TABLE OF CONTENTS

1- INSITE OVERVIEW

This direction provides the pre-installation requirements and installation steps for installing the Signa LX InSite/IIP 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 removal and InSite hardware de-installation process (for USA only).

InSite features

There are two methods for a Signa LX system to be connected to InSite. The most common is to connect 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. The second method to connect uses hospital networks, Internet access, or another connection method to get to the Internet. Check with your installation coordinator to determine your connection type.

Security

The access is controlled by an encrypted password system called CHAP, part of the PPP protocol. The CHAP secret is setup at the first successful InSite connection, and is maintained in the database at the OnLine Center.

Installation

The InSite software is included on the Restricted Service CD-ROM. To enable it, the FE must select “Configure IIP” from the Install GUI and select the proper modem type. After answering all of the Install questions, the OnLine Center must do an InSite checkout to complete the process.

At the time of system install, a UNIQUE IP address has to be allocated to the system for InSite to use. This is done by calling the OnLine Center, and requesting an IP number. This address will be declared in the Support Center’s database.

2- PRE-INSTALLATION

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

2-1 Pre-Installation (Modem Access Only)

1. Instruct the customer to have a Direct Inward/Outward Dial voice grade line installed in the operator's room near the Signa LX 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 by contacting the sites local system administrator or if one is not available, contact your local 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. The InSite global modems are now shipped with the system as catalog number M1000NW. This kit, part number 2245794 only includes a modem. The serial cable and InSite magnets are part of the product.

2-2 Pre-Installation (Broadband Access Only)

2-2-1 Signa Software Broadband Compatibility

Table 2-2 shows Signa software revisions that are compatible with broadband connections.

TABLE 2-2
BROADBAND SUPPORTED SIGNA SOFTWARE REVISIONS

Scanner	Supported Software Revision
Signa Ovation	8.3M3
Signa OpenSpeed	8.3M4
Signa SP	8.5
Signa CV/I	8.4
Signa Profile	7.66
Signa TwinSpeed	9.0
Signa LX	8.3M5
Signa LX	ASP
Signa LX	9.x
Signa LX	10.x

2-2-2 Insite Checkout Requirements

1. The Product must be on the completed compatibility list as shown in Table 2-2 of this document.
2. Insite/iLinq Platform (IiP) software must be loaded. This is done during Restricted Software load. The IiP version must be 1.5_1A or greater, to check the version **cd /usr/g/insite and more VERSION**
3. The Product must be physically connected to the hospital network (Ethernet cable plugged in)
4. The FE must know the Signa scanner's IP Address, and the VPN Gateway Address. The VPN Gateway will need to be determined before an Insite Checkout can be completed. The Customers IT department will be able to provide the correct Gateway address.
5. To establish connectivity to GEMS for a checkout a VPN Gateway must be entered onto the scanner. If the Signa scanner's Default Gateway is not the VPN Gateway a temporary route to the VPN Gateway will need to be added. At the time of a checkout add a temporary route using the command below. This route will be removed if the system is rebooted.

Temporary route add command

- Log into the Signa system as Root.
  Open a command window and type at the prompt:
  route add –net 150.2.0.0 (gateway) <Enter> (gateway is the hospital gateway IP address)

Route delete command

- Log into the Signa system as Root.
  Open a command window and type at the prompt:
  route delete –net 150.2.0.0 (gateway) <Enter> (gateway is the hospital gateway IP address)

3- HARDWARE INSTALLATION (MODEM ACCESS ONLY)

This section explains how to install Signa LX InSite hardware on your system after the steps in the Preinstall are complete.

3-1 Tools and Instruments Required

Item	Description	Part Number	Qty.
1.	InSite global modem w/ power supply; the cables and cabinet magnets ship with the system)	2245794	1

Note

There are several different supported modem types including Hayes, US Robotics, Motorola, and Multitech. Currently, all systems are shipping with the Multitech modem, also called global modem.

3-2 Modem Installation

1. Shutdown software and hardware at the Operator Workspace.

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 (Indigo) or 2188746 (Octane) to the Host computer chassis connector SER1 (Run #806 - Indigo) or (Run #812 - Octane).

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.

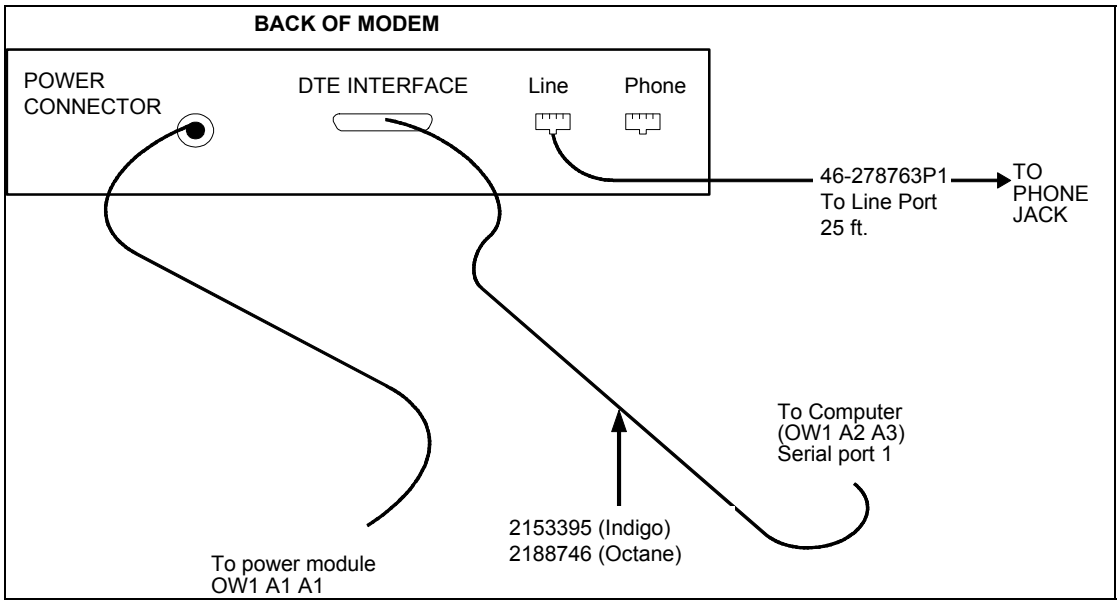
8. Connect the Modem Power Supply cable to the back of the modem.

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. Power on the modem.

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



SIGNA LX INSITE HARDWARE INSTALL DRAWING
ILLUSTRATION 3-1

4- INSITE INTERACTIVE (IIP) INTRODUCTION

4-1 Overview

This chapter gives a brief description of the Service Installation and Customer Applications available with the InSite Interactive Platform.

4-2 Service Features

InSite Interactive-supports the following Service features:

1. ProActive Diagnostics (ProDiags)
2. Modem Configuration
3. HealthPage
4. InSite CheckOut

4-2-1 ProActive Diagnostics (ProDiags)

The InSite ProActive Diagnostics feature monitors diagnostically informative parameters of a scanner on a preset schedule. If the scanner has InSite remote dial-out capabilities, and is located in a Pole that has the networking infrastructure in place to allow contact, it can automatically dial the Automated Support Center (ASC) to report the test results which are then forwarded to Support Engineers at the respective Pole's OnLine Center. Some results will cause a dispatch to be created.

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.

Both the field engineer and the On-Line Center engineer can command ProDiags to perform these functions:

- Schedule tests
- Execute tests
- Turn tests on and off
- Look at test results
- Look at the log file

4-2-2 HealthPage

The HealthPage task is a ProDiags application that is designed to be used to provide quick access to logs and statistics that can be useful to the field engineer during planned maintenance and troubleshooting. The system health page contains data gathered over a specified time period. The On-Line Center will dispatch service if appropriate, and will retain some data for analysis and trending.

A system's health page report can be acquired from the system in one of four (4) ways:

- Automatically
- Remotely - via InSite
- On Site - via the Service Desktop
- By requesting it in an e-mail

4-2-3 Modem Configuration

Modem Configuration is a part of the InSite Interactive Platform Configuration tool. Modem Configuration allows the user to configure and set up the serial port and modem for use with InSite. The user must set (or accept the default configuration) for 6 items for the configuration to be applied. These items are:

- Dial-out Prefix
- Dialing Mode
- Modem Type
- Country
- Serial Port Selection
- Serial Port Speed

4-2-4 Broadband Network Checkout

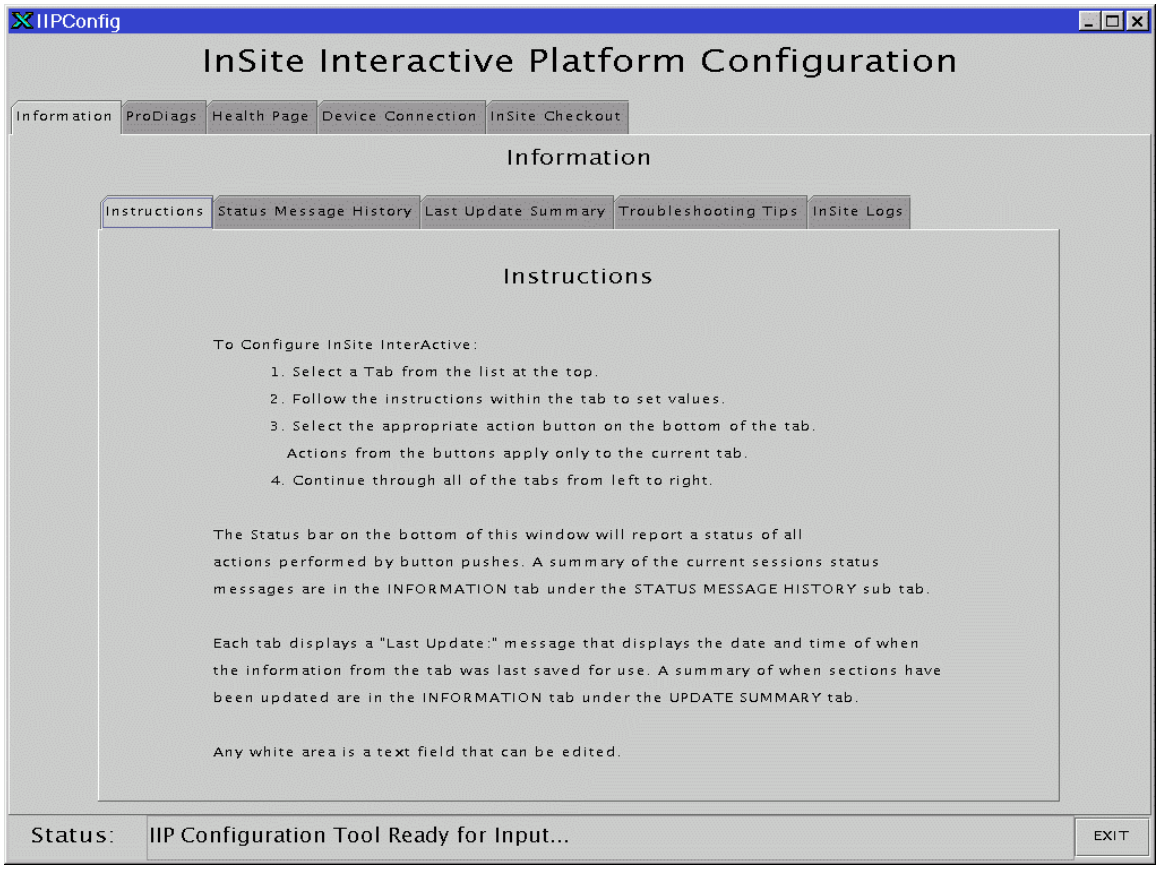


ILLUSTRATION 4-1
INFORMATION TAB, INSTRUCTIONS SUB-TAB

The Information tab contains 5 sub-tabs. The Instructions tab, Illustration 4-1, provides the user with information on how to use the IIP Configuration Tool. Briefly, to Configure InSite the user is to select the tabs from left to right. Instruction in each of the tabs will assist the user in executing the tasks on that tab. When all tabs are completed, the user may exit the tool.

Note

The “Device Connection” tab has changed to provide the selection of a network connection. If instead of a “Device Connection” tab a “Modem” tab is visible then the iip software version will need to be upgraded. Contact the Beyond Modems checkout person to find out how to obtain the proper iip software version.

Device Connection Tab

This section is focused on the proper steps to complete a Broadband Device Connection “checkout”. See illustration 4-2. It is still necessary for the FE to complete the ProDiags and Health Pages but those pages will not be described in this document.

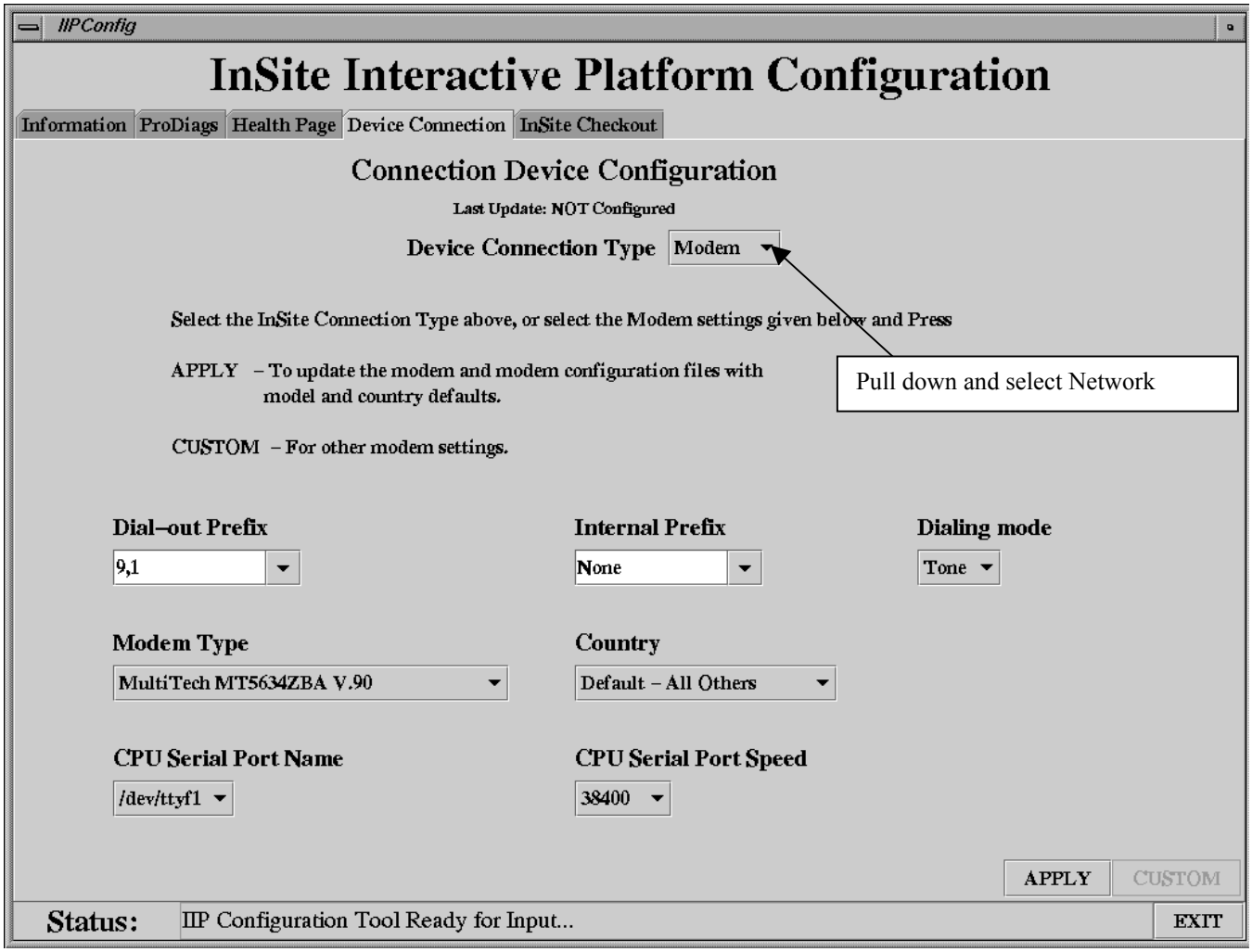


ILLUSTRATION 4-2
DEVICE CONNECTION TAB

The Device Connection Type pull down defaults to the “Modem” selection. . To configure for Network connectivity select “**Network**” from the Device Connection Type pull down. The screen will change to look like what is shown in Illustration 4-3. It will be necessary to define the IP address of the Gateway on the network that can connect to the OnLine Center

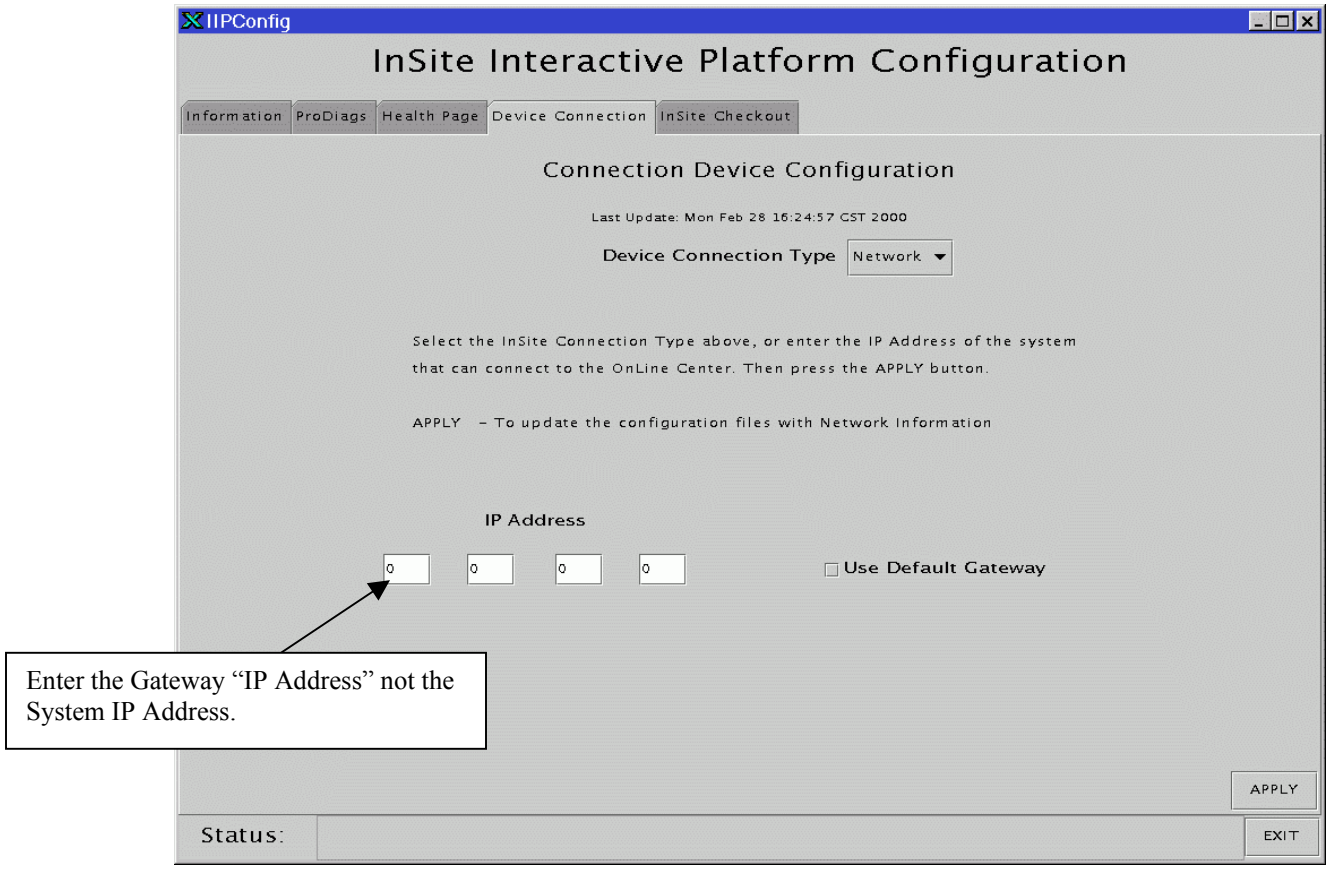


ILLUSTRATION 4-3
BROADBAND DEVICE CONNECTION PAGE

The Network Option in the Device Connection Tab, Illustration 4-3, updates the tab to ask for network specific information. Enter the Gateway address that will route to the Hospital's VPN appliance. It is recommended to enter the Gateway "IP Address" Do Not use the "Use Default Gateway" selection. By specifying a Gateway IP Address in this section a route will be created back to GEMS address 150.2 after the Insite/iLinq Platform GUI (Graphical User Interface) is completed. If the "Use Default Gateway" is selected the connectivity information will not necessarily be saved during a save system configuration procedure. Even if the Gateway "IP Address is the Default Gateway enter the address manually to ensure the route is created back to GEMS and thereby saved during a save system configuration procedure. After all text areas are filled in, the user is to select the "APPLY" button. The "APPLY" button will ping the IP Address entered and update the .insiteINFO file if the ping was successful. **Upon completion of a Broadband InSite Checkout a SaveInfo must be performed, this is essential to maintaining InSite connectivity after later software loads.**

4-2-5 InSite Checkout

InSite Checkout is a part of the InSite Interactive Platform Configuration tool. InSite Checkout allows the user to complete the InSite configuration process. The user has one of three options available for performing checkout. These options are:

- Checkout Now
- Disable Insite
- Auto Checkout (Only available if /usr/g/insite/sclink.cfg file exists)

5- CUSTOMER FEATURES

InSite Interactive supports the following new customer features:

- InSite Interactive Platform
- InSite Interactive Home Page
- Contact GE (One Button Touch)
- Customer Messages

InSite Interactive features are only available through the customer's purchase of an InSite Interactive license, that includes access to one or more of these features. Standard InSite support remains unchanged.

Note

The customer features presently are supported only in English.

5-1 Product Invocation of InSite Interactive Applications

An additional icon/button will be added to the desktop environment allowing the operator easy access to the InSite Interactive Web based applications. In addition, the InSite icon will display 3 different pixmap images. These icons will be used to notify the operator of an InSite Event. The three different icons are displayed below (See Illustration 5-1).

Note

Logic to record InSite logons will still be available, the current Session Log application will remain unchanged.

INSITE ICONS DISPLAYED TO THE OPERATOR.
ILLUSTRATION 5-1

5-2 System/Application Startup

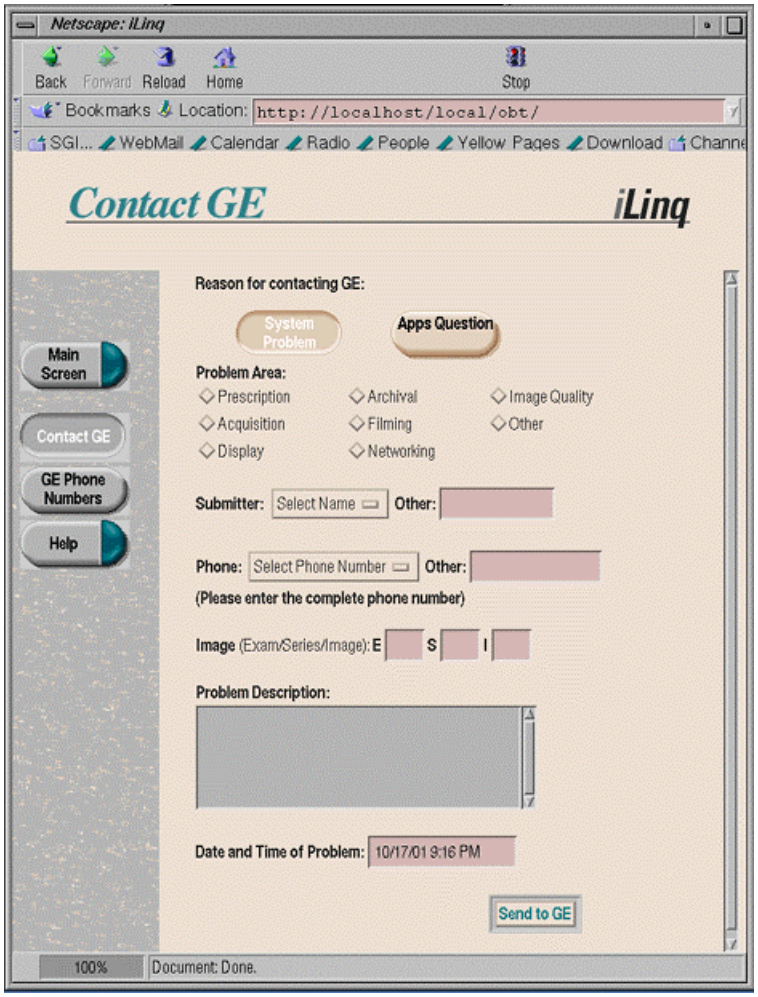
The Application startup script will perform a check to determine if the InSite Interactive package contains a valid Service License (supplied by the OLC). If the check is successful, the Icon will appear on the desktop, otherwise the InSite icon will not be displayed, the Desktop will not be accessible and the Web Browser will not be started. In addition, during UNIX start-up, a script will be executed to see if the licenses are valid. If the licenses are valid, the Web Browser will start during UNIX initialization as a minimized application. During Application startup, the InSite Desktop Manager icon will be enabled and the Web Browser will be maximized only within the InSite Desktop Environment. Regardless of the licenses' validation, the Web Server will always be enabled to allow InSite Web Server access and functionality.

5-3 Main InSite Interactive Application (InSite Home Page)

INSITE INTERACTIVE HOME PAGE
ILLUSTRATION 5-2

This is the customer's top view of the InSite Interactive Service offerings (See Illustration 5-2). From this screen, the customer may access services which they are licensed to use. If the customer should select a button to a feature they do not have a license for, or have an expired license, they will be informed of this condition and instructed on how to receive a new license.

5-4 Contact GE Application / One Button Touch



CONTACT GE PAGE
ILLUSTRATION 5-3

The customer may enter a problem report and submit it to GE (See Illustration 5-3). The feature provides an easy way to capture important information which can result in faster repairs. The customer may also use this feature to ask a question of an application specialist. Status on the customer requests for assistance will be handled by a return message via the Customer Messages application.

5-5 Customer Messages / Customer Notify

CUSTOMER MESSAGES / CURRENT MAIL PAGE
ILLUSTRATION 5-4

This feature permits GE to deliver a message to the customer on the product (See Illustration 5-4). The InSite Interactive feature will notify the customer that they have a new message by the button change shown in Illustration 5-1.

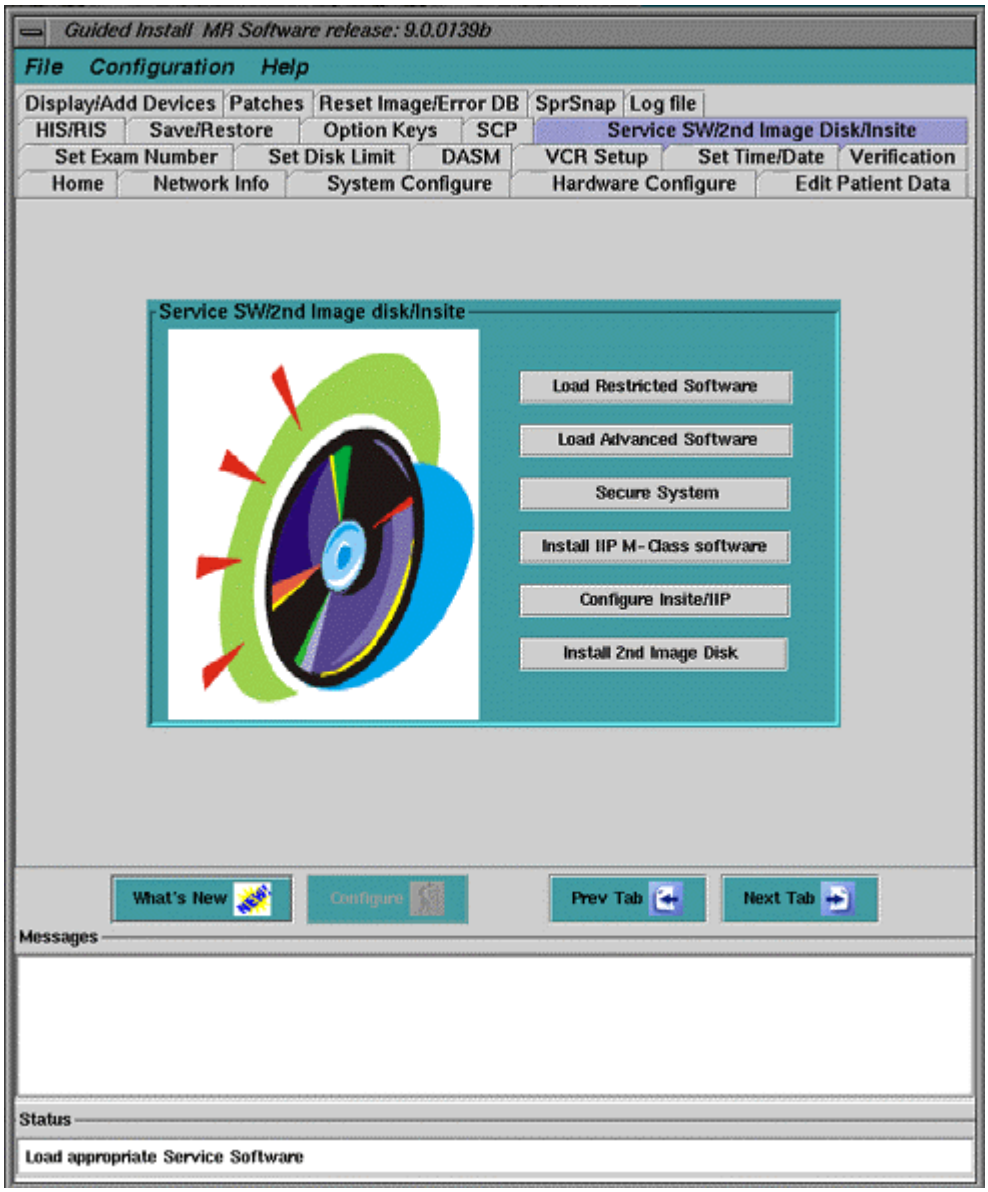
The customer may go to the Customer Messages area at any time by selecting the InSite Button on the desktop, and then selecting Get Mail Messages from the Main InSite Interactive screen.

5-6 Additional InSite Interactive features

Additional features within the InSite Interactive application are being developed, and when they are available, will be able to be deployed by download to the system via the ASC. New features may require additional licenses to be purchased by the customer in order for those features to become available for their use.

6- SOFTWARE INSTALLATION

The InSite Interactive Software is automatically loaded when the Restricted Service CD is loaded from the Installation GUI. It can also be loaded separately (see OW2SCA8E, Appendix E). See Illustration 6-1.



INSTALLATION GUI
ILLUSTRATION 6-1

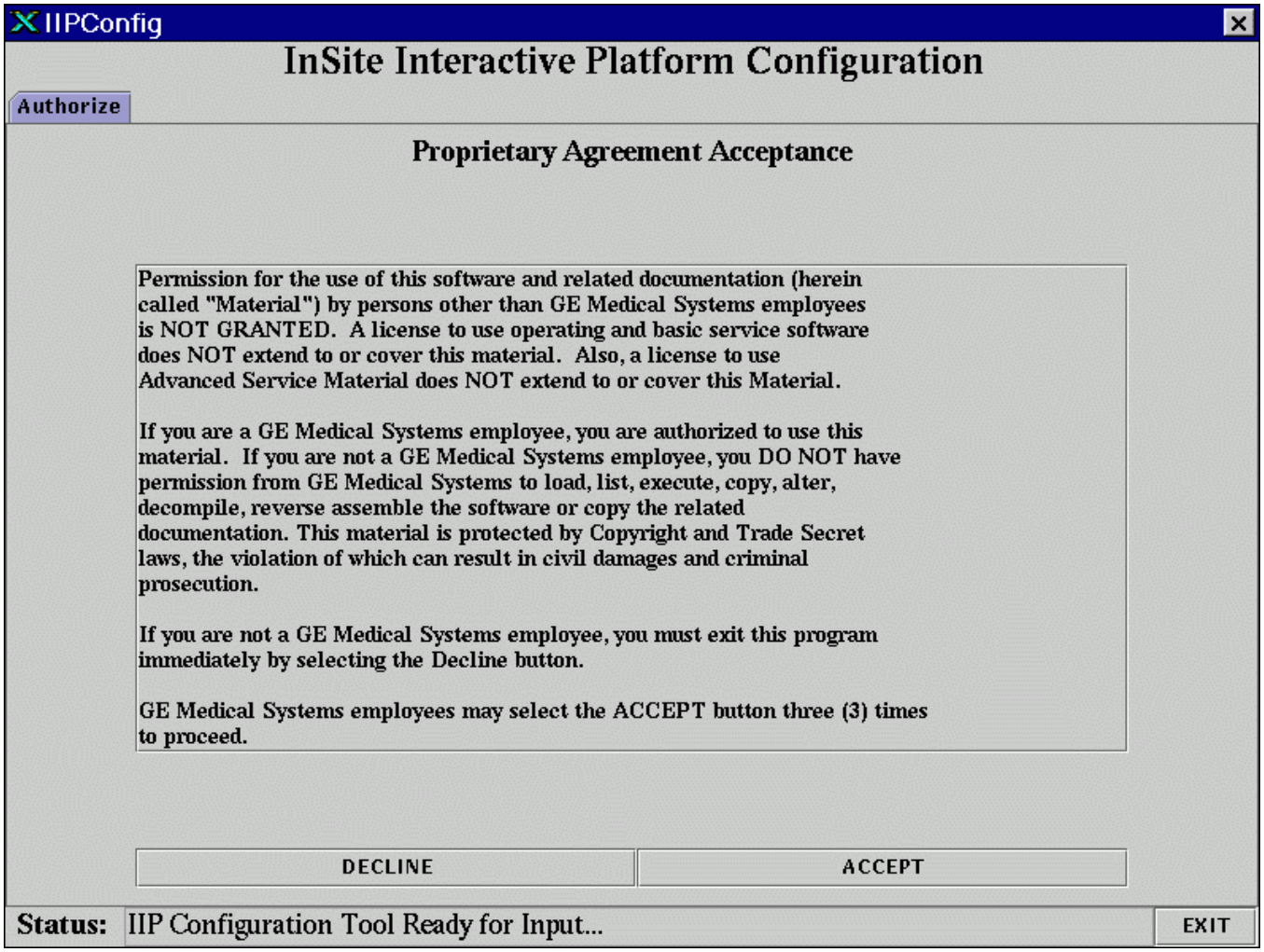
6-1 InSite Interactive Configuration

The IIP software can be configured via the Install GUI by selecting **[Configure Insite/IIP].** See Illustration 6-1. Alternatively, it can be started from a command line as follows;

1. Open a UNIX SHELL from the Service Desktop .
2. Change to root user. Type: **su -** <Enter>
   Note: You must enter a space followed by a dash.
3. Enter the root password.
4. To start the configuration process, type: **iipadmin config** <Enter>

6-2 Configuration

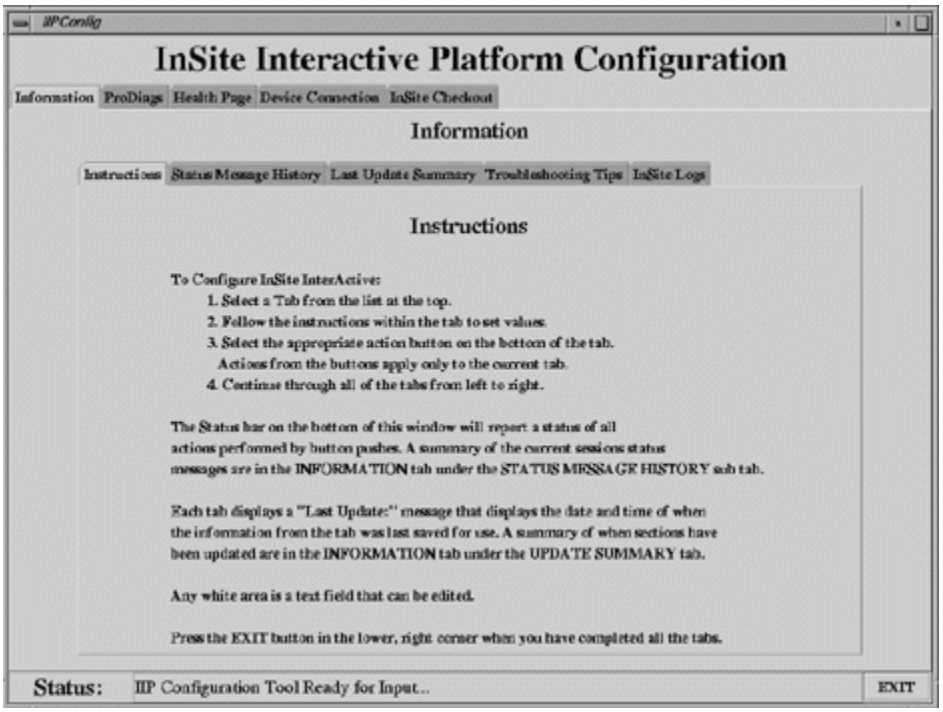
The following pages provide screen snapshots and descriptions of the IIP Configuration Tool that starts up when the user executes the command " **iipadmin config** " or starts IIP from the Install GUI.



PROPRIETARY AUTHORIZATION TAB
ILLUSTRATION 6-2

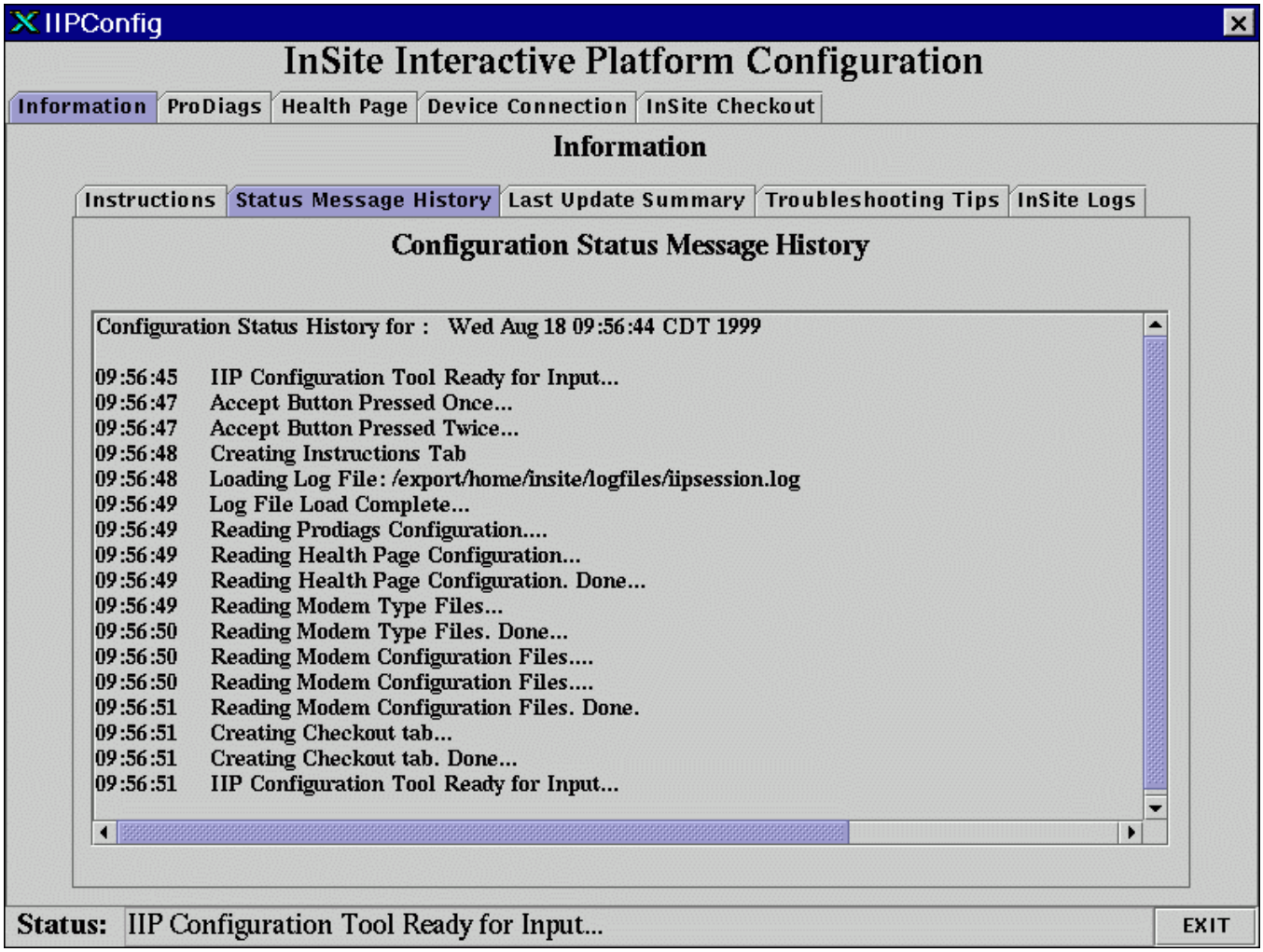
The Authorization Tab (See Illustration 6-2) is a security confirmation screen. The user is prompted to click on DECLINE if not a GE employee or click on ACCEPT 3 times if the user is a GE employee. Basic components of the window are:

After ACCEPT has been clicked on three times, the main tabs are initialized.



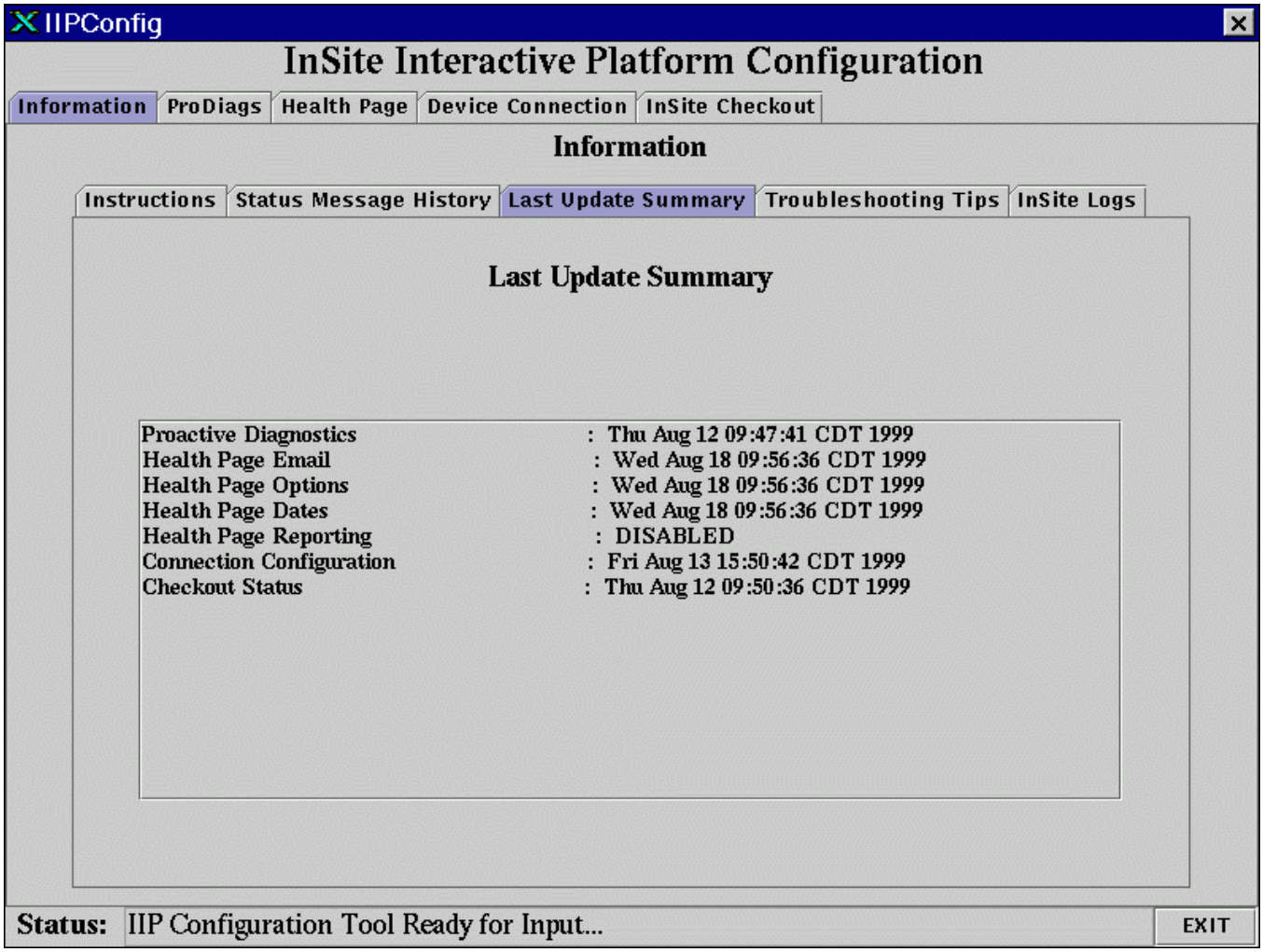
INFORMATION TAB, INSTRUCTIONS SUB-TAB
ILLUSTRATION 6-3

The Information tab (See Illustration 6-3) contains 4 sub-tabs. The Instructions tab provides the user with information on how to use the IIP Configuration Tool. To configure InSite the user selects the tabs from left to right. Instructions in each of the tabs assists the user in executing the tasks on that tab. When all tabs are completed, the user may exit the tool.



INFORMATION TAB, STATUS MESSAGE HISTORY SUB-TAB
ILLUSTRATION 6-4

The Information Tab, Status Message History sub-tab (See Illustration 6-4) provides the user an up-to-date listing of all the status messages that have appeared in the Status Message Line at the bottom of the Tool window. Text displayed in this window is for the current session only. All status messages are tagged with a time only stamp. When the IIP Configuration Tool is run using the -debug switch, additional messages are displayed here as well as logged to the file /usr/g/insite/logfiles/configdebug.log

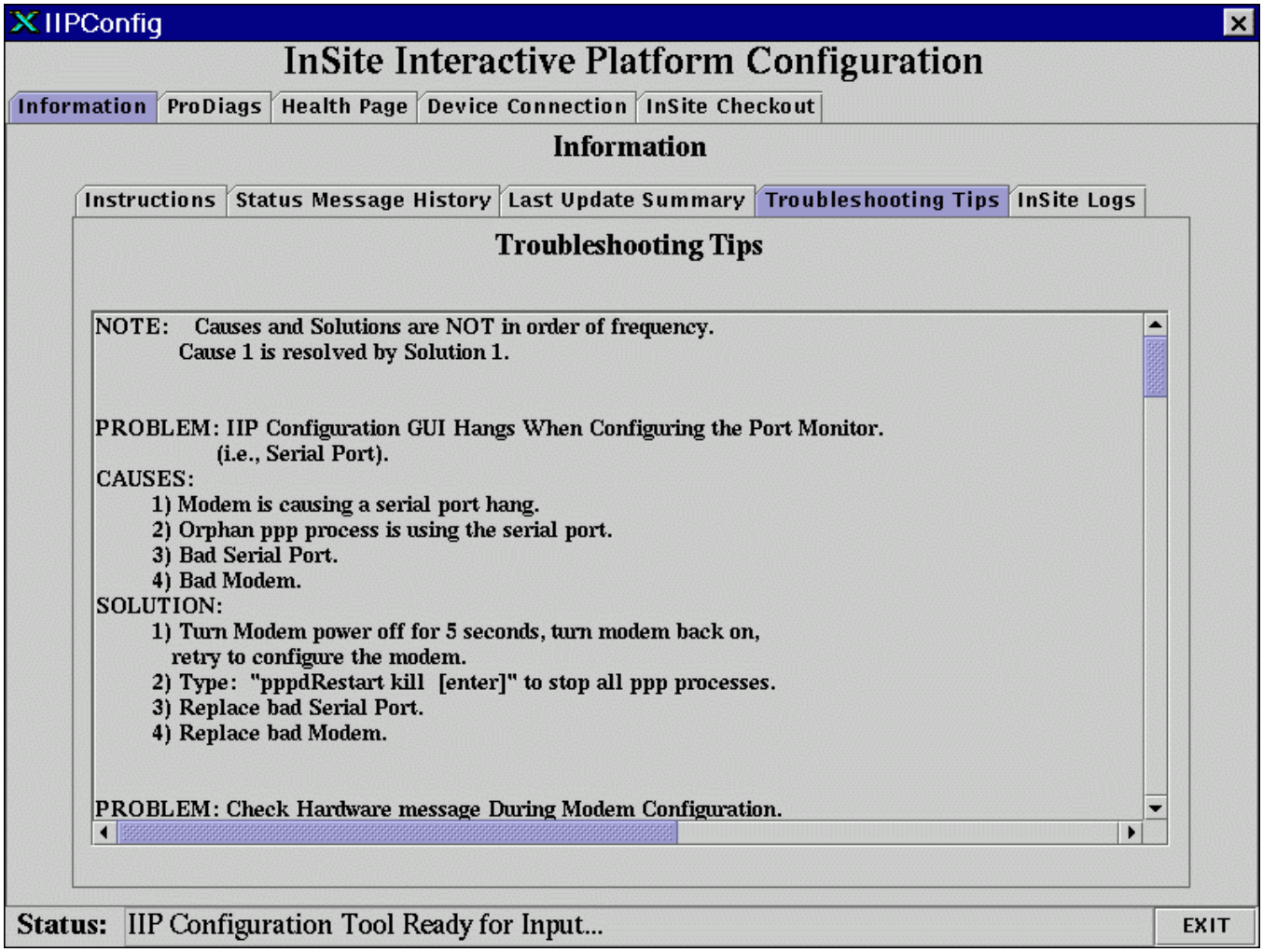


INFORMATION TAB, LAST UPDATE SUMMARY SUB-TAB
ILLUSTRATION 6-5

The Information Tab, Last Update Summary sub-tab (See Illustration 6-5) provides the user with information on when each package was last configured.

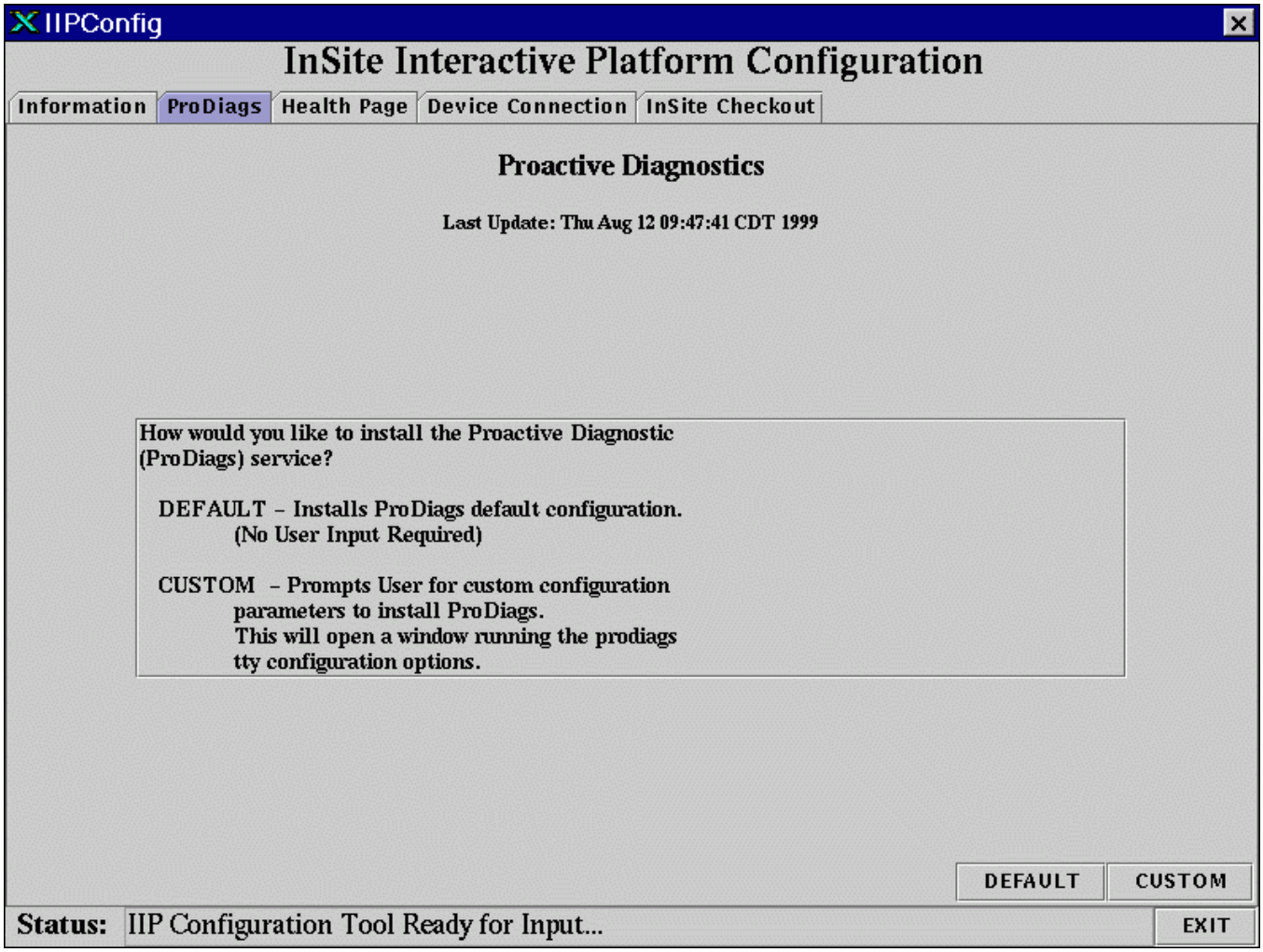
Note

On this page, the indication " NO FILE " means that the particular option has not been configured yet.



INFORMATION TAB, TROUBLESHOOTING TIPS SUB-TAB
ILLUSTRATION 6-6

The Information tab, Troubleshooting Tips sub-tab (See Illustration 6-6) provides the user with basic Problem/Cause/Solution for InSite related problems. This same problem/solution information text is contained in this document in Appendix C.

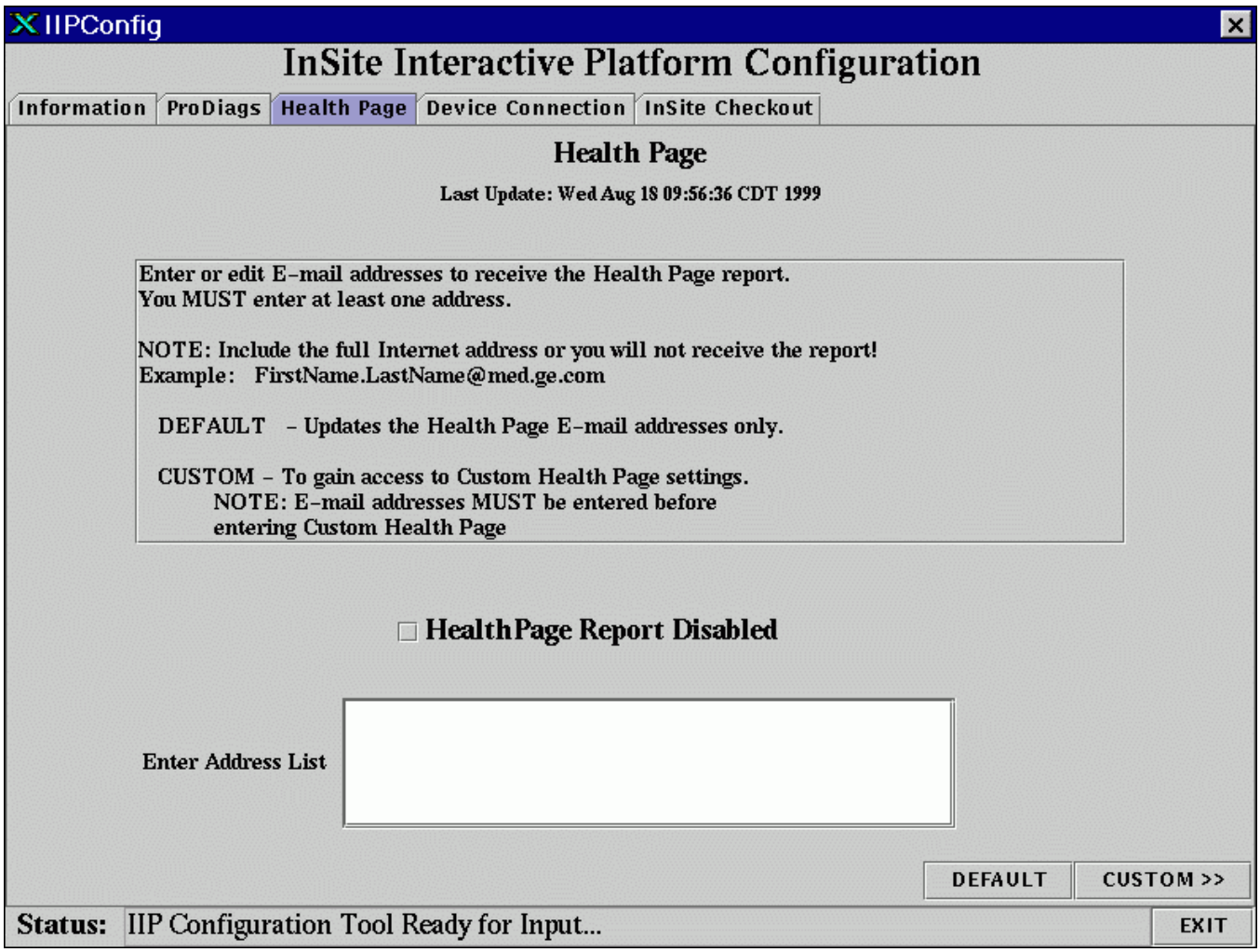


PROACTIVE DIAGNOSTICS TAB
ILLUSTRATION 6-7

The ProDiags Tab (See Illustration 6-7) is for the configuration of Proactive Diagnostics. The user is to select the CUSTOM button to configure ProDiags (this may take a moment).

Selecting the CUSTOM button allows the user to modify the default ProDiags schedule for the site.

Click on the weekly choice for ProDiags.



HEALTH PAGE TAB
ILLUSTRATION 6-8

The Health Page Tab (See Illustration 6-8) is for the configuration of Health Page. The user is to select either the DEFAULT or the CUSTOM button to configure Health Page.

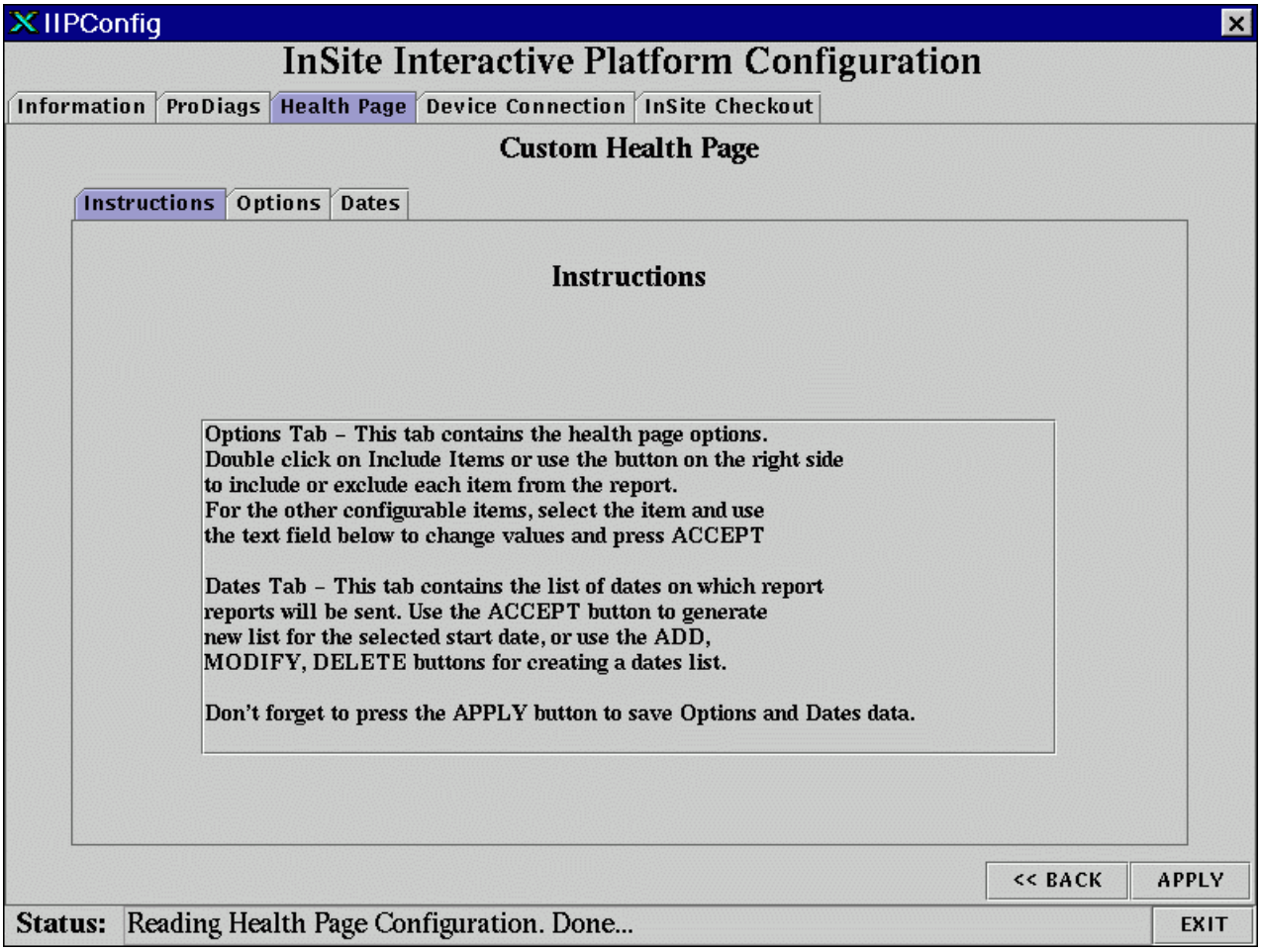
Selecting the DEFAULT Button will configure Health Page with the a default schedule file. A valid e-mail address is required in the Enter Address List box for the DEFAULT configuration. A valid e-mail address is defined as a string in the format <name> @ <location> .

Remember that the standard format for GEMS e-mail addresses is in the form:

<firstname> . <lastname> @med.ge.com. Be careful to enter a correct e-mail address(es).

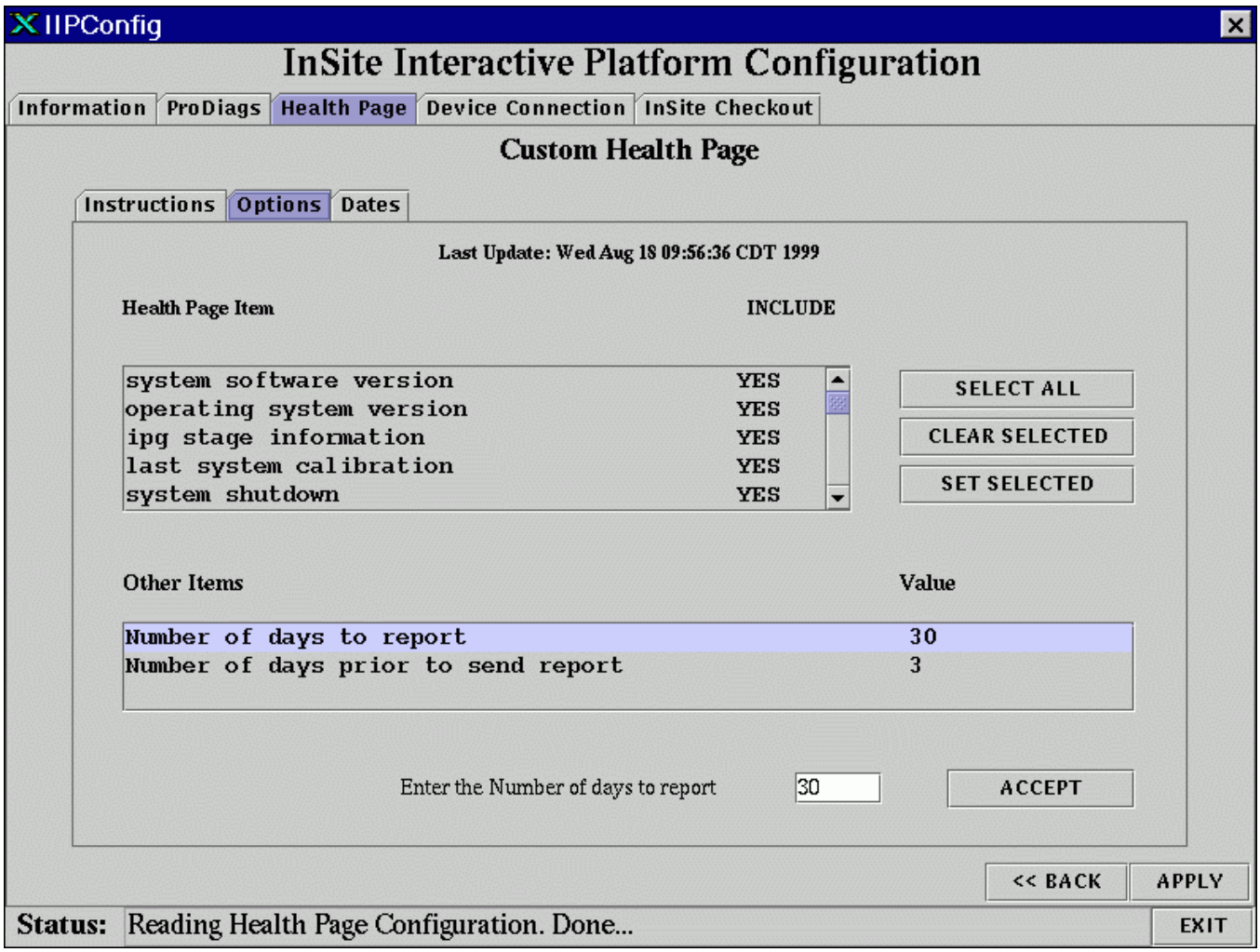
A check is made for an " @ " only. All e-mail addresses are saved to the /usr/g/config/healthpg.adr file in the format: user<#>=<email address>

Selecting the CUSTOM button writes the e-mail address file and generates the Custom Health Page sub-tabs. If you have not previously changed the healthpage schedule, a list of pm dates is created starting one month from the current date.



CUSTOM HEALTH PAGE INSTRUCTIONS TAB
ILLUSTRATION 6-9

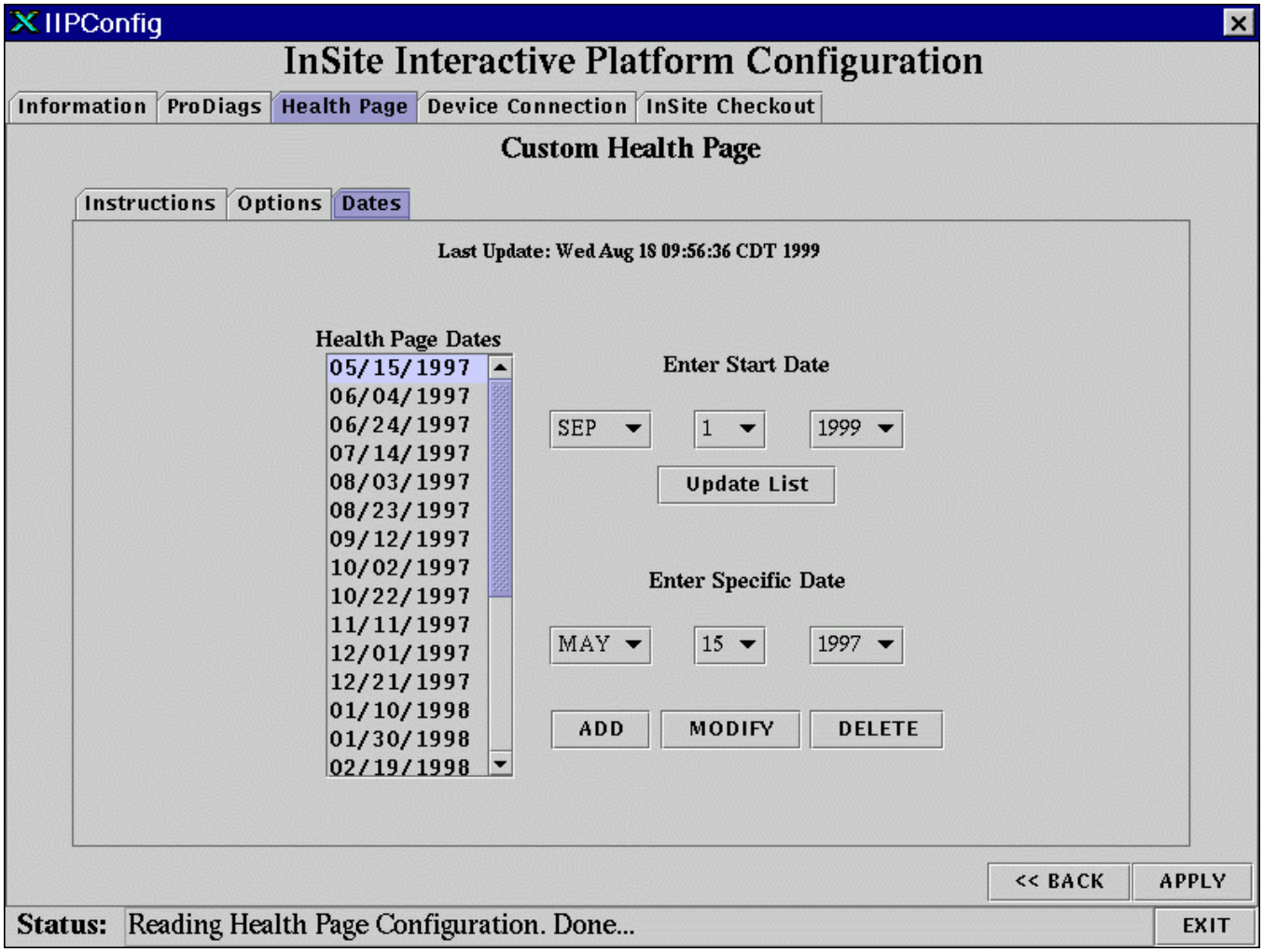
The Custom Health Page Tab, Instructions sub-tab (See Illustration 6-9) provides the user with instructions on changing values in the Options and Dates sub-tabs.



CUSTOM HEALTH PAGE OPTIONS TAB
ILLUSTRATION 6-10

In the Custom Health Page Options Tab (See Illustration 6-10) the user can configure Health Page contents. Items in the Health Page Item box can be changed from YES to NO or NO to YES by double clicking on the item. The **[SELECT ALL]** button will select all of the items. The **[CLEAR SELECTED]** button will set all selected items to NO. The **[SET SELECTED]** button will set all selected items to YES.

The Other Items box contains items which are value based. Click on the item to select, then edit the value in the box below. Select the **[Accept]** box to change the value in the list. Selecting the **[APPLY]** button will write the values to the /usr/g/w/config/healthpg.cfg file.



CUSTOM HEALTH PAGE DATES TAB
ILLUSTRATION 6-11

In the Custom Health Page Dates Tab (See Illustration 6-11) the user can configure Health Page PM dates. Health page reports will be generated several days prior to a pm date and e-mailed to the FE.

The Enter Start Date area generates a new pm date list based on the new date selected from the pull down menus. The Update List button will generate the new list and put it in the Health Page Dates list box.

By selecting a date in the Health Page List box, the user may modify or delete the date by selecting the **[MODIFY]** or **[DELETE]** buttons. The selected date appears in the Enter Specific Date pull downs. The Enter Specific Date pull downs may also by used to enter a single date into the list by changing the date in the pull downs to the desired date, then selecting the **[ADD]** button.

The **[APPLY]** button must be selected to update the changed dates into the /usr/g/w/config/healthpg.pm file.

MODEM DEVICE CONNECTION TAB
ILLUSTRATION 6-12

The Device Connection Tab (See Illustration 6-12) allows the user to configure and set up the serial port and modem or network for use with InSite.

To Use the Modem

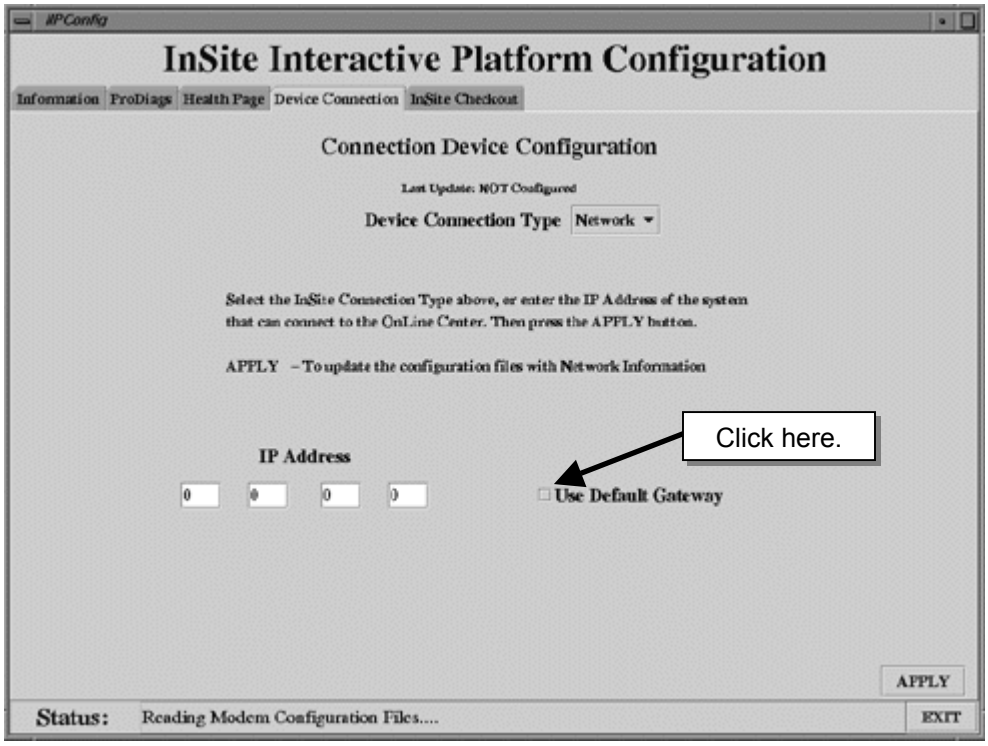
The user must set 6 items for configuration to be applied. The items are Dial-out Prefix, Dialing Mode, Modem Type, Country, Serial Port Selection, and Serial Port Speed. Indigo computers can only support a maximum serial port speed of 38400. Use the following steps for modems:

1. The default settings for CPU Serial Port Name and CPU Serial Port Speed should be correct, and should not be changed unless troubleshooting. Indigo computers cannot support a serial port speed of more than 38400.
2. The user must either select a Dial-out prefix or enter a site specific one if it is not in the list. Dial-out prefixes may be required on some sites to get a line outside of the hospital. " 9,1 " is the most common and is the default.
3. The user must select a dialing mode of Tone or Pulse. Tone is selected by default.
4. The user must select one of the supported modem types.

5. The user must set the Country in which the site is located. " **Default - All Others** " is selected by default. If your Country is not listed in the pull-down menu, then the correct selection is "**Default - All Others** ".
6. The user must set Internal Prefix to **None.** Internal Prefix should not be used (See Dial Out Prefix).

To Use the Network

The user must select Use Default Network. See Illustration 6-13.

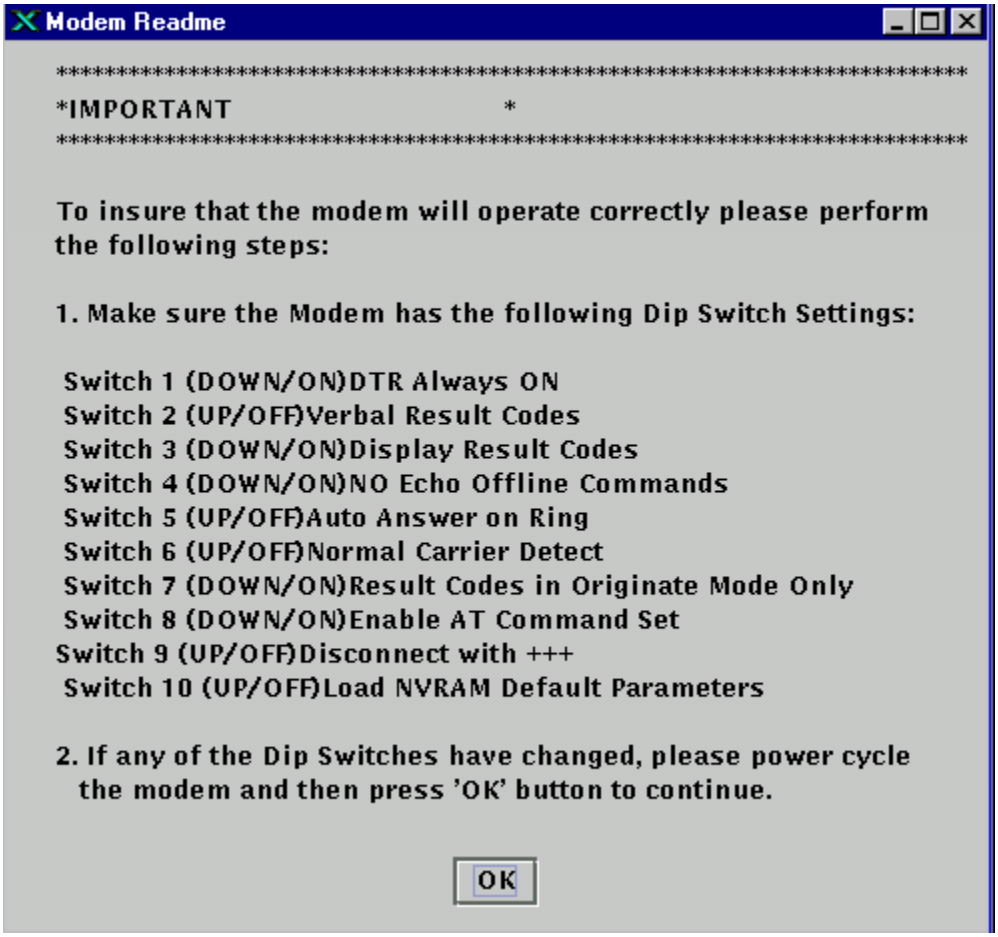


MODEM DEVICE CONNECTION TAB
ILLUSTRATION 6-13

After all selections are made the user is to select the **[APPLY]** button to set up the serial port and set up the registers on the modem, and store the values to the modem's NVRAM. When the **[APPLY]** button is pressed, another screen may be displayed for the selected modem type (see Illustration 6-14).

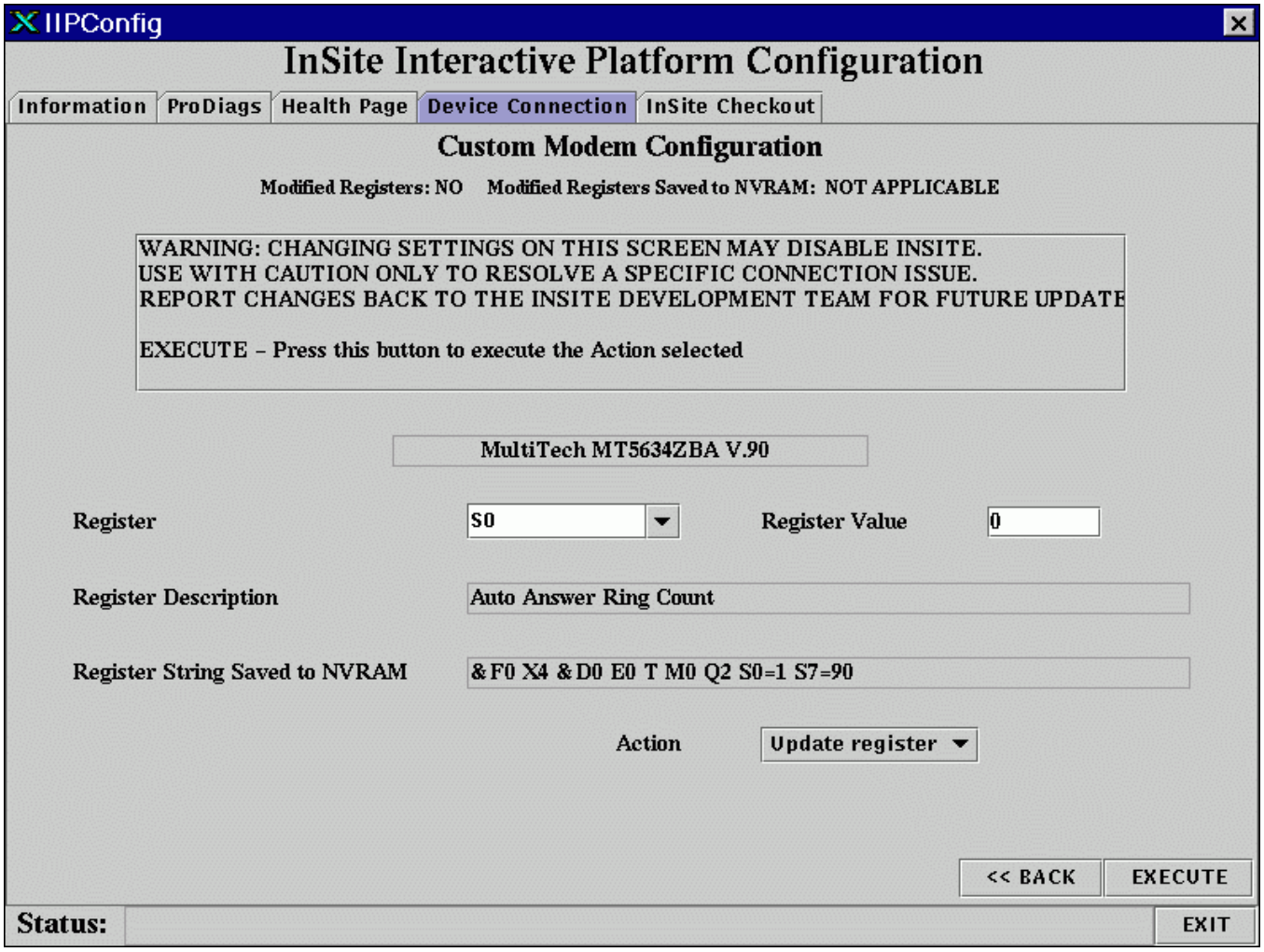
Note

You MUST press the **[Apply]** button before continuing on to either the InSite Checkout Tab or the Custom Modem Configuration screen.



MODEM "README" SCREEN (EXAMPLE IS FOR USR V.34 SELECTION)
ILLUSTRATION 6-14

This screen, if displayed, is to remind the user to properly configure any switches or other modem parameters at the modem, to prepare the modem to accept the programming. Once the OK is selected on this screen, the program will proceed to programming of the modem.



CUSTOM MODEM CONFIGURATION SCREEN (EXAMPLE IS FOR MULTITECH SELECTION)
ILLUSTRATION 6-15

If you need to make any modifications to this screen (such as making specific changes to a modem register or other modem parameter, as directed by your local On-Line Center), you MUST also change the Action pull-down to read Write to NVRAM . Then when you press the **[EXECUTE]** button, the changed values will be applied both to the modem's registers, and also will be stored in the modem's NVRAM. This will ensure that the changed modem settings will be saved and restored whenever the modem's power is cycled.

To exit this screen, and return to the previous Modem Configuration Tab screen, press the **[BACK]** button.

The Custom Modem Tab allows the user to modify the set up registers on the modem. Extreme caution should be used when changing anything on this tab. InSite may be disabled if improper settings are sent to the modem.

The Register and Register Value fields work as a pair. A user may select an " S " register to change a value or enter the name of a non-S register to be queried or modified. The Register Value field is where to enter the new value of the register the user wants to change. If an " S " register is selected from the pull down menu, a description of that register will be displayed in the Register Description.

Register String is a list of registers and values set in the modem by default, based on the Modem Type and Country selected in the Modem Tab. This string updates when a register has been modified and the settings have been saved to NVRAM from the Custom Modem Tab.

The Action pull down menu provides 6 actions to be executed by the EXECUTE button. The actions are:

- Update Register
- Read Register
- Display All
- Write to NVRAM
- Factory Defaults
- Check Modem

Update Register tries to set the Register defined in the Register field to the value defined in the Register Value field.

Read Register takes the Register defined in the Register field and returns the value of the register in the status bar.

Display All opens a window with all the register settings.

Write to NVRAM forces the modem to take the temporary modem settings and save them to NVRAM within the modem. These values in NVRAM are recalled when the modem's power is cycled. This is the action that MUST be selected when changing modem settings, or the next time power is cycled to the modem, it will revert to its factory default original settings.

Factory Defaults resets the modem to factory defaults using a hardware flow control template.

Check Modem is a simple check to see if commands can be sent to the modem.

INSITE CHECKOUT TAB
ILLUSTRATION 6-16

The InSite Checkout Tab (See Illustration 6-16) allows the user to compete the InSite configuration process. The user has one of three options:

- CHECKOUT NOW
- DISABLE INSITE
- AUTO CHECKOUT (Requires /usr/g/insite/sclink.cfg file to exist)

Selecting the **[CHECKOUT NOW]** button configures ppp to allow a dial in connection from the OnLine Center. The user must call the local OnLine Center to complete the checkout.

During the Checkout process the OnLine Center will ask for the “Model Type”. See Table 6-1 for model type for Signa software configurations.

TABLE 6-1
SIGNA SOFTWARE REVISIONS AND IIP MODEL TYPES

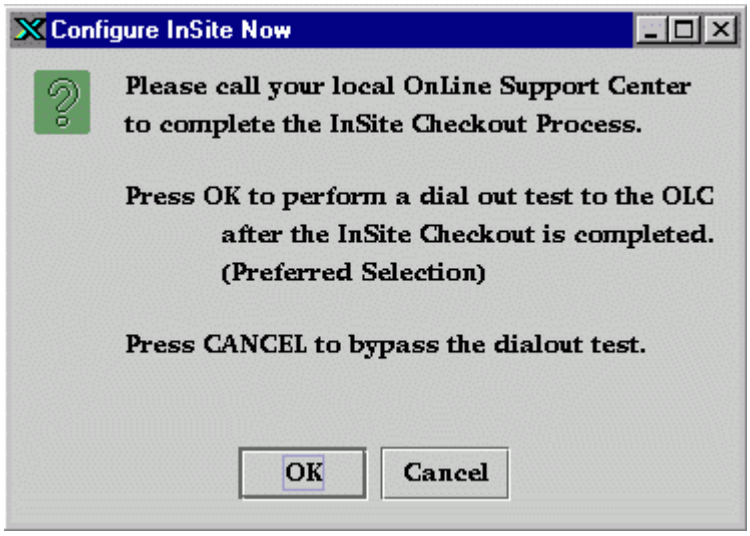
Signa Type	Model Type		Signa Type	Model Type
Profile	PROF-IIP		Encore (8.3 M5)	LX-IIP
Signa 8.4	LX-IIP2		Contour v7.66 and up	CONT-IIP
Shem	Shem		ASP2	LX-IIP2
CNV3	LX-IIP2		RELEASE 9.X	LX-IIP2
HFO	LX-IIP		HFO2	LX-IIP2
Signa SP(LX 8.5)	LX-IIP		MFO	OVATION
Phoenix (10.X)	LX-IIP2		CNV4	LX-IIP2
Signa 8.4 ACGD	LX-IIP			

During the Checkout process, the OnLine Center will download a sclink.cfg configuration file and run ConfigLink to configure ppp to allow only the OnLine Center to be able to dial and login to the site. A Checkout must be done for each mobile System ID that has a phone connection. Each Mobile system will have a unique sclink.cfg file.

Selecting the **[DISABLE INSITE]** button will disable the serial port for the modem for a checkout at a later date. All previously saved information is retained. If this is selected the user MUST rerun the IIP Configuration Tool, select the **[APPLY]** button on the Modem Tab, and then select the **[CHECKOUT NOW]** button.

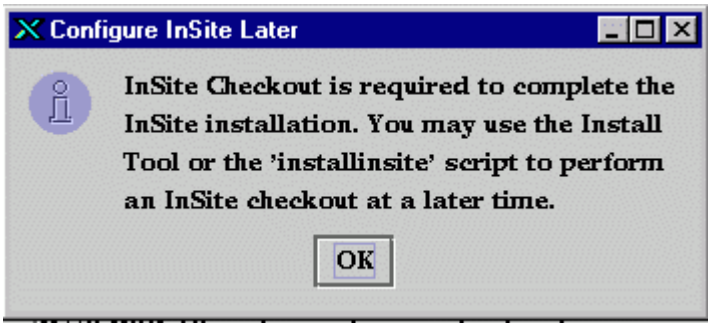
The **[AUTO CHECKOUT]** button can only be used if a sclink.cfg file exists, (i.e., meaning the site has completed a checkout using the **[CHECKOUT NOW]** button at some previous time. **[AUTO CHECKOUT]** will run ConfigLink, dial the AutoSC, queue a task with the AutoSC to dial back, and wait for the AutoSC to dial back and leave a file /tmp/autocheckout. The IIP Configuration Tool will wait only 10 minutes for the for the file to appear. Typically, the AutoSC will call back in 5-6 minutes.

When the dialout test is in the process of connecting to the AutoSC, the IIP Configuration GUI will not update and may appear locked up until the connection to the AutoSC is completed or the connection times out.



CONFIGURE INSITE NOW REQUESTER
ILLUSTRATION 6-18

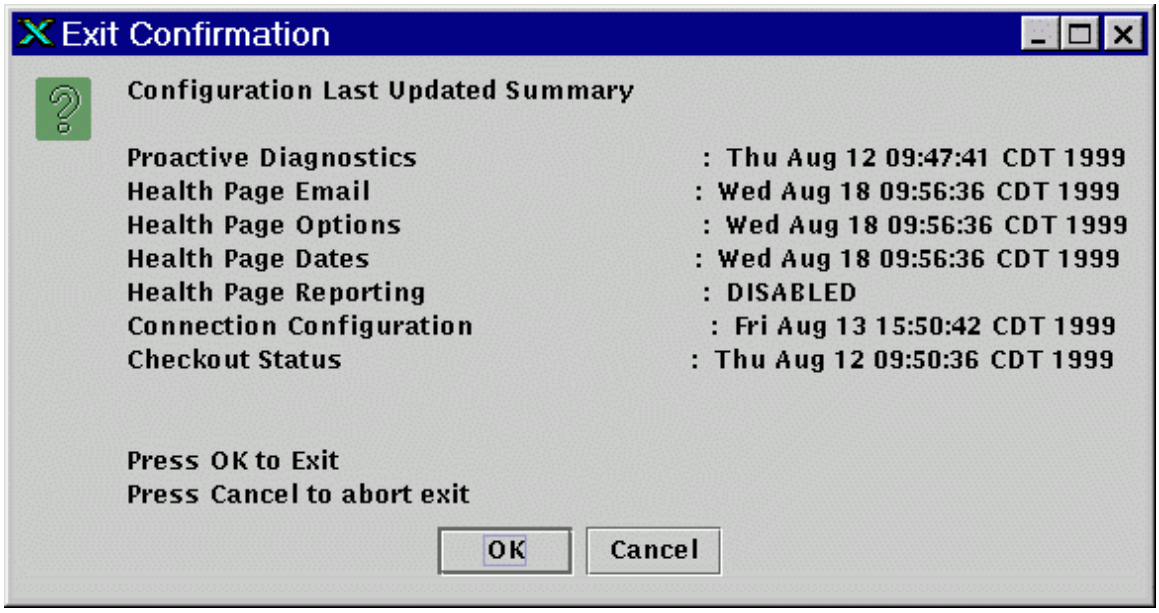
When the user selects the **[CHECKOUT NOW]** button, the Configure InSite Now (Illustration 6-18) is displayed providing the user the option to run a dial-out test upon completion of the InSite Checkout Process. If the user selects the OK button before the InSite Checkout Process is complete, the IIP Configuration Tool watches for a ~insite/sclink.cfg file to appear. The IIP Configuration Tool will only wait 10 minutes for the sclink.cfg file to arrive. When the file appears, the dial-out test starts. This test ensures the dial prefix provided by the user and the number of the OnLine Center are correct. This also ensures Proactive Diagnostics messages and **[Contact GE]** requests can be sent to the OnLine Center.



CONFIGURE INSITE LATER REQUESTER
ILLUSTRATION 6-19

When the user selects the **[DISABLE INSITE]** button, the Configure InSite Later requester (see Illustration 6-19) is displayed. The serial port is disabled and the IIP Configuration Tool will exit after the user selects the OK button.

Remember that you MUST rerun the IIP Configuration Tool at a later date, select the **[Apply]** button on the Modem Tab, and then select the **[CHECKOUT NOW]** button to complete the InSite configuration.



EXIT CONFIRMATION REQUESTER
ILLUSTRATION 6-20

The Exit Confirmation Requester (see Illustration 6-20) is displayed when the user presses the **[OK]** button in the lower left of the IIP Configuration Tool Window.

A Last Updated summary is provided to the user. At this point, if you configured all InSite functions, a valid date/time should be displayed for each function. If any function shows " **NO FILE** ", that function was not properly configured.

The user can select the **[OK]** button to complete the exiting of the IIP Configuration Tool or select **[Cancel]** to return to the IIP Configuration Tool.

6-3 Saving State of the InSite Configuration

The configuration files for Class M software and InSite features are saved to MOD as part of the SaveINFO process.

1. Since the files which are necessary to back up a system prior to update or reload are dynamic, InSite Interactive can be backed up by performing SaveINFO from the Installation GUI.
2. The type of files that will be saved are: the license files, the setup files for the modem connectivity, the configuration settings for the web server, the customer messages files, reports, and the identification of downloaded software packages.
3. Any updated or downloaded software packages will not be included in the backup. In order to restore these downloaded files, an update request must be made to the OLC following a restore.

6-4 De-Installation of the IIP Software

To remove the Class-M Software applications from the system, perform a **[Secure System]** from the Install GUI under the **[Load Services/PictureThis/IIP]** tab. (See Illustration 6-1)

7- INSITE INTERACTIVE SERVICE INFORMATION & TROUBLESHOOTING

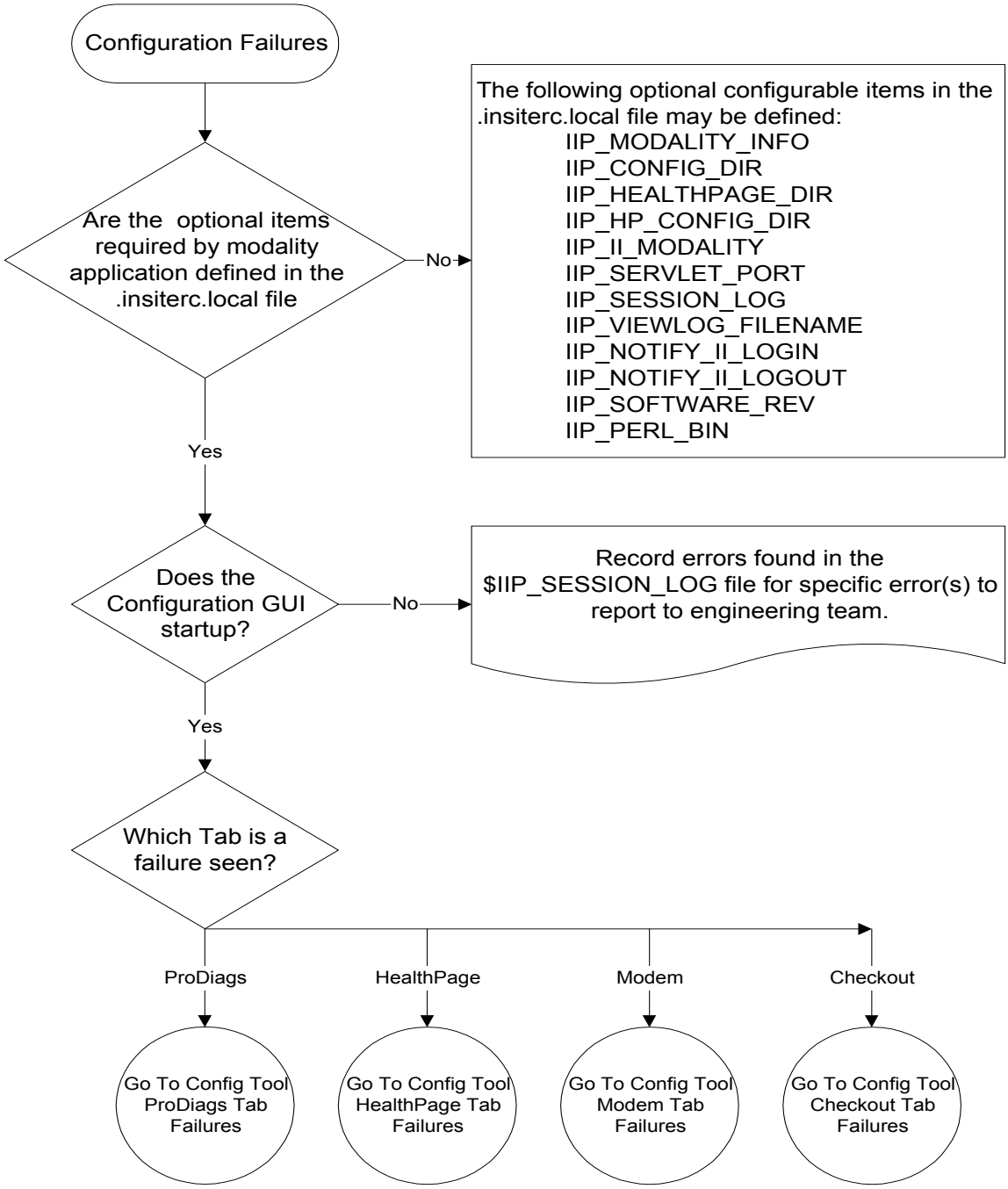
7-1 Troubleshooting Overview

If you should encounter any problems while installing the IIP software package, or while configuring InSite Interactive, please refer to the flow-charts and additional information in this section to determine and correct the cause of your problem.

7-2 Troubleshooting Flowcharts

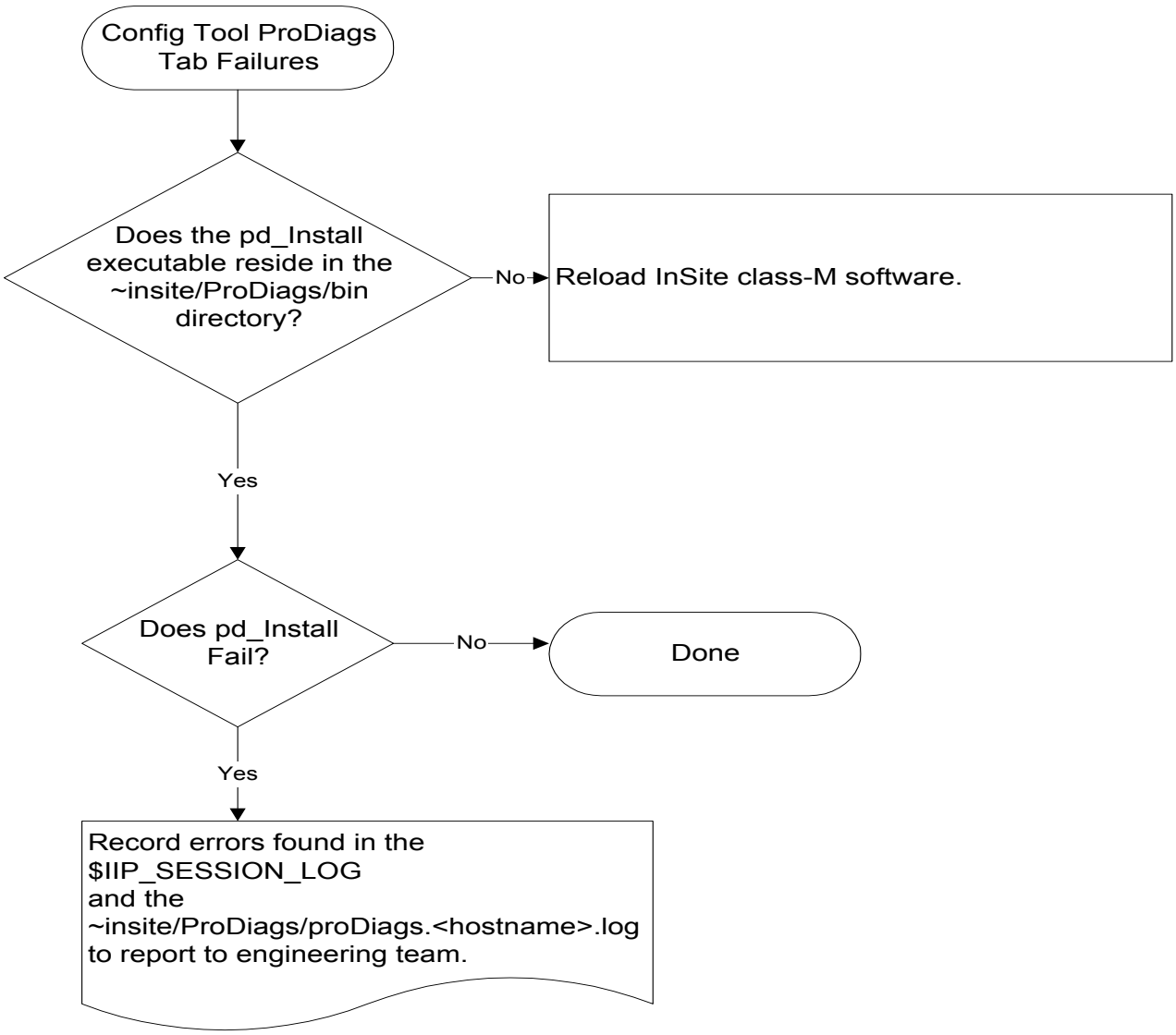
The following flowcharts should be used to troubleshoot IIP problems.

7-2-1 Configuration Fails



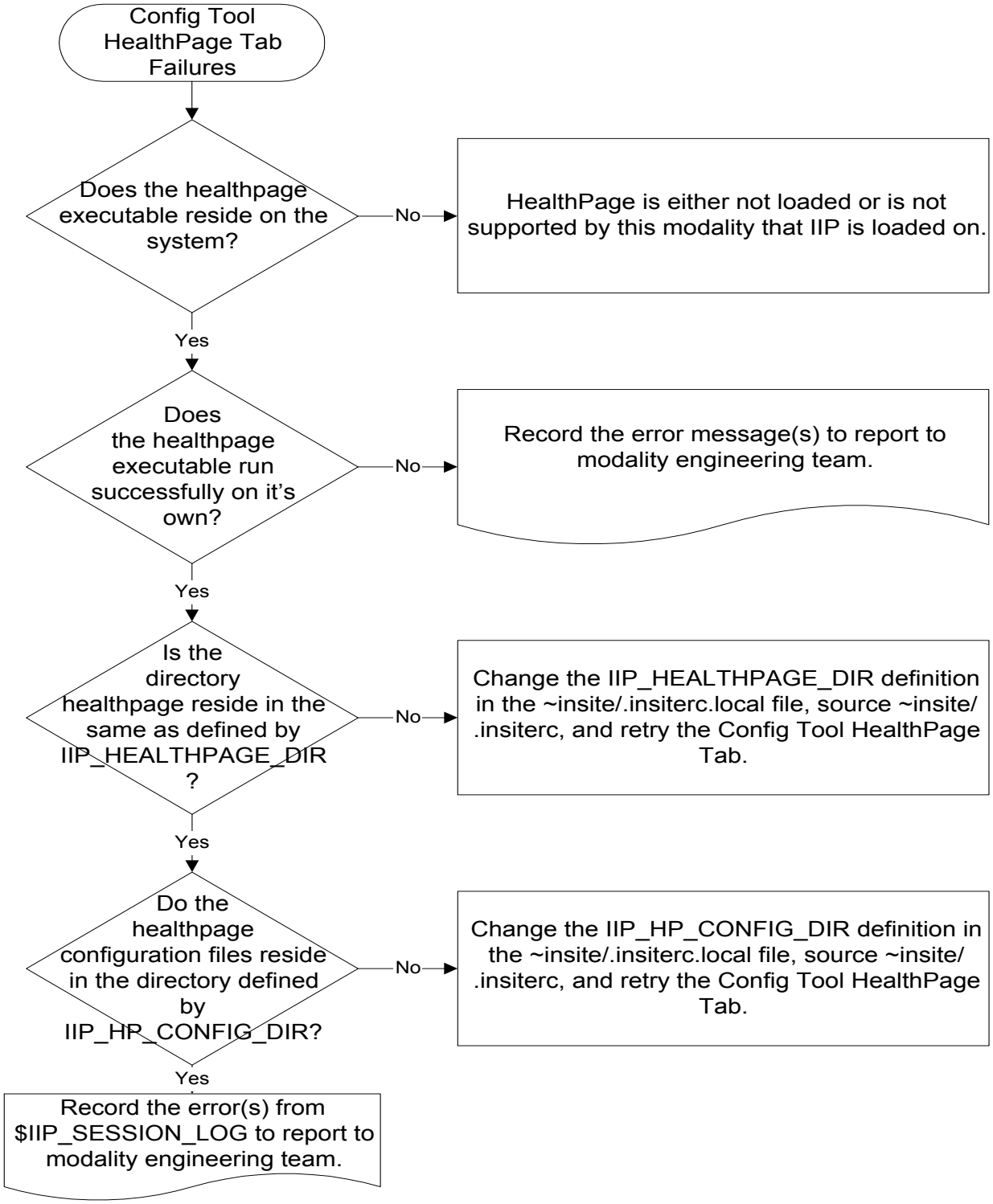
CONFIGURATION FAILS - FLOWCHART
ILLUSTRATION 7-1

7-2-2 Config Tool ProDiags Tab Failures



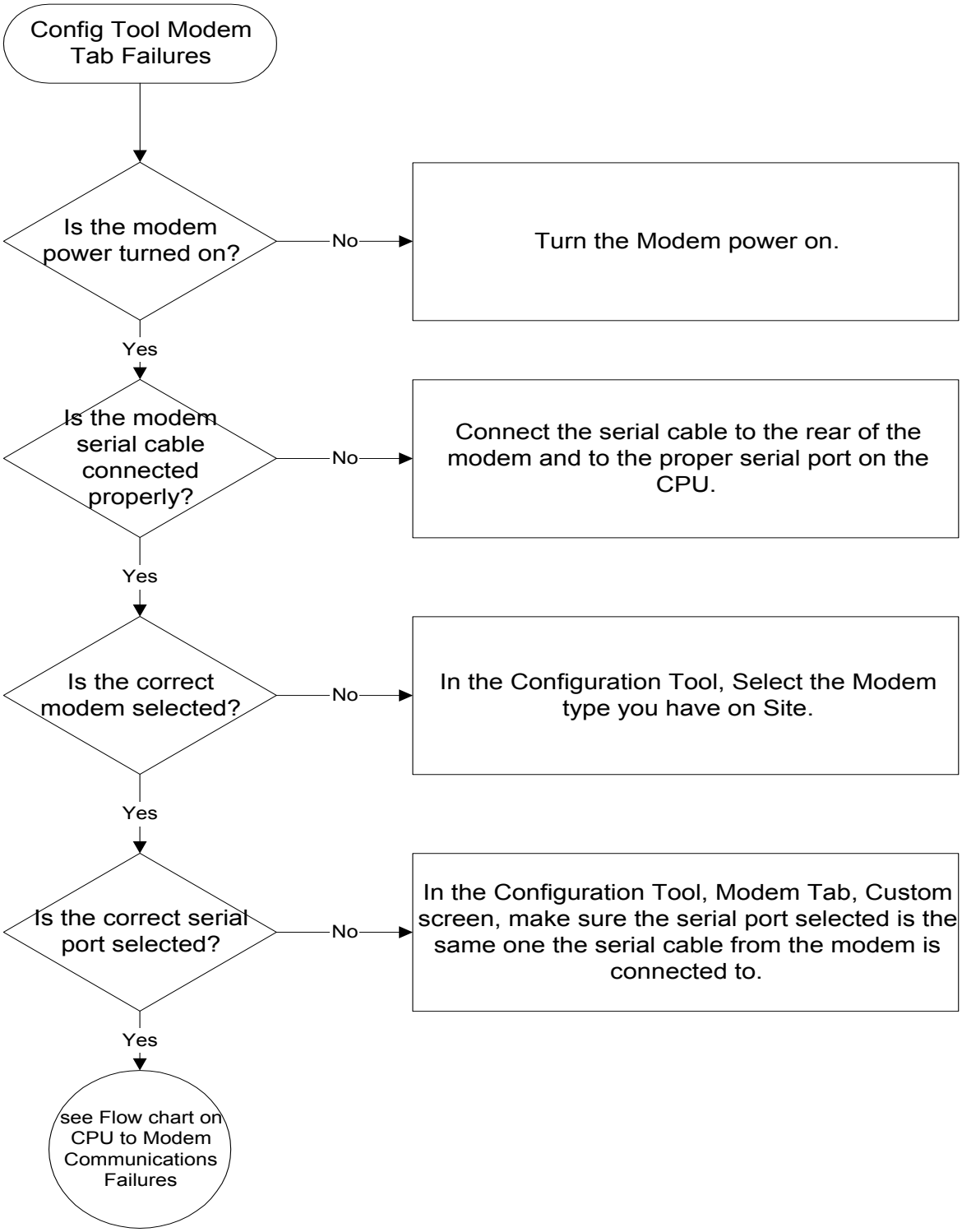
CONFIG TOOL PRODIAGS TAB FAILURES - FLOWCHART
ILLUSTRATION 7-2

7-2-3 Config Tool Health Page Tab Failures



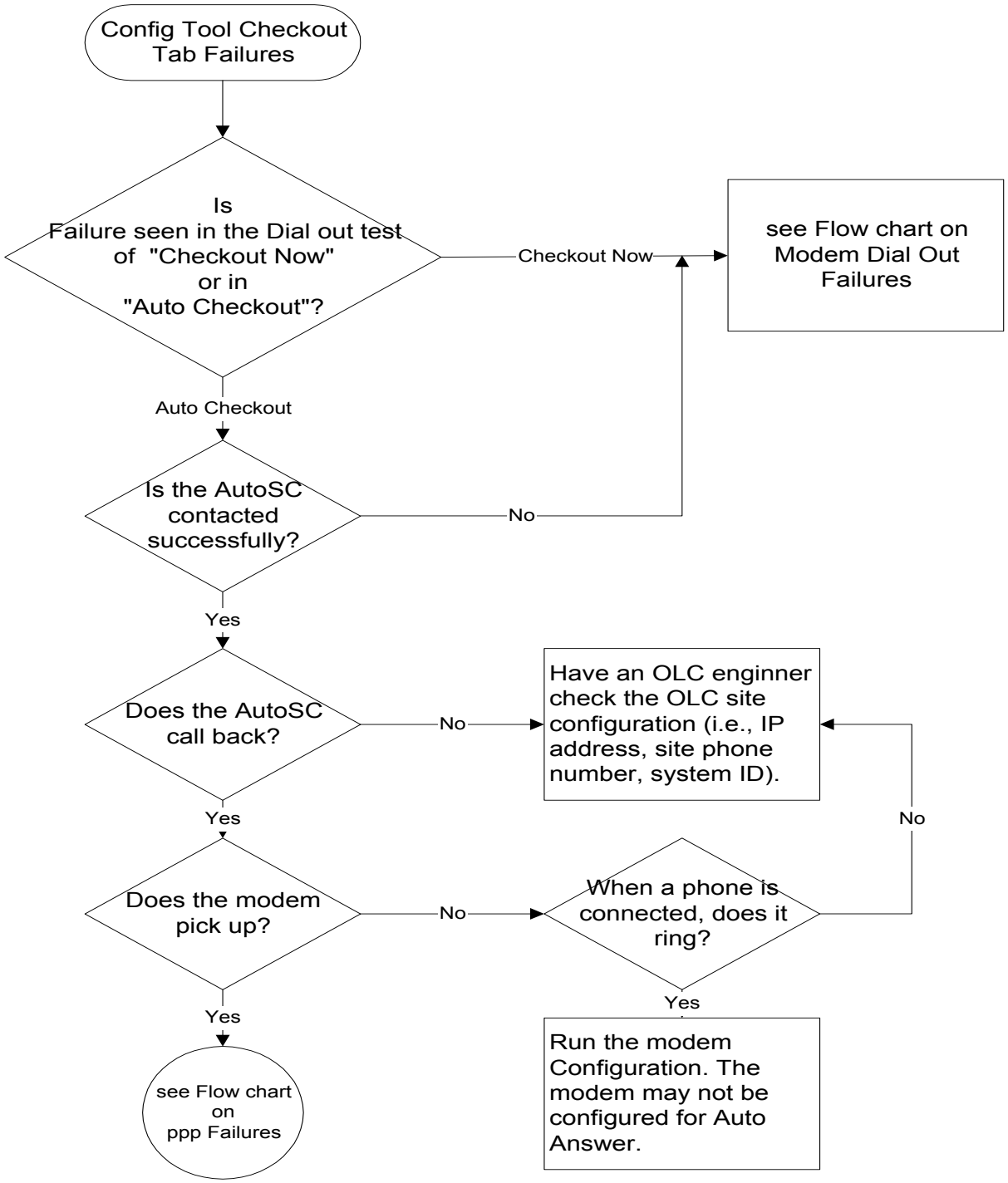
CONFIG TOOL HEALTHPAGE TAB FAILURES - FLOWCHART
ILLUSTRATION 7-3

7-2-4 Config Tool Modem Tab Failures



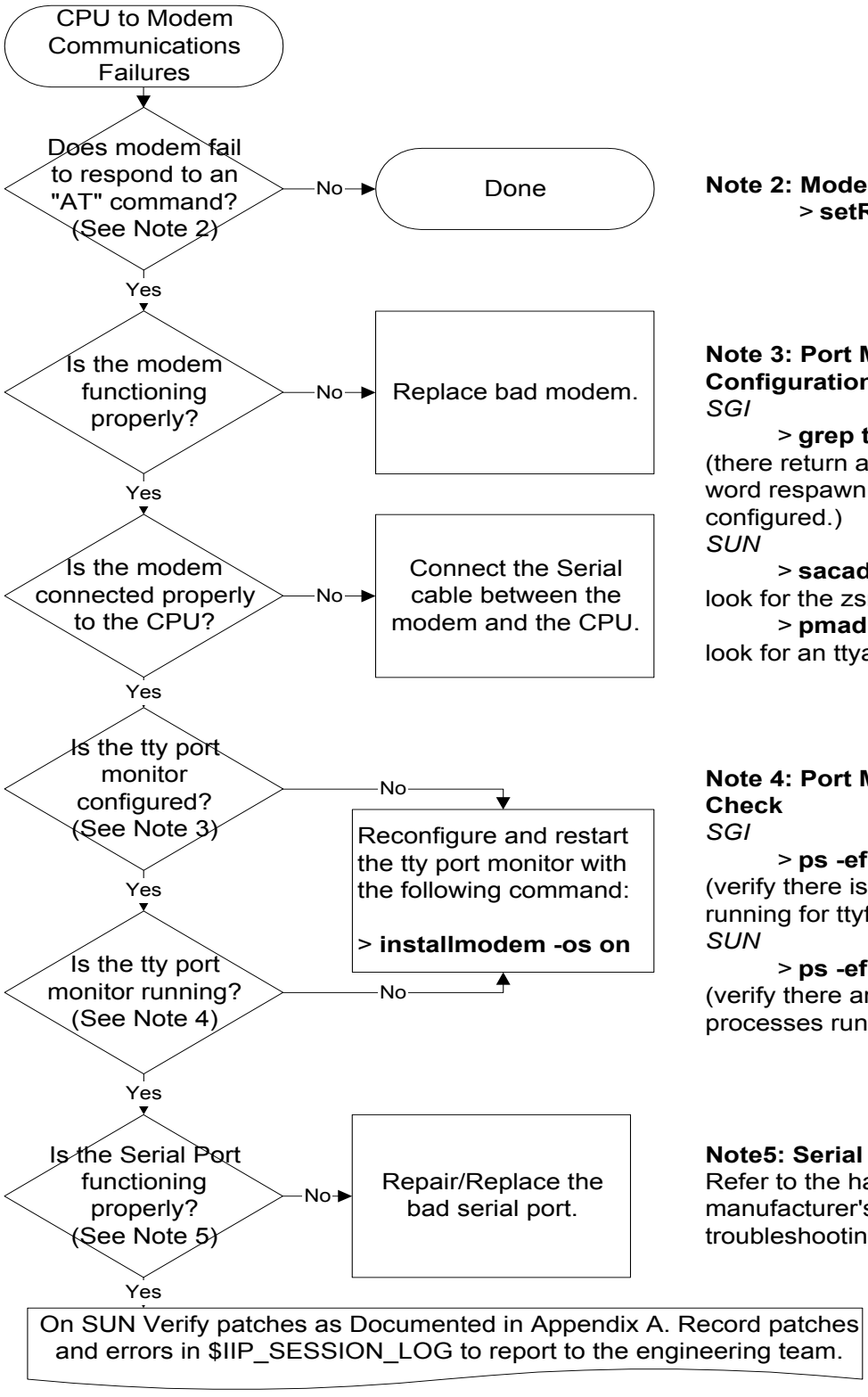
CONFIG TOOL MODEM TAB FAILURES - FLOWCHART
ILLUSTRATION 7-4

7-2-5 Config Tool Checkout Tab Failures



CONFIG TOOL CHECKOUT TAB FAILURES - FLOWCHART
ILLUSTRATION 7-5

7-2-6 Communications between modem and CPU Failures



Note 2: Modem Check
> **setReg -r ""**

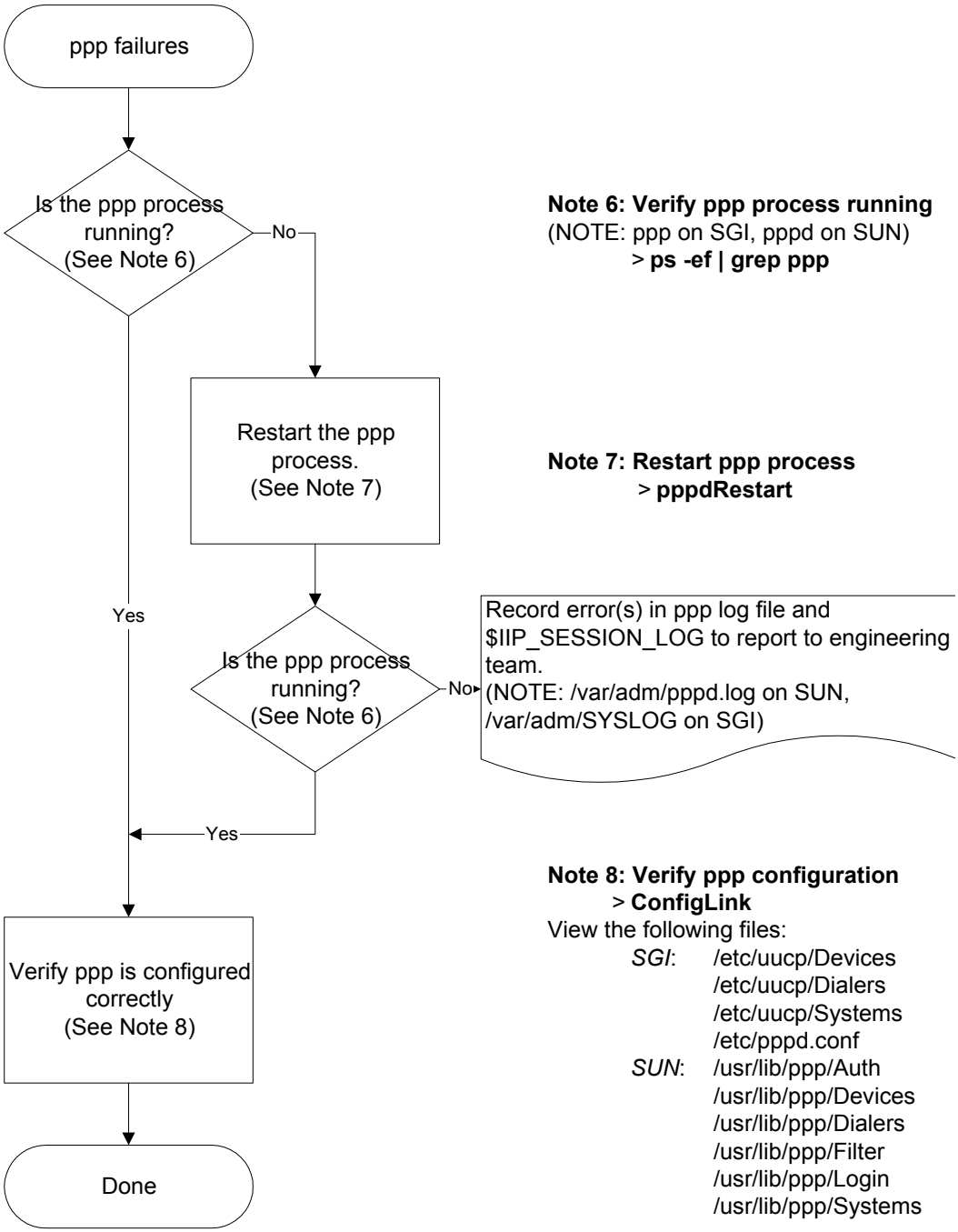
Note 3: Port Monitor Configuration Check
SGI
> **grep ttyf1 /etc/inittab**
(there return a line that has the word respawn, off means not configured.)
SUN
> **sacadm -l**
look for the zsmon pmtag
> **pmadm -l**
look for an ttya svctag

Note 4: Port Monitor Running Check
SGI
> **ps -ef | grep uugetty**
(verify there is a uugetty process running for ttyf1)
SUN
> **ps -ef | grep ttymon**
(verify there are 2 ttymon processes running)

Note5: Serial Port Check
Refer to the hardware manufacturer's documentation fo troubleshooting the serial port.

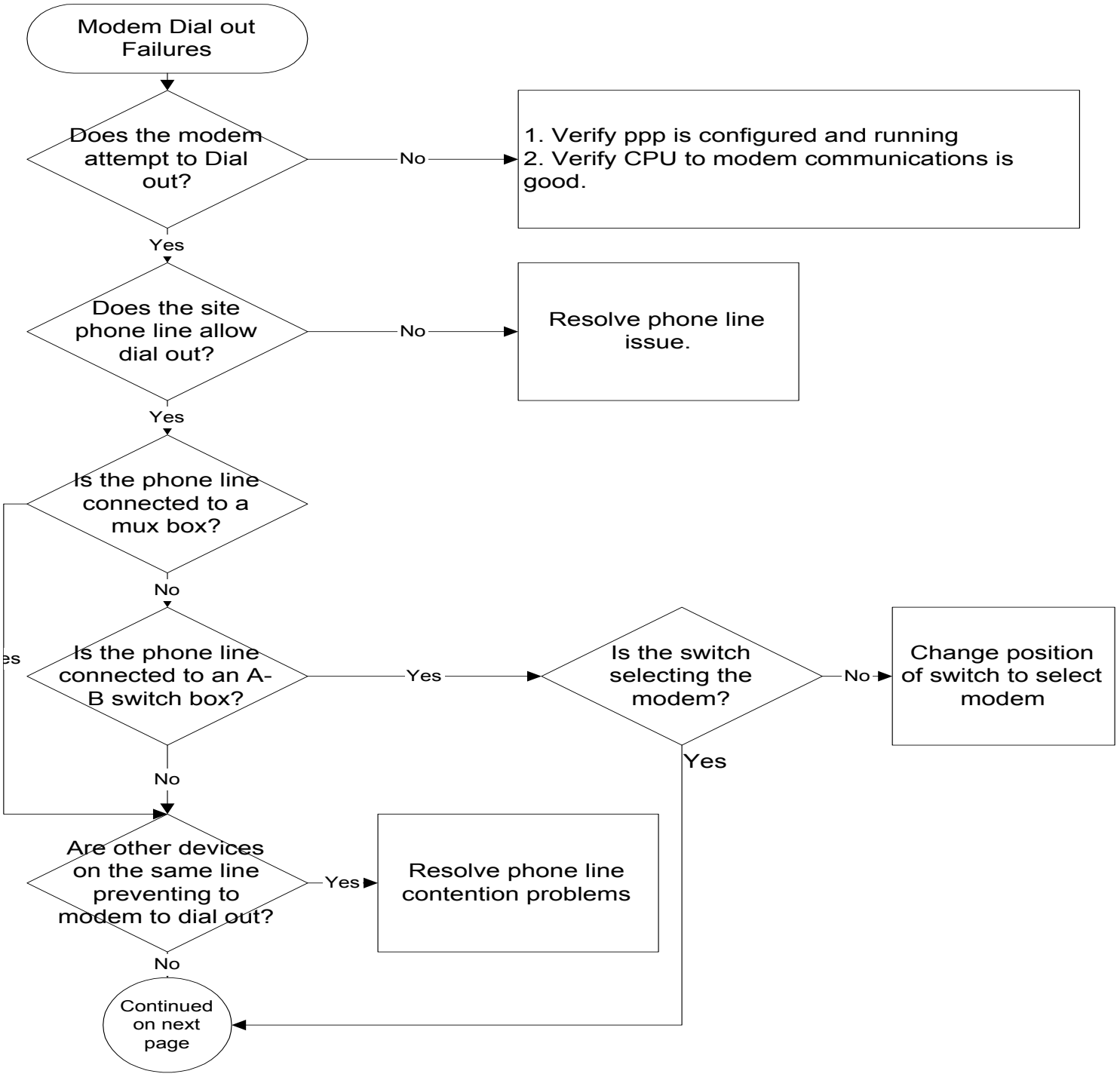
COMMUNICATIONS BETWEEN MODEM AND CPU FAILURES - FLOWCHART
ILLUSTRATION 7-6

7-2-7 PPP Failures



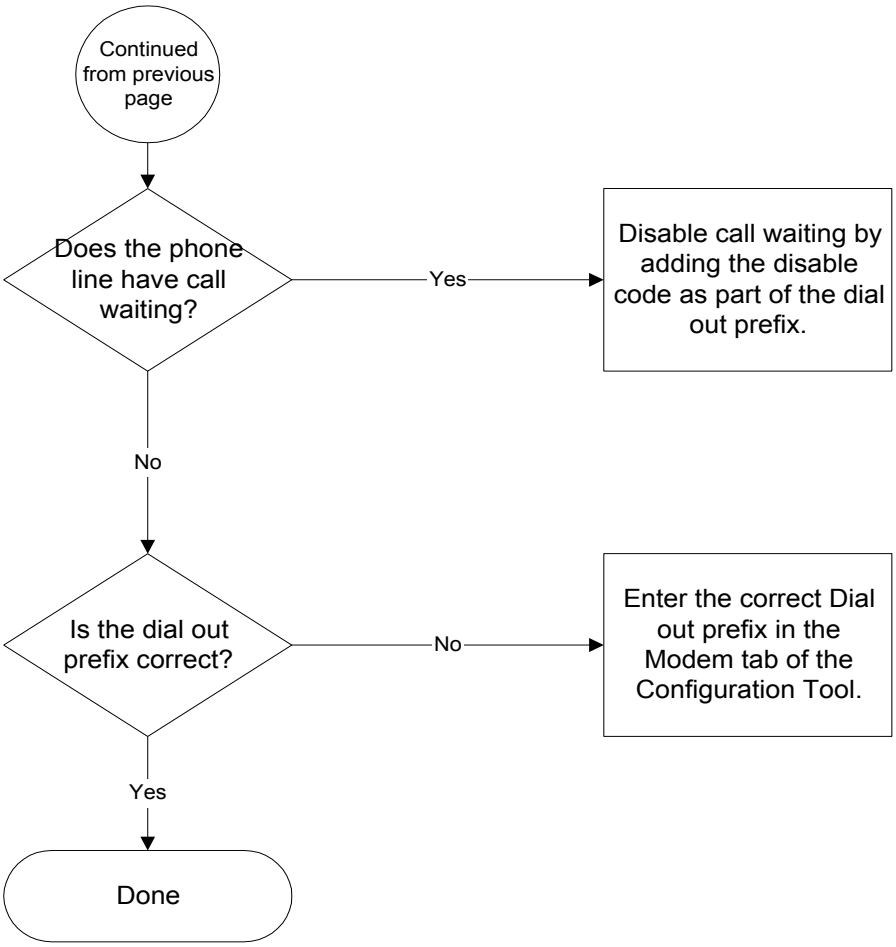
PPP FAILURES - FLOWCHART
ILLUSTRATION 7-7

7-2-8 Modem Dial Out Failures



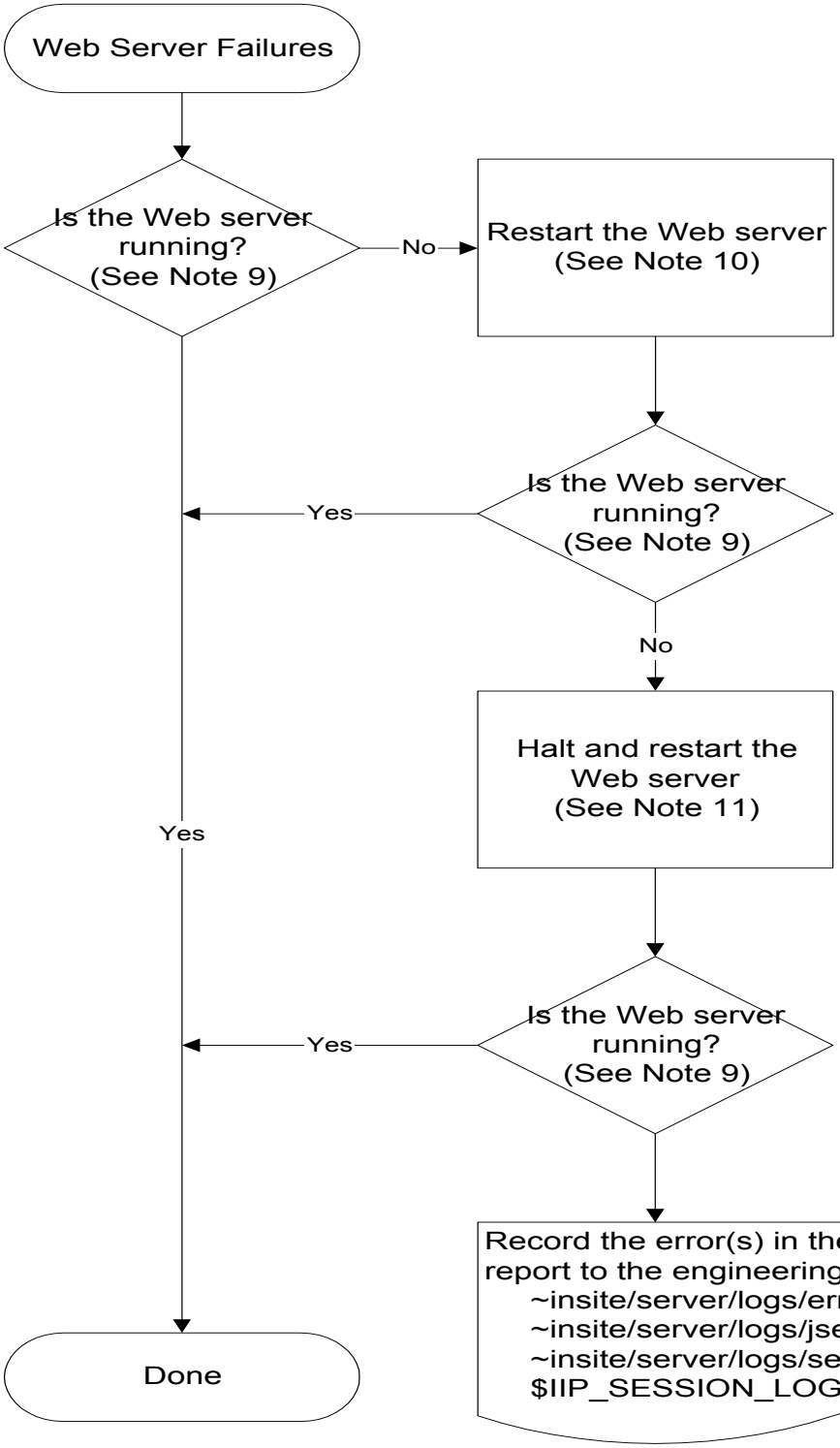
MODEM DIAL-OUT FAILURES - FLOWCHART
ILLUSTRATION 7-8

7-2-9 Modem Dial Out Failures (continued)



MODEM DIAL OUT FAILURES - FLOWCHART (CONTINUED)
ILLUSTRATION 7-9

7-2-10 Web Server Problems



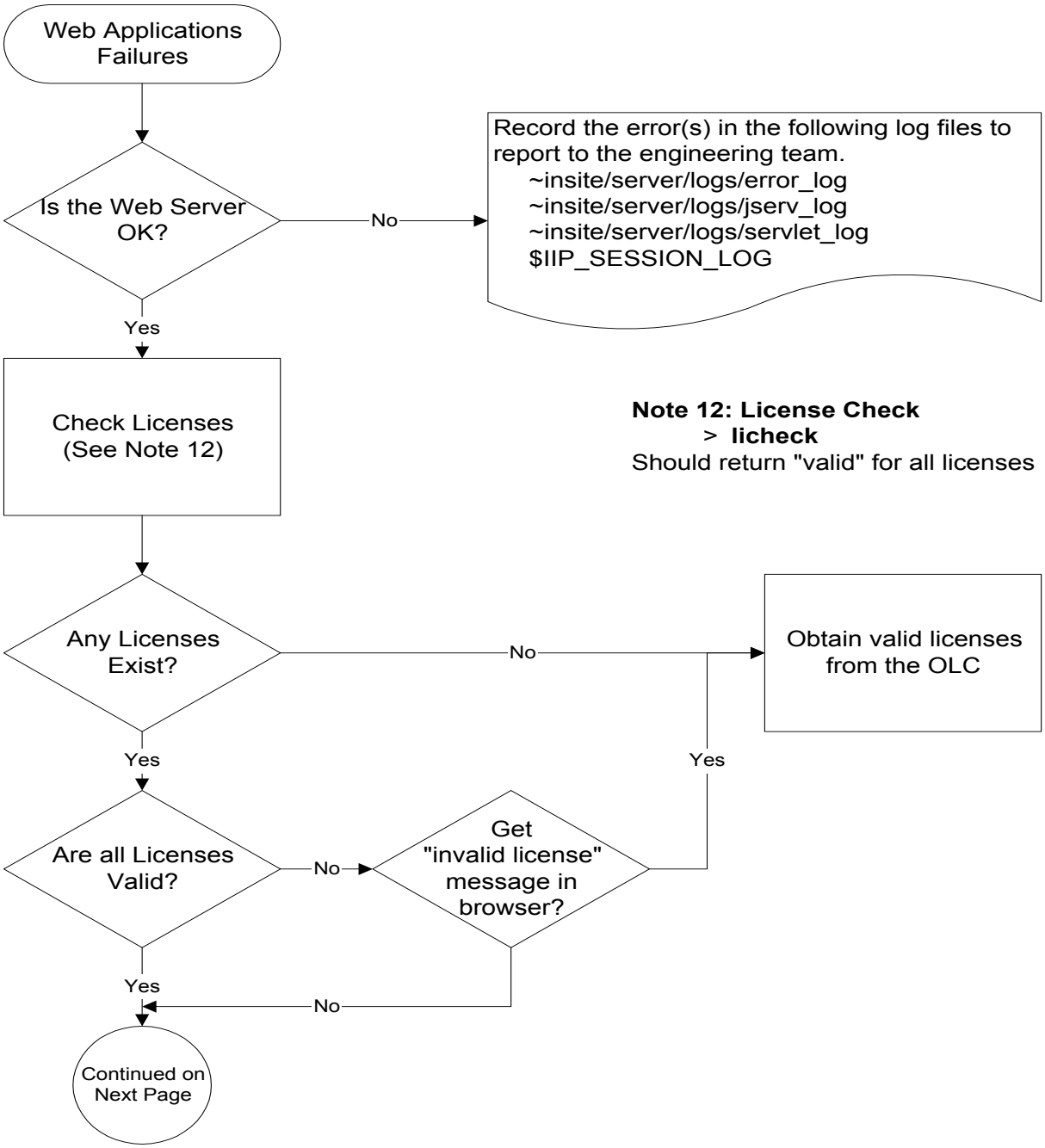
Note 9: Verify the Web server is running
> pseg iip
3 or more iip-httpd processes and only one iip-jweb process should be running.

Note 10: Restart the Web server
> iipadmin stop start

Note 11: Restart the Web server
> iipadmin stop halt start

WEB SERVER PROBLEMS - FLOWCHART
ILLUSTRATION 7-10

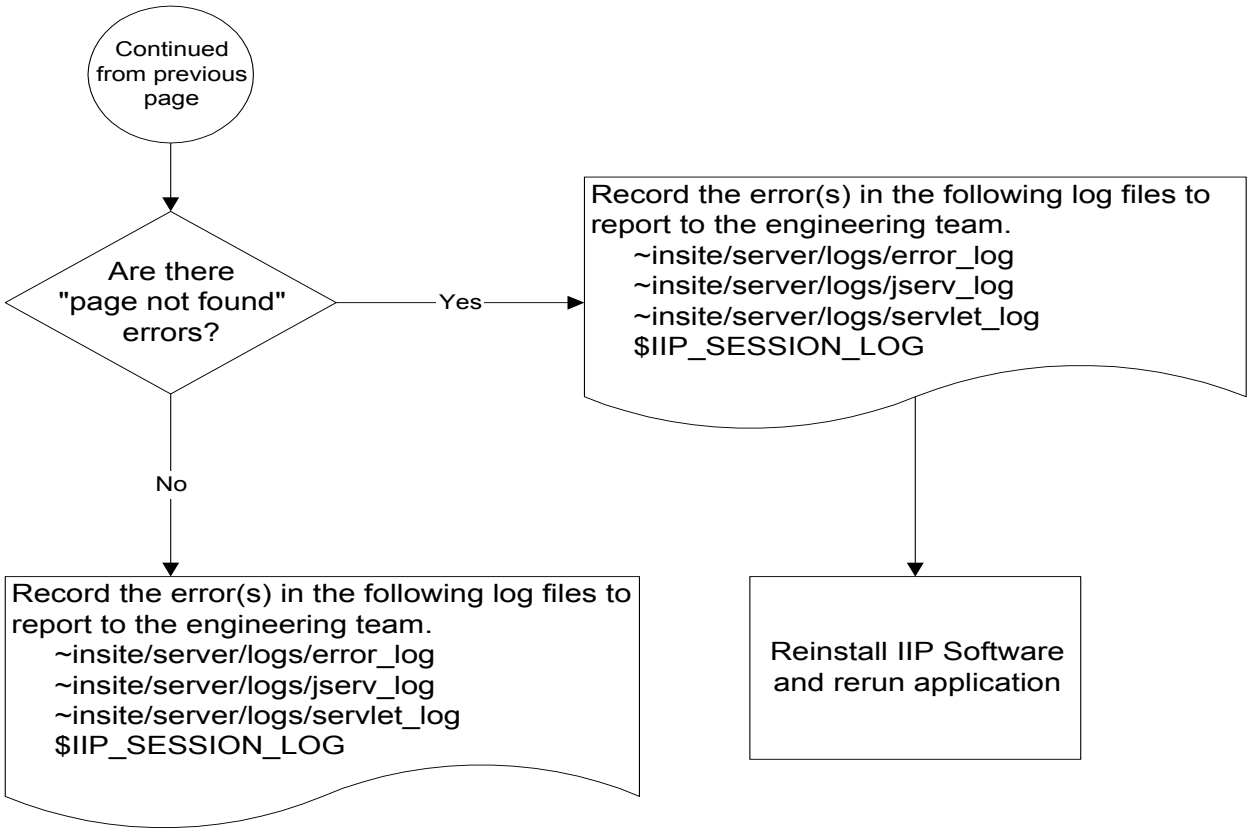
7-2-11 Web Applications Won't Run



7-11 V

WEB APPLICATIONS WON'T RUN - FLOWCHART
ILLUSTRATION 7-11

7-2-12 Web Applications Won't Run (continued)



WEB APPLICATIONS WON'T RUN (CONTINUED)
ILLUSTRATION 7-12

8- INSITE FEATURES DESCRIPTIONS

8-1 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:

1. The CHAP encryption algorithm.
2. A log-in/password 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 (ASC).

8-2 LASTFAIL

To list all failed log-ins, type **lastfail** <Enter>

To list failed log-ins since a given date, type lastfail, followed by the date or time as in a Unix date command: > **lastfail Tue Dec 29 14:40:04** <Enter>

8-3 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 the 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.

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.

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.
- Execute tests.
- Turn tests off or on.
- Look at test results.
- Look at the log file.

8-3-1 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: informs the ASC when selected error messages occur in specific log files.
- flog: informs the ASC when there have been five attempts to log in with the wrong password.
- IIP_DialPrefix: checks system log files for errors.
- IIP_Housekeeping: cleans up the IIP log files.
- PassChg: informs the ASC when an important password has changed on the system.
- dialout_test: dials the ASC to verify the out-going modem connection is working.
- healthpg: summarizes several selectable system performance parameters. Presents notes from the users.
- pd_ASC_Notify: calls the ASC when there is information to send.
- pd_HouseKeeping: deletes older files in the prodiags directory, trims the prodiags log.
- slprune: prunes the log report.

8-3-2 Recommended Schedule

It is recommended that pd_ASC_Notify runs hourly.
It is recommended that pd_Housekeeping, flog, ChkLogs, IIP_DialPrefix, IIP_Housekeeping, slprune, and PassChg should be run daily.
The task dialout_test should not be scheduled because it is intended to be run only as part of modem checkout.

8-3-2 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, become superuser (**su -** <Enter> and the root password), and then type: **prodiags** <Enter>. A menu with these options appears:

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.

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.

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.

Schedule management

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

View Schedule -- shows the current schedule.
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.)
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.
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.)
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.
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.
Delete a Time Slot -- This removes the time slot from the schedule.

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.
- Setup a Task -- use to add or delete messages for which to check.
- 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.

8-4 System Health Page Feature

8-4-1 Overview

The health page provides quick access to logs and statistics used during planned maintenance and troubleshooting. The health page contains a collection of logs and statistics, gathered over a specified time period (typically 30 days.) The system automatically generates the health page and mails it to up to ten users, per a configured schedule. Schedule a health page generation every 30 days, or customize the schedule to the system PM dates.

Configure the health page during IIP Configuration. Once you install the health page, the system automatically mails the reports to the designated addresses, and requires no additional user interaction. The Health Page also has a customer Service Note Pad to allow them to create messages for the FE. This feature can be used to give the FE a reminder of items to check on the scanner.

The system generates the health page report three days prior to the customized dates, in order to mail out the report in time for the PM. If the scanner happens to be down during the scheduled reporting time, the system mails the report as soon as it is back up. If you chose to customize the schedule, and all the dates you entered have passed, the system automatically generates the report every 30 days, until you enter new dates into the schedule.

In addition, you may generate the health page by sending an e-mail request to the Automated Support Center, asking them to send a copy to you. The ASC also retains a copy of the full report for future trending purposes.

Use the healthpage tool to set the content of the health page, the schedule for sending the report, designate the report recipients, and generate or view a report. The healthpage tool is available on the service desktop under utilities. Remote users can also use the healthpage command.

The health page contains the following information for a specific time span (typically 30 days.)

- System Hardware and Software Configuration: Includes the network addresses, software revisions, system ID, hospital name.
- Number of computer reboots: The number of times someone restarted the OC software and the date of the last five system reboots.
- Number of TPS resets: The number of times scan hardware required a reset, and the number of times the reset failed. .
- Notes for Service: Notes that InSite added to the message log or customers added to the message log, to inform you about problems that arose since the last report.
- Selected Errors from Other Logs: The results of a search of the /var/adm/messages logs on the OC and Bit3 for failures and panics. Only the last ten are displayed.
- Applications Core Files: A list of core files.
- Temperatures: Bore temps.
- Disk Usage: The disk usage per partition.
- The IPG Stage file: Any letters added to the ipg_stage file.
- The last service tests run: Spt, TLT, RFT, etc.

- Disk full errors: Any disk full errors.
- Prescan failures: The number of APS failures.
- RF faults: The number of RF amplifier faults.
- Gradient errors: The number of Gradient errors.
- PSD errors: The number of psd generated errors.
- System Health: The system health check.

8-4-2 Accessing the Health Page Report

Access the health page report one of these ways:

Automatically
Program the scanner to automatically create the health page report, per the schedule entered during installation, or at a later time. The system mails the health page to the configured addresses. You can select and view the health page report in the service desktop under the Utilities menu.

The automatically generated report covers the time interval since the last report.

Remotely - via InSite
If you want immediate access to the health page report, direct the scanner to generate it for you. Open a shell window, and type/enter **healthpage** <Enter> to create the health page report while you wait. (It can take up to 6 minutes for a full report.) Upon completion, the system displays the report on the screen.

To override the customized report content, type/enter **healthpage -f** <Enter> to display the full report.

To display the previously generated health page, type/enter **healthpage -s** <Enter>.

The manually generated report covers the preceding 30 days (unless you configured more or fewer days).

On Site - via the Service Desktop
If you want immediate access to the health page report, direct the scanner to generate it for you.

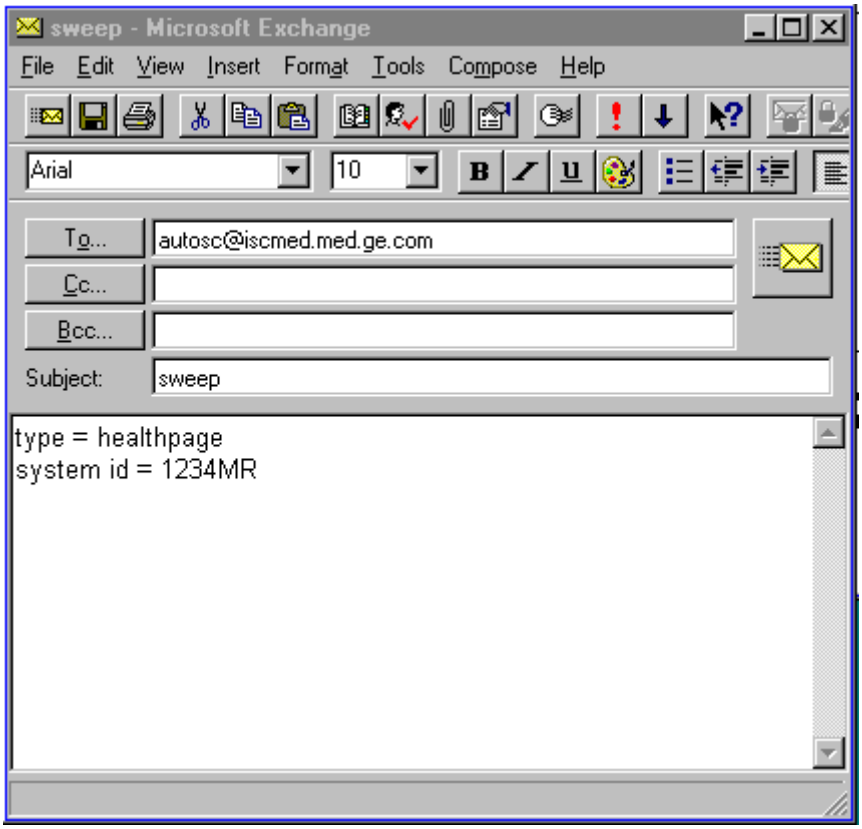
On the Service desktop, under Utilities, select System Health Page. This will bring up the GUI version of the Health Page tool.

By requesting it in e-mail
You may request the current healthpage report by sending an e-mail to the Automated Support Center (ASC). The ASC will SWEEP the system for the report, and e-mail it to you in under 60 minutes. This report covers the preceding 30 days (unless you configured a different number of days) and contains the customized content.

Anyone with a GEMS email address can request a report. You do not have to have your address in the email list on the scanner.

From your mail tool, create an e-mail message with the following content (See Illustration 8-1):

From : (your e-mail tool fills this in for you)
To : autosc@iscmed.med.ge.com
Subject : sweep
type = healthpage (type should be in the body of the message)
system id = XXXXXXXXXXX (SYSTEM ID should be in the body of the message.)

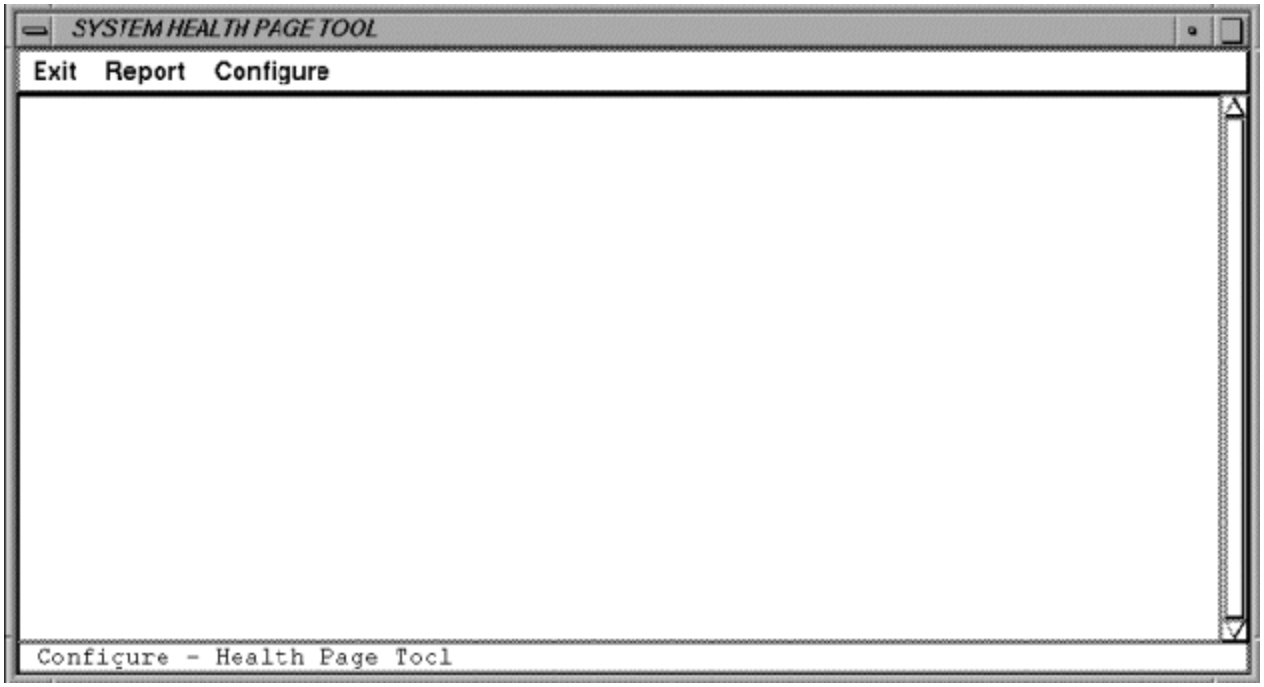


EMAIL REQUEST
ILLUSTRATION 8-1

8-4-3 Using Health Page Tool

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 8-2.



HEALTHPAGE GUI
ILLUSTRATION 8-2

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

8-4-4 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** <Enter>

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

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.

8-4-5 Configure the Health Page Report

You may customize the content of the health page report by turning some logs on or off, specifying the e-mail addresses to use, and setting the health page schedule.

During IIP Configuration, the system prompts for information to configure the health page report. The default values and the answers gathered during installation should be sufficient to run health page.

After installation, you may modify the health page configuration by typing/entering the command, **healthpage -c** <Enter> to display the following menu:

Configuring health page...

Health Page Configuration Main Menu

(P)M Schedule

(E)mail list

(R)eport configuration

(Q)uit

Type **P** or **p** to enter or modify dates to generate the health page report.
Type **E** or **e** to enter or modify the list of people who will be mailed a health page report.
Type **R** or **r** to modify the report configuration.
Type **Q** or **q** Enter to quit.

8-4-6 Change the PM Schedule

Type/enter **P** from the Health Page Configuration Main Menu to display the following Configured PM Schedule. The system generates a health page report three days prior to a planned maintenance date. You do not have to enter PM dates; you may accept the default schedule of every 30 days.

Configured PM Schedule

(E)dit/Add

(D)elete

(Q)uit

Type **E** or **e** to enter or modify dates to generate the health page report.
Type **D** or **d** to delete dates.
Type **Q** or **q** to quit.

If you type/enter **E** , the system displays all of the currently configured dates, and then prompts you with each of the previously configured dates. For example:

PM date [05/16/99] :

Press Enter to keep this date or type in a different date.

After the last available date, the prompt changes to:

PM date [new date] :

Type in the new date or press Enter to exit.

You may enter as many dates as you want.

If you type/enter **D** , the system displays each of the previously entered dates, and prompts you to keep or delete it.

8-4-7 Change the E-mail Addresses

Display the Health Page Configuration Main Menu, and type/enter **E** to change the e-mail address(es). You may send the health page report to up to ten addresses. Enter the addresses during IIP Configuration, and use this command to change them.

Make sure you type in the full e-mail address. Otherwise, the system cannot deliver the mail.

The system displays the list of current e-mail addresses, and the following selections:

(E)dit/Add

(D)elete

(Q)uit

Type **E** or **e** to enter or modify the e-mail addresses.
Type **D** or **d** Enter to delete addresses.
Type **Q** or **q** Enter to quit.
If you type/enter **E** , the system displays each of the previously entered addresses. For example:

Example : name@med.ge.com

Enter an address or press return to keep the current value.

address[john.smith@.med.ge.com] =

Press Enter to keep this address, or type/enter a different address.

After the last available address, the prompt changes to: address[new address] :

Type in the new address, or press Enter to exit. You may enter up to ten addresses.

If you type/enter **D** , the system displays each of the previously entered addresses, and prompts you to keep or delete it.

8-4-8 Change the Report Content

Display the Health Page Configuration Main Menu, and type/enter **R** to change the health page content. Use this menu to change the frequency and content of the health page report. Use this function to disable the sections of the report that you do not want to see.

If you configured the report during IIP Configuration, you do not have to modify it.

The system uses your selections during automatic report generation.

Type/enter **R** to display the following menu:

Configuring health page...

1. Number of days to report? [30]
2. Number of days prior to send report? [3]
3. Include system software version? [Y]
4. Include operating system version? [Y]
5. Include ipg stage information? [Y]
6. Include last system calibration? [Y]
7. Include system shutdown? [Y]
8. Include system reboot? [Y]
9. Include system SCSI errors? [Y]
10. Include system SIMM errors? [Y]
11. Include system BIT3 errors? [Y]
12. Include system graphics errors? [Y]
13. Include system tn_lib errors? [Y]
14. Include applications core files? [Y]
15. Include debug applications core files? [Y]
16. Include disk usage/free information? [Y]
17. Include last time disk full information? [Y]
18. Include magnet bore temperature information?
19. Include tps reset information? [Y]
20. Include prescan failure information? [Y]
21. Include rf fault information? [Y]
22. Include gradient errors? [Y]
23. Include psd errors? [Y]
24. Include notes for Service? [Y]
25. Include system health check? [Y]
26. Include transient noise filter? [Y]

'q' to quit Enter Option:

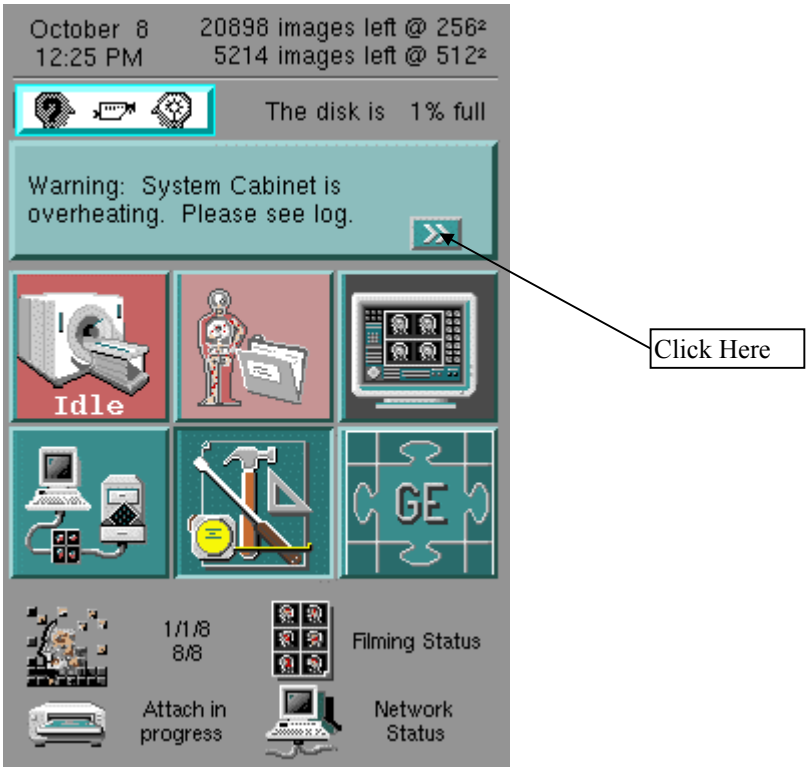
Select the options you want to change. Type/enter **q** to exit this menu.

8-5 Service Notepad

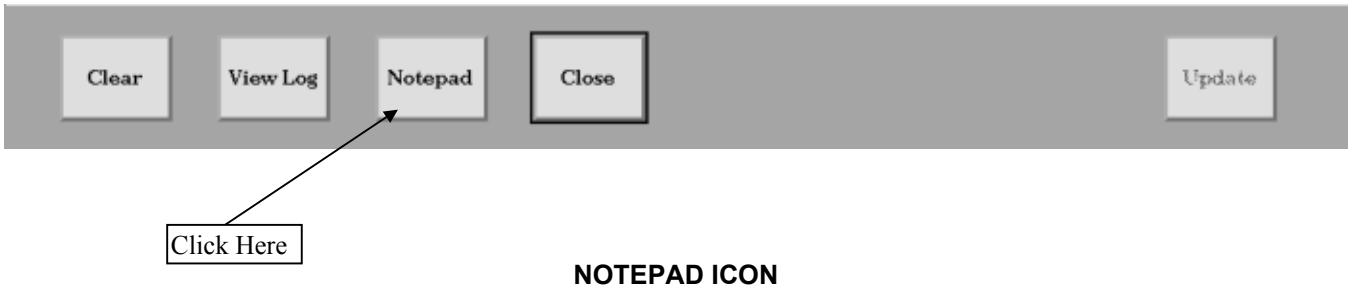
The service notepad is a simple line editor accessible through a user interface on the Error log used to add comments to the errorlog. To access the notepad:

1. Click on the “Error log” arrow shown in Illustration 8-3. The notepad icon will then appear as shown in Illustration 8-4.
2. Click on the notepad icon, then the notepad editor user interface will appear as shown in Illustration 8-5.

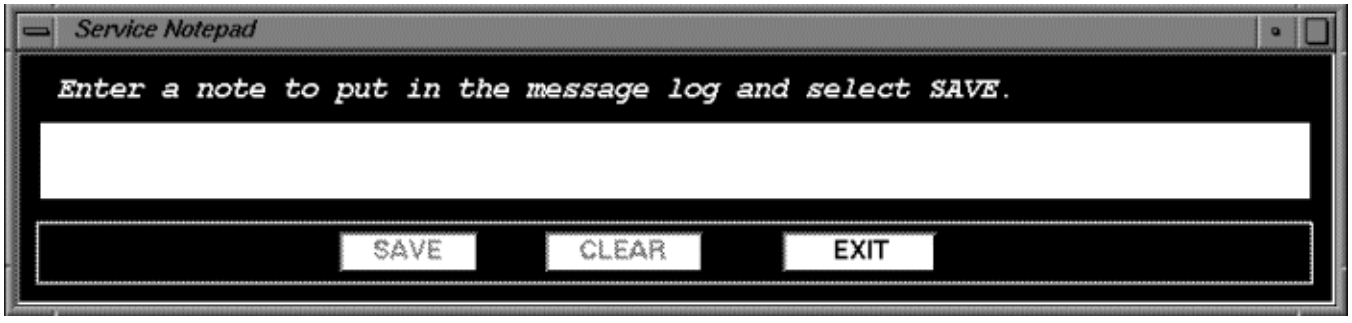
After a message is entered by the operator and save is selected, it will then be stored into a message log file to be retrieved by the Healthpage. It will be recorded as a message from the operator.



ERROR LOG ENTRY
ILLUSTRATION 8-3



NOTEPAD ICON
ILLUSTRATION 8-4



NOTEPAD USER INTERFACE
ILLUSTRATION 8-5

The message which appears in the errorlog will look like this;

Fri Aug 27 09:50:22 1999 Error: 0

Host: lx-bay11b Process: UNKNOWN

File: Notepad.c Line: 43
This message was added by the OPERATOR to report on a problem:
The message the operator types will be here.

The Service Notepad can also be used to leave messages from InSite or from Field Engineers. Table 8-1 shows the syntax to be used in a command line window to leave messages from the operator, InSite, and the FE respectively.

TABLE 8-1
NOTEPAD OPTIONS FROM COMMAND LINE

Command Line	Message Type	Log Entry
SvcNotepad -o	Operator message	OPERATOR
Notepad	Operator message	OPERATOR
SvcNotepad -i	InSite message	InSite
NotePad -SL	Service message	Service

8-6 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 standalone 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/from the console keyboard/monitors. The modem is directly connected to the EAW during remote boot. This is not a PPP connection. The customer or on-site 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 re-boot the computer.

8-6-1 Pre-Check for Remote Boot

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
Verify the modem connection first! This is very important to do.

8-6-2 Verify modem connection

If you have a PPP connection to the site, terminate that connection and wait a few minutes for it to time out, and for the modem to hang up the line.

At the EAW, select boot port dial button on the connect tool menu. This will try to use the Portmaster Boot Port modem 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.

8-6-3 On-Site 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:

1. If the scanner is at applications level, instruct the user to shutdown applications.
2. If the scanner is at UNIX level, then shutdown UNIX, (switch user to root):

su - Enter (and enter the root password)
/etc/halt <Enter>

3. Select the restart button.
4. Select the stop for maintenance button.
5. If the scanner will not boot UNIX, then instruct the customer to either cycle the console power or press the reset button on the computer.
6. Select the stop for maintenance button.
7. Select Enter command monitor from the System Maintenance Menu.
8. At the next prompt, type in the following commands:
9. **setenv console d** <Enter>
10. **exit** Enter
11. Select Start System from the System Maintenance Menu.

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

8-6-4 Remote Setup for Remote Boot

The remaining steps are done from the EAW.

1. At the EAW, select boot port dial button on the connect tool menu. This will use the Portmaster Boot Port modem to call the modem at the scanner.
2. Once the modems connect, press Enter a few times.
3. 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

8-6-5 To Run Diagnostics

1. Select item (3) from the System Maintenance Menu.
2. Press the <Esc> button to return to the System Maintenance Menu.

8-6-6 To Boot UNIX

Select item (5) from the System Maintenance Menu.
Type: **sash** <Enter>
Type: **unix** <Enter>
UNIX should come up and the startup messages should be displayed at the EAW. The login prompt will appear. With UNIX running, you should be able to perform any UNIX commands.

8-6-7 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 connection.
2. Have someone at the site re-boot the the scanner.
3. Remote boot should be ended now. You can now connect via ppp. The user should see output on the console.

8-6-8 Troubleshooting - 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, 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, or Windows95 hyperterminal with the following settings shown in Table 8-2.

TABLE 8-1
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.

8-6-9 Troubleshooting - 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** <Enter>

3. **usr/g/insite/installmodem** <Enter>

8-7 InSite Logged In Feature

When InSite connects, a message is posted to the current messages screen.

If the system has the optional InSite Interactive license installed, the InSite icon on the desktop will also change.

8-8 Modem Back Door, Non-IP Connection

8-8-1 Overview

Modem security has been designed in the LX system such that only the PPP/Chap connection will be available. In anticipation that there could be an occasional problem with the PPP connection, a Modem Back Door has been included. The Modem Back Door was designed to be controlled by the customer. If the PPP connection fails, the OLC could request the customer to open the Modem Back Door. The OLC would walk the customer through the steps; the OLC would then dial in to the site (using a non-PPP connection) and enter a username and password. When the Modem Back Door is opened, the OLC will have ten minutes to connect. Once connected, the OLC or customer can close the back door and the current connection will remain intact. Note that both the opening and closing of the back door will cause an attention pop-up window to be displayed to the operator informing them of the state of the Modem Back Door. It is important to have the operator's approval before changing the state of the back door.

8-8-2 MBD Procedure

The OLC should walk the customer through the following steps:

1. Select the Service Desktop
2. Open a C-Shell Window
3. Type: **mbd open** <Enter>

Note that an attention window will be displayed to the operator. When the customer completes these steps, the OLC has ten minutes to connect to the site.

The OLC should dial into the site (using a non-PPP connection) and enter a username and password. Once in, the OLC or customer can close the back door using the following step:

1. Type: **mbd close** <Enter>
2. Note that another attention window will be displayed to the operator.

8-8-3 MBD Tool Specifics

The tool is located in /usr/g/insite/bin. Entering just the tool name will display both the Syntax and an Example:

{insite@mr}[4] **mbd** <Enter>

Syntax: mbd [-h|help|info|status|open|close]

Example: mbd info

MBD Tool Info
Entering the example will display information about the tool:

{insite@mr}[5] **mbd info** <Enter>

==========

=== Modem Back Door Script ===

This GEMS product was designed with strict modem security. Normally modem access is disabled unless InSite is purchased. If InSite is installed, ONLY the InSite user/password is allowed access; in addition, a second level of security challenge must also be passed. This double level of security keeps the system fairly secure.

This script was designed as a precautionary measure. If InSite should ever have a problem connecting to this product, the customer may run this script to open the modem to a single level of security for a few minutes; i.e.: a caller must connect within a few minutes of this script being run and then the caller must pass the InSite user/password challenge -- the second level challenge would not be issued.

This tool puts control of the modem back door in the customer's hands.

Disclaimer: GE Medical Systems has provided the best measures it can
for modem security; it has no control over Third Party or
client system administrator's modifications. Ultimately,
security always lies in the hands of the customer.

==========

If you have not already done so, please read the 'help' description by typing: mbd help.

The current Modem Back Door status is: 'CLOSED'.

MBD Help
Entering the help command will display the help description:

{insite@mr}[6] **mbd help** <Enter>

=== Modem Back Door Script ===

Syntax: mbd [-h|help|info|status|open|close]
Example: mbd info

-h ..... Display this help menu.
help ..... Also, displays this help menu.
info ..... Describes this tool.
status ... Displays the current Modem Back Door
status (ie: opened/closed).
open ..... Opens the Modem Back Door.
close ..... Closes the Modem Back Door.

Note: The 'open' command will open the back door and spawn a job to
close the back door after 600 seconds.

If you have not already done so, please read the 'info' description by typing: mbd info

The current Modem Back Door status is: 'CLOSED'

The back door will need to be manually closed (using the mbd close command if the system loses power or is rebooted prior to execution of the automated close.

MBD Tool Status
Entering the status command displays the current state of the Modem Back Door:

{insite@mr}[7] **mbd status** <Enter>

The current Modem Back Door status is: 'CLOSED'

MBD Tool Open
Entering the open command will open the Modem Back Door for 10 minutes and display an attention pop-up window to the operator:

{insite@mr}[8] **mbd open** <Enter>

Opening the Modem Back Door ...

(The back door will remain open 600 seconds.)

The current Modem Back Door status is: 'OPENED'

The back door will remain OPEN if the system is reset or loses power prior to the automated close; if this occurs, the customer should manually close the back door after the reboot.

MBD Tool Close
Entering the close command will close the Modem Back Door and display an attention pop-up window to the operator:

{insite@mr}[9] **mbd close** <Enter>

Closing the Modem Back Door ...

The current Modem Back Door status is: 'CLOSED'

9- 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 9-1.

TABLE 9-1
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, MR, 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 an 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.

GLOSSARY

Listing of Terms

AutoSC - Automated Support Center. The automated support center accepts incoming requests from ProDiags or call out to sites to gather information.

CPU - Central Processing Unit.

daemon - Disk And Execution MONitor. A UNIX process that continuously runs to monitor or process requests or commands of a specific type.

GUI - Graphical User Interface.

HTTP - Hypertext Transfer Protocol. Advanced protocol for the exchange of hypertext documents across the Internet, with destinations of all internal and external hyperlinks included.

II - InSite Interactive. This is the big program. Parts include the InSite Interactive Platform, customer applications provided by modalities, and applications and reports provided by the OnLine Center.

IIP - InSite Interactive Platform. This includes InSite connectivity, Proactive Diagnostics, Web Server, Web Browser, and Customer Applications.

IP - Internet Protocol. A layer three protocol used in a set of protocols to support a network. IP provides a connectionless datagram delivery service for transport layer protocols such as TCP.

OLC - OnLine Center.

PPP - Point-to-Point Protocol. A TCP/IP protocol used over a modem connection.

ProDiags - Proactive Diagnostics. A GEMS proprietary tool that runs small diagnostic programs to proactively identify a potential site problem. ProDiags notifies the OLC when a diagnostic identifies a "known" error.

SGI - Silicon Graphics Inc.

TCP - Transmission Control Protocol. TCP is the virtual circuit protocol of the Internet protocol family. It is a byte-stream protocol layered above the Internet Protocol(IP).

APPENDIX A - INSITE INTERACTIVE COMMAND SUMMARY

grep uugetty /etc/inittab

SGI command to determine the state of the port monitor
Sample Output:

```
                                                                    #for ports with
modems.  See the getty(1M), uugetty(1M), init(1M),
       t1:23:respawn:/usr/lib/uucp/uugetty -Nt 60 ttyf1 dx_115200 # Port 1 PPP (2)
```

setReg -r ""

InSite command to see if the modem is alive. returns OK on success.

licheck

InSite command to check license status of II applications.
Sample Output:

```
bad.iip_obt:    Not Valid: Hash check failed     ← Indicates file changed or file not for that machine
iip_cmesg:      Valid
iip_miia:       Valid                            ← Indicates License is good
iip_obt:        Valid
serviceHistory: Not Valid: Expired               ← indicates license expired, past date limit
systemUsage:    Not Valid: Expired
```

May also see a "java.net.UnknownServiceException: no content-type" message. This message indicates the Web server is not running.

APPENDIX B - INSITE INTERACTIVE COMMAND OPTIONS

setReg options:

```
Modem Register Access Tool for InSite Interactive Platform

Usage: setReg -p port -r "register" [-s speed] [-d seconds]
       setReg -h

       -d seconds    delay in seconds. This is optional. Sometimes an
                     additional delay is needed to get a response back
                     from the modem. Default is 2 seconds.
       -h            this helpful output
       -p port       the port the modem is connected to. Example:
                     /dev/cua/a  or  /dev/ttyf1 .
       -r "register" register string to pass to the modem. MUST BE IN
                     DOUBLE QUOTES. May take the following forms:
                          -r "S0=1"
                          -r "S0=1S2=2S3=4"
                          -r "S0=1 S2=2 S3=4"
       -s speed      serial port speed. This is optional. Typical speeds
                           are 115200, 57600, 38400, 19200, 9600. Default is 38400.
       -c process_id internal use only. Used to cleanup if port hangs
```

ConfigLink options

```
usage: ConfigLink [-v] [-p] [-d] [-P]
        -v - verbose
        -P - append -ppp to hostname (GEMS devenv only)
        -p - pre-checkout (answer incoming calls only)
        -d - debug (set idle timeouts to 30 sec, log activity)
        -a - force ppp to restart
        -k - For Mobile Use Only - remove ppp setup, disable serial port
        -m - For Mobile Use Only - enable serial port, reconfigure ppp, start ppp
```

installinsite options

(NOTE: "iipadmin config" should be used to configure insite parameters instead of intallinsite)

```
usage: installinsite [Options]

Options:
[].................InSite Interactive Installation with GUI Interface
[-autocheckout].....Perform an autocheckout with the AutoSC
[-debug]............Turn Debugging ON
[-dn]...............Report Current Dialout Number
[-dp]...............Report Current Dialout Prefix
[-dp DialPre].......Set Current Dialout Number
[-healthpg].........Set up Health Page only with GUI Interface
[-ip]...............Report Scanner IP Address
[-ld]...............List Network Devices
[-ldp]..............Report Available Dial Prefixes
[-lms]..............List the Modem String used to set up the modem
[-logs].............Set up Logs only with GUI interface
[-modem]............Set up modem and InSite Checkout only with GUI Interface
[-nohealthpg].......Set up using the GUI Interface without Health Page
[-nomodem]..........Set up using the GUI Interface without modem and InSite Checkout
[-noprodiags].......Set up using the GUI Interface without Proactive Diags
[-p]................Report Current Phone Number Info
[-port].............List the Serial Port Name
[-prodiags].........Set up Proactive Diags only with GUI Interface
[-reload]...........Used after a restore to automate configure and checkout
[-spd]..............List the Serial Port Speed
[-tp]...............Report Current Line Type (TONE) or (PULSE)
[-tp t|p]...........Set Current Line Type (T)one or (P)ulse
{-tty]..............tty InSite Interactive Installation
```

installmodem options

(NOTE: "iipadmin config" should be used to configure modem parameters instead of installmodem)

```
Usage: installmodem [Options]

Options:
[].................Modem Installation
[-cm]...............Display Modem Type Currently Selected
```

```
[-debug].............Turn Debugging ON
[-h].................Remote Boot Modem Hangup
[-i].................Current Configuration Inquiry
[-l].................List Available Modem Types
[-ld]................List Modem Menu Descriptions
[-m ModemType].......Install Specific Modem Type
[-os on|off].........Setup OS for Modem Dial In/Out
[-p].................Program CPU Board NVRAM Only (SUN Only)
[-q].................Query Modem Registers
[-r].................Reinitialize Modem Registers
[-zsmon ]............Check <zsmon> Port Monitor (SUN Only)
```

iipadmin options

```
Administration tool for InSite Interactive

Usage: iipadmin [-r root] [-f file] [-e extdir] [-m dir] [-k] install
       iipadmin [-r root] -b file {backup, restore}
       iipadmin [-r root] command
       iipadmin [-r root] [-m dir] M-command
       iipadmin -h

       -e extdir  specify an extensions directory
       -b file    "IIP backup" file
       -f file    install "file" as $INSITE_HOME/.insiterc.local
                  this file must contain the "setenv INSITE_HOME ..." directive
       -r root    use the InSite Interactive root directory
                  (should end with "insite")
       -k         keep (do not /bin/rm) existing $INSITE_HOME directory
                  during installation
       -m dir     specify the directory that contains the class-M distribution
       -h         this helpful output

       commands:
         backup      backup IIP files to standard out
         config      configure to set modem / PPP
         install     initial install and configure to set site parameters
                     if -m given, this will also do M-install
         restore     restore previously backed-up files
         start       start all deamons
         stop        stop all deamons

       M-commands:
         M-install   install class M package only
         M-uninstall uninstall class M package only
```

iipadmin-basic options

```
Administration tool for iip-pppd

Usage: iipadmin-basic {install | start | stop | uninstall}

       install  initial install of iip-pppd to set site parameters
       start    start the iip-pppd
       stop     stop the iip-pppd
       uninstall uninstall the insite directory and associated files
```

iipadmin-server options

```
Administration tool for iip-httpd

Usage: iipadmin-server [-n nice] {install | start | stop | halt | uninstall}

       -n        set a nice value to lower the process priority
       install   initial install of iip-httpd to set site parameters
       uninstall unconfigure iip-httpd to original distributed state
       start     start the iip-httpd
       stop      stop the iip-httpd using SIGTERM
       halt      force exit the iip-httpd using SIGKILL
```

gzip options

```
gzip 1.2.4 (18 Aug 93)
usage: gzip [-cdfhlLnNtvV19] [-S suffix] [file ...]
 -c --stdout      write on standard output, keep original files unchanged
 -d --decompress  decompress
 -f --force       force overwrite of output file and compress links
 -h --help        give this help
```

```
 -l --list        list compressed file contents
 -L --license     display software license
 -n --no-name     do not save or restore the original name and time stamp
 -N --name        save or restore the original name and time stamp
 -q --quiet       suppress all warnings
 -S .suf  --suffix .suf     use suffix .suf on compressed files
 -t --test        test compressed file integrity
 -v --verbose     verbose mode
 -V --version     display version number
 -1 --fast        compress faster
 -9 --best        compress better
 file...          files to (de)compress. If none given, use standard input.
```

viewlog options

```
Usage:  [-h] [filename]

        -h              prints this help page of .

    filename            name of the log file to view

     allows an ascii terminal to view a log file.  If no filename is
    passed in, the gesyslog is viewed.
```

pppdRestart options

```
Usage:   pppdRestart

Used to restart the ppp deamon

Options:
[].................Normal ppp restart
[kill].............Terminate all ppp precesses
[auto].............Restart ppp with delay before terminating the old processes
```

pd_Install options

```
Usage: pd_Install [Options]

Options:
[].................Normal ProDiags Installation
[-auto].............Auto ProDiags Install (No User Questions)
[-debug]............Turn Debugging ON


pd_Install: '-h' is not a valid command line option
```

gattention options

```
usage: gattention ["text message"]

  This command creates a pop-up Attention! window.
  Example: gattention "Test Message"
```

prodiags options

```
Usage: prodiags [Options]

    The user interface to Proactive Diagnostics

Options:
[].................Start Normal User Interface
[-e]...............Start at 'Execute a Task' Menu
[-p]...............Start at 'Change Phone Number' Menu
[-page size].......Adjust Display Page to 'size' Lines
[-s]...............Start at 'Scheduler' Menu
[-sm]..............Start at 'Modify Task Schedule' Menu
[-u]...............Start at 'Utilities' Menu
[-vl]..............Start at 'View Log' Menu
[-vr]..............Start at 'View Results' Menu
```

less options

```
                           SUMMARY OF COMMANDS

      Commands marked with * may be preceded by a number, N.
      Notes in parentheses indicate the behavior if N is given.
```

```
h  H                 Display this help.
q  :q  :Q  ZZ        Exit.

e  ^E  j  ^N  CR  *  Forward  one line (or N lines).
y  ^Y  k  ^K  ^P  *  Backward one line (or N lines).
f  ^F  ^V  SPACE  *  Forward  one window (or N lines).
b  ^B  ESC-v      *  Backward one window (or N lines).
z                 *  Forward  one window (and set window to N).
w                 *  Backward one window (and set window to N).
d  ^D             *  Forward  one half-window (and set half-window to
                         N).
u  ^U             *  Backward one half-window (and set half-window to
                         N).
F                    Forward forever; like "tail -f".
r  ^R  ^L            Repaint screen.
R                    Repaint screen, discarding buffered input.
      ---------------------------------------------------
      Default "window" is the screen height.
      Default "half-window" is half of the screen height.
      ---------------------------------------------------
/pattern          *  Search forward for (N-th) matching line.
?pattern          *  Search backward for (N-th) matching line.
n                 *  Repeat previous search (for N-th occurrence).
N                 *  Repeat previous search in reverse direction.
ESC-n             *  Repeat previous search, spanning files.
ESC-N             *  Repeat previous search, reverse dir. & spanning
                         files.
ESC-u                Undo (toggle) search highlighting.
      ---------------------------------------------------
      Search patterns may be modified by one or more of:
      !  search for NON-matching lines.
      *  search multiple files.
      @  start search at first file (for /) or last file (for ?).
      ---------------------------------------------------
g  <  ESC-<       *  Go to first line in file (or line N).
G  >  ESC->       *  Go to last line in file (or line N).
p  %              *  Go to beginning of file (or N percent into file).
{                 *  Go to the } matching the (N-th) { in the top
                         line.
}                 *  Go to the { matching the (N-th) } in the bottom
                         line.
(                 *  Go to the ) matching the (N-th) ( in the top
                         line.
)                 *  Go to the ( matching the (N-th) ) in the bottom
                         line.
[                 *  Go to the ] matching the (N-th) [ in the top
                         line.
]                 *  Go to the [ matching the (N-th) ] in the bottom
                         line.
ESC-^F <c1> <c2>  *  Go to the c1 matching the (N-th) c2 in the top
                         line
ESC-^B <c1> <c2>  *  Go to the c2 matching the (N-th) c1 in the bottom
                         line.
m<letter>            Mark the current position with <letter>.
'<letter>            Go to a previously marked position.
''                   Go to the previous position.
^X^X                 Same as '.

:e [file]            Examine a new file.
^X^V                 Same as :e.
:n                *  Examine the (N-th) next file from the command line.
:p                *  Examine the (N-th) previous file from the command line.
:x                *  Examine the first (or N-th) file from the command line.
=  ^G  :f           Print current file name.
V                    Print version number of "less".

-<flag>              Toggle a command line flag [see FLAGS below].
_<flag>              Display the setting of a command line flag.
+cmd                 Execute the less cmd each time a new file is
                         examined.

!command             Passes the command to $SHELL to be executed.
|X_Xcommand          Pipe file between current pos & mark X_X to shell
                         command.
v                    Edit the current file with $VISUAL or $EDITOR.
      ---------------------------------------------------
                       FLAGS
```

```
      Most flags may be changed either on the command line,
      or from within less by using the - command.

-?            Display help (from command line).
-a            Forward search skips current screen.
-b [N]        Number of buffers.
-B            Don't automatically allocate buffers for pipes.
-c  -C        Repaint by scrolling/clearing.
-d            Dumb terminal.
-e  -E        Quit at end of file.
-f            Force open non-regular files.
-g            Don't highlight matches for previous search pattern.
-G            Highlight ALL matches for previous search pattern.
-h [N]        Backward scroll limit.
-i            Ignore case in searches.
-I            Ignore case in searches and in search patterns.
-j [N]        Screen position of target lines.
-k [file]     Use a lesskey file.
-m  -M        Set prompt style.
-n  -N        Use line numbers.
-o [file]     Log file.
-O [file]     Log file (unconditionally overwrite).
-p [pattern]  Start at pattern (from command line).
-P [prompt]   Define new prompt.
-q  -Q        Quiet the terminal bell.
-r            Output "raw" control characters.
-s            Squeeze multiple blank lines.
-S            Chop long lines.
-t [tag]      Find a tag.
-T [tagsfile] Use an alternate tags file.
-u  -U        Change handling of backspaces.
-V            Display the version number of "less".
-w            Display ~ for lines after end-of-file.
-x [N]        Set tab stops.
-X            Don't use termcap init/deinit strings.
-y [N]        Forward scroll limit.
-z [N]        Set size of window.
```

APPENDIX C - IIP CONFIGURATION TOOL TROUBLESHOOTING TEXT

(NOTE: Causes and Solutions are NOT in order of frequency. Cause 1 is resolved by Solution 1.)

PROBLEM: IIP Configuration GUI Hangs When Configuring the Port Monitor. (i.e., Serial Port).

CAUSES:
1) Modem is causing a serial port hang.
2) Orphan ppp process is using the serial port.
3) Bad Serial Port.
4) Bad Modem.

SOLUTION:
1) Turn Modem power off for 5 seconds, turn modem back on, retry to configure the modem.
2) Type: \pppdRestart kill [enter]\ to stop all ppp processes.
3) Replace bad Serial Port.
4) Replace bad Modem.

PROBLEM: Check Hardware message During Modem Configuration.

CAUSES:
1) Modem is connected to a different serial port.
2) Bad modem to CPU serial cable.
3) Modem is not turned on.
4) Modem is off hook (i.e., connected to OnLine Center).
5) Bad Modem.
6) TTY port not configured correctly.

SOLUTIONS:
1) Connect the modem to the correct serial port.
2) Replace the serial cable between the modem and the CPU.
3) Turn on the Modem.
4) Press the button on the front of the modem to disconnect.
5) Replace the modem.
6) Start the IIP Configuration Tool, and select APPLY on the modem tab.

PROBLEM: Check Hardware message During Configuration of Motorola Modems.

CAUSES:
1) Modem is at unusual factory settings or went through a modem configuration as a USRobotics modem.

SOLUTIONS:

1) Need to reset DCD to Normal before configuring the modem.

To do this, follow this procedure:

a) Behind the Motorola modem front panel, select the Return key (diagonal arrow)until you see “Disconnect T/D?”
b) Select the down arrow until you see Terminal Opts
c) Select the right arrow button until you see DCD= 'value' this value must be “Normal”, otherwise ,
d) Select the down button until the display reads, DCD = Normal.
e) Press the enter button.
f) Select the Return key (diagonal arrow) until you see “Disconnect T/D?”
g) Reconfigure the modem using the IIP Configuraiton GUI.

PROBLEM: InSite Cannot Connect to the site.

CAUSES:
1) Modem is not turned on.
2) Phone Line to modem is disconnected or in wrong jack.
3) Modem to CPU serial cable is not connected.
4) Bad modem to CPU serial cable
5) InSite phone number has changed or been disconnected.
6) The insite user password has changed.
7) CPU serial port is bad.
8) PPP deamon is not running.

SOLUTIONS:
1) Turn on the modem.
2) Connect the phone line to the port labeled \Jack\ .
3) Connect the cable between the Modem and the CPU.
4) Replace the serial cable
5) Verify the Phone Line used by InSite is functional.
6) Cal the OLC to update the insite password in the database.
7) Replace the CPU serial port used by the modem.
8) Run the command \pppdRestart\ as root.

PROBLEM: Dial out to AutoSC or OnLine Center Fails. Dial in is OK.

CAUSES:
1) Wrong Dial out Prefix.
2) Wrong Dial out Phone Number.
3) PPP routing is incorrect or missing.

SOLUTIONS:
1) Change Dial out Prefix in the IIP Configuration Tool.
2) Call the OLC for an InSite Checkout.
3) Call the OLC for an InSite Checkout.

PROBLEM: Web Browser not functioning properly.

CAUSES:
1) Web browser not responding to requests or actions.
2) Web browser at an unknown location and can't get to home page.
3) Web browser distorts pages.

SOLUTIONS:
ALL) Close the current Web Browser and start a new with the
command:

insite_browser.

PROBLEM: Web Server not functioning properly.

CAUSES:
1) New files added under the ~insite/classes/com directory tree.
2) Too many iip-http processes running.
3) Web server cannot find pages on system.
4) Abandoned httpd processes.

SOLUTIONS:
ALL) In the ~insite/server directory, run the command

\iipadmin stop halt start\.

PROBLEM: License error when trying to run an InSite Interactive Application.

CAUSES:

```
1) License for an Application does not exist.
2) License for an Application is invalid.
3) License for an Application has expired.

SOLUTIONS:
ALL) Call the OLC to refresh applicable InSite Interactive
     licenses.
```

IMPORTANT LOGS TO VIEW FOR INSITE PROBLEMS:

(NOTE: Use \viewlog\ found in the ~insite/bin to view these logs)

Error Log Name	Error Log Purpose
$IIP_SESSION_LOG	General InSite error log
~insite/logfiles/configdebug.log	Config Tool debug log
~insite/server/logs/access_log	Web server access log
~insite/server/logs/error_log	Web server error log
/var/adm/SYSLOG or /var/adm/pppd.log	ppp error log

IMPORTANT COMMANDS FOR INSITE INTERACTIVE:

Command	Command Purpose
iipadmin config	start InSite Configuration GUI
iipadmin config -debug	start InSite Config GUI and create debug log
iipadmin config -tty	InSite Configuration in tty mode
iipadmin stop start	Stop then restart Web server
insite_browser	start an InSite Interactive browser
viewlog <log name>	view a log with the viewlog utility

REVISION HISTORY

REV	DATE	AUTHOR	PRIMARY REASONS FOR CHANGE
0	Sept 14, 1999	R. Kaufman	Initial release.
1	Jan 25, 2000	R. Kaufman	Misc. Style updates, added Mobile info from OP manual
2	Oct 5, 2000	Hawthorne	Removed Mobile OP manual and created a stand alone document syssuc10.doc "Mobile Configuration"
3	Oct. 4, 2001	K. Schraufnagel	Update screen captures, change document name, and added information on network connection in Section 6-2.
4	Nov 13, 2001	Hawthorne	Added InSite Model types table 6-1 on page 29 for InSite Check out.
5	April 16, 2002	Hawthorne Kevin Dary	Added section 2-2-1 Signa Broadband Compatibility and section 4-2-4 Broadband network checkout.