, transferred or received by you using the Products, and that your use of the Products will be conducted in accordance with all applicable laws, including but not limited to HIPAA and the GDPR, as applicable. Further, in instances where AML is hosting, processing, provided, or provided access to, Protected Health Information (PHI) that is subject to HIPAA, that hosting, processing or access will be subject to all of the terms of AML's standard Business Associate Agreement (BAA), available at <http://www.aranzmedical.com/silhouette-legal/> and you agree to be bound thereby, except in instances where AML shall have entered into a separate Business Associate Agreement with you, in which case such separate Business Associate Agreement shall apply.
20. **Notice:** Any notice to be given in terms of this CTEULA must be made in writing or by email sent to the address notified by either party to the other from time to time. Any communication by email will be deemed to be received when transmitted to the correct email address of the recipient and any communication in writing will be deemed to be received when left at the specified address of the recipient.
21. **Force Majeure:** AML will not be liable to You for any delay or failure of AML to perform its obligations hereunder if such delay or failure arises from cause or causes beyond the reasonable control of AML.
22. **Assignment:** You may not assign or transfer this Agreement or any of the rights or obligations under this Agreement without the prior written consent of AML.
23. **Agreement:** This Agreement constitutes the entire agreement of AML and You with respect to the subject matter hereof and supersedes any and all prior negotiations and agreements between AML and You with the exception of terms listed in the Order Form and a non-disclosure agreement that may separately be in force between AML and You. The additional terms set forth in the Order Form and in the Terms of Use (and in the BAA, if applicable) are incorporated by reference in this Agreement, and You agree to abide by all of such additional terms. In the event of any conflict between the terms of the Order Form and the terms of this CTEULA, the terms of the Order Form shall govern. This Agreement and/or the Terms of Use may be revised by AML from time to time. By accepting any Renewed Term, by paying Support fees or by accepting any Update or Module offered by AML, You will be deemed to have agreed to, and will be bound by, all the

terms and conditions of this Agreement and the Terms of Use in its and/or their then most current form, as posted at <http://www.aranzmedical.com/silhouette-legal>. No variation to the terms of this Agreement or the Terms of Use made by You will be binding on AML unless it is in writing and signed by both parties.

- 24. Governing Law:** Where the customer set forth in the Order Form is located in the USA (as evidenced by the customer's address set forth in the Order Form), this Agreement is subject to the laws of the State of Delaware. In all other instances, this Agreement is subject to the laws of New Zealand and You agree to submit to the exclusive jurisdiction of the New Zealand courts.

CTEULA Document Number: 2007-00204, Revision: 12.0

## ARANZ Medical Limited – Silhouette® Product Suite Terms of Use

**Effective Date: 1 January 2018**

This document sets forth terms of use for the Silhouette® Product Suite, and is divided into the following Parts:

**Part 1: Defined Terms**

**Part 2: Warranty Terms**

**Part 3: Use of Silhouette Software**

**Part 4: Technical Support Policies**

**Part 5: General Terms**

Parts 1 and 5 apply to all Products, whereas Parts 2 through 4 are divided into sections applicable to individual Products, so you should review Parts 2 through 4 and your Order Form to determine the sections of Parts 2 through 4 applicable to the Products you are purchasing, leasing, licensing and/or borrowing from Us. These Terms of Use are supplemental to the Conditions of Transfer and End User License Agreement (**CTEULA**) applicable to the Products and all of terms of the CTEULA will apply to your purchase, lease, license loan and/or use of the Products.

### Part 1: Defined Terms

As used in these Terms of Use, the following terms have the following meanings:

**AML** means ARANZ Medical Limited.

**Hardware Use License** means a license to use one or more unit(s) of Silhouette Hardware provided by AML (or one of its distributors) under a Subscription Contract.

**Module** means an add-on, option or feature, which is associated with a Silhouette Software product but is licensed for an additional license fee.

**Upgrade** means a subsequent release of a Silhouette Software product which AML may offer to license holders with a current paid up Support Contract at no additional license fee and may include bug fixes and new functionality.

**Order Form** means the contract (including any Subscription Contract), quotation or purchase order accepted by AML designating which unit(s) of Silhouette Hardware (if any) are being sold, leased or loaned to You and which units of Silhouette Software (if any) are being licensed to You.

**Point of Care Access License** means a license to SilhouetteCentral that permits specified Point of Care Devices to communicate with an instance of SilhouetteCentral.

**Point of Care Device** means an image capture device, and includes a Silhouette Device, but also includes a smart phone or tablet provided by You running SilhouetteLite or SilhouetteLite+.

**Products** means, collectively, any Silhouette Device or Silhouette Accessory sold, leased or loaned to You (or provided to you under a Subscription Contract), any Silhouette Software licensed to You, and any Support or Services purchased by You.

**Services** means any additional services purchased by You from AML (and/or its distributor) over and above those services included in Your **Support Contract** (see Part 4 of the Terms of Use for more detail).

**Silhouette Accessory** means accessory hardware produced by AML, other than the Silhouette Devices, and includes the SilhouetteLite+ Sensor.

**SilhouetteCentral** means the executable code version of the application software for the storage and organization of wound data, produced by AML under the SILHOUETTECENTRAL™ trademark.

**SilhouetteConnect** means the executable code version of the application software for wound image processing and storage on a personal computer, laptop or tablet provided by You, produced by AML under the SILHOUETTECONNECT™ trademark.

**Silhouette Device** means one or more image capture devices in the Silhouette product suite produced by AML, including SilhouetteStar.

**Silhouette Hardware** means, collectively, the Silhouette Device(s) and the Silhouette Accessory(ies).

**SilhouetteLite** means the executable code version of the application software for wound image and data capture and processing, produced by AML under the SILHOUETTELITE™ trademark.

**SilhouetteLite EULA** means the End User License Agreement that the end user agrees to when he/she/it downloads SilhouetteLite or SilhouetteLite+ from the Apple App Store.

**SilhouetteLite+** means the executable code version of the application software for wound image and data capture and processing with the SilhouetteLite+ Sensor, produced by AML under the SILHOUETTELITE+™ trademark.

**SilhouetteLite+ Sensor** means the range finder accessory device, and associated battery charger, produced by AML under the SILHOUETTELITE+ SENSOR™ trademark.

**Silhouette Software** means collectively SilhouetteCentral and SilhouetteConnect, and also includes Upgrades and Modules with respect to each of same. The “Silhouette Software” also includes any documentation provided or made available to You by AML in connection with and pertaining to the Silhouette Software, whether in printed or electronic format, and any associated media or printed materials pertaining to the Silhouette Software. For clarity, as used herein, the term “Silhouette Software” does not include SilhouetteLite or SilhouetteLite+, as those products are licensed under the terms of SilhouetteLite EULA.

**SilhouetteStar** means the SILHOUETTESTAR™ image capture device.

**Subscription Contract** means a contract (including an Order Form) under which AML provides you with a bundle that may include licenses of Silhouette Software, a Hardware Use License, Limited Warranty, Support and/or Services for a defined fixed term (Fixed Term), and You agree to pay subscription fees for that Fixed Term.

**Support** means the support services that AML provides to license holders of the Silhouette Software who have paid for a Support Contract for the current support period (see Part 4 below).

**Support Contract** means the contract that the holder of a license of the Silhouette Software must purchase as a precondition to receiving Support and Updates during a designated support period (see Part 4 below).

**Terms of Use** means these ARANZ Medical Limited Silhouette® Product Suite Terms of Use, as such Terms of Use may be revised from time to time.

**You or Your** means the person or entity that purchases, leases, borrows or subscribes to use of Silhouette Hardware, purchases Support or Services, and/or holds a license of the Silhouette Software.



## Part 2: Warranty Terms

### Section 1 - Silhouette Hardware

#### Overview

Each unit of Silhouette Hardware is covered by a limited warranty (the **Limited Warranty**) for a period of 12 months from the date that unit is delivered to you. The Order Form may offer you the option of purchasing a warranty extension, pursuant to which the Limited Warranty may be extended for either an additional 12 or an additional 24 months; but the annual rate charged for the Limited Warranty for a unit of Silhouette Hardware will increase as the age of that unit increases and we reserve the right to not offer warranty extension on any unit of Silhouette Hardware.

#### Scope of Limited Warranty

The Limited Warranty covers failure of the unit of Silhouette Hardware due to manufacturing error or component failure, but expressly excludes any damage or failure that could reasonably be considered to result from: (i) negligence or misuse of the unit of Silhouette Hardware, including dropping of the unit of Silhouette Hardware, (ii) improper operation, use, storage, repair or maintenance of the unit of Silhouette Hardware, (iii) any modification to the unit of Silhouette Hardware not performed by us, or (iv) connection of the unit of Silhouette Hardware to other equipment or software to which it is incompatible.

All other representations or warranties (statutory, express or implied except any which may not lawfully be excluded) with respect to the Silhouette Hardware are expressly excluded. Without prejudice to the generality of the foregoing, the implied warranties of merchantability and fitness for a particular purpose are excluded. We will not be liable to you under the law of tort, contract or otherwise for any direct, indirect or consequential loss or damage, including any loss of profits, however caused, arising out of the use of, loss of use of or disrepair of the Silhouette Hardware. If any limitation of liability is invalid for any reason and we become liable for loss or damage that would otherwise have been excluded, such liability to You for all damages will not (other than as may be required by applicable law in cases involving personal injury) exceed the amount of fifty US Dollars (US\$50.00).

#### Warranty Procedure

In order to receive warranty service for a unit of Silhouette Hardware, the Limited Warranty for that unit of Silhouette Hardware must be in effect on the date on which a warranty claim is lodged by you. You may lodge a warranty claim by email or by calling our technical support line during Support hours. When a warranty claim is lodged, we will assign your warranty claim a Case Number. In most cases it will be necessary for you to ship the unit of Silhouette Hardware to us for evaluation of your warranty claim. If your warranty claim is covered by the Limited Warranty, we will repair or replace the damaged or defective article and will pay for shipping in both directions. If your warranty claim is not covered by the Limited Warranty, you will be responsible for all shipping costs, and if you elect to proceed with repair, you will be responsible for the cost of repair at our usual rates as then in effect.

### Section 2 - Silhouette Software

#### Disclaimer

If the Order Form includes one or more licenses of Silhouette Software, the Silhouette Software is licensed to you "as is" and all representations or warranties (statutory, express or implied except any which may not lawfully be excluded) are expressly excluded. Without prejudice to the generality of the foregoing, the implied warranties of merchantability and fitness for a particular purpose are excluded. You acknowledge that the Silhouette Software operates in a predictive manner relative to input of which AML has no control over the collection, use or interpretation, and you accept the entire risk as to the use and the results of the use of the Silhouette Software in the terms of correctness, accuracy, reliability and performance. You also accept the entire risk as to any conflict between Silhouette Software and other software on the hardware on which the Silhouette Software is installed.

## Part 3: Use of Silhouette Software

### Section 1 - SilhouetteCentral – Customer Hosted

#### Overview

This Section 1 applies if the Order Form includes a license of SilhouetteCentral where data is to be hosted by you on your server.

#### Installation

SilhouetteCentral is supplied by download from the internet or by other means. The software includes installation instructions for a person skilled in computer system administration to carry out the installation process. To assist in this installation, we will provide remote assistance by connecting to the server computer via the internet. You are responsible for coordinating within your organization to have a properly skilled person available at the site while our service person assists with the SilhouetteCentral installation.

Each Point of Care Device connects to SilhouetteCentral in one of two ways: (1) an indirect connection via a Point of Care Access License that permits an instance of SilhouetteConnect installed on a personal computer, laptop or tablet to communicate with an instance of SilhouetteCentral, or (2) a direct connection via a Point of Care Access License that permits the Point of Care Device to communicate directly with an instance of SilhouetteCentral. In either case, configuration is required as described below.

#### **Connection via SilhouetteConnect**

Each instance of SilhouetteConnect must be configured to connect with the specific SilhouetteCentral database to allow SilhouetteCentral to synchronize. This configuration is performed by you and all necessary setup information for configuring SilhouetteCentral will be provided to you by us. A Point of Care Access License is required to enable this connection.

ARANZ Medical will provide detailed instructions to you on how to configure an instance of SilhouetteConnect to connect to SilhouetteCentral. ARANZ Medical will provide telephone assistance in the setup of the first license of SilhouetteConnect at no charge. Any requested support for additional licenses of SilhouetteConnect will be considered as support for that license of SilhouetteConnect and processed accordingly.

You are responsible for the setup and maintenance of the connection of each personal computer, laptop or tablet on which SilhouetteConnect is installed to the internet and for ensuring that each instance of SilhouetteConnect is regularly synchronized with SilhouetteCentral. We highly recommend that you synchronize each instance of SilhouetteConnect on each day on which data is collected.

#### **Direct Connection**

Where an Point of Care Device is connected directly to SilhouetteCentral via a Point of Care Access License, each Point of Care Device must be configured to access your URL and instance of SilhouetteCentral. This configuration is performed by you and all necessary setup information is provided to you by us. You are responsible for the maintenance and performance (to our product minimum specifications) of your wireless internet connection to allow your Point of Care Device(s) to communicate with your instance of SilhouetteCentral. Your Point of Care Access License will specify the specific Point of Care Device(s) which may connect to an instance of SilhouetteCentral via that Point of Care Access License, and You agree not to circumvent this restriction.

In addition, where the Point of Care Device is a smart phone or tablet, it is necessary for the user to first download and install SilhouetteLite or SilhouetteLite+. We will provide minimum specifications for Your smart phone or tablet, and you are responsible for the purchase and maintenance of the smart phone or table at your expense.

#### System Requirements

We will provide minimum specifications for the computer system for the server. You are responsible at your expense for the purchase and maintenance of all hardware for the server computer. Note: In smaller installations, for example a wound care center or office, SilhouetteCentral can sometimes be installed on an existing computer in the facility. In larger installations, dedicated higher performance servers will be required.

You are responsible at your expense for the Microsoft software required to support SilhouetteCentral including the operating system and SQL Server database. Note that Microsoft currently provides SQL Server Express Edition at no charge. The Express edition has certain performance and database size limitations and is suitable for smaller installations of SilhouetteCentral.

You are responsible at your expense for all hardware and network infrastructure at your site including any remote locations. This includes any network data connection costs. You are also responsible for security and regular backup of data.

## **Section 2 - SilhouetteCentral – AML Hosted**

### **Overview**

This Section 2 applies if the Order Form includes a license of SilhouetteCentral where data is to be hosted by us.

### **Set up and Use**

SilhouetteCentral with data hosting by AML requires no software installation at your site for the SilhouetteCentral instance. Each Point of Care Device connects to SilhouetteCentral in one of two ways: (1) an indirect connection via a Point of Care Access License that permits an instance of SilhouetteConnect installed on a personal computer, laptop or tablet to communicate with an instance of SilhouetteCentral, or (2) a direct connection via a Point of Care Access License that permits the Point of Care Device to communicate directly with an instance of SilhouetteCentral. In either case, configuration is required as described below.

### **Connection via SilhouetteConnect**

Each instance of SilhouetteConnect must be configured to connect with the specific SilhouetteCentral database to allow SilhouetteCentral to synchronize. This configuration is performed by you and all necessary setup information for configuring SilhouetteCentral will be provided to you by us. A Point of Care Access License is required to enable this connection.

ARANZ Medical will provide detailed instructions to you on how to configure an instance of SilhouetteConnect to connect to SilhouetteCentral. ARANZ Medical will provide telephone assistance in the setup of the first license of SilhouetteConnect at no charge. Any requested support for additional licenses of SilhouetteConnect will be considered as support for that license of SilhouetteConnect and processed accordingly.

You are responsible for the setup and maintenance of the connection of each personal computer, laptop or tablet on which SilhouetteConnect is installed to the internet and for ensuring that each instance of SilhouetteConnect is regularly synchronized with SilhouetteCentral. We highly recommend that you synchronize each instance of SilhouetteConnect on each day on which data is collected.

### **Direct Connection**

Where an Point of Care Device is connected directly to SilhouetteCentral via a Point of Care Access License, each Point of Care Device must be configured to access your URL and instance of SilhouetteCentral. This configuration is performed by you and all necessary setup information is provided to you by us. You are responsible for the maintenance and performance (to our product minimum specifications) of your wireless internet connection to allow your Point of Care Device(s) to communicate with your instance of SilhouetteCentral. Your Point of Care Access License will specify the specific Point of Care Device(s) which may connect to an instance of SilhouetteCentral via that Point of Care Access License, and You agree not to circumvent this restriction.

In addition, where the Point of Care Device is a smart phone or tablet, it is necessary for the user to first download and install SilhouetteLite or SilhouetteLite+. We will provide minimum specifications for Your smart phone or tablet, and you are responsible for the purchase and maintenance of the smart phone or table at your expense.

### **General**

We will provide instructions on web access to SilhouetteCentral. SilhouetteCentral can be accessed from a Microsoft Windows PC using Microsoft Internet Explorer (version 7 or later) web browser, which you will be required to provide at your expense.

We are responsible for connectivity charges relating to connecting SilhouetteCentral on our server to the internet. You are responsible for any other internet data charges – e.g. if there are charges for the connection of each personal computer, laptop or tablet on which SilhouetteConnect is installed to the internet, and/or for the connection of your Point of Care Device directly to Silhouette Central via a Point of Care Access License, and for performance and cost of the internet network traffic of any computer system used to access SilhouetteCentral.

We will provide hosting of SilhouetteCentral on the internet and we have sole discretion as to the means of providing this data hosting service (we may host this service on our servers or on third party servers). However we choose to host this service, and provided you comply with the requirements imposed on you under the Section entitled "Security" below, we are responsible for the maintenance and backup of the data transferred to the server hosting SilhouetteCentral.

The SilhouetteCentral server will be off-line for short periods for scheduled (and in some cases unscheduled) maintenance so 100% up-time of the server is not guaranteed. We will back up the SilhouetteCentral server content regularly according to standard industry practice.

### **Security**

We use standard industry practice employed in medical record systems to ensure the confidentiality of data stored on SilhouetteCentral.

You agree to configure SilhouetteConnect and SilhouetteCentral according to guidelines provided by us with regards to maintaining data confidentiality. All information is under username/password protection and you are responsible for selection and modification of all usernames and passwords and for ensuring that the confidentiality of this access information. You agree to allow us to access your instance of SilhouetteCentral for service purposes. You agree that you are responsible for any legal issues (other than our responsibilities with respect to confidentiality and back up described in the previous paragraph) relating to storage of data on SilhouetteCentral.

### **Termination**

You are permitted to terminate your license of SilhouetteCentral only as of the last day of a calendar quarter, by giving us written notice of termination at least 15 days prior to the last day of the quarter, except that where the Order Form specifies a minimum number of quarters, you may terminate your licence only as of or after the last day of the last specified quarter. We will continue to invoice you quarterly for, and you agree that you will continue to pay, Quarterly License Fees for SilhouetteCentral until the effective date of termination of your license.

Following the effective date of termination, including any termination by us pursuant to the terms of the CTEULA or these Terms of Use, we will take SilhouetteCentral off line, archive all images and wound assessment records and provide these to you. (This will be in the form of jpg images, an export of the wound measurement data in CSV (comma separated value) format file, and an export of the Silhouette format data in the event that in future the customer may require this.) A Data Archival Fee will apply to this service. Once this data transfer has occurred, we may, at our discretion, delete all patient data. We reserve the right to provide an alternate means of providing this data hosting service or to discontinue providing SilhouetteCentral at any time; provided, however, that we will not discontinue this service during the period that you have committed to pay hosting fees in the accepted Order Form.

### **Customization**

The software comprising SilhouetteConnect and SilhouetteCentral is standard, and without customization and configuration. Upon Customer request, a customization or configuration service can be made available for an additional charge.

## **Section 3 - SilhouetteConnect**

### **Overview**

This Section 3 applies if the Order Form includes a license of SilhouetteConnect.

### **Installation**

SilhouetteConnect is supplied by download from the internet or by other means, and must be separately installed on each personal computer, laptop or tablet running SilhouetteConnect. The software includes installation instructions for a person skilled in computer system administration to carry out the installation process.

### **System Requirements**

We will provide minimum specifications for the personal computer(s), laptop(s) and/or tablet(s) running SilhouetteConnect. You are responsible at your expense for the purchase and maintenance of the personal computer(s), laptop(s) and/or tablet(s). You are responsible at your expense for all other hardware and network infrastructure at your site including any remote locations, and for any network data connection costs. You are also responsible for security and regular backup of data.

**Input/output Unit and Other Limitations**

Each license of SilhouetteConnect is restricted to use only on a single personal computer, laptop or tablet. You agree not to exceed this limitation. Where an instance of SilhouetteConnect is not integrated to connect to an instance of SilhouetteCentral, a maximum of 2000 assessments (or other number of assessments specified in the Order Form) may be stored with that instance of SilhouetteConnect. Where that limit is exceeded, you must either purchase an additional license of SilhouetteConnect or a license of SilhouetteCentral.

**Part 4: Technical Support Policies**

These Technical Support Policies apply to technical support (**Support**) that we provide for the Silhouette Software:

- SilhouetteCentral
- SilhouetteConnect

**Support Contracts**

Each licence of the Silhouette Software will only be entitled to Support during periods that license is under a current Support Contract. You will not be entitled to Support or Updates for any license of Silhouette Software for which a Support Contract is not purchased. Three levels of Support are offered under different Support Contracts: Minimum Support, Enhanced Support and Premium Support. Unless otherwise provided in an accepted Order Form, if your license is an annual license or is for a shorter Fixed Term, a Support Contract providing Minimum Support is included in the license fees charged for the Fixed Term (or any offered and accepted Renewed Term); provided, if you wish to purchase Enhanced Support or Premium Support for that license, additional fees apply. Unless otherwise provided in an accepted Order Form, if your licence is for a Continuous Term, your license fee will not include a Support Contract. In the case of a license for a Continuous Term, (1) you will not be entitled to Support or Updates unless you purchase a Support Contract for each applicable Support period, at our then current rates, (2) the Support period (usually one year) will be the period for which we have invoiced and you have paid support fees in advance, (3) you will not be required to pay Support fees, but you acknowledge that without Support and Updates the functionality of the Silhouette Software will not progress and may degrade over time, and (4) you may purchase a Support Contract at one of our three offered levels: Minimum Support, Enhanced Support or Premium Support. Further if you and/or a related person or entity holds more than one licence of the Silhouette Software, you or they will not be entitled to Support unless a current Support Contract is maintained on all such licences.

**Provision of Support**

Support is provided through email and telephone during the Support hours designated in your Support Contract. We will provide you with a telephone number and email address for you to use in seeking Support. You are responsible for all telecommunications charges (telephone, internet, etc.) you incur in contacting us for Support. If a voicemail answers your call or you do not receive a response to your email request during your business hours, we will endeavor to respond within the applicable response time designated in your Support Contract. The person contacting us for Support on your behalf must be knowledgeable about the relevant Product and your environment in order to assist us in analyzing and resolving service requests, and must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist us in diagnosing and triaging the problem.

**Scope of Support**

Support that we provide is remote assistance with technical questions about the Products. It also includes Updates as defined below. The scope of Support (whether Minimum, Enhanced or Premium) is designated in your Support Contract. Regardless of the level of Support purchased by you, Support does not include the following Services: training, product integration, project integration, project implementation, consulting, data review, data processing, data correction or user administration services, data archival services, but these Services may be available for additional fees either directly by us or through our distributors or agents. Support and Services are delivered in English only.

### **Updates and Modules**

Updates with respect to the Silhouette Software may be offered from time to time. Updates of our Silhouette Software Products are offered to license holders of those Products if your license is in effect, with a current paid Support Contract in effect, during the period the release is first offered. Updates and installation instructions are made available by download and you will be responsible for copying, downloading and installing the Updates. If we offer you an Update, but you do not accept it, we will have no obligation to provide Support of older versions. We may offer you Modules from time to time, subject to your payment of any additional license fees and agreement to any terms and conditions applicable to the Module. All Updates accepted by you and all Modules purchased by you will form a part of the Silhouette Software licensed to you and be subject to these Terms of Use and the CTEULA.

### **Lapsed Support**

If Support lapses because you have failed to purchase a Support Contract prior to the commencement of an offered Support period, and you subsequently wish to be reinstated in the Support program, you must:

- a) pay all support fees that would have been payable during the period Support was lapsed had you kept a Support Contract in place on a continuous basis.
- b) update your Silhouette Software to the latest major release.

### **Discontinuation of Support**

We may choose to discontinue Support of any of our Silhouette Software Products (or any release thereof) at any time in the future; however, if your licence is for a Continuous Term we will continue Support for a minimum period of three years from the date of your original purchase of your licence for a Continuous Term, so long as you have purchased a Support Contract for all Support periods during such three year period and have installed all Updates we have offered to you

### **Use of Information**

You recognize that in the course of receiving Support, you or your representatives may furnish data or other information to us or to our distributors or support agents. By furnishing such information you irrevocably consent to the use, transfer and processing of this information by us, our distributors and agents for support purposes and keeping you apprised of Support and Update information.

### **Contact Us**

We value your business and want you to experience success with Silhouette. If for any reason you are not satisfied with the Support you receive, please contact us at [quality@aranzmedical.com](mailto:quality@aranzmedical.com).

## **Part 5: General Terms**

The Products are supplied with the user interface and supporting documentation in English only.

We may perform any of our obligations under these Terms of Use through a distributor or agent.

These Terms of Use are subject to revision by us at any time, provided we will provide you with advance written notice of any such revisions.

Terms of Use Document Number: 2011-00017, Revision: 4.0

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