Biacore™ Insight software
Installation and Upgrade Instructions

1   About this document

Purpose of this document

The Biacore™ Insight software Installation and Upgrade Instructions describe on a high level how to install and upgrade all four components of Biacore Insight Software: the control software, the evaluation software, the database server, and the license server. If you have recently purchased a Biacore system, refer to the Site Preparation Guide for your system instead.

Intended reader

This document is intended for the person coordinating the Biacore Insight software installation or upgrade, including the database server and the license server, and for the IT support.

Related documentation

Documentation related to the installation of Biacore Insight software are listed below. See *Download the files (coordinator), on page 3* for information on how to obtain them.

Documentation	Main contents
Biacore Insight software Installation and Upgrade Instructions (29729572, this manual)	Instructions for installing or upgrading Biacore Insight Control Software and Biacore Insight Evaluation Software.
Biacore Insight Database Installation and Management Guide (29287249)	Instructions for installing and maintaining the database used to store data from Biacore Insight software, including user management.
Biacore eLicensing Guide (29287250)	Instructions for installing the license server and handling electronic software licenses.

Documentation	Main contents
Biacore Insight Software Privacy and Security Manual (29357434)	Description of the privacy and security considerations of Biacore Insight software, including detailed descriptions of ports and services used by Biacore Insight software.

2 Installation and upgrade overview

Software overview

Biacore Insight software is used to control Biacore instruments and evaluate the generated data. It consists of four components described in the table below.

Component	Function
Biacore Insight Control Software	Controls the connected instrument and saves its produced data into the database.
Biacore Insight Evaluation Software	Evaluates data saved in the database.
Biacore Insight Database	Stores and controls access to data.
Cytiva Software Licensing Manager	Manages the licenses that give access to the software.

Personnel overview

The tasks required for installation of all Biacore Insight software components are summarized below. The tasks are typically split up between different persons.

Personnel	Tasks	Required files and information
Installation coordinator	Assign personnel for installation tasks. Download software files and manuals and provide them to the other personnel.	• The Activation ID(s) • See *Download the files (coordinator), on page 3*.
Database administrator	Install or upgrade the Biacore Insight database on a network connected Microsoft SQL Server.	• Database installation files[1] • *Biacore Insight Database Installation and Management Guide (29287249)*

Personnel	Tasks	Required files and information
eLicense setup responsible	Set up a license server and configure the eLicense.	• License server installation files[1] • The Activation ID(s) • *Biacore eLicensing Guide (29287250)*
IT support or end user	Install Biacore Insight Control Software and Biacore Insight Evaluation Software and connect to the database and license server.	• Biacore Insight installation files[1] • Information about the database[2] and license server[3] • *Biacore Insight Database Installation and Management Guide (29287249)*

[1] Alternatively, the files can be downloaded by the person responsible for the task if they are provided the Activation ID
[2] Provided by the database administrator
[3] Provided by the eLicense setup responsible

3   Instructions

Download the files (coordinator)

Software, eLicenses and user documentation can be obtained from the eDelivery portal, the download portal for Cytiva products. The Activation ID required to access the eDelivery portal is provided, usually by email, when product purchase is confirmed. Keep the email in a safe place.

Depending on the purchase, multiple Activation IDs may have been delivered. Any of these can be used to access the eDelivery portal.

Tip: *Search for the sender address cytiva@flexnetoperations.com or the phrase ActivationID in your inbox to find the email. If the Activation ID is not found, contact your local scientific support for help to restore it.*

Follow the steps below to download Biacore Insight software components and manuals.

Step	Action
1	Go to the eDelivery portal at *cytiva.com/eDelivery* and log in with the Activation ID.

Step	Action
2	Select the software and manual package(s) from **Your Downloads**. Depending on the product you have purchased, there can be one or several downloadable packages. Download all software and manuals relevant to Biacore Insight Control Software, Biacore Insight Evaluation Software, Biacore Insight database and the license server.

Note: *The files are also downloadable from cytiva.com/support/software/biacore-downloads (requires registration).*

Procedure for new installation

Follow the steps below to install Biacore Insight software for the first time.

Step	Action
1	(Database administrator) Install the network database as described in *Biacore Insight Database Installation and Management Guide (29287249)*. **Note:** *A local database is intended for service use and is not recommended as an alternative to the network database, since it has limited storage and security.*
2	(eLicense setup responsible) Install the license server and configure the e-License(s) as described in *Biacore eLicensing Guide (29287250)*.
3	(IT support or end user) Install Biacore Insight Control Software and Biacore Insight Evaluation Software using their installation `.exe` files. **Note:** *During Biacore Insight Control Software installation, the following software are automatically installed: Cytiva USB driver, Microsoft Edge WebView2 Runtime. The computer configuration must allow them to be installed.*
4	(IT support or end user) When starting Biacore Insight Control Software or Biacore Insight Evaluation Software for the first time, enter the database and license server information. **Tip:** *For more information about entering the database and license server information, click **Help** in the login window.*

Step	Action
	Tip: *(IT support only) When installing on multiple computers that must connect to the same network database and license server, copy the files* `C:\ProgramData\Biacore\Insight\connections.config` *and* `C:\ProgramData\Biacore\Insight\license.config` *and move them to the same location on the new computer. This makes sure that all computers use the same database and license server.*

Procedure for upgrade

Follow the steps below to upgrade Biacore Insight software. The required steps depend on the version you want to upgrade, see the table below.

Upgrade path	Insight Database upgrade	License server upgrade	Other requirements
3.0.x or earlier →5.0.x[1]	Yes	Yes	Upgrade all eLicenses (Step 3) Upgrade to SQL Server 2019
4.0.x →5.0.x[1]	Yes	No	

[1] Required to control Biacore 1 series and store and evaluate its associated data

Note: *Biacore Insight Control Software was called Biacore 8K Control Software before version 5.0.*

Step	Action
1	(Database administrator) If required, upgrade the network database as described in *Biacore Insight Database Installation and Management Guide (29287249)*. *Note:* *Upgrading an existing database requires all Biacore Insight client software connected to the database to use the same client software version. Make sure that no client software is connected to the database during the upgrade.*
2	(eLicense setup responsible) If required, install the latest version of the license server as described in *Biacore eLicensing Guide (29287250)*.

Step	Action
3	(eLicense setup responsible) To upgrade from a Biacore Insight software version below 4.0, the eLicenses in use need to be upgraded to work with the Cytiva Software Licensing Manager. Contact your local scientific support or service representative to obtain the new license files. Configure the newest e-License(s) on the license server as described in *Biacore eLicensing Guide (29287250)*.
4	(IT support or end user) Install Biacore Insight Control Software and Biacore Insight Evaluation Software using the installation `.exe` files.
5	(IT support or end user) To upgrade the firmware of Biacore 1 series or Biacore 8 series, connect the Biacore instrument with a computer with the new release of Biacore Insight Control Software. The firmware is automatically upgraded.
	Note:
	Once the firmware has been upgraded, the instrument cannot be controlled by earlier versions of Biacore Insight Control Software.

4 Requirements

Biacore Insight Control Software and Biacore Insight Evaluation Software require the following computer specifications.

- CPU with at least four cores.
- At least 16 GB internal memory.
- At least 200 GB free hard disk space.
- Screen resolution of at least 1920×1080.
- One USB2 port available for instrument connection.
- 64-bit Microsoft Windows 10 Enterprise or 64-bit Windows 10 Professional, English versions.
- Administrative rights for the person installing Biacore Insight Software.

Note: *The functionality of Biacore Insight software and the Biacore system is verified using an English version of Windows. Other languages than English can cause issues.*

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