Pre-Installation Checklist for Pipette+ and Device+

I. Client requirement to connected to OneLab

1) To access OneLab, you will need to use a computer or tablet that can be connected to the internet. (Note: a computer is NOT supplied by Andrew Alliance), as well as a browser. In case of a computer, please indicate the browser you would prefer to use:

Internet Client	Check the one to be used
Chrome (v77 or newer)	☐
Firefox (v65 or newer)	☐
Edge (v44 or newer, recommended v80 or newer)	☐
Safari (v13 or newer)	☐

2) Is the minimum resolution of client screen at least 1280 x 720 px?

Yes ☐
No ☐

II. Network Requirements

To allow Pipette+ or any Device+ to pair with and access OneLab SaaS (https://onelab.andrewalliance.com), the unit requires an internet connection. This can be done either through Wi-Fi or Ethernet. From our experience in case of complex networks, Ethernet is managed easier by the IT.

Please, discuss with your IT Department to select the most appropriate protocol according to your needs.

In more detail, your IT department will be required to have the following available **before** any device installation:

1. The Wi-Fi or Ethernet network that Pipette+ or any Device+ will be connected to must have internet access.
   Note: Connection to a computer and sharing its internet is not supported.
2. RADIUS authentication is not supported for either Wi-Fi or Ethernet communications.
3. Pipette+ or any Device+ uses a Linux operating system and is a plug and play device. In case there is a DHCP server the unit will automatically receive a dynamic IP address, otherwise your IT will have to set a static address.
4. The below ports must be open for the IP given to the device:

Service	Source	Destination	Port	Type	Protocol	Direction
OneLab	Device	onelab.andrewalliance.com (52.72.22.49)	5671	AMQPS	TCP	Bidirectional*
	Device	onelab.andrewalliance.com (52.72.22.49)	443	HTTPS	TCP	Outbound

*The data exchange is bidirectional (inbound and outbound traffics) but the communication with OneLab server is always started by the device (outbound connection).

For more information about the network requirements can be found in the OneLab documentation present in the Andrew Alliance Help Desk:
[OneLab Documentation | Andrew Alliance Help Center](#)

1) Are the above requirements fulfilled?

Yes ☐
No ☐

2) Following the above information, will Pipette+/Device+ be connected through Wifi or Ethernet?

Wifi ☐
Ethernet ☐

3) Will the use of TeamViewer software be possible, if needed?

Note: TeamViewer is a software allowing our Service and Support team remotely connect and solve potential issues. A dedicated licensed TeamViewer will be provided to you. Will this be acceptable?

Yes ☐
No, but we could use another software ☐
approved by my company
No, not possible ☐

4) A person from your IT Department with knowledge of your internal network configuration is required to be present from the **very beginning** of the installation process.

OK ☐   Name of IT responsible: _____

Not OK ☐

Please note that in case delays occur due to absence of assistance from your IT Department that could lead to blocking or delaying the installation process will have as a result the **cancelation** of the installation.

In such unfortunate event, **we would like to inform you that the installation will be rescheduled to the next available slot, while you will be charged for the travel expenses and re-installation.**

III.Access To The Facilities And Address Of Installation (Only for Onsite visits)

1) Is it required to complete a training in order to access your facilities? (ex. Safety training)

Yes ☐ If yes, specify the average required time to complete it:

No ☐

2) Please write the address details for the installation:

Company	Name	Date	Signature