Frequently Asked Questions

Agilent Remote Advisor adds the power of remote monitoring and instrument diagnostics to Agilent's industry-leading service and support agreements. Through a secure connection between your instruments and Agilent's Customer Support Centers, Agilent is able to continuously monitor the health of your systems, provide interactive remote diagnostics, and offer predictive support services to help you maximize system uptime and lab productivity.

This Quick Reference Guide provides the answers to questions you may have regarding Remote Advisor deployment, security, and service product availability.

General

What is Remote Advisor?

Remote Advisor is a set of real-time, remote instrument monitoring and diagnostic service features. Remote Advisor uses the Internet and a patented technology to securely provide Agilent with key operational parameters and system diagnostic information directly from your instruments – information we use to help you maximize system uptime and optimize lab productivity.

Three convenient solutions:

- **Remote Advisor - Assist** enables analysts to easily open a service request with the click of a mouse and provides direct access to knowledgeable Agilent experts.
- **Remote Advisor - Report** provides on-demand and subscription-based asset inventory and operations reporting to help labs proactively optimize productivity.
- **Remote Advisor - Alert** sends real-time SMS-text or email notifications when instrument problems occur or maintenance thresholds are reached to help maximize instrument uptime and lab throughput.

What data does Remote Advisor collect and how will it be used?

Agilent's Remote Advisor collects only the specific early maintenance feedback (EMF), diagnostic, and status information that is necessary for troubleshooting and reporting. Remote Advisor never collects business-sensitive chromatographic data.

Does Remote Advisor create security risks for my network and computers?

Absolutely not. Agilent works closely with your IT department to integrate Remote Advisor into your existing network security infrastructure, and we use a patented firewall-friendly technology that allows all components to be protected behind corporate firewalls.

How will Agilent connect to my instruments?

Agilent installs Remote Advisor Datasource software agents at your site that continuously monitor the operational parameters and diagnostic information from each instrument. We also install Remote Advisor Gateways that collect this information and initiate communication with Agilent over the Internet. Each Remote Advisor Gateway is equipped with a Remote Advisor Gateway Controller that allows you to maintain control of all the access polices and permissions related to Remote Advisor for each of your devices.

Our measure is your success.

Performance

Will Remote Advisor need to run on the data system computer that is part of my instrument's system?

Not necessarily. Agilent can connect your instrument to Remote Advisor in two different ways.

1. We can deploy the Remote Advisor Datasource agent completely independent of the data system and data system PC. This deployment is most often used in labs that have centralized data systems.

2. We can deploy the Remote Advisor Datasource agent on the PC that controls your instrument which provides an added benefit. It allows us to gather troubleshooting and diagnostic information on the health of your data system PC.

Does Remote Advisor require ChemStation software or other Agilent data systems?

No. Agilent Remote Advisor does not require ChemStation or other Agilent instrument control software. Agilent Remote Advisor collects instrument diagnostic information directly from the instrument, without utilizing the controlling software or data system.

Will Remote Advisor impact the performance of my instrument or local network?

No. Remote Advisor uses a lightweight software agent, the Remote Advisor Datasource, to collect system intelligence from each connected instrument. The data files sent by the Remote Advisor Datasource to the Remote Advisor Gateway are less than 35KB in size and do not impact instrument performance or analysis. Finally, the Remote Advisor Gateway keeps traffic low by sending only incremental updates to the Agilent Remote Advisor Enterprise server.

Security

Do we have to make changes to our existing IT security policies to support Remote Advisor?

No. Agilent's Remote Advisor is installed to comply with your existing network security infrastructure, firewalls, and proxy servers. There is no need to make any changes to established procedures in order to support Remote Advisor.

How does Agilent ensure secure data transmission?

Agilent Remote Advisor uses a firewall-friendly infrastructure that includes proxy support, encryption, HTTPS communications, and 128-bit SSL authentication. Remote Advisor applies the same level of data transmission security as international banking and financial institutions to protect data transmissions and assure secure communications.

How do I maintain control of Agilent's Remote Advisor in my lab?

Agilent's Remote Advisor provides two levels of control to ensure your instruments and information remain protected and secure:

1. The Remote Advisor Gateway Controller allows you to control the specific access policies and permissions for each monitored instrument at your site.

2. A detailed audit log, maintained at your facility, assures that you will always know exactly how Remote Advisor is interacting with your instruments.

Does Remote Advisor require a VPN connection?

No. Virtual Private Networks (VPN) are typically used for "always-on" connections. Agilent Remote Advisor does not communicate in this manner. Instead, the Remote Advisor Gateway at your site initiates HTTPS communications over the Internet only when data exchange is necessary. For compliance with your secure computing environment, Remote Advisor employs SSL authentication to ensure communications only occur between your Remote Advisor Gateway and Agilent's Remote Advisor Enterprise server, and that all communications are received unaltered. There is no need to install Remote Advisor on a VPN.

Can I use Remote Advisor if my laboratory or instruments do not have access to the Internet?

Yes. Remote Advisor is designed to work in almost any lab environment. The Remote Advisor Gateway is the only Remote Advisor component installed at your site that requires an Internet connection. Your instruments or labs do not require Internet access, but must be able to communicate to the Agilent Remote Advisor Gateway.

Do we need to make changes to our firewall?

No. The Remote Advisor communicates through existing access points in your corporate firewall and proxy server for outbound communications. No inbound-initiated access is required, so you enjoy maximum security.

Does Remote Advisor work with proxy servers?

Yes. Remote Advisor can operate in a proxy server environment.

Will Remote Advisor's communications to Agilent tie up my network?

No. The software messaging protocol is designed to deliver small, efficient messages to minimize bandwidth utilization and the impact on your network.

Do I need to re-qualify my Agilent instruments after installing Remote Advisor?

Qualification of your systems is generally independent of Remote Advisor. Previously qualified chromatography data systems or instrument control software do not need to be re-qualified because Remote Advisor is completely independent of the data system application and its data files. New systems may be qualified with Remote Advisor already installed to demonstrate that the system is in a qualified state. When Remote Advisor is installed, procedures are included to document a successful installation. Please ask about the availability of a Validation binder, which contains supporting test data.
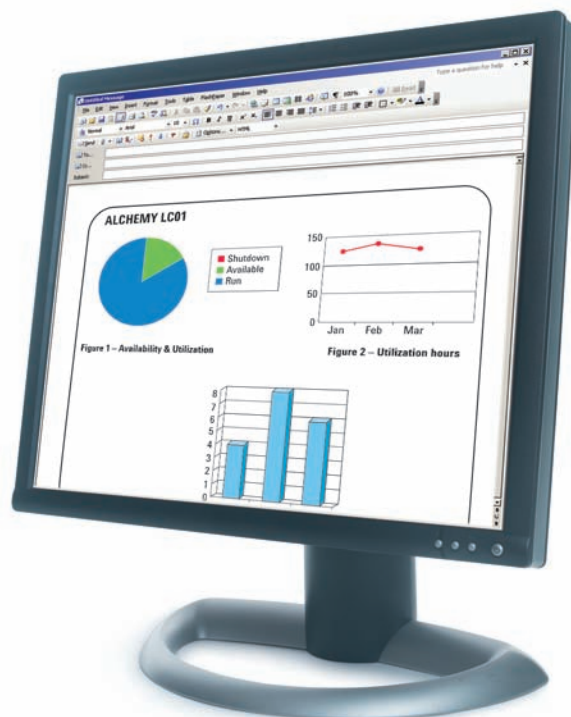
Learn more about
Remote Advisor

Agilent Remote Advisor has successfully passed IT-security evaluations and has been installed at international pharmaceutical companies in North America and Europe. To learn how you can put Remote Advisor to work in your lab:

Talk to your local Agilent Representative or Agilent Authorized Distributor

Visit www.agilent.com/chem/remoteadvisor

Call 800 227 9770 (in the U.S. or Canada)

Agilent Technologies