IBM® Lotus® Expeditor 6.1 Client for Desktop

Restricted Workbench

Lotus software

This presentation explains the Restricted Workbench support provided by IBM Lotus Expeditor 6.1 Client for Desktop.

IRM

Goals

- Understand the Restricted Workbench support provided by IBM Lotus Expeditor 6.1 Client for Desktop

Restricted Workbench

The goal of this presentation is to understand the Restricted Workbench support provided by IBM Lotus Expeditor 6.1 Client for Desktop.

Agenda

- Overview

- Installing

- Using

- Kiosk or Restricted Mode

- Accessing the Operating System

- Disabling Lockdown feature

- Summary

Restricted Workbench

The agenda of this presentation is to explain the restricted workbench support in the Expeditor Desktop Client.

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Section

Restricted Workbench

Restricted Workbench

Now, let's review the details of the restricted workbench.

Restricted Workbench

Restricted Workbench

- **The Restricted Workbench**
  - ▶ Also referred to as Lockdown
  - ▶ System Administrators can restrict the functionality of the user's workstation
  - ▶ The set of applications and OS services, are configured by the system administrator

- **Target deployments include centrally managed clients such as**
  - ▶ bank branch teller terminals
  - ▶ retail point of sales devices
  - ▶ Customer facing kiosks such as ATMs

Restricted Workbench

The Restricted Workbench allows system administrators to restrict the functionality of the user's workstation to a set of applications and OS services configured by the system administrator; in essence creating a managed client. Target deployments include centrally managed clients such as bank branch teller terminals and retail point of sales devices as well as customer facing kiosks such as ATMs.

Restricted Workbench - Installation

Restricted Workbench

- **Restricted Workbench installation**
  - ▶ Can only be installed during an initial installation; it can not be added to an existing installation
  - ▶ Multi-user install is required
  - ▶ multiuser.xml installation manifest must contain:

  ```
  <feature
     id="com.ibm.rcp.lockdown.feature"
     url="${installer.root}/../updates/platform"
     version="<feature version>"
     config="user"/>
  ```

Restricted Workbench

The Restricted Workbench Service can only be enabled during initial installation; it can not be added to an existing installation. The Restricted Workbench is available in multi-user installation environments only. To enable the Restricted Workbench Service during product installation, ensure that the multiuser.xml install manifest (whether using the provided version or creating your own custom manifest file) contains the information shown.

Using the Restricted Workbench

Restricted Workbench

- The Restricted Workbench provides an environment in which the user is restricted from accessing the operating system and the Lotus Expeditor Workbench is used as the desktop shell.
- The Lotus Expeditor Workbench alters its behavior, look, and feel when the Lockdown Feature is installed on a Lotus Expeditor client machine.
- Once the Lockdown Feature is installed, the Lotus Expeditor Workbench uses the Lockdown Service to achieve the restricted nature described below:
  - No title bar
  - No sizing borders
  - Maximized to fill the screen
  - Pinned down in the Z-order such that no other windows can be drawn beneath it
  - Cannot be closed
  - Cannot be resized
  - Cannot be minimized
  - File > Exit is removed from the Menu Bar
- The above workbench environment is described as the Restricted Workbench.

Restricted Workbench

The Restricted Workbench provides an environment in which the user is restricted from accessing the operating system and the Lotus® Expeditor Workbench is used as the desktop shell.

The Lotus Expeditor Workbench alters its behavior, look, and feel when the Lockdown Feature is installed on a Lotus Expeditor client machine. Once the Lockdown Feature is installed, the Lotus Expeditor Workbench uses the Lockdown Service to achieve the restricted nature described in this slide.

Kiosk or Restricted mode

Restricted Workbench

- Your system administrator can configure the workbench to run in Restricted mode or Kiosk mode.
- In either of these modes, some menu options and common shortcut keystrokes are disabled
- Only a system administrator can modify your configuration to enable these options
- When the workbench is running in Restricted mode, you will be unable to access the operating system or open any other applications on the system.
- When running in Kiosk mode, a single application is available in the workbench. You cannot launch any other applications in the workbench. You can access the operating system on the machine and use it as normal.
- A workbench can also operate in both Kiosk and Restricted mode. In addition to these restrictions, the following restrictions apply:
  - ▶ No title bar
  - ▶ No sizing borders
  - ▶ The workbench is maximized to fill the screen
  - ▶ You cannot close the workbench
  - ▶ You cannot resize the workbench
  - ▶ You cannot minimize the workbench
  - ▶ The **File > Exit** option is disabled
  - ▶ Depending on how your system administrator has configured your workbench, some menu options and common keyboard shortcuts might be disabled. Only a system administrator can modify your configuration to enable these options.

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Your system administrator can configure the workbench to run in Restricted mode or Kiosk mode.

In either of these modes, some menu options and common shortcut keystrokes are disabled. Only a system administrator can modify your configuration to enable these options

When the workbench is running in Restricted mode, you'll be unable to access the operating system or open any other applications on the system.

When running in Kiosk mode, a single application is available in the workbench. You can't launch any other applications in the workbench. You can access the operating system on the machine and use it as normal.

A workbench can also operate in both Kiosk and Restricted mode. In addition to these restrictions, the following restrictions apply:

No title bar

No sizing borders

The workbench is maximized to fill the screen

You cannot close the workbench

You cannot resize the workbench

You cannot minimize the workbench

The **File > Exit** option is disabled

Depending on how your system administrator has configured your workbench, some menu options and common keyboard shortcuts might be disabled. Only a system administrator can modify your configuration to enable these options.

Accessing the operating system

Restricted Workbench

- Administrator access to the operating system
  - while the Restricted Workbench Service is installed

- To access the unrestricted operating system
  - Explorer shell in Windows® XP or Gnome shell in Linux®
  - follow these steps:
    - Log on to the operating system as an administrator
    - The default operating system window shell is displayed
    - You are now logged in to the unrestricted operating system
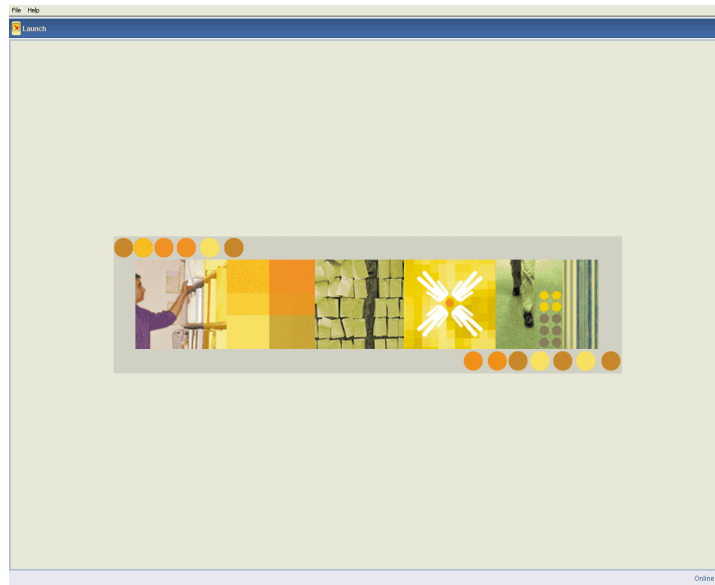
Restricted Workbench

As an administrator, you can access the operating system while the Restricted Workbench Service is installed.

To access the unrestricted operating system, for example the Explorer shell in Windows® XP or Gnome shell in Linux®, follow these steps:

- Log on to the operating system as an administrator.
- The default operating system window shell is displayed.
- You are now logged in to the unrestricted operating system.

Restricted Workbench screen

Restricted Workbench

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A screen capture of the Restricted Workbench is shown here.

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Disabling lock-down

Restricted Workbench

- Disabling lock-down
  - ▶ Manual steps are provided to disable lock-down
  - ▶ The steps provided will return the machine to a normal, or non-locked state, but do not necessarily remove the files from the system.

- See the Troubleshooting Guide for the detailed steps

Restricted Workbench
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If lock-down was incorrectly enabled on a machine, a procedure is provided to manually disable it. The steps will return the machine to a normal, or non-locked state. However, they do not necessarily remove the files from the system. The detailed steps are in the Troubleshooting guide.

Restricted Workbench - Summary

Restricted Workbench

- Restricted Workbench
  - ▸ The Restricted Workbench allows system administrators to restrict the functionality of the user's workstation to a set of applications and OS services configured by the system administrator

- Target feature:
  - ▸ Restricted Workbench Service (available from update site)

- Reference:
  - ▸ Developer's Guide: Using the Restricted Workbench
  - ▸ Release notes: See Release notes for additional information on Restricted Workbench

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In summary the Restricted Workbench allows system administrators to restrict the functionality of the user's workstation to a set of applications and OS services configured by the system administrator.

The feature required to be installed (Restricted Workbench Service) is located on the update site.

More information can be found on the Restricted Workbench in the info center.

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