

Applied Biosystems® ViiA® 7 v1.2.1

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SUBJECT: Updated procedures

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Licensing activation guidelines

Determine if you are a new installation, an upgrade from v1.0 or an upgrade from v1.1.

New Installation	Activate your license key over the internet
Upgrade from v1.0	Contact Life Technologies Technical Support (TAC) for a new license key, then follow the automated instructions upon software installation.
Upgrade from v1.1	Follow the automated instructions once the new software installation begins.

New installation license activation

For brand new installations of v1.2 software, ensure that you have either the v1.1 or v1.2 license key, then perform the specific instructions in the following section.

Activate a license *with* internet access

To activate a license on a computer **with** internet access, use one of these browsers:

- Internet Explorer (version 6 or 7)

or

- Mozilla FireFox 7

1. Open the installer and select the destination folder for version 1.2 software.
2. At the Software Activation dialog, make sure the Computer ID (MAC IDs) is auto-populated in the first line.

Note: Every computer has a unique Computer ID. A license key is associated with only one computer based on this ID.

3. Enter your license key in line 1a.

IMPORTANT! Use the license key received to activate one computer only.

4. Enter your email address to receive the license file via an email from the Life Technologies technical support.
5. Click **Yes, Connected.**

- a. The software opens a web page and auto-populates the fields with your information.

Note: Ensure that all the required fields contain accurate information. Errors are shown below the field, immediately after you exit that field.

The screenshot shows a web browser window titled "Applied Biosystems - Licensing Registration - Windows Internet Explorer". The address bar shows the URL: <https://licensing.appliedbiosystems.com/activation/VIIA7/AID-1231-adsf-wae3-a23c-ae32-df9-kj3->. The page header includes the Applied Biosystems logo and navigation links: "Store Log In", "Register", "My Account", "Quick Order", and "United States". A search bar is present with the text "Enter Search Term" and "All Categories". The main content area is titled "ViiA™ 7 Software License Registration and License Activation". Below the title, there is a form with the following fields and values:

Field	Value
*Computer ID	000bdb0ae49f 00022dbaf18e
*License Key	AID-1231-adsf-wae3-a23c-ae32-df9-kj3-llkj9
*Licensee Email Address	license.test@lifetech.com
Cc	
*Country	United States
*First Name	License
Middle Name	
*Last Name	Test
Organization	
*Address (Line 1)	1 License Central

b. Review the email address for accuracy and correct if necessary.

Note: Your license will be sent to the email address shown in this field.

c. Click **Submit**.

- Obtain the license file from the email and save it to the desktop of your computer.
- Browse to the desktop and find the license file you just saved, then click **Install and Validate License**.
- Click **Close** when the install is finished.

Activate a license *without* internet access

To activate a license on a computer **without** internet access,

- Open the installer and select the destination folder for version 1.2 software.
- At the Software Activation dialog, make sure the Computer ID (MAC IDs) is auto-populated in the first line.

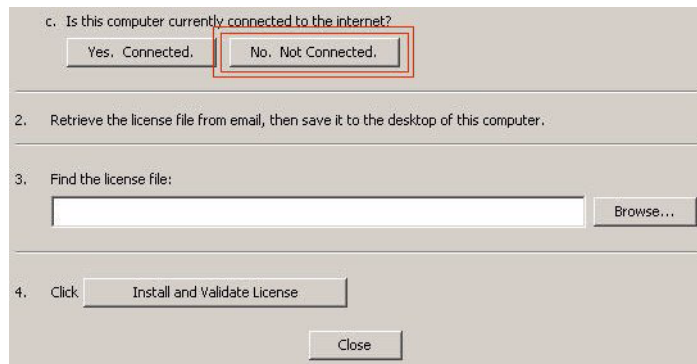
Note: Every computer has an unique Computer ID. A license key is associated with only one computer based on this ID.

- Enter your license key in line 1a.

IMPORTANT! Use the license key received to activate one computer only.



4. Enter your email address to receive the license file via an email from the Life Technologies technical support.
5. Click **No, Not Connected.**



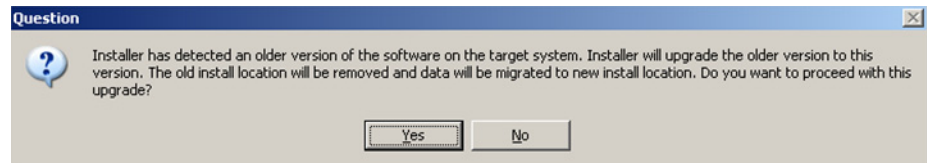
6. At the software prompt, save the text file to your desktop.
7. Follow the instructions in the text file:
 - a. Using a computer with internet access, copy the activation location URL into a web browser.
 - b. Review the email address for accuracy and correct any mistakes.
 - c. Complete all required fields, then click **Submit**.
8. Obtain the license file from the email, and save the file to the desktop of the computer for which you are trying to activate the software.
9. Find the license file that you saved and click **Install and Validate License**.
10. Click **Close** when the install is finished.

Upgrade activation from version 1.1

If upgrading from v1.1 software, it is not necessary to acquire a new license key or new license. It is recommended however, that you backup your settings and experiment files prior to upgrade initiation.

To upgrade and activate a new license, follow these steps:

1. Accept the software prompt to migrate licensing information to v1.2.



2. Review and check **I accept the terms of the license agreement**, then click **Next**.
3. Select **Yes** to migrate your previous libraries, templates, and settings to the new software installation.
4. Browse to the folder location you want the software installed to, then click **Next**.
The installer will uninstall the previous version of software and install version 1.2.

Upgrade activation from version 1.0

If upgrading from v1.0 software, contact technical support for a new license key.

Renew a license

You will receive a notification prompt 30 days before your software license expires.

To manually see when your license will expire, go to Tools (main menu), License Central.

Status	Expiration Date
	Oct 10, 2013
	Oct 10, 2013
	Oct 10, 2013

Renewal *with* internet access

1. Click **Renew License** to open the ViiA™ 7 Software License Renewal web page and enter your license key in the License Key field (if the license key does not appear in the field automatically).

The screenshot shows two windows. On the left is the 'License Central' application window. It contains instructions for renewing a license and a table of license keys. A blue arrow points from the 'Renew License' button in the application to the 'License Key' input field on the web page. The web page is titled 'ViiA™ 7 Software License Renewal' and has a 'License Key' input field with 'Submit', 'Reset', and 'Cancel' buttons below it.

Feature	License Key	Status	Expiration Date
Security, Auditing, and e-Signature	AID-a384-20cd-15bc-431a-a927-6...	Current	Oct 10, 2013
Base Features	AID-a384-20cd-15bc-431a-a927-6...	Current	Oct 10, 2013
HRM	AID-a384-20cd-15bc-431a-a927-6...	Current	Oct 10, 2013

Computer ID: 08002700c89d 00216a62b000 0024c5afe102

Buttons: Activate License, Renew License, Save License Request Info, Install License, OK

Web page: Applied Biosystems - Licensing Registration - Windows Internet Explorer...
URL: https://licensing.appliedbiosystems.com
Page Title: ViiA™ 7 Software License Renewal
Form: License Key [input field]
Buttons: Submit, Reset, Cancel

2. Click **Submit** to receive the renewed license via email.
Note: The renewed license will be emailed to the licensee's email address (the email address associated with the license).
3. After you receive the email, retrieve the license file from the email and save it to the Desktop of the instrument computer.
Note: If an older license file exists on the instrument computer, follow the prompts and click **Yes** to overwrite the previous file.

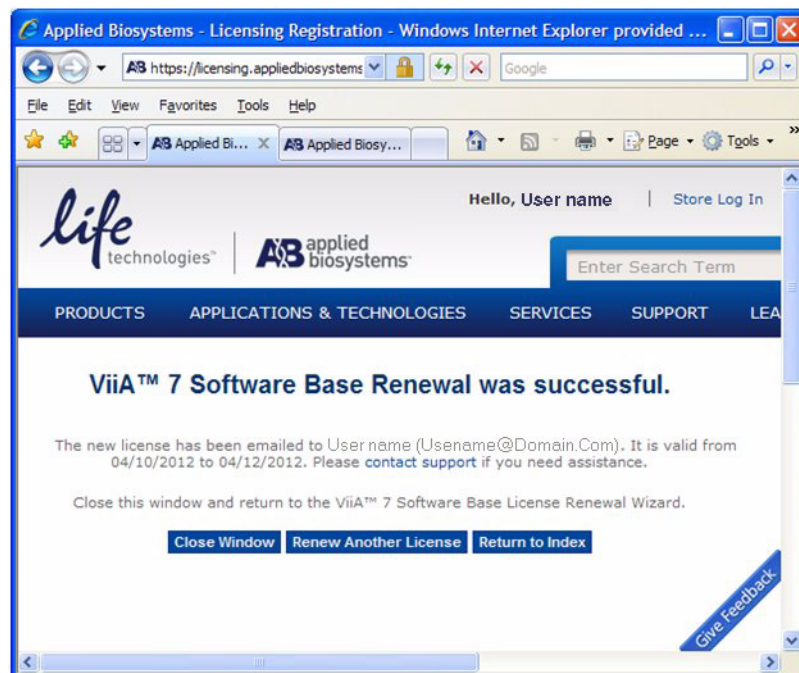
The screenshot shows the 'Applied Biosystems - Licensing Registration - Windows Internet Explorer provided ...' window. The page displays a success message: 'ViiA™ 7 Software Base Renewal was successful.' Below the message, it states: 'The new license has been emailed to User name (Username@Domain.Com). It is valid from 04/10/2012 to 04/12/2012. Please contact support if you need assistance.' At the bottom, there are three buttons: 'Close Window', 'Renew Another License', and 'Return to Index'.

Page Title: ViiA™ 7 Software Base Renewal was successful.
Text: The new license has been emailed to User name (Username@Domain.Com). It is valid from 04/10/2012 to 04/12/2012. Please contact support if you need assistance.
Text: Close this window and return to the ViiA™ 7 Software Base License Renewal Wizard.
Buttons: Close Window, Renew Another License, Return to Index

4. Return to License Central page and click **Install License**.
5. Follow the prompts to browse to the location of the saved license file and install. The software will restart automatically.

Renewal *without* internet access

1. Go to the License Central page and click **Save License Request Info**.
The software will save the renewal information to a text file (.txt) on your Desktop for easy access.
Note: If an older version of the file exists on the instrument computer, follow the prompts and click **Yes** to overwrite the previous file.
2. Using a portable drive, transfer the text file containing the renewal information from the instrument computer to a computer with internet access.
3. Open the text file containing the renewal information, copy the URL, and paste the URL into a web browser address bar to open the ViiA™ 7 Software License Renewal web page.
4. Enter the License Key in the License Key field (if the license key does not automatically appear in the field).
5. Click **Submit** to receive the renewed license via email.
Note: The renewed license will automatically be emailed to the licensee's email address (the email address associated with the license).



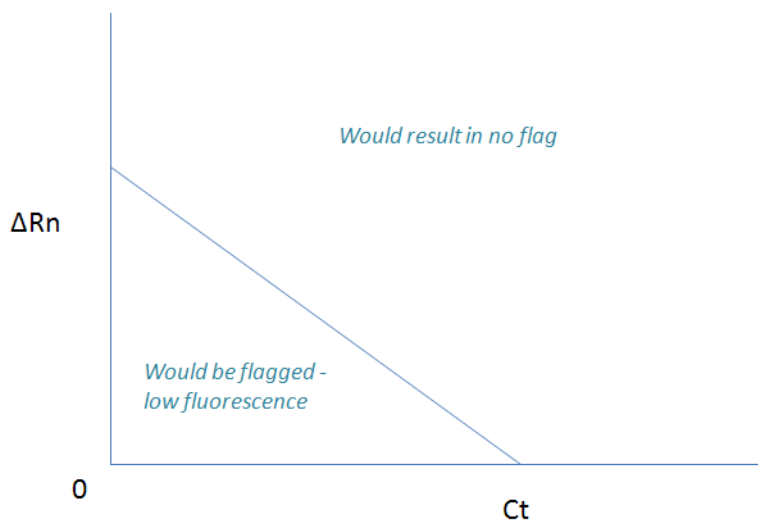
6. After you receive the email, retrieve the license file from the email and save it to the portable drive.
7. Using the portable drive, transfer the license file to the instrument computer and save it to the Desktop.

Note: If an older license file exists on the instrument computer, follow the prompts and click **Yes** to overwrite the previous file.

8. Return to License Central page and click **Install License**.
9. Follow the prompts to browse to the location of the saved license file and install. The software will restart automatically.

New QC flag

The new DRNMIN flag allows you to set the threshold on Delta Rn fluorescence values to prevent minimum fluctuations create false Ct rises (appearing as if there was an amplification spike when, technically, there was none). The default condition of the DRNMIN flag is initially set to Off.



Once the flag is turned on, anything inside the triangle would be flagged.

Custom dye calibration

For each custom dye, prepare samples in a concentration range of 100–2000 nM, choosing a 2- or 3-fold difference in dilution points. Use the background buffer provided in the kits. A full plate is not needed; see the following example illustration.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
a																								
b																								
c																								
d																								
e																								
f																								
g																								
h																								
i																								
j																								
k																								
l																								
m																								
n																								
o																								
p																								

In this example, sample concentrations would be: 100, 200, 400, 800, and 1600 nM for each (20 µL/well).

Note: The volume would be the same for 96-well and 384-well plates.

1. Set up a run with a cycle that ramps to 60°C with a 2 minutes hold. Ensure that the filters of interest are selected.
2. When the run is complete, examine the raw data. Select the concentration that gives the acceptable signals below:
 - a. 384-well: Between 400,000 and 1,200,000
 - b. 96-well: Between 1,400,000 to 4,300,000

Note: You can also export the raw data and average for the various concentrations.

3. Create a full plate of dye in background buffer using a plate of the selected concentration and run the custom-dye calibration as normal, using 20uL.

Appendix A Error Codes from License Central

Error Code	Description	Possible Causes	User Actions
-1	Cannot Find License File	The license file could not be found in the license path or it could not be opened.	Verify that the correct license file was selected and installed into the software. If it is not the correct license file install the correct one.
-2	Invalid License File Format	The license file format is not valid.	The file formatting may have been disrupted if the file was accessed/saved on an Mac® computer or other Apple device. To correct the format open the license file in WordPad and save it as a "Text Document - MS-DOS Format". Install the reformatted license file into the software.
-5	Access to Feature Denied	The license does not contain the correct permissions to allow access to the requested feature.	Verify that the correct license file was selected and installed into the software. If it is not the correct license file install the correct one.
-8	Invalid License File	The license file is not valid.	Verify that the correct license file was selected and installed into the software. If it is not the correct license file install the correct one.
-9	Invalid Host	The computer ID specified in the license file does not match the ID of the computer on which the software is installed.	Verify that the correct license file was selected and installed into the software. If it is not the correct license file, install the correct one. Contact support if the software has been moved to a new computer <i>or</i> if hardware changes have been made to the computer hosting the software. Support will be able to reissue your license to work with the new computer ID.
-10	License Has Expired	The expiration date has been passed. The license file is no longer valid.	Check that the correct license file was selected and installed into the software. If you do not have a valid license you will need to get a new license and install it to continue using the software. Either: <ul style="list-style-type: none"> • Renew license and install new file, <i>or</i> • Purchase new license, activate and install new file.

Error Code	Description	Possible Causes	User Actions
-21	License Not Valid for Software Version	The license is for an older version of the software. This license does not support the software version being used.	Check that the correct license file was selected and installed into the software. If you do not have a license that is valid for this version of the software, you will need to get a new license and install it to continue using the software.
-31	Start Date is in the Future	The start date (in the license file) is in the future relative to the computer date.	Verify that the computer date is set correctly. If the computer date is set to a date that has already passed, set it to today's date.
-73	Invalid License File Format	The license file format is not valid.	The file formatting may have been disrupted if the file was accessed/saved on an Mac® computer or other Apple device. To correct the format open the license file in WordPad and save it as a "Text Document - MS-DOS Format". Install the reformatted license file into the software.
-88	Bad System Date	The computer system clock has been reset and has invalidated the license.	<ul style="list-style-type: none"> • If the system date has been accidentally set into the past then move the system date forward to the correct (current, most future date). • If date was set backwards (from the current date) to avoid an expiration date, the system date must be moved forward to the real date and a new license obtained. • If the date was accidentally set into the future (more than 24 hours) and has been set back to the real date, the computer needs to be reimaged. • Contact Technical Support for assistance.
-103	Remote Access Denied	Running the software from a remote client (such as remote desktop) is not supported.	To run the software log directly onto the computer hosting the software.
Others	Other Errors	Other	Contact Technical Support for assistance.

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Headquarters

5791 Van Allen Way | Carlsbad, CA 92008 USA

Phone +1 760 603 7200 | Toll Free in USA 800 955 6288

For support visit www.lifetechnologies.com/support

www.lifetechnologies.com

