
StatusScope Remote Monitoring Service

User Guide



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Purpose

This document gives an overview of the StatusScope remote monitoring service and instructions on how to use the software to do the following:

- Remotely monitor instruments
- Improve performance
- Resolve technical issues
- Use [SCIEX Now](#) to set up and monitor the processed sample queue

Intended Use

The StatusScope remote monitoring service is used to remotely monitor the performance of the instruments in a laboratory and to send the data to a remote server for viewing and analysis.

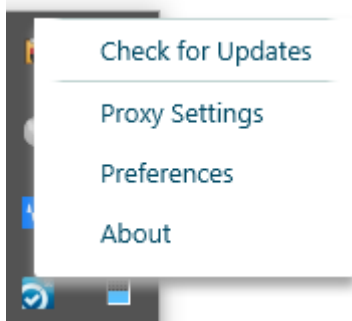
StatusScope Remote Monitoring Service Notifications

A **StatusScope Notifier** tool has been added to the system tray. This tool enables the user to update passwords, and view information about software versions and status of components. It also automatically notifies the user when a new update is available for installation.

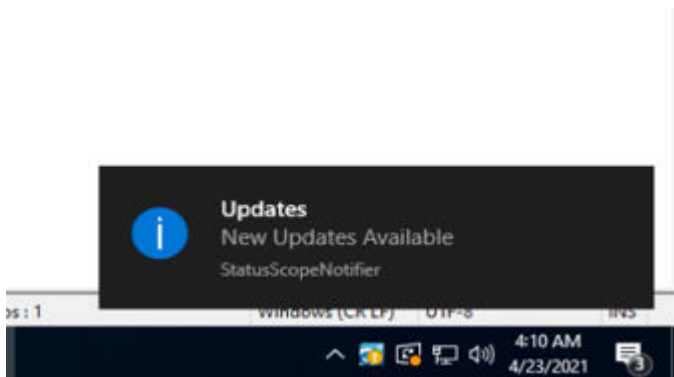
Figure 1-1 StatusScope Notifier



1. Right-click the **StatusScope Notifier** icon.

Figure 1-2 Notifier Options

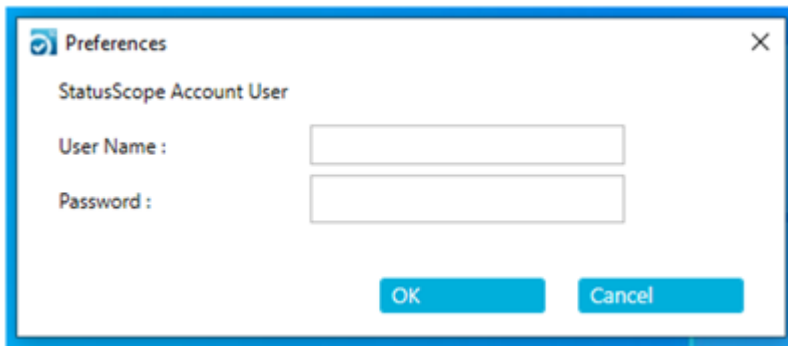
2. Examine the **StatusScope Notifier** often to determine whether any software updates are available for installation. The software also sends notifications through the Windows notification area and the **StatusScope Notifier** when a new update is available.

Figure 1-3 Windows Update Notifier

3. Use the **Preferences** option to change the password.

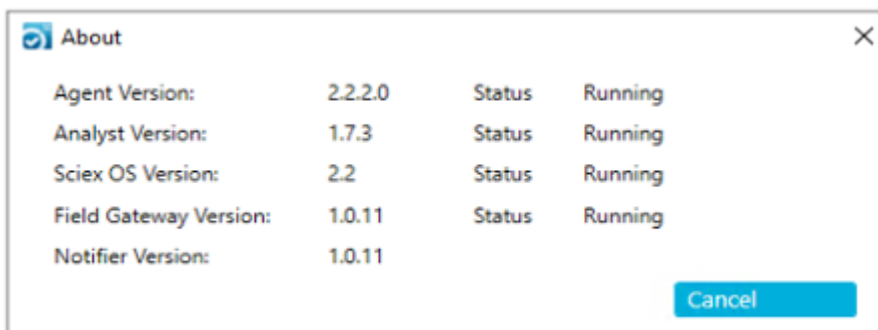
Note: If the local IT security policy requires that the password be changed regularly, then each time the password for the user of the StatusScope remote monitoring service is changed, the password for the StatusScope remote monitoring service must be updated to make sure that it continues to comply with the security settings in the Analyst software, the Analyst TF software, or the SCIEX OS software.

Figure 1-4 Preferences Dialog



- a. Type the **User Name** of the administrator for the StatusScope remote monitoring service.
This is the name of the user created for the installation. Refer to the document: *StatusScope Remote Monitoring Service Installation Guide*.
 - b. Type the **Password**.
 - c. Click **OK**.
4. Click **About** to view software version and status information

Figure 1-5 About Dialog



Roles and Privileges in the StatusScope Remote Monitoring Service

Users are added to the StatusScope remote monitoring service and roles are assigned to users through [SCIEX Now](#).

Two types of users can be assigned to the StatusScope remote monitoring service: User and Owner. Access to the functionality is determined by the user type.

An owner can:

- Add users to the StatusScope remote monitoring service
- Assign a user to the required role
- Assign notifications to specific users
- Add instruments
- Assign a user to the required instrument
- View all data associated with the instrument
- Receive notifications
- Remove instruments
- Remove users

A user can:

- Request access to an instrument
- View all data associated with the instrument to which they have been assigned
- Receive notifications

Create a **SCIEX Now** Account

Users must have a [SCIEX Now](#) account to access the data for the StatusScope remote monitoring service.

1. Go to sciex.com.
2. Click **Support** and then click **SCIEX Now™ Online**.
3. Click **Log in to SCIEX Now Online**.
4. Click **Create An Account**.

Overview

Figure 1-6 Create Account Window: Login details

[Create account](#)

The screenshot shows a 'Create account' window. On the left, a vertical progress indicator consists of four numbered circles: 1 (Login details, highlighted in blue), 2 (Your account information), 3 (Online purchasing details), and 4 (Complete registration). The main form area contains the following fields: 'First Name*' and 'Last Name*' (two separate boxes), 'Email Address*' (a single wide box with a note below it stating 'Your email address will be your username.'), 'Password*', and 'Confirm Password*'. A 'Next' button is located in the bottom right corner of the form.

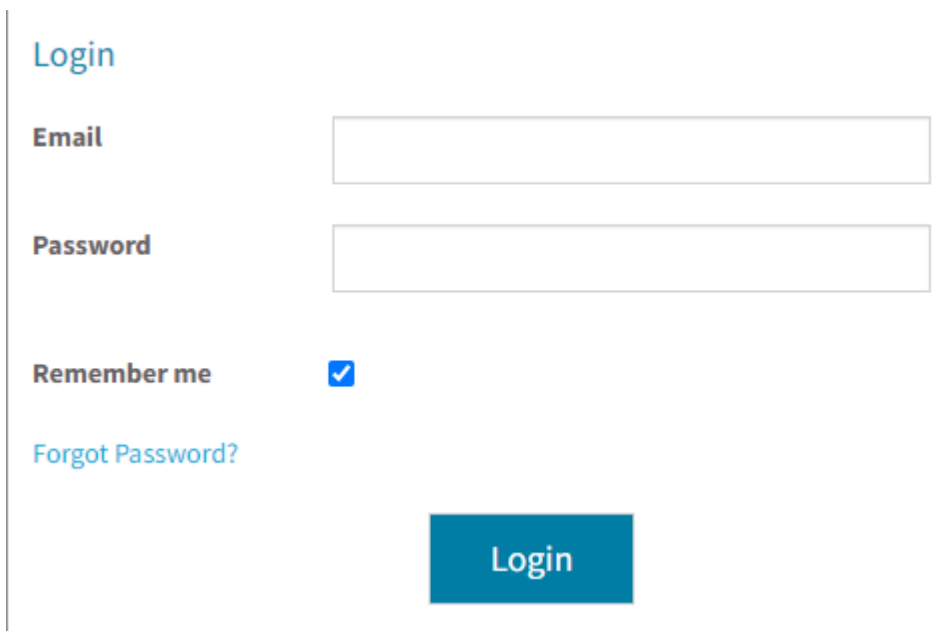
If you have trouble creating an account, please reach out to sciexnow@sciex.com

5. Complete all of the required fields and then click **Next**.
6. Follow the on-screen instructions.
7. Select the **I agree to the [SCIEX Now Terms of Use](#)** check box and then click **Create Account**.

Log on to SCIEX Now™ Online

1. Go to sciex.com.
2. In the upper right corner of the screen, click **Login**.

Figure 1-7 Login Credentials Window



The screenshot shows a login window with the following elements:

- Login**: A blue link at the top left.
- Email**: A text label followed by an empty input field.
- Password**: A text label followed by an empty input field.
- Remember me**: A text label followed by a checked checkbox.
- Forgot Password?**: A blue link below the password field.
- Login**: A blue button at the bottom center.

3. Type the **Email** and **Password** associated with the account and then click **Login**.
The SCIEX Now™ Online Home page associated with the user account opens.

The Instruments Home page contains a list of all of the instruments that are assigned to the logged-on user account. The instruments might have been registered by the customers, registered by SCIEX during an instrument purchase, or registered by the owner of the instrument to another user.

The e-mail address that is used to log on to [SCIEX Now](#) is the link to the instruments.

When the user clicks **My Instruments** in the MY LAB list of options at the left of the window or on the **My Instruments** link on the MY LAB page, the Instruments Home page opens.

Figure 2-1 MY LAB Options




Figure 2-2 Instruments Home Page

Instruments

Instruments is your first stop for reviewing and managing access to your instrument(s). Here you can submit and view support cases for your instrument(s), add or modify user access, and view your support contract status.

My Instruments [Add Instrument](#)

	[Instrument model - serial number] Instrument Model: [instrument model] Serial Number: [serial number] Instrument Status: ● Good Contract Expires: No active contract/Expired	StatusScope View Cases Submit a New Case
-----------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------

The Instruments Home page shows each registered instrument, the instrument serial number, the instrument status, and the contract status.

Four high-level instrument statuses are available for reporting:

- Ready / Good: green (●)
- Fault: red (●)
- Running¹: blue (●)
- Disconnected or Not Reporting: gray (●)

Access the Instrument Details Page

- From the Instruments Home Page, navigate to the required instrument and then click **StatusScope**.

¹ The instrument is either loading a sample or actively acquiring a sample.

Figure 2-3 Instrument Details Page

QTRAP4500

Instrument Model: QTRAP4500
Serial Number: BI20041112PL
Nickname: QTRAP4500
[Edit Nickname](#)

Instrument Status: ● Ready
Last Connected: 6/17/2020 at 2:10 PM
Last Updated: 6/17/2020 at 2:10 PM
Contract Expires: No active contract/Expired

In order to submit cases and receive full support we recommend opting for a [service plan](#).

Cases Software StatusScope Users

Instrument Cases

View: Open Closed [Submit a New Case](#)

Reference	Title	Type	Date Opened	Status	Submitted By
No data available in table					

Previous Next

In addition to the high-level information that is provided on the Instruments Home page, the instrument Details page provides:

- **Last Connected** date and time: The last date and time that the instrument was connected to the StatusScope remote monitoring service platform
- **Last Updated** date and time: The last date and time that the StatusScope remote monitoring service platform was polled for data

Note: The date and time in the **Last Connected** and **Last Updated** fields should always be identical. However, if the instrument is not connected to the platform, then the dates and times will be different. The **Last Updated** information refreshes every two minutes.

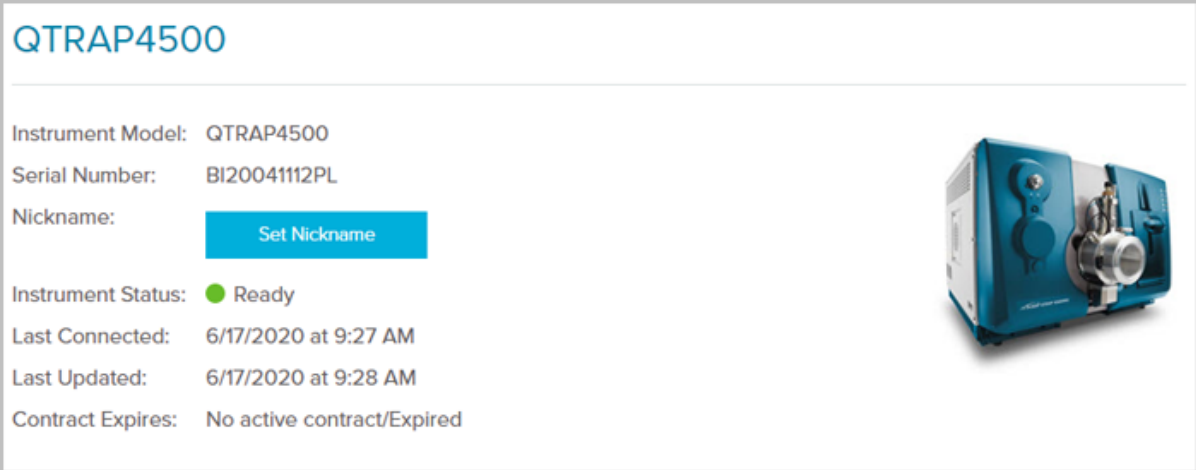
- Access to assign a nickname to the instrument, or to change the nickname of the instrument
- Access to instrument utilization, sample queue, alarms and alerts, and data history information
- Access to user management

Assign an Instrument Nickname

When instruments are added to the Instruments Home page in [SCIEX Now](#), they are identified by serial number. Owners can add a nickname to the instrument to simplify identification.

1. Log on to [SCIEX Now](#).
2. Click **Instruments**.
3. Click **StatusScope**.

Figure 2-4 Instrument Details

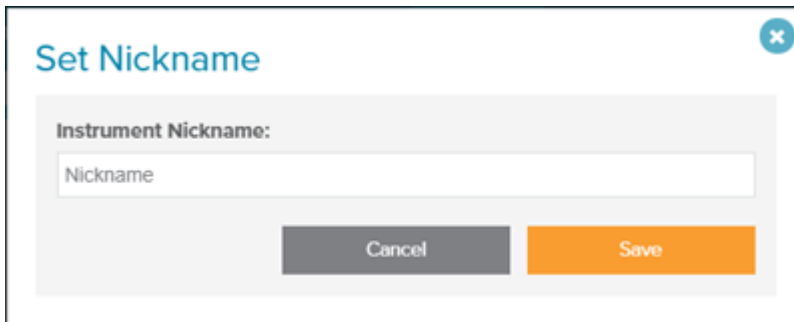


QTRAP4500

Instrument Model: QTRAP4500
Serial Number: BI20041112PL
Nickname: [Set Nickname](#)
Instrument Status: ● Ready
Last Connected: 6/17/2020 at 9:27 AM
Last Updated: 6/17/2020 at 9:28 AM
Contract Expires: No active contract/Expired

4. Click **Set Nickname**.

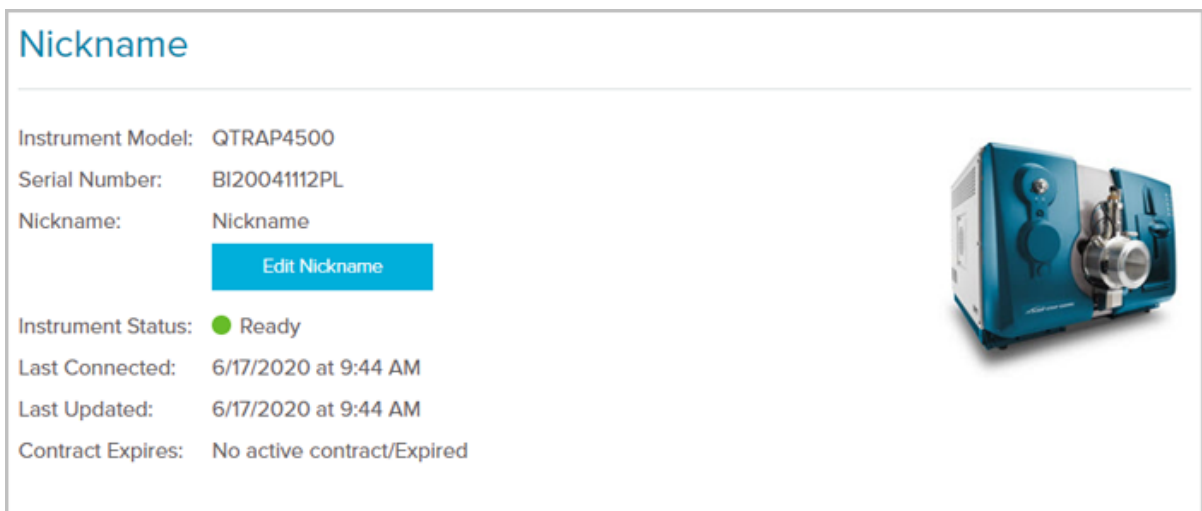
Figure 2-5 Set Nickname Dialog



The image shows a 'Set Nickname' dialog box. It has a title bar with a close button (X) in the top right corner. The main content area contains the text 'Instrument Nickname:' followed by a text input field containing the word 'Nickname'. Below the input field are two buttons: a grey 'Cancel' button and an orange 'Save' button.

5. Type a descriptive name for the instrument and then click **Save**. The Set Nickname dialog closes and the instrument Details page refreshes. The nickname is shown in the **Nickname** field and the **Set Nickname** button changes to **Edit Nickname**.

Figure 2-6 Instrument Details



The image shows the 'Nickname' section of an instrument details page. The title 'Nickname' is at the top left. Below it, the following information is displayed:

Instrument Model:	QTRAP4500
Serial Number:	BI20041112PL
Nickname:	Nickname

Below the nickname field is a blue button labeled 'Edit Nickname'.

Below the button, the following information is displayed:

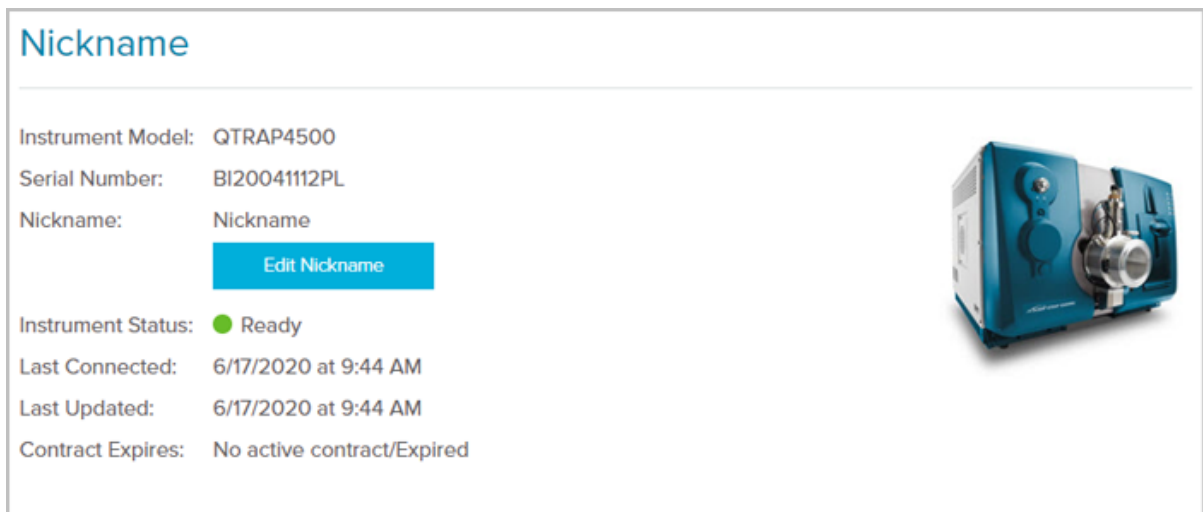
Instrument Status:	● Ready
Last Connected:	6/17/2020 at 9:44 AM
Last Updated:	6/17/2020 at 9:44 AM
Contract Expires:	No active contract/Expired

On the right side of the page is an image of a blue and white laboratory instrument.

Edit an Instrument Name

1. Log on to [SCIEX Now](#).
2. Click **Instruments**.
3. Navigate to the required instrument and then click **StatusScope**. A Details page for the instrument is shown.

Figure 2-7 Instrument Details



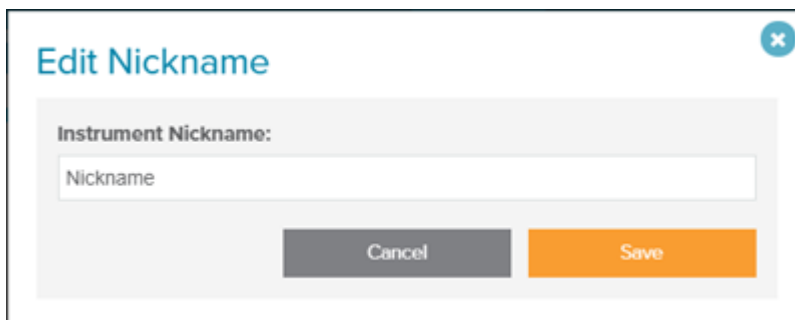
Nickname

Instrument Model: QTRAP4500
Serial Number: BI20041112PL
Nickname: Nickname
[Edit Nickname](#)

Instrument Status: ● Ready
Last Connected: 6/17/2020 at 9:44 AM
Last Updated: 6/17/2020 at 9:44 AM
Contract Expires: No active contract/Expired

4. Click **Edit Nickname**.

Figure 2-8 Edit Nickname Dialog



Edit Nickname

Instrument Nickname:
Nickname

[Cancel](#) [Save](#)



5. Type a descriptive name for the instrument and then click **Save**.
The Edit Nickname dialog closes and the instrument Details page refreshes. The updated nickname is shown in the **Nickname** field.

Figure 2-9 Instrument Details

New Nickname

Instrument Model: QTRAP4500
Serial Number: BI20041112PL
Nickname: New Nickname
[Edit Nickname](#)

Instrument Status: ● Ready
Last Connected: 6/17/2020 at 12:21 PM
Last Updated: 6/17/2020 at 12:22 PM
Contract Expires: No active contract/Expired



Respond to Request for Instrument Access

When a user requests access to an instrument in the StatusScope remote monitoring service, the owner of the instrument receives a notification on the Instruments Home page. Refer to the section: [Request Access to an Instrument](#).

1. Log on to [SCIEX Now](#).
2. Click **Instruments**.
If a user has requested access to an instrument, then the following notification is shown at the top of the Instruments Home page.

Figure 2-10 Pending User Request

Instruments

Instruments is your first stop for reviewing and managing access to your instrument(s). Here you can submit and view support cases for your instrument(s), add or modify user access, and view your support contract status.

Pending User Requests

User:	FirstName LastName	Approve Request
Email:	requesting.user@email.com	Deny Request
Date Requested:	6/16/2020	
Serial Number:	BJ20301205	

3. Do one of the following:
 - To approve the request, click **Approve Request**.
 - To deny the request, click **Deny Request**.

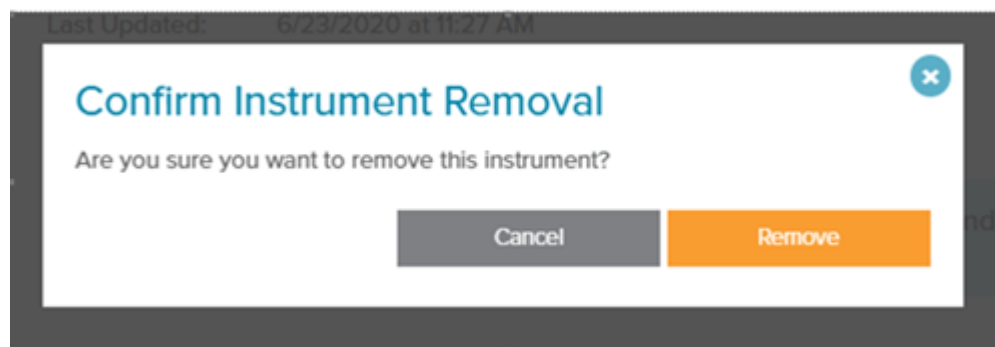
Note: After the request is approved or denied, the request information is removed from the Instruments Home page. Also, the requestor receives an e-mail indicating that the request has been approved or denied.

Remove an Instrument

Note: Only the owner of the instrument can remove an instrument from the StatusScope remote monitoring service.

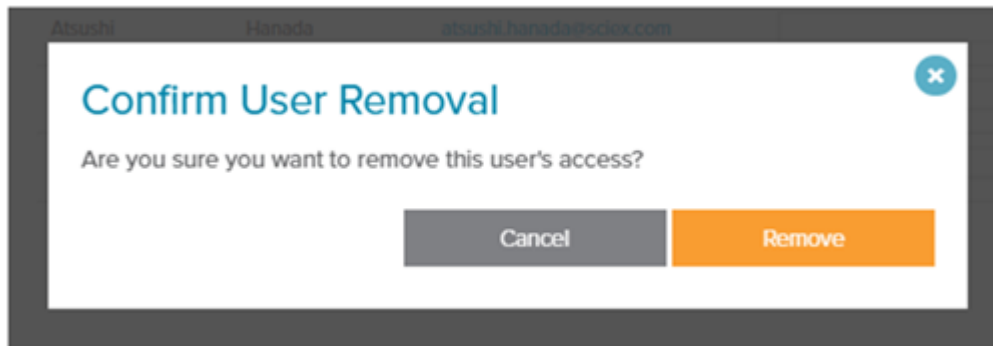
1. Log on to [SCIEX Now](#).
2. Click **Instruments**.
3. Click **StatusScope**.
4. Scroll to the bottom of the instrument Details page and click **Remove Instrument**.
 - If the owners are removing instruments from their own account, then the following dialog opens.

Figure 2-11 Confirm Instrument Removal



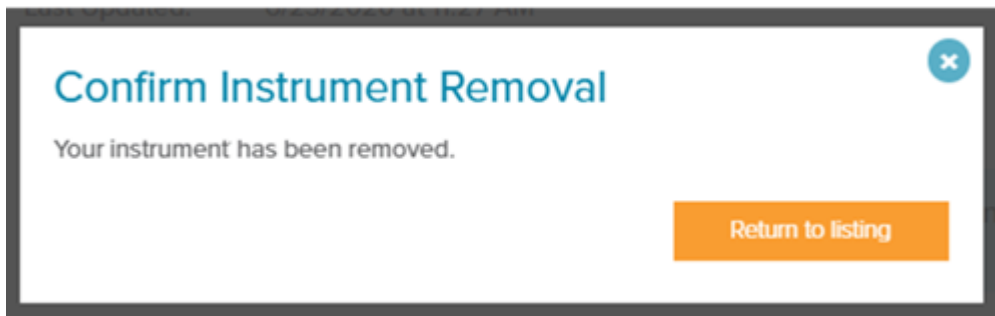
- If owners are removing instruments from accounts belonging to a different user, then the following dialog opens.

Figure 2-12 Confirm User Removal



5. Click **Remove**.

Figure 2-13 Confirm Instrument Removal



6. Click **Return to listing**.
The instrument is removed from the Instruments Home page.

The StatusScope tab on the instrument Details page gives access to all of the data collected by the StatusScope remote monitoring service.

Figure 3-1 Options

The screenshot displays the StatusScope tab interface. At the top, there are four main navigation tabs: Cases, Software, StatusScope (which is active), and Users. Below these are five sub-tabs: Instrument Utilization (active), Sample Queue, Last Chromatogram, Alarms & Alerts, and Data History. A status message indicates the data was last updated on 6/16/2020 at 2:39 PM, with a Refresh link. The interface includes a filter section with a Metric dropdown set to 'Acquisition Running %', a Summarize Data by dropdown set to 'By Day', a Start Date field with '05/16/2020', and an End Date field with '06/16/2020'. At the bottom right, there are two buttons: 'Download as CSV' and 'Update Graph'.

The following information, specific to the selected instrument, is available:

- Instrument utilization
- Sample queue
- Last chromatogram
- Alarms and alerts
- Data history

StatusScope Tab


Note: The instrument Details information is always accessible on this page, above the information options.

Figure 3-2 Instrument Details Information

QTRAP4500

Instrument Model: QTRAP4500
Serial Number: BI20041112PL
Nickname: QTRAP4500
[Edit Nickname](#)

Instrument Status: ● Ready
Last Connected: 6/17/2020 at 2:10 PM
Last Updated: 6/17/2020 at 2:10 PM
Contract Expires: No active contract/Expired



In order to submit cases and receive full support we recommend opting for a [service plan](#).

[Cases](#) [Software](#) [StatusScope](#) [Users](#)

Instrument Cases

View: Open Closed [Submit a New Case](#)

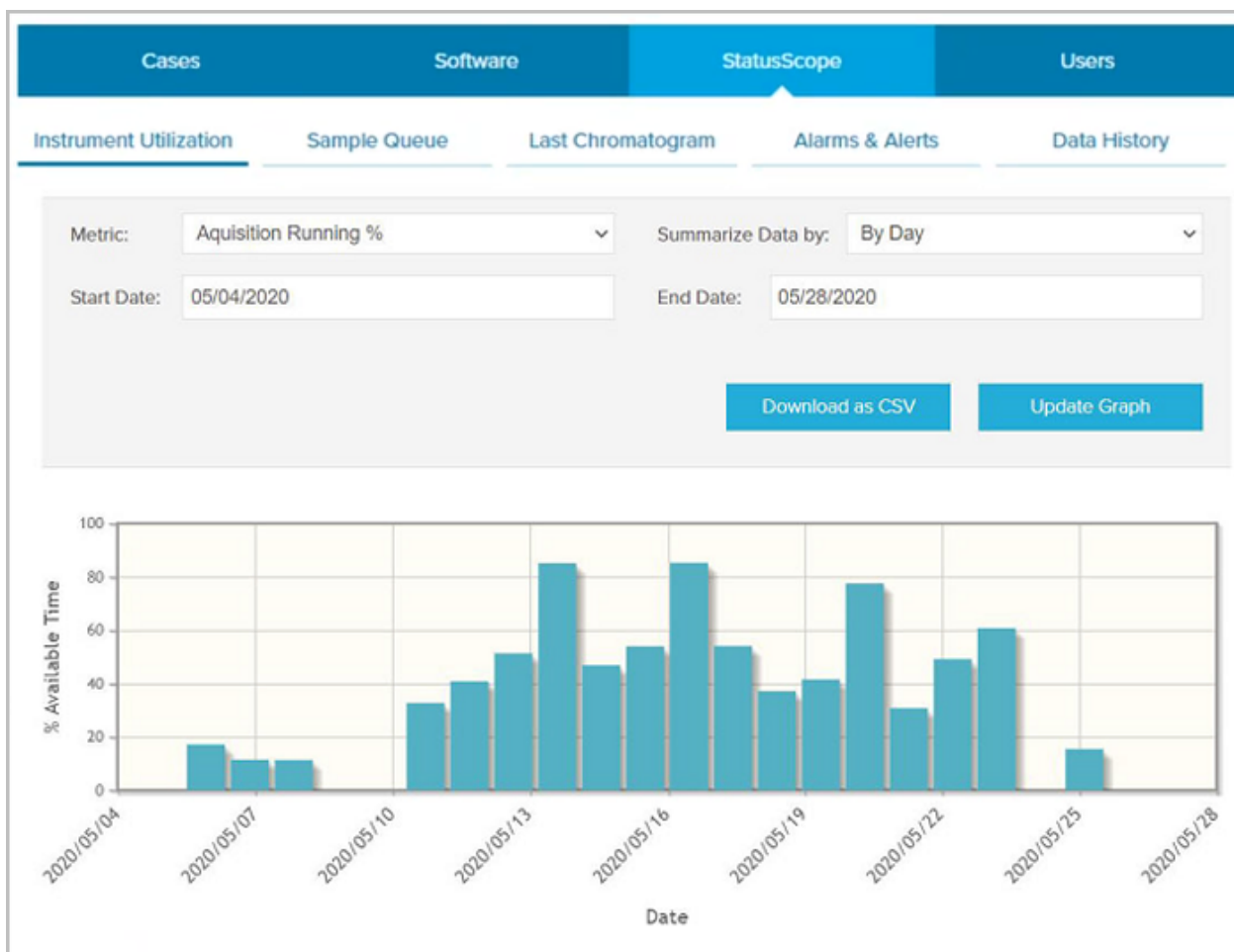
Reference	Title	Type	Date Opened	Status	Submitted By
No data available in table					

[Previous](#) [Next](#)

Instrument Utilization

Instrument Utilization is the reporting system for the StatusScope remote monitoring service.

Figure 3-3 Instrument Utilization



Three options are available in the **Metric** field:

- **Sample Count:** The number of samples completed by the instrument during the selected period
- **Acquisition Running %:** The percentage of the selected period that the instrument was acquiring data
- **Instrument State:** The number of hours per day that the instrument spent in each of the four states during the selected period

Note: If the StatusScope remote monitoring service cannot determine the state for a period, the state is identified as *Unknown*.

Three options are available in the **Summarize Data by** field. The selected option becomes the X-axis:

StatusScope Tab

- By Day
- By Week
- By Month

The period is defined by the **Start Date** and **End Date** fields. When the period is changed, the user can select **Update Graph** to generate a graph reflecting the new value.

Download as CSV exports the data points from the graph to a csv file.

Sample Queue

Sample Queue provides a list of all of the samples that have been submitted during a specific period.

Figure 3-4 Sample Queue

Cases		Software		StatusScope		Users			
Instrument Utilization		Sample Queue		Last Chromatogram		Alarms & Alerts		Data History	
Last updated: 6/17/2020 at 6:25 PM. Refresh									
Start Date:		<input type="text" value="05/17/2020"/>			End Date:		<input type="text" value="06/17/2020"/>		
						Download as CSV		Update Table	
1-135 of 135 entries								Prev 1 Next	
Batch Id	Sample Id	Start Time	End Time	Status					
3	32	June 16, 2020 19:01:03	June 16, 2020 19:11:04	ACQUIRED					
3	31	June 16, 2020 18:51:03	June 16, 2020 19:01:03	ACQUIRED					
3	30	June 16, 2020 18:41:03	June 16, 2020 18:51:03	ACQUIRED					
2	29	June 16, 2020 17:34:01	June 16, 2020 17:44:00	ACQUIRED					
2	28	June 16, 2020 17:24:01	June 16, 2020 17:34:00	ACQUIRED					
2	27	June 16, 2020 17:14:01	June 16, 2020 17:24:00	ACQUIRED					
2	26	June 16, 2020 16:54:01	June 16, 2020 17:14:00	ACQUIRED					
2	24	June 16, 2020 16:44:01	June 16, 2020 16:54:00	ACQUIRED					
2	23	June 16, 2020 16:34:02	June 16, 2020 16:44:00	ACQUIRED					

The following information is provided for each sample:

- Batch ID
- Sample ID
- Date and time that the acquisition started
- Date and time that the acquisition finished, if applicable.

If the sample was not acquired, then this column is blank for that sample.

- Status of the acquisition

StatusScope Tab

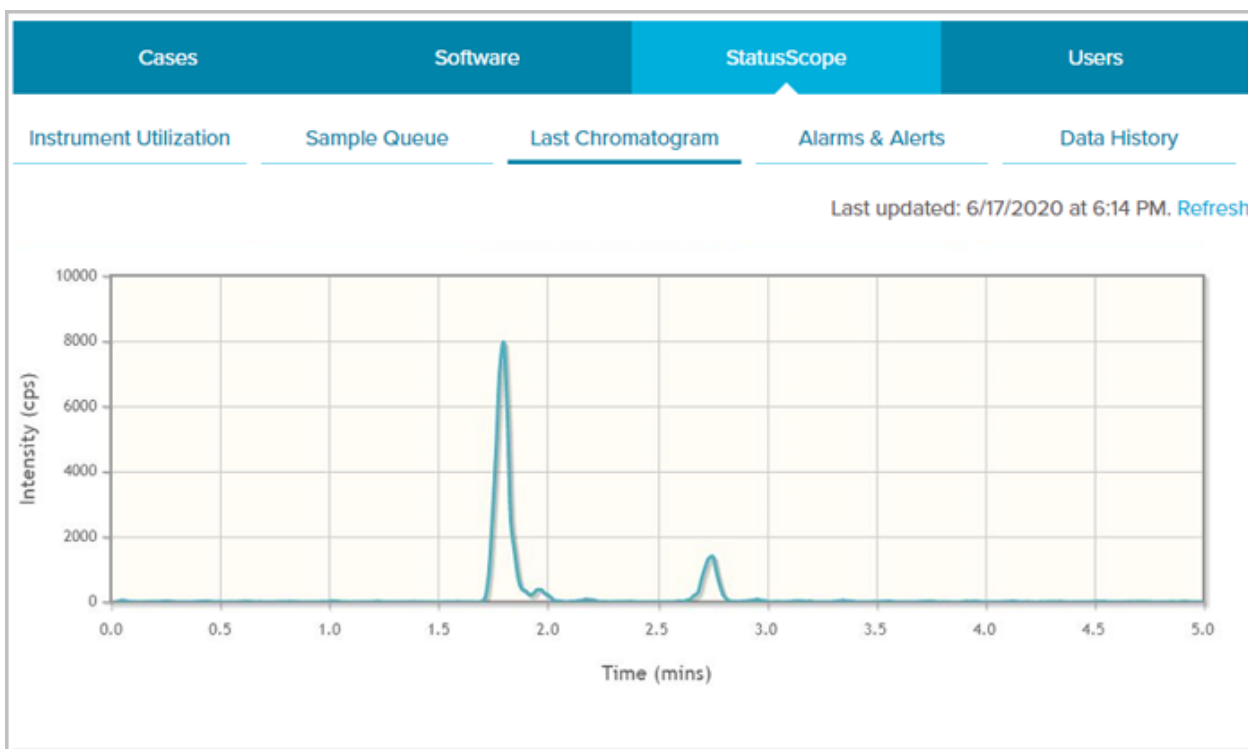
The default period for the sample queue is the previous 30 days. The period is defined by the **Start Date** and **End Date** fields. When the period is changed, the user can select **Update Table** to generate a table that reflects the new values.

Download as CSV exports the information in the table to a csv file.

Last Chromatogram

The **Last Chromatogram** is the Total Ion Chromatogram (TIC) from the last acquired sample.

Figure 3-5 Last Chromatogram



Alarms and Alerts

Alarms & Alerts is the notification system for the StatusScope remote monitoring service.

Figure 3-6 Alarms and Alerts

1-8 of 8 entries Prev 1 Next

Alarm Date	Description	Case Details
June 16, 2020 18:50:55	6500+ curtain plate Voltage Failure.	
June 16, 2020 18:49:55	6500+ curtain plate Voltage Failure.	
June 16, 2020 18:44:55	6500+ curtain plate Voltage Failure.	
June 16, 2020 18:43:01	testing_for_debug.	
June 16, 2020 18:43:00	6500+ curtain plate Voltage Failure.	

1-8 of 8 entries Prev 1 Next

The following information is provided for each alarm or alert generated:

- Date and time of the issue
- A description of the issue

If the issue is severe, the **Case Details** column shows a link to the case opened with the Technical Assistance Center (TAC).

The period is defined by the **Start Date** and **End Date** fields. When the period is changed, the user can select **Update Table** to generate a table that reflects the new parameters.

Download as CSV exports the information in the table to a csv file.

Data History

The **Data History** provides a summary of the readback values for the selected data within the specified period. The period is defined by the **Start Date** and **End Date** fields. It might be

StatusScope Tab

necessary to minimize the reporting period because some of the data, such as temperature, updates multiple times every second.

Figure 3-7 Data History

1-100 of 100 entries Prev | Next

Date	Name	Value
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24
2019-12-21T15:16:16Z	Ambient Temperature	24

1-100 of 100 entries Prev | Next

The following information is shown for each component selected in the **Value** field when **Update Table** is clicked:

- Date and time that the readback was taken
- Component name
- Readback value

Download as CSV exports the readback values in the table to a csv file.

The Users tab is used to:

- Add a user to the StatusScope remote monitoring service and assign a role
- Assign notifications to a user
- Request access to an instrument from the owner of the instrument
- Remove a user

Add a User to an Instrument

1. From the Instruments Home page, navigate to the required instrument and then click **Users**.

Figure 4-1 Instrument Users

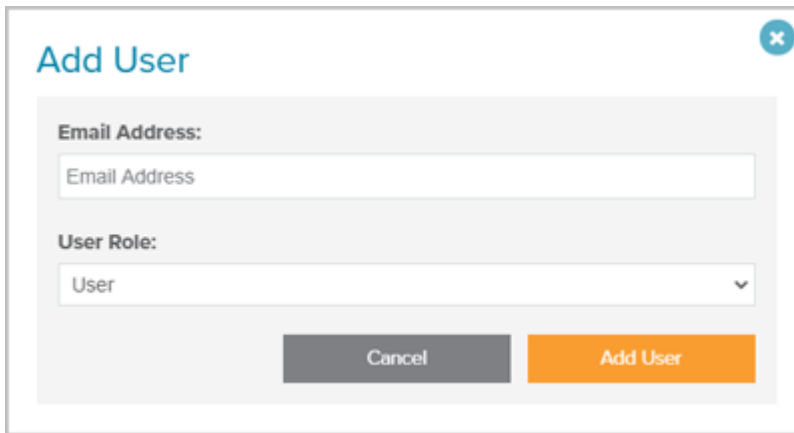
First Name	Last Name	Email	StatusScope Notifications	Role	Remove
[First Name 1]	[Last Name 1]	email@address.com		Owner	✕
[First Name 2]	[Last Name 2]	email@address.com		User	✕
[First Name 3]	[Last Name 3]	email@address.com		Owner	✕
[First Name 4]	[Last Name 4]	email@address.com	Alarms and Alerts	Owner	✕
[First Name 5]	[Last Name 5]	email@address.com	Alarms and Alerts	Owner	

Previous 1 Next

Save Changes

2. Click **Add User**.

Figure 4-2 Add User Dialog



The screenshot shows a dialog box titled "Add User". It features a close button in the top right corner. The dialog contains two input fields: "Email Address" (a text input field with the placeholder text "Email Address") and "User Role" (a dropdown menu with "User" selected). At the bottom of the dialog, there are two buttons: "Cancel" (grey) and "Add User" (orange).

3. Type the **Email Address** for the user to be added.
4. Select the **User Role**. Refer to the section: [Roles and Privileges in the StatusScope Remote Monitoring Service](#).
5. Click **Add User**.
If the e-mail address provided already has an associated [SCIEX Now](#) account, then the user associated with the account is added to the instrument. If the e-mail address provided does not have an associated [SCIEX Now](#) account, then the StatusScope remote monitoring service generates an account and sends an e-mail to notify the user that the owner of the instrument has requested an account and to provide a temporary password.

Assign Notifications to a User

1. From the Instruments Home page, navigate to the required instrument and then click **StatusScope**.
2. Click **Users**.

Figure 4-3 Instrument Users

First Name	Last Name	Email	StatusScope Notifications	Role	Remove
[First Name 1]	[Last Name 1]	email@address.com		Owner	✕
[First Name 2]	[Last Name 2]	email@address.com		User	✕
[First Name 3]	[Last Name 3]	email@address.com		Owner	✕
[First Name 4]	[Last Name 4]	email@address.com	Alarms and Alerts	Owner	✕
[First Name 5]	[Last Name 5]	email@address.com	Alarms and Alerts	Owner	

Previous 1 Next

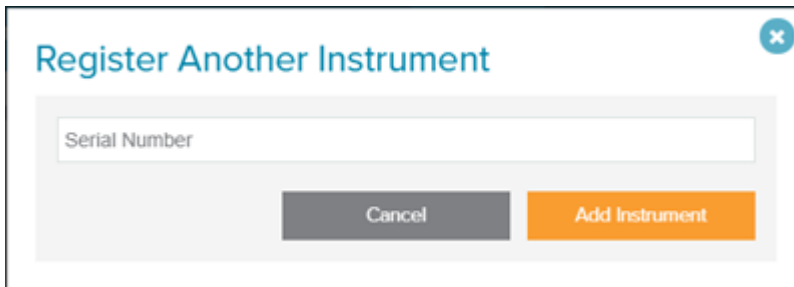
Save Changes

- In the **StatusScope Notifications** field, select the notification type to be assigned to the user:
 - Alarms and Alerts
 - Alarms
 - Alerts
 - None
- Click **Save Changes**.

Request Access to an Instrument

- From the Instruments Home page, click **Add Instrument**.

Figure 4-4 Instrument Users

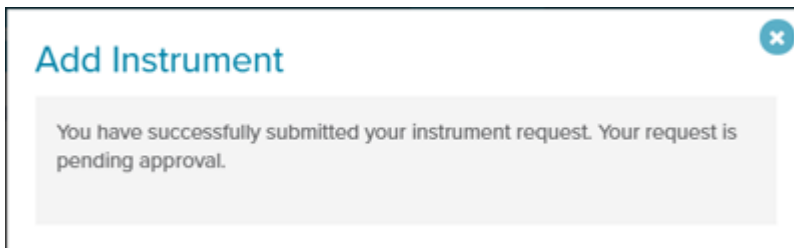


The screenshot shows a dialog box titled "Register Another Instrument" with a close button in the top right corner. Below the title is a text input field with the placeholder text "Serial Number". At the bottom of the dialog, there are two buttons: a grey "Cancel" button and an orange "Add Instrument" button.

2. Type the serial number of the required instrument in the field provided.
3. Click **Add Instrument**.

The StatusScope remote monitoring service notifies the owner of the instrument that an instrument access request has been submitted by the user associated with the account. Refer to the figure: [Figure 2-10](#).

Figure 4-5 Add Instrument: Instrument Request Pending Approval



The screenshot shows a dialog box titled "Add Instrument" with a close button in the top right corner. The main content of the dialog is a grey box containing the text: "You have successfully submitted your instrument request. Your request is pending approval."

Note: After the owner of the instrument approves the request, the instrument is shown on the Instruments Home page for the user who made the request.

Remove a User

1. From the Instruments Home page, navigate to the required instrument and then click **StatusScope**.
2. Click **Users**.

Figure 4-6 Instrument Users

First Name	Last Name	Email	StatusScope Notifications	Role	Remove
[First Name 1]	[Last Name 1]	email@address.com		Owner	
[First Name 2]	[Last Name 2]	email@address.com		User	
[First Name 3]	[Last Name 3]	email@address.com		Owner	
[First Name 4]	[Last Name 4]	email@address.com	Alarms and Alerts	Owner	
[First Name 5]	[Last Name 5]	email@address.com	Alarms and Alerts	Owner	

3. Click in the **Remove** column to the right of the required user.
4. Click **Save Changes**.

Contact Us

Customer Training

- In North America: NA.CustomerTraining@sciex.com
- In Europe: Europe.CustomerTraining@sciex.com
- Outside the EU and North America, visit sciex.com/education for contact information.

Online Learning Center

- [SCIEX Now Learning Hub](#)

SCIEX Support

SCIEX and its representatives maintain a staff of fully-trained service and technical specialists located throughout the world. They can answer questions about the system or any technical issues that might arise. For more information, visit the SCIEX website at sciex.com or contact us in one of the following ways:

- sciex.com/contact-us
- sciex.com/request-support

Note: For any questions or issues related to the StatusScope remote monitoring service, select **Instrument & Hardware** as the **Issue Type**.

CyberSecurity

For the latest guidance on cybersecurity for SCIEX products, visit sciex.com/productsecurity.

Documentation

This version of the document supercedes all previous versions of this document.

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