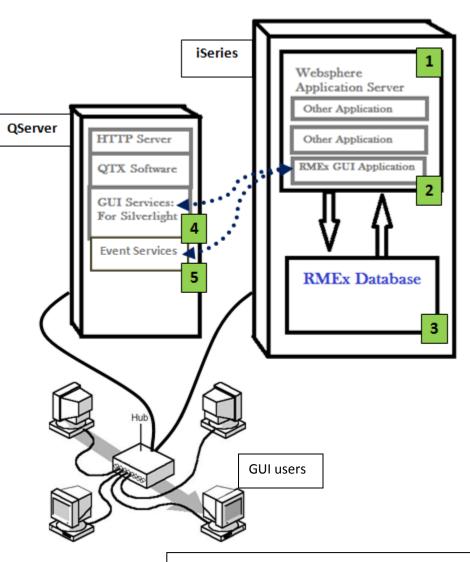


GUI v1 Administration Guide

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New to GUI - Overview



The Components of GUI

1- WebSphere Application Server (WAS): Required to host applications such as the RMEx GUI

2 – RMEx GUI Application: Runs in the WebSphere Application Server

3 – RMEx Database: This is where all the information is stored about your accounts, clients and other data.

4- GUI Services for Silverlight: The RMEx 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

5 – Events Server: Required by the RMEx 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

Although RMEx is now GUI based and utilizes the mouse, we have not changed the standard function keys that you are use to. You will now see the function keys listed on the bottom of the screen. You can continue to use the keyboard function keys OR the mouse to click on the function key on the bottom.

	LLNCOA	9B	ndeliverable	06:49	08/14/12	•	
İ	F1: Inquiry F	2: Attorney	F3: Duplication F4: Skip	F5: Linked Accts F6	: Full Legal F	7: Exit F8: C	ontacts F9: P/A
	F12: Update	F14: DC F1	5: Phone F16: Other Info	F17: Legal F20: F	Recalls F21:	Primary F22	2: Client Info F2

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

Once the GUI has been installed, it is important to recognize, define and track if there is an issue.

Begin Initial Testing

Silverlight Message

The GUI uses a plug-in called Silverlight. It is used to present the users with scrolling Notes and Description Code definitions. This presents important information to the user without having to hit a function key.

Accessing Notes and Description Codes

When you *first* pull up an account the Silverlight will present a message. Press **ENTER** to move past the message and you will not see it again on this computer.

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.

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?
 - \Box 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:

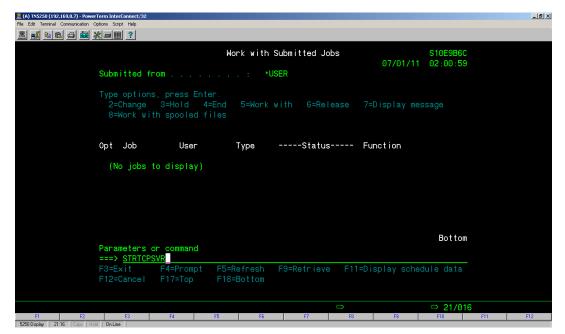
Check That the HTTP Admin Server is Up and Running on the iSeries

To Start the HTTP Admin Server through the iSeries

1. Login to the iSeries

🟯 (A) TN5250 (192.169.0.7) - PowerTerm InterConnect/32		_ 8 ×
File Edit Terminal Communication Options Script Help		
2 * 66 3 • * * 1		
	Sign On	
	System : S10E9B6C	
	Subsystem : QINTER	
	Display : QPADEV0042	
	User <u>GUITEST</u>	
	Password	
	Program/procedure	
	Menu	
	Current library	
	(C) COPYRIGHT IBM CORP. 1980, 2005.	
	⇒ ⇒ 07/060	
F1 F2 F3	F4 F5 F6 F7 F8 F9 F10 F11	F12
5250 Display 7:60 Caps Hold On Line		

2. From the command prompt type STRTCPSVR then press F4



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

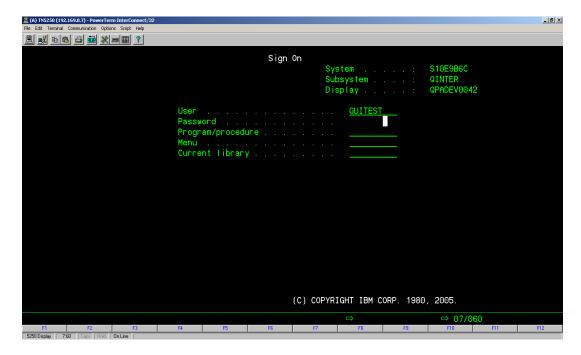
🧮 (A) TN5250 (192.169.0.7) - PowerTerm InterConnect/32	
File Edit Terminal Communication Options Script Help	
<u>2 1 6 6 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</u>	
Start TCP/	IP Server (STRTCPSVR)
Type choices, press Enter.	
Server application + for more values	<u>*HTTP</u> *ALL, *AUTOSTART

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

	_8×
Start TCP/IP Server (STRTCPSVR)	
Type choices, press Enter.	
Server application > <u>+HTTP</u> +ALL, +AUTOSTART + for more values	
Restart server	
Server instance	
Bottom F3=Exit F4=Prompt F5=Refresh F12=Cancel F13=How to use this display	
F24=More keys	
→ → 07/037	
F1 F2 F3 F4 F5 F6 F7 F8 F9 F10	F11 F12

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

(A) TN5250 (192.169.0.7) - PowerTerm InterConnect/32 File Edit Terminal Communication Options Script Help			_ # ×
	Work with Submitted Jobs	S10E9B6C 07/01/11 01:37:34	
Submitted from	: *USER	07/07/11 01:07:01	
Type options, press Enter. 2=Change 3=Hold 4=En 8=Work with spooled file	d 5=Work with 6=Release		
0pt Job User	TypeStatus	- Function	
(No jobs to display)			
		Bottom	
Parameters or command ===> wrkactjob			
F3=Exit F <mark>4</mark> =Prompt F	5=Refresh F9=Retrieve F 18=Bottom	11=Display schedule data	
	⇒	⇒ 21/016	
F1 F2 F3 F4 F5 5250 Disolay 21:16 Caos Hold Message	F6 F7 F	F8 F9 F10	F11 F12

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

	x =	2								
			W	lork with	Active	Jobs		S10E9B6C		
							07/01/11	01:44:04		
	CPU	%: 4.3	Elapsed ti	me: 00	:00:18	Active job	s: 387			
	Туре	e options, press	Enter.							
		Change 3=Hold		5=Work			Display mes	ssage		
		≕Work with spool								
			Current							
	0pt	Subsystem/Job	User	Туре	CPU %	Function	Status			
		KMAIL	QSYS	SBS			DEQW			
		QBATCH	QSYS	SBS			DEQW			
	_	QCMN	QSYS	SBS			DEQW			
		QCTL	QSYS	SBS			DEQM			
		QSYSSCD	QPGMR	BCH	. 0	PGM-QEZSCNEP	EVTW			
		QHTTPSVR	QSYS	SBS			DEQW			
		ADMIN	QTMHHTTP	BCH		PGM-QZHBMAIN	SIGW			
		ADMIN	QTMHHTTP	BCI		PGM-QZSRL0G	SIGW			
		ADMIN	QTMHHTTP	BCH		PGM-QLWISVR	JVAW			
								More		
		ameters or comma	nd							
	===) F3=F	xit F5=Refres	h E7	'=Find	F10=	Restart statis	tics			
		Display elapsed		2=Cancel		More options		evs		
8 8		D H	8	FE		7 M	P)	→ 10/002 F10	F11	F12

(A) TN5250 (192.169.0.7) - Pow File Edit Terminal Communication									_ = >
		W	lork with	Active	: Jobs	07/01/11	S10E9B6C 01:44:04		
	CPU %: 4.3	Elapsed ti	me: 00	:00:18	Active job	os: 387			
	Type options, pres 2=Change 3=Hol 8=Work with spoo		5=Work 13=Disc						
	OptSubsystem/Job		Type	CPIL %	Function	Status			
	ADMIN	QTMHHTTP	BCI	. 0	PGM-QZSRHTTP	SIGW			
	ADMIN	KRISHAN	BCI	. 0	PGM-QZSRCGI	TIMW			
	ADMIN	QSECOFR	BCI	. 0	PGM-QZSRCGI	TIMW			
	ADMIN	VIRAJ	BCI	. 0	PGM-QYUNLANG	TIMW			
	WEBSERVE02	QTMHHTTP	BCH	. 0	PGM-QZHBMAIN	SIGW			
	WEBSERVE02	QTMHHTTP	BCI	. 0	PGM-QZSRL0G	SIGW			
	WEBSERVE02	QTMHHTTP	BCI	. 0	PGM-QZSRLOG	SIGW			
	WEBSERVE02	QTMHHTTP	BCI	. O	PGM-QZSRHTTP	SIGW			
	WEBSERVE02	QTMHHTTP	BCI	. 0	PGM-QZSRHTTP	DEQW			
							More		
	Parameters or comm ===>	and							
	F3=Exit F5=Refre	sh F7	=Find	F10=	Restart statis	stics			
	F11=Display elapse	d data 🛛 F1	2=Cancel	F23=	More options	F24=More k	eys		
					⇒		⇒ 10/002	2	
F1 F2 5250 Display 10:2 Caps	F3 F4	F5	F6	F	7 F8	F9	F10	F11	F12

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** is your IP address of the server where WebSphere Application Server is installed

http://xxx.xxx.xxx/HTTPAdmin

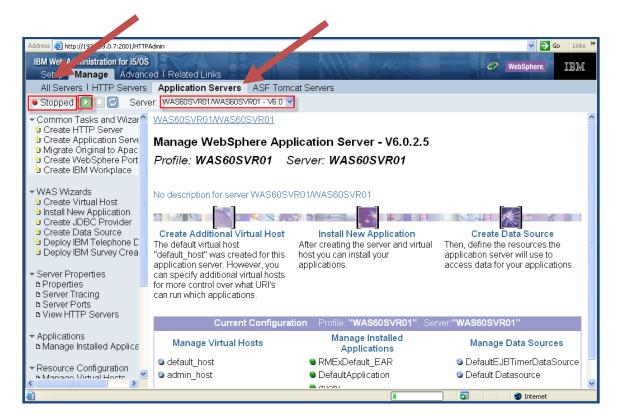
NOTE: You need the user name and password where the WebSphere Application Server was installed

2. Select the relevant WAS instance.

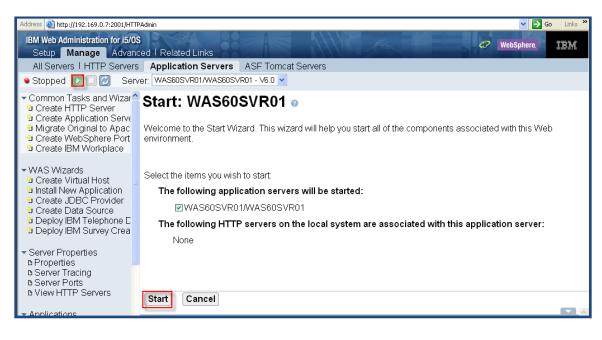
EXAMPLE: You may see **WAS60SVR01/WAS60SVR01-V60 Server** from the Server drop down options, this is a WAS instance.

3. Click **START** button **I** for WAS to begin *Running*

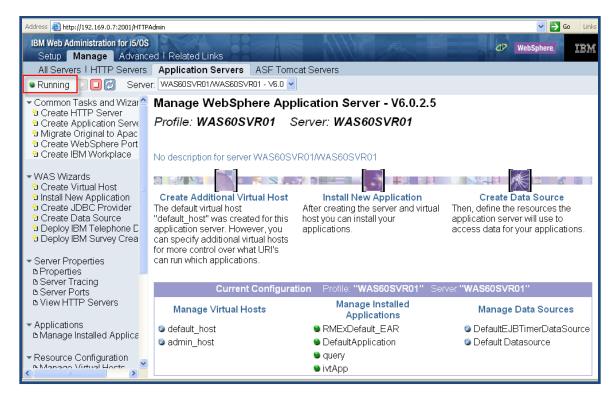
NOTE - The server status will be **stopped the first time** you access WAS.



4. After clicking the Start Button, the Welcome screen displays

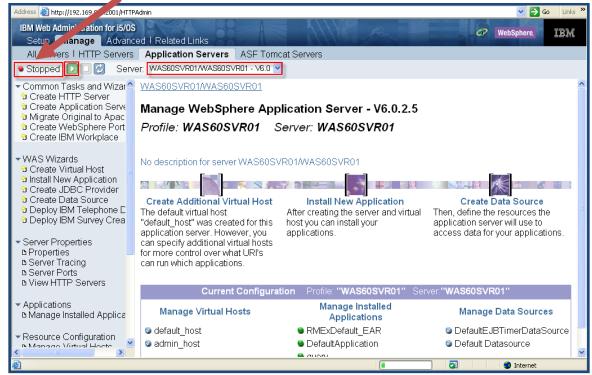


5. The status has changes to **Running**



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 you Operating System, select your Server
- 2. From left side frame, click Server Properties and then click on the Server Ports links

	lated Links	
All Servers HTTP Servers Appl	cation Servers	
🛚 Running 🚺 🔲 🙋 Server: 🕅	WAS61SVRM1/WAS	61SVRM1 - V6.1 Express
Common Tasks and Wizards Create Web Services Server Create HTTP Server Create Application Server Create WebSphere Portal	WAS61SVRM1/WAS6	<u>1SVRM1</u> > Server Ports
	Services and their as	sociated ports: 🔞
 WAS Wizards 	Service name	Port
Create Virtual Host	HTTP	10017
Create JDBC Provider	Admin	10018
Create Data Source	Secure HTTP	10019
Deploy IBM Telephone Director Deploy IBM Survey Creator	Secure Admin	10020
	Name service	10021
Server Properties	SOAP connector	10022
D Properties	SIP	10032
B Server Tracing D Server Ports	Secure SIP	10033

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