

# GeneXpert Dx 6.5 Installation Instructions



302-4071, Rev. C November 2022

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The information was developed to be used by persons trained and knowledgeable in GeneXpert system operation or under the direct supervision of Cepheid Technical Support or service representatives. Updates to this document may be issued periodically.

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# 1 GeneXpert Dx v6.5 Upgrade and Installation Instructions

This document provides installation instructions and other information for GeneXpert Dx v6.5 software.

Note	This software installation instruction document assumes Microsoft Windows <sup>®</sup> 7 or Microsoft Windows <sup>®</sup> 10 has been installed and is properly configured on your system.				
Important	Use this document for new installations of GeneXpert Dx v6.5 Software or for upgrades to existing GeneXpert Dx software (v4.x and later) on Windows 7 and Windows 10 computers.				
Note	If upgrading from GeneXpert Dx software v2.1, contact Cepheid Technical Support for instructions. See Section 2.2, Technical Assistance for contact information.				
	The information in this document annlies only to GeneXpert Dy software installation				

The information in this document applies only to GeneXpert Dx software installation. Other than the topics described in this document, all other information for setting up, using and maintaining the GeneXpert Dx System is available in the *GeneXpert Dx Operator Manual*.

## 1.1 Before You Upgrade or Install the Software

The complete installation time will vary depending on whether or not you have GeneXpert Dx software installed on your computer. Software should be installed when there is a 1-2 hour time period when the system is not needed for testing and when there are no tests in process.

The software may require the support and verification from your lab LIS administrator. It is recommended to have these internal resources considered/allocated before beginning the installation process.

GeneXpert Dx 6.5 software must be installed by a system administrator. For more information on system administration, see Section 2.5 in the *GeneXpert Dx Operator Manual*.

Note

Some antivirus programs may block or interfere with installation of the GeneXpert Dx software. If installation is not successful, it may be necessary to temporarily disable any antivirus program on the PC in accordance with your institution's security policies and retry the GeneXpert Dx software installation.

Important

The C360 Sync client can interfere with the installation of the GeneXpert Dx software. If C360 Sync or database processes are active, they must be stopped and shut down before starting the software installation.

#### **Verify Computer Minimum Requirements**

- GeneXpert system computer supplied by Cepheid
- Operating System specifications:

Operating System	Minimum RAM	Minimum Available Disk Space
Windows <sup>®</sup> 7	4 GB	15 GB
Windows <sup>®</sup> 10	4 GB	15 GB

## 1.2 Turning On The Computer and Logging On

Use the following procedure to turn the computer on and log onto the computer.

- 1. Turn on the GeneXpert Dx System computer.
- 2. Wait for the system to boot.
  - On Windows 7, the Windows Account screen appears. See Figure 1.
  - On Windows 10, the Windows Lock screen appears. See Figure 2. Click anywhere on the screen to display the Windows Account and Password screen. See Figure 4.



Figure 1. Windows 7 Account Screen



- 3. On the Windows Account screen, select the **Cepheid-Admin** user account (see Figure 1 and Figure 4).
  - On Windows 7, The Windows Password screen appears. See Figure 3.
  - On Windows 10, the Cepheid user account password field appears. See Figure 4.

The GeneXpert Dx System computer is configured with two Windows accounts. The **Cepheid-Admin** account is for administrator tasks such as software updates and system configuration; and the **Cepheid-Techsupport** account is for use only by Cepheid Technical Support. See Figure 1 and Figure 4.



You must be logged on using the preconfigured Cepheid-Admin account. If you log on using a different user name and profile, the power management settings will be incorrect.



Figure 3. Windows 7 Password Screen



Figure 4. Windows 10 Account and Password Screen

- 4. On the Windows Password screen (see Figure 3 and Figure 4), enter the system administrator password previously assigned.
- When GeneXpert Dx software starts, enter your password. The Database Management dialog box will be displayed, inquiring about backing up the database. Select YES to perform database management tasks. Perform a complete backup of the database.

For complete instructions about backing up the database, see Chapter 5 in the *GeneXpert Dx System Operator Manual*.

**Note** If you are performing a software upgrade from any previous GeneXpert Dx version, always back up the existing database using the GeneXpert Dx Software Database Management Menu.



Figure 5. Backup Database Dialog Box

- 6. After the database has been backed up, exit the GeneXpert Dx software.
- 7. Quit any other applications that may be running on the computer.
- 8. Turn off all GeneXpert Dx instruments connected to the computer.

### 1.3 Connecting and Using the DVD Drive

The DVD drive can be either an external drive which must be connected to the system using a USB port, or an internal drive, already installed in the system.

### 1.3.1 Connecting an External DVD Drive to the GX Dx System

Connect the supplied external DVD drive to the GX Dx system as follows:

1. Locate the DVD drive. The DVD drive is shipped in the accessories box and is labeled as an item to save.Locate the DVD drive. The DVD drive is shipped in the accessories box and is labeled as an item to save (see Figure 6).



Figure 6. Provided DVD Drive, shown with Loading Door Open

- 2. Plug the DVD drive into one of the available USB ports on the system.
- 3. Press the **Eject** button on the front of the DVD drive to open the door.
- 4. Proceed with the installation of GeneXpert Dx 6.5 software. See Section 1.4.

### 1.3.2 Using the Internal DVD Drive in the GX Dx System

If a DVD drive is installed in the system, use the following procedure to access the drive.

- 1. Locate the DVD drive. The drive is installed on the GeneXpert Dx System computer but the location of the drive will vary:
  - On a desktop computer, the drive will be accessed from the front of the computer, and
  - on a laptop, the drive will be on the side of the laptop.
- 2. Press the **Eject** button on the front of the DVD drive to open the door.
- 3. Proceed with the installation of GeneXpert Dx 6.5 software. See Section 1.4.

### 1.4 Upgrade and Install Notes (Getting Started)

Note

The upgrade/update and installation instructions for v6.5 can vary, depending on whether or not you have GeneXpert Dx software installed on your computer.

#### If you Do Not Have GeneXpert Dx Software on the Computer:

Follow the instructions in Section 1.7, GeneXpert Dx 6.5 New Software Installation to install GeneXpert Dx Software v6.5.

#### If you Have GeneXpert Dx Software on the Computer:

If GeneXpert Dx software is installed, instructions for installation can vary depending on the version of software installed on your computer, as described in this section.

Note

If you have GeneXpert Dx software installed on your system, the update to v6.5 may require 1-2 hours, depending upon the size of your GeneXpert Dx system's database.

Table 1.	How to	Update to	v6.5 from	Previous	Software	Versions
----------	--------	-----------	-----------	----------	----------	----------

Existing Software Version	Instructions for Updating
v2.1 and below	Contact Cepheid Technical Support if you are upgrading your GeneXpert software as v6.5 does not support this direct upgrade path.See Section 2.2, Technical Assistance for contact information.
v6.x	Follow the instructions in Section 1.7.

After you upgrade to v6.5, your older version of GeneXpert Dx Software will no longer be available. In addition, the GeneXpert Dx desktop shortcut to the older version will be updated to access the new v6.5 GeneXpert Dx Software.

Note

If the shortcut for the older version was renamed, a new shortcut will be installed and it is recommended that you delete the old shortcut.

# 1.5 Verifying if C360 Sync is Running

If C360 Sync is installed and running, it must be temporarily stopped before installing or upgrading GeneXpert software, to prevent a software installation failure. Follow the steps in this section to verify if you are running C360 Sync.

1. Examine the Windows desktop and look for the icon shown in Figure 7.



Figure 7. C360 Sync Icon

- 2. If you find the C360 Sync icon, it indicates that C360 Sync is running on your system and it must be stopped before you can install or upgrade GeneXpert software. Proceed with Section 1.6 to stop C360 Sync.
- 3. If you do not find the C360 Sync icon, it indicates that C360 Sync is not running on your system. Skip to Section 1.7 or Section 1.8 to install or upgrade your GeneXpert software,

# 1.6 Stopping C360 Sync

1. From the Windows desktop, touch the **Search** icon, located near the bottom left corner of the screen (see Figure 8).



Figure 8. GeneXpert Desktop, showing the Search Icon

- 2. When the Search screen appears, type **Services** in the search field at the bottom of the screen. The Services Search screen appears (see Figure 9).
- 3. On the Services Search screen, click the right arrow on the Services Desktop app entry (see Figure 9).

All Apps Documents Settings	Photos	More $\lor$	Feedback	
All     Apps     Documents     Settings       Best match     Services     Desktop app       Apps     Component Services       Photos (1+)     Settings (1)	Photos	More V Services Desktop app	Feedback	
		+≄ Pin to taskbar		

Figure 9. Services Search Screen

The Services (Local) screen appears (see Figure 10).

4. On the Services (Local) screen, click the **Cepheid Reporter Daemon** entry, as shown in Figure 10.

Cepheid Reporter Daemon	Name	Description	Status	Startup Type	Log On As	
	AVCTP service	This is Audi	Running	Manual (Trig	Local Service	
top the service	Background Intelligent Tran	Transfers fil	Running	Automatic (D	Local Syste	
the service	Background Tasks Infrastru	Windows in	Running	Automatic	Local Syste	
	Sase Filtering Engine	The Base Fil	Running	Automatic	Local Service	
escription:	SitLocker Drive Encryption	BDESVC hos		Manual (Trig	Local Syste	
the Cenheid Aggregation Project	🖓 Block Level Backup Engine	The WBENG		Manual	Local Syste	
ine express riggregation roject	Reluetooth Audio Gateway S	Service sup		Manual (Trig	Local Service	
	Bluetooth Support Service	The Bluetoo	Running	Manual (Trig	Local Service	
	Sluetooth User Support Ser	The Bluetoo		Manual (Trig	Local Syste	
	Cache BranchCache	This service		Manual	Network S	
	Capability Access Manager	Provides fac		Manual	Local Syste	
	CaptureService_b5cce5	OneCore Ca		Manual	Local Syste	
	Cepheid Reporter Daemon	Sends test r	Running	Automatic	Local Syste	
	Certificate Propagation	Copies user	Running	Manual (Trig	Local Syste	
	Client License Service (ClipS	Provides inf		Manual (Trig	Local Syste	
	Clipboard User Service_b5c	This user se	Running	Manual	Local Syste	
	CNG Key Isolation	The CNG ke	Running	Manual (Trig	Local Syste	
	COM+ Event System	Supports Sy	Running	Automatic	Local Service	
	COM+ System Application	Manages th		Manual	Local Syste	
	ConfigMgr Task Sequence	ConfigMgr		Manual	Local Syste	
	Configuration Manager Re	Provides th	Running	Automatic	Local Syste	
	Connected Devices Platfor	This service	Running	Automatic (D	Local Service	

Figure 10. Services (Local) Screen, showing Cepheid Reporter Daemon Selected

A drop-down menu appears (see Figure 11).

5. Click **Stop** on this menu to halt C360 Sync (see Figure 11).

Services (Local)	Services (Local)							
	Cepheid Reporter Daemon	Name		Description	Status	Startup Type	Log On As	^
		AVCTP servic	e	This is Audi.	Running	Manual (Trig	Local Service	
	Stop the service	Background	ntelligent Tran	Transfers fil.	Running	Automatic (D	Local Syste	
	inestant the service	Background	Tasks Infrastru	Windows in.	Running	Automatic	Local Syste	
		Base Filtering	Engine	The Base Fil.	Running	Automatic	Local Service	
	Sends test results from the GeneXnert	BitLocker Driv	ve Encryption	BDESVC hos		Manual (Trig	Local Syste	
	to the Cepheid Aggregation Project	Block Level B	ackup Engine	The WBENG		Manual	Local Syste	
		Bluetooth Au	idio Gateway S	Service sup	•	Manual (Trig	Local Service	
		Bluetooth Su	pport Service	The Bluetoo Running		Manual (Trig	. Local Service	
		Bluetooth User Support Ser BranchCache		The Bluetoo This service		Manual (Trig	g Local Syste Network S	
						Manual		
		Capability Ac	cess Manager	Provides fac		Manual	Local Syste	
		CaptureServi	ce_bbcceb	OneCore Ca		Manual	Local Syste	
		Cepheid R	Start	lest r.	Kunning	Automatic	Local Syste	
		Certificate	Ston	user	Kunning	Manual (Trig	Local Syste	
		Cliphoard	Dauco	es int.	Pupping	Manual (Ing	Local Syste	
		Chipboard	Pause	IG ke	Running	Manual (Trig	Local System	
		COM+ Fy	Resume	te Sv.	Running	Automatic	Local Service	
		COM+ EV Restart	Restart	es th		Manual	Local System	
		ConfigMg	All Tasks	> Mar		Manual	Local Syste	
		Configura	Refrech	es th	. Running	Automatic	Local Syste	
		Connecte	Kenesh	rvice	Running	Automatic (D	Local Service	~
	Extended Standard		Properties					
Stop service Cepheid Re	eporter Daemon on Local Computer		Help					

Figure 11. Services (Local) Screen, showing the Drop-down Menu

6. With C360 Sync stopped, proceed to Section 1.7 or Section 1.8 and continue with the software upgrade or installation.

### 1.7 GeneXpert Dx 6.5 New Software Installation

#### Important

GeneXpert Software v6.0 and greater cannot be installed on Windows XP. If you are running GeneXpert Dx on a Windows XP computer, contact Cepheid Technical Support.

This section provides instructions for new installations. To install the software:

1. Turn the computer on and log onto Windows as described in Section 1.2, (Step 1 through Step 4).



- 2. Insert the GeneXpert Dx 6.5 installation CD into the DVD drive.
  - The CD is Auto Run-enabled and the setup application should start automatically. If it does not start automatically, click **Computer** to navigate to the DVD drive and double-click the **Setup** icon.
  - An Auto Play dialog box may appear asking to run **setup.exe**. Click **Yes**.
  - A User Account Control (UAC) message may also appear asking to allow **setup.exe** to make changes to this computer. Click **Yes**.
  - If the Uninstall Adobe products message appears, click **Yes** to uninstall Adobe products that are incompatible with GeneXpert software.
- 3. When the Welcome window appears, read the instructions (see Figure 12), and then click **Next**. The Software License Agreement window appears (see Figure 13).

	4.	Read the license agreement, click <b>I accept the terms of the license agreement</b> , and then click <b>Next</b> . The Installation Type and Additional Functions window appears (see Figure 14).				
	5.	Click <b>Typical</b> to install the typical set of software files on the computer.				
Note	A typ depe and	bical installation will include SQL Express, MSXML, GeneXpert files, and Adobe Reader ending on what programs were already installed on the computer (i.e., the installer will recognize skip any items that already exist on the computer).				
	6.	When the installation is finished, the release notes will automatically open in Adobe Reader. Review or print the release notes and then close the window (see Figure 20).				
Note	If prompted, accept the Adobe Reader license agreement.					
	7.	The Installation Complete window appears and asks you to restart the computer (see Figure 21).				
	8.	On the Installation Complete screen, select the radio button to the left of <b>Yes</b> , I want to restart my computer now and click the Finish button (see Figure 21). The Installation Complete window will close and the computer will restart.				

This completes the installation of the GeneXpert Dx software. Remove the CD from the DVD drive. Keep the GeneXpert Dx 6.5 installation CD in a safe location. You may need the CD during System Recovery. Continue with Section 1.10 After the Installation.

### 1.8 Software Version 4.x, 5.x or 6.x Update Instructions

This section explains how to update from previous versions of GeneXpert Dx Software.

The GeneXpert Dx v6.5 installer will guide you through the process of installing the v6.5 update. During this process, your existing database will be updated to v6.5.

Before performing this update, please perform the following steps:

- Navigate to Setup>System Configuration.
- Take screenshots of all four tabs General, Archive Settings, Folders, and Host Communication Settings.
- In the **Host Communication Settings** tab, click on the **Edit** button for each enabled assay listed in the Host Test Code section, and take a screenshot of the Assay Host Test Code and all Result Test Codes.
- Perform an archive and purge from the Data Management menu.
- Perform a database backup by following the instructions in the *GeneXpert Dx System Operator's Manual*.
- Please confirm that Cepheid Sync is not running in the system tray.

Important	GeneXpert Software v6.0 cannot be installed on Windows XP. If you are running GeneXpert Dx on a Windows XP computer, contact Cepheid Technical Support.
Note	If you are running C360 Sync on your system, before restoring the GeneXpert database or updating the GeneXpert database to the next version, verify that the Cepheid Reporter Daemon has stopped. See the Restoring a GeneXpert Database under the Tests tab in the C360 Sync Quick Reference Guide for detailed instructions about how to stop the Cepheid Reporter Daemon.

To update the software:

1. Turn the computer on and log on to Windows as described in Section 1.2, (Step 1 through Step 4).



- 2. Insert the GeneXpert Dx 6.5 installation CD into the DVD drive.
  - The CD is Auto Run-enabled and the setup application should start automatically. If it does not start automatically, click **Computer** to navigate to the DVD drive and double-click the **Setup** icon.
  - An Auto Play dialog box may appear asking to run setup.exe. Click Yes.
  - An antivirus software message may also appear asking to allow **setup.exe** to make changes to this computer. Click **Yes**.
  - If the Uninstall Adobe products message appears, click **Yes** to uninstall Adobe products that are incompatible with GeneXpert software.
- 3. The Welcome window appears. (see Figure 12).

GeneXpert (R) Dx Software Installation					
<u>ح</u>	Welcome to the InstallShield Wizard for GeneXpert Dx				
	The InstallShield Wizard will install GeneXpert Dx on your computer. To continue, click Next.				
	< Back Next > Cancel				

#### Figure 12. Welcome Window

4. Read the instructions in the Welcome window, and then click **Next**. The Software License Agreement window appears (see Figure 13).

GeneXpert (R) Dx Software Installation	×
License Agreement Please read the following license agreement carefully.	
Software Licensing Agreement for GeneXpert Dx Software Version 6.5 This License Agreement ("License") describes your rights (either as an individual or a single entity) and the conditions upon which you may use the GeneXpert Dx software ("Software") and is an agreement between you and Cepheid. Please read this License carefully, including any supplemental license terms that may accompany the Software. By installing, accessing or otherwise using the Software, you agree to the terms of this License on behalf of yourself and the organization on whose behalf you are using this Software. If you do not accept the terms of this License, you may not use this Software. By agreeing to these terms on behalf of an organization, you agree that you have the authority to enter into this License on its behalf, and that "User", as used herein, refers to you and your organization. By installing, accessing or otherwise using	~
I accept the terms of the license agreement <u>Print</u> <u>I do not accept the terms of the license agreement</u> InstallShield	

Figure 13. License Agreement

- 5. Read the license agreement, click **I accept the terms of the license agreement**, and then click **Next**.
- 6. The Installation Type and Additional Functions screen appears (see Figure 14).



Figure 14. Installation Type and Additional Functions Screen

7. Click **Typical** to install the typical set of software files on the computer.

A typical installation will include SQL Express, MSXML, GeneXpert files, and Adobe Reader depending on what programs were already installed on the computer (i.e., the installer will recognize and skip any items that already exist on the computer).

A. During installation, the prompt shown in Figure 15 may be displayed. Click **Yes** to uninstall incompatible software as required.



Figure 15. Incompatible Product(s) Uninstall Dialog Box

Note

B. If the SQL Server must be uninstalled, the prompt shown in Figure 16 will be displayed. Click **OK** to restart the computer.



Figure 16. Restart Required Dialog Box

- C. After the computer restarts, restart the GeneXpert installer (Step 2) and select **Typical** installation (see Figure 14).
- A dialog box appears as shown in Figure 17. You need to uninstall the previous version of the GeneXpert Dx Software before installing the current version. Click Yes to this prompt and to the next confirmation prompt to uninstall the previous version of the GeneXpert Dx Software and all of its features.



Figure 17. Uninstall Previous Version Dialog Box

9. When the uninstall is finished, the Uninstall Complete window appears and asks you to restart the computer. See Figure 18.



Figure 18. Uninstall Complete Window

- 10. On the Uninstall Complete window, select the radio button beside **Yes**, I want to restart my computer now and click the Finish button (see Figure 18). The Uninstall Complete window closes and the computer restarts.
- 11. After the computer restarts, restart the GeneXpert installer (Step 2) and select **Typical** installation (see Figure 14).
- 12. During the installation, several status screens appear. After opening various components, the following Setup Status window appears (see Figure 19), showing the installation progress.

GeneXpert (R) Dx Software Installation	×
Setup Status	
GeneXpert Dx is configuring your new software installation.	
InstallShield	Cancel

#### Figure 19. Setup Status Window

13. When the installation is finished, the Software Release Notes automatically opens in Adobe Reader. Review or print the release notes and then close the window (see Figure 20).

 Note
 If prompted, accept the Adobe Reader license agreement.

 The software release notes will be displayed in English. To view the release notes in other

The software release notes will be displayed in English. To view the release notes in other languages, open the appropriate language folder on the GeneXpert Operator Manual DVD and navigate to the release notes.

Note



#### Figure 20. Release Notes Window

14. The Installation Complete screen appears and asks you to restart the computer (see Figure 21).

GeneXpert (R) Dx Software Insta	llation
<b>ح</b>	Installation Complete The InstallShield Wizard has successfully installed GeneXpert Dx. Before you can use the program, you must restart your computer.
	<ul> <li>Yes, I want to restart my computer now.</li> <li>No, I will restart my computer later.</li> <li>Remove any disks from their drives, and then dick Finish to complete setup.</li> </ul>
	< Back Finish Cancel

#### Figure 21. Installation Complete Window

15. On the Installation Complete window, select the radio button beside **Yes**, I want to restart my computer now and click the Finish button (see Figure 21). The Installation Complete window will close and the computer restarts.

This completes the installation of the GeneXpert Dx software. Remove the CD from the DVD drive. Keep the GeneXpert Dx v6.5 installation CD in a safe location. You may need the CD during System Recovery.

If an external DVD drive has been used and is no longer needed, disconnect it from the system and store the drive and associated cables for use in the future. (from section 2.16.2, Step 7 of Ops Manual)

You can also leave the DVD drive connected to the system, in case it is needed to reload any assay definition files (ADFs).

If C360 Sync is present on your system and it was shut down prior to the GeneXpert Dx software installation, if must be restarted before launching the GeneXpert Dx software as described in Section 1.2

If C360 Sync is not installed on your system, skip to Section 1.10 to complete the software installation.

### 1.9 Restarting C360 Sync

Note

After a software installation or upgrade, restart C360 Sync (if you stopped it previously) by navigating to the Services (Local) screen as described below.

1. From the GeneXpert desktop, touch the **Search** icon, located near the bottom left corner of the screen (see Figure 22).



Figure 22. GeneXpert Desktop, showing the Search Icon

2. When the Search screen appears, type **Services** in the search field at the bottom of the screen. The Services Search screen appears (see Figure 23).

3. On the Services Search screen, touch the right arrow on the Services Desktop app entry (see Figure 23).

	All Apps Documents	Settings Photos	More 🗸	Feedback ····
	Best match			
	Services Desktop app	$\rightarrow$	Q.	
	Apps Component Services Photos (1+)	>	Services Desktop app	
0	Settings (1)		Ci Open Ci Open III location Ci Open file location H⊐ Pin to Start Hin to taskbar	
	,		Ħ 🩋 🗖	

Figure 23. Services Search Screen

The Services (Local) screen appears (see Figure 24).

4. On the Services (Local) screen, touch the **Cepheid Reporter Daemon** entry (see Figure 24).

Services File Action View Help ← ← Im Im (Q (2) (2) (2) (2) (2) (2) (2) (2) (2) (2)							
G Services File Action View Help ← → 〒 □ □ □ □ □ □ → ■ Ⅱ Ⅰ▶							
File Action View Help					-	×	
						~	
🕪 🕪 📅 🔯 Q 😹 🛛 📆 🕨 🖩 H 🕩							
Services (Local) Services (Local)	1						
Cepheid Reporter Daemon	Name	Description	Status	Startup Type	Log On As	^	
	AVCTP service	This is Audi	Running	Manual (Trin	Local Service		
Stop the service	Background Intelligent Tran	Transfers fil	Running	Automatic (D	Local Syste		
Restart the service	Background Tasks Infrastru	Windows in	Running	Automatic	Local Syste		
	Base Filtering Engine	The Base Fil	Running	Automatic	Local Service		
Description:	BitLocker Drive Encryption	BDESVC hos		Manual (Trig	Local Syste		
Sends test results from the GeneXper	Block Level Backup Engine	The WBENG		Manual	Local Syste		
to the Cepheid Aggregation Project	Bluetooth Audio Gateway S	Service sup		Manual (Trig	Local Service		
	Bluetooth Support Service	The Bluetoo	Running	Manual (Trig	Local Service		
	Bluetooth User Support Ser	The Bluetoo		Manual (Trig	Local Syste		
	BranchCache	This service		Manual	Network S		
	Capability Access Manager	Provides fac		Manual	Local Syste		
	CaptureService_b5cce5	OneCore Ca		Manual	Local Syste		
	Cepheid Reporter Daemon	Sends test r	Running	Automatic	Local Syste		
	Certificate Propagation	Copies user	Running	Manual (Trig	Local Syste		
	Client License Service (ClipS	Provides inf		Manual (Trig	Local Syste		
	Clipboard User Service_b5c	This user se	Running	Manual	Local Syste		
	CNG Key Isolation	The CNG ke	Running	Manual (Trig	Local Syste		
	COM+ Event System	Supports Sy	Running	Automatic	Local Service		
	COM+ System Application	Manages th		Manual	Local Syste		
	🔍 ConfigMgr Task Sequence	ConfigMgr		Manual	Local Syste		
	Configuration Manager Re	Provides th	Running	Automatic	Local Syste		
	Connected Devices Platfor	This service	Running	Automatic (D	Local Service	~	
Extended / Standard /							

![](_page_23_Figure_7.jpeg)

A drop-down menu appears (see Figure 25).

5. Touch **Start** on this menu to launch C360 Sync (see Figure 25).

								-	
	Services (Local)	Services (Local)							
at		Cenheid Reporter Daemon	Name	Description	Status	Startup Type	Log On As	•- □ ×	
		cepted Reporter Daemon	O AVCTD service	This is Audi	Dunning	Manual (Tria	Logal Service		
		Start the service	Reckground Intelligent Tran	Transferr fil	Running	Automatic (D	Local Surte	~ <b>(</b> )	
			Packground Tacks Infrastru	Windows in	Rupping	Automatic (D	Local System	bleshooting Q	
		Description:	Rase Filtering Engine	The Base Fil.	Running	Automatic	Local Service		
pert (	g	Sends test results from the GeneXpert	BitLocker Drive Encryption .	BDESVC hos	interning	Manual (Trig	Local Syste		
		to the Cepheid Aggregation Project	Block Level Backup Engine	The WBENG		Manual	Local Syste		
			Bluetooth Audio Gateway S	Service sup		Manual (Trig	Local Service		
			Bluetooth Support Service	The Bluetoo	Running	Manual (Trig	Local Service		
			Bluetooth User Support Ser.	The Bluetoo		Manual (Trig	Local Syste		
pert			BranchCache	This service		Manual	Network S		
			Capability Access Manager	Provides fac		Manual	Local Syste		
			CaptureService_b5cce5	OneCore Ca		Manual	Local Syste		
			🛞 Cepheid Reporter D			Automatic	Local Syste		
9			🖓 Certificate Propaga	tart	Running	Manual (Trig	Local Syste		
			Client License St	top	Running	Manual (Trig	Local Syste		
ati			Clipboard User Serv P	ause	Running	Manual	Local Syste		
			CNG Key Isolation R	esume	Running	Manual (Trig	Local Syste		
			COM+ Event Syster R	estart	Running	Automatic	Local Service		
			COM+ System App	Il Tasha N		Manual	Local Syste		
			Se ConfigMgr Task Sec *	ii Tasks /		Manual	Local Syste		
top			Configuration Man R	efresh	Running	Automatic	Local Syste		
ane		Extended Standard	Connected Devices	roperties	Running	Automatic (D	Local Service	- Bii 💽	
	Charles Carbold D	(Extended / Standard)		roperacs					
	Start service Cepheid K	eporter Daemon on Local Computer	н	lelp					

Figure 25. Services (Local) Screen, showing Start on the Drop-down Menu

### 1.10 After the Installation

- 1. Turn on the instrument.
- 2. Wait for the system to boot.
  - On Windows 7, the Windows Account screen appears. See Figure 1.
  - On Windows 10, the Windows Lock screen appears. See Figure 2. Click anywhere on the screen to display the Windows Account and Password screen. See Figure 4.
- 3. On the Windows Account screen, select the **Cepheid-Admin** user account (see Figure 1).
  - On Windows 7, the Windows Password screen appears. See Figure 3.
  - On Windows 10, the Cepheid user account password field appears. See Figure 4.
- 4. Enter the system administrator password previously assigned.
- 5. The software will start and the GeneXpert Dx Software Home screen will be displayed (see Figure 26).

**Note** If the software does not automatically start, double-click the GeneXpert Dx software icon on the desktop to start the GeneXpert Dx software application.

When GeneXpert Dx software starts, enter your password. From the Data Management menu, retrieve the test results which you previously purged. Once the results are retrieved, exit the software. The Database Management dialog box appears, select **YES** to perform database management tasks and to compile a backup of the database.

Note

The module firmware update must be complete before the Database Management tasks can be performed. If you select YES to perform Database Management tasks while the module firmware is still booting or the firmware is being updated, you will see a message that you cannot complete the Database backup.

Caution

![](_page_25_Picture_4.jpeg)

Database backups made in one version of software cannot be restored to a different version of the software; therefore, perform database backups immediately after installing.

For complete instructions about backing up the database, see Chapter 5 in the *GeneXpert Dx System Operator Manual*.

Note

If you are performing a software upgrade from any previous GeneXpert Dx version, always back up the existing database using the GeneXpert Dx Software Database Management Menu.

6. To display and print the Installation Qualification report, perform the following steps: On the GeneXpert Software Home screen, click the **Reports** menu item. A drop-down menu will appear. From this menu, click the **Installation Qualification** entry (see Figure 26) to display the report.

🚰 Ge	neXpert®	Dx System		1	Change in	-	And Address of the		Course of Street	a location					X
User	Data Ma	nagement	Reports Set	tup Maintena	nce Abou	t							U	ser Detai	il User
	Create Te	est	Specimen Re Patient Report Control Trend System Log Assay Statist	port rt I Report ics Report	Stop Te	st	View Results		Define Assays	D ests Since I	efine Graph	S	Main	tenance	
M	odule ame	Assay	Installation Q Sample ID	Progress	Status	Remaining Test Time	Sample ID	Mod Name	User	Result	Assay	Status	Error Status	Start Date	$\nabla$
	A1			Available											
	A2			Available											
	A3			Available											
	A4			Booting											

#### Figure 26. GeneXpert Home Screen showing the Reports Drop-Down Menu

 The Installation Qualification Report appears, displayed in Acrobat Reader (see Figure 27 and Figure 28). See Step 8 through Step 10 for instructions on printing and reviewing the report.

This report provid	les docume	Gene Installati	eXpert® Dx Sys on Qualificatior	stem	
This report provid	les docume	Installati	on Qualification	Poport	
This report provid	les docume			псероп	
		ented evidend	ce of the installatior	n of this Gene	Xpert® Dx System.
System Information	tion				
Software		Version		Status	
GeneXpert® Dx Sy	rstem	6.5		Pass	
Java Runtime Envir	ronment	1.8.0_151		Pass	
SQL Database		Microsoft SQ	L Server 14.00.3015	Pass	
Database		gx_db 4.0.1.0	)	Pass	
Operating System		Windows 10	10.0	Pass	
CIT Plug-In		1		Pass	
Instrument S/N			Gateway Firmw	are	
Instrument S/N 803488			Gateway Firmw 2.0.18	are	_
Instrument S/N 803488 Module Name	Modu	ile S/N	Gateway Firmw 2.0.18 Module Firmwar	are reInternal Te °C	emp Status
Instrument S/N 803488 Module Name A1	Modu 62867	ile S/N 6	Gateway Firmw 2.0.18 Module Firmwar 3.3.3	are reInternal Te °C 31.6	emp Status Pass
Instrument S/N 803488 Module Name A1 A2	Modu 62867 63843	ile S/N 6 0	Gateway Firmw 2.0.18 Module Firmwar 3.3.3 3.3.3	are reInternal Te °C 31.6 30.8	emp Status Pass Pass Pass
Instrument S/N 803488 Module Name A1 A2 A3	Modu 62867 63843 63896	ile S/N 6 0 4	Gateway Firmw 2.0.18 Module Firmwar 3.3.3 3.3.3 3.3.3	are reInternal Te °C 31.6 30.8 30.0	emp Status Pass Pass Pass Pass
Instrument S/N 803488 Module Name A1 A2 A3 A4 Fail* = Ambient terr	Modu 62867 63843 63896 64136	ile S/N 6 0 4 6 2 high, incorre	Gateway Firmw 2.0.18 Module Firmwar 3.3.3 3.3.3 3.3.3 3.3.3 3.3.3 3.3.3	re Internal Te °C 31.6 30.8 30.0 30.7 mardware error	emp Status Pass Pass Pass Fail*
Instrument S/N 803488 Module Name A1 A2 A3 A4 Fail* = Ambient terr generate a System Shaded Modules Available Assay	Modu 62867 63843 63896 64136 hperature too Log with the = Reporte	Ile S/N 6 0 4 6 o high, incorre e list of errors r is out of calil	Gateway Firmw 2.0.18 Module Firmwar 3.3.3 3.3.3 3.3.3 3.3.3 ect model number or h for further troublesho bration.	e Internal Te °C 31.6 30.8 30.0 30.7 mardware error oting.	emp Status Pass Pass Pass Fail*
Instrument S/N 803488 Module Name A1 A2 A3 A4 Fail* = Ambient tem generate a System Shaded Modules Available Assay Assay Name Xpert FII	Modu 62867 63843 63896 64136 hperature too Log with the = Reporte	Ile S/N 6 0 4 6 o high, incorre e list of errors r is out of calil	Gateway Firmw 2.0.18 Module Firmwar 3.3.3 3.3.3 3.3.3 3.3.3 a.3.3 bet model number or h for further troublesho bration.	e Internal Te °C 31.6 30.8 30.0 30.7 nardware error oting.	emp Status Pass Pass Pass Fail* has been detected. Ple
Instrument S/N 803488 Module Name A1 A2 A3 A4 Fail* = Ambient terr generate a System Shaded Modules Available Assay Assay Name Xpert FII Xpert FII & FV Corr	Modu 62867 63843 63896 64136 nperature too Log with the = Reporte	Ile S/N 6 0 4 6 o high, incorre e list of errors r is out of calil	Gateway Firmw 2.0.18 Module Firmwar 3.3.3 3.3.3 3.3.3 3.3.3 3.3.3 ect model number or h for further troublesho bration.	e Internal Te °C 31.6 30.8 30.0 30.7 hardware error oting.	Pass Pass Pass Pass Fail*

### Figure 27. Installation Qualification Report—Page 1

GeneXpert PC	06/20/22 13:04:1
GeneXpert® Dx System Installation Qualification Re	port
Installation of networked instruments complies with the setup requirem System Operator Manual, 'Installation' section.	ents specified in the GeneXpert® Dx
Verified by	Date
This IQ is acceptable if all System Information and Instrument Informat modules that are listed as 'Pass' are available for use.	ion are listed as 'Pass'. All instrument
Acceptance: [] Acceptable [] Not Acceptable	
Performed by	Date
Reviewed and approved by	Date
GeneXpert® Dx System Version 6.5 CONFIDENTIAL	Page 2 of 2

Figure 28. Installation Qualification Report—Page 2

8. Print the Installation Qualification report from Adobe Reader.

**Note** The length of the report will depend upon the number of installed modules in the GeneXpert system and the number of assays installed on the system. See Figure 27 and Figure 28 for an example of a typical Installation Qualification printed report.

- 9. Review the following sections in the report to verify that the software is properly installed and set up:
  - **System Information**: Check that the Status column displays **Pass** in each row. See Figure 27.
  - Instrument Information: The report shows the instrument serial number, the firmware installed, and the status of each operational module. See Figure 27. If an **Out of Calibration** message or a **Not Available** message is shown, call Cepheid Technical Support. See the Section 2.2, Technical Assistance for the contact information.
    - **Gateway Information**: Provides gateway name, serial number, and firmware number (see Figure 27).
    - **Module Information**: Provides module name, serial number, firmware, internal temperature °C, and status (see Figure 27). There may be more than one page of module information depending upon your system configuration.
  - Available Assays: Check the assays in the list (see Figure 27). If the No Assays message is shown, see the instructions provided with your in vitro diagnostics assay kit and the *GeneXpert Dx System Operator Manual* for instructions on how to import assay definition files. If the No Assays message is shown after you import the assay definition files, call Cepheid Technical Support. See Section 2.2, Technical Assistance for contact information.
- 10. Sign the last page of the Installation Qualification Report (see Figure 28) and file a copy of the report for your records.

This completes the Installation Report verifying the integrity of the GeneXpert Dx software installation. Continue with Section 1.11, Operator Manual (on the next page).

## 1.11 Operator Manual

An updated *GeneXpert Dx Operator Manual* is provided in the software kit on a separate DVD. The new operator manual contains important information regarding changes to the software, maintenance procedures and other updates and should be copied to the desktop of the GeneXpert Dx system. After the software has been installed, copy the *GeneXpert Dx Operator Manual* from the Operator Manual DVD to the computer desktop.

- 1. Exit the GeneXpert software.
- 2. Insert the GeneXpert Dx Operator Manual DVD into the DVD drive.
- 3. Double-click the DVD drive icon to display the Operator Manual DVD directory.
- 4. Double-click the desired language folder.
- 5. Double-click the *GeneXpert Dx Operator Manual* pdf file to open the file in Adobe Reader.
- 6. Save the file to the desktop using the **Save As** command in Adobe Reader.
- 7. Double-click the *GeneXpert Dx Maintenance Log* pdf file to open the file in Adobe Reader.
- 8. Save the file to the desktop using the **Save As** command in Adobe Reader.
- 9. Delete any old versions of the *GeneXpert Dx Operator Manual* and *GeneXpert Dx Maintenance Log* pdf files from the desktop.
- 10. Remove the DVD from the computer DVD drive.
- 11. Store all components provided in the 6.5 software upgrade kit in a safe location in case it is needed in the future.

This completes the installation of the GeneXpert Dx software.

### 1.12 Troubleshooting

Note

If installation was not successful, it may be necessary to temporarily disable any antivirus program on the PC in accordance with your institution's security policies and retry the GeneXpert Dx software installation.

The following errors indicate that the SQL database did not install properly.

- Error message **Unable to start SQL Express** during GeneXpert Dx software installation.
- Error message **[GeneXpert] database is not available** when starting the GeneXpert Dx software.

If either of these errors occur, contact Cepheid Technical Support for assistance. See Section 2.2, Technical Assistance for contact information.

## 2.1 Cepheid Headquarters Locations

#### **Corporate Headquarters**

Cepheid 904 Caribbean Drive Sunnyvale, CA 94089 USA Telephone: + 1 408 541 4191 Fax: +1 408.541.4192 www.cepheid.com

#### **European Headquarters**

Cepheid Europe SAS Vira Solelh 81470 Maurens-Scopont France Telephone: + 33 563 825 300 Fax: + 33 563 825 301 www.cepheidinternational.com

### 2.2 Technical Assistance

Before contacting Cepheid Technical Support, collect the following information:

- Product name
- Lot number
- Serial number of the instrument
- Error messages (if any)
- Software version and, if applicable, Computer Service Tag number

#### **Contact Information**

United States Telephone: + 1 888 838 3222 Email: techsupport@cepheid.com France Telephone: + 33 563 825 319 Email: support@cepheideurope.com

Contact information for all Cepheid Technical Support offices is available on our website: www.cepheid.com/en/CustomerSupport.

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