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1 Before You Begin

Requirements

The Living Image software can be installed from a CD-ROM or the Caliper Life Sciences web site. Table 1.1 shows where to find particular installation instructions.

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<th>Platform</th>
<th>See Page</th>
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</tbody>
</table>

1.1 Requirements

System Requirement

IVIS Kinetic with e-tray firmware version 3.54 or higher is required for kinetic data acquisition with Living Image 3.2 software.

Hardware & Software Requirements

For optimum performance, the Living Image 3.2 software requires hardware and software that meet or exceed the following minimum requirements.

<table>
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<tr>
<th>Minimum Hardware Requirements</th>
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<tbody>
<tr>
<td>Platform</td>
</tr>
<tr>
<td>Processor</td>
</tr>
<tr>
<td>RAM</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Virtual Memory</td>
</tr>
<tr>
<td>Hard drive available space</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Graphics card</td>
</tr>
<tr>
<td>Display</td>
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</table>

<table>
<thead>
<tr>
<th>Minimum Software Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
</tr>
<tr>
<td></td>
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</tbody>
</table>

NOTE

The Living Image software only supports English operating systems.
1. Before You Begin

1.2 Technical Support

If you need technical support, please contact Caliper Life Sciences at:

Telephone: 1.877.Lab.Chip (877.522.2447) Toll Free in the United States
           1.508.435.9761
E-mail:    Tech.Support@caliperLS.com
Fax:       1.508.435.0950
Address:   Caliper Life Sciences
           68 Elm Street
           Hopkinton, MA 01748
           USA
2 Installing the Living Image Software On a PC

2.1 Installing the Software From the CD-ROM

NOTE

The Living Image 3.2 software cannot be installed on a Windows 98 or Windows 95 operating system.

1. Insert the Living Image® 3.2 software CD-ROM into the workstation computer.
   - The Welcome screen appears.

   ![Welcome screen](image)

   Figure 2.1 Welcome screen

2. In the Welcome screen, choose a language and click **OK**.
   - The Introduction screen appears *(Figure 2.2)*.
2. Installing the Living Image Software On a PC

3. Review the introductory information and click Next.
   - The license agreement appears.

4. Read the license agreement. To continue with the installation, accept the terms of the license agreement and click Next.

5. In the Choose Install Folder screen that appears, accept the default install location or specify a different install location. To accept the default install location, click Next.
   To specify a different install location:
   a. Click Choose.
   b. In the dialog box that appears, select the directory of interest and click OK.
6. In the Choose Install Set screen, select the Living Image 3.2 features that you want to install.
   To install the analysis features only, click Living Image 3.2.
   To install the acquisition and analysis features, click Living Image 3.2 w/ Acquisition Module.
   Click Next.

7. In the Pre-Installation Summary screen, confirm that the installation information is correct, then click Install.
   If the Living Image 3.2 installer detects an older version of the Living Image application (analysis or acquisition version), you are prompted to confirm uninstallation of the earlier version.
   To uninstall the older Living Image software and install the Living Image 3.2 software, click Yes in the confirmation message. Click No to terminate the installation program.
2. Installing the Living Image Software On a PC

NOTE

If older Living Image software is installed on the acquisition computer, the Living Image 3.2 installer will uninstall the old software and copy all essential acquisition calibration files (CameraInfo.txt, CameraLog.txt, Background folder, LI_AutoBkgList.csv, Emfilters folder, FLReference folder, SLReference folder, CCDCal folder, if such exists) to the Living Image 3.2 directory.

Figure 2.6 Confirmation message to uninstall older Living Image software

Figure 2.7 Installation progress monitor

8. When the installation is finished, click Done.
9. After successful installation on an acquisition computer, start the Living Image 3.2 software and verify that you can initialize the IVIS Imaging System. If you are unable to initialize the imaging system, contact Caliper technical support.

**NOTE**

After you install the software, you must activate the permanent license. For more information, see page 17.
2. Installing the Living Image Software On a PC

2.2 Installing the Software Over the Internet

1. Go to the download URL: 


3. To install the software on a PC, click LI_xx_WIN_Install.zip.
   - The File Download dialog box appears.

![Figure 2.9 Caliper software download web page](image)

![Figure 2.10 File download dialog box](image)
4. Click **Save**.

5. When the download is complete, double-click the LI_xx_WIN_Install.exe in the zip file.

![Figure 2.11 Zip file contents](image)

6. In the Welcome screen that appears, choose a language and click **OK**. To continue with the installation, follow step to 3 to step 9 in Installing the Software From the CD-ROM, page 3.

**NOTE**

After you install the software, you must activate the permanent license. For more details on activating a license, see page 17.
2. Installing the Living Image Software On a PC

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3 Installing the Living Image Software On a Macintosh

3.1 Installing the Software From the CD-ROM

**NOTE**
The Living Image 3.2 software requires Mac OS X 10.4 or later.

1. Insert the Living Image® 3.2 software CD-ROM into the workstation computer.
   - The Welcome screen appears.

   ![Welcome screen](image)

   **Figure 3.1 Welcome screen**

   2. In the Welcome screen, choose a language and click **OK**.
      - The Introduction screen appears (**Figure 3.2**).

   3. Review the introductory information that appears and click **Next**.
3. Installing the Living Image Software On a Macintosh

4. Read the license agreement. To continue with the installation, accept the terms of the license agreement and click **Next**.

5. In the Pre-Installation Summary screen, confirm that the installation information is correct, then click **Install**.
   - The installation proceeds.

**NOTE**

Only the analysis features of the Living Image® software can be installed on a Macintosh.
6. When the installation is finished, click **Done**.

7. After the installation is finished, enter your user name and password in the Authenticate screen that appears and click **OK**.
3. Installing the Living Image Software On a Macintosh

3.2 Installing the Software Over the Internet


2. On the web page, scroll down to Software Downloads: Optical Imaging: Living
3. To install the software on a Macintosh, click LI_31_MAC_Install.zip.
   - The File Download dialog box appears.
   
   ![File download dialog box](image)

   **Figure 3.9** File download dialog box

4. Double-click the .zip file. (In this example, the file was saved to the desktop.)
   - The install icon appears on the desktop.
   
   ![Macintosh desktop](image)

   **Figure 3.10** Macintosh desktop

5. Double-click the install icon.
   - The installation starts.

6. Follow step 3 to step 7 on page 11 to 13.

**NOTE**

After you install the software, you must activate the permanent license. For more details on activating a license, see page 15.
3. Installing the Living Image Software On a Macintosh

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4 Activating a License

The Living Image software is licensed to individual workstations. The software provided with an IVIS® system includes a five seat license that permits you to install the software for data analysis on up to five workstations.

After the software is installed, you have 30 days to activate the permanent license.

There are two ways to activate a license:

- Internet activation - Activates the license over the Internet.
- Manual activation - For workstations not on network.

4.1 Activating a License Over the Internet

1. Start the Living Image software (double-click the icon on the desktop).
   - The main window appears and shows the number of days that remain to activate the license.

2. Click Activate License.

3. In the dialog box that appears, enter your user name, organization name, and software serial number.

4. Choose the Internet Activation option and click Activate.
4. Activating a License

Specifying Proxy Settings

By default, the activation connects directly to the license server on port 443. If a proxy server is used at your location, specify the proxy settings.

- You are notified of a successful activation.

1. Click **Proxy Settings**.

2. In the dialog box that appears, put a check mark next to **Proxy Settings** and enter the values for the proxy server. Contact your IT department for details about the correct proxy server settings.
4.2 Manually Activating a License

For manual activation, generate a machine ID file and e-mail it to Caliper technical support. You will receive a license file by email that you can activate manually.

1. Start the Living Image software (double-click the icon on the desktop).
   - The main window appears and shows the number of days that remain to activate the license.

2. Click **Activate License**.

3. In the dialog box that appears, enter your user name, organization name, and software serial number.

4. Choose the Manual Activation option and click **Activate**.

5. In the dialog box that appears:
   a. Click **Save to file**.
   b. Select a directory for the file and click **Save**.

6. E-mail the machine ID file to tech.support@caliperls.com.
7. After you receive the license file from Caliper technical support, click the **Browse** button and navigate to the license file.

8. Click **Close**.
   - The license is activated.

### 4.3 Returning a License

You can return a license so that it is available for use on another workstation. If you have renewed a license, you must return the old license before you can activate the new license.

**To return a license:**

1. Select **Help → License Information** on the menu bar.

2. In the dialog box that appears, click **Return License** and click **Close**.
## 4.4 Troubleshooting Licensing Error Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Possible Causes</th>
<th>Solutions</th>
</tr>
</thead>
</table>
| Unable to send application activation to remote server.                      | The workstation is unable to reach the Caliper Licensing server on the Internet on port 443. This may be because the workstation is not connected to a network or the network firewall is preventing communication on port 443. | 1. Verify that the workstation can connect to the Internet.  
2. Check the local firewall policies of the IT group responsible for the network. |
| The activation of the fulfillment is denied by the activation policy because max extra acts exceeded #9679-7028. | The maximum number of seats available on the license have been activated. | 1. Return a Living Image 3.2 license from another workstation.  
2. Acquire additional license sets from Caliper Life Sciences. |