



# Agilent ChemStore End of Support & Transition to OpenLAB CDS

Frequently Asked Questions  
Version 1.7

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## 1. What products belong to the ChemStore product family?

The ChemStore product family consists of the following products:

- a. ChemStore Standalone or Client
- b. ChemStore Server
- c. ChemStation Plus Security Pack

## 2. Why is ChemStore support ending?

ChemStore is a product that has run the course of its useful life. The product was discontinued on November 1, 2012, at which time it entered a Limited Support Period. This notice informs customers that the Limited Support Period will conclude on December 30, 2015 and End-of-Support starts on December 31, 2015. Ending support for the ChemStore product is the next phase of the product lifecycle. Agilent's End-of-Support, policy States that:

- a. Software is no longer supported by Agilent.
- b. Support organizations are no longer available to support end-users, either contractually (through their SMA) or on a per incident basis. SMAs can no longer be renewed.

## 3. What is available from Agilent to help customers prepare for ChemStore End-of-Support?

Agilent offers a ChemStore Transition Service to help customers move to the appropriate replacement solution for data evaluation and storage. **The ChemStore Transition Service will be available until June 30, 2016.**

- a. In addition to the ChemStore Transition Service, Agilent provides limited assistance to customers who experience issues with databases. This includes databases that have become locked, or are small standalone databases that have grown so large they must be split.
  - i. These additional services will also become unavailable after June 30, 2016.

## 4. What does End of Support mean?

End of Support means that:

- a. ChemStore software support, also known as SMA, will be taken off the Agilent pricelist.
- b. ChemStore software support will not be offered to customers after December 31, 2015. SMA renewals that exist and are fully viable on that date will be fulfilled, and no others will be processed through the Agilent order fulfillment system. Any time remaining on SMAs will be converted to a discount value for purchasing the upgrade to new products.
- c. Until December 31, 2015, Agilent will provide Limited Support for the ChemStore product on a "Best Effort" basis. This means that the support teams will answer technical questions and help customers devise procedures to work around defects. If further remediation is required, the only next steps available are to transition to a supported version of software, such as OpenLAB CDS ChemStation Edition with OpenLAB ECM.

- d. Agilent web pages will no longer be maintained and technical documentation (e.g. manuals) will be archived and not publicly available from the Internet.

## **5. What does Limited Support mean?**

ChemStore support is described in your Software Maintenance Agreement (SMA). In general, when a product is still being supported, we will provide Best Effort assistance for customers who experience:

- a. Critical defects: Down system, system unusable, customer's business affected. Often related to connectivity problems or system performance issues. Major system impact and/or serious regulatory compliance issue such as: data integrity or data loss, incorrect calculations (especially if the errors are not obvious), broad impact on the system functionality. No acceptable workarounds are available.
- b. Serious defects: Severe problem. System partially unusable, or costly to work around problem. Normal Operations Seriously Interrupted. Significant system impact and/ or significant regulatory compliance issues such as: application crashes, security flaw, or software features described in the product documentation (manuals or online help) where No acceptable or cost-effective workarounds are available.

## **6. What does ChemStore End of Support mean if I have a ChemStation Plus Security Pack/ ChemStore?**

The ChemStation Plus Security Pack/ ChemStore will no longer be supported after December 31, 2015 as is true for the other products in the ChemStore product family. All of these products should be transitioned as soon as possible using the ChemStore Transition Service. These products include:

- a. ChemStore Standalone or Client
- b. ChemStore Server
- c. ChemStation Plus Security Pack

## **7. If I have a ChemStore system, will I be able to buy software licenses to grow my data evaluation and storage environment after End of Support?**

You cannot buy new licenses of ChemStore today. The product was discontinued on November 1, 2012. To grow your data evaluation and storage environment now, you need to do the following:

- a. Transition your current database to new data evaluation and storage software, like OpenLAB CDS ChemStation Edition with ECM or Data Store. The upgrade path is the same for ChemStation Plus Security Pack/ ChemStore.
- b. Then, you can add new software licenses, data and users.

## **8. Until what date will ChemStore be supported?**

As noted above, ChemStore will be supported through “Best Effort” support until Dec 31<sup>st</sup> 2015.

## **9. If want to use my ChemStore software beyond 2015. Can I?**

Yes you can, but there will be no support, either phone or other types of support provided by Agilent.

## **10. What versions of ChemStore have been supported?**

The versions of ChemStore that have been supported are listed at: <http://www.chem.agilent.com/en-us/technical-support/software-informatics/chemstore/revision-tables/pages/chemstoresecuritypacksoftwarerevision.aspx>

## **11. What is OpenLAB?**

The Agilent OpenLAB suite of laboratory software products now consists of the OpenLAB Chromatography Data System (CDS), OpenLAB Enterprise Content Manager (ECM), OpenLAB Data Store and OpenLAB Electronic Laboratory Notebook (ELN).

## **12. What is OpenLAB CDS?**

OpenLAB CDS is the evolution of EZChrom Elite and ChemStation which uses a modern industry standard architecture: OpenLAB Shared Services. Migrating to this industry leading software platform will ensure long term supportable solutions that have a defined long-term investment roadmap behind them.

## **13. What is OpenLAB Data Store?**

OpenLAB Data Store is our newest data management system based on current technology standards. It is the central repository for Agilent chromatography data, allowing you to review data, analyze data and re-use data across your laboratory.

## **14. What is OpenLAB ECM?**

OpenLAB ECM is an industry leading Scientific Data Management System. It is the central repository for all laboratory data, allowing you to review data, analyze data and re-use data across your laboratory.

### **15. What is the ChemStore Transition Service?**

The ChemStore Transition Service partitions and extracts analytical data from a production ChemStore database and puts the data into a format that can be read by OpenLAB CDS ChemStation Edition. The data is maintained in file storage or can be uploaded into OpenLAB ECM.

### **16. When I want to replace my obsolete ChemStore with OpenLAB CDS with ECM and I have no Software Maintenance Agreement (SMA), must I buy OpenLAB CDS as a new product?**

You will get a new license by buying an upgrade to OpenLAB CDS ChemStation Edition. Buying the CDS as an upgrade is a lower price than a new license purchase. For large ChemStore deployments, you will also need OpenLAB ECM to replace the ChemStore functionality. When you have no SMA contract in place for ChemStore, you must purchase a new product license for ECM.

### **17. I understand that OpenLAB includes a data management system called Data Store. Is the ChemStore Transition Service available with OpenLAB Data Store?**

Agilent is currently evaluating customer demand for transitioning from ChemStore to OpenLAB CDS ChemStation Edition using OpenLAB Data Store as the back end database. Please contact your Agilent Representative to indicate your interest and discuss availability.

### **18. When I want to replace my obsolete ChemStore with OpenLAB CDS with ECM and I have a Software Maintenance Agreement (SMA) for ChemStore, must I buy OpenLAB CDS as a new product?**

If you have an active ChemStore SMA, Agilent will provide you with the like-for-like OpenLAB CDS licenses. To fully replace ChemStore functionality, you will also need OpenLAB ECM. When you have an active ChemStore SMA, you will automatically receive a discount on the license cost for OpenLAB ECM.

### **19. I have an active ChemStore SMA at the time of transition to OpenLAB CDS. What will happen to the remainder validity period of this SMA?**

Customers who have an active ChemStore SMA at the time of transition to OpenLAB CDS ChemStation Edition will receive a monetary credit for the value of the remaining SMA contract.

## **20. What process and pricing is involved with transitioning my ChemStore data to OpenLAB CDS ChemStation Edition with ECM?**

Pricing for transitioning your data will vary based on the characteristics of your database. By going through a simple process and running a simple script, your Agilent Professional Services Representative gets the information needed to generate your pricing. Then, we create a Statement of Work (SOW) to document the work we will do for you. Once a Purchase Order is created and the work scheduled, your data can be transitioned.

## **21. How long will it take for my database to be transitioned?**

Timing for the transition work depends on a number of factors, including database size, sizes of the various files and quality of the data. In general, databases that have never been corrupted and have been well-maintained generally take less time. The process can take a few weeks to complete. More specifics can be learned once the scripts are run and a quote request completed.

## **22. Is the data integrity and result traceability retained by the transition service?**

The transition service takes care of all raw and metadata, result versions, electronic signatures, ChemStore audit trails and instrument sequence and run.logs. The data integrity gets verified by several mechanisms including hash sum calculations, count of records and result set integrity checks.

## **23. How can I present the transitioned results to an auditor?**

As part of the transition service you will receive a data viewer similar to the ChemStore Review Client. The viewer gives you access to all method reports, results, audit trails and electronic signatures of a result set (sequence). By design, the result set can be loaded to OpenLAB CDS ChemStation and runs can be processed again for result verification. A user manual is available to help answer possible questions in an audit situation.

## Glossary

<b>CDS</b>	Chromatography Data System
<b>ECM</b>	Enterprise Content Manager
<b>ELN</b>	Electronic Laboratory Notebook
<b>GC</b>	Gas Chromatograph(y)
<b>LC</b>	Liquid Chromatograph(y)
<b>SMA</b>	Software Maintenance Agreement
<b>MIB</b>	Modular Interface Box
<b>ACAML</b>	Agilent Common Analytical Markup Language

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