



An OSI Systems Company

Remote Diagnostics and Maintenance RDM



Remote Diagnostics and Maintenance (RDM)

Rapiscan Systems' Remote Diagnostics and Maintenance (RDM) provides secure remote access for diagnosis and maintenance of X-ray systems.

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Overview

Remote Diagnostics and Maintenance (RDM) allows a Service Engineer to diagnose X-ray systems over the network from a remote PC. Designed to operate via a standard IP connection, RDM allows a technician to securely connect to a baggage and parcel inspection (BPI) screening system, view the X-ray system monitor and access the system menus with the same capabilities as the local operator. This allows the service engineer to gather system information, initiate and view diagnostic processes, and provide software related services.

This capability limits the need for operators to describe service issues over the telephone to a trained Rapiscan service technician. Instead, they can allow a trained Rapiscan service technician to access the system's graphical user interface in real time and perform software related diagnostic and maintenance services.

Key Features and Benefits

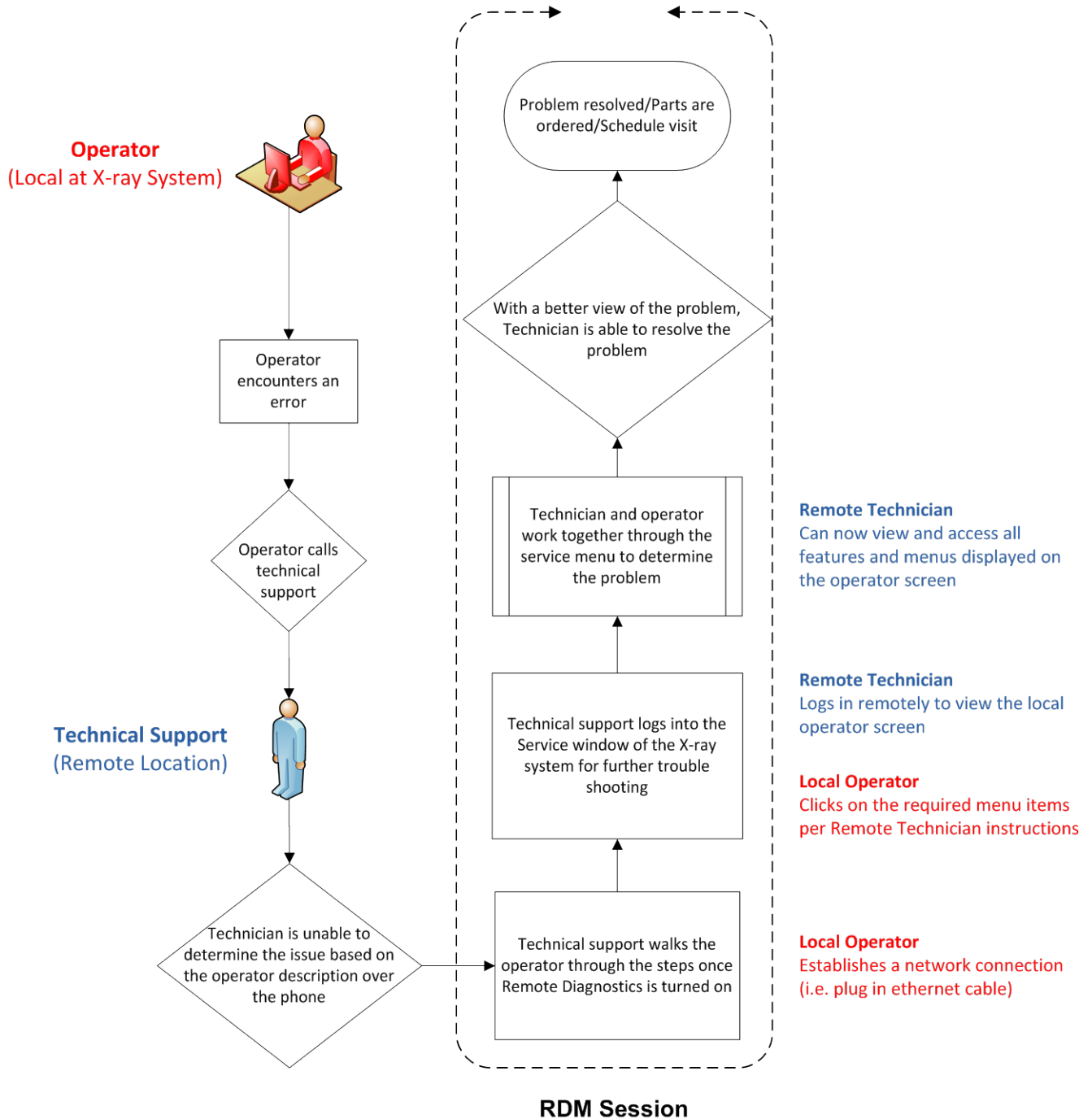
FEATURES

- RDM graphical user interface is identical to the X-ray scanner software
- Allows for operation in Remote Diagnostics or User Input mode, allowing the technician to control the X-ray system remotely
- Utilizes standard IP networking and customer PC or laptop
- Operational and technical safeguards and safety measures have been implemented
- Remote Diagnostics and User Input modes are easily enabled in User Menu

BENEFITS

- Efficient and cost effective diagnostics solution
- Improves service response time
- Provides ability to diagnose a problem before “seeing” the system
- Expedites identification of possible root cause and fix
- Enables remote software configuration changes
- Reduces the number of field service visits
- Improves resolution time and accuracy

Operational Overview



Upon successful login to Rapiscan BPI system from an RDM workstation, the service technician can observe, modify and verify a variety of system parameters, such as control panel functionality, system configurations, and board gain / array response.

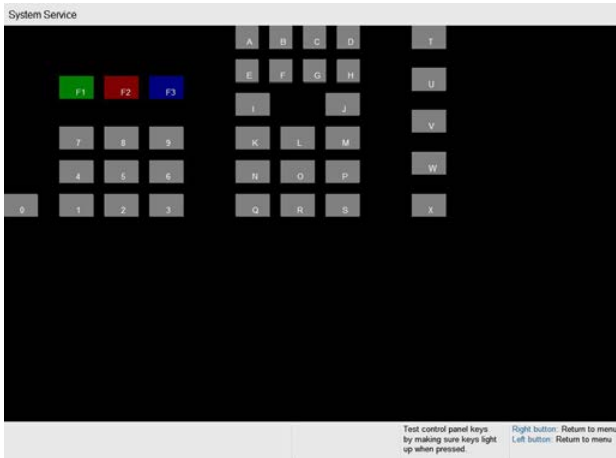


Figure 1. Control Panel Test



Figure 2. System Configurations



Figure 3. Board Gain

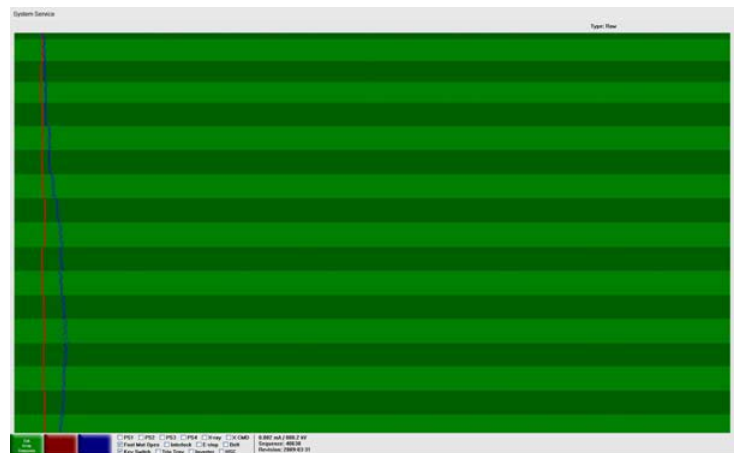
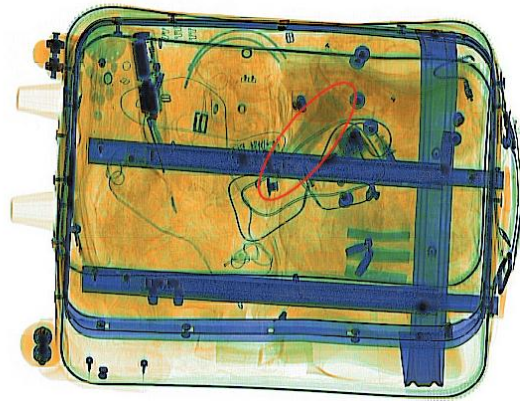


Figure 4. Array Response

The RDM solution also provides a graphical user interface that is identical to the windows based OS600 operating system used by the scanner. In Remote Diagnostics mode, it allows the technician to view and troubleshoot the system while in local operation. In User Input mode, the service engineer has access to and can initiate from a remote location the same system image enhancement tools and software related capabilities as the local operator.

Technician Scan Mode



CC	CC+M	BW	11/26/07 Bag count: 331	11:12:56 1x Zoom ◀ ■ ▶	ID: 1111 NORMAL	
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RDM System Hardware Requirements

The following summarizes how Rapiscan's Remote Diagnostics and Maintenance capabilities are configured:

1. RDM software is installed and configured on BPI X-ray scanner.
2. RDM software for remote connection and viewing is installed on the service technician PC or laptop.
3. The IP address of the BPI system is obtained by a local operator and provided to a Rapiscan technician located remotely. The Rapiscan technician uses this IP address to establish a remote connection.
4. The local operator logs into the BPI system at the customer site.

Note: As a safeguard during remote operation, the local X-ray scanner must have an operator presence sensor installed to enable remote operation mode.

The local scanner can be affixed with either a foot-mat or an optical sensor which will ensure a local operator is present to monitor the system while it is being operated remotely.

For additional information and how to configure a solution for your specific requirements, please contact your Rapiscan Systems local sales representative.

THE WORLD'S LEADER FOR EFFICIENT, EFFECTIVE SECURITY

With over 75,000 systems deployed in over 100 countries, Rapiscan Systems is the global security solutions provider of choice to governments and companies worldwide. Rapiscan baggage and parcel inspection systems have received multiple approvals, certifications from numerous government agencies including the U.S. Transportation Security Administration (TSA), the UK Department for Transport (DfT) and the European Civil Aviation Conference (ECAC). All Rapiscan products are backed by a worldwide training, maintenance and service organization which is available to customers 24/7. An ISO 9001:2008 certified company; Rapiscan Systems submits its products to rigorous certification and testing bodies, including:

SAFETY ACT

Rapiscan Systems products have been certified by the U.S. Department of Homeland Security for Support Anti-Terrorism by Fostering Effective Technologies (SAFETY) Act of 2002, which provides important benefits to organizations that deploy security technology. For additional information visit www.safetyact.gov.

For additional information on other Advanced Technology Options (ATO), please consult your local distributor or sales representative.

- Threat Image Projection (TIP)
- TIPNet™
- Target™ (Operator Assist Automatic Detection of Bulk Explosives)
- aLEXis™ (Operator Assist Automatic Detection of LAGs Explosives and precursors)
- NARCScan™ (Operator Assist Automatic Detection of Controlled Narcotics)
- Density Threat Alert (DTA)
- Operator Training Program (OTP)
- Multi-System Network Display Station (NDS)
- NETView™ (Network Image Archive Review)
- NEXLink™ (Matrixing, Networking and Multiplexing)



EMAIL

sales@rapiscansystems.com

WEB

www.rapiscansystems.com

AMERICAS, CARIBBEAN

2805 Columbia Street
Torrance, California 90503
UNITED STATES of AMERICA
Tel: +1 310-978-1457
Fax: +1 310-349-2491

EUROPE, MIDDLE EAST, AFRICA

X-Ray House
Bonehurst Road
Salfords
Surrey RH1 5GG
UNITED KINGDOM
Tel: +44 (0) 870-7774301
Fax: +44 (0) 870-7774302

ASIA PACIFIC

240 Macpherson Road
#07-01 Pines Industrial Building
Singapore 348574
SINGAPORE
Tel: +65-6846-3511
Fax: +65-6743-9915