

Agilent CrossLab Start Up Services

Agilent OpenLab Shared Services Server v2.8 Feature Pack 01 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 installation packages** are available for use at the time of installation.
- 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.
- Complete Final Check: Run the System Preparation Tool. Access the OpenLab CDS v3.0 installation media and run the SystemPreparationTool.exe under \Setup\Tools\SPT to complete the final check.

This System Preparation Tool (SPT) checks and applies Windows settings on your machine. The majority of the steps are automated by the tool. Applying these settings helps avoid issues during the installation and use of the product. Please read the System Preparation Tool Report and manually make the mandatory and recommended adjustments that are outlined in the report.

- Please refer to the Configuring OpenLab CDS with OpenLab ECM Requirements Guide (**CDS_configure-with-ECM_en.pdf**) and the OpenLab Server and ECM XT Hardware and Software Requirements Guide (**openlab-server-ecmxt-v2.8-requirements-en.pdf**) for additional information.

Important Customer Web Links

- To access Agilent training and education, visit <http://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?** [Flexible Repair Options | Agilent](#)

- To access the **Agilent Software Service Desk**, visit <https://servicedesk.li.agilent.com/support>. Only users with an active Software Maintenance Agreement (SMA) will be able to submit support requests and check the status of those requests.
- To access **Agilent SubscribeNet**, visit <https://agilent.subscribenet.com>. SubscribeNet is an online software and license delivery, update, and management service that provides you easy access to the latest versions of your software and licenses.
- OpenLab CDS 3.0 and other client applications use **Agilent Electronic Licensing**, allowing all licensing entitlements to be viewed and managed through the Licenses & Agreements page of your **Agilent Online Account**. You can access your **Agilent Online Account** by visiting <https://www.agilent.com>, logging in with your account credentials, expanding your account dropdown, and selecting the "Dashboard" option. Software installation media and updates can be downloaded by following the "Download/Activate software" link for the associated Entitlement.
- Links to the Software Status Bulletin (SSB) and Software Release Bulletin (SRB) are in the Software Bulletins.pdf located under Setup\Tools\Support\History on the installation media.
- The full OpenLab Help & Learning system with most current Help and Resources is available via <https://openlab.help.agilent.com>. The Online version features localized User Manuals.

Site Preparation

Software Specifications for Servers

Special notes

- Please refer to the Configuring OpenLab CDS with OpenLab ECM Guide (**CDS_configure-with-ECM_en.pdf**) and the OpenLab Server and ECM XT Hardware and Software Requirements Guide (**openlab-server-ecmxt-v2.8-requirements-en.pdf**) for additional information on the following:
 - Licensing
 - Virtual machines
 - Language compatibility

Software Specification Description	Comments
Operating system	Windows Server 2025 Standard and Datacenter Edition Windows Server 2022 Standard and Datacenter Edition Windows Server 2019 Standard and Datacenter Edition
Databases	MS SQL Server 2025 (64-bit) MS SQL Server 2022 (64-bit) MS SQL Server 2019 (64-bit) PostgreSQL Server 15.x (64-bit)
Internet browsers	For accessing ECM 3.x only Internet Explorer 11 or Classic Client is supported

Computer Hardware Specifications for Servers

Special notes

- Recommended Hardware for an OpenLab Shared Services Server system.
- Agilent recommends a server dedicated to OpenLab Shared Services Server as the host machine.

Hardware Specification Description	Comments
Processor type and speed	Intel® Xeon E3, 3.2 GHz, 8 MB SmartCache, 4 Core, Hyper Threading; Intel® vPro™ Technology, or equivalent
Memory	8 GB if using an external database 16 GB if hosting the database locally
Disk (OS and software)	100 GB if using an external database 500 GB if hosting the database locally
Network	100/1000 mbps

Networking Specifications

Network Specification Description	Comments
Network type, bandwidth, speed, protocol etc.	Internet Protocol Version 4 (TCP/IPv4) only <i>Internet Protocol Version 6 (TCP/IPv6) is not supported</i>
IP Address	Static or DHCP Reservation

ECM 3.x Compatibility

OpenLab Shared Services Server v3.8 (installed using the OpenLab ECM XT 2.8 FP01 media) is compatible with the following ECM 3.x system:

☐ ECM 3.6

Service Engineer Review (Optional)

Service Engineer Comments

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

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:

Date of Review:

Service Engineer Name:

Customer Name:

Service Engineer Signature:

Total number of pages in this document: