

Remote Connections Form



Thank you for being a Beckman Coulter customer! To connect your Beckman Coulter instrumentation to our remote diagnostics and support solutions, DxS PROService or DxS IntelliServe, please complete and return this form. This form is only for new connections.

Instruments will be connected to either PROService or IntelliServe. Please review the instrument model lists in Parts 2 and 3 to complete the applicable sections of the form.

The form must be reviewed and completed by both the customer Laboratory contact and IT contact.

Part 1: Account and Contact Information

Part 2: DxS IntelliServe Instruments and Network Settings

Part 3: DxS PROService Instruments and Network Settings

For questions on how to complete this form, contact your local Beckman Coulter representative or RemoteSolutionsInstalls@beckman.com.

For technical questions, contact RemoteSolutionsSupport@beckman.com.

Part 1: Account and Contact Information

Account Details: Complete all fields below, including the Sales Order number for new instrument installations.

Sales Order # (if available):			
Facility Name:			
Ship-to address:			
City:	State:	Zip:	Country:

Network and Customer Contacts: Complete all fields and forward this form to your IT Department for the remaining items.

Ship-to Contact: (may be same as laboratory contact)	
Name:	Phone:
Laboratory Contact:	
Name:	
Phone:	Email:
IT Contact:	
Name:	
Phone:	Email:

Returning the form:

For facilities that require signature authorization, please enter your name below to agree to the installation of DxS PROService and/or DxS IntelliServe in your laboratory.

Approver Signature / Stamp: _____ Date: _____
Typing of name and date is accepted as a signature.

For all regions, please return all five (5) pages of this form to your local Beckman Coulter service representative, who will submit it to the Remote Solutions support team for processing on your behalf.

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Part 2: DxS IntelliServe Instruments and Network Settings

Please review the *DxS IntelliServe Specifications* document for additional information about the platform framework and architecture. The following instrument models can connect to IntelliServe:

- DxS 5000 / 5000 Fit (sw version 3.1 or higher)
- DxI 9000
- DxS 500 AU / DxS 500i

Complete all sections below for each DxS IntelliServe-eligible instrument being connected. When you return this form, a network jack must be configured and ready at the installation location.

Network Setting Information:

- 1. Are the network jack(s) configured and ready to connect at each instrument location?** Yes ☐ No ☐
- 2. Does your network security require a MAC address?** Yes ☐ No ☐
If you selected yes above, once the hardware ships, the device's MAC address will be provided to the IT contact listed above.
- 3. Confirm that Port 443 is available.** Yes ☐
This port is required to allow a secure connection to the BEC servers.
- 4. Network Settings** (Used to configure each device connecting to the network. Can be shared by REMISOL) Static IP ☐ DHCP ☐
- 5. Complete the information below for each instrument.**

Instrument	#1	#2	#3	#4	#5
Instrument Model:					
Instrument ID: (Use the instrument instance / serial number, or sales order number for pending installs)					
Network Jack # / Location:					
If you selected Static IP in #4 above, provide the settings information per instrument using the fields below.					
IP Address:					
Subnet Mask:					
Default Gateway:					
DNS Server 1:					
DNS Server 2:					

- 6. Is a proxy server used for internet access?** (Not currently supported for DxS 500 AU / 500i.) Yes ☐ No ☐

If you selected Yes above, provide the proxy server settings using the fields below.	
IP Address:	
Port Number:	Authenticating Proxy? Yes <input type="checkbox"/> No <input type="checkbox"/>
Proxy Username:	Proxy Password:

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7. Use the settings below to make the necessary allowances in your network security:

Region	Customer Firewall Settings for IntelliServe
European Union (including the United Kingdom, Switzerland, and Norway)	Allow outbound traffic and bypass SSL inspection to the following, all over port 443. <ul style="list-style-type: none">▪ global.azure-devices-provisioning.net▪ DxS-IntelliServe-iot-hub.azure-devices.net▪ intelliservedatalake.blob.core.windows.net▪ *.servicebus.windows.net▪ proxyreveu.intelliserve.beckmancoulter.com (20.218.136.17)▪ proxy.intelliserve.beckmancoulter.com (20.218.100.141)<ul style="list-style-type: none">○ Allow HTTP CONNECT plain text requests on all connections through this endpoint
Rest of World	Allow outbound traffic and bypass SSL inspection to the following, all over port 443. <ul style="list-style-type: none">▪ global.azure-devices-provisioning.net▪ DxS-IntelliServe-us-iot-hub.azure-devices.net▪ intelliservedatalakeus.blob.core.windows.net▪ *.servicebus.windows.net▪ proxyrevus.intelliserve.beckmancoulter.com (13.91.97.114)▪ proxyus.intelliserve.beckmancoulter.com (20.66.9.215)<ul style="list-style-type: none">○ Allow HTTP CONNECT plain text requests on all connections through this endpoint

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Part 3: DxS PROService Instruments and Network Settings

Please review the *DxS PROService IT Brochure* for additional information about the platform framework and architecture. The following instrument models can connect to PROService:

- DxC 600 / 800
- Access 2 (SN 570006 or higher)
- AU480, AU680, AU5800, DxC 700 AU
- DxH 600 / 690T / 800 / 900
- DxH SMS / SMS II
- PK7400
- DxU Workcell / standalone (currently not in EU)
- Dxl 600 / 800

Complete the sections and table below for each requested RAP Box / IoT Gateway. When you return this form, a network jack must be configured and ready at the installation location.

- PROService instruments use a RAP Box / IoT Gateway to establish the connection for network security.
- Up to five (5) PROService instruments can connect to a single RAP Box/IoT Gateway and share a single network port. Up to two (2) RAP Box / IoT Gateway boxes can be requested using this form.
- The network port for the RAP Box / IoT Gateway must be configured using the PROService firewall network settings listed below.

Network Setting Information:

- Are the network jack(s) configured and ready to connect?** Yes ☐ No ☐
- Does your customer firewall or network require a MAC address?** Yes ☐ No ☐
If you selected yes above, once the hardware ships, the device's MAC address will be provided to the IT contact listed above.
- Confirm that Port 443 is available.** Yes ☐
This port is required to allow a secure connection to the BEC servers.
- Network Settings** (Used to configure the RAP Box/IoT Gateway.) Static IP ☐ DHCP ☐
- Complete the information below for each requested RAP Box / IoT Gateway.**

RAP Box / IoT Gateway	#1		#2	
	Instrument Model	Instrument ID (Optional)	Instrument Model	Instrument ID (Optional)
Instrument Model and Instrument ID for instruments being connected to the RAP Box / IoT Gateway. (For the instrument ID: use the instrument instance / serial number, or sales order number for pending installs.)				
Network Jack # / Location:				
<i>If you selected Static IP in #4 above, provide the settings information per RAP Box / IoT Gateway using the fields below.</i>				
IP Address:				
Subnet Mask:				
Default Gateway:				
DNS Server 1:				
DNS Server 2:				

- Is a proxy server used for internet access?** Yes ☐ No ☐

<i>If you selected Yes above, provide the proxy server settings using the fields below.</i>				
HTTP <input type="checkbox"/>	SOCKS <input type="checkbox"/>	IP Address:		
Port Number:	Authenticating Proxy? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Proxy Username:	Proxy Password:			

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7. Use the settings below to make the necessary allowances in your network security:

Region	Customer Firewall Settings for PROService
European Union (including the United Kingdom, Switzerland, and Norway)	Allow outbound traffic and bypass SSL inspection to the following, all over port 443. Allow OpenVPN. <ul style="list-style-type: none">proserviceeudc.beckmancoulter.com (134.217.161.161)proserviceeurds.beckmancoulter.com (134.217.161.65)
Rest of World	Allow outbound traffic and bypass SSL inspection to the following, all over port 443. Allow OpenVPN. <ul style="list-style-type: none">proservicedc.beckman.com (134.217.3.16)proservicerds.beckman.com (134.217.3.17)

