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# StatusScope<sup>®</sup> Remote Monitoring Service 2.0

with Proxy Support  
Release Notes



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The StatusScope<sup>®</sup> Remote Monitoring Service enables customers to monitor SCIEX mass spectrometers through [SCIEX Now<sup>™</sup>](#) to:

- Enhance system performance
- Enhance system serviceability
- Increase system uptime
- Enhance system use reporting capabilities
- Improve repair response time

Two installation programs are available. One installation program connects directly to the system. The other connects to the system through a proxy server.

## Features

The StatusScope<sup>®</sup> Remote Monitoring Service uses a Web application infrastructure to receive performance parameters from connected mass spectrometers. With an established connection to the StatusScope IoT cloud platform and a [SCIEX Now<sup>™</sup>](#) account, the status of the mass spectrometer can be monitored.

The StatusScope<sup>®</sup> Remote Monitoring Service provides:

- Support for multiple types of mass spectrometers and LC systems.
- A unified view of important system performance parameters for monitored mass spectrometers and their connected peripherals.
- Custom reports on mass spectrometer utilization, inventory, and service history.

## New in Version 2.0

### [SCIEX Now<sup>™</sup>](#) Online

- Customers have a single access point, through [SCIEX Now<sup>™</sup>](#), where they can monitor the status, alerts, and notifications for all mass spectrometers that are connected to the StatusScope<sup>®</sup> Remote Monitoring Service.

- Customers can monitor the sample queue, through [SCIEX Now™](#), for jobs submitted through the Analyst® Software, the Analyst® TF Software, and SCIEX OS, on all supported mass spectrometers.
- Customers can view the Total Ion Chromatogram (TIC) of the last sample that was acquired on the system.

### User Management

- There are two user types in this version of the StatusScope® Remote Monitoring Service, User and Owner. Owners are now responsible for determining who can see instrument data. Owners can assign users to specific instruments so that different users can monitor different instruments. Users can only see the data associated with their assigned instrument.
- Owners can assign specific notifications, such as alarms and alerts, to a user, based on the instrument that is being monitored. Notifications can be assigned to different users on a temporary basis, for example, to provide coverage during planned and unplanned absences, and then assigned back to the original users on their return.

### Supported Mass Spectrometers

- The following mass spectrometers are no longer supported:
  - QSTAR® Elite System
  - QSTAR® XL System

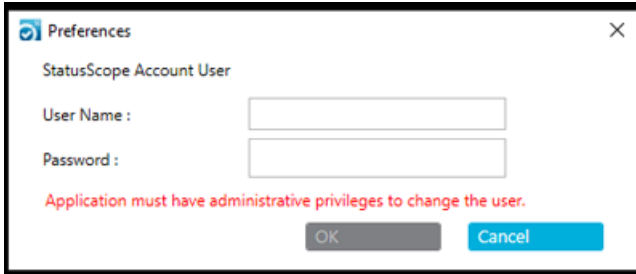
## Related Documentation

- *StatusScope® Remote Monitoring Service User Guide*
- *StatusScope® Remote Monitoring Service 2.0 Installation Guide*

## Notes on Use

If the local IT security policy requires that the password is changed regularly, then each time the password for the StatusScope® Remote Monitoring Service user is changed, the password for the StatusScope® Service needs to be updated to make sure that it continues to comply with the security settings in the Analyst® Software, the Analyst® TF Software, or SCIEX OS. If the User Name and Password typed in the Preferences dialog is incorrect, then the following message is shown and the StatusScope® Remote Monitoring Service will stop functioning.

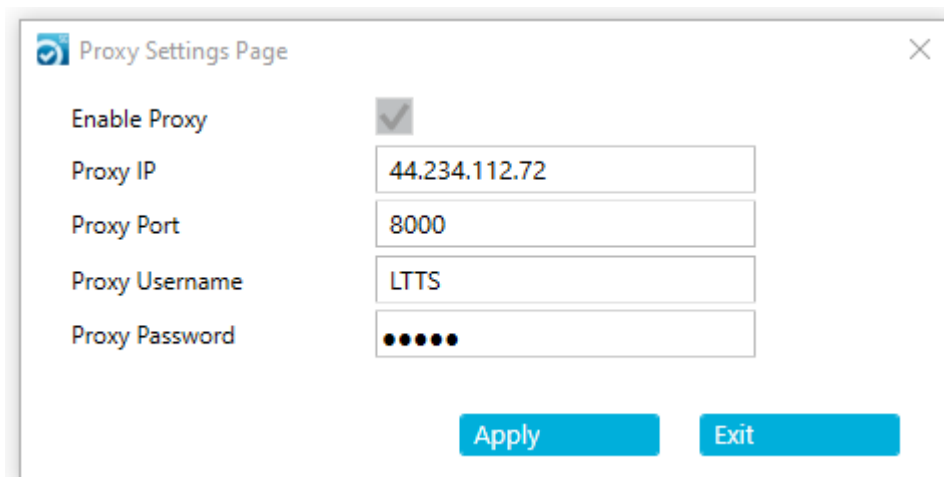
**Figure 1-1 Preferences Dialog**



- To resolve this issue, perform the following procedure.
  1. Open the Task Manager.
  2. On the Processes tab, navigate to **StatusScopeNotifier.exe**, right-click, and then do one of the following:
    - On computers configured with the Windows 10 or Windows 7, 64-bit operating system, select **End Task**.
    - On computers configured with the Windows 7, 32-bit operating system, select **End Process**.
  3. Do one of the following:
    - On computers configured with the Windows 10 or Windows 7, 64-bit operating system, navigate to the C:\ProgramFiles (x86)\SCIEX\StatusScope\Notifier folder, right-click **StatusScopeNotifier.exe**, and then select **Run as administrator**.
    - On computers configured with the Windows 7, 32-bit operating system, navigate to the C:\ProgramFiles\SCIEX\StatusScope\Notifier folder, right-click **StatusScopeNotifier.exe**, and then select **Run as administrator**.

- If a proxy server is used to connect to the StatusScope<sup>®</sup>, then make sure to use the StatusScope<sup>®</sup> 2.0 Agent for proxy services. After installation, to update the proxy settings, perform the following procedure.
  1. Navigate to the System Tray and then right-click **StatusScope Notifier > Proxy Settings**. The Proxy Settings Page opens.

**Figure 1-2 Proxy Settings Page**



The screenshot shows a dialog box titled "Proxy Settings Page" with a close button in the top right corner. The dialog contains the following fields and controls:

- Enable Proxy:** A checkbox that is checked.
- Proxy IP:** A text input field containing the value "44.234.112.72".
- Proxy Port:** A text input field containing the value "8000".
- Proxy Username:** A text input field containing the value "LTTS".
- Proxy Password:** A text input field containing five dots, indicating a masked password.
- Buttons:** Two buttons at the bottom: "Apply" and "Exit".

2. Select **Enable Proxy**, type the **Proxy IP** address; the **Proxy Port** number; the username, in the **Proxy Username** field; and the password, in the **Proxy Password** field. Then click **Apply**.

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**Note:** Make sure to type the values correctly because the software does not validate the fields. The proxy settings are updated even if the values are invalid.

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## Supported Computer Models

Only acquisition computers from SCIEX are supported. These configured computers meet all of the requirements of, and have undergone testing and verification with, the StatusScope<sup>®</sup> Remote Monitoring Service.

The configured computers can be ordered through SCIEX. Contact a local sales representative for information.

## Supported Equipment

### Mass Spectrometers

The StatusScope<sup>®</sup> Remote Monitoring Service provides support for the following mass spectrometers:

- QTRAP<sup>®</sup> System
- API 2000<sup>™</sup> System
- API 3000<sup>™</sup> System
- API 3200<sup>™</sup> System
- 3200 QTRAP<sup>®</sup> System
- SCIEX Triple Quad<sup>™</sup> 3500 System
- API 4000<sup>™</sup> System
- 4000 QTRAP<sup>®</sup> System
- SCIEX Triple Quad<sup>™</sup> 4500 System
- QTRAP<sup>®</sup> 4500 System
- TripleTOF<sup>®</sup> 4600 System
- API 5000<sup>™</sup> System
- SCIEX Triple Quad<sup>™</sup> 5500 System
- QTRAP<sup>®</sup> 5500 System



- SCIEX Triple Quad™ 5500+ LC-MS/MS System – QTRAP® Ready
- TripleTOF® 5600/5600+ Systems
- SCIEX Triple Quad™ 6500 System
- QTRAP® 6500 System
- SCIEX Triple Quad™ 6500+ System
- QTRAP® 6500+ System
- TripleTOF® 6600/6600+ Systems
- SCIEX X500 QTOF Systems

### LC Systems

The StatusScope® Remote Monitoring Service provides support for the following peripheral devices:

- Eksigent NanoLC™ 200 System
- Eksigent NanoLC™ 400 System
- Eksigent NanoLC™ 415 System
- Eksigent NanoLC™ 425 System
- Eksigent M3 MicroLC System
- Eksigent M5 MicroLC System
- ExionLC™ AC System
- ExionLC™ AD System
- Shimadzu LC-20 series of systems
- Shimadzu LC-30 series of systems
- Shimadzu LC-40 series of systems
- CTC PAL System

## Analyst® Software Requirements

The Analyst® Software, version 1.6 and higher, is supported by the StatusScope® Remote Monitoring Service, including all of the available add-ons (Patches, HotFixes and Components releases).

# Analyst<sup>®</sup> TF Software Requirements

The Analyst<sup>®</sup> TF Software, version 1.7 and higher, is supported by the StatusScope<sup>®</sup> Remote Monitoring Service, including all of the available add-ons (Patches, HotFixes and Components releases).

# SCIEX OS Requirements

SCIEX OS, version 1.6.1 and higher, is supported by the StatusScope<sup>®</sup> Remote Monitoring Service, including all of the available add-ons (Patches, HotFixes and Components releases).

# Eksigent Control Software Requirements

The Eksigent Control Software, version 4.1 and higher, is supported.

# Contact Us

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## Customer Training

- In North America: [NA.CustomerTraining@sciex.com](mailto:NA.CustomerTraining@sciex.com)
- In Europe: [Europe.CustomerTraining@sciex.com](mailto:Europe.CustomerTraining@sciex.com)
- Outside the EU and North America, visit [sciex.com/education](http://sciex.com/education) for contact information.

## Online Learning Center

- [SCIEX University™](#)

## 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](http://sciex.com) or contact us in one of the following ways:

- [sciex.com/contact-us](http://sciex.com/contact-us)
- [sciex.com/request-support](http://sciex.com/request-support)

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**Note:** For any questions or issues related to the StatusScope® Remote Monitoring Service, select **Instrument & Hardware** as the **Issue Type**.

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## CyberSecurity

For the latest guidance on cybersecurity for SCIEX products, visit [sciex.com/productsecurity](http://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>.

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**Note:** To request a free, printed version of this document, contact [sciex.com/contact-us](https://sciex.com/contact-us).

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