IBM WebSphere Everyplace Deployment

**IBM**

**User's Guide**

> **Note**
> Before using this information and the product it supports, read the information in "Notices," on page 29.

# Contents

# Introducing WebSphere Everyplace Deployment 6.0

IBM® WebSphere® Everyplace® Deployment for Windows® and Linux® 6.0 is a software program that provides a runtime environment and integrated middleware components for extending many enterprise applications to server-managed laptop and desktop systems. It includes the *Workbench*—a client-side, services-oriented framework that can enable application to run locally while the system is disconnected from the network. The Workbench synchronizes data, transactions, and applications after the system is reconnected. You can also use the Workbench to deploy, maintain, update, and even remove software from end-user systems, with minimal end-user intervention.

**Note:** The WebSphere Everyplace Deployment runtime platform provides an application environment on which ISV's can develop applications using Rational® Software Application Development tools from IBM, and Eclipse tools (http://eclipse.org/). For more information, see the *IBM WebSphere Everyplace Deployment Application Developer's Guide* installed with the IBM WebSphere Everyplace Client Toolkit 6.0 product.

# Accessibility

The WebSphere Everyplace Deployment Workbench is designed to accommodate people who have physical challenges, such as restricted mobility, limited vision, or those with special needs to use software products successfully. It uses Microsoft Active Accessibility (MSAA) APIs to render user interface elements accessible to assistive technology.

The Workbench permits the following accessibility features:

- Support for keyboard shortcuts and commands. For more information, see "Using keyboard commands" on page 6.
- Support for screen-reader software, such as Freedom Scientific's JAWS™, and a digital speech synthesizer to hear what is displayed on the screen.
- Support for voice recognition software, such as IBM ViaVoice™, to enter data and to navigate the user interface.
- Support for display settings, such as color scheme, font size, and high-contrast display. You can enable High Contrast mode through your operating system and change the size of your display fonts. Note that changing your Windows display fonts affects all programs on your computer. Refer to Windows Help for more information.

In addition to keyboard commands, the Workbench supports shortcut and command keys:

- A shortcut key is usually displayed as an underlined letter. For example, the letter F is the shortcut key for the File menu. To use a shortcut key, hold down the **Alt** key and then press the shortcut key to trigger an action. For example, to display the File menu, press **Alt+F**. On some Linux systems, you can also use the F10 key to set focus on the menu item and then press the shortcut key to initiate the action.
- A command key is a combination of the Ctrl key and a letter. To use a command key, hold down the **Ctrl** key and press the letter. For example, to print, press **Ctrl+P**.

The Workbench also contains a View menu, which enables people with a physical disability to modify the look and feel of the platform. Users can show or hide the Application Switcher, switch between large and small icons in the Application Switcher, and show or hide the labels of icons in the Application Switcher. In addition, users can also show or hide the platform banner.

# Navigating the Workbench

When you start WebSphere Everyplace Deployment, a desktop application environment called the *Workbench* is displayed. This interface provides the window management capabilities needed to host several applications. It displays a banner, a toolbar menu bar, an application switcher pane, and content space for applications. What you see in each pane varies with the capabilities that are available, in ready-to-use configurations or customized for your organization, and with the context of your current work session.

## User interface components

When navigating the Workbench, you can use various interface components, such as the Application Switcher, which defines the initial set and layout of views in the Workbench window.

User interface components of the Workbench include the following:

**Application Launcher**
Use to start or open an application.

**Application Switcher**
Applications that are opened are added to the Application Switcher pane, allowing you to quickly move between applications.

**Applications**
Each Workbench window contains one or more applications, each with its own display area.

**Banner**
The banner is the top section that displays the WebSphere Everyplace Deployment name and the toolbar. It also displays the application name when it has focus.

**Icons** Icons display throughout the Workbench. To view a description of an icon, move the mouse pointer over the icon.

**Menu bar**
The main menu is the menu bar provided at the top of the Workbench window. It provides File, Application, View, and Help menu options. Installed applications can add options to the menu bar when the application is active.

**Status bar**
The status bar displays action buttons and messages about current status and activity.

**Toolbar**
The main Workbench toolbar is displayed directly below the menu bar. The content of this toolbar changes based on the active application.

**View** A perspective consists of one or more tabbed *views*, each displaying a page with application data or resources. A view can have its own menu and toolbars. It can also appear by itself, or stacked with other views in a tabbed notebook.

# Switching between applications

Use the Application Switcher pane to open applications and switch between them with the touch of a mouse.

When you open an application, an associated icon appears on the side of the window in the Application Switcher. This makes it easy for you to switch between open applications in the Workbench. Simply click an icon to bring focus to the application and display it. If an application was previously opened, it is replaced by the most recently opened application. However, if you want to bring the application to the foreground again, its content is restored to the state where you last left it.

By default, the Workbench displays the Application Switcher pane with the Open icon. You can do the following:

- Select **View > Show Application Switcher** to hide or display the Application Switcher.
- Click and drag the edge of the Application Switcher frame to resize it.
- Select **View > Show Icon Labels** to show or hide labels for the icons displayed.

# Using keyboard commands

Use keyboard commands instead of a mouse. Refer to the main menus to view shortcut and command keys for each menu item.

The Tab key iterates through the controls in a particular scope (for example, a dialog or a view and its related icons). To navigate to the main controls for the Workbench window or to tab out of views that use the Tab key, use Ctrl+Tab. Key combinations are as follows:

- "Application Management"
- "Application Switcher" on page 7
- "Help system" on page 7
- "Menus" on page 7
- "Workbench" on page 8

## Application Management

| Key combination | Action |
| --- | --- |
| ↑ (up arrow) | Moves up. |
| ↓ (down arrow) | Moves down. |
| **PgDn** | Moves down, scrolling to the following page (if applicable). |
| **PgUp** | Moves up, scrolling to the previous page (if applicable). |
| **Ctrl+Home** | Moves to the top of the page. |
| **Ctrl+End** | Moves to the bottom of the page. |
| **Enter** | Displays tasks for the selected component. |
| **F10** | Accesses the File menu on the main menu bar. |

## Application Switcher

| Key combination | Action |
| --- | --- |
| CTRL+F8 | Cycles through each component in the Application Switcher. |
| SHIFT+CTRL_F8 | Cycles counter clockwise through each component in the Application Switcher. |

## Help system

| Key combination | Action |
| --- | --- |
| **Tab** inside a frame (page) | Moves up to the next link, button, or topic node. |
| → or ← (right or left arrows) | Expands or collapses a tree node. Also moves between tabs. |
| **Tab** or ↑ (up arrow) | Switches and moves to a view. |
| **Tab** or ↓ (down arrow) | Moves to the next topic node. |
| **Shift+Tab** or ↑ (up arrow) | Moves to the previous topic node. |
| **Enter** | Displays the selected topic. |
| **Home** | Moves to the top of the topic list. |
| **End** | Moves to the bottom of the topic list. |
| **Alt+** ← (left arrow) | Moves back. |
| **Alt+** → (right arrow) | Moves forward. |
| **Ctrl+Tab** (**Ctrl+F6** if using Mozilla, or a Mozilla-based browser) | Moves to the next frame or toolbar. |
| **Shift+Ctrl+Tab** (**Shift-Ctrl+F6** if using Mozilla or a Mozilla-based browser) | Moves to the previous frame or toolbar. |
| **Alt+K** when using the embedded help browser or Internet Explorer on Windows systems | Moves to the frame displaying topic content. |
| **Ctrl+P** | Prints the current page. |
| **Ctrl+F** when using the embedded help browser or Internet Explorer on Windows systems | Finds a string in the current page or active frame. |
| **Alt+S** | Moves to the search entry field. |

## Menus

| Key combination | Action |
| --- | --- |
| F10 | Accesses the menus on the main menu bar. |
| SHIFT+F10 | Displays the context menu for the current view. **Note:** This shortcut depends on your window manager. |
| Ctrl+F10 | Accesses the pull down menu for the current view (if one exists). |

| Key combination | Action |
| --- | --- |
| **Alt+***mnemonic* | Activates the Workbench menu for a particular entry; for example, **Alt+A** accesses the Application menu. On Windows systems, pressing **Alt** returns focus to the menu bar. |

F10 accesses the menus on the main menu bar. Shift+F10 displays the context menu for the current view. Parent topic: Navigating (using the keyboard)

## Workbench

| Key combination | Action |
| --- | --- |
| **Tab** | Moves to the next control in the Workbench. Also moves between drop-down menus within the toolbar. |
| **Shift+Tab** | Moves to the toolbar and selects the previously selected icon in the toolbar. |
| **Enter** or Spacebar | Activates the selected action. |
| **Ctrl+Tab** | Moves from the body of the Workbench to the toolbar (from left to right). |
| → or ← (right or left arrows) | Moves between icons within the toolbar. |
| ↑ or ↓ (up and down arrows) | Moves through menu items. |

# Exiting the Workbench

Use the **File > Exit** menu choice or click the Close icon  in the upper right corner of the window to close the Workbench.

If the Workbench preference **Confirm exit when closing last window** is selected, you are prompted for confirmation before the Workbench window closes.

# Customizing the Workbench

Use the Preferences page to customize preferences for installed applications and services. Use the View menu to change the appearance of the Workbench platform to suit your needs.

To customize the Workbench, follow these steps:

1. Select **File > Preferences** from the main menu. The default installation contains preferences for the Workbench, Enterprise Management Agent, and Install/Update. If other applications provide preferences pages, you can access them here.
2. Select **Workbench** from the tree view in the left pane.
3. Accept default values or update one or more of the following options:
   - Select whether to open an application in the existing Workbench window or to open an application in a new window. This option applies to all applications. The default value is to open applications in the same window.
   - To be prompted with a confirmation dialog when you close the last Workbench window, select the **Confirm exit when closing last window** check box. If this is not selected, the Workbench closes immediately.
4. Do one of the following:
   - Click **OK** to save the preference values and close the Preferences dialog.
   - Click **Apply** to save the preference values, but keep the Preferences dialog open.

To change the appearance of the Workbench, use the View menu as follows:

- To display the Application Switcher, select **View > Show Application Switcher**.
- To display large or small icons in the Application Switcher, select **View > Show Small Icons** or **View > Show Large Icons**.
- To display icon labels in the Application Switcher, select **View > Show Icon Labels**.
- To display the platform banner, select **View > Show Banner**.
- To display the toolbar, select **View > Show Toolbar**.

# Administering the Workbench remotely

Use the Enterprise Management Agent to enable remote management and distribution of applications in an enterprise environment. **Attention**: Do not enable this agent unless instructed to do so by your system administrator.

By default, the Enterprise Management Agent is not activated. If you select the **Enable Enterprise Management Agent** check box, you are enabling the platform to be managed remotely by an enterprise management system. The agent initiates requests to the server on demand or at specified polling intervals. You will not be able to install, update, or uninstall features after this agent is enabled. You will also not be able to deactivate this agent without assistance from your system administrator.

To enable the Enterprise Management Agent, do the following:

1. Select **File > Preferences** from the main menu.
2. Select **Enterprise Management Agent** from the tree view in the left pane.
3. Select the **Enable Enterprise Management Agent** check box and supply the following information:
   - Type the user name and associated password required to connect to the management server. Type the password again for verification.
   - (Optional): Type the password required to access the server. Type the password again for verification.
   - In the Server IP Address field, type the host name or IP address necessary to connect to the management server.
   - When the IP address is filled in, your system administrator can set a polling interval to define the frequency with which the agent contacts the server. The agent contacts the server between the specified polling start and end times for the specified interval duration.

     **Attention:**   Only your system administrator can change the polling interval, start/end time, and whether to enable polling at startup.
   - Select the **Test Connection** button to verify that the information is correct and that you can connect to the server successfully.
4. Do one of the following:
   - Click **OK** to save the preference values and close the Preferences dialog.
   - Click **Apply** to save the preference values, but keep the Preferences dialog open.

# Managing applications

Use the Application Manager to manage the current configuration of the WebSphere Everyplace Deployment platform. To access the Application Manager, click **Application > Application Management**.

The initial dialog displays installed features, including a set of actions that enable you to:

- Search for updates for all the installed features
- View all activities since the installation of the product
- View the activities that caused the creation of this configuration
- Restore features that were installed but not linked to this version
- Revert to one of the previous configurations if you are having problems with the current one

**Note:** If the Enterprise Management Agent is enabled, you cannot manage features using this selection.

## Opening and closing an application

To open an application, select **Application > Open** from the main menu or click

the  Open icon in the Application Switcher. Select from the list of applications that you want to launch.

**Note:** To restore closed views associated with the most recently opened application, select **Application > Reset** from the main menu, or right-click an icon in the Application Switcher and click **Reset**.

To close an application, use the main menu as follows:

- Select **Application > Close** to close the application in focus (most recently used).
- Select **Application > Close All** to close all open applications.

You can also right-click on an icon in the Application Switcher to close its associated application or all open applications.

## Setting installation options

Install/Update preferences allow you to select how the WebSphere Everyplace Deployment platform manages downloads and updates. Your system administrator should provide you with the correct values to complete these fields.

To set Install/Update preferences, do the following:

1. Select **File > Preferences** from the main menu.
2. Select **Install/Update** from the tree view in the left pane.
3. Accept default values or update one or more of the following options:

- Type a value for the maximum number of 'History' configurations. This is the number of history configurations that is maintained and displayed within the Application Management dialog. The default value is **100**.
- Select whether or not to check digital signatures of downloaded archives. If selected, warnings are displayed if the features are not digitally signed, and if digital signatures exist, they must match the certificates. If this check box is clear, digital signatures are not verified and warnings are not displayed.
- Select how updates are applied to existing applications. It is recommended that you check with your administrator on the proper settings.
  - Select **equivalent** (default) to limit updates to service changes only, such as defect fixes. Application/Feature versions are specified using `major.minor.service`. For example when installing the Order Entry sample, the version listed might be `6.0.1.2005`*mmdd*, where the major version is `6`, the minor version is `0`, and the service version is `1`. If the version of the Order Entry Sample installed is `6.0.1`, then future attempts at upgrades filter out any major version not equal to `6` and any minor version not equal to `0`.
  - Select **compatible** to allow the installation of any upgrade that is not a major version. Compatible upgrades might include changes in the behavior of the application, which coexist and work with the existing application and features.
- To update policy on your system, you can specify a URL provided by your administrator. This enables your administrator to control updates on your system. This reduces network bandwidth and limits application versions to only those that are approved and tested.
- If a firewall prevents access to a remote update site, you might require a proxy server configuration to access the remote update site. To do so, select the **Enable HTTP proxy connection** check box and type an HTTP proxy host address and port. By default, proxy connections are not enabled.

4. Do one of the following:
   - Click **OK** to save the preference values and close the Preferences dialog.
   - Click **Apply** to save the preference values, but keep the Preferences dialog open.

## Installing an application

To locate and install a new application, follow these steps:

**Note:** During installation, an application is called a *feature*. This is simply a way of grouping and describing different functions that make up a product.

1. Click **Application > Install** to open the installation wizard.
2. Add the location of the features and plug-ins to the Location List using one of the following methods:
   - **Add Remote Location** to add a remote location (URL), which contains the application. In the Add Remote Location dialog box, specify a Web site name, such as `CompanyA`, and enter the URL, such as `http://companyA.example.com/wed_updates`.
   - **Add Folder Location** to add the location of the folder that contains the application on a local drive or CD.
   - **Add Zip/Jar Location** to add the location of the `.zip` or `.jar` file (when the application is packaged as a `jar` or `zip` file).

3. After adding the site, select the site and expand it to view the categories of feature versions available at that update site. **Note**: This action may contact a Web site to discover what features are available.

4. Select the categories you want to search and click **Next**.

5. Wait for the search to finish and select the features to be added. To view more detail for any feature, select the feature and click **Properties**.

6. After selecting the features to install, click **Next**.

7. Carefully review the license agreements for the features. If the terms of all these licenses are acceptable, select ″**I accept the terms in the license agreements**″. Do not proceed to download the features if the license terms are not acceptable.

8. If a feature selected for install includes optional features, you are prompted as to whether you want them installed or not. Optional features typically carry functionality that is not essential for proper functioning of the main feature.

9. At the Install Location page, select the directory where you want the new feature's files to be installed on your computer and click **Next**. **Note**: If the product is installed in a directory to which you do not have write access, you should contact your system administrator and get them to install this feature so that it will be generally available. The other option is to click Add and point to a directory to which you do have write access.

10. Feature versions can be digitally signed by the company that provides them. This allows you to verify more easily that the features and plug-ins that are about to be downloaded and installed are coming from a trusted supplier. To be prompted with a warning message when features are not digitally signed, set installation options.

   Click **Install** to allow the download and installation to proceed.

## Updating a feature

The basic underlying mechanism of the update manager is simple: the files for a feature or plug-in are always stored in a subdirectory whose name includes a version identifier (for example, ″2.0.0″). Different versions of a feature or plug-in are given unique identifiers to ensure that multiple versions of the same feature or plug-in can coexist on a disk. This means that installing or updating features and plug-ins requires adding more files, but never requires deleting or overwriting existing files. After the files are installed on the local computer, the new feature and plug-in versions are available to be configured. The same installed base of files is therefore capable of supporting many different configurations simultaneously; installing and upgrading an existing product is reduced to formulating a configuration that is incrementally newer than the current one. Important configurations can be saved and restored to active service in the event of an unsuccessful upgrade.

To determine whether there are updates for an application's existing features, do the following:

1. Click **Application > Application Management** from the main menu.

2. Select **WebSphere Everyplace Deployment** or expand it to locate and select the application feature that you want to update.

3. Select **Scan for Updates** from the Available Tasks list.

4. In the Updates window, select the feature versions that you want to upgrade and then click **Next**.

5. Carefully review the license agreements for the upgraded features. If the terms of these licenses are acceptable, select I accept these terms in the license agreements. Do not proceed to download the features if the license terms are not acceptable.

6. Feature versions can be digitally signed by the company that provides them. This allows you to verify more easily that the features and plug-ins that are about to be downloaded and installed are coming from a trusted supplier. To be prompted with a warning message when features are not digitally signed, set installation options.

   Click **Install** to allow the download and installation to proceed.

## Enabling or disabling an application

To open the configuration manager, click **Application > Application Management**. To disable an application (or *feature*), select the feature and click **Disable** in the right pane. The action is available only when the feature is currently enabled, and the feature is either an optional feature or a root feature (not included by other features).

To enable an application, select the disabled application from the list and click **Enable** in the right pane. If the disabled feature is not displayed in the list, click

the Show Disabled Features icon .

## Uninstalling a feature

To uninstall a feature, click **Application > Application Management** from the main menu. Select the feature and click the **Uninstall** task in the right pane of the dialog or in the context menu.

## Scanning for updates

To determine whether there are updates for an application's existing features, follow these steps:

1. Click **Application > Application Management** from the main menu.
2. Select **WebSphere Everyplace Deployment** or expand it to locate and select the application feature that you want to update.
3. Select **Scan for Updates** from the list of Available Tasks.
4. In the Updates window, select the feature versions that you want to upgrade and click **Next**.
5. Carefully review the license agreements for the features. If the terms of all these licenses are acceptable, select ″**I accept the terms in the license agreements**″. Do not proceed to download the features if the license terms are not acceptable.
6. Feature versions can be digitally signed by the company that provides them. This allows you to verify more easily that the features and plug-ins that are about to be downloaded and installed are coming from a trusted supplier. To be prompted with a warning message when features are not digitally signed, set installation options.

   Click **Install** to allow the download and installation to proceed.

# Viewing the current configuration

The About dialog (**Help > About WebSphere Everyplace Deployment**) shows most of the important information about the features and plug-in configured in the product.

To find more detailed information about the current configuration, follow these steps:

1. Click **Application > Application Management** from the main menu.
2. Select a feature version and click **Show Properties** to display detailed information about the selected feature.
3. Click the **Show Disabled Features** button in the toolbar of the Application Management dialog. Any feature versions that are disabled are now shown, if applicable. Disabled feature versions are ones that are installed on the local computer, but excluded from the current configuration. At most, one version of any given feature is present in a given configuration; usually the ones with the lower version numbers appear disabled.
4. In the Properties dialog of a feature, click **Status** to find out whether the selected feature is configured exactly as packaged. The status shows when a feature's plug-ins are present at different versions, or disabled due to missing prerequisite plug-ins that are expected to be supplied by some other feature.
5. In this dialog you can revert to a previous install configuration, view the installation history, or even add another eclipse product extension. A product extension is a local folder that has a similar file layout as the eclipse installation, but with an **.eclipse** extension marker (instead of .**eclipseproduct**). If you add a product extension, make sure there are no duplicate features in the extension you add.

When the installation wizard is used to install features in a user selected location, that location automatically becomes an eclipse product extension.

# Revert to a previous configuration

A previously saved configuration (or any configuration recorded in the history) can be restored, thereby backing out of an unsuccessful upgrade. Restoring a saved configuration does not delete the files for feature and plug-in versions from the local computer; it merely ignores them and acts as it did when they were not present. To restore a saved configuration to be the current configuration:

1. Click **Application > Application Management** from the main menu.
2. In the Application Management dialog, select **WebSphere Everyplace Deployment** and then select **Revert to a Previous Configuration** from the Available Tasks list.
3. Select one of the previous configurations (which are listed by date and time).
4. Click **Finish** to apply the selected configuration.
5. Click **Yes** when prompted to exit and restart the Workbench for the changes to take effect.

# Using the Order Entry sample application

The Order Entry sample application is installed with WebSphere Everyplace Deployment. This "client side" sample provides both a rich client application and a Web application version. Use these samples to become more familiar with how to install and launch applications using the Workbench. Note that application developers interested in obtaining both the client and server portion of this sample application must install the *IBM WebSphere Everyplace Client Toolkit 6.0*.

The Order Entry application shows two different user interface styles to access the application:

- Using views
- Using the embedded browser supplied with the Workbench

The sample demonstrates a simple application that enables a delivery employee to capture orders from convenience stores for cans and bottles of a beverage. Orders submitted are retained until the client connects to a server application.

## Installing the Order Entry application

You must install and configure the Order Entry sample application before you use it.

Follow these steps to install the Order Entry sample application:

1. Start WebSphere Everyplace Deployment.
2. Select **Application > Install** from the main menu.
3. If you have been provided a CD, or network attached drive, select **Add Folder Location**.
   a. Browse to the `/updates/platform` directory.
   b. Click **OK**.
4. If you do not have the media or a network attached drive, you will need to obtain the Update Site address from your IT personnel.
   a. Select **Add Remote Location**.
   b. Add a name to identify the site, and enter the URL that you were provided.
   c. Click **OK**.
5. In the list, select only the site that you just added, then **Next**.
6. From the list presented, select the Order Entry feature, then **Next**.
7. Read the license terms provided, and if acceptable, click **Next**
8. Select the appropriate installation site. (This defaults to WebSphere Everyplace Deployment installation directory.)
9. Click **Finish**.
10. When prompted to install features that are unsigned, click **Install**. Result: The application is installed and available.
11. When prompted to Restart, select **Yes**.

# Configuring the Order Entry application

If the Order Entry sample is connected to the server, you must configure the sample before using it. If you are running the sample while disconnected from the server, configuration is not required.

To configure settings for this sample application, do the following:

1. Select **File > Preferences** from the main menu.
2. Select **Order Entry** from the tree view in the left pane.
3. Type the port number on which the server application counterpart is listening. The default value is **8082**.
4. Type the host name or IP address on which the server application is listening. The default value is **localhost**.
5. Select whether or not to **Clear database at service start**. If selected (default), this option resets the database content to a list of customers with no orders. If this option is not selected, database contents retain the orders from the previous use.
6. Provide an MQ Everyplace Client ID for the client device when accessing the server application. The default value is **DefaultClientID**.
7. Specify a directory for Queue Manager and Database Files. This is the directory where files containing MQ Everyplace queue information and the database content are stored. The default directory is **/temp**. If this directory does not exist, it is created. Make sure that you have access to the directory specified, or change the specified directory to one that you do have access to.
8. Do one of the following:
   - Click **OK** to save the preference values and close the Preferences dialog.
   - Click **Apply** to save the preference values, but keep the Preferences dialog open.

# Starting the Order Entry Web application

Use the Web version of the Order Entry application to become familiar with running a Web application using the Workbench.

The Order Entry sample application is installed with WebSphere Everyplace Deployment. To start this Web application version, follow these steps:

1. Select **Application > Open > Order Entry Web Application** to open the application. This new perspective contains two views: Submit Order, and Order Status.
2. To use the Order Entry Web Application, follow these steps:
   a. Click **Start**.
   b. Select a customer from the list.
   c. Select **New Order**.
   d. Select a quantity for cans and bottles and click **Submit**.
   e. Click **Refresh** to synchronize orders and update status.
3. Repeat this procedure to submit orders for any additional customers.
4. To close the application, select **Application > Close** from the main menu.

## Starting the Order Entry Rich Client application

Use the Rich Client version of the Order Entry application to become familiar with running a Rich Client Platform application using the Workbench.

The Order Entry sample application is installed with WebSphere Everyplace Deployment. To start the Rich Client application version, follow these steps:

1. Select **Application > Open > Order Entry Rich Client Application**. This new perspective contains two views: Submit Order, and Order Status.
2. To use the application, follow these steps:
   a. In the Submit Order view, select a customer from the list.
   b. Select a quantity for cans and bottles and click **Submit**. The Order Status view displays any existing orders for this customer. If orders are displayed, the order status for those orders is also displayed.
   c. Click **Refresh** to synchronize orders and update status.
3. To close the application, select **Application > Close** from the main menu.

## Uninstalling the Order Entry application

After you have finished with this sample application, you can remove it from your Workbench.

Follow these steps to remove the applications:

1. Select **Manage > Application Management**. This opens the Application Management perspective.
2. Expand **WebSphere Everyplace Deployment** and select **Order Entry Sample 6.0.0**.
3. In the right hand panel, select the **Uninstall** task.
4. When prompted to restart your Workbench, ensure all other work in the Workbench is saved, then select **Yes**.

# Uninstalling WebSphere Everyplace Deployment

To uninstall WebSphere Everyplace Deployment, do one of the following:

- On a Linux system, select **Start > Office > IBM WebSphere Everyplace Deployment> WebSphere Everyplace Deployment 6.0.0 Uninstall**.

- On a Windows system:

  1. Select **Start > Settings > Control Panel > Add/Remove Programs**.

  2. Select **IBM WebSphere Everyplace Deployment 6.0.0** and click **Change/Remove**.

  3. Follow the prompts to remove the application.

  Alternatively, select **Start > Programs > IBM WebSphere Everyplace Deployment> WebSphere Everyplace Deployment 6.0.0 Uninstall**.

# Getting help

The Help menu provides access to online help for the Workbench, as well as help topics contributed by installed applications. To get help, select **Help** from the main menu.

The first time that you search online help contents, the help system initiates an index-generation process. This process builds the indexes for the search engine to use. It may take several minutes, depending on the amount of documentation. Results of the search are available when the indexing process is complete. Each time you add or modify the documentation set (for example, when you install a new feature or update an existing one), the index is updated to reflect the new information set.

## Using the help system

Use the help system to browse, search, and print online documentation for the product.

To access help contents, select **Help** from the main menu.

### Browsing

Browse topics in the Contents pane (  ) on the left. Click a topic to display it.

Use the Back (  ) and Forward (  ) buttons to navigate within the history of viewed topics.

### Searching

To search the entire online help, type a keyword or phrase in the **Search** field and click **Go** (or press Enter). Use the **Search** tab (  ) to display the Search view. Each time that you add or modify the documentation set (for example, when you install a new application), the search index is updated to reflect the new information.

By default, when you run an online search, the help system searches all documentation installed with this product. To narrow the scope of your search, click the **Search scope** link and then click the **New** button to refine the number topics that you want to search.

After you run a search and find the topic you were looking for, click either the **Refresh / Show Current Topic** button (  ) or **Show in Table of Contents** button (  ) to match the navigation tree with the current topic. You might also find it useful to synchronize after following in-topic links.

For further information, see "Search expression rules" on page 26.

### Printing

To print a topic from the online help, select the topic in the Contents pane and then click the **Print** button ( ).

## Search expression rules

When using the help system's search function, the following rules apply:

- Unless otherwise stated, there is an implied AND between all search terms. In other words, topics that contain all the search terms will be returned. For example: `Disconnected Offline` returns topics that contain the word `Disconnected` and the word `Offline`, but does not return topics that contain only one of these words.
- Use OR before optional terms. For example: `Disconnected OR Offline` returns topics that contain the word `Disconnected` or the word `Offline` (or both).
- Use NOT before terms you want to exclude from search results. For example: `Disconnected NOT Offline` returns topics that contain the word `Disconnected` and do not contain the word `Offline`.

  **Note:** NOT only works as a binary operator (that is, "NOT servlet" is not a valid expression).

- Use a question mark (?) for a single-character wildcard and an asterisk (*) for a multi-character wildcard. For example: `par?` returns topics that contain `part` or `park`, but not `participate`. On the other hand: `par*` returns topics that contain `part`, `park`, `participate`, `pardon`, and so on.

  **Note:** The search engine does not accept terms with a wild card at first character position.

- Use double quotation marks around terms you want treated as a phrase. For example: `"Manage applications"` returns topics that contain the entire phrase `manage applications`, and not `manage` or `application` on its own.
- Punctuation acts as a term delimiter. For example: `org.eclipse` returns hits on topics that contain `org.eclipse`, `org`, and `eclipse`, which is likely broader than you want. If you want to find just those topics containing `org.eclipse`, use double quotes, as in: `"org.eclipse"`
- The search engine ignores character case. For example: `Workbench` returns topics that contain `workbench`, `Workbench`, `WorkBench`, and `WORKBENCH`.

## Using the IBM Support Assistant

Use the IBM Support Assistant to submit service requests and gain access to a wide-variety of useful IBM resources, including IBM Support Web links, product Technotes, and newsgroups.

To use the IBM Support Assistant, follow these basic steps:

1. Click **Help > IBM Support Assistant**.
2. Select from the following tabs:
   - **Search**—Search support and development resources for WebSphere Everyplace Deployment and associated products. For example, you can search for Technotes, forum postings, product downloads, IBM developerworks articles, and more. To initiate a search, use the search options box in the right pane and specify your search criteria. For example, to search product defects, known as Authorized Program Analysis Reports

(APARs), select **IBM Software Support Documents > specific document type > IBM APARs** from the **Search** tab. To limit the scope of your search, select specific product check boxes in the right-hand pane.

- **Support Links**—Access useful IBM Support links, including product pages, support pages, and newsgroups. To review product support documentation, select from a variety of product-related Web links.

- **Service**—Collect system data, submit an IBM service request, and then send the data to IBM—all in a few easy steps. To get started, follow online instructions to guide you through the process of submitting a service request to IBM in the form of a Problem Management Record (PMR). This option has the added benefit of allowing you to send important system data to IBM along with your service request to expedite the resolution process. Internet access is required.

- **User Guide**—Get detailed information about IBM Support Assistant desktop software to help you find answers or address challenges as you use your IBM software products.

# Viewing product information

Use the About WebSphere Everyplace Deployment dialog to view information about the installed platform and applications.

In addition to the conventional logo and version information, buttons to display feature details, plug-in details, and configuration information are available.

To view WebSphere Everyplace Deployment product information, follow these steps:

1. Click **Help > About WebSphere Everyplace Deployment**.
2. Select from the following buttons:
   - **Feature Details**—Provides details about features currently installed. Installed features include the base platform feature, as well as features provided by application vendors that include a branding plug-in. Note that features without branding plug-ins do not appear in this list.
   - **Plug-in Details** —Provides details about the plug-ins that are currently installed. For each plug-in listed, a **More Info** is enabled if additional information is available, such as licensing or contact information.
   - **Configuration Details**—Provides configuration information, including system properties, installed features and plug-ins, and user preferences.
3. Click **OK** to close the About WebSphere Everyplace Deployment dialog.

# Appendix. Notices

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