

Installation and Operation Manual

Remote Management Client

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1 Introduction

The RMC (Remote Management Client) is used to connect to customer sites remotely, either via direct line, modem, or IP connection over a VPN. Information about the customer sites is stored in a database.

The following configuration tools have been tested and verified together with the RMC:

- WinBK for System 900
- Cordless System Manager (CSM) for System 9d and PWT
- teleCARE M Installation Program (TIP) for teleCARE M
- Internet Explorer for web based tools

Other tools, even though not tested by Ascom, might work.

Note that all remote connections involve a security risk and that the security level should be in accordance with related IT solutions at the customer site.

See more about application examples in the document *Function Description, Remote Management, TD 92257GB*.

The RMC is only available in English and cannot be translated.

1.1 Abbreviations and Glossary

CSM	Cordless System Manager: PC based tool used to configure cordless telephone systems
DECT	Digital Enhanced Cordless Telecommunications: global standard for cordless telephony
ELISE	Embedded Linux SErver: hardware platform used for Unite products
ESS	Enhanced System Services: Unite module that supports advanced message routing and centralised fault handling and logging
IMS	Integrated Message Server: Unite module that enables messaging to and from the connected cordless telephone system
IP	Internet Protocol: global standard that defines how to send data from one computer to another through the Internet
LAN	Local Area Network: a group of computers and associated devices that share a common communication line
PWT	Personal Wireless Telecommunication: US standard for cordless telephony
RMC	Remote Management Client: PC tool that enables remote access to the Unite system
System 900	generic term for telePROTECT, teleCOURIER, and CTS 900 systems
System 9d	generic term for Ascom DECT System
TIP	teleCARE M Installation Program: PC tool used to install and configure the teleCARE M system

Unite	generic term for messaging system that unites different systems, for example System 900, System 9d, and teleCARE M
WinBK	PC based tools for installation and configuration of System 900

1.2 Requirements

- PC with Windows XP®, Windows 2000® or Windows Vista®
- Communication with an ESS

For cables and other requirements, see *Function Description, Remote Management, TD 92257GB*.

No licence is required in the RMC.

2 Installation

2.1 Cable Configurations

2.1.1 Cable between the PC (RMC) and the ESS

Use the cable "541479 Elise RS232 Cable".

Attach the D-sub connector on the serial cable to a free communication port (usually COM1 or COM2) on the PC. Then attach the RJ45 connector to a free RS232 connector on the ESS. (There are three modular jacks for connection of RS232 communication on the ESS: J11 is RS232:1, J8 is RS232:2 and J7 is RS232:3).

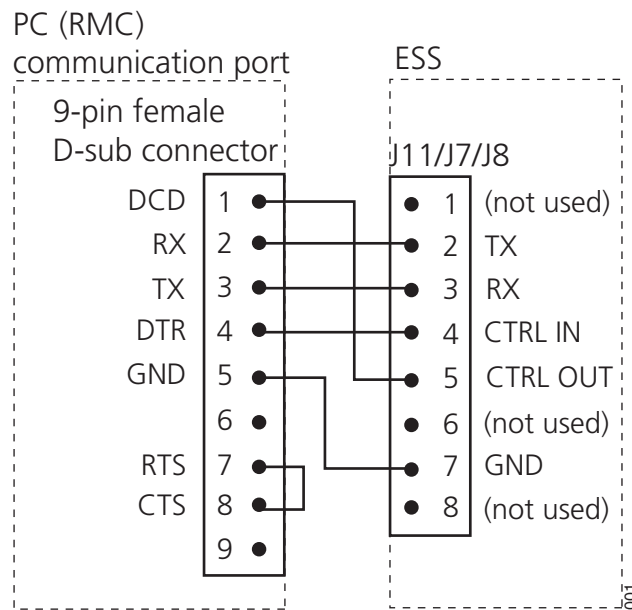


Figure 1. Configuration of cable that connects the PC (RMC) directly to the ESS.

2.1.2 Cables between the ESS and the T942C Central Unit

Attach one twisted pair network cable to a free RS232 connector on the ESS. (There are three modular jacks for connection of the RS232 communication in the ESS: J11 is RS232:1, J8 is RS232:2 and J7 is RS232:3.)

Attach another twisted pair network cable to J09 (PC-line) on the T942C Central Unit. Connect these cables with the conductor joint "541480 Elise RJ45 Cable adapter". See [figure 2](#) below for information about the conductor joint.

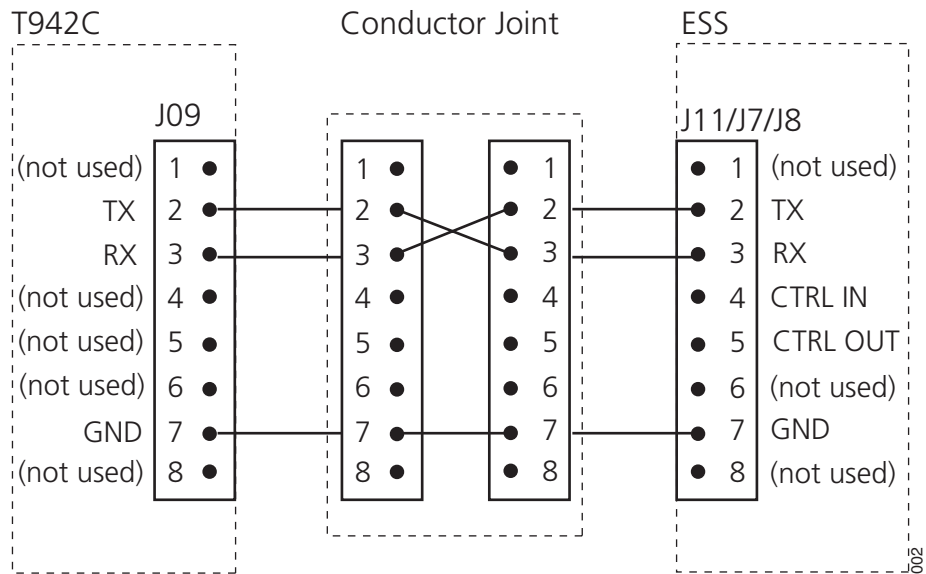


Figure 2. Conductor joint that is used to connect an ESS with a T942C Central Unit.

2.1.3 Cable between the RMC and its modem

Attach the modem cable to any free communication port (usually COM1 or COM2) on the PC. Then attach the other end to the modem.

2.1.4 Cable between the ESS and its modem

Attach the twisted pair network cable from the modem into the ESS modem cable adapter "180714 Adapter D25F - 8/8 Modem - T942C". See [figure 3](#) below.

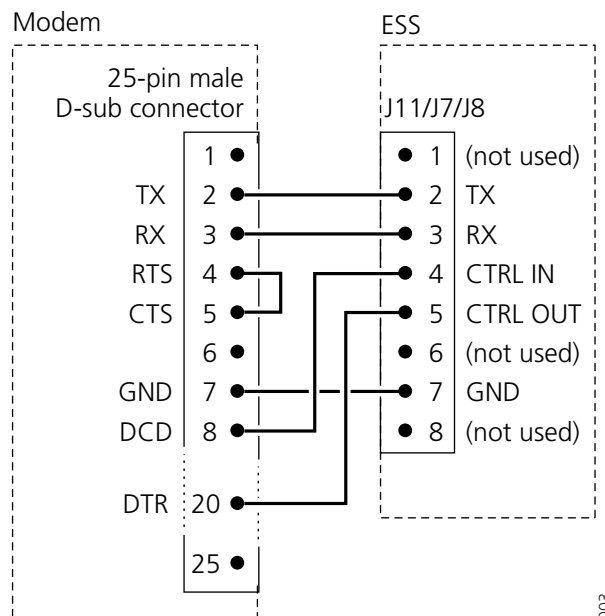


Figure 3. Configuration of cable that connects the ESS to a modem.

2.2 Installation of Hardware

Modem

If a remote connection to the customer site shall be established via modem connection, one modem has to be connected to the PC (RMC) and one to the ESS on the customer site.

Connect and install the modems according to the manufacturers instructions.

2.3 Installation of the RMC software

This includes installation of the RMC software, system drivers and, if using direct line connection, configuration of required settings.

2.3.1 RMC Setup

- 1 Unzip the RMC setup package to a temporary folder.
- 2 Start the RMC Setup program (setup.exe) and follow the instructions presented by the program.

2.3.2 Install the Serial Port Driver

Note that the following description is valid for Windows 2000®, Windows XP® and Windows Vista® unless stated differently.

If the *User Account Control* is enabled in Windows Vista, the *User Account Control* window will appear several times during the installation. The control can be turned off in *User Accounts*.

- 3 Install the system drivers by adding new hardware via the *Control Panel*.
 - In Windows 2000, select "Add/Remove Hardware". The *Add/Remove Hardware Wizard* appears. Click "Next".
 - In Windows XP and Windows Vista, select "Add hardware". The *Add Hardware Wizard* appears. Click "Next".
- 4
 - In Windows 2000, select "Add/Troubleshoot a device" and click "Next". This might take a while. In the *Devices* list, select "Add a new device" and select "No, I want to select the hardware from a list" when requested.
 - In Windows XP, scroll down in the list and select "Add a new hardware device". Select "Yes, I have already connected the hardware" and click "Next".
 - In Windows Vista, select "Install the hardware that I manually select from a list" and click "Next".
- 5 In the *Hardware types* list, select "Multi-port serial adapters" and click "Next".
- 6 Click "Have disk" to locate the Ascom serial port bridge. The file is included in the "SerialPortDriver" folder of the RMC software package located in your temporary folder.
- 7 Continue with the installation. Ignore the warning about the Microsoft digital signature and select "Install this driver software anyway". Click "Finish".

2.3.3 Assign Virtual Pairs of Serial Ports

To get existing applications to work properly, virtual pairs of serial ports have to be created.

Note that if only Internet Explorer is used as a configuration tool, virtual ports are not needed. The RMC works in this case automatically as a gateway. Read more about virtual ports in *Function Description, Remote Management, TD 92257GB*.

- 8 Start the virtual port settings installation by selecting "System" in the *Control Panel*.
- 9 – In Windows 2000 and Windows XP, in *System properties* window, select the "Hardware" tab and then click the "Device Manager" button, see [figure 4](#) below.

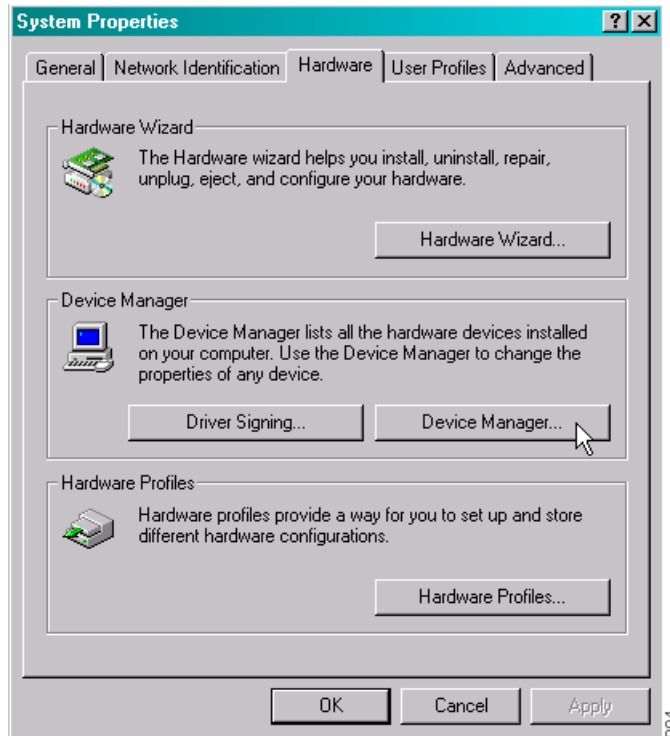


Figure 4. Device manager tab in Windows 2000.

- In Windows Vista, click the "Device Manager" link.

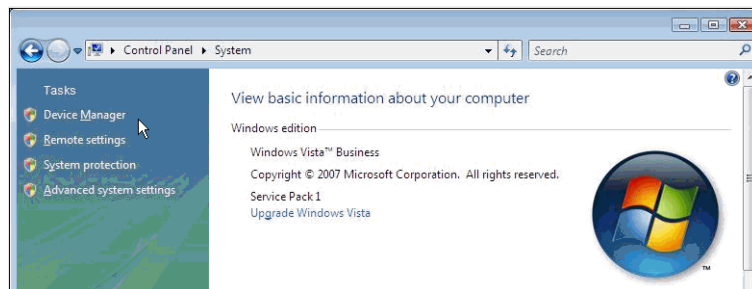


Figure 5. Device manager link in Windows Vista.

- 10 In the *Device Manager* window, select "Multi-port serial adapters" and then "Ascom serial port bridge".
 - In Windows 2000 and Windows Vista the *Ascom serial port bridge Properties* window opens. Select the "Properties" tab.
 - In Windows XP, click the "Properties" button and then select the "Properties" tab.

- 11 Set up virtual pairs of serial ports. How many pairs of serial ports that are needed is depending on how many tools that are to be connected simultaneously.

Available tools	System
WinBK	System 900
Cordless System Manager (CSM)	System 9d and PWT
teleCARE M Installation Program (TIP)	teleCARE M

Note: There can be limitations regarding the port usage. COM1 or COM2 ports are often used for other hardware. WinBK and CSM can only use up to COM4 while TIP can use up to COM10.

Be also aware about which port an internal PC modem uses as it might conflict with the virtual ports.

As an example in [figure 6](#) on page 7, COM3 can be used by the administration tool, for example WinBK and COM13 can be the port to the RMC.

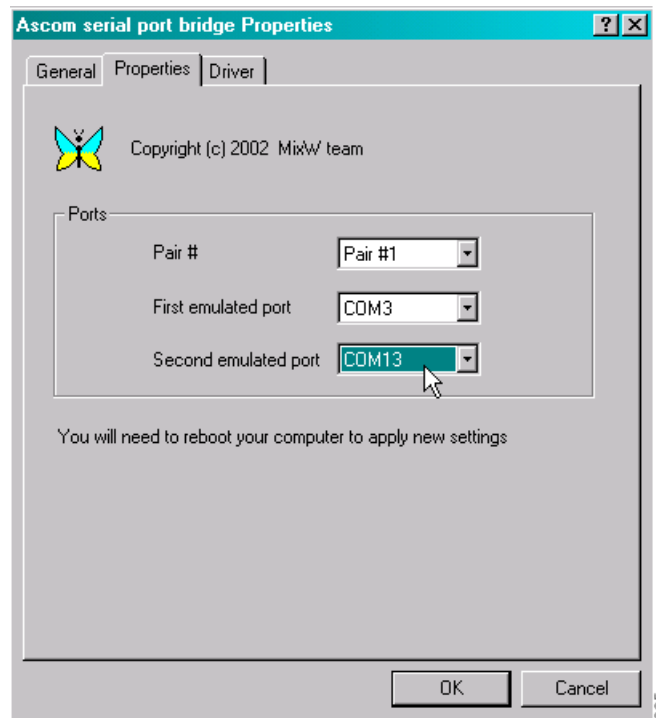


Figure 6. Example of setting up one virtual pair of serial ports.

- 12 If another pair of serial ports is needed, select "Pair #2" and create another couple (with for example COM4 and COM14). Click "OK" to save the "System Properties" settings.
- 13 Restart the PC.

2.4 Settings for Direct Line Connection

This chapter is applicable only if direct line connection is used. The direct line connection requires modem settings.

- 1 In the *Control Panel*, select "Phone and Modem Options". The first time a modem is installed, the area code etc. is asked for. Just fill in any values to be able to continue. Correct values are unimportant for the direct line connection.
- 2 In the *Phone and Modem Options* window, select the "Modems" tab and click the "Add..." button. The *Add Hardware Wizard* is opened.
- 3 Select the check box "Don't detect my modem; I will select it from a list". Click "Next". This might take a while.
- 4 Click the "Have Disk..." button and then locate the file in the "Modem" folder in the RMC software package located in your temporary folder. Click "Open". The modem is shown in the *Models:* field, see [figure 7](#) on page 8.

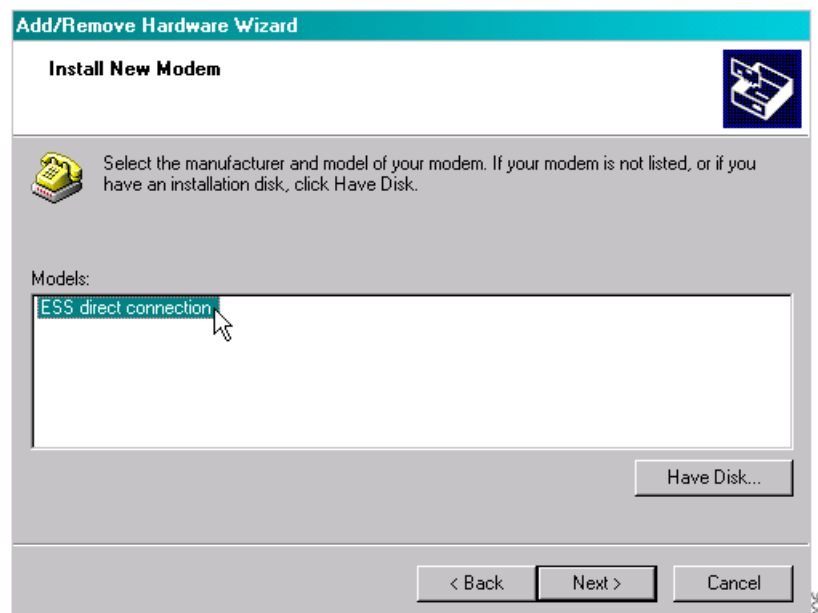


Figure 7. Installing modem settings for direct line connection.

- 5 Mark the newly added model "ESS direct connection" and click "Next".

- 6 Select the communication port where the direct line shall be connected to the PC, in this example "COM2" as in [figure 8](#) below.

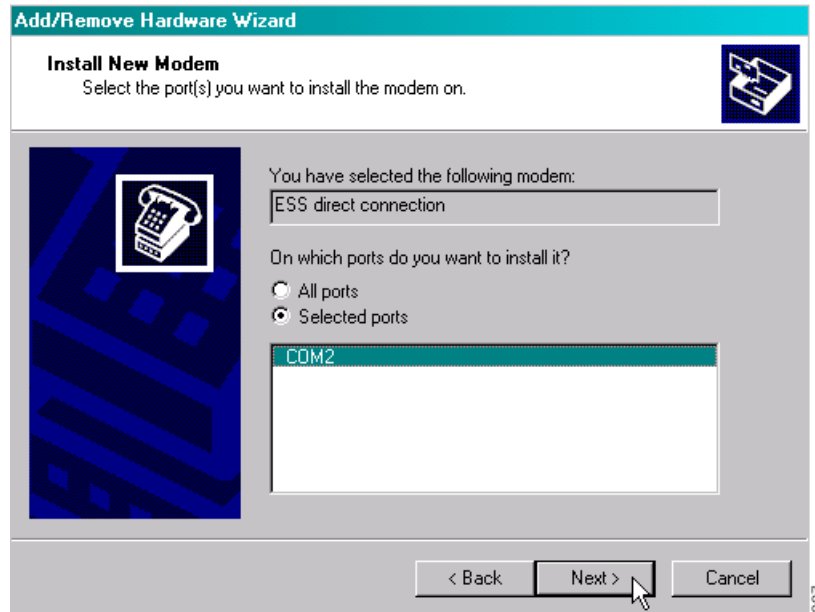


Figure 8. Setting local port of the RMC to COM2.

- 7 Finish the installation. Ignore the warning about the Microsoft digital signature. When ready, the modem view will look as in [figure 9](#) on page 9.

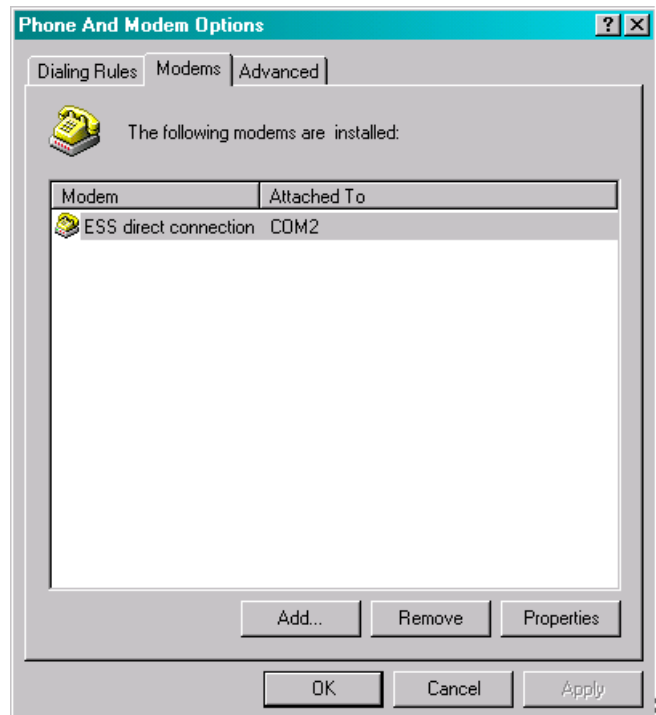


Figure 9. Finished installation of modem settings to direct line.

- 8 Connect the serial cable (RS232) between the PC and the ESS. (Use the ports stated in the setup of the ESS.) For requirements regarding cabling and connection of the cable to the ESS, see [2.1.1 Cable between the PC \(RMC\) and the ESS](#) on page 3.

3 Operation

3.1 Getting Started

- 1 From the Start menu, select Programs > Ascom Tateco > Remote Management > Remote Management Client.

Note that the RMC must run with administrator rights. In Windows Vista, right-click on the menu item and select "Run as administrator".

3.1.1 The RMC Main Window

In the main window of the RMC it is possible to for example continue to the sites list, or disconnect or open the remote connection channel. It is also possible to add programs and then start the program from the start menu. See [figure 10](#) below.

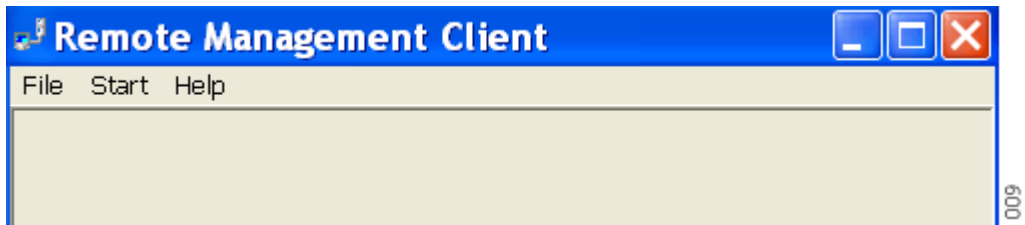


Figure 10. The RMC main window.

The main window contains:

- File menu
 - Sites... Is used when adding new or editing existing customer sites and configurations as well as connecting to the sites.
 - Refresh Synchronizes the RMC manually with the ESS on the customer site.
 - Disconnect Is used when closing down an ongoing remote connection to a site without closing the actual RMC application.
 - Open/close channel Opens up/closes a virtual serial communication channel from the local PC (RMC) to the hardware at the customer site (ESS).
 - Exit Closes the RMC software.
- Start menu
 - Configure... To add, edit or delete programs.
- Help menu
 - View help Opens a PDF file with this document.
 - About Remote Administration Client Shows information about the RMC version.

The RMC main window with an open remote connection can look as in figure 11 below.

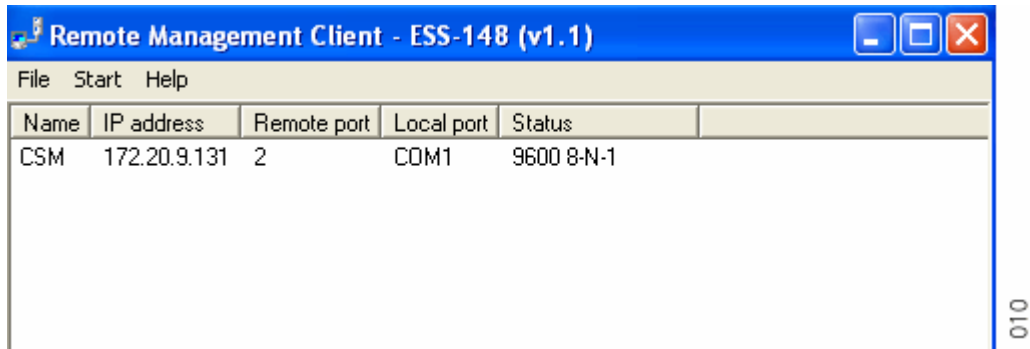


Figure 11. Open channel to a site with a System 9d or PWT.

About the site columns during an open connection

- Name: Name of the connection from the ESS.
- IP address: IP address of the module on the customer site, usually the ESS.
- Remote port: Port number of the module on the customer site, usually the ESS.
- Local port: Virtual serial port of the RMC.
- Status: Status of the remote connection.

3.1.2 The Administrate Sites Window

The *Administrate Sites* window shows all customer sites in the database.

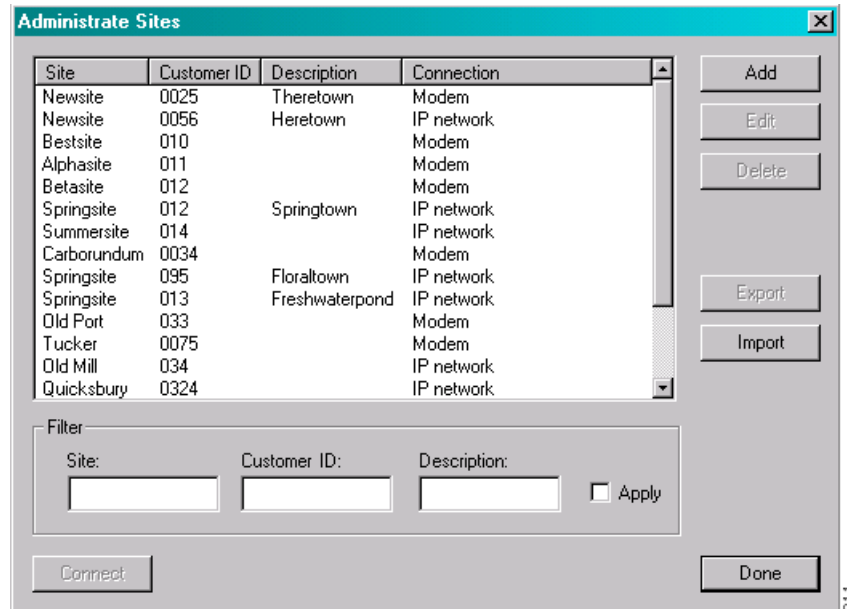


Figure 12. The Administrate Sites window.

3.1.3 The Edit Site Window

In the *Edit sites* window it is possible to add/edit site information, for example the type of remote connection.

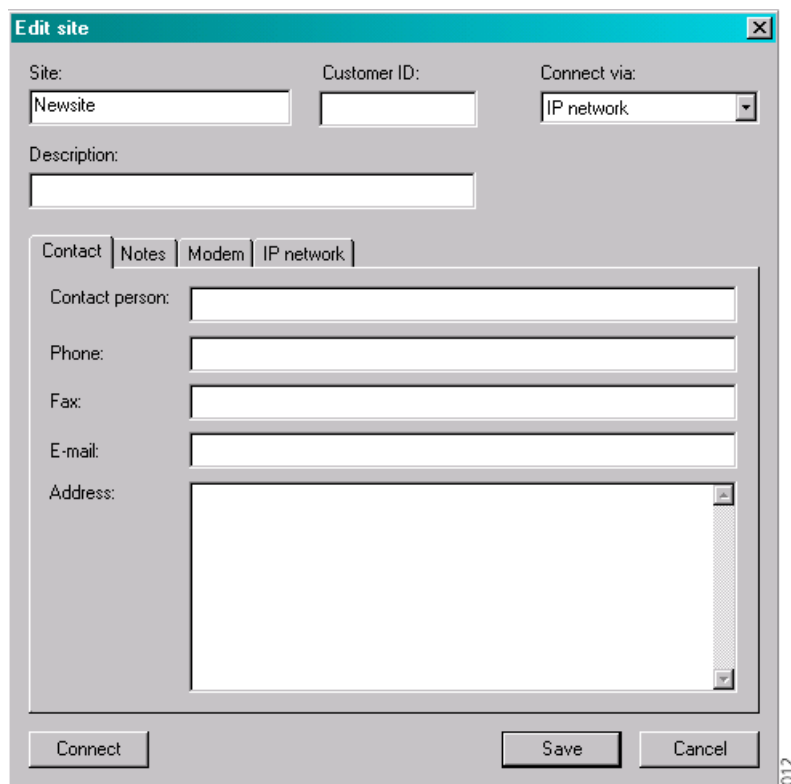


Figure 13. The Edit Site window.

Fields in the Edit site window:

- Site: Name of the site.
- Customer ID: Any characters which relates to this customer site.
- Description: More information about the site, for example, the city where the site is located.
- Connect via: Default connection type.
Direct line is preferred as connection type when working on the actual customer site.
Modem is used when a modem connection is used.
IP network is used when an IP connection is used, for example via VPN (Virtual Private Network).

Buttons in the Edit site window:

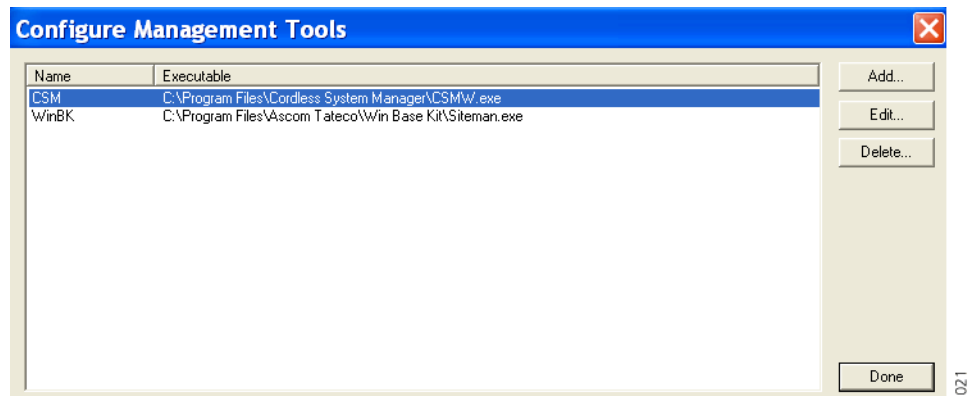
- Save: Saves changes and exits the *Edit site* window.
- Cancel: Exits the *Edit site* window without saving changes.
- Connect: Establishes the remote connection to the ESS on the customer site.

Tabs in the Edit site window

- Contact tab
Here it is possible to fill in contact information about the customer.
- Notes tab
Here it is possible to write notes about the site, for example, systems installed or what changes that has been done.
- Modem tab
Settings for the modem connection are made here, for example, the phone number of the remote modem.
- IP Network tab
Settings for the IP connection are made here, for example, the IP address of the ESS.

3.1.4 The Configure Management Tools Window

In the *Configure Management Tools* it is possible to add, edit and delete programs. A program can for example be CSM or WinBK.



About the opening page:

Name: Name of the program or file.
Executable: Path for executed file.

Buttons in the Management Tools window:

Add: To add programs to the *Management Tools*.
Edit: To edit the name/path of the program.
Delete: To delete programs from the *Management Tools*.
Done: Take you back to the Remote Management Client window.

3.2 Add a New Site

When starting the RMC for the first time, the database is empty and all customer data has to be entered. Add customer sites one by one and fill in site information as explained in the steps below:

- 1 Select "File" > "Sites..." to open the *Administrate Sites* window.
- 2 In the *Administrate Sites* window, click "Add" and enter the site name, then click "OK". In this example the site is named "Newsite", see [figure 14](#) below.

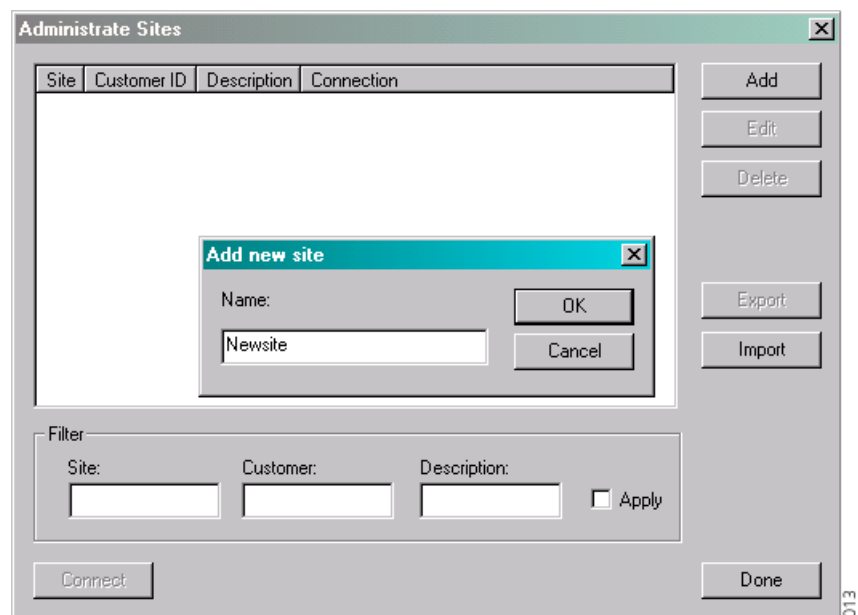


Figure 14. Add a new customer site.

The name of the site and remote connection (IP network by default) is automatically added last in the column. In a long list of sites, you will have to scroll to locate it.

- 3 The *Edit Site* window opens automatically. Continue to [3.3 Edit a Site](#) to enter the site information.

3.3 Edit a Site

- 1 In the *Administrate Sites* window, click "Edit" to change site information. The *Edit site* window looks, in this example, as [figure 15](#) below.

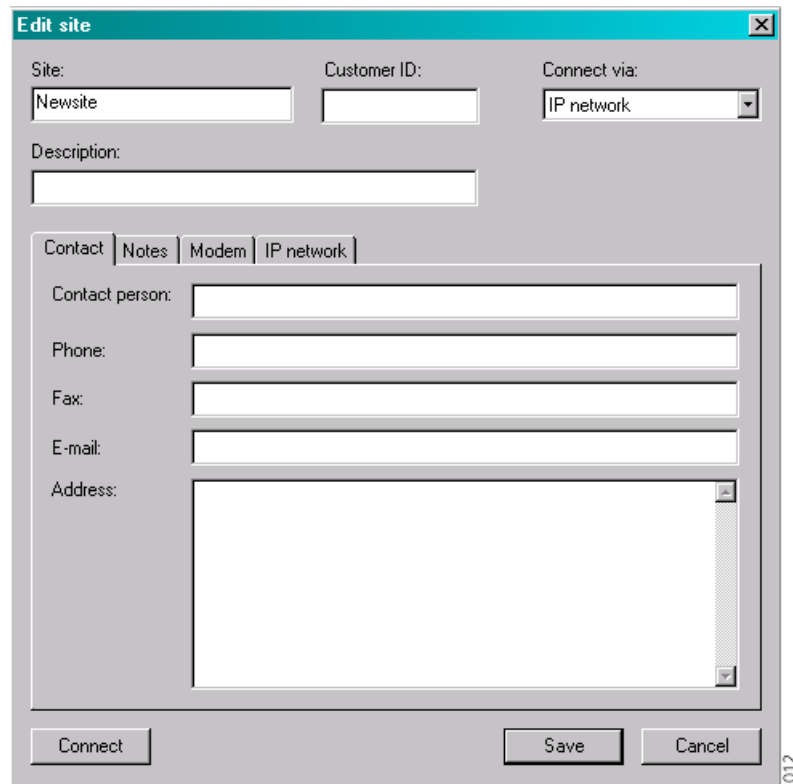


Figure 15. Edit site window where detailed site information is filled in.

If needed, change the default remote connection (IP network) in the "Connect via:" field. Enter the rest of the site information, for example as in [figure 16](#) on page 16. See also [3.1.3 The Edit Site Window](#) on page 12.

If modem or IP network is selected, see [figure 16](#) on page 16, be sure to enter connection data in the "Modem" or "IP network" tab.

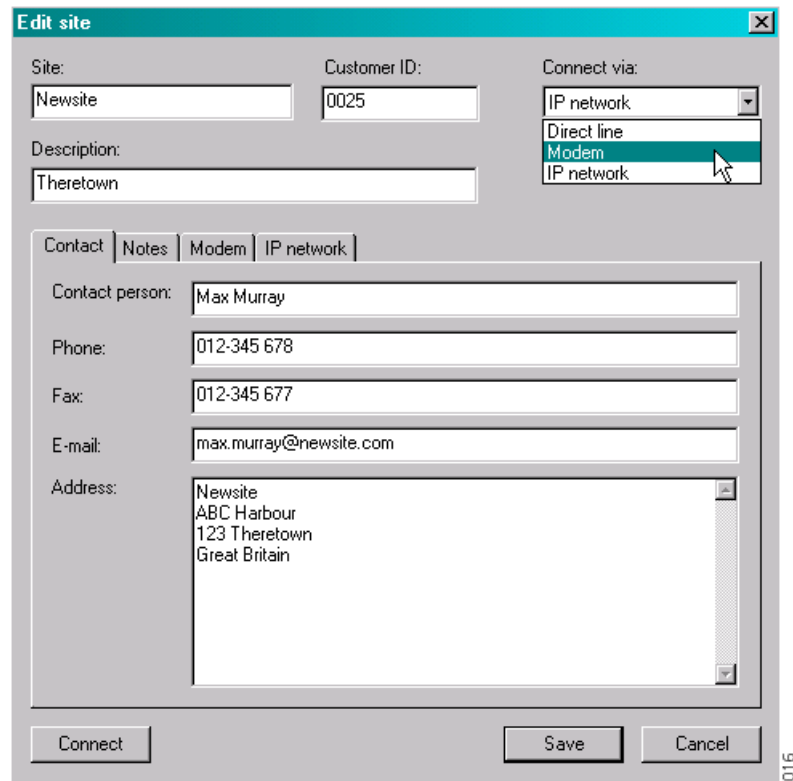


Figure 16. Changing default connection from IP network to Modem.

- 2 Once all customer information is filled in, click "Save" to save the entries. This will take you back to the *Administrate Sites* window.

3.4 Filtering Sites

If many customer sites are available the filter function makes it easier to find a specific site.

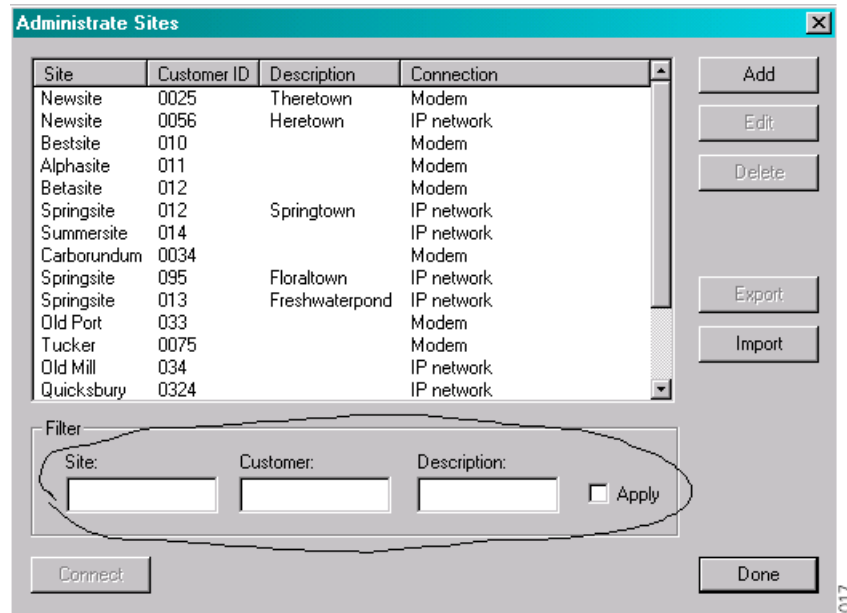


Figure 17. Available sites for remote connection before filtering.

- 1 Write one or more characters in the fields that should be filtered. Matching is not case sensitive, that means, both small and capital letters appear.
- 2 Activate the filter by marking the "Apply" check box. Only sites matching the entered filter criterias appear. In the example in figure 18, only sites starting with an "N" appear.

Return to unfiltered view by clearing the "Apply" check box.

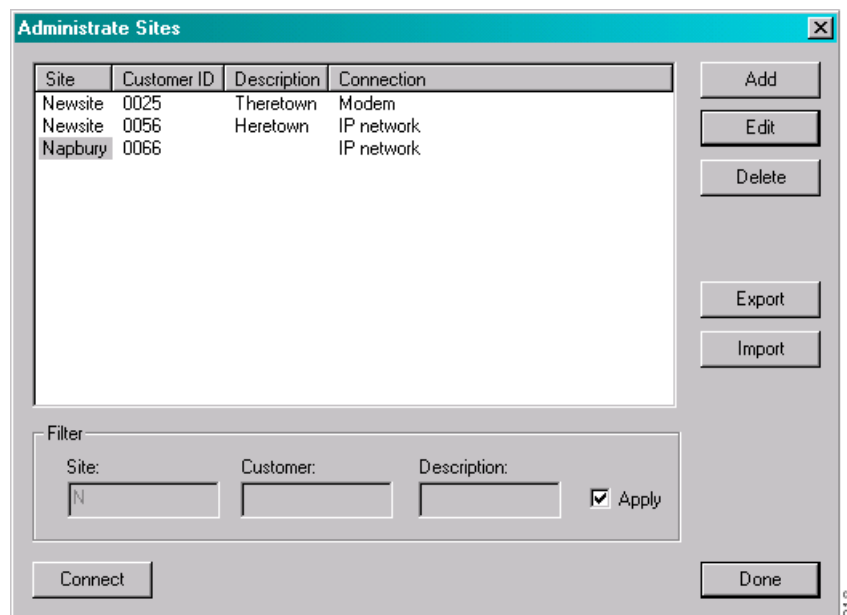


Figure 18. Filtered view of remote connected Newsite sites.

3.5 Connect to a Remote Customer Site

- 1 In the *Administrate Sites* window select "File" > "Sites...".
- 2 Select desired site. Sites are shown in the order they were added in the database. Click on respective column heading (Site, Customer ID, Description, Connection) to sort in alphabetical order. For information about how to find sites, see also [3.4 Filtering Sites](#) on page 17.
- 3 If desired, the connection type (Direct line, Modem or IP network) can be changed either temporarily or permanently. Click "Edit..." to open the *Edit site* window, and choose desired connection in the "Connect via:" field.

If the connection type shall be changed temporarily, which mostly is the case when visiting the site in person, click "Connect" directly in the *Edit site* window without saving the new setting. The next time the remote connection is established to the site, the default connection type (modem connection) appears again.

If the new connection type shall replace the default setting, click "Save". This will take you back to the *Administrate Sites* window.
- 4 Click "Connect". Fill in the password for the site when requested.
Note: For highest security, leave "Store password" unmarked, as stored passwords might open the connection to the site for unauthorized users.
- 5 If needed, open the ESS configuration page and adjust the settings regarding baud rate and parity, so they match the connected unit, see *Function Description, Remote Management, TD 92257GB*. Click "Refresh" to update the remote connection settings.
- 6 Mark a channel for desired system and select "File" > "Open channel" in order to get the remote connection up and running, see [figure 19](#) below. For a description of the columns see [About the site columns during an open connection](#) on page 11.

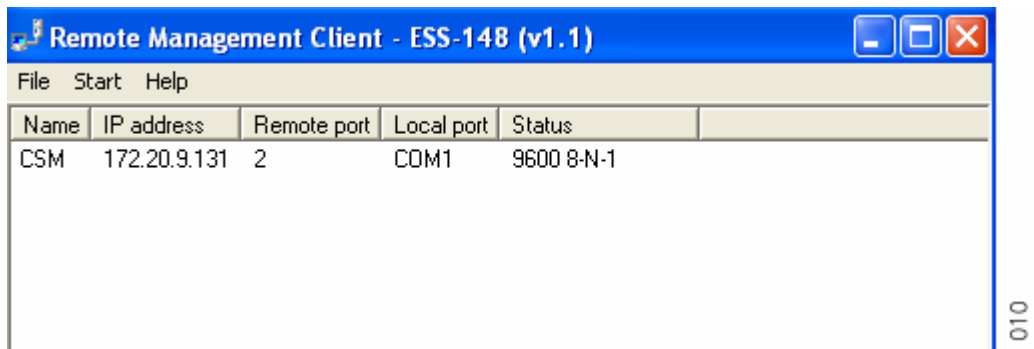


Figure 19. Opened channel to a site with a System 9d or PWT.

- 7 Perform the work on the desired system.
- 8 Select "File" > "Disconnect" to exit the customer site.
- 9 If desired, take notes of the changes done in the remote site by clicking "Edit..." to open the *Edit site* window, and write in the "Notes" pane.
- 10 Select "File" > "Disconnect" to end the connection or "File" > "Exit" to exit the entire RMC application.

3.6 Import and Export

If the entire RMC database shall be shared between many PC's it is possible to export it from one PC and import it to another. It is also possible to select which sites that shall be exported.

3.6.1 Export

- 1 Select "File" > "Sites..." to open the *Administrate Sites* window.
- 2 Mark the sites that shall be exported.
- 3 Click the "Export" button.
- 4 Enter a file name. Leave the *Save as type* field empty. Then click "Save".
- 5 An .xml file containing the selected sites is created.

3.6.2 Import

- 1 Select "File" > "Sites..." to open the *Administrate Sites* window.
- 2 Click the "Import" button.
- 3 Locate the .xml file in the file system and click "Open". If any sites that are to be imported, already exist, the following window appears, see [figure 20](#) below.

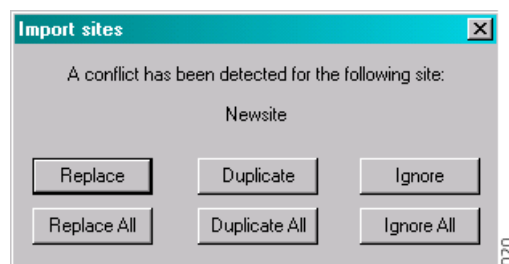


Figure 20. Conflicting site names.

Function	Description
----------	-------------

- | | |
|------------|---|
| Replace: | The imported site replaces the existing site in the database. |
| Duplicate: | The imported site is put into the database together with the existing site. |
| Ignore: | The imported site is not included in the database. |

3.7 Add a Program

- 1 Select "Configure..." in the *Start* menu.

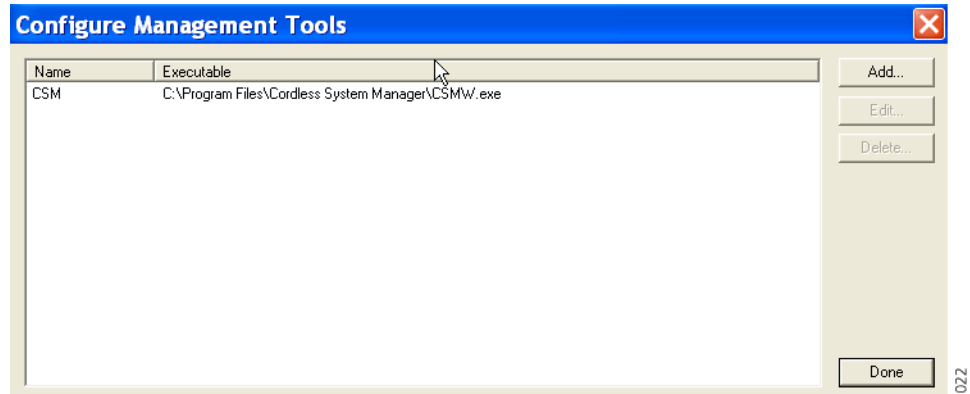


Figure 21. Configure Management Tools page.

- 2 Click "Add..."

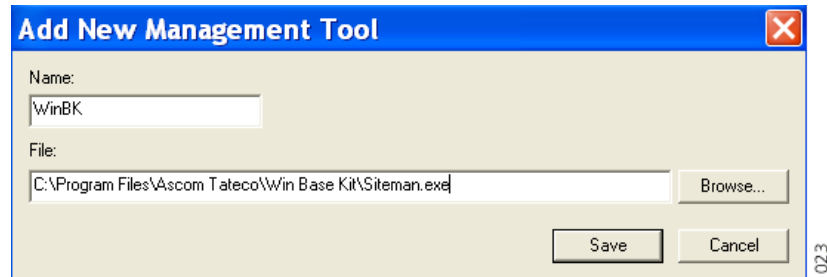


Figure 22. New program to be added to the Remote Management Client.

- 3 Enter the name of the program.
- 4 Click "Browse" to locate the program file or enter the path for the file.
- 5 Click "Save"

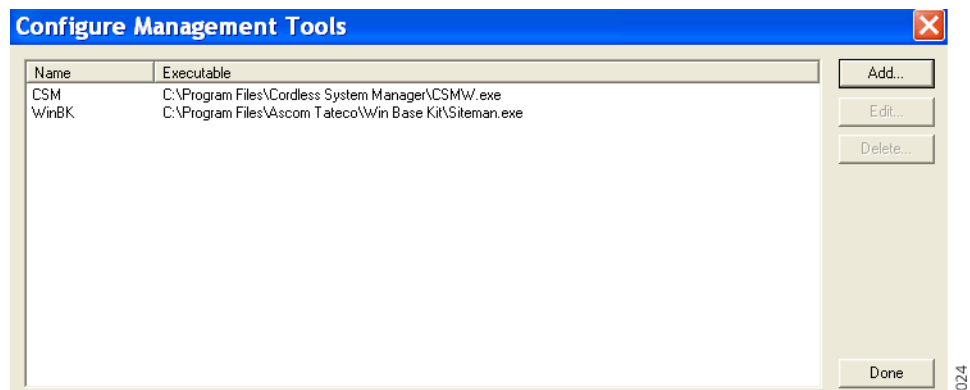


Figure 23. WinBK is added to the Management Tool.

3.8 Edit a Program name or path

- 1 Select "Configure..." in the *Start* menu and mark the program to be edited.

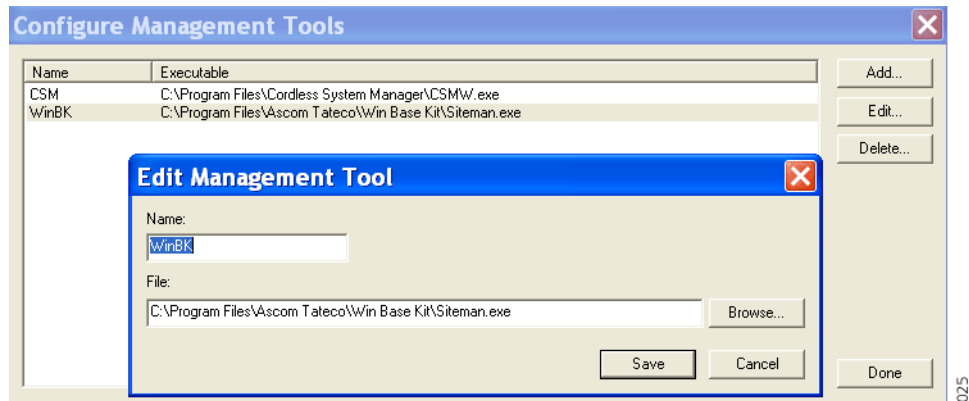


Figure 24. Edit Management Tool is opened.

- 2 Click "Edit...".
- 3 Change the name/path of the program.
- 4 Click "Save".

3.9 Delete a Program

- 1 Select "Configure..." in the *Start* menu and mark the program to be deleted.
- 2 Click "Delete..."

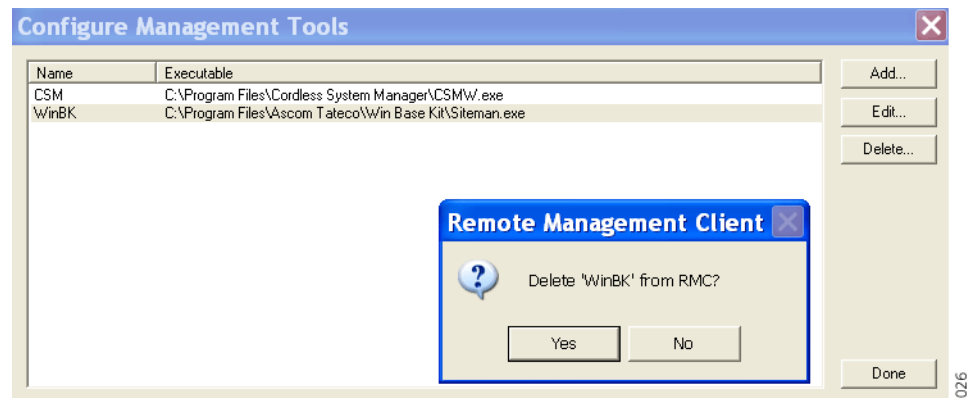
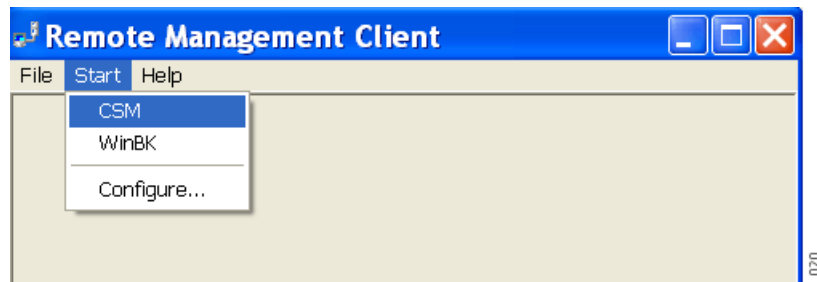


Figure 25. Delete a program from the Remote Management Client.

- 3 Click "Yes" if the program should be deleted.

3.10 Start a Program

From the *Start* menu it is possible to start a program directly after it has been added in the Remote management Tool.



- Select the program that is going to be started.
If there is no program shown above, see [3.7 Add a Program](#) on page 20.

3.11 Connect Remotely

To be able to connect remotely to a specific service on another module, for example FTP, the ports used by the service has to be opened on the ESS, see *Installation and Operation Manual, Enhanced System Services, ESS, TD 92253GB*.

4 Troubleshooting

Unable to connect to the customer site

If the RMC does not work and cables are checked, it is recommended to check the following depending on connection:

Direct line	Modem	IP network
Communication port	Communication port	IP address
	Phone number	

Conflicting IP addresses can be caused by the LAN being connected during direct line connection. Another reason might be that addresses on the connecting and connected sites conflict, normally because the same "free" address range is used in both places. The solution is always to disconnect the LAN during RMC use.

The easiest way to get a unique IP address is to use addresses in the blocks that are reserved for private internets, i.e. 10.0.0.0 - 10.255.255.255, 172.16.0.0 - 172.31.255.255 or 192.168.0.0 - 192.168.255.255.

Unable to start ESS Log Viewer

If the port that the Log Viewer uses for communication is not opened in the Remote Application Server settings in the ESS, it will not be possible to start the applet over a remote connection.

The Remote Connection is not working

The DNS server must be correctly set up in the ESS network settings for the remote connection to work. Correct settings are listed below:

- If the module is disconnected from the network, then the DNS parameter must be set to 0.0.0.0 (which is default).
- If the module is connected to the network, then the DNS parameter must either be 0.0.0.0 or point to a valid DNS server.

WinBK is unable to connect to the T942C Central Unit

- 1 Check the virtual port settings
- 2 Check that the baud rate (normally 9600) and parity settings (normally Even) in both the ESS and T942C Central Unit match.

Unable to start WinBK

Almost always one has to open the WinBK connection properties and click the "OK" button in order to establish connection.

An older version of the SIM Card Programmer cannot be installed together with RMC on the PC. The chip drive of the SIM Card Programmer software conflicts with the serial port driver of the RMC. The result is that WinBK cannot be started. To be able to run WinBK, perform the following steps:

- 1 If installed, remove all virtual communication port pairs of the serial port driver, see [2.3.3 Assign Virtual Pairs of Serial Ports](#) on page 5 and [figure 6](#) on page 7. Choose "Unassigned" for all communication ports which are used.
- 2 Uninstall the SIM Card Programmer.

- 3 Check that the chip drive included in the SIM Card Programmer really is removed. In "Add/Remove Programs" in the *Control Panel*, look for the "chip drive" file.
- 4 Reinstall the serial port driver, see [2.3.2 Install the Serial Port Driver](#) on page 5.
- 5 If the SIM Card Programmer shall be used again, the virtual communication port pairs of the serial port driver has to be removed.
- 6 Install the SIM Card Programmer Ver. 3.0b or later.

5 Related Documents

Function Description, Remote Management	TD 92257GB
Installation and Operation Manual, Enhanced System Services, ESS	TD 92253GB
Installation Guide, T942C Central Unit	TD 91684GB
User Guide, WinBK version 5.0	TD 91592GB
Setup & Application, teleCARE M Nurse Call System	TD 91791GB

6 Document History

For details in the latest version, see change bars in the document.

Version	Date	Description
E	2009-06-29	Document history chapter added. Chapter 2 Installation on page 3 is updated with information about Windows Vista.