BIOFIRE® FILMARRAY® 2.0 System Software (FSS) 2023 Update for G5 Laptops

Introduction

bioMérieux, has released a software update 'FILMARRAY System Software 2023 (FSS 2023)' for the BIOFIRE® FILMARRAY® 2.0 and BIOFIRE® FILMARRAY® TORCH Systems to provide new and beneficial features.
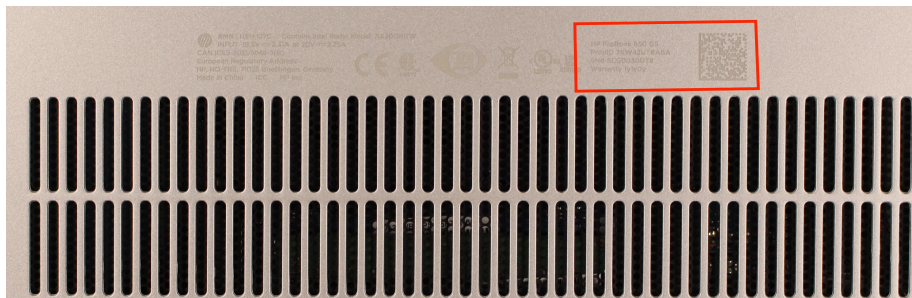
Please note, the software update is optional and restricted to BIOFIRE FILMARRAY 2.0 and BIOFIRE FILMARRAY TORCH computer systems utilizing Windows 10® operating system (Win10).

This Technical Note provides some steps on loading this software on to the HP G5 laptop that has been supplied with some of the BIOFIRE FILMARRAY systems.

NOTE: *The FSS 2023 update is required for the BIOFIRE FILMARRAY Gastrointestinal (GI) Panel C. diff selective reporting configuration to work properly.*

Identifying a G5 Laptop

This Technical Note is for the HP G5 laptops. To help identify the model number and serial number of the laptop, they are printed on the bottom in fine print.

To verify the model of the laptop, HP has developed a website, that when the serial number is entered, the model number, warranty information and other specifics about the laptop are provided: https://support.hp.com/us-en/check-warranty.

The FilmArray Link software is included in the FSS 2023 installer; however the computer needs to be configured correctly to properly load it, or an error can occur.

This is because the G5 does not have Internet Information Services (IIS) enabled.

Use the steps below to enable IIS 10 on the G5, before running the FSS 2023 installer.

NOTE: *This matches the IIS settings that are on our current HP 640 G9 laptop part COMP-SUB-0034.*

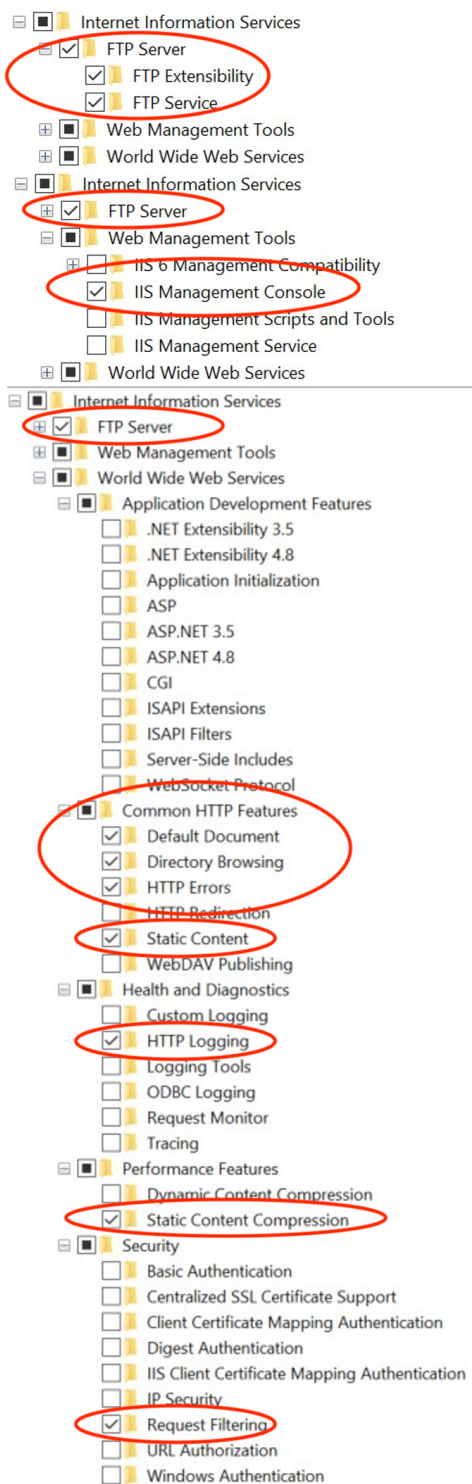**Preparations Needed for the Installation:**

- USB drive with *BIOFIRE FILMARRAY System Software.exe*

Follow the Steps Below:
1. Make sure no runs are running and close the FilmArray software.
2. Sign-out of the FilmArray account.
3. Use the Windows Start button in the bottom left corner.
4. Open the pop-up menu.
5. Move to the FilmArray account icon at the top.
6. Right-click and choose "**Sign Out**".
   Log in to the administrator account named: **LabAdmin**
7. The password is: **Lab_Admin**
8. Type into the search bar "**Turn Windows features on or off**" and press "**Enter**".

Turn IIS on by selecting the settings below:

9. Click "**OK**"
10. Ensure that all FilmArray runs have been archived. See instructions in the BIOFIRE FILMARRAY Operator's manual on how to archive the runs.

11. Run "*BioFire FilmArray System Software.exe*" as admin and complete installation (system will restart upon completion).

Technical Support Contact Information

BioFire Defense is dedicated to providing the best customer support available. If you have any questions or concerns about this process, please contact the BioFire Technical Support team for assistance.

General Information
Email: support@biofiredefense.com
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