#### Introduction

Introduction to Internet Applications

Internet Applications, ID1354

Distributed
Architectures

HTTP and Other Protocols

look

#### Introduction

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# Section

- Distributed Architectures
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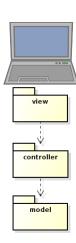
#### Distributed Architectures

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# **Local Application**

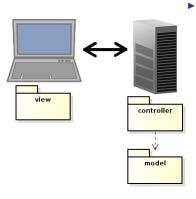


We are familiar with an architecture where the entire application resides on the same computer.

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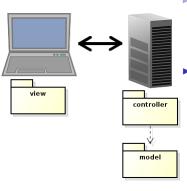


 Now, the application will be split on two tiers (computers).

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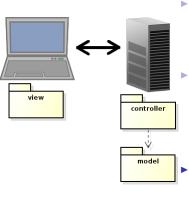


- Now, the application will be split on two tiers (computers).
- A client that has the view and a server that has controller and model.

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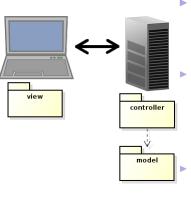
- Now, the application will be split on two tiers (computers).
  - A client that has the view and a server that has controller and model.
- The view is displayed in a web browser.

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 Now, the application will be split on two tiers (computers).

A client that has the view and a server that has controller and model.

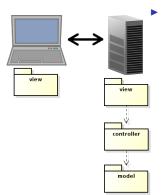
The view is displayed in a web browser.

This architecture is not good, we also need layers for communication.

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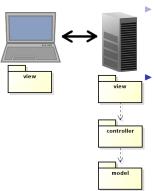


First, we add a server layer, normally called view (a bit confusing).

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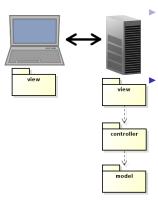


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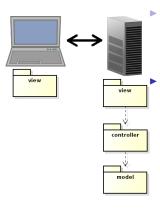


- First, we add a server layer, normally called view (a bit confusing).
  - However, the server side view layer performs tasks typical of a view:
    - Creates views (HTML), which are sent to the client.

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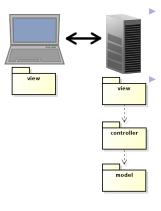
However, the server side view layer performs tasks typical of a view:

- Creates views (HTML), which are sent to the client.
- Interprets user gestures, a click in a web page creates a request to the server.

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First, we add a server layer, normally called view (a bit confusing).

However, the server side view layer performs tasks typical of a view:

- Creates views (HTML), which are sent to the client
- Interprets user gestures, a click in a web page creates a request to the server.

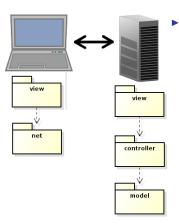
It might seem that we need yet a layer, for network handling. There is such a layer, but it is in the web server. We don't write it ourselves.

#### Distributed Architectures

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## Client-Side Communication



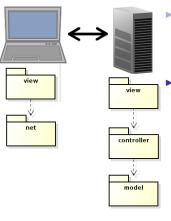
Next, we add a client layer for communication, the net layer.

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# Client-Side Communication



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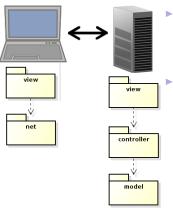
- Actually, the browser handles most of the communication.
  - The small network code written by us is normally considered part of the client-side view, the net layer is omitted.

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# Client-Side Communication



Next, we add a client layer for communication, the net layer.

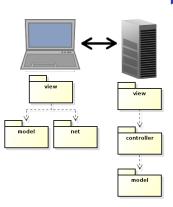
- Actually, the browser handles most of the communication.
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This is a traditional web application.

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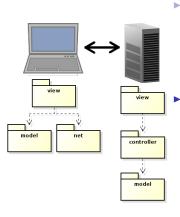


The trend is that data is stored also on the client, therefore we get a client-side model.

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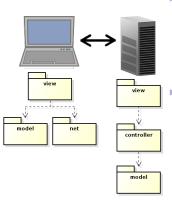
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This reduces the network communication, since we do not need to resend the entire view each time the user does something.

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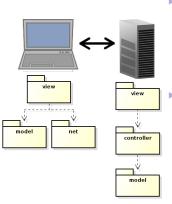


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- Thereby, the application becomes faster.

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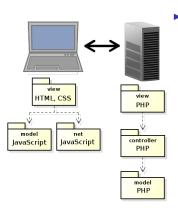
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- This reduces the network communication, since we do not need to resend the entire view each time the user does something.
- Thereby, the application becomes faster.
- This is referred to as the MVVM, model-view-viewmodel pattern.

#### Distributed Architectures

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# Programming Languages



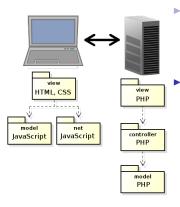
This is the architecture we will normally use during the course.

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# Programming Languages



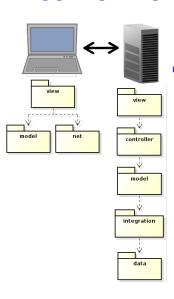
- This is the architecture we will normally use during the course.
- The view is programmed in HTML and CSS, client side behavior is programmed in JavaScript and the entire server side code is written in PHP.

#### Distributed Architectures

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### Three-Tier Architecture



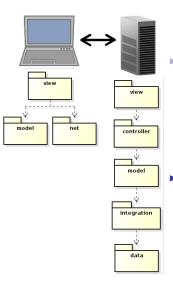
 Of course, we also need to store data. That is done in the data layer, which is often a database.

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### Three-Tier Architecture



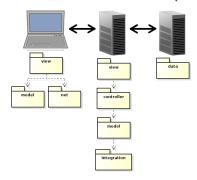
- Of course, we also need to store data. That is done in the data layer, which is often a database.
- We also introduce the integration layer, to handle the database calls.

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# Three-Tier Architecture (Cont'd)



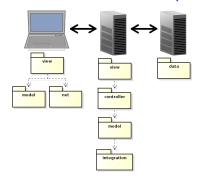
▶ In a bigger application, we would most likely place the database in a separate node.

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# Three-Tier Architecture (Cont'd)



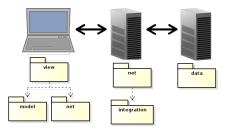
- ▶ In a bigger application, we would most likely place the database in a separate node.
- ► This is called three-tier architecture and is, since long time, the dominating architecture for web applications.

#### Distributed Architectures

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# **Event-Driven Architecture**



In the latest year, there is a growing tendency to move business logic to the client, perhaps completely remove the server-side model.

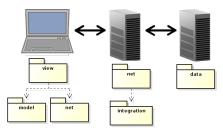
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# **Event-Driven Architecture**



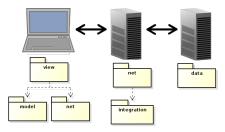
- In the latest year, there is a growing tendency to move business logic to the client, perhaps completely remove the server-side model.
- This is made possible with web sockets, which enable full duplex browser-server communication.

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# **Event-Driven Architecture**



- In the latest year, there is a growing tendency to move business logic to the client, perhaps completely remove the server-side model.
- ► This is made possible with web sockets, which enable full duplex browser-server communication.
- The motive is to reduce communication latency. The browser informs the server about user actions, but does not wait for response before updating the view.

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- User Interface Design

Distributed Architectures

#### HTTP and Other Protocols

Tools

 All Internet communication is based on the Internet Protocol (IP). Distributed

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Tools

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- IP provides basic functionality for sending and receiving data.

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Tools

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- Data is sent in chunks, called packages. A package is like an envelope for a letter. It has sender and a receiver addresses and a content, which is the data being transmitted.

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- ► A node dedicated to retransmitting packets across subnet borders is called a router.

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# **IP Address**

An internet (version 4) address has 32 bits divided into four bytes, [0-255].[0-255].[0-255].[0-255]. Each node connected to the internet has one or more addresses. Architectures

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# **IP Address**

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# **IP Address**

An internet (version 4) address has 32 bits divided into four bytes, [0-255].[0-255].[0-255].[0-255]. Each node connected to the internet has one or more addresses.

- Normally, an IP address must be unique, assigned only to one node.
- Some addresses, like 192.168.X.X are dedicated to private networks and can be used freely. Such an address is not transmitted on the public internet. Instead, it is translated to a public address by a router.

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Tools

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#### HTTP and Other Protocols

Tools

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Tools

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- TCP adds transport guarantees, for example the following.
  - Packets are delivered to the receiver in the same order they are sent by the sender.
  - Delivered packets have the same content as sent packets.
  - There are no lost packets.

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# The TCP Protocol (Cont'd)

TCP is connection-oriented, think of a telephone line as opposed to sending a letter. To establish a TCP connection is a slow operation. Distributed

#### HTTP and Other Protocols

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# The TCP Protocol (Cont'd)

- TCP is connection-oriented, think of a telephone line as opposed to sending a letter. To establish a TCP connection is a slow operation.
- TCP handles ports, which makes it possible to have multiple connections with the same IP address open simultaneously. A port is identified by a number. An endpoint of a TCP connection has an IP address and a port number.

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## HTTP and Other Protocols

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# DNS

► IP addresses are normally translated to names (instead of numbers). Such a name is called domain name. Architectures

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# **DNS**

► IP addresses are normally translated to names (instead of numbers). Such a name is called domain name.

- Domain names are divided into subdomains, divided by dots (.)
  - The address www.ict.kth.se consists of the subdomain www, which is part of the subdomain ict, which is part of kth, which is part of se, which is part of the root, .

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# **DNS**

► IP addresses are normally translated to names (instead of numbers). Such a name is called domain name.

- Domain names are divided into subdomains, divided by dots (.)
  - The address www.ict.kth.se consists of the subdomain www, which is part of the subdomain ict, which is part of kth, which is part of se, which is part of the root, .
- The translation between numbers and names is managed by DNS, Domain Name System.

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# HTTP and Other Protocols

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► A Uniform Resource Locator, URL defines a resource's location on the internet.

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# HTTP and Other Protocols

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➤ A Uniform Resource Locator, URL defines a resource's location on the internet.

- A URL consists of four parts.
  - 1. A protocol, e.g., http

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http://www.kth.se:8080

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➤ A Uniform Resource Locator, URL defines a resource's location on the internet.

- A URL consists of four parts.
  - 1. A protocol, e.g., http
  - A host (IP address or name), http://www.kth.se
  - 3. A port number (optional). The default HTTP port number is 80.
    - http://www.kth.se:8080
  - 4. A path, which identifies the resource's location on the server.

```
http://www.kth.se:8080/abc/index.html
```

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# **URN** and **URI**

A Uniform Resource Name, URN is a resource identifier without host name and port number. A typical example is a isbn identifying a book. Distributed

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# **URN** and **URI**

A Uniform Resource Name, URN is a resource identifier without host name and port number. A typical example is a isbn identifying a book.

A Uniform Resource Identifier, URI is either a URL or URN. Distributed Architectures

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# **HTTP**

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User Interface Design

HyperText Transfer Protocol, HTTP is used for communication between web browsers and web servers.

# **HTTP**

HyperText Transfer Protocol, HTTP is used for communication between web browsers

 HTTP is based on TCP, which means a TCP connection is established for each browser-server communication.

and web servers.

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A HTTP communication typically proceeds as follows.

1. The client opens a TCP connection to the server.

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## A HTTP communication typically proceeds as follows.

- 1. The client opens a TCP connection to the server.
- 2. The client sends a request for a resource on the server. The request consists of a HTTP header, and data if the user submitted data to the server.

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- 2. The client sends a request for a resource on the server. The request consists of a HTTP header, and data if the user submitted data to the server.
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# Architectures

# HTTP and Other Protocols

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- 1. The client opens a TCP connection to the server.
- 2. The client sends a request for a resource on the server. The request consists of a HTTP header, and data if the user submitted data to the server.
- The server sends a response to the client. Also the response consists of HTTP headers, and data if the response required data.
- 4. The server closes the TCP connection.

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# The Request-Response Cycle (Cont'd)

HTTP is stateless. Neither server nor browser remembers anything about previous request-response cycles. Session handling must be added in server-side code. istributed

### HTTP and Other Protocols

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# The Request-Response Cycle (Cont'd)

- HTTP is stateless. Neither server nor browser remembers anything about previous request-response cycles. Session handling must be added in server-side code.
- ► To establish a TCP connection is expensive. Therefore, TCP connections might be kept alive and reused for multiple request-response cycles. This is specified with the keep-alive HTTP header, se below.

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HTTP and Other Protocols

Tools

A cookie is a piece of data that is stored on the client. Architectures

# HTTP and Other Protocols

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- A cookie is a piece of data that is stored on the client.
- ► The cookie is tagged with the server's domain name and included in every request to that server.

## Distributed Architectures

# HTTP and Other Protocols

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## HTTP and Other Protocols

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A cookie is a piece of data that is stored on the client.

- The cookie is tagged with the server's domain name and included in every request to that server.
- This enables the server to associate data with a specific client.
- Cookies can be used to store the user's settings, for example display language.

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#### Introduction

# **HTTP Sessions**

As mentioned above, HTTP is stateless.

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- As mentioned above, HTTP is stateless.
- Still, the server must be able to recognize which calls originate from the same client. Otherwise for example log in is impossible.

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- If a request has a cookie with a session identifier, it identifies the user. If there is no such cookie, the user does not have a running session.

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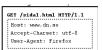
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- ► If a request has a cookie with a session identifier, it identifies the user. If there is no such cookie, the user does not have a running session.
- On the server, the session id can be associated with any amount of data related to the user with that session. This is called conversational state.

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► A HTTP message has start-line, headers and body.





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ser Interface

GET /sidal.html HTTP/1.1
Host: www.dn.se
Accept-Charset: utf-8
User-Agent: Firefox



- A HTTP message has start-line, headers and body.
- The request start-line consists of HTTP method (se left), URL path and HTTP version, e.g., GET /page1.html HTTP/1.1

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User Interface

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- The request start-line consists of HTTP method (se left), URL path and HTTP version, e.g., GET /page1.html HTTP/1.1
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#### HTTP and Other **Protocols**





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- The response start-line consists of HTTP version, status code and reason, e.g., HTTP/1.1 200 OK
- Sample request (top) and response (bottom) messages are depicted to the left.

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#### HTTP and Other Protocols

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User Interface

A HTTP response contains a status code to indicate the outcome of the request. There are five different categories of status codes.

1xx Reply contains information, for example **101**, Switch Protocol.

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#### HTTP and Other Protocols

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#### HTTP and Other Protocols

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1xx Reply contains information, for example **101**, Switch Protocol.

2xx Success, for example 200, OK.

3xx Redirection, for example **301**, Moved Permanently.

4xx Client error, for example **404**, Not Found.

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- 1xx Reply contains information, for example **101**, Switch Protocol.
- 2xx Success, for example 200, OK.
- 3xx Redirection, for example **301**, Moved Permanently.
- 4xx Client error, for example **404**, Not Found.
- 5xx Server error, for example 500, Internal Server Error

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#### HTTP and Other Protocols

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HTTP 1.1 has eight different methods that requires the following server actions.

GET Deliver resource identified by the specified URL.

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HTTP 1.1 has eight different methods that requires the following server actions.

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POST Accept message body and deliver it to the resource at the specified URL.

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User Interface

HTTP 1.1 has eight different methods that requires the following server actions.

GET Deliver resource identified by the specified URL.

POST Accept message body and deliver it to the resource at the specified URL.

PUT Accept message body and store it as a resource with the specified URL.

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Tools

HTTP 1.1 has eight different methods that requires the following server actions.

GET Deliver resource identified by the specified URL.

POST Accept message body and deliver it to the resource at the specified URL.

PUT Accept message body and store it as a resource with the specified URL.

**DELETE** Delete the resource at the given URL.

Architectures

HTTP and Other Protocols

lools

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HEAD Like GET, but only deliver headers.

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HTTP and Other Protocols

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Tools

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TRACE Return the request message.

OPTIONS Tell which HTTP methods can be used with the specified URL.

CONNECT Connect to another host.

▶ **GET** and **POST** are the most common methods and the only ones we will use in this course.

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# Safe and Idempotent Methods

GET and HEAD are safe methods, which means they should not take any action other than to retrieve the specified resource. Distributed

HTTP and Other Protocols

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# Safe and Idempotent Methods

- ► **GET** and **HEAD** are safe methods, which means they should not take any action other than to retrieve the specified resource.
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# Safe and Idempotent Methods

- ► **GET** and **HEAD** are safe methods, which means they should not take any action other than to retrieve the specified resource.
- ► GET, HEAD, PUT, DELETE, OPTIONS and TRACE are idempotent methods, which means the same request can be sent multiple times without any side-effects on the server.
- POST is not idempotent. If you submit the same purchase order multiple times in a web shop you will probably by multiple items. The purchase is typically a POST request.

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- Use GET when
  - The only desired action is to retrieve the specified resource.

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#### Use GET when

- ► The only desired action is to retrieve the specified resource.
- If it shall be possible to bookmark the link.

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#### Use GET when

- The only desired action is to retrieve the specified resource.
- If it shall be possible to bookmark the link.
- The URL is shorter than 255 bytes. Note that a GET URL is longer than a POST URL since data is included in the URL which GET, but is in the message body with POST (see below).

#### Distributed Architectures

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#### Use GET when

- The only desired action is to retrieve the specified resource.
- If it shall be possible to bookmark the link.
- The URL is shorter than 255 bytes. Note that a GET URL is longer than a POST URL since data is included in the URL which GET, but is in the message body with POST (see below).
- You want to be able to write the entire request, including data, in the browser. This is useful when debugging.

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### When to Use POST

- Use POST when
  - The required action updates server state, for example saves something in a database.

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### When to Use POST

#### Use POST when

- ► The required action updates server state, for example saves something in a database.
- The data does not fit within the 255 byte limit for URLs.

#### Distributed Architectures

#### HTTP and Other Protocols

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ser Interface

# When to Use POST

#### Use POST when

- The required action updates server state, for example saves something in a database.
- The data does not fit within the 255 byte limit for URLs.
- The data shall not appear in the URL. Note that this is not a matter of security, data is sent in clear text also when using POST.

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HTTP parameters are data included in a request to a web server. Architectures

#### HTTP and Other Protocols

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- HTTP parameters are data included in a request to a web server.
- A typical example is when the user has entered data in a HTML form.



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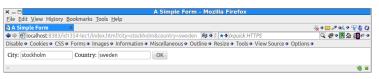
HTTP and Other Protocols

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en

- HTTP parameters are data included in a request to a web server.
- A typical example is when the user has entered data in a HTML form.



When using the GET method, parameters are appended to the URL as a query string, http://some.domain/ some/path?city=stockholm&country=sweden

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HTTP parameters are data included in a request to a web server.

A typical example is when the user has entered data in a HTML form.

- When using the GET method, parameters are appended to the URL as a query string, http://some.domain/ some/path?city=stockholm&country=sweden
- When using the POST method, parameters are included in the message body.

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#### Introduction

# **HTTP Headers**

HTTP headers have the syntax name: value Distributed Architectures

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### **HTTP Headers**

HTTP headers have the syntax name: value

► There are several predefined headers, and it is also allowed to add new headers.

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### **HTTP Headers**

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## **HTTP Headers**

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Host The receiver address or domain name.

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User-Agent Identifies the sender browser and operating system.

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Tools

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Host The receiver address or domain name.

User-Agent Identifies the sender browser and operating system.

Content-Length Message body length in bytes.

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Content-Length Message body length in bytes.

Connection Keep connection open future requests.

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#### HTTP and Other Protocols

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Sample response headers are:

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HTTP headers have the syntax name: value

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- Sample request headers are:

Host The receiver address or domain name User-Agent Identifies the sender browser and operating system.

Content-Length Message body length in bytes.

Connection Keep connection open future requests.

Sample response headers are: Content-Length Message body length in bytes. Architectures Architectures

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HTTP headers have the syntax name: value

- ► There are several predefined headers, and it is also allowed to add new headers.
- Sample request headers are:

Host The receiver address or domain name User-Agent Identifies the sender browser and operating system.

Connection Keep connection open future requests.

Sample response headers are:

Content-Length Message body length in bytes.
Content-Type Media Type (see below) of response.

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## Media Type

Media Type (or MIME Type) defines message content. This tells the receiver how to interpret the data. Distributed Architectures

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## Media Type

- Media Type (or MIME Type) defines message content. This tells the receiver how to interpret the data.
- Some media types are: text/html HTML markup text/plain Plain text image/png A png image video/ogg A ogg video.

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### Web Browsers

It is important to test the web application with all different browsers that shall be able to display it. Distributed Architectures

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### Web Browsers

It is important to test the web application with all different browsers that shall be able to display it.

Browsers behave differently, and you should expect that some break specifications.

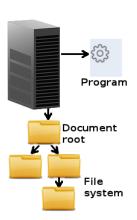
#### Distributed Architectures

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### Web Servers



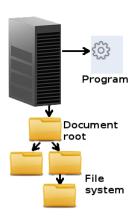
The web server can deliver static content and also call server-side programs, like PHP, Java or .NET programs. rchitectures

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### Web Servers



- The web server can deliver static content and also call server-side programs, like PHP, Java or .NET programs.
- The most commonly used web server is apache, https://httpd.apache.org/

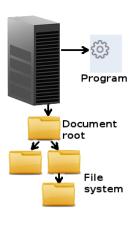
### Distributed Architectures

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### Web Servers



- The web server can deliver static content and also call server-side programs, like PHP, Java or .NET programs.
- The most commonly used web server is apache, https://httpd.apache.org/
- Other common web servers are nginx, http://wiki.nginx.org/Main and Microsoft IIS.

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## Web Servers (Cont'd)

You need to install a web server on your laptop. All labs will be reported on your own laptop, there is no web server in ICT school where you can run all the labs.

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## Web Servers (Cont'd)

- You need to install a web server on your laptop. All labs will be reported on your own laptop, there is no web server in ICT school where you can run all the labs.
- It might take time to get the web server running. You are advised to start installing the web server now.

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- Tools
- User Interface Design

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#### Tools

## Web Development Tools

There are many tools that facilitates developing web applications. Distributed

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Web Development Tools

- There are many tools that facilitates developing web applications.
- Browser support varies between tools, most examples will be using Firefox.

istributed

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#### Tools

## Web Development Tools

- There are many tools that facilitates developing web applications.
- Browser support varies between tools, most examples will be using Firefox.
- You are strongly advised to start using some of the following tools, they will help you a lot.

#### Distributed Architectures

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#### Tools

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Most browsers have a built-in console. Distributed

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- Most browsers have a built-in console.
- ► The console logs information associated with the web page, for example errors and warnings related to JavaScript, CSS and network requests.

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- Most browsers have a built-in console.
- The console logs information associated with the web page, for example errors and warnings related to JavaScript, CSS and network requests.
- It enables you to run JavaScript expressions in the web page.

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- Most browsers have a built-in console.
- The console logs information associated with the web page, for example errors and warnings related to JavaScript, CSS and network requests.
- It enables you to run JavaScript expressions in the web page.
- ▶ It also lets you choose elements from the web page and have their HTML and CSS displayed.

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## Browser Web Console (Cont'd)

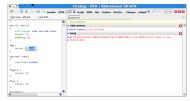
The console is opened with Ctrl-Shift-K in Firefox and Ctrl-Shift-J in Chrome.

### istributed

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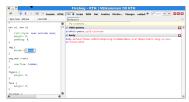


► Firebug is a powerful plug-in to Firefox.

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- Firebug is a powerful plug-in to Firefox.
- In addition to console features, you can for example debug JavaScript, mark HTML elements, edit CSS and log network traffic.

#### Distributed Architectures

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- ► Firebug is a powerful plug-in to Firefox.
- In addition to console features, you can for example debug JavaScript, mark HTML elements, edit CSS and log network traffic.
- There are also many plug-ins to Firebug.

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lser Interface



- ► Firebug is a powerful plug-in to Firefox.
- In addition to console features, you can for example debug JavaScript, mark HTML elements, edit CSS and log network traffic.
- ► There are also many plug-ins to Firebug.
- There is a cross-browser version of Firebug, written in JavaScript, that offers a subset of the functionality for most other browsers.

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Web Developer is a powerful plug-in to Firefox, which allows you to: istributed rchitectures

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- Web Developer is a powerful plug-in to Firefox, which allows you to:
  - edit HTML and CSS.

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User Interfac





Web Developer is a powerful plug-in to Firefox, which allows you to:

- edit HTML and CSS.
- See the area covered by a chosen element.

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#### Tools

Jser Interfac

# http://www.kth.se/ Mobile portrait (320x480)



Web Developer is a powerful plug-in to Firefox, which allows you to:

- edit HTML and CSS.
- See the area covered by a chosen element.
- See the page in different screen resolutions.

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#### Tools

# http://www.kth.se/ Mobile portrait (320x480)



Web Developer is a powerful plug-in to Firefox, which allows you to:

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- Edit cookies.

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#### Tools

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Web Developer is a powerful plug-in to Firefox, which allows you to:

- edit HTML and CSS.
- See the area covered by a chosen element.
- See the page in different screen resolutions.
- Edit cookies.
- Validate HTML and CSS.

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#### Tools

# http://www.kth.se/ Mobile portrait (320x480)



Web Developer is a powerful plug-in to Firefox, which allows you to:

- edit HTML and CSS.
- See the area covered by a chosen element.
- See the page in different screen resolutions.
- Edit cookies.
- Validate HTML and CSS.
- Web Developer has been ported to Chrome.

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## **Validators**

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► There are online validators for both HTML and CSS. Links can be found on the course web site.

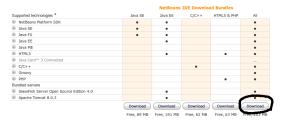
### **Validators**

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- ► There are online validators for both HTML and CSS. Links can be found on the course web site.
- Remember to always validate your HTML and CSS code.

## **NetBeans**



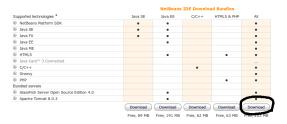
There are many different IDEs for web development, all have their pros and cons. Distributed

HTTP and Other Protocols

#### Tools

Jser Interfaci Design

### **NetBeans**



- There are many different IDEs for web development, all have their pros and cons.
- NetBeans will be used for examples during the course. Make sure to download the All version, see image above.

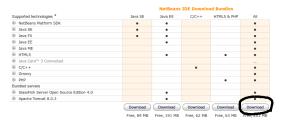
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#### Tools

### **NetBeans**



- ► There are many different IDEs for web development, all have their pros and cons.
- NetBeans will be used for examples during the course. Make sure to download the All version, see image above.
- Most important is that you actually use an IDE, do not program in a text editor unless you are really sure it is what you prefer.

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### JSFiddle and JSLint

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► JSFiddle is an online editor where you can test HTML, CSS and JavaScript.

### JSFiddle and JSLint

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- JSFiddle is an online editor where you can test HTML, CSS and JavaScript.
- JSLint is an online tool for testing JavaScript code quality.

# W3Schools Try It Yourself

w3schools.com has excellent tutorials for all languages covered in the course. Distributed

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#### Tools

# W3Schools Try It Yourself

- ▶ w3schools.com has excellent tutorials for all languages covered in the course.
- All examples are presented with an online editor where you can experiment with your code.

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#### Tools

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Tools

This is not a course in human-computer interaction. Still, it is mandatory to consider basic heuristics for user interface design. Distributed Architecture

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Tools

- ► This is not a course in human-computer interaction. Still, it is mandatory to consider basic heuristics for user interface design.
- There are some short introductory texts on user interface design available at Nielsen Norman Group, such as:

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http://www.nngroup.com/articles/
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- ► Top 10 Mistakes in Web Design, http://www.nngroup.com/articles/ top-10-mistakes-web-design/
- Other lists linked from the latter.

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  - Design,

    http://www.nngroup.com/articles/
    - ten-usability-heuristics/
  - ► Top 10 Mistakes in Web Design, http://www.nngroup.com/articles/ top-10-mistakes-web-design/
  - Other lists linked from the latter.
- Here follows the 10 usability heuristics mentioned above.

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 The system should always keep users informed about what is going on. Distributed

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- 1. The system should always keep users informed about what is going on.
- Use words, phrases and concepts familiar to the user, rather than system-oriented terms.

#### Distributed Architectures

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Tools

- 1. The system should always keep users informed about what is going on.
- Use words, phrases and concepts familiar to the user, rather than system-oriented terms.
- 3. Implement undo and redo.

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Tools

- 1. The system should always keep users informed about what is going on.
- Use words, phrases and concepts familiar to the user, rather than system-oriented terms.
- 3. Implement undo and redo.
- Follow platform conventions, users should not have to wonder whether different words, situations, or actions mean the same thing.

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Eliminate error-prone conditions or check for them and ask users to confirm before they commit to the action. Distributed

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- 5. Eliminate error-prone conditions or check for them and ask users to confirm before they commit to the action.
- Minimize the user's memory load by making objects, options, etc visible. The user should not have to remember information.

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5. Eliminate error-prone conditions or check for them and ask users to confirm before they commit to the action.

- Minimize the user's memory load by making objects, options, etc visible. The user should not have to remember information.
- Use accelerators to speed up interaction for expert users.

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Tools

Eliminate error-prone conditions or check for them and ask users to confirm before they commit to the action.

- Minimize the user's memory load by making objects, options, etc visible. The user should not have to remember information.
- Use accelerators to speed up interaction for expert users.
- 8. Remove irrelevant information.

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Error messages should be expressed in plain language, precisely indicate the problem, and suggest a solution. Distributed

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Tools

 Error messages should be expressed in plain language, precisely indicate the problem, and suggest a solution.

 If necessary, provide help and documentation. The help should be easy to search, focused on the user's task, and list concrete steps to be carried out. istributed

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Tools