

Remote Advisor Reports

Included in Agilent Advantage
Silver and Gold Support Agreements

Technical Overview

Agilent Remote Advisor is a real-time support and asset reporting tool for Agilent and select non-Agilent systems. Regardless of the controlling software or chromatography data system you use, Remote Advisor gives you powerful remote diagnostics and detailed reports to help you get the most from your laboratory equipment and increase lab productivity.

Making data-driven decisions to improve equipment effectiveness, optimize consumables spend, and plan usage-based preventive maintenance has never been easier or more accurate, with the nine Remote Advisor Report templates included in Agilent Advantage Silver and Gold service plans. Once you connect to Remote Advisor, your Advantage Silver or Gold plan entitles you to immediately generate the following reports on-demand:

- Inventory Report
- Asset Report
- Repair History
- Error History
- Availability & Utilization Report
- Columns Injections Report
- Scheduled Services Report
- Required Maintenance Report
- Module Movement Report




Agilent Technologies

Inventory Report

Imagine generating an inventory list without having to physically visit each system to collect and record instrument details. With just a few clicks, Remote Advisor's Inventory Report gives you a detailed inventory of your connected instruments. The report lists key information for each system including:

- System name and configuration
- Module names and model numbers
- All serial numbers and firmware revisions
- Current status of each module



Agilent Technologies

Agilent Customer - Metabolomics Research Laboratory Report

Organization

Lab

Address

:Agilent Customer

:Metabolomics Research Laboratory

:0124 Molecular Way, Smallville, DC, 55555-0001, USA

Report Date 15-Jul-2011 09:25:27 AM

System Name	Module	Model #	Serial #	Firmware	Status	Report	Asset
mrl-06							
Agilent Chemstation - Not Found							
Agilent GCChemstation - D.02.00 SP1							
Operating System - Microsoft Windows XP Professional							
	GC Mass Spec	G2577A	US02440339		On-Line	Info	Remote Advisor Assistant
	GC Als Tray	G2614A	US10110372		On-Line		
	GC Als Tower	G2613A	CN23527035		On-Line		
	GC Mainframe	G1530A	US00036367		On-Line		
System Name	Module	Model #	Serial #	Firmware	Status	Report	Asset
mrl-08							
Agilent Chemstation - B.01.03							
Agilent GCChemstation - Not Found							
Operating System - Microsoft Windows XP Professional							
	LC Pump	G1312A	DE14910106		On-Line		
	LC Als	G1367A	DE12801331		On-Line		
	LC Col Comp	G1316A	DE23931235		On-Line		
	LC Det	G1315B	DE30517849		On-Line		
	LC Det	G1321A	DE60557645		On-Line		
	LC Pump	G1311A	DE14910106		On-Line		
System Name	Module	Model #	Serial #	Firmware	Status	Report	Asset
mrl-11							
Agilent Chemstation - Not Found							
Agilent GCChemstation - D.02.00 SP1							
Operating System - Microsoft Windows XP Professional							
	GC Mass Spec	G2589A	US21883111		On-Line		
	GC Als Tray	G2614A	CN31623843		On-Line		
	GC Als Tower	G2613A	CN48835291		On-Line		
	GC Mainframe	G1530N	US10224031		On-Line		

Agilent Remote Advisor

15-Jul-2011 09:25:17 AM

Page 1 of 2

Agilent Remote Advisor

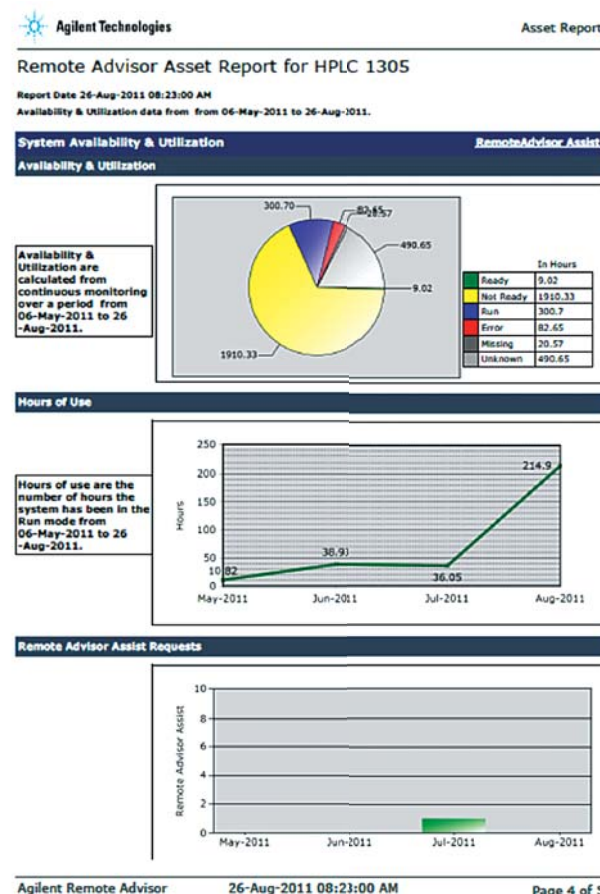
15-Jul-2011 09:25:27 AM

Page 1 of 2

Asset Report

Tracking and measuring equipment effectiveness requires a level of detail and accuracy not possible with traditional paper-and-ink instrument logbooks. In a single report, the Remote Advisor Asset Report gives you a complete overview of your system including:

- Instrument configuration with model numbers, serial numbers and firmware revisions
- Current monthly hours of use and a chart that trends use over the last three months
- Instrument availability and utilization charts that detail hours spent in run mode, ready mode, error mode, or powered off
- Early maintenance feedback results showing maintenance recommendations based on actual use



Agilent Remote Advisor

26-Aug-2011 08:23:00 AM

Page 4 of 5

The Inventory Report provides a real-time snapshot of connected systems including instrument configuration, model numbers, serial numbers, and firmware revisions. With Remote Advisor, your inventory list is always available and always up to date.

The Remote Advisor Asset Report shows system use and utilization so you can balance workloads by identifying those systems with high or low usage. With this report you can also monitor and reduce hours of 'Ready' state which wastes solvent and lamp burn time.

Repair History Report

Your lab's instrument service history is a rich source of data that you can use to optimize operational efficiency. With the Remote Advisor Repair History Report, you get complete documentation of all Agilent-performed maintenance, repair, and compliance activities across the lab so you can:

- Protect workflow continuity by adding redundancy for mission-critical systems
- Select additional maintenance or adopt usage-based maintenance strategies to improve system uptime
- Refurbish or replace systems or modules with reliability issues



Agilent Technologies

Repair History Report

Repair History Report

Organization

Lab

Address

Agilent Customer

Metabolomics Research Laboratory

0124 Molecular Way, Smithville, DC, 55555-0001, USA

Data from 01-Apr-2011 12:00:00 AM To 15-Jul-2011 09:36:54 AM

Report Date: 15-Jul-2011 09:36:54 AM

System	Activity	Date & Time	SR Number	Activity Comments	Parts Description	Quantity
<div>HR1-08</div> <div>Metabolomics Research Laboratory</div> <div>Repair History</div>						
	On-Site Repair with Parts	5/1/2011 11:00:00 AM	1-3320534070	I replaced the transport assay and ran the alignment procedure and ran some samples.	DICH - Sample Trans Replacement Kit	1
					Needle array, standard well pla	1
					Seat assay for G1367 well plate sampler	1
	Preventative Maintenance	4/1/2011 2:00:00 PM	1-2921011971	performed PM on 1100 LC and G2445D ion trap	Big Universal Trap, 1/8 in Plug, Helium	1
					ES accessory ship kit	2
					OIL FILTER	1
					PM kit for well plate autosamplers	1
					Rotor seal (Vespel, 400 bar, 3 grooves)	2
<div>HR1-13</div> <div>Metabolomics Research Laboratory</div>						
	On-Site Repair with Parts	6/28/2011 3:30:00 PM	1-3461774212	I replaced the transport assay and aligned wps. I also added the elud system to remote advisor	Cable, RS232 9/9/9	2
					DICH - Sample	1
					Trans Replacement Kit	1

Agilent Remote Advisor

15-Jul-2011 09:36:54 AM

Page 1 of 2

Agilent Remote Advisor 15-Jul-2011 09:36:54 AM Page 1 of 7

Error History Report

A powerful way to reduce waste and workflow disruptions is to eliminate the errors that unexpectedly halt your analysis. Using the Remote Advisor Error History Report, you'll see a list of the most commonly occurring errors in the lab plus a summary of the top five errors by module. With this data, you can prevent errors related to:

- **SOP compliance**, such as errors related to solvent bottles running dry from not being filled according to procedures
- **Training needs**, such as errors from leaks in the column compartment which might indicate the need for additional training on properly changing a column.
- **Maintenance requirements**, such as pressure or flow rate errors that might indicate the need for more frequent replacement of high-wear parts in the sample path.

Error History Report

Error History Report

Organization
Lab
Address
Report Date 15-Jul-2011 09:29:50 AM
Data from 01-Apr-2011 12:00:00 AM To 15-Jul-2011 09:29:50 AM

Agilent Customer
Metabolomics Research Laboratory
0124 Molecular Way, Smithville
DC, 55555-0001, USA

System	Module	Model #	Serial #	Event Name	Description	Date & Time
HR1-13 Metabolomics Research Laboratory						
	GC Mass Spec	G2172A	U59172510	DCMSerror	HEVAC Not Ready	05/03/2011 09:30:44 AM
				DCMSerror	HEVAC Not Ready	05/03/2011 12:01:40 PM
	GC Mainframe	G2440A	CN1092043	GC78EE31	Front detector flame out	04/05/2011 11:08:25 PM
				GC78EALS105	Stopped by stop button	04/06/2011 02:19:22 PM
				GC78EE33	Front detector air shut down	05/11/2011 02:30:40 PM
				GC78EE31	Front detector flame out	05/11/2011 05:23:36 PM
				GC78EE31	Front detector flame out	05/12/2011 10:57:36 PM
				GC78EE31	Front detector flame out	05/16/2011 09:55:57 AM
				GC78EALS104	Tray bottle Missing	05/17/2011 04:58:37 PM
				GC78EE31	Front detector flame out	05/25/2011 12:33:52 PM
				GC78EALS104	Tray bottle Missing	05/26/2011 01:14:57 PM
				GC78EE31	Front detector flame out	05/29/2011 01:36:56 PM
				GC78EALS104	Tray bottle Missing	05/31/2011 02:57:09 PM
				GC78EE31	Front detector flame out	06/21/2011 05:31:06 PM
				GC78EE43	Front inlet flow shutdown	07/03/2011 10:47:26 PM
				GC78EE42	Front inlet pressure shutdown	07/03/2011 10:53:26 PM
				GC78EE57	Aux exp 1 pressure shut down	07/04/2011 14:47:36 AM
				GC78EE39	Front detector makeup shut down	07/04/2011 12:24:26 PM
				GC78EE46	Back inlet flow shutdown	07/04/2011 14:05:25 PM
				GC78EE43	Back inlet pressure shutdown	07/04/2011 14:10:26 PM
				GC78EE58	Aux exp 2 pressure shut down	07/05/2011 06:36:59 AM
				GC78EE59	Aux exp 3 pressure shut down	07/05/2011 01:19:27 PM
				GC78EE39	Front detector makeup shut down	07/08/2011 14:47:09 AM

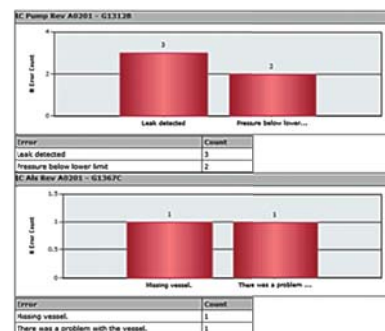
Agilent Remote Advisor

15-Jul-2011 09:29:50 AM

Page 1 of 1

Agilent Remote Advisor 15-Jul-2011 09:29:50 AM Page 1 of 8

The Repair History Report reduces the burden of documenting maintenance and repair activities for quality or audit purposes. It also helps identify systems that may require additional maintenance or have reliability issues so you can take action to improve uptime.



The Error History Report lists and graphs module errors. In the example above, an ongoing column leak was identified and action was taken to provide additional training on properly changing columns.

Availability and Utilization Report

Improving lab productivity and optimizing your lab's capacity begins with measuring the availability and utilization of your equipment inventory as a whole, as well as the availability of specific instruments within the lab. Automatically collecting data directly from your instruments, the Remote Advisor Availability and Utilization Report provides:

- Total instrument hours available from your inventory, hours of use, and hours out of service
- Laboratory availability and utilization percentages with your inventory as configured
- Peak operating times and daily use averages
- Percentage of time your inventory as a whole spends in unavailable, ready, and run states in order to measure laboratory capacity
- Availability and utilization percentages for each instrument showing the most utilized, least utilized, and least available systems
- Percentage each instrument spends in available ready, and run states

Availability and Utilization Report

Organization
Lab
Address

Report Date 22-Sep-2010 04:40:37 PM
Data from 01-Jul-2010 12:00:00 AM To 22-Sep-2010 04:40:37 PM

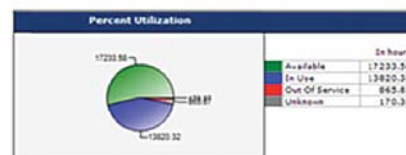
Availability:

	2010		
	July	August	September
Business Days	31	31	22
Hours per Business Day	24	24	24
Number of Instruments	16	16	16
Hours Used	5148.62	4910.25	3761.45
Hours OOS	153.63	624.05	88.18
Total Instrument Hours Available	11904	11904	8448
Availability [1 - (Hours OOS / Total Instrument Hours)](%)	99%	95%	99%
Utilization (Hours Used / Hours Available)(%)	43%	41%	45%

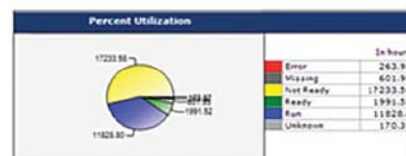
Daily Use:



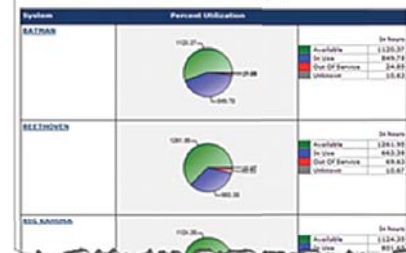
Laboratory Availability & Utilization Percentages



Laboratory Status Percentages



System Availability & Utilization Percentages



The Availability and Utilization Report can be generated for all instruments in a lab or for specific groups of instruments. You can also define the report to look at a specific time window, from one day up to 6 months in order to see trends that impact laboratory capacity.

Columns Injections Report

Analyzing column injections data provides insight into your workload and laboratory efficiency. With the Remote Advisor Columns Injection Report, you can track and trend the number of daily injections, system injections and column injections. This data will help you to:

- Identify daily workload volatility
- Track the workload on each instrument and review workload distribution across systems
- Track the workload for specific methods based on column injections and identify variation between systems
- Analyze injection metrics to evaluate column performance between manufacturers

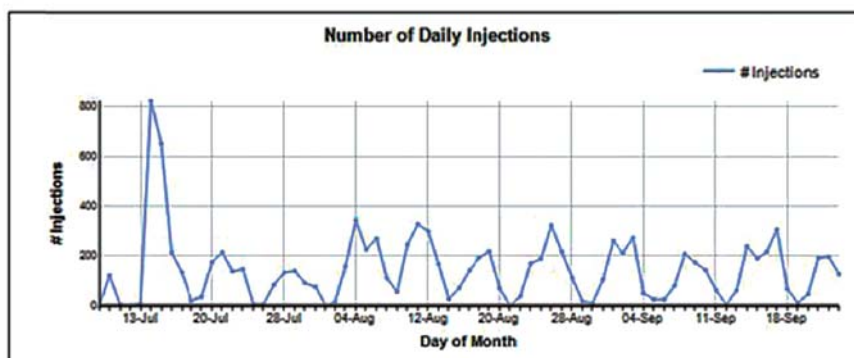


Column Injection Report

Organization Lab Address

Data from 01-Jul-2010 12:00:00 AM To 23-Sep-2010 09:50:54 AM

Report Date: 23-Sep-2010 09:50:54 AM



Column Injections Section

Column Serial #	System	Position	Injections
GC Unknown			2396
	GCMS-A		442
		1	221
		2	221
	GCMS-C		1954
		1	977
		2	977

System Injections Section


System	Column Serial #	Position	Injections
GCMS-A			442
	GC Unknown		442
		1	221
		2	221
GCMS-C			1954
	GC Unknown		1954
		1	977
		2	977

The Column Injections Report helps you to identify spikes in daily injections that might impact your workload. It also provides counts on column injections and systems injections to better understand your workload distribution.

Scheduled Services Report

Keeping track of scheduled services such as annual preventive maintenance or operational qualification visits is easier than ever with the Remote Advisor Scheduled Services Report. This report helps you manage maintenance activities and identify systems that are due for annual preventive maintenance or compliance services, helping you to:

- Keep a record of previously delivered services over the last 12 months
- See which instruments are scheduled for upcoming service activity with Agilent
- Ensure your systems are scheduled for required periodic maintenance or compliance services



Agilent Technologies

Scheduled Services Report

Scheduled Services Report

Organization

Lab

Address

:Agilent Boulder:Boulder

:QC Lab

:5555 Airport Blvd.,Boulder,
CO, 80301, USA

Report Date 17-Aug-2010 12:30:27 PM

Laboratory	System	Module	Model Number	Serial Number	Status	Committed Date	Service Request Number
QC Lab	LC 1	LC Pump	G01A	DE43632427	PM Required	PM scheduled on 09/30/2010	1258827426
	LC 2	LC Pump	G01A	DE43632576	PM Required	PM scheduled on 09/30/2010	1258827421
	LC 3	LC Pump	G01A	DE22824836	PM Required	PM scheduled on 09/30/2010	1258827469
	LC 4	LC Pump	G01A	DE43632797	PM Required	PM scheduled on 09/30/2010	1258827469

The Scheduled Services Report identifies all instruments that have not had preventive maintenance (PM) or operational qualification (OQ) within the last eleven months. It also highlights the date and service request number if the service is scheduled.

Required Maintenance Report

Tailoring a maintenance program based on actual use rather than calendar time is now achievable using the Remote Advisor Required Maintenance Report. This report provides a list of modules that have exceeded early maintenance feedback (EMF) counters. The EMF counters reported are:

- LCPump
 - Left/Right Liters Pumped
 - Left/Right Seal Wear
- Autosampler
 - Injections
 - Valve Switches
- Detector
 - Lamp Burn Time
- Column Compartment
 - Valve Switches

Required Maintenance Report

Organization :Ricks Liquid Analysis:Denver Lab :Gases & Liquids Address :1100 Colfax, ,Denver, CO, 81000, Training-AFO							
Report Date 22-Sep-2010 10:47:06 AM							
System	Module	Model #	Serial #	EMF	Value	Limit	Need Maint
Channel 30							
	LC Det	G1314A	JP24020338	D2 Lamp Burn Time	2318.46 Hr	2000 Hr	NOW

Agilent Remote Advisor 22-Sep-2010 10:50:38 AM

Page 1 of 1

The Required Maintenance Report shows the results of early maintenance feedback counters in order to help you plan maintenance based on actual system usage, so you can take action to schedule maintenance activities before breakdowns occur.

- LC Single Quad Mass Spec
 - Channel A/B Calibrant
 - E-Multiplier
 - Gas Conditioner
 - Ion Optics
 - Pump Fluid
 - Selection Valve
- GC
 - Run Counter

Module Movement Report

Sharing a specialized module like a detector among a group of systems is a common practice in many labs, but finding that module when you need it can be a challenge. With the Remote Advisor Module Movement Report, you can now track modules as they move between systems or even outside your lab to other Remote Advisor connected systems. The report tracks:

- Date, time, system, and lab the module moves within
- Date, time, and lab where an instrument is moved

Module Movement Report

Report Date 02-Nov-2010 07:45:42 AM
Data from 01-Aug-2010 12:00:00 AM To 31-Oct-2010 11:59:59 PM

Module	Model #	Serial #	Moved From			Moved To			Time (GMT)
			Lab	Gateway	System	Lab	Gateway	System	
LC Pump	G1312B	DE60555502	ATO	USTOIC-	Cayman	ATO	USTOIC-	Cayman	08/09/10 6:9:49 PM
			ChemStati on C	LRM-RA3		ChemStati on A	LRM-RA1		
LC AIs	G1329A	LP60555000	ATO	USTOIC-	Cayman	ATO	USTOIC-	Cayman	08/09/10 6:9:51 PM
			ChemStati on C	LRM-RA3		ChemStati on A	LRM-RA1		
LC Col Comp	G1316B	DE60555502	ATO	USTOIC-	Cayman	ATO	USTOIC-	Cayman	08/09/10 6:9:54 PM
			ChemStati on C	LRM-RA3		ChemStati on A	LRM-RA1		
LC Det	G1365C	DE60555138	ATO	USTOIC-	Cayman	ATO	USTOIC-	Cayman	08/09/10 6:9:56 PM
			ChemStati on C	LRM-RA3		ChemStati on A	LRM-RA1		
LC Mass Spec	G6140A	US64860119	ATO	USTOIC-	Cayman	ATO	USTOIC-	Cayman	08/09/10 6:10:28 PM
			ChemStati on C	LRM-RA3		ChemStati on A	LRM-RA1		

The Module Movement report tracks instrument and module movement. Module movement is tracked both within laboratories and across laboratories, helping you to keep track of critical modules.

Other Remote Advisor Features Included in the Advantage Silver and Gold Plans

In addition to the Remote Advisor Reports feature, Advantage Silver and Gold plan holders can also use Remote Advisor Assist to receive real-time remote diagnostics from Agilent Contact Center professionals, and Remote Advisor Alert to setup proactive notifications via text or email that alert users when systems need attention or maintenance thresholds are reached.

By clicking the Remote Advisor icon on your computer desktop, you can submit a service request without spending time in phone queues – an Agilent support engineer will call you back for real-time support.

Request Connection to Remote Advisor

Remote Advisor is already included in Agilent Advantage Silver and Gold service plans. There's no additional fee to connect and no ongoing charges for access during your coverage period. Connection is quick, simple, and secure. Don't miss out on this valuable part of your service agreement!

Contact us today to schedule your connection. Visit www.agilent.com/chem/advisor-reports

CONTACT AGILENT SALES AND SERVICE CENTERS

	Australia – Tel: 1-800-802-402
	Brazil – Tel: 0800-7281405
	Canada – Tel: 800-227-9770
	China – Tel: 800-820-3278 6
	France – Tél: 0810 446 446
	Germany – Tel: 0800-603 1000
	India – Tel: 18001801517
	Italy – Tel: 1-800 012 575
	Japan – Tel: 0120-018-813 or 042-656-7882
	Korea – Tel: 080-004-5090
	Mexico – Tel: (55) 1253 2153 or 01 800 506 4800
	Spain – Tel: 901 11 68 90
	United States – Tel: 800-227-9770

For additional Agilent Sales and Service Centers visit us at www.agilent.com/chem/contactus

www.agilent.com/chem/advisor-reports

Research use only. Information, descriptions and specifications in this publication are subject to change without notice. Agilent Technologies shall not be liable for errors contained herein.

© Agilent Technologies, Inc. 2012
Published in USA, March 5, 2012
5990-9985EN



Agilent Technologies