

# 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"/>	

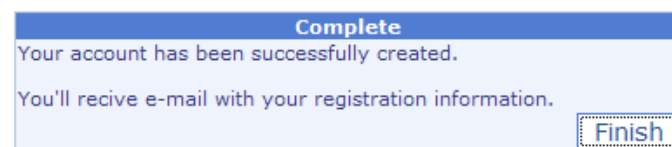
- a. User Name will be your account name for accessing and connecting to the server. Please use the format: **LastName\_FirstName** (for example: moshe\_israeli).
  - b. Password should consist of a minimum of **12 symbols**, and it is used only for accessing the terminal.
  - c. E-mail is required for 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**".



The screenshot shows a web form titled "Personal Information" with a blue header. The form contains the following fields: "First Name:", "Last Name:", "Job Title:", "Department Name:", "Organization Name:", "Country/Region:" (a dropdown menu with "Israel" selected), "City:", "Street Address:", and "Research Interest:" (a large text area with up and down arrows). A "Next" button is located at the bottom right of the form.

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

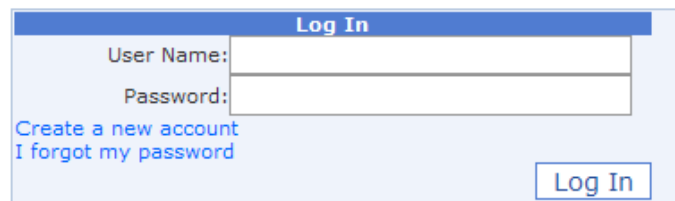
- a. User name: 2025S\_Id Number (2025S\_123456789)
  - b. Job Title: Student
  - c. Department Name: Faculty of Data and Decision Sciences, or Faculty of DDS
  - d. Organization Name: Technion
- 2.3. Click **Finish**.



The screenshot shows a confirmation message box with a blue header titled "Complete". The text inside reads: "Your account has been successfully created." and "You'll receive e-mail with your registration information." A "Finish" button is located at the bottom right of the message box.

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>.

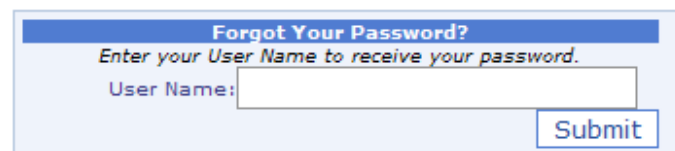
3. Select **“Log In”**, type your User Name and Password from **Step 2**, and then click button **“Log In”**.



The screenshot shows a web form titled "Log In" with a blue header. It contains two input fields: "User Name:" and "Password:". Below the fields are two links: "Create a new account" and "I forgot my password". A "Log In" button is located at the bottom right of the form.

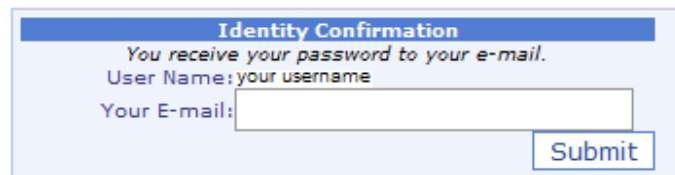
If User Name and Password is valid, you will have access to terminal and proceed to **Step 5**. If you forgot your password – proceed to **Step 4**.

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



The screenshot shows a web form titled "Forgot Your Password?" with a blue header. It contains the instruction "Enter your User Name to receive your password." and a "User Name:" input field. A "Submit" button is located at the bottom right of the form.

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



The screenshot shows a web form titled "Identity Confirmation" with a blue header. It contains the instruction "You receive your password to your e-mail." and two input fields: "User Name: your username" and "Your E-mail:". A "Submit" button is located at the bottom right of the form.

- 4.3. Click button **“Continue”**.

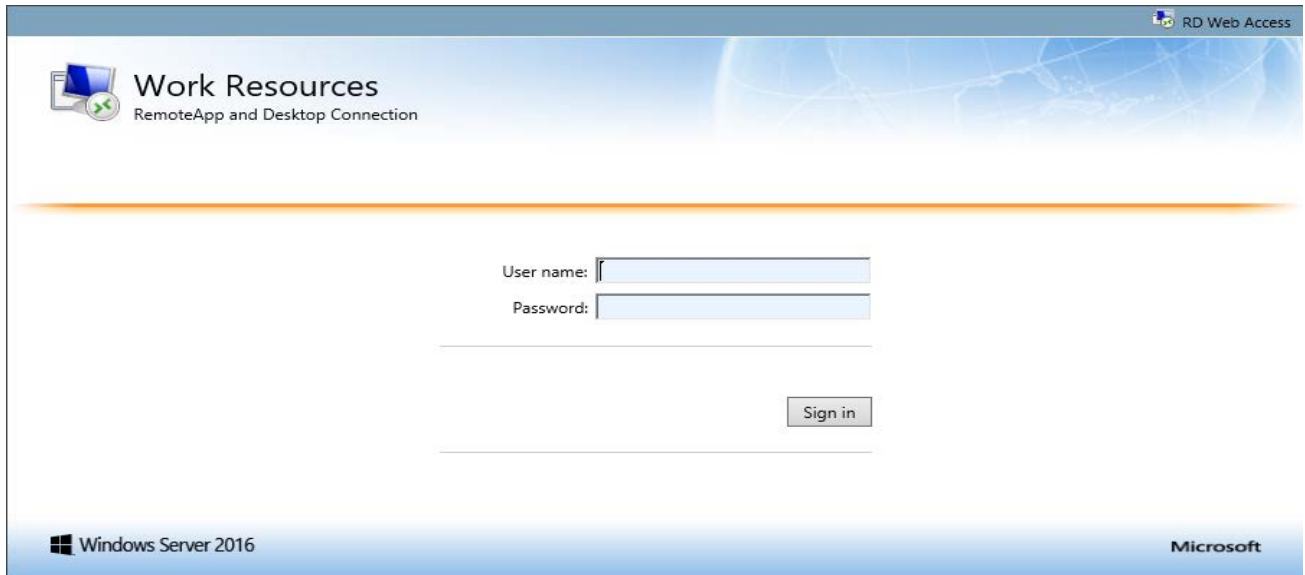


The screenshot shows a message box with the text "Your password has been sent to you." and a "Continue" button.

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”**.

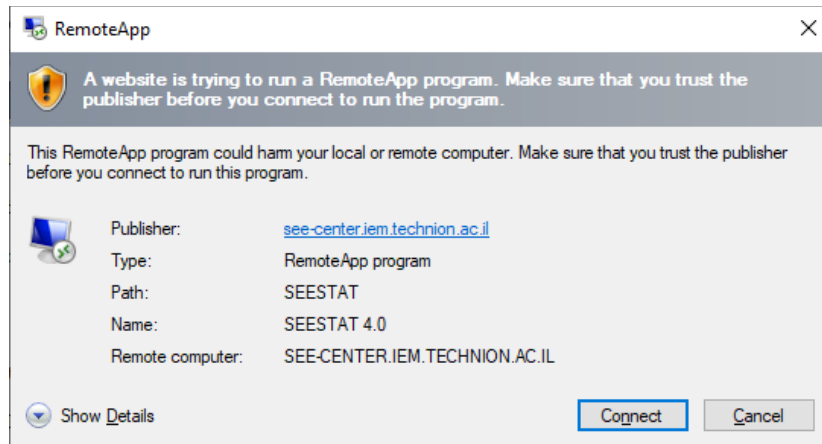


6. After verification, you will have access to window with programs.



## 7. Run program.

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

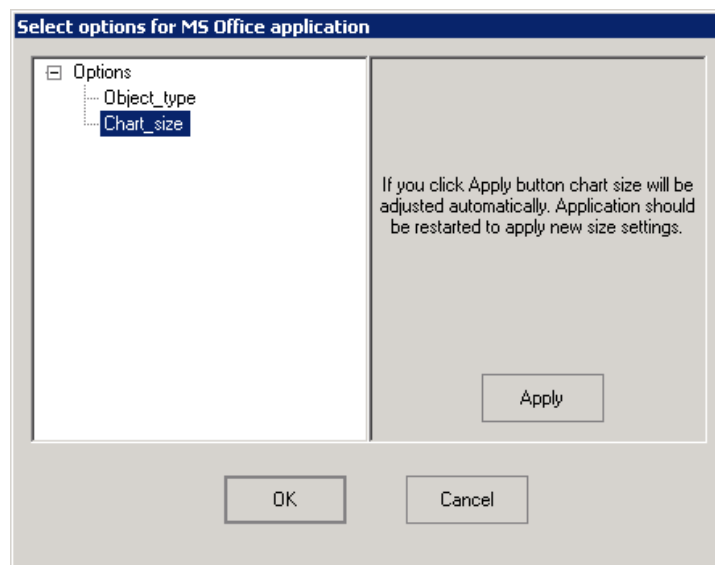


*SEESTat interacts with Excel to display data. You might then discover that the Excel chart size does not fit your screen size. Read in 7.2 how to overcome this problem.*

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 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> 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://see-center.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://see-center.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 [see.center.lab@gmail.com](mailto:see.center.lab@gmail.com). 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**.