

# Remote Monitoring and Diagnostics Service FAQs

## Description

The Remote Monitoring and Diagnostics Service helps to improve instrument uptime by enabling our service personnel to proactively respond to and remotely diagnose instrument issues. We use a proprietary software application that sends instrument and instrument computer performance data on a periodic basis to a secure, centrally located server and database.

Remote Monitoring was developed to support laboratories that test valuable samples and perform critical tests. The monitoring service supports the preservation of your samples and helps reduce the time lost on troubleshooting and testing an instrument. The diagnostics allow troubleshooting to be performed remotely and immediately. The system monitors the instrument's critical operating parameters and provides the peace of mind that your unit is functioning according to specifications.

## Features

- Helps improve uptime
- Remote monitoring and diagnostics from anywhere in the world
- Helps decrease total cost of product ownership
- Telephone access to remote service engineers
- Historic performance data and reporting

## Benefits

- Proactive problem detection
- Product-initiated service calls
- Helps decrease time for troubleshooting and diagnosis
- Helps decrease time for resolution and fixes
- Helps increase first-time fixes
- Helps decrease customer interaction time on phone
- Remote control and desktop collaborative problem resolution
- Manage software/firmware version control
- Reduce "No problem found" calls: confirm the problem remotely



### **Q. What is the Remote Monitoring and Diagnostics Service?**

Remote Monitoring is a real-time remote instrument monitoring service that helps you maximize system uptime and improve productivity by:

- Notifying our service engineers and the Remote Service Center support team when a situation is developing or exists that could lead to instrument problems or failure. This proactive monitoring allows us to take action before you experience unscheduled instrument downtime.
- Utilizing remote monitoring and diagnostics tools to help get a failed instrument up and running as quickly as possible. A remote service engineer will work to identify the problem and correct it. If a field service engineer must be dispatched to your site, this service helps to ensure that they arrive with the right parts to get your instrument repaired quickly.

### **Q. How does Remote Monitoring work?**

A member of our service team creates a desktop sharing session. Using the proprietary Service Tools Software created for the instrument, the engineer is able to perform, remotely, most of the same tests that a field service engineer would perform on-site with the instrument. If the remote engineer is not able to remotely diagnose and repair your instrument over the phone, a field service engineer will be dispatched to your location.

### **Q. Will anyone be able to access my sample data?**

No. Remote Monitoring system only monitors instrument functions, not sample data.

### **Q. Will remote monitoring provide virus protection?**

No additional protection is provided; however, the Remote Monitoring agent uses systems the customer already has in place. Because the Remote Monitoring agent does not allow any outside tracking, exposure to viruses should be minimal.

### **Q. How secure is the data flow via the internet?**

All communication between the Remote Monitoring agents and the Enterprise Server are kept secure using Secure Socket Layer (SSL) encryption—the same method banks use for secure online transactions. It also helps ensure that each message is received without any changes or errors during transmission. The Axeda™ platform and Axeda ServiceLink applications have undergone independent testing and validation, achieving security certification from VeriSign, Inc.

### **Q. What if I don't want a Remote Monitor agent on my instrument?**

We can and will remove it at the customer's request.

### **Q. How much space will the Remote Monitor agent take up on my PC?**

30–60 MB.

### **Q. Will the Remote Monitor agent cost me anything?**

No. It is a value-added feature that is included with your contract or warranty.

### **Q. Which service plans have the Remote Monitor feature?**

The AB Assurance and AB Complete plans and the instrument's warranty include Remote Monitor.

### **Q. Which instruments have the Remote Monitor agent?**

Remote Monitoring is currently available on selected Applied Biosystems™ genetic analysis instruments, real-time PCR systems, and flow cytometry systems, and the Ion Torrent™ family of sequencers.

**Q. What will Thermo Fisher Scientific do with the instrument data collected by Remote Monitoring?**

The data will be used to improve the quality of our systems through failure analysis and to help improve our ability to accurately resolve instrument problems remotely through phone support. It will allow us to proactively schedule service visits and to improve our planned maintenance programs by identifying parts that need to be replaced periodically. Remote Monitoring will also allow us to provide better technical support and better information to service engineers in advance, so that time to repair an instrument may be reduced.

**Q. Does the Remote Services Center have to load software on my computers?**

No. A remote services engineer does not have to download software to your computers. The proprietary Service Tools software resides on the computer of a remote services engineer, and the tests are performed remotely.

**Q. If I don't have remote connectivity, how can I get it installed?**

There are three options:

- Your field service engineer can install it and connect your instrument during the next service visit
- A remote services engineer can install it remotely using the WebEx™ system
- We can provide you with the agent, and you or your IT group can install it

## For IT professionals

**Q. Does the IP address of the Remote Monitoring and Diagnostics Service agent need to be visible on the Internet?**

The IP address of the Remote Monitor agent does not need to be visible from outside the local area network. If a Web browser on the instrument computer can access <https://drm.appliedbiosystems.com> (port 443), then the agent will be able to communicate with the Remote Monitor enterprise server.

**Q. Does the computer or device where the Remote Monitor agent is installed need a fixed IP address?**

No.

**Q. Does the Remote Monitor require a virtual private network (VPN)?**

No. Communication through firewalls and proxy servers eliminates the cost and time needed for establishing a VPN between the equipment and the service provider. Persistent connection is not required between the Remote Monitoring agent and the enterprise server.

**Q. What about proxy servers or firewalls?**

Communication works through firewalls and proxy servers that allow HTTPS protocols on port 443 to pass through. If your organization uses a proxy server, the installation technician will need to know the settings and authentication requirements to set up and test the Remote Monitoring agent.

**Q. Does the Remote Monitor agent need to have access to the local security domain?**

The Remote Monitor agent runs on a stand-alone computer system or is embedded in the instrument firmware or operating system and does not have to be logged on to the local security domain to operate. Security information is only needed to enable authenticated communication through certain types of proxy servers.

**Q. Does the Remote Monitor agent need to be started each time the computer is rebooted?**

No. The Remote Monitor agent runs in the background of the operating system, and restarts automatically when the computer is rebooted. The Remote Monitor agent can be disabled by accessing Services in the Windows™ operating system.

**Q. Does the Remote Monitor use industry-recognized security and communications protocols?**

Yes, the Remote Monitor uses the following protocols to provide security and communications:

- VeriSign™ security certification
- Firewall-Friendly communications
- HTTPS, PKI, and 128-bit SSL encryption data protection

**Q. Will the Remote Monitor affect my network?**

No. Communications between the Remote Monitor agent and the enterprise server present minimal impact on network bandwidth—typically less than adding another workstation user with a Web browser. The Remote Monitor agent only sends information periodically or when the equipment is reporting a problem. Communication to the Remote Monitor enterprise server is initiated by the Remote Monitor agent.

**Q. Does the Remote Monitor have the capability to change the instrument or instrument software?**

No. We do not make changes remotely to the instrument or instrument software. The Remote Monitor agent reads information about the instrument and instrument software only for monitoring and diagnostics purposes.

Find out more at [thermofisher.com/instrumentservices](http://thermofisher.com/instrumentservices)

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