

Saphyr Customer IT Information Form

This form is used to communicate information with Bionano Genomics support to facilitate installation and maintenance of the Saphyr® system. Detailed information about the Saphyr® system's architecture, software, security and configuration can be found in the following documents:

[P/N 30292-Bionano Genomics Data Security Guidelines](#)

[P/N 30251-Saphyr Networking and Setup Guide](#)

Institute / Company Name:	Date:
Instrument Location:	Instrument SN

Lab Point of Contact

Name:	Phone:	Email:
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IT Department Point of Contact

Name:	Phone:	Email:
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Reason For Correspondence

New Installation / Software Upgrade: <input type="checkbox"/>	Change Request: <input type="checkbox"/>
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New Installation / Software Upgrade	Comments
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Saphyr Instrument Controller

1. Has the Firewall been configured to allow the following services?
(See the Firewall Configuration Section in the Saphyr Networking and Setup Guide (P/N 30251) for details)

a. Remote support access? (Required for remote upgrade and support)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
b. Saphyr Assure service?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
c. Windows Update service?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Will you require a proxy server to access the internet?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

For new installations (Kiosk mode only)

3. The Saphyr Instrument Controller will run in kiosk mode where the user may only interface with the Saphyr Instrument Control Software (ICS). All required features including computer administration (network configuration and system clock settings) are provided within the Saphyr ICS. Bionano Genomics policy is to not provide access to the underlying operating system to ensure the performance and security of the system are not inadvertently affected. Request for deviation from this policy may be done in the Change Request section below.	Acknowledgment (initial below)	
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Bionano Access Server and Saphyr Compute Servers

1. Can you provide an ssl certificate?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
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2. What are the static IP addresses, subnet mask, and DNS settings?	
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Change Request	
<input type="checkbox"/> Request ICS Controller Administrator Account	
Please list any operating system settings that may be modified:	
Please list all software that you intend to install:	
<p>I have read the Instrument Controller Operating System Access section in the Bionano Genomics Data Security Guidelines document and understand that modifications made to the operating system may result in degradation in performance or failure of the instrument. That failures caused by unauthorized modification are not covered under the Saphyr warranty. I understand that no changes should be made before Bionano support follows up with this request.</p>	<p style="text-align: center;">Acknowledgment (initial below)</p>
<input type="checkbox"/> Other	
Please describe request below:	