Panther System, Tigris DTS System and Tomcat System
File Transmission Procedure Using Enhanced File Transfer

For Worldwide IVD Distribution

Purpose

This Customer Technical Bulletin (CTB) provides operators with instructions on how to send electronic files (logs) to Hologic Technical Support for troubleshooting purposes.

Scope

This CTB is effective upon receipt and is intended for Panther System, Tigris DTS System and Tomcat System site administrators, operators, and laboratory supervisors.

What is Affected

The following procedure describes how to send files to Hologic using Enhanced File Transfer (EFT). EFT is a user-friendly method that allows the option of transmitting encrypted data for added data security.

Operators may be requested to send the following file types to Hologic Technical Support:
- Log Files
  - (.gpz – for Panther System)
  - (.zip – for Tigris DTS System)
  - (.zip – for Tomcat System)
- Raw Kinetic Data (.csv)
- LIS Data (.lis)
- Results Reports (.pdf)

Materials Required

- Computer equipped with Internet Explorer 10 or higher, Safari, Firefox or Google web browser.
- Appropriate data storage media (i.e., USB drive or CD-RW).
  Note 1: Only use USB Flash Drives that meet the following criteria:
  - The USB flash drive must not be formatted as NTFS (New Technology File System)
  - The USB flash drive must not have pre-loaded software.
  - The USB flash drive must be dedicated for use with one Hologic instrument system. Do not use the designated USB flash drive with other file types.
  Note 2: CD-RW is an option for Tigris instruments only and specifications for it are in the Overview section of the Tigris DTS System Operator's Manual.
- Optional: Remote Diagnostics (Pro360)

Section Overview

  A. Obtaining Files For Uploading

   o Overview instructions for USB Flash Drive on all platforms
   o Panther System – Exporting logs to a USB Flash Drive
   o Tigris System – Exporting logs to a USB Flash Drive
   o Tigris System – Exporting logs to a CD-RW Drive
   o Tomcat System – Exporting logs to a USB Flash Drive

  B. Accessing the Hologic EFT System
  C. Uploading Files to the Hologic EFT System- Java Enabled Checked
  D. Uploading Files to the Hologic EFT System- Java Enabled Not Checked

A. Obtaining Files for Uploading:

Overview instructions for USB Flash Drive on all platforms:

1. Obtain appropriate data storage media, as described above.
2. Save the files and date range specified by the Hologic representative to the data storage media. If not specified, please provide log files for the runs performed on the day in question and from the previous day when the system worked as expected.
3. Remove the data storage media from the Panther System, Tigris DTS System or Tomcat System.
    Note: Unmount USB drives from the instrument before removing the drive to avoid data corruption.
4. Take the data storage media to an internet connected computer and insert it.
5. Open the file location and confirm that the correct files were saved.
    Note: A USB drive is usually indicated as drive **e:**.

    Note: A CD-RW drive is usually indicated as drive **d:**.

Panther System – Exporting logs to a USB Flash Drive:
The system is equipped with four USB ports located on the right of the instrument, near the connection point for the monitor arm.

1. Insert a USB flash drive into a free USB port prior to exporting data from the instrument.
2. The USB flash drive symbol appears in the Status panel once the system recognizes the connection.
3. Go the "Messages" screen.
4. Select "Send Logs" from the bottom of the screen.
5. Enter the "Start Date Time" and the "End Date Time" (specifies the date range of files to be downloaded).
    Note: If not otherwise specified, please select the day <u>before</u> the error began as the "Start Date Time".
6. Confirm that "Advanced" is selected.

Note: the "Advanced" option is only visible in Panther System SW versions 5.3 and below. For Panther System SW versions 6.2 and above, all the necessary file options are selected by default.
7. Confirm that the "Output Directory" reads: **e:\.**
8. Select "Send to Directory".
9. When the logs have completed download on to the flash drive, select the USB flash drive icon [icon] on the bottom right of the screen.
10. Select "Unmount" flash drive.
11. Remove the flash drive and go to an internet connected computer.

Tigris System - Exporting logs to a USB Flash Drive:
1. Confirm the instrument is in "Standby" status at the bottom left of your screen.
2. Insert your flash drive into the computer USB port.
3. Go the "Messages" screen.
4. Select "Send Logs" from the right side of the screen.
5. Enter the "Begin Date" and the "End Date" (specifies the date range of files to be downloaded).
   Note: If not otherwise specified, please select the day before the error began as the "Begin Date".
6. Confirm that the "Send Logs Path" reads: **e:**
7. Select "Send".
8. When the files have completed download to the flash drive, remove the flash drive and move to an internet connected computer.

Tigris System – Exporting logs to a CD-RW Drive:
Please refer to the Tigris DTS System Operator's Manual for detailed instructions on how to save files to an appropriate CD-RW drive.

Tomcat System – Exporting logs to a USB Flash Drive:
Please refer to the Tomcat Instrument Operator's Manual for detailed instructions on how to save files to an appropriate USB flash drive.

B. Accessing the Hologic EFT System:

Note: Internet Explorer 10 or higher, Safari, Firefox or a Google web browser is required for this procedure.
Note: HTTPS ("Hypertext Transfer Protocol – Secure" will be the process used to ensure secure, encrypted transfer of requested data.)

1. Open an appropriate web browser and enter the following web address: https://eft.gen-probe.com
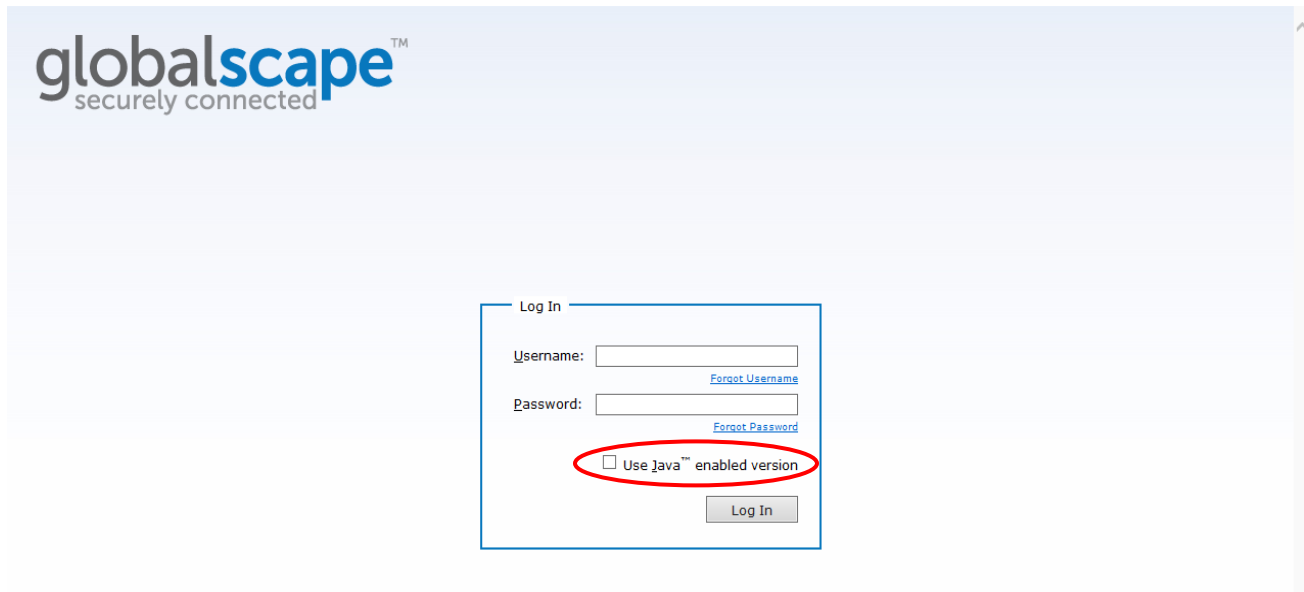
Figure 1. EFT Login

2. On the webpage, enter site-specific login information, then select the **Log In** button.

   Note: A separate username and password will be supplied for each Panther System, Tigris DTS System or Tomcat System. **Please keep all passwords confidential to ensure data security.** If you do not know your username and/or password, please contact Hologic Technical Support.

   Username:_____

   Password:_____

Note: Select "Use Java™ enabled version" if Java is installed on the computer. Otherwise leave unchecked (and go to section D).
   - To check if your computer has Java installed, click on "Start" and then "All programs."

Note: The first time a computer is used to log into the Hologic EFT System, the following security warning may appear. (Figure 2)

Figure 2. "Warning-Security" Window

Note: If the "Warning – Security" window appears, select "Always trust content from this publisher" and then select "Run" to continue. (Figure 2)

C. Uploading Files to the Hologic EFT System: "Java Enabled" checked at login (Figure 3)

1. Ensure you have inserted the data storage media you are using into the computer (i.e., the USB flash drive or CD-RW).
2. From the navigation box, use the drop down button to navigate to the appropriate data storage media location.
   - For USB drive, usually drive **e:/**.
   - For CD-RW, usually drive **d:/**.
3. Under the **"My Files and Folders"** pane, select the file(s) to be uploaded. Multiple files can be selected by using the **Shift** or **Ctrl** keys to select additional files. If multiple files are present, verify the correct data is selected by the "Modified Date" column.
4. Once all desired file(s) have been selected, press the arrow ➡ between the left and right panes. This will start the upload of all selected data to the Hologic EFT System.
5. Verify upload activity in the **"Transfer Queue"** pane in the lower section of the screen. Monitor the "Progress" indicator bar for 100% for each file selected.
6. Confirm that the file(s) uploaded now appear in the **"Remote Server Files and Folders"** pane to the right. Again, confirm against the "Modified Date" column.
7. Click on the **"Log Out"** button in the upper right corner to end the EFT transmission session.
8. Remove the data storage media being used and save for future use.

  Note: Additional help can be obtained from the help button above the "Log Out" button, or by contacting Hologic Technical Support.
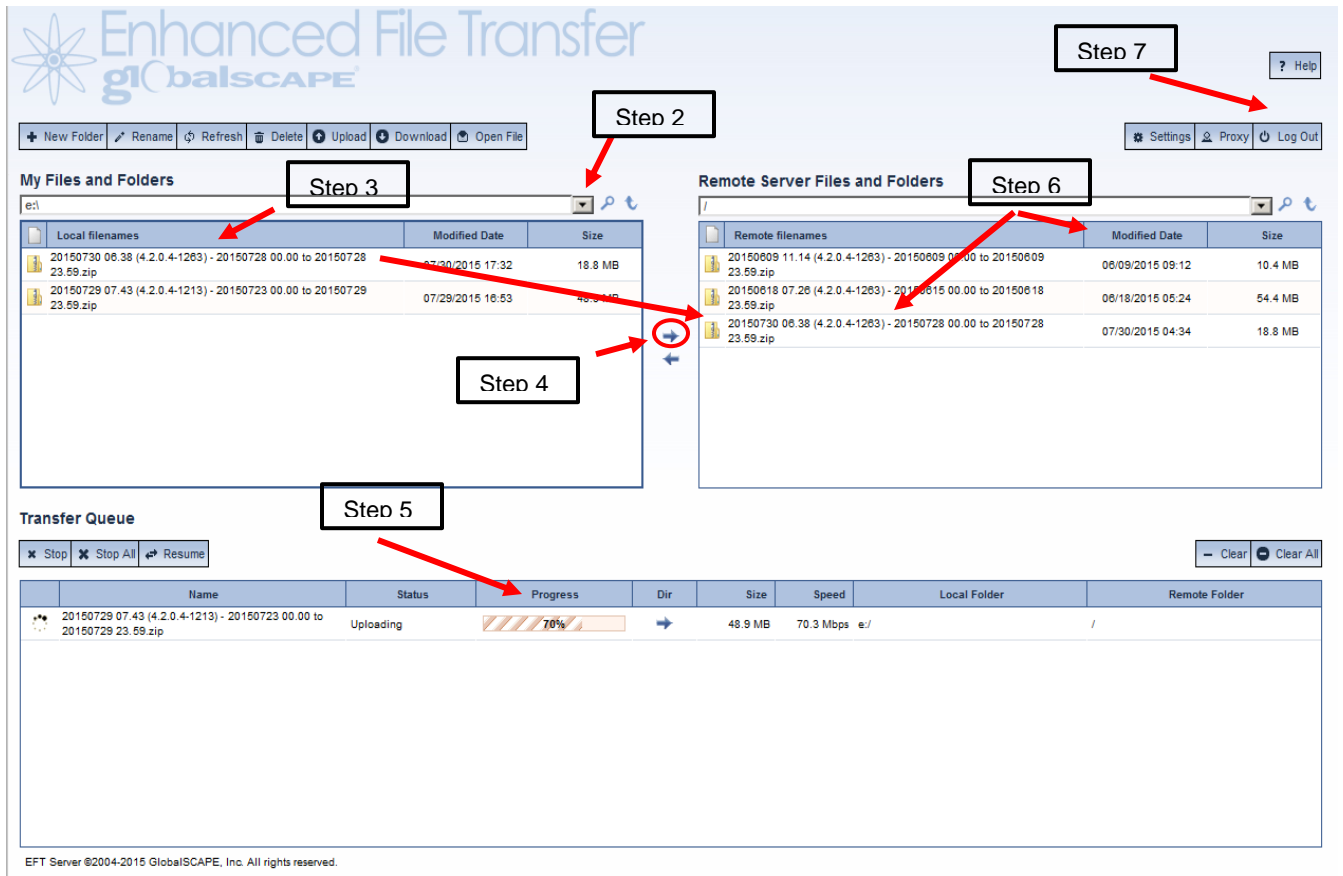
Figure 3. Java enabled web interface

D. Uploading Files to the Hologic EFT System: "Java enabled" NOT checked at login (Figures 4 and 5)

1. Ensure you have inserted the data storage media you are using into the computer (i.e., USB flash drive or CD-RW).
2. From the menu bar, select the **"File"** drop down to navigate to the **"File Upload"** option.
3. Select **"File Upload"** and a **"Choose File to Upload"** window pops up.
4. Select the data storage media where files are located.
   - For USB drive, usually drive **e:/**.
   - For CD-RW, usually drive **d:/**.
5. Select the file(s) to be uploaded. Multiple files can be selected by using the **Shift** or **Ctrl** keys to select additional files. If multiple files are present, verify the correct data is selected by the "**Date Modified**" column.
6. Once all desired file(s) have been selected, Select **"Open"**. This will start the upload of all selected data to the Hologic EFT System.
7. Verify upload activity in the **"Transfers"** pane on the right side of the screen. Monitor the "Progress" for each file selected.
8. Confirm that the file(s) uploaded now appear in the **"Name"** pane in the middle of the screen. Again, confirm against the **"Date"** column.
9. Click on the **"Account"** drop down in the menu bar to end the EFT transmission session by selecting **"Logout"**.
10. Remove the data storage media being used and save for future use.

Note: Additional help can be obtained from the "Help" drop down in the top menu bar, or by contacting Hologic Technical Support.
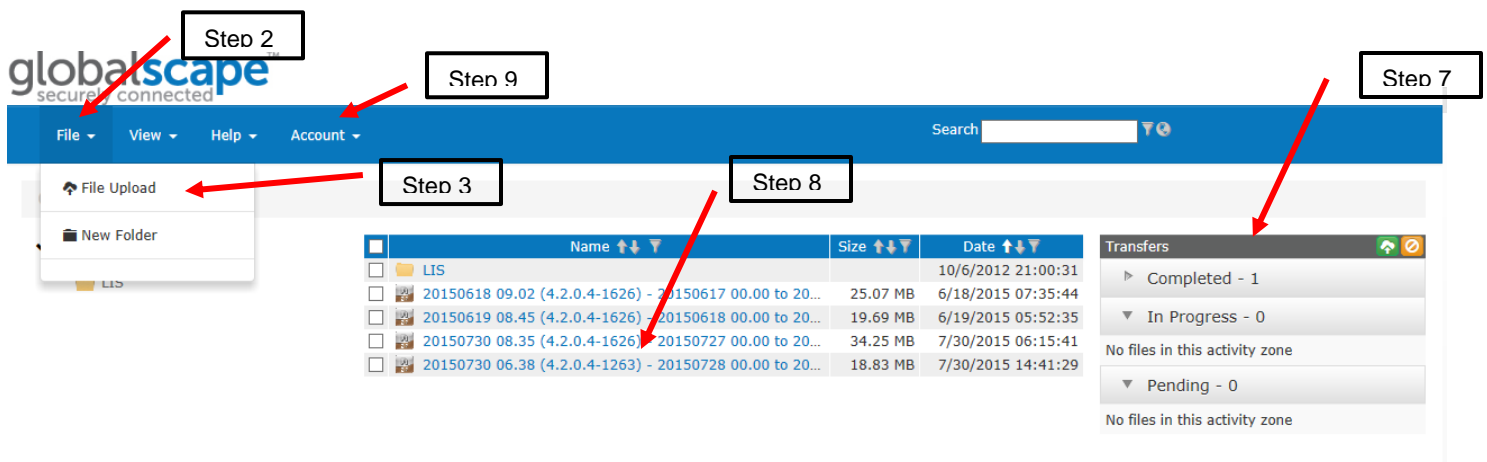
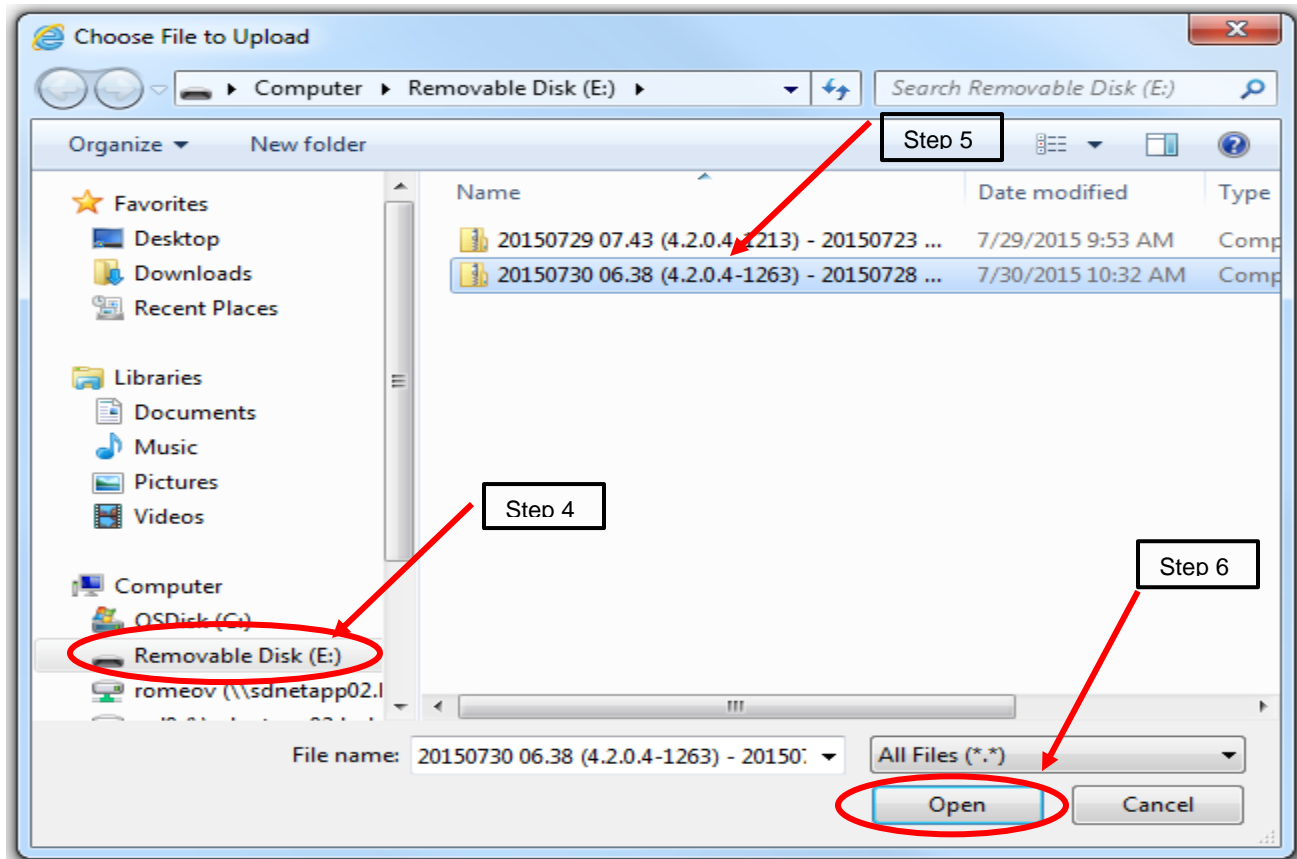**Figure 4. Java enabled version NOT checked at Login**

Figure 5. Choose File to Upload screen

What is Required

Ensure that appropriate laboratory personnel are notified of the updated information regarding EFT transfer.

If there are any questions or concerns regarding this communication, please contact your local Hologic support representative. In the U.S., Hologic Technical Support may be reached at +1 888 484 4747 or +1 858 410 8511, or by e-mail at molecularsupport@hologic.com.

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