Malvern Panalytical Cloud Service Software for Smart Instruments

Installation

The Malvern Panalytical Cloud Service provides the client-side cloud connectivity to a make our instruments Smart Instruments. It ensures that data is secure and encrypted at rest and provides the robust and secure registration of devices and the secure channel of communication to the cloud.

There are several options for installing the Malvern Panalytical Cloud Service software. Please select the most appropriate option.

➢ Installing the Malvern Panalytical Cloud Service software on a computer that hasn't had the software installed previously.
➢ Upgrading the Malvern Panalytical Cloud Service software on a computer that has previously been registered.

If you are unsure about which option to choose then contact Malvern Panalytical at digitalsolutions@malvernpanalytical.com or contact your Malvern Panalytical representative.

Installing the Malvern Panalytical Cloud Service software on a computer that hasn't had the software installed previously.

1. Download and launch the **Malvern Panalytical Cloud Service Installer** from the Malvern Panalytical website.
   (INSERT LINK TO WEBSITE HERE)

2. Step through the Malvern Panalytical Cloud Service Installer and on the **PC Registration** screen select the option **Automatically register this PC** option. Enabling this option will mean that the PC is automatically registered with our cloud service. If the initial registration attempt fails, a further attempt will be made when the PC restarts. This will continue until it has managed to register successfully.

   If the software is being installed to use the **Connection test tool** and confirm connectivity to our cloud services, then registering the PC is not necessary. Leave the **Automatically register this PC** option unselected. See the **Manual registration** steps for post installation registration.
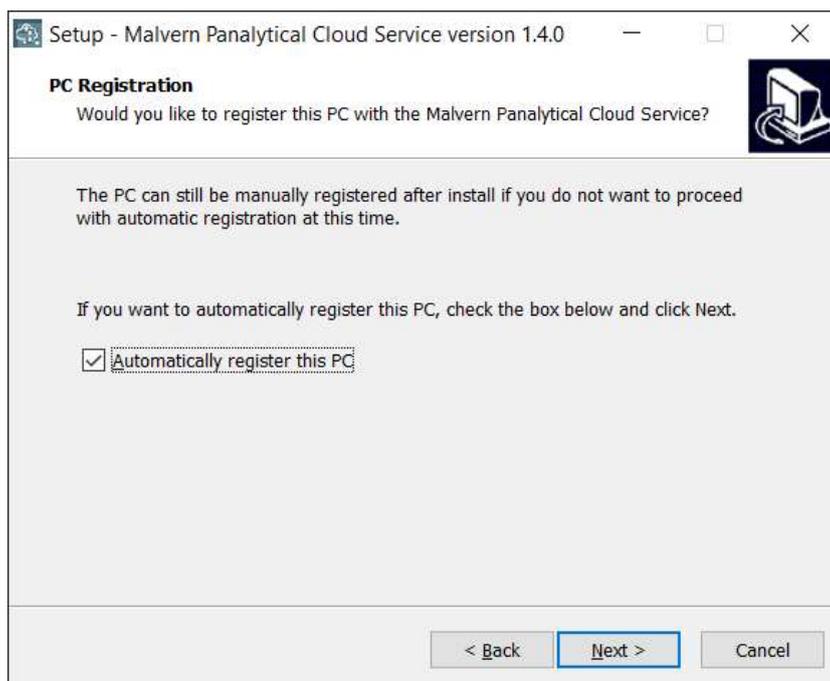
3. Once the installation is complete, select the **Launch connection test tool** option and finish. We advise running the connection tests to ensure that the PC is ready for cloud connectivity.
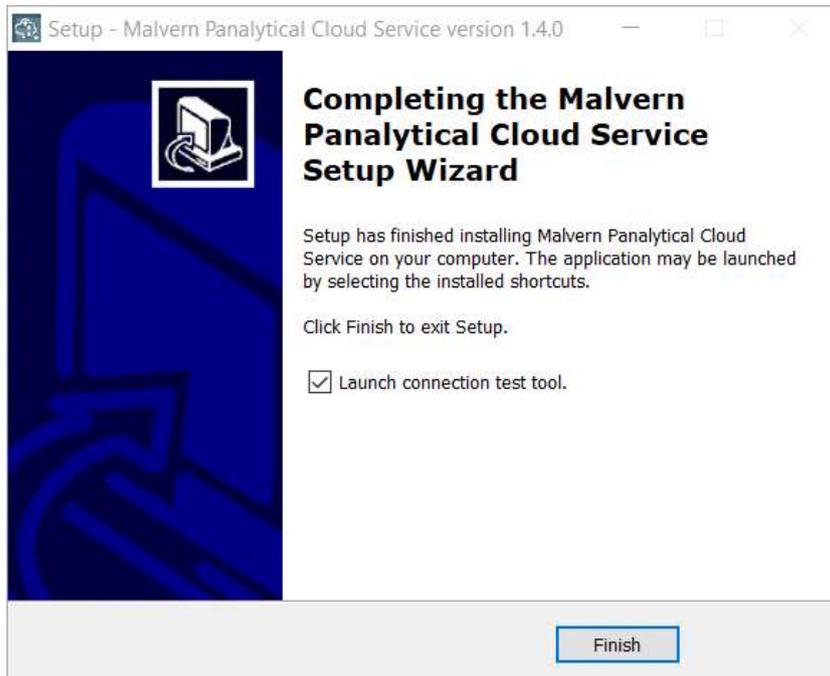
4. Start the tests in the connection test tool by clicking the **Start Tests** button.
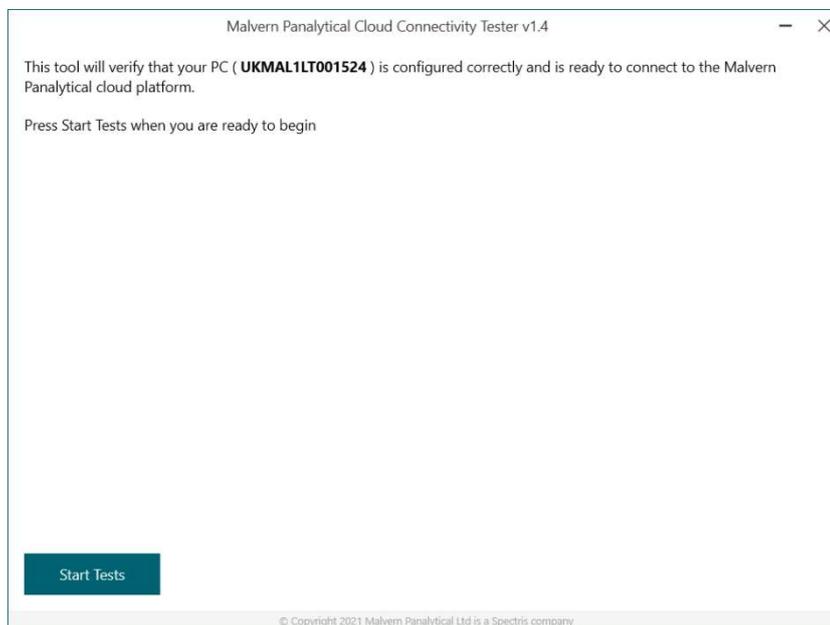
5. Once the tests have finished, the connection test tool will display a report indicating the outcome of the tests.
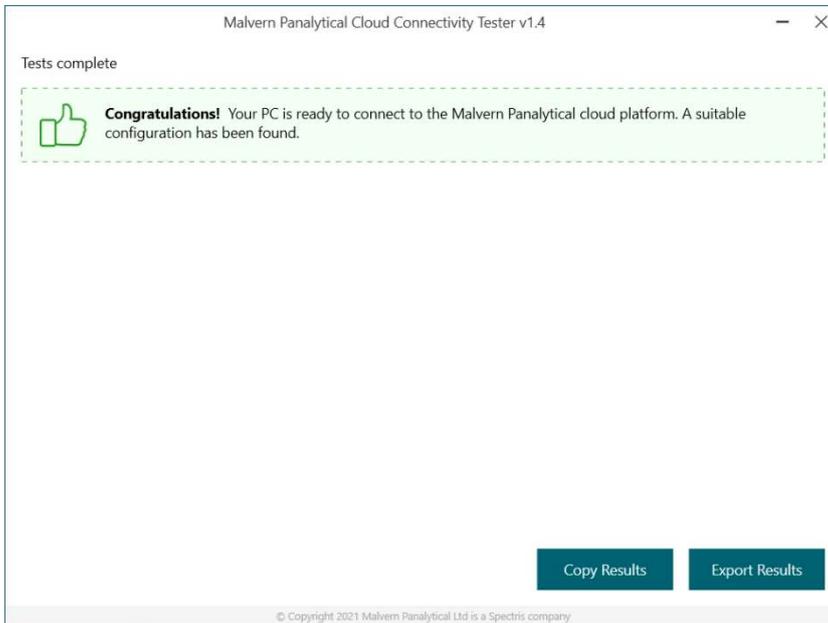
6. If any of the tests didn't pass, use the **Restart Tests** button to repeat the tests.
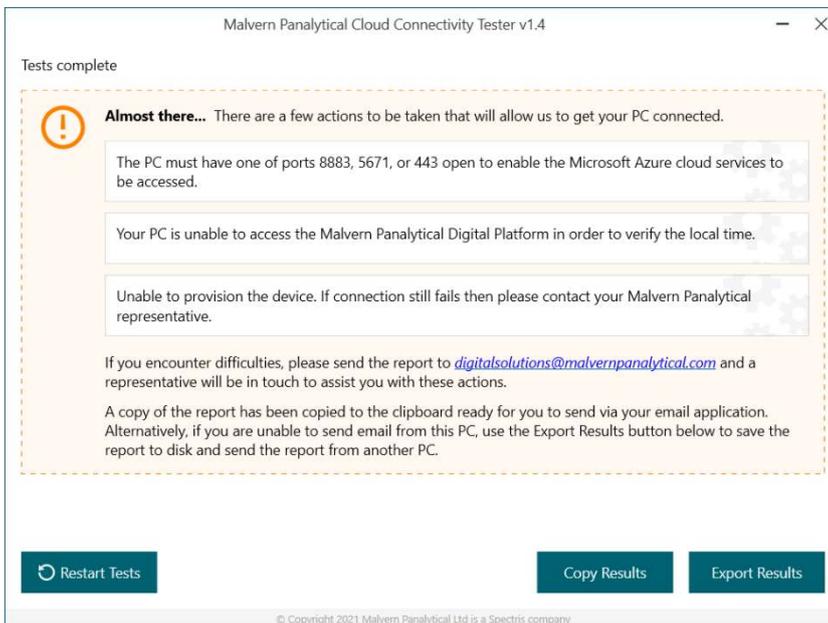
7. If the tests are unsuccessful for a second time, then contact your Malvern Representative and send the test results to digitalsolutions@malvernpanalytical.com.

8. Once the tests have completed successfully the PC is ready to be registered with our cloud services. If the **Automatically register this PC** option was selected, then after a short period of time the service will register and connect. The Malvern Panalytical Cloud Service has a tray application that you can use to check on its status. Open the status window by clicking on the Malvern Panalytical Cloud Service icon in the notification area.
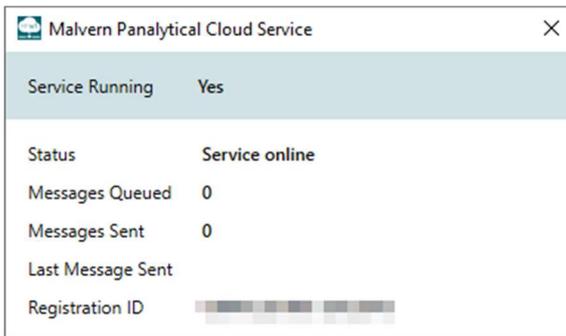
9. Once the PC is connected the service window will display a status of **Service online.** If the service does not reach a status of **Service online**, please restart the PC. If the service still does not connect, please contact Malvern Panalytical at digitalsolutions@malvernpanalytical.com or contact your Malvern Panalytical representative.

Upgrading the Malvern Panalytical Cloud Service software on a computer that has previously been registered.

1. Download and launch the **Malvern Panalytical Cloud Service Installer** from the Malvern Panalytical website.
   (INSERT LINK TO WEBSITE HERE)

2. Step through the Malvern Panalytical Cloud Service Installer and on **PC Registration** screen leave the **Automatically register this PC** option unselected. Selecting this option will have no effect if you have already registered.
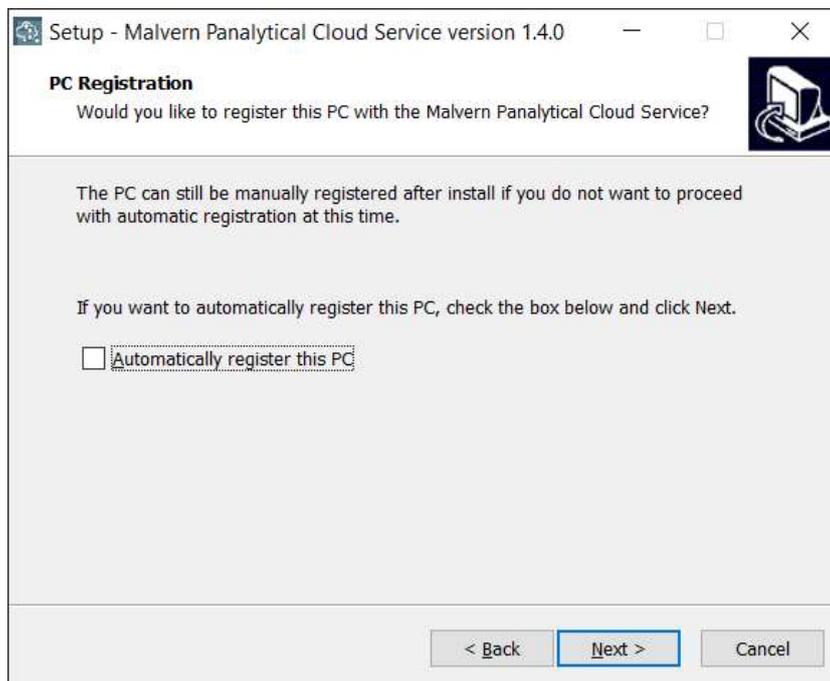
3. Once the installer is complete, deselect the **Launch connection test tool** option. As the PC has previously connected to the cloud services the test is not required.
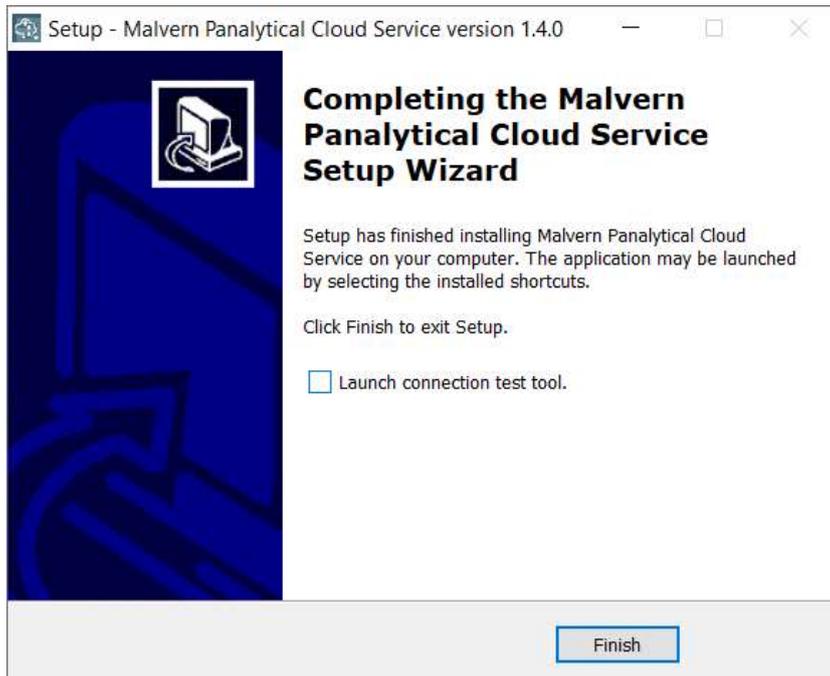
4. After a short period of time the service will connect. The Malvern Panalytical Cloud Service has a tray application that you can use to check on its status. Open the status window by clicking on the Malvern Panalytical Cloud Service icon in the notification area.
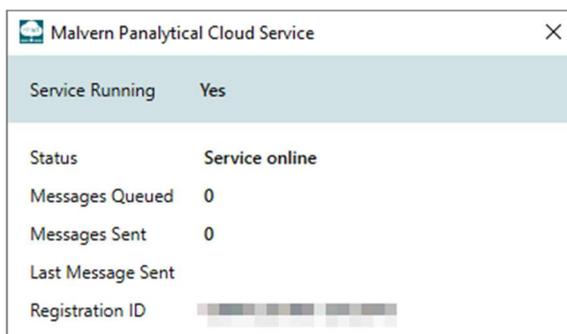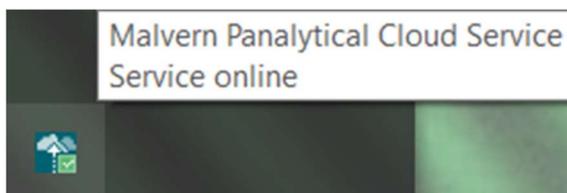
5. Once the PC is connected the service window will display a status of **Service online.** If the service does not reach a status of **Service online**, please restart the PC. If the service still does not connect, please contact Malvern Panalytical at digitalsolutions@malvernpanalytical.com or contact your Malvern Panalytical representative.

Manual registration

1. Right-click on the Malvern Panalytical Cloud Service icon in the notification area and select **Registration**.
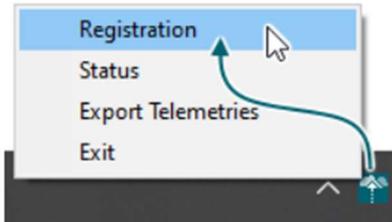
2. Click **Register This PC** on the displayed **Registration** window.
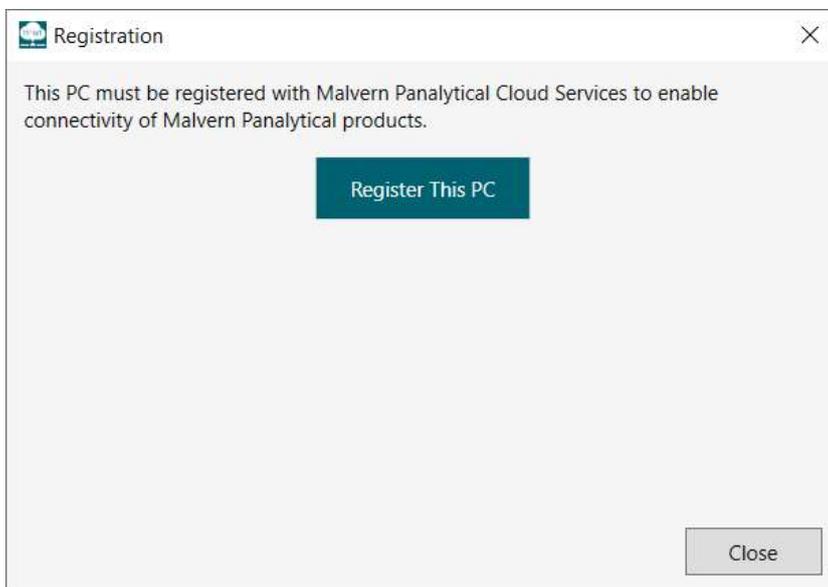
3. The PC is now registered with our cloud services.
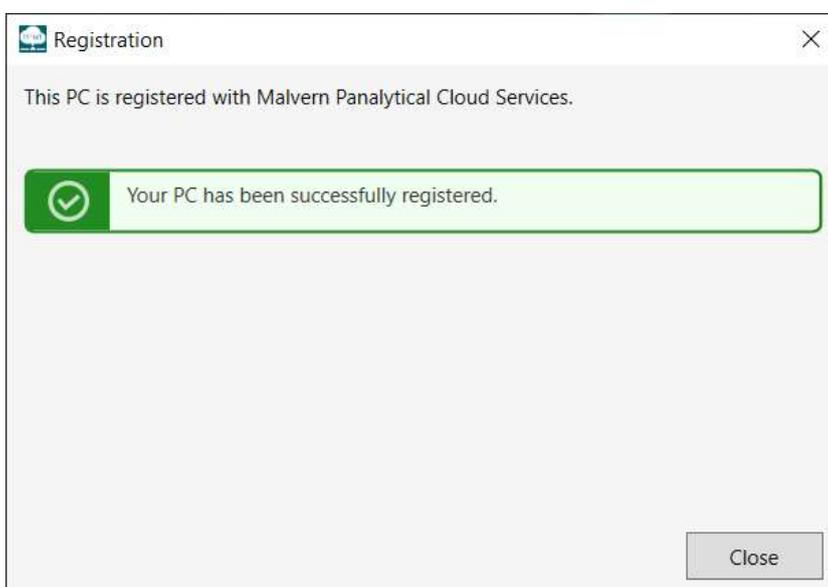
4. The Malvern Panalytical Cloud Service has a tray application that you can use to check on its status. Open the status window by clicking on the Malvern Panalytical Cloud Service icon in the notification area.
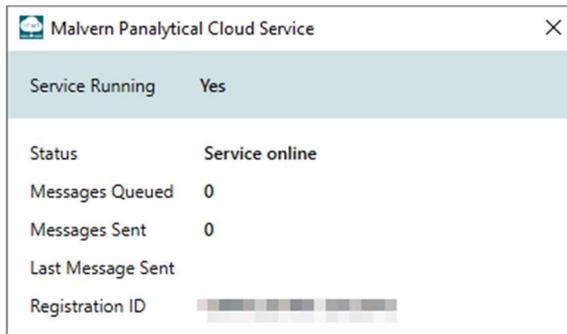
5. Once the PC is connected the service window will display a status of **Service online.** If the service does not reach a status of **Service online**, please restart the PC. If the service still does not connect, please contact Malvern Panalytical at digitalsolutions@malvernpanalytical.com or contact your Malvern Panalytical representative.

Uninstalling the Malvern Panalytical Cloud Service software.

Uninstalling the smart instrument service will stop the Smart Instrument data being transmitted to our cloud service. However, it will not stop the data being created and stored on the PC locally. If the PC has been registered, the registration will be preserved and will not need to be reregistered if the service is reinstalled.

1. Open the **Add or remove programs** window from the start menu and search for **Malvern Panalytical Cloud Service**. Click **Uninstall** on the app found.

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

> Malvern Panalytical Cloud Service   ✕

Sort by: Name ∨   Filter by: All drives ∨

1 app found

Malvern Panalytical Cloud Service version 1.4.0   114 MB
                                                         19/01/2023

1.4.0

Modify   Uninstall
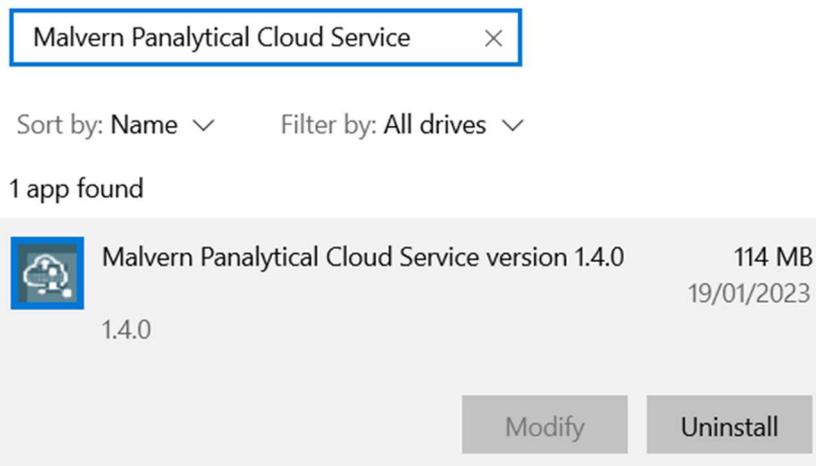
2. Confirm uninstallation and then click **Yes** on the Uninstall window.

Malvern Panalytical Cloud Service Uninstall   ✕

? Are you sure you want to completely remove Malvern Panalytical Cloud Service and all of its components?

Yes   No
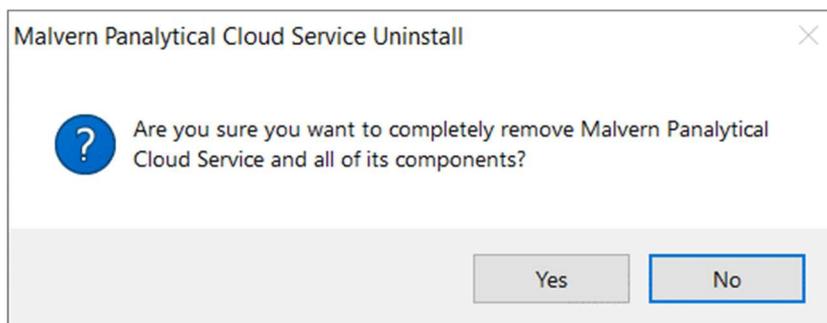
3. The Malvern Panalytical Cloud Service will no longer be installed on the PC.

Malvern Panalytical Cloud Service Uninstall   ✕

i Malvern Panalytical Cloud Service was successfully removed from your computer.

OK