

# RALS®-Plus RALS® Remote Connect (RRC)

## Customer IT/IS Technical Instructions

### 1. Re-Installation Procedure (Only licensed locations may be installed as per MAS Technology License agreement)

#### A. Confirm configuration of the database prior to the Client PC configuration.

The location to be re-installed must be set-up in the RALS-Plus RCS database prior to the installation of RRC on the hospital client PCs. If this is replacing an existing PC at a download site, the location will already be configured in the RALS-Plus RCS. If this is a new download location, call MAS Customer Support (1-877-627-7257) for assistance in configuring RALS-Plus prior to RRC installation.

#### B. Obtain/Verify RRC download station information and requirements.

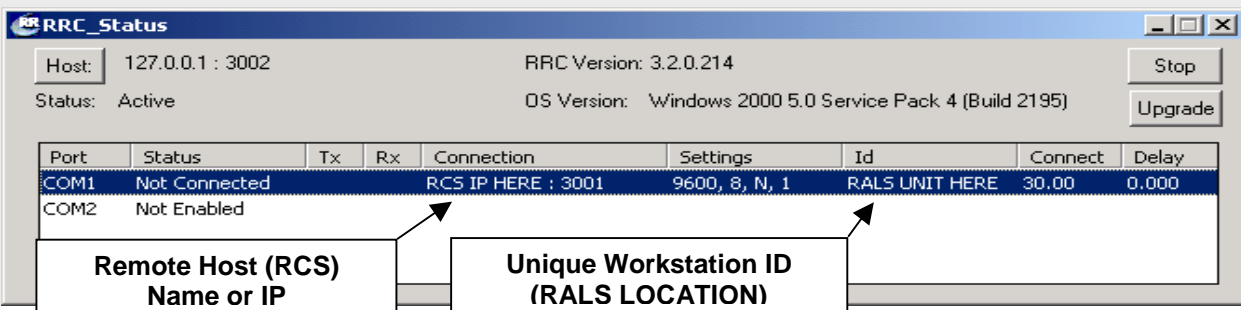
At minimum, RALS Remote Connect requires the following workstation configuration:

- Pentium 133 MHz Intel processor
- 32 Mb RAM
- 10 Mb of Hard Drive free space
- Winsock 2 installed
- Microsoft TCP/IP stack installed
- 16550 UART chipset for serial communications

To configure an RRC download location you MUST know the following information:

- Unique Workstation ID (RALS Download Location)
- RCS Server Name or IP

If you are replacing an existing RRC download workstation with a new PC, you can get this information from the existing RRC setup on the workstation by double-clicking the RRC icon (red dot) in the service tray.



The screenshot shows the RRC\_Status window with the following information:

- Host: 127.0.0.1 : 3002
- RRC Version: 3.2.0.214
- Status: Active
- OS Version: Windows 2000 5.0 Service Pack 4 (Build 2195)

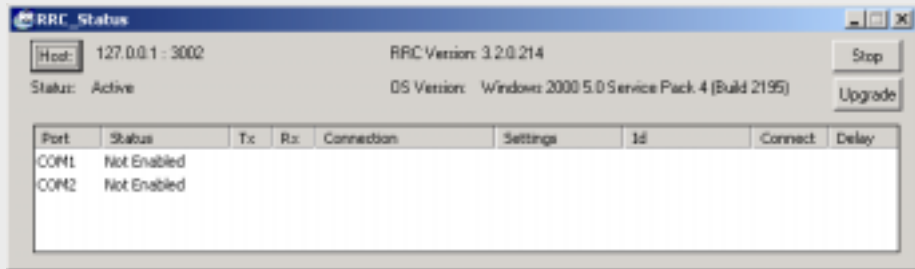
| Port | Status        | Tx | Rx | Connection         | Settings      | Id             | Connect | Delay |
|------|---------------|----|----|--------------------|---------------|----------------|---------|-------|
| COM1 | Not Connected |    |    | RCS IP HERE : 3001 | 9600, 8, N, 1 | RALS UNIT HERE | 30.00   | 0.000 |
| COM2 | Not Enabled   |    |    |                    |               |                |         |       |

Annotations in the image point to the 'RCS IP HERE : 3001' field in the table, labeled 'Remote Host (RCS) Name or IP', and the 'RALS UNIT HERE' field, labeled 'Unique Workstation ID (RALS LOCATION)'.

### C. Configure the Client PC for Installing RRC

Note: For Win NT/2000 systems, the installer must be logged in as an administrator during the installation process, as administrator rights are required to add a service to the local machine.

1. The RRC installation password is **ZoomZoom**. Contact MAS Customer Support (1-877-627-7257) for the RRC password of the day (Used in Step # 6). When prompted for the password, enter the RRC installation password and click **OK**.
2. Click **Next** on the next 2 screens. Click **Install**. After program install is complete, click **Finish**. Click **Yes** to reboot PC.
3. Upon reboot, the RRC icon (red dot) should appear in the tray.
4. Right-click the RRC icon and select **Administer RRC Settings**.
5. Enter the RRC password of the day and click **OK**.
6. Double-click on the COM Port you want to set up and select the **Enabled** check box.



7. In the Configure Port window set the following:

**Host:**  
Computer Name or IP of RCS Server

**Port:**  
3001 for Roche Glucose, 3005 for other devices

**ID:**  
Name of Download Unit in RALS System

**ID Type:**  
Type 1 for Roche Glucose operating with RALS-Plus Software. Type 3 for Roche Glucose operating with RALS-Lite Software.

8. Click **OK**, plug download cable into configured COM port and test download.

Repeat steps 6 – 8 for second COM port if desired.





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## 2. Additional Support Procedures for RALS-Remote Connect

### A. Downloading Devices Utilizing RRC

Under normal operation, no operator interaction should be necessary. The RALS-Remote Connect (RRC) service starts when the PC is booted and will remain running at all times. Devices that support automatic downloading may transfer data even if no user is logged in to the PC (however, the PC power must be on).

After RRC is installed, verify that the icon (dot) appears in the system tray.

- A **red** icon indicates RRC is idle and not connected to the Host (**NOT ACTIVE**).
- A **yellow** icon indicates RRC is attempting to connect with the Host (**CONNECTING**).
- A **green** icon indicates RRC is communicating with the Host (**ACTIVE**).

### B. Procedure for Stopping RALS-Remote Connect

Windows 95/98

1. Open the registry editor. (On the Start menu, click **Run**. Type "Regedt32" and click **OK**.)
2. Rename or delete the RRC value from the following two keys in the registry (follow the path):
  - HKEY\_LOCAL\_MACHINE/SOFTWARE/Microsoft/Windows/CurrentVersion/Run
  - HKEY\_LOCAL\_MACHINE/SOFTWARE/Microsoft/Windows/CurrentVersion/RunServices
3. Reboot the PC. The RRC icon should no longer appear in the service tray.

Windows NT/2000

1. While logged in as a user with local administrator authority, use the Control Panel Services options to locate the RALS Remote Connect service.
2. Stop the service and/or change the Startup option as desired.
3. If Startup option changed, reboot the PC as needed.

### C. Procedure for Un-Installing RRC (Windows NT/2000/98/95)

1. Open the Control Panel (on the Start menu, point to **Settings** and click **Control Panel**).
2. Double-click **Add/Remove Programs**.
3. Select **RRC**.
4. Remove **RRC**.
5. Reboot the PC.
6. Open the registry editor.
7. On the Edit menu, click **Find**; type "Rals Remote Connect" and click **Find Next**.

Press [**F3**] to delete all registry entries for *Rals Remote Connect*.

**For more information, call MAS Technical Support Toll-Free at 877-627-7257**