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INSTRUCTIONS
STANDALONE WORKSTATION LICENSE UPGRADE

IMPORTANT:

These instructions should ONLY be used by customers with OpenLAB CDS standalone workstations. Customers with OpenLAB CDS Networked Workstations, or OpenLAB CDS Distributed Systems, please contact Agilent Technologies, Inc.'s Professional Services Organization to properly perform the upgrade. DO NOT PERFORM A LICENSE UPGRADE ON A NETWORKED WORKSTATION, AN AGILENT AIC, OR DISTRIBUTED SYSTEM WITHOUT THE ASSISTANCE OF AN ENGINEER.

Customers upgrading to the newest version of OpenLAB CDS ChemStation Edition C.01.06 **or** OpenLAB CDS EZChrom Edition A.04.06 (OpenLAB CDS A.02.01) must upgrade the standalone workstation licenses for each workstation to be upgraded **before** performing the core software upgrade. Standalone workstations which are upgraded to the new core software version, without a new workstation license, will **not** work until the new workstation licenses are added to the OpenLAB Control Panel. We **strongly** recommend upgrading your workstation licenses before upgrading the core software. Please be aware that this workstation license change affects **all** versions of OpenLAB CDS ChemStation Edition C.01.06 **and** OpenLAB CDS EZChrom Edition A.04.06 (OpenLAB CDS A.02.01) **and future releases**.

For additional information, please refer to the FAQ section (Frequently Asked Questions).

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To properly upgrade your workstation licenses, you must carefully follow the instructions below before applying the upgrade to OpenLAB CDS ChemStation Edition C.01.06 **or** OpenLAB CDS EZChrom Edition A.04.06 (OpenLAB CDS A.02.01).

Prerequisites:

These instructions must be completed by a user with:

- Administrator level access to OpenLAB Control Panel
- A SubscribeNet account for OpenLAB CDS

In cases where OpenLAB CDS workstations do not have Internet access, you will need a portable storage device to save the license files. You may also use this device to save the Workstation Inventory Sheet.

Standalone Workstation	Standalone Workstation without Internet Access	Standalone Workstation with Internet Access
Repeat the steps on each workstation before upgrading to OpenLAB CDS ChemStation Edition C.01.06 or OpenLAB CDS EZChrom Edition A.04.06 *(Click the link in the column to the right to navigate to the relevant section.)*	❑ Log into each workstation, locate the Host Name and MAC address for each workstation, and record it in the Workstation Inventory Sheet ❑ Use a computer with Internet access, log into Agilent's SubscribeNet website, locate the correct workstations' Host Name, MAC address, generate upgrade license files for each workstation, and save the license file to a portable storage device (e.g. USB drive) for each workstation ❑ Use OpenLAB CDS Control Panel and add the new license file ❑ (Optional) Proceed with the core software upgrade **Repeat these steps on each workstation.**	❑ Log into the workstation and locate the Host Name and MAC address ❑ Log into Agilent's SubscribeNet website from the workstation, locate the correct workstations' Host Name and MAC address in SubscribeNet, generate the upgrade license file, and save the license file ❑ Use OpenLAB CDS Control Panel and add the new license file to the workstation ❑ (Optional) Proceed with the core software upgrade **Repeat these steps for each workstation.**

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Instructions

# Standalone Workstations without Internet Access

You will need to obtain each workstation's unique MAC address and Host Name to generate new license files in SubscribeNet. The instructions below must be repeated for each workstation.

Use the Workstation Inventory Sheet in Appendix A to record the workstation's Host Name and MAC address.

1. Log into the workstation (as a user with administrator level access) and launch the OpenLAB Control Panel by double-clicking the OpenLAB Control Panel desktop icon. .

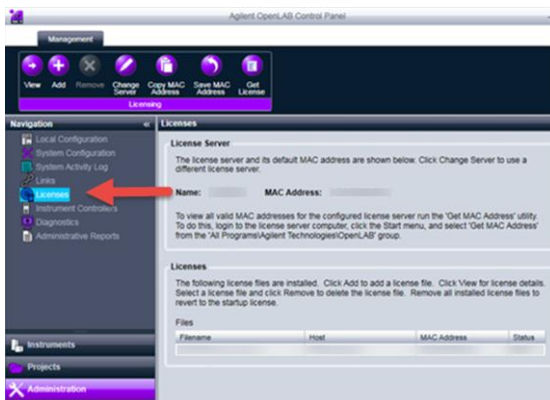2. Enter your OpenLAB CDS administrator **login name** and **password**.
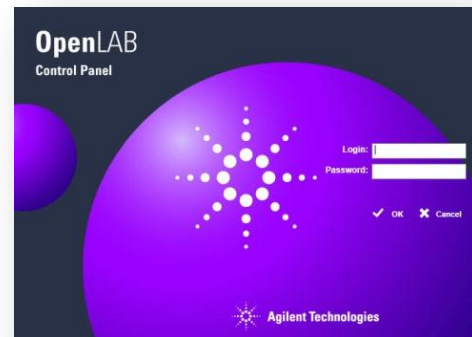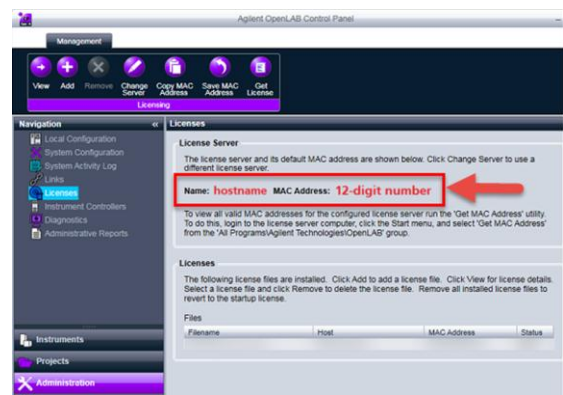
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3. Click the **Administration** tab located in the navigation pane.
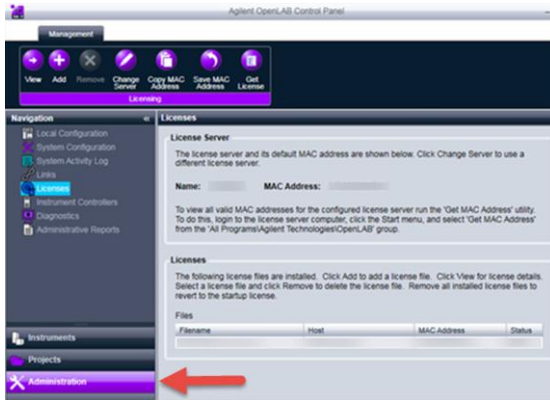
4. Click **Licenses** from the navigation pane.

5. Locate the workstation's Host Name and the MAC Address. (If you are upgrading from OpenLAB CDS A.01.01, A.01.02 or A.01.03, please skip to step 7 below to use the Get MAC Address utility.)

6. Record the Host Name and 12-digit MAC Address of each workstation in the Workstation Inventory Sheet or follow your Standard Operating Procedure. You may save the Workstation Inventory Sheet to the USB drive and update it as you collect the information from each workstation.

Appendix A: Workstation Inventory Sheet

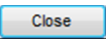Use the Workstation Inventory Sheet to record each OpenLAB CDS workstation's Host Name and MAC Address.

No.	Host Name	MAC Address	License File Name / Notes	License File Added?
1.	HOST_NAME	12-Digit_Number	SAMPLE ONLY	☐
2.				☐

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7. The Get MAC Address utility is available from the Start menu All Programs Agilent Technologies > OpenLAB > Get MAC address. This utility lists all valid MAC addresses associated with this workstation.

8. Place your cursor on one of the MAC addresses in the box. This will be copy it to your clipboard. To paste the MAC address, open the worksheet, or Notepad, and press CTRL + V. If there are multiple MAC addresses paste each address into the worksheet.
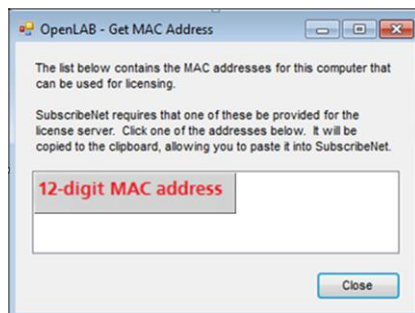
9. After you have recorded the MAC addresses, close the dialog box by clicking the button.

Repeat the steps in this section on each workstation.

What do you want to do next?

 Click to go to Step 1

 Click to go to the main page

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Access SubscribeNet to Upgrade Workstation Licenses

Log into Agilent's SubscribeNet Portal

The instructions below assume you:

- Have recorded all of the Host Names and MAC addresses of the workstations on the [Workstation Inventory Sheet](#)
- Are using a different computer with Internet access
- Have a SubscribeNet account
- Have connected a portable storage device (e.g. USB drive) to the computer with Internet access. (The portable media will be used to save the license files generated from SubscribeNet.)

Locate your SubscribeNet Login ID and Password

If you cannot find your SubscribeNet credentials, use the Password Finder on the

https://agilent.subscribenet.com main page located under the under **Login** button. This tool will prompt you to enter your email address, and an automated email will be sent to your email account to reset your password.
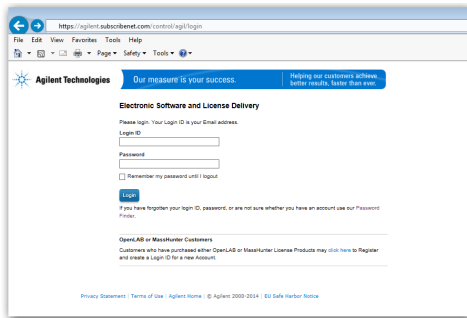
If you did not receive an email from SubscribeNet or do not know who in your organization has SubscribeNet credentials, please contact **subscribenet_support@agilent.com**.

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1. To access the SubscribeNet portal, launch your web-browser and enter the following address: https://agilent.subscribenet.com.

   Enter your Login ID and Password, and then click the **Login** button to continue.
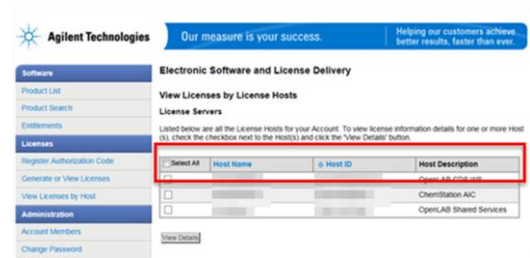
2. Once you have logged into the Agilent SubscribeNet page, in the **Licenses** section, click on the **View Licenses by Host** link.
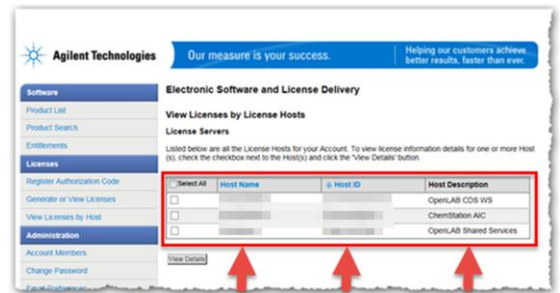
3. The **View Licenses by License Hosts** page contains a grid with the Host Name, the Host ID (MAC address), and a Host

Description identifying the OpenLAB CDS workstation.

4. Use the Workstation Inventory Sheet to match each Host Name and Host ID you recorded to the grid on the SubscribeNet page. This will verify all of your workstations appear in SubscribeNet.

If you are able to locate all of your Host Names and Host IDs, proceed to Step 5 below. If your Workstation Inventory Sheet contains Host Names which do not appear in SubscribeNet, you may be managing your licenses in multiple SubscribeNet accounts and will need to log into those accounts to upgrade each workstation license.

5. Locate your workstation's Host Name and Host ID, click the checkbox specific to that license host, and click the [View Details] button to open a page.
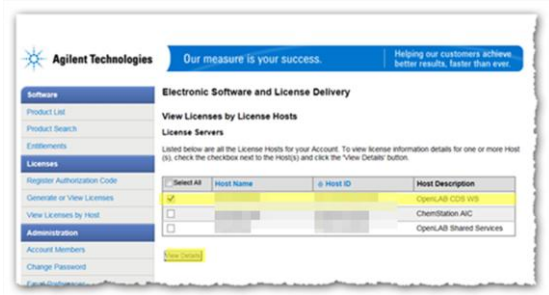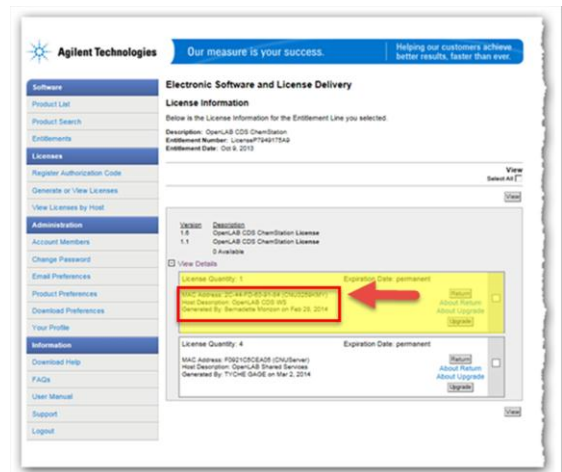

6. From the View Licenses by License Hosts page, locate **OpenLAB CDS ChemStation** or **OpenLAB CDS EZChrom** in the Entitlement Line Description column. Click the link in the **License Information** column which will open the License Information page.
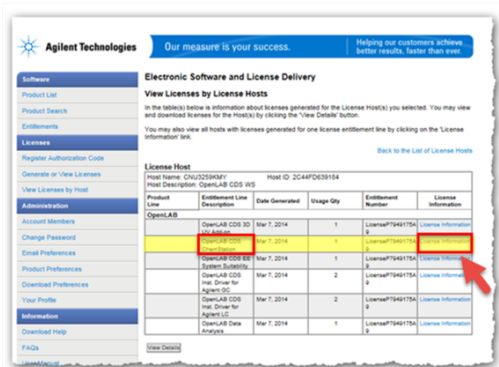
7. The License Information page displays additional information about the product license. Click [+ View Details] to expand the row and view the MAC Addresses and Host Descriptions associated with this license.
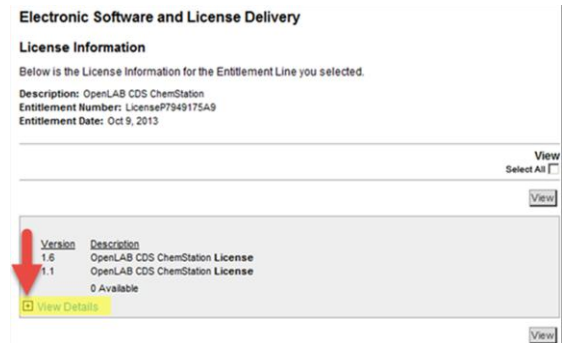

8. After expanding the details section, locate the correct MAC Address and Host Description which corresponds to the workstation license file (from the Workstation Inventory Sheet) to upgrade.

9. If your license(s) are eligible for an upgrade, you will see the [Upgrade] button. If your Hosts are not eligible for an upgrade, you will need to contact your Agilent Sales Representative to renew your Software Maintenance Agreement. Click here for the contact information.

   To proceed with generating your upgrade license, click the [Upgrade] button.

10. Once your license file is generated, you will see a new page with the license file details. To verify that the license file contains the correct version increment, locate the line item in your license file similar to the highlighted text in the example below.

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11. If all of the information is correct in the license file, click the Download License File button.
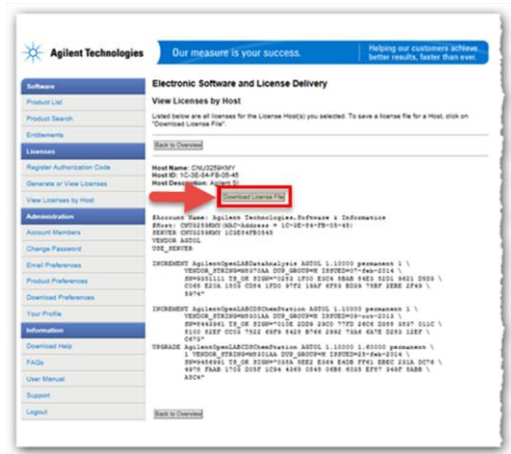
12. You will be prompted to save your license file to the portable storage device which is connected to this computer. Note each workstation's MAC address is the file name. This helps identify the correct license file to import into the workstation's OpenLAB Control Panel.

13. Record this information in the Workstation Inventory Sheet and save the file.

Repeat Steps 3 through 13 to generate and record each workstation license to upgrade.

What do you want to do next?

Click to go to Step 3

Click to go to the main page

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Adding a New License File to OpenLAB CDS

Use the Workstation Inventory Sheet to determine which workstation license to add to the OpenLAB Control Panel.

1. From the OpenLAB CDS workstation, locate the correct Host Name and MAC Address for this workstation on the Workstation Inventory Sheet.

2. Connect the portable storage device to the workstation.

3. Follow steps 1 through 5 from page 3, to log into OpenLAB Control Panel and access Licenses from the navigation pane.
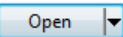
4. Click the Add button on the ribbon pane to open the Add Licenses dialog box.
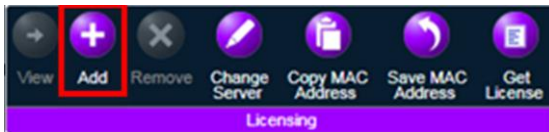
5. To add the license file, click the Browse... button to select the license file from the portable storage device.
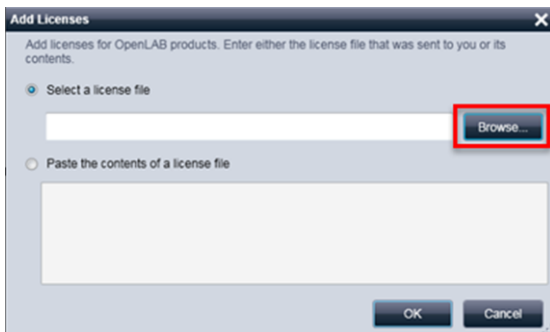
6. Browse to the portable storage device and locate the corresponding license file. This file name must be the same as the workstation's MAC address receiving the upgrade.
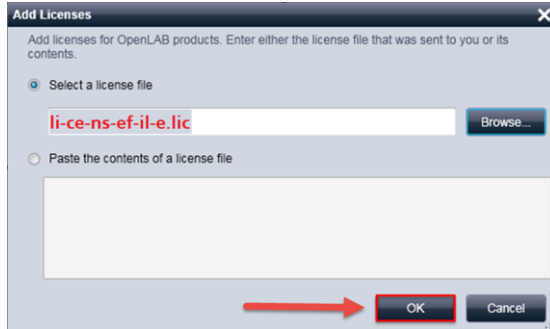
   Once you identified the correct file name, select the license file, and click the Open button. This will populate the license file field with the name of the license file.
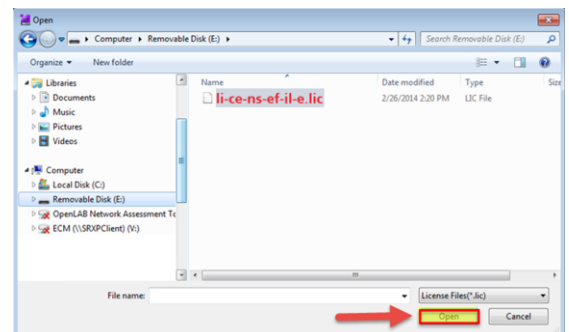
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7. Click the [OK] button to select the license file.

8. The main display reflects the new license in the Licenses section.

Repeat Steps 1 through 8 on each workstation requiring a new license file.

What do you want to do next?

 Click to go to the beginning of this section

 Click to go to the main page

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Instructions

Standalone Workstations with Internet Access

These steps must be repeated on each workstation requiring the license upgrade.

You must log into each workstation to obtain the Host Name and MAC address. This information is required to regenerate a new license file in SubscribeNet.

Use the Workstation Inventory Sheet (Appendix A) to record the workstation's Host Name and MAC address.

1. Log into the workstation (as a user with administrator level access) and launch the OpenLAB Control Panel by double-clicking the OpenLAB Control Panel desktop icon.
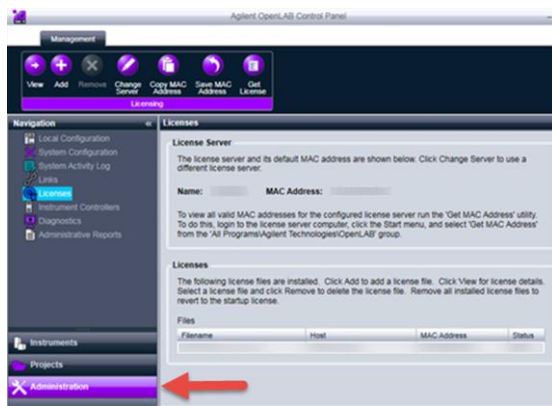

2. Enter your OpenLAB CDS administrator **login name** and **password**.
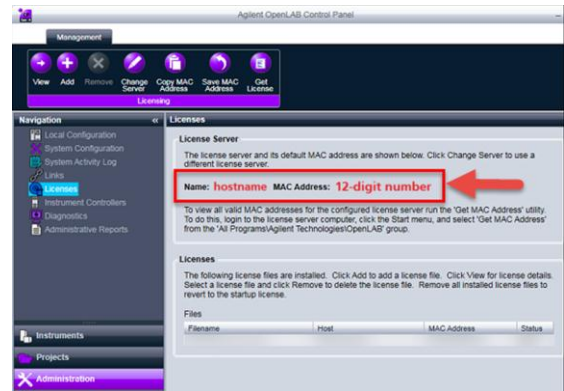
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3. Click the **Administration** tab.

4. Click **Licenses** in the navigation pane.

5. Locate the workstation's Host Name and the MAC Address. (If you are upgrading from OpenLAB CDS A.01.01, A.01.02 or A.01.03, please skip to step 7 below to use the Get MAC Address utility.)

6. Record the Host Name and 12-digit MAC Address of each in the Workstation Inventory Sheet or follow a SOP.
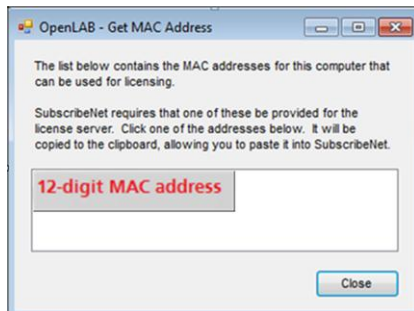
Appendix A: Workstation Inventory Sheet

Use the Workstation Inventory Sheet to record each OpenLAB CDS workstation's MAC Address and Host Name.

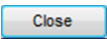| No.	Host Name	MAC Address	License File Name / Notes	License File Added?
1.	HOST_NAME	12-digit number	SAMPLE ONLY	☐
2.				☐
3.				☐
4.				☐

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7. The Get MAC Address utility is available from the Start menu All Programs Agilent Technologies > OpenLAB > Get MAC address. This utility lists all valid MAC addresses associated with this workstation.

8. Place your cursor on one of the MAC addresses in the box. This will be copy it to your clipboard. To paste the MAC address, open the worksheet, or Notepad, and press CTRL + V. If there are multiple MAC addresses paste each address into the worksheet.

9. After you have recorded the MAC addresses, close the dialog box by clicking the [Close] button.

10. Click on the icon in the ribbon pane to access the Internet. If the browser cannot connect to the Internet, then you do not have Internet access. Click here to

follow the Instructions for Standalone Workstations without Internet Access.
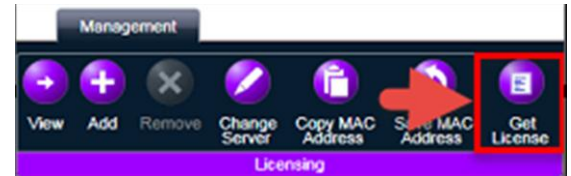
11. If you have Internet access, please proceed to the next section.

What do you want to do next?

 Click to go to the main page

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# Access SubscribeNet to Upgrade Workstation Licenses

Log into Agilent's SubscribeNet Portal

The instructions below assume you:

- Have recorded the Host Names and MAC addresses of the workstations on the [Workstation Inventory Sheet](#)
- Have a SubscribeNet account

Locate your SubscribeNet Login ID and Password.

If you cannot find your SubscribeNet credentials, use the Password Finder on the

https://agilent.subscribenet.com main page located under the under [Login] button. This tool will prompt you to enter your email address, and an automated email will be sent to your email account to reset your password.
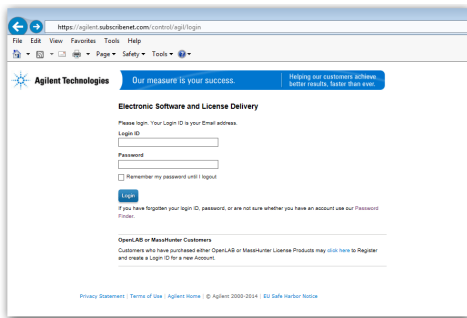
If you did not receive an email from SubscribeNet or do not know who in your organization has SubscribeNet credentials, please contact **subscribenet_support@agilent.com**.

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1. To access the SubscribeNet portal, launch your web-browser and enter the following address: https://agilent.subscribenet.com.

2. Enter your Login ID and Password, and then click the **Login** button to continue.
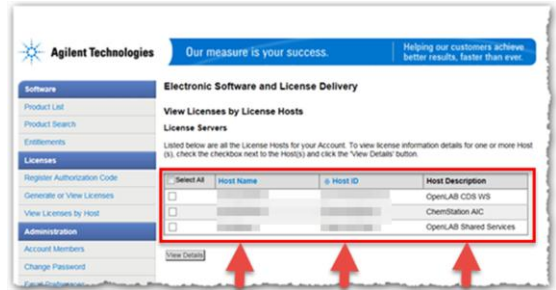

3. Once you have logged into the Agilent SubscribeNet page, in the **Licenses** section, click on the **View Licenses by Host** link.

4. The View Licenses by License Hosts page contains a grid with the Host Name, the Host ID (MAC address), and a Host

Description identifying the OpenLAB CDS workstation.

5. Use the Workstation Inventory Sheet to match the Host Name and Host ID to the SubscribeNet page and verify your workstation appears in SubscribeNet.

If you are able to locate all of your Host Names and Host IDs, proceed to Step 6 below.

If your Workstation Inventory Sheet contains Host Names which do not appear in SubscribeNet, you may be managing your licenses in multiple SubscribeNet accounts and you will need to log into those accounts to upgrade those workstation licenses.

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6. Locate your workstation's Host Name and Host ID, **click the checkbox** specific to that license host, and then click the ⬚ View Details button.
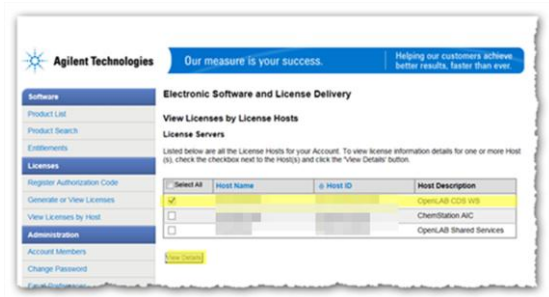
7. From the View Licenses by License Hosts page, locate **OpenLAB CDS ChemStation** or **OpenLAB CDS EZChrom** in the Entitlement Line Description column. Click the link in the **License Information** column. This will open the License Information page.
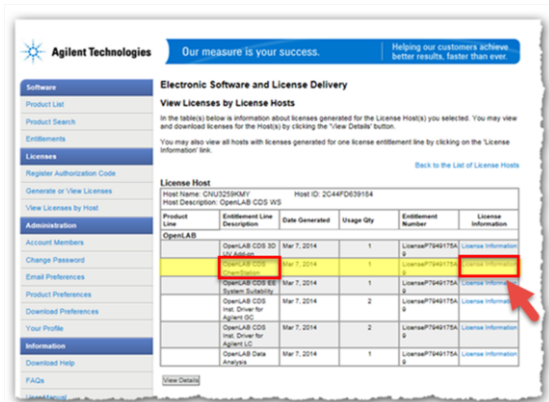
8. The License Information page displays additional information about the product license. Click ⊞ View Details to expand the row and view the MAC Addresses and Host Descriptions associated with this license.
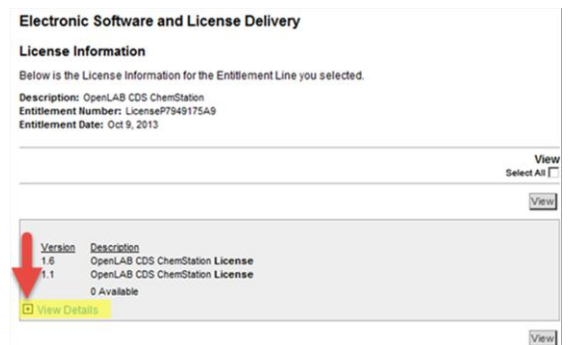
9. After expanding the details section, locate the correct MAC Address and Host Description which corresponds to the workstation license file (in the Workstation Inventory Sheet) to upgrade.
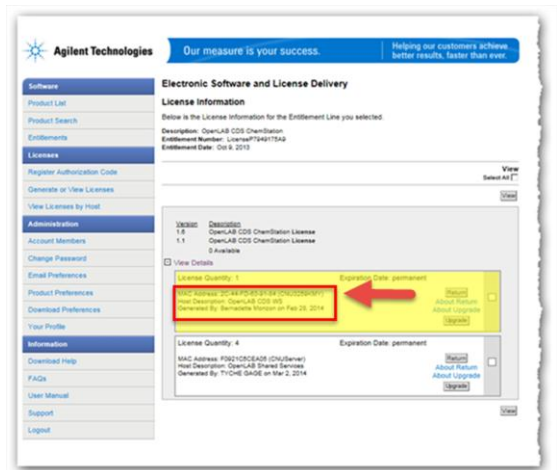
10. If your license(s) are eligible for an upgrade, you will see the **Upgrade** button in the details section for your license(s). If your Hosts are not eligible for an upgrade, you will need to contact Sales to renew your Software Maintenance Agreement.

   To proceed with generating your upgrade license, click the **Upgrade** button.
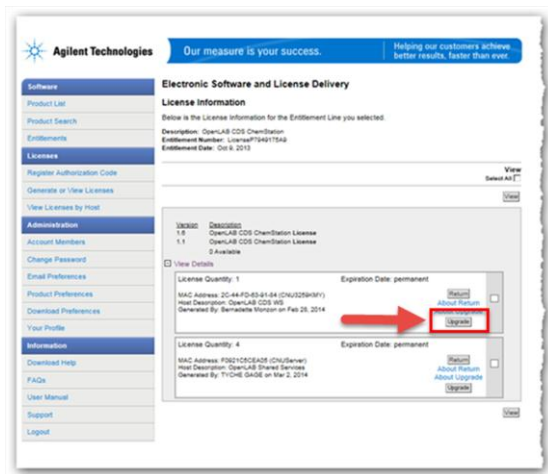
11. Once your license file is generated, you will see a new page with the license file details. To verify that the license file contains the correct version increment, locate the line item in your license file similar to the highlighted text in the example below.

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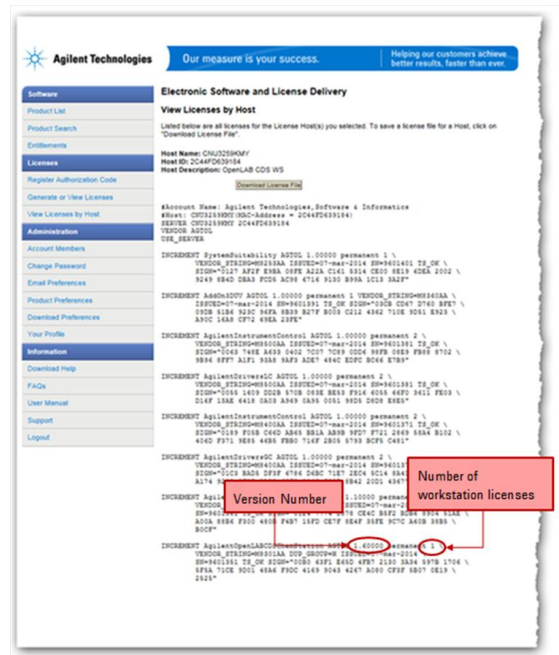
12. If all of the information is correct, click the
    [Download License File] button.
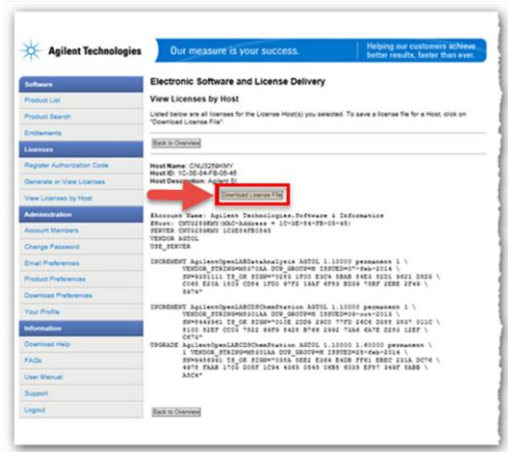
13. You will be prompted to save your license
    file. Save it to a location you can easily
    find.

    Note each workstation's MAC address is
    the file name. This helps identify the
    license file name to import into the
    OpenLAB Control Panel.

What do you want to do next?

 Click to proceed to the next section

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Adding a New License File to OpenLAB CDS

Use the Workstation Inventory Sheet to record the workstation license file upgrade.

1. Follow steps 1 through 5 from page 3, to log into OpenLAB Control Panel and access Licenses from the navigation pane.

2. Click the **Add** button on the ribbon pane to open the Add Licenses dialog box.
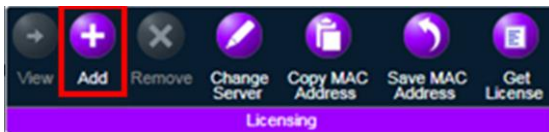
3. To add the license file, click the **Browse...** button to select the license file saved in Step 13 on page 18.
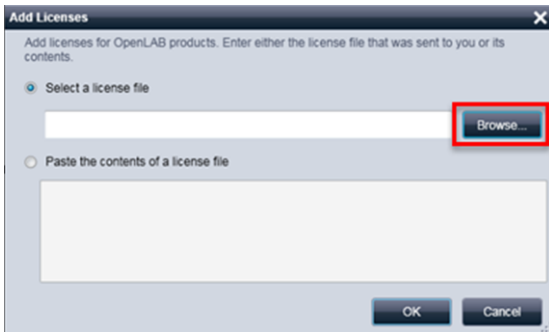
4. Select the newly generated license file and click OK.

5. The main display reflects the new license in the Licenses section.

Repeat the steps in the Instructions for Standalone Workstations with Internet Access for all workstations.

What do you want to do next?

Click to go to the main page

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Frequently Asked Questions

Who qualifies for an upgrade and how do I purchase a Software Maintenance Agreement?

If you received a notification from SubscribeNet informing you about the new release of OpenLAB CDS A.02.01 then you have a valid Software Maintenance Agreement (SMA). When you purchased your OpenLAB CDS software a one year subscription is included with your license.

If you believe your SMA is going to expire, you may renew it by contacting your Sales Representative at 1-800-227-9770, option 1, then 5. You can also visit us online to renew your agreement, or find the representative in your region listed below.

Country	Contact Email	Support Sales Phone Number
India	india-lsca_marketing@agilent.com	1800-180-1517
Canada, except Quebec	agilent_inquiries@agilent.com	1-800-227-9770 Option 1, then 5
Quebec, Canada	agilent_inquiries@agilent.com	1-800-227-9770 (option 1, then 5)
Puerto Rico	agilent_inquiries@agilent.com	1-800-227-9770 Opción 1, entonces 5
Mexico	agilent_inquiries@agilent.com	+55 1253 2153 ou 01 800 506 4800
Brazil	agilent_inquiries@agilent.com	0800-7281405
Austria	customercare_austria@agilent.com	01/25 125-6800
Belgium	customercare_belgium@agilent.com	+32 2 404 92 22
Denmark	customercare_denmark@agilent.com	45 70 130 020
Finland	customercare_finland@agilent.com	358 1080 2220
France	customercare_france@agilent.com	0810 446 446
Germany	customercare_germany@agilent.com	0800-603 1000
Italy	customercare_italy@agilent.com	800 012 575
Ireland	customercare_uk@agilent.com	(+353) 21 4619501
Spain	customercare_spain@agilent.com	901 11 68 90
Sweden	customercare_sweden@agilent.com	08 506 489 50
Switzerland	customercare_switzerland@agilent.com	0848 80 35 60
The Netherlands	customercare_netherlands@agilent.com	(31) 020 - 547 2600
United Kingdom	customercare_uk@agilent.com	01 605 8324
Luxembourg	customercare_belgium@agilent.com	32 (0)2 404 92 22
Portugal	informacoes@soquimica.pt	35 121 716 51 60
United States	agilent_inquiries@agilent.com	1-800-227-9770 Option 1, then 5

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If I have OpenLAB CDS AICs, networked workstations or distributed environments, do I need to upgrade my license file(s)?

All OpenLAB CDS installations with networked workstations, AICs or distributed environments must be upgraded by the Professional Services Organization. To perform the upgrade, please contact the Professional Services Organization contact in your region.

Do I need to upgrade my instruments license file(s)?

No. This change only affects workstation licenses.

If my Software Maintenance Agreement expired, am I still entitled to the upgrade?

Yes, if your Software Maintenance Agreement lapsed after the release of OpenLAB CDS A.02.01, you are entitled to the upgrade. We **strongly** encourage you to renew your Software Maintenance Agreement so you can continue to maximize your return on your software investment.

Benefits of a Software Maintenance Agreement:

Cost control: With an SMA that includes both updates and upgrades.

Unlimited support: Get immediate access to expert assistance and support via our website or call centers (depending upon environment).

Single software version: SMA coverage lets you upgrade software and use a single version that ensures compatibility across your lab.

Agilent SubscribeNet portal: Instantly download software or request media, so you can take advantage of upgrade features and improvements right away.

Notifications: Get proactive notification as soon as upgrades and updates are available, plus alerts reminding you to renew your subscription.

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Simplified contract management: A single vendor covering hardware and software-and an SMA that includes both updates and upgrades-makes managing software contracts and renewals much easier.

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Appendix A: Workstation Inventory Sheet

Use the Workstation Inventory Sheet to record each OpenLAB CDS workstation's Host Name and MAC Address.

No.	Host Name	MAC Address	License File Name / Notes	License File Added?
1.	HOST_NAME	12-Digit_Number	SAMPLE ONLY	☐
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				