Agilent OpenLAB Chromatography Data System (CDS)

Waters ACQUITY Drivers Installation and User's Guide

Agilent Technologies

Notices

Manual Part Number

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Edition

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Software Revision

This guide is valid for OpenLAB CDS Waters Acquity Driver release A.01.02.

This product may be used as a component of an in vitro diagnostic system if the system is registered with the appropriate authorities and complies with the relevant regulations. Otherwise, it is intended only for general laboratory use.

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Contents

Introduction

This installation guide is designed to help users installing the drivers for the Waters ACQUITY and ACQUITY H-Class instruments for use with the Agilent OpenLAB Chromatography Data System (CDS) EZChrom or ChemStation Edition.

Terms and Abbreviations

Table 1 Terms and Abbreviations used in this document

Term	Description
ChemStation Edition	Open Lab CDS ChemStation Edition
EZChrom Edition	OpenLAB CDS EZChrom Edition
Acquity Driver	OpenLAB CDS Waters Acquity Driver

Supported ACQUITY instruments

Agilent OpenLAB CDS supports the ACQUITY and ACQUITY H-Class models. Table 2 lists the supported modules and with its minimum firmware.

Table 2 OpenLAB CDS supported ACQUITY models, module name, and firmware version

Acquity	Acquity H-Class	Module Name	Min. Firmware version
✓		Sample manager	1.60
✓		Binary solvent manager	1.60
✓		Column manager (CM)	1.60.74
	✓	Sample manager FTN	1.60
	✓	Quaternary solvent manager	1.60
	✓	Column manager (CM-A)	1.60
	✓	Column manager AUX	N/A
✓	✓	Sample organizer(1)	1.60
✓	✓	TUV detector	1.60
✓	✓	PDA detector	1.60
✓	✓	PDA eLambda detector	1.60
✓	✓	Fluorescence detector	1.42
✓	✓	ELSD detector	1.30

(1) to be configured via the Sample Manager

OpenLAB CDS Requirements

Prerequisites installing the OpenLAB CDS ACQUITY Driver within OpenLAB CDS:

The OpenLAB CDS Waters Acquity Driver A.01.02 is supported with Agilent OpenLAB Chromatography Data System (CDS) A.01.04, A.01.05 and A.02.01, which includes the following software:

- OpenLAB CDS EZChrom Editions A.04.04, A.04.05, A.04.06
- OpenLAB CDS ChemStation Editions C.01.04 HF2 and higher, C.01.05, C.01.06.

One of the supported Agilent OpenLAB CDS Editionsmust be present prior the installation of the OpenLAB CDS Acquity Driver.

Supported operating systems for OpenLAB CDS Revision A.01.04, A.01.05

- Windows 7 SP1 (32/64 bit): for Workstations, Clients and OpenLAB CDS EZChrom Ed. AIC´s
- Windows 2008 SR2: for Client and OpenLAB CDS ChemStation Ed. AIC´s

OpenLAB CDS Revision A.02.01 brings support for additional supported operating systems:

- Windows 8.1 (64 bit): for Workstations, Clients and OpenLAB CDS EZChrom Ed. AIC´s

Note: Windows XP, Vista, and Windows 2003 Server are not supported

The OpenLAB CDS Waters Acquity Driver is supported in the following languages: English, Chinese, Japanese

NOTE: Check the corresponding *OpenLAB CDS Hardware and Software Requirements* Guide for the Operating System requirements.

- A physically separate, dedicated LAN card is required on the AIC or Workstation for the ACQUITY driver.
- Correct operation of the Waters Acquity in virtualized installations of OpenLAB CDS typically requires the use of LAN-to-USB adapters.
- OpenLAB CDS supports only one Waters Acquity instrument per AIC or Workstation (both Editions: EZChrom Edition or ChemStation Edition).
- It is not possible to use a mixed instrument stack with Agilent modules and Waters Acquity modules as one instrument.

Installation

Step 1 Remove previous installations

Previous installations must be uninstalled before installing the new version. If there is no previous installation, proceed with **Step 2**.

✓ Ensure that your **Waters Acquity Instrument** modules are turned off.

1 Uninstall the Agilent OpenLAB CDS [ChemStation | EZChrom] Waters Acquity Drivers.

a. If you are using **EZChrom Edition A.04.04 or ChemStation Edition C.01.04 HF2 and higher:**

1 From the Windows **Start** menu, open the Control Panel

Select Add or Remove Programs: A list of installed programs is displayed

2 Navigate through the list to the Agilent OpenLAB CDS [ChemStation | EZChrom] Waters Acquity Drivers item.

3 Select the item and click **Remove**. Click **Yes** when requested to confirm the removal.

or -

b. If you are using **EZChrom Edition A.04.05 or higher,** or **ChemStation Edition C.01.05 or higher**, deploy the OpenLAB CDS master installer:

1 Insert the OpenLAB CDS Disk 1 and execute **Setup.bat**

2 Select **Installation** from the OpenLAB CDS Master Installer.

3 Select **OpenLAB Additional Software and Drivers** to open the OpenLAB Additional Software and Drivers Deployment Wizard, Installed Features.

4 From the Installed Features click **Next** to proceed to **Planning**.

5 Select **Uninstall** and click **Next**.

6 In Planning select Agilent OpenLAB CDS [ChemStation | EZChrom] Waters Acquity Drivers

7 Click Next to proceed to **Summary**.

8 Click Start to begin uninstallation process and click **Finish** to conclude.

2 Uninstall Waters Acquity Core Driver using the start menu entry:

1 Navigate to Waters Instruments select **Remove Waters Instrument Components**

2 From the **Maintenance** Mode window, select **Typical**, a list of all Waters Software is shown, ensure that the list is correct and proceed by clicking **Next**.

3 Wait until the uninstallation has completed.

4 Click **Finish** and restart the computer. Do not proceed before restarting the computer.

5 Navigate to \Program Files (32 bit operating system), or \Program Files (x86) (64 bit operating system) and delete the **Waters Instruments** directory.

Step 2 Connect the instrument modules

✓ Ensure that your Waters Acquity Instrument modules are turned off.

To connect the Waters Acquity modules to workstation or AIC:

1 Connect LAN cable from each Instrument module to the switch

2 Connect LAN cable from the dedicated LAN card on AIC or Workstation to the switch

Step 3 Configure the driver IP address

The ACQUITY instrument modules use LAN communications to connect the Workstation or AIC. A separate dedicated LAN card is phyiscally required for each AIC or Workstation to connect to the appropriate instrument modules. The IP address must be configured for each AIC or Workstation in your system.

To configure the IP address:

1 Select **Start > Control panel > Network and Sharing Center > Change adapter settings**. Right-Click your Network adapter, which is connected to the instrument modules.

2 Select Properties to open the Local Area Connection Properties window.

3 From the **connections** list, select the TCP/IPv4 for your driver LAN card and then select **Properties**.

4 From the General tab select Use the following IP address.

   a Enter the IP address: 192.168.0.1.

   b Enter the Subnet mask: 255.255.255.0.

5 Select **OK**

Step 4 Install the Waters Core Driver

The Waters Core Driver must be installed on each Client, AIC or Workstation of your ACQUITY system.

1. **IMPORTANT**:
   Turn **on** or **power cycle** all modules connected to the dedicated LAN card.
2. Navigate to the **Waters Core Driver** folder located on the Waters ACQUITY DVD.
3. Double-click **Setup.exe** to open the Waters ICS Deployment window.
4. Click **Next**.
5. Click Install/Upgrade.
6. Review the Installation Recommendations.
7. Select I have read the product release notes and click Next.
8. Review the End User License Agreement.
9. Select I agree to the License terms and conditions and click Next.
10. Click Typical (Recommended)
11. Optional: Deselect **Install Connections INSIGHT** (collects data for Waters, if left checked) and click **OK**
12. Click **Next.**
13. Click **Finish** when the Status indicates that the installation has completed successfully.
14. If the previous steps were executed correctly, the **Autoloader** window will find and show every module in the **Waters ACQUITY** instrument.

    Make sure, that the firmware revision of all listed modules is up-to-date. If necessary double-click the red-highlighted modules in the autoloader window and start the updating process. Follow the on-screen instructions. Wait until this is finished and then close the window.
15. Back in the Waters Deployment Manager window:
    c. Ensure that all modules connected to the Ethernet Card / Switch are turned **off**
    d. Click **Yes** in the Waters Deployment Manager to restart the computer and complete the installation.
    e. Turn **on** all modules connected to the Ethernet Card / Switch
16. For Installation Qualification select Windows Start > All Programs > Waters Instruments > Verify Instrument Driver Files
17. If you are installing this **Waters Core Driver** on an **EZChrom AIC** see table 3a for additional required DCOM settings and permissions as well as table 3b for additional firewall settings.

Table 3a DCOM Settings and permissions on EZChrom AIC

Path	Allow
Local Security Policy > Local Policies > Security Options > DCOM: Machine Access Restrictions	Local Access and Remote Access permissions for: Everyone Domain Users Performance Log Users Distributed COM Users
Local Security Policy > Local Policies > Security Options > DCOM: Machine Launch Restrictions	Local Access and Remote Access for: Everyone (Remote Launch not required; Remote Activation required) Domain Users Administrators Performance Log Users
Local Security Policy > Local Policies > Security Options > Network Access: Let Everyone permissions apply to anonymous users	Enable
Component Services > Computers > Properties of My Computer > COM Security > Access Permission	Local and Remote for: SELF System Domain Users Administrators
Component Services > Computers > Properties of My Computer > COM Security > Launch and Activation Permission	Local and Remote for: Everyone (select only Local Launch and Local Activation) System Domain Users Administrators

Table 3b Firewall inbound rules on EZChrom AIC

Process	Ports
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityBSMServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityCMMServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityConsole.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityELSDServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityFLRServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityFTNServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityLCCConfig.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityLCCServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityPDAServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityQSMServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquitySMServer.exe	Any
%ProgramFiles(x86)%\Waters Instruments\Bin\AcquityTUVServer.exe	Any
Any	TCP/UDP 135

Step 5 Install the OpenLAB CDS ACQUITY Driver

1. From each computer where the Waters Core Driver is installed, insert the **OpenLAB CDS Disk 1** and execute **Setup.bat**
2. If you are using the **EZChrom Edition A.04.04** or **ChemStation Edition C.01.04 HF2 and higher**, select **Maintenance** from the OpenLAB CDS Master Installer.

   or -

   If you are using the **EZChrom Edition A.04.05** or higher, or **ChemStation Edition C.01.05 or higher**, select **Installation** from the OpenLAB CDS Master Installer.
3. Select **OpenLAB Additional Software and Drivers** to open the OpenLAB Additional Software and Drivers Deployment Wizard, Installed Features.
4. If you are using the EZChrom Edition A.04.04 or ChemStation Edition C.01.04HF2 and higher, click Next to proceed to Add-on Selection.

   Or -

   If you are using the **EZChrom Edition A.01.05** or higher, or **ChemStation Edition C.01.05** or higher :

   a. Click **Next** to proceed to Planning.

   b. Enable **Install**.

   c. Click **Next** to proceed to Add-on Selection.
5. To add the Agilent OpenLAB CDS (EZChrom or ChemStation) Waters Acquity Driver to the Component list: Insert the ACQUITY Driver DVD.
6. Select **Browse**.
7. Navigate to the **For OpenLAB CDS Chemstation/EZChrom Edition** folder located on the ACQUITY Driver DVD.
8. Select the **WatersAcquity_Addon_EZChrom.xml** *or* - **Agilent_OpenLAB_CDS_ChemStation_Waters_Acquity_Drivers.xml**.

   The OpenLAB CDS (EZChrom or ChemStation) Waters Acquity Driver is displayed in the Component list
9. Click **Next**.
10. Review the End User License Agreement.
11. Select I accept the license agreement and click Next.
12. At the **Summary** screen, click **Start**.
13. When the Status reads **Successfully installed**, click **Finish**.
14. Restart the computer to complete the installation
15. Run the OpenLAB CDS Installation Qualification.

    Check that IQ or SVT Report passes and the Waters Acquity is listed.

Step 6 Register the driver

To use the ACQUITY instrument with OpenLAB CDS, you must register the driver with your EZChrom or ChemStation Edition. If you have one or several Workstations you need to register the driver for each workstation. In an EZChrom Client/Server environment it is sufficient to register the driver only once per OpenLAB Shared Services Server.

To register the driver with your EZChrom Edition:

1. Open the AIC and Driver Install tool on an AIC or workstation machine. Select **Start > All Programs > Agilent Technologies > OpenLAB CDS EZChrom Edition > AIC and Driver Install Tool** to open the Agilent OpenLAB CDS EZChrom Edition - Registration window.
2. Enter your OpenLAB Shared Services **Username**, **Password**, and **Domain**.
3. Select the **AIC** tab. The AIC name, Hostname or IP, Port, and Description are entered by default.
4. Enable **Register Drivers and Add Windows Firewall Exceptions**.
5. Click **Register AIC**.

To register the driver with your ChemStation Edition:

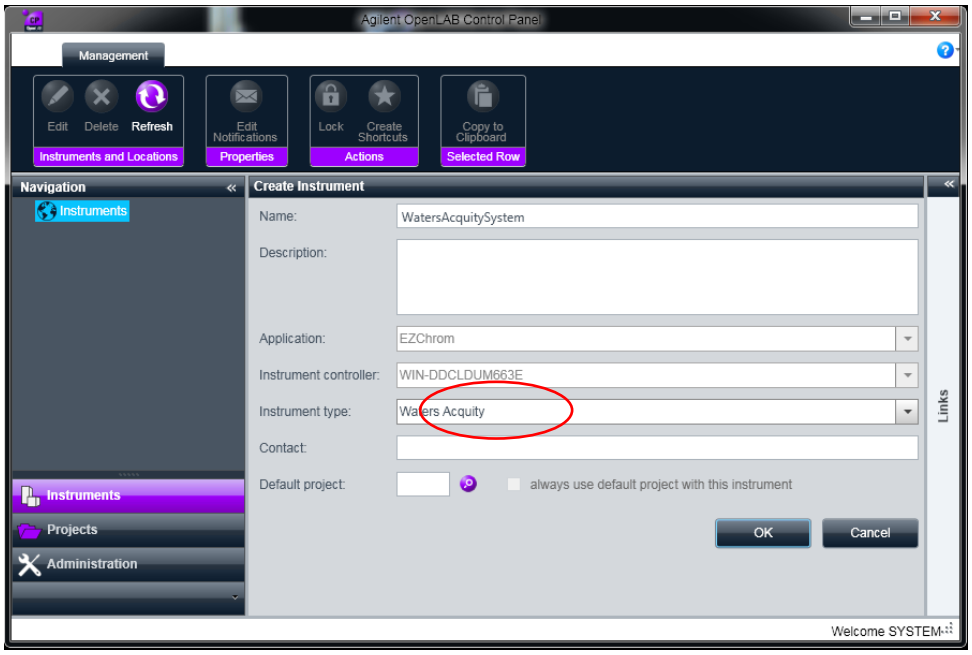
1. Insert the ACQUITY driver DVD.
2. Navigate to the **For OpenLAB CDS ChemStation Edition > RegisterACQUITY** folder.
3. Click **RegisterCSData.exe** to open the **Driver Registration Utility For ChemStation** Edition.
4. Enter your OpenLAB CDS **Login** and **Password**.
5. Click **OK**. The system searches for and displays any new instruments and registration files.
6. To register the instrument and driver displayed, click **Import**. An **Information** message will appear, indicating the status of the registration.
7. Click **OK**, to close the message.
8. Click **Cancel** twice to close the program.

Step 7 Use the ACQUITY instrument with your OpenLAB CDS system

Launch the Agilent OpenLAB CDS and create an instrument to use the ACQUITY instrument. You can use one ACQUITY instrument with each AIC or Workstation. See the CDS Control Panel Help to learn how to create and configure the instrument.

Configure instrument for your EZChrom Edition

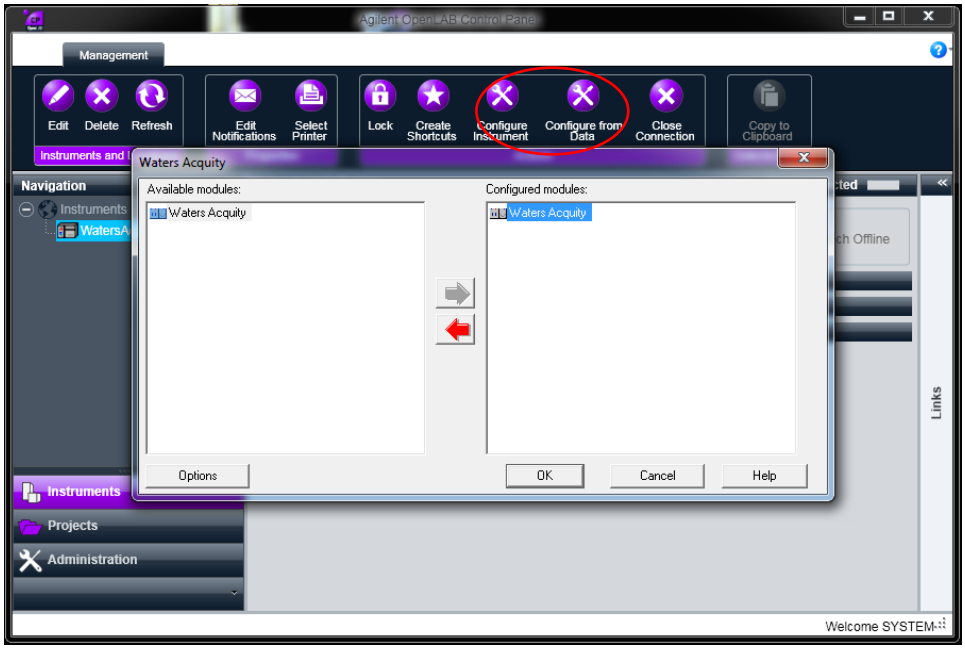
After registering the Waters ACQUITY driver an instrument type named **Waters ACQUITY** will be available in Shared Services.



1 Create and save an instrument with **Waters ACQUITY** selected as the instrument type. See the Control Panel help for more information.

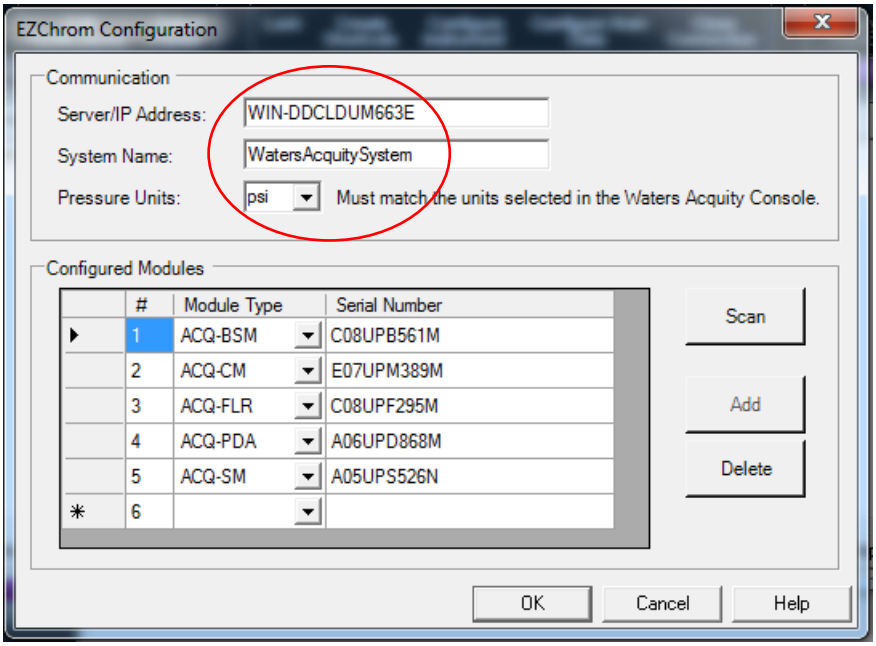
2 In the navigation pane, select the instrument.

3 In the Actions toolbar, select **Configure Instrument**.



4 Move the **Waters ACQUITY** module from **Available modules** to **Configured modules** and double-click to open the module.

The EZChrom Edition configuration screen appears after you open the module.



5 In the Server/IP Address field, add a name.

a For Workstation, use localhost.

b For a distributed system, make sure you use the computer name for the AIC.

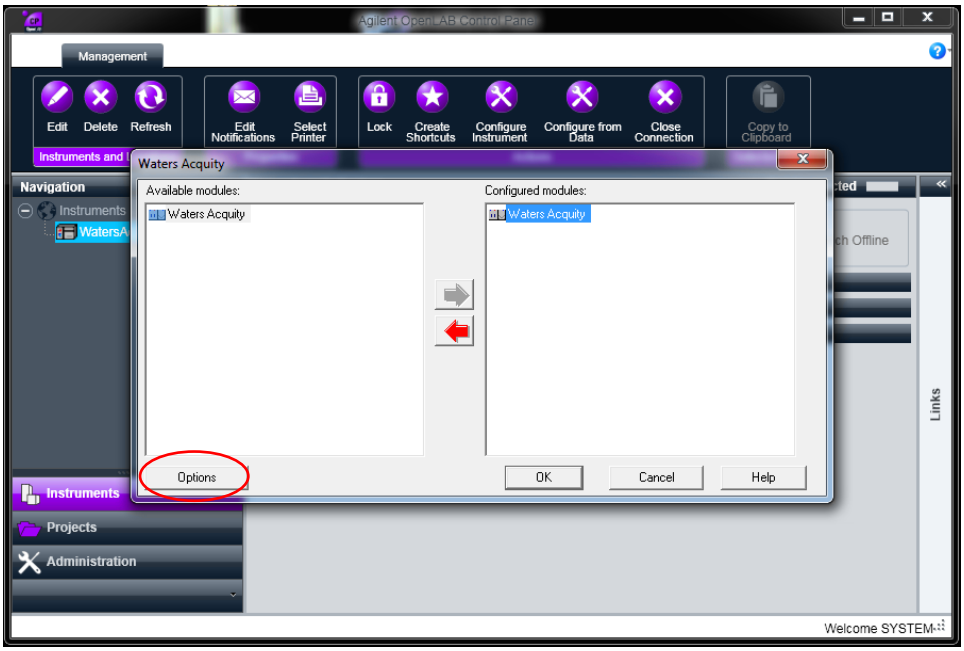
6 In the **System Name** field enter a unique system name. For a distributed system this system name has to be the same for client and server.

7 In the **Pressure Units** list, make sure you select psi as the pressure unit. See also Chapter “Known Issues”

8 Click **Scan**, all available modules should be displayed under **Configured Modules**.

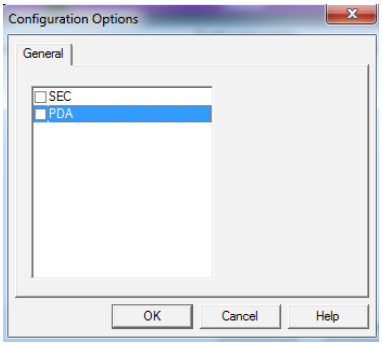
9 Click **OK**.

IMPORTANT NOTE If you do not require 3D scanning, open the Configuration Options dialog at this point in time to deselect the 3D option.
This avoids that the system is asking for a 3D-Addon license, which is not required when there will be no 3D scanning.



1 Open the Configuratio Options dialog

2 Uncheck the **PDA** option.

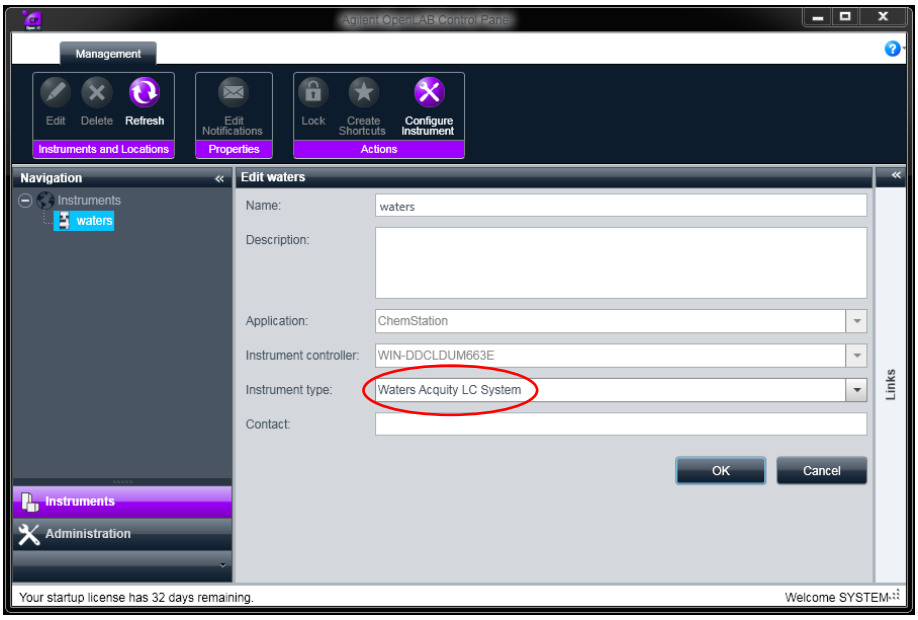


Note: Re-visit the Configuration Options dialog again after you (re-) configured the modules

IMPORTANT NOTE After launching an online Waters Acquity System in context of EZChrom Client/Server for the first time please **wait at least one minute** before using the system. This is needed the Client/Server system is getting its configuration information in place.

Configure instrument with your ChemStation Edition

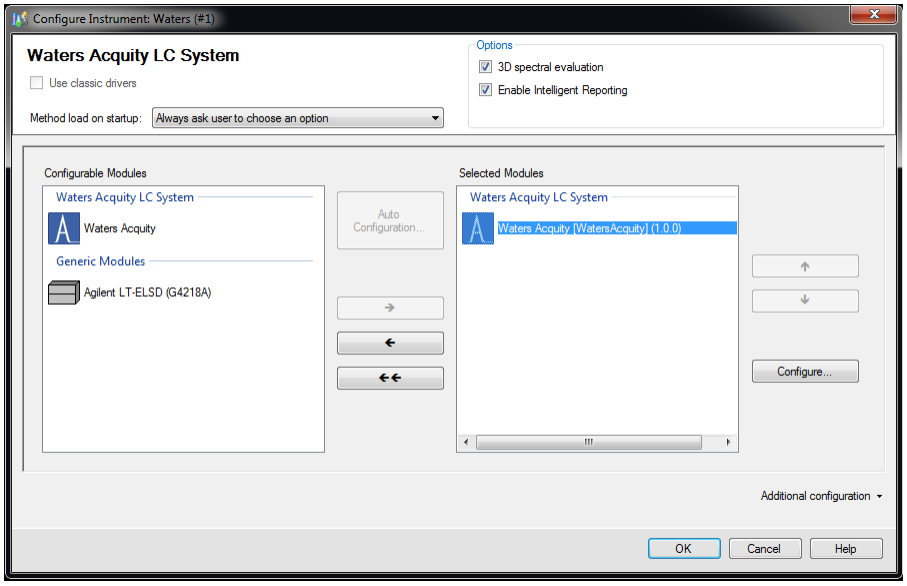
1 Create and save an instrument with **Waters Acquity LC System** selected as the instrument type. See the Control Panel help for more information.



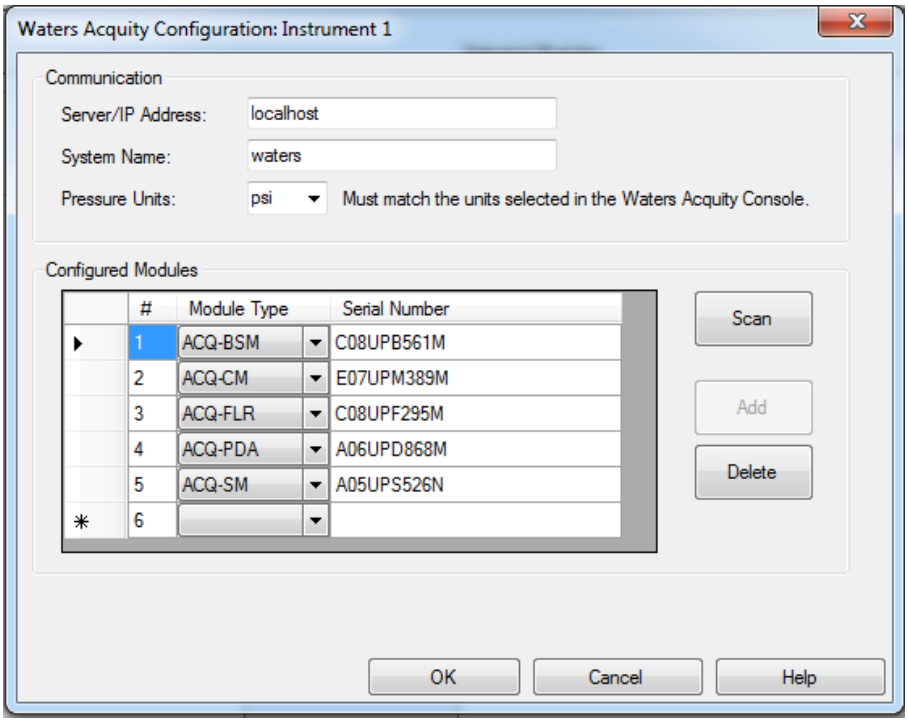
2 In the navigation pane, select the instrument.

3 In the **Actions** toolbar, select **Configure Instrument**.

4 Move the **Waters ACQUITY** icon from **Configurable Modules** to **Selected Modules**.



The **ACQUITY** configuration screen appears:



5 In the **Server/IP Address** field, add a name or an IP.

   a For Workstation, use **localhost**.

   b For a distributed system, make sure you use the **computer name or the IP of the AIC**.

6 In the **System Name** field, type a unique system name.

7 In the **Pressure Units** list, make sure you select **psi** as the pressure unit. See also Chapter “Known Issues”

8 Click **Scan**, all available modules for the ACQUITY instrument being configured should be displayed under **Configured Modules**.

9 Click **OK**. The **Waters ACQUITY** icon should now be under **Selected Modules**.

Known Issues and Limitations

Following is the list of known issues and limitations that users may encounter using the ACQUITY instruments with OpenLAB CDS. These items are known at the time of publication of this guide.

- Starting the 'Waters Acquity Console' standalone outside the Open LAB Application (EZChrom Edition / ChemStation Edition) leads to an undefined state of the instrument.

  The 'Waters Acquity Console' must not be started outside of the OpenLAB environment.

  A **reboot of your PC is required**, if the standalone 'Waters Acquity Console' outside OpenLAB Application was started.

- Changing an existing instrument configuration by adding/deleting or changing any module a reboot is required . In case of an OpenLAB CDS EZChrom Client/Server system the AIC has to be rebooted as well.

Table 4 List of issues and limitations known with OpenLAB CDS and Waters Acquity Driver

OpenLAB CDS		
EZChrom Edition	**ChemStation Edition**	**Issue**
✓		Baseline Check is not supported
✓		Extend run is not supported
✓	✓	Overlapped injection is not supported
✓	✓	Easy Sequence is not supported
✓	✓	The online plot is not supported. Use the UPLC ACQUITY Console, Detector Node to view online plots
✓	✓	There are a number of localization defects in the driver. This includes translation issues and strings being cutoff.
✓	✓	Only "psi" is supported for pressure unit. Although "bar" can be selected in Acquity Console this will cause problems. Pressure data values in CDS are always in unit "psi"
✓		After (re-)configuring the instrument modules the "PDA" option is always marked which requires a 3D-Addon license. If you will not do any 3D scanning you need to remove checkmark from the PDA option in the Configuration Options dialog
	✓	When the user loads an Acquity Method with the "Acquisition Method Viewer" the User Interface might stick because the PDA selection dialog moves behind the CDS UI. This happen only when using the mouse to click OK on the PDA dialog. If the UI already sticks use the "Alt Tab" to bring the PDA Selection Dialog to front again
✓		Preview Run not supported
✓	✓	FLR supports only 2D mode, no 3D mode or Spectral scanning is supported.

Troubleshooting Guide

Before you go ahead, please ensure that

- ✓ The instrument is connected to the Ethernet cable which is either connected to the AIC or to the workstation PC.
- ✓ All modules of the instrument are turned on.
- ✓ All modules show a green LED. A red LED is an indication that either a power-cycle is needed or a general issue with this module. To power cycle, turn off the module and wait for about 10 seconds before turning it on again.

  In the unlikely event that no modules are detected using 'Waters DHCP Server Configuration.exe', please

- Use C:\Program Files (x86)\Waters Instruments\Waters DHCP Server Configuration.exe in 64bit operating systems for verification.
- Use C:\Program Files\Waters Instruments\Waters DHCP Server Configuration.exe in 32bit operating systems for verification.

  Power-cycle all the modules. Check again in the 'Waters DHCP Server Configuration.exe'. If still no modules are shown, proceed with this guide.

- ✓ You have made the additional DCOM settings and allow permissions on the AIC if you installed this Waters Core Driver on an EZChrom distributed system.
  Refer to **Table 3** "DCOM Settings and permissions on EZChrom AIC"

No modules detected during SCAN in OpenLAB Configuration

ChemStation Edition distributed / networked / workstation

- ✓ Check if the Ethernet card which is connected to the instrument has the IP 192.168.0.1
- ✓ Check if Waters DHCP configuration lists all supported modules

  C:\Program Files (x86)\Waters Instruments\Waters DHCP Server Configuration.exe in 64bit operating systems.

  C:\Program Files\Waters Instruments\Waters DHCP Server Configuration.exe in 32bit operating systems

In the unlikely case that there are modules present in 'Waters DHCP Server Configuration.exe' but not in OpenLAB, delete all detected modules in 'Waters DHCP Server Configuration.exe'. Select from the menu of the 'Waters DHCP Server Configuration.exe' **Server-Configuration Wizard** and choose the Ethernet card with the IP from above and click **Next,** again

Next and then **Finish.** Follow the online instructions.

The above mentioned action is only required for installation troubleshooting purposes, in case the IP addresses got mixed up or lost during the upgrade from Waters Core DP3 to Waters Core DP4. With the Waters Core DP4 the DHCP assignment of IP address changed and during the installation each documented step to reboot the system and/or instrument is required to avoid the IP address mix up.

EZChrom Edition Client

✓ Check that the IP address listed in the OpenLAB Configuration window, is the IP address the AIC is using to communicate with the company network.

NOTE The Waters DHCP Configuration won't list the modules, if running from the EZChrom Client.

EZChrom Edition AIC

✓ Check if the Ethernet card which is connected to the instrument has the IP 192.168.0.1

✓ Check if waters DHCP configuration lists all supported modules

C:\Program Files (x86)\Waters Instruments\Waters DHCP Server Configuration.exe in 64bit operating systems.

C:\Program Files\Waters Instruments\Waters DHCP Server Configuration.exe in 32bit operating systems

If there are modules present in 'Waters DHCP Server Configuration.exe' but not in OpenLAB, delete all detected modules in 'Waters DHCP Server Configuration.exe'. Select from the menu of the 'Waters DHCP Server Configuration.exe' **Server- Configuration Wizard** and choose the Ethernet card with the IP from above and click **Next,** again **Next** and then **Finish.** Follow the online instructions.

If initial start from EZChrom Edition client does not work

StatusUI empty from EZChrom Edition client

Solution:

✓ You have made the additional DCOM settings and allow permissions on the AIC if you installed this Waters Core Driver on an EZChrom distributed system.
Refer to **Table 3** "DCOM Settings and permissions on EZChrom AIC"

As the server requires to load several services and process, the server readiness may be slower than the Client readiness. The following start up procedure allows the server to start its processes and services:

1. Start the instrument from the client and wait about a minute. Try to access the StatusUI from the client. If the StatusUI does not load up with all elements, close the client and wait a minute. Repeat this step at most five times.

   If after these attempts the StatusUI is still unavailable or incomplete Status apply Step b).

2. Re-start both the EZChrom AIC and the EZChrom Client.

Firmware Update of Waters Acquity Modules

a Automated Firmware update failed at Step 4 "Install the Waters Core Driver"

or -

b Manual update of Firmware is required

Firmware Update:

- ✓ Check if the Ethernet card which is connected to the instrument has the IP 192.168.0.1
- ✓ Turn **on** or **power cycle** all modules connected to the dedicated LAN card
- ✓ Check if waters DHCP configuration lists all supported modules

  C:\Program Files (x86)\Waters Instruments\Waters DHCP Server Configuration.exe in 64bit operating systems.

  C:\Program Files\Waters Instruments\Waters DHCP Server Configuration.exe in 32bit operating systems

Start the **Autoloader** application

C:\Program Files (x86)\Waters Instruments\Firmware\Autoloader.exe in 64bit operating systems.

C:\Program Files\Waters Instruments\ Firmware\Autoloader.exe in 32bit operating systems

The **Autoloader** window will find and show every module in the **Waters ACQUITY** instrument.

Make sure, that the firmware revision of all listed modules is up-to-date. If necessary double-click the red-highlighted modules in the autoloader window and start the updating process. Follow the on-screen instructions. Wait until it is finished and then close the window.

Power cycle all modules connected to the dedicated LAN card.

In This Book

This installation guide is designed to help users install the drivers for the Waters ACQUITY and ACQUITY H-Class instruments for use with the Agilent OpenLAB Chromatography Data System (CDS) EZChrom and ChemStation Editions.

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