



Agilent Remote Advisor Release Notes for A.02.09

Contents

System Description.....	1
Installation Notes	1
Significant Enhancements for A.02.09	2
Previously known major defects fixed in A.02.09.....	2
Gateway Requirements.....	3
Gateway PC Requirements	3
Gateway Network Requirements	3
Data Source Requirements	4
Data Source (Data System) PC Requirements	4
Standalone Data Source PC Requirements	4
Standalone Data Number of Instrument Connection Limit	4
Data Source Network Requirements	4
Minimum Remote Advisor System Configuration.....	5
Maximum number of Supported Instruments	5
Supported Devices	5
Supported Agilent Devices.....	5
Waters Modules Connected by Empower.....	11
Waters Modules Connected by File Mover	12
Supported Waters Alliance Modules	13
CDS Software	14
Remote Advisor Software.....	14

System Description

Agilent Remote Advisor is a secure, remote monitoring and diagnostics solution with reporting capabilities for laboratory instruments. Gateway and Data Source PCs are the communication elements that process and pass instrument statistics and diagnostic information securely through the Internet to the Agilent Remote Advisor Enterprise Server. The Gateway Controller enables the customer to define policies that govern and control Agilent's interactions in their environment.

Installation Notes

Refer to the Remote Advisor Installation Guide for A.02.09 for complete installation instructions.



Significant Enhancements for A.02.09

Team Track	Description
178438	Addition of 7890B with RS232 connectivity
202350	Soft instrument to collect known as File Mover which copies and moves Empower log files for support of Acquity HPLC.
202354	Listener to log instrument data streamed for the RS232 port of the Acquity HPLC
202355	Location fields on the Data Source instrument configuration window for Building and Room numbers
202555	Support for 5977A
202922	Support for Clinical LC model numbers

Previously known major defects fixed in A.02.09

Team Track	Description
209805	MS systems result in online/offline event storms
212644	Zero Serial Number On GCMS causes enterprise to loop, possible misidentified customers
214852	Data Source has runtime exception on non-English OS



Gateway Requirements

Gateway PC Requirements

Gateway PC Hardware Software Requirements	
CPU	3.4 GHz or greater
Disk Drive	10 GB or greater available free space
RAM	4 GB or greater
Optical Drive	DVD +/- RW (Required)
Supported English Operating Systems	Windows XP Professional SP3 or greater Windows Sever 2003 SP2 or greater Windows Server 2008 SP1 or 2008 R2 or greater Windows 7 32 & 64 bit
Virus scanning Software	Installed according to site policy
Maximum Instruments Supported	100

Gateway Network Requirements

- Gateway PC must be able to communicate through the Internet to the Agilent Enterprise Server.
- Gateway PC must be able to communicate to all Data Source PCs through a common local area network.



Data Source Requirements

Data Source (Data System) PC Requirements

ChemStation, EZChrom Elite, and other Data System Data Source Requirements	
CPU	Pentium 1V/Equivalent or greater
Disk Drive	3 GB or greater free disk space
RAM	1 GB or greater
Optical Drive	DVD +/- RW
Supported Operating Systems	Windows XP Professional SP2 or greater Windows 7 32 & 64 bit Windows Server 2008 SP1 or R2 or greater

Standalone Data Source PC Requirements

Stand Alone Data Source PC Hardware Software Requirements	
CPU	Pentium 1V/Equivalent or greater
Disk Drive	3 GB or greater free disk space
RAM	4 GB
Optical Drive	DVD +/- RW
Supported Operating Systems	Windows XP Professional SP3 or greater Windows 7 32 & 64 bit Windows Server 2008 SP1 or R2 or greater

Standalone Data Number of Instrument Connection Limit

The number of open connections to instruments may be restricted by the operating system and by policies set by IT. The maximum number of instruments connected to a Stand Alone Data Source by operating system is listed below.

Instrument Connection Limit	
Maximum Number of Systems	Operating System
20	Windows XP Professional SP3 or greater Windows 7 32 & 64 bit
56	Windows Server 2008 SP1 or R2 or greater (Recommended)

Data Source Network Requirements

- All Data Source PCs must be able to communicate to the Gateway PC through the LAN.



Minimum Remote Advisor System Configuration

The minimum devices for Remote Advisor deployment are:

- One Gateway
- One Data Source
- One Instrument

Maximum number of Supported Instruments

One Gateway PC will support the following:

- 100 Instruments connected to ChemStation and or Stand Alone Data Source

Exception to 56 instruments acceptable when two Bluetooth gateways are fully configured on a Standalone Data Source with Windows Server 2008 as the operating system.

One Standalone Data Source with Windows Server 2008 as the operating system will support the following:

- 50 Instruments
- 56 instruments when using two Bluetooth gateways fully configured

One Standalone Data Source with Windows XP and Windows 7 as the operating system will support the following:

- 20 Instruments

Supported Devices

Supported Agilent Devices

Agilent Model Numbers	
Model Number	Description
G1313A	Autosampler
G1329A	Thermostatted Autosampler
G1329B	Thermostatted Autosampler
G1367A	Well Plate Sampler
G1367B	High Performance Autosampler
G1367C	High Performance Autosampler SL
G1367D	High Performance Autosampler SL
G1367E	High Performance Autosampler SL
G1377A	Micro Well Plate Sampler
G1389A	Thermostatted Micro Autosampler



Agilent Model Numbers	
Model Number	Description
G2258A	Dual Loop Well Plate Autosampler
G2260A	Preparative Scale Autosampler
G4226A	Infinity Autosampler
G4227A	Infinity Autosampler Extension
G4282A	Autosampler
G4282B	Autosampler
G5667A	High Performance Autosampler SL
G1156A	6 Position 7 Port Valve
G1157A	2 Position 10 Port Valve
G1158A	2 Position 6 Port Valve
G1158B	2 Position 6 Port Valve
G1159A	6 Position Selection Valve
G1160A	12 Position 13 Port Selection Valve
G1162A	2 Position 6 Port Micro Valve
G1163A	2 Position 10 Port Micro Valve
G1316A	Thermostatted Column Compartment
G1316B	Thermostatted Column Compartment SL
G1316C	Infinity Thermostatted Column Compartment
G4283A	Thermostatted Column Compartment
G1323A	Controller
G1323B	Controller
G1390A	Universal Interface Box
G2254A	WPS Automation Interface
G4208A	Controller
G1314A	Variable Wavelength Detector
G1314B	Variable Wavelength Detector
G1314C	Variable Wavelength Detector SL



Agilent Model Numbers	
Model Number	Description
G1314D	Variable Wavelength Detector SL
G1314E	Variable Wavelength Detector SL
G1314F	Variable Wavelength Detector SL
G1315A	Diode Array Detector
G1315B	Diode Array Detector
G1315C	Diode Array Detector SL
G1315D	Diode Array Detector SL
G1321A	Fluorescence Detector
G1321B	Fluorescence Detector
G1362A	Refractive Index Detector
G1365A	Multiwavelength Detector
G1365B	Multiwavelength Detector
G1365C	Multiwavelength Detector SL
G1365D	Multiwavelength Detector SL
G4211A	Infinity Multiwavelength Detector
G4212A	Infinity Diode Array Detector
G4212B	Infinity Diode Array Detector
G4284A	Variable Wavelength Detector
G4284B	Variable Wavelength Detector
G1364A	Fraction Collector
G1364B	Fraction Collector
G1364C	Fraction Collector
G1364D	Fraction Collector
G5664A	Bio-inert Analytical-scale Fraction Collector
G1946A	LC/MSD Version A
G1946B	LC/MSD Version B
G1946C	LC/MSD VL System



Agilent Model Numbers	
Model Number	Description
G1946D	LC/MSD SL System
G1956A	LC/MSD VL System
G1956B	LC/MSD SL System
G6110A	LC/MS Single Quad VL
G6120A	LC/MS Single Quad VL Plus
G6120B	LC/MS Single Quad VL Plus
G6130A	LC/MS Single Quad SL
G6130B	LC/MS Single Quad VL Plus
G6140A	LC/MS Single Quad HT
G6150A	LC/MS Single Quad HT
G6150B	LC/MS Single Quad HT
G6410A	LC/MS Triple Quadrupole
G6410B	LC/MS Premium Triple Quadrupole
G6420A	LC/MS Triple Quadrupole
G6420B	LC/MS Premium Triple Quadrupole
G6430A	LC/MS Premium Triple Quadrupole
G6460A	LC/MS HighEnd Triple Quadrupole
G6460C	LC/MS HighEnd Triple Quadrupole
G6490A	LC/MS HighEnd Triple Quadrupole
G1310A	Isocratic Pump
G1310B	Isocratic Pump
G1311A	Quaternary Pump
G1311B	Quaternary Pump
G1311C	Quaternary Pump
G1312A	Binary Pump
G1312B	Binary Pump SL
G1312C	Binary Pump SL



Agilent Model Numbers	
Model Number	Description
G1361A	Preparative Pump
G1376A	Capillary Pump
G2226A	Nano Pump
G4204A	Quaternary Pump
G4220A	Infinity Binary Pump
G4220B	Infinity Binary Pump
G4280A	Isocratic Pump
G4280B	Isocratic Pump
G4281A	Quaternary Pump
G4281B	Quaternary Pump
G5611A	Quaternary Pump
G2613A	Autoinjector Module
G2880A	Autoinjector Module
G2913A	Autoinjector Module
G4513A	Autoinjector Module
G4514A	ALS Sample tray
G2614A	Autosampler Tray Module
G2914A	Autosampler Tray Module
G1530A	Gas Chromatograph
G1530N	Gas Chromatograph
G1540A	Gas Chromatograph Custom
G1540N	Gas Chromatograph Custom
G2630A	Gas Chromatograph
G2630B	Gas Chromatograph
G3440A	Gas Chromatograph
G3440B	Gas Chromatograph



Agilent Model Numbers	
Model Number	Description
	G3440 (7890B) firmware revision B.02.02 suggested for more EMF capability
G4350A	Gas Chromatograph
5975	Mass Spectrometer
5977	Mass Spectrometer
5973N	Mass Spectrometer
5977A	Mass Spectrometer
G2577A	MSD Diffusion Pump EI Mainframe
G2578A	Inert MSD Std. Turbo EI Mainframe
G2579A	Inert MSD Performance Turbo EI Mainframe
G2588A	MSD EI/PCI Std. Turbo Mainframe
G2589A	Inert MSD Performance Turbo EI/PCI/NCI Mainframe
G3170A	VL MSD Diffusion Pump EI Mainframe
G3171A	Inert MSD Std. Turbo EI Mainframe
G3172A	Inert XL MSD Performance Turbo EI Mainframe
G3174A	Inert XL MSD Performance Turbo EI/PCI/NCI Mainframe
G7010AA	Triple Quadrupole GC/MS EI
G7011AA	Triple Quadrupole GC/MS EI/CI
G7037A	5977A Inert MSD EI Diffusion Pump
G7038A	Inert MSD EI Turbo Pump
G7039A	Extr. MSD EI Turbo Pump
G7040A	Extr. MSD EI+CI Turbo Pump
GenericProductName	unknown

Waters Modules Connected by Empower

Waters Modules	
Model Number	Description
996 PDA	Photodiode Array Detector
ACQ-BSM	Binary Solvent Manager
ACQ-CM	Column Manager
ACQ-ELSD	Evaporative Light Scattering Detector
ACQ-FTN	Sample Manager FTN
ACQ-PDA	Photodiode Array
ACQ-QSM	Quaternary Solvent Manager
ACQ-SM	Sample Manager
ACQ-TUV	Dual-wavelength ultraviolet/visible detector
eSATIN	Satellite Interface Module
PCM/15xx	Pump Control Module
SAT/IN	Satellite Interface Module
SAT/IN 2	Satellite Interface Module
SIM	Systems Interface Module
TCM	Temperature Control Module
TMD	Termabeam Mass Selective Detector
W2475	Multi-Wavelength Fluorescence Detector
W2487	Dual Wavelength Absorbance Detector
W2489	UV/Visible Detector
W2690/5	Separations Module
W2690/5	Separations Module
W2690D/5D	Separations Module
W2790/5	Separations Module
W2996	Photodiode Array Detector
W2998	Photodiode Array Detector
W410	Refractive Index Detector
W474	Fluorescence Detector
W486	Tunable UV/Visible Absorbance Detector
W600	Controller

Waters Modules	
Model Number	Description
W717	Autosampler

Waters Modules Connected by File Mover

Waters Acquity Modules	
Model Number	Description
996 PDA	Photodiode Array Detector
ACQ-BSM	Binary Solvent Manager
ACQ-CM	Column Manager
ACQ-ELSD	Evaporative Light Scattering Detector
ACQ-FTN	Sample Manager FTN
ACQ-PDA	Photodiode Array
ACQ-QSM	Quaternary Solvent Manager
ACQ-SM	Sample Manager
ACQ-TUV	Dual-wavelength ultraviolet/visible detector
eSATIN	Satellite Interface Module
PCM/15xx	Pump Control Module
SAT/IN	Satellite Interface Module
SAT/IN 2	Satellite Interface Module
SIM	Systems Interface Module
TCM	Temperature Control Module
TMD	Termabeam Mass Selective Detector
W2475	Multi-Wavelength Fluorescence Detector
W2487	Dual Wavelength Absorbance Detector
W2489	UV/Visible Detector
W2690/5	Separations Module
W2690/5	Separations Module
W2690D/5D	Separations Module
W2790/5	Separations Module
W2996	Photodiode Array Detector



Waters Acquity Modules	
Model Number	Description
W2998	Photodiode Array Detector
W410	Refractive Index Detector
W474	Fluorescence Detector
W486	Tunable UV/Visible Absorbance Detector
W600	Controller
W717	Autosampler

Supported Waters Alliance Modules

Waters Alliance	
Model Number	Description
2695	Separations Module



CDS Software

CDS Software	Revision
G2170AA-Chemstation	B.01.01,B.01.02, B.02.01,B.03.01,B.04.01 SP1 and later.
G6700AA-EZChrome Elite	3.2.1, 3.3.1, 3.3.1 and later
G4679AA- EZChrome SI	3.2.1, 3.3.1, 3.3.2 and later
G3335AA-Mass Hunter	B.01.04,B.02.00, B.02.01, intermediate releases through B.06.01
G1701EA-MSD ChemStation	Revisions D or E
Waters modules connected by Empower	2.0, Feature Release 5 or Greater. Version 3.0 is NOT supported.
Waters modules connected by File Mover	Empower Version 2.0 or 3.0. The minimum version required for the Waters Instrument Control Software (ICS) is 1.5.
Open Lab	OLSS C.01.02

Remote Advisor Software

Remote Advisor Software	Data Source	Gateway
Localized to	Chinese, Japanese	English
Internationalized to	French, Italian, German, Spanish	English
Windows XP Professional SP2 or greater	SP2 or greater	SP2 or greater
Windows 7	Initial release or greater	Initial release or greater
Windows Server 2003 SP2 or greater	NOT supported	SP2 or greater
Windows Server 2008 Windows Server 2008 R2	SP2 or greater	SP2 or greater

