

USER'S GUIDE

AViiON[®] SERIES COMPUTER SYSTEMS AUTOMATIC REPORTING AND REMOTE ASSISTANCE

AViiON® SERIES COMPUTER SYSTEMS
AUTOMATIC REPORTING AND
REMOTE ASSISTANCE USER'S GUIDE

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SECTION 1 INTRODUCTION

This guide describes the procedures for installing a modem and setting up the parameters required for Machine-Initiated (MI) calling and remote access in AViiON® Series computer systems.

This section describes the important features of remote access and remote access security.

Section 2 provides instructions for the installation of the modem and setting up the parameters required for MI calling and remote access. Section 3 describes remote connection sequences. Appendix A describes more completely the functions of the Remote Menu used to set up the remote access parameters.

For more information on the use of System Control Monitor (SCM) menus, refer to "Using the AViiON System Control Monitor (SCM)", Document Number 014-001802.

1.1 OVERVIEW

Remote access provides a method of performing diagnostics on an AViiON computer system from the Data General Customer Support Center (CSC), or another remote location, resulting in reduced system downtime and increased system availability. These features include sophisticated, user controlled, security measures that prevent unauthorized access to the user's computer system.

To enable remote access and MI calling requires establishing certain operating parameters. Setting up these parameters is performed by the user and an authorized field engineer using the System Control Monitor (SCM) menus that permit changing or installing the required system parameters.

Remote access can be set up and enabled during the system warranty period or when a subsequent DG service contract is in effect.

1.1.1 MI Calling

AViiON computer systems with enabled MI calling automatically report detected faults to the CSC in the United States, or to an international customer's dedicated remote support office. When the system firmware detects a problem, the system automatically places a telephone call and transmits a fault code, the service contract number and the system identification number.

MI calls can be made when the system detects faults at these times:

- during power-up self test,
- during extended power-up tests,
- when running AViiON System Diagnostics,
- when DG/UX panics (Revision 5.4 and higher),
- when DG/UX generates a device driver error message (Revision 5.4 and higher).

1.1.2 Remote Support Center

The CSC Front End Processor (FEP) performs the following:

- receives and interprets MI call messages,
- forwards incident records to the Remote Support Center,
- sends the incident numbers to onsite systems,
- generates service calls by authorized field engineers,
- sends information to the Diagnostic Decision System (DDS).

The DDS uses information from the MI call messages and from stored information about the customers' computer systems to determine solutions to problems, such as hardware part numbers or software patches.

Then, if required, a CSC support engineer calls the customer or local field engineer to confirm the reported fault verbally and to initiate diagnostic procedures.

1.1.3 Remote Assistance

After receiving approval from the user to dial into the AViiON computer system, the remote support engineer initiates a telephone connection from the CSC computer to the local computer system. When the two systems are connected, the remote support engineer can perform diagnostic procedures and review the results on a CSC computer monitor.

1.1.4 Autodial Asynchronous Modem

Autodial asynchronous modems are used to connect the AViiON computer to the support center computer via commercial telephone networks or public data networks, such as CompuServe. Modems allow the remote support engineer to control the local computer without going onsite.

AViiON computer systems can interface with standard telephone networks by using 2400 bps autodial asynchronous modems which are compatible with AT&T* specification 212A and have a Hayes** instruction set, required in the United States and many international installations; or modems that are compatible with CCITT V.25 bis specifications required in some international locations.

These modems provide full duplex (simultaneous) transmission and reception of serial, binary data at a baud rate of up to 2400 bps. The operating rate of the computer system modem port must be set at the same rate as the modem.

1.2 SECURITY FEATURES

This subsection describes the security features that allow the user to protect the AViiON computer system from unauthorized remote access.

* AT&T is a U.S. registered trademark of American Telephone and Telegraph Company.

** Hayes is a U.S. registered trademark of Hayes Microcomputer Products, Inc.

1.2.1 Remote Access Enabling/Disabling

To enable the remote connection capability, the user must set up the security interface on the onsite system. A proprietary dynamic password must be installed in the user's system; and, the user can enable and disable remote access. The user (or authorized onsite field engineer) must perform the following to enable remote access:

- install a DG Proprietary dynamic password,
- enable remote access,
- install the AViiON computer modem dialstring.

1.2.2 Proprietary Dynamic Password

A proprietary dynamic password must be installed in the local system to enable MI calling. The password must be obtained from Data General by the user, but only when a service contract with DG is in effect.

1.2.3 Remote Access Protection

The primary security mechanisms provided in AViiON computer systems use a user-selected, remote access password and a telephone dialback feature to limit access to user-selected remote systems. Both are optional, but can be used together to provide a high degree of security against unauthorized remote access.

- Password – The user can change the remote access password (up to 12 characters) and install it in the system. Anyone attempting to access the onsite system from a another system will be prompted for the password. The caller must match this password (the default password is DGAVREMOTE) to establish a remote connection. The user can change the remote access password. If the password is deleted it is still present as a null and must be matched by the calling system operator by pressing New Line. A password is highly recommended.
- Telephone Numbers – The user can select and install in memory up to seven telephone numbers of approved remote systems that are allowed access to the onsite system. By marking portions of these telephone numbers with angle brackets (< >), the user enables the system's built-in security interface to prompt callers attempting to access the system for their own telephone number. Then, only when the caller enters the portion of their number between the angle brackets will the connection be allowed. Access can therefore be limited to calls only from pre-approved callers. If no angle brackets are included in any stored telephone number, this security feature is not enabled and the caller will not be prompted for a telephone number.

If callback security is enabled, only stored telephone numbers containing angle brackets will be considered to be remote access callback numbers. Numbers stored without angle brackets are considered dialout numbers and can be selected to be dialed via the Remote Dialout menu selection of the Remote Menu.

1.2.4 Remote Access Set Up

To set up the remote connection capability, the user and an authorized field engineer must perform separate set up procedures on the user's AViiON computer system, using different menus.

1.2.4.1 User Set Up Procedures – To set up the remote connection capability, the user (or authorized field engineer) must set up the system security as follows:

- Install a remote access password using the Remote Access Password menu selection of the Remote Menu.
- Install the telephone numbers of approved remote access callers using the Remote Phone Numbers menu selection of the Remote Menu using angle brackets.
- Enable remote access using the Remote Enable/Disable menu selection of the Remote Menu.

1.2.4.2 Field Engineer Enabling Procedures – To set up a remote connection capability to a user's onsite system, an authorized field engineer must install the following in the onsite system:

- service contract number,
- CSC dialstring,
- proprietary dynamic password.

1.2.4.3 Remote Support Engineer Information – When the remote support engineer calls the user on the telephone for permission to access the user's onsite system, the user (or authorized field engineer) must give the support engineer the following information:

- remote access password,
- onsite system modem telephone number,
- portion of onsite telephone number within angle brackets.

1.3 RELATED DOCUMENTS

Table 1-1 lists documents related to installing and setting up AViiON computer systems.

Table 1-1. Related Documents

DOCUMENT NUMBER	DOCUMENT NAME
014-001802	Using the AViiON System Control Monitor (SCM)
014-001806	Setting Up and Starting AViiON 5000
014-001819	Starting AViiON 6000 Series Systems

SECTION 2 INSTALLATION

This section describes the procedures for installing a modem and setting up system parameters required for remote access in AViiON Series computer systems in United States sites. Installation may be completed by a user, or by an authorized field engineer, depending on the specifications of a purchase agreement or service contract. The major steps required are:

- installing the modem,
- installing the proprietary dynamic password,
- setting up remote access parameters,
- making a test call,
- transmitting system configuration using AViiON System Diagnostics,
- ending the remote session.

System parameters required for MI calling must be set by an authorized field engineer.

The following checklist is to be used as a guide while installing the modem and setting remote access parameters. Detailed instructions are provided in the following subsections.

- [] 1. Install and power up modem. (Subsection 2.1)
- [] 2. Power up the AViiON computer system to display the SCM> prompt. (Subsection 2.1)
- [] 3. Display the View or Change System Configuration menu and install the modem port parameters. (Subsection 2.2)
- [] 4. Return to the SCM> prompt. (Subsection 2.2)
- [] 5. Reset the computer. (Subsection 2.2)
- [] 6. Display the Remote Menu. (Subsection 2.3)
- [] 7. Select dynamic password and view the maintenance access code. (Subsection 2.3)
- [] 8. Call the Customer Support Center (CSC) and request a Level 1, proprietary dynamic password; give the maintenance access code; and confirm the contract number. (Subsection 2.3)
- [] 9. Write down and install the proprietary dynamic password. (Subsection 2.3)
- [] 10. If Remote Enabled/Disabled is Disabled, select Remote Enabled/Disabled to toggle to Enabled. (Subsection 2.4.1)
- [] 11. Select Remote Phone Numbers VIEW/CHANGE menu and install remote access dialstring with angle brackets (< >) for the Remote Support Center to call back. (Subsection 2.4.2)

- [] 12. Select Pause MI and set to 0:0. (Subsection 2.4.3)
- [] 13. Change the remote access password, if desired. (Subsection 2.4.4)
- [] 14. Select reset modem to set modem. (Subsection 2.5.1)
- [] 15. Call Remote Support Center on the telephone. Give support engineer the telephone number of the onsite modem and the portion of the CSC callback number within angle brackets. (Subsection 2.5.2)
- [] 16. Request support engineer to dial into local computer system to test:
 - remote call in
 - dialback set up.
- [] 17. Test CTRL-T and CTRL-X and other functions. (Subsection 2.5.2)
- [] 18. Load AViiON System Diagnostics and send system configuration to the CSC. (Subsection 2.5.3)
- [] 19. Enter CTRL-E to break remote connection and hang up modem. (Subsection 2.6)
- [] 20. Store all AViiON manuals in a safe and accessible place.

2.1 MODEM INSTALLATION

This subsection describes the procedures for installing the modem. The steps include connecting the modem to the host computer system and the telephone line, and turning the modem on.

For United States installations, the Zoom*** Telephonics modem (Figure 2-1), or equivalent autodial asynchronous modem must be installed to interface the user's AViiON computer system to the local commercial telephone network. The Federal Communications Commission (FCC) has registered the modem as compliant with FCC regulations. For more information, refer to the owner's manual which accompanies the modem. For international installations, use a locally approved modem.

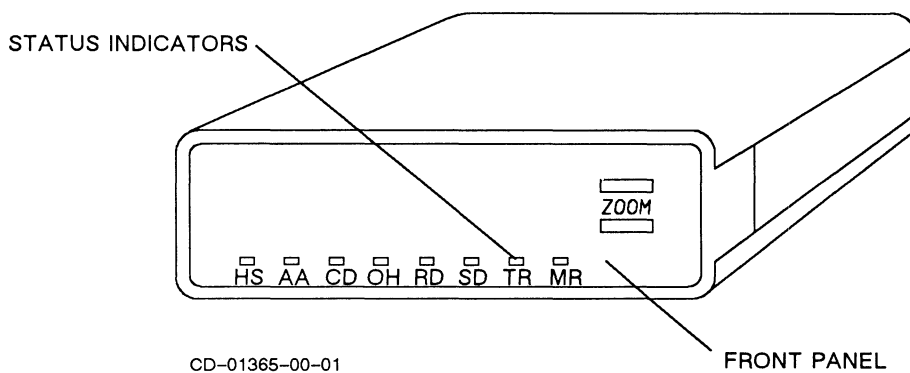


Figure 2-1. The Zoom Modem

*** Zoom is a trademark of Zoom Telephonics, Inc., Boston, Mass.

2.1.1 Notifying the Telephone Company

To maintain FCC compliance of the modem, before installing the modem in a United States installation, notify the telephone company with the following information:

- the FCC registration number on the bottom of the modem,
- the ringer equivalence, 0.8 B,
- the telephone number to which the modem will be connected,
- the type of jack (RJ41S or RJ41P) to be used.

NOTE

Any change to the modem configuration, including use on a different telephone line, must be reported to the local telephone company.

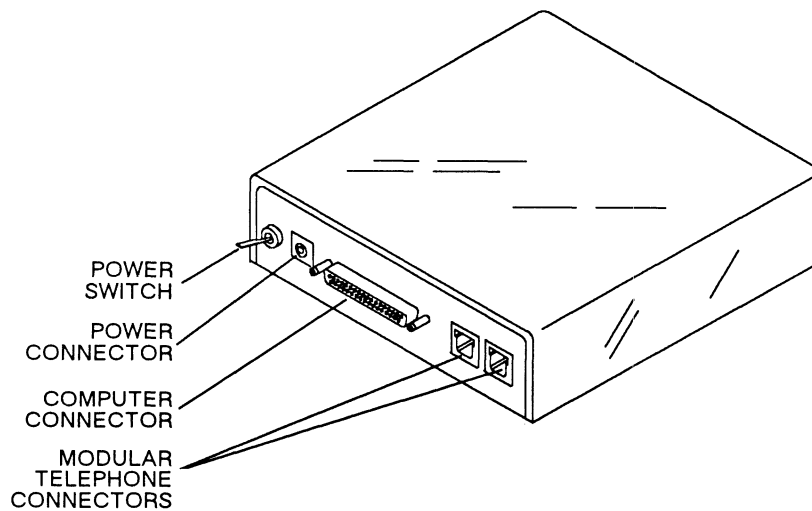
2.1.2 Modem Configuration

The Zoom Telephonics modem is software configured and does not require the setting of any configuration switches or jumpers.

2.1.3 Modem Connections

To connect the modem to the host computer system and the telephone line, perform the following procedures:

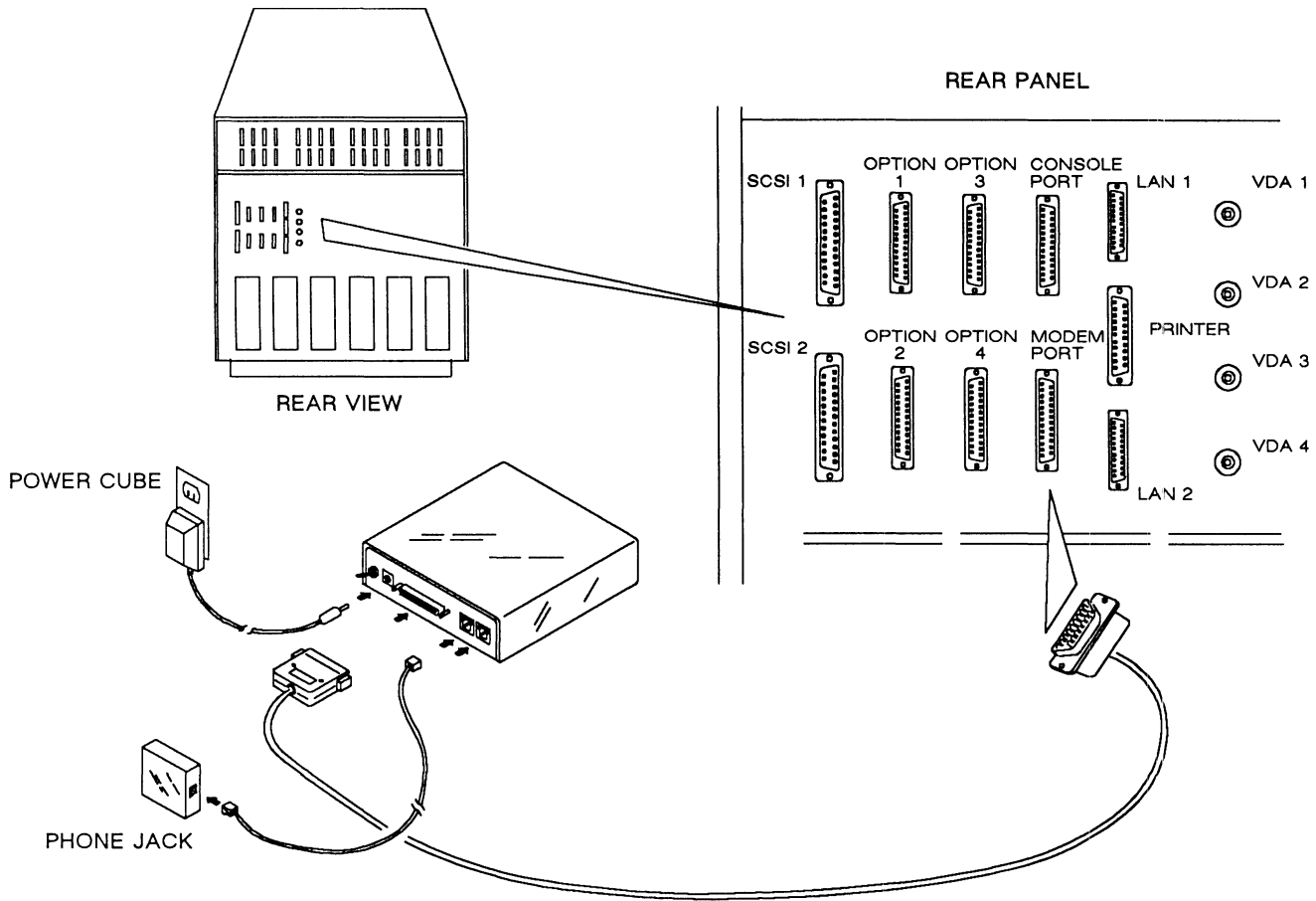
1. Be sure the modem power switch is set to OFF.
2. Connect the modem end of the host system/modem interface cable to the modem RS-232C input connector labeled computer (Figure 2-2).



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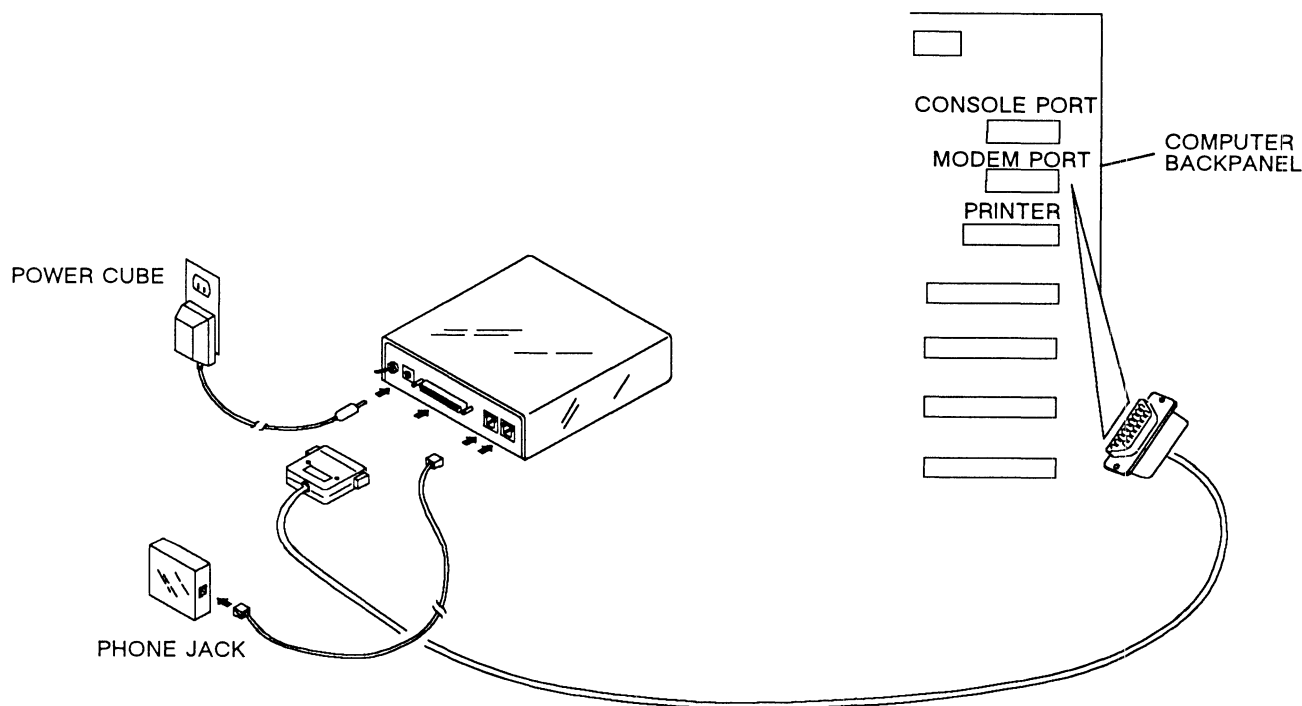
Figure 2-2. Modem Backpanel Connectors

3. Connect the host end of the host system/modem interface cable to the modem port connector on the back of the desk-side host system (Figure 2-3) or the System 15 connector on the back of the rackmounted system (Figure 2-4 or 2-5).
4. Connect one end of the telephone wall cord, included with the modem, into either modular telephone connector on the back of the modem (Figure 2-2).



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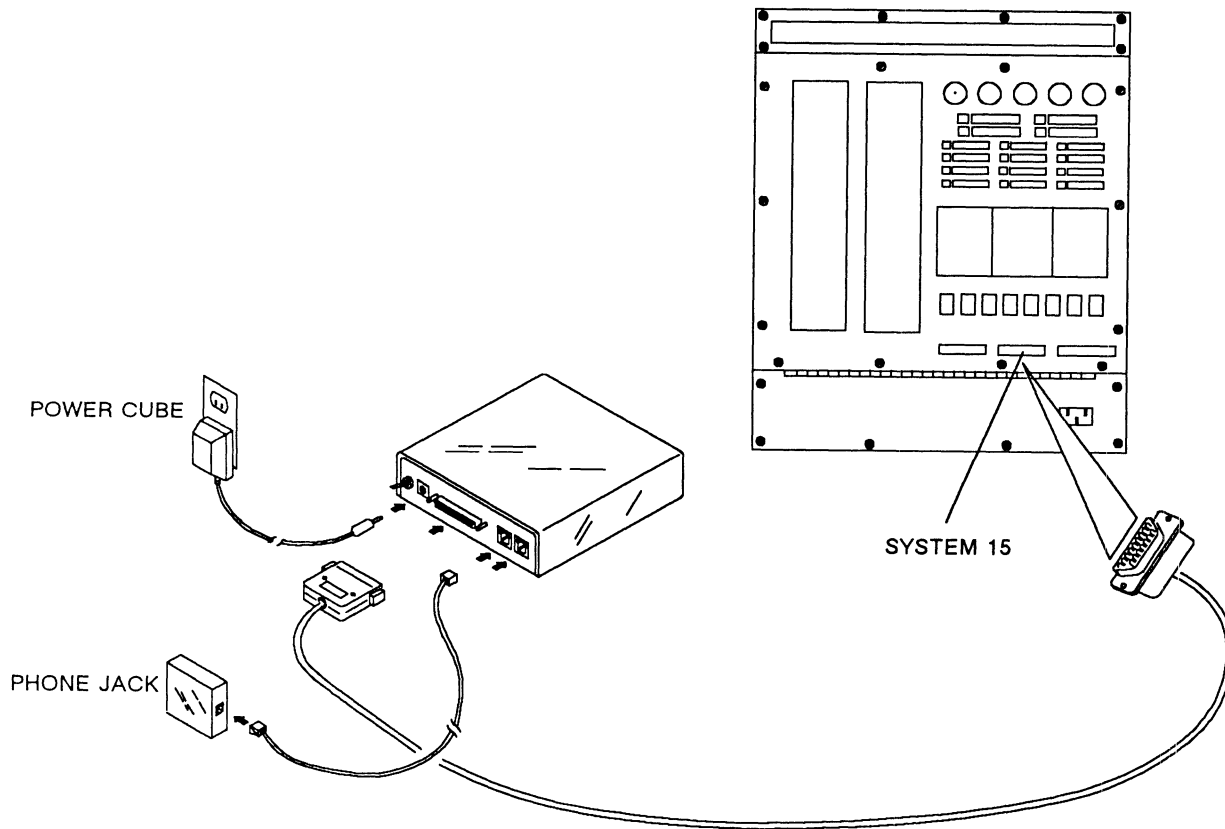
Figure 2-3. Modem Connections to AV 5000 and AV 7000 Series Backpanels



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Figure 2-4. Modem Connections to AV 6000 Series Backpanels

5. Connect the other end of the telephone wall cord into the telephone wall jack.
6. Locate the power cube, included with the modem, unpack it and connect the cube to the power connector on the back of the modem (Figure 2-3, 2-4 or 2-5).
7. Connect the cube end of the power cube into a 120 Vac power outlet (in U.S. installations).
8. Set the modem on/off power switch (Figure 2-2) to the ON position. The Modem Ready (MR) indicator should light. The modem automatically runs through a self test.
9. Refer to the owner's manual for an explanation of the status indicators on the front panel of the modem and for troubleshooting the modem should a problem occur.



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Figure 2-5. Modem Connections to AV 6000-20 and AV 8000 Series Backpanels

2.2 SETTING MODEM PORT PARAMETERS

The AViiON computer system modem port parameters must match those of the connected modem. The baud rate, character length and parity can be set by using the View or Change System Configuration menu. Set these parameters as follows:

1. Power up the AViiON computer system according to the instructions in the Installation, Repair and Maintenance Manual for the particular series.
2. Be sure the modem provided is installed and turned on.
3. With the SCM> prompt displayed, enter "f" to display the View or Change System Configuration menu. The SCM> prompt, the entered command and the resulting menu appear as follows:

```
SCM> f <New Line>

View or Change System Configuration

1      Change boot parameters
2      Change console parameters
3      Change modem port parameters
4      Change printer parameters
5      View memory configuration
6      Change testing parameters
7      Return to previous screen

Enter choice -> _
```

NOTE

Only selection 3, Change Modem Port Parameters is used. Other selections are described in the Setting Up and Starting manual.

4. To view or change the modem port parameters, enter 3. The Change modem port parameters menu should appear as follows:

```
Change modem port parameters

1      Change baud rate [1200]
2      Change character length [8 bit, no parity]
3      Return to previous screen

Enter choice -> _
```

- To change the modem port baud rate, enter 1. The Change baud rate menu appears as follows:

```
Change baud rate
1      300
2      600
3      1200
4      2400
5      4800
6      9600
7      19200
8      Return to previous screen

Current baud rate [1200]

Enter choice -> _
```

- The baud rate should be set at 2400. If the baud rate is not set to 2400, enter 4. The Current baud rate display changes to 2400.

If the baud rate is already set to 2400, no change is required.

To exit the Change baud rate menu and return to the Change modem port parameters menu, enter 8.

- The modem port character length and parity should be set to 8 bit, no parity. If the character length and parity are not correct, with the Change modem port parameters menu displayed, enter 2 to toggle the parameters to 8 bit, no parity.

If the character length and parity are correct, no change is required.

To exit the Change modem port parameters menu and display the View or Change System Configuration menu, enter 3 .

- To return to the SCM> prompt, with the View or Change System Configuration menu displayed, enter 7.

- To install the selected modem port parameters, power down or reset the computer. Selected parameters remain in effect at subsequent power ups or resets, until they are changed, again. To reset the computer, press the reset switch or use the reset command at the SCM> prompt.

2.3 INSTALLING THE PROPRIETARY DYNAMIC PASSWORD

To install the proprietary dynamic password, perform the following procedures:

NOTE

The current service contract number must be installed by an authorized field engineer before a dynamic password can be installed.

1. To display the Remote Menu, enter rsi (remote service interface) at the SCM> prompt. The Remote Menu appears as follows. Menu selections, except 6, Dynamic Password, will be inactive.

```
REMOTE MENU
1 Remote Access Password [DGAVREMOTE]
2 Remote Enable/Disable [Enabled]
3 Remote Phone Numbers
4 Remote Dialout
5 Pause MI [Disabled]
6 Dynamic Password
7 Status
8 Reset Modem
9 View System ID
10 View Service Contract Number
11 Return to previous screen
Enter choice -> _
```

2. With the Remote Menu displayed, enter 6. The Dynamic Password menu appears as follows:

```
Dynamic Password
1 Install
2 Verify
3 Return to previous screen
Enter choice -> _
```

3. With the Dynamic Password menu displayed, enter 1. The ten character maintenance access code and the password prompt, similar to the following appear.

```
Maintenance Access Code: ABCDE12345
Enter New Level 1 Password -> _
```

4. Call the CSC for the telephone number of a password center.
5. Request a Level 1, proprietary dynamic password; give the maintenance access code; and confirm the contract number.
6. Write down the proprietary dynamic password exactly as given by the CSC personnel.
7. Enter the dynamic password at the password prompt. The following messages should appear.

```
Maintenance Access Code: ABCDE12345
Enter New Level 1 Password -> XXXX...XXXX

Dynamic Password Installed
```

8. To confirm the password, enter 2 at the Dynamic Password menu. The following messages and prompt appear.

```
FE Service Contract is Valid
Contract ends on dd/mm/yy

Press any key to continue... _
```

11. To return to the Dynamic Password menu, press any key.
12. To return to the Remote Menu, enter 3.

2.4 SETTING REMOTE ACCESS PARAMETERS

This subsection describes the procedures for setting the system parameters required to enable remote access. These parameters are set or changed by the use of the Remote Menu.

2.4.1 Enabling Remote Access

Remote access must be enabled to allow a remote connection to take place. With the Remote Menu displayed, selection 1, Remote Enabled/Disabled, must be displayed as [Disabled], as follows:

```
1 Remote Enabled/Disabled [Disabled]
```

If it is displayed as [Disabled], change to [Enabled] by entering 1. The Remote Menu will appear with Remote Enabled/Disabled displayed as [Enabled].

2.4.2 Installing Remote Access Dialstrings

A list of callback and dialout telephone numbers can be installed in memory. A callback number is the telephone number of the support engineer which is stored in memory for use by the security mechanism to confirm that the number is that of an authorized remote caller. Dialout telephone numbers are numbers the user can select for automatic dialout, using the modem port to access an external system, such as Compuserve or a bulletin board.

Angle brackets (< >) around part, or all of a callback telephone number provide an onsite system security feature. After the remote support engineer makes a remote connection to the local system and enters the remote access password, the local system prompts the remote support engineer to enter the callback telephone number. The support engineer must enter only the numbers within the angle brackets as defined by the local user/operator. If the numbers between the angle brackets are not entered correctly, corrections will not be accepted, the modem will not call back after hanging up, and the call will have to be initiated again.

If no angle brackets are included in any of the dialstrings stored in the local system memory, this security feature is not activated and the remote support engineer will not be prompted to enter the number. Remote access will be granted after the remote support engineer enters the correct remote password. Angle brackets and the callback security feature are recommended.

Angle brackets are only used with the callback telephone numbers. If angle brackets are included in any callback number, all callback numbers must include angle brackets, since any number listed without angle brackets will be treated as a dialout number.

Install a remote access callback dialstring as follows:

1. With the Remote Menu displayed, enter 3. The Remote Phone Numbers VIEW/CHANGE menu should appear as follows:

Remote Phone Numbers VIEW/CHANGE

```
1  []
2  []
3  []
4  []
5  []
6  []
7  []
8  Return to previous screen

Enter choice -> []
```

2. To enter a remote telephone number, enter 1. The following prompt appears.

```
Use '<' and '>' to indicate check portion.  
Enter New Dialstring -> _
```

3. Enter the remote telephone number with angle brackets around the portion of the callback number (or the complete number) to be verified as follows:

```
Enter new string -> T1456789<1234>5678  
<New Line>  
Confirm? [N] _
```

Where:

T	= calling modem dial command
1	= long distance code (optional)
456	= area code (optional)
7891234	= calling modem telephone number
<1234>	= portion to be confirmed
5678	= optional modem extension number

If the redial string is entered incorrectly, one of the following error messages may appear.

```
*** Invalid dialstring ***  
*** Unmatched brackets ***  
*** Dialstring too long ***  
*** Illegal Dialstring ***
```

NOTE

If the modem is connected to a touch tone telephone system, the first character in any dialstring must be T. If connected to a pulse system, the first character is P, but can be omitted, as the modem default is P.

4. To confirm that the telephone number was typed correctly, enter Y. The Remote Phone Numbers VIEW/CHANGE menu should appear similar to the following, with the new phone number listed.

Remote Phone Numbers VIEW/CHANGE

```
1 [T789<1234>5678]
2 []
3 []
4 []
5 []
6 []
7 []
8 Return to previous screen
```

Enter choice -> []

5. To exit from the Remote Phone Numbers VIEW/CHANGE menu, enter 8.

2.4.3 Setting Pause MI

A pause, from zero (0:0 minutes) to 99 hours and 59 minutes, can be inserted to inhibit an MI call to the CSC for a specific period of time. This pause allows the completion of test and maintenance procedures before the system automatically makes an MI call.

To set the pause time, perform the following procedures:

1. With the SCM> prompt displayed, enter rsi. The Remote Menu appears as follows:

REMOTE MENU

```
1 Remote Access Password [DGAVREMOTE]
2 Remote Enable/Disable [Enabled]
3 Remote Phone Numbers
4 Remote Dialout
5 Pause MI [Disabled]
6 Dynamic Password
7 Status
8 Reset Modem
9 View System ID
10 View Service Contract Number
11 Return to previous screen
```

Enter choice -> _

The Pause MI selection of the Remote Menu is displayed as one of the following:

DISPLAY	DESCRIPTION
Pause MI [Disabled]	MI calling is disabled.
Pause MI [Enabled]	MI calling is enabled, not paused.
Pause MI [Paused - Enabled]	MI calling is enabled and paused.

The pause time value does not appear in any menu or prompt.

2. With the Remote Menu displayed, enter 5. The following prompt should appear.

```
Enter length of time to pause Machine Initiated calling HH:MM
Enter 0:0 to terminate a pause or <Enter> to return.
-> _
```

3. To enter a pause time, enter the desired time in hours (HH) and minutes (MM).

To remove a pause time (set the pause time to zero), enter 0:0.

If item 5 in the Remote Menu was Pause MI [Disabled], press New Line, as MI calling is disabled and a pause time cannot be entered. The Remote Menu should appear.

2.4.4 Changing the Remote Access Password

This subsection describes the procedure for changing the remote access password. Changing the remote password provides security against unauthorized remote access to the computer system. To change the default remote access password (DGAVREMOTE) to a new password, perform the following procedure.

1. With the Remote Menu displayed, enter 1. The following prompt should appear:

```
Enter New Password ->
```

2. Enter the new password. The following prompt should appear.

```
Confirm? [N] _
```

3. If the password was not typed correctly, enter N by pressing New Line. The Remote Menu should appear with the original password displayed.

If the new password was typed correctly, enter Y. The Remote Menu should appear with the new password displayed.

4. To return to the SCM> prompt, enter 11.

2.5 MAKING TEST CALLS

This subsection describes the procedures for making a remote dial-in test call from the CSC. The test can be performed by the user or by the installing field engineer. The modem must be reset, to be ready to accept commands, according to the following procedures. To initiate a test call, perform the following procedure:

2.5.1 Resetting the Modem

This subsection describes the procedures for resetting the modem. To reset the modem, perform the following procedures:

1. With the SCM> prompt displayed, enter rsi. The Remote Menu will appear.
2. To reset the modem, enter 8. Messages similar to the following will appear.

```
*** Resetting Modem ***  
  
*** Modem - ON-LINE ***  
*** Fri 04/15/91 18:24:56 ***  
  
Press any key to continue..._
```

If the "Modem - OFF-LINE" message appears, as shown here, the modem may not be connected or turned on.

```
*** Modem - OFF-LINE ***
```

If the "Modem - OFF-LINE - Active carrier" message appears, as shown here, the modem cable may be defective or may be the wrong cable.

```
*** Modem - OFF-LINE - Active carrier ***
```

3. To return to the SCM> prompt, enter 11.

2.5.2 Remote CSC Dial-In Test

This subsection describes the procedure for testing the remote CSC dial-in sequence. To test the remote dial-in sequence, perform the following procedure:

1. Be sure the calling CSC telephone number (with angle brackets) is installed in the Remote Phone Numbers VIEW/CHANGE list (Subsection 2.4.2).
2. Call a remote support engineer on the telephone and give the engineer the following information:
 - telephone number of the line the onsite computer modem is connected to,
 - the portion of the CSC modem telephone number within angle brackets,
 - the remote access password.

3. Request the remote support engineer to dial into the local computer system to test:
 - remote call in
 - dialback set up.
4. Remote support engineer: Enter the local computer modem dialstring into the appropriate CSC dialout list.
5. Remote support engineer: Initiate a dial-up data connection to the onsite computer system. A sample dialstring appears on the remote support engineer's monitor, similar to the following:

T123<4567>8901

Where:

T = calling modem dial command
1234567 = calling telephone number
<4567> = portion to be verified
8901 = optional modem extension

NOTE

If the modem is connected to a touch tone telephone system, the first character in any dialstring must be T. If connected to a pulse system, the first character is P, but can be omitted, as the modem default is P.

If the dialstring is correct, the following messages appear on the remote and local system monitors (when a Hayes type modem, such as the Zoom modem, is used):

REMOTE MONITOR

```
RINGING  
  
CONNECT 1200  
  
*** Remote Security ***  
  
Enter Password -> _
```

LOCAL MONITOR

```
*** Remote Connection Detected ***  
  
*** Prompting for Info ***  
  
*** Type Control-C to abort ***
```

6. Remote support engineer: Enter the user's remote access password provided by the user. [The default remote access password (DGAVREMOTE) may have been changed by the user (or an authorized field engineer) using the Remote Access Password selection of the Remote Menu, as described in subsection 2.4.5.] The password will not appear on the screen.

If the remote access password has been deleted, it still exists as a null and the calling system operator must press New Line to match the null password.

If any errors occur during the entering of the remote access password, the system security interface will break the connection (after a random delay period to make it difficult for the caller to determine when the input was rejected). The call will have to be initiated again.

If the password is accepted (and no error messages appear), if a telephone number is stored in the local system memory, and if remote callback is enabled, the following prompt should appear on the support engineer's monitor.

```
Enter redial string -> _
```

7. Remote support engineer: Enter the verifiable portion of the local system modem telephone number, if applicable. [The verifiable portion of the telephone number is the portion of the number enclosed with angle brackets (< >), in the Remote Phone Numbers VIEW/CHANGE menu selection of the Remote Menu.] The prompt and a sample callback number similar to the following appear.

```
Enter redial string -> 4567
```

NOTE

The number must match exactly (excluding spaces and dashes) that portion of a stored dialstring which is enclosed in angle brackets. If a mistake is made, it cannot be corrected; the modem will not call back and the call will have to be initiated again.

If the string is entered correctly, the following extension prompt appears on the support engineer's system monitor.

```
Enter extension -> _
```

8. Remote support engineer: Enter any extension number or press New Line. The prompt and entry should appear similar to the following.

```
Enter extension -> 8901 <New Line>
```

9. The local system breaks the telephone connection, the modems hang up and the following messages appear on the remote and local system monitors.

NOTE

Local refers to the onsite system and remote refers to the remote support system.

REMOTE MONITOR

```
NO CARRIER
```

LOCAL MONITOR

```
*** Hanging Up Modem ***  
*** Delaying Before Call-back ***  
*** Resetting Modem ***  
*** Type Control-C to abort ***
```

The onsite system then automatically dials the stored dialstring to call back to the support center modem line. Any extension number that was installed in memory is appended to the stored number. This allows individual lines to be dialed in a group. The following messages appear on the remote and local system monitors (when Hayes type modems are used).

REMOTE MONITOR

```
NO CARRIER  
Connected ***  
  
RING  
  
CONNECT 1200  
  
*** Welcome to AViiON Remote SCM ***
```

LOCAL MONITOR

```
*** DIALING T12345678901 ***
```

The following messages appear on the remote and local system monitors.

REMOTE MONITOR

```
Please Re-enter Password -> _
```

LOCAL MONITOR

```
*** Verify password ***
```

10. Remote support engineer: Re-enter the remote access password. The connection is re-established and the following messages appear on the remote and local system monitors.

REMOTE MONITOR

```
*** Remote operator now present ***  
  
*** System Control - REMOTE ***
```

LOCAL MONITOR

```
*** System Control - REMOTE ***
```

11. Remote support engineer: With the remote connection re-established, press New Line to refresh the remote and local system monitors and display the SCM> prompt. The remote system now has control. Both monitors display the SCM> prompt, similar to the following:

```
Jp#0 SCM>
```

The following console control functions are available at both monitors, when these keys are pressed simultaneously.

NOTE

These keys are always active during a remote connection.

- CTRL-T Enters or exits talk mode – allows local operator and remote support engineer to type messages to each other's monitors.
- CTRL-X Transfers keyboard control from the remote system monitor to the local system monitor, when the remote keyboard has control; and, from the local monitor to the remote monitor, when the local keyboard has control, during normal or conversation mode.
- CTRL-E Ends the session and resets the modem.

12. To select the talk mode, press CTRL-T. The following messages appear on the remote and local system monitors.

```
*** Conversation Mode - ON ***  
*** Wed 03/06/91 13:44:30 ****
```

13. To assign keyboard control to the remote or local console, press CTRL-X. The following messages appear on the remote and local system monitors.

```
*** Conversation Control - LOCAL *** (or - REMOTE)  
*** Wed 03/06/91 13:45:17 ***
```

14. To assign control to the opposite keyboard, press CTRL-X again. The following messages appear on the remote and local system monitors.

```
*** Conversation Control - REMOTE *** (or - LOCAL)  
*** Wed 03/06/91 13:45:25 ***
```

15. To exit the talk mode, press CTRL-T. The following messages appear on the remote and local system monitors.

```
*** Conversation Mode - OFF ***  
*** Wed 03/06/91 13:44:45 ***
```

2.5.3 Transmitting System Configuration Information

This subsection describes the procedures for transmitting the computer system configuration to the CSC using AViiON System Diagnostics. It is recommended that configuration information be transmitted to the CSC. To send the information, perform the following procedures:

1. Boot AViiON System Diagnostics. Refer to Using AViiON System Diagnostics (Document number 014-001863), for instructions. The System Diagnostics Main Menu should appear as follows:

```
System Diagnostics
Revision: XXX.XXX

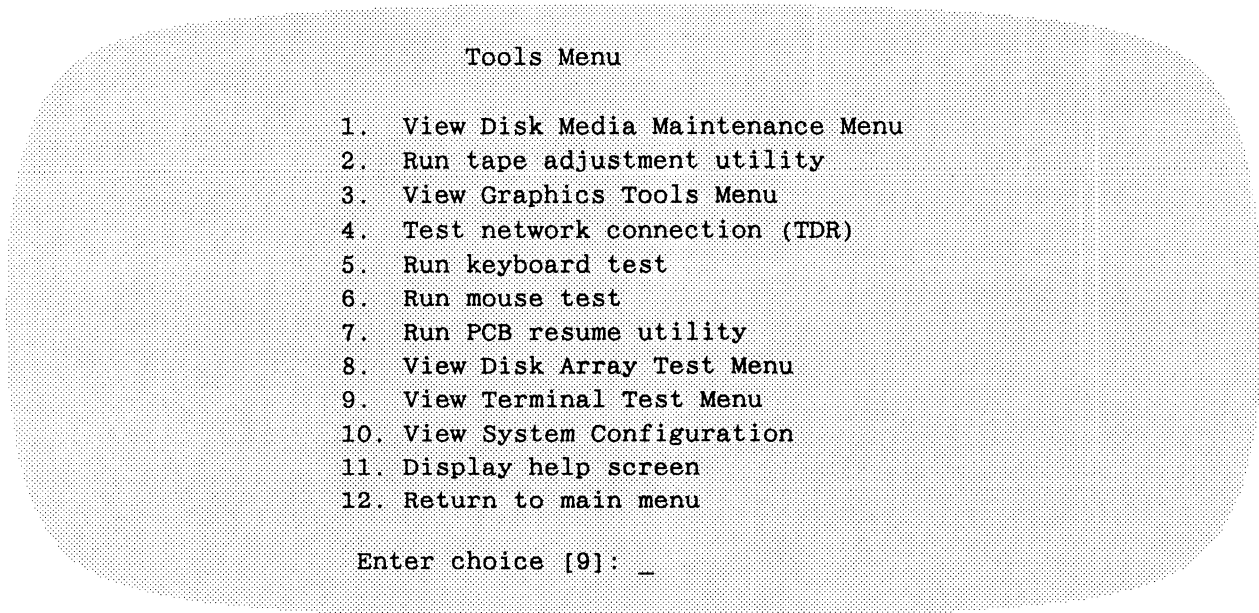
Data General Corporation
Proprietary Use Only

Main Menu

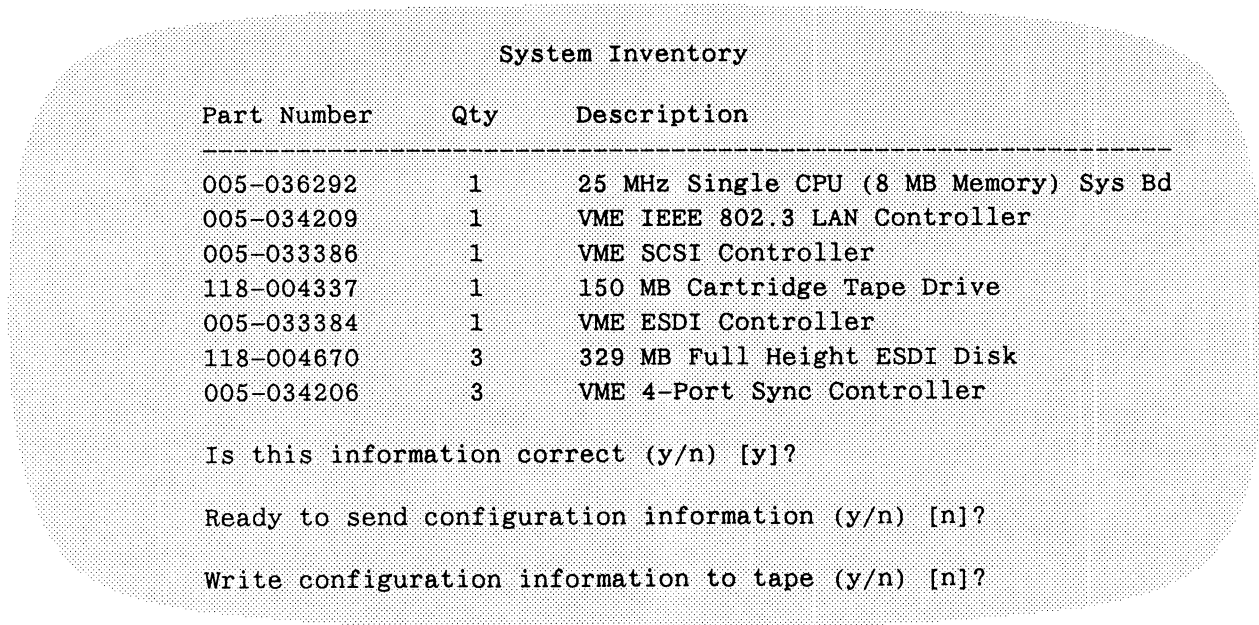
1. Run acceptance test
2. View System Exerciser Test
3. View Tools Menu
4. View MI Callout Menu
5. Display help screen
6. Exit to SCM

Enter choice [1]: 3
```


2. With the System Diagnostics Main Menu displayed, enter 3. The Tools Menu appears as follows:



3. With the Tools Menu displayed, enter 10. The System Inventory appears similar to the following.



4. Enter y to answer, "Is this information correct (y/n)."
5. Enter y to answer, "Ready to send configuration information (y/n)."
6. Enter y to answer, "Write configuration information to tape (y/n)." It is recommended that configuration information be dumped to tape at installation. If configuration information is not to be sent to tape, enter n. The Tools Menu appears.

7. To return to the System Diagnostics Main Menu, enter 12. The System Diagnostics Main Menu appears.
8. To return to the SCM> prompt, enter 6.

2.6 ENDING THE REMOTE SESSION

To end the remote session and reset the modem, the operator whose keyboard is currently active, press CTRL-E. The modems hang up and the following messages appear on the remote and local system monitors:

REMOTE MONITOR

NO CARRIER

LOCAL MONITOR

*** Ending Session ***

*** Modem - ON-LINE ***

*** Wed 03/06/91 11:23:47 ***

Be sure to store all AViiON manuals in a safe and accessible place.

SECTION 3 MAKING A REMOTE CONNECTION

This section describes the procedure the CSC support engineer and AViiON user must follow to complete a remote connection.

To complete a remote connection, the user must be sure the following are installed or enabled in the AViiON computer system:

- A current service contract number must be installed (by the authorized field engineer, Subsection 2.3.2).
- A proprietary dynamic password must be installed (by the user or authorized field engineer, Subsection 2.3).
- The user must enable remote access (Subsection 2.4.1).
- The telephone number of the onsite system modem must be installed with angle brackets around the portion to be verified (Section 2.4.2).
- An autodial modem must be connected and operating (Subsection 2.1).

To complete a remote connection, the CSC support engineer proceeds as follows:

1. On receiving a request for remote assistance, request and record the following:
 - permission to log on remotely,
 - the telephone number of the onsite computer modem,
 - the portion of the telephone callback dialstring between angle brackets (< >),
 - the onsite remote access password.
2. Initiate a dial-up data connection to the onsite computer system. A sample dialstring appears on the support engineer's system monitor, as follows:

T 12345678901

Where:

T = calling modem dial command
1234567 = onsite computer modem telephone number
<4567> = portion to be verified
8901 = optional onsite modem extension number

NOTE

If the modem is connected to a touch tone telephone system, the first character in any dialstring must be T. If connected to a pulse system, the first character is P, but can be omitted, as the modem default is P.

If the connection is complete, the following messages appear on the CSC and onsite system monitors (when a Hayes type modem is used).

CSC MONITOR

```
RINGING  
  
CONNECT 1200  
***  
  
*** Remote Security ***  
  
Enter Password -> _
```

ONSITE MONITOR

```
*** Remote Connection Detected  
  
*** Prompting for Info ***  
  
*** Type Control-C to abort ***
```

3. Enter the remote access password provided by the onsite user. The password will not appear on the screen. [The remote access password is entered by the user (or an authorized field engineer) using the Remote Access Password selection of the Remote Menu.]

If no password is stored in the user's computer system memory, press New Line. In this case, no security checking is done and the connection is completed immediately. However, this circumvents a security feature. The user (or the authorized field engineer) should have installed a remote access password in the onsite system memory (via the Remote Access Password selection of the Remote Menu).

If any errors occur during the entering of the remote access password, the system security interface will break the connection (after a random delay period to make it difficult for the caller to determine when the input was rejected).

If the password is accepted (and no error message appears), if a telephone number is stored in the onsite system memory, and if remote callback is enabled, the following prompt should appear on the support engineer's system monitor.

```
Enter redial string -> _
```

4. Enter the verifiable portion of the remote computer modem telephone number, if applicable. [The verifiable portion of the telephone number is the portion of the number enclosed with angle brackets (< >), by the user, using the Remote Phone Numbers VIEW/CHANGE menu of the Remote Menu.] The prompt and a sample call back number appear as follows.

Enter redial string -> 4567 <New Line>

NOTE

The number must match exactly (excluding spaces and dashes) that portion of a stored dialstring which is enclosed in angle brackets. If a mistake is made, it cannot be corrected; the connection will be broken and must be tried again.

If the redial string is entered correctly, the following extension prompt appears on the CSC system monitor.

Enter extension -> _

5. Enter the provided extension number. The prompt and extension number appear similar to the following. If no extension number is used, press New Line.

Enter extension -> 8901 <New Line>

6. The onsite system breaks the telephone connection, the modems hang up and the following messages appear on the CSC and onsite system monitors.

CSC MONITOR

NO CARRIER

ONSITE MONITOR

*** Hanging Up Modem ***
*** Delaying Before Call-back ***
*** Resetting Modem ***
*** Type Control-C to abort ***

The onsite system then automatically dials the stored dialstring to call back to the CSC modem line. Any extension number that was installed in the Remote Phone Numbers VIEW/CHANGE list without angle brackets is appended to the stored number. The following messages appear on the CSC and onsite system monitors (when Hayes type modems are used).

CSC MONITOR

```
NO CARRIER  
RING  
CONNECT 1200  
*** Welcome to AViiON Remote SCM ***
```

ONSITE MONITOR

```
*** DIALING 12345678901 *** Connected ***
```

The following messages appear on the CSC and onsite system monitors.

CSC MONITOR

```
Please Re-enter Password -> _
```

ONSITE MONITOR

```
*** Verify password ***
```

7. Re-enter the remote password. The connection is re-established and the following messages appear on the CSC and onsite system monitors.

CSC MONITOR

```
*** System Control - REMOTE ***
```

ONSITE MONITOR

```
*** Remote operator now present ***
```

```
*** System Control - REMOTE ***
```

8. With the remote connection re-established, press New Line to refresh the CSC and onsite system monitors and display the SCM> prompt. Both monitors now display the SCM> prompt, similar to the following:

```
SCM>
```

The following console control functions are available at both monitors, when these keys are pressed simultaneously.

NOTE

These keys are always active during a remote connection.

- CTRL-T Enters or exits talk mode – allows local operator and remote support engineer to type messages to each other's system monitors.
- CTRL-X Transfers keyboard control from the remote system monitor to the local system monitor, when the remote keyboard has control; and, from the local monitor to the remote monitor, when the local keyboard has control, during normal or conversation mode.
- CTRL-E Ends the session and resets the modem.

9. To select the talk mode, press CTRL-T. The following messages appear on the remote and local system monitors.

```
*** Conversation Mode - ON ***  
*** Wed 03/06/91 13:44:30 ****
```

10. To assign keyboard control to the remote or local console, press CTRL-X. The following messages appear on remote and local system monitors.

```
*** Conversation Control - LOCAL *** (or - REMOTE)  
*** Wed 03/06/91 13:45:17 ***
```

11. To assign control to the opposite keyboard, press CTRL-X again. The following messages appear on the remote and local system monitors.

```
*** Conversation Control - REMOTE *** (or - LOCAL)  
*** Wed 03/06/91 13:45:25 ***
```

12. To exit the talk mode, press CTRL-T. The following messages appear on the remote and local system monitors.

```
*** Conversation Mode - OFF ***  
*** Wed 03/06/91 13:44:45 ***
```

13. Extended power up diagnostics or AViiON System Diagnostics can now be initiated.

14. To end the remote session and reset the modem, press CTRL-E. The following messages appear on the CSC and onsite system monitors.

CSC MONITOR

NO CARRIER

ONSITE MONITOR

*** Ending Session ***
*** Modem - ON-LINE ***
*** Wed 03/06/91 11:23:47 ***

End of Manual

APPENDIX A REMOTE MENU

This appendix is included as a reference to describe all the functions of the Remote Menu.

This appendix is organized as follows:

- A.1 ACCESSING THE REMOTE MENU
- A.2 REMOTE ACCESS PASSWORD
- A.3 REMOTE ENABLE/DISABLE
- A.4 REMOTE PHONE NUMBERS
- A.5 REMOTE DIALOUT
- A.6 PAUSE MI
- A.7 PROPRIETARY DYNAMIC PASSWORD
- A.8 REVIEWING MI SYSTEM STATUS
- A.9 RESETTING THE MODEM
- A.10 VIEWING THE SYSTEM ID NUMBER
- A.11 VIEWING THE SERVICE CONTRACT NUMBER

A.1 ACCESSING THE REMOTE MENU

If a valid dynamic password is installed, enter `rsi` at the `SCM>` prompt. The Remote Menu appears as follows.

```
REMOTE MENU

1 Remote Access Password [dgavremote]
2 Remote Enable/Disable [Enabled]
3 Remote Phone Numbers
4 Remote Dialout
5 Pause MI [Disabled]
6 Dynamic Password
7 Status
8 Reset Modem
9 View System ID
10 View Service Contract Number
11 Return to previous screen

Enter choice -> _
```

A.2 REMOTE ACCESS PASSWORD

The remote support engineer is prompted to enter a remote access password (obtained from the local operator) after initiating a dial-in connection to the local system. Only the local operator can change a remote access password. To change the remote access password, the local user can perform the following procedures.

NOTE

The remote access password cannot be changed during a remote connection.

1. With the Remote Menu displayed, enter 1. The following prompt should appear.

```
Enter New Password -> _
```

2. To enter a new password, type the new password and press New Line. The entered password and prompt should appear similar to the following:

```
Enter New Password -> dgavremote <New Line>  
Confirm? [N] _
```

3. If the displayed password is correct, enter Y. The Remote Menu should appear.
If the password is not correct, enter N by pressing New Line. The Remote Menu should appear.
4. To exit from the Remote Menu and return to the SCM> prompt, enter 11.

A.3 REMOTE ENABLE/DISABLE

Remote access must be enabled to provide the system with the remote functionality. Entering 1 <New Line> when the Remote Menu is displayed, toggles the remote access mode between Enabled and Disabled.

CAUTION

If a remote connection is terminated with remote access disabled, further remote access will be impossible. Remote access can only be re-enabled by an operator at the local system via the Remote Menu.

A.4 REMOTE PHONE NUMBERS

The local operator can review, enter or change the telephone number of the remote system in memory. To review, enter or change a remote telephone number, perform the following procedures.

1. With the Remote Menu displayed, enter 3. The Remote Phone Numbers VIEW/CHANGE menu should appear as follows:

```
Remote Phone Numbers VIEW/CHANGE
```

```
1 []  
2 []  
3 []  
4 []  
5 []  
6 []  
7 []  
8 Return to previous screen
```

```
Enter choice -> []
```

2. To enter or change a remote telephone number, enter the appropriate item number (1-7). The following message and prompt should appear.

```
Use '<' and '>' to indicate check portion.
```

```
Enter New Dialstring -> _
```

3. To change or enter a new telephone number, enter the new telephone number with angle brackets around the portion of the number (or the complete number) to be verified (<xxxx>) as follows:

```
Enter new Dialstring -> T789<1234>5678  
<New Line>  
Confirm? [N] _
```

Where:

T = calling modem dial command
789<1234> = local modem telephone number
<1234> = portion to be confirmed
5678 = local modem extension number

If the redial string is entered incorrectly, one of the following error messages may appear.

```
*** Invalid dialstring ***  
*** Unmatched brackets ***  
*** Dialstring too long ***  
*** Illegal Dialstring ***
```

4. To verify and install the new or changed telephone number, enter Y. The Remote Phone Numbers VIEW/CHANGE menu should appear with the new phone number displayed.

To return to the Remote Phone Numbers VIEW/CHANGE menu without adding or changing the telephone number, press New Line. When the Verify prompt appears, press New Line again. The Remote Phone Numbers VIEW/CHANGE menu should appear with the current phone numbers displayed.

5. To exit from the Remote Phone Numbers VIEW/CHANGE menu, enter 8.

A.5 REMOTE DIALOUT

To initiate a dialout to a remote modem, perform the following procedures.

1. With the Remote Menu displayed, enter 4. The following menu and prompt should appear.

```
Choose number to dial  
  
1 [T789<1234>]  
2 []  
3 []  
4 []  
5 []  
6 []  
7 []  
8 Return to previous screen  
  
Enter choice -> []
```

2. To initiate a dialout, enter the item number of the telephone number to be called. The system will automatically dial the selected, valid number and the following messages will appear.

```
Enter an extension or <newline> if none:  
*** Resetting Modem ***  
*** Type Control-C to Abort Call ***  
*** DIALING 1234567 ***
```

Possible error messages are.

```
*** Modem Not Ready ***  
*** Empty Dial String ***  
Press any key to continue..._
```

3. To abort the call, press CTRL-C. The previous Choose number to dial menu should appear.
4. To return to the Remote Menu without initiating a dialout, enter 8.

A.6 PAUSE MI

A pause, from zero (0:0 minutes) to 99 hours and 59 minutes, can be inserted between the time a local system detects a fault and places an MI call to the CSC. The Pause MI selection of the Remote Menu (selection number 5) can appear as one of the following:

```
Pause MI [Disabled]  
Pause MI [Enabled]  
Pause MI [Paused - Enabled]
```

```
if MI calling is disabled  
if MI calling is enabled, not paused  
if MI calling is enabled and paused
```

The pause time value does not appear in any menu or prompt. To set the pause time, perform one of the following procedures:

1. With the Remote Menu displayed, enter 5. The following prompt should appear.

```
Enter length of time to pause Machine Initiated calling HH:MM
Enter 0:0 to terminate a pause or <Enter> to return.
-> _
```

2. To enter a pause time, enter the desired time in hours (HH) and minutes (MM).

To remove a pause time (set the pause time to zero), enter 0:0.

If item 5 in the Remote Menu was Pause MI [Disabled], press New Line as MI calling is disabled and a pause time cannot be entered. The Remote Menu should appear.

3. To exit from the Remote Menu and return to the SCM> prompt, enter 11.

A.7 PROPRIETARY DYNAMIC PASSWORD

For more information on obtaining and using a dynamic password, refer to Subsection 2.3, Installing the Proprietary Dynamic Password. To change or enter a new dynamic password, perform the following procedures.

1. To change or enter a new password, with the Remote Menu displayed, enter 6. The Dynamic Password menu appears.

```
Dynamic Password
1 Install
2 Verify
3 Return to previous screen
Enter choice -> _
```

2. To change or install a dynamic password, enter 1. A message similar to the following appears.

```
Maintenance Access Code: ABCDEF12345 <New Line>
Enter New Level 1 Password -> _
```

3. To return to the Dynamic Password menu without entering a new password, press New Line. To enter a new Level 1 password, type the new password exactly as provided by the Password Center. The password characters will not appear on the screen.
4. Press New Line. The following messages should appear.

```
Maintenance Access Code: ABCDEF12345
Enter New Level 1 Password -> XXXX...XXXX <New Line>

Dynamic Password Installed
```

5. To verify that the password and service contract are valid, enter 2. The following messages appear.

```
FE service contract is valid
Contract ends on 03/10/92

Press any key to continue... _
```

6. To return to the Dynamic Password menu, press any key.
7. To return to the Remote Menu, enter 3.

A.8 REVIEWING MI SYSTEM STATUS

To review the MI system status, with the REMOTE MENU displayed, enter 7. A message similar to the following should appear. Press any key to return to the Remote Menu.

```
*** Remote Status ***
*** Date 02-08-91 ***
*** Modem - ON LINE - No Carrier ***
*** Machine Call Out - DISABLED ***
*** Remote Access - ENABLED ***
*** Remote Dialout - ENABLED ***
```

A.9 RESETTING THE MODEM

To reset the modem, with the Remote Menu displayed, enter 8. A message similar to the following should appear. Press any key to return to the Remote Menu.

```
*** Resetting Modem ***  
*** Modem - ON-LINE ***  
*** Mon 01/28/91      16:36:57 ***  
Press any key to continue...
```

A.10 VIEWING THE SYSTEM ID NUMBER

The system ID number is unique to each AViiON computer system. To view the system ID number, perform the following procedure:

1. With the Remote Menu displayed, enter 9. A message similar to the following should appear.

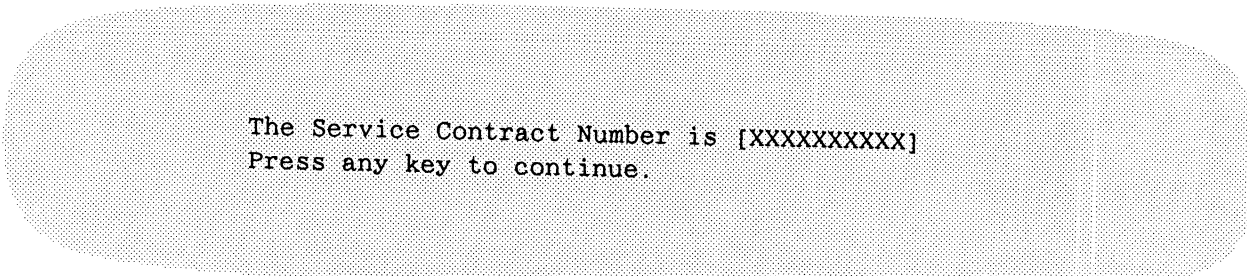
```
The System ID is FBB5292C  
Press any key to continue...
```

2. To return to the Remote Menu, press any key.
3. To return to the SCM> prompt, enter 11.

A.11 VIEWING THE SERVICE CONTRACT NUMBER

To view the current service contract number stored in memory, perform the following procedure:

1. With the Remote Menu displayed, enter 10. A message similar to the following should appear.



```
The Service Contract Number is [XXXXXXXXXX]
Press any key to continue.
```

2. To return to the Remote Menu, press any key.
3. To return the SCM> prompt, enter 11.

