User Guide

Agilent CrossLab
From Insight to Outcome

Asset Faults in Agilent CrossLab Connect

Introduction

The latest version of Smart Alerts includes the Agilent Data Service (ADS). The ADS forwards asset fault information received by Smart Alerts to the CrossLab Connect (CLC) application. From within the CLC application, users can:

- View real-time asset fault information from the office or from your mobile device.
- Raise a request for service that captures all relevant information about the connected asset and the fault affecting your asset. The Request Support message is created immediately, and the status of this request can be tracked from the CrossLab Connect application.
- In the CrossLab Connect environment, you can evaluate how real-time faults and fault history correlate with service history and service coverage.

To configure this new feature, users must have Smart Alerts A.01.10 installed and they must have CrossLab Connect administrator privileges.

Agilent

Install the Smart Alerts A.01.10

To begin viewing Asset Faults in CrossLab Connect, you must have Smart Alerts A.01.10 installed on a networked PC. Since all of your Smart Alerts configuration and instrument data are saved, upgrading from a previous version of Smart Alerts is quick and easy. More information about installation and configuration can be found in the Smart Alerts installation guide and the Smart Alerts user guide, which are included in the Smart Alerts download.

Creating a client connection

The Client Connections feature allows admins to establish a secure connection to a Smart Alerts instance installed on the customer network.

On the Administration page, click **Client Connections** (Figure 1).

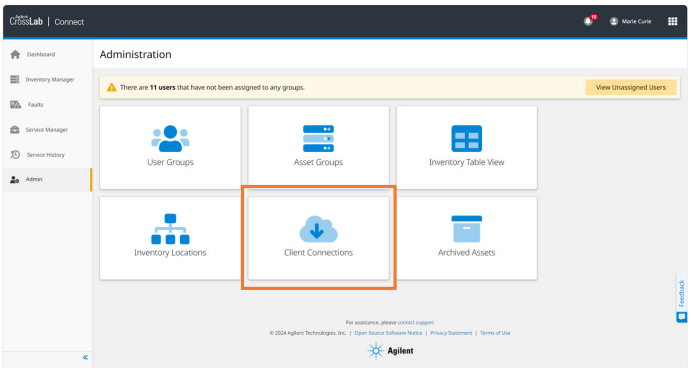

Figure 1. CrossLab Connect: Admin page, Client Connections.

Click **Create Client Connection** (Figure 2).

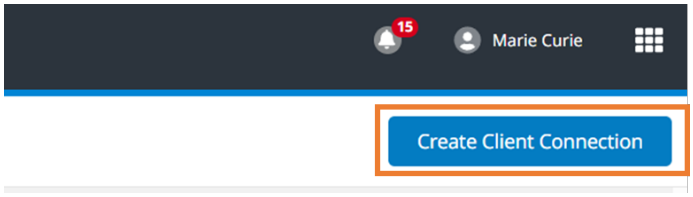

Figure 2. CrossLab Connect: Create Client Connection.

Enter the name and description for the new connection. To control access to the fault information, choose at least one user group for this client connection (Figure 3).

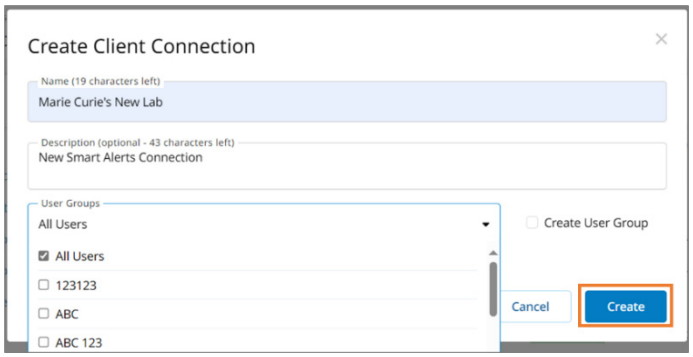

Figure 3. CrossLab Connect: Create Client Connection.

Your registration key will be displayed at the top of the screen (Figure 4).

This key will be used to create a secure connection to Smart Alerts. For more information about how Agilent protects your data, please refer to the Agilent CrossLab Connect Technical Security Measures guide.

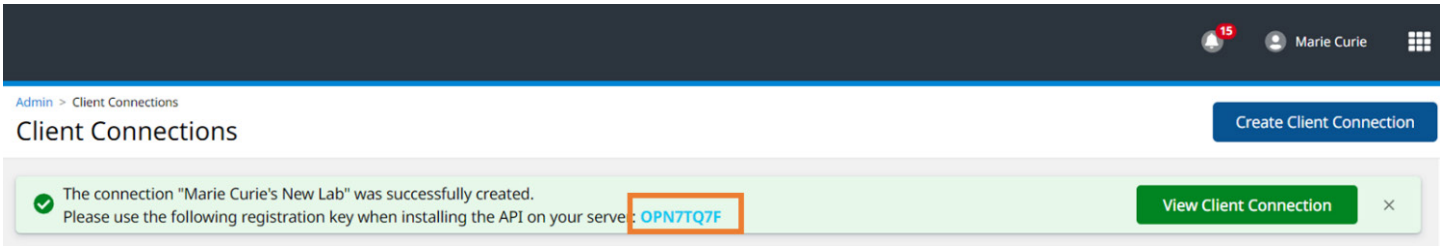

Figure 4. CrossLab Connect: View Client Connection.

While creating the new client connection, you can also create a new user group to associate with this new functionality (Figure 5).

1. Enter a Client Connection name.
2. Enter a Client Connection description.
3. Check the **Create User Group** box.
4. Enter the User Group name and description.
5. Click **Create**.

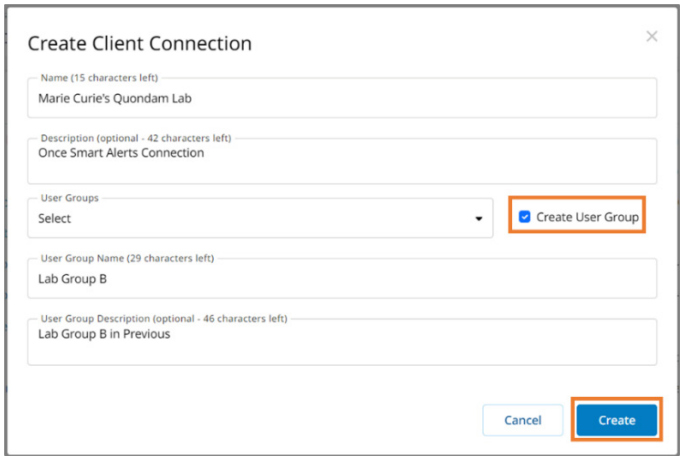

Figure 5. CrossLab Connect: Create User Group with Client Connection.

To add Users to the new CrossLab Connect User Group, click **View Group** in the top right of the screen (Figure 6).

For more information on adding users to your new User Group or to learn more about the benefits of creating User Groups, please refer to the Guide to Administrators Using Agilent CrossLab Connect document found in the Agilent Community.

Establish a connection to Smart Alerts

To establish your connection to Smart Alerts, you will need the registration key created in the previous step. If you do not have the key, you can navigate back to client connections to retrieve it.

From the CrossLab Connect Admin menu, click **Client Connections**.

Click the relevant connection name.

The registration code is at the bottom of the page (Figure 7).

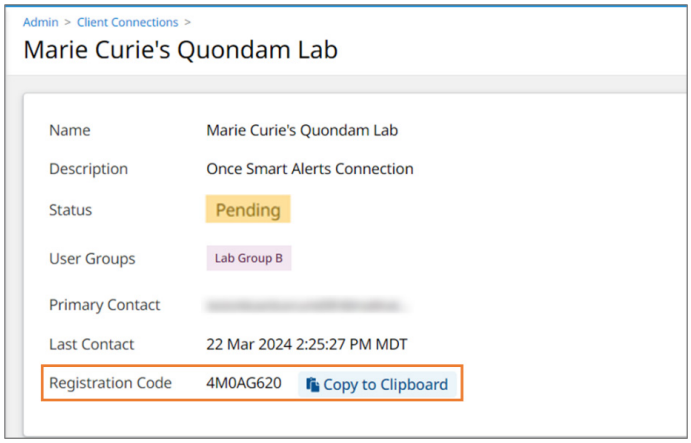

Figure 7. CrossLab Connect: Client Connection registration code.

Figure 6. CrossLab Connect: Create User Group with Client Connection, View Group.

Login to Smart Alerts.

Under Admin, select **Smart Alerts Configuration** from the left navigation.

Click **View/Edit** for the Connection Settings (Figure 8).

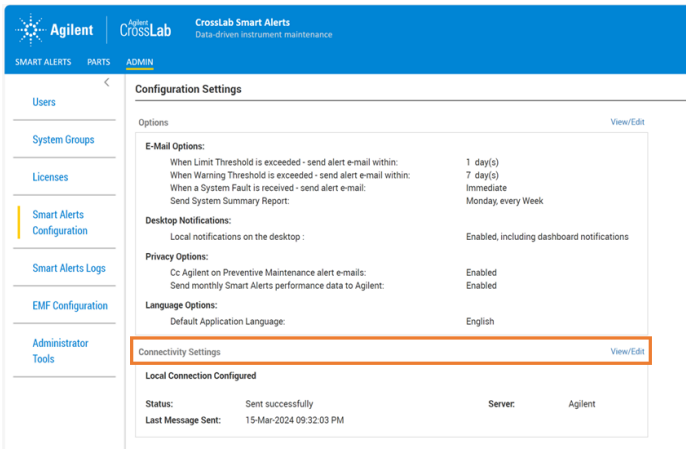

Figure 8. Smart Alerts: Connectivity Settings.

Under Options, select **CrossLab Connection Including Agilent Email Service**.

Please read the Agilent Privacy Policy, check the **Connect to Agilent** box, and click **Next** (Figure 9).

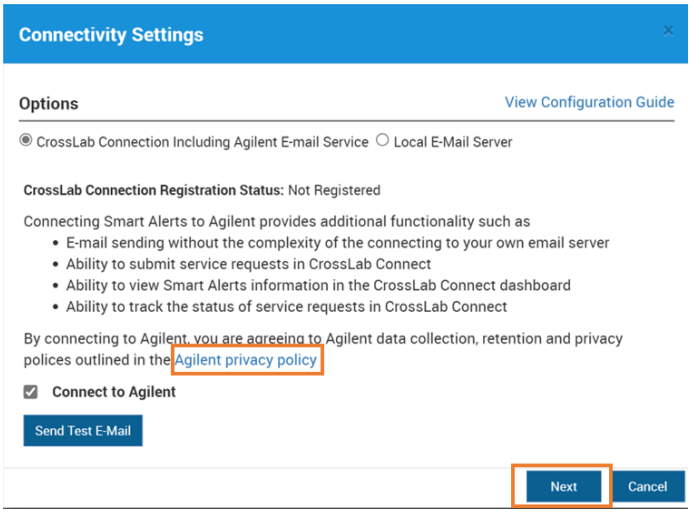

Figure 9. Smart Alerts: Connectivity Settings and Agilent Privacy Policy.

Enter your registration number into the box and click **Submit** (Figure 10).

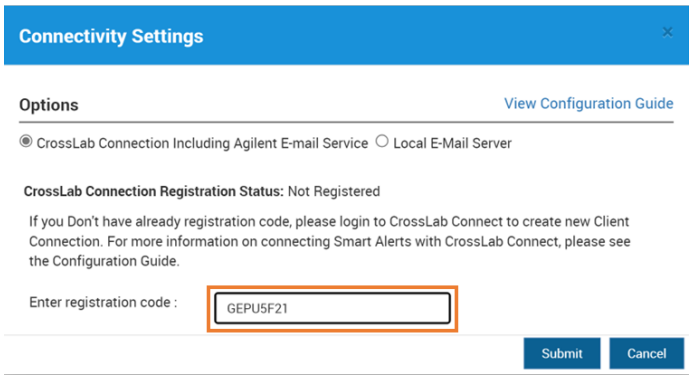

Figure 10. Smart Alerts: CrossLab Connection Registration Code.

In Smart Alerts, the CrossLab Connection Registration Status will display Registered (Figure 11).

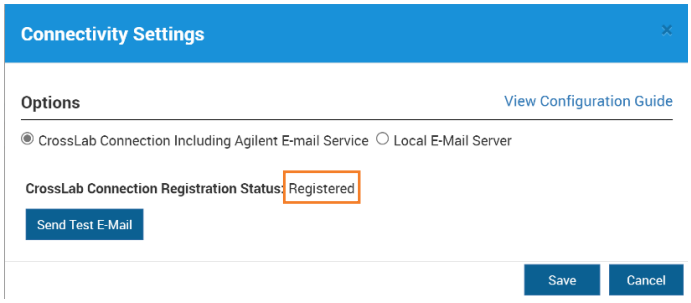

Figure 11. Smart Alerts: CrossLab Connection Registered.

In CrossLab Connect, your Client Connection will display Connected (Figure 12).

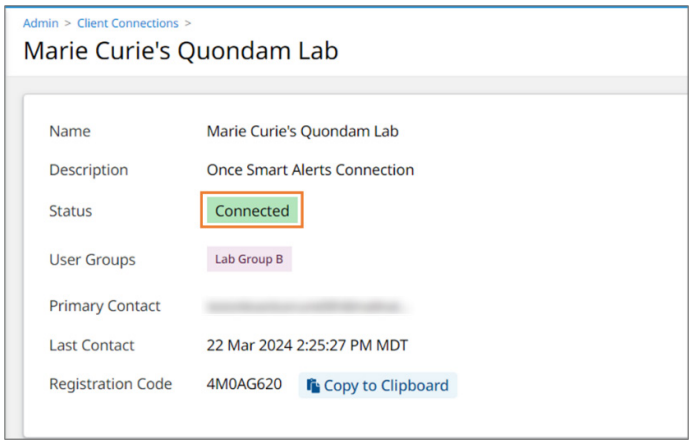

Figure 12. CrossLab Connect: Client Connection Status.

Asset faults displayed in CrossLab Connect

After you have established the connection between CrossLab Connect and Smart Alerts, asset faults will be displayed on the Insights Dashboard. The Fault Insight tile, Asset Fault Requiring Your Action, will display the number of unresolved faults sent from the Smart Alerts application. To view more information about the faults, clicking the Insight tile (Figure 13) will take you to the Asset Faults page.

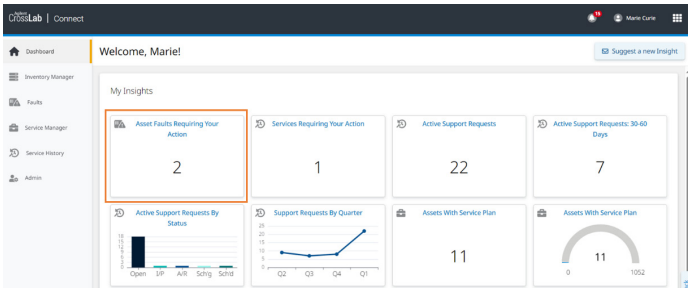

Figure 13. CrossLab Connect: Insight Dashboard, Asset Faults Tile.

You can also access fault notifications by clicking on the bell icon at the top right (Figure 14). The icon will have a red counter if there are new or unread notifications. After clicking the Notification icon, a list of notifications will be displayed.

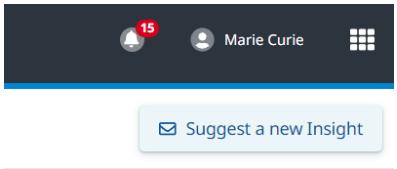

Figure 14. CrossLab Connect: bell notification icon.

From the menu, notifications can be marked as read or deleted. If there are no notifications to display, the menu will display a "no notifications" message.

You can close the notification menu by clicking the bell icon or clicking anywhere on your screen except the menu.

Asset faults

The Asset Faults page displays additional information about the asset and its associated fault. Additionally, the fault occurrence and status information are displayed. Filters can be used to limit the information.

On the Asset Faults page, click **Filter / Sort** in the top right to hide or unhide the filter and search boxes (Figure 15). The number presented to the left of Filter / Sort identifies how many filtering and sorting options have been applied.

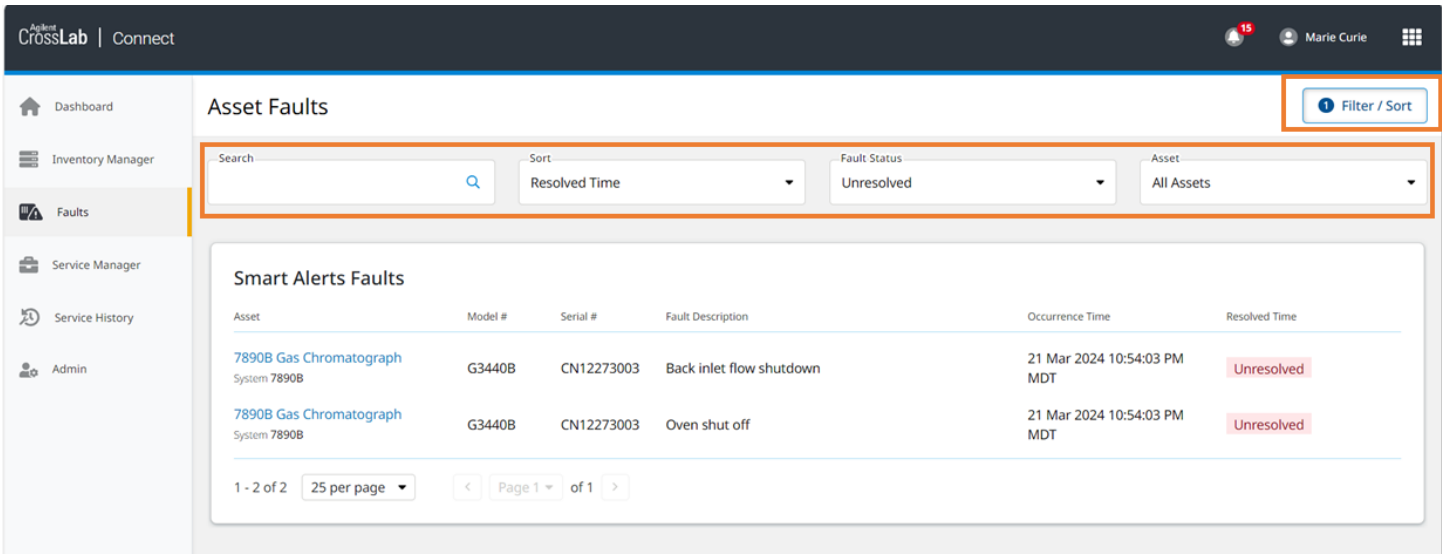

Figure 15. CrossLab Connect: Asset Faults Filter / Sort.

By default, the faults are sorted in descending order by occurrence time and only unresolved asset faults are displayed.

Click the **down arrow** under Sort to sort by Asset Type, Model #, Serial #, Fault Description, Occurrence Time, and Resolved Time. This information can be displayed in ascending or descending order. Users can also filter by Fault Status and Asset Description by clicking the down arrow under these categories. The Search field on the left can be used to search for any information associated with faults.

To view the details of a fault, click the **Asset** in the left column. This navigates to the Fault Detail page.

Fault details

The Fault Detail page provides detailed information about the impacted asset and the associated fault. Additionally, you can view the details provided by Smart Alerts and the fault history for the asset.

Click **Request Support** in the top right to request service for the asset (Figure 16).

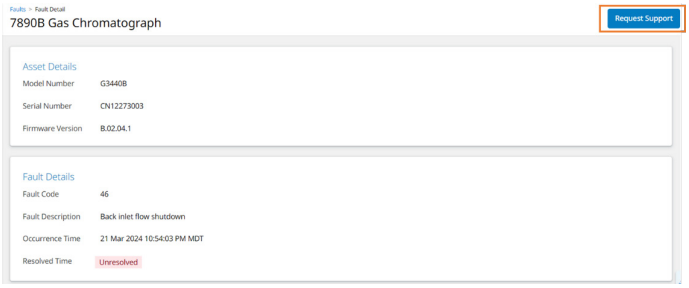

Figure 16. CrossLab Connect: Asset Fault Detail.

Note: Not all Smart Alerts assets will be available in CrossLab Connect. If the asset is not in CrossLab Connect, you will not be able to raise a service request from the application.

If the asset is in CrossLab Connect, the Request Support window will be displayed. The Request Support window includes the fault code and fault description (Figure 17). You can add additional information or attach files. The Request Support message is submitted directly to Agilent, allowing you to receive assistance quickly and to track the status of the service request within the CrossLab Connect application.

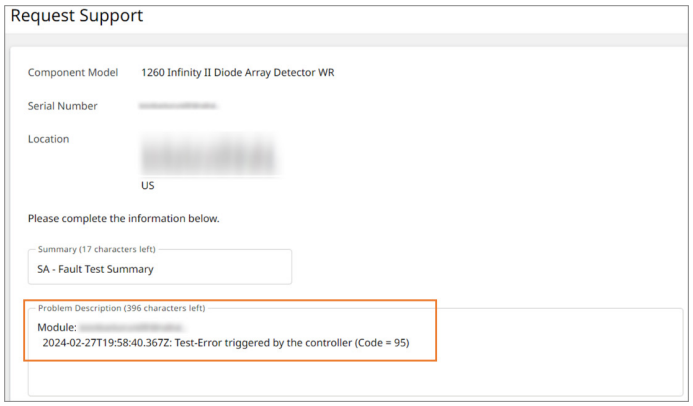

Figure 17. CrossLab Connect: Service Request with Fault information.

If the asset is not in CrossLab Connect, you will get a message to either call your local Agilent Service Contact Center or return to Smart Alerts to submit a Remote Assist request (Figure 18).

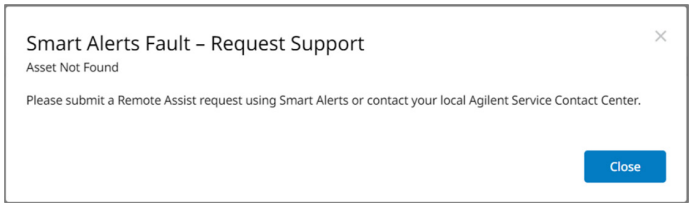

Figure 18. CrossLab Connect: Service Request Asset Not Found.

Disabling or deleting a CrossLab connection

All Client Connections can be viewed, edited, disabled, and deleted from the Client Connection screen (Figure 19).

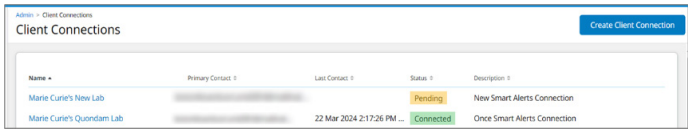

Figure 19. CrossLab Connect: Client Connection Screen.

To disable your Client Connection, navigate to the appropriate client connection and click **Disable**. You will be asked to confirm your selection (Figure 20).

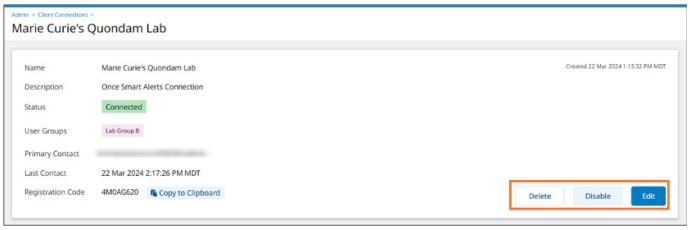

Figure 20. CrossLab Connect: Disable or Delete a Client Connection.

When the connection is disabled, fault data will no longer be shared with CrossLab Connect.

To reenable the connection, navigate to the appropriate client connection and click **Enable** (Figure 21).

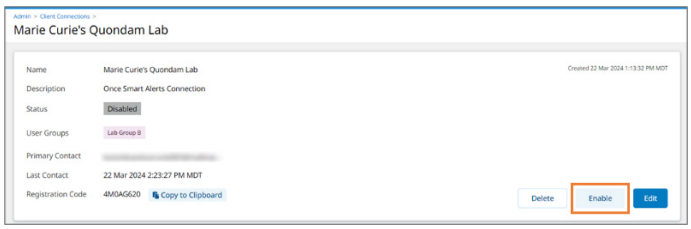

Figure 21. CrossLab Connect: Enable a Client Connection.

When the connection has been deleted, fault data will no longer be shared with CrossLab Connect. To reenable the asset fault functionality, you will need to establish a new connection.

To edit the Client Connection name or description or to update the user group associated with the connection, click **Edit** (Figure 21).

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This information is subject to change without notice.

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