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”.

   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”.

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.

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

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"**.

4.2. Type your e-mail and click button **"Submit"**.
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(6vuuWqm }). 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.

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](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 SEEStat **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**. Look up 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 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**.

![Log On to Windows dialog box](image)

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

![Change Password dialog box](image)

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.