

## Windows 2000 and XP Support and Validation for Affymetrix Software and Instrumentation

**Affected Products:** GeneChip® Operating Software (GCOS), GeneChip® Operating Software Server (GCOS Server), GeneChip® DNA Analysis Software (GDAS), and Data Mining Tool (DMT)

### Important!

**Review the following compatibility chart before upgrading your operating system. Contact technical support before proceeding if you have questions.**

**The GeneArray® 2500 scanner and GeneChip® Scanner 3000 are Not supported under Windows XP. Do not upgrade your operating system if you have one of these scanners attached to your system! The only scanner supported under Windows XP is the “GeneChip Scanner 3000 with High-Resolution Scanning Upgrade.”**

### *Compatibility Chart*

Scanners	Operating System and GCOS Compatibility	Important Information and Notes
GeneArray® 2500	<ul style="list-style-type: none"><li>Windows 2000 SP4 Only</li><li>GCOS v1.1.1</li></ul>	<ul style="list-style-type: none"><li>The GeneArray 2500 is <b>not</b> supported under Windows XP.</li><li>GeneArray 2500 requires Instrument Control 4.5 software.</li></ul>
GeneChip® Scanner 3000 ( <b>without</b> high-resolution scanning upgrade)	<ul style="list-style-type: none"><li>Windows 2000 SP4 Only</li><li>GCOS 1.0.4 ONLY</li></ul>	<ul style="list-style-type: none"><li>Requires Instrument Control 3.1 software. See “IC” section below for more information.</li><li>Not supported under GCOS 1.1.1, requires GCOS 1.0.4</li></ul>
GeneChip Scanner 3000 ( <b>with</b> High-Resolution Scanning)	<ul style="list-style-type: none"><li>Windows 2000 SP4 and Windows XP SP1</li></ul>	<ul style="list-style-type: none"><li>Requires Instrument Control (IC) 4.5 when</li></ul>

	<ul style="list-style-type: none"> <li>GCOS 1.1.1</li> </ul>	running under Windows 2000 and IC 5.0 when running under Windows XP. See “IC” section below for more information.
<b>Fluidics Stations</b>	<b>Operating System and GCOS Compatibility</b>	<b>Important Information and Notes</b>
Fluidics Station 400	<ul style="list-style-type: none"> <li>Windows 2000 SP4 and Windows XP SP1</li> <li>GCOS 1.1.1 and 1.0.4</li> </ul>	Instrument Control 5.0 installer required for both Windows 2000 and XP
Fluidics Station 450	<ul style="list-style-type: none"> <li>Windows 2000 SP4 and Windows XP SP1</li> <li>GCOS 1.1.1 and 1.0.4</li> </ul>	Instrument Control 5.0 installer required for both Windows 2000 and XP
<b>Software</b>	<b>Operating System Compatibility</b>	<b>Important Information and Notes</b>
GCOS 1.0.4 GeneChip® Operating Software	Windows 2000 SP4 Only	Use this if you have a GeneChip Scanner 3000 without the High-Resolution Scanning upgrade.
GCOS 1.1.1	Windows 2000 SP4 and Windows XP SP1	<ul style="list-style-type: none"> <li>Use this for the GeneArray 2500 or GeneChip Scanner 3000 with High-Resolution Scanning upgrade under Windows 2000.</li> <li>Use this for the GeneChip Scanner 3000 with High-Resolution Scanning upgrade under Windows XP.</li> </ul>
GCOS Administrator 1.0	Windows 2000 SP4 and Windows XP SP1	
GCOS Manager 1.0	Windows 2000 SP4 and Windows XP SP1	
GCOS Server 1.0	Windows 2000 SP4 and Windows XP SP1	GCOS Server software is compatible with Microsoft Windows 2000 Server SP4 and will function with GCOS Client running under with Windows 2000 or XP.
GDAS 2.0 Rev 3 GeneChip® DNA Analysis Software	Windows 2000 SP4 and Windows XP SP1	

DMT 3.1 Data Mining Tool	Windows 2000 SP4 and Windows XP SP1	
Instrument Control 3.1	Windows 2000 SP4 Only	Supports GeneArray 2500 scanner
Instrument Control 4.5	Windows 2000 SP4 Only	Supports GeneArray 2500 and GeneChip Scanner 3000 ( <b>without</b> High-Resolution Scanning upgrade)
Instrument Control 5.0	Windows 2000 SP4 and Windows XP SP1	Supports GeneChip Scanner 3000 ( <b>with</b> High-Resolution Scanning upgrade)

### ***Windows Validation***

The following applications have been validated on Microsoft Windows XP Service Pack 1 (SP1) and Windows 2000 Service Pack 4 (SP4):

- GCOS 1.1.1 (Including Patches 1.0.3, 1.0.4, and 1.0.5)
- GCOS Administrator 1.0
- GCOS Manager 1.0
- GCOS Server 1.0 (GCOS Server 1.0 was validated running under Windows 2000 Server SP4 connected to a client running on Windows XP SP1)
- GDAS 2.0 Rev 3 (installs on both Windows 2000 and XP)
- DMT 3.1
- Instrument Control 5.0

### ***Instrument Control (IC)***

The current IC installer (IC 5.0 installer) is compatible with both Windows 2000 and XP. The installer automatically detects the current operating system and installs the appropriate IC version (IC 4.5 for Windows 2000 and IC 5.0 for Windows XP).

**IC 4.5:** IC 4.5 is installed when the installation program detects a Windows 2000 operating system.

- IC 4.5 is not supported under Windows XP
- IC 4.5 supports the GeneArray 2500 and GeneChip Scanner 3000 with High-Resolution Scanning upgrade, and the AutoLoader under Windows 2000.

**IC 5.0:** IC 5.0 is installed when the installation program detects a Windows XP operating system.

- IC 5.0 is not supported under Windows 2000

- IC 5.0 supports the GeneChip Scanner 3000 with High-Resolution Scanning upgrade and the AutoLoader under Windows 2000.
- **NOTE:** GeneArray 2500 scanner and GeneChip Scanner 3000 without High-Resolution Scanner are *not* supported for Windows XP.

**GeneChip Scanner 3000:** The GeneChip Scanner 3000 (**without** High-Resolution Scanning upgrade) is not supported by the IC 5.0 installer. The GeneChip Scanner 3000 requires IC 3.1 which is available as a separate IC installer.

### **GeneChip Scanner 3000 & GeneChip Scanner 3000 with High-Resolution Scanning Upgrade**

The GeneChip Scanner 3000 with High-Resolution Scanning upgrade began shipping in September 2003. If you are unsure which of the two models you have, please contact Technical Support.

**Fluidic Stations:** IC 5.0 installer now calls for the Sea level driver install. This supports both Windows 2000 and XP. Both Fluidics Stations (Fluidics Station 450 and Fluidics Station 400) are supported under both Windows 2000 and XP.

### ***E-mail Component Change for Users with the Autoloader Option***

The GCOS software has the ability to send an e-mail notification to the user if the system encounters an error state condition. The functionality of this feature differs between Windows 2000 and XP.

#### **Windows 2000**

For Windows 2000 users the functionality has not changed. Both Microsoft Exchange Server (Outlook) and SMTP e-mail notification are supported for Windows 2000 users.

#### **Windows XP (Change in functionality)**

For Windows XP users the functionality has changed. Under Windows XP, only SMTP e-mail notification is supported. If the workstation has been upgraded from Windows 2000 to Windows XP and e-mail notification was enabled previously using Microsoft Exchange server you must change the notification method to SMTP. Refer to the following section for information on setting up e-mail notification under Windows XP.

#### **E-mail notification is only supported through SMTP for Windows XP:**

What users need to know about moving from Microsoft Exchange server e-mail support to SMTP e-mail support when upgrading to Windows XP:

- Customers using Microsoft Exchange server (Outlook) need to reinstall the instrument control drivers from the IC 5.0 CD-ROM to switch to SMTP-based e-mail.
  - Users should rerun the instrument control setup from 5.0 designed for XP. **If you do not run IC for XP, you may see**

**autoloader communication failures while running the scanner.**

- A user who wishes to use SMTP should contact their IT group and get the IP address of their SMTP server and the port number on the SMTP server which handles SMTP e-mail. This information is required when installing the instrument control drivers from the 5.0 CD-ROM.
- For Outlook e-mail, each autoloader user could maintain a separate list of contacts to be used by the -mail component for e-mail notification. This was done by the creation of a distribution list from the Outlook user interface. The distribution list had to be called “AutoLoadergroup” and contained the e-mail addresses of the contacts.
- For SMTP email, only a single distribution list for all users of the machine is supported. The list is in the form of e-mail addresses separated by a comma. This is set up during the installation of the instrument control software and the information is stored in the registry.