Remote Connections Form

Complete and return this form to connect your Beckman Coulter instrumentation to Beckman Coulter's remote diagnostics and support solutions, DxS PRO*Service* or DxS IntelliServe. A Beckman Coulter provided hardware device (external firewall or RAP box) will be required to support this connection, and this form will need to be completed for each hardware device needed.

> **Parts 1 & 2:** To be reviewed and completed by customer Laboratory contact.

> **Parts 3 & 4:** To be reviewed and completed by customer IT contact.

For questions on how to complete this form, contact RemoteSolutionsInstalls@beckman.com.
For technical questions, contact RemoteSolutionsSupport@beckman.com.

Part 1: Account and Instrument Information

Account Details: Complete all fields below, including the Sales Order number for new instrument installations.

Sales Order # (if available):			
Facility Name:			
Ship-to address:			
City:	State:	Zip:	Country:

Required: Instruments to be Connected. Enter the system ID or serial number below for installed instruments. For upcoming or pending installations, indicate the instruments below with an "X". If completing the form for multiple instruments, separate system IDs or serial numbers with a comma or with multiple "X's". Please include the preferred install location for the Firewall or Rap Box and network jack # to be used in the provided notes section. Consult with your Beckman Coulter representative if you need assistance with instrument identification.

DxS IntelliServe Family of Instruments [1]			
Automation	**System ID or Serial #**	**Chemistry**	**System ID or Serial #**
DxA 5000 / 5000 Fit (SW Version 3.1 or higher)		DxC 500 / 500i[2]	
Immunoassay	**System ID or Serial #**		
DxI 9000			
Notes:			

[1] *Proxy servers are not supported for IntelliServe connections. For questions, contact* RemoteSolutionsSupport@beckman.com

[2] *Pending clearance by the United States Food and Drug Administration; not yet available for in vitro diagnostic use in the U.S.*

DxS PRO*Service* Family of Instruments			
Chemistry	**System ID or Serial #**	**Blood Banking**	**System ID or Serial #**
DxC 600 / 800		PK 7400	
DxC 700 AU		**Urinalysis**	**System ID or Serial #**
AU 480 / 680 / 5800		DxU Work Cell / Standalone	
Hematology	**System ID or Serial #**	**Immunoassay**	**System ID or Serial #**
DxH 600 / 690T / 800 / 900		DxI 600 / 800	
DxH SMS / SMSII		Access 2 (SN_570006 or higher)	
Notes:			

For Beckman Coulter's worldwide office locations and phone numbers, please visit **www.beckmancoulter.com/support/contact-us**

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## Part 2: Network and Customer Contacts

Required: Complete all fields and forward this form to your IT Department for the remaining items.

Ship-to Contact: (may be same as lab contact)	
Name:	Email:
Laboratory Contact:	
Name:	
Phone:	Email:
IT Contact:	
Name:	
Phone:	Email:

Part 3: Remote Connection Framework Overview (to be reviewed by IT Contact listed above).

View the framework diagrams below for unique considerations for PROService and IntelliServe. Confirm with lab personnel the appropriate network jack(s) to configure for remote connectivity.

DxS PROService Framework
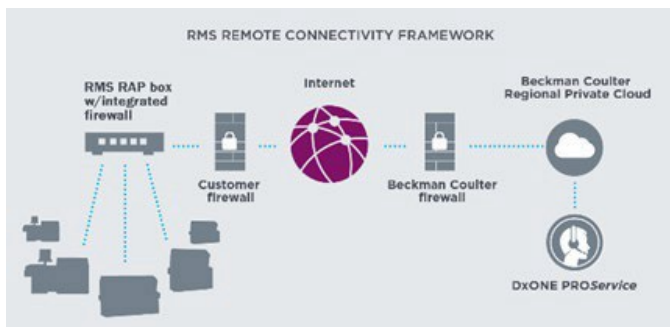
➢ PRO*Service* instruments use a Rap Box to establish the connection.
➢ Up to five PRO*Service* instruments can connect to a single Rap Box and share a single network port.
➢ The network port for the Rap Box must be configured using the PROService firewall settings in Part 4 of this form.
➢ A copy of this form needs to be returned for each Rap Box needed.

DxS IntelliServe Framework
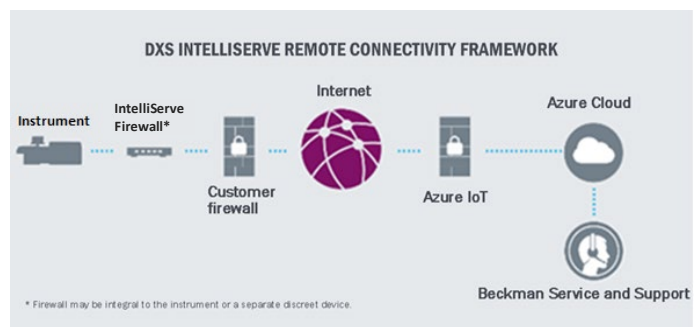
➢ IntelliServe instruments use the IntelliServe Firewall to establish the connection.
➢ Multiple IntelliServe instruments can connect to a single IntelliServe Firewall using a supplemental network switch.
➢ Use the DxS IntelliServe firewall settings in Part 4 of this form when configuring these connections.
➢ A copy of this form needs to be returned for each firewall device needed.

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Part 4: Network Settings

Fast Ethernet Hardware

<u>Complete all sections below for all connection types, PROService RAP box or IntelliServe firewall.</u> When you return this form, a network jack must be configured and ready at the installation location. Please document the configured jack number and preferred install location for the hardware device below for Beckman Coulter personnel to use when performing the installation.

Required: Is the network jack configured and ready to connect? Yes ☐   No ☐

Required: Network jack # or location: _____

Required: Does your customer firewall or network require a MAC address? Yes ☐   No ☐
If you selected yes above, once the hardware ships, the device's MAC address will be provided to the IT contact listed above.

Required: Confirm that Port 443 is available. This port is <u>required</u> to allow a secure connection to the BEC servers. Yes ☐

Required (IntelliServe only): For the IntelliServe firewall device, a static IP must be configured if a Remisol server is utilized on the network. Is a Remisol server utilized on the network?   Yes ☐   No ☐   N/A ☐

Required: Network Settings (Used to configure the RAP Box or IntelliServe firewall) Static IP: ☐   DHCP: ☐

If you selected Static IP, provide the settings information using the fields below.	
IP Address:	Subnet Mask:
Default Gateway:	
DNS Server 1:	DNS Server 2:

Required (PROService only): Is a proxy server used for internet access? Yes ☐   No ☐
Proxy servers are not supported for IntelliServe connections.

If you selected Yes above, provide the proxy server settings using the fields below.	
HTTP ☐ SOCKS ☐	IP Address:
Port Number:	Authenticating Proxy? Yes ☐ No ☐
Proxy Username:	Proxy Password:

Customer Firewall and Security Settings

Indicate the configuration you will be using and use the appropriate settings below to make the necessary allowances in your customer firewall. Select only the connection type appropriate to the instruments selected in Part 1.

PRO*Service*: Customer Firewall Settings	DxS IntelliServe: Customer Firewall Settings
Allow traffic and bypass SSL inspection to the following on the network firewall.	**Allow traffic and bypass SSL inspection to the following on the network firewall.**

➢ Outbound proservicedc.beckman.com (134.217.3.16) Port 443
➢ Outbound proservicerds.beckman.com (134.217.3.17) Port 443
   ▪ Allow OpenVPN on Port 443
   ▪ Allow all subsequent established / connected traffic after the initial connection is established.
	➢ **DPS Endpoint:**
	global.azure-devices-provisioning.net
	➢ **Azure IoT hub:**
	DxS-IntelliServe-iot-hub.azure-devices.net
	DxS-IntelliServe-us-iot-hub.azure-devices.net
	➢ **Data lake:**
	intelliservedatalake.blob.core.windows.net
	intelliservedatalakeus.blob.core.windows.net
	➢ **Relay Service:**
	*.servicebus.windows.net
	➢ **DxS IntelliServe Azure Endpoint:**
	proxy.intelliserve.beckmancoulter.com
	proxyus.intelliserve.beckmancoulter.com
	   ▪ Allow http connect plain text requests on Port 443

Returning the form:

For all regions, please return all pages of this form to your local Beckman service representative, who will submit on your behalf to **RemoteSolutionsInstalls@beckman.com**.