

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 300MB per user), and more.

Connecting to the SEELab server

Note: One can connect to the server using the **Microsoft Internet Explorer (step 8)**, **Microsoft Edge (step 9)** or **Google Chrome (step 10)** and any of the following operating systems: **all versions of Windows (starting from Windows 7)**.

1. From Internet Browser 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”**.

Sign Up for Your New Account	
User Name:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
E-mail:	<input type="text"/>
Confirm E-mail:	<input type="text"/>
<input type="button" value="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**".

Personal Information	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Job Title:	<input type="text"/>
Department Name:	<input type="text"/>
Organization Name:	<input type="text"/>
Country/Region:	<input type="text" value="Israel"/> ▼
City:	<input type="text"/>
Street Address:	<input type="text"/>
Research Interest:	<input type="text"/> ▲ ▼
<input type="button" value="Next"/>	

Attention Students of the Technion's "Service Engineering" course - use the following information:

- a. User name: 2022S_Id Number (2022S_123456789)
- b. Job Title: Student
- c. Department Name: Industrial Engineering and Management, or Faculty of IE&M
- d. Organization Name: Technion

2.3. Click **Finish**.

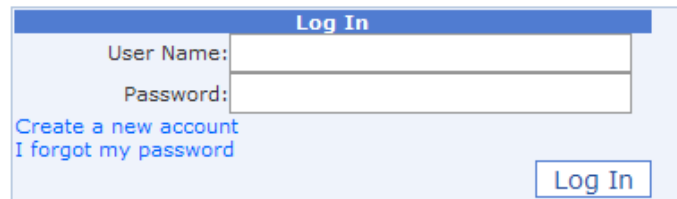
Complete
Your account has been successfully created.
You'll receive e-mail with your registration information.
<input type="button" value="Finish"/>

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>.

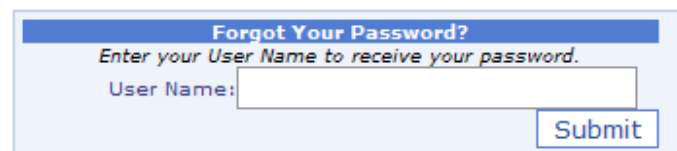
3. Select **"Log In"**, type your User Name and Password from **Step 2**, and then click button **"Log In"**.



The image shows a 'Log In' form with a blue header bar containing the text 'Log In'. Below the header, there are two input fields: 'User Name:' and 'Password:'. To the left of these fields are the labels 'User Name:' and 'Password:'. Below the 'Password:' field, there are two links: 'Create a new account' and 'I forgot my password'. At the bottom right of the form is a button labeled 'Log In'.

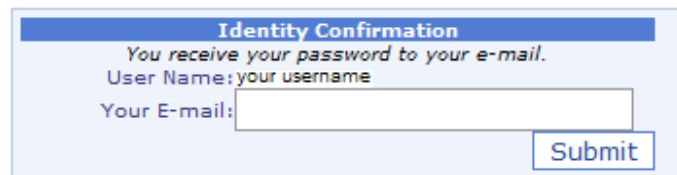
If User Name and Password is valid, you will have access to terminal and proceed to **Step 5**. If you forgot your password – proceed to **Step 4**.

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



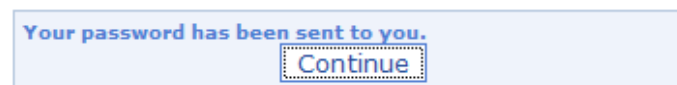
The image shows a 'Forgot Your Password?' form with a blue header bar containing the text 'Forgot Your Password?'. Below the header, there is a line of text: 'Enter your User Name to receive your password.' Below this text is an input field labeled 'User Name:'. At the bottom right of the form is a button labeled 'Submit'.

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



The image shows an 'Identity Confirmation' form with a blue header bar containing the text 'Identity Confirmation'. Below the header, there is a line of text: 'You receive your password to your e-mail.' Below this text, there are two input fields: 'User Name: your username' and 'Your E-mail:'. At the bottom right of the form is a button labeled 'Submit'.

- 4.3. Click button **"Continue"**.

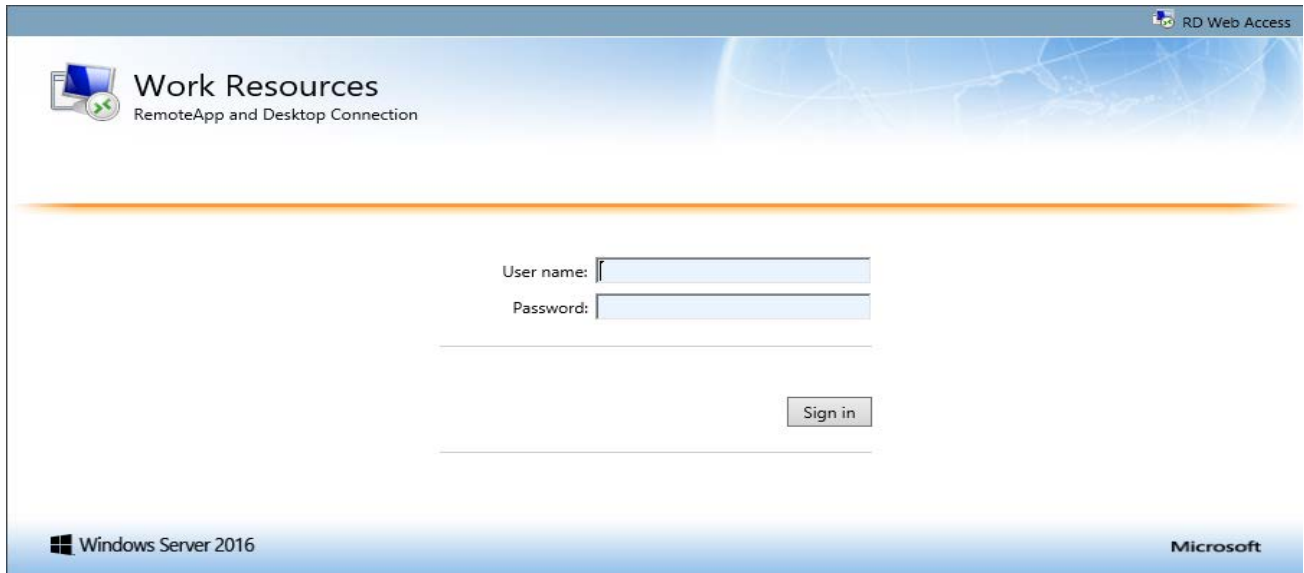


The image shows a confirmation message box with a blue header bar containing the text 'Your password has been sent to you.' Below the header is a button labeled 'Continue'.

Over few minutes, you receive e-mail containing following information: your User Name and your Password.

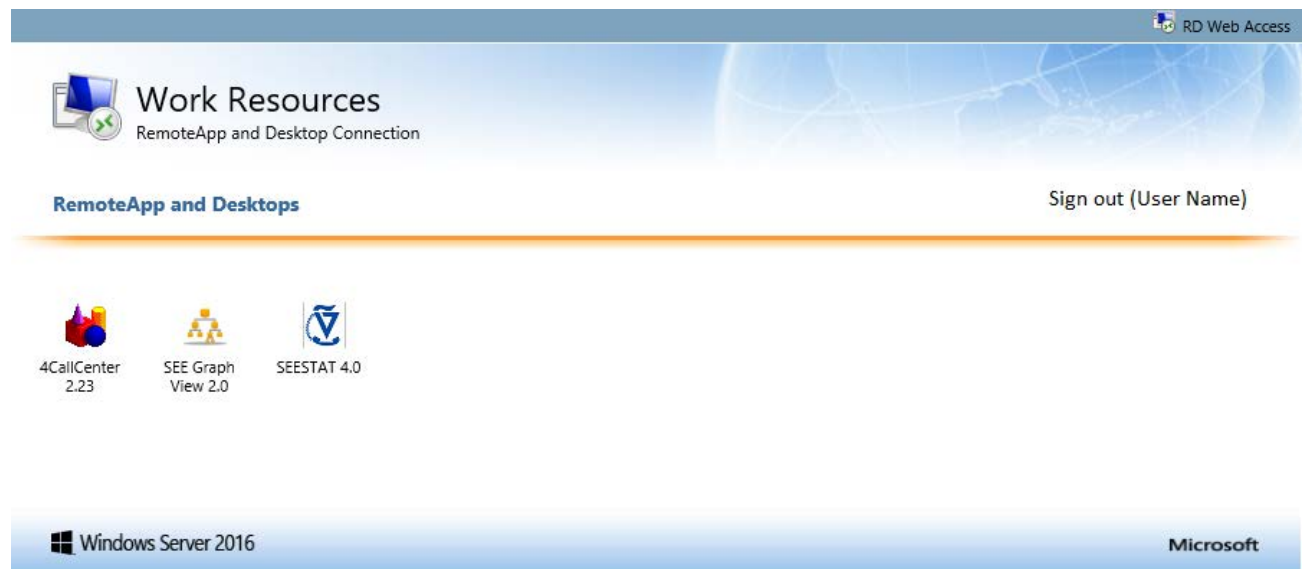
5. Click **To Terminal**.

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



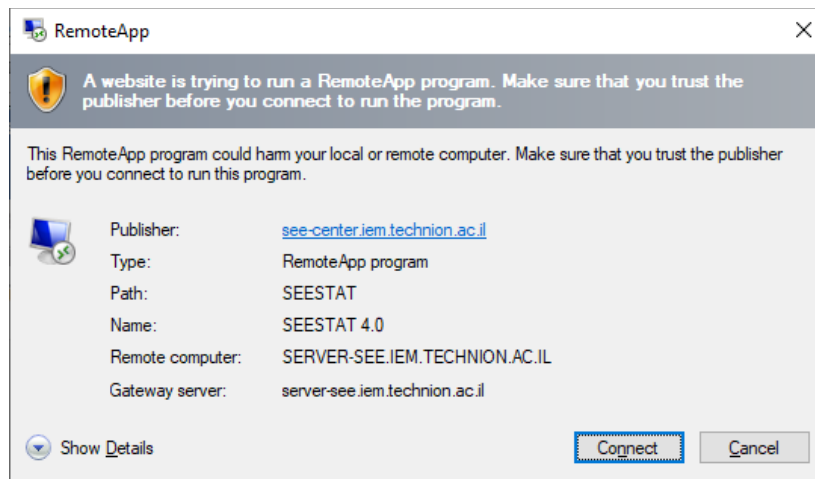
The screenshot shows a web interface for 'Work Resources' with the subtitle 'RemoteApp and Desktop Connection'. At the top right is a 'RD Web Access' icon. The main area contains a 'User name:' label followed by a text input field, a 'Password:' label followed by a password input field, and a 'Sign in' button below them. The footer includes the 'Windows Server 2016' logo on the left and the 'Microsoft' logo on the right.

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



7. Run program.

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

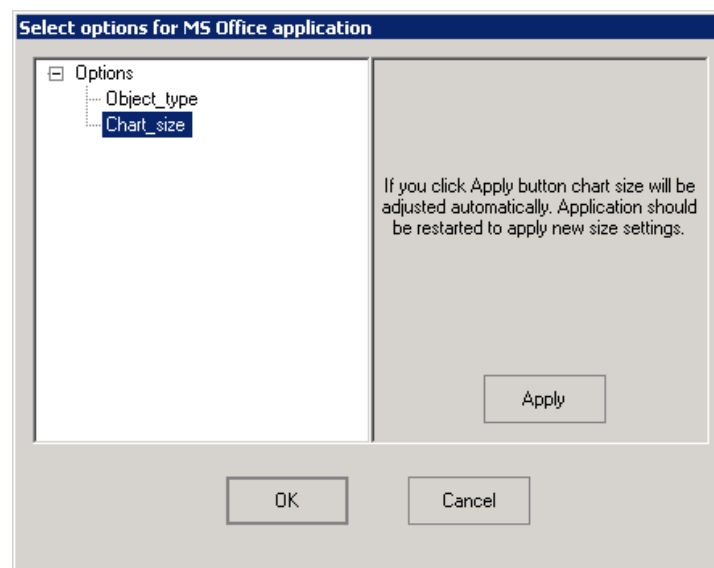


SEESat interacts with Excel to display data. You might then discover that the Excel chart size does not fit your screen size. Read in 7.2 how to overcome this problem.

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 SEESTAT and re-enter it again.

8. Working with *Microsoft Internet Explorer*.

- 8.1. Open **Internet Explorer** → **Tools** → **Internet Options**.
- 8.2. Visit the **Security Tab** → **Trusted Sites**, click on **Sites** and **Add** a URLs <https://see-center.iem.technion.ac.il> and <https://server-see.iem.technion.ac.il> to the **Trusted Sites**.
- 8.3. Visit the **Programs Tab**, click the **Manage add-ons** and check that ActiveX control **MsRdpClientShell** or **Microsoft RDP Client Control** is enable.
- 8.4. Restart Internet Explorer.

9. Working with *Microsoft Edge*.

- 9.1. Open **Microsoft Edge** → **Settings** → **Default browser**.
- 9.2. In **Allow sites to be reloaded in Internet Explorer mode** select **Allow**.
- 9.3. In **Internet Explorer mode pages** click **Add** and enter a URLs <https://see-center.iem.technion.ac.il/terminal-see/> and <https://server-see.iem.technion.ac.il/RDWeb/Pages/>
- 9.4. Restart Microsoft Edge.

10. Working with *Google Chrome*.

- 10.1. Open **Google Chrome** and install extension **IE Tab** from **Chrome Web Store**.
- 10.2. Click on extension **IE Tab** → **Options**.
- 10.3. In **Auto URLs** click **Add** and enter a URLs <https://see-center.iem.technion.ac.il/terminal-see/> and <https://server-see.iem.technion.ac.il/RDWeb/Pages/>
- 10.4. In **IE Compatibility Mode** select **IE 11 Standards Mode**.
- 10.5. Restart Google Chrome.

11. If you have a problem with connecting, 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**.