

StatusScope Remote Monitoring Service 2.3.1 Release Notes



Introduction

The StatusScope remote monitoring service lets customers 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 a direct connection to the Internet and a connection by 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 2.3.1

Firmware data for the mass spectrometer is collected for the Analyst software and the SCIEX OS software.

This version is a security release. All of the libraries have been updated to the latest versions.

Corrected in Version 2.3.1

The Batch and Sample index is read correctly from the SCIEX OS software and is shown.

Related Documentation

- *StatusScope Remote Monitoring Service User Guide*
- *StatusScope Remote Monitoring Service 2.3.1 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 about supported systems, contact a Field Service Employee (FSE).

Analyst Software Requirements

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

Analyst TF Software Requirements

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

SCIEX OS Software Requirements

The StatusScope remote monitoring service supports the following versions of the SCIEX OS software, including all of the available patches, HotFixes, and Components releases for the SCIEX OS software:

- Version 1.6.1
- Version 1.6.10
- Version 1.7
- Version 2.0
- Version 2.1
- Version 2.1.5 or later

- Version 3.3 or later requires StatusScope remote monitoring service 2.3 or later for SCIEX Control API support
- Version 4.0 or later requires StatusScope remote monitoring service 2.3.1 or later for Windows 11 support

Eksigent Control Software Requirements

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

Contact Us

Addresses



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

SCIEX Headquarters

AB Sciex LLC
250 Forest Street
Marlborough, MA 01752
USA

Customer Training

- Global: sciex.com/contact-us

Online Learning Center

- [SCIEX Now Learning Hub](#)

SCIEX Support

SCIEX and its representatives have a global staff of fully-trained service and technical specialists. They can supply answers to questions about the system or any technical issues that might occur. For more information, go to the SCIEX website at sciex.com or use one of the following links to contact us.

- 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 supersedes all of the previous versions of this document.

Note: To request a free, printed version of this document, contact 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 such products as those manufacturers' products 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-E)

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).

AB Sciex™ is being used under license.

© 2025 DH Tech. Dev. Pte. Ltd.

