

 **RAPIDComm[®]**
Data Management System

*Installation and
Upgrade Instructions*

Version 7.0

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Siemens Healthcare Diagnostics Inc.
511 Benedict Avenue
Tarrytown, NY 10591-5097 USA

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1 Introduction

This manual provides detailed information about installing and upgrading RAPIDComm® Data Management System to version 7.0. RAPIDComm system software version 7.0 provides important features and enhancements that can help improve the efficiency and productivity of your laboratory, while offering greater convenience to the RAPIDComm Data Management System operator.

RAPIDComm Data Management System installation options include server, workstation, and client.

Understanding Your RAPIDComm System Deployment

When planning for the deployment of the RAPIDComm Data Management System within your organization, you need to understand the following system components before beginning the installation process:

- *RAPIDComm Server*
- *RAPIDComm Workstation*
- *RAPIDComm Client*
- *Device Connectivity*
- *RAPIDComm Security, Users, and Groups*

RAPIDComm Server

As a guideline, Siemens recommends that the RAPIDComm Data Management System server software be installed on a system dedicated to the RAPIDComm system or a dedicated instance on a VMware virtual server. It should not be combined with other applications that may impact performance or communications.

Note The RAPIDComm server supports installation of POCcelerator® on the same server using the same SQL Server database instance with minimal performance impact.

The RAPIDComm Data Management System server, in addition to database services, also includes device communications functions and user interface functions. The RAPIDComm system supports a remote database installation where the RAPIDComm server interfaces with a dedicated SQL Server database instance on a database management server.

The RAPIDComm server installation includes all the workstation communications functions, which you can use if you are not configuring other independent workstations. The server should be used as a workstation only if no more than 25 devices (analyzers and instruments) are to be connected.

The RAPIDComm Backup Configuration utility is installed on the RAPIDComm server and is used to manage your database backup activities. With this utility you can configure backup settings, create a schedule for full and incremental backups, run a full backup, and view backup job status and history.

RAPIDComm Workstation

The RAPIDComm Data Management System workstation installation contains both the device communication functions and the application user interface. One or more RAPIDComm system workstations may be deployed to distribute the communications workload when a large number of devices are being connected to the RAPIDComm system.

The need to implement and use a workstation computer may vary and depends on the amount of data transmitted between the instruments and the RAPIDComm program, and the reliability and performance of the Local Area Network.

As a guideline, Siemens recommends implementing workstation computers whenever 25 or more devices are connected to the RAPIDComm program or when devices are located in different geographical locations from the RAPIDComm server and are connected over a Wide Area Network.

If used, the workstation computer must remain on and connected at all times to permit communication between the attached devices and the RAPIDComm server. You should consider dedicated workstations to support configurations that use multiple device connections.

RAPIDComm Client

The RAPIDComm Data Management System client contains only the application user interface. The RAPIDComm system client can be installed on any hospital PC where access to the RAPIDComm application is needed, as long as the PC meets the listed hardware and software requirements.

Device Connectivity

RAPIDComm supports the following devices:

Modality	Device
Blood Gas	RAPIDLab [®] 248/348
	RAPIDLab [®] 348EX
	RAPIDLab [®] 8xx
	RAPIDLab [®] 12xx
	RAPIDPoint [®] 4xx
	RAPIDPoint [®] 500
	RAPIDPoint [®] 500e
Cardiac	Stratus [®] CS 200 (available outside of US only)
Diabetes	DCA Vantage [®]
Urinalysis	CLINITEK Status [®] Connect

Network and Serial Connections

Devices may connect to the RAPIDComm Data Management System server or RAPIDComm system workstations via network or serial connectivity.

RAPIDLab 1200 series, RAPIDPoint 400/405, and RAPIDPoint 500 systems have connectors for both a network connection and a serial connection.

RAPIDLab 800 and RAPIDLab 248/348/348EX series systems have serial connectors. If these systems are to be connected to the network, they must first be connected serially to a communication workstation or to a network converter. (Your technical support staff may refer to this network converter as a "Lantronix box.")

CLINITEK Status, DCA Vantage, and Stratus CS 200 devices have a network connection only.

Device Link

RAPIDLab 1200 series, RAPIDPoint 400/405, and RAPIDPoint 500 systems require network connectivity to remotely access analyzers with the Device Link functionality in the RAPIDComm application.

RAPIDComm Security, Users, and Groups

Domains vs. Local Security

RAPIDComm Data Management System security is integrated with Windows user and group security management. The RAPIDComm system will operate in domain or local security environments.

In a domain environment, the security of each RAPIDComm system is determined by the configuration in Active Directory.

In workgroup environments, security is managed locally and RAPIDComm users and groups must be configured on each PC in the RAPIDComm workgroup.

Users and Groups

RAPIDComm Data Management System users and user groups are configured in the Windows operating system. Some users and groups are required before application installation and configuration can be started.

Note The account used for starting RAPIDComm system services must have access to the Active Directory system in order to validate Active Directory users.

There are 2 types of users and groups within the RAPIDComm Data Management System:

- Users required for installation
- Users required after installation to use the RAPIDComm program

Users Required for Installation

- RAPIDComm Administrator account(s) – User accounts, which when assigned to the RAPIDComm Administrator Group, have access to all functions in the application.
- RAPIDComm Service account – A user account necessary for the RAPIDComm system's services to automatically start at system boot. This should be an account that is dedicated to starting the RAPIDComm services and not a general user account that may be removed or have its rights restricted.
- RAPIDComm Administrator group – This user group must exist before installation of the RAPIDComm system and it must contain at least one user account so that the RAPIDComm system can be installed and configured. **RAPIDComm Admin** is recommended as a name for this group. The RAPIDComm Administrator user account(s) and group also function within the Application Operations category.

Users Required Post Installation for Application Operation

- RAPIDComm Data Management System Users – User accounts, which, when assigned to one of the RAPIDComm groups, are allowed access to application functionality based on the roles assigned to that group.
- RAPIDComm Data Management System Groups – Groups defined to facilitate access to application functionality based on role assignment. *Table 1-1* lists the recommended groups and role assignments.

Note User accounts should be set up as domain accounts by your IT department and must be configured as Global Security groups. Domain local groups are not supported.

Table 1-1: Recommended Groups and Role Assignments

Windows User Group	RAPIDComm Data Management System Role Assignments
RAPIDComm Admin	Application Administrator, Device Administrator, Device Data Editor, Device Manager, Device Operator, External Systems Manager, Operator Manager, Patient Data Editor, Patient Data Manager, Patient Sample Reporter, Remote Device Operator, Report Designer, Web User ¹
RAPIDComm Key Operator	Device Data Editor, Device Operator, Patient Data Editor, Patient Sample Reporter, Report Designer, Web User ¹
RAPIDComm Routine Operator	Device Operator, Patient Sample Reporter
RAPIDComm Technical Support	Application Administrator, Device Administrator, Device Data Editor, Device Manager, Device Operator, External Systems Manager, Operator Manager, Patient Data Editor, Patient Data Manager, Patient Sample Reporter, Remote Device Operator, Report Designer, Restricted Access, Web User ¹

1. Web User should be assigned to any RAPIDComm group using the RAPIDComm Web application.

Miscellaneous Security Requirements

Firewall Modifications

If local server or workstation computers are using a firewall, ports must be opened to allow server access. Any ports configured for Hospital Connections must also be open for access.

Table 1-2 lists the ports that must be open for server and device access.

Note This does not apply to servers or workstations that are within the enterprise firewall. It applies only to local systems using a firewall.

Table 1-2: Ports Configured for Hospital Connections

Connection	Ports Open for Access
RAPIDComm Server/Workstation	8890, 8895
Blood Gas devices	3001
CLINITEK Status	6002 (default)
DCA Vantage	7002 (default)
Stratus CS 200 (available outside of US only)	9002 (default)
Remote Device Link (within RAPIDComm)	5900
Device Link (available through Internet Explorer when using the Web App)	5443
Secure Connection (when using SRS, Web App)	443

Virtual Local Area Networks (VLANs)

The preferable configuration of the RAPIDComm system in a VLAN environment is to have the server, workstations, and instruments within the same VLAN. However, due to IT security requirements, RAPIDComm Data Management System servers may need to be on another LAN or VLAN. For these situations, ensure that each RAPIDComm system component (server, workstation, client, or instrument) has an entry in DNS and/or WINS for proper connectivity operation.

RAPIDComm Printer Configuration

Report printing is a function of the business service on the RAPIDComm server. For those reports to operate properly, any local or network printer installed on a workstation or client system must also be installed on the server and the RAPIDComm service account must have access rights to the printer.

The following are the requirements for printer installation:

- Workstations and client systems
 - Printers may be installed locally on the workstation or client. All local printers must be configured as shared printers.
 - Network printers may be installed on the workstation or client.
- Server
 - All printers to be used in the RAPIDComm environment, whether local to the workstation or client, or networked printers, must be installed on the RAPIDComm server.
 - When installing printers on the RAPIDComm server, you must be logged in as the RAPIDComm service account.

2 Installing RAPIDComm

Preinstallation Considerations

Prior to initiating the installation process, note the following:

- Siemens recommends that your IT department perform this installation.
- To install version 7.0, you must log into Windows with administrative privileges.
- Use the worksheet in *Information Required for Installation on page 15*, to identify and record the information you will need to reference during the installation process.
- Use the post-installation worksheets in *Information Required for Post Installation on page 17*, to identify and record information you will need to reference after the installation is complete.
- The RAPIDComm Data Management System supports blood gas, urinalysis, diabetes, and cardiac or any combination of these components. You will need to select the applicable device component(s) that you have licensed during the installation process.
- After you complete the installation, you have a 30-day grace period in which to register components.

If you do not register a component within the 30-day grace period, the component becomes nonfunctional until you complete the registration.

- The installation program automatically installs the RAPIDComm Backup Configuration utility. You use this utility to configure your backup settings, create scheduled backups, run a full backup, and view backup job status and history.

Preinstallation Checklist

Use the following checklist to ensure all required pre-installation procedures are completed.

<input type="checkbox"/> Verify Hardware and Software Requirements	
Server	
<input type="checkbox"/>	Server hardware configuration meets criteria in <i>Table 2-1, Minimum Hardware Requirements</i>
<input type="checkbox"/>	Server software meets criteria in <i>Table 2-2, Supported System Software Configurations</i>
<input type="checkbox"/>	Microsoft Message Queuing (MSMQ) is installed. (From Windows Features, enable Message Queuing Server).
<input type="checkbox"/>	If you are connecting RAPIDComm to a remote database, MSDTC is configured. See <i>Configuring MSDTC for Remote RAPIDComm Databases</i> on page 16.
Workstation (if applicable)	
<input type="checkbox"/>	Workstation hardware configuration meets criteria in <i>Table 2-1, Minimum Hardware Requirements</i>
<input type="checkbox"/>	Windows 7, Windows 8.1, or Windows 10 software meets criteria in <i>Table 2-2, Supported System Software Configurations</i>
<input type="checkbox"/>	Microsoft Message Queuing (MSMQ) is installed. (From Windows Programs and Features, enable Microsoft Message Queue (MSMQ) Server Core).
Client (if applicable)	
<input type="checkbox"/>	Client hardware configuration meets criteria in <i>Table 2-1, Minimum Hardware Requirements</i>
<input type="checkbox"/>	Windows 7, Windows 8.1, or Windows 10 software meets criteria in <i>Table 2-2, Supported System Software Configurations</i>
<input type="checkbox"/> Identify Server, Application Administrator, and Service Account Information. See <i>Information Required for Installation</i> on page 15.	
<input type="checkbox"/> Identify Hospital Connection, Analyzer, Client and User Information. See <i>Information Required for Post Installation</i> on page 17.	

System Requirements

Only install this software if your hardware and software meet the requirements in this section.

Hardware Requirements for RAPIDComm Software Installation

To properly scope your hardware selection, consider the following guidelines:

- Be sure to include long-term requirements in your decision-making process. The RAPIDComm server software should be installed on a system dedicated to the RAPIDComm Data Management System.

Note The RAPIDComm server supports installation of POCcelerator® on the same server using the same SQL Server database instance with minimal performance impact.

- A dedicated uninterrupted power supply (UPS) is recommended for all RAPIDComm servers and workstations.
- In addition to the normal disk requirements for operating system and site-specific software, the RAPIDComm software has minimum hardware requirements as described in *Table 2-1, Minimum Hardware Requirements*.

Table 2-1: Minimum Hardware Requirements

System	CPU	RAM	Disk Space Requirements
Server	Recommended: Intel Xeon E5620 (4 core, 2.4 GHz, 12MB L3, 80W)	8 GB minimum	Software: 150 MB Database: 40 GB
Workstation	Recommended: Intel Core i5-3470 (4 core, 3.20 GHz, 6 MB cache)	4 GB minimum	Software: 150 MB
Client	Recommended: Intel Pentium G645 (2 core, 2.90 GHz, 3 MB cache)	2 GB minimum	Software: 150 MB

Software Requirements for RAPIDComm Software Installation

Table 2-2, Supported System Software Configurations lists the server and client/workstation configurations supported by RAPIDComm 7.0. If your current system software configuration does not meet the levels listed, do not proceed with the installation. Contact your local Siemens support provider for assistance.

The service pack recommendations in *Table 2-2* are those installed during validation. Siemens recommends that you install the most current service packs and updates. When installing any updates, you should create a restore point manually if the upgrade does not create one.

Table 2-2: Supported System Software Configurations

Component	OS	Service Pack	Microsoft SQL	Service Pack
Server	Windows Server 2016 (64-bit)	N/A	SQL Server 2016 (64-bit)	N/A
	Windows Server 2012 R2 (64-bit)	N/A	SQL Server 2014 (64-bit)	N/A
	Windows Server 2012 R2 (64-bit)	N/A	SQL Server 2012 (64-bit)	SP2
Workstation/ Client	Windows 7 Professional (32-bit and 64-bit)	SP1	N/A	N/A
	Windows 8.1 Pro (64-bit)	N/A	N/A	N/A
	Windows 10 Pro (64-bit)	N/A	N/A	N/A

Information Required for Installation

You need to identify the following information to perform the installation:

- RAPIDComm server
- Application Administrator Group
- Service Account

Record this information in *Table 2-3, Installation Worksheet*, and refer to it during the installation process. If you do not know this information, contact your IT administrator.

Table 2-3: Installation Worksheet

	Field	Value
RAPIDComm Server		
	RAPIDComm Server Name	
	SQL Server Name	
Application Administrator Group		
	User Name	
	User Password	
	Group Name For example, RAPIDComm Admin	
	Domain	
Service Account		
	Account User Name	
	User Password	
	Domain	
	Group Name	

Configuring MSDTC for Remote RAPIDComm Databases

To use a remote database in RAPIDComm, you must configure Microsoft Distributed Transaction Coordinator (MSDTC) on both the RAPIDComm application Server and the remote SQL Server database instance.

You do not need to configure MSDTC if the SQL Server database is local, that is, it is installed on the same server as the RAPIDComm application.

For new RAPIDComm installations, you should configure MSDTC prior to installing the RAPIDComm software.

To configure MSDTC, perform the following steps on the remote SQL Server database server instance that hosts the RAPIDComm database.

1. Log in to SQL Server using the Administrator Account.
2. Click **Start**, click **Run**, type **dcomcnfg** and then click **OK** to open the **Component Services** window.
3. In the console tree, expand the **Console Root** folder by clicking **Component Services > Computers > My Computer > Distributed Transaction Coordinator** and then **Local DTC**.
4. Right-click **Local DTC**, and click **Properties** to open the **Local DTC Properties** dialog.
5. Click the **Security** tab, and under **Security Settings**, select the **Network DTC access** checkbox.
6. Under **Transaction Manager Communication**, select the **Allow Inbound** and **Allow Outbound** checkboxes.
7. Accept all of the remaining defaults, and click **OK** to confirm and save the changes.
8. A confirmation message may appear indicating that the MSDTC service will be stopped and restarted. Click **Yes** to proceed.
9. If a confirmation message appears indicating the MSDTC service was restarted, click **OK** to acknowledge it.
10. On the RAPIDComm application server, log in using the Administrator account, and repeat steps 2–9.

Information Required for Post Installation

You need to identify the following to complete post-installation procedures:

- *Hospital Connection Information*
- *Device Information*
- *Client Information*
- *RAPIDComm User Information*

Record this information in the appropriate post-installation worksheets and refer to it after installation. If you do not know this information, contact your RAPIDComm system administrator or IT administrator.

Note Refer to the online RAPIDComm User's Manual for detailed information on setting up the RAPIDComm application.

Hospital Connection Information

Specify whether a client or server connection is used for each hospital system. A client connection uses the IP /Hostname and port for the HIS/LIS system. A server connection uses a port that will open on the RAPIDComm server to accept connections.

When setting up your hospital connections, the ports you assign must be unique and cannot be assigned to any other connection.

Table 2-4: Hospital Connections

Connection	Client or Server Connection	Hostname or IP Address	Port
ADT			
ADT			
Orders			
Orders			
Orders			
Patient Query			
Results			
Results			
Results			

Installing RAPIDComm Data Management System Software on the Server

To install the RAPIDComm Data Management System software on the server:

1. Log on to the RAPIDComm server using an account that has operating system administrative permission and administrative access to the SQL database server.
2. Open the folder that contains the installation files, and double-click **setup.exe**.
3. The RAPIDComm installation checks for the installation of Microsoft .NET Framework 4.5.2 Full and SAP Crystal Reports runtime engine for .NET Framework 4 (x86 or x64). If either or both are not installed it will install them before installing the RAPIDComm software.

Note During the installation of .NET components, do not use the **Cancel** button. If the installation of either component fails, the value in the **Status** column will indicate **Failed** and you will receive a message noting the failure and asking if you want to continue. When prompted, click **No**, restart your server, and then begin the installation again. If it fails a second time, contact your local Siemens support provider for assistance.

Note These components should not be removed once installed.

- a. Click **Install** if instructed to install either of these products.
 - b. Microsoft .NET Framework components will be installed first (if missing), which will take several minutes and may require a restart when finished.
4. If a restart is requested you may need to log on again to continue the installation. The program may also prompt you to run the **Setup.exe** file again. If so, click **Run**. You will again be prompted to install the Crystal Reports runtime engine. Click **Install**.
 5. On the **Welcome** window, click **Next**.
 6. Either accept the default installation directory and continue to step 7 (recommended), or click **Change** to select a different directory and perform the following steps:
 - a. On the **Change Current Destination Folder** window, browse to or create an alternate directory.
 - b. Click **OK** to confirm and close the window.
 7. Click **Next**.

8. On the **Installation Type** window, select **RAPIDComm Server**, and then click **Next**.
9. On the **License Agreement** window, click **I accept the terms in the license agreement** and click **Next**.
10. On the **Device Component Selection** window, select the components included in your purchased license, and click **Next**.
11. If connecting to a local SQL database, go to step 13.
12. If connecting to a remote SQL server, perform the following steps:
 - a. Click **Browse** and select the appropriate remote server.

Note Refer to the **RAPIDComm Server** section of the worksheet in *Information Required for Installation on page 15*, for this information.
 - b. Click **OK** to return to the **Installation** window.
13. Click **Next**.
14. On the **Customer Information** window, type the site name in the **Institution name** field, and then click **Next**.
15. On the **RAPIDComm Service Account** window, enter the service account information in the **Account**, **Password**, and **Domain** fields, and then click **Next**.

Note Refer to the **Service Account** section of the worksheet in *Information Required for Installation on page 15*, for this information.
16. On the **RAPIDComm Administrators Group** window, enter the appropriate **Group name** and **Domain** (computer name), and then click **Next**.

Note Refer to the **Application Administrator** section of the worksheet in *Information Required for Installation on page 15*, for this information.
17. Click **Install**.
18. When the installation is complete, click **Finish**.

The program will prompt you to create database backup jobs using the RAPIDComm Backup Configuration utility.
19. Open the utility, and follow the instructions on the window to configure your backup options. Refer to the RAPIDComm online Help for more information on configuring backup jobs.

Note Incremental backups start after the first scheduled full backup, so a full backup should be scheduled within a day of installation.

Installing RAPIDComm Data Management System Software on Workstations and Clients

To install the RAPIDComm Data Management System on a workstation or client:

1. Log on to a RAPIDComm workstation or client using an account that has operating system administrative permission.
2. Open the folder that contains the installation files, and double-click **setup.exe**.
3. The RAPIDComm installation checks for the installation of Microsoft .NET Framework 4.5.2 Full and SAP Crystal Reports runtime engine for .NET Framework 4 (x86 or x64). If either or both are not installed the program will install them before installing the RAPIDComm product.

Note During the installation of .NET components do not use the **Cancel** button. If the installation of either component fails, the value in the **Status** column will indicate **Failed** and you will receive a message noting the failure and asking if you want to continue. When prompted, click **No**, restart your server, and then begin the installation again. If it fails a second time, contact your local Siemens support provider for assistance.

Note These components should not be removed once installed.

- a. Click **Install** if instructed to install either of these products.
- b. Microsoft .NET Framework components will be installed first (if missing), which will take several minutes and may require a restart when finished.
4. If a restart is requested, you may need to log on again to continue the installation. The program may also prompt you to run the **Setup.exe** file again. If so, click **Run**. You will again be prompted to install the Crystal Reports runtime engine. Click **Install**.
5. On the **Welcome** window, click **Next**.
6. Either accept the default installation directory and continue to step 7 (recommended), or click **Change** to select a different directory and perform the following steps:
 - a. On the **Change Current Destination Folder** window, browse to or create an alternate directory.
 - b. Click **OK** to confirm and close the window.
7. Click **Next**.

8. On the **Installation Type** window, select **RAPIDComm Workstation** or **RAPIDComm Client**, and then click **Next**.
9. If you are installing the workstation software, the **RAPIDComm Service Account** window appears. Enter the service account information in the **Account**, **Password**, and **Domain** fields, and then click **Next**.
Note Refer to the **Service Account** section of the worksheet in *Information Required for Installation on page 15*, for this information.
10. On the **Server Information** window, enter the appropriate RAPIDComm system server name, and then click **Next**.
Note Refer to the **RAPIDComm Server** section of the worksheet in *Information Required for Installation on page 15*, for this information.
11. Click **Install**.
12. When the installation is complete, click **Finish**.

Registering Product(s)

The RAPIDComm Data Management System software can include Blood Gas, Cardiac, Diabetes, Urinalysis or any combination of the these components. You have a 30-day grace period to complete the required registration.

You register components after you have finished installing the RAPIDComm software on the server.

To register component(s):

1. Obtain the product key you received in your confirmation email.
2. Log on to the RAPIDComm Data Management System software as an Application Administrator.
3. Click **Utilities > Product Registration**.
4. Follow instructions on the window to complete the product registration.

3 Installing or Upgrading the RAPIDComm Web Application

This chapter describes the RAPIDComm 7.0 Web Application (Web App) software system installation procedures, including system requirements, access, and instructions to get started.

Prerequisites

To install the RAPIDComm Web App, you must use:

- Administrator rights
- Microsoft .NET Framework 4.5.2 (installed by the program if missing)
- Windows IIS Server
- HTTPS protocol, which ensures communications between your browser and the Web App are encrypted. In addition, you are responsible for the installation and maintenance of SSL certificates.

Windows IIS Server

Windows IIS is the Microsoft Web Server that must be installed for the RAPIDComm Web Application to function. The IIS Server can be installed locally or on a remote server accessible to RAPIDComm. IIS must be installed using the Administrator account on Windows Server 2008 R2, Windows Server 2012 R2 or Windows Server 2016.

Note The IIS Web Server can be established on the existing RAPIDComm Server, or you can use a separate IIS Web Server.

System Requirements

Table 3-1: Prerequisites for IIS Web Server

Component	Notes
Computer Workstation: 32-bit or 64-bit	<ul style="list-style-type: none">• Administrator privileges on computer• Retain IIS Web Server name or IP address
Windows Server 2016	<p>IIS installed with the following role services enabled:</p> <ul style="list-style-type: none">• Common HTTP Features: Static Content• Performance: Static Content Compression• Application Development: ASP.NET 4.6• Management Tools: IIS Management Console IIS Management Scripts and Tools <p>IIS installed with the following feature enabled:</p> <ul style="list-style-type: none">• .NET Framework 4.6 feature: ASP.NET 4.6

Component	Notes
Windows Server 2012 R2	IIS installed with the following role services enabled: <ul style="list-style-type: none"> • Common HTTP Features: Static Content • Performance: Static Content Compression • Application Development: ASP.NET 4.5 • Management Tools: IIS Management Console IIS Management Scripts and Tools IIS installed with the following feature enabled: <ul style="list-style-type: none"> • .NET Framework 4.5 feature: ASP.NET 4.5
Windows Server 2008 with SP2	IIS installed with the following role services enabled: <ul style="list-style-type: none"> • Common HTTP Features: Static Content • Performance: Static Content Compression • Management Tools: IIS Management Console IIS Management Script and Tools
Microsoft .NET Framework 4.5.2 Full	If not installed, the program will install.

Table 3-2: Prerequisites for Web App Client

Component	Notes
Apple iPad (iOS 5.0 or newer)	

Component	Notes
Computer Workstation: 32-bit or 64-bit	
Web Browser: <ul style="list-style-type: none"> • Microsoft Internet Explorer 11 • Microsoft Edge • Google Chrome • Mozilla Firefox • Apple Safari (on iPad) 	<ul style="list-style-type: none"> • IIS Web Server name or IP address • Internet Explorer requires Compatibility View to be turned off. Click Tools > Compatibility View Settings > and uncheck "Display intranet sites in Compatibility View".

Installing Windows IIS on Windows Server 2012 R2 or Windows Server 2016

1. Open **Server Manager**.
2. At the top right, click **Manage** and select **Add Roles and Features**.
The **Add Roles and Features Wizard** starts.
3. Click **Next**.
4. The **Select installation type** window appears. Click **Next** to accept the defaults.
5. The **Select destination server** window appears. Click **Next** to accept the defaults.
6. The **Select server roles** window appears. Scroll down and select **Web Server (IIS)** and then select **Web Server**.
7. Select the IIS roles for Windows Server 2012 R2 listed in *Table 3-1, Prerequisites for IIS Web Server*.
8. Click **Next**.
9. The **Select features** window appears. Click **Next** to accept the defaults and continue.
10. The **Confirm installation selections** window appears. Click **Install** to complete installation.
11. Click **Close**.

Installing Windows IIS on Windows Server 2008 R2

1. Open **Server Manager**.
2. Scroll down to the **Roles Summary** section, and click **Add Roles**.
The **Add Roles wizard** starts.
3. Click **Next**.
The **Select Server Roles** window appears.
4. Select **Web Server (IIS)** and click **Next**.
The **Web Server (IIS)** window opens.
5. Click **Next**.
6. Select the IIS role services for Windows Server 2008 listed in *Table 3-1, Prerequisites for IIS Web Server*.
7. Click **Next**.
8. Confirm your selections and click **Install** to complete installation.
9. Click **Close**.

Installing RAPIDComm Web App Software

1. On the computer that you have chosen to be the IIS Web Server for the RAPIDComm Web App, log on as an administrator.
2. Open the folder that contains the installation files and double-click **setup.exe**.
3. The installation checks for the installation of Microsoft .NET Framework 4.5.2. If it is not installed, it will prompt you to install it before installing the RAPIDComm Web App software. Click **Install**.
4. The **Welcome** window appears. Click **Next** to continue.
5. The **License Agreement** window appears. Click **I accept the terms in the license agreement**.
6. Click **Next** to continue.
7. The **Destination Folder** window appears. Click **Next** to continue and accept the default folders.
8. The **Web Site Selection** window appears. Click **Next** to accept the **Default Web Site** entry.
9. The **RAPIDComm Server** window appears. Click **Next** to keep the default **localhost** if the RAPIDComm server is on the same system as the IIS Web Server. If the RAPIDComm server is located on a different PC, specify the RAPIDComm server name or IP address when prompted.
10. Click **Install** to install the RAPIDComm Web Application software.
11. Click **Finish** to complete the installation, and then restart Windows.

Upgrading the RAPIDComm Web App Software

When you upgrade the RAPIDComm Web Server to Version 7.0, the upgrade process will use the installation destination folder, web site name, and web server name previously defined for the RAPIDComm 6.0 or 6.2 Web Server.

To upgrade the RAPIDComm 7.0 Web Application software:

1. On the computer that you have chosen to be the IIS Web Server for the RAPIDComm Web App, log on as an administrator.
2. Open the folder that contains the installation files and double-click **setup.exe**.
3. The installation checks for the installation of Microsoft .NET Framework 4.5.2. If it is not installed, it will prompt you to install it before installing the RAPIDComm Web App software. Click **Install**.

4. The **Welcome** window appears. Click **Next** to continue.
5. The **License Agreement** window appears. Click **I accept the terms in the license agreement**.
6. Click **Next** to continue.
7. Click **Install** to install the RAPIDComm Web Application software.
8. Click **Finish** to complete the installation, and then restart Windows.

Accessing the RAPIDComm Web Application

To use the Web App, you will need the appropriate role assigned to your RAPIDComm user group.

RAPIDComm Role	Functionality
Web User	Access the Web App
Operator Manager	Use operator management features
Device Operator	Use device status features

If your facility has the intranet blocked, contact your IT Department to enable it so that you are able to access the RAPIDComm server using a browser.

You can access the RAPIDComm Web App using any HTML5-compliant browser, for example, Internet Explorer 10, Firefox, or Chrome.

To access the Web App:

1. Open the web browser on your computer or iPad and, in the address bar, type: `http://<IIS Web Server name or IP Address>/rapidcomm`
Note To access the secure connection feature, use HTTPS.
2. Press **Enter**. The Sign In page displays.
3. Optionally, you can add the Sign In page to the iPad home screen, which will then appear as a clickable icon (*Figure 3-1* and *Figure 3-2*).

4. Sign into the Web App with your existing RAPIDComm user ID and password.

The username must be in Domain\username format.

Figure 3-1: Adding an icon to the iPad home screen



Figure 3-2: RAPIDComm icon on the iPad home screen



Additional Considerations

- To use Device Link functionality on the browser, port 5443 must be open on the IIS Web server to enable communication in case your facility has a firewall between clients and instruments.
- When using a web browser on a PC to access the Web App, you have to use the mouse to scroll.

4 Upgrading RAPIDComm Software

This chapter describes how to upgrade to RAPIDComm Data Management System Software version 7.0.

Upgrade Considerations

Prior to initiating the upgrade process, note the following upgrade considerations:

- Siemens recommends that your IT department perform this upgrade.
- Systems currently running RAPIDComm software version 6.0, 6.1 or 6.2 can be upgraded to software version 7.0 directly.
- If you are running RAPIDComm software version 4.0 or 5.0, you must upgrade to version 6.1 before upgrading to software version 7.0.
- If you are running RAPIDComm software version 1.0, 1.1, or 2.0, you must upgrade to software version 3.0 and then to 5.0 and then to 6.1 before upgrading to software version 7.0.
- If you are running RAPIDComm software version 3.0, you must upgrade to software version 5.0 and then 6.1 before upgrading to software version 7.0.

To confirm the software version you currently have installed, launch the RAPIDComm application and click **Help > About**. The software version will be the first 2 numbers following the Version. For example, 4.0.3118 is version 4.0.

- IT support is required:
 - For access to any RAPIDComm clients or workstations and access to all analyzers in case communications need to be reset. Be sure that you have an admin account (or an IT contact) to upgrade any workstations and/or clients to RAPIDComm 7.0.
 - For server access and HIS/LIS support, if interfaces need to be restarted or hospital connection rules need minor changes.
 - For e-mail system, if you will use PEP Admin or automatic email alert notifications.
 - For Internet Information Server (IIS) configuration if you will use the RAPIDComm Web App.
 - For SQL Server administration, if you are using a remote SQL Server database.

- For any LIS interface changes that may be required. Review the *New Considerations for Hospital Connection Interfaces on page 45* for more information.
- To upgrade to software version 7.0, you must log into Windows with administrative privileges. Complete the section *Performing Pre-Upgrade Backup Tasks on page 41*, before you begin the upgrade process. This section helps you identify information to enter during the upgrade process, and describes the initial RAPIDComm application status required at workstations and client computers prior to performing an upgrade.
- The installation program automatically uninstalls the RAPIDComm/ POCcelerator Operator Integration tool. This functionality has been added to the version 7.0 application.
- The RAPIDComm Data Management System supports Blood Gas, Cardiac, Diabetes, Urinalysis, or a combination of these components. You will need to choose only the applicable device component(s) that you are adding during the upgrade process. Any existing components will be chosen by default.
- If you are adding new components, you must register on the product website after the upgrade. You will use the new product key emailed to you for this registration. If you are upgrading directly and are not adding additional device components, registration is not required.
- Be aware that there is a period of downtime while the RAPIDComm server is being upgraded:
 - RAPIDComm server downtime should only be about 30 minutes but you should prepare for a minimum of 2 hours.
 - Ensure the RAPIDComm full backup operation is currently successful and estimate how long the full backup takes to complete, and factor that into potential downtime.

Pre-Upgrade Checklist

Use the following checklist to ensure all required pre-upgrade procedures are completed before performing the upgrade. You must resolve any issues before proceeding with the upgrade.

<input type="checkbox"/>	Verify System Software Configuration	
	1.	Identify your Windows Server OS and SQL Server Software Versions. See <i>Identify Windows Server OS and SQL Server Software Version Information on page 38</i> . For instructions on how to identify Windows Server OS and SQL Server software version information, refer to <i>Appendix A, Identifying Software Versions</i> .
	2.	Verify system requirements by comparing your system software configuration to ensure it meets the criteria in <i>Table 4-2, Supported System Software Configurations</i> .
	3.	If necessary, install the required Windows Server or SQL Server service packs and restart your system. See <i>Install Required Service Packs on page 39</i> .
<input type="checkbox"/>	Ensure that there is sufficient hard disk space on the drive where RAPIDComm is installed. Refer to <i>Table 2-1, Minimum Hardware Requirements</i> for disk space requirements.	
<input type="checkbox"/>	Identify Installation Account and Service Account. See <i>Identifying Installation and Service Account Information on page 39</i> .	
<input type="checkbox"/>	Ensure the RAPIDComm Service Account on the server meets the following criteria:	
	<input type="checkbox"/>	Is designated as the log on account for the three RAPIDComm services.
	<input type="checkbox"/>	Is the database owner for the three RAPIDComm databases in SQL Server. You can identify the database owner by viewing the database properties in SQL Management Studio.
	<input type="checkbox"/>	Matches the DBA account field in the Rapidcomm database dbo.Misc table. To view the table contents, open SQL Management Studio, select the rapidcomm database and then run the query select * from dbo.misc .

<input type="checkbox"/>	<p>Perform Pre-Upgrade Backup Tasks. See <i>Performing Pre-Upgrade Backup Tasks</i> on page 41.</p> <p>Note Ensure that there are no samples in the Patient and QC validation queues or duplicates lists. If so, these should be processed/removed prior to running a backup or performing an upgrading.</p>
<input type="checkbox"/>	<p>Verify Database Compatibility. See <i>Verifying Database Compatibility</i> on page 42.</p>

Verifying Your System Software Configuration

To verify your software configuration, identify the Windows Server OS and SQL Server Software version on your system and compare it to the system software configurations supported by RAPIDComm 7.0.

Identify Windows Server OS and SQL Server Software Version Information

Identify the software versions of the Windows Server operating system and the SQL Server software on your system and record the information in *Table 4-1*.

Refer to *Appendix A, Identifying Software Versions* for information on how to identify software version information on Window Server and SQL Server.

Table 4-1: Windows Server OS and SQL Server Software Version Information

	Software Version	Service Pack
Windows Server Operating System		
SQL Server		

Verify System Requirements

Table 4-2 lists the system configurations supported by RAPIDComm 7.0 and the required minimum service packs.

Note If you currently have a system configuration not listed below, do not proceed with the upgrade. Contact your local Siemens support provider for assistance.

Table 4-2: Supported System Software Configurations

Component	Windows Operating System	Service Pack	Microsoft SQL Server	Service Pack
Server	Windows Server 2008 Standard Edition (32-bit)	SP2	SQL Server 2008 Workgroup Edition (32-bit)	SP4
	Windows Server 2008 Standard Edition (64-bit)	SP2	SQL Server 2008 Workgroup Edition (64-bit)	SP4
	Windows Server 2008 R2 (64-bit)	SP1	SQL Server 2008 R2	SP3
	Windows Server 2012 R2 (64-bit)	N/A	SQL Server 2012 (64-bit)	SP2
Workstation/ Client	Windows 8.1 Standard Edition (64-bit)	N/A	N/A	N/A
	Windows 7 Professional (32-bit)	SP1	N/A	N/A
	Windows 7 Professional (64-bit)	SP1	N/A	N/A

Install Required Service Packs

To install required service packs for Windows Server and SQL Server:

1. Download and install the software from the Microsoft website.
2. After you have finished installing any necessary service packs, restart your system.

Identifying Installation and Service Account Information

You need to identify account information for both the Installation Account and the Service Account. The Installation Account is a domain account that has the privileges needed to install and upgrade software on the server, workstations and clients. The Service Account is the account that owns the RAPIDComm software and its services on the RAPIDComm Server.

The Service Account domain and username must be in the format of <domain>\<username>. RAPIDComm is not compatible with User Principal Name (UPN) formatting (for example, user@domain).

Note The service account name or the domain name cannot be changed during upgrade. Contact your local Siemens support provider for instructions to change either name.

To identify account information:

1. If you do not know the account names, domains, and passwords for either the **Installation Account** and the **Service Account**, contact your IT administrator to get this information.
2. Record this information in *Table 4-3, Install and Service Account Information*.

Table 4-3: Install and Service Account Information

	Installation Account	Service Account
Name		
Domain		
Password		

Note Siemens strongly recommends that you change your Service Account password frequently for security purposes. After you change your password, be sure you update the password in Windows Services for each of the RAPIDComm services:

- Rapidcomm Backup Services Server
- Rapidcomm Business Services Server
- Rapidcomm Communication Services Server
- Rapidcomm Hospital Connection Services Server

Performing Pre-Upgrade Backup Tasks

Before beginning the upgrade, ensure the following backup activities are performed:

- If you are using a virtual server, request that IT create a snapshot of the virtual machine before performing the upgrade.
 - Create a new backup folder, preferably on a separate physical drive from the RAPIDComm installation.
 - Ensure that there are no samples in the Patient and QC validation queues or duplicates lists. If so, these should be processed/removed prior to running a backup or performing an upgrading.
1. Perform a RAPIDComm database backup:

If you are using RAPIDComm to perform a database backup, do the following:

- a. Log in to RAPIDComm and click **Utilities > Manage Database > Back Up Data**.
- b. Click **Run Full Backup** and then click **OK**.
- c. Periodically click the **Refresh** button until you can confirm that the **Status** column shows that the full backup was successful and that the **Last Run Time** value is that of the current backup.

Note If the backup was not successful, do not proceed with the upgrade and contact your local Siemens support for assistance.

If the default RAPIDComm backup plans have been altered, the IT department should perform a full backup of the RAPIDComm database using their maintenance plans.

2. Copy the RAPIDComm backups to the newly created backup folder.
3. Copy the Siemens.Rapidcomm.Gateway.Server.exe.config file to the new backup folder. By default, this file is located in the RAPIDComm installation directory, C:\Program Files\Siemens\Rapidcomm.
4. Copy the Siemens.Rapidcomm.Security.SecurityManager.dll. RoleMapByGroup.xml file to the new backup folder. By default, this file is located in the RAPIDComm installation directory, C:\Program Files\Siemens\Rapidcomm.

Verifying Database Compatibility

Before you attempt to upgrade to RAPIDComm 7.0, check the current database compatibility level in SQL Management Studio.

To do this in SQL Server 2008:

1. Open Microsoft SQL Server Management Studio.
2. On the tree, expand **Databases**.
3. Right-click the **Rapidcomm** database and select **Properties**.
4. Click **Options** and make sure the Compatibility level is set to **SQL Server 2008**.
5. Repeat steps 1–4 for the **RapidcommAudit** and **RapidcommGateway** databases and then exit management studio.

To do this in SQL Server 2012:

1. Open Microsoft SQL Server Management Studio.
2. On the tree, expand **Databases**.
3. Right-click the **Rapidcomm** database and select **Properties**.
4. Click **Options** and make sure the Compatibility level is set to **SQL Server 2012**.
5. Repeat steps 1–4 for the **RapidcommAudit** and **RapidcommGateway** databases and then exit management studio.

Upgrading RAPIDComm Software on the Server

To upgrade RAPIDComm software on the server:

1. Confirm that the RAPIDComm application services and user interface are closed on all workstation and client systems.
 - a. In the RAPIDComm application for each workstation and client, click **System > Exit** or **Sign Out**.
 - b. Exit all open Windows applications on the server.
 - c. Leave the computer logged in and at the Desktop screen.
2. Confirm that the RAPIDComm application services are running on the server.

On Windows 2012:

- a. Click **Start > Administrative Tools**.
- b. Click **Services**. The status for the three RAPIDComm services should be **Running**.

On Windows 2008:

- a. Click **Start > Administrative Tools > Server Manager**.
- b. Expand **Configuration**, click **Services** and then click the **Standards** tab. The status for the three RAPIDComm services should be **Started**.

3. Click **System > Exit** to close the RAPIDComm user interface on the server if it is running.
4. Open the folder that contains the installation files and double-click **setup.exe**.
5. The RAPIDComm InstallShield Wizard starts and checks to ensure that the **Microsoft .NET Framework 4.5.2 Full** and **SAP Crystal Reports runtime engine for .NET Framework 4.5.2 (x86 or x64)** needed for RAPIDComm 7.0 are installed. If either is not installed, it will open a window showing which is needed and request approval to install missing components. To approve, click **Install**. During this time, do not interrupt or cancel the process.

Note These components should not be removed once installed.

It will take several minutes for each to install. If prompted, reboot your system.

6. A reminder screen appears indicating that a manual, full backup is recommended before upgrading. Do one of the following:
 - a. If you have performed a backup, click **OK** to continue.

- b. If you have not performed a backup, click **Cancel** to stop the installation and perform the backup. The installation will exit but the required components installed in step 5 will not be removed. You will enter at this point when you restart the installation by double-clicking **Setup.exe** in the installation directory.
7. The **InstallShield Wizard** window appears and the space available is computed to ensure that there is enough space for a successful upgrade. Click **Next** to continue with the installation.
8. The **License Agreement** window appears. Select the **I accept the terms in the license agreement** checkbox.
Note If you need a copy of the license agreement, you can print it before leaving this screen.
9. Click **Next**.
10. The **Device Component Selection** dialog window appears. Choose any additional components to be installed based on any changes to the list of products you have licensed. All existing components will be checked and grayed out.
11. Click **Next**.
12. The **RAPIDComm Service Account** window appears. Type the **Service Account** password you recorded in *Table 4-3*. The **Account** and **Domain** fields are disabled to indicate that these fields cannot be changed during an upgrade.
13. Enter the **Password** of the listed account. Click **Next**.
14. The **Ready to Install the Program** window appears. Click **Back** if you need to revise any previous entries.
15. Click **Install**.
The **Installing RAPIDComm** window appears. The installation will take several minutes to complete.
Note Do not click **Cancel** to stop this installation.
The **InstallShield Wizard Completed** window appears when all components have been successfully installed.
16. Click **Finish** to complete the installation.

Registering RAPIDComm

If you are not adding new components with the version 7.0 upgrade, you do not need to re-register RAPIDComm.

If you have added new components to your license, you must re-register RAPIDComm as described below.

To re-register RAPIDComm:

1. Sign-in to the RAPIDComm software as an application administrator.
2. Click **Utilities > Product Registration**.
3. Click **Update**.
4. Follow the on-screen instructions to enter the new Product Key from your new software certificate and complete the product registration process.

Verifying Server Operations Post Upgrade

After the upgrade is complete, perform the following steps:

1. Using RAPIDComm, perform a full backup of the database and ensure that it completes successfully.
2. Check the status of the devices in RAPIDComm and ensure that they are communicating.
3. Run test samples on one or more analyzers. Ensure that the samples:
 - Appear in RAPIDComm
 - Are received by the LIS system, if applicable
4. Copy the backup folder created previously to the RAPIDComm installation directory. Name the folder **RAPIDComm 7.0 Backup Files**.

New Considerations for Hospital Connection Interfaces

If you have configured any ADT, Orders, Patient Query, or Results hospital connections, when you upgrade to RAPIDComm 7.0, the hospital connection settings are retained and migrated:

- ADT, Orders or Patient Query connections are migrated directly to new ADT, Orders, or Patient Query connections using their current connection names.
- Device type based Results connections are migrated to new individual Results connections, such as R1, R2, R3, using their current connection names.

- Conflicting or unsupported characters used in any hospital connection name are replaced with a tilde (~).
- Any preexisting IP address and port configurations (that would be considered a conflict in version 6.1) will retain their current configuration without alteration. However, if you subsequently edit one of these fields it will require you to enter new, unique IP addresses and port settings.

Upgrading the RAPIDComm Software on Workstations and Clients

To upgrade RAPIDComm software on a workstation or client:

1. Log in to the workstation or client with required privileges.
2. Consult *Table 4-2, Supported System Software Configurations* and upgrade your system to the service pack listed or higher.
3. Open the folder that contains the upgrade files and double-click **setup.exe**.

Note It may take several minutes before the InstallShield Wizard appears to check for and install required .NET software. During this time, do not interrupted or cancel the upgrade process.

The system performs the following actions:

- The **InstallShield Wizard** window appears.
 - The **Preparing to Install** window appears, followed by the **Welcome to the InstallShield Wizard for RAPIDComm 7.0** window.
4. Click **Next**.
 5. If you are installing the RAPIDComm software on a client, go to step 7.
If you are installing the software on a workstation, the **RAPIDComm Service Account** window appears.
 6. Enter the **Service Account** password you recorded in *Table 4-3, Install and Service Account Information*.
The **Account** and **Domain** fields are disabled to indicate that these fields cannot be changed during an upgrade.
 7. Click **Next**.
The **Ready to Install the Program** window appears.
 8. Click **Back** if you need to revise a previous entry.
 9. Click **Install**.
The **Installing RAPIDComm** screen appears.
Note Do not click **Cancel** to stop this installation.
The **InstallShield Wizard Completed** window appears.
 10. Click **Finish**.
 11. If requested, reboot the computer. Otherwise, restart the RAPIDComm application.

5 Adding and Registering Device Components

This chapter describes how to add and remove components from RAPIDComm.

Adding and Removing Device Components

To add or remove a device component:

1. On the Windows task bar, click **Start > Control Panel > Programs > Programs and Features**.
2. Click **RAPIDComm 7.0 Server**, right click and select the **Change** option.

The **Welcome to InstallShield Wizard for RAPIDComm** window appears.

3. Click **Next**.

The **Device Component Selection** window appears.

Note To interrupt and back up the install process, click **Cancel**.

4. To add a component:
 - a. Select the checkbox next to the component to add.
 - b. Click **Next**.

The **Ready to Install the Program** window appears.

- c. To continue, click **Install**.

The **Installing RAPIDComm** window with progress bar appears.

When the install process completes, the **InstallShield Wizard** window appears.

- d. Click **Finish**.

5. To remove a component:

- a. Clear the checkbox to the left of the component to remove.

A window appears warning you that removing a component will result in the loss of any associated data.

- b. Click **OK**.
- c. Click **Next**.

The **Ready to Install the Program** window appears.

- d. To continue, click **Install**.

The **Installing RAPIDComm** window with progress bar appears.

When the install process completes the **InstallShield Wizard Completed** window appears.

- e. Click **Finish**.

If you do not change any of the selections, a window appears indicating that no maintenance actions will take place. Click **OK**.

6. To exit the Add/Remove process when you did not add or remove components:
 - a. Click **Cancel**.
 - b. On the **Confirmation** window, click **Yes**.
 - c. Click **Exit**.

Registering Device Components

The RAPIDComm Data Management software can include Blood Gas, Cardiac, Diabetes, Urinalysis, or any combination of these components.

After Installation

You register components after you have finished installing the RAPIDComm software on the server.

To register component(s):

1. Obtain the product key included in your RAPIDComm software certificate that was emailed to you.
2. Log on to the RAPIDComm Data Management System software as an Application Administrator.
3. Click **Utilities > Product Registration**.

Follow instructions on the window to complete the product registration.

After Upgrade

When you add new components to your license, you must re-register RAPIDComm as described below.

To re-register RAPIDComm:

1. Sign-in to the RAPIDComm software as an application administrator.
2. Click **Utilities > Product Registration**.
3. Click **Update**.

Follow the on-screen instructions to enter the new Product Key that was emailed to you and complete the product registration process.

Appendix A: Identifying Software Versions

This Appendix describes how to identify the software versions of the Windows Server operating system and the SQL Server software on your system.

Identifying Windows Server OS Software Versions

After you have identified the operating system and service pack information, record the information in *Table 4-1, Windows Server OS and SQL Server Software Version Information*.

Windows Server 2012 R2 or 2016

To identify the software version information on a Windows 2012 R2 or Windows Server 2016 system, click **Start > Control Panel > System and Security > System**.

The operating system and service pack appear in the Windows Edition section.

Windows Server 2008 R2

To identify and record the software version information on a Windows 2008 R2 system:

1. Click **Start**, and right-click **Computer**.
2. Click **Properties**.

The operating system and service pack appear in the **Windows Edition** section.

Identifying SQL Server Software Versions

SQL Server 2012 or 2016

To identify the installed SQL Server software version and service pack on a system running SQL Server 2012 or SQL Server 2016:

1. Open the SQL Server Management Studio.
2. On the **Connect to Server** window, in the **Authentication** field confirm that **Windows Authentication** appears. Click **Connect** to connect to the database.

3. The **Object Explorer Details** pane appears. If the pane does not open by default, from the **View** menu, click **Object Explorer Details** or click F8.
4. You can determine the software version from the header of the **Object Explorer Details** window, which reads from left to right:

`<node name> (SQL server M.m.Fn - <login account>),`
 where,

- *M.m* indicates the software version
- *Fn* indicates the service pack (see *Table A-1* or *Table A-2*)

If the *Fn* is greater than one of the values in *Table A-1* or *Table A-2*, choose the service pack with the lower value. For example in *Table A-1*, **11.00.5343** is a cumulative update for SQL Server 2012 Service Pack 2, so you would record Service Pack 2 (5343 is lower than 5058).

Table A-1: SQL Server 2012 Service Packs

Fn Field	Service Pack
11.0.2100.60	No Service Pack (RTM)
11.0.3000.0	Service Pack 1 (SP1)
11.0.5058.0	Service Pack 2 (SP2)

Table A-2: SQL Server 2016 Service Packs

Fn Field	Service Pack
13.00.1601.5	No Service Pack (RTM)
13.0.4001.0	Service Pack 1 (SP1)

SQL Server 2008 or 2008 R2

To identify the installed SQL Server software version and service pack on a system running SQL Server 2008 or 2008 R2:

1. Open the SQL Server Management Studio by clicking **Start > All Programs > Microsoft SQL Server 2008 > SQL Server Management Studio**.
2. On the **Connect to Server** window, confirm that **Windows Authentication** appears on the Authentication line. Click **Connect** to connect to the database.
3. The **Object Explorer Details** window appears. If the window does not open by default, from the **View** menu, click **Object Explorer Details**.

4. You can determine the software version from the header of the **Object Explorer Details** window, which reads from left to right:

`<node name> (SQL server M.m.Fn - <login account>)`

where,

- *M.m* indicates the software version (10.0 for SQL Server 2008 or 10.5 for SQL Server 2008 R2)
- *Fn* indicates the service pack (see *Table A-3* or *Table A-4*)

If the *Fn* is greater than one of the values in *Table A-3* or *Table A-4*, choose the service pack with the lower value. For example, **10.00.4266** is a cumulative update for SQL Server 2008 Service Pack 2, so you would record Service Pack 2 (4000 is lower than 4266).

5. Record software version and service pack numbers in *Table 4-1, Windows Server OS and SQL Server Software Version Information*.

Table A-3: SQL Server 2008 Service Packs

Fn Field	Service Pack
1600.22	No Service Pack (RTM)
2531.00	Service Pack 1 (SP1)
4000.00	Service Pack 2 (SP2)
5500.00	Service Pack 3 (SP3)
6000.29	Service Pack 4 (SP4)

Table A-4: SQL Server 2008 R2 Service Packs

Fn Field	Service Pack
1600.1	No Service Pack (RTM)
2500.0	Service Pack 1 (SP1)
4000.0	Service Pack 2 (SP2)
6000.34	Service Pack 3 (SP3)

