Notices

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Manual Part Number
G4890-90002

Edition
Revision B0, June 2014
Agilent Technologies, Inc.
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This chapter shows you how to install SureCall on computers running the Windows 7 Enterprise or Windows 7 Professional operating system.
Installing SureCall 2.1 – Windows

SureCall consists of two parts: a PostgreSQL database server and the client software. Once you have installed the database server and client software on one computer, you can install additional copies of the client software on client computers that have network access to the database computer.

This section includes detailed instructions and important notes for installing SureCall 2.1.

Step 1. Prepare for installation

a. Download the software and release notes

2. Click Download Software.
3. Click the Download link for the Windows version of the software.
4. Select Save File to save the installer on your computer. (This file is a large file. Depending on your internet connection speed, the download can take a long time.)
5. Browse to a location where you want to save the installer program, and then click Save. (Do not start the installation at this time.)
7. Click Save As.
8. Browse to a location where you want to save the release notes.
9. Click Save.

b. Check system requirements before you start

Check to make sure that your computer systems meet the following requirements. All client installations point to the computer on which the server software is installed. See Table 1 for minimum requirements. See Table 2 for recommended requirements.
c. Set up permissions for installer and users

- Make sure that the user account used to install the SureCall 2.1 software has administrator permissions on the installation computer.
- Make sure that every user account running the SureCall 2.1 software has read/write permissions in the computer where the client software is installed. In addition, users must have read/write permissions in the installation folder of the computer where the database server is installed.
The way you set permissions varies between operating systems. Contact your network administrator for help in checking or changing user account permissions. If the correct user account permissions are not set correctly, the software will fail to install or run properly.

d. Adjust user account settings

Change the User Account Control settings from the default setting to “Never Notify.”

1. Go to Control Panel.
2. Click User Accounts.
3. Click Change User Account Control setting.
4. Change the setting to “Never Notify” and click OK.
5. Restart the machine.

Step 2. Install the database server and client on a single computer

Only one copy of the server software is installed. To run the client software, the database server must be installed. The client is the program you run when you want to use SureCall. You can run the client program on the same computer as the server, or from any other computer with the client program installed. After installation, the database server software runs silently in the background and manages the shared database for all SureCall 2.1 users. All client computers must have network access to the server computer and users must have read/write permissions.

1. Log on to the computer where you want to install SureCall 2.1 server. Use an account that has administrator permissions.
2. Locate the installation program you downloaded in Step 1, “a. Download the software and release notes” on page 8. Double-click the Agilent SureCall 2.1.XX.exe file to start the installation wizard. The following message is displayed.
The installation wizard starts.

Figure 1  InstallAnywhere dialog box - preparing to install

Figure 2  Introduction screen for the installation wizard – Windows

3 Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.
4 Click Next.

The License Agreement screen opens.
1 SureCall Installation Instructions for Windows
Installing SureCall 2.1 – Windows

Figure 3  License Agreement screen – Windows

5 Read the license agreement. Select I accept the terms of the License Agreement and then click Next. (Click Previous to review information in a previous section.)
The Choose Install Set screen opens.
Figure 4  Choose Install Set screen – Windows

6 Click the icon next to **Standalone** to install both the database server and client software on this computer.

7 Click **Next**.

The Enter Administrator Details screen opens.
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Figure 5 Enter Administrator Details screen – Windows

The domain and user name of the person currently logged on to the computer appear in the User Account field. If this account is not the administrator for the SureCall 2.1 software, type the correct user, using the one of the formats shown below.

For domain user: DOMAIN\username
For local machine: MACHINENAME\username

9 Click Next.

The Configure Proxy Settings screen opens.
If your institution requires you to connect to the internet through a proxy server, enter the information for the proxy server in the fields on the Configure Proxy Settings screen. Contact your network administrator to obtain the necessary information.

11 Click **Next**.

The Data Download Option screen opens.
12 By default, SureCall will download and install the required reference and annotation data from Amazon Cloud storage immediately after you complete SureCall installation. If you prefer for SureCall to download and install the required data from a local storage folder or a storage folder saved to an external USB drive, enter the file path of that folder in the Provide Data Location field. You can type the file path directly into the field or click Choose to browse to the storage folder.

Leave the Provide Data Location field blank if you want SureCall to download the required data from Amazon Cloud storage.

If you received an external USB drive from Agilent containing the reference and annotation data, plug in the USB drive to your computer and enter the file path of the drive into the Provide Data Location field.

13 Click Next.

The Choose Install Folder screen opens.
By default, the program is installed in:

C:\agilent\Agilent_SureCall_2.1.XX (where XX is the revision number).

If you prefer to install the program in a different location, enter the file path of the desired folder into the provided field. You can type the file path directly into the field or click **Choose** to browse to the desired folder.

If you want to install SureCall in the default location, leave the default file path in the field.

**NOTE**

The installation program folder must not be in the C:\Program Files folder due to permissions settings within Windows 7.

15 Click **Next**.

The Choose Shortcut Folder screen opens.
By default, program icons are installed in the Agilent_SureCall_2.1.XX program group on your computer (where XX is the revision number). To select another location for the program icons, select the desired location (on the desktop, for example).

**NOTE**
If more than one user plans to use SureCall 2.1 on this computer, select Create Icons for All Users. Otherwise, other users do not see the program icons.

**17 Click Next.**

The Pre-Installation Summary screen opens.
Review the installation setup information. If you want to change any of the settings, click Previous and go back and change the settings. To start the installation, click Install.

The Installing Agilent SureCall 2.1.XX screen opens and remains open until the installation is complete.
When the SureCall installation is complete, the Install Complete screen opens.
Figure 12  Install Complete screen – Windows

19 Click Done.

The Download window opens and the program begins downloading and installing the reference and annotation data from Amazon Cloud storage (or from the folder you designated in the Data Download Option screen).
During this process, the Download screen remains open and displays which files have been downloaded and installed. Your system needs to be connected to the internet until the process is complete.

**NOTE** Depending on your internet connection, the download process can take anywhere from 15 minutes to 2 hours.

**20** When the downloads are complete, click **Close** to close the Download dialog box.

If the download fails or does not complete, you can manually download the missing files from within SureCall. See “Step 9. Check data download” on page 30.
Step 3. Install the client software on additional computers

To use other computers to run SureCall 2.1 client software (with a shared database), install the client software on each of the computers.

1. On each computer you want to run the SureCall 2.1 program, run the installation wizard, as described in “Step 2. Install the database server and client on a single computer” on page 10.

2. When the Choose Install Set screen opens, select Client.

3. Click Next.

   The Get Server Details screen opens.
Figure 15  Get Server Details screen – Windows

4  In the Server Name field, type the assigned computer name or IP address of the computer where you installed the SureCall 2.1 database server. (To find the computer name of your current computer, click Start > Control Panel > System.)

5  Accept the default Port, unless your system administrator tells you otherwise.

6  Click Next.

The installer immediately tests the connection to the specified database. If incorrect database parameters are provided, or the PostgreSQL database service is not running, a message is displayed.

You can choose to complete the installation and change database connection parameters when launching the client software. However, Agilent recommends that you provide the correct database information during installation.
Continue the installation wizard. Follow the instructions for the installation wizard to enter administrator information, choose a shortcut location, and start the installation. For information, see step 8 through step 20 in the section “Step 2. Install the database server and client on a single computer” on page 10.

**Step 4. Start the SureCall 2.1 client software**

After you install the SureCall database server and client programs as described in this manual, start the program.

- Double-click the SureCall 2.1 icon, or select SureCall 2.1 from the Windows Start menu.

**NOTE**

How you start the program depends on the choice you made for Shortcut Folder during installation.

**Step 5. Log in to SureCall**

After you start the program, the Login screen opens. The name and domain for the administrator set during installation appears in the dialog box.
Figure 16  Login screen

1 Log in with your user name and password. After the software is started, administrators can add additional users and assign their roles.

2 If you need to change the domain, expand the drop-down list next to Domain and select the correct domain.

3 Click OK.

Step 6. Add your software license

After you log in for the first time, the following dialog box opens.
1 If you do not already have the license file saved to your computer, click Request for license to open the Agilent website to the SureCall license request page. Complete the fields in the request form to obtain a SureCall software license.

   The license is contained in a text file.

2 At the bottom of the dialog box, click Browse.

   The Open dialog box opens.

3 Browse to the saved license file. Select the file and click Open.

   The program loads the content of the file into the text area on the Enter License dialog box.

4 Click OK.

   The SureCall program opens.
Step 7. Add users and assign roles

Before other users can log in to SureCall, the administrator must add the users and assign user roles. The user role determines what capabilities the user has within SureCall. For information on what capabilities each user role has, see the SureCall help system.

1 Go to the User Accounts screen in SureCall.
   a At the top of the program window, click Admin.
   b On the left side of the screen, click User Accounts.
2 Click Add New User.
   The Add New User dialog box opens.
3 If your computer is on a network, add the new user using the following instructions.
   a In the Add New User field at the top of the dialog box, type the user name for the new user and click Find. The table in the dialog box lists the users on your network that match the user name you entered.
   b Click the row in the table for the user you want to add and click Add User. A message box opens asking you to confirm that you want to add the user.
   c Click Yes in the message box. A message box opens confirming that the user was successfully added. Click OK.
4 If your computer is a local machine with no Domain, add the new user using the following instructions.
   a In the Add New User field at the top of the dialog box, type the computer name and user in the format machinename\username. (Do not click Find).
   b Click Add User. A message box opens asking you to confirm that you want to add the user.
   c Click Yes in the message box. A message box opens confirming that the user was successfully added. Click OK.
5 Click Close in the Add New User dialog box to close the dialog box.
   The added user is now listed in the table on the User Accounts screen. By default, new users are assigned the role of Technician.
6 If desired, change the role of the new user.
   a In the Action column of the table, click **Edit**.
      The Edit User Role dialog box opens.
   b In the drop-down list next to **Role**, select the desired role for the user.
      The options are Administrator, Scientist, and Technician. See the SureCall help system for a description of each role.
   c Click **Save**.
      The new role is saved and the Edit User Role dialog box closes.

**Step 8. Add SureDesign user name and password**

Before other users can download a design file from SureDesign into SureCall, the administrator must add the SureDesign account information.

1 Go to the SureDesign Settings screen in SureCall.
   a At the top of the program window, click **Admin**.
   b On the left side of the screen, click **SureDesign Settings**.

2 Type the user name for the SureDesign account into the SureDesign Username field.
   In SureDesign, the user name is the e-mail address of the user.

3 In the SureDesign Password field, type the password for the SureDesign account.

4 Click **Apply**.

5 Click **Test Connection**.
   A message box opens notifying you if the connection test succeeded or failed.
   If the connection test passes, you can download design files from SureDesign into SureCall using the tools on the Supporting Files screen.
   If the connection test fails, go to the SureDesign website ([www.agilent.com/genomics/suredesign](http://www.agilent.com/genomics/suredesign)) and try logging in. If the login fails, you can reset the password or register for a new account.
Step 9. Check data download

When you first installed SureCall, the program automatically downloaded the necessary reference and annotation files from Amazon Cloud storage or from a specified local folder or drive (see step 12 and step 20 in “Step 2. Install the database server and client on a single computer” on page 10.)

Before you start running analyses in SureCall, make sure that the program successfully completed the data download process.

1. Go to the Annotation Download screen in SureCall.
   a. At the top of the program window, click Admin.
   b. On the left side of the screen, click Annotation Download.

2. Click Refresh Annotation Status.

3. In the message box that opens, click Yes to continue.

   The program obtains the status of the data file downloads and displays the statuses in a table on the Annotation Download screen.

4. Check the status of the downloads.
   - If all files were successfully downloaded, the top right corner of the screen displays the message “All data files downloaded successfully.”
   - If some files were not successfully downloaded, click Start Download. The program will connect to the Amazon Cloud storage system, or the local folder or drive specified during SureCall installation, to download the missing files.

**NOTE**

When you installed SureCall, you had the option of specifying a local storage folder as a source for downloading the reference and annotation files (see the Data Download Option installation screen, step 12). When you click Start Download on the Annotation Download screen, SureCall downloads files from the same folder specified during installation.
Installing a New Version of SureCall – Windows

There are two ways to update SureCall from a previous version:

1. Update the program without removing the database.
   
   This approach is intended for users who want to update their version of SureCall and keep all records currently in the database. See “To update to a new version of SureCall and retain your database” on page 31.

2. Completely remove the program and database and then reinstall.
   
   This approach is intended for users who want to discard all data in their current SureCall database. See “To remove the database and update to a new version” on page 33.

To update to a new version of SureCall and retain your database

When updating SureCall, you have the option of retaining the data in your database or performing a fresh install. You cannot use an upgraded version of the SureCall client software with an older version of the SureCall server software. Upon installing an updated version of the client software, the server software should be updated as well.

The installer program will automatically determine if SureCall client is present on the machine. If a version of SureCall client is present, it must be uninstalled prior to updating.

Follow these steps to update SureCall to a new version and retain the data in the database.

Updating SureCall client

1. Double-click the Agilent SureCall 2.1.XX.exe file to start the installation wizard. You will be prompted that a version of SureCall client already exists on the local machine.

2. Click OK to proceed with uninstalling the existing Agilent SureCall client. The Uninstaller of existing SureCall installation is launched.

3. Click Next to proceed.

4. Select Uninstall specific features, and click Next.

5. In the top panel, check the Client checkbox, and click Uninstall.
6 Follow the on-screen Uninstaller directions to complete uninstallation of SureCall client.

After uninstalling your existing SureCall client, SureCall 2.1 installation will resume. Follow the on-screen installation instructions as described in “Step 3. Install the client software on additional computers” on page 23.

Updating SureCall server

1 Double-click the Agilent SureCall 2.1.XX.exe file to start the installation wizard.

2 When prompted, select the option to accept the license agreement, and click Next.
   You now have the option to install both client and server, or only client.

3 To keep your existing database and upgrade it to SureCall 2.1, select either the Standalone or Server Installation option, and click Next.
   The installer will search for a valid server and try to establish a connection with that server.

If a connection is established and server installation is valid:

   a SureCall will notify you that an Agilent SureCall server already exists on your machine, and the installer will now upgrade it to the new version.

   b Click OK to proceed. Follow the on-screen installation instructions, similar to a fresh installation as described in “Step 2. Install the database server and client on a single computer” on page 10.

If a connection is not established or the server installation is not valid:

   a SureCall will notify you that it could not find an Agilent SureCall server.

   b Click Fresh Install to install a fresh Agilent SureCall server. Follow the on-screen installation instructions, similar to a fresh installation as described in “Step 2. Install the database server and client on a single computer” on page 10. No database will be retained.
   OR
   Click Upgrade to provide a valid Agilent SureCall server installation path. Follow the on-screen installation instructions, similar to a fresh installation as described in “Step 2. Install the database server and client on a single computer” on page 10.
To remove the database and update to a new version

To completely uninstall a previous version (including the database) and then install a new version of SureCall, follow these steps.

1. Make sure that all users are logged off all SureCall clients before proceeding.

2. (Optional) Back up the data stored in the SureCall server program folder.
   The default file path for this folder is \Agilent\Agilent_SureCall_XX\Server\CommonStorage, where XX is the version of the software.

3. Remove the previous version of the SureCall client program from all client computers.
   See “To uninstall the client software for SureCall” on page 34.

4. Remove the SureCall client and server software from the server computer.
   See “To uninstall the client and server software for SureCall” on page 36.

5. Download the new software revision from Agilent Technologies.

6. Install the SureCall client and server software on the server computer.
   See “Step 2. Install the database server and client on a single computer” on page 10.

7. Install the SureCall client software on all computers where you want to run the client software. (Make sure that the previous version of the client software was removed.) See “Step 3. Install the client software on additional computers” on page 23.

8. Start the SureCall program. See “Step 4. Start the SureCall 2.1 client software” on page 25.


10. Enter your license information. Use the same license file that you used for the previous version of SureCall. See “Step 6. Add your software license” on page 26.
To uninstall the client software for SureCall

The Uninstall program for SureCall provides an easy way to remove the SureCall client program from your computer.

1. Start the Uninstall Agilent SureCall XX.exe file, located in the Uninstall Agilent SureCall XX folder of your program folder (where XX is the version of SureCall that you want to uninstall).
   The uninstaller program starts.
2. Read the introductory information, and then click Next.
3. Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click Next.
   The Uninstall Options screen opens.

   ![Figure 18](image_url)  
   **Figure 18** Uninstall Options screen – select Uninstall Specific Features – Windows

4. Select Uninstall Specific Features and click Next.
5. In the Confirmation dialog box that opens, click Yes to continue.
   The Choose Product Features screen opens.
In the Choose Product Features screen, mark Client. When the Client check box is selected, only the client program is removed from the computer. The client program folder and any data folders created after installation are not removed.

The Uninstall button becomes active.

CAUTION

Do not select Server unless you want to remove client and server software completely, including the database, from your computer.

7 Click Uninstall.

8 When the uninstallation has completed, click Done.
To uninstall the client and server software for SureCall

The Uninstall program for SureCall provides an easy way to remove the SureCall client, server, and PostgreSQL programs from your computer.

**CAUTION**

When you completely uninstall SureCall, the database, the data contained in the database, and the reference data, including the reference genome file, are all completely removed. Do not uninstall the entire program unless you have backed up your database or no longer wish to use it.

1. Start the *Uninstall Agilent SureCall XX.exe* file, located in the *Uninstall Agilent SureCall XX* folder of your program folder (where XX is the version of SureCall that you want to uninstall).
   
The uninstaller program starts.
2. Read the introductory information, and then click **Next**.
3. Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.
   
The Uninstall Options screen opens.
4 Select **Complete Uninstall** and click **Next**.
5 When the uninstallation is complete, a message appears. Click **Done**.

The SureCall client program, server program and database, and PostgreSQL program were removed from your computer. Program folders and data folders (such as data output folders) created after installation are not removed.
When an update is available, a dialog box automatically displays upon opening SureCall.

To automatically download these software updates:

1. Select the **Software update** checkbox in the Updates Available dialog box. This will enable the Download button.
2. Click the **Download** button.
   - The Confirm message box opens asking you to confirm that you want to start downloading software update files.
3. Click **OK** to start the download process.
   - A Progress Status message displays. The application is unavailable for use during the software update download.
4. Once the download is complete, a Download Successful message displays, and counts down from 5 seconds to close the application. Skip the countdown by clicking **OK**.
5. A dialog box indicates that the application has been updated. Click **OK** to launch SureCall.
6. Upon logging in, a dialog box indicates that the Agilent SureCall application was upgraded successfully. Click **OK** to continue.
This chapter shows you how to install SureCall on computers running the Macintosh OS X Mountain Lion operating system.
Installing Java Standard Edition (Java SE)

In order to install and run SureCall on a Macintosh computer, the computer must have Java SE 6 and Java SE 7 installed (version 6 is needed for the SureCall installer and version 7 is needed for the SureCall program). Check your computer to see which versions of Java SE, if any, are installed (see “To check which version of Java is installed” on page 40). If it does not have version 6 or version 7, follow the instructions in this section to install the missing version or versions. See “To install Java SE 6” on page 40 and “To install Java SE 7” on page 41.

To check which version of Java is installed

1. Open the System Information.
   
   a. In the Applications folder, open the Utilities folder.
   
   b. Double-click the System Information icon.
   
   
   The screen displays the completed installations, including those for Java. Figure 21 shows the software names for Java SE 6 and Java SE 7 as displayed on the Software System Information screen.

![Java SE 6 and Java SE 7 installations as displayed in System Information](image)

**Figure 21** Java SE 6 and Java SE 7 installations as displayed in System Information

To install Java SE 6

If your Macintosh computer does not already have Java SE 6 installed, you need to install it before you can install SureCall.


2. On the right side of the screen, click Download.

3. Download the Java SE 6 installer to the desired location on your computer.
4 When download is complete, launch the Java SE 6 installer and follow the prompts to install the software.

To install Java SE 7

If your Macintosh computer does not already have Java SE 7 installed, you need to install it before you can install SureCall.

1 Launch an internet browser and go to the webpage: http://www.oracle.com/technetwork/java/javase/downloads.

2 Click the Download button (shown below) that is above the header Java Platform (JDK) 7u17.

3 Download the Java SE 7 installer to the desired location on your computer.

4 When download is complete, launch the Java SE 7 installer and follow the prompts to install the software.
SureCall consists of two parts: a PostgreSQL database server and the client software. To run SureCall on a Macintosh computer, you must install SureCall as a standalone program, which requires installing both the database server and client software on the same computer. While the Windows version of SureCall allows you to install additional copies of the client software on client computers that have network access to the database computer, the Macintosh version does not support that setup.

This section includes detailed instructions and important notes for installing SureCall 2.1 as a standalone program.

Step 1. Prepare for installation

a. Download the software and release notes

2. Click Download Software.
3. Click the Download link for the Macintosh version of the software.
4. Select Save File to save the installer zip folder to your computer. (This folder contains large files. Depending on your internet connection speed, the download can take a long time.)
5. Browse to a location where you want to save the installer zip folder, and then click Save. (Do not start the installation at this time.)
7. Click Save As.
8. Browse to a location where you want to save the release notes.
9. Click Save.

b. Check system requirements before you start

Check to make sure that your computer systems meet the following requirements. See Table 3 for minimum requirements. See Table 4 for recommended requirements.
c. Set up permissions for installer and users

- Make sure that the user account used to install the SureCall 2.1 software has administrator permissions on the installation computer.

The way you set permissions varies between operating systems. Contact your network administrator for help in checking or changing user account permissions. If the correct user account permissions are not set correctly, the software will fail to install or run properly.
Step 2. Install the database server and client on a single computer

To run SureCall on a Macintosh computer, you must install SureCall as a standalone program, which requires installing both the database server and client software on the same computer. The client is the program you run when you want to use SureCall. The database server software runs silently in the background.

1. Log on to the computer where you want to install SureCall 2.1. Use an account that has administrator permissions.

2. Locate the installation program you downloaded in Step 1, “a. Download the software and release notes” on page 42. Double-click the Agilent SureCall Edition 2.1.XX.zip folder to extract the installer.

3. Double-click the Agilent SureCall Edition 2.1.XX icon to start the installation wizard.
   The Authentication screen opens.

4. Click directly on the lock icon near the bottom of the screen.
The following dialog box opens.

![Administrator credentials dialog box](image)

**Figure 23** Administrator credentials dialog box – preparing to install

5. In this dialog box, type the Name and Password for a user with administrator rights to the computer, then click **OK**.

The installation wizard starts.

![Introduction screen for the installation wizard](image)

**Figure 24** Introduction screen for the installation wizard – Macintosh
6 Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.

7 Click **Next**.

The License Agreement screen opens.

Figure 25  License Agreement screen – Macintosh

8 Read the license agreement. Select **I accept the terms of the License Agreement** and then click **Next**. (Click **Previous** to review information in a previous section.)

The Choose Install Set screen opens.
9 Click the icon next to **Standalone** to install both the database server and client software on this computer.

10 Click **Next**.

   The Enter Administrator Details screen opens.
11 In the User Account field, type the username of the person who will be the administrator for the SureCall software, using the format shown in the examples below.

   For domain user: DOMAIN\username
   For local machine: username

12 Click Next.

   The Configure Proxy Settings screen opens.
If your institution requires you to connect to the internet through a proxy server, enter the information for the proxy server in the fields on the Configure Proxy Settings screen. Contact your network administrator to obtain the necessary information.

14 Click Next.

The Data Download Option screen opens.
2 SureCall Installation Instructions for Macintosh
Installing SureCall 2.1 – Macintosh

15 By default, SureCall will download and install the required reference and annotation data from Amazon Cloud storage immediately after you complete SureCall installation. If you prefer for SureCall to download and install the required data from a local storage folder or a storage folder saved to an external USB drive, enter the file path of that folder in the Provide Data Location field. You can type the file path directly into the field or click Choose to browse to the storage folder.

Leave the Provide Data Location field blank if you want SureCall to download the required data from Amazon Cloud storage.

NOTE If you received an external USB drive from Agilent containing the reference and annotation data, plug in the USB drive to your computer and enter the file path of the drive into the Provide Data Location field.

16 Click Next.

The Enter Domain Properties screen opens.
If only the administrator assigned in step 11 will be accessing SureCall from this computer, click Next. The Choose Install Folder screen opens and you can proceed to step 18.

If more than one user plans to use SureCall on this computer, configure the domain properties using the instructions in the following substeps.

a Mark Configure Domain Properties.

b Using the domain properties for your system, complete the fields for User Domain, User DNS Domain, LDAP Server, Global Catalog Server Port, and LDAP Port.

c Click Next.

The Choose Install Folder screen opens.

NOTE

If you see a warning message titled Domain validation failed, click OK in the message box, then repeat step b above with the correct domain properties. Do not proceed with the installation until you enter the domain properties and do not receive the warning message.
18 By default, the program is installed in the Agilent SureCall Edition 2.1.XX folder (where XX is the revision number) in the Agilent folder on the Macintosh HD disk. Leave the default folder in place, or click Choose to select a new location where you want to install the SureCall program folder. Within this folder, one folder is created for the server software and one folder is created for the client software.

19 Click Next.

The Choose Alias Folder screen opens.
By default, program icon is installed on the Desktop of your computer. To select another location for the program icon, select the desired location (In the Dock, for example) and then click Next. The Pre-Installation Summary screen opens.
21 Review the installation setup information. If you want to change any of the settings, click Previous and go back and change the settings. To start the installation, click Install.

The Installing Agilent SureCall Edition 2.1.XX screen opens and remains open until the installation is complete.
When the SureCall installation is complete, the Install Complete screen opens.
22 Click **Done**.

The Download window opens and the program begins downloading and installing the reference and annotation data from Amazon Cloud storage (or from the folder you designated in the Data Download Option screen).
Figure 36  Download screen

During this process, the Download screen remains open and displays which files have been downloaded and installed. Your system needs to be connected to the internet until the process is complete.

NOTE  Depending on your internet connection, the download process can take anywhere from 15 minutes to 2 hours.

When the downloads are complete, click Close to close the Download dialog box.

If the download fails or does not complete, you can manually download the missing files from within SureCall. See “Step 7. Check data download” on page 60.
Step 3. Start the SureCall 2.1 client software

After you install the SureCall database server and client program, start the program.
- Double-click the SureCall 2.1 icon to open the program.

**NOTE** How you start the program depends on the choice you made for the Alias or Install Folder during installation of the client software.

Step 4. Log in to SureCall

After you start the program, the Login screen opens. The name and domain for the administrator set during installation appears in the dialog box.

**Figure 37**  Login screen

1. Log in with your user name and password.
2. If you need to change the domain, expand the drop-down list next to **Domain** and select the correct domain.
3. Click **OK**.
Step 5. Add your software license

After you log in for the first time, the Enter License dialog box opens.

1. If you do not already have the license file saved to your computer, click **Request for license** to open the Agilent website to the SureCall license request page. Complete the fields in the request form to obtain a SureCall software license.

   The license is contained in a text file.

2. At the bottom of the dialog box, click **Browse**.

   The Open dialog box opens.

3. Browse to the saved license file. Select the file and click **Open**.

   The program loads the content of the file into the text area on the Enter License dialog box.

4. Click **OK**.

   The SureCall program opens.

Step 6. Add SureDesign user name and password

Before you can download a design file from SureDesign into SureCall, you must add the SureDesign account information.

1. Go to the SureDesign Settings screen in SureCall.
   
   a. At the top of the program window, click **Admin**.
   b. On the left side of the screen, click **SureDesign Settings**.

2. Type the user name for the SureDesign account into the SureDesign Username field.

   In SureDesign, the user name is the e-mail address of the user.

3. In the SureDesign Password field, type the password for the SureDesign account.

4. Click **Apply**.

5. Click **Test Connection**.

   A message box opens notifying you if the connection test succeeded or failed.

   If the connection test passes, you can download design files from SureDesign into SureCall using the tools on the Supporting Files screen.
If the connection test fails, go to the SureDesign website (www.agilent.com/genomics/suredesign) and try logging in. If the login fails, you can reset the password or register for a new account.

**Step 7. Check data download**

When you first installed SureCall, the program automatically downloaded the necessary reference and annotation files from Amazon Cloud storage or from a specified local folder or drive (see step 35 and step 23 in “Step 2. Install the database server and client on a single computer” on page 44.)

Before you start running analyses in SureCall, make sure that the program successfully completed the data download process.

1. Go to the Annotation Download screen in SureCall.
   - At the top of the program window, click Admin.
   - On the left side of the screen, click Annotation Download.

2. Click Refresh Annotation Status.

3. In the message box that opens, click Yes to continue.

   The program obtains the status of the data file downloads and displays the statuses in a table on the Annotation Download screen.

4. Check the status of the downloads.
   - If all files were successfully downloaded, the top right corner of the screen displays the message “All data files downloaded successfully.”
   - If some files were not successfully downloaded, click Start Download. The program will connect to the Amazon Cloud storage system, or the local folder or drive specified during SureCall installation, to download the missing files.

**NOTE**

When you installed SureCall, you had the option of specifying a local storage folder as a source for downloading the reference and annotation files (see the Data Download Option installation screen, step 15). When you click Start Download on the Annotation Download screen, SureCall downloads files from the same folder specified during installation.
Installing a New Version of SureCall – Macintosh

There are two ways to update SureCall from a previous version:

1. Update the program without removing the database.
   - This approach is intended for users who want to update their version of SureCall and keep all records currently in the database. See “To update to a new version and keep the database” on page 61.

2. Completely remove the program and database and then reinstall.
   - This approach is intended for users who want to discard all data in their current SureCall database. See “To remove the database and update to a new version” on page 64.

To update to a new version and keep the database

Follow these steps to update SureCall to a new version and retain the data in the database.

1. Close SureCall before proceeding.
2. Back up the data stored in the SureCall server program folder.
   - By default, the data are stored in the Application folder in the file path Agilent\Agilent_SureCall_Edition_XX\Server\CommonStorage, where XX is the version of the software.
3. Download the new software revision from Agilent Technologies.
4. Remove the previous version of the client software.
   - See “To uninstall the client software for SureCall” on page 65.
5. Install the new revision of the client software.
6. Start the installation program for the new SureCall revision that you downloaded from Agilent.
7. On the Authentication screen, click the lock icon and in the dialog box that opens, enter the Name and Password for a user with Administrator rights to the computer.
8. Read the Introduction and then click Next.
9. Select I accept the terms of the License Agreement and then click Next to accept the license agreement.
10. On the Choose Install Set screen opens, select Client.
Figure 38  Choose Install Set screen – Select **Client** – Macintosh

11 Click **Next**.  
   The Get Server Details screen opens.
12 In the Server Name field, type the assigned computer name or IP address of your computer.

This information tells the installer that the database part of the SureCall software is already installed on the same computer where you now installing the client software.

13 Accept the default Port, unless your system administrator tells you otherwise.

14 Click Next.

If incorrect database parameters are provided, a message is displayed. Confirm the assigned computer name or IP address of your computer and provide the correct database information before continuing.

15 Continue the installation wizard. Follow the instructions for the installation wizard to enter administrator information, choose a shortcut location, and start the installation. For information, see step 11 through step 23 in the section “Step 2. Install the database server and client on a single computer” on page 44.
16 Start the SureCall program. See “Step 3. Start the SureCall 2.1 client software” on page 58.

17 Log in. See “Step 4. Log in to SureCall” on page 58.

18 Enter your license information. Use the same license file that you used for the previous version of SureCall. See “Step 5. Add your software license” on page 59.

To remove the database and update to a new version

To completely uninstall a previous version (including the database) and then install a new version of SureCall, follow these steps.

1 Close SureCall before proceeding.

2 (Optional) Back up the data stored in the SureCall server program folder.

By default, the data are stored in the Application folder in the file path Agilent\Agilent_SureCall_Edition_XX\Server\CommonStorage, where XX is the version of the software.

3 Remove the SureCall client and server software.

See “To uninstall the client and server software for SureCall” on page 67.

4 Download the new software revision from Agilent Technologies.

5 Install the SureCall client and server software on the server computer. See “Step 2. Install the database server and client on a single computer” on page 44.

6 Start the SureCall program. See “Step 3. Start the SureCall 2.1 client software” on page 58.

7 Log in. See “Step 4. Log in to SureCall” on page 58.

8 Enter your license information. Use the same license file that you used for the previous version of SureCall. See “Step 5. Add your software license” on page 59.
To uninstall the client software for SureCall

The Uninstaller program for SureCall provides an easy way to remove the SureCall client program from your computer.

1. Double-click the **Uninstaller** icon, located in the **Uninstall Agilent SureCall XX** folder of your program folder (where XX is the version of SureCall that you want to uninstall).
   
   The uninstaller program starts.

2. Read the introductory information, and then click **Next**.

3. Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.
   
   The Uninstall Options screen opens.

   ![Uninstall Options screen](image)

   **Figure 40** Uninstall Options screen – select **Uninstall Specific Features** – Macintosh

4. Select **Uninstall Specific Features** and click **Next**.

5. In the Confirm dialog box that opens, click **Yes** to continue.
   
   The Choose Product Features screen opens.
In the Choose Product Features screen, mark **Client**. When the Client check box is selected, only the client program is removed from the computer. The client program folder and any data folders created after installation are not removed.

The Uninstall button becomes active.

**CAUTION**

Do not select **Server** unless you want to remove client and server software completely, including the database, from your computer.

7 Click **Uninstall**.

8 When the uninstallation has completed, click **Done**.
To uninstall the client and server software for SureCall

The Uninstaller program for SureCall provides an easy way to remove the SureCall client, server, and PostgreSQL programs from your computer.

**CAUTION**
When you completely uninstall SureCall, the database, the data contained in the database, and the reference data, including the reference genome file, are all completely removed. Do not uninstall the entire program unless you have backed up your database or no longer wish to use it.

1. Double-click the **Uninstaller** icon, located in the **Uninstall Agilent SureCall XX** folder of your program folder (where XX is the version of SureCall that you want to uninstall).
   The uninstaller program starts.

2. Read the introductory information, and then click **Next**.

3. Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.
   The Uninstall Options screen opens.
4 Select **Complete Uninstall** and click **Next**.
5 When the uninstallation is complete, a message appears. Click **Done**.

   The SureCall client program, server program and database, and PostgreSQL program were removed from your computer. Program folders and data folders (such as data output folders) created after installation are not removed.
3
Installation of Sequence Alignment Tools

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This chapter shows you how to install the sequence alignment tools provided by Agilent for use with SureCall 2.1.

NOTE
If you already have the sequence alignment tools installed, verify that you have the most recent version. If necessary, uninstall the current version before downloading and installing the latest version.

To check the version number, open the installation folder (default installation folder is C:\Program Files\GenAligners), then open the file version.txt.
Installing Sequence Alignment Tools

In order to use SureCall to analyze unaligned sequencing files, you must download and install the compatible alignment tools provided by Agilent. SureCall uses the Burrows-Wheeler aligner (BWA) for alignment of Illumina data (Illumina GA, HiSeq, and MiSeq) and the TMAP aligner for alignment of Ion Torrent data.

This section provides instructions for downloading and installing the alignment tools.

NOTE

If you are upgrading the sequence alignment tools from an earlier version, uninstall the previous version of the GenAligners application from the Windows Control Panel (or, on a Macintosh computer, simply delete the application). If you cannot find the utility for uninstalling, search for “uninstall a program” within the Control Panel search field. Once the previous version has been uninstalled, download and install the latest version of the sequence alignment tools using the instructions in this chapter.

Step 1. Download the GenAligners installer from the Agilent website

2. Click Download Software.
3. Download the GenAligners installer, saving the file to your PC.

Step 2. Install the alignment tools on your computer

1. Open the folder where you saved the GenAligners installer.
2. Double-click the GenAligners installer icon.
   The GenAligners Setup wizard opens to the Welcome screen.
3 Click **Next**.

The End-User License Agreement window opens.
4 Mark the check box next to **I accept the term in the License Agreement**. Click **Next**.

The Destination Folder window opens.
5 By default, the alignment tools are installed in C:\ProgramFiles\GenAligners. If you prefer to install the program in a different location, enter the file path of the desired folder into the provided field. You can type the file path directly into the field or click Change to browse to the desired folder.

If you want to install SureCall in the default location, leave the default file path in the field.

6 Click Next.

The Ready to Install window opens.
7 Click **Install**.

The Installing GenAligners screen opens and remains open until the installation is complete.
Figure 47  GenAligners Setup - Installing GenAligners screen

When the installation is complete, the Completed the GenAligners Setup Wizard screen opens.
3  Installation of Sequence Alignment Tools
Installing Sequence Alignment Tools

Figure 48  GenAligners Setup - Completed the GenAligners Setup Wizard screen

8  Click **Finish** to close the wizard.

**NOTE**
Agilent recommends restarting your computer after installation of the sequence alignment tools is complete. SureCall will automatically connect to the alignment tools when you restart the program.
In this book

This book gives you instructions for installing SureCall 2.1.