

Smart Alerts

## Frequently Asked Questions



**Contents**

*Introduction to Smart Alerts*..... 3

*Connecting Smart Alerts* ..... 3

*Installation* ..... 4

*Using Smart Alerts*..... 5

*Support for Smart Alerts* ..... 6

## Introduction to Smart Alerts

Smart Alerts monitors instrument health and provides email-based alerts that inform customers when they should consider replacing key consumables. It sends reminders when it's time to perform preventive maintenance and alerts users when an instrument stops running anywhere in the lab. The Remote Assist feature allows customers to immediately send a service request to Agilent.

All these capabilities are designed to deliver reduced downtime and sustained instrument performance.

## Connecting Smart Alerts

### Does Smart Alerts require the customer's lab to have an internet connection?

Smart Alerts is designed to run completely on-premises, with **no internet connection**, no cloud and no firewall penetration is **required** when running.

An Internet connection is useful if customers want to manage licensing from the FlexNet licensing portal or place consumables orders directly from Smart Alerts to an A.com shopping basket.

Smart Alerts Features		Lab Network Configuration			
		Standalone No Email or Internet	Local Area Network No Email or Internet	Email No Internet	Fully Connected Internet and Email
Instrument PC Alert Tools	Smart Alerts Dashboard on Instrument PC	✓	✓	✓	✓
	Maintenance and Consumable Alert Monitoring	✓	✓	✓	✓
	Instrument Fault Alerts on Dashboard	✓	✓	✓	✓
	Desktop "Pop-up" Notifications	✓	✓	✓	✓
	Industry Specific Maintenance Templates	✓	✓	✓	✓
	User Configurable Alert Type and Frequency	✓	✓	✓	✓
	"Offline" License Management (via FNO portal)	✓	✓	✓	-
	"Favorite" Consumable Saving	✓	✓	✓	✓
	Database Migration Functionality	✓	✓	✓	✓
	New Software Version Updates (Manual)	✓	✓	✓	✓
External PC Alert Tools	Multi-instrument Connection Dashboard		✓	✓	✓
	System Grouping		✓	✓	✓
	Remote Access from other Network PC		✓	✓	✓
Email Alerts & Remote Support	Instrument Fault Alerts by Email			✓	✓
	Maintenance/Consumable Notifications by Email			✓	✓
	System Summary Report by Email			✓	✓
	Remote Assist – Push for Help to Agilent or PM scheduling			✓	✓
	Password Recovery Process by Email			✓	✓
Online Support	Online Consumables Ordering (via Agilent.com)				✓
	New Software Version Updates (Online)				✓
	License management direct from UI to FNO portal				✓

## Will the customer's IT organization block Smart Alerts? What is IT's involvement with Smart Alerts?

The answers to these questions are dependent on the company's IT policies and vary from company to company. Smart Alerts is considered a very safe application because it doesn't use the Internet to move data and all the data is stored on premises behind the customer's own firewall.

There are some companies that only allow IT to install new software. In these cases, a good approach is to provide them with the technical documentation on Smart Alerts, which is available on the Agilent Support Portal. This is usually enough for them to agree to move forward. For additional information, please refer to the [Smart Alerts IT Guide for Revision A.01.08](#).

## What if a customer didn't get their license entitlement email?

For help with license entitlement, customers can reach out to Agilent through the customer contact centers at [Contact Us | Agilent](#).

# Installation

## How much effort does it take to install and set up Smart Alerts?

Smart Alerts was designed to be customer-installable on any PC in the lab. It installs like any other PC application and the process can be completed in 10-15 minutes for a single PC. A video is available that goes through the process step by step on the [Smart Alerts](#) page on A.com. Additionally, an Installation Guide is available on the Agilent Support Portal.

For larger customers (e.g. >10 connections) that require more network configurations there are benefits to both the customer and Agilent if a Field Service Engineer helps with the installation process. We now have the Smart Alerts Startup Package to ensure that the customer has a smooth installation and ongoing application support. The product numbers are:

- R-31W-501: Installation, configuration, first 10 instrument connections and initial on-site training
- R-31X-501: Each additional instrument connection
- R-31A-501: Smart Alerts license for each instrument connection

## Can Smart Alerts be installed on a Chromatography Data System (CDS) workstation?

Yes, Smart Alerts can be installed on CDS workstation. The configuration works well for a few connected instruments (e.g. 3-4). For optimal performance, we do recommend moving the application to a separate PC when the customer is ready to add more than four instruments.

## What if the customer's instruments are in an isolated lab network?

It is common for customers to have their instruments set up in an isolated laboratory network. Agilent has developed a TCP relay service that can pass information from the instrument to the Smart Alerts application. The relay application is a light-weight application that only takes a few minutes to install. Configuration of the relay and instruments is completed within the Smart Alerts application. Please see the Relay Service Installation and Configuration Guide located in the Field Portal for additional information.

## Using Smart Alerts

### Will Smart Alerts stop running when the customer's license expires?

Prior to license expiration, Smart Alerts will send the customer several email and dashboard notifications about the status and upcoming expiration of their licenses. The application also includes a 30-day grace period after the license has expired to allow extra time for a renewal order to be processed. If the Customer renews and reactivates before the end of the grace period, none of their data will be lost in this process.

### Will Smart Alerts work in a non-Agilent CDS environment (e.g. Waters Empower)?

Yes, Smart Alerts collects information directly from instruments so there is no CDS connection required. It operates completely independent of the CDS. To find out more about Smart Alerts interaction with non-Agilent CDS environments, please review the [Smart Alerts Chromatography Data System \(CDS\) Compatibility White Paper](#) found on A.com.

### Does Smart Alerts work in a client-server environment?

Since Smart Alerts is a server-based application, it works well in client-server environments and does not interfere with the CDS system. In a client-server configuration the instruments are connected directly to the laboratory network making instrument configuration particularly straightforward. You simply enter the instrument IP address, configure some basic alerts and notifications and Smart Alerts can begin monitoring the instrument.

### Will Smart Alerts work in compliant environments?

Because Smart Alerts does not collect analytical data and does not connect to the CDS software, customers do not need to requalify their instruments after installing Smart Alerts. We are in the process of completing a "Performance & Compatibility" test project where we are testing co-residence of Smart Alerts with different CDS configurations like OpenLab, Chemstation and Waters Empower. One thing we're specifically focused on is ensuring there are no performance issues for the instruments or the CDS. When the project is complete, we will publish a White Paper detailing compatibility with tested configurations.

#### NOTE

*Smart Alerts does not modify, manipulate, influence or impact any analytical data generated by the CDS. It operates independently of the CDS and although it communicates directly with the instrument it does not change any instrument settings.*

### Why does Smart Alerts provide calendar-based alerts for some instruments and Electronic Maintenance Feedback (EMF) alerts for others?

The most common reasons that Smart Alerts would provide only calendar-based alerts include:

- 1) Due to the age of some instruments, our teams do not have access to a simulator or physical instrument to develop EMF functionality against. Any instrument that is considered unmanaged will only have calendar-based alerts.
- 2) Some instruments have only a few EMF counters available. Rather than creating a mixed user interface with some EMFs and some calendar-based alerts, we made the decision to create a consistent calendar-based user interface for these instruments.
- 3) Some instruments would not have EMFs available simply due to their function in a lab (e.g. local UI "Game Boy" controllers).

### What is the difference between logging a "Remote Assist" service request via Smart Alerts and calling the Agilent hotline?

The Remote Assist request logged by Smart Alerts is auto populated with specific system information such as customer information, fault codes, serial numbers and system configuration. Having this information immediately available to our Contact Center can make problem identification and resolution faster than a phone call request.

## What are some basic rules for connecting to Smart Alerts?

Some common things that are required for Smart Alerts include:

- 1) At least one component in the system must support multiple TCP connections. The CDS represents one TCP connection, Smart Alerts represents a second TCP connection. If a system can't support more than one TCP connection, the customer can have either a CDS application or the Smart Alerts application running, but not both running simultaneously.
- 2) The customer must have a license for each instrument connection.
- 3) The instrument must be considered compatible with Smart Alerts. A compatibility matrix for Smart Alerts is available in the Agilent Support Portal. Compatibility can also be verified using the Qlik iBase Insights report.
- 4) The instrument must be manufactured by Agilent. Smart Alerts does not currently support third party instruments.

## Support for Smart Alerts

### How will the customer know when new features are available?

Information about new releases is available in a couple of ways.

- 1) When a new release is available, customers will receive an email from FNO
- 2) Agilent communicates new features to customers using the Constant Contact tool

*Customers will always have access to the latest version of Smart Alerts.*

#### NOTE

*Without any loss of data or instrument connectivity, the latest Smart Alerts revision can be installed over an existing Smart Alerts installation in just a few minutes.*

### Where can customers get more information about Smart Alerts?

To see additional information and functionality focused training videos, customers can visit the Smart Alerts page on Agilent.com.

[CrossLab Smart Alerts, Usage Based Preventive Maintenance | Agilent](#)

Customers can also join the Agilent community to ask questions to industry colleagues and collaborators. They can sign up for notifications for new videos, documents, tools and webinars that are relevant to their work.

[Agilent Community](#)

### Where can customers get help with Smart Alerts?

Customers can reach out to Agilent through the Customer Contact Centers at [Contact Us | Agilent](#).

If the customer requires higher level technical assistance, the Contact Center will submit a support ticket to the Channel Assist team.