

GE Healthcare

Optima EMS ECG Management System InSite 3.5 Installation and Configuration Guide

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Optima EMS
English
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Publication Information

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The document part number and revision appear at the bottom of each page. The revision identifies the document's update level. The revision history of this document is summarized in the following table.

Revision	Date	Comments
A	1 November 2012	Internal Release
B	12 December 2012	Initial release for customer
C	22 July 2013	Per SPR HCSDM00221958, added the Install pre-requisites. Updated sections: Original Serial Number and Uninstalling InSite.

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Service Manual Language Information

WARNING (EN)	<p>This service manual is available in English only.</p> <ul style="list-style-type: none">• If a customer's service provider requires a language other than English, it is the customer's responsibility to provide translation services.• Do not attempt to service the equipment unless this service manual has been consulted and is understood.• Failure to heed this warning may result in injury to the service provider, operator, or patient, from electric shock, mechanical or other hazards.
ПРЕДУПРЕЖДЕНИЕ (BG)	<p>Това упътване за работа е налично само на английски език.</p> <ul style="list-style-type: none">• Ако доставчикът на услугата на клиента изиска друг език, задължение на клиента е да осигури превод.• Не използвайте оборудването, преди да сте се консултирали и разбрали упътването за работа.• Неспазването на това предупреждение може да доведе до нараняване на доставчика на услугата, оператора или пациент в резултат на токов удар или механична или друга опасност.
警告 ZH-CN	<p>本维修手册仅提供英文版本。</p> <ul style="list-style-type: none">• 如果维修服务提供商需要非英文版本，客户需自行提供翻译服务。• 未详细阅读和完全理解本维修手册之前，不得进行维修。• 忽略本警告可能对维修人员，操作员或患者造成触电、机械伤害或其他形式的伤害。
警告 (ZH-TW)	<p>本維修手冊只提供英文版。</p> <ul style="list-style-type: none">• 如果客戶的維修人員有英語以外的其他語言版本需求，則由該客戶負責提供翻譯服務。• 除非您已詳閱本維修手冊並了解其內容，否則切勿嘗試對本設備進行維修。• 不重視本警告可能導致維修人員、操作人員或病患因電擊、機械因素或其他因素而受到傷害。

Service Manual Language Information (cont'd.)

<p>UPOZORENJE (HR)</p>	<p>Ove upute za servisiranje dostupne su samo na engleskom jeziku.</p> <ul style="list-style-type: none"> • Ukoliko korisnički servis zahtijeva neki drugi jezik, korisnikova je odgovornost osigurati odgovarajući prijevod. • Nemojte pokušavati servisirati opremu ukoliko niste konzultirali i razumjeli ove upute. • Nepoštivanje ovog upozorenja može rezultirati ozljedama servisnog osoblja, korisnika ili pacijenta prouzročenim električnim udarom te mehaničkim ili nekim drugim opasnostima.
<p>VAROVÁNÍ (CS)</p>	<p>Tento provozní návod existuje pouze v anglickém jazyce.</p> <ul style="list-style-type: none"> • V případě, že externí služba zákazníkům potřebuje návod v jiném jazyce, je zajištění překladu do odpovídajícího jazyka úkolem zákazníka. • Nesnažte se o údržbu tohoto zařízení, aniž byste si přečetli tento provozní návod a pochopili jeho obsah. • V případě nedodržování této varování může dojít k poranění pracovníka prodejního servisu, obslužného personálu nebo pacientů vlivem elektrického proudu, respektive vlivem mechanických či jiných rizik.
<p>ADVARSEL (DA)</p>	<p>Denne servicemanual findes kun på engelsk.</p> <ul style="list-style-type: none"> • Hvis en kundes tekniker har brug for et andet sprog end engelsk, er det kundens ansvar at sørge for oversættelse. • Forsøg ikke at servicere udstyret medmindre denne servicemanual har været konsulteret og er forstået. • Manglende overholdelse af denne advarsel kan medføre skade på grund af elektrisk, mekanisk eller anden fare for tekniker, operatøren eller patienten.
<p>WAARSCHUWING (NL)</p>	<p>Deze service manual is alleen in het Engels verkrijgbaar.</p> <ul style="list-style-type: none"> • Indien het onderhoudspersoneel een andere taal nodig heeft, dan is de klant verantwoordelijk voor de vertaling ervan. • Probeer de apparatuur niet te onderhouden voordat deze service manual geraadpleegd en begrepen is. • Indien deze waarschuwing niet wordt opgevolgd, zou het onderhoudspersoneel, de gebruiker of een patiënt gewond kunnen raken als gevolg van een elektrische schok, mechanische of andere gevaren.
<p>HOIATUS (ET)</p>	<p>Käesolev teenindusjuhend on saadaval ainult inglise keeles.</p> <ul style="list-style-type: none"> • Kui klienditeeninduse osutaja nõuab juhendit inglise keelest erinevas keeles, vastutab klient tõlketeenuse osutamise eest. • Ärge üritage seadmeid teenindada enne eelnevalt käesoleva teenindusjuhendiga tutvumist ja sellest aru saamist. • Käesoleva hoiatuse eiramine võib põhjustada teenuseosutaja, operaatori või patsiendi vigastamist elektrilöögi, mehaanilise või muu ohu tagajärjel.
<p>VAROITUS (FI)</p>	<p>Tämä huolto-ohje on saatavilla vain englanniksi.</p> <ul style="list-style-type: none"> • Jos asiakkaan huoltohenkilöstö vaatii muuta kuin englanninkielistä materiaalia, tarvittavan käännöksen hankkiminen on asiakkaan vastuulla. • Älä yritä korjata laitteistoa ennen kuin olet varmasti lukenut ja ymmärtänyt tämän huolto-ohjeen. • Mikäli tätä varoitusta ei noudateta, seurauksena voi olla huoltohenkilöstön, laitteiston käyttäjän tai potilaan vahingoittuminen sähköiskun, mekaanisen vian tai muun vaaratilanteen vuoksi.

Service Manual Language Information (cont'd.)

<p>ATTENTION (FR)</p>	<p>Ce manuel technique n'est disponible qu'en anglais.</p> <ul style="list-style-type: none"> • Si un service technique client souhaite obtenir ce manuel dans une autre langue que l'anglais, il devra prendre en charge la traduction et la responsabilité du contenu. • Ne pas tenter d'intervenir sur les équipements tant que le manuel technique n'a pas été consulté et compris. • Le non-respect de cet avertissement peut entraîner chez le technicien, l'opérateur ou le patient des blessures dues à des dangers électriques, mécaniques ou autres.
<p>WARNUNG (DE)</p>	<p>Diese Serviceanleitung ist nur in englischer Sprache verfügbar.</p> <ul style="list-style-type: none"> • Falls der Kundendienst eine andere Sprache benötigt, muss er für eine entsprechende Übersetzung sorgen. • Keine Wartung durchführen, ohne diese Serviceanleitung gelesen und verstanden zu haben. • Bei Zuwiderhandlung kann es zu Verletzungen des Kundendiensttechnikers, des Anwenders oder des Patienten durch Stromschläge, mechanische oder sonstige Gefahren kommen.
<p>ΠΡΟΕΙΔΟΠΟΙΗΣΗ (GR)</p>	<p>Το παρόν εγχειρίδιο σέρβις διατίθεται στα αγγλικά μόνο.</p> <ul style="list-style-type: none"> • Εάν το άτομο παροχής σέρβις ενός πελάτη απαιτεί το παρόν εγχειρίδιο σε γλώσσα εκτός των αγγλικών, αποτελεί ευθύνη του πελάτη να παρέχει υπηρεσίες μετάφρασης. • Μην επιχειρήσετε την εκτέλεση εργασιών σέρβις στον εξοπλισμό εκτός εάν έχετε συμβουλευτεί και έχετε κατανοήσει το παρόν εγχειρίδιο σέρβις. • Εάν δεν λάβετε υπόψη την προειδοποίηση αυτή, ενδέχεται να προκληθεί τραυματισμός στο άτομο παροχής σέρβις, στο χειριστή ή στον ασθενή από ηλεκτροπληξία, μηχανικούς ή άλλους κινδύνους.
<p>FIGYELMEZTETÉS (HU)</p>	<p>Ez a szerviz kézikönyv kizárólag angol nyelven érhető el.</p> <ul style="list-style-type: none"> • Ha a vevő szerviz ellátója angoltól eltérő nyelvre tart igényt, akkor a vevő felelőssége a fordítás elkészítése. • Ne próbálja elkezdni használni a berendezést, amíg a szerviz kézikönyvben leírtakat nem értelmezték és értették meg. • Ezen figyelmeztetés figyelmen kívül hagyása a szerviz ellátó, a működtető vagy a páciens áramütés, mechanikai vagy egyéb veszélyhelyzet miatti sérülését eredményezheti.
<p>ADVÖRUN (IS)</p>	<p>Þessi þjónustuhandbók er eingöngu fíanleg á ensku.</p> <ul style="list-style-type: none"> • Ef að þjónustuveitandi viðskiptamanns þarfnast annars tungumáls en ensku, er það skylda viðskiptamanns að skaffa tungumálþjónustu. • Reynið ekki að afgreiða tækið nema þessi þjónustuhandbók hefur verið skoðuð og skilin. • Brot á að sinna þessari aðvörun getur leitt til meiðsla á þjónustuveitanda, stjórnanda eða sjúklingi frá raflosti, vélrænum eða öðrum áhættum.
<p>PERINGATAN (ID)</p>	<p>Manual servis ini hanya tersedia dalam bahasa Inggris.</p> <ul style="list-style-type: none"> • Jika penyedia jasa servis pelanggan memerlukan bahasa lain selain dari Bahasa Inggris, merupakan tanggung jawab dari penyedia jasa servis tersebut untuk menyediakan terjemahannya. • Jangan mencoba melakukan servis terhadap perlengkapan kecuali telah membaca dan memahami manual servis ini. • Mengabaikan peringatan ini bisa mengakibatkan cedera pada penyedia servis, operator, atau pasien, karena terkena kejut listrik, bahaya mekanis atau bahaya lainnya.

Service Manual Language Information (cont'd.)

<p>AVVERTENZA (IT)</p>	<p>Il presente manuale di manutenzione è disponibile soltanto in Inglese.</p> <ul style="list-style-type: none"> • Se un addetto alla manutenzione richiede il manuale in una lingua diversa, il cliente è tenuto a provvedere direttamente alla traduzione. • Si proceda alla manutenzione dell'apparecchiatura solo dopo aver consultato il presente manuale ed averne compreso il contenuto. • Il non rispetto della presente avvertenza potrebbe far compiere operazioni da cui derivino lesioni all'addetto, alla manutenzione, all'utilizzatore ed al paziente per folgorazione elettrica, per urti meccanici od altri rischi.
<p>警告 (JA)</p>	<p>このサービスマニュアルは英語版しかありません。</p> <ul style="list-style-type: none"> • サービスを担当される業者が英語以外の言語を要求される場合、翻訳作業はその業者の責任で行うものとさせていただきます。 • このサービスマニュアルを熟読し、十分に理解をした上で装置のサービスを行ってください。 • この警告に従わない場合、サービスを担当される方、操作員あるいは患者が、感電や機械的又はその他の危険により負傷する可能性があります。
<p>경고 (KO)</p>	<p>본 서비스 지침서는 영어로만 이용하실 수 있습니다.</p> <ul style="list-style-type: none"> • 고객님의 서비스 제공자가 영어 이외의 언어를 요구할 경우, 번역 서비스를 제공하는 것은 고객님의 책임입니다. • 본 서비스 지침서를 참고했고 이해하지 않는 한은 해당 장비를 수리하려고 시도하지 마십시오. • 이 경고에 유의하지 않으면 전기 쇼크, 기계상의 혹은 다른 위험으로부터 서비스 제공자, 운영자 혹은 환자에게 위해를 가할 수 있습니다.
<p>BRĪDINĀJUMS (LV)</p>	<p>Šī apkalpotāju rokasgrāmata ir pieejama tikai angļu valodā.</p> <ul style="list-style-type: none"> • Ja apkalpošanas sniedzējam nepieciešama informācija citā, nevis angļu, valodā, klienta pienākums ir nodrošināt tās tulkošanu. • Neveiciet aprīkojuma apkopi, neizlasot un nesaprotot apkalpotāju rokasgrāmatu. • Šī brīdinājuma neievērošana var radīt elektriskās strāvas triecienu, mehānisku vai citu risku izraisītu traumu apkopes sniedzējam, operatoram vai pacientam.
<p>ĮSPĖJIMAS (LT)</p>	<p>Šis eksploataavimo vadovas yra prieinamas tik anglų kalba.</p> <ul style="list-style-type: none"> • Jei kliento paslaugų tiekėjas reikalauja vadovo kita kalba - ne anglų, numatyti vertimo paslaugas yra kliento atsakomybė. • Nemėginkite atlikti įrangos techninės priežiūros, nebent atsižvelgėte į šį eksploataavimo vadovą ir jį supratote. • Jei neatkreipsite dėmesio į šį perspėjimą, galimi sužalojimai dėl elektros šoko, mechaninių ar kitų paslaugų tiekėjui, operatoriui ar pacientui.
<p>ADVARSEL (NO)</p>	<p>Denne servicehåndboken finnes bare på engelsk.</p> <ul style="list-style-type: none"> • Hvis kundens serviceleverandør trenger et annet språk, er det kundens ansvar å sørge for oversettelse. • Ikke forsøk å reparere utstyret uten at denne servicehåndboken er lest og forstått. • Manglende hensyn til denne advarselen kan føre til at serviceleverandøren, operatøren eller pasienten skades på grunn av elektrisk støt, mekaniske eller andre farer.

Service Manual Language Information (cont'd.)

<p>OSTRZEŻENIE (PL)</p>	<p>Niniejszy podręcznik serwisowy dostępny jest jedynie w języku angielskim.</p> <ul style="list-style-type: none"> • Jeśli dostawca usług klienta wymaga języka innego niż angielski, zapewnienie usługi tłumaczenia jest obowiązkiem klienta. • Nie należy serwisować wyposażenia bez zapoznania się i zrozumienia niniejszego podręcznika serwisowego. • Niezastosowanie się do tego ostrzeżenia może spowodować urazy dostawcy usług, operatora lub pacjenta w wyniku porażenia elektrycznego, zagrożenia mechanicznego bądź innego.
<p>AVISO (PT-BR)</p>	<p>Este manual de assistência técnica só se encontra disponível em inglês.</p> <ul style="list-style-type: none"> • Se o serviço de assistência técnica do cliente não for GE, e precisar de outro idioma, será da responsabilidade do cliente fornecer os serviços de tradução. • Não tente reparar o equipamento sem ter consultado e compreendido este manual de assistência técnica. • O não cumprimento deste aviso pode por em perigo a segurança do técnico, operador ou paciente devido a choques elétricos, mecânicos ou outros.
<p>AVISO (PT-PT)</p>	<p>Este manual técnico só se encontra disponível em inglês.</p> <ul style="list-style-type: none"> • Se a assistência técnica do cliente solicitar estes manuais noutra língua, é da responsabilidade do cliente fornecer os serviços de tradução. • Não tente reparar o equipamento sem ter consultado e compreendido este manual técnico. • O não cumprimento deste aviso pode provocar lesões ao técnico, ao utilizador ou ao paciente devido a choques eléctricos, mecânicos ou outros.
<p>AVERTISMENT (RO)</p>	<p>Acest manual de service este disponibil numai în limba engleză.</p> <ul style="list-style-type: none"> • Dacă un furnizor de servicii pentru clienți necesită o altă limbă decât cea engleză, este de datoria clientului să furnizeze o traducere. • Nu încercați să reparați echipamentul decât ulterior consultării și înțelegerii acestui manual de service. • Ignorarea acestui avertisment ar putea duce la rănirea depănatorului, operatorului sau pacientului în urma pericolelor de electrocutare, mecanice sau de altă natură.
<p>ПРЕДУПРЕЖДЕНИЕ (RU)</p>	<p>Настоящее руководство по обслуживанию предлагается только на английском языке.</p> <ul style="list-style-type: none"> • Если сервисному персоналу клиента необходимо руководство не на английском, а на каком-то другом языке, клиенту следует обеспечить перевод самостоятельно. • Прежде чем приступать к обслуживанию оборудования, обязательно обратитесь к настоящему руководству и внимательно изучите изложенные в нем сведения. • Несоблюдение требований данного предупреждения может привести к тому, что специалисты по обслуживанию, операторы или пациенты получат удар электрическим током, механическую травму или другое повреждение.
<p>UPOZORENJE (SR)</p>	<p>Ovo servisno uputstvo je dostupno samo na engleskom jeziku.</p> <ul style="list-style-type: none"> • Ako klijentov serviser zahteva neki drugi jezik, klijent je dužan da obezbedi prevodilačke usluge. • Ne pokušavajte da opravite uređaj ako niste pročitali i razumeli ovo servisno uputstvo. • Zanemarivanje ovog upozorenja može dovesti do povređivanja servisera, rukovaoca ili pacijenta usled strujnog udara, ili mehaničkih i drugih opasnosti.

Service Manual Language Information (cont'd.)

<p>VAROVANIE (SK)</p>	<p>Tento návod na obsluhu je k dispozícii len v angličtine.</p> <ul style="list-style-type: none"> • Ak zákazníkovi poskytovateľ služieb vyžaduje iný jazyk ako angličtinu, poskytnutie prekladateľských služieb je zodpovednosťou zákazníka. • Nepokúšajte sa o obsluhu zariadenia skôr, ako si neprečítate návod na obsluhu a neporozumiete mu. • Zanedbanie tohto varovania môže vyústiť do zranenia poskytovateľa služieb, obsluhujúcej osoby alebo pacienta elektrickým prúdom, mechanickým alebo iným nebezpečenstvom.
<p>OPOZORILO (SL)</p>	<p>Ta servisni priročnik je na voljo samo v angleškem jeziku.</p> <ul style="list-style-type: none"> • Če ponudnik storitve stranke potrebuje priročnik v drugem jeziku, mora stranka zagotoviti prevod. • Ne poskušajte servisirati opreme, če tega priročnika niste v celoti prebrali in razumeli. • Če tega opozorila ne upoštevate, se lahko zaradi električnega udara, mehanskih ali drugih nevarnosti poškoduje ponudnik storitev, operater ali bolnik.
<p>ADVERTENCIA (ES)</p>	<p>Este manual de servicio sólo existe en inglés.</p> <ul style="list-style-type: none"> • Si el encargado de mantenimiento de un cliente necesita un idioma que no sea el inglés, el cliente deberá encargarse de la traducción del manual. • No se deberá dar servicio técnico al equipo, sin haber consultado y comprendido este manual de servicio. • La no observancia del presente aviso puede dar lugar a que el proveedor de servicios, el operador o el paciente sufran lesiones provocadas por causas eléctricas, mecánicas o de otra naturaleza.
<p>VARNING (SV)</p>	<p>Den här servicehandboken finns bara tillgänglig på engelska.</p> <ul style="list-style-type: none"> • Om en kunds servicetekniker har behov av ett annat språk än engelska ansvarar kunden för att tillhandahålla översättningstjänster. • Försök inte utföra service på utrustningen om du inte har läst och förstår den här servicehandboken. • Om du inte tar hänsyn till den här varningen kan det resultera i skador på serviceteknikern, operatören eller patienten till följd av elektriska stötar, mekaniska faror eller andra faror.
<p>UYARI (TR)</p>	<p>Bu servis kılavuzunun sadece İngilizcesi mevcuttur.</p> <ul style="list-style-type: none"> • Eğer müşteri teknisyeni bu kılavuzu İngilizce dışında bir başka lisandan talep ederse, bunu tercüme ettirmek müşteriye düşer. • Servis kılavuzunu okuyup anlamadan ekipmanlara müdahale etmeyiniz. • Bu uyarıya uyulmaması, elektrik, mekanik veya diğer tehlikelerden dolayı teknisyen, operatör veya hastanın yaralanmasına yol açabilir.

Service Manual Language Information (cont'd.)

ЗАСТЕРЕЖЕННЯ (UK)	<p>Дане керівництво з сервісного обслуговування постачається виключно англійською мовою.</p> <ul style="list-style-type: none">• Якщо сервісний інженер потребує керівництво іншою мовою, користувач зобов'язаний забезпечити послуги перекладача.• Не намагайтеся здійснювати технічне обслуговування даного обладнання, якщо ви не читали, або не зрозуміли інформацію, надану в керівництві з сервісного обслуговування.• Недотримання цього застереження може призвести до травмування сервісного інженера, користувача даного обладнання або пацієнта внаслідок електричного шоку, механічного ушкодження або з інших причин невірної обслуговування обладнання.
CẢNH BÁO (VI)	<p>Tài Liệu Hướng Dẫn Sửa Chữa chỉ có bản tiếng Anh.</p> <ul style="list-style-type: none">• Nếu các đơn vị cung cấp dịch vụ cho khách hàng yêu cầu một ngôn ngữ nào khác tiếng Anh, thì khách hàng sẽ có trách nhiệm cung cấp các dịch vụ dịch thuật.• Không được sửa chữa thiết bị trừ khi đã tham khảo và hiểu Tài liệu Hướng dẫn Sửa chữa.• Không tuân thủ những cảnh báo này có thể dẫn đến các tổn thương cho người thực hiện sửa chữa, người vận hành hay bệnh nhân, do sốc điện, các rủi ro về cơ khí hay các rủi ro khác.

Contents

1	Introduction	
	Manual Information	11
	Intended Audience	11
	Manual Purpose	11
	Document Conventions	11
	Responsibility of the Purchaser/Customer	12
	Additional Assistance.....	12
	Installation Pre-requisites.....	13
2	InSite 3.5 Configuration	
	Serial Number/Device Name/CRM Number	15
	Original Serial Number (from serialNo.txt)	15
	Device Name (Auto-Generated).....	16
	CRM Number (Auto-Generated).....	16
	Agent Configuration.....	17
	Device Type.....	17
	Device Prefix.....	17
	Product Name.....	17
	Model Type	17
	Version	18
	File Watcher	18
	File Transfer	18
	Poll Rate	19
	Default Enterprise Server	19
	Required Properties	19
	InSite Service Platform Files Customized/Changed for Product Integration	20
3	Installing InSite 3.5	
	Before You Begin	21
	Configuring InSite 3.5.....	22
	Uninstalling InSite	25
4	InSite BackOffice	
	Remote Desktop Access	27
A	InSite Log Level	

Reducing the InSite Log Level	31
Adding FORCE to Log Level Choices	31
Configuring the Log Level to FORCE	33

1

Introduction

This chapter provides general information required for the proper use of the Optima EMS system (also referred to as "the system" throughout this manual) and this manual. Familiarize yourself with this information before using the system.

InSite 3.5 is the remote service application on the system enabling remote access to the system by a GE Healthcare service representative. Access to the system via InSite 3.5 is fully secured and available only to authorized GE Healthcare service representatives.

Manual Information

This section provides information for the correct use of this manual.

Keep this manual with the equipment at all times and periodically review it. You should request training assistance from GE Healthcare, if needed.

Intended Audience

This manual is intended for use by service personnel and IT personnel.

Manual Purpose

The purpose of this manual is to provide instruction and guidance during the installation and configuration of InSite 3.5.

Document Conventions

This manual uses the following conventions.

Typographical Conventions

Convention	Description
Bold Text	Indicates keys on the keyboard, text to enter, or hardware items such as buttons or switches on the equipment.
<i>Italicized-Bold Text</i>	Indicates software terms that identify menu items, buttons or options in various windows.

Convention	Description
CTRL+ESC	Indicates a keyboard operation. A plus (+) sign between the names of two keys indicates that while holding the first key, you should press and release the second key. For example, Press CTRL+ESC means to press and hold the CTRL key and then press and release the ESC key.
<space>	Indicates that you must press the spacebar. When instructions are given for typing a precise text string with one or more spaces, the point where you must press the spacebar is indicated as <space> . This ensures that the correct number of spaces is inserted in the correct positions within the literal text string. The purpose of the < > brackets is to distinguish the command from the literal text within the string.
Enter	Indicates that you must press the Enter or Return key on the keyboard. Do not type <i>Enter</i> .
>	The greater than symbol, or right angle bracket, is a concise method to indicate a sequence of menu selections. For example, the statement "From the main menu, select System > Setup > Options to open the Option Activation window" replaces the following: <ol style="list-style-type: none"> 1. From the main menu, select System to open the System menu. 2. From the System menu, select Setup to open the Setup menu. 3. From the Setup menu, select Options to open the Option Activation window.

Illustrations

All illustrations in the manual are provided as examples only. Depending on system configuration, screens in the manual may differ from the screens on your system.

All patient names and data are fictitious. Any similarity to actual persons is coincidental.

Notes

Notes provide application tips or additional information that, while useful, are not essential to the correct operation of the system. They are called out from the body text through a flag word and indentation, as follows:

NOTE:

The tip or additional information is indented below the **NOTE** flag word.

Responsibility of the Purchaser/Customer

The customer is responsible for providing appropriate desks, chairs, electrical wall outlets, network connections, analog phone lines, and for locating any of the Optima EMS System components described in this manual in compliance with all local, state, or national codes.

Additional Assistance

GE Healthcare maintains a trained staff of application and technical experts to answer questions and respond to issues and problems that may arise during the installation, maintenance, and use of this system.

Contact your local GE Healthcare representative to request additional assistance.

Installation Pre-requisites

Before installing *InSite Integration*, make sure you have installed the following software:

1. **Net framework 4.0**
You can find the installation file in [OptimaEMS CD]\Microsoft .NET Framework\
2. **VC++ 2010**
You can find the installation file in [OptimaEMS CD]\VC Redistributable Maintenance\
3. **MSXML sp2**
You can find the installation file in [OptimaEMS CD]\InSite Preinstallation\
4. **vcredist_x86_sp1-2.0.50757.4053.exe**
You can find the installation file in [OptimaEMS CD]\InSite Preinstallation\

NOTE:

If you have installed requisites 1 and 2 when installing the Optima EMS system, you may ignore them and continue with 3 and 4.

2

InSite 3.5 Configuration

Before installing InSite 3.5, check and update various configurations in the file *InstallOption.xml*.

Serial Number/Device Name/CRM Number

In order to populate the device name and CRM number used in the BackOffice, the serial number of the device must first be extracted. InSite 3.5 provides a mechanism to read and parse this information from *D:\serialNo.txt*. It is the product team's responsibility to populate this file with the appropriate serial number. Only the single string should be present. No delimiting characters are necessary.

Upon reading the *serialNo.txt*, the device name and CRM number used in the connectivity configuration are assembled as follows.

Original Serial Number (from serialNo.txt)

You need to create a TXT file named *serialNo*. Type the product serial number in to the file and save it to the D drive.

To change the **serialNo** file default (D:**serialNo.txt**), use the following steps:

1. Open the disk where you installed the Optima EMS system server and navigate to the **Insite Installation** folder.
2. Open **GetSerialNumber.bat** with Notepad.
3. Change the value of **SerialNoFilePath** to a new path.

NOTE:

The file name **serialNo.txt** cannot be changed, you can only change the file path.

```
@echo off
rem Returns the serial number from "serialNo.txt" file
rem Returns the serial number up to the manufacturer code if "-1"
set SerialNoFilePath=D:\serialNo.txt
if not exist "%SerialNoFilePath%" (
    echo Failed Finding %SerialNoFilePath% 1>&2
    goto END
)

FOR /F "usebackq tokens=1*" %%a IN ("%SerialNoFilePath%") DO (
    set SerialNumber=%%a
)

if "%SerialNumber%"==" " (
    goto FAILED
)

if "%SerialNumber%"=="-1" (
```

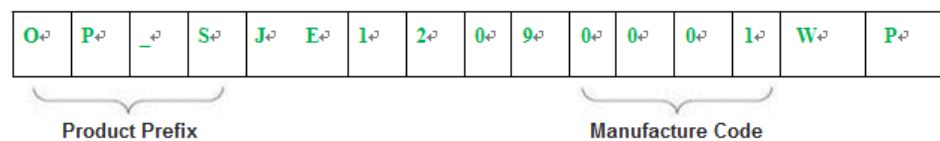
NOTE:

SerialNo is the serial number of the system without the Prefix **OP**.

Device Name (Auto-Generated)

You can find the auto-generated Device Name in "Configuring InSite 3.5" on page 22.

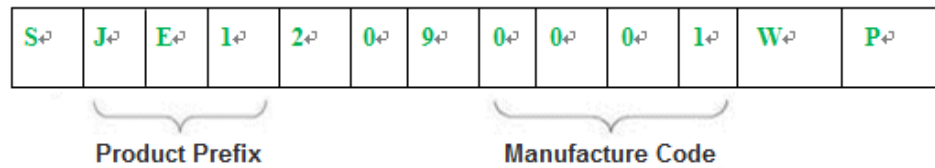
The following graphic shows the generation rule of the **Device Name**.



CRM Number (Auto-Generated)

You can find the auto-generated CRM Number in "Configuring InSite 3.5" on page 22.

The following graphic shows the generation rule of the **CRM Number**.



NOTE:

CRM number is not the same as the system serial number.

The CRM number **MUST** match the system ID registered in the CRM database at the time of sale.

If the device name and CRM number are not auto-generated, make sure that the default names are unique, for example, not **UNKNOWN** but **UNKNOWN+timestamp**. A common occurrence for this is if the **serialNo.txt** is not yet populated. For older releases, you may need to enter **GetDeviceInfo.pl** so that the CRM number is generated.

Agent Configuration

The following items must be negotiated in order to register with the BackOffice.

Device Type

Device Type is comprised of three components: **Business**, **Modality**, and **Product** and you must configure it in the file **InstallOptions.xml**.

For example, **CS_DCR_OPTIMA_EMS_3.5**.

The system uses the following device types:

```
<EnvVar Varname="DeviceType">CS_DCR_OPTIMA_EMS_3.5</EnvVar>
```

Device Prefix

The prefix used for the system is: **OP**.

The following element was modified in **InstallOptions.xml**:

```
<EnvVar varname="Prefix">OP</EnvVar>
```

Product Name

The product name is **Optima**.

The following element was modified in **InstallOptions.xml**:

```
<EnvVar varname="ProductName">Optima</EnvVar>
```

Model Type

The model type is **EMS** and the following element was modified in **InstallOptions.xml**:

```
<text symbol="__SA_ASSET_TYPE_MODEL__">EMS</text>
```

Version

The version is configured as follows in *InstallOptions.xml*:

```
<Version>3.5</Version>
```

File Watcher

The export directory is defined in *InstallOptions.xml* (located in the *Insite Installation* folder where you installed the Optima EMS system server) as follows:

```
<EnvVar varname="ExportDir">D:\export</EnvVar>
```

The file watcher is created in the following directory:

```
<text symbol="__FILE_WATCHER_ALIAS__">Export</text>
```

```
<text symbol="__FILE_WATCHER_DIR__">%ExportDir%</text>
```

The alias represents the string that is visible from the BackOffice. You may alter this if you want.

You can also add additional directories by defining them as virtual. For example:

```
<EnvVar varname="LogDir">D:\log</EnvVar>
```

```
<text symbol="__VIRTUAL_DIR_ALIAS__">Log</text>
```

```
<text symbol="__VIRTUAL_DIR__">%LogDir%</text>
```

Finally, the file filter **.zip* is used.

```
<text symbol="__FILE_WATCHER_FILTER__">*.zip</text>
```

The configuration shown here causes the agent to upload files ending in *.log* from the *D:*. There are no automated dumps of *.log* files into the *Export* directories.

NOTE:

For the system, there is a separate log folder named *Log* in the system server installation folder.

File Transfer

This section explains how to configure multiple file transfer folders (to transfer files between BackOffice and the device), and applies only if you need to configure multiple file transfer folders. only

NOTE:

By default the File Repository directory should be configured to *%INSITE2_DATA_DIR%\etc*. The service team uses this directory at the BackOffice for online support. You should keep this directory as it was configured and create a new file transfer folder as the file repository location.

Do not use Windows System32 Config Folder (*C:\Windows\system32\Config*) directly for file transfer.

When you try to upload the *app event log* file, the process of uploading the file causes the file to be updated and prevents the upload task from being granted access to the file. The task manager locks the file to populate the *Questra* file upload messages into the log.

Poll Rate

The poll rate for a headless server product must be set to 60 seconds.

Default Enterprise Server

The default URL as it appears in **Clearcase** must be **Production**. You can change this to **Development** or **Pilot** as needed but the default must always remain **Production**. It is configured in **InstallOptions.xml** as follows:

```
<text symbol="__ENT_URL__">https://us0-ws.service.gehealthcare.com:443</text>
```

```
<text symbol="__TUN_URL__">https://us0-rd.service.gehealthcare.com:443</text>
```

Required Properties

The following static registration properties are negotiated and defined as part of the product team's **InstallOptions.xml**. These property values are consistent across the device type's install base.

Name	Description	SITEMAP Tag
CS_GSP_MODALITY	DCAR	__SA_MODALITY__
CS_GSP_POLLTYPE	CONSTANT: polls continuously	__SA_POLLTYPE__
CS_GSP_OPSYSTEM	WINOTHER	__SA_OP_SYSTEM__
CS_GSP_OPREV	Revision of device's Operating System	__SA_OP_REVISION__
CS_GSP_APREV	Revision of device's Application Software	__SA_AP_REVISION__
CS_GSP_SRVREV	Revision of device's Service Platform	__SA_SRV_REVISION__
CS_GSP_SERVICE_CENTER	Online Centers across CS poles JROC: Jupiter, FLA	__SA_SERVICE_CENTER__
CS_GSP_HRFS_SUPPORT	FALSE : Not supported	__SA_HRFS_SUPPORT__
CS_GSP_MRFS_SUPPORT	FALSE : Not supported	__SA_MRFS_SUPPORT__
CS_GSP_SWRLOAD_SUPPORT	FALSE : Not supported	__SA_SWRLOAD_SUPPORT__
CS_GSP_SWDLLOAD_SUPPORT	FALSE : Not supported	__SA_SWRLOAD_SUPPORT__

Checklist

- Device Type** defined in **InstallOptions.xml**
- Device Prefix** defined in **InstallOptions.xml**
- Product Name** defined in **InstallOptions.xml**
- Model Type** defined in **InstallOptions.xml**
- Version** defined in **InstallOptions.xml**

Checklist (cont'd.)

- Export Dir** defined in *InstallOptions.xml*. File update workflow is defined
- Poll rate** set to 60 seconds
- Default Enterprise** set to *Prod* in *InstallOptions.xml*
- Required Properties** defined in *InstallOptions.xml*
- Optional Properties** defined in *InstallOptions.xml*

InSite Service Platform Files Customized/ Changed for Product Integration

This section explains the list of **InSite Service Platform** files customized/changed for the system.

Most files were changed by the engineering team. To install InSite 3.5 with no issues, check them first.

Item	File Name	Location	Change(s) Description
1	<i>InstallOption.xml</i>	\	Config changes for SerphyDose devicetype
2	<i>GetSerialNumber.bat</i>	\	To locate SerialNo.txt file in C:\SerphyDose directory
3	<i>GetDeviceInfo.pl</i>	\	Updated so CRM number=serial number
4	<i>hscds.xml</i>	\AgentInstall\templates	Removed the telnet and CSD connecttype

3

Installing InSite 3.5

Before You Begin

NOTE:

Before you install InSite 3.5, make sure you have installed the Optima EMS system server successfully.

1. Create a **serialNo.txt** file on the D drive.
See [“Original Serial Number \(from serialNo.txt\)” on page 15](#) for detailed information.
2. Create an **export** folder on the D drive.
See [“File Watcher” on page 18](#) for detailed information.

3. Run **InsiteWrapper.exe** in the **Insite Installation** folder where you installed the Optima EMS system server.

If the installation is successful, the following window opens and closes automatically.

```


c:\ Command Prompt
Configuring Questra Agent using InstallOption.xml
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
 1 file(s) copied.
Configuring installed components using InstallOption.xml
Configuring components
Updating UNC registry settings
Installed Service Applications Successfully.

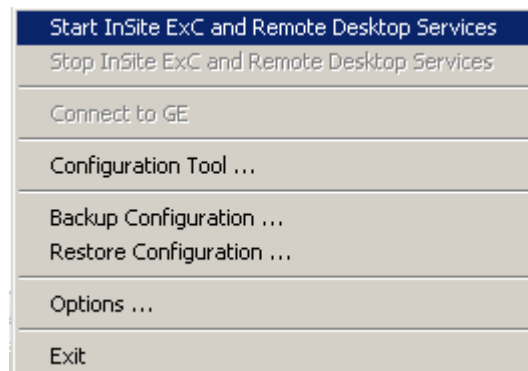
Starting Service Platform components that are configured to start automatically.

Successfully installed Service Platform.

*****
See the installation details in "C:\InSite2\Install.log"
Removing the install files and directory


```

4. If the service is stopped, perform the following steps to restart the service manually.
 - a. Right-click on the **InSite utility** icon  in the system tray.
 - b. Select **Start InSite 3.5 and Remote Desktop Services**.



The service is now started.

Configuring InSite 3.5

1. Right-click on the **InSite utility** icon  in the system tray.
The utility menu opens.
2. Select **Configuration Tool...**
The **InSite 3.5 Configuration Tool** window opens.

Agent Configuration

Device Name: OP_SJE12090001W **CRM No.:** SJE12090001WP

Display Name: Description:

Continent: ASIA **Country:** CHINA

Addr Line1:

Addr Line2:

City: WUXI **State (Prov):** JIANGSU **Postal Code:**

Latitude: Longitude:

Institution: GE HEALTHCARE **Department:**

Building: **Floor:** **Room:**

Advanced Configuration

Enterprise Server: PRODUCT **Service Center:** OTHERS **Log Level:** INFO

Enterprise Server URL: https://us0-ws.service.gehealthcare.com:443

Enterprise Tunnel URL: https://us0-rd.service.gehealthcare.com:443

File Repository: C:\InSite2\Questra\GeHealthcare\Agent\etc

File Watcher: Enable **Dir:** D:\export **Filter:** *.totrans

Proxy Configuration

Proxy: Disable

Name: Proxy Disabled

IP Addr: **Port:**

Proxy Authentication: Disable **Scheme:** NONE

Prozy User: **Password:**

If you do not need to change anything in the **InSite 3.5 Configuration Tool** window, review the information and then close the window.

If you do need to change the information in the window, the fields in bold text are required.

- Complete the required fields (in bold) on the **InSite 3.5 Configuration Tool** window using the following table as a guide. **Enterprise Server URL**, **Enterprise Tunnel URL** and **File Repository** are automatically set when you select other fields and you should not change them. The rest of the fields on the window are not required and you can leave them blank.

InSite 3.5 Configuration Tool

Field	Description/Value
Agent Configuration	
Device Name	Unique identifier for the server in the BackOffice. This field should already be filled in with the prefix and serial number that were entered during installation of InSite.
CRM No.	The number the Customer Relationship Management system (Seibel) uses to track service and warranty on the product. This field should already be filled in with the serial number entered during the installation of InSite.

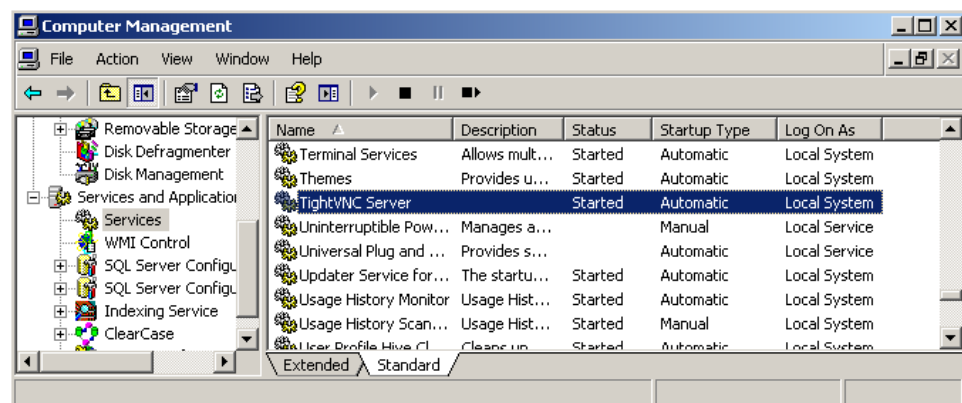
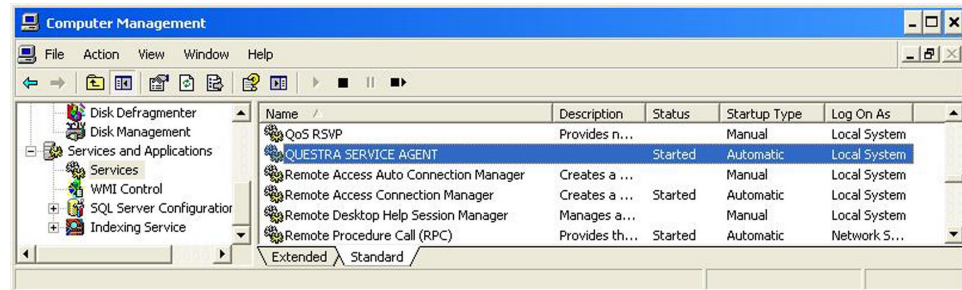
InSite 3.5 Configuration Tool (cont'd.)

Field	Description/Value
Continent	Use the drop-down arrow to select the continent where this system is located.
Country	Use the drop-down arrow to select the country where this system is located.
City	Type the name of the city where this system is located.
State (Prov)	Use the drop-down arrow to select the state (or province) where this system is located.
Institution	Type the name of the institution where this system is located. This field should match the Customer Name in the Seibel Service Request, minus the leading customer number. For Asia and Europe, follow the naming convention specified by your service operations team.
Advanced Configuration	
Enterprise Server	Select Product for a server installed at a customer site. This selection determines with which BackOffice server the product is registered.
Service Center	For Americas, select JROC . For Europe, select EURO . For Asia, select OTHER .
File Watcher	Use the drop-down arrow to select Disable .
Log Level	Use the drop-down arrow to select ERROR . NOTE: For customers concerned about the number of "qsa" error log entries generated by InSite in the Windows Event Viewer (Application log), see Appendix A .
Proxy Configuration	
If the customer site uses a proxy server to connect to the Internet, you need to complete the proxy configuration fields.	
Proxy	Enable proxy settings if you are using a proxy server.
Name	Type the name of the proxy server.
IP Address	Type the IP address of the proxy server.
Port	Enter the port number the proxy server uses.
Proxy Authentication	Enable whether the proxy server requires authentication.
Scheme	Select the appropriate authentication protocol: NTLM, Digest, or Basic.
Proxy User	Type a user name for the proxy server.
Password	Type the password for the user.

4. Click **Submit Changes**.

5. Verify the following services have started:

- **QUESTRA SERVICE AGENT**
- **TightVNC Server**



NOTE:

If the **Startup Type** of these two services is **manual**, make sure you have changed them to **automatic**.

6. Verify with GE Healthcare Service Technical Support team that the device is registered in the InSite 3.5 BackOffice and is now available for remote access.
7. If the system application or HL7 interface will be installed remotely, the local administrator should have the system Application and Support DVD set available, as directed by GE Healthcare Service, so they can be copied onto the system.

Uninstalling InSite

Run **UninstallSvcPlatform.bat** in the **Insite Installation** folder where you installed the Optima EMS system server.

If the uninstallation is successful, the following window opens and closes automatically.

```

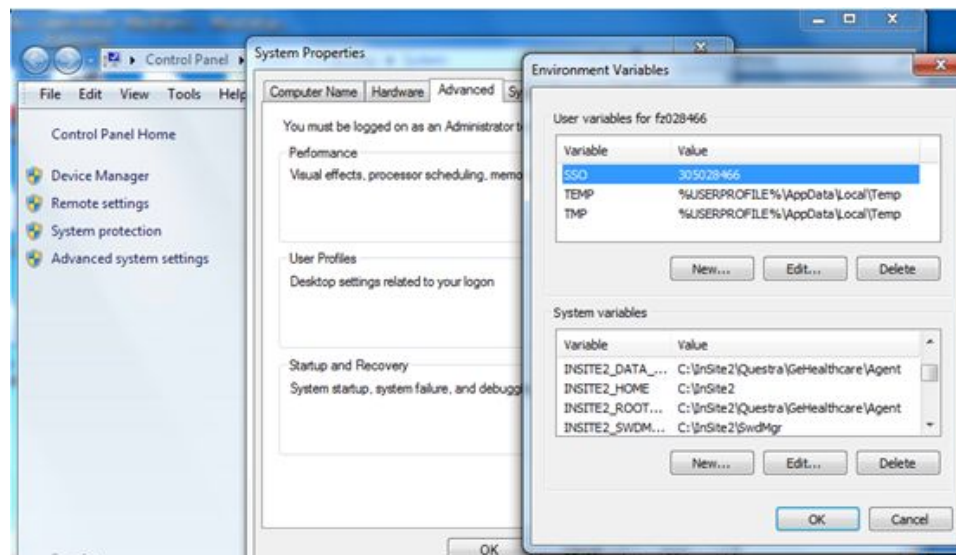
Uninstalling BackupRestore if installed
Uninstalling BackupRestore
Uninstalling install directory
Uninstalling Utilities
Deleting C:\InSite2\bin from PATH
Deleting UpdateAgent registry Keys
Uninstalled Service Applications Success .

Uninstalling InSite?
Stopping Questra Agent
Uninstalling Apache/Tomcat Web Server.
Apache/Tomcat Web Server does not exist at installed proper . Apache/Tomcat
Web Server uninstall is skipped.
Uninstalling Questra Agent.
Removing Questra Service Agent
Dockable Device API not installed.
Done removing Questra service agent.
CKM_JAVA_HOME does NOT exist
JRE does not exist or not installed properly . JRE uninstall is skipped
Uninstalling Perl
Testing whether there is an Export dire
Uninstalled InSite2 Successfully.

```

After the uninstallation, check whether you still have a folder named **Insite2** in your C drive. If yes, delete the folder.

If you are using the Windows 7 system, right-click on **My Computer**, select **Properties > Advanced system settings > Advanced > Environment Variables**. The **Environment Variables** window opens. Delete all **INSITE** related variables.



4

InSite BackOffice

The following sections describe how to use the InSite remote desktop.




Remote Desktop Access

The following procedure describes how to access the remote desktop.

Selecting the Device Type

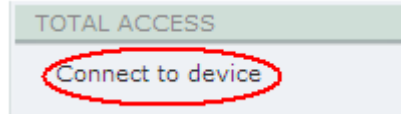
1. Log on to <https://insite2.health.ge.com/qss/gelogin.jsp> with your GE SSO and windows password.
2. Select device type **CS_DCR_OPTIMA_EMS_3.5**.
A device list of the Optima EMS is displayed.
3. Select a device that is polling.

Device Status

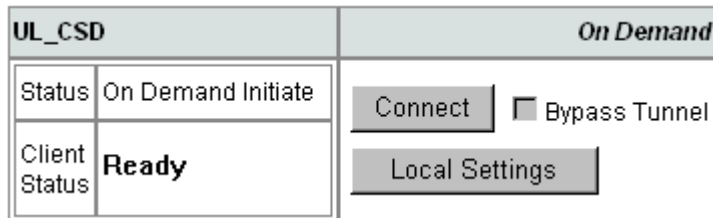
Remote Device Status	Indicator
Device is Polling	
First expected polling missed	
Second expected polling missed	

Connecting to the Device

1. Select the **Service Panel**.
2. Select **Connect to device**.



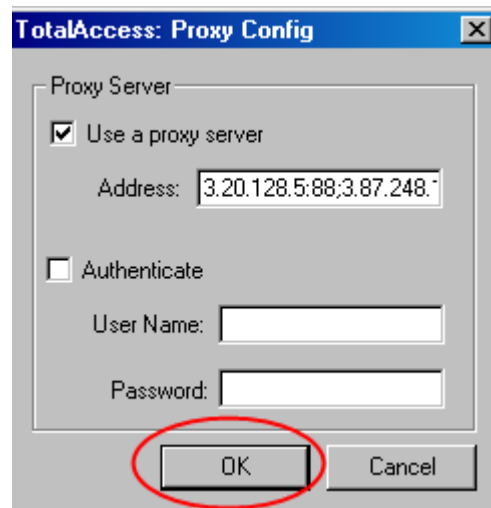
3. Initiate a connection to the device.
 - a. Under the **UL_CSD connection type** click **Connect**.



- b. Wait for the countdown timer to time-out.

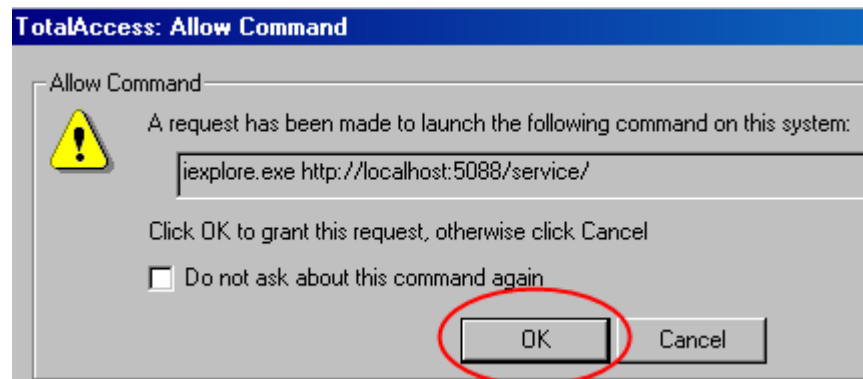
Proxy Configuration

1. Click **OK** on the **Proxy Config** window.



Allowing Total Access

1. If the **Total Access: Allow Command** window opens, click **OK**.



NOTE:

If you selected the **Do not ask me about this command again** in a previous window, this box does not display subsequent times.

Opening the Remote Desktop

1. Press **Ctrl+Alt+Del**, to send the command to the device using the **CAD** button in the VNC tool bar.

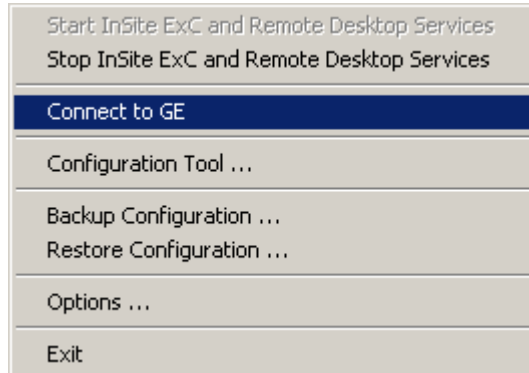


If the connection was a success, the **InSite utility** icon in the system tray will be displayed in red.



To get a faster connection,

- a. Right-click on the *InSite utility* icon in the system tray
- b. Select **Connect to GE**.



2. Log on to the device with Windows authentication.

Closing the VNC Session

1. Disconnect the **Total Access Session**.

TotalAccess Session	
User	Device
212007043	CV_1212

UL_VNC		On Demand
Status	Connecting to https://ins2d.med.ge.com:9109	<input type="button" value="Disconnect"/> <input type="checkbox"/> Bypass Tunnel
Client Status	In Session	<input type="button" value="Local Settings"/>



InSite Log Level

Reducing the InSite Log Level

Use the following procedure to address customer concerns about the number of **qsa** error log entries generated by **InSite** in the **Windows Event Viewer** (Application log).

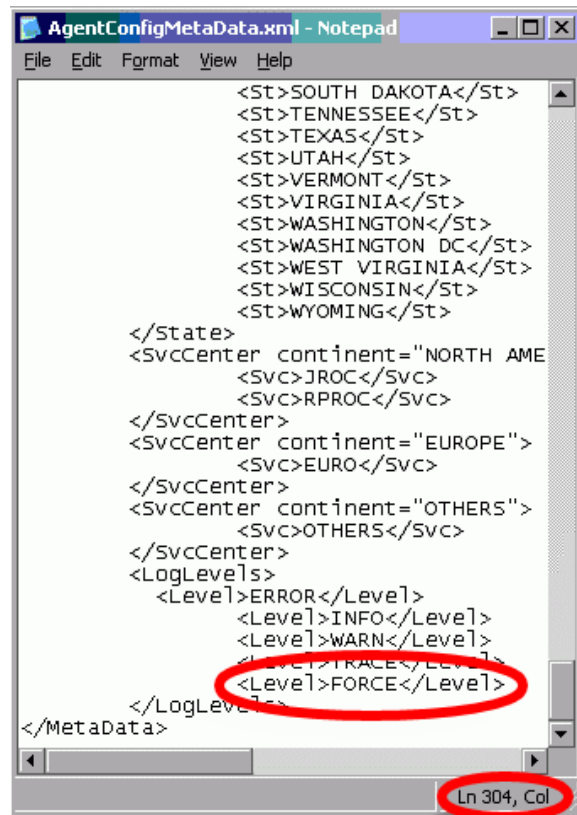
This is a two-step process:

1. Add the **FORCE** option to the list of **Log Level** choices in the **InSite 3.5 Configuration Tool**.
2. Configure the **Log Level** to **FORCE** in the **InSite 3.5 Configuration Tool**.

Adding FORCE to Log Level Choices

1. Using **Notepad**, open **C:\InSite2\Questra\AgentConfigMetaData.xml**.
2. Scroll down to the bottom of the file, to line 304.

3. Add a new line: `<Level>FORCE</Level>`



```
AgentConfigMetaData.xml - Notepad
File Edit Format View Help
<St>SOUTH DAKOTA</St>
<St>TENNESSEE</St>
<St>TEXAS</St>
<St>UTAH</St>
<St>VERMONT</St>
<St>VIRGINIA</St>
<St>WASHINGTON</St>
<St>WASHINGTON DC</St>
<St>WEST VIRGINIA</St>
<St>WISCONSIN</St>
<St>WYOMING</St>
</State>
<SvcCenter continent="NORTH AME
  <Svc>JROC</Svc>
  <Svc>RPROC</Svc>
</SvcCenter>
<SvcCenter continent="EUROPE">
  <Svc>EURO</Svc>
</SvcCenter>
<SvcCenter continent="OTHERS">
  <Svc>OTHERS</Svc>
</SvcCenter>
<LogLevels>
  <Level>ERROR</Level>
  <Level>INFO</Level>
  <Level>WARN</Level>
  <Level>TRACE</Level>
  <Level>FORCE</Level>
</LogLevels>
</MetaData>
Ln 304, Col
```

4. Save the file.
5. Close the file.

Configuring the Log Level to FORCE

1. Open the *InSite 3.5 Configuration Tool*.
Right-click the *InSite* icon in the task tray and select *Configuration Tool*.
2. Change the *Log Level* from *WARN* or *ERROR* to *FORCE*.

The screenshot shows the 'InSite ExC Configuration Tool' window. The 'Agent Configuration' section includes fields for Device Name (MC_SHR11200010C), CRM No. (SHR11200010GA), Display Name, Description, Continent (NORTH AMERICA), Country (UNITED STATES), Address lines, City (ROCHESTER), State (MINNESOTA), Postal Code, Latitude, Longitude, Institution (MAYO FOUNDATION), Department, Building, Floor, and Room. The 'Advanced Configuration' section includes Enterprise Server (PRODUCT), Service Center (JROC), Log Level (FORCE), Enterprise Server URL, Enterprise Tunnel URL, File Repository, File Watcher (Enable), Dir (C:\export), and Filter (*.*). The 'Proxy Configuration' section includes Proxy (Disable), Name (Proxy Disabled), IP Addr, Port, Proxy Authentication (Disable), Scheme (NONE), Proxy User, and Password. The 'Submit Changes' button is circled in red.

3. Click *Submit Changes*.
If you are connected remotely you are disconnected after several seconds and need to log back in to complete the next step.
4. At the *Configuration saved* prompt, click *OK*.



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