Agilent SureCall 3.0

Installation Guide

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Notices

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This *Installation Guide* provides instructions for installing SureCall 3.0.

1 Installation of SureCall 3.0 for Windows – Fresh Install Instructions

This chapter provides instructions for new SureCall users on how to install and get started using SureCall 3.0 on computers running the Windows 7 Enterprise or Windows 7 Professional operating system.

2 Installation of SureCall 3.0 for Windows – Software Upgrade Instructions

This chapter provides instructions for users of SureCall 2.0 or 2.1 who want to upgrade to SureCall 3.0 while retaining all records currently in their SureCall database. It also contains instructions on uninstalling SureCall. The instructions in this chapter are specific for Windows computers.

3 Installation of SureCall 3.0 for Macintosh – Fresh Install Instructions

This chapter shows you how to install and get started using SureCall 3.0 on computers running the Macintosh OS X Mountain Lion or Mavericks operating system.

4 Installation of SureCall 3.0 for Macintosh – Software Upgrade Instructions

This chapter provides instructions for Macintosh users of SureCall 2.0 or 2.1 who want to upgrade to SureCall 3.0 while retaining all records currently in their SureCall database. It also contains instructions on uninstalling SureCall. The instructions in this chapter are specific for Macintosh computers running the Macintosh OS X Mountain Lion operating system.

5 Installation of Sequence Alignment Tools

This chapter shows you how to install the sequence alignment tools provided by Agilent for use with SureCall 3.0.

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This chapter provides instructions for new SureCall users on how to install and get started using SureCall 3.0 on computers running the Windows 7 Enterprise or Windows 7 Professional operating system.

For instructions on upgrading from a previous version of SureCall to SureCall 3.0, see Chapter 2, “Installation of SureCall 3.0 for Windows – Software Upgrade Instructions” on page 37.

For instructions on installing SureCall 3.0 on a Macintosh computer, see Chapter 3, “Installation of SureCall 3.0 for Macintosh – Fresh Install Instructions” on page 67.

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Preparing for installation

Download the software and release notes

1. Go to http://www.agilent.com/genomics/surecall_soft.
2. Click **Download Software.**
3. Click the Download link for the Windows version of the software.
4. Select **Save File** to save the installer on your computer. (This file is a large file. Depending on your internet connection speed, the download can take a long time.)
5. Browse to a location where you want to save the installer program, and then click **Save**. (Do not start the installation at this time.)
6. Return to http://www.agilent.com/genomics/surecall_soft.
7. Click the Download link for the Release Notes.
8. Click **Save As**.
9. Browse to a location where you want to save the release notes.
10. Click **Save.**

NOTE You will also need to download the installer for the sequence alignment tools from the http://www.agilent.com/genomics/surecall_soft website.. See "Installing Sequence Alignment Tools" on page 112 for instructions.

Check system requirements before you start

Check to make sure that your computer systems meet the following requirements. All client installations point to the computer on which the server software is installed. See Table 1 for minimum requirements. See Table 2 for recommended requirements.

Table 1 Minimum requirements for running SureCall on Windows computers

Operating system	64-bit Windows 7 Enterprise or Windows 7 Professional
Programs	Any program that enables you to open PDF files (for example, Adobe Reader)
Processor	> 2 GHz
Working memory (RAM)	Without aligners installed: 8 GB With aligners installed: 12 GB
Hard disk space	470 GB (20 GB for genome reference data and annotation data and 450 GB for your sequencing data)
Display Resolution	1280 x 768 or higher

Table 2 Recommended requirements for running SureCall on Windows computers

Operating system	64-bit Windows 7 Enterprise or Windows 7 Professional
Programs	Any program that enables you to open PDF files (for example, Adobe Reader)
Processor	> 3 GHz, 8-core
Working memory (RAM)	Without aligners installed: 8 GB With aligners installed: 16 GB
Hard disk space	470 GB (20 GB for genome reference data and annotation data and 450 GB for your sequencing data)
Display Resolution	1280 x 768 or higher

Set up permissions for installer and users

- Make sure that the user account used to install the SureCall 3.0 software has administrator permissions on the installation computer.
- Make sure that every user account running the SureCall 3.0 software has read/write permissions in the computer where the client software is installed. In addition, users must have read/write permissions in the installation folder of the computer where the database server is installed.

The way you set permissions varies between operating systems. Contact your network administrator for help in checking or changing user account permissions. If the correct user account permissions are not set correctly, the software will fail to install or run properly.

Adjust user account settings

Change the User Account Control settings from the default setting to "Never Notify."

1. Go to Control Panel.
2. Click **User Accounts**.
3. Click **Change User Account Control setting**.
4. Change the setting to "Never Notify" and click **OK**.
5. Restart the computer.

Installing a standalone version of SureCall 3.0 – Windows

SureCall consists of two parts: a PostgreSQL database server and the client software. This section includes detailed instructions and important notes for installing SureCall 3.0 as a standalone program (i.e. the SureCall client software and server software are on a single computer).

Once you have installed a standalone version of SureCall on one computer, you can install additional copies of the client software on client computers that have network access to the database computer. See "Installing SureCall 3.0 client on additional computers – Windows" on page 26.

NOTE

Only one copy of the server software is installed. To run the client software, the database server must be installed. The client is the program you run when you want to use SureCall. You can run the client program on the same computer as the server, or from any other computer with the client program installed. After installation, the database server software runs silently in the background and manages the shared database for all SureCall 3.0 users. All client computers must have network access to the server computer and users must have read/write permissions.

1. Log on to the computer where you want to install a standalone version of SureCall 3.0. Use an account that has administrator permissions.
2. Locate the installation program you downloaded in "Download the software and release notes" on page 8. Double-click the **Agilent SureCall 3.0.XX.exe** file to start the installation wizard.

   The following message is displayed.

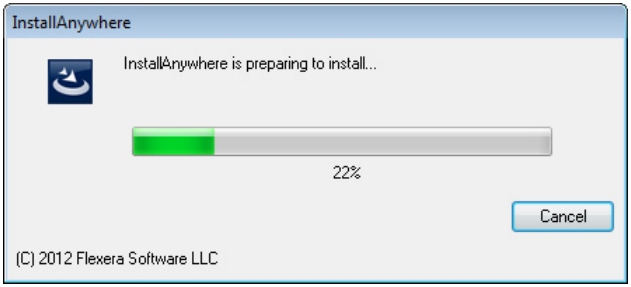

Figure 1 InstallAnywhere dialog box - preparing to install

The installation wizard starts.

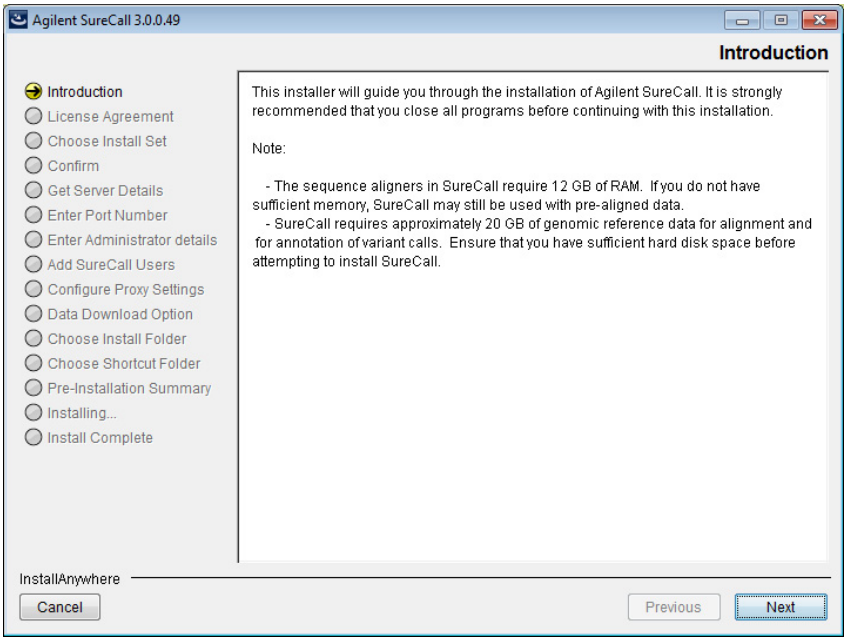

Figure 2 Introduction screen for the installation wizard – Windows

3 Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.

4 Click **Next**.

The License Agreement screen opens.

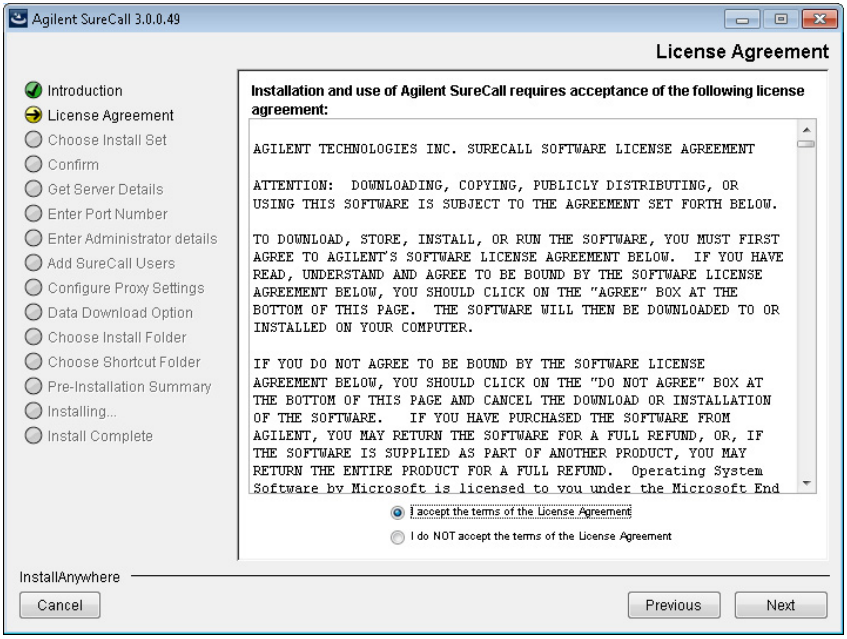

Figure 3 License Agreement screen – Windows

5 Read the license agreement. Select **I accept the terms of the License Agreement** and then click **Next**. (Click **Previous** to review information in a previous section.)

The Choose Install Set screen opens.

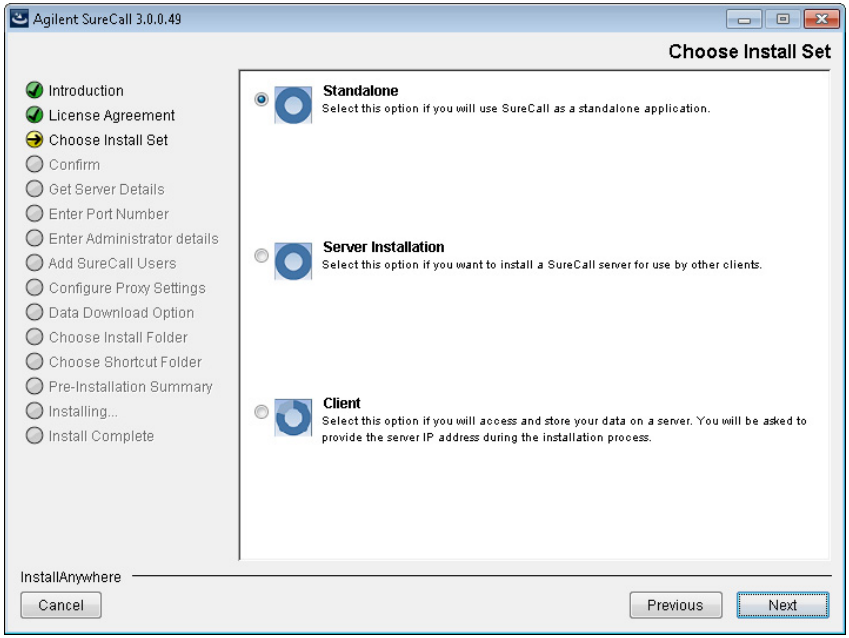

Figure 4 Choose Install Set screen – Windows

6 Click the icon next to **Standalone** to install both the database server and client software on this computer.

7 Click **Next**.

The following message box opens notifying you that the installation wizard could not detect an existing copy of the SureCall server on the local computer.

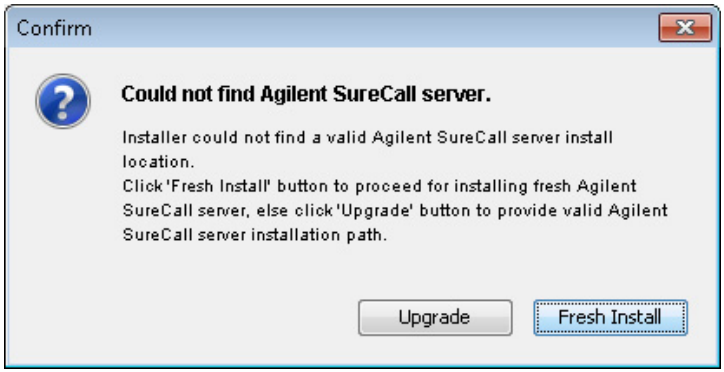

Figure 5 Confirm message box – Could not find Agilent SureCall server

8 Click **Fresh Install** in the message box.

The Enter Administrator Details screen opens.

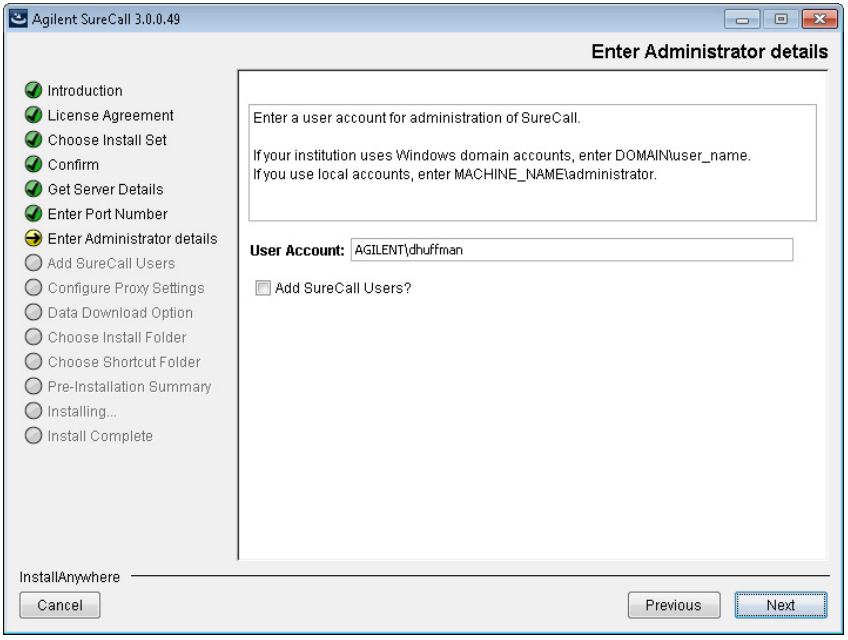

Figure 6 Enter Administrator Details screen – Windows

9 The domain and user name of the person currently logged on to the computer appear in the User Account field. If this account is not the administrator for the SureCall 3.0 software, type the correct user, using the one of the formats shown below.

For domain user: DOMAIN\username

For local machine: MACHINENAME\username

10 To set up additional SureCall users, mark the check box labeled **Add SureCall Users?**. In the Password field that appears, type the password for the SureCall administrator account.

If you do not want to set up new users at this time, proceed directly to step 16 on page 17. Note that administrators can set up new users from within SureCall once installation is complete (see "Adding users and assign roles" on page 31).

11 Click **Next**.

The Add SureCall Users screen opens.

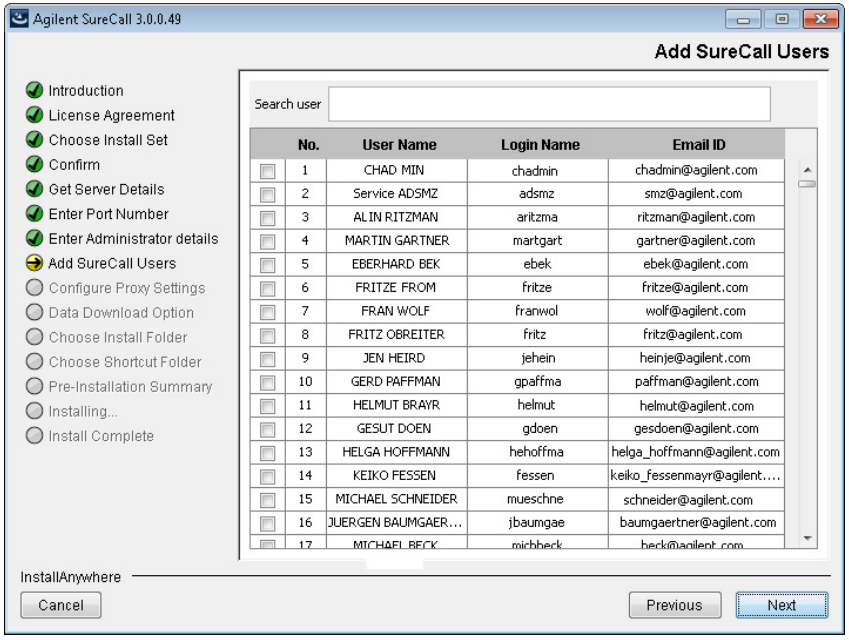

Figure 7 Add SureCall Users screen – Windows

12 The Add SureCall Users screen lists all of the users in the domain or on the local computer. Mark the check box next to the users that you want to add to SureCall.

To search for a user, type the user name into the search box at the top of the screen.

13 Click **Next**.

14 The Add SureCall Users screen advances to the step for configuring user roles.

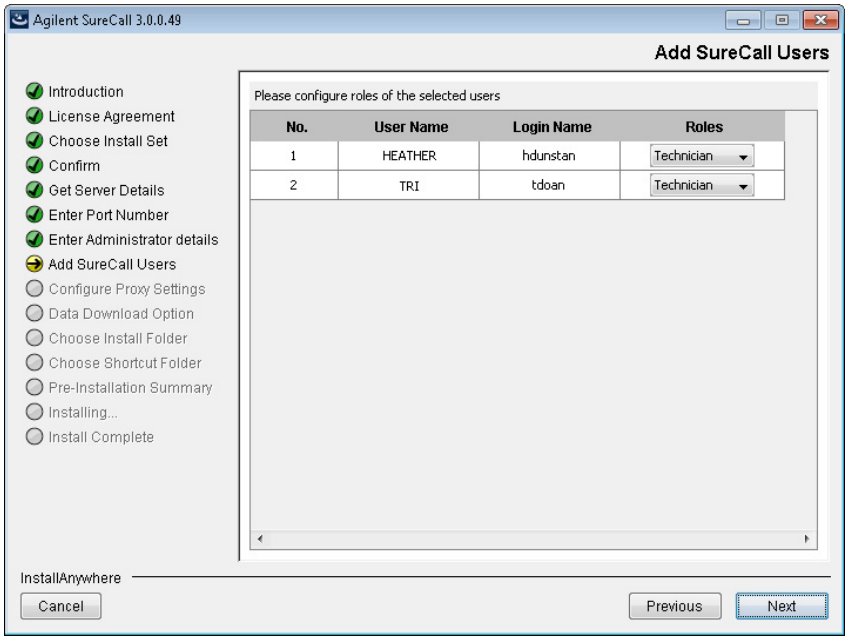

Figure 8 Add SureCall Users screen – Configure roles step – Windows

15 For each user listed on the screen, select a role in the Roles drop-down list.

The options are Administrator, Scientist, and Technician. See the SureCall help system for a description of each role.

16 Click **Next**.

The Configure Proxy Settings screen opens.

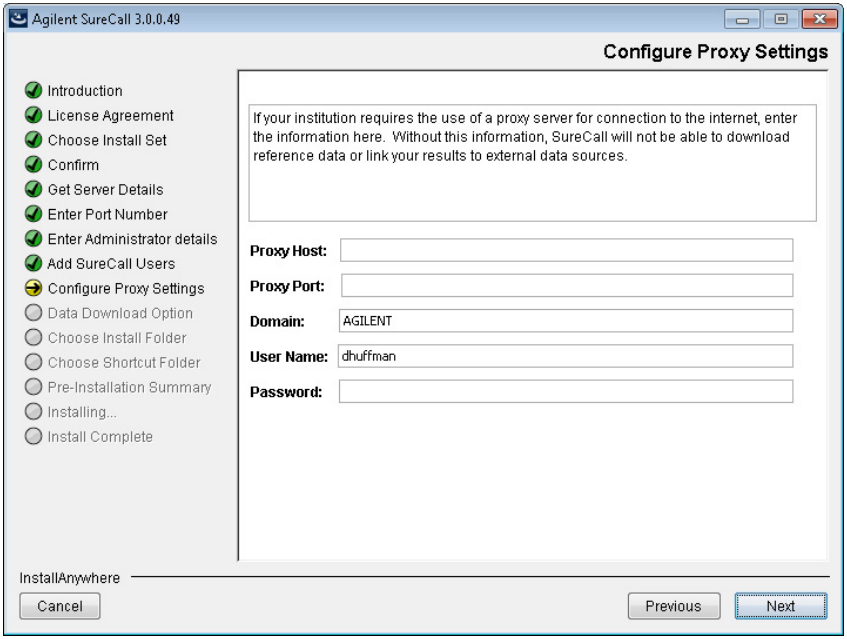

Figure 9 Configure Proxy Settings screen – Windows

17 If your institution requires you to connect to the internet through a proxy server, enter the information for the proxy server in the fields on the Configure Proxy Settings screen. Contact your network administrator to obtain the necessary information.

18 Click **Next**.

The Data Download Option screen opens.

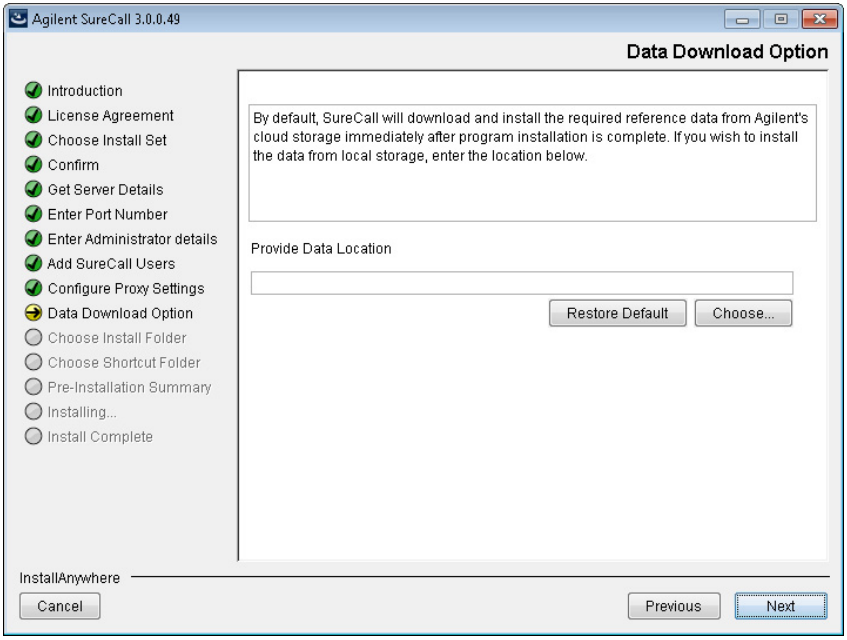

Figure 10 Data Download Option screen – Windows

19 By default, SureCall will download and install the required reference and annotation data from Agilent Cloud storage immediately after you complete SureCall installation. If you prefer for SureCall to download and install the required data from a local storage folder or a storage folder saved to an external USB drive, enter the file path of that folder in the Provide Data Location field. You can type the file path directly into the field or click **Choose** to browse to the storage folder.

Leave the Provide Data Location field blank if you want SureCall to download the required data from Agilent Cloud storage.

NOTE If you received an external USB drive from Agilent containing the reference and annotation data, plug in the USB drive to your computer and enter the file path of the drive into the Provide Data Location field.

20 Click **Next**.

The Choose Install Folder screen opens.

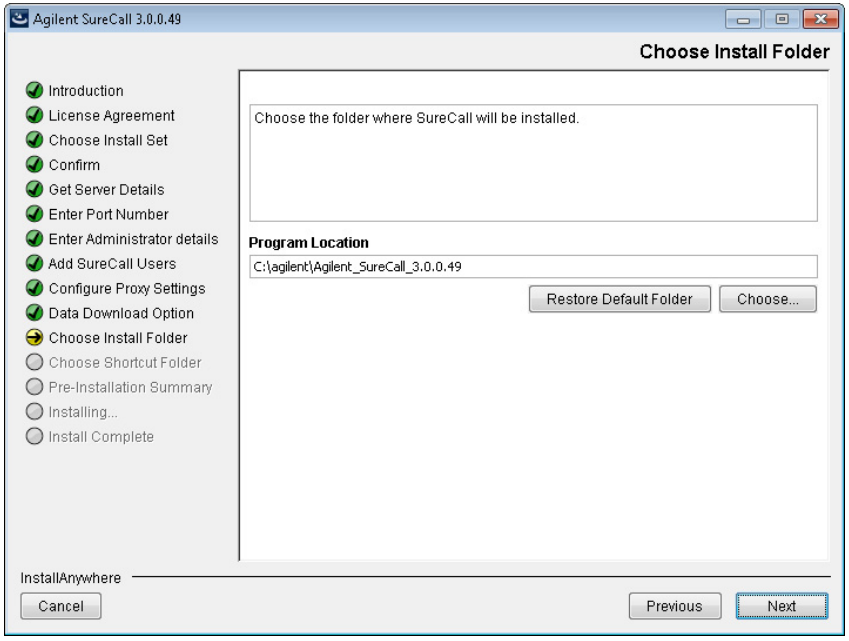

Figure 11 Choose Install Folder screen – Windows

21 By default, the program is installed in: C:\agilent\Agilent_SureCall_3.0.XX (where XX is the revision number). If you prefer to install the program in a different location, enter the file path of the desired folder into the provided field. You can type the file path directly into the field or click **Choose** to browse to the desired folder.

If you want to install SureCall in the default location, leave the default file path in the field.

NOTE The installation program folder must not be in the C:\Program Files folder due to permissions settings within Windows 7.

22 Click **Next**.

The Choose Shortcut Folder screen opens.

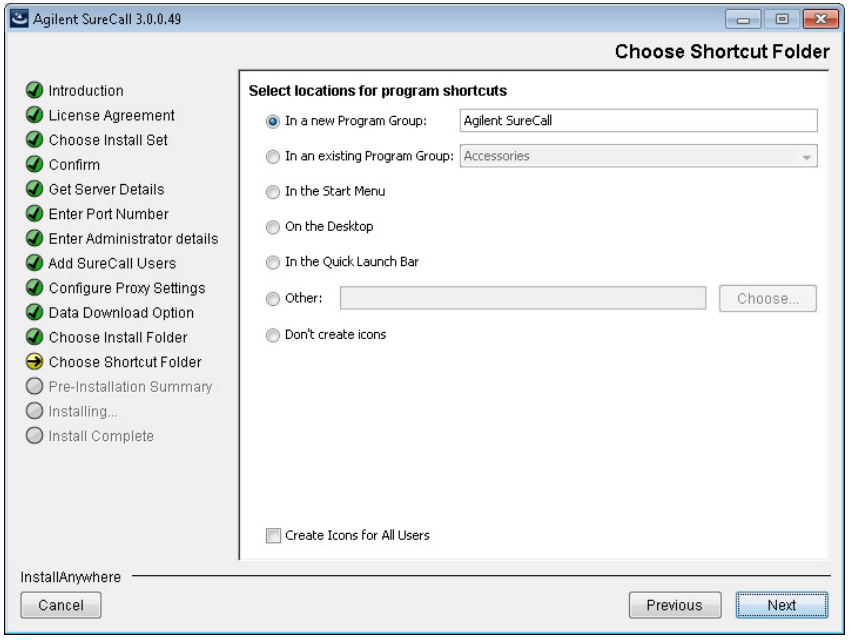

Figure 12 Choose Shortcut Folder screen – Windows

23 By default, program icons are installed in the Agilent SureCall program group on your computer (where XX is the revision number). To select another location for the program icons, select the desired location (on the desktop, for example).

NOTE If more than one user plans to use SureCall 3.0 on this computer, select **Create Icons for All Users**. Otherwise, other users do not see the program icons.

24 Click **Next**.

The Pre-Installation Summary screen opens.

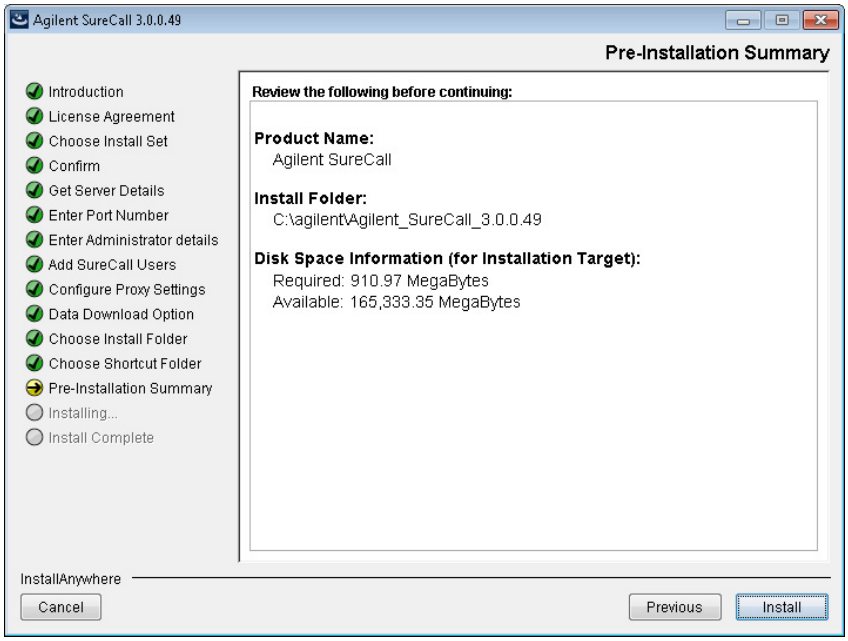

Figure 13 Pre-Installation Summary screen – Windows

25 Review the installation setup information. If you want to change any of the settings, click **Previous** and go back and change the settings. To start the installation, click **Install**.

The Installing Agilent SureCall screen opens and remains open until the installation is complete.

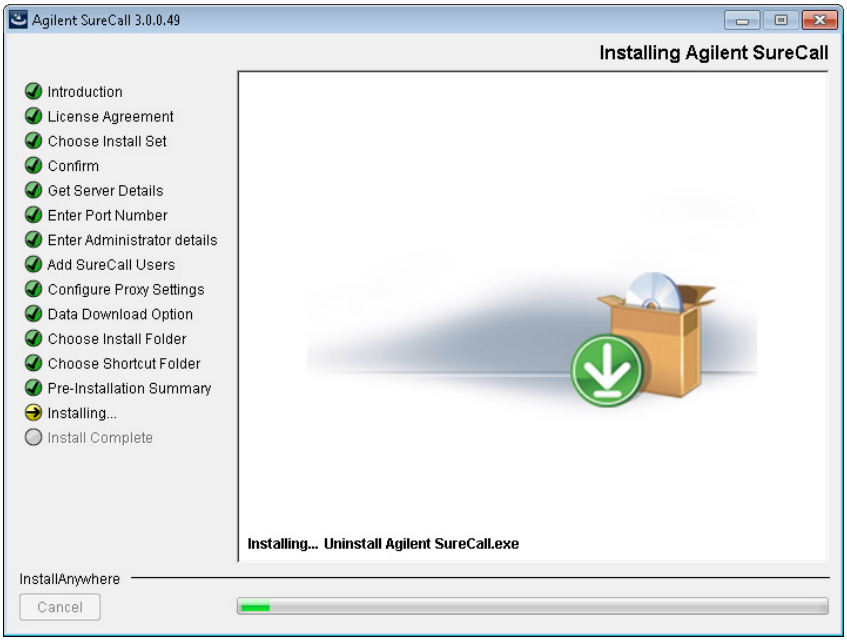

Figure 14 Installing Agilent SureCall screen – Windows

When the SureCall installation is complete, the Install Complete screen opens.

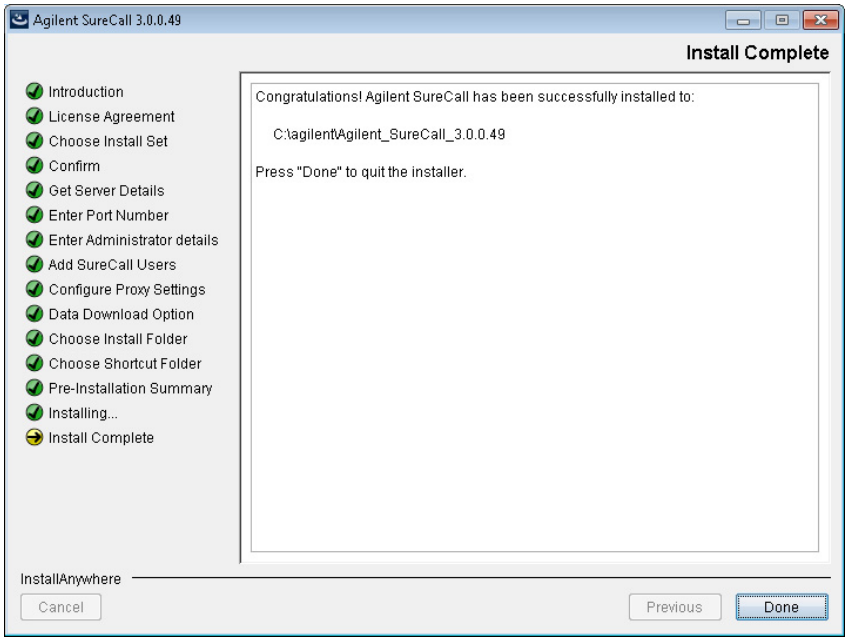

Figure 15 Install Complete screen – Windows

26 Click **Done**.

The Download window opens and the program begins downloading and installing the reference and annotation data from Agilent Cloud storage (or from the folder you designated in the Data Download Option screen).

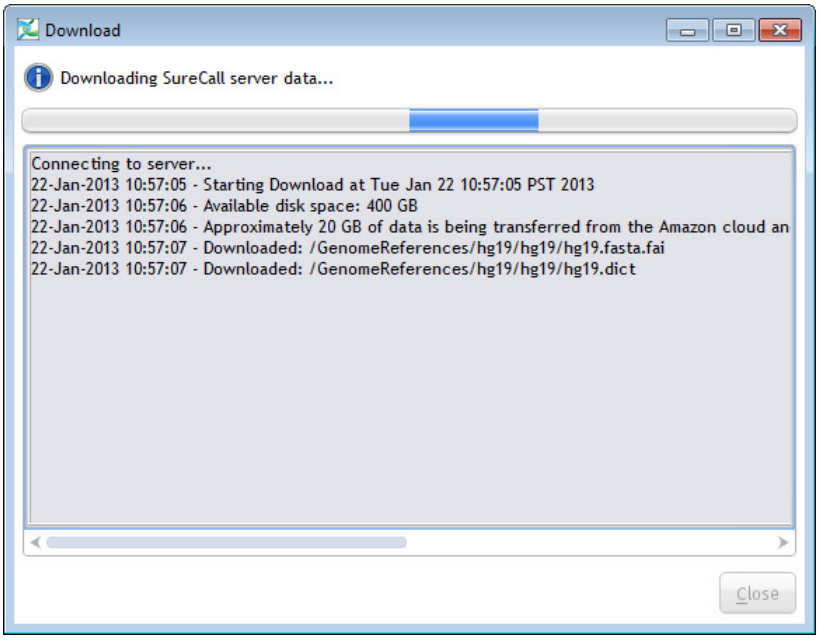

Figure 16 Download screen

During this process, the Download screen remains open and displays which files have been downloaded and installed. Your system needs to be connected to the internet until the process is complete.

NOTE Depending on your internet connection, the download process can take anywhere from 15 minutes to 2 hours.

27 When the downloads are complete, click **Close** to close the Download dialog box.

If the download fails or does not complete, you can manually download the missing files from within SureCall. See "Checking the data download" on page 34.

Installing SureCall 3.0 client on additional computers – Windows

To use other computers to run SureCall 3.0 client software (with a shared database), install the client software on each of the computers.

NOTE Before installing SureCall 3.0 client, install a standalone version of SureCall 3.0 on the computer that will run the database software. See "Installing a standalone version of SureCall 3.0 – Windows" on page 11.

1 On each computer that you want to run the SureCall 3.0 program, run the installation wizard, as described in "Installing a standalone version of SureCall 3.0 – Windows" on page 11.

2 When the Choose Install Set screen opens, select **Client**.

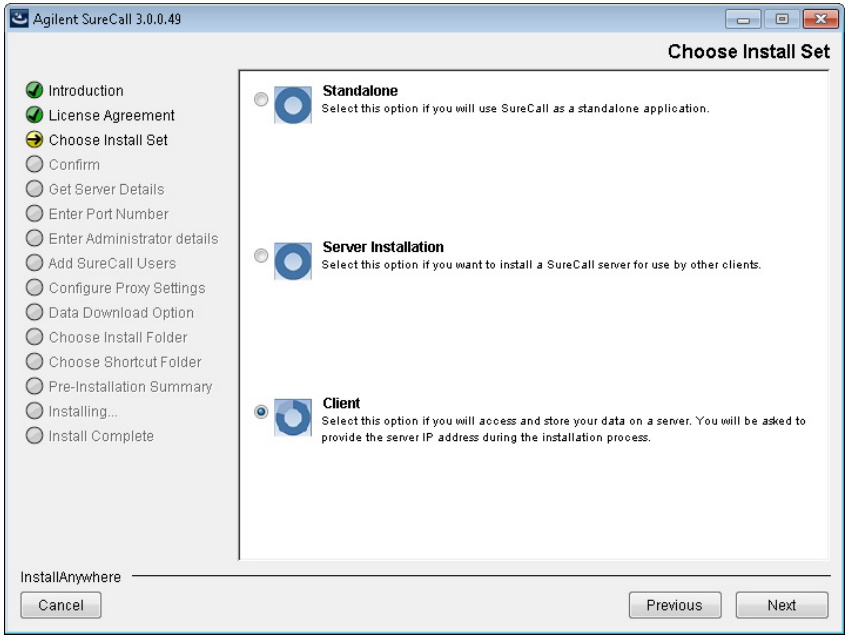

Figure 17 Choose Install Set screen – Select **Client** – Windows

3 Click **Next**.

The Get Server Details screen opens.

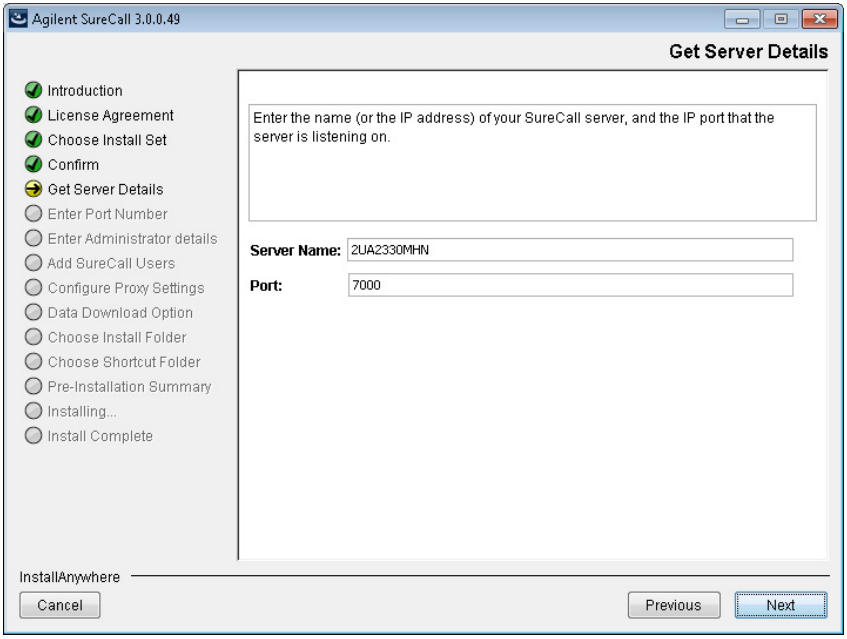

Figure 18 Get Server Details screen – Windows

4 In the Server Name field, type the assigned computer name or IP address of the computer where you installed the SureCall 3.0 database server. (To find the computer name of your current computer, click **Start > Control Panel > System**.)

5 Accept the default **Port**, unless your system administrator tells you otherwise.

6 Click **Next**.

The installer immediately tests the connection to the specified database.

NOTE If incorrect database parameters are provided, or the PostgreSQL database service is not running, a message is displayed. You can choose to continue the installation and change database connection parameters when launching the client software. However, Agilent recommends that you provide the correct database information during installation.

7 Continue the installation wizard. Follow the instructions for the installation wizard to enter administrator information, choose a

shortcut location, and start the installation. For information, see step 9 through step 27 in the section "Installing a standalone version of SureCall 3.0 – Windows" on page 11.

Opening the SureCall 3.0 client software

After you install the SureCall database server and client programs as described in this manual, start the program.

1 Double-click the SureCall 3.0 icon, or select SureCall 3.0 from the Windows Start menu.

NOTE How you start the program depends on the choice you made for Shortcut Folder during installation.

After you start the program, the Login screen opens. The name and domain for the administrator set during installation appear in the dialog box.

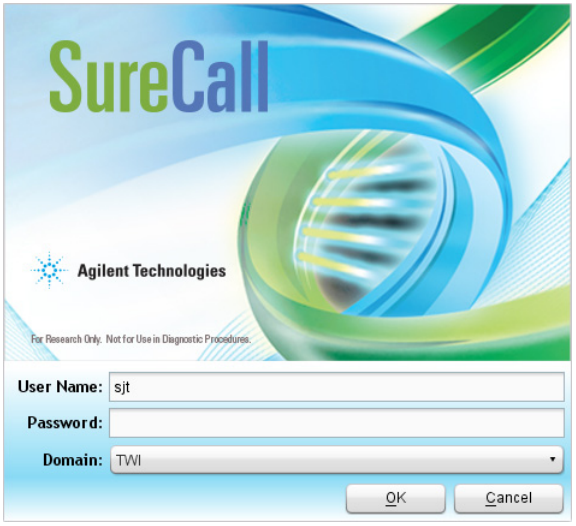

Figure 19 Login screen

2 Type your user name and password into the fields. After the software is started, administrators can add additional users and assign their roles.

If you need to change the domain, expand the drop-down list next to **Domain** and select the correct domain.

3 Click **OK**.

After you log in for the first time, the following dialog box opens.

Figure 20 Enter License dialog box

4 If you do not already have the license file saved to your computer, click **Request for license** to open the Agilent website to the SureCall license request page. Complete the fields in the request form to obtain a SureCall software license.

The license is contained in a text file.

5 At the bottom of the dialog box, click **Browse**.

The Open dialog box opens.

6 Browse to the saved license file. Select the file and click **Open**.

The program loads the content of the file into the text area on the Enter License dialog box.

7 Click **OK**.

The SureCall program opens.

Adding users and assign roles

If multiple client users will be connecting to the same SureCall database, the administrator must add the users and assign user roles. The user role determines what capabilities the user has within SureCall. For information on what capabilities each user role has, see the SureCall help system.

1 Go to the User Accounts screen in SureCall.

   a At the top of the program window, click **Admin**.

   b On the left side of the screen, click **User Accounts**.

2 Click **Add New User**.

   The Add New User dialog box opens.

3 If your computer is on a network, add the new user using the following instructions.

   a In the Add New User field at the top of the dialog box, type the user name for the new user and click **Find**. The table in the dialog box lists the users on your network that match the user name you entered.

   b Click the row in the table for the user you want to add and click **Add User**. A message box opens asking you to confirm that you want to add the user.

   c Click **Yes** in the message box. A message box opens confirming that the user was successfully added. Click **OK**.

4 If your computer is a local machine with no Domain, add the new user using the following instructions.

   a In the Add New User field at the top of the dialog box, type the computer name and user in the format machinename\username. (Do not click **Find**).

   b Click **Add User**. A message box opens asking you to confirm that you want to add the user.

   c Click **Yes** in the message box. A message box opens confirming that the user was successfully added. Click **OK**.

5 Click **Close** in the Add New User dialog box to close the dialog box.

   The added user is now listed in the table on the User Accounts screen. By default, new users are assigned the role of Technician.

6 If desired, change the role of the new user.

a In the Action column of the table, click **Edit**.

The Edit User Role dialog box opens.

b In the drop-down list next to **Role**, select the desired role for the user.

The options are Administrator, Scientist, and Technician. See the SureCall help system for a description of each role.

c Click **Save**.

The new role is saved and the Edit User Role dialog box closes.

Adding a SureDesign user name and password

Before other users can download a design file from SureDesign into SureCall, the administrator must add the SureDesign account information.

1 Go to the SureDesign Settings screen in SureCall.

   a At the top of the program window, click **Admin**.

   b On the left side of the screen, click **SureDesign Settings.**

2 Type the user name for the SureDesign account into the SureDesign Username field.

   In SureDesign, the user name is the e-mail address of the user.

3 In the SureDesign Password field, type the password for the SureDesign account.

4 Click **Apply**.

5 Click **Test Connection**.

   A message box opens notifying you if the connection test succeeded or failed.

   If the connection test passes, you can download design files from SureDesign into SureCall using the tools on the Supporting Files screen.

   If the connection test fails, go to the SureDesign website (www.agilent.com/genomics/suredesign) and try logging in. If the login fails, you can reset the password or register for a new account.

Checking the data download

When you first installed SureCall, the program automatically downloaded the necessary reference and annotation files from Agilent Cloud storage or from a specified local folder or drive.

Before you start running analyses in SureCall, make sure that the program successfully completed the data download process.

1. Go to the Annotation Download screen in SureCall.
   a. At the top of the program window, click **Admin**.
   b. On the left side of the screen, click **Annotation Download**.
2. Click **Refresh Annotation Status**.
3. In the message box that opens, click **Yes** to continue.

   The program obtains the status of the data file downloads and displays the statuses in a table on the Annotation Download screen.
4. Check the status of the downloads.
   - If all files were successfully downloaded. the top right corner of the screen displays the message “All data files downloaded successfully.”
   - If some files were not successfully downloaded, click **Start Download**. The program will connect to the Agilent Cloud storage system, or the local folder or drive specified during SureCall installation, to download the missing files.

NOTE

The source location for the files is specified on the Admin > Annotation Download screen. By default, the source location is the Agilent Cloud system, or whichever local folder was specified during installation (see the Data Download Option installation screen, step 19). SureCall administrators can change the location from the Admin > Annotation Download screen.

Downloading Software Updates

When an update is available, a dialog box automatically displays upon opening SureCall.

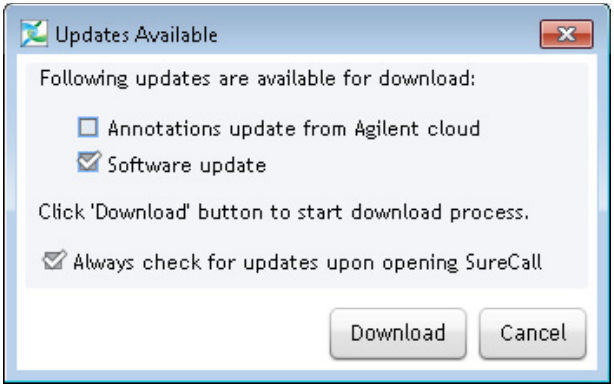

Figure 21 Updates Available message box

To automatically download these software updates:

1. Mark the **Software update** check box in the Updates Available dialog box. This will enable the Download button.
2. Click the **Download** button.

   The Confirm message box opens asking you to confirm that you want to start downloading software update files.
3. Click **OK** to start the download process.

   A Progress Status message displays. The application is unavailable for use during the software update download.
4. Once the download is complete, a Download Successful message box opens, and counts down from 5 seconds to close the application. Skip the countdown by clicking **OK**.
5. A dialog box indicates that the application has been updated. Click **OK** to launch SureCall.
6. Upon logging in, a dialog box indicates that the Agilent SureCall application was upgraded successfully. Click **OK** to continue.

2 Installation of SureCall 3.0 for Windows – Software Upgrade Instructions

Upgrading a standalone version of SureCall 38
Upgrading SureCall on client computers 54
Uninstalling SureCall 62

This chapter provides instructions for users of SureCall 2.0 or 2.1 who want to upgrade to SureCall 3.0 while retaining all records currently in their SureCall database. It also contains instructions on uninstalling SureCall. The instructions in this chapter are specific for Windows computers.

If you want to upgrade from a previous version of SureCall to SureCall 3.0, but do not want to retain the records in your current database, first completely uninstall your existing version of SureCall (see "Uninstall the client and server software for SureCall" on page 62), then follow the instructions in Chapter 1, "Installation of SureCall 3.0 for Windows – Fresh Install Instructions" on page 37.

If you want to upgrade to SureCall 3.0 from a previous version on a Macintosh computer, then see Chapter 4, "Installation of SureCall 3.0 for Macintosh – Software Upgrade Instructions" on page 37.

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Upgrading a standalone version of SureCall

These instructions are for users who are running an earlier standalone version of SureCall (i.e. the SureCall client software and server software are on a single computer) and want to upgrade to SureCall 3.0 while retaining the data in the existing database.

NOTE You can upgrade from SureCall 2.0 or SureCall 2.1 to SureCall 3.0 using the instructions provided here. If you are running SureCall 1.0 or 1.1, you must first upgrade to SureCall 2.0 before upgrading to SureCall 3.0.

NOTE Reboot your computer just prior to starting these instructions.

1. Log on to the computer where you want to install a standalone version of SureCall 3.0. Use an account that has administrator permissions.
2. Double-click the **Agilent SureCall 3.0.XX.exe** file to start the installation wizard. (See "Download the software and release notes" on page 8 for instructions on downloading the SureCall 3.0 installation files.)

   The following message is displayed.

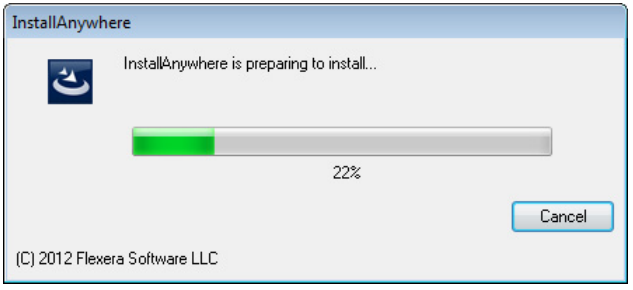

Figure 22 InstallAnywhere dialog box - preparing to install

The installation wizard starts.

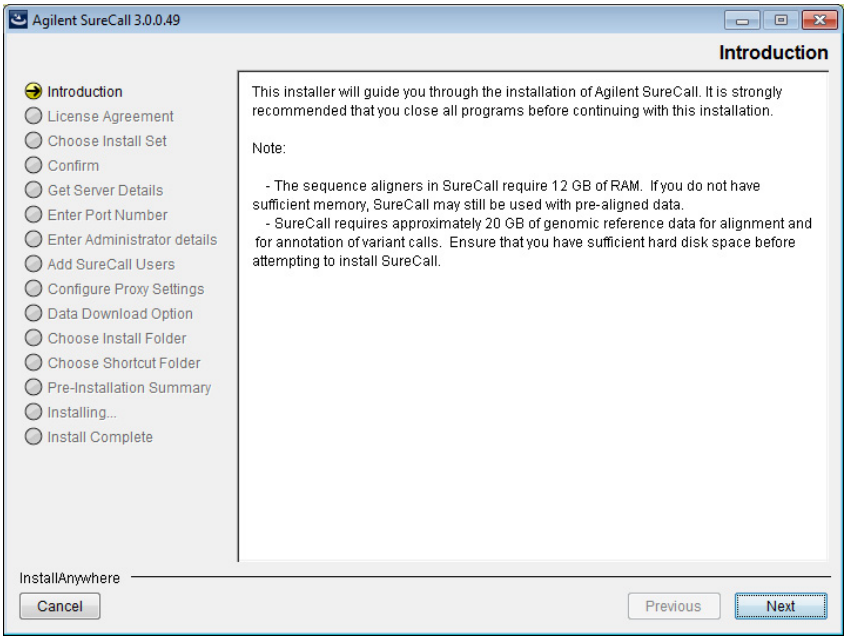

Figure 23 Introduction screen for the installation wizard – Windows

3 Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.

4 Click **Next**.

The following message is displayed, notifying you that a version of SureCall client already exists on the local machine.

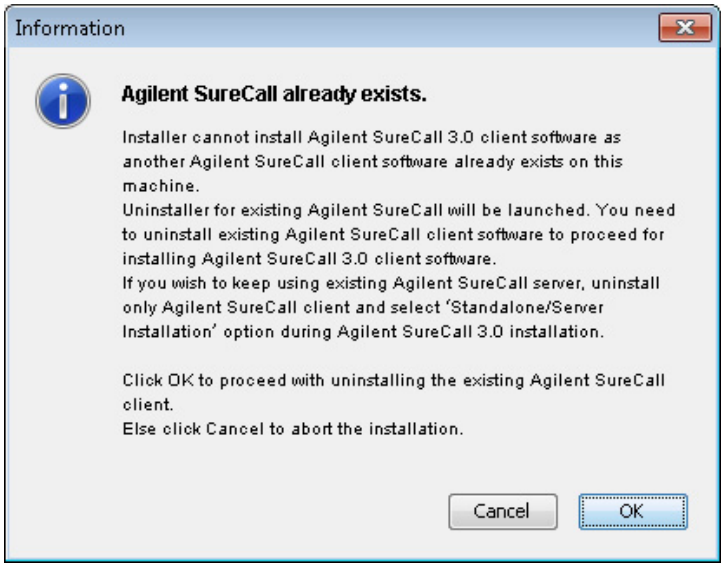

Figure 24 Information box – Agilent SureCall already exists

5 Click **OK** to proceed with uninstalling the existing Agilent SureCall client.

The following message box opens, notifying you that Agilent recommends restarting your computer prior to uninstalling the SureCall client. (If you did not reboot your computer just prior to starting step 1, do so now, then start again at step 1.)

Figure 25 Alert message box

6 Click **Continue** to continue uninstalling SureCall.

The uninstaller program opens to the Introduction screen.

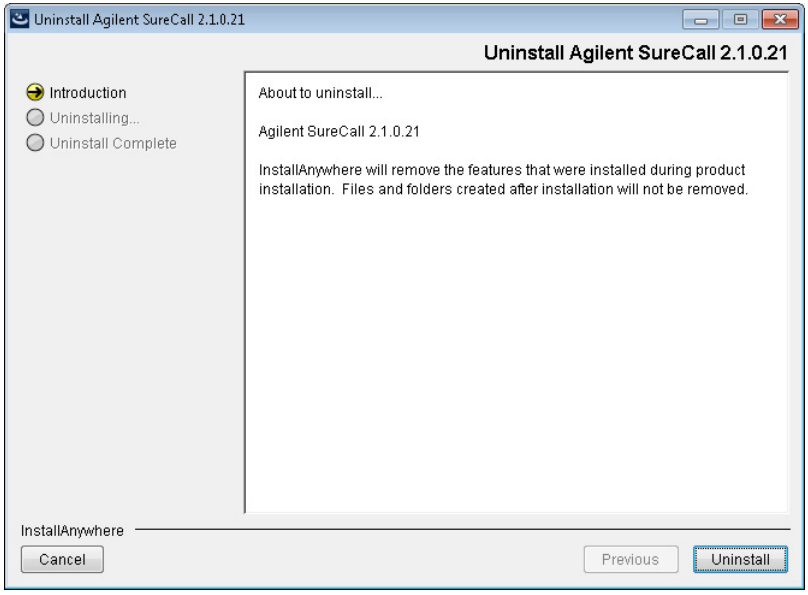

Figure 26 Uninstall Agilent SureCall – Introduction screen – Windows

7 Click **Uninstall** to proceed.

The Uninstall Options windows opens.

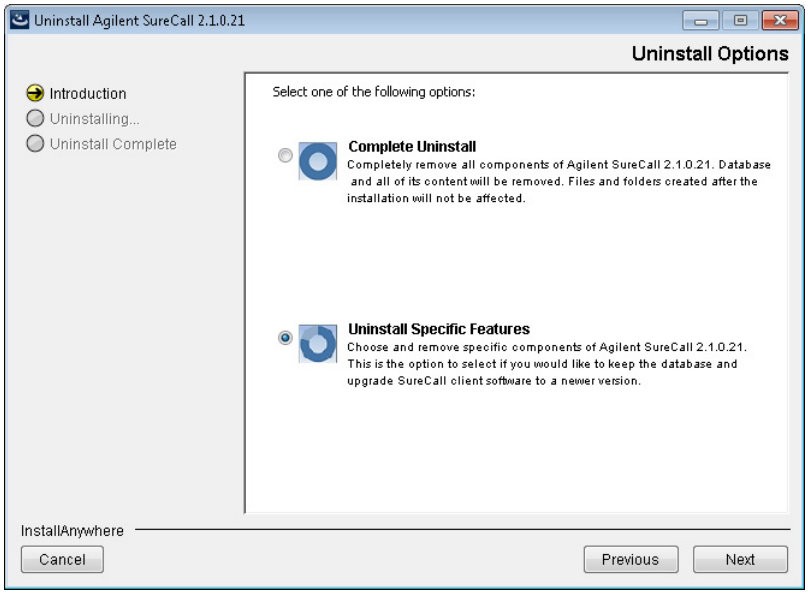

Figure 27 Uninstall Agilent SureCall – Uninstall Options screen – Windows

8 Select **Uninstall specific features**, and click **Next**.

The Choose Product Features screen opens.

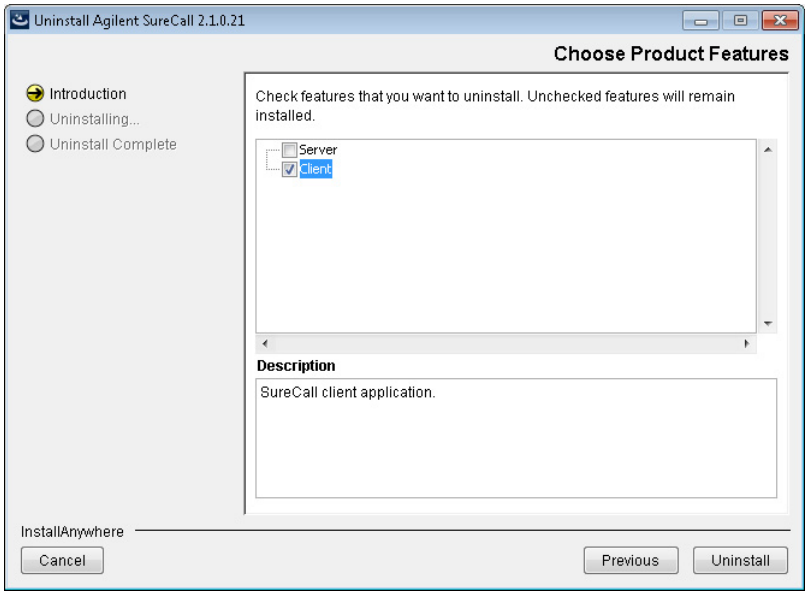

Figure 28 Uninstall Agilent SureCall – Choose Product Features screen – Windows

9 In the top panel, mark the **Client** check box. Make sure that the Server check box is not marked.

10 Click **Uninstall**.

A message box opens asking you to confirm that you want to uninstall the SureCall client.

11 Click **Yes** in the message box to continue uninstalling.

The SureCall client is uninstalled. When the uninstallation is complete, the Uninstall Complete screen opens.

12 Click **Done**.

The uninstaller program closes and the SureCall 3.0 installation wizard opens to the License Agreement screen. You can now continue installing SureCall 3.0.

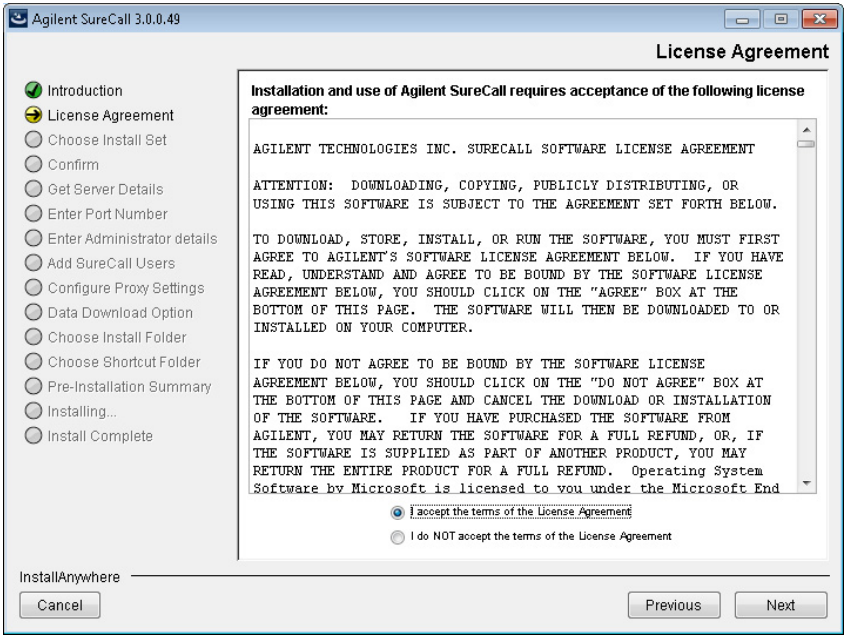

Figure 29 License Agreement screen – Windows

13 Read the license agreement. Select **I accept the terms of the License Agreement** and then click **Next**. (Click **Previous** to review information in a previous section.)

The Choose Install Set screen opens.

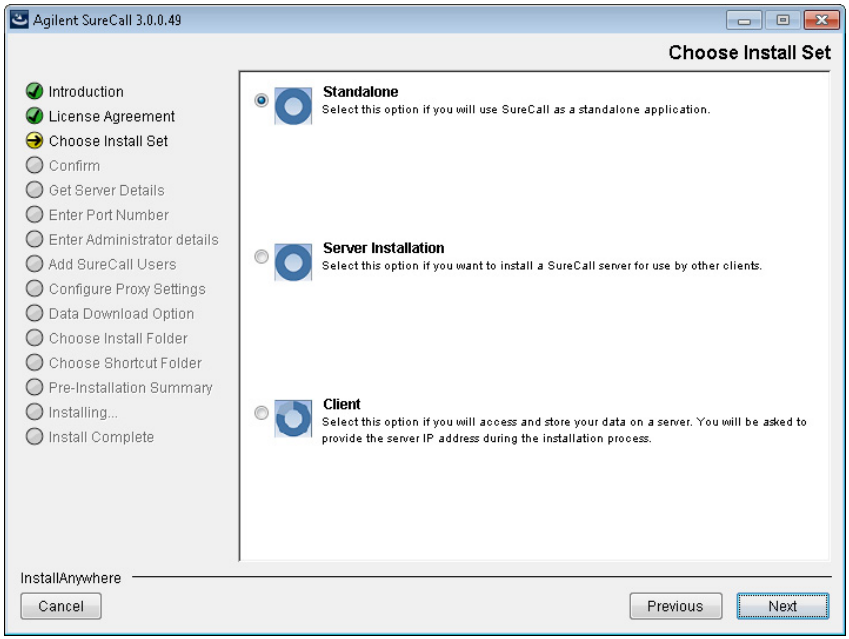

Figure 30 Choose Install Set screen – Windows

14 Click the icon next to **Standalone** to install both the SureCall 3.0 database server and client software on this computer.

15 Click **Next**.

The installation wizard looks for an existing version of SureCall server on your computer.

- If the installation wizard successfully finds the existing version of SureCall server, a message box opens stating **Agilent SureCall server already exists on the local machine**. Click **OK** in the message box to continue upgrading the existing SureCall server to the SureCall 3.0 server. The Configure Proxy Settings screen opens and you can proceed to step 16.

- If the installation wizard cannot find an existing version of SureCall server on your computer, a message box opens stating **Could not find Agilent SureCall server**. You can either click **Fresh Install** to install a fresh SureCall 3.0 server (no data in the existing database will be retained), or click **Upgrade** to provide a valid Agilent SureCall server installation path. When you continue with the wizard, the Configure Proxy Settings screen opens and you can proceed to step 16.

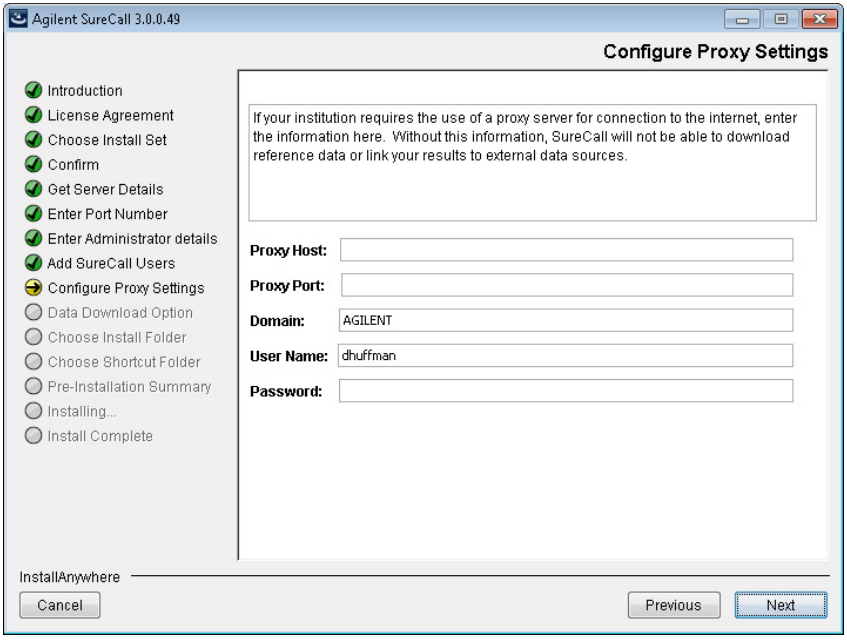

Figure 31 Configure Proxy Settings screen – Windows

16 If your institution requires you to connect to the internet through a proxy server, enter the information for the proxy server in the fields on the Configure Proxy Settings screen. Contact your network administrator to obtain the necessary information.

17 Click **Next**.

The Data Download Option screen opens.

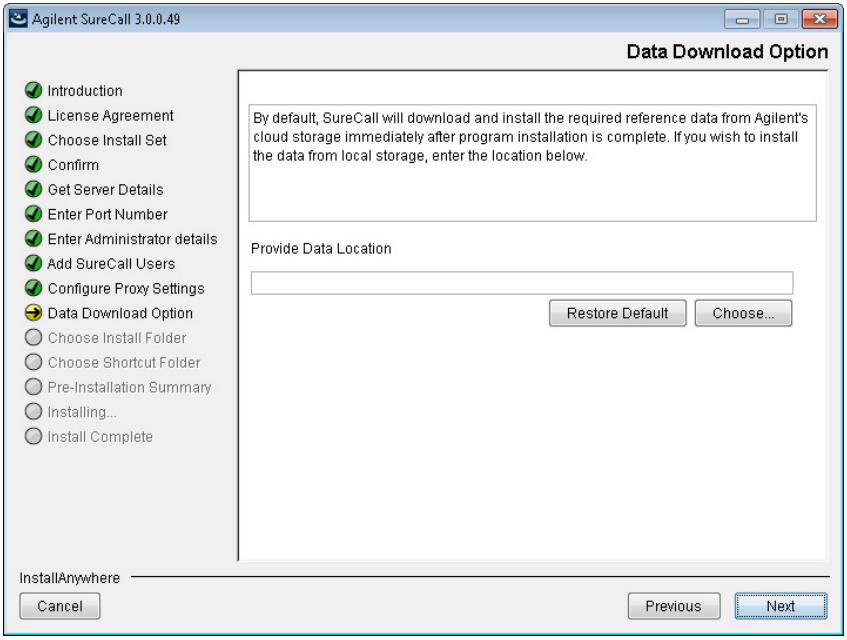

Figure 32 Data Download Option screen – Windows

18 By default, SureCall will download and install the required reference and annotation data from Agilent Cloud storage immediately after you complete SureCall installation. If you prefer for SureCall to download and install the required data from a local storage folder or a storage folder saved to an external USB drive, enter the file path of that folder in the Provide Data Location field. You can type the file path directly into the field or click **Choose** to browse to the storage folder.

Leave the Provide Data Location field blank if you want SureCall to download the required data from Agilent Cloud storage.

NOTE If you received an external USB drive from Agilent containing the reference and annotation data, plug in the USB drive to your computer and enter the file path of the drive into the Provide Data Location field.

19 Click **Next**.

The Choose Install Folder screen opens.

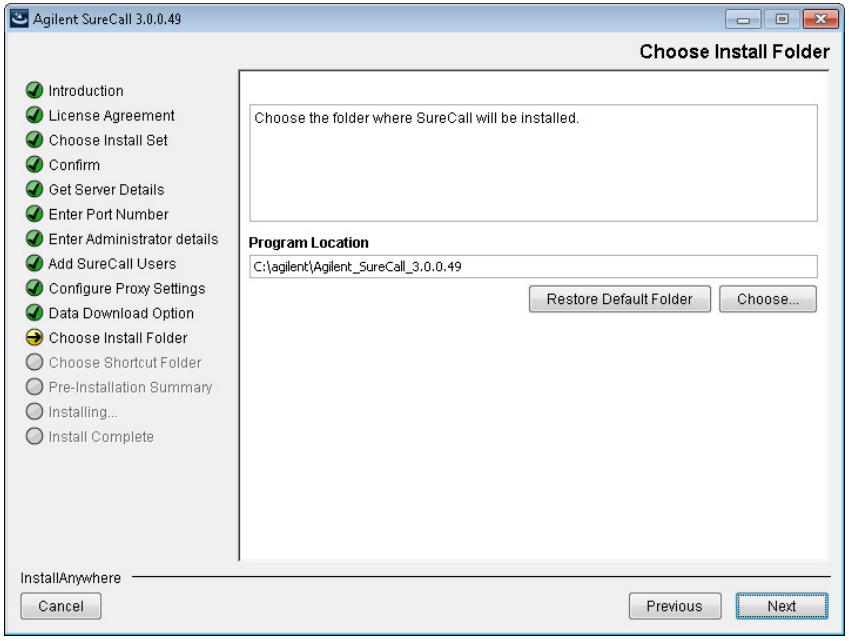

Figure 33 Choose Install Folder screen – Windows

20 By default, the program is installed in: C:\agilent\Agilent_SureCall_3.0.XX (where XX is the revision number). If you prefer to install the program in a different location, enter the file path of the desired folder into the provided field. You can type the file path directly into the field or click **Choose** to browse to the desired folder.

If you want to install SureCall in the default location, leave the default file path in the field.

NOTE The installation program folder must not be in the C:\Program Files folder due to permissions settings within Windows 7.

21 Click **Next**.

The Choose Shortcut Folder screen opens.

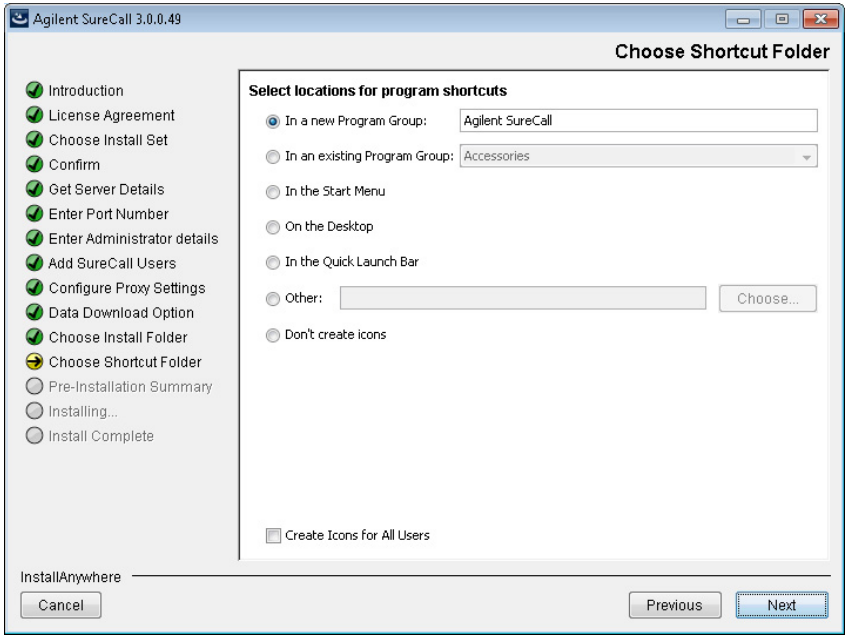

Figure 34 Choose Shortcut Folder screen – Windows

22 By default, program icons are installed in the Agilent SureCall program group on your computer (where XX is the revision number). To select another location for the program icons, select the desired location (on the desktop, for example).

NOTE If more than one user plans to use SureCall 3.0 on this computer, select **Create Icons for All Users**. Otherwise, other users do not see the program icons.

23 Click **Next**.

The Pre-Installation Summary screen opens.

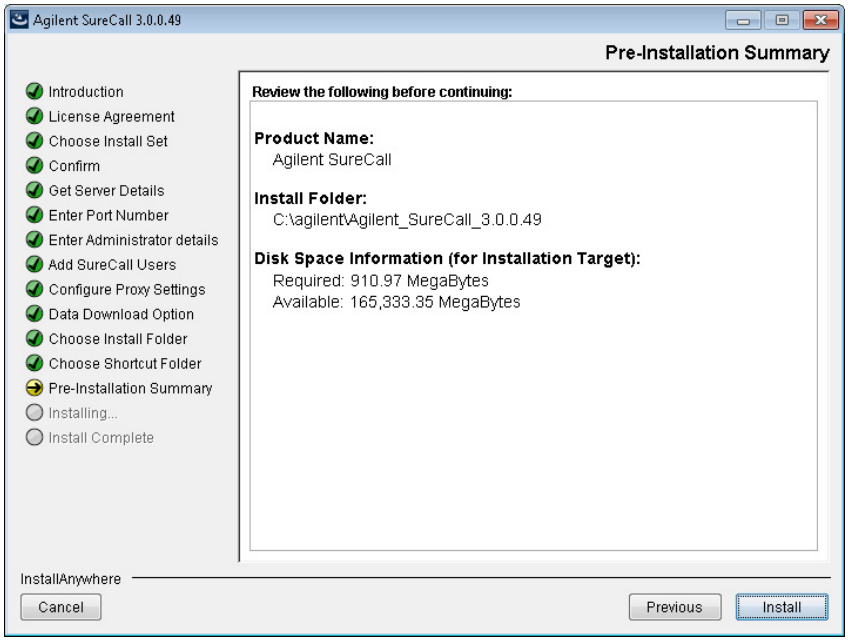

Figure 35 Pre-Installation Summary screen – Windows

24 Review the installation setup information. If you want to change any of the settings, click **Previous** and go back and change the settings. To start the installation, click **Install**.

The Installing Agilent SureCall 3.0.XX screen opens and remains open until the installation is complete.

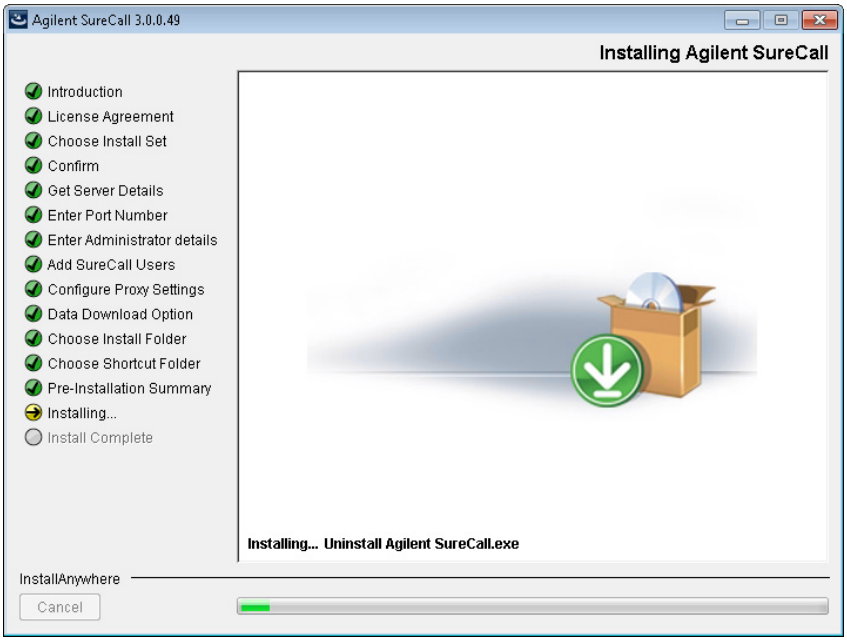

Figure 36 Installing Agilent SureCall screen – Windows

When the SureCall installation is complete, the Install Complete screen opens.

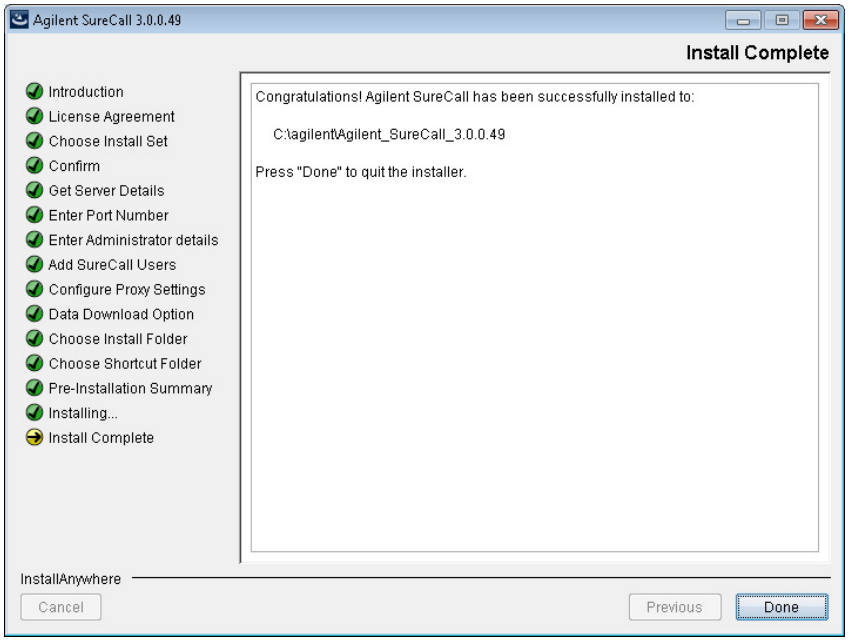

Figure 37 Install Complete screen – Windows

25 Click **Done**.

The Download window opens and the program begins downloading and installing the reference and annotation data from Agilent Cloud storage (or from the folder you designated in the Data Download Option screen).

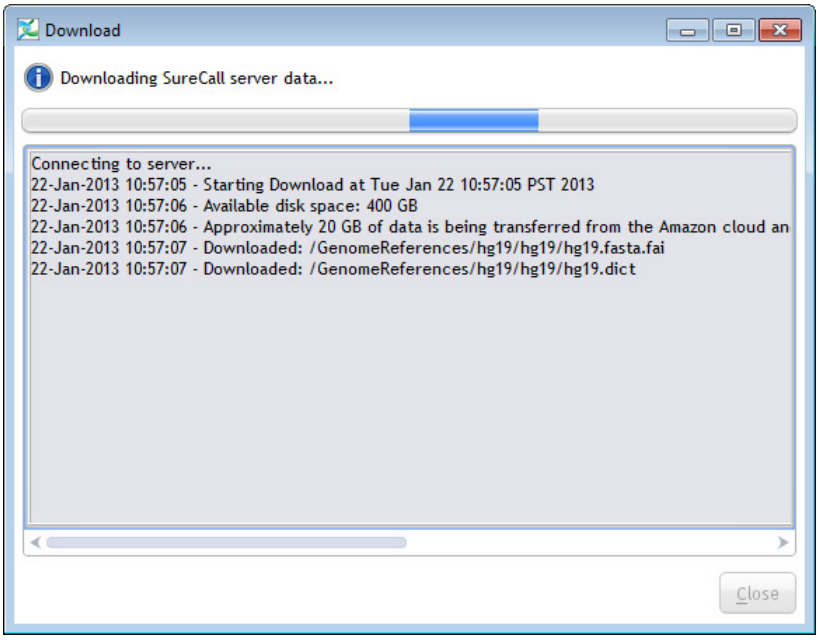

Figure 38 Download screen

During this process, the Download screen remains open and displays which files have been downloaded and installed. Your system needs to be connected to the internet until the process is complete.

26 When the downloads are complete, click **Close** to close the Download dialog box.

If the download fails or does not complete, you can manually download the missing files from within SureCall. See "Checking the data download" on page 34.

Start the SureCall program, log in, and enter your license information. See "Opening the SureCall 3.0 client software" on page 29.

Upgrading SureCall on client computers

These instructions are for users who are running the SureCall client software only. Follow these steps to upgrade the client software to a new version.

NOTE Before upgrading to SureCall 3.0 on computers that are only running the client software, upgrade to SureCall 3.0 on the computer that will run the database software. See "Upgrading a standalone version of SureCall" on page 38.

NOTE Reboot your computer just prior to starting these instructions.

1 Double-click the **Agilent SureCall 3.0.XX.exe** file to start the installation wizard.

The following message is displayed.

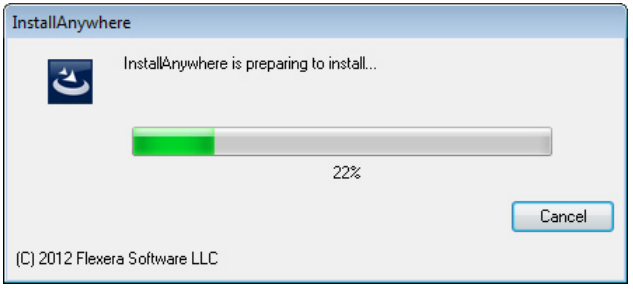

Figure 39 InstallAnywhere dialog box - preparing to install

The installation wizard starts.

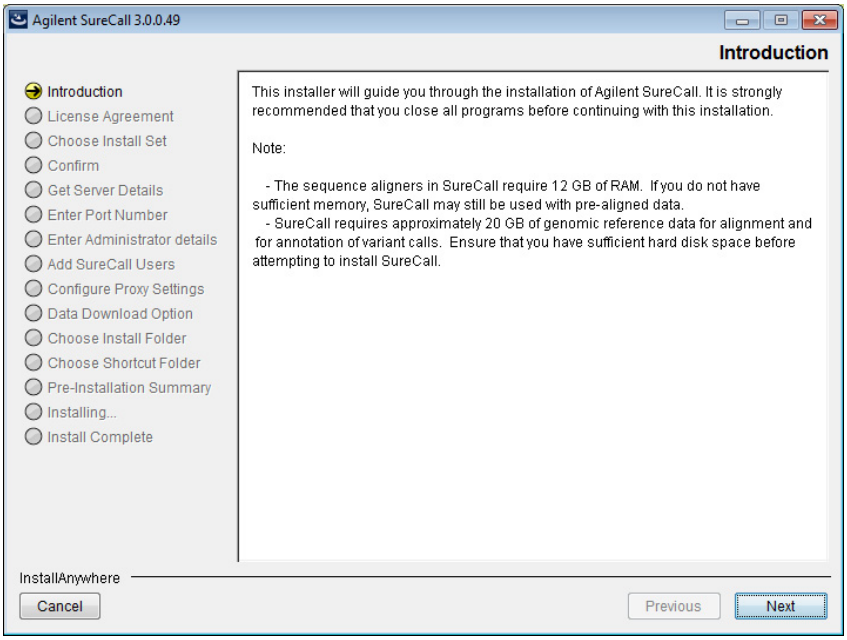

Figure 40 Introduction screen for the installation wizard – Windows

2 Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.

3 Click **Next**.

The following message is displayed, notifying you that a version of SureCall client already exists on the local machine.

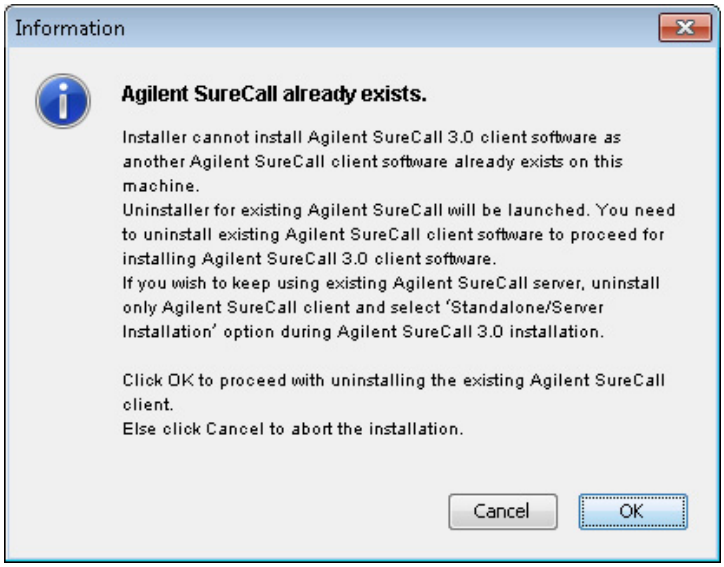

Figure 41 Information box – Agilent SureCall already exists

4 Click **OK** to proceed with uninstalling the existing Agilent SureCall client.

The following message box opens, notifying you that Agilent recommends restarting your computer prior to uninstalling the SureCall client. If you did not reboot your computer just prior to starting step 1, do so now, then start again at step 1.

Figure 42 Alert message box

5 Click **Continue** to continue uninstalling SureCall.

The uninstaller program opens to the Introduction screen.

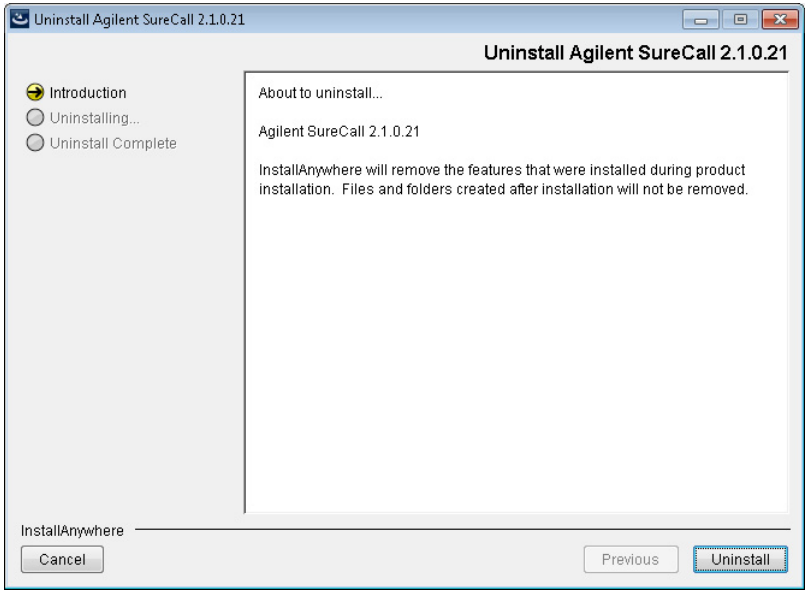

Figure 43 Uninstall Agilent SureCall – Introduction screen – Windows

6 Click **Uninstall** to proceed.

A message box opens asking you to confirm that you want to uninstall the SureCall client.

7 Click **Yes** in the message box to continue uninstalling.

The SureCall client is uninstalled. When the uninstallation is complete, the Uninstall Complete screen opens.

8 Click **Done**.

The uninstaller program closes and the SureCall 3.0 installation wizard opens to the License Agreement screen. You can now continue installing SureCall 3.0.

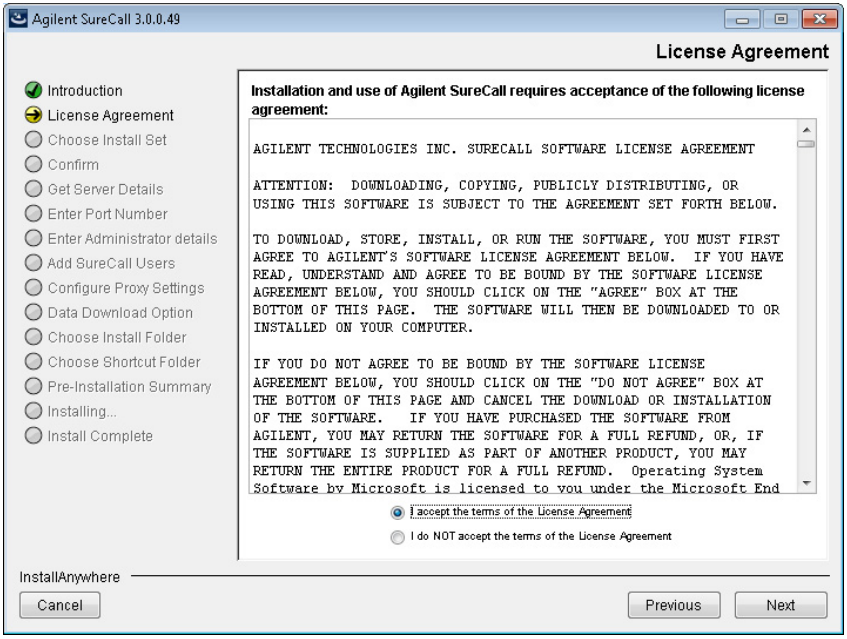

Figure 44 License Agreement screen – Windows

9 Read the license agreement. Select **I accept the terms of the License Agreement** and then click **Next**. (Click **Previous** to review information in a previous section.)

The Choose Install Set screen opens.

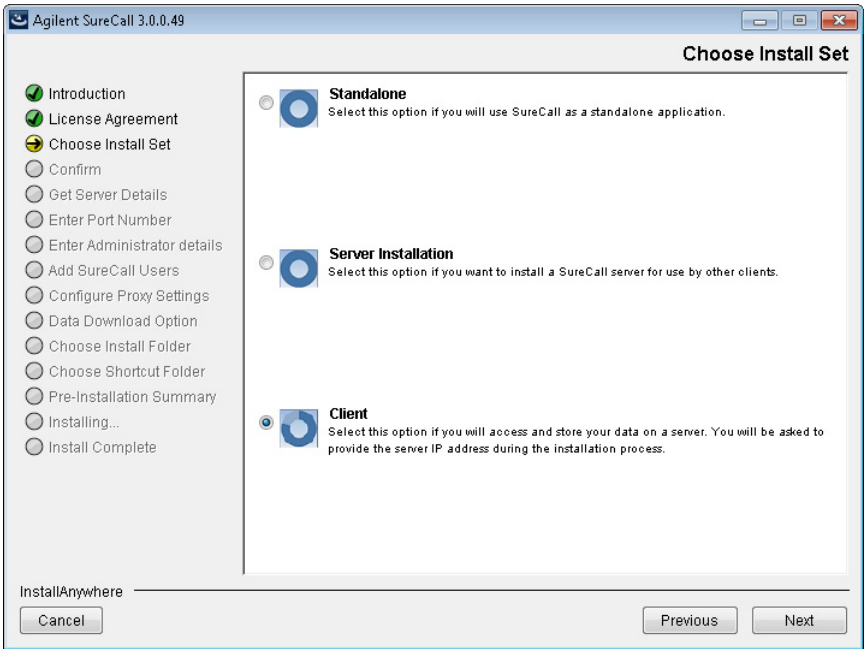

Figure 45 Choose Install Set screen – Select **Client** – Windows

10 On the Choose Install Set screen, select **Client**.

11 Click **Next**.

The Get Server Details screen opens.

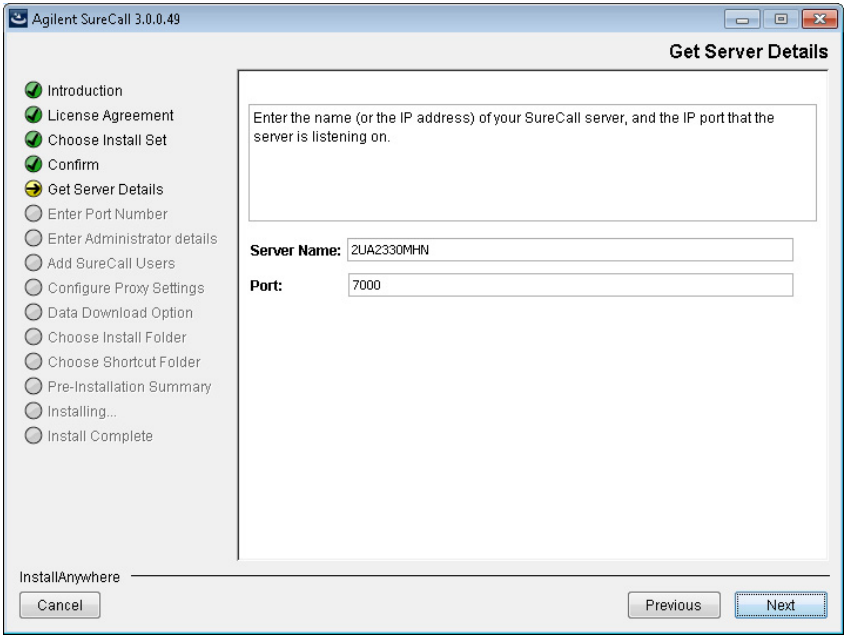

Figure 46 Get Server Details screen – Windows

12 In the Server Name field, type the assigned computer name or IP address of the computer where you installed the SureCall 3.0 database server. (To find the computer name of your current computer, click **Start > Control Panel > System**.)

13 Accept the default **Port**, unless your system administrator tells you otherwise.

14 Click **Next**.

The installer immediately tests the connection to the specified database.

NOTE If incorrect database parameters are provided, or the PostgreSQL database service is not running, a message is displayed. You can choose to continue the installation and change database connection parameters when launching the client software. However, Agilent recommends that you provide the correct database information during installation.

15 Continue the installation wizard. Follow the instructions for the installation wizard to configure the proxy settings, choose an install

folder, choose a shortcut location, and start the installation. For information, see step 16 through step 25 in the section "Upgrading a standalone version of SureCall" on page 38.

Uninstalling SureCall

This section provides instructions on uninstalling the SureCall software. On a computer in which a standalone copy of SureCall is installed, you can select to uninstall only the client software or both the client software and server software.

Uninstall the client and server software for SureCall

The Uninstall program for SureCall provides an easy way to remove the SureCall client, server, and PostgreSQL programs from your computer.

CAUTION When you completely uninstall SureCall, the database, the data contained in the database, and the reference data, including the reference genome file, are all completely removed. Do not uninstall the entire program unless you have backed up your database or no longer wish to use it.

NOTE Reboot your computer just prior to starting these instructions.

1 Start the **Uninstall Agilent SureCall.exe** file, located in the **Uninstall Agilent SureCall** folder of your program folder.

Depending on which version of SureCall you are uninstalling, the following message box may open, notifying you that Agilent recommends restarting your computer prior to uninstalling SureCall. If you see this message box, click **Continue**.

Figure 47 Alert dialog box

The uninstaller program starts.

2 Read the introductory information, and then click **Next**.

3 Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.

The Uninstall Options screen opens.

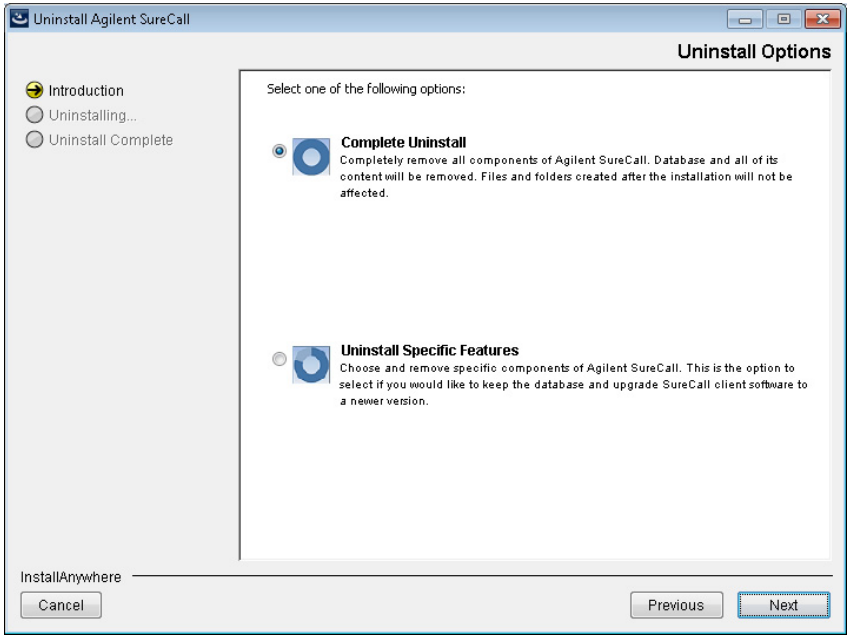

Figure 48 Uninstall Options screen – Windows

4 Select **Complete Uninstall** and click **Next.**

In the Confirmation dialog box that opens, click **Yes** to continue.

5 When the uninstallation is complete, a message appears. Click **Done**.

The SureCall client program, server program and database, and PostgreSQL program were removed from your computer. Program folders and data folders (such as data output folders) created after installation are not removed.

Uninstall the SureCall client software only

NOTE Reboot your computer just prior to starting these instructions.

1 Start the **Uninstall Agilent SureCall.exe** file, located in the **Uninstall Agilent SureCall** folder of your program folder.

Depending on which version of SureCall you are uninstalling, the following message box may open, notifying you that Agilent recommends restarting your computer prior to uninstalling SureCall. If you see this message box, click **Continue**.

Figure 49 Alert dialog box

The uninstaller program starts.

2 Read the introductory information, and then click **Next**.

3 Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.

The Uninstall Options screen opens.

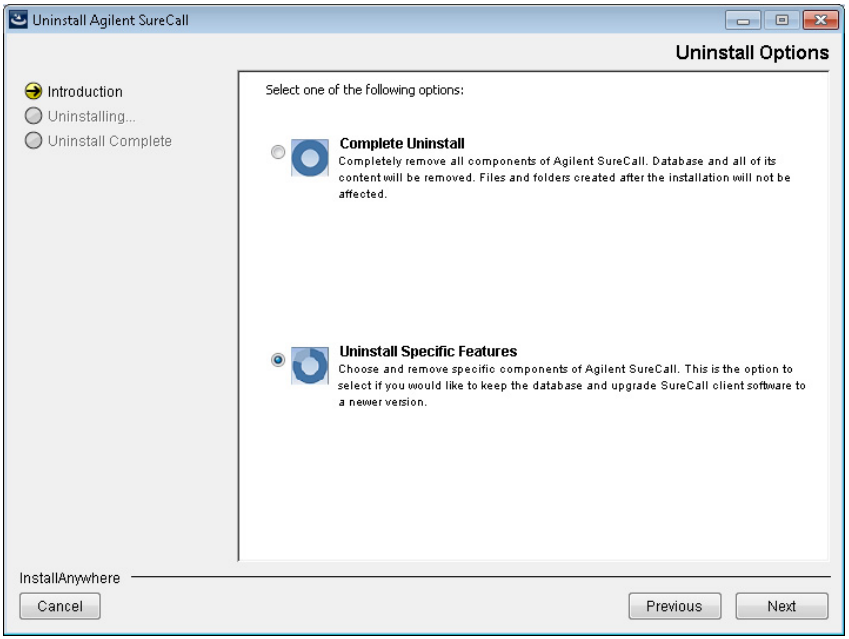

Figure 50 Uninstall Options screen – select **Uninstall Specific Features** – Windows

4 Select **Uninstall Specific Features** and click **Next**.

The Choose Product Features screen opens.

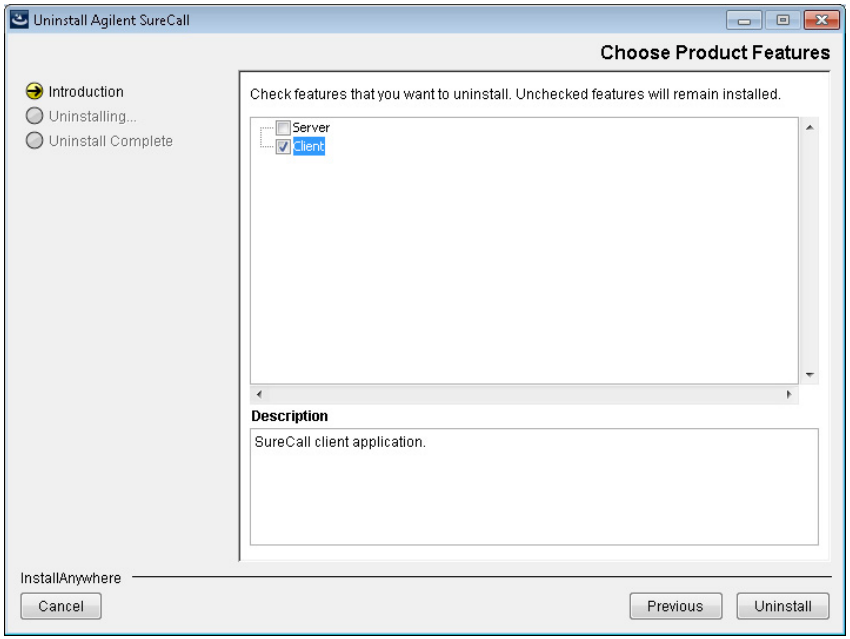

Figure 51 Choose Product Features screen – mark **Client** – Windows

5 In the Choose Product Features screen, mark **Client.** When the Client check box is selected, only the client program is removed from the computer. The client program folder and any data folders created after installation are not removed.

The Uninstall button becomes active.

CAUTION Do not select **Server** unless you want to remove client and server software completely, including the database, from your computer.

6 Click **Uninstall**.

In the Confirmation dialog box that opens, click **Yes** to continue.

7 When the uninstallation has completed, click **Done**.

3 Installation of SureCall 3.0 for Macintosh – Fresh Install Instructions

Installing Java Standard Edition (Java SE) 68
- To check which versions of Java are installed 68
- To install Java SE 6 68
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Preparing for installation 71
Installing a standalone version of SureCall 3.0 – Macintosh 74
Opening the SureCall 3.0 client software 90
Adding a SureDesign user name and password 92
Checking the data download 93

This chapter shows you how to install and get started using SureCall 3.0 on computers running the Macintosh OS X Mountain Lion or Mavericks operating system.

For instructions on upgrading from a previous version of SureCall to SureCall 3.0, see Chapter 4, “Installation of SureCall 3.0 for Macintosh – Software Upgrade Instructions” on page 95.

For instructions on installing SureCall 3.0 on a Windows computer, see Chapter 1, “Installation of SureCall 3.0 for Windows – Fresh Install Instructions” on page 7.

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Installing Java Standard Edition (Java SE)

In order to install and run SureCall 3.0 on a Macintosh computer, the computer must have Java SE 6 and Java SE 8 installed (version 6 is needed for the SureCall installer and version 8 is needed for the SureCall program). Check your computer to see which versions of Java SE, if any, are installed (see "To check which versions of Java are installed" on page 68). If it does not have version 6 or version 8, follow the instructions in this section to install the missing version or versions. See "To install Java SE 6" on page 68 and "To install Java SE 8" on page 69.

To check which versions of Java are installed

1. Open the System Information.
   a. In the Applications folder, open the Utilities folder.
   b. Double-click the System Information icon.
2. Under **Software**, click **Installations**.

   The screen displays the completed installations, including those for Java. Figure 52 shows the software names for Java SE 6 and Java SE 8 as displayed on the Software System Information screen.

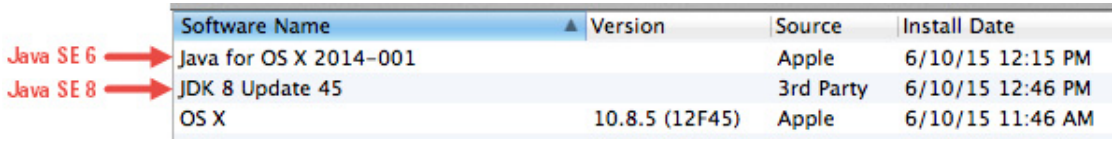

Figure 52 Java SE 6 and Java SE 8 installations as displayed in System Information

To install Java SE 6

If your Macintosh computer does not already have Java SE 6 installed, you need to install it before you can install SureCall.

1. Launch an internet browser and go to the webpage: http://support.apple.com/kb/DL1572.
2. On the right side of the screen, click **Download**.

3 Download the Java SE 6 installer to the desired location on your computer.

4 When download is complete, launch the Java SE 6 installer and follow the prompts to install the software.

To install Java SE 8

If your Macintosh computer does not already have Java SE 8 installed, you need to install it before you can install SureCall.

1 Launch an internet browser and go to the webpage: http://www.oracle.com/technetwork/java/javase/downloads.

2 Click the Download button (Figure 53) that is above the header **Java Platform (JDK) 8u45**.

Figure 53 Download button for Java Platform (JDK) 8u45

3 Under **Java SE Development Kit 8u45**, select **Accept License Agreement**. Then, click the download link for Mac OS X x64 in the table of products (circled in red in Figure 54).

Product / File Description	File Size	Download
Linux x86	146.89 MB	jdk-8u45-linux-i586.rpm
Linux x86	166.88 MB	jdk-8u45-linux-i586.tar.gz
Linux x64	145.19 MB	jdk-8u45-linux-x64.rpm
Linux x64	165.24 MB	jdk-8u45-linux-x64.tar.gz
Mac OS X x64	221.98 MB	jdk-8u45-macosx-x64.dmg
Solaris SPARC 64-bit (SVR4 package)	131.73 MB	jdk-8u45-solaris-sparcv9.tar.Z
Solaris SPARC 64-bit	92.9 MB	jdk-8u45-solaris-sparcv9.tar.gz
Solaris x64 (SVR4 package)	139.51 MB	jdk-8u45-solaris-x64.tar.Z
Solaris x64	95.88 MB	jdk-8u45-solaris-x64.tar.gz
Windows x86	175.98 MB	jdk-8u45-windows-i586.exe
Windows x64	180.44 MB	jdk-8u45-windows-x64.exe

Figure 54 Table of Java SE 8 products

4 Download the Java SE 8 installer to the desired location on your computer.

5 When download is complete, launch the Java SE 8 installer and follow the prompts to install the software.

Preparing for installation

Download the software and release notes

1. Go to http://www.agilent.com/genomics/surecall_soft.
2. Click **Download Software.**
3. Click the Download link for the Macintosh version of the software.
4. Select **Save File** to save the installer zip folder to your computer. (This folder contains large files. Depending on your internet connection speed, the download can take a long time.)
5. Browse to a location where you want to save the installer zip folder, and then click **Save**. (Do not start the installation at this time.)
6. Return to http://www.agilent.com/genomics/surecall_soft.
7. Click the Download link for the Release Notes.
8. Click **Save As**.
9. Browse to a location where you want to save the release notes.
10. Click **Save.**

NOTE You will also need to download the installer for the sequence alignment tools from the http://www.agilent.com/genomics/surecall_soft website. See "Installing Sequence Alignment Tools" on page 112 for instructions.

Check system requirements before you start

Check to make sure that your computer systems meet the following requirements. See Table 3 for minimum requirements. See Table 4 for recommended requirements.

Table 3 Minimum requirements for running SureCall on Macintosh computers

Operating system	Macintosh OS X Mountain Lion or Macintosh OS X Mavericks
Programs	Any program that enables you to open PDF files (for example, Adobe Reader) Java SE 6 and Java SE 8 (see "Installing Java Standard Edition (Java SE)" on page 68)
Processor	> 2.0 GHz dual-core Intel Core i5
Working memory (RAM)	Without aligners installed: 8 GB With aligners installed: 12 GB
Hard disk space	500 GB (50 GB for genome reference data and annotation data and 450 GB for your sequencing data)
Display Resolution	1280 x 768 or higher

Table 4 Recommended requirements for running SureCall on Macintosh computers

Operating system	Macintosh OS X Mountain Lion or Macintosh OS X Mavericks
Programs	Any program that enables you to open PDF files (for example, Adobe Reader) Java SE 6 and Java SE 8 (see "Installing Java Standard Edition (Java SE)" on page 68)
Processor	> 2.5 GHz dual-core Intel Core i7
Working memory (RAM)	Without aligners installed: 8 GB With aligners installed: 16 GB
Hard disk space	500 GB (50 GB for genome reference data and annotation data and 450 GB for your sequencing data)
Display Resolution	1280 x 768 or higher

Set up permissions for installer and users

- Make sure that the user account used to install the SureCall 3.0 software has administrator permissions on the installation computer.

The way you set permissions varies between operating systems. Contact your network administrator for help in checking or changing user account permissions. If the correct user account permissions are not set correctly, the software will fail to install or run properly.

Installing a standalone version of SureCall 3.0 – Macintosh

SureCall consists of two parts: a PostgreSQL database server and the client software. To run SureCall on a Macintosh computer, you must install SureCall as a standalone program, which requires installing both the database server and client software on the same computer. The client is the program that your run when you want to use SureCall. The database server runs silently in the background. While the Windows version of SureCall allows you to install additional copies of the client software on client computers that have network access to the database computer, the Macintosh version does not support that setup.

This section includes detailed instructions and important notes for installing SureCall 3.0 as a standalone program.

1. Log on to the computer where you want to install SureCall 3.0. Use an account that has administrator permissions.
2. Locate the installation program you downloaded in Step 1, "Download the software and release notes" on page 71. Double-click the **Agilent SureCall Edition 3.0.XX.zip** folder to extract the installer.
3. Double-click the **Agilent SureCall Edition 3.0.XX** icon to start the installation wizard.

   The Authentication screen opens.

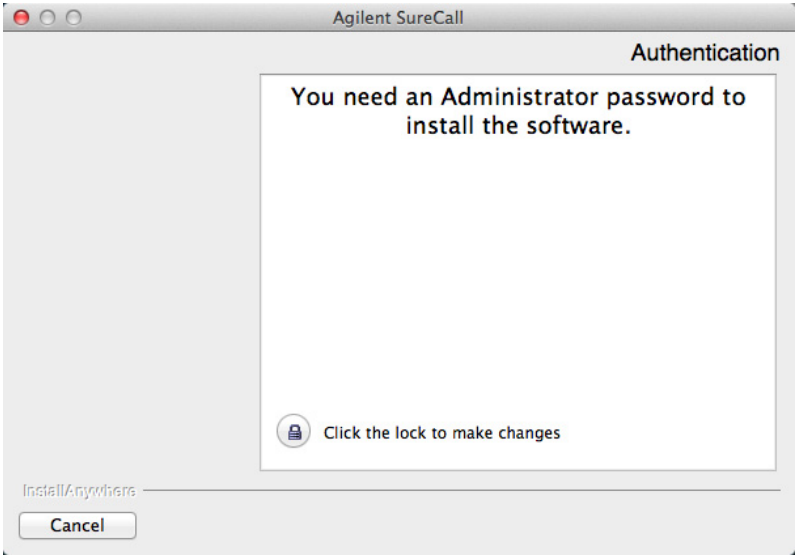

Figure 55 Authentication screen for the installation wizard – preparing to install

4 Click directly on the lock icon near the bottom of the screen.

A dialog box opens with fields for entering a Name and Password.

5 In the dialog box, type the Name and Password for a user with administrator rights to the computer, then click **OK**.

The installation wizard starts.

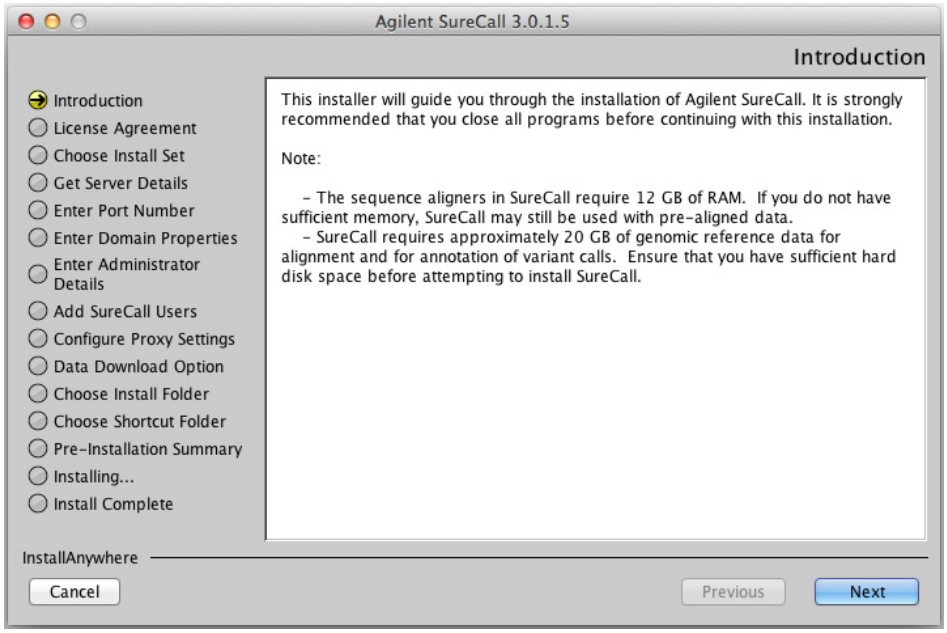

Figure 56 Introduction screen for the installation wizard – Macintosh

6 Read the introductory information. Pay particular attention to the information on RAM and hard disk space requirements.

7 Click **Next**.

The License Agreement screen opens.

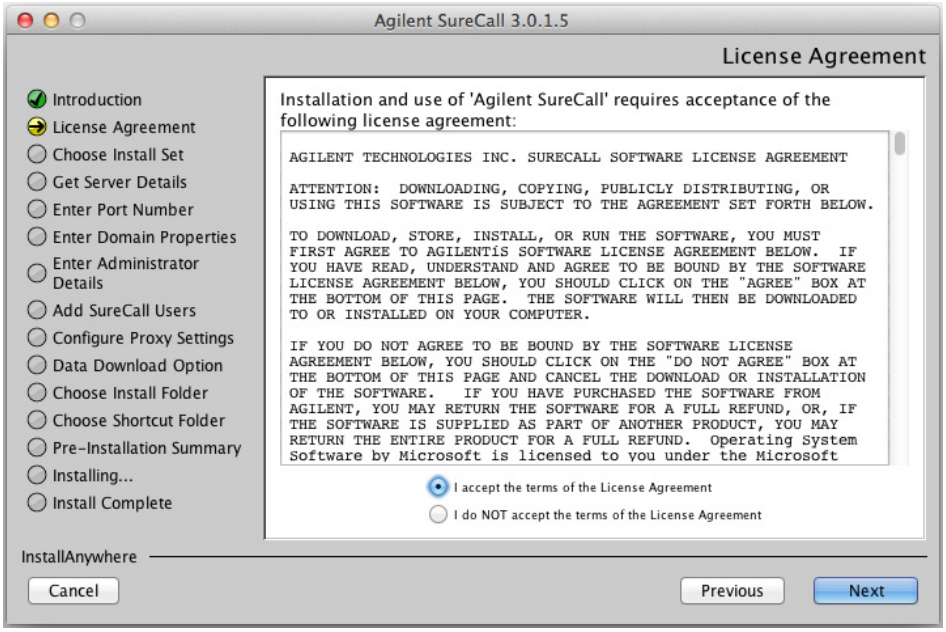

Figure 57 License Agreement screen – Macintosh

8 Read the license agreement. Select **I accept the terms of the License Agreement** and then click **Next**. (Click **Previous** to review information in a previous section.)

The Choose Install Set screen opens.

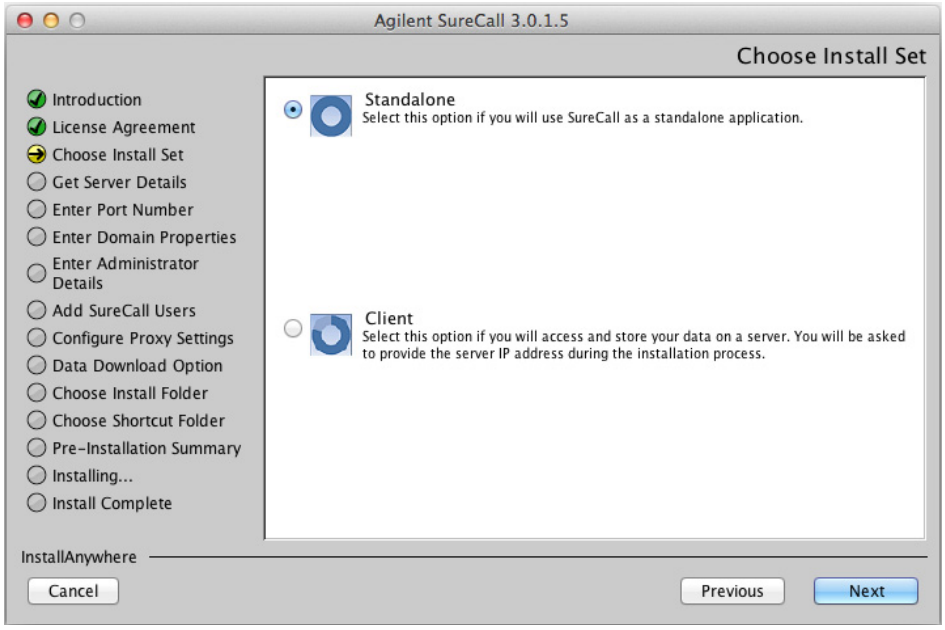

Figure 58 Choose Install Set screen – Macintosh

9 Click the icon next to **Standalone** to install both the database server and client software on this computer.

10 Click **Next**.

The Enter Domain Properties screen opens.

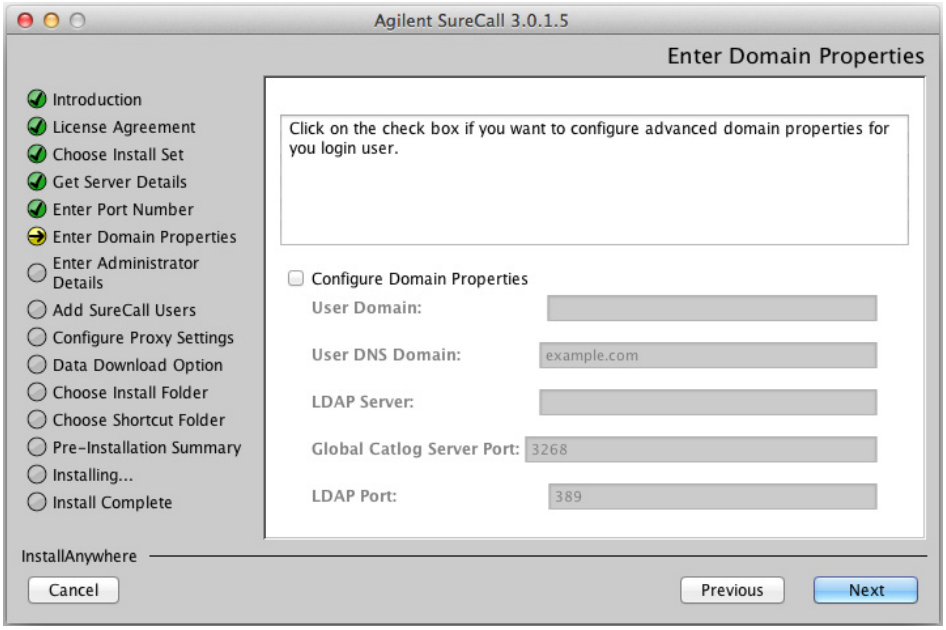

Figure 59 Enter Domain Properties screen – Macintosh

11 If only the administrator will be accessing SureCall from this computer, or if the computer is a local machine, click **Next**. The Enter Administrator Details screen opens, and you can proceed to step 12.

If the computer is on a domain, and more than one user plans to use SureCall on this computer, configure the domain properties using the instructions in the following substeps.

a Mark **Configure Domain Properties**.

b Using the domain properties for your system, complete the fields for User Domain, User DNS Domain, LDAP Server, Global Catalog Server Port, and LDAP Port.

c Click **Next**.

The Enter Administrator Details screen opens.

NOTE

If you see a warning message titled **Domain validation failed**, click **OK** in the massage box, and then click **Previous** in the installer to return to the Enter Domain Properties screen. Repeat step b above with the correct domain properties. Do not proceed with the installation until you enter the domain properties and do not receive the **Domain validation failed** warning message.

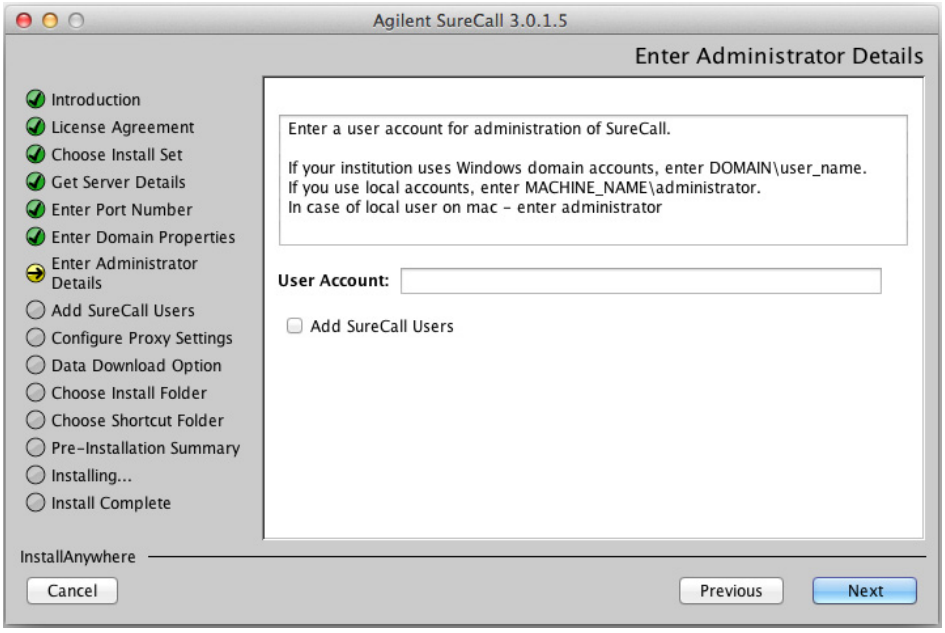

Figure 60 Enter Administrator Details screen – Macintosh

12 In the User Account field, type the username of the person who will be the administrator for the SureCall software, using the format shown in the examples below.

For domain user: DOMAIN\username

For local machine: username

13 To set up additional SureCall users, mark the check box labeled Add SureCall Users. In the Password field that appears, type the password for the SureCall administrator account.

If you do not want to set up new users at this time, proceed directly to step 18 on page 82. Note that the administrator can set up new users from within SureCall once installation is complete.

NOTE To set up SureCall users during installation, you need to have entered the domain properties back in step 11.

14 Click **Next**.

The Add SureCall Users screen opens.

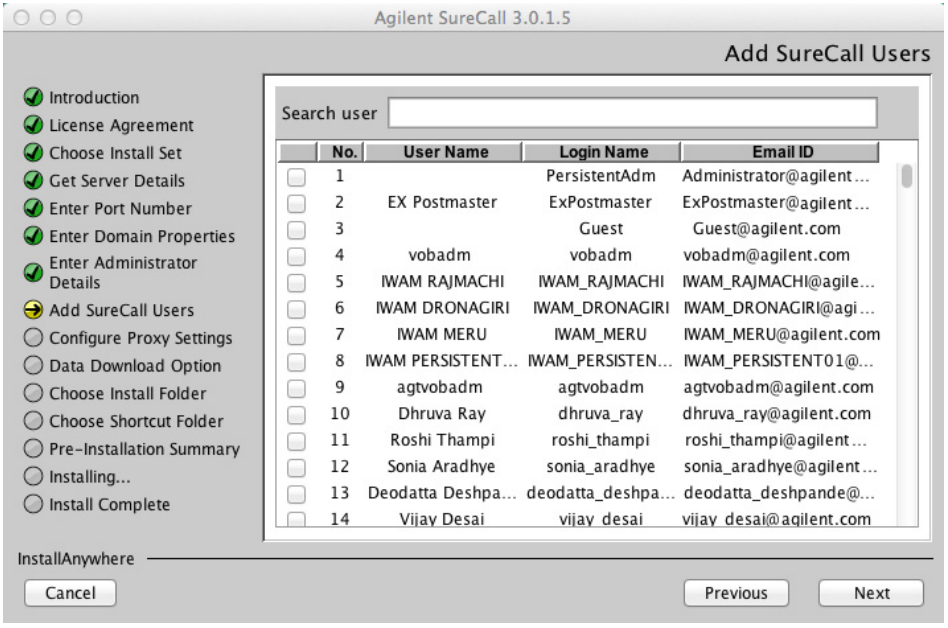

Figure 61 Add SureCall Users screen – Macintosh

15 The Add SureCall Users screen lists all of the users in the domain. Mark the check box next to the users that you want to add to the SureCall database.

To search for a user, type the user name into the search box at the top of the screen.

16 Click **Next**.

The Add SureCall Users screen advances to the step for configuring user roles.

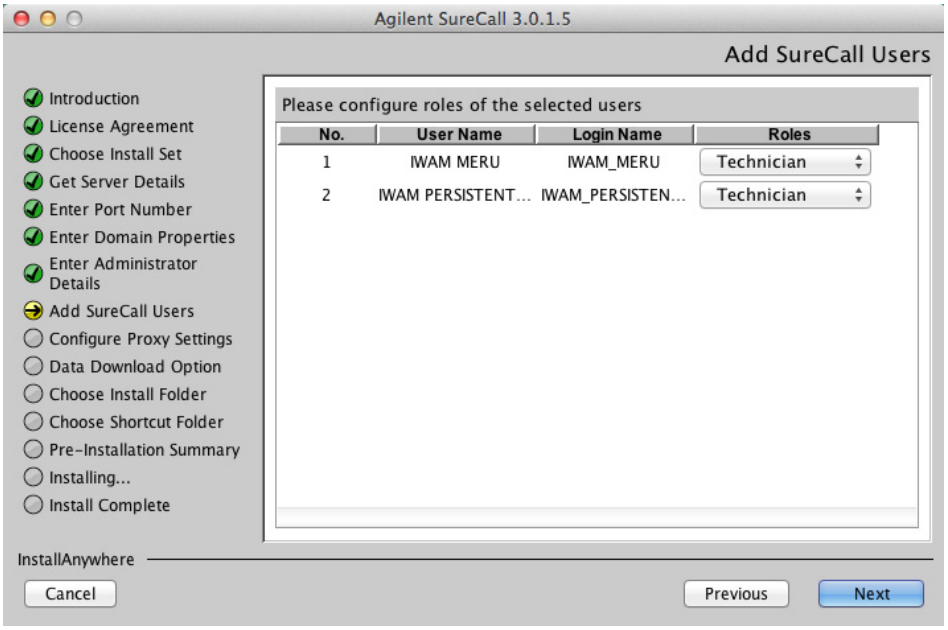

Figure 62 Add SureCall Users screen – Configure roles step – Macintosh

17 For each user listed on the screen, select a role in the Roles drop-down list. The default selection is *Technician*.

Administrators can also edit user roles from within SureCall once installation is complete.

18 Click **Next**.

The Configure Proxy Settings screen opens.

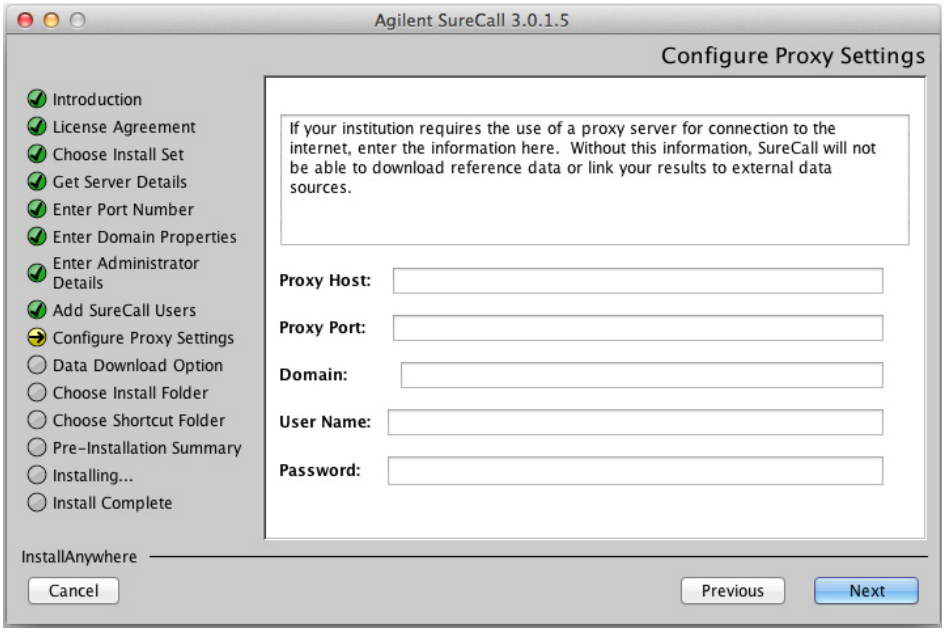

Figure 63 Configure Proxy Settings screen – Macintosh

19 If your institution requires you to connect to the internet through a proxy server, enter the information for the proxy server in the fields on the Configure Proxy Settings screen. Contact your network administrator to obtain the necessary information.

20 Click **Next**.

The Data Download Option screen opens.

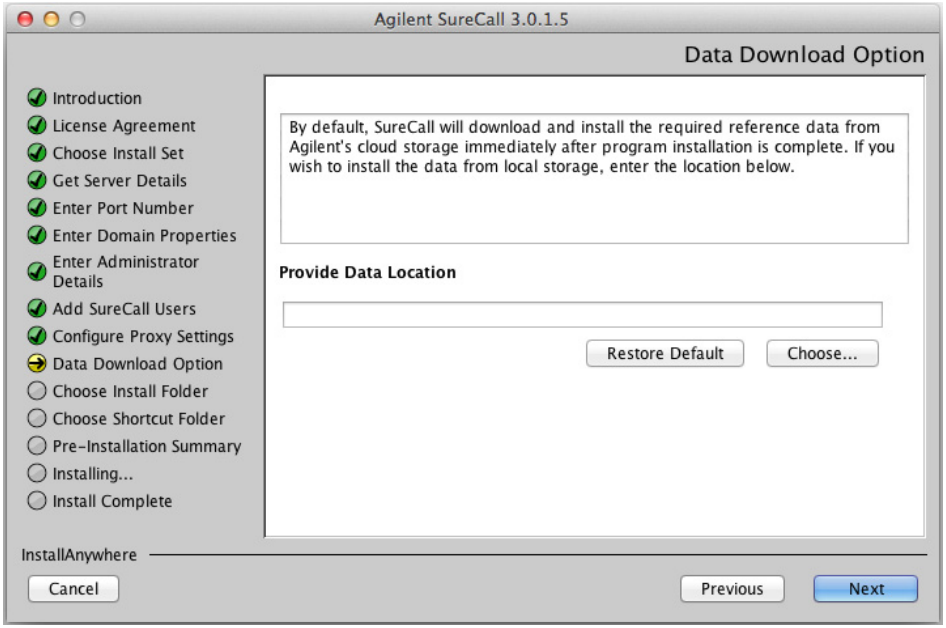

Figure 64 Data Download Option screen – Macintosh

21 By default, SureCall will download and install the required reference and annotation data from Agilent Cloud storage immediately after you complete SureCall installation. If you prefer for SureCall to download and install the required data from a local storage folder or a storage folder saved to an external USB drive, enter the file path of that folder in the Provide Data Location field. You can type the file path directly into the field or click **Choose** to browse to the storage folder.

Leave the Provide Data Location field blank if you want SureCall to download the required data from Agilent Cloud storage.

NOTE If you received an external USB drive from Agilent containing the reference and annotation data, plug in the USB drive to your computer and enter the file path of the drive into the Provide Data Location field.

22 Click **Next**.

The Choose Install Folder screen opens.

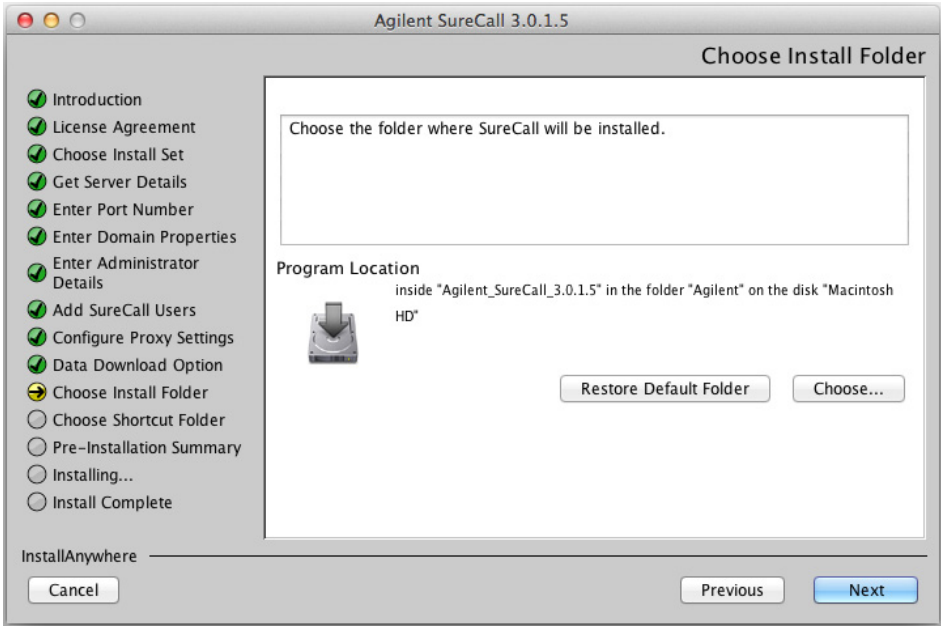

Figure 65 Choose Install Folder screen – Macintosh

23 By default, the program is installed in the Agilent SureCall Edition 3.0.XX folder (where XX is the revision number) in the Agilent folder on the Macintosh HD disk. Leave the default folder in place, or click **Choose** to select a new location where you want to install the SureCall program folder. Within this folder, one folder is created for the server software and one folder is created for the client software.

24 Click **Next**.

The Choose Alias Folder screen opens.

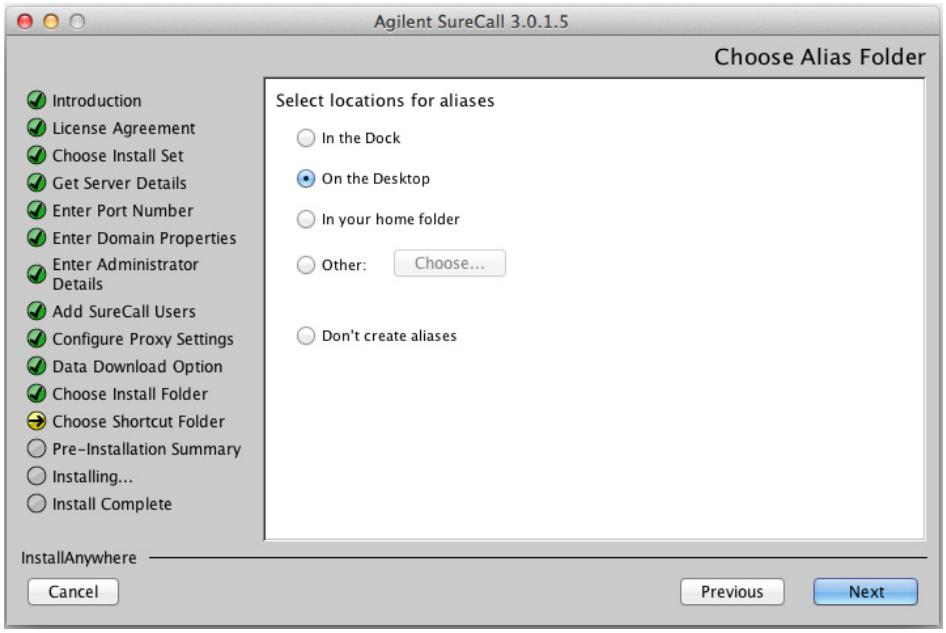

Figure 66 Choose Alias Folder screen – Macintosh

25 By default, program icon is installed on the Desktop of your computer. To select another location for the program icon, select the desired location (In the Dock, for example) and then click Next.

The Pre-Installation Summary screen opens.

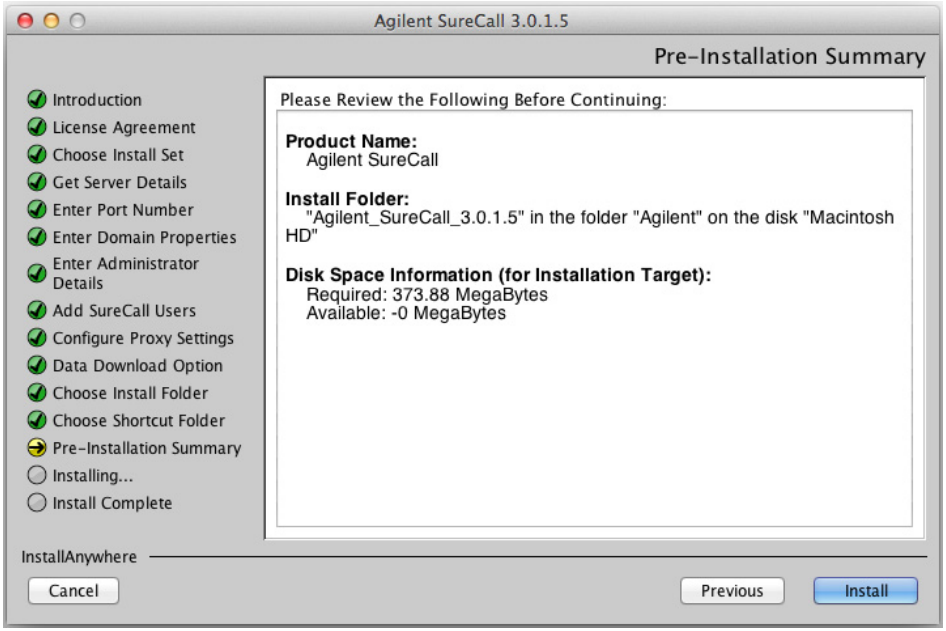

Figure 67 Pre-Installation Summary screen – Macintosh

26 Review the installation setup information. If you want to change any of the settings, click **Previous** and go back and change the settings. To start the installation, click **Install**.

The Installing Agilent SureCall Edition 3.0.XX screen opens and remains open until the installation is complete.

Figure 68 Installing Agilent SureCall screen – Macintosh

When the SureCall installation is complete, the Install Complete screen opens.

27 Click **Done**.

The Download window opens and the program begins downloading and installing the reference and annotation data from Agilent Cloud storage (or from the folder you designated in the Data Download Option screen).

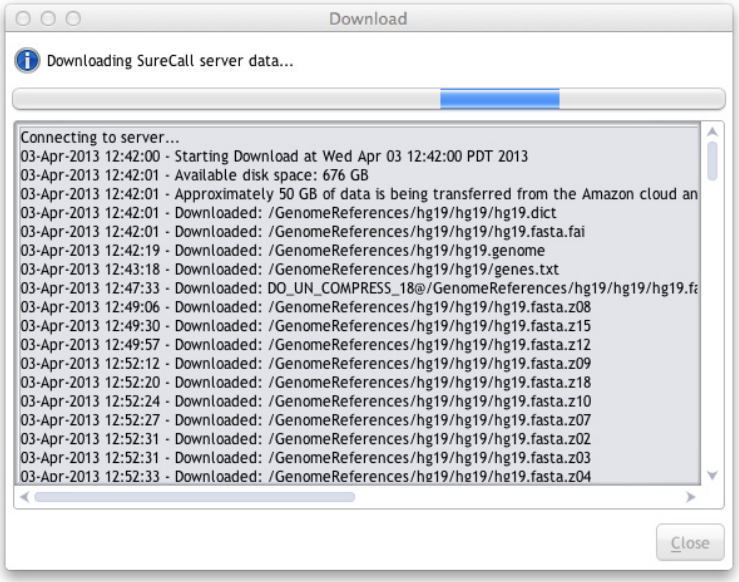

Figure 69 Download screen

During this process, the Download screen remains open and displays which files have been downloaded and installed. Your system needs to be connected to the internet until the process is complete.

NOTE Depending on your internet connection, the download process can take anywhere from 15 minutes to 2 hours.

28 When the downloads are complete, click **Close** to close the Download dialog box.

If the download fails or does not complete, you can manually download the missing files from within SureCall. See "Checking the data download" on page 93.

Opening the SureCall 3.0 client software

After you install the SureCall database server and client program, start the program.

1 Double-click the SureCall 3.0 icon to open the program.

NOTE How you start the program depends on the choice you made for the Alias or Install Folder during installation of the client software.

After you start the program, the Login screen opens. The name and domain for the administrator set during installation appears in the dialog box.

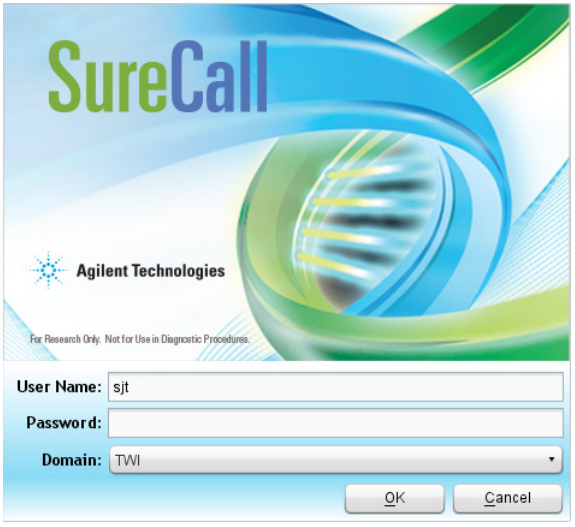

Figure 70 Login screen

2 Log in with your user name and password.

3 If you need to change the domain, expand the drop-down list next to **Domain** and select the correct domain.

4 Click **OK**.

After you log in for the first time, the Enter License dialog box opens.

5 If you do not already have the license file saved to your computer, click **Request for license** to open the Agilent website to the SureCall license request page. Complete the fields in the request form to obtain a SureCall software license.

   The license is contained in a text file.

6 At the bottom of the dialog box, click **Browse**.

   The Open dialog box opens.

7 Browse to the saved license file. Select the file and click **Open**.

   The program loads the content of the file into the text area on the Enter License dialog box.

8 Click **OK**.

   The SureCall program opens.

Adding a SureDesign user name and password

Before you can download a design file from SureDesign into SureCall, you must add the SureDesign account information.

1 Go to the SureDesign Settings screen in SureCall.

   a At the top of the program window, click **Admin**.

   b On the left side of the screen, click **SureDesign Settings.**

2 Type the user name for the SureDesign account into the SureDesign Username field.

   In SureDesign, the user name is the e-mail address of the user.

3 In the SureDesign Password field, type the password for the SureDesign account.

4 Click **Apply**.

5 Click **Test Connection**.

   A message box opens notifying you if the connection test succeeded or failed.

   If the connection test passes, you can download design files from SureDesign into SureCall using the tools on the Supporting Files screen.

   If the connection test fails, go to the SureDesign website (www.agilent.com/genomics/suredesign) and try logging in. If the login fails, you can reset the password or register for a new account.

Checking the data download

When you first installed SureCall, the program automatically downloaded the necessary reference and annotation files from Agilent Cloud storage or from a specified local folder or drive (see step 27 through step 28 on page 88.)

Before you start running analyses in SureCall, make sure that the program successfully completed the data download process.

1. Go to the Annotation Download screen in SureCall.
   a. At the top of the program window, click **Admin**.
   b. On the left side of the screen, click **Annotation Download**.
2. Click **Refresh Annotation Status**.
3. In the message box that opens, click **Yes** to continue.

   The program obtains the status of the data file downloads and displays the statuses in a table on the Annotation Download screen.
4. Check the status of the downloads.
   - If all files were successfully downloaded. the top right corner of the screen displays the message “All data files downloaded successfully.”
   - If some files were not successfully downloaded, click **Start Download**. The program will connect to the Agilent Cloud storage system, or the local folder or drive specified during SureCall installation, to download the missing files.

NOTE The source location for the files is specified on the Admin > Annotation Download screen. By default, the source location is the Agilent Cloud system, or whichever local folder was specified during installation (see the Data Download Option installation screen, step 21). SureCall administrators can change the location from the Admin > Annotation Download screen.

4 Installation of SureCall 3.0 for Macintosh – Software Upgrade Instructions

Upgrading a standalone version of SureCall – Macintosh 96
Uninstalling SureCall – Macintosh 107
Uninstall the client and server software for SureCall 107
Uninstall the SureCall client software only 108

This chapter provides instructions for Macintosh users of SureCall 2.0 or 2.1 who want to upgrade to SureCall 3.0 while retaining all records currently in their SureCall database. It also contains instructions on uninstalling SureCall. The instructions in this chapter are specific for Macintosh computers running the Macintosh OS X Mountain Lion operating system.

If you want to upgrade from a previous version of SureCall to SureCall 3.0, but do not want to retain the records in your current database, first completely uninstall your existing version of SureCall (see "Uninstall the client and server software for SureCall" on page 107), then follow the instructions in Chapter 3, "Installation of SureCall 3.0 for Macintosh – Fresh Install Instructions" on page 67.

If you want to upgrade to SureCall 3.0 from a previous version on a Windows computer, then see Chapter 2, "Installation of SureCall 3.0 for Windows – Software Upgrade Instructions" on page 37.

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Upgrading a standalone version of SureCall – Macintosh

These instructions are for users who are running an earlier standalone version of SureCall (i.e. the SureCall client software and server software are on a single computer) and want to upgrade to SureCall 3.0 while retaining the data in the existing database.

NOTE You can upgrade from SureCall 2.0 or SureCall 2.1 to SureCall 3.0 using the instructions provided here. If you are running SureCall 1.0 or 1.1, you must first upgrade to SureCall 2.0 before upgrading to SureCall 3.0.

NOTE Reboot your Macintosh computer just prior to starting these instructions.

1. Log on to the Macintosh computer where you want to upgrade to SureCall 3.0. Use an account that has administrator permissions.
2. If Java Standard Edition 8 is not installed on the computer, download and install it before proceeding with the upgrade. See "Installing Java Standard Edition (Java SE)" on page 68 for instructions.
3. Uninstall the SureCall client software for the existing version of SureCall. See "Uninstall the SureCall client software only" on page 108 for instructions.
4. When uninstallation of the client is complete, start the installation program for SureCall 3.0 that you downloaded from Agilent.
5. On the Authentication screen, click the lock icon and in the dialog box that opens, enter the Name and Password for a user with Administrator rights to the computer.
6. Read the Introduction and then click **Next**.
7. Select **I accept the terms of the License Agreement** and then click **Next** to accept the license agreement.
8. On the Choose Install Set screen opens, select **Standalone**.

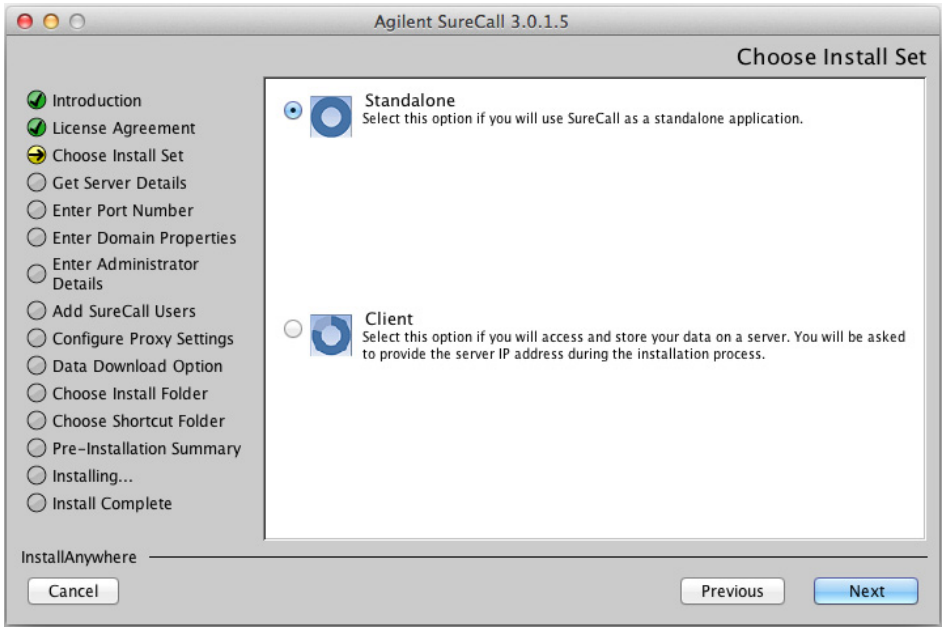

Figure 71 Choose Install Set screen – Select **Standalone** – Macintosh

9 Click **Next**.

The installation wizard looks for an existing version of SureCall server on your computer. After finding the existing version of SureCall server, a message box opens stating **Agilent SureCall server already exists on the local machine**. Click **OK** in the message box to continue upgrading the existing SureCall server to the SureCall 3.0 server.

The Enter Domain Properties screen opens.

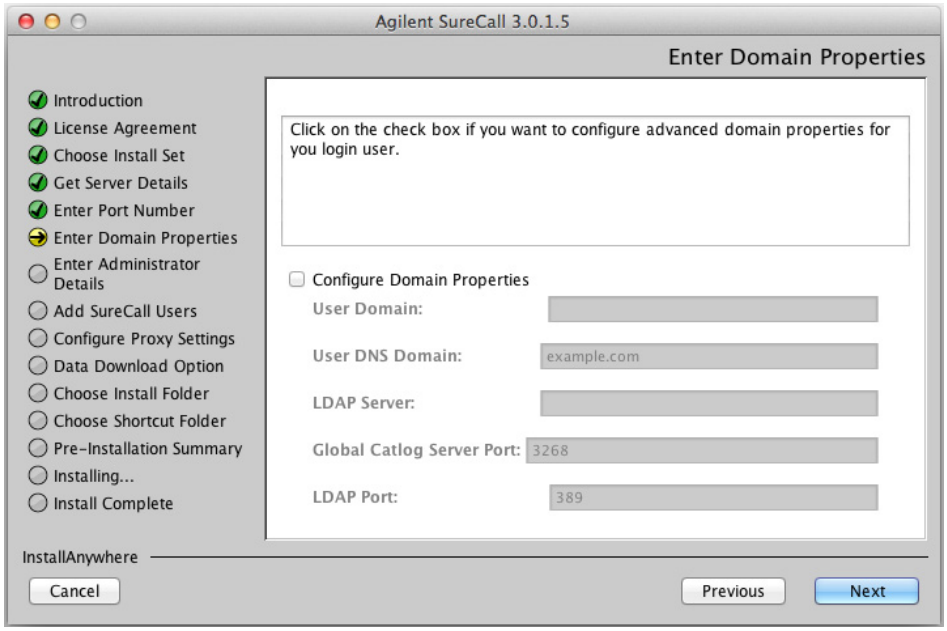

Figure 72 Enter Domain Properties screen – Macintosh

10 If only the administrator will be accessing SureCall from this computer, or if the computer is a local machine, click **Next**. The Enter Administrator Details screen opens, and you can proceed to step 11.

If the computer is on a domain, and more than one user plans to use SureCall on this computer, configure the domain properties using the instructions in the following substeps.

a Mark **Configure Domain Properties**.

b Using the domain properties for your system, complete the fields for User Domain, User DNS Domain, LDAP Server, Global Catalog Server Port, and LDAP Port.

c Click **Next**.

The Enter Administrator Details screen opens.

NOTE

If you see a warning message titled **Domain validation failed**, click **OK** in the massage box, and then click **Previous** in the installer to return to the Enter Domain Properties screen. Repeat step b above with the correct domain properties. Do not proceed with the installation until you enter the domain properties and do not receive the **Domain validation failed** warning message.

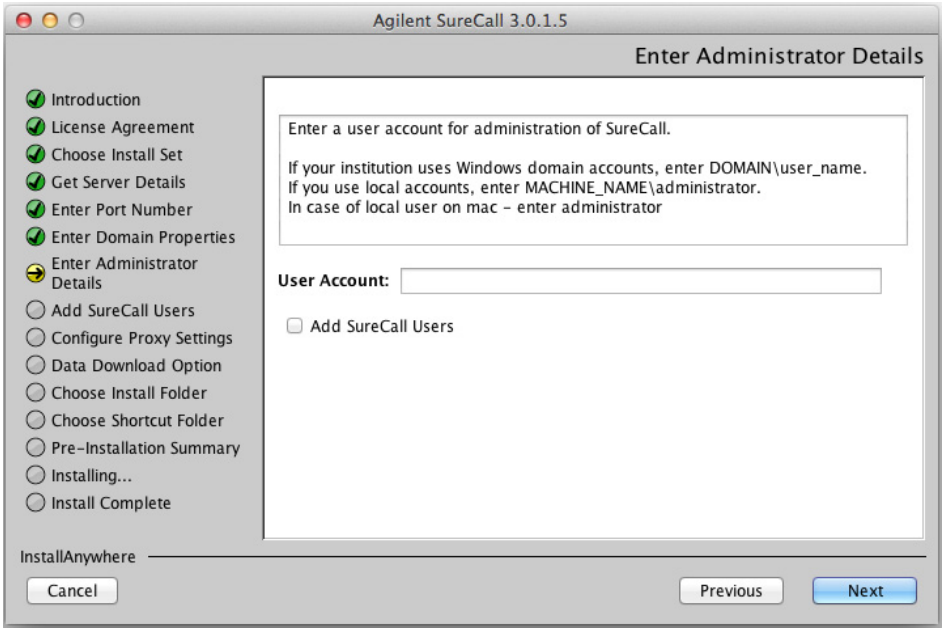

Figure 73 Enter Administrator Details screen – Macintosh

11 In the User Account field, type the username of the person who will be the administrator for the SureCall software, using the format shown in the examples below.

For domain user: DOMAIN\username

For local machine: username

NOTE

When upgrading from a previous version of SureCall, do not mark the Add SureCall Users check box in the Enter Administrator Details screen. On Macintosh computers, that feature is only available during fresh installs of SureCall 3.0.

12 Click **Next**.

The Configure Proxy Settings screen opens.

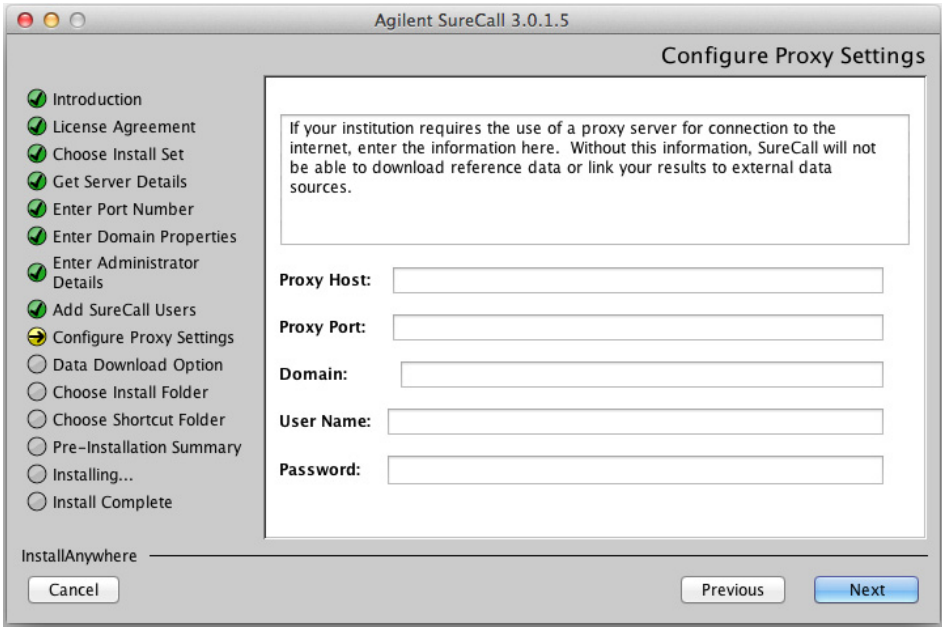

Figure 74 Configure Proxy Settings screen – Macintosh

13 If your institution requires you to connect to the internet through a proxy server, enter the information for the proxy server in the fields on the Configure Proxy Settings screen. Contact your network administrator to obtain the necessary information.

14 Click **Next**.

The Data Download Option screen opens.

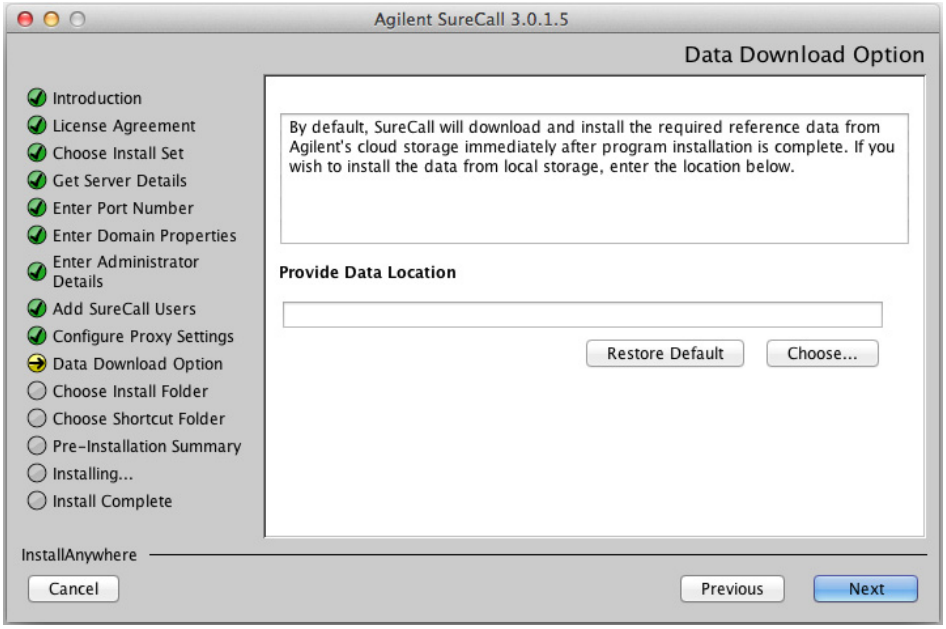

Figure 75 Data Download Option screen – Macintosh

15 By default, SureCall will download and install the required reference and annotation data from Agilent Cloud storage immediately after you complete SureCall installation. If you prefer for SureCall to download and install the required data from a local storage folder or a storage folder saved to an external USB drive, enter the file path of that folder in the Provide Data Location field. You can type the file path directly into the field or click **Choose** to browse to the storage folder.

Leave the Provide Data Location field blank if you want SureCall to download the required data from Agilent Cloud storage.

NOTE If you received an external USB drive from Agilent containing the reference and annotation data, plug in the USB drive to your computer and enter the file path of the drive into the Provide Data Location field.

16 Click **Next**.

The Choose Install Folder screen opens.

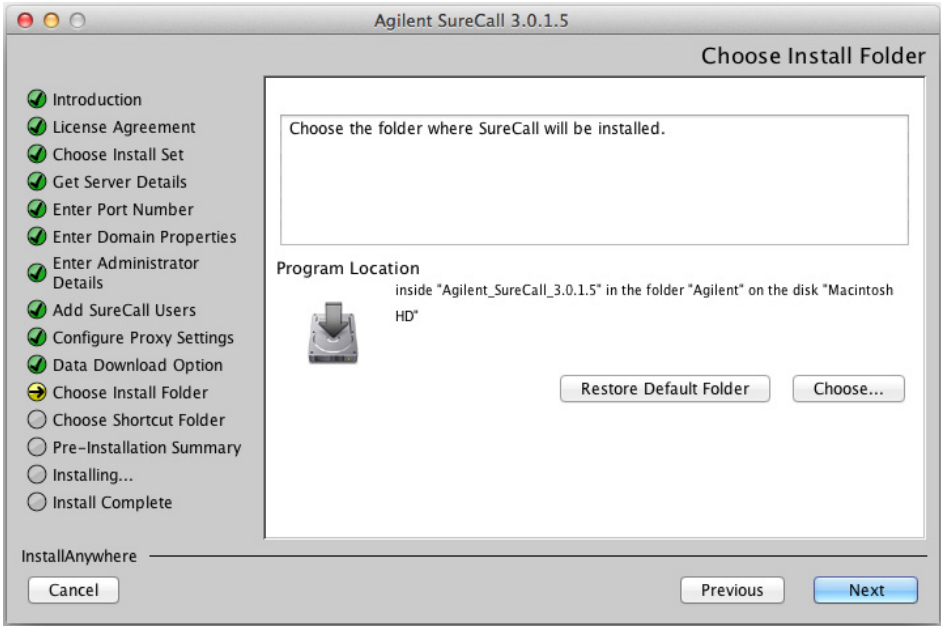

Figure 76 Choose Install Folder screen – Macintosh

17 By default, the program is installed in the Agilent SureCall Edition 3.0.XX folder (where XX is the revision number) in the Agilent folder on the Macintosh HD disk. Leave the default folder in place, or click **Choose** to select a new location where you want to install the SureCall program folder. Within this folder, one folder is created for the server software and one folder is created for the client software.

18 Click **Next**.

The Choose Alias Folder screen opens.

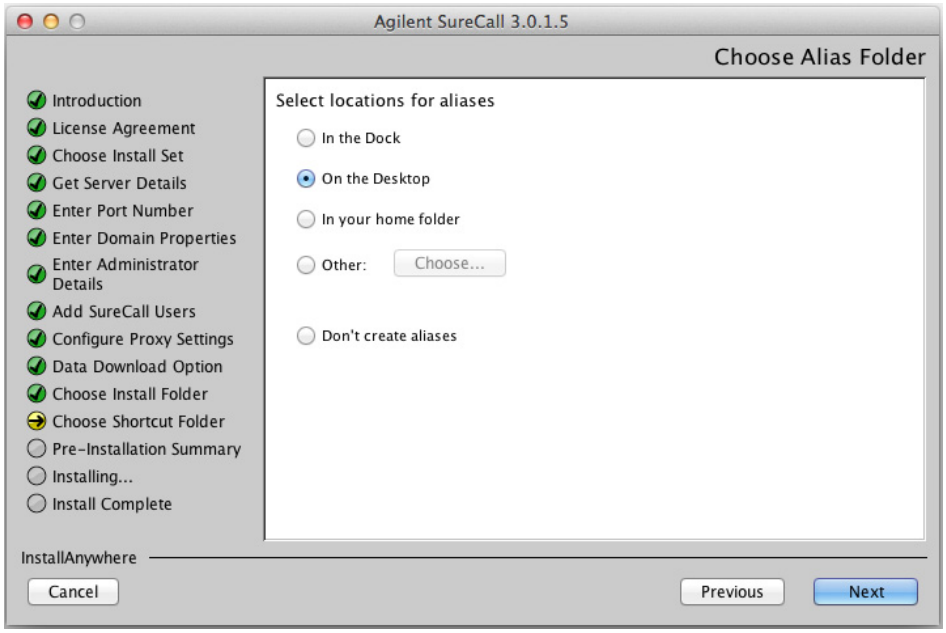

Figure 77 Choose Alias Folder screen – Macintosh

19 By default, program icon is installed on the Desktop of your computer. To select another location for the program icon, select the desired location (In the Dock, for example) and then click Next.

The Pre-Installation Summary screen opens.

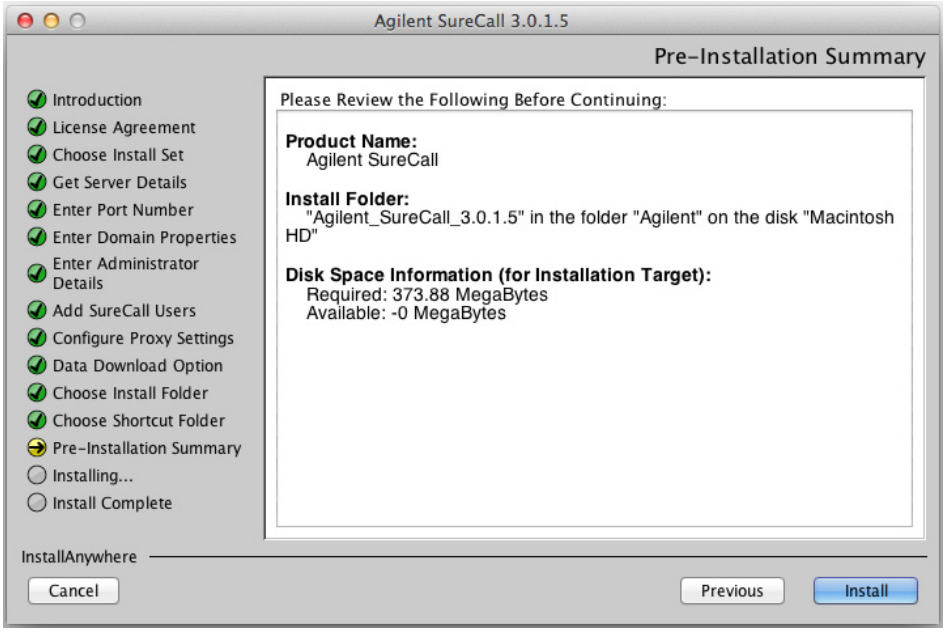

Figure 78 Pre-Installation Summary screen – Macintosh

20 Review the installation setup information. If you want to change any of the settings, click **Previous** and go back and change the settings. To start the installation, click **Install**.

The Installing Agilent SureCall Edition 3.0.XX screen opens and remains open until the installation is complete.

Figure 79 Installing Agilent SureCall screen – Macintosh

When the SureCall installation is complete, the Install Complete screen opens.

21 Click **Done**.

The Download window opens and the program begins downloading and installing the reference and annotation data from Agilent Cloud storage (or from the folder you designated in the Data Download Option screen).

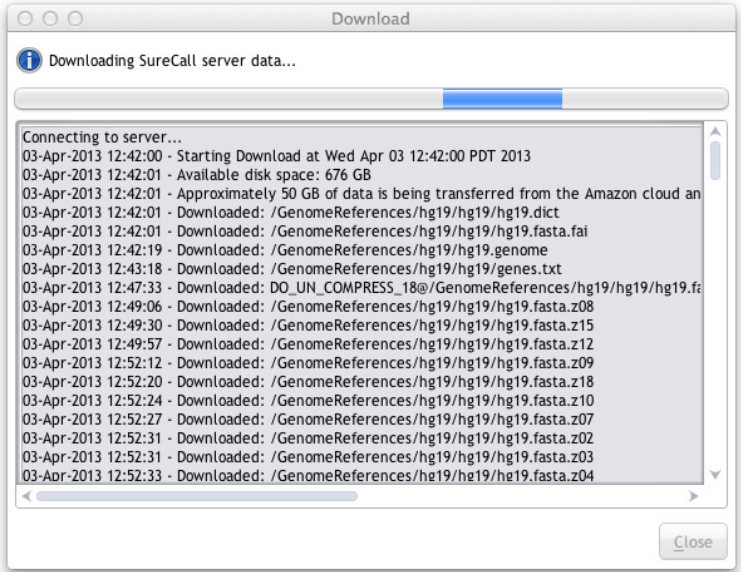

Figure 80 Download screen

During this process, the Download screen remains open and displays which files have been downloaded and installed. Your system needs to be connected to the internet until the process is complete.

22 When the downloads are complete, click **Close** to close the Download dialog box.

If the download fails or does not complete, you can manually download the missing files from within SureCall. See "Checking the data download" on page 93.

23 Start the SureCall program, log in, and enter your license information. See "Opening the SureCall 3.0 client software" on page 90.

Uninstalling SureCall – Macintosh

This section provides instructions on uninstalling the SureCall software. On a Macintosh computer on which a standalone copy of SureCall is installed, you can select to uninstall only the client software or both the client software and server software.

Uninstall the client and server software for SureCall

The Uninstaller program for SureCall provides an easy way to remove the SureCall client, server, and PostgreSQL programs from your computer.

CAUTION When you completely uninstall SureCall, the database, the data contained in the database, and the reference data, including the reference genome file, are all completely removed. Do not uninstall the entire program unless you have backed up your database or no longer wish to use it.

1. Double-click the **Uninstaller** icon, located in the **Uninstall Agilent SureCall XX** folder of your program folder (where XX is the version of SureCall that you want to uninstall).

   The uninstaller program starts.
2. Read the introductory information, and then click **Next**.
3. Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.

   The Uninstall Options screen opens.

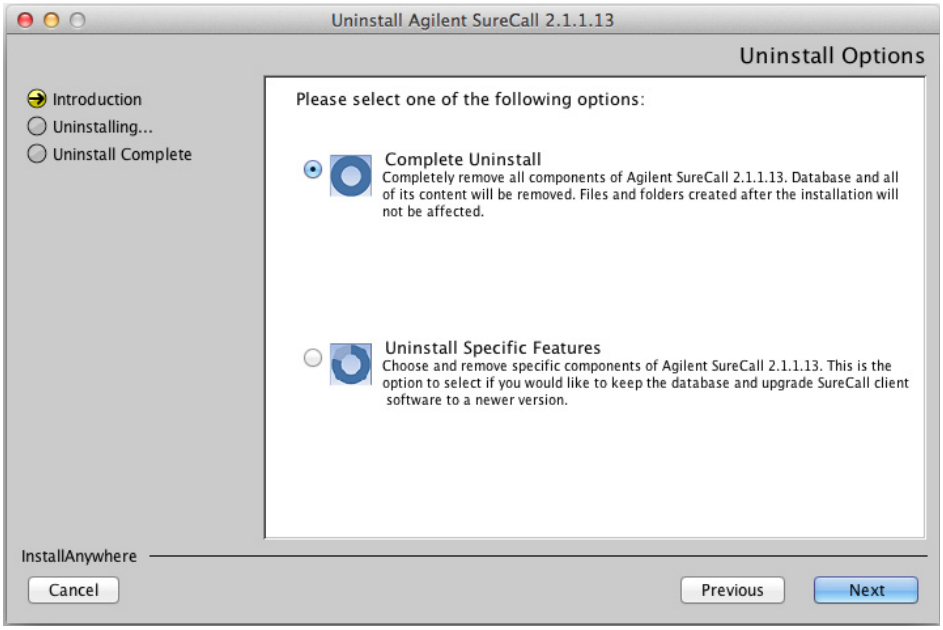

Figure 81 Uninstall Options screen – Macintosh

4 Select **Complete Uninstall** and click **Next.**

A message box opens asking you to confirm that you want to uninstall the software.

5 In the message box, click **Yes** to continue.

6 When the uninstallation is complete, a message appears. Click **Done**.

The SureCall client program, server program and database, and PostgreSQL program were removed from your computer. Program folders and data folders (such as data output folders) created after installation are not removed.

Uninstall the SureCall client software only

The Uninstaller program for SureCall provides an easy way to remove the SureCall client program from your computer.

1 Double-click the **Uninstaller** icon, located in the **Uninstall Agilent SureCall XX** folder of your program folder (where XX is the version of SureCall that you want to uninstall).

   The uninstaller program starts.

2 Read the introductory information, and then click **Next**.

3 Read the warning information. You are cautioned not to stop the uninstaller once it has started to remove the programs. Click **Next**.

   The Uninstall Options screen opens.

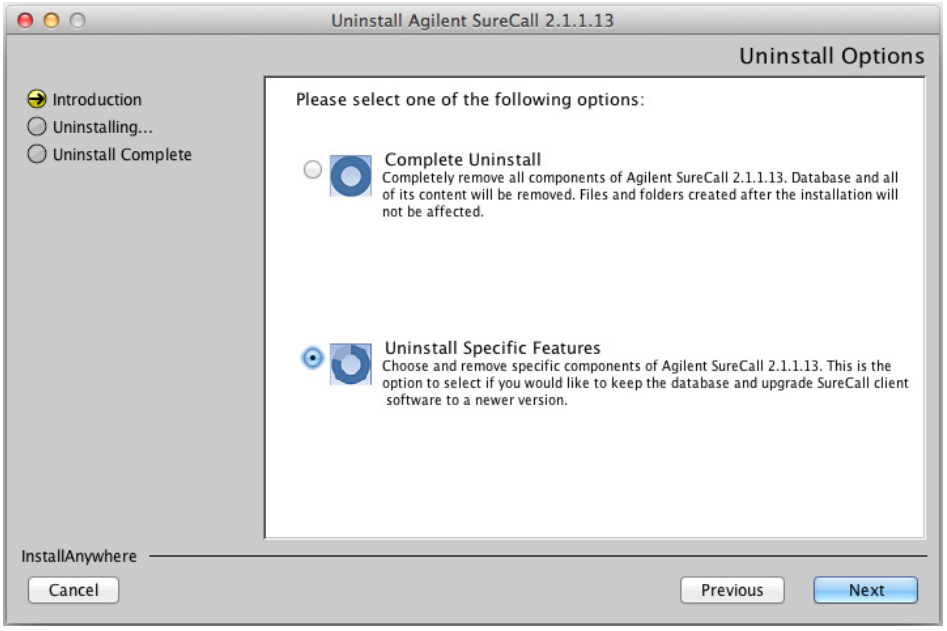

Figure 82 Uninstall Options screen – select **Uninstall Specific Features** – Macintosh

4 Select **Uninstall Specific Features** and click **Next**.

   The Choose Product Features screen opens.

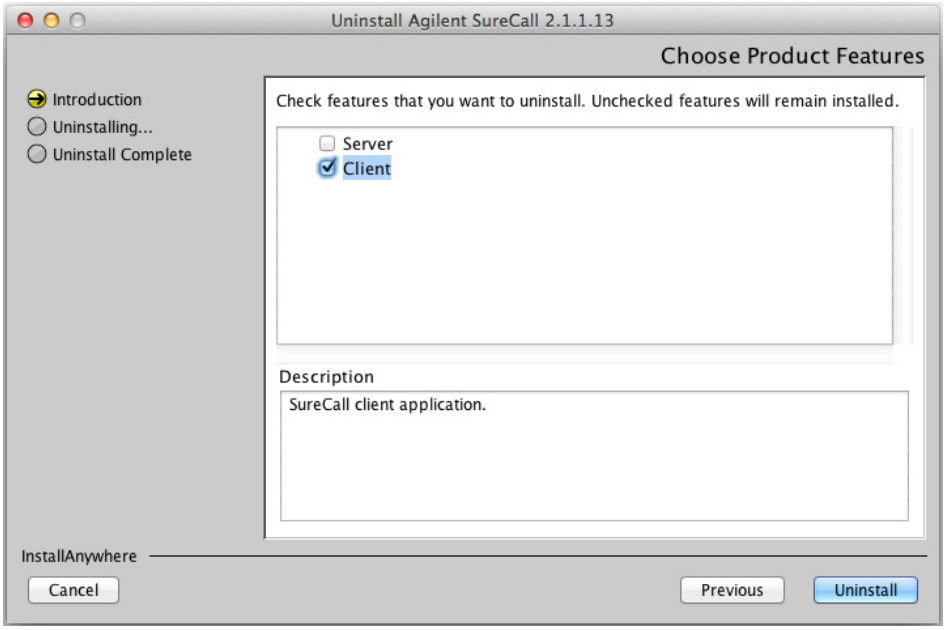

Figure 83 Choose Product Features screen – mark **Client** – Macintosh

5 In the Choose Product Features screen, mark **Client.** When the Client check box is selected, only the client program is removed from the computer. The client program folder and any data folders created after installation are not removed.

   The Uninstall button becomes active.

CAUTION Do not select **Server** unless you want to remove client and server software completely, including the database, from your computer.

6 Click **Uninstall**.

   A message box opens asking you to confirm that you want to uninstall the client software.

7 In the message box, click **Yes** to continue.

8 When the uninstallation has completed, click **Done**.

5 Installation of Sequence Alignment Tools

Installing Sequence Alignment Tools 112
Step 1. Download the GenAligners installer from the Agilent website 112
Step 2. Install the alignment tools on your computer 112

This chapter shows you how to install the sequence alignment tools provided by Agilent for use with SureCall 3.0.

NOTE

If you already have the sequence alignment tools installed, verify that you have the most recent version. If necessary, uninstall the current version before downloading and installing the latest version.

To check the version number, open the installation folder (default installation folder is C:\Program Files\GenAligners), then open the file *version.txt*.

Installing Sequence Alignment Tools

In order to use SureCall to analyze unaligned sequencing files, you must download and install the compatible alignment tools provided by Agilent. SureCall uses the Burrows-Wheeler aligner (BWA) for alignment of Illumina data (Illumina GA, HiSeq, and MiSeq).

NOTE

As of version 3.0, SureCall does not support alignment of Ion Torrent sequencing data. Consequently, the GenAligners application no longer includes the TMAP aligner.

To analyze Ion Torrent data in SureCall, align the FASTQ files in Torrent Server then use the BAM files in the SureCall analysis.

This section provides instructions for downloading and installing the alignment tools.

NOTE

If you are upgrading the sequence alignment tools from an earlier version, uninstall the previous version of the GenAligners application from the Windows Control Panel (or, on a Macintosh computer, simply delete the application). If you cannot find the utility for uninstalling, search for "uninstall a program" within the Control Panel search field. Once the previous version has been uninstalled, download and install the latest version of the sequence alignment tools using the instructions in this chapter.

Step 1. Download the GenAligners installer from the Agilent website

1. Go to http://www.agilent.com/genomics/surecall_soft.
2. Click **Download Software**.
3. Download the Sequence Aligner software (Windows or Macintosh), saving the file to your computer.

Step 2. Install the alignment tools on your computer

1. Open the folder where you saved the GenAligners installer.
2. Double-click the GenAligners installer icon.

   The GenAligners Setup wizard opens to the Welcome screen.

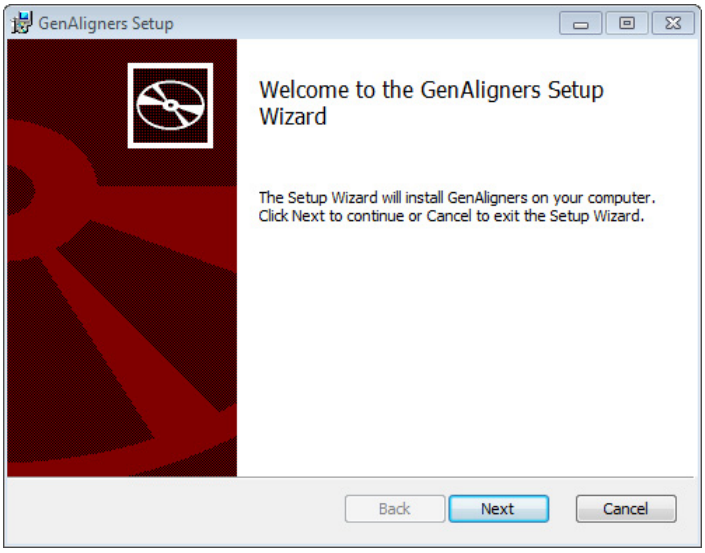

Figure 84 GenAligners Setup - Welcome screen

3 Click **Next**.

The End-User License Agreement window opens.

Figure 85 GenAligners Setup - End-User License Agreement screen

4 Mark the check box next to **I accept the term in the License Agreement**. Click **Next**.

The Destination Folder window opens.

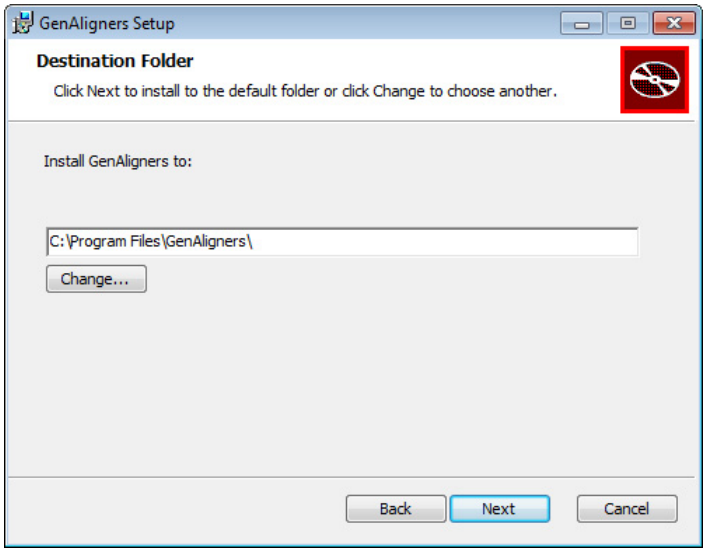

Figure 86 GenAligners Setup - Destination Folder screen

5 By default, the alignment tools are installed in C:\ProgramFiles\GenAligners. If you prefer to install the program in a different location, enter the file path of the desired folder into the provided field. You can type the file path directly into the field or click **Change** to browse to the desired folder.

   If you want to install SureCall in the default location, leave the default file path in the field.

6 Click **Next**.

   The Ready to Install window opens.

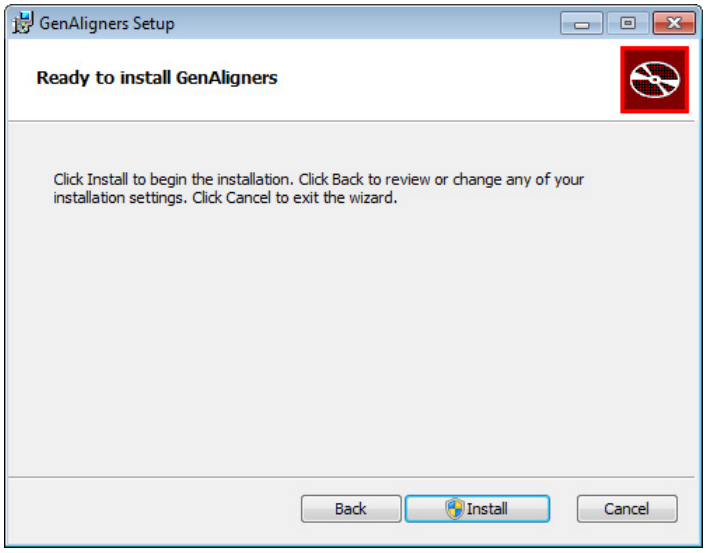

Figure 87 GenAligners Setup - Ready to Install screen

7 Click **Install**.

The Installing GenAligners screen opens and remains open until the installation is complete.

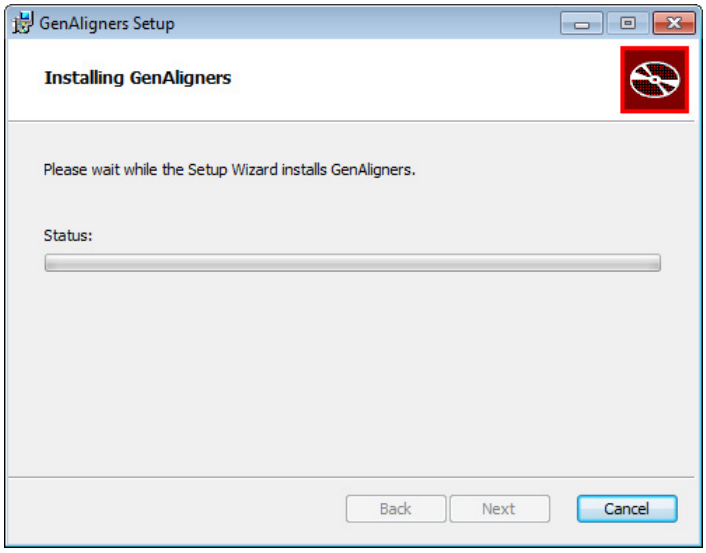

Figure 88 GenAligners Setup - Installing GenAligners screen

When the installation is complete, the Completed the GenAligners Setup Wizard screen opens.

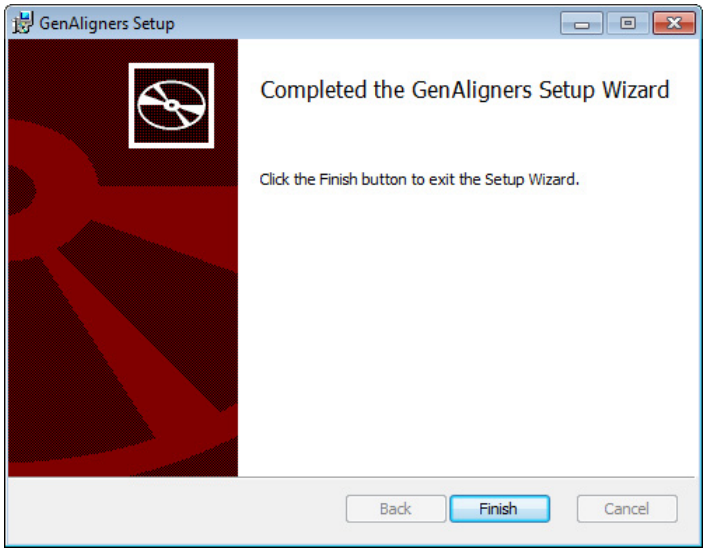

Figure 89 GenAligners Setup - Completed the GenAligners Setup Wizard screen

8 Click **Finish** to close the wizard.

NOTE Agilent recommends restarting your computer after installation of the sequence alignment tools is complete. SureCall will automatically connect to the alignment tools when you restart the program.

www.agilent.com

In this book

This book gives you instructions for installing SureCall 3.0.

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