

# JClass DesktopViews Installation Guide

*Welcome to JClass DesktopViews ■ Installation and Licensing Overview*

*Microsoft Windows: Installing and Licensing ■ UNIX: Installing and Licensing*

*JClass DesktopViews and your Development Environment*

*Integrating JClass DesktopViews within your IDE ■ Technical Support*



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# Welcome to JClass DesktopViews

[Using this Installation Guide](#) ■ [Supported Platforms](#)

Thank you for purchasing or evaluating JClass DesktopViews! JClass DesktopViews is composed of the following products:

- JClass Chart 3D, which adds powerful, three-dimensional graphing capabilities to Java.
- JClass Chart, which allows you to develop sophisticated charting applications with components, or develop fast, effective chart solutions with the MultiChart and SimpleChart Java Beans.
- JClass DataSource, which allows you to develop sophisticated applications that connect to databases and access hierarchical data.
- JClass Elements, which is a collection of pre-built, pre-tested, GUI JavaBean components and utilities designed to enhance and extend Swing.
- JClass Field, which is a set of JavaBeans that allows data input and validations for a wide array of data types, making it easy to create forms and add data input and validations to your applications.
- JClass HiGrid, which is a unique RAD outline-grid with a hierarchical data source for managing, displaying, and updating master-detail relation data in one easy-to-use component.
- JClass JarMaster, which makes packaging and managing your classes to ensure fast download easy.
- JClass LiveTable, which is a high quality grid/table JavaBean for data-driven display.
- JClass PageLayout, which is the ultimate tool for putting your Java application data on paper or on-screen.

## Using this Installation Guide

The JClass DesktopViews Installation Guide is broken up into the following sections, each geared to further integrate JClass DesktopViews into your environment.

- Before installing JClass DesktopViews, we suggest that you first verify that your current operating system and IDE are supported and that you are familiar with the installation and licensing information in the [Installation and Licensing Overview](#) chapter before proceeding.
- Once you are familiar with the information, continue on to either:
  - [Microsoft Windows: Installing and Licensing](#)

- ❑ [UNIX: Installing and Licensing](#)
- Once the product is installed and licensed, the steps required to integrate JClass DesktopViews within your development environment are outlined in the [JClass DesktopViews and your Development Environment](#) chapter.

The [Technical Support](#) chapter will provide you with all the information you might need to contact Quest's technical support team if you require assistance in the installation, licensing, and integration of JClass DesktopViews.

If you require more information on programming, please refer to the programmer's guides, in the following location following a successful installation:

- JClass Chart Programmer's Guide, in *JCLASS\_HOME/docs/chart*
- JClass Chart 3D Programmer's Guide, in *JCLASS\_HOME/docs/chart3d*
- JClass DataSource Programmer's Guide, in *JCLASS\_HOME/docs/datasource*
- JClass Elements Programmer's Guide, in *JCLASS\_HOME/docs/elements*
- JClass Field Programmer's Guide, in *JCLASS\_HOME/docs/field*
- JClass HiGrid Programmer's Guide, in *JCLASS\_HOME/docs/higrd*
- JClass JarMaster Programmer's Guide, in *JCLASS\_HOME/docs/jarmaster* (HTML only)
- JClass LiveTable Programmer's Guide, in *JCLASS\_HOME/docs/table*
- JClass PageLayout Programmer's Guide, in *JCLASS\_HOME/docs/pagelayout*



# Supported Platforms

We recommend using the most recent JDK version available for your platform.

			JClass 6.3.0	Additional Requirements for JClass Chart 3D with Java3D
<b>Supported Platforms</b>	MS Windows	NT	✓ Sun 1.3.1 Sun 1.4.2	✓ Java3D 1.2.1_04 and higher
		2000		
		XP		
	Solaris	7	✓ Sun 1.3.1 Sun 1.4.2	✓ Java3D 1.2.1_04 and higher
		8		
		9	✓ Sun 1.4.2	✓ Java3D 1.2.1_04 and higher
	HPUX	11	✓ HP 1.3.1 HP 1.4.2	✓ Java3D 1.2.1_04 and higher
	IBM AIX	4.3.3	✓ IBM 1.3.1	✓ Java3D as supported by IBM
		5.1		
		5.2	✓ IBM 1.3.1 IBM 1.4.1	
	RedHat Linux	AS 2.1	✓ Sun 1.4.2	✓ Java3D 1.2.1_04 and higher
	Mac OS X	10.2	✓ Apple 1.4.1	

			JClass 6.3.0	Additional Requirements for JClass Chart 3D with Java3D
<b>Supported Browsers</b>	Netscape 7.0 or	7.0 or later		
		with Java Plug-in	✓	
	MS Internet Explorer	5.0, 5.5, or 6.0		
		with Java Plug-in	✓	

<b>Supported IDEs</b>		<b>IDE Capability</b>	
		<b>Compiling and Javadoc</b>	<b>Using JavaBeans</b>
Borland JBuilder	7	✓	✓
	8	✓	✓
	9	✓	✓
IBM WebSphere Studio Application Developer	5.0	✓	✓
	5.1	✓	✓
Eclipse	2.1	✓	
NetBeans	3.5	✓	✓
Sun Java Studio	5, Standard Edition	✓	✓
IntelliJ IDEA	3.x	✓	

# Installation and Licensing Overview

*JClass DesktopViews Installation Files*

*Installed Directories* ■ *Licensing Overview* ■ *Upgrading a JClass DesktopViews Installation*

The JClass DesktopViews installation is comprised of two parts:

- extracting and installing the product
- installing the license file

The JClass License Wizard contains online Help to assist you through this installation process.

## JClass DesktopViews Installation Files

If you purchased a physical kit, your JClass installation CD contains JClass Chart, JClass Chart 3D, JClass DataSource, JClass Elements, JClass Field, JClass HiGrid, JClass JarMaster, JClass LiveTable, and JClass PageLayout packaged for installation on Microsoft Windows, UNIX, and other development platforms; if you purchased the product online, download the appropriate development platform(s) installer(s) for your environment.

Target Platform		JClass DesktopViews
Windows	NT	jcdesktopviews630.exe
	2000	
	XP	
AIX	4.33	jcdesktopviews630-aix.bin
	5.1	
	5.2	
Solaris	7	jcdesktopviews630-sol.bin
	8	
	9	
HPUX	11	jcdesktopviews630-hp.bin

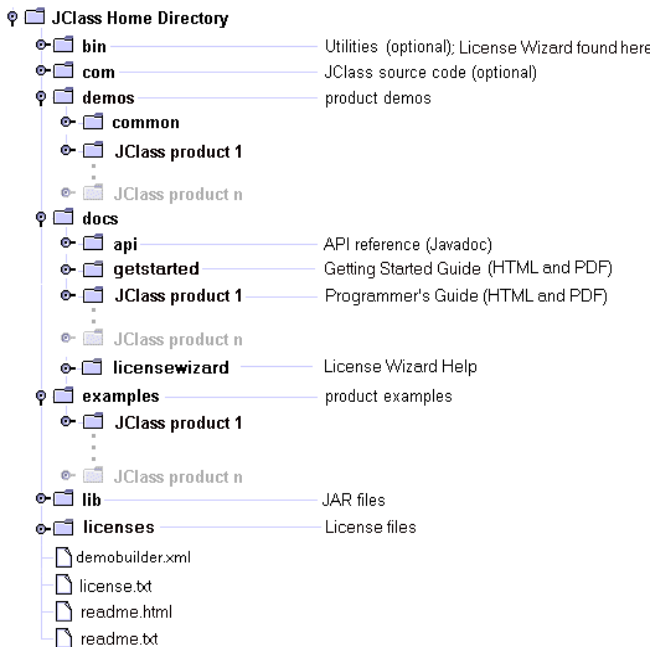
Target Platform		JClass DesktopViews
RedHat Linux	AS 2.1	jcdesktopviews630-lnx.bin
Mac OS X	v10.2	jcdesktopviews630-mac.bin

To continue with the installation, ensure that you have a valid license file.

## Installed Directories

The following directory structure is created on your system when you install JClass DesktopViews.

Please note that throughout this document we use the environment variable `JCLASS_HOME` to represent the directory on your system where you have installed JClass DesktopViews.



# Licensing Overview

In order to use the production version JClass DesktopViews, you need a valid license file. To install and use an evaluation version of JClass DesktopViews, no license is required.

Please note that an evaluation installation only allows you to test the different JClass DesktopViews functionality for a limited period of time. You have access to demos and examples and you can begin prototype level development of your code, but you can not use it in a production environment and there may be an “evaluation” watermark in the generated output.

Licenses are transferable; please email [support@quest.com](mailto:support@quest.com), or telephone 1-800-663-4723. To purchase any JClass product, please contact Quest Software at <https://apps2.quest.com/queststore/> or telephone 1-949-754-8000.

## Production

A Production license allows you full access to the JClass DesktopViews products for development and production, eliminating the watermark.

You can purchase the JClass source code as well.

## The License Repository

A license file (typically named *jclass-desktopviews.license*) is emailed to you from Quest Software. Once you receive this file, you will be able to install JClass DesktopViews on the licensed host. The license repository will be created during installation and then will be found in the *JCLASS\_HOME/licenses/* directory.

## Using JClass DesktopViews and JClass ServerViews

JClass ServerViews are pure J2EE components for generating interactive charts and PDF documents on the fly, bringing live professional data visualization to Web browsers.

To use both JClass ServerViews and JClass DesktopViews on the same machine, a separate classpath setting must exist for each product. Since both products have components in common, which have been optimized for each product, placing them on the same classpath will result in the virtual machine and/or compiler automatically choosing the first class that matches. This may be from the wrong product, and may result in the desired product not working correctly.

# Upgrading a JClass DesktopViews Installation

You can run different versions of JClass DesktopViews on the same machine. To do so, simply run the installer and, when it asks you where you would like to install the product, select a different folder than the one where the current JClass installation resides.

For example, if you already have JClass DesktopViews version 6.0 installed on your system, and you accepted the default installation, it will be installed in a *JClass DesktopViews 6.0* folder. When installing the latest version, use a different folder name, such as *JClass DesktopViews 6.3*.

If you would like to install the latest version of JClass DesktopViews without keeping any past versions, you must first run the uninstaller to remove JClass from your system. Proceed with installing JClass, as outlined in [Installing and Licensing JClass DesktopViews in Microsoft Windows](#) or [Installing and Licensing JClass DesktopViews on UNIX](#).

**Note:** When installing a newer version of JClass, it is essential that the new and old JAR files do not mix. For that reason, do not install a new version over top of an old version; either uninstall the older version first, or install the new version in a different folder.

## Changing your license

To update your license, launch the license wizard, delete the old license and add the new one.

Once you have updated your license in the license wizard, it is important to verify that the JAR files you intend to use are correctly referenced. You should check your classpath and IDE preferences to ensure that you are not referencing old product versions.

# Microsoft Windows: Installing and Licensing

*Installing and Licensing JClass DesktopViews in Microsoft Windows*

## Installing and Licensing JClass DesktopViews in Microsoft Windows

1. **Insert the JClass CD or download the installation executable.**

To run the executable file, *jdesktopviews630.exe*, double-click it. Once running, follow the instructions given by the installation program.

2. **Install the product files.**

Follow the instructions given by the installation program.

3. **Ensure that JCLASS\_HOME is set correctly.**

While setting the *JCLASS\_HOME* is optional, it is highly recommended as it adds a valuable level of platform and file system independence.

JCLASS\_HOME should be set correctly by the installation program. If not, you can set it manually at a command prompt. Example of manual installation:

```
set JCLASS_HOME=C:\JClassDesktopViews_630
```

where C:\JClassDesktopViews\_630 is the JClass installation directory.

**Note:** Though we suggest that you set your JCLASS\_HOME environment variable, this is not required for JClass DesktopViews to function properly.

4. **Run the License Wizard to install the JClass DesktopViews license.**

The License Wizard automatically launches while you are running the installer.

### **Adding a License File to JClass JARs**

Using the JClass License Wizard, you may also install your license file into JClass DesktopViews JAR files.

Once you have selected the product(s) you want to install, the License Wizard allows you to choose whether you want to add your license file to JClass DesktopViews JARs.



If you choose not to add your license file to JClass DesktopViews JARs with the License Wizard during the installation and later decide to add them, simply run the License Wizard again and add them.



# UNIX: Installing and Licensing

*Installing and Licensing JClass DesktopViews on UNIX*

## Installing and Licensing JClass DesktopViews on UNIX

1. **Insert the JClass CD or download the installation executable.**
2. **Install the product files.**

To determine the appropriate installation file for your UNIX environment, please refer to [JClass DesktopViews Installation Files](#) in the first chapter of this document.

You can launch the JClass DesktopViews installer from a GUI or from the command line. In both cases, the installer will be the same.

- **GUI:** Right click the appropriate installation file and select the option to view its properties or change its permissions (the name of this option will vary depending on your platform). Enable the Execute permission for at least the file's owner, and save your changes. Double-click the file in the file manager to start the installation.

- **Command-line:** Execute the installer by typing:  

```
sh jcdesktopviews630-*.bin
```

where \* indicates the proper platform.

Follow the instructions given by the installation program.

3. **Ensure that JCLASS\_HOME is set correctly.**

While setting the *JCLASS\_HOME* is optional, it is highly recommended as it adds a valuable level of platform and file system independence.

*JCLASS\_HOME* should be set correctly by the installation program. If not, you can set it manually at a command prompt. Example of manual installation:

```
setenv JCLASS_HOME /opt/JClassDesktopViews_630
```

where */opt/JClassDesktopViews\_630* is where you installed the JClass DesktopViews product(s).

**Note:** Though we suggest that you set your *JCLASS\_HOME* environment variable, this is not required for JClass DesktopViews to function properly.

#### 4. Run the License Wizard to install the JClass DesktopViews license.

The License Wizard automatically launches while you are running the installer.

To run the license again, go to the *JCLASS\_HOME/bin* directory and double click *license.exe*. Follow the instructions to install the license.

#### Adding a License File to JClass JARs

Using the JClass License Wizard, you may also install your license file into JClass DesktopViews JAR files.

Once you have selected the product(s) you want to install, the License Wizard allows you to choose whether you want to add your license file to JClass DesktopViews JARs.



If you choose not to add your license file to JClass DesktopViews JARs with the License Wizard during the installation and later decide to add them, simply run the License Wizard again and add them.

# JClass DesktopViews and your Development Environment

[JClass DesktopViews JAR Files](#) ■ [JClass DesktopViews and your CLASSPATH](#)  
[Integrating JClass DesktopViews into your Ant Build Scripts](#) ■ [Demos and Examples](#)

## JClass DesktopViews JAR Files

The JClass JAR files are located in the *lib* subdirectory of your JClass DesktopViews installation. Several JClass products have versions that are optimized for databinding with an IDE or with JClass DataSource. The following table helps determine the JClass product JAR file to install for use with your application.

Platform	Standard	Databinding with Borland JBuilder 6	Databinding with JClass DataSource
Java 2 (JDK 1.3.1+)	jcchart.jar jcchart3dj2d.jar jcchart3dj3d.jar jcdatasource.jar jcelements.jar jcfied.jar jchigrid.jar jcpagelayout.jar jctable.jar jcjarmaster.jar	jcchartjb.jar jcfieldjb.jar jctablejb.jar	jcchartds.jar jcfieldds.jar jctableds.jar

### Other JAR Files

Along with the standard JClass DesktopViews JARs, your installation will include three other JARs files:

JAR	Usage
crimson	The crimson JAR is a SAX XML parser.
JAXP	The java standard XML parser interface (Java API for XML Parser).
vecmath	The vecmath JAR is required by JClass Chart 3D; it contains utility classes that facilitate some of the matrix calculations that must be performed by JClass Chart 3D.

# JClass DesktopViews and your CLASSPATH

The Java Virtual Machine (JVM) and other applications use the CLASSPATH environment variable to locate user-defined classes. You should ensure that the CLASSPATH points to the location of the JClass DesktopViews JAR files (and any other classes you develop). The Windows installation program does this automatically. UNIX users must manually configure their CLASSPATH.

Two entries should be part of the CLASSPATH:

- one specifying the JClass product classes (a JAR file located in the product's *lib* directory)
- one specifying the installation directory (necessary to run JClass example and demo programs). You should not need to extract the JAR archive to develop with JClass DesktopViews products

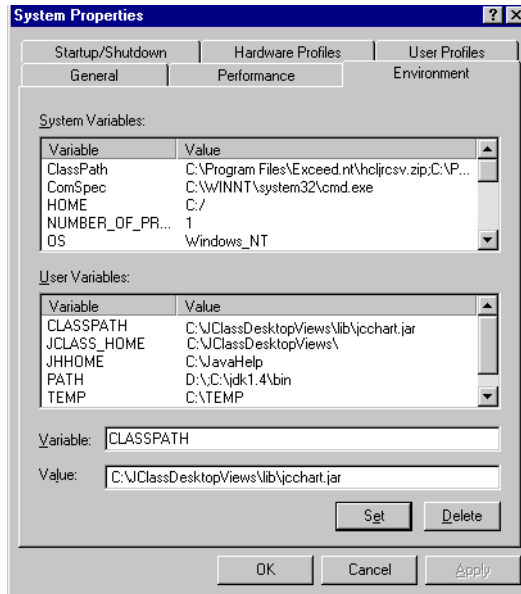
## Setting the CLASSPATH in Windows 2000 and Windows XP

Open the **Control Panel** and select **System**. Locate the environment variables on the **Environment** tab (NT) or **Advanced** tab (Windows 2000 and Windows XP).

Look for a CLASSPATH environment variable (if it doesn't exist, create it), and make sure that the JClass JAR location and home location are in the variable. For example, to include JClass Chart in the CLASSPATH, add the following value to the variable:

```
[existing-classes];C:\JCLASS_HOME\lib\jcchart.jar;C:\JCLASS_HOME;
```

The following illustrates a CLASSPATH setting on Windows NT; your actual setting may vary or have additional directories/JAR files.



## Setting the CLASSPATH in UNIX

In UNIX, you must manually configure the CLASSPATH environment variable before you can start using any JClass DesktopViews product. The CLASSPATH must point to the location of the classes and installation directory.

For example, to set the CLASSPATH for JClass Chart, add a *setenv* command to your startup file (such as *.cshrc*) to set CLASSPATH to point to the classes, for example:

```
setenv CLASSPATH $CLASSPATH
${JCLASS_HOME}/lib/jcchart.jar:
${JCLASS_HOME}
```

If you are using the Bourne Shell, the commands are:

```
CLASSPATH=$CLASSPATH:/${JCLASS_HOME}/lib/jcchart.jar:
${JCLASS_HOME}
export CLASSPATH
```

# Integrating JClass DesktopViews into your Ant Build Scripts

In order to compile your JClass application using the popular Ant build tool, you must ensure that the JClass JAR files you are using are specified in the CLASSPATH of the <javac> task that performs the compilation. If your environment's CLASSPATH setting includes the JClass JARs, then they will automatically be available for any <javac> task you use. However, we recommend that you specify explicitly the JClass JAR files to be used via a nested <fileset>. For example:

```
<project name="JClassApp">
<!-- Enable the prefix env for accessing environment variables -->
<property environment="env" />

  <!-- Set a property, jcse_home, to be used throughout the build file when
    referring to your JClass installation -->
  <property name="jcse_home" value="env.JCLASS_HOME" />

  <!-- Set some properties specific to our application -->
  <property name="srcdir" value="src" />
  <property name="builddir" value="build" />

  <!-- Create a path containing the required JClass JAR files -->
  <path id="jclass_jars">
    <fileset dir="${jcse_home}/lib">
      <include name="*.jar" />
    </fileset>
  </path>

  <target name="compile" description="Compiles all .java files in our
    JClass application src directory">
    <javac srcdir="${srcdir}"
      sourcepath=""
      includeAntRuntime="no"
      includeJavaRuntime="no"
      fork="yes">
      <!-- Make sure to fork a new process to ensure your
        explicit settings are used -->
      <classpath refid="jclass_jars" />
      <!-- Specify the JClass jars on the 'CLASSPATH' -->
      <patternset refid="**/*.java" />
    </javac>
  </target>
</project>
```

Your JClass installation includes an Ant script that demonstrates various ways of integrating JClass with your Ant environment, using the demos and examples as a sample "application". Located in the *bin* directory, execute `ant -f demobuilder.xml` for instructions on how to use the various tasks it contains.

## Demos and Examples

JClass products include an Example & Demo Gallery. Demos are meant to show real-world uses of the product, while examples provide short, simple code examples for particular components. When you install a JClass product, the demos and examples of that product will automatically be installed.

Your `CLASSPATH` and `JCLASS_HOME` environment variables must be set correctly in order to run the demos and examples.

**Note:** UNIX (as well as Windows) users can run the Example & Demo Gallery via an executable. You can run the launchers by entering the following at a command prompt:

```
cd JCLASS_HOME/bin
jcexamples
```





# Integrating JClass DesktopViews within your IDE

*Borland JBuilder 7 or higher  
IBM WebSphere Studio Application Developer 5.0, 5.1, and Eclipse 2.1  
Sun Java Studio 5, Standard Edition, and NetBeans 3.5*

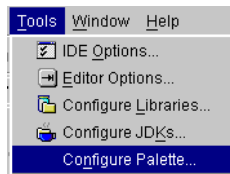
This chapter outlines how JClass DesktopViews can be integrated within several popular IDEs. Please note that only IBM WebSphere Studio Application Developer is supported on both Window and UNIX platforms.

## Borland JBuilder 7 or higher

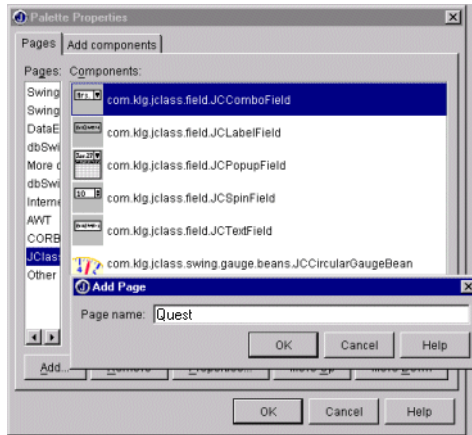
For full details on using JavaBeans with Borland JBuilder, please refer to the documentation that came with JBuilder. We provide an overview here.

**Note:** Only the 2D version of the JClass Chart 3D JavaBean works in JBuilder, and you will need to add *vecmath.jar* to your project.

1. Make a library available to JBuilder by clicking **Configure Libraries** in the **Tools** menu and navigating to the library you want to add. Alternatively, add the required libraries in the Project Wizard.
2. Click the **New** button and fill in the **Name** and the **Location** for your new library. When completed, select the required JAR files and click **OK**.
3. From JBuilder's **Tools** menu, choose **Configure Palette...** (or right-click the component palette and choose **Properties...**).



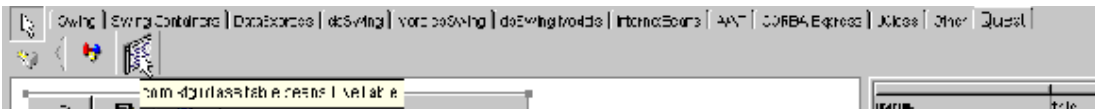
- From the **Pages** tab of the **Palette Properties** dialog, click **Add...** to create a new page. Label this page, for example, *Quest* (alternatively, create a new page for each JClass product that you install).



- Click on this new page name and select the **Add Components** tab of the **Palette Properties** dialog.
- Click **Select Library** and browse to where you installed your JClass library, then click **OK**.
- In the **Palette page to receive components** box, select the page where you want this component to be stored (for example, *Quest*).
- Select the component(s) that you wish to install.
- Click **Add from Selected Library...** to view Results window, which contains the list of Beans in your selected library. Click **OK**. This will return you to the **Palette Properties** window.
- When you return to the **Palette Properties** window, click **OK**.

For more information, see the JBuilder help.

You should now see your page name in the component palette. When you click on it, icons for the Beans you added will appear. When you are in JBuilder's Design mode you will be able to drop the components into the frame.



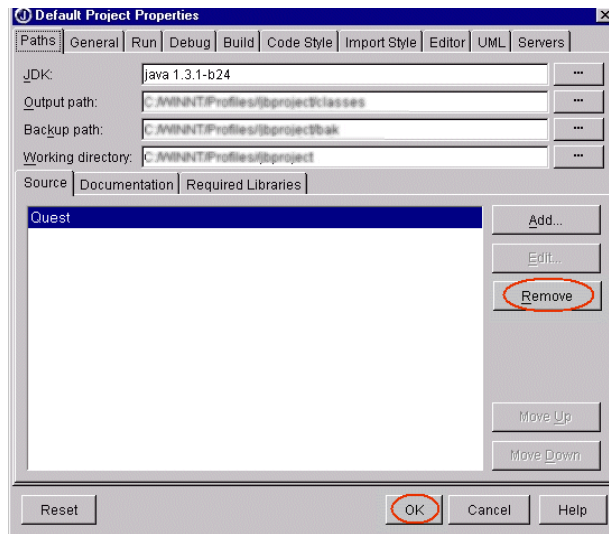
- Please note that limited versions of JClass products come with JBuilder. If you add the full or evaluation version of JClass Chart and JClass LiveTable to JBuilder, the limited versions will remain as separate tabs on the palette. If you would like to remove the

limited versions, simply right-click the component palette and choose **Properties...**; highlight the components that you want to delete and click **Remove**, then **OK**. Also, remove the Quest libraries.

### Removing a JClass Product from Borland JBuilder

Using the **Add/Remove Programs** dialog in the **Control Panel** does not remove a JClass product from JBuilder. You must manually configure JBuilder to remove all references to the JClass product:

- Remove the JClass product from the default Java libraries list using the Default Project Properties dialog (**Project | Default Properties...**).

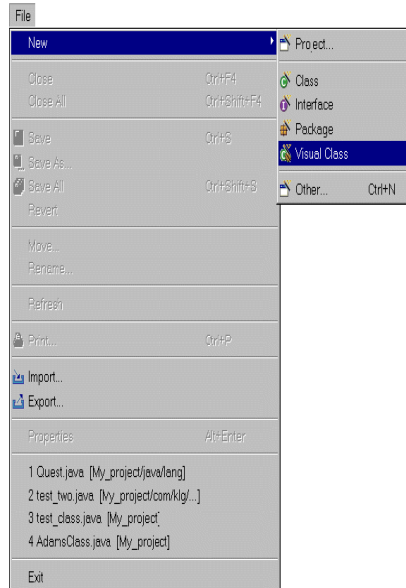


- To remove the JClass product tab from the Palette, right-click the palette, select **Properties...** then click the **Remove** button and press **OK**.

# IBM WebSphere Studio Application Developer 5.0, 5.1, and Eclipse 2.1

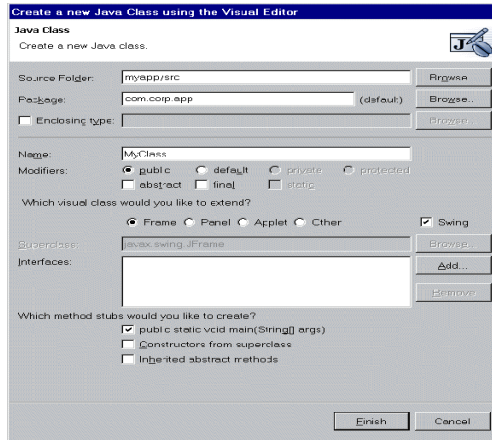
## Using JClass JavaBeans in IBM WebSphere Studio Application Developer 5.0 and 5.1

1. From the **File** menu, select **New** then **Visual Class**.

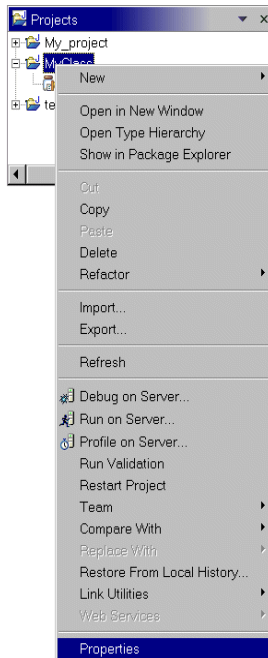


2. In the *Create New Java Class using Visual Editor* window, define the *Source Folder* (either by entering the name in the field, or by clicking the **Browse...** button and navigating

to an existing folder), and enter a name for the Java class in the *Name* field. For example, *MyClass*.




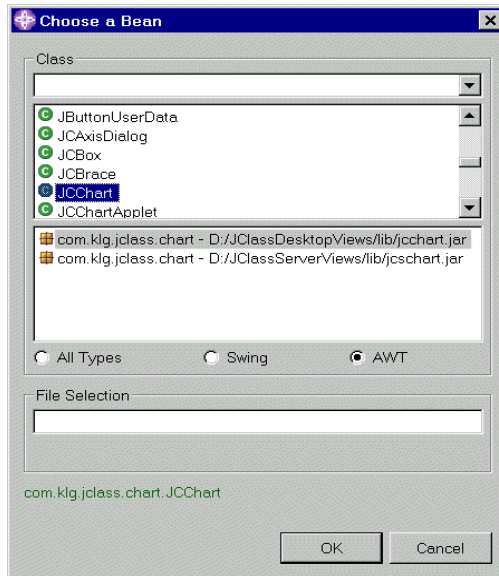
3. Continue adding information about your new Java class until you are satisfied, then click the **Finish** button. The visual editor's workbench will appear.
4. Right click the name of the Java project in the *Packages* window, and select **Properties**.





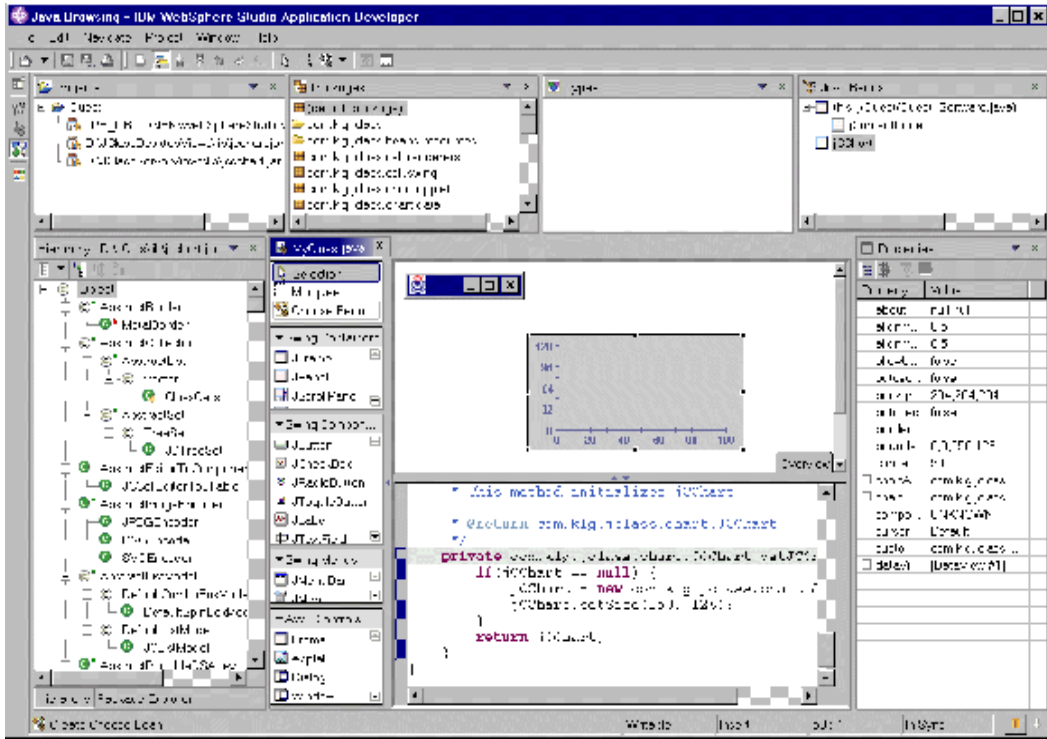
## Using the JClass JavaBeans

1. To use the JavaBeans, click the  (**Choose Bean**) button. In the *Choose Bean* window, select either the **AWT** or **Swing** radio button, and choose a JAR and class from the lists. Click the **OK** button.



**Note:** If you already know the path for the class, you can type it into the *File Selection* text box instead of selecting it from the list. (For example, type *com.klg.jclass.chart.JCChart*.)

2. Click and drag on the visual editor to place the component in the file.



### Removing JClass JavaBeans from a WebSphere Studio Application Developer 5.0 Java Class

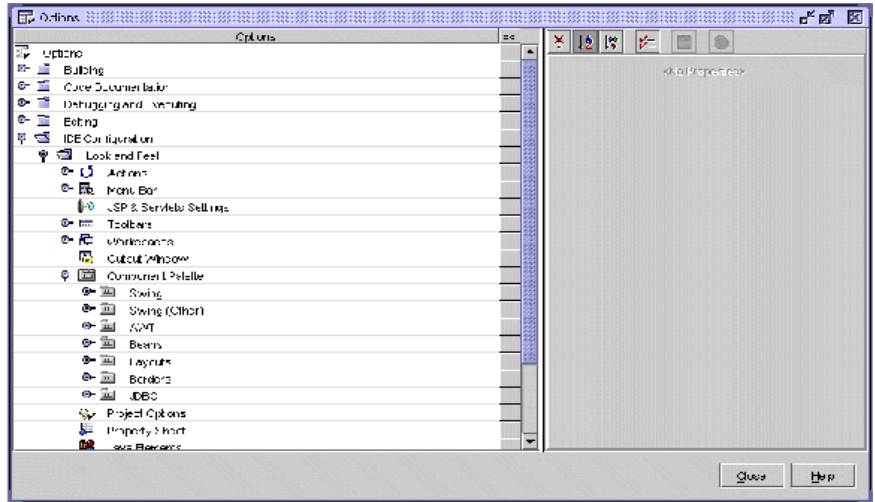
1. To remove JavaBeans from WebSphere Studio Application Developer, right click the name of the Java class from which you would like to remove the Beans, and select **Properties**.
2. From the *Properties* window, go to the **Libraries** tab and select the JavaBeans from the list that you would like to eliminate. Click the **Remove** button.

## Sun Java Studio 5, Standard Edition, and NetBeans 3.5

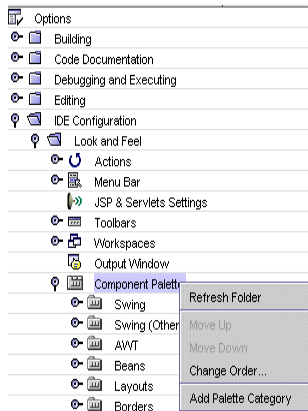
For full details on using JavaBeans with Sun ONE Studio, please refer to the documentation provided with Sun ONE Studio. We provide an overview here.



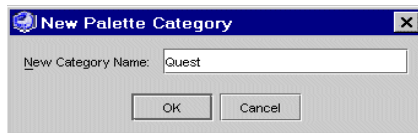
1. From the **Tools** menu, select **Options**. From the resulting *Options* window, select **IDE Config/Look and Feel**.



2. Right click **Component Palette** and, from the drop-down list, select **Add Palette Category**.

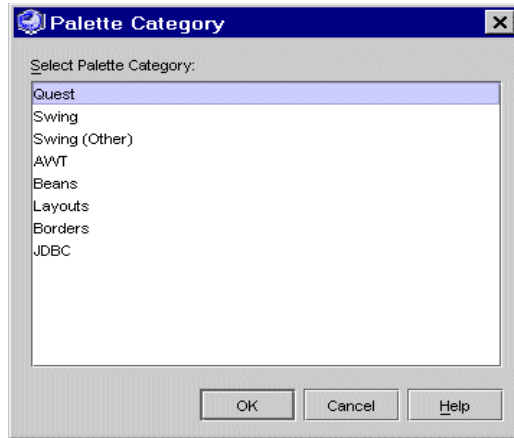


3. In the *New Palette Category* window, enter a name for the new palette (for example, *Quest*) and click the **OK** button. Close the *Options* window.





- From the *Palette Category* window, select the palette where you would like the JavaBeans to appear (for example, *Quest*) and click **OK**.

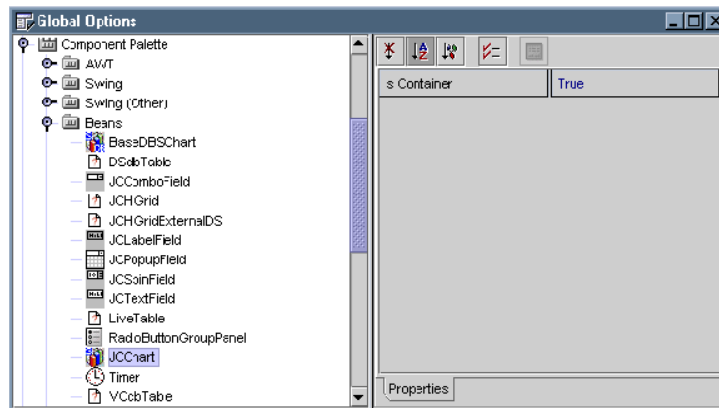


- Your Beans will be located at the top of any open form editor.

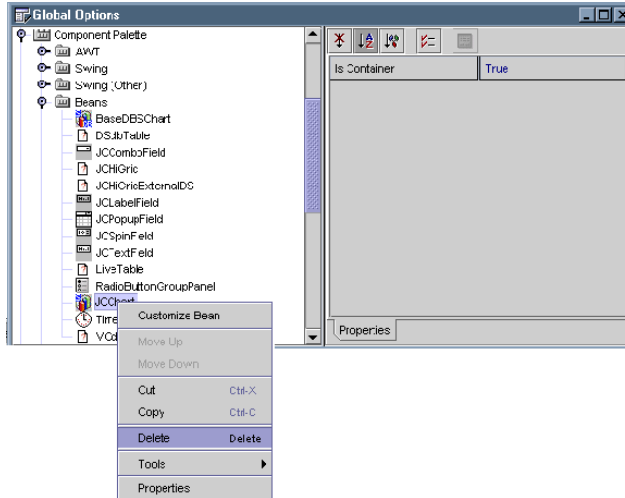


### Removing JClass JavaBeans from Sun ONE Studio 4 Community Edition

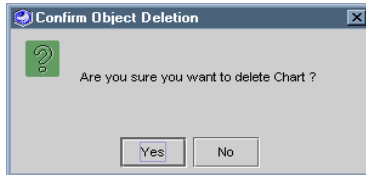
- To remove JClass Beans, go to the **Tools** menu and select **Global Options**.
- In the **Global Options** (or **Options**) window, view the Component Palette and open the palette category where your Bean is located.



3. Right click on the Bean you would like to remove and select **Delete** from the drop-down menu. (You can also select the Bean and hit the Delete key.)

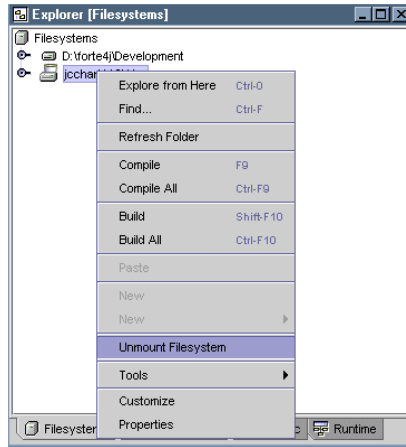


4. When the **Confirm Object Deletion** window appears, click **Yes**.



5. Next, you must remove the JClass JAR from the filesystem. To do so, right click on the filesystem you want to remove (the JClass filesystem) in Forte's **Explorer** window

and select **Unmount Filesystem** from the menu. (You can also unmount the filesystem by going to the **File** menu and selecting **Unmount Filesystem**.)





# Technical Support

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[Product Feedback and Announcements](#)

## About Quest

Quest Software, Inc. (NASDAQ: QSFT) is a leading provider of application management solutions. Quest provides customers with Application Confidence<sup>sm</sup> by delivering reliable software products to develop, deploy, manage and maintain enterprise applications without expensive downtime or business interruption. Targeting high availability, monitoring, database management and Microsoft infrastructure management, Quest products increase the performance and uptime of business-critical applications and enable IT professionals to achieve more with fewer resources. Headquartered in Irvine, Calif., Quest Software has offices around the globe and more than 18,000 global customers, including 75% of the Fortune 500. For more information on Quest Software, visit [www.quest.com](http://www.quest.com).

## Contacting Quest Software

<b>E-mail</b>	<a href="mailto:sales@quest.com">sales@quest.com</a>
<b>Address</b>	Quest Software, Inc. World Headquarters 8001 Irvine Center Drive Irvine, CA 92618 USA
<b>Web site</b>	<a href="http://www.quest.com">www.quest.com</a>
<b>Phone</b>	949.754.8000 (United States and Canada)

Please refer to our **Web site** for regional and international office information.

## Customer Support

Quest Software's world-class support team is dedicated to ensuring successful product installation and use for all Quest Software solutions.

**SupportLink**                      [www.quest.com/support](http://www.quest.com/support)

**E-mail**                              [support@quest.com](mailto:support@quest.com)

You can use SupportLink to do the following:

- Create, update, or view support requests
- Search the knowledge base, a searchable collection of information including program samples and problem/resolution documents
- Access FAQs
- Download patches
- Acquire product documentation, [API](#) reference, and demos and examples

Please note that many of the initial questions you may have will concern basic installation or configuration issues. Consult this product's [readme file](#) and the [Getting Started Guide](#) (available in HTML and PDF formats) for help with these types of problems.

### To Contact JClass Support

Any request for support *must* include your JClass product serial number. Supplying the following information will help us serve you better:

- Your name, email address, telephone number, company name, and country
- The product name, version and serial number
- The JDK (and IDE, if applicable) that you are using
- The type and version of the operating system you are using
- Your development environment and its version
- A full description of the problem, including any error messages and the steps required to duplicate it

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JClass Direct Technical Support	
<b>JClass Support Email</b>	<a href="mailto:support@quest.com">support@quest.com</a>
<b>Telephone</b>	949-754-8000
<b>Fax</b>	949-754-8999
<b>European Customers Contact Information</b>	Telephone: +31 (0)20 510-6700 Fax: +31 (0)20 470-0326

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## **Product Feedback and Announcements**

We are interested in hearing about how you use JClass DesktopViews, any problems you encounter, or any additional features you would find helpful. The majority of enhancements to JClass products are the result of customer requests.

Please send your comments to:

Quest Software  
8001 Irvine Center Drive  
Irvine, CA 92618

Telephone: 949-754-8000

Fax: 949-754-8999

