BD Assurity Linc™
Remote Systems Management Software

Features

- Continuously captures system diagnostic information from remote BD flow cytometer systems

- Enables BD support representatives to remotely access compatible BD flow cytometers to help answer questions and improve uptime

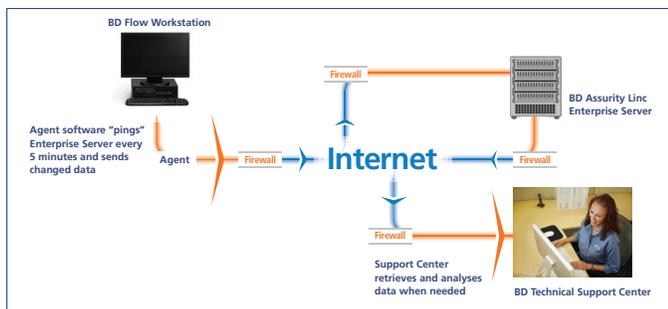- Uses VeriSign® Security Certified data transfer technology with SSL/AES encryption

Figure 1. Secure Remote Monitoring

The BD Assurity Linc Agent software installed on the BD flow cytometer workstation receives system health information from both the cytometer and the computer. Every few minutes, the Agent initiates contact with the BD Assurity Linc Enterprise Server and uploads approved information to be saved at the customer's server. The Agent does not accept connections from the Enterprise Server, nor any other source.
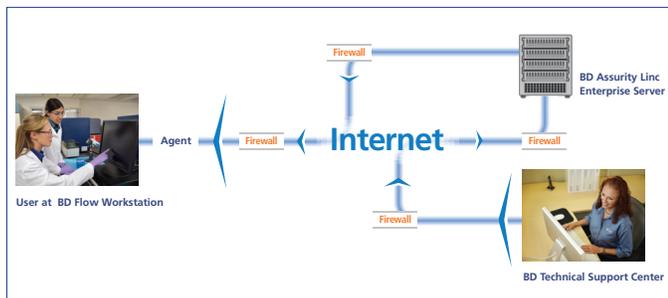

Figure 2. Secure Remote Desktop

The customer initiates and then approves each remote connection. When asked to control the BD workstation directly, a BD support representative explicitly confirms permission.

BD Assurity Linc™ secure remote systems management software connects compatible BD flow cytometers with BD technical support personnel so that they can rapidly troubleshoot and assist customers with system questions or problems.

Continuous Monitoring

BD Assurity Linc software is designed to log instrument and software diagnostic data from compatible BD flow cytometers so that it can be accessed remotely by BD technical support personnel.

When users call for support, BD support experts have data to help identify issues affecting the system.

Desktop Sharing for Problem Resolution

Once a user gives authorization, BD Assurity Linc software can connect BD support personnel to compatible BD flow cytometers. BD support personnel can see exactly what the cytometer user is experiencing first hand. In many cases, technicians can also make system adjustments, avoiding the need for a service call, which helps ensure maximum cytometer uptime.

Efficient Issue Resolution

In the event a system issue necessitates an on-site visit from a BD Field Service Representative, BD Assurity Linc software provides needed information, prior to the actual visit, to ensure a rapid resolution of the issue.

How BD Assurity Linc Software Works

BD flow cytometer software, used to operate the BD flow cytometer system, monitors and stores cytometer performance data. BD Assurity Linc software consists of two applications. BD Assurity Linc™ Agent software is installed on the BD flow cytometer workstation. The Agent securely connects to a BD Assurity Linc™ Enterprise Server using VeriSign® Security Certified data transfer technology with Secure Socket Layer/ Advanced Encryption Standard encryption. The Agent updates the BD Assurity Linc™ Enterprise Server with BD flow cytometer system information.

BD Assurity Linc Compatibility Matrix

Cytometer	Software	Versions
BD FACSVerse™	BD FACSuite™ software	1.0 and later
BD FACSCanto™ family	BD FACSDiva™ software	6.1.3 and later

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