

# SENTECH Instruments Remote Support

## General Information

For improving the service of our instruments SENTECH offers a utility which allows our service engineers to remotely access the computer operating SENTECH products. This tool is now shipped as part of our software and may be received free of charge for older installations (if compatible).

The remote support establishes a network connection between our service and the local machine. There is also a method built in to transfer files to/from the PC which makes servicing easy. Also it has the capability to work across network boundaries and requires only a temporary internet access of the SENTECH device.

The remote access is granted only if the following is done:

1. The utility "SENTECH Remote Support.exe" is started<sup>1</sup>.
2. Our service engineer received "Your ID" and "Password".
3. You did not cancel the session.

When files are transferred a special login window opens allowing you to monitor any file transfer. The user can stop any transfer at any time. This makes the use of the support module fully transparent.

Communication: In some cases the interaction with the user is required. In such a phone call to the SENTECH service may accompany the remote session. If the call is not possible it is recommended to open a notebook document so that both parties can communicate by text.

## Procedure for service calls

### Step 1: Prepare the session

A remote session allows our service staff to operate the machine as being in front of it. However, we cannot remotely and manually operate the hardware. For example to service an ellipsometer it is helpful when you turn the machine on, initialize it, ensure full safety (put a sample on the stage, align it, ensure that there is no collision possible with xy-stage, inspection objectives or microspots).

While our service always safely operates the software, you should be in place next to the hardware to assist the remote session by doing all the manual operations and answering questions on the machine state which cannot be seen on the computers screen.

### Step 2: Ensure you have internet connection

The internet connection is required only while the service call is active. Simply try to connect to [www.sentech.de](http://www.sentech.de) using the Inter-



net Explorer. If you see the website of SENTECH Instruments you have Internet access and this first test is passed (proceed to step 3).

If you don't see our website you need to talk with your network administrator to setup the connection. Usually your PC has a separate network card built in which is used to connect to a company network. In some cases the computer is not connected to a network. If this is the case and cannot be changed for security reasons, consider to connect a laptop to the machines computer (local network connection), copy the support utility "SENTECH Remote Support.exe" to the laptop and connect via VNC or the Windows Remote Desktop Connection from the laptop.

### Step 3: Run the support utility

The program you need to run is "SENTECH Remote Support", which is usually found in the folder „C:\SENTECH“ or one of its subfolders. Newer installations provide a link in the programs group within the Windows „start“ menu. Run the utility „SENTECH Remote Support“ until the window shown above appears. On operating systems like Windows 7 you may have to allow changes to your computer, but the tool is not installed to the PC, it runs without installation.

<sup>1</sup> For a more detailed technical background on the support module please consult the TeamViewer software at [www.teamviewer.com](http://www.teamviewer.com)

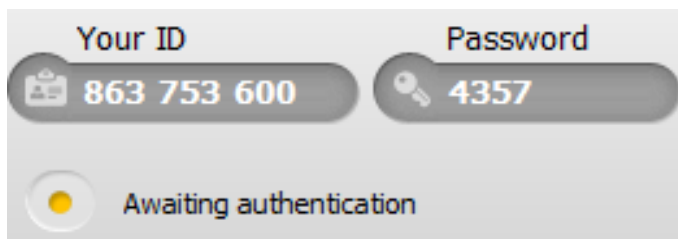
#### Step 4: Submit ID and Password

When the software pops up it will take a few seconds until the software is ready for use. During startup a computer ID and a random password is generated to encrypt the connection. Since this password is new for every session, you need to submit the ID and the password (see red boxes in the picture above) to our service staff before SENTECH can connect to your PC.

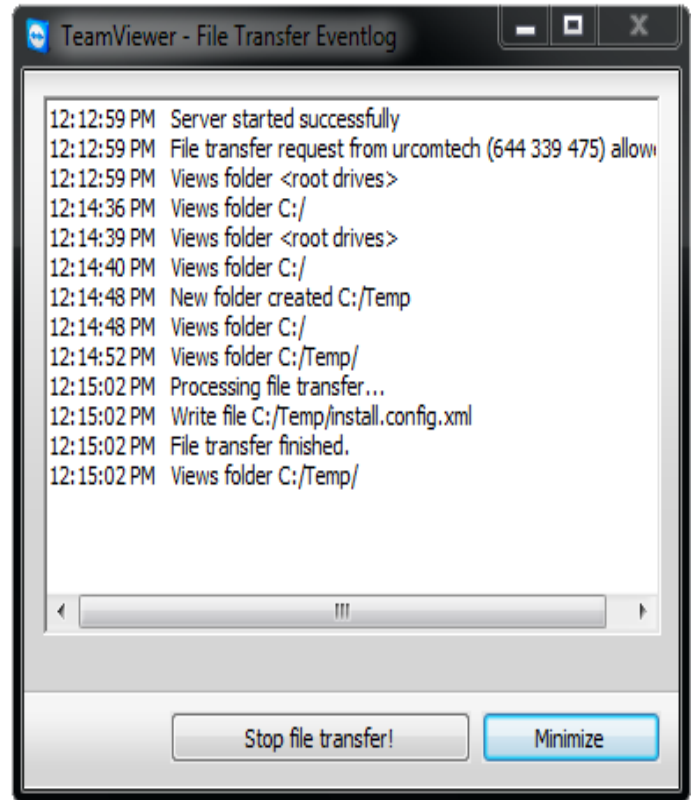


#### Step 5: Monitoring the connection

After receiving the ID and password SENTECH will setup the connection. At this point you will see the yellow authentication notifier:



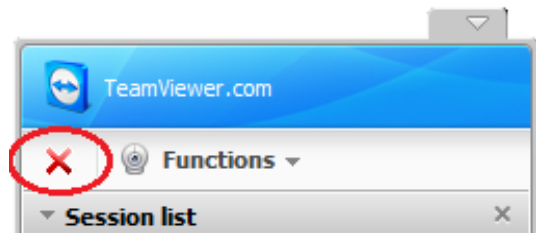
While the connection is active you see the mouse moving and how the PC is operated. Since the desktop is really shared, you may also work on the PC yourself (for example you might enter text into notepad for interaction with our service (if a phone call by phone is not available)).



portant feature. Also SENTECH tries to keep backup copies of our machines, since at the customers site the installation media may get lost after some years.

#### Step 6: Closing the connection

The service connection can be closed at any time by clicking on the red „close“ cross (see below). The connection window below is closed automatically, but the file transfer logging window may remain open. This remains open to allow the customer to re-view the file transfers after the session has ended. If no file was transferred the window may not become visible at all.



**Note:** After canceling the connection SENTECH has no longer access to you computer and it is not possible to connect again. When the connection needs to be continued, you need to submit a new ID and password combination to our service staff.

The support module also has the capability to transfer files from and to the computer. For ensuring full transparency, each time a file is transferred into either direction a window pops up which exactly lists the progress. If you dont want to transfer files, just close the window. The big advantage of this feature is that it allows our service staff to update your software with newer versions. Another typical application of file transfer is that after an accident of change the software does not function any longer and the service needs to compare the installed version with the most recent backup at SENTECH. In such cases we copy the whole program folder as a big ZIP file to SENTECH, run a comparison and try to find out, what has been changed. In most cases we find small differences in configuration files or that some files are lost/damaged. So the file compare utility is an im-

#### General note on service fees

The remote support utility is supplied free of charge. Fees for this service may be charged by the SENTECH Service Department based on the consumed time. Please contact the service *before* the service session if and which service fees may apply in your case.