Remote Adviser Hardware and Software Installation

Purpose

Use this checklist with the Agilent Remote Advisor Installation Guide and the Remote Advisor Installation Planner prepared for the installation. References, in this procedure refer to the Remote Advisor Installation Guide. Check each item in the procedure as it is completed.

Upon completion of the installation of Agilent Remote Advisor, including the Call Center tests and customer familiarization, sign and date this check list and present it to the customer to sign and date. A copy of this checklist is to remain with the customer.

√ = Completed task

X = N/A

Gateway PC Installation

- ☐ **Section NOT Applicable**
- ☐ Customer Gateway PC installed
- ☐ Install Agilent Provided Gateway PC using Remote Advisor Gateway PC Installation section of the Remote Advisor Installation Guide.
- ☐ Verify the BIOS setting is modified for the PC to start after Power interruption. (instructions are included in the Gateway PC Installation section of the Remote Advisor Installation Guide)

- ☐ **Ensure PC name has been changed before connecting to the network**
- ☐ Verify communications to http://remoteadvisor.chem.agilent.com

Install Gateway Software

- ☐ **Section NOT Applicable**
- ☐ Verify Gateway PC has a unique site specific name
- ☐ Verify correct PC date, time, and time zone setting
- ☐ Install Gateway software
- ☐ Verify Gateway has successfully deployed to the Agilent Enterprise Server

Configure Enterprise

- ☐ Add Gateway Contacts

Gateway Controller Verification and Configuration

- ☐ Gateway Controller Verification and Configuration.

Install Data Source systems

For each additional system:

☐ Verify correct PC date, time, and time zone setting

☐ Install Data Source software

☐ Verify the Installation Qualification has passed and save to desktop

☐ Connect and configure instruments to the Data Source

☐ Verify Data Source communication to the instrument

Initiate Remote Advisor Assist

☐ Successful Remote Advisor Assist

☐ Verify Remote Advisor Assist alarm

☐ Verify PCDiagnostic Script successful

Post Installation

☐ Check system names on Enterprise for correctness

☐ Verify Remote Collaboration

☐ Verify that CCC responded to Remote Advisor Assist

Customer Familiarization

☐ Demonstrate Remote Advisor Assist
Indicate no CCC response necessary in Notes

☐ Review Status Monitor Help

☐ Review the Customer Documents in the Documentation folder of the Installation CD

After familiarization the Customer should be able to:

☐ Initiate a Remote Advisor Assist Push for Help

☐ Locate the Password Change document for Gateway Controller is in the Document Directory

☐ Restart Gateway if instructed by CCC

Agilent Supplied Gateway Backup:

☐ **Section NOT Applicable**

☐ Perform a backup of the Agilent Supplied Gateway PC with the supplied H1172A Backup Solution kit

☐ Present the customer with the back DVDs for safe keeping

Customer Gateway PC Backup Responsibility

The customer assumes all responsibility of the backup of a customer owned Gateway PC, or maintaining the possession of the original backup image media of the Agilent supplied gateway PC. Agilent reserves the right to charge for the reinstallation of Gateway software.

Installer's Name (Print)	Title	Signature	Date

Customer's Name (Print)	Title	Signature	Date