

Q. WHAT IS PERSONA?

A. Persona is a client/server application that provides access to host computers. Persona provides secure access, locally or remotely, to host data and applications through thin clients including Java® applet, Java application, and native Windows® clients. Persona resides on a Windows NT®-based web server and offers centralised and remote administration as well as an array of advanced tools for efficiency and ease of use. Persona delivers precise terminal emulation to IBM® mainframe, IBM AS/400®, Unix, Digital, and Data General® host systems. Persona's three-tier architecture enables high-level security encoding capabilities, including SSL, SSH, DES, and Triple DES to safeguard display and report data transmitted between one or more Persona client workstations through the Persona server to a host computer.

Q. WHAT IS A THIN CLIENT?

A. "Thin client" is a generic term used to describe a group of server-based client technologies that can lower total cost of ownership (TCO) through a combination of reduced hardware costs, reduced maintenance and support costs, reduced LAN/WAN bandwidth requirements, reduced downtime, improved performance, and enhanced security. In relation to Persona, "thin client" refers to the small applet or application on the user desktop.

Q. HOW DOES A PERSONA CLIENT COMMUNICATE WITH A HOST SYSTEM?

A. Persona clients communicate with host systems through the Persona-enabled web server. Persona resides on a Windows NT-based web server as an NT service. The Persona service coordinates all communications between individual user workstations and host systems, and provides a secured connection between client and host. The client communicates to the Persona server via TCP/IP; the Persona server communicates to the host using industry standard methods such as Telnet, TN3270, TN5250, SSH, TN5250 over SSL, and Microsoft® SNA.

Q. WHAT MAKES PERSONA SO SECURE?

A. Persona's three-tier architecture enables high-level security with SSL, SSH, DES, and Triple DES encoding to safeguard display and report data transmitted between the client workstation, the Persona web server and the host computer. Persona manages all communications between the client workstation and the host computer, resulting in a trusted communication channel. Additionally, X.509 certificates provide server authentication.

Q. DOES PERSONA COMPLY WITH NECESSARY INDUSTRY SECURITY STANDARDS?

A. Persona has met stringent security requirements and received a Common Criteria EAL3 (Evaluation Assurance Level 3) rating. The Common Criteria international standards, ISO 15408, define methods for evaluating IT security products and systems. An independent organisation and accredited Common Criteria Testing Laboratory tested Persona for security vulnerabilities. An EAL3 rating encompasses rigorous review and testing in order to provide assurance of the security functions within an IT product. In addition, Persona is fully compliant with the U.S. Health Care Financing Administration (HCFA) Internet Security Policy issued November 24, 1998.

Q. WHAT CLIENT SUPPORT PERSONA OFFER?

A. Persona supports three types of clients. System administrators can define or select which clients are available in their environments. For maximum convenience and flexibility, Persona's Java applet downloads with the host connection and requires no desktop maintenance. For remote users with modem connections or limited bandwidth, the local Java applet offers improved performance and connection speed. It also provides integrated version control for upgrades at the server, notifying users to download new versions. The Java application provides a browser-independent Java client alternative for Windows and non-Windows users. The native Windows client is a small, local Windows application that works with or without a JavaScript® capable web browser.

Q. WHAT ARE THE ADVANTAGES OF PERSONA'S CENTRALISED ADMINISTRATION?

A. Centralised administration with Persona can produce a significant reduction in workstation maintenance costs as a result of installation, configuration, management, and version control occurring on the Persona web server. As an added benefit, Persona client upgrades can take place automatically. Persona features additional administrative and diagnostic tools that can further simplify host access support by providing remote access to administration tools, a convenient console for modifying Persona settings, and a time-saving configuration utility.

Q. HOW DOES PERSONA SAVE ADMINISTRATION TIME?

A. Persona features powerful capabilities for central administration of host access. The Persona Service Manager provides administrators with a convenient, central location to modify, start, or stop all Persona sessions. The Configuration Assistant is a troubleshooting tool that helps administrators





run diagnosis and service checks on Persona. The Remote Administration Tool allows access to Persona's administration tools from a remote location via dialup or Internet connection.

Q. DOES PERSONA HAVE KEYBOARD MAPPING?

A. Yes. Persona products include full keyboard remapping with the administrator's Persona Toolbox utility. Persona also features a pop-up graphical keyboard to help improve user efficiency and productivity.

Q. WHAT IS DIALOG VIEW

A. Dialog View technology offers the capability to convert IBM 3270 and IBM 5250 terminal screens to a graphical user interface (GUI). It provides pull-down menus, pop-up dialogs, horizontal rules, edit fields, entry fields, and buttons for those users who prefer a more Windows-like interface. Dialog View is included as an alternative to Persona's "green screen" terminal emulation.

Q. WHAT ARE TRIGGERS?

A. Triggers support enables dynamic loading and unloading of screen-specific tools for ease of use. Events including loading button palettes, colour schemes, hotspots, and keymaps are "triggered" by specific screen content.

Q. WHAT ARE HOTSPOTS?

A. Hotspots appear on the emulation screen as three-dimensional areas that users can click to perform actions quickly. These clickable areas work the way buttons do in a Windows application. For example, if the characters F2 appear on the screen, they automatically become a hotspot that sends F2 to the host. Because the hotspot feature follows this common interface model, it can make host applications easier to use-especially for new or infrequent users. Hotspot technology uses a table of predefined words or strings as buttons that add automation to a host application screen.

Q. WHAT ARE PERSONA BUTTONS?

A. Persona Buttons are clickable buttons associated with a specific host session. They can send specific terminal keys and strings, or run a macro to navigate users through complex host application screens. For example, a Persona Button can take users directly from a host log-in screen to an order-entry screen.

Q. HOW IS PRINTING SUPPORTED?

A. Persona supports direct local printing that allows users to print host emulation screens or selections of the host screen on any printer connected to the workstation. This includes directly connected printers and network printers. Persona also offers 3270 and 5250 client-side Portable Document Format (.pdf) printing with Adobe Acrobat® Reader, enabling "paperless printing" of host application reports. This .pdf printing capability also allows remote users to print to their local systems. Persona also features pass-through printing with printer control mode, auto-print, and security-encoded transport for VT, Data General, Wyse, ANSI, and SCO ANSI emulations.

Q. IS THE NT SERVER REQUIRED TO BE A WEB HOST?

A. Yes, the NT machine must be able to act as a web server. It can also act as an organisation's primary intranet server or as a web server for Persona only.

Q. WHAT ARE THE MINIMUM SERVER REQUIREMENTS FOR PERSONA?

A. The server requirements for Persona depend upon the number of users and the applications used. Contact Esker for details.

Q. WHAT WEB SERVER SOFTWARE DOES PERSONA SUPPORT?

A. Persona works with most web server software. Because Persona is a separate Windows NT service, it is compatible with virtually all Windows NT-based web server software.

©2004 Esker S.A. All Rights Reserved. Specifications subject to change without notice. ©1994-1999 Meridian Technology Corporation. Portions ©1991-2001 Microsoft Corporation. Portions ©1992-1999 Summit Software Company. ©1998-2000 The OpenSSL Project. This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>). Esker, the Esker logo, SmartMouse and Persona are trademarks or registered trademarks of Esker S.A. Microsoft, Windows, and Windows NT are registered trademarks of Microsoft Corporation. All other trademarks mentioned are the property of their respective owners. -Esker_Persona_Questions_Answers-EU



For more information, visit Esker's Web Sites:

Americas ■ www.esker.com

Australia ■ www.esker.com.au

France ■ www.esker.fr

Germany ■ www.esker.de

Italy ■ www.esker.it

Spain ■ www.esker.es

United Kingdom ■ www.esker.co.uk