



Cepheid Remote Support

Provides an instant, secure, and reliable support solution for GeneXpert® systems

Remote Support

Cepheid's web-based, high-performance Remote Support solution allows Cepheid Technical Support Representatives (TSRs) to provide high quality support over a secure connection. Cepheid's Remote Support sessions are established using remote support software from BeyondTrust*, a trusted leader in Privileged Access Management.



What Remote Support provides

- Online real-time support through screen sharing
- Fast issue investigation and troubleshooting
- Remote user training with Cepheid's Application Specialists
- Online software upgrade or setup



Easy-to-use Remote Support

- Call the Cepheid Customer Care team for remote support and a TSR will generate and provide a session ID.
- Once the session ID is entered in the web portal by the customer, the Remote Support session starts.
- The TSR will request remote control of the instrument workstation and the request must be approved before the session can proceed.
- The Remote Support session can be closed at any time. A new session ID will be required to establish a connection again.



Secure Remote Support

- Transport Layer Security TLS.1.3 with AES-256-bit encryption.
- Secure connection to Cepheid's dedicated cloud servers
- Access given only to authorized, trained Cepheid professionals



Firewall Compatible

- A reliable and secure connection using a standard HTTPS outbound communication on port 443.



Benefits the Laboratory

- Reduces risk of downtime with faster and efficient diagnostics
- Improve fix rates with remote repair
- Easy log data retrieval: "USB and email" transfer is no longer required



Frequently Asked Questions

Can I supervise access?

Yes, when the TSR connects to your system you are able to follow the TSR activity on your system in real time.

Is software installed on the instrument workstation?

A **temporary applet** is downloaded and run on the instrument workstation to establish a secure connection with Cepheid's cloud service. Once the session is terminated, the applet is removed.

What network changes are/will be required?

An outbound connection allowing traffic on **HTTPS (Port 443) is required**. The ability to download and execute the software applet is necessary to secure the connection.

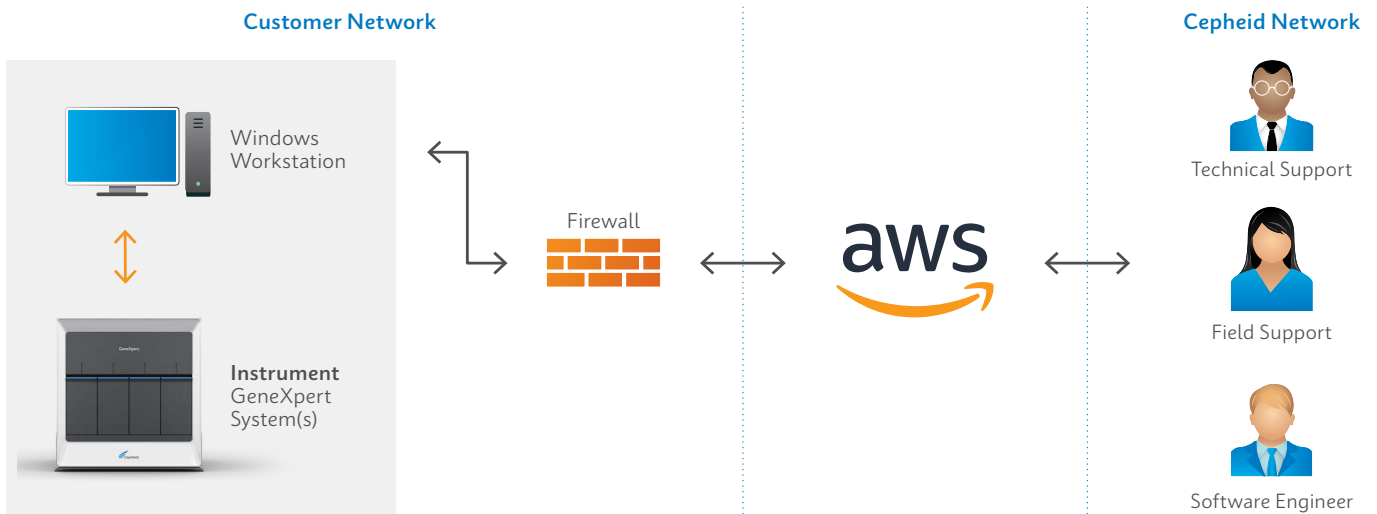
Is special training needed to be able to access a troubleshooting session?

During the initial call to the Customer Care Team, the TSR will provide real-time direction.

Who can access the instrument workstation?

Only authorized Cepheid TSRs can access the GeneXpert® System through a Remote Support session. Additionally, since access **must explicitly** be granted, Cepheid's TSR does not have unattended access to the instrument workstation.

Cepheid Remote Support Diagram



	URL	IP	Ports	Region
EU Remote Support	https://eu-help.cepheid.com	35.180.237.156	443	EMEA, France
Remote Support	https://techsupport.help.cepheid.com	52.35.136.247	443	North America, USA

References:

* BeyondTrust is a trademark of BeyondTrust Software, Inc. Cepheid, the Cepheid logo, GeneXpert, and Xpert are trademarks of Cepheid, registered in the US and other countries. CE-IVD. *In Vitro* Diagnostic Medical Device. May not be available in all countries.

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