

# Using Service Manager and Service History in Agilent CrossLab Connect

## Introduction

Service Manager and Service History are two applications available within Agilent CrossLab Connect. Service Manager is designed to simplify service management across the laboratory or enterprise. Service History displays the past three years of service records and the status of pending service requests across assets and labs.

This user guide reviews the navigation and functionality of these applications.

Log in to CrossLab Connect at [crosslab.agilent.com](https://crosslab.agilent.com).

## Service Manager

Click the **Service Manager** icon in the navigational bar on the left side of the page to access the Service Manager application (Figure 1).

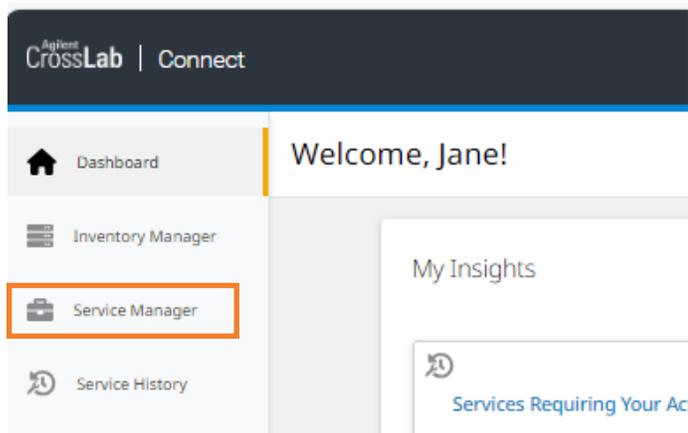


Figure 1. Service Manager icon.

The Service Manager page provides service management details for lab-wide assets. As default, the list is sorted by the number of components that make up the asset, in descending order. At the top of the Service Manager page, click the down arrow under Sort to sort by Components, Asset Name, Location, and level of Service Coverage. This information can be displayed in ascending or descending order. Users can also filter by Type, Asset Groups, and Service Coverage by clicking the down arrow under these categories. The Search field on the left can be used to search for a specific name or serial number (Figure 2).

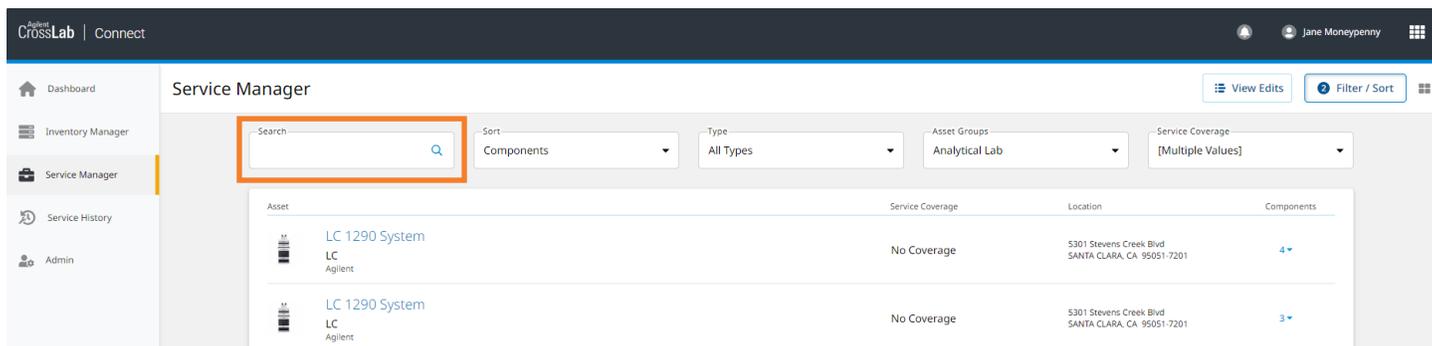


Figure 2. The Search field on the Service Manager page.

Click **Filter/Sort** in the top right to expand or collapse the filtering and sorting options. The number presented to the left of Filter/Sort identifies how many filtering and sorting options have been implemented (Figure 3).

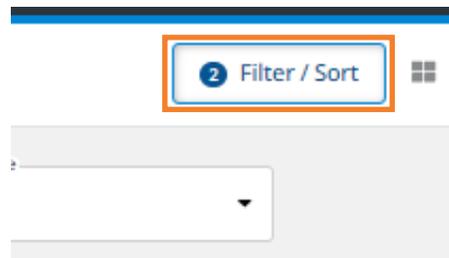


Figure 3. Filter/Sort with number showing that, in this case, two filtering and sorting options have been implemented.

The Service Manager table displays assets, service coverage, location, and components. Service Coverage provides information about the service coverage for some or all of the selected assets: Special, Gold, Silver, Bronze, Warranty, and No Coverage (Figure 4).

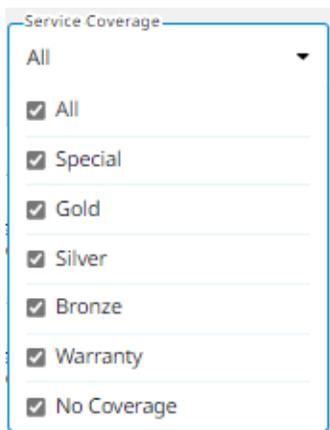


Figure 4. Service Coverage options.

If the asset is entitled, this entitlement is represented by either a shield—if there is an active service contract (Figure 5A)—or a circle—if the asset is covered under warranty (Figure 5B). If it is not, it displays "No Coverage". The check mark within the icon represents active coverage. An exclamation mark within the icon means that the coverage term, whether for the service contract or warranty period, is expiring within the next 90 days. Text will appear in addition to the exclamation mark for coverage expiring within 30 days. For singular coverage, the coverage type is displayed next to the icon (such as Silver or Warranty). If there are multiple coverages for a given asset, only the icons are visible. Users can hover over the shield to see the service plans of the asset.

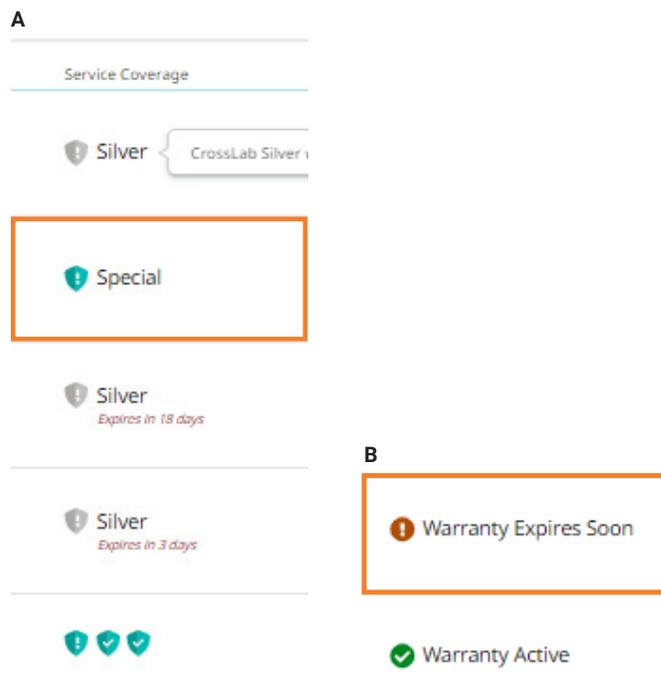


Figure 5. (A) Service and (B) warranty coverage icons.

The number under Components in the far-right column of the table represents how many components make up the system (Figure 6). To view the list of components of a given system, click the **up arrow** next to the number. Click the arrow again to collapse this view. Only systems have components associated with them.

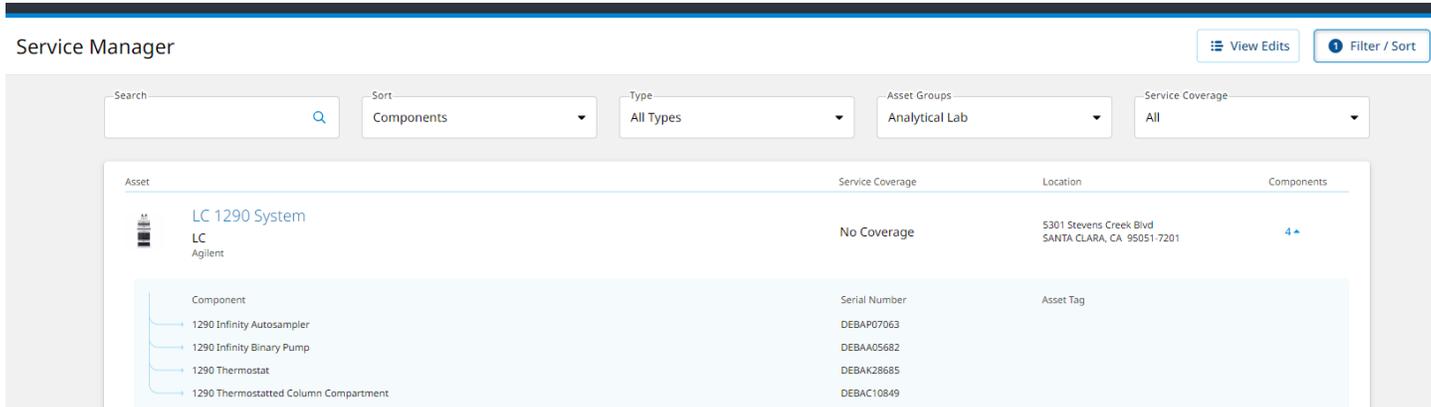


Figure 6. List of components on the Service Manager page.

## Asset Details and Request Support

The Asset field identifies the asset name, platform type, system handle, and manufacturer. To view an asset in more detail, click the name of the asset (Figure 6, in blue). Once an asset is selected, you are navigated to the Asset Details page (Figure 7). The top of the page provides the user with information, such as the manufacturer, system model, type, name, system ID, and manufacturer date. Click **Request Support** in the top right to request service for the asset, as shown in Figure 7.

Directly below the Asset Summary tile is the Components tile. This tile lists the component models that make up the asset, along with other critical information, as shown in Figure 8.

Click **Request Support** (in blue) to request service for the adjacent component.

The bottom of the Asset Details page provides information about service coverage, software, location, and service history (Figure 9).

To view the service details of a service ticket, click the corresponding reference number of the ticket under Reference # in the Service History tile (Figure 9, in blue). This navigates to the Support Request Detail page in Service History (Figure 10).

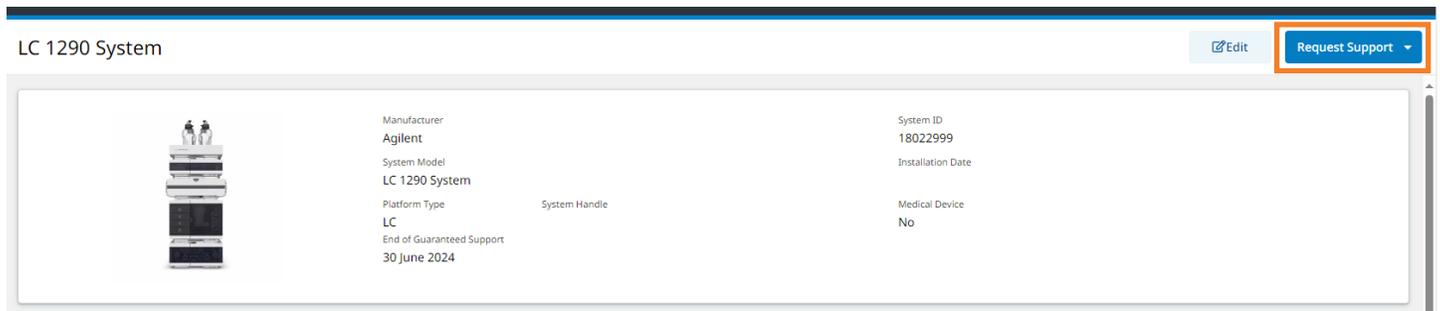


Figure 7. Asset Details page, showing the Request Support button.

Component Model	Medical Device	Model Number	Serial Number	Asset Tag	
1290 Infinity Autosampler	No	G4226A	DEBAP07063		<a href="#">Request Support</a>
1290 Infinity Binary Pump	No	G4220A	DEBAA05682		<a href="#">Request Support</a>
1290 Thermostat	No	G1330B	DEBAK28685		<a href="#">Request Support</a>
1290 Thermostatted Column Compartment	No	G1316C	DEBAC10849		<a href="#">Request Support</a>

Figure 8. Components list.

### Control Software

Software	Version	Manufacturer
OpenLab CDS ChemStation Edition	C.01.10	Agilent

### Location

Location	Site	Building	Department
Agilent Technologies Inc 5301 Stevens Creek Blvd SANTA CLARA, CA 95051-7201 US	Room	Lab	Bench

### Service History

Reference #	Date Submitted	Status	Type	Asset	Serial #
8105155482	18 Oct 2023	<span style="background-color: #e0e0e0; padding: 2px;">Open</span>	Phone Support	1260 bio-inert fraction collector AS	DEAGR00484
6006001092	27 Feb 2023	<span style="background-color: #e0ffe0; padding: 2px;">Completed</span>	Scheduled Order	LC 1260 Infinity II System w/ Enh. Feat.	
8104733388	08 Feb 2023	<span style="background-color: #e0ffe0; padding: 2px;">Solved</span>	Operational Qualification	LC 1260 Infinity II System w/ Enh. Feat.	

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Figure 9. Asset information on the Asset Details page.

Service History > Support Request Detail

## Reference #8105155482

Open

Your request is open. An Agilent representative will typically take ownership of your request within 1 business day, but it may take longer to identify the best resource for your request.

<b>Date Submitted</b> 18 October 2023	<b>Type</b> Phone Support	
<b>Model #</b> G5664A	<b>Serial #</b> DEAGR00484	<b>Asset</b> 1260 bio-inert fraction collector AS
<b>Summary</b> Error <span style="background-color: #e0e0e0; padding: 2px;">[REDACTED]</span>		
<b>Description</b> Fraction collector		
<b>Customer Contact</b> Charles Deeter <span style="background-color: #e0e0e0; padding: 2px;">[REDACTED]</span>	<b>Location</b> Agilent Technologies Inc 5301 Stevens Creek Blvd SANTA CLARA, CA 95051-7201 US	

Figure 10. Support Request Detail page for a given service ticket.

To navigate back to the Asset Details page, click the **back arrow** at the top of your browser (Figure 11).

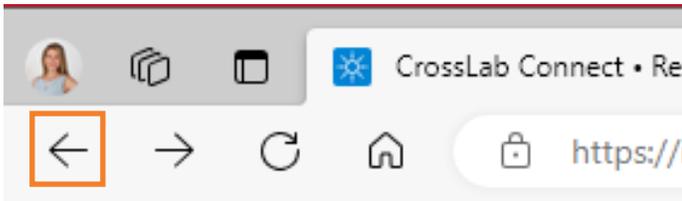


Figure 11. The back arrow in the browser.

### Edit History

To view a history of the edits made within CrossLab Connect by admin users, click **View Edits** in the top right (Figure 12).

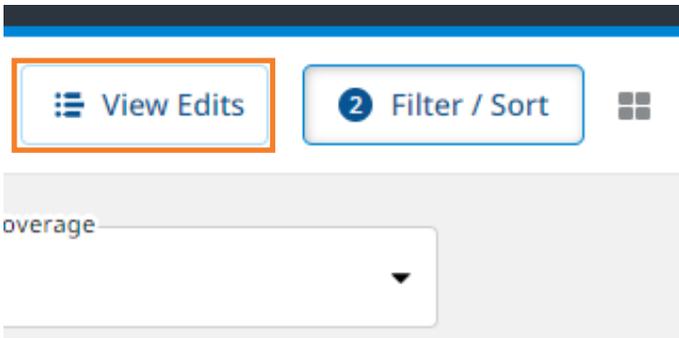


Figure 12. View Edits button.

In Edit History, all users can see the status of administrator submitted edits for their given population of assets. The Asset Edits table displays the name of the asset and system handle (if available), the date the edit was last updated, the serial number associated with asset request (if applicable), the edit details (includes the previous and requested value), the name of the admin user the asset was updated by, and the edit status (labeled either Completed, Reject, or In Progress). Click the Asset hyperlink embedded in the table to view asset details, submit additional updates, and request support (Figure 13).

Date	Asset	Serial Number	Details	Updated By	Status
01 Mar 2024	<a href="#">LC 1100 System</a> RMSH-1 MAR 2024		System Handle RMSH → RMSH-1 mar 2024	Test02 UAT	Completed
01 Mar 2024	<a href="#">LC 1100 System</a> RMSH-1 MAR 2024	DE11106743	Asset Tag RMFJ0997 → RMFJ0997-1 mar 2024	Test02 UAT	Rejected
22 Feb 2024	<a href="#">LC 1100 System</a> 10-HLC-61812		Lab Empty → 1	Test02 UAT	Completed
19 Feb 2024	<a href="#">LC 1100 System</a> 10-HLC-61812		Department Empty → D 19/2	Test02 UAT	Rejected

Figure 13. The Asset Edits table.

Click **Add Filter** (Figure 14) to filter information displayed in the Asset Edits table. The table can be filtered by Asset, Date, Details, Rejections Reason, Status, and Updated By (Figure 15).

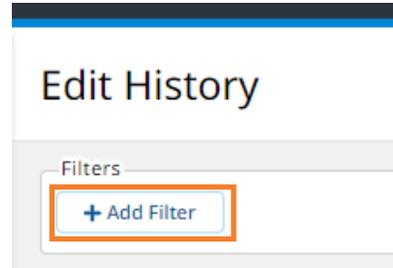


Figure 14. The Add Filter button.



Figure 15. Filter options to customize the Asset Edits table.

## Service History

Click the **Service History** icon in the navigational bar on the left side of the page (Figure 16) to access the Service History page.

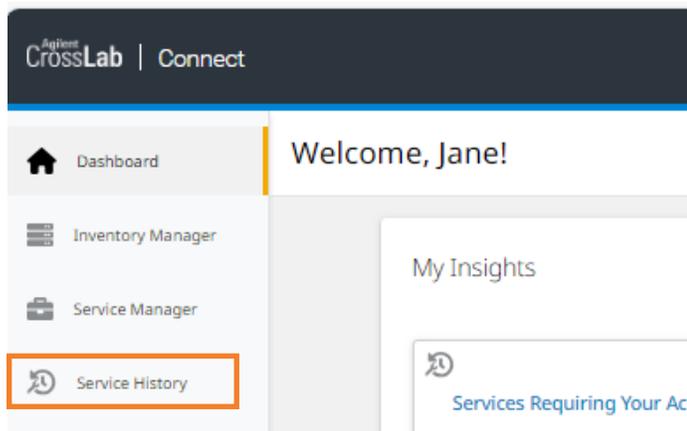


Figure 16. Service History icon.

On the Service History page, click **Filter/Sort** in the top right to access the search boxes that allow the user to filter or sort by specific attributes within the service ticket (Figure 17). These attributes include Status, Date Submitted, Reference Number, Service Type, Contact Person, and Serial Number.

On the Service History page, there may be various symbols next to the service ticket, which demonstrate errors or warnings associated with the service ticket. To determine what the symbol is indicating, hover over the symbol to view more information (Figure 18).

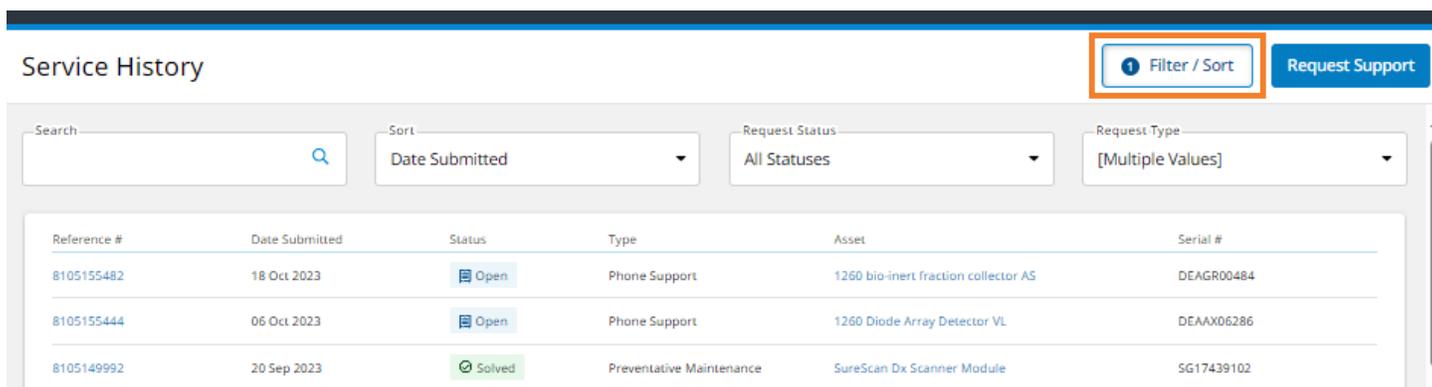


Figure 17. Using Filter/Sort in the Service History page.

Reference #	Date Submitted	Status	Type	Asset	Serial #
8103409721	08 Nov 2021	Open	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409707	05 Nov 2021	Open	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409680	29 Oct 2021	In Progress	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409679			Phone Support	1260 Diode Array Detector VL	DEAAX06987
6004607043	28 Oct 2021	Scheduling	Scheduled Order		
8103409628	27 Oct 2021	Open	Phone Support	4200 TapeStation instrument	SERFEB26-5

The location for this Service Request and the location for the Asset are different. Please contact Agilent support to update the correct address.

Figure 18. Example of information displayed when hovering over a symbol on the Service History page.

On the Service History page, hover over the status of the service ticket to view more information (Figure 19).

Click **Service History** in the top left (Figure 21) to return to the Service History page.

To view more information about a specific service ticket, click the reference number of the ticket (Figure 19, in blue). This navigates to a Support Request Detail page (Figure 20), which provides more details. Navigate to the Asset Details page by clicking the link under Asset.

8103409707	05 Nov 2021	<a href="#">Open</a>	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409680	29 Oct 2021	<a href="#">In Progress</a>	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409679	29 Oct 2021	<a href="#">Open</a>	Phone Support	50 Diode Array Detector VL	DEAAX06987
6004607043	28 Oct 2021	<a href="#">Scheduling</a>	Scheduled Order		
8103409628	27 Oct 2021	<a href="#">Open</a>	Phone Support	4200 TapeStation Instrument	SERFEB26-5
8103409621	27 Oct 2021	<a href="#">Open</a>	Phone Support	Cary 60 Instrument	MY19030030

Your request is open. An Agilent representative will typically take ownership of your request within 1 business day, but it may take longer to identify the best resource for your request.

Figure 19. Information displayed when hovering over the status (in this case, Open) of a service ticket.

Service History > Support Request Detail

### Reference #8105155482

[Open](#)

Your request is open. An Agilent representative will typically take ownership of your request within 1 business day, but it may take longer to identify the best resource for your request.

Date Submitted: 18 October 2023

Type: Phone Support

Model #: G5664A      Serial #: DEAGR00484      Asset: [1260 bio-inert fraction collector AS](#)

Figure 20. Link to access the Asset Details page from the Support Request Detail page.

Service History > Support Request Detail

### Reference #8105155482

[Open](#)

Your request is open. An Agilent representative will typically take ownership of your request within 1 business day, but it may take longer to identify the best resource for your request.

Date Submitted: 18 October 2023

Type: Phone Support

Model #: G5664A      Serial #: DEAGR00484      Asset: [1260 bio-inert fraction collector AS](#)

Figure 21. How to navigate back to the Service History page.

[www.agilent.com](http://www.agilent.com)

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This information is subject to change without notice.

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