



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), CytoFLEX SRT, and DxFLEX flow cytometers.

The notification client and upgrade utility 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 (www.beckman.com/beckmanconnect/diagnostic).

F2. How does BeckmanConnect 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. Review the notification document on the BeckmanConnect Diagnostic Support site for additional information (www.beckman.com/beckmanconnect/diagnostic). Upgrade Client (always installed)
- **Upgrade 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 (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.

F3. 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)

F4. 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.

F5. Do medical devices have the file transfer feature available during remote desktop sharing sessions?

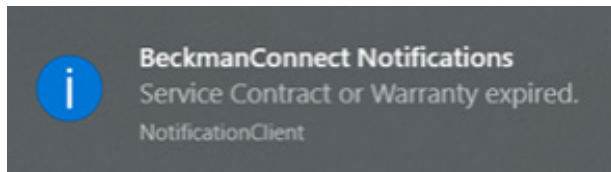
No; to protect confidentiality of PHI, medical devices have the file transfer feature disabled. If file transfer is made available to medical devices, the feature will be listed as a feature in the installer during upgrades or new installs and require lab approval to be installed.

Notifications

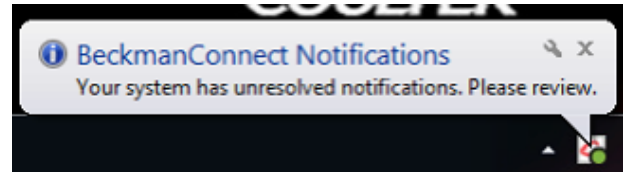
N1. How does the notification feature work?

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.

Message 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 notification client icon to load the notification client interface.



Windows 10

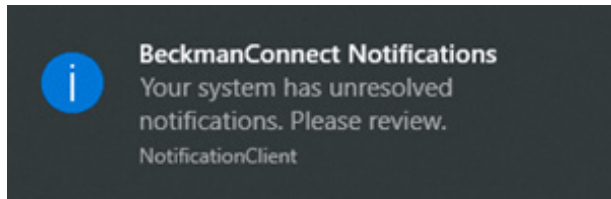


Windows 7

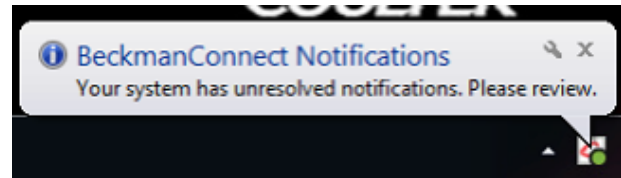
Note: Task tray icons may be hidden until ^ is clicked.

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 remaining of the selected time period.





Windows 10



Windows 7

The BeckmanConnect 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 Remote Support website (www.beckman.com/beckmanconnect) for more details on notifications.

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 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 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 my system?

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 hourly.

Installation

11. Are there any prerequisites for BeckmanConnect Diagnostic Support?

	Data sync is working.	No action 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\BeckmanCoulter\Connect\Log and send to connect@beckman.com for troubleshooting issues.

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. Contact connect@beckman.com if for assistance on enabling TLS 1.2 for Windows 7 PCs.

12. 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 the new features such as notifications or performance data sharing.

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

Yes, the current installation of all versions of TeamViewer (including versions installed by earlier BeckmanConnect installations) 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.

On the uninstallation screen, 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.

If TeamViewer settings are detected on the system, BeckmanConnect installation will not proceed.

14. 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.

15. 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.

16. 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.

17. 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 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.

18. 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.

19. 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.

110. 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.

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

- For BeckmanConnect Diagnostic Support client installs, remove the BeckmanConnect program 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 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.

112. 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 systems required for enrollment as outlined on the networking document, and internet access is available. If you still experience problems, send installation log files to connect@beckman.com for assistance.

113. 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.

114. 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.

I15. 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.

I16. 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), CytoFLEX SRT, and DxFLEX flow cytometers.

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 on 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 on 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 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 (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 and the instrument IFU for malware protection guidance.



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