



MARINE SOFTWARE

'Simplicity is the key to Success'

Remote Support Tool

Remote Support Tool	1
User Guide	1
Overview	2
Starting the Support Tool	2
Starting a 'Remote Support Session'	3
Using TeamViewer	4
Using the Support Tool in an Office	7
Remote Support Tool – At a glance	8
Support Tool Buttons	8
Edit Settings	9
Update Executables	9
Download Latest Workstation Setup Files	11
Download Data	12
Upload System	14
Edit Settings	16
Download latest Help Files	17
Import Data from Zip File	17
Large file sizes	19
Email Data	20
Download Latest Manuals	21
Support Tool Help	22
View the Support Website	22
View the Helpdesk and FAQ site – View your support tickets	22
Marine Software Limited - Helpdesk contact details	22

User Guide

Overview

Marine Software Ltd has the ability of remotely accessing your live data to help with diagnosing any reported faults, *provided* you have taken out an annual technical support agreement.

This '**support tool**' has been uniquely developed by **Marine Software Ltd** to support users all over the world, but it does rely on your PC having a connection to the internet, along with our UK office being open for business.

This '**support tool**' will connect from your PC to our UK based office server, and then we connect to our server whilst you are on-line. (*We do not access your PC directly as you simply export your desktop to us via the internet*).

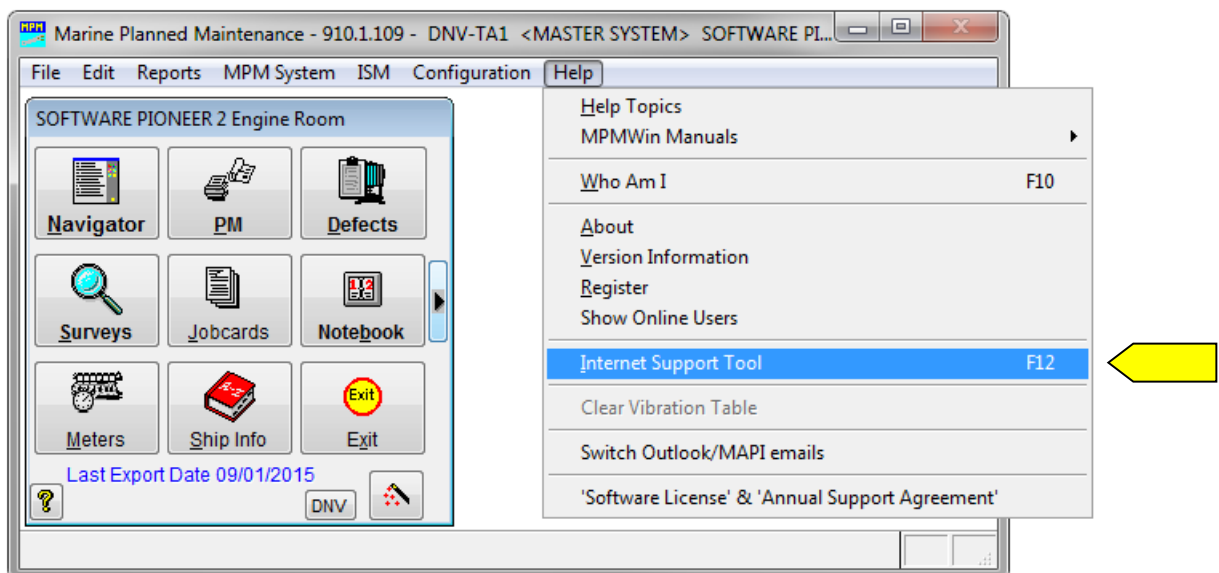
When you are ready to initiate this connection, you must first email or telephone us to ensure we are in the office. (*As we need to manually scan our server to search for any connections*).

If you are confirming this by email, please send a message to the general **Marine Software Support Desk** at support@marinesoftware.co.uk or telephone + **44 1304 840506** directly.

You can then explain to us the difficulty you are experiencing so we clearly understand what the issue is. (*We can then take control of your PC via the internet*).

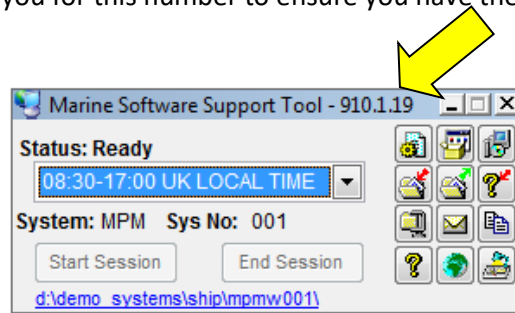
Starting the Support Tool

To start the '**support tool**' from your system, click on **Help** then the **Internet Support Tool** option (*Or press F12*).



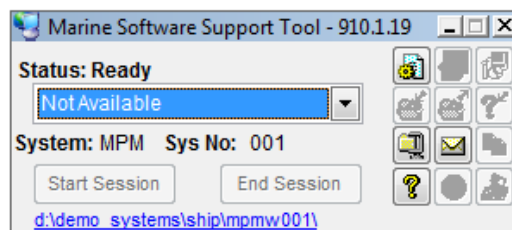
If the '**support tool**' cannot establish a connection to the internet, you will be informed of this and the system will still give you option to open your local version. (*We then **cannot** see your PC*).

If it is possible to establish a connection, first the '**support tool**' will check the website to see if it is running the most up to date version. If it isn't, it will automatically download the latest version. The version number can be seen in the blue title bar at the top of the '**support tool**' application window. A member of the **Marine Software Support Desk** may ask you for this number to ensure you have the latest version.



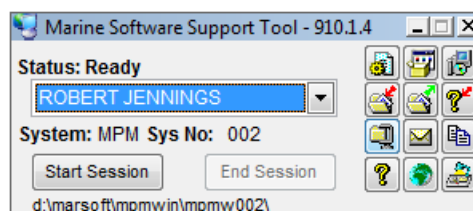
Once the latest version has been downloaded, the '**support tool**' will then open in the bottom right hand corner of your screen where you can then select a member of the **Marine Software Support Desk** team from a drop down list. (If you do **not** have an internet connection '**Not Available**' will be displayed).

If the system *cannot* find either the Marine Software user *or* a connection to the internet, '**Server unreachable**' or '**Not Available**' will be displayed:



Starting a 'Remote Support Session'

If you are successfully connected to the internet *and* a member of the **Marine Software Support Desk** is available, you will then be able to click on '**Start Session**' but only do this when you are speaking to a member of the Support Desk who has instructed you to do so.



If the system successfully connects to the Marine Software user, '**Connected to MSL**' will be displayed and we can now see your PC's desktop. (Provided we initiate our server connection).


Clicking the **Start Session** button will either initiate a **VNC** or **TeamViewer** connection depending on the settings setup in the **Edit Settings** screen.

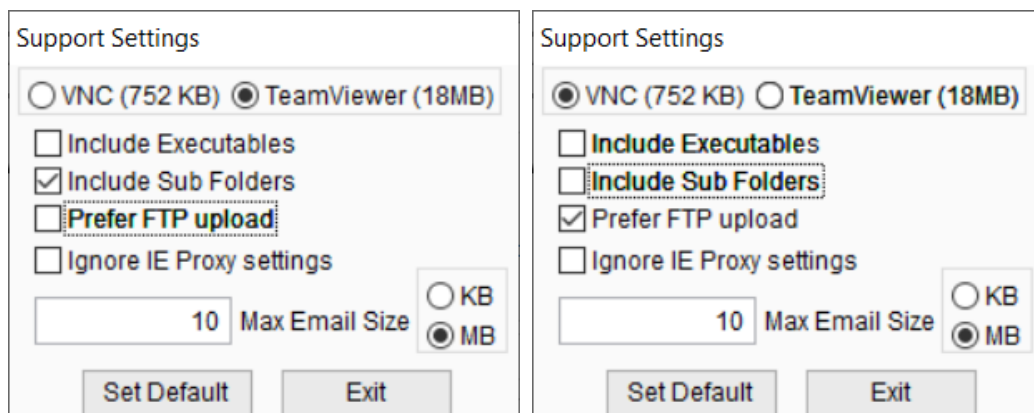
Using TeamViewer

To configure your **Support Tool** to use **TeamViewer** please perform the following steps.

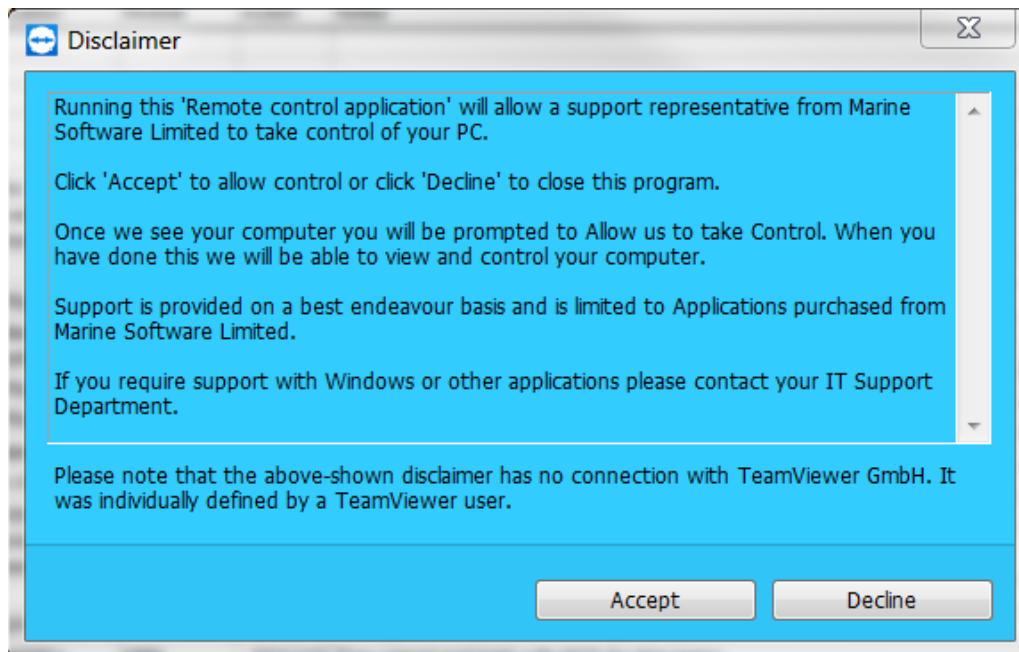
1. Open the **Marine Software** application click on **Help** then **Internet Support Tool**
2. The latest **Internet Support Tool** will be downloaded from our support.marinesoftware.co.uk website (Which has been *Digitally Signed* by **Marine Software Limited**)



3. Click on the **Edit Settings** button in the **Internet Support Tool** (top row, first button) 
4. At the top of the screen (in the office) **TeamViewer** (4MB) should be ticked automatically. On the vessels the default remains **VNC** (752 KB) but the default can be changed. We recommend that all users use the **TeamViewer** (18MB) option). Tick other options as advised by **Marine Software** otherwise leave as set.



5. Click the **Set Default** button, then the **Exit** button.
6. Click **Start Session** - If this is the first time that **TeamViewer** has been run the **Marine_Software_Remote_Support.exe** application will be downloaded from our webserver. (Digitally signed by **TeamViewer**).
7. You will then need to accept the **Disclaimer** before **TeamViewer** launches.

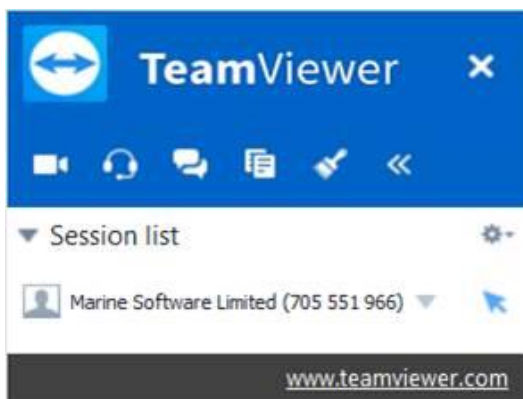


8. The **TeamViewer Support** will run and we will be notified that someone has logged onto our **TeamViewer** session (We'll see your name as displayed on **TeamViewer**).

9. We can then both launch a chat session from there. When we request to view your desktop you will be prompted to allow the connection. Once you accept we can then see your desktop and take control of your mouse and keyboard.



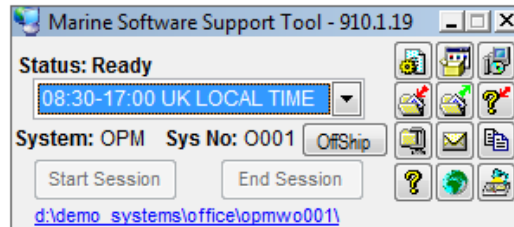
10. Once the **TeamViewer** session starts you'll see the following window in the bottom right corner of your screen. This allows the chat/VoIP and control of the session.



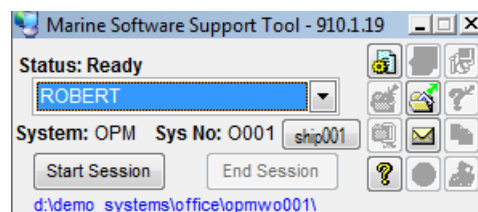
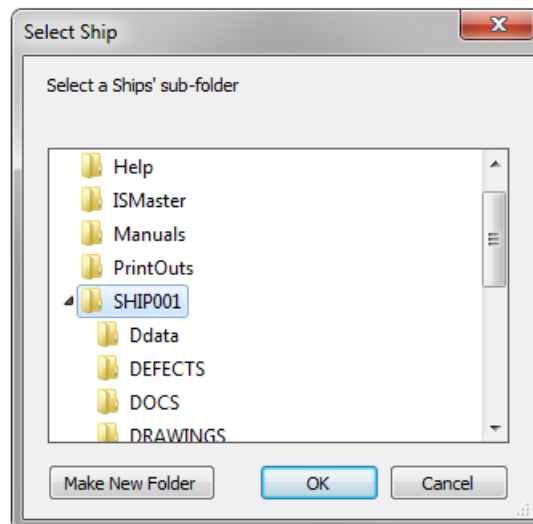
- The advantages of the **TeamViewer** package are :-
- Secure connection
- Inbuilt VOIP and video if needed
- File transfer utility - You see all files that are downloaded / uploaded
- Inbuilt Chat

Using the Support Tool in an Office

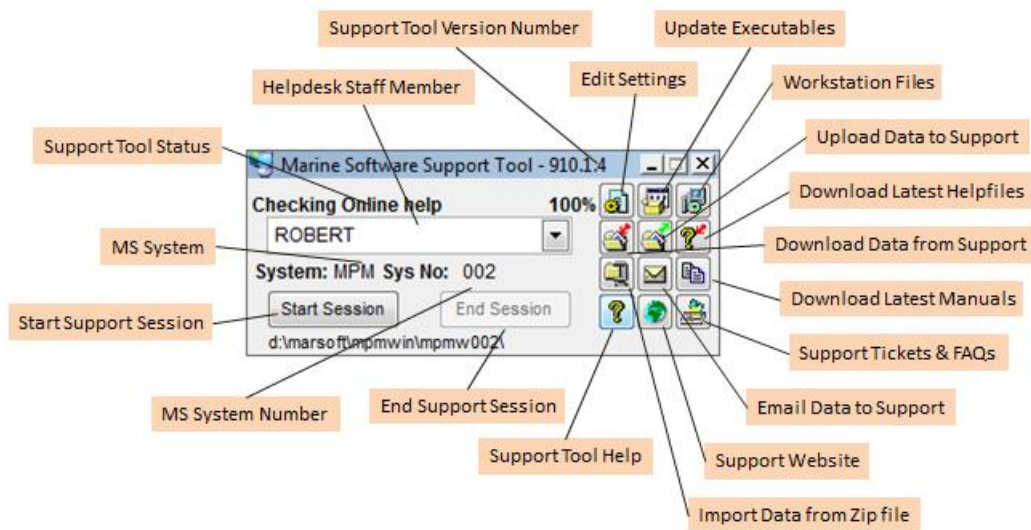
If you are in an **'Office'** system, i.e. OPM, OPS, OSK, the **'support tool'** interface will be slightly different, as shown below. You can see that in this case the system is **OPM**, the system number is **0001** and there is an extra button labeled **OffShip**.



Clicking the **OffShip** button brings up the following window allowing you to select a specific ship in the office. In the screen shown below you can see that **Ship001** has been selected. When you click **OK** the **'support tool'** interface changes and some of the buttons are greyed out, as you are now at ship level in the office and can only perform certain functions. Clicking the **ship001** button again reverts you back to **Office** level.



Remote Support Tool – At a glance



Support Tool Buttons

The various icons displayed on the '*support tool*' offer the following features:



Edit Settings



Update Executables



Download Latest Workstation Setup



Download Data



Upload System



Download Latest Helpfiles



Import Data from Zip File



Email Data



Download Latest Manuals



Support Tool Help



View the Support Website



View the Helpdesk and FAQ Site



Edit Settings

This feature is where you can select to '**Include Executables**' or '**Include Sub Folders**' or specify '**Prefer FTP Uploads**' when sending data to **Marine Software Ltd**.

The '**support tool**' is designed to send a complete copy of your ship's database when instructed, but it will only include the '**Executables**' or '**Sub directories**' if these have been previously ticked.

By clicking on this icon, the '**support tool**' will display the following:


If file size **IS** an issue, do **NOT** tick any option unless it is vital that Marine Software require this information.

e.g. When a purchasing system is installed, it will be to a **C:\MARSOFT\MPSWIN** folder (*Unless installed on the network*) and in this folder will be a number of files and folders.

Never delete **any** of these files or folders otherwise you will **lose** your ships system, and if you have not been carrying out regular backups, the data will be **lost forever**.

(*Marine Software Ltd is **not** responsible for your data backups*)



If you are having problems using the  **Upload System** button, you might want to try checking the **Prefer FTP upload** button. (see **Upload System**)



Update Executables

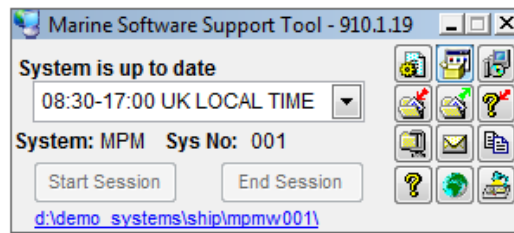
This feature allows you to automatically update the system with the very latest version of your software module.

There may be times when a system fault is found or where we have provided new features within the system. The only way to fix any faults or for the new feature to be enabled would be to '**Update Executables**' from within the '**support tool**' itself.

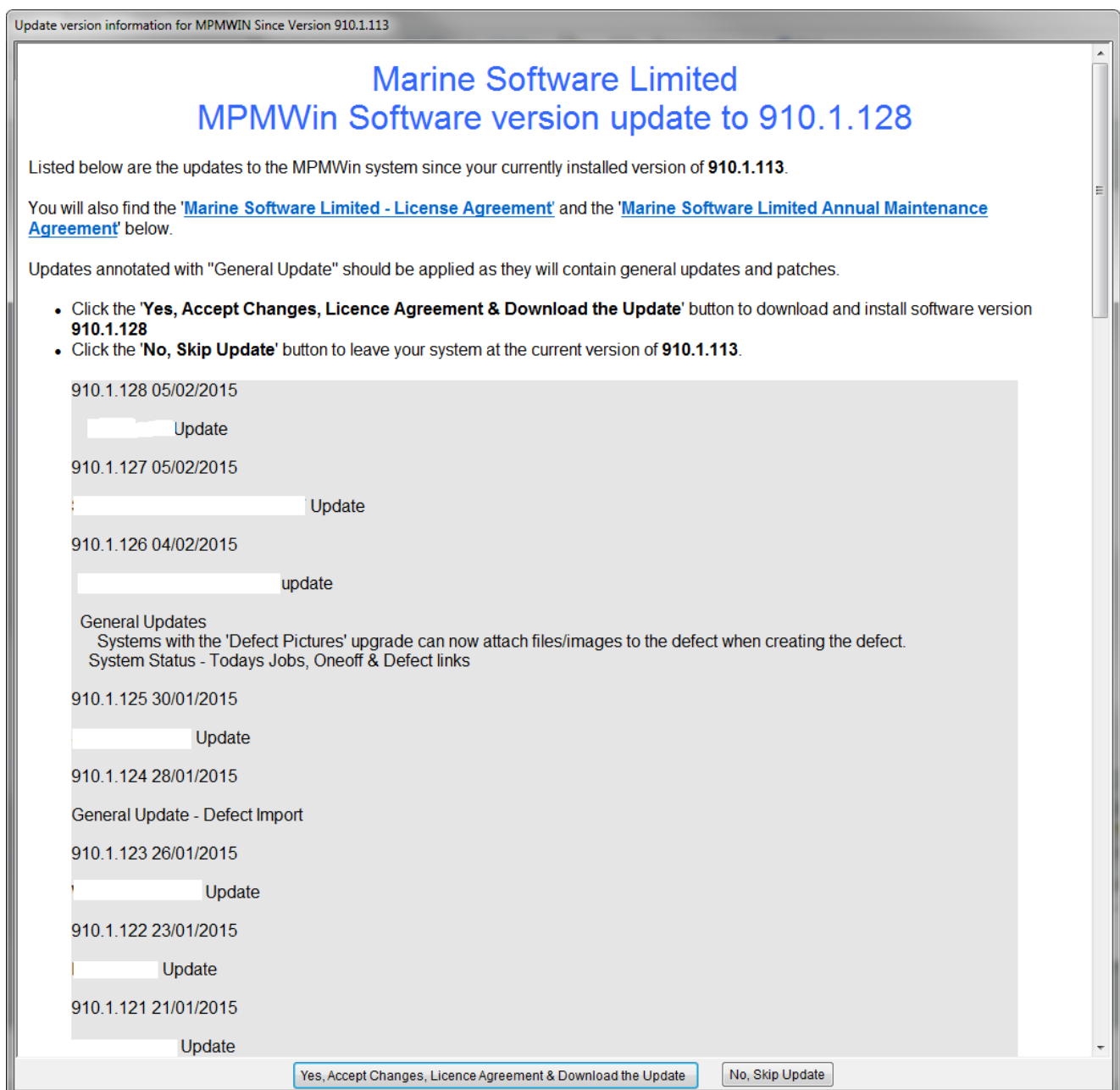
(*Much quicker process via the internet*).

By clicking on this icon, the '**support tool**' will check where the system is installed and whether the system executables are up to date.

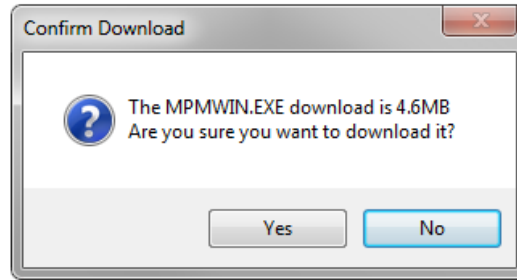
If they are up to date, no downloads will take place and the status "**System is up to date**" will show.



If there is a newer version of the software available a message will appear giving details of the version number of the installed system, and updates that are available to you. Buttons at the bottom of the page give you the choice to either download the update or not.



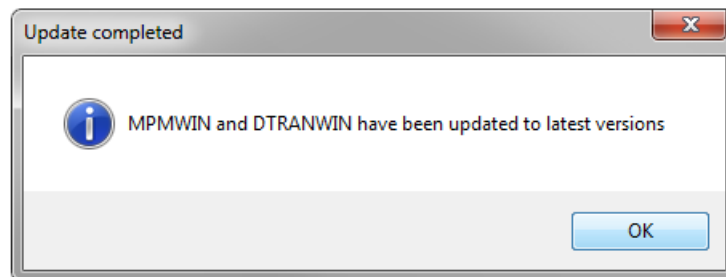
If you click on **Yes**, the next window will advise you of the size of the download window and for you to confirm that you wish to download it.



Once confirmed **Yes**, the '*support tool*' will then access the Marine Software website and automatically download and install the very latest version of the system.

If any users are in the system at this stage, they will be logged out within 60 seconds, the application will automatically close and the system will be updated for you.

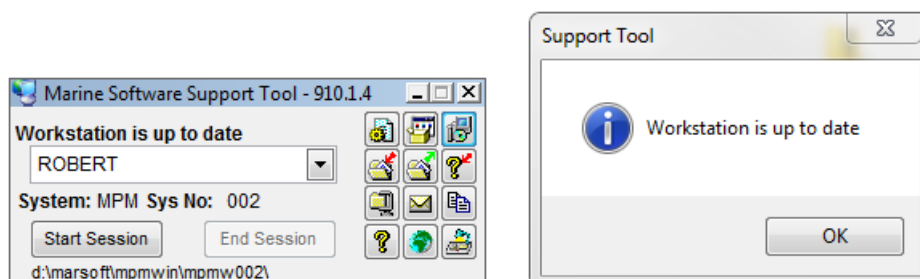
If the system **has** successfully completed the update process, the following message will be displayed and your system should automatically reload.



Download Latest Workstation Setup Files

If your system has been installed on a server and is operating over a network your client PCs require software to be installed so that they can run the software from the server. This is installed onto the client PCs by running the **Workstation** files. Download the files from here and run on each workstation.

Clicking on this button will check to see if the workstation files already installed are up to date, if they are no action is taken and you are informed.

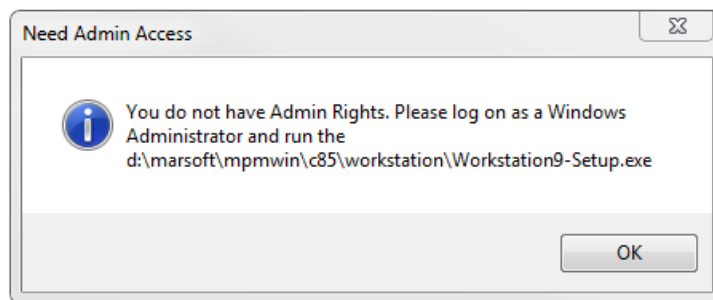


Otherwise a box will appear informing you of the size of the download and if you wish to proceed. Clicking **Yes** will download the files; clicking **No** will cancel the operation.

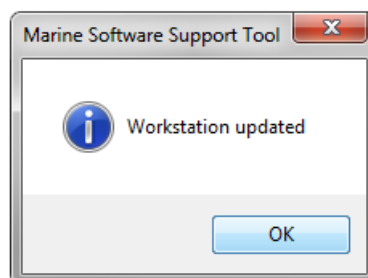


A message box will then tell you that the download has either been successful or not.

To install the workstation files you need to have **Admin Rights**, if you are currently logged on as an **Administrator** these files will be installed. If you are not logged on as an **Administrator** the workstation files will not be installed and you will be notified with the following information box.



If you have the correct **Admin Rights** the following information box then appears.

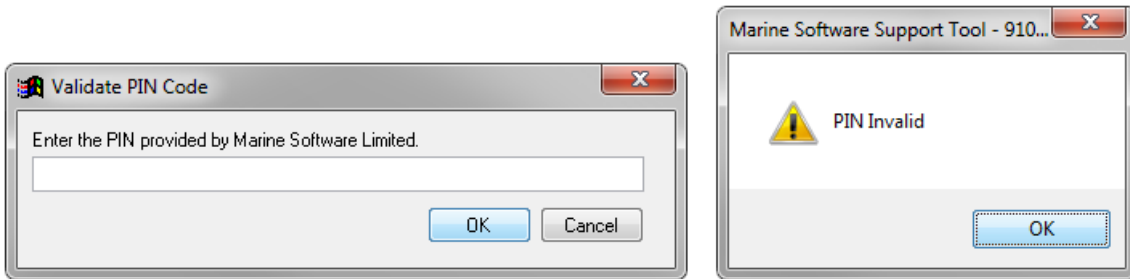


Download Data

If you have previously submitted a corrupt database to **Marine Software** and have been informed that this database has now been repaired, you can **download** this update from the internet.

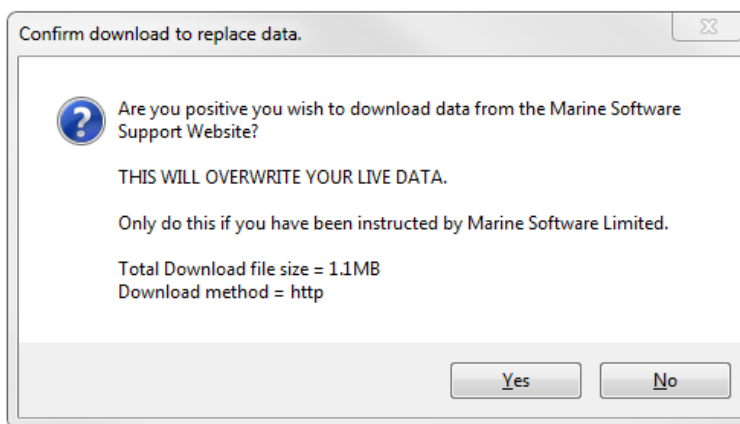
Never complete this process unless you have been given full guidance from **Marine Software's Support Desk** - as you may **corrupt** your system and/or **lose** essential data.

By clicking on this icon, the '**support tool**' will check where the system is installed and display the following message. You will need to have contacted **Marine Software** so that they can authorize the download and provide you with a **PIN Code** for security purposes.

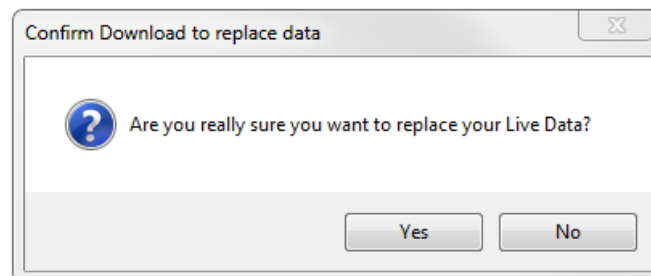


An out of date **PIN** or an incorrectly entered one will result in the above screen shot, showing that the **PIN** is invalid.

If a correct **PIN** is entered another warning box will appear with the size of the download and giving you the chance to abort if necessary.



A third warning box will appear asking you to confirm replacing your **Live Data**. Your system will automatically be closed and you will be asked to confirm the download having been informed of the size of the download.

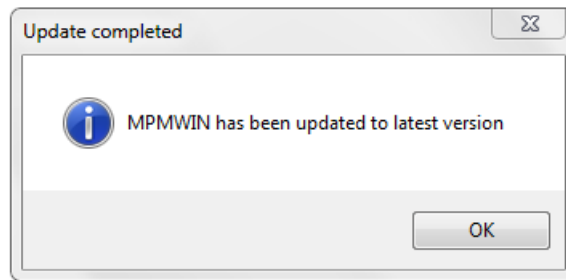


Once confirmed **Yes**, the '**support tool**' will connect to the Marine Software website, retrieve the repaired database and install it automatically. (Provided you have a support agreement in place).

If the system **cannot** find this update on-line, it may be that your internet connection has been lost, you are un-supported or there is no update available on-line.



If the system has succeeded in updating your system with the repaired version on-line, the following will be displayed:



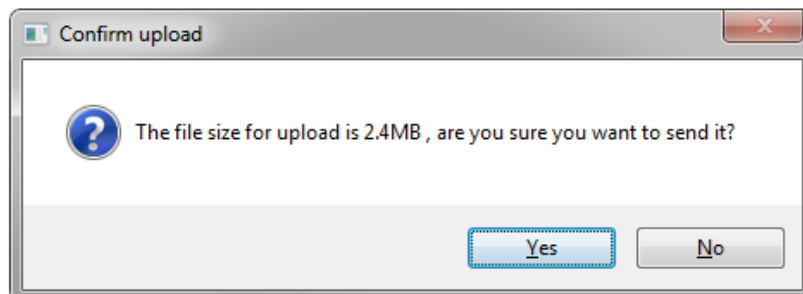
Your system should automatically re-start and any previous fault should now be repaired.



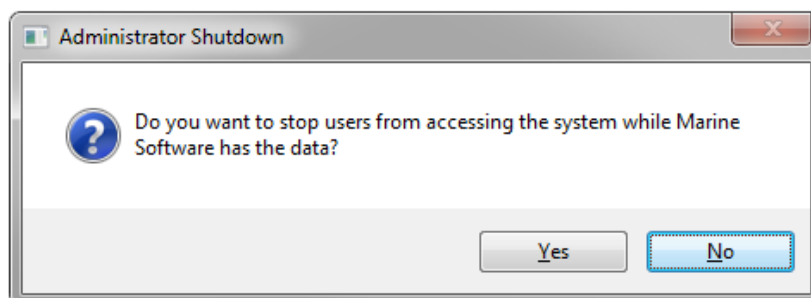
Upload System

This feature will automatically **upload** a copy of your system via ftp to a secure area of the **Marine Software** website. It may be that your system has become corrupted and we have requested a copy of your database to investigate further.

By clicking on this icon, the '*support tool*' will check where the system is installed and display the following screen:



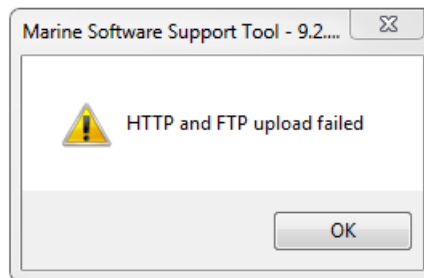
Once confirmed **Yes**, the '*support tool*' will start the upload process and automatically connect to the **Marine Software** support website.



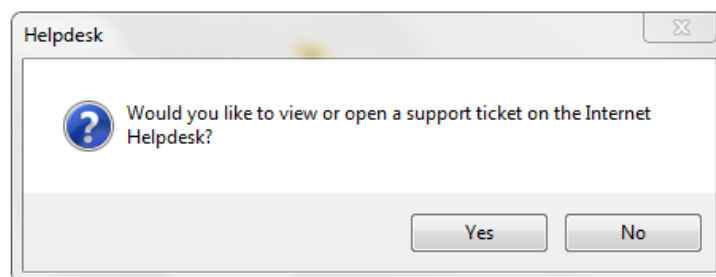
You will be given the choice as to whether you stop users using the system whilst **Marine Software** has the data. In some cases this will be necessary so that any changes to data are not lost when we return the data to

you. **Marine Software** will advise you as to what to do but if in doubt answer **'Yes'** to this and inform all users not to use the system until advised.

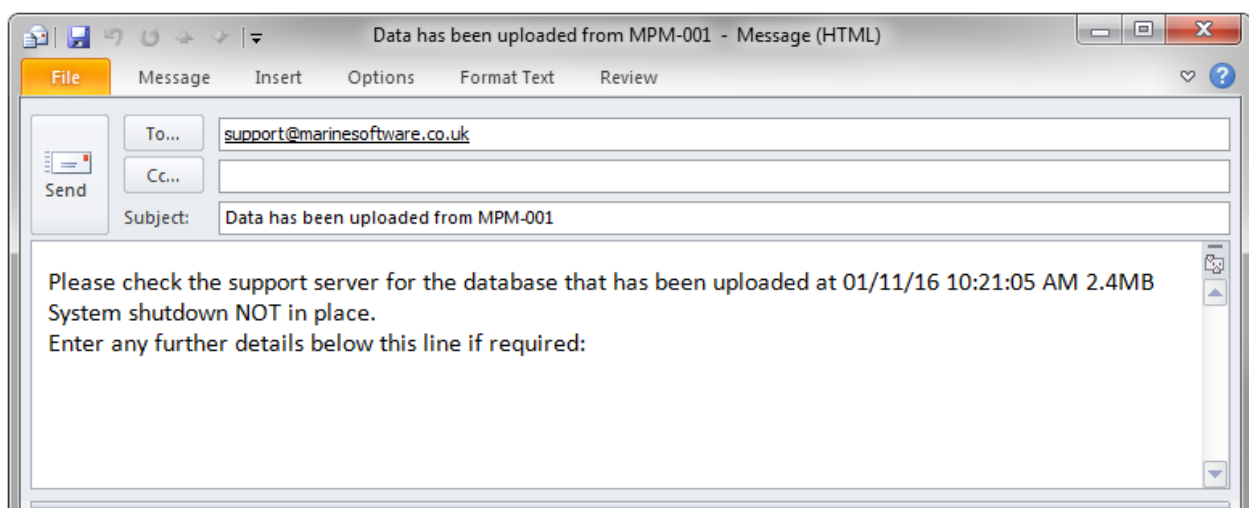
If there are any problems in creating a **ZIP** file to upload to the website because you do **not** have an Internet connection, the following messages will be displayed:



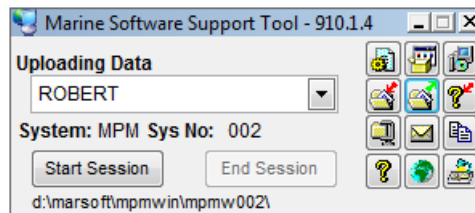
If the **'support tool'** successfully connects to the **Marine Software** website and uploads a copy of your database, the following message will be displayed:



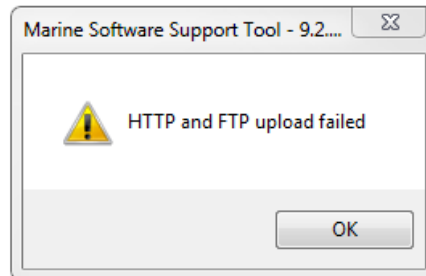
If you click on **'Yes'** you will be directed to the **Marine Software** Support website where you can create a support ticket with details of the problem you are encountering. Selecting **'No'** will open your email client and create an email which you need to fill in with details of your problem, and make sure it is addressed to support@marinesoftware.co.uk.



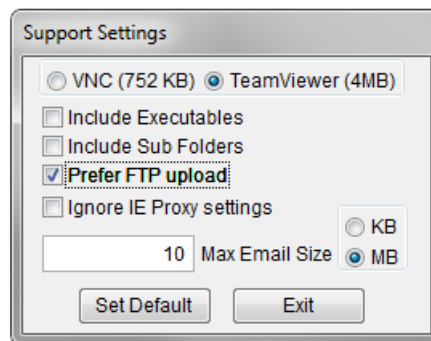
You need to make either of these choices so that we are notified that your data has been uploaded and what the problem is. We can then retrieve this database from our server and investigate any reported fault.



If the data fails to upload you will see this message:

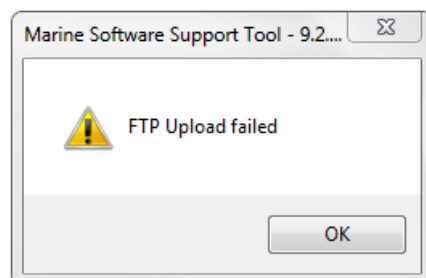


If you have constant upload failures try checking the **Prefer FTP upload** button from the **Edit Settings** button.

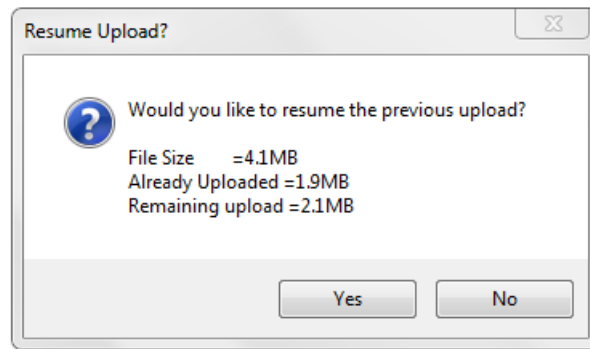


Edit Settings

By selecting **Prefer FTP upload** you will be given the choice to resume the transmission should there be a network interruption and the upload fails.

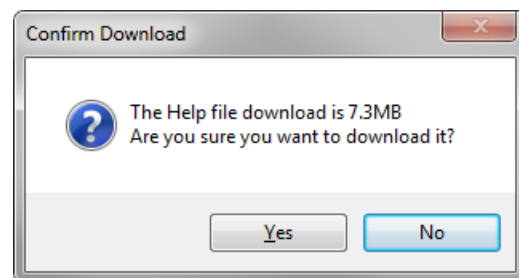
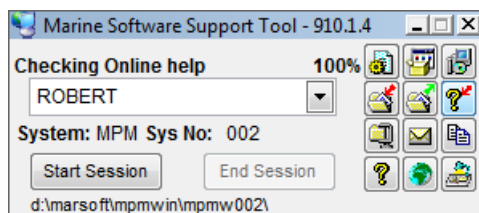


After an upload failure, when you click on the  **Upload Data** button again you will be presented with a screen similar to the one below.

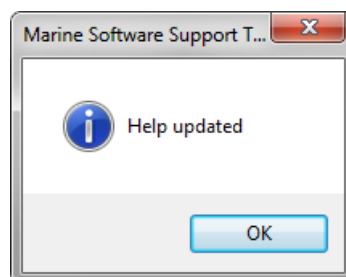


Download latest Help Files

This will first check to see if the existing installed **Help Files** are up to date, if they are not then a new version will be downloaded. Before downloading, a message box will appear, warning you of the file size and giving you the choice to download it or not.



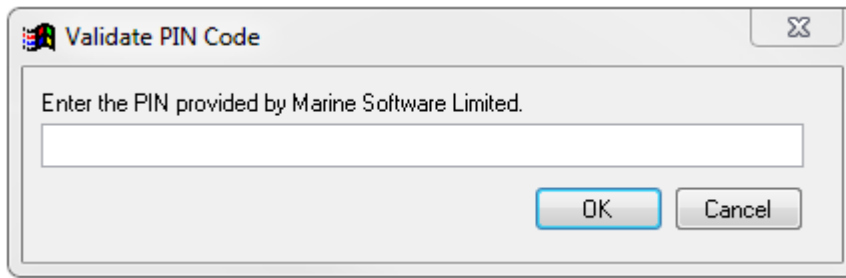
Clicking on 'Yes' will start the download and when it is complete a message box will display that the Help files are updated.



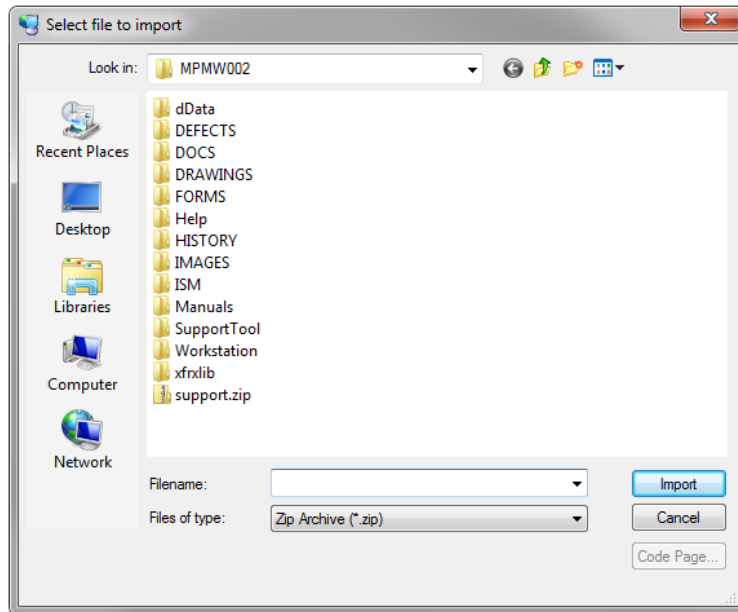
Import Data from Zip File

This feature will update your system with a repaired database if one has been emailed to you directly. (*And not uploaded to website*)

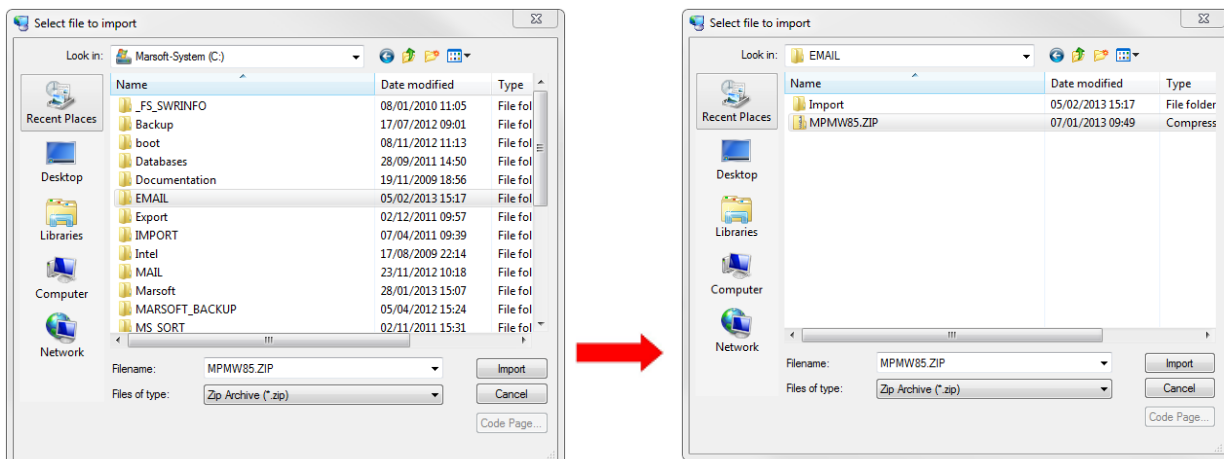
Immediately you click on this button you will see the following dialogue box and you will be required to **Enter the PIN Code provided by Marine Software Limited.**



When you enter the correct **PIN Code** the '*support tool*' will check where the system is installed and display the following message:

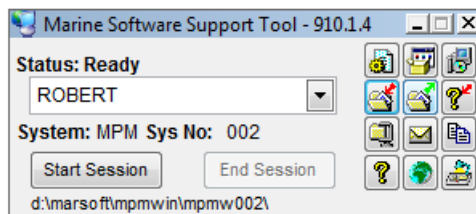


The '*support tool*' will ask you where the **ZIP** file has been saved on your PC. You must change the path if the default one shown is **not** where the **ZIP** file is actually located.



Once you have successfully located the **ZIP** update file, click on the '*Import*' button, this will prompt the system to close down and start to unzip and import the specified files.

Once successfully imported, the system will confirm this and your system should automatically restart.



Large file sizes

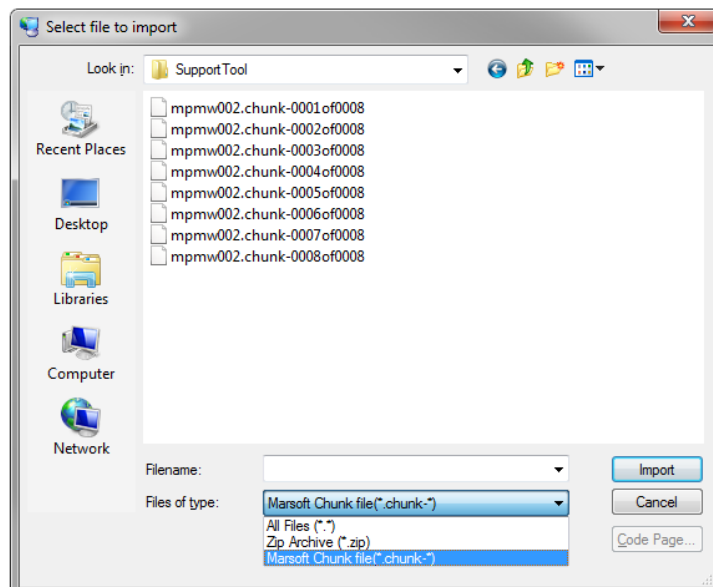
If you are restricted to the size of attachments you can send or receive (see **Unable to send large email attachments** p.19) and have sent us your data in chunks then we can return the data in the same size chunks.

When you receive several emails with attachments from us you must save the attachments (usually called something like *mpmwa15.chunk-0001of0004*) into the **SupportTool** folder in your system folder.



Then click on the  icon and enter the PIN Code supplied by **Marine Software Limited**.

Select file to import window appears and you must navigate to the **SupportTool** folder in the specific **Marine Software** system folder e.g. **MPM, MPS, MSK** etc.



Initially you may not be able to see any files in the window, you must select '**Marsoft Chunk file**' from the '**Files of type**' drop down menu and then select any one of the chunk files and click '**Import**'.

The '**support tool**' will then join the chunks together and unzip them into their correct folders and if the system has been automatically closed down, it will restart.



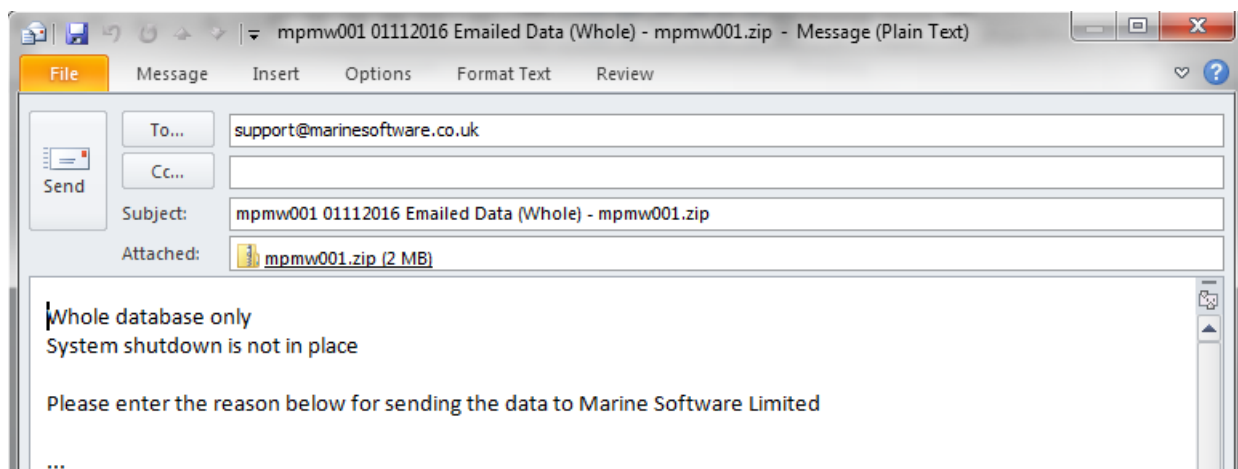
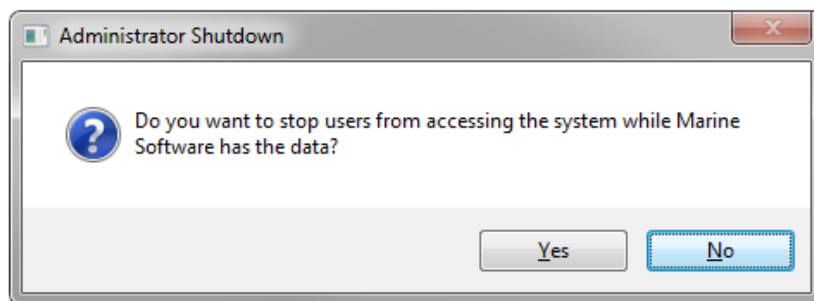
Email Data

This feature will create a new email message and automatically attach a **ZIP** file of the system to an email message. *(Provided you have an external email system on your PC).*

You may require emailing this database to us as your PC does **not** have internet access and cannot process the above **Upload System** option.

Follow steps as per **Upload System** (see page 10) and instead of uploading automatically via ftp an email will be created with the data attached.

After clicking on the **Email Data** button, you will be presented with the **Reason for Database Ftp/Web Upload** screen



You must ensure that support@marinesoftware.co.uk is entered in the 'To:' field if this is not automatically displayed.

Once an external email has been successfully produced, the system will advise this and you **must** ensure you click the **Send** button to complete the task.

The system should automatically restart.

Unable to send large email attachments

Restrictions are sometimes in place that does not allow users to send emails with large file attachments. To be able to send us the zipped file, we have provided a facility where the user can specify the largest size that an

attachment can be and the '**support tool**' then breaks the file down into multiple smaller sizes (chunks) and sends an email with a numbered chunk with it. The user must send all the emails for us to put the file back together again.



Click on the **Edit Settings** button which will bring up the box shown below. You can select the **Maximum Email Size** attachment by typing a number in the box and selecting either KB or MB. You may have to ask your IT department what the current attachment file size restriction is. If you want to set the **Max Email Size** to always apply, you can do this by clicking on the '**Set Default**' button.

Support Settings

VNC (752 KB) TeamViewer (18MB)

Include Executables

Include Sub Folders

Prefer FTP upload

Ignore IE Proxy settings

10 Max Email Size KB MB

Set Default Exit

When you then click on the **send email** button you will be asked if you wish to send a number of emails each with an attachment of a specific size. At this stage you can still click cancel. If you click ok, an email with an attachment is created for each, which you must send.

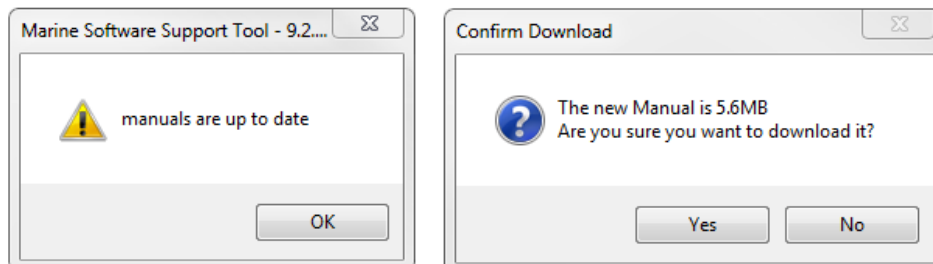


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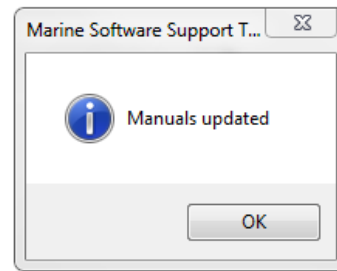
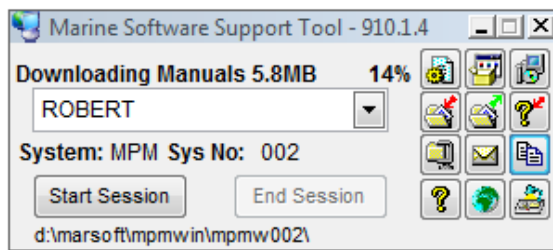
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