Baxter

PartnerConnect
software

Installation guide

Contents

DCP NRS connection requirements

For servers not running **Connex** CS, below are specific requirements for DCP NRS connection:

- DCP must be installed along with the Service Monitor and **PartnerConnect** Agent.
- DCP must be configured on these servers to have vital signs routed to port 281 for one of the following ordinals: 5, 8, or 12, depending on the type the customer is using to point to the NCE or **Connex** CS server.
- Port 281 must be configured on ordinal 8 for the service monitor connection, pointing to the server with DCP installed.

Software component overview

Software component	Purpose	Requirement level
PartnerConnect	Communicates between Service Monitor and **Cumulocity**	Always required
Service Monitor	Maintains the inbox and outbox from the vitals device to **PartnerConnect**	Always required
DCP Application	Used for NRS device traffic (service data, spot or continuous vitals data)	Required if there is no **Connex** CS server

PartnerConnect software installation

Overview

PartnerConnect software is a **Microsoft Windows** service for use with **Welch Allyn** Vital Signs devices. It is necessary for the following features:

- Service data collection: **PartnerConnect** captures device data (excluding clinical data) and periodically sends it to **Cumulocity** for customer use with fleet management tools such as **SmartCare** Remote Management.
- Software and configuration updates: This program allows you to automatically receive updates for **Welch Allyn** platform software and **Welch Allyn** Vital Signs devices.

Before you begin

- Ensure that your computer meets hardware and software requirements.
- Ensure that you have administrator rights for your 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.
- Remove the previous installation of **PartnerConnect** before installing the new version. Otherwise, the installation cannot continue and the following error message appears.

System compatibility

PartnerConnect runs in the background on your computer, and manages your medical devices remotely. This software is the cloud service that gathers analytics and sends device firmware updates to the **Welch Allyn** Service Tool (WAST) or **Welch Allyn** Service Monitor via **SmartCare** Remote Management. The **Welch Allyn** Service Tool and the **Welch Allyn** Service Monitor deliver updates from **PartnerConnect** to devices in the field.

Supported operating systems:

- **Windows** 10 (32- and 64-bit)
- **Windows** Server 2016
- **Windows** Server 2019

> **NOTE** **PartnerConnect** no longer supports **Windows** 7 and cannot be installed on **Windows** 7. You will need to upgrade to a supported operating system to install **PartnerConnect**. The system requirements for WAST are similar, requiring a 32- or 64-bit **Windows** 10 system.

Proxy server requirements:

You may choose to route Internet traffic through a proxy server (optional). The following requirements must be met for this option to work.

- The proxy needs to be configured to handle HTTP/HTTPS traffic through port 443. If the proxy is subject to firewall rules, inbound traffic on the proxy port and outbound traffic need to have rules to allow. Any other rules (i.e., to disable ports not expected to be used by the proxy) are up to the customer.
- Configure the firewall (local or infrastructure) to connect to the appropriate proxy port number.
- Enable the proxy from the agent machine: Configure the control panel settings; From Control Panel, go to Internet Options and select the Connections tab. Choose LAN settings, then enable the Proxy server check-box. Click Advanced.

• The HTTP and SECURE fields need to be configured to point to the proxy and the configured port for proxies that typically use the CONNECT feature to turn a HTTP proxy connection to a TCP proxy connections effectively removing the ability for the proxy itself to read the transmitted data.
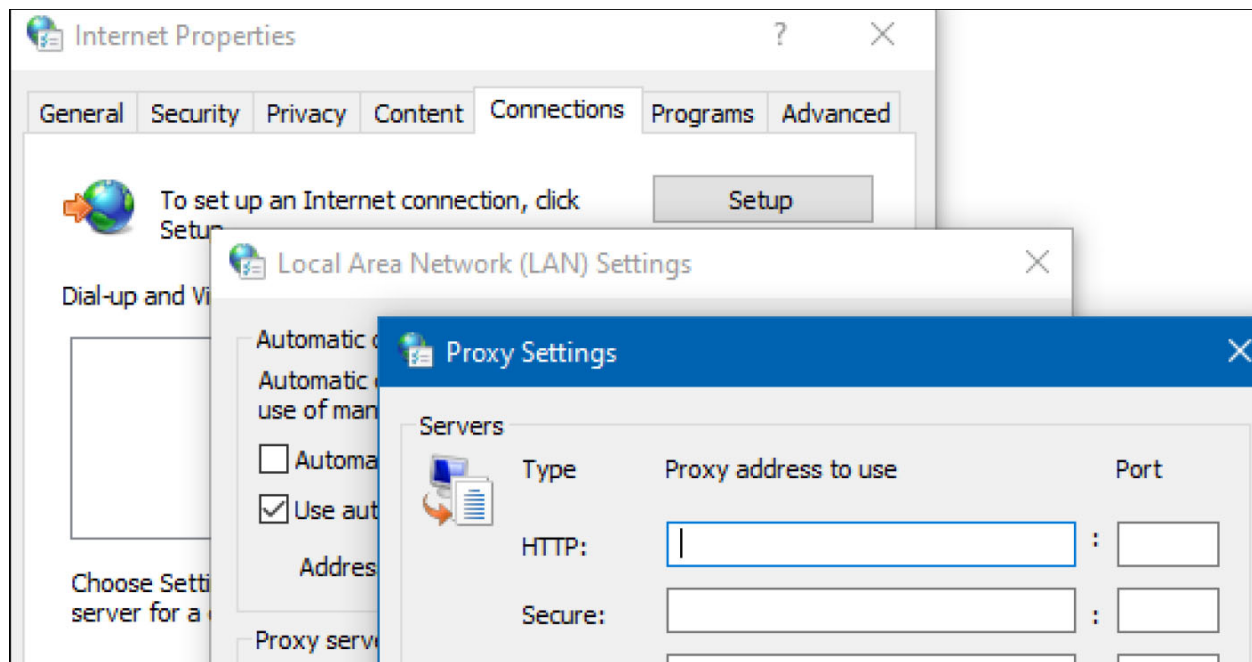
Supported Welch Allyn applications:

Application	Version
Welch Allyn Service Monitor	All
Welch Allyn Service Tool	1.10.0 and older
Allscripts Vital	All
Allscripts Cardio	All
Connex CS Server	All except 1.8.2

Supported Welch Allyn devices:

Device	Version for WAST compatibility	Service Hub
Connex Spot Monitor	1.24 or later	1.24 or later
Connex Vital Signs Monitor or **Connex** Integrated Wall System	1.7 or later	2.x or later except 2.40.x
Spot Vital Signs	All	N/A
Braun 6000	5.19 or later	N/A
RetinaVue 700 Imager (RV700)	N/A	1.20.00–A0007, 1.20.01–A0003, 1.20.02–A0002
CP150	All	N/A
ProBP 3400	All	N/A

For more information, refer to the following:

- Baxter Technical Support: baxter.com/contact-us
- Welch Allyn Service Tool: https://www.hillrom.com/en/services/welch-allyn-service-tool/

Windows virtual machine minimum requirements

Disk space	32 GB
CPU	**Intel** x86, 1.4 GHz 64-bit processor
RAM	8 GB
.NETCore	3.1
Network Interface Controller (NIC)	1
Windows versions	**Windows** server 2016 **Windows** server 2019 **Windows** 10

Install **PartnerConnect** software

NOTE   If you have already installed **PartnerConnect**, please see the "Removing **PartnerConnect** software" section for instructions about uninstalling previous versions.

1. Access the **PartnerConnect** file provided to you.

   To request the **PartnerConnect** software, you can contact customer service at:

   Phone: +1 800 535 6663
   Fax: +1 315 685 4091

   Welch Allyn Inc. Corporate Headquarters
   4341 State Street Road
   Skaneateles Falls, NY 13153
   https://baxter.com/contact-us

   During the interaction with Baxter support, you will provide a user ID (email address) and password. You will use this login information during the software download and again for the registration process below.

2. Extract the installation program, PartnerConnect.exe, from the zip file.
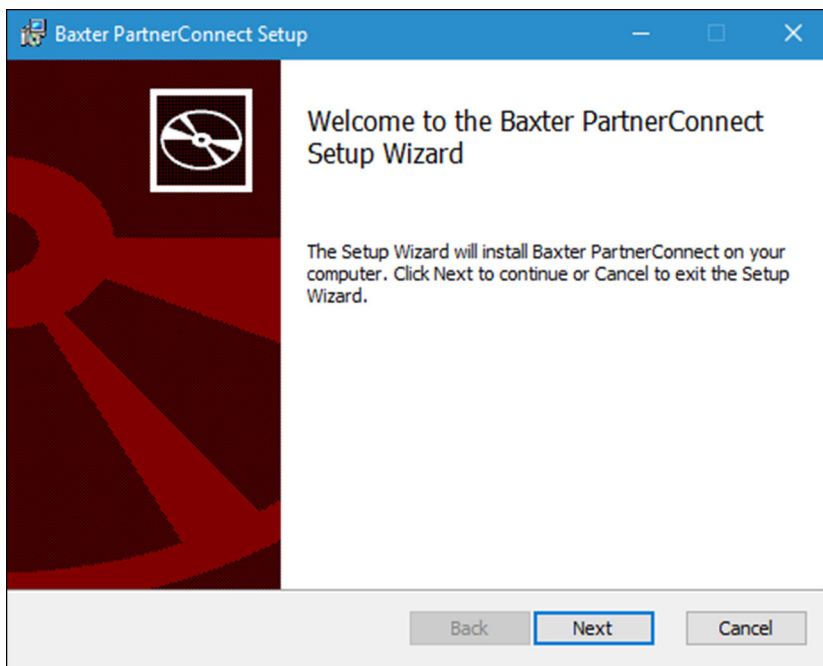
3. Double click the PartnerConnect.exe file.
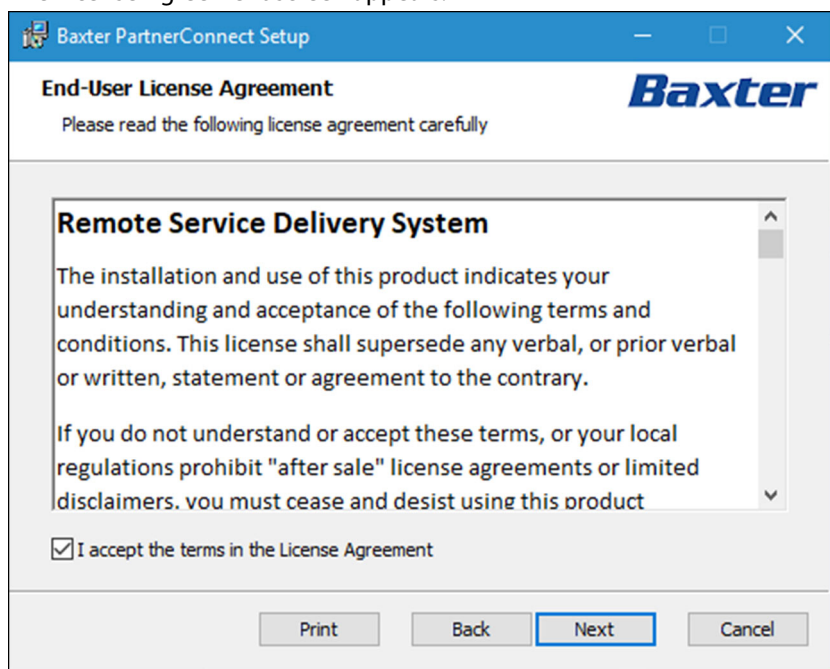
   The Setup screen appears.
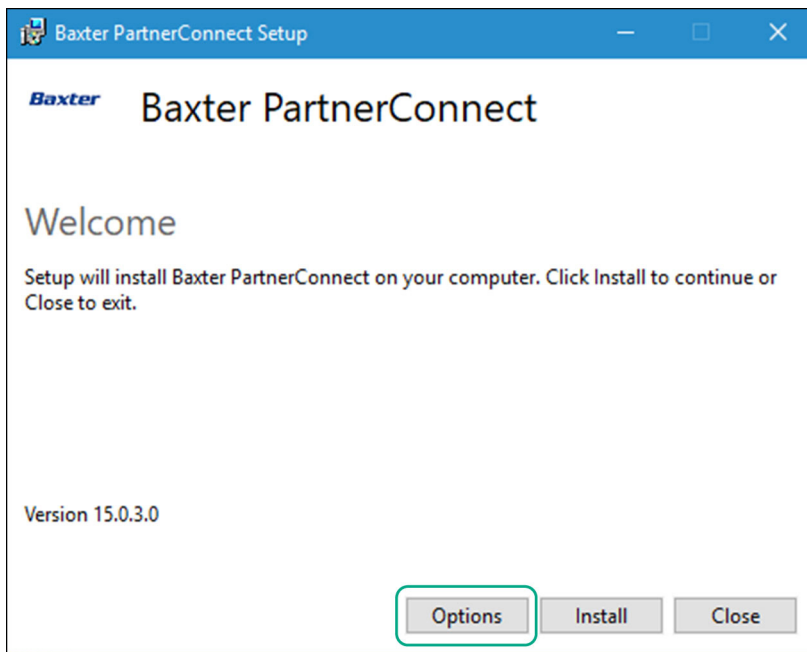
4. Click **Install**.

   The Welcome screen appears.

5. Click **Next**.

    The License Agreement screen appears.

6. Check to accept the license and click **Next**.

> **NOTE** After accepting the license agreement, if a previous version of **PartnerConnect** was installed, you will be prompted to uninstall.

7. Enter the site information that you need to register **PartnerConnect** for your organization.

> **NOTE** Ensure that the **Org/Facility** name or any other field does not contain special or non-English characters because **PartnerConnect** does not support them.

> **NOTE** The following table provides additional details about the fields that you need to complete. This information allows Baxter to quickly and efficiently locate this system for remote connection.

Field	Description
Customer	
Serial Number	This field auto-populates.
Org/Facility*	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*	Enter your department information.
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

8. Confirm settings and click **Next**.

The Tenant Information screen appears (for a new installation, not for an upgrade). See the example below.

The installer will auto-populate the Tenant ID and the end-point URL. Enter the user ID and password used during account setup with Baxter Support.

9. If you are prompted to uninstall a previous version of **PartnerConnect**, follow the uninstall prompts and then continue.

10. Click **Next**.

    The installer will then perform a connection test to the service platform.

    📓 **NOTE** An error message will appear if there is a problem completing this test. See the image below. If you receive this message, please confirm you have Internet access and try again. Otherwise contact Technical Support.
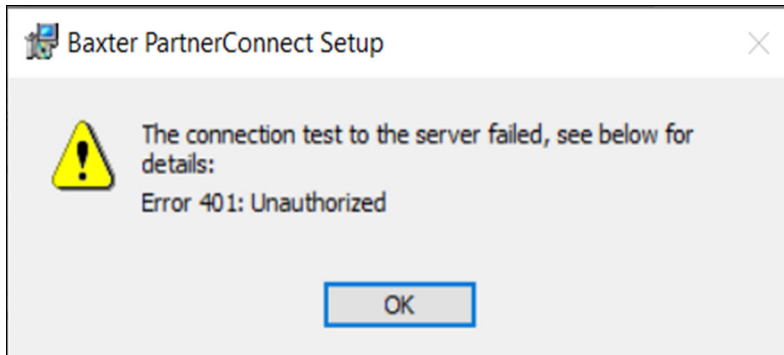
    If no error message appears, the installer is ready to begin the installation.
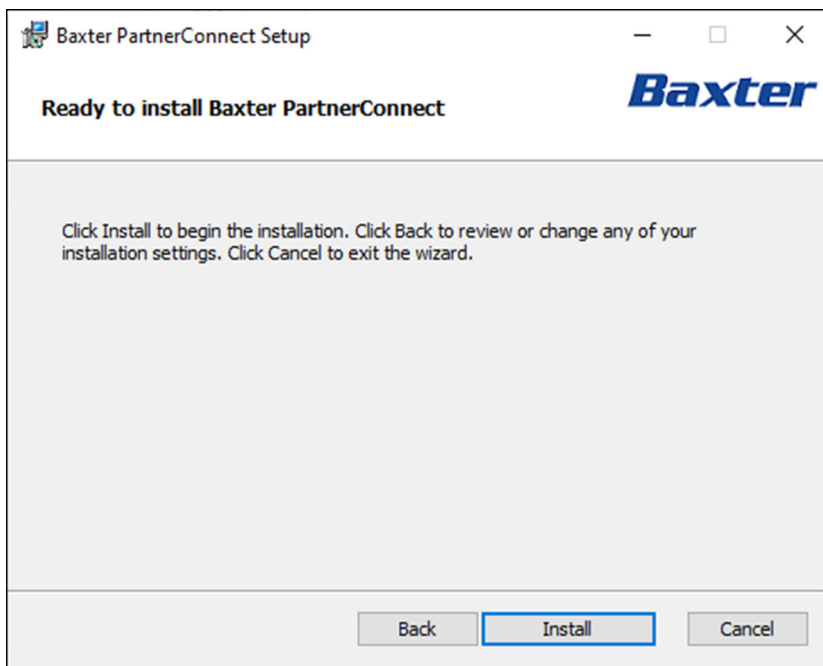
11. Click **Install** to install **PartnerConnect**.
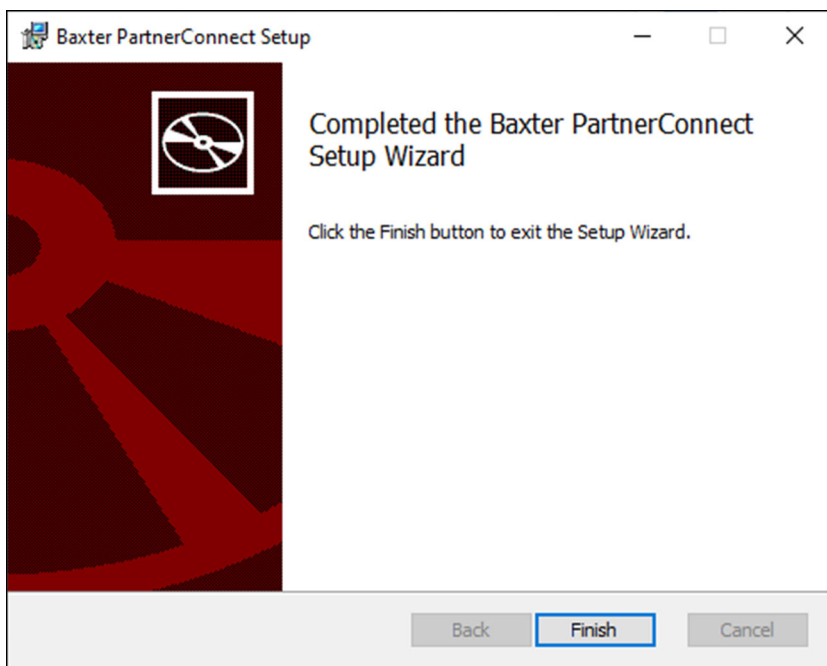
 Setup verifies a successful installation.

12. Click **Finish** to exit the Setup wizard.

The "Installation Successfully Completed message" displays.

13. Click **Close**.'

> 📖 **NOTE** To complete your registration, please contact your Baxter Support representative to activate your account.

14. To verify the successful installation and registration and to collect registration information for setting up your SmartCare Remote Management access, please obtain the following file: C:\Program Files (x86)\Welch Allyn\PartnerConnect\config\bootstrap.json

Moving a device from one **PartnerConnect** agent to another

If you are moving a device from one **PartnerConnect** agent to a new or different one, the device will not connect to the new agent until you remove the device from the former agent.

Devices need **PartnerConnect** to register to **SmartCare** Remote Management. The Welch Allyn Service Tool (WAST) also uses the **PartnerConnect** agent with which it is associated and that is on the same computer on which it is installed. Because of this association, sometimes you may need to move a device from one **PartnerConnect** agent to another.

Moving a device connected to the **Welch Allyn** Service Tool

New devices that connect to the **Welch Allyn** Service Tool (WAST) first before connecting to **SmartCare** Remote Management will register to the **PartnerConnect** agent associated with WAST. In this case, contact Baxter Support to register the new device to **SmartCare** Remote Management.

> 📖 **NOTE** You may prevent a new device from registering to the **PartnerConnect** agent on **Welch Allyn** Service Tool by stopping the **PartnerConnect** service on the computer where **Welch Allyn** Service Tool is installed. For example, you may want to do so if calibration, certificate downloads, or firmware updates are needed. After the work is done, restart the **PartnerConnect** service.

Moving a device currently in **SmartCare** Remote Management

If your device is currently registered in **SmartCare** Remote Management and it will be used in **Welch Allyn** Service Tool, then you do not need to take any actions.

The **PartnerConnect** agent that works with WAST pulls firmware from the cloud and stores the data locally. Services through **Welch Allyn** Service Tool only need a local connection, so you do not need to register the device to the agent.

NOTE   If you have multiple **PartnerConnect** agents and, therefore, do need to move the device from one agent to another, you can delete the device in **SmartCare** Remote Management from the first agent so that it can register to the second agent.

Troubleshooting

This section contains information that can be used to resolve problems encountered during and after installation.

NOTE   Before completing the configuration or troubleshooting tips presented in this section, reboot your computer, and then verify that the issue still exists.

If **PartnerConnect** fails to install

If **PartnerConnect** fails to install and you receive the error message below, please download and install .NET Core 3.1 Runtime (v.3.1.32) from the following link:

Download .NET Core 3.1 Runtime (v3.1.32) - Windows x64 Installer (microsoft.com)
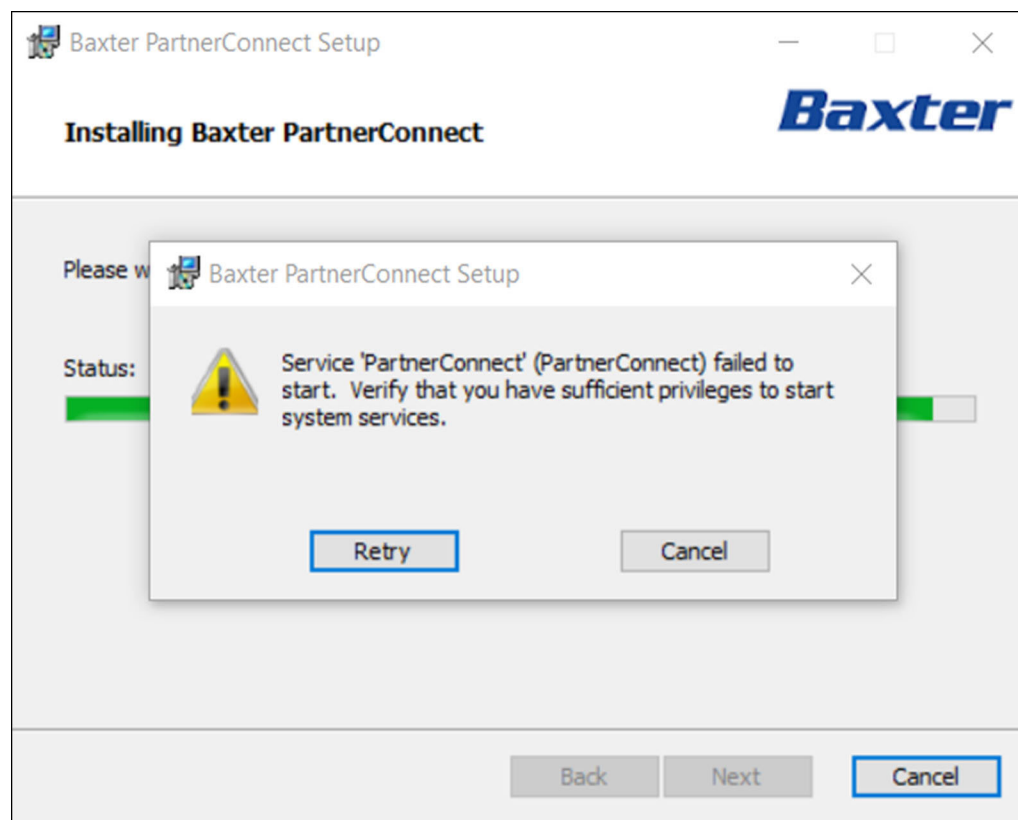
Change User Account Settings

When User Account Control is enabled, **Windows** prompts you for administrator's credentials before starting a task that requires administrative rights. To turn off **Windows** notifications when installing or removing **PartnerConnect** software, change the User Account Settings.

1. Right-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 **Change User Account Settings**, and then click the **Launch** button.

    Use the slider to choose when to be notified about changes to your computer. Select a range between **Always notify** and **Never notify**.

5. Close the command prompt window.

6. Close the System Configuration Utility dialog.

7. Restart the computer for the change to take effect.

TCP/UDP ports used

The following table lists the port assignments that **PartnerConnect** uses.

After installation, you can use this information to configure the firewalls, virus software, and router access lists for your facility. To verify that the firewall is open, launch a browser session and enter https://iot.hillrom.com:443 to login to **Cumulocity**. If the **Cumulocity** login page displays, the firewall is working correctly. Otherwise, you will need to whitelist the URL.

Application	Port Number	Protocol
Cumulocity	443	TCP
Cumulocity—external connection	443	HTTPS (TCP)

Troubleshooting scenarios

These scenarios are for troubleshooting problems with using **PartnerConnect** with the **Welch Allyn** Service Tool (WAST), the **SmartCare** Remote Management, or **Allscripts**. If you are having problems, contact Baxter Technical Support: https://baxter.com/contact-us.

Condition	Possible Cause	Suggested Action
Customer cannot connect to **SmartCare** Remote Management	The Facility name or other fields on the Site Information page might contain special characters or non-English characters.	To fix this issue, uninstall and reinstall **PartnerConnect**. Ensure that the Facility name or other fields does not contain special characters because **PartnerConnect** does not support them.
WAST customers failed OS requirements	**PartnerConnect** and WAST no longer support Windows 7.	Upgrade to Windows 10. Check to see if RSDS is still on the system, and if so, uninstall RSDS. Manually install the **Cumulocity** agent. You might need to re-install WAST after upgrading Windows.
WAST and **Allscripts** customers meet OS requirement but failed network requirement—Firewall or Domain Resolution issues	If you are having problems with accessing **SmartCare** Remote Management, the IP address or domain might be incorrect.	Update the IP addresses and domains as follows: • For DNS, change welchallynsolutions.com to https://iot.hillrom.com • For the outbound IP, change 209.202.167.28 to 52.224. 38.138:443.

Condition	Possible Cause	Suggested Action
Allscripts customers that do not meet the minimum OS requirements	**SmartCare** Remote Management is a web- or browser-based tool for remote monitoring of devices.	Upgrade to Windows 10.
New asset does not appear in **SmartCare** Remote Management after connecting to WAST.	**PartnerConnect** does not support devices moving from one agent to another.	Turn off the **PartnerConnect** service during new device updates. Contact customer support.

Removing PartnerConnect software

Remove **PartnerConnect** software on **Windows** 10

You must have administrative privileges to uninstall **PartnerConnect** software.

1. Right-click [⊞] and select **Apps and Features**.

   Windows lists the programs on this computer in Apps & features.
2. Remove the **PartnerConnect** program.
   a. Select the program.
   b. Click the **Uninstall** option.

      Windows launches the Uninstall program.
   c. If the **Files In Use** screen appears, choose the option you want to use.

      The first option tries to stop and restart the services. The second option does not stop the services. You will need to reboot before continuing with the uninstallation.
   d. Follow the prompts to remove the program.

      When the uninstallation is complete, a confirmation screen appears.
   e. Click **Close**.
   f. The **PartnerConnect** uninstall program will prompt you to reboot the computer. You can reboot later, but you must reboot to complete the uninstall.
3. If you still have the Axeda Desktop Server and **Welch Allyn** RSDS programs on your computer, remove them. For each program:
   a. Select each program.
   b. Click the **Uninstall** option.

      Windows launches the Uninstall program.
   c. Follow the prompts to remove the program.

      When the uninstallation is complete, a confirmation screen appears.
   d. Click **Close**.

To verify that **PartnerConnect** is removed:

1. Navigate to the Windows Uninstall screen.

   Windows lists the programs on this computer.
2. Visually inspect to make sure that **PartnerConnect** no longer appears in the list of programs.

   If the program still appears 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 Baxter software may block uninstallation. If this is a possibility in your IT environment, contact your IT department to verify whether additional steps are required.