

# StatusScope Remote Monitoring Service 2.2.2 Release Notes



---

## Introduction

The StatusScope 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 remote monitoring service supports both direct connection to the internet or by using a proxy.

## Features

The StatusScope 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 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 2.2.2

- Added support for the ExionLC 2.0 and Shimadzu LC 40 systems.
- Fixed the issue where, in [SCIEX Now](#), the **StatusScope** button was not available with a valid contract.
- Fixed the issue where the Curtain Gas interface alarms kept occurring.

To view the enhancements and fixes for previous releases, refer to the document: *Release Notes* that came with that version of the software.

All previous versions of the StatusScope remote monitoring service should be upgraded.

### Related Documentation

- *StatusScope Remote Monitoring Service User Guide*
- *StatusScope Remote Monitoring Service 2.2.2 Installation Guide*

## Workstation Requirements

### 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 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 Software Requirements

The StatusScope remote monitoring service supports the Analyst software version 1.6 or later, including all of the available patches, HotFixes, and Components releases.

### Analyst TF Software Requirements

The StatusScope remote monitoring service supports the Analyst TF software version 1.7 or later, including all of the available patches, HotFixes, and Components releases.

### SCIEX OS Requirements

The StatusScope remote monitoring service supports the following versions of SCIEX OS, 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
- Version 2.1.5 or later

**Note:** Upgrading to StatusScope remote monitoring service version 2.2.1 or later is required if SCIEX OS version 2.1.5 or later is installed.

---

## Eksigent Control Software Requirements

The StatusScope remote monitoring service supports Eksigent control software version 4.1 and later.

## Contact Us

### 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 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](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)

---

**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](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>.

## StatusScope Remote Monitoring Service 2.2.2 Release Notes

---

---

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

---

---

This document is provided to customers who have purchased SCIEX equipment to use in the operation of such SCIEX equipment. This document is copyright protected and any reproduction of this document or any part of this document is strictly prohibited, except as SCIEX may authorize in writing.

Software that may be described in this document is furnished under a license agreement. It is against the law to copy, modify, or distribute the software on any medium, except as specifically allowed in the license agreement. Furthermore, the license agreement may prohibit the software from being disassembled, reverse engineered, or decompiled for any purpose. Warranties are as stated therein.

Portions of this document may make reference to other manufacturers and/or their products, which may contain parts whose names are registered as trademarks and/or function as trademarks of their respective owners. Any such use is intended only to designate those manufacturers' products as supplied by SCIEX for incorporation into its equipment and does not imply any right and/or license to use or permit others to use such manufacturers' and/or their product names as trademarks.

SCIEX warranties are limited to those express warranties provided at the time of sale or license of its products and are the sole and exclusive representations, warranties, and obligations of SCIEX. SCIEX makes no other warranty of any kind whatsoever, expressed or implied, including without limitation, warranties of merchantability or fitness for a particular purpose, whether arising from a statute or otherwise in law or from a course of dealing or usage of trade, all of which are expressly disclaimed, and assumes no responsibility or contingent liability, including indirect or consequential damages, for any use by the purchaser or for any adverse circumstances arising therefrom.

(GEN-IDV-09-10816-D)

For Research Use Only. Not for use in Diagnostic Procedures.

Trademarks and/or registered trademarks mentioned herein, including associated logos, are the property of AB Sciex Pte. Ltd., or their respective owners, in the United States and/or certain other countries (see [sciex.com/trademarks](https://sciex.com/trademarks)).

AB Sciex™ is being used under license.

© 2022 DH Tech. Dev. Pte. Ltd.



AB Sciex Pte. Ltd.  
Blk33, #04-06 Marsiling Industrial Estate Road 3  
Woodlands Central Industrial Estate, Singapore 739256