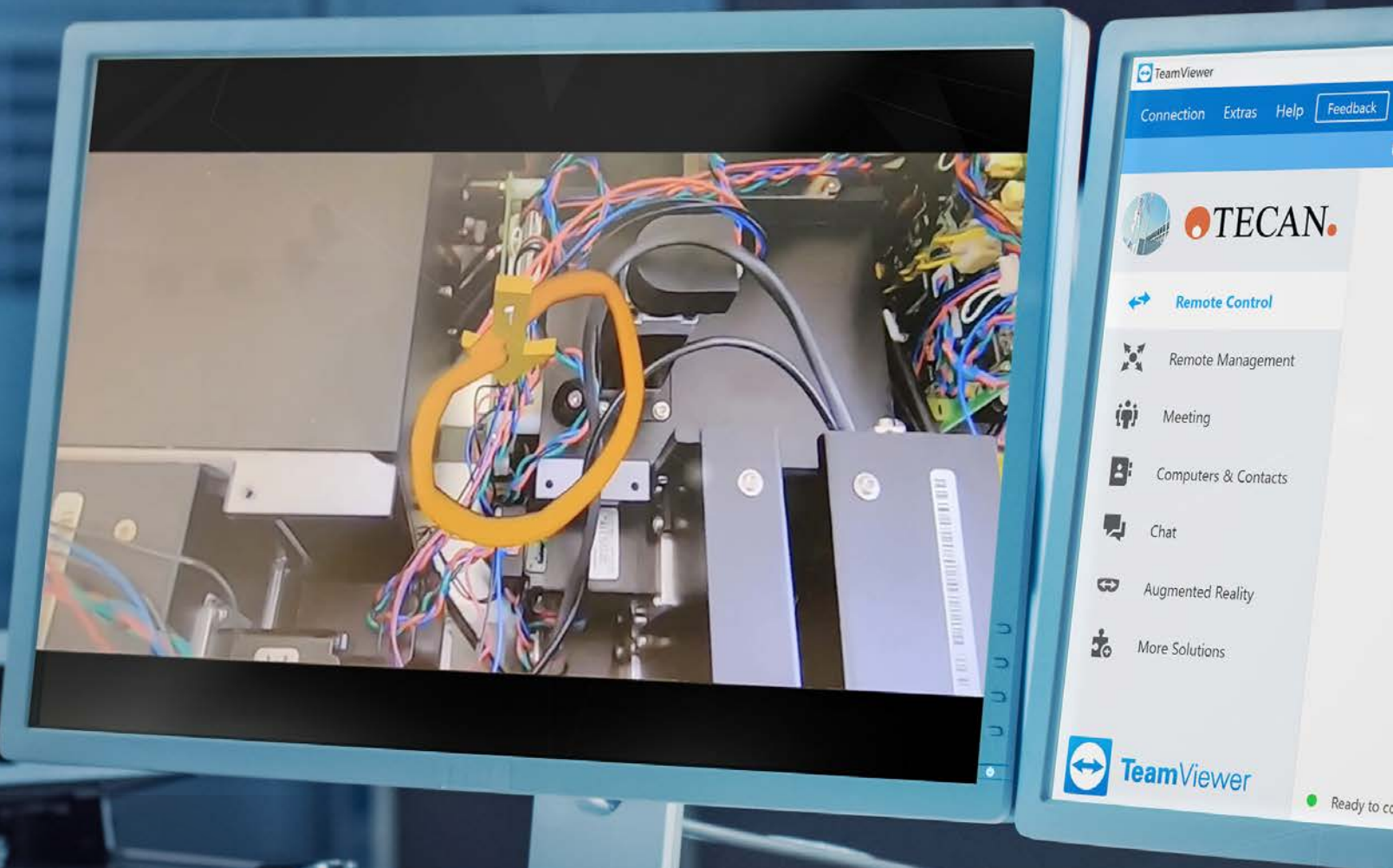


Tecan Remote

User Guide.



REMOTE

CONNECT. CORRECT. CONTINUE.





- Highly trained and experienced technical specialists
- Real-time troubleshooting and resolution
- Improved system insights for faster on-site interventions



- Minimized unplanned workflow disruptions
- Reduced wait time for avoidable on-site interventions
- Increased instrument uptime



- State-of-the-art security standards
- Encrypted, permission-based communication controls
- Highly qualified and experienced technical specialists
- Customer approval required for each remote support session

SCOPE

Tecan Remote Support is designed to enable our service and support organization to provide real-time services via a secure remote connection to the computer linked to Tecan instruments in your lab. This document provides information about the steps required to allow a Tecan support specialist to connect and remotely access your local computer. In addition, the document is intended for IT staff setting up the necessary infrastructure, to allow successful and secure remote connection.

HOW TO CONNECT

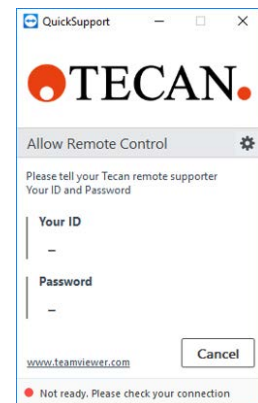
You may be asked by our support specialist to download the TeamViewer QuickSupport module to allow a remote connection to your local computer. To join a remote control session:

1. Download QuickSupport (TeamViewerQS.exe) from the link provided by our support specialist. When prompted, you can run the application directly without saving it to a location on your computer.

Note: Once downloaded, TeamViewerQS.exe can be stored locally and used for remote connection in the future.



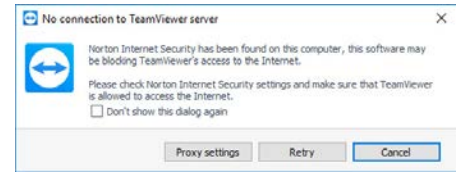
2. No installation and local admin rights are required. The application will start once the download has finished.



3. Wait until the status LED at the bottom of the window changes to GREEN, indicating that a connection to the TeamViewer server has been established.

This may take over a minute

- a. If there is an issue with your internet connection, and it is not possible to establish a connection to the TeamViewer server, a message will be displayed.



- b. Please contact your IT department to solve the connection issue.

4. Once a connection has been established, please provide 'Your ID' and 'Password' to our support specialist, who will be accessing the system remotely.



5. As soon as a remote connection to your local computer is established the LED will change to YELLOW:





6. Once the connection is successfully established, you will see an information window on the right-hand side of your desktop.
7. When requested, you can authorize access for desktop sharing, remote control and file transfer to our support specialist.

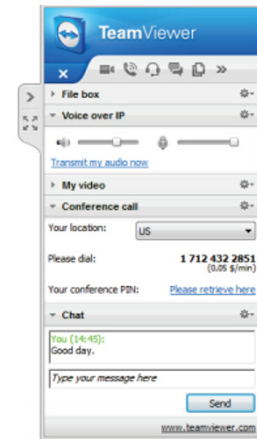
HOW TO PARTICIPATE

Once access has been granted and the remote control session started, a small TeamViewer control window appears at the bottom right of the screen.










The TeamViewer panel has the following properties:

- It can be placed anywhere on the screen, so important areas of the display are not hidden.
- Individual widgets can be detached from the panel. Simply 'drag and drop' the widgets from the panel and adjust the size and position individually.
- The panel can be minimized to the edge of the screen using the  icon on the left side of the panel. The  icon allows the local computer to display the remote control window in full screen mode.



The menu bar is located along the top edge of the control window. By clicking the icons, you or your partner can access the following functions:

 Close all connections	Closes all active remote control sessions.
 Video	Opens the My Video widget. If you want your partner to see as well as hear you, you can transmit video using a webcam.
 Conference call	Opens the Conference call widget. If a participant does not have a headset at his/her disposal, you can set up a conference call instead of using VoIP.
 Voice over IP	Opens the Voice over IP widget. With Voice over IP (VoIP), telephone calls are not necessary; you can talk live with your partners after just a few mouse clicks. We recommend using a headset.
 Chat	Opens the Chat widget. The Chat widget lets you communicate with your partner via text during an active session.
 File box	Opens the File box widget. Session participants can share files with one another via the File box widget. Just drag and drop the desired file into the widget or click the icon to select a file using the Windows® Open dialog box. Once shared, you can open either the file or its containing folder by clicking the icon next to the file and selecting the desired option from the context menu. At the remote computer, the shared file appears in the widget and can be downloaded by clicking the icon. To remove the file from the widget, select Remove from file box option in the context menu.
 Functions	You can access the Session list widget within the Functions context menu.



IT CONSIDERATION AND SECURITY HIGHLIGHTS

This section of the document highlights the privacy and security features of the Tecan Remote Support service. This section is intended to be reviewed by the local IT administrator for the instrument, computer and network infrastructure at your facility.

Tecan Remote Support is supported by TeamViewer GmbH, a global leader in secure remote access and collaboration. TeamViewer is at the forefront of remote software development, and a recognized leading provider of cloud-based technologies for secure remote access, support, control and collaboration capabilities for online endpoints of any kind. It supports businesses of all sizes to tap into their full digital potential.

Technical summary

The TeamViewer tool provides a secure remote screen and file sharing platform to enable Tecan service and support specialists to securely access the computer connected to Tecan instruments in your lab. All TeamViewer traffic is secured via RSA public/private key exchange and AES (256 bit) session encryption. Additionally, the platform is configured to prevent 'man-in-the-middle' and brute force attacks. More details are available in the TeamViewer security statement.

<https://www.teamviewer.com/en/trust-center/security/>

Security measures

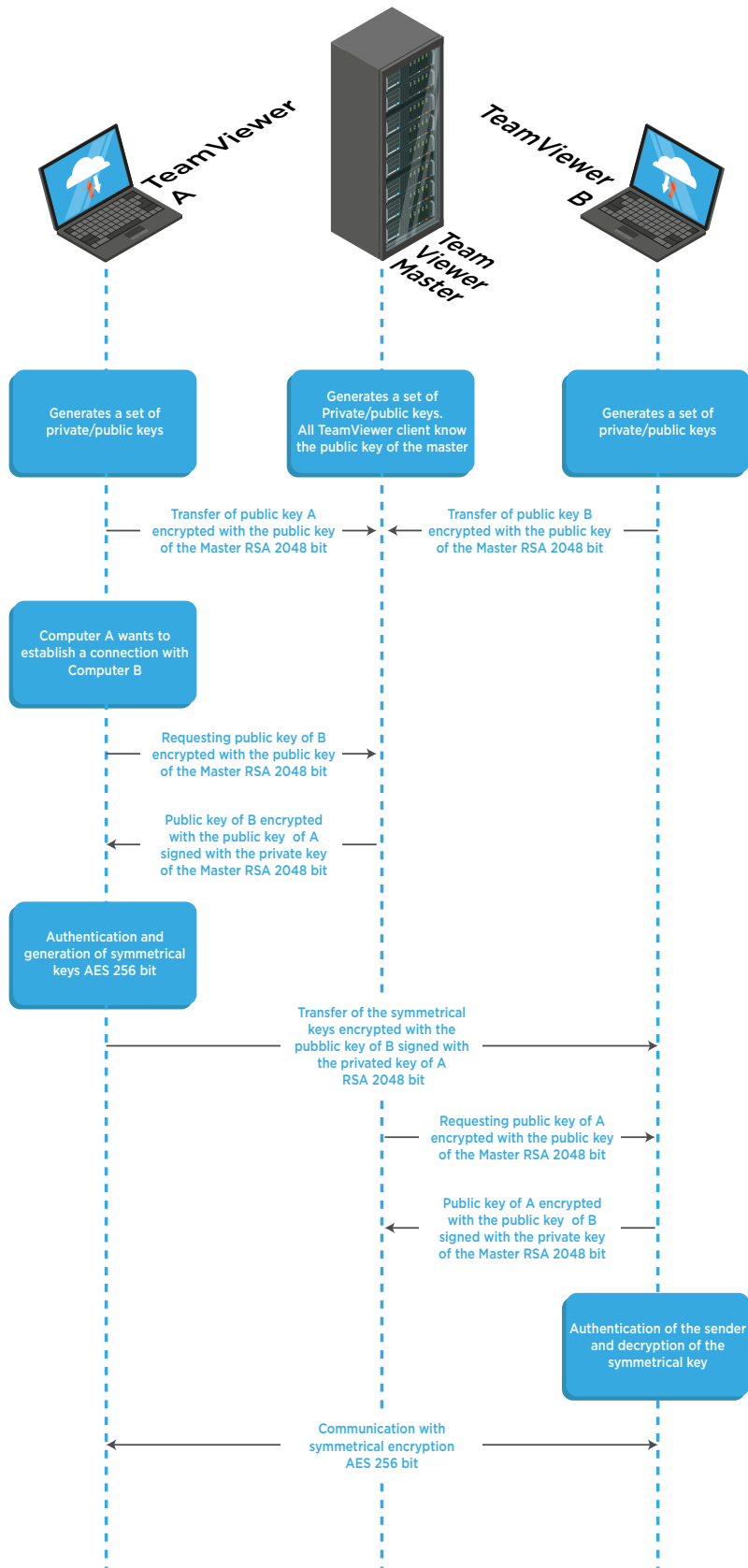
TeamViewer requires an internet connection to operate. Please read this document and ensure any computer connected to the Tecan instrument is secure before connecting to the network for the first time.

Tecan Remote Support is configured for maximum out-of-the-box security:

- TeamViewer connection whitelisting is deployed to prevent access to the computer connected to the Tecan instrument from sources external to the Tecan service and support organization.
- Users are required to provide a unique password to initiate all connection sessions. This password changes with each new session to prevent unauthorized connections.
- Following successful authentication of a secure TeamViewer session, users are required to manually approve any screen view, remote control or file transfer request through the TeamViewer client. Connection requests are logged locally, and on TeamViewer secure servers for audit purposes.
- Critical security updates and updates to company TeamViewer policies are installed.
- Access to the Tecan TeamViewer management portal is restricted by username and complex password. Access is restricted to Tecan employees who have undergone training to understand data and privacy guidelines.



Encryption and authentication



Firewall requirements

Tecan Remote Support is designed to enable a secure remote connection without the need for any special firewall configuration. In select situations, a firewall might be set up to block unknown outbound connections. In such cases, the firewall must be configured to enable the connection. Tecan Remote Support will use port 443 to establish an outbound TCP connection.

Tecan Remote Support connects to secure servers located in Europe. These servers use a number of different IP addresses, which may change over time. All IP addresses used by Tecan Remote Support resolve to *.teamviewer.com domains. You can use this information to restrict the destination IP addresses you allow through your firewall or proxy server. As the Tecan Remote Support service only initiates outgoing data connections through a firewall, blocking incoming connections and allowing only outgoing TCP connections over port 443 to *.teamviewer.com domains will suffice.

Summary

Tecan Remote Support is a secure system that allows Tecan service and support specialists to provide remote technical support. The end-to-end tunnel is encrypted, and measures are taken to keep customers safe and ensure that access is only available to properly trained Tecan employees.

If you require additional information, please contact your local Tecan representative.

FAQ

How is communication via Tecan Remote Support achieved? What about proxy servers or firewalls?

The communication works through firewalls and proxy servers, allowing HTTPS protocols on port 443 to pass through. If your organization uses a proxy server, the Tecan Remote Support host software must be configured with settings and authentication for the proxy.

Does TeamViewer QuickSupport require installation?

No. TeamViewer QuickSupport is an application in the form of a single executable file that lets you accept incoming remote control connections, but not to set up outgoing connections yourself. You can run this file without installing any software, and without Windows administrative rights.

Does Tecan Remote Support use industry-recognized security and communications protocols?

Yes, Tecan Remote Support uses the following protocols to provide security and communications:

- RSA public/private key exchange.
- Firewall-friendly communication.
- HTTPS, PKI and 256-bit AES SSL encryption data protection.



Is TeamViewer QuickSupport secure?

- No permanent installation – it is merely an executable file. Installation is not required.
- Access ends as soon as the program is closed.
- As soon as the application is closed, connection to your computer is no longer possible.
- A new, unique password is generated each time QuickSupport is started.
- All actions are visible to the user.
- It is not possible to establish a hidden connection. A session information window is always displayed at the bottom right edge of the monitor during a TeamViewer session.
- No hidden file transfer in the background.
- If files are being copied, an additional dialog window always opens in the center of the customer's monitor, indicating which files are being transferred.
- The on-site computer operator has priority over remote control.

How can Tecan Remote Support help me in the lab?

Tecan 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.
- Increased instrument uptime.
- Improved lab and operator productivity.
- Seamless software upgrades, reloads and configuration.
- Less operator time spent troubleshooting through trial and error.
- Remote desktop and file sharing for in-depth diagnostics and problem solving.
- Faster on-site resolution (when needed).

Will Tecan service and support specialists be able to connect to my workstation whenever they want?

No. Each remote support session must be initiated by the operator, providing consent and a unique password that is reset after each use. Each instance of remote desktop sharing, control or file sharing must be pre-approved in the system by the operator.

Can any changes be made to my system without my knowledge?

No, any screen viewing, remote control or file transfer activities must be approved by a user in your lab. To establish the connection, the requester must also provide a single-use password.

Are Tecan Remote Support servers GDPR compliant?

Yes. When the Tecan Remote Support service is deployed in Europe, it will be hosted within the European Union, and instruments will be accessible only to Tecan associates within the EU. TeamViewer does not store any information about your instrument and is GDPR compliant.



How does Tecan Remote Support work?

Remote desktop sharing technology allows Tecan service and support specialists to establish a secure desktop sharing session to resolve customer issues. Once access is granted, a trained support specialist can connect directly to the workstation for enhanced visibility, to quickly identify the issue and expedite resolution. In cases that require on-site remediation, remote connectivity allows our 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 on-site resolution.

Does the IP address of the computer need to be accessible from the internet?

The IP address for the instrument controller does not need to be visible from outside the local area network. In most cases, if a web browser on the instrument computer can access <https://www.teamviewer.com> (port 443), the instrument controller is ready for connection.

Does Tecan Remote Support require a virtual private network (VPN)?

No. An encrypted communication channel is established from the Tecan instrument controller (via Tecan Remote Support), connecting your lab to trained support specialist without the need for a VPN.

I already have a version of TeamViewer installed. Do I need to remove it?

To execute TeamViewer QuickSupport, any existing TeamViewer installation on the computer must either be uninstalled, or the process ended. Nevertheless, it may be possible to connect through the existing TeamViewer installation. TeamViewer supports backward compatibility. That means that we can connect to a computer running a lower version. It is not possible to connect to higher versions. Tecan currently uses TeamViewer 15.

Will Tecan Remote Support affect my network performance?

No. Communication between TeamViewer QuickSupport and the server present minimal impact on network bandwidth - typically less than adding another workstation user.

Is TeamViewer User Account Control (UAC) compatible?

Yes, TeamViewer is compatible with UAC, and works automatically on operating systems with UAC.



Tecan - Who we are.

Tecan is a leading global provider of life science laboratory instruments for biopharmaceutical, forensic, clinical diagnostic and academic markets, specializing in the development and production of automation and detection solutions, including imaging and microplate readers, microarray products and washers.

Founded in Switzerland in 1980, Tecan has manufacturing and R&D sites in both North America and Europe, and maintains a sales and service network in 52 countries. To date, Tecan has distributed approximately 20,000 microplate readers worldwide, and is committed to continuous technological improvements and compliance with the highest global quality standards.

.....
Australia +61 3 9647 4100 **Belgium** +32 15 709 054 (dutch)/ +32 15 709 055 (french) **China** +86 21 220 63 206
France +33 820 88 77 36 **Germany** +49 1805 8322 633 **Italy** +39 800 11 22 91 **Japan** +81 44 556 7338
Netherlands +32 15 709 054 **Nordic** +46 8 750 39 40 **Singapore** +65 644 41 886 **Spain** + 34 93 409 12 37
Switzerland +41 44 922 82 82 (german) / +41 44 922 83 83 (french) **UK** +44 118 9300 300 **USA** +1 919 361 5200 **Other countries** +41 44 922 81 11
.....

Tecan Group Ltd. makes every effort to include accurate and up-to-date information within this publication; however, it is possible that omissions or errors might have occurred. Tecan Group Ltd. cannot, therefore, make any representations or warranties, expressed or implied, as to the accuracy or completeness of the information provided in this publication. Changes in this publication can be made at any time without notice. For technical details and detailed procedures of the specifications provided in this document please contact your Tecan representative. This ebook may contain reference to applications and products which are not available in all markets. Please check with your local sales representative.

All mentioned trademarks are protected by law. In general, the trademarks and designs referenced herein are trademarks, or registered trademarks, of Tecan Group Ltd., Mannedorf, Switzerland. A complete list may be found at www.tecan.com/trademarks. Product names and company names that are not contained in the list but are noted herein may be the trademarks of their respective owners.

© 2020, Tecan Trading AG, Switzerland, all rights reserved. For disclaimer and trademarks please visit www.tecan.com.