



## GE Power Management Control System



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### Technical Note #30

#### GE Power Management Control System

- [Description](#)
  - Software
  - Hardware
- [Operation](#)
- [Product Support](#)
- [Operator Interfaces](#)
- [F A Q's](#)
- [App Notes](#)
- [Download Area](#)
- [Manuals](#)

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- [Glossary of Terms](#)
- [Useful Links](#)
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### Remote Technical Support Using PCAnywhere

**Subject:** Configuring a Host (customer site) for Remote Technical Support. IMPORTANT! PCAnywhere can only be used with Intouch versions 6.0b or earlier. In addition it can only be used in applications where the Intouch keyboard filter is not being used. If PCAnywhere is installed into a PC that has the Intouch keyboard filter driver installed there is a very good possibility that the PC will go into a permanent "blue screen" at the next reboot. The only fix for this is to use the NT Emergency Repair Disk and the NT install disks.

For Intouch versions 7.0 and later or applications which use the Intouch keyboard filter driver see [Application note 52: Remote technical support using Carbon Copy](#)

**Applies To:** All customers' PCs with Intouch 6.0b and earlier or apps not using the Intouch keyboard filter driver

#### Recommendation:

Install and configure the host version of Symantec's pcAnywhere32 v.7.5 on all PMCS hosts and view nodes. For convenience, purchase all new machines with pre-installed internal modems. The modems must be compatible with NT3.51, NT4.0, and pcAnywhere32.

#### Supported Modems:

To receive a list of modems that are supported by pcAnywhere32, call Symantec's Automated Fax System at (541)984-2490. Press "2" for Technical Application Notes. The Application note is "5301".

#### Add a pcAnywhere Host:

Click Be a Host PC from toolbar, select File, select New

#### Connection Info -

Keep the defaults. The modem that you selected upon initial launch will be the default modem. However, under Details, check that the Speed is set to the fastest speed your modem supports.

#### Settings -

- Minimize host when waiting for a call (check this if using a dedicated line)
- Run as a service

#### Callers -

x Specify individual caller privileges  
double-click Add Caller icon  
caller name "GE"  
caller's login name "GE"  
caller's password "EDC"

right click on the GE icon, select Properties

*Settings* - Keep the defaults.

*Callback* - Keep the defaults (nothing checked).

*Advanced* - x Superuser

*Protect Item* - password "EDC" x Required to modify properties

*Security Options* - keep defaults

*Protect Item* -

password "EDC" x Required to modify properties

Right click New Host icon. Rename to "GE Host"

### **NT Com Port Settings:**

Main / Control Panel / Ports

Baud Rate = (fastest speed your modem supports)

Data Bits = 8

Parity = None

Stop Bits = 1

Flow Control = None

### **Additional Information Needed:**

Window's computer name  
NT Administrator password  
telephone number

### **Test Functionality:**

Reboot computer, login to NT, and verify that a "pcANYWHERE  
Waiting..." icon appears in a minimized state. Contact Plainville's  
QMI group and supply them with the Additional Information Needed.  
The QMI group will connect to the computer and provide  
confirmation of a successful remote connection.

### **Keywords:**

PCAnywhere; Remote

### **Related Notes:**

Please use your PCAnywhere User's Guide for any additional  
reference information.

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