



## InnerVision Plus

### What is it?

Offered only to Canon Medical Systems USA, Inc. warranty and service agreement customers, InnerVision® Plus, through a secured VPN tunnel, is a special remote diagnostic system allowing a team of Canon Medical Systems USA highly qualified engineers and application specialists to, in some cases, remotely analyze and troubleshoot diagnostic medical imaging devices installed at the customer site. Additionally, it offers eWatch programs allowing InTouch Center to monitor real time system performance and functionality 24/7, providing prevention and early detection of some equipment issues and expediting service and repair.

To assist with HIPAA compliance, InnerVision® Plus comprises a VPN firewall appliance including eProtect or Service Processor (SP) and a suite of InnerVision applications connecting via secured VPN tunnel to InTouch Center. For maximum flexibility, 3 types of secured VPN connections<sup>1</sup> are offered: SP-Firewall SSL/TLS1.2 VPN, IPSec (NAT-T) VPN, and LAN-to-LAN IPSec VPN. Choice of VPN deployments depends on the customer's preferences.

**CANON MEDICAL SYSTEMS USA, INC.**

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*Made For life*



**Benefits...**

InnerVision application suite includes: Remote screen viewing, secured file transfer, automatic collection of system health information, system log analysis, automatic notification for system alerts, Image QA analysis, and other troubleshooting and DICOM utilities.

	CT	MR	Infinix-i	XR <sup>2</sup>	UL
Remote application support includes viewing scan technique & protocol / sequence parameters and assisting users to operate the system console.	•	•	•	•	•
Firewall protection from malicious actors using port & IP filtering network segmentation	•	•	•	•	•
Remote quantitative/qualitative analysis & inspection of image quality	•	•	•	•	•
Remote technical assistance using built-in maintenance utilities	•	•	•	•	•
Remote data capture & analysis of DICOM/network connectivity concerns	•	•	•	•	•
Remote error log collection and/or analysis	•	•	•	•	•
Remote 24/7 or on-demand system diagnosis and/or inspection.	•	•	•	•	•
Message Alert System notifies CE system messages for prevention and early detection of system problems and fast issue resolution.	•	•	•	•	
Monitoring specific system components temperature / humidity level	•	•	•		
Monitoring system component status	•	•	•	•	
Monitoring RAID or IDD drive status	•	•	•	•	
Monitoring helium level		•			

<sup>1</sup> Ultrasound implements remote maintenance support using secure TCP port 443 to connect to InTouch Center

<sup>2</sup> XR includes Radrex, Kalare, and Ultimax

**eProtect**

Canon Medical Systems USA, Inc. employs technology that helps protect Protected Health Information (PHI), Personally Identifiable Information (PII), and security of diagnostic medical imaging equipment vigorously. With the release of Ransomware and other malicious attacks that has crippled many healthcare facilities<sup>1</sup> across the globe, Canon Medical Systems USA is committed to providing our customers with comprehensive security solutions in an effort to minimize security vulnerabilities.

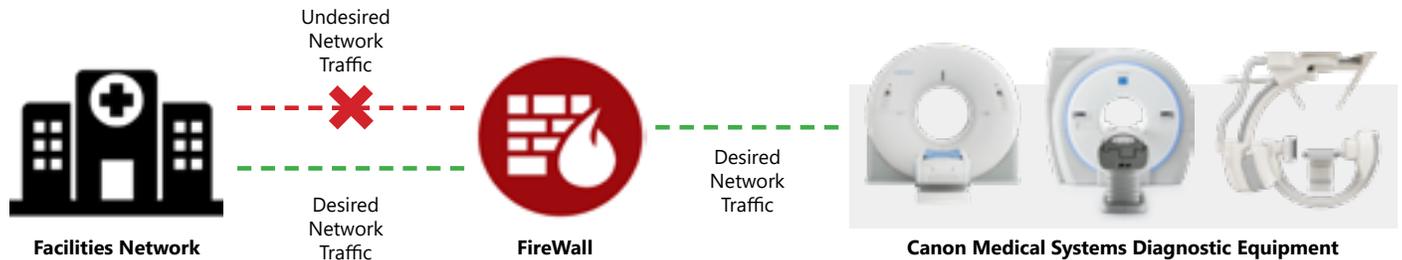
In keeping with the widespread advancement of Information Technology (IT) within the medical imaging industry, Canon Medical Systems USA recognizes the importance of cybersecurity and protection of PHI and PII. However, when diagnostic medical imaging devices are connected to networks, they can become susceptible to malware attacks. Therefore, all customers must ensure that adequate security measures have been implemented into their network.

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For customers that are not currently under warranty or service agreement, CMSU offers a firewall appliance eProtect to isolate and secure the diagnostic imaging equipment from undesired network traffic. eProtect is an external hardware device that resides in series of the diagnostic equipment and the facility network. eProtect is available for all models of CT, MRI, X-Ray, and Vascular / Angiography.



eProtect uses 1:1 NAT and IP/Port filtering to isolate and segment the diagnostic imaging equipment. This isolation will ensure the equipment is isolated from undesired network traffic such as Viruses, Malware, and Malicious attacks.

eProtect can easily be configured using a Windows PC or Laptop connected to Ethernet port 2 on the hardware appliance. Instructions and a dedicated support hotline are available to assist with questions or concerns.

<sup>1</sup><https://www.theverge.com/2019/4/4/18293817/cybersecurity-hospitals-health-care-scan-simulation>  
<https://securityboulevard.com/2019/02/cyber-attack-costs-can-cripple-small-and-medium-sized-businesses/>  
<http://theconversation.com/why-has-healthcare-become-such-a-target-for-cyber-attackers-80656>

## White Paper

Remote Service and Support – [VPN to Customer's Canon Medical Devices](#)

Remote Service and Support – [SSL/TLS VPN to Customer's Canon Ultrasound Cart](#)

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