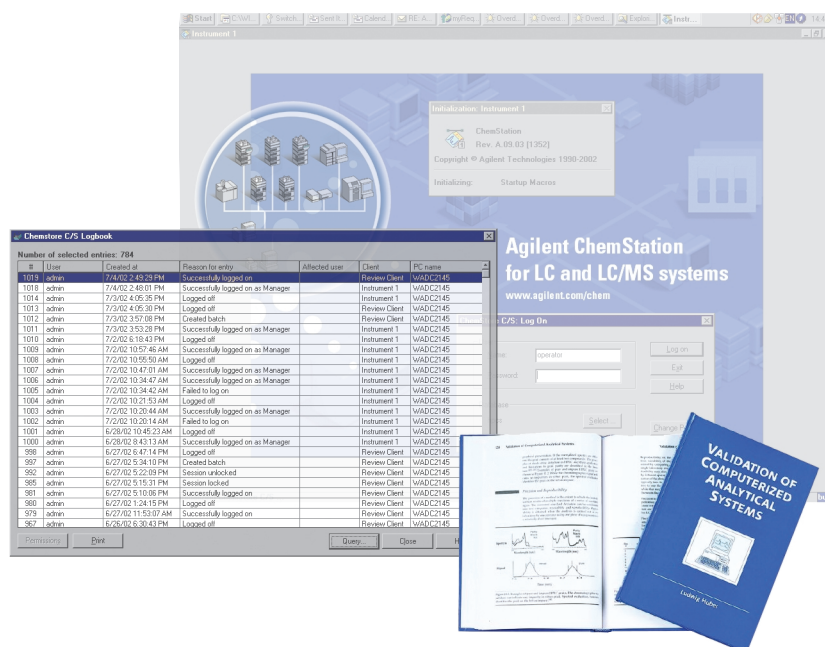


ChemStore Services Portfolio



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Agilent Technologies

RunTime Pharma C/S Bundle

21 CFR part 11 Compliance for the Small Lab Specifications

Introduction

The U.S. food and drug administration (FDA) most recently shifted the focus of their inspection activities from manufacturing process to analytical laboratories. Computers and especially critical data generated by the computer are a major concern.

On August 20, 1997, the FDA published 21 CFR part 11, covering Electronic Records and Electronic Signatures in final form. Rule 11 especially influences many operations in pharmaceutical QC laboratories.

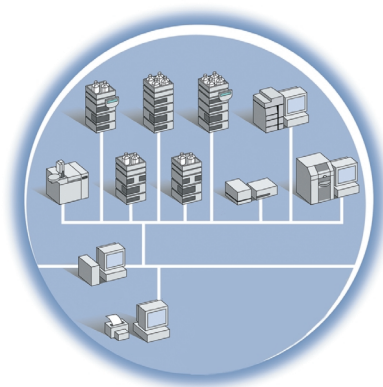
This rule of course has a severe impact on the Agilent ChemStation. Neither the chromatography ChemStation for LC, CE, GC and MS nor the current UV-Vis ChemStation are compliant to this rule. The Agilent ChemStore server solution, designed for an extensive Client/Server environment, complies perfectly with this requirement, for example identification of the operator, storage of methods, raw data etc.

For smaller labs that need to comply with today's FDA's 21CFR part 11 rule but do not have the resources to manage a Client/Server system, the new Agilent RunTime Pharma C/S is the optimized solution.

Description and Functionality

Agilent RunTime Pharma is a RunTime version of the popular ChemStation Plus Client/Server system. Agilent ChemStore C/S is a scalable chromatographic database for Agilent ChemStations. It provides a means to easily organize, review and approve analytical data based on study and sample information. Agilent ChemStore C/S supports the users' data review process offering statistically result summaries, flexible control charts, cross-sample reports and documented data archiving and restoring. These services also aid users in doing on-going system suitability testing. The Agilent ChemStore C/S server database can be used as a central place for data storage of all analytical data including methods, sequences and the raw data. This data storage also satisfies the requirements for data handling in a regulated environment including the detailed requirements of the U.S. Food and Drug Administration for electronic records and electronic signatures, known as 21CFR part 11.

The RunTime package also includes the Agilent ChemStation PlusSecurity Pack—designed to support the requirements of 21 CFR Part 11. It uses a relational database based on the ChemStore



C/S database for secure result data storage, data review, electronically signing off runs, login and Password Protection.

- Password Policies
- Application Based Timeout and Lock
- AuditTrails on all Raw and Meta Data
- Complete Instrument Logbooks
- Data, Method, Sequence Versioning
- Built in Calculations (in DB)
- User Based Administration and Policies
- Data Integrity
- E-Signature functions for Data Review
- Upgradeable to full Version ChemStationPlus
- Built in Control Charting and Reporting
- Built in Archive Functions

The Agilent RunTimePharma C/S Bundle contains the following:

Dual, 2.8 GHz Intel Xeon processor, tower, 1 GB RAM, 4 x 18 GB Hot Pluggable Disks, 6 PCI-X slots, Business S7500 17inch Monitor, DAT Tape Drive (DLT Tape Drive

only with Backup Option), integrated 10/100/1000 Ethernet, 3 year limited warranty, including prefailure warranty, Windows 2000 Server w/5 client license. Agilent reserves the right to replace the server with equivalent or higher configuration.

- ChemStation Upgrade Software A.09.01 or higher
- ChemStore ORACLE Server Software License
- Security Pack Software License
- 4 ChemStore Client Software Licenses
- Installation, IQ and OQ of Server and up to 4 Chem-Stations (and or 4 Instruments)
- Onsite Admin Training (2 Users)
- Onsite User Training (4 Users)
- Network HUB and 5 LAN Cables, 10m each

Optional:

- 4 additional clients on the same order
- Integration into corporate network
- Additional instrument per ChemStation
- Return credit for existing ChemStation Plus Security Pack workstations
- Backup & Recovery Service includes DLT Tape instead of DAT Tape and Veritas Backup Exec Server Edition for NT/2000s

Assumptions and Exceptions

- System is installed as standalone LAN (no corporate connections, Novell, etc.) Option for corporate connection available

- All instruments need to be located close enough to install with the delivered cables
- ChemStations using revision A.09.03 or later (Upgrade Software is included)
- Backup familiarization for Cold Backup Strategy
- ChemStation instrument Specifications apply (i.e. number of instruments per PC) – Option for second instrument available
- Installation and training will take place during the same visit
- Warranty for non-Agilent equipment is handled by the original vendor.

Client Chemstation Specifications must meet the following Requirements

- ChemStationPlus Client Ram: 128+ Megabyte for 1 instrument; 196+ Megabyte for 2 instruments; 256+ Megabyte for 3 instruments
- Minimum 450MHz Pentium III CPU
- Minimum 1024 x 768 display resolution
- Minimum 4 Gigabyte hard disk-space
- Network Interface Card 10/100 Mbit, RJ 45
- MS Windows NT 4.0 Workstation or Windows2000
- Service Pack 6a (NT) Service Pack 2 (Win2K)
- MS Internet Explorer 5.5
- All disk volumes use NTFS
- Time zone, time and date are set correctly
- Disk defragmentation software installed on PC.

Ordering Process

In order to customize this solution the following order process has been suggested:

1. Fill in the Sales Rep (FE) name and Customer name and address in the FAX sheet of this document.
2. Indicate which Options are required. This is necessary to make sure that the "Proposal" generated is accurate and reflects the customers requirements.
3. Fax the completed form to E-PSO Waldbronn.

E-PSO will then send you a "final proposal" which you should share with the customer. The proposal describes what the solution is and the responsibilities of the customer and Agilent.

RunTime Chemical C/S Bundle

Chromatographic Data Base Solution for Small Labs

Specifications

Introduction

Agilent RunTime Chemical is a Run-Time version of the popular ChemStation Plus Client/Server system. It is designed and optimized for small laboratories with up to 8 ChemStations which need to have centralized data storage, data backup, database functionality but do not have the resources to manage a Client/Server system. In a Client/Server network configuration, the Agilent RunTime Chemical system can be used as a central place for data storage of all analytical data including methods, sequences and raw data. This data storage solution satisfies the requirements for data handling, documentation and revision tracking of all changes within a sample analysis.

Product Description

RunTime Chemical is based on the scalable ChemStore C/S chromatographic database for Agilent ChemStations. It provides a means to easily organize, review and approve analytical data based on samples and sample information. RunTimeChemical supports the user's data review process offering statistics, result summaries, flexible control charts, cross-sample reports and documented data archiving and restoring. These services also aid users in doing on-

going system suitability testing. If there is a full 21CFR part 11 requirement within pharma related chemical industries Agilent can provide this as a full compliant solution, the Agilent RunTime Pharma Bundle.

Description and Functionality

Agilent RunTimeChemical C/S is a RunTime version of the successful ChemStationPlus client/server system. It is designed for typical small laboratories with up to 8 Agilent ChemStations. In a client/server network configuration, the Agilent RunTimeChemical system can be used as a central place for data storage of all analytical data including methods, sequences and the raw data. This simplifies the audit procedure and completely satisfies the requirements for data handling in a non-regulated environment including revision tracking of all changes within a sample analysis and described in the following bullets:

- Login and Password Protection
- Password Policies
- Application Based Timeout and Lock
- AuditTrail and Revision Tracking on all Raw and Meta Data
- Complete Instrument Log-books
- Data, Method, Sequence Versioning

- User Based Administration and Policies
- Data Integrity
- Upgradeable to Full Version ChemStationPlus System
- Built in Control Charting and Reporting
- Built in Archive Functions

The Agilent RunTimeChemical C/S Bundle contains the following:

Dual, 2.8GHz Intel Xeon processor, tower, 1 GB RAM, 4 x 18 GB Hot Plug gable Disks, 6 PCI-X slots, Business S7500 17inch Monitor, DAT Tape Drive (DLT Tape Drive only with Backup Option), integrated 10/100 Ethernet, 3 year limited warranty, including pre-failure warranty, Windows 2000 Server w/5 client license. Agilent reserves the right to replace the server with equivalent or higher configuration.

- ChemStation Upgrade Software A.09.01 or higher
- ChemStore ORACLE Server Software License
- 4 ChemStore Client Software Run Time Licenses
- Installation of Server and up to 4 ChemStations
- Onsite Admin Training (2 Users)
- Onsite User Training (4 Users)
- Network HUB and 5 LAN Cables, 10m each

Optional:

- 4 additional clients on the same order
- Integration into corporate network
- Return credit for existing ChemStation Plus workstations
- Backup & Recover includes DLT Tape instead of DAT Tape and Veritas Backup Exec Server Edition for NT/2000s

Assumptions and Exceptions

- System is installed as standalone LAN (no corporate connections, Novell, etc.) Option for corporate connection available
- All Instruments need to be located close enough to install with the delivered cables
- ChemStations using revision A.09.03 or later
- Backup familiarization is for Cold Backup Strategy
- Install and training will take place during the same visit
- Hardware warranty is covered by Hardware vendor (not Agilent)

Client Chemstation Specifications must meet the following Requirements

- ChemStationPlus Client RAM:
128+ Megabyte for 1 instrument
196+ Megabyte for 2 instruments;
256+ Megabyte for 3 instruments

- Minimum 450MHz Pentium III CPU
- Minimum 1024 x 768 display resolution
- Minimum 4 Gigabyte hard disk-space
- Network Interface Card RJ 45
- MS Windows NT 4.0 Workstation or Windows2000
- Service Pack 6a (NT) Service Pack 2 (Win2K)
- MS Internet Explorer 5.5
- All disk volumes use NTFS
- Time zone, time and date are set correctly
- Disk defragmentation software installed on PC.

Ordering Process

The RunTime Solution is composed of Agilent parts and third party. This type of non-standard solution is best combined into a "Proposal" which sets out Agilent and customer responsibilities and expectations. Therefore, the following order process should be followed:

1. Fill in the Sales Rep (FE) name and Customer name and address in the FAX sheet of this document.
2. Indicate which Options are required. This is necessary in order to make sure that the "Proposal" generated is accurate and reflects the customers requirements.
3. Fax the completed form to E-PSO Waldbronn.

E-PSO will then send a "customised Proposal" which you should share with the customer. The proposal describes what the solution is and the responsibilities of the customer and Agilent.

Fax to:
+49 (0)7243 / 602-155

Contact: Birgit Kreid/ +49 (0) 7243 / 602-275
Elsa Schäfer
E-mail: pso.europe@agilent.com
Address: Agilent Technologies Deutschland GmbH
European Project Services Organisation (E-PSO)
Hewlett-Packard Str. 8
76337 Waldbronn, Germany

**Please prepare a Proposal
for the following Customer:**

Customer Contact:
Phone:
Customer Address:
.....
.....
E-Mail Address:
.....
FE Name / E-Mail:

Description RunTime Pharma C/S Bundle	Include in Proposal	Quantity
RunTimePharma Bundle : Runtime version of ChemStationPlus C/S: Product includes; Server, 4 Clients license, Security Pack for 21CFR part 11, Installation, IQ/OQ, OnSite Admin and User Training, 4 Lan Cables, 1 hub. (Existing ChemStations must meet client specs.)	✓	
Option 201: 4 additional clients		
Option 202: Installation into existing Corporation LAN		
Option 203: Backup & Recovery. Replaced DAT tape to DLT and includes Veritas SW		
Option 206: Additional instrument per ChemStation		
Option 207: Return credit for One Client with ChemStation Plus Security Pack workstations		
Option 208: Return credit additional client		

Description RunTime Chemical Bundle	Include in Proposal	Quantity
RunTime Chemical Bundle : Runtime version of ChemStationPlus C/S: Product includes; Server, 4 Clients license, Installation, OnSite Admin and User Training, 4 Lan Cables, 1 hub. (Existing ChemStations must meet client specs.)	✓	
Option 301: 4 additional clients		
Option 302: Installation into existing Corporation LAN		
Option 303: Backup & Recovery. Replaced DAT tape to DLT and includes Veritas SW		
Option 307: Return credit for One Client with ChemStation Plus workstations		
Option 308: Return credit additional client		

REQUESTOR / Technical O.K.:

Name, Phone, Date

21 CFR part 11 evaluation

Application

Introduction

Pharmaceutical manufacturers that export into international markets are confronted with a multitude of regulations. The use of electronic records is defined in the Code of Federal Rules 21 part 11. Systems that generate data related to processes or products that require approval by the FDA need to comply to this rule, published in 1997. Many companies do not have the resources required to evaluate their current data systems according to 21 CFR part 11. This service is designed to check out and document laboratory data systems with respect to electronic records. It is a first step towards compliance with 21 CFR part 11.

The Service

The service is designed to be a one day on site visit by a qualified employee of the Agilent European Project Services Organization. A maximum number of 15 data systems can be evaluated within this service. For larger labs additional days of consultancy might be required. The EPSO is part of the Agilent LSCA and delivers projects and services for analytical laboratories and pharmaceutical manufacturers in Europe.

Introduction to 21 CFR part 11

A 1 hour presentation by a qualified expert on validation questions introduces 21 CFR part 11 to your laboratory. As a certificate for all attendees will be issued, this lecture can be used to certify your lab personnel for electronic records. The presentation not only comprises of useful information on electronic records, but is also designed to reduce the reluctance to change in many laboratories.

List of data systems in laboratory

During the visit all information required to create a list of your data systems is gathered. The list includes the information relevant for electronic records and the validation of your computer systems. This comprehensive list can later be used for a system implementation, validation and/or maintenance plan. The list will be available within a week after the visit in Word and PDF format. The expert IT knowledge of the EPSO typically results in recommendations on performance and stability improvements for your data systems.

List of systems generating data

A list of software systems that handle data will be generated. This list can be used to find the programs needing attention with respect to electronic records. The list will contain recommendations on issues found and suggests corrective actions.

Data flow chart

A simple flow chart will visualize how the data in the laboratory is generated. The weak points in the data flow from the sample via the sample entry, the raw data generation, the data evaluation and the final reporting can be indicated in this flow chart. Thus required changes can easily be visualized and projects can be initiated to remove the bottle necks.

Training evaluation

As user training is regarded as one of the core points in complying with 21 CFR part 11 a summary of the training status of your laboratory personnel will be provided. This anonymous summary will indicate potential shortcomings on knowledge in the area of general validation issues. We will also check if the “paper trail” for the training is available.

Final report

A report that summarises the findings and recommendations gathered from the lists and the general impression of the laboratory with respect to 21 CFR part 11. The final report can be the basis for a project to introduce electronic records as required by the FDA into your laboratory.

What this service is not

This service will not check your lab's general compliance with GLP/GMP or other regulations. This service is only an evaluation of your data systems compliance with 21 CFR part 11.

What you need to do

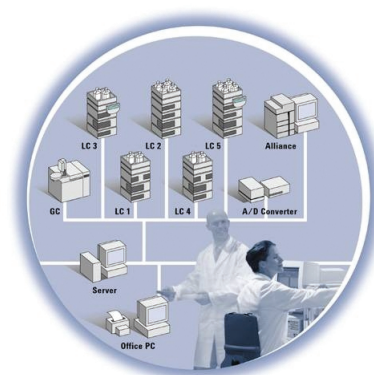
All lab personnel should participate in the 1 hour introductory class. You need to provide a suitable lecture room to present the slide set. Beamer and flip chart can be provided by Agilent. Usually the evaluation of the data system does not interrupt the operation.

After the service

As this is only the first step towards compliance with 21 CFR part 11, a multitude of follow up projects might be required to pass the next FDA audit. The EPSO can deliver all services around your laboratory. With our technical expertise we are not limited to full scale project management. We can also offer consultancy for vendor selection, user requirement specification, system implementation plan, system maintenance plan, master validation plan, training, software customization. We can also offer consultancy services according to your needs.

ChemStore C/S Archival Concept

Technical Overview



Introduction

Since the introduction of CFR 21 part 11 is the archival of raw data one of the major tasks waiting for a good solution in the analytical laboratory. Ever changing hard and software technologies and new storage media are introduced in ever shortening cycles. Despite all the obstacles fast and easy access to historical data is required.

The service

Together with the customer Agilent Technologies develops a requirement specification for the archival. For example:

- Database size
- Duration of on-line data storage.
- Duration of archive data storage.
- Search criteria
- SOP's
- Existing archival systems are taken into account.

From this requirement a concept for the archival process will be developed. The functionality existing in ChemStore will be configured and matched with the requirements. Existing archival solutions can be introduced, integrated and supported. The archival concept will be tested, documented and the user will be trained.

Limitations

This service only comprises of a connection to a commercial archival system, not the development of an archival system. The hardware and software additional services required for the archival software is to be supplied by the customer.

Backup and Restoration Service after Implementation.

Technical Overview

Introduction

One of the most important IT routines is the implementation of a Backup and Restore concept. The impact could be dramatic for a company if all their data in a ChemStore C/S database is lost. Business requirements define how important data is to a specific business. Backups and - equally as important - the ability to restore a backup are important tasks in order to protect business data and laboratory investments.

The Service

Agilent can provide assistance to help you help you to create, implement and test a ChemStore ChemStore C/S Server Backup and Re-store strategy. Two service options can be provided.

Option1:

Backup and Restore Service Prior to Implementation

Ideally, this service should be delivered before the implementation of a ChemStore C/S system goes live. This enables Agilent to implement and test the strategy safely with the knowledge that valuable data will not be lost in case of failure of the solution. The Agilent consultant will install a ChemStore Oracle® instance on this server for testing purposes.

Training will be provided for a maximum of 2 persons.

Option 2:

Backup and restore Service following Implementation

Agilent will assess the installed system and make recommendations on how to proceed and test a Backup and Restore solution.

Site Activities

There are many solutions commercially available helping to Backup and Restore Operating Systems and Databases. Agilent has a working knowledge of implementing solutions using software from Veritas called Veritas Backup Exec® for Windows NT and Windows 2000, Backup Exec Agent for Oracle® and Backup Exec Intelligent Disaster Recovery. Agilent has developed a ChemStore C/S Backup & Recovery strategy paper. With this strategy paper and by working with a customer's ChemStore C/S administrator Agilent Technologies provide the following consulting service:

- Understand the prerequisites to recover a server Operating System and its ChemStore database.
- Understand the types of Operating System Backups.
- Understand the types of Database backups Online and Offline.

- Help in deciding which backup solutions will be best for your environment.

Agilent implements the following services:

- Writing a SOP, which describe the entire Backup and Restore procedure required by the customer.
- Implement a solution using Backup Exec Intelligent Disaster Recovery (IDR) to enable you to restore your server to a point in time. This will dramatically improve your system uptime
- Backing up either an Off-line Database (Cold Backup) or Online Database (Hot Backup)
- Restoring either an Offline Database or Online Database Backup.
- Backup/Restore using Archive Log Files
- Client Imaging. Do you require a client image to enable restoration to a client system (Requires additional software)

This service does not include

This service is not a guarantee that a Backup/Restore will always be successful. A test of your Backup/Restore solution should be carried out on a regular basis. In the event of the need to restore a database, the server's Operating System or a File System, Agilent can provide assistance on a consultative basis. This service does not include the Client backups. Client image Backup Solutions implementation can be provided by Agilent as an additional service (requires additional software).

To be provided by the customer

For the service Option 1 (delivered prior to implementation), a server built to Agilent defined minimum specifications should be available. The Agilent consultant will install a ChemStore oracle instance on this server for testing purposes. Training of the Backup/Restore will be provided for a maximum of 2 persons who should be available for the duration of the training. For the service Option 2 (delivered post system implementation), one of your IT responsible persons should be available

ChemStore C/S Emergency Concept Technical Overview

Introduction

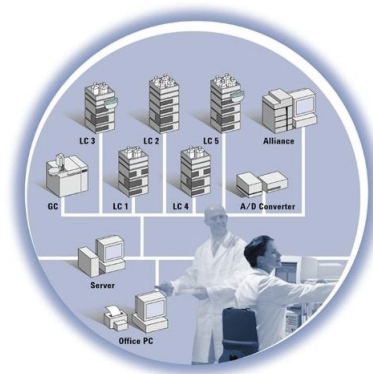
Together with higher sample load, cost constraints and personnel restrictions, the requirements to the uptime of laboratory data systems grow significantly. While traditionally integrators, special computers or dedicated PC's were used, only with the help of state of the art client/server systems can these new requirements be solved. These complex systems are much more powerful, thus if they fail a complete laboratory can come to a halt. To evaluate costs, a risk analysis is mandatory. To minimize this, typically an emergency concept has to be implemented based on the risk analysis. In a regulated environment this is mandatory, but the investment will pay for itself with the first incident also in a non-regulated environment.

The service

Risk analysis

Together with the customer, Agilent Technologies makes a risk analysis of the complete system, including the:

- Server configuration
- Configuration and topology of the network.
- Client configuration
- Interfaces to other systems



With this risk analysis the costs and probabilities of a system failure will be evaluated for the system.

Availability concept

Based on the risk analysis the required balance between cost and required availability will be determined.

The typical main part here is the fail safe configuration of the server and the network.

Emergency concept

In case of a failure despite the availability concept Agilent, together with the customer develops an emergency concept. The potential problems found in the risk analysis and left over from the availability concept will be described and solutions will be implemented. For example the system can be configured for emergency operation to work again within a few minutes. This emergency concept will be developed, documented, trained and tested with customer.

Limitations

Backup and Recovery should be at the core of each emergency concept. This service does not include the development of a backup and recover strategy, it just integrates an existing backup concept in the emergency plan.

For the development of a backup strategy, Agilent Technologies offers the service “ChemStore C/S Backup and Restore Strategies” as described in technical note no. 5988-4461EEE.

ChemStore C/S System Configuration Technical Overview

Introduction

The introduction of a new chromatographic data system is a complex and demanding task. To ensure a good integration into the current work practice of the laboratory, a good knowledge of the new system and the required IT infrastructure is a must. At the same time it is mandatory to understand the workflow, the organizational structure and the procedures of the laboratory. Only if all these aspects are taken into account, a good compromise between change and keeping work practices can be achieved.

The service

Infrastructure

Many analytical laboratories already have a network infrastructure in place. In many cases this network is used only for office applications and the IT department does not encourage to have laboratory equipment or PC's connected to the network. The setup and operation of servers for standard applications like e-mail or ERP systems is outsourced to specialized contractors.

With this in mind Agilent develops together with the customer a strategy how to best use the IT infrastructure or how to adapt the structure to the needs of a client / server chromatographic data system. Concepts to fulfill the special requirements by CFR 21 part 11 within the existing IT infrastructure will be developed, or recom-

mendations of how to enhance the infrastructure will be made.

Server

The correct selection and configuration of the database server requires up to date technical knowledge of the IT market and the requirements in an analytical laboratory. The integration of existing infrastructure, features of the chromatographic data system and the expected data volume will lead to a sound decision for the server and the server configuration. Technical questions, for example

- Name resolution
 - Logical and physical drives
 - RAID configuration
 - Oracle table space configuration
 - Virus protection
- will be discussed and lead to an installation check list.

Clients

Technical questions for example:

- Virus protection
- Format of the drives
- User Logon
- Internet connectivity
- Policy
- CFR21 part 11

will be discussed based on the infrastructure of the customer. Based on this information an installation concept for the clients will be developed.

ChemStore

ChemStore offers a multitude of configurations with respect to user permission and data protection. Together with the customer, user profiles will be created and the permission will be assigned. Studies are used in

ChemStore to organize data. The possibilities to configure studies will be explained and together with the customer mapped to the laboratories needs.

Custom fields are configurable database cells that can be used. They can be used to hold additional chromatographic data results, other analytical data or organizational information about the sample. Together with the customer Agilent develops the best configuration of the custom fields.

Limitations

This service is limited to the adaptation of an existing infrastructure to the needs of the chromatographic data system, or the adaptation of the data system to the infrastructure. The creation of a new infrastructure, for example central software distribution or Terminal servers can be offered separately. The ChemStore configuration does not include application specific development of user interfaces, report templates, filters and custom fields. This can also be offered separately.

ChemStore C/S System Maintenance Plan

Technical Note

Introduction

After Installation and Configuration Chromatographic Data Systems require regular maintenance and monitoring. For regulated environments the System Maintenance Plan actually is a mandatory part of the System Validation. However also for the non regulated environment a System Maintenance Plan facilitates the regular monitoring and maintenance. The typical benefits of a System Maintenance Plan are:

- Control operating costs
- Avoid System shutdowns or Failures
- Accelerate System Administration tasks.

The delivered System Documentation can not address individual Configurations, furthermore it assumes the investment of time. A System Maintenance Plan is a document that will contain the collection of all technical knowledge around the Configuration of your system. This saves time for maintenance and monitoring of your system.

The Service

Agilent provides a System Maintenance Plan document based on the inputs from the customer covering:

- The Custom specific ChemStore Installation
- Existing Experience about the IT Tasks to be performed
- Existing Organizational Structure.

The System Maintenance Plan contains all topics concerning Maintenance and Monitoring along with a schedule for these maintenance tasks.

Contents

A System Maintenance Plan contains the instructions and solutions for the individual system concerning Maintenance, Configuration, Troubleshooting und Administration of ChemStore

ChemStore

The System Maintenance Plan describes individually for the ChemStore System the following typical maintenance tasks:

- Report Templates
- User Maintenance
- Password Policies
- Search and Filter definitions
- User Interfaces

Server

The System Maintenance Plan describes individual Server maintenance and monitoring tasks for the ORACLE Database. These tasks will be described by taking care of the individual Configuration and the knowledge level of the administrator. Configuration Tasks and the regular functional check of the ChemStore C/S Archive Server will be described and documented.

Simple step-by-step procedures for troubleshooting and corrective actions will be described for the individual system. Remote Server and Database Maintenance/Support will be covered.

Client

Client Maintenance tasks are often neglected. The System Maintenance Plan contains in detail the necessary maintenance tasks that ensure error free operation at the desired performance level. Simple step-by-step procedures for troubleshooting and corrective actions will be described, allowing each individual user the elimination of errors.

Customers Obligation

For some of the maintenance and monitoring tasks described in the System Maintenance Plan, additional Software packages (e.g Disk Defragmenting, Quota Management, Remote Access/Maintenance, System Monitoring) may be required. These Software packages are not part of this service, it is the Customers obligation to obtain the software needed. The decision about the usage of these packages will be done jointly between the customer and Agilent. Additional Services like regular monitoring of the Database performed by Agilent Consultants can be proposed separately.

Limitations

Backup and Recovery should be a core component of the System Maintenance Plan. The System Maintenance Plan Service intends to provide a link to the existing Backup Solution only. However Agilent is open to assist the customer in developing a Backup Strategy along with an individual Backup Solution. Details about this Backup Service can be obtained from the Technical Note "Chem-Store C/S Backup and Restore Strategies" 5988-4461EEE.

ChemStore Next Day Application Server Software Recovery Service Technical Overview

Introduction

Agilent LSCA ChemStore Next Day Application Server Software support provides you with a guaranteed Next Day response time for recovering your application software and database on your ChemStore Server by an Agilent Network Data System Specialist. Two annual site visits of an Agilent Network Data System specialist provide you with the necessary support to maintain your system and to keep your back up and recovery concept up to date.

Pre-Requisite

- Agilent Back Up and Disaster Recovery Service or equivalent
- Guaranteed 6 hour call-to-repair service contract with hardware material provider
- Agilent approved system administrator at customer site
- assigned to Network Data System
- Approved Agilent NDS Site.

Service Description

The following up to date information is kept at Agilent premises in order to provide you with optimal assistance in case of system failure.

In case of failure of the server hardware you are granted high priority access to our call center including:

- Unique system handle for system identification
- Specific call handling process for registration, call qualification and scheduling of on-site engineer
- Up to date information on customer system configuration on-line available at Agilent Customer Contact Center
- Data system recovery through certified Agilent Network Data System Specialist starting the next working day
- Two annual site visits by Agilent Network Data System Specialist for system, database and back up concept maintenance.

In addition, the service includes two planned annual visits to check:

- Oracle Tablespace
- Oracle segments
- Oracle files
- Disc space Logfiles
- Status review of the back up and recovery concept

Call Submission

The Call Submission may take place exclusively through the assigned Network Data System Administrator to the local Customer Contact Center. Successful call handling can only be guaranteed if the specific system handle is reported to the Agilent Representative at the time of the call submission.

Coverage hours

Call submission, call qualification and on-site system recovery is done during standard business hours.

Language Support

Call submission in local language. Call qualification and on-site system recovery in local language on best effort basis depending on resource availability is guaranteed in English.

Response Time

In case of server data system recovery needs, a qualified Agilent engineer is scheduled for the next working day at your site. Typical exceptions may be:

- Scheduled recovery at agreed date later than next day.
- Delay of on-site caused by delayed hardware availability (must be reported to the Agilent Customer Contact Center prior to the visit)

Service Extension

As an option, Agilent offers the extension of this service to include HP® Server Hardware Coverage with the one of the following services:

- 6 hours call to repair hardware support
- HP Critical Systems Support®

If the server does have a coverage with either of the services above, Agilent will coordinate hardware and software support activities

through either the Agilent Customer Contact Center or the HP Response Center. Please note that HP only guarantees comprehensive and predictive hardware support if remote access to the server is granted.

Your Responsibilities

In order to ensure a successful recovery, the following provisions are necessary from your side:

1. Calls are submitted through the assigned System Administrator to the local Customer Contact Center
2. Correct System Handle is reported at the time of call registration
3. Assigned System Administrator is available for call qualification and during on-site visit of Agilent Engineer. The System Administrator must be able to provide system support assistance in English language
4. Back up media and recovery tool is available at the time of on-site visit of Agilent Engineer
5. Hardware and basic operating system is ready at the time of the on-site visit.

Service Limitations

Agilent may delay the system recovery activities if one or more of the above conditions are not met. Agilent may invoice accrued costs due to the late reporting of unavailable hardware repair or other provisions listed but not met above.

Services not covered

The following services are not eligible under the contract and may be purchased on a per incident basis:

- Hardware Repair of computer or analytical hardware if not covered within a contractual agreement
- Recovery of clients Installation
- Qualification and Operational Qualification after system recovery
- Network System recovery
- Recovery of data such as chromatograms and methods lost since the last back up
- Resolution of Hardware and Software incompatibilities on servers and clients
- Application and operational support.

Ordering Information

ChemStore Next Day Application Server Software Recovery may be purchased upfront or on contractual upfront or on contractual basis.

Further Information

As one of the leaders in Network Data System Solutions for the analytical laboratory, please check out our web site at <http://www.agilent.com/chem>

For details about this service contact:

Birgit Kreid
Hewlett-Packard Str. 8
47623 Waldbronn
Germany
(+49) 7243 602 275
Email:
PSO_Europe@agilent.com

*Nigel Moorhouse, Bruno Sachs,
Marc Schöler, Werner Hepp,
Hans-Peter Bluhm*

www.agilent.com/chem

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