Connecting to SEEStat on the Technion SEELab Server

Introduction: SEEStat is a system that enables users to easily conduct operational and performance analyses of massive datasets; in particular, datasets representing operational histories of large service operations (e.g. call centers, hospitals, internet sites), as available through the SEELab server. In addition to analysis, the SEEStat system can automatically create sophisticated reports in Microsoft Excel, which can support research and teaching. Both SEEStat and the SEELab Server were developed at the Technion, Israel Institute of Technology. More information on the SEELab can be found at the Service Enterprise Engineering (SEE) homepage.

You will now be lead through steps to establish your SEE account on the SEELab server. As a first step, you will obtain from us your SEE ID and Password (the latter is to be personalized). Then, you could use your ID and Password to access the SEEServer in order to use SEEStat, store results of your analysis in your personal SEE account (up to 200MB per user), and more.

Connecting to the SEELab server

Note: One can connect to the server using the Microsoft Internet Explorer web browser only and any of the following operating systems: all versions of Windows (starting from Windows 7).

1. From Internet Explorer visit this address: https://see-center.iem.technion.ac.il/terminal-see. (You may wish to bookmark this URL for future use.) You will see the following:

2. If this is your first visit: click “Register” on the left menu. If you already have a SEE account than proceed to Step 3.

   2.1. Fill up all fields and click “Next”.
a. User Name will be your account name for accessing and connecting to the server. Please use the format: **LastName_FirstName** (for example: moshe_israeli).
b. Password should consist of a minimum of **8 symbols**, and it is used only for accessing the terminal.
c. E-mail is required for sending you your account information, in response to your first registration.

2.2. Type your personal information for identification, as requested below, and then click “**Next**”.

**Attention Students of the Technion's "Service Engineering" course** - use the following information:
- **User name**: 2019S_Id Number (2019S_123456789)
- **Job Title**: Student
- **Department Name**: Industrial Engineering and Management, or Faculty of IE&M
- **Organization Name**: Technion

2.3. Click **Finish**.
Within a day after your registration, you will receive an e-mail with your **User Name** and **Password** for accessing the server. After receiving this e-mail, connect to the server again, using the same URL: [https://see-center.iem.technion.ac.il/terminal-see](https://see-center.iem.technion.ac.il/terminal-see).

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

   ![Log In Screen](image1)

   If User Name and Password is valid, you will have access to terminal and proceed to **Step 5**. If you forgot your password – proceed to **Step 4**.

4. Click link “**I forgot my password**” in window “**Log In**”.
   4.1. Type your User Name and click button “**Submit**”.

   ![Forgot Your Password Screen](image2)

   4.2. Type your e-mail and click button “**Submit**”.

   ![Identity Confirmation Screen](image3)

   4.3. Click button “**Continue**”.

   Over few minutes, you receive e-mail containing following information: your User Name and your Password.
5. Click **To Terminal**.

After redirecting to below window, type your User Name and Password from **Step 2**, and then click button **“Sign In”**.

6. After verification, you will have access to window with programs.
7. Run program.

7.1. Click the SEEStat icon to run the program and after click “Connect”.

If you not see this window, please read step 8

SEEStat interacts with Excel to display data. You might then discover that the Excel chart size does not fit your screen size. Read in 7.2 how to overcome this problem.

7.2. Excel chart size set to fit screen size.

If the Excel chart does not display in full screen click Output->Options. Select option Chart_Size. Click Apply and OK.

Commentary: This option is used in order to reset the chart size into a full screen chart. Typically, this problem does not arise: users will encounter chart size in Excel that does fit their physical screen size. But sometimes, for example, due to a changed resolution, the chart size will not fit screen size. Then, one should use the above option, which looks as follows:

Recall: For the above change to apply, one must exit SEEESTAT and re-enter it again.
8. Problem with *Remote Desktop ActiveX* control.

8.1. Add [https://see-center.iem.technion.ac.il](https://see-center.iem.technion.ac.il) and [https://server-see.iem.technion.ac.il](https://server-see.iem.technion.ac.il) to the **Trusted Sites of Internet Explorer**.
   This is performed as follows: From the Internet Explorer menu, click **Tools → Internet Options**, then visit the **Security Tab**. Select the **Trusted Sites Zone**. Click on **Sites** and add the above **URL** to the list of websites.

8.2. Make sure that Internet Explorer has the SEEStat **ActiveX control** enabled.
   This is performed as follows: From the Internet Explorer menu, click **Tools → Internet Options**, then visit the **Programs Tab**. Select the **Manage add-ons**. Lookup **MsRdpClientShell** or **Microsoft RDP Client Control** and enable it.

8.3. If **Step 8.1** and **Step 8.2** do not help, send e-mail to **adminsee@technion.ac.il**. Your e-mail must contain the follow information:
   a. Your operation system (Windows...).
   b. Your Web Browser and version.
   c. Your problem.

**Disconnecting from the SEELab Server.**

1. To end your Remote Desktop session: click **Sign Out**.