Agilent Remote Advisor

Secure Remote Monitoring and Diagnostics for Agilent Systems

Technical Note

Agilent Technologies’ Remote Advisor – included free with Agilent Advantage Service plans – integrates easily into existing networks without requiring changes to firewalls, network infrastructures, or existing security policies. Remote Advisor uses an industry-hardened robust and secure architecture, ordinary Windows-based PCs, and a secure Internet connection to:

- **Proactively monitor** critical laboratory system parameters
- **Issue alerts** when problems occur
- **Remotely diagnose and resolve** instrument problems
- **Provide reports** on instrument and PC configurations, and provide metrics on instrument use and availability – *reports that IT professionals are commonly asked to generate*

**Network Security**

- **No Internet access.** Your instruments and data systems don’t need Internet access. Only the Remote Advisor Gateway requires Internet access.
- **No IP addresses, static connections, or VPNs.** Uses commonly available out-bound ports located safely behind corporate firewalls.
- **No entry point for intruders and no increased risk of virus attack.** Does not have e-mail service and has no way to receive unsolicited e-mail.
Agilent Remote Advisor integrates easily into existing networks with no changes to the network or security infrastructure. This closed, add-on system gathers data from instruments independent of your chromatography data systems. The Gateway controller is a standalone dedicated Microsoft Windows® PC. Typically, about 100 instruments are monitored by the Gateway controller.

**No Compromise to Security**

- **Remote Advisor Gateway Controller**
  - Gives you complete control of data flow and access privileges

- **Remote Advisor Data Source(s)**
  - Gathers information from the instrument and forwards to Gateway

- **Dedicated Remote Advisor Enterprise Server**

Your Laboratory Network

Agilent Support Infrastructure

**Data Security**

- **Monitors only instrument diagnostics and status** – never proprietary analysis or network information.
- **Gives you and your IT group full control** over Agilent access privileges and activity logging.
- **Requires all communications to be initiated from Remote Advisor components within the customer site** (using XML/SOAP over HTTPS).
- **Uses accepted industry standards** for full data encryption and authentication.

**For More Information**

For technical information on Agilent Remote Advisor, please visit [www.agilent.com/chem/remoteadvisor](http://www.agilent.com/chem/remoteadvisor).

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