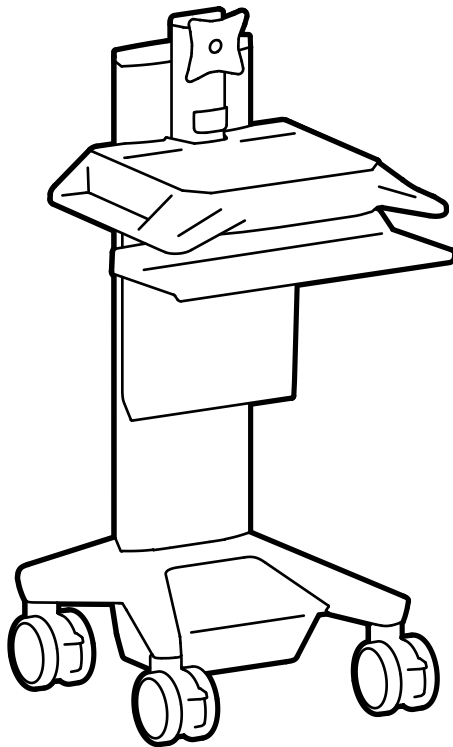# ergotron®

CareFit Pro Imprivata Agent Software
for CareFit Pro Monitor Cart, Powered

For the latest User Installation Guide please visit: www.ergotron.com

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888-98-194-G-00 rev. A • 04/21

Table of Contents

1 OVERVIEW

This product is designed to allow Imprivata authentication and authorized access to Ergotron CareFit Pro Medical Carts with drawers.

1.1 Components

• ECartAgent.exe – the agent is installed on endpoints and in virtual desktops to communicate to the cart via a USB interface cable.

1.2 Supported Operating Systems

• Windows 10, Server 2012, Server 2016 – 64bit, IGEL OS 11 (see pg. 13).
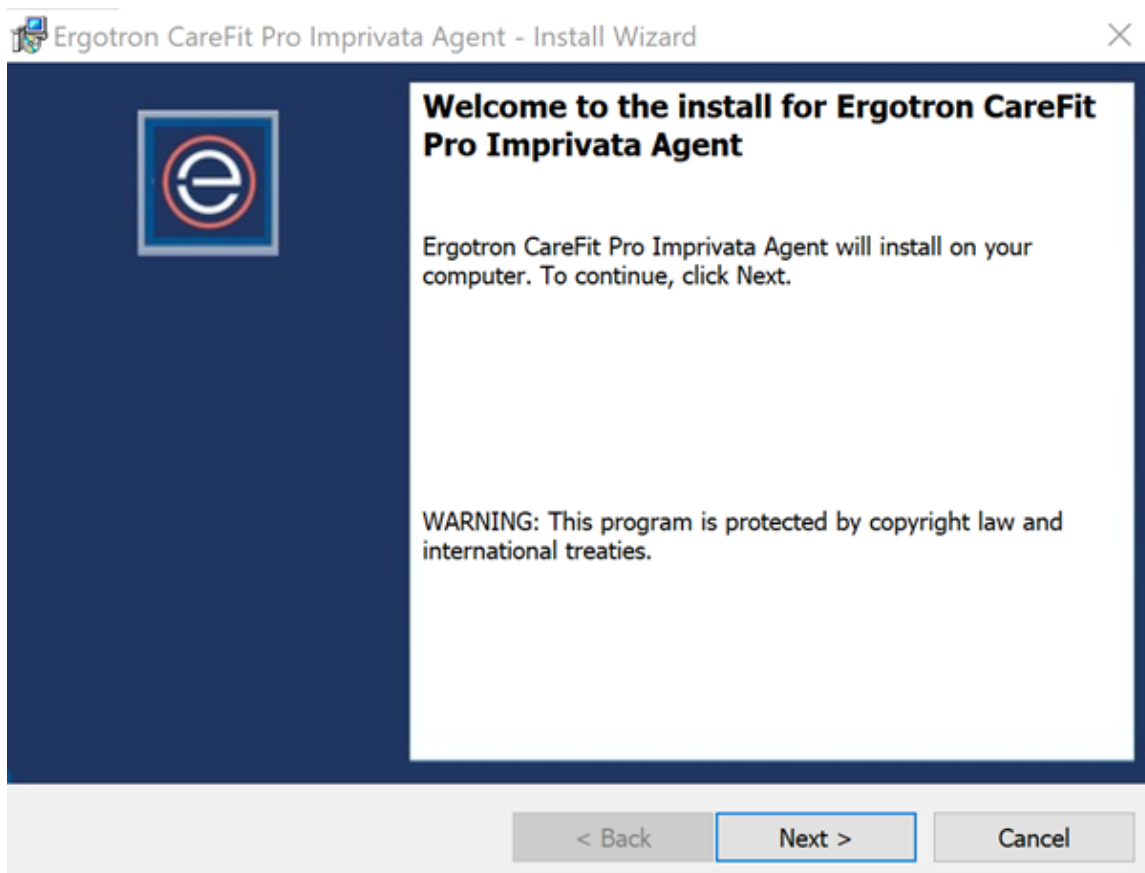
1.3 Requirements

• Imprivata ConfirmID version 5.1 or later.
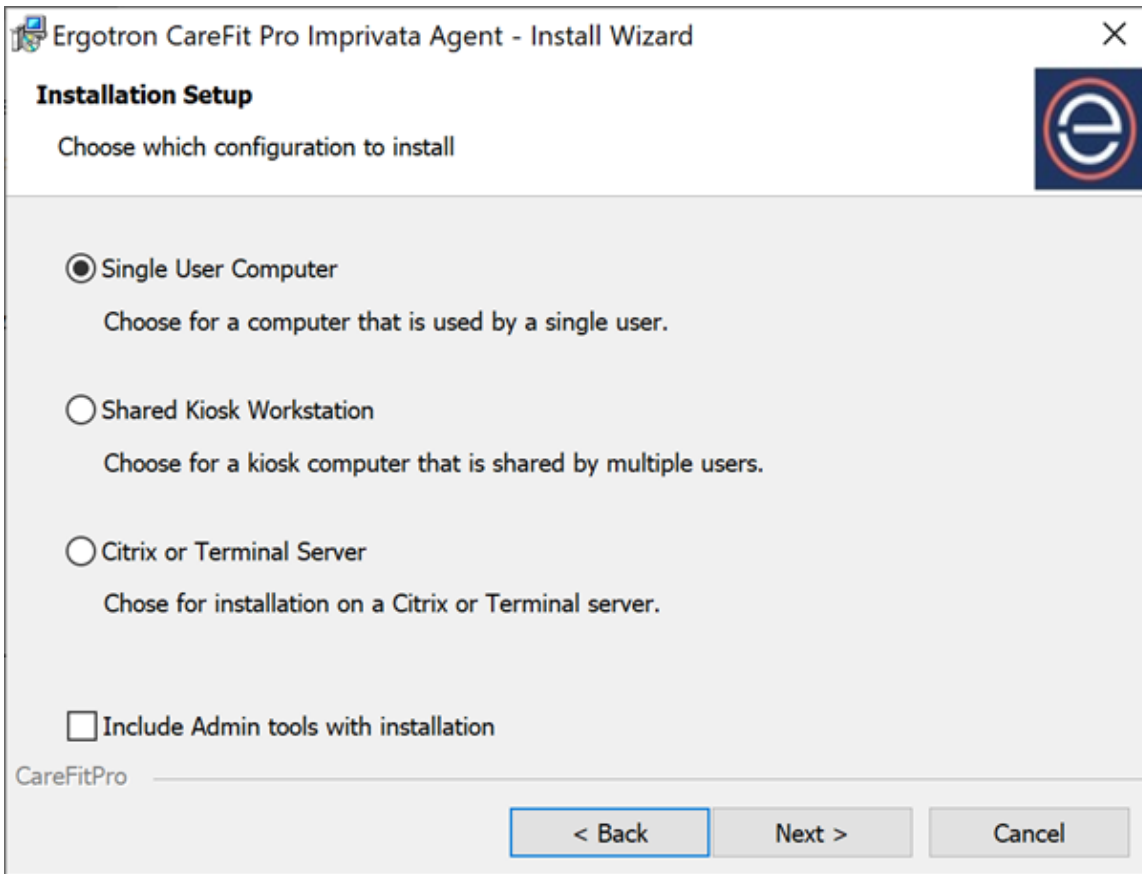
• CareFit Pro firmware version 5.0086 or later.

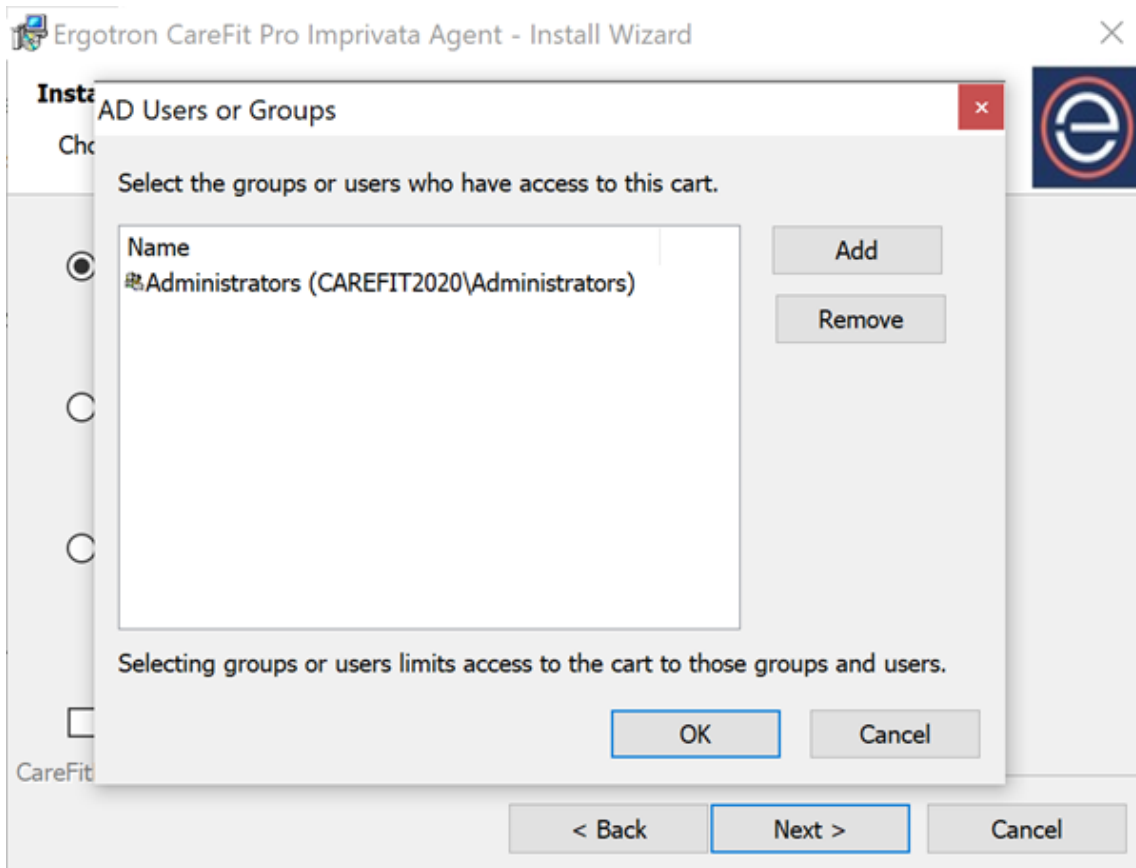# 2 INSTALLATION

2.1   Installation Files

ECartAgent.exe

2.2   Agent Installation

888-98-194-G-00 rev. A • 04/21

3 of 16

Ergotron CareFit Pro Imprivata Agent - Install Wizard

Installation Setup

Choose which configuration to install

◉ Single User Computer

    Choose for a computer that is used by a single user.

○ Shared Kiosk Workstation

    Choose for a kiosk computer that is shared by multiple users.

○ Citrix or Terminal Server

    Chose for installation on a Citrix or Terminal server.

☐ Include Admin tools with installation
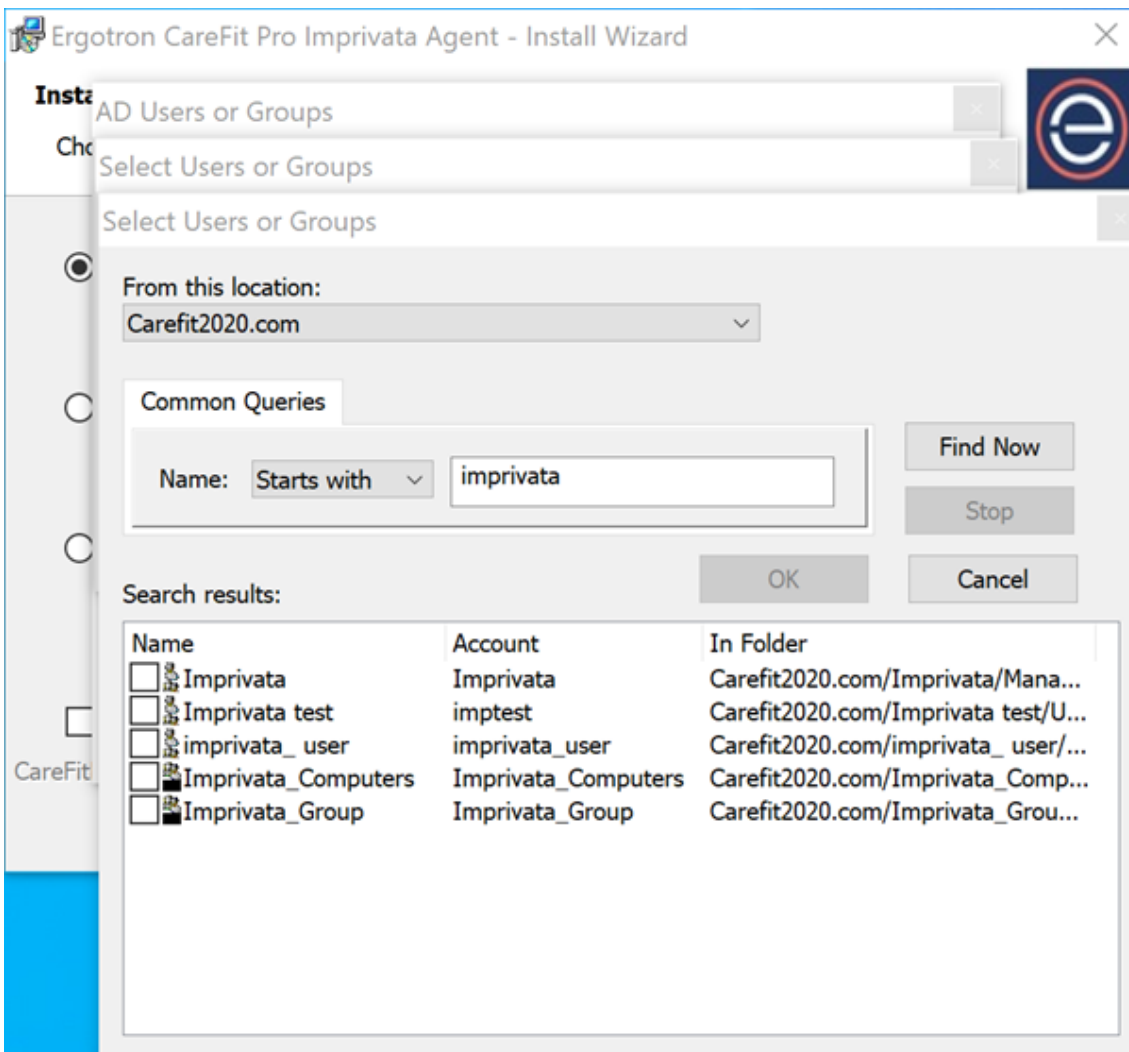
CareFitPro

[< Back]   [Next >]   [Cancel]

• Select "Single User Computer" for normal installation onto the local machine.

• Select "Shared Kiosk Workstation" to install the Citrix Virtual Channel driver onto the endpoint.

• Select "Citrix or Terminal Server" if the Agent will be run in a virtual environment. See section 3.4 for more details.

Select the option to include admin tools with installation to install the configuration tool which can be used to change the default settings of the Agent. See section 3.1 for more detail.

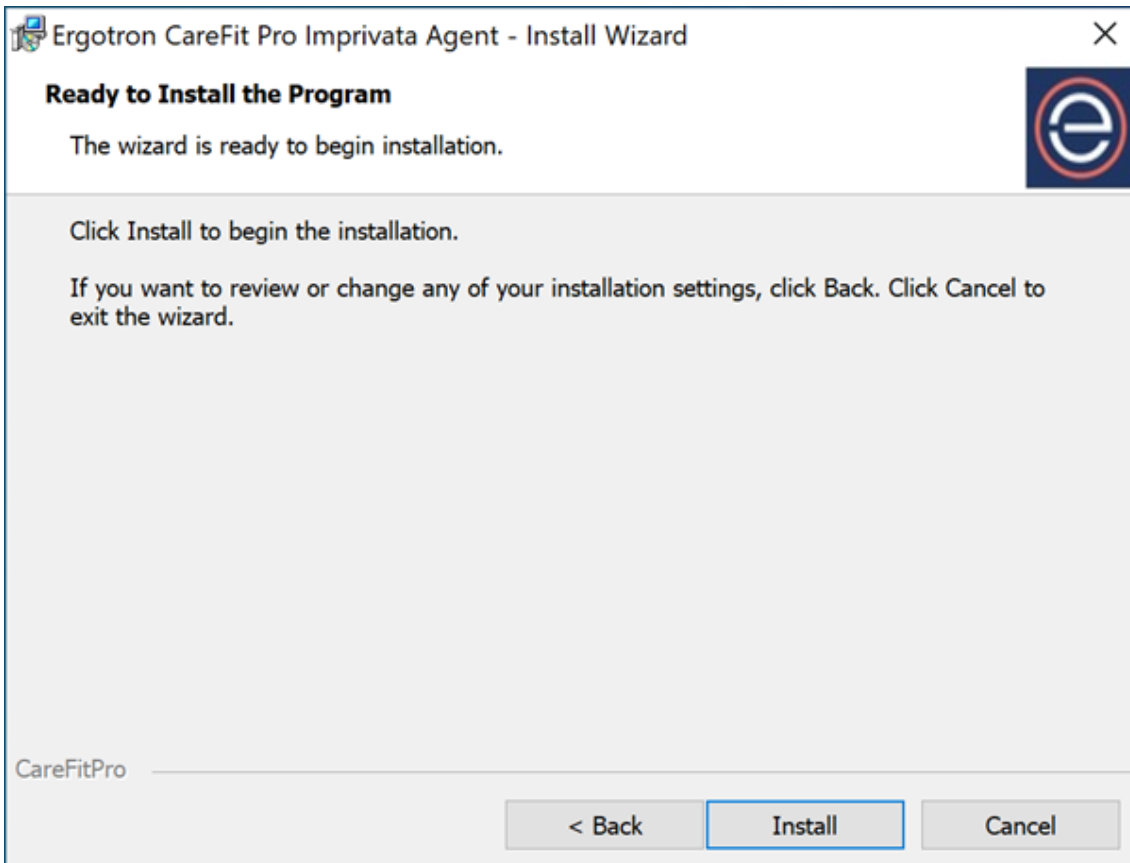To continue with the installation the AD (Active Directory) group(s) which will have access to the cart must be added. The group(s) can also be modified later with the configuration tool.
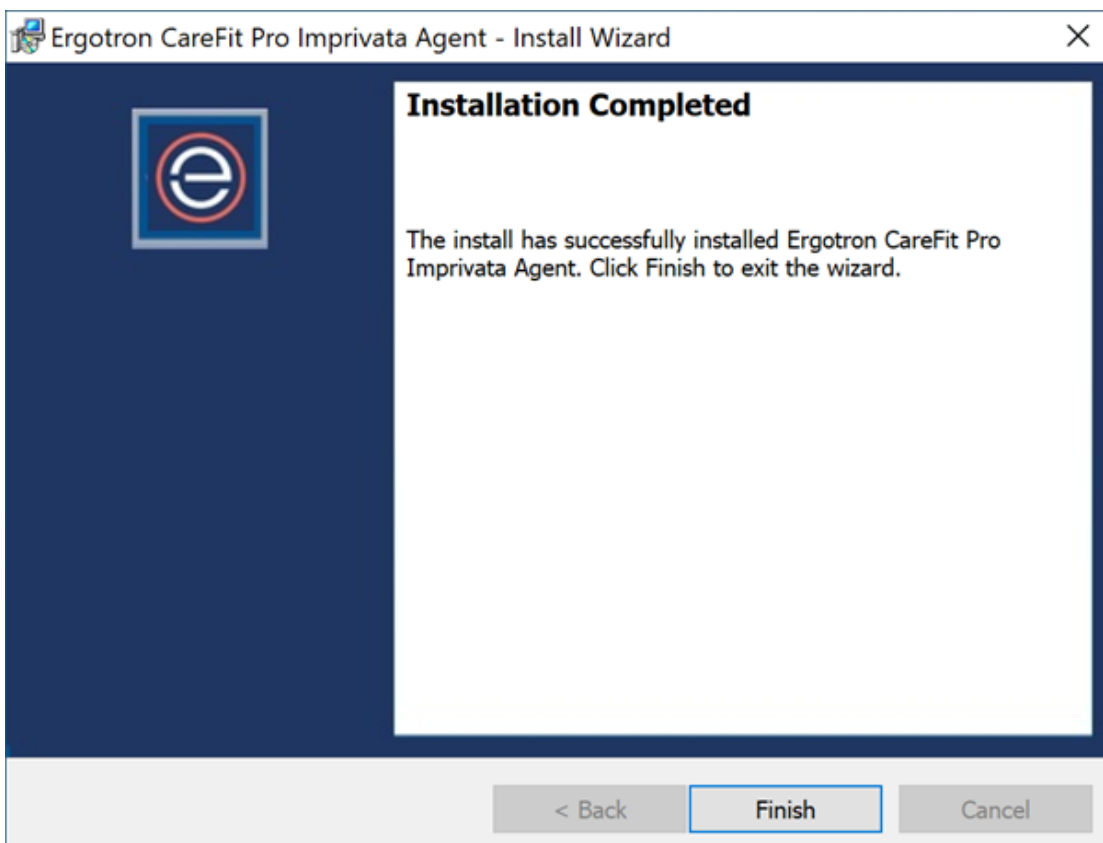
• Only users within the group(s) will have access to the cart.

• The Administrators group is selected by default.

Select "Add" to type in the group manually or use the "Advanced" option to query the AD directory.

Ergotron CareFit Pro Imprivata Agent - Install Wizard ✕

Insta
Cho

AD Users or Groups

Select Users or Groups

From this location:

Carefit2020.com ⌄

Enter the user or group names to add (semicolon separated):

CAREFIT2020\Imprivata_Group

Check Names

Advanced   OK   Cancel

Selecting groups or users limits access to the cart to those groups and users.

OK   Cancel

CareFit

< Back   Next >   Cancel

Ergotron CareFit Pro Imprivata Agent - Install Wizard ✕

Insta
Cho

AD Users or Groups

Select Users or Groups

Select Users or Groups

From this location:

Carefit2020.com ⌄

Common Queries

Name: Starts with ⌄   imprivata

Find Now

Stop

OK   Cancel

Search results:

Name	Account	In Folder
Imprivata	Imprivata	Carefit2020.com/Imprivata/Mana...
Imprivata test	imptest	Carefit2020.com/Imprivata test/U...
imprivata_ user	imprivata_user	Carefit2020.com/imprivata_ user/...
Imprivata_Computers	Imprivata_Computers	Carefit2020.com/Imprivata_Comp...
Imprivata_Group	Imprivata_Group	Carefit2020.com/Imprivata_Grou...

CareFit

Select Install to continue. The installation directory is C:\Program Files\Ergotron\CareFitPro\Imprivata Agent


2.3 Installed Components

ECartAgent.exe will run automatically at startup, it will show up in the system tray as shown.

3 CONFIGURATION

3.1 Agent Configuration

If the option was selected at time of install, the configuration tool ECartAgentConfig.exe will be installed in the same directory as the Agent (C:\Program Files\Ergotron\CareFitPro\Imprivata Agent). In order to make configuration changes, it must be run as an Administrator.
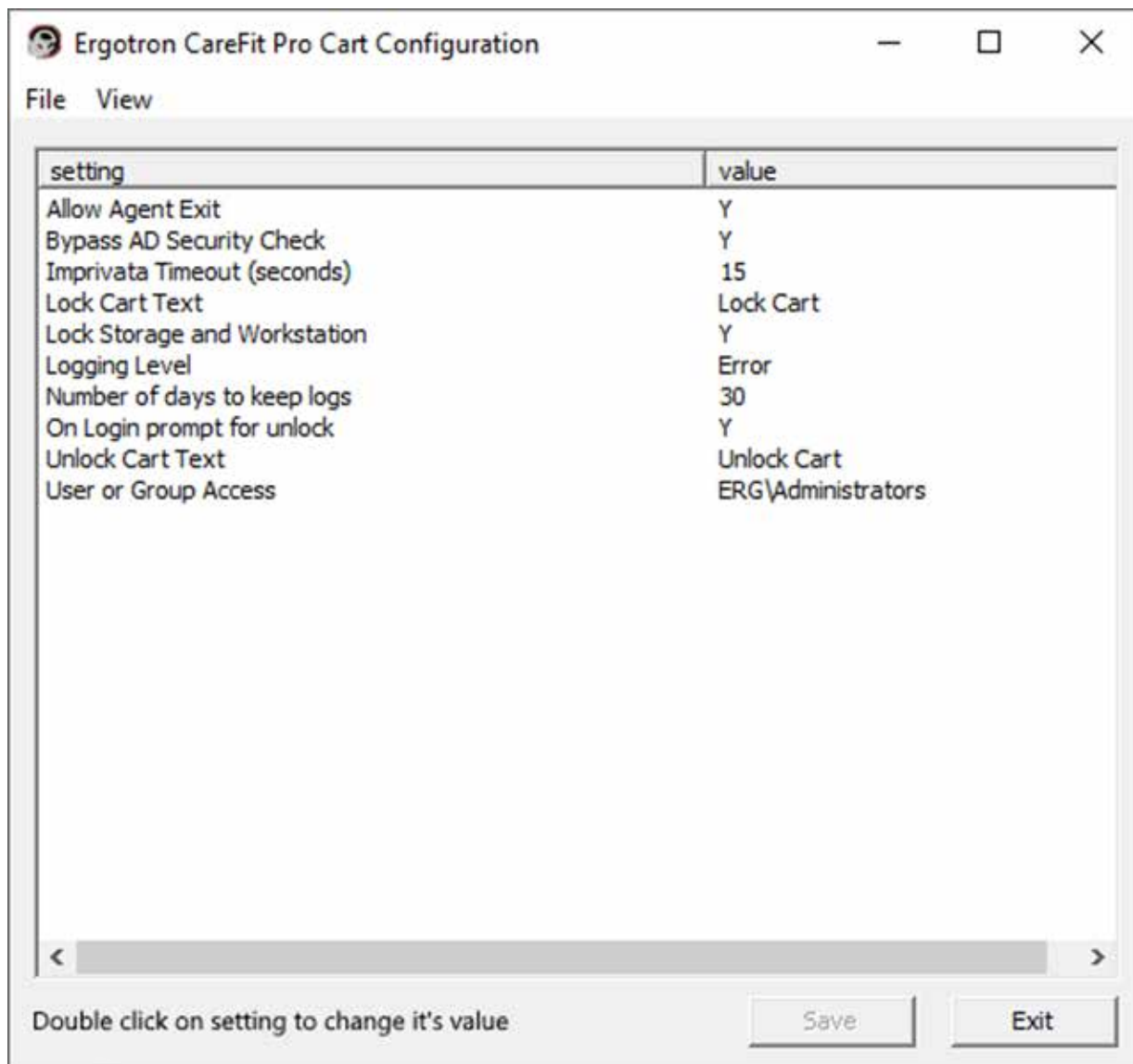

- Allow Agent Exit (Y/N). If set to yes, user can right click on the Ergotron System tray icon and select exit to terminate the program. If Ergotron Commissioning Tool is also installed this option should be selected because the Agent cannot run concurrently.
- Bypass AD Security Check (Y/N). If set to yes, AD security group checks are bypassed. Set to yes if there is no need to limit access to the cart to select groups. All Imprivata users will have access to all carts.
- Imprivata Timeout (seconds). Number of seconds authentication dialog is displayed. Default is 15s, configurable up to 99s.
- Lock Cart Text. Text to display in the right click menu of the agent.
- Lock Storage and Workstation (Y/N). If set to yes, when the workstation is locked or logged out the cart will also lock.
- Logging Level (Critical, Error, Warning, Information, Verbose). Default setting logs errors.
- Number of days to keep logs. Default is 30 days.
- On Login prompt for unlock (Y/N). If set to yes, when user logs into workstation they are automatically prompted to badge tap a second time to unlock the cart.
- Unlock Cart Text. Text to display in the right click menu of the agent.

The configuration settings for the agent are stored in an XML file named ECartAgent.exe.config. This file can be edited and deployed to other computers by storing it in the same directory (C:\ProgramData\Ergotron\CareFitPro\Imprivata Agent).

3.2 Imprivata Configuration

ConfirmID workflow needs to be configured.
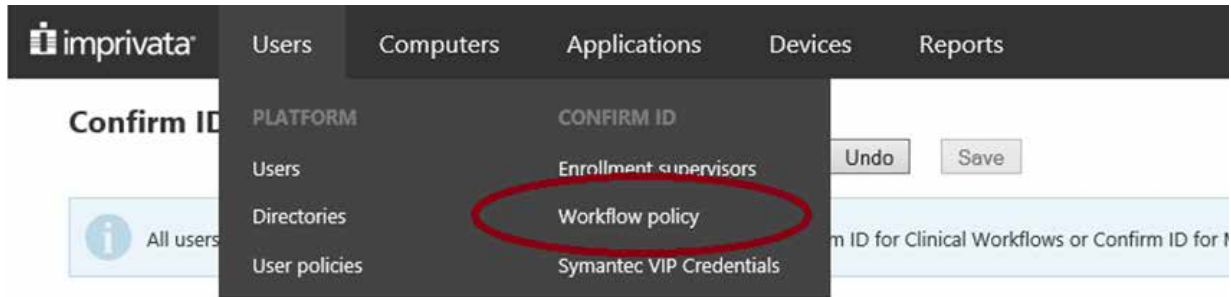
Under the Clinical Workflow policy assign a user policy or policies to non-regulated user verification then add users to that policy.

3.3 Active Directory Configuration

By default, for a user to access the cart they must be a member of the group which was added in the cart configuration or during the initial install. It is recommended that specific cart access groups are set up such that cart access can be limited to only those users within the group.

This allows IT personnel to prevent users who may be authenticated by Imprivata from accessing a cart for which they should not have access. This can be bypassed with the agent setting 'Bypass AD Security Check'.

Users with cart access are usually in a group or can be added to a new group which meets the hospitals cart access requirements. For example, if carts are deployed to different sections in the hospital such as ICU & Pharmacy, then two AD groups could be created to limit access to the carts in those areas.

• The "ICU" AD group would be added to the endpoints attached to the carts in the ICU ward. Only ICU personnel in the ICU AD group would have access to those carts.

• Similarly, the "Pharmacy" AD group would be added to the endpoints attached to the carts in the Pharmacy ward. Only personnel in the Pharmacy AD group would have access to those carts.

• It is possible for a user to exist in multiple AD groups and have access to all carts.

3.4 Virtual Desktop Configuration

The required Citrix Virtual Channel driver is installed on the endpoint by selecting the "Shared Kiosk Workstation" option during install. The agent is installed in the PD/XD virtual desktop by selecting the "Citrix or Terminal Server" option during install. Citrix device mapping is used to map communication from the virtual desktop to the physical device.

3.5 Citrix Configuration

Citrix Client USB device redirection rules need to be configured to allow passthrough of the physical cart device into the virtual environment. The VID is 1B14, PID is 06B9 (values are in hexadecimal).
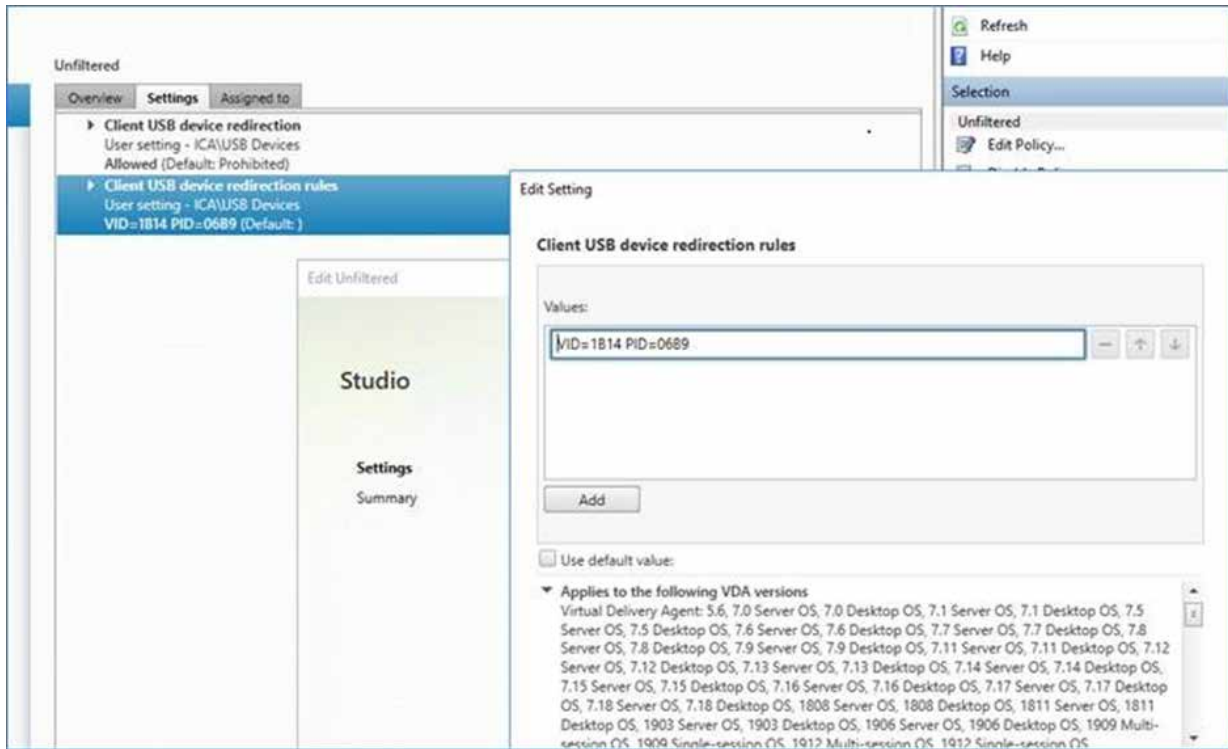
4 INSTRUCTIONS FOR USE

4.1 Initial Setup

The first time the CareFit Pro Imprivata Agent is installed onto a computer and connected to a cart, the computer name must be bound to the cart. To bind the computer name to the cart, a user with Administrator privileges must be authenticated in the ConfirmID window. The below prompt should appear.
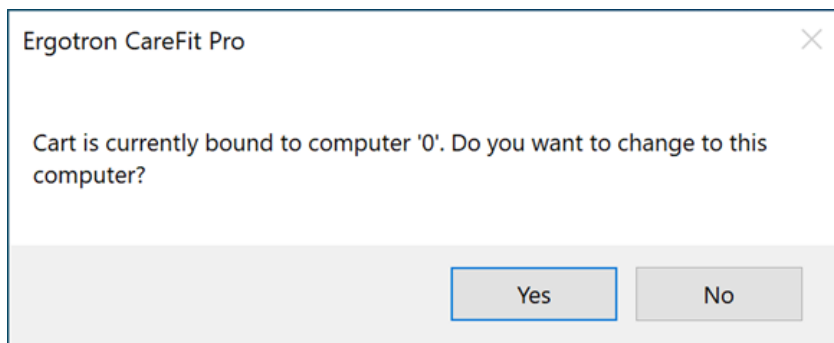
Press Yes to confirm the operation before the window times out.

4.2 Unlocking the Cart

• If the user clicks on Agent icon or presses the "Drawers" button on the cart display, the Imprivata ConfirmID window shall appear on the computer ready for a badge tap authentication.
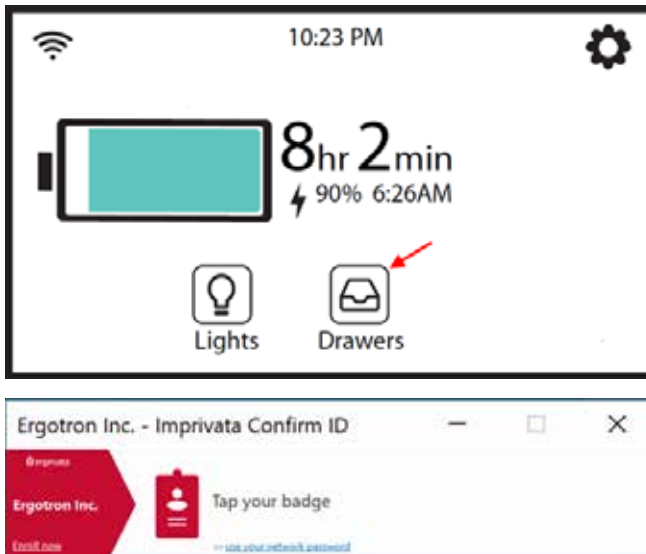
• The user must tap their badge while the ConfirmID window is still active. If the ConfirmID window has been closed or has timed out, the badge tap will log out the user.   When the user presses the drawer button, the RFID icon on the cart display will be shown to indicate when a badge tap is available.

• If the user is authenticated and authorized for use in the AD directory, the drawers on the cart will become accessible.

4.3 Locking the Cart

• Normally the user will use the interface on the cart display to lock the drawers on the cart.

• By default, the drawers will also be locked if the user logs out of the computer. See configuration section to disable.

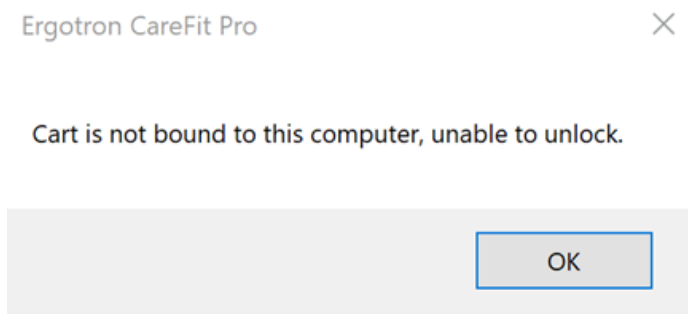• The drawers must be locked before a new authentication event can begin.

5 TROUBLESHOOTING

5.1 Error Messages

If the Agent is not successfully connected to the cart it will indicate a warning as shown below. Ensure the cart is powered ON and the USB cable is connected.

If the computer name is not stored in the cart, the below message will be shown. See section 4.1

If the user cannot be found in the AD group that is configured, the below message will be shown. See section 3.3

5.2 Log Files

Log files are stored in C:\ProgramData\Ergotron\CareFitPro\Imprivata Agent\Logs. The default log level is errors and to keep log files for 30 days.

12 of 16

888-98-194-G-00 rev. A • 04/21

6 IGEL INSTALLATION

6.1 Installation Package

The IGEL installation package includes the following files:

- ECartVC.dll
- ECartVC.dll.config
- ECartVCConfig

6.2 IGEL UMS Configuration

Create files in UMS for "ECartVCConfig", "ECartVC.dll", "ECartVC.dll.config" by right clicking on Files and selecting "New File"
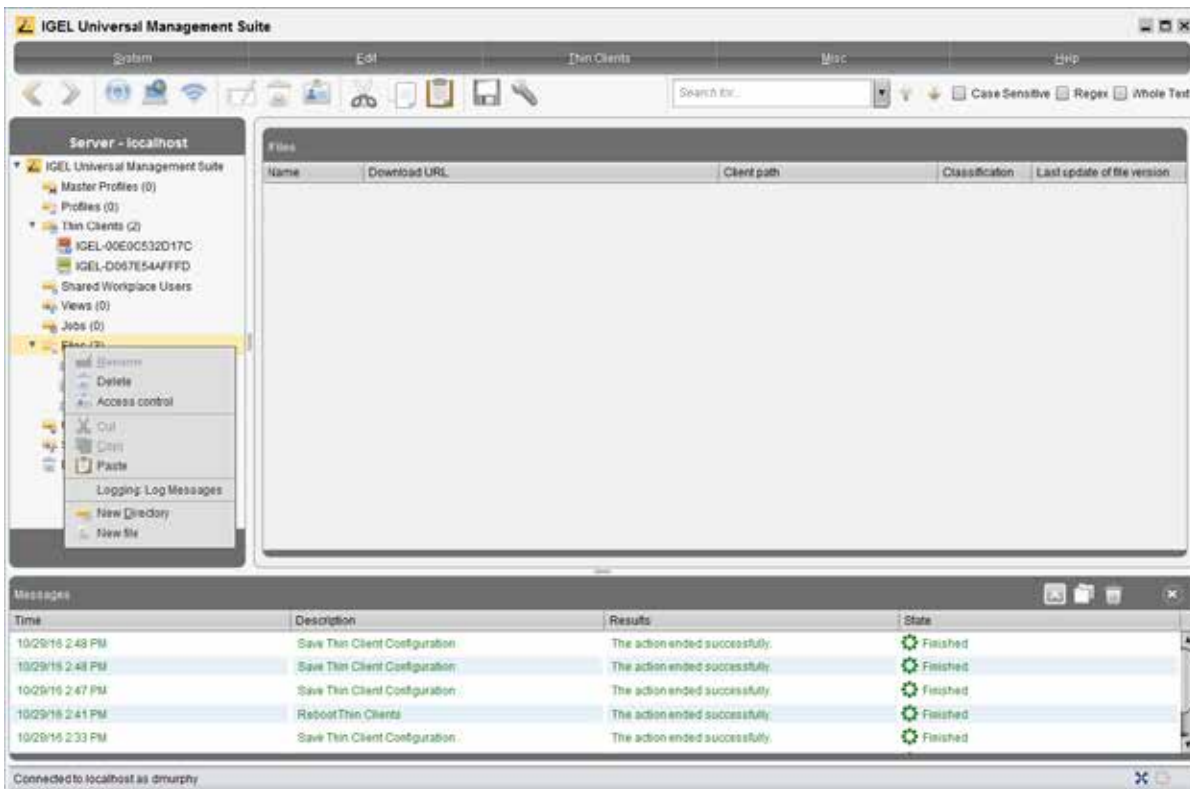
Browse to file "config" then enter Thin Client file location of "/wfs/coretek/CTSVDES/bin/config". Note: Make sure Owner READ/WRITE/EXECUTE Access rights checked

Repeat for "ECartVC.dll" and "ECartVC.dll.config" with a Thin Client file location of "/wfs/Erogotron/CareFitPro/Imprivata Agent". Note: Make sure Owner has READ/WRITE/EXECUTE Access rights checked
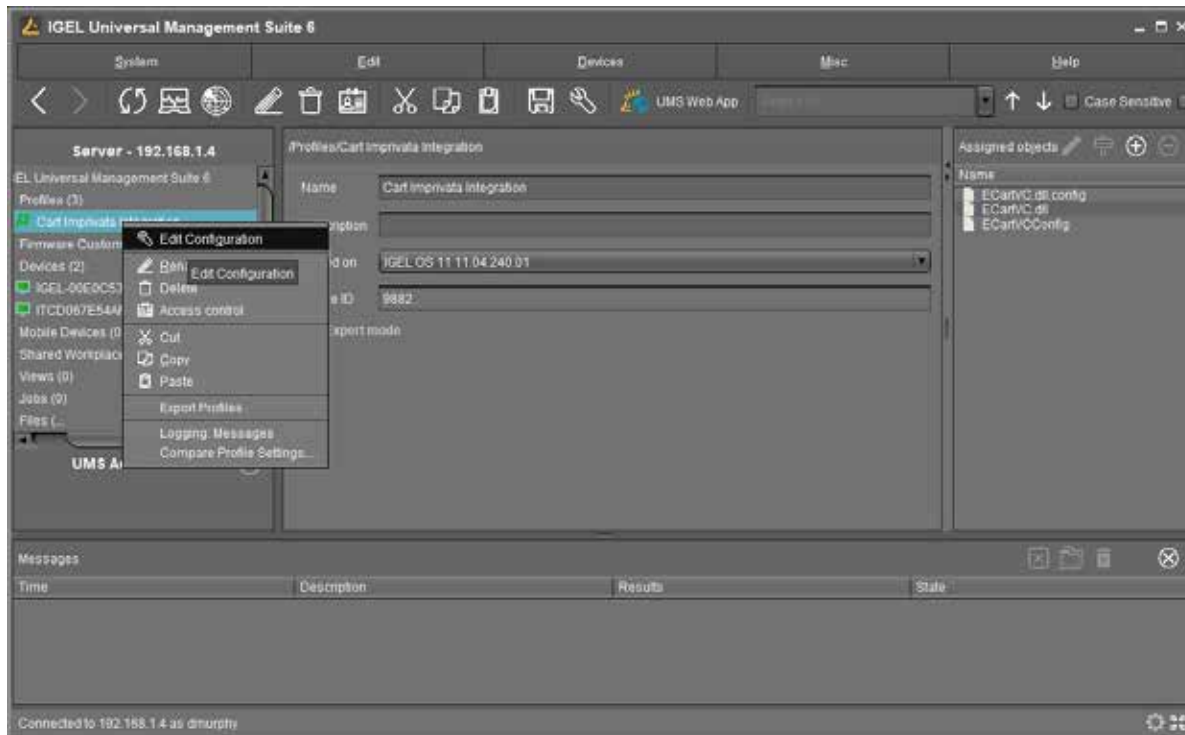
6.3 Assign Files to IGEL Thin Clients

Assign the newly created files to Thin clients either directly or through a profile. Note: recommended procedure is to use a profile as show below.
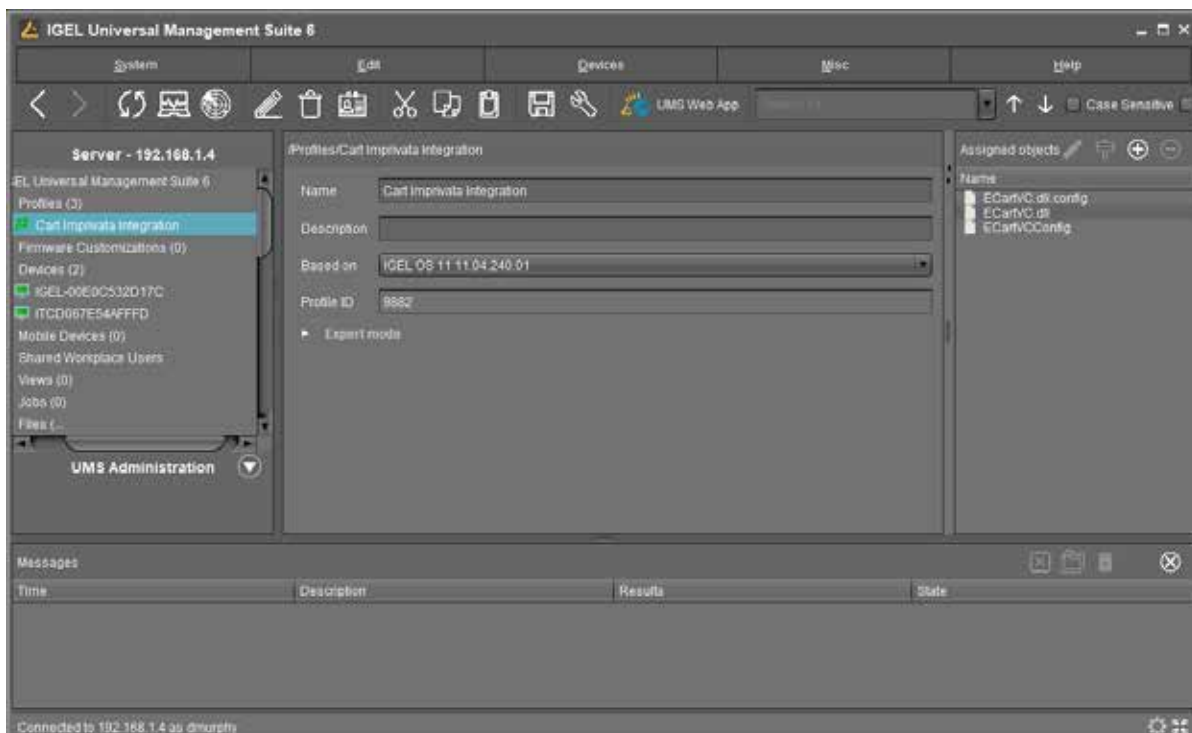
6.4 Add Custom Command

Edit the profile created in 1.3 or the host configuration directly.

Under Configuration/System/Firmware Customization/Custom Commands/Base, enter "/wfs/coretek/CTSVDES/bin/config" under Final Initialization Command (note: click the yellow triangle to allow editing) then enter the path to the VCConfig executable. Specify the following arguments: -i ECartVC.dll -c ECartVC.dll.config
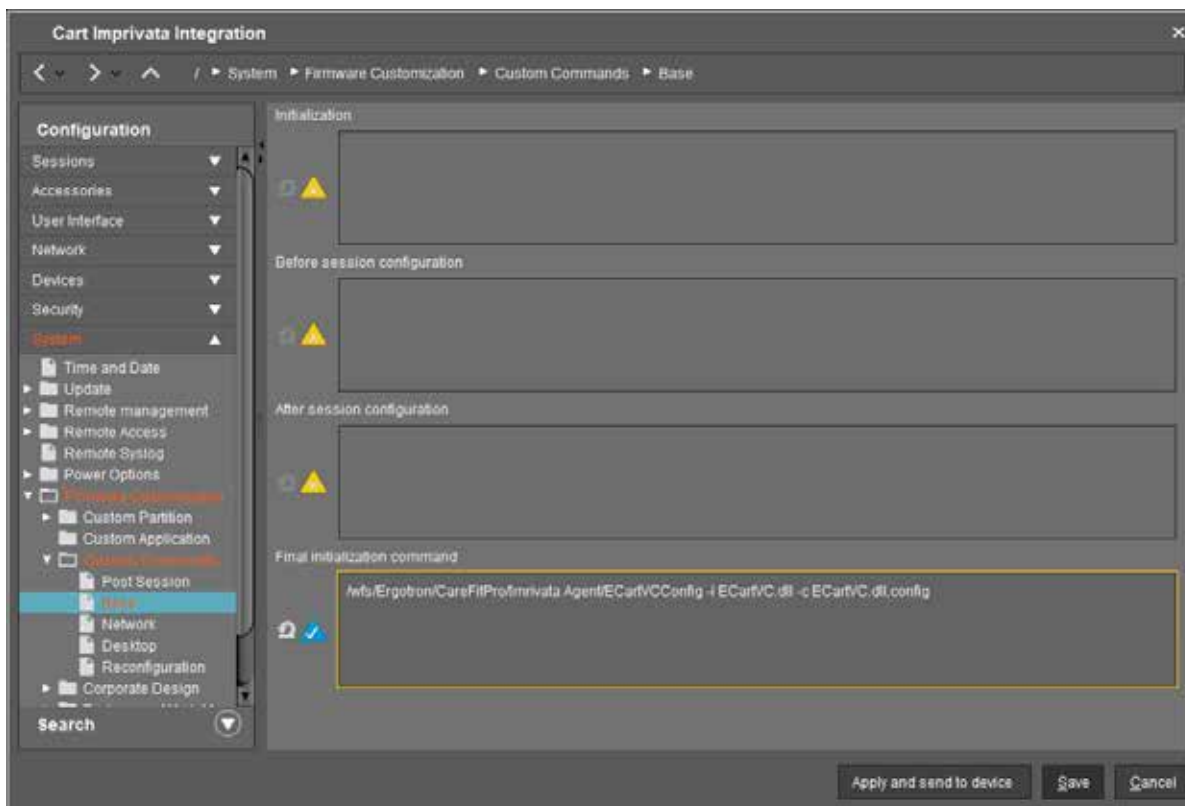
6.5 Assign Profile to Thin Clients

Assign the profile to the appropriate thin clients and then reboot the thin clients to complete the installation.

7 IGEL REMOVAL

7.1 Automatic Removal

IGels reset after every reboot. Simply remove the device from the Cart Integration profile and reboot. The cart integration citrix virtual channel will no longer be loaded.

7.2 Manual Removal

Run ECartVCConfig -r ECartVC.dll from a terminal window and the virtual channel driver will be removed immediately.

8 VIRTUAL CHANNEL CONFIGURATION

Settings for virtual channel are stored in ECartVC.dll.config. The Agent configuration tool can be used to edit the values or any text/xml editor can be used.

- BypassADSecurityCheck – bypasses AD Security checking. Acceptable values are 0 (default) for don't bypass and 1 for bypassing.

- DaysToKeepLogFiles – number of days log files are retained. Default is 30. Log Files are stored either in /var/log/ Ergotron/CareFitPro/Imprivata Agent if user running virtual channel has access otherwise logs are stored in ~/Ergotron/CareFitPro/Imprivata Agent

- LockStorageAndWrks – locked the cart when IGEL detects a disconnect from the citrix session. Default is 1 (On).

- LogLevel – level of logging. Acceptable values

    o 0: No Logging

    o 1: Critical messages only

    o 2: Include Error messages (default)

    o 3: Include Warning messages

    o 4: Include Informational messages

    o 5: Verbose – maximum logging of all messages.

- SecurityGroups – AD security groups that are authorized to access the carts. Imprivata provides identity authentication. The format is a semi-colon list of DOMAIN\GroupName's. The Agent config tool is the easiest way to assign a value to this setting.

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