SCIEX
The Power of Precision

StatusScope® Remote Monitoring Service

Agent Upgrade Instructions

RUO-IDV-03-11079-A

June 2020

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Introduction 1

This document is intended for StatusScope® Remote Monitoring Service customers who are upgrading an existing version of the software to the new version of the Agent. This update is required to enable customers to monitor their connected mass spectrometers through SCIEX Now™ when we migrate to the new platform within the next few weeks.

The StatusScope® Remote Monitoring Service is used to remotely monitor SCIEX mass spectrometers to:

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

Features

The StatusScope® Remote Monitoring Service uses a Web application infrastructure to receive performance parameters from, and report them to, connected mass spectrometers. With an established connection to a cloud server 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.
- Monitoring of the sample queue for jobs submitted through the Analyst® Software, the Analyst® TF Software, and SCIEX OS, on all supported mass spectrometers.
- A single access point for customers, through SCIEX Now™, where customers can monitor the status, alerts, and notifications for all mass spectrometers that are connected to the StatusScope® Remote Monitoring Service. SCIEX Now™ is configured for on-the-go viewing using a mobile device.
- Custom reports on mass spectrometer utilization, inventory, and service history.

Requirements

The new version of the StatusScope® Remote Monitoring Service Agent requires:

- A dedicated internet connection for the computer connected to the mass spectrometer, so that the StatusScope® Remote Monitoring Service can function as intended.
- An active SCIEX Now™ account.
- A minimum of 2 GB free space on the C:/ drive.
- Outbound connectivity on HTTPS and MQTT protocols, port 443. The firewall must allow outbound communication from StatusScope® Remote Monitoring Service to aws-iot, including:
  - a191fe2mx36xf8-ats.iot.us-east-1.amazonaws.com
  - iotregistrationcertificates.s3.amazonaws.com

  Contact a local IT network administrator to confirm that this requirement is met.

Add a User 2

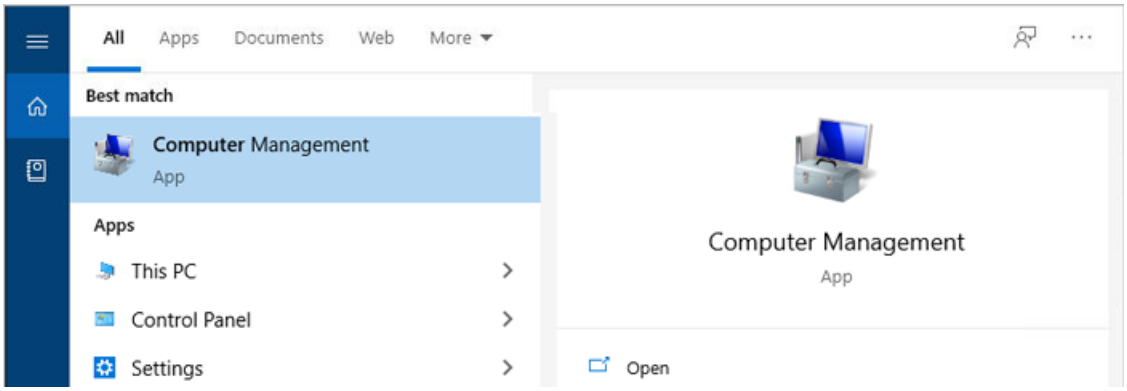
The procedures in this chapter must be performed on the acquisition computer. A user who is part of the Administrator group for Windows, and who is assigned to the Administrator role in the Analyst® Software and SCIEX OS, if applicable, must complete the installation.

Note: All of the dialogs provided in this chapter were captured on a computer configured with the Windows 10 operating system. Comparable dialogs are shown on computers configured with the Windows 7, 32-bit or 64-bit operating system. The dialogs are provided as examples only.

Add a User

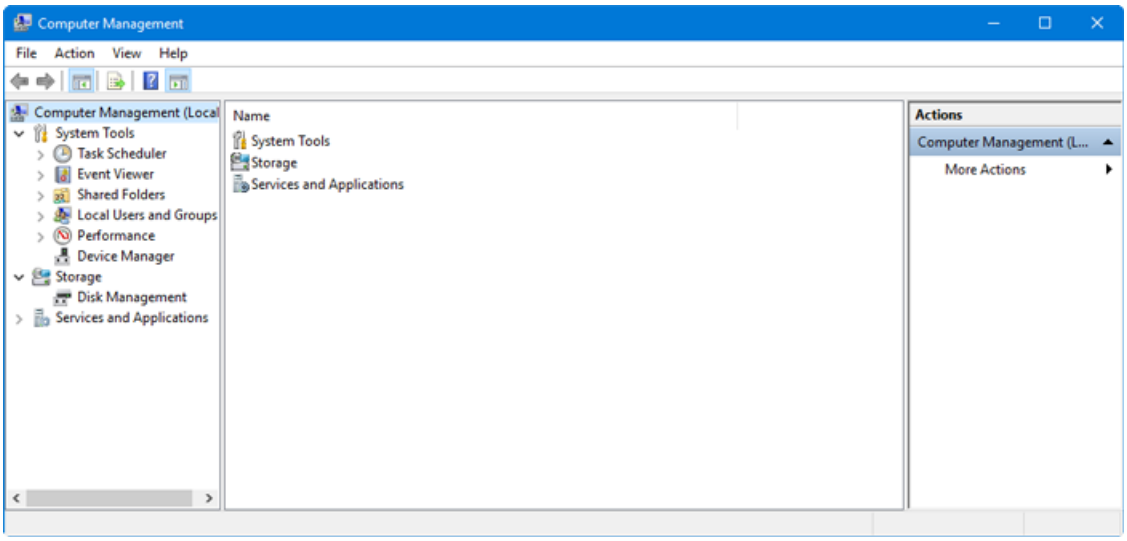
1. Right-click **Start > Search** and then type **computer management** in the **Search** field.

Figure 2-1 Computer Management App



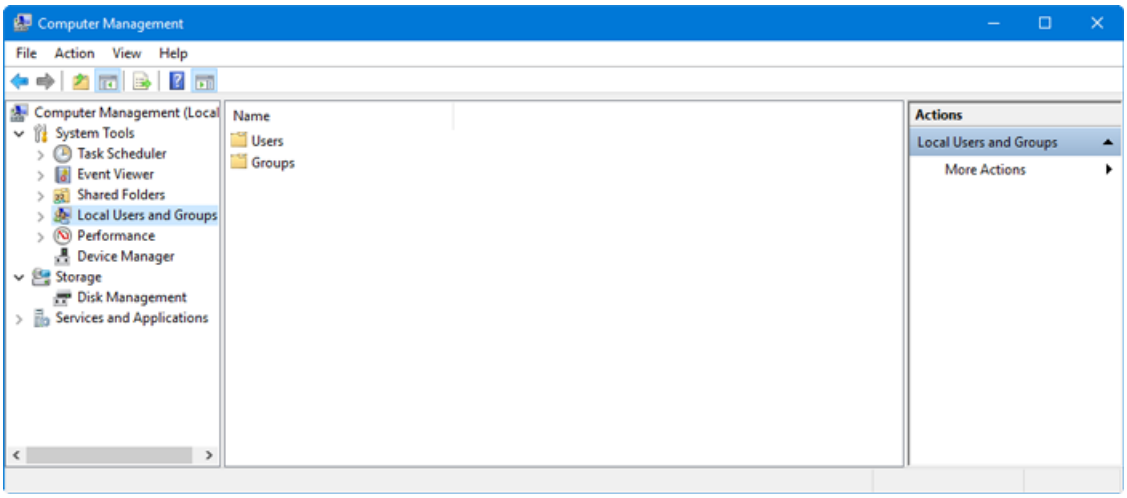
2. Click the **Computer Management App**.

Figure 2-2 Computer Management Window



3. Click **Local Users and Groups**.

Figure 2-3 Local Users and Groups Options



4. Right-click **Users** and then click **New User**.

   The New User dialog opens.

5. Complete the dialog as follows:

   a. Clear the **User must change password at next logon** check box.

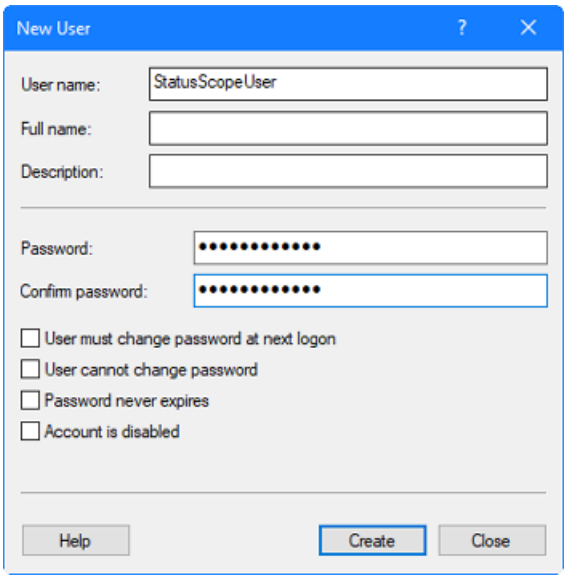
b. Type a **User name** in the field provided. For example, **StatusScopeUser**.

Note: The user name cannot contain spaces.

c. Type a **Password** in the field provided.

d. Type the same password in the **Confirm Password** field.

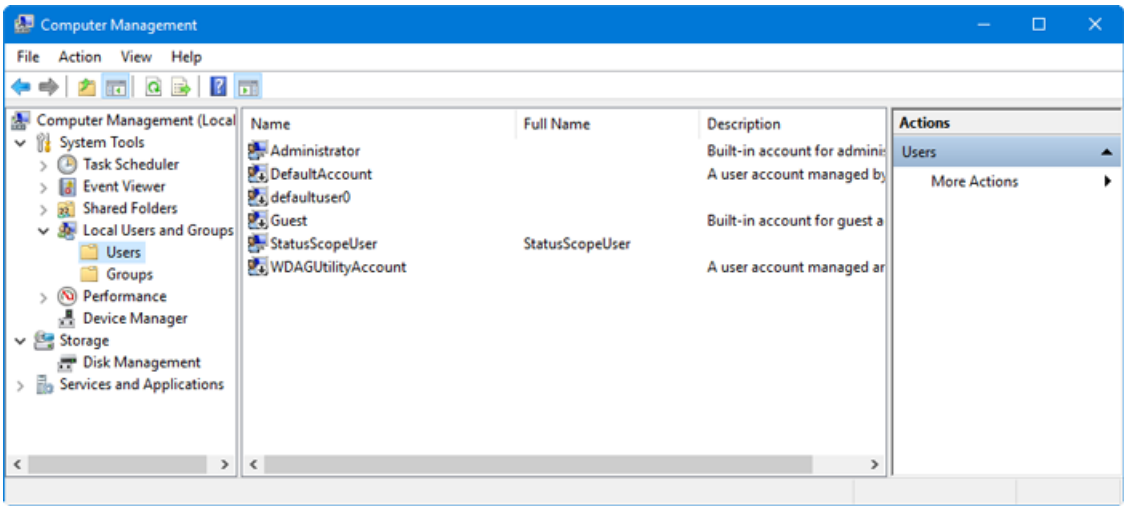
Figure 2-4 New User Dialog



6. Click **Create**.
7. Click **Close**.
8. On the Computer Management window, double-click **Users**.

   The name of the new user is shown in the list of users.

Figure 2-5 Computer Management Window – List of Users

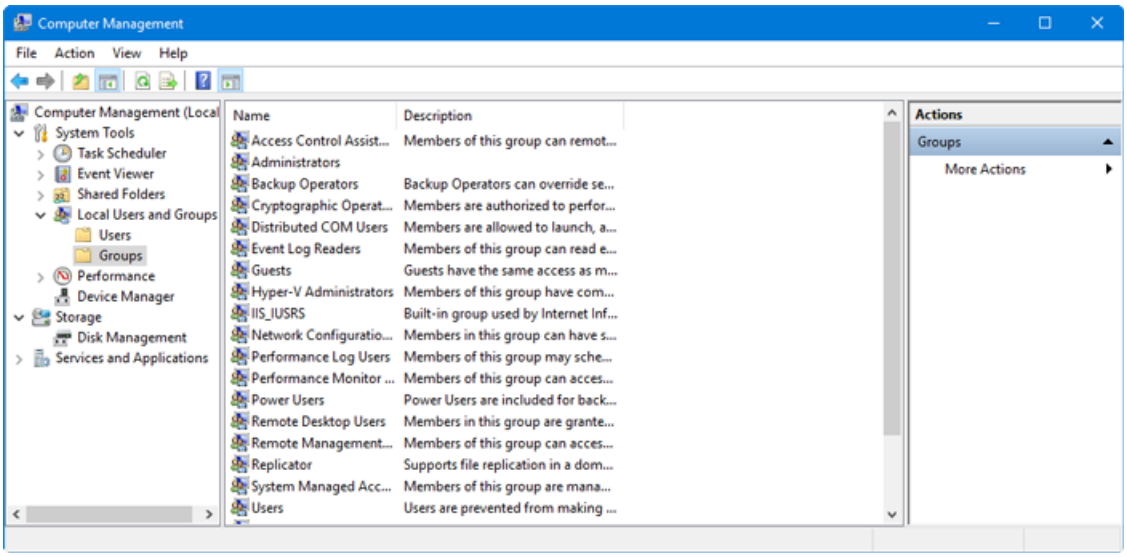


9. Continue with Add a User to the Administrator Group on page 9.

Add a User to the Administrator Group

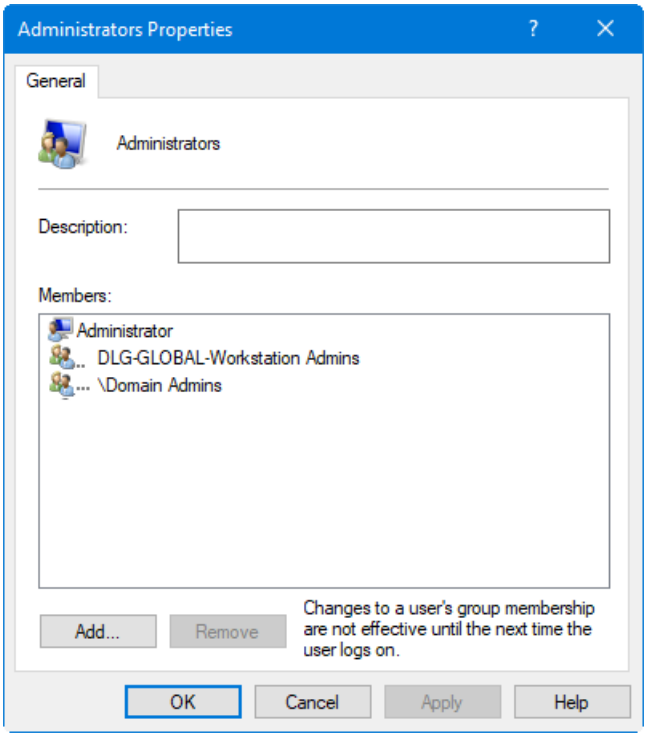
1. On the Computer Management window, double-click **Groups**.

Figure 2-6 Computer Management Groups Options Window



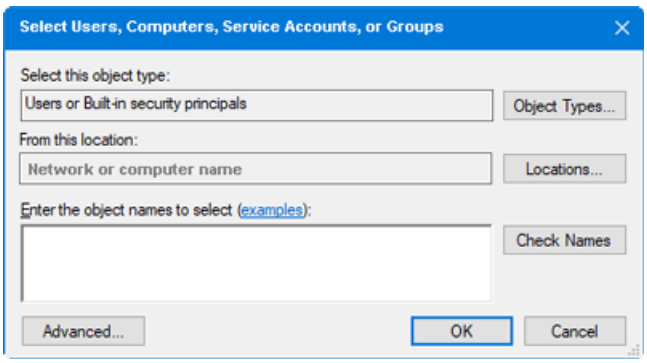
2. Right-click **Administrators** and then click **Add to Group**.

Figure 2-7 Administrators Properties Dialog



3. Click **Add**.

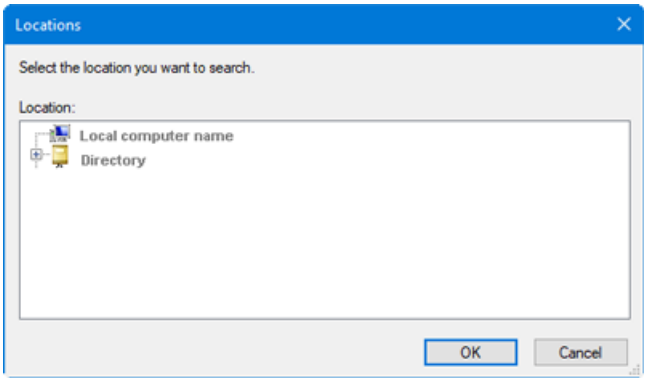
Figure 2-8 Select Users, Computers, Service Accounts, or Groups Dialog



4. Make sure that the correct location is shown in the **From this location** field.

Note: The location is typically the computer name. To change the selection, click **Locations**, select the appropriate location on the Locations dialog, and then click **OK**.

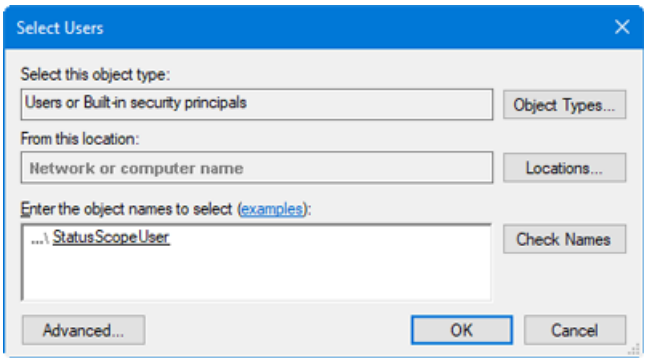
Figure 2-9 Locations Dialog



5. Type the name of the user that was created in Add a User on page 6 in the **Enter the object names to select** field and then click **Check Names**. For example, **StatusScopeUser**.

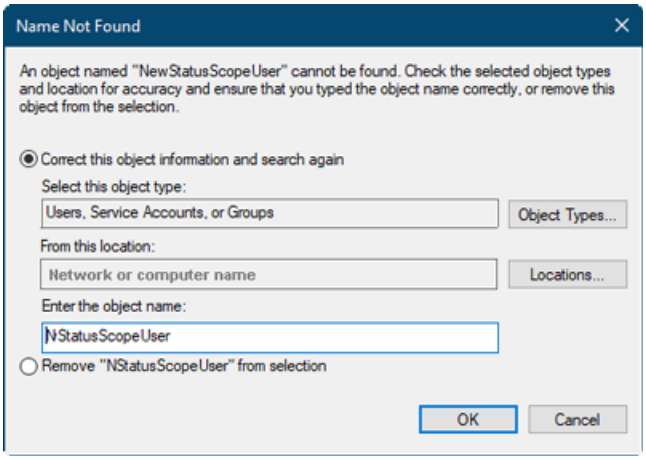
   The name is shown, underlined, in the **Enter the object names to select** field.

Figure 2-10 Select Users Dialog – Valid User



Tip! If the name of the user cannot be verified, then make sure that the name has been typed correctly and that the user is a valid computer or network domain user.

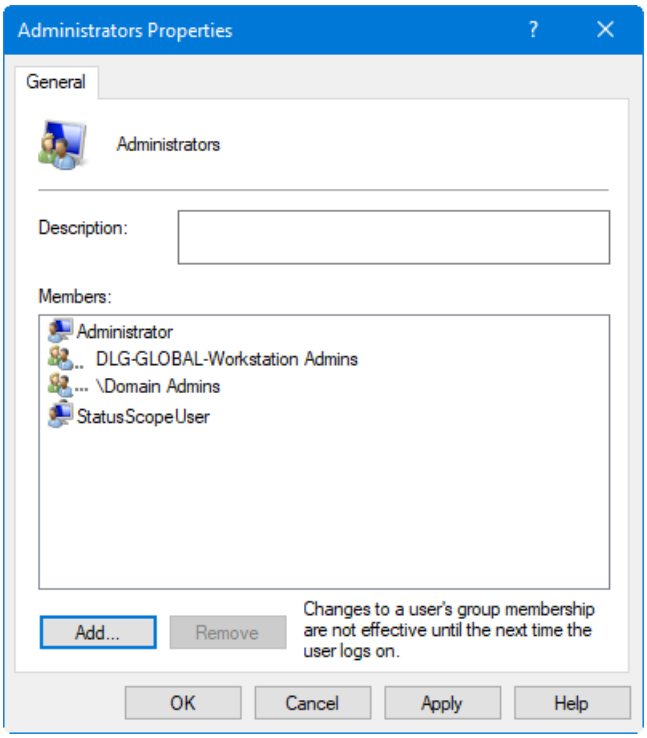
Figure 2-11 Name Not Found Dialog



6. Click **OK** to close the Select Users dialog.

   The name of the new user is shown in the **Members** field.

Figure 2-12 Administrators Properties Dialog – Administrator Added



7. Click **Apply** and then click **OK**.
8. Close the Computer Management dialog.
9. Add the user to the Administrator role in the acquisition software:
   - Add a User to the Analyst® Software on page 13
   - Add a User to SCIEX OS on page 19

Add a User to the Analyst® Software

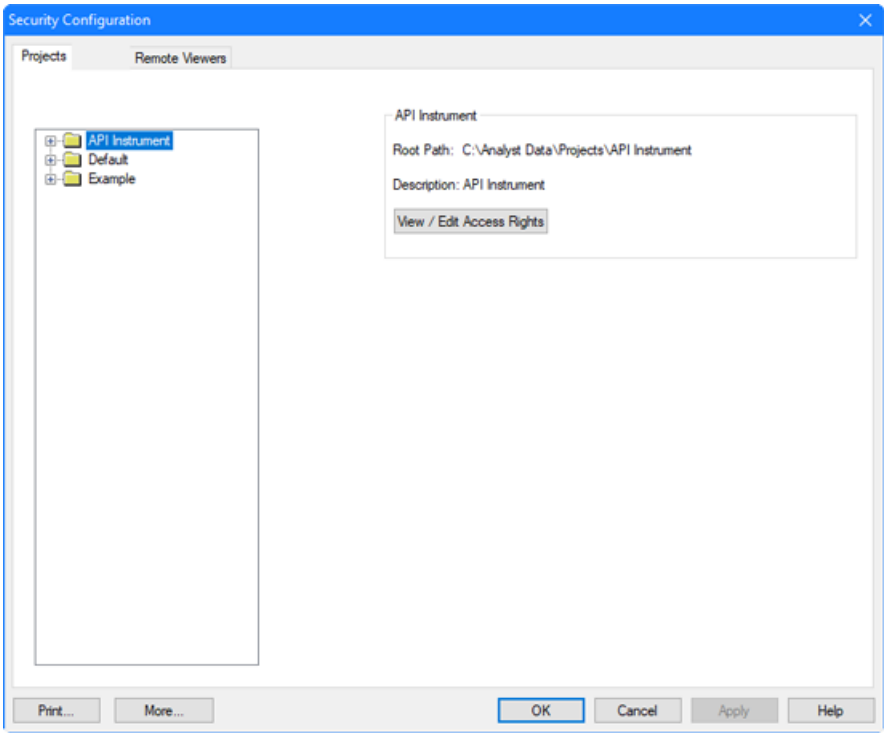
Note: In this procedure, all references to the Analyst® Software can be replaced with the Analyst® TF Software.

Note: Any changes to the Analyst® Software security configuration take effect after the Analyst® Software is restarted.

1. Open the Analyst® Software.

2. On the Navigation bar, under **Configure**, double-click **Security Configuration**.

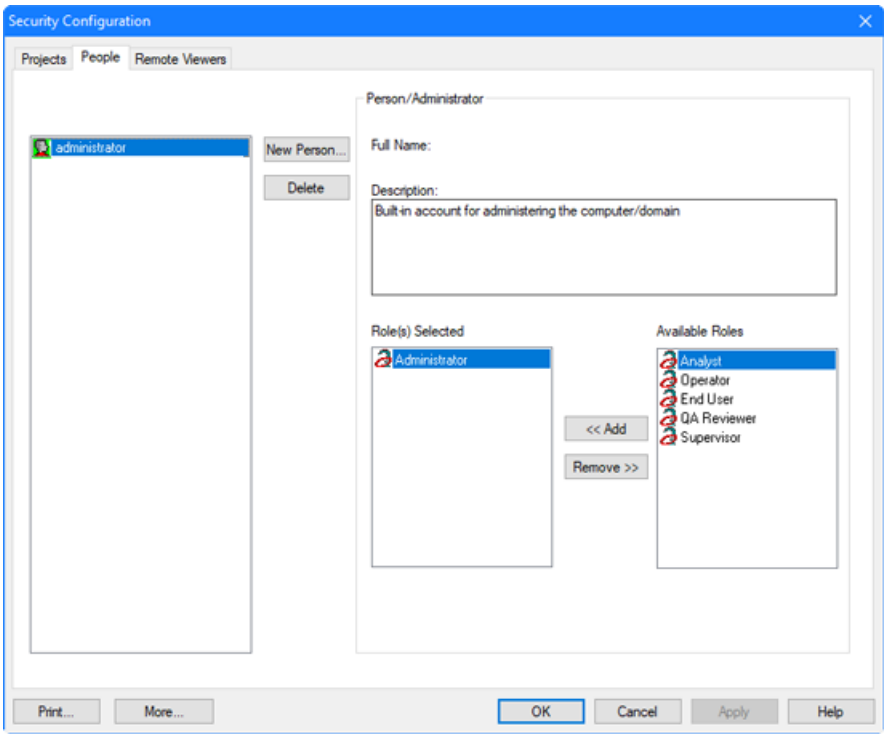
Figure 2-13 Security Configuration Dialog



3. Click the **People** tab.

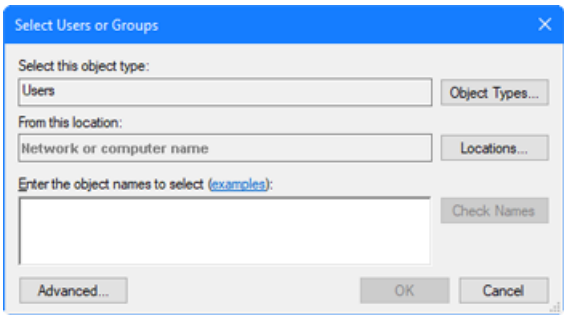
Note: If the People tab is not shown, then the **Security Mode** in the Analyst® Software is set to **Single User Mode** and this procedure does not have to be completed. Continue with Prepare for Installation on page 24.

Figure 2-14 Security Configuration Dialog – People Tab



4. Click **New Person**.

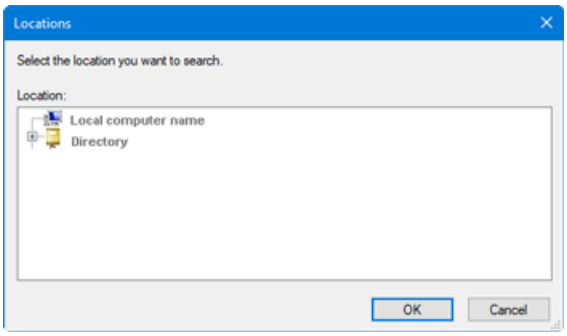
Figure 2-15 Select Users or Groups Dialog



5. Make sure that the correct location is shown in the **From this location** field.

Note: The location is typically the computer name. To change the selection, click **Locations**, select the appropriate location on the Locations dialog, and then click **OK**.

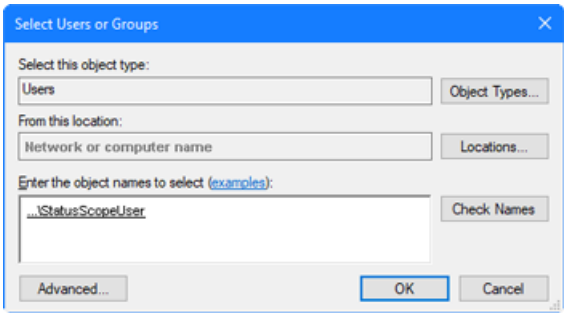
Figure 2-16 Locations Dialog



6. Type the name of the user that was created in Add a User on page 6 in the **Enter the object names to select** field and then click **Check Names**. For example, **StatusScopeUser**.

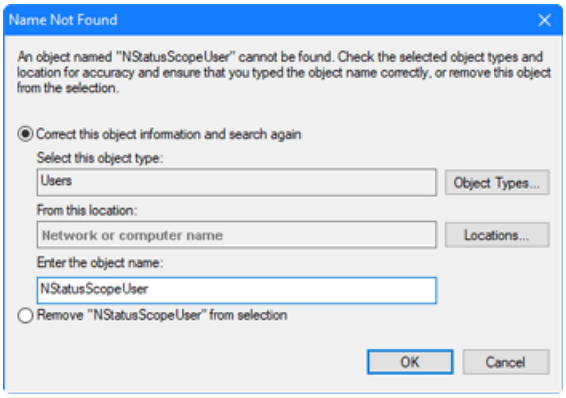
   The name is shown, underlined, in the **Enter the object names to select** field.

Figure 2-17 Select Users or Groups Dialog - User Added



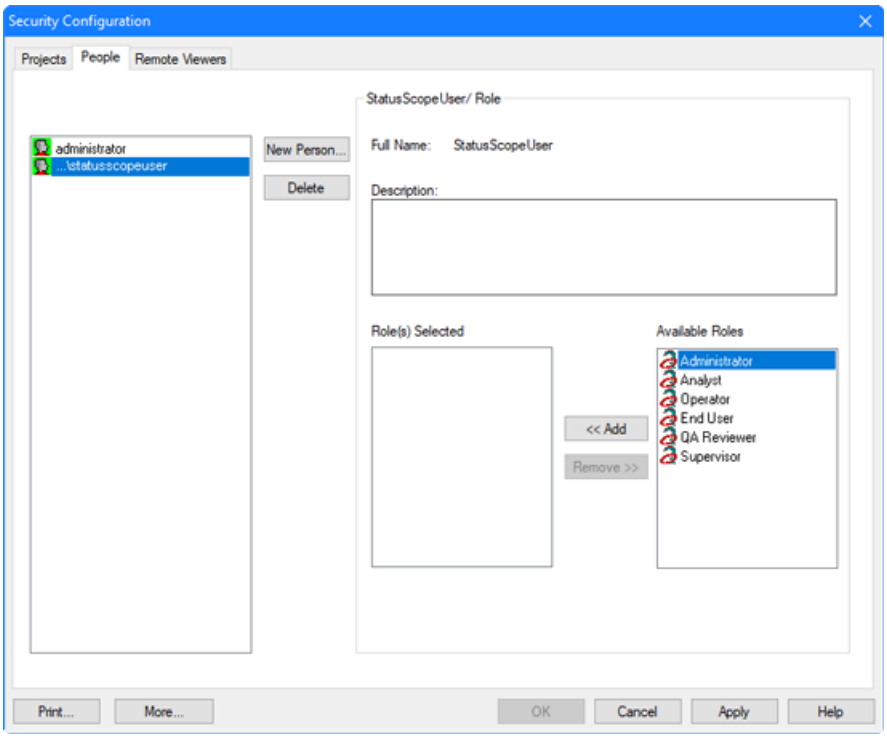
Tip! If the name of the user cannot be verified, then make sure that the name has been typed correctly and that the user is a valid computer or network domain user.

Figure 2-18 Name Not Found Dialog



7. Click **OK**.

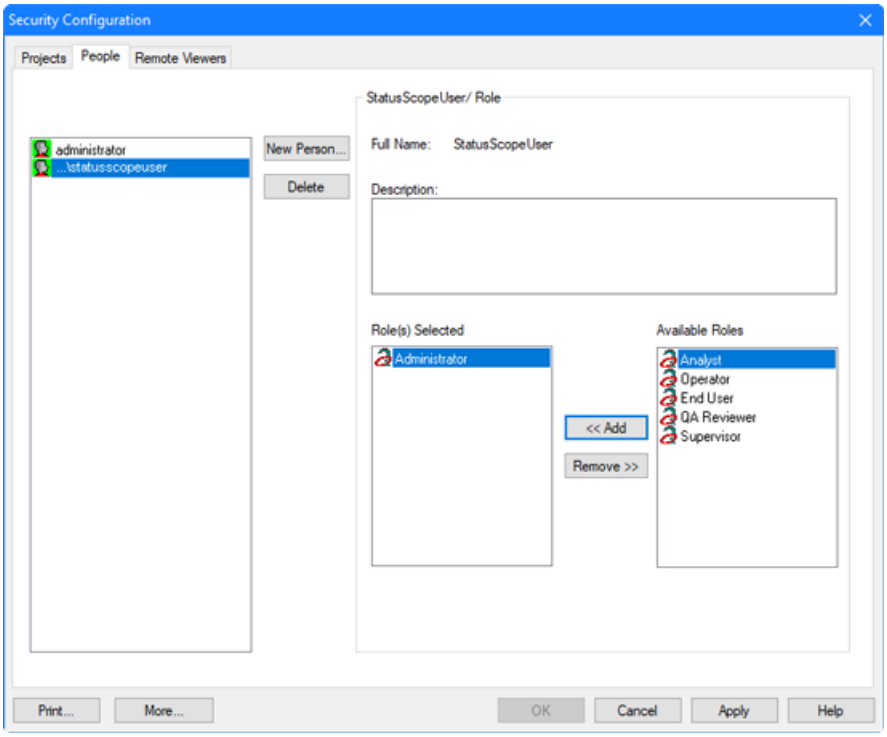
Figure 2-19 Security Configuration Dialog



8. Make sure that the name of the user that was added is selected and then click **Administrator** in the **Available Roles** field and then click << Add.

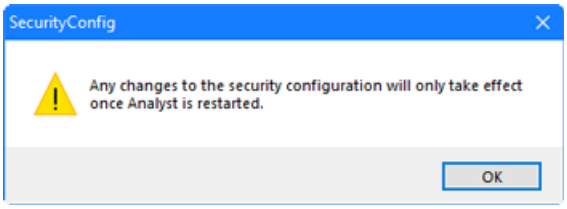
   Administrator is shown in the **Role(s) Selected** field.

Figure 2-20 Security Configuration Dialog



9. Click **Apply**.

Figure 2-21 SecurityConfig Message



10. Click **OK** to close the message.
11. Click **OK** to close the Security Configuration dialog.
12. Close the Analyst® Software.

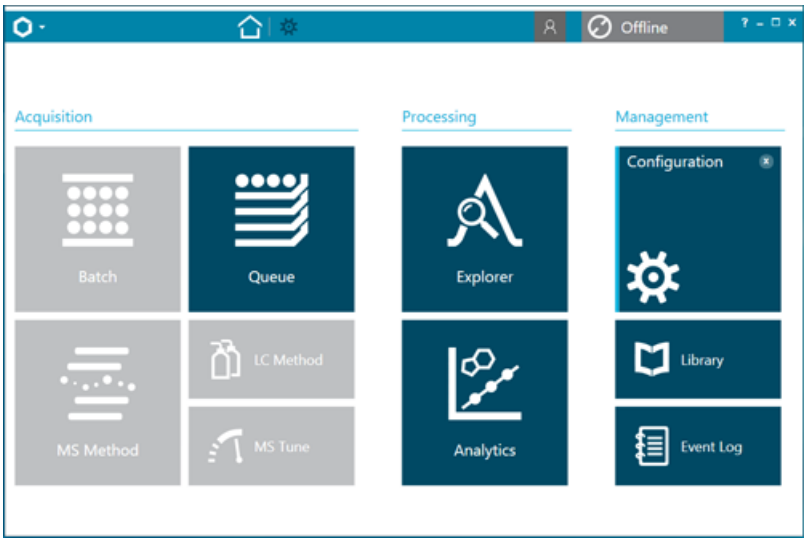
Note: Any changes to the Analyst® Software security configuration take effect after the Analyst® Software is restarted.

13. Continue with Prepare for Installation on page 24.

Add a User to SCIEX OS

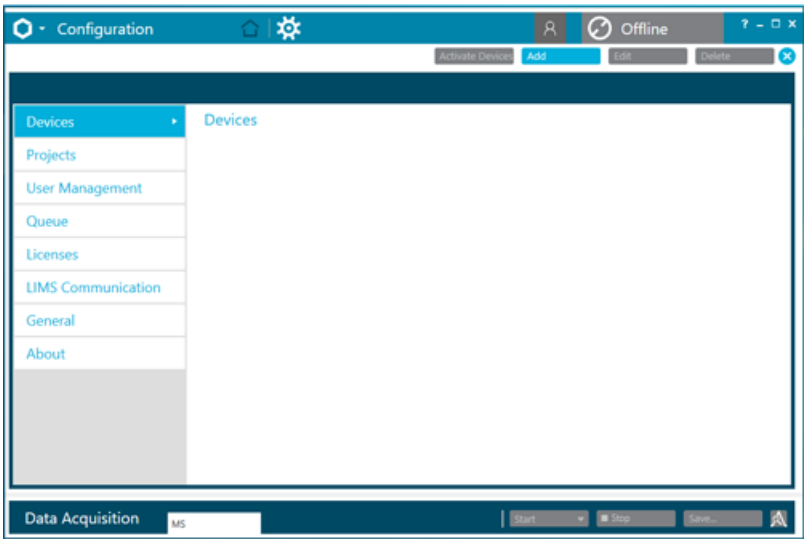
1. Open SCIEX OS.

Figure 2-22 SCIEX OS Home Page



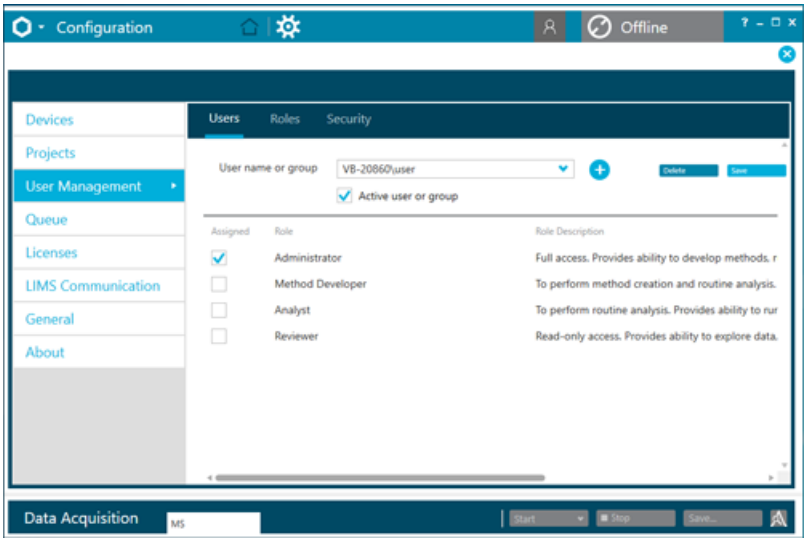
2. Open the Configuration workspace.

Figure 2-23 Configuration Workspace



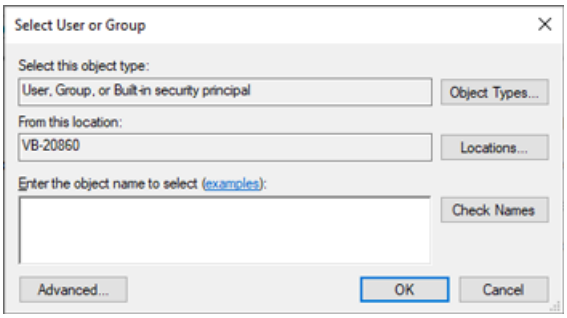
3. Click **User Management**.

Figure 2-24 User Management



4. Click **Add User** ( ).

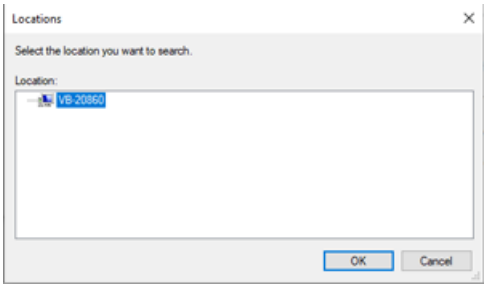
Figure 2-25 Select User or Group Dialog



5. Make sure that the correct location is shown in the **From this location** field.

Note: The location is typically the computer name. To change the selection, click **Locations**, select the appropriate location on the Locations dialog, and then click **OK**.

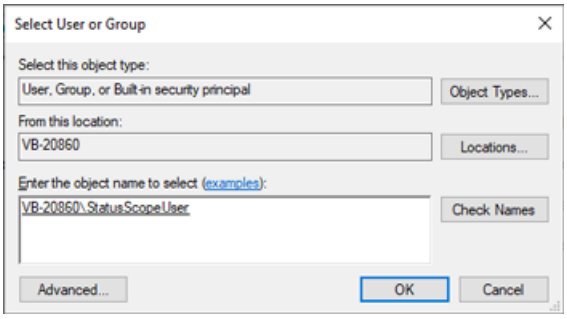
Figure 2-26 Locations Dialog



6. Type the name of the user that was created in Add a User on page 6 in the **Enter the object names to select** field and then click **Check Names**. For example, **StatusScopeUser**.

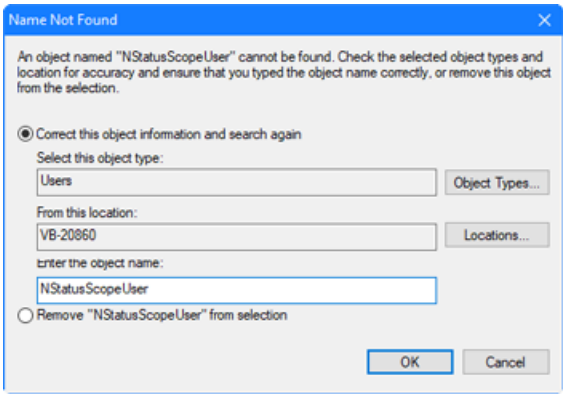
   The name is shown, underlined, in the **Enter the object names to select** field.

Figure 2-27 Select User or Group Dialog – User Added



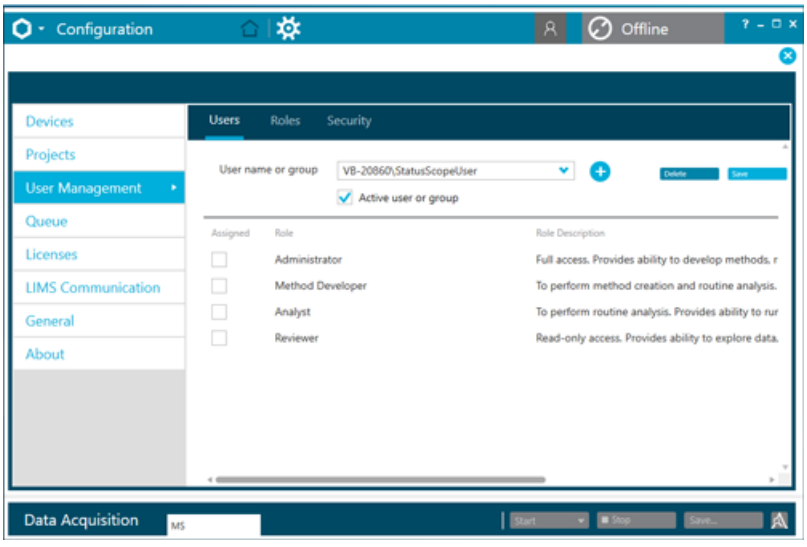
Tip! If the name of the user cannot be verified, then make sure that the name has been typed correctly and that the user is a valid computer or network domain user.

Figure 2-28 Name Not Found Dialog



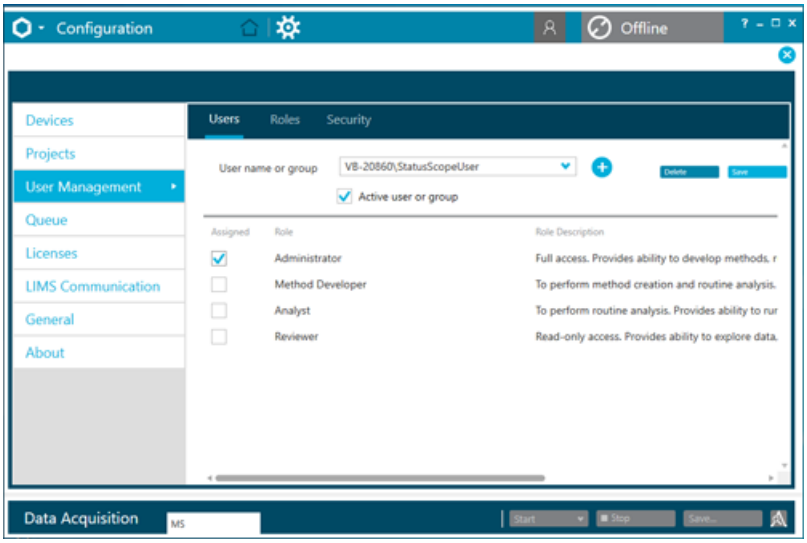
7. Click **OK**.

Figure 2-29 User Management – User Added



8. Make sure that the name of the user that was added is shown in the User name or group field and then select the **Active user or group** check box.
9. In the **Roles** area, select the check box to the left of **Administrator**.

Figure 2-30 User Management – Administrator Selected



10. Click **Save**.
11. Close SCIEX OS.
12. Continue with Prepare for Installation on page 24.

Installation 3

Prepare for Installation

Prerequisites
• Make sure that the user who will be completing the installation is assigned to the Administrator group. Refer to Add a User to the Administrator Group on page 9. • Make sure that the user who will be completing the installation is assigned to the Administrator role in the acquisition software. Refer to Add a User to the Analyst® Software on page 13 or Add a User to SCIEX OS on page 19. • (For computers configured with the Windows 7, 32-bit operating system only) Make sure that SP1 and the Security Update for Windows 7 (KB2813430) are installed. Refer to Update Computers Configured with the Windows 7, 32-bit Operating System on page 43.

1. Download the required zip file from sciex.com/software-support/software-downloads.
2. Save the file to a local drive on the computer that is connected to the instrument to be monitored.

   Tip! To prevent potential installation issues, save the file to a location other than the computer desktop and disconnect any external USB storage devices.

3. After the download is complete, right-click the downloaded file and then click **Extract All** to extract the installation package.

   Note: By default, the files are extracted to the location where the zip file was saved. Make sure that the path to the installation folder is not too long. If the path is longer than 118 characters, then installation might not proceed.

4. Continue with Install the StatusScope® Remote Monitoring Service Agent on page 25.

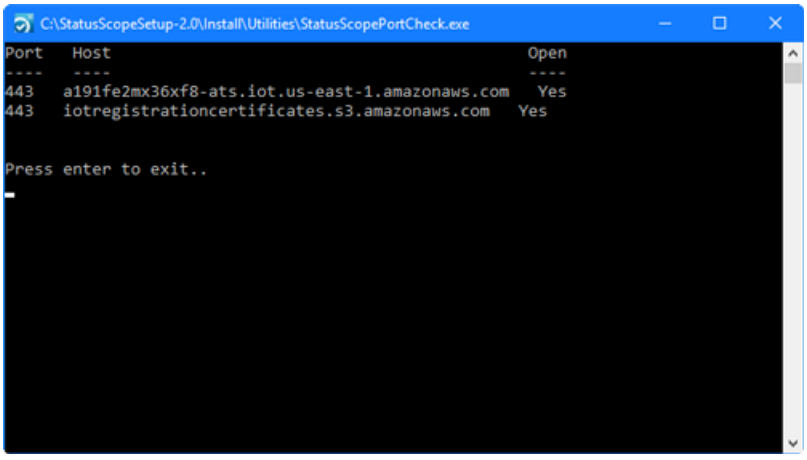
Install the StatusScope® Remote Monitoring Service Agent

Prerequisites
• The installation must be performed on the acquisition computer.

IMPORTANT:
If a previous version of the StatusScope® Remote Monitoring Service is currently installed on the computer, it should not be removed. The StatusScope® Remote Monitoring Service is required to enable users to continue monitoring the status of their systems. Consult with a Field Service Employee (FSE) before removing the existing software.

1. Log on to the computer as the user that was created in Add a User on page 6.
2. Make sure that the acquisition software is open.
3. Make sure that the hardware profile in the acquisition software is active and that it contains the mass spectrometer that is being monitored.
4. Navigate to the installation folder, **StatusScopeSetup-2.0**, open the folder, and then open the **Install > Utilities** folder.
5. Double-click **StatusScopePortCheck.exe**.

Figure 3-1 Connectivity Confirmation



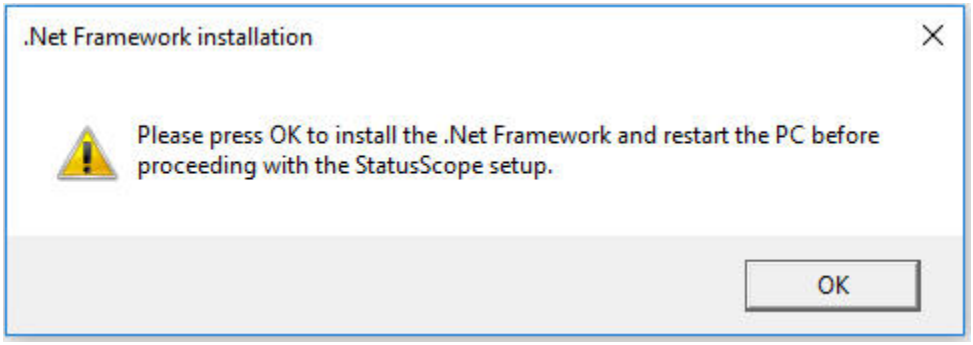
6. Make sure that **Yes** is shown in the **Open** column for both servers.

Tip! Contact a local IT network administrator to confirm that the firewall is configured to allow outbound communication from the StatusScope® Remote Monitoring Service to the two host sites shown in Figure 3-1. Refer to Requirements on page 5.

7. Press **Enter** to close the dialog.
8. Return to the root **StatusScopeSetup-2.0** folder, right-click **StatusScopeSetup.exe** and then select **Run as administrator**.

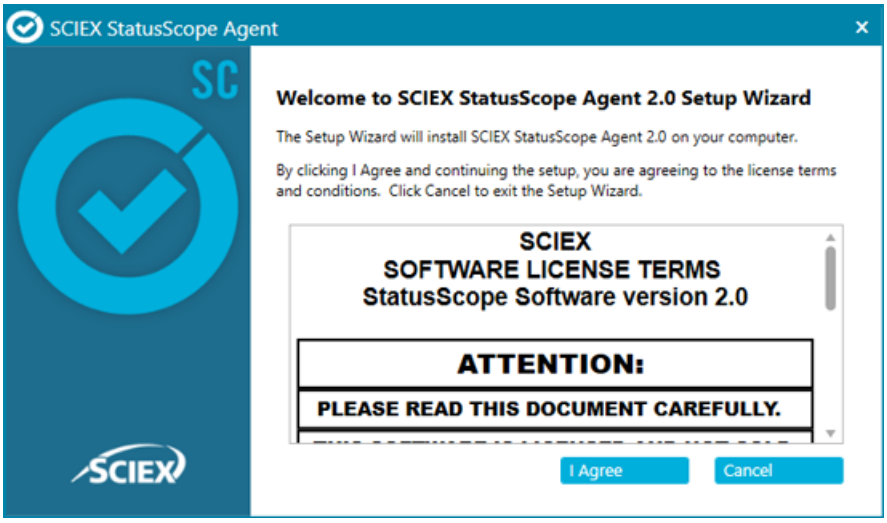
Tip! If the computer is configured with version 1607 or 1703 of the Windows 10 operating system, then the following message is shown. Continue with step 9.

Figure 3-2 .Net Framework Installation Dialog



Tip! If the computer is configured with any other version of the Windows 10 operating system, then the following dialog is shown. Continue with step 12.

Figure 3-3 End User License Agreement

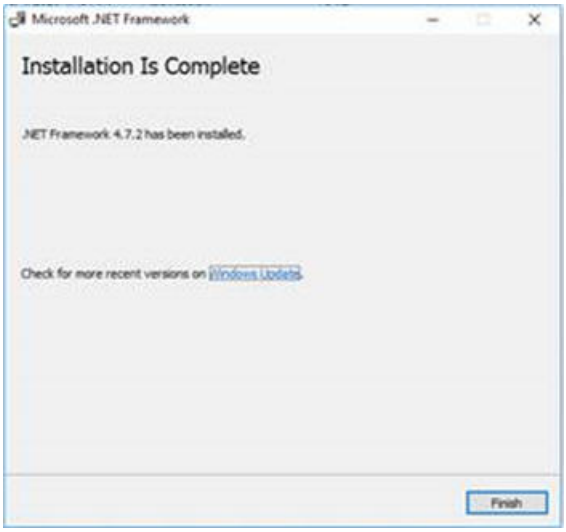


Tip! If the computer is configured with the Windows 7, 32-bit operating system, then the following message is shown. Continue with Enable the MSMQ Feature on Computers Configured with the Windows 7, 32-bit Operating System on page 44.

Figure 3-4 Install MSMQ Message Dialog

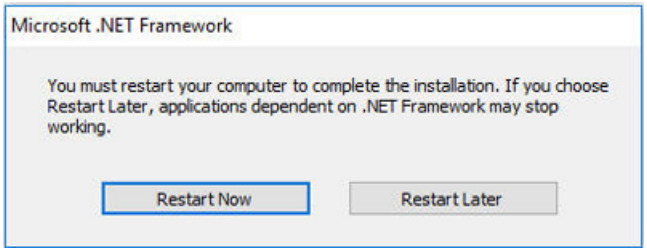
9. Click **OK**.

Figure 3-5 .NET Framework Installation Complete Dialog



10. Click **Finish**.

Figure 3-6 .NET Framework Restart Computer Dialog



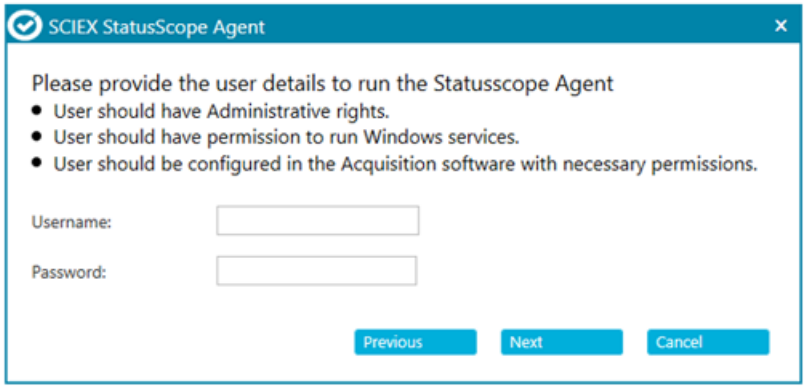
11. Click **Restart Now**.

Note: When the computer has started again, return to step 1 of this procedure.

12. Click **I Agree**.

Note: It might take a few minutes for the next screen in the sequence to be shown. No user intervention is required.

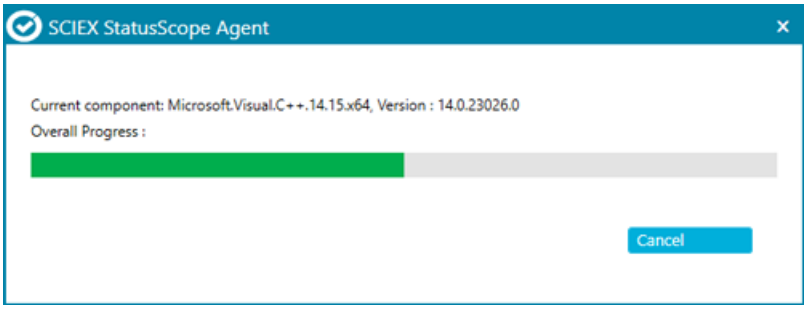
Figure 3-7 Administrator User Credentials



13. Type the name of the user that was created in Add a User on page 6 in the **Username** field.
14. Type the **Password** in the field provided and then click **Next**.

> **Note:** It might take a few minutes for the next screen in the sequence to be shown. No user intervention is required.

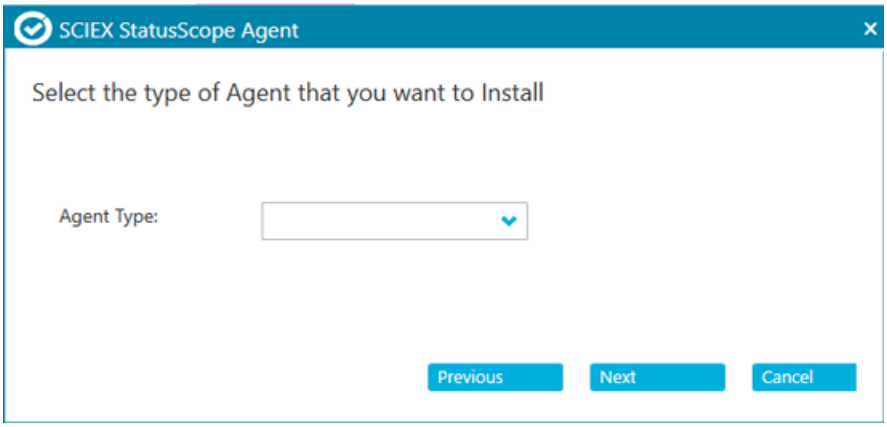
Figure 3-8 Installation Progress



15. If both the Analyst® Software or Analyst® TF Software and SCIEX OS are installed on the workstation, then select the **Agent Type** that matches the software that is used for acquisition.

> **Note:** If only one of the software applications in installed, then this dialog is not shown. Both Analyst® and Analyst® TF Software are shown as Analyst in the **Agent Type** field.

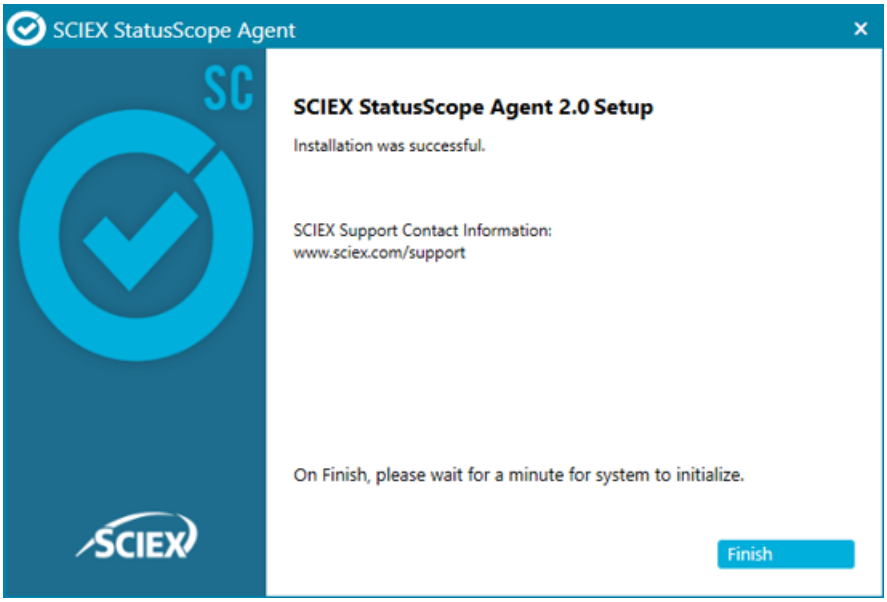
Figure 3-9 Agent Type



16. Click **Next**.

Note: It might take a few minutes for the next screen in the sequence to be shown. No user intervention is required.

Figure 3-10 Installation Complete



17. Click **Finish**.

Note: The system might take a few minutes to initialize and for the dialog to close. No user intervention is required.

18. Continue with Post-Installation Verification on page 32.

Troubleshooting Tips for Installation

Table 3-1 Installation Issues

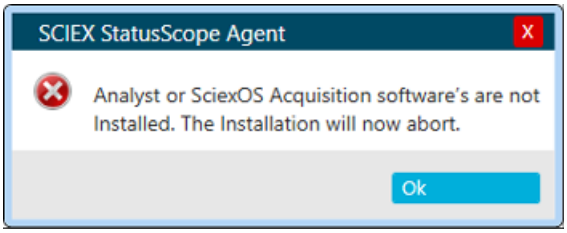
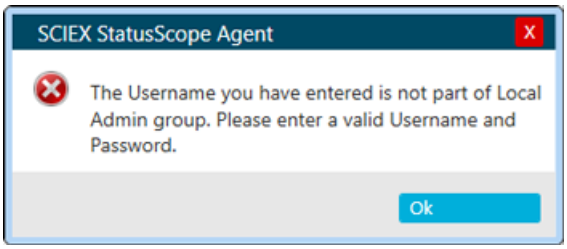
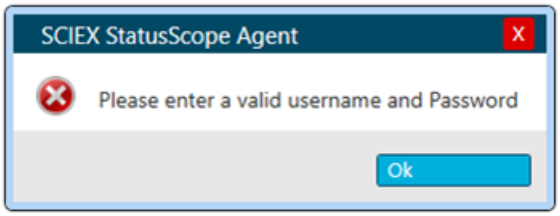
Issue	Resolution
	Install one of the following acquisition software: • Analyst® Software. Refer to Analyst® Software Requirements on page 41 for a list of supported versions. • Analyst® TF Software. Refer to Analyst® TF Software Requirements on page 42 for a list of supported versions. • SCIEX OS. Refer to SCIEX OS Requirements on page 42 for a list of supported versions.
	Make sure that the user is assigned to the Administrator group. The user account can be local to the computer or part of a network domain. Refer to Add a User to the Administrator Group on page 9.

Table 3-1 Installation Issues (continued)

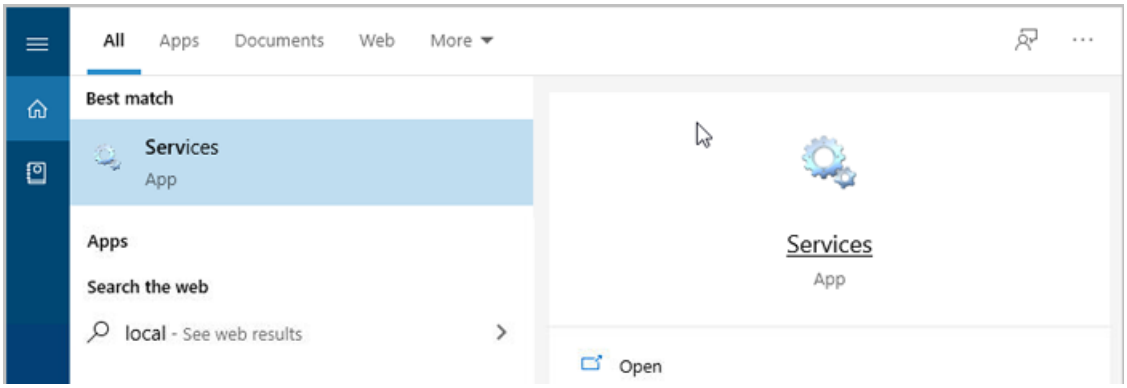
Issue	Resolution
	Make sure that the username and the password are typed correctly.
	Send an e-mail to StatusScope.Migration@sciex.com. The e-mail must include the contact information and the serial number of the connected mass spectrometer.

Post-Installation Verification

Note: All of the dialogs provided in this procedure were captured on a computer configured with the Windows 10 operating system. Comparable dialogs are shown on computers configured with the Windows 7, 32-bit or 64-bit operating system. The dialogs are provided as examples only.

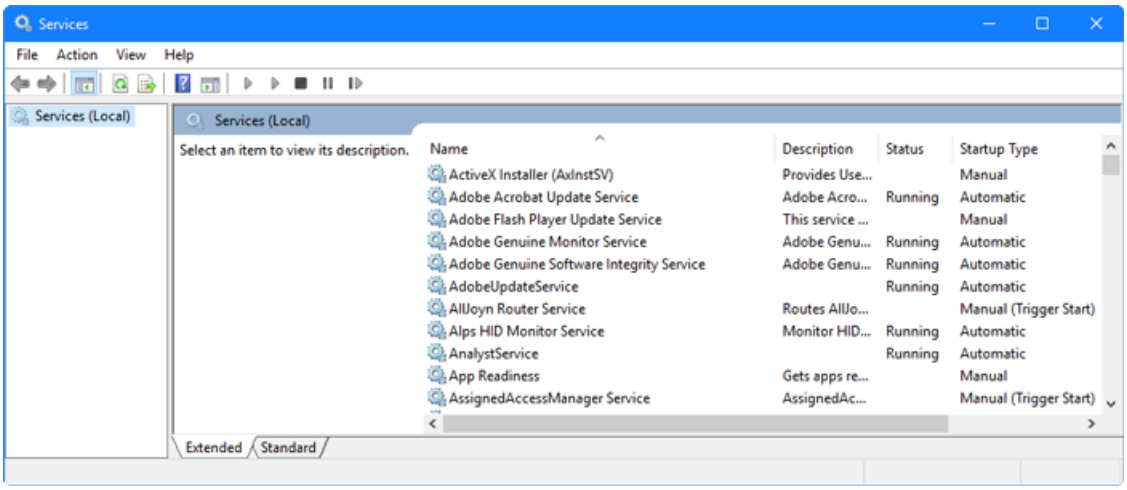
1. Right-click **Start > Search** and then type **services** in the **Search** field.

Figure 3-11 Services App



2. Click the **Services App**.

Figure 3-12 Services Window



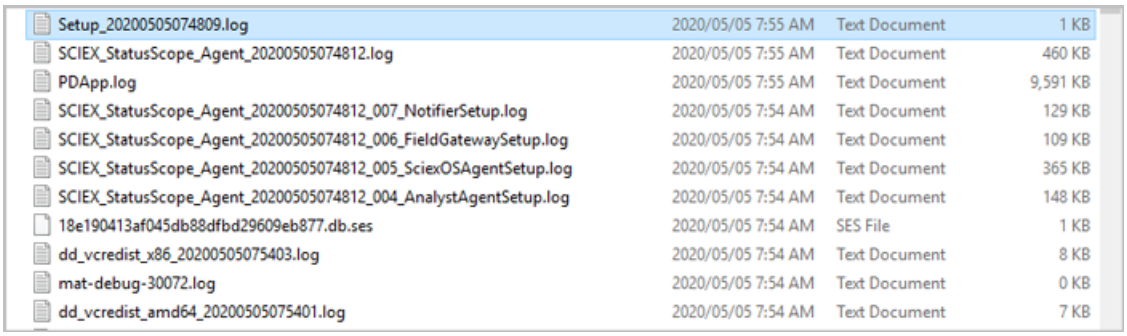
3. Verify that the status of the **StatusScopeAnalystAgent** or the **StatusScopeSciexOSAgent** service, and the **StatusScopeFieldGateway** service is **Running**.

Note: On computers configured with the Windows 7 operating system, the status of the service is **Started**.

Figure 3-13 StatusScope Services

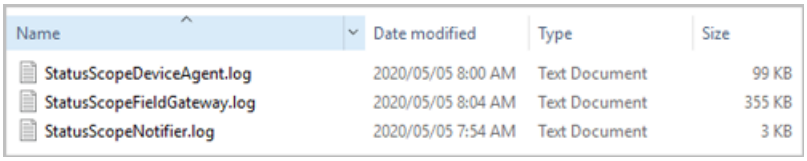
4. Verify that the installation logs are available in the C:\Users\[username]\AppData\Local\Temp folder, where [username] is the name of the user that is logged on the computer and has completed the installation.

Figure 3-14 Installation Logs



5. Verify that the application logs are available in the C:\ProgramData\SCIEX\Logs\StatusScope folder.

Figure 3-15 Application Logs

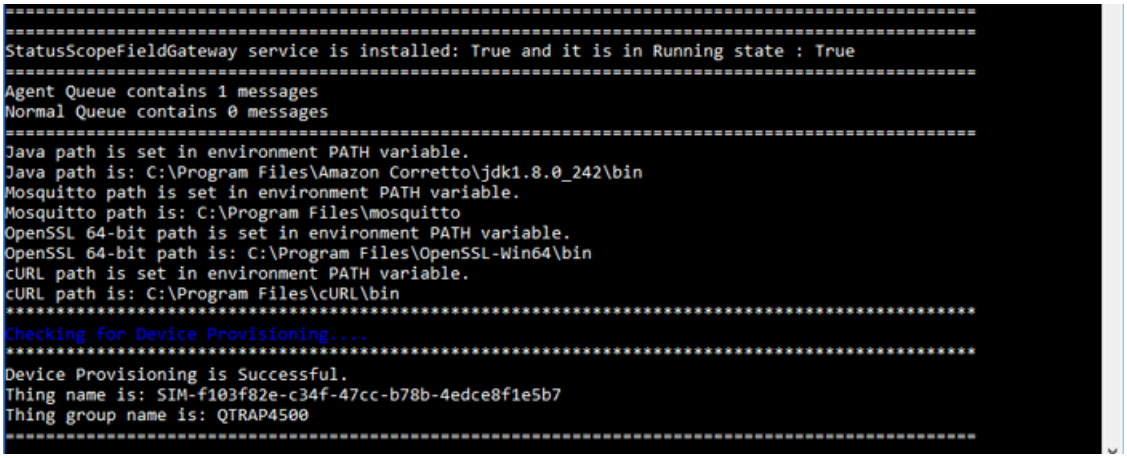


6. Do one of the following:

   - On computers configured with the Windows 10 operating system, navigate to the C:\Program Files (x86)\SCIEX\StatusScope\Utilities folder, right-click **StatusScopeTest.exe**, and then select **Run as administrator**.
   - On computers configured with the Windows 7 operating system, navigate to the C:\Program Files\SCIEX\StatusScope\Utilities folder, right-click **StatusScopeTest.exe**, and then select **Run as administrator**.

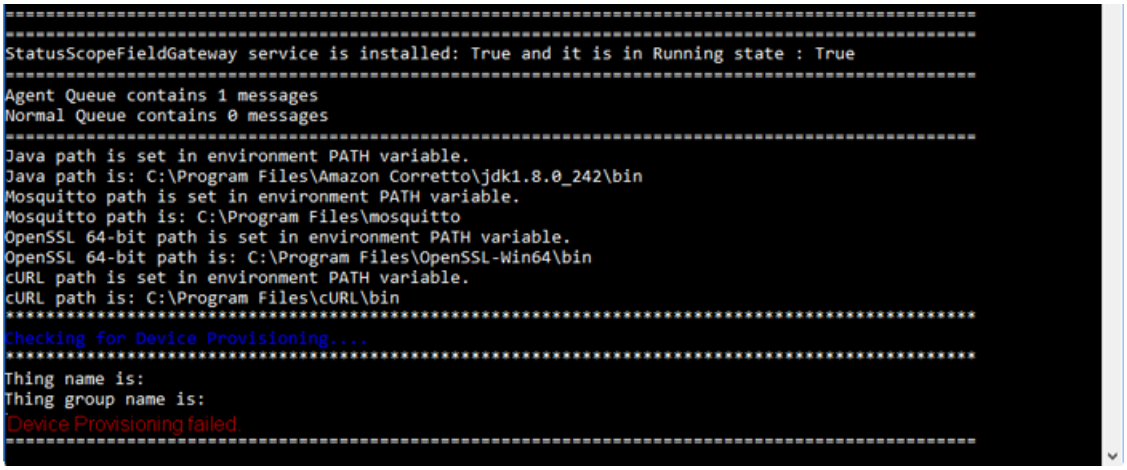
   This test tool validates that all prerequisites, services, data in message queue, and provisioning has been completed.

Figure 3-16 StatusScope Agent Troubleshooter Window – Device Provisioning Successful



7. Make sure that the statement **Device Provisioning is Successful** is shown at the bottom of the StatusScope Agent Troubleshooter window. If the statement **Device Provisioning Failed** is shown, then continue with Troubleshooting Tips for the Device Provisioning Task on page 35.

Figure 3-17 StatusScope Agent Troubleshooter Window – Device Provisioning Failed

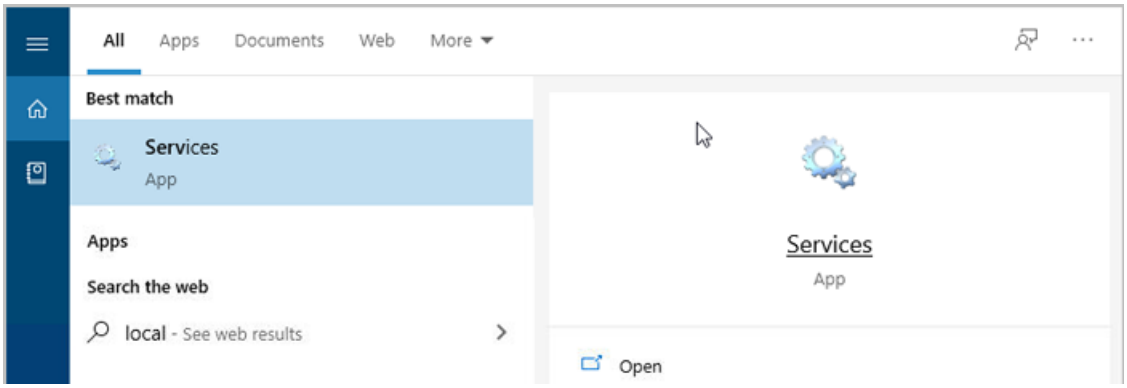


8. Press **Enter** to exit the dialog.

Troubleshooting Tips for the Device Provisioning Task

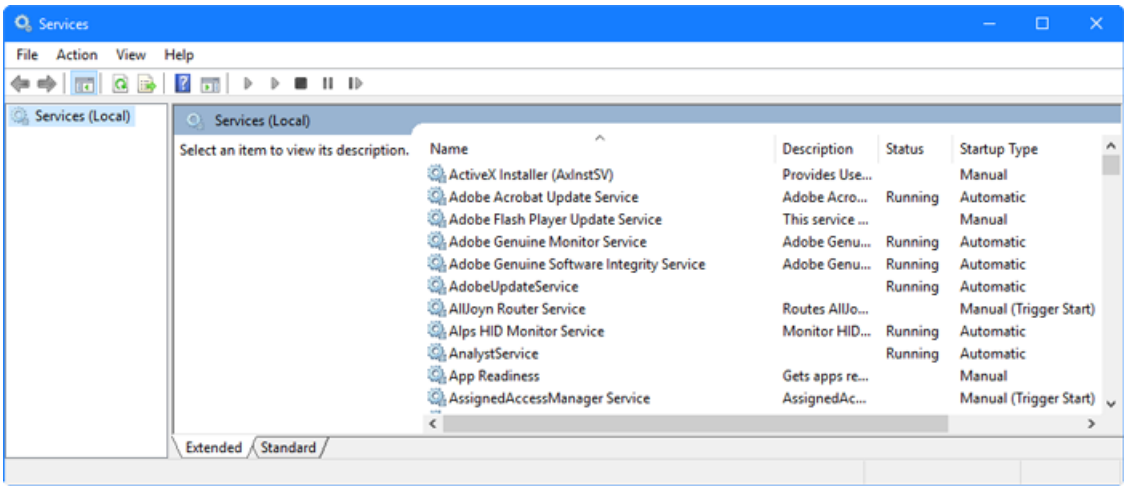
1. Right-click **Start > Search** and then type **services** in the **Search** field.

Figure 3-18 Services App



2. Click the **Services App**.

Figure 3-19 Services Window



3. Verify that the status of the **StatusScopeAnalystAgent** or the **StatusScopeSciexOSAgent** service, and the **StatusScopeFieldGateway** service is **Running**.

Note: On computers configured with the Windows 7 operating system, the status of the service is **Started**.

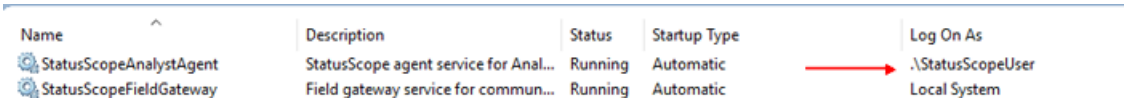
Figure 3-20 StatusScope Services

4. For each service, right-click the service name and then click **Restart**.

Note: If one or both of the services are not running and cannot be started manually, then restart the computer and return to Post-Installation Verification on page 32.

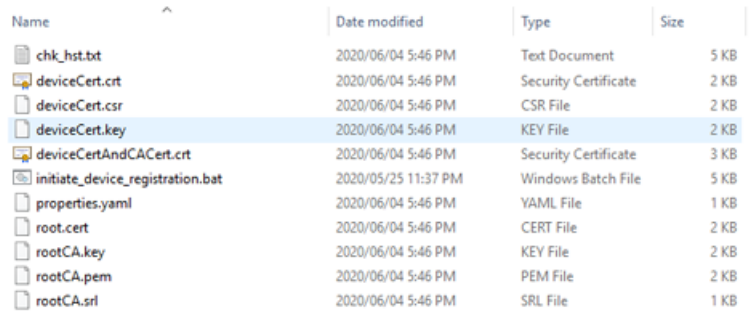
5. Verify that the **Log On As** field for the **StatusScopeAnalystAgent** service or the **StatusScopeOSAgent** service contains the name of the user that was created in Add a User on page 6. For example, **StatusScopeUser**.

Figure 3-21 StatusScopeAnalystAgent Log On As User



6. Do one of the following:
   - On computers configured with the Windows 10 operating system, navigate to the C:\Program Files (x86)\SCIEX\StatusScope\FieldGateway\JITP\JITP_Device_Register folder.
   - On computers configured with the Windows 7 operating system, navigate to the C:\Program Files\SCIEX\StatusScope\FieldGateway\JITP\JITP_Device_Register folder.

Figure 3-22 JITP_Device_Register Folder File List



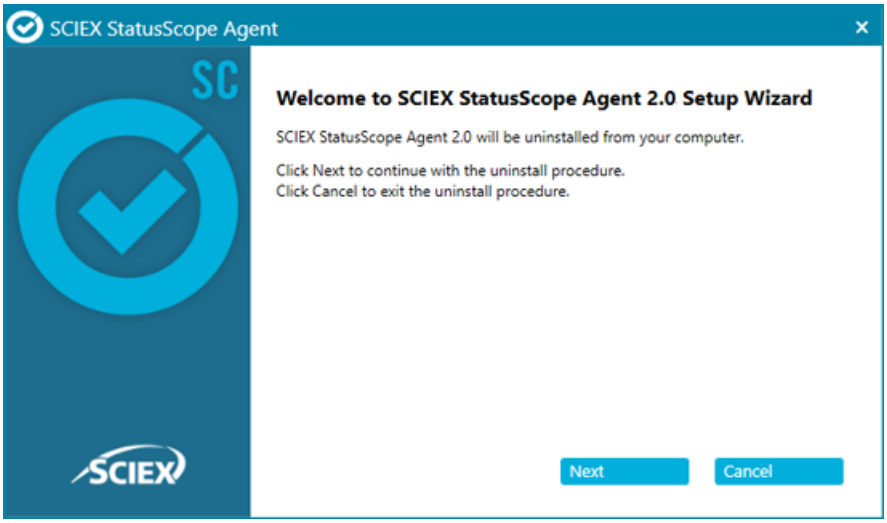
Note: If the **JITP_Device_Register** folder contains all of the files shown in Figure 3-22, then the provisioning was successful. If the **JITP_Device_Register** folder contains more files or fewer files than those shown, then the provisioning did not occur or it failed.

7. Navigate to C:\ProgramData\SCIEX\Logs\StatusScope and download the **DeviceprovisioningLog.txt** file.
8. Send an email containing the following information to StatusScope.Migration@sciex.com:
   - contact information
   - serial number of the connected mass spectrometer
   - **DeviceprovisioningLog.txt** file

Remove the StatusScope® Remote Monitoring Service Agent 4

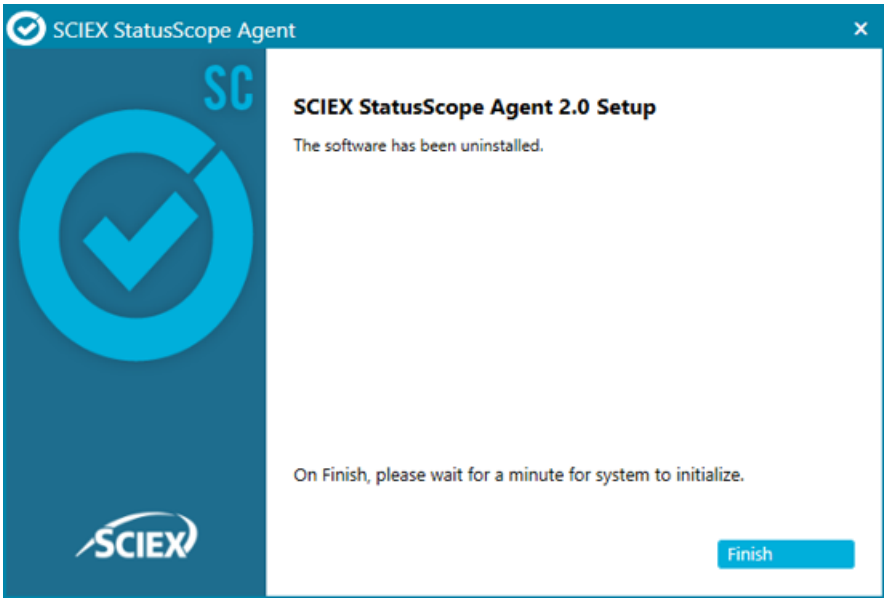
1. Log on to the computer as a user with Administrator privileges.
2. Click **Start > Control Panel**.
3. In the **Large icons** or **Small icons** view, click **Programs and Features**.
4. Right-click **SCIEX StatusScope Agent** and then click **Uninstall**.

Figure 4-1 Removal Wizard



5. Follow the on-screen instructions.

Figure 4-2 Removal Complete



6. Click **Finish**.

Supported Software A

Analyst® Software Requirements

The following versions of the Analyst® Software are supported by the StatusScope® Remote Monitoring Service, including all of the available add-ons (Patches, HotFixes and Components releases):

- Version 1.6
- Version 1.6 Software Components for 6500 Series Instruments
- Version 1.6.1
- Version 1.6.2
- Version 1.6.2 HotFix to February 2015
- Version 1.6.2 Software Components for 3500 Series Instruments
- Version 1.6.3
- Version 1.6.3 HotFix 1
- Version 1.6.3 HotFix 2
- Version 1.6.3 HotFix 3
- Version 1.6.3 HotFix 4
- Version 1.7
- Version 1.7 with HotFix 1
- Version 1.7 HotFix 2
- Version 1.7 HotFix 3
- Version 1.7.1
- Version 1.7.1 HotFix 1

Analyst® TF Software Requirements

The following versions of the Analyst® TF Software are supported by the StatusScope® Remote Monitoring Service, including all of the available add-ons (Patches, HotFixes and Components releases):

- Version 1.7
- Version 1.7.1
- Version 1.7.1 HotFix 1
- Version 1.7.1 With Components for LC Devices
- Version 1.7.1 With Components for NanoCell
- Version 1.8
- Version 1.8 HotFix 1
- Version 1.8.1

SCIEX OS Requirements

The following versions of SCIEX OS are supported by the StatusScope® Remote Monitoring Service, including all of the available add-ons (Patches, HotFixes and Components releases):

- Version 1.6.1
- Version 1.6.2
- Version 1.7

Update Computers Configured with the Windows 7, 32-bit Operating System

B

1. Download SP1 for the Windows 7, 32-bit operating system from https://www.microsoft.com/en-us/download/confirmation.aspx?id=5842.
2. Follow the instructions to install SP1.
3. Download the Security Update for Windows 7 (KB2813430) from https://www.microsoft.com/en-us/download/details.aspx?id=39110.
4. Follow the instructions to install the security update.

Enable the MSMQ Feature on Computers Configured with the Windows 7, 32-bit Operating System

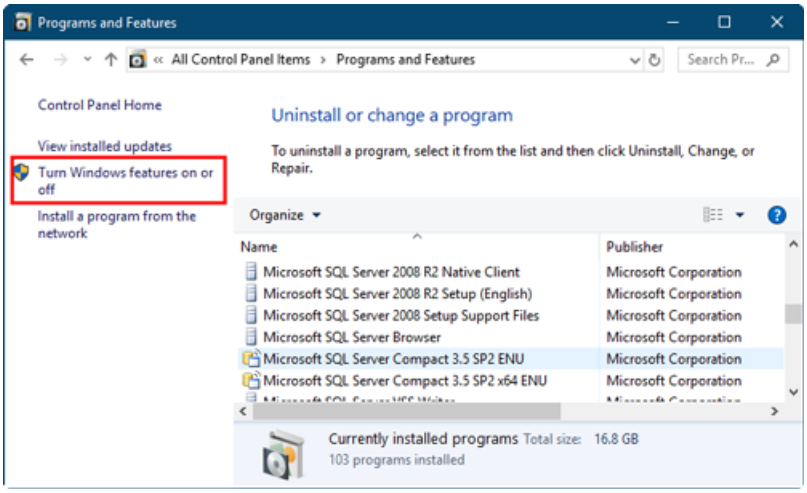
C

If the computer where the StatusScope® Remote Monitoring System Agent is being installed is configured with the Windows 7, 32-bit operating system, then the following message is shown when the **StatusScopeSetup.exe** file is double-clicked.

Figure C-1 Install MSMQ Message Dialog

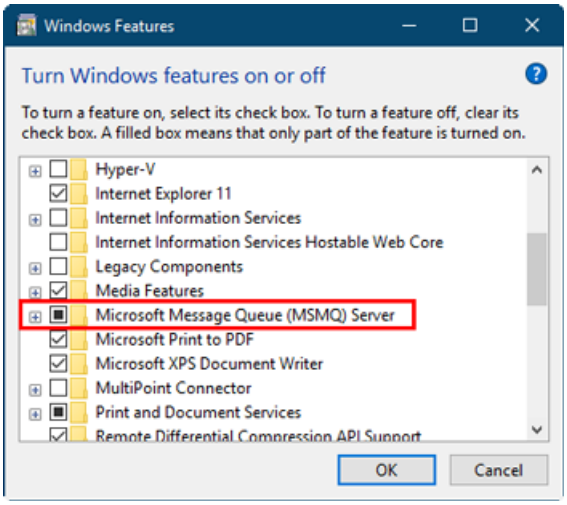
1. Click **OK** to close the message.
2. Click **Start > Control Panel**.
3. In the **Large icons** or **Small icons** view, click **Programs and Features**.
4. In the left navigation panel, click **Turn Windows features on or off**.

Figure C-2 Programs and Features Window



5. Select the **Microsoft Message Queue (MSMQ) Server** check box.

Figure C-3 Windows Features Dialog



6. Click **OK**.
7. Close the Programs and Features dialog.
8. Restart the computer and then continue with Install the StatusScope® Remote Monitoring Service Agent on page 25.

Contact Us

Customer Training

- In North America: NA.CustomerTraining@sciex.com
- In Europe: Europe.CustomerTraining@sciex.com
- Outside the EU and North America, visit 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 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**.

- StatusScope.Migration@sciex.com

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.

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