

## Agilent CrossLab Start Up Services

# Agilent WinGPC Software Site Preparation Checklist

Thank you for purchasing software from **Agilent Technologies**. CrossLab Start Up is focused on helping customers shorten the time it takes to start realizing the full value of their instrument system investment.

Correct site preparation is the key first step in ensuring that your instruments and software systems operate reliably over an extended lifetime. This document is an **information guide and checklist** prepared for you that outlines the software requirements for the system set up in your lab.

# Introduction

## Customer Information

- If you have questions or problems in providing anything described as part of Customer Responsibilities below, please contact your local Agilent or partner support / service organization for assistance prior to delivery. In addition, Agilent and/or its partners reserve the right to reschedule the installation dependent upon the readiness of your laboratory.
- Should your site not be ready for whatever reasons, please contact Agilent as soon as possible to re-schedule any services that have been purchased.
- Other optional services such as additional training, operational qualification (OQ) and consultation for user-specific applications may also be provided at the time of installation when ordered with the system but should be contracted separately.

## Customer Responsibilities

Ensure that your site meets the following specifications before the installation date. For details, see specific sections within this checklist, including:

- The **computing environment** and the necessary space is made available.
- The number and location of **electrical outlets** for your computer systems and peripherals are planned.
- Your site meets the **software, hardware, and networking specifications** described later in this document.
- Locate your **sales order information**, software authorization codes, and/or software licenses/certificates.
- Check for Hotfix, Microsoft updates, and patch compatibility appropriate for the customer's system. **Critical Note: Current Microsoft updates and Windows version must be installed in the customer provided PC before installation can begin.**
- The necessary **software media**, disks etc. are available including upgrade/update disks.
- That a suitable **backup solution** is identified for your software.
- If Agilent is delivering **Installation and Introduction services**, users of the instrument system should be present throughout these services. Otherwise, they will miss important operational, maintenance, and safety information.
- Availability of a **system/network administrator** as needed to connect to your intranet.
- Please consult the **Special Requirements** section for other product-specific information.

## Important Customer Web Links

- To access Agilent training and education, visit <https://www.agilent.com/chem/training> to learn about training options, which include online, classroom and onsite delivery. A training specialist can work directly with you to help determine your best options.
- To access the **Agilent Resource Center** web page, visit <https://www.agilent.com/en-us/agilentresources>. The following information topics are available:
  - Sample Prep and Containment
  - Chemical Standards
  - Analysis
  - Service and Support
  - Application Workflows
- The **Agilent Community** is an excellent place to get answers, collaborate with others about applications and Agilent products, and find in-depth documents and videos relevant to Agilent technologies. Visit <https://community.agilent.com/welcome>
- Videos about specific preparation requirements for your instrument can be found by searching the **Agilent YouTube** channel at <https://www.youtube.com/user/agilent>
- **Need to place a service call?**  
<https://www.agilent.com/en/promotions/flexible-repair-options>
- Information about Agilent WinGPC Software is available at <https://www.agilent.com/en/product/liquid-chromatography/hplc-ce-software/application-specific-software/wingpc-software>

## Site Preparation

- If you have purchased a system including hardware instrumentation, refer to the instrument Site Preparation Checklist for requirements regarding laboratory bench space requirements.
- Upgrade system to the latest MS Windows Service Pack.
- Please ask your IT department or administrator for further assistance.

### Computer Software Specifications for Workstations (G7890AA/AB)

Software Specification Description	Minimum	Recommended (if applicable)	Comments
Operating system name, version	Microsoft Windows 10 or 11 Professional & Enterprise (64 bit). Updated to latest Windows patches		
O/S .NET and other add-ons	.NET Framework 3.5 SP1 and 4.7.2	.NET Framework 3.5 SP1 and 4.7.2	.NET Framework 3.5 SP1 and 4.7.2 required for ChromPilot & Compliance Pack Disable energy saving options in BIOS, O/S, USB host, network adapter.
Language settings/compatibility	English US, UK	English US, UK	
Regional settings/compatibility	N/A	N/A	
Account settings/privileges	Full admin rights		required for WinGPC Software installation
Specific drivers	N/A		

Windows 10 updates:

with Windows 10 Microsoft offers uncontrolled operating systems feature updates (instead of pre-reviewed Service Packs as with earlier Windows releases) which neither Agilent can pre-test nor WinGPC can handle pro-actively. Therefore, it might happen that Microsoft updates will interfere with WinGPC features and/or performance. We kindly request to report such observations to the Agilent's support team. Only the LTSC (Long Term Servicing Channel) of Windows 10 offers sufficient ownership to end-users to control the feature and security updates of the operating system.

Background information:

Source: <https://technet.microsoft.com/enus/itpro/windows/manage/waas-overview>

## Computer Hardware Specifications for Workstations (G7890AA/AB)

Hardware Specification Description	Minimum	Recommended (if applicable)	Comments
Processor type and speed	Quad Core (3.0 GHz)		
Memory	8 GB	16 GB	
Internal storage/peripherals/media	512 GB	1 TB	required if data stored on the local PC and for multi instrument versions
External storage/peripherals /media	N/A	N/A	data can be stored on networked drive(s)
Video peripherals	19" (1600 x 1024 px)		
Audio peripherals	N/A		
Printing peripherals	N/A		a default printer needs to be selected (PDF allowed)
Pointing peripherals	Microsoft compatible mouse		
Additional Devices/ports	Minimum 2 USB ports.	2 USB ports +	USB dongle + USB installation medium; additional ports might be required depending on instruments to be connected

## Computer Software Specifications for WinGPC Server (G7890AC/AD)

Software Specification Description	Minimum	Recommended (if applicable)	Comments
Operating system name, version	Windows Server 2016 or Windows Server 2022		User CALS for each concurrent user required; RDS enabled
O/S .NET and other add-ons	.NET Framework 3.5 SP1 and 4.7.2	.NET Framework 3.5 SP1 and 4.7.2	.NET Framework 3.5 SP1 and 4.7.2 required for ChromPilot & Compliance Pack Disable energy saving options in BIOS, O/S, USB host, network adapter.
Language settings/compatibility	English US, UK	English US, UK	
Regional settings/compatibility	N/A	N/A	
Account settings/privileges	Full admin rights		Required for WinGPC Software installation
Specific drivers	N/A		

## Computer Hardware Specifications for WinGPC Server (G7890AC/AD)

Hardware Specification Description	Minimum	Recommended (if applicable)	Comments
Processor type and speed	Dual Intel Xeon quad-core, 2.4 GHz or better		more than 4 concurrent users: add 2 cores/user
Memory	128 GB ECC		more than 4 concurrent users: add 16 GB/user
Internal storage/peripherals/media	512 GB	Raid 1	additional storage for data depending on data volume
External storage/peripherals /media	N/A	N/A	data can be stored on networked drive(s)
Video peripherals	19", (1600 x 1024 px)		
Audio peripherals	N/A		
Printing peripherals	N/A		a default printer needs to be selected (PDF allowed)
Pointing peripherals	Microsoft compatible mouse		
Additional Devices/ports	Minimum 2 USB ports	2 USB ports +	

## Networking Specifications

Network Specification Description	Minimum	Recommended (if applicable)	Comments
Network type, bandwidth, speed, protocol etc.	1 Ethernet LAN port	2 LAN ports	e.g. Inter-/Intranet + GPC/SEC instrument
Additional network or instrument communication card requirements	1 port per instrument		LAN switch possible if multiple connections necessary (e.g. several devices with individual LAN connections)

## Special Requirements

### User Privileges:

All WinGPC users need modify rights for the program folder (including subfolders), the WinGPC cache folder (C:\winpgc\_8#1) and all user created folders which contain WinGPC related files (projects, calibrations, methods, etc.). WinGPC Server Editions will generate the winpgc\_8#1 folder within the user profile.

### Fast User Switching:

This feature must be disabled as some USB devices will only communicate to the first user who connected this device.

### Energy Saving Settings:

Disable energy saving options in the computer BIOS, the operating system and make sure that the USB controller and/or network adapter cannot go to sleep mode automatically.

In case of laptop computers please ensure that a lid closure will not send the computer to standby or in hibernation mode.

### Windows Defender/other Anti-Malware Software:

The WinGPC setup software excludes the program folder and a WinGPC cache folder (C:\winpgc\_8#1) from Windows Defender monitoring. This is important as the Windows Defender prevents proper software operation.

If any other Anti-Malware Software is installed, make sure to exclude the WinGPC program folder and the cache folder (C:\winpgc\_8#1) from monitoring. On Client/Server installations a winpgc\_8#1 is generated in the user profile.

### Time Servers:

Please ensure that time servers do not change the local PC time during real time data capture. Otherwise, correct data acquisition is not possible (chromatography time base changes during data acquisition) and WinGPC data file stamps might cause mis-align of real time. If the IT policies require a local PC time update, we recommend doing it only at boot time

### Virtualization:

Installation on a virtual machine is possible if WinGPC specifications are met. Note that the USB dongle has to be recognized (e.g. via a USB to LAN adapter).

### Data Safe (G7890AB, G7890AD)

## Special Requirements (G7890AB and G7890AD)

WinGPC Data Safe will contain WinGPC project data (GPC measurements). The location (Data Safe folder) will be read and write protected for all users from outside of the WinGPC application, thus manipulation/deletion of GPC data is not possible.

### Important Information

Please note that a domain administrator might be needed to generate the required account. Depending on the IT infrastructure, generating the account might take longer than a request for a local installation.

If you have problems in providing any of the following, please contact Agilent for assistance. Support for user-specific applications may be provided but should be contracted separately.

### Installation Requirements

- Full (domain) administrator privileges required for software installation.
- For WinGPC Workstation or client/server installations apply specific installation requirements (see separate documents).
- Administrator account with user name "administrator" required to generate the WinGPC Software administration database for initial installation of the Agilent WinGPC Software Compliance Edition.
- Dedicated (network) path required for Data Safe creation. Mapping must be available, UNC path is not sufficient.
- If the Data Safe shall be located on a network drive, creation of a special user account required before installation. Prerequisites:
  - Special user must be a domain user.
  - Special user needs read and write access to the folder and share containing the Data Safe.
  - Special user password will be changed during activation of Data Safe. Password changes must be allowed. As there might be a restriction after user creation, recommendation is to create the account minimum 1 day in advance.
  - Data Safe location must be part of the domain.
  - The executing PC must be part of the domain (not the domain controller).
- Agilent representative is provided with the user credentials (user name, password) of the special user account.
- Agilent representative is provided with the exact path information (UNC and mapping) for the Data Safe.

### Background

The Agilent WinGPC application uses the special user account to get access to the Data Safe. During the creation of the Data Safe, a new secure 64-digit password for the special user is generated automatically and only known to the Agilent WinGPC application. The special user will get the ownership of the Data Safe and only the WinGPC application will have full access to the Data Safe. The Windows Backup user group will have read rights to ensure that a backup is possible.

## Service Engineer Review (Optional)

### Service Engineer Review (Optional)

If the Service Engineer completed a review of the Site Preparation requirements with the customer, the Service Engineer should complete the following Comments section.

If there are any specific points that should be noted as part of performing the service review or other items of interest for the customer, please write in this box.

## Site Preparation Verification

Service Request Number:

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Date of Review:

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Service Engineer Name:

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Customer Name:

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Service Engineer Signature:

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