

Connecting to SEESat on the Technion SEELab Server

Introduction: SEESat is a system that enables users to easily conduct operational and performance analyses of massive datasets; in particular, datasets representing operational histories of large service operations (e.g. call centers, hospitals, internet sites), as available through the SEELab server. In addition to analysis, the SEESat system can automatically create sophisticated reports in Microsoft Excel, which can support research and teaching. Both SEESat and the SEELab Server were developed at the Technion, Israel Institute of Technology. More information on the SEELab can be found at the [Service Enterprise Engineering \(SEE\)](http://seeserver.iem.technion.ac.il/see-terminal) homepage.

You will now be lead through steps to establish your SEE account on the SEELab server. As a first step, you will obtain your SEE ID and Password (the latter is to be personalized). Then, you could use your ID and Password to access the SEEServer in order to use SEESat, store results of your analysis in your personal SEE account (up to 100MB per user), and more.

Instructions for connecting to the SEELab server

Note: One can connect to the server using the **Microsoft Internet Explorer web browser only** and any of the following operating systems: **Windows XP, Windows 2003, Windows Vista and Windows 7**.

1. From Internet Explorer visit this address: <http://seeserver.iem.technion.ac.il/see-terminal>. (You may wish to bookmark this URL for future use.) You will see the following:



2. If this is your first visit: click **“Register”** on the left menu. If you already have a SEE account than proceed to **Step 3**.

2.1 Fill up all fields and click **“Next”**.

Sign Up for Your New Account	
User Name:	
Password:	
Confirm Password:	
E-mail:	
Confirm E-mail:	
Next	

- a. User Name will be your account name for accessing and connecting to the server. Please use the format: **2014w_Last name** (for example: **2014w Israeli**).
- b. Password should consist of a minimum of 6 symbols, and it is used only for accessing the terminal.
- c. E-mail is required for sending you your account information, in response to your first registration.

2.2 Type your personal information for identification, as requested below, and then click “**Next**”.



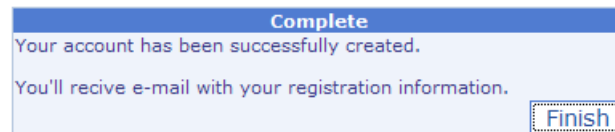
A web form titled "Personal Information" with a blue header. It contains several input fields: "First Name:", "Last Name:", "Job Title:", "Department Name:", "Organization Name:", "Country/Region:" (with a dropdown menu showing "Israel"), "City:", "Street Address:", and "Research Interest:" (with a large text area and up/down arrows). A "Next" button is located at the bottom right.

Attention Students of the Technion's "Service Engineering" course - use the following information:

- a. Job Title: Student
- b. Department Name: Industrial Engineering and Management, or Faculty of IE&M
- c. Organization Name: Technion

2.3 Click **Finish**.

On during day-two days after checking you will receive an e-mail with your **User Name** and **Password** for accessing the server.

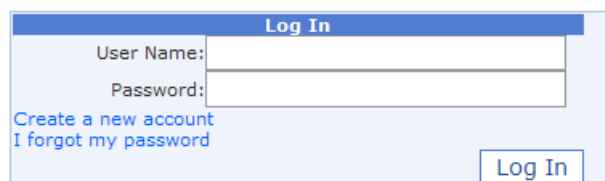


A confirmation message box titled "Complete" with a blue header. It contains the text: "Your account has been successfully created." and "You'll recive e-mail with your registration information." (note the typo "recive"). A "Finish" button is at the bottom right.

After receiving this e-mail, connect to the server again, using the same URL:

<http://seeserver.iem.technion.ac.il/see-terminal>.

3. Select “**Log In**”, type your User Name and Password from **Step 2**, and then click button “**Log In**”.

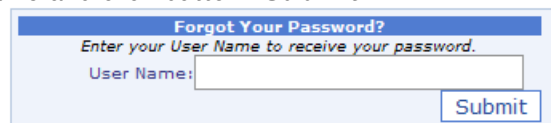


A login form titled "Log In" with a blue header. It contains input fields for "User Name:" and "Password:". Below the fields are two links: "Create a new account" and "I forgot my password". A "Log In" button is at the bottom right.

If User Name and Password is valid, you will have access to terminal and proceed to **Step 6**. If you forgot your password – proceed to **Step 4**.

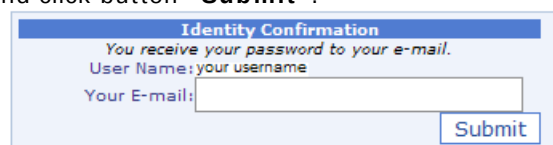
4. Click link “**I forgot my password**” in window “**Log In**”.

4.1. Type your User Name and click button “**Submit**”.



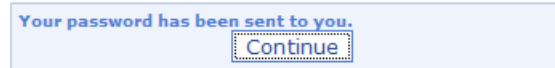
A form titled "Forgot Your Password?" with a blue header. It contains the text: "Enter your User Name to receive your password." and an input field for "User Name:". A "Submit" button is at the bottom right.

4.2. Type your e-mail and click button “**Submit**”.



A form titled "Identity Confirmation" with a blue header. It contains the text: "You receive your password to your e-mail." and two input fields: "User Name: your username" and "Your E-mail:". A "Submit" button is at the bottom right.

4.3. Click button “**Continue**”.



Over few minutes, you receive e-mail containing following information: your User Name and new Password (for example: **i{EZho(6vuWQm)**). Proceed to **Step 3** with these attributes (how to change password – proceed to **Step 5**).

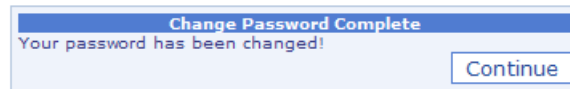
5. Change password.

5.1. Click “**Personal**” on the left menu.

A light blue rectangular form with a thin border. At the top, there is a blue header bar with the text "Change Your Password" in white. Below the header, there are three input fields: "Password:", "New Password:", and "Confirm New Password:". Each field has a small blue icon to its left. At the bottom of the form, there are two buttons: "Cancel" and "Change Password".

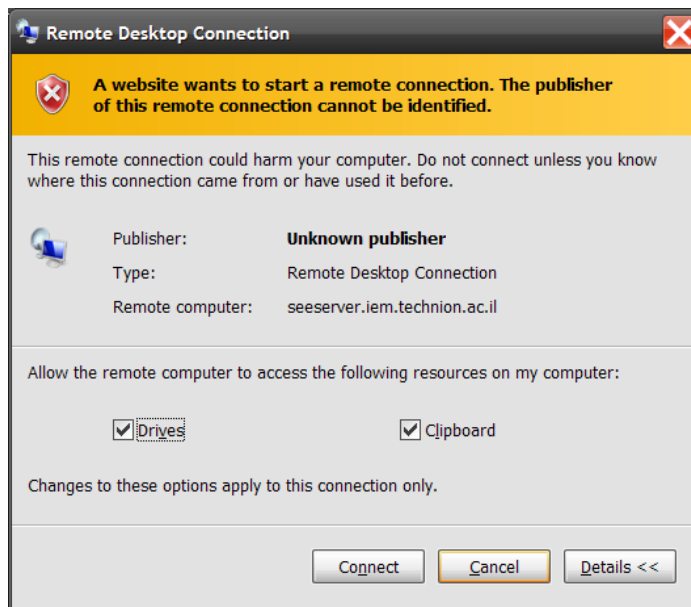
Type or paste password from e-mail (look **Step 4**), type new password, confirm new password and click button “**Change Password**”.

5.2. Click button “**Continue**”.



6. Click **To Terminal**.

You might be prompted to install the *Remote Desktop ActiveX* control: click **Install**. After installation, if you see the following window, then check “Drivers”, if you will save your documents to your computer, and go to **Step 8**.



If you do not see the following window turns back and clicks **To Terminal** again. If after this action you don't see window look **Step 7**.

7. Problem with *Remote Desktop ActiveX* control.

- 7.1. Add <http://seeserver.iem.technion.ac.il> to the Trusted Sites of Internet Explorer.
This is performed as follows: From the Internet Explorer menu, click **Tools** → **Internet Options**, then visit the **Security Tab**. Select the **Trusted Sites Zone**. Click on **Sites** and **add** the above *URL* to the list of websites. Now **uncheck** the box ("require server verification for all sites in this zone") which appears below the list of websites.
- 7.2. Make sure that Internet Explorer has the SEESat **ActiveX control** enabled.
This is performed as follows: From the Internet Explorer menu, click **Tools** → **Internet Options**, then visit the **Programs Tab**. Select the **Manage add-ons**. Lookup the Microsoft RDP Server Client and enable it.
- 7.3. If **Step 7.1** and **Step 7.2** don't help, send e-mail to adminsee@tx.technion.ac.il. E-mail must contains follow information:
 - a. Your operation system.
 - b. Your Web Browser and version.
 - c. Your problem.

8. Click **Connect**.

9. When the **Log On to Windows** dialog box appears, type your **User Name** and **Password** from the e-mail we sent you and then click **OK**.



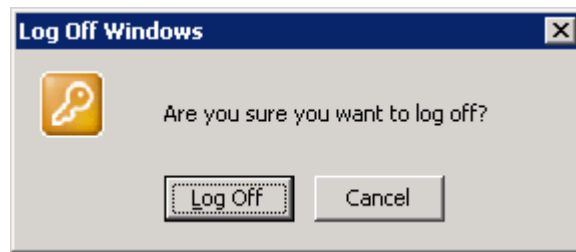
10. If this is your first visit, you must change the password we gave you to your own password.



11. Finally, the Remote Desktop window will open. You will see the desktop settings, files, and programs that are on the SEELab server.

Disconnecting from the SEELab Server.

1. To end your Remote Desktop session: From the Start Menu, click **Log Off**.



2. Click **Log Off** to exit the SEELab server.