

# Agilent CrossLab Start Up Services

## Agilent Gen5 Imaging Software Site Preparation Checklist

Thank you for purchasing software from **Agilent Technologies**. CrossLab Start Up is focused on helping you shorten the time it takes to start realizing the full value of your instrument system investment.

Correct site preparation is the first step in ensuring that your instruments and software systems operate reliably over an extended lifetime. This document is an **information guide and checklist** prepared for you that outlines the software requirements for the system setup in your lab.

# Introduction

## Customer Information

- Agilent strongly recommends you purchase an imaging controller.
- If your site does not purchase the required computer controller for your imaging system, it is your responsibility to ensure an alternate computer meets Agilent's recommended configuration.
- For computers that are not purchased from Agilent, Agilent cannot guarantee proper operation of the imaging system. In these situations, Agilent will troubleshoot any issues within the normal time and scope of an imaging installation. If a computer is still non-functional, a customer may choose to consult their IT department or purchase an imaging controller computer from Agilent.
- If you have questions or problems providing anything described as part of Customer Responsibilities below, please contact your local Agilent or partner support / service organization for assistance prior to delivery.
- Agilent and/or its partners reserve the right to reschedule the installation dependent upon the readiness of your laboratory.
- Should your site not be ready, please contact Agilent as soon as possible to re-schedule any services that have been purchased.
- Other optional services such as additional training, operational qualification (OQ), and consultation for user-specific applications may also be provided at the time of installation when ordered with the system but should be contracted separately.

## Customer Responsibilities

Ensure that your site meets the following specifications before the installation date. For details, see specific sections within this checklist, including

- The bench space is clean and accessible.
- The correct number of **electrical outlets** for your computer systems and peripherals are accessible. The imaging controller requires three (3) outlets.
- Your site meets the **software, hardware, and data storage** recommendations described later in this document.
- The necessary **software media**, disks, etc., are available, including upgrade/update disks.

## Agilent Gen5 Imaging Software Site Preparation Checklist

- A suitable **backup solution** is identified for your software.
- If Agilent is delivering **Installation and Introduction services**, users of the instrument system should be present throughout these services. Otherwise, they will miss important operational, maintenance, and safety information.
- A **system/network administrator is available** as needed to connect to your intranet.

## Important Customer Web Links

- To access Agilent training and education, visit <http://www.agilent.com/chem/training> to learn about training options, which include online, classroom and onsite delivery. A training specialist can work directly with you to help determine your best options.
- To access the **Agilent Resource Center** web page, visit <https://www.agilent.com/en-us/agilentresources>. The following information topics are available:
  - Sample Prep and Containment
  - Chemical Standards
  - Analysis
  - Service and Support
  - Application Workflows
- The **Agilent Community** is an excellent place to get answers, collaborate with others about applications and Agilent products, and find in-depth documents and videos relevant to Agilent technologies. Visit <https://community.agilent.com/welcome>
- Videos about specific preparation requirements for your instrument can be found by searching the **Agilent YouTube** channel at <https://www.youtube.com/user/agilent>
- **Need to place a service call?** [Flexible Repair Options | Agilent](#)
- Technical Support e-mail is [bio.tac@agilent.com](mailto:bio.tac@agilent.com).

# Site Preparation

## Minimum System Requirements For Gen5 Imaging Software

### Special notes

- If you have purchased a system including hardware instrumentation, refer to the instrument Site Preparation Checklist for requirements regarding laboratory bench space requirements.

### For imaging applications:

Specification Description	Comments
Processor type and speed	Intel® i5 10500 3.1GHz Processor (or comparable processor with minimum of 6 cores) or better
Memory	16 GB RAM or higher
Chipset	Intel® 8 USB Chipset or higher
Hard Drive	2TB Hard Drive available space or higher
Monitor	Resolution of 1680 x 1050 or higher
Keyboard	
Mouse	
Operating System	<p>Latest 64-bit OS version supported by Microsoft of the following:</p> <ul style="list-style-type: none"> <li>Windows 10 Professional (or equivalent)</li> <li>Windows 11 Professional (or equivalent)</li> </ul> <p><b>NOTE: The Hamamatsu camera driver will not install on versions of Windows 10 prior to V1803.</b></p>
Microsoft Excel (for Quick Export and PowerEXport)	Most current 64-bit Microsoft Office version of Excel that is supported by Microsoft and the two most recent 64-bit Office versions of Excel.*
Microsoft Edge	For online help
Ports	Serial or USB communications port

## Agilent Gen5 Imaging Software Site Preparation Checklist

### For non-imaging applications:

Specification Description	Comments
Processor type and speed	Intel® Celeron Dual Core Processor T1600 (1.66 GHz, 667 MHz FSB, 1 MB L2 cache) or equivalent
Memory	2 GB RAM or higher
Hard Drive	100 GB Hard Drive available space or higher
Monitor	Resolution 1024 x 768 or higher
Keyboard	
Mouse	
Operating System	Latest 64-bit OS version supported by Microsoft of the following: <ul style="list-style-type: none"> <li>Windows 10 Professional (or equivalent)</li> <li>Windows 11 Professional (or equivalent)</li> </ul>
Microsoft Excel (for Quick Export and PowerEXport)	Office 2010-2019 or Office 365 (64-bit) are recommended*
Microsoft Edge	For online help
Ports	Serial or USB communications port

\*Please note that Excel compatibility may change based on the version of the software being used. The following versions of Office were validated with Gen5 v3.17.17: 64-bit Office 2016, 2019, 2021, and 2024.

**NOTE:** Beginning with 3.13, Gen5 support for Windows and Office versions has been limited to those currently supported by Microsoft.

## Service Engineer Review (Optional)

If the Service Engineer completed a review of the Site Preparation requirements with you, the Service Engineer should complete the following Comments section.

### Service Engineer Comments

If there are any specific points that should be noted as part of performing the service review or other items of interest for the customer, please write in this box.

## Site Preparation Verification

Service Request Number:

Date of Review:

Service Engineer Name:

Customer Name:

Service Engineer Signature:

Total number of pages in this document: