

Guide to Service History in Agilent CrossLab Connect

Welcome to Agilent CrossLab Connect. CrossLab Connect is a software platform which allows users to view their instruments in a list format, view components of those instruments, review entitlements for each instrument, review the instrument service tickets, and request service for an instrument through its Service Management function.

This guide reviews the Service History page in CrossLab Connect.

To access the **Service History** for the instruments within the lab or company, click on the wrench/circle icon on the left panel (Figure 1).

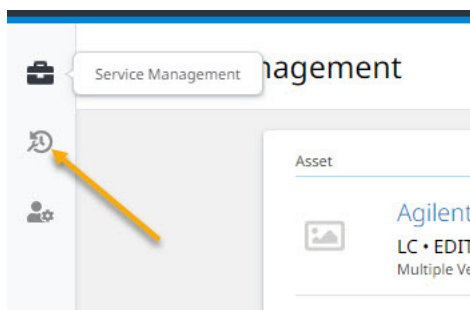


Figure 1. Service History icon.

At the top right of the Service History page, selecting the **Filter/Sort** button brings up the search boxes, which allow the user to filter by specific attributes within the service ticket such as status, date submitted, Reference number, service type, contact person, and serial number (Figure 2).

The screenshot shows the 'Service History' page. In the top right corner, there is a 'Filter / Sort' button and a 'Request Support' button. Below these, a table lists service tickets with the following columns: Reference #, Date Submitted, Status, Type, Asset, and Serial #.

Reference #	Date Submitted	Status	Type	Asset	Serial #
8104114928	21 Apr 2022	Open	Phone Support	1100 Cooled Thermostatted ALS	DE13203145
6005201841	18 Apr 2022	Scheduling		LC 1260 Infinity II System w/ Enh. Feat.	
6005201375	18 Apr 2022	Scheduling		Other MVS Direct Delivery Systems	
6005201180	18 Apr 2022	Scheduling		LC 1260 Infinity II System w/ Enh. Feat.	
6005200649	18 Apr 2022	Scheduling		LC 1260 Infinity II System w/ Enh. Feat.	
6005199646	18 Apr 2022	Scheduling		LC 1260 Infinity II System w/ Enh. Feat.	
6005197782	17 Apr 2022	Scheduling		LC 1200 System	

Figure 2. The **Filter/Sort** button on the Service History page (upper right corner).

On the **Support History** page, you may see various symbols next to the service ticket, which provides any errors or warnings concerning the service ticket. To determine what the symbol is indicating, hover over the symbol to see more information (Figure 3).

Reference #	Date Submitted	Status	Type	Asset	Serial #
8103409744	16 Nov 2021	Open	Phone Support	1260 Diode Array Detector VL	DEAAX06987
8103409742	15 Nov 2021	Open	Phone Support	Reaction Screening	B651837938
8103409721	08 Nov 2021	Open	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409707	05 Nov 2021	Open	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409680	29 Oct 2021	In Progress	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409679		Open	Phone Support	1260 Diode Array Detector VL	DEAAX06987
6004607043	28 Oct 2021	Scheduling	Scheduled Order		
8103409628	27 Oct 2021	Open	Phone Support	4200 TapeStation Instrument	SERFEB26-5
8103409621	27 Oct 2021	Open	Phone Support	Cary 60 Instrument	MY19030030
8103409615	27 Oct 2021	Open			
8103409614	27 Oct 2021	Open			

Figure 3. Example of information displayed when hovering over a symbol on the Support History page.

On the Support History page, hover over the **status** for the service ticket, and more information is provided (Figure 4).

Support History Filter / Sort Request Support

Reference #	Date Submitted	Status	Type	Asset	Serial #
8103409744	16 Nov 2021	Open	Phone Support	1260 Diode Array Detector VL	DEAAX06987
8103409742	15 Nov 2021	Open	Phone Support	Reaction Screening	B651837938
8103409721	08 Nov 2021	Open	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409707	05 Nov 2021	Open	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409680	29 Oct 2021	In Progress	Phone Support	1100 Series Quaternary Pump	DE52700655
8103409679 ⚠	29 Oct 2021	Open	Phone Support	1260 Diode Array Detector VL	DEAAX06987
6004607043	28 Oct 2021	Scheduling	Scheduled Order		
8103409628	27 Oct 2021	Open	Phone Support	4200 TapeStation instrument	SERFEB26-5
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Support History Filter / Sort Request Support

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Figure 4. Information displayed when hovering over the service ticket.

To view more information about a specific service ticket, click the **Reference #** hyperlink. The new page provides more complete details. The **Asset** is a link that will take you to the asset page to view the asset. Click the Service History link on the top left to return to the **Service History** list page (Figure 5).

Service History > Support Request Detail

Reference #8104114928

[Open](#)

Your request is open. An Agilent representative will typically take ownership of your request within 1 business day, but it may take longer to identify the best resource for your request.

Date Submitted	Type	Asset
21 April 2022	Phone Support	1100 Cooled Thermostatted ALS
Model #	Serial #	
G1330B-A	DE13203145	
Summary		
Z		
Description		
Z		
Customer Contact		Location

Figure 5. Service ticket details.

To view the service history of an instrument, go to the **Asset Detail** window (Figure 6), search for the instrument using the filtering options at the top of the page, and click into the instrument through the hyperlink. Scroll down to the **Scheduled Service** and **Service History** cards. There is pagination within the card to allow you to review past tickets (up to 3 years). There are hyperlinks for the **Reference #** to allow you to go into the ticket to view more details.

Service Management > Asset Detail

LC 1260 Infinity II System w/ Enh. Feat.

[Edit](#) [Request Support](#)

Scheduled Service

Type	Preferred Month	Last Scheduled	Next Scheduled
Enhanced Preventive Maintenance	December		09 Nov 2021
Enhanced Preventive Maintenance	July		01 Jul 2022
Preventive Maintenance	November		01 Aug 2022

Service History

Reference #	Date Submitted	Status	Type	Asset	Serial #
6005201841	18 Apr 2022	Scheduling		LC 1260 Infinity II System w/ Enh. Feat.	
6005193565	19 Mar 2022	Scheduling	Scheduled Order	LC 1260 Infinity II System w/ Enh. Feat.	
6004866451	18 Sep 2021	In Progress	Scheduled Order	LC 1260 Infinity II System w/ Enh. Feat.	
8103662291	04 Jun 2021	Solved	Preventative Maintenance	1260 Infinity II Binary Pump	DEAGO02918
8103583885	19 Apr 2021	Solved	Repair	1260 Infinity II Binary Pump	DEAGO02918

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For assistance, please [contact support](#)

Feedback

Figure 6. Asset Detail window.

At the bottom of every page, there is a link to request support for any issues encountered in CrossLab Connect, such as if a page does not load properly or if you receive an error message. Click the support link to submit a ticket to CrossLab Connect Technical Support. You may also email crosslab.support@agilent.com for assistance.

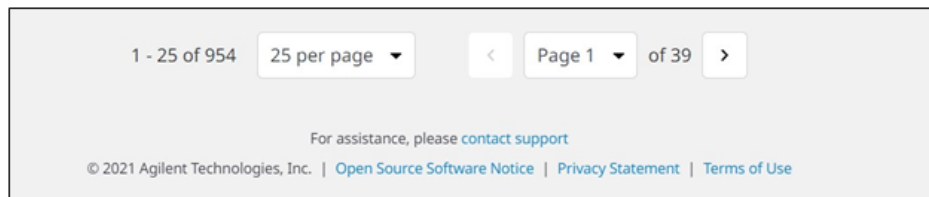


Figure 7. Support options.