

PartnerConnect® software

Installation guide



Advancing Frontline Care™

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PartnerConnect software installation

Overview

PartnerConnect® software provides the following:

- **Remote resource monitoring:** This remote monitoring tool monitors your Welch Allyn Platform systems and devices. It captures operating information (excluding clinical data) and periodically sends it to Welch Allyn.
- **Software updates:** This program allows you to automatically receive updates for Welch Allyn Platform software.
- **Remote troubleshooting:** PartnerConnect allows Welch Allyn technical support to access your system, when permitted, to assist in troubleshooting. The customer is in complete control as to if and when Welch Allyn is permitted remote access via a Secure Socket Layer (SSL) connection established from the customer site (not from Welch Allyn).

Before you begin

- Ensure that this computer meets hardware and software requirements.
- Ensure that you have administrator rights for this computer.
- Ensure that you are using the console of the system on which you are installing the software. Remote connections for software installation are not supported.
- Close all programs before starting the installation.

Install PartnerConnect software

1. Enter this URL in your web browser:
<http://www.welchallyn.com/promotions/services/PartnerConnect.htm>

The Welch Allyn PartnerConnect screen displays.

2. Click the following link:
Download PartnerConnect to your desktop now!

If you plan to use a proxy server, also click this link:

Download Deployment Utility to configure Proxy server for PartnerConnect connectivity

The File Download dialog appears.

3. Select one of the following options:
 - **Run:** Starts the installation program.

- **Save:** Downloads the installation program, partnerConnect.exe, to a location you choose. If you select this option, make sure the **Close this dialog box when download completes** checkbox is not checked and, after the download is complete, click **Run**.

Note If the checkbox is checked, you will need to locate the installation program on your computer or network to start it.

If a security warning notifies you that the publisher could not be verified, confirm that you want to run the installation program.

The Welcome screen appears.

4. Click **Next**.

The License Agreement screen appears.

5. Accept the license and click **Next**.

Note If you are performing an update to your software, this is the final step in the update process. If you are performing a new install, the Site Information screen appears.

6. Enter information as shown in the next table. The table and the documentation of the product for which you are installing PartnerConnect explain where to find the information.

Note This information allows Welch Allyn to quickly and efficiently locate this system for remote connection.

Field	Description
Customer	
Serial Number*	Enter the serial number. For information about locating the serial number, see your product documentation.
Organization/Facility	
Name*	Enter the organization (customer) name followed by its city and state. For example, ABC Hospital

	System-New York NY. For more information, see your product documentation.
Location/Department	
Name*	Enter the location code from HIS. For example, 3NW, ER, 7NTower. This code should match the code provided to your product software. If the location is not defined, create a unique location code. If the following locations are not defined, use the following codes: DATACENTER: Use this for the data center, computer room, or server room. BioMed: Use this for the Biomedical department.
Address 1 and 2	Enter the street address or post office box.
City	Enter the city of the organization location.
State	Enter the state or province of the organization location.
Region*	Select a region that matches your location from the pull-down list.
Country*	Enter the country of the organization location.

* Required field

7. Click **Next**.

The Setup program displays the settings you selected, providing an opportunity to ensure that the settings are correct before proceeding.

8. Click **Next**.

Setup copies and installs the files you selected. Setup then prompts you to specify post-install tasks.

9. Select **Install the Axeda Desktop Server**. This allows Welch Allyn to remotely access your system—only upon your request—to assist in troubleshooting.

If you check this box, the Axeda Desktop Server installs immediately after you exit this Setup program.

10. Click **Next**.

Setup verifies a successful installation.

11. Click **Finish**.

If you did not grant permission for remote access, you are now finished.

If you selected “Install the Axeda Desktop Server,” the remote troubleshooting option begins its installation by displaying an Introduction screen immediately after you click Finish.

12. Click **Next**.

The License Agreement screen appears.

13. Accept the license and click **Next**.

The Choose Install Folder screen appears.

14. Identify where you want the installation program to install the Axeda Desktop server software and click **Next**.

The Service screen appears.

15. Check to install as a service and click **Next**.
16. Check to start as a service and click **Next**.
17. Enter a name for the service (the default is Axeda Desktop Server) and click **Next**.

The program displays the settings you selected, providing an opportunity to ensure that these are the settings you want.

18. Click **Install**.

The program installs the server. This may take several minutes.

The program displays a message verifying a successful installation.

19. Click **Done**.

Troubleshooting

This section contains information that you can use to resolve problems encountered during installation.

Note Prior to completing troubleshooting tips presented in this section, reboot your computer, and then verify that the issue still exists.

Issue: Cannot send Ctrl+Alt+Del command to Axeda Desk Top server

If the client cannot send a Ctrl+Alt+Del command to the Axeda Desk Top server after installing on a Windows 7 operating system, change the configuration using one of the following methods.

- Change the domain group policy setting.
- Change the local group policy setting.

The next sections explain how.

Change the domain group policy setting

If the remote computer is connected to a domain, enable this group policy setting for subdomains or for the entire domain:

Note Only a domain administrator can modify the domain group policy.

Note The domain group policy overrides the local group policy. If the domain group policy is not set, you can use local group policy setting mentioned in the next section.

1. Log in to the remote computer as the domain administrator.
2. Click the **Start** button, select **Run**, type `gpmmc.msc` and click **OK**.
3. In the left section, select the desired domain, then right-click and choose **Create a GPO** in this domain, and link it here.
4. Right-click the new GPO and select **Edit**.
5. In the left section, navigate to **Computer Configuration > Administrative Templates > Windows Components > Windows Logon Options**.
6. In the right section, double-click the **Disable or enable software Secure Attention Sequence policy** and click **Enabled**.
7. Set the policy option to **Services**.
8. Click **OK** and close the Group Policy Object Editor.

Sending Ctrl+Alt+Del on all computers connected to the domain selected in step 3 is now enabled.

Change the local group policy setting

If the remote computer is a member of a workgroup or is connected to a domain with no domain group policy set, follow these steps:

1. Log in to the remote computer as a local or domain administrator.
2. Click the **Start** button, select **Run**, type `gpedit.msc` and press **Enter**.
3. In the left section, navigate to **Computer Configuration > Administrative Templates > Windows Components > Windows Logon Options**.
4. In the right section, double-click the **Disable or enable software Secure Attention Sequence policy** and click **Enabled**.
5. Set the policy option to either **Services** or **Services and Ease of Access** applications.
6. Click **OK** and close the Group Policy Object editor.

Sending Ctrl+Alt+Del on the remote computer is now enabled.

Disable the UAC

1. Click the **Start** button, and then select **Run**.
The Run dialog appears.
2. Type `msconfig` and press **Enter**.
The System Configuration Utility dialog appears.
3. Click the **Tools** tab.
4. Locate and highlight **Disable UAP** or **Disable UAC**, and then click the **Launch** button.
A command prompt window appears and runs the processes that disable UAC.
5. Close command prompt window.
6. Close the System Configuration Utility dialog.
7. Restart computer for the change to take effect.

Disable Alt+Ctrl+Del on login

1. Go to the Control Panel, and select **System and Maintenance**.
2. Click **Administrative Tools** then the **Local Security Policy**.
The Local Security Settings window appears.
3. Select **Computer Configuration > Windows Settings > Security Settings > Local Policies > Security Options**.
Security options appear in the details pane.
4. Locate and double-click **Interactive Logon: Do not require CTRL +ALT +DEL**.
The setting's dialog appears.
5. Click **Disabled**, and then click **OK**.
6. Restart computer for the change to take effect.

When logging in, the logon screen will automatically appear without pressing Ctrl+Alt+Del. Users must still provide a name and password.

Issue: Unable to receive data from the Connex VM server

If the client cannot receive data from the Connex VM server after installing, traffic from the server may be blocked. Change the firewall rule to allow communication through port 17001 for the following:

Server name	IP address	Required ports	Optional ports	Location
ghsom1.axeda.com	209.202.157.179	443, 17002	80, 17001	Waltham
ghuk1.axeda.com	89.234.8.217	443, 17002	80, 17001	London
ghjap1.axeda.com	124.40.23.210	443, 17002	80, 17001	Tokyo
ghsj1.axeda.com	198.66.245.39	443, 17002	80, 17001	San Jose

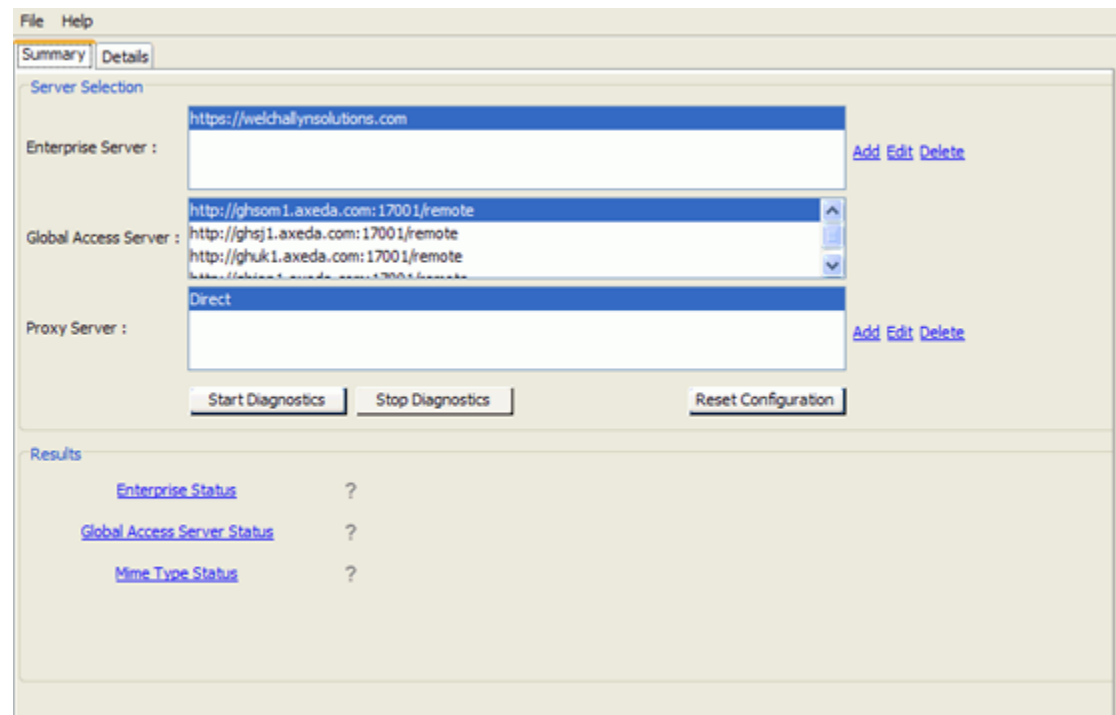
Server name	IP address	Required ports	Optional ports	Location
gas-de1.axeda.com	62.209.44.17	443, 17002	80, 17001	Frankfurt
gas-hk3.axeda.com	120.136.45.13	443, 17002	80, 17001	Hong Kong
gas-aus.axeda.com	122.202.65.179	443, 17002	80, 17001	Sydney
gas-sj4.axeda.com	204.42.142.84	443, 17002	80, 17001	San Jose
gas-bo4.axeda.com	209.202.167.141	443, 17002	80, 17001	Waltham
gas-bo5.axeda.com	209.202.167.142	443, 17002	80, 17001	Waltham
gas-bo6.axeda.com	209.202.186.30	443, 17002	80, 17001	Waltham

Note If you need IP addresses, contact your IT network person to resolve the DNS names to an IP address, based on your current and local settings.

For additional diagnostic information, go to the following URL:

<https://welchallynsolutions.com/drm/actions/sitepreputility/show>

After logging in, this screen appears:



TCP/UDP ports used

The following table lists the port assignments used by the Welch Allyn PartnerConnect solution.

After installation, you can use this information to configure the firewalls, virus software, and router access lists for your facility.

Application	Port number	Protocol
AxedaDesktopServer	5920	TCP
AxedaDesktopServer	5920	UDP
WelchAllynRSDSGateway	3011	TCP
WelchAllynRSDSGateway	3030	TCP
Welch Allyn PartnerConnect — External Connection	443	HTTPS (TCP)

Configure PartnerConnect with proxy settings

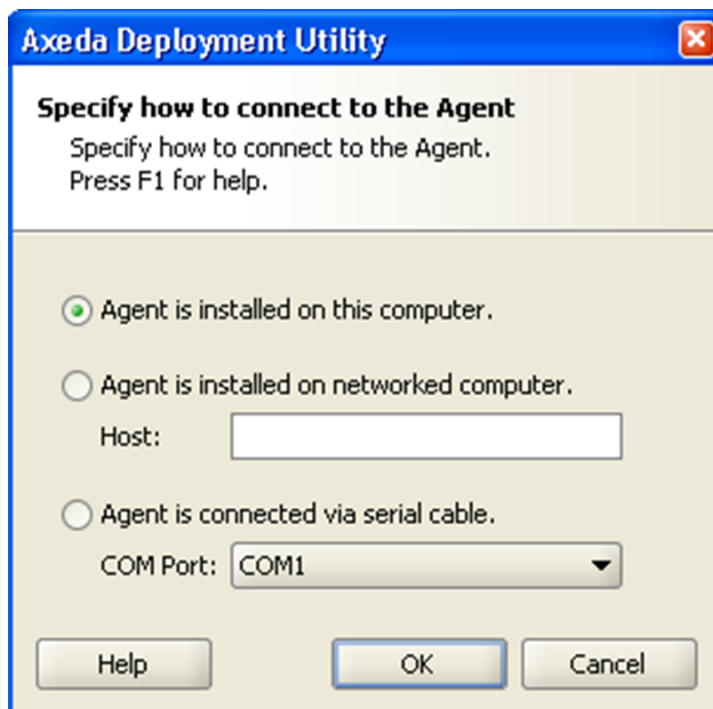
If you use a proxy server for your external Web connections, complete the following steps.

1. Install the Axeda Deployment Utility by entering the following at a command prompt:
deployment.exe

This program is in the folder where PartnerConnect resides.

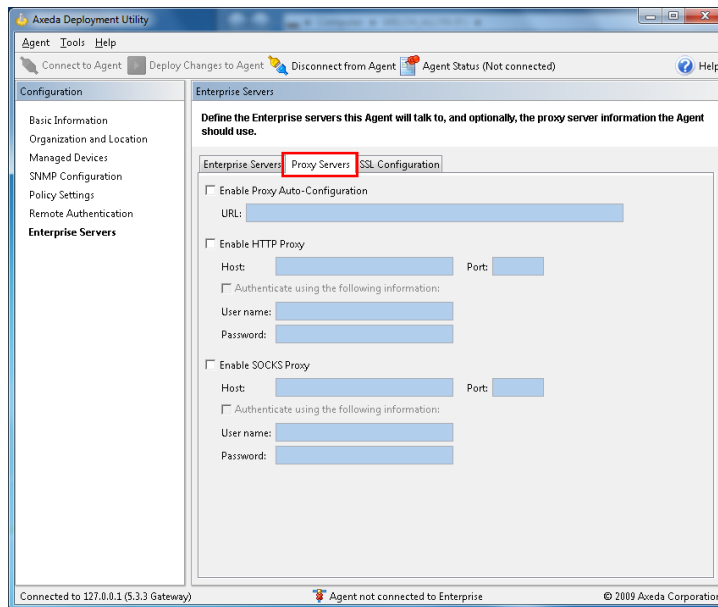
2. Launch the Axeda Deployment Utility by selecting the following:
Start> All Programs> Axeda> Deployment> Axeda_Deployment

The Axeda Deployment Utility dialog appears.

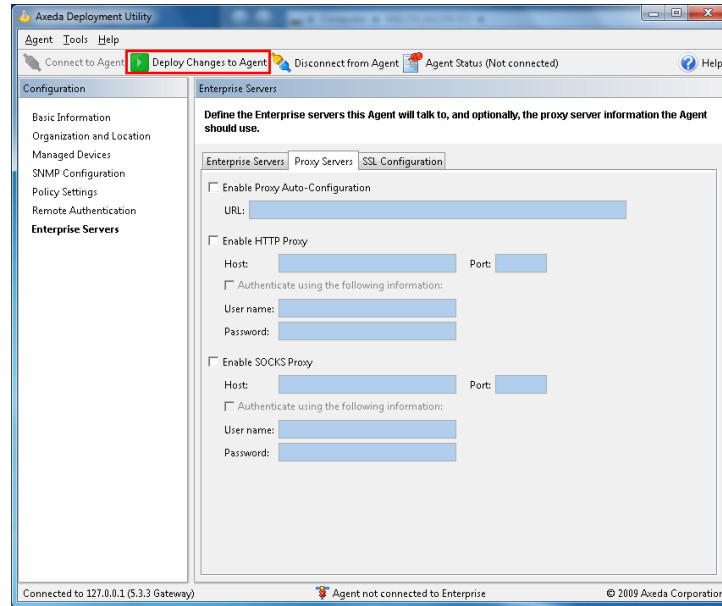


3. Select how to connect to the agent: This dialog box specifies how to connect the deployment utility to the running agent. You must connect the utility to the agent to retrieve and modify device settings.
 - **Agent is installed on this computer:** Select this option if the deployment utility is installed on the same computer as the agent.

- **Agent is installed on networked computer:** Select this option if the agent device is on the same local network as the deployment utility computer. If you select this option, type or select the host name or IP address of the agent device. The Host field accepts IPv4 and IPv6 addresses as well as alphanumeric characters for a machine name.
 - **Agent is connected via serial cable:** Select this option if the agent device is connected to the deployment utility computer by a serial cable. If you select this option, type or select the serial COM port.
4. Click **OK** to connect to the agent.
 5. Click **Enterprise Servers** in the left pane, then select the **Proxy Servers** tab.



6. Select the appropriate proxy setting for the site.
 - **Enable Proxy Auto-Configuration:** The agent communicates directly with the enterprise server; it does not go through a proxy server.
 - **Enable HTTP Proxy:** The script identifies the HTTP proxy server IP address and port.
 - **Enable SOCKS Proxy:** The script identifies the SOCKS proxy server IP address and port.
7. Save the settings to the agent. After you add or edit settings using the deployment utility, you must send the changed settings information to the agent and restart the agent.
 - a. Click **Deploy Changes to Agent**.



If any required information is missing (for example, model and serial information), you are prompted to configure that information before deploying changed settings. In addition, any missing settings appear in the Configuration window below the associated settings window name. To configure it, click the name of the missing setting.

- b. When prompted to send configuration settings to the agent, click **Yes**.

Removing PartnerConnect software

Remove PartnerConnect software on Windows® XP

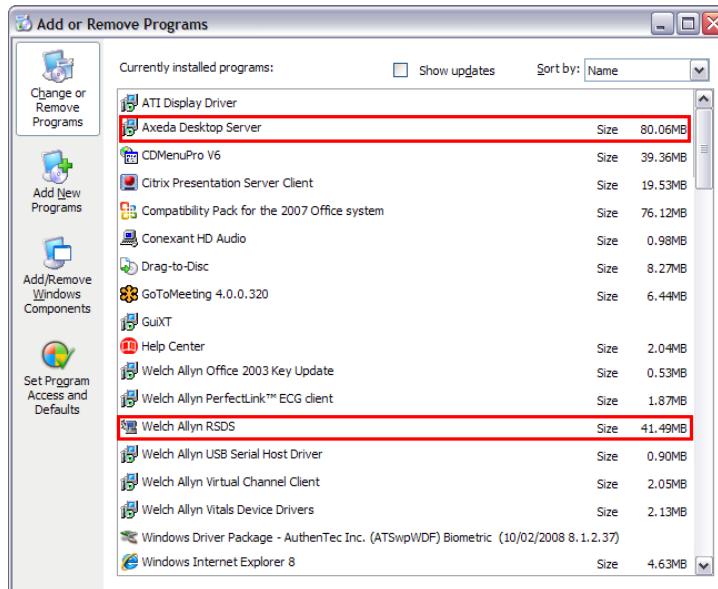
1. Select **Start> Settings> Control Panel**.

The Control Panel appears.

2. Select **Add or Remove Programs** and make sure that **Change or Remove Programs** is selected in the left pane.

Windows lists the programs on this computer.

3. Scroll to the following Welch Allyn programs:



4. Remove the programs, starting with PartnerConnect (listed in Add/Remove Programs as Welch Allyn RSDS). For each program:

- a. Select the program.

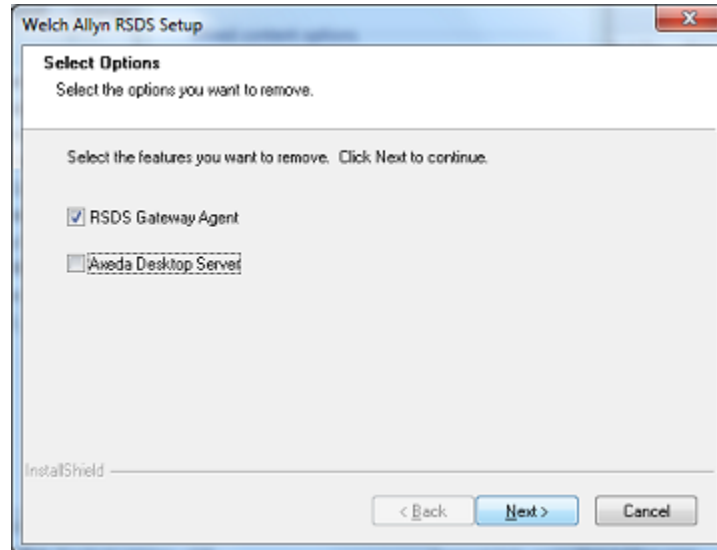
The program listing expands to display additional information and a Change/Remove button.

- b. Select **Change/Remove**.

Windows launches the uninstall program.

- c. Follow the prompts to remove the program.

Accept the default values on the following screen.



Axeda Desktop Server uninstall program will prompt you to reboot the computer. You can reboot at a later time, but you must reboot to finish the uninstall.

5. Verify that the programs you deleted are removed:
 - a. Reboot the computer.
 - b. Select **Start> Settings> Control Panel**.
The Control Panel appears.
 - c. Select **Add or Remove Programs**.
Windows lists the programs on this computer.
 - d. Visually inspect to make sure that the programs you deleted no longer appear in the list of programs.

If the programs are not in the program list, the PartnerConnect program is now removed from your computer.

If the programs still appear in the program list, contact your IT department or workstation support and ask if there is anything on the network that prevents program removal.

To verify that the programs you deleted are removed:

1. Navigate to the uninstall screen.
Windows lists the programs on this computer.
2. Visually inspect to make sure that the programs you deleted no longer appear in the list of programs.
If the programs are not in the program list, the PartnerConnect and Axeda Desktop Server programs are now removed from your computer.

If the programs still appear in the program list, contact your IT department or workstation support and ask if there is anything on the network that prevents program removal.

In certain situations, programs external to Welch Allyn software may block uninstallation. If this is a possibility in your IT environment, contact your IT department to verify whether additional steps are required.

Remove PartnerConnect software on Windows Vista® and Windows® 7

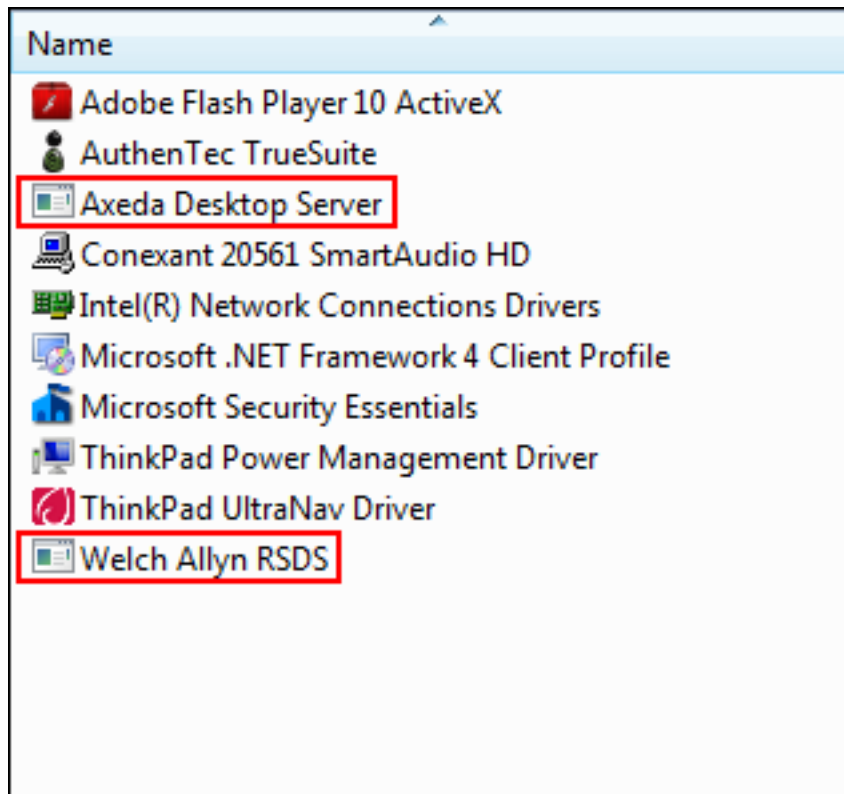
1. Select  > **Control Panel**.

The Control Panel appears.

2. Select **Uninstall a program** in the Programs section.

Windows lists the programs on this computer.

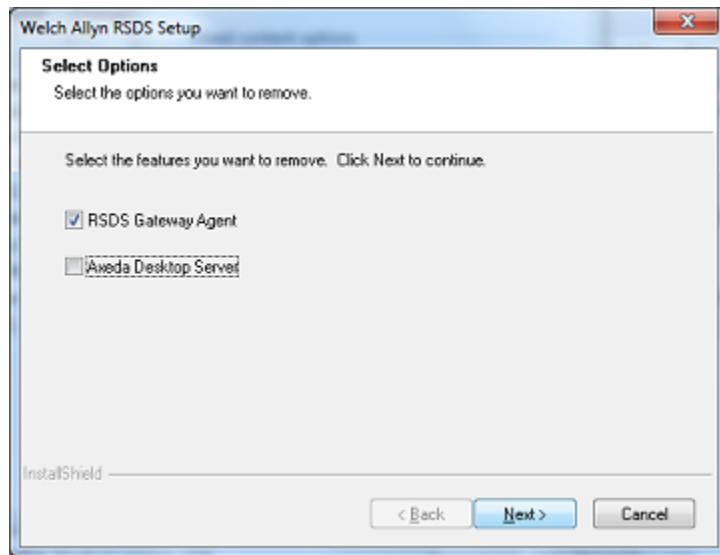
3. Scroll to the following Welch Allyn programs.



4. Remove the programs, starting with PartnerConnect (listed in Add/Remove Programs as Welch Allyn RSDS). For each program:
 - a. Select the program.
 - b. Click the uninstall option.

Windows launches the uninstall program.
 - c. Follow the prompts to remove the program.

Note Accept the default values on the following screen:



The Axeda Desktop Server uninstall program will prompt you to reboot the computer. You can reboot at a later time, but you must reboot to complete the uninstall.

To verify that the programs you deleted are removed:

1. Navigate to the uninstall screen.
Windows lists the programs on this computer.
2. Visually inspect to make sure that the programs you deleted no longer appear in the list of programs.
If the programs are not in the program list, the PartnerConnect and Axeda Desktop Server programs are now removed from your computer.

If the programs still appear in the program list, contact your IT department or workstation support and ask if there is anything on the network that prevents program removal.

In certain situations, programs external to Welch Allyn software may block uninstallation. If this is a possibility in your IT environment, contact your IT department to verify whether additional steps are required.

