

GlycanAssure™ Security, Audit, and E-signature (SAE) Administrator Console v1.0

USER GUIDE

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A.0	26 February 2018	New help system.

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About the GlycanAssure™ SAE Admin Console

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This document describes the procedures that an administrator performs in the GlycanAssure™ Security, Audit, and E-signature (SAE) Administrator Console to configure and manage the following software applications:

- GlycanAssure™ Data Acquisition Software
- GlycanAssure™ Data Analysis Software

Note: The SAE Admin Console is automatically installed with the Data Acquisition Software and the Data Analysis Software.

Overview of SAE user accounts and SAE roles

Each user *account* is assigned a *role*:

- The software includes four roles: Analyst, Scientist, IT Administrator, and System Administrator. Additional roles cannot be added.
- Each role allows a specific set of actions to be performed in the GlycanAssure™ software applications (see “Permissions and roles” on page 13). The actions are preset and cannot be modified.
- A default System Administrator user account is provided at installation. The System Administrator can create all other SAE user accounts.

Use SAE functions in the GlycanAssure™ software applications

When SAE functions are enabled in the GlycanAssure™ Data Acquisition Software or GlycanAssure™ Data Analysis Software:

- Users must sign in with an SAE user account to use the software.
- Specific objects and user actions are automatically audited (see Chapter 5, “Manage audit logs”).
- Specific objects may be e-signed by users with e-signature permissions (see Chapter 6, “Manage the e-signature function and logs”).
- For specific SAE tasks that can be performed by users in the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software see the documentation for those software applications (see “Related documents” on page 31).

Administrators overview of SAE functions

The SAE Admin Console provides the following SAE functions for administrators.

Function	Description	Administrator permissions in the SAE Admin Console
Security	<p>Controls user access to the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software.</p> <p>A default System Administrator user account is provided at installation.</p>	<ul style="list-style-type: none"> • Create additional user accounts for the Data Acquisition Software and Data Analysis Software. • Set security policies: Password expiration, allowed login attempts, session lockout (the software remains idle for a specified period). • Set password policies: Password length, required characters, and use of previous passwords

Function	Description	Administrator permissions in the SAE Admin Console
Audit	<p>Automatically tracks the following:</p> <ul style="list-style-type: none"> • Data Acquisition Software—Tracks changes made to objects and actions performed by users. • Data Analysis Software—Tracks changes made to objects and actions performed by users. • SAE Admin Console—Tracks changes made to the SAE settings. 	<p>View and generate audit logs. The logs contain detailed information about the audited events.</p>
Electronic signature (e-signature)	<p>Controls user requirements to e-sign (provide a user name and password) the following objects:</p> <ul style="list-style-type: none"> • Data Acquisition Software—Instrument methods • Data Analysis Software—Projects and project reports 	<ul style="list-style-type: none"> • Grant e-signature authority to user accounts. • Enable e-signatures for the following objects: Instrument methods, projects, and/or project reports, and configure the number of e-signatures required. • Create e-signature reasons. • View, generate, and export e-signature logs. The logs contain detailed information about the e-signature events.

Workflow

Get started with the SAE Admin Console (before first use)

“Start the SAE Admin Console” on page 9



“Change your SAE user account password” on page 9



Configure the SAE Admin Console (as needed)

Chapter 3, “Manage SAE user accounts”

A default System Administrator user account is provided at installation. Complete this step of the workflow to add more users.



Chapter 4, “Manage the system security function”

Complete this step of the workflow to manage system security policies for all SAE user accounts.



Chapter 6, “Manage the e-signature function and logs”

Complete this step of the workflow to create e-signature reasons and view e-signature logs.



Get started with the GlycanAssure™ SAE Admin Console

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Start the SAE Admin Console

The SAE Admin Console is automatically installed with the GlycanAssure™ Data Acquisition Software or the GlycanAssure™ Data Analysis Software.

1. Close the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software, if open.
2. In the Windows™ desktop, click **Start ▶ All Programs ▶ Applied Biosystems ▶ GlycanAssure Software ▶ SAE Admin**.
3. Enter the administrator **User Name** and **Password**, then click **Ok**.

Change the System Administrator password at first login

A default System Administrator user account is provided at installation. The System Administrator must change the account password the first time he or she logs in to the SAE Admin Console.

1. In the login screen, enter the password provided by Thermo Fisher Scientific.
2. Enter a new password, confirm the new password, then click **Login**.

Optional tasks

Determine the signed-in user

The name of the signed-in user is displayed in the top-right corner of the SAE Admin Console window.

Change your SAE user account password

1. Click the name of the logged in user in the far right of the menu bar.
2. Click **Profile**.

3. Change your password:
 - a. Click **Change Password**.
 - b. Enter the old password.
 - c. Enter a new password, confirm the new password, then click **OK**.
4. *(If needed)* Enter a new **First Name, Middle Name, Last Name, Phone, and/or E-mail**.

You cannot change any of the remaining fields in the **Profile** dialog box. To make other changes, see “Edit an SAE user account” on page 12.
5. Click **Update**.

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Manage SAE user accounts

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Create an SAE user account

1. Click the **Users** tab.
2. Click **Add New User**, then enter the user name, first name, (optional) middle name, and last name. The field limits are specified in the **SAE Settings** tab.
Note: The first name and last name are displayed as the name of the signed-in user in the top-right corner of the SAE Admin Console window.
Note: You cannot change the user name after you save the user account.
3. Enter a **Password**, then re-enter it for confirmation.
4. Select **ACTIVE** as the status.
5. Select a role for the user account:
 - **Analyst**
 - **IT Administrator**
 - **Scientist**
 - **System Administrator****Note:** Each role grants specific SAE permissions to the user. See “Permissions and roles” on page 13.
6. Select or deselect **Pre-Expire**.
If selected, the user must specify a new password at first login.
Note: The user account password automatically expires after the number of days specified in the **SAE Settings** tab.
7. Select or deselect **E-signature Authority**.
If selected, the user is allowed to e-sign documents in the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software.

8. (Optional) Enter phone, email (for information only), and comments.
9. Click **Save**.

Edit an SAE user account

1. Click the **Users** tab.
2. Select the user account to edit, then click **Edit User**.
3. Edit the settings as needed.
Note: Once a user account has been created and saved, the username cannot be edited.
4. Click **Save**.

Activate a suspended SAE user account

If a user makes too many unsuccessful login attempts, the user account will be suspended and the user will be temporarily locked out of the software.

Note: The allowed login attempts are specified in the **SAE Settings** tab.

1. Click the **Users** tab.
2. Select a user account, then click **Edit User**.
3. Change the status from **Suspended** to **Active**.
4. Click **Save**.

Inactivate (disable) an SAE user account

Note: You cannot delete a user account. Instead, set the account status to **Inactive**. The user will not be able to access the software.

1. Click the **Users** tab.
2. Select a user account, then click **Edit User**.
3. Change the status from **Active** to **Inactive**.
4. Click **Save**.

Reset an SAE user account password

1. Click the **Users** tab.
2. Select the affected user account, then click **Edit User**.
3. Enter a replacement password for the user account, then re-enter the password for confirmation.
4. If you want the password to be temporary, select **Pre-Expire** to require the user to enter a new password at login.
5. Click **Save**.

Permissions and roles

GlycanAssure™
SAE Admin
Console

Note: The Analyst and Scientist roles cannot perform any actions in the GlycanAssure™ SAE Admin Console.

Permissions		Roles	
Category	Function	System Administrator	IT Administrator
Security policies	Edit a security policy	Yes	Yes
	View a security policy	Yes	Yes
Users	Create a new user account	Yes	Yes
	Edit an existing user account Note: Once a user account has been created and saved, the user name cannot be edited.	Yes	Yes
	View user account details	Yes	Yes
	Inactivate a user account	Yes	Yes
Audit settings	Edit an audit setting	Yes	Yes
	View audit settings	Yes	Yes
E-signature settings	Create an e-signature reason	Yes	Yes
	Edit an e-signature setting	Yes	Yes
	View e-signature settings	Yes	Yes
	Delete an e-signature reason	Yes	Yes
Reports	View an object audit log	Yes	Yes

Permissions		Roles	
Category	Function	System Administrator	IT Administrator
Reports	View an event audit log	Yes	Yes
	View an e-signature log	Yes	Yes

GlycanAssure™ Data Acquisition Software

Note: The IT Administrator role cannot perform any actions in the GlycanAssure™ Data Acquisition Software.

Permissions		Roles		
Category	Function	Analyst	Scientist	System Administrator
Plates	Create a plate	Yes	Yes	Yes
	Read or use a plate	Yes	Yes	Yes
	Delete a plate	Yes	Yes	Yes
	Edit a plate	Yes	Yes	Yes
Unsigned instrument methods	Create an unsigned instrument method	No	Yes	Yes
	Read or use an unsigned instrument method	Yes	Yes	Yes
	Delete an unsigned instrument method	No	Yes	Yes
	Edit an unsigned instrument method	No	Yes	Yes
Signed instrument methods	Create a signed instrument method	NA	NA	NA
	Read or use a signed instrument method	Yes	Yes	Yes
	Delete a signed instrument method	No	No	No
	Edit a signed instrument method	No	No	No
Experiments	Create an experiment	Yes	Yes	Yes
	Read or use an experiment	Yes	Yes	Yes
	Delete an experiment	Yes	Yes	Yes
	Edit an experiment	Yes	Yes	Yes
	Run an experiment	Yes	Yes	Yes

Permissions		Roles		
Category	Function	Analyst	Scientist	System Administrator
File name conventions	Create a file name convention	No	Yes	Yes
	Read or use a file name convention	Yes	Yes	Yes
	Delete a file name convention	No	Yes	Yes
	Edit a file name convention	No	Yes	Yes
Result groups	Create a result group	No	No	Yes
	Read or use a result group	Yes	Yes	Yes
	Delete a result group	No	No	Yes
	Edit a result group	No	No	Yes
User accounts	Create a user account	No	No	Yes
	Read or use a user account	No	No	Yes
	Delete a user account	No	No	Yes
	Edit a user account	No	No	Yes
Personal user profiles	Read or use a personal user profile	Yes	Yes	Yes
	Edit a personal user profile	Yes	Yes	Yes
Audit logs	Generate or print an audit log	Yes	Yes	Yes
	View an audit log	Yes	Yes	Yes
E-signatures	Electronically sign an object (enter user name and password)	Yes	Yes	Yes
E-signature logs	Generate, export, or print an e-signature log	Yes	Yes	Yes
Spectral calibrations	Perform a spectral calibration	Yes	Yes	Yes
Spatial calibrations	Perform a spatial calibration	Yes	Yes	Yes
Install standard runs	Perform an install standard run	Yes	Yes	Yes

Permissions		Roles		
Category	Function	Analyst	Scientist	System Administrator
Instrument	Preheat the instrument	Yes	Yes	Yes
User preferences	Edit user preferences	Yes	Yes	Yes
Run parameters	Create a run parameter	No	Yes	Yes
	Read or use a run parameter	Yes	Yes	Yes
	Delete a run parameter	No	Yes	Yes
	Edit a run parameter	No	Yes	Yes
Dye sets	Import a dye set	No	Yes	Yes
	Export a dye set	No	Yes	Yes
Size standards	Import a size standard	No	Yes	Yes
	Export a size standard	No	Yes	Yes
Instrument maintenance	Install a capillary array	Yes	Yes	Yes
	Fill a capillary array	Yes	Yes	Yes
	Remove bubbles	Yes	Yes	Yes
	Replenish the polymer	Yes	Yes	Yes
	Wash the pumps	Yes	Yes	Yes
	Shut down the instrument	Yes	Yes	Yes
	Reactivate the instrument	Yes	Yes	Yes
Data storage	Archive data	No	No	Yes
	Restore data	No	No	Yes
	Purge data	No	No	Yes
System preferences	Set system preferences	No	No	Yes
Injections	Move an injection up	Yes	Yes	Yes
	Move an injection down	Yes	Yes	Yes
	Duplicate an injection	Yes	Yes	Yes
	Abort an injection	Yes	Yes	Yes
	Remove an injection	Yes	Yes	Yes

**GlycanAssure™
Data Analysis
Software**

Note: The IT Administrator role cannot perform any actions in the GlycanAssure™ Data Analysis Software.

Permissions		Roles		
Category	Function	Analyst	Scientist	System Administrator
Projects	Create a project	Yes	Yes	Yes
	Import samples into an unanalyzed project	Yes	Yes	Yes
	Import samples into an analyzed project	No	Yes	Yes
	Read or use a project	Yes	Yes	Yes
	Delete a project	No	Yes	Yes
	Edit a project	No	Yes	Yes
Signed projects	Create a signed project	NA	NA	NA
	Read or use a signed project	Yes	Yes	Yes
	Delete a signed project	No	No	No
	Edit a signed project	No	No	No
Analysis methods	Create an analysis method	No	Yes	Yes
	Read or use an analysis method	Yes	Yes	Yes
	Delete an analysis method	No	Yes	Yes
	Edit an analysis method	No	Yes	Yes
Bins (Applies to bin tables, manual binning, and auto binning.)	Create a bin	No	Yes	Yes
	Read or use a bin	Yes	Yes	Yes
	Delete a bin	No	Yes	Yes
	Edit a bin	No	Yes	Yes
	Second pass—bin completion	No	Yes	Yes
Panels	Create a panel	No	Yes	Yes
	Read or use a panel	Yes	Yes	Yes
	Delete a panel	No	Yes	Yes
	Edit a panel	No	Yes	Yes
Size standards	Create a size standard	No	Yes	Yes
	Read or use a size standard	Yes	Yes	Yes

Permissions		Roles		
Category	Function	Analyst	Scientist	System Administrator
Size standards	Delete a size standard	No	Yes	Yes
	Edit a size standard	No	Yes	Yes
Reports	Create a project report	Yes	Yes	Yes
	Read or use a project report	Yes	Yes	Yes
	Delete a project report	NA	NA	NA
	Edit a project report	NA	NA	NA
Signed reports	Create a signed project report	Yes	Yes	Yes
	Read or use a signed project report	Yes	Yes	Yes
Table settings	Create a table setting	Yes	Yes	Yes
	Read or use a table setting	Yes	Yes	Yes
	Delete a table setting	Yes	Yes	Yes
	Edit a table setting	Yes	Yes	Yes
Analysis methods	Assign an analysis method to samples	Yes	Yes	Yes
	Remove an analysis method from samples	No	Yes	Yes
Projects	Analyze or reanalyze a project	Yes	Yes	Yes
	Edit a size quality (SQ) value	No	Yes	Yes
	Compare processing methods (use two analysis methods, then compare the methods in the results)	No	Yes	Yes
Peaks	Align a peak manually or automatically	No	Yes	Yes
	Manual peak integration	No	Yes	Yes
Sample groups	Create a sample group	Yes	Yes	Yes
	Read or use a sample group	Yes	Yes	Yes
	Delete a sample group	Yes	Yes	Yes



Manage the system security function

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Enable or disable the system security function

The system security function cannot be disabled. However, the SAE IT Administrator or System Administrator can change other security settings, such as password requirements.

Configure the security policy

Configure the security policy for passwords, account suspension, and session lockout.

1. Click the **SAE Settings** tab, then click **Security Policy**.
2. Enable or disable **Password Expiration**.
If enabled (**On**), set the remaining parameters:
 - a. Select the number of days for which the password is valid.
 - b. Select the number of days to notify a user before password expiration.
3. Enable or disable **Account Suspension on Incorrect Login Attempts**.
If enabled (**On**), set the remaining parameters:
 - a. Select the number of hours that the account will be suspended.
 - b. Select the number of times that a user can enter an incorrect password (**Consecutive Password Failure**) within the selected number of minutes.
4. Enable or disable **Session Lockout**.
If enabled (**On**), select the number of minutes that the session will be locked.
5. Click **Save Settings**.

Click **Restore Default** to restore all settings to the default values.

Configure user name and password settings

Configure the settings for user names and passwords.

Note: New settings are applied only to new user accounts. To apply new settings to existing user accounts, you must manually edit the accounts (see “Edit an SAE user account” on page 12).

1. Click the **SAE Settings** tab, then click **User Name & Password**.
2. Select the minimum and maximum number of characters for a user name.
3. Select the minimum and maximum number of characters for a password.
4. Select the required characters for a password.
5. Select the number of previous (most recent) passwords that the user cannot reuse.
6. Enable or disable **Pasting Password**.
7. Click **Save Settings**.

Click **Restore Default** to restore all settings to the default values.


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You can manage the following audit logs from the **Logs** tab:

- **Object audit logs**—The system security, audit, and e-signature configuration records, including the audit history for each user account.
- **Event audit logs**—Specified audit events.

This information is automatically recorded by the software and cannot be modified.

View, generate, and print object audit logs

1. Click the **Logs** tab, then click **Audit Logs**.
2. Click the **Objects** tab.
3. Click **Refresh** to synchronize the SAE Admin Console with the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software.
4. (Optional) Click  **Filters**, select or enter the filter criteria as needed, then click **Apply Filter** to display the filtered list.

To filter by the...	Do this...
Date range	In the From and To fields, click the  (calendar), then select a date.
Record name	In the Record field, enter a record name. Partial entry is sufficient (for example, if you enter lgG , all record names that include lgG are displayed).
User name	In the Username field, enter a user name. Partial entry is sufficient (for example, if you enter Smith , all user names that contain Smith are displayed).
Software application	Select an Application ID : <ul style="list-style-type: none"> • All • GlycanAssure Data Analysis • Administrator Console • GlycanAssure Data Acquisition
Object type	Select an object Type : Note: The list of object types varies, depending on the software application that you selected.

To filter by the...	Do this...
Object type	<i>SAE Admin Console only</i> <ul style="list-style-type: none"> • Security Policy Settings • E-signature Settings • Username Password Settings • User • E-signature Reason
	<i>Data Acquisition Software only</i> <ul style="list-style-type: none"> • Instrument Method • Schedule • Plate • Experiment • File Name Convention • Result Group
	<i>Data Analysis Software only</i> <ul style="list-style-type: none"> • Analysis Method • Size Standard • Project • Panel
Actions performed	Select an Action : Note: The list of actions varies, depending on the object type that you selected. <ul style="list-style-type: none"> • Create • Update • Delete


Note: To remove the filters, click **Reset Filter**.

5. Generate or print the log:

If you want to...	Then...
Generate summary information	Click Summary Report to generate and open a .pdf file.
Generate detailed information	Select the objects of interest in the list, then click Detailed Report to generate and open a .pdf file.
Print the log	Click Print .

View, generate, and print event audit logs

1. Click the **Logs** tab, then click **Audit Logs**.
2. Click the **Events** tab.
3. Click **Refresh** to synchronize the SAE Admin Console with the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software.
4. (Optional) Click **Filters**, select or enter the filter criteria as needed, then click **Apply Filter** to display the filtered list.

To filter by the...	Do this...
Date range	In the From and To fields, click the  (calendar), then select a date.
Record name	In the Record field, enter a record name. Partial entry is sufficient (for example, if you enter admin , all record names that include admin are displayed).
User name	In the Username field, enter a user name. Partial entry is sufficient (for example, if you enter Smith , all user names that contain Smith are displayed).
Software application	Select an Application ID : <ul style="list-style-type: none"> • All • GlycanAssure Data Analysis • Administrator Console • GlycanAssure Data Acquisition
Event type	Select an Event Type : Note: The list of event types varies, depending on the software application that you selected.
	<i>SAE Admin Console only</i> <ul style="list-style-type: none"> • Security Policy Settings • Username and Password Settings • E-signature Settings • User

To filter by the...	Do this...
Event type	<p><i>Data Acquisition Software only</i></p> <ul style="list-style-type: none"> • Schedule • Instrument Method • Reference Sample • System • System Preference • Consumables • Data Restore • Injection • User Preference • Plate • User • File Name Convention • Experiment • Data Archive • Calibration • Result Group • Manual Command • Data Purge
	<p><i>Data Analysis Software only</i></p> <ul style="list-style-type: none"> • System • Panel • Size Standard • User • Project • Analysis Method
Actions performed	<p>Select an Action:</p> <p>Note: The list of actions varies, depending on the event type that you selected.</p>
	<p><i>SAE Admin Console only</i></p> <ul style="list-style-type: none"> • Login • Update • Create

To filter by the...	Do this...
Actions performed	<p><i>Data Acquisition Software only</i></p> <ul style="list-style-type: none"> • Login • Logout • Run Completed • Fill Array • Polymer Flush • Recalculate Install Standard Calibration • Run Paused • Data Restore • Command Sent • Prime Pump • Purge • License Set • User Authentication • Validate Polymer • Insert • Import • Restore • Array Info • Injection Duplicated • Run Started • Update • Injection Deleted • Session Timed Out • Verify Pouch • Pouch Info • Archive • Delete • Export • Run Resumed • Run Terminated • Remove Bubbles • Wash

To filter by the...	Do this...
Actions performed	<p><i>Data Analysis Software only</i></p> <ul style="list-style-type: none"> • Login • Logout • Login Failed • Password Changed • Manual Binning • E-signature • Apply Alignment • Password Expired • Create • Apply Auto Binning • Analyze Samples • User Authentication • License Set • Update • Session Timeout

Note: To remove the filters, click **Reset Filter**.

5. Generate or print the log:

If you want to...	Then...
Generate summary information	Click Summary Report to generate and open a .pdf file.
Print the log	Click Print .



Manage the e-signature function and logs

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Enable or disable the e-signature function

1. Click the **SAE Settings** tab, then click **E-signature Settings**.
2. Under **Require E-signatures for document locking**, select or deselect **Enable**. If enabled, select the number of signatures required to lock a document.
Note: *Document* refers to a project in the GlycanAssure™ Data Analysis Software or to an instrument method in the GlycanAssure™ Data Acquisition Software. A locked document cannot be modified by any user.
3. Under **Generate e-signed report**, select or deselect **Enable**.
Note: When enabled, you can generate an e-signed project report for electronically signed projects. A detailed list of the e-signatures is included at the bottom of the report.
4. Click **Save Settings**, then click **OK**.

Click **Restore Default** to restore all settings to the default values.

Manage the e-signature reasons

The e-signature reasons are the text that a user can select to describe a why a project, project report, or instrument method is e-signed.

Create an e-signature reason

IMPORTANT! You must open the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software at least once before you can create an e-signature reason.

1. Click the **SAE Settings** tab, then click **E-signature Settings**.
2. Click **New E-signature Reason**.
3. Select a software application.
4. Enter a reason for the e-signature (for example, **Approve**), then enter a meaning (that is, a detailed description of the reason).
5. Click **Save**, then click **OK**.

The reason will be displayed in the selected software application when a user e-signs a document.

Edit an e-signature reason

1. Click the **SAE Settings** tab, then click **E-signature Settings**.
2. In the table, select the reason to edit, then click **Edit Selected Reason**.
3. Edit the meaning as needed.
4. Click **Save**, then click **OK**.

Delete an e-signature reason


1. Click the **SAE Settings** tab, then click **E-signature Settings**.
2. In the table, select the reason to delete, then click **Delete Selected Reason**.
3. Click **OK**.


View, generate, export, and print e-signature logs

E-signature logs contain e-signature records from the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software.

The log information is automatically recorded by the software and cannot be modified.

1. Click the **Logs** tab, then click **E-signature Logs**.
2. Click **Refresh** to synchronize the SAE Admin Console with the GlycanAssure™ Data Acquisition Software and GlycanAssure™ Data Analysis Software.

3. (Optional) Click  **Filters**, select or enter the filter criteria as needed, then click **Apply Filter** to display the filtered list.

To filter by the...	Do this...
Date range	In the From and To fields, click the  (calendar), then select a date.
Reason for the e-signature	In the Reason field, enter a reason. Partial entry is sufficient (for example, if you enter review , all reasons that include review are displayed).
User name	In the Username field, enter a user name. Partial entry is sufficient (for example, if you enter Smith , all user names that contain Smith are displayed).
Software application	Select an Application ID : <ul style="list-style-type: none"> • All • GlycanAssure Data Analysis • Administrator Console • GlycanAssure Data Acquisition
Object type	Select an Object Type : Note: The list of object types varies, depending on the software application that you selected.
	<i>SAE Admin Console only</i> <ul style="list-style-type: none"> • Project • Instrument Method
	<i>Data Acquisition Software only</i> <ul style="list-style-type: none"> • Instrument Method
	<i>Data Analysis Software only</i> <ul style="list-style-type: none"> • Project
Object name	In the Object Name field, enter an object name. Partial entry is sufficient (for example, if you enter Demo , all object names that contain Demo are displayed).

Note: To remove the filters, click **Reset Filter**.

4. Generate, export, or print the log:

Option	Description
Generate summary information	Click Summary Report to generate and open a .pdf file.
Export the log	Click Export to export a .csv, .pdf, or .xls file to a location of your choosing.
Print the log	Click Print .

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Use the administrative tools

- Export system logs 30
- Manage licenses 30

Export system logs

You can export system log files for the following software applications, then send the log files to Technical Support for troubleshooting purposes:

- GlycanAssure™ Data Acquisition Software
- GlycanAssure™ Data Analysis Software
- GlycanAssure™ SAE Admin Console

1. Click the **Administrative Tools** tab, then click **Export Logs**.
2. Click **Collect Logs**.
3. Navigate to a save location, enter a name for the .zip file, then click **Open**. The .zip file is saved to the specified location.
4. Send the .zip file to Technical Support.

Manage licenses

1. Click the **Administrative Tools** tab, then click **Licensing**.
2. View information for the current license:

Item	Description
License Details	The license ID number.
License Type	One of the following: <ul style="list-style-type: none"> • Trial—Supports temporary activity of an application on a single computer. • Permanent—Supports lifetime activity of an application on a single computer.
License Import	The date that the license was imported into an application.
License Expiry Date	The date that the license expires.

3. To activate a new license, click **Activate License**, then follow the prompts.

Documentation and support

Related documents

The following related documents are available:

Document	Publication Number
<i>GlycanAssure™ Data Acquisition Software v2.0 Help</i>	MAN0014719
<i>3500/3500xL Genetic Analyzer with GlycanAssure™ Data Acquisition Software v2.0 User Guide</i>	100036372
<i>GlycanAssure™ Data Analysis Software v2.0 Help</i>	MAN0014720
<i>GlycanAssure™ Data Analysis Software v2.0 User Guide</i>	100036373
<i>GlycanAssure™ Security, Audit, and E-signature (SAE) Administrator Console v1.0 Help</i>	MAN0016774
<i>GlycanAssure™ Security, Audit, and E-signature (SAE) Administrator Console v1.0 User Guide</i>	MAN0016773
<i>GlycanAssure™ System Quick Reference</i>	100038224

Note: For additional documentation, see “Customer and technical support” on page 31.

Customer and technical support

Visit thermofisher.com/support for the latest in services and support, including:

- Worldwide contact telephone numbers
- Product support, including:
 - Product FAQs
 - Software, patches, and updates
 - Training for many applications and instruments
- Order and web support
- Product documentation, including:
 - User guides, manuals, and protocols
 - Certificates of Analysis
 - Safety Data Sheets (SDSs; also known as MSDSs)

Note: For SDSs for reagents and chemicals from other manufacturers, contact the manufacturer.

Limited product warranty

Life Technologies Corporation and/or its affiliate(s) warrant their products as set forth in the Life Technologies' General Terms and Conditions of Sale found on Life Technologies' website at www.thermofisher.com/us/en/home/global/terms-and-conditions.html. If you have any questions, please contact Life Technologies at www.thermofisher.com/support.

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