Software Registration Instructions

Agilent Technologies would like to track installations of software as a mechanism of contacting customers to alert them to software and hardware concerns when they are found and to provide work-around solutions or patch disks as required.

As you, our customers, are becoming more concerned for the protection and generation of electronic data, the ability to alert you of potential concerns is seen as a major benefit. Agilent will also be able to use the information to provide you with information about new product releases and updates, which could potentially benefit your organization.

To opt out of receiving communications from Agilent, deselect the appropriate options on the Work Environment Details screen in the Software Registration program.

Online Privacy Statement

Please see the Agilent Technologies website for the privacy statement.

Important Note

Software registration must be performed within **60 days** of installation to ensure ongoing use of the software. If you do not register the software before the 60 day trial period expires, you will no longer have access to the instrument software. Some components of Agilent software will require immediate registration.

There are three ways to register your software:

- Via the internet directly

- From another computer connected to the internet

- By contacting Agilent Technologies.

Enter all requested information into each screen that appears.

Initial Screen

When you first open the instrument software, you will see a screen that gives you the following options:

- **Next**: Click this button to register the instrument software.

- **Cancel**: Click this button for access to the software during the 60 day trial period.

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Customer Details

This page of the software registration wizard is asking for:

- Title

- * First name

- * Last name

- * Organization

- * Product key - This is obtained from the software CD case. The product key number is on a white sticker with a key symbol and the words "PRODUCT KEY".

- * Country

- * Street address

- * City

- * Post code/zip

- * State/province

- * Phone details

- * Fax or e-mail details - A generic e-mail address is recommended, such as support@ourcompany.com

NOTE	Entering data into fields noted * is mandatory.

Product Details

Use this section to enter your software, instruments and accessories requiring registration.

Select 'I am registering Software only' and then skip to the 21 CFR Part 11 section if you are:

- not registering an instrument with your software, or

- registering an older instrument that does not have the serial number format XXYYYYXYYY, where X is letters and Y is numbers

Otherwise, enter the details described on the following page:

Instrument Model

This information is required if you are registering an instrument. To enter the details:

Instrument Type
1. Click **Add**.
2. Click the highlighted field under 'Instrument Type'.
3. From the drop-down menu, choose the instrument type you have purchased and for which you are installing the software.

Model Name
1. Click the highlighted field under 'Model Name'. A range of instrument models is shown.
2. Select the instrument model for which you are installing the software.

Serial Number
Click the highlighted field under 'Serial Number' and type your instrument serial number. This can be obtained from the Packing List or Sales Invoice, or can be found on the instrument, (typically on the rear of the instrument.

Accessories

This is only needed if accessories were purchased with your instrument. To enter the details:

Instrument Model
1. Click **Add**.
2. Click the highlighted field under 'Instrument Model'.
3. Choose the Instrument Model you have purchased and for which you are installing the software.

Accessory
1. Click the highlighted field under 'Accessory'. A range of accessories are shown.
2. Select the accessory from the range shown in the drop-down menu.

Accessory Serial Number
Click the highlighted field under 'Serial Number' and type your accessory serial number. This can be obtained from the Packing List or Sales Invoice, or can be found on the accessory.

21 CFR Part 11 Regulated Environment

Select **Yes** or **No** from the drop-down menu in answer to the question 'Is this software operating in a 21 CFR Part 11 regulated environment?' This field is mandatory.

Work Environment Details

This section of the software registration screen is asking for:

Industry
Select the best description of your organization's function from the drop-down list. If you choose 'Other', please enter a description in the 'Other' field.

Work Fields
Select the fields of work your organization is involved in. To select more than one, hold down the CONTROL key while making your selections.

Work Focus
In this area, select the type of work the instrument will be used for from the drop-down list. If you choose 'Other', please enter a description in the 'Other' field.

Job Function
In this area, select the type of job role you perform from the drop-down list. If you choose 'Other', please enter a description in the 'Other' field.

Also in this section of software registration, you can select your preference for receiving further information from Agilent about its products and services.

If you wish to stop receiving communications from Agilent regarding our products and services, please e-mail sw-registration@agilent.com

NOTE	Entering data into the 'Industry', 'Work Fields' and 'Work Focus' fields is mandatory.

Also, in this section of software registration, you can select your preference for receiving further information from Agilent about its products and services. By default all the boxes are selected. If you do not wish to receive further information, clear the appropriate check boxes by clicking on them.

At any time in the future if you wish to stop receiving communications regarding our products and services, please contact sw-registration@agilent.com

When all the mandatory fields in the software registration screen have been completed, click the **Register** button.

Registering Your Software

NOTE	To ensure successful registration, please ensure that your organization allows .xml files over your Internet connection. (These must not be caught as spam.)

One of the following dialog boxes will appear:

• Registration Successful

• Proxy Details

Registration Successful

A 'Registering via the Internet' progress bar appears. When registration is complete you will see a message stating registration is successful.

Proxy Details

If registration is not successful, a dialog box appears asking for your proxy address, user name and password details. Consult your IT department for this information. Enter the required information and click **OK**. If registration is still not successful, consult with your IT department for troubleshooting tips for your Internet connection or click **Cancel** to access the 'Registration Unsuccessful' dialog box, which provides other registration options.

Registration Unsuccessful

The 'Registration Unsuccessful' dialog box appears with two options, 'I'll try again later' and 'Register from another computer', and a link to view the details of the failure. It is important to view the details of the failure if your computer is connected to the Internet to help troubleshoot the issue.

I'll try again later

If you click this option, the registration wizard will close. You have 60 days to register your software, however, it is recommended to do so before then to ensure continued access to the software.

You can also register by contacting Agilent.

Register from another computer

If you select this option, a dialog box appears with instructions on how to copy required files and how to access the Software Registration Web page.

To register your software from another Internet capable computer:

1 If a printer is available click the **Print** button to print the instructions.

2 Click **Open License Folder**. A Windows Explorer window appears.

3 Right-click the folder named in Step 1 of the printed instructions and choose **Copy**.

4 Navigate to the desired location from within the same Windows Explorer window (opened by the Registration program) and choose **Paste**.

5 Transfer the entire folder onto a computer that has access to the Internet. A portable memory device may be a convenient way to do this. Click **OK**. The 'Activation Unlock Key' dialog box appears.

6 On the computer connected to the Internet, open the copied folder and double-click the **Agilent Software Registration.html** file. This file opens an Internet browser and will direct you to the Software Registration Web page. Either a redirect page with a link to the Software Registration Web page (if your browser security is set high) or the Software Registration Web page will appear.

7 Click the **Browse** button and navigate to your copied folder. Select the values.xml file.

8 Click the **Submit** button. A dialog box appears showing all information saved in the .xml file.

9 Click **Continue**.

10 Copy the key provided to the Windows clipboard and then paste the text into Notepad. Save as 'Activation Unlock Key.txt.

11 On original computer, open the Activation Unlock Key.txt file. Paste this information into the 'Activation Unlock Key' dialog box the software is installed on. Click **Activate Now**.

NOTE   If you choose 'Re-register', a message will appear asking if you want to re-register. Choose 'Yes' or 'No'. There are a limited number of times the software can be re-registered.

If you choose to activate later, the registration wizard will close. You have 60 days to register your software however, it is recommended to do so before then to ensure continued access to the software.

If registration via the Internet is not successful, you can also register by contacting Agilent. For local contact information, please visit www.agilent.com and select the Contact Us link at the top of the page.

Troubleshooting Web Registration

Check that you can open up a Web page external to your Intranet such as www.agilent.com. If you are unable to open external Web sites consult your IT department for additional assistance.

If you have registered via the Web and have found that the registration was not successful, please contact your local Agilent representative and provide the following details:

- Name

- Organization

- Contact phone number

- Contact fax number

- E-mail address

- Internet client used (e.g., Internet Explorer, Netscape)

- Instrument serial number

- Product key

- Any error messages received and all actions performed to try to resolve the errors

- The information in the Failure Report.

To access the Failure Report:

1 Click **Register** on the 'Work Environment Details' dialog box.

2 Click **Cancel** on the 'Software Registration - Proxy Details' dialog box. The 'Registration Failed' dialog box appears.

3 Click the **View details of failure** link. Click **Copy Info** and paste the information into a word processing program like Notepad, WordPad or Microsoft Word.

Troubleshooting Error Messages

Multiple Registrations

You have attempted to register your software more than the allowed number of times.

This product key has already been registered the maximum number of times permitted by its license. If you need to register again, please contact your Agilent representative.

Invalid Product Key

The product key you have entered has been determined to be invalid.

Please check that you have entered the correct product key and register again.

If you still experience difficulties registering after correcting the problems above, please contact your Agilent representative. You will need to include the information in this error message and your registration details, including your instrument serial number, product key and model number to resolve the issues.

This product key is not valid for {product key} {version number}.

Check that you have entered the correct product key. If the problem persists, please contact your Agilent representative.

The product key you have entered has previously not been used to register a product.

You must register a product using this product key before you can update your details. Re-register your product. If the problem persists, please contact your Agilent representative.

A system error has been detected.

Please try to register again or contact your Agilent representative.

A Valid License Could Not be Obtained

This error message occurs if the computer clock has been changed while using your Agilent software during the 60 day trial.

NOTE	Do not change the computer clock while using your Agilent software during the 60 day trial period. You will not be able to access the Agilent application software.

Revert back to the original date and time and then register your software.

If this does not fix the problem please contact your local Agilent representative for further assistance. Entering data into the 'Industry', 'Work Fields' and 'Work Focus' fields is mandatory.

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This information is subject to change without notice.