StatusScope™ Remote Monitoring Service

Release Notes

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StatusScope™ Remote Monitoring Service

Software for instrument remote monitoring to enhance performance, serviceability, and uptime.

Version 1.0 HotFixes to December 2014

Features in StatusScope™ 1.0 HotFixes to December 2014 Software

- Support for AB SCIEX Triple Quad™ 3500 System and TripleTOF® 6600 System in addition to previously supported instruments and peripherals. Refer to the *Supported Equipment* section.
- Fixed issues SM-51 and SM-52. Refer to *Fixed Issues*.

Fixed Issues

The StatusScope™ 1.0 HotFixes to December 2014 software fixes the following issues:

StatusScope agent stops sending data to the server when the hardware profile changes

The performance data of the monitored mass spectrometers was not submitted to the StatusScope Enterprise Server when the hardware profile was changed in the Analyst® software. This issue has now been fixed. (SM-51)

StausScope agent sends the monitored data to the server at high rate

Certain types of monitored mass spectrometers were submitting monitored data to the StatusScope Enterprise Server at higher rates than the configured polling rate of 60 seconds. This issue has now been fixed. (SM-52)

Features in StatusScope™ 1.0 Software

- Support for multiple types of instruments and peripherals. Refer to the *Supported Equipment* section.
- Unified display of important system performance parameters for monitored instruments and their peripherals.
- Graphical display for easy view of critical system parameters on a single screen, with real-time update capability.
- Analyst® software submitted sample queue monitoring and limited control for most supported instruments.
- Mobile application interface for on-the-go view and control.

Where to Get Help

Other Documentation

- *StatusScope™ Remote Monitoring Service User Guide*
- *StatusScope™ Remote Monitoring Service Mobile User Guide*

Support

- StatusScopeSupport@absciex.com
- www.absciex.com

Requirements

- AB SCIEX instrument with host PC with preinstalled Analyst software for MS instruments, Analyst TF software for TOF instruments, or TOF/TOF™ Series Explorer™ Software for TOF instruments.
- Eksigent control software version 4.1 or higher for Eksigent ekspert™ microLC 200 and Eksigent ekspert™ nanoLC 400 series peripherals.

Supported Equipment

This software supports the following mass spectrometers, peripherals, and analytical software:

Mass Spectrometers

- API 2000™ System
- API 3000™ System
- API 3200™ System
- API 4000™ System
- API 5000™ System
- 3200 QTRAP® System
- 4000 QTRAP® System
- 4800 Plus MALDI TOF/TOF™ Analyzer
- AB SCIEX Triple Quad™ 5500
- QTRAP® 5500 System
- TripleTOF® 5600 System
- TripleTOF® 5600+ System

- TOF/TOF™ 5800 System
- QSTAR® XL System
- QSTAR® Elite System
- AB SCIEX Triple Quad™ 4500 System
- QTRAP® 4500 System
- TripleTOF® 4600 System
- AB SCIEX Triple Quad™ 6500 System
- QTRAP® 6500 System
- AB SCIEX Triple Quad™ 3500 System
- TripleTOF® 6600 System

Peripherals

- Eksigent ekspert™ microLC 200 System
- Eksigent ekspert™ nanoLC 400 System
- SelexION™ differential mobility separation technology device

Software

- Analyst® Software
  - Version 1.5.1
  - Version 1.5.1 Hotfixes
  - Version 1.5.2
  - Version 1.5.2 Components for SelexION Technology
  - Version 1.6 Software Components for 6500 Series Instruments
  - Version 1.6.1
  - Version 1.6.1 with Components
  - Version 1.6.2
  - Version 1.6.2 Software Components for 3500 Series Instruments
- Analyst® TF Software
  - Version 1.6
  - Version 1.7
- TOF/TOF™ Series Explorer™ Software
  - Version 3.7

- Eksigent Control Software
  - Version 4.1

Known Issues and Limitations

- The StatusScope™ Remote Monitoring Service was developed using third party (Axeda) development tools and Web application infrastructure to receive and present performance parameters from collected instruments. Without Internet access, the StatusScope Remote Monitoring Service cannot function as intended.
- Instrument peripherals that are connected to older instruments, such as the 4800 Plus MALDI TOF/TOF™ Analyzer pumps that are monitored separately via dedicated communication links, require additional software installations and a hardware upgrade kit. Further instructions are available on the AB SCIEX service site.
- Because of the Eksigent LC systems limitation as a peripheral device for MS instruments, hardware profiles in the Analyst® software must be configured correctly when Eksigent LC systems are disconnected from one instrument and connected to another to ensure correct tracking and associations with a particular system setup.
- For safety reasons, instrument sample queue control using the StatusScope Remote Monitoring Service is limited to stop, pause, abort, and continue for currently executed sample queues. Starting sample runs must still be performed using the Analyst software.

Issue connecting through a proxy server

An issue has been identified in StatusScope with server connectivity due to failing external proxy auto-configuration where Internet access through proxy is used. This issue may be resolved with StatusScope agent updates that include agent proxy configuration fixes supplied by Axeda Enterprise. (SM-54)

Sample queue commands are inconsistently recorded

In the StatusScope Remote Monitoring Service audit log, the sample queue commands, such as Pause, Continue, Abort, or Stop, are inconsistently recorded with some entries missing. The resolution for this is currently in development and fixes will be implemented when they are available. The StatusScope Agent service and its installation are not affected. (SM-55)

RAM usage for certain mass spectrometers is displayed as zero

RAM usage for the AB SCIEX Triple Quad™ 3500, TripleTOF® 5600, and TripleTOF 6600 mass spectrometers may display incorrect % value. (SM-59)

Users cannot use the Analyst® software on the host computer after the remote connection is established

After remote connection is established with the host computer, a black screen appears on the remote desktop and users cannot use the Analyst software. As a workaround for this issue, do the following:

1. Check the **Ask for confirmation** option in the **Axeda Access Remote - Properties** dialog on the host computer. This option is not selected by default.

2. From Axeda, follow the instructions to start the Remote Control.
3. When asked for permission, go back to the host computer and accept the request. You only have 94 seconds to accept it. Otherwise the request will be rejected. (SM-62)

Installer does not register AAOEventsClient.dll on a computer connected to a TripleTOF 6600 mass spectrometer

On a computer connected to a TripleTOF 6600 mass spectrometer, the installer does not register the AAOClientEvents.dll and as a result the StatusScope™ Remote Monitoring Service does not work. In this case, the UAC was elevated to the third level. As a workaround for this issue, lower the UAC level to zero and then install the StatusScope Remote Monitoring Service again. Stop the StatusScope service and then manually register the AAOClientEvents.dll in the registry. After this, the StatusScope™ Remote Monitoring Service should work. (SM-63)

CEM value is not updated in the Enterprise Data Server and the alarm for CEM is not triggered

When the CEM value is updated in the Analyst TF software, it should be updated in the Enterprise Data Server also but it is not being updated in the server. In such a case, even if the CEM value is higher than the allowed upper limit, the alarm for high CEM value is not triggered. (SM-64)

StatusScope Agent stops sending data after acquisition starts

For TripleTOF 5600 and TripleTOF 6600 mass spectrometers, as soon as acquisition starts the StatusScope Agent stops sending data. However, after five minutes the StatusScope Agent starts sending data again. (SM-67)

Revision History

Revision	Reason for Change	Date
A	First release.	February 2014
B	Changed the software name to StatusScope™ 1.0 HotFixes to December 2014 Added information about support for AB SCIEX Triple Quad™ 3500 System and TripleTOF® 6600 System in the Features and Supported Equipment sections. Added Fixed Issues section. Added version 1.6.2 Software Components for 3500 Series Instruments for Analyst software Added version 1.7 for Analyst TF software Changed supported version of TOF/TOF™ Series Explorer™ Software from 4.1 to 3.7 Updated the Known Issues and Limitations section. Removed the following procedures as they are available in the *Installation Guide*: • Install the Software • Verify Access Settings • Remove the Software	December 2014
C	Removed SM-60 from the Known Issues and Limitations section as the issue is canceled. Added a workaround for the SM-62 issue in the Known Issues and Limitations section.	March 2015