BeckmanConnect Diagnostic Support Frequently Asked Questions (FAQs)

The purpose of this document is to answer frequently asked questions. If you have any additional questions, please contact connect@beckman.com.

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Features

F1. What is installed with the BeckmanConnect Diagnostic Support?

Note: BeckmanConnect Diagnostic Support is currently available only for CytoFLEX (base, S, LX, nano, mosaic), CytoFLEX SRT, and DxFLEX flow cytometers.

The notification client and update client are always installed with BeckmanConnect Diagnostic Support v2.0 and higher.

Customers may enroll in remote support, data performance sharing, or both features during installation. A customized version of TeamViewer is installed if "Remote Desktop Sharing" is selected, and the performance data sync client service is installed if "Data Collection" is selected.

For detailed component information, review the security document available on the BeckmanConnect Diagnostic Support site (https://www.beckman.com/beckmanconnect/diagnostic).

F2. What operating systems are supported?

Windows 10 and Windows 11 are supported. Windows 7 systems may permit enrollments to BeckmanConnect Diagnostic Support, but Windows 7 enrollments are no longer validated or supported. Windows 7 systems shouldn't be online as security updates are no longer available. If BeckmanConnect Diagnostic Support works on Windows 7 systems and the lab chooses to keep the system online, Beckman will not disable the use of previously installed components. However, Beckman cannot provide support for problems regarding enrollment, upgrades, security, or connectivity issues on Windows 7.

F3. How does BeckmanConnect Diagnostic Support work?

There are four features installable with BeckmanConnect Diagnostic Support: upgrade client, notification client, remote desktop sharing client, and data performance sharing sync client.

Notification Client (always installed)

Allows customers to receive on-screen notifications about the status of BeckmanConnect Diagnostic Support components and the instrument. This icon has a menu option to launch the network diagnostic which will determine if all required endpoints are reachable.
Review the notification document on the BeckmanConnect Diagnostic Support site for additional information (https://www.beckman.com/beckmanconnect/diagnostic).

Update Client (always installed)

Notifies customers when new BeckmanConnect Diagnostic Support features are available through a BeckmanConnect Diagnostic Support software upgrade. Review the screens in the installer or the BeckmanConnect Diagnostic Support website (https://www.beckman.com/beckmanconnect/diagnostic) for information on the new features.

Remote Desktop Sharing Client (TeamViewer, installed by default)

Remote desktop sharing technology allows Beckman Coulter hardware and application support specialists to establish a secure desktop sharing session to resolve customer issues. Once system access is approved, a privacy-trained Beckman Coulter operator can connect directly to the workstation for enhanced visibility to quickly identify the issue and expedite resolution. File transfer is available only on non-medical devices.

Data Performance Sharing Sync Client Service (installed by default)

Shares instrument performance QC data, instrument error logs, maintenance logs, and BeckmanConnect Diagnostic Support status with Beckman Coulter. The information shared with Beckman Coulter does not contain Personally Identifiable Information (PII) or Protected Health Information (PHI).

In cases that require onsite remediation, these features allow our remote support specialists to more efficiently collect the necessary data to prepare a field support engineer with the right plan of action, tools and any related parts for quick onsite resolution.

F4. How can BeckmanConnect Diagnostic Support help me in the lab?

BeckmanConnect Diagnostic Support is designed to improve your lab's productivity and system uptime with fast, efficient support when you encounter system or software issues. This real-time, expert support can help minimize workflow disruptions and related costs:

- Fast, efficient problem resolution
- Increased instrument uptime
- Improved lab & operator productivity
- Seamless software upgrades, reloads or configuration changes
- Less operator time spent troubleshooting through trial & error
- Remote desktop, file sharing, readily available logs and QC data allow service team to perform in-depth diagnosis and assist with problem solving
- Faster onsite issue resolution (when needed)

F5. Can a lab user connect remotely to the instrument controller PC?

No; to ensure the security and confidentiality of instrument data, remote access is restricted to Beckman Coulter associates. Laboratory-specific adjustments to the remote access list are not possible.

F6. Do medical devices have the file transfer feature available during remote desktop sharing sessions?

No; to protect confidentiality of PHI, medical devices have the file transfer feature disabled. If file transfer is made available to medical devices, the feature will be listed as a feature in the installer during upgrades or new installs and require lab approval to be installed.

F7. How do I verify installed components can communicate with all required servers?

For versions earlier than v 2.1.0.3, remove BeckmanConnect Diagnostic Support through Windows add/remove programs, download and install the latest installer that includes detailed communication check utilities (www.beckman.com/beckmanconnect). If the installer passes all pre-installation checks and completes successfully, then there are no access or communication issues.

If you have a version installed with communication check (v 2.1.0.3 or higher), click on the BeckmanConnect Diagnostic Support notification client icon in the task tray and select Network Diagnostics. See FAQ I2 for information on interpreting failure logs.

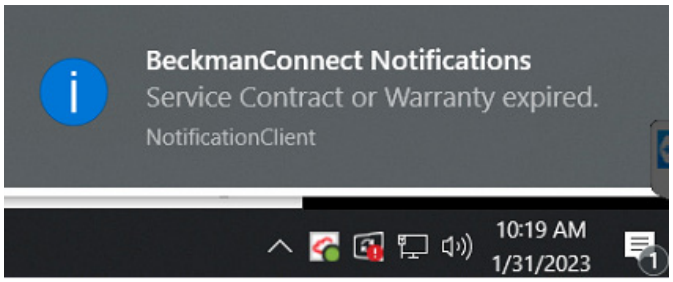
Review the networking guide for additional information on network endpoints.

Notifications

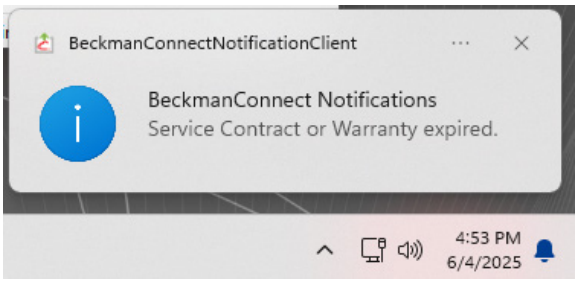
N1. How does the notification feature work?

Messages are sent to the Windows Notification Center upon detection of the issue up to once a day per notification type. If the system is offline, the system will present the notification upon reboot in the Windows Notification Center if the system is online within 24 hours of the notice being generated. If the system is not online within 24 hours, the specific message will not be sent to the Windows Notification Center until the next message is generated.

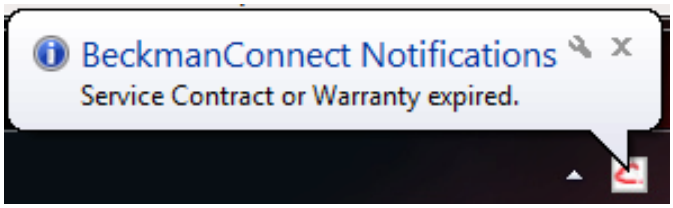
Messages sent to Windows Notification Center will show briefly on screen, and previously sent messages will be viewable from the comment icon in the lower right corner. Click on the notification or the BeckmanConnect Diagnostic Support client icon to load the notification client interface.



Windows 10



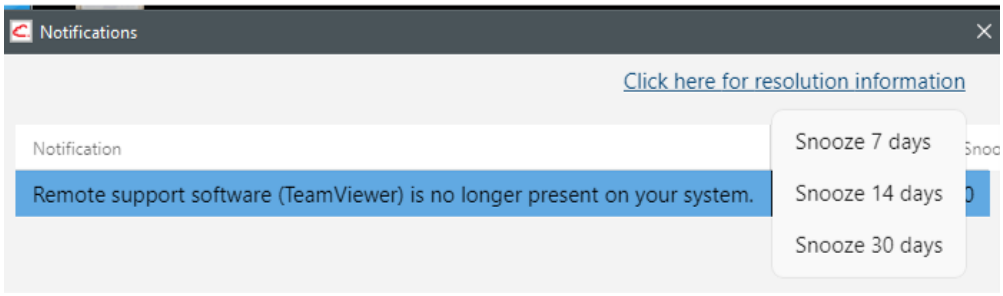
Windows 11



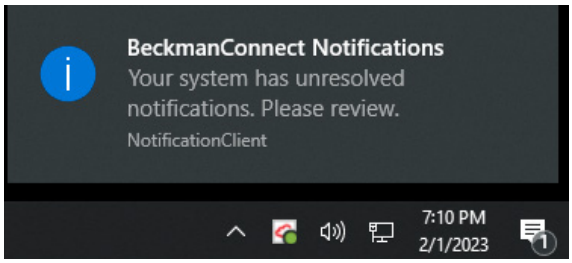
Windows 7

Note: Task tray icons may be hidden until ^ is clicked.

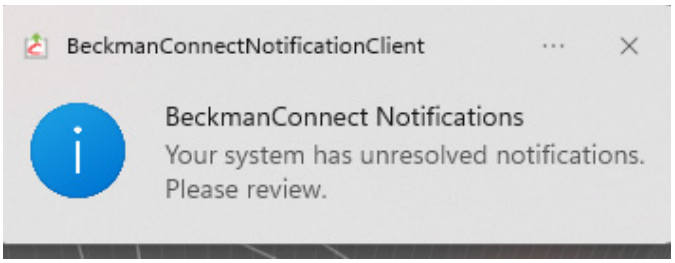
The pull-down menu within the notification client may be used to silence Windows notifications for a period. Once you set a delay (snooze) time, the setting is locked for the remainder of the selected time period.



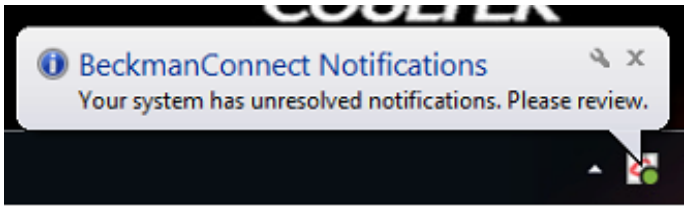
The BeckmanConnect Diagnostic Support notification client will always show all unresolved notifications. If there is an unresolved notification, users receive a notification in Windows upon startup: **Your system has unresolved notifications**. Review the notification document on the BeckmanConnect Diagnostic Support website (www.beckman.com/diagnostic) for more details on notifications.



Windows 10



Windows 11



Windows 7

N2. What type of notifications will be sent to the instrument?

Notices will be sent regarding contract expirations, problems with BeckmanConnect Diagnostic Support configuration, and available updates for BeckmanConnect Diagnostic Support. Future notifications may indicate 1) predictions of pending instrument failures, 2) availability of software and hardware upgrades, 3) new training opportunities, and 4) service offerings.

N3. Where can I find information on resolving a notification?

Click on the notification message to bring up the BeckmanConnect Diagnostic Support notification client or click on the notification client icon in the task tray and then select **Click here for resolution information**. See N1 for images of the notification client. Alternatively, you may visit https://www.beckman.com/beckmanconnect/diagnostic and click on the notification link to review instructions to resolve notifications.

N4. Where can I review a list of unresolved notifications on the instrument controller PC?

You may click the notification or the BeckmanConnect Diagnostic Support icon in the task tray to see a list of active notifications and access a link to the resolution webpage.

N5. Why does a notification appear in the Windows Notification Center, but not the BeckmanConnect Diagnostic Support notification client?

The BeckmanConnect Diagnostic Support notification client will only show unresolved notifications. If the BeckmanConnect Diagnostic Support notification client window is open, it must be closed and reopened to refresh the notification list. If the notification is not visible in the client after receiving the onscreen message (see N1), the notifications in the Windows Notification Center may have been generated within the last 24 hours before the issue was resolved and were delayed in delivery due to the PC being offline. Messages within the Windows Notification Center will remain until a reboot or until clicked.

N6. What do the red and green circles on the notification client icon indicate?

The red or green status indicator circle will only appear on systems with performance data sharing sync client installed. The status indicator updates every 10 minutes.

	Data sync is working.	No action is necessary.
	If this icon is present for more than 10 min and Internet connectivity is present, there may be a communication issue with Beckman servers.	Zip all log files present at C:\ProgramData\Beckman Coulter\Connect\Log and send to connect@beckman.com for troubleshooting issues.

N7. Why doesn't my system receive OS notifications?

The system must have the correct date, time, and time zone configured to receive OS notifications. Restart the PC after changing these settings. If these settings are correct and your system is not receiving notifications, contact connect@beckman.com.

Installation

I1. Are there any prerequisites for BeckmanConnect Diagnostic Support?

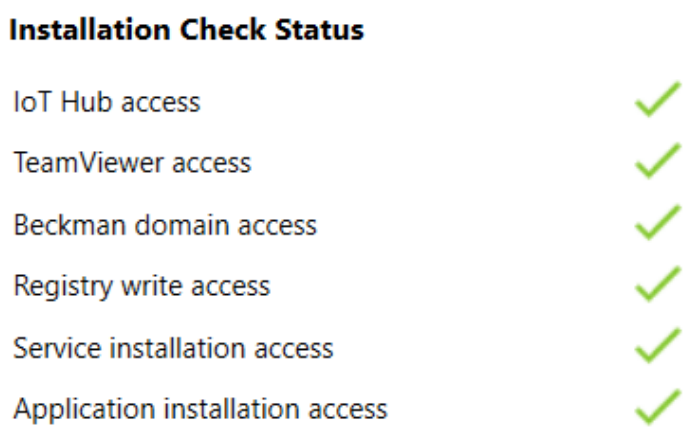
BeckmanConnect Diagnostic Support requires .NET Framework Runtime, which will be installed by the BeckmanConnect Diagnostic Support installer if it is not already present on the controller PC.

For Windows 7 controller PCs, TLS 1.2 support for WinHTTP is required. Contact connect@beckman.com for assistance on enabling TLS 1.2 for Windows 7 PCs.

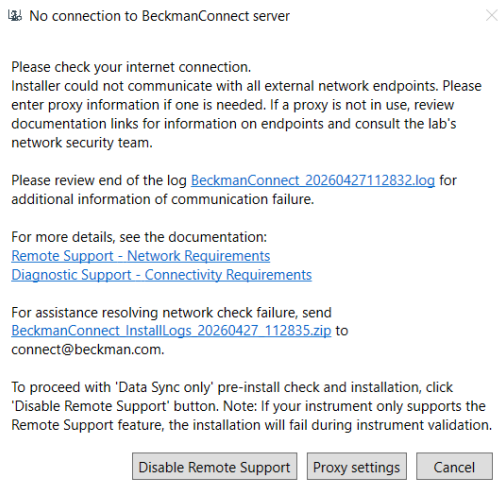
I2. I am failing the pre-installation check or post-install network diagnostics; how do I resolve?

During installation, the installer will verify administrator access (registry write, service installation, application installation) is available and communication is permitted to all endpoints outlined in the networking document before allowing installation to proceed. Users should approve any user access control prompts for access and enter administrator operating system credentials if prompted. If any of the administrator access checks fail, please repeat the installation with administrator access.

IoT Hub (*.azure-devices.net) is an individual endpoint check. TeamViewer (*.teamviewer.com) and Beckman (*.beckman.com) are grouped and if any one of the endpoints fails, the entire grouping will fail. If there is an endpoint communication failure, you will receive a dialog box with options 1) click and review the log by clicking on the filename in the failure message, 2) adjust proxy settings and 3) switch to data sync only installation on a supported device.



Results for Installation Check



Endpoint Failure Dialog

By clicking on the log file name in the network check failure message, you may review the details of the network check failure. The table towards the end of the log will list the hostname of all regional endpoints that the installer tested and the reason for communication failure as firewall, SSL certificate trust failure, or general connection failure that was due to non-firewall or SSL trust reasons. The log will also list the most recently resolved IPs for the endpoints, but most endpoints do not have fixed IPs so any firewall rules should be hostname based.

Host Endpoint	IP (Method)	Firewall	SSL Check	Connection Check	Result
connectupdate.beckman.com:443	13.93.141.10 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=OK, Act=OK]	[PASS]
bcls-connect-qa-updateserver-func-westus.azurewebsites.net:443	40.78.48.219 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=OK, Act=OK]	[PASS]
connect-qa-eu-enrollment.thetestproduct.com:443	13.107.246.45, 13.107.213.45 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=OK, Act=OK]	[PASS]
connectenrollmenteurope.beckman.com:443	40.118.100.127 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=OK, Act=OK]	[PASS]
bcls-connect-qa-iothub-westeurope.azure-devices.net:443	52.236.189.140 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=HTTP 400, Act=HTTP 400]	[PASS]
bcls-connect-prod-iothub-westeurope.azure-devices.net:443	13.69.71.1 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=HTTP 400, Act=HTTP 400]	[PASS]
download.teamviewer.com:443	104.16.63.16, 104.16.62.16 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=OK, Act=OK]	[PASS]
webapi.teamviewer.com:443	74.234.60.97 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=HTTP 405, Act=HTTP 405]	[PASS]
master1.teamviewer.com:443	185.188.32.1 (WinAPI)	[OK]	[N/A]	[N/A]	[PASS]
customdesignservice.teamviewer.com:443	20.50.2.60 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=HTTP 404, Act=HTTP 404]	[PASS]
configdl.teamviewer.com:443	13.81.68.94 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=HTTP 400, Act=HTTP 400]	[PASS]
console-datacollector.teamviewer.com:443	40.114.252.199 (WinAPI)	[FAIL]	[N/A]	[N/A]	[FAIL-Firewall]
dl.teamviewer.com:443	104.16.62.16, 104.16.63.16 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=HTTP 400, Act=HTTP 400]	[PASS]
router1.teamviewer.com:443	217.146.23.140, 188.172.233.166, 94.16.6.167, 188.172.254.133, 213.227.162.105 (WinAPI)	[FAIL]	[N/A]	[N/A]	[FAIL-Firewall]
router2.teamviewer.com:443	34.175.160.8, 213.227.162.113, 217.146.23.140, 94.16.6.175, 188.172.219.141 (WinAPI)	[FAIL]	[N/A]	[N/A]	[FAIL-Firewall]
router3.teamviewer.com:443	188.65.76.133, 188.172.233.167, 34.175.160.9, 178.255.154.140, 188.172.198.144 (WinAPI)	[FAIL]	[N/A]	[N/A]	[FAIL-Firewall]
router4.teamviewer.com:443	188.65.76.133, 94.16.6.168, 188.65.76.141, 213.227.162.106, 213.227.168.140 (WinAPI)	[FAIL]	[N/A]	[N/A]	[FAIL-Firewall]
router5.teamviewer.com:443	34.175.160.2, 217.146.14.134, 213.227.185.139, 188.172.245.133, 213.227.186.139 (WinAPI)	[OK]	[Exp=OK, Act=OK]	[Exp=ANY-FAIL (504), Act=CONN ERR]	[PASS]

Review the networking guide for more details on required endpoints and ports. To ensure proper functionality, endpoints required for the installed components must be reachable before components may be installed. You may send the log to connect@beckman.com for assistance.

I3. I have previously installed an older version of BeckmanConnect; do I need to upgrade to BeckmanConnect Diagnostic Support?

Your existing installation will continue to function without an upgrade. However, an upgrade is necessary to obtain new features such as notifications or performance data sharing.

I4. I already have a version of TeamViewer installed. Do I need to remove it before installing the Remote Desktop Sharing feature?

Yes, any installation of TeamViewer (other than the installation by BeckmanConnect v1.0-1.7.3) must be removed before installing the Remote Support Feature available in BeckmanConnect Diagnostic Support. When prompted during the removal of TeamViewer to **close TeamViewer before uninstalling**, press the Retry button or automatically close application button on the prompt instead of selecting Exit TeamViewer from the task tray icon to close the program.

If TeamViewer settings are detected on the system, BeckmanConnect Diagnostic Support installation will not proceed. On the uninstallation screen, if prompted, check the “Remove Settings” box before proceeding with the uninstall. If this step is missed, reinstall TeamViewer and then uninstall again with the “**Remove Settings**” box checked.

I5. Is any information being collected from the BeckmanConnect Diagnostic Support installer?

Name, email, system ID and serial number are collected during all installations. Please review the privacy notice during upgrades or new installs for details on the information being collected by BeckmanConnect Diagnostic Support software and how it will be used.

I6. Is administrator-level operating system access required for BeckmanConnect Diagnostic Support installation?

Yes, the user installing BeckmanConnect Diagnostic Support must have administrator-level access during installation. Once installed, BeckmanConnect Diagnostic Support may be used without administrator access.

I7. If both the data collection and the remote desktop sharing components are chosen for installation and there is a problem installing one feature, what happens?

If both features are selected and one fails, the successfully installed feature remains on the system, and the user is notified of the other component's installation failure. Contact connect@beckman.com with the log files to troubleshoot the component installation failure.

I8. Will using BeckmanConnect Diagnostic Support affect the controller PC's performance?

No. Communication between BeckmanConnect Diagnostic Support software and the cloud servers requires minimal network bandwidth. The data sync client runs as a low-priority service and will upload files only if there are sufficient resources (CPU processing power, RAM) remaining after all higher priority programs (such as instrument software) have been allocated resources.

I9. Does BeckmanConnect Diagnostic Support require a virtual private network (VPN)?

No. Encrypted communication channels are established from the Beckman Coulter instrument controller PC (via BeckmanConnect Diagnostic Support components) to the necessary servers without the use of a VPN.

I10. Does the computer or device where BeckmanConnect Diagnostic Support is installed need a fixed IP address?

No. BeckmanConnect Diagnostic Support does not use the IP address of the controller to establish or maintain a connection.

I11. Do BeckmanConnect Diagnostic Support components need to be manually started each time the computer is rebooted?

No. All components of BeckmanConnect Diagnostic Support run in the background of the operating system and auto-restart when the computer is rebooted.

I12. I want to remove the BeckmanConnect Diagnostic Support from my system; what steps do I follow?

- For **BeckmanConnect Diagnostic Support client installs**, remove the BeckmanConnect software using Add/Remove programs in the control panel. Removal of BeckmanConnect Diagnostic Support will remove TeamViewer (if installed and unaltered) and all other components. If prompted, select **Yes** at the BeckmanConnect Diagnostic Support **Unregister** prompt. If TeamViewer remains on the instrument controller PC, remove it from control panel. Upon uninstallation, the instrument's service records will be updated to remove remote support availability.

I13. Why is BeckmanConnect Diagnostic Support installer unable to complete installation?

Please ensure you are logged into the Windows controller PC as an administrator, and that your controller is running the operating system required for enrollment as outlined in the networking document, and Internet access is available. If you still experience problems, send installation log files to connect@beckman.com for assistance.

I14. Does the IP address of the instrument controller PC need to be accessible from the internet?

The IP address for the instrument controller doesn't need to be visible from outside the local area network. All communication is outbound over port 443.

I15. Why isn't the content above the acknowledge checkbox loading in the installer? / Why can't I click next on the acknowledge screen?

Ensure you have Edge or Internet Explorer 11 (or higher) installed and TLS 1.2 is enabled in Internet Options in the control panel. If the content above the acknowledge box doesn't load, you may also attempt to reload the content by right-clicking and selecting refresh or reload.

I16. Why does BeckmanConnect Diagnostic Support installer provide a network error during installation?

The installer must be able to communicate with Beckman Coulter servers and TeamViewer servers. If you receive this error, please ensure your PC can reach www.beckman.com and www.teamviewer.com. Contact connect@beckman.com with questions.

I17. Why does BeckmanConnect Diagnostic Support installer say my instrument is not eligible?

For the installer to successfully validate eligibility, you must:

- Be located in a supported geography for the BeckmanConnect Diagnostic Support installer
- Correctly enter the serial number and matching system ID for a supported instrument

Please visit your country's BeckmanConnect Diagnostic Support website for a list of supported instruments. Note: BeckmanConnect Diagnostic Support is currently available only for CytoFLEX (base, S, LX, nano, mosaic), CytoFLEX SRT, and DxFLEX flow cytometers.

I18. How do I add on a previously not installed component of BeckmanConnect Diagnostic Support?

To add Remote Support component or Data Collection to an installation that only has one component currently installed, you must download and rerun the installer, select modify, then check the component you would like to install. Modifications to current installation cannot be done from control panel add/remove programs.

I19. How do I update BeckmanConnect Diagnostic Support and TeamViewer?

On systems without McAfee Application control enabled, TeamViewer will automatically update with security patches if the required endpoints are reachable.

All systems will permit updates of all components within BeckmanConnect Diagnostic Support via the BCUpdate client. The system will be sent a notification when a new version is available. A user may manually check for an update by clicking on BCUpdate icon in task tray and selecting Check for update. If an update notification is received, click it to install the update. Update installation can also be performed by clicking on BCUpdate and selecting install update. If install update is not selectable, then there is no available update.

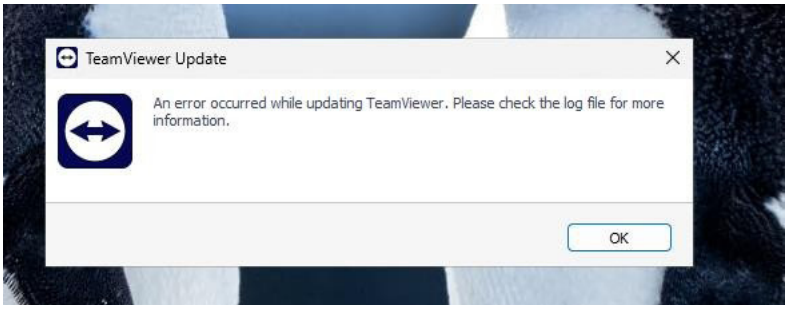
I20. Why am I unable to update TeamViewer?

Systems with McAfee Application control enabled do not permit TeamViewer updates automatically through the TeamViewer application. Use the BCUpdate client to update components.

If the system does not have McAfee Application control and receives an error while trying to update TeamViewer, restricted network access may be prohibiting validation of certificate authorities.

To verify this is the issue, open the c:\program files (x86)\TeamViewer\TeamViewer15_Logfile.log and look for the following error at the time of the manual update attempt:

“WinHTTPHelper::StatusCallbackSecureFailure: Cannot check if ssl certificate is revoked”



The required SSL certificates can be updated by running the commands below in an administrator-level PowerShell or command prompt. Access to http://ctldl.windowsupdate.com:80 is required.

1. certutil -generateSSTFromWU C:\temp\roots.sst <press enter>
2. certutil -addstore CA C:\temp\roots.sst <press enter>

Security

S1. Can the controller PC be accessed without my knowledge?

Before a remote support session is connected, the lab operator must approve the connection request. Remote desktop sharing, remote control and file transfer sessions (on non-medical instruments) must be separately pre-approved in the system by the operator. TeamViewer is configured to permit connections only by Beckman Coulter associates.

However, if there are any alterations to TeamViewer, such as removing and reinstalling a different version of TeamViewer, Beckman Coulter can no longer secure the TeamViewer client with these restrictions. If the security policies of your system are altered or missing, you will receive an onscreen notification.

S2. Are the file transfers through TeamViewer on non-medical devices logged?

Yes, all file transfers are logged onto the support servers for 1 year. Please contact connect@beckman.com to request a file transfer log for your instrument.

S3. Are remote desktop sessions logged?

Yes, all remote desktop sessions are logged on the support servers for 1 year. Please contact connect@beckman.com to request a remote session log for your instrument.

S4. Who within Beckman Coulter will have access to this solution and my instrument?

Access is restricted to Beckman Coulter support associates who are trained in data privacy regulations and rules for your region.

S5. How is communication via BeckmanConnect Diagnostic Support achieved? What about proxy servers or firewalls?

Communication works through firewalls and proxy servers allowing HTTPS protocols on port 443 to pass through. In some cases, the lab firewall or proxy configuration may prevent the BeckmanConnect Diagnostic Support installer from communicating with the Beckman Coulter or TeamViewer servers.

S6. Does BeckmanConnect Diagnostic Support use industry-recognized security and communications protocols?

Yes, please review the security document on the BeckmanConnect Diagnostic Support website (https://www.beckman.com/beckmanconnect/diagnostic) for details on communication and encryption protocols.

S7. Are BeckmanConnect Diagnostic Support servers GDPR compliant?

Yes, Beckman Coulter servers used to service BeckmanConnect Diagnostic Support enrolled instruments in the EU are located within the EU. TeamViewer does not store any protected health information (PHI) or personally identifiable information (PII) about the laboratory or instrument, and claims GDPR compliance on their website.

S8. Will BeckmanConnect Diagnostic Support provide protection against viruses?

Virus protection is not offered through BeckmanConnect Diagnostic Support. Review the PC networking document on the BeckmanConnect Diagnostic Support website (https://www.beckman.com/beckmanconnect/diagnostic) and the instrument IFU for malware protection guidance.

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