

Waters™

# Alliance iS HPLC System ICS 1.2.0

## 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](http://www.waters.com)).

## Trademarks

---

Alliance™ is a trademark of Waters Corporation.

Citrix® is a registered trademark of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries.

Empower™ is a trademark of Waters Corporation.

LAC/E™ is a trademark of Waters Corporation.

Waters™ is a trademark of Waters Corporation.

Windows® is a registered trademark of Microsoft Corporation in the US and/or other countries.

All other trademarks are property of their respective owners.

## Audience and purpose

---

This guide describes the installation and configuration procedures for Alliance iS HPLC System Instrument Control Software (ICS). It is intended for those who install, configure, and administer this software.

## Safety information

---

For information explaining how to safely operate and maintain your Waters system or individual components associated with this software product, consult the appropriate user guides available on the Waters website ([www.waters.com](http://www.waters.com)).

## Obtaining Waters software and software updates

---

To digitally obtain the software application and licenses that you purchased, use the Waters Digital Software Delivery and License Entitlement platform. With an active Waters Software Maintenance Plan, the platform gives you email notifications of and immediate access to newly released software. This delivery platform allows you to securely search and share software entitlements and instrument drivers, and it provides a secure search document link to [www.waters.com](http://www.waters.com) that details all relevant documents for the specific software product and version.

To access the Digital Software Delivery and License Entitlement platform, contact the designated Software Manager for your organization. The Software Manager is typically a system administrator or someone responsible for implementing software and activating licenses, and they are the person responsible for the Waters digital entitlements (software and licenses) within your organization. From within the platform, the Software Manager can securely manage and distribute software entitlements to others within your organization, providing organizational control of your software assets.

If you have not yet arranged for access to this platform, work with your Waters sales representative to begin the secure onboarding process.

Access the software delivery and license entitlement platform through your [www.waters.com](http://www.waters.com) user profile at **waters.com > My Account [Hello, username] > Profile > Download Software Entitlements**.

## Additional resources

---

Waters provides the following additional resources to ensure your continued success with our products.

**Knowledge base:** Obtain quick answers to your troubleshooting questions. Access support articles on Waters instrumentation, informatics, and chemistry.

**eLearning courses:** Learn anytime, anywhere, and at your own pace with eLearning courses.

**Customer education:** Waters Educational services team is the leading training organization empowering scientists to maximize their skills in UPLC, HPLC, LC-MS, and data management.

**Application notes:** View our online digital library of Application notes for advanced analytical technologies including chromatography, mass spectrometry, columns and sample preparation, and data management software, demonstrating impactful scientific and operational benefits.

[How-to video library](#): View/download the latest product how-to videos.

[Graphical parts locator](#): Identify and order parts using an interactive graphical navigator. Access maintenance procedures and reference documents.

[Product selection tools and resources](#): A collection of wizards that help you pick the correct chemistry consumables to meet your separation requirements, including vials, plates, filters, column selectivity charts, and more.

## 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, fax, or conventional mail.

Contact method	Information
<a href="http://www.waters.com">www.waters.com</a>	The Waters website includes contact information for Waters locations worldwide.
iRequest	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.  <b>Note:</b> In areas managed by authorized distributors, iRequest may not be available. Contact your local distributor for more information.
Local office contact information	For worldwide locations, telephone, fax, and conventional mail information is available at the <a href="#">Local Offices</a> website.
Corporate contact information	Waters Corporation 34 Maple Street Milford, MA 01757 USA From the USA or Canada, phone 800-252-4752 or fax 508-872-1990.

## 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](mailto:tech_comm@waters.com).

# Table of contents

---

<b>General information.....</b>	<b>ii</b>
Copyright notice.....	ii
Trademarks.....	ii
Audience and purpose.....	ii
Safety information.....	iii
Obtaining Waters software and software updates.....	iii
Additional resources.....	iii
Contacting Waters.....	iv
Customer comments.....	v
<b>1 Introduction.....</b>	<b>8</b>
1.1 Supported software, compatibility, and system configurations.....	8
1.2 System and software requirements.....	9
1.2.1 System software port requirements.....	9
<b>2 Installing and configuring the software.....</b>	<b>11</b>
2.1 What you need.....	11
2.2 Installing the software on the computer.....	11
2.2.1 Installing or updating the Waters instrument catalog.....	12
2.3 Configuring the computer to communicate with the system.....	13
2.3.1 Verifying computer and system communication.....	14
2.4 Configuring the system in Empower.....	16
2.4.1 Importing to and defining the plate types in Empower.....	17
2.5 Verifying installation of the software.....	18
2.5.1 Verifying installation via the Waters Verify Files checksum file.....	19
2.5.2 Verifying installation via the Empower Installation Log.....	19
<b>3 Updating the software.....</b>	<b>20</b>

3.1 Updating the software on the computer.....	20
3.2 Updating the software on the system.....	21
<b>4 Uninstalling the software from the computer.....</b>	<b>25</b>

# 1 Introduction

The Alliance iS Instrument Control Software (ICS) installer supports the following functions:

- New installation of the software (see [Installing and configuring the software \(Page 11\)](#))
- Updating the software (see [Updating the software \(Page 20\)](#))
- Uninstalling the software as or if needed (see [Uninstalling the software from the computer \(Page 25\)](#))

The ICS installer loads the following additional applications onto the computer:

- Alliance iS instrument software loader
- Intelligent Method Translator app (iMTA) (see the *Alliance iS HPLC System User Guide* (715008450))

The ICS installer includes two plate types (see [Importing the new plate definitions to Empower \(Page 17\)](#)):

- A text file definition for the Waters 54-well 2-mL vial plate. This plate definition file is named "54 vial holder 2mL.txt".
- A text file plate definition that allows you to use the V1 to V12 vial locations in the Alliance iS Sample Manager. This definition is needed for versions of Empower Software (Empower) prior to 3.8.0. Beginning with Empower 3.8.0, the use of these vial locations is supported without the need to define an additional plate type. This plate definition file is named "Alliance iS V1 to V12 plate.txt".

## 1.1 Supported software, compatibility, and system configurations

---

The Alliance iS ICS supports the following Empower Chromatography Data System (CDS) software:

- Empower 3 Feature Release 4 (FR4) through 3.8.0 and later

The ICS is compatible with Waters Driver Pack 2017 Release 1 (DP 2017 R1) through DP 2023 R1 and later.

**Restriction:** If the computer is communicating with Waters instruments or systems other than the Alliance iS system, before installing the Alliance iS ICS, you must install the Waters DP ICS.

You can configure a maximum of four Alliance iS systems on each Empower CDS Laboratory Acquisition Control Environment (LAC/E) module or workstation, and you can configure an Alliance iS system on a LAC/E module or workstation with any instrument supported by your installed Waters DP.



## 1.2 System and software requirements

You can install the Alliance iS ICS on the following configurations and operating systems (OSs).

Configurations:

- Empower 3 workstations
- Empower 3 LAC/Es
- Empower 3 clients/Citrix servers

**Note:** The inclusion of the server is primarily for the Citrix support. The acquisition client configuration is not supported.

OSs:

- Windows 10, 64-bit, Enterprise and Professional
- Windows Server 2022 Standard
- Windows Server 2019 Standard
- Windows Server 2016 Standard
- Windows Server 2012 R2 Standard
- Windows Server 2008 R2 Standard

### 1.2.1 System software port requirements

Refer to the following table to optimize system-to-computer communication.

**Table 1–1: Alliance iS system software port requirements**

Application usage	Outbound	Inbound	LAN segment
Waters Dynamic Host Configuration Protocol (DHCP) server	Response User Datagram Protocol (UDP) port 67 outbound on Empower acquisition nodes	n/a	Instrument
Instrument DHCP	n/a	Request UDP port 68 inbound on Empower acquisition nodes	Instrument
Waters instrument communication	Transmission Control Protocol (TCP) port 80 outbound on Empower acquisition nodes	n/a	Instrument
System control panel and console	TCP ports 30500–30510 outbound on Empower nodes	TCP ports 30500–30510 inbound on	Corporate

**Table 1–1: Alliance iS system software port requirements (continued)**

<b>Application usage</b>	<b>Outbound</b>	<b>Inbound</b>	<b>LAN segment</b>
		Empower acquisition nodes	
System device identification	UDP port 5353 outbound on Empower acquisition nodes	UDP port 5353 inbound on Empower acquisition nodes	Instrument
System time synchronization	UDP port 123 outbound on Empower acquisition nodes	UDP port 123 inbound on Empower acquisition nodes	Instrument

# 2 Installing and configuring the software

**Note:** This section applies only to new Alliance iS ICS installations on the computer that is communicating with the Alliance iS system (or systems), where the system was shipped with ICS 1.2.0 software installed and it is necessary to install the compatible ICS 1.2.0 software on the computer, and then configure the system as directed.

## 2.1 What you need

---

To install the ICS, you need the following:

**Note:** Familiarity with installing Waters product software is of benefit.

- Credentials with access to make software changes to the system
- Network access to download the minimum versions of all necessary released software from the Waters Digital Software Delivery and License Entitlement platform (see [Obtaining Waters software and software updates \(Page iii\)](#)):
  - For installing or updating the ICS on the computer: AllianceiS.exe file
  - For installing or updating the software on the system: AllianceiS.swu file

## 2.2 Installing the software on the computer

---

**To install the software on the computer:**

1. Navigate to the folder containing the downloaded AllianceiS.exe file (see [What you need \(Page 11\)](#)).
2. Locate and right-click the **AllianceiS.exe** file and, from the submenu that appears, click **Run as administrator**.
3. In the Alliance iS Setup dialog box, select **I agree to the license terms and conditions** and click **Install**.

**Result:** Under the heading Setup Progress, a "Processing: Alliance iS" progress bar appears.

4. When the installation of the application finishes, the setup progress information is replaced by the message "Installation Successfully Completed". To close the Alliance iS Setup dialog box, click **Close**.

**Exception:** The Alliance iS Setup dialog box may display the additional message "You must restart your computer before you can use the software." Instead of Close, click **Restart**.

5. If you were not prompted to do so in the previous step, to complete the installation, restart the computer.

**Note:** After restarting the computer, you should verify that both the computer and the Alliance iS system have ICS 1.2.0 installed:

- On the computer
  1. On the Windows taskbar, right-click **Start** and, from the submenu that appears, click **Apps and Features**.
  2. In the Settings window, from the list of installed applications under "Apps & features", click **AllianceiS**.

**Result:** The ICS version is displayed.

- On the system, from the touchscreen, tap **System > About > Software**.

**Result:** The ICS version is displayed. If the version is earlier than 1.2.0, you must update the software (see [Updating the software on the system \(Page 21\)](#)).

## 2.2.1 Installing or updating the Waters instrument catalog

**Requirement:** For Empower installations only, you must complete this task before performing [Configuring the system in Empower \(Page 16\)](#).

**Note:** This task is required only for certain versions of Empower prior to 3.8.0. Waters recommends that you perform this task if a previous version of Empower is installed on the computer.

### To install or update the Waters instrument catalog:

1. Per the Configuration Manager message instructions, open the Waters Licensing Wizard application.
2. Specify the username and password for the computer on which Waters software is installed.
3. Leaving the default selection of Local for Database, click **Log On**.
4. On the "What task do you want to perform?" page, click **Update instrument catalog**.
5. On the "Update instrument catalog - System instrument catalog" page, leaving the default drive C location specified to store the catalog, click <https://www.waters.com/activate/licenseintro.htm>.

**Result:** A browser window opens with the heading "Welcome to the Waters License Activation Center".

**Note:** For the Waters License Activation Center browser window to open via the hyperlink, you must be signed in to the Waters website (with your email address and password).

6. Following the message "Download Empower 3, Empower QS and Empower QSN Instrument Catalog", click **Here**.

**Result:** The file InstrumentCatalog.xml downloads.

7. On the Waters Licensing Wizard "Update instrument catalog - Select instrument catalog" page, to browse to the downloaded file location, click "..." following the drive C path specified.

**Result:** The Specify Files dialog box opens, showing the computer's drive C in Windows File Explorer.

8. Navigate to the folder containing the downloaded InstrumentCatalog.xml file.
9. To select it so the name appears in the "File name" field, click the file **InstrumentCatalog.xml**, and then click **Open**.

**Result:** The folder containing the .xml file closes and the catalog file name appears in the drive C path specified on the Waters Licensing Wizard "Update Instrument Catalog: Select instrument catalog" page.

10. Click **Next**.
11. To close the Waters Licensing Wizard, on the "Update instrument catalog: Upload Complete" page, click **Finish**.

## 2.3 Configuring the computer to communicate with the system

---

### To ensure that the computer recognizes the system or to configure communication:

1. Configure the system's LAN card:
  - a. Open the Windows Settings app.
  - b. Click **Network & Internet** settings.
  - c. In the Status window under "Advanced network settings", click **Network and Sharing Center**.
  - d. Under "View your active networks", click *the Ethernet[#] for the unidentified network you want to use (a non-domain network that is not being used)*.
  - e. In the Ethernet[#] Status dialog box, click **Properties**.
  - f. In the Ethernet[#] Properties dialog box, under "This connection uses the following items:"
    - Clear the selection for **Internet Protocol Version 6 (TCP/IPv6)**.
    - Select **Internet Protocol Version 4 (TCP/IPv4)**.

**Result:** Selecting TCP/IPv4 opens its Properties dialog box.

- g. In the Internet Protocol Version 4 (TCP/IPv4) Properties dialog box, select **Use the following IP address** and specify the following values:

1. For "IP address", **192.168.0.1**
  2. For "Subnet mask", **255.255.255.0**
  - h. To close the Internet Protocol Version 4 (TCP/IPv4) Properties dialog box, click **OK**.
  - i. To close the Ethernet[#] Properties dialog box, click **OK**.
  - j. To close the Ethernet[#] Status dialog box, click **Close**.
  - k. Exit the Network and Sharing Center and Status windows.
2. Navigate to the folder *[drive where Empower is installed]:\Empower\Instruments*.
  3. Locate and double-click the application file **Waters DHCP Server Configuration**.

**Result:** The Waters DHCP Server Configuration dialog box opens and should display communication with the system as follows:

- IP address
- Instrument type (Alliance iS)
- Name (serial number)

If the dialog box is void of system information:

1. Restart both the computer and the system.
2. Repeat steps 1 and 2.

### 2.3.1 Verifying computer and system communication

**Note:** Waters recommends that you perform this task for all ICS installations, including updates.

#### To verify computer and system communication:

1. Open the Empower software and sign in with your username and password.
2. From the home menu, click **Configure the System**.

**Requirement:** From this step forward, Windows administrator privileges are required.

3. In the Configuration Manager window, from the Empower Configuration (beginning with 3.8.0) or Empower 3 Configuration (FR4) tree in the left-hand pane, click **Nodes**.

**Result:** The table on the right-hand side populates, displaying the nodes defined for the network.

4. In the table under Node Name, right-click *the node that the Alliance iS system is connected to* and, from the submenu that appears, click **Properties**.
5. In the Node *[node name]* Properties window, click the **Instruments** tab.
6. In the Type column of the table that is displayed, locate the Alliance iS#*[serial number]* system and verify that:

- a. Beginning with Empower 3.8.0, the system's modules are specified in the Modules column.
- b. The "OK ?" column specifies "Yes".
- c. The Details column specifies "Software Version 1.2.[nnnn.n]" (to view this column, scroll right using the table's horizontal scroll bar).

### Exceptions:

- If the system's Details column specifies the correct ICS version but its "OK ?" column specifies "No" (or, beginning with Empower 3.8.0, if its Modules column is blank):
  1. To update the node properties to verify communication, fix the connectivity issue and click **Scan Instruments**.
  2. Repeat steps 1 through 6 of the previous procedure to verify computer and system communication.
- If the system's "OK ?" column specifies "No" after performing Scan Instruments (detailed above) or its Details column specifies a software version other than 1.2.[nnnn.n]:
  1. Close Empower, restart the computer, and power-cycle the system.
  2. After the system's touchscreen displays IDLE status and without opening Empower, on the Windows taskbar, right-click **Start** and, from the submenu that appears, click **Run**.
  3. In the Run dialog box, type `services.msc` and click **OK**.
  4. In the Services window, from the alphabetized list displayed to the right in the Services (Local) pane, locate and click **Waters DHCP Server**.

**Result:** The heading "Waters DHCP Server" appears to the left of the services list with the options to stop or restart the service provided underneath.


**Note:** If the list of services is not displayed in alphabetical order, you can sort it by clicking the Name column.
  5. Click **Restart** to restart the service.
  6. To close the Settings window, click **X**.
  7. From Windows File Explorer, navigate to the folder *[drive where Empower is installed]:\Empower\Instrument\Bin*.
  8. Locate and right-click the application file **StopProcesses.exe**.
  9. From the submenu that appears, click **Run as administrator**.
  10. Repeat steps 1 through 6 of the previous procedure to verify computer and system communication.

## 2.4 Configuring the system in Empower

---

**Requirement:** Before performing this task, you must complete [Installing or updating the Waters instrument catalog \(Page 12\)](#).

### To configure the system in Empower:

1. Open the Empower application and sign in with your username and password.
2. From the home menu, click **Configure the System**.
3. In the Configuration Manager window, from the main toolbar, click **<New System>** .

**Result:** The New Chromatographic System Wizard opens.

4. On the System Selection page under Available Instruments, from the Unused Components tree in the left-hand pane, select the entire system including all individual components by clicking **Alliance iS#[serial number]**, and then drag it to the right-hand pane.

**Result:** The Alliance iS system, including all components, appears as a New System under New Systems Instrument in the right-hand pane.

5. Click **Next**.
6. On the Access Control page, select **[the appropriate option]** for how you want the system configured.
7. Click **Next**.
8. On the Name Selection page, in the System Name field, specify **[your choice of system name]**.
9. Leaving the default check box selection of Online, click **Finish**.

**Result:** If a Configuration Manager message appears stating that you cannot bring the system online because the instrument catalog is missing from the Empower database or needs updating, proceed to [Installing or updating the Waters instrument catalog \(Page 12\)](#). To close the message, click **OK**.

10. From the Empower home menu, click **Configure the System**.
11. In the Configuration Manager window, from the Empower Configuration tree in the left-hand pane, click **Systems**.

**Result:** A table appears on the right, displaying the system name you created in step 8 and the online status "No".

12. In the table under System Name, click **[the system name chosen in step 8]**, and from the submenu that appears, click **Bring Online**.

**Result:** A Configuration Manager message appears stating `Successfully brought system [system name] Online`. To close the message, click **OK**. The system online status changes to "Yes".

13. From the Empower home menu, click **Run Samples**.



14. In the Run Samples dialog box, in the project and system panes displayed, ensure that the project and chromatographic system you just configured ("*[project name]*" and "*[system name chosen in step 8]*", respectively) are selected (highlighted).
15. Click **OK** or **Use Quick Start**.
16. After all processing is complete (following a series of system-generated messages opening and closing), when the Run Samples or QuickStart (Run Samples) window opens, verify that the system status pane (in the lower-left corner) displays IDLE status.
17. For an enterprise system, repeat steps 13 through 15 on a client computer.

## 2.4.1 Importing to and defining the plate types in Empower

You must perform the following tasks related to the plates being used in the Alliance iS Sample Manager:

- [Importing the new plate definitions to Empower \(Page 17\)](#)
- [Defining the default plate types \(Page 18\)](#)

### 2.4.1.1 Importing the new plate definitions to Empower

The "Waters 54-well 2-mL vial plate" and the "Alliance iS V1 to V12 plate" definitions are installed by the Alliance iS ICS installer. The "Alliance iS V1 to V12 plate" type is automatically defined by Empower 3.8.0 and later, so you do not need to manually import it.

#### To manually import a new plate definition to the Empower configuration:

1. Open the Empower software and sign in with your username and password.
2. From the home menu, click **Configure the System**.
3. In the Configure the System window, from the list on the left-hand side, click **Plate Types**.
4. Right-click anywhere on the plate list and, from the submenu that appears, click **Import from Text**.
5. In the dialog box that appears, click **Browse** and navigate to the folder *[drive where Empower is installed]:\Empower\Plates*.
6. Locate and open the plate definition file you want to import ("54 vial holder 2mL.txt" or "Alliance iS V1 to V12 plate.txt").
7. For New Plate Type Name, specify *54 vial holder, 2mL* or *Alliance iS V1 to V12 plate* as appropriate.
8. Click **OK**.  
**Result:** The dialog box closes and the plate definition is imported to the Empower software for use in the sample set method.
9. From the Empower home menu, click **Run Samples**.
10. In the Run Samples window, from the main menu, click **Edit > Plates**.

11. In the Define Plates For Sample Set Method dialog box, for the Alliance iS "V" static plate definition only, add the imported plate to the bed layout by specifying `Alliance iS V1 to V12 plate` for Plate Type Name and `v` for Plate Layout Position, and then click **OK**.

**Result:** The dialog box closes and the plate type is defined even though the Sample Set Method Table remains empty.

**Note:** If you specify a number for the Plate Layout Position of the static vial plate, a runtime error will occur indicating that you must change it to `v`.

### 2.4.1.2 Defining the default plate types

Empower 3.8.0 and later automatically define three 48-vial default plates as the "Alliance iS V1 to V12 plate" with location "V". This is not the case for previous versions of Empower, so you must manually define them.

#### To define the default plate types for previous versions of Empower:

1. From the main menu in the Run Samples window, click **Customize > Defaults**.
2. In the Run Samples Defaults dialog box, next to Plates, click **Define**.
3. In the Define Plates For Sample Set Method dialog box, click the table's first row of the Plate Type Name column.
4. From the drop-down list that appears, select **ANSI-48Vial2mLHolder**.

**Result:** The first row of the Plate Layout Position column automatically populates with "1".

5. Repeat steps 3 and 4 for the table's second and third rows.

**Result:** The second and third rows of the Plate Layout Position column automatically populate with "2" and "3", respectively.

6. From the table's fourth row drop-down list in the Plate Type Name column, select **Alliance iS V1 to V12 plate**.

**Result:** The fourth row of the Plate Layout Position column automatically populates with "4".

7. In the fourth row of the Plate Type Name column, replace "4" by typing "v".
8. To close the Define Plates For Sample Set Method dialog box, click **OK**.
9. To close the Run Samples Defaults dialog box, click **OK**.

## 2.5 Verifying installation of the software

---

You can verify installation of the software via:

- Reviewing the Waters Verify Files checksum file (see [Verifying installation via the Waters Verify Files checksum file \(Page 19\)](#))
- Reviewing the Empower Installation Log (see [Verifying installation via the Empower Installation Log \(Page 19\)](#))

## 2.5.1 Verifying installation via the Waters Verify Files checksum file

### To verify installation via the Waters Verify Files checksum file:

1. From the Windows taskbar, click **Start > Empower > Waters Verify Files**.

**Result:** A DOS window opens displaying the message "Verifying Empower Personal Files: Checking Empower Personal program files...". When the DOS window closes, a checksum file named Checksum\_MM-DD-YYYY\_HH.MM.SS (reflecting the date and time of the installation) opens and, under the Installation Information header, contains text verifying that the Alliance iS ICS Version [*version number*] software was installed.

2. Search the checksum file for errors using the keyboard shortcut **Ctrl+F**:
  - a. In the "Find what" field, specify ! (exclamation point) and, without changing any default selections, click **Find Next**.

**Result:** A Notepad dialog box opens displaying the message "Cannot find '!', verifying that there were no errors with the installation. To close the dialog box, click **OK**.

## 2.5.2 Verifying installation via the Empower Installation Log

### To verify installation via the Empower Installation Log:

1. From the Windows taskbar, click **Start > Empower > Empower Installation Log**.

**Result:** The file empower.log opens.

2. Scroll to the bottom of the log file to see the message "Alliance iS [*ICS version number*] on [*date and time*] – Installation completed successfully."

# 3 Updating the software

## Notes:

- This section applies only to existing Alliance iS ICS installations being updated to version 1.2.0.
- After completing the update procedures, Waters recommends that you verify the computer and system communication (see [Verifying computer and system communication \(Page 14\)](#)).

## 3.1 Updating the software on the computer

---

**Requirement:** You must complete this task before proceeding to [Updating the software on the system \(Page 21\)](#).

### To update the software on the computer:

#### Notes:

- To avoid installation issues, the software update must be performed on the computer connected to the Alliance iS system being updated, one that is not accessible from a network or shared drive location.
- If you are updating from Alliance iS ICS 1.0.0, you must uninstall this version of the software before performing this task (see [Uninstalling the software from the computer \(Page 25\)](#)).
  1. Navigate to the folder containing the downloaded Alliance iS application file (see [What you need \(Page 11\)](#)).
  2. Locate and right-click the **AllianceiS** file and, from the submenu that appears, click **Run as administrator**.
  3. In the Alliance iS Setup dialog box, select **I agree to the license terms and conditions** and click **Install**.

**Result:** Under the heading Setup Progress, a "Processing: Alliance iS" progress bar appears.

4. When the installation of the application finishes, the setup progress information is replaced by the message "Installation Successfully Completed". To close the Alliance iS Setup dialog box, click **Close**.

**Exception:** The Alliance iS Setup dialog box may display the additional message "You must restart your computer before you can use the software." Instead of Close, click **Restart**.

5. If you were not prompted to do so in the previous step, to complete the installation, restart the computer.

## 3.2 Updating the software on the system

---

**Requirement:** Before performing this task, you must have completed [Updating the software on the computer \(Page 20\)](#).

### To update the software on the system:

**Important:** Multiple Alliance iS systems can be connected to the same computer, but you can update only one system at a time. If multiple systems need updating, the update to one system must fully complete before connecting to the next system. To verify that an update is fully complete, from the system's touchscreen, tap **System** > **About** > **Software** and confirm that ICS 1.2.0 is displayed. If it is not (that is, an earlier version of the ICS is displayed), you must complete this task to update the software.

### Notes:

- To avoid installation issues, ensure that the Alliance iS system is connected to a dedicated, unbridged LAN port (for example, the corporate LAN port), and then configure the LAN port to communicate with the system.
- This process could take up to an hour and 15 minutes to complete.
  1. On the computer, navigate to the folder *[drive where Empower is installed]:\Empower\Instruments\Firmware*.
  2. Locate and double-click the application file **Alliance iS Loader**.

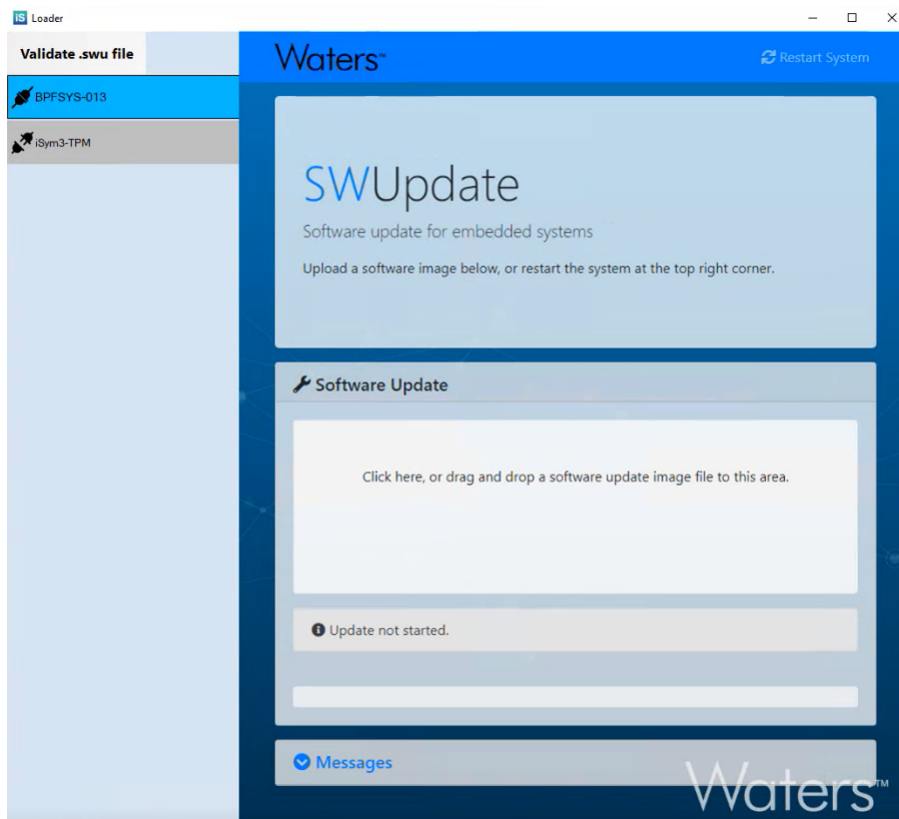
**Result:** The iS Loader window opens, displaying the system's serial number (SN) in the top of the left-hand pane and the message "Please wait, the connection is now being verified!".

3. After the initial message displayed in the previous step changes to a warning message stating "Your connection isn't private", click **Advanced**.
4. Beneath the message that appears about your IP address security certificate not specifying Subject Alternative Names, click the hyperlink **Continue to [your IP address] (unsafe)**.

**Result:** The iS Loader window displays the SWUpdate page where you will validate and import the system software update (.swu) file.

**Note:** In the case of multiple Alliance iS systems being connected to the same computer, each system's SN is listed. You must select the system you want to update. Systems available to update are indicated with a connected plug icon and systems that are unavailable for update (for example, because they are powered-off) are indicated with a disconnected plug icon. Selected system SNs are highlighted in blue and unselected systems are highlighted in gray. To see examples of how these conditions appear, see the top-left corner of the following figure.

Figure 3–1: iS Loader window's SWUpdate page



5. Validate the .swu file as follows:
  - a. In the upper right corner of the SWUpdate page, click **Validate .swu file** (it will highlight blue when you position the pointer over it).
  - b. In the "Validate .swu file" dialog box, to navigate to the folder where you downloaded .swu file (see [What you need \(Page 11\)](#)), click **Browse**.
  - c. Click the .swu file so its name appears in the "File name" field, and then click **Open**.  
**Result:** The path to the .swu file will populate the field in the "Validate .swu file" dialog box.
  - d. Click **Validate**.  
**Result:** The message "Validating file. Please wait..." appears. When validating has completed, this message is replaced by the message:
    - If successful, "File is valid"
    - If unsuccessful, "Firmware file is corrupted. Please download it again" in red font
  - e. To close the "Validate .swu file" dialog box, click **X**.
6. Under the heading Software Update (accompanied by a wrench icon), where the message "Click here, or drag and drop a software update image file to this area" is displayed, click to browse and select the downloaded .swu file (see [What you need \(Page 11\)](#)) or navigate to it via Windows File Explorer and drag and drop into the specified area.

**Result:** While the .swu file is importing and then loading, the following messages and accompanying symbols appear in the iS Loader window (in the following order):

1. In the Software Update file import area where you uploaded or dropped the .swu file, a large file icon appears displaying the file size and a progress bar as the file imports.
2. Underneath the imported file area, the gray box containing the informational message "Update not started" changes to a yellow box containing the cautionary message "Updating may take a few minutes, please don't turn off the power". Underneath the cautionary message, a loading icon appears next to the message "Updating" above an empty white box.
3. After the .swu file finishes importing, a translucent check mark image briefly appears over the displayed file icon.
4. A status message box appears on top of the iS Loader window displaying a loading icon and the message "The system will restart. Please be patient, as restarting takes about one minute."
5. A few seconds after the system restart message box closes, in the Software Update import file area, the informational message "Update not started" reappears in a gray box at the same time the empty white box changes to a progress bar of the .swu file loading (additional progress information is shown above the bar).
6. At 10% complete, the cautionary message "Updating may take a few minutes, please don't turn off the power" reappears in a yellow box above the progress bar and the loading icon with the message "Updating" reappears above the progress bar (additional progress information continues to update above the bar). Update progress also displays on the Alliance iS system's touchscreen.
7. When the software update process is completed, the SWUpdate page returns to displaying its default information, and the system's touchscreen displays IDLE (system is inactive) status.

**Important:** During the actual updating process:

- The SWUpdate page may display a message instructing to restart the system, but do not do so until the touchscreen displays IDLE status.
- The message "The system will restart. Please be patient, as restarting takes about one minute" may display for an extended period of time, but you can disregard it. After the system's touchscreen displays IDLE status, the update process is complete and you can close the iS Loader window.
- If the installation is unsuccessful, a translucent "X" appears over the displayed importing .swu file icon. Positioning the pointer over the icon displays a "Failed to queue command" message in a red text box pointing to the file icon. Restart both the system and the computer, and then retry this procedure starting with step 6. If the installation fails a second time, call Waters Technical Service (see [Contacting Waters \(Page iv\)](#)).

**Note:** Before the software update completes, the Waters DHCP System Configuration dialog box may display an entry additional to the Alliance iS system. The Type field for this entry will be blank and the Name field will display the system's SN with the prefix "ig-" and suffix "-isym". You can disregard or remove this entry. To remove it, after the update completes and before you restart the system, select to highlight it in the list and click **Remove**. The additional entry will not appear again after the system restart.

7. From the system's touchscreen, when it displays IDLE status and to verify that ICS 1.2.0 is installed, tap **System > About > Software**.

**Result:** The ICS version is displayed. If the version is earlier than 1.2.0, you must update the software by repeating this task starting with step 1.



# 4 Uninstalling the software from the computer

## To uninstall the software from the computer:

1. On the Windows taskbar, right-click **Start** and, from the submenu that appears, click **Apps and Features**.
2. In the Settings window, from the list of installed applications under "Apps & features", click *the Alliance iS ICS application that you want to uninstall*.

### Notes:

- The name of the ICS application can vary depending on the version installed on the computer.
- For ICS 1.0.0 only, the Alliance iS application does not provide the option to uninstall, but it is uninstalled when the Alliance iS Deployment Manager application is uninstalled.

3. Click **Uninstall**.

**Result:** A message box appears stating `This app and its related info will be uninstalled.`

4. Click **Uninstall**.

5. In the application's setup dialog box, click **Uninstall**.

**Result:** Under the heading Setup Progress, a "Processing: Alliance iS" progress bar appears.

6. When the uninstallation of the application finishes, the setup progress information is replaced by the message "Uninstall Successfully Completed". To close the setup dialog box, click **Close**.