

# Agilent Seahorse XF Pro/Flex Controller Network Setup Guideline



## General software information and policies

This document provides guidelines and recommendations for network setup and security for the Agilent Seahorse XF Pro/Flex Controller (computer connected to the XF Pro/Flex Analyzer) only. Store this guide near your XF Pro/Flex Controller for reference. All IT system administrators of Seahorse XF Pro/Flex Controllers should read this guide.

Agilent Technologies provides XF Pro/Flex Controllers and software that are intended for running the XF Pro/Flex Analyzer supplied by Agilent Technologies.

The **XF Pro/Flex Controller** is the PC (computer) connected to the XF Pro/Flex Analyzer. This document applies to XF Pro/Flex Controllers with Windows 10/11 Enterprise (64-bit) only.

**XF Pro/Flex Controller** software is installed on the XF Pro/Flex Controller that enables instrument control & data acquisition. See the [Wave Pro and XF Pro/Flex Controller software user manual](#) for more information.

The **network connection hardware** in the XF Pro/Flex Controller provides two options to connect to your LAN – (1) 1 Gbps Ethernet network adapter located at the base of the XF Pro/Flex Controller, or (2) built-in wireless LAN (802.11 b/g/n)

## Related documents

- Wave Pro and XF Pro/Flex Controller software user manual: <https://www.agilent.com/cs/library/usermanuals/public/ug-seahorse-wavepro-xf-pro-controllersoftware-5994-4582en-agilent.pdf>
- XF Pro Analyzer user manual: <https://www.agilent.com/cs/library/usermanuals/public/user-manualagilent-seahorse-xf-pro-analyzer-5994-6017en-agilent.pdf>
- XF Flex Analyzer user manual: <https://www.agilent.com/cs/library/usermanuals/public/operatingmanual-seahorse-xf-flex-S7851-90004-agilent.pdf>
- XF Software & Computer Specifications [https://www.agilent.com/cs/library/quickreference/public/Seahorse\\_xf\\_software\\_specifications.pdf](https://www.agilent.com/cs/library/quickreference/public/Seahorse_xf_software_specifications.pdf)
- Agilent Software End User License Agreement (EULA) [https://www.agilent.com/cs/library/quickreference/public/Agilent\\_Software\\_EULA.pdf](https://www.agilent.com/cs/library/quickreference/public/Agilent_Software_EULA.pdf)

## Best practices for the XF Pro/Flex Controller

### Reboot the XF Pro/Flex Controller at least once per week. Why?

You may notice at times the Windows OS or XF Pro/Flex Controller software responding slowly. This can be due to an application over-using the computer's resources (CPU, physical memory), memory leaks, or other low-level errors that have accumulated over time. Rebooting the XF Pro/Flex Controller resets the current state of Windows and software applications that may be causing any of the issues mentioned above. You will also be prompted by XF Pro/Flex Controller software to reboot the controller if the controller has not been rebooted after one week.

### Best practice

- Close any open applications before starting an assay.
- Do not run applications in the background during an assay (e.g., Microsoft Excel, web browser, etc.) as this limits available PC memory for XF Pro/Flex Controller software.

### Save and close open assay template files and assay result files prior to starting an XF assay. Why?

Like any software program, more computer resources (CPU and memory) are consumed when multiple files are open, even if the files are not actively being used. This could lead to instability of XF Pro/Flex Controller software, or even the Windows OS itself.

### Do not insert or eject USB flash drives (or insert/remove network cable) during an XF assay. Why?

If the target file save location for the assay result file is the USB flash drive or virus protection software starts scanning the USB. This could lead to instability of XF Pro/Flex Controller software and in some instances may result in data loss.

### Do not modify the Windows OS language setting

The Windows Operating System language is set to English and cannot be modified. Changing this setting will significantly impact software functionality.

### Limit 'data analysis' performed on the XF Pro/Flex Controller, especially during an assay. Why?

XF Pro/Flex Analyzers acquire a significant amount of data for each assay. Leaving files open in Wave Pro software (on the XF Pro/Flex Controller) consumes computer resources, even if the files are not actively being used.

Additionally, modifying the data display during an assay (i.e. changing from "Group" to "Well" mode, or "Rate" to "Level" mode) can redirect a significant amount of computer resources away from data acquisition, and in some instances may result in data loss.

### Please be aware that Agilent Technologies...

- Does **not** provide any warranty with respect to Windows security updates and hotfixes or their compatibility with Agilent products.
- Is **not** liable for any claims related to or resulting from failure to install and maintain Windows security.
- Does **not** provide any warranty with respect to virus protection software or its compatibility with Agilent products.
- Does **not** make any representation with respect to the XF Pro/Flex Controller remaining virus-free after installation.
- Is **not** liable for any claims related to or resulting from failure to install and maintain virus protection.

### It is your responsibility to...

- Ensure that XF Pro/Flex Controllers are updated with approved Windows security updates and hotfixes.
- Install and maintain Windows security updates and hotfixes.
- Ensure that all electronic files (including software and other transport media) are virus-free. It is your responsibility to maintain up-to-date virus protection software.

The guidelines in this document are based on tests performed using Windows Defender virus protection software, Kaspersky, AVG AntiVirus Free, and Norton AntiVirus Basic. Agilent cannot claim that future versions of the above-mentioned virus protection software, or virus protection software from other vendors will be compatible with these guidelines.

## Virus protection software

**Windows Defender** is pre-installed and pre-configured on Seahorse XF Pro/Flex Controllers running Microsoft Windows 10/11 Enterprise (64-bit) OS. If an alternate antivirus software is required, please review the details in this section to reduce the risk of impacting performance and functionality of the XF Pro/Flex Controller and XF Pro/Flex Controller software.

Virus protection software full system and on-access scans are resource intensive and could adversely affect the performance of XF Pro/Flex Controller software if run during assay execution.

**Exclude the following folders** from on-access scanning:

- C:\ProgramData\Agilent Technologies, Inc
- C:\Program Files (x86)\Seahorse Bioscience
- C:\Program Files (x86)\Agilent Technologies

The ProgramData folder is hidden by default in Windows File Explorer. To unhide this folder, open File Explorer and select the C:\ drive using the left navigation pane. Then click View in the upper ribbon menu to display Show/hide controls. Check the box next to Hidden items to display the ProgramData folder (see Figure 1).

Agilent Technologies is not responsible for data loss if full-system scanning occurs while running an XF assay. Do not insert removable storage media (i.e. USB flash drive) while running an XF assay.

**Note:** Schedule scanning while the system is not in use.

**Before installing or upgrading XF Pro/Flex Controller software** on your XF Pro/Flex Analyzer, temporarily disable antivirus software. Once the installation (or update) is complete, enable antivirus software.

**Upgrading antivirus software** might cause several changes in the configuration of the software and the exclusion list for the on-access scanner. We suggest that you verify that the recommended configuration settings and exclusion list have not been altered by the software upgrade.

If you follow these guidelines, but the performance and functionality of XF Pro/Flex Controller software is still affected, contact your virus protection software vendor for additional software-specific guidelines.

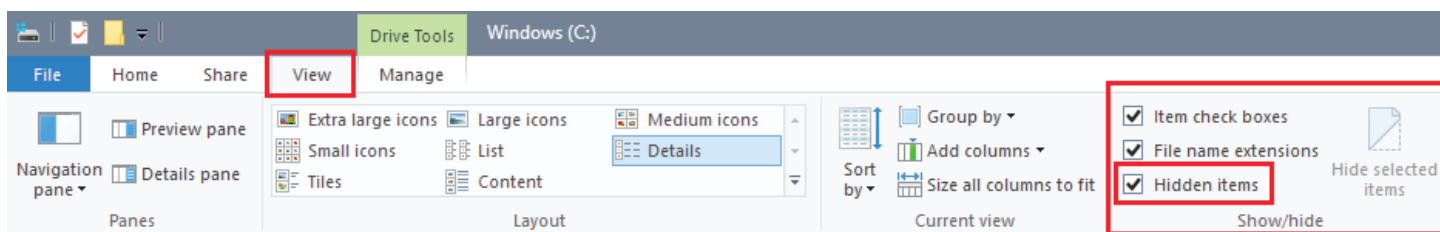
## Microsoft Windows updates

Microsoft Windows updates are disabled by default on all XF Pro/Flex Controllers. This means when Microsoft releases new Windows updates, they will not be automatically installed on the XF Pro/Flex Controller (with an active internet connection). Microsoft typically releases quality updates the second Tuesday of every month, and feature updates twice a year. For more information about Windows 10/11 updates, see: <https://learn.microsoft.com/en-us/windows/deployment/update/release-cycle> Please contact Agilent Cell Analysis Technical Support if you have any questions related to Windows updates.

Depending on your network policy, automatic Windows updates may be required for network access. It is strongly encouraged to contact your IT system administrator before enabling automatic Windows updates, and for installation of Windows updates on the XF Pro/Flex Controller. Your IT system administrator should test and approve the Windows updates.

**If you enable automatic Windows updates, please be aware of the following:**

- Agilent Technologies does not provide any warranty with respect to Windows updates or their compatibility with Agilent products and is not liable for any claims related to or resulting from failure to install and maintain Windows security.
- Windows 10/11 initiates mandatory auto-updates (new features and security patches) when connected to the internet.
- Any major Windows updates may be incompatible with your current version of XF Pro/Flex Controller software.
- The XF Pro/Flex Controller may require a restart during or immediately after Windows updates are installed. To prevent data loss, do NOT run/install Windows updates while performing an experiment on the XF Pro/Flex Analyzer.



**Figure 1.** To unhide hidden folders such as ProgramData.

## Microsoft Windows user accounts

**The default Administrator user account** on the XF Pro/Flex Controller is called seahorse. The seahorse account is configured for automatic logon, therefore you will not be prompted for a password when logging into the XF Pro/Flex Controller (for example, after restarting the XF Pro/Flex Controller).

The default password for the seahorse Windows user account is: **seahorse**

You may need to provide the password when performing an update of XF Pro/Flex Controller software. It is recommended to change the default 'seahorse' account password to a stronger password aligned with your company network policy.

**You may add additional Windows user accounts** on the XF Pro/Flex Controller if needed. You, or your company's IT system administrator is responsible for managing (add/remove) Windows user accounts, assigning and maintaining passwords, and appropriate privileges (user, administrator; read/write access) for each Windows user account.

All Windows user accounts must have read/write permission to the folder:

– C:\ProgramData\Agilent Technologies, Inc

Windows user accounts that do not have full access permissions to the folder mentioned above will be unable to run assays on the XF Pro/Flex Analyzer/Controller. Ensure that your network policies do not override the permissions set on the above folder or impose a Windows Update schedule that coincides with expected assay execution times.

### Removable media guidelines

To prevent adverse performance of XF Pro/Flex Controller software, install removable media only when you are not running an assay.

The XF Pro/Flex Controller requires the use of one or more USB ports to connect to the XF Pro/Flex Analyzer. Do not disable the USB ports on your XF Pro/Flex Controller.

### Firewall and encryption

Windows Firewall is ON by default on every XF Pro/Flex Controller. Microsoft BitLocker has been tested for compatibility with Agilent Seahorse XF Pro/Flex Controllers, other disk encryption software has not been validated.