Agilent LC, MS, CE, GC and HS Driver and Firmware Support Statements

1. Purpose and scope

This document explains Agilent's position on **technical support** and **compatibility** for instrument **Drivers**, **Firmware**, and Agilent-owned **integration layers**.

It applies to Drivers and Firmware for LC (Liquid Chromatography), MS (Mass Spectrometry), CE (Capillary Electrophoresis), GC (Gas Chromatography) and HS (Headspace) products, including Agilent-owned Integration Layers such as ICF, Agilent Integration Layer for Waters CDS (WICF), and Agilent Drivers for Thermo Fisher Chromeleon[1].

For supported modules, Firmware versions, Data Systems and compatibility ranges, refer to the applicable release notes, Software Status Bulletins, and compatibility documentation.

2. Key terms

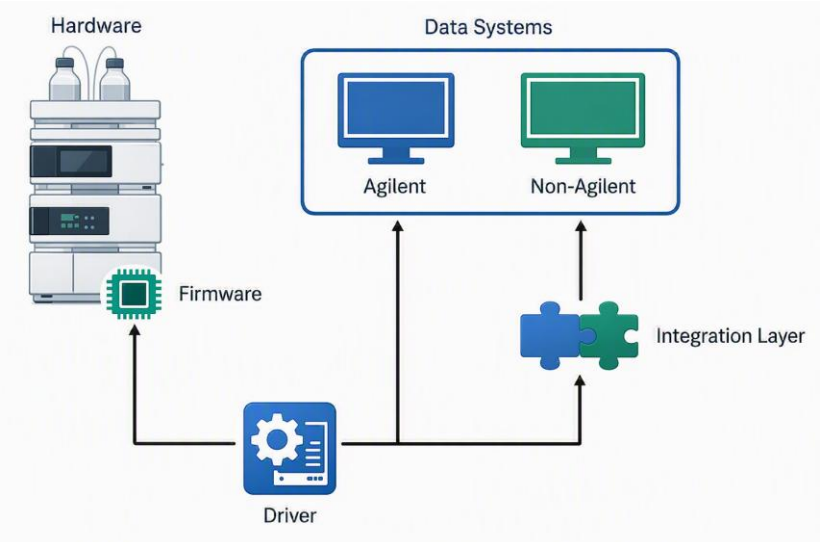
A **Data System** is the software platform used to run methods, control instruments, acquire, visualize, analyze, store and report data and results. It is a chromatographic data system or mass spectrometry software, including Agilent OpenLab CDS, Agilent MassHunter, Waters Empower[2], and Thermo Scientific Chromeleon[1].

A **Driver** allows a Data System to communicate with Agilent hardware via firmware.

An **Integration Layer** connects Agilent Drivers to a Data System, particularly where the Data System is not owned by Agilent.

Firmware is a specialized type of software that is embedded inside a hardware device and provides the communication and processing interface between the Driver and the hardware. Firmware as referenced in this document also includes embedded software (ESW) used in some MS products.

The following diagram provides an overview of the relationship between hardware, Firmware, Drivers, Integration Layers, and Data Systems.



4. Compatibility

Compatibility means that a specific combination of hardware, Firmware, Driver, Integration Layer, and Data System is documented as designed to work together. Compatibility is defined by the applicable release notes of Drivers, Data Systems or Integration Layers, or other published support documentation. A Driver may be compatible with multiple hardware modules, Firmware versions, Integration Layers, and Data Systems.

Drivers, Firmware, Data Systems, and Integration Layers continue to evolve, release notes may update or extend previously published compatibility information as necessary.

5. Technical support and product lifecycles

Technical Support means the assistance, defect assessment, defect remediation, updates, and related services available for a product during its applicable lifecycle phase.

Technical Support for Drivers is available only for documented compatibilities and configurations. A Driver is eligible for Technical Support, while both related Hardware (including Firmware), Agilent Data System or Agilent Integration Layer are supported (corresponding to Data System life cycle phases “Active”, “Limited” or “Long-Term Support LTS”). If related Hardware is in support (i.e. before its EOS date), Driver defect fixes may be provided through new Driver revisions.

Users may request assistance for the Driver, even if the Data System or Integration Layer are no longer in support. Driver fixes are typically included in new Driver versions and/or Integration Layers. Such updates may or may not be compatible with the original Data System version.

Users may continue using Drivers beyond their end-of-support date; however, any such use is at the user's sole risk and responsibility, including responsibility for ensuring cyber security.

6. Driver and Firmware releases

Agilent releases new/updated Drivers and Firmware to enable compatibility with new hardware, new functionality, compatibility updates, and defect fixes.

Each Driver Release Note will specify the compatible hardware, minimum Firmware requirements, compatible Data Systems, and any relevant limitations.

Agilent recommends using current supported Driver and Firmware versions.

A Driver or Integration Layer update may not be compatible with every earlier Data System version. Users should confirm compatibility before updating.

7. Agilent Data Systems and Integration Layers

For Agilent Data Systems and Integration Layers, Driver compatibility is outlined in Agilent release notes and compatibility documentation.

8. Non-Agilent Data Systems

For non-Agilent Data Systems, Agilent may provide Drivers or Integration Layers.

Agilent provides technical support for Agilent-owned Drivers and Integration Layers only as documented.

Unless Agilent states otherwise, the supported lifecycle for an Agilent-owned Integration Layer generally includes the latest version, the immediately previous version, and any version superseded less than two years earlier.

The non-Agilent Data System vendor remains responsible for deciding whether, and how, it supports a specific Driver, or configuration.

9. Defects and fixes

Agilent assesses defects by severity, scope, and impact.

Defect information and available fixes that require user attention are documented in Software Status Bulletins, Release Notes or other support documentation.

Driver, Firmware and Integration Layer fixes are normally delivered through updated versions. Those updates may require a compatible and supported Data System, hardware configuration, Firmware version, or Integration Layer.

Users are responsible for reviewing relevant Software Status Bulletins and maintaining a compatible, supported configuration:

LC and CE Drivers

Instrument Control Framework (ICF)

Agilent ICF Support Layer for Waters CDS (WICF)

Agilent Drivers for Thermo Fisher Chromeleon 7

LC Firmware

LC/MS Drivers and ESW

10. Severe defects and Security issues

Agilent may change the support status of a Driver, Firmware version, or Integration Layer if a severe defect, data integrity issue, data loss risk, or cybersecurity vulnerability requires discontinuation.

Where this occurs, Agilent may recommend or require migration to a compatible, supported version or configuration.

Cybersecurity vulnerabilities relating to Agilent products, services or websites should be reported to Agilent's Corporate IT Security Incident Response Team at **CITSIRT@agilent.com**.

Reports should include:

- product, version, service, or website name;
- issue description; and
- known or potential impact.

Information security resources are available at: **Information Security at Agilent.**

Specific vulnerabilities are documented here: Enterprise Regulatory Affairs-Agilent | Agilent for specific disclosures

Users should regularly review this information and check for defect fixes and available software updates.

11. Licensing and updates

Driver use is subject to the applicable license terms.

Where updates are available, access may depend on the applicable purchase, entitlement, subscription, support contract, or Software Maintenance Agreement.

12. Records and audits

Agilent recommends Customers retain sufficient method, configuration, and compatibility records to support future audits or regulatory reviews.

Agilent recommends saving method parameters and relevant configuration information in a durable, accessible format such as text, XML, or PDF.

1 Thermo Fisher and Chromeleon are trademarks of Thermo Fisher Scientific, Inc.
2 Waters and Empower are trademarks of Waters Corporation