TABLE OF CONTENTS

1- INSITE OVERVIEW

This direction provides the pre-installation requirements and installation steps for installing the Signa Horizon 8.X InSite option. Be sure to read this entire document before you begin the installation. Become familiar with the steps before you begin and contact the Support Center if you have any questions. Be sure to keep this direction as it contains information on the InSite Software disconnect and or InSite hardware de-installation process (for USA only).

New Insite features

The Signa Horizon 8.X system is connected to InSite through Internet Protocol (IP) which runs over a lower software layer called Point to Point Protocol (PPP). PPP emulates an IP connection with a phone line. Having IP connection enhances the Insite capabilities. It allows faster file transfer (using ftp), multi-tasking (e.g. file transfer + running diags) and full access to diagnostics with the exact same graphic user interface as on site.

Security

The access is controlled by an encrypted password system called CHAP, part of the PPP protocol. CHAP is setup at the first Insite connection, just after installation.

Installation

The Insite software is included in the Host Load From Cold CD-ROM. To enable it, the FE must run the “installinsite" script, then call the Support Center to check the connection.

At the time of system install, a UNIQUE IP address has to be allocated to the system for InSite to use. This address will be declared in the Support Centers data bases. To allocate this address, we have 2 cases:

(1) The site already has a network with a backbone, and a unique IP address.

The network administrator has to give a node address, as well as netmask and broadcast parameters to setup for the MR system. This IP address will be used to connect to the system through InSite.

(2) The site has NO unique address. In this case, the Support Center will allocate a range of 128 addresses, pre-defined. These addresses are class A, and are 10.3.xxx.yyy. Contact the Support Center to get those addresses, as well as other parameters (netmasks, broadcast parameters...) The address should be used for the InSite IP address. It may also be used for the scanner gateway address, but is not required.

2- PREINSTALLATION

This section lets you know the items to complete prior to actual install of Signa Horizon 8.X InSite Hardware and Software on the system.

1. Instruct the customer to have a Direct Inward/Outward Dial voice grade line installed in the operator's room near the Signa Horizon 8.X operator workspace. The voice grade line interface must use a RJ-11 type phone connector. It is the customer's responsibility to have this phone line properly installed and verified.

2. Obtain a unique IP address; if the customer has already obtained a unique IP address or has their own process to give you one, you may use the one they give you to install InSite.

   If the customer has not obtained a unique IP address or would like GE to get one for them, contact your local support center or the GEMS-Am support center (refer to Table 2-1).

TABLE 2-1
ON-LINE CENTER PHONE/FAX NUMBERS

OLC-AMERICAS	OLC-EUROPE	OLC-ASIA
Phone: 1-800-321-7937 FAX: (414) 524-5305	(33) 1 3920 0007 (33) 1 3070 9970	81-426-56-0033 81-426-56-0053

3. Order a Signa Horizon 8.X Insite Option Kit: North America Insite Kit Part # 2160201 This kit only includes a modem, the cables and magnets are part of product.

Note

For the Non-North American Insite kit, you will need to order the correct modem for the country the site is located. Contact your local support center or TOM for the correct modem type and ordering instructions.

Note

The Insite Option no longer needs a Insite security key: software now includes the security. And the Insite Option software is no longer packaged separately. It is now contained on the Host Load From Cold CD-ROM.

3- HARDWARE INSTALLATION

This section explains how to install Signa Horizon 8.X Insite hardware on your system after the steps in the Preinstall are complete.

3-1 Tools and Instruments Required

Item	Description ("*pl header*" style)	Part Number	Qty.
1.	North American Insite Kit (Includes Hayes OPTIMA 28800 Modem w/ power supply; the cables and cabinet magnets ship with the system)	2160201	1

Note

REMINDER: For the Non-North American Insite kit, you will need to order the correct modem for the country the site is located. Contact your local support center or TOM for the correct modem type and ordering instructions.

3-2 Modem Installation

1. Shutdown software and hardware on the computer console.

2. Turn off power to the entire operator workspace including the operator workspace cabinet.

3. Carefully pull the operator workspace cabinet forward to gain access to the rear panel of the Host Computer.

For the following steps, see Illustration 3-1.

4. Connect the Insite RS232 cable 2153395 to the Host computer chassis connector SER2 (Run #806)

5. Connect the other end to the back of the modem.

6. Connect the phone line cable to the back of the modem to the **RJ11** jack labeled **LINE.**

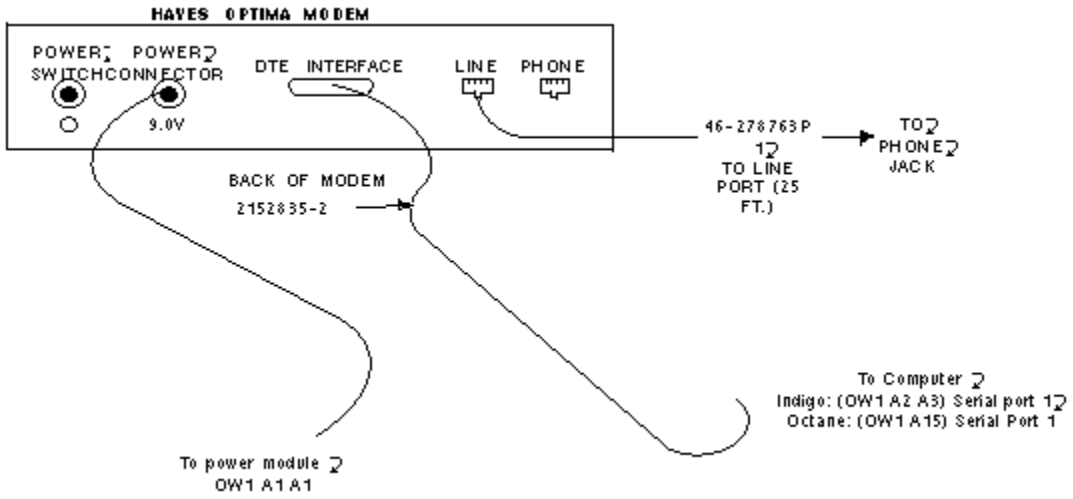
7. Connect the other end of the phone cable to the customer provided wall jack.

8. Connect the Modem Power Supply cable to the back of the modem.

9. Plug in the Power supply cable to any open AC plug.

10. Place the modem on the rear panel of the operator workspace table.

11. Do not install the covers at this time. The covers are installed after the functional check.



SIGNA HORIZON 8.X INSITE HARDWARE INSTALL DRAWING
ILLUSTRATION 3-1

4- SOFTWARE INSTALLATION

This section explains how to install and configure Signa Horizon 8.X Insite software on your system after the hardware has been installed.

4-1 Getting Started

The Insite software should have been loaded on the disk during the normal host load procedure. Refer to the procedure " " in the Service Methods documentation.

The software is configured by running the installinsite command. During the configuration process, you will select the type of modem to use, enter the phone prefix for dialing out, select the prodiags schedule, and prepare the scanner for InSite checkout. Performed by the support center, the InSite checkout procedure downloads a file to the scanner containing routing information and security information to enable future InSite connections. When the checkout procedure is completed, the scanner is ready t accept calls from InSite.

Before running installinsite, you should make sure the following conditions exist:

- The scanner is running Unix or applications.
- A modem is installed on the system.
- The modem is powered up.
- The modem is connected to the system via RS232 cable.
- Make sure a phone line is connected to the modem.
- You have an IP address for InSite to use.

4-2 Installing a Modem in Europe

To set up a Motorola modem in Europe, use the front panel on the modem to do the following:

1. Press return button until display shows "Disconnect T/D?".

2. Press the right movement button (third button from the left) until the display shows "Reinit Memory".

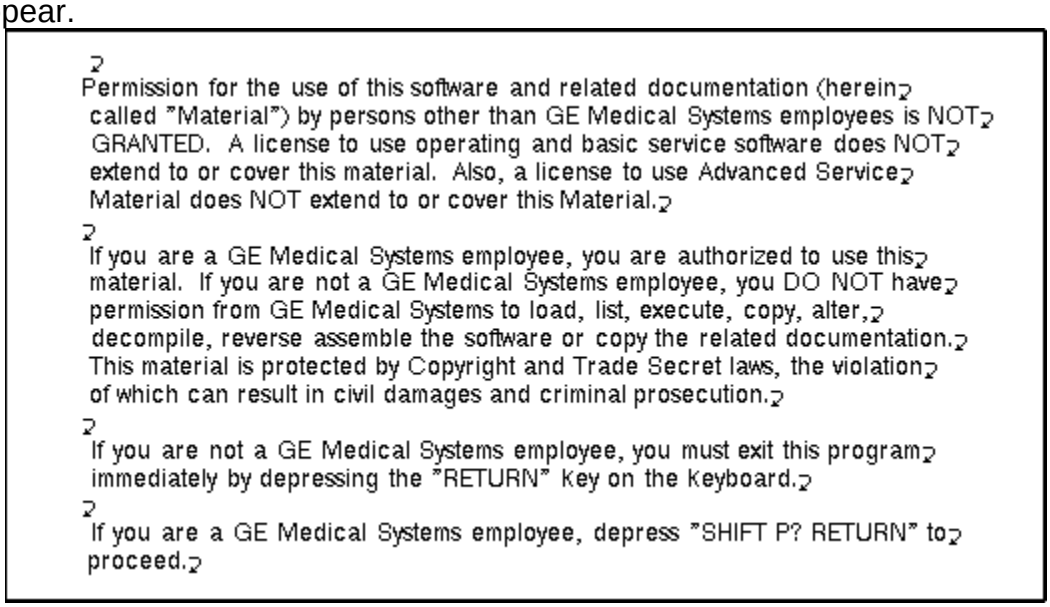
3. Press enter button twice. Modem is reset to factory settings.

4-3 Invoking and Running Install Insite

This section has step by step instructions for configuring InSite.

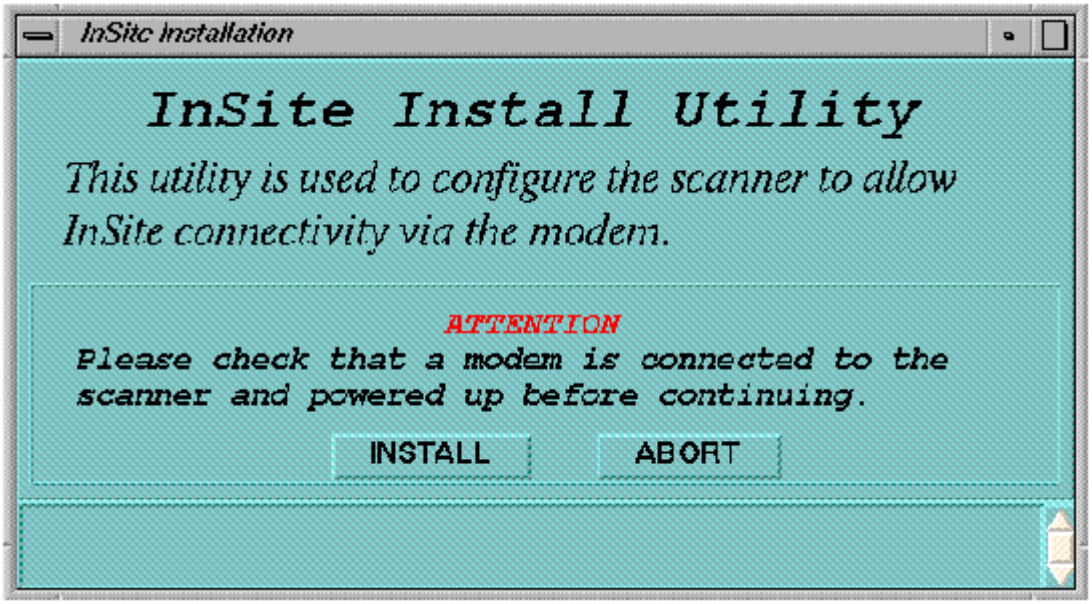
1. On the host monitor, move the mouse cursor to the background of the screen. Click the right mouse button to see a pop up menu.
2. Use the mouse to select "service tools ->" and then "command window". This will start a shell window.
3. In this window, type the following"
4. **su root**
5. Enter the password. Default is: **operator**.

6. Type the following: **/usr/g/insite/bin/installinsite**. The screen shown in Illustration 4-1 will appear.



INSITE PROPRIETARY INSTALL SCREEN
ILLUSTRATION 4-1

7. Press Shift P?. After a few seconds, the screen shown in Illustration 4-2 will appear.
8. Click on INSTALL to start the installation process.
9. Click on ABORT to terminate the tool.

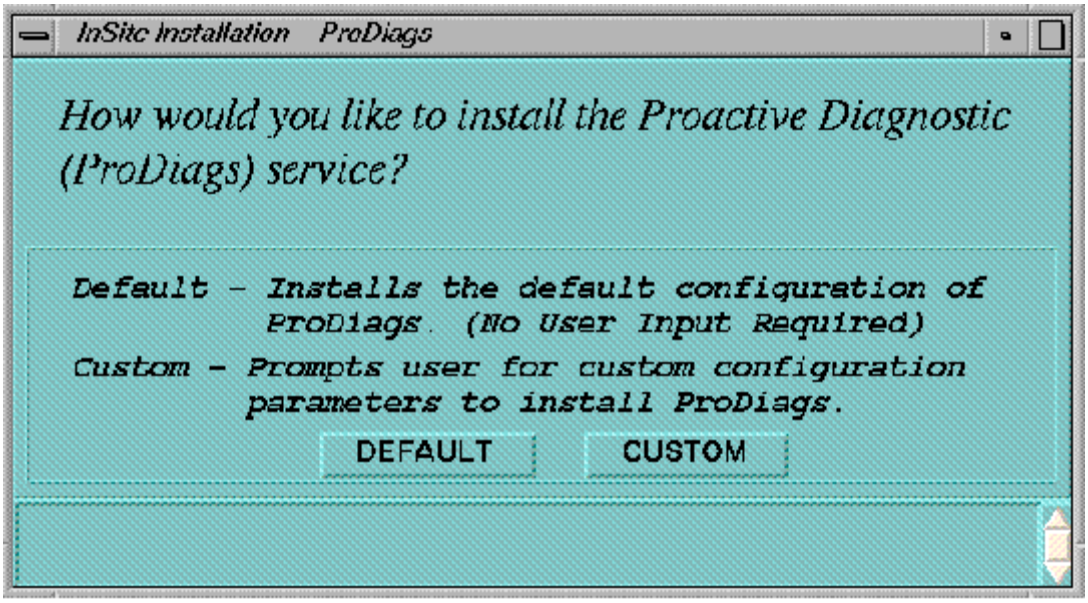


INSITE INSTALL START SCREEN
ILLUSTRATION 4-2

4-4 Proactive Diagnostics Installation Menu

Proactive Diagnostics is a tool to automatically run programs during scanner operation. Results from these programs are sent to the Automated Support Center to inform service of conditions that need attention on the scanner. See Section 5-3 for more information about proactive diagnostics.
You will be asked to select the times for running these programs. The default times are from 4-6 am. Since these programs have no impact on the use of the scanner, you should be able to use the default schedule as long as the scanner is powered on from 4-6 am.

The proactive diagnostics screen is shown in Illustration 4-3. Select **DEFAULT** to accept the default prodiags schedule. You can customize the proactive diagnostics schedule if desired. This will bring up the prodiags tool. For information on running the tool, see Section 5.



PROACTIVE DIAGNOSTICS INSTALL SCREEN
ILLUSTRATION 4-3

4-5 System Health Installation

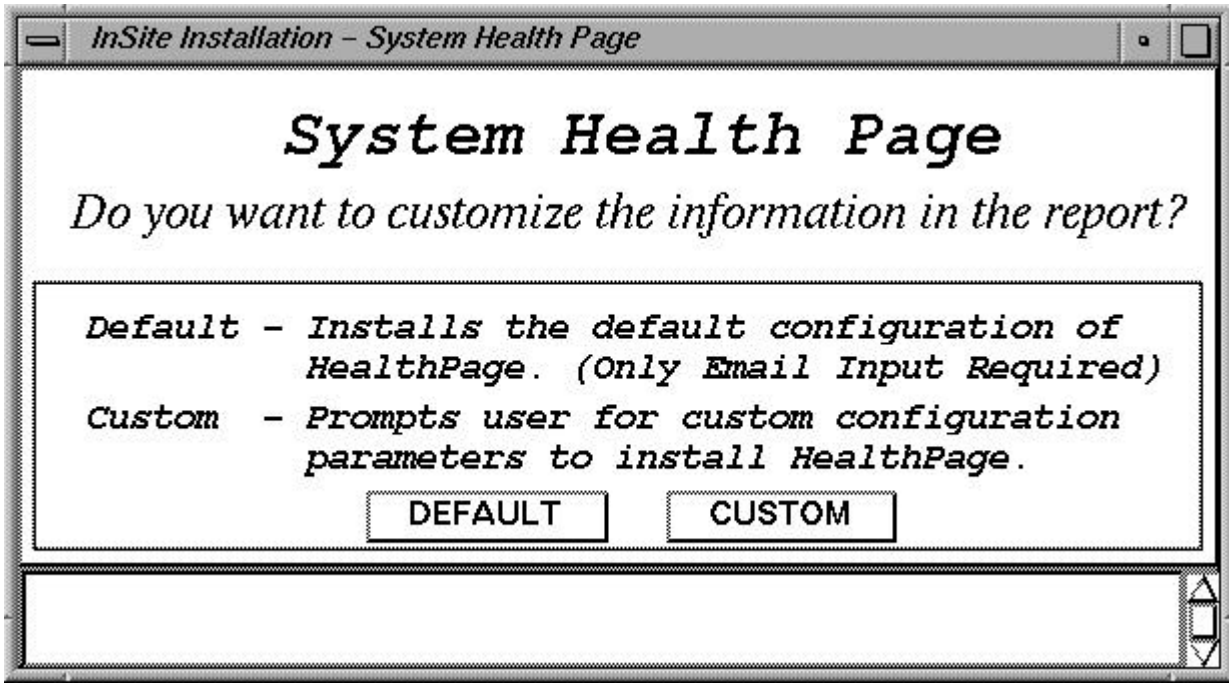
The health page report is a summary of key information in various system log files. The report is created automatically and is emailed to up to 10 persons on a monthly schedule. The prodiags subsystem generates the report and sends the data to the Automated Support Center (AutoSC), which then sends the mail messages to the FEs.

The health page report is as an aid in determining what to fix on the scanner.
In addition, you can send an email request to the AutoSC asking for a health page report. The AutoSC dials into the scanner and runs the healthpage command to get a report, then uses ftp to transfer the report back to the AutoSC for transfer.

The automatically generated report contains the information since the last time the automatic report was run. By default this is 30 days, although it can be configured. If someone requests a report on the scanner or sending email to the AutoSC, a new report is generated. It contains information from the current day to the previous 30 days (or however many days were configured).

The health page also has a customer note pad to allow the customer to type in messages to the FE. This would be used to give the FE reminders of things to check on the scanner. Refer to section 5-5-3 for additional information.

The System Health screen is shown in Illustration 4-4. Select **DEFAULT** to accept the default setup (refer to section 4-5-1) or select **CUSTOM** to change configuration (refer to section 4-5-2).



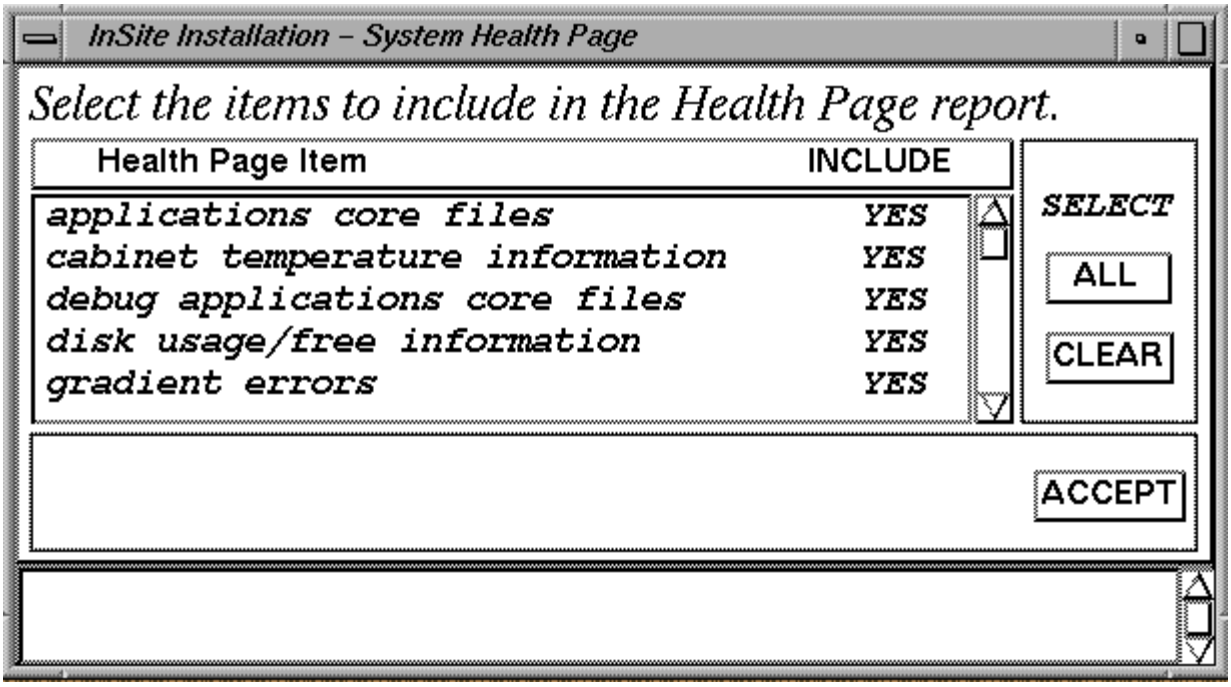
SYSTEM HEALTH PAGE
ILLUSTRATION 4-4

4-5-1 Default Setup

If **DEFAULT** is selected, go to section 4-5-3.

4-5-2 Custom Setup

If **CUSTOM** is selected, then the screen shown in Illustration 4-5 appears.

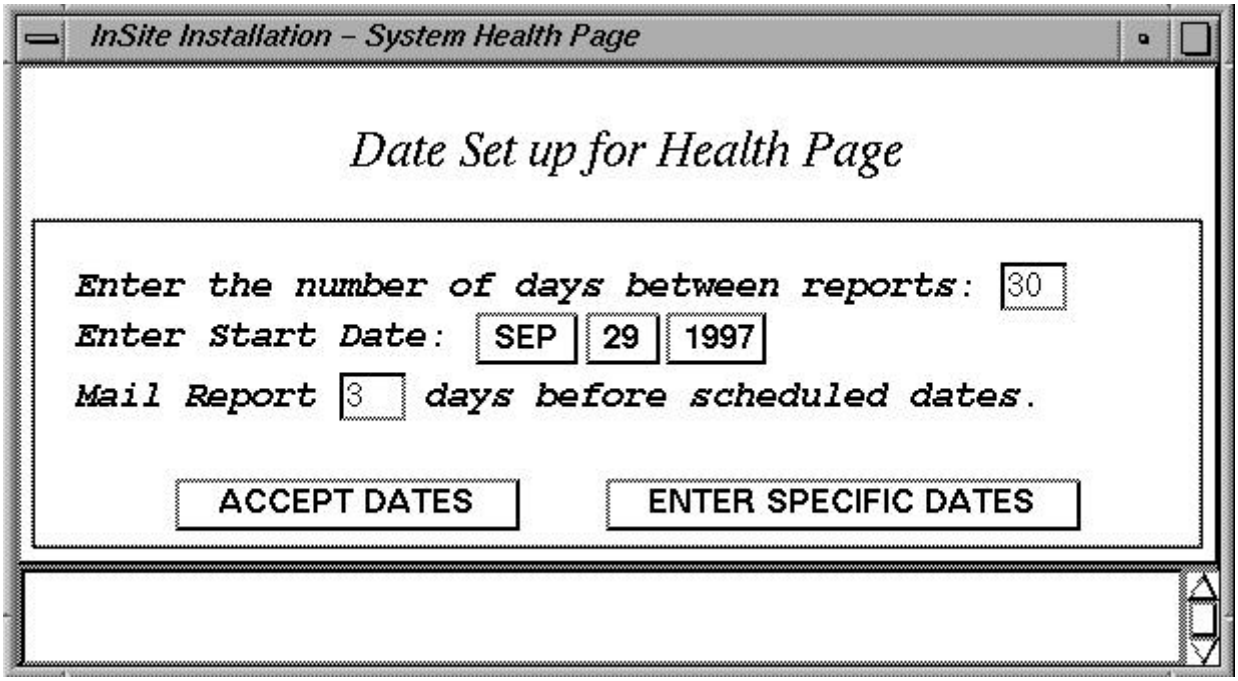


SYSTEM HEALTH ITEMS
ILLUSTRATION 4-5

The following features are available on the Health Page Item screen:

- If you select an item from the list, it will be highlighted, and toggled from YES to NO, or from NO to YES.
- If **SELECT ALL** is chosen, all items in the list are turned to YES.
- If **CLEAR** is selected, all of the items in the list are turned to NO.
- The default is all report items turned on.
- When **ACCEPT** is pressed and at least one item from the report is not highlighted, an error message is displayed. **You must select at least one item for the report.**

After **ACCEPT** is selected, the screen shown in Illustration 4-6 appears.



DATE SETUP FOR HEALTH PAGE
ILLUSTRATION 4-6

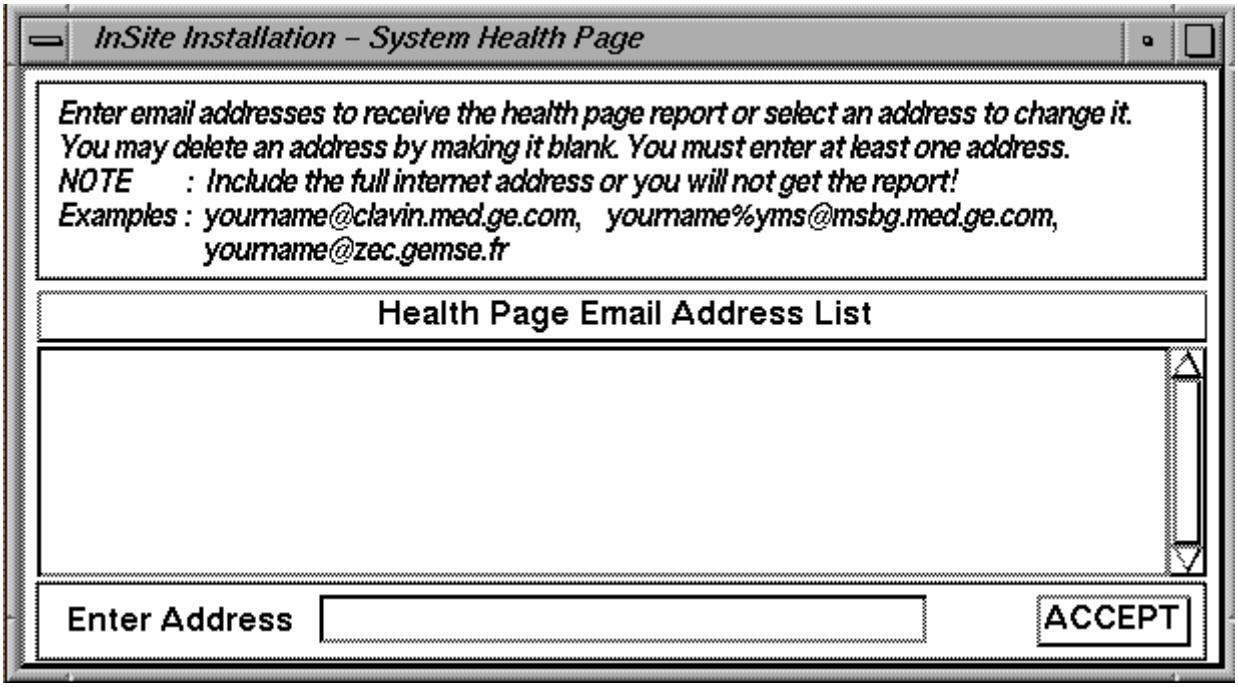
- You can change the number of days to report by typing in a new value. The value should be between 1 and 100. The default is 30. The value was previously entered, it would be displayed here.

- **Enter Start Date**. The default is today's date. If a date was previously entered, it will be displayed here. (seems have a bug here) The user may use pull down menus to select the month, day, and year to begin the report. Up to 3 years are included in the list.

- You can enter the number of days in advance of the schedule to generate the report. That is: **Mail report __ days before the scheduled dates.** The default is 3 days. If a value was previously entered it will be used. The range is from 0 to the number of days between reports less 1.

4-5-3 Email Address List

An Email Address List screen is displayed (Illustration 4-7). Enter at least one email address, **<Enter>**, then **ACCEPT**.



EMAIL ADDRESS LIST
ILLUSTRATION 4-7

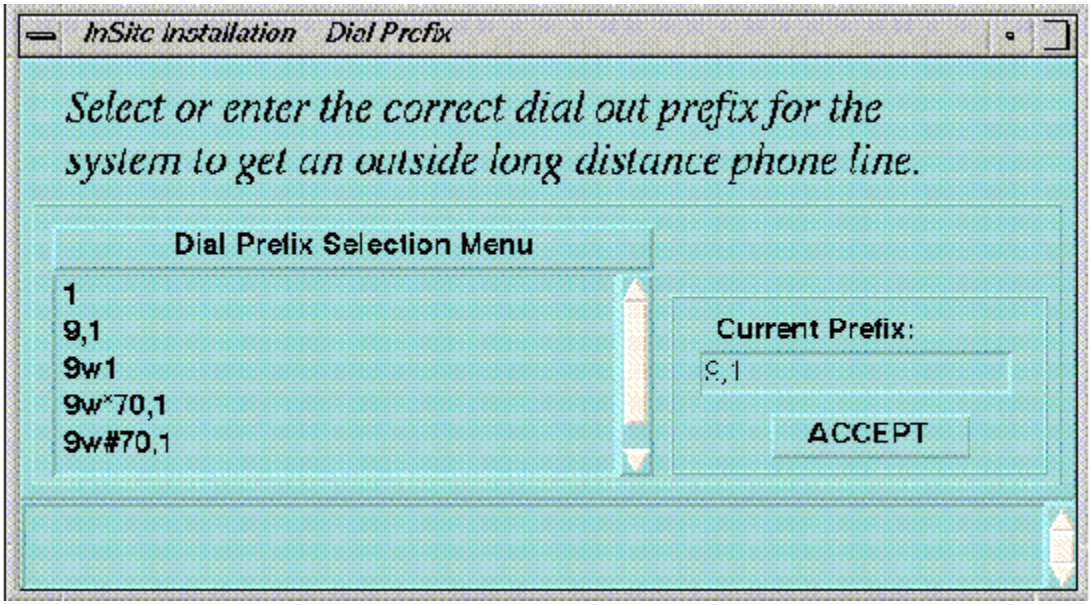
Additional System Health features are described in section 5-5.

4-6 Setting Up Modem Dialing

4-6-1 Choosing a Dialing Prefix

This menu lets you enter the digits and numbers to get an outside long distance phone line (refer to Illustration 4-8). The phone prefix is used by proactive diagnostics to contact the Automated Support Center. The actual phone number to use is automatically determined. (If you need to change the phone number, you may use the command: /usr/g/insite/bin/installinsite - dp dialingnumber.)

You may either select a dialing prefix from the menu or you may type in a new one.



CHOOSING A DIALING PREFIX
ILLUSTRATION 4-8

4-6-2 Setting Up Modem Dial Type

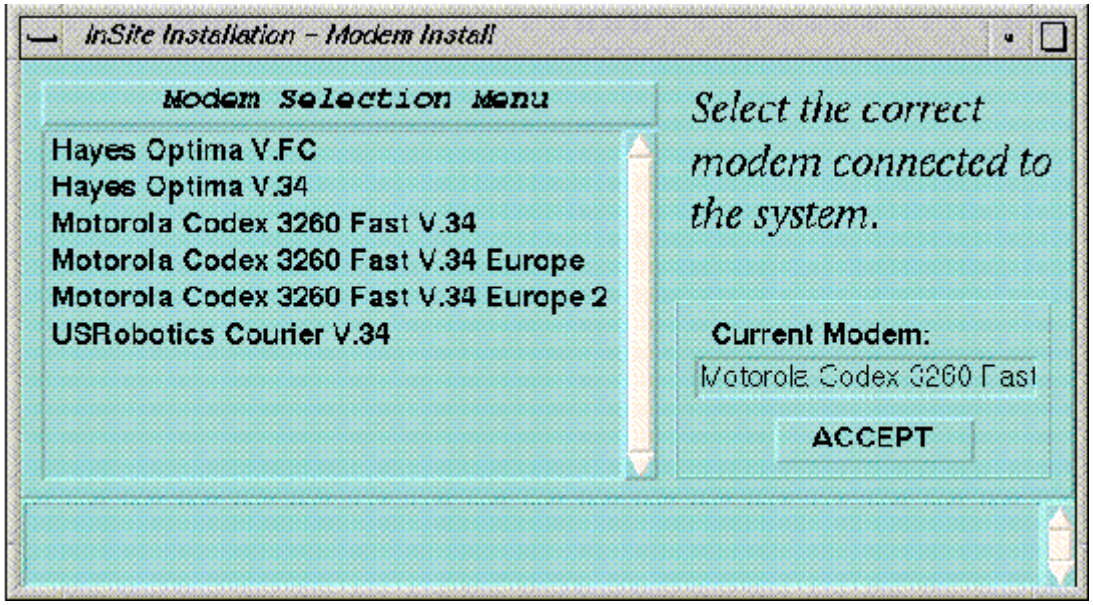
Use this menu to select whether the phone line dials using “touch tones” or “pulse” (refer to Illustration 4-9). Following are descriptions for the three selections:

- TONE - Phone Line Uses “Touch Tones” to dial.
- PULSE - Phone Line Uses older “Pulse” technique to dial.
- ACCEPT - This button allows the user to accept the currently selected “Dial Type” and go on to the next item.

CHOOSING A DIAL TYPE SCREEN
ILLUSTRATION 4-9

4-7 Insite Modem Install

Select the modem from the menu shown in Illustration 4-10. The current modem is displayed. Click on ACCEPT to accept the current modem. At this point, the installation will program the modem for InSite.



INSITE MODEM INSTALL SCREEN
ILLUSTRATION 4-10

Note - Selecting a Hayes modem

The preferred Hayes modem is the Hayes Optima V.34. However, the slower model, Hayes Optima V.FC is also supported.

Note - Selecting a modem for Europe

Different European countries have different modem settings. For example, in Belgium select Motorola Codex 3260 Fast V.34 Europe. In France, select Motorola Codex 3260 Fast V.34 Europe 2. In other countries, select Motorola Codex 3260 Fast V.34 Europe first and if this fails, run installinsite again and select Motorola Codex 3260 Fast V.34 Europe 2.

If neither of the “Europe” settings work, you may need to change the modem settings manually by editing the file /usr/g/insite/.registers.Motorola_codexV34.europe2.

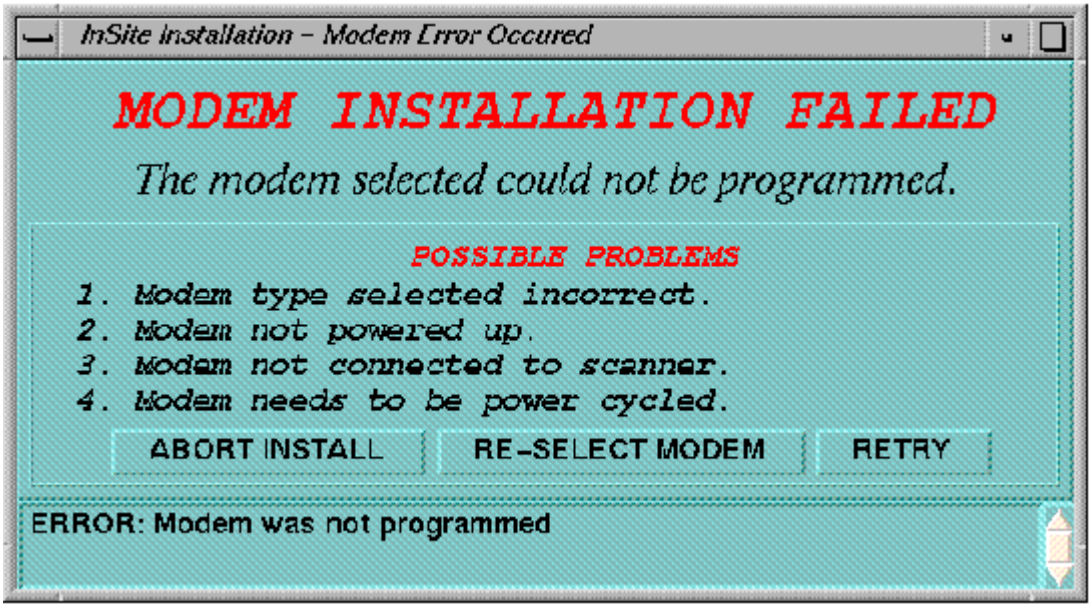
Contact the European support center for assistance.

4-7-1 InSite Modem Install Failure

If the installation fails, you will see the menu shown in Illustration 4-11. Following are descriptions for the three selections:

- ABORT INSTALL - This aborts the “InSite” install process altogether.
- RE-SELECT MODEM - This allows the user to go back to the previous menu and re-select a modem type and re-try.

- RETRY - This allows the user to re-try the last modem type if he/she has found the problem and wishes to use the same modem type selection to program the modem.



INSITE MODEM INSTALL FAILURE SCREEN
ILLUSTRATION 4-11

CAUTION

You MUST run the checkout in order to establish the InSite connection. Checkout MUST be rerun in the event of a system re-load.

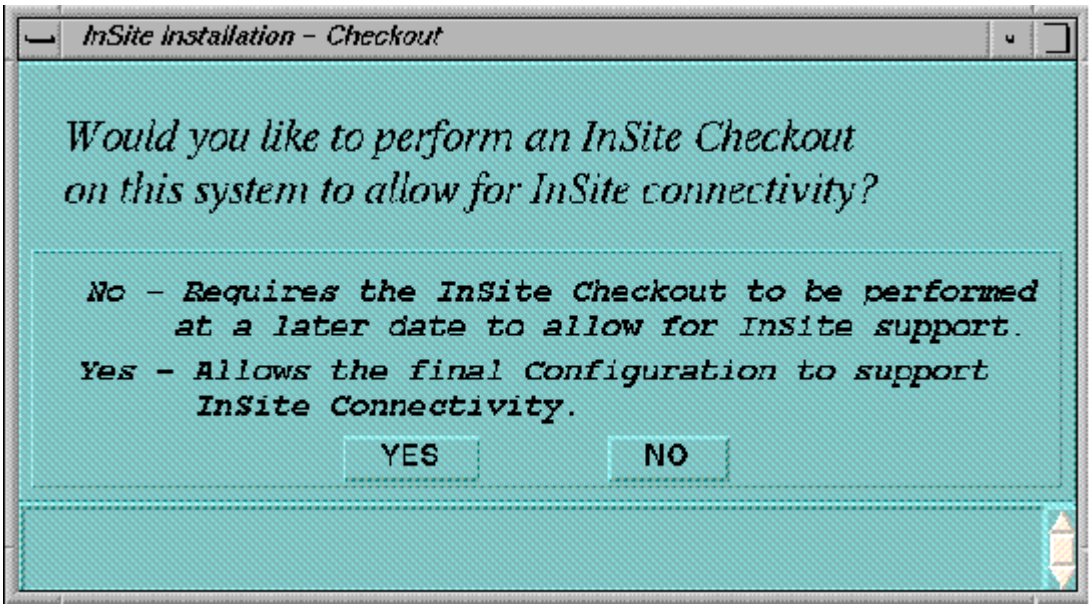
4-8 InSite Checkout Menu

If this is the first time the scanner is performing an InSite checkout or the InSite configuration files were not saved prior to a software re-load, you will need to call the support center and ask the support engineer to do an InSite checkout. During checkout, the support center will put the site's name and IP address in their database. This will establish a route to the scanner and will download an InSite configuration file (sclink.cfg) to the scanner over the modem.

If the configuration files were saved prior to a software reload and then restored, an automatic checkout can be performed. Refer to Section 4-9 regarding InSite Autocheckout. The installinsite software will check for the configuration files on the system to determine which type of checkout is necessary. If an automatic checkout cannot be done, refer to section 4-10 Contacting the Support Center.

Refer to Illustration 4-12 for the checkout menu. If you select **[NO]**, a confirmation menu will appear. If you confirm that you do not want to complete InSite installation, the tool will exit. Remember to run this tool again to complete InSite configuration. Your previous selections will be remembered the next time you run this tool.

Click on **[YES]** to start the checkout process.



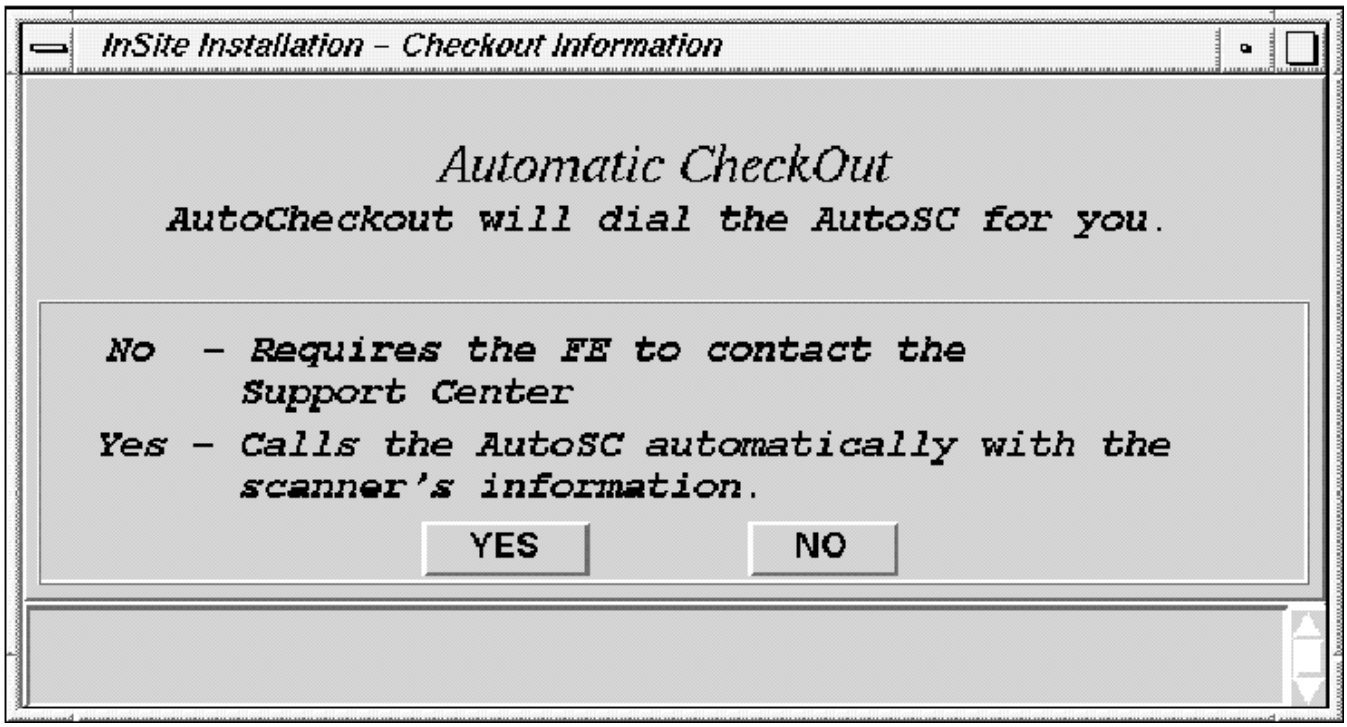
INSITE CHECKOUT MENU
ILLUSTRATION 4-12

4-9 InSite Auto Checkout

This part of the procedure will call the Automated Support Center (ASC) and request that the ASC dial back into the scanner to verify the InSite connection. This application will only work for systems that have checked-out successfully at least once in the past. In addition, the InSite configuration files must have been saved and restored. Refer to Illustration 4-13 for the Automatic Checkout screen.

Note

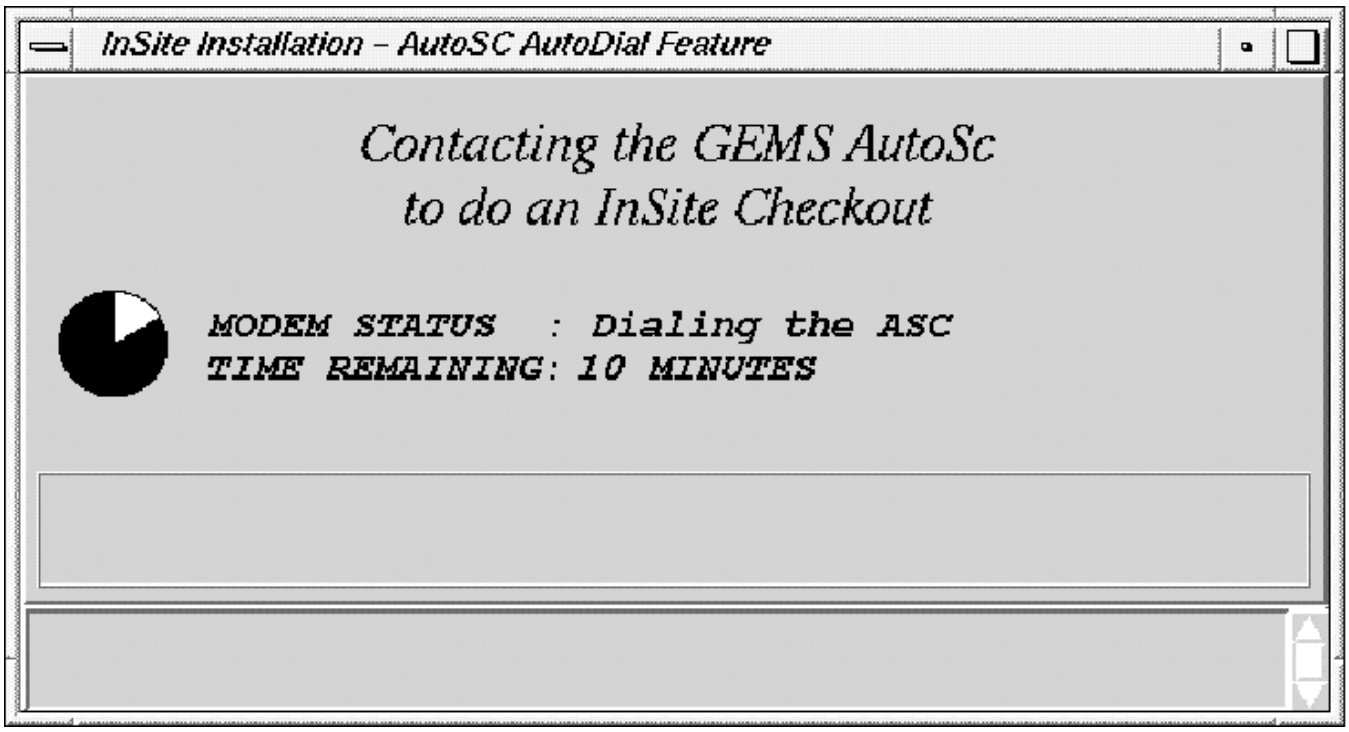
This feature will not work from Europe and Asia. Users in those countries will have to select NO. If you select NO, you will be reminded to call the ASC to complete the re-load.



AUTOMATIC INSITE CHECKOUT SCREEN
ILLUSTRATION 4-13

Click on **[YES]** to start the checkout process automatically. The scanner will attempt to dial and send the Support Center information about itself. The process will take approximately ten minutes. If you select **[NO]**, you will be required to contact the Support Center by phone (refer to Section 4-10).

After YES is selected, the screen shown in Illustration 4-14 will appear.



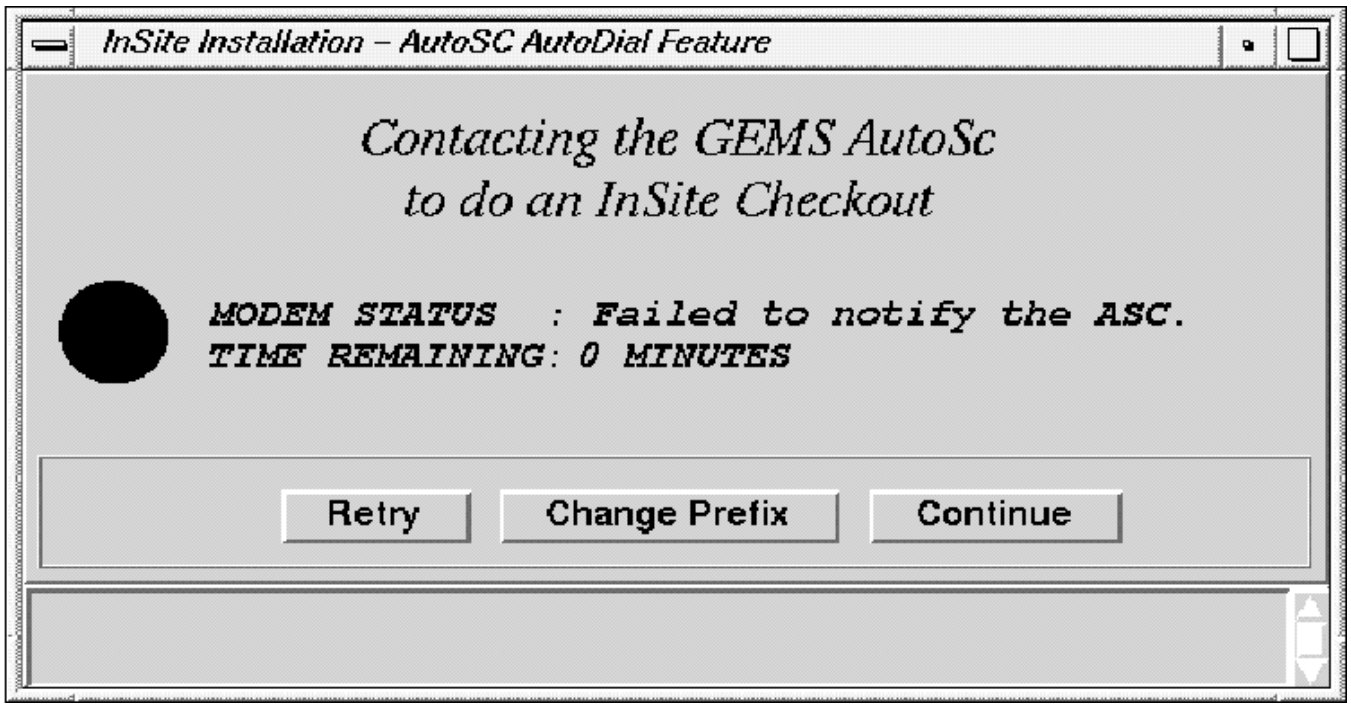
INSITE DIALOUT SCREEN
ILLUSTRATION 4-14

The following are the modem status messages that may appear on the dialout screen:

- Waiting to dial the ASC - The scanner will gather information about itself and attempt to dial the ASC
- Dialing the ASC - The scanner is attempting to connect to the ASC vial modem
- Waiting for Reply - After successfully connecting, the program will wait for the ASC to dial back to confirm a connection
- Failed to Notify the ASC - the scanner failed to dial/connect the ASC. If this message occurs, refer to Section 4-9-1.
- User Aborted, Checkout Failed - If you abort the process, you must contact the ASC by phone. Refer to section 4-10.
- Insite Autocheckout Complete - The auto checkout procedure was able to connect to the ASC. Furthermore, the ASC was able to connect to the scanner. Select **DONE** to exit installinsite.

4-9-1 Failure to Dial the Support Center

If the Automatic Checkout process fails to contact the Support Center, retry this procedure at least three (3) times. Make sure the Dial Prefix is set correctly to reach and outside line. If the process continues to fail on every retry, select **[Continue]** and follow the instructions given.



INSITE AUTO CHECKOUT NOTIFY FAILURE
ILLUSTRATION 4-15

The following selections can be made when the Auto Checkout fails (refer to Illustration 4-15):

- **[Retry]** - Retry the Auto Checkout
- **[Change Prefix]** - Refer to section 4-6-1
- **[Continue]** - Abort the Automatic Checkout, you will need to contact the ASC. Refer to section 4-10.

4-10 Contacting the Support Center

When Auto Checkout fails or this is a first time install, you should contact the Support Center. Refer to Illustration 4-16.

Note

See Section 2 in this manual for phone numbers of the support centers.

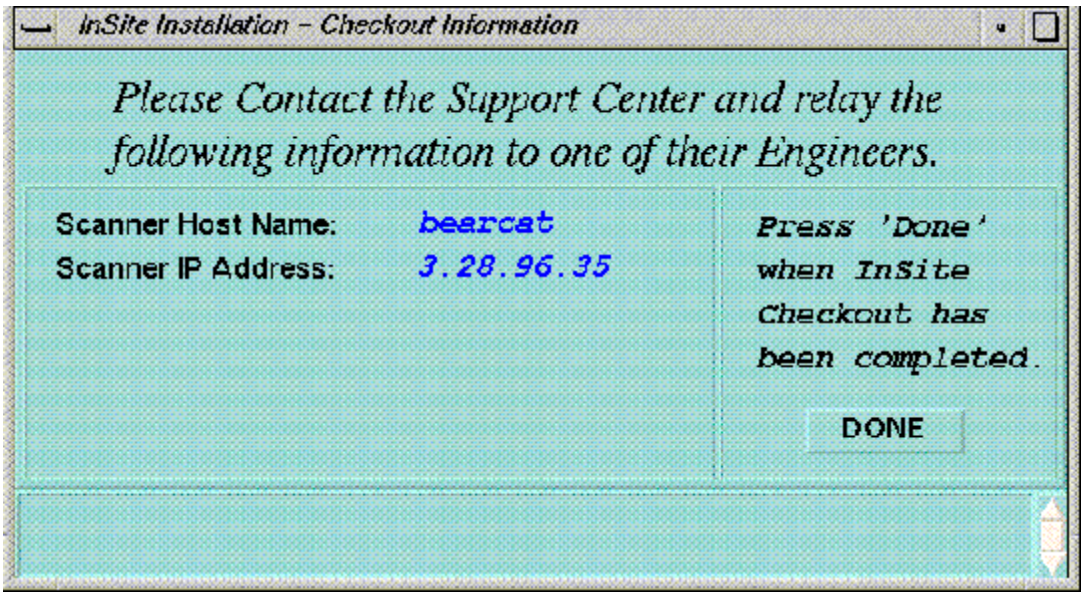
The support engineer will run the checkout program, and will ask you for the IP address and host name. You may use the Scanner IP address and Scanner host name that are displayed on this menu, provided the Scanner IP address is unique. For example, if the number is 192.xxx.xxx.xxx it is probably not unique, and you will need to get a unique number.

Note

You do not type in the IP address, but simply tell the support engineer what it is.
See section 4-11 for more information about IP addresses.

The support engineer will enter this into the support center database. Then the support engineer will connect to the scanner via InSite to download the InSite configuration files and will run a program to complete InSite configuration.

You should wait until the support engineer tells you that the checkout has completed. Then click on the **[DONE]** button.



CHECKOUT INFORMATION
ILLUSTRATION 4-16

4-11 Important Notes About IP Addresses

The IP address must be unique. Here are some guidelines to selecting the proper address:

- If the Scanner IP address (also known as the ec0 address or the gateway address) is a unique address, then you should use that address.
- The network administrator at the site should know if the address is unique.
- If the Scanner IP address is not unique, then you need to contact the support center to get an address to use for InSite.
- If the gateway address is the default address (ie: 192.9.100.1) you will need to get a unique address from the support center.
- If the scanner has no gateway address, then you will need to get a unique address from the support center.

The InSite IP address does not have to be the same as the scanner gateway address. The only requirement is that the InSite IP address is unique.

The InSite IP address can be on a different subnet than the gateway address.

The InSite IP address is assigned to the modem device.

You do not type the InSite IP address any place on the scanner. It is downloaded during InSite checkout by the support center.

4-12 Troubleshooting Tips

- What if installinsite can't program the modem?

Verify that the modem is plugged in and powered on and that the cable is securely attached.

Verify that the modem selected in installinsite matches the modem connected to the system. If it is a Motorola modem, reset the modem to factory defaults by following the procedure in section 4-2 of this document.

If you still can't connect, try connecting the modem to a laptop and seeing if you can communicate with it.

- What if InSite can't connect to the modem?

Try dialing the modem phone number from another phone. If the modem doesn't answer, check the phone number. Other areas to check would be the cable and the phone cord.

- What to do if Checkout fails?

If the checkout failed, the support engineer should be able to try it again. If you need to ren checkout another time, you should re-run the **installinsite** command.

- What to do if you reload the software?

If you reload the scanner software, you need to re-run installinsite. Be sure to do the checkout procedure again to establish the InSite connection. Since you have already done the checkout once, tell the support engineer that the system has been connected before.

5- INSITE FEATURES

This section lists and describes the features of Signa Horizon 8.X InSite.

5-1 Insite Dial-In Security feature

The InSite Dial-In Security feature is for scanners that have optional InSite remote dial-in capabilities. This feature provides two levels of security:

- The CHAP encryption algorithm.
- a log-in/passwords for all accounts.

The On-Line Center (OLC) engineer will log in using the InSite Dial-In Security feature to call scanners in the field. If the scanner detects a failed log-in, it automatically generates an e-mail notice to the Automated Support Center.

5-2 Lastfail

To list all failed log-ins, type lastfail.
To list failed log-ins since a given date, type lastfail, followed by the date or time as a Unix date command:

<prompt> **lastfail Tue Dec 29 14:40:04**

5-3 InSite Proactive Diagnostics Feature

The InSite Proactive Diagnostics feature is designed for scanners that have InSite remote dial-in capabilities. The Proactive Diagnostics feature automatically performs diagnostic testing of a scanner on a pre-set schedule. The scanner automatically dials the Automated Support Center to report the results of these tests. The results of the tests are forwarded to Support Engineers at the OnLine Center. In the future, the results will be put into a dispatch.

Each scanner has its own test schedule, during which testing can be performed. The field engineer should determine the normal working hours for the scanner, and when and whether proactive diagnostics should be run. A default schedule is supplied, and should be fine for most systems.

Most of the tests may run in the background while the operator is scanning. However, in the future, a test might require the use of the scanner. While this intrusive test is running, the plasma display shows a lockout screen. For emergency scanner use, the operator can interrupt intrusive testing by pressing the button on the lockout screen.
The field engineer selects the dial-out codes for calling the Automated Support Center (ASC). For example, find out whether or not you need to dial 9 for access to an outside phone line. The actual phone number for the ASC is downloaded to the scanner during InSite checkout.
Both the field engineer and the On-Line Center engineer can use the prodiag command to perform these functions:

- Schedule tests.
- Turn tests off or on.

- Look at test results.
- Look at the log file.

5-3-1 Invoking Proactive Diagnostics Tests

This section has step by step instructions for invoking proactive diagnostic tests.

1. On the host monitor, move the mouse cursor to the background of the screen. Click the right mouse button to see a pop up menu.
2. Use the mouse to select “service tools ->” and then “command window”. This will start a shell window.
3. In this window, type in the following: **su root**
4. Enter the password. Default is: **operator**
5. Type the following: **/usr/g/insite/bin/prodiags**

The text below will appear in the shell window:

```
PROACTIVE DIAGNOSTICS - Main Menu
1) View Log            - History of prodiags
2) View Results        - see results for a task
3) Execute a Task      - Manually execute a prodiags task
4) Schedule Management - View/modify the prodiags schedule
5) Utilities           - Prune, Delete, Install, Remove, misc.

q - quit          <cr> - back up       m - main menu
Enter Option:
```

5-3-2 Proactive Diagnostics Tests

All of these tests may run during normal system operation, and should have no effect on the scanner. A default schedule is provided for these tests. The default schedule should be fine for a site, provided the OC is not shutdown or at the boot level. The schedule may be changed.

- **ChkLogs** -- which informs the ASC when selected error messages occur in specific log files.
- **flog** -- which informs the ASC when there have been 5 attempts to log in with the wrong password.
- **PassChg** -- which informs the ASC when an important password has changed on the system.
- **dialout_test** -- which dials the ASC to verify that the out-going modem connection is working.
- **pd_ASC_Notify** -- which calls the Automated Support Center when there is information to send.
- **pd_HouseKeeping** -- which deletes older files in the prodiags directory and trims the prodiags log.

Note-Recommended Schedule

It is recommended that the **pd_ASC_Notify** runs hourly, and that the **pd_Housekeeping** run daily.

flog, ChkLogs, and **PassChg** should be scheduled to run daily.
dialout_test should not be scheduled because it is intended to be run only as part of modem checkout.

5-3-3 Using the Prodiags Tool

This section discusses the prodiags tool. The field engineer can use this tool to modify the schedule, or look at results. InSite can also use this tool. To start the tool, type ”prodiags”. A menu with these options appears:

1. View Log

This displays the prodiags history log, a record of what tasks prodiags started and their success or failure. This log gets automatically pruned so that it will never grow beyond a preset size. When the log is pruned, the earlier entries are deleted.

2. View Results

This allows you to see the result files from a specific task. First you would select the task that you are interested in, and then you select the proper result file. Some tasks do not create result files, so this option will say that no results are available. Note: to save disk space, prodiags automatically deletes older result files. You can also delete result files by selecting the remove result option from the utilities menu.

3. Execute a task

This is useful for testing prodiags. It lets you execute a prodiags task immediately. Normally, the task is scheduled to execute at a specific time in the future. When you select this option, you get a list of tasks to select from. When the task is selected, it will run to completion. Note that you won’t see any output from the task while it is running because the tasks are designed to run without a person being there.

4. Schedule management

This lets you view or modify the times when tasks are going to run.

a. View Schedule -- shows the current schedule.

b. Modify schedule -- lets you change the time for a task. For a background task, you can change the number of times a task runs (iterations), the time the task starts, and the day of the week that the task runs. You may also specify hourly or daily for the tasks to run.For intrusive tasks, you can change the time slot when the task runs. You set up the time slots on the Define TimeSlots menu. (A time slot is a period of time when the system is supposed to be idle.)

c. Add task to schedule -- lets you put in another instance of a task to a schedule. You can have a task scheduled to run several times, such as Mondays and Fridays. Enter the same information as when you Modify the tasks.Note: when adding an intrusive task, you should first define the time slot, and then add the task.

d. Remove task from schedule -- lets you remove a task from the schedule. (The task remains on the disk, so it can be added at a later date if desired.)

e. Define Time slots (Scanner Idle Time) -- lets you set up time slots when the scanner will be idle, modify those slots, remove those slots, and deactivate those slots. Modify Time Slots: Select this to modify or add a new time slot. Select a time slot to modify or ”new” to define a new slot. You will be asked for the start and end time of the slot.

f. Activate/Inactivate -- An ”active” time slot will execute. An inactive time slot will not run. You can in-activate a time slot if you want to keep the tasks in that slot defined, but you don’t want the slot to run. For example, if the schedule at the site temporarily changes.

g. Delete a Time Slot -- This removes the time slot from the schedule.

5. Utilities

These are additional tools for expert users to manually prune or delete files (if you need disk space immediately), install a new task, or remove an existing task, or view configuration files.

- View Task Info -shows configuration information for the task.
- View Config File - shows configuration information for the prodiags tool.
- Install a Task - Install a task that was loaded by a patch tape or a software download.
- Remove a Task - this deletes the task from the disk.
- Prune Log - manually prune the log.
- Prune All Results - manually prune results for all tasks.
- Prune Results for Task - manually prune results for a specific task.
- Delete Results - remove any result files from the disk.

5-4 Remote Boot feature

The remote boot feature gives the InSite engineer the ability to connect to a scanner that is having trouble bringing up unix to boot it, or to run stand-alone diagnostics. The remote boot feature redirects all input and output from the console to the modem port. While remote boot is active, there is no input or output to the console. The modem is directly connected to the EAW during remote boot. There is no ppp, and you are not using the portmaster.

The customer or onsite engineer must enable remote boot mode. This is done by typing in some commands at the console. Then the EAW can connect to the scanner. When the InSite engineer is finished, it will be necessary for someone at the site to reboot the computer.

If problems are encountered during remote boot then a field engineer will be needed at the site to execute instructions listed under section 5-4-7.

5-4-1 Remote PreCheck for Remote Boot at the Support Center

Once remote boot is enabled, all input and output goes to the modem port. If the modem is unable to connect to the port, a service call will be required to set the input and output back to the console. Although this is a rare occurrence, we suggest that the modem connection is tested out before actually starting up a remote boot session.

See Troubleshooting for a procedure on how to recover if this occurs.

Note

VERY IMPORTANT -- Verify the modem connection first!

1. If you have a ppp connection to the site, terminate that connection and wait a few minutes for it to time out at the support center.

2. Select “boot port dial” button on the connect tool menu on the EAW at the support center.

This will try to use the modem at the EAW desk to call the modem at the scanner. The modem at the scanner will not answer the phone, but you should verify that the phone at the site is being dialed. If so, you may proceed with remote boot.

5-4-2 OnSite Setup for Remote Boot

You will need the customer or an FE at the scanner to perform these steps. The InSite engineer should explain to the customer what to select or type at this point. The step to take at this point depends on the state of the system

If the scanner is at applications level, instruct the user to shutdown applications. Open the service desktop and select the “system shutdown” button. Then confirm by selecting “ok”.

1. If the scanner is at unix level, then shutdown unix: Enter the following:
   su
   /etc/halt

   Proceed to step 3.

2. If the scanner will not boot unix, then instruct the customer to either cycle the power or press the reset button on the computer.
3. Select the restart button.
4. Select the **stop for maintence** button.
5. Select command monitor.
6. At the next prompt, type in this: **setenv console d <Enter>**
7. Press the computer reset switch.

The computer will now send all of its output to the modem. No input or output will be seen on the console at this point until remote boot is terminated.

5-4-3 Remote Setup for Remote Boot at the Support Center

These steps can be done from the EAW at the support center.

1. In the connect tool, select dial-to-boot menu option.
2. Hit return a few times. You will see the following menu:

```
System Maintenance Menu

1.Start System
2.Install System Software
```

```
3.Run Diagnostics
4.Recover System
5.Enter Command Monitor
```

5-4-4 To Run Diagnostics

Select item (3) from the system maintenance menu.

5-4-5 To Boot Unix

Select item (5) Command Monitor from the maintenance menu.
At the prompt, enter: **sash <Enter>**
At the prompt, enter: **unix <Enter>**

Unix should come up and the startup messages should be displayed at the EAW. The login prompt appears. With unix running, you should be able to do any unix commands.

5-4-6 Ending a Remote Boot Session

Note

VERY IMPORTANT -- Do not skip this step!

When you are done with remote boot:

1. Hang up the EAW at the support center.
2. Have someone at the site reboot the the scanner.

Remote boot should be ended now. You can now connect via ppp. The user should see output on the console.

5-4-7 Trouble-shooting -- Modem failure during Remote Boot

If the modem fails or the serial ports or cable fail after the computer has been set up for remote boot (after step 9 above), the computer can become stuck in remote boot mode. The symptom is that the keyboard and console are not responding to input and the EAW cannot connect to the system.

The following procedure can be performed **at the scanner** to fix this problem. You will need an additional cable to hookup a PC/Laptop to the SGI system. The cable required is a NULLMODEM cable with a male 9 pin, D-shell connector(called the DB-9 connector) on one end and a male DB-25 connector at the other end.

1. Connect the special Nullmodem cable's male DB-9 connector to the PC's COM1 PORT.
2. Disconnect the cable from the back of the modem(female DB-25 connector) and connect it to the nullmodem cable's male DB-25 connector.
3. Configure the laptop to be a terminal emulator for the modem. For example, you can use Windows 3.x windows terminal program with the following settings shown in Table 5-1.

TABLE 5-1
TERMINAL SETTINGS

Settings	Terminal Emulation
Baud Rate: 9600 Data Bits: 8 StopBits: 1 Parity: None Flow Control: xon/xoff Connector: COM1	DEC VT-100

4. Cycle power or push the system reset button on the SGI.
5. Press **<Enter>** a few times to see the output from the SGI on the PC terminal window.
6. When the system maintenance menu comes up, select Enter Command Monitor.
7. Type: **setenv console g <Enter>.**
8. Cycle power or push the system reset button. After the system comes up, you should see all output at the console.
9. Disconnect the laptop and reconnect the modem.

5-4-8 Trouble-shooting -- Modem failure AFTER remote boot completes.

If the remote boot feature was run successfully, but you are having difficulty brining up the PPP connection try the following:

1. Cycle power on the modem.
2. **su root**
3. **usr/g/insite/installmodem**

5-5 System Health Features

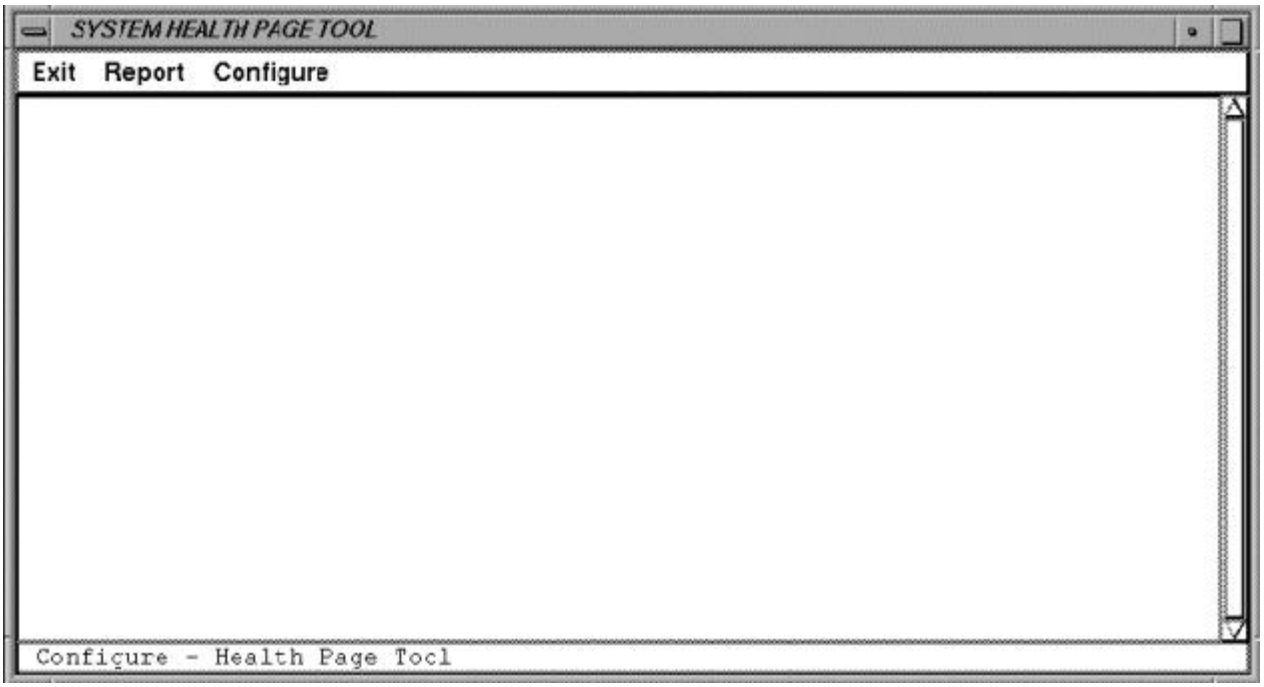
This section discusses how to access the System Health features to modify the schedule or look at results. The System Health features can be accessed on-site via a GUI (Graphical User Interface) or remotely via a command window.

5-5-1 On-Site Access

The health page GUI shall allow the user to generate and configure the health page report after installation.

From the Service Desktop Select **[UTILITIES]**, highlight Healthpage, and click **[Start]**.

The health page tool shall have three menu items: Exit, Report, and Configure. See Illustration 5-1.



ONSITE GUI
ILLUSTRATION 5-1

- The **Exit** selection exits the tool.
- The **Reports** selection displays the following pulldown menu:

  Custom Report
  Full Report
  Last Report.

- The **Configure** selection displays the following pull-down menu:

Report Content
Schedule
Email Addresses
Enable/Disable Health Page

5-5-2 Remote Access

The healthpage can be accessed remotely through a c-shell interface. The following procedure starts the required shell window:

1. On the host monitor, move the mouse cursor to the background of the screen. Click the right mouse button to see a pop up menu.

2. Use the mouse to select “service tools ->” and then “command window”. This will start a shell window.

3. In this window, type the following: **su root**

4. Enter the password. Default is: **operator**

Following is a list of commands that can be used within the shell window:

- **healthpage <ENTER>**
  run healthpage, generate customized healthpage report and display it on the screen.

- **healthpage -q <ENTER>**
  run healthpage, generate customized healthpage report. do not send the report to the screen.

- **healthpage -f <ENTER>**
  run healthpage, generate the full healthpage report and display it on the screen.

- **healthpage -v <ENTER>**
  displays latest healthpage report

- **healthpage -d <ENTER>**
  run healthpage, generate the customized healthpage report and the trending report. do not send the report to the screen.

- **healthpage -h <ENTER>**
  displays usage.

- **healthpage -c <ENTER>**
  configure healthpage.

- **healthpage -on <ENTER>**
  switchs on healthpage.

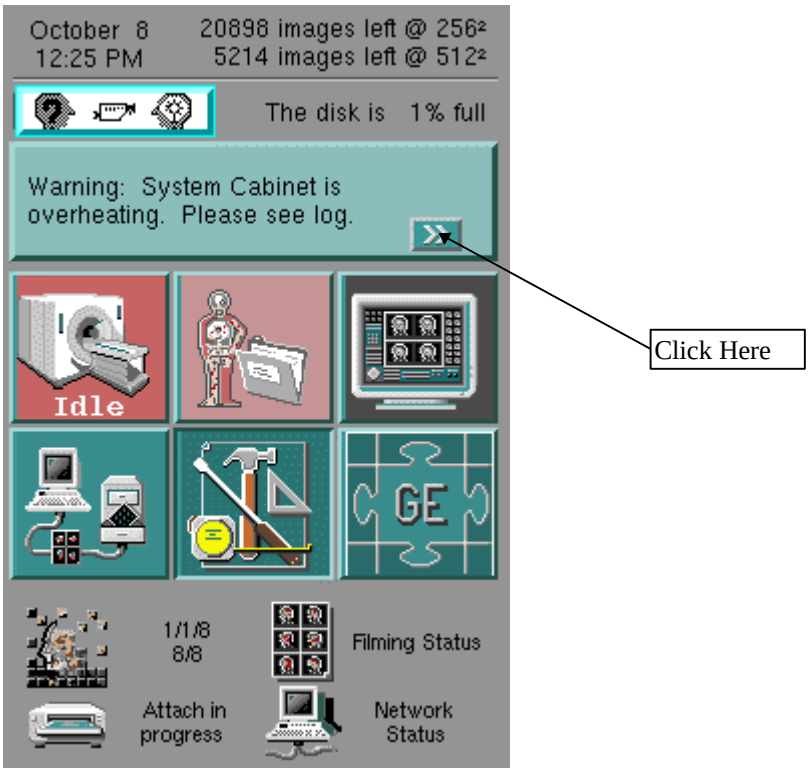
- **healthpage** -off **<ENTER>**
  switches off healthpage.

5-5-3 Service Notepad

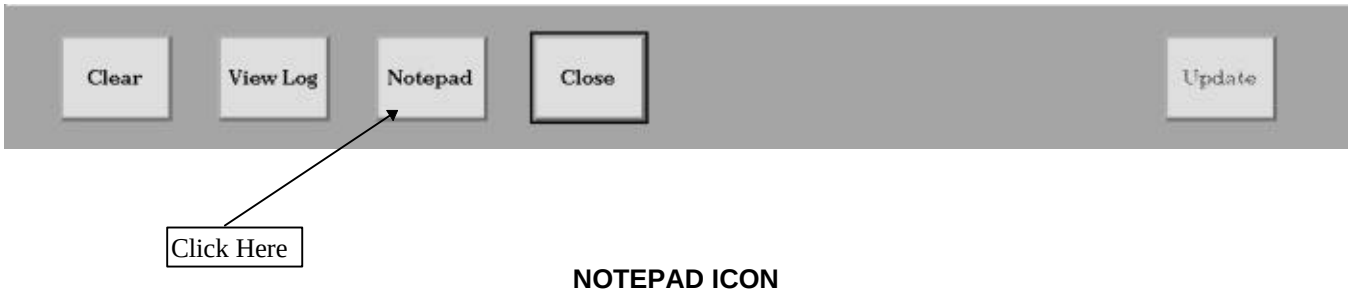
The service notepad is a simple line editor accessible through a user interface on the Error log. To access the notepad:

1. click on the “Error log” arrow shown in Illustration 5-2. The notepad icon will then appear as shown in Illustration 5-3.
2. Click on the notepad icon, then the notepad editor user interface will appear as shown in Illustration 5-4.

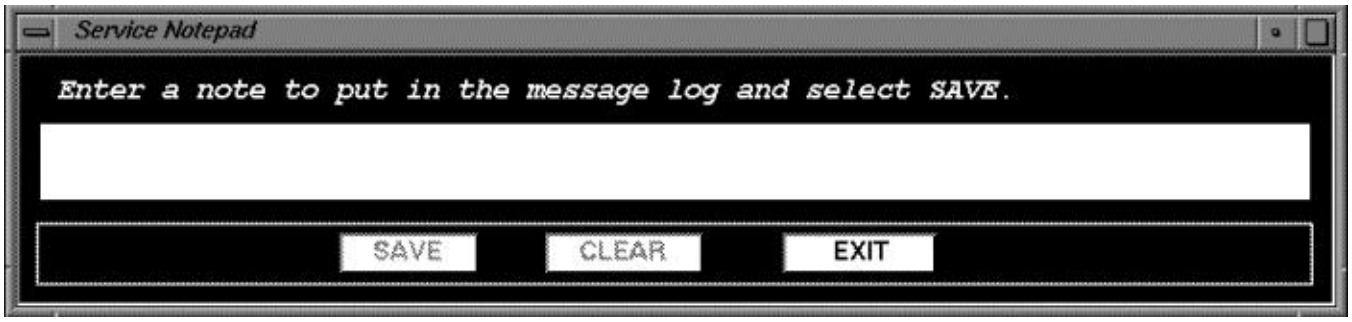
After a message is entered by the operator and save is selected, it will then be stored into a message log file to be retrieved by the Healthpage.



ERROR LOG ENTRY
ILLUSTRATION 5-2



NOTEPAD ICON
ILLUSTRATION 5-3



NOTEPAD USER INTERFACE
ILLUSTRATION 5-4

6 INSITE SOFTWARE DISCONNECT/HARDWARE DEINSTALLATION PROCESS (FOR USA ONLY)

InSite Kit Software disconnects and InSite hardware de-installation are driven by equipment upgrades, contract termination's or warranty expirations without a follow-on contract.

It is the responsibility of the Area Service Manager or designate to proactively monitor expiring service contracts, equipment warranties and upgrade installations of InSite entitled sites to determine whether or not the InSite kit should remain installed or be de-installed.

First determine whether or not the InSite hardware is GEMS owned or Customer owned by using table 6-1.

TABLE 6-1
DETERMINING IF INSITE EQUIPMENT BELONGS TO GE OR THE CUSTOMER

Customer Owned	GEMS Owned
For systems which have a modem kit that belongs to the customer (e.g., IIS, Nuclear Genie, or any system shipped with InSite @ Install. **Note** Any modem shipped as part of InSite @ Install will include a white sticker with black letters, indicating "customer property". The FE is required to notify the OLC of the InSite form, "**Disconnect InSite**" and supply required information. The OLC Entitlement focal point will then update the database accordingly.	For Systems which have and InSite Kit which is GEMS owned property. For kits being deinstalled*, if another site has been identified for reinstall of the InSite hardware, fill out the email common form "InSite Deinstall/Reinstall" with the appropriate information. When the paperwork is processed, the database will be updated accordingly. If no new site has been identified to reinstall* the InSite hardware, fill out the email common form, "InLink Kit Deinstall" with appropriate information. When the paperwork is processed, the databases will be updated accordingly. *In order to minimize any confusion or delay in service to our customers, please do not send or reinstall the deinstalled kit anywhere until you have followed the procedure outlined above.* **When deinstalling InSite hardware, All Kit parts, including the modem, MUST stay together. This decreases our rebuild cost and simplifies internal tracking processes.**

Common forms on Microsoft Exchange can be found in Public Folders/All Public Folders/Medical Systems/Americas/Forms/Common Forms. Be sure to respond to the email address at the bottom of the form.

REVISION HISTORY

REV	DATE	AUTHOR	PRIMARY REASONS FOR CHANGE
A	Oct 8, 1997	K. L-P	Preliminary release.
0	Dec. 17, 1997	K. L-P	Initial release.
1	Mar 9, 1998	K. L-P	Added Autocheckout procedure section 4-9 and 4-10 (moved sections 4-9 & 4-10) to 4-11 and 4-12 respectively
2	May 6, 1998	R. Hawthorne	Added Chapter 6, Hardware dienstallation process.