This checklist is used to provide guidance and clarification on aspects of the auxiliary Startup Service (G2949CA) including Security Pack Installation and Familiarization of your Agilent 2100 Bioanalyzer System (G2939BA) purchase. Correct installation is the first step in ensuring that the instrument and system operate reliably over an extended lifetime. This checklist will be completed at the end of the service and provided to you as a record of the Startup Service.

**Security Pack Familiarization comprises the following parts:**
- Security Pack Installation
- Security Pack Familiarization
- Service Review

**Important information:** Installation of the 2100 Bioanalyzer System G2939BA, as well as basic Hardware, Software and Assay Familiarization are covered in the dedicated Startup Services for the system.

**Customer Information**
- In preparation for this Familiarization Service, the Agilent Service personnel has to verify with you that the Installation and Familiarization of the general 2100 Bioanalyzer System was already completed.
- A system administrator (e.g. a representative of the local IT team) must be available throughout this service.
- The IT system administrator has to create user accounts for each user of the Security Pack. The user accounts required for the familiarization should be set up on the operating system prior to this service.
- The IT system administrator has to define the "local security policy" (lock out policy and password policy).
- Agilent offers only support on best effort basis for third party PC configurations. The specifications of the PC being used together with the 2100 Bioanalyzer instrument and Security Pack have to match the ones required by Agilent.
- IT Security for the PC used together with the 2100 Bioanalyzer System will be inherited to the 2100 Expert Software.
  **Note:** Administrative rights are needed for installation and use of the 2100 Expert Security Pack software.
- The Security Pack reuses the authentication scheme of the Windows operating system such that the identity of any user authorized to use the Security Pack are known to the operating system.
  **Note:** If users from the network/domain shall operate the Security Pack, the generic 2100System account must be a full domain user with local administrative rights.
- Please note that this service includes a basic familiarization of the Agilent 2100 Expert Security Pack Software with demo users. The setup of the users lies with your local administrator of the 2100 Expert Security Pack Software.
Service Engineer's Responsibilities

- Discuss familiarization topics with customer within the allotted time.
- Complete the relevant checkboxes in the checklist using a “X” or tick mark “✓” in the checkbox.
- Complete "Not Applicable" check boxes to indicate optional services or product functionality not included
- Only complete/printout sections or pages that relate to the system that has been installed.
- Complete empty fields with the relevant information.
- Complete the Service Review section together with the customer.
- Discusses possible problem areas before going onsite (e.g. available bench space, humidity and temperature in lab).

Startup Service Details - Security Pack

The Startup Service is intended to give operators a basic overview of the operation and maintenance of new instruments, assays and software and is not designed to substitute for a full operator training course.

The Startup Service is a training to be delivered to the user(s) of the instrument and not to a group of people. The end user must know how to operate a computer and be familiar with the operating system. Familiarization does not include training on the PC, operating system or networks.

Security Pack Installation

For demo purpose, the following operating system users and roles are used:

- 2100admini (for the 2100 Administrator); Password: 2100admini
- 2100advanced (for the 2100 Advanced operator); Password: 2100advanced
- 2100standard (for the 2100 Standard operator); Password: 2100standard
- 2100validation (for the 2100 Validation operator); Password: 2100validation

Setup users

- The system administrator (e.g. customer's IT) for the operating system should create the user accounts required for the familiarization of the Security Pack Software on the system prior to this service.
- The system administrator (e.g. customer's IT) has to create the remaining users for the 2100 Expert Software Security Pack.
- For each operating system user the system administrator (e.g. customer's IT) has to make sure that each user is only a member of the "Users" group (Right click on username > Properties >Member of)
- Close the Computer Management window to finish.
Definition of Local Security Policy

- In the Windows Control Panel\Administrative Tools\Local Security Policy, the system administrator (e.g. customer's IT) has to define the **Account Policy** (like log out and password policy) and **Local Security Policy** (User Rights like "deny logon locally" or "deny logon as a service" should not list the 2100System account or it's group; "allow logon locally" should contain groups of local users)
- Show customer how to manage logon attempts (e.g. account lockout policy)

Security Pack installation

- Install the **Security Pack license** and follow the instructions.
- Complete the setup wizard of the Security Pack installation
- Explain the customer the reason for the creation of a Secured Area.
- Explain the option to migrate the Security Pack and perform migration if asked by the customer

Security Pack Familiarization

- Explain the customer how to create "Users and Roles" in the **System** context of the Security Software.
- Explain that a user can have multiple roles according to customers' requirements
- Assign roles to the users used during the familiarization
  - 2100admini: administrator, backup operator, validation operator, advanced operator, unlock operator
  - 2100standard: standard operator
  - 2100advanced: advanced operator, backup operator, unlock operator
  - 2100validation: validation operator
- Explain the role of an “Unlock Operator” and a “Backup Operator”. Refer to the table of users and corresponding roles in the kit guide.
- Explain the **Verification** context
- Explain the Import and Export functions (change to the correct role if necessary)
- Explain to customers the archiving/de-archiving functions and the difference between archiving and exporting.
- Create a workflow using a Demo Template/ Method
- Release the method for use and save it using a different name.
- Explain the method development function
- Run the method using a demo instrument.
- Approve or reject the results.
- Finalize the workflow and sent it to the next approver.
- Repeat until the results are finalized.
Service Review

- Attach all print outs to the checklist for future reference.
- If available, record in a customer provided instrument logbook the date and time of the installation.
- Explain hardware warranty, software warranty and return policy for Agilent Instrument Service Center.
- Inform customer of additional services.

Service Engineer Comments (optional)

If there are any specific points you wish to note as part of performing the installation or other items of interest for the customer, please write in this box.
Other Important Customer Web Links

- Need to know more? - [www.agilent.com/genomics/bioanalyzer](http://www.agilent.com/genomics/bioanalyzer)

Service Completion

Service request number    ________________    Date service completed    ______________________

Agilent signature    ____________________    Customer signature    ____________________

Number of pages in this document    __________