



Agile® e6.0

Agile e6.0.1

Product Visualization Management

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**November 11, 2005**

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Part I provides an introduction and an overview to the ViewCafé Integration, the hardware and software requirements and the integration architecture.

- ❑ Chapter 1 General Information
  - ❑ Chapter 2 Hardware and Software Requirements
  - ❑ Chapter 3 Integration Architecture
-

# Chapter 1

## Introduction

Agile Product Visualization Management allows you to view many types of electronic documents and drawings stored within Agile e6, without the need for the original authoring system.

It also supports the engineering change process by allowing all participants in the process to include redline comments along with files that are associated with work requests and work orders. PLM handles the management of the redline layers seamlessly with the full document management and versioning behind Agile's file management system.

Main features of ViewCafé Agile e6 integration are:

- ❑ Supports more than 200 different file formats, and a wide number of printers and plotters.
- ❑ View/mark up documents.
- ❑ Checks in the markups and stores them in the Agile e6 repository.
- ❑ Various markup tools, including symbol and text annotations.
- ❑ Special viewing features for 2D and 3D files with separate windows where the user can see all existing markups, layers, thumbnails and symbol files.

### ViewCafé Integration Documentation

Besides, this installation manual, the ViewCafé Integration documentation, includes the following documents:

- ❑ User Manual in Agile e6  
Online help describing how to use the integration from Agile e6. See Online Help > Using Agile e6 > Visualization > ViewCafé.
- ❑ ViewCafé Manual  
Online help describes ViewCafé in more detail. See ViewCafé Online Help in the View Café directory.

# Chapter 2

## Hardware / Software Requirements

### Agile e6

Check Agile e6 platform requirements at [http://eignersupport.agilesoft.com/documentation/plm\\_platforms.asp](http://eignersupport.agilesoft.com/documentation/plm_platforms.asp).

### Agile e6/ViewCafé Integration

Product	Version	Windows	JRE
Spicer ViewCafé	3.3	2000 SP3/ XP Professional SP2/ .NET Server 2003 SP1	JRE1.3 or higher
Agile	e6.0.1 and up	.NET Server 2003 SP1 Enterprise Edition	

### ViewCafé Requirements

ViewCafé is a client-server program. The main components are the Core Server, Application Server, License Manager, Document Handler and the Client Applet. The Java Runtime Environment (JRE) is required on both, the server and the client machine for ViewCafé. The server and client components have different system recommendations as given below:

#### Client Hardware Requirements

- Mouse, track ball, or touch screen
- VGA monitor, minimum screen resolution 800 x 600, minimum 16-bit color, recommended 24-bit for optimum 3D performance
- OpenGL accelerated video card with most recent driver, recommended for optimum 3D performance
- CD-ROM drive
- 64 MB RAM or more (recommended 128 MB for optimum 3D performance)
- 25 MB free disk space

#### Server Hardware Requirements

- Pentium II 500 MHz or better (recommended Pentium III)
- 256 MB RAM or more
- 2 MB free disk space for installation, 50 MB or more for temporary files

- OpenGL accelerated video card with most recent driver, recommended for optimum 3D performance
- CD-ROM drive

### Client Software Requirements

- Java 2 Runtime including the Java Plug-in Version 1.3 or higher must be installed
- Java 2 SDK with the same version as the Java 2 Runtime can be installed
- Java 3D (for OpenGL), version 1.2.1\_02 or higher
- OpenGL, version 1.1 or higher
- Pentium 200 MHz or better
- Windows 98/ME, Windows 2000, Windows 2003, Windows XP, Sun Solaris 2.6 or higher, Linux, AIX, HPUX, Mac OSX

### Server Software Requirements

- Windows 2000, Windows 2003 Server, Windows XP
- Java 2 Runtime including the Java Plug-in Version 1.3 or higher must be installed
- Java 2 SDK with the same version as the Java 2 Runtime can be installed
- Java 3D (for OpenGL), version 1.2.1\_02 or higher
- OpenGL, version 1.1 or higher

**Note:** Users who run the 3D Client applet the first time have to install Java 3D. There is a known issue that occurs during this installation. For details, refer to "Java 3D installation fails" in the troubleshooting section of the ViewCafé Integration and Configuration Help.

**Note:** ViewCafé uses a version of Java 3D that requires OpenGL on every client computer. OpenGL is already installed with Windows 95 (OSR2), Windows 98, Windows ME, Windows 2000, Windows NT 4.0, and Windows XP operating systems. If required, the OpenGL installation files can be downloaded from <http://www.opengl.org>.

To improve load times for 3D documents, set the memory usage parameters in the Java plug-in properties page on each user's system. For details refer to "Difficulty loading 3D documents" in the troubleshooting section of the ViewCafé Integration and Configuration Help. The JRE version used on the client's machine has to be the same as on the server machine.



# Chapter 3

## Integration Architecture

ViewCafé is a client-server product, i.e. some functions occur on the server and some occur on the client. Because ViewCafé provides also a thin client, no administration is required on the client. ViewCafé can be configured to use two different communication channels.

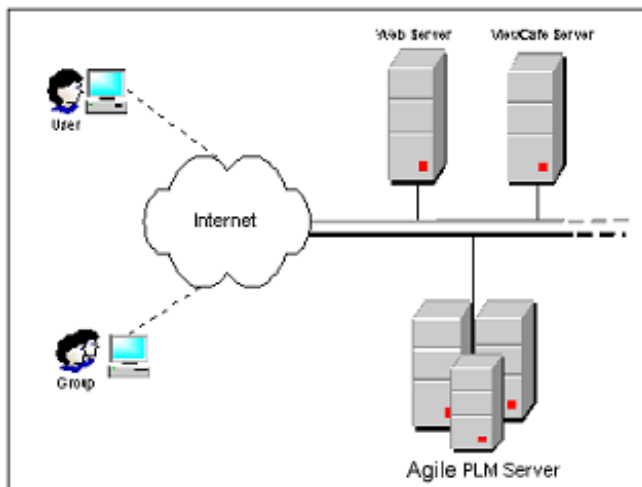
- ❑ Pure RMI (LAN)  
A system where all clients are connected to the same LAN or intranet and behind the same firewall.
- ❑ XML over HTTP  
A system where firewalls or proxies are used.

For details refer to the ViewCafé Integration and Configuration Help.

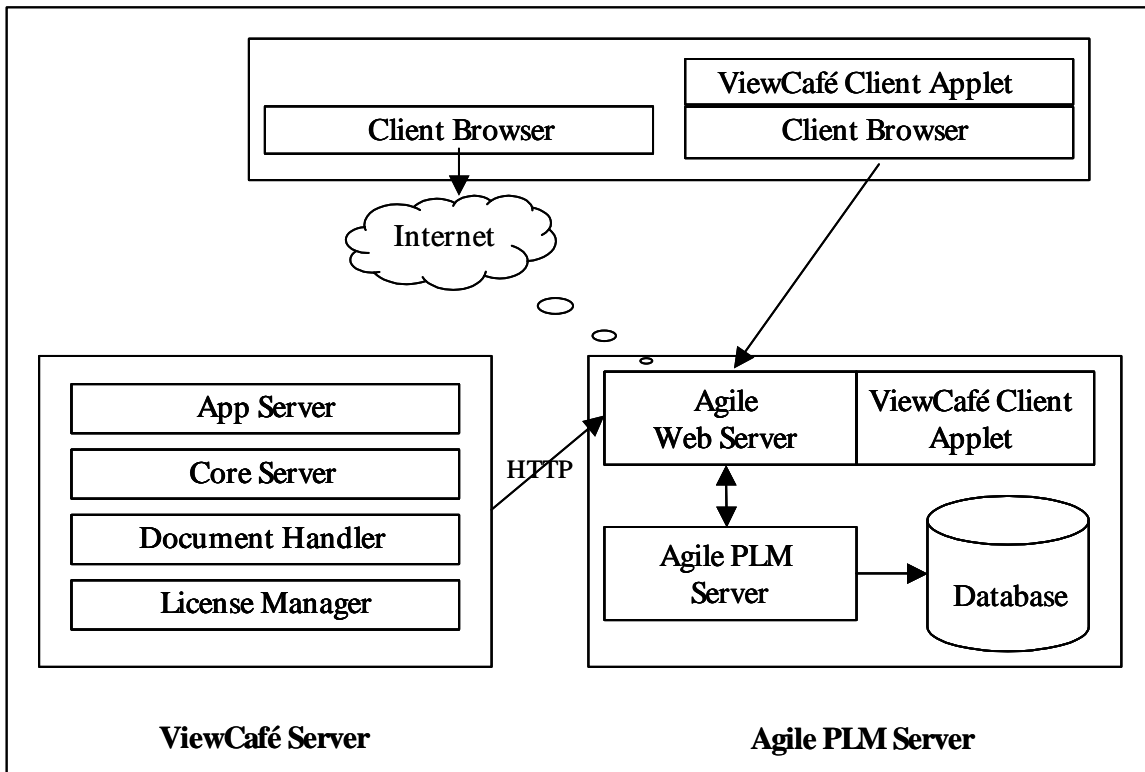
The Spicer ViewCafé Agile e6 Integration is distributed on the Agile e6 installation DVD. ViewCafé can be installed on any of Agile e6 servers (depending on operating system), or on a separate server. ViewCafé consists of the following components:

- ❑ Server:
  - App Server
  - Core Server
  - License Manager
  - Document Handler
- ❑ Client  
Client Applet (embedded in Agile e6 Web Presentation Server)

The scalability feature of ViewCafé allows more Core Servers to be added at any time to handle greater loads. All ViewCafé components can be installed on the same server.



To open a file in ViewCafé it has to be retrieved from a temporary checkout directory on the ViewCafé Server. ViewCafé uses HTTP to communicate with the Agile e6 Web servers.



## View Café License Manager

The View Café Licenses Manager loads the license files in the ViewCafé Server installation directory (e.g. c:\spicer\ViewCafe\License) and will try to communicate with other ViewCafé Licenses Manager, if there are any in the same network through RMI (Remote Method Invocation).

If there are other View Café License Managers, the license class will be compared. If the class is the same, the second View Café License Manager will not be able to start. The same thing happens to evaluation licenses.

# Part 2

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Part II provides the installation procedure for the ViewCafé Integration and the configuration of Agile e6.

- ❑ Chapter 4 ViewCafé Installation on Windows
  - ❑ Chapter 5 ViewCafé Installation on Unix
  - ❑ Chapter 6 Configuration of Agile e6
  - ❑ Chapter 7 Integration Parameters
  - ❑ Chapter 8 Troubleshooting
-

## Chapter 4

# ViewCafé Installation on Windows

**Note:** Before you start the installation, make sure that you have a fully installed Agile e6.0.1 or higher without the integration on your computer. You also need to create a Web Presentation Service Environment.

**Note:** Obtain license files from [vi@agile.com](mailto:vi@agile.com).

The installation software will take you through various dialogs during the installation procedure and installs the ViewCafé Server components and the ViewCafé client. You will also be prompted to install the Java Runtime Engine or Java 3D if it is not already installed on your system. JRE and Java 3D should be installed in the same directory.

1. Insert the Integration installation CD.

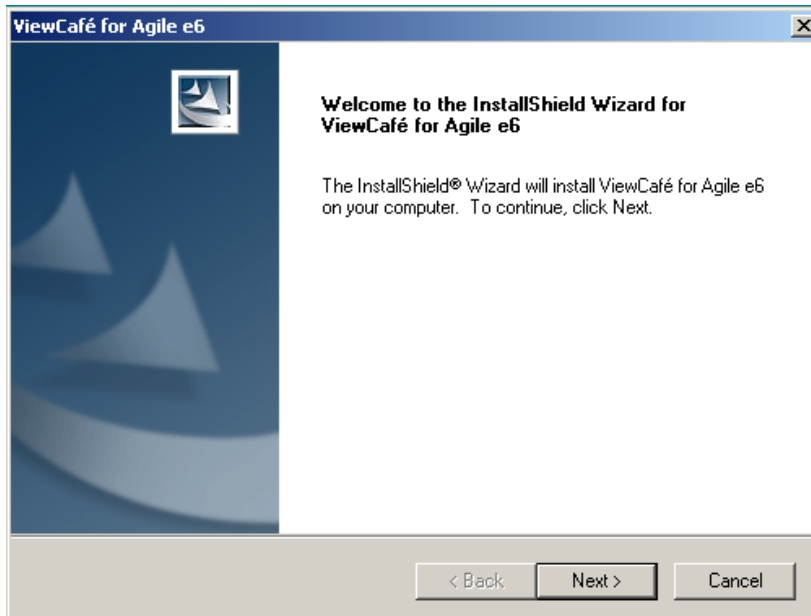
If the autostart feature is enabled on the machine, the main setup window, shown in the following figure, opens automatically.

If the CD Autostart feature is not enabled, open the window manually by double-clicking the file **launch.exe** in the root directory of the CD.



2. Click "Install Agile e6 Integration".

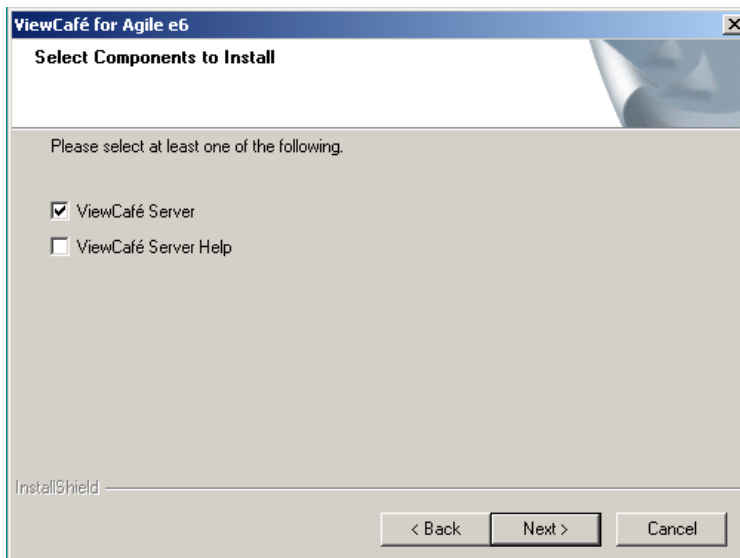
The Install Shield Wizard will be opened to install the View Café Integration for Agile e6 on your computer.



**3.** Click Next > to start the installation.

The window for selecting the components you want to install is opened. You can now select ViewCafé components, which will be installed:

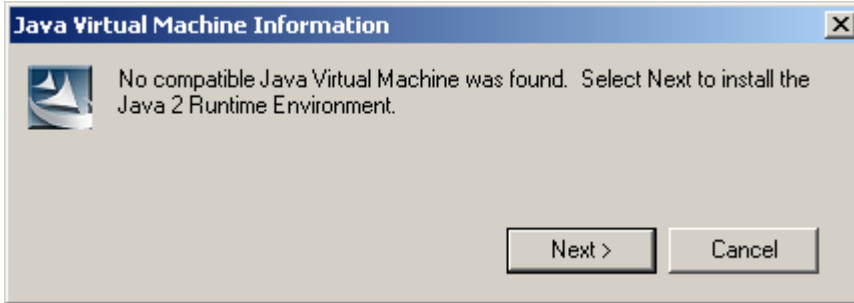
- ViewCafé Server** - the ViewCafé server components, e.g. App Server, Core Server, License Manager and Document Handler.
- ViewCafé Server Help** - the documentation and help files for ViewCafé Server will be installed.



**4.** Choose the components you want to install and click Next>.

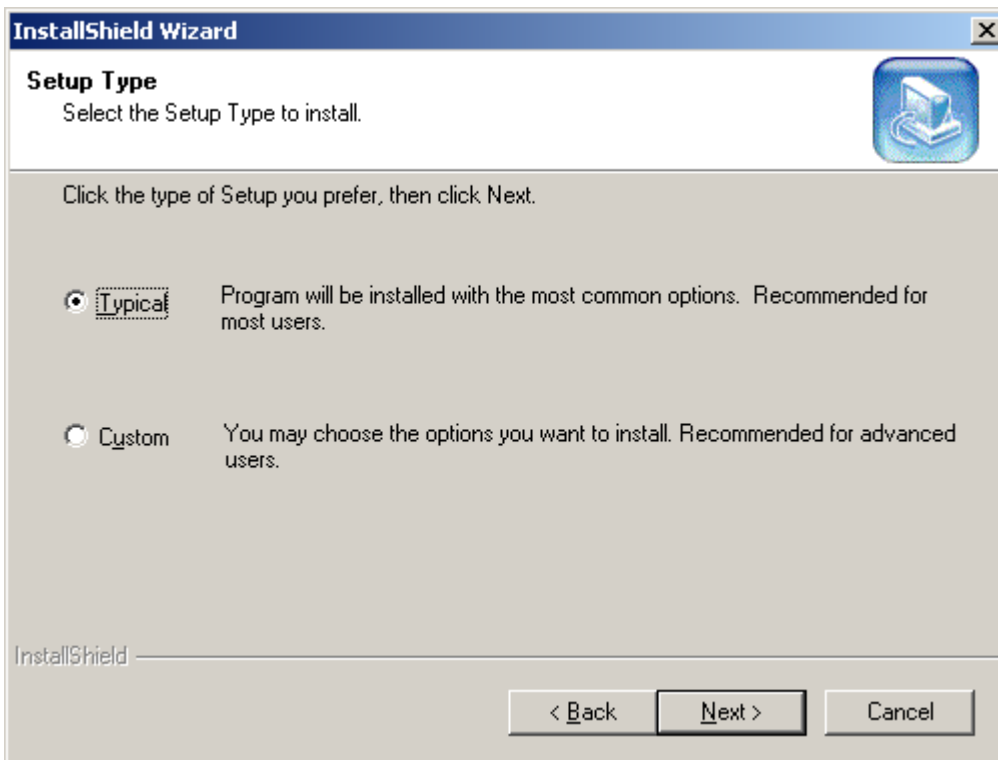
It will be checked if a compatible Java Virtual Machine is available. If one is available, the installation continues with Step 17.

If none is found on the system, the wizard will prompt you to install Java Runtime Engine or Java 3D.

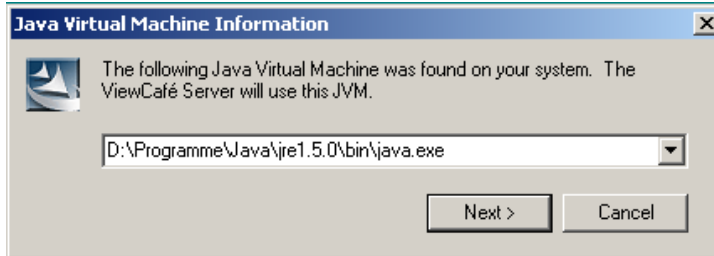


5. Click Next > to install the Java Runtime Environment.
6. Confirm the License Agreement and click Yes >

The mask for choosing the setup type is opened.

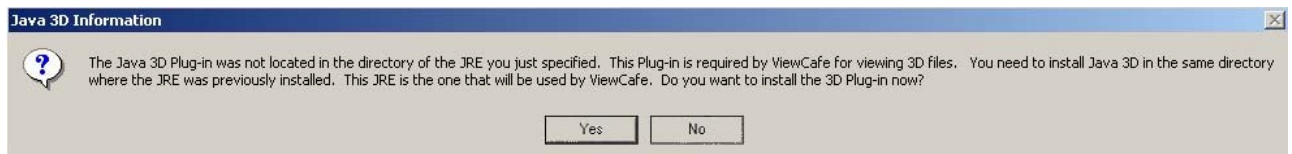


7. Select the setup type. We recommend Typical. Click Next>.
- The JRE is installed. After the installation the following window is opened:



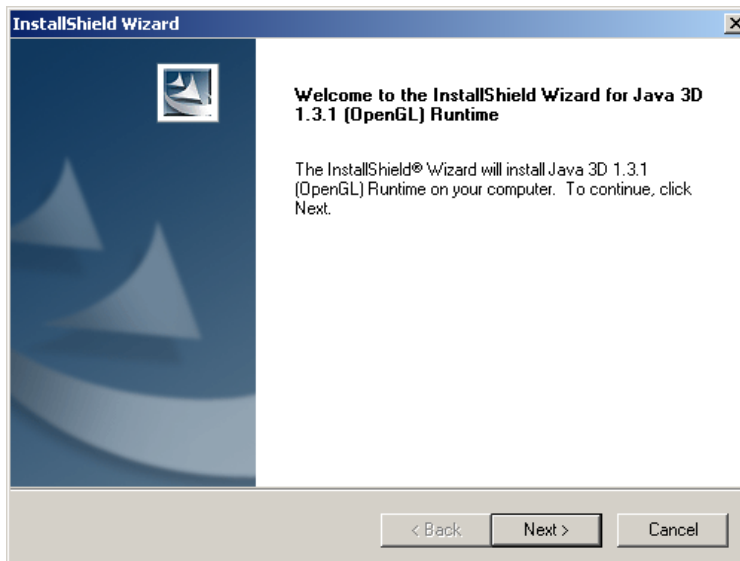
8. Click Next>

If no Java 3D plug-in is installed on your computer, you will be asked if you want to install it.



9. If you want to install the 3D-Plug-in click YES.

The files for installing Java 3D1.3.1 (open GL) runtime are being extracted and the Install Shield Wizard for installing the Java 3D is opened.

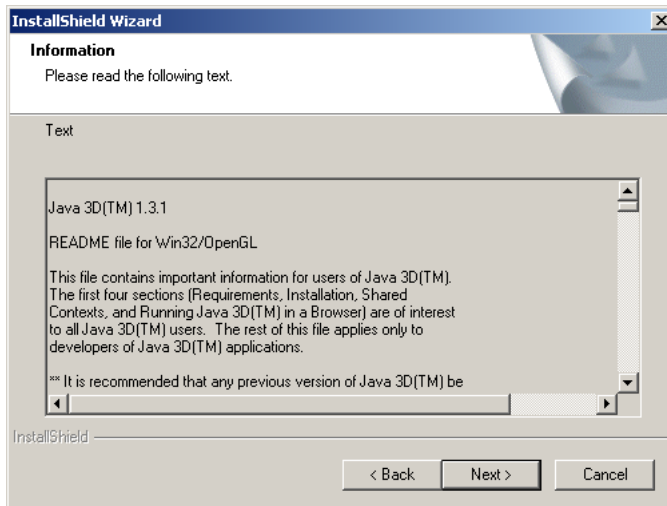


10. Click Next >

The Licenses Agreement is opened.

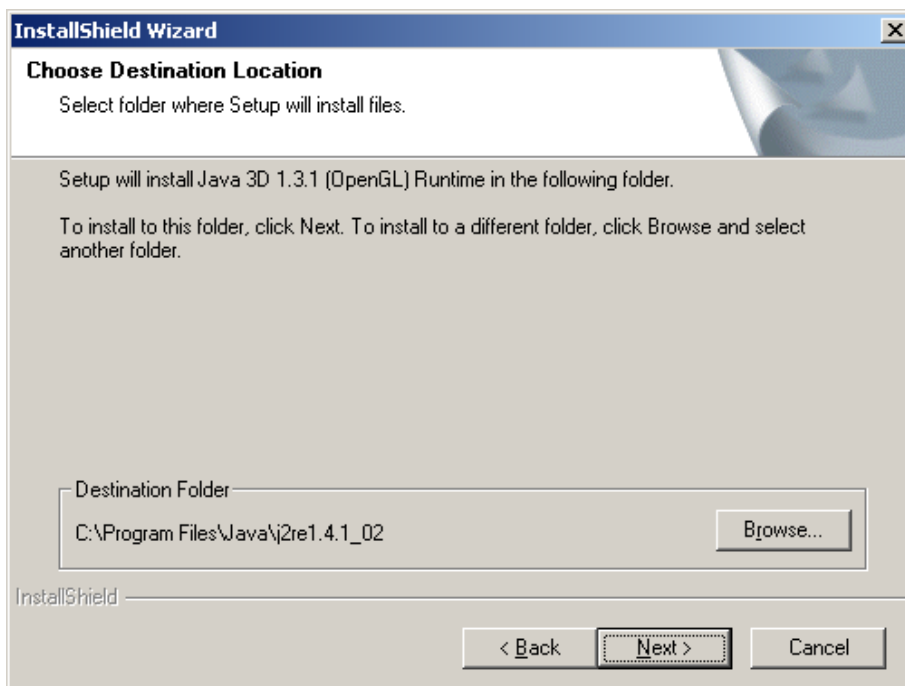
11. Read the Licenses Agreement carefully and click YES to accept it.

A README file is opened, giving additional information on the installation of Java 3D 1.3.1.



12. Read the information and click Next >.

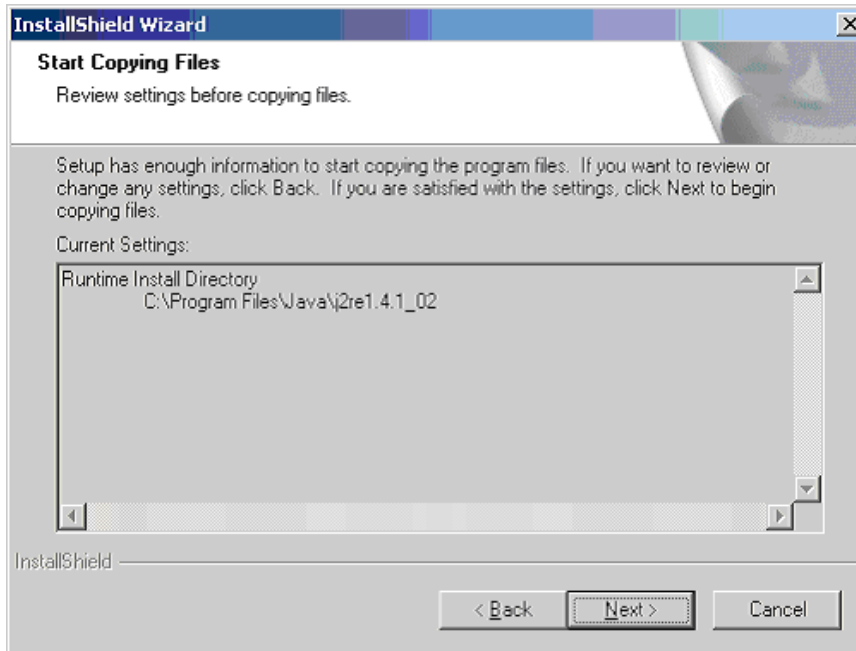
In the next window you can choose the Destination Folder.



13. Choose a folder and click Next > .

14. Before copying the files, review the settings carefully and click Next > .

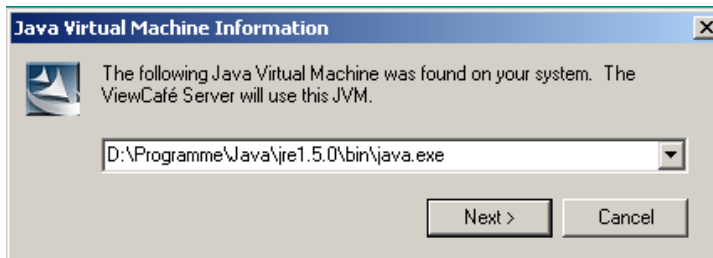




15. After the installation is complete click “Finish”

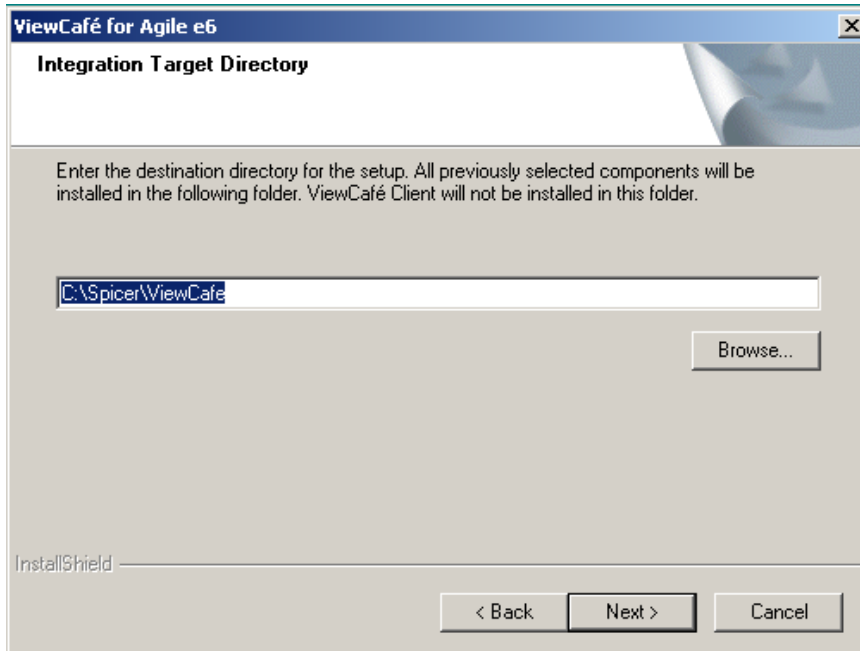
The Java 3D is installed on your computer.

The following window will appear.



16. Click Next>.

The wizard will now continue to install ViewCafé.

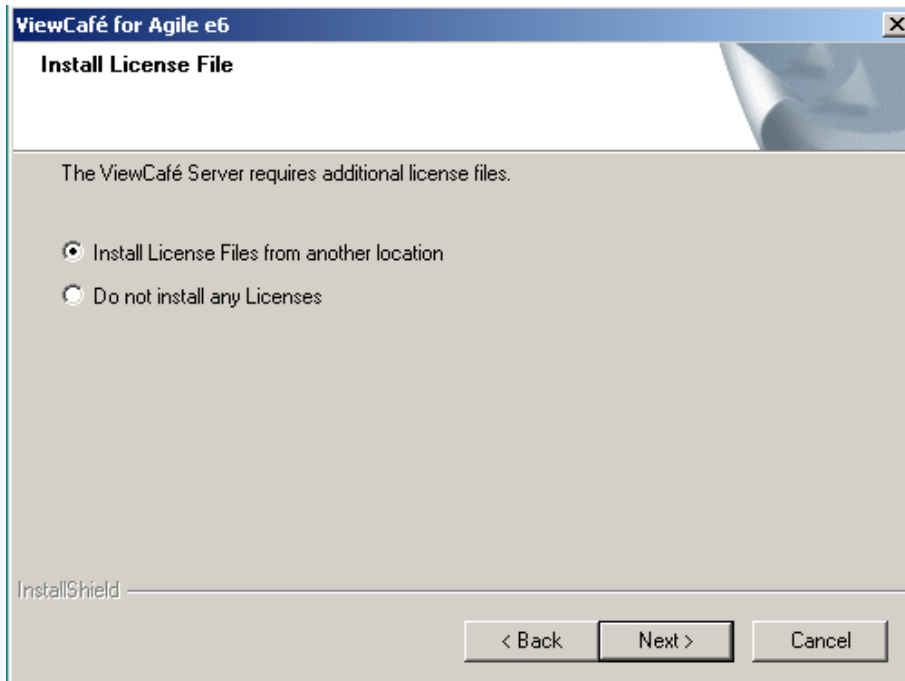


17. Choose the installation path for the ViewCafé Server components and click Next >.

If the installation folder does not exist, it can be created.

18. Confirm with YES.

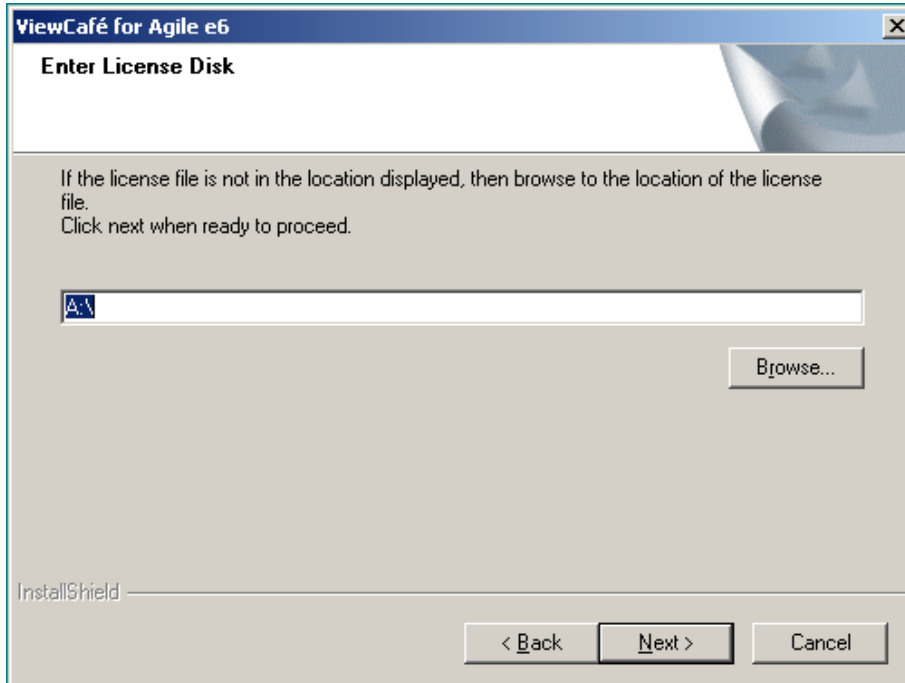
You are now asked to install the license file.



ViewCafé license files are provided separately. When prompted, select the location of the license file. Licenses files can be obtained from [vi@agile.com](mailto:vi@agile.com).

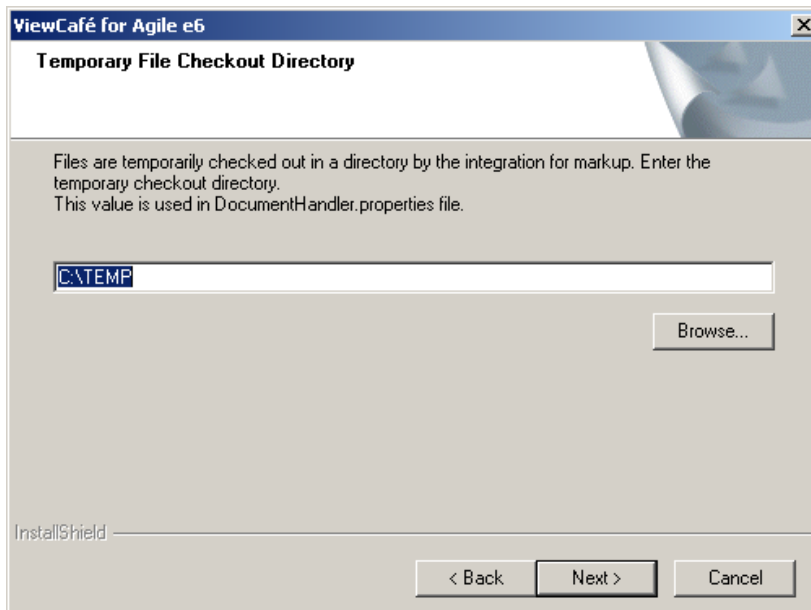
If you select “Do not install any Licenses”, you need to copy the license files manually to the license directory later.

19. Choose “Install License Files from another location” and click Next >.



20. Choose the path where the license file is located and click Next >.  
21. Select the directory of your web application (e.g. c:\Agile\_e6\epclt\webplm\webapps – reference directory) and click Next >.

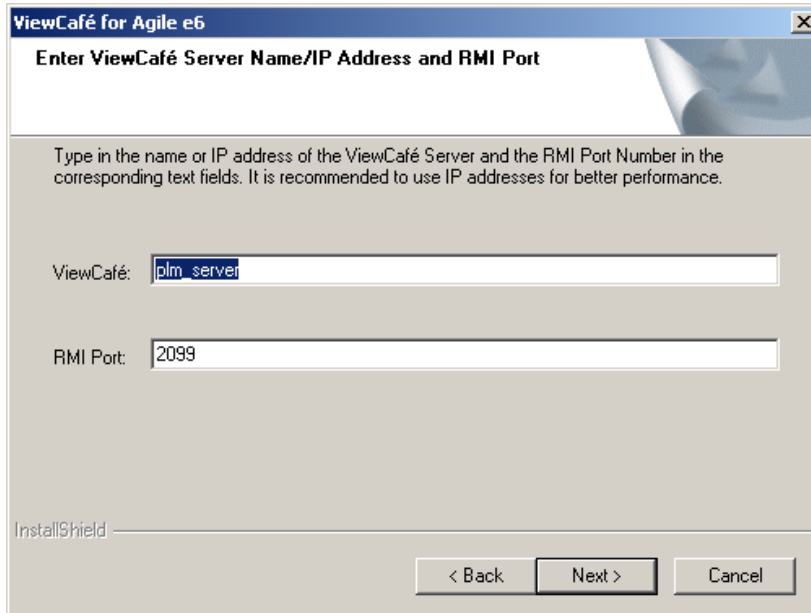
You are now asked to select a directory where the integration checks out the files temporarily for mark-up.



**22.** Choose a directory and click Next >.

If the folder does not exist, it can be created automatically. Click Yes>.

The window for defining the server name and RMI port is opened.

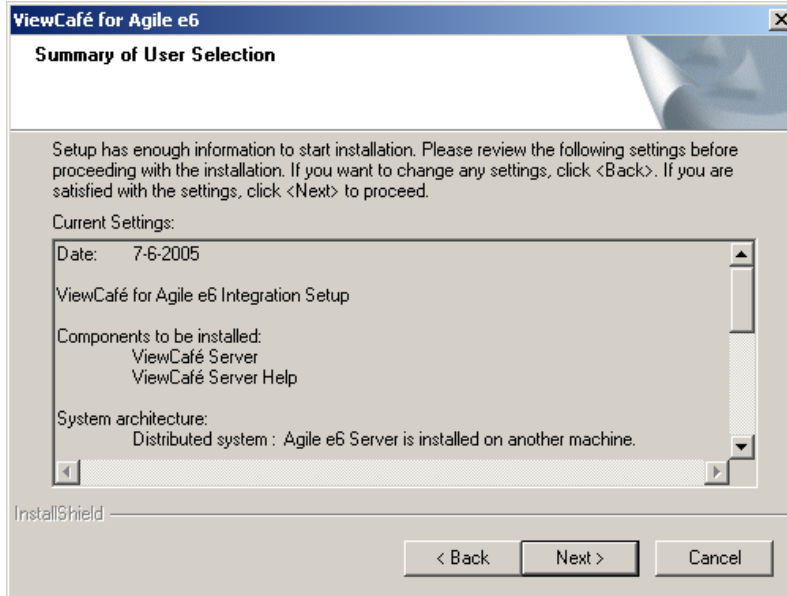


**23.** Enter the ViewCafé server name and RMI port and click Next>.

Enter the port number used by ViewCafé for RMI (Remote Method Invocation) communication. The default value for the RMI port number is 2099. We recommend that you do not use the same port number for other applications.

**Note:** The port number is entered in the Agile e6 configuration parameter RDL-VC-SERVER later.

**24.** Check the summary of current user selection and click Next >.



The selected components are now installed. This might take some time.

25. Select or enter program folder name and click Next >.
26. Click “Finish” to complete the installation.  
The wizard is closed and you will return to the main setup window.
27. Click “Exit” to close the installation wizard.
28. To test the installation, start ViewCafé from the menu Start > Program > Spicer > ViewCafé for Agile e6 > Start ViewCafé Server.
29. Check if the following components are started correctly:
  - Document Handler
  - Core Server
  - License Manager
  - Application Server

**Note:** Check if any problems were recorded in the log files.

To use the integration, you need to configure Agile e6 as described in Chapter 5 Configuration.

# Chapter 5

## Configuration

This chapter describes how to configure Agile e6 to run the ViewCafé Integration after you have installed the ViewCafé Server (see previous chapter).

- Define file types
- Setup an Agile e6 vault
- Modify configuration parameters

Before configuring the software, check if the Web Presentation Services is installed. The most recent Web Presentation Service Patch can be downloaded from the Agile Support web page ([http://eignersupport.agilesoft.com/patches\\_c.asp](http://eignersupport.agilesoft.com/patches_c.asp)).

### Define File Types

Define which file types should be viewed and redlined with ViewCafé:

1. Select Manager > External Applications.
2. Check if the values shown below exist:

Node	File Type	M.	OS	Command	S.	Pre-Command-USX	Post-Command-USX	Function	Comments
-	-	E	intel-ms-nt4.0	cmd.exe /c start "axalant" ...	<input type="checkbox"/>				Let the com
-	-	V	Netscape-6.2	(none)	<input type="checkbox"/>				
-	-	V	intel-ms-nt4.0	cmd.exe /c start "axalant" ...	<input type="checkbox"/>				Let the com
-	SLDPRT	E	IE-6.0 intel-ms-nt4.0	Spicer	<input type="checkbox"/>				Spicer View
-	SLDPRT	V	IE-5.5 intel-ms-nt4.0	Spicer	<input type="checkbox"/>				Spicer View
-	gif	V	IE-5.5 intel-ms-nt4.0	Spicer	<input type="checkbox"/>				Spicer View
-	htm	V	intel-ms-nt4.0	cmd.exe /c start "axalant" ...	<input type="checkbox"/>				Let the com
-	html	H	alpha-dec-digital4.0	netscape	<input type="checkbox"/>				Unix NetScap
-	html	H	hppal.1-hp-hpux11	netscape	<input type="checkbox"/>				Unix NetScap
-	html	H	i586-unknown-linux	netscape	<input type="checkbox"/>				Unix NetScap
-	html	H	intel-ms-nt4.0	launch	<input type="checkbox"/>				
-	html	H	mips-sgi-irix6.5	netscape	<input type="checkbox"/>				Unix NetScap
-	html	H	rs6000-ibm-aix4.3	netscape	<input type="checkbox"/>				Unix NetScap
-	html	H	sparc-sun-solaris2.7	netscape	<input type="checkbox"/>				Unix NetScap
-	html	V	intel-ms-nt4.0	cmd.exe /c start "axalant" ...	<input type="checkbox"/>				Let the com
-	jpg	E	IE-6.0 intel-ms-nt4.0	Spicer	<input type="checkbox"/>				Spicer View
-	jt	V	intel-ms-nt4.0	cmd.exe /c start %s	<input checked="" type="checkbox"/>			EAI CHECKOUT	Use special
-	pdf	R	IE-5.5 intel-ms-nt4.0	Spicer	<input type="checkbox"/>				
-	pdf	R	intel-ms-nt4.0	Spicer	<input type="checkbox"/>				
-	pdf	V	IE-5.5 intel-ms-nt4.0	Spicer	<input type="checkbox"/>				
-	pdf	V	intel-ms-nt4.0	Spicer	<input type="checkbox"/>				
-	tif	E	IE-6.0 intel-ms-nt4.0	Spicer	<input type="checkbox"/>				Spicer View
-	tif	V	IE-5.5 intel-ms-nt4.0	Spicer	<input type="checkbox"/>				
-	zip	U	intel-ms-nt4.0	unzip -o "%s" -d (TMP)	<input checked="" type="checkbox"/>				Unzip into

3. Enter new values for other file types:

For each combination of Node/File Type/Mode/OS you can define an application that should be launched.

Field name	Description	Value
Node:	Name of node where ViewCafé is launched.	- for all nodes
File Type	File extension	.pdf
Mode	Enter V for Viewing mode and R for Redlining mode.	V = Viewing R = Redlining
Operating System	Web Browser version and operating system of client. IE 5.5: launched in Web Browser Intel: launched from PC Client	e.g. IE-5.5_intel-ms-nt5.0 for the Web Browser on Windows PC or intel-ms-nt5.0 for the operating system of the PC Client.
Command	Name of the Application to be launched. Always use Spicer!	“Spicer”

4. Save the entry.

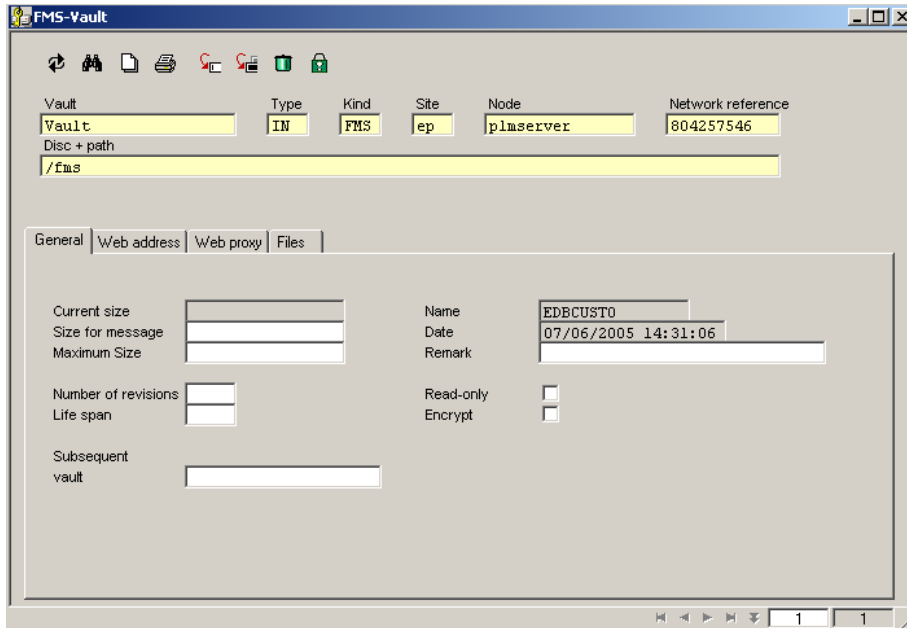
## Set up an Agile e6 Web Vault

The files are checked-out via a web vault.

**Note:** You can either set up a new vault or use an existing vault.

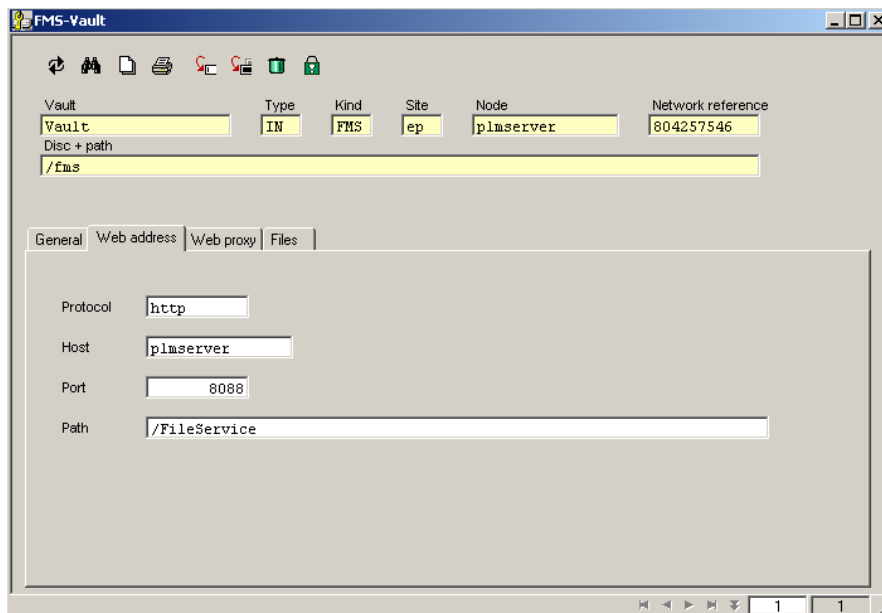
1. Select Manager > File Management > Vaults.
2. Change to insert mode.
3. Enter the appropriate values to create a vault.

Example:



- Click on the tab Web Address and enter the respective values.

Example:



- Save the entry.
- To check if the vault is working correctly, try to check-in/check-out a file from PLM via the WebClient.

**Note:** Further information on creating a vault can be found in the Agile e6 Online Help for the FileServer.



---

## Modify Configuration Parameters

There are also several other parameters that must be configured before the integration is ready to use. Please use only server names in the following parameters, do not use IP addresses.

1. Choose System > Other Parameters.
2. Search for the rubric EDB-PVM and click on the tab "Configuration parameter".
3. Change the values if necessary:
  - EDB-RDL-FILE-VAULT:  
Defines the name of the file vault which should be used for storing the redline files, e.g. "Vault ". This vault should be web accessible.
  - EDB-RDL-VC-CLIENT:  
URL of the ViewCafé Client Applet. PLM/Web Client will download ViewCafé Applet and property files from this URL.
  - EDB-RDL-VC-SERVER  
Path to the ViewCafé Server (enter the host ID that was entered for the installation here).
  - EDB-RDL-WEB-CLIENT:  
URL of the Agile e6 Web Client. Do not use the original setting <http://localhost:8088>.
  - EDB-RDL-WEB-LAUNCH:  
Defines whether ViewCafé Client should be launched as inner (inside the web Client) or outer frame (separate browser window) from PLM Web-Client, e.g. "OUTER" or "INNER"
4. Save the changes for each parameter.
5. Restart Agile e6.

# Chapter 6

## Additional ViewCafé Configuration

This chapter describes the following additional configuration topics:

- Integration Parameters
- Internet Explorer Settings
- Define Symbols in ViewCafé
- Create custom Symbols
- Available banners in View Café
- Configure CODEBASE parameter
- Configure ViewCafé Licenses
- Communicate through a Firewall or Proxy Server
- ViewCafé components as Services

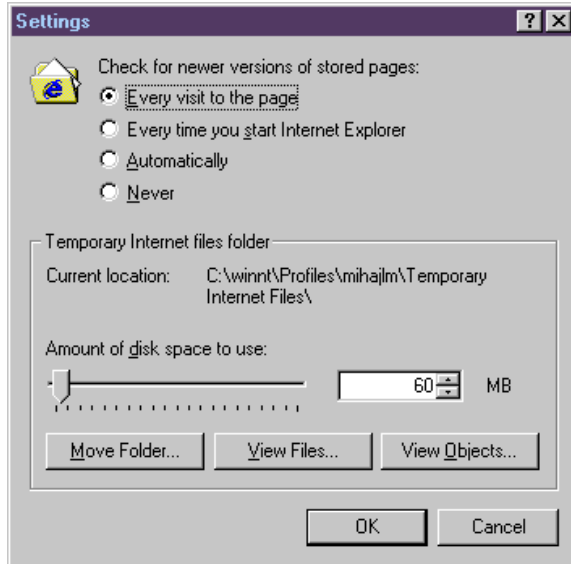
### Integration Parameters

The initialization parameters are specified in the ViewCafé DocumentHandler, property files in the View Café Server directory. Some of the properties that are modifiable by the administrator are listed below:

- CheckoutTempFolder=*path*  
Path to the ViewCafé Server where files are checked out or retrieved from the Agile e6 repository.
- CacheDocumentsAndFonts=true  
When set, all 2D and 3D documents, except XGL, can be cached. Fonts retrieved from the server can also be cached. Fonts on the Client machine (for example, system fonts) are not cached. If documents are cached, they will be stored in the folder defined by DocumentCacheDir; fonts are stored in FontCacheDir. Cached fonts and documents are deleted based on the CacheThresholdAge and CacheThresholdSize properties.
- CacheIntDocuments=true  
When set, all base documents and markup files from Agile e6 will be cached. If documents are cached, they will be stored in the folder defined by CheckoutTempFolder. Cached documents are deleted based on the IntCacheThresholdAge and IntCacheThresholdSize properties.

## Internet Explorer Settings

Open the Internet Options window. In the section Temporary Internet files, click Settings. You may need to set the Internet Explorer to check for newer versions of stored pages for every visit to the page.



## Define Symbols in ViewCafé

You can create and define custom symbols to use with the symbols tool. The defined symbols are displayed in the symbols window of the client applet.

## Create Custom Symbols

Symbol files can be created with Imagenation and then defined by the ViewCafé system administrator. ViewCafé supports most symbol files created with Imagenation. If you do not have Imagenation, you can use most vector files that do not contain raster data as your symbol files.

### Create a new Symbol File in Imagenation:

1. In Imagenation, open an existing file that has the information required for the symbol or, if necessary, draw the objects needed to make up the symbol. You can save any object or a group of objects on the active edit layer as a symbol.
2. To activate an edit layer, choose Layer > Activate and select the required layers. When finished, click OK in the Change Active Layer window.
3. Select the objects that form the symbol by choosing Group > Select, and select each object (with the left mouse button), or drag the pointer around them.
4. Select Group > Save As Symbol.

In the Save Symbol dialog box:

5. Type the Label to use.
6. Type in the directory and file name to use, or click Browse to select a location. If you have defined a default directory path for the symbol files folder in ViewCafé already save the symbol file there to make it available to your users.
7. Change the file name extension to SBL.

The extension must be SBL to display the symbol in the Symbols window.

**8. Click Save.**

The symbol file is saved in the selected location.

## Define Custom Symbols

The symbols you have defined are displayed in the Symbols window of the client applet.

By default, ViewCafé looks in the Spicer\ViewCafe\SymbolFiles folder for all symbol files. If you are using a different folder, edit the SymbolFilePath property in the DocumentHandler.properties file to add the new folder. Define a symbol in the DocumentHandler.properties file:

1. Locate the predefined symbols and add your new symbol, incrementing the n value for every new symbol.
2. Symbols are listed in the DocumentHandler.properties file after the line "SymbolFilePath=SymbolFolder". ViewCafé looks for symbols starting at n=0 and continues looking until no more symbols are found.
3. Set Symboln.Source to the file name of the custom symbol.
4. Set Symboln.Description to specify the tip text that is displayed in the Symbols window for this symbol.

## Available Banners in ViewCafé

**Note:** Banners are only used for printing and cannot be saved back to Agile e6 as markup.

The integration provides several Agile e6 related banners:

- Agile e6 vault name
- Agile e6 user name
- Agile e6 File ID ( .pdf)
- Agile e6 File Name

The integration provides these standard ViewCafé banners:


- Date - the date from the user's operating system in Month Day, Year format (Oct 21, 2004)
- FileName - the file name of the active document, defined by the FileName property
- FullFileName - the fully qualified file name of the active document, defined by the FullFileName property
- Page - the current page number
- Time - the time from the user's operating system, in the HH:MM:SS Time Zone format (10:23:46 EDT)
- TotalPages - the total number of pages
- UserName - the name of the user, defined by the UserName property

For more information about banners, refer to the ViewCafé Integration and Configuration Help.

## Configure CODEBASE Parameter

The default CODEBASE parameter points to the Spicer web site ([www.spicer.com](http://www.spicer.com)). Spicer maintains the JRE versions 1.4.1 or 1.4.2 that work with ViewCafé. You can optionally point it to your local Web server with the same JRE version for easier access and faster download time. This is also helpful if the Internet access is unavailable.

### To define the CODEBASE Parameter:

1. Start the Agile e6 Window Client and log in with administrator privileges.
2. Choose System > Other Parameters.
3. Click  and search for the parameter to define.

If the parameter does not exist, then create it.

- For Internet Explorer support, add a new parameter EDB-RDL-VC-JRE\_CODEBASE\_IE, and set the value to `http://host:port/ jinstall-15000-win32.cab` or `http://host:port/ jre-1_5_0-windows-i586.exe`.
- For Netscape support, add a new parameter EDB-RDL-VC-JRE\_CODEBASE\_NS, and set the value to `http://host:port/ jre-1_5_0-windows-i586.exe`.

**Note:** ViewCafé will be working with any version of JREs later than 1.3.0

4. Click .

You may need to log out and log back in for the changes to take effect. (Start a browser, type the URL from step 3 in the address bar, after which you will be prompted to install the JRE.)

## Configure ViewCafé Licenses

The License Manager controls the number of client applets that can be connected at the same time.

Licenses are required for both, clients and servers. Client licenses can be standard or technical, server licenses can be basic or 3D+.

A standard client license allows the user to open raster data, EDT, text formats (RTF, WordPerfect, ASCII text, MS Word, MS Write, Autotrol, WMF, Excel, Postscript, COLD, XMS, SVG and Visio), and PDFs up to 335 square inches in size. If a client requires functionality not covered by the standard license (AutoCAD drawings, for example), a technical license will be consumed automatically in addition to the standard license. The amount of standard and technical licenses does not need to match; you may have fewer technical licenses. Multiple clients at the same machine will share a license.

A Core Server will always consume a basic license. This enables 2D formats and 3D neutral formats (e.g. STL, VRML, SolidWorks, and IGES). If a 3D+ license is available, the Core Server will also consume that license and enable 3D+ functionality, which enables access to 3D native formats (e.g. SAT, ProE, STEP, Catia, and VDAFS). Number of basic and 3D+ licenses must match to prevent environments where different servers have different functionality levels. Multiple servers on a single processor will share a license.



License files are tied to the version of ViewCafé.

**Note:** The license edition is default to “Automatic” which will handle everything. No settings will be required.

## Communicate through a Firewall or Proxy Server

ViewCafé’s XML over HTTP architecture provides highly secure and robust communication for complex systems involving firewalls and proxy servers.

Enable the communication through a firewall or proxy server:

1. Start the Agile e6 PC client and log in with administrator privileges.
2. Choose System -> Other Parameters.
3. Click  and search for the parameter to define.
4. Set the parameter **EDB-RDL-VC-DIRECT\_CONNECT** to false. (Should be lower case. Default is true.)
5. Modify the parameter **EDB-RDL-VC-SERVER** to `http://externalIPAddress:webPort`. You can use the server name as well. (This is the URL which is used to start the Agile e6 web client from outside the firewall.)
6. Modify the parameter **EDB-RDL-VC-CLIENT** to `http://externalIPAddress:webPort/ViewCafe`. (This is the URL which the is used to download the ViewCafé Applet from outside the firewall.)
7. Click . You may need to log out and log back in for the changes to take effect.

## ViewCafé Components as Services

To provide easier administration, the ViewCafé Core Server, Application Server, License Manager, and Document Handler can be set up as Windows Services. These components will restart automatically if the computer they are running on is rebooted. Refer to the ReadMe.txt file in that folder (e.g. c:\spicer\Viewcafe\services) for additional details.

You can only set up the services after installing ViewCafé, not during the ViewCafé installation.

Install ViewCafé components as Services:

- Select Start > Programs > Spicer > ViewCafé for Agile e6 > Install VC Servers As Services.

The components are installed as Services but are not started.

Select Start > Programs > Spicer > ViewCafé for Agile e6 > .....

- “Install VC Servers As Services”, installs ViewCafé servers as services.
- “Start ViewCafé Services”, starts ViewCafé servers as services.
- “Stop ViewCafé Services”, stops ViewCafé servers.

# Chapter 7

## Troubleshooting

- ❑ **When launching ViewCafé for the PC client (view or redline), an error message is issued that the Java Plug-in cannot be located.**
  - Check that all components (Document Handler, Core Server, License Manager, Application Server) are running and that the web-vault is defined correctly.
  - Modify the PATH variable on the Server. If an older version of the JRE was installed on the machine previously to the ViewCafé installation, the registry still refers to the other version and the PATH variable needs to be updated manually
- ❑ **When checking-in a markup, a HTTP error code 500 is issued.**
  - Check the respective log files (e.g. web\_presentation.log) of the Web Presentation Server to identify the error.
- ❑ **It is not possible to download a file, a null-pointer exception if the web-server is not running.**
  - Start the PLM Web Server and test if the web file vault is working correctly.
- ❑ **The ViewCafé license server fails to start.**
  - The license server can only be run once within a network. Check if it was already started.
- ❑ **Error when redlining files using ViewCafé.**
  - Add following line in the file "DocumentHandler.properties" of your ViewCafé SERVER installation directory and restart the VC Server:  
**LogMode=DEBUG**
  - Check the document handler (VC server) log file: PLMVC\_DH.log in the same
- ❑ **Error Message “wrong password” is issued in the web browser.**
  - All PLM users need to log-in to the system with a password as otherwise the ViewCafé Client applet will not be started.