

# Installing the IBM Workplace Managed Client on an IBM iSeries system

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## Table of contents

<b>Abstract</b> .....	<b>1</b>
<b>Introduction</b> .....	<b>2</b>
<b>Installing the IBM Workplace rich client</b> .....	<b>2</b>
Configuring Windows operating system single sign-on.....	15
<b>Summary</b> .....	<b>16</b>
<b>Resources</b> .....	<b>17</b>
<b>About the author</b> .....	<b>18</b>
<b>Trademarks and special notices</b> .....	<b>19</b>

## Abstract

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*IBM® Workplace Managed Client™ (also known as the IBM Workplace rich client) delivers fully integrated, server-managed collaboration to the end user's desktop. This rich client is built on IBM Workplace Client Technology™, the IBM foundation for the next-generation of network-centric computing, and is supported by the IBM Workplace Managed Client provisioning server.*

*This white paper explains the installation process for the IBM Workplace Managed Client, which must be downloaded from the IBM Workplace server onto the desktop.*

**Note:** *The reader will also benefit from reading read the following two related white papers:*

- *The IBM Workplace Managed Client provisioning server: Installing on an IBM iSeries system*
- *IBM Workplace Designer: Installing on an IBM iSeries system*

## Introduction

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IBM Workplace™ Managed Client (IBM Workplace rich client) provides the flexibility and portability of client-side applications, combined with server-side control and cost savings traditionally associated with Web-based computing. IBM Workplace Managed Client capabilities include online and offline access to messaging, documents, instant messaging, Activity Explorer, productivity tools, and data access. (IBM Workplace Managed Client is built on IBM Workplace Client Technology.)

Users can access IBM Workplace messaging and Lotus Workplace documents through the rich client, as an alternative to accessing these products through the Web browser. When they do, they have available to them IBM Workplace Client Technology functions, such as synchronization, offline support, search, and document editors. This gives users a more full-featured rich client experience than is possible through a browser.

To use the rich client, users must download it from the Lotus Workplace server onto their desktops. The rich client provides a single point of entry for Lotus Workplace products and functionality. The interface presents frames for working with e-mail, viewing and creating documents, managing your calendar, and instant messaging. It also provides links to other available Lotus Workplace features such as Web conferences, team spaces, and learning.

## Installing the IBM Workplace rich client

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After the administrator installs the provisioning server on the IBM Workplace server, the rich client user can install the rich client software on his or her workstation using an InstallShield®-based graphical wizard. The user will need to know the IBM Workplace Collaboration Services user ID, password, and the IBM Workplace server name and port.

The instructions in the remainder of this topic are addressed to the user.

It should be noted that rich-client installation requires a Java™ plug-in installed in the Web browser in order for site-specific defaults to be automatically provided during the initial setup of the client. If plug-in is not already installed, the rich client installer is downloaded as a single executable file with no defaults. See the system administrator for details.

To install the IBM Workplace rich client on the desktop, perform the following steps:

1. Start IBM Workplace Collaboration Services and enter the user name and password.
2. Click the **My Work** tab.
3. Under **Downloads** (Figure 1), click **IBM Workplace rich client**.

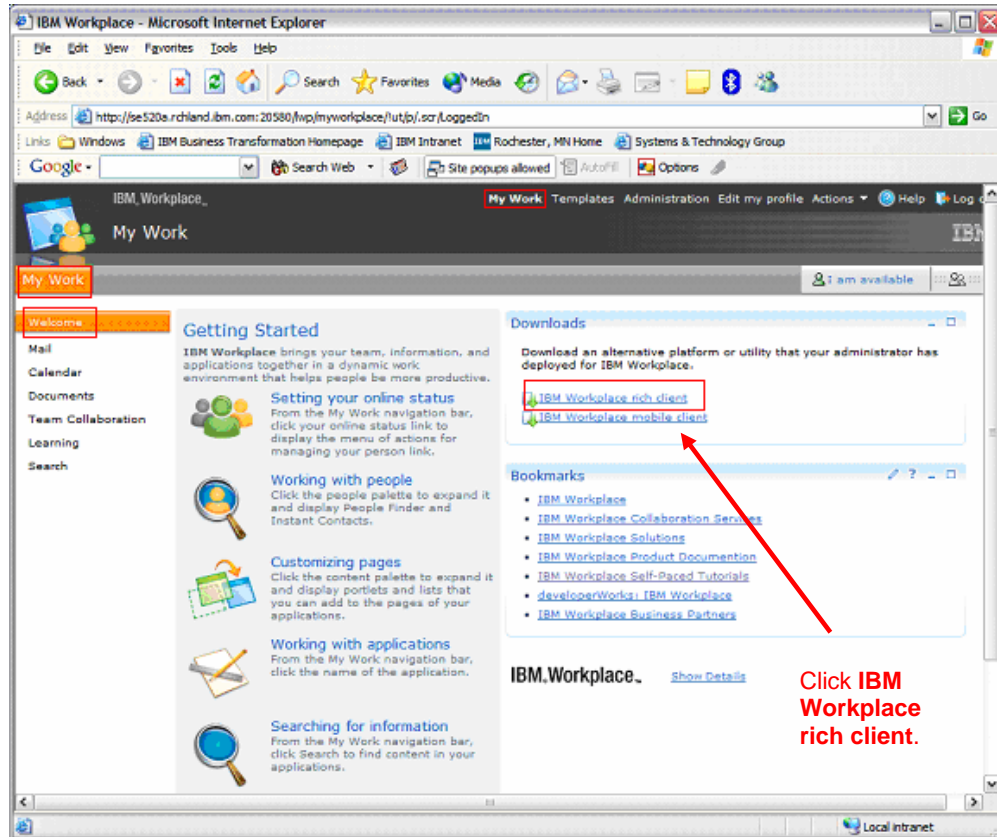


Figure 1: This is the IBM Workplace Getting Started screen.

4. Read through the information on the download screen (Figure 2). Users who already have Java enabled should click **Start Download** to start the installer. When users who do not have Java enabled will be able to specify where to copy the installer on their system.

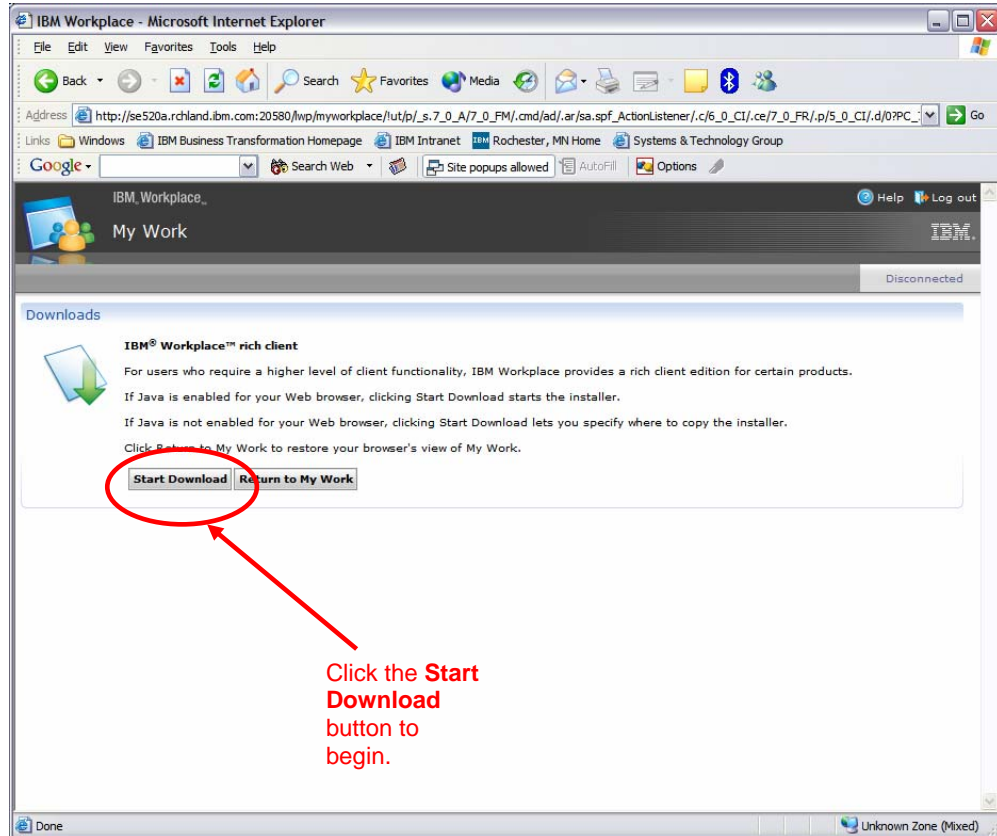


Figure 2: Download screen

5. After choosing to begin the download, a progress screen will appear, allowing the user to monitor the progress with the percentage at the bottom of the window (Figure 3).

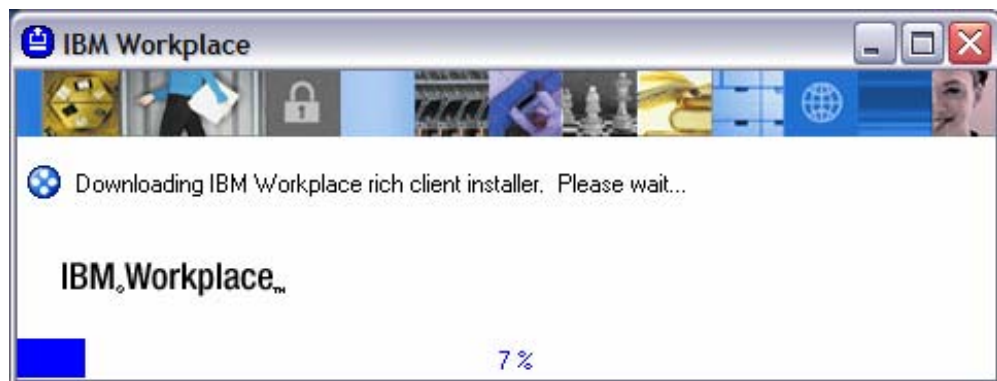


Figure 3: Download progress screen

If Java is not enabled for the Web browser, clicking the link will give the option to open the installation program directly or specify a location in which to save it.

Linux™ users will not be able to run the installation program, setup\_wct\_platform.bin, because they do not have execution rights to the .bin file. To reset execution rights for the installation program, save the installation executable to disk, and then run the following command:

```
chmod 755 setup_wct_platform.bin
```

Linux users might be prompted to download the Mozilla Web browser or specify its directory. If so prompted, download the browser or specify its location and then click **Next** to continue. Linux users who do not see the Mozilla installation screen, or who receive a Mozilla error message, should see the release notes for current information.

6. The welcome screen will appear next (Figure 4). Read through the information and click **Next** to continue.

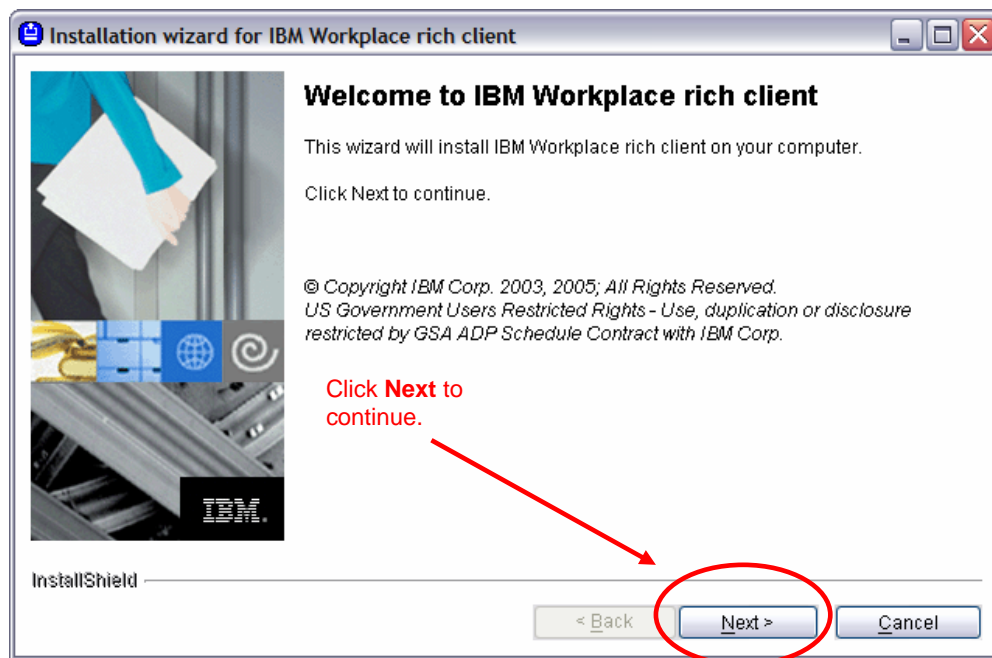


Figure 4: IBM Workplace rich client welcome screen

7. Review the Software License Agreement. To continue, click the radio button to accept the terms, and then click **Next** (Figure 5).

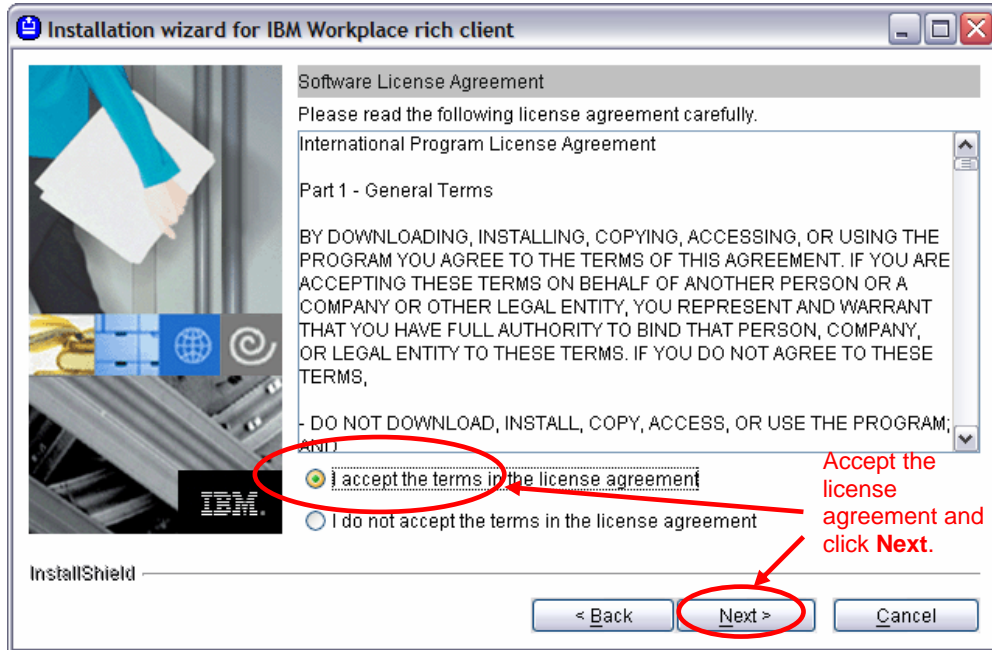


Figure 5: Review the Software License Agreement

8. To specify a directory in which to install the rich client, either type the directory name into the field, or click **Browse** to locate it. Click **Next** to continue (Figure 6).

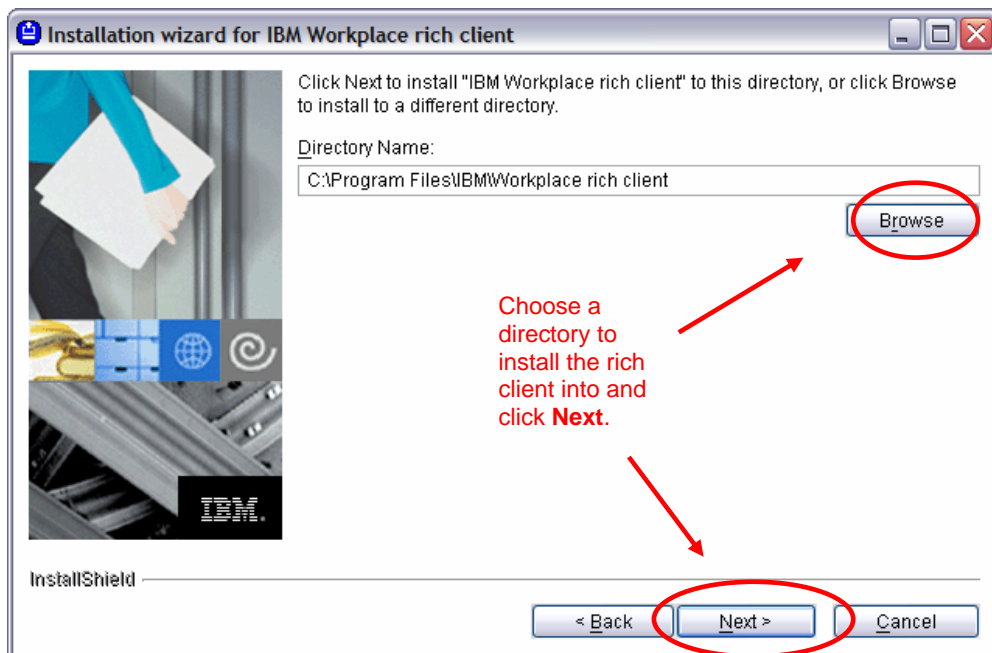


Figure 6: Directory selection screen



Please note that if a rich client is already installed on this workstation, a new directory must be specified in order to avoid conflicts with the existing installation.

9. Review the preview screen (Figure 7) for an explanation of what is to be installed, where the installation directory is located, and the space requirements. Click **Next** to install the rich client.

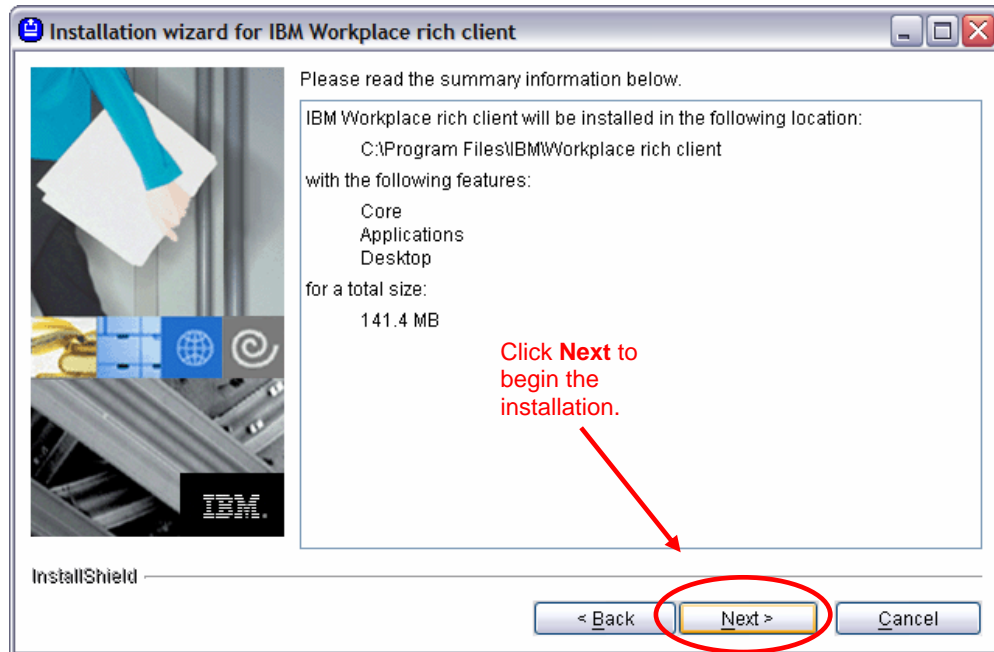


Figure 7: Installation preview screen

10. As the installation begins, the installation progress screen will appear (Figure 8). The progress bar and percentage allow the user to monitor the installation rate. When the installation completes, click **Next** to continue.

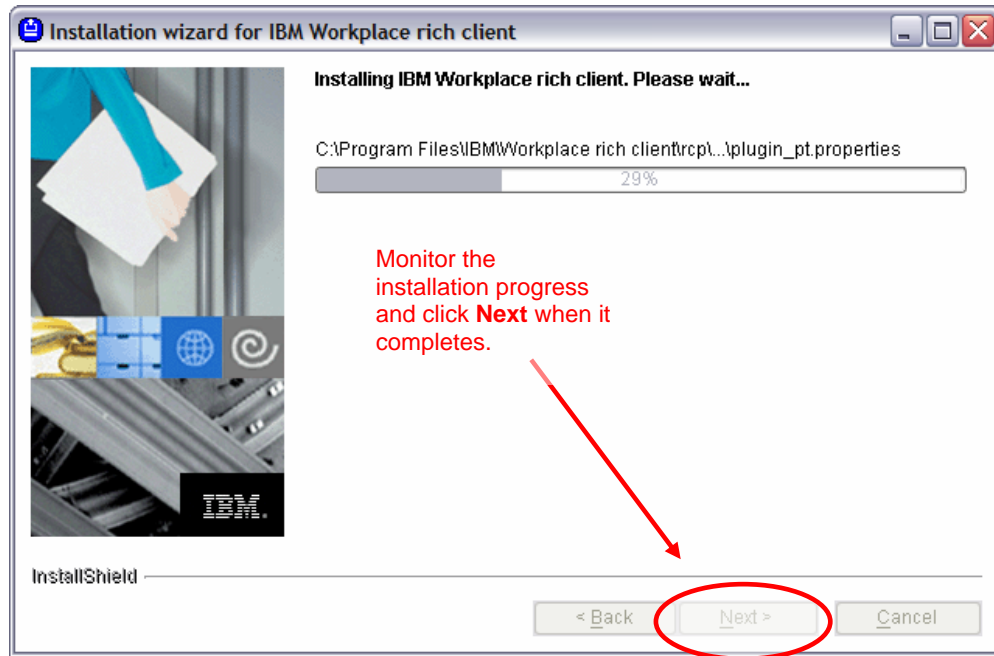


Figure 8: Installation progress screen

11. When the installation is complete, the summary screen will appear (Figure 9). Read the summary screen and click **Next** to perform the initial configuration and log in. To configure later, click **Cancel** and the initial configuration will be done at the next log in.

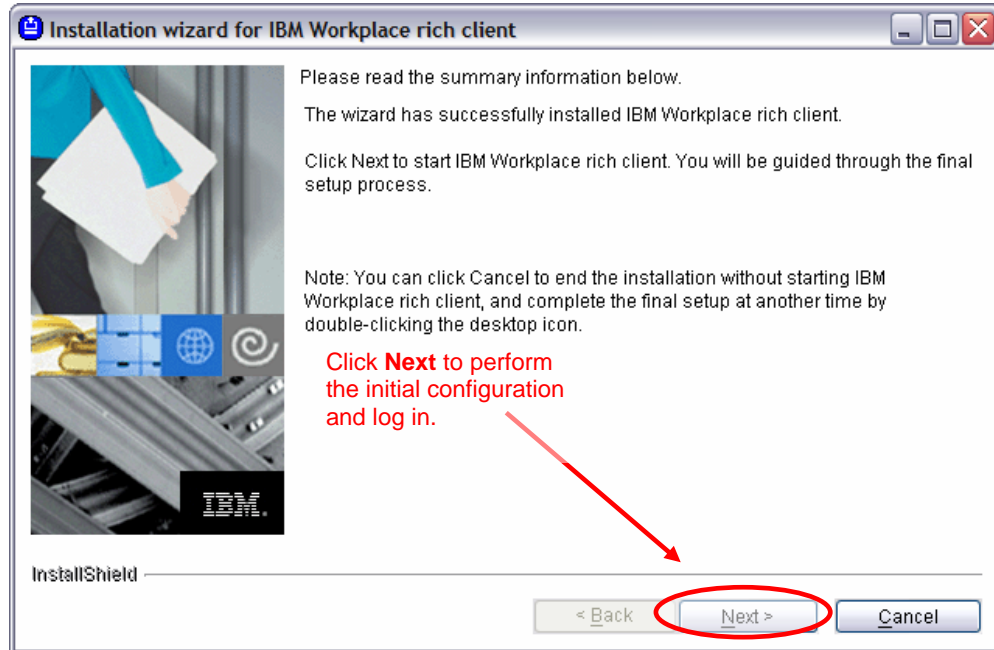


Figure 9: Installation summary screen

12. At the IBM Workplace login screen, enter the user name and password as prompted (Figure 10). Accept the default IBM Workplace server and port values unless otherwise advised by the system administrator. Click **Next** to continue.

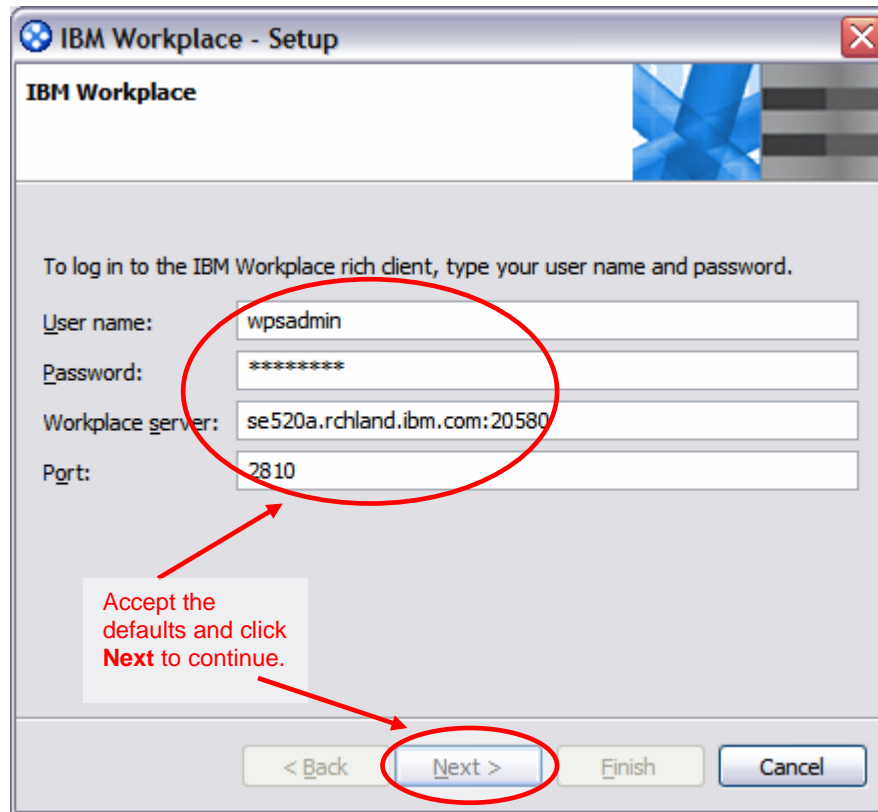


Figure 10: IBM Workplace setup login screen

The default, IBM Workplace server is the server from which the installation program was started. The port value must correspond to the BOOTSTRAP\_ADDRESS port established by the administrator in the IBM WebSphere® Administrative Console. If the server name or port value is incorrect, an unreachable server error will appear.

13. Allow the system to perform security tasks such as access verification and credential store initialization.
14. Unless otherwise advised by the system administrator, accept the provisioning components server as shown in Figure 11 and click **Next** to continue.

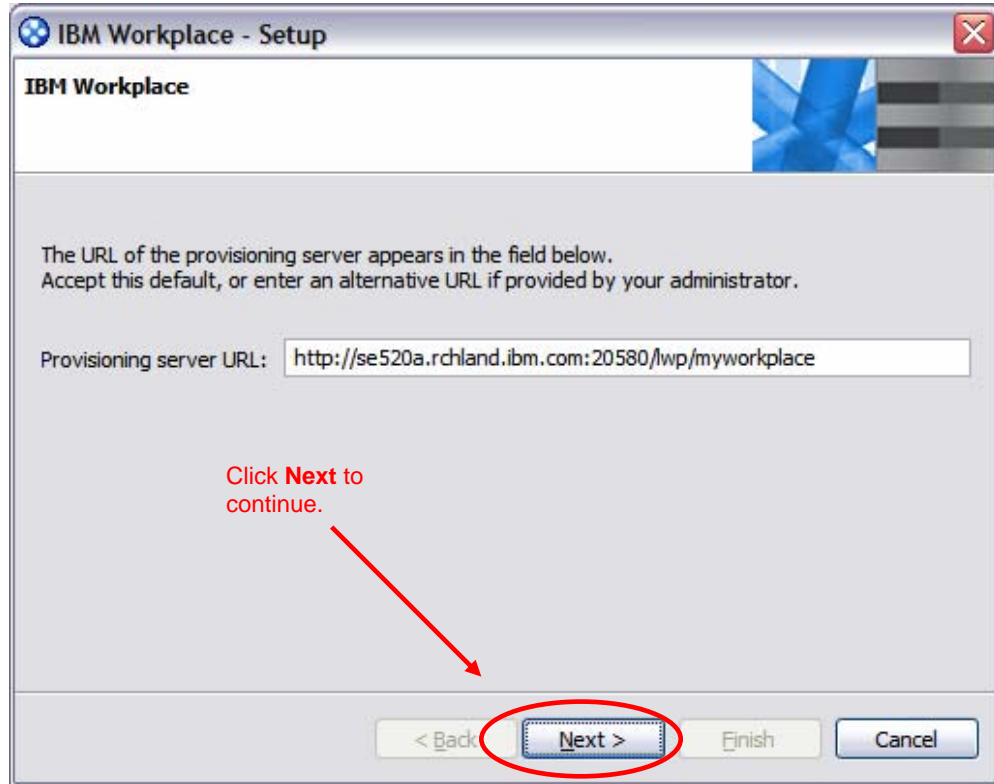


Figure 11: Provisioning server selection screen

15. At this point, the plug-ins and other code will be downloaded. When complete, the configuration completion screen will appear (Figure 12). Click **Finish**, then restart the rich client.

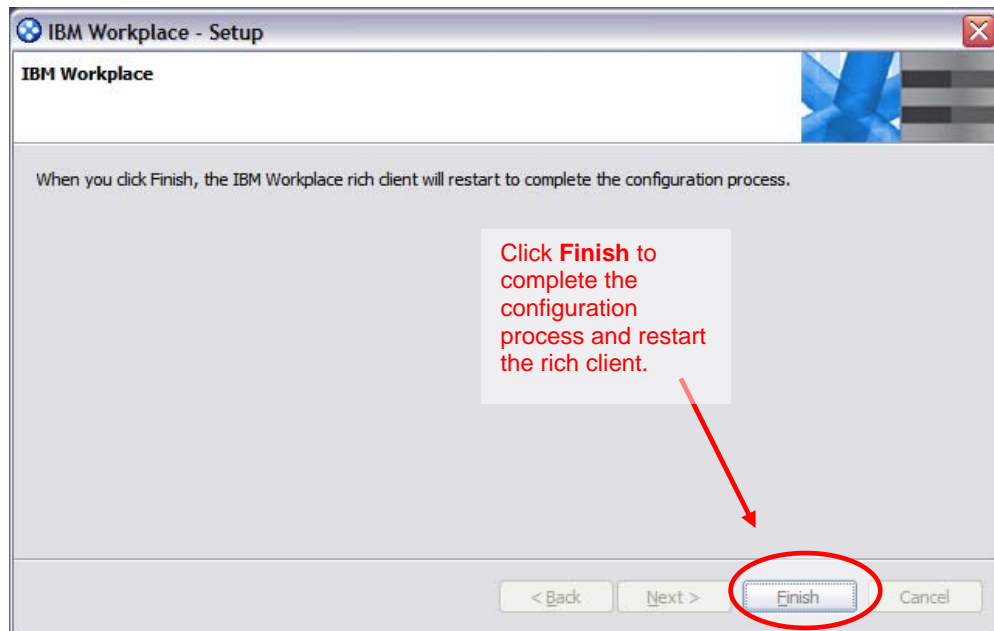


Figure 12: Configuration completion screen

16. After restarting, the IBM Workplace login screen will appear (Figure 13). When prompted, enter the password, then choose a Work status of **online** or **offline**. More information on these statuses can be found in the rich client help. Click **Log in** to continue.

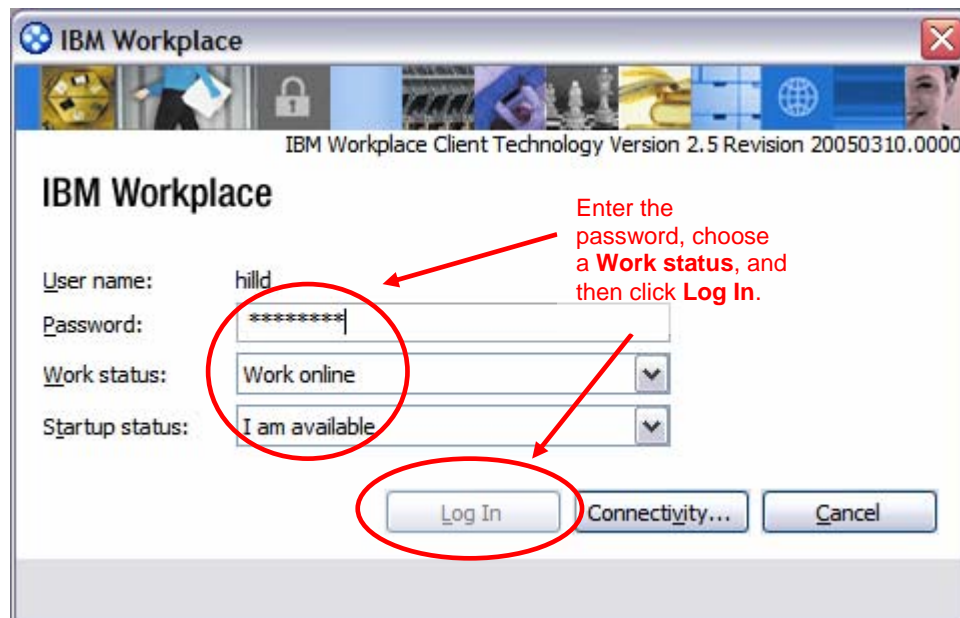


Figure 13: IBM Workplace login screen

Unless otherwise advised by the system administrator, accept the default server name and port that appear on the **Connectivity** screen. The **Server** name specified is used to supply rich client updates to the workstation, as well as to synchronize libraries and other data on the server. Specifying a different server name can result in lost libraries and malfunctions with mail, calendar, and address book features. Changing the server value is only supported if the server is known to be in a clustered environment sharing the same data store. The **Port** value corresponds to the setting on the portal server to which the rich client is connecting. The default server name and port are specified by the administrator in the WebSphere Administrative Console using the **Servers > Application Servers > appropriate server name > End Points > BOOTSTRAP\_ADDRESS** sequence.

17. The configuration progress screen will appear next (Figure 14). Once configuration is complete, click **Next**.

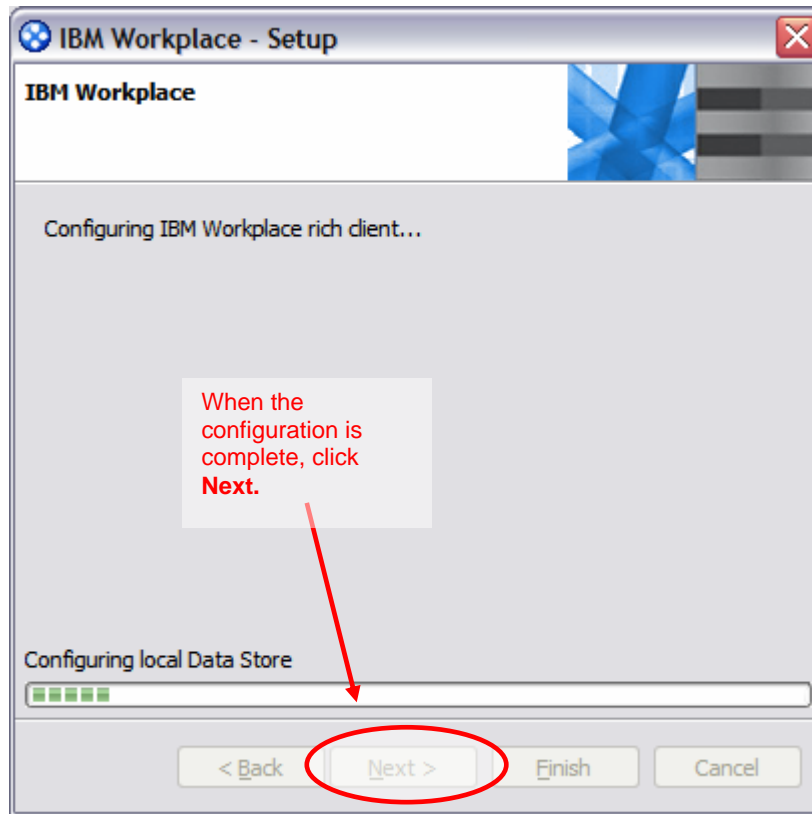


Figure 14: Configuration progress screen

18. If the Trust Certificate screen appears (Figure 15), accept the defaults and click **Yes** unless instructed otherwise by the system administrator. The Trust Certificate screen adds a new certificate and establishes trust to the provisioning server.

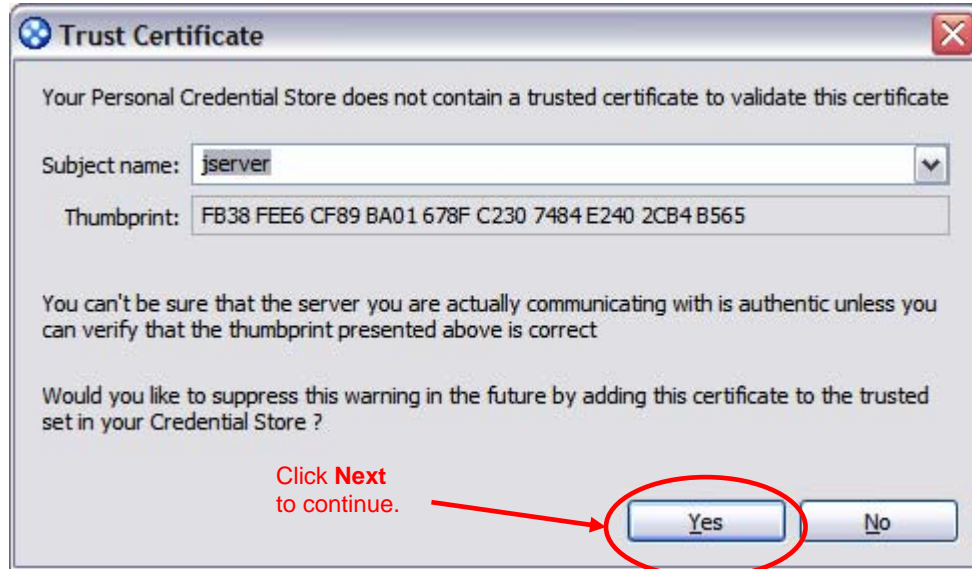


Figure 15: Trust Certificate

19. Click **Finish** at the configuration completion screen (Figure 16) to login and display the rich client user interface.

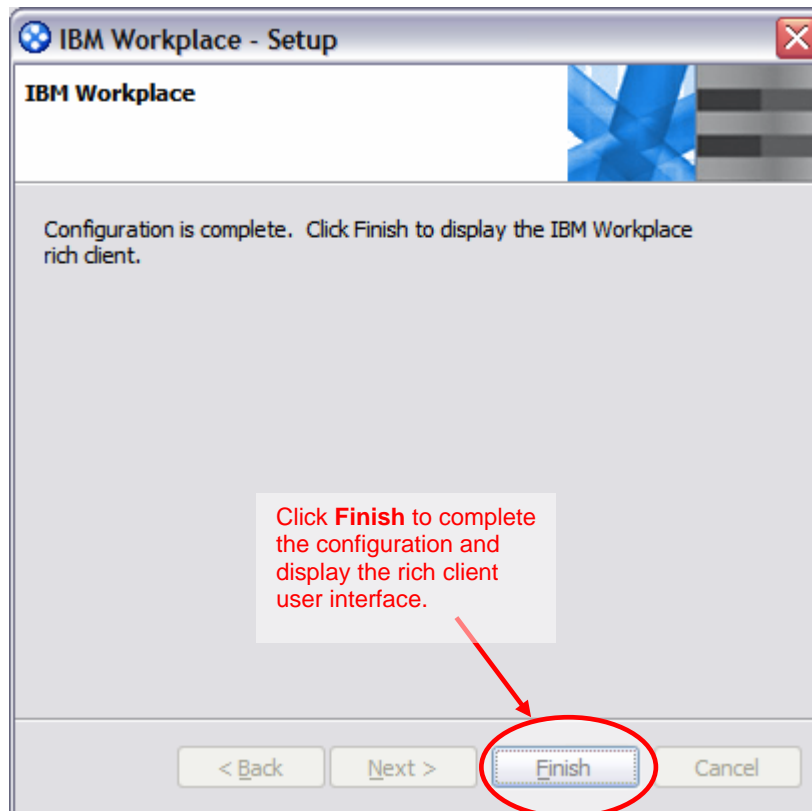


Figure 16: Configuration completion screen



20. After the configuration is complete, the rich client user interface is displayed (Figure 17).

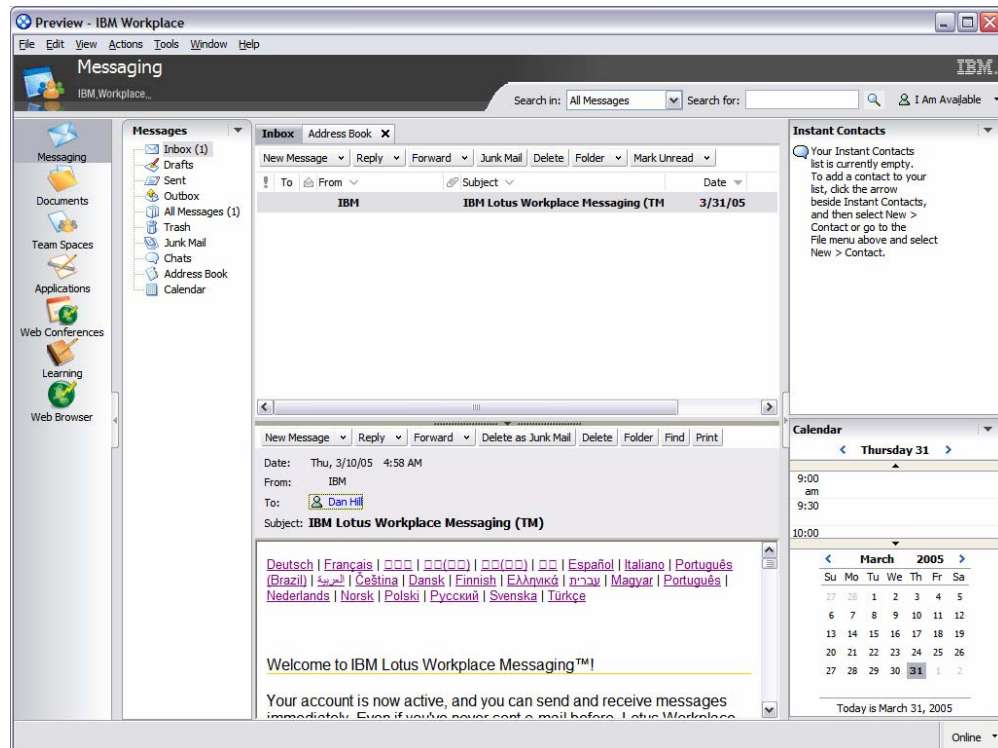


Figure 17: IBM Workplace rich client user interface

## Configuring Windows operating system single sign-on

To configure the rich client user environment for single sign-on (SSO) with Microsoft® Windows®, perform the following tasks:

1. Make sure that the user has installed the rich client.
2. Make sure that the user has sufficient operating system privileges to modify the Windows registry and install new services, or determine that someone with sufficient privileges will perform the installation.
3. Navigate to the following directory:

```
rcp\eclipse\feature\com.ibm.rcp.security.sso.win32.feature\os  
\win32\x86
```

4. Run the `ssinstall.cmd` file and then reboot the user's system

Not all password changes can be detected. If an administrator changes a user's password, or the user changes the password using **User Accounts** tools, the rich client and operating system passwords may not match.

To disable this feature from the above directory, run the following file and then reboot the user's system:

```
rcp\eclipse\feature\com.ibm.rcp.security.sso.win32.feature\os  
\win32\x86\ssoremove.cmd
```

## Summary

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Rich client-side applications enabled by IBM Workplace Managed Client deliver the following:

- Rich user experiences with all the functionality of the native desktop client, coupled with improved manageability and easier deployment.
- Fast user response for time-sensitive and complex processes with real-time data validation and manipulation.
- A strong security model with a local, encrypted data store that synchronizes to a secure, server environment to provide protection against viruses and other security risks.
- Flexible integration with desktop productivity applications.
- Support for a variety of operating systems and client devices, ranging from traditional PCs, to thinner devices like kiosks and tablets, down to mobile devices like PDAs and Smartphones.
- Reusable and consistent user-interface design, where both application content and transactions can be mixed seamlessly.
- Single client architecture to execute in both on-line and off-line modes (support for disconnected and connected operations).
- Web services enablement, and better interaction between Web services-based applications and the users of those applications.

Installing the IBM Workplace Managed Client to work in concert with the IBM Workplace rich client provisioning server to deliver all this robust functionality is easy, quick, and graphically driven by a familiar InstallShield wizard process.

## Resources

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These Web sites provide useful reference materials to supplement the information contained within this document.

- **IBM Workplace for iSeries**  
[ibm.com/servers/eserver/series/software/workplace](http://ibm.com/servers/eserver/series/software/workplace)
- **IBM Workplace Managed Client**  
[www.lotus.com/products/product5.nsf/wdocs/workplaceclienttech](http://www.lotus.com/products/product5.nsf/wdocs/workplaceclienttech)
  - IBM Workplace Client Technology Overview and Business Considerations
  - IBM Workplace Client Technology—delivering the rich client experience
- **IBM Redbooks™**  
[publib-b.boulder.ibm.com/Redbooks.nsf/portals/iSeries](http://publib-b.boulder.ibm.com/Redbooks.nsf/portals/iSeries)  
[Deploying IBM Workplace Collaboration Services on the IBM eServer iSeries server](#) (SG24-6640)
- IBM eServer iSeries home page  
[ibm.com/servers/eserver/iSeries](http://ibm.com/servers/eserver/iSeries)
- iSeries Information Center  
<http://publib.boulder.ibm.com/infocenter/series/v5r3/ic2924/index.htm>
- Articles:
  - Integrating Lotus Notes with IBM Workplace client technology  
[ibm.com/developerworks/lotus/library/notes-wct-plugin/](http://ibm.com/developerworks/lotus/library/notes-wct-plugin/)
  - In IBM Workplace Managed Client, Lotus Notes users will find a lot they know, a lot to like  
[ibm.com/software/swnews/swnews.nsf/n/nhan6dmqu7?openDocument&Site=lotus](http://ibm.com/software/swnews/swnews.nsf/n/nhan6dmqu7?openDocument&Site=lotus)
  - A game changing technology—How IBM is ensuring the success of IBM Workplace Client Technology  
[ibm.com/software/swnews/swnews.nsf/n/jmae64mhsg?OpenDocument&Site=lotus](http://ibm.com/software/swnews/swnews.nsf/n/jmae64mhsg?OpenDocument&Site=lotus)
  - Develop applications for the IBM Workplace Managed Client (rich client) platform with the IBM Workplace Client Technology API, part of the IBM Workplace Collaboration Services API Toolkit  
[ibm.com/developerworks/lotus/library/wcs-toolkit/](http://ibm.com/developerworks/lotus/library/wcs-toolkit/)

- *White papers:*
  - *The IBM Workplace Managed Client provisioning server: Installing on the IBM eServer iSeries platform*
  - *Options for developing IBM Workplace applications on the IBM eServer iSeries platform*
- IBM Workplace Client Provisioning Server FAQ  
[www.developer.ibm.com/isv/tech/faq/individual?oid=2:86510](http://www.developer.ibm.com/isv/tech/faq/individual?oid=2:86510)

## About the author

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Daniel Hill is a member of the iSeries e-Business team in IBM PartnerWorld® for Developers, where he helps solution providers integrate their iSeries applications with IBM Domino. A certified Lotus Professional, he is also certified as a Domino R5 Application Developer and Domino R4 Notes Principal Application Developer. Before joining the PartnerWorld team, he developed Domino and Java development tools for use with OS/400.

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