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This User Guide provides instructions for installing and administering Agilent CytoGenomics.

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This chapter shows you how to install the program on computers running the Windows XP or Windows 7 operating system.

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This chapter shows you how to install the program on systems running a Macintosh OS.

3 **Administering the System**
This chapter shows you how to add users, assign roles and manage the database.
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Troubleshooting

This chapter shows you how to install the program on computers running the Windows XP or Windows 7 operating system.

See the Product Overview Guide for an overview of the program and organization of the tasks within it.
Installing Agilent CytoGenomics 2.9 – Windows

This section includes detailed instructions and important notes for installing Agilent CytoGenomics 2.9 on a Windows system that does not have a previous version of CytoGenomics installed.

Agilent CytoGenomics consists of two parts: a PostgreSQL database server and the client software. Once you have installed the database server and client software on one computer, you can install additional copies of the client software on client computers that have network access to the database computer.

For instructions on how to upgrade an existing Agilent CytoGenomics installation, see “Upgrading from the Previous Version of CytoGenomics – Windows” on page 28.

Step 1. Prepare for installation

a. Download the Windows version of the software and release notes

1 Go to the eArray website https://earray.chem.agilent.com/earray.
2 Click Download Agilent CytoGenomics.
3 Click Download next to the version of software required for your computer (Windows 64-bit or Windows 32-bit).
4 Click Save As to save the installer on your computer. (This file is a large file. Depending on your internet connection speed, the download can take a long time.)
5 Browse to a location where you want to save the installer program, and then click Save. (Do not start the installation at this time.)
6 Next to Release Notes, click Download.
7 Click Save As.
8 Browse to a location where you want to save the release notes.
9 Click Save.

b. Check system requirements before you start

Check to make sure that your computer systems meet the following requirements. All client installations point to the computer on which the
server software is installed. See Table 1 for minimum requirements. See Table 2 for recommended requirements.

**NOTE**

If an operating system is not listed in Table 1 or Table 2, it is not supported.

### Table 1  Minimum Requirements for Agilent CytoGenomics computers

<table>
<thead>
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<th>Computer requirements for Windows</th>
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</thead>
<tbody>
<tr>
<td>Operating system</td>
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<td>Processor</td>
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<td>Working memory (RAM)</td>
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<tr>
<td>Hard disk space</td>
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<tr>
<td>Display Resolution</td>
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</table>

### Table 2  Recommended Requirements for Agilent CytoGenomics computers

<table>
<thead>
<tr>
<th>Computer requirements for Windows</th>
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</tr>
<tr>
<td>Hard disk space</td>
</tr>
<tr>
<td>Display Resolution</td>
</tr>
</tbody>
</table>

### c. Set up permissions for installer and users

- Make sure that the user account used to install the Agilent CytoGenomics 2.9 software has administrator permissions on the installation computer.
• Make sure that every user account running the Agilent CytoGenomics 2.9 software has read/write permissions in the computer where the client software is installed. In addition, users must have read/write permissions in the installation folder of the computer where the database server is installed.

The way you set permissions varies between operating systems. Contact your network administrator for help in checking or changing user account permissions. If the correct user account permissions are not set correctly, the software will fail to install or run properly.

d. Adjust user account settings for Windows 7 computers

For Windows 7 computers

Change the User Account Control settings from the default setting to ‘Never Notify.”

1. Go to Control Panel.
2. Click User Accounts.
3. Click Change User Account Control setting.
4. Change the setting to “Never Notify” and click OK.
5. Restart the machine.

Step 2. Install the database server and client on a single Windows computer

NOTE

Only one copy of the server software is installed. To run the client software, the database server must be installed. The client is the program you run when you want to use Agilent CytoGenomics. You can run the client program on the same computer as the server, or from any other computer with the client program installed. After installation, the database server software runs silently in the background and manages the shared database for all Agilent CytoGenomics 2.9 users. All client computers must have network access to the server computer and users must have read/write permissions.
1 Log on to the Windows system where you want to install Agilent CytoGenomics 2.9 server. Use an account that has administrator permissions.

2 Locate the installation program you downloaded in Step 1, “a. Download the Windows version of the software and release notes” on page 8. Double-click the Agilent CytoGenomics 2.9.X.X application file to start the installation wizard.

The following message is displayed.

![InstallAnywhere dialog box - preparing to install](image)

**Figure 1** InstallAnywhere dialog box - preparing to install

The installation wizard starts.
1 Installation Instructions for Windows
Installing Agilent CytoGenomics 2.9 – Windows

Figure 2  Introduction screen for the installation wizard – Windows

3 Read the introductory information.
4 Click Next.

The License Agreement screen opens.
5 Read the license agreement. Click **I accept the terms of the License Agreement** and then click **Next**. (Click **Previous** to review information in a previous section.)

The Choose Install Set screen opens.
6 Click the icon next to **Both Client and Server** to install both the database server and client software on this computer.

7 Click **Next**.

An Information message opens. Click **OK** to continue. The Choose Install Folder screen opens.
By default, the program is installed in C:\Agilent\Agilent CytoGenomics Edition 2.9.X.X (where X.X is the revision number). Leave this folder as-is, or type the location and name of the folder where you want to install Agilent CytoGenomics 2.9. Within this folder, one folder is created for the server software and one folder is created for the client software.

OR

Click Choose, browse to a location where you want to install the program, and then click Save.

For installations on Windows 7, the installation program folder must not be in the C:\Program Files folder.

Click Next.

The Enter Administrator details screen opens.
The domain and user name of the person currently logged on to the computer appear in Username. If this Username is not the administrator for the Agilent CytoGenomics 2.9 software, type the correct user, using the format example shown.

For domain user: DOMAIN\username
For local machine: MACHINENAME\username

Click Next.

The Choose Shortcut Folder screen opens.
Figure 7    Choose Shortcut Folder screen – Windows

12 By default, program icons are installed in the Agilent CytoGenomics Edition 2.9.X.X program group on your computer (where X.X is the revision number). To select another location for the program icons, select the desired location (on the desktop, for example) and then click Next.

NOTE    If more than one user plans to use Agilent CytoGenomics 2.9 on this computer, select Create Icons for All Users. Otherwise, other users do not see the program icons.

The Warning screen opens.
13 Read the message that cautions you not to stop the installation once it has started, and then click **Next**.

The Pre-Installation Summary screen opens.
Review the installation setup information. If you want to change any of the settings, click Previous and go back and change the settings. To start the installation, click Install.

The Installing CytoGenomics Edition 2.9.X.X screen opens and is displayed until the installation is complete.
When the installation is complete, the Installation Complete screen opens.  
15 Click Done.

16 Make sure the folder where you installed the software is shared with read/write permission for all client computers and for all users who run Agilent CytoGenomics.

**Step 3. Install the client software on additional Windows computers**

To use other computers to run Agilent CytoGenomics 2.9 client software (with a shared database), install the client software on each of the computers.

1 On each computer you want to run the Agilent CytoGenomics 2.9 program, run the installation wizard, as described in “Step 2. Install the database server and client on a single Windows computer” on page 10.

2 When the Choose Install Set screen opens, select Only Client.
Figure 11  Choose Install Set screen – Windows – select Only Client

3  Click Next.

The Choose Install Folder screen opens.
1 \hspace{1cm} \textbf{Installation Instructions for Windows} \\
\hspace{1cm} \textbf{Installing Agilent CytoGenomics 2.9 – Windows} \\

\hspace{1cm} \textbf{Figure 12} \hspace{1cm} \textbf{Choose Install Folder screen – Windows} \\

4 By default, the program is installed in C:\Agilent\Agilent CytoGenomics Edition 2.9.X.X (where X.X is the revision number). Leave this folder as-is, or type the location and name of the folder where you want to install Agilent CytoGenomics 2.9.

\hspace{1cm} \text{OR} \\

\hspace{1cm} \text{Click \textbf{Choose} and browse to a location where you want to install the program, and then click \textbf{Save}.} \\

5 Click \textbf{Next}.

\hspace{1cm} \text{The Provide Info. of CytoGenomics server screen opens.}
Figure 13  Provide Info. of CytoGenomics server screen – Windows

6 Under Host, type the assigned computer name or IP address of the computer (from step 2) where you installed the Agilent CytoGenomics 2.9 database server. (To find the computer name of your current computer, click Start > Control Panel > System.)

7 Accept the default Port, unless your system administrator tells you otherwise.

8 Click Next.

Installer immediately tests the connection to the specified database. If incorrect database parameters are provided, or the PostgreSQL database service is not running, a message is displayed.

You can choose to complete the installation and change database connection parameters when launching the client software. However, Agilent recommends that you provide the correct database information during installation.
Continue the installation wizard. Follow the instructions for the installation wizard to enter administrator information, choose a shortcut location, and start the installation. For information, see step 10 through step 16 in the section “Step 2. Install the database server and client on a single Windows computer” on page 10.

Step 4. Start the Agilent CytoGenomics 2.9 client software

After you install the Agilent CytoGenomics database server and client programs as described in this manual, start the program.

- Double-click the Agilent CytoGenomics 2.9 icon, or select Agilent CytoGenomics 2.9 from the Windows Start menu.

NOTE How you start the program depends on the choice you made for Shortcut Folder during installation of the Agilent CytoGenomics client.

Step 5. Log in to Agilent CytoGenomics

After you start the program, the Login screen appears. The name and domain for the administrator set during installation appears in the dialog box.
1 Log in with your username and password. After the software is started, administrators can add additional users and assign their roles.

2 Next to **Password** type your password.

3 To change the domain, click the arrow next to **Domain** and select the correct domain. Otherwise, leave it as-is.

4 Click **Ok**.

---

**NOTE**

If you are using a local machine that is not part of a domain, you see a message that the software cannot find the domain. Click **OK** to ignore this message.

---

**Step 6. Add your software license**

After you log in for the first time, the following dialog box opens.
If you do not already have the license file saved to your computer, click **Request for license** to open the Agilent website to the CytoGenomics license request page. Complete the fields in the request form to obtain a CytoGenomics software license. The license is contained in a text file.

At the bottom of the Enter License dialog box, click **Browse**.

The Open dialog box opens.

Browse to the saved license text file. Select the file and click **Open**.

The program loads the contents of the file into the text box on the Enter License dialog box.

Click **OK**.

The Agilent CytoGenomics program opens.
Step 7. Add users and assign roles

Before other users can log in to Agilent CytoGenomics, the administrator must add the users and assign user roles. The user role determines what capabilities the user has within Agilent CytoGenomics. For information on what capabilities each user role has, see the *Agilent CytoGenomics Product Overview Guide* or the CytoGenomics help system. For information on how to add users and assign roles, see “To manage users and roles” on page 76.
Upgrading from the Previous Version of CytoGenomics – Windows

There are two ways to upgrade from Agilent CytoGenomics 2.7 to Agilent CytoGenomics 2.9:

1 Upgrade the program without removing the database.
   This approach is intended for users who want to upgrade and keep all records currently in the database. See “To upgrade from a previous version and keep the database” on page 28.

2 Completely remove the program and database and then reinstall.
   This approach is intended for users who want to discard all data in their current Agilent CytoGenomics database. See “To remove the database and upgrade from a previous version” on page 33.

To upgrade from a previous version and keep the database

Follow these steps to upgrade from Agilent CytoGenomics 2.7 to Agilent CytoGenomics 2.9 and retain the data in the database.

1 Make sure that all users are logged off all Agilent CytoGenomics clients before proceeding, and that no automatic workflows are in process.

2 Back up the data folder in the Agilent CytoGenomics 2.7 server program folder.

3 Download Agilent CytoGenomics 2.9 from Agilent Technologies and check the system requirements.
   See “Step 1. Prepare for installation” on page 8 for detailed instructions on this step.

4 On the server computer, uninstall the Agilent CytoGenomics 2.7 client software and install the Agilent CytoGenomics 2.9 server and client software.
   a Double-click the Agilent CytoGenomics 2.9.X.X application file that you downloaded from Agilent.
   b On the Introduction screen, read the introductory information and then click Next.
The following message box opens notifying you that Agilent CytoGenomics 2.7 is already installed on this computer and the client software must be uninstalled before continuing to upgrade to Agilent CytoGenomics 2.9.

![Message box - Agilent CytoGenomics 2.7 already exists]

**Figure 17**  Message box - Agilent CytoGenomics 2.7 already exists [[need new screen shot]]

**c**  Click **OK** in the message box to continue.

The CytoGenomics 2.7 Uninstaller opens.

**d**  In the Uninstaller, uninstall only the client software for Agilent CytoGenomics 2.7.

See step 2 through step 6 in “To remove the client software for Agilent CytoGenomics 2.7” on page 34.

Once the uninstallation of the Agilent CytoGenomics 2.7 client software has completed, the Installer for Agilent CytoGenomics 2.9 re-opens to the License Agreement screen.

**e**  Read the license agreement. Click **I accept the terms of the License Agreement** and then click **Next**.

The Choose Install Set screen opens.
1 Installation Instructions for Windows
Upgrading from the Previous Version of CytoGenomics – Windows

Figure 18  Choose Install Set screen – Windows – select Both Client and Server

f  On the Choose Install Set screen, select Both Client and Server. Click Next.

g  In the Information dialog box that opens, click OK to continue. The message in this dialog box informs you that the installer will overwrite the existing version of Agilent CytoGenomics server with the new version.

h  At the Choose Install Folder screen, the default folder for installation of the program is C:\Agilent\Agilent CytoGenomics Edition 2.9.X.X (where X.X is the revision number). Leave this folder as-is, or click Choose and browse to a location where you want to install the program, and then click Save.

NOTE
The client software is installed to the folder indicated in the Choose Install Folder screen. The server software remains in the program folder for the previous revision of Agilent CytoGenomics.
Click Next.

Continue the installation. Follow the instructions to enter administrator information, choose a shortcut location, and start the installation. See step 10 through step 15 in the section “Step 2. Install the database server and client on a single Windows computer” on page 10.

On each client computer, uninstall the Agilent CytoGenomics 2.7 client software and install the Agilent CytoGenomics 2.9 client software.

a Double-click the Agilent CytoGenomics 2.9.X.X application file that you downloaded from Agilent.

b On the Introduction screen, read the introductory information then click Next.

The following message box opens notifying you that Agilent CytoGenomics 2.7 is already installed on this computer and the client software must be uninstalled before continuing to upgrade to Agilent CytoGenomics 2.9.

c Click OK in the message box to continue.

The CytoGenomics 2.7 Uninstaller opens.

d In the Uninstaller, uninstall only the client software for Agilent CytoGenomics 2.7.
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See step 2 through step 6 in “To remove the client software for Agilent CytoGenomics 2.7” on page 34.

Once the uninstallation of the Agilent CytoGenomics 2.7 client software has completed, the Installer for Agilent CytoGenomics 2.9 re-opens to the License Agreement screen.

e  Read the license agreement. Click I accept the terms of the License Agreement and then click Next.

The Choose Install Set screen opens.

![Choose Install Set screen](image)

Figure 20  Choose Install Set screen – Windows – select Only Client

f  On the Choose Install Set screen, select Only Client. Click Next.

g  In the Information dialog box that opens, click OK to continue. The message in this dialog box informs you that the installer will only install the client software for Agilent CytoGenomics 2.9.

h  At the Choose Install Folder screen, the default folder for installation of the program is C:\Agilent\Agilent CytoGenomics Edition 2.9.X.X (where X.X is the revision number). Leave this folder as-is, or click
Choose and browse to a location where you want to install the program, and then click Save.

i Click Next.

j Continue the installation. Follow the instructions to provide server information, choose a shortcut location, and start the installation. See step 6 through step 8 in the section “Step 3. Install the client software on additional Windows computers” on page 20.

6 On the server and client computers, start the Agilent CytoGenomics program.

See “Step 4. Start the Agilent CytoGenomics 2.9 client software” on page 24.

7 Log in.

See “Step 5. Log in to Agilent CytoGenomics” on page 24.

8 Enter your updated license information.

See “Step 6. Add your software license” on page 25.

To remove the database and upgrade from a previous version

To completely uninstall Agilent CytoGenomics 2.7 (including the database) and then install Agilent CytoGenomics 2.9, follow these steps.

1 Make sure that all users are logged off all Agilent CytoGenomics clients before proceeding, and that no automatic workflows are in process.

2 (Optional) Back-up the data folder in the Agilent CytoGenomics server program folder.

3 Remove the previous version of the Agilent CytoGenomics client program from all client computers.

   See “To remove the client software for Agilent CytoGenomics 2.7” on page 34.

4 Remove the Agilent CytoGenomics client and server software from the server computer.

   See “To remove the client and server software for Agilent CytoGenomics 2.7” on page 37.

5 Download the new software revision from Agilent Technologies and check the system requirements.
See “Step 1. Prepare for installation” on page 8 for detailed instructions on this step.

6 Install Agilent CytoGenomics 2.9 client and server software on the server computer.

See “Step 2. Install the database server and client on a single Windows computer” on page 10.

7 Install Agilent CytoGenomics 2.9 client software on all computers where you want to run the client software. (Make sure that the previous version of the client software was removed.)

See “Step 3. Install the client software on additional Windows computers” on page 20.

8 Start the Agilent CytoGenomics 2.9 program.

See “Step 4. Start the Agilent CytoGenomics 2.9 client software” on page 24.

9 Log in.

See “Step 5. Log in to Agilent CytoGenomics” on page 24.

10 Enter your updated license information.

See “Step 6. Add your software license” on page 25.

To remove the client software for Agilent CytoGenomics 2.7

Before you update the Agilent CytoGenomics software to revision 2.9, (whether you are updating the server software or not) first remove the client software on all computers where it is installed. Use the Uninstall Agilent CytoGenomics Edition 2.7.X.X.exe file, located in the \Uninstall Agilent CytoGenomics Edition 2.7.X.X folder of your program folder. Or, you can use the Windows Control Panel to remove the program.

1 Start the Uninstall Agilent CytoGenomics Edition 2.7.X.X.exe file, located in the \Uninstall Agilent CytoGenomics Edition 2.7.X.X folder of your program folder.

The uninstaller program starts.

2 Read the introductory information, and then click Next.

3 Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click Next.
The Uninstall Options screen opens.

![Uninstall Options screen](image)

**Figure 21** Uninstall Options screen – Windows – select **Uninstall Specific Features**

4. Select **Uninstall Specific Features**.
5. Click **Next**.

   The Choose Product Feature screen opens.
In the Choose Product Features screen, mark **Client**. When the Client check box is marked, only the client software is removed from the computer. The client software folder and any data folders created after installation are not removed.

The Uninstall button becomes active.

**CAUTION**
Do not mark **Server** unless you want to remove client and server software completely, including the database, from your computer.

7 Click **Uninstall**.
8 When the uninstallation has completed, click **Done**.
To remove the client and server software for Agilent CytoGenomics 2.7

The Uninstall program for Agilent CytoGenomics 2.7 provides an easy way to remove the Agilent CytoGenomics 2.7 client, server, and PostgreSQL programs from your computer.

CAUTION

When you completely uninstall Agilent CytoGenomics 2.7, the database and the data contained in it are completely removed. Do not uninstall the entire program unless you have backed up your database or no longer wish to use it.

1. Start the **Uninstall Agilent CytoGenomics Edition 2.7.X.X.exe** file, located in the \Uninstall_Agilent CytoGenomics Edition 2.7.X.X folder of your program folder.
   The uninstaller program starts.

2. Read the introductory information, and then click **Next**.

3. Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.
   The Uninstall Options screen opens.
1 Installation Instructions for Windows
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Figure 23  Uninstall Options screen – Windows – select Complete Uninstall

4 Select Complete Uninstall.
5 Click Next.
6 When the uninstallation is complete, a message appears. Click Done.

The Agilent CytoGenomics 2.7 client program, server program and database, and PostgreSQL program were removed from your computer. Program folders and data folders (such as data output folders) created after installation were not removed.
Troubleshooting

If the Agilent CytoGenomics program does not open

✔ Try opening the program by running the run_CytoGenomics.bat file.
  a Open the installation folder AgilentCytoGenomicsEdition2.9.X.X.
  b Double-click run_CytoGenomics.bat.
    Agilent CytoGenomics opens and you can operate the program normally.
    If the program still does not open, try adjusting the amount of RAM allocated to the program using the approach provided below.

✔ Adjust the amount of RAM that is allocated to the program.
  a Open the installation folder AgilentCytoGenomicsEdition2.9.X.X.
  b Open the file CytoGenomics Edition 2.9.X.X.lax in Notepad.
  c In this file, locate the following text.
    lax.nl.java.option.additional=Xms1000m
  d Change Xms1000m to Xms900m.
  e Save and close the file.
  f Open the Agilent CytoGenomics client program.
    Double-click the Agilent CytoGenomics 2.9 icon, or select Agilent CytoGenomics 2.9 from the Windows Start menu.
    If Agilent CytoGenomics opens, you can operate the program normally.
    If Agilent CytoGenomics still does not open, repeat step a through step f, and reduce the Xms value by 100 again. Continue to reduce this value in increments of 100 until the program opens successfully.
2

Installation Instructions for Macintosh

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This chapter shows you how to install the program on systems running a Macintosh OS.

See the Product Overview Guide for an overview of the program and organization of the tasks within it.

NOTE

The Macintosh version of CytoGenomics does not permit analysis of scanner image files. To run an analysis workflow, you must first extract the image file using the Agilent Feature Extraction program, then use the extracted FE file in the workflow.
Installing Agilent CytoGenomics 2.9 – Macintosh

This section includes detailed instructions and important notes for installing Agilent CytoGenomics 2.9 on a Macintosh system that does not have a previous version of CytoGenomics installed.

Agilent CytoGenomics consists of two parts: a PostgreSQL database server and the client software. Once you have installed the database server and client software on one computer, you can install additional copies of the client software on client computers that have network access to the database computer.

For instructions on how to upgrade an existing Agilent CytoGenomics installation, see “Upgrading from the Previous Version of CytoGenomics – Macintosh” on page 63.

Step 1. Prepare for installation

a. Download the Macintosh version of the software and release notes

1. Go to the eArray website https://earray.chem.agilent.com/earray.
2. Click Download Agilent CytoGenomics.
3. Click Download for the Mac version of the software.
4. Click Save As to save the installer on your computer. (This file is a large file. Depending on your internet connection speed, the download can take a long time.)
5. Browse to a location where you want to save the installer program, and then click Save.

The Mac installer is downloaded as a compressed folder (Agilent_CytoGenomics_2_9_X_X_MAC.zip).

7. Click Save As.
8. Browse to a location where you want to save the release notes.
9. Click Save.
b. Check Macintosh system requirements before you start

Check to make sure that your computer systems meet the following requirements. All client installations point to the computer on which the server software is installed. See Table 3 for minimum requirements. See Table 4 for recommended requirements.

**NOTE**

If an operating system is not listed in Table 3 or Table 4, it is not supported.

### Table 3  Minimum Requirements for Agilent CytoGenomics on Macintosh computers

<table>
<thead>
<tr>
<th>Computer Requirements for Macintosh</th>
<th>Macintosh OS X Lion and OS X Mountain Lion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td></td>
</tr>
<tr>
<td>Programs</td>
<td>Any program that enables you to open PDF files (for example, Adobe® Reader®)</td>
</tr>
<tr>
<td>Processor</td>
<td>3 GHz Intel Core 2 Duo CPU or better</td>
</tr>
<tr>
<td>Working memory (RAM)</td>
<td>4 GB</td>
</tr>
<tr>
<td>Hard disk space</td>
<td>40 GB (For analysis of large datasets, more space is required)</td>
</tr>
<tr>
<td>Display resolution</td>
<td>1280 x 768 or higher</td>
</tr>
</tbody>
</table>

### Table 4  Recommended Requirements for Agilent CytoGenomics on Macintosh computers

<table>
<thead>
<tr>
<th>Computer Requirements for Macintosh</th>
<th>Macintosh OS X Lion and OS X Mountain Lion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td></td>
</tr>
<tr>
<td>Programs</td>
<td>Any program that enables you to open PDF files (for example, Adobe® Reader®)</td>
</tr>
<tr>
<td>Processor</td>
<td>3 GHz Intel Core 2 Duo CPU or better</td>
</tr>
<tr>
<td>Working memory (RAM)</td>
<td>8 GB</td>
</tr>
<tr>
<td>Hard disk space</td>
<td>40 GB (For analysis of large datasets, more space is required)</td>
</tr>
<tr>
<td>Display resolution</td>
<td>1280 x 768 or higher</td>
</tr>
</tbody>
</table>
c. Set up permissions for installer and users

- Make sure that the user account used to install the Agilent CytoGenomics 2.9 software has administrator permissions on the installation computer.

- Make sure that every user account running the Agilent CytoGenomics 2.9 software has read/write permissions in the computer where the client software is installed. In addition, users must have read/write permissions in the installation folder of the computer where the database server is installed.

The way you set permissions varies between operating systems. Contact your network administrator for help in checking or changing user account permissions. If the correct user account permissions are not set correctly, the software will fail to install or run properly.

Step 2. Install the database server and client on a single Macintosh computer

Only one copy of the server software is installed. To run the client software, the database server must be installed. The client is the program you run when you want to use Agilent CytoGenomics. You can run the client program on the same computer as the server, or from any other computer with the client program installed. After installation, the database server software runs silently in the background and manages the shared database for all Agilent CytoGenomics 2.9 users. All client computers must have network access to the server computer and users must have read/write permissions.

7 Log on to the Macintosh system where you want to install Agilent CytoGenomics 2.9 server. Use an account that has administrator permissions.

8 Locate the compressed folder (Agilent_CytoGenomics_2_9_X_X_MAC.zip) that you downloaded in Step 1, “a. Download the Macintosh version of the software and release notes” on page 42. Double-click the folder to expand the contents of the folder and save the installer on your computer.

9 Double-click the Mac installer.
   The following window opens.
10 Click directly on the lock icon near bottom of the dialog box. The following dialog box opens.

11 In this dialog box, enter the Name and Password for a user with administrator rights to the computer, then click OK. The installation wizard starts.
2  Installation Instructions for Macintosh
Installing Agilent CytoGenomics 2.9 – Macintosh

Figure 26  Introduction screen for the installation wizard – Macintosh

12 Read the introductory information.
13 Click Next to display the next section.
   The License Agreement screen opens.
Read the license agreement. Click I accept the terms of the License Agreement and then click Next. (Click Previous to review information in a previous section.)

The Choose Install Set screen opens.
2 Installation Instructions for Macintosh

Installing Agilent CytoGenomics 2.9 – Macintosh

Figure 28 Choose Install Set screen – Macintosh

15 Click the icon next to **Both Client and Server** to install both the database server and client software on this computer.

16 Click **Next**.

17 An Information message opens.

   Click **OK**. The Choose Install Folder screen opens.
18 By default, the program is installed in the Agilent CytoGenomics 2.9.X.X folder (where X.X is the revision number) in the Agilent folder on the Macintosh HD disk. Leave this folder as-is, or click Choose to select a new location where you want to install Agilent CytoGenomics 2.9 folder. Within this folder, one folder is created for the server software and one folder is created for the client software.

19 Click Next.

The Enter Administrator details screen opens.
20 In the Username field, type the user name of the person who will be the administrator for the Agilent CytoGenomics 2.9 software, using the format example shown.
   For domain user: DOMAIN\username
   For local machine: \username

21 Click **Next**.
   The Provide Domain Properties screen opens.
If only the administrator assigned in step 20 will be accessing Agilent CytoGenomics 2.9 from this computer, click Next. The Choose Alias Folder screen opens, and you can proceed to step 23.

If more than one user plans to use Agilent CytoGenomics 2.9 on this computer, configure the domain properties using the instructions in the following substeps.

a Mark Configure Domain Properties.

b Using the domain properties for your system, complete the fields for User Domain, User DNS Domain, LDAP Server, Global Catalog Server Port, and LDAP Port.

c Click Next.

The Choose Alias Folder screen opens.
If you see a warning message titled **Domain validation failed**, click **OK** in the message box, and then click **Previous** in the install window to return to the Provide Domain Properties screen. Repeat step b above with the correct domain properties. Do not proceed with the installation until you enter the domain properties and do not receive the **Domain validation failed** warning message.

---

**Figure 32**  Choose Alias Folder screen – Macintosh

**23** By default, program icons are installed on the Desktop of your computer. To select another location for the program icons, select the desired location (In the Dock, for example) and then click **Next**.

The Warning screen opens.
Figure 33  Warning screen – Macintosh

24 Read the message that cautions you not to stop the installation once it has started, and then click Next.

The Pre-Installation Summary screen opens.
25 Review the installation setup information. If you want to change any of the settings, click Previous and go back and change the settings. To start the installation, click Install.

The Installing CytoGenomics Edition 2.9.X.X screen opens and is displayed until the installation is complete.
When the installation is complete, the Installation Complete screen is displayed.

26 Click **Done**.

27 Make sure the folder where you installed the software is shared with read/write permission for all client computers and for all users who run Agilent CytoGenomics.

**Figure 35**  Installing CytoGenomics Edition 2.9.X.X screen – Macintosh
Step 3. Install the client software on additional Macintosh computers

To use other computers to run Agilent CytoGenomics 2.9 client software (with a shared database), install the client software on each of the computers.

1 On each computer you want to run the Agilent CytoGenomics 2.9 program, run the installation wizard, as described in “Step 2. Install the database server and client on a single Macintosh computer” on page 44.

2 When the Choose Install Set screen appears, select **Only Client**.

![Choose Install Set screen – Macintosh](image)

3 Click **Next**.

   The Choose Installation Folder opens.
By default, the program is installed in C:\Agilent\Agilent CytoGenomics Edition 2.9.X.X (where X.X is the revision number). Leave this folder as-is, or type the location and name of the folder where you want to install Agilent CytoGenomics 2.9.

OR

Click Choose and browse to a location where you want to install the program, and then click Save.

5 Click Next.

The Provide Information of CytoGenomics server screen opens.
6 Under Database Host, type the assigned computer name or IP address of the computer (from step 2) where you installed the Agilent CytoGenomics 2.9 database server.

7 Accept the default Database Port, unless your system administrator tells you otherwise.

8 Click Next.

Installer immediately tests the connection to the specified database. If incorrect database parameters are provided, or the PostgreSQL database service is not running, a message is displayed.

You can choose to complete the installation and change database connection parameters when launching the client software. However, Agilent recommends that you provide the correct database information during installation.
Continue the installation wizard. Follow the instructions for the installation wizard to enter administrator information, choose an alias location, and start the installation. For information, see step 20 through step 27 in the section “Step 2. Install the database server and client on a single Macintosh computer” on page 44.

**Step 4. Start the Agilent CytoGenomics 2.9 client software**

After you install the Agilent CytoGenomics database server and client programs as described in this manual, start the program.

- Double-click the Agilent CytoGenomics 2.9 icon to open the program.

**NOTE**

How you start the program depends on the choice you made for the Alias or Install Folder during installation of the Agilent CytoGenomics client.

**Step 5. Log in to Agilent CytoGenomics**

After you start the program, the Login screen appears. The name and domain for the administrator set during installation appears in the dialog box.
2 Installation Instructions for Macintosh
Installing Agilent CytoGenomics 2.9 – Macintosh

![Login screen](image.png)

**Figure 39** Login screen

1. Log in with your username and password. After the software is started, administrators can add additional users and assign their roles.

2. Next to **Password** type your password.

3. To change the domain, click the arrow next to **Domain** and select the correct domain. Otherwise, leave it as-is.

4. Click **Ok**.

**NOTE**

If you are using a local machine that is not part of a domain, you see a message that the software cannot find the domain. Click **OK** to ignore this message.

---

**Step 6. Add your software license**

After you log in for the first time, the following dialog box opens.
Installing Agilent CytoGenomics 2.9 – Macintosh

1 If you do not already have the license file saved to your computer, click Request for license to open the Agilent website to the CytoGenomics license request page. Complete the fields in the request form to obtain a CytoGenomics software license. The license is contained in a text file.

2 At the bottom of the Enter License dialog box, click Browse. The Open dialog box opens.

3 Browse to the saved license text file. Select the file and click Open. The program loads the contents of the file into the text box on the Enter License dialog box.

4 Click OK. The Agilent CytoGenomics program opens.
Step 7. Add users and assign roles

Before other users can log in to Agilent CytoGenomics, the administrator must add the users and assign user roles. The user role determines what capabilities the user has within Agilent CytoGenomics. For information on what capabilities each user role has, see the Agilent CytoGenomics Product Overview Guide or the CytoGenomics help system. For information on how to add users and assign roles, see “To manage users and roles” on page 76.
Upgrading from the Previous Version of CytoGenomics – Macintosh

There are two ways to upgrade Agilent CytoGenomics from a previous version:

1. Upgrade the program without removing the database.
   This approach is intended for users who want to upgrade and keep all records currently in the database. See “To upgrade from a previous version and keep the database” on page 63.

2. Completely remove the program and database. Then, restart the system and reinstall.
   This approach is intended for users who want to discard all data in their current Agilent CytoGenomics database. See “To remove the database and upgrade from a previous version” on page 65.

To upgrade from a previous version and keep the database

Follow these steps to upgrade Agilent CytoGenomics to a new version and retain the data in the database.

1. Make sure that all users are logged off all Agilent CytoGenomics clients before proceeding, and that no workflows are in process.

2. Back up the data folder in the Agilent CytoGenomics 2.7 server program folder.

3. Download the new software revision from Agilent Technologies and check the system requirements.
   See “Step 1. Prepare for installation” on page 42 for detailed instructions on this step.

4. On the server and each client computer, remove the previous version of the client software.
   See “To remove the client software for Agilent CytoGenomics 2.7” on page 67.
5 On the server computer, install the new revision of the server and client software.
   a Start the installation program you downloaded from Agilent.
   b Read the Introduction and then click Next.
   c Click Accept and then click Next to accept the license agreement.
   d On the Choose Install Set screen, select Both Client and Server.

![Choose Install Set screen – Macintosh - select Both Client and Server](image)

- Click Next.
- In the Information dialog box that opens, click OK to continue. The message in this dialog box informs you that the installer will overwrite the existing version of Agilent CytoGenomics server with the new version.
- At the Choose Install Folder screen, the default folder for installation of the program is the Agilent CytoGenomics 2.9.X.X folder (where X.X is the revision number) in the Agilent folder on the Macintosh.
HD disk. Leave this folder as-is, or click **Choose** and browse to a location where you want to install the program, and then click **Save**.

**NOTE**
The client software is installed to the folder indicated in the Choose Install Folder screen. The server software remains in the program folder for the previous revision of Agilent CytoGenomics.

1. Click **Next**.

2. Continue the installation wizard. Follow the instructions to enter administrator information, choose a shortcut location, and start the installation. For more information, see step 20 through step 26 in the section “Step 2. Install the database server and client on a single Macintosh computer” on page 44.

6. Install the CytoGenomics 2.9 client software on all computers where you want to run the client software. This procedure is the same as installing on client computers for a new installation.

   For more information, see “Step 3. Install the client software on additional Macintosh computers” on page 56.

7. Start the Agilent CytoGenomics program.

   See “Step 4. Start the Agilent CytoGenomics 2.9 client software” on page 59.

8. Log in.

   See “Step 5. Log in to Agilent CytoGenomics” on page 59.

9. Enter your updated license information.

   See “Step 6. Add your software license” on page 60.

---

**To remove the database and upgrade from a previous version**

To completely uninstall a previous version (including the database) and then install a new version of Agilent CytoGenomics, follow these steps.

1. Make sure that all users are logged off all Agilent CytoGenomics clients before proceeding, and that no workflows are in process.

2. (Optional) Back-up the data folder in the Agilent CytoGenomics server program folder.


3 Remove the previous version of the Agilent CytoGenomics client program from all client computers.
   See “To remove the client software for Agilent CytoGenomics 2.7” on page 67.

4 Remove the Agilent CytoGenomics client and server software from the server computer. Restart the system when the uninstallation is complete.
   See “To remove the client and server software for Agilent CytoGenomics 2.7” on page 71.

5 Download the new software revision from Agilent Technologies and check the system requirements.
   See “Step 1. Prepare for installation” on page 42 for detailed instructions on this step.

6 Install Agilent CytoGenomics 2.9 client and server software on the server computer.
   See “Step 2. Install the database server and client on a single Macintosh computer” on page 44.

7 Install Agilent CytoGenomics 2.9 client software on all computers where you want to run the client software. (Make sure that the previous version of the client software was removed.)
   See “Step 3. Install the client software on additional Macintosh computers” on page 56.

8 Start the Agilent CytoGenomics 2.9 program.
   See “Step 4. Start the Agilent CytoGenomics 2.9 client software” on page 59.

9 Log in.
   See “Step 5. Log in to Agilent CytoGenomics” on page 59.

10 Enter your updated license information.
   See “Step 6. Add your software license” on page 60.
To remove the client software for Agilent CytoGenomics 2.7

Before you update the Agilent CytoGenomics software to a new revision, (whether you are updating the server software or not) first remove the client software on all computers where it is installed.

1. Double-click the **Uninstaller** file, located in the \Uninstall Agilent CytoGenomics Edition 2.7.X.X folder of your program folder.

   The following window opens.

   ![Authentication dialog box - preparing to uninstall](image)

   **Figure 43**  Authentication dialog box - preparing to uninstall

2. Click directly on the lock icon near bottom of the dialog box.

   The following dialog box opens.
In this dialog box, enter the Name and Password for a user with administrator rights to the computer, then click **OK**.

The uninstaller starts.

4 Read the introductory information, and then click **Next**.

5 Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.

The Uninstall Options screen opens.
Figure 45  Uninstall Options screen – Macintosh – select **Uninstall Specific Features**

6  Select **Uninstall Specific Features**.

7  Click **Next**.

   The Choose Product Features screen opens.
Figure 46  Choose Product Features screen – Macintosh – mark Client

8  In the Choose Product Features screen, mark Client. When the Client check box is marked, only the client software is removed from the computer. The client software folder and any data folders created after installation are not removed.

The Uninstall button becomes active.

**CAUTION**
Do not select Server unless you want to remove client and server software completely, including the database, from your computer.

9  Click Uninstall.

10 When the uninstallation has completed, click Done.
To remove the client and server software for Agilent CytoGenomics 2.7

The Uninstall program for Agilent CytoGenomics 2.7 provides an easy way to remove the Agilent CytoGenomics 2.7 client, server, and PostgreSQL programs from your computer.

**CAUTION**
When you completely uninstall Agilent CytoGenomics 2.7, the database and the data contained in it are completely removed. Do not uninstall the entire program unless you have backed up your database or no longer wish to use it.

1. Double-click the **Uninstaller** file, located in the \Uninstall Agilent CytoGenomics Edition 2.7.X.X folder of your program folder.

   The following window opens.

   ![Authentication dialog box - preparing to uninstall](image)

   **Figure 47**  Authentication dialog box - preparing to uninstall

2. Click directly on the lock icon near bottom of the dialog box.

   The following dialog box opens.
3 In this dialog box, enter the Name and Password for a user with administrator rights to the computer, then click **OK**. The uninstaller starts.

4 Read the introductory information, and then click **Next**.

5 Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**. The Uninstall Options screen opens.
Figure 49  Uninstall Options screen – Macintosh – select Complete Uninstall

6 Select Complete Uninstall.

7 Click Next.

8 When the uninstallation is complete, a message appears. Click Done and then restart the system.

The Agilent CytoGenomics 2.7 client program, server program and database, and PostgreSQL program were removed from your computer. Program folders and data folders (such as data output folders) created after installation were not removed.
2 Installation Instructions for Macintosh
Upgrading from the Previous Version of CytoGenomics – Macintosh
This chapter shows you how to add users, assign roles and manage the database.

See the Product Overview Guide for an overview of the program and organization of the tasks within it.
Administering the System

As an Administrator for Agilent CytoGenomics, you have access to everything. That is, you can perform any task available in the program. Your primary responsibility is to add users and their roles to the system, and you also manage the database.

See the Product Overview Guide for an explanation of the tasks that each role can perform with the program. Users who are assigned the role of Technician can only run workflows and view the results. They cannot set up workflows, nor can they sign off on results. Those are tasks for users assigned the role of Scientist.

To manage users and roles

Only the Administrator role can perform these tasks.

Table 5 Tasks for managing users and roles

<table>
<thead>
<tr>
<th>To do this task</th>
<th>Follow these instructions</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click Admin.</td>
<td>• A user cannot be deleted but can be disabled.</td>
</tr>
<tr>
<td>2</td>
<td>Click Add New User.</td>
<td>a Click Edit for the user you intend to disable.</td>
</tr>
<tr>
<td></td>
<td>A list of all the users in the domain or on the local machine appears.</td>
<td>b Clear the Enabled check box, and click Save.</td>
</tr>
<tr>
<td>3</td>
<td>Next to Add New User, type the user name, and then click Find. (See comments for information about adding users for local machines.)</td>
<td>• For local machines with no Domain,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a Next to User, type the computer name and user in the format machinename\username, or \username for Macintosh systems. (Do NOT click Find.)</td>
</tr>
<tr>
<td>4</td>
<td>At the bottom of the Add User Dialog dialog box, click Add User.</td>
<td>b Click Add User.</td>
</tr>
<tr>
<td>5</td>
<td>When the Add User dialog box appears that asks you to confirm, click Yes.</td>
<td>A warning dialog box opens stating that there was a problem fetching user details from the LDAP server. You can ignore this warning. Click OK to close the dialog box.</td>
</tr>
<tr>
<td>6</td>
<td>When the notice of success appears, click OK.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>When you are finished adding users, click Close. The user now appears in the list of users with the role of Technician, with a status of Enabled.</td>
<td></td>
</tr>
</tbody>
</table>
Table 5  Tasks for managing users and roles (continued)

<table>
<thead>
<tr>
<th>To do this task</th>
<th>Follow these instructions</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Click <strong>Admin</strong>.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 On the line for the user whose role you intend to change, click <strong>Edit</strong>.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 Highlight the role on the right side of the panel, and then click <strong>&lt;</strong> to remove the role on the right.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 Highlight a role on the left side of the panel, and then click <strong>&gt;</strong> to add the role to the right.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 Click <strong>Save</strong>.</td>
<td></td>
</tr>
</tbody>
</table>
To manage the database

Although only the Administrator role can change the location of the database or the common storage folder, any user can restart the PostgreSQL service.

Table 6  Tasks for managing the database

<table>
<thead>
<tr>
<th>To do this task</th>
<th>Follow these instructions</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change database</td>
<td>1  Click Admin.</td>
<td>• If you change the location of your common storage, copy the contents of the previous location to the new location manually. <strong>Failure to do so can cause unexpected behavior in the program.</strong></td>
</tr>
<tr>
<td>locations and</td>
<td>2  Under Database Settings, click Change.</td>
<td>• Enter the location of the common storage using UNC standard notation. (\machine2\CommonStorage)</td>
</tr>
<tr>
<td>information</td>
<td>3  Type:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Common Storage Location</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Database Host</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Database Port</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Click Apply to save your changes.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If the PostgreSQL service stops, to restart it, click Restart PostgreSQL Service on the desktop.</td>
<td></td>
</tr>
</tbody>
</table>
Getting Help

To get help within Agilent CytoGenomics 2.9

Agilent CytoGenomics 2.9 has an online help system that provides detailed instructions on using the software and descriptions of the user interface. To open the help, click Help near the top right corner of the program window.

Help videos are also available from within the Agilent CytoGenomics 2.9 program. These short videos give you instructions for doing basic tasks within Agilent CytoGenomics 2.9. To start a help video, on the right side of the Home screen, click the play button for the desired video under Watch Demo Videos.

To contact Agilent Technical Support

Technical support is available by phone and/or e-mail message. Various useful information is also available on the Agilent Technical Support website.

<table>
<thead>
<tr>
<th>Resource</th>
<th>To find technical support contact information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Agilent Technical Support by telephone or e-mail message (United States and Canada)</td>
<td>Telephone: (800-227-9770) E-mail message: <a href="mailto:informatics_support@agilent.com">informatics_support@agilent.com</a></td>
</tr>
<tr>
<td>Contact Agilent Technical Support by telephone or e-mail message (for your country)</td>
<td>1 Go to <a href="http://www.agilent.com/genomics/contactus">http://www.agilent.com/genomics/contactus</a>. 2 Under Worldwide Sales, Support and Distributors, click to select a country. Complete e-mail message and telephone contact information for your country is displayed.</td>
</tr>
</tbody>
</table>

To learn about Agilent products and services

To display information about the Genomics products and services that are available from Agilent, go to www.agilent.com/genomics.
In this book

This book gives you instructions for installing and administering Agilent CytoGenomics.