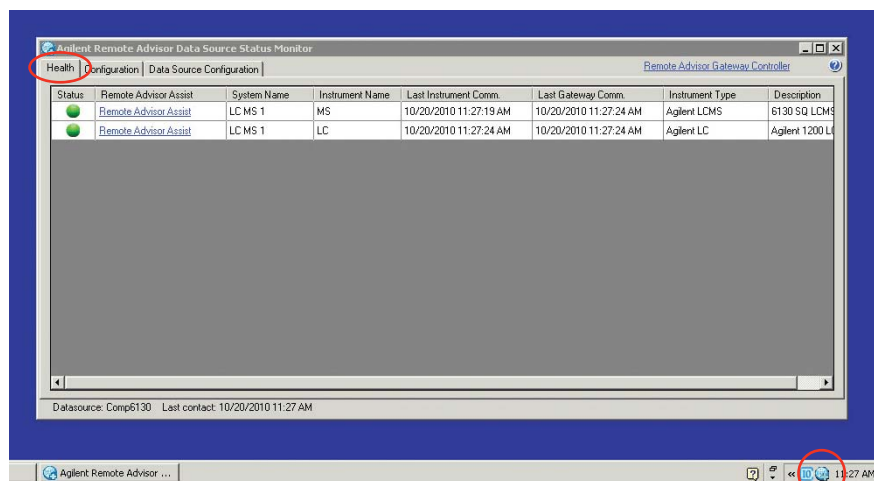




Initiating a Service Request

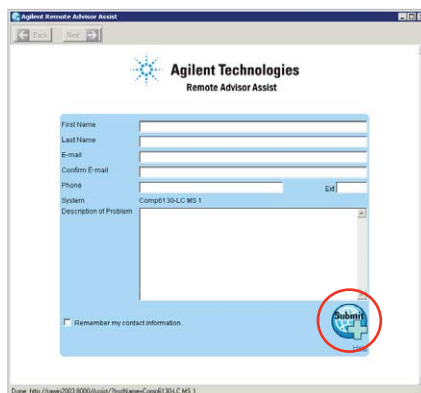
Initiating a Remote Advisor service request is a basic, 3-step process.

1. Click on the **Remote Advisor** icon (🌐) in lower right corner, which will open the **Agilent Remote Advisor Data Source Status Monitor** window.



2. From the **Health** tab screen, click on **Remote Advisor Assist** for the instrument in question.
3. Fill out the **Remote Advisor Assist** form and click **Submit** to initiate the request.

You will be contacted shortly by an Agilent service expert.



Agilent Remote Advisor is a powerful set of proactive, real-time support and reporting features available exclusively with Agilent Advantage Service Plans. One of the most valuable features of Remote Advisor is its Assist function.

With a simple mouse-click, **Remote Advisor - Assist** opens a service request for proactive, real-time support by knowledgeable Agilent experts, offering you the fastest possible resolution to your problem.

Using Desktop Sharing to Troubleshoot a Problem

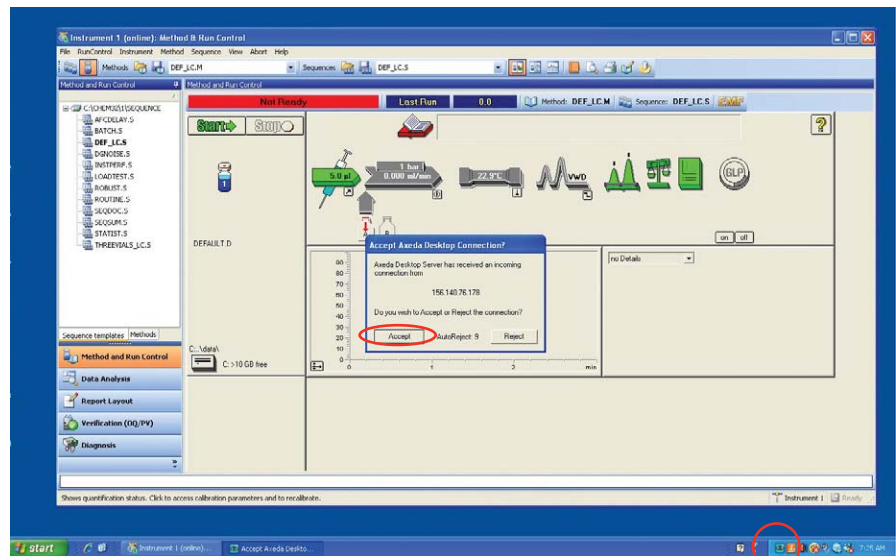
Should you want to have the Agilent service expert collaborate with you on the service request, you can enable Desktop Sharing as follows:

1. Click **Accept** to initiate the connection. The blue **Remote Desktop Sharing icon** (🌐) in the lower right corner will change to yellow (🟡), indicating an active connection.
2. You have the option of specifying a time period for the connection. Click **Submit** to continue.
3. When the service collaboration is complete, right-click on the yellow **Remote Desktop Sharing icon** (🟡) and select **Kill All Clients**.

During the collaborative session, a pop-up window indicating a remote collaboration session is active will be displayed on your desktop.



To end the session, right-click on the yellow **Remote Desktop Sharing icon** (🟡) and select **Kill All Clients**.



About Axeda Desktop Server

Admin Properties
Properties

Add New Client

Kill All Clients

List All Clients

Install Service

Uninstall Service

Stop Service

Start Service (needs to be previously installed)

Close Axeda Desktop Server

This information is subject to change without notice.

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