

StatusScope[®] Remote Monitoring Service 2.0 HotFix 1 Release Notes



Introduction

The *Release Notes* describe the new features in the HotFix1 in addition to fixed issues, installation instructions, and notes on use. To view information about a previous software version, refer to the *Release Notes* that came with that software version.

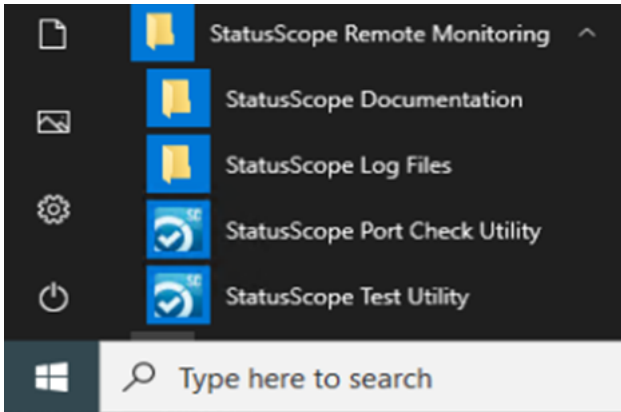
New in StatusScope[®] Remote Monitoring Service 2.0 HotFix 1

New Features

- The StatusScope[®] Remote Monitoring Service 2.0 provides support for the SCIEX Triple Quad[™] 7500 LC-MS/MS System – QTRAP[®] Ready.
- Click **Start** to view the following menu items to quickly access the utilities and log files:
 - **StatusScope Documentation**
 - **StatusScope Log Files**
 - **StatusScope Port Check Utility**
 - **StatusScope Test Utility**

For more information about the menu items, refer to the documentation that comes with the software.

Figure 1 Menu Items



Fixed Issues

- An issue occurred during removal of the StatusScope® Remote Monitoring Service on systems that also had the MPX™ Software installed.

Installation

Note: After the StatusScope® Remote Monitoring Service 2.0 is removed, make sure to delete the **StatusScope Remote Monitoring** folder from the following path:
C:\ProgramData\Microsoft\Windows\Start Menu\Programs\StatusScope Remote Monitoring

Requirements

- The StatusScope® Remote Monitoring Service 2.0 must be installed.

Note: The HotFix 1 must be installed in both the programs with standard version and proxy support version.

Install the HotFix

This HotFix is compatible with Windows 7, 32- or 64-bit, and Windows 10 operating systems.

1. Log on to the computer as a user with Administrator privileges.
2. Wait for any acquisitions to complete.
3. Download **StatusScope® Remote Monitoring Service 2.0 HotFix 1** from sciex.com/software-support/software-downloads.
4. After the download is complete, right-click the **StatusScope 2.0 Hotfix 1.zip** file.
5. Click **Extract All** and then select the file destination folder.
6. After the extraction is complete, navigate to the selected extraction folder and then double-click the **setup.exe** file.
7. Follow the on-screen instructions to complete the installation.

Notes on Use

After the StatusScope® Remote Monitoring Service 2.0 is removed, make sure to delete the **StatusScope Remote Monitoring** folder from the following path:

C:\ProgramData\Microsoft\Windows\Start Menu\Programs\StatusScope Remote Monitoring

Contact Us

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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

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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.

To view this document electronically, Adobe Acrobat Reader is required. To download the latest version, go to <https://get.adobe.com/reader>.

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

Note: To request a free, printed version of this document, contact sciex.com/contact-us.

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