

Waters™

waters_connect Agilent ICF

Installation and Configuration Guide

General information

Copyright notice

© 2024 WATERS CORPORATION. THIS DOCUMENT OR PARTS THEREOF MAY NOT BE REPRODUCED IN ANY FORM WITHOUT THE WRITTEN PERMISSION OF THE PUBLISHER.

The information in this document is subject to change without notice and should not be construed as a commitment by Waters Corporation. Waters Corporation assumes no responsibility for any errors that may appear in this document. This document is believed to be complete and accurate at the time of publication. In no event shall Waters Corporation be liable for incidental or consequential damages in connection with, or arising from, its use. For the most recent revision of this document, consult the Waters website (www.waters.com).

Trademarks

Agilent® is a registered trademark of Agilent Technologies Inc.

Waters™ is a trademark of Waters Technologies Corporation.

waters_connect™ is a trademark of Waters Technologies Corporation.

All other trademarks are property of their respective owners.

Customer comments

We seriously consider every customer comment we receive. Help us better understand what you expect from our documentation so that we can continuously improve its accuracy and usability. To report any errors that you encounter in this document or to suggest ideas for otherwise improving it, reach us at tech_comm@waters.com.

Contacting Waters

Contact Waters with technical questions regarding the use, transportation, removal, or disposal of any Waters product. You can reach us through the Internet, telephone, or conventional mail.

Contact method	Information
www.waters.com	The Waters website includes contact information for Waters locations worldwide.

Contact method	Information
iRequest	<p>iRequest is a secure Web service form that allows you to request support and service for Waters instruments and software or to schedule a planned service activity. These types of support and services may be included as part of your maintenance plan or support plan. You may be charged for the requested service if you do not have appropriate plan coverage for your product.</p> <p>Note: In areas managed by authorized distributors, iRequest may not be available. Contact your local distributor for more information.</p>
Local office contact information	For worldwide locations, telephone and conventional mail information is available at the Local Offices website.
Corporate contact information	<p>Waters Corporation 34 Maple Street Milford, MA 01757 USA</p> <p>From the USA or Canada, phone 800-252-4752.</p>

Contacting Waters Technical Service

If you are located in the USA or Canada, report malfunctions or other problems to Waters Technical Service (800-252-4752). From elsewhere, phone the Waters corporate headquarters in Milford, Massachusetts (USA) or contact your local Waters subsidiary. The Waters website includes phone numbers and email addresses for Waters locations worldwide. Visit www.waters.com. To request support and service for Waters instruments and software or to schedule a planned service activity, visit [iRequest](#).

When you contact Waters, be prepared to provide the following information (if applicable):

- Error message (if any)
- Nature of the symptom
- Serial number of the system module and its firmware version
- Flow rate
- Operating pressure
- Solvent or solvents

- Detector settings (sensitivity and wavelength)
- Type and serial number of column or columns
- Sample type and diluent
- Data software version and Software Support ID
- System workstation model and operating system version

For an explanation about how to report shipping damages and submit claims, see the document *Waters Licenses, Warranties, and Support Services* on the Waters website (www.waters.com).

For additional support information, visit support.waters.com.

Updated information

To check for updates to this document, go to the Waters website (www.waters.com), click **Support > Support Documents and Downloads**, and then use the Search function to find the document number shown at the bottom of this page.

Table of contents

General information.....	ii
Copyright notice.....	ii
Trademarks.....	ii
Customer comments.....	ii
Contacting Waters.....	ii
Contacting Waters Technical Service	iii
Updated information.....	iv
 Introduction.....	 6
waters_connect Agilent ICF application overview.....	6
Scope.....	6
 System and software requirements.....	 7
 Installing Agilent ICF.....	 8
 Adding Agilent GC instrument and CTC PAL3.....	 9
 Uninstalling Agilent ICF.....	 11

Introduction

waters_connect Agilent ICF application overview

The waters_connect Agilent ICF is a software package that installs the Agilent ICF application and supported third-party instrument drivers, enabling those instruments to be controlled within waters_connect.

Scope

This guide applies only to waters_connect on workstations and to waters_connect Agilent ICF version 3.0.0 and later.

System and software requirements

For more information about waters_connect, refer to [waters_connect Informatics](#).

Refer to the Agilent ICF release notes for the appropriate version of the waters_connect Base Kit.

This installation requires waters_connect Agilent driver installation media.

For further information, see [Contacting Waters Technical Service \(Page iii\)](#), and refer to the appropriate waters_connect Base Kit release notes for supported operating systems.

Installing Agilent ICF

1. From the installation media, right-click *Setup.exe* and select **Run as administrator**.
Tip: You can also double-click the file.
2. In the Waters UNIFI Installation wizard, click **Update Instrument Drivers**.
3. Restart the computer if the wizard displays the issue Reboot is required prior to installation.
4. After restart, accept the license agreement and click **Next**.
5. When prompted, click **Next**.
6. Take the workstation offline.
 - a. Log in to *waters_connect*.
 - b. In the *waters_connect* hub, select **Device Management**.
Note: The first time this is clicked, the tile is black. The application silently downloads, and then the tile turns blue. Only then will the application launch when clicked.
 - c. Right-click the workstation in the table and select **Change Status > Offline**.
7. Return to the installation wizard and click **Install**.
Installation status is displayed on the wizard.
8. After the installation is completed, click **Finish**.
9. Follow the instruction to restart the computer on completion of the installation and click **OK**.
10. Log back in to *waters_connect*, reopen the **Device Management** window, and select the **Manage Drivers** tab.
Note: If the window is small, the tab selections are condensed into a single drop-down selection instead.
11. In the Manage Drivers tab, click **Add** and select **Agilent Instruments** in the Instrument Model drop-down list, and then click **OK**.
Agilent Instruments display in the table.
12. Click **Update drivers** to deploy to the workstation.
The driver status field updates as the software gets deployed.

Adding Agilent GC instrument and CTC PAL3

1. Note the IP and MAC addresses of Agilent GC and CTC PAL3 that you can find using the interactive control devices.
2. Ensure that communication between the workstation and instrument is active by pinging the IP address of the instrument. Open Windows command prompt and use command ping <IP address> (for example, ping 192.168.0.29 for the GC oven and 192.168.0.40 for the CTC PAL3).
3. Open Waters DHCP server application. Default installation pathway is *C:\Program Files (x86)\Waters\LND\DHCP*.
4. Manually add IP and MAC addresses of Agilent GC (and CTC PAL3, if using).

Note: Leave the instrument name and the serial number fields blank.

Note: The Agilent autosampler does not have its own IP address as it uses the same as the GC oven.

5. Instruments are now visible in **waters_connect Hub > Device Management > Configure DHCP Server**.
6. Right-click the Agilent GC IP and select **Edit**.
7. The **Define Instrument** pop-up displays the IP address and Instrument Mode as **Agilent Instruments**. Select **Configure**.
The Agilent instruments native configuration pop-up is displayed.
8. Move the Agilent GC model to the right-hand pane using the arrows.
9. Double-click the Agilent 8890 GC to open the configure window. Specify the IP address of Agilent GC and select **Get GC Configuration**. While retrieving configuration, **Attempting to connect to GC – Config Not available** is displayed.
10. After you retrieve the configuration, the configuration tab is available. Select this tab and confirm that the Agilent GC configuration is correct. Select **OK**.
11. Click **Save** on the top right-hand corner to save this configuration.
12. If you are using CTC PAL3, in the **Agilent instruments native configuration** pop-up, move CTC PAL3 GC to the right-hand pane.
13. Double-click the CTC PAL3 GC Sampler.
The **Configure CTC PAL3 GC Sampler** window is displayed.
14. Specify the IP address of CTC PAL3.
15. Click **Retrieve Configuration**.
Menu displays **Attempting to retrieve configuration**.
If successful, **Configuration retrieved successfully** is displayed.

16. Click **Tray Configuration**, confirm that the trays display the physical setup of the CTC PAL3.

Note: Trays can only be installed or changed using the CTC PAL3 front panel.

17. Select **Tool**, confirm that the configuration is correct.

Note: Injection tools can only be installed or changed using the CTC PAL3 front panel.

18. Click **OK** to save and close the CTC PAL3 configuration menu.

19. Click **Apply** to save and close.

The Agilent instrument is populated in **Waters Connect Hub > Device Management > Manage Instruments**.

Uninstalling Agilent ICF

1. From the waters_connect hub, select **Device Management**.
2. Decommission any instrument systems containing Agilent GC or CTC PAL3.
Under Instruments Systems, right-click instrument system, select **Change status > Decommission** (instrument system must be offline before decommissioning).
3. Under **Workstation > Manage Drivers**, select the **Agilent Instruments driver** and select **Remove**.
4. Under **Database Driver > Available Drivers**, select the **Agilent Instruments driver** and select **Remove**.
5. You can now uninstall the Agilent ICF driver from the workstation. Type command `Appwiz.cpl` into Windows search or command prompt to open a list of installed programs. Select **AgilentICF for waters_connect**.
6. Right-click and select **uninstall**. The uninstall wizard for the Agilent ICF driver opens. Select **uninstall**.