

CareGiver Remote Support

Information Technology FAQ



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Purpose

The purpose of this document is to answer Frequently Asked Questions (FAQs) regarding CareGiver remote support, including information about installation and connection to your network. The content of this FAQ also provides a starting point for in-depth technical discussions between our company and your personnel.

Introduction

CareGiver remote support is an automated remote monitoring and diagnostics solution that enables continuous monitoring and remote service of VENTANA instruments. CareGiver remote support enables users to maximize instrument performance and prevent workday service interruptions.

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Section I

Prerequisites

CareGiver remote support requires the following:

- Any version of VENTANA System Software (VSS; onboard BenchMark ULTRA & BenchMark Special Stains platforms host computer), SYMPHONY system onboard software, VENTANA HE 600 system onboard software, VENTANA Connect, VANTAGE Workflow Solution, VENTANA Virtuoso onboard software, VENTANA iScan Coreo slide scanner onboard software or the VENTANA iScan HT slide scanner onboard software.
- Dedicated network drop with Internet access for each host computer.
- Temporary admin rights on host PC.
- Ensure outbound internet traffic is permitted to remoteservice.roche.com and port 443 is open.

Section II

Connecting an instrument to CareGiver remote support

Connecting CareGiver remote support is like connecting a PC

- Ensure the DHCP table has another IP address available or configure a static IP address if DHCP is not used; system supports both static and dynamic IP addresses.
- Provide the address of any proxy servers and information about necessary credentials; system is proxy configurable (except the SYMPHONY system).
- Connect instrument host laptop to network drop.

Q: Will CareGiver remote support require a change to my existing network?

A: Typically, if a Web browser can see the public Internet, then the agent will be able to communicate with the Enterprise server.

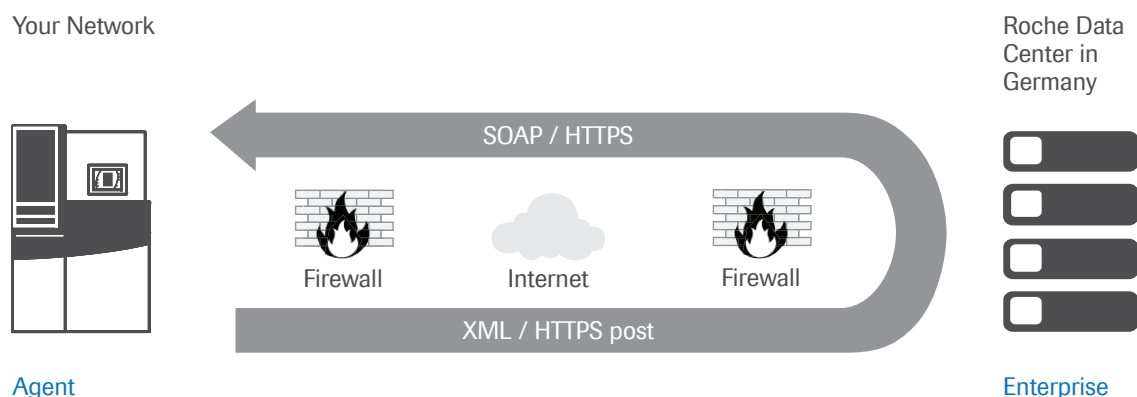
Q: Will CareGiver remote support impact my network performance?

A: The messages that pass between the agent and the Enterprise server present minimal impact to network bandwidth – typically less than adding another user with a Web browser.

Q: Is a second network drop required if a VENTANA instrument utilizes existing network drop for LIS Connectivity?

A: It is recommended that individual network drops are provided for each connected PC. If a site only permits one network drop for multiple computers, a switch or router can be used to manage the single network connection to the various VSS Host PCs.

Leverage your existing network



Firewall-Friendly Communication

- No VPN or Public IP address required
- Agent initiates all communication
 - XML/SOAP over HTTPS
- Support for proxy servers, proxy scripts, authentication
- Agent communicates only to the Roche Data Center

Section III

Security

CareGiver remote support provides multiple layers of security

CareGiver remote support:

- Leverages your existing network with “firewall-friendly” communication.
- Facilitates secure data communication.
- Provides access to authorized users only.
- Maintains an audit record of users actions.

Q: How will confidential data be protected?

A: The messages exchanged between the agent and the Enterprise server use standard SSL encryption with up to a 128-bit key ensuring data integrity and confidentiality.

Q: How will access be limited to authorized users?

A: Each user is required to log in to the system with their unique username/password. Prior to user access being granted, user training must be completed. Account logins follow Roche’s LDAP policy, which requires password strength and scheduled reset times. Additionally, user actions are tracked in a system audit log. Tracked user actions include software upload/download and remote session start/stop.

Q: What is “firewall-friendly” communication?

A: “Firewall-friendly” communication means the system uses standards-based technology protocols and requires no changes to firewall rules.

Q: Can anti-virus software run in conjunction with CareGiver remote support?

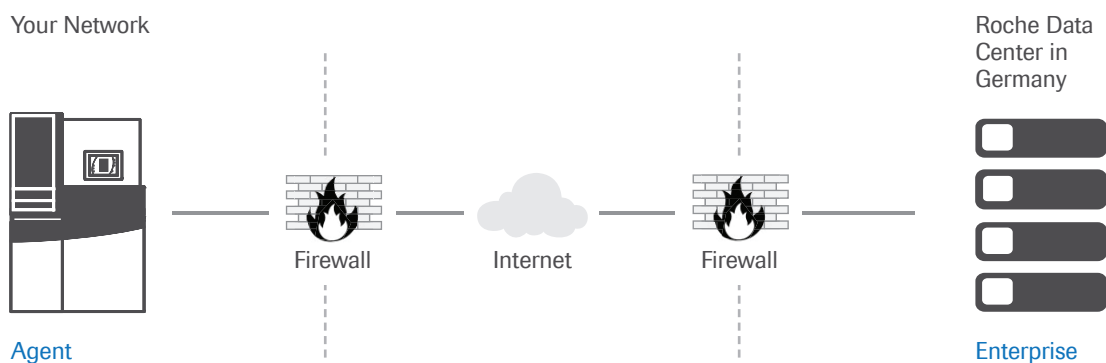
A: Yes. Customer preferred anti-virus software should be installed and managed with the following recommended file exclusions:

- C:\Program File \CareGiverService
- C:\Program Files\RVA
- All *.IDX Files.

Q: Is a VPN connection necessary to facilitate a connection and communication between the system location / institution and the Ventana enterprise?

A: A VPN connection is not necessary and is not the preferred configuration. The agent on the system communicates continuously with the Roche enterprise, and so a VPN configuration is not ideal. The communication between the agent and Roche is secure and only allows for access from caregiverventamed.com IP address.

CareGiver Remote Agent security overview



Protect Systems

- Leverage existing network security.
- No public IP addresses.

Internet Security

- SSL for end-to-end encryption and authentication (digital certificates).
- Prevents interception and agent/server impersonation.

Authorized Access

- Users authenticated against corporate security via LDAP.
- User privileges limit access to applications, devices, data.
- Audit log of user activity.

Section IV

Remote desktop sharing

Provides direct access to the Windows desktop on the instrument

Remote desktop sharing enables the Roche Diagnostics Call Support Center to:

- Troubleshoot and diagnose instrument issues.
- Provide assistance and training to instrument operator.
- Remotely upgrade software as needed.

Q: Is remote desktop sharing secure?

A: Yes. Remote desktop sharing sessions are enabled via a secure, firewall-friendly connection. Remote access is open to authorized users only and an operator can stop a session at any time.

Q: How does Roche maintain HIPAA compliance?

A: Roche service and support personnel stay current with annual HIPAA regulations governing handling of protected health information.



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