

NEW TO GUI - OVERVIEW2

- THE COMPONENTS OF GUI 2
- USING OLD IBM KEYBOARD (ENTER KEY) 3
- USING THE MOUSE 3
- ADJUST SCREEN SIZE TIP 3
- USING GREEN SCREENS 3

TESTING THE GUI3

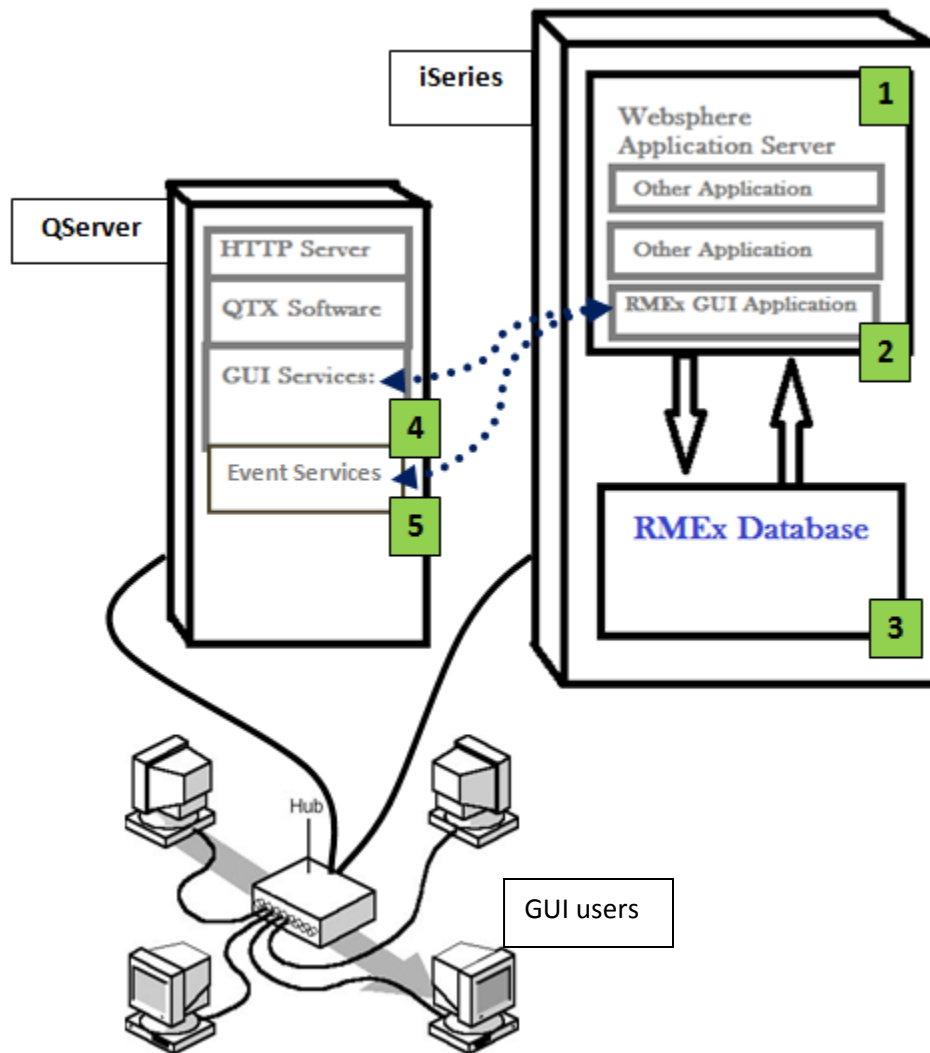
- BEGIN INITIAL TESTING 3
 - Accessing Notes and Description Codes* 3
 - Accessing TabQ Screen* 4
 - Using Events* 4
- REPORTING TEST RESULTS TO QUANTRAX 4
 - Report testing results or issues:* 4
 - Finding and Defining Issues* 4

GUI ADMINISTRATION - TROUBLESHOOTING5

- The link to the GUI for your users:* 5
- The link to the Websphere Application Server (WAS):* 5
- CHECK THAT THE HTTP ADMIN SERVER IS UP AND RUNNING ON *THE ISERIES* 5
 - To Start the HTTP Admin Server through the iSeries* 5
 - To Check the Status of the HTTP Admin Server* 7
- HOW TO START/STOP/RESTART THE WEBSHERE APPLICATION SERVER (WAS) 9
 - To Start WAS* 9
 - To Stop and Restart WAS* 11
 - What to Do After a Power Outage* 11
 - Finding the GUI Ports* 12

New to GUI - Overview

The Components of GUI



- 1** – WebSphere Application Server (WAS): Required to host applications such as the RMEEx GUI
- 2** – RMEEx GUI Application: Runs in the WebSphere Application Server
- 3** – RMEEx Database: This is where all the information is stored about your accounts, clients and other data.
- 4** – The RMEEx GUI Application (2) requires the GUI Services to run on the QServer to be able to present the Notes and Description codes on an account and other information
- 5** – Events Server: Required by the RMEEx GUI App (2) for presenting “Events” from the first detail screen of an account.

Using Old IBM Keyboard (ENTER Key)

The GUI runs using Microsoft's Internet Explorer. Keep in mind as you get use to the new GUI, that some of the keys that you used in the past may be mapped differently. If you are using the old IBM keyboard mapping that used the **Ctrl** key as the **Enter** key, the GUI will follow the standard keyboard **Enter**.

Using the Mouse

The GUI like other Windows based software uses the mouse for navigating.

Adjust Screen Size Tip

You can adjust the GUI screen size by holding down the Ctl key and hitting the Plus (+ or = key) or Minus (-) key on the key board.

- **CTRL+** (plus sign) makes screen larger
- **CTRL -** (minus sign)makes screen smaller
- **CTRL** and *Mouse*: Press **CTRL** and use the wheel scroll on your *Mouse*

Using Green Screens

Use the GUI side by side with how you currently access your iSeries (i.e., Client Access); green screens for some users and GUI for others. This means you can test the GUI with a few users (2 or 3) then move quickly to everyone else.

Testing the GUI

Begin Initial Testing – Access an account.

Once the GUI has been installed, it is important to recognize, define and track if there is an issue. Bounce around the GUI, and get a feel for it. Try different menu options.

Accessing Notes and Description Codes

Make sure you see the notes and Description Code discriptions on the First Detail screen

The first time you pull up an account it will take a couple of seconds to present the *first* Detail Screen Notes and Description Codes. When going to the *second* account the Notes and Description Codes will present much faster.

Date	Time	NC	Notes	User	⬆️⬇️⬆️
08/08/12	23:49		TESTING GUI 0809	QMA	
08/09/12	00:23		CALLED DTR SAID HE CANNOT	QMA	
08/09/12	00:23		PAY TODAY WILL PAY NEXT	QMA	
08/09/12	00:23		MONTH	QMA	
10/24/13	16:04		THIS IS A NOTE	QMA	

Code	Description
BK	BANKRUPTCY

Accessing TabQ Screen

Open an account on your screen (Account Inquiry), go to the **TabQ** screen. It should take 2 to 3 seconds (or faster). Pressing **F7** to **Exit** should be just as fast. It may take a second or two for certain areas to present the first time. The second time will be faster - this is normal behavior.

Using Events

If you are using Events, click on the **Events** button.

If everything looks good start adding more users!

Reporting Test Results to Quantrax

Please try to document each issue as thoroughly as possible. An important question we will ask is, "Can you duplicate this issue using Client Access?" (Or any other green screen product you use.

Report testing results or issues:

Send an email to support@quantrax.com with the **Subject** as: **GUI 1.0 Testing**

Finding and Defining Issues

- *What is the issue?*
 - Are there delays when:
 - Using Events?
 - Using Function Keys?
 - In what screen?
 - What were you doing?
 - Going to TabQ?
- *Description of PC experiencing the issue*
 - This can be found from the System Information **Start** button > **Control Panel** > **System**
 - Operating System
 - CPU
 - Memory
- *What is the response with when doing the same action using Client Access (Green Screen)?*
 - How many seconds did it take?
 - What do you see while waiting?
 - Is one screen slower than the other when moving through them?
- *What version of Internet Explorer are you using?*
 - Is internet Explorer slow on other web sites also, or is the issue just GUI?
EXAMPLE: Go to Quantrax.com - How many seconds does it take to go from the Home page to the "Our Products" page
- *Do all users have this issue?*
 - If not happening to everyone - What is the difference (PCs)

- When there's an issue iSeries ...
 - What is the CPU Percentage (From Command line **WRKACTJOB**, press **ENTER** and percentage is at top left)
 - Is Debug on? (Check the file QXSLOG)
 - Do a **WRKF QXSLOG**
 - Put an **8** next to the file and go to the bottom of that file
 - Is the "Last change date" today's date? If yes, debug may be turned on
 - What is the CPW (Commercial Processing Workload)?

GUI Administration - Troubleshooting

This section discusses how to check that the GUI (components) is running. Please go through all of the steps in this section if you cannot access the GUI.

Two links you will need to have documented for easy access. Contact Quantrax if you do not have them:

The link to the GUI for your users:

ENTER GUI LINK HERE :

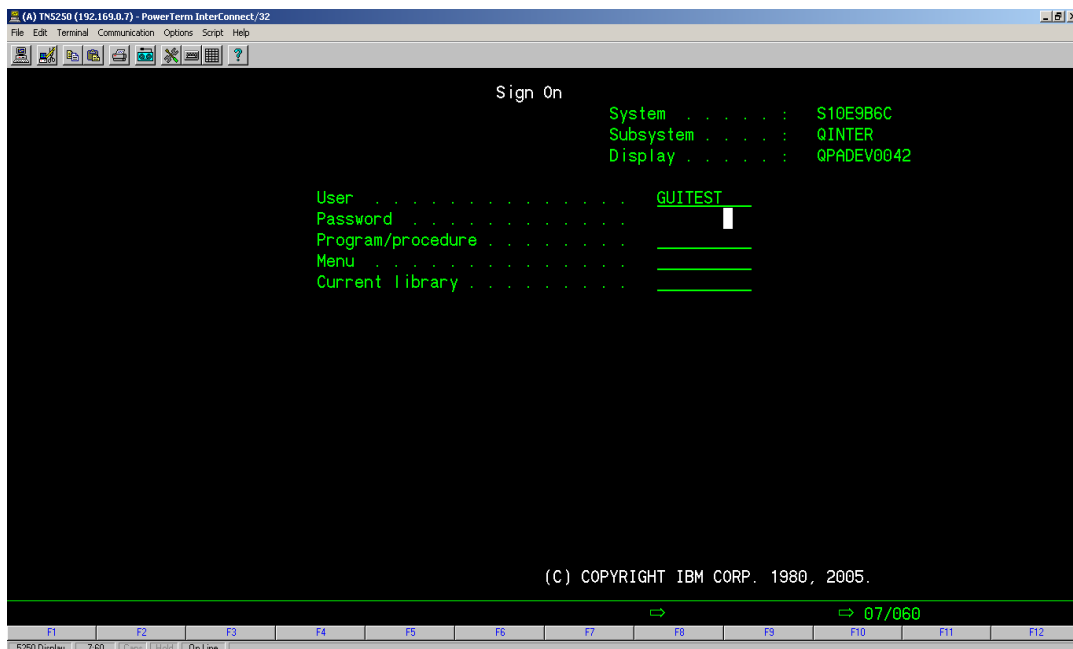
The link to the Websphere Application Server (WAS):

ENTER GUI LINK HERE:

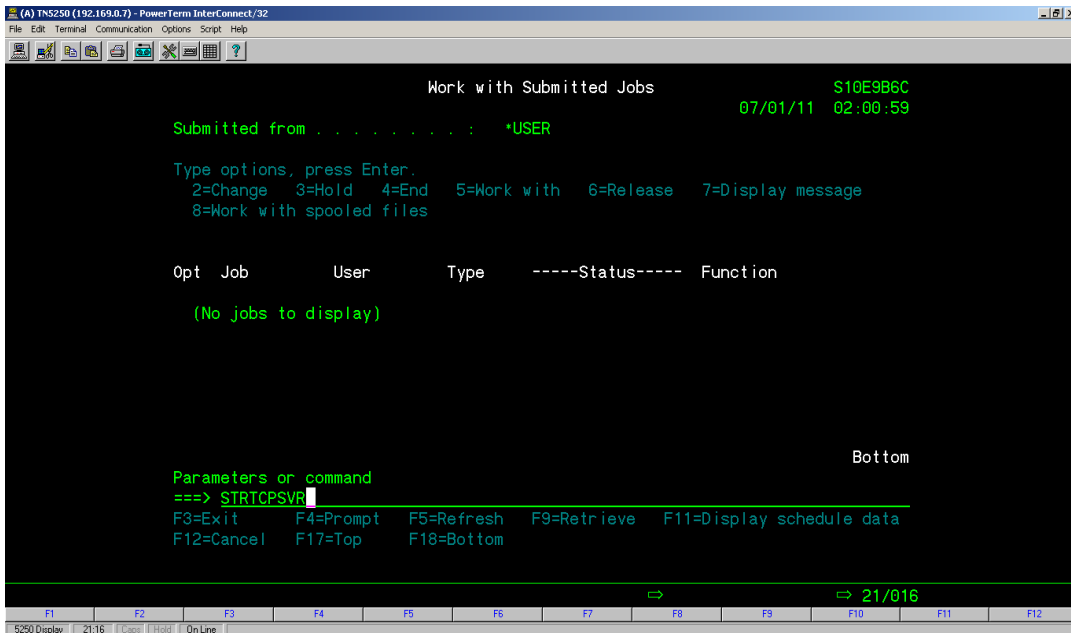
Check That the HTTP Admin Server is Up and Running on the iSeries

To Start the HTTP Admin Server through the iSeries

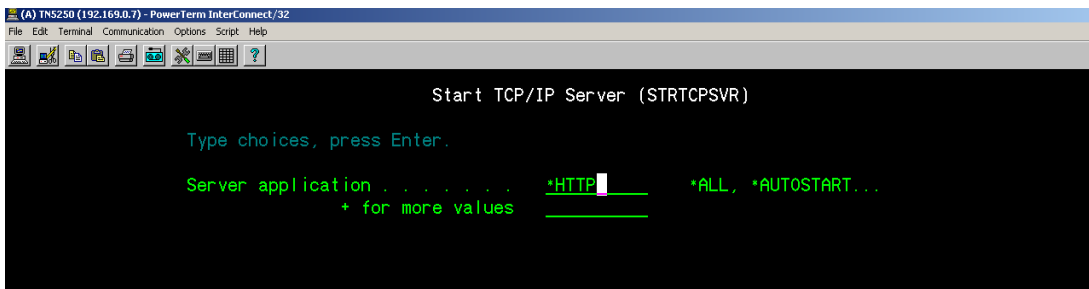
1. Login to the iSeries



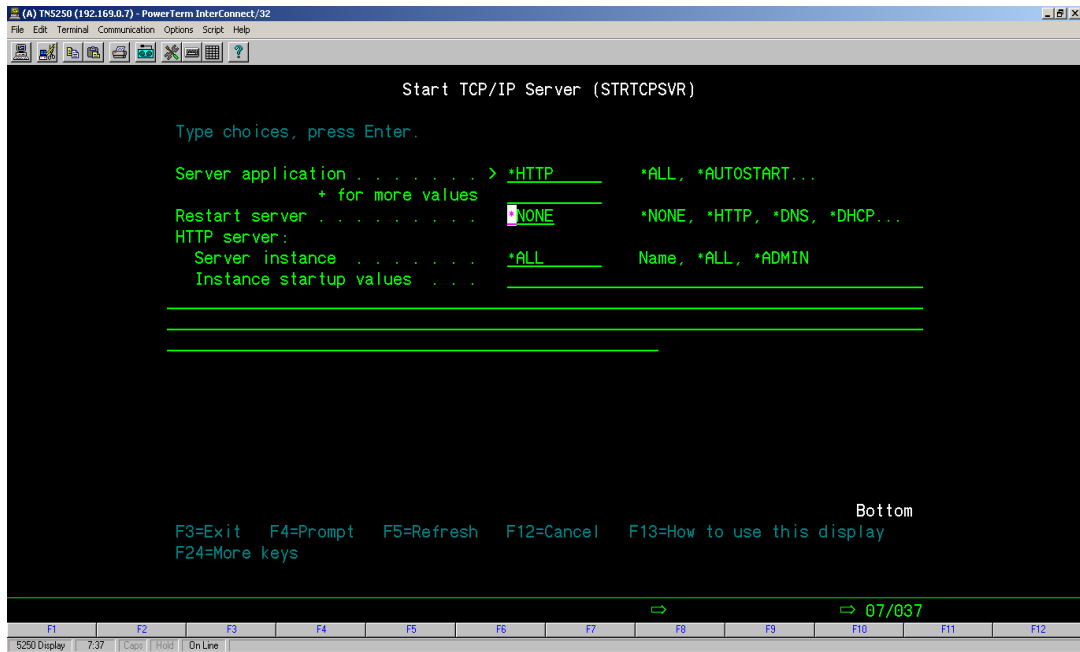
- From the command prompt type **STRTCPSVR** then press **F4**



- Give the value for Server application as ***HTTP** and press **ENTER**

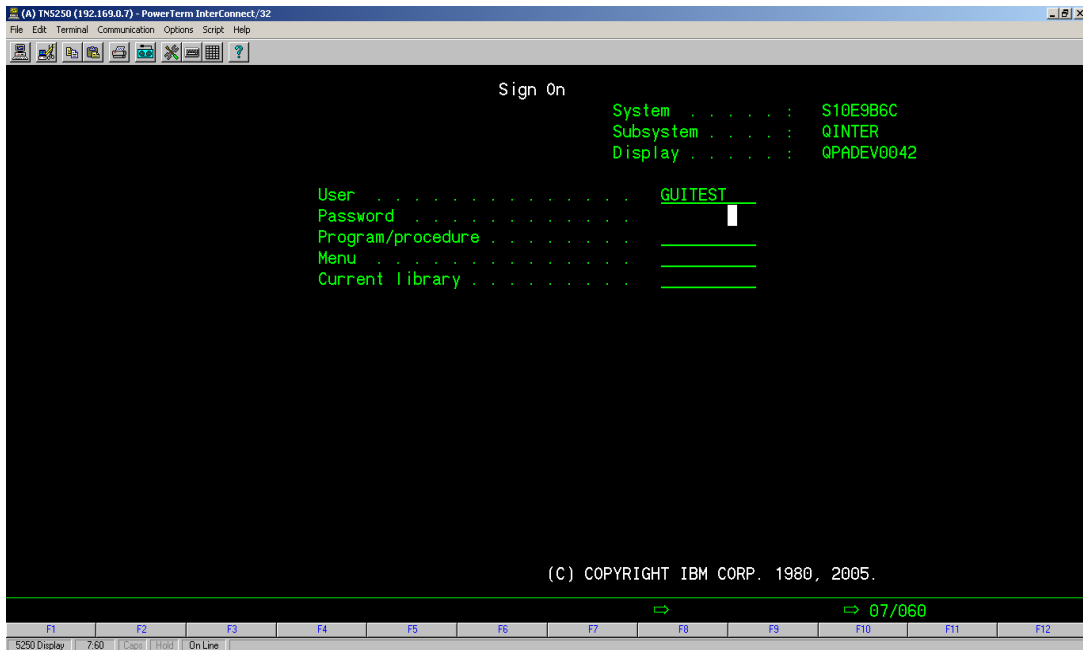


- Press **ENTER** again and the following screen displays, then press **ENTER** a again, leaving default values and the HTTP server will start



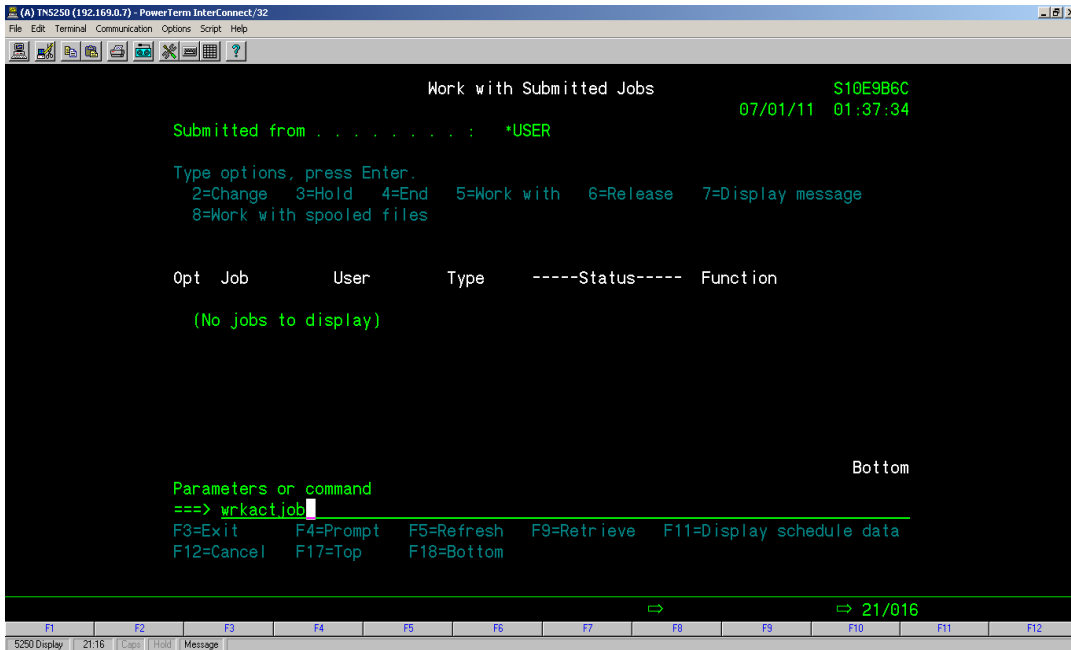
To Check the Status of the HTTP Admin Server

1. Login to the iSeries using your *user name* and *password*

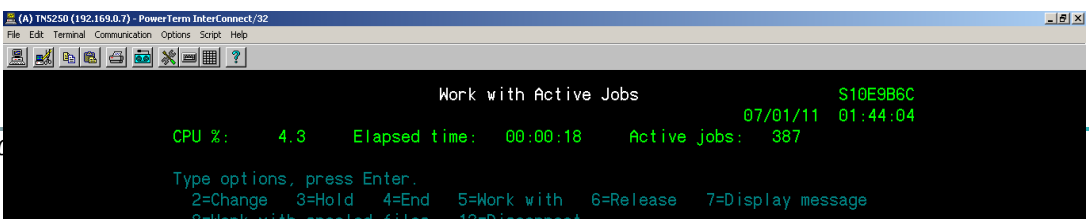
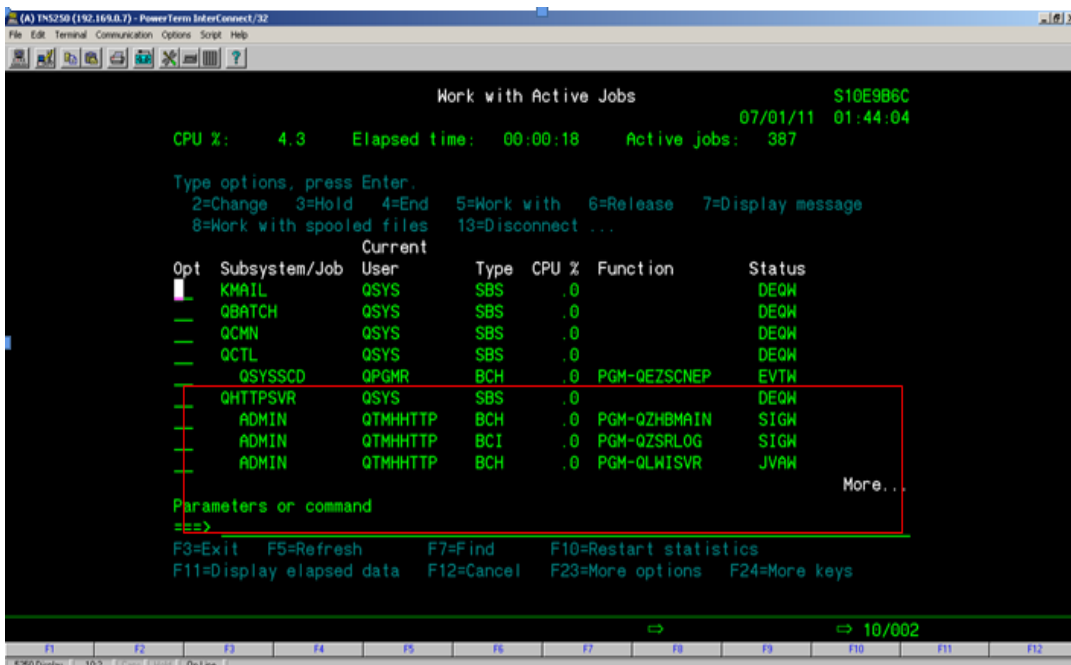


2. From the command prompt type **WRKACTJOB** and press **ENTER**

GUI v1 Administration Guide



3. The status of the HTTP Admin server will be presented, see examples below



How to Start/Stop/Restart the WebSphere Application Server (WAS)

To Start WAS

1. Type the following URL in the browser where **xxx.xxx.xxx.xxx** is your IP address of the server where WebSphere Application Server is installed

<http://xxx.xxx.xxx.xxx/HTTPAdmin>

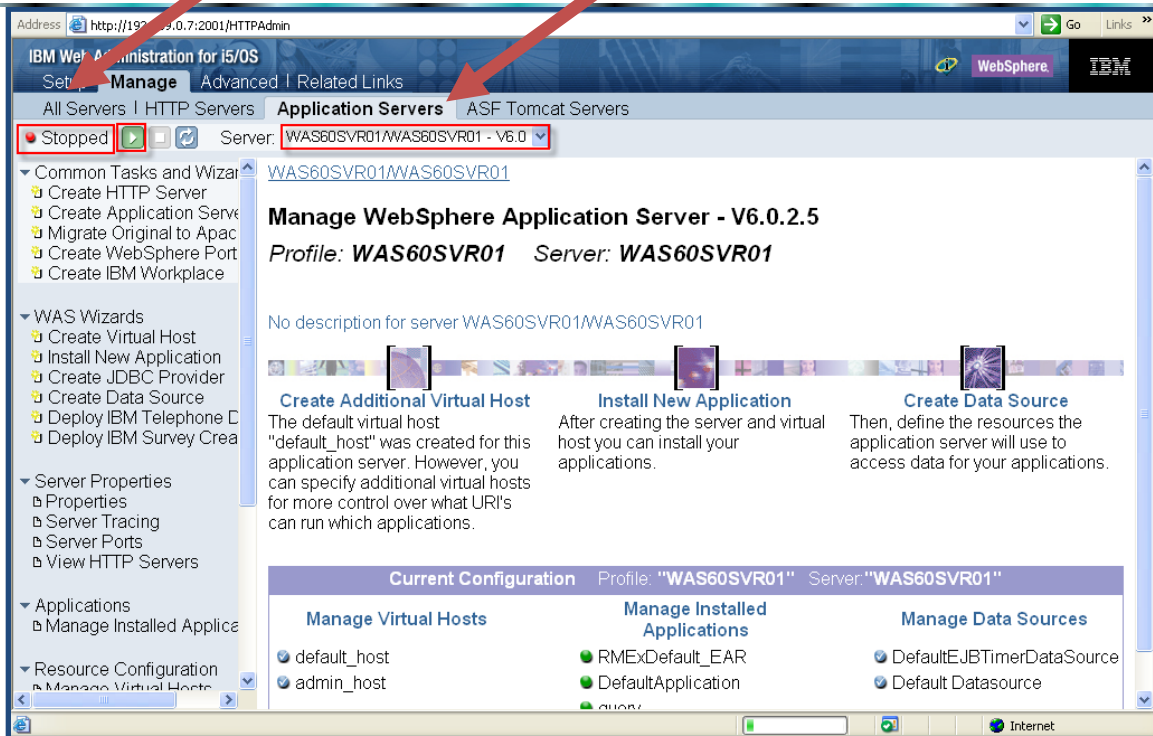
NOTE: You need an iSeries user name and password with QSECOFT Select the relevant *WAS instance*.

EXAMPLE: You may see **WAS60SVR01/WAS60SVR01-V60 Server** from the Server drop down options, this is a WAS instance.

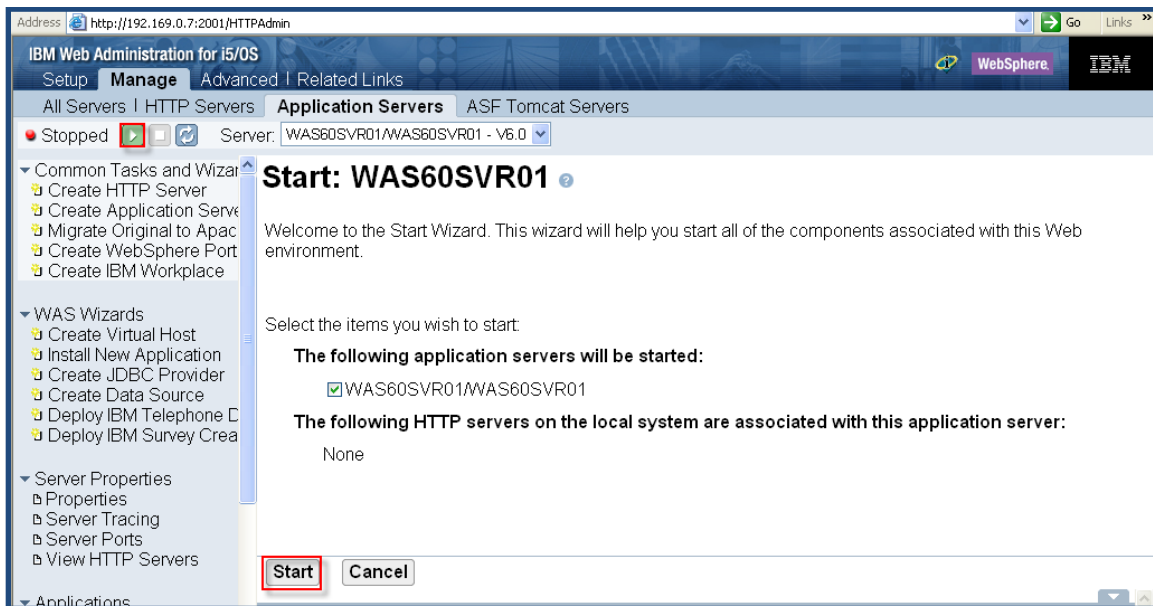
2. Click **START** button  for WAS to begin *Running*

NOTE - The server status will be **stopped the first time** you access WAS.

GUI v1 Administration Guide

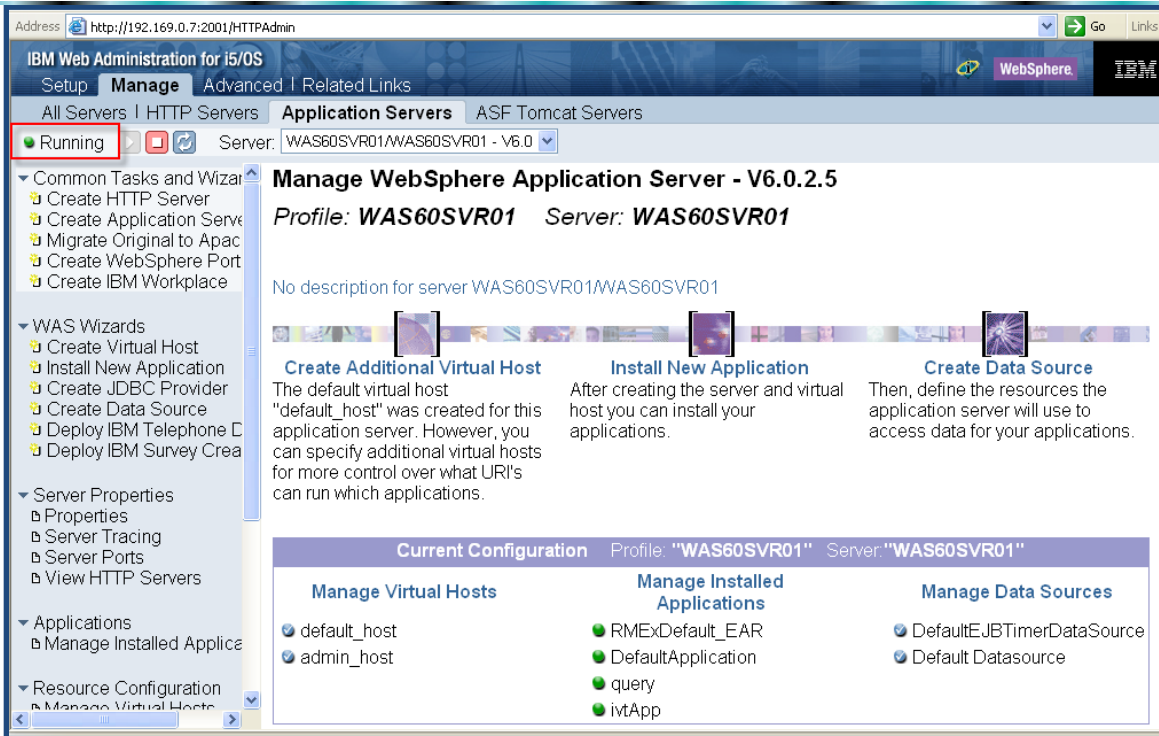


3. After clicking the **Start** Button, the *Welcome* screen displays



4. The status has changes to **Running**

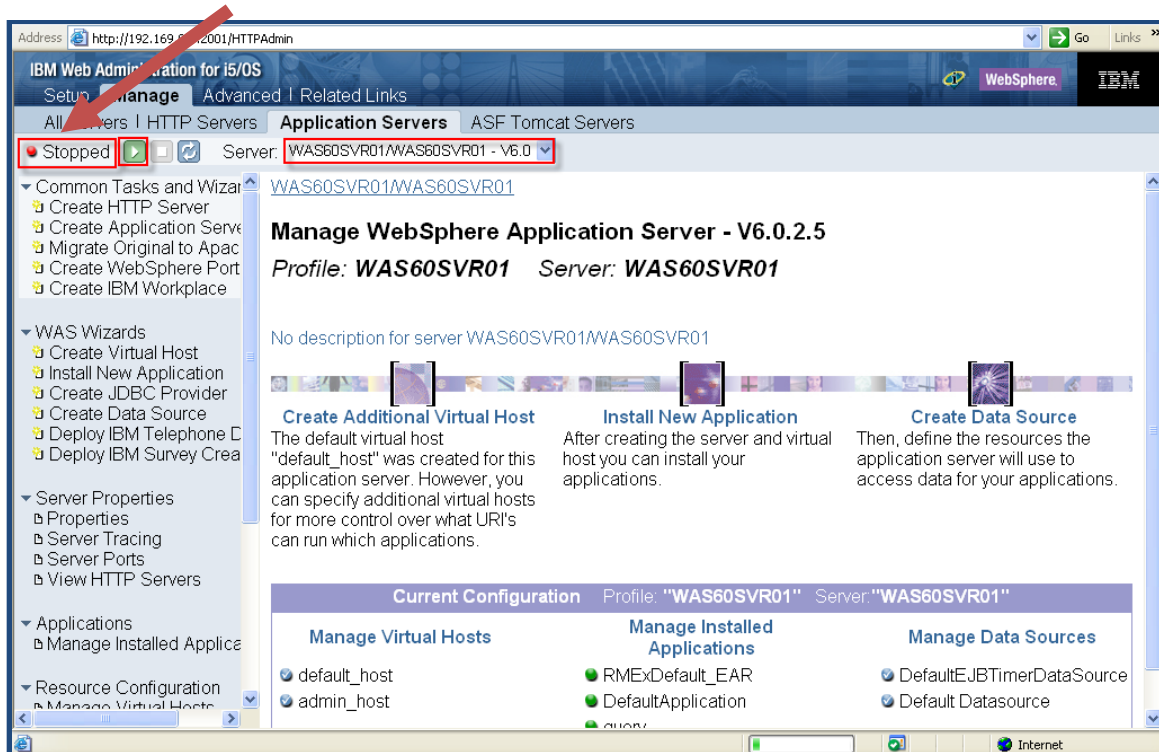
GUI v1 Administration Guide



To Stop and Restart WAS

1. The **STOP** button is found next to the **START** button - stop and restart as needed

NOTE: Clicking **STOP** button should turn all the *Managed Apps* to **red** for the *RMExDefault_EAR* file

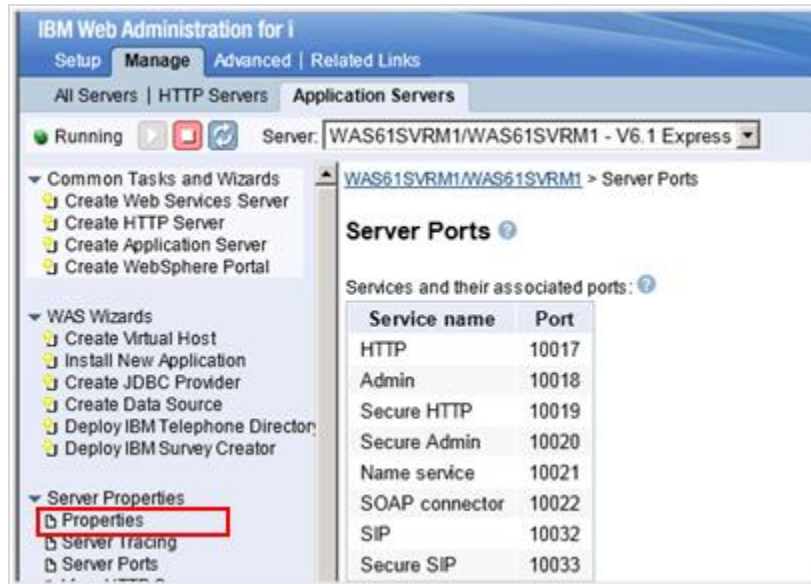


What to Do After a Power Outage

If you restart the iSeries server/IPL or experience a power outage, then you must start the WebSphere Application Server

Finding the GUI Ports

1. From *the IBM Web Administration for your Operating System*, select your *Server*
2. From left side frame, click **Server Properties** and then click on the **Server Ports** links



IBM Web Administration is always port **2001**

Http – This is the GUI port

Admin – WAS Admin Console

Secure – Means HTTPS using SSL

Services and their associated ports: ?

Service name	Port
HTTP	10017
Admin	10018
Secure HTTP	10019
Secure Admin	10020
Name service	10021
SOAP connector	10022
SIP	10032
Secure SIP	10033