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# StatusScope<sup>®</sup> Remote Monitoring Service 2.1

Release Notes



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

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

This version of the StatusScope<sup>®</sup> Remote Monitoring Service supports both direct connection to the internet or by using a proxy.

## 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™](#) 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 2.1

This section describes the enhancements and fixes in the StatusScope<sup>®</sup> Remote Monitoring Service 2.1 software. To view the enhancements and fixes for previous releases, refer to the *Release Notes* that came with that version of the software.

- The standard and proxy versions of the StatusScope<sup>®</sup> Remote Monitoring Service have been merged into one version.
- Version 2.1 now includes support for the ZenoTOF™ 7600 LC-MS/MS System.

- Fixes from Hotfix1 and Hotfix2 are included in version 2.1.

## Related Documentation

- *StatusScope® Remote Monitoring Service User Guide*
- *StatusScope® Remote Monitoring Service 2.1 Installation Guide*

# Workstation Requirements

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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

For more information on supported systems, contact a Field Service Employee (FSE).

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

The StatusScope<sup>®</sup> Remote Monitoring Service supports the Analyst<sup>®</sup> Software version 1.6 and higher, including all of the available patches, HotFixes, and Components releases.

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

The StatusScope<sup>®</sup> Remote Monitoring Service supports the Analyst<sup>®</sup> TF Software version 1.7 and higher, including all of the available patches, HotFixes, and Components releases.

## SCIEX OS Software Requirements

The StatusScope<sup>®</sup> Remote Monitoring Service supports the following versions of the SCIEX OS Software, including all of the available SCIEX OS patches, HotFixes, and Components releases:

- Version 1.6.1
- Version 1.6.10
- Version 1.7

- Version 2.0
- Version 2.1

## Eksigent Control Software Requirements

The StatusScope<sup>®</sup> Remote Monitoring Service supports Eksigent Control Software version 4.1 and higher.

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

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