

Service Shell

Connection Guide

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Revision History

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Draft	Nov. 20, 2003	Brian Holness	Initial document draft
A	Nov. 24, 2003	Brian Holness	Edit, update and PDF
A	Dec. 5, 2003	Brian Holness	Applied edit changes
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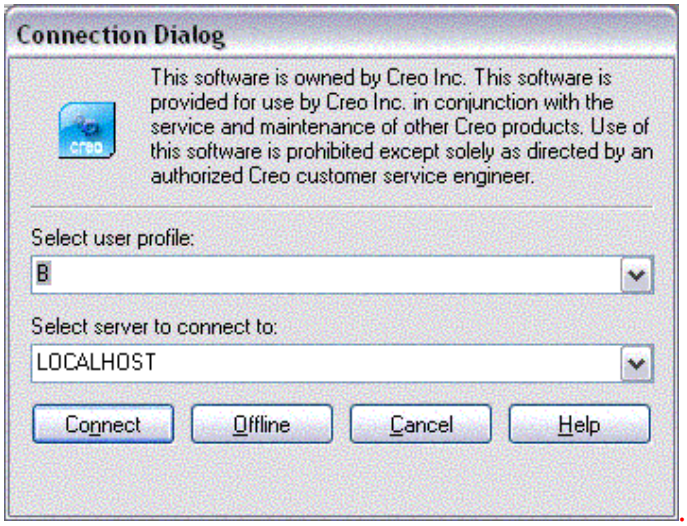
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1. SERVICE SHELL 2.6 CONNECTION

The Connection Dialog box establishes the user profile and the desired server, (if any). This dialog box appears when you start Service Shell, and when you select the **Connect/Change User** option from the **Connection** menu.



- Before you connect to a server, make sure that server is accessible from your machine. Service Shell Client will ping the server during connection and if it can't connect, an error message appears.
- If the server is on the local area network, ensure that you have its name or IP address.
- If the server is on a remote machine accessed via modem, you must start a Windows® Remote Access Server (RAS) session and know the server's name or IP address. When you use a modem to dial to a network, you will authenticate your connection using a user name and a password. Once authenticated, Service Shell will be able to resolve the server IP from its name even though it exists on a network different from CREO.

Note: You do not need to disconnect from the current connection before connecting to another server on the same network. Service Shell automatically disconnects from the current server before connecting to a new one.

1.1 Connection types

Connection type	Notes
Local access	Service Shell may run on the server itself. Use **localhost** as the server.
Local Area Network (LAN)	Use the name of the server on the network.

Connection type	Notes
Modem	Start a RAS session and dial the remote machine. From the RAS dialog, obtain the IP address of the remote server and use this in the Connection Dialog box.
Internet	Use a Virtual Private Network (VPN) running a point-to-point tunneling protocol (PPTP) to access a remote service host server over an Internet connection. Start a RAS session to the PPTP server, then proceed as for a LAN.

1.2 Logging On to Service Shell

Service Shell uses your user profile to load your preferences. Your user name should describe the nature of your work: for example, Service Tools. Always specify your user profile name when connecting to Service Shell so that your preferences are loaded and applied.

Type your user name in the **Select User profile** box. The name may be any combination of characters valid in a Windows file name, including spaces, or you can select your name from the list of recent users if you have used Service Shell on the computer before.

Note: Your user profile name is not case-sensitive.

1.3 Connecting to a Server

If you are connecting to the local server, type `localhost` in the **Select Server to connect to** box.

If you are connecting to a server on the network, type the name of the server. You do not need to type `\\`. You can also select the name of the server from the list of recent servers if you have connected to that server before.

If you are using a modem to connect to a remote machine, type the name or IP address of the server that you want to connect to in the **Server to Connect to** box.

Note: The server that you connect to in Service Shell is the one that runs Service Host (including the Device Server, LogView Server, and so on.), which may or may not be the same machine that Windows RAS has dialed into. For example, the RAS server may be a firewall behind which the actual server resides. You must know which server runs Service Host before you can connect to it.

1.3.1 Connecting to the Selected Server

1. If service Shell is not running click **Connect** in the Connection Dialog box. If Service shell is already running, select **Connection Menu > Connect/Change user**.

2. Type your user name in the **Select User Profile** box. User profiles are not case-sensitive.

3. Type the server name in the **Select server to connect to** box. Server names are not case-sensitive. Click **Connect**. A message displays the connection progress

4. Once connected to the server, Service Shell initializes the application and loaded components. A number of initialization messages appear.

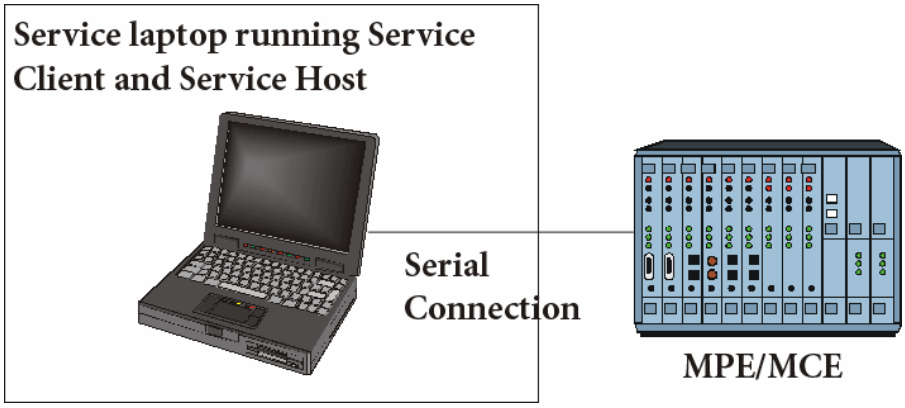
Note: The number of messages depends on the initial view and the initialization process. Some components may access the connected devices during this initialization.

If your startup view includes components which access the devices and the initialization fails because of a problem with the devices, click the **Offline** button and change the startup view (**Tools > Options Menu**) to **Monitor** or **LogViewer**, which do not access the devices during initialization.

Note: If you are connecting with RCMD, you must have the proper Windows NT® network permissions to access the server. Try accessing the server using Windows Explorer. You may have to enter your name and password.

1.3.2 Direct Serial Connection to a Device

Note: This method of connection should only be used if no other connection method works. Using a serial connection to the device limits other Field Engineers (including Response Center and Output Device personnel for escalation) from diagnosing problems. All logs and servicing information is stored on the laptop and could eventually be lost.



1. Connect the DIAG serial cable from the device to the laptop.

2. Ensure that Service Host is running on the laptop, and that it is configured correctly for the device you are connecting to, either MPE or MCE. (See *Configuring Service Shell Host* in *Service Shell On-line Help.*)

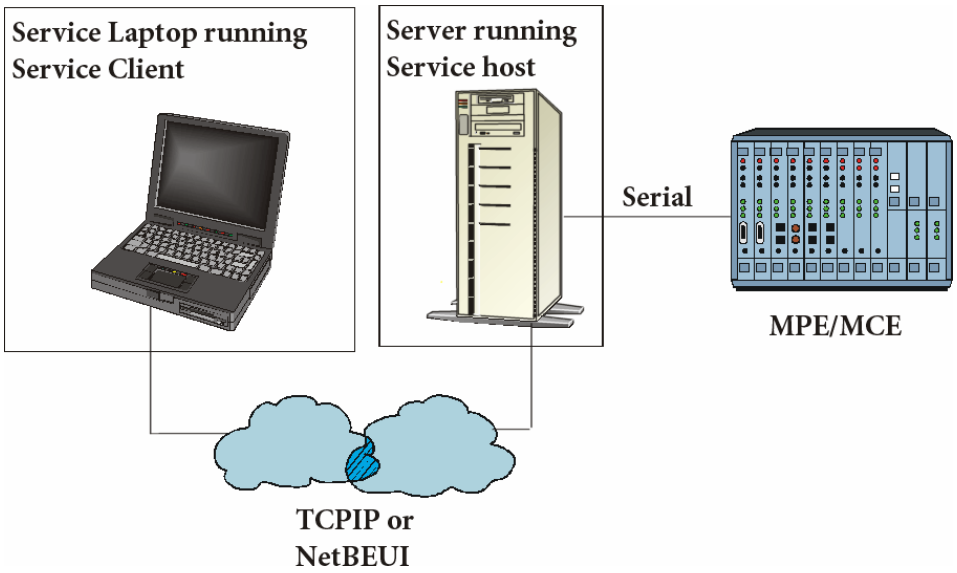
3. Start Service Shell Client.

4. In the Connection Dialog box, type your user name in the **Select User profile** box.

5. Type `localhost` in the **Select Server to connect to** box.

6. Click **Connect**.
7. Verify two-way communication by pressing ENTER while the Monitor tool is visible — ensure a new prompt line displays.

1.3.3 Remote Connection to a Device



1. Establish TCP/IP or NetBEUI connectivity on the service laptop.
2. Start Service Shell Client.
3. In the Connection Dialog box, type your name in the **Select User profile box**.
4. In the **Select Server to connect to** box, type the name or IP address of the remote machine.
5. Click **Connect**.
6. Verify two-way communication by pressing ENTER while the Monitor tool is visible — ensure a new prompt line displays.

1.4 Working Offline

You can use Service Shell offline, that is, when it is not connected to any server. When you work offline, any tool that requires a server connection is unavailable. You can work offline to browse logs on your local hard drive, for example.

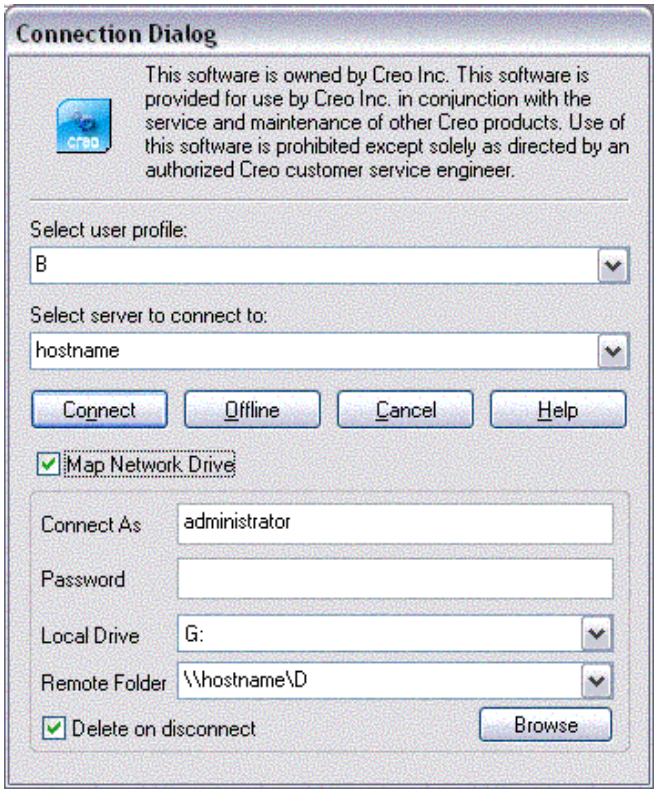
1.4.1 To work offline

Click **Offline** in the Connection Dialog box.

1.5 Mapping a Drive

When you connect remotely to a Service Host, you can map a network drive.

1. Select the check box in the **Map Network Drive** Connection dialog box.



Note: The **Map Network Drive** check box only appears on the **Connection Dialog** when you are connecting to a device remotely. You may need network permissions to connect to a specific drive on the Service Host workstation. See section 1.3.3, *Remote Connection to a Device.*

1.5.1 Accessing a Drive on the Service Host Workstation

1. In the **Connect As** dialog box type the user account to gain access to the Service Host computer.
2. In the **Password** dialog box type the password to authenticate the username.
3. In the **Local Drive** dialog box specify a local drive. This is the drive letter used on the computer as the mapped drive.

Remote folder specifies the folder to connect to on the Host computer.