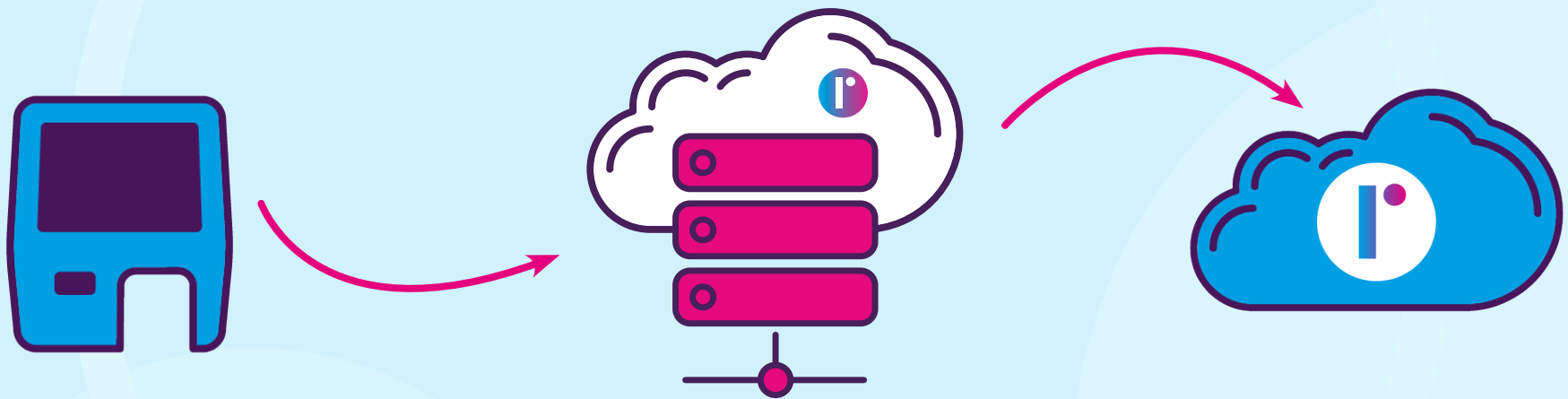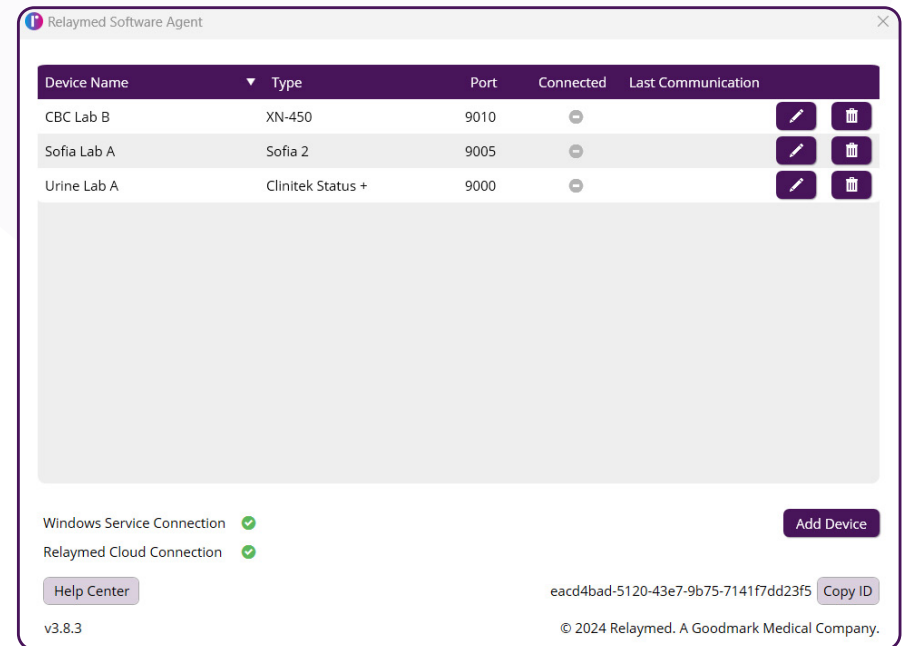# relaymed.

Software Agent Installation Guide.

Requirements.

The Relaymed Software Agent is a lightweight TCP/IP application that is installed on a PC or server in your network to facilitate secure communication from your point-of-care testing devices to the Relaymed cloud service. As devices typically cannot communicate with the outside world, it is a crucial piece of our solution and the first step in our onboarding process.

The PC or Server must meet the following requirements:

- Any Windows client currently supported by Microsoft
- Microsoft .NET Framework 4.8 is installed on the PC or Server
- Sleep mode is disabled (so you never lose connection from your devices)
- The PC or Server has a Static IP Address assigned

The agent creates a unidirectional interface with the point-of-care device. Each device will get a port allocated to it and will be configured to send results to the IP where the agent is installed within your network. That's why it is a requirement to assign the destination PC/Server a static IP. The agent will capture a full message from each device and send it securely to our cloud service using HTTPS (TLS 1.2 encrypted).

Relaymed Software Agent						
Device Name ▼	**Type**	**Port**	**Connected**	**Last Communication**		
CBC Lab B	XN-450	9010	⊖		✏	🗑
Sofia Lab A	Sofia 2	9005	⊖		✏	🗑
Urine Lab A	Clinitek Status +	9000	⊖		✏	🗑

Windows Service Connection ✅
Relaymed Cloud Connection ✅

Add Device

Help Center

eacd4bad-5120-43e7-9b75-7141f7dd23f5 Copy ID

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There are two possible installation models:

• **Model 1** - a single agent can manage all devices within your organization, no matter the number of devices or locations

• **Model 2** - multiple instances of the agent can be installed, typically one per location

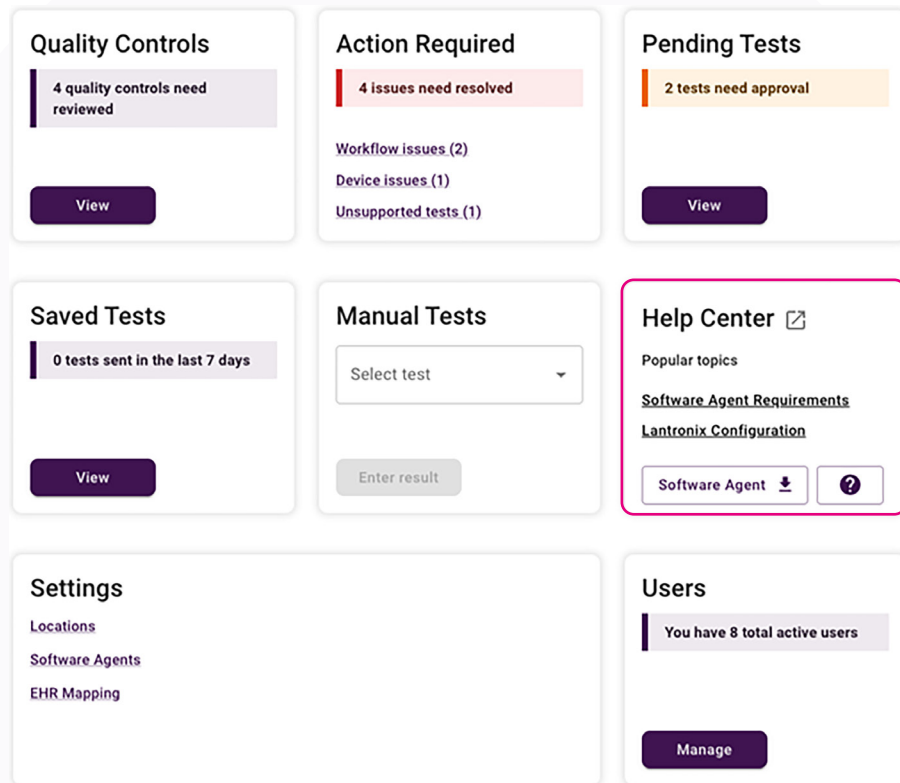This is dependent on your network and preferences.
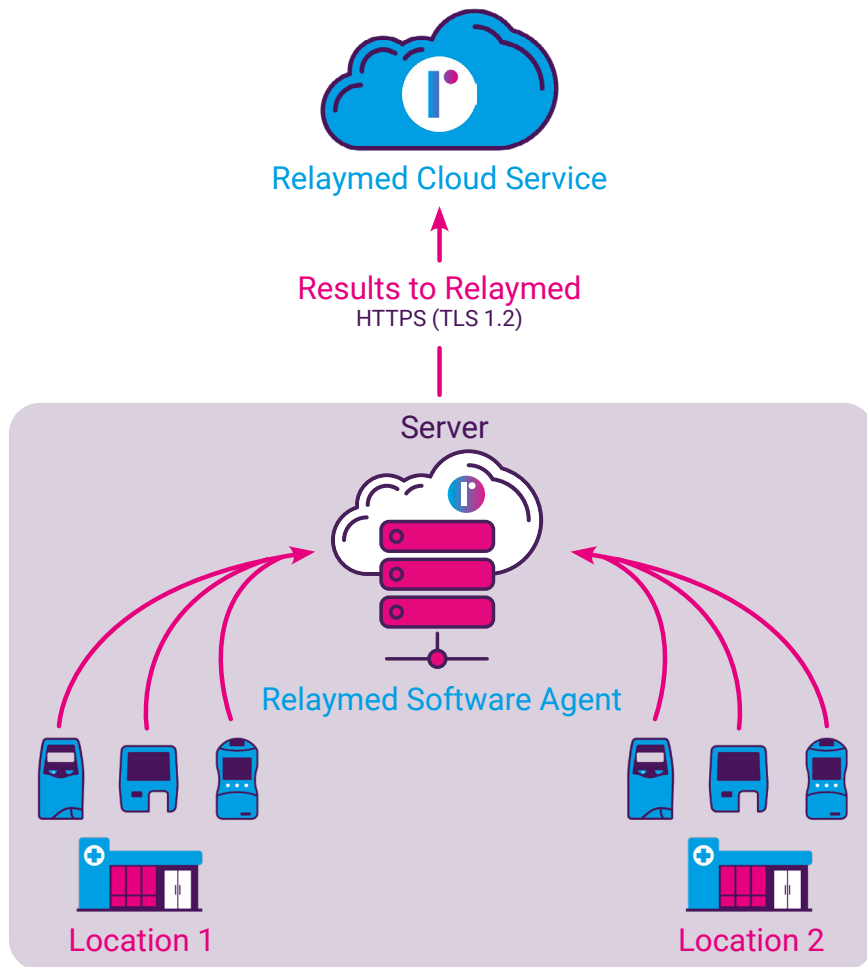
*Model 1: One instance of the agent across all locations*
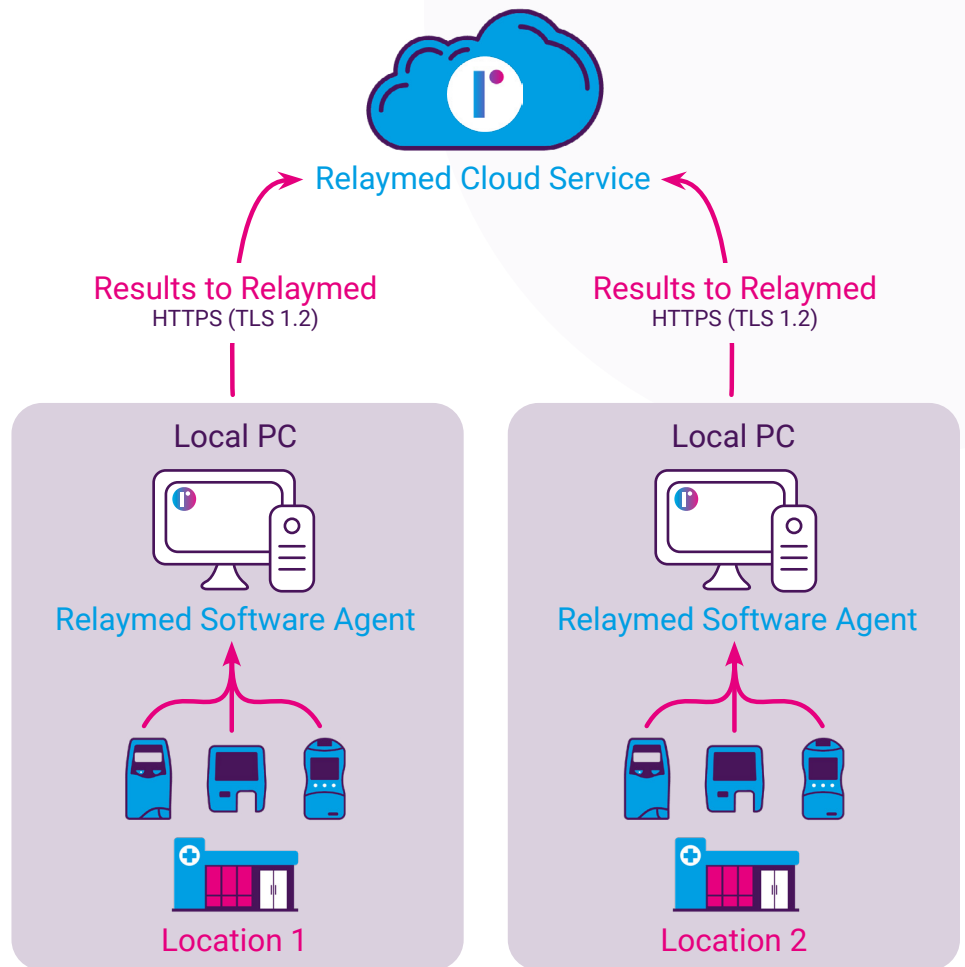
Model 2: Several instances of the agent, one per location

Relaymed • Software Agent Installation Guide
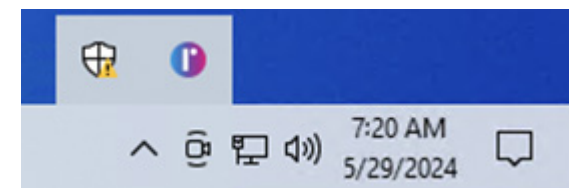
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Installation.

- A login to the **myRelaymed** Portal is required. If you do not yet have one, please contact Relaymed Support at **support@relaymed.com**
- If you are using a third party IT company you can invite them to the **myRelaymed** Portal as an IT user role to gain access.
- Once logged in to the **myRelaymed** Portal, download the Software Agent installer from the main dashboard.

Quality Controls

4 quality controls need reviewed

View

Action Required

4 issues need resolved

Workflow issues (2)
Device issues (1)
Unsupported tests (1)

View

Pending Tests

2 tests need approval

View

Saved Tests

0 tests sent in the last 7 days

View

Manual Tests

Select test ▼

Enter result

Help Center ⬀

Popular topics

Software Agent Requirements
Lantronix Configuration

Software Agent ⬇   ❓

Settings

Locations
Software Agents
EHR Mapping

Users

You have 8 total active users

Manage

On your selected Server/PC, launch the Software Agent Installer and follow the instructions.

Relaymed Software Agent Setup   —   □   ✕

Relaymed Software Agent

⬆ Install   Close
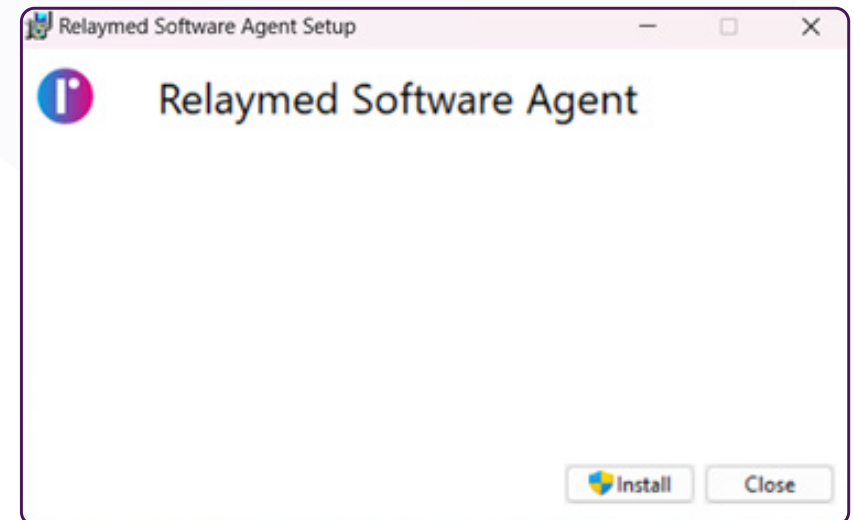
Once installation is complete you can launch your Agent from the system tray or from the start menu:
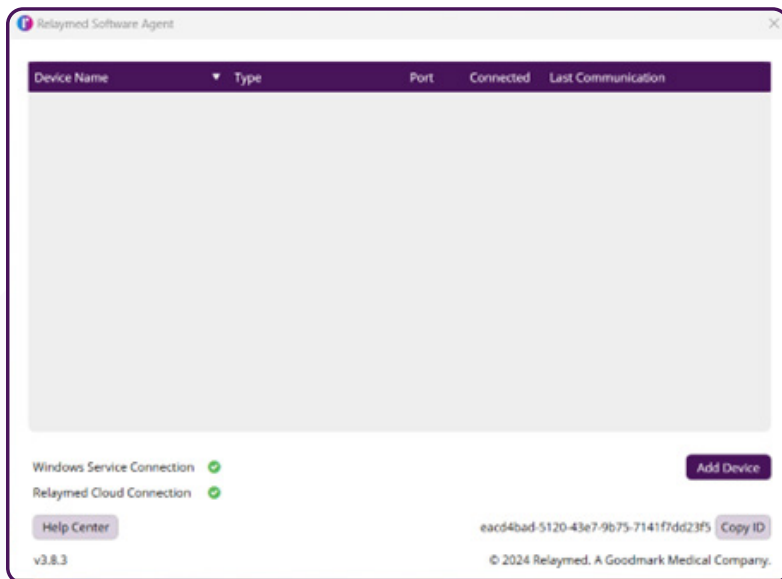
7:20 AM
5/29/2024

Registration.

You must now register the Agent with your **myRelaymed** Portal. This is a crucial step, so we can securely and uniquely link your devices to your account and ensure test results can only go to the correct destination.

Copy the Agent ID:

Navigate back to **myRelaymed** portal: On the main dashboard, go to Settings > Software Agents > Register software agent:
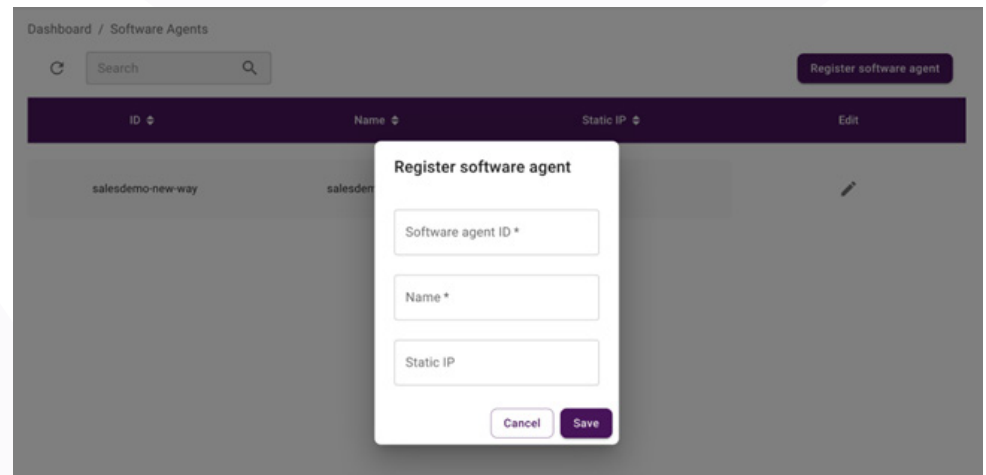
- Paste the Software Agent ID
- Name it in a meaningful name
  (we recommend the name of the PC/Server it is installed on)
- Make a note of the static IP assigned to the PC/Server - this will help with devices setup later on

You're all set!

Your organization will now be able to continue the Relaymed onboarding process and setup devices.

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