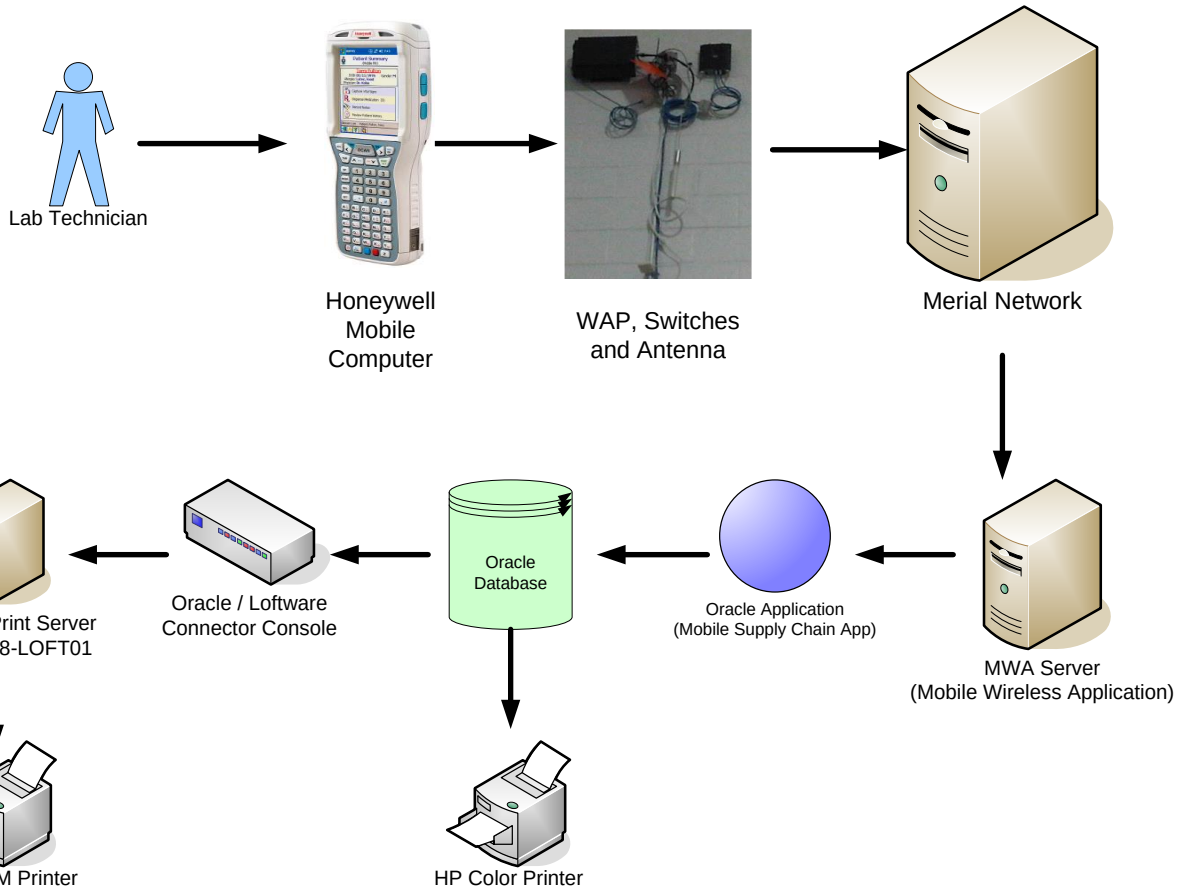
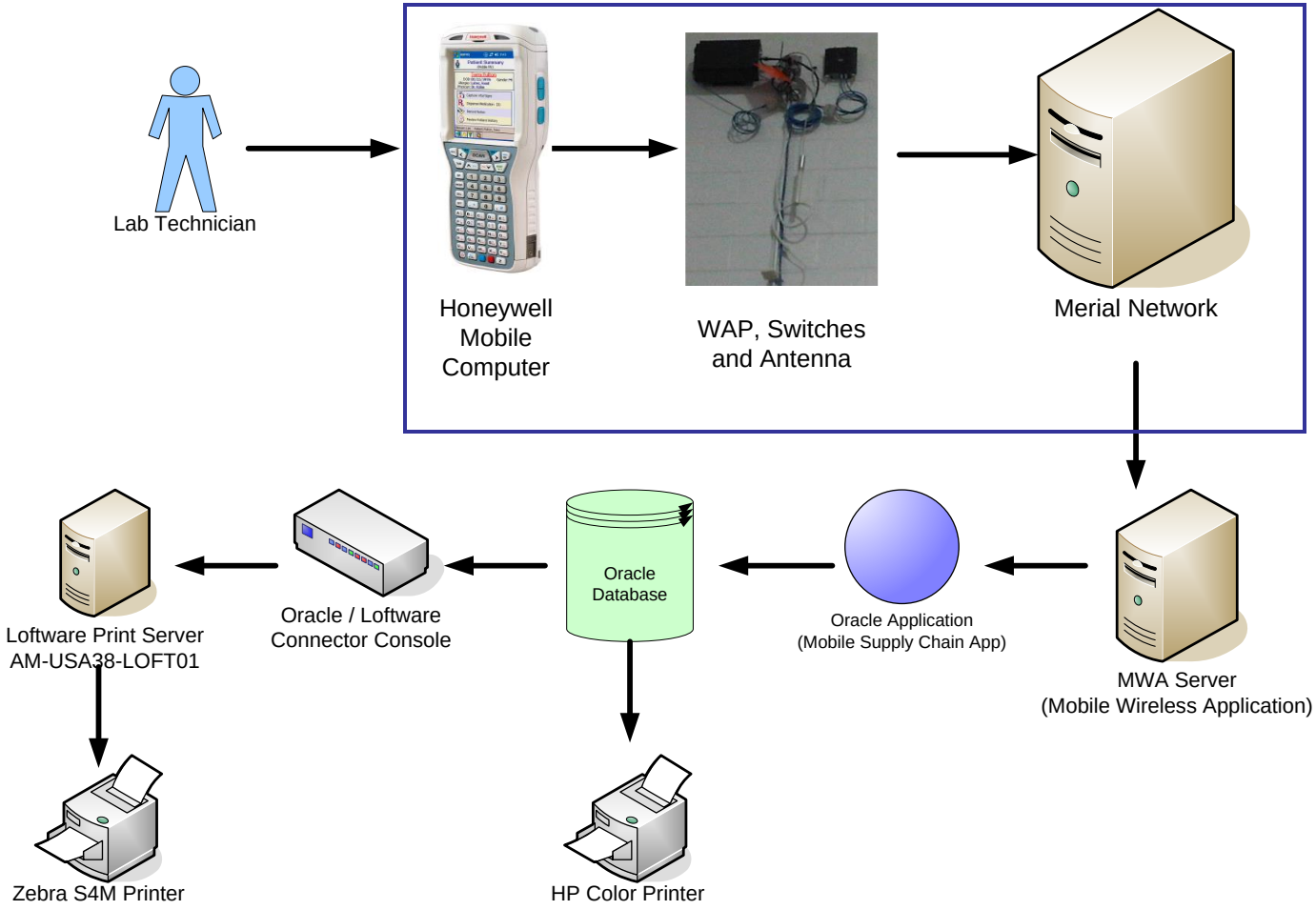
Mobile Computer and Printer Configuration for Gainesville Production Labs

Select Roller Rack Project

Depiction of Hardware Connectivity



How does the handheld computers communicate with the Merial Wireless Network, for Gainesville, Georgia?



Honeywell Mobile Computers

- There are eight Honeywell Dolphin 99EXhc mobile computers in the production building.
- Each of the four labs will have two mobile computers
- These mobile computers are configured with static IP addresses to communicate with the Scanner_WLAN Merial Wireless Network

Wireless Access Points

- There are 4 wireless access points (WAP) physically located in the Gainesville Production building:

Access Point Name	Channel	MAC Address	Switch / Port	Location
USA04-WAP05-TC1&2	11	2C542D130658	SWTH-8 / Gi0/49	Labs TC1 & TC2
USA04-WAP06-BRKRM	6	A44C1112CADE	SWTH-7 / Gi0/35	Production Bldg Breakroom
USA04-WAP07-TC3	1	A44C1112CAE1	SWTH-8 / Gi0/49	Lab TC3
USA04-WAP08-TC4	6	A44C111F1ABA	SWTH-8 / Gi0/23	Lab TC4

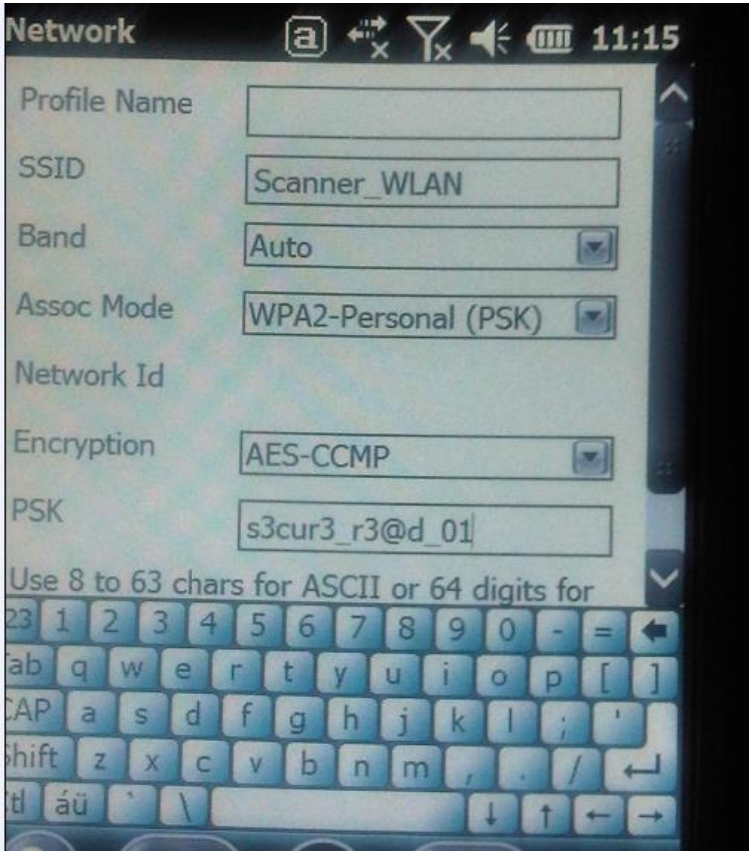
Merial Wireless Network

- Support for wireless connectivity includes the following: Savvis server, network controllers, and switches.
- Support is provided by:
  - Merial Infrastructure
  - Virtela
  - Gainesville Deskside Support

Mobile Computer Configurations

- The Honeywell Dolphin Wireless Manager has been setup on the mobile computers with the following network settings through its network window with the following:
  - SSID (Scanner_WLAN)
  - Band (Auto)
  - Assoc Mode: (WPA2-Personal (PSK))
  - Encryption: (AES-CCMP)
  - PSK: (s3cur3_r3@d_01)

Network Window – contains configuration options for how the terminal connects to the wireless network

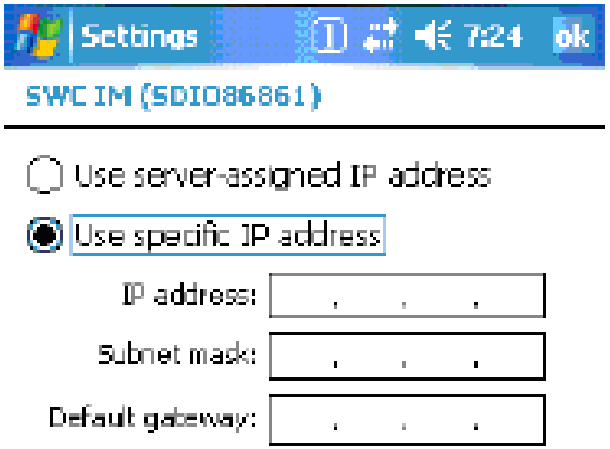


Mobile Computer Configurations

- Static IP addresses have been established for each mobile computer through the radio driver in conjunction with the device's serial number. The IP addresses have been setup with the following settings:
  - Subnet mask (25.255.252.0)
  - Gateway IP (10.12.64.245)

Honeywell Mobile Computer Serial #	Static WLAN IP Address
11256D02F0	10.12.64.236
11257D0098	10.12.64.231
11257D010A	10.12.64.232
11257D012F	10.12.64.237
11257D01AD	10.12.64.235
11257D027D	10.12.64.240
11258D013B	10.12.64.234
11259D01B3	10.12.64.230
available	10.12.64.238
available	10.12.64.239

Along with these static IP addresses, the subnet and gateway data are entered in the Settings form of the devices.



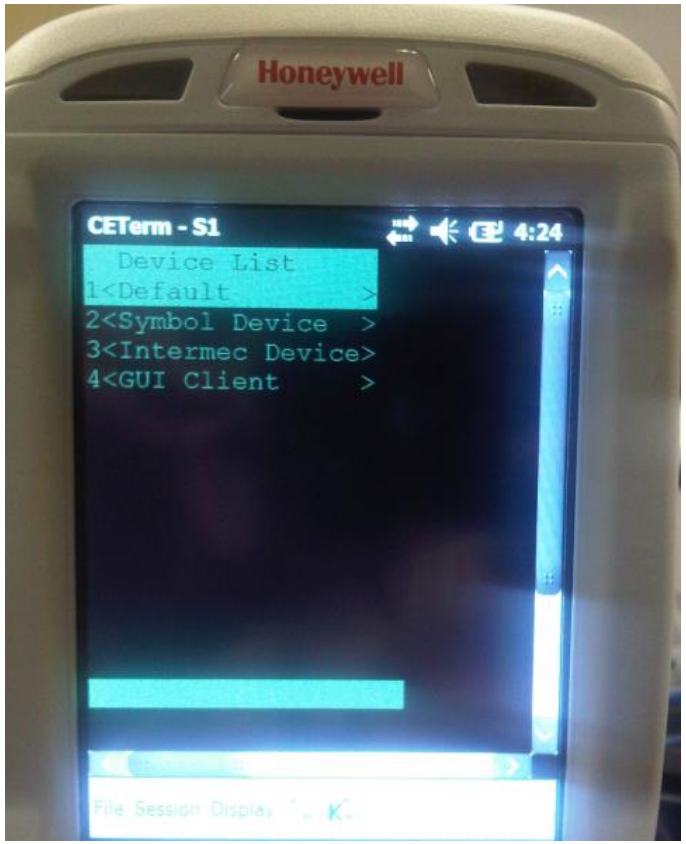
Testing Connectivity

- There are two ways to quickly view the connectivity status of the mobile computer:

    1. Bidirectional Connectivity check
    2. Command Bar Icon Colors and Connection Status Indicator

❖ Bidirectional Connectivity Check

- The bidirectional arrows located at the top right-hand side of the screen



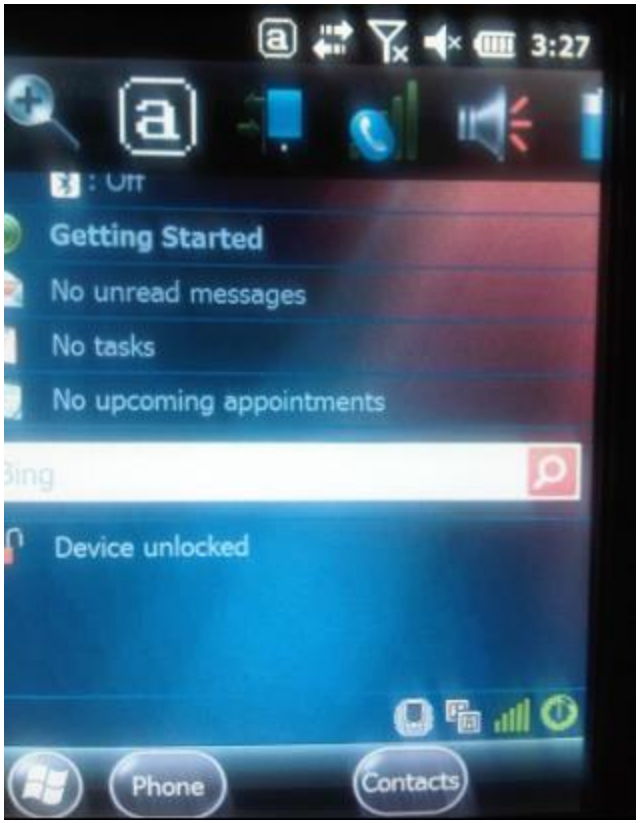
Connectivity is successful when arrows have no ‘x’ next it

Connectivity needs to be checked if an ‘x’ is next to the arrows

❖ Command Bar Icon Colors and Connection Status Indicator

To exit from the Naurtech CETerm Screen, click File and Exit

The “Today” screen returns and shows Command Bar Icon and Connection Status in the lower right corner



Command Bar Icon

Green 	The connection is authenticated with a valid IP address.

Connection Status Indicator

The command bar contains a status strength indicator.

The bars indicate the strength of the signal when the radio is transmitting. If the radio is not transmitting, a small “x” appears over the bars.

Open a Helpdesk Ticket

When Connectivity has failed:

Level 1 – Support

A Service Desk Ticket needs to be open through Merial Helpdesk

Level 2 - Support

Gainesville Desk Side Support includes accessing the issue with the scanners

Level 3 – Support

Gainesville Desk Side support will engage the Merial Infrastructure team and OCC Oracle IS PTM team if necessary

Service Desk Ticket needs to be raised and routed to the Merial Gainesville Desk Side Support:

LEVEL 2

A. Classification for this ticket should be:

- Infrastructure
- AM-USA04 – Gainesville, GA
- Office Equipment
- Scanner

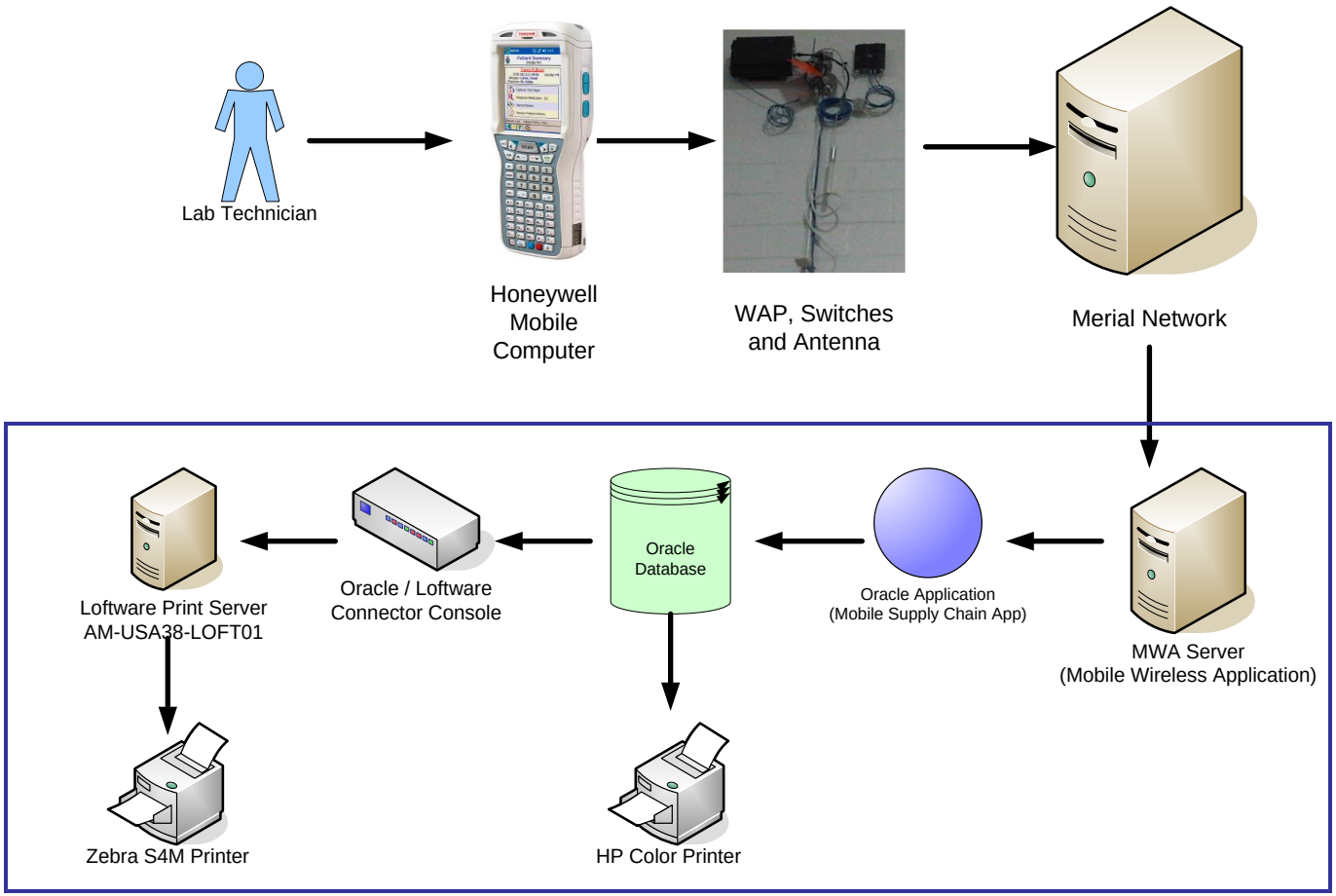
B. Type → L2 Request for Service (RFS)

C. Urgency → Medium

D. Impact → Site

E. Priority → Sev 3 -Medium

How does the handheld device communicate with the Oracle?

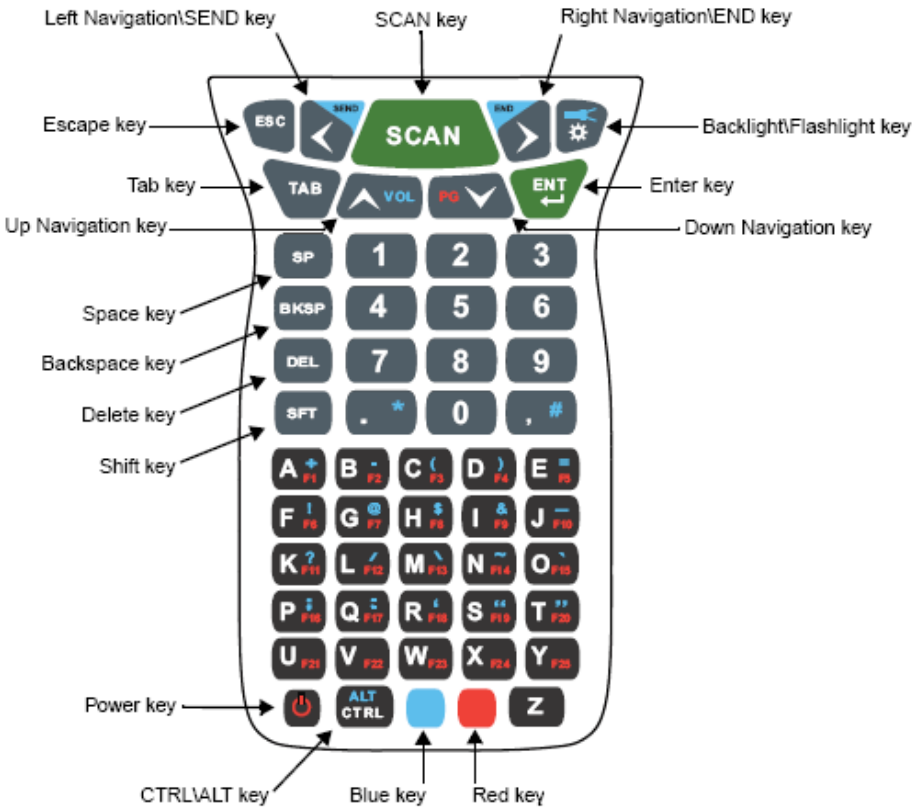


How to sign into Oracle with the Honeywell Mobile Computer:

- Turn on the device by pressing the Power button

- If the device has a visible day and date at the top of the screen, press the CTRL\ALT and ENT keys together to “warm” boot the system

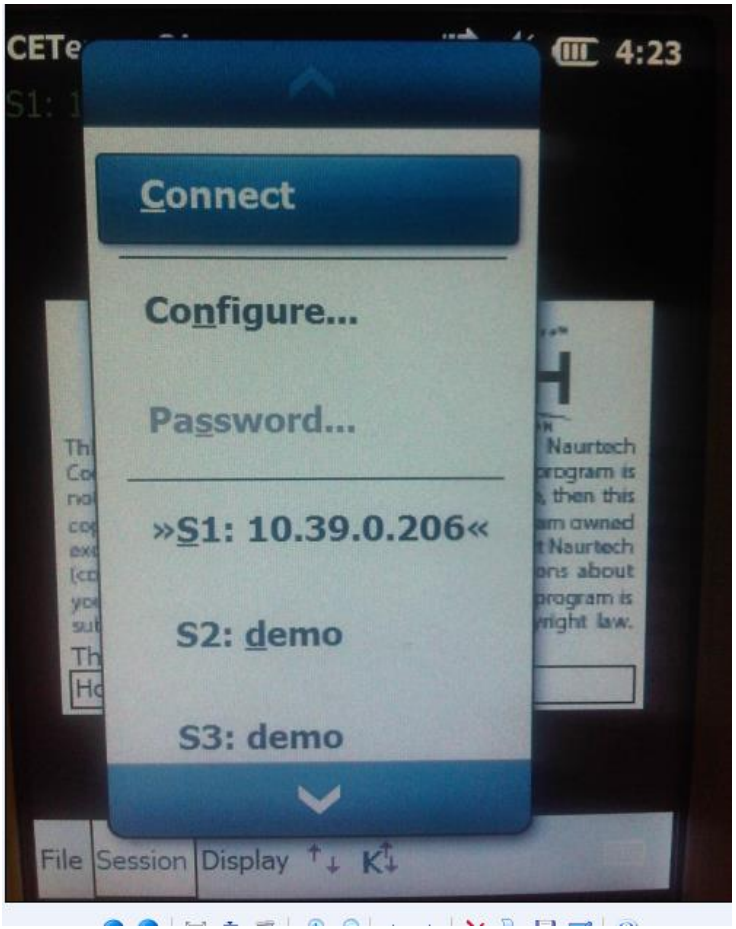
55-Key Full Alpha/Numeric Keyboard



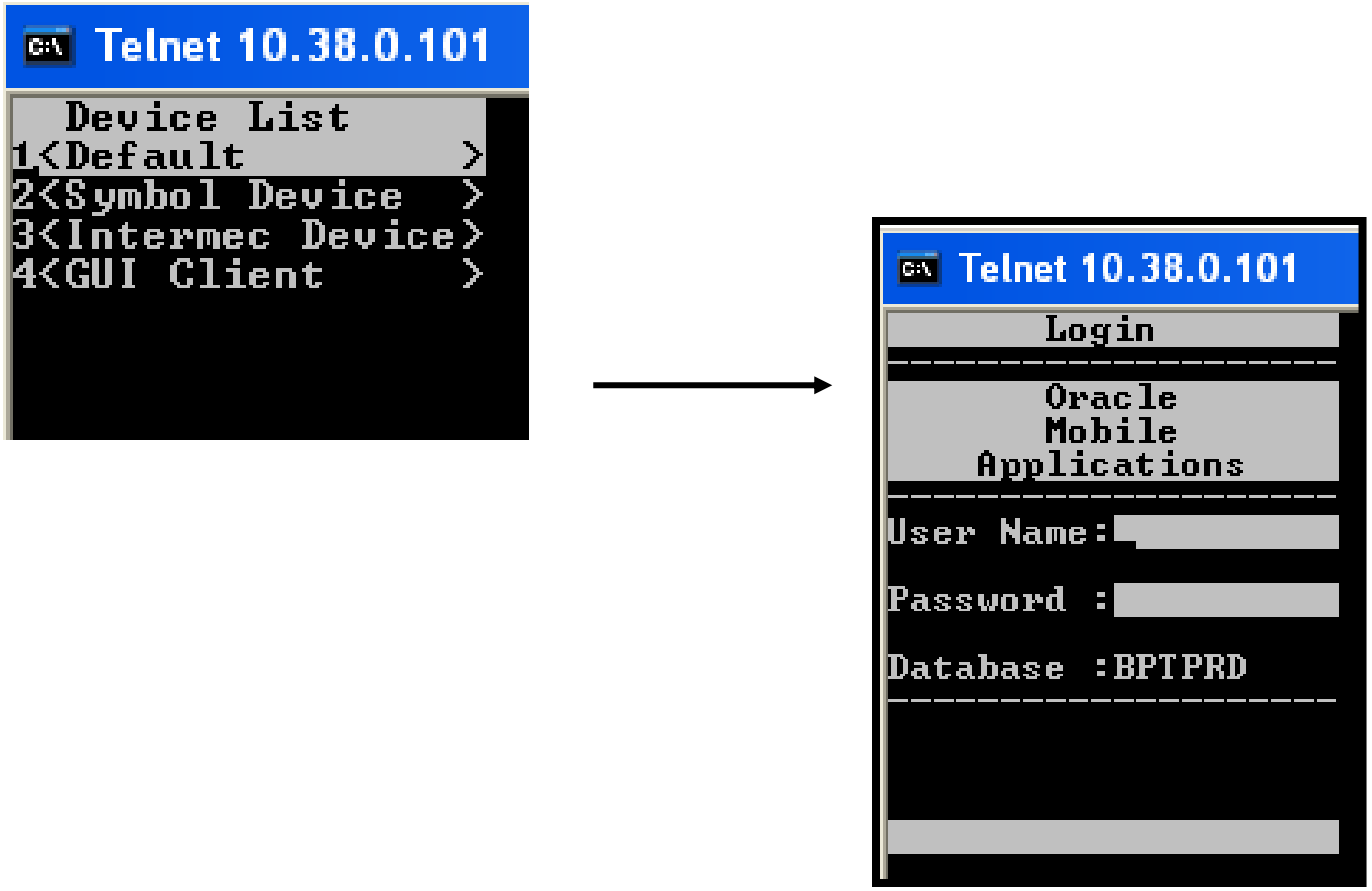
Note: The flashlight function ( ) is disabled on all 99GX models.

If not, then the screen will automatically open the Naurtech CETerm screen

To connect to Oracle, click Session and then Connect



- The Device List screen returns,
- User presses “1” or Enter for “Default”
- Oracle Mobile Application Login screen returns
- The Telnet session it will point to should be pre-configured for Oracle BPTPRD (IP 10.38.0.101)



Open a Helpdesk Ticket

When the user is:

- **Cannot move past the Device List screen**
- **Unable to login because the login screen does not appear**
- **Able to enter the user id and password, but the screen will not advance to the menu options expected**

Level 1 – Support

A Service Desk Ticket needs to be open through Merial Helpdesk

Level 2 - Support

The ticket will need to be routed to the OCC PTM IS Team

Service Desk Ticket needs to be raised and routed to the NAM\GLO App Ora PTM :

A. Classification for this ticket should be:
   - Applications
   - Oracle
   - PTM Mobile Supply Chain (MSCA)
   - USA

B. Type → L2 Request for Service (RFS)

C. Urgency → Medium

D. Impact → Site

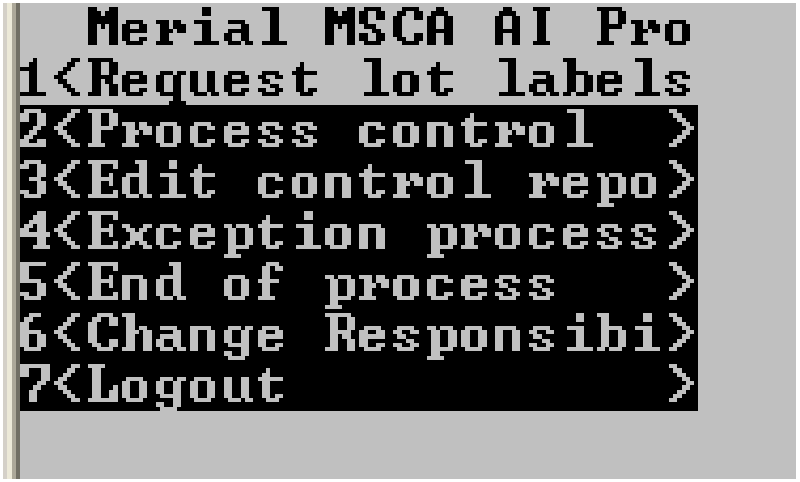
E. Priority → Sev 3 - Medium

The Fix

- The Global PTM team will work with the Oracle DBA team to bounce the MWA service for the US services only:
    - **US MWA services uses: am-usa38-lin165.merial.net, dispatcher port : 10869**

What To Do When Users Cannot Perform Expected Transactions

- If user cannot access any of the following menus once in signed into the “Merial MSCA AI Process control Team leader” :



Open a Helpdesk Ticket

- Service Desk ticket is needed

Level 1 – Support

A Service Desk Ticket needs to be open through Merial Helpdesk

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The ticket will need to be routed to the OCC PTM IS Team

Service Desk Ticket needs to be raised and routed to the NAM\GLO App Ora PTM :

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D. Impact → Site

E. Priority → Sev 3 - Medium

The Fix

- The OCC PTM team will work with the OCC Development, DBA and OCC Lead teams to migrate appropriate code fix to solve the problem:
  - **As 29-Jun-2012, the current STAT file being used in Oracle 12.1.3 is under RTI-007167/ IM-1165007, ENH 286 - CSR 2092 AS 4&5 + MWA rebounce + Setup to be done by IS Analyst**