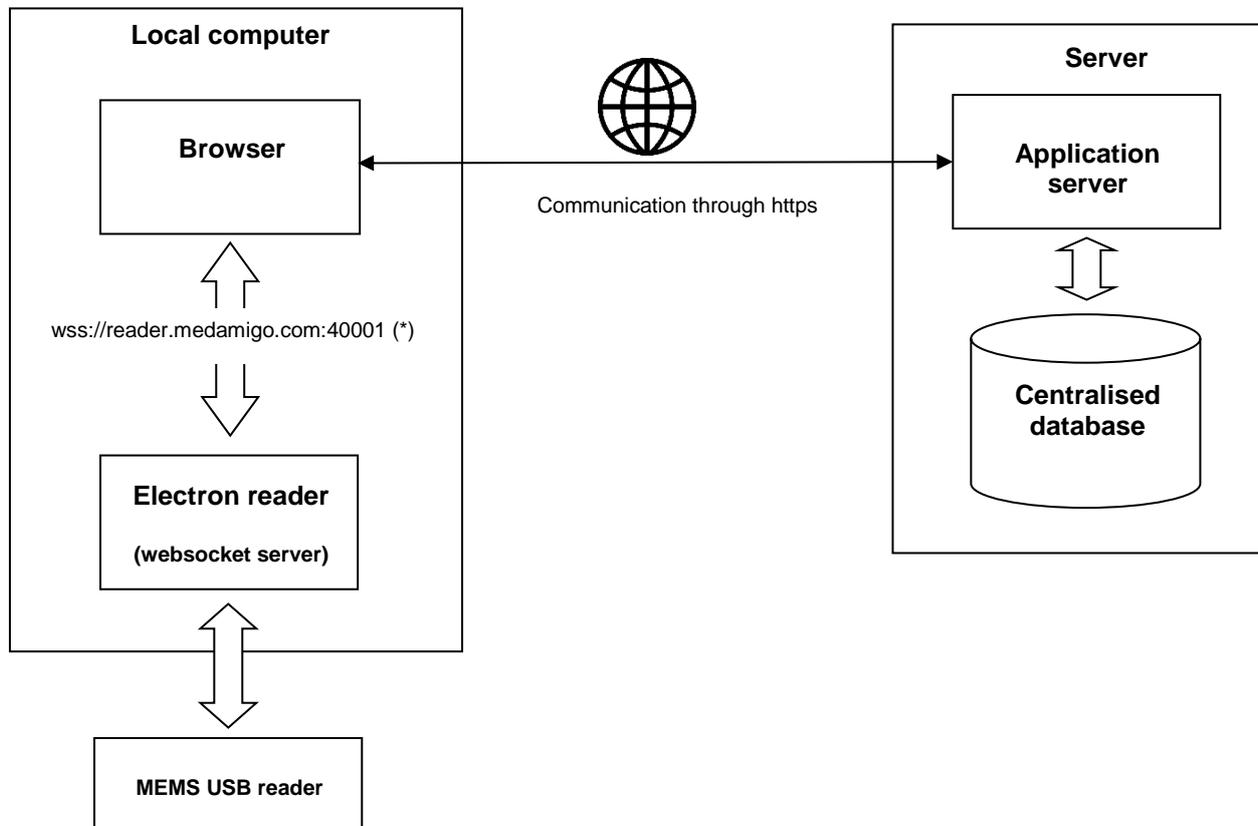# 1. Requirements for medAmigo

The MEMS monitoring system relies on three components

- *Mems smart packages* used to record patients' adherence

- *medAmigo*, a web-platform, used to download, to centralize and to interpret adherence data recorded by the MEMS

- *MEMS USB readers* used to read data from MEMS packages

medAmigo can be accessed through a web browser. If the end-user simply needs to visualise adherence data available in the centralized database, a browser is enough. If the end-user is in charge of downloading data from the MEMS caps, the use of medAmigo requires the installation of the *electron reader*, a software component in charge of the communication between the browser and MEMS packages through a USB MEMS reader. The electron reader is a local websocket server acting as a bridge between the browser and the MEMS USB reader. The electron reader is a resident software that must be active prior to any communications initiated by the browser. This software is not started by the browser but is automatically launched at startup (Windows: shortcut installed in the All users or Current user startup menu depending on the rights used for the installation, Mac OS: software added in the login items)

(*) This address is resolved as 127.0.0.1. The default port used to communicate with the Electron reader is 40001 but can be changed

Importantly, the installation must be done before the enrollment of the first subject. Administrator rights are required to install the electron reader. As the security policy implemented in your center may prevent the installation and use of medAmigo, please involve your IT team few days before the enrollment of the first subject.

medAmigo requires

- a modern web browser (i.e. html 5 and websocket compatible)
- a personal login and password to access the platform
- an internet connection
- for end-users in charge of downloading data from MEMS smart packages

    - MEMS Smart packages and a MEMS USB readers
    - At least one free USB port
    - the installation of the electron reader

Operating systems

- Windows 32 bits or 64 bits. Windows 7 or higher
- MacOS 10.7 (Lion) or higher

Supported web browser (Validated)

- Microsoft Edge
- Internet Explorer 11
- Chrome 16 or higher
- Firefox 11.0 or higher

Other web browser (Not Validated)

- Internet Explorer 10
- Safari 6.0 or higher
- Opera 12.10 or higher

2. Troubleshooting

Please use the following link
- https://helpdesk.aardexgroup.com/index.php?/Knowledgebase/Article/View/311/16

If you are having issues with the MEMS reading once Electron Reader is installed:

Please check with your IT the following items:

- The TLS layer of Electron uses a certificate provided by Comodo. Comodo root certificates must part of the trusted Certificate Authorities.
  If needed, the Comodo root certificates are available here:
  https://helpdesk.aardexgroup.com/index.php?/marketing/Knowledgebase/Article/View/310/16/comodo-root-certificates

- If a proxy is used in your browser to connect on the internet, make sure to add the exception "reader.medamigo.com" in the "no proxy" list like below: