
README - Agilent 4200 TapeStation Software

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1 Introduction

This document provides last minute information and installation advice corresponding to the Agilent 4200 TapeStation Software.

2 System configuration

2.1 System Requirements

2.1.1 PC Hardware (minimum requirements)

The Agilent 4200 TapeStation Controller Software is only supported on bundled PC's provided by Agilent Technologies with the 4200 TapeStation System.

IMPORTANT: For users of both the 4200 and 2200 TapeStation instruments, ensure that separate laptops are used for instrument communication.

Laptop configurations only support one connected 4200 TapeStation instrument at a time.

The Agilent TapeStation Analysis Software minimum requirements are as follows:

Processor:	2.6 GHz
Memory:	4 GB
Ports:	2 USB ports
Display:	Resolution of 1024*768 pixels
Hard disk:	80 GByte

2.1.2 Operating System requirements

The Agilent 4200 TapeStation Controller and Analysis Software have been tested to run on

- Microsoft © Windows 7 Professional 64 bit with **English (US)** language settings
- Microsoft © Windows 8.1 64 bit with **English (US)** language settings

The reporting function in the TapeStation Analysis Software requires Adobe PDF viewer version 9 or newer to be able to view reports. All laptops supplied by Agilent Technologies will have this pre-installed.

Saving reports is supported in .PDF and .docx format. PDF format is the default and can be accessed by previewing or saving. Docx format can only be accessed by using the dropdown menu in the 'save' dialog box, to change the 'save as' type.

Reports in .PDF format can be printed directly from the reporting Screen on bundle laptops. On non-bundle laptops, this requires Adobe Acrobat to be installed. To print in .docx format, the report must first be saved, then opened in either Microsoft word or word viewer (not provided).

2.2 Software Configuration

Regional options must be set to English (US).

3 Software Installation and Setup

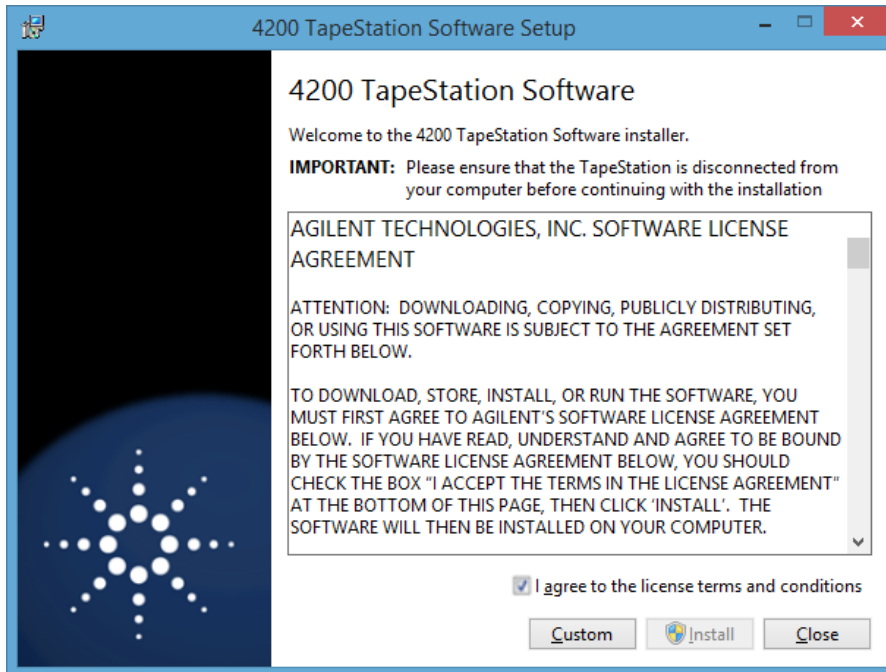
3.1 Installation Instructions

The 4200 TapeStation Software installation program "Setup.exe" is a Microsoft Windows application. You must have Windows 7 or Windows 8.1 installed prior to installing 4200 TapeStation Software.

To install 4200 TapeStation Software, perform the following steps:

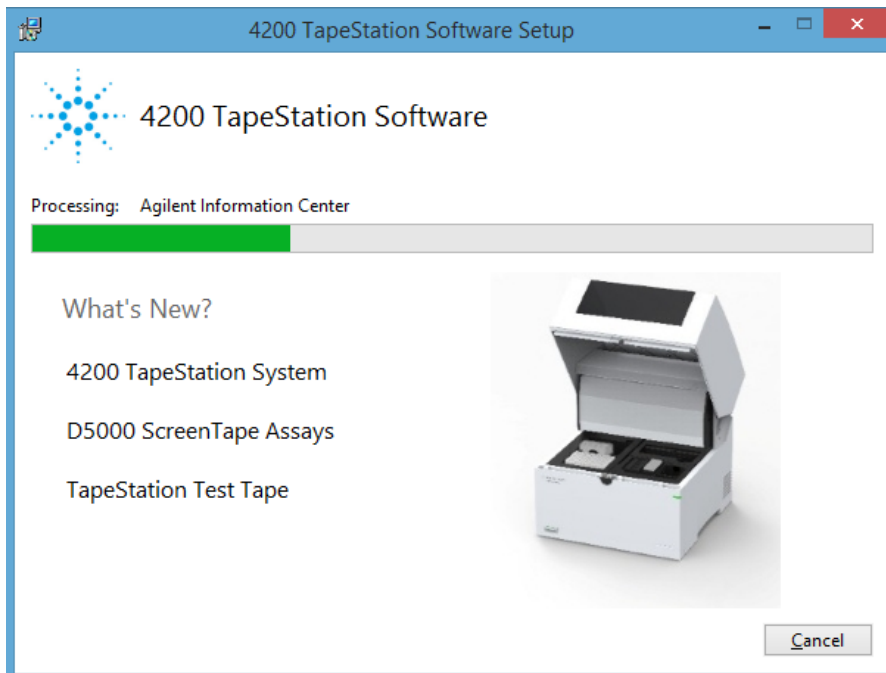
IMPORTANT: Ensure that the 4200 TapeStation instrument is not connected to the laptop for installation.

1. Start Windows, if you have not already done so.
2. Before installing please make sure you have the appropriate rights to install the software on your computer. You need to have an account with **administrative rights** to successfully install all required components.
3. Close all running programs, including all instances of the Agilent 4200 TapeStation software.
4. Insert the installation USB drive into your PC or download the installation program from the following link.
www.agilent.com/genomics/tapestation-SW
5. Select the installer icon TapeStation Software Setup.
6. If a windows security message appears, select yes, to allow the program to make changes on the computer.
7. When the following window appears select 'I agree to the license terms and conditions' then press 'Install'



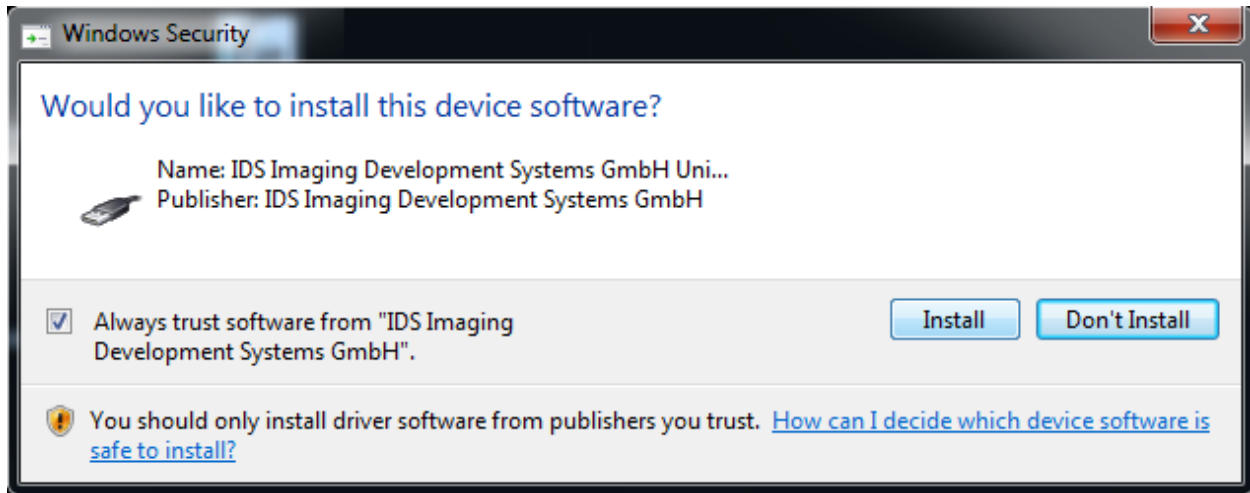
Note: On laptops not required for Instrument control, installation of TapeStation Analysis software only, can be selected using the 'Custom' button.

8. Allow the 4200 TapeStation installer to install all required components:

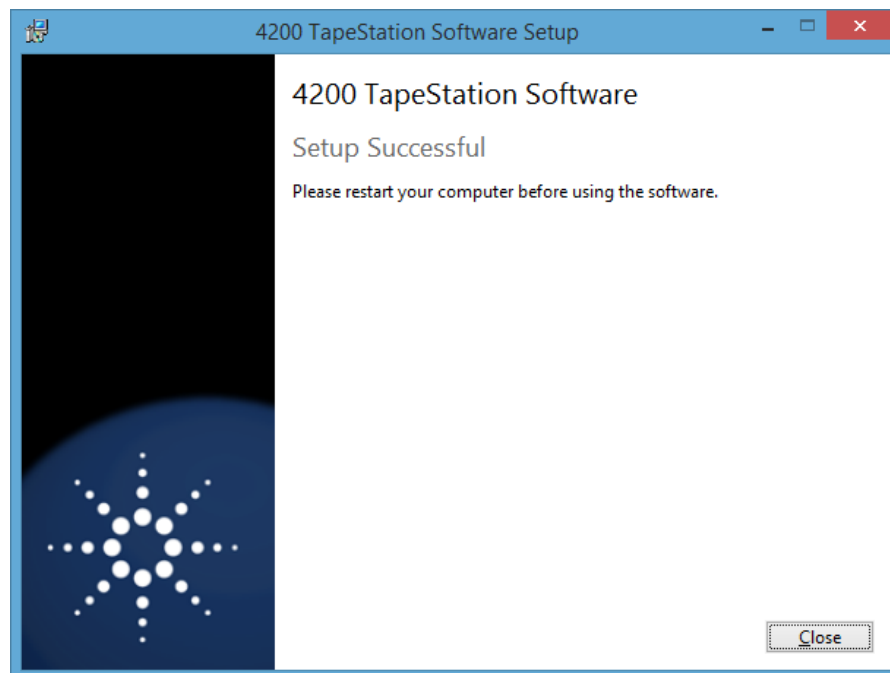


Note: If installing windows components such as .Net framework for the first time, 4200 TapeStation software installation may take some time.

Note: Windows may display a security message asking if the user wants to install specific device software. Select install to continue.



9. Once the 4200 TapeStation Software has been successfully installed, you will see the following window. Click 'Close' to finish installation



10. Re-start the laptop to ensure successful software installation.

3.2 Uninstall Instructions

If after installing Agilent 4200 TapeStation Software, you find it necessary to remove the software from your computer, perform the following steps:

Uninstall instructions for Windows 7 and 8.1:

- a. From the control panel, open 'Programs and Features'.
- b. Select **4200 TapeStation Software** from the list of applications that can be uninstalled by Windows.
- c. Click on the Uninstall button to uninstall Agilent 4200 TapeStation Software.

If you encounter problems whilst upgrading 4200 TapeStation software, please remove existing TapeStation software installations using the 'Programs and Features tool'. If this does not resolve the installation issues, please use the tool contained in the link below.

http://support.microsoft.com/mats/Program_Install_and_Uninstall/

3.3 Downgrade Instructions

Note: Do not open files made in A.02.01 in older versions of the software. This includes acquired new data or saved data files of previous versions after modification.

In order to run the older and the newer version of the software in parallel, you may need to install them onto separate PCs.

In order to return to a previous version of 4200 TapeStation Software, perform the following steps:

- a. Un-install the existing 4200 TapeStation Software revision as instructed in Section 3.2
- b. Reboot the system when instructed.
- c. Install the older 4200 TapeStation Software revision.

3.4 Reimage of Operating System

Note: If you are not re-installing from the provided bundle image CD, please ensure that Windows Updates are activated and up to date.

In case a reimage of the operating system is required, please use the bundle image CD provided with your laptop shipment. Follow the instructions on the command prompt for a successful re-image.

After the successful reimage you will need to perform the following actions:

- a. Install the necessary Windows Security updates. It is recommended to install all security updates but at a minimum update "KB3033929 - SHA-2 signing and verification functionality" needs to be installed. The Security update can be downloaded from the Microsoft webpage <https://www.microsoft.com/en-us/download/details.aspx?id=46148>
- b. Install the current version of the 4200 TapeStation Software, which can either be installed from the USB-stick provided with the shipment (instructions see 3.1) or downloaded at <http://www.genomics.agilent.com>
- c. Reboot the laptop to ensure successful installation.

4 Getting Started

4.1 Connecting your 4200 TapeStation

Start working with your system after the following steps:

- a. Turn on the laptop. Have 4200 TapeStation Software (Controller and Analysis) installed (section 3.1) but not open.
- b. Physically connect the 4200 TapeStation and the laptop using the supplied USB cable.
- c. Turn on the 4200 TapeStation.

Note: If the software does not connect to the instrument, please power cycle the instrument and laptop, then re-start the controller

If it is necessary to change USB port connection, please allow sufficient time between connections for the drivers to be re-installed, this can take up to a minute. Windows will notify you once the drivers are successfully installed.

Note: Whilst connected to the instrument, please avoid making any changes to the laptop configuration or any settings available through the control panel. This can interrupt the run and affect results.

5 Getting Help

5.1 Using Online Help

Agilent TapeStation software's online Help system is compatible with the Windows Help subsystems. The help file contains all of the information you will need to operate your TapeStation Software and should be used in conjunction with the system User Manual which describes everything you need to operate your 4200 TapeStation and TapeStation Controller Software.

To access the Online Help press F1, or click on the question mark on any

TapeStation Analysis Software Screen. Help can also be accessed from TapeStation Analysis Software file menu, by selecting 'Help'.

In addition, Agilent Information Centre (AIC) is accessible from the 4200 TapeStation software or from a link on the Desktop. Information on instrument and software functionality along with user documentation and troubleshooting advice can be found in the AIC by clicking on the button labelled 'Agilent Information Center' in the TapeStation Analysis Help menu (found in the file menu), or from the configuration (cog wheel) drop down in the 4200 TapeStation Controller software.

5.2 Getting Support

Agilent Technologies is committed to providing a reliable, high-quality product that is easy to use.

Documentation:

For in depth Agilent 4200 TapeStation system information, refer to the user manual supplied electronically with your TapeStation software CD package and available online through www.agilent.com/genomics/tapestation.

Customer Support Team:

However, if you have any problem installing or using the Agilent 4200 TapeStation, we want to know about it and to help you.

Please contact your local Agilent Technologies Customer Care Centre to get support on Agilent 4200 TapeStation questions (for details please visit the following web page: www.agilent.com/genomics/contact).

Agilent Technologies also provides electronic support through the World Wide Web.

World Wide Web: www.agilent.com/genomics/tapestation

In any communication with the Agilent 4200 TapeStation support team regarding a problem with the Agilent 4200 TapeStation System, please clearly state the following:

- a. The product name and version number.
- b. Your name, address, e-mail address and telephone number.
- c. Your hardware and software configuration. In the TapeStation Analysis software, go to File, Run properties to get this diagnostic information.
- d. The serial number of your instrument.
- e. A description of the problem, and when it occurred. This can be supplemented using the error file logs which are accessible in the 4200 TapeStation software file menu, under help. By clicking on 'export log files' a log file can be generated and saved.

6. Known Problems or Limitations

- Agilent Technologies recommend that users do not install additional software applications onto laptops containing the 4200 TapeStation instrument controller software.
- Do not use other USB devices whilst using the 4200 TapeStation. It is strongly recommended that no other USB devices are plugged into the laptop while the 4200 TapeStation is running. The imaging module in the TapeStation is a high resolution device that can utilise the entire bandwidth of the USB link whilst imaging. Use of other USB devices at the same time can cause timing issues with the imaging module that causes the acquisition of data to fail.
- TapeStation Software is not compatible with Avast Antivirus software.
- On laptops with Windows 8.1 installed only: running the Analysis software in elevated mode ("Run As Administrator") or launching the Analysis software directly from the 4200 TapeStation Controller shows a compatibility problem with Adobe Reader (version 11 only). If you receive an Adobe Reader error message (message 103:103) or see an empty grey square when previewing PDFs, please follow one of the workarounds below:
 - Use the software without elevation. Users should not see the problem unless the software is elevated. This workaround is not possible when the Analysis Software is launched directly from the 4200 Controller Software.
 - Turn off "Protected Mode" in Adobe Reader 11. To do this, please launch Adobe Reader from the Windows start menu. From the Edit menu select Preferences, then 'Security (Enhanced)'. Within the box labelled 'Sandbox Protections', disable the "Enable Protected mode at startup" checkbox. Users must consider whether this fix is appropriate for your local security.
 - Downgrade Adobe Reader to version 10, which does not display this issue.
- Ensure that all data files are stored to a local folder. Network connection can be lost during file export resulting in data loss.
- Operating system regional settings must be set to English (US).
- Avoid switching users under Windows. Instead either use a single account for the analysis or always log off after running the 4200 TapeStation.
- If you encounter problems whilst installing or upgrading the 4200 Software package, please remove existing TapeStation software installations. If this does not resolve the installation issues, please use the tool contained in the link below.
<http://support.microsoft.com/mats/Program Install and Uninstall/>
- 4200 TapeStation Software only supports a screen DPI of 100%. If the screen DPI is set any higher, problems with images can arise. To see your settings; open your control panel, and select display.

- Problems can arise when multiple TapeStation software products are installed. Users of both the 4200 TapeStation and 2200 TapeStation instruments must ensure that separate laptops are used for instrument control.

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