StatusScope Remote Monitoring Service 2.2

Release Notes

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Introduction 1

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

This section describes the enhancements and fixes in the StatusScope Remote Monitoring Service 2.2 software. To view the enhancements and fixes for previous releases, refer to the *Release Notes* that came with that version of the software.

StatusScope Remote Monitoring version 2.2 includes:

- Support for the following LC Systems in the SCIEX OS Software:

    - Agilent Integrated Systems

    - ExionLC AC, ExionLC AD, and ExionLC 2.0 Systems

    - Shimadzu LC-20, Shimadzu LC-30, and Shimadzu LC-40 Systems

- Support for SCIEX OS version 2.1.5 or higher. For new releases of the control software, refer to the documentation that came with the control software to confirm compatibility.

Related Documentation

- *StatusScope Remote Monitoring Service User Guide*
- *StatusScope Remote Monitoring Service 2.2 Installation Guide*

Workstation Requirements 2

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

- Support for version 2.1.5 or higher

> **Note:** Upgrading to StatusScope Remote Monitoring version 2.2 is required if SCIEX OS version 2.1.5 or higher is installed.

Eksigent Control Software Requirements

The StatusScope Remote Monitoring Service supports Eksigent Control Software version 4.1 and higher.

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**.

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.

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