

Connecting to SEEStat on the Technion SEELab Server

Introduction: SEEStat 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 SEEStat system can automatically create sophisticated reports in Microsoft Excel, which can support research and teaching. Both SEEStat 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 \(SEE\)](#) 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 SEEStat, 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:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
E-mail:	<input type="text"/>
Confirm E-mail:	<input type="text"/>
<input type="button" value="Next"/>	

- a. User Name will be your account name for accessing and connecting to the server. Please use the format: **LastName_FirstName** (for example: moshe_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".



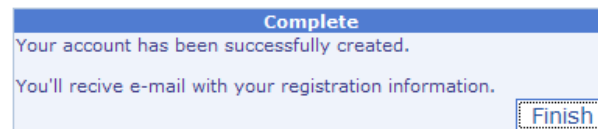
The form is titled "Personal Information" and contains the following fields: First Name, Last Name, Job Title, Department Name, Organization Name, Country/Region (with "Israel" selected in a dropdown), City, Street Address, and Research Interest (with a scrollable area). A "Next" button is located at 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**.

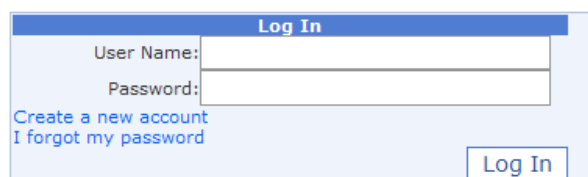
Within two days after your registration, you will receive an e-mail with your **User Name** and **Password** for accessing the server.



The screen is titled "Complete" and displays the message: "Your account has been successfully created. You'll receive e-mail with your registration information." A "Finish" button is located 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".

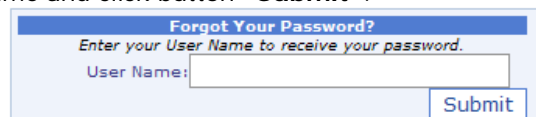


The form is titled "Log In" and contains fields for User Name and Password. Below the fields are links for "Create a new account" and "I forgot my password". A "Log In" button is located at the bottom right.

If User Name and Password is valid, you will have access to the SEE terminal - proceed to **Step 6** (to log into the SEE terminal). If you forgot your password – proceed to **Step 4**.

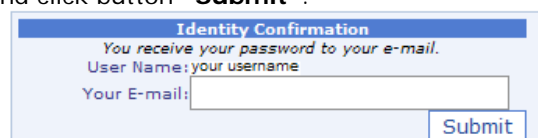
4. Click link "I forgot my password" in window "Log In".

4.1. Type your User Name and click button "Submit".



The form is titled "Forgot Your Password?" and contains the instruction: "Enter your User Name to receive your password." It has a field for User Name and a "Submit" button.

4.2. Type your e-mail and click button "Submit".



The form is titled "Identity Confirmation" and contains the instruction: "You receive your password to your e-mail." It shows "User Name: your username" and a field for "Your E-mail:" with a "Submit" button.

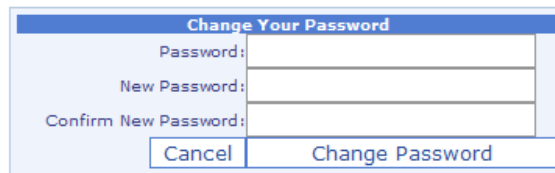
4.3. Click button **“Continue”**.



Within few minutes, you will receive an e-mail containing the following information: your User Name and new Password (which is a random sequence of symbols, for example: **i{EZho(6vuuWQm)**). Go back to **Step 3**, log in with this temporary Password, then continue with **Step 5** to change it to your permanent Password).

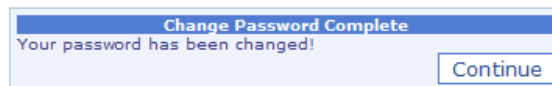
5. Change password.

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



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

5.2. Click button **“Continue”**.

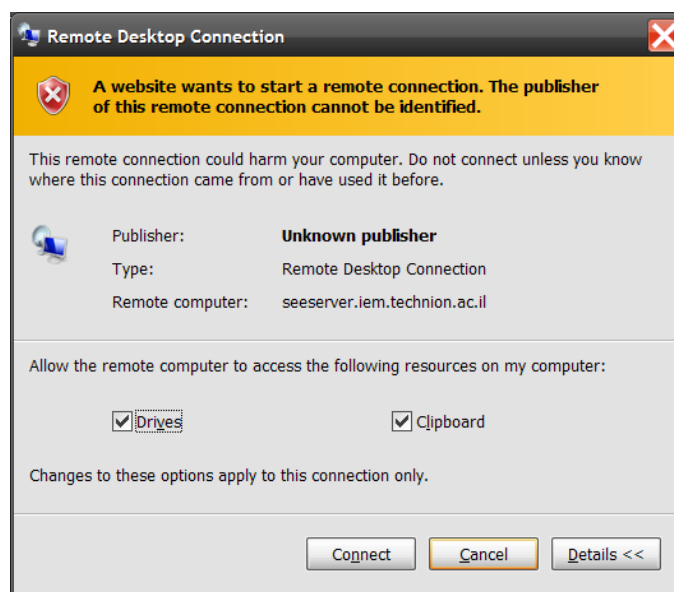


6. Click **To Terminal**.

You might be prompted to install the *Remote Desktop ActiveX* control: click **Install**.

If installation ends successfully, the following window will appear - check **“Drivers”** in this window (this will enable you to save documents that you create on the SEE server to your computer), then go to **Step 8**.

If you do not see the following window, click again **To Terminal**. If you still do not see this window, go to **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 contain the following information:
 - a. Your operation system.
 - b. Your Web Browser and version.
 - c. Your problem.
- 7.4. Click To Terminal, then (on the Window from Step 6) check the Drivers box, and proceed to Step 8.

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**.



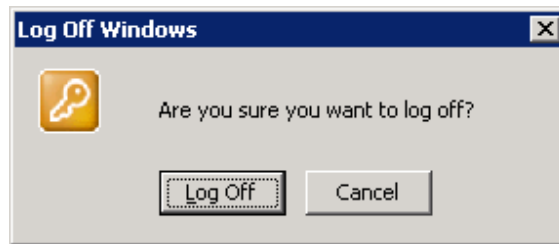
- 10. If this is your first visit, you must change the password we gave you to your own password.



11. Finally, the Remote Desktop window will open. You will see the desktop settings, files, and programs that are on the SEELab server. You will have your own environment to work within (in particular, saving your material).

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.