Agilent SureCall 4.0

Installation Guide

For Research Use Only. Not for use in diagnostic procedures.

Agilent Technologies
Notices

© Agilent Technologies, Inc. 2017

No part of this manual may be reproduced in any form or by any means (including electronic storage and retrieval or translation into a foreign language) without prior agreement and written consent from Agilent Technologies, Inc. as governed by United States and international copyright laws.

Manual Part Number
G4890-90005

Edition
Revision A0, May 2017
Agilent Technologies, Inc.
5301 Stevens Creek Blvd.
Santa Clara, CA 95051

Technical Support
For technical support, contact Agilent at techservices@agilent.com or visit www.agilent.com/genomics/contactus.

Warranty
The material contained in this document is provided “as is,” and is subject to being changed, without notice, in future editions. Further, to the maximum extent permitted by applicable law, Agilent disclaims all warranties, either express or implied, with regard to this manual and any information contained herein, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. Agilent shall not be liable for errors or for incidental or consequential damages in connection with the furnishing, use, or performance of this document or of any information contained herein. Should Agilent and the user have a separate written agreement with warranty terms covering the material in this document that conflict with these terms, the warranty terms in the separate agreement shall control.

Safety Notices

CAUTION
A CAUTION notice denotes a hazard. It calls attention to an operating procedure, practice, or the like that, if not correctly performed or adhered to, could result in damage to the product or loss of important data. Do not proceed beyond a CAUTION notice until the indicated conditions are fully understood and met.

WARNING
A WARNING notice denotes a hazard. It calls attention to an operating procedure, practice, or the like that, if not correctly performed or adhered to, could result in personal injury or death. Do not proceed beyond a WARNING notice until the indicated conditions are fully understood and met.

Technology Licenses
The hardware and/or software described in this document are furnished under a license and may be used or copied only in accordance with the terms of such license.

Restricted Rights Legend
U.S. Government Restricted Rights. Software and technical data rights granted to the federal government include only those rights customarily provided to end user customers. Agilent provides this customary commercial license in Software and technical data pursuant to FAR 12.211 (Technical Data) and 12.212 (Computer Software) and, for the Department of Defense, DFARS 252.227-7015 (Technical Data - Commercial Items) and DFARS 227.7202-3 (Rights in Commercial Computer Software or Computer Software Documentation).
In This Guide...

This *Installation Guide* provides instructions for installing SureCall 4.0.

1 **Installation of SureCall 4.0 for Windows – Fresh Install Instructions**

This chapter provides instructions for new SureCall users on how to install and get started using SureCall 4.0 on computers running the Windows operating system.

2 **Installation of SureCall 4.0 for Windows – Software Upgrade Instructions**

This chapter provides instructions for users of SureCall 3.0 or 3.5 who want to upgrade to SureCall 4.0 while retaining all records currently in their SureCall database. It also contains instructions on uninstalling SureCall. The instructions in this chapter are specific for Windows computers.

3 **Installation of Sequence Alignment Tools**

This chapter shows you how to install the sequence alignment tools provided by Agilent for use with SureCall 4.0.
1 Installation of SureCall 4.0 for Windows – Fresh Install Instructions  
Preparing for installation 8  
   Download the software and release notes 8  
   Check system requirements before you start 9  
   Set up permissions for installer and users 9  
   Adjust user account settings 10  
Installing a standalone version of SureCall 4.0 – Windows 11  
Installing SureCall 4.0 client on additional computers – Windows 27  
Opening the SureCall 4.0 client software 30  
Adding users and assign roles 32  
Adding a SureDesign user name and password 34  
Checking the data download 35  
Downloading Software Updates 36  

2 Installation of SureCall 4.0 for Windows – Software Upgrade Instructions 37  
Upgrading a standalone version of SureCall 38  
Upgrading SureCall on client computers 54  
Uninstalling SureCall 62  
   Uninstall the client and server software for SureCall 62  
   Uninstall the SureCall client software only 64  

3 Installation of Sequence Alignment Tools 67  
Installing Sequence Alignment Tools (GenAligners 3.0) 68  
   Step 1. Uninstall the previous version of GenAligners (if applicable) 68  
   Step 1. Download the GenAligners installer from the Agilent website 68  
   Step 2. Install the alignment tools on your computer 69
1 Installation of SureCall 4.0 for Windows – Fresh Install Instructions

Preparation for installation 8
Installing a standalone version of SureCall 4.0 – Windows 11
Installing SureCall 4.0 client on additional computers – Windows 27
Opening the SureCall 4.0 client software 30
Adding users and assign roles 32
Adding a SureDesign user name and password 34
Checking the data download 35
Downloading Software Updates 36

This chapter provides instructions for new SureCall users on how to install and get started using SureCall 4.0 on computers running the Windows operating system.

For instructions on upgrading from a previous version of SureCall to SureCall 4.0, see Chapter 2, “Installation of SureCall 4.0 for Windows – Software Upgrade Instructions” on page 37.

**NOTE**

SureCall 4.0 is not currently supported on Macintosh systems. Contact Agilent Technical Support with any questions or concerns.
Preparing for installation

Download the software and release notes


2 Click Download Software.

3 Click the Download link for the Windows version of the software.

4 Select Save File 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.)


7 Click the Download link for the Release Notes.

8 Click Save As.

9 Browse to a location where you want to save the release notes.

10 Click Save.

NOTE You will also need to download the installer for the sequence alignment tools from the http://www.agilent.com/genomics/surecall_soft website. See “Installing Sequence Alignment Tools (GenAligners 3.0)” on page 68 for instructions.
**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 and recommended requirements.

**Table 1  System requirements for running SureCall on Windows computers**

<table>
<thead>
<tr>
<th>Operating system</th>
<th>64-bit Windows 7 Enterprise, Windows 10 Enterprise, or Windows Server 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Note: SureCall is only supported on the English language versions of these operating systems. If using a non-English version of Windows, switch the language to English before installing SureCall.</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>Minimum: &gt; 2 GHz, 4-core</td>
</tr>
<tr>
<td></td>
<td>Recommended: &gt; 3 GHz, 8-core</td>
</tr>
<tr>
<td>Working memory (RAM)</td>
<td>Without aligners installed: 8 GB</td>
</tr>
<tr>
<td></td>
<td>With aligners installed: 12 GB (16 GB recommended)</td>
</tr>
<tr>
<td></td>
<td>With aligners installed and running OneSeq analyses: 16 GB (32 GB recommended)</td>
</tr>
<tr>
<td>Hard disk space</td>
<td>500 GB (50 GB for genome reference data and annotation data and 450 GB for your sequencing data)</td>
</tr>
<tr>
<td>Display Resolution</td>
<td>1280 x 768 or higher</td>
</tr>
</tbody>
</table>

**Set up permissions for installer and users**

- Make sure that the user account used to install the SureCall 4.0 software has administrator permissions on the installation computer.

- Make sure that every user account running the SureCall 4.0 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.
Adjust user account settings

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 computer.
Installing a standalone version of SureCall 4.0 – Windows

SureCall consists of two parts: a PostgreSQL database server and the client software. This section includes detailed instructions and important notes for installing SureCall 4.0 as a standalone program (i.e. the SureCall client software and server software are on a single computer).

Once you have installed a standalone version of SureCall on one computer, you can install additional copies of the client software on client computers that have network access to the database computer. See “Installing SureCall 4.0 client on additional computers – Windows” on page 27.

**NOTE**

Only one copy of the server software is installed, and the server software cannot be installed without also installing the client software on the same machine. The client is the program you run when you want to use SureCall. To run the client software, the database server must be installed. You can run the client software on the same computer as the server, or from any other computer with the client software installed. After installation, the server software runs silently in the background and manages the shared database for all SureCall 4.0 users. All client computers must have network access to the server computer and users must have read/write permissions.

1. Log on to the computer where you want to install a standalone version of SureCall 4.0. Use an account that has administrator permissions.

2. Locate the installation program you downloaded in “Download the software and release notes” on page 8. Double-click the Agilent SureCall 4.0.XX.exe file to start the installation wizard.

The following message is displayed.

![InstallAnywhere dialog box - preparing to install](image-url)
1. Installation of SureCall 4.0 for Windows – Fresh Install Instructions

Installing a standalone version of SureCall 4.0 – Windows

The installation wizard starts.

![Introduction screen for the installation wizard – Windows](image)

**Figure 2** Introduction screen for the installation wizard – Windows

3. Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.

4. Click **Next**.

The installation wizard performs a check to confirm that your system meets the minimum hardware and operating system requirements. This check may take several minutes. You can review the system requirements in **Table 1** on page 9.

If your system does not meet all requirements, installation cannot proceed. In such cases, a message box opens notifying you of the unmet requirements. (The exception is the requirement regarding display resolution, which is not considered critical. The installation wizard permits you to continue installation even if your display resolution does not meet the stated minimum.)

If your system meets all requirements, the wizard proceeds to the License Agreement screen.
5 Read the license agreement. Select **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.
1 Installation of SureCall 4.0 for Windows – Fresh Install Instructions
Installing a standalone version of SureCall 4.0 – Windows

6 Click the icon next to **Standalone** to install both the database server and client software on this computer.

7 Click **Next**.
   The Enter Administrator Details screen opens.
8 The domain and user name of the person currently logged on to the computer appear in the User Account field. If this account is not the administrator for the SureCall 4.0 software, type the correct user, using the one of the formats shown below.

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

9 To set up additional SureCall users, mark the check box labeled Add SureCall Users?. In the Password field that appears, type the password for the SureCall administrator account.

If you do not want to set up new users at this time, proceed directly to step 15 on page 17. Note that administrators can set up new users from within SureCall once installation is complete (see “Adding users and assign roles” on page 32).

10 Click Next.

The Add SureCall Users screen opens.
1 The Add SureCall Users screen lists all of the users in the domain or on the local computer. Mark the check box next to the users that you want to add to SureCall.

To search for a user, type the user name into the search box at the top of the screen.

12 Click Next.

13 The Add SureCall Users screen advances to the step for configuring user roles.
For each user listed on the screen, select a role in the Roles drop-down list.

The options are Administrator, Scientist, and Technician. See the SureCall help system for a description of each role.

Click Next.

The Configure Proxy Settings screen opens.
If your institution requires you to connect to the internet through a proxy server, enter the information for the proxy server in the fields on the Configure Proxy Settings screen. Contact your network administrator to obtain the necessary information.

Click **Next**.

The Data Download Option screen opens.
By default, SureCall will download and install the required reference and annotation data from Agilent Cloud storage immediately after you complete SureCall installation. If you prefer for SureCall to download and install the required data from a local storage folder or a storage folder saved to an external USB drive, enter the file path of that folder in the Provide Data Location field. You can type the file path directly into the field or click **Choose** to browse to the storage folder.

Leave the Provide Data Location field blank if you want SureCall to download the required data from Agilent Cloud storage.

---

**NOTE**

If you received an external USB drive from Agilent containing the reference and annotation data, plug in the USB drive to your computer and enter the file path of the drive into the Provide Data Location field.

---

19 **Click Next.**

The Choose Install Folder screen opens.
1 Installation of SureCall 4.0 for Windows – Fresh Install Instructions
Installing a standalone version of SureCall 4.0 – Windows

![Choose Install Folder screen – Windows](image)

**Figure 10** Choose Install Folder screen – Windows

20 By default, the program is installed in:
C:\agilent\Agilent_SureCall_4.0.XX (where XX is the revision number). If you prefer to install the program in a different location, enter the file path of the desired folder into the provided field. You can type the file path directly into the field or click **Choose** to browse to the desired folder.

If you want to install SureCall in the default location, leave the default file path in the field.

**NOTE**
The installation program folder must not be in the C:\Program Files folder due to permissions settings in the Windows operating system.

21 Click **Next**.

The Common Storage Option screen opens.
By default, the common storage files, including the output files for SureCall analyses, are stored in C:\agilent\Agilent_SureCall_4.0.XX\Server\CommonStorage (where XX is the revision number). If you prefer to save the files to a different location, mark the check box labeled Change Common Storage Location. In the field that appears, enter the file path of the desired folder. You can type the file path directly into the field or click Choose to browse to the desired folder.

If you want to save the common storage files to the default location, leave the check box unmarked.

Click Next.

The Choose Shortcut Folder screen opens.
24 By default, program icons are installed in the Agilent SureCall program group on your computer. To select another location for the program icons, select the desired location (on the desktop, for example).

**NOTE**
If more than one user plans to use SureCall 4.0 on this computer, select **Create Icons for All Users**. Otherwise, other users do not see the program icons.

25 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 Agilent SureCall screen opens and remains open until the installation is complete.
When the SureCall installation is complete, the Install Complete screen opens.
27 Click **Done**.

The Download window opens and the program begins downloading and installing the reference and annotation data from Agilent Cloud storage (or from the folder you designated in the Data Download Option screen).
1 Installation of SureCall 4.0 for Windows – Fresh Install Instructions
Installing a standalone version of SureCall 4.0 – Windows

Figure 16  Download screen

During this process, the Download screen remains open and displays which files have been downloaded and installed. Your system needs to be connected to the internet until the process is complete.

28 When the downloads are complete, click Close to close the Download dialog box.

If the download fails or does not complete, you can manually download the missing files from within SureCall. See “Checking the data download” on page 35.
Installing SureCall 4.0 client on additional computers – Windows

To use other computers to run SureCall 4.0 client software (with a shared database), install the client software on each of the computers.

**NOTE**

Before installing SureCall 4.0 client, install a standalone version of SureCall 4.0 on the computer that will run the database software. See “Installing a standalone version of SureCall 4.0 – Windows” on page 11.

1. On each computer that you want to run the SureCall 4.0 program, run the installation wizard, as described in “Installing a standalone version of SureCall 4.0 – Windows” on page 11.
2. When the Choose Install Set screen opens, select Client.

![Choose Install Set screen – Select Client](image)

**Figure 17** Choose Install Set screen – Select Client – Windows

3. Click Next.

The Get Server Details screen opens.
Figure 18  Get Server Details screen – Windows

4 In the Server Name field, type the assigned computer name or IP address of the computer where you installed the SureCall 4.0 database server. (To find the computer name of your current computer, click Start > Control Panel > System.)

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

6 Click Next.

The installer immediately tests the connection to the specified database.

NOTE

If incorrect database parameters are provided, or the PostgreSQL database service is not running, a message is displayed. You can choose to continue the installation and change database connection parameters when launching the client software. However, Agilent recommends that you provide the correct database information during installation.

7 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 8 through step 28 in the section “Installing a standalone version of SureCall 4.0 – Windows” on page 11.
Opening the SureCall 4.0 client software

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

1 Double-click the SureCall 4.0 icon, or select SureCall 4.0 from the Windows Start menu.

How you start the program depends on the choice you made for Shortcut Folder during installation.

When the program first opens, the top right panel of the screen displays the login area. The name and domain for the administrator set during installation appear in the dialog box.

2 Type your user name and password into the fields. Once logged in, administrators can add additional users and assign their roles.

If you need to change the domain, expand the drop-down list next to Domain and select the correct domain.

3 Click OK.

After you log in for the first time, the following dialog box opens.
Figure 20  Enter License dialog box

4 If you do not already have the license file saved to your computer, click Request for license to open the Agilent website to the SureCall license request page. Complete the fields in the request form to obtain a SureCall software license.

The license is contained in a text file.

5 At the bottom of the dialog box, click Browse.

The Open dialog box opens.

6 Browse to the saved license file. Select the file and click Open.

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

7 Click OK.

The SureCall program is available for use.
Adding users and assign roles

If multiple client users will be connecting to the same SureCall database, the administrator must add the users and assign user roles. The user role determines what capabilities the user has within SureCall. For information on what capabilities each user role has, see the SureCall help system.

1. Go to the User Accounts screen in SureCall.
   a. At the top of the program window, click **Admin**.
   b. On the left side of the screen, click **User Accounts**.

2. Click **Add New User**.
   The Add New User dialog box opens.

3. If your computer is on a network, add the new user using the following instructions.
   a. In the Add New User field at the top of the dialog box, type the user name for the new user and click **Find**. The table in the dialog box lists the users on your network that match the user name you entered.
   b. Click the row in the table for the user you want to add and click **Add User**. A message box opens asking you to confirm that you want to add the user.
   c. Click **Yes** in the message box. A message box opens confirming that the user was successfully added. Click **OK**.

4. If your computer is a local machine with no Domain, add the new user using the following instructions.
   a. In the Add New User field at the top of the dialog box, type the computer name and user in the format machinename\username. (Do not click **Find**).
   b. Click **Add User**. A message box opens asking you to confirm that you want to add the user.
   c. Click **Yes** in the message box. A message box opens confirming that the user was successfully added. Click **OK**.

5. Click **Close** in the Add New User dialog box to close the dialog box.
   The added user is now listed in the table on the User Accounts screen. By default, new users are assigned the role of Technician.
6 If desired, change the role of the new user.
   a In the Action column of the table, click **Edit**.
      The Edit User Role dialog box opens.
   b In the drop-down list next to **Role**, select the desired role for the user.
      The options are Administrator, Scientist, and Technician. See the SureCall help system for a description of each role.
   c Click **Save**.
      The new role is saved and the Edit User Role dialog box closes.
Adding a SureDesign user name and password

Before other users can download a design file from SureDesign into SureCall, the administrator must add the SureDesign account information.

1. Go to the SureDesign Settings screen in SureCall.
   a. At the top of the program window, click Admin.
   b. On the left side of the screen, click SureDesign Settings.

2. Type the user name for the SureDesign account into the SureDesign Username field.
   In SureDesign, the user name is the e-mail address of the user.

3. In the SureDesign Password field, type the password for the SureDesign account.

4. Click Apply.

5. Click Test Connection.
   A message box opens notifying you if the connection test succeeded or failed.
   If the connection test passes, you can download design files from SureDesign into SureCall using the tools on the Supporting Files screen.
   If the connection test fails, go to the SureDesign website (www.agilent.com/genomics/suredesign) and try logging in. If the login fails, you can reset the password or register for a new account.
Checking the data download

When you first installed SureCall, the program automatically downloaded the necessary reference and annotation files from Agilent Cloud storage or from a specified local folder or drive. Downloading the files requires an internet connection and a minimum of 20 GB of disk space.

Before you start running analyses in SureCall, make sure that the program successfully completed the data download process.

1. Go to the Annotation Download screen in SureCall.
   a. At the top of the program window, click **Admin**.
   b. On the left side of the screen, click **Annotation Download**.

2. Click **Refresh Annotation Status**.

3. In the message box that opens, click **Yes** to continue.

   The program obtains the status of the data file downloads and displays the statuses in a table on the Annotation Download screen.

4. Check the status of the downloads.
   - If all files were successfully downloaded, the top right corner of the screen displays the message “All data files downloaded successfully.”
   - If some files were not successfully downloaded, click **Start Download**. The program will connect to the Agilent Cloud storage system, or the local folder or drive specified during SureCall installation, to download the missing files.

**NOTE**

The source location for the files is specified on the Admin > Annotation Download screen. By default, the source location is the Agilent Cloud system, or whichever local folder was specified during installation (see the Data Download Option installation screen, step 18). SureCall administrators can change the location from the Admin > Annotation Download screen.
Downloading Software Updates

When an update is available, a dialog box automatically displays upon opening SureCall.

![Updates Available message box](image)

**Figure 21** Updates Available message box

To automatically download these software updates:

1. Mark the **Software update** check box in the Updates Available dialog box. This will enable the Download button.

2. Click the **Download** button.

   The Confirm message box opens asking you to confirm that you want to start downloading software update files.

3. Click **OK** to start the download process.

   A Progress Status message displays. The application is unavailable for use during the software update download.

4. Once the download is complete, a Download Successful message box opens, and counts down from 5 seconds to close the application. Skip the countdown by clicking **OK**.

5. A dialog box indicates that the application has been updated. Click **OK** to launch SureCall.

6. Upon logging in, a dialog box indicates that the Agilent SureCall application was upgraded successfully. Click **OK** to continue.
This chapter provides instructions for users of SureCall 3.0 or 3.5 who want to upgrade to SureCall 4.0 while retaining all records currently in their SureCall database. It also contains instructions on uninstalling SureCall. The instructions in this chapter are specific for Windows computers.

If you want to upgrade from a previous version of SureCall to SureCall 4.0, but do not want to retain the records in your current database, first completely uninstall your existing version of SureCall (see “Uninstall the client and server software for SureCall” on page 62), then follow the instructions in Chapter 1, “Installation of SureCall 4.0 for Windows – Fresh Install Instructions” on page 37.

**NOTE**

SureCall 4.0 is not currently supported on Macintosh systems. Agilent recommends that Macintosh users continue to use SureCall 3.5. Contact Agilent Technical Support with any questions or concerns.
Upgrading a standalone version of SureCall

These instructions are for users who are running an earlier standalone version of SureCall (i.e. the SureCall client software and server software are on a single computer) and want to upgrade to SureCall 4.0 while retaining the data in the existing database.

NOTE

You can upgrade from SureCall 3.0 or 3.5 to SureCall 4.0 using the instructions provided here. If you are running SureCall 1.0, 1.1, or 2.0, you must first upgrade to SureCall 3.0 before upgrading to SureCall 4.0.

NOTE

Reboot your computer just prior to starting these instructions.

1 Log on to the computer where you want to install a standalone version of SureCall 4.0. Use an account that has administrator permissions.

2 Double-click the Agilent SureCall 4.0.XX.exe file to start the installation wizard. (See “Download the software and release notes” on page 8 for instructions on downloading the SureCall 4.0 installation files.)

The following message is displayed.

The installation wizard starts.
Upgrading a standalone version of SureCall

3Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.

4Click Next.

The following warning message opens, notifying you that if you continue with the software upgrade, any analysis jobs that are still running/waiting will be aborted.
If the existing version of SureCall is still processing jobs, click No to avoid aborting those jobs. Otherwise, click Yes to continue with the upgrade.

Upon clicking Yes, the following message opens, notifying you that a version of SureCall client already exists on the local machine.

---

Figure 25  Information box – Agilent SureCall already exists

6 Click OK to proceed with uninstalling the existing Agilent SureCall client.

The following message box opens, notifying you that Agilent recommends restarting your computer prior to uninstalling the SureCall client. (If you did not reboot your computer just prior to starting step 1, do so now, then start again at step 1.)

---

Figure 26  Alert message box
7 Click **Continue** to continue uninstalling SureCall.
   The uninstaller program opens to the Introduction screen.

![Uninstall Agilent SureCall – Introduction screen – Windows](image)

8 Click **Uninstall** to proceed.
   The Uninstall Options windows opens.
2  Installation of SureCall 4.0 for Windows – Software Upgrade Instructions
Upgrading a standalone version of SureCall

9  Select **Uninstall specific features**, and click **Next**.

The Choose Product Features screen opens.
In the top panel, mark the **Client** check box. Make sure that the **Server** check box is not marked.

11 Click **Uninstall**.

A message box opens asking you to confirm that you want to uninstall the SureCall client.

12 Click **Yes** in the message box to continue uninstalling.

The SureCall client is uninstalled. When the uninstallation is complete, the Uninstall Complete screen opens.

13 Click **Done**.

The uninstaller program closes and the SureCall 4.0 installation wizard opens to the License Agreement screen. You can now continue installing SureCall 4.0.
Upgrading a standalone version of SureCall

Read the license agreement. Select 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.
Figure 31  Choose Install Set screen – Windows

15 Click the icon next to Standalone to install both the SureCall 4.0 database server and client software on this computer.

16 Click Next.

The installation wizard looks for an existing version of SureCall server on your computer.

- If the installation wizard successfully finds the existing version of SureCall server, a message box opens stating Agilent SureCall server already exists on the local machine. Click OK in the message box to continue upgrading the existing SureCall server to the SureCall 4.0 server. The Configure Proxy Settings screen opens and you can proceed to step 17.
• If the installation wizard cannot find an existing version of SureCall server on your computer, a message box opens stating **Could not find Agilent SureCall server**. You can either click **Fresh Install** to install a fresh SureCall 4.0 server (no data in the existing database will be retained), or click **Upgrade** to provide a valid Agilent SureCall server installation path. When you continue with the wizard, the Configure Proxy Settings screen opens and you can proceed to step 17.

![Configure Proxy Settings screen](image)

**Figure 32**  Configure Proxy Settings screen – Windows

17 If your institution requires you to connect to the internet through a proxy server, enter the information for the proxy server in the fields on the Configure Proxy Settings screen. Contact your network administrator to obtain the necessary information.

18 Click **Next**.

The Data Download Option screen opens.
By default, immediately after you complete SureCall installation, SureCall will download from Agilent Cloud storage any reference and annotation data that is not already installed on the machine. If you prefer for SureCall to download and install the required data from a local storage folder or a storage folder saved to an external USB drive, enter the file path of that folder in the Provide Data Location field. You can type the file path directly into the field or click Choose to browse to the storage folder.

Leave the Provide Data Location field blank if you want SureCall to download the required data from Agilent Cloud storage.

If you received an external USB drive from Agilent containing the reference and annotation data, plug in the USB drive to your computer and enter the file path of the drive into the Provide Data Location field.

Click Next.
The Choose Install Folder screen opens.

![Choose Install Folder screen – Windows](image)

**Figure 34**  Choose Install Folder screen – Windows

By default, the program is installed in:
C:\Agilent\Agilent_SureCall_4.0.XX (where XX is the revision number).
If you prefer to install the program in a different location, enter the file path of the desired folder into the provided field. You can type the file path directly into the field or click **Choose** to browse to the desired folder.

If you want to install SureCall in the default location, leave the default file path in the field.

**NOTE**
The installation program folder must not be in the C:\Program Files folder due to permissions settings within Windows 7.

**22** Click **Next**.

The Choose Shortcut Folder screen opens.
By default, program icons are installed in the Agilent SureCall program group on your computer. To select another location for the program icons, select the desired location (on the desktop, for example).

**NOTE**

If more than one user plans to use SureCall 4.0 on this computer, select *Create Icons for All Users*. Otherwise, other users do not see the program icons.

24 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 Agilent SureCall 4.0.XX** screen opens and remains open until the installation is complete.
When the SureCall installation is complete, the Install Complete screen opens.
26 Click **Done**.

   The Download window opens and the program begins downloading and installing the reference and annotation data from Agilent Cloud storage (or from the folder you designated in the Data Download Option screen). Downloading the files requires an internet connection.
During this process, the Download screen remains open and displays which files have been downloaded and installed. Your system needs to be connected to the internet until the process is complete.

When the downloads are complete, click Close to close the Download dialog box.

If the download fails or does not complete, you can manually download the missing files from within SureCall. See “Checking the data download” on page 35.

Start the SureCall program, log in, and enter your license information. See “Opening the SureCall 4.0 client software” on page 30.
Upgrading SureCall on client computers

These instructions are for users who are running the SureCall client software only. Follow these steps to upgrade the client software to a new version.

NOTE Before upgrading to SureCall 4.0 on computers that are only running the client software, upgrade to SureCall 4.0 on the computer that will run the database software. See “Upgrading a standalone version of SureCall” on page 38.

NOTE Reboot your computer just prior to starting these instructions.

1. Double-click the **Agilent SureCall 4.0.XX.exe** file to start the installation wizard.
   The following message is displayed.

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

   **Figure 40** InstallAnywhere dialog box - preparing to install

   The installation wizard starts.
Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.

3 Click Next.

The following message is displayed, notifying you that a version of SureCall client already exists on the local machine.
2 Installation of SureCall 4.0 for Windows – Software Upgrade Instructions
Upgrading SureCall on client computers

4 Click **OK** to proceed with uninstalling the existing Agilent SureCall client.

The following message box opens, notifying you that Agilent recommends restarting your computer prior to uninstalling the SureCall client. If you did not reboot your computer just prior to starting step 1, do so now, then start again at step 1.

5 Click **Continue** to continue uninstalling SureCall.

The uninstaller program opens to the Introduction screen.
6 Click **Uninstall** to proceed.

A message box opens asking you to confirm that you want to uninstall the SureCall client.

7 Click **Yes** in the message box to continue uninstalling.

The SureCall client is uninstalled. When the uninstallation is complete, the Uninstall Complete screen opens.

8 Click **Done**.

The uninstaller program closes and the SureCall 4.0 installation wizard opens to the License Agreement screen. You can now continue installing SureCall 4.0.
9 Read the license agreement. Select **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.
10 On the Choose Install Set screen, select **Client**.
11 Click **Next**.

The Get Server Details screen opens.
2 Installation of SureCall 4.0 for Windows – Software Upgrade Instructions

Upgrading SureCall on client computers

In the Server Name field, type the assigned computer name or IP address of the computer where you installed the SureCall 4.0 database server. (To find the computer name of your current computer, click Start > Control Panel > System.)

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

Click Next.

The installer immediately tests the connection to the specified database.

NOTE

If incorrect database parameters are provided, or the PostgreSQL database service is not running, a message is displayed. You can choose to continue 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 configure the proxy settings, choose an install
folder, choose a shortcut location, and start the installation. For information, see step 17 through step 26 in the section “Upgrading a standalone version of SureCall” on page 38.
Uninstalling SureCall

This section provides instructions on uninstalling the SureCall software. On a computer in which a standalone copy of SureCall is installed, you can select to uninstall only the client software or both the client software and server software.

Uninstall the client and server software for SureCall

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

CAUTION

When you completely uninstall SureCall, the database, the data contained in the database, and the reference data, including the reference genome file, are all completely removed. Do not uninstall the entire program unless you have backed up your database or no longer wish to use it.

NOTE

Reboot your computer just prior to starting these instructions.

1 Start the Uninstall Agilent SureCall.exe file, located in the Uninstall Agilent SureCall folder of your program folder.

Depending on which version of SureCall you are uninstalling, the following message box may open, notifying you that Agilent recommends restarting your computer prior to uninstalling SureCall. If you see this message box, click Continue.
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 49** Uninstall Options screen – Windows

4 Select **Complete Uninstall** and click **Next**.

If you are uninstalling version 3.5 or earlier, the Confirmation dialog box opens.

If you are uninstalling version 4.0 or later, a message box opens prompting you for the password for the Administrator account. Type the password into the provided field and click **Authenticate**. The Confirmation dialog box then opens.
In the Confirmation dialog box, click **Yes** to continue.

If you are uninstalling version 3.5 or earlier, the uninstallation process begins.

If you are uninstalling version 4.0 or later, a message box opens prompting you to confirm that you want to uninstall the server software, which will delete all existing data in the database. Click **Delete all existing data** to continue. The uninstallation process then begins.

When the uninstallation is complete, a message opens. Click **Done**.

The SureCall 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 are not removed.

---

**Uninstall the SureCall client software only**

Reboot your computer just prior to starting these instructions.

1. Start the **Uninstall Agilent SureCall.exe** file, located in the **Uninstall Agilent SureCall** folder of your program folder.

   Depending on which version of SureCall you are uninstalling, the following message box may open, notifying you that Agilent recommends restarting your computer prior to uninstalling SureCall. If you see this message box, click **Continue**.
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.
4 Select **Uninstall Specific Features** and click **Next**.

The Choose Product Features screen opens.

![Choose Product Features screen](image)

**Figure 53** Choose Product Features screen – mark **Client** – Windows

5 In the Choose Product Features screen, mark **Client**. When the Client check box is selected, only the client program is removed from the computer. The client program 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.

6 Click **Uninstall**.

In the Confirmation dialog box that opens, click **Yes** to continue.

7 When the uninstallation has completed, click **Done**.
3 Installation of Sequence Alignment Tools

Installing Sequence Alignment Tools (GenAligners 3.0) 68
Step 1. Download the GenAligners installer from the Agilent website 68
Step 2. Install the alignment tools on your computer 69

This chapter shows you how to install the sequence alignment tools provided by Agilent for use with SureCall 4.0.
Installing Sequence Alignment Tools (GenAligners 3.0)

In order to use SureCall to analyze unaligned sequencing files, you must download and install the compatible alignment tools provided by Agilent. SureCall uses the Burrows-Wheeler aligner (BWA) for alignment of Illumina data (Illumina GA, HiSeq, and MiSeq).

NOTE

As of version 3.0, SureCall does not support alignment of Ion Torrent sequencing data. Consequently, the GenAligners application no longer includes the TMAP aligner.

To analyze Ion Torrent data in SureCall, align the FASTQ files in Torrent Server then use the BAM files in the SureCall analysis.

This section provides instructions for downloading and installing the alignment tools.

Step 1. Uninstall the previous version of GenAligners (if applicable)

GenAligners version 2.0 is not compatible with SureCall 4.0. If you have GenAligners 2.0 installed on your computer, uninstall it before installing GenAligners 3.0. To check the version number, open the installation folder (default installation folder is C:\Program Files\GenAligners), then open the file version.txt.

- **Uninstalling GenAligners on a Windows computer:** Uninstall GenAligners from the Windows Control Panel. If you cannot find the utility for uninstalling, search for “uninstall a program” within the Control Panel search field.
- **Uninstalling GenAligners on a Macintosh computer:** Uninstall GenAligners by deleting the application.

Step 1. Download the GenAligners installer from the Agilent website

2. Click Download Software.
3. Download the Sequence Aligner software (Windows or Macintosh), saving the file to your computer.
**Step 2. Install the alignment tools on your computer**

1. Open the folder where you saved the GenAligners installer.
2. Double-click the GenAligners installer icon.
   
   The GenAligners Setup wizard opens to the Welcome screen.

![GenAligners Setup - Welcome screen](image)

Figure 54  GenAligners Setup - Welcome screen

3. Click **Next**.
   
   The End-User License Agreement window opens.
3 Installation of Sequence Alignment Tools
Installing Sequence Alignment Tools (GenAligners 3.0)

Figure 55  GenAligners Setup - End-User License Agreement screen

4 Mark the check box next to I accept the term in the License Agreement. Click Next.

The Destination Folder window opens.
5 By default, the alignment tools are installed in C:\ProgramFiles\GenAligners. If you prefer to install the program in a different location, enter the file path of the desired folder into the provided field. You can type the file path directly into the field or click Change to browse to the desired folder.

If you want to install SureCall in the default location, leave the default file path in the field.

6 Click Next.

The Ready to Install window opens.
3 Installation of Sequence Alignment Tools

Installing Sequence Alignment Tools (GenAligners 3.0)

7 Click **Install**.

The Installing GenAligners screen opens and remains open until the installation is complete.
When the installation is complete, the Completed the GenAligners Setup Wizard screen opens.
3 Installation of Sequence Alignment Tools
Installing Sequence Alignment Tools (GenAligners 3.0)

Figure 59  GenAligners Setup - Completed the GenAligners Setup Wizard screen

8 Click **Finish** to close the wizard.

**NOTE**
Agilent recommends restarting your computer after installation of the sequence alignment tools is complete. SureCall will automatically connect to the alignment tools when you restart the program.
In this book

This book gives you instructions for installing SureCall 4.0.