POWERED BY AXEDA® TECHNOLOGY

Intelligent Remote Device Support
Real-time Instrument System Support to Keep Your Laboratory Running

What is VILINK?
A secure, compatible solution.

Remote access to healthcare information must be carefully controlled in accordance with the HIPAA Privacy and Security rules. VILINK is a highly secured solution designed to be both modular and firewall configurable and to be compatible with the security put in place by your facility.

With VILINK, the service support teams can connect to the diagnostic device at the request of the customer to perform real-time troubleshooting and provide operator training. VILINK provides a direct connection between bioMérieux technical support and most bioMérieux systems.

VILINK leverages technology, providing:

‣ Remote technical support

‣ Software updates over the Internet

‣ Replacement of outdated analog modem technology

‣ SSL-based encrypted communication

‣ User-approved access

‣ Full traceability and logging

‣ Immediate access to new software/firmware updates

‣ Local integration through facility's network

Outbound Information
The combination of VILINK functionality and our remote technical support capabilities creates a full service support offering. VILINK never enters your network.

VILINK is installed locally and only sends device-relevant service data, so you will never have to accept outside connections, and addresses will never be revealed outside the network. VILINK Agents can also be configured with FIPS mode enabled, which imposes the strictest security standards (often required in government settings).

Firewall-friendly
VILINK's patented Firewall-friendly™ technology provides two-way communication based on Web Service standards, including Hypertext Transfer Protocol (HTTP), Simple Object Access Protocol (SOAP), and eXtensible Markup Language (XML). All outbound communications are initiated using the HTTPS protocol exclusively on port 443.

Remote Access
When remote access is required, the VILINK support user connects to the VILINK Server with their credentials and selects the system they want to access, creating a secure tunnel (based on HTTPS) between the help desk and your bioMérieux commercial system.

The remote user uses validated tools (UVNC, Teamviewer, SSH, etc.) to request remote access, which you can choose to accept or reject. Communication that is transferred goes through the VILINK secure tunnel (so that, for example, when the Teamviewer tool is used, the remote access is still preformed without using Teamviewer company servers).

Connections to the VILINK Server
All Commercial Systems connected to the bioMérieux VILINK communicate with the VILINK Server through an SSL tunnel (AES 256 bits encryption). Every remote session and file transfer goes through this SSL tunnel, protecting any exchange against unauthorized access.

VILINK®

About the VILINK Server

‣ The VILINK Server is hosted in a highly controlled protected area, and continuously controlled and policed in order to meet high security standards.

‣ All server accounts for bioMérieux users are managed by a robust security policy, with encrypted communications established through HTTPS at this level are TLS 1.0, 1.1, and 1.2.

‣ Audit logs record all VILINK user activity (remote sessions, file transfers etc.) and are maintained on the VILINK Server.

‣ The VILINK Server is maintained at a continuously high security and availability level, using appropriate security tools (e.g., security scanners) to follow best practice in monitoring and penetration testing.

Installation Options: AXEDA®

① Connecting each piece of equipment to a VLAN on your network:

‣ We would need a static IP address, subnet mask, default gateway, DNS server IP address for each device.

‣ We would need you to provide an active network jack in the lab close to where the equipment will be installed.

② For either option, you will need to open up TCP Port 443 outbound connection on your firewall to the following:

‣ https://us.vilink.biomerieux.com (35.168.64.228)

‣ https://useast1.gas.vilink.biomerieux.com (35.171.200.102)

‣ https://uswest1.gas.vilink.biomerieux.com (52.13.143.248)

③ We ask that you add these VILINK server/IP addresses to your DNS server.

④ Once this is done, we would appreciate if you could test the network jack to ensure that you can reach the https://us.vilink.biomerieux.com website.

COMPLETE CONNECTIVITY SURVEY

If you are interested in utilizing VILINK in your institution, please complete this connectivity survey and our team will be in touch soon!

‣ Complete form at **http://vilinkbiomerieux.wufoo.com/forms/what-is-vilink/**

‣ Or print form and email to **CustomerService-Network@biomerieux.com**