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## Introduction

This document describes the steps for installing the LATITUDE SSL certificate as referenced in the GE Healthcare Logician \ EMR Installation and Configuration guide.

## As LinkLogic Manager ...

You will install the LATITUDE SSL certificate that will allow the LATITUDE Transfer Station (LTS) to communicate securely with the LATITUDE server.

You must be an experienced computer systems administrator with supervisor/administrator privileges on your network file server.

If you are unsure whether you are qualified or have other questions concerning steps in this document, contact LATITUDE Customer Support at 1.800.CARDIAC (227.3422).

## Overview

Installing the LTS enables your practice to download, from the Boston Scientific LATITUDE Patient Management system, data from an implanted cardiac device into a patient's electronic medical record in Centricity<sup>®</sup> Physician Office (formerly known as Logician).

Information is transferred securely using a mutually authenticated HTTPS connection between the LATITUDE Transfer Station and the LATITUDE server. Secured communication is enabled by installing a VeriSign<sup>®</sup> SSL Certificate on the LTS system.

By following the instructions in this guide, you will enable a secure and reliable transfer mechanism for patients' information.

### System requirements

The minimum hardware and software requirements for the server containing the LATITUDE security certificate are the same as the requirements for running the GE Healthcare (GEHC) Centricity Physician Office (CPO) Data Transfer Station (DTS) and LTS. These are specified in the GE Healthcare LATITUDE – Logician \ EMR Installation and Configuration documentation.

### Security certificate distribution files

You should have already received an installable SSL certificate file from LATITUDE Customer Service. If you have not received a security certificate, contact LATITUDE Customer Service at 1.800.CARDIAC (227.3422). These files will typically be provided via a mailed CD or as attachments to an email.

You should have the following files:

Distribution file type	Files
LATITUDE Certificate Installation Guide (this document)	LATITUDE_Cert_Install.pdf
LATITUDE Security Certificate	xxx_xxxx.p12



You will also receive the security certificate password. However, it will be delivered separately from the security certificate files. You should receive a phone call or mail from LATITUDE Customer Service with the certificate password. Save this password in a secure place – it will be needed to install the security certificate. If you have not received a security certificate password, contact LATITUDE Customer Service at 1.800.CARDIAC (227.3422).

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### Install the LATITUDE security certificate

The installation and configuration of the LATITUDE security certificate will take place on one computer – the server where DTS and LTS is installed.



Read the GEHC LATITUDE – Logician \ EMR Installation and Configuration guide before proceeding with this installation. There are several LTS installation steps that precede the installation of the LATITUDE security certificate.

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### Step 1: Create an LTS service account

- 1 Create a new user account (referred to as the LTS service account) that has local administrative rights on the DTS server and rights to the CPO (i.e., Logician) application and associated database. It is recommended that the password for the LTS service account be set to never expire.
- 2 Logon to the DTS server with the new LTS service account.

- 3 Validate that the account has access to the directory where the Logician program and configuration files reside. These are typically located in:  
... \PROGRAM FILES\LOGICIAN\ or ... \PROGRAM FILES\CENTRICITY PHYSICIAN OFFICE\
- 4 Validate that the account has access to the LTS executable file (LTS.EXE) and associated configuration files. The files are typically located in:  
<LOGICIAN - CPO INSTALL DIRECTORY>\LATITUDE\.

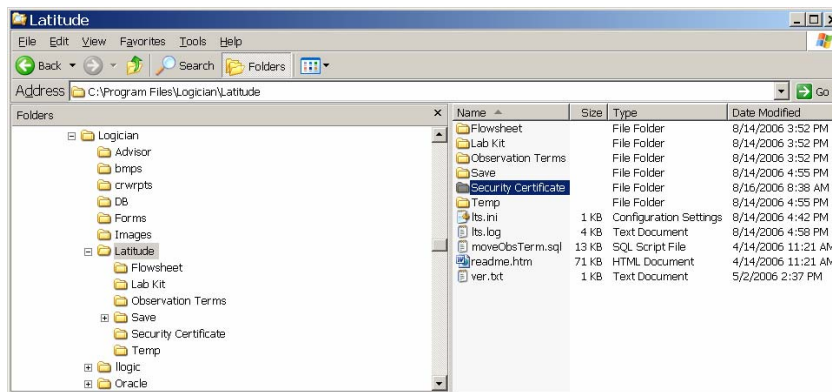


The LTS service account is used to install the LATITUDE security certificate and run the LTS service on the DTS server.

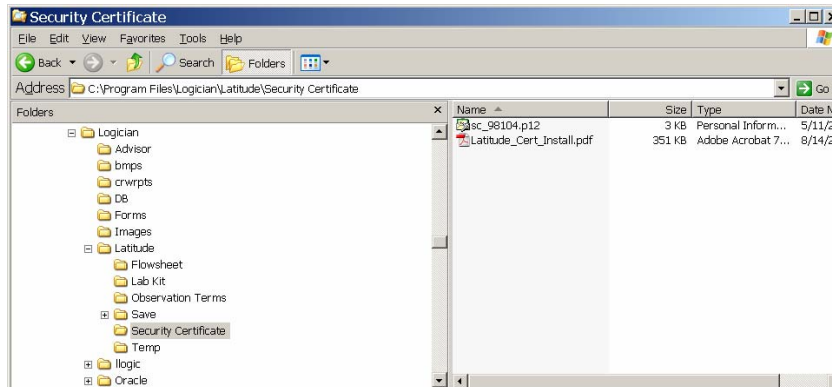
## Step 2: Create staging folder

- 1 Using Windows Explorer, create a staging folder for the LATITUDE security certificate and associated documentation files. For example:

C:\PROGRAM FILES\LOGICIAN\LATITUDE\SECURITY CERTIFICATE

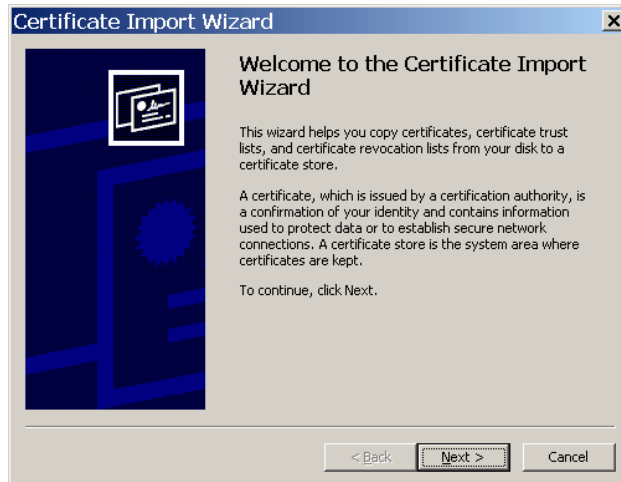


- 2 Copy the security certificate and documentation files you received from BSC Customer Support to the directory. **NOTE:** The files may be named differently than this example. The security certificate will have an extension ".p12".

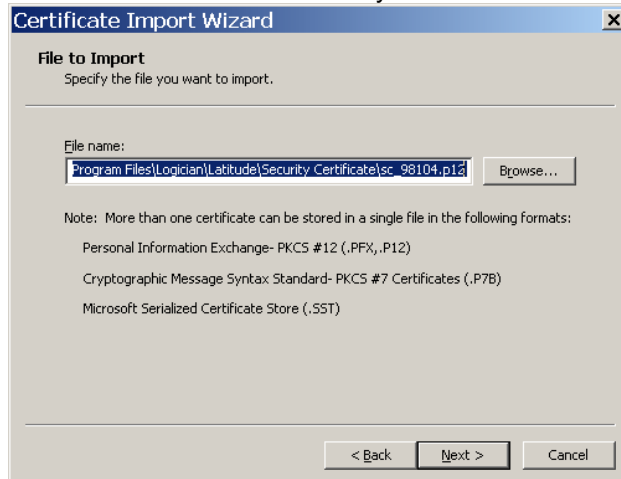


### Step 3: Install LATITUDE security certificate

- 1 Ensure that you are logged-on to the DTS server as the LTS service account.  
**NOTE: The security certificate must be installed using the account that will be running the LTS service.**
- 2 Open Windows Explorer and navigate to the directory that contains the security certificate and documentation files.
- 3 Double click on the xxx\_xxxx.p12 file to open the Microsoft Certificate Import Wizard and click **Next**.



- 4 Validate that the correct security certificate filename is specified and click **Next**.

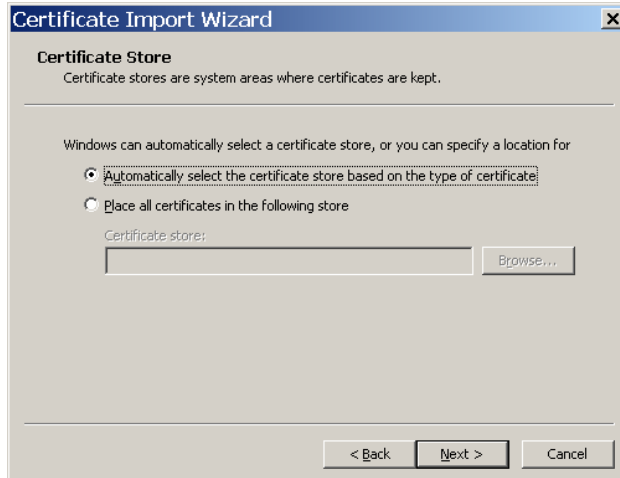


- 5 Type in the security certificate password you received from LATITUDE Customer Support. If you don't have the password contact LATITUDE Customer Service at 1.800.CARDIAC (227.3422). Leave the two check boxes **Enable strong private key protection** and **Mark this key as exportable** unchecked. Click **Next**.



The screenshot shows the 'Certificate Import Wizard' dialog box. The title bar reads 'Certificate Import Wizard'. The main heading is 'Password'. Below the heading, it says 'To maintain security, the private key was protected with a password.' There is a horizontal line. Below the line, it says 'Type the password for the private key.' There is a 'Password:' label followed by a text box containing seven asterisks. Below the text box, there are two unchecked checkboxes. The first checkbox is labeled 'Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.' The second checkbox is labeled 'Mark this key as exportable. This will allow you to back up or transport your keys at a later time.' At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- 6 Select the **Automatically select the certificate store based on the type of certificate** radio button and click **Next**. This will result in the certificate being stored in the Personal certificate store of the LTS service account. Only the LTS service account will have access to the certificate and only the LTS service account will be able to run LTS to transfer data from LATITUDE.



The screenshot shows the 'Certificate Import Wizard' dialog box. The title bar reads 'Certificate Import Wizard'. The main heading is 'Certificate Store'. Below the heading, it says 'Certificate stores are system areas where certificates are kept.' There is a horizontal line. Below the line, it says 'Windows can automatically select a certificate store, or you can specify a location for'. There are two radio buttons. The first radio button is selected and is labeled 'Automatically select the certificate store based on the type of certificate'. The second radio button is labeled 'Place all certificates in the following store'. Below the second radio button, there is a 'Certificate store:' label followed by a text box and a 'Browse...' button. At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- 7 Complete the Certificate Import Wizard by clicking **Finish**.



- 8 The LATITUDE security certificate is now successfully installed. Logout as the LTS service account.



Continue with the installation of the LATITUDE Interface kit and LATITUDE Transfer Station as specified in the GEHC LATITUDE – Logician \ EMR Installation and Configuration guide.

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## Troubleshooting

Read this troubleshooting guide if you are experiencing installation problems. If issues cannot be resolved call Latitude Customer Service at 1.800.CARDIAC (227.3422).

### Access violation error when you try to import a certificate on a computer that is running Windows 2000 or Windows XP

This is a known issue with some XP and Windows 2000 installations. Refer to the Microsoft support article id 833828 / <http://support.microsoft.com/?kbid=833828> for more information.

### LTS service is not retrieving files as expected

Potential causes ...

- The LTS service is running under a different user account from the one that installed the LATITUDE security certificate. ***The LTS service must run under the same account that was used to install the LATITUDE security certificate.*** The LTS service will not have access to the installed LATITUDE security certificate if the LTS service is run under a different account than the one used to install the LATITUDE security certificate.
- The LTS service account password is incorrect or has expired. Ensure that the LTS service account password is valid.

# LATITUDE<sup>®</sup> Patient Management

**EMR Integration Security Certificate  
Installation and Configuration – 357735-003**

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