

3M™ Clean-Trace™ NGi Synchronisation Manager Installation Guide

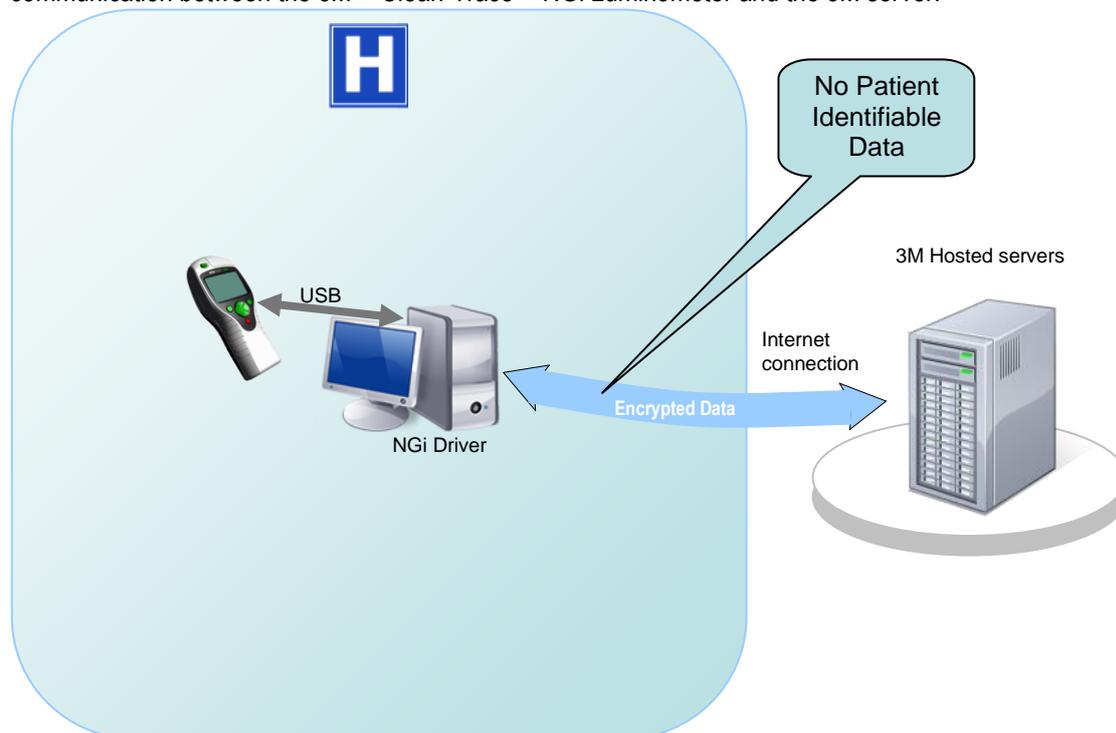
This document contains details of the communication process between the 3M™ Clean-Trace™ NGi Luminometer and the 3M server. It is intended for use by the customer's IT department / personnel with responsibility for the IT support at the customer's facility.

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Communication Process and Security

The 3M™ Clean-Trace™ NGi Synchronisation Manager is installed on the hospital's PC(s) and allows communication between the 3M™ Clean-Trace™ NGi Luminometer and the 3M server.



To send data to the 3M server from the Clean-Trace NGi Luminometer, the user needs to perform the following process:

- Ensure the Clean-Trace NGi Luminometer is connected to the PC using either the USB cable provided with the Luminometer or the 3M™ Clean-Trace™ NGi Luminometer Docking Station
- Click on “Synchronise” on the Synchronisation Manager software
- Enter their user-id (email address) in to the Synchronisation Manager software
- Enter their password in to the Synchronisation Manager software(NB: The password is case sensitive)
- Click on “OK”

During the communication process the authenticity of the user will be verified. If the user is authorised to send and receive data the process will continue:

- Data is sent from the Clean-Trace NGi Luminometer to the 3M server
- Any Sample Plan or Sampling Schedule changes made on the 3M™ Clean-Trace™ Online Reporting System will be downloaded to the Clean-Trace NGi Luminometer
- The connection to the 3M server is closed

Each message within the communication process is encrypted (128 bit) and authenticated (user-ID & password).

It should be noted that NO patient data is gathered by the Clean-Trace NGi Luminometer.

The communication between the Clean-Trace NGi Luminometer and the 3M server uses HTTPS on port 443. The destination address is:

- <https://holly.3m.com/cleantraceservice/cleantracewebservice.svc> for version 1 Sync Manager software
- <https://holly.3m.com/cleantraceservice/cleantraceservice2.svc> for version 2 Sync Manager software

The server is hosted by 3M in their Tier 3 certified Hosted Service server farm.

Any security process of this nature relies on the user taking appropriate steps to protect their password and to change it if they believe that it is known by another person.

Additional background information:

The administration system is accessed via Internet Explorer and is secured using 128 bit encryption and authenticated using a user-id & password combination. This uses HTTPS on port 443 and has a destination address of <https://holly.3m.com/CleanTraceAdmin/login.aspx>

Pre-deployment Checks

To enable the solution to be fully deployed the following actions need to be completed:

- Allow users to access URL <https://holly.3m.com/> via port 443 from Internet Explorer
- Allow the 3M™ Clean-Trace™ NGi Luminometer Synchronisation Manager to access URL <https://holly.3m.com/> via port 443
- If your organisation allows only authorised USB devices to connect to your P.C.s then authorise the NGi (see "USB Identification" section for identification details)
- If the user's PC uses Windows XP, make sure Microsoft .Net Framework 3.5 SP1 is installed.

Minimum PC software requirements:

- Windows® XP SP3
- Internet Explorer 7.0
- Microsoft .Net Framework 3.5 SP1

Note: No new servers need to be implemented by the customer to use the 3M™ Clean-Trace™ Hygiene Management System.

Microsoft's .Net Framework version 3.5 SP1 must be installed on a Windows XP PC before the Clean-Trace system's PC software can be installed. Windows 7 and above already have the necessary .Net version. There are two approaches to this:

1. If you run the installation process for the PC software then the process will check to see if you have Microsoft .Net 3.5 SP1 installed on your PC. If you do not have it installed then the installation process will prompt you to download it from Microsoft's website and install it on your PC.
The .Net Framework is a large file so this process can take a long time if you have a slow internet connection.
2. At the time of writing this document Microsoft allow you to download the .Net Framework from their website. You may wish to do this in advance and place it onto a memory stick so that you can install it onto the appropriate PC.s without having to wait for it to be downloaded each time. Version 3.5 SP1 of the .Net framework can be downloaded from:
<http://www.microsoft.com/en-us/download/details.aspx?id=22>

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Installing the Clean-Trace NGi Synchronisation Manager

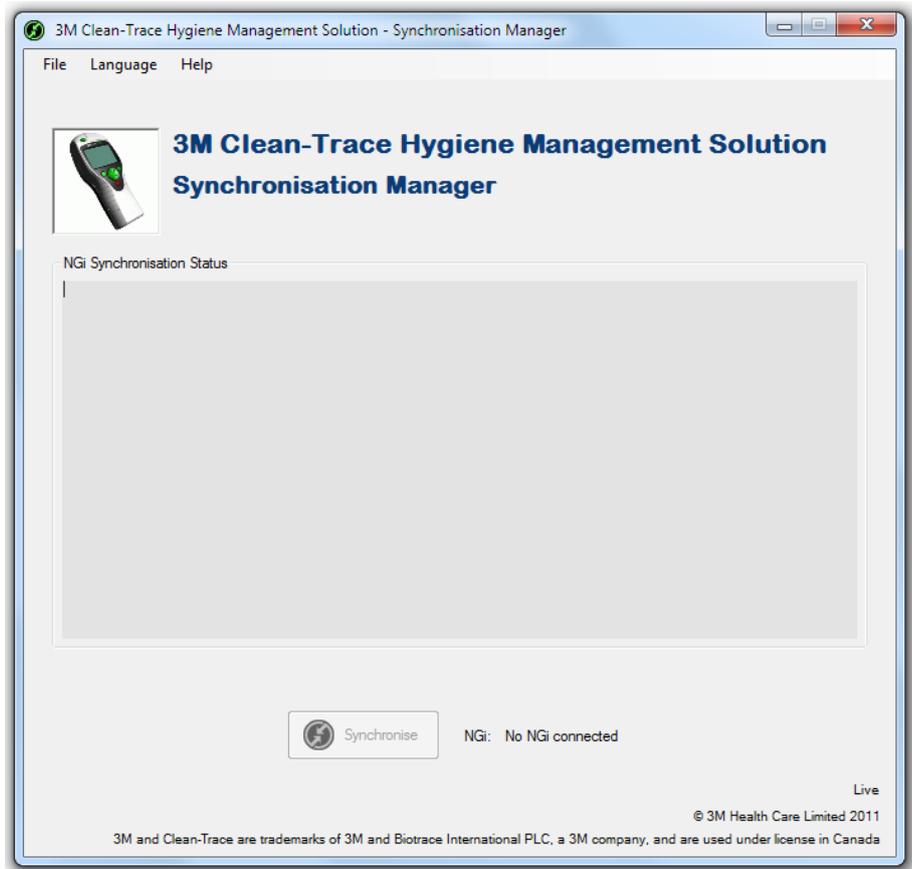
You will need administrative rights to the PC to carry out the following process

Important: Ensure the Clean-Trace NGi Luminometer is NOT connected to the PC when performing this process

1. A previous version of Synchronisation Manager may already be installed on the PC so perform the following check:
 - a. If a Clean-Trace NGi Luminometer is connected to the PC then disconnect it
 - b. Go to Start\ControlPanel\AddOrRemovePrograms
 - c. If "Clean-Trace Device Manager" is listed then:
 - i. Single click on "Clean-Trace Device Manager"
 - ii. Click on "Remove" and follow the instructions
 - d. If "Clean-Trace Device Manager" is not listed then you can continue to step 2
2. Double-click on file CleanTraceSyncMgr.v2.n.zip Note: This file can be downloaded from the File Download area of the Clean-Trace website.
Note: the characters "v2.n" in the filename reflect the release number so the filename may look slightly different to the one given above. e.g.:
 - a. CleanTraceSyncMgr.v2.2.zip
 - b. CleanTraceSyncMgr.v2.3.zip
 - c. CleanTraceSyncMgr.v2.4.zip
 - d. etc
3. Double-click on setup.exe and follow the instructions
 - a. Note: The installation process may need to install the "Microsoft .Net Framework" and this will be downloaded from Microsoft's website and installed. The PC may need to be re-booted to complete the installation. If so, then re-boot the PC. The install will continue when the PC has re-booted. (If the install fails to complete then go back to step 2)
 - b. Note: The "Microsoft .Net Framework" is freely available and there is no licence fee chargeable when installing this product.
4. When the setup process has completed ensure the installation was successful:
 - a. Confirm the application is running:
 - i. Double-click on the following icon in the system tray:

 - ii. If you do not see the  icon then go to Start\All Programs\3M\3M NGi sync to start the application.

- iii. You will see an 3M™ Clean-Trace™ NGi Luminometer status screen as follows:



5. Connect a Clean-Trace NGi Luminometer to the PC. Turn on the Luminometer. The PC will install two drivers for the Clean-Trace NGi Luminometer. Once the drivers are installed synchronise the Clean-Trace NGi Luminometer.

Note: When the Clean-Trace NGi Luminometer is connected to the PC, after a short while the USB icon will be displayed at the bottom left of the Clean-Trace NGi Luminometer screen. This indicates that connectivity between the PC and Clean-Trace NGi Luminometer has been achieved. If this is not displayed, remove the USB cable for 10 seconds, and reconnect it.

Note: The Clean-Trace NGi Luminometer sends and receives data via the "Synchronise" button displayed on the Synchronisation Manager screen. If you cannot see this button, contact your local 3M service representative.

6. When you first connect an NGi to the PC, the Synchronisation Manager software may prompt you to upgrade the NGi to the latest firmware version. If this occurs then please follow the on-screen instructions. If there are measurements on your NGi then these will be uploaded to the server before the upgrade is performed so you will not lose any data.

If you do not perform this upgrade then the NGi will not be able to synchronise with the server.

Once the NGi has been upgraded it will only be able to synchronise via version 2 Synchronisation Manager software. If you have version 1 of the Synchronisation Manager software installed on other PCs then you will need to upgrade them to version 2.

7. The Synchronisation Manager installation process supports “Silent Install”. This means that the software can be remotely installed on PCs by, for example, a Help Desk.

Language Selection

The Synchronisation Manager will automatically display in the language of the P.C. If this language is not available then English will be selected.

If the user wishes to use the Synchronisation Manager in a different language then they should select "Language" from the menu and then select the language that they wish to use.

Password Change

If a user needs to change their password then they should select “File” from the Synchronisation Manager’s Menu and then select “Change Password”.

NGi Firmware Management

Sync Manager will automatically check to see if there is a newer version of NGi firmware available. If there is then you will be given the option of downloading this version. This check occurs once per day when the PC is not being used.

When synchronising, if there is a newer version of firmware on the PC than there is on the NGi then you will be given the option of upgrading the NGi. If you wish to do this then click on the “Upgrade NGi Firmware” button. If you chose not to upgrade the firmware then you can do it at a later date.

If required, you can disable this automatic firmware management process by selecting option “Disable NGi WebUpdate” in File\Configuration Settings menu option.

Reloading all Data to the NGi

The Synchronisation process will only update the data on the NGi that needs to be changed (e.g. if a Sample Plan hasn’t changed then it won’t be re-loaded to the NGi).

If you wish to refresh all of the data on the NGi then you can select option “Refresh NGi” in the File\Configuration Settings menu item.

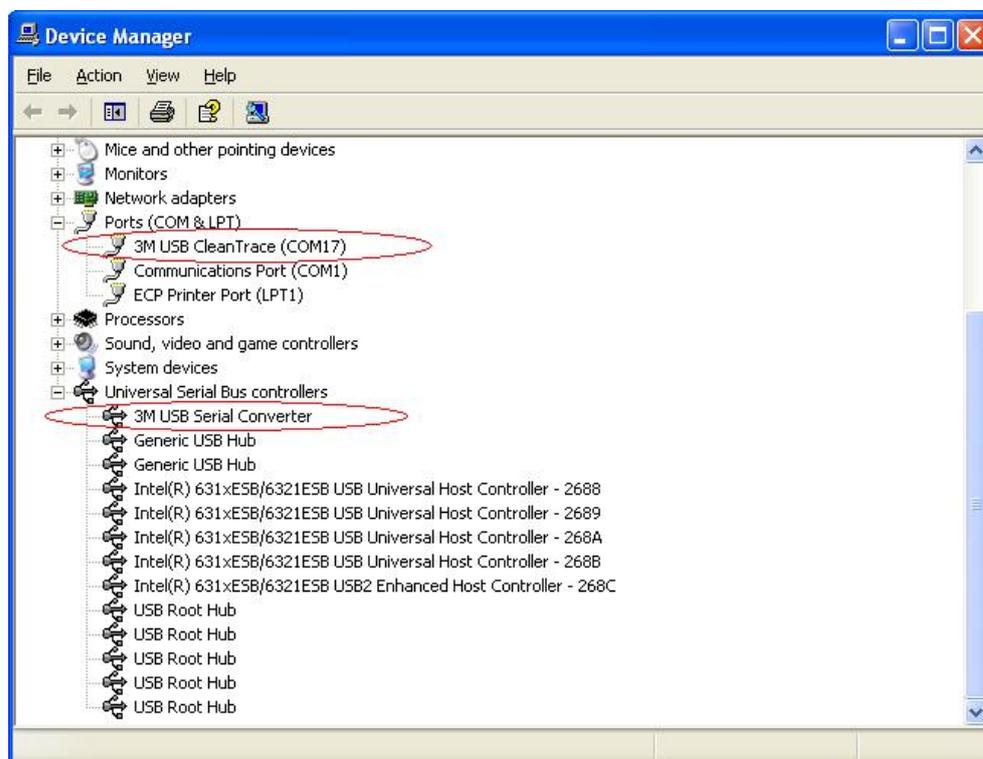
This setting will automatically be cleared after the next synchronisation.

USB Identification

The following identifiers are used for the 3M™ Clean-Trace™ NGi Luminometer:

- **Vendor ID (“VID”): x0403**
- **Product ID (“PID”): x9690**
- **Manufacturer: “3M”**
- **Manufacturer ID: “NG”**
- **Description for USB serial converter: “3M USB Serial Converter”**
- **Description for Device Manager: “3M USB Clean-Trace”**

When the driver is installed and a Clean-Trace NGi Luminometer is connected you will see the following information in the “Device Manager” screen:



Note: These USB identifiers are only available on Clean-Trace NGi Luminometers manufactured after October 2009. Should you have a Clean-Trace NGi Luminometer that is older than this these identifiers can be added via a software update. Contact your local 3M representative for further information.

To determine whether or not you have these identifiers on your Clean-Trace NGi Luminometer:

- Connect the Clean-Trace NGi Luminometer to the PC
- Turn on the Clean-Trace NGi Luminometer
- On the PC, go to “Start” > “Run”
- Type 'devmgmt.msc' into the text box and click 'OK'
- Select 'Ports'
- Confirm that "3M USB Clean-Trace" is listed

Troubleshooting

Query:

During Synchronisation, the Synchronisation Manager Software displays the "Login Failed" message.

Solution:

1. Did you incorrectly enter your User-ID? If so, then try again.
2. Did you incorrectly enter your Password? If so, then try again. Note: passwords are case sensitive.
3. Have you forgotten your password? If so, then use the "Forgotten Password" process on the Clean-Trace Website's Logon page.
4. Your account may be disabled. Your system administrator will be able to confirm this.

Query:

There are no sample plans on the 3M™ Clean-Trace™ NGi Luminometer.

Solution:

1. Have you successfully synchronised the Clean-Trace NGi Luminometer? If not then synchronise the Clean-Trace NGi Luminometer and your sample plans will be downloaded
2. When you synchronise the Clean-Trace NGi Luminometer, do you receive the message "No sample plans are available for this user"? If so then contact your administrator who will give you access to the appropriate sample plans.

Query:

The message "New NGi Software Update Available" is displayed

Solution:

This means that 3M has made a new firmware release available for your NGi. 3M recommends that you download this to your PC and then install it on your NGi.

Query:

The "Upgrade NGi Firmware" button appears on the Sync Manager window and the message "NGi Firmware Upgrade Required" is displayed.

Solution:

This means that new firmware is available for the NGi. 3M recommends that you upgrade to the latest version to ensure that you have the latest features available.

If you decide not to upgrade then you can synchronise by clicking on "Synchronise" and you can upgrade the NGi at a future point in time.

Query:

The option "Check for NGi Updates" is not listed under the "Help" menu.

Solution:

De-select option "Disable NGi WebUpdate" in menu option File\Configuration Settings.

Query:

I want to stop the system automatically checking for new versions of NGi firmware.

Solution:

Select option "Disable NGi WebUpdate" in menu option File\Configuration Settings.

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