



User's Guide



User's Guide

Note

Before using this information and the product it supports, read the information in "Notices" on page 57.

This edition replaces SC27-0836-04.

This edition applies to Version 8 Release 4 of IBM DB2 Content Manager OnDemand for z/OS and OS/390 (product number 5697-N93), Version 8 Release 4 of IBM DB2 Content Manager OnDemand for Multiplatforms (product number 5724-J33), and Version 5 of IBM DB2 Content Manager OnDemand for i5/OS Common Server (product number 5722-RD1) and to all subsequent releases and modifications until otherwise indicated in new editions.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

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About this publication

Welcome to the IBM® DB2® Content Manager OnDemand (OnDemand) client. You can use the client to access OnDemand servers and search, retrieve, view, and print documents¹ (and much more).

This publication explains how to get started with the OnDemand client, use the client to search for documents, and do other basic tasks with documents.

This publication describes OnDemand client programs that run on Windows® XP, Windows Vista, or Windows Server 2003. All of the client programs enable you to complete the following basic tasks:

- Log on to a client
- Open folders
- Search for documents
- Retrieve documents
- View documents
- Print documents

On all Windows platforms, you complete the basic tasks the same way. For example, opening a folder with the Windows Vista client works the same way with the Windows XP client. However, the client programs might not look the same. The look of the client programs on your system may be slightly different from the client programs shown in this publication.

Important: The term *Windows client* refers to the OnDemand client program that runs on Windows XP, Windows Vista, or Windows Server 2003. The term *OnDemand server* refers to systems that are running OnDemand for the following platforms:

- OnDemand for Multiplatforms
- OnDemand for z/OS® and OS/390®
- OnDemand for i5/OS®

Who should use this publication

If you use OnDemand to search for, retrieve, or view documents, you should use this publication. This publication introduces you to the basic features of the OnDemand client. For more information about the tasks that are described in this publication, please see the online Help when using the client. The online Help also contains details about the other things you can do with the client.

How to use this publication

This *User's Guide* introduces you to the basic features of the OnDemand client. To use the client, your path control (PC) must communicate with an OnDemand server over a network. Please see your OnDemand administrator for information about the server that contains the documents that you need. Your OnDemand

1. In this publication, the term *document* refers to a segment of an input file, such as a statement, policy, or other logical grouping of pages. A *report* is an input file that is stored in OnDemand. A 10,000-page telephone bill and a two-page Lotus® WordPro file are both reports to OnDemand. However, on some systems, documents and reports may be one and the same.

administrator can also verify that you have the correct operating environment and other information needed to use OnDemand.

About operating environments

This publication covers the Windows client.

To gain the full benefits of OnDemand, first familiarize yourself with the system that you plan to use. This publication assumes that you are familiar with the system environment and uses terminology specific to these systems. For help with your system, refer to your system documentation and the online Help.

Before you begin working with OnDemand

Before you start the client and begin to work with documents, we recommend the following:

- Familiarize yourself with your system and using a pointing device.
- Familiarize yourself with the OnDemand work space. When you start OnDemand, the main window appears. The main window is where you open folders, search for documents, and work with documents.
- See “Glossary” on page 61 for a list of terms that you will encounter when using OnDemand.
- Install the OnDemand client program. For more information about hardware and software requirements and installing the client, see Chapter 2, “Requirements,” on page 5.
- Find the name of your OnDemand server and your OnDemand userid and password.
- Find the name of the folder that contains the documents you need.
- Determine the best way to start the OnDemand program. For more information, see Chapter 5, “Starting the OnDemand client,” on page 11.

How this publication is organized

This book contains the following sections:

- Chapter 2, “Requirements,” on page 5 describes the hardware, software, memory, and disk space requirements for the OnDemand client and how to install the client
- “Optional: Specifying startup parameters” on page 11 lists parameters that you can specify when you start the client
- Chapter 7, “Updating server information,” on page 17 shows how to identify servers to the client

Where to find more information

Your product package includes a complete set of information to help you plan for, install, administer, and use your system. All product documentation is provided in portable document format (PDF). You can view the PDF files online using the Adobe® Acrobat® Reader for your operating system. If you do not have Acrobat Reader installed, you can download it from the Adobe Web site at www.adobe.com.

Product documentation is also available from the OnDemand Web site (www.ibm.com/software/data/ondemand/) and the IBM Publication Ordering System (www.ibm.com/shop/publications/order).

The following tables list the OnDemand publications for each platform.

Table 1. IBM DB2 Content Manager OnDemand for z/OS and OS/390, Version 8 publications

Title	Order number
<i>Administration Guide</i>	SC19-1213
<i>Configuration Guide</i>	SC19-1212
<i>Indexing Reference</i>	SC19-1214
<i>Introduction and Planning Guide</i>	SC19-1217
<i>Messages and Codes</i>	SC27-1379
<i>Migration Guide</i>	SC19-1216
<i>OnDemand Distribution Facility Installation and Reference Guide</i>	GC19-1218
<i>User's Guide</i>	SC27-0836
<i>Web Enablement Kit Implementation Guide</i>	SC19-1215
<i>Windows Client Customization Guide and Reference</i>	SC27-0837

The *IBM DB2 Content Manager OnDemand for z/OS: Introduction and Planning Guide* contains a glossary of terms for the OnDemand library. The *IBM DB2 Content Manager OnDemand: User's Guide* has a smaller glossary selected for OnDemand users rather than administrators. The *IBM DB2 Content Manager OnDemand for z/OS: OnDemand Distribution Facility Installation and Reference Guide* includes a glossary of terms that are specific to the OnDemand Distribution Facility.

Table 2. IBM DB2 Content Manager OnDemand for Multiplatforms, Version 8 publications

Title	Order number
<i>Administration Guide</i>	SC18-9237
<i>Indexing Reference</i>	SC18-9235
<i>Installation and Configuration Guide</i>	SC18-9232
<i>Introduction and Planning Guide</i>	GC18-9236
<i>Messages and Codes</i>	SC27-1379
<i>Report Distribution: Installation, Use, and Reference</i>	SC18-9233
<i>User's Guide</i>	SC27-0836
<i>Web Enablement Kit Implementation Guide</i>	SC18-9231
<i>Windows Client Customization Guide and Reference</i>	SC27-0837

The *IBM DB2 Content Manager OnDemand for Multiplatforms: Introduction and Planning Guide* contains a glossary of terms for the OnDemand library. The *IBM DB2 Content Manager OnDemand: User's Guide* has a smaller glossary selected for OnDemand users rather than administrators. The *IBM DB2 Content Manager OnDemand for Multiplatforms: Report Distribution Installation, Use, and Reference* includes a glossary of terms that are specific to the OnDemand Report Distribution feature.

Table 3. IBM DB2 Content Manager OnDemand for i5/OS Common Server, Version 5 publications

Title	Order number
<i>Administration Guide</i>	SC41-5325
<i>Common Server Administration Guide</i>	SC27-1161
<i>Common Server Indexing Reference</i>	SC27-1160
<i>Common Server Planning and Installation Guide</i>	SC27-1158
<i>Common Server Web Enablement Kit Installation and Configuration Guide</i>	SC27-1163
<i>Installation Guide</i>	SC41-5333
<i>Messages and Codes</i>	SC27-1379
<i>User's Guide</i>	SC27-0836
<i>Windows Client Customization Guide and Reference</i>	SC27-0837

Accessibility information for OnDemand

For complete information about accessibility features that are supported by this product, see your OnDemand *Administration Guide*.

Support available on the Web

IBM provides updated product information online. Follow the Support link at one of these platform-specific Web sites for frequently asked questions, hints and tips, and technical notes.

- Multiplatforms: <http://www.ibm.com/software/data/ondemand/mp/>
- i5/OS: <http://www.ibm.com/software/data/ondemand/400/>
- z/OS and OS/390: <http://www-306.ibm.com/software/data/ondemand/390/>

Education and training

IBM offers several classes for OnDemand administrators. Follow the Training and certification link at one of these platform-specific Web sites for course descriptions and prices.

- Multiplatforms: <http://www.ibm.com/software/data/ondemand/mp/>
- i5/OS: <http://www.ibm.com/software/data/ondemand/400/>
- z/OS and OS/390: <http://www-306.ibm.com/software/data/ondemand/390/>

How to send your comments

Your feedback helps IBM to provide quality information. Please send any comments that you have about this publication or other OnDemand documentation. Visit the IBM Data Management Online Reader's Comment Form (RCF) page at: www.ibm.com/software/data/rcf.

Be sure to include the name of the product, the version number of the product, and the name of the book. If you are commenting on specific text, please include the location of the text (for example, a chapter and section title, a table number, a page number, or a help topic title).

Summary of changes

This publication contains additions and changes to information previously presented in IBM DB2 Content Manager OnDemand User's Guide, SC27-0836-04. Technical additions and changes are marked with a revision bar (|) in the left margin.

The following information is new or updated:

- The OnDemand client supports Windows XP, Windows Vista, or Windows Server 2003. For details, see “Software requirements” on page 5.
- Chapter 11, “Creating shortcuts for commands,” on page 39 provides instructions for creating shortcuts for commands.
- Added a new troubleshooting scenario that explains what you should do if you can see only part of a large PDF document. For details, see “Troubleshooting scenario 5: PDF displays blank pages when you view a large document” on page 50.
- Added a new troubleshooting scenario that explains what you should do if your printed line data is too small. For details, see “Troubleshooting scenario 7: Line data that was printed is too small” on page 51.
- You can use type-ahead search to find folders quickly. For details, see Chapter 8, “Opening folders,” on page 23.
- The OnDemand for OS/390 Version 2.1 server is no longer supported. Information about configuring the OnDemand client to work with this server is moved to an Appendix. For details, see “Configuring the OnDemand client to access an OnDemand for OS/390 Version 2.1 server,” on page 53

Chapter 1. Overview

Content Manager OnDemand

Welcome to OnDemand – a system that is designed to help you control information. OnDemand manages electronic archives of documents, searches for documents, and retrieves documents. You can use the OnDemand client programs to view documents, send, fax, print copies of documents, and attach electronic notes to documents.

OnDemand supports any process and organization that can benefit from hard copy or microfiche replacement and instant access to information. An OnDemand system can support small office environments as well as large enterprise installations with hundreds of system users. OnDemand can dramatically improve productivity and customer service in most businesses by providing fast access to the information that is stored in the system.

OnDemand processes the print output of application programs, extracts index fields from the data, stores the index information in a relational database, and stores one or more copies of the data in the system. One example of the relational database where OnDemand stores the index information is IBM DB2 Universal Database™ (DB2). With OnDemand, you can archive newly created and frequently accessed documents on high speed, disk storage volumes. You can also automatically migrate documents to other types of storage volumes as they age.

OnDemand provides the following features:

- It fully integrates the capabilities of Advanced Function Presentation™ (AFP™), including management of resources, indexes, and annotations.
- It supports full fidelity reprinting and faxing of documents on devices that are attached to a workstation, OnDemand server, or other server on the network.
- It integrates data that is created by application programs into an online, electronic information archive and retrieval system
- It provides the controlled and reliable access to all of an organization's reports
- It retrieves the data that you need when you need it
- It provides a standard, intuitive client with features such as thumbnails, bookmarks, notes, and shortcuts

If you are an administrator, you can use OnDemand to complete the following tasks:

- To manage OnDemand servers
- To authorize users to access OnDemand servers and data stored in the system
- To back up the database and data storage

These features mean that OnDemand can help you quickly retrieve the specific page of a report that you need to provide fast customer service.

Some of the advantages that OnDemand offers over data archiving and retrieval systems that you may have used include the ability to:

- Retrieve the pages of the report that you need without processing the entire report

- Easily locate data without specifying the exact report
- View selected data from within a report

OnDemand provides you with an information management tool that can increase your effectiveness when working with customers.

The OnDemand system

An OnDemand system consists of the following components:

- Client programs and server programs that communicate over a network
- A central database and the database manager program
- A storage manager that provides support for various types of storage devices to hold the reports that are stored in the system

The client program is your way to access documents that are stored in OnDemand. From the client program, you can complete the following tasks:

- Constructing queries and search for documents
- Retrieving items from OnDemand
- Viewing, printing, and faxing copies of documents
- Attaching electronic notes to documents

OnDemand servers manage control information and index data; store and retrieve reports, resources, and documents; and process query requests from OnDemand client programs. The OnDemand server manages a database of information about the users of the system and the reports that are stored in the system. The OnDemand server maintains documents that are on disk, optical, and tape storage devices. OnDemand servers may reside on different physical systems.

When you search for documents, the OnDemand client sends a search request to the OnDemand server. The server returns the list of documents that meet the search request. When you select a document for viewing, the client retrieves a copy of the document from the server on which the document is stored, opens a viewing window, and opens the document.

OnDemand documents

OnDemand documents represent indexed groups of pages. Typically an OnDemand document is a logical section of a larger report, such as an individual customer statement within a report that contains thousands of statements. An OnDemand document can also be a part of a larger report. For reports that do not have logical groups of pages, such as transaction logs, OnDemand can divide the report into groups of pages. The groups of pages are individually indexed, and the client can retrieve the groups of pages much more efficiently than it can retrieve the entire report.

OnDemand folders

Your OnDemand administrator stores information in related collections that are called folders. Think of a folder as a container for related information, such as statements, invoices, or correspondence, just like a manila folder is used in a metal filing cabinet. When you open a folder, you have access to the information contained in that folder. For example, a billing folder could contain the reports for customer transactions over the past two years. Folders are identified by name, for example, Customer Statements.

Getting help

Getting task help

Online Help for all OnDemand tasks is organized by task. The procedures give you quick, step-by-step directions to help you complete your tasks. To get task Help, select How Do I from the Help menu.

Getting help for Windows

Online Help is available for all OnDemand windows and windows. Window Help gives you detailed information about the purpose of the window and the fields, options, and commands that are contained in the window. To get window Help, click the Help button when the window is active.

Getting help for menu commands

Online Help is available for all of the commands on the OnDemand menus. Command Help gives you a brief description of the command. To get command Help, first select the command and then press the F1 key.

Using the help index

When you click the Index tab on OnDemand's online Help, a list of keywords appears. Enter a word or subject and, if the word is on the list, the index scrolls to that keyword. When you double-click the keyword, Help either opens a Help topic or lists a set of topics from which to choose.

Chapter 2. Requirements

This section describes the hardware, software, memory, and disk space requirements for installing and using the OnDemand client.

Hardware requirements

The OnDemand client requires the following hardware:

- An Intel® Pentium® II 350 MHz or faster processor
- 64 MB of RAM and an additional 8 MB of RAM to view PDF documents
- Sufficient temporary space for documents being viewed and printed
- 100 MB of free hard disk space
- A super-VGA display and adapter with a minimum resolution of 800x600
- Physical connection to the network, such as a Token Ring or Ethernet network adapter
- If you plan to install the OnDemand client from a network file server: A CD-ROM drive for installation

Software requirements

To install and use the OnDemand client, you must install and run Windows XP or Windows Vista on the workstation. To install the OnDemand client from a CD-ROM, you must install the CD-ROM drivers on the workstation. To install the OnDemand client from a network file server, you must run the appropriate network software on the workstation. To connect to an OnDemand server, you must run the standard Transmission Control Protocol/Internet Protocol (TCP/IP) support for Windows 2000, Windows XP, or Windows Server 2003 on the workstation.

Adobe software

To view Adobe Portable Document Format (PDF) documents that are stored in OnDemand, you need the Adobe Acrobat PDF viewing software. (You can use Adobe Acrobat or Adobe Reader software with OnDemand. Other Adobe PDF viewing applications are not supported.) You should use Adobe Acrobat to view PDF documents from the Windows client. You must purchase Adobe Acrobat from Adobe. You should install the Adobe Acrobat PDF viewing software **before** you install the OnDemand client software on the workstation.

Important: OnDemand provides the ARSPDF32.API file to enable PDF viewing from the client. If you install the client after you install Adobe Acrobat, the installation program copies the API file to the Acrobat plug-in directory. If you install the client before you install Adobe Acrobat, you must copy the API file to the Acrobat plug-in directory. Also, if you upgrade to a new version of Acrobat, you must copy the API file to the new Acrobat plug-in directory. The default location of the API file is \Program Files\IBM\OnDemand32\PDF. The default Acrobat plug-in directory is \Program Files\Adobe\Acrobat x.y\Acrobat\Plug_ins, where x.y is the version of Acrobat, for example, 4.0, 5.0, and so forth.

Memory

The OnDemand client requires at least 64 MB of memory. The workstation may need more memory if you plan to work with more than one document at a time. The workstation may also need more memory if you run more than one program at the same time.

Disk space

To install the OnDemand client, disk space requirements depend on the features that you select.

You need at least 55 MB of available disk space to install all of the OnDemand features. To use less than 55 MB of disk space, use the Installation Components and Subcomponents option in Setup to select only the features you need.

You should also plan to allot space for temporary files. IBM recommends that you have 50 MB of available disk space for temporary files.

For more information on disk space requirements for each OnDemand feature, start Setup from the CD-ROM, or follow the Setup steps below:

1. Insert the CD-ROM in the appropriate drive.
2. From the Windows taskbar, click Start, and then choose Run.
3. Type `x:\client\windows\win32\setup` (where x is the letter of your CD-ROM drive).
4. On the Setup Type and Working Directory window, select Custom.
5. On the Installation Components and Subcomponents window you can select each component individually and then click Change to see all the specific features and their disk space requirements.

Chapter 3. Installing the client on Windows

Obtaining OnDemand client software

To obtain the latest OnDemand client installation file from IBM service on the Web at `ftp://service.software.ibm.com/software/ondemand/fixes`. See Chapter 4, "Updating client software," on page 9 for instructions on downloading the client installation file from the Web.

Installing the client on Windows

When you install OnDemand by using the CD-ROM, you can use the traditional installation method.

You can install all of the OnDemand features at once, or individual features as you need them.

Installing the client on a user's workstation

To install from the CD-ROM or to install from a network file server, follow these instructions:

1. Insert the CD-ROM in the appropriate drive, or obtain the drive letter of the network drive that holds the OnDemand client software.
2. From the Windows taskbar, click **Start**, and then choose Run.
3. Type
`x:\client\windows\win32\setup`

(where x is the letter of your CD-ROM drive or the network drive).
4. Click **OK**.
5. After the Setup program starts, click **Next** to continue. The Setup program transfers the OnDemand client files from the CD-ROM to your workstation.
6. On the Setup Type and Working Directory window, choose the type of installation:
 - Select **Typical** to install a copy of the OnDemand client to the hard disk on the user's workstation. The Setup program runs a Typical install by default unless you select the Compact or Custom option.
 - Select **Compact** to configure the workstation to run a copy of the OnDemand client from a shared location on a network file server or from the product CD-ROM. After selecting Compact, you must identify the full path of where the OnDemand client program files reside on the network file server (or product CD-ROM).
 - Select **Custom** to choose the components to install on the workstation. You must select Custom:
 - To install the administrative client on a workstation
 - To install the OnDemand client in a language other than the default language that is set on the workstation
 - To install the Sonoran fonts on the workstation
7. The Destination Folder shows the installation drive and directory. Click **Browse** to install the files to a different hard disk or directory.
8. Follow the instructions on the screen to complete the installation.

To install on a network file server

OnDemand also supports *distribution* and *multiple user* installs:

- Use a distribution install to copy the OnDemand client software from the CD-ROM to a shared location on a network file server. After copying the software to the server, other users can run subsequent standard, node, and custom installs from the server.
- Use a multiple user installation to install an OnDemand client to a shared location on a network file server. After installing the client on the server, other users can run subsequent Typical and Custom installs from the server.

For more information about distribution and multiple user installations, see the *IBM DB2 Content Manager OnDemand: Windows Client Customization Guide*.

Running automated installation

Automated installation allows administrators to standardize the OnDemand installation for all users in an organization. It also allows administrators to install OnDemand clients without the presence of users at their workstations. To read more about automated installation, see *IBM DB2 Content Manager OnDemand: Windows Client Customization Guide*.

Installing user-defined files

Administrators can store user-defined files in the OnDemand installation directory tree on a network file server. Any user-defined files stored there get copied to the workstation when a user runs the Setup program from the server. To read more about installing user-defined files, see *IBM DB2 Content Manager OnDemand: Windows Client Customization Guide*.

Mapping AFP fonts

To view AFP documents, you may need to map the AFP fonts your documents were created with to fonts that can be viewed on the workstation. That way, OnDemand can display the documents and fonts correctly. You should define the fonts in font definition files if your documents use:

- AFP fonts that are not defined to OnDemand
- IBM AFP fonts that you or others in your organization have changed
- AFP fonts that you or others in your organization have created

To read more about mapping AFP fonts, see *IBM DB2 Content Manager OnDemand: Windows Client Customization Guide*.

Chapter 4. Updating client software

Note: When you upgrade the client, the Setup program automatically replaces all out-of-date files with new ones. You are not permitted to add or remove components. To add or remove components, you must run the Setup program after you successfully upgrade the client.

You can use the following information to obtain and install the latest version of the OnDemand client software from IBM service on the World Wide Web.

To get the latest version of the client software:

1. Point your browser to:

`ftp://service.software.ibm.com/software/ondemand/fixes`

Follow the links to the latest PTF for your client.

2. Click the ZIP file for the client that you want to upgrade. For example:

`odwin32.zip`

3. Select to save the file to disk.
4. Select a location and save the file.

After the download is complete, you can expand the ZIP file or store the ZIP file in a shared location, depending on how you plan to distribute the client software:

- You can expand the ZIP file to a temporary directory and then run the Setup program to upgrade the client on a workstation. After installing the client, you can delete the temporary directory and the ZIP file.
- An administrator can store the ZIP file in a shared location so that other users can access it.
- An administrator can expand the ZIP file to a shared location so that other users can run the Setup program from the shared location.
- If your organization shares a copy of the OnDemand client software from a network server, then an administrator can expand the ZIP file and run the Setup program to upgrade the client on the server.
- If your organization distributes user-defined files with the OnDemand client, an administrator must expand the ZIP file to a shared location and then copy the user-defined files to that location. Users can then run the Setup program from the shared location to upgrade the client software and the user-defined files on their workstations.

Chapter 5. Starting the OnDemand client

Important: Your system may be configured to start the OnDemand client automatically. For example, some customers configure systems so that after a user starts the system, the client opens the Logon to a Server window. If you do not have to start the client, skip this section and go to Chapter 6, “Logging on to a server,” on page 15.

You can start the OnDemand client in different ways. Here are some of the most common ways:

- “Starting from the desktop” on page 12
- “Starting from the Start menu” on page 13
- “Starting from the Run command window” on page 13

Optional: Specifying startup parameters

OnDemand provides parameters that you can specify as properties for starting the client program. You can use the parameters to automate the logon process, and configure other properties of the client. Table 4 lists the most commonly used parameters for the client program.

See also: See *IBM DB2 Content Manager OnDemand: Windows Client Customization Guide* for a complete list of the parameters that can be specified when starting the client.

Table 4. Client program parameters

Parameter	Purpose	Example
<i>/F folder</i>	Identifies the folder to open. Use with the <i>/P</i> , <i>/S</i> , and <i>/U</i> parameters to automatically log on to a server and display the Search Criteria and Document List window for the specified folder. If the specified folder is not found on the server, OnDemand displays the Open Folder window.	<i>/F Student Information</i>
<i>/P password</i>	The password for the userid identified by the <i>/U</i> parameter. Use with the <i>/S</i> and <i>/U</i> parameters to log on to a server without displaying the Logon to a Server window. If the logon is not successful, OnDemand allows the user to log on to the server by displaying the Logon to a Server window.	<i>/P xxxxxxxx</i>

Table 4. Client program parameters (continued)

Parameter	Purpose	Example
/S <i>server</i>	Identifies the OnDemand server. Use with the /P and /U parameters to log on to a server without displaying the Logon to a Server window. If the logon is not successful, OnDemand allows the user to log on to the server by displaying the Logon to a Server window.	/S peluchage
/U <i>userid</i>	Identifies the OnDemand user ID. Use with the /P and /S parameters to log on to a server without displaying the Logon to a Server window. If the logon is not successful, OnDemand allows the user to log on to the server by displaying the Logon to a Server window.	/U csr0008

Specifying parameters

To specify parameters for the client program:

1. Locate the shortcut for the OnDemand client program on the desktop, in the Start menu, or in the OnDemand program folder or group.
2. Open the program Properties window.
3. In the Target field, type the parameters that you wish to use.

Important: Make sure that you add any parameters after the path name of the language Dynamic Link Library (DLL). See your OnDemand administrator if you have questions.

The following is an example:

```
"C:\Program Files\IBM\OnDemand32\ARSGUI32.EXE"  
/1 C:\Program Files\IBM\OnDemand32\LOCALE\ENU  
/S peluchage /U csr0008 /P XXXXXXXX /F Student Information
```

In the example, the /S, /U, /P, and /F parameters are added to the Target field.

4. Click **OK** to save your changes.

Starting from the desktop

To start the OnDemand client from the desktop, follow these steps:

1. Locate the OnDemand icon on the desktop.
2. Double-click the OnDemand icon to open the Logon to a Server window.

OnDemand needs to know certain information to begin communicating with a server. OnDemand collects this information in the Logon to a Server window. For more information about logging on, see Chapter 6, "Logging on to a server," on page 15.

Starting from the Start menu

To start the OnDemand Windows client from the Start menu, select **Start** → **Programs** → **IBM OnDemand32** to start the client and open the Logon to a Server window.

OnDemand needs to know certain information to begin communicating with a server. OnDemand collects this information in the Logon to a Server window. For more information about logging on, see Chapter 6, “Logging on to a server,” on page 15.

Starting from the Run command window

To start the OnDemand Windows client from the Run window, follow these steps:

1. Select **Start** → **Run** to bring up the Run window.
2. Type the full path name of the OnDemand client program (the drive and folder, followed by `arsgui32.exe`, and optionally the language and other startup parameters). If you do not know the path, click **Browse** to select it.
3. Click **OK**. Windows closes the Run window. OnDemand starts and opens the Logon to a Server window.

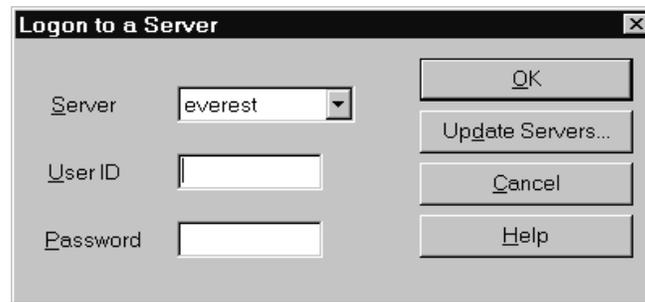
OnDemand needs to know certain information to begin communicating with a server. OnDemand collects this information in the Logon to a Server window. For more information about logging on, see Chapter 6, “Logging on to a server,” on page 15.

Chapter 6. Logging on to a server

Important: Your system may be configured to automatically log on to a specific OnDemand server. For example, some customers configure systems so that after a user starts the client, the client opens the Open a Folder window. If you do not have to log on to a server, skip this section and go to Chapter 8, “Opening folders,” on page 23.

To logon to an OnDemand server, follow these steps:

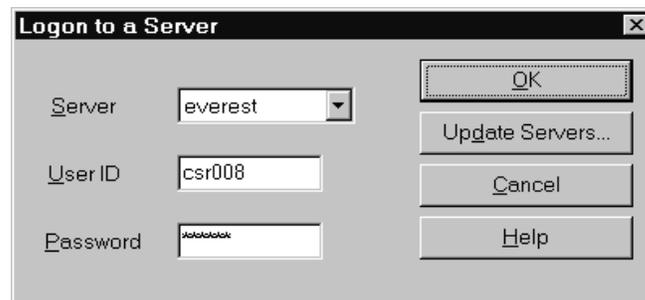
1. If the **Logon to a Server** window is not active in the OnDemand workspace:
Select Logon from the File menu to open the Logon to a Server window.



2. If your OnDemand administrator configured the client with the name of your OnDemand server, the server name appears in the Server field. (If your administrator configured the client with the names of several servers, all server names appear in the list. Select a server name from the list.)

If there are no servers listed or if the name of the server that you need to log on to is not in the list, then click **Update Servers** to open the Update Servers window. See Chapter 7, “Updating server information,” on page 17 for more information about adding servers to the list.

3. Type your OnDemand User ID and Password into the spaces provided. For example:



4. Click **OK** to log on to the server. OnDemand verifies your OnDemand User ID and password on the server. When your OnDemand User ID and password are verified, OnDemand opens the Open a Folder window. See Chapter 8, “Opening folders,” on page 23 for information on opening folders.

Chapter 7. Updating server information

This section describes how to add, update, and delete the servers that you can access from the client. Before you proceed, see your OnDemand administrator for information about servers that you can access with your client, including:

- Types of servers
- Communications protocols
- Other details that you need to work with OnDemand servers

Use the Update Servers command from the Logon to a Server window:

- To add a server to the list of servers you can access
- To change information for a server that you can access
- To delete a server from the list of servers that you can access

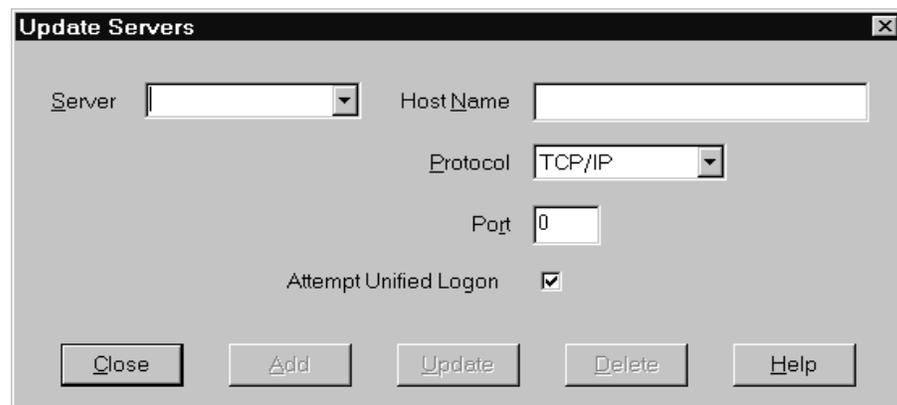
You can change information for TCP/IP servers and Local servers.

The first time that you start OnDemand, the Server field on the Logon to a Server window may not contain any entries. Check with your OnDemand administrator for a list of the servers that you can use.

Updating information for TCP/IP servers

Adding a TCP/IP server

1. In the Logon to a Server window, click **Update Servers** to open the Update Servers window. For example:

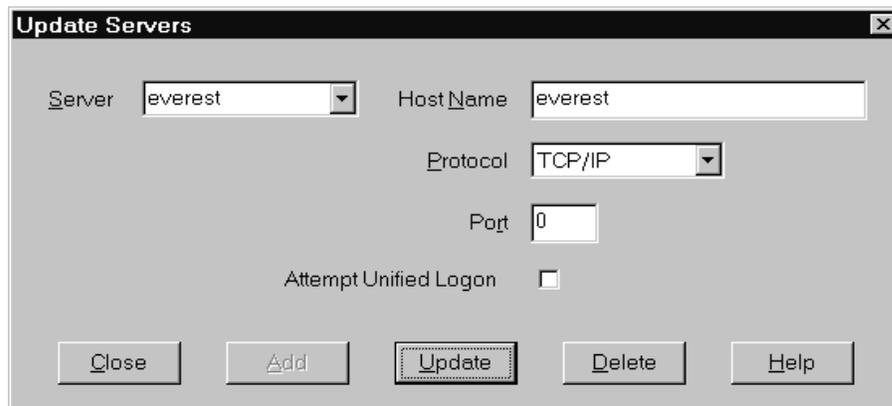


2. In the Server field, type the name of the OnDemand library server to add the name of a server to the list of available servers. The server name can be a TCP/IP host name alias, fully-qualified host name, or IP address.
3. **Optional:** In the Host Name field, enter the TCP/IP host name alias, fully-qualified host name, or IP address of the OnDemand library server. By default, the Host Name field contains the same value as the Server field. Unless you have a good reason to change the Host Name, we recommend that you use the default provided.
4. From the Protocol list, select TCP/IP, if it is not already selected.

5. Verify the Port. This should be the TCP/IP port number that the client and server use to communicate.
The default value, 0 (zero), means that OnDemand uses the port number of the OnDemand service. Unless you have a good reason to change the Port, we recommend that you use the default provided. See your administrator for more information.
6. If the server you are adding runs on Windows, select **Attempt Unified Logon**. Otherwise, clear the **Attempt Unified Logon** check box.
7. When complete, click **Add**.
If you do not want to add the server, click **Close** instead to return to the Logon to a Server window.
8. Click **Close** to close the Update Servers window and return to the Logon to a Server window

Changing a TCP/IP server

1. In the Logon to a Server window, click **Update Servers** to open the Update Servers window. For example:



2. From the Server list, select the server name.
3. Make your changes.
4. When complete, click **Update**.
If you do not want to make any change, click **Close** instead of **Update** to return to the Logon to a Server window without making any changes.
5. When you have finished making changes for the server you are working with, click **Close** to return to the Logon to a Server window.

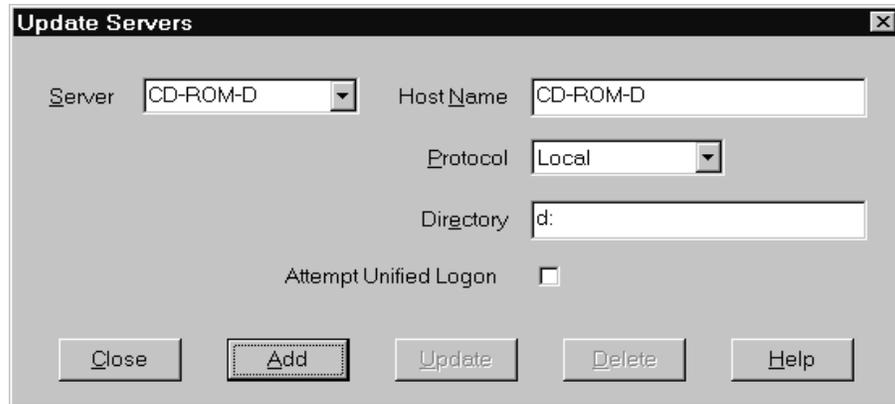
Updating information for local servers

There are three kinds of local servers:

- CD-ROM
- Network
- Hard Drive

Adding a CD-ROM server

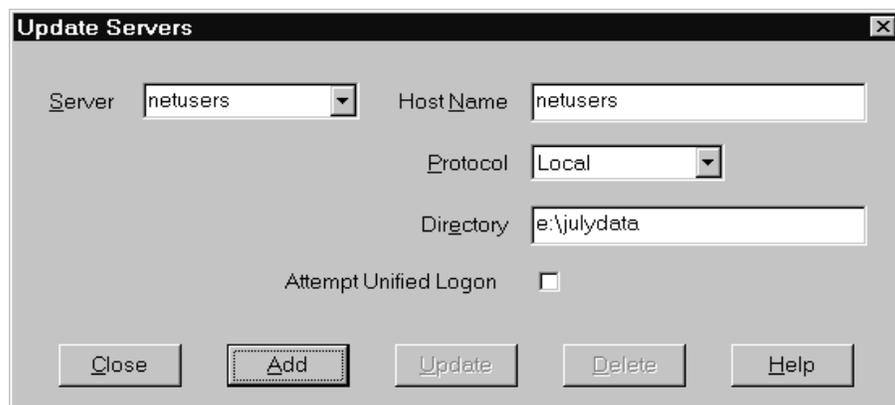
1. In the Logon to a Server window, click **Update Servers** to open the Update Servers window. For example:



2. In the Server field, type the name of the server. For example, suppose the drive letter of your CD-ROM is D:, you can name the server *CD-ROM-D*. If you have more than one CD-ROM drives, OnDemand uses the name to select the CD-ROM drive that contains the server.
3. From the Protocol list, select **Local**.
4. In the Directory field, enter the drive letter that is associated with the CD-ROM (for example, d:).
5. Clear the **Attempt Unified Logon** check box.
6. When complete, click **Add** to add the server to the Server list.
If you do not want to add the server, click **Close** instead to return to the Logon to a Server window.
7. Click **Close** to close the Update Servers window and return to the Logon to a Server window.

Adding a network or hard drive server

1. In the Logon to a Server window, click **Update Servers** to open the Update Servers window. For example:



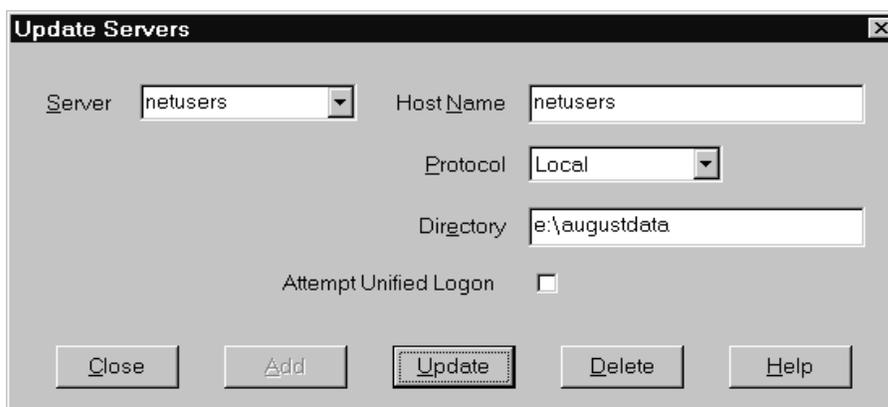
2. In the Server field, type the name of the server. For example, netusers or hdusers.
3. From the Protocol list, select **Local**.
4. In the Directory field, enter the directory or directory path to the server files.
5. Clear the **Attempt Unified Logon** check box.
6. When complete, click **Add** to add the server to the Server list.

If you do not want to add the server, click **Close** instead to return to the Logon to a Server window.

7. Click **Close** to close the Update Servers window and return to the Logon to a Server window.

Changing a local server

1. In the Logon to a Server window, click **Update Servers** to open the Update Servers window. For example:



The screenshot shows the 'Update Servers' dialog box. It has a title bar with 'Update Servers' and a close button. The dialog contains the following fields and controls:

- Server:** A dropdown menu with 'netusers' selected.
- Host Name:** A text box containing 'netusers'.
- Protocol:** A dropdown menu with 'Local' selected.
- Directory:** A text box containing 'e:\augustdata'.
- Attempt Unified Logon:** A checkbox that is currently unchecked.
- Buttons:** 'Close', 'Add', 'Update', 'Delete', and 'Help'. The 'Update' button is highlighted with a dashed border.

2. From the Server list, select the server name.
3. Make your changes.
4. When complete, click **Update** to change the information for the server you selected.

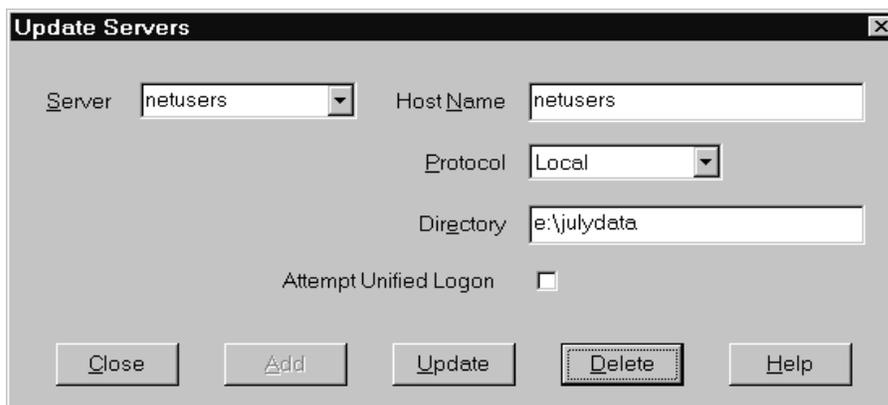
If you do not want to make any change, click **Close** instead of **Update** to undo any changes and return to the Logon to a Server window.

5. When you have finished making changes for the server you are working with, click **Close** to the Logon to a Server window.

Deleting a server

To delete a server from the list of servers that you can access, follow these steps:

1. From the Logon to a Server window, click **Update Servers** to open the Update Servers window. For Example:



The screenshot shows the 'Update Servers' dialog box. It has a title bar with 'Update Servers' and a close button. The dialog contains the following fields and controls:

- Server:** A dropdown menu with 'netusers' selected.
- Host Name:** A text box containing 'netusers'.
- Protocol:** A dropdown menu with 'Local' selected.
- Directory:** A text box containing 'e:\julydata'.
- Attempt Unified Logon:** A checkbox that is currently unchecked.
- Buttons:** 'Close', 'Add', 'Update', 'Delete', and 'Help'. The 'Delete' button is highlighted with a dashed border.

2. From the Server list, select the server name that you want to delete.

3. Click **Delete**. OnDemand removes the server from the list of servers that you can access.
If you do not want to delete the server, click **Close** instead to return to the Logon to a Server window.
4. Click **Close** to close the Update Servers window and return to the Logon to a Server window.

Chapter 8. Opening folders

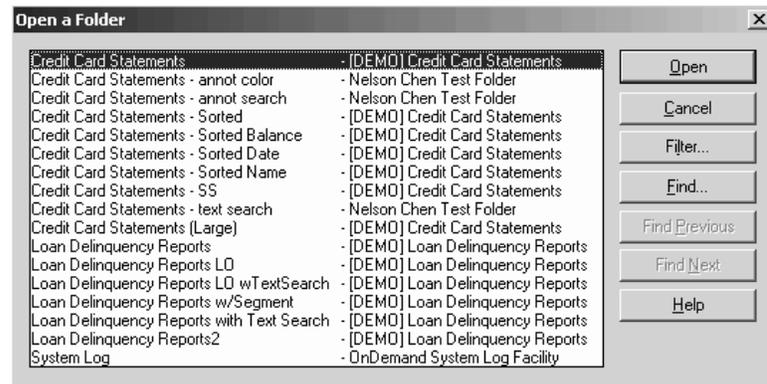
Important: OnDemand opens the Open a Folder window only if there is more than one folder to choose from. Otherwise, OnDemand opens the Search Criteria and Document List window immediately after you log on to the server. If you do not have to choose folders, skip the following steps and go to Chapter 9, “Searching for documents,” on page 25.

To open a folder, follow these steps:

1. If the Open a Folder window is not open in the OnDemand work space, open it now:

Menus	Toolbar	Keyboard
Select File —> Open Folder	Click 	Press Ctrl+O

The folders that you can access are listed in the Open a Folder window. For example:



2. To open a folder, double-click the folder name or use the arrow keys on your keyboard to move to the folder name and then press **Enter**. OnDemand opens the Search Criteria and Document List window.

Tip: You can have more than one folder open at the same time. It is not necessary to close a folder before you open another. While you are working with more than one folder, OnDemand lists the open folders in the Window menu, and you can click one of them to make it the active folder.

In addition to opening folders, you can complete the following tasks from the Open a Folder window:

- Find** Use to open the Find window and search for a folder. From the Find window, enter the text that you want to search for. The client moves to the first folder in the list that contains the text in the name or description. Use the Find Next and Find Previous commands to repeat the last find operation and move to the next or previous folder in the list that contains the text.

|
|
|
|

Tip: If you know the name of the folder that you are looking for, you can type several characters in the folder list window to find the folder quickly. The folder with the name that matches the letters that you entered scrolls into view and is selected.

Show Folders Use to list the primary folders or all of the folders that are on the server. When you log on to a server, the client lists only the primary folders. To list all folders, including secondary folders, select **All**. If there are no secondary folders that are defined on the server, then the Show Folders option is not available (and all of the folders on the server are listed). An administrator determines which folders are secondary folders.

Filter Use to update the list of folders based on the criteria that you select. When you click **Filter** in the Open a Folder window, the Folder Filter List window opens. Available options include:

Show All Names

Select this check box if you want the result list to include all folder names that are available to you. If this check box is selected, the Filter for Folder Names section is greyed out. If this check box is not selected, you should enter the folder name in the Filter for Folder Names field or select an existing folder name from the drop down list.

Add To Current List

Select this check box if you want to add the new folders to the existing folder list. If this check box is not selected, the results of this operation replace the existing folder list.

Filter for Folder Names

Enter the folder name or names that you want to replace or add to the existing folder list.

- You can use the SQL wildcard characters % and _ in the name or names. For example, if you enter CR%, you should see all folder names that begin with CR.
- Double quotation marks can be used as a separator between folder names. For example, if you enter "Loan%"System Log"Credit%

the system returns all folder names that begin with Loan, the specific folder name System Log, and all folder names that begin with Credit.

- The entry field does not accept more than 2000 characters.

Chapter 9. Searching for documents

Overview

In the OnDemand client, you can search for documents in the Search Criteria and Document List window. The title bar shows the name of the folder that you opened. In the example that follows, the name of the folder is Baxter Bay Credit.

Important: To open the Search Criteria and Document List window, see Chapter 8, “Opening folders,” on page 23.

Baxter Bay Credit - Search Criteria and Document List

Search Criteria

Account Like

Name Like

Balance Equal To

Date Between 05/03/94 and 02/17/99

Search

Clear All Fields

Restore Defaults

Close Folder

Logical

AND OR

Document List

Date	Account	Name	Balance
------	---------	------	---------

View All Selected

Print All Selected

Sort List...

Append

The Search Criteria area contains fields, controls, and commands that you can use to search for documents:

Field names

The number and names of the fields vary by folder. In the example, there are four search fields: Account, Name, Balance, and Date.

Operators (one active for each field)

In the example, the operator for the Date field is Between. OnDemand uses standard Structured Query Language (SQL) search operators to search for documents. Click a search operator button to list all of the search operators that are available for the field.

Note: The search operators that are available for a field are set by an OnDemand administrator and can vary by folder and field.

Entry fields

Places for you to type search values (such as text, numbers, and dates).

When a search entry field has a ↓, click the ↓ to select from preset choices.

Commands:

Search	Use to initiate a search.
Clear All Fields	Use to erase the values from all of the search fields.
Restore Defaults	Use to set the search operators and the contents of the search fields to the values that appeared when you first opened the folder.

Logical operator

AND means that the search must match all of the search criteria. OR means that the search must match at least one of the search criteria. Unless you have a good reason for doing so, do not change the Logical operator.

The Document List area lists the documents that match the search criteria and contains controls for working with documents. See Chapter 10, "Working with documents," on page 29 for more information.

Searching for documents

To search for documents, follow these steps:

1. Type search values (for example, an account, name, balance, or date) into one or more search entry fields:
 - Press **Tab** to move from one entry field to another. You do not have to type a value in every entry field. However, you may need to type a value in at least one entry field. See your OnDemand administrator if you have questions about required field values.
 - You can use wildcard characters with the Like and Not Like search operators to represent other letters, numbers, or special characters. OnDemand uses two wildcard characters. The **_** (underscore) character matches any single letter, number, or other special character. For example, if you type **1_0** in a search field, OnDemand finds 100, 110, 120...190. The **%** (percentage) character matches zero or more letters, numbers, or other special characters. For example, if you type **MARS%** in a search field, OnDemand finds MARS, MARSCH, MARSHALL, MARSTEENS, and so forth.
 - **If a description is provided for a folder field in the administrative client:** A popup tool tip that contains description about the corresponding search criteria name is displayed when you move the mouse over the search criteria name. If the description has no non-space characters, no tooltip is displayed.
 - A required search criteria name is denoted by an asterisk ***** in front of it.
2. Select search operators for each search field. Choose the search operator button to list the full range of operators available for each field. Select a search operator for a field by choosing one of the buttons in the Select Operator window.
3. Click **Search**. OnDemand fills the Document List with the documents that match the search criteria and updates the status bar with a count of the number of documents. OnDemand lists the documents in the order that they occur on the server or the order that is chosen by the OnDemand administrator.
4. OnDemand prints the following message on the status bar when it is searching the database:

Search is proceeding ... *nnn* documents have been selected.

where *nnn* is the number of documents that have satisfied the search criteria.

If you need to stop a search:

Toolbar

Keyboard

Click

Press Spacebar



Most search requests process quickly. However, complex search requests may take several minutes to complete. The more specific the search criteria that you use, the less time OnDemand requires to complete a search. For example, searching using the Equal operator (for example, Equal MARSHAL) takes less time than searching using the Like operator (for example, Like MARSHAL%).

Note:

If you configured Autoview (on the Options menu) for First Document, then OnDemand automatically opens the first document from the list of documents that match the search criteria. If you configured Autoview for Single Document and only one document matches the search criteria, then OnDemand automatically opens the document for you.

Chapter 10. Working with documents

Overview

Select the documents that you want to work with from the Search Criteria and Document List window.

Important: To open the Search Criteria and Document List window, see Chapter 9, “Searching for documents,” on page 25.

Baxter Bay Credit - Search Criteria and Document List

Search Criteria

Account Like

Name Like

Balance Equal To

Date Between 05/03/94 and 02/17/99

Search

Clear All Fields

Restore Defaults

Close Folder

Logical

AND OR

Document List

Date	Account	Name	Balance
04/03/95	000-000-007	ANN ARBOR CYCLERY	341.62
03/03/95	000-000-007	ANN ARBOR CYCLERY	341.62
02/03/95	000-000-007	ANN ARBOR CYCLERY	1252.52
01/03/95	000-000-007	ANN ARBOR CYCLERY	1252.52
12/03/94	000-000-007	ANN ARBOR CYCLERY	1886.38
11/03/94	000-000-007	ANN ARBOR CYCLERY	1278.22
10/03/94	000-000-007	ANN ARBOR CYCLERY	1278.22
09/03/94	000-000-007	ANN ARBOR CYCLERY	723.76

View All Selected

Print All Selected

Sort List...

Append

The documents that meet the search criteria are listed in the Document List area. Use the scroll bars or arrow keys on your keyboard to move to a specific document in the list.

Use the Document List commands to work with documents:

View All Selected

Use to view the documents that you selected. If you select more than one document, then OnDemand reads each document into a separate viewing window.

Print All Selected

Use to print the documents that you selected.

Sort List

Use to reorder the documents in the Document List.

Append

Use to add lists of documents after those already in the Document List. By default, every time that you click **Search**, OnDemand replaces the documents listed with the documents that match the search.

AutoScroll

Use to automatically scroll the Document List as search results are found.

Note: The **AutoScroll** check box is not included on the Search Criteria and Document List window when the documents in the Document List are generated in sorted order.

The number of documents that you can view at the same time is determined by system resources and the types of documents that you want to view. Typically fewer AFP documents can be opened at one time, while a larger number of line data documents can be opened at one time. Experiment to determine how many documents that you can open at one time. OnDemand reads each document that you select into a separate viewing window.

OnDemand uses the Autoview command to determine whether to automatically open a document after completing a search. You can configure the Autoview command from the Options menu:

None

OnDemand does not automatically open a document found by a search. None is the default setting.

First Document

OnDemand automatically opens the first document from the list of documents that match the search criteria.

Single Document

When only one document matches the search criteria, OnDemand automatically opens it for you.

Selecting documents for viewing

To select documents for viewing, follow these steps:

1. From the Document List area of the Search Criteria and Document List window, select the document or documents that you want to view.
2. Click **View All Selected**. OnDemand opens the selected documents, each in a separate window.

When you select multiple documents for viewing, OnDemand opens the following message on the status bar:

Document retrieval is proceeding for *document name*.

If you need to stop the retrieval of the current document and any remaining documents:

Toolbar

Click



Keyboard

Press Spacebar

OnDemand - [000-000-000 SMITH CYCLERY CO]

File Edit View Search Notes Options Window Help

bb **BAXTER BAY BANK**
More Bank for the Buck

PAGE 1 OF 1

STATEMENT DATE	
04/03/95	
CREDIT LIMIT	
2000.00	
CREDIT AVAILABLE	AMOUNT OVER LIMIT
942	0
ACCOUNT NUMBER	
000-000-000	

MAKE CHECKS PAYABLE TO: BigBucksCard

DIRECT PAYMENT OR INQUIRIES TO: BigBucksCard Center
CUSTOMER SERVICES
P.O BOX 100/BOULDER, CO 99999
PHONE (123) 123-4567

*Smith Cyclery Co
113 W. Maumee St
Adrian, MI 49221*

S
AMOUNT PAID

PLEASE DETACH AND RETURN THIS TOP PORTION WITH PAYMENT

PAST DUE	CURRENT DUE	MINIMUM PAYMENT DUE	PAY EITHER AMOUNT	NEW BALANCE	PAY NEW BALANCE BY THIS DATE TO AVOID ADDITIONAL FINANCE CHARGE	YEAR-TO-DATE FINANCE CHARGE
65	105.81	105.81		1058.11	05/03/95	159.55

STATEMENT DATE 04/03/95 ACCOUNT NUMBER 000-000-000 ANNUAL PERCENTAGE RATE 21.00 %

Working with more than one document

If you work with more than one document at a time, the following commands can help you move between open documents, open other documents from the Document List, and return to the Search Criteria and Document List window (to select more documents or search for more documents).

To move between open documents, use one of the following methods:

Menus

Select the document number (1, 2, 3, ...) from the Window menu

Toolbar

- Click 
- Click 

Keyboard

Press Alt+W to activate the Window menu. Then press the key that corresponds to the document (1, 2, 3, ...).

To open documents from the Document list while you are viewing a document, use one of the following methods:

Menus	Toolbar	Keyboard
<ul style="list-style-type: none"> • Select Previous Item in Document List from the Window menu 	<ul style="list-style-type: none"> • Click  	<ul style="list-style-type: none"> • Press Alt+F9
<ul style="list-style-type: none"> • Select Next Item in Document List from the Window menu 	<ul style="list-style-type: none"> • Click  	<ul style="list-style-type: none"> • Press Alt+F10

Restriction: These methods close the document that you are viewing before opening another document.

To return to the Search Criteria and Document List window when you are viewing a document, use one of the following methods:

Menus	Toolbar	Keyboard
Select the folder name from the Window menu	Click 	Press Ctrl+D

Viewing documents

This section shows you how to complete some basic document tasks, such as:

- Moving to pages in a document
- Finding information in a document
- Adding a note to a document

Moving to pages in a document

When the document that you are viewing contains more than one page, you can move to different pages in the document (“navigate the document”) in different ways. We’ve listed some of the most common:

Menus	Toolbar	Keyboard
<ul style="list-style-type: none"> • Select Go To from the Search menu to move to a specific page in the document you are viewing 	<ul style="list-style-type: none"> • Click  	<ul style="list-style-type: none"> • Press F4 to move to a specific page in the document that you are viewing
<ul style="list-style-type: none"> • Select Previous Page from the Search menu to move to the previous page 	<ul style="list-style-type: none"> • Click  	<ul style="list-style-type: none"> • Press F7 to move to the previous page
<ul style="list-style-type: none"> • Select Next Page from the Search menu to move to the next page 	<ul style="list-style-type: none"> • Click  	<ul style="list-style-type: none"> • Press F8 to move to the next page
<ul style="list-style-type: none"> • Select First Page from the Search menu to move to the first page of the document 		<ul style="list-style-type: none"> • Press Ctrl+Home to move to the first page in the document
<ul style="list-style-type: none"> • Select Last Page from the Search menu to move to the last page 		<ul style="list-style-type: none"> • Press Ctrl+End to move to the last page in the document

When you choose the Go To command, OnDemand opens the Go To window for you to pick the page to move to.

Finding information in a document

Use the Find window to locate information in the document that you are viewing. For example, if the document that you are viewing contains hundreds (or thousands) of customer names, you can use the Find command to locate a specific customer name. You can then use the Find Next and Find Previous commands to move to other occurrences of the customer name in the document.

To begin finding information in a document:

1. Open the Find window by using one of the following methods:

Menus	Toolbar	Keyboard
Select Search → Find	Click 	Press F5

2. Enter the information you want to find in the String field. Click **Help** to get online Help about the information that you can enter and other options on the Find window.
3. When you are ready, click **Find**. OnDemand moves to the first occurrence of the string in the document.
4. You can move to other occurrences of the Find String in the document by using one of the following methods:

Menus	Toolbar	Keyboard
• Select Search → Find Previous	• Click 	• Press Ctrl+R
• Select Search → Find Next	• Click 	• Press Ctrl+N

Adding notes to a document

In OnDemand, an *annotation* is an electronic note that an authorized user can attach to a document.² The note can contain information such as clarifications and reminders about a document, discussions about a document, or any other information that you want to attach to a document.

Requirement: An OnDemand administrator must give a user permission to add, update, and delete notes.

2. The note is not *physically* attached to the document. Rather, it is stored in a separate place than the document. The system keeps track of notes and the client will indicate when a note exists for a document and retrieve it upon request. A note remains attached to a document so long as no one deletes the note, until the document is deleted from the system.

When you want to add a note to a document or view the notes to a document, use one of the following methods:

Menus	Toolbar	Keyboard
<ul style="list-style-type: none"> • Select Notes → Add Notes to add a note to the document that you are viewing • Select Notes → View Notes to view existing notes 	Click 	<ul style="list-style-type: none"> • Press Ctrl+A to add a note to the document that you are viewing • Press Ctrl+N to view existing notes

After you choose the Add Notes command, OnDemand opens the Add a Note window. Click **Help** in the Add a Note window to learn more about the options for notes.

After you choose the View Notes command, OnDemand opens the Notes window. From the Notes window, you can read existing notes, add your own notes, and delete notes; you can also search notes. Click **Help** in the Notes window to learn more about working with notes.

Printing and faxing documents

This section describes how to print and fax documents.

You can print or fax the page of the document that you are viewing, selected pages of a document, or the entire document. You can also select, print, or fax documents from the document list.

You initiate a print or fax request in OnDemand by using the Print command, to open the Print window. To fax a document, you must select the Server option in the Print window. See the online help for detailed information about the options available from the Print window.

If you have questions about printers, ask your OnDemand administrator. If you have questions about selecting printers or changing printer options, see the online help. For detailed information about printing, see your operating system documentation.

Printing from a document

To print pages of the document that you are viewing, follow these steps:

1. Open the Print window by using one of the following methods:

Menus	Toolbar	Keyboard
Select File → Print	Click 	Press Ctrl+I

2. Select a printer and specify printing options. See the online help for details.

Tip: When you print from a document, you can print all of the pages of the document, the page that you are currently viewing (the default choice), or selected pages of the document. When you fax a document, you have the

opportunity to specify information that is placed on a cover page. You can also save and retrieve sender and recipient information.

3. When you are ready to proceed, click **Print**.

Printing from the Document List

To print one or more documents from the Document List, follow these steps:

1. From the Document List area of the Search Criteria and Document list window, select the document or documents that you want to print.
2. Click **Print All Selected** to open the Print window.
3. Select a printer and specify printing options. See the online help for details.

Tip: When you print a document from the Document List, OnDemand automatically prints all of the pages of the document.

4. When you are ready to proceed, click **Print**.

Restriction: You cannot print documents from applications with user defined types directly from the document list.

Sending documents

OnDemand provides an interface to the mail client on the workstation so that you can use e-mail to send copies of documents to people outside of your organization or to people that do not have access to OnDemand. You e-mail a document to someone by using the Send command.

Important: The Send function requires that a Mail Application Programming Interface (MAPI) client be installed on the workstation. For example, an MAPI client is installed with Lotus Notes® 5.08 or later; Netscape Navigator 4.06 or later also includes an MAPI client that you can use to send documents. See your OnDemand administrator for more information about installing and configuring MAPI clients.

To send the document that you are viewing, follow these steps:

1. Open the Send window using one of the following methods:

Menus	Toolbar
Select File → Send	Click 



2. Specify the sending options. See the online help for details.

Tip: When you send a document, by default, OnDemand automatically sends all of the pages of the document. However, you can use the Use Selected Area As Text option to send part of the document. (You must select the part of the document before you choose the Send command.)

3. When you are ready to proceed, click **OK**. OnDemand starts the default mail client.
4. Specify a recipient. Enter message text and change the subject of the message, if you like.
5. When you are ready to send the message, click **Send** in the mail client.

Sending from the Document List

To send one or more documents from the Document List, follow these steps:

1. From the Document List area of the Search Criteria and Document list window, select the document or documents that you want to send.
2. Click the **Send** in the toolbar, or select **File** → **Send** to open the Send window.
3. Specify the sending options. See the online help for details.

Tip: When you send a document from the Document List, OnDemand automatically sends all of the pages of the document.

4. When you are ready to proceed, click **OK**. OnDemand retrieves the documents and then starts the default mail client.

When you select multiple documents, OnDemand prints the following message on the status bar:

Document retrieval is proceeding for *document name*.

If you need to stop the retrieval of the current document and any remaining documents:

Toolbar

Click



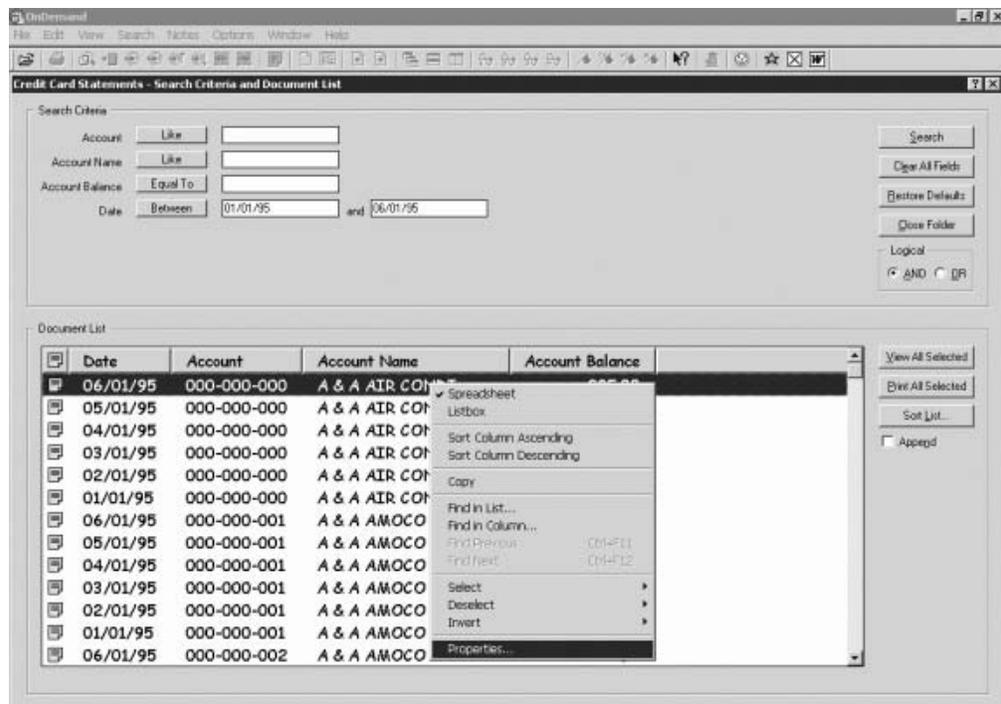
Keyboard

Press Spacebar

5. In the mail client, specify a recipient. Enter message text and change the subject of the message, if you like.
6. When you are ready to send the message, click **Send** in the mail client.

Viewing document properties

To view the properties of a document, right-click a document from the Document List, and click **Properties**. For example:



The Document Properties window is displayed, which contains the following information about that document:

Name Name of the document. It is same as the document name that is included on the title bar when the document is active.

Type Document type. Document types include:

- AFP
- Line
- BMP
- GIF
- PCX
- TIFF
- PDF
- None
- JFIF
- User Defined
- OD Defined
- E-MAIL
- SCS
- SCS-Extended
- Metacode
- PNG
- DJDE
- Unknown

Extension

File extension associated with a document of the type User Defined. For all other document types, N/A is displayed.

Application Group

Name of the application group that is associated with the document.

Application

Name of the application that is associated with the document.

Partial Load ID

Partial load ID of the document. The partial load ID includes the following:

- Application group identifier
- Primary and secondary node identifiers
- Load identifier within the application group

Note:

- The partial load ID does not include the earliest and the latest date in the report.
- If you use ARSADMIN for unload operations, the earliest and latest dates might be required. Typically, you can obtain them from the System Log folder. If you perform a search within an approximate date range and specify `Msg Num Equal To 87` and `Message Like %partial load id%`, the full Load ID is displayed in the Message column.

Large Object

If the document is a large object, Yes is displayed. If the document is not a large object, No is displayed.

Pages/Segment

For Large Objects that have been retrieved, the number of pages per segment is displayed. For Large Object documents in the search results, Information not available is displayed. For other documents, N/A is displayed.

The following is an example of the Document Properties window:

The screenshot shows the OnDemand application interface. A search results window titled 'Credit Card Statements - Search Criteria and Document List' is visible. A 'Document Properties' dialog box is open, displaying details for a selected document. The dialog box contains the following information:

- Document Name: 000-000-000 A & A AIR CONDI
- Document Type: AFP
- Document Extension: N/A
- Document Size: 4230
- Application Group: Few Credit Card Statements
- Application: Few Credit Card Statements
- Partial Load ID: 503510764AA
- Large Object: No
- Pages/Segment: N/A

The background window shows a table of search results with columns for Date, Account, and Balance. The table contains the following data:

Date	Account	Balance
06/01/95	000-	295.33
05/01/95	000-	329.98
04/01/95	000-	587.45
03/01/95	000-000-000 A & A AIR CONDI	763.13
02/01/95	000-000-000 A & A AIR CONDI	777.77
01/01/95	000-000-000 A & A AIR CONDI	378.65
06/01/95	000-000-001 A & A AMOCO	524.11
05/01/95	000-000-001 A & A AMOCO	355.58
04/01/95	000-000-001 A & A AMOCO	437.08
03/01/95	000-000-001 A & A AMOCO	505.92
02/01/95	000-000-001 A & A AMOCO	531.16
01/01/95	000-000-001 A & A AMOCO	458.93
06/01/95	000-000-002 A & A AMOCO SER	474.92

Chapter 11. Creating shortcuts for commands

You can define up to ten different shortcuts for commands in the menus. Each shortcut is a combination of the Ctrl key and one of the function keys (F1 through F10).

For example, you can define one shortcut Ctrl + F1 for a zoom of 200%, and define another shortcut Ctrl + F2 for a zoom of 50%. You can toggle between a 200% zoom by pressing Ctrl + F1 and a 50% zoom by pressing Ctrl + F2 for the document you are viewing.

To create a shortcut from the menu:

1. Select **Options** → **Customize Shortcuts**.
2. Select the number of the function key that you want to use to activate the shortcut.
3. Add one or more actions to the Actions list, and click **Save**.

Click **Help** to see detailed instructions on how to create shortcuts for specific commands.

To view the shortcuts that you created, click the arrow next to **File** → **Shortcuts**.

Chapter 12. Using the CD-ROM as an OnDemand server

OnDemand enables system administrators to extract data from an OnDemand server, and put the data onto CD-ROMs, which are easily distributable. In this case, each CD-ROM becomes an OnDemand server, and the way you access data from a CD-ROM is almost indistinguishable from the way you access the same data from a full-blown OnDemand server.

Before you can use the CD-ROM, you need to install it. To install a CD-ROM, run `x:\install\setup.exe`, where `x:\` is the drive letter of the CD-ROM.

The setup program copies the necessary files to your hard drive, and creates the Windows icons that you need. The OnDemand client software stays on the CD-ROM, and you should access the client from there.

The OnDemand client on the CD-ROM is the same as the regular OnDemand client that you install on your workstation. However, in this scenario, the server is local rather than TCP/IP attached.

Restriction:

- You cannot change your password if you are using a CD-ROM.
- Annotations and named queries are stored locally on your hard drive rather than on the CD-ROM.
- When you do a search, the `And` or `Or` logical operator are not displayed.

Chapter 13. Ending your OnDemand session

This section describes different ways that you can close documents and folders and log off the OnDemand server.

Closing documents

You can close documents in different ways. We've listed some of the most common:

Menus	Toolbar	Keyboard
<ul style="list-style-type: none">• Select File → Close to close the document that you are viewing• Select File → Close All Documents to close all open documents• Select File → Close Folder to close a folder and all open documents from the folder.• Select File → Exit OnDemand to close all open documents and folders, log off the server, and exit OnDemand	<ul style="list-style-type: none">• Click  to close the document that you are viewing and open the previous document in the Document List.• Click  to close the document that you are viewing and open the next document in the Document List.	<ul style="list-style-type: none">• Press F3 to close the document you are viewing• Press Alt+F3 to close all open documents• Press Alt+F4 to close all open documents and folders, log off the server, and exit OnDemand

Closing folders

Use one of the following methods to close a folder without logging off the server or exiting OnDemand:

- In the Search Criteria and Document List window, click **Close Folder**.
- Select **File** → **Close Folder**.
- Select **File** → **Close All Folders**.

Tip: If you have more than one folder open, and you select **File** → **Close Folder**, OnDemand closes the current folder. (OnDemand places a check next to the current folder in the Window menu.)

Logging off a server

To log off a server, select **File** → **Logoff**.

Stopping OnDemand

You can stop the OnDemand client in different ways. Here are some of the most common ways to stop the OnDemand client:

Menus	Keyboard
Select File → Exit OnDemand	Press Alt+F4

Chapter 14. Removing the OnDemand client

The Uninstall feature lets you remove the OnDemand client from your workstation. Uninstall removes the directories for OnDemand and any references to OnDemand in system files. To run uninstall:

1. Select **Start** —> **Settings** —> **Control Panel** —> **Add/Remove Programs**.
2. From the list, select **OnDemand32**.
3. Click **Add/Remove**.
4. Click **OK**.

Chapter 15. Adding or removing OnDemand client components

1. Start the OnDemand client Setup program. The Welcome screen opens, with the Modify option is selected.
2. Click **Next**.
3. To add a component, select it from the list; to remove a component, clear it from the list. You can also add and remove specific languages, fonts, and other options.

Note: When you add a component, make sure that you leave the existing components selected. If you clear the check from a component, the Modify process removes it from the workstation.

4. Click **Next**.
5. Verify the components.
6. Click **Next** and follow the instructions on the screen to finish.

Chapter 16. Troubleshooting

Troubleshooting scenario 1: Documents in another language are not correctly displayed

Symptom

You cannot view documents in another language correctly with OnDemand client on English Windows 2000, even though the locale is set as the target language.

Possible causes

It is possible that your `locale(location)` or `\set\default\ "system locale"` (or both) is not set as the target language.

Action

Make sure that both your `locale(location)` and `\set\default\ "system locale"` are set as the target language.

Troubleshooting scenario 2: AFP plugin fails with a back level OnDemand client

Symptom

You upgraded the AFP plug-in on your computer to the version that came with a recent refresh pack, and after that, you were not able to view AFP documents through the Web.

Possible causes

Newer versions of the AFP plug-in use the iconv tables. If your OnDemand client is back level, it is possible that your system does not have the iconv tables.

Action

Upgrade your OnDemand client so that the registry can be fixed. After that, you should be able to get to the iconv tables with the AFP plugin.

Troubleshooting scenario 3: The Send To function is disabled even after MAPI is installed

Symptom

The "Send To" function in the client is disabled even after you installed MAPI.

Possible causes

Your Windows Messaging Subsystem registry key is set to 0.

Action

Ensure that the following registry key is not 0:
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows Messaging Subsystem

Troubleshooting scenario 4: Errors occurred while trying to view a PDF document

Symptom

You have the full Acrobat Version 6 on your system, however, you received the message Unable to Initialize Document or Failure to Initialize Document while trying to view a PDF document from the OnDemand client.

Possible causes

This messages indicate that the client was not able to start the Adobe Acrobat PDF viewing software. When the full Acrobat Version 6 is installed on a system, the most common cause is an incorrect value for a particular key in the Windows Registry.

Action

With Notepad or a similar editor, create a .reg file with the following two lines:

```
[HKEY_CLASSES_ROOT\AcroExch.Document\DefaultIcon]
@="C:\\Program Files\\Adobe\\Acrobat 6.0\\Acrobat\\Acrobat.exe,1"
```

If Adobe Version 6 is installed in a directory other than the path shown above, modify the two-line .reg file to reflect this. Save the .reg file and double-click it to merge this particular key or value into the Windows Registry. Restart the OnDemand client.

Troubleshooting scenario 5: PDF displays blank pages when you view a large document

Symptom

When you view PDF documents, pages that should contain text are blank. You might also receive the message An unrecognized token *token_name* was found.

Possible causes

This error occurs when an object in the PDF is incomplete or an object is missing a key element. Frequently, the error occurs when the Web server does not download enough of the object to make it usable.

Action

In Adobe Acrobat, disable the **Allow fast web view** and **Allow speculative downloading in the background** options.

To Disable these options in Adobe Acrobat:

1. Click **Edit** → **Preferences**.
2. Select **Internet** from the left navigation pane.
3. Clear the check boxes **Allow fast web view** and **Allow speculative downloading in the background**.

4. Click **OK**.

If you disable these options, you might notice that Adobe Acrobat displays documents more slowly. If you do not view large PDF documents frequently, leave these options selected.

Troubleshooting scenario 6: Fields with spaces in them failed to produce search results

Symptom

You entered a value that contains spaces into a search criteria field and ran a search, but did not receive any search result.

Possible causes

It is possible that you used the In operator when constructing the search. The In operator uses a space as the delimiter to separate search requests. When you entered a value that contains a space, the In operator interprets it as two queries.

Action

Do not use values with spaces in them when using the In operator.

Troubleshooting scenario 7: Line data that was printed is too small

Symptom

The line data is readable from your screen. However, when you print the line data it appears very small.

Possible causes

OnDemand attempts to fit each page of line data onto each printed page. If the page contains too many rows or columns to fit on the page, the line data will be scaled down to fit within the margins that you defined in the print window.

Action

You can solve this problem in the following ways:

- Alter the document so that fewer lines and columns are displayed on each page and then reload the document before you print it.
- Print the document on larger paper.

Appendix. Configuring the OnDemand client to access an OnDemand for OS/390 Version 2.1 server

Note: The OnDemand for OS/390 Version 2.1 server is no longer supported

The IBM Content Manager OnDemand for OS/390 Version 2.1 server must support the OnDemand Windows client level that is installed. Before you install the client, you must ensure that your server maintenance level supports the client that you plan to install. Later releases of the server display supported clients during server initialization.

To enable the client to access an OnDemand for OS/390 Version 2.1 server, you need to configure the client and define some settings. These settings can be defined during setup through the `setup.ini` file or later through a manual process.

To configure the OnDemand client to access a OS/390 Version 2.1 server, complete the following steps:

1. **Optional but recommended:** Specify settings in the `setup.ini` file that are necessary for the OnDemand for OS/390 Version 2.1 server.
2. Add the OnDemand for OS/390 Version 2.1 required command line parameters. You can add the parameters in the `setup.ini` file, or manually follow installation steps. After you add the parameters, ensure that the shortcut properties target field is updated with these parameters.
3. **Required for Object Linking and Embedding (OLE):** Use the `SetFolderCloseMemoryRelease` method.
4. **Optional but recommended:** Configure the client to run in short sockets mode for better performance. This configuration can be automated through the `setup.ini` file, or you can do this process manually.
5. In the Update Servers window, clear the **Attempt Unified Logon** check box unless this option is needed for a specific purpose.

Step 1: Recommended: Specifying settings in the setup.ini file

The `setup.ini` file is used when you run Setup to install the OnDemand client with certain options. You can add an `[S390]` section to automatically install the client to connect by using short sockets mode and add to the OnDemand client shortcut the parameters that are required by OnDemand for OS/390 Version 2.1. For example:

```
[S390]
Sockets=User
Parameters=/Q /O 1 /9
```

The short sockets mode is recommended for better performance, and the command-line parameters are required when you connect to an OnDemand for OS/390 Version 2.1 server.

Sockets=User

Places the `Disconnect=1` short sockets parameter in the Windows registry `HKEY_CURRENT_USER` registry key.

Sockets=Local

Place the `Disconnect=1` short sockets parameter in the Windows registry

HKEY_LOCAL_MACHINE registry key. For OnDemand on Windows systems where multiple users need to log on to the operating system with separate IDs, this option is recommended.

Parameters

In addition to the required command line parameters that are listed in the above example, you can add other command line parameters to the [S390] section. See “Step 2: Required: Adding the required command line parameters” for more information. For example:

```
Parameters=/Q /O 1 /9 /S servername
```

Step 2: Required: Adding the required command line parameters

You must add several command-line parameters for the OnDemand Windows client to work properly when accessing an OnDemand for OS/390 Version 2.1 server. The command-line parameters can be added automatically when you set up the Setup.ini file, or they can be added manually to the OnDemand shortcut. An example of the target for the OnDemand shortcut is:

```
C:\Program Files\IBM\OnDemand32\ARSGUI32.EXE /1 C:\Program Files\IBM\OnDemand32\LOCALE\ENU /Q /O 1 /9
```

where

/Q – Frees memory when a folder is closed

Frees all memory that is associated with a folder when it is closed and refreshes the folder information from the server when it is reopened.

/O 1 – Maximum open folders

Limits the number of open folders to one.

/9 – Additional OnDemand for OS/390 parameters

If you add this parameter, the Public Note check box is checked and disabled. All notes in OnDemand for OS/390 Version 2.1 are public. The **Note can be copied to another server** check box is checked and disabled. This allows notes to be saved with the ad-hoc CD-ROM feature. Also, from the Document Hitlist, server print is enabled, and local and LAN print are disabled. When you view the document, local, LAN, and server print are all enabled.

Step 3: Required for OLE: Using the SetFolderCloseMemoryRelease method

If you want to implement Object Linking and Embedding (OLE) Controls, use the SetFolderCloseMemoryRelease method when a folder is closed for OnDemand for OS/390 Version 2.1. This is the equivalent of the required /Q command line parameter that is described in “Step 2: Required: Adding the required command line parameters”

Step 4: Recommended: Configuring the client to run in short sockets mode

When the OnDemand client is installed, it is configured to start the server as a long running task (long sockets). For maximum performance, change the default setting from long running task (long sockets) to short running task (short sockets).

DISCONNECT = 1 is the parameter for short sockets, and DISCONNECT = 0 is the parameter for long sockets (default). You can configure short sockets in one of the following ways:

- Use the Setup.ini file to configure short sockets automatically
- Manually configure short sockets

For more information about how to use the Setup.ini file to configure short sockets automatically, see "Step 1: Recommended: Specifying settings in the setup.ini file".

To manually configure short sockets, you must edit the Windows System Registry (REGEDT32). Follow these steps:

1. Ensure that the OnDemand client is installed on your workstation.
2. Select **Start** → **Run**, and open **regedit**.
3. In regedit, select **HKEY_CURRENT_USER** or **HKEY_LOCAL_MACHINE** → **Software** → **IBM** → **OnDemand32** → **Common** → **Servers**.
4. Click **Servers**. You should see entries for Default and SERVERS.
5. Right-click the right side of the screen.
6. Select **New** → **String Value**.
7. Enter **Disconnect**.
8. Double-click **Disconnect**. Then, enter 1 for short sockets or 0 for long sockets.
9. Close regedit.

Step 5: Clearing the Attempt Unified Logon check box in the Update Servers window to access an OS/390 server

After you start the OnDemand client, in the Update Servers window, ensure that the **Attempt Unified Logon** check box is not selected. A unified logon is valid only when the OnDemand server is in a Windows environment. If you are connecting to OnDemand on OS/390, you should not select **Attempt Unified Logon**.

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Cryptolope	iSeries	SET
DataJoiner	Language Environment	SP
DB2	Lotus	System/370
DB2 Connect	Lotus Notes	Tivoli
DB2 Universal Database	Mixed Object Document Content Architecture	Ultrastar
DFSMSdfp	MO:DCA	VideoCharger
DFSMSdss	MQSeries	VisualInfo
DFSMSshsm	MVS	WebSphere
DFSMS/MVS	MVS/DFP	z/OS
Domino	Notes	
Domino.Doc	OpenEdition	

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Glossary

A

administrator. In OnDemand, a person authorized to maintain the system. For example, an OnDemand administrator can add, update, and delete users and folders.

Advanced Function Presentation (AFP). A set of licensed programs that use the all-points-addressable concept to print data on a wide variety of printers or display data on a variety of display devices.

AFP. Advanced Function Presentation

annotations. Comments, clarifications, and reminders that can be attached to a document.

application. In OnDemand, an object that describes the physical attributes of a report or input file, such as the type of data found in the input file, the code page, and whether the input data contains carriage control characters. An application also contains instructions that the data indexing and loading programs use to process the input data. Most customers define an application for each different output print data stream or source of data that they plan to store in OnDemand.

C

cabinet. A cabinet is a container for folders. You can use cabinets to manage folders and enable users to navigate to folders more easily. A folder can belong to one or more cabinets.

client. (1) In a distributed file system environment, a system that is dependent on a server to provide it with programs or access to programs. (2) A workstation connected to a network running OnDemand software that can log on and query the library server, retrieve documents from OnDemand, and view and print documents.

copy group. In Tivoli® Storage Manager, a policy object that contains attributes that control the generation, destination, and expiration of backup and archive files. There are two kinds of copy groups: backup and archive. Copy groups belong to management classes.

D

default. A value, attribute, or option that is assumed when no alternative is specified by the user.

default value. A predetermined value, attribute, or option that is assumed when no other is explicitly specified.

document. (1) In OnDemand, a logical section of a larger file, such as an individual invoice within a report of thousands of invoices. A document can also represent an indexed group of pages from a report. (2) A file containing an AFP data stream document. An AFP data stream document is bounded by Begin Document and End Document structured fields and can be created using a text formatter such as Document Composition Facility (DCF).

F

folder. A container for related information, such as statements, invoices, or correspondence, regardless of the source of the information or where the data is stored. When you open a folder, you have access to all of the information that it contains. For example, a billing folder might contain all of the reports for customer transactions over the past two years.

I

icon. A 32 by 32 pixel bitmap used by the windows manager to represent an application or other window.

L

LAN. local area network

line data. Data prepared for printing on a line printer, such as an IBM 3800 Model 1 Printing Subsystem. Line data is usually characterized by carriage-control characters and table reference characters.

line-data print file. A file that consists of line data, optionally supplemented by a limited set of structured fields.

local area network (LAN). (1) A computer network located on a user's premises within a limited geographical area. Communication within a local area network is not subject to external regulations; however, communication across the LAN boundary might be subject to some form of regulation. (2) A network in which a set of devices is connected to one another for communication and that can be connected to a larger network. See also Token-Ring Network.

M

menu bar. The area at the top of a window that contains choices that give a user access to actions available in that window.

N

named query. A set of entry field values on the Search Criteria and Document List window that a user has named and saved for selection as search criteria at a future time.

network. A collection of data processing products that are connected by communication lines for information exchange between locations.

notes. Electronic comments, clarifications, and reminders that can be attached to an OnDemand document.

P

point. A unit of typesetting measure equal to 0.01384 inch (0.35054 mm), or about 1/72 of an inch. There are 12 points per pica.

R

report. A print data stream produced by a user-defined program or other software program that contains hundreds or thousands of pages of related information. Most reports can be logically divided and indexed into single and multiple page objects called documents.

S

server. (1) On a network, the computer that contains the data or provides the facilities to be accessed by other computers on the network. (2) A program that handles protocol, queuing, routing, and other tasks necessary for data transfer between devices in a computer system. (3) A workstation connected to a TCP/IP network that runs the OnDemand programs that store, retrieve, and maintain report files. OnDemand supports two types of servers: a library server and an object server.

server printer. A printer that is attached to a network server and is managed by a server print manager, such as IBM Infoprint® Manager.

string. A series or set of alphabetic or numeric characters.

T

toolbar. The region directly beneath the menu bar of the main window in OnDemand client programs that support a graphical user interface.

toolbar button. A small bitmap on the toolbar that represents a command in OnDemand client programs that support a graphical user interface. Click a toolbar button to quickly access a command.

type. To enter specific information using the keyboard, typing characters exactly as given.

U

user. A person authorized to log on to an OnDemand server.

V

viewing window. The window in OnDemand where you browse documents.

W

Web administrative client. A Web-based administrative client that allows you to add, view, update, and delete users, groups, applications, application groups, folders, printers, and storage sets.

wildcard character. Search characters that represent other letters, numbers, or special characters. In OnDemand, the % (percentage) and the _ (underscore) are wildcard characters.

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