

UPGRADING TO EMPOWER 2 SOFTWARE

HOW TO REQUEST YOUR EMPOWER 2 SOFTWARE UPGRADE

Follow these steps if you currently have a Waters Software Plan.

Step 1

Review Important Information About Your Empower 2 Software Upgrade on pages 2-3.

Step 2

Select the appropriate Upgrade Request Form:

- Upgrading from Millennium Workstation Version 2.0X, 3.0X, 3.2, 4.0
- Upgrading from Millennium Client/Server Version 2.0X, 3.0X, 3.2, 4.0
- Upgrading from Empower Software Version 1154 Personal Edition

You can find Upgrade Request Forms on pages 4-6 of this document.

Step 3

Complete the appropriate Upgrade Request Form in its entirety.

Information you'll need:

- Your contact information
- Your Support ID number (This number was provided to you when you purchased your Software Support Plan.)
- A list of the Empower 2 Software options you currently own.
- The number of Empower 2 Software Named User Licenses you currently own.
- If you are upgrading from Millennium^{®32}, the number of users who are defined in the configuration manager screen
- You may need to provide other information about your current software based on the software version from which you are upgrading.

Step 4

Send your Upgrade Request Form to Waters by fax or by email.

- Fax the Upgrade Request Form to your local Waters office. For a list of local Water office fax number, refer to page 7 of this document.
- Email the Upgrade Request Form to: Empower2Upgrade@waters.com



**IF YOU DO NOT HAVE A
WATERS SOFTWARE PLAN,
REQUEST A QUOTE OR
CONTACT YOUR LOCAL
WATERS OFFICE.**

IMPORTANT INFORMATION ABOUT YOUR EMPOWER 2 SOFTWARE UPGRADE

Operating systems and computer configuration specifications

Empower™ 2 Software is tested and supported only on the system configurations detailed below. These are the recommended minimum computer configurations required to run Empower 2 Software.

Please note that these recommendations do not take into account additional hardware requirements necessary to run other applications on the same system used to run Empower 2 Software. Refer to the Microsoft hardware compatibility list for a definitive statement on specific models of computers supported. All configurations of Empower 2 require both a DVD and Floppy Drive.

COMPUTER CONFIGURATION1	Personal Workstation*, Enterprise Client, Web Server, Workgroup Secondary PC	Workgroup Primary PC	Enterprise Server
CPU	INTEL PENTIUM IV, 1.7 GHz	INTEL PENTIUM III, 1.0 GHz	INTEL PENTIUM III, 1.2 GHz
RAM	512 MB	1 GB	1 GB
Hard drive	Minimum free space on hard drive: 5 GB	3 HARD DRIVES MINIMUM FREE SPACE: 7 GB	4 HARD DRIVES MINIMUM FREE SPACE: 7 GB
Floppy drive	1.44 MB	1.44 MB	1.44 MB
DVD drive	Yes	Yes	Yes
Video	SVGA 1024 x 768 x 16 Bit color resolution	SVGA 1024 x 768 x 16 Bit color resolution	SVGA 1024 x 768 x 16 Bit color resolution
Network Interface card	10/100 NIC	10/100 NIC	10/100 NIC
Other	No	Tape Backup (Optional)	Tape Backup (Optional)

*Personal workstation does not require a 10/100 nic.

Operating system configurations supported by Empower 2 Software

All systems require Internet Explorer 6.0 Service Pack 1 or higher and Adobe Acrobat Reader 6.0 or higher.

Empower 2 Configuration1	windows xp Professional	windows 2000 Professional	windows 2000 Server	windows 2000 Advanced server	windows 2003 Server
Personal	√	√			
Enterprise client	√	√			
Lac/e32	√	√			
Workgroup Secondary pc	√	√			
Workgroup Primary pc			√	√	√
Enterprise server**			√	√	√
Web server			√		

**Enterprise server also supports unix sun solaris 10.

Empower 2 Enterprise is supported on the following Citrix platforms:

- Citrix MetaFrame XPe, Feature Release 3, Service Pack 3 on Windows 2000 Server, Service Pack 3
- Citrix MetaFrame XPe, Feature Release 3, Service Pack 4 on Windows 2000 Server, Service Pack 4
- Citrix Presentation Server 4 on Windows 2003 Server, Service Pack 1 (requires Empower 2 Feature Release 2 or greater)

busLAC/E Interface Card

The ISA busLAC/E™ interface card is not supported in Empower 2 Software.

LAC/E32 Acquisition Server

Refer to the chart below to determine the compatibility of LAC/E³² modules with the operating system you plan to use. Please contact your local Waters representative to learn about our convenient upgrade and trade-in programs.

LAC/E32 Configuration #	Serial Number Range of LAC/E32	Upgradeable to Windows 2000	Upgradeable to Windows XP
1	C98L32000N to E98L32537N	No	No
2	E98L32539 to K98L32212P	No	No
3	K98L32213P to B99L32644P	No	No
4 and 6	B99L32645P to L99L32635P and A00L32869P to A00L32998P	Yes	No
5	L99L32636P to M99L32025W	No	No
7 THROUGH 10	B00L32001W AND HIGHER	Yes	YES

Empower 2 Software does not support the following instruments:

- 700, 710, 712 and 715 Autosamplers
- 484, 490 UV Detectors
- 991 PDA
- SIM Module System Interface Device
- LC Module 1
- GPC 2000
- Integrity® TMD

Systems Requiring Upgrade

The following systems require a firmware and hardware upgrade before operating on an Empower 2 Software system.

- 5890 GC with busLAC/E requires a configuration change to the EQUINOX 8-port serial card
- 2690 Separations Module requires an upgrade to 2695 Separations Module
- 2690D Separations Module requires an upgrade to 2695/D Separations Module
- 2790 Separations Module requires an upgrade to 2795 Separations Module

To learn more about our upgrade programs, please contact your local Waters representative

UPGRADING FROM MILLENNIUM WORKSTATION

Downloadable form.

ATTN: Empower 2 Software Upgrade -- Waters Service Support Group

Email to: Empower2Upgrade@waters.com

Please complete all information and return to Waters Service Support Group via fax or email.

Contact Information

User Name _____

Company Name _____

Address 1 _____

Address 2 _____

City/State/Zip Code/Country _____

Phone _____

Email _____

Support Plan ID (SUP ID) _____

Comments: _____

UPGRADING FROM MILLENNIUM WORKSTATION VERSION: 2.0X, 3.0X, 3.2

Total number of users who are defined in the configuration manager screen _____

Total number of all users who access Millennium^{®32} _____

Total number of Gas Chromatography Systems controlled by Millennium^{®32} Software _____

Select the BusLAC/E Board used to communicate with your instruments _____

☐ Single System

☐ Multi-System

Check the box next to each installed option you currently own. Check none if there are not options installed.

☐ None

☐ System Suitability

☐ GPC

☐ CPC/V

☐ Dissolution

☐ Pattern Matching (3.2 Only)

☐ Professional Toolkit

UPGRADING FROM MILLENNIUM WORKSTATION VERSION: 4.0

Total Number of named user licenses you currently own _____

Total number of Gas Chromatography Systems controlled by Millennium^{®32} Software _____

Select the BusLAC/E Board used to communicate with your instruments

☐ Single System

☐ Multi-System

Check the box next to each installed option you currently own. Check none if there are not options installed.

☐ None

☐ AMDS Method Development

☐ GPC

☐ WDC Access Chrom Conversion

☐ Dissolution

☐ Chemical Structure

☐ Professional Toolkit

☐ WDC MassLynx Automatic Conversion

☐ System Suitability

☐ Pattern Matching Pattern Matching

☐ CPC/V

[SOFTWARE UPGRADE]

UPGRADING FROM MILLENNIUM CLIENT/SERVER

Downloadable form.

ATTN: Empower 2 Software Upgrade -- Waters Service Support Group

Email to: Empower2Upgrade@waters.com

Please complete all information and return to Waters Service Support Group via fax or email.

Contact Information

User Name _____

Company Name _____

Address 1 _____

Address 2 _____

City/State/Zip Code/Country _____

Phone _____

Email _____

Support Plan ID (SUP ID) _____

Comments: _____

UPGRADING FROM MILLENNIUM CLIENT/SERVER VERSION: 2.0X, 3.0X, 3.2

Total number of users who are defined in the configuration manager screen _____

Total number of all users who access Millennium^{®32} _____

Total number of current users _____

Total number of Gas Chromatography Systems controlled by Millennium^{®32} Software _____

How many LAC/E32 Acquisition Servers do you have? _____

How many Acquisition Clients (PC with bus/LAC/E board) do you have? _____

Total number of configured chromatographic systems _____

Check the box next to each installed option you currently own. check none if there are not options installed.

- | | |
|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> System Suitability |
| <input type="checkbox"/> GPC | <input type="checkbox"/> CPC/V |
| <input type="checkbox"/> Dissolution | <input type="checkbox"/> Pattern Matching (3.2 Only) |
| <input type="checkbox"/> Professional Toolkit | |

UPGRADING FROM MILLENNIUM CLIENT/SERVER VERSION: 4.0

Total Number of named user licenses you currently own _____

Total number of Agilent 1100 licenses you currently own _____

Total number of Agilent Plus (includes 3d DAD capability and ethernet control) licenses currently own _____

Total number of Gas Chromatography Systems controlled by Millennium^{®32} Software _____

How many LAC/E32 Acquisition Servers do you have? _____

How many Acquisition Clients(PC with bus/LAC/E board) do you have? _____

Total number of configured chromatographic systems _____

Check the box next to each installed option you currently own. Check none if there are not options installed.

- | | |
|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> AMDS Method Development |
| <input type="checkbox"/> GPC | <input type="checkbox"/> WDC Access Chrom Conversion |
| <input type="checkbox"/> Dissolution | <input type="checkbox"/> Chemical Structure |
| <input type="checkbox"/> Professional Toolkit | <input type="checkbox"/> WDC MassLynx Automatic Conversion |
| <input type="checkbox"/> System Suitability | <input type="checkbox"/> Pattern Matching Pattern Matching |
| <input type="checkbox"/> CPC/V | |

[SOFTWARE UPGRADE]

UPGRADING FROM EMPOWER SOFTWARE VERSION 1154

Downloadable form.

ATTN: Empower 2 Software Upgrade -- Waters Service Support Group

Email to: Empower2Upgrade@waters.com

Please complete all information and return to Waters Service Support Group via fax or email.

Contact Information

User Name _____

Company Name _____

Address 1 _____

Address 2 _____

City/State/Zip Code/Country _____

Phone _____

Email _____

Support Plan ID (SUP ID) _____

Comments: _____

UPGRADING FROM EMPOWER SOFTWARE VERSION 1154 PERSONAL EDITION

Select the BusLAC/E Board used to communicate with your instruments

☐ Single System

☐ Multi-System

UPGRADING FROM EMPOWER SOFTWARE VERSION 1154 WORKGROUP EDITION

How many Workgroup PC (nodes) are configured in your system? _____

Total number of configured chromatographic systems _____

How many LAC/E³² Acquisition Servers do you have? _____

How many Acquisition Clients (PC with bus/LAC/E board) do you have? _____

UPGRADING FROM EMPOWER SOFTWARE VERSION 1154 ENTERPRISE EDITION

Total number of configured chromatographic systems _____

How many LAC/E³² Acquisition Servers do you have? _____

How many Acquisition Clients (PC with bus/LAC/E board) do you have? _____

UPGRADING OPTIONS FROM EMPOWER SOFTWARE VERSION 1154 ALL EDITIONS

The current options you own and have installed will work with the Empower 2 Upgrade with the exception of the following three options, which will require a new disk. Please check the option(s) you currently own. This is a required field. Check "None" if you don't have any of these options installed.

☐ None

☐ AMDS Method Development

☐ WDC Access Chrom Conversion

☐ WDC MassLynx Automatic Conversion

☐ WDC ChemStation Conversion

Sales Offices:

Austria

Phone: 43 1 877 18 07
Fax: 43 1 877 18 08

Australia

Phone: 61 2 9933 1777
or 1800 222 133
Fax: 61 2 9898 1455

Belgium & Luxembourg

Phone: 32 2 726 10 00
Fax: 32 2 726 1100

Brazil

Phone: 55 11 5543 7788
Fax: 55 11 5543 8951

Canada

Phone: 1 800 252 4752
Fax: 1 508 482 8449

China

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Fax: 86 10 8451 8928

Czech Republic

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Fax: 420 261 711 386

Denmark

Phone: 45 46 59 80 80
Fax: 45 46 59 85 85

Finland

Phone: 358 9 506 4140
Fax: 46 8 555 115 50

France

Phone: 33 1 3048 7200
Fax: 33 1 30 48 72 01

Germany

Phone: 49 6196 400 600
Fax: 49 6196 400 6010

Hong Kong

Phone: 852 29 64 1800
Fax: 852 2549 6802

Hungary

Phone: 36 1 350 5086
Fax: 36 1 350 5087

India

Phone: 91 80 2837 1900
Fax: 91 11 2371 8431

Ireland

Phone: 353 1 448 1500
Fax: 353 1 448 1510

Italy

Phone: 39 02 274 2 11
Fax: 39 02 250 1827

Japan

Phone: 81 3 3471 7191
Fax: 81 03 3471 7118

Korea

Phone: 82 2 820 2700
Fax: 82 2 820 2730

Mexico

Phone: 52 55 5524 7636
Fax: 52 55 5524 9375
or 52 55 5524 9376

The Netherlands

Phone: 31 76 50 87 200
Fax: 31 76 50 87 280

Norway

Phone: 47 6 384 60 50
Fax: 47 6 384 60 51

Poland

Phone: 48 22 833 4400
Fax: 48 22 639 3009

Puerto Rico

Phone: 787 747 8445
Fax: 787 747 8448

Russia/CIS

Phone: 7 095 931 9193
Fax: 7 095 931 9193

Singapore

Phone: 65 6273 1221
Fax: 65 6273 6116

Spain

Phone: 34 93 600 93 00
Fax: 34 93 336 70 00

Sweden

Phone: 46 8 555 115 00
Fax: 46 8 555 115 50

Switzerland

Phone: 41 62 889 2030
Fax: 41 62 889 2059

Taiwan

Phone: 886 2 2543 1898
Fax: 886 2 2543 1918

U.K.

Phone: 44 208 238 6100
Fax: 44 208 238 6180

U.S.A.

Phone: 1 800 252 4752
Fax: 1 508 482 8898

By email:

Empower2Upgrade@waters.com

Waters

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