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### Note

This version procedure supports Release 8.4 M3, Release 8.4 M4 and Release ASP2.

## 1- DESCRIPTION

The Service Browser tool provides a common web based service desktop for MR, CT and X-RAY. This tool will allow a CT or X-RAY trained Field Engineer the ability to provide first level support on a MR system with minimum training. The tool will also be used by the OnLine Center for remote troubleshooting. It will give the OnLine Engineers the same user interface to the tools that the Field Engineer sees.

## 2- TOOL START-UP

The tool is started by clicking the **[Service Desktop Icon]** and selecting **[Service Browser]**. You will be prompted for the root password: **operator** (*Note: The password is case sensitive.*)

### Note

The Service Key must be installed for local use. OLC access will not require a Service key.

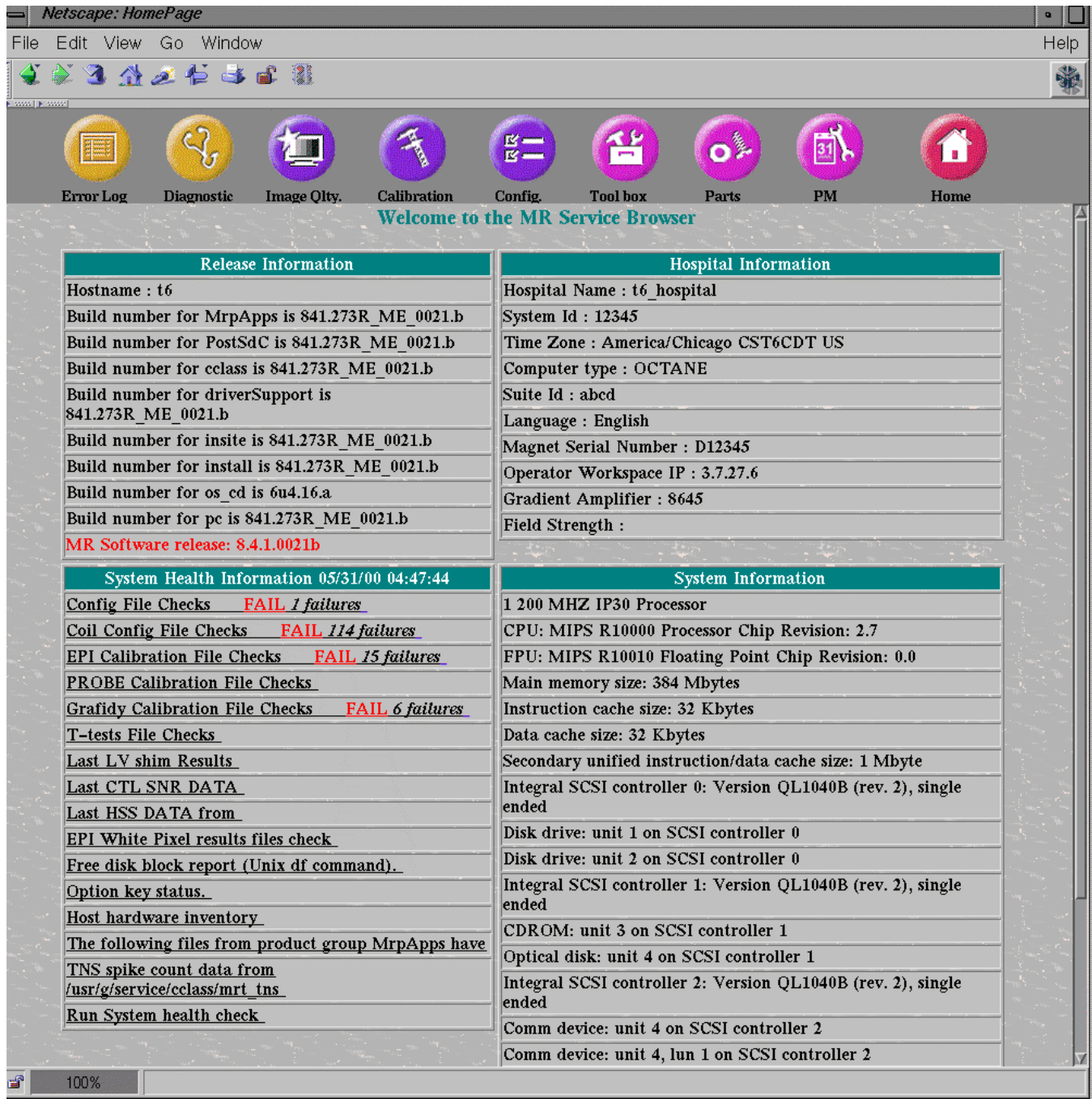
## 3- MAIN MENU

When the Service Browser tool is started, the Home page (refer to Illustration 3-1) appears on the screen. The Home Page contains the software rev, along with the hardware inventory and the results of the latest system\_health report. The Navigation bar at the top of the screen allows the user to select from the following tools/applications:

- Errorlog viewer
- Diagnostic (*Not Available for Release 8.4 M3*)
- Image Quality (*Not Available for Release 8.4 M3*)
- Calibration (*Not Available for Release 8.4 M3*)
- Configuration (*Not Available for Release 8.4 M3*)
- Toolbox (*Not Available for Release 8.4 M3*)
- Parts (*Not Available for Release 8.4 M3*)
- Planned Maintenance (*Not Available for Release 8.4 M3*)
- Home Page

### Note

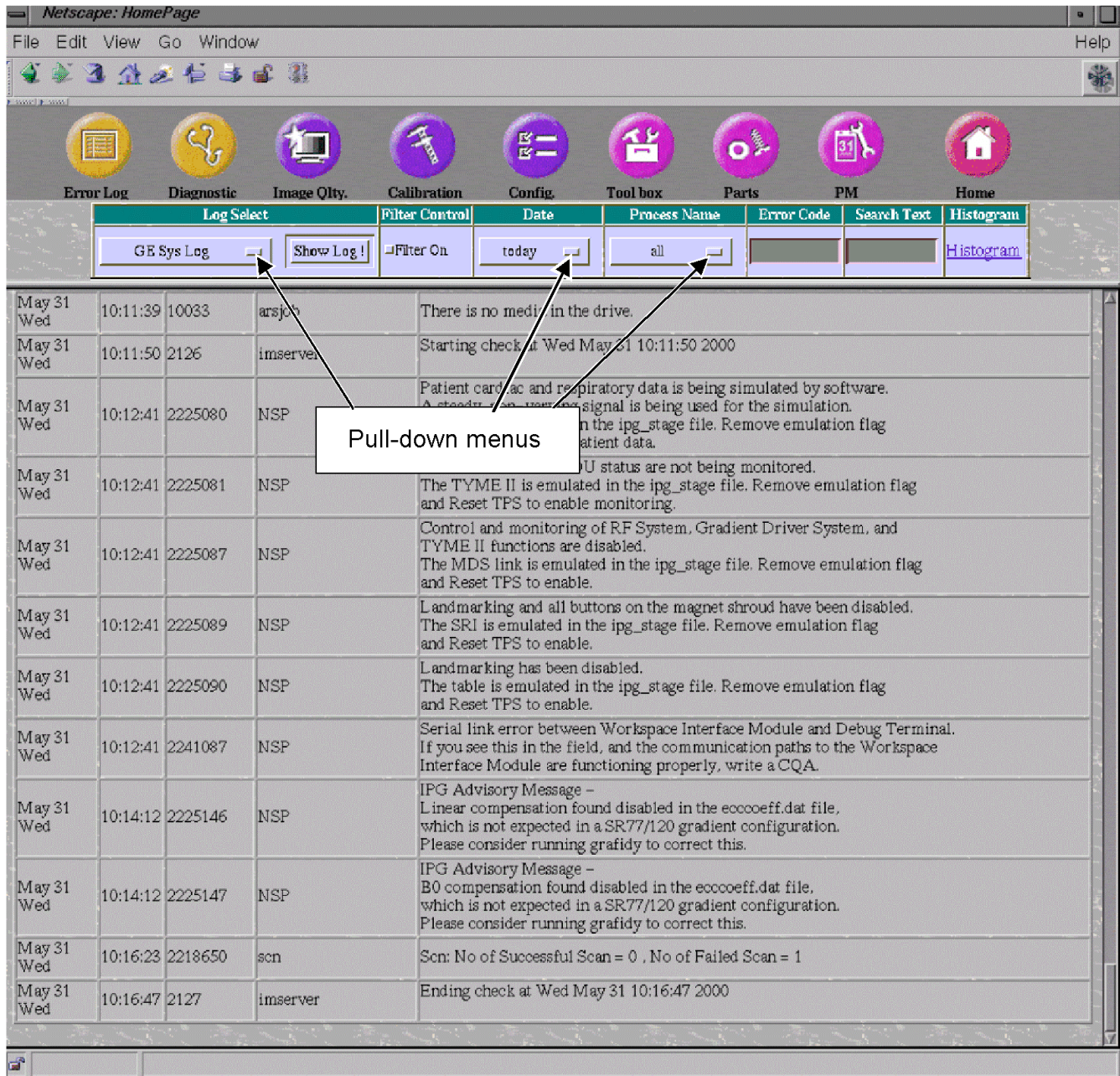
When using the Service Browser, if you iconify any of the browser windows, they cannot be restored because they get iconified in the lower left-hand corner of the screen behind the Service Desktop Manager window. **Do not iconify** any of the Service Browser windows. **Resize them** with the mouse and then move them as needed to make room for other windows.



SERVICE BROWSER HOMEPAGE (EXAMPLE)  
ILLUSTRATION 3-1

### 3-1 Errorlog Page

The Errorlog Page (See Illustration 3-2) has several pull-down sub-menus. Pull down menus can be viewed by placing the mouse over the box and clicking on the box with the left mouse button (See Illustration 3-2).



ERRORLOG PAGE (EXAMPLE)  
ILLUSTRATION 3-2

### 3-1-1 Log Select Pull-down

Under the Log Select pull-down, the following log files are available:

- GE Sys Log
- Syslog
- System Health log
- scan.out
- Review.out
- aqslog
- arsllog
- browserlog
- dbrlog
- dbwlog
- dcslog
- epdlog
- imslog
- inst\_startlog
- installog
- netlog
- prslog
- reinstall\_database.log
- sdcapplog
- sdclog
- trclog

After selecting a log with the left mouse button, click on **[Show Log!]** to display the logfile in the browser window.

### 3-1-2 Filtering

Filtering is used to extract a particular kind of data from the errorlog. Filtering works best on the GE Syslog, but the **[Search Text]** section of filtering will work on all the logfiles. To turn on filtering, check the **[Filter On]** box in the filter control field with a left mouse click, then click on **[Show Log!]** to apply the filter. (See Illustration 3-3)

There are five different errorlog fields that can be filtered. They are Date, Process Name, Error Code, Search text, and Root Cause (See Illustration 3-3). Once the filter has been turned on, the user must click on **[Show Log!]** to apply the filter.

| Log Select |           | Filter Control                                | Date        | Process Name | Error Code | Search Text | Histogram                 |
|------------|-----------|---|-------------|--------------|------------|-------------|---------------------------|
| GE Sys Log | Show Log! | <input checked="" type="checkbox"/> Filter On | last 3 days | all          |            | fail        | <a href="#">Histogram</a> |

**FILTERING LOG FILES (EXAMPLE)**  
ILLUSTRATION 3-3

On the Date pull-down filter menu, there are three options:

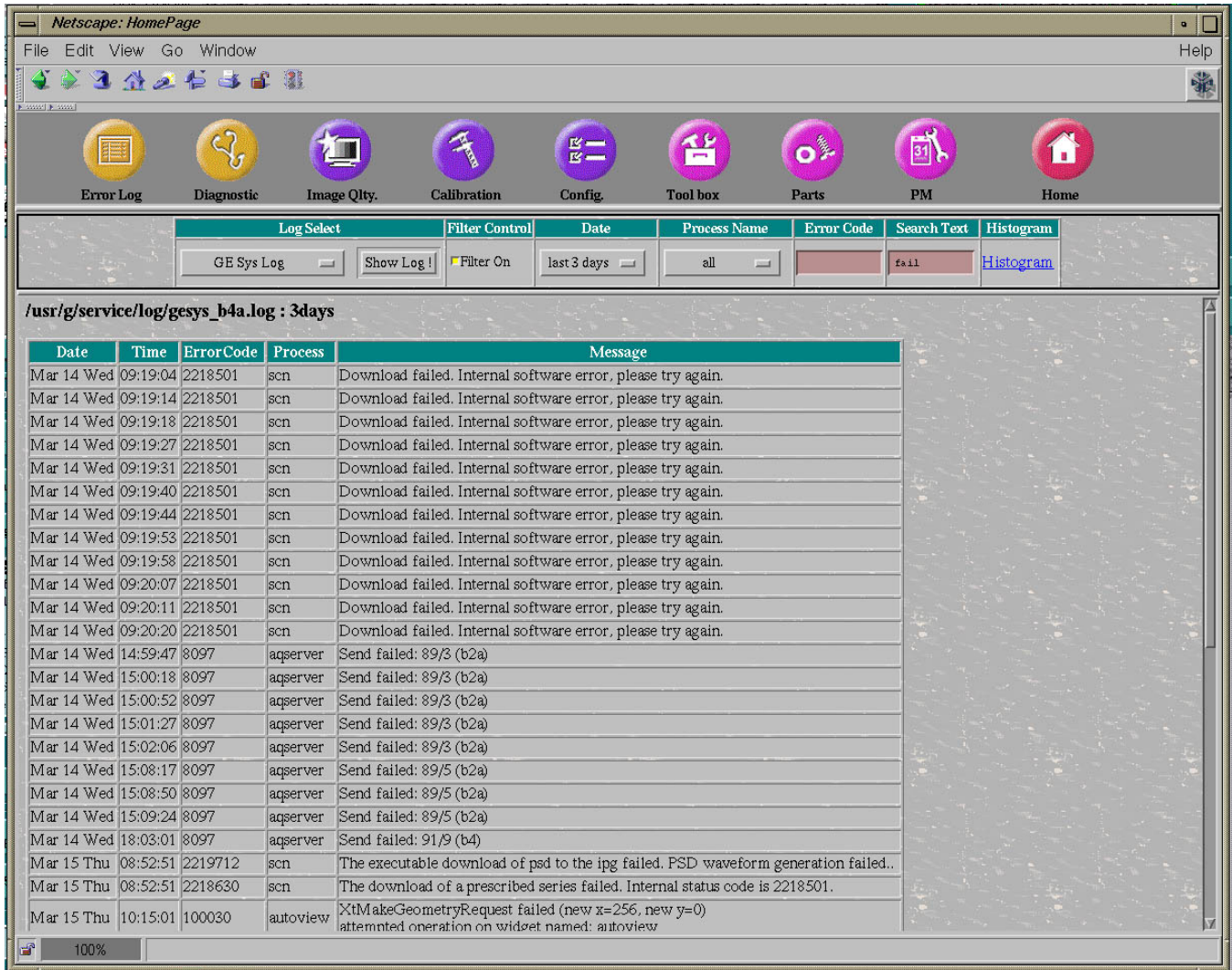
- all
- today (default)
- last 3 days
- last 10 days

On the Process Name pull-down, there are twenty options to filter on. The following is a list of the process name filters.

- all
- NSP
- UNKNOWN
- arserver
- arsjob
- autoview
- geSyslogd
- hostMonitor
- ifcc
- imserver
- lais
- msgView
- scn
- sdm
- psc
- hop\_server
- RTPSIServer
- diags
- protocol
- dcserver

The Errorcode filter field is used by typing in a known errorcode, for example 2219886.

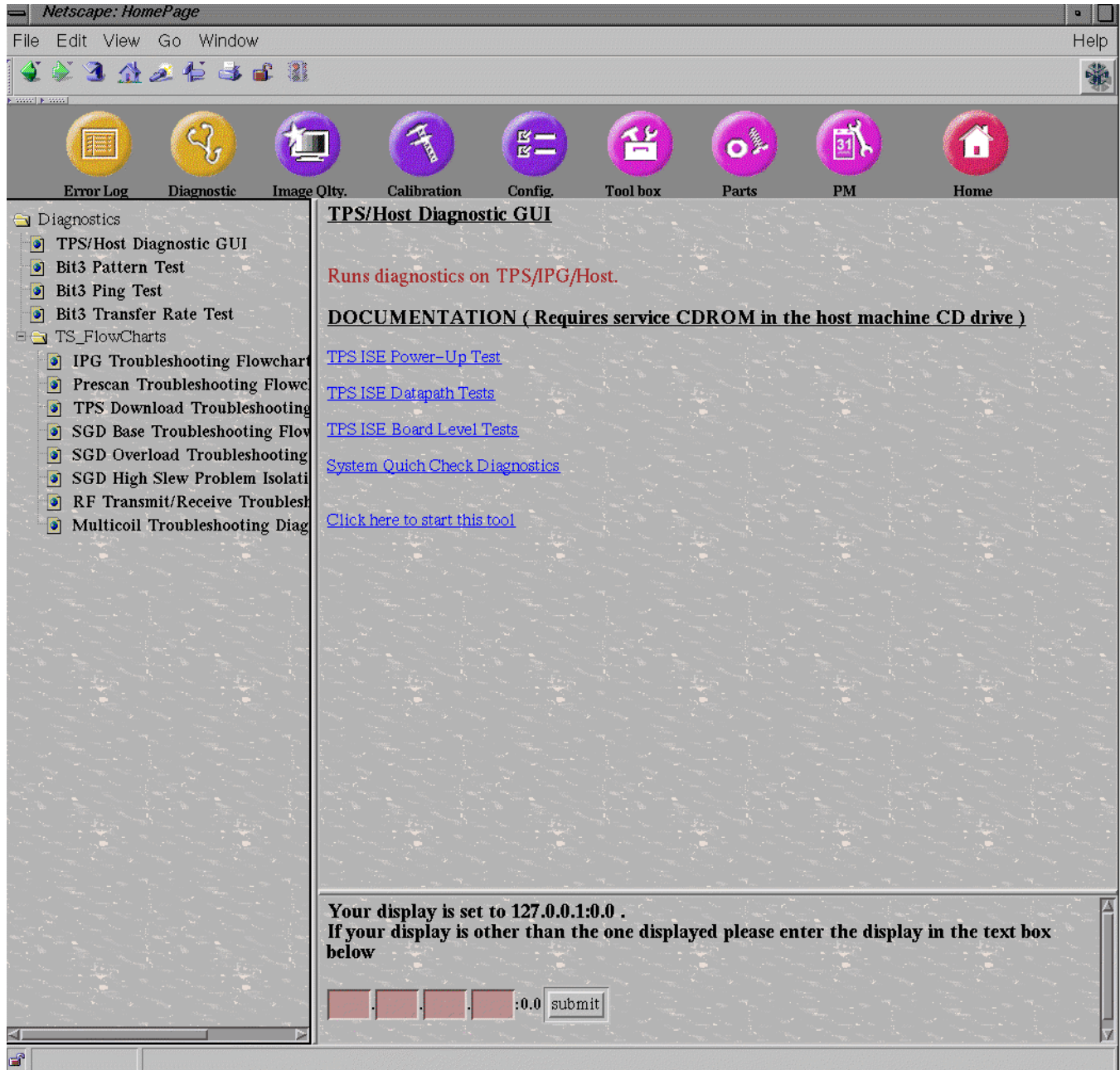
On the Search Text filter selection, the user can type in any text to filter on, however, it is a case sensitive field. This filter field works well for filtering the syslog file for the word "fail" (See Illustration 3-4).



SEARCH TEXT (EXAMPLE)  
ILLUSTRATION 3-4

### 3-2 Diagnostic Page (Not Available for Release 8.4 M3)

The diagnostic page includes diagnostics and troubleshooting flowcharts with links to service documents. The MR Service Methods CD must be in the Operator Workspace CD ROM in order for the documentation links to be functional. See Illustration 3-5 for a preview of the Diagnostic Page.



DIAGNOSTIC PAGE (EXAMPLE)  
ILLUSTRATION 3-5

### 3-3 Image Quality Page (Not Available for Release 8.4 M3)

The Image Quality page contains the tools for troubleshooting image quality issues. There are links to tools like SPT, CTL SNR, and also Image Quality Troubleshooting flowcharts. The 8X Service Methods CD must be in the Operator Workspace CD ROM drive for the documentation and the Image Quality Troubleshooting flowcharts to be functional. See illustration 3-6 for a view of the Image Quality page.

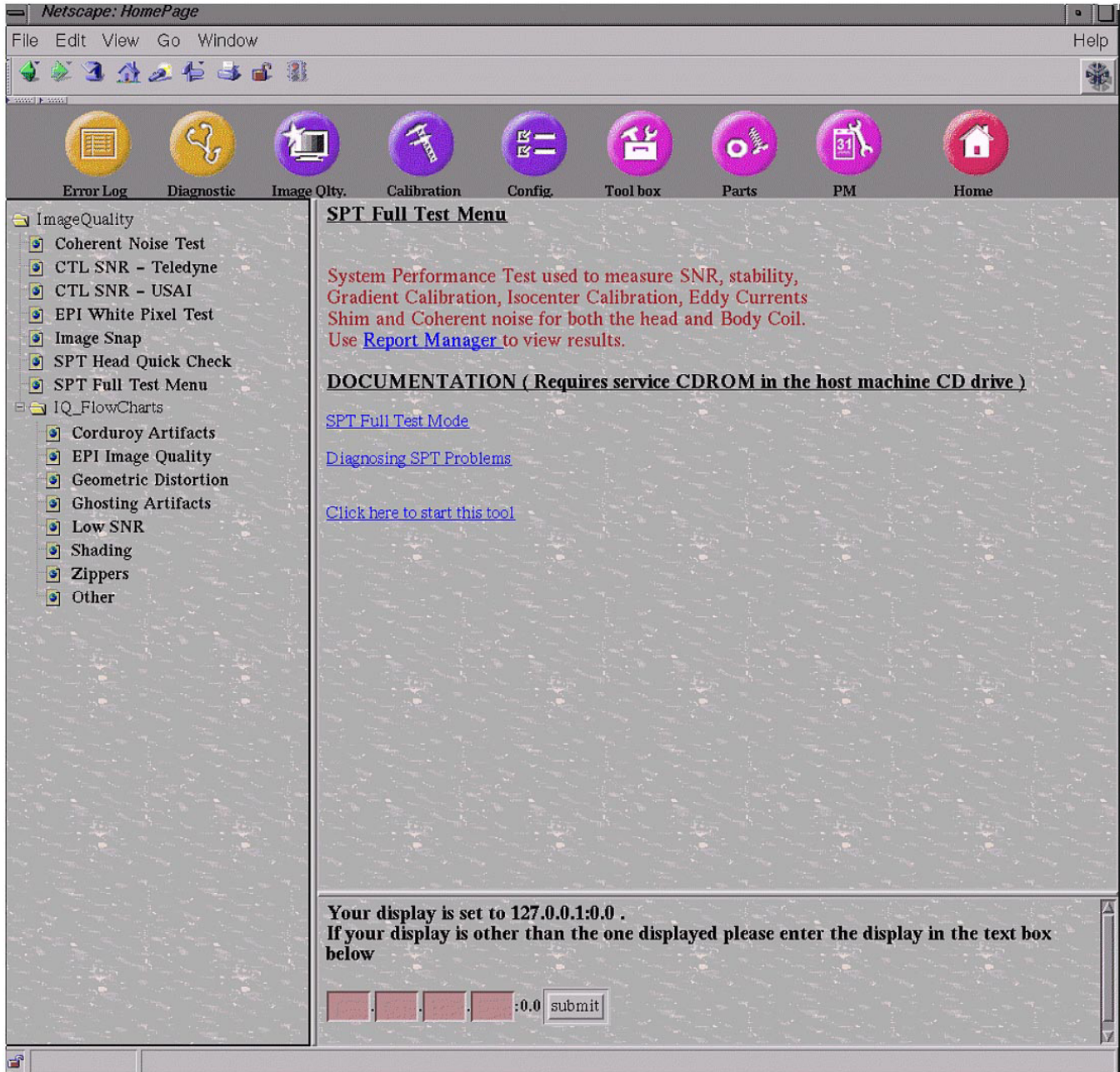
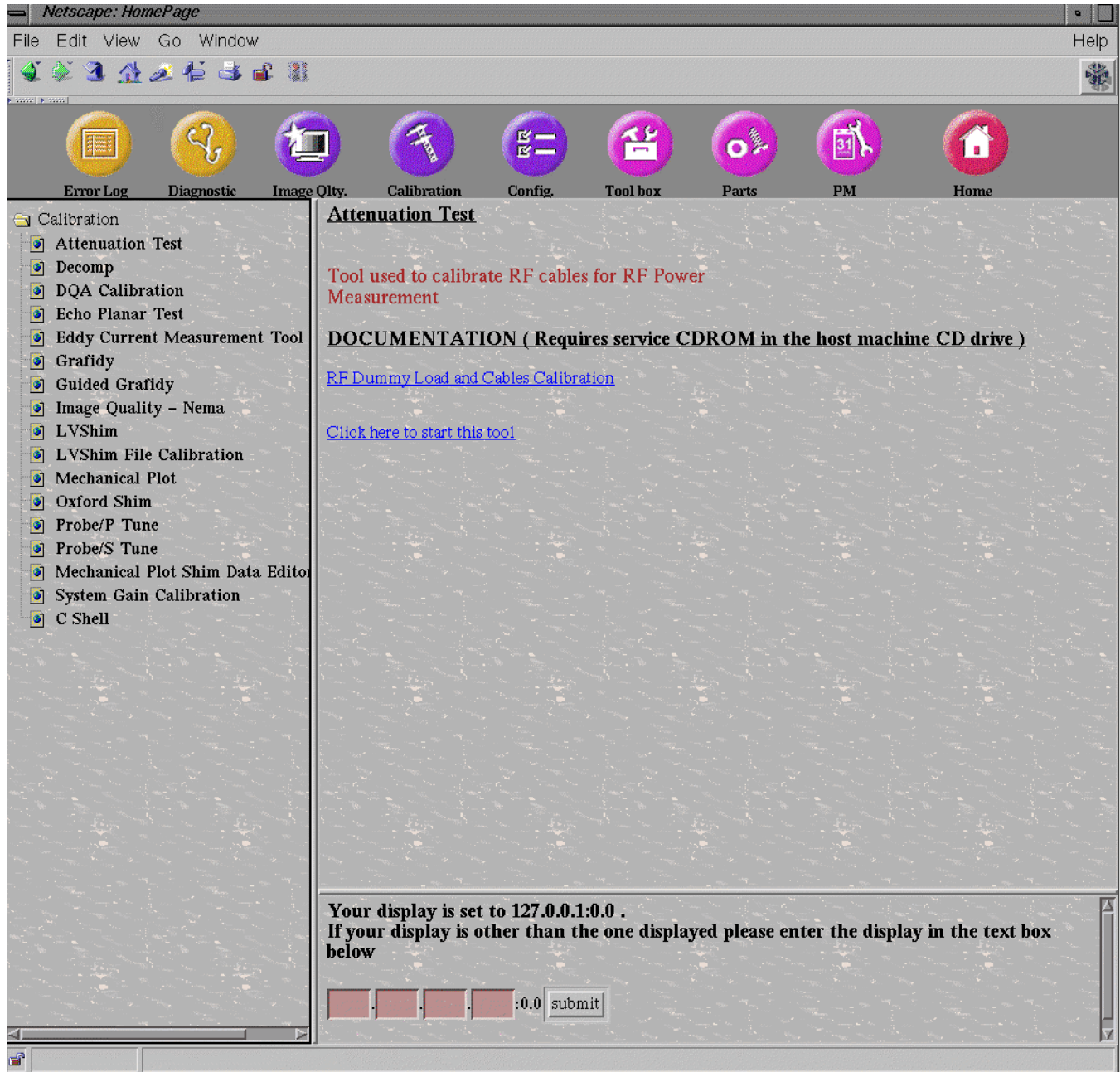


IMAGE QUALITY PAGE (EXAMPLE)  
ILLUSTRATION 3-6

### 3-4 Calibration Page (Not Available for Release 8.4 M3)

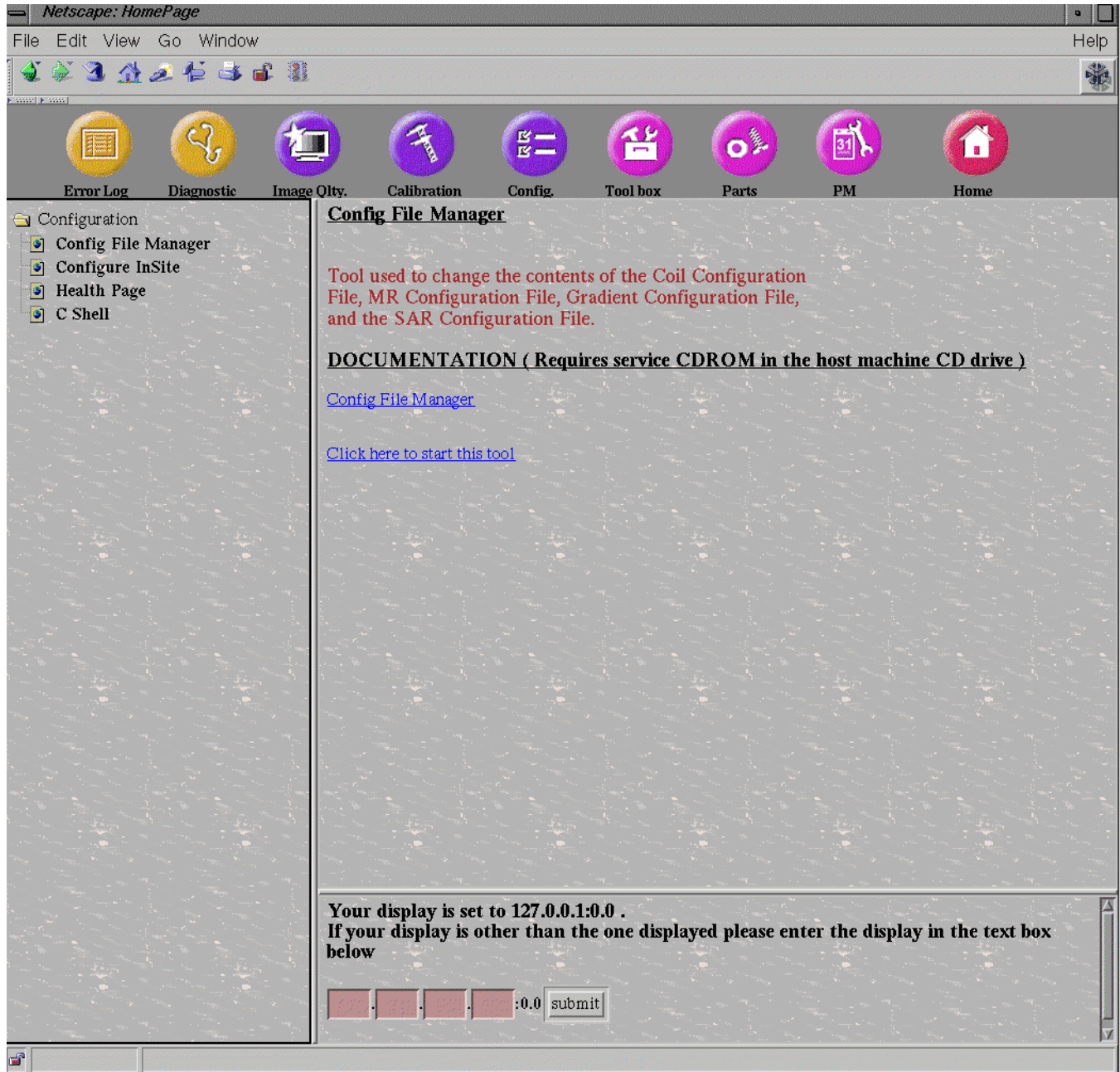
The Calibration page contains the tools used to calibrate the system. There are also links to the service documentation provided the MR Service Methods CD is in the Operator Workspace CD ROM drive. See Illustration 3-7 for the Diagnostic page.



CALIBRATION PAGE (EXAMPLE)  
ILLUSTRATION 3-7

### 3-5 Configuration Page (Not Available for Release 8.4 M3)

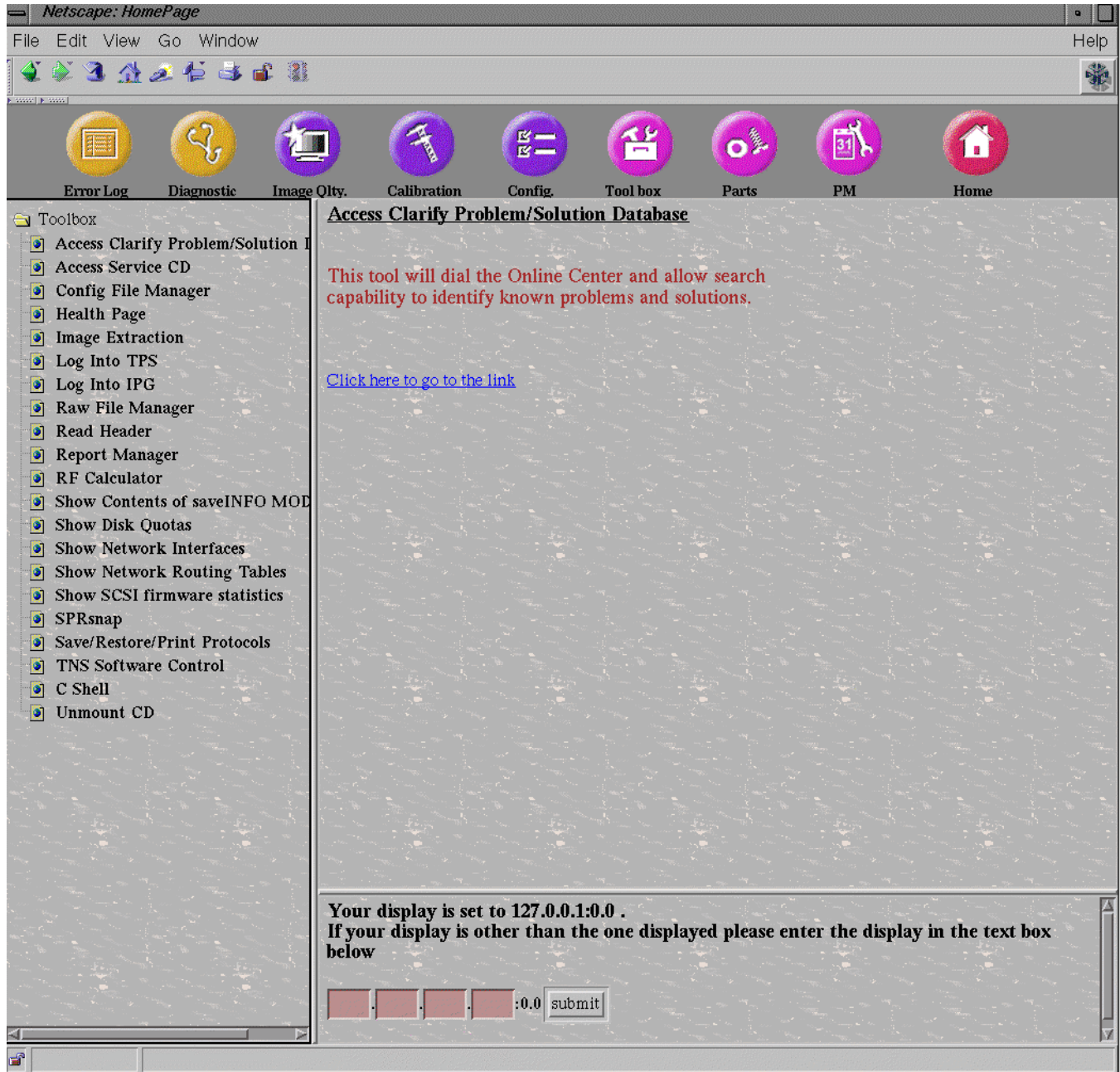
The Configuration page is used to setup the various configuration files on the system, including the MR config file, the Gradient config file, and the Coilconfig file. HealthPage and InSite can also be configured from this page. See Illustration 3-8 for the Configuration page.



CONFIGURATION PAGE (EXAMPLE)  
ILLUSTRATION 3-8

### 3-6 Toolbox Page (Not Available for Release 8.4 M3)

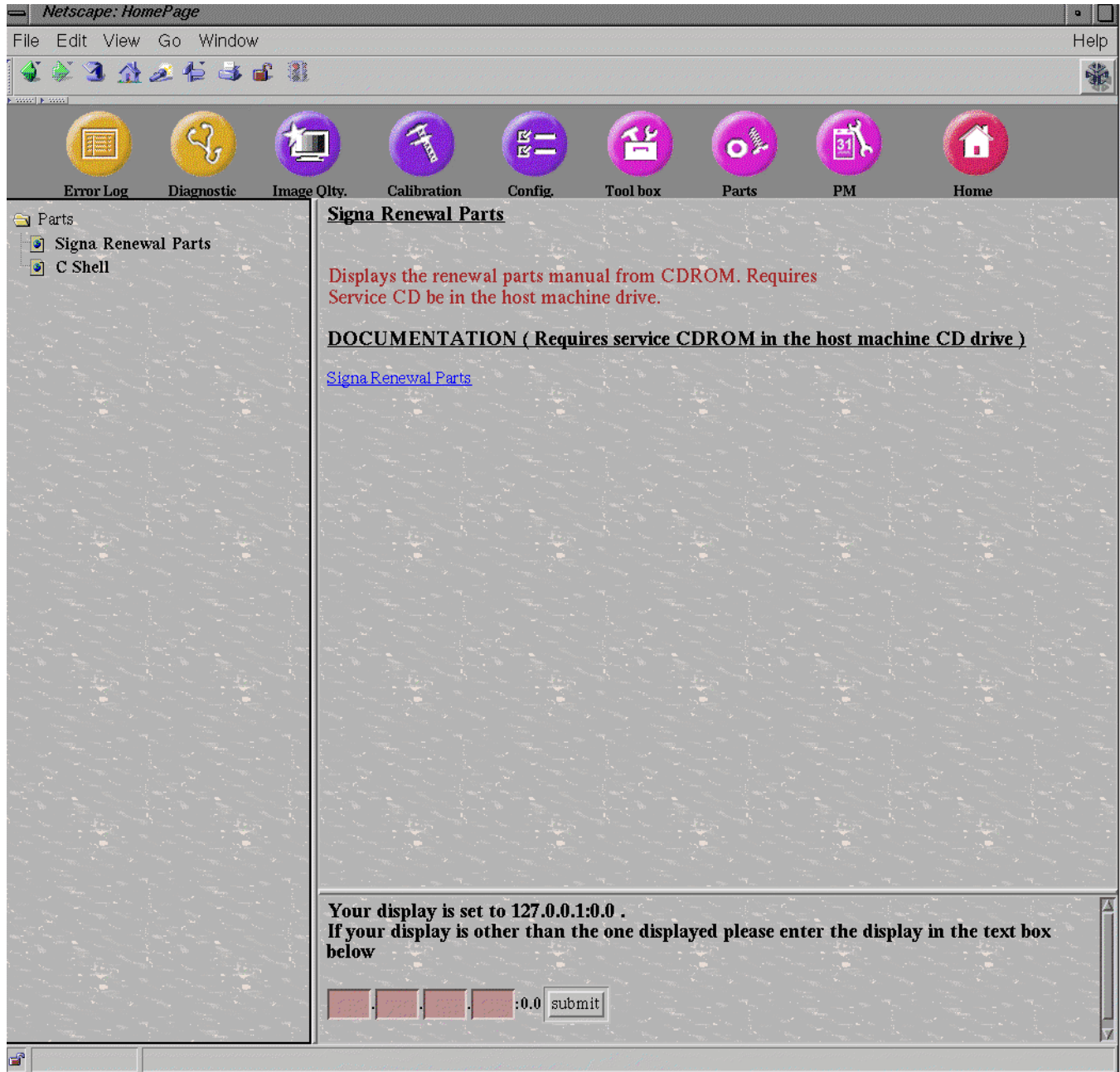
The Toolbox page contains several miscellaneous tools that can be run including access to the Problem/Solution database at the OnLine Center as well as access to the MR Service Methods CD home page. See Illustration 3-9 for the Toolbox Page.



TOOLBOX PAGE (EXAMPLE)  
ILLUSTRATION 3-9

### 3-7 Parts Page (Not Available for Release 8.4 M3)

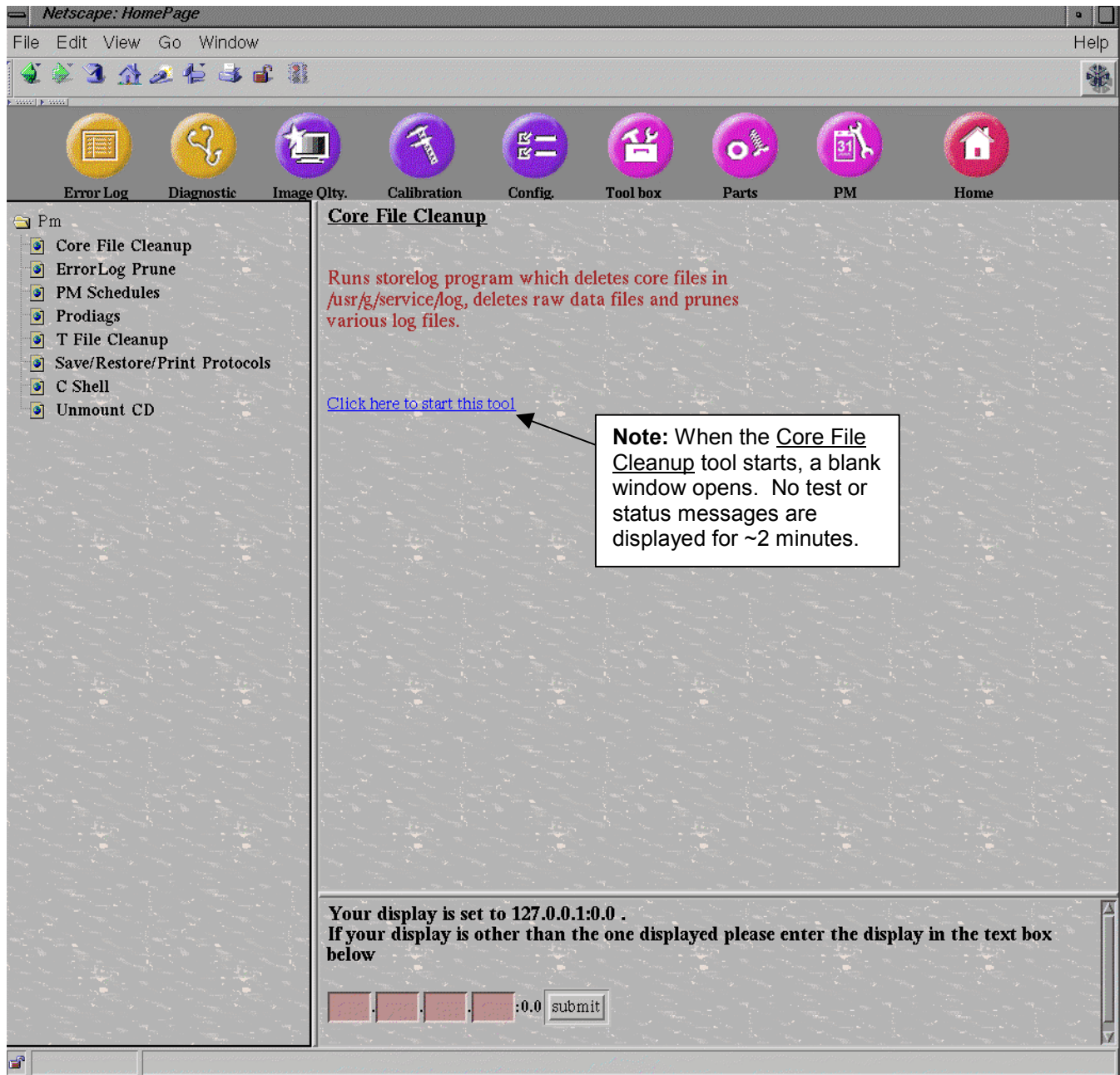
The Parts page brings up the Renewal Parts found on the MR Service Methods CD. The CD must be inserted in the CD ROM on the Operator Workspace. See Illustration 3-10 for the Renewal Parts page.



RENEWAL PARTS PAGE (EXAMPLE)  
ILLUSTRATION 3-10

### 3-8 Planned Maintenance Page (Not Available for Release 8.4 M3)

The PM page contains tools that should be run during a PM visit such as pruning error logs and deleting old T-Test files. See Illustration 3-11 for the PM page.



PM PAGE (EXAMPLE)  
ILLUSTRATION 3-11

### 3-9 Home Page

Refer to Illustration 3-1 for Home Page information.

## REVISION HISTORY

| REV | DATE          | AUTHOR             | PRIMARY REASONS FOR CHANGE  |
|-----|---------------|--------------------|---|
| A   | Jan 27, 2000  | Roger E. Kaufman   | Preliminary release for Pulsar 8.4  |
| B   | June 1, 2000  | Roger E. Kaufman   | Updated for 8.4.1 ME clinical Release   |
| 0   | Oct. 17, 2000 | M. Jones, M. Keber | Updated for Release 8.4 M4, added note to Section 2-1, repaginated. Added note not to iconify windows.  |
| 1   | Jan. 19, 2001 | J. Wolak           | Updated to include Release ASP2.  |
| 2   | Mar. 19, 2001 | M. Jones           | Added "Release 8.4" to M3 references in Section 3-. Resequenced Process Name options and deleted reference to Root Cause filter in Section 3-1-2. Clarified filtering description in Section 3-1-2. Updated Illustrations 3-2, 3-3 and 3-4. |
| 3   | Oct. 3, 2001  | K. Schraufnagel    | Changed the title of the document, updated the name of the icon in Section 2, and added a note to the password of Section 2.  |
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