

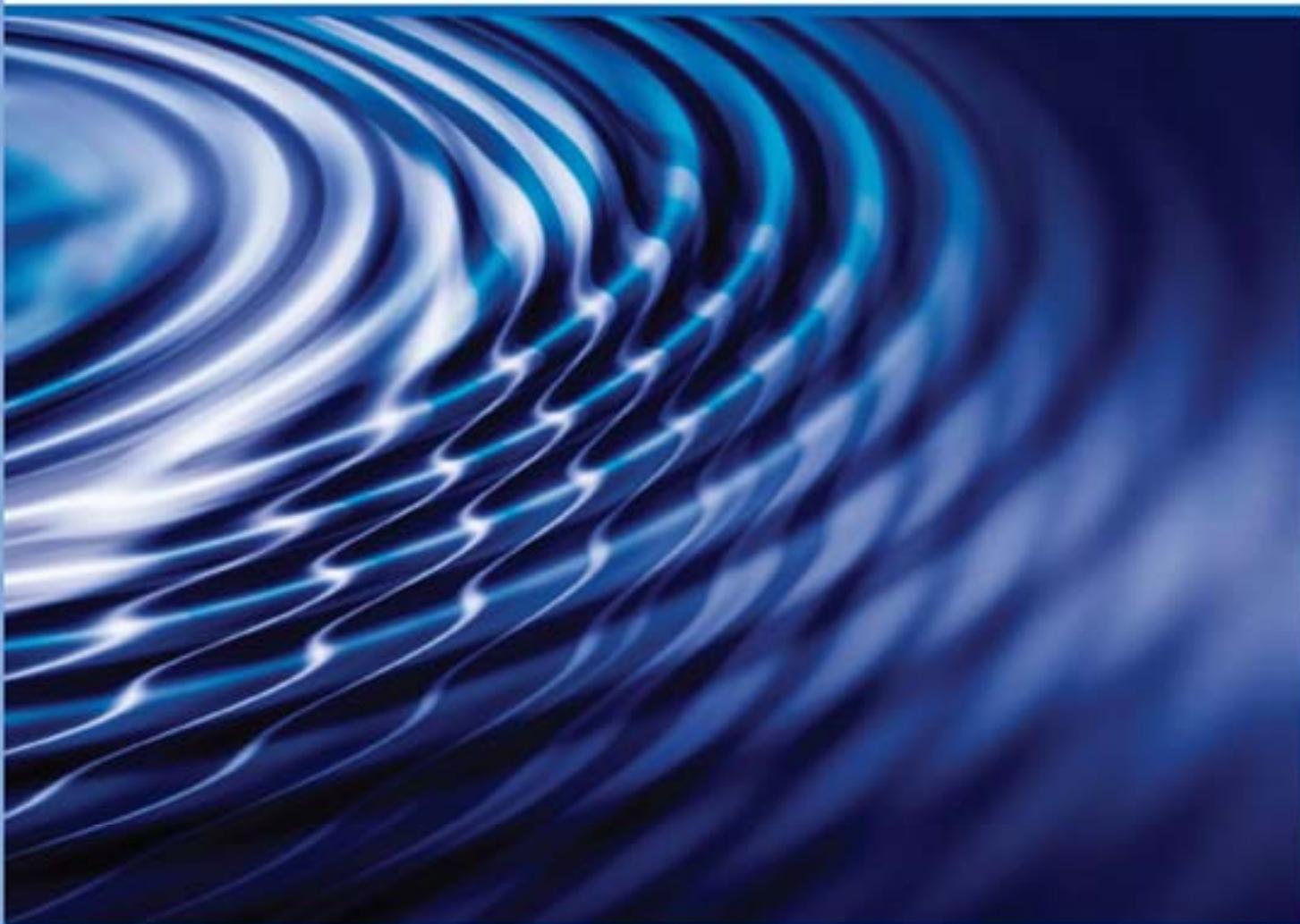
Evaluating Reflection 2011



Attachmate®

Reflection®

2011



If you need terminal emulation, and you like EXTRA!...

...you're going to love Reflection 2011!

Upgrading from EXTRA!® to Reflection® 2011 couldn't be easier. When you start Reflection 2011 the first time, you'll find that all your existing macros, keyboard maps, and session files work as expected. Moreover, if you were using previous versions of Reflection, PComm, or RUMBA emulation software, you'll find those sessions and macros work as well. With Reflection 2011, you'll have the features you depend on for advanced productivity, secure multihost connectivity, and more.

Reflection 2011 is more than just the latest version of the EXTRA! or Reflection products. Instead of an application designed for the operating systems that you were using a decade ago, Reflection 2011 gives you an emulator that has earned the right to use the *Compatible with Windows 7* logo and is uniquely integrated with both Windows 7 and Microsoft Office applications.

Windows 7 integration provides the first part of the range of security capabilities built into Reflection 2011, capabilities designed to help you meet evolving internal and external security requirements.

Reflection 2011 integrates with Windows 7 User Account Control (UAC) to maximize your control over user access to administrative features and functions, and to minimize desktop vulnerabilities.

Reflection 2011 protects the security of your data before, during, and after transmission by providing the security components from time-tested cryptographic modules that meet the rigorous federal government FIPS 140-2 standards. These security features provide secure access to hosts and gateways, provide the tools to verify the authenticity of hosts, gateways, and clients, and help you facilitate compliance with regulations such as Payment Card Industry (PCI) audits, Sarbanes-Oxley, HIPAA, FISMA, Basel II, and the EU Directive on data protection.

Other terminal emulators may provide security through third-party partnerships, and even then, they typically support a lower level of certification. With Reflection 2011, you get a single-vendor solution integrated with the emulator and supported by the Attachmate

dedicated security development, test, and technical support teams.

Reflection 2011 is seamlessly integrated with Microsoft Office applications to provide a consistent user experience. And the productivity features that you used in EXTRA! are more powerful than ever. If you've been using PComm, RUMBA, or HostExplorer software, a previous version of Reflection, or any other emulator, you will be amazed at how much these tools increase productivity and save time.

Using Reflection 2011, you can:

- Open an e-mail message or Word document, and automatically include the current host screen content in the message or document.
- Send a single screen or a series of screens to a PowerPoint presentation, and then create a training manual for your complex host application.
- Configure privacy filters to prevent sensitive data, such as account and personal identification numbers, from being displayed in presentations or e-mail messages.
- When connecting to IBM hosts, use the auto-complete and auto-expand functions to save time and keystrokes, and the built-in spell check function to reduce errors.

Instead of just emulating a dumb terminal, Reflection 2011 makes your emulation sessions powerful, productive, secure, and easy to use.

Open any number of sessions in the Reflection 2011 workspace, connecting to any combination of mainframe, AS/400, UNIX, or OpenVMS hosts. Each session appears within its own tabbed window, making it fast and easy to move between sessions. Session documents include pointers to mouse maps, keyboard maps, theme files, hotspot files, and Ribbons that you can use to customize the behavior of each session.

You can even open Web applications in the workspace, so that you can, for example, copy an address out of your customer database, paste it into your favorite online mapping application, and get directions to the customer location. Or, you can create a custom application using the Reflection .NET API model to do all that automatically. Once all of your sessions are configured to your liking, you can save them as a layout file that opens all of them together with a single click.

If you're not ready to migrate to Windows 7, you don't have to wait to start taking advantage of the advanced capabilities of Reflection 2011.

Reflection 2011 supports your existing IT infrastructure, including the Windows 7, Vista, XP, Windows Remote Desktop Services, and Citrix XenApp platforms, as well as other virtualization platforms.

If you don't yet have the software, go to <http://www.attachmate.com/Evals/Evaluate.htm> and fill out the evaluation request form. You'll be sent an e-mail message with instructions to download and install Reflection 2011.

Once you've installed the software, you'll want to take a brief tour of the new user interface.

To open Reflection 2011 from the Start menu, select Attachmate Reflection, then select Reflection Workspace. The first time you open the workspace, you may have to wait briefly for the .NET framework to load.

When the workspace is open, you'll see the Create New Document dialog box. Close this for now, so that you can start getting acquainted with the Reflection 2011 user interface.

Connecting to a Session

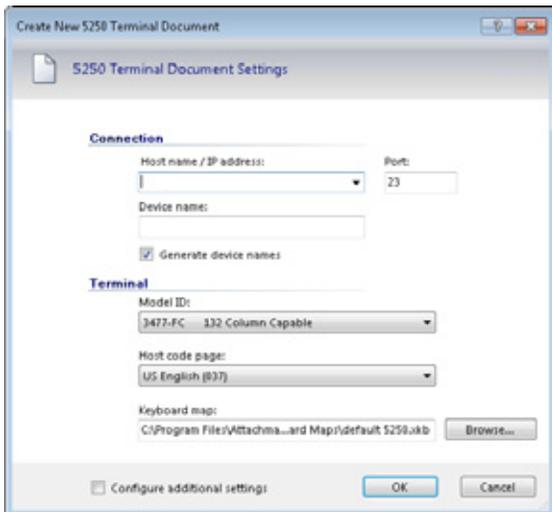
To create a terminal session, complete the following steps:

1. From the Quick Access toolbar, click the New Document button .



The Quick Access toolbar is at the top of the workspace

2. From the Create New Document dialog box, select the type of session you want to set up, and then click Create.



The Create New 5250 Terminal Document dialog box

3. Fill in the Host Name/IP Address field, and then click OK. The session opens in the workspace.

To save the session document for the session you just created, click the Reflection 2011 File menu, choose Save As, name the session, and then click OK. Session information is stored in a session document.

Using the Quick Access toolbar

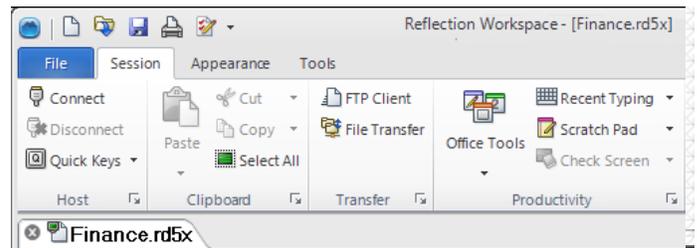
The Quick Access toolbar provides one-click access to common tasks. Move your mouse pointer over each button to reveal a ToolTip describing what it does. You can customize this toolbar to provide quick access to your most frequently performed tasks.

To add a command to the toolbar, click  or  and select an action in the Action list.

Alternate Interfaces

With Reflection 2011, you can choose from three types of interfaces: *Ribbon*, *Browser*, or *Classic*.

The Ribbon interface shares the look-and-feel of Microsoft Windows 7 and Office products. You access Reflection's features and settings through the Ribbon's expansive graphical interface. By default, Reflection opens in the Ribbon.



The Ribbon interface

The Browser interface has a look and feel that is similar to the latest Web browser interfaces where screen real estate is maximized. In the Browser, you access features and settings from the Reflection menu.



The Browser interface

Note: The Ribbon interface varies slightly for different Office products.

The Classic interface is similar to legacy Reflection applications. In Classic UI, only one document can be open in a workspace, and other features may not be available.

To switch interfaces, do the following:

1. On the Reflection 2011 File menu, choose Reflection Workspace Settings.
2. Click Configure Workspace Settings.

EVALUATING REFLECTION 2011

3. Under User Interface, in the UI Preferences list, select User Interface Mode.
4. Close Reflection 2011, and then reopen it to see the change.

If you try out Classic mode, you'll want to switch back to Ribbon or Browser mode to continue the evaluation.

Many users prefer to use Reflection 2011 in Full Screen mode. At the bottom of the workspace, in the right-hand corner of the status bar, there's an image of a screen  that you can click to switch between Full Screen and Normal mode.

When you switch to Full Screen mode in the Ribbon, the Ribbon is minimized. To restore the Ribbon, click a Ribbon tab.

Layouts

If you regularly work with several sessions at

the same time, you can save them all, together with any Web pages, as a layout.

To create a Layout:

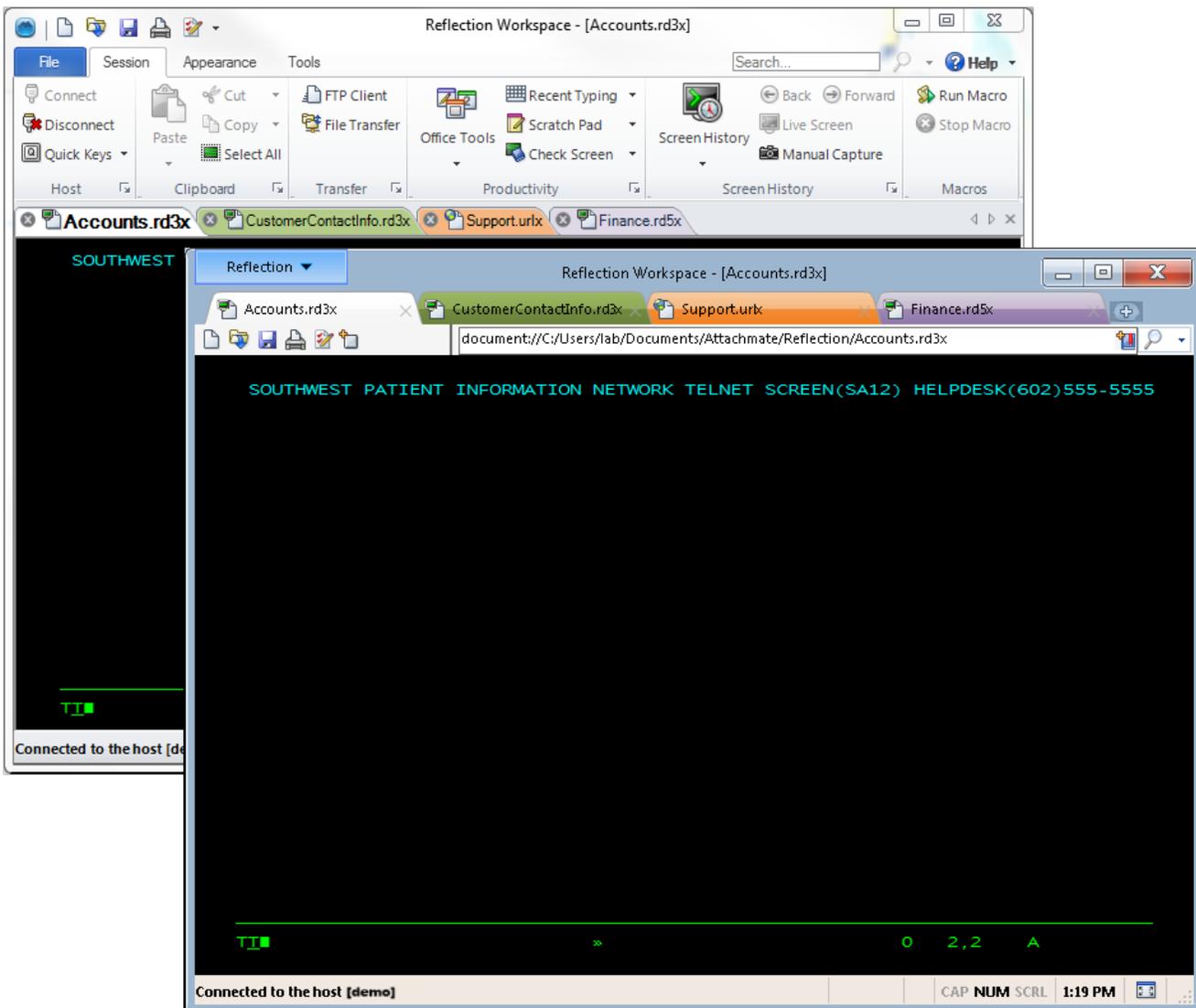
- On the Reflection 2011 File menu, choose Save Layout.

If you have open sessions that you haven't saved yet, you'll be prompted to save them.

When you open a layout, Reflection automatically opens all documents that were open when you saved the layout, restores your workspace to the same size and location it was when you saved it, and connects terminal sessions to the configured hosts.

An Integrated Browser

Reflection 2011 includes an integrated Web browser (*different from the Browser interface mode*), which allows you to open a Web page from a tab in the workspace.



Sample layout with the Ribbon (left) and the alternate Browser interface (right)

To add a Web page to your workspace:

1. From the Quick Access toolbar, click the New Document button .
2. From the Create New Document dialog box, select Web, and then click Create.
3. In the URL box, type the URL for your favorite online mapping application, such as MapQuest or Google Maps, and then click OK.

The mapping application displays within its own tab in the workspace.

You can open as many terminal sessions and Web pages as your computer's resources will support. They'll each open in their own tab in the workspace. If you prefer to view your sessions side by side, you can display your session documents in windows rather than tabs.

Search

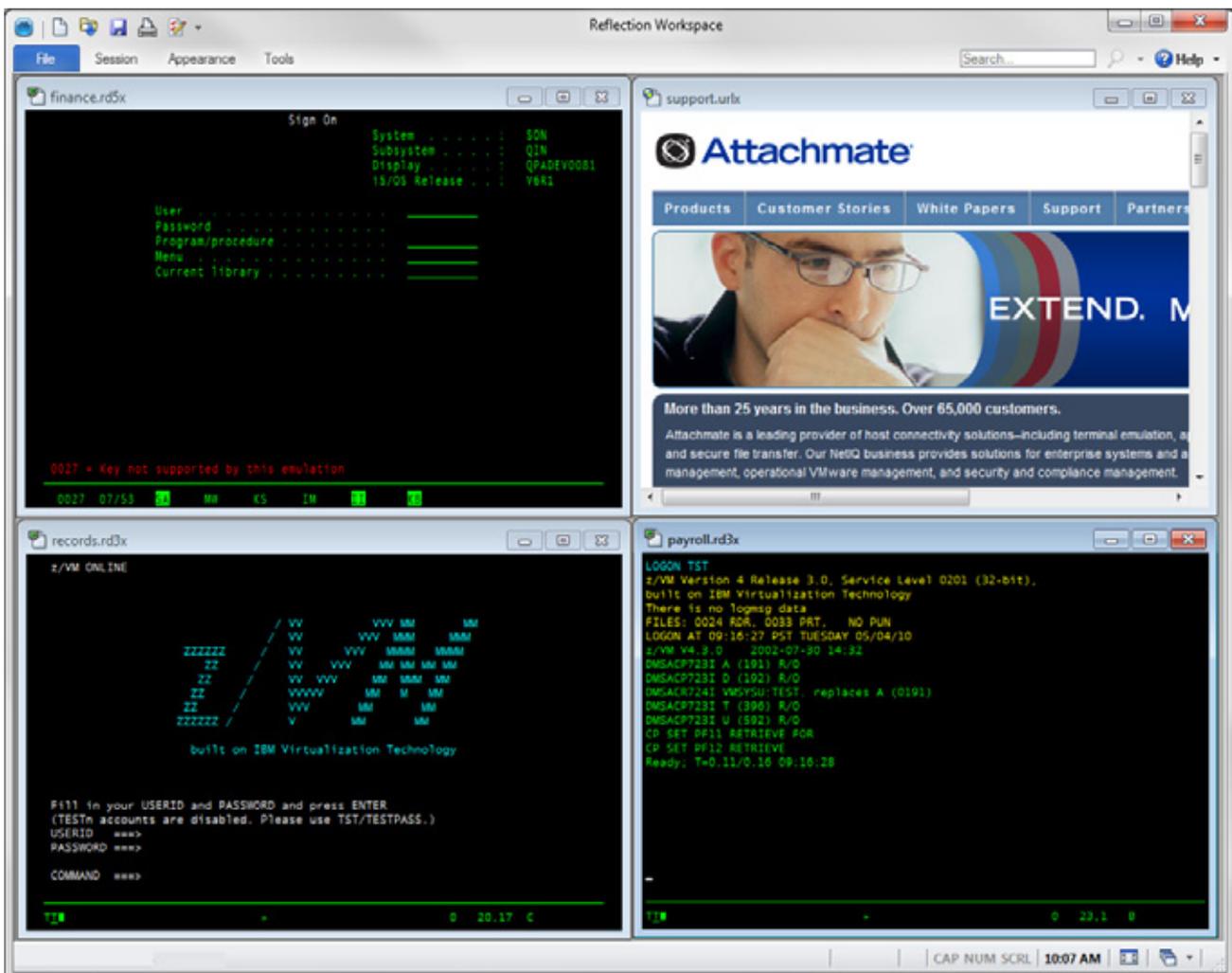
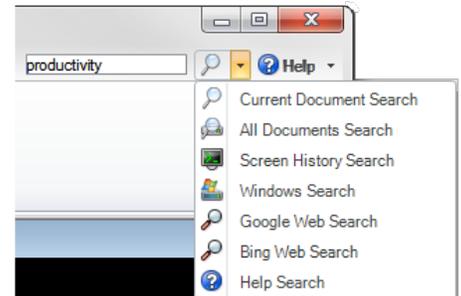
A search feature that you can use to find a string on the current page is an ordinary

feature of many modern applications. Reflection 2011 provides search tools that go well beyond the ordinary, providing you with the means to do the extraordinary.

You can search the screen history of all open session documents, do a Windows desktop search, or a Google Web search.

You can also, of course, search the current document, whether it's a host session, a settings page, a Web page, or even the online Help.

To select the scope of your search, just enter your search string in the Search box in the upper right-hand corner of the workspace, and then click the down arrow next to the magnifying-glass icon.



Sessions displayed in tiled windows

The Reflection Browser provides additional search capability. In the browser search box, you can search for and access Reflection commands. You can also connect to sessions.

To access a command in the Browser:

- Enter the first letter of the command in the search box. Then select the command from the search results.

To connect to sessions in the Browser:

- Enter the connection type and host name
For example, you can open Telnet sessions for a 3270 terminal using the following format:

```
tn3270://hostName
```

Provide Windows 7 Integration

If you're looking to Windows 7 to deliver improved desktop management, desktop security, and user productivity, you may be wondering about the level of Windows 7 readiness you'll get with Reflection 2011.

Reflection 2011 has not only earned the *Compatible with Windows 7* logo, but has been optimized to take full advantage of the security and productivity enhancements provided in Windows 7. For example, the integration between the Reflection 2011 Permissions Manager and Windows 7's User Account Control allows you to specify, at a granular level, which tasks users can perform within Reflection 2011.

Reflection 2011 has, under license from Microsoft, incorporated the Microsoft Office Fluent User Interface. As implemented in Reflection 2011 and unique within the terminal emulation realm, the Ribbon provides a powerful, efficient, and fully customizable interface that can be tailored to meet the demands of your business workflow.

For example, imagine that your users need to copy information from one host application and paste it into an application on a different host. You can save them time and keystrokes by automating this task, and letting them run it from a button on the Ribbon.

To try this out for yourself, you'll need to open two host sessions, and then use the following procedures to record the macro and create the button.

Record the Macro

1. Make sure the host application from which you want to copy the data is displayed.

2. On the Tools tab of the Ribbon, click the Record Macro button  to start recording. (If this button isn't visible, expand the window.)
3. Navigate to the screen containing the data you want to copy.
4. Select the data, right-click, and then select Copy.
5. Click the tab for the second session.
6. Navigate to the screen to which you want to paste the data.
7. Position the cursor, right-click, and then select Paste.
8. Click the Record Macro button  again to stop recording.
9. Name the macro, and then click OK.

The macro can be run by clicking Run Macro on the Session tab of the Ribbon, and then selecting it from the macros listed.

Since you'd expect your users to perform this task frequently, you'll want to use the built-in UI Designer utility to add a button to the Ribbon for your new macro.

Add a Button to the Ribbon

1. In the workspace, click the tab for the session from which you will run the macro.
2. On the Appearance tab of the Ribbon, click UI Designer.
3. Select the Macro group in the image of the Ribbon.
4. From the Insert Controls pane, click Button.
A new button is added to the Macro group.
5. From the Settings pane, click Select Action.
6. In the Action list, select Run Reflection Workspace Macro.
Under Action Parameters, click Select Macro, choose the VBA project and macro to associate with this button, and then click OK.
8. From the Settings pane, select Change Settings for "Run Reflection Workspace Macro."
9. Change the label and add a ToolTip.
10. When you're done, click OK.

The new button appears on the Session tab of the Ribbon.

Strengthen Host Security

Dealing with sensitive customer data requires security support on multiple levels.

The US federal government is one of Attachmate's largest customers, and demands the highest level of security from their products — for example, FIPS 140-2 for strong data encryption; Department of Defense PKI for strong certificate-based, 2-factor authentication; and FDCC/USGCB to prove that Reflection 2011 can support a locked-down desktop configuration.

The high level of Reflection security can help you comply with nongovernmental mandates driven by PCI audits, Sarbanes-Oxley, HIPAA, and Basel II.

Protecting Mission-Critical Host Data

Reflection 2011 includes information privacy features designed to protect customer data and secure the desktop.

I. Set Up Privacy Filters

Reflection 2011 includes features designed to protect customer data and secure the desktop. Privacy filters allow you to mask sensitive host data, such as personal identification numbers, and prevent that data from being printed, saved, or copied.

Let's say that you want to protect your customers' telephone numbers. With Reflection 2011, it's easy:

1. On the Ribbon File menu, choose Reflection Workspace settings. (In Browser mode, choose Settings > Reflection Workspace Settings from the Reflection menu.)
2. In Reflection Workspace Settings, click Set up Information Privacy.
3. Under Privacy Filters, click Add, and then, in the Simple expression box, type # symbols to represent the digits of the data you want to protect. For example:

###-###-####

Be sure to use the formats that your host systems use to display these numbers. If telephone numbers are entered both with and without dashes, you'll need to set up another filter without dashes. For example:

#####

4. Under Privacy Filters Redaction Rules, specify how to redact the data:
 - To redact sensitive data so that it is not displayed in productivity features, such as Office Tools integration, select Redact data when used outside the terminal.
 - To redact data on screens, select Redact display data (IBM terminals only).
5. Click OK to save your changes.
6. Connect to a host application that displays telephone number data to verify the data is redacted.

II. Protecting Credit Card Data

To help your organization meet Payment Card Industry Data Security Standard (PCI DSS) requirements, Reflection can also automatically protect credit/debit card data that is entered or stored on host screens. Let's say that you want to protect credit card data.

1. On the Ribbon File menu, choose Reflection Workspace settings. (In Browser mode, choose Settings > Reflection Workspace Settings from the Reflection menu.)
2. In Reflection Workspace Settings, click Set up Information Privacy.
3. Under Primary Account Number (PAN) Detection Rules, choose Simple PAN detection.
4. Under Primary Account Number (PAN) Redaction Rules, choose Enable Redaction, Redact display data (IBM terminals only), and Redact data while typing (IBM terminals only).
5. Click OK to save your changes.
6. Connect to a host application that contains an input field long enough to enter a credit card number.
7. Remove a credit card from your wallet and type the number into the input field. Notice that when you enter the last digit, the credit card number, except the last 4 digits, is redacted.

Secure File Transfers

Traditional protocols, such as Telnet and FTP, are not inherently secure. They put your confidential host data at risk.

Reflection 2011 helps you manage that risk as your needs evolve — with comprehensive support for existing security infrastructures, user-level security features, and encryption

technology that meets today's stringent security mandates. This level of security is unmatched by competitive products.

Improve User Productivity

The productivity of your end users is critical to meeting your business goals. Unique productivity features in Reflection 2011, such as Auto Complete, Auto Expand, Spell Check, Scratch Pad, Recent Typing, and Screen History save users thousands of keystrokes throughout the day, shortening call times while improving customer satisfaction.

Just as importantly, these features improve the quality of data being entered into the system. No other emulator contains all of these tools.

Because Reflection 2011 is integrated with current and older versions of Office applications, users can copy data from the host screen into a Word document, e-mail message, or PowerPoint slide with the click of a button.

E-mail a Host Screen

Suppose a sales representative needs complete information on a customer account. Sending the data is as easy as 1-2-3.

1. Navigate to the appropriate screen, and then click the Office Tools button  on the Session Ribbon (or choose View > Office Tools from the Browser Reflection menu.)

The Office Tools pane opens.

2. From the Office Tools pane, under Create New, click E-mail Message.

Reflection 2011 opens a new e-mail message in Outlook, with the current screen content pasted into it. If an account or telephone number was included in the screen, look closely at the image in the e-mail. Because you set up privacy filters, this sensitive information is obscured in the screen image in the e-mail message.

3. Fill in the To and Subject lines of the e-mail, and then click Send.

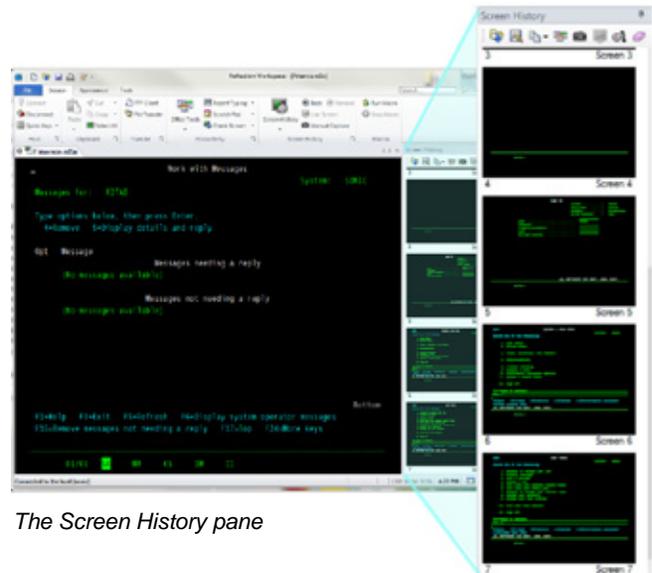
Find Host Screens Fast

With the Reflection 2011 Screen History function, you can review host screens and use them in Office applications without having to navigate back to them.

Display the screen history for the session by clicking the Screen History button  on the Session tab of the Ribbon. (If you're using Browser mode, you can display screen history by

choosing View> Screen History from the Reflection menu.)

Navigate through four or five host screens, and notice the way they appear in the Screen History pane.



The Screen History pane

Now imagine that you have just received a call from a courier who needs to verify directions to a customer location. You've already been to the customer data screen. Rather than navigating back to it from wherever you are, Screen History provides two quick ways to get to the screen, so that you can give the courier the information he needs.

1. If you only have a few screens to review, scroll through the Screen History pane, and then click the customer data screen to display it in the main session window.

-or-

If you have multiple screens to review, or the data needed is too hard to see:

- a. Enter the customer's name in the Search box above the Ribbon.
- b. On the Search button , click the down arrow to open the Search menu, and then select Screen History Search.

The Search Results appear below the terminal window, so that you can move quickly to the screen that has the required data.

2. To get the directions for the courier, select the customer's address on the screen, copy it, and then click the tab for the online mapping application.

3. Paste the address into the destination address field.

You can respond to a call from a courier and provide delivery directions that easily!

Reflection 2011 productivity features accelerate data entry and host navigation, improving user efficiency while reducing data-entry errors.

Maximize IT Flexibility

IT infrastructures are constantly evolving and growing more complex. To maximize your return on investment, desktop applications should support and leverage other cost-saving IT technologies.

Reflection 2011 supports a mix of existing IT infrastructure components, including Windows XP, Microsoft Active Directory, and Microsoft Group Policy technologies, and a variety of application virtualization technologies. In fact, Reflection was the first emulator to obtain the Citrix Ready logo.

For more information on using Reflection 2011 with these products, review Technical Note 2380 on the Attachmate Support site.

Reflection 2011 will work within your existing security infrastructure for handling user authorization and authentication. Reflection 2011 supports Kerberos and PKI certificates, and Reflection Administrator (available as an add-on) allows you to centrally manage Reflection 2011 user configurations and host access. It also allows your end-users to launch Reflection 2011 sessions from a web page.

All of the current Attachmate terminal emulation solutions support IPv6 and 64-bit computing. And Attachmate is currently focused on providing broad support for application virtualization technologies.

Attachmate has been developing IT solutions that support emerging technologies for nearly 30 years. As your business continues to evolve, Attachmate is committed to building solutions

that maximize your IT investments and allow your IT organization to be as flexible as possible.

Simplify Migration and Support

Migrating from one desktop application to another is never easy. Migrations can be time consuming and resource intensive.

However, supporting multiple emulation products also puts an ongoing and unnecessary drain on valuable IT resources. The problem is determining how to standardize on a single solution, without losing the custom macros, keyboard maps, and settings files you've created over the years, and without disrupting your users' workflow. The solution is Reflection 2011.

Compatibility tools built into Reflection 2011 run competitive macros, keyboard maps, and settings files, minimizing the risk of workflow disruption.

Reflection 2011 has deeper support for Windows 7 than any competitive terminal emulation product. It also has broader security options, unique user productivity tools, and wide-ranging support for existing and emerging technologies.

You can successfully standardize on this next-generation terminal emulation solution using Attachmate-proven tools and services.

By providing Reflection 2011 to your emulation users, you'll allow them to take advantage of the powerful features, robust security, and Windows 7 integration that they can't get anywhere else. Bottom line: Reflection 2011 is ready for Windows 7 when you are.

For More Information on Reflection® 2011

For more information about Reflection 2011, review the product Help. For further assistance regarding evaluation software and product updates, visit our Technical Support site at <http://www.attachmate.com/en-US/Support/>.



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