

Instrumentation Networking

Capillary electrophoresis (CE) instrument systems include Dell™ computers outfitted with two network adaptors. The motherboard adaptor is used for communication with the instrument. The second adaptor is available to enable our customers to work with their local IT department to connect to an internal network. Our warranty and service contract terms exclude coverage for instrument system problems that are caused by the network connection (i.e., computer virus, hacking, updates, or patches that alter the compute environment). However, our field service team will respond during the warranty period and while the instrument is covered by an AB Assurance service contract to isolate the cause of any problem either with instrument hardware, software, chemistry, or that arises from an external environmental source including the connection to a customer-owned internal network. Beyond that we can escalate issues to a product technical team who can review instrument logs and advise on the nature of the problem in an effort to help customers find and correct the source of the problem.

Tips for connecting your instrument computer to your local network

- Connect the computer to the network using the network card, not the motherboard adaptor. The network Ethernet port is usually located towards the bottom of the back of the computer; the motherboard Ethernet port is located by the USB ports towards the top. For the Dell™ Optiplex XE computer, Ethernet port 2 is the network port.
- When configuring the network settings, only configure the card for the local area network (LAN). If you attempt to modify the LAN settings and see that the selection “Use the following IP address” is selected and an IP address of 192.168.0.1 is present, click Cancel and modify the LAN settings for the other card (making changes on the card with a specified IP address will break the connection between the instrument and computer).
- If the firewall has to be on, go to the “Advanced” tab in the Windows Firewall settings and turn it off for the LAN that connects the instrument to the computer. Any third-party firewall software should be set accordingly as well.
- Symantec (Norton™) Anti-Virus has been qualified to run on Thermo Fisher Scientific™ instrument computers. Some alternative anti-virus software packages may quarantine some of the Oracle files needed on your Applied Biosystems™ 3730 and 3130 systems and GeneMapper™ Software. If using a non-recommended anti-virus software package, scans should not be performed on drives containing Oracle (D and F drives for the Applied Biosystems™ 3730 and 3130 systems and whatever drive you have installed the GeneMapper™ Software on for the Applied Biosystems™ 3500 systems and ABI PRISM™ 310 Genetic Analyzer).
- If the computer requires a specific naming convention to work on the network, please work with your local service engineer to change the computer name prior to software installation. Changing the computer name after installation can break the connection between the instrument and computer.
- Instrument and Analysis software packages have specific compute requirements in order to function optimally. Do not update the Operating System or the service pack. If the Operating system is updated and it causes software functionality issues, please contact Technical Support.

- Set Microsoft™ security updates for manual installation. Some updates will force the computer to reboot automatically once installed. If this happens in the middle of a run, you may lose the data and have to re-run the samples.
- Please do not alter the pre-configured User accounts and passwords, for example the instrument-specific user accounts: 3130User, 3730User, INSTR-USER, and the AB Service accounts. Changing the password for the Instrument Accounts will result in a loss of communication between the instrument and computer and the AB Service is intended to allow access for the FSE.
- If logging in as the local administrator is not possible, then the user accounts require Read, Write, and Delete privileges.
- Although not recommended, if the data files are going to be saved directly to a network drive, you will need to map the drive location and assign it a drive letter so the Results Group can browse to the drive.
- Do not change the regional settings—keep at US English. Changing the settings can cause unrecognized characters to be entered into the system and can corrupt files.