TEMENOS™

TEMENOS T24

ToolBox

User Guide

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Overview

The Temenos T24 ToolBox is designed to complement the T24 Browser. T24 ToolBox provides access to specialised components that interact with the T24 server and implements a uniform interface and access point. The T24 ToolBox also provides standard features that all loaded components can exploit, see '*T24 ToolBox Features*'.

T24 ToolBox is a Windows based application and is installed in a standard manner. Please refer to the '*T24 ToolBox Installation*' section.

T24 ToolBox communicates with the T24 web server using the http protocol, sending and receiving XML messages. The T24 web server will use the T24 connector to rely these messages to the T24 system.

This user guide will describe how to use the T24 ToolBox and highlight all the features

Setup

Installation Pre-Requisites

Before the T24 ToolBox can be used, a fully configured web server for the T24 Browser is needed. The T24 ToolBox connects to the same servlet as the T24 Browser. Since installing and configuring T24 Browser has already been documented please refer the T24 Browser documentation set for details.

The following sections deal with installing the T24 ToolBox on the client machine.

Pre-Requisites

T24 ToolBox utilises the Microsoft® .NET 3.0 framework. The Microsoft® .NET 3.0 framework is pre-installed on most new PCs however it may be necessary to install the framework manually. The Microsoft® .NET 3.0 framework can be found on the Microsoft's website www.microsoft.com and the installation CD. In addition any service packs or updates for the framework will need to be installed.

During the T24 ToolBox setup if you get the following message:

Install of .NET required

This means that the PC does not have the Microsoft® .NET 3.0/.5 framework.

The Microsoft® .NET 3.0 framework can be installed by running the '*dotnetfx.exe*' file distributed with the T24 Tool Box setup.

Alternatively the Microsoft® .NET 3.0 framework can be obtained from the Microsoft web site by clicking 'Yes' on the above message.

During the .NET framework setup if you get the following message:

The message above indicates that the .NET framework is not compatible with your operating system. See the chapter below for minimum system requirements.

System Requirements for Installing .NET Framework 3.0 and T24 ToolBox

Since T24 ToolBox requires the Microsoft® .NET 3.0 framework, the following minimum system requirements must be met before .NET 3.0 and ToolBox can be installed:

Processor	Minimum: • 400 megahertz (MHz) Pentium processor Recommended: • 1 gigahertz (GHz) Pentium processor
Operating System	.NET Framework 3.0 can be installed on any of the following systems: • Microsoft Windows 2003 Server Service Pack 1 (SP1) • Windows XP SP2 • Windows Vista * * Windows Vista comes with .NET Framework 3.0. There is no separate installation package required. The standalone .NET Framework 3.0 packages are not supported on Vista.
RAM	Minimum: • 96 megabytes (MB) * Recommended: • 256 MB * * Or the minimum required to run the Operating System, which ever is higher
Hard Disk	Up to 550 MB of available space may be required. Of which 50MB is required for ToolBox
CD or DVD Drive	Required.
Display	Minimum: • 800 x 600, 256 colours Recommended: • 1024 x 768 high colour, 32-bit
Mouse	Required

Installation/Un-Installation

The T24 ToolBox application can be installed by running the setup.exe found on the install CD. The setup will guide you through the install and will allow you to specify the install location.

To remove T24 ToolBox from your system please use the 'Add/Remove Programs' tool provided by the Windows Operating System (normally found under 'Control Panel').

Post Installation

After the T24 ToolBox has successfully installed on to your system. The T24 ToolBox application can be accessed via:

1. Desktop shortcut – T24 ToolBox
2. Program Files → Temenos T24 → T24 ToolBox

Application Features

Dynamic Plug-In Architecture

The T24 ToolBox provides an interface to components that perform specialised business functions. These components can be referred to as '*Plug-Ins*'. Each Plug-In provides the user with certain '*Actions*' to carry out the specified function. These are referred to '*Plug-In Items'*. The T24 ToolBox provides a framework where these Plug-Ins and Actions are made accessible to the users. During loading the T24 ToolBox framework dynamically loads '*authorised*' Plug-Ins and hosts them within the interface. Although the end user does not need to know about this, it is important to understand that the T24 ToolBox can be easily extended to host a variety of Plug-Ins and Actions. New Plug-Ins and Actions may become available after an upgrade. Also system administrators can prevent access to chosen Plug-Ins by not deploying it to the users machine.

Auto-Launch Items

Users are able to flag any action as a '*Start-Up Item*'. This means that that action will be automatically launched according to the '*Start-Up Mode*'. Current Start Up modes are:

1. Launch On Start Up: this will launch the item when the T24 ToolBox application is opened.
2. Launch On Sign On: this will launch the item when the user has signed on to the T24 server.

Using this mechanism, users can flag commonly used actions so reducing the need to navigate and manually execute each item.

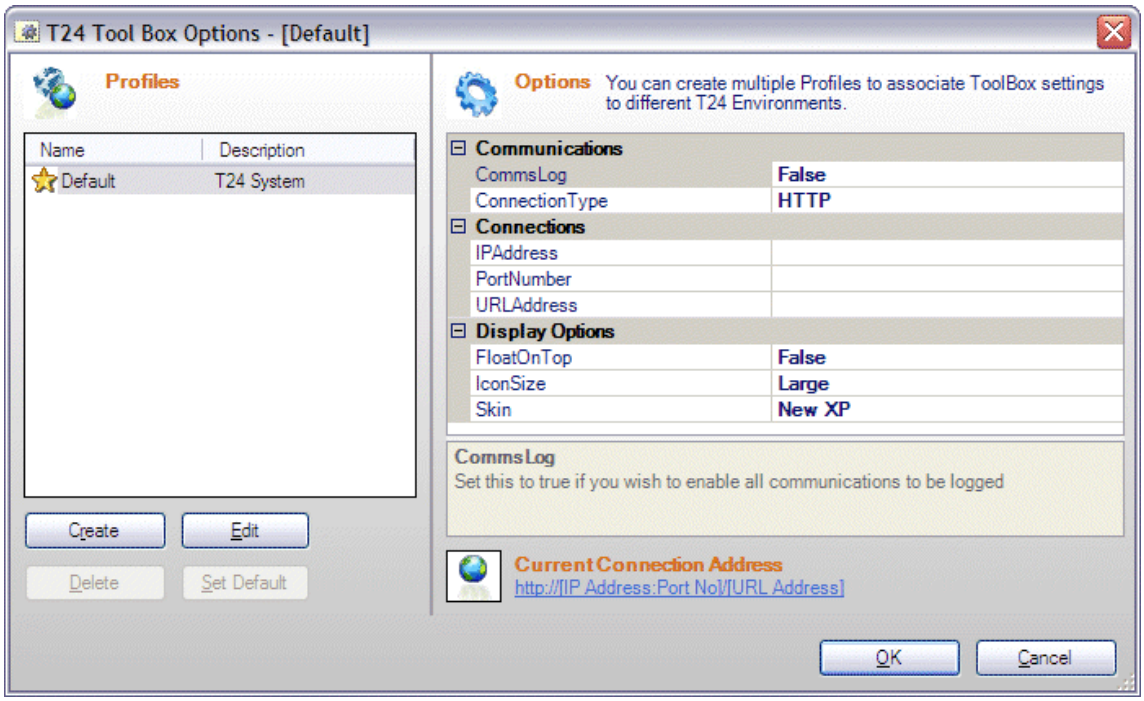
Auto-Launching Items is described further in 'Plug-In Item Context Menu' section)

Desktop Management

Screen 'real estate' is an important factor in modern computing. T24 ToolBox automatically saves and restores window sizes and positions. Users can arrange the windows on to their screens as desired and the next time they are opened they will be restored to the previous location and dimensions. This in combination with 'Auto-Launch Items', (described above), can provide users with a fast and efficient screen 'real estate' management.

User Options

Before sign-on is possible the address of the T24 web server must be specified. On the T24 ToolBox menu bar select '*Tools*' then '*User Options*'. The T24 ToolBox Options dialog (shown below) will be displayed.



The User Options Dialog

This dialog allows user to enter communications, connection & display settings. Multiple instances of these settings can be entered by associating them with different profiles – see *'Connection Profiles'* section.

Users can select which profile to use from the sign-on screen.

By default a 'Default' profile has is created by ToolBox and settings can be entered under it. The settings that can be entered are:

Communications

CommsLog

This can be set to 'TRUE' or 'FALSE'. If set to 'TRUE' ToolBox will start the communications logger application. This application will log all requests & responses between the active URL, see '*Communications Logger'* section.

ConnectionType

The following options can be set:

HTTP – Default

HTTPS – Use if the Browser Web application has been secured with HTTPS

TAG – Use if ToolBox is communicating with a TAG node.

Connections

IPAddress

This is the address the web server that the Browser Web Application is hosted on e.g. localhost

PortNumber

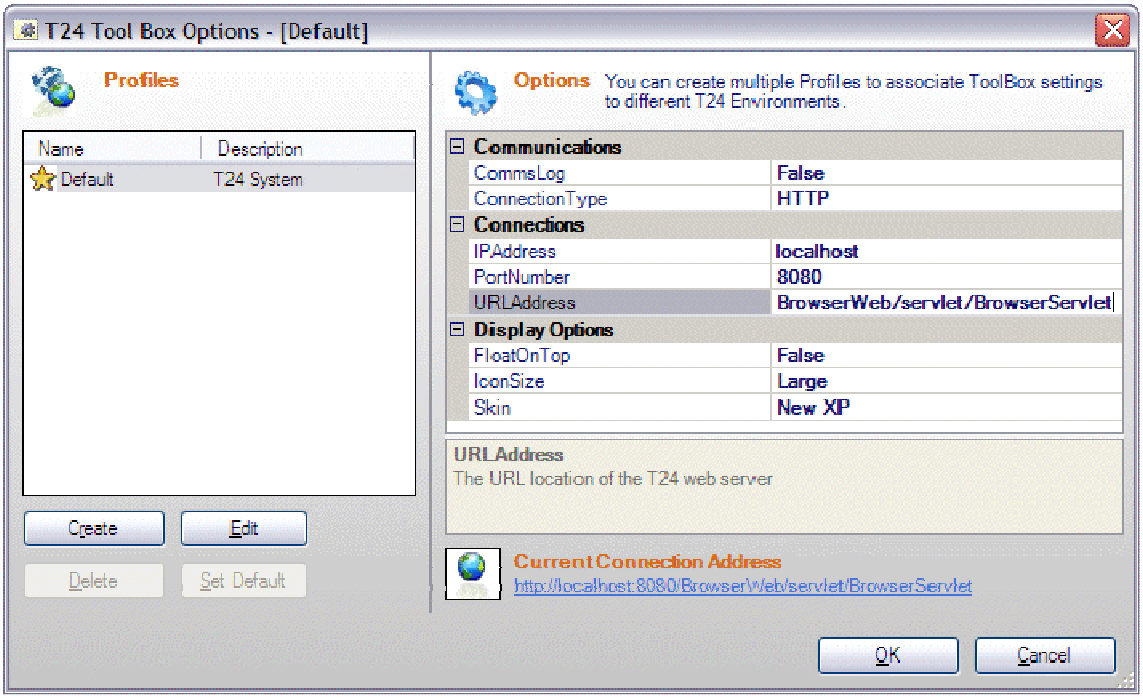
This is the Port Number that the web server has heed set up to use e.g. 8080

Note: this can be left blank if required e.g. when using a proxy server.

URLAddress

The URL of the Browser web application e.g. BrowserWeb/servlet/BrowserServlet

Once all the connection 'components' have been entered the full & final address can be verified by viewing the '*Current Connection Address*' as this will change as the address components are supplied.



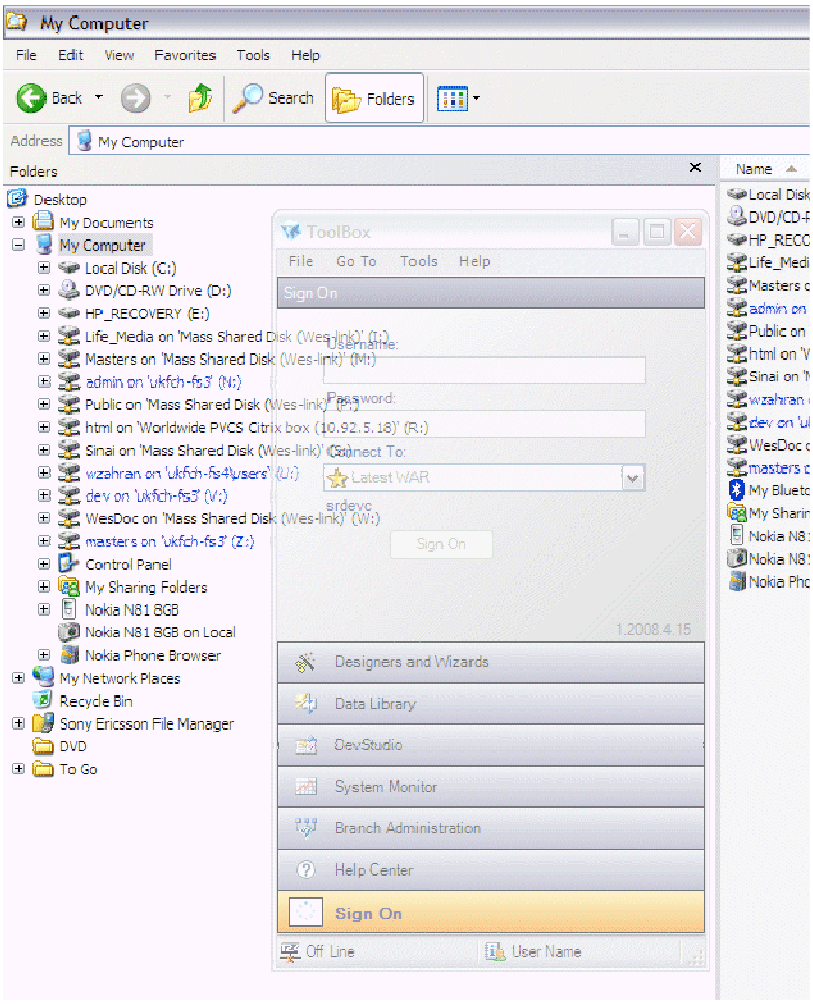
The User Options Dialog showing connection address components

Display Options

FloatOnTop

This option can be set to 'TRUE' or 'FALSE'. If set to 'True' then the T24 ToolBox application will 'float' on the screen when it does not have focus. This can be useful when the user has many applications open at once and allows for more advanced screen 'real-estate' management, (see screen shot below).

Note: this setting will only become active once ToolBox is restarted.



The T24 ToolBox 'floating on top' even though Windows explorer is active, you can still see a faint image of the T24 ToolBox.

IconSize

The 'IconSize' can be set to 'Large' or 'Small'. This will be the default setting for all item icons displayed in the T24 ToolBox Plug-In screens.

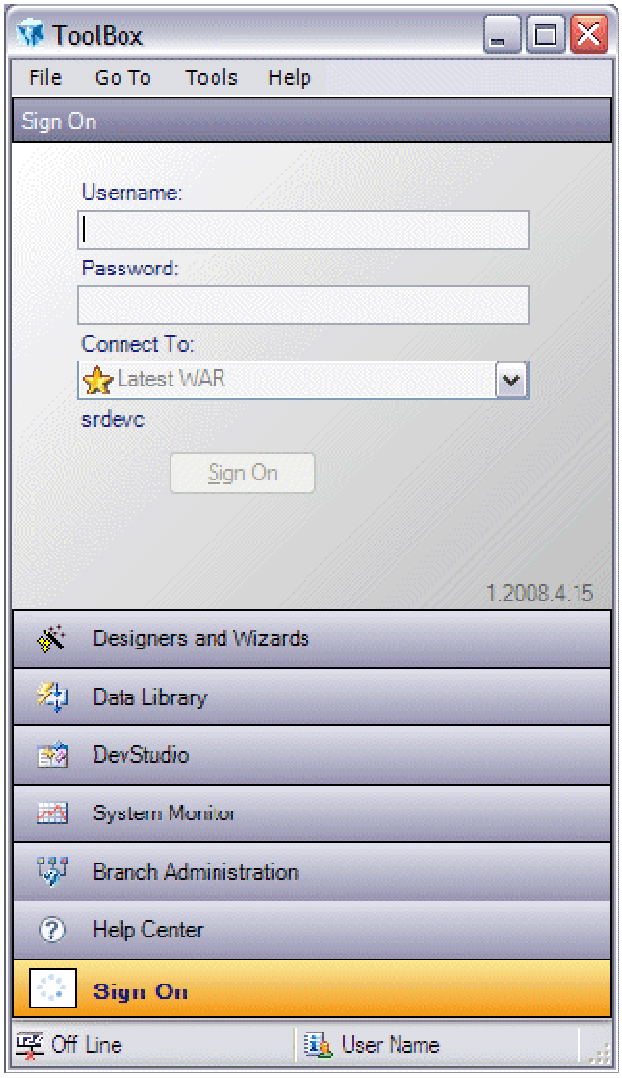
Skin

This changes the ToolBox colour scheme. The options are 'Default' or 'New XP'.

Signing On

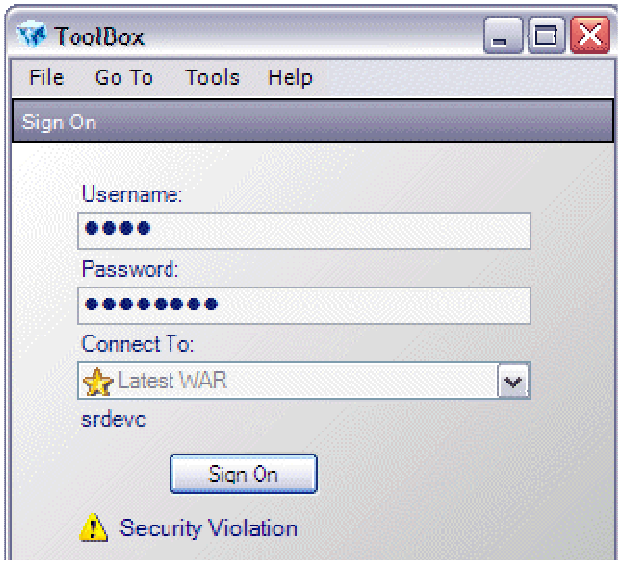
Now that a profile has been defined and connection address has been set the T24 username and password can be entered on the T24 ToolBox Sign On screen (shown below).

NOTE: if multiple connection profiles have been specified the 'Profile' combo box can be used to select the desired profile, (see 'Connection Profiles' section).



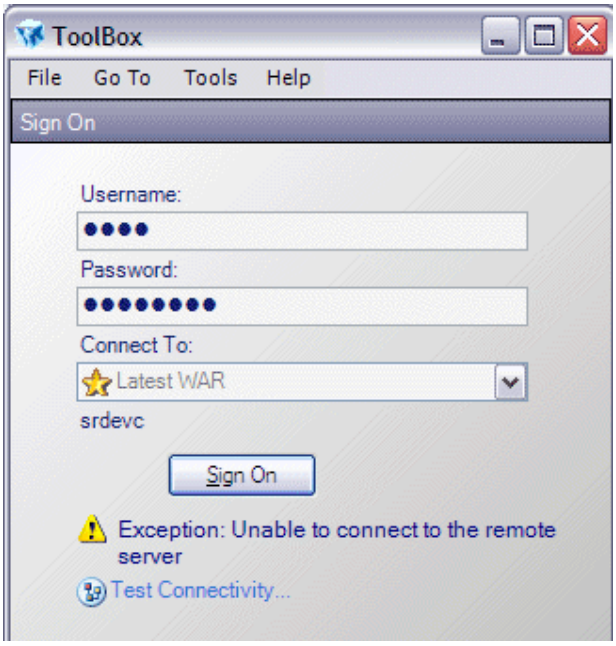
The T24 Toolbox Sign-On Screen

Once the correct details have been entered click 'Sign On'. The T24 ToolBox will attempt to establish a connection to the Browser Web Server. Once a connection has been successful the User and Password text boxes will be disabled. If an error occurs such as 'Security Violation' then this will be displayed to the user.



A Security Violation Error Message

If ToolBox detects a connectivity problem during signing on then it will display the error message and give the user the option to test the connectivity:



If the 'Test Connectivity…' hyperlink is clicked then the T24 Connectivity Monitor is launched and can be used to test the path to the chosen T24 server.

Connection Error Messages

Below are common connection error messages. Your web server may return different errors.

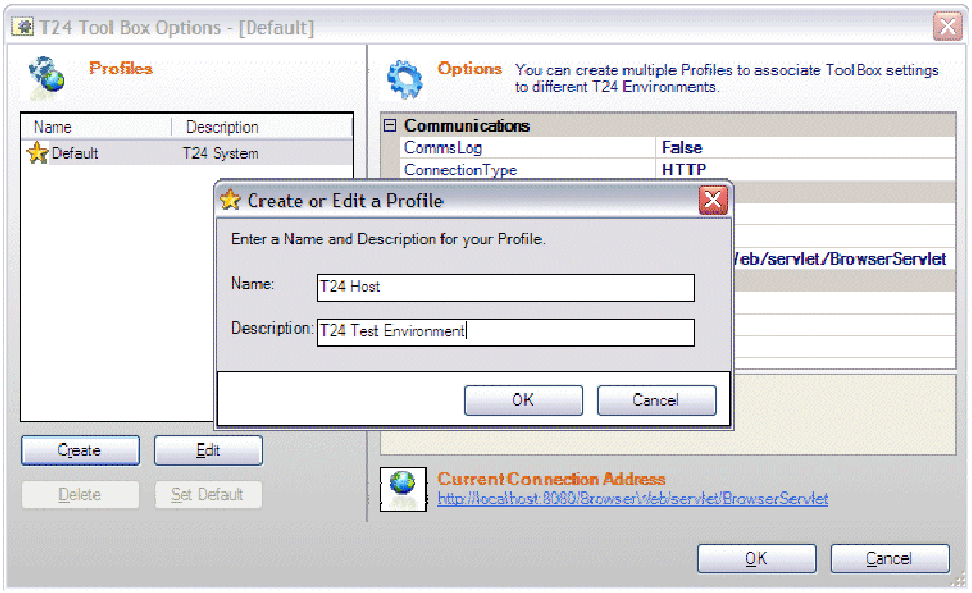
Error Message	Cause
Security Violation	Incorrect username or password has been supplied. This could also indicate that the T24 Connector is not running.
Exception: The underlying connection was closed: Unable to connect to remote server.	The full connection address cannot be resolved. Ensure you have specified the correct address components.
Exception: The Remote Server Returned an Error: (404) Not Found	A connection was made to the remote server but it could not find the requested page. Review the 'URLAddress' part of the connection string.
Exception: Invalid URI: The format of the URI could not be determined.	Check the 'Current Connection Address' in the User Options dialog. The format is incorrect.

Connection Profiles

ToolBox allows multiple connection profiles to be configured. This allows users to connect to different T24 Browser web instances easily.

Creating & Editing a Connection Profile

From the 'User Options' dialog press the 'Create' button under the 'Profiles' section.

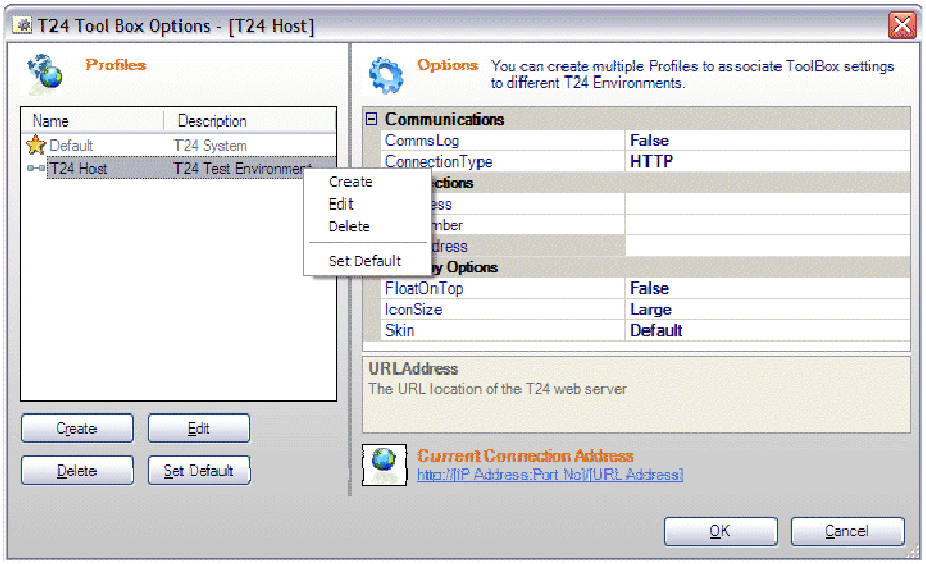


Creating a new connection profile.

Enter a Name and Description for this profile and press 'OK'

To add settings under this profile simply select it and enter the settings on the right and press 'OK'

This entry will now appear in the 'Profile' combo box on the ToolBox Sign-on screen and the user can select this option as desired.



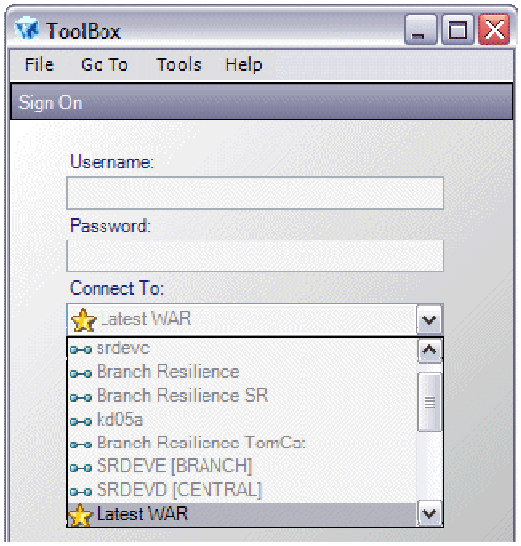
Connection Profile context menu

Profile settings can be edited by pressing the 'Edit' button or Deleted by pressing the 'Delete' button or by right-clicking on the profile entry.

Any profile can be set as a default profile by pressing the 'Set Default' button. This will ensure that this profile is always selected each time ToolBox is launched.

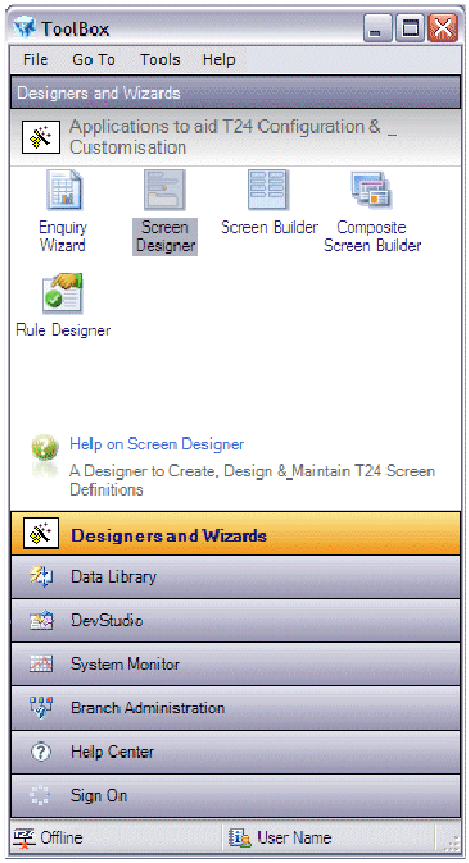
Selecting a Connection Profile

On the ToolBox Sign-On screen, the 'Profile' combo-box will list all configured connections profiles. To connect to the desired area, simply select the profile from this list. Ensure a valid T24 user name & password has been provided and click the 'Sign-On' button.



Several Connection Profiles available to select. Note that '*Latest WAR*' has been set as 'Default'

User Interface



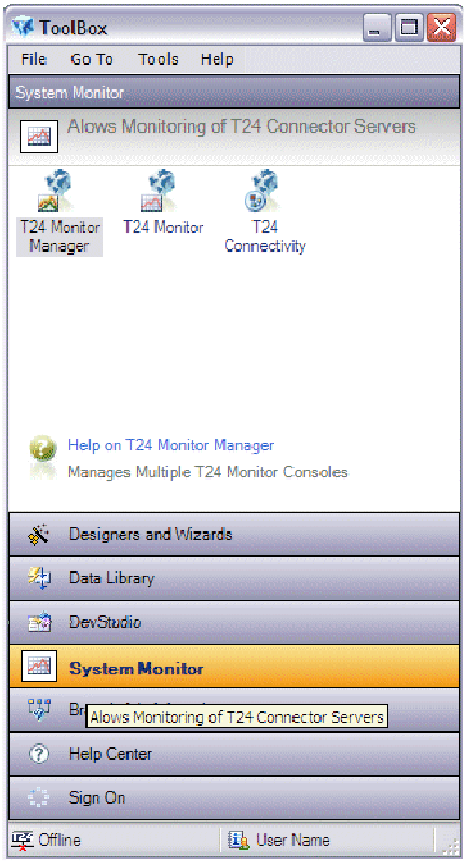
The T24 Toolbox Interface

Executing an Item

The T24 ToolBox provides an interface to Temenos approved Plug-Ins. The ToolBox groups each Plug-In under it's own Tab or Screen. The screen shot above shows that there several Plug-Ins available. The '*Designers and Wizards*' plug-in is currently selected. The '*Designers and Wizards*' Plug-In contains '*Items*', the '*Enquiry Wizard*', '*Screen Designer*' , '*Screen Builder*', '*Composite Screen Builder' & 'Rule Designer'*. Each of these items can be executed by double-clicking on them.

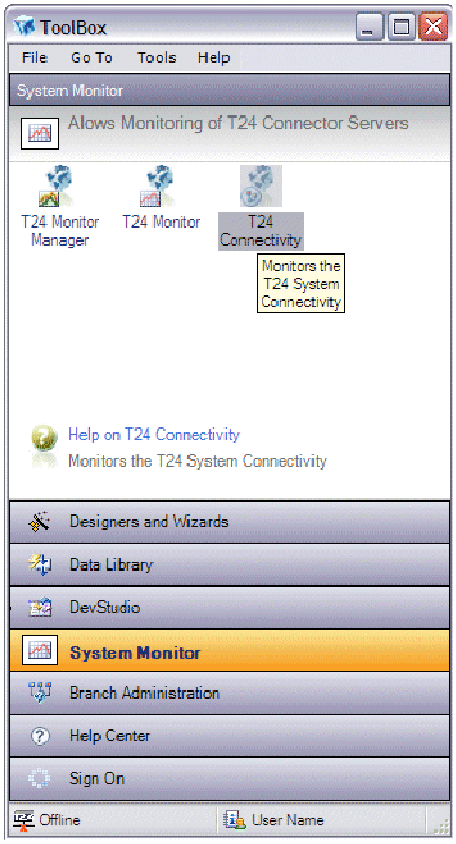
ToolTips

Tool tips are provided by the T24 ToolBox on the Plug-In Tab and on the Item icon. To determine what each Plug-In tab is for simply hover the mouse cursor above the particular Tab. A tool tip will appear giving a description of the type of actions/items associated with it.



Plug-in tool tip

In a similar manner, to determine what each item does, hover the mouse cursor over the item icon and a tool tip will be displayed giving a description of the selected item.



Item tool tip

Status Bar

The status bar displays two panels. The first panel displays the connection status either:

On Line: an active connection has been established.

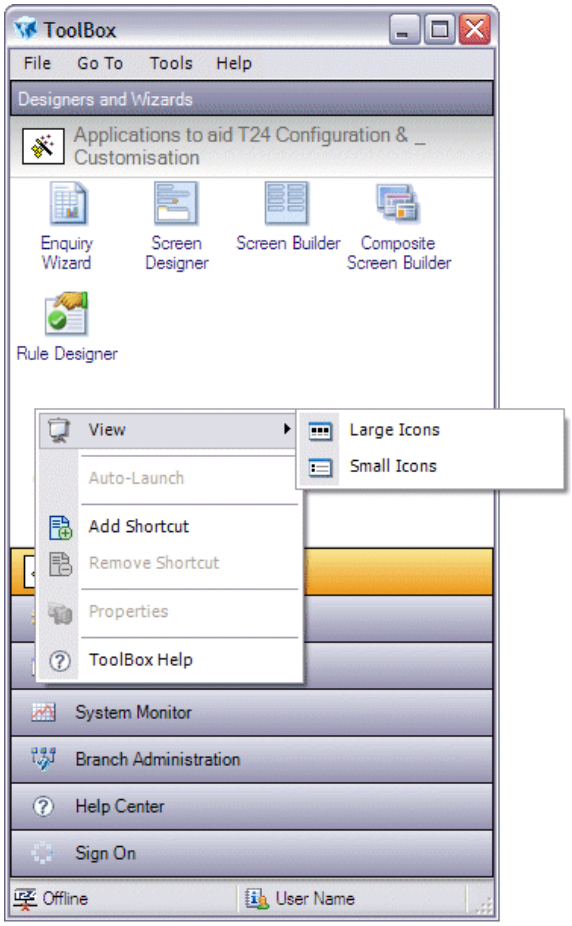
Off Line: no active connection to the T24 server.

Connecting: this is displayed when the T24 ToolBox is initiating a connection with the T24 Server.

The status bar panel second displays the T24 user name once a connection has been established.

Plug-In Item Display

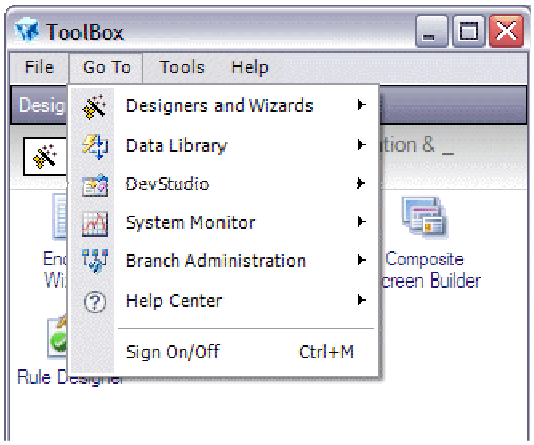
The T24 ToolBox allows the Plug-In items to be displayed in two views. One uses 'Large' icons, the other 'small' icons. The views can switch from one to the other by right clicking anywhere on the Plug-In screen and selecting 'View'.



Switching Plug-In Item views from 'Large' to 'Small' Icons

NOTE: The default Icon size can be set under the 'Tools' → 'User Options' dialog. This setting will be applied each time the T24 ToolBox is launched.

Menu Bar Actions



The Menu Bar

File Menu

- *Sign On* - Signs On to the T24 Server using the login details supplied on the 'Sign On' screen.
- *Sign Off* - Signs Off the T24 Server, this option is enabled when a connection is active.
- *Exit* - Closes the T24 ToolBox.

GoTo Menu

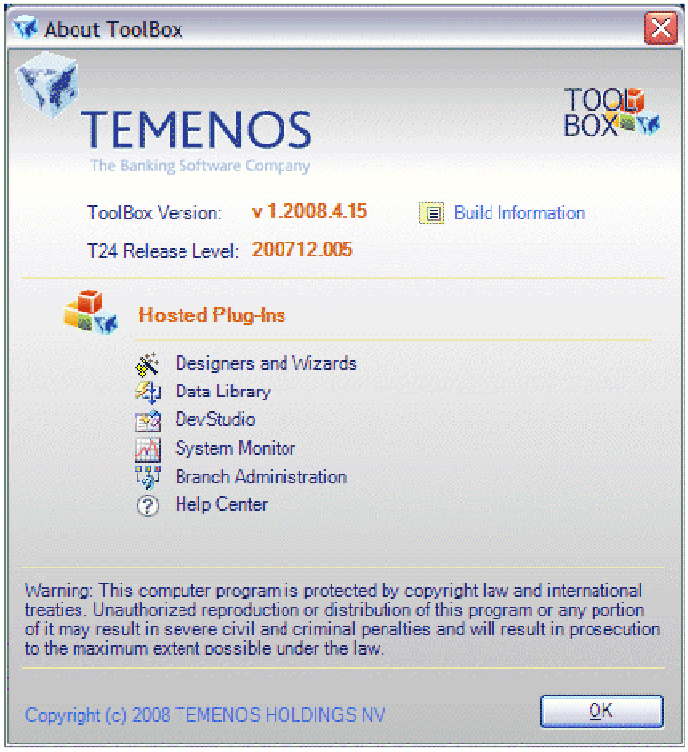
This menu provides direct access to the Plug-In actions and will launch all the Items found on the Plug-In screens (see figure above).

Tools Menu

- User Preferences menu item will launch the '*T24 ToolBox Options*' dialog (see '*ToolBox Options*' section)

Help Menu

- Help – Launches the T24 ToolBox help system. (see '*ToolBox Help*' section)
- About – Launches the 'About ToolBox' dialog.



The ToolBox About dialog.

ToolBox and T24 Server versions are displayed.

A list of all hosted Plug-Ins is given and a hyper-link to the ToolBox build information file is provided.

System Tray Actions

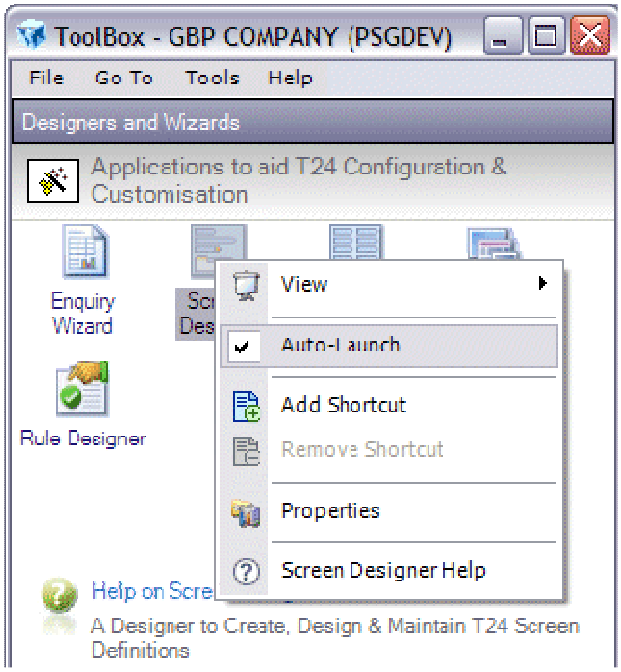
The T24 Toolbox System Tray Icon with its context menu

The T24 ToolBox will display a Windows System Tray Icon (as shown above). The icon displayed reflects the T24 ToolBox connection state; On Line, Off Line or Connecting (*see Status Bar section*).

When right-clicked a context menu is shown (see screen shot above). These actions perform the following:

- *Sign On* - Signs On to the T24 Server using the login details supplied on the 'Sign On' screen.
- *Sign Off* - Signs Off the T24 Server, this option is enabled when a connection is active.
- *Open* – Brings the T24 ToolBox application to the front of the screen and will 'restore' it if it has been 'minimised'.
- *Exit* - Closes the T24 ToolBox

Plug-In Item Context Menu



The Item Context Menu

- *View* – Large or Small Icons (*see 'Plug-In Item View' section above*).
- *Auto-Launch* - This can be checked and un-checked to set the chosen item as a Start-Up item according to it's 'Start-Up Mode' defined under 'Item Properties' (*see 'Item Properties' section*).
- *Add & Remove Shortcut* – This allows a windows shortcut to be added or removed within this plug-in pane. This can be used to add related documents or applications. Auto-Launch conditions can also be set on these items.
- *Properties* – This displays the 'Item Properties' dialog (*see 'Item Properties' section*).
- *[Plug-in Item] Help* - This displays the help file associated with the selected item.

Item Properties

Item Properties

This dialog displays specific 'non-modifiable' properties relating to the currently selected Plug-In item. This information can help with problem investigation.

Auto-Launch

This can be set to '*Launch On Start Up*' or '*Launch On Sign On*'. If '*Launch On Start Up*' is selected then the item will be automatically launched the next time the T24 ToolBox application is opened/executed. If '*Launch On Sign On*' is selected then this item will be automatically launched when a connection has been successfully established with the T24 Server.

NOTE: This setting will only take effect if the 'Auto-Launch' menu item is 'checked' in the Plug-In Items Context Menu (see 'Plug-In Item Context Menu' above).

Change Icon

The user can change the item icon by navigating to a chosen resource and selecting it. The 'Restore Default' button can be used to restore the original icon.

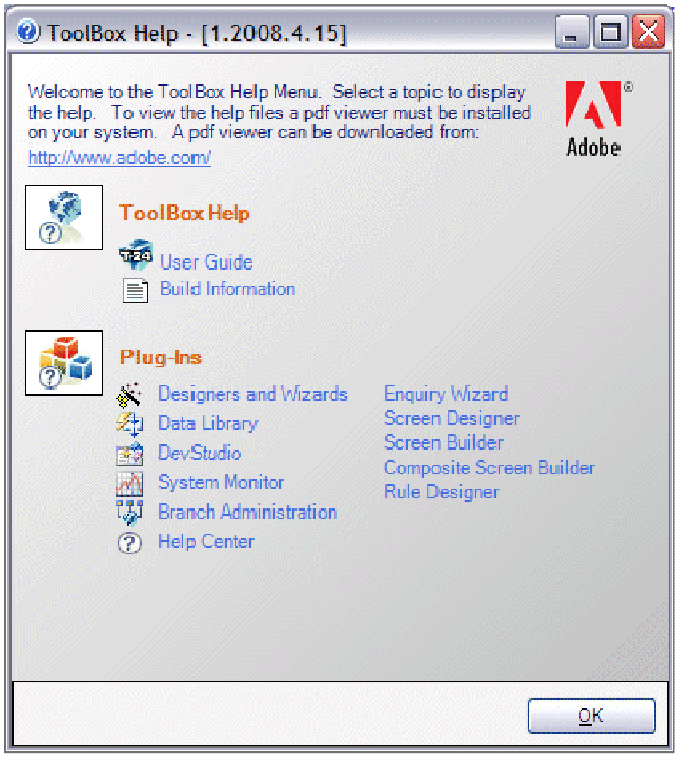
Help System

ToolBox provides a menu to access it's own help information. Users can refer to this help system when required. All ToolBox help files are installed during the installation process.

The ToolBox Help System can be accessed by via the '*ToolBox Help…*' menu item under the '*Help*' Menu on the main menu.

The ToolBox Help dialog can be used to access all help files that relate to the ToolBox application. A menu is also provided to access the help files for all hosted plug-ins and their associated actions.

NOTE: A pdf viewer is required to view some of the help files. A free pdf viewer can be downloaded from http://www.adobe.com/.



The ToolBox Help dialog

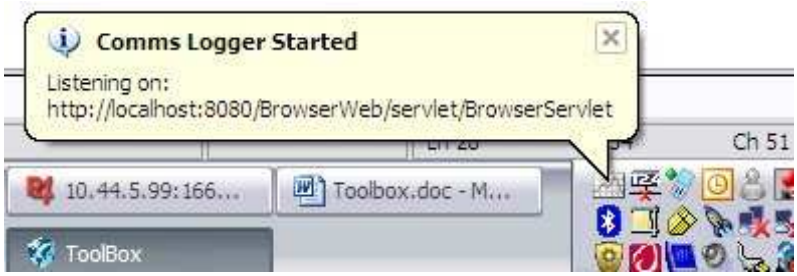
Communications Logger

Under the 'User Options' dialog if the '*CommsLog'* option is set to 'TRUE', ToolBox will start the Communications logger application.

This application will log all requests and responses sent to the T24 Browser web server.

Accessing the Communication Logger

When the '*CommsLog'* option is set to 'TRUE' and new system tray icon will appear:



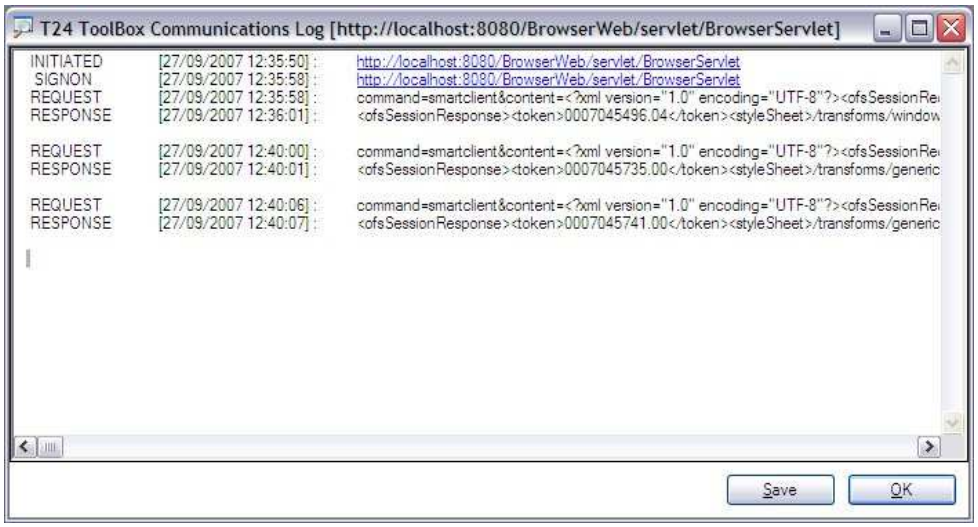
The communication logger application system tray icon.

The 'info bubble' will disappear after a short time and the communications logger is now active and will log all communications between ToolBox ad the T24 Browser web server.

To access the communication logger right-click on the system tray icon to access it's menu or simply double-click on it.

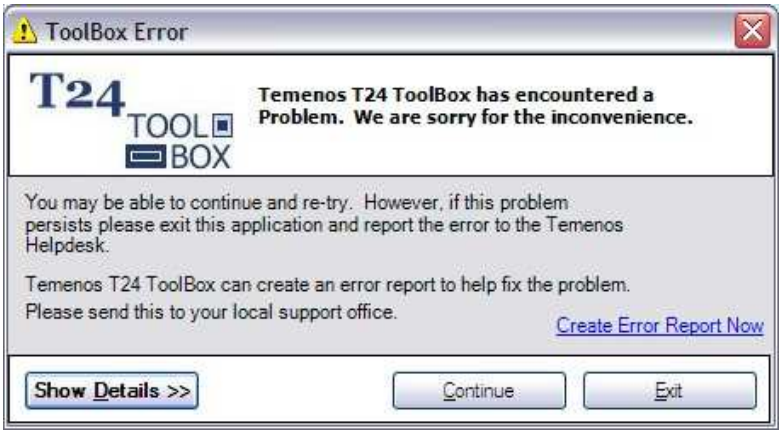
Communication Logger's Menu

Once the Communications Logger application is opened a window will appear that contains information that may be useful during issue resolution. The contents of this window can be saved to a file and sent to the Temenos Helpdesk when required.



The communications logger application

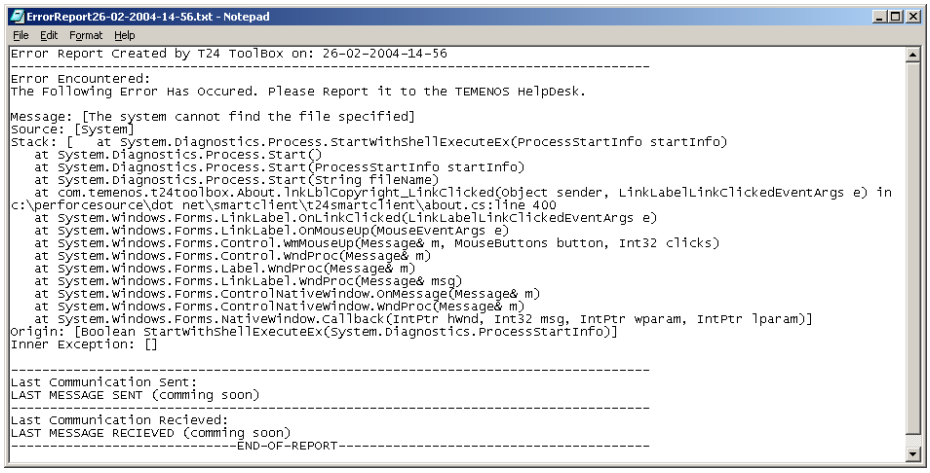
Error Handling



The error reporter

If an error occurs during the application lifetime the above dialog box will be presented to the user. The user may possibly determine the cause of the error clicking the 'Show Details' button. As well as giving debug information that may help resolve the problem it will also display the last communications sent and received with the T24 Server.

The '*Create Error Report Now*' hyper link can also be used to automatically create a debug file that can be sent to the Temenos helpdesk for problem investigation. If a file is created it will be found in the T24 ToolBox installation folder. An example of the error report is shown below. The newly created error report will be launched and displayed to the user.



Example Error Report