



Peregrine | AssetCenter
Installation



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This product contains software components developed by Apache Software Foundation (<http://www.apache.org>).

This edition applies to version 4.1.0 of the licensed program

AssetCenter

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Introduction (Installation)

PREFACE

Who is this guide intended for?

This guide is intended for all company's using AssetCenter
It is specifically intended for the engineers who will install AssetCenter.

What does this guide do?

This guide explains:

- Which programs belong to AssetCenter.
- In which environments AssetCenter functions.
- How to install AssetCenter for the first time.
- How to create an AssetCenter database.
- Which factors have an impact on the performances of AssetCenter.

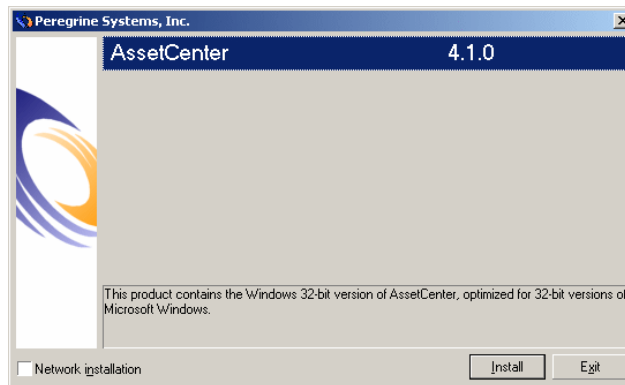
Important:

In order to correctly install this application, you must strictly adhere to the instructions that we provide here.

Note:

This guide also explains how to migrate from an earlier version of AssetCenter to the version 4.1.0. To learn more about migration, refer to the **Migration** guide.

A start-up screen appears when you insert the CD-ROM(s) that were provided.



This guide only describes the installation of AssetCenter.

To learn how to install the other applications that work with AssetCenter, refer to their installation guides.

Precautions for preserving AssetCenter data integrity

AssetCenter is extremely rich in functionality. This richness relies on a complex database structure:

- The database contains a large number of tables, fields, links and indexes.

- Certain intermediary tables are not displayed by the graphical interface.
- Certain links, fields and indexes are automatically created, deleted or modified by the software.
- You can create additional tables, fields, links and indexes.

To modify the **contents** of the database with respect to its integrity, you absolutely must use one of the following applications:

- Graphical interface accessing the AssetCenter database.
- AssetCenter API
- AssetCenter Import
- Web interfaces based on Get-It
- Peregrine Systems gateways
- Connect-It
- AssetCenter Server

To modify the **structure** of the database with respect to its integrity, you absolutely must use AssetCenter Database Administrator.

 **Warning:**

You must never modify the structure or the contents of the database by any means other than those intended for use with the software. Such modifications might corrupt the database in the following ways:

- Involuntary loss or modification of data or links.
 - Creation of "ghost" links or records.
 - Serious error messages, etc.
-

About the setup.pdf file

You will find a **setup.pdf** file next to the **setup.exe** file on the AssetCenter installation CD-ROM.

The **setup.pdf** file is not an Adobe Acrobat file. The **.pdf** file extension corresponds to a Microsoft standard used for Electronic Software Distribution (ESD).

1 Components of AssetCenter

CHAPTER

AssetCenter programs

Program name	Program's interface	Windows support	Unix support (Unix and Solaris)
Graphical interface accessing the AssetCenter database (see Note)	Graphical	Yes	No
AssetCenter Export	Graphical	Yes	No
	Command line	Yes	Yes
AssetCenter Import	Command line	Yes	Yes
AssetCenter Server	Graphical	Yes	No
	Command line	No	Yes
AssetCenter Database Administrator	Graphical	Yes	No
	Command line	Yes	Yes
AssetCenter API	Non graphical	Yes	Yes

Program name	Program's interface	Windows support	Unix support (Unix and Solaris)
InfraTools Desktop Discovery scanner	Non graphical	Yes	Yes
AutoCAD integration	Graphical	Yes	No
AssetCenter Web	Graphical	Refer to the Get-It 2.01 compatibility matrix	Refer to the Get-It 2.01 compatibility matrix
AssetCenter Script Analyzer	Graphical	Yes	No

 **Note:**

The graphical interface that accesses AssetCenter provides access to the following modules:

- Procurement
- Portfolio
- Contracts
- Financing
- Bar-code inventory
- Administration
- Cable and Circuit
- Core tables
- AssetCenter Import

Your access to these modules depends on your **license.cfg** file, which is provided with AssetCenter.

Peripheral programs

The following software applications can be integrated with AssetCenter:

- AssetCenter Mobile
- AutoCAD
- Connect-It
- Crystal Reports
- InfraTools Desktop Discovery
- InfraTools Remote Control
- Knowlix

- Automated Desktop Administration

2 Supported environments

CHAPTER

Supported operating systems

AssetCenter client programs

The AssetCenter client programs support:

- Windows
- Unix

To find out what versions of these operating systems are supported, consult the compatibility matrix on the site:

<http://support.peregrine.com>.

AssetCenter database Server

The server may be used with all the operating systems and hardware platforms supported by your DBMS.

To acquire the list of these supported items, refer to the documentation of your DBMS.

Minimal configuration in Windows

All programs except AssetCenter Database Administrator

Environment	Windows 95, 98 and ME	Windows NT 4, 2000 and XP
CPU	Pentium 120	Pentium 200
RAM	32 MB	96 MB
Disk space (*)	1 GB	1 GB

(*) The files installed with AssetCenter require about 200 MB disk space (not including the database you use).

AssetCenter Database Administrator

Environment	Windows NT 4, 2000 and XP Professional Edition
CPU	Pentium III
RAM	128 MB reserved for AssetCenter Server
Disk space (*)	2 GB

(*) The files installed with AssetCenter require about 200 MB disk space (not including the database you use).

Recommended configuration in Windows

All programs except AssetCenter Database Administrator

Environment	Windows 95, 98 and ME	Windows NT 4, 2000 and XP
CPU	Pentium II 400	Pentium III 500
RAM	96 MB	128 MB
Disk space (*)	20 GB	20 GB

(*) The files installed with AssetCenter require about 200 MB disk space (not including the database you use).

AssetCenter Database Administrator

Environment	Windows NT 4, 2000 and XP Professional Edition
CPU	Pentium III 500
RAM	128 MB reserved for AssetCenter Server
Disk space (*)	540 MB
Network	High speed link with DBMS server. (For example: Ethernet 100 Mbps) and low latency (<5 ms).

(*) The files installed with AssetCenter require about 200 MB disk space (not including the database you use).

Supported DBMSs

The following DBMSs are supported for the AssetCenter database:

- Microsoft SQL Server
- Oracle Workgroup Server
- Sybase Adaptive Server
- DB2 UDB
- Sybase SQL Anywhere 5.5.5.2817 in stand-alone mode

Note:

Sybase SQL Anywhere is used for the demonstration database installed with AssetCenter only.

To find out what versions of these DBMSs are supported (servers, clients, network protocols, drivers, etc.) consult the compatibility matrix on the site: <http://support.peregrine.com>

Warning:

We do not guarantee the proper functioning of AssetCenter with versions (even later versions) or Service Packs different from those described in the compatibility matrix.

3 Installing in Windows

CHAPTER

This chapter explains how to install AssetCenter for the first time.

Before installing AssetCenter

Deactivating antiviruses

Certain antivirus programs, when running, disturb the AssetCenter installation program since they block access to the Registry.

We recommend that you suspend any antivirus programs during installation of AssetCenter.

Installing Oracle client layers

Incorrectly installed or configured Oracle client layers (SQL*Net or Net 8) can affect the way AssetCenter handles accented characters. This problem appears, for example, when a record containing accented characters is inserted: When you reselect it, the text is not displayed

correctly. To solve this problem, verify the configuration of SQL*Net or Net 8.

Installing (or not) Crystal Reports

Before installing AssetCenter, determine whether you should install the runtime (limited version) of Crystal Reports.

Note:

Installing Crystal Reports runtime can be done using the AssetCenter installation program.

The following information helps you determine if you need to install Crystal Reports runtime:

If you have installed a full version of Crystal Reports version:	Here is what you must do:
5.0 or earlier	Install the Crystal Reports 8.0 runtime.
6.0 or 7.0	We recommend that you install the Crystal Reports 8.0. runtime.
8.0 or later	It is not necessary to install the Crystal Reports 8.0. runtime.

Installing (or not) Sybase SQL Anywhere runtime

Before installing AssetCenter, determine whether you should install Sybase SQL Anywhere runtime.

Note:

Installing Crystal Reports runtime can be done using the AssetCenter installation program.

By default, the stand-alone version of AssetCenter is installed. If no versions of Sybase SQL Anywhere are found on the machine, the Sybase SQL Anywhere Runtime (limited version) will also be installed. This installation will also include the installations of the following databases:

- A demonstration database: **Am410.db**, copied in the **AmDemo** sub-folder of the AssetCenter installation folder.

- A demonstration database supporting AutoCAD integration: **Acad410.db**, copied in the **acadi\db** sub-folder of the AssetCenter installation folder.
- An empty database: **Empty410.db**, copied into the installation folder of AssetCenter.

To connect to these databases, use the user name **itam** and the password **password**.

These databases:

- Can be accessed using a license file provided with AssetCenter. This file grants access to all or part of the software.
- Must be installed on the same machine as AssetCenter.
- Do not work in client-server mode.
- Can be accessed by AssetCenter Server and AssetCenter Database Administrator.

If you use another DBMS for your working database, you only need to install the Sybase SQL Anywhere runtime to be able to access the demonstration database.

The installation program will only install the runtime version if it does not find the full version of Sybase SQL Anywhere installed on the machine.

Installing under Windows NT 4, 2000 or XP

If you are using Windows NT 4, 2000 or XP, you need to have administrative rights on the machine to install the software. Without these rights, the installation program will not be able to modify the Registry.

Installing in Windows NT 4 Terminal Server (with or without Citrix Frame Server) in graphical mode

To install AssetCenter in graphical mode:

- 1 Open the Windows Control Panel.
- 2 Click **Add/Remove Programs**.

- 3 Follow the instructions from Windows to install AssetCenter according to its installation type (CD-ROM or network).

Prerequisites to installing in Windows NT 4 Terminal Server (with or without Citrix Frame Server) with a command line

Before executing the installation program with a command line:

- 1 Open a DOS command prompt.
- 2 Execute the following command:

```
change user /install
```

If you do not execute this command, only the user connected at the moment of the Crystal Reports runtime installation will be able to print Crystal Reports reports.

If you do not execute this command, a user wanting to print a report will receive this message:

```
PDSODBC.DLL cannot be found
```

Executing this command line is unnecessary if you use Windows 2000 Advanced Server with Terminal Services.

Installing in client-server

If you install AssetCenter in client-server mode, you must respect the following steps:

- 1 Install the DBMS on the server and the client workstations.
- 2 Test communications between client and server.
- 3 Install AssetCenter in one of the following ways:
 - Full installation of AssetCenter on each client machine.
 - Network installation of AssetCenter on the server, and then network installation of AssetCenter on each client machine.

List of files installed

If you want to see the list of files installed and their installation folder, refer to the **Setup.inf** file. This file is in the AssetCenter installation

folder and the **Disk1** folder on the installation CD-ROM. Search for occurrences of **FILENAME=** to find information about which files are likely to be installed. Additionally, the installer modifies the Registry (the **Setup.inf** file details these modifications).

 **Note:**

The **Setup.inf** file is used by the installation program. It was not designed to be user-friendly in the way it is formatted. Nevertheless, it allows you to obtain useful information.

Saving time when installing client machines

The **amdb.ini** file contains the list of connections declared at the level of the **File/ Manage connections** screen.

Rather than defining these options via the user interface on each client machine, you can define them on one machine and copy the **amdba.ini** file to each client machine.

Manual installation (graphical)

- 1 Start Windows.
 - 2 Insert the installation CD-ROM.
-

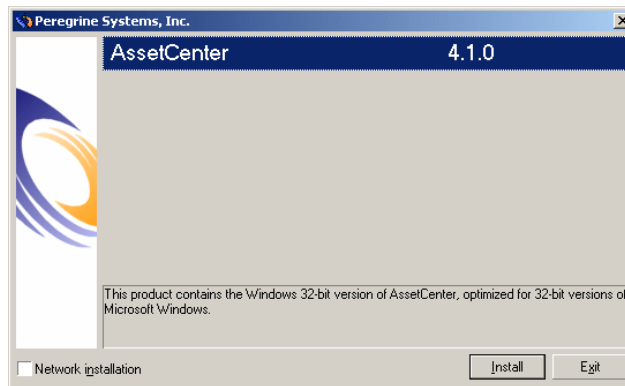
 **Note:**

You cannot install AssetCenter using diskettes. If necessary, you can copy the contents of the CD-ROM to a hard drive. Then you can execute the installation from the hard drive.

- 3 If the graphical installation program window does not automatically appear when you insert the CD-ROM:
 - 1 Open the Windows Explorer.
 - 2 Select the installation CD-ROM.
 - 3 Select the root of the CD-ROM.
 - 4 Launch the **Autorun.exe** program.

4 Follow the instructions given by the installation program (see below).

The first screen offers to install the software present on the CD-ROM.

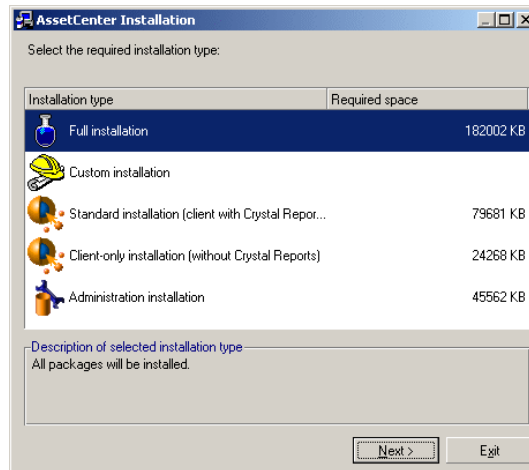


Select the option **AssetCenter**.

Check the **Network installation** option if you want to install AssetCenter via a server.

Refer to the **Installing in Windows** chapter, section **Network installation (graphical)** of this guide if you selected this option.

The second screen asks you to choose from several types of installations:



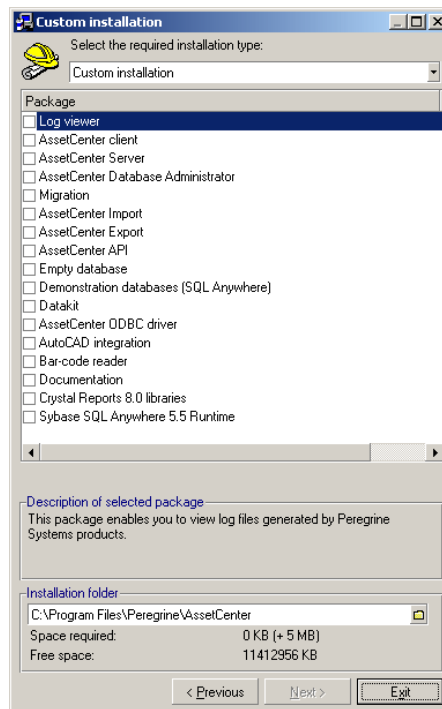
Select the type of installation that you want.

 **Note:**

The full installation of AssetCenter creates a large volume of files and installs other software besides just AssetCenter. We recommend deciding ahead of time whether you really want to install everything.

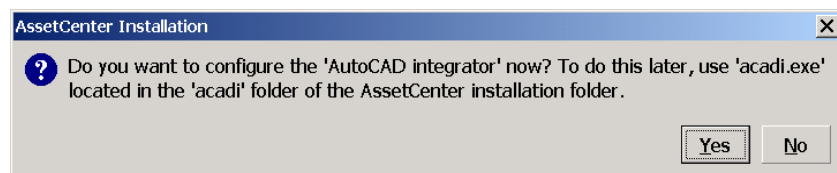
If you have selected the Custom installation type

The installation program displays the following window:



Select the components that you want to install as well as the installation path.

At the end, the installation program asks if you want to configure the AutoCAD module.



This question only concerns those users wanting to integrate AutoCAD with AssetCenter.

If you click **Yes**, the installation program executes the **acadi.exe** program, which adds information to the Windows Registry. This

information adds AssetCenter integration menus to the graphical interface of AutoCAD.

 **Note:**

If you click **No**, you can perform this configuration later by executing the **acadi.exe** program in a DOS command prompt. This program is located in the **acadi** sub-folder of the AssetCenter installation folder.

Network installation (graphical)

If you want to install AssetCenter with the minimum amount of files on client workstations, you can first install AssetCenter on the server and then perform a **minimum** installation on the clients.

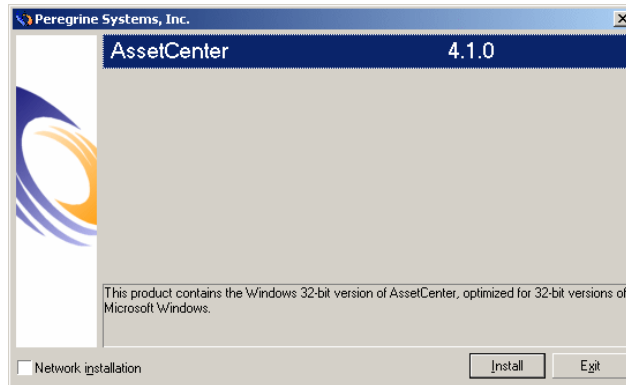
A network installation of AssetCenter on the server copies all the files necessary for the functioning of AssetCenter to the client. If you want to execute AssetCenter directly, however, you need to perform a network installation on the client machines.

During the network installation of the server, the installation program only copies the files. No paths, configuration files, or program groups are created or modified.

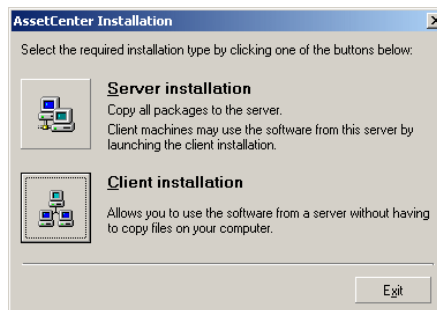
Server installation

- 1 Insert the AssetCenter installation CD-ROM.
- 2 If the graphical installation program window does not automatically appear when you insert the CD-ROM:
 - 1 Open the Windows Explorer.
 - 2 Select the installation CD-ROM.
 - 3 Select the root of the CD-ROM.
 - 4 Launch the **Autorun.exe** program.

3 When you encounter the following screen:

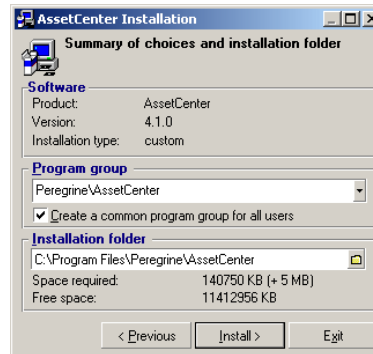


- 1 Select **AssetCenter**.
 - 2 Select **Network installation**
 - 3 Click **Install**.
- 4 When you encounter the following screen:



Click **Server installation**.

5 When you encounter the following screen:

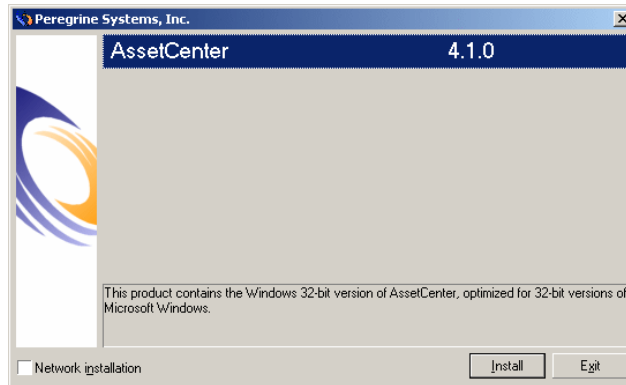


- 1 Indicate an installation file that is read-accessible by all client workstations.
- 2 Click **Install**.

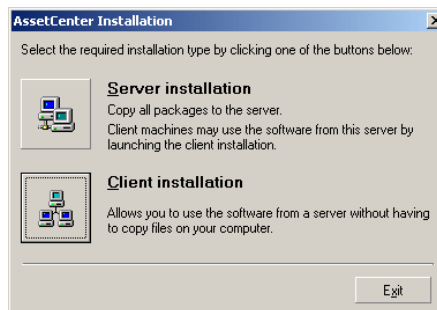
Client installation

- 1 Insert the AssetCenter installation CD-ROM.
- 2 If the graphical installation program window does not automatically appear when you insert the CD-ROM:
 - 1 Open the Windows Explorer.
 - 2 Select the installation CD-ROM.
 - 3 Select the root of the CD-ROM.
 - 4 Launch the **Autorun.exe** program.

3 When you encounter the following screen:

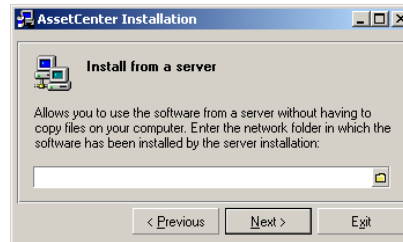


- 1 Select **AssetCenter**.
 - 2 Select **Network installation**
 - 3 Click **Install**.
- 4 When you encounter the following screen:



Click **Client installation**

5 When you encounter the following screen:



- 1 Specify in which network folder AssetCenter has been installed.
 - 2 Click **Next**.
- 6 From this point on, the installation does not differ from the normal, manual graphic installation.

Only the required files are copied to the client machine. The installation program modifies all the necessary configuration files, creates the icons and program groups, etc.

For further information, refer to chapter **Installing in Windows**, section **Manual installation (graphical)**.

Automatic installation (command line)

You can install AssetCenter without having to use the graphical interface. This is useful for administrators, because it allows automation of the installation process on several different machines.

To do this, use a text editor to create an installation script in a folder. You are free to choose the name of this folder. This file must have the extension `.ans`.

and have the following form:

```
[Install]
Path = <value>
Group = <value>
UserGroup= <value>
Type = <value>
```

```

Packages = <value>
ReplaceDLL = <value>
Reboot = <value>
OverwriteReadOnlyFile = <value>
DeleteReadOnlyFile = <value>

```

Syntax to be used in the installation script

Variable	Description	Possible values	Default value
Path (see note 1)	Complete path of the AssetCenter installation folder.		C:\Program Files\Peregrine\AssetCenter
Group	Installation group		Peregrine\AssetCenter
UserGroup	Used only in Windows NT, 2000 and XP. Allows you to determine which users have access to the program group.	<ul style="list-style-type: none"> • 0: program group accessible to all users. • 1: program group accessible only to its user. 	0
Type	Installation type	<ul style="list-style-type: none"> • Maximal: full installation • Minimal: minimum installation • Custom: custom installation 	Maximal

Variable	Description	Possible values	Default value
Packages (see note 2)	List of components to install.	<ul style="list-style-type: none"> • acad • adbc • admin • amdemo • amsg • amsrv • api41 • cr80 • datakit • emptydb • doc • exe • export • import • rtany • scan 	
ReplaceDll (see note 3)	Replace/ Do not replace the DLLs already installed in another language.	<ul style="list-style-type: none"> • y : replace • n : do not replace 	n
Reboot	Reboot the machine at the end of installation (without confirmation).	<ul style="list-style-type: none"> • y : reboot • n : do not reboot 	n
OverwriteReadOnlyFile	Replaces the read-only files if they exist already.	<ul style="list-style-type: none"> • y : replace • n : do not replace 	n
DeleteReadOnlyFile	Deletes the read-only files during removal if they exist already.	<ul style="list-style-type: none"> • y : delete • n : do not delete 	n

Notes on certain variables in the installation script

- Note 1: **Path** variable

If the installation folder selected by the installation program already exists on the drive, it creates a sub-folder. The sub-folder is named using the AssetCenter build number or a random alphanumeric string.

- Note 2: **Packages** variable

The **Packages** variable is only used if you have set the **Type** attribute to **Custom**.

A comma and a space must separate each value.

Example

```
Packages=exe, amsrv, export
```

Information about the values that a **Packages** variable can take:

- acad: components of the AutoCad integration and its associated database
- adbc: ODBC driver
- admin: administration tools
- amdemo: SQL Anywhere demonstration database
- amsg: migration files and programs
- amsrv: AssetCenter Server monitoring program
- api41: AssetCenter API
- cr80: Crystal Reports runtime
- datakit: sample data and line-of-business data that can be imported into the databases
- doc: **.pdf, .chm, .htm, .txt**, etc. files.
- emptydb: empty database
- exe: AssetCenter core modules
- export: AssetCenter Export (graphical and online versions)
- img: images and icons to illustrate the database
- import: AssetCenter Import (online version)
- rtany: Sybase SQL Anywhere runtime
- scan: Barcode inventory module

Note:

On detection of SQL Anywhere: The installation program recognizes that the full version of SQL Anywhere has already been installed if it finds its full version in the PATH of the **Dbeng50.exe** file.

- Note 3: **ReplaceDll** variable

When the installation program tries to copy a DLL that is already present:

- If the language of the DLL is the same, the installation program automatically replaces the file if its version is more recent. Otherwise it leaves the file as is.
- If the language of the DLL is different, the installation program asks whether it should replace the DLL or not.

The options of the **ReplaceDll** variable allow you to determine what the installation program should do when it encounters an installed DLL of a different language. If you choose the value **n**, it does not replace the DLL. If you choose the value **y**, it replaces the DLL without asking for confirmation.

Installation scripts supplied by default

In the **Disk1** folder of the installation CD, you will find three example installation scripts:

- Custom.ans
- Maximal.ans
- Minimal.ans

Executing the unattended installation

Place the **script.ans** script file in the command-line installation folder **setupl.exe**. This assumes that you have already copied the relevant files to your hard drive or performed a network installation on the server.

To launch the installation, execute the following command on the machine where the installation will be performed:

```
setupl.exe -a:<script>.ans
```

Unattended network installation of the server

The installation script **Server.ans** (you choose the name) must be reduced to the following lines:

```
[Install]
Path=<Full path of installation folder on the server>
```

The installation program must be executed as follows:

```
setupl -a:serveur.ans -ns
```

Unattended network installation of a client

The installation script **Client.ans** (you choose the name) must start with the following lines:

```
[Install]
ServerPath=<Full path of installation file on the server>
```

Next, the lines are the same as for a classic unattended installation (see above).

The name of the installation folder path takes the following form:

```
\\Serv\C\Acinst
```

The installation program must be executed as follows:

```
setupl -a:client.ans -nc
```

Unattended removal of a client

The installation program must be executed as follows:

```
setupl -u
```

It is not possible to perform a partial removal from the command line. If you used an installation script, use it again for the removal. Adjust the value of the **DeleteReadOnlyFile** variable if necessary.

The command is then:

```
setupl.exe -a:<script>.ans -u
```

Updating a client workstation

You can use a command-line installation, but you must do so in two steps:

- 1 First, deinstall the workstation using the first batch file.

- 2 Then, install the workstation using the other batch file.

Manual deinstallation (graphical)

To remove AssetCenter fully from a machine, use the **Add/ Remove programs** icon in the Windows Control Panel.

The installation program:

- Removes all the files and program groups that have been installed.
- Modifies the configuration files to remove the modifications made by AssetCenter's installation program.
- Updates the Registry.
- Removes the AssetCenter integration menus from the AutoCAD graphical interface.

4 Configuration in Windows

CHAPTER

After having installed the AssetCenter programs, you just need to perform a few more tasks, which depend on the modules and applications that you want to use or integrate with AssetCenter. This chapter explains these additional operations.

Oracle DLL

There are several DLL versions that can be used to access Oracle. AssetCenter tries to load the supported versions dynamically, starting with the most recent version and working toward the oldest version supported, i.e.:

- 1 **oraclient9.dll**
- 2 **oraclient8.dll**
- 3 **ora805.dll**
- 4 **ora804.dll**
- 5 **ora803.dll**

6 ora73.dll

However, you can however override this order to load a particular DLL by adding the following entry in **Aam.ini**:

```
[DLL]  
orcl = <xxx>.dll
```



Tip:

The **am.ini** file is located in the Windows installation folder.

AssetCenter Import

If you are using ODBC to import a database, you must install ODBC version 2.0 or 3.0 with a level 2 driver.

The drivers provided with Microsoft Access 2.0, 95 and 97, Excel and DBase have been tested successfully.

Messaging system

Messaging standards supported in Windows

- VIM
- Extended MAPI
- SMTP



Note:

Simple MAPI is not supported.

Messaging standards supported in Unix

In Unix, AssetCenter supports SMPT.

Installation of the external messaging system

For the external messaging system to function correctly with AssetCenter, the following conditions must be met:

Messaging system standard	Required conditions
VIM	The PATH environment variable of your system must point to the folder containing the vim32.dll file. Example: In general, the Lotus Notes DLLs are installed by Notes, in the same folder as Notes, and are not included in the PATH.
SMTP	The TCP/IP layers must be installed. This is the case when an SMTP messaging system has been installed correctly.

Configuring AssetCenter to send messages to the external messaging system

To take advantage of all your messaging system's functions, you need to perform the following tasks:

Task to perform	Documentation to consult
Populate the messaging addresses of administrators and other users.	Administering the database guide, chapter Messaging , section Configuring AssetCenter to use messaging systems .
Create Messaging type actions to used by procurement, helpdesk, alarms, etc.	Advanced used guide, chapter Actions , section Creating an action , sub-section Populating the Messaging tab .
Configure AssetCenter Server to send messages linked to procurement, helpdesk, alarms, etc	Administering the database guide, chapter AssetCenter Server .
Execute AssetCenter Server.	Administering the database guide, chapter AssetCenter Server .
Troubleshooting	Administering the database guide, chapter Messaging , section Common connection problems .

The use of messaging systems is dealt with in more detail in:

- **Administering the database** guide, chapter **Messaging**.
- **Advanced use** guide, chapter **Messaging**.

AssetCenter Server

AssetCenter Server is a program independent of the AssetCenter client. The Server monitors alarms, messages and actions to be triggered within the domains of procurement, stocks, history, leasing; calculates the values of certain fields, etc.

In order for these functions to work properly, you must execute AssetCenter Server on at least one machine permanently and connect it to your working database.

For further information on AssetCenter Server, please refer to the AssetCenter **Administering the database** guide, chapter **AssetCenter Server**.

The AssetCenter Server modules use Connect-It and its connectors for all automatic data imports, like in the following examples:

- Inventories performed by the InfraTools Desktop Discovery installed with AssetCenter.
- Data imports from external applications.

If you use such modules, you will need to install Connect-It.

To find out which environments are supported by Connect-It, and to learn how to install Connect-It, refer to its documentations.

To learn how to integrate Connect-It with AssetCenter Server, refer to the AssetCenter **Administering the database** guide, chapter **AssetCenter Server**, section **Configuring the modules monitored by AssetCenter Server**.

Implementing AssetCenter Server in Windows

To be able to use this program you must install at least one Windows NT4, 2000 or XP workstation.

AssetCenter Server is installed to be executed in one of the following modes:

- Manually, by executing the shortcut from the Windows **Start** menu.
- Automatically, as a service.

 **Tip:**

We recommend that you launch AssetCenter Server as a Service.





 **Warning:**

You need to reboot the computer where AssetCenter Server is installed after you install the DBMS client layers of the database to which the AssetCenter Server service is connected. This is because the Windows service control manager loads the PATH when you start the computer. The AssetCenter service, however, needs an updated PATH in order to find the DLLS of the DBMS. This is especially true if the AssetCenter installation program installs SQL Anywhere runtime and if you want to run the AssetCenter Server service on a demonstration database (which uses SQL Anywhere).

By default, the service is configured to be launched automatically. You can modify this.

The **Services** applet in the Control Panel allows you to start, stop, and configure services available on the machine:

- In Windows NT 4, for example:
 - **Start** button: Starts a service that has not been started. In the case of AssetCenter Server, we advise against entering the startup parameters in the **Startup Parameters** field.
 - **Stop** button: Stops an active service.
 - **Startup** button: This button is very useful since it allows you to configure a service in order for it to be:
 - **Automatic:** The NT service is launched each time Windows NT is launched.
 - **Manual:** The NT 4 service must be launched manually by clicking on the **Start** button in the Services applet.
 - **Disabled:** The service cannot be launched.

- In Windows 2000, for example:
 - : starts a stopped service.
 - : stops the service.
 - : reboots the service.
 - : interrupts the service.

To start the AssetCenter Server service in automatic mode in Windows:

- 1 Select the AssetCenter Server service in the services window.
 - 2 Right-click and select **Properties** in the shortcut menu.
 - 3 In the **Startup type** column, select **Automatic**.
-

 **Note:**

In practice, once AssetCenter Server is operational, we recommend setting the startup mode to `Automatic`, so that it is launched whenever Windows is started.

 **Note:**

By default, the services use the system account. If AssetCenter Server cannot connect to a database, click **Startup** to configure the service so that it uses an account that can access the database.

Implementing AssetCenter Server in Unix

The AssetCenter Server connection to the databases is triggered by a Unix command line.

By default, this command line must clearly display the password associated with the **Admin** login.

To hide the password used by AssetCenter Server to connect to a database:

- 1 Launch AssetCenter Server in graphical mode on a Windows computer.
- 2 Select the **File/Connect** menu.
- 3 Select the **Use this connection in service mode** option.
- 4 Click **Open**.

- 5 Select **File/Disconnect**.
- 6 Close AssetCenter Server.
- 7 Copy the **amsrvf.ini** file from the Windows computer (usually located in **C:\Program Files\Peregrine\AssetCenter\amsrv\bin**) to the Unix computer hosting AssetCenter Server. Put the file in the same place as the already existing **amsrvf.ini** file.

If you want to configure AssetCenter Server graphically, the command line that triggers AssetCenter Server must contain the option `-webadmin`.

Thus, executing the command line:

- 1 Launches AssetCenter Server.
- 2 Connects AssetCenter Server to the database.
- 3 Activates the Web access to AssetCenter Server.

This enables the administrator to graphically access AssetCenter Server from any computer with a Web browser.

Crystal Reports

To install, configure and use Crystal Reports, refer to the **Advanced use** guide, chapter **Crystal Reports**.

Integrating with InfraTools Remote Control

Warning:

AssetCenter can only be integrated with InfraTools Remote Control in Windows.

AssetCenter is provided with the complete InfraTools Remote Control software application and its corresponding documentation.

You will need to use InfraTools Remote Control in the following cases:

- To take control of a remote computer directly from AssetCenter, you need to install:
 - A Manager on the computer from which you take control.
 - An Agent on the remote computer
- To trigger the automatic scan of a remote computer directly from AssetCenter, you need to install:
 - A Manager on the computer that triggers the scan.
 - An Agent on the remote computer to be scanned.
- To perform an automatic scan on a set of remote computers using Connect-It and AssetCenter Server, you need to install the SDK InfraTools Remote Control on the Connect-It computer and AssetCenter Server.

To find out which environments are supported by InfraTools Remote Control, and to learn how to install InfraTools Remote Control, refer to its documentation.

To learn how to integrate InfraTools Remote Control with AssetCenter, refer to the AssetCenter **Portfolio** guide, chapter **IT portfolio**, section **Remote Control**.

Integrating with Connect-It

AssetCenter is provided with the complete Connect-It software application and its corresponding documentation.

Warning:

You must also install the **Update Connect-It** component from the AssetCenter installation CD-ROM.

Required Connect-It versions

Integrating Connect-It with AssetCenter requires that you use the version of Connect-It provided on the AssetCenter installation CD-ROM (or a later version).

Utility of Connect-It

You will need to use Connect-It to perform certain automatic actions, which are triggered by AssetCenter Server, such as:

- Adding NT users to the database in order to use NT security during an AssetCenter database connection.

 **Warning:**

The **Windows** version of AssetCenter Server is required.

-
- Performing an automatic inventory (scan) on a set of remote computers.

 **Warning:**

The **Windows** version of AssetCenter Server is required.

-
- Integrating AssetCenter with AutoCAD.

To find out which environments are supported by Connect-It, and to learn how to install Connect-It, refer to its documentations.

To learn how to integrate Connect-It with AssetCenter Server, refer to the AssetCenter **Administering the database** guide, chapter **AssetCenter Server**, section **Configuring the modules monitored by AssetCenter Server**.

Scanning remote computers

With AssetCenter, you can scan remote computers in several different ways:

- You can trigger a scan from the detail of a remote computer in AssetCenter. You can also view the results of this scan from this detail.

This kind of scan requires that you install InfraTools Remote Control (the version on the AssetCenter installation CD-ROM or later), as well as configure certain parameters.

All this is outlined in the AssetCenter **Portfolio** guide, chapter **IT portfolio**, section **Automatic inventory**.

- You can configure AssetCenter Server to regularly perform an automated scan on a set of remote computers listed in the AssetCenter database.

This kind of scan requires that you install InfraTools Remote Control (the version on the AssetCenter installation CD-ROM or later), Connect-It (the version provided on the AssetCenter installation CD-ROM or later) and AssetCenter Server.

All this is outlined in the **Administering the database** guide, chapter **AssetCenter Server**, section **Configuring the modules monitored by AssetCenter Server/Send the scanner to the computers module (SendScan)**.

Integrating with AutoCAD

This section is for those users who have acquired AutoCAD.

Installing the AutoCAD module

You can install the AutoCAD module by executing the **acadi.exe** program in a DOS command prompt. This program is located in the **acadi** sub-folder of the AssetCenter installation folder.

The **acadi.exe** program modifies the Windows Registry so that the AssetCenter integration menus appear in the graphical interface of AutoCAD.

Environments supported by AutoCAD and how to install AutoCAD

To find out which environments are supported by AutoCAD, and to learn how to install AutoCAD, refer to its documentation.

Supported AutoCAD versions

Integrating AutoCAD requires the following applications:

- AutoCAD version R14
- Connect-It (version provided in the AssetCenter installation CD-ROM or later)

Creating an AssetCenter database compatible with AutoCAD

Note:

An AssetCenter demonstration database supporting AutoCAD is created when you install AssetCenter. This database is located in the **acadi\vb** sub-folder of the AssetCenter installation folder. It is called **acad410.db**.

To connect to this database, use the user name **itam** and the password **password**.

AssetCenter Database Administrator enables you to create an AssetCenter database supporting AutoCAD integration.

To create a database supporting AutoCAD:

Perform the steps described in the AssetCenter **Database Administering the database** guide, chapter **Creating an AssetCenter database**, section, **Creating a database with AssetCenter Database Administrator** with the **Use AutoCAD integration** option selected.

To make an existing database compatible with AutoCAD.

Perform the following steps:

- 1 Execute AssetCenter Database Administrator.
- 2 Select the **File/ Open** menu item.
- 3 Select the **Open database description file - create new database** option.
- 4 Select the **gbase.dbb** file, which can be found in the **config** sub-folder of the AssetCenter installation folder.
- 5 Select the **Action/ Create database** menu item.
- 6 Unselect the **Create database** option.

- 7 Select the **Use AutoCAD integration** option.
- 8 Click **Create**.

Integrating AutoCAD, Connect-It and AssetCenter

To learn how to integrate Connect-It with AssetCenter, refer to the AssetCenter **Administering the database** guide, chapter **Integrating with AutoCAD**.

You will notably find information on how to use Connect-It with the AutoCAD integration module.

Knowlix

To find out which environments are supported by Knowlix, and to learn how to install Knowlix, refer to its documentation.

To learn how to integration Knowlix with AssetCenter, refer to the AssetCenter **Using AssetCenter** guide, chapter **Knowlix**.

5 | Installing and configuring in Unix

CHAPTER

Warning:

The Unix version of AssetCenter is intended for users who have experience and knowledge with the Unix environment. Consequently, we will only discuss those aspects of Unix that apply directly to AssetCenter in this chapter.

To install AssetCenter in Unix:

- 1 Locate the **.tgz** file on the AssetCenter installation CD-ROM.
- 2 Uncompress the **.tgz** file by launching the following command line:

```
tar xzvf <Name of the tgz>
```

Or in Solaris:

```
gzip -dc <Name of the tgz> | tar xv -
```

Note:

This operation must be performed from a specific installation folder, for example **/usr/local**.

- 3 If you use an Oracle DBMS, move the **libslpmprodstab.so** file (which is in the uncompressed **.tgz** folder) into the Oracle libraries folder.
- 4 The path of the **libaamapi41.so** dynamic library (**./AssetCenter/bin** folder) must be included in the system-library search path (**LD_LIBRARY_PATH** environment variable or **ld.so** configuration file in Unix). Example of this path: **/usr/local/AssetCenter/bin**.
The **ld.so** configuration file is usually located in **/etc/ld.so.conf**.

Connecting to the databases in Unix

AssetCenter stores the database-connection declaration in the **amdb.ini** file.

To make these connections accessible in Unix computers:

- 1 Launch AssetCenter Server in graphical mode on a Windows computer.
- 2 Select **File/ Edit connections**.
- 3 Create the connections.
- 4 Close the window (click **Close**).
- 5 Copy **amdb.ini** (in the Windows installation folder) and paste it in the **home** folder of the Unix computers where AssetCenter will be launched.

6 | Optimizing performances

CHAPTER

Overview

AssetCenter's performance depends on several factors:

- The performance of the DBMS itself.
- Configuring the DBMS.
This task is important but very tricky and requires the skills of a database administrator. It is not uncommon to double the performance of AssetCenter with proper tuning of the DBMS. It is important to pay close attention to the amount of RAM allocated to the database server.
- The capabilities of the DBMS (taking into account the way in which AssetCenter interacts with the DBMS) and its middleware (support of advanced functionality such as retrieving groups of lines in one single network packet).
- Processor speed
- The server's hardware performance: RAM, disk sub-system (disk, controller board, the system's administration of these, number of

processors, etc.), use of separate storage devices for tables and indexes.

- The client's hardware performance: RAM, graphics performance (we recommend the use of a graphics accelerator board).
- The network's speed and latency of network (to improve response times, increase the speed and reduce the latency of the network).
- The number of records stored in your database.

Tuning performance for low-speed networks, busy high-speed networks and WANs

For information on this subject, refer to the **Administering the database** guide, chapter **Optimizing AssetCenter for use in a WAN environment**.

Locking of records in the AssetCenter database by external applications

Certain external tools lock records, even when consulting them.

This can impact the performance of AssetCenter. We recommend that you avoid record locking.

With Sybase SQL Server and Microsoft SQL Server, for example, it is preferable to use **dirty read** access.

