ARL RAPID FAQs

What does RAPID cost?
RAPID is available at no additional cost to customers whose RAPID-enabled Thermo Scientific tools are covered under an eligible Thermo Scientific service contract or new system warranty.

How does the ARL remote support team control the instrument?
Once a session has been initiated by the user, the ARL remote support team controls the system using a screen sharing application based on UltraVNC UltraVNC is distributed under the GNU. General Public License Version 2. A copy of the source code can be obtained from one of the Thermo Fisher Scientific service centers.

Why is the use of port 1194 required?
The Internet Assigned Numbers Authority (IANA) has registered port 1194 for use by OpenVPN. Because RAPID relies on OpenVPN for the connection to the Thermo Scientific Secure Portal, it is a requirement that the IT network allows outbound connections (UDP or TCP) over port 1194.

How do I access the RAPID Secure Portal?
The Secure Portal can be accessed by going to rapid.fei.com with your web browser. The address of the VPN connection is: see RAPID server table. Note that the VPN connection is set up using the OpenVPN client software so you do not need to use this address yourself.

How will my current firewall setup impact RAPID?
Your network firewall needs to be opened to allow outbound UDP or TCP traffic on port 1194.

Will the ARL remote support team have access to everything on our network?
The RAPID connection enables communication between the Thermo Fisher Scientific ARL remote support team and the instrument PC. The remote user has the same access rights as the local user currently logged in at the system, so shared network resources accessible locally are also accessible remotely. Turning off network sharing eliminates any access beyond the Thermo Scientific instrument.

Can I use my existing corporate VPN instead of Thermo Fisher Scientific VPN?
No, only the Thermo Fisher Scientific VPN is set up to run through the Thermo Scientific Secure Portal and can offer the Thermo Fisher Scientific security features. You always have the option to set up your own remote access to your system for other purposes, but this would not be usable or supported by Thermo Fisher Scientific.

How do I decide which Secure Portal to use?
In general, connect to the SecurePortal that is in the same geographic area as the instrument to minimize latency. Any of the Secure Portals can be used, however.

For technical questions about RAPID, please contact us at **rapidsupport-bea@thermofisher.com**.

Find out more at **thermofisher.com/bea-services**

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