

## Agilent CrossLab Start Up Services

# Agilent Drivers for Waters Empower 4.2 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.

**NOTE**

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# Introduction

## Customer Information

- The Agilent ICF Support Layer for Waters CDS (WICF) is an instrument control application for the Agilent instrument portfolio running in Waters CDS and included in the Agilent Drivers for Waters Empower package.
- This document covers the Site Preparation to prepare for the WICF installation and/or to connect Agilent instrumentation into an existing Empower environment. The Waters CDS must be installed and functional before applying the Site Preparation for WICF.
- 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, functional verification 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.
- Waters is responsible for the Waters CDS deployment. Agilent is responsible for the WICF development and deployment.
- To use WICF in an Empower Enterprise environment, it must be installed on every LAC/E and client (or Terminal/Citrix server) interacting with the Agilent instrument, its methods, and results. WICF must not be installed on database servers or controllers with no Agilent instrument connection or interaction. For incremental upgrade scenarios the interoperability between different WICF and specific Waters ICF Support Layer versions is possible. More details are stated in the WICF Release Notes.
- WICF is compatible with Windows Terminal Server/Citrix environments. The Installation & Configuration Guide on the installation media of your WICF package contains installation instructions for the server deployment and instructions for silent installation mode for WICF. Please note and acknowledge:
  - The deployment of WICF to Waters CDS operated in Windows Terminal Server or Citrix backend requires administrative privileges and system oversight by the responsible system owner/IT function in your organization.
  - The standard scope of Agilent installation services does **not** include the deployment of WICF in Windows Terminal Server/Citrix configurations. Terminal Server/Citrix deployments are potentially accessed by many users and multiple

sites in your operation. The deployment activities must be well coordinated with the responsible system owner/IT function at your site to avoid disruption of your operation.

- If your organization requires the installation and configuration of Agilent WICF under Terminal Server/Citrix, please consult with your Agilent representative to plan the installation and to ensure the required resources are available.

## 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.
- 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.
- Ensure that Waters Empower CDS is properly licensed with **ICLs and System Licenses** to configure and startup Agilent instrumentation.
- If purchased, locate, and activate the paper-based Waters Instrument Control License (ICL) via the Waters Licensing Wizard.
- If Agilent delivers only Connection or Introduction services, the Installation of WICF including a passed Software Verification must be performed upfront, according to the product specific installation guide.
- Ensure to provide the following information at the time of installation/configuration to the service engineer.
  - Fixed IP address for the instrument (used for instrument configuration).
  - IP address and access to the instrument controller that will be connected to the instrument.
  - Planned Access Control Privileges for the system (used during system set up).
- The necessary **software media** are available.
- That a suitable **backup solution** is identified for your software.
- If Agilent delivers **Installation, Instrument Connection or 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 and to perform installation tasks on a server environment (for example, Citrix).
- Availability of an **Empower administrator** having the privileges to connect and configure instruments.
- [Upgrades only] Ensure that the Waters ICF Support Layer 2.X, 3.X and the included components are correctly uninstalled before the installation of WICF.
- Ensure that your Agilent modules are supported by WICF and match the **minimum Firmware requirements** as well as the capacity recommendation documented in the WICF Release Notes. If Firmware updates are necessary, please contact your Agilent sales or service representative upfront.

## 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
- To find more information on Agilent Drivers for Waters Empower (for example, Release Notes, Brochures, Technical Notes, etc.) please visit <https://www.agilent.com/chem/ade>
- 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](#)
- Links to the **Software Status Bulletin (SSB)** and the **Software Release Bulletin (SRB)** are located under User Documentation on the WICF installation media.

## Software Specifications for Workstations, LAC/Es, and Clients

### Special notes

- If you have purchased hardware instrumentation in addition to the software, refer to the instrument Site Preparation Checklist for requirements regarding laboratory bench space requirements.
- The following Software Specifications apply to WICF 4.2.

Software Specification Description	Minimum	Recommended (if applicable)	Comments
<b>Operating system name, version</b>	Windows 10 Windows 11 Windows Server 2016 Windows Server 2019 Windows Server 2022		
<b>Chromatographic Data System (CDS)</b>	Waters Empower 3 FR4	until Waters Empower 3.9.0	
<b>O/S .NET and other add-ons</b>	.NET 4.8 or higher		For ELSD driver 1.8, Microsoft .NET 3.5 must be activated in addition.
<b>Language settings/compatibility</b>	English, Japanese, and Chinese (simplified)		
<b>Regional settings/compatibility</b>	See Empower specifications		
<b>Account settings/privileges</b>	Local administrator privilege required for installation		Administrative Empower privileges required for instrument connection.
<b>Software Verification Tool</b>		6.3.4.1	

## Computer Hardware Specifications for Workstations, Clients and Servers

### Special notes

- For Computer Hardware Specifications, please refer to the Waters specifications for the Waters CDS.

## Networking Specifications

### Special notes

- The Network considerations below only cover the communication between controller and instrument. For Network Specifications within the Empower environment, for example, Client or database, refer to the Waters documentation.
- Only Ethernet connection between the instrument controller and the instrument is supported. The exception is SFC instruments which use serial connections. To connect an instrument controller to an instrument, follow these guidelines:
  - Connect via an isolated switch using standard CAT-5 network cabling.
  - LAN communication hardware should be 100/1000 mbps (or higher) speed capable.
  - LAN communication must be on the same subnet as instruments, and preferably on the same segment.
  - NIC teaming/bridging: It is recommended that Network Interface Cards (NICs) connected to instruments should not be configured for teaming or bridging.

Network Specification Description	Supported
<b>Network type, bandwidth, speed, protocol etc.</b>	Internet Protocol Version 4 (TCP/IPv4) only Internet Protocol Version 6 (TCP/IPv6) must be deactivated
<b>Additional network or instrument communication card requirements</b>	Static or DHCP Reservation

### Special Requirements

- Please refer to the Release Notes on the installation media for supported hardware, software, instruments, and firmware requirements.
- If a firewall is in use other than Windows Defender, ensure that all required ports can be used by the Agilent drivers. For details, see the firewall section in the WICF Installation & Configuration Guide on the installation media.
- Compliance recommendation: If the lab is in a regulated environment, we recommend following the customer's standard operating procedures (SOP). The known and resolved Issues are listed in the Release Notes. Together with the Software Verification Tool, the Software Status and Release Bulletins, this may assist the customer to determine if any qualification tasks are required.

- Agilent offers the (re-)qualification of the hardware or the functional verification of the WICF driver installation/upgrade as an additional charged service. Please contact your Agilent sales representative for more information.

## 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: