

OMNIC Security Suite - Frequently asked Questions (FAQS)  
Rev – 10 Jan 2020

Question

When requesting technical support for a Security Suite, what is the recommended supporting documentation to always include?

- A Electronic copy of the Thermo software IQ report

General Security Suite IT questions should include:

Instrument Computer Name	Details
Configuration (Single Computer or Distributed)	
Installation type (Initial or upgrade)	

Single Computer (if applicable)	
Is this computer on a domain?	
Domain name (if applicable)	
Audit Database engine (SQLite, SQL Server, Oracle, or MariaDB)	
Service account name for secure data storage (fully qualified)	
Service account name for audit log service (fully qualified)	

Distributed (if applicable)	
Domain name	
UNC path to secure data storage	
Security Administrator computer name	
Audit Database engine (SQLite, SQL Server, Oracle, or MariaDB)	
Service account name for secure data storage (fully qualified)	
Service account name for audit log service (fully qualified)	

Question

My customer currently has OMNIC DS version 9.1 running Windows XP, now they want to run Windows 10, what do I quote?

- A OMNIC 9.7 and greater support Windows 7, 8 and 10. OMNIC 9.7 Service pack is no longer available and replaced by OMNIC 9.8 June 2017. At release, OMNIC security Software on a service pack media was version 9.8.286. Order the free update for OMNIC 9 .X DS customers, the OMNIC service pack with OMNIC Security is:

**OMNIC Service Pack with Security Suite service pack upgrade**

834-113100 OMNIC 9 and Security Suite Service Pack Bundle

This is a 2 DVD set, disk one for OMNIC Service Pack and disk 2 for loading Security Administration. These DVDs are available at no charge for customers who already own OMNIC DS 9.X and TSA 1.X

Question

What is the version of .NET Framework needed?

- A Version **4.6.1** for the computer and distributed Secure Data directory location.

Question

Why is the System owner form important to be completed?

- A The System Owner Form is intended to facilitate communication between the system owner and IT professional. The System Owner Form prompts the system's owner to collect the required information for the desired configuration; Single or distributed. The completed form will be available before the FSR goes on site. If the information is not available, the OMNIC Security Suite Software cannot be loaded and site is determined not to be ready.

Question

I performed an upgrade, and the new options are not available in TSA 2.0

- A Load the new .xml files from the service pack media to merge the new TSA options. Security Suite 2.1 loads the .xml files automatically.

Question

Do I need to deactivate any Windows updates?

- A No, It is recommended to complete all Windows updates before installing Security Suite

Question

Are there any Firewall exceptions for any network drives?

- A No

Question

For a Distributed installation, what are the minimum requirements for a server?

- A 2008 R2 and newer –other Networks supported: 2012 R2 and 2016 R2 are also supported

Question

My customer does not want to use SQL lite that ships with Security Suite, what are the supported version levels for databases?

A

- SQLite - only for single computer installation

- MariaDB –
  - 10.0
  - 10.1
  - 10.2
- SQL Server
  - 2012
  - 2014
  - 2016
- Oracle
  - 11g Release 2
  - 12c Release 1
  - 12c Release 2

Question

Can I use WAN instead of LAN?

A Yes no problem

Question

Can my customer use networking with MPLS?

A Multi-Protocol Label Switching is a technique for handling data and does not interfere with Security Suite

Question

I updated to OMNIC 9.8 and cannot see “Edit toolbar or Edit Menu”, in TSA I am enabled as an Administrator to Edit Menu and Toolbar

A Right click on the OMNIC icon and run as Administrator

Question

If the first installation is a single configuration, now the customer wants to change to the distributed configuration. How can this be done?

- A Option 1 – Uninstall OMNIC and Security Suite software from computer 1 configured as single configuration and then install the DVD set onto computer 2 as distributed configuration.
- A Option 2 – Load the Security Suite software onto another networked computer as a distributed configuration. Run Change Server.exe program to test the new distributed server connection.

### Question

What is a Service Account?

- A Also called a Managed Service account by Microsoft. This is one account name with full Administrator rights to read/write privileges to the secure data storage location. This is required for both Security Configurations; Single and Distributed.

### Question

What happens to the event viewer if the computer suddenly crashes during a collection?

- A There are 3 events recorded during a successful collection with OMNIC Security Suite. If the computer locks up during any of these steps; collect/sign/save, the next event will not be written to the Event Viewer.
  1. Data collection started – event written
  2. Data saved – event written
  3. Data signed – event written

### Question

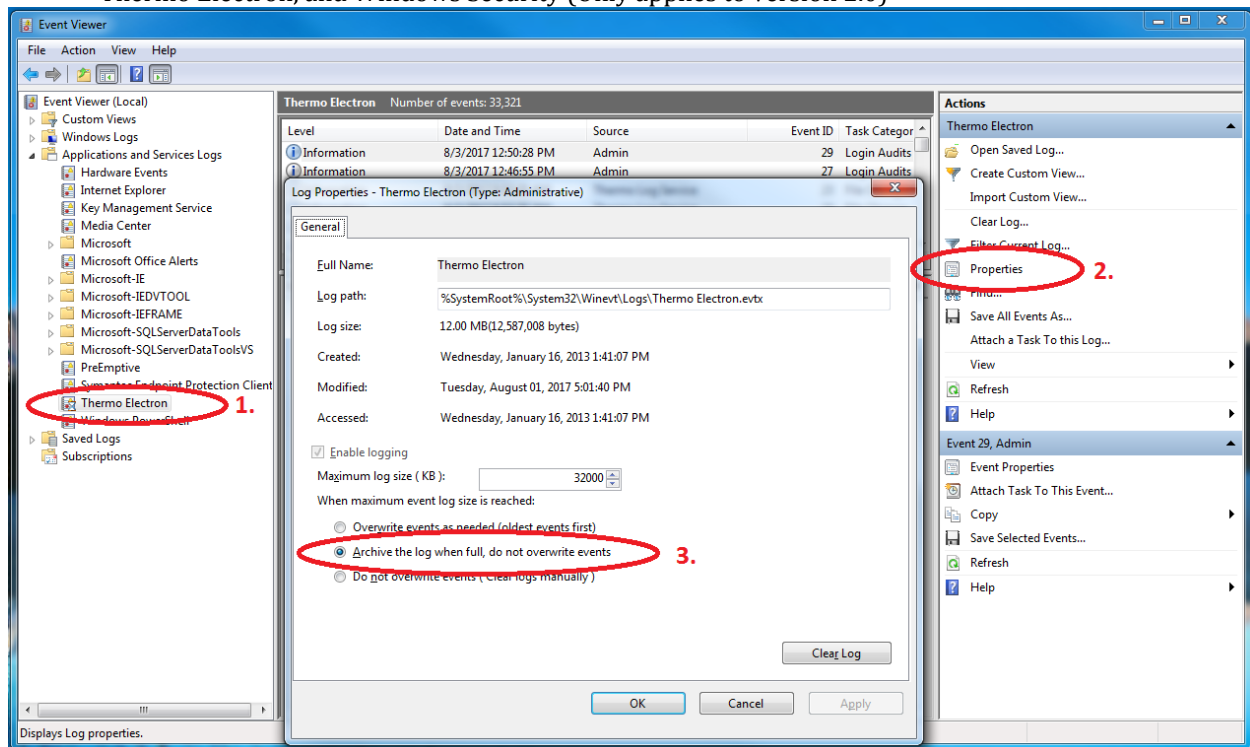
During a distributed computer installation with secure storage on a different drive an error reports the domain does not exist or cannot be contacted

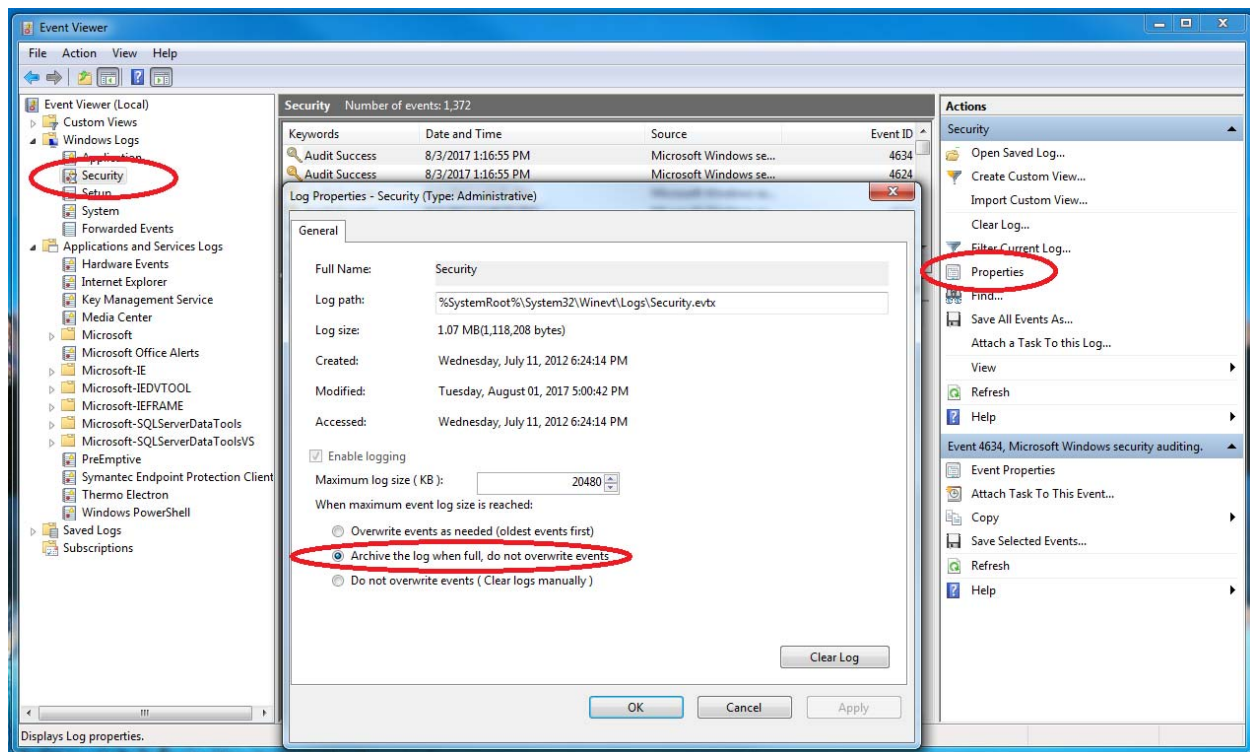
- A Verify the user is logged on with an local account to the computer and have a domain account for the secure storage
- A Edit the local security policy under the User Rights Assignment that says “Access this computer from the network” and add the local Administrators group to that policy.

### Question

During installation, Thermo Security Administrator 2.0 reports the Windows Security event log is not set to archive

- A Set the event viewer to archive rather than overwrite events. You need to set this in 2 places for Thermo Electron, and Windows Security (Only applies to version 2.0)





For a distributed installation; where are the service running?

Thermo security service

Thermo log service

Thermo file service

## **Training**

Question

How would I take the e-learning for Security Suite 2.0

A

The e-learning training is available in Thermo Fisher University for Thermo employees.

Dealers can use the below links.

Overview	<a href="https://www.brainshark.com/thermofisher/vu?pi=zG2zQFVhQzK2DGz0">https://www.brainshark.com/thermofisher/vu?pi=zG2zQFVhQzK2DGz0</a>
Single Computer	<a href="https://www.brainshark.com/thermofisher/vu?pi=zGKzqNBRezK2DGz0">https://www.brainshark.com/thermofisher/vu?pi=zGKzqNBRezK2DGz0</a>
Release Notes	<a href="https://www.brainshark.com/thermofisher/vu?pi=zFQzma40ozK2DGz0">https://www.brainshark.com/thermofisher/vu?pi=zFQzma40ozK2DGz0</a>
FAQ	<a href="https://www.brainshark.com/thermofisher/vu?pi=zH4z1APuy5zK2DGz0">https://www.brainshark.com/thermofisher/vu?pi=zH4z1APuy5zK2DGz0</a>
Exam	<a href="https://www.brainshark.com/thermofisher/vu?pi=zGvzf1ewzK2DGz0">https://www.brainshark.com/thermofisher/vu?pi=zGvzf1ewzK2DGz0</a>

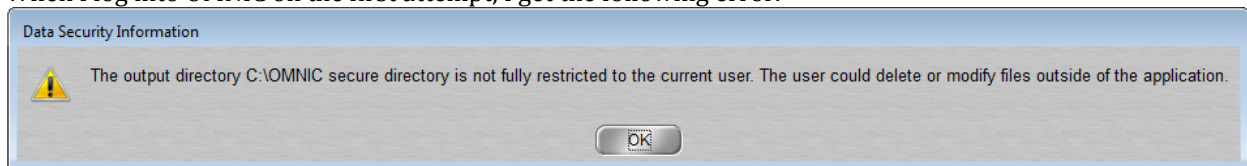
1. The client computer where Omnic or Insight is installed needs to have **Thermo File Service** (saves data using different account than logged on user) and **Thermo Log Service** (makes audit events when files are created/modified/deleted/renamed from Explorer outside our software).
2. The computer where Security Administration is installed Admin.exe must have **Thermo Security Service**. It may be that this is the only service running on this computer. This is the service that client computers (Omnic, Insight, TQ, Picta, etc.) communicate with. The computer where Administration is installed stores all of the access control and policy settings for all the client computers on the network and is the place where all audit events are stored. This allows you to make a change to a policy in one place and have it reflected immediately on all the computers on the network. It is also beneficial to have all audit events in one central place rather than on each computer connected to an instrument.
3. Finally, the computer where you save the data (a network folder) may optionally have the Thermo File Service and **Thermo Log Service** installed on it. The only part that is used is the Log Service to make audit events if files are created/modified/deleted by a user using Windows Explorer instead of within our applications. However, this is optional because in the 9.8 release of the software the directory permissions are set so that the directory is read-only to all users and is read/write/delete only to the one account specified at install time. This single account is the only one that can modify/rename/delete data so it should not be possible for users to change anything that would make audit events. As long as you control who can log on as the single account allowed to modify the data there should be no audit events for modifications done outside of our applications.

The different installation configurations are basically the combinations of these 3 pieces on less than 3 computers.

## User and groups

### Question

When I log into OMNIC on the first attempt, I get the following error.



A

This is warning not an error that the current logged in user was the same user that loaded Security Suite with Administrative privileges. Solution is to log in as a different user then who setup the service account, and installed Security Suite.

## Services

### Question

Everything works with Security Suite until the computer is restarted. The computer reboots without a problem, but OMNIC will not open

A

Check if any of the Security Suite Services have stopped running. Verify which services are not running and restart the services have stopped. There are 4 services running with Security Suite 2.1.

Check the Event Viewer for Event errors. If you are confident you have the latest 9.8 HF2, then Engineering needs the log in this directory:

%ProgramData%\Thermo Scientific\AuditEventWriterService\\*.log

Contact the IT professional  
Update OMNIC to 9.8 HF2

#### Question

Thermo Scientific Security Service stops running when the computer is restarted. To enable this service we need to reenter password for Log On account.

#### A

Customer have applied restriction in Windows group policies, and this was applied to service account which was created to install the software. Reinstall Thermo Security Suite with different account (Account for which they applied different Windows policies to and in a different user group

#### Question

Customer wants to make changed to user name attributes in the Active Directory (AD). How will this affect Security Suite?

#### A

We use the User **Principle Name attribute** in the software and if we can't find that we use the **SAM-Account-Name**.

Also -if they change the user name, the legacy information/signatures will NOT reflect the new user name. This is not retroactive.

The legacy data files that were signed prior to the User name change will still show the legacy name as it existed before the user name change. All new and future Digital Signatures will show the new name changes.

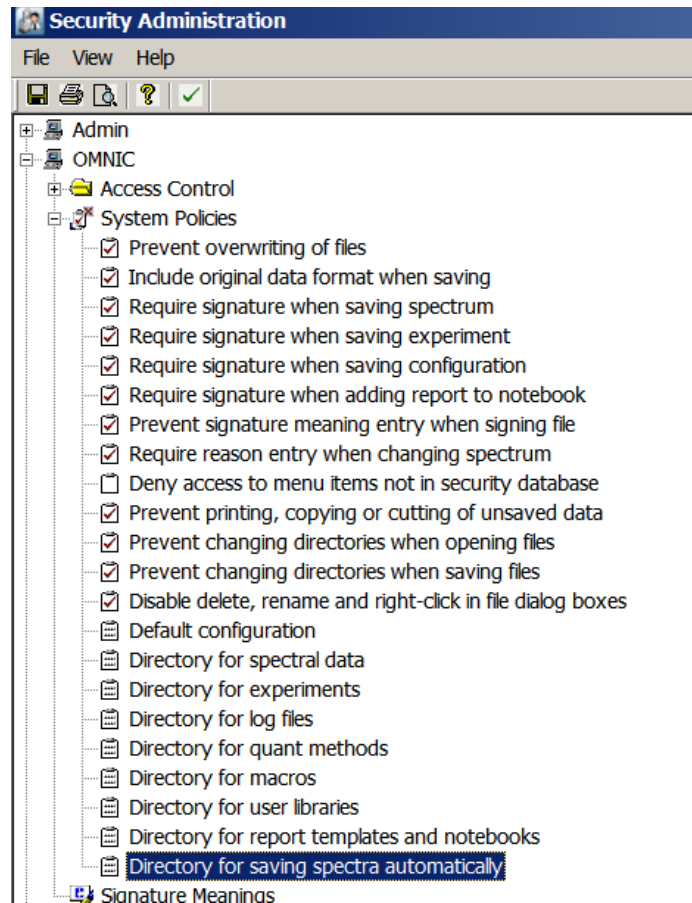
#### Question

Customer wants to have monthly subdirectories on the Secure Data directory. How does this get configured?

#### A

Once per year, using the log in credentials for the Service account for the Secure Data Storage, create the monthly spectral sub folders in the secure directory. Right click on each month and provide read access only for everybody but the admin log in account. The Secure Data Admin Service account should be the only account with read/write access for the monthly sub directories. The Secure Data Service account also should have the TSA privilege to change directories so they can review past data.

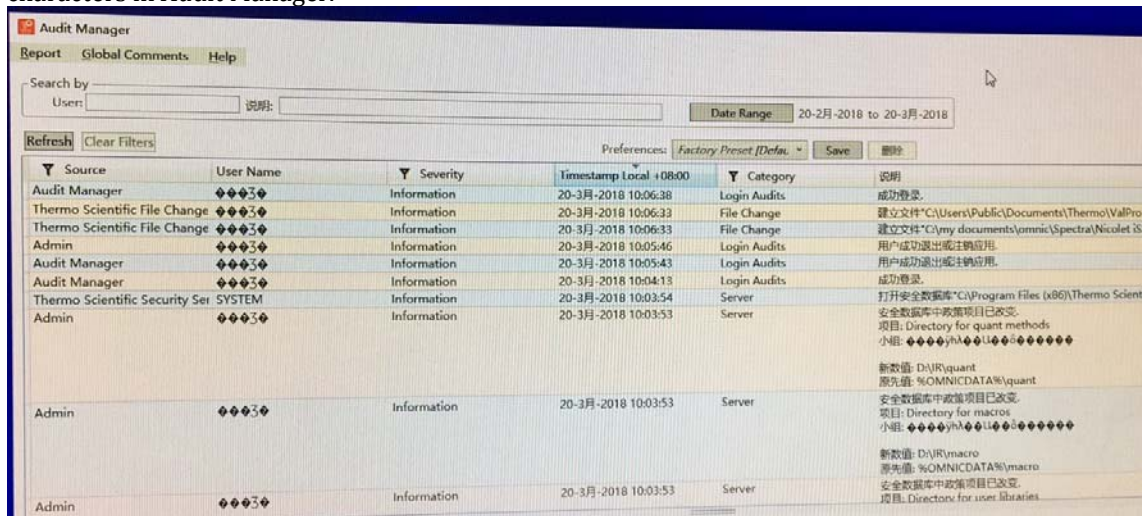
Next, once per month the TSA Service account needs to log into TSA. Under system policies change the Directory for spectral data or the Autosave directory location



## Audit Manager

Question:

I use Windows 10 with a dual bit character regional settings from Japan, China or Korea, and I have strange characters in Audit Manager.



A

This is a known bug in Security Suite 9.8 HF1 and 2 and will be deferred for repair in a future release.

Question:

How can my old database be imported to the new computer



A

Log into the computer as the Managed Service Account use when installing Audit manager. There should be a separate service account dedicated for Audit Manager and where the database is located. Only this account has full Administrative rights to move the .bd file.

Once copied into the new computer the old .db can only be used for reference. It cannot be merged into the new DB file.

### **Advanced Diagnostics**

Question

Omnic 9.8.372 and Security 2.0.113 installed.

Customer having error message running Diagnostic noise tests, Valpro tests are ok. Advanced Diagnostics finishes the Performance tests and the prompt "RunTime error 75 is displayed

A

iS50 Advanced Diagnostics archives the test result in c:\My Documents\Omnic\AdvDiag folder, with filename in format of "AdvDiag\_yyyymmdd\_hhmm.txt". Read/write access is needed to that folder.