PATCH INSTALLATION INSTRUCTIONS GENERIC REV. 1

1. Download the patch

With a web browser reach the website: https://productupdate.biomerieux.com/

Download the patch and follow the Installation Instructions.

Reminder: the patch can be applied on the following systems and systems versions:

System name	System version	
3P® STATION	• 1.2.12.9 • 2.1.5	Patch for all systems **except** VIDAS 3 v1.3.2
ARGENE® CONNECT	• 1.1 (MW 1.4) • 1.2 (MW 1.5)	
EMAG®	• SP3 • SP3 Patch #1 • SP3 Patch #2 for ARCO 1.2	
ENDONEXT™	• 1.1.x • 2.0.x	
ESTREAM®	• 1.1 • 1.2	
GENE-UP®	• 3.1 • 3.2	
SCANRDI®	• 5.0.x	
VIDAS® 3	• 1.4.x	
VIDAS® KUBE	• 1.0*	
VIRTUO®	• R3 • R3.1	
VITEK®2	• 9.x • 10.x	
VITEK® MS	• VMS V3.0 Industry with MYLA** • V3.1 Industry • V3.2 Industry	
VITEK® MS PRIME	• V1.0 Industry	
VIDAS® 3	• 1.3.2	Patch VIDAS 3 v1.3.2

For products not appearing on this list, bioMérieux recommends its customers to contact your local representative to define the actions to be taken in this context.

*For VIDAS ® KUBE please contact your bioMérieux representative who will guide you

**If you are an Industry customer, using a VITEK MS v3.0 IND (with MYLA v4.3), you cannot install the system's patch by yourself. Please contact your bioMérieux representative for assistance.

Patch applied on any other version **is not supported**.

To verify the system version, please refer to the system User Manual or directly in the bioMérieux software.

If you have any difficulty to identify the version of your system please contact your bioMérieux representative.

2. Installation instructions

Remark: All the screenshots bellow concern platform-patch-ldap-core. The principle is the same for the other patch.

IMPORTANT: bioMérieux recommends to stop the anti-virus running on the corresponding system before installing the patch. Indeed, some anti-viruses can quarantine the patch.
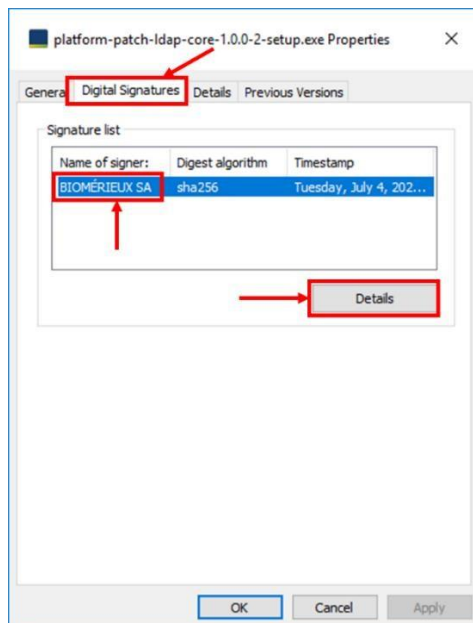
• Log-in on the system with user ID that belongs to a local Administrator's group
• Download or paste the executable file on the Desktop

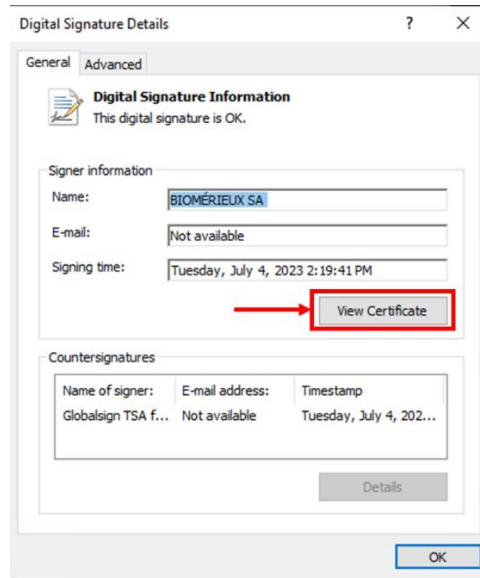### 2.1 Digital validation of the downloaded file

The **platform-patch-ldap-core-1.0.0-2-setup.exe** or **vidas3-1-3-2-patch-ldap-core-1.0.0-1-setup.exe** files are digitally signed by bioMérieux to allow reliable verification of its authenticity and integrity. Follow the instructions below to verify the file's digital signature before installation:

- Select the executable file **platform-patch-ldap-core-1.0.0-2-setup.exe** or **vidas3-1-3-2-patch-ldap-core-1.0.0-1-setup.exe**, right click and then select **Properties**
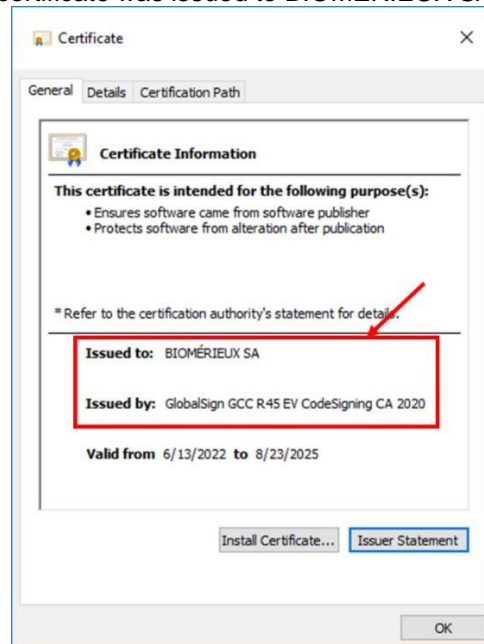- Select Digital Signatures tab

- Click on **BIOMÉRIEUX SA**
- Click on **Details**
- Once in the Details click on **View Certificate**

- Then we can check that the certificate was issued to BIOMÉRIEUX SA
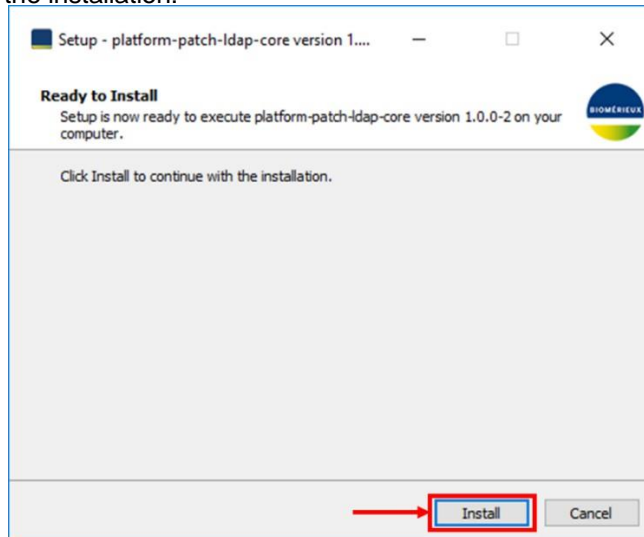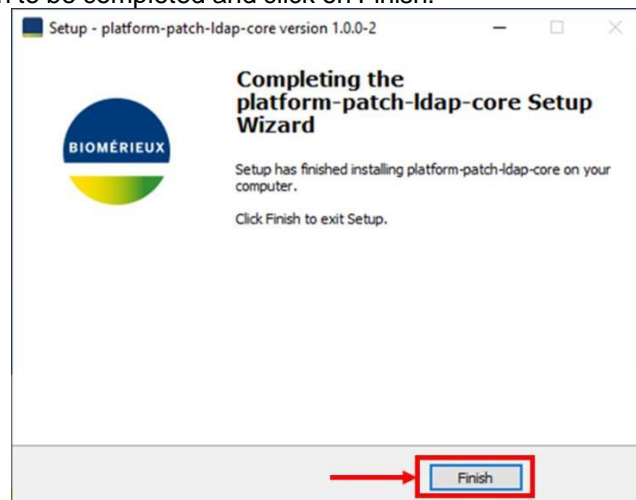

- Click OK three times to close all windows

2.2 Patch installation

To apply the patch, follow the steps below:
- Close all applications,
- From the Desktop, double-click the executable file **platform-patch-ldap-core-1.0.0-2-setup.exe exe** or **vidas3-1-3-2-patch-ldap-core-1.0.0-1-setup.exe**,
- Click **Install** to initiate the installation:

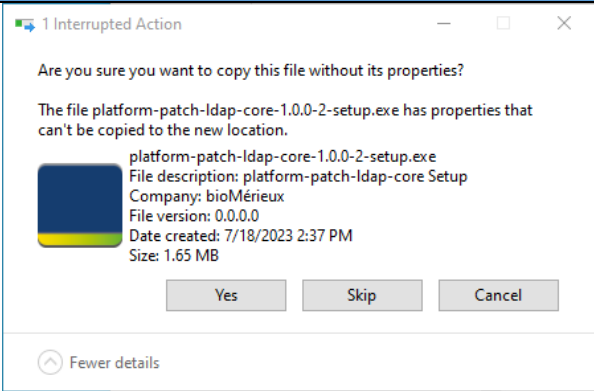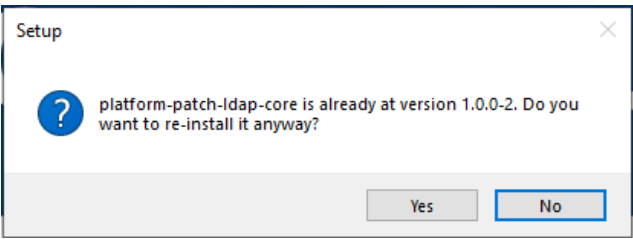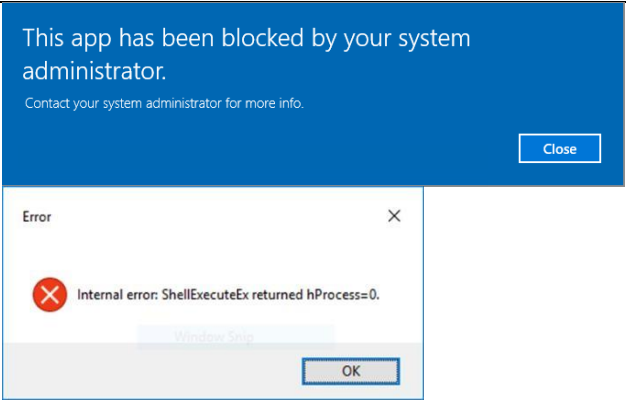- Wait for the installation to be completed and click on Finish:

- After this step, the patch is correctly applied. No reboot required.

IMPORTANT: Don't forget to reactivate the anti-virus in case it has been stopped before the patch installation.
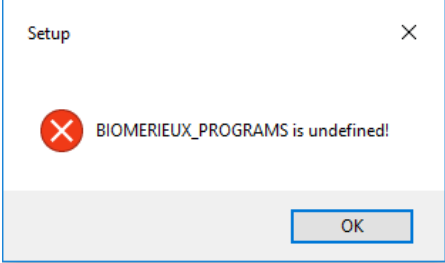
2.3 Troubleshooting (except for VIDAS® 3 v1.3.2)

During installation, below error messages can occur:

#	Message	Cause and Corrective action
1		**Cause:** The USB drive is not formatted in NTFS but that does not affect the installation. **Corrective action**: 1. Click **Yes** and follow §2 Installation instructions.
2		**Cause:** The patch has already been installed. **Corrective action**: 1. Click **No** to close the popup window without re-installing the patch.
3		**Cause:** Current user has not sufficient rights to perform patch installation. Be sure to use Administrator Windows user account to install the patch. **Corrective action**: 1. Click **Close** 2. Click **OK** 3. Login with Administrator user. 4. Run again the patch installation (§2.2)

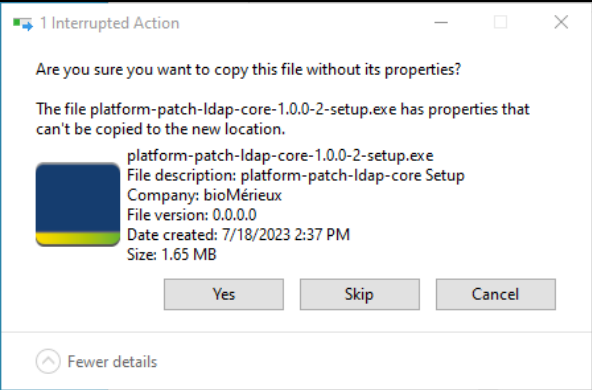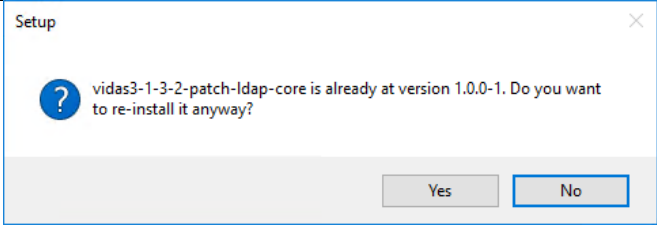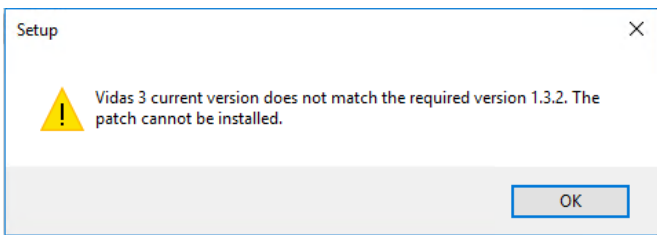| 4	Setup ✕ ❌ BIOMERIEUX_PROGRAMS is undefined! OK		**Cause:** The patch used is not available for this system. **Corrective action**: 1. Check the system version and use the correct patch according to chapter 1.

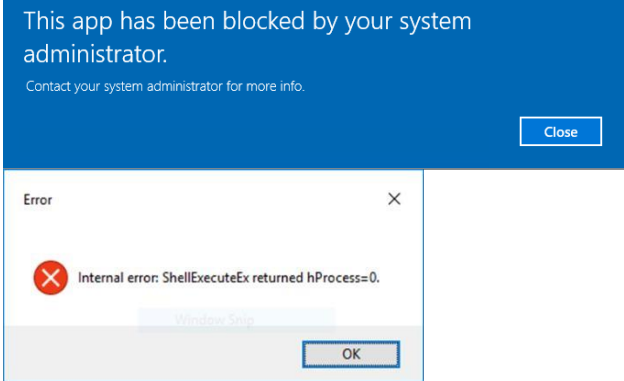*If the error still occurs, please contact your bioMérieux representative if you have any questions.*

2.4 Troubleshooting for VIDAS® 3 v1.3.2

During installation, below error messages can occur:

#	Message	Cause and Corrective action
1		**Cause:** The USB drive is not formatted in NTFS but that does not affect the installation. **Corrective action**: 1. Click **Yes** and follow §2 Installation instructions.
2		**Cause:** The patch has already been installed. **Corrective action**: 1. Click **No** to close the popup window without re-installing the patch.
3		**Cause:** The current version of VIDAS 3 is not compliant with this patch. **Corrective action**: 1. Check the system version and use the correct patch according to chapter 1.

4	This app has been blocked by your system administrator. Contact your system administrator for more info. [Close]	**Cause:** Current user has not sufficient rights to perform patch installation.

Cause: Current user has not sufficient rights to perform patch installation.

Be sure to use Administrator Windows user account to install the patch.

Corrective action:
1. Click **Close**
2. Click **OK**
3. Login with Administrator user.
4. Run again the patch installation.

If the error still occurs, please contact your bioMérieux representative if you have any questions.