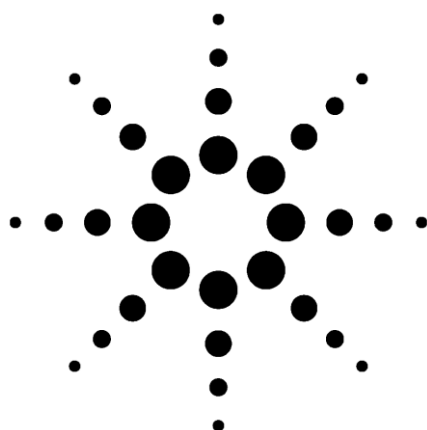


Remote Advisor for MP-AES



Agilent Technologies Remote Advisor for MP-AES Guide

For Software Version	A.02.09 SP1
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In this Installation Guide

This Remote Advisor Installation for MPEAS Guide is the written instruction to install and configure Remote Advisor onto the same PC as MP Expert and to install a dedicated Gateway when more than one MP-AES is installed in a laboratory or location. The Remote Advisor Installation for MP-AES Guide is written in the optimal order for a successful installation.

For support of Remote Advisor and to report any corrections and suggestions to improve this Installation Guide, please email fsg-ra-services@agilent.com

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REVISION HISTORY

Revision Revision RA-MP-001

Date April 2014

Changes Initial Release

Introduction:

This Remote Advisor Installation Guide for MP-AES is intended to be used for the installation and configuration of Remote Advisor Gateway and Data Source installed on the same PC as MP Expert.

Remote Advisor is installed to enable the customer to initiate a service request to Agilent using Remote Assist. Remote Advisor provides Agilent the ability to remotely troubleshoot and diagnose the MP-AES using data items and events collected at the Enterprise server and through Remote Collaboration.

Remote Advisor Gateway and Data Source are two components of Remote Advisor that are located at the same site as the instrument being monitored.

1.1 Remote Advisor Data Source

Remote Advisor Data Source software collects statistical data from analytical instruments. MP Expert creates an XML file for the Data Source to parse and send the data to the Remote Advisor Gateway. The Data Source software must coexist on the same PC with MP Expert to be able to parse the XML file created by MP Expert.

The Data Source is also the customer interface to Remote Advisor, used to originate a Remote Assist and is also the conduit for Remote Collaboration. Remote Assist enables the customer to originate a request for service without needing to call the Agilent Customer Contact Center.

1.2 Remote Advisor Gateway

The Remote Advisor Gateway software maintains a secure, firewall friendly, connection to the Remote Advisor Enterprise server inside the Agilent DMZ. Instrument statistics received from the Data Source are forwarded by the Gateway securely through the Internet to the Enterprise server.

Gateway software is typically installed on a PC separate from the Data Sources when multiple instruments are connected in a single laboratory or location. MP-AES installations usually consist of single instrument installation. Therefore, installing the Gateway and Data Source together on the same PC with MP Expert is the most efficient installation method.

1.2.1 Proxy Servers

Proxy servers are used by some corporations to monitor and control Internet communications. Remote Advisor can be configured to use a proxy server during the installation of the Remote Advisor Gateway software. Proxy server information should be obtained from the customer IT department before installing the Gateway software.

Proxy information can also be obtained from the communication setting used in Internet Explorer or other web browser used on a PC on the customer network.

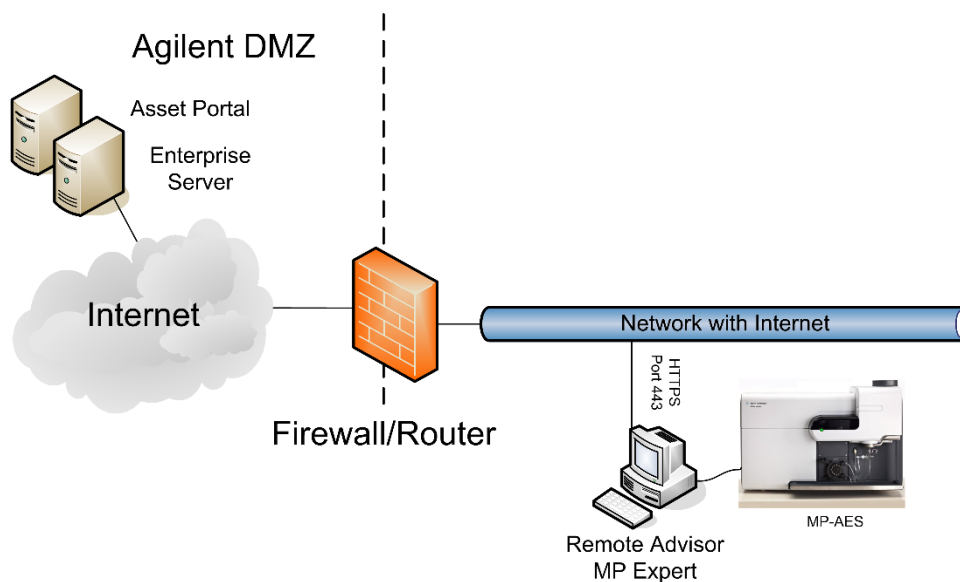


Figure 1

Figure1 illustrates a typical Remote Advisor installation for MP-AES.

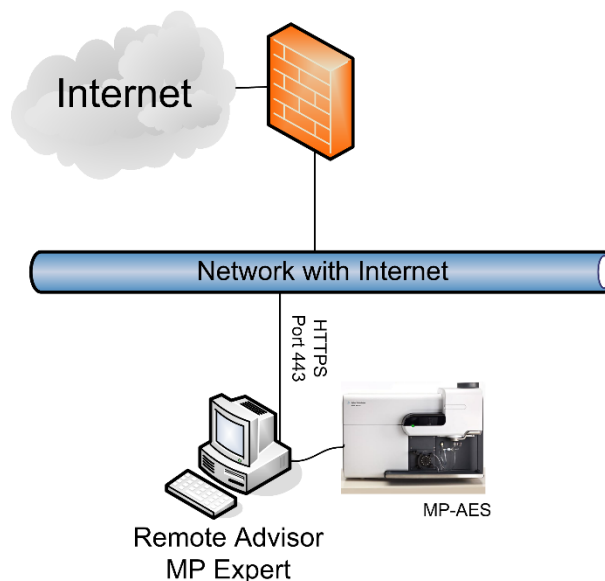
- MP Expert installed on the PC connects to the MP-AES with a USB cable
- The PC connects to the Network with Internet
- Remote Advisor Data Source installed on the MP Expert PC parses XML files created by MP Expert and passes the data to the Remote Advisor Gateway
- Remote Advisor Gateway communicates through the network and Internet using secure port 443 encrypting all data sent to the Enterprise server

2 MP-AES Installation Types

2.1 Single MP-AES Installation

MP-AES systems are installed in locations where only one MP-AES system is installed. The installation of the Remote Advisor Gateway and Data Source onto the MP Expert PC offers the benefits of Remote Assist, remote diagnostics, and troubleshooting without the need of a separate PC for the Remote Advisor Gateway. Remote Advisor Gateway and Data Source software are installed on the MP Expert PC. Log files created by MP Expert are parsed by the Data Source and information is passed to the Gateway. The Gateway sends MP-AES statistic data securely through the Internet to the Remote Advisor Enterprise server.

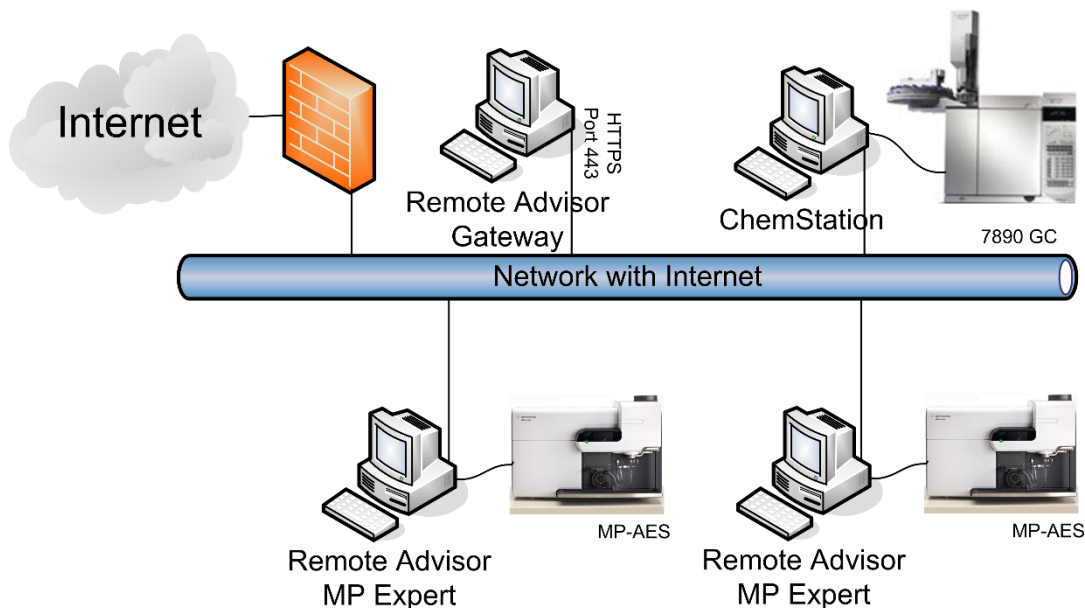
The installation of Remote Advisor requires the MP-Expert PC to connect to a network with Internet. The connection to the Internet must be maintained for Remote Advisor to collect utilization and static data and that the connection is available when needed for Remote Assist.



2.2 Multiple MP-AES Installations

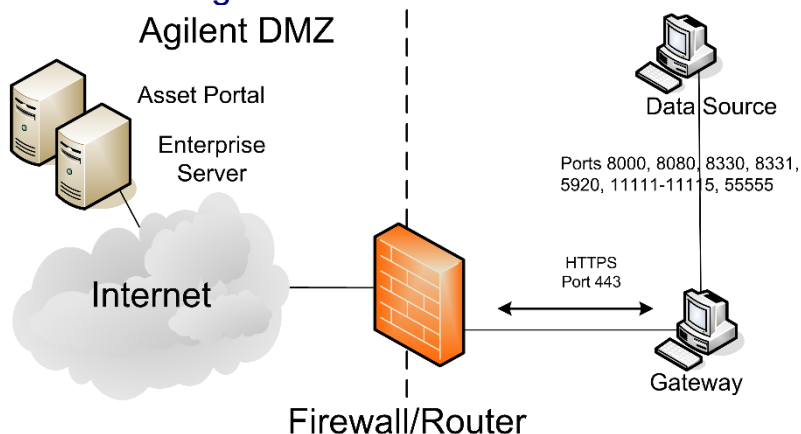
Multiple MP-AES systems may be installed in one laboratory or location along with other Agilent instruments. One dedicated Remote Advisor Gateway is the preferred configuration for a multiple instrument installation.

Data Source software is installed on each of the MP-Expert PCs controlling MP-AES and on other acquisition systems controlling Agilent instruments. Each Data Source PC connects to the network to forward instrument data to the Gateway.



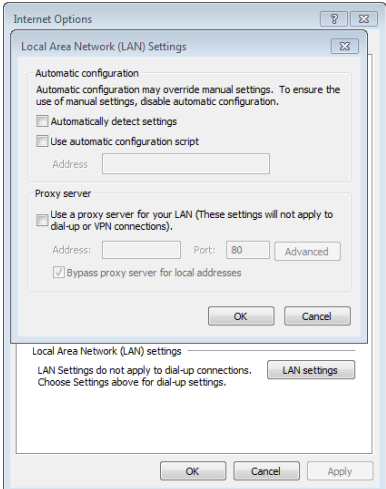
The installation of Remote Advisor with multiple Data Source and one Gateway utilizes a number of TCP ports for communications. Network Port Usage on the next page lists the ports used and application associated with the ports. These ports must be opened in any network component or firewall separating the Gateway and Data Source.

2.3 Network Port Usage



Gateway to Enterprise		
TCP: Source port = https (443)		
Gateway to Data Source		
Source Port	Process Owner or Action	
TCP: Source port = 8080	Tomcat.exe	
TCP: Source port = 8000	AIService.exe	
TCP: Source port = 8330	Remote Advisor Scripts	
TCP: Source port = 8331	Remote Advisor Scripts	
TCP: Source port = 5920	AxedaDesktopServer.exe	
TCP: Source port = 11111	Networkhelper.exe	
TCP: Source port = 55555	Networkhelper.exe	
Listening Ports		
Device Listening	Process Owner or Actions	Ports
Gateway	Axeda Desktop Server.exe	5820. 5920, 8330, 8331
Gateway	Network Helper.exe	49552, 55555, 55556
Gateway	Tomcat5.exe	5001, 8000, 8005, 8009, 9170, 9176
Gateway	Xgate.exe	8443, 3011, 3030, 8080
Data Source	AIService.exe	11111, 11112
Data Source	Axeda Desktop Server.exe	5820, 5920

2.4 Customer Requirements

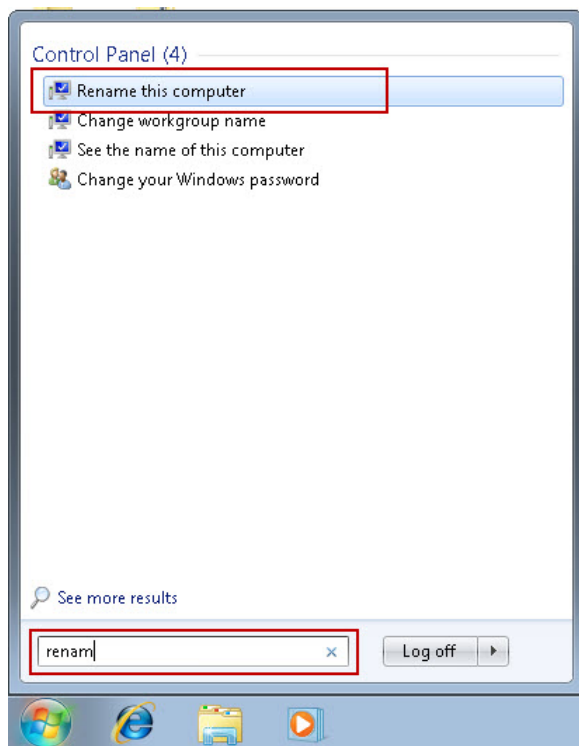
Requirements	Description/Comment
Gateway to Enterprise Internet Communications	Internet access is required for the Gateway to communicate to the Agilent Remote Advisor Enterprise Server. The Gateway will communicate through the proxy server, modifications to the firewall are usually not necessary. Firewall filters for the Gateway to communicate to the Enterprise can be opened for the Gateway to communicate to two URLs. http://remoteadvisor.chem.agilent.com and http://intelligentservices.chem.agilent.com using Outbound Port: HTTPS Port 443
Administrator Privileges	Local Administrator logon privileges are required for the installation of Agilent Remote Advisor Data Source and Gateway software.
Proxy Server information	Proxy Server configuration information required to install Remote Advisor is similar to the information used to configure Internet Explorer. 

3 Pre-Installation Requirements

This section describes the prerequisites needed for a successful installation of Remote Advisor.

3.1 PC Name

- Verify that the PC has a unique Computer Name to avoid duplicate names of PCs deployed to the Enterprise server. Avoid using Agilent, RA, or gateway in the PC name.



- Select the Windows Start button
- Type Rename in the Search section
- Double click Rename this computer > System Properties opens
- Proceed with onscreen instructions from Windows

3.2 Internet Access

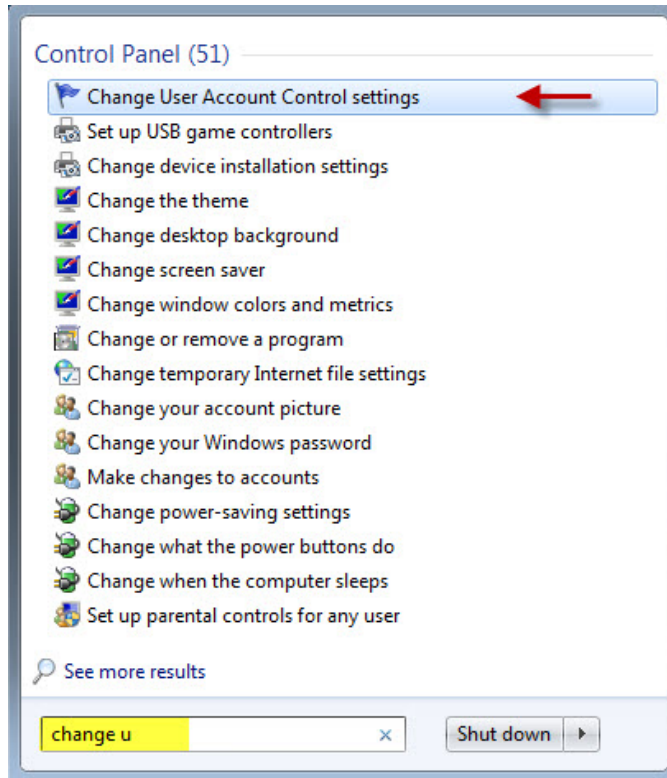
Remote Advisor requires access to the Internet. Remote Advisor sends instrument statistic information to the Remote Advisor Enterprise server over the Internet.

- Verify that the Gateway can access <http://RemoteAdvisor.chem.agilent.com> with Internet Explorer

3.3 Change User Account Control to Never Notify

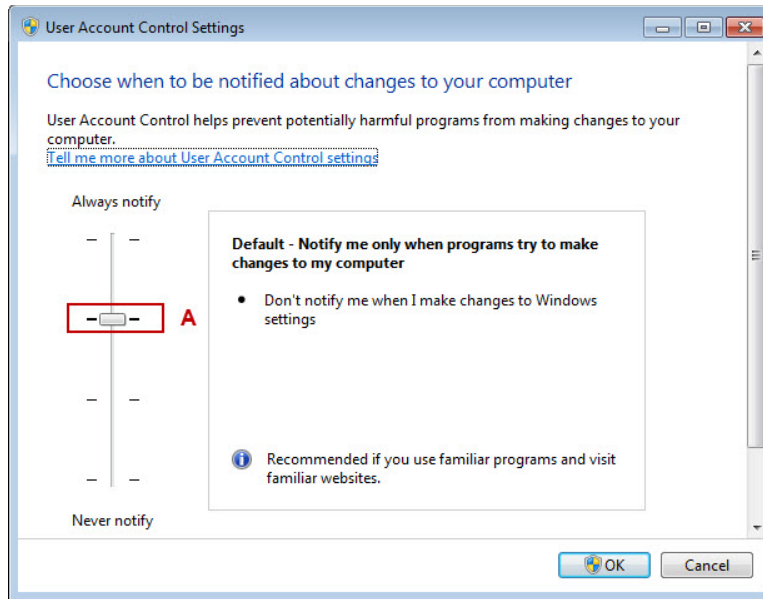
****IMPORTANT**** User Account Control (UAC) notifies the user before changes are made to the computer that require administrator-level permissions. The default setting may interfere with the installation of all software components for Remote Advisor. It is highly recommended to turn the UAC to the Never Notify Position to avoid improper installation of Remote Advisor software components.

- Select the Windows Start button

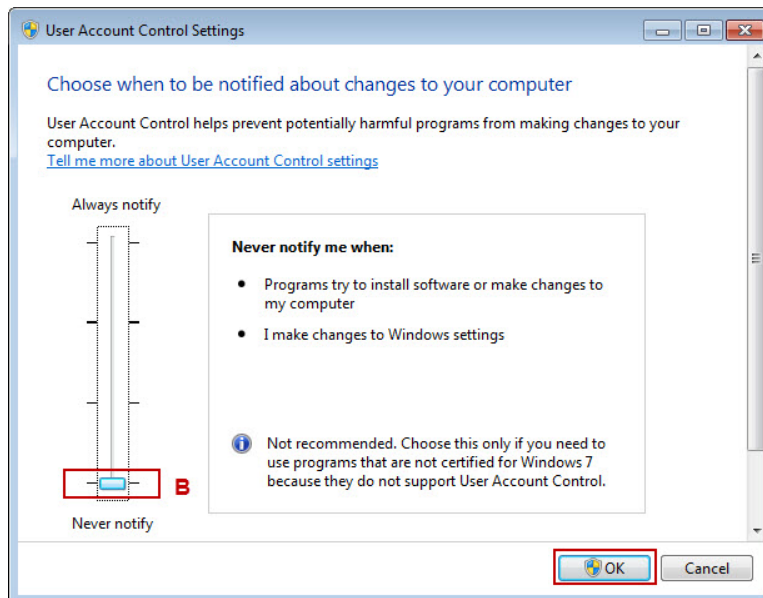


- Type change user in the search field > a list of commands will display as you type
- Select Change User Account Control Settings > User Account Control Settings window displays

Pre-Installation Requirements



- Move the slide control from the current position A to Never notify position B



- Select the OK button
- Restart the computer for the changes to take effect

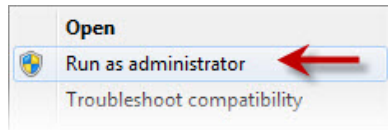
*****Important***** Return the Never Notify slider to position A and select the OK button after the installation of the Remote Advisor Gateway and Data Source is complete.

4 Gateway Software Installation

This section installs the Remote Advisor Gateway software. The Gateway Installer installs the following software components; Axeda Deployment Utility, Axeda Policy Server, Axeda Desktop Server, and Remote Advisor Gateway.

- Install the Remote Advisor Installation DVD in the optical drive.
- Browse the DVD to the :\\Gateway Installer folder
- *****IMPORTANT*****

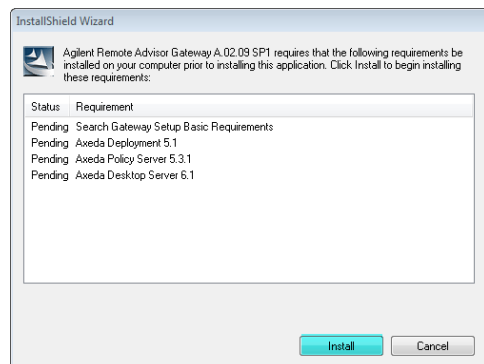
Right click AgilentGateway.exe
Select Run as Administrator



Install Shield Wizard opens

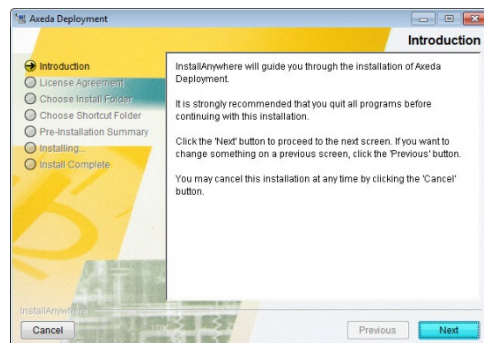
4.1 Gateway Software Installer

*****IMPORTANT***** Default values are used for all installation windows except where highlighted. Screen captures with the default action are captured below.



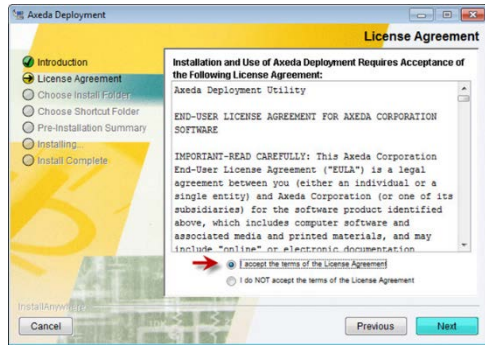
- Select the Install button

4.2 Axeda Deployment Utility Installation

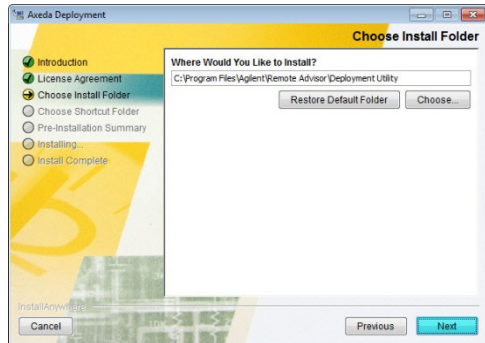


- Select the Next Button

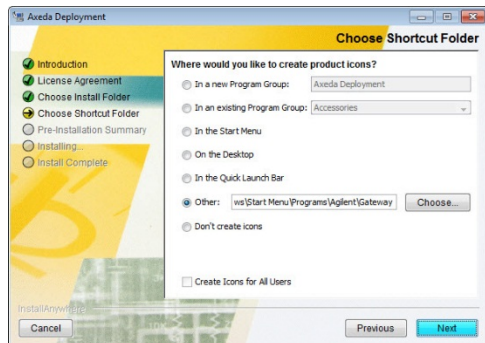
Gateway Software Installation



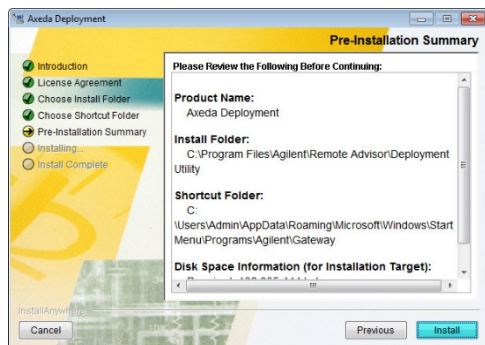
- Accept the License Agreement
- Select the Next button



- Select the Next button

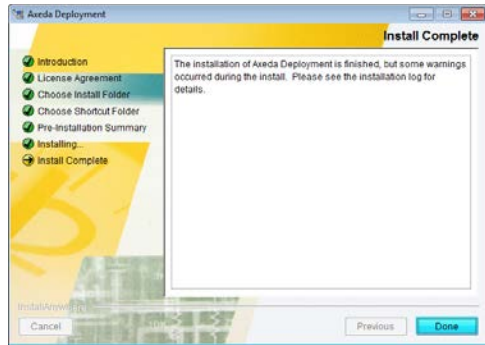


- Select the Next button



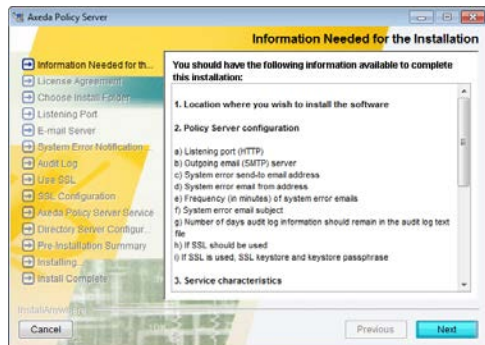
- Select the Install button

Gateway Software Installation

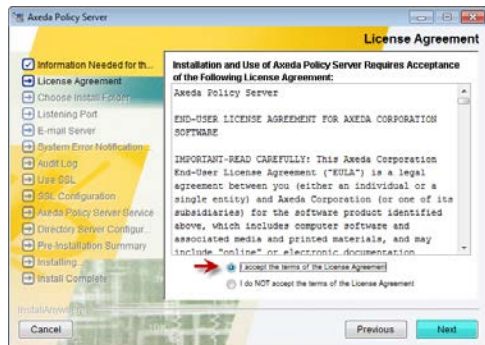


- Select the Done button

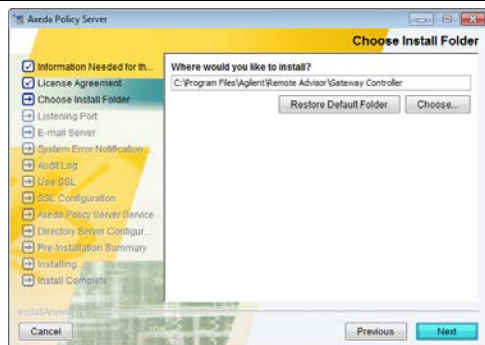
4.3 Axeda Policy Server



- Select the Next button



- Accept the License Agreement
- Select the Next button



- Select the Next button

Gateway Software Installation

The screenshot shows the 'Listening Port' configuration screen of the Azada Policy Server installation wizard. On the left, a list of installation steps is shown with checkboxes: Information Needed for th..., License Agreement, Choose Install Folder, Listening Port (selected), E-mail Server, System Error Notification..., Audit Log, Use SSL, SSL Configuration, Azada Policy Server Service, Directory Server Configur..., Pre-Installation Summary, Installing, and Install Complete. The main area contains a text box for 'Enter the port number on which you want the Azada Policy Server to listen.' Below it, the 'Port' is set to '8000' with a 'Do not modify' button. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

- Select the Next button

The screenshot shows the 'E-mail Server' configuration screen. The left sidebar is identical to the previous screen. The main area contains a text box for 'Enter the hostname for your outgoing e-mail server.' Below it, the 'Hostname' is set to 'smtpserver.mycompany.com'. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

- Select the Next button

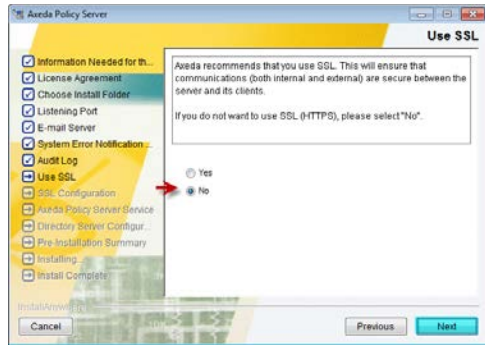
The screenshot shows the 'System Error Notification Settings' screen. The left sidebar is identical. The main area contains a text box for 'Enter the requested settings for System Error notifications.' Below it, there are three input fields: 'E-mail address to send to' (myemail@mycompany.com), 'E-mail from address' (RAGC@agilent.com), and 'Frequency (in minutes) of e-mails' (60). A checkbox for 'Subject for System Error E-mails' is checked and labeled 'Gateway Controller Error Notification'. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

- Select the Next button

The screenshot shows the 'Audit Log' configuration screen. The left sidebar is identical. The main area contains a text box for 'Enter the number of days of audit log information that you want to be available in the user interface, Audit Log page.' Below it, the 'Days' are set to '5'. At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

- Select the Next button

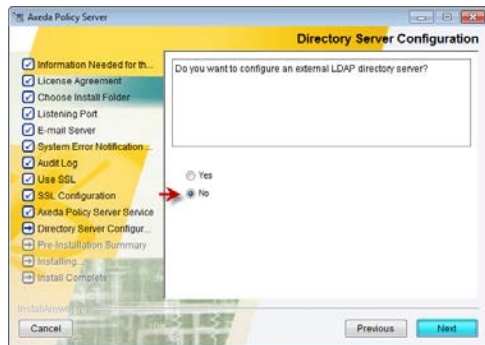
Gateway Software Installation



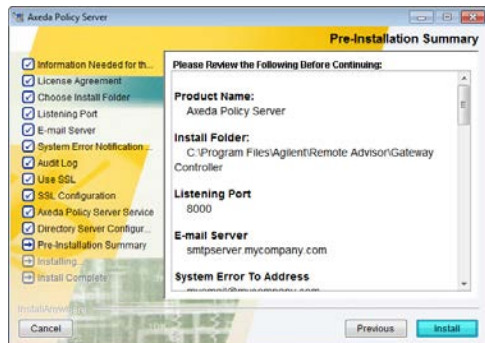
- Select the Next button



- Select the Next button

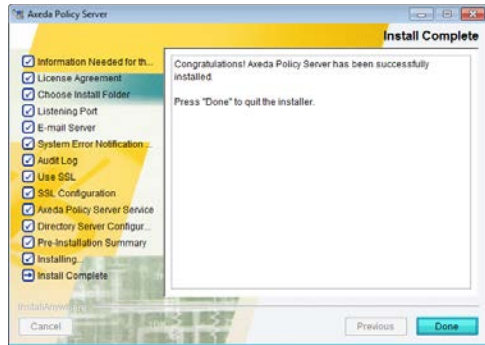


- Select the Next Button



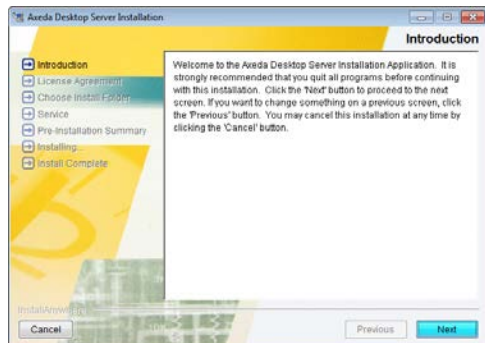
- Select the Next button

Gateway Software Installation

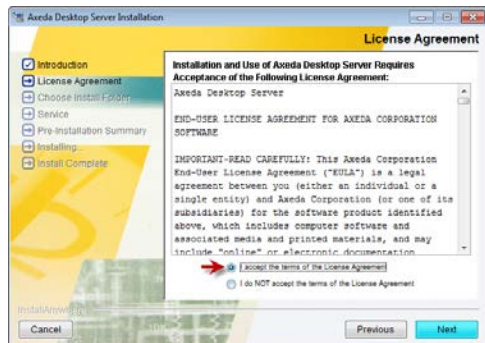


- Select the **Done** button

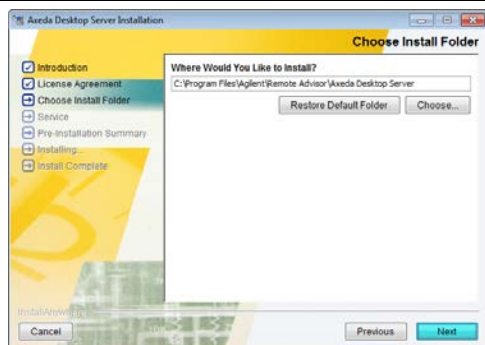
4.4 Axeda Desktop Server Installation



- Select the **Next** button

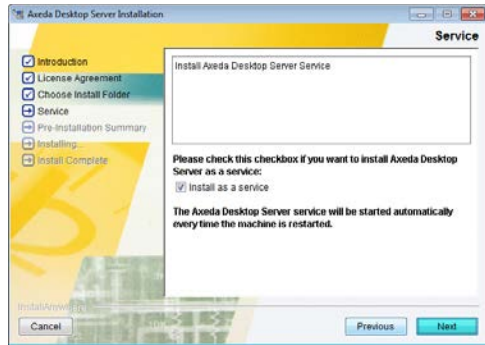


- Accept the License Agreement
- Select the **Next** button

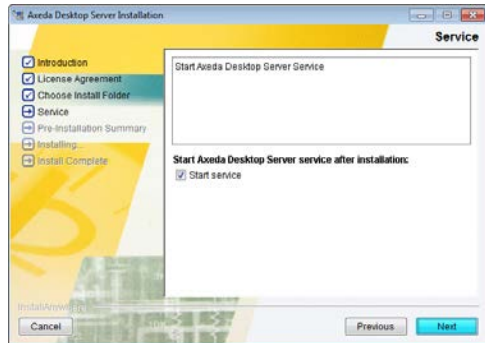


- Select the **Next** button

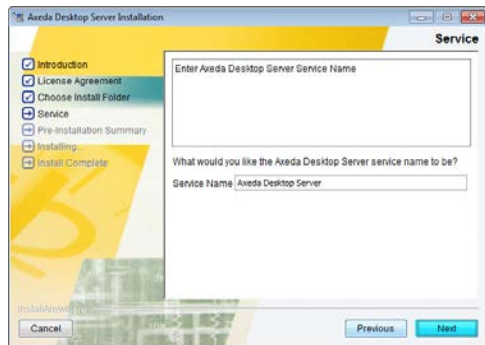
Gateway Software Installation



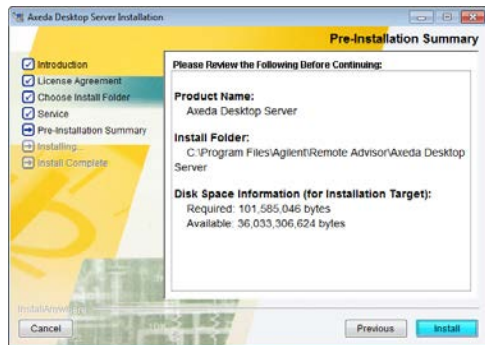
- Select the Next button



- Select the Next button

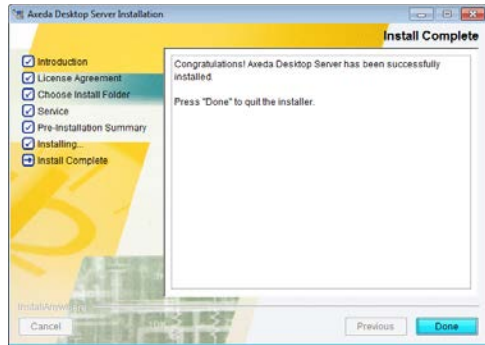


- Select the Next button



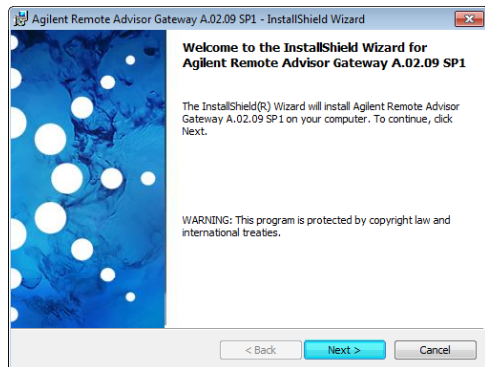
- Select the Install button

Gateway Software Installation

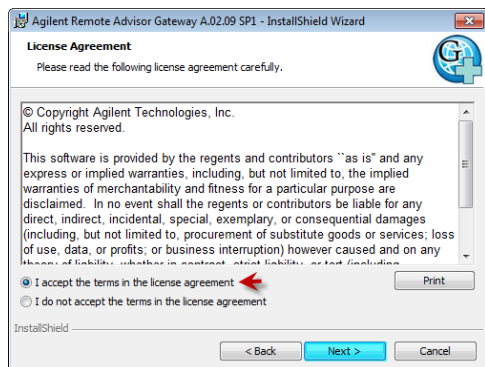


- Select the Done button

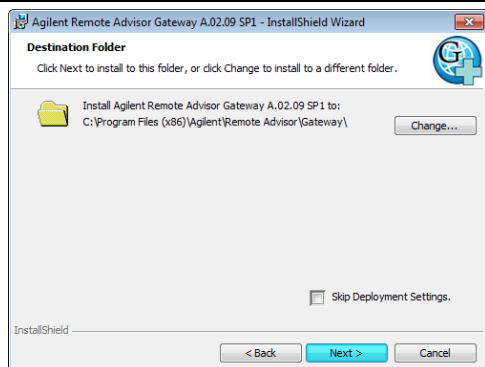
4.5 Remote Advisor Gateway Software Installation



- Select the Next button

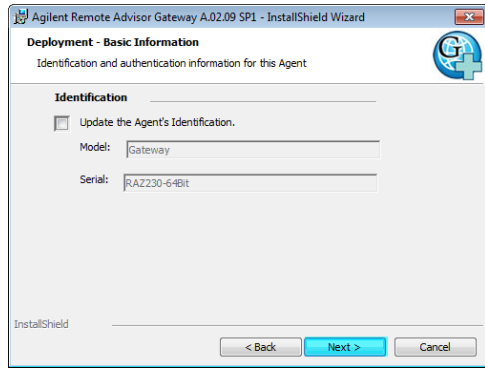


- Accept the License Agreement
- Select the Next button



- Select the Next button

Gateway Software Installation



Agilent Remote Advisor Gateway A.02.09 SP1 - InstallShield Wizard

Deployment - Basic Information
Identification and authentication information for this Agent

Identification

☐ Update the Agent's Identification.

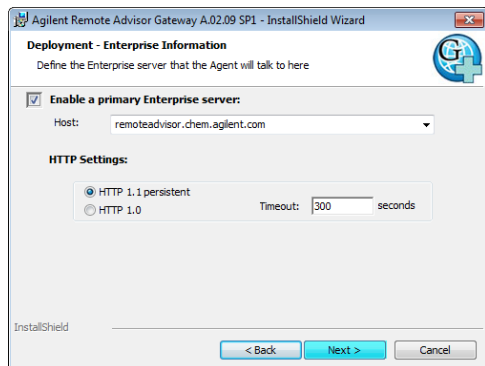
Model:

Serial:

InstallShield

< Back Next > Cancel

- Select the Next button



Agilent Remote Advisor Gateway A.02.09 SP1 - InstallShield Wizard

Deployment - Enterprise Information
Define the Enterprise server that the Agent will talk to here

☒ **Enable a primary Enterprise server:**

Host:

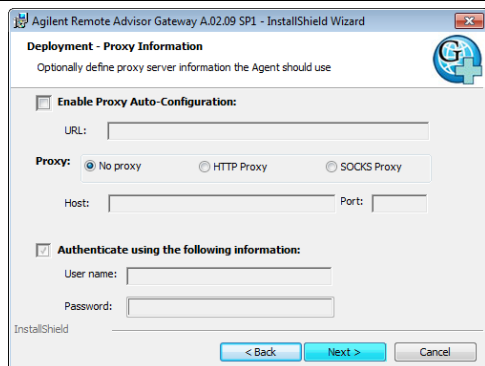
HTTP Settings:

☒ HTTP 1.1 persistent ☐ HTTP 1.0 Timeout: seconds

InstallShield

< Back Next > Cancel

- Select the Next button



Agilent Remote Advisor Gateway A.02.09 SP1 - InstallShield Wizard

Deployment - Proxy Information
Optionally define proxy server information the Agent should use

☐ **Enable Proxy Auto-Configuration:**

URL:

Proxy: ☒ No proxy ☐ HTTP Proxy ☐ SOCKS Proxy

Host: Port:

☒ **Authenticate using the following information:**

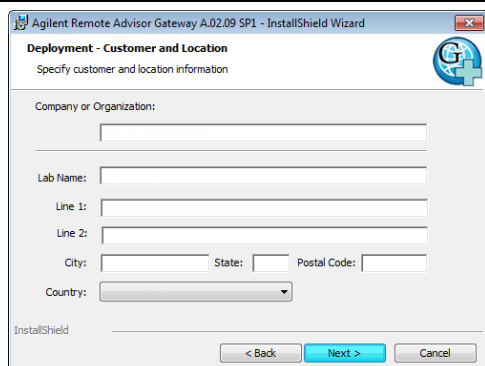
User name:

Password:

InstallShield

< Back Next > Cancel

- Enter proxy information specified by IT. See paragraph 1.2.1 for more information about proxy servers.
- Select the Next button



Agilent Remote Advisor Gateway A.02.09 SP1 - InstallShield Wizard

Deployment - Customer and Location
Specify customer and location information

Company or Organization:

Lab Name:

Line 1:

Line 2:

City: State: Postal Code:

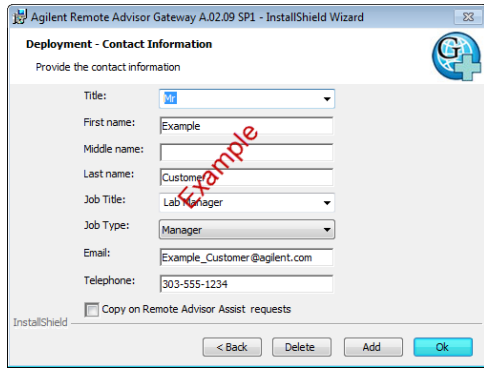
Country:

InstallShield

< Back Next > Cancel

- Complete all Fields
- Select the Country
- Select the Next button

Gateway Software Installation



Deployment - Contact Information

Provide the contact information

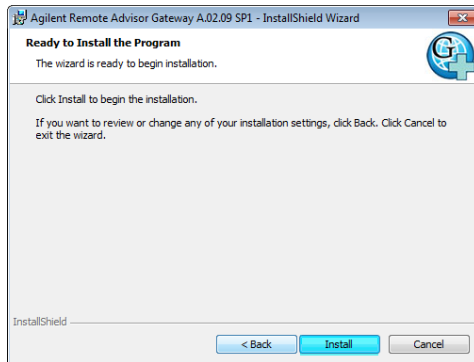
Title: [v]
First name: Example
Middle name:
Last name: Customer
Job Title: Lab Manager
Job Type: Manager
Email: Example_Customer@agilent.com
Telephone: 303-555-1234

☐ Copy on Remote Advisor Assist requests

InstallShield

< Back Delete Add Ok

- Enter the Contact information
****Note**** Check the Copy on Remote Advisor Assist box if the contact wishes to receive confirmation emails from all Remote Advisor Assist Requests by other contacts
- Select the OK button



Ready to Install the Program

The wizard is ready to begin installation.

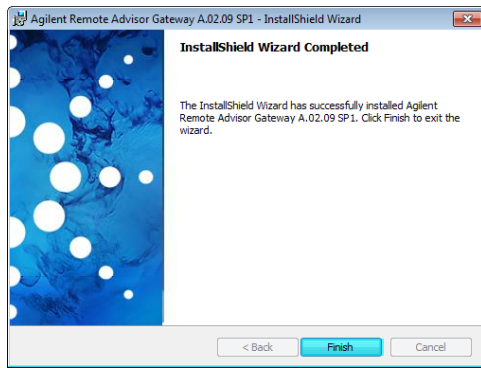
Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield

< Back Install Cancel

- Select the Install button

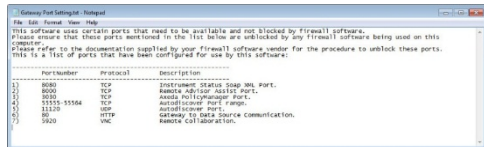


InstallShield Wizard Completed

The InstallShield Wizard has successfully installed Agilent Remote Advisor Gateway A.02.09 SP1. Click Finish to exit the wizard.

< Back Finish Cancel

- Select the Finish button

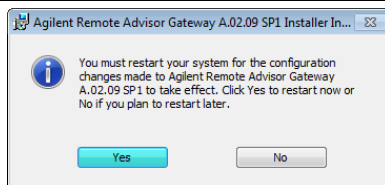


Gateway Port Settings - Notepad

This software uses certain ports that need to be available and not blocked by Firewall software. Please ensure that these ports mentioned in the list below are not blocked by any Firewall software being used on this computer. Please refer to the documentation supplied by your Firewall software vendor for the procedure to unblock these ports. This is a list of ports that have been configured for use by this software.

Port Number	Protocol	Description
8080	TCP	Instrument Status Soap Web Port.
8083	TCP	Remote Advisor Assist Port.
9035-9036	TCP	Agilent Policy Manager Port.
11125	TCP	Agilent Remote Assist Port.
11126	TCP	Agilent Remote Assist Port.
9035	HTTP	Gateway to Data Source Communication.
9036	HTTP	Remote Collaboration.

- Close Notepad

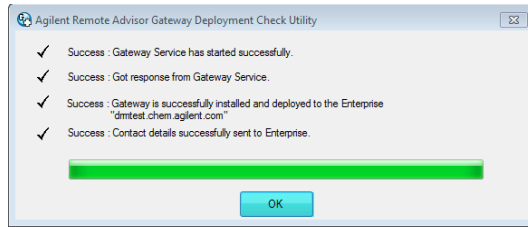


You must restart your system for the configuration changes made to Agilent Remote Advisor Gateway A.02.09 SP1 to take effect. Click Yes to restart now or No if you plan to restart later.

Yes No

- Select the YES button

Gateway Software Installation

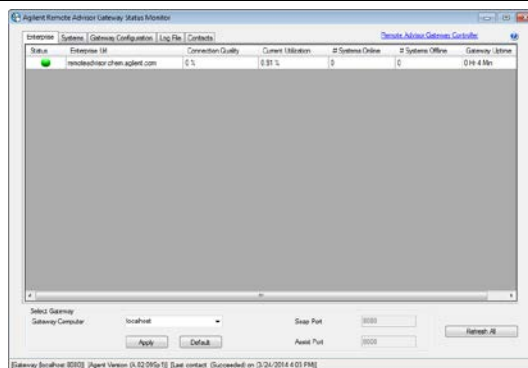


Successful Deployment will be confirmed with Success as shown in the Agilent Remote Advisor Gateway Deployment Check Utility which displays after the PC restart.

- Select the **OK** button



- Double click the Gateway Status Monitor icon in the Windows notification area to open the Agilent Remote Advisor Gateway Status Monitor



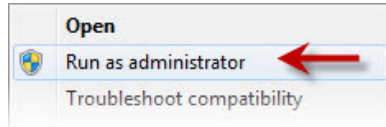
- Select the Enterprise tab
The Status indicator will be green. Connection Quality will remain at 0% until the Gateway Uptime is 0Hr 5Min or greater.

5 Data Source Software Installation

This Data Source Software Installation section installs the Data Source software and configures the MP-AES in the Data Source. The Data Source collects and processes instrument statistics and forwards the statistics to the Gateway.

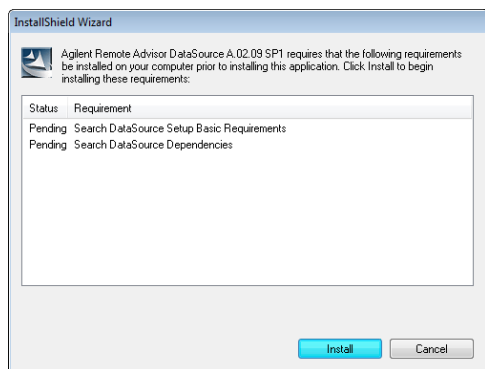
- Install the Remote Advisor Installation DVD in the optical drive.
- Browse the DVD to the :\\Data Source Installer folder
- ****IMPORTANT****

Right click AgilentDataSource.exe
Select Run as Administrator

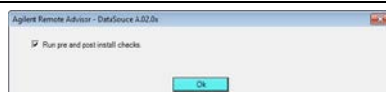


5.1 Data Source Software Installation

*****IMPORTANT***** Default values are used for all installation windows except where highlighted. Screen captures with the default action are captured below.



- Select the Install button

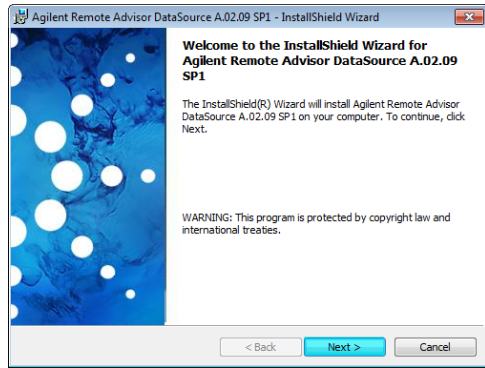


- Select the OK button

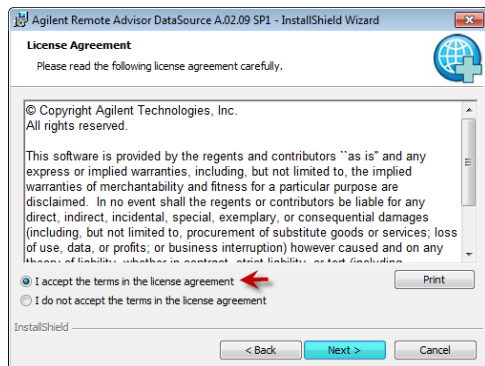


- Select the OK button

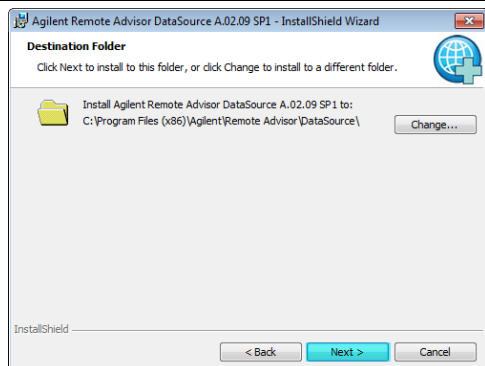
Data Source Software Installation



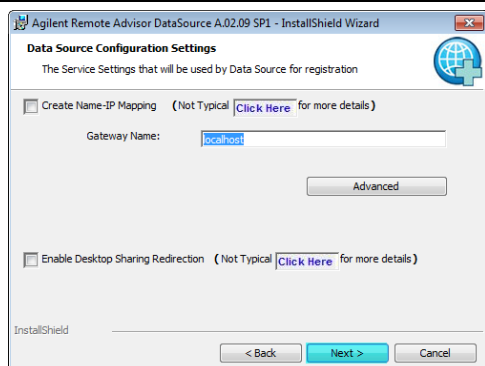
- Select the Next button



- **Accept the License Agreement**
- **Select the Next button**

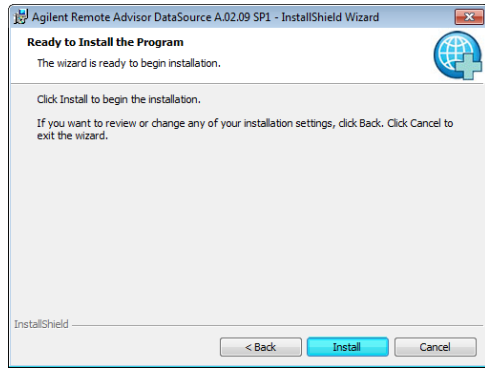


- Select the Next button



- Enter **localhost** for the Gateway Name when Gateway and Data Source are installed on the same PC or
- Enter the **Gateway PC** name when a dedicated Gateway PC is used.
- Select the Next button

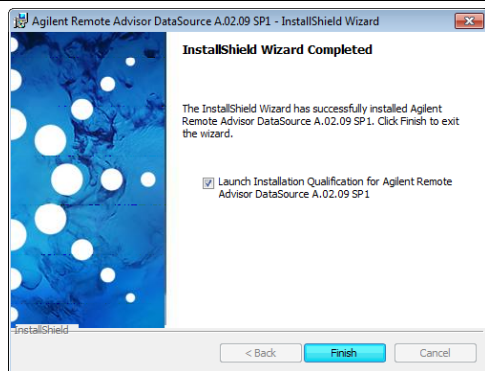
Data Source Software Installation



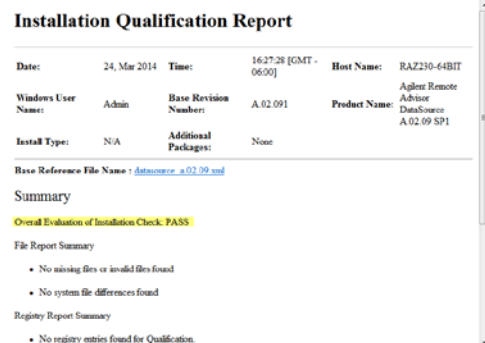
- Select the **Install** button



- Select the **OK** button



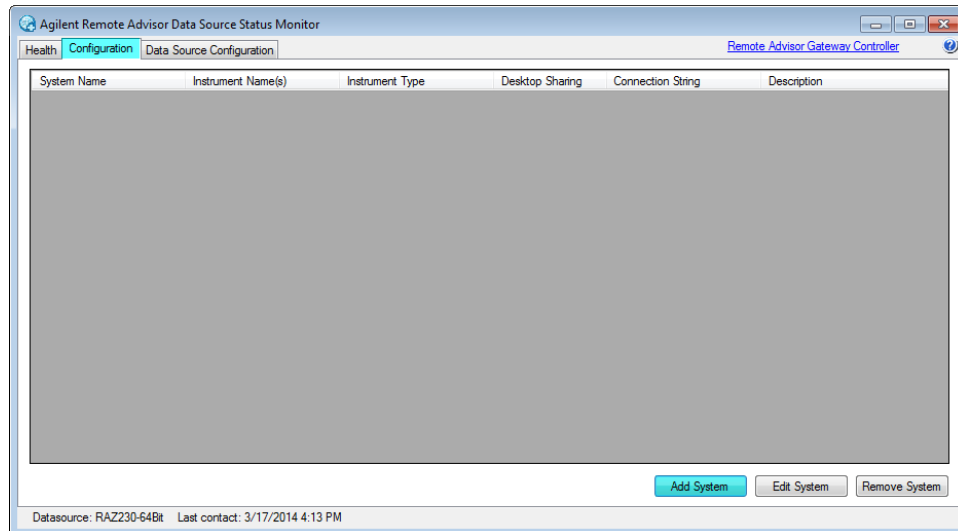
- Select the **Finish** button



- Verify the Overall Evaluation of the Installation Check is Pass
- Close the Internet Explorer window

6 Instrument Configuration

Remote Advisor collects status of the MP-AES by parsing XML files created by MP Expert. MP Expert 1.4 or greater must be installed before the MP-AES can be configured in the Data Source Status Monitor.



- Select the Configuration tab of the Data Source Status Monitor
- Select the Add System button
The System Configuration window opens

Instrument Configuration

System Configuration

System

Family: User Defined

Type: MP-AES

System Name: Example MP-AES

Building: 9780

Room: 121

System Details

Manufacturer: Agilent

Model Name: MP-AES

Model Number: 4100

Description:

☐ Enable Log File Monitoring

User Defined Modules

Instrument Type	Manufacturer	Device Model	Device Type	Serial Number
-----------------	--------------	--------------	-------------	---------------

Add Edit Remove

☒ Online

OK Cancel

System

- Select User Defined for the Family
- Select MP-AES for the type
- Enter the Name of the System
- Enter the Building name where MP-AES is located (optional)
- Enter the Room name or number where MP-AES is located (optional)

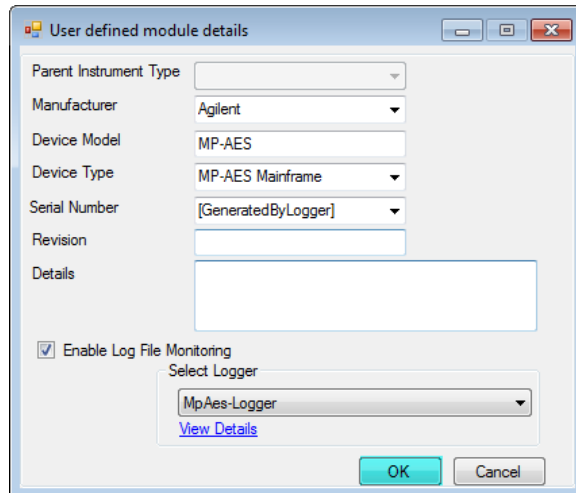
System Details

- Select Agilent for the Manufacturer
- Enter MP-AES for the Module Name
- Enter the MP-AES Model Number

User Defined Modules

- Select the Add button in the User Defined Details section
User Defined Module Details window opens

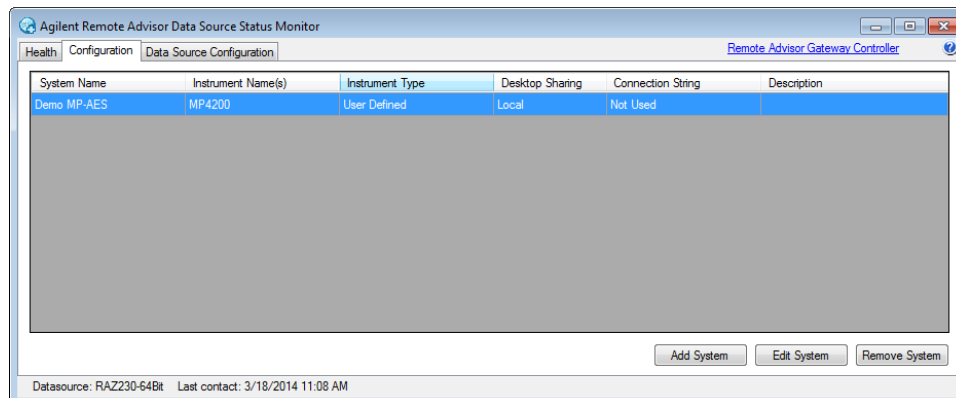
Instrument Configuration



The dialog box titled "User defined module details" contains the following fields and controls:

- Parent Instrument Type: dropdown menu
- Manufacturer: dropdown menu with "Agilent" selected
- Device Model: text field with "MP-AES" entered
- Device Type: dropdown menu with "MP-AES Mainframe" selected
- Serial Number: dropdown menu with "[GeneratedByLogger]" selected
- Revision: text field
- Details: text area
- Enable Log File Monitoring: checked checkbox
- Select Logger: dropdown menu with "MpAes-Logger" selected
- View Details: link
- OK and Cancel buttons

- Select Agilent for the Manufacturer
 - Enter MP-AES for the Device Type
 - Enter MP-AES Mainframe for the Device Type
 - Select [GeneratedByLogger] for the Serial Number
 - Check Enable Log File Monitoring
 - Select MP-AES-Logger for the Logger
 - Select the OK button
- The MP-AES system will display in the Configuration tab of the Data Source Status Monitor



The window shows the "Data Source Configuration" tab with the following table:

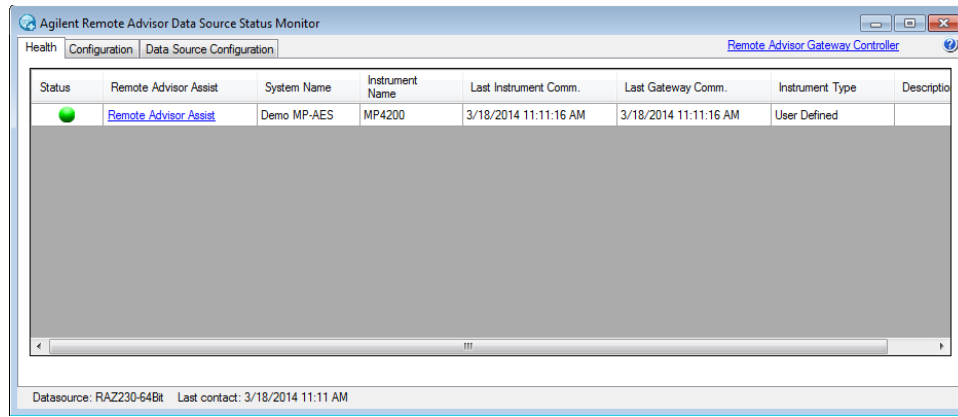
System Name	Instrument Name(s)	Instrument Type	Desktop Sharing	Connection String	Description
Demo MP-AES	MP4200	User Defined	Local	Not Used	

At the bottom of the table are buttons: Add System, Edit System, Remove System.

At the bottom of the window: Datasource: RA2230-64Bt Last contact: 3/18/2014 11:08 AM

- Select the Health tab to verify communications from the Data Source to the instruments

Instrument Configuration



Last Instrument Comm. should have a value close to the current PC time

Last Gateway Comm. should have a value close to the current PC time

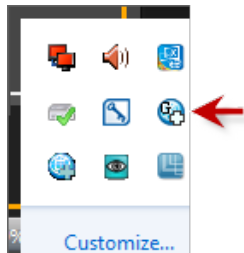
Configuration of the LC system is complete. The Data Source Status Monitor may be closed.

7 Remote Advisor Installation Verification

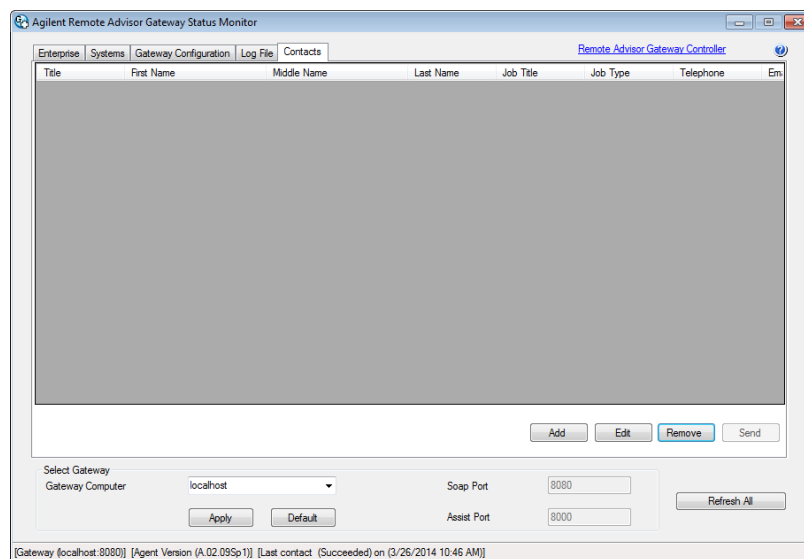
This Remote Advisor Installation Verification Procedure is the written instruction to verify that Agilent Remote Advisor Remote Assist works correctly with the Enterprise Server. This procedure instructs how to create or edit customer contacts for the Gateway on the Enterprise.

7.1 Gateway Contact Information

Gateway Contacts are configured from the Gateway Status Monitor Contacts tab. At least one customer contact should be present. Contact information will display on the Enterprise. Contact information is used by the Agilent Customer Contact Center should they need to contact the customer.



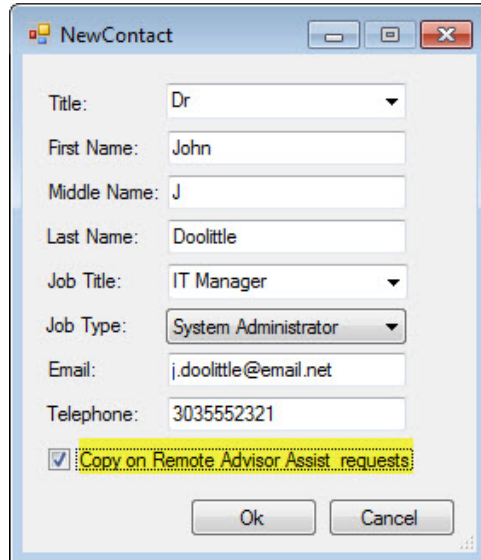
- Double click the Remote Advisor Gateway icon in the system notification area to open the Gateway Status Monitor



- Select the Contacts tab
- Select the Add button from the Gateway Status Monitor to add a new contact or
- Select an existing contact and the Edit button to edit an existing contact

New Contact Window

The New Contact Windows displays after selecting the Add or Edit buttons. Contact information is entered or edited in the New Contact Window



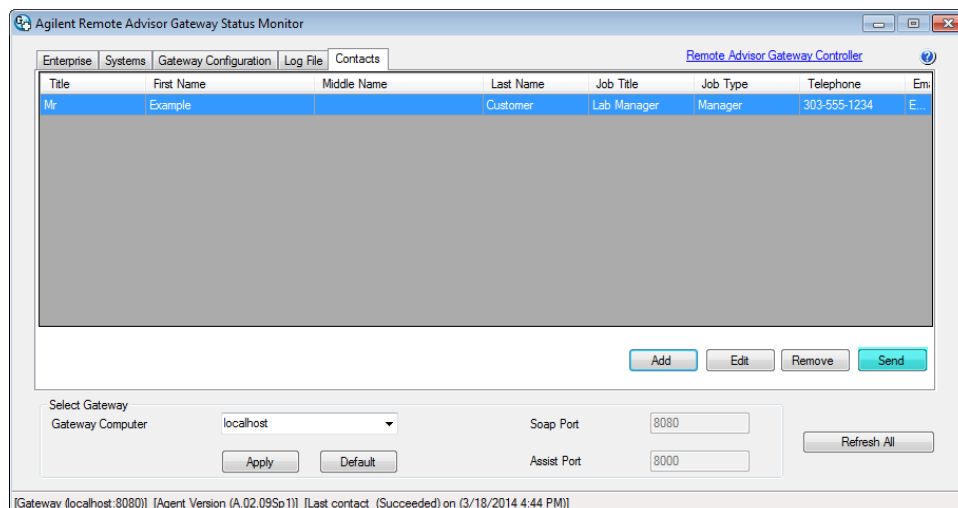
The NewContact dialog box contains the following fields and controls:

- Title: Dr (dropdown)
- First Name: John (text)
- Middle Name: J (text)
- Last Name: Doolittle (text)
- Job Title: IT Manager (dropdown)
- Job Type: System Administrator (dropdown)
- Email: j.doolittle@email.net (text)
- Telephone: 3035552321 (text)
- ☒ Copy on Remote Advisor Assist requests (checkbox)
- Ok (button)
- Cancel (button)

- Add or edit contact information as required
- Select the OK button

Copy on Remote Advisor Assist requests

When checked, this contact will receive an email when all Remote Advisor Assists are initiated from this Gateway or Data Source PCs connected to this Gateway.



The Agilent Remote Advisor Gateway Status Monitor window displays the following information:

- Enterprise | Systems | Gateway Configuration | Log File | **Contacts**
- Remote Advisor Gateway Controller
- Table with columns: Title, First Name, Middle Name, Last Name, Job Title, Job Type, Telephone, Email
- Table content: Mr, Example, , Customer, Lab Manager, Manager, 303-555-1234, E...
- Buttons: Add, Edit, Remove, Send
- Select Gateway: localhost (dropdown)
- Gateway Computer: localhost (text)
- Soap Port: 8080 (text)
- Assist Port: 8000 (text)
- Buttons: Apply, Default, Refresh All
- Status bar: [Gateway (localhost:8080)] [Agent Version (A.02.09Sp1)] [Last contact (Succeeded) on (3/18/2014 4:44 PM)]

The new or edited contact displays in the Contacts tab

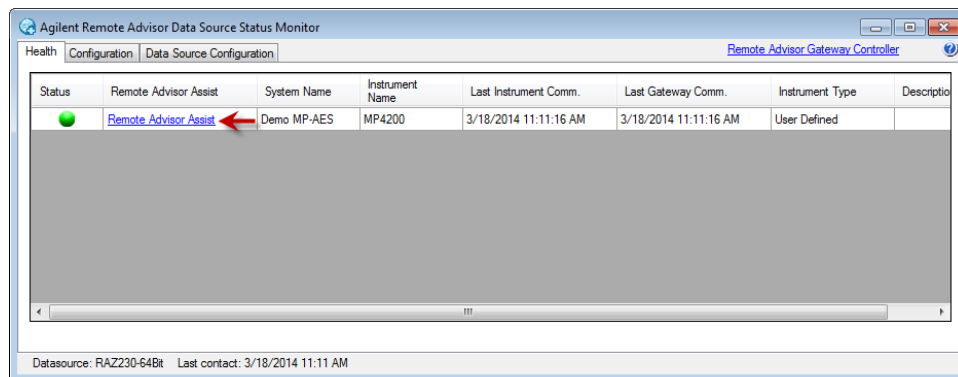
- Select the Send button to send the contact information to the Enterprise

7.2 Remote Advisor Assist and Remote Collaboration Test

7.2.1 Remote Assist



- Select the Data Source icon from the system task bar



- Select the Health tab
- Select the Remote Advisor Assist link for the system to test

The screenshot shows a web browser window titled "Agilent Remote Advisor Assist". The page has a blue header with the Agilent logo and the text "Agilent Technologies Remote Advisor Assist". Below the header is a form with the following fields: "First Name" (Example), "Last Name" (Customer), "E-mail" (Example_Customer@agilent.com), "Confirm E-mail" (Example_Customer@agilent.com), "Phone" (303-555-1234), "System" (RAZ230-64Bit-Demo MP-AES), and "Description of Problem" (The torch will not light). At the bottom of the form, there is a checkbox labeled "Remember my contact information" which is circled in red, and a "Submit" button with a red arrow pointing to it. A "Help" link is also visible at the bottom right. The status bar at the bottom of the browser window shows the URL: "Done http://localhost:8000/Assist/?First Name=RAZ230-64Bit-Demo MP-AES".

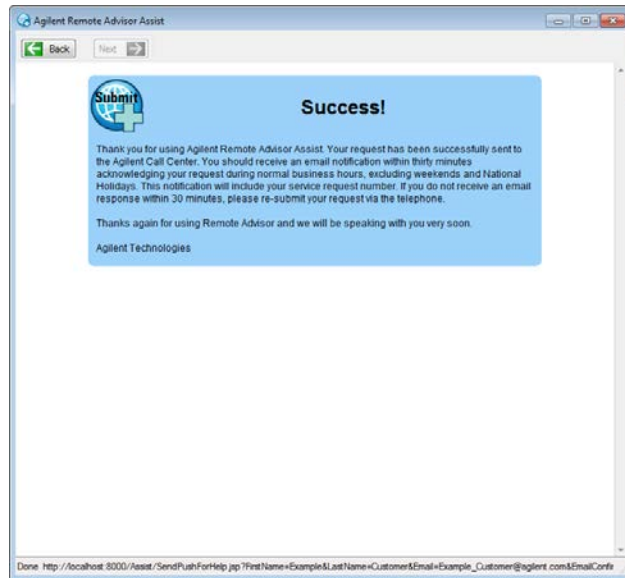
- Enter your First Name in the First Name field
- Enter your Last Name in the Last Name field
- Enter your E-mail in the E-mail address field
- Enter your E-mail again in the Confirmation E-mail
- Enter a phone number where you can be contacted while on site
- Enter a description that this is a new installation.

Example:

This is the initial Remote Advisor Assist during a new installation. Please confirm by telephone that you have received this Remote Advisor Assist and to test Remote Collaboration

Note: Remember my contact information is for customer contact information to be kept for future Remote Assist requests.

- Select the Submit button

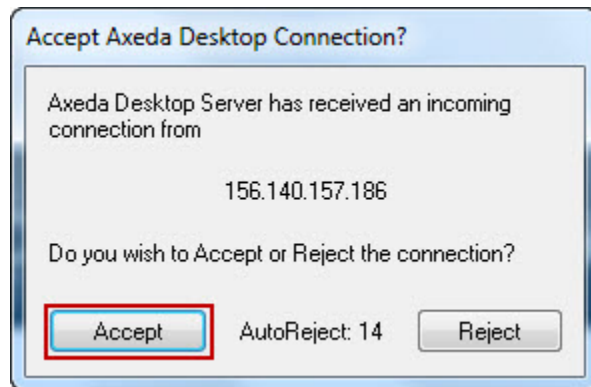


Success is displayed when the Remote Advisor Assist is successful. A failure indicates that the Gateway has lost communications with the Enterprise server. Notice that the Back button is now active. The Back button will display the Remote Advisor Assist form with original text.

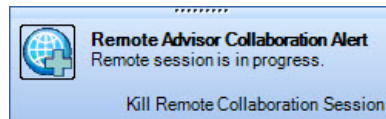
7.2.2 Remote Collaboration

Test Remote Collaboration with the Customer Contact Center. A good time to test is when the Customer Contact Center agent contacts you to confirm receipt of Remote Assist. Remain on the phone with the contact center during the Remote Collaboration test.

1. Remote Collaboration is initiated by the Customer Contact Center
2. An Accept Axeda Desktop Connection window will display after the contact center initiates Remote Collaboration



- Accept the Desktop connection
The Customer Contact Center will now be able to view and modify the PC

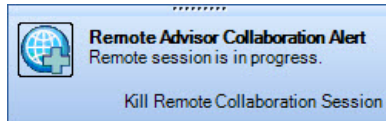


Remote Advisor Collaboration Alert Window is displayed on the Remote PC when a Remote Session is in progress

7.2.3 To End or Kill the Collaboration Remote Session

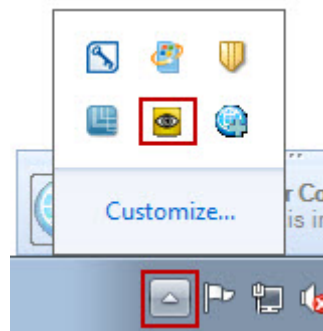
The Remote Collaboration session will usually be ended from the Enterprise server. Remote Collaboration can also be ended from the Data Source PC.

Method 1

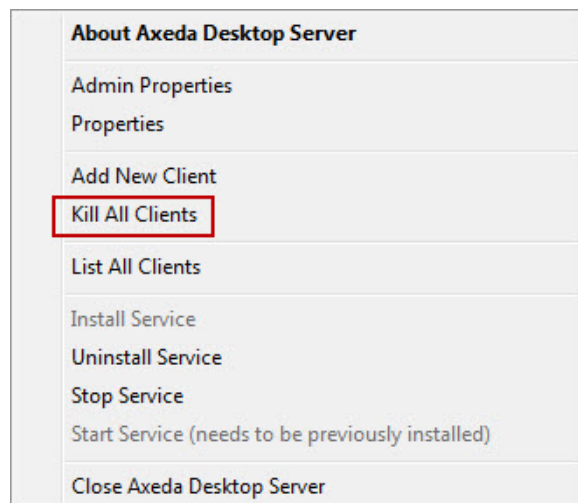


- Select the Kill Remote Collaboration Session on the Remote Advisor Collaboration Alert window
-

Method 2



- Select the up arrow in the Windows notification area for Windows 7
 - Right click the Windows Axeda Desktop server icon (yellow eye)
-



- Select Kill all clients to end the session

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