May 16, 2017

Users of Agilent OpenLAB software

Dear Customer,

The recent WannaCry Cyberattacks have shown that many institutions and computer users do not keep their computers updated with the latest security updates from Microsoft.

We want to assure our customers that Agilent OpenLAB software is compatible with the Microsoft Windows Security Update. Agilent **strongly** recommends all users install Security Update MS17-10 immediately. See https://technet.microsoft.com/en-us/library/security/ms17-010.aspx

Agilent recommends that users **do not** implement workarounds and lock-down procedures as discussed on the Internet. Such procedures as removing permissions and closing ports may interfere with normal operation of the OpenLAB software.

As a standard operating procedure, Agilent recommends the following:
1. Disable auto-updates on all servers and instrument controllers. This will avoid unexpected disruption to data collection and user access.
2. Wait 30 days from release by Microsoft and check the Lab Informatics Support Portal: https://www.agilent-labinformatics.com/ for notification of any issue. This allows Agilent test labs time to update systems and verify software operation.
3. If there is no issue notification posted, proceed to deploy all the latest Security Updates.

Note: Agilent follows Microsoft software engineering guidelines and there are no known incompatibilities between OpenLAB software and *any* Microsoft Windows Security Update.
For more information, see the knowledge base article: https://www.agilent-labinformatics.com/support/staff/index.php?/Knowledgebase/ViewKnowledgebase/Article/917/55

Thank you for selecting Agilent products for your laboratory.

Sincerely,

John Lindahl
Marketing Customer Commitment Manager
Software & Informatics Division