SCIEX
The Power of Precision

StatusScope Remote Monitoring Service

User Guide

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Contents

Overview 1

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

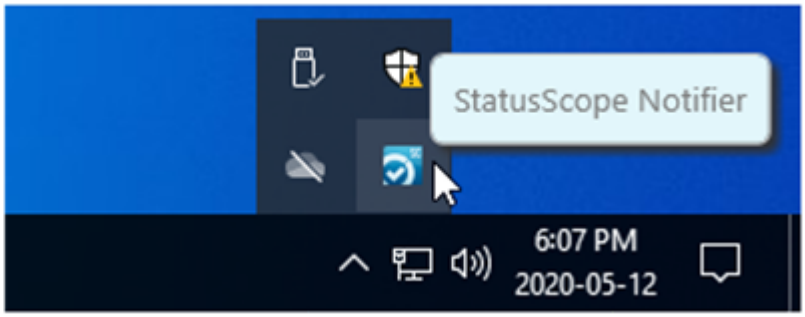
Intended Use

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

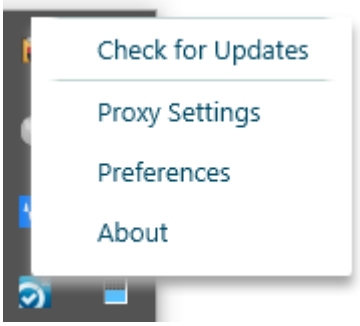
A **StatusScope Notifier** tool has been added to the system tray. This tool enables the user to update passwords, and view information about software versions and status of components. It also automatically notifies the user when a new update is available for installation.

Figure 1-1 StatusScope Notifier



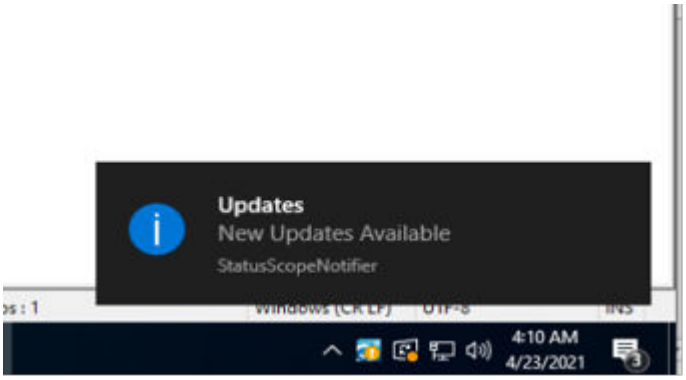
1. Right-click the **StatusScope Notifier** icon.

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.

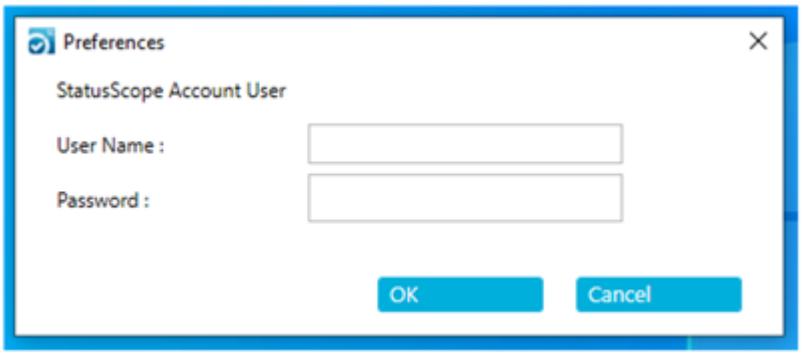
Figure 1-3 Windows Update Notifier



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.

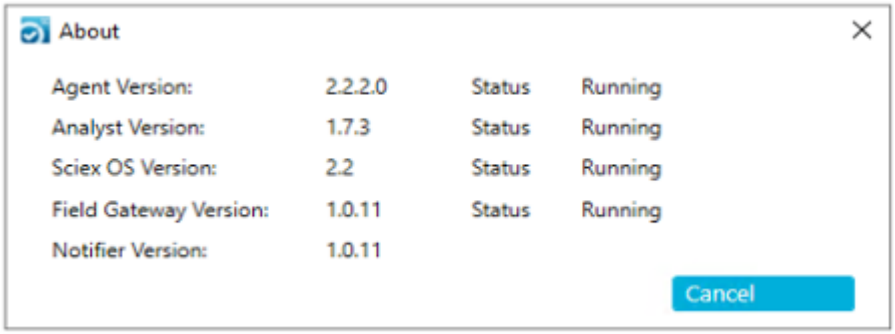
   This is the name of the user created for the installation. Refer to the document: *StatusScope Remote Monitoring Service Installation Guide*.

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:

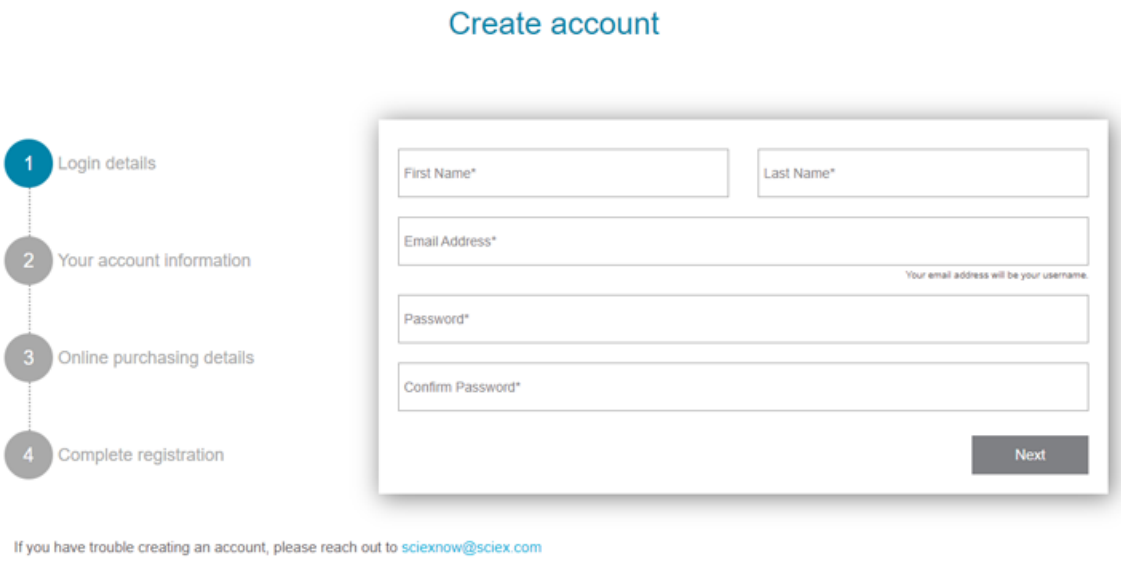
- Request access to an instrument
- View all data associated with the instrument to which they have been assigned
- Receive notifications

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**.

Figure 1-6 Create Account Window: Login details

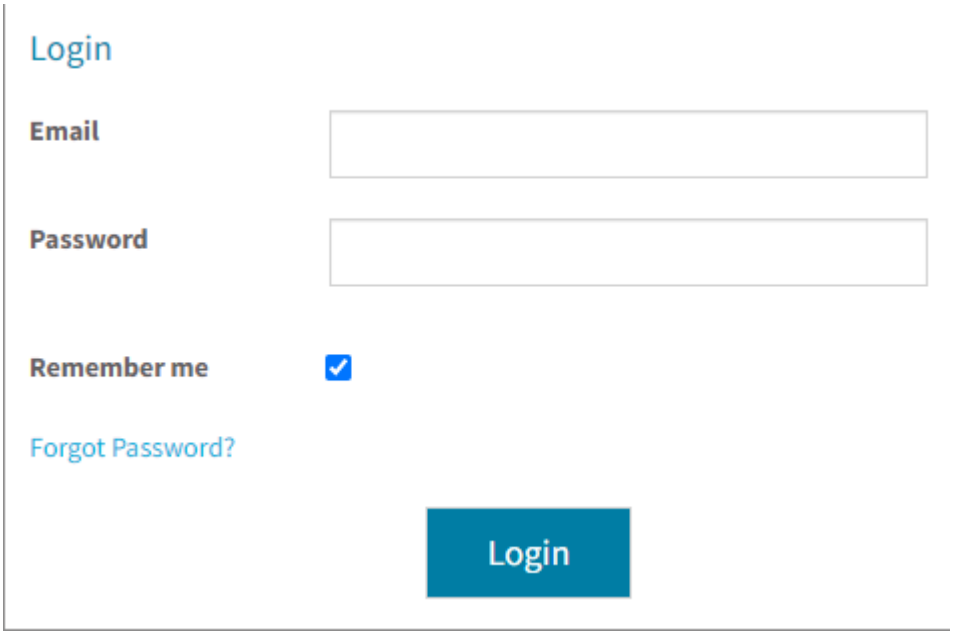


5. Complete all of the required fields and then click **Next**.
6. Follow the on-screen instructions.
7. Select the **I agree to the SCIEX Now Terms of Use** check box and then click **Create Account**.

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



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.

Instruments 2

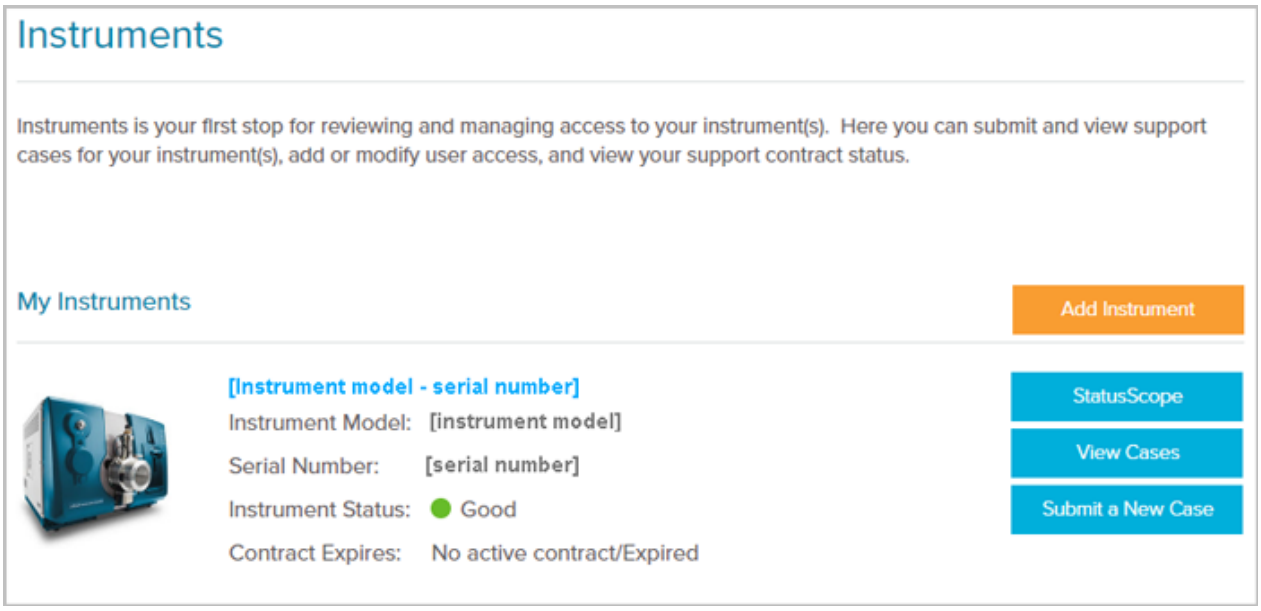
The Instruments Home page contains a list of all of the instruments that are assigned to the logged-on user account. The instruments might have been registered by the customers, registered by SCIEX during an instrument purchase, or registered by the owner of the instrument to another user.

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



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:

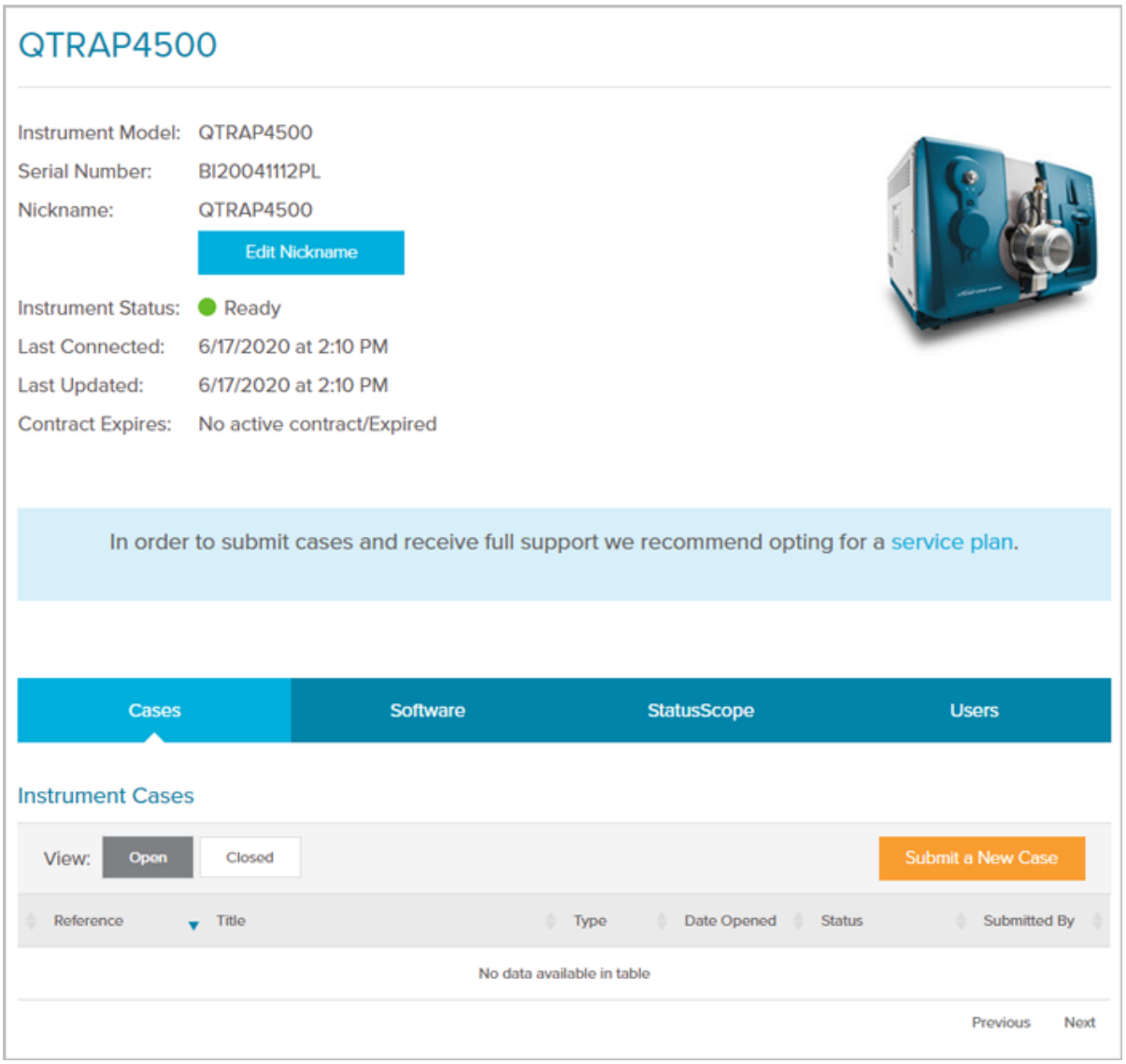
- Ready / Good: green ( )
- Fault: red ( )
- Running[1]: blue ( )
- Disconnected or Not Reporting: gray ( )

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



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.

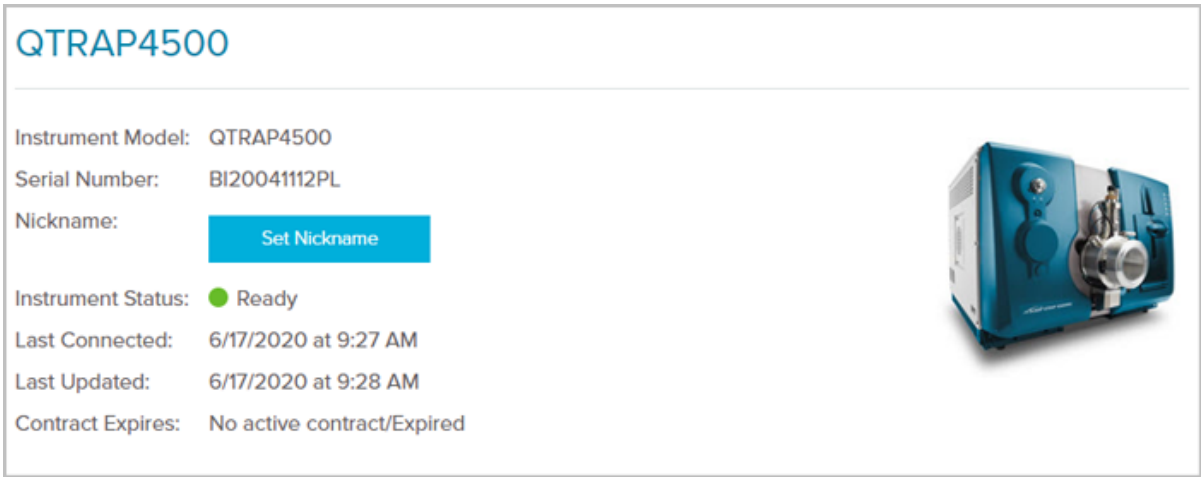
- Access to assign a nickname to the instrument, or to change the nickname of the instrument
- Access to instrument utilization, sample queue, alarms and alerts, and data history information
- Access to user management

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.

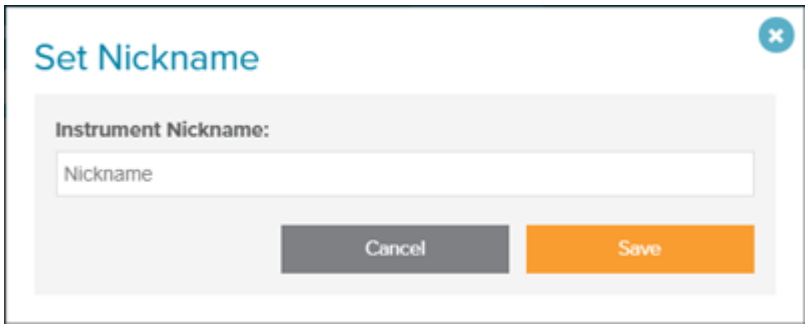
1. Log on to SCIEX Now.
2. Click **Instruments**.
3. Click **StatusScope**.

Figure 2-4 Instrument Details



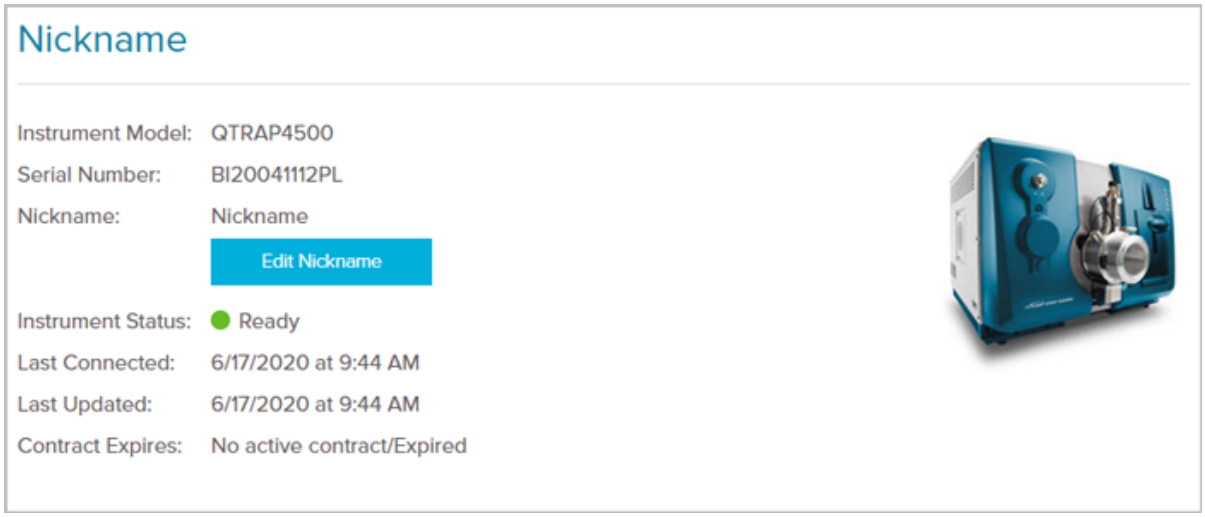
4. Click **Set Nickname**.

Figure 2-5 Set Nickname Dialog



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**.

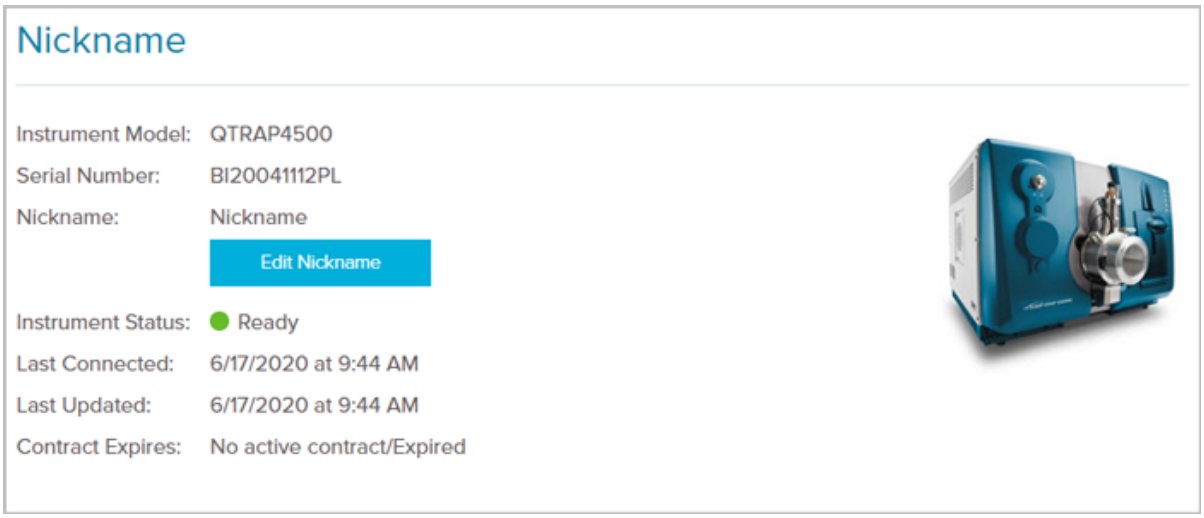
Figure 2-6 Instrument Details



Edit an Instrument Name

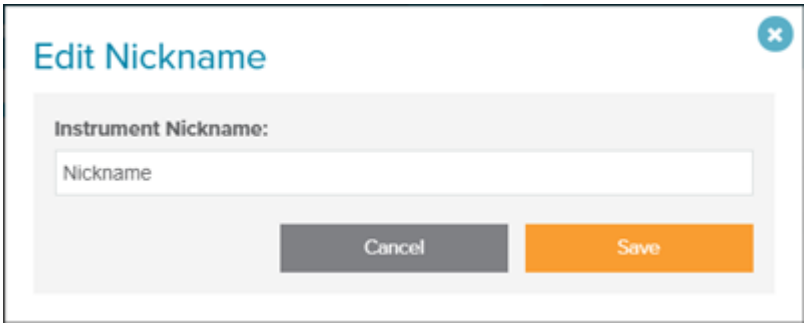
1. Log on to SCIEX Now.
2. Click **Instruments**.
3. Navigate to the required instrument and then click **StatusScope**.
   A Details page for the instrument is shown.

Figure 2-7 Instrument Details



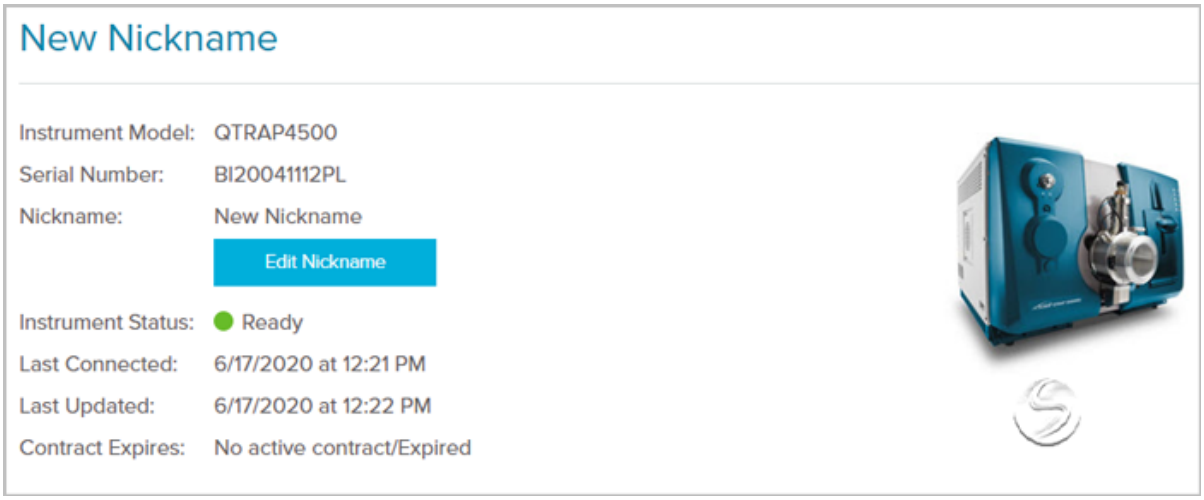
4. Click **Edit Nickname**.

Figure 2-8 Edit Nickname Dialog



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

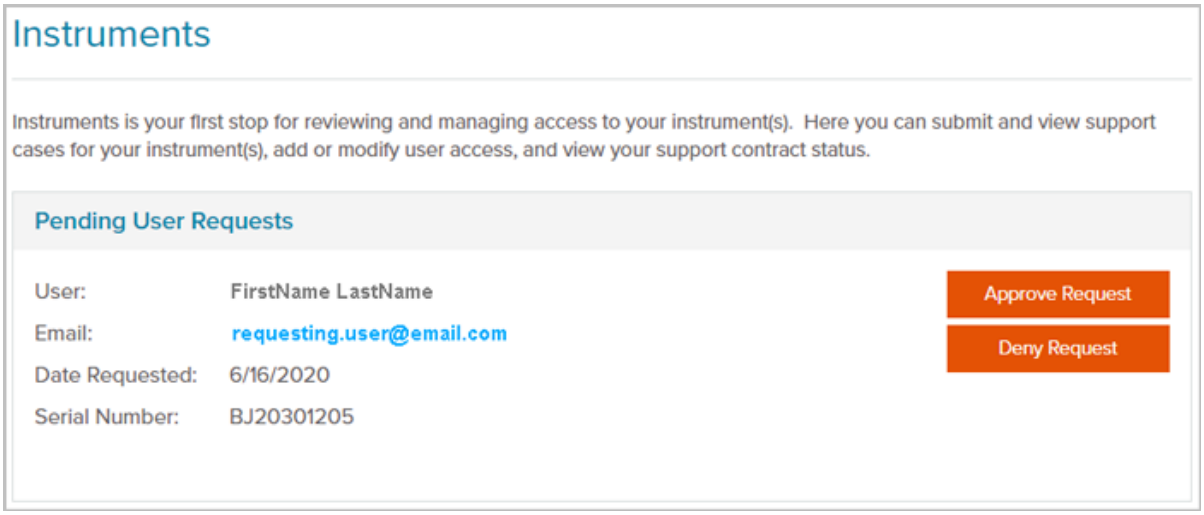


Respond to Request for Instrument Access

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



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

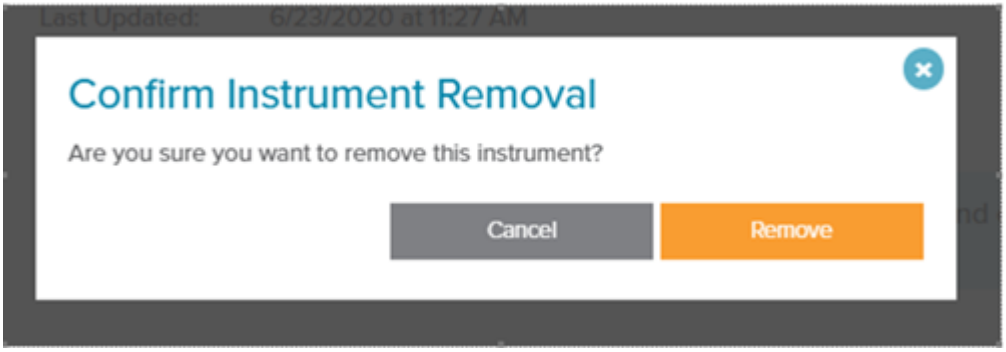
   Note: After the request is approved or denied, the request information is removed from the Instruments Home page. Also, the requestor receives an e-mail indicating that the request has been approved or denied.

Remove an Instrument

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

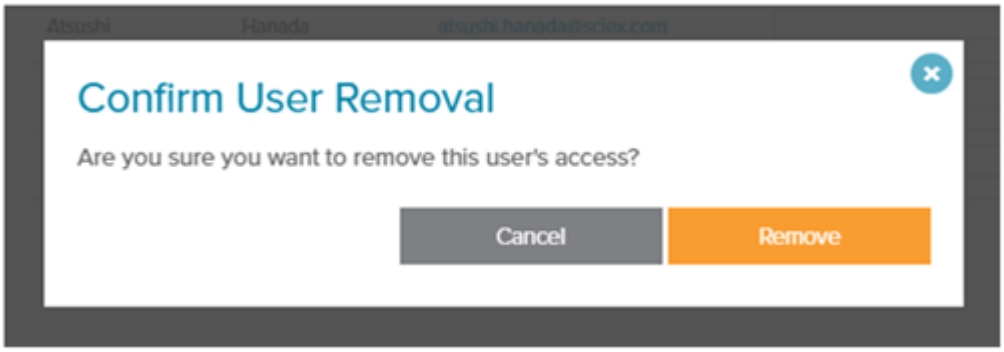
1. Log on to SCIEX Now.
2. Click **Instruments**.
3. Click **StatusScope**.
4. Scroll to the bottom of the instrument Details page and click **Remove Instrument**.
   - If the owners are removing instruments from their own account, then the following dialog opens.

   Figure 2-11 Confirm Instrument Removal



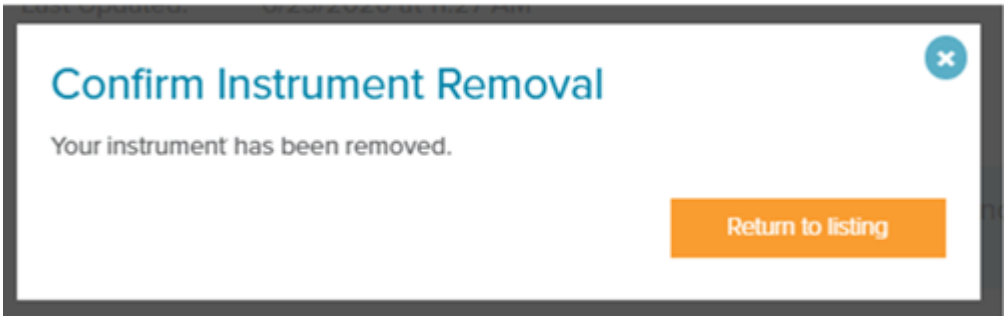
   - If owners are removing instruments from accounts belonging to a different user, then the following dialog opens.

Figure 2-12 Confirm User Removal



5. Click **Remove**.

Figure 2-13 Confirm Instrument Removal

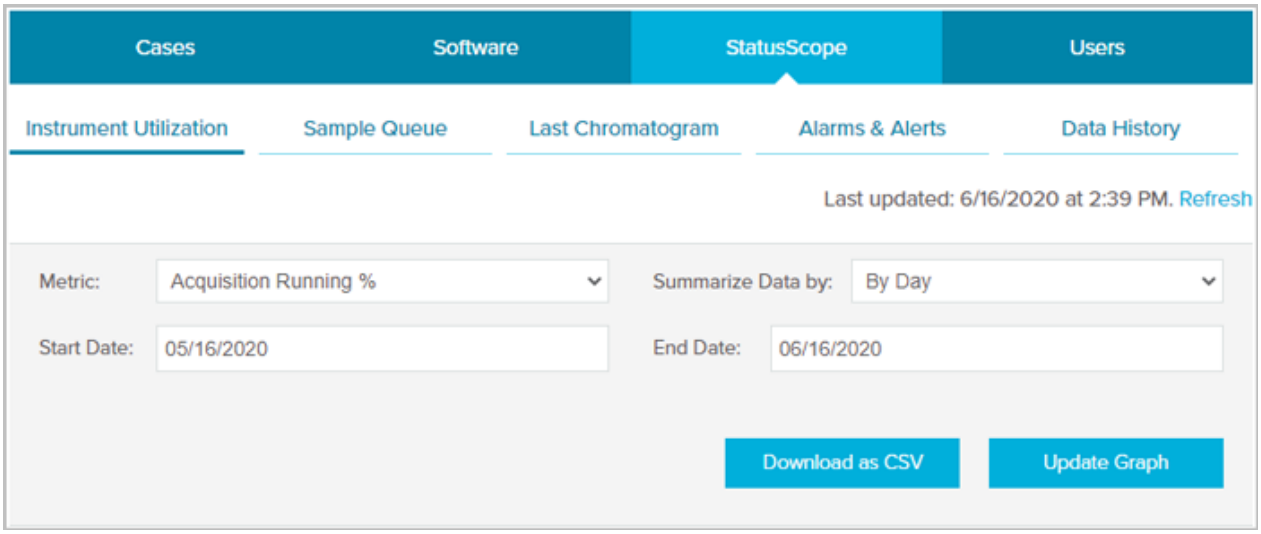


6. Click **Return to listing**.
   The instrument is removed from the Instruments Home page.

StatusScope Tab 3

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

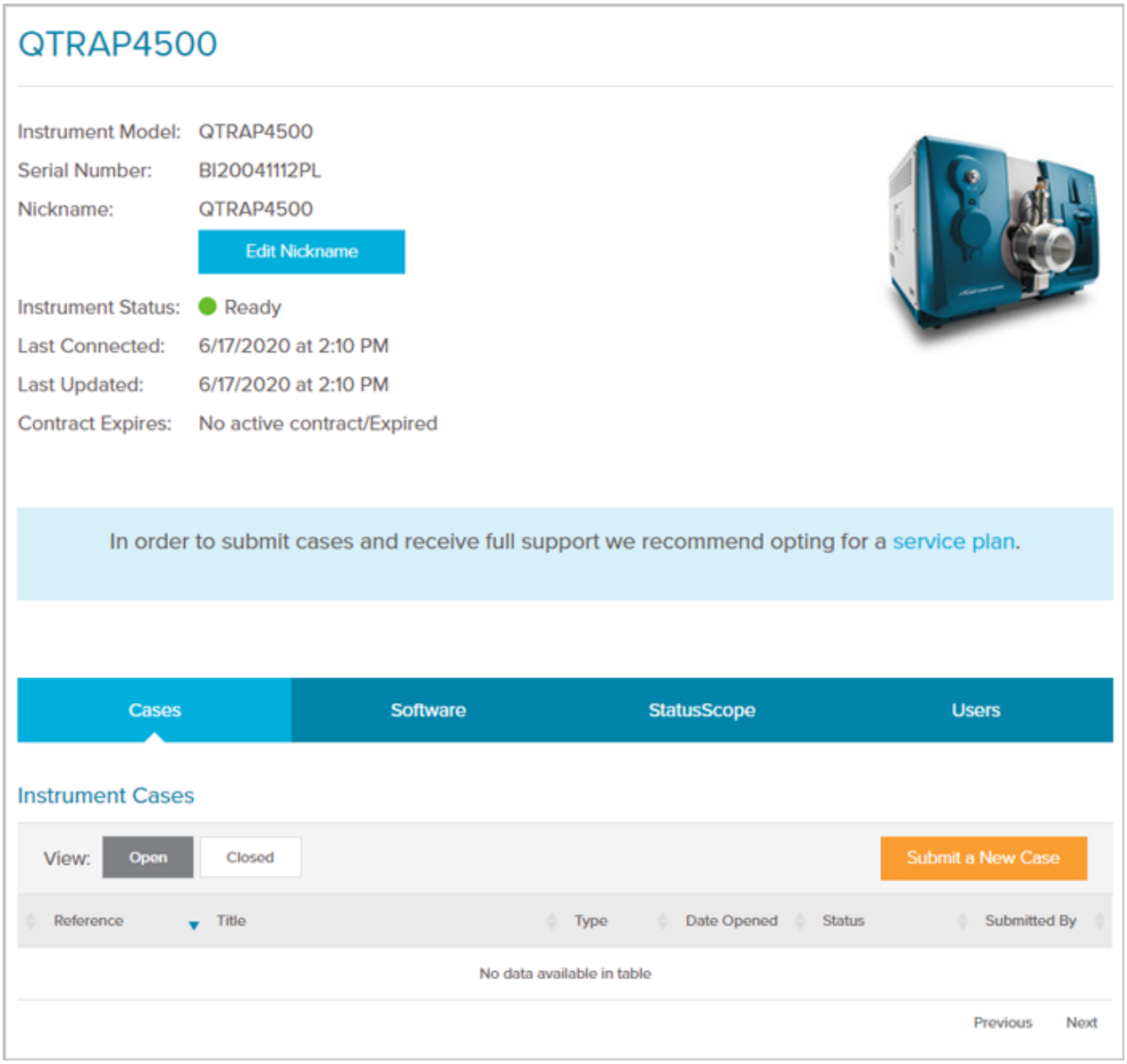


The following information, specific to the selected instrument, is available:

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

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

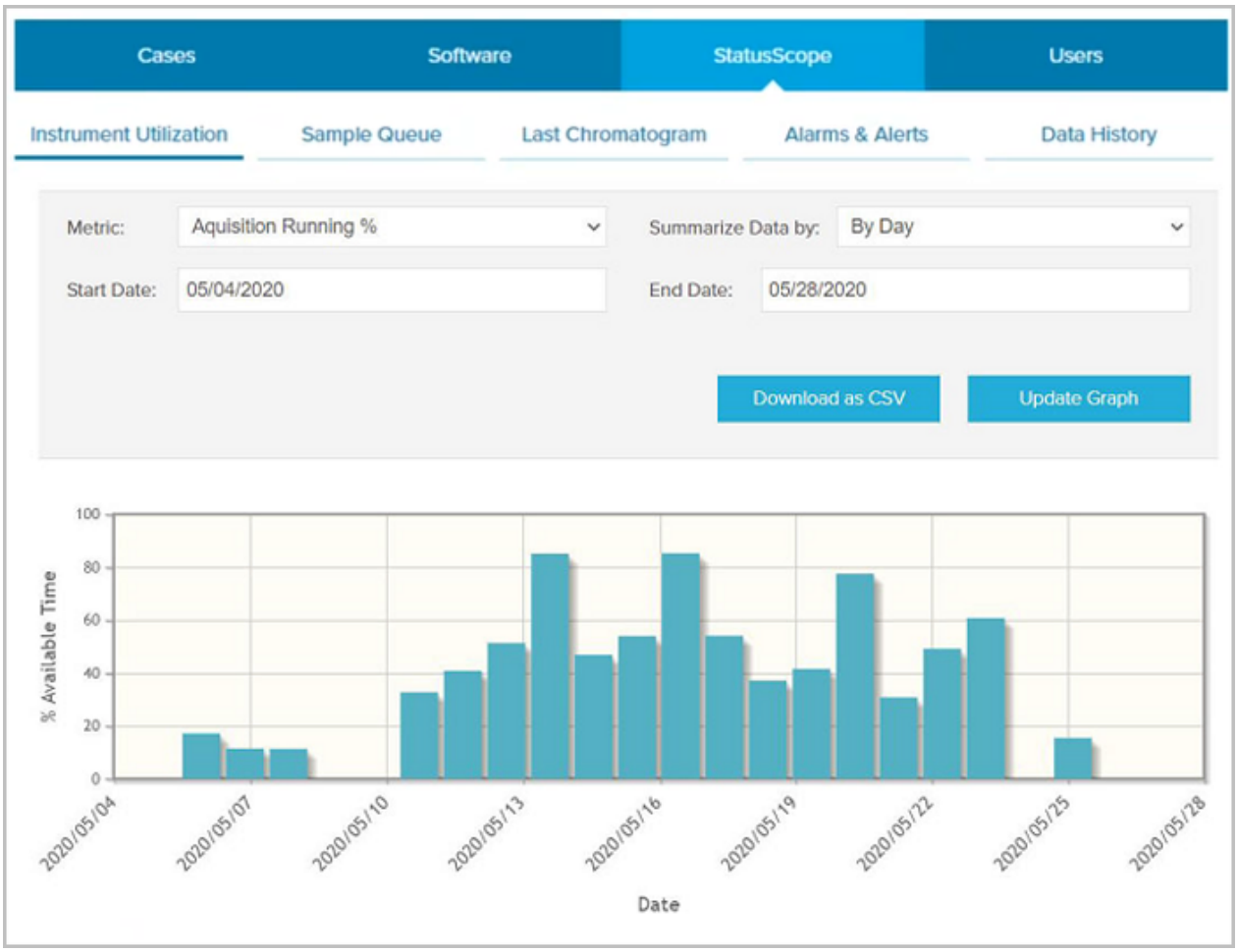
Figure 3-2 Instrument Details Information



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:

- By Day
- By Week
- By Month

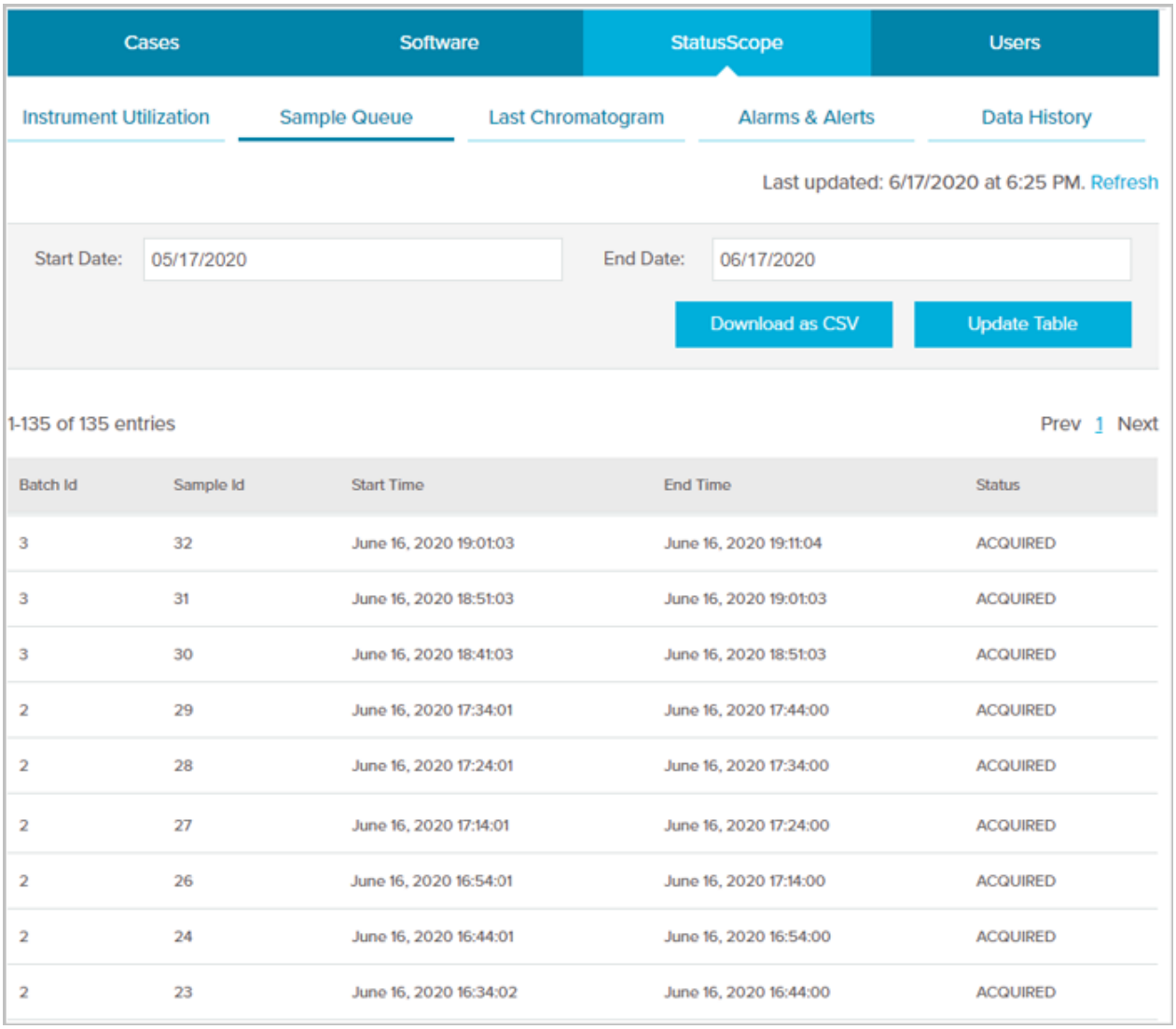
The period is defined by the **Start Date** and **End Date** fields. When the period is changed, the user can select **Update Graph** to generate a graph reflecting the new value.

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



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

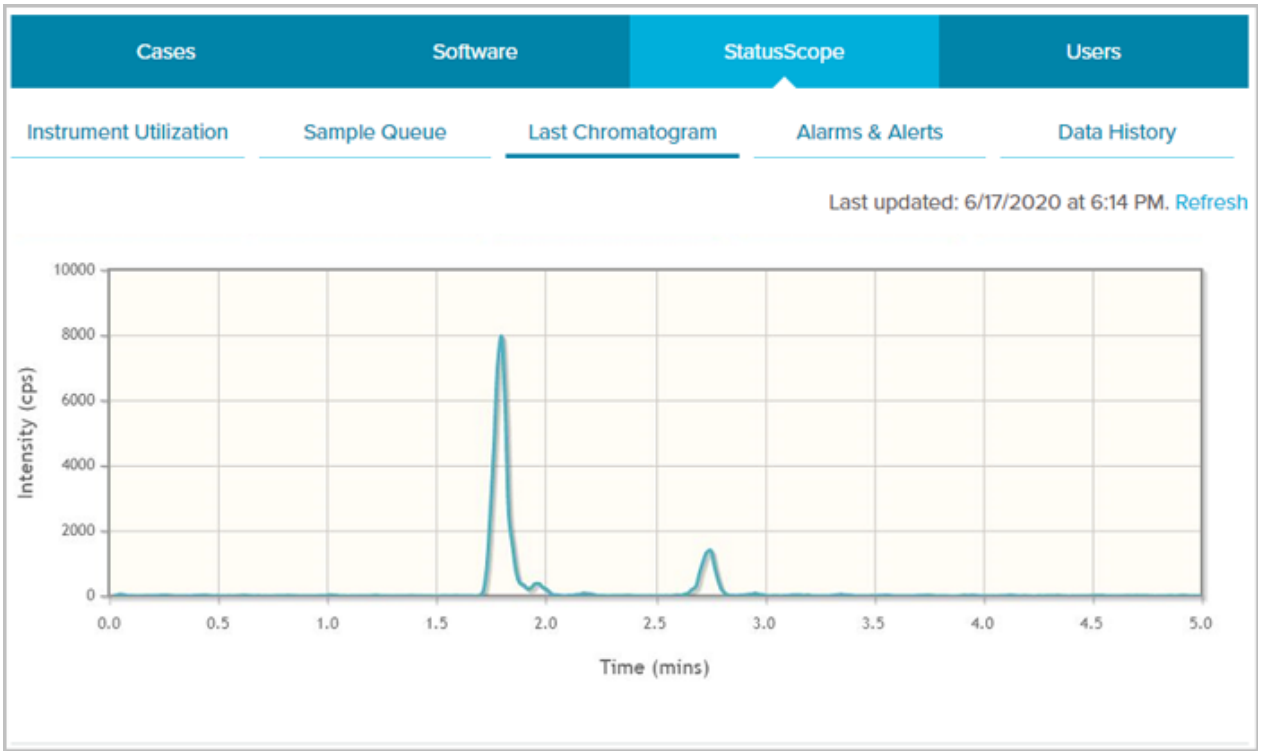
The default period for the sample queue is the previous 30 days. The period is defined by the **Start Date** and **End Date** fields. When the period is changed, the user can select **Update Table** to generate a table that reflects the new values.

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.

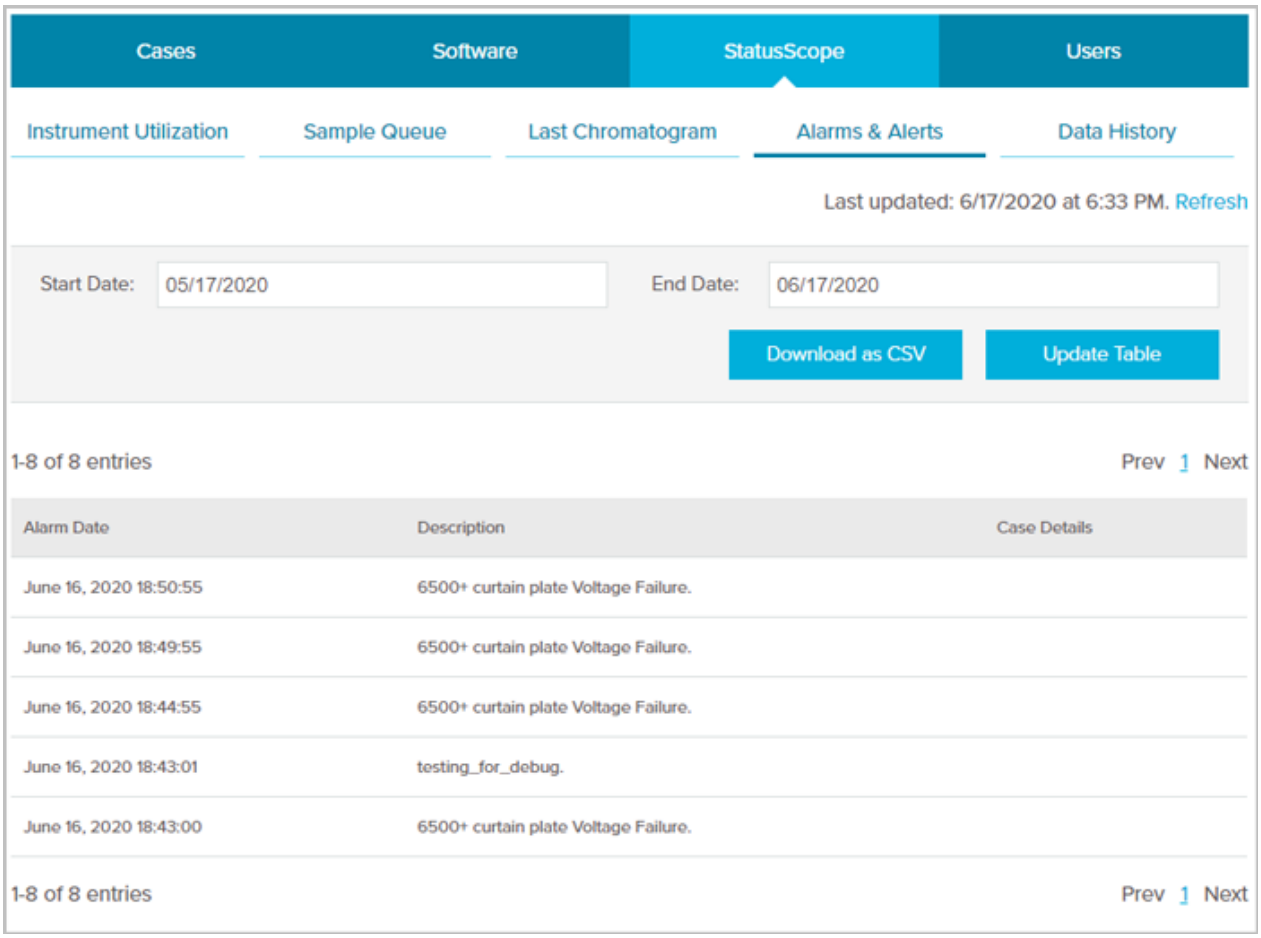
Figure 3-5 Last Chromatogram



Alarms and Alerts

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

Figure 3-6 Alarms and Alerts



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.

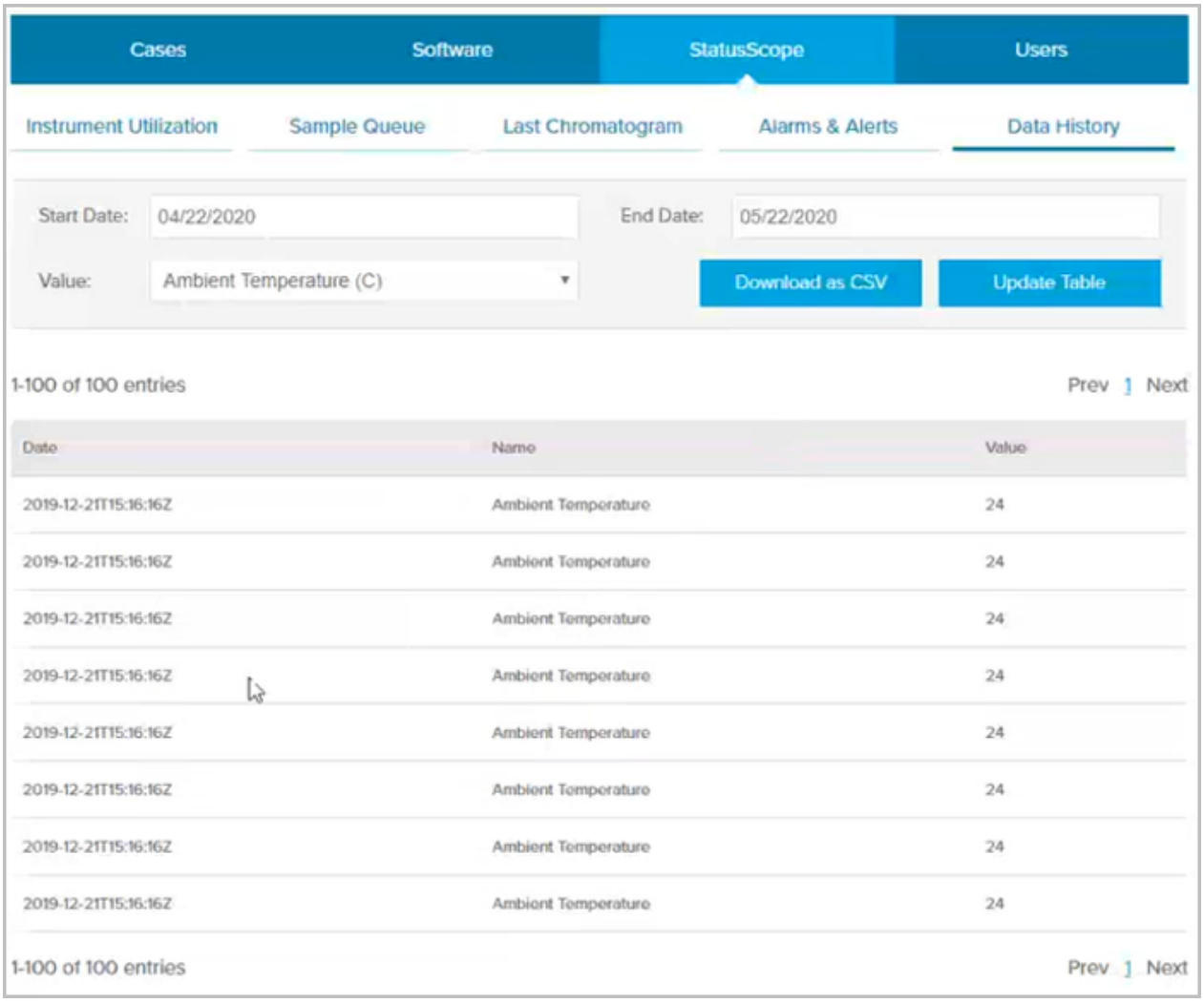
Download as CSV exports the information in the table to a csv file.

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

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

Figure 3-7 Data History



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 vales in the table to a csv file.

Users 4

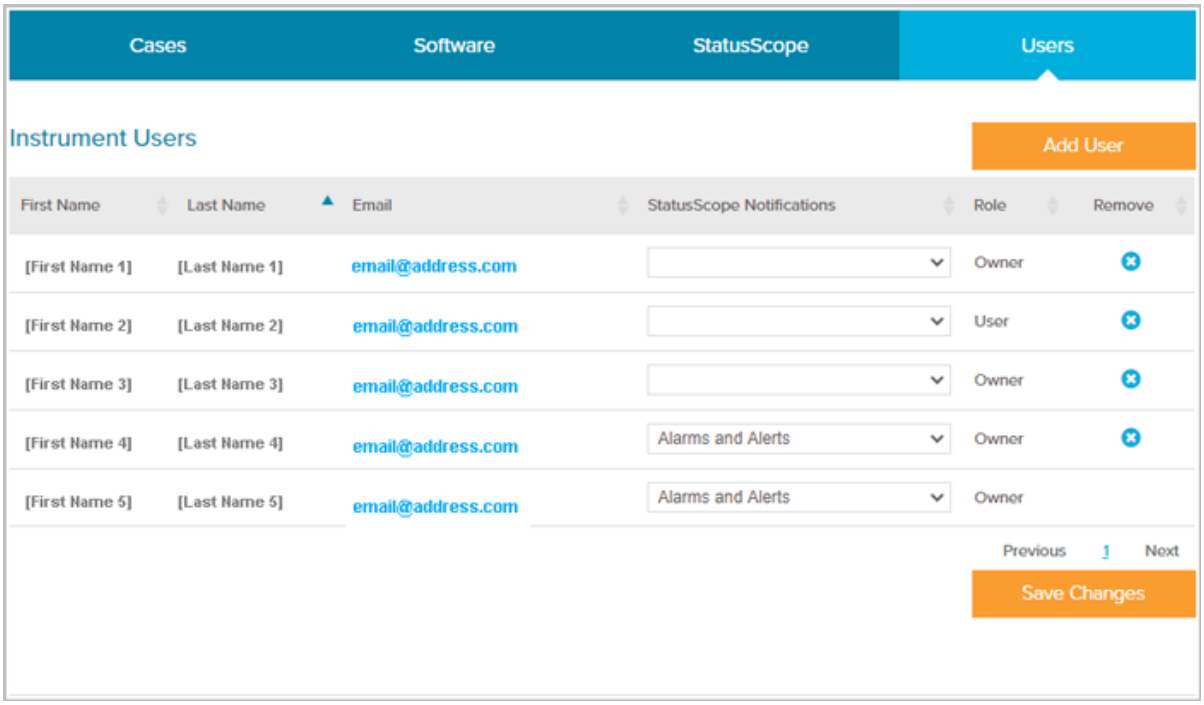
The Users tab is used to:

- 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

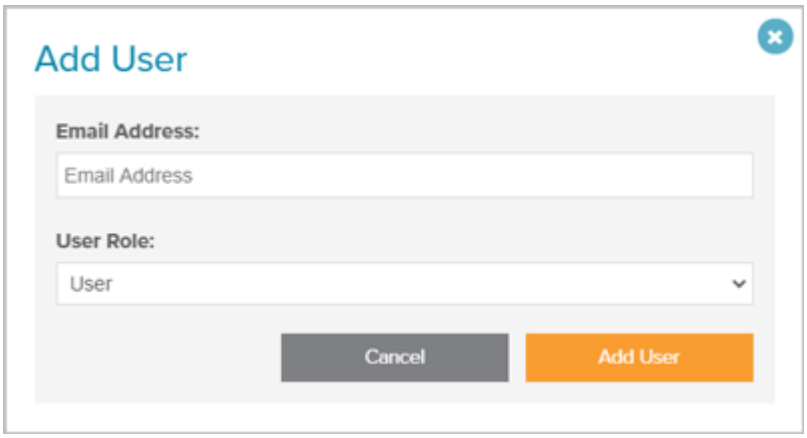
1. From the Instruments Home page, navigate to the required instrument and then click **Users**.

Figure 4-1 Instrument Users



2. Click **Add User**.

Figure 4-2 Add User Dialog

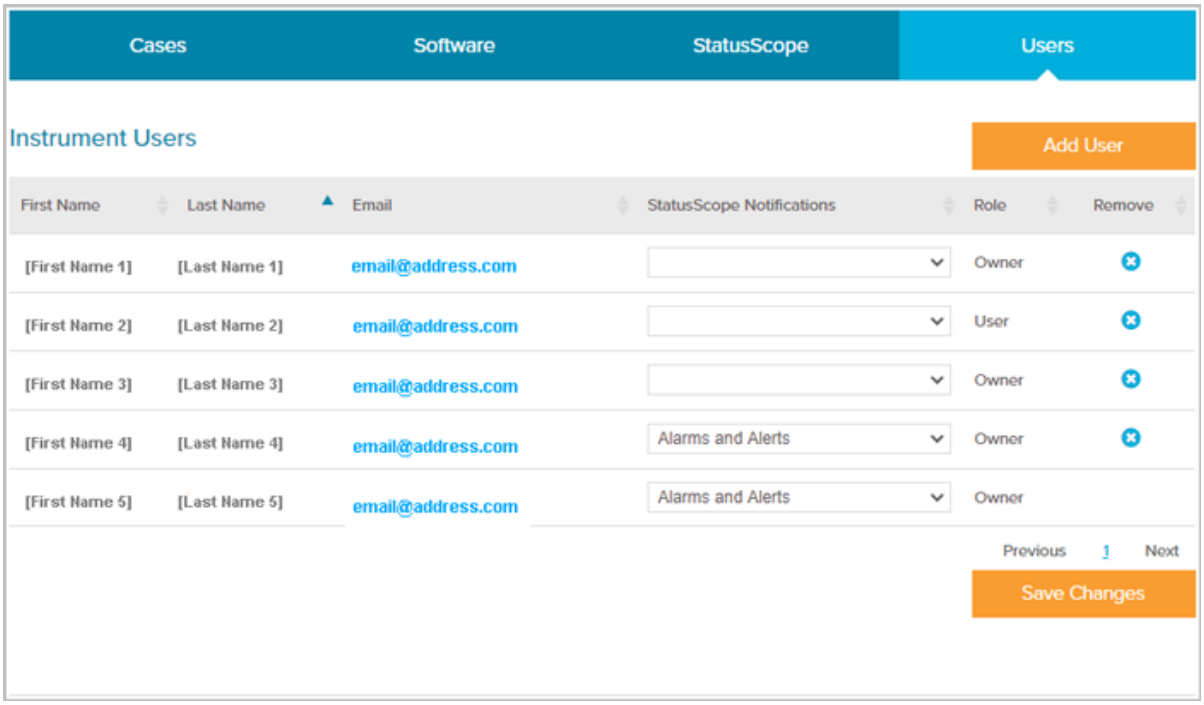


3. Type the **Email Address** for the user to be added.
4. Select the **User Role**. Refer to the section: Roles and Privileges in the StatusScope Remote Monitoring Service.
5. Click **Add User**.
   If the e-mail address provided already has an associated SCIEX Now account, then the user associated 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

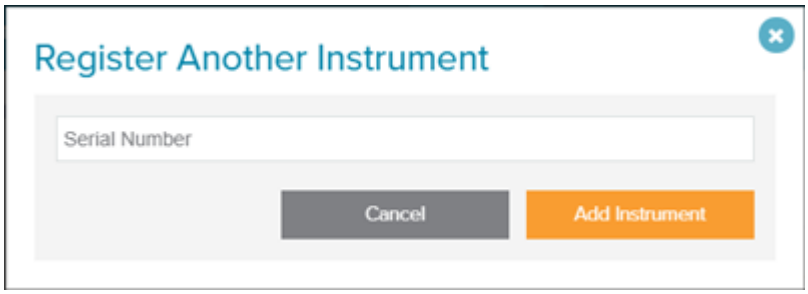


3. In the **StatusScope Notifications** field, select the notification type to be assigned to the user:
   - Alarms and Alerts
   - Alarms
   - Alerts
   - None
4. Click **Save Changes**.

Request Access to an Instrument

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

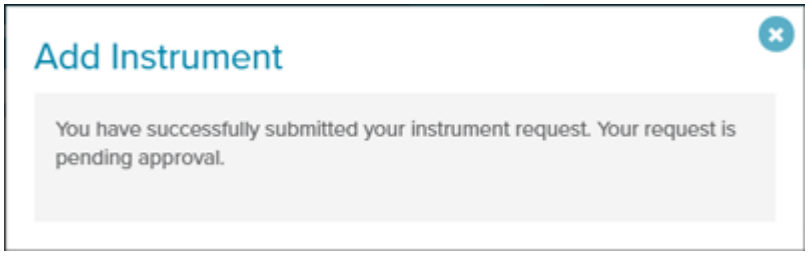
Figure 4-4 Instrument Users



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

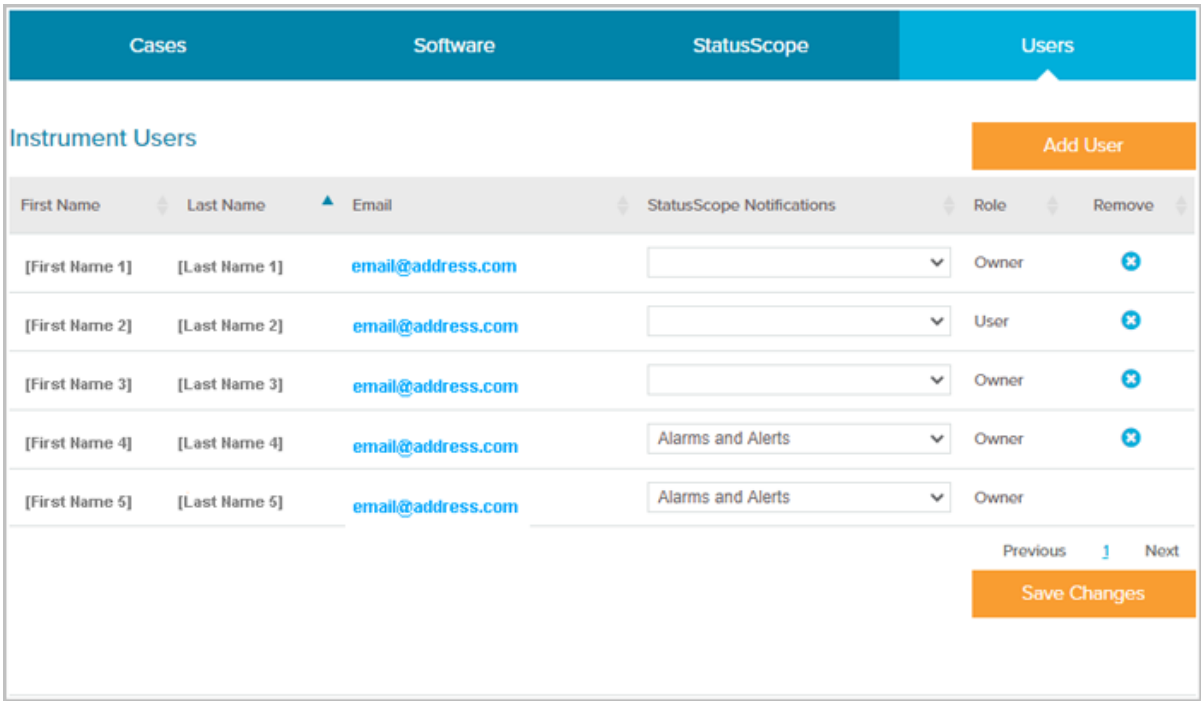


Note: After the owner of the instrument approves the request, the instrument is shown on the Instruments Home page for the user who made the request.

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



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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The latest versions of the documentation are available on the SCIEX website, at sciex.com/customer-documents.

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