Malvern Panalytical Cloud Service Software for Smart Instruments



Installation

The Malvern Panalytical Cloud Service provides the client-side cloud connectivity to a make our instruments Smart Instruments. It ensures that data is secure and encrypted at rest and provides the robust and secure registration of devices and the secure channel of communication to the cloud.

There are several options for installing the Malvern Panalytical Cloud Service software. Please select the most appropriate option.

- Installing the Malvern Panalytical Cloud Service software on a computer that hasn't had the software installed previously.
- Upgrading the Malvern Panalytical Cloud Service software on a computer that has previously been registered.

If you are unsure about which option to choose then contact Malvern Panalytical at <u>digitalsolutions@malvernpanalytical.com</u> or contact your Malvern Panalytical representative.

Installing the Malvern Panalytical Cloud Service software on a computer that hasn't had the software installed previously.

- Download and launch the Malvern Panalytical Cloud Service Installer from the Malvern Panalytical website. (INSERT LINK TO WEBSITE HERE)
- 2. Step through the Malvern Panalytical Cloud Service Installer and on the **PC Registration** screen select the option **Automatically register this PC** option. Enabling this option will mean that the PC is automatically registered with our cloud service. If the initial registration attempt fails, a further attempt will be made when the PC restarts. This will continue until it has managed to register successfully.

If the software is being installed to use the **Connection test tool** and confirm connectivity to our cloud services, then registering the PC is not necessary. Leave the **Automatically register this PC** option unselected. See the **Manual registration** steps for post installation registration.

Set	ip - Malvern Panalytical Cloud Se	rvice version 1.4.0	<u> 21</u>		\times
PC	egistration				
١	/ould you like to register this PC with	the Malvern Panalytical	Cloud Ser	vice?	
T V	he PC can still be manually registered ith automatic registration at this time	after install if you do n	ot want to	proceed	
1	you want to automatically register th	is PC, check the box be	low and cl	ic <mark>k N</mark> ext.	
	Automatically register this PC				
		< <u>B</u> ack	<u>N</u> ext >	Ca	ncel

3. Once the installation is complete, select the **Launch connection test tool** option and finish. We advise running the connection tests to ensure that the PC is ready for cloud connectivity.



4. Start the tests in the connection test tool by clicking the **Start Tests** button.



5. Once the tests have finished, the connection test tool will display a report indicating the outcome of the tests.

Malvern Panalytical Cloud Connectivity Tester v1.4	-	×				
Tests complete						
Congratulations! Your PC is ready to connect to the Malvern Panalytical cloud platform. A suitable configuration has been found.						
Copy Results Expor	t Results	5				
Copyright 2021 Malvern Panalytical Ltd is a Spectris company						

6. If any of the tests didn't pass, use the **Restart Tests** button to repeat the tests.

D	Almost there There are a few actions to be taken that will allow us to get your PC connected.			
	The PC must have one of ports 8883, 5671, or 443 open to enable the Microsoft Azure cloud services to be accessed.			
	Your PC is unable to access the Malvern Panalytical Digital Platform in order to verify the local time.			
	Unable to provision the device. If connection still fails then please contact your Malvern Panalytical representative.			
	If you encounter difficulties, please send the report to <u>digitalsolutions@malvernpanalytical.com</u> and a representative will be in touch to assist you with these actions.			
	A copy of the report has been copied to the clipboard ready for you to send via your email application. Alternatively, if you are unable to send email from this PC, use the Export Results button below to save the report to disk and send the report from another PC.			

7. If the tests are unsuccessful for a second time, then contact your Malvern Representative and send the test results to <u>digitalsolutions@malvernpanalytical.com</u>.

8. Once the tests have completed successfully the PC is ready to be registered with our cloud services. If the **Automatically register this PC** option was selected, then after a short period of time the service will register and connect. The Malvern Panalytical Cloud Service has a tray application that you can use to check on its status. Open the status window by clicking on the Malvern Panalytical Cloud Service icon in the notification area.

Malvern Panalytical Cloud Servic Service online				
Malvern Panalytic	al Cloud Service X			
Service Running	Yes			
Status	Service online			
Messages Queued	0			
Messages Sent	0			
Last Message Sent				
Registration ID	100.000.000			

 Once the PC is connected the service window will display a status of Service online. If the service does not reach a status of Service online, please restart the PC. If the service still does not connect, please contact Malvern Panalytical at <u>digitalsolutions@malvernpanalytical.com</u> or contact your Malvern Panalytical representative.

Upgrading the Malvern Panalytical Cloud Service software on a computer that has previously been registered.

- Download and launch the Malvern Panalytical Cloud Service Installer from the Malvern Panalytical website. (INSERT LINK TO WEBSITE HERE)
- 2. Step through the Malvern Panalytical Cloud Service Installer and on **PC Registration** screen leave the **Automatically register this PC** option unselected. Selecting this option will have no effect if you have already registered.

PC Registration			
Would you like to register this PC with the	e Malvern Panalytical	Cloud Serv	ice?
The PC can still be manually registered a with automatic registration at this time.	fter install if you do n	ot want to j	proceed
If you want to automatically register this	PC, check the box be	low and clic	k Next.
Automatically register this PC			
			1.1

3. Once the installer is complete, deselect the Launch connection test tool option. As the PC has previously connected to the cloud services the test is not required.



4. After a short period of time the service will connect. The Malvern Panalytical Cloud Service has a tray application that you can use to check on its status. Open the status window by clicking on the Malvern Panalytical Cloud Service icon in the notification area.



 Once the PC is connected the service window will display a status of Service online. If the service does not reach a status of Service online, please restart the PC. If the service still does not connect, please contact Malvern Panalytical at <u>digitalsolutions@malvernpanalytical.com</u> or contact your Malvern Panalytical representative.

Manual registration

1. Right-click on the Malvern Panalytical Cloud Service icon in the notification area and select **Registration**.



2. Click Register This PC on the displayed Registration window.

Registration	×
This PC must be registered with Malvern Panalytical Cloud Services to enable connectivity of Malvern Panalytical products.	
Register This PC	
Clos	se

3. The PC is now registered with our cloud services.



4. The Malvern Panalytical Cloud Service has a tray application that you can use to check on its status. Open the status window by clicking on the Malvern Panalytical Cloud Service icon in the notification area.



5. Once the PC is connected the service window will display a status of Service online. If the service does not reach a status of Service online, please restart the PC. If the service still does not connect, please contact Malvern Panalytical at <u>digitalsolutions@malvernpanalytical.com</u> or contact your Malvern Panalytical representative.

Uninstalling the Malvern Panalytical Cloud Service software.

Uninstalling the smart instrument service will stop the Smart Instrument data being transmitted to our cloud service. However, it will not stop the data being created and stored on the PC locally. If the PC has been registered, the registration will be preserved and will not need to be reregistered if the service is reinstalled.

1. Open the Add or remove programs window from the start menu and search for Malvern Panalytical Cloud Service. Click Uninstall on the app found.

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.



2. Confirm uninstallation and then click **Yes** on the Uninstall window.



3. The Malvern Panalytical Cloud Service will no longer be installed on the PC.

