DataMax Software Group Inc.
1101 Investment Blvd.
El Dorado Hills, CA 95762
USA

RFgen Client Install and Upgrade Guide for Android

All Editions
RFgen 6.0

Table of Contents

RFgen Client Software Overview

The **RFgen** Client software enables mobile devices to:

- Communicate with the RFgen server so you can deploy a Profile (a file containing the collection of applications, server settings, access permissions etc) to the device.
- Configure the RFgen clients' profiles through the RFgen Configuration tool (included when you install the RFgen client).
- Communication with 3rd party, mobile device management tools (for deployment of client software on a mass basis).

The four basic device platforms are Android, Apple iOS (but not Macintosh or Apple computer platforms), Windows desktop systems, and the compact embedded, Windows CE.

This guide describes covers:

- Where to obtain the RFgen Client software
- Which OS versions are supported
- Instructions for customized installations (i.e. Android)
- How to connect the client to the server after its been installed to the device
- The possible dialog or error messages you might see and what they mean

For details on installing or transferring the RFgen Client software to your physical device, refer to your manufacturer's documentation and the documentation for the version of the operating system of the platform.

Supported Versions and Downloads

Supported Versions

RFgen 6.0.x supports the latest version of Android.

Installation Options

The ***RFgen Mobile Client*** can be downloaded from the Google Play Store application.

If you don't have access to the Google Play Store, you can download the RFgen Mobile Client (the apk file) from the RFgen portal and then transfer it to your Android device.

RFgen Portal Download

a. Go to https://www.rfgen.com/product-portal

b. Follow the prompts to log in. If you do not have a Product Portal user account, please register.

c. Select **Product Portal > Product Downloads.**

d. Select **RFgen 6.0**.

e. Select the **Android Client**.

f. This will download the **RFAC_600.apk** file.

For more details, see the example for installing the Android client using the apk file.

Android RFAC Install Example

Use this option to transfer the RFgen Android Client (RFAC_520.apk file) to your Android device from a Windows system in the event you cannot use GooglePlay to install the RFgen client.

To download the RFAC_600.apk file from the RFgen product portal to your Windows desktop

1. Go to www.rfgen.com

2. Register and log-in. (The Product Portal will not display under the Resources menu until you are logged in.)

3. Select Resources > Product Portal from the menu, then select the Product Downloads tile on the web page.

4. From the RFgen versions, select the version running on the server, then select the RFAC.apk file and download it.

Sideload/Install the RFAC.apk

The following steps are general guidelines and may be different for your version of the Android OS running on your device.

1. Connect your Android device to your PC with a USB connector. The Android device displays your PC's desktop.

2. On your Android screen, tap its Home button.

3. Slide your finger from top to bottom of the Android screen to view Android system options.

4. Select the "Connected Devices Tab on USB" or "USB Charging This Device. Tap for more options" panel.

5. A dialog with "Use USB to: Charge the device; Transfer files to another device; Transfer photos" displays.

6. Select "Transfer Files". This activates the connection between the PC/Desktop and your Android device.

Transfer the file from PC to Android

1. Open your PC's file explorer and copy the RFAC_600.apk to your Android device.
For example, Internal Storage > Download. You can also copy it to your SD card (if it exists) > Download.

2. On your Android device, open the File Browser and navigate to the location where you just copied the file.
For example, `/sdcard/Download/RFAC_600.apk.`

3. Tap the RFAC_520.apk.

4. The question: **"Do you want to install this application? It will get access to . . ."** displays.

5. Select **Yes**.

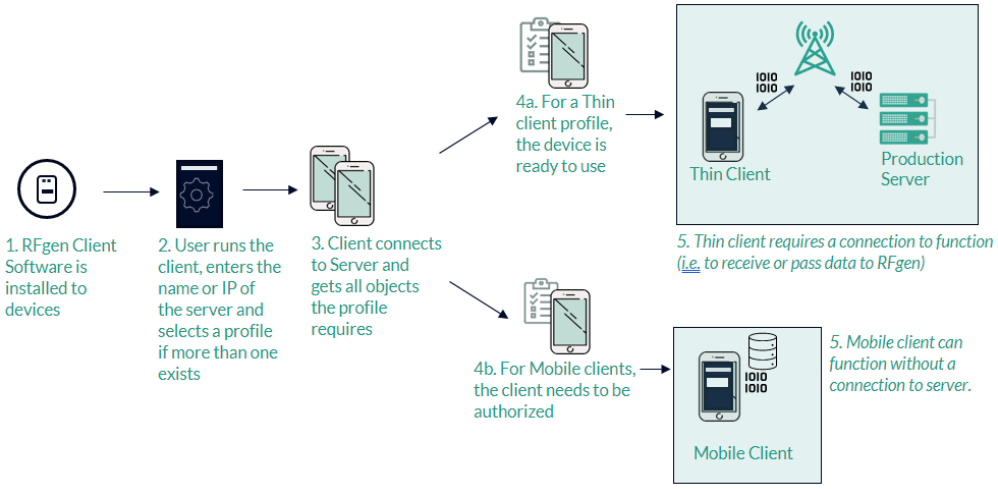
Or, your version of Android may require you to turn on **"Allow unknown sources"** then run the APK.

Scroll down until you see the "Install" and tap on "Install." The Android device will begin installing the client software.

6. Continue with **Connect to Server (Host)** process.

RFgen Client Connection Process Overview

How it Works



1. The **RFgen Client software** enables communication between the server and client.

2. After its installed a screen prompts you enter the RFgen server IP (or host name) so the client may connect to the RFgen server.

3. Upon connection, a screen prompts you to select a profile. A profile is a collection of configuration settings that defines the behavior of the client. The administrator or end-user selects the profile contains information on device connection for download of mobile application, user-controlled parameters (i.e. ability to take pictures, print barcodes etc, use unique keypads etc), and change which language is used if the application was translated into other languages.

   Profiles names are customized by the developer. Clients types are categorized by their connection states. There are Thin or Always-Connected clients and Smart Sync or Offline clients. Thin/Always Connected clients require a connection to the RFgen server to process a transaction. The source is being supplied in real time from the ERP through the RFgen server to the client. With Sync Smart or Offline clients (Batch/Fat clients), RFgen downloads the ERP data needed to conduct transactions. These are saved to synchroinzation database or "Sync Tables" on the client and are available to process while the client is offline from the network/wi-fi network that transmits data between from the RFgen server and ERP. The tables on the client stores the changes and management data about the changes so that when until the client resumes its connection to the RFgen server (or ERP), the updates are synchronized with the ERP data source.

4. Once the profile is received by the client, the user should be able to login, select an application from their menu, and work unless the administrator implemented the Authorized Devices feature.

   Note: If the user is unable to connect with the server, oftentimes the issue stems from a network/Wi-FI setup. Smart Sync / Offline client require install of a license on the client to ensure it can be used.

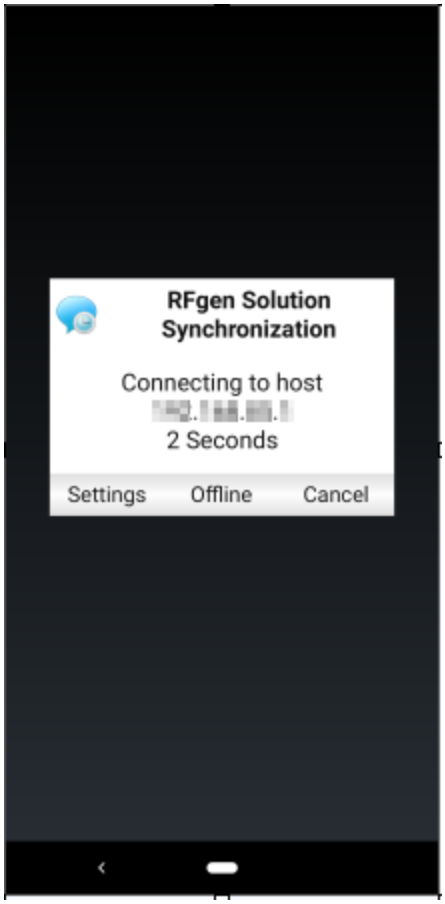
Related Topics

Profiles Overview

To create a profile

Profiles - To select an app in the Mobile Development Studio.

Connecting To Host Message



RFgen Solution Synchronization

Connecting to host <IP Address> X seconds

Description: The client is waiting to connect with the host but doesn't connect.

Possible Reasons Client is Waiting

Security Block

The clients connection request is being clocked by a firewall or virus detection system.

- Check with your network or system administrator on how to enable communication in a secure manner.

Bi-Directional Communication Not Setup Correctly

Either the client network or the server network is not set up for bi-directional communication.

- Check with your network or system administrator to setup bi-directional communication.

Server Name or IP Address Mismatch

The server name or IP address in the client profile that's installed on the client doesn't match the server (host) name or IP address setup in the Profile in the RFgen Mobile Development Studio.
For example, if you had a new client that never connected before, and you install the RFgen client software, and manually enter the correct host IP address, the client will connect with the server and a profile (client configuration settings) will be installed to that client. If you end the session, and start a new session, the client will try to connect automatically using the server information in its profile. If the server name or IP address had typo, then the client will be unable to connect with the server.

- Check with your network or system administrator for the correct server name/IP address and update the configuration settings on the device.
- To change the configuration settings on the device:
- Tap Settings > Service Connections then check the Instance Name/Address and verify it matches the target server name/address.
- Click OK and tap the left arrows "<<" at the top of the display to exit Settings.
- Select Yes to "Do you want to exit?"
- Stop the session and attempt a new connection using the matching IP addresses.

Port 21098 Disabled

Mobile Services port 21098 is disabled or is used by another application.

- Verify if port 21098 is enabled.
- Check the Mobile Unity Platform console > Configuration > Application Services port settings.
- Or, check the Mobile Development Studio > Configuration > Application Services: Mobile Services port settings.

Server Services Are Not Running

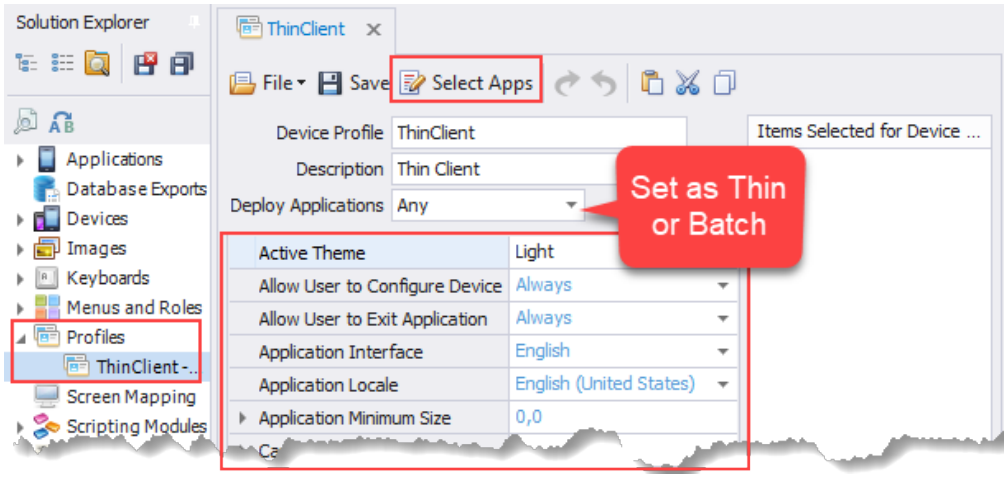
Server unable to accept connection if services are down.

- Verify if the Server Services (RFSVR510.exe) is running through the Mobile Unity Platform Server console or Windows Task Manager.

Network Connection (Device Wi-Fi) Disabled

- Make sure the client's wi-fi is on and is on the intended network.
- make sure the server is connected to the network intended for connection to the devices.

Configuring the RFgen Client



When configuring the RFgen Client, the RFgen administrator creates the source Profile which is stored and maintained in the Mobile Development Studio > Profiles folder.

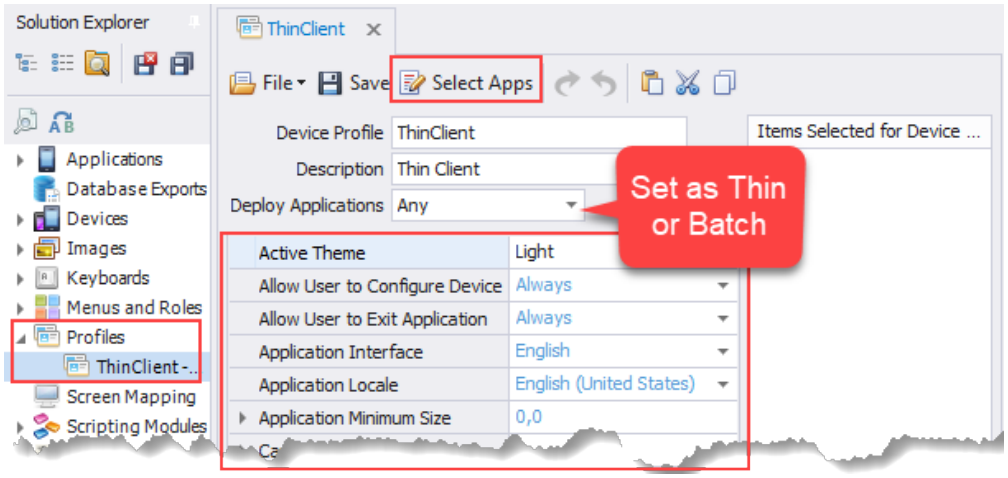
Once the Profile is deployed to the client, a copy of it is stored on the client. How often and when its updated depends on the values set in the profile on the client.

The options you can set for the client are extensive.

For information on the values that are set in Mobile Development Studio >Profiles see Profile Option Descriptions in the RFgen Users Guide.

For more information on setting options and descriptions that are on the Client, see Client Configuration Settings topic.

Profiles Overview



A **Profile** is used to package the configuration settings (i.e. Server ID, Applications, Theme, Camera settings etc) of your RFgen client. Once your profile(s) are setup, they are deployed to the device once the

RFgen client connects with the server, or by other means (i.e. physical transfer via thumb drive, deployment via RFgen Solution Deployment etc.)

To Setup a Profile

In the Solution Explorer, navigate to the Profiles object. Right-click on Profiles and select "New" from the menu, and fill in the information in the following fields.

For more details, see To Create a Profile.

Device Profile is the name you assign the profile you are creating. A common name to use is "Thin" or "Batch" but you can use any name that suits your needs.

* *Thin Client* The traditional wireless real-time interface to the server where the mobile device is restricted to the RF environment.

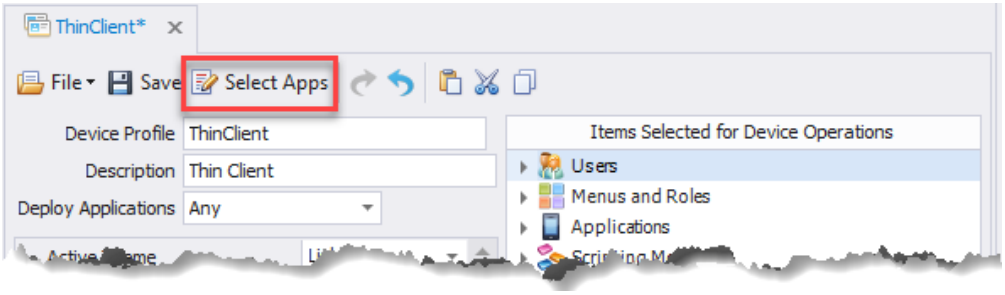
* *Offline Client* Also called Offline client - allows the user to leave the RF environment and manually or automatically switch to and from a connected state and continue processing data.

Note that the Mobile Settings for Thin and Batch are different. For example, Thin Clients do not require a Local Database setup because the application and data are "projected" from the server and is not saved locally. However, if a Batch Client disconnects from the network, collection may continue as data is saved to the device's local database.

The **Description** explains the purpose of the profile and displays in the tree when saved.

Deploy Applications contains the list of client platforms. *Any* is used to deploy a profile to any client type (Android, iOS, or Windows Desktop). For Windows CE, select Windows CE as special packaging of the profile may be needed via a CAB file.

To add applications to a client profile



1. Click the Select Apps button on the top of the Device Profiles screen.

2. Check the boxes to the items you want added to the profile. The Check Dependencies box at the bottom of the screen can also be used to include icons, images, etc that are used in the application.

3. Click OK.

4. A list of your selected items will display in the right panel "Items Selected for Device Operations".

To set the options for a Profile

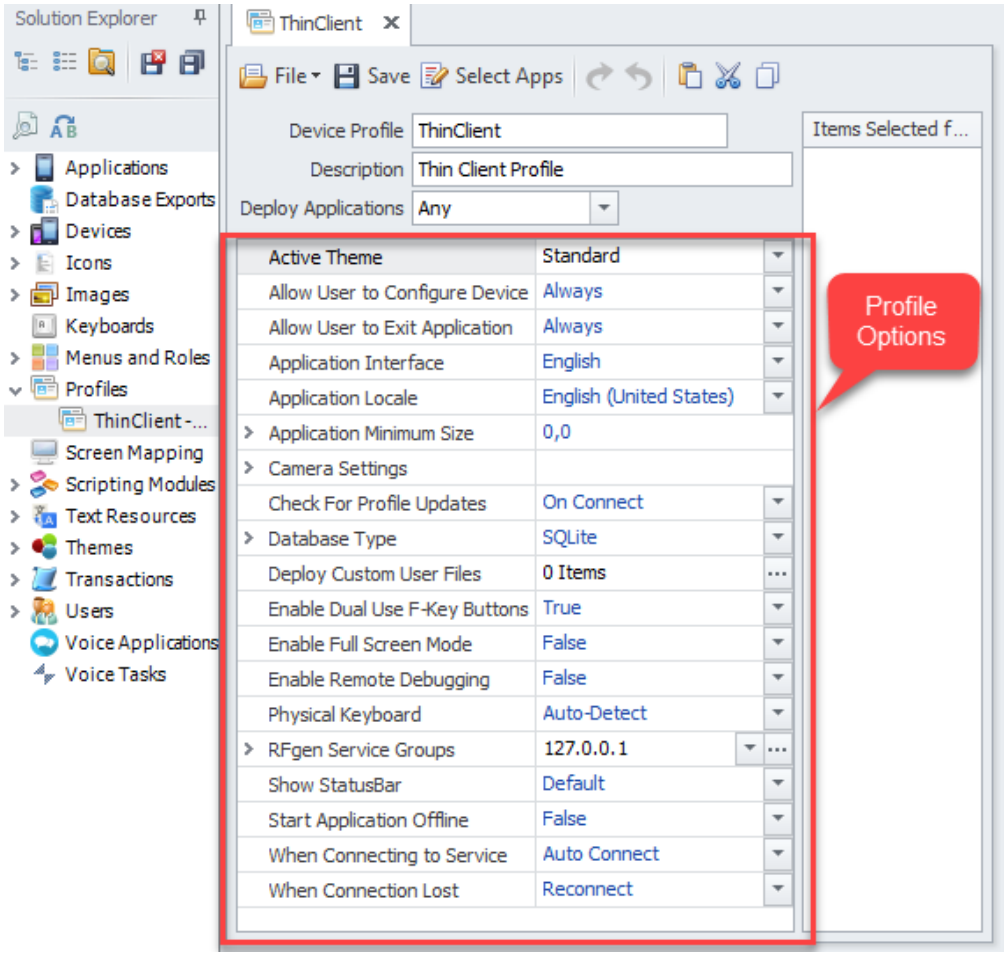
For Profile settings, see the Profile Option Descriptions topic.

To see the profile as it would appear on the client, see the Client Configuration Settings topic in the Client Installation Guide.

To deploy/install the profile to a client

- If deploying to a Windows CE/Mobile device or Windows desktop client, see Solution Deployment, and Windows Desktop Client Install Guide or Windows CE/Mobile Install Guide.
- If deploying to an Android client, see the Android Client Install Guide.
- If deploying to an iOS client, see the iOS Client Install Guide.

Profile Options



A profile is a collection of settings which dictate how the client will connect to the server, which applications are used, whether the client can process transactions while offline , and other maintenance settings). You

select the values for each feature/option below so that when the client connects, it will adopt the settings. Note that the default is to enable the client to process transactions when its connected to the server; If you want your client to function as a "mini RFgen Server" (Batch or Fat Client), you'll need to change the "Start Application Offline" and optionally, setup the mini-database that can be used to hold processed data on the device until it can be uploaded upon reconnection.

At the top of the window are these categories: **Device Profile** (profile object name), **Description** (description of the profile), and **Deploy Application** (menu of selectable platform options). The name of the device profile does not support spaces but does allow alpha and numeric characters. The description allows spaces for a longer description of the object. In Deploy Applications, "All" is the default for all client platforms or you can select a specific platform. Some of the settings below are specific to the platform.

Active Theme - The mobile theme that is applied to the application(s) when the user is connected or offline.

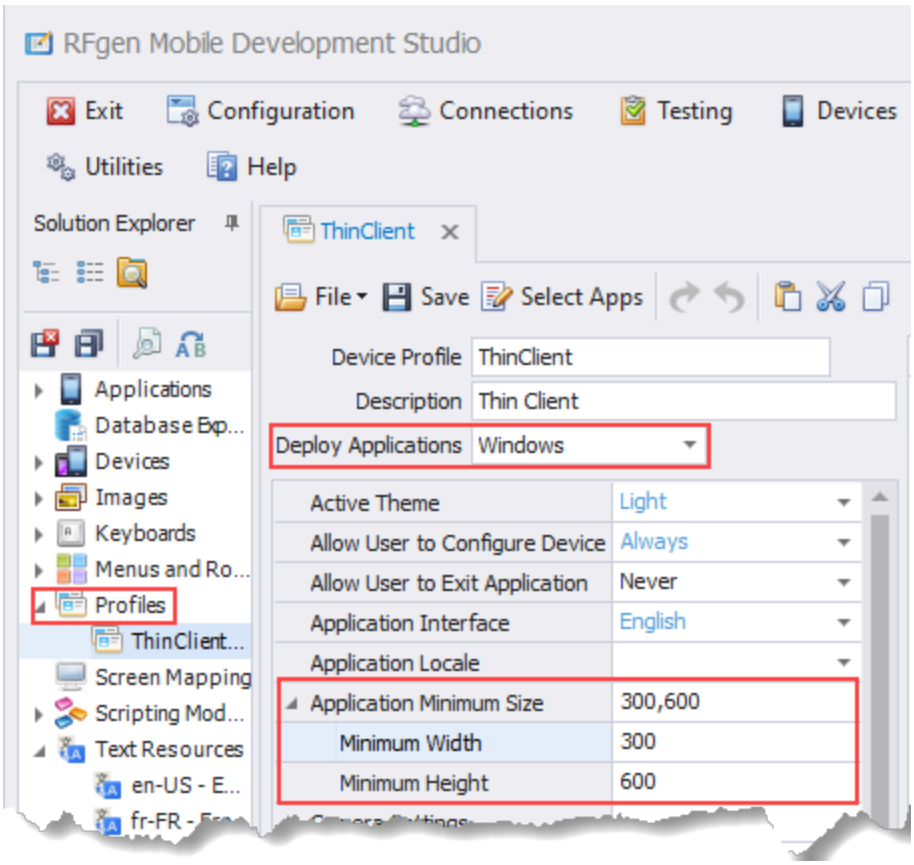
Allow User to Configure Device - Always, Never or With Password. The *Always* and *With Password* values will allow the user to open the Client Configuration once the user enters a password after they launch the RFgen Client Configurator. To set the password, click on the drop-down list in front of the Allow User to Configure Devices. (This may take two clicks to see; first to set the Always or With Password value, and then you go back up and look for the drop down and click the drop down in front of the option to see Supervisor Password. If "*Never*" is set, when the user attempts to open the RFgen Client Configurator, the user will see a message explaining he/she is locked out.

Allow User to Exit Application - Always, Never or With Password. The With Password for a user is set under Solution Explorer > Users. If this is for users with a password that is set outside of RFgen (such as a list controlled in Active Directory or from an ERP then the "With Password" does not apply.

Application Interface - The RFgen application is capable of supporting the following user interfaces in these languages: Arabic, Chinese, English, French, Japanese, or Spanish. If you created text strings that translated some of the application values (i.e Plant, Bin, Asset), use the Application Locale setting.

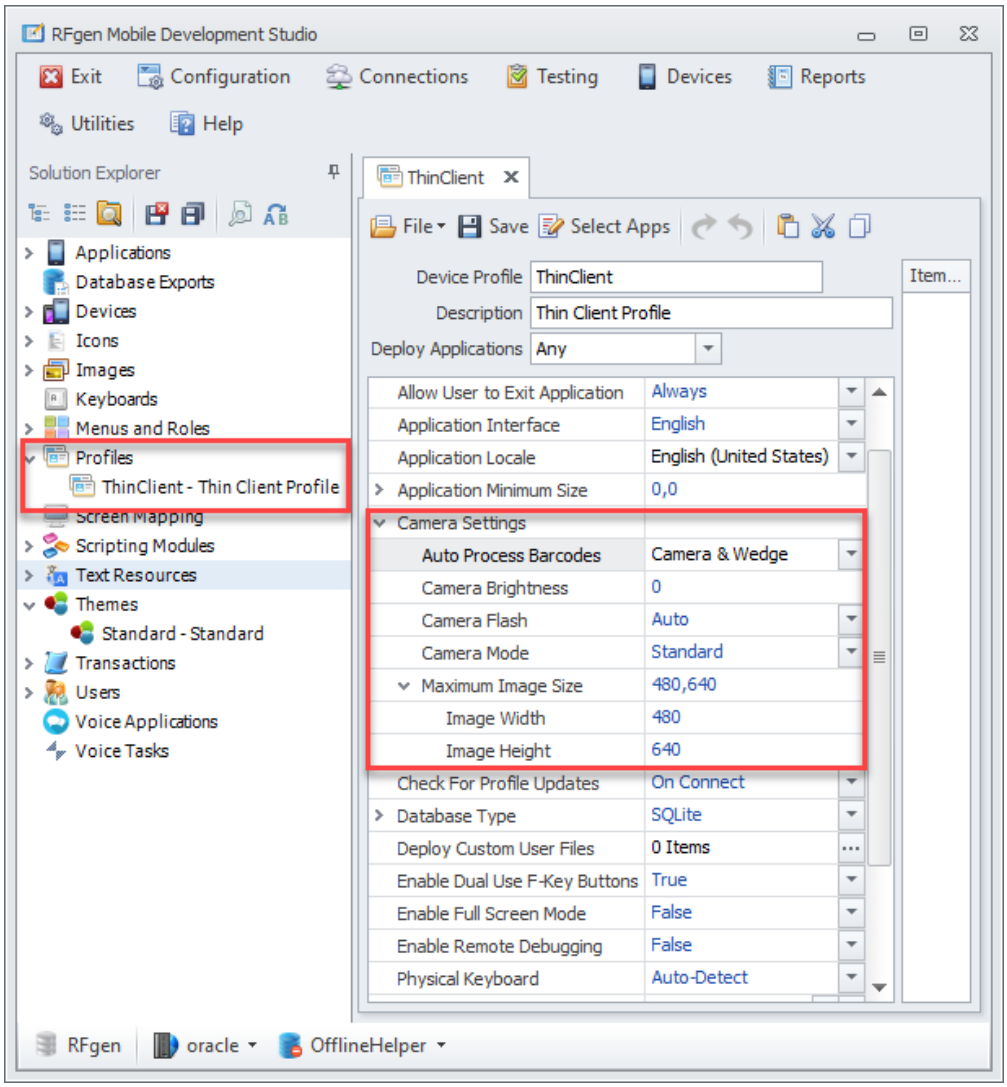
Application Locale - Select the country locale for the target profile. This assumes you created a list of translated text strings that can be transported with your Profile.

Application Minimum Size - Available for Windows Desktop client only. This setting is not available for All, Android, iOS, or Windows CE.



This allows you to set the minimum width and height of the application screen when its running on a Windows Desktop client. It can be used to restrict the user from resizing the screen so its too small to find on the computer. This value is in pixels; other metrics are not supported.

Camera Settings



Camera Settings: Auto Process Barcodes:

- *Camera & Wedge* scans a barcode via the built-in barcode scanner or camera. The Camera & Wedge setting will also append an <Enter> (the Enter or Return key) as a post-amble when a barcode is scanned. The post-amble moves the cursor automatically to the next field.
- *Camera Only* scans a barcode only if the device has a built-in camera. The Enter key is also added when a barcode is scanned by the device's built-in camera. The post-amble will move the cursor to the next field for non-memo controls. It does not do this on standard barcode scans.
- *None* will only use the device's settings -- Return is not appended at the end of a scanned transaction. (Return is disabled.)
- *Wedge Only* will only scan the barcode if the device has a built-in barcode scanner. It should ignore what is in the settings for this case. For example, if the device settings already append a return key to the end of a scan, only one is processed, not two.

Camera Settings: Camera Brightness The values range from 0 to 100, where if the value was set to 0, the RFgen app would not brighten a picture and if you had taken a picture under poor light conditions, a high value would brighten the picture.

Camera Settings: Flash The values are *Auto*, *Off*, or *On*.

Camera Settings: Camera Mode *Native* (Native Wedge) will append two Return characters to a scanned transaction. *Standard* will append one Return character to a scanned transaction.

Camera Settings: Maximum Image Size - This is the maximum size an image will be for the Device.TakePicture command in pixels. Since newer devices tend to capture high quality images (and larger file sizes) by default, use this option to limit the image size so it transfers faster to the server.

Camera Settings: Scanner Intent Action This setting was removed in 6.0. In 5.2, this option was available for Android devices ONLY. It provided an alternate method of scanning barcodes when using a Honeywell or Zebra device (Android OS). Ordinarily, the normal scan process with a wedge reads the barcode and converts the scanned images into keystrokes. If however scan data is being omitted or isn't appearing quickly, set the Camera Settings Scanner Intent Action, and use the default value "com.RFgen.OnScan".

Check for Profile Updates - This sets the method and how often the client will check the server for a Profile and compare if there are differences. If differences exist, the client profile would be updated. This can be set to *Manual* (when the user requests it), *On Connect* (only checks for profile updates when the client connects to the server), or *Daily* (checks are performed even if the client is never disconnected from the server).

Database Type - When the client is set to process data/transactions off-line, the database that is selected from the menu will be included in the Profile. If the client is to process transactions only when its connected (in a session with the RFgen server), then select *None*.

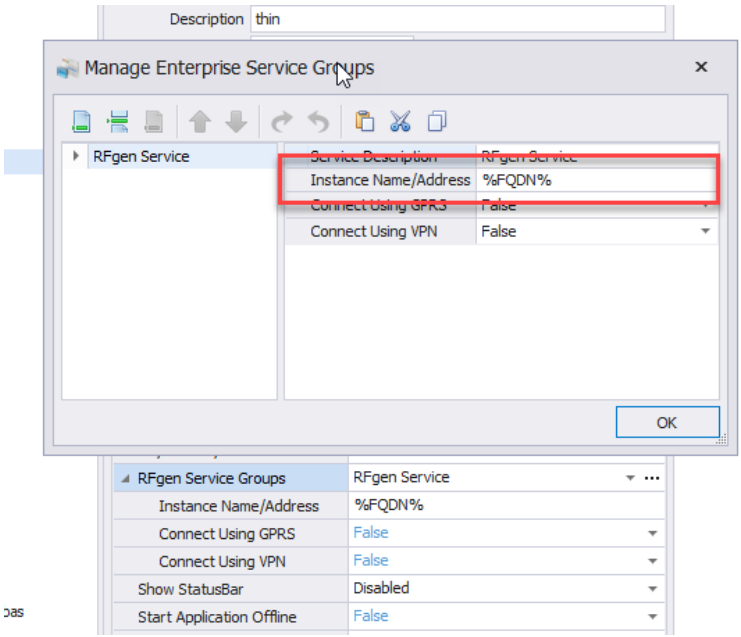
Database Type: Storage Location, Storage Path, Storage Name - These fields are enabled if a database type is selected and are used to define the location, storage path, and storage name of the database stored on the client.

Deploy Custom User Files - If there are special files that you want installed to a client, you can add a file and specify its installation (as a copy from the source) and set installation location.

Enable Dual Use F-Key Buttons - If your solution included F-Keys, set this value to True. If you only want the F-keys on the client/device to be used, then set this value to False.

Enable Full Screen Mode - True will use size the application to fill the display screen space on a device. False will not.

Enable Remote Debugging - True allows the client to be accessed for debug and trouble-shooting purposes. False prevents remote debugging.



Physical Keyboard - When the application has a prompt that allows the entry of data, how does the user want to enter this data? From the device's physcal keyboard or from a virtual keyboard? Auto-Detect will look for a physical keyboard and use that as the primary source and if its not present, the device soft keyboard will appear. Otherwise, if the soft keyboard is preferred set this value to False.

RFgen Service Groups - Is used to set the RFgen Server information. If the RFgen server name/address doesn't the **Instance Name/Address** in the device profile, the device may have not be able to connect/reconnect with the server. To change or enter the Instance Name, click the **...** to open the **Manage Enterprise Service Groups** screen. The **Service Description** is the unique name of the RFgen Server Service. The **Instance Name/Address** is the Windows Server name or IP address. RFgen will support Fully Qualified Domain Name Substitution (**%FQDN%**) as the Instance Name/Address. The %FQDN% is useful in situations where the RFgen server is updated, or, the server that is hosting the application database was updated and you don't want to have to manually update the Instance Name/Address in the profile and redeploy it to devices.

RFgen Service Groups and Load Balanced Services - If the RFgen servers are setup for load-balancing, the client will attempt connection with the next live server in the group if the server its initially connects with fails.

Show StatusBar - This will display the wi-fi and battery status above the header of the app. *Default* will use the StatusBar value from the Solution Explorer > Devices > [name of the device]. *Disabled* will suppress display of the status bar, and Theme will pick up the values from the theme that was selected for deployment in the Profile.

Start Application Offline - True enables your client to start up an application when the client is NOT connected (hosting a live session) with the RFgen server. This enables your client to operate as a "Mini-RFgen" server (also called a Batch or Fat Client). False will only enable the client to run an application while its connected to the server (Thin Client).

When Connecting to Service - *AutoConnect* will connect the client to the server that is listed in the RFgen Services group. If however, you have multiple RFgen Servers setup, you can enable the user on the client to choose which server he/she connects with if you select the *Select Service* option. (See details on the RFgen Services Group.)

When Connection is Lost - If the Profile is setup for processing data/transactions when connected to the RFgen server, select *Reconnect*. If the client is to be used off line (as a Mobile, Batch, or Fat Client), then select *Go Offline*.

Related Information

For basic information on setting up and installing a client, refer to the appropriate install guide for your client platform:

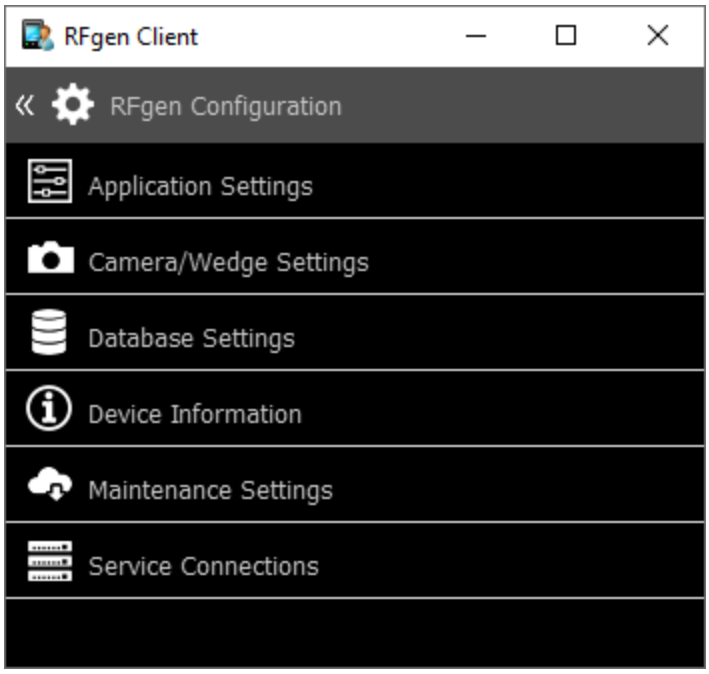
Android Client Install Guide

iOS Client Install Guide

Windows CE/Mobile Install Guide

Windows Desktop Client Install Guide

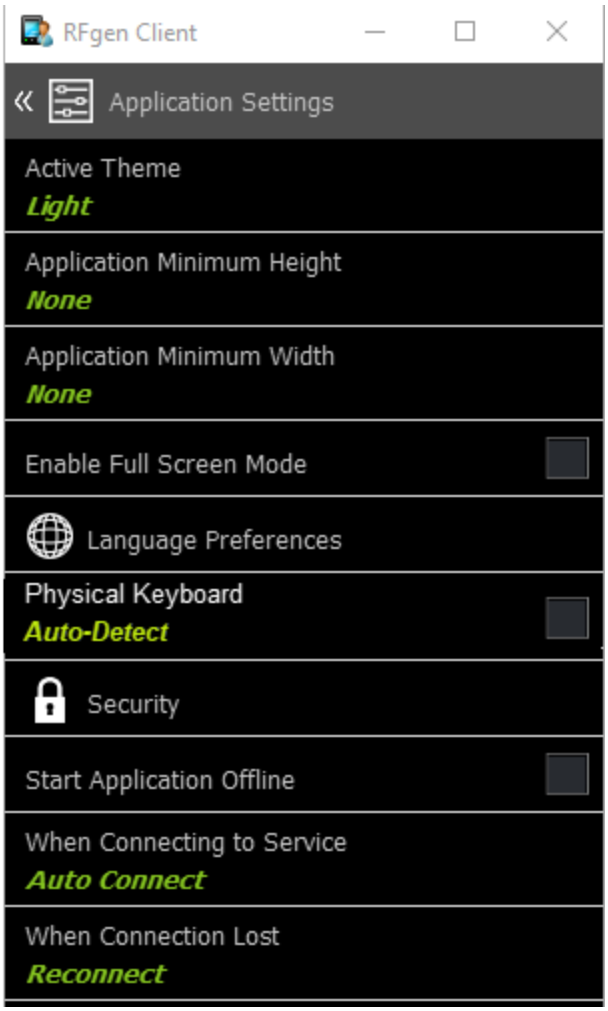
Client Configuration Settings



RFgen Configuration is a collection of status and settings that are used to change how a mobile client (Android, iOS, Windows Desktop, or Windows Mobile/CE) starts up, receives updates, and displays your application screens.

For more information, see the specific topics on Application Settings, Camera Settings, Database Settings, Device Information, Maintenance Settings, or Service Connections.

Client Configuration - Application Settings



Active Theme

This is the theme resource to be used on the device. It contains all the look-and-feel display options.

Application Minimum Height

This applies to the Desktop Client only. It is not present on Android, iOS, or Windows CE systems. An Application Minimum Height value helps restricts the screen from being resized below the values set here so the applications isn't "lost" because its too small to find. All values are in pixels.

Application Minimum Width

This applies to the Desktop Client only. It is not present on Android, iOS, or Windows CE systems. An Application Width value helps restricts the screen from being resized below the values set here so the applications isn't "lost" because its too small to find. All values are in pixels.

Enable Full Screen Mode

This option determines if the display on the mobile device is in a window (smaller) or if the application is maximized for the screen (larger). If checked, it will display at the maximum size.

Language Preferences

The default is English. Any language may be chosen from this menu.

Application Interface allows the user to change the configuration user interface from English into Arabic, Chinese, French, German, or Spanish. After a disconnect, the user interface reverts back to English.

Application Locale allows the user to change the mobile application into any of the locales listed in the list. If the application was developed with localized / translated terms, these will be presented in the mobile application. Otherwise the application will default to the language it was developed in (i.e English).

Physical Keyboard

If this is checked, the client will automatically check first if the device has a physical keyboard instead of displaying a virtual, soft keyboard.

Security

- *Allow Configuration* allows the user to change the configuration on the client.
- *Allow Exit Session* allows the user to control when to exist a session with the server.
- *Allow Screen Capture* (available only for Android, not Windows Desktop, iOS or WinCE) - If checked, the device can be used to capture an application screen while in Thin or Batch mode. Refer to your device manufacturer's instructions for snapping a screen capture. (i.e. Holding the Volume button and Lock Button down).

Start Application Offline

If this is checked, the client will start applications when the client is offline, and is disconnected from the server.

When Connecting to Service

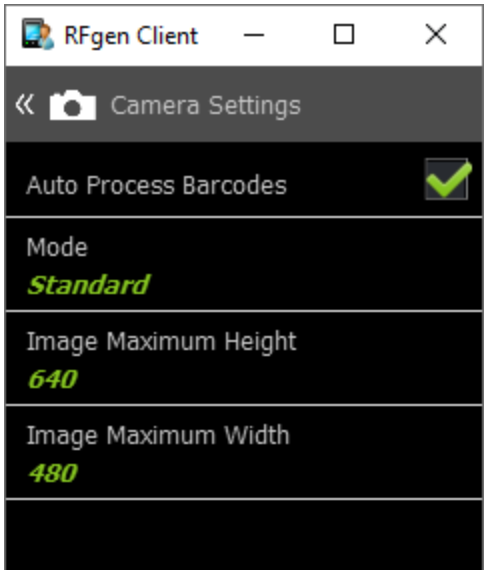
AutoConnect will connect the client to the server that is listed in the RFgen Services group. If however, you have multiple RFgen Servers setup, you can enable the user on the client to choose which server he/she connects with if you select the *Select Service* option. (See details on the RFgen Services Group.)

When Connection Lost

Reconnect will automatically connect the client to the server listed in the RFgen Services group. If the first one on the list doesn't connect, then the client attempts a connection with the next one on the list.

Go Offline is for clients that are licensed to work in batch mode and are licensed to work offline.

Client Configuration - Camera Settings



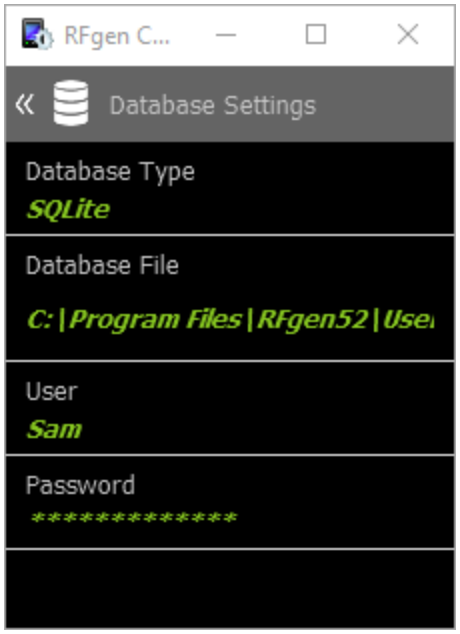
Auto Process Barcodes - In RFgen 5.1, this setting was called "Return After Scan." Set this value to True if you want the cursor to move automatically to the next field after scanning a barcode with your device's camera. For devices with cameras (not scanners), RFgen appends a Return/Enter (post-amble) after the scanned characters. If set to False, the cursor will remain in the same location and the user will need to tap the Return/ Enter key to continue to the next field.

Camera Modes - If Auto Process Barcode is enabled, Native *Native Wedge* will append two Return characters to a scanned transaction. *Standard* will append one Return character to a scanned transaction. *None* - Return is not appended at the end of a scan transaction. (Return is disabled.)

The *Scanner Intent Action* option is available for Android devices ONLY. It provides an alternate method of scanning barcodes when using a Honeywell or Zebra device (Android OS). Ordinarily, the normal scan process with a wedge reads the barcode and converts the scanned images into keystrokes. If however scan data is being omitted or isn't appearing quickly, set the Camera Settings Scanner Intent Action, and use the default value "com.RFgen.OnScan".

Maximum Picture Width and **Maximum Picture Height** These values are preset to a height 640 pixels and a width of 480 pixels. If you are taking pictures, and the device starts to slow down (i.e. its slow when you try to do an upload or the performance is slow), you can reduce the height or the width to reduce the number of pixels used by the picture. You only need to change one or the other as RFgen will scale the picture accordingly.

Client Configuration - Database Settings



Database Settings is used store data on the client if the Profile had this enabled/setup for the client.

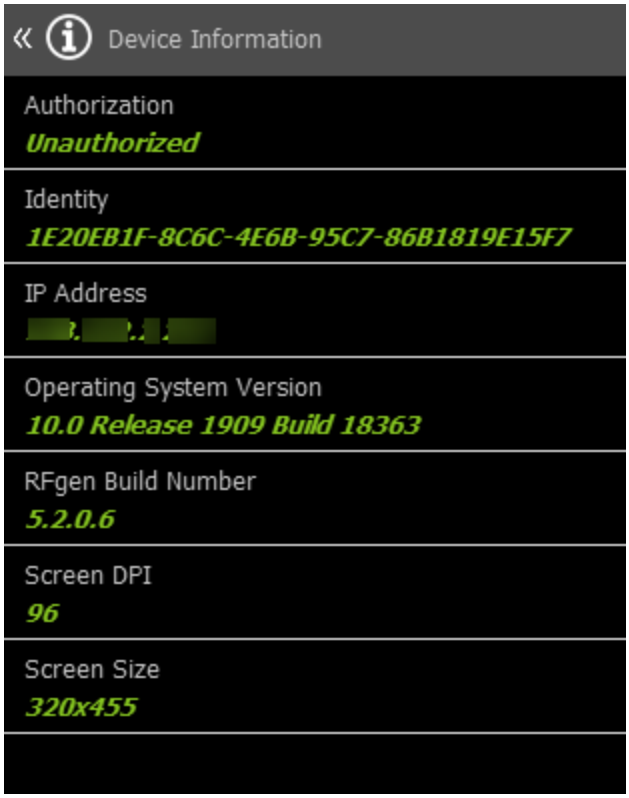
Database Type - If the Profile had included a database, to process data/transactions off-line, select the database type to be used. If the client is to process transactions only when its connected (in a session with the RFgen server), then select None.

Database File (Storage Location) - Enter the storage location (path) for the database. Locations are unique for Android, iOS, Windows desktop/Windows CE).

User - Use this interface to enter the user login information that the database requires for access.

Password - Use this interface to enter the password that the database requires for access.

Client Configuration - Device Information Settings



Device Information is used to help the user see the client-access rights and its graphical user identification on the mobile client (Android, iOS, Windows Desktop, or Windows Mobile/CE).

Authorization

If the device was authorized for connection by the server, its status is "Authorized." If its not, its status is "Unauthorized."

Authorization Code

The authorization code applies to the unique license that is required if the client is used in offline mode. This field is not provided/used if the client profiles is set to only be active when connected to the server.

Identity

The Identity is the graphical user identifier (GUID) generated by the RFgen Client software. When a device connects to the server, each device uses the GUID as its unique identifier. This GUID is visible in the Mobile Unity Management Platform > Device Authorization screen or the Mobile Development Studio Devices > Authorized Devices screen.

IP Address - the IP address of the device if its connected to a network.

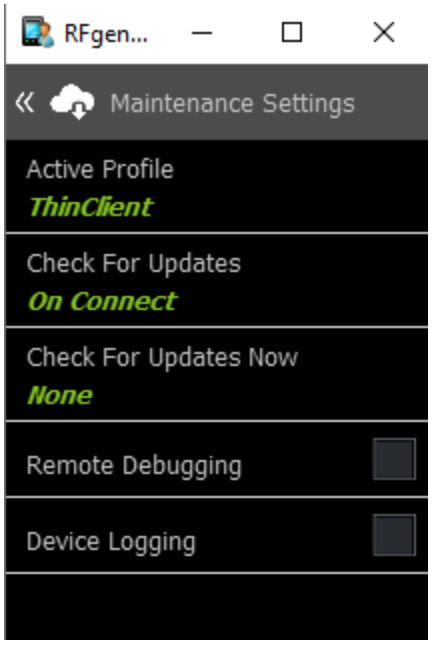
Operating System Version - The version number of the Android, iOS, Windows CE or Windows operating system.

RFgen Build Number - The RFgen Client software release and build version.

Screen DPI - The dots per inch value used by the client.

Screen Size - The size of the screen used by the client.

Client Configuration - Maintenance Settings



Maintenance Settings is display information a RFgen administrator needs to ensure the client's profile is up-to-date and if needed, debug the client remotely.

Active Profile

Shows which Profile was installed to a client

Check for Updates

This sets the method and how often the client will check the server for a Profile and compare if there are differences. If differences exist, the client profile would be updated. This can be set to *Manual* (when the user requests it), *On Connect* (only checks for profile updates when the client connects to the server), or *Daily* (checks are performed even if the client is never disconnected from the server).

Check for Updates Now

If the Check for Updates is set to Manual, the user can choose to **Reprovision the Device** or **Resynchronize (Resync.) Applications**. Reprovision a device if you want to wipe out the user settings and applications on the device and refresh it with the one from the server. Resync Applications will only refresh the applications on the existing profile with those in the server. To use either, select yes and click on the <<

Check on Updates Now until you reach the main menu to retrieve the update. Tap **None** if you don't want to make any changes, then tap the << Check for Updates Now to exit this screen.

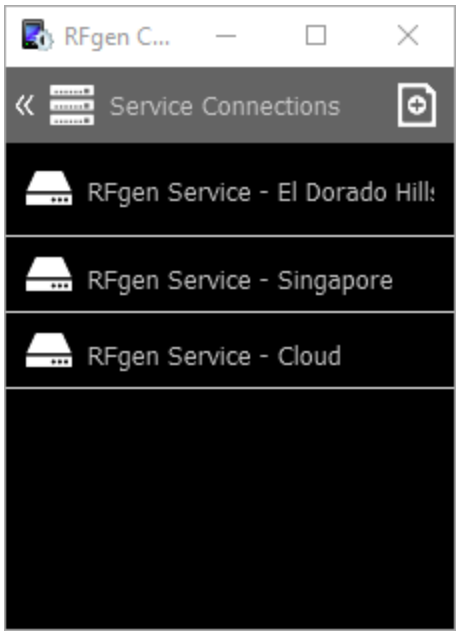
Remote Debugging

This simply enables another RFgen server to initiate a remote session via the port that is listed in the Client Configuration - Maintenance Settings screen.

Device Logging

Creates a log on the device for troubleshooting purposes.

Client Configuration - Service Connections



Service Connections is used to add, delete, and change the information on the RFgen server providing client services.

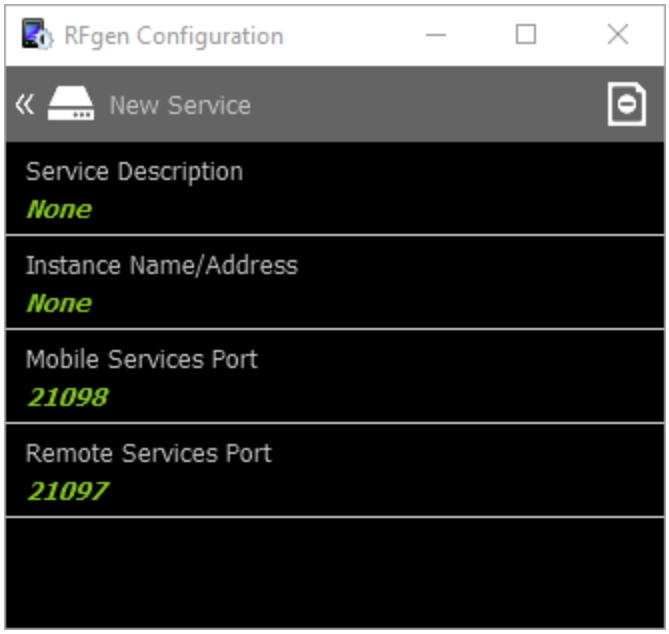
To add a new service connection, tap the "+" plus icon in the upper right corner. Complete the information in the New Service screen.

To modify an existing service, tap the Service that you want to modify.

To remove a service, tap the service you want to remove. When the Service Description screen displays, tap the name of the service and delete the name from the pop up box and tap **OK**. "None" will display in its place. Tap the << icon at the top to return to the prior screen.

For more details on the properties, see Client Configuration - New Service details.

Client Configuration - New Service



New Service is used to setup a connection to a server, or change the ports for a server, or remove the entire server from the profile. The information here (on the client) should match the server name or IP address described in the Source Profile stored in the Mobile Development Studio Profiles folder.

Service Description

Enter the server name of the RFgen server.

Instance Name/Address

Instance Name/Address Enter the IP address or unique server name. The Instance Name/Address can be the server's name, address, or a substitute Fully Qualified Domain Name (%FQDN%). This is the server(s) including Load Balancing servers that provide the client profiles and services for the mobile client. The %FQDN% can be used in the event the source application database is moved to a different server and will help resolve the client locate the new Name/Address of the server that now has the application database (including profiles) that client needs in order to work.

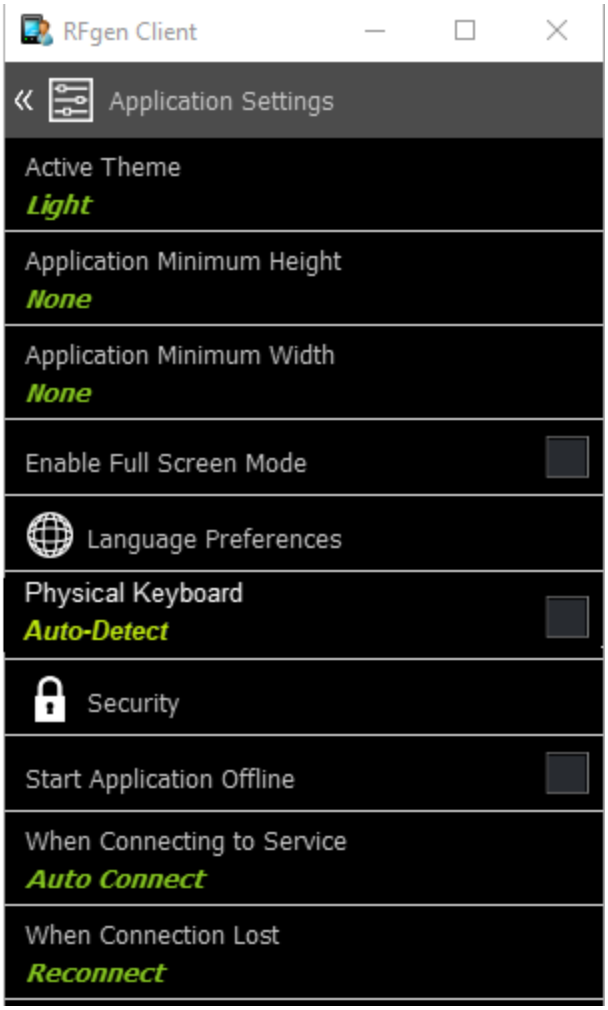
Mobile Services Port

Port 21098 is the default port which is used on the client and on the server for communication purposes. If you change the default port, the new port ID must be changed on the server side as well.

Remote Services Port

Port 21097 is the default port used by RFgen Consoles, RFgen Enterprise Management Dashboard to communicate with the RFgen client. If you change the default port, the new port ID must be changed on the server side as well.

Client Configuration - Application Settings



Active Theme

This is the theme resource to be used on the device. It contains all the look-and-feel display options.

Application Minimum Height

This applies to the Desktop Client only. It is not present on Android, iOS, or Windows CE systems. An Application Minimum Height value helps restricts the screen from being resized below the values set here so the applications isn't "lost" because its too small to find. All values are in pixels.

Application Minimum Width

This applies to the Desktop Client only. It is not present on Android, iOS, or Windows CE systems. An Application Width value helps restricts the screen from being resized below the values set here so the applications isn't "lost" because its too small to find. All values are in pixels.

Enable Full Screen Mode

This option determines if the display on the mobile device is in a window (smaller) or if the application is maximized for the screen (larger). If checked, it will display at the maximum size.

Language Preferences

The default is English. Any language may be chosen from this menu.

Application Interface allows the user to change the configuration user interface from English into Arabic, Chinese, French, German, or Spanish. After a disconnect, the user interface reverts back to English.

Application Locale allows the user to change the mobile application into any of the locales listed in the list. If the application was developed with localized / translated terms, these will be presented in the mobile application. Otherwise the application will default to the language it was developed in (i.e English).

Physical Keyboard

If this is checked, the client will automatically check first if the device has a physical keyboard instead of displaying a virtual, soft keyboard.

Security

- *Allow Configuration* allows the user to change the configuration on the client.
- *Allow Exit Session* allows the user to control when to exist a session with the server.
- *Allow Screen Capture* (available only for Android, not Windows Desktop, iOS or WinCE) - If checked, the device can be used to capture an application screen while in Thin or Batch mode. Refer to your device manufacturer's instructions for snapping a screen capture. (i.e. Holding the Volume button and Lock Button down).

Start Application Offline

If this is checked, the client will start applications when the client is offline, and is disconnected from the server.

When Connecting to Service

AutoConnect will connect the client to the server that is listed in the RFgen Services group. If however, you have multiple RFgen Servers setup, you can enable the user on the client to choose which server he/she connects with if you select the *Select Service* option. (See details on the RFgen Services Group.)

When Connection Lost

Reconnect will automatically connect the client to the server listed in the RFgen Services group. If the first one on the list doesn't connect, then the client attempts a connection with the next one on the list.

Go Offline is for clients that are licensed to work in batch mode and are licensed to work offline.

Updates versus Upgrades

"**Updates**" refers to the process of updating the solution elements which are deployed by the server (or physical transfer). This may include updates to your mobile applications, mobile profile settings, data etc. once the client software has been installed. As long as your client has the same major version of the server, for example if the client has 6.0.0 installed, and the server has 6.0.1 or higher installed, these versions are compatible, and solution updates are supported.

"**Upgrades**" refers to the process of installing a newer major version of the RFgen client software or the RFgen server software. For example,if you are moving from RFgen **5.2** to **6.0** this is called a software upgrade.

Version Compatibility With the Server

- If you **upgrade the server**, your client software must also be upgraded. RFgen Server software is not backward compatible with older, major versions. (For example RFgen 6.0.x server is not compatible with a 5.2.x client.)
- The RFgen server does NOT automatically upgrade client software when it connects to the client. You will need to installation the RFgen client software of the same major version as the server to ensure they are compatible.
- If your RFgen client is unable to connect due to a version mismatch, an error message stating an upgrade is needed will display.
- Minor versions between the server and client are supported, as long as the server has the newer version. For example, if the server has 6.0.1 installed, and the client has 6.0.0 installed, the client is supported. If the server is 6.0.0 but the client version was higher (i.e. 6.0.1), this combination would not be a recommended install -- especially if the client is set to download the profile from the server automatically.
- While its possible to have two different major versions of RFgen installed on the same device, **this is not recommended** as the end user won't know which version to launch AND if you were storing data on the client, this could cause issues with the database.

Client Dialogs and Messages

Depending on the state of you connection, your RFgen client will display a message in the event it is unable to find and connect to the server, or, was able to find the server but the server rejected its connection, or while connecting to the server, a mismatch in versions was detected. The following topics describe the possible causes for each type of dialog.