Windows 7 is Going Out of Support – How Do I Successfully Move to the New Supported Version of Agilent CDS?

Part 3

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Learn how to plan for and execute the migration from Windows 7 to an upgraded software.

In this final part of this three-part series, *LCGC* concludes its conversation with Ryan O'Boyle, advanced informatics support engineer, and Greg Cook, regional manager, Americas informatics support, of Agilent Technologies to discuss considerations when migrating data to a new system and resources Agilent has to offer within Agilent Community.

LCGC: Can you talk about data migration?

Cook: The first question customers ask when upgrading to new software is: Can I re-use my data and methods? The answer is yes. Agilent developed several migration tools and capabilities to help move our customers from the old software to the new one, as well as instrument and user configurations and settings. We designed a toolset that creates an export package on the old software workstation and is migrated over to OpenLab CDS. It replicates all of your files, directories, and folder structures from ChemStation and imports your users, custom roles, and permissions, so everything is preserved and reusable in OpenLab CDS.

The workstation migration tools are available on the installation media for OpenLab CDS, and they are designed to be customer executable, i.e., our customers can self-migrate in a workstation environment. In addition, we have created a set of tools that allows customers to go from a workstation environment to a client-server environment. This set of tools is not customer executable, however. Your services organization will need to assist. But this process is automated, and again, everything from your current environment can be replicated and moved into the new environment.

Additionally, many features and capabilities have been integrated to the OpenLab CDS platform that enable the re-use of data, methods, and report templates from previous versions. And we don't just deal with Agilent software; we have migration tools and capabilities for the re-use of data and methods from third-party applications such as Galaxy CDS and Atlas.

I know when people hear data migration, it's a big, scary topic. But we have invested significant time and resources to develop tools and capabilities that make this as easy as possible for our customers.

LCGC: What questions are received by the Agilent support team?

O'Boyle: The most common question we get regarding upgrades is whether my current version of the CDS application is supported in Windows 10. This information is found in the requirements guide of your CDS software on the installation media, or you can find the requirements on the Agilent website.

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MOVE TO THE NEW SUPPORTED VERSION OF AGILENT CDS?

If you can't find the answer to your question or other questions you may have, visit the Agilent community at community.agilent.com. We're always here to answer any questions or concerns you have.

Cook: We hear a lot about reusing old hardware, and if you're running your CDS application on an older PC, it's probably a good time to upgrade. Otherwise, make sure the hardware configuration is supported and that your PC peripherals are supported in Windows 10.

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LCGC: How can Agilent help with the migration?

O'Boyle: Beyond migration services, Agilent can help you with training. At the base level, there is familiarization, which is usually offered at installation and simply shows the software basics. But if you're looking for more in-depth training, there are in-person trainings available either at your site or at an Agilent site, as well as web-based trainings available on the Agilent University website. Agilent also offers free webinars for OpenLab CDS and OpenLab ChemStation that can walk you through the basics of the software.

In the OpenLab Help and Learning program, there are "Getting Started" modules that can help you get familiar with the software. If you have OpenLab EZChrom or OpenLab ChemStation, there are similar modules in the e-familiarization software that is provided when your new software is installed.

Cook: The most important thing Agilent can do to help our customers is plan—planning around the migration, around which software you're going to move to, the hardware requirements, the software requirements—some of these transitions can be expensive depending on the size of the lab, and it is critical that we assist with planning and making sure that we, as well as the customer, have the proper resources. Planning and ensuring you have the proper resources are the most important things you can do/have to ensure a successful migration, installation, and training.

LCGC: If someone has questions about what's supported in Windows 10 or other questions, where can they go?

O'Boyle: A good place to start is your local Agilent support team. Use the Contact Us page on Agilent's website to find out the best way to contact your local support team. Beyond that, your local sales rep is also a good resource to help you start the upgrade process and find out what questions to ask before the upgrade. And lastly, the Agilent Community is a very useful website.

Cook: If you have any questions, reach out to us through sales or service—we are here to help. We do this all the time with other customers, so if there's any questions, contact us through the Community or the contact page, and we will have someone help you and work through this with you.

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