# Appendix F: Remote Support

## Network connection

In order to access the Lotem machine remotely, the Lotem must be connected on the customer network and not in Point To Point (PTP) connection to the Brisque.

Please refer to FCO 512-00269A for connecting the Lotem to the network.

## Creo Service Port and Service Wire

The Creo Service Port (CSP) is installed with the Windows 2000 image CD. This enables defining the Lotem directly to the Service Wire (RSS). Guidelines for supporting the Lotem from the Service Wire can be found in the Lotem Family and RSS - Quick Connectivity Guide.

## Remote Control

To access the remote control feature on the Lotem, select **Remote Support** from the **Utilities** menu. This launches the following:

- Net Meeting
- VNC
- Remote Applications dialog box

**Note:** To connect to Net Meeting from a remote computer, type **Remote** in the **User** box and type **sciremote** in the **Use Password** box.

The VNC on this version is Tight VNC with improved performance compared to previous releases.
To connect to VNC from a remote computer, type **sciremote** in the **Session Password** box.

## Remote Diagnostics

There are two main advantages in running remote diagnostics:

- Saves time when the service engineer is on site by having test results available.
- Makes it possible to ship parts to the site before the engineer arrives on site.

When a TCP/IP connection has been established to the customer's site, it is possible to do the following:

- Remotely control the Lotem's desktop and activate three different kinds of diagnostics.
- Run the JOIND as a client/server application, as described below:
  - Ask the customer to close Lotem Controller (or use the desktop control to remotely close the application).
  - Ask the customer to activate the JServer via the **Start > Lotem 800 - Diag** menu (or use the desktop control).
  - Activate the JOIND Client on the remote PC. (This may be downloaded from the Remote Support section in TechPlanet).
  - In **Step 1** of the JOIND Startup, type in the IP address of the Lotem.
  - Click **Next** and then **Finish**.

## Drive Sharing & Mapping

Drive C of the Lotem can be used sharing and mapping purposes. To connect to drive C from a remote computer, type the following in the **Start > Run** dialog box:

**\\Lotem-IP-Address\C$**

or

**\\Lotem-IP-Address\C**

When prompted, type **remote** in the UserName box and **sciremote** in the Password box.