

# ReadMe

## TapeStation Software Rev. 5.2

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*Please read this information carefully.  
It supersedes the documentation you received with your software.*

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## 1. Introduction

This document provides the latest information and installation advice corresponding to the Agilent TapeStation software.

## 2. What's New?

### 2.1 Agilent TapeStation software revision 5.2

The TapeStation software revision 5.2 is available in standard and Security Module editions, similar to the previous TapeStation software revision 5.1. Each edition includes a separate setup executable, and transitioning between editions requires uninstallation of the current version. All TapeStation software revision 5.2. enhancements benefit both standard and Security Module editions.

#### TAPESTATION SW REV. 5.2 ENHANCEMENTS

- Support of new High Sensitivity Genomic DNA ScreenTape assay.
- Introducing a new user information system: The TapeStation Information Center will replace the Agilent Information Center as the primary user information system for the TapeStation. This browser-based application operates without requiring an internet connection.
- System Diagnostics test suites were modified to reflect new computer requirements and hardware enhancements.
- Improved DIN algorithm for Genomic DNA ScreenTape assay.
- Minor bug fixes and improvements.

### 2.2 Agilent TapeStation software revision 5.1

The TapeStation Analysis software and the TapeStation Controller software come in two editions, listed below. Each comes with a separate setup executable. A transition between the different editions requires uninstallation.

#### TAPESTATION SW REV. 5.1 ENHANCEMENTS

- Software revision 5.1 allows the user to connect and operate up to two TapeStation instruments with one computer. Start-up of the Controller software and scanning for connected devices was adapted. Switching between two active instruments is facilitated by a selector in the user interface.
- With two instruments connected, acquisition of data can be done in parallel but diagnostic tests or maintenance activities can be executed sequentially only.

#### SECURITY MODULE INTRODUCTION

- TapeStation Software revision 5.1 Security Module includes workflow management, access control, user authentication, electronic signatures, report templates and Audit Trails.
- Security Module software only allows one TapeStation instrument to be connected to one computer at a time.

- The setup for the Security Module software includes the Controller software and does not allow a standalone installation of the TapeStation Analysis software. In the Security Module, a TapeStation Administration software is installed in addition to the standard software elements.
- New elements are present within the Controller and Analysis software. They are described in the separate document 'TapeStation Software Security Module Quick Start Guide D0025074', which can be found under related information within the Agilent Information Center, on the Agilent website or in the folder User Information on the installation medium.
- A white paper (5994-5705EN) as resource for Users of the Agilent TapeStation system whose organizations must comply with US FDA Part 11 in Title 21 of the Code of Federal Regulations (CFR), and its EU analog, Eudralex Chapter 4, Annex 11, is available at Agilent.com.

#### GENERAL ENHANCEMENTS FOR BOTH EDITIONS

- Installation of Adobe Acrobat Reader DC is no longer a prerequisite for operation. The required functionality is now built in. User may use this pdf reader or a different one to open reports.
- The driver for the build-in camera of TapeStation instruments was updated to increase robustness.
- Under instrument settings a name for the instrument can be set. This might serve as alternative identifier to easily remember the unit beyond the immutable serial number.
- The .NET Framework version in use was updated to a recent version.
- New firmware was introduced which supports more robust operation during Sniffer sensor calibration during preventive maintenance, during electrode cartridge change and during the needle change process.
- The camera field of view test was improved.
- A fix for a known but rare issue was implemented where TapeStation instruments, which were stored for a prolonged time, showed a false expiration of the electrode cartridge.
- Windows 11 support from beginning of 2024 on.

### 2.3 TapeStation software revision 4.1.1 (SR1)

#### GENERAL ENHANCEMENTS

- Important fix of an issue in support package content creation for remote support.
- Neither instrument control nor data analysis is changed in comparison to revision 4.1.

### 2.4 TapeStation software revision 4.1

#### GENERAL ENHANCEMENTS

- Support for new 4200 TapeStation instrument G2991B
  - TapeStation Controller software for instrument operation allows control of instrument models G2991A (4200), G2991B (4200) and G2992A (4150).
  - 4200 TapeStation instruments G2991B require revision 4.1 or higher.
  - Model G2991B (4200) can be operated with 3rd party PCs (alike 4150 TapeStation instrument).
- Updated Agilent Information Center with information reflecting all three TapeStation models G2991A, G2991B and G2992A.
- Updated User manuals and kit Quick Guides within Agilent Information Center and Help (F1).
- Updated Help (F1) reflecting all models G2991A, G2991B and G2992A.

#### 4200 TAPESTATION CONTROLLER SW ENHANCEMENTS

- 4200 TapeStation system G2991B allows software assisted electrode cartridge change by users as part of preventive maintenance.
- Automated change of ScreenTape devices from the rack repository is now supported for analysis from tube strips as well as from 96 well-plates for 4200 TapeStation instruments.
- Barcode read stability and resilience for suboptimal prints was increased.
- Camera driver revision check at system start implemented, preventing externally introduced issues.
- Tip strip process with improved resilience against electrostatic charge effects.
- Adjusted dialogue for transportation preparation considering new packaging material for G2991B.
- Failing early in runs yields a file named 'StoppedRun\_' with information for optional troubleshooting by support experts.

#### 4200 TAPESTATION ANALYSIS SW ENHANCEMENTS

- Data recorded with different instrument models G2991A, G2991B and G2992A and the same ScreenTape assay are enabled now for comparison context tasks such as overlay and merge into one composite file.
- Run lanes with no electrical current flow detected are labelled in observations.
- Option for export of electropherogram data to .csv files introduced.
- New demo files introduced.
- All data files show upon opening the electropherogram and gel image by default.

#### ENHANCEMENTS SYSTEM DIAGNOSIS

- Barcode read test adopted to a new reading algorithm. Test reports one result for the most relevant default reading type.
- Filter test extended to include an extensive movement test.
- Tip detection test was simplified.
- Camera movement test capabilities extended.
- Log file information extended for support experts.
- The Region and Language Setting test passes only if region format, decimal separator and list separator are correct.
- Software revision 4.1 is prepared to work with the next upcoming Automated Compliance Engine (ACE) for Compliance Service delivery on the models G2991A, G2991B and G2992A.

## 2.5 TapeStation software revision 3.2

#### GENERAL ENHANCEMENTS

- PC-Instrument Communication: Improved connection behavior of TapeStation systems and USB3-only PCs.
- Save-to-location for diagnostic test results raw data (\*.lrs files) changed to data folder.
- Improved error handling during needle change: recalibration option provided.
- Improved user guidance for failing data file creation with recovery from intermediate raw data files (\*.901r).

#### 4200 TAPESTATION CONTROLLER SW ENHANCEMENTS

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Revision: A.01, Issued: 10-June-2025

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- General usability enhancements.
- Switch between row- and column-wise sample processing.
- Improved report functions: Condensed peak and region table now included. Report exported file: last save-to-location is stored.
- Improved sample description import in TapeStation Controller software: recognition of cell descriptors from .csv files.
- Improved barcode read algorithm implemented.
- Improved safety during data saving implemented.

#### 4200 TAPESTATION ANALYSIS SW ENHANCEMENTS

- Assay options include settings section for new cell-free DNA ScreenTape assay.
- Region manager improvements: option single-sample-regions, region indicator color adjustment option, creation of regions beyond sizing limit for genomic DNA and cell-free DNA ScreenTape assays.
- Switch between row- and column-wise sample review.
- Enable the visualization per tape for RNA assays.
- Increased compatibility with high resolution displays.

#### SUPPORT OF TAPE STATION IQ/OQ COMPLIANCE SERVICES (4200 AND 4150 TAPESTATION SYSTEMS)

- Ready for Support of an analytical instrument qualification process with Agilent 'Automated Compliance Engine (ACE)' in conjunction with tests built into the TapeStation Controller software.
- Support of the new Cell-free DNA assay.
- Controller Software enables cell-free DNA ScreenTape device recognition and cell-free DNA samples analysis.
- TapeStation Analysis software handles cell-free DNA data files including new features like %cfDNA results and respective %cfDNA region handling.

## 2.6 TapeStation software revision 3.1.1

#### GENERAL ENHANCEMENTS

- Increased robustness when analyzing samples from tube strip holder with two partial ScreenTape devices. This fixes an undesired software termination for 4150 and 4200 TapeStation systems.
- Increased robustness of automated handling of ScreenTape devices. This mitigates blockages which might happen during unloading of ScreenTape devices in 4200 TapeStation systems.
- The barcode read test for 4150 TapeStation systems was adopted to test only features relevant for its functionality. This avoids a false-fail result for the configuration 'blue LED and blue filter' which is not used in applications.
- The intensity calibration test for 4200 TapeStation systems is adopted to avoid false-fail results coming from a mismatching test procedure.
- TapeStation software revision 3.1.1 provides compatibility to certain future electronic components of 4200 TapeStation instruments.

## 2.7 TapeStation software revision 3.1

### GENERAL ENHANCEMENTS

- Support for new 4150 TapeStation system
  - TapeStation Controller software for instrument operation
  - TapeStation Controller software is also supported with 3rd party PCs for the 4150 TapeStation system, see 3.1.3.
- User Documentation/Agilent Information Center
  - New and updated content
    - Operating instructions for the 4150 TapeStation system
    - Hardware troubleshooting on 4150 TapeStation system
    - Improved 4200 TapeStation system troubleshooting.
    - Improved application troubleshooting and good measurement practices.
  - Release 4150 TapeStation System Manual
  - Improved 4200 TapeStation System Manual with updated content.
  - Updated and improved Quick Guides for TapeStation assay portfolio.

### 4200 TAPESTATION ANALYSIS SW ENHANCEMENTS

- New export option to include Reagent and ScreenTape LOT number in .csv, .xml and .pdf format.
- Improved error message information.
- Resolution for software crashes upon moving 'Compressed Reporting' within a report.
- Minor bug fixes and improvements.

### 4200 TAPESTATION CONTROLLER SW ENHANCEMENTS

- Feature added: Runs with two partially used ScreenTape devices for a maximum of 16 samples from tube strip holder with manual feed of the ScreenTape nest (alike 4150 TapeStation instrument).
- New and improved hardware diagnostic tests
  - Electrode Cartridge Change History
  - Needle Cartridge Change History
  - Electrophoresis Cartridge Connectivity
  - Teach Tapenest-Skew
- ScreenTape device gripping processes robustness improved.
- Minor bug fixes and improvements.

**Note:** The nomenclature for revision identification changed in such way that only major and minor revision are used. Leading letters or leading zeros are skipped from now on.

## 2.8 TapeStation software A.02.02

### GENERAL ENHANCEMENTS

- Agilent Information Center with updated content and How-To videos.
- Improved 4200 TapeStation System Manual with updated content.
- Support for Windows 10.

#### 4200 TAPESTATION ANALYSIS SW ENHANCEMENTS

- Compressed Reporting.
- Enhanced robustness of marker peak detection for gDNA assay.
- Enhanced robustness of ladder peak detection for RNA and High Sensitivity RNA assay.
- Improved RNA quantification.
- Minor bug fixes.

#### 4200 TAPESTATION CONTROLLER SW ENHANCEMENTS

- Firmware update is now done within the 4200 TapeStation Controller software. Instrument firmware is automatically detected and updated to the revision required to control the instrument.
- Agilent 4200 TapeStation System Diagnostics as improved Hardware diagnostic tool replaces LabAdvisor.
- Improved Error message information.
- Enhanced robustness of ScreenTape device gripping processes.
- Minor bug fixes and improvements.

## 2.9 TapeStation software A.02.01 (SR1)

#### GENERAL ENHANCEMENTS

- Issue in which base pair values on electropherogram scale disappear when an electronic ladder is inserted has been resolved.
- Issue in which an incorrect software version number was displayed in the .docx report has been resolved.

#### 4200 TAPESTATION CONTROLLER SW ENHANCEMENTS

- Includes new Firmware update tool. Instrument firmware is automatically detected and updated to the revision required to control the instrument.
- ScreenTape device gripping processes robustness improved.
- Transportation lock behavior improved.
- Error messages improved.

#### LAB ADVISOR TEST SUITE ENHANCEMENTS

- Intermittent bar code read issues and falsely failed filter tests are addressed.
- Tape handling test was improved.

## 2.10 Instrument firmware

The firmware is a program that is loaded onto an electrically erasable programmable read-only memory (EEPROM), thus becoming a permanent part of an instrument. Instrument firmware also known as main firmware provides for example the instrument's robotics functionality. Resident firmware is identical across many Agilent devices and modules and provides very basic communication and memory capabilities as well as limited hardware control. It provides secure main firmware load capability and supportive and safety functions in case the main firmware crashes.

- The latest 4200 and 4150 TapeStation instrument firmware provides various crucial improvements. Executing the instrument firmware update on a TapeStation system is



mandatory to operate the instrument with the TapeStation software revision 5.2. It is carried out by the TapeStation Controller software automatically if required. It is described in section 5.2 of this document.

The TapeStation software revision 4.1 was the first revision which updates the resident firmware version for older instruments to the latest and common level.

4200 TapeStation (G2991A) firmware revisions:

Software revision	Instrument Firmware revision
A.02.01	D.01.01 [0064], D.01.02 [0070]
A.02.01 SR1	D.01.03 [0075]
A.02.02	D.02.01 [0080]
A.02.02 SR1	D.02.01 [0080], D.02.01 [0081]
3.1	D.03.01 [0028]
3.1.1	D.03.01 [1031]
3.2	D.03.02 [0002]
4.1, 4.1.1	D.04.01 [0013]
5.1	D.05.01 [0003]
5.2	D.05.02 [0006]

4200 TapeStation (G2991B) firmware revisions:

Software revision	Instrument Firmware revision
4.1, 4.1.1	D.04.01 [0013]
5.1	D.05.01 [0003]
5.2	D.05.02 [0006]

4150 TapeStation (G2992A) firmware revisions:

Software revision	Instrument Firmware revision
3.1	D.03.01 [0028]
3.1.1	D.03.01 [1031]
3.2	D.03.02 [0002]
4.1, 4.1.1	D.04.01 [0013]
5.1	D.05.01 [0003]
5.2	D.05.02 [0006]

Common TapeStation resident firmware (G2991A, G2991B, G2992A):

Software revision	Minimum Resident Firmware revision
4.1, 4.1.1	D.07.30 [0005]
5.1	D.07.30 [0005] or higher
5.2	D.07.39 [0003]

## 3. System Configuration

### 3.1 System Requirements

#### 3.1.1 PC Hardware (minimum configuration)

Agilent TapeStation Software 5.2 for the Agilent TapeStation systems support one or two instruments connected to a laptop or a PC at a time. The TapeStation Security Module supports only one connected instrument. The TapeStation software revision 5.2 computer requirements are as follows:

Processor:	2.4 GHz or higher
RAM:	Physical: 8 GB, Virtual: 1 GB
Ports:	Two ports, USB 2.0 Type-A or USB 3.0 Type-A
LAN:	One LAN adapter must be present and enabled
Display:	Min resolution of 1920*1080 pixels
Hard disk:	80 GB recommended, min. >20 GB of free space

The Agilent TapeStation software was successfully tested to run on the bundled model HP EliteBook 665 G11 (AMD Ryzen™ 5 PRO 7535U processor, 8GB RAM and 15.6" diagonal FHD (1920x1080)) with Windows 11 Pro, 24H2 Version. The Agilent TapeStation software revision 5.2 was additionally successfully tested to run on the previous bundled laptops models G10 HP EliteBook 655 with Windows 11; G9 HP EliteBook 655 with Windows 10. Earlier laptop models (G1, G2, G4, G5 and G8) were not tested and are therefore not supported. Starting with TapeStation software revision 5.2, the minimum display resolution requirement has been updated in the Software Installation Verification test of the TapeStation Controller System Diagnostics. As a result, the HP G1 laptop, due to its lower display resolution, will fail this test. Consequently, the TapeStation Security Module 5.2 software is not operable on the HP ProBook 650 G1 laptop.

### 3.1.2 Operating System requirements

The TapeStation software revision 5.2 has been fully tested and is supported to run on Microsoft © Windows 10/11 Professional 64 bit with English (US) language settings. The TapeStation software revision 5.2 tested computer requirements are as follows:

Operating system:	Microsoft © Windows 10/11 Pro 64 bit, Version 21H1 or later
Operating system language:	English (US)
Operating system region settings:	English (US) in default configuration
Microsoft .NET for TapeStation Software:	4.7.2 or higher*
Microsoft .NET for TapeStation Security Module Software:	.NET Desktop Runtime 6.0.6* or higher ASP.NET Core Runtime 6.0.6* or higher .NET Framework 4.7.2* or higher
Power Plan settings:	High Performance
Authentication modes for TapeStation Security Module Software:	Windows Local Accounts or Windows Active Directory Accounts

*\* This component will be installed or updated by the TapeStation software setup and should not underrun the requirements at any later point in time. You will find relevant offline installer on the installation medium in the 'Support Installer' folder.*

Microsoft © Windows 7 Professional is not supported any longer. An update of the operating system to Windows 10 or Windows 11 is required. Uninstall the TapeStation software first. Proceed the upgrade of the operating system and re-install the TapeStation software to ensure smooth communication between the instrument and the laptop. Updating the operating system to meet the system requirements (see 3.1.2) is the customer's responsibility.

Only the Professional editions of Windows 10 and Windows 11 were tested. The Education and Home editions of Windows 10 and 11 are not supported. Microsoft © Windows 11 Pro is supported from January 2024.

English (US) language settings are mandatory. The TapeStation Software requires decimal symbol to be a dot '.', the digit grouping symbol to be a comma ',', and the list separator to be a comma ',' too. Else, malfunction during operation with loss of data is likely. The region parameter 'English (United States)' of the operating system Windows 10 and Windows 11 has these settings by default. Verify under customized format of numbers the settings.

Reporting to .pdf format for the TapeStation software is available for both standard and Security Module editions. Reporting to .docx format is only supported for the TapeStation software standard edition. Reports must first be saved, then opened with suitable secondary software.

Running the TapeStation software with power saving settings enabled can negatively affect the communication of the instrument and the connected laptop. It is recommended to use Power Plan settings 'High Performance', which are enabled by default in bundled laptops. Select the option 'Do nothing' under the 'When I close the lid' section in the System Settings.

### 3.1.3 Checking System Suitability

A check of the suitability is required if control of the 4150 TapeStation instrument (G2992A) or 4200 TapeStation instrument (G2991B) with a 3rd party computer is desired. The following steps should be executed prior to arranging Installation and Introduction of the system through a service engineer.

1. Install the Agilent TapeStation software Rev 5.2 on the respective 3<sup>rd</sup> party computer to check the suitability. See section 3.1.
2. Start the TapeStation Controller software.
3. Under 'Tools' (cog wheel), select 'System Diagnostics' and then 'Run Tests'.
4. In the 'System Diagnostics', select the 'Software Installation Verification'.
5. Keep 'Computer Specifications' and 'Software Environment' tests selected and click the 'Start' button.
6. Review test results.

In case all tests pass, your computer fulfils the core requirements. There is a high probability the computer can be used to operate the 4150 TapeStation instrument (G2992A) or 4200 TapeStation instrument (G2991B) successfully through the TapeStation Controller software. It remains possible that, despite passing the 'Computer Specifications' and 'Software Environment' tests, control of the TapeStation instrument is not possible with the respective 3rd party computer. This might become visible only after connection to an instrument.

If tests fail, adjust the relevant conditions and review 3.1.1 and 3.1.2, and section 7 on 'Known Problems or Limitations'. If known problems and limitations cannot be overcome or if the computer does not fulfil the minimal required specifications, use a different laptop or order a dedicated model tested and fully supported by Agilent (P/N G2999AA).

## 3.2 Compatibility

The TapeStation software revision 5.2 contains the Controller software for the 4150 and 4200 TapeStation instruments (G2992A, G2991A and G2991B) as well as the TapeStation Analysis software suitable to analyze data acquired with 4150 and 4200 TapeStation instruments.

### 3.2.1 4200 TapeStation systems

The TapeStation Controller and Analysis software parts of the TapeStation software revision 5.2 are compatible with the 4200 TapeStation system G2991A and G2991B. Operation of a 4200

TapeStation instrument G2991A with the TapeStation Controller software is only supported on

bundled laptops (P/N G2999AA) provided by Agilent Technologies with the 4200 TapeStation system. Operation of a 4200 TapeStation instrument G2991B with the TapeStation Controller software and execution of the TapeStation Analysis software is supported on bundled laptops (P/N G2999AA) provided by Agilent Technologies with the 4200 TapeStation system as well as on third party computers, which meet requirements described in 3.1. For checking suitability of 3rd party computers, see 3.1.3.

Optionally the TapeStation Analysis software can be installed without the TapeStation Controller software on third party computers for data review (as outlined in 4.1). Third party PCs must meet the requirements described in 3.1.

### 3.2.2 4150 TapeStation system

The TapeStation Controller and Analysis software parts of the TapeStation software revision 5.2 are compatible with the 4150 TapeStation system. Operation of a 4150 TapeStation instrument with the TapeStation Controller software and execution of the TapeStation Analysis software is supported on bundled laptops (P/N G2999AA) provided by Agilent Technologies with the 4150 TapeStation system as well as on third party computers, which meet requirements described in 3.1. For checking suitability of 3rd party computers see 3.1.3. In any case, TapeStation Analysis software can be installed (as outlined in 3.1) optionally without the TapeStation Controller software on third party computers. Third party PCs must meet the requirements described in 3.1

#### **IMPORTANT:**

Users of both 4200/4150 and 2200 TapeStation instruments must operate these from separate laptops. If alternating 4200/4150 models (G2991A, G2991B, G2992A) on one laptop, connect only one at a time. Wait at least 1 minute before connecting a different instrument.

## 4. Software Installation and Setup

### 4.1 Installation Instructions

The TapeStation software installation program 'Setup.exe' is a Microsoft Windows application. You must have administrative rights and must have Windows 10 Pro 64 bit including the latest updates installed prior to installing the TapeStation software.

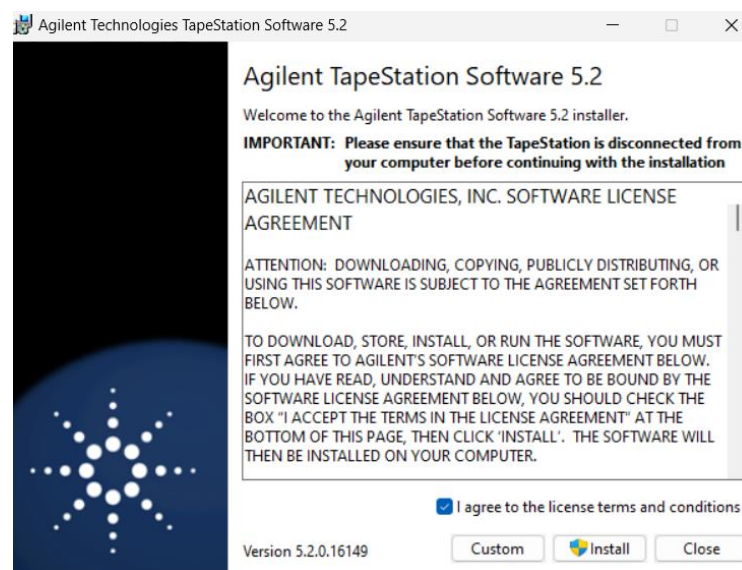
The subfolder 'TapeStation Software Security Module Edition' of the installation medium contains the setup executable for the alternative edition of the software.

**IMPORTANT:** Ensure that the TapeStation instrument is NOT connected to the laptop for installation.

To install the TapeStation software, perform the following steps:

1. Start Windows.

2. You need to have an account with administrative rights to successfully install all required components. The default account for bundled laptops is 'admin' and the password is '3000hanover'.
3. Close all running programs, including all instances of any TapeStation software subprogram.
4. Insert the installation USB flash drive (original item shipped with the system) into your PC or download the installation program from the following link:  
<https://www.agilent.com/en/promotions/tapestation-sw>
5. Select the installer file for TapeStation software 'Setup.exe'.
6. If a Windows security message appears, select 'Yes', to allow the program to make changes on the computer.
7. When the following window appears, select 'I agree to the license terms and conditions' then click 'Install'.

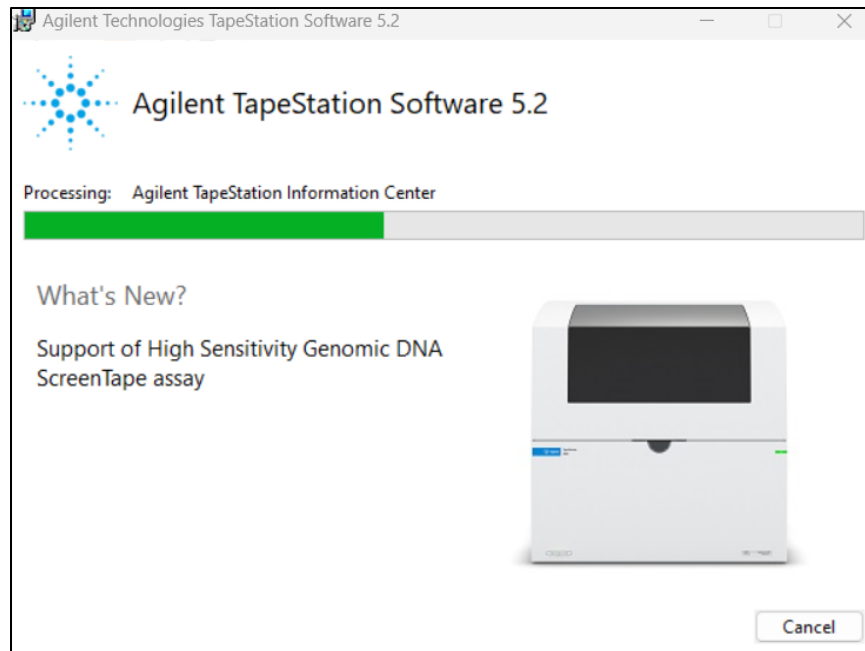


**Note:** Select 'Custom' in case you wish to install only the TapeStation Analysis software, i.e. without the TapeStation Controller software, to an additional PC. Please see 3.2 for further compatibility details.

**Note:** Installation of the TapeStation software revision 5.2 is only possible to drive C:\. Installation. No other drive is supported, hence no options are given.

**Note:** The Agilent TapeStation Security Module revision 5.2 does not offer the standalone installation of the Analysis software hence the button 'Custom' is absent.

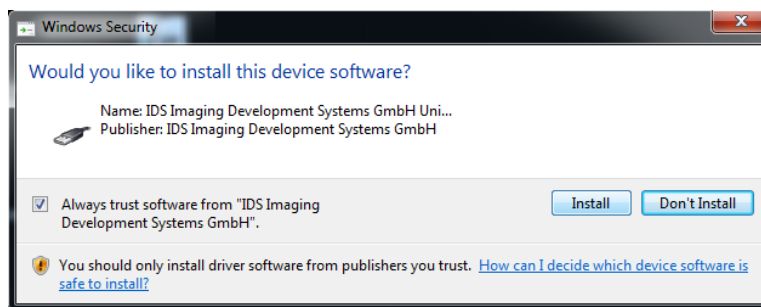
Allow the TapeStation software setup executable to install all required components:



**Note:** If installing Windows components such as .NET framework for the first time, the TapeStation software installation may take some time.

**Note:** The Agilent TapeStation Security Module revision 5.2 comes with different information in the What's New area.

8. Windows may display a security message asking if the user wants to install specific device software. Select install to continue.



9. Once the TapeStation software has been successfully installed click 'Close' to finish the installation.

10. Re-start the laptop to ensure successful software installation.

11. Start each of the software parts by double clicking the desktop icon. This first start finalizes the software registration from the operation system point of view, which might take longer than a normal start.

Please check section 4.7 Integrity verification of the setup file, 4.6 Support Installers and 7 Known Problems or Limitations if you encounter problems during installation.

## 4.2 Uninstall instructions

If after installing the TapeStation software, you find it necessary to remove the software from your computer, perform the following steps:

Uninstall instructions for Windows 10:

1. Click the Windows Start Icon and go to 'Settings'
2. Under Windows Settings, select 'Apps'
3. Under 'Apps&features', highlight the TapeStation software
4. Click on the 'Uninstall' button to uninstall the TapeStation software.

Uninstall instructions for Windows 11:

1. Click the Windows Start Icon and go to 'Settings'
2. Under Windows Settings, select 'Apps'
3. Under 'Installed apps', scroll or use the search bar to locate Agilent TapeStation Software 5.2.
4. Click the three dots (...) next to the app name.
5. Select Uninstall, then confirm by clicking Uninstall again.

Recorded data files and hardware diagnostic files are not deleted during an uninstallation. For the Agilent TapeStation Security Module revision 5.2 an existing database with projects, roles and projects is not deleted as well as the system log files.

**Note:** A reinstallation on the same laptop typically re-establishes the previous situation. However, for example camera drivers are actively reinstalled in such scenario.

Some TapeStation files remain in system folders (e.g., AppData, ProgramData, and Program Files (x86)) after uninstalling the software, to preserve backup information for future installations.

If you encounter problems whilst upgrading the TapeStation software, please remove the existing TapeStation software installations. If this does not resolve the installation issues, please use the tool contained in the link below or set up the laptop with recovery media.

[http://support.microsoft.com/mats/Program\\_Install\\_and\\_Uninstall/](http://support.microsoft.com/mats/Program_Install_and_Uninstall/)

## 4.3 Downgrade Instructions

It is recommended to operate the TapeStation systems with the latest software and firmware revision. A downgrade is not recommended.



**Note:** It is not possible to open files which were created or modified with the TapeStation software revision 5.2 with any older version of the software. To compare the older and the newer versions of the TapeStation software, install them to separate PCs. To return to a previous version of the TapeStation software, perform the following steps:

1. Uninstall the existing TapeStation software revision as instructed in section 4.2.
2. Reboot the system when instructed.
3. Install the older TapeStation software revision.

**Note:** Typically, an older TapeStation software revision operates the instrument with older main firmware, which will be subsequently downloaded when the next connection to the instrument is established. Dialogues similar to '4.2 Updating Firmware on the TapeStation systems' will appear during such downgrade. The resident firmware will not be downgraded.

#### 4.4 Changing the Software Edition

A direct upgrade of TapeStation software from the standard edition to the Security Module edition is not possible. This change in the edition requires a complete uninstallation, PC restart and new installation of the Agilent TapeStation revision 5.2.

#### 4.5 Reimaging the Operating System

**Note:** If you are reinstalling from the provided bundle image CD or USB flash drive, please ensure that Windows Updates are checked for and up to date.

Prior to reimaging, you should save your recorded data files to another location. The default location for recorded data files of the user 'admin' is: C:\Users\admin\Documents\Agilent\TapeStation Data. Prior to reimaging, you should save the diagnostic data from your system. See chapter 'Collecting Troubleshooting Information' in the system manual. It is highly recommended to generate a set of internal log files, diagnostic information, and result files from the past Instrument Diagnostic for any further support processing.

**Note:** With reimaging, your system loses any customization you might have done in the software . Any ScreenTape device information is erased with the internal database. Subsequently any partially used ScreenTape device cannot be used properly on the system. Please discard them to avoid confusion. In case reimaging of the operating system is required, please use the bundle image CD or USB flash drive provided with your laptop shipment.

1. While the laptop is turned off: insert the USB flash drive.
2. Turn the laptop on and press the 'Esc' key repeatedly until the HP Startup Menu appears.
3. In the Boot Menu (F9) choose to continue booting from the USB flash drive.
4. Save new settings and continue booting from the media.

5. The reimaging procedure takes time and will take place. - with a Windows command prompt screen with Agilent recovery media information for HP Probook. - Type 'Apply Image' and press 'Enter' upon request. - Agree to create a recovery partition. - Depending on the individual hardware you are requested to enter 'SSD' and '1' or '2' to create two partitions (C:\ and D:\ (default)) or one (C:\) - Close the reimaging dialog after its finalization by typing 'exit' to reboot.
6. To fully set up the operating system you will have to create an user account with password. The default user account for Agilent provided laptops is 'Admin' with Password '3000hanover'. Possibly you have to create a different user such as 'Admin2' temporarily as 'Admin' is already with in the reimaging.

After the successful re-image you will need to perform the following actions:

1. Apply any Windows updates available. It is recommended to install all security updates available. Ensure virus protection is up to date prior to downloading other items.
  2. If using a HP ProBook 650 G1 (obsolete) and Recovery Disc G1030-61014, at least update 'KB3033929 – SHA-2 signing and verification functionality' must be installed. The security update can be downloaded from the Microsoft webpage <https://www.microsoft.com/en-us/download/details.aspx?id=46148>
  3. Turn off the instrument or physically disconnect the USB cable between Instrument and PC.
  4. Install the current version of the Agilent TapeStation software, which can either be installed from the USB flash drive provided with the shipment (instructions see 3.1), or downloaded at: <https://www.agilent.com/en/promotions/tapestation-sw>
- Note:** The laptop and the TapeStation instrument need to be disconnected during software installation.

5. Perform a reboot of the laptop. Please start all TapeStation software elements separately once prior to the first use in experimental runs in order to apply all system parameters, and to finalize the installation successfully.

## 4.6 Support Installers

While installing and bringing the TapeStation software into service, it might become necessary to update co-installed software components of your laptop such as:

1. .NET Framework 4.7.2 (Fundamental software functionality)
2. Microsoft SQL Server Compact 4.0 (Database functionality)

3. FTDI Virtual Com Port Drivers VCD 2.12.36 (USB serial converter)
4. .NET Desktop Runtime 6.0.6 (Runtime environment, required for Security Module only)
5. ASP.NET Core Runtime 6.0.6 (Runtime environment, required for Security Module only)

You will find relevant off-line installer on the installation medium in the 'Support Installer' folder.

A bundled laptop purchased with a TapeStation system, the tested and fully supported by Agilent standalone laptop (P/N G2999AA), or a laptop connected to the web which underlies automated updating, typically do not require manual installation/updating of these components.

## 4.7 Integrity verification of the setup file

Compare published and generated hash checksums to verify the downloaded file is unmodified and intact on your laptop. Check the TapeStation software download page at Agilent.com for developer provided SHA1 or MD5 hash checksums. Under Windows 10 and Windows 11, the command-line program 'Certutil' is installed as part of Certificate Services. It allows to generate the cryptographic hash over the downloaded .zip file which includes the setup file, e.g. residing in C:\Temp by the following steps:

1. Open the command prompt.
2. Type 'certutil -hashfile C:\Temp\filename.zip MD5'.
3. Press enter and compare values.

Replace filename with the actual name of the downloaded zip file of the edition you plan to work with.

## 5. Getting Started

### 5.1 Connecting your TapeStation instrument

Start working with your system after the following steps:

1. Turn on the laptop. Have the TapeStation software (Controller and Analysis) installed (section 4.1) but not open.
2. Physically connect the TapeStation instrument and the laptop using the supplied USB cable. Note: Only use the supplied USB cable. Using third party USB cables might cause communication problems.
3. Turn on the TapeStation instrument and allow the system to initialize.
4. Start the TapeStation Controller software. It will detect if a TapeStation instrument is connected, and a connection establishes automatically.

**Note:** If the software does not connect to the instrument,

- Please power cycle the instrument and the laptop, wait until both are booted or started and finally re-start the TapeStation Controller software.
- If necessary, change the physical USB port connections. Please allow sufficient time between connections for the drivers to be re-installed, this can take up to a minute. Windows will notify you once the drivers are successfully installed for a port which wasn't used before.
- Please read in the TapeStation Information Center about Troubleshooting Instrument Communication. Especially sections on Instrument and Laptop, USB connection, and the Windows Device Manager are of interest.

Whilst connected to the instrument, please avoid making any changes to the laptop configuration or any settings available through the control or settings panel. This can interrupt the run and affect results.

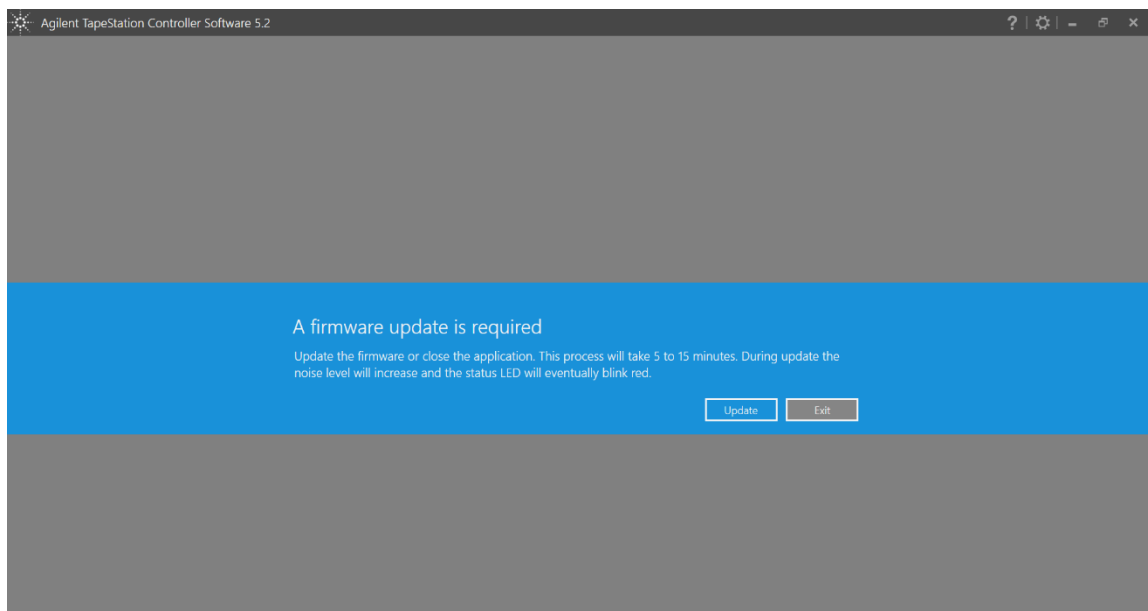
## 5.2 Updating Firmware on the TapeStation systems

At the next connection after updating the TapeStation Controller software from revisions older than Rev 5.2 the TapeStation Controller user interface will notify you about outdated firmware residing on the instrument and offers to start the firmware update process. See below images of an update of a 4200 TapeStation instrument.

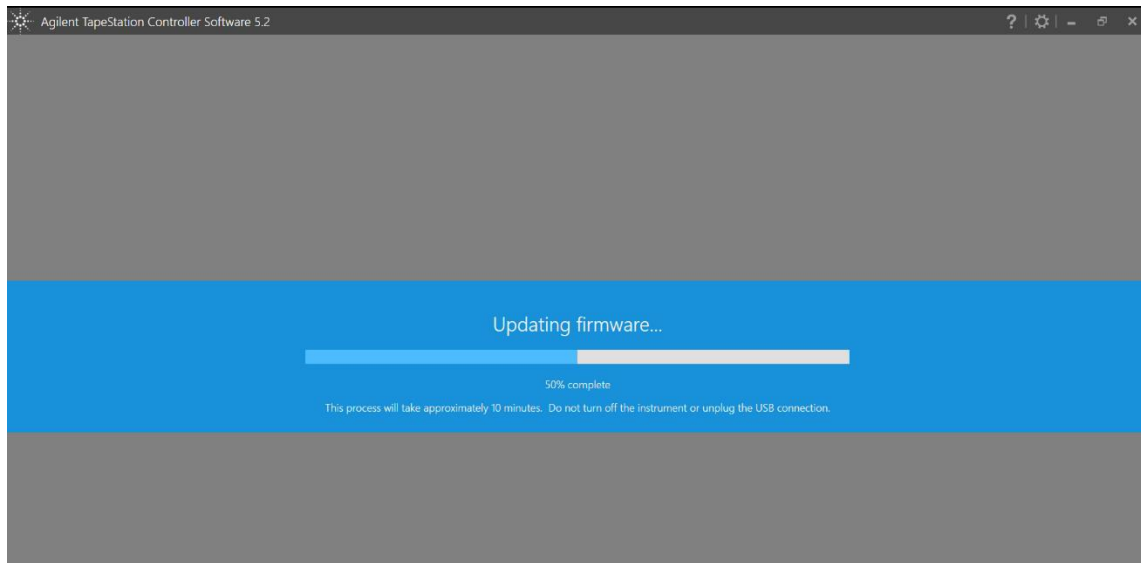
Two parts, first the resident firmware (1 of 2, 5 min duration) and second the main firmware (2 of 2, 10 min duration), are loaded to the instrument. In case the latest resident firmware was already updated, it is not reloaded, and dialogs will differ slightly.

**Note:** The TapeStation Controller software will not be able to communicate with this TapeStation instrument until the entire firmware update has been completed.

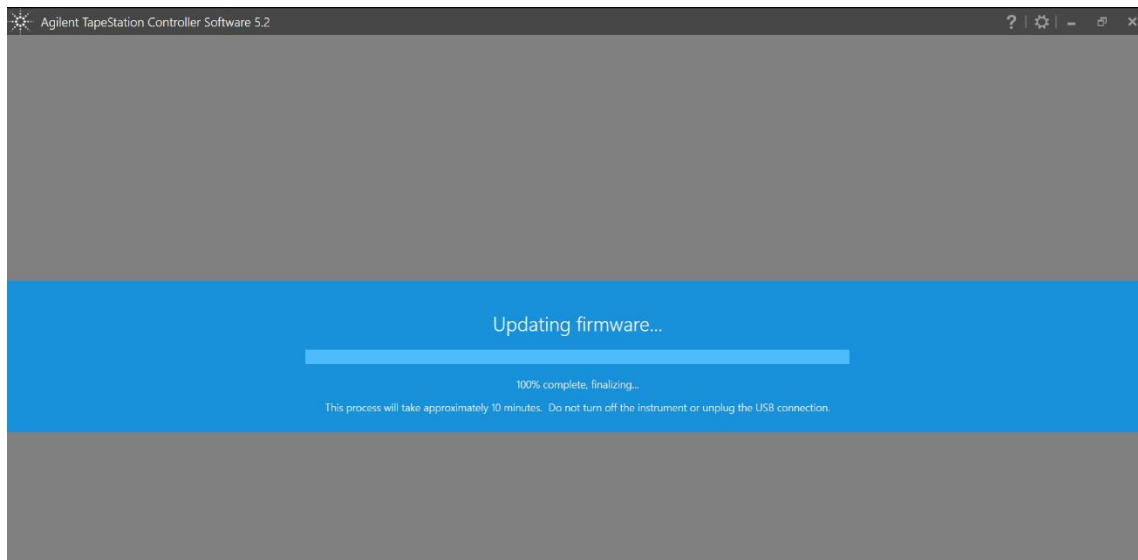
1. Click on 'Update' to start the firmware update:



2. The instrument will start to have a higher sound emission from the fan as the connection is established and firmware is loaded:



3. Do not disturb the download process as the instrument will not be operable until this is finalized:



4. Allow the firmware download to finalize. The standard TapeStation Controller software user interface will become accessible automatically.

**Note:** Relevant for the 4200 TapeStation instrument only: After a firmware upgrade from revision 'A.02.01' to Rev 5.2, a subsequent needle change with a new needle cartridge (P/N 5067-5783) is required to ensure full performance. Upgrading from other revisions does not require this needle change procedure.

## 6. Getting Help

### 6.1 Using Offline Help

The TapeStation Information Center (TIC) with full information on instrument and software functionality, along with user documentation and troubleshooting advice, is accessible from the shortcut on the desktop, the links within the F1 help or the links within the TapeStation software. The TIC can be reached by clicking on the button labelled 'TapeStation Information Center' in the TapeStation Analysis software Help menu (found in the 'File' menu), or from the 'Tools' (cog wheel) drop down in the TapeStation Controller software.

In addition, the Agilent TapeStation software's online Help system is compatible with the Windows Help subsystems. To access the Online Help, press 'F1', or click on the question mark on any TapeStation Analysis software screen. Help can also be accessed from the TapeStation Analysis software 'File' menu, by selecting 'Help'.

**Note:** Tailor the TIC to display content for the 4150 (G2992A) and/or 4200 (G2991A/G2991B) TapeStation instruments by clicking on 'Filter' tab and check the desired box. Additionally, crucial information on what is needed to operate and maintain the instrument can be displayed in the local language. TIC is launched in your browser and will be displayed in the language set in your browser's preferences, provided that language is supported by TIC. If your browser's language is not supported, TIC will default to English (US). To change the language within TIC, click on the language displayed in the top left corner of the TIC page.

### 6.2 Getting Support

Agilent Technologies is committed to providing a reliable, high-quality product that is easy to use.

Documentation:

For in-depth Agilent TapeStation system information, refer to the TapeStation Information Center or the respective System Manual supplied electronically with your TapeStation software package and available online through [www.agilent.com/genomics/tapestation](http://www.agilent.com/genomics/tapestation).

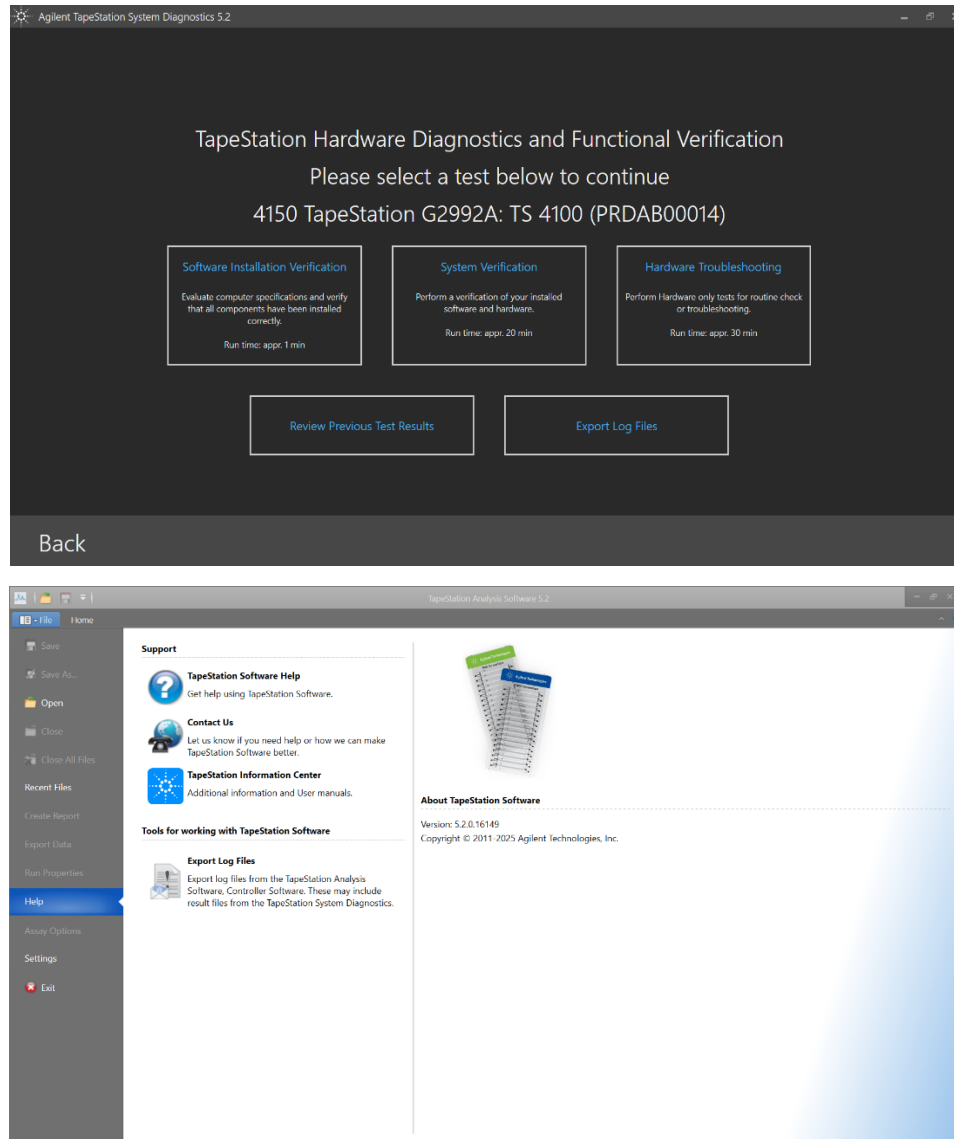
Customer Support Team:

Please contact your local Agilent Technologies Customer Care Center to get support on Agilent TapeStation questions. For contact details please visit the following web page: [www.agilent.com/chem/contactus](http://www.agilent.com/chem/contactus).

In any communication with the Agilent TapeStation support team regarding a problem with the Agilent TapeStation system, please clearly state the following:

1. Your name, address, e-mail address and telephone number
2. The product name, the version number, and the serial number of your instrument.

3. Assumed hardware issues: run the System Verification from the System Diagnostics. Results of tests will be automatically included in a Log File, see below.
4. Assumed application issues: Describe source, preparation and expected result of the samples. Send the data file, reagent and ScreenTape lot information. This is best supplemented by the Log File.



Diagnostic information for remote support is generated using the System Diagnostics test suites from the Agilent TapeStation Controller > Cog wheel > System Diagnostics > Run Tests > System Verification. You can collect the Log Files with 'Export Log Files' from within the System Diagnostics dialog of the Controller software, or from the File > Help menu of the TapeStation Analysis software. See also 'Collecting troubleshooting information' in the user documentation.

Log files contain internal communication log files generated by your TapeStation system, diagnostic information and result files from System Diagnostics. This set is provided as a .zip file on the

desktop to be sent out to Agilent technical support experts. Be aware that this package does not include data files, experimental information or sample information. To describe an application issue completely, you need to collect and compile this information in addition.

## 7. Known Problems or Limitations

1. Known problems in the software product are listed in a Software Status Bulletin (SSB) document, available at [Agilent.com](http://Agilent.com). The SSB is derived from known problem reports, which result from user problems that have been classified as documentation problems or software defects.
2. The setup fails with the message "Fatal error during installation" if the operating system version is below 21H1 (build version 19044), or if the Windows account name includes a space or does not have administrative rights.
3. In case all Windows accounts representing System Administrators are removed from the laptop or from the Windows Active Directory, the entire TapeStation software Security Module will become unusable and cannot be recovered.
4. In case multiple users were logged on to a system, only the diagnostic test data of the currently logged on user is collected. Hence, diagnostic test data of other users will be missing in the exported log zip file.
5. TapeStation installer can be downloaded from the Agilent website. Occasionally truncated downloads were reported. Please see the file size information noted on the download page and confirm the size of an actual download. Optionally, verify the integrity of the setup file by comparing the SHA1 or MD5 hash checksums (see section 4.7).
6. 4200 TapeStation instruments with a serial number greater than DEDAA03000 require a TapeStation software revision 3.1.1 or higher for technical reasons. With lower software revisions, a permanent camera connection error will happen (camera driver). Older 4200 TapeStation instruments with a serial number below DEDAA03000 might come with documentation or are labelled to also require software revision 3.1.1 or higher for the same reason.
7. In case the new pierce needle was exchanged but the automated calibration fails, the system shows messages which help to correcting this. These messages and corrective action cannot be bypassed and need to be addressed prior to the next analysis.
8. For computers that do not have an original US English Operating system (the base language) the test item System Default Language might fail. This happens although the US-English language pack is installed, and number formatting is set to the correct status. The failure indicates an untested condition with regards to the anticipated setup conditions under which the product was verified and validated to meet their functional and performance specifications, and release criteria before shipment. See 3.1.2 for comments on non-US English operating systems.



9. No file or only a partial file was created for some TapeStation systems with wrong language and number format settings on laptop. Please see section 3.1.2 Operating System requirements for mandatory settings for decimal symbol, the digit grouping symbol, and the list separator.
10. Opening hardware diagnostic files (\*.lrs, residing in ... \Documents\Agilent \TapeStation Data\Diagnostic Files) by double clicking might be hampered when using the TapeStation software for the first time after its installation. Please start each part of the software once after installation. This step finalizes the installation from the operating system and enables all functionalities.
11. Agilent Technologies recommends users not to install additional software applications onto laptops containing the TapeStation Controller software. The standard 2100 Expert software is supported for co-existence on the same PC for data analysis but not supported for co-execution of data acquisition. Co-installation of TapeStation software A.02.02 SR1 or earlier for 2200 instrument control is not possible.
12. The Microsoft .NET framework can become corrupted during installation or uninstallation of Agilent 2100 Expert Software, leading to a specific malfunction during the start of the TapeStation Controller or Analysis software occurs  
E.g. The 2100 Expert software with security pack installed is generally not supported for co-existence on the same PC. In such a case, even uninstallation of the security pack is not sufficient. If a PC with this software is rededicated to be used with TapeStation software a reimaging of the entire system is required. For administrators and IT experts, the following work-around might be applied:
  - 1.) Copy the 'machine.config' from the first directory  
[C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Config]
  - 2.) Remove and backup elsewhere the 'machine.config' file from the second directory  
[C:\Windows\Microsoft.NET\Framework\v4.0.30319\Config]
  - 3.) Replace the 'machine.config' in the second folder by a copy from the first directory.
13. The use of other USB devices whilst using the TapeStation instrument is limited to devices of the class 03h (Human interface device (HID)), such as printers, keyboards or mice. Any other USB devices should not be plugged into the laptop while the TapeStation instrument is running. The imaging module in the TapeStation system is a high-resolution device that can utilize the entire bandwidth of the USB link whilst imaging. Use of other USB devices at the same time can cause timing issues with the imaging module that will lead to failed data acquisition or loss of camera connection.
14. The use of USB hubs, docking stations or converters from USB Type C or any micro-USB type to USB B is not supported and is partially known to cause instrument communication issues.
15. It is recommended to occasionally turn off the TapeStation instrument and reboot the laptop as a general precaution to prevent unexpected behavior. Beyond clearing the laptops RAM and buffers, a full shutdown of the system during prolonged idle time slows the wear of the components, such as the cooling fan and the hard disk.

16. To the best of our knowledge, the built-in anti-virus capabilities of Windows 10 and Windows 11 do not affect the TapeStation software functionality. Any TapeStation executable comes with a trusted code signing certificate to prevent false positive detection by antivirus software. Sporadically, users report certain antivirus software (e.g. Avast Antivirus) are triggered by the TapeStation Controller or Analysis software. As a consequence, the TapeStation Analysis software might be unable to launch automatically after a run.
17. Installation of the IDS software suites, like uEye Cockpit studio or IDS Camera Manager, are known to cause issues.
18. During the start of the software, the presence of the correct camera driver of a specific revision is checked. A relevant error with instructions is given by the TapeStation Controller software. Reinstall the TapeStation software and ensure that the instrument and any other external camera are disconnected. This error message and its corrective action cannot be bypassed.
19. Software package management tools can cause compatibility issues. They are supported on best efforts base only.
20. The installation of TapeStation software to virtual machines or emulated operating systems is not supported.
21. The use of remote desktop application is not supported. For certain applications issues were reported.
22. Leave at least one LAN adapter enabled on the laptop, otherwise the TapeStation Controller software stops runs prematurely. LAN associated MAC values are required for internal references.
23. For safety, ensure that all data files are stored in a local folder. Network connection can be lost or fluctuating during file export, resulting in data loss. Saving data to cloud storage locations is not supported.
24. Avoid switching users or logging off the user account in Windows while the TapeStation software is turned on. Logging off will terminate the application and cause potential data loss. It is recommended to either use a single universal account for the analysis or always log off after running the TapeStation software.
25. Laptops with operating system Windows 7 might have outdated .NET framework versions which prevents the Software from starting. The required version is requested though a popup window. Please update online or download an offline installer for this component.  
Note: Windows 7 is not supported any longer.
26. If you encounter problems whilst installing or upgrading the TapeStation software package, please remove existing TapeStation software installations. If this does not resolve the installation issues, please use the tool contained in the link below:  
[http://support.microsoft.com/mats/Program\\_Install\\_and\\_Uninstall/](http://support.microsoft.com/mats/Program_Install_and_Uninstall/)
27. The TapeStation software is tested with a screen DPI of 100% to 200%. If the screen DPI is set any higher, problems with images can arise. For example, problems are assumed to manifest in the report printing.

28. Running the TapeStation software with power saving settings enabled can negatively affect the communication of instrument and the connected laptop. It is recommended to use High Performance Power Plan settings, which are enabled by default in bundled laptops.
29. Running the software Installation Verification tests within the System Diagnostics while the laptop is running on battery can cause the 'CPU Information' test to fail. Re-executing this test with a power cable plugged in will yield a passed test.
30. Occasionally, the TapeStation Controller software shows errors at its start-up and while connecting to the 4200 TapeStation instrument. These errors are often related to USB connection issues of the camera inside the instrument to the USB-system of the laptop. Revert USB-ports to be exclusively of 'legacy type' (USB 2).
31. Authentication through an Azure Active Directory account is not possible in the TapeStation Security Module software.
32. TapeStation Security Module rev. 5.2 will not be operable on G1 model laptops, including the previous G1 bundled laptop (Intel® Core™ i5-4300U 2.60GHz, HD Graphics 460).
33. On Windows 10 systems, the TapeStation Analysis Software (Security Module edition) may encounter errors when attempting to import files from the default Documents directory. To resolve this issue, it is necessary to reconfigure the project directory path within the Administration Software. Specifically, project directories should be redirected to an alternative local path that is not the Documents folder itself, although subfolders within Documents can be used.

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Again, thank you for your business. We look forward to supporting all of your laboratory needs.

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