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BeckmanConnect Remote 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**

FAQ Index

Features

F1. What is installed with the BeckmanConnect Remote Support?

F2. How does BeckmanConnect Remote Support work?

F3. How can BeckmanConnect Remote Support help me in the lab?

F4. Can a lab user connect remotely to the instrument controller PC?

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

Notifications

N1. How does the notification feature work?

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

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

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

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

N6. Why doesn't the Vi-CELL Blu Windows 10 system receive OS notifications?

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

Installation

I1. Are there any prerequisites for BeckmanConnect Remote Support?

I2. I have previously installed an older version of BeckmanConnect; do I need to upgrade?

I3. I already have a version of TeamViewer installed. Do I need to remove it before installing BeckmanConnect Remote Support?

I4. Is any information being collected from the BeckmanConnect installer?

I5. Is administrator-level operating system access required for BeckmanConnect installation?

I6. Will using BeckmanConnect Remote Support affect the controller PC's performance?

I7. Does BeckmanConnect require a virtual private network (VPN)?

I8. Does the computer or device where BeckmanConnect is installed need a fixed IP address?

I9. Do BeckmanConnect Remote Support components need to be manually started each time the computer is rebooted?

I10. I want to remove BeckmanConnect from my system; what steps do I follow?

I11. Why is BeckmanConnect Remote Support installer unable to complete installation?

I12. Does the IP address of the Beckman Coulter instrument controller need to be accessible from the Internet?

I13. Why isn't the content above the acknowledge checkbox loading in the installer? / Why can't I click next on the acknowledge screen?

I14. Why does BeckmanConnect installer provide a network error during installation?

I15. Why does BeckmanConnect installer say my instrument is not eligible?

I16. Why doesn't the BeckmanConnect installer open on an AQUIOS CL or Vi-CELL BLU Windows 10 PC?

Security

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

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

S3. Are remote desktop sessions logged?

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

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

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

S7. Are BeckmanConnect Remote Support servers GDPR compliant?

S8. Will BeckmanConnect provide protection against viruses?

Features

F1. What is installed with the BeckmanConnect Remote Support?

- The notification client, upgrade utility, and a customized version of TeamViewer are installed with BeckmanConnect Remote Support 2.0 and higher.
- For detailed component information, review the security document available on the BeckmanConnect Remote Support site (http://www.beckman.com/ beckmanconnect).

F2. How does BeckmanConnect work?

There are three features installed with BeckmanConnect Remote Support: upgrade client, notification client, and remote desktop sharing client.

- Notification Client (always installed)

Allows customers to receive on-screen notifications about the status of Remote Support components and the instrument. Review the notification document on the BeckmanConnect Remote Support site for additional information (http://www. beckman.com/beckmanconnect).

- Upgrade Client (always installed)

  Notifies customers when new BeckmanConnect Remote Support features are available through a BeckmanConnect Remote Support software upgrade. Review the screens in the installer or the BeckmanConnect Remote Support website (http://www.beckman.com/beckmanconnect) 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 granted, 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.

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 Remote Support help me in the lab?

BeckmanConnect Remote 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
- Seamless software upgrades, reloads or configuration changes
- Less operator time spent troubleshooting through trial & error
- Remote desktop and file sharing 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.
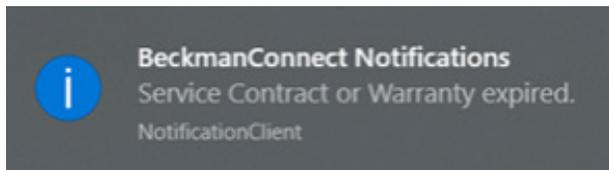
Notifications

### 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, a notice will not be sent to the windows notification center until 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 notification client icon to load the notification client interface.
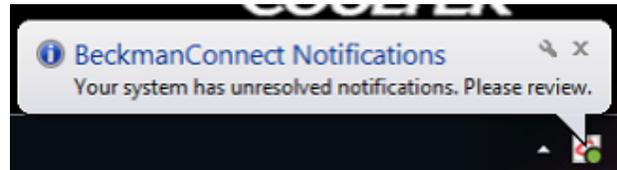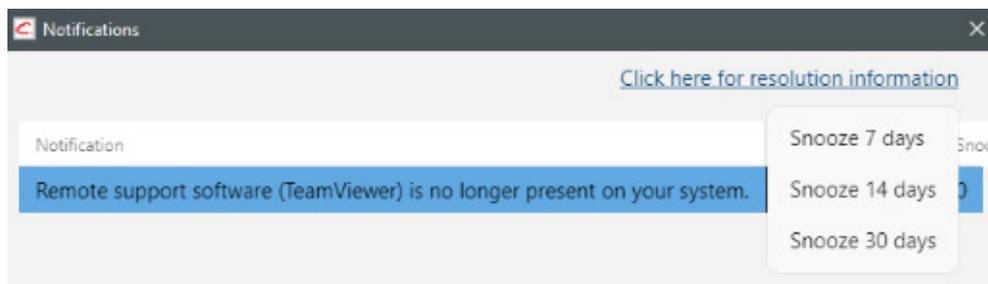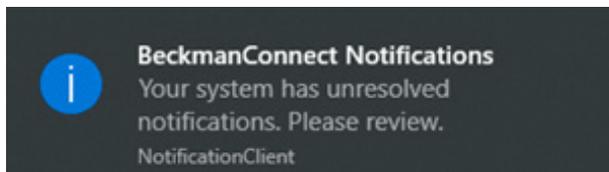

| Windows 10 | Windows 7 |

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.

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.
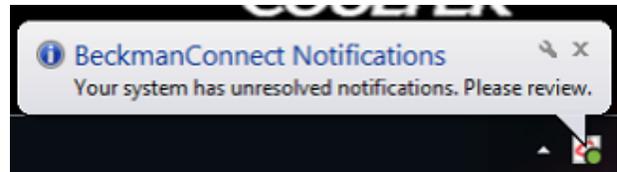
| Windows 10 | Windows 7 |

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

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

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 images of the notification client. Alternatively, you may visit www. beckman.com/beckmanconnect 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 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 notification client?

The BeckmanConnect notification client will show only unresolved notifications. If the BeckmanConnect 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 list will remain until a reboot or until clicked.

N6. Why doesn't the Vi-CELL Blu Windows 10 system receive OS notifications?

Some Windows 10 systems have notifications disabled. Follow the steps below to enable notifications. If assistance is needed, contact connect@beckman.com

    a) Login as ViCellAdmin per the Vi-CELL Blu instructions for use.

    b) Open gpedit from start menu.

    c) Navigate to Local Computer Policy\User Configuration\Administrative Templates\ Start Menu and Taskbar\Notifications and set "Turn off toast notifications" to disabled.

    d) Each OS user must enable notifications separately. In start menu, type Notification and select Notification and Actions settings. Toggle "Get Notifications from apps and other senders" to the on position.

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 Remote Support?

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

For Navios and Navios EX Windows 10 systems, your system must have McAfee antivirus definitions updated or the antivirus program may block installation of BeckmanConnect.

I2. I have previously installed an older version of BeckmanConnect; do I need to upgrade to BeckmanConnect Remote Support?

Your existing installation will continue to function without an upgrade. However, an

upgrade is necessary to obtain the new features such as notifications .

I3. I already have a version of TeamViewer installed. Do I need to remove it before installing BeckmanConnect Remote Support?

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 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.

I4. Is any information being collected from the BeckmanConnect 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 Remote Support software and how it will be used.

I5. Is administrator-level operating system access required for BeckmanConnect installation?

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

I6. Will using BeckmanConnect Remote Support affect the controller PC's performance?

No. Communication between BeckmanConnect Remote Support software and the cloud servers requires minimal network bandwidth.

I7. Does BeckmanConnect require a virtual private network (VPN)?

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

I8. Does the computer or device where BeckmanConnect is installed need a fixed IP address?

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

I9. Do BeckmanConnect Remote Support components need to be manually started each time the computer is rebooted?

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

I10. I want to remove BeckmanConnect from my system; what steps do I follow?

- For **TeamViewer client only** installs (where BeckmanConnect is not listed in add/remove program), remove TeamViewer client using Add/Remove programs in the control panel. Then email connect@beckman.com to update the instrument's service records to remove remote support availability.

- For **BeckmanConnect client installs (version under 2.0)**, remove BeckmanConnect and TeamViewer using Add/Remove programs in the control panel. If you want

to update service records to remove remote support availability, select Yes at the BeckmanConnect Unregister prompt. If you are immediately reinstalling to correct a problem, select No at the BeckmanConnect Unregister prompt.

- **For BeckmanConnect client installs (version above 2.0)**, remove BeckmanConnect using Add/Remove programs in the control panel. Removal of BeckmanConnect Remote Support will remove TeamViewer (if unaltered) and all other components. If prompted, select **Yes** at the BeckmanConnect **Unregister** prompt. Upon uninstallation, the instrument's service records will be updated to remove remote support availability.

I11. Why is BeckmanConnect Remote 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.

I12. 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.

I13. 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 control panel.

I14. Why does BeckmanConnect Remote 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.

I15. Why does BeckmanConnect 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 installer
- Correctly enter the serial number and matching system ID for a supported instrument

Please visit your country's BeckmanConnect website for a list of supported instruments.

I16. Why doesn't the BeckmanConnect installer open on an AQUIOS CL or Vi-CELL BLU Windows 10 PC?

You must run the certificate update utility before you can run the BeckmanConnect installer.

Obtain the certificate update utility by visiting the www.beckman.com/beckmanconnect website and clicking on the AQUIOS CL- and Vi-CELL BLU-specific registration button. Follow the instructions on the registration page to run the utility. After the utility has successfully run on the controller PC run the BeckmanConnect installer.

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 Remote 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 use industry-recognized security and communications protocols?

Yes; please review the security document on the BeckmanConnect Remote Support (www.beckman.com/beckmanconnect) website for details on communication and encryption protocols.

S7. Are BeckmanConnect Remote Support servers GDPR compliant?

Yes, the Beckman Coulter servers used to service BeckmanConnect Remote 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 your laboratory or instrument, and claims GDPR compliance on their website.

S8. Will BeckmanConnect provide protection against viruses?

Virus protection is not offered through BeckmanConnect Remote Support. Review the PC networking document on the BeckmanConnect Remote Support website and the instrument IFU for malware protection guidance.