
EGI Support Report



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For the most direct method to contact the EGI Support team, send an email directly to supportteam@egi.com or fill out the contact form in [EGI's Knowledge Center](#). You may also reply directly to this email, making sure to include detail about your questions. Please do not cut and paste the email address in the "From" field of this email, as it is a coded address and will not reach us.

We are excited to bring you news of three software upgrades plus additional capabilities for the GTEN 100 Research Neuromodulation System. In addition to providing you with an overview of these releases, we will also offer advice on the preparations you can make to ensure your upgrade goes smoothly.

Net Station 5.4 software

Net Station 5.4 software is now available and is free for anyone currently using Net Station 5. The key features added to this release are:

- File Validator utility to allow you to check and potentially repair damaged files
- Improved PTZ video camera controls
- Streamlined workflow for when a recording is complete
- Real-time Event List accessible during Acquisition
- An additional time scale - sec/page
- Additional keyboard shortcuts for event insertion and video playback
- Mark all visible EEG as a single event
- Introduction of the Tech Note and Report functionalities, in Acquisition and Review respectively.

Contact supportteam@egi.com if you would like to receive the Net Station 5.4 release notes.

GeoSource 3.1 Research source imaging software

GeoSource 3.1 Research software is now available and is free for anyone currently using GeoSource 3.0 Basic, Intermediate, or Advanced. This release contains usability improvements and bug fixes. Contact supportteam@egi.com if you would like to receive the GeoSource 3.1 release notes.

GPS 3.1 software

GPS 3.1 software is now available and is free for anyone currently using GPS 3.0. This release contains usability improvements and bug fixes. Contact supportteam@egi.com if you would like to receive the GPS 3.1 release notes.

Expanding the GTEN 100 Research Neuromodulation System (Beta)

We have expanded our GTEN 100 Research Neuromodulation System beta program to include all channel counts of amplifiers (32, 64, 128, and 256). In addition, our beta GTEN Planning software allows

the creation of tRNS (transcranial Random Noise Stimulation) protocols.

Beta programs are an essential part of new product development. As you are providing us with valuable feedback on the usability of the GTEN 100 Research Neuromodulation System, we have a team of GTEN experts available to help you navigate the IRB or Ethics Committee process and provide scientific advice to ensure that your high density neuromodulation research is a success.

Preparing for the upgrade

Whether you are a Net Station 5.x software user receiving a free upgrade or a 4.x (or lower) customer purchasing an upgrade, our Support Team is ready to help you make the move to Net Station 5.4 software as seamless as possible.

First, let's consider the specifications of Net Station 5.4, GeoSource 3.1 Research and GPS 3.1 so that you can determine whether your GES is ready for upgrade:

- **Operating System Compatibility:** Net Station 5.4 software is compatible with both Mac OS X 10.11.6 (El Capitan) and Mac OS X 10.12.4 (mac OS Sierra).
- **Computer specifications:** We recommend 16 GB RAM for optimum performance and 6.5 GB of disk space for the installed application.
- **NA 400 compatibility:** Net Station 5.4 requires firmware version 1.6.21.
- **NA 300 compatibility:** Net Station 5.4 requires firmware version 11.

If you would like to check whether your computer can support Mac OS X 10.11.5 or Mac OS X 10.12.4, or you want to check the RAM on your machine, send us a copy of your System Profile and we'll let you know.

Next, you should consider any equipment you may have connected to your system:

- **Stimulus Presentation:** Moving to Net Station 5.4 requires the use of a version of E-Prime (specifically E-Prime 2.0.10.356 and EENS 2.0.2.26) that runs only on Windows 7. The realities of upgrading a PC from XP to Windows 7 means that we recommend that a new computer is purchased. If possible, we suggest that you purchase this computer from us due to the additional testing we perform to ensure that the model you buy meets our timing criteria.
- **Video Synchronization:** Net Station 5.4 supports only three AXIS PTZ cameras, which are purchased from us under the classifications of Basic, Standard and Advanced models. It is important to note that the following cameras are not supported:
 - Customer purchased Axis cameras
 - Previous PTZ camera models purchased from EGI
 - Note: USB Research cameras previously purchased from EGI will have the same performance in Net Station 5.4 as they do with previous versions of the software.
- **Additional equipment integrated to your GES:** Contact us at supportteam@egi.com to discuss any unique set-up you may have, and decide on the most appropriate upgrade plan for you.

PST Release of E-Prime 3.0

You may have heard that PST has released E-Prime 3.0. This news may lead you to wonder why this Report does not include advice on how to upgrade your E-Prime version as well. PST is working to produce versions of their package calls, in our case EENS, that are fully compatible with E-Prime 3.0. They have released an early development version to us that points to us being able to achieve solid timing with Net Station 5.4, but there is still work to be done in order to release the completed version of EENS.

We will let you know via a future edition of the Support Report when a Net Station compatible version of E-Prime and EENS have been released, and provide you with all the necessary upgrade information.

Advice on WannaCry ransomware

It was breaking news a few weeks ago that computer users around the world were being hit by the WannaCry ransomware. This is a trojan virus that infects Windows computers and, after encrypting the host computer, holds the user to ransom for fear of having their files deleted.

Currently, WannaCry is targeting three versions of Windows in particular:

- Windows 8

- Windows XP
- Windows Server 2003

Some of you will be using Windows XP, due to the limitations of Net Station/E-Prime compatibilities. To protect yourself, please do the following:

- If you are using your PC for email, be wary of email attachments and links.
- Avoid connecting your PC to the network if at all possible.
- Download and install [Microsoft's latest security update](#)
 - To avoid placing your XP machine at risk, we recommend performing this download on a less susceptible computer.
 - The security update will only protect the computer from being infected by another infected machine on a network, and so the best advice remains to not place your Windows XP computer on a network.

The security update works on a different network protocol, SMB, than is used in the TCP/IP controlled synchronization of Net Station and E-Prime, and so its application to your XP E-Prime computer will not impact your timing integrity. However, as with any change to your system, we strongly recommend running a timing test to confirm your stimulus presentation offset following the installation of the security update.

Current versions of software and firmware from EGI

- Mac OS 10.11.6/Mac OS X 10.12.4: Net Station 5.4 and GPS 3.1
- Net Amps 300 Firmware 0/11
- Net Amps 400 Firmware 1.6.21
- Windows XP SP 3: E-Prime 2.0.8.90, E-Prime Extensions for Net Station (EENS) 2.0.1.10
- Windows 7: E-Prime 2.0.10.356, EENS 2.0.2.26

Summer School Registration is open!

Summer School this year will use Net Station 5.4 software and GeoSource 3.1 Research packages for all hands-on sessions. With so many new features to use, School will provide you with a great opportunity to learn how to implement your workflow in these new releases. Register today!

How to contact our Sales Team

Wish to upgrade or add new products? [Contact EGI Order Desk.](#)



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