Introduction

This guide covers a method of connecting to a Field Engineer workstation which has its COM port attached to a console port of a network device. Terminology used:

Field Engineer: The person at the customer site, either an OBS or an ASP engineer
Central Engineer: The person at the MSC or other similar OBS location

The tool used for desktop sharing and control will be Skype Meeting, which is available on all e-buro7 and e-buro10 workstations, directly from Outlook client. The meeting invitation must be initiated by the Central Engineer and the Field Engineers and ASP’s should join the meeting with either of the two methods suggested in the invite.

The terminal emulator should always be PuTTY, available on Qualiparc for OBS users and at www.putty.org for ASP’s.

Field Engineers:

The Field Engineer actions should be, in this order:

1. Connect a serial cable (or a USB to serial adapter) from the workstation to the console of the network device
2. Start the standard terminal emulator software PuTTY and set it to use the terminal port that the serial cable is connected (this varies between PC’s and USB adaptors)
3. Accept the invitation for Skype Meeting, and once it’s time for the meeting, join it by clicking on the appropriate link. (Following example is from Gmail):

Please note that if you’re using the Skype Web App, the browser will ask at the first time for an installation of a Microsoft plug-in, which should be accepted and installed according to browser instructions.
This is what will then appear on the workstation:

And then click on “Join the meeting”.

4. Once in the meeting, wait until the Central Engineers makes you a Presenter, after which you can present your desktop by clicking on the present icon at the bottom of the screen fourth from the left:

5. If you wish to start also a chat session, click on the leftmost button.
6. Give control to the screen by clicking the button at the top of the screen.
7. The Central Engineer can now control your desktop and run PuTTY, for example.

Central Engineers:

The Central Engineer actions should be, in this order:

1. Initiate Skype Meeting by selecting it on “New Items” in Outlook:

2. Add the Field Engineer’s e-mail address, which may also be an internet address, and other details such as meeting subject and start time, and then simply send the invite:
3. At the time of the meeting, click on "Join Skype Meeting" and then admit the Field Engineer on the meeting by clicking the "Admit" button:

You should then see a screen resembling the following:

4. Make the Field Engineer a presenter in the meeting by right-clicking the Field Engineer’s name and selecting “Make a Presenter”.

5. Request the Field Engineer to share their desktop either by clicking on “Request Control” on their workstation or by asking the Field Engineer to click on “Give Control” on their workstation.
6. The Central Engineer can now select, for example, PuTTY and access the console port of the network device.

![PuTTY window]

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Guide to remote access & control with Skype Meeting
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