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# SOLIS Commands

The following commands are available from within SOLIS Terminal to carry out the functions as required.

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## Before you make a connection.

SOLIS Terminal is used to make a connection to Synappsys On-Line Information Service (SOLIS) Host. SOLIS provides a means of registering your WinComm package and to obtain information and support for your copy of WinComm, as well as providing a platform for exchange of files and information.

To make the first connection to SOLIS you must:

Fill in the registration form under the menu **Files|Registration**.

See [Registering Your WinComm software.](#)

Check the settings in the dialog box that displays after **Files|Setup SOLIS** is selected.

**NOTE:** These two dialog boxes will display automatically the first time you run SOLIS.

Change the modem type if required by first selecting **Exit SOLIS** then selecting the WinComm **File|Edit Session** command.

See [Changing your modem.](#)

Also See [Changing your password](#)

When you connect for the first time, SOLIS will check to make sure you have completed the registration form and will automatically send it. If the form is not complete, you will be notified and disconnected to allow you to fill out the form. When the form has been uploaded, you will have full access to SOLIS.



## Changing your modem.

If the default modem shown in the Set up SOLIS dialog box does not match your modem, you must change it.

To do so:

Exit the SOLIS Macro by selecting **Exit SOLIS**

Select the WinComm **File|Edit Session** command

*The WinComm Session Editor will display.*

Select the proper modem in the Modem List box found in the Quick Setup area of the Session Editor

Select **[Save & Exit]**

Restart the SOLIS Macro by checking the **Macro** control on the WinComm Command bar

## **Registering your WinComm software.**

You can register your WinComm software electronically by filling out the registration form that displays after selecting **Files|Registration**. The SOLIS Terminal macro will automatically send the form to SOLIS Host the first time you connect. After the form is received by SOLIS, you will have complete access. Alternatively you can register by sending the registration card included in the WinComm package. When the registration card is received by Synappsys, the information will be entered in SOLIS allowing full access to the system.

## Changing your password.

Your SOLIS password can be changed at any time you are on-line. If you want to change your password, select the **Files|Change Password** and type the new password. Your SOLIS password will change immediately after selecting **[Enter]**

## Submitting a Service Request Message to SOLIS

The Service Request is your means of receiving technical support for WinComm and related programs. The request can be submitted by first entering data in the dialog box (the service request editor) that displays when the **Messages|Message to SOLIS** menu item is selected and then connecting to SOLIS.

To Submit the request:

Select **Messages|Send Message to SOLIS**

*A dialog box will display with entries for selecting the program type, the operating mode, etc.*

Fill in the form with as much information as possible

Save the message by selecting the **[Save As]** button.

*A Save as dialog box will display with a default name based on the date and time and the Request will be stored as a file.*

Put the Service Request in the send message queue by selecting the **[Set for Send]** button.

*The file name will appear in the Message Files to SOLIS combo box.*

Create as many Service Requests as you want and enter them in the send message queue.

**Note;** Requests can be removed from the queue by selecting the file name in the **Message Files to Send** combo box and selecting the **[Delete Que]** button.

Exit the Service Request Editor by selecting the **[Exit]** button.

Connect to SOLIS by selecting the **Connect** menu item. All Service Requests in the queue will be automatically sent.

The Synappsys support staff will review all Service Requests and will answer them in a timely manner. The first time you reconnect after your service request has been answered, you will automatically receive the response to your Service Requests as personal mail.

## Receiving a file.

Files can be downloaded (received) while you are connected to SOLIS. The files are organized into 10 topics and have a description associated with each file. After you have connected to SOLIS you can review the files and descriptions to decide which ones you want to receive.

Select the **Files|Receive File** menu item.

*A dialog box will display allowing you to select and view file information.*

Select the topic of interest in the Topics: list box

*All files available for the selected topic will display in the File Name list box*

Click on a file name to receive further information on the file

*The SOLIS Host will send the description, Time/Date and length information for the file*

When you find a file you want to receive, select the **[Receive File]** push button

*SOLIS will begin the file transfer*

When you have reviewed and received all files of interest, select **[Cancel]**

## Set up SOLIS

The first time you run the SOLIS terminal macro or when you select the **Files|Set up SOLIS** menu, a dialog box will display allowing you to set your password, comm port, baud rate, view your modem selection and edit the SOLIS host phone number.

Make the entries as appropriate and select **[OK]**.

Also See: [Changing Your Password.](#)

## **Registering Your WinComm software - On line.**

There are no special on-line procedures for registering you WinComm software as the registration will be sent automatically the first time you connect to SOLIS. The registration form will display by default the first time you run the SOLIS terminal macro and will be greyed out after the form is complete.

## Reviewing Service Requests that have been answered.

### Search SOLIS for answers to SR's

When Service Requests are received, they are reviewed by the Synappsys support staff and answered in a timely manner. The submitter will receive as personal mail the response to the Service Request the next time a connection is made to the SOLIS host. If the Service Request and response information is of general interest, it will be posted in this section. The information is organized into 10 categories and the text of each response can be reviewed.

Select the **Messages|Search SOLIS for answers to SR's** menu item

*A dialog box will display to allow selection of topics*

Select a topic in the Message Topics list box

*All messages with that topic will display in the Message Subject list box*

Review the subjects and select one of interest in the Message Subject list box

*The full text of the message will be sent and displayed in the Message window*

**NOTE:** While the message is being received you can scroll to review and read any part of that has been transferred. After the message has been fully received the option buttons will be undimmed, allowing their selection.

Select an option button



## Submitting Service Requests - On-line.

There are no special on-line requirements for sending Service Requests to SOLIS. While off-line, (or on-line if you want to take the time) complete the Service Request using the **Messages|Send Message to SOLIS** command and select the **[Set for SEND]** button to enter the request in the transmit queue. The next time you connect to SOLIS all Service Requests in the queue will automatically be transmitted.

If you are on-line and select the **[Set for SEND]** button, the Service Request will immediately be sent (if it has already been named) and the file name will appear only briefly in the Message Files to Send combo box.

## **Sending a file.**

You can upload or send any file on your system to the SOLIS Host. The file might be anything that you think might be of interest to other SOLIS users, the Synappsys support staff or any file that might be related to a Service Request.

To save connect time and reduce storage requirements, we recommend you compress any file sent to SOLIS with a archiving program such as PKARC by PKware Inc.

To send a file to the SOLIS Host:

Connect to SOLIS

Select the **Files|Send File** menu item

*A dialog box will display allowing you to select the file to send.*

Click on the file you want to send in the File to Send list box

Type a description of the file in the File Description edit box.

**HINT:** You can compose the description off-line in the Windows Notepad, copy it to the clipboard and paste it into the File Description edit box by pressing Shift+Insert.

**NOTE:** If the file is associated with a Service Request, be sure to include the SR file name in the file description message.

## SOLIS Keys

Use the following keys to control operations in SOLIS.

Function	Keys
Copy	Ctrl+Insert
Cut	Shift+Delete
Exit Command	Alt+e
Files Command	Alt+f
Messages Command	Alt+m
Paste	Shift+Insert
SOLIS Help	F1 or Alt+h

**NOTE:** The Cut Copy and Paste keys will work within any edit field in a dialog box.

## Connect

The **Connect** command, when selected, will dial the SOLIS Host and automatically log you on to the system.

Several functions will automatically occur in the background when you connect:

If this is the first time you have connected to SOLIS, your registration form and password will be sent.

You will receive a welcome message if the message has changed since the last time you connected. You can scroll through the message while it is being received and save it to a file, the clipboard or print it after it is fully received.

If you have personal mail you will receive it and have the same options for saving as the welcome message.

Your SOLIS information file will be updated which contains summary information about files and messages on the host.

If you have any Service Requests in the queue, they will be sent.

As soon as the welcome and personal messages are received you can send and receive files or search the service request message base. During this time any automatic background operation will be suspended, and will resume during idle time. You will be notified if you try to disconnect before background updating is complete.

## Exit SOLIS

To exit SOLIS, (and to disconnect from the SOLIS Host if connected) select the **Exit|SOLIS** command on the menu bar. If you are connected to the host and any background updating is in process, you will be notified.

See: **Connect**

