

# SUPPORT NOTE

SN-148

## Remote Test Controller Support

### Introduction

Remote system support is easy with the Windows version of Reedholm Distribution Software (RDS Intranet). Products such as Citrix GotoMeeting allow remote tester control so that Reedholm support engineers and customers can share real-time control of the test system for diagnostic and device testing in addition to software investigations.

There are some situations that cannot be addressed with GoToMeeting and similar software. One of them is being able to view activity on the test controller, which operates under a real time operating system. This note describes how to get around that limitation for RDS Intranet. In addition, it provides information on what can be done for remote access of the test controller in Reedholm RDS DOS applications, which does not run under Windows.

### Epiphan Systems Frame Grabber

Epiphan Systems markets a software/hardware product called a frame grabber KVM2USB. Hardware connections are shown in figure 1 connected to the latest Reedholm SBC test controller.

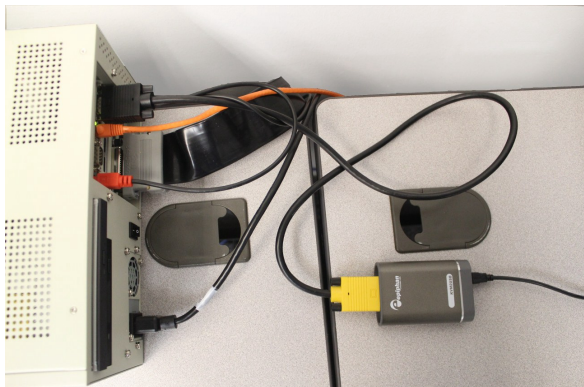


Figure 1– KVMUSB Connected to Controller

Epiphan provides a cable for connection between their interface and the controller VGA port. The other connection is via USB cable to a Windows computer.

When used in an RDS Intranet application, the KVM2USB replaces the 2-port KVM used to switch between the test client and the test controller.

### Displaying Controller Activity

Software provided by Epiphan displays the Reedholm DOS video output in Windows. Figure 2 shows the RDS DOS menu system superimposed on the RDS Intranet browser. The software also allows for controlling the DOS keyboard and even rebooting the test controller.

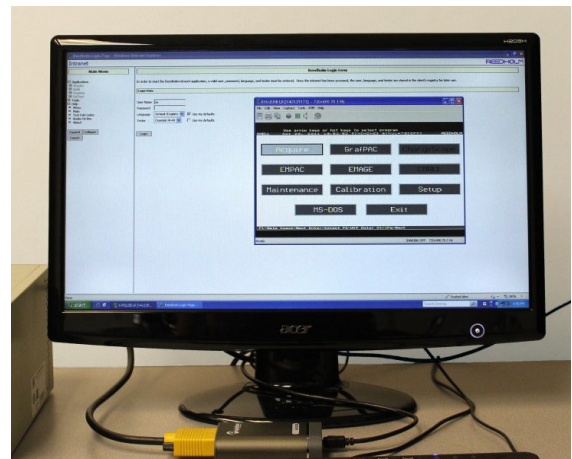


Figure 2– DOS Box Controlled w/in Windows

### RDS DOS Support

This product is not limited to Reedholm RDS Intranet users. Customers who have not made the move to the Windows environment can tap into remote support for RDS DOS applications.

Figure 2 above shows the DOS menu in a window on top of the RDS Intranet menu, but it could have been on a variety of backgrounds/applications.

Thus, the test controller would be hooked up to a Windows PC for the remote session with RDS DOS manipulated over the Internet. The controller does not have to be an SBC one; it could be a vintage PC that has survived for decades.

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## Benefits

It might help to reference some of these benefits in justifying a frame grabber.

### Address Problems More Quickly

Even with Reedholm data driven software, duplicating a problem can be difficult and lengthy using e-mails and phone calls. Remotely accessing the test controller eliminates communication errors and turn around time, and thus minimizes downtime while a problem is being resolved.

### DOS Controller Configuration Editing

Occasionally system issues require access to the test controller and even editing DOS networking and/or RDS DOS configuration files—uncommon tasks for users of Reedholm test systems. Thus, enabling Reedholm personnel to perform these actions will dramatically reduce time to resolve issue at hand.

### Reduce Service Visits and RMA's

With remote access to the test controller, on-site service is only required when a problem cannot be solved quickly. It can also prevent having to return the controller to Reedholm for reconfiguration.

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## Ordering KVM2USB

A description of the KVM2USB can be found at <http://www.epiphan.com/products/other-applications/kvm2usb/>. The KVM2USB should be obtained directly from Epiphan's website at [www.epiphan.com](http://www.epiphan.com), which at the time of this writing was priced at \$400 US.

As described in the KVM2USB literature, this product can be used by maintenance to provide support of other non-Windows and "headless" computers.