Get.It! Base Installation and Administration Guide

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Chapter 1
Introduction

The *Get.It! Base Installation and Administration Guide* includes instructions for installing and configuring Get.It! Base. The guide also describes the administrative steps you can take to monitor the server connections, perform user administration, change control settings, and set up NT Challenge and Response security features.

With Get.It! Base, you can create Web pages that give users access to back-end systems on the corporate intranet via Web browsers. Users can then perform tasks like opening problem tickets, requesting office equipment, or keeping track of computers that have been ordered.

About this Manual

The *Get.It! Base Installation and Administration Guide* is used with several other manuals, which are:

- Operating guides, reference manuals, and other documentation for your PC hardware and operating software.
- The *Get.It! Base Tailoring Guide* which describes how to customize Get.It! Base to suit your needs. It also describes the basic architecture on top of which Get.It! Base is programmed.
- JRun documentation located online in the `. . .JRun\docs` directory

To use this manual effectively, you should have a working knowledge of both the PC hardware and operating software, and of the database management for the back-end systems you are linking to Get.It! Base (such as Peregrine's ServiceCenter and AssetCenter).

Note: If you will be using Get.It! Base to create a Web interface to ServiceCenter or AssetCenter, refer to the ServiceCenter or AssetCenter manuals for instructions on installing and using these systems.

Organization of the Manual

This manual is organized around the main functions associated with the installation and administration of Get.It! Base. The following table shows you which parts of the manual you need to reference to find the information you need.

To Find This	Look Here
Background information; how to use this manual.	Chapter 1: Introduction
Procedures for installing Get.It! Base.	Chapter 2: Windows NT Installation Procedures
Resetting the server link to the back-end systems; monitoring the server log; setting controls in the archway.ini file.	Chapter 3: Get.It! Base Administration Module
Information regarding user IDs; registering users.	Chapter 4: User Administration
Setting up NT Challenge and Response; setting permissions for file access; testing the setup of NT Challenge and Response.	Chapter 5: NT Challenge and Response
Using the File Attachment utility to attach files to Web pages.	Chapter 6: File Attachment
Verifying the connections to AssetCenter and ServiceCenter. Troubleshooting the JRun configuration. Ensuring the IIS configuration is set correctly.	Chapter 7: Troubleshooting

Conventions Used in this Manual

The following documentation conventions are used in this guide:

Object	Font	Example
Button	Bold	Click **Next**.
Directory path/file name	Courier New	`C:\Program Files\getit\login.asp`

`...`	Courier New	`var msgTicket = new Message( "Problem" );`
		
		`...`
		`msgTicket.set( "_event", "epmc" );`
		The ellipsis (`...`) is used to indicate that portions of a script have been omitted because they are not needed for the current topic. Samples of code are not entire files, but they are representative of the information being discussed in a particular section.

What's on the CD

The CD contains the following items required in the operation of Get.It! Base:

- Administration and tailoring tools for Get.It! Base.
- Current ServiceCenter and AssetCenter DLLs. These must be used to successfully integrate with ServiceCenter and AssetCenter.

AssetCenter is not available for Solaris.

Note: Get.It! Base must be installed on the same machine as the IIS Web server. The Web server may be on a different machine than the back-end servers (ServiceCenter and AssetCenter).

- A copy of Allaire JRUN 2.3.3. This software is installed during the Get.It! Base installation.

Installing the Back-end Systems

If you are going to use Get.It! Base to connect to ServiceCenter or AssetCenter, you will need to install these products first. The back-end systems are *not* included on the Get.It! Base CD. The installation instructions for those systems can be found in their respective system manuals.

Chapter 2
Windows NT Installation Procedures

This chapter leads you in the installation and configuration of Get.It! Base. There are three phases to the installation process:

- File Installation from CD-ROM
- Server (IIS/PWS) Configuration for Get.It! Base.
- ServiceCenter and AssetCenter configuration.

Windows Installation Requirements

This section outlines the recommended minimum configuration for proper installation and configuration of Get.It! Base on a Windows NT server. Before beginning the installation of Get.It! Base, ensure that you have the following.

Software

- Microsoft Windows NT 4.0 Server or Workstation, or Windows 2000.
- Microsoft IIS Server - 4.0 (available from the Microsoft Web site)

Note: The Windows NT *Workstation* supports the Personal Web Server application instead of the Internet Information Server, which only runs on the Windows NT *Server*. Windows NT Server will be required for a production environment due to Microsoft licensing constraints.

- If you will be using the AssetCenter templates, you need access to Peregrine's AssetCenter, version 3.02 or later. The AssetCenter API must be installed on the same system as Get.It! Base; however, the AssetCenter database can be on another system. This means that when you install AssetCenter, you must either proceed with: (1) a full installation, or (2) a custom installation, selecting the "AssetCenter API" option. AssetCenter must be installed and have a valid connection established to the database on the Get.It! Base server. Get.It! Base uses the `amdb.ini` file to determine how to attach to the AssetCenter database.

- If you will be using Get.It! Base with Peregrine's ServiceCenter, you must have ServiceCenter 3.0 SP3 or later installed.

Hardware

- Pentium 400mhz or faster with at least 256MB of RAM.
- Approximate Disk space - 100MB.

Prerequisites

To have a successful and easy installation, you will need the following information:

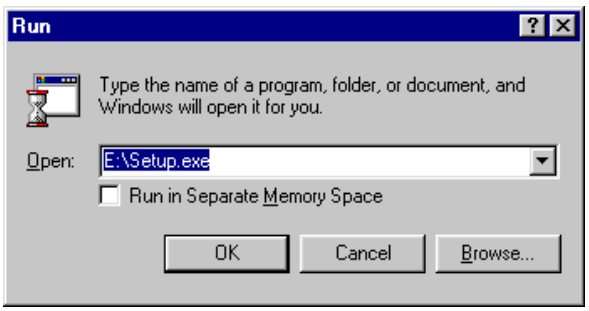
- Do you have JRun installed? If so, is it version 2.3.3? If it is a version less than 2.3.3, uninstall the earlier version before you start the Get.It! Base installation, or you can uninstall the older version of JRun and install the newer version as part of the Get.It! Base installation process.
- You will need a JRun license key and, if you are using the AssetCenter templates, an AssetCenter Authorization code. If you have not already received these, call Peregrine's Customer Support or your Account Representative.
- What is your IIS "scripts" directory? The default is usually "C:\InetPub\scripts."
- If you do not want to install Get.It! Base into the default folders, you need to know the destination folders into which you want to install it. These folders are referred to frequently in the *Get.It! Base Tailoring Guide*. If you choose to use different folders, you need to let the users who will be tailoring Get.It! Base know where you put the files.

Installing Get.It! Base

To install Get.It! Base:

Before you begin the installation, make sure you have completed all of the items listed in "Prerequisites" on page 2-2.

1. Insert the Get.It! Base CD into your CD-ROM drive. If the setup does not automatically begin, use the Run command from the Windows Start menu. Run **setup.exe** from the CD ROM drive.



The drive you specify should be the CD ROM drive where the Get.It! Base CD is loaded.

Fig. 2.1 Typing the install command

If you experience errors during the installation, refer to *Troubleshooting* on page 7-1 for information on manual installation procedures.

2. Install Shield begins and the Welcome dialog box is displayed. Click **Next**.
3. When presented with the Software License Agreement dialog box, read the agreement conditions.
4. When ready, click **Yes** to accept the terms and continue with the installation.

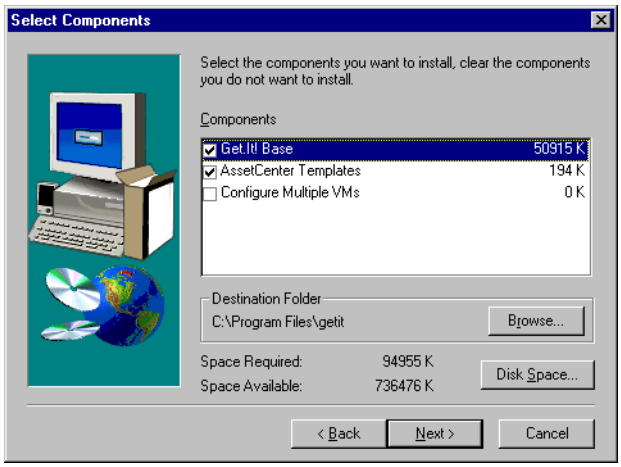


Fig. 2.2 Selecting the components to install

5. Select which of the available components to install:

- Get.It! Base
- AssetCenter Templates—You must have AssetCenter installed to use these templates.
- Configure Multiple VMs—If the server has multiple processors, check this option. After completing the Get.It! Base installation, make sure you follow the procedures on page 2-18 for configuring multiple virtual directories.

Click **Next**.

The Select Program Folder dialog box is displayed.

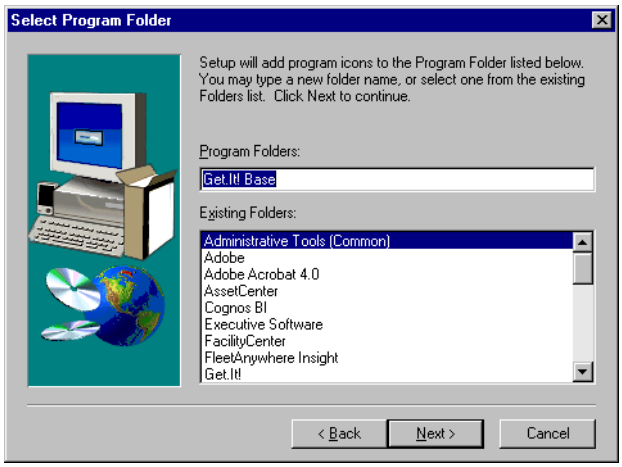


Fig. 2.3 Select Program Folder

6. You can use the default program folder for your installation, or you can type another name or choose one from the list. Make your selection, and then click **Next**.

A prompt is displayed, indicating that Setup must stop the IIS Admin Service and JRun Service Manager before installing Get.It! Base.

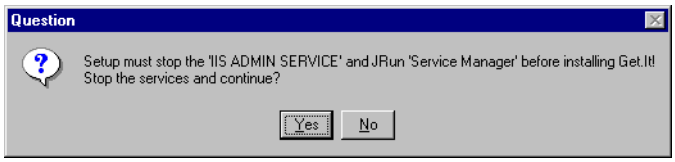


Fig. 2.4 Stopping the IIS and JRun Services

7. Click **Yes**.

The IIS and JRun servers will be stopped so that the installation can continue. When the servers are stopped, the Get.It! Base files are installed onto your system.

After the Get.It! Base files have been copied to your system, the Select Components dialog box is displayed. Go to the next section, “Installing JRun,” to continue your Get.It! Base installation.

Installing JRun

The next phase of the installation depends on whether you have JRun already installed. You can either keep an existing installation or install JRun.

To Keep an Existing JRun Installation

If you already have JRun installed and want to keep the existing version, use the following procedure.

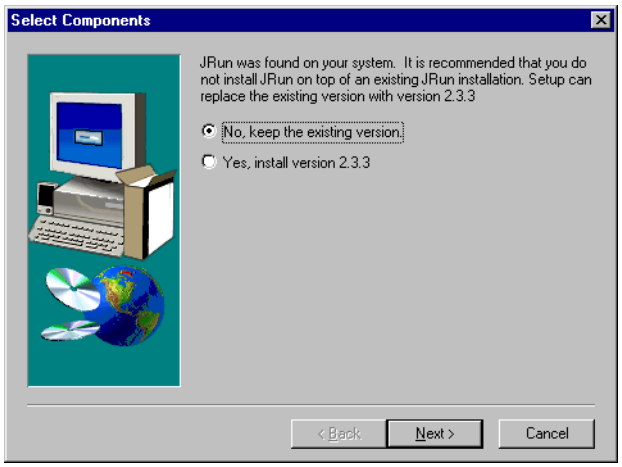


Fig. 2.5 Select to keep the existing JRun version

1. In the Select Components dialog box, click to “keep the existing version.” Click **Next**.

   A dialog box is displayed in which you can specify the location of your current JRun installation. The default location is `C:\JRun`.

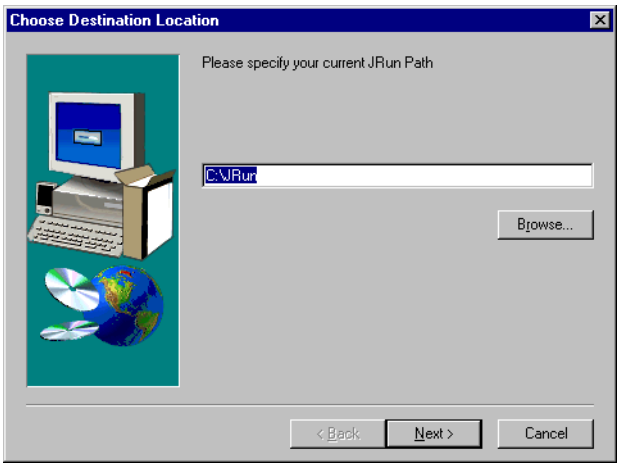


Fig. 2.6 Path to the current installation of JRun

2. Verify the location, or browse to the correct location. Click **Next**.

   A prompt is displayed indicating that the installation is being completed. When the installation is finished, a prompt is displayed indicating that the installation was successful. Click **OK**.

To Install JRun

If you do not have JRun installed, use the following procedure.

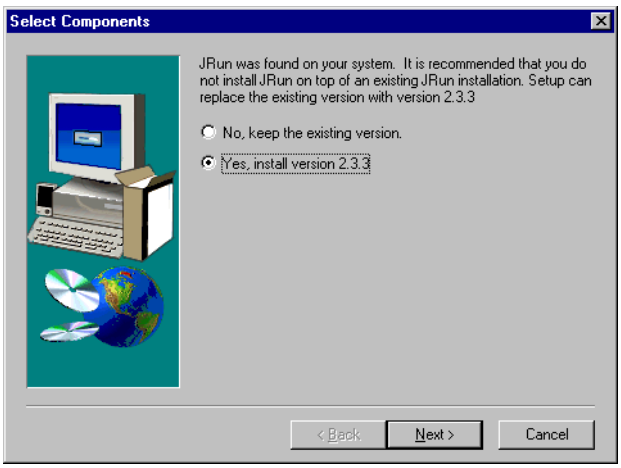
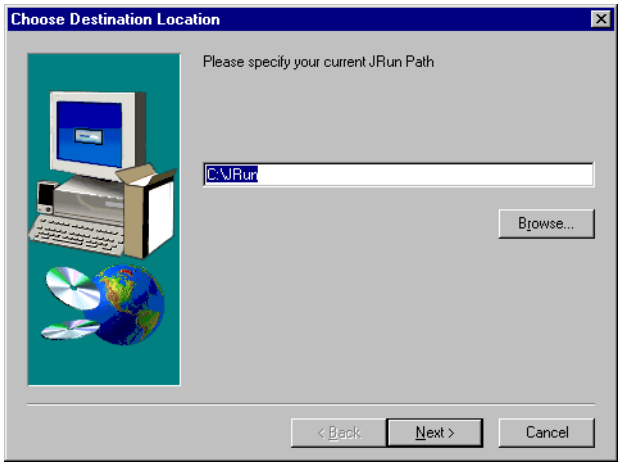


Fig. 2.7 Select to install JRun

1. In the Select Components dialog box, verify that the option to install JRun is selected. Click **Next**.

   A dialog box is displayed in which you can select the folder where you want JRun installed. We recommend that you install JRun into the default directory (`C:\JRun`).



We recommend you install JRun into the default directory.

Make note of the directory you enter here. You will need to enter this directory later in the installation process.

Fig. 2.8 Choosing the destination directory for JRun

2. Click **Next**.

   JRun is installed into the folder you specified. When the installation is complete, the Setup Wizard starts.

Go to the next section, "Using the JRun Setup Wizard," to complete your Get.It! Base installation.

Using the JRun Setup Wizard

The JRun Setup Wizard starts automatically.

Fig. 2.9 The JRun wizard

1. Click **Next** to enter the setup wizard.

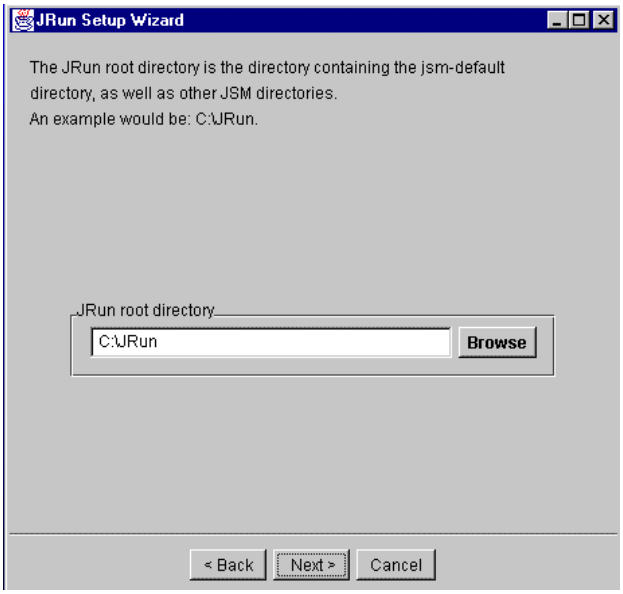
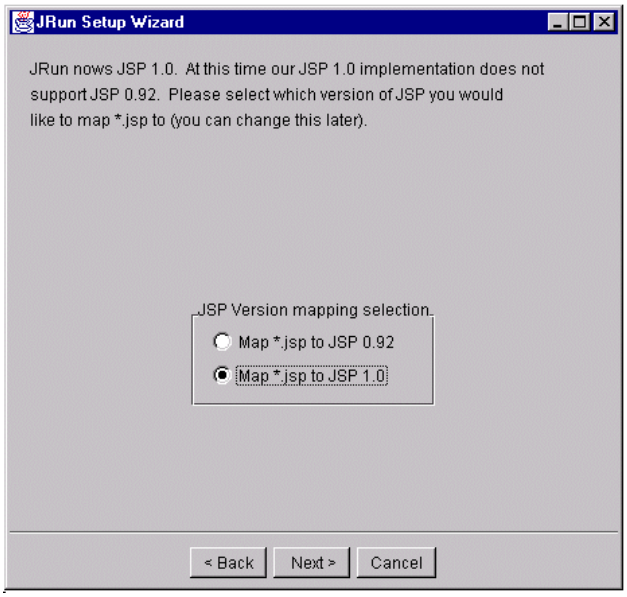


Fig. 2.10 Entering the JRun root directory

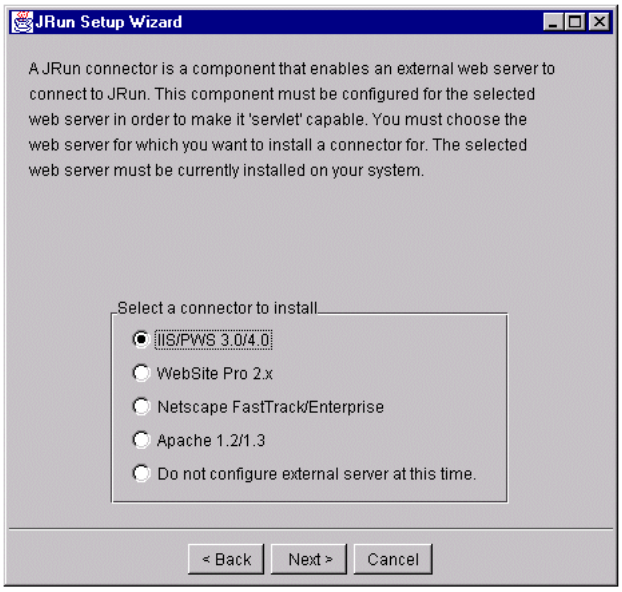
2. The first prompt requests the JRun root directory. This is the directory where you installed the JRun application. Enter the JRun root directory and click **Next**.
3. A window is displayed that mentions migrating property settings. Leave this blank and click **Next**.
4. A JSM license key is required by Get.It! Base. You should have received this information from Peregrine Customer Support or your Account Representative. Enter the license key and click **Next**.
5. Do not enable CF Anywhere. Click **Next**.



Important: The default for this window is the wrong option. You must click on the "Map *.jsp to JSP 1.0" option.

*Fig. 2.11 Mapping *.jsp to JSP 1.0*

6. Select *Map *.jsp to JSP 1.0*, and click **Next**.



There is no default given for this window. You must click on the "IIS/PWS 3.0/4.0" option.

Fig. 2.12 Selecting the correct connector

7. Select **ISS/PWS 3.0/4.0**, and click **Next**.

8. Accept the default settings for the Proxy Host and Proxy Port in the next prompt, and click **Next**.

.

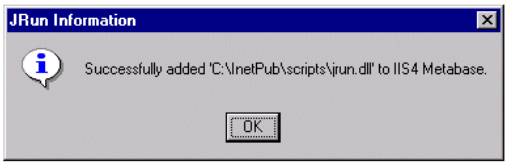
Leave the JRun Global filter active.

However, if you selected the option "Configure Multiple VMs" during the installation, deselect this box.

Fig. 2.13 Entering the jscripts directory

9. When presented with the prompt requesting the IIS '`\scripts`' directory, type in the path to the InetPub\scripts directory (by default at the base C:\ level. So you would type **C:\Inetpub\scripts**.). Click **Next**

The following confirmation prompt should appear:

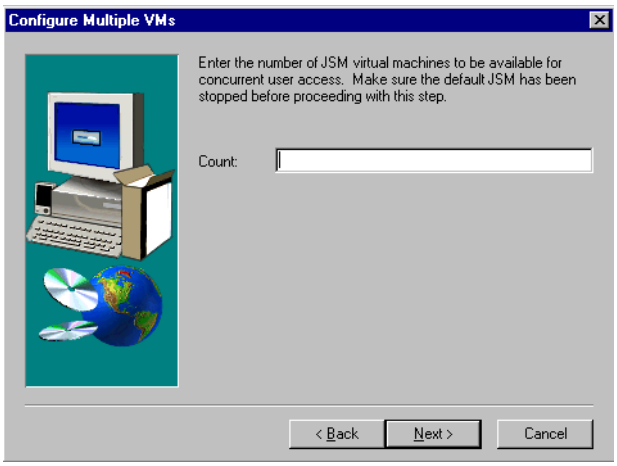


It is important that you get this confirmation. If you do not, it means that JRun did not install properly. This could be due to a server not being stopped.

Fig. 2.14 JRun confirmation prompt

10. Click **OK**.
11. You should see a message telling you the Connection Configuration was successful. Click **Finish.**
12. A window is displayed which allows you to display the JRun Release Notes. Click **Yes** to see the release notes or **No** to continue with the Get.It! Base Installation.

If you selected to configure multiple virtual machines, the following dialog box is displayed.



You will see this dialog box only if you indicated that you were configuring multiple virtual machines.

Fig. 2.15 Configuring multiple virtual machines

13. Enter the number of virtual machines, and then click **Next**.
14. An Information dialog box is displayed when the installation is finished. Click **OK**.
15. Restart your computer.

The Get.It! Base files are now loaded on the server; however, several steps remain before Get.It! Base can be used.

If you are going to use the AssetCenter templates and have not already installed AssetCenter, you may wish to install an AssetCenter client on the server where you installed Get.It! Base to verify connectivity to AssetCenter. The AssetCenter API must be installed during the installation. See “Software” on page 2-1 for more information about the AssetCenter API.

The sections that follow include descriptions of the following:

- Configuration of the Microsoft Internet Information Server
- Configuration of the Microsoft Personal Web Server
- Installation verification process
- ServiceCenter configuration process
- Configuration of AssetCenter database

Proceed through these sections to fully install and configure Get.It! Base.

Windows NT Configuration

This section provides details on the creation of a new virtual directory for Get.It! Base operations. You will need to configure a virtual directory for each virtual machine you had configured during the Get.It! Base installation process.

Depending on whether you are running Get.It! Base on a Windows NT Workstation or a Windows NT Server, the configuration of the Microsoft web administration server differs.

- Windows NT Workstations only run the Personal Web Server (PWS) application
- Windows NT Servers only run the Internet Information Server (IIS).

This section provides detailed instruction on the configuration of both the Personal Web Server and Internet Information Server.

Personal Web Server Configuration

1. From the Start menu, open Programs>Windows NT Options Pack> Microsoft Personal Web Server, and select Personal Web Manager.

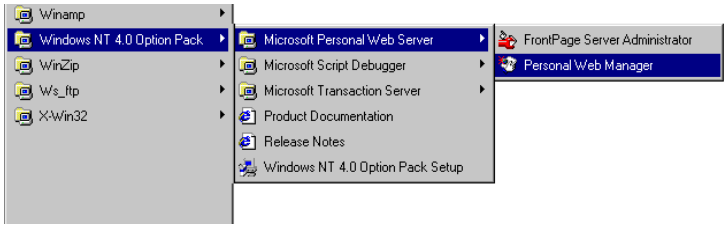


Fig. 2.16 Displaying the Personal Web Manager

The Personal Web Manager window is displayed.

Fig. 2.17 The Personal Web Manager

2. Click the **Advanced** icon on the lower left side of the window.

The Advanced Options screen is displayed with a listing of all current virtual directories under the Home (root) directory.

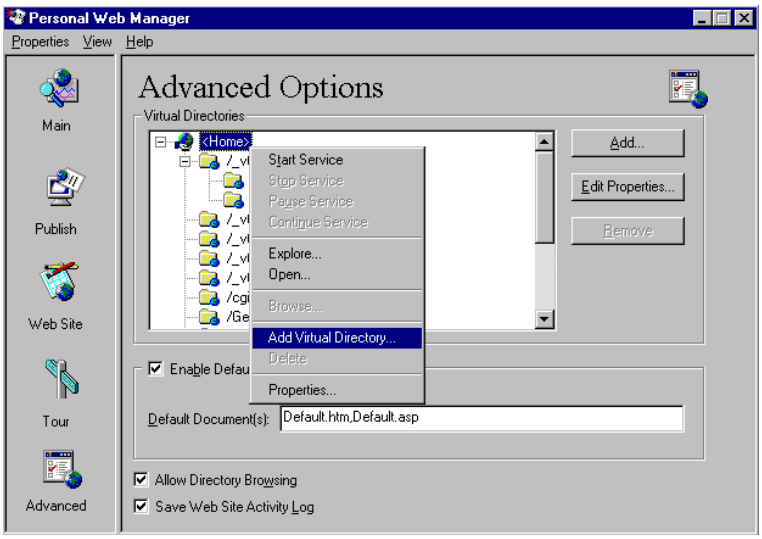


Fig. 2.18 Using the Advanced Options

3. Right-click on the Home directory, and select *Add virtual directory.*

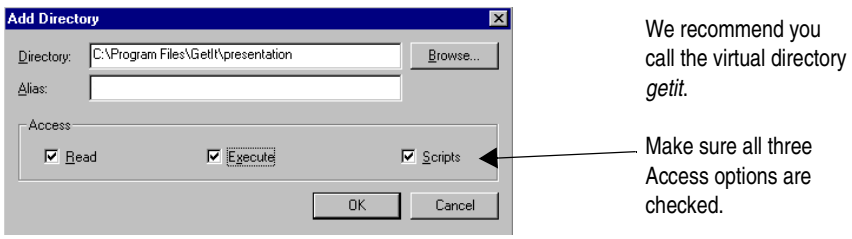


Fig. 2.19 Creating the getit virtual directory

4. Use **Browse** to locate or enter the path where Get.It! Base was installed. By default it is installed in Program Files\getit\presentation. Enter **getit** for the Alias value. Check to activate the **Execute** Access option. Click **OK.**

   You are returned to the Advanced Options window.

5. In the Advanced Options window, check to activate the **Allow Directory Browsing** option. Click the **Main** icon in the upper left part of the window. Click **Start** to start the Personal Web Server.

Internet Information Server (IIS) Configuration

1. Start the Microsoft Internet Service Manager from the Start menu.

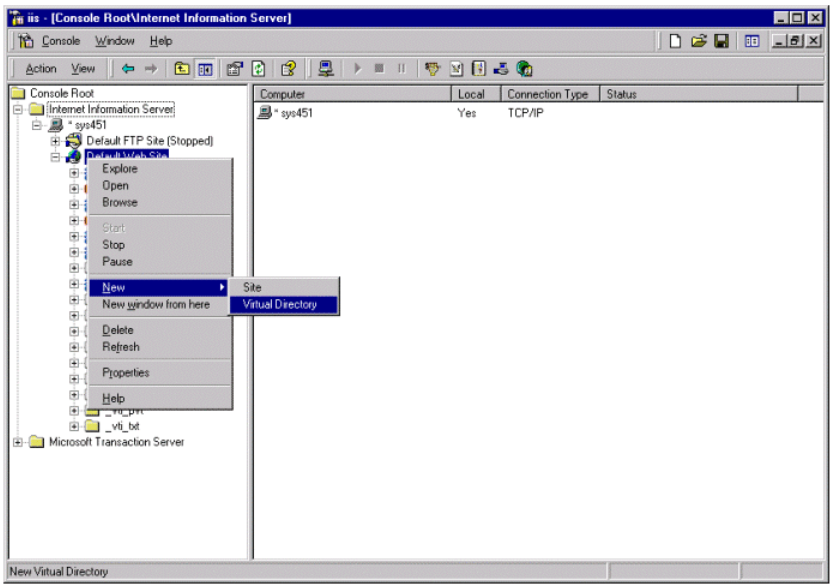


Fig. 2.20 Starting the New Virtual Directory wizard

2. From the IIS desktop, right-click on the Default Web Site and select New> Virtual Directory. The New Virtual Directory Wizard starts, prompting you for the alias of the directory.
3. If, during the installation process, you configured multiple virtual machines, you need to create a virtual directory for each machine. If you did not configure multiple machines, create one virtual directory.

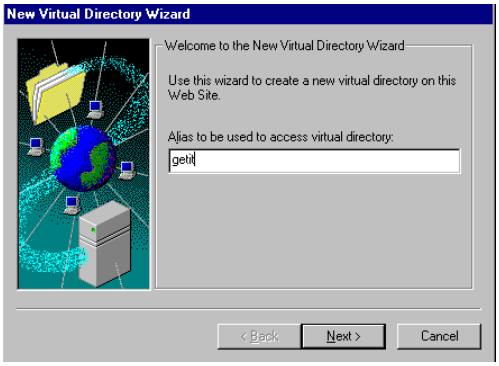


Fig. 2.21 Naming the virtual directory

4. If you are creating just one virtual directory, call it `getit`. If you need to create multiple virtual directories, use the format `getit_vm(n)` where `(n)` is a sequential number you assign. So the first directory you create would be `getit_vm1`, the second would be `getit_vm2`, and so forth. Click **Next**.

Fig. 2.22 Mapping the virtual directory

5. This dialog box asks for the path to the directory containing the material to be published. Enter the physical path for the Get.It! Base directory. The default path is `C:\Program Files\getit\presentation`.

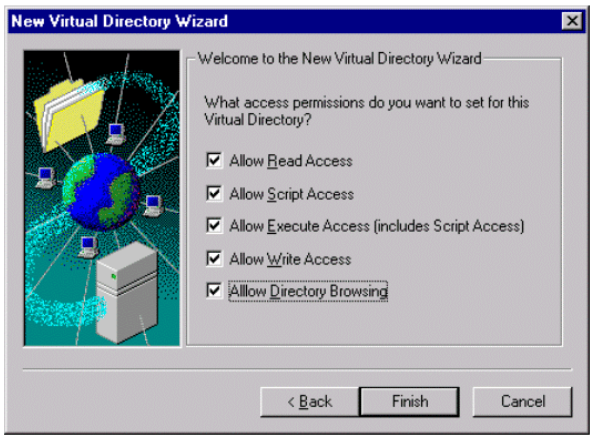


Fig. 2.23 Setting permissions for the virtual directory

6. Select all check boxes to set the permissions. Click **Finish**. The configuration and setup of the Microsoft IIS or PWS is now complete.
7. Repeat this process until you have created all necessary virtual directories.

Configuring Multiple Virtual Directories

If you have just created multiple virtual directories, use the instructions in this section to configure them. If you created one virtual directory you can skip these instructions.

1. Start the Microsoft Internet Service Manager from the Start menu.
2. Right-click the first virtual directory you just created and select Properties.

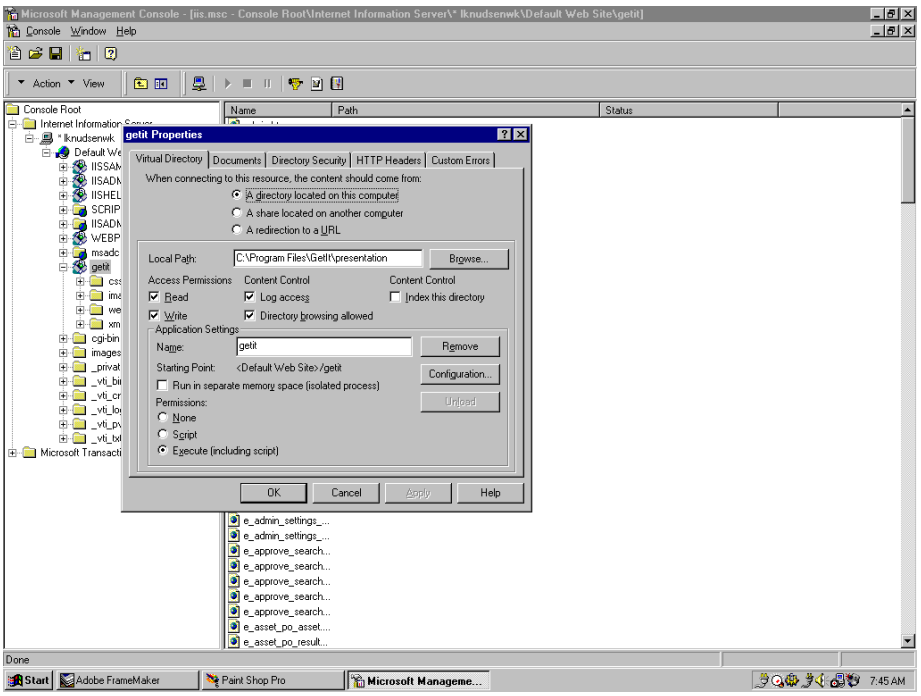


Fig. 2.24 Setting properties for virtual directories

3. In the Application Settings area of the window you should see the virtual directory you selected in the *Name* field. Click **Configuration**.
4. The Application Configuration window is displayed. Click **Add**.

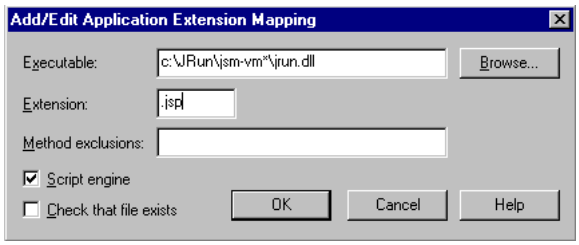


Fig. 2.25 Configuring virtual directories

5. Enter `C:\JRun\jsm-vm*\jrun.dll` in the *Executable* field and JSP in the *Extension* field. Click **OK**.
6. Repeat this process for each virtual directory you created.

7. When you have configured all virtual machines, reboot the server.

When you reboot, there should be a JRun gear icon shown in the taskbar for each virtual machine. The first virtual machine is called JRun Service Manager. Other virtual machines are stored in the `...\JRun\` directory in a file named `jsm-vm(n)` where `(n)` is a sequential number assigned to each virtual machine. An NT service is installed with the name *JRun JVM(n)*. If you double-click on a gear icon, the JRun manager will be displayed and you will see the name of the virtual machine at the top of the window. You can also see the services by using the NT Services administration tool.

Configuring ServiceCenter and AssetCenter

If you are using Get.It! Base with ServiceCenter or AssetCenter, unique configuration steps must be performed to use the functionality of these external systems. This configuration is detailed in this chapter.

ServiceCenter Configuration

The configuration steps involved for ServiceCenter include:

- Loading the ServiceCenter data unload files.
- Running the `*aapm.global.initer` system command.
- Running the `*aapm.server.initer` system command.
- Stopping and starting the ServiceCenter console.

ServiceCenter formatted unload files are included with the installation of Get.It! Base and need to be loaded onto your ServiceCenter system. The files you will load are `state.unl` and `portal.unl`. If you will be using ServiceCenter and want your stateless data to be stored in ServiceCenter instead of your browser's cookie, you must unload the `state.unl` file.

The following procedure shows how to unload the `portal.unl` file. Repeat the procedure if you also want to load the `state.unl` file.

Note: A file named `qman.unl` is also included. However, this file is reserved for future use and you do not need to unload this file.

1. Verify that the ServiceCenter server is running.
2. Open a full (system) ServiceCenter client and log into the system as an administrator.
3. On the Toolkit tab, click **Database Manager**.

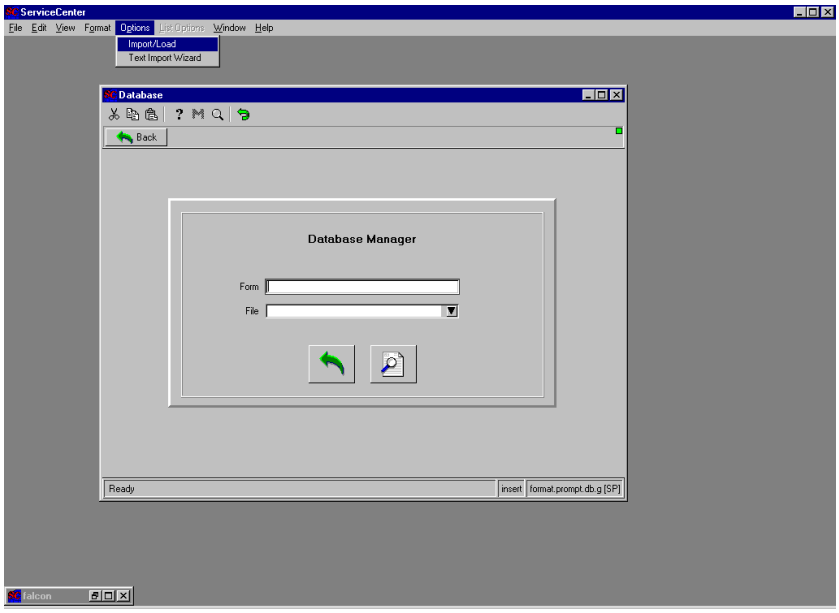


Fig. 2.26 Importing the files into ServiceCenter

4. Pull down the Options menu and select Import/Load.

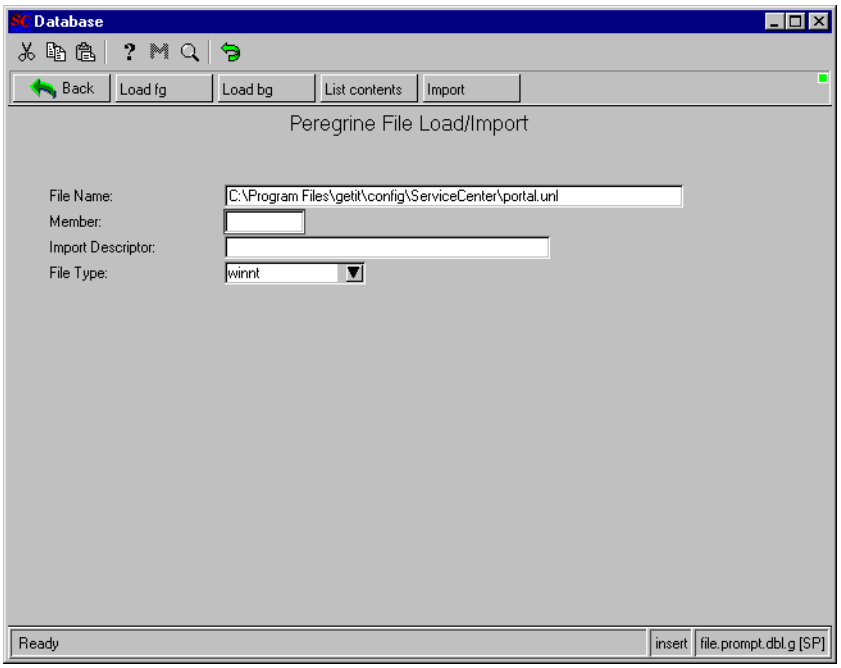


Fig. 2.27 Loading the files into ServiceCenter

5. Enter the full file name and path where you installed the Get.It! Base files. For example, the default location for the ServiceCenter `portal.unl` file is:

   ```
   ...\getit\config\ServiceCenter\portal.unl
   ```

6. Click **Load fg**.

   You are returned to the Database Manager dialog box with a message in the status bar indicating that the file has been loaded.

7. Use the **M** button to display the other messages generated during the load.
8. Repeat steps 4-7 for each file you need to load.
9. Click **Back** to return to the home menu.
10. Click **Command**, to open a command prompt.
11. Type `*aapm.global.initer`, and press ENTER.
12. Type `*aapm.server.initer`, and press ENTER.
13. Click **Back**, and log out of the client.
14. Stop the ServiceCenter console.
15. Restart the ServiceCenter console.

AssetCenter Configuration

Before you can use Get.It! Base with AssetCenter, you must establish user login IDs in AssetCenter. Refer to your AssetCenter documentation for instructions on creating login IDs.

If you have installed AssetCenter for the first time, in order to use Get.It! Base, you need to log in and enter your AssetCenter authorization code.

If you are using Oracle as your AssetCenter repository you should have both a User DSN entry and a System DSN entry.

Note: If you do not enter an authorization code, Get.It! Base will not be able to access AssetCenter. The DLL connection fails if an Authorization Code has not already been given for AssetCenter.

If Get.It! Base and AssetCenter are installed on different servers, use the Get.It! Base Administration module to update the `Archway.ini` file to include the correct AssetCenter connection.

Verifying the Installation

After you have completed the installation and configuration steps, use the Get.It! Base Administration module to verify the server connections and to ensure the controls are set as you want them.

Below are brief instructions for accessing and checking the installation using the Get.It! Base Administration module. For detailed instructions, see Chapter 3, "Get.It! Base Administration Module."

1. To begin using Get.It! Base, verify that the IIS or PWS and JRun servers are started and, if you are using ServiceCenter, that the ServiceCenter server is running.
2. Open a browser window and enter the following URL: `http://webserver/getit/admin.jsp` (where *webserver* is the name of your web server, and *getit* is the virtual directory name.)

See “Windows NT Configuration” on page 2-13 for details about setting up a virtual directory.

3. Press **Enter**.
4. The first time you access the Administration module, you are asked to set up the administrator’s ID and password. Enter the information and click **Logon as Administrator**. If you are not ready to set up the Administrator’s ID and password, click **Logon as Administrator** without entering any information.

5. The first screen you see shows the connections between Get.It! Base and ServiceCenter and AssetCenter. Make sure the status is **connected**. You can click **Reset Server**, if needed.
6. On the left side of the window are two options: Server Log and Settings. Click on **Settings**.
7. The settings from the `Archway.ini` file are shown in the window. You can update all file settings here. Each setting is described on the screen. We recommend you verify all settings, especially the AssetCenter Adapter Settings and ServiceCenter Adapter Settings (scroll down to see them).

Chapter 3
Get.It! Base Administration Module

Get.It! Base provides you with an Administration module which you can use to monitor how Get.It! Base is working and to change the control options in the `Archway.ini` file. This makes it easy for you to monitor and troubleshoot connections between the databases you are using and Get.It! Base.

You can use the Administration module to add adapters to connect Get.It! Base to additional databases.

Using the Administration Module

The Get.It! Base Administration module allows you to:

- Monitor the connection between the Get.It! Base server and the back-end servers
- View the server log, which shows all activity on the Get.It! Base server
- View and change the settings in the `Archway.ini` file
- Start and stop various JScript functions using Show Script Status
- Show Message Queuing to view queue contents
- Use Queue Status to view all queues

To begin using the Get.It! Base Administration module:

8. Verify that the IIS or PWS and JRun servers are started.
9. Open a browser window.
10. Enter the following URL: `http://webserver/getit/admin.jsp` in the browser address field, where *webserver* is the name of your Web server and *getit* is the virtual directory name.

The first time you access the Administration module through `admin.jsp`, you are asked to set up the administrator's ID and password. Enter the information and click **Logon as Administrator**. If you have not yet entered an Administrator's ID and password, you can just click **Logon as Administrator** without entering any information.

If you enter using the Admin button after logging in to Get.It! Base, you are linked directly to the Control panel.

Using the Control Panel

When you first log in, the Control Panel window is displayed.

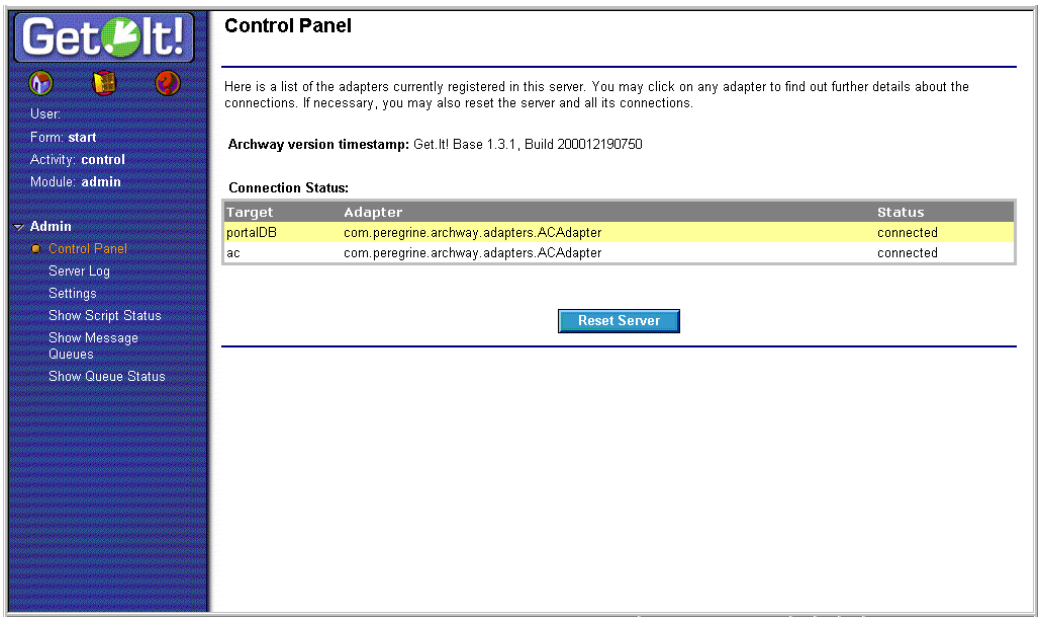


Fig. 3.1 Administration Module Control Panel

Use this window to check the status of the connections to the databases you are accessing with Get.It! Base. You can also reset the server, if necessary, by clicking **Reset Server**.

There are five activities available from this window:

- Click **Server Log** to view activity on the Get.It! Base server.
- Click **Settings** to view and change the settings in the `Archway.ini` file. If the back-end system is loaded on a server different from Get.It! Base, update the `Archway.ini` file to reflect the appropriate connection name and the Administrator's user name and password.
- Click **Show Script Status** to see which scripts are running. You can start and stop scripts from this window.
- Click **Show Message Queues** to see a list of all message queues. Click on the queue name to see the contents of the queue.

- Click **Show Queue Status** to see the current status of the queues, operational and unlocked, or suspended. Click **Toggle Queue Operations** to change the status of the queues.

Viewing the Server Log

The Server Log provides the history of the server. You can choose the number of lines to make available when scrolling down the screen. Click **Reset** to clear the log, or **Refresh** to update.

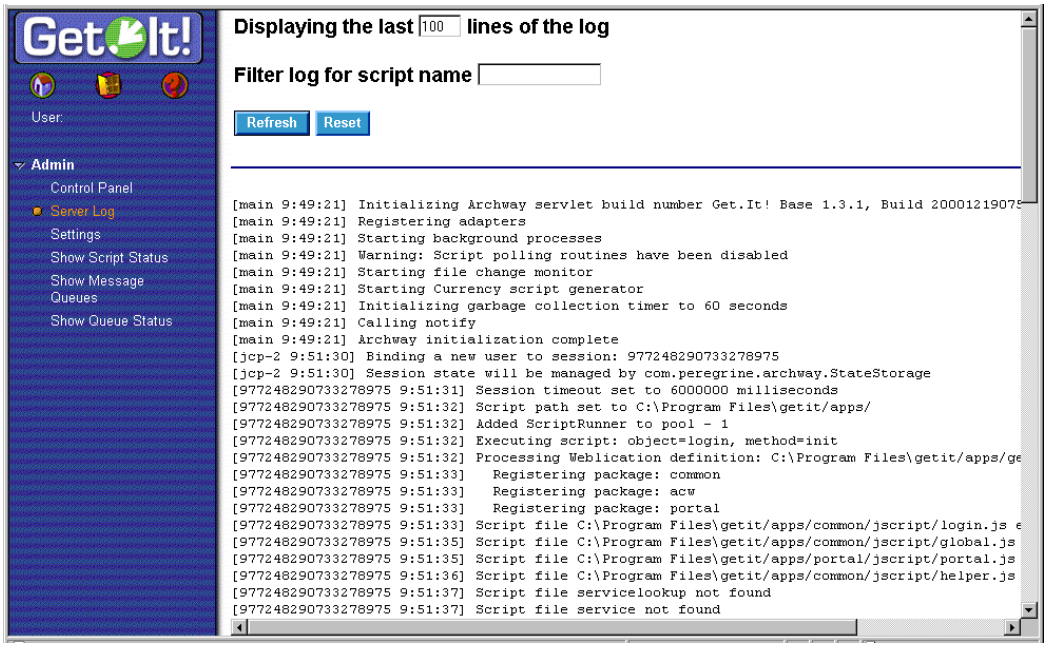


Fig. 3.2 Administration Module Server Log

Archway.ini Settings

Click **Settings** to display the current settings in the `Archway.ini` file. This file allows you to control items such as:

- General Execution Options (debug logging and scripting, session time-out, and adapters, language and currency settings)
- Weblication Settings

- Adapter Settings
- Email Settings
- Advanced Settings (tracking options and event queue)

Each available option is explained on the screen. See Figure 3.3, below.

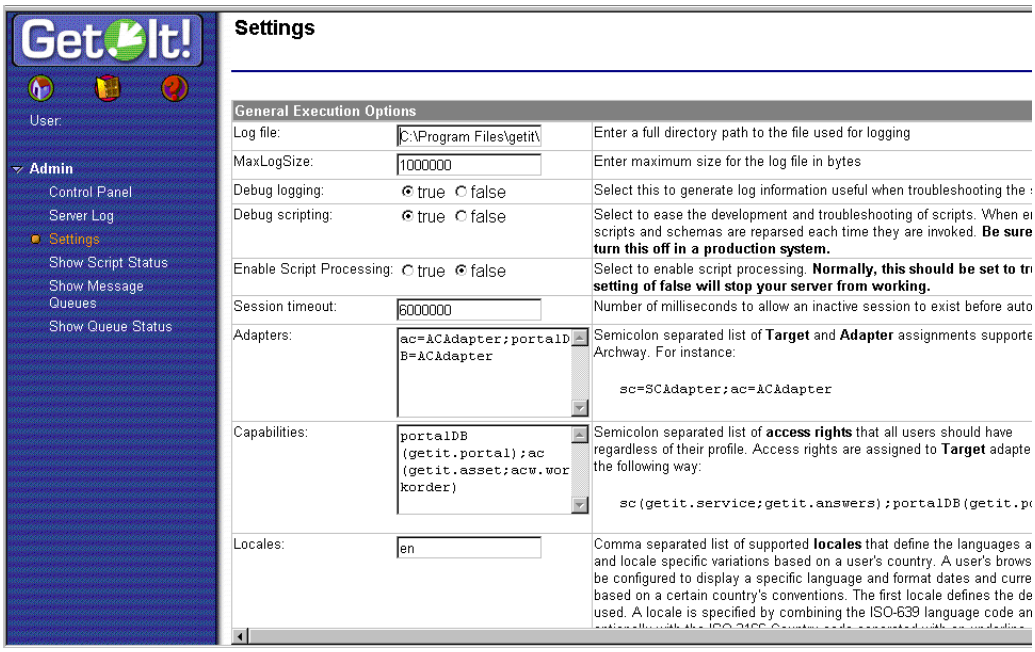


Fig. 3.3 Administration Module Settings

The `stdout` flag controls whether the log will be written to the standard output in addition to being written in the specified archway log file (controlled by the LogFile parameter in `archway.ini`). The standard output for JRun is the `stdout.log` file you can find in your `...JRun\jsm-default\logs` folder.

Archway.ini Parameters

The following table lists the `archway.ini` parameters and gives a description of each. The default settings are shown after the equal sign (=) for each parameter. You will need to edit the `archway.ini` file to change many of these parameters.

Note: Some of these parameters are specific to AssetCenter and ServiceCenter and do not apply if you are not using these products.

Parameter	Description
debugforceddeclarations=false	Set this to *true* to generate log information useful when troubleshooting the server.
defaultcapabilities=portalDB (getit.portal)	Semicolon separated list of access rights that all users should have regardless of their profile. Access rights are assigned to Target adapters in the following way: portalDB(getit.portal)
scriptpollers=false	Select to enable script processing. Normally, this should be set to true. A setting of false will stop your server from performing background tasks.
images=images/	Set the Skins directory location. The directory name must be specified relative to the 'presentation' directory. Setting this allows you to move the default location of the skins directory to another location.
adapters=ac=ACAdapter; portalDB=ACAdapter	Semicolon separated list of Target and Adapter assignments supported by Archway.
cookieexpiration=2592000	Number of seconds to store Weblication user settings as browser cookies. For instance, a user's name and password is remembered by a weblication by storing it in a cookie.
acadminpassword=	Administration password used by Get.It! Base when performing tasks such as user authentication and registration in AssetCenter.
mailpassword=	User password used to access the mail server.
mailuser=	User name used to access the mail server.
schost=localhost	Host name of the ServiceCenter server.

Parameter	Description
logfile=c:\program files\getit\archway.log	The full directory path to the file used for logging.
mailsender=	Reply address used when sending email.
maxscriptrunners=10	Maximum number of script execution threads. The default is 10.
adminname=	Administration user used to log in to the `Admin.jsp` page.
resolveappstrings=false	Set to *true* if you want to resolve any application strings.
logo=images/logos/ logo_getit_green.gif	Set the logo to be used in the application. The path must be relative to the presentation directory.
sclog=d:\program files\getit\sc.log	Path to SC logging used by the ServiceCenter client connection.
ns_css=ns_css/	Directory path for CSS stylesheets directory for Netscape Navigator browsers.
scadmin=falcon	Administration user used by Get.It! Base when performing tasks such as user authentication and registration in ServiceCenter.
mailhost=	Mail server host used by Get.It! Base to send e-mail messages.
skins=skins/	Set the Skins directory location. The directory name must be specified relative to the `...\presentation\images\` directory. Setting this allows you to move the default location of the skins directory to another location. The default is `...\skins`.
debuglog=true	Generates log information useful when troubleshooting the server.
currency=USD	Comma-separated list of ISO-4217 currency codes that define which currencies will be used in a given installation. The first code defines the default currency to use when a currency type is not specified. For example, USD,EUR defines US Dollars and European Euros as supported currencies.
acanonymouspassword=	Anonymous user password for AssetCenter.
scanonymouspassword=	Anonymous user password for ServiceCenter.

Parameter	Description
weblication=getit.xml	The default weblication file.
scripttimeout=0	Number of milliseconds to allow an inactive session to exist before autologout.
stylesheet=classic.css	Set the CSS Stylesheet name for user sessions. The default is "classic.css".
logstdout=false	Normally set to *false*. Enables logging to `...\jrun\jsm-default\logs\stdout.log`.
displayforminfo=false	When set to *true*, form information is displayed in each screen to aid during weblication development and customization.
maildomains=peregrine.com; apsydev.com;getmarketaccess.com	A semicolon-separated list of mail domains that Get.It!Base can correspond with. Only users with an e-mail address in these domains are allowed to complete online self-registration.
qmanstorageadapter=ac	AssetCenter B2B adapter.
acdatabase=acdemo351eng	Name of AssetCenter database.
derivedscriptpath=	Source script directory.
acanonymous=Admin	Anonymous user name for AssetCenter.
scanonymous=falcon	Anonymous user name used when an unknown user attempts to communicate with ServiceCenter
acdateformat=yyyy-MM-dd	AssetCenter date format.
adminpassword=	Administration password for `Admin.jsp` page.
debugscript=true	When enabled, scripts and schemas are reparsed each time they are invoked. Be sure to turn this off in a production system.
maxlogsize=1000000	Enter maximum size for the log file in bytes.
sessiontimeout=6000000	Number of milliseconds to allow an inactive session to exist before autologout.
statestorage=StateMemory	Memory, fastest choice but depends on continuous service from one Web Server.
sclog	The location of the `sclog` file. The default is `C:\Program Files\getit\sc.log`.
scport=12670	Port number of ServiceCenter server.

Parameter	Description
locale=en	Comma-separated list of supported locales that define the languages available and locale specific variations based on a user's country. A user's browser can be configured to display a specific language and format dates and currency based on a certain country's conventions. The first locale defines the default used. A locale is specified by combining the ISO-639 language code and optionally with the ISO-3166 Country code separated with an underline. For example, "en" or "fr" can be specified for English or French support, whereas "en_US" and "en_GB" can further refine the locale so that dates are formatted Mon/Day/Year in the United States and Day/Mon/Year in Great Britain. The value `en,fr,de,it` specifies that English, French, German, and Italian are all supported in a given installation.
defaultskin=classic	The default skin that is used when a user first logs into Get.It! Base. If you change the default to another style then this style will be recorded in a database as well as in the browser's cookie.
defaultstylesheet=classic	The default stylesheet that is used when a user first logs into Get.It! Base. If you change the default to another style, this style will be recorded in a database as well as in the browser's cookie.
scadminpassword=	Anonymous user password for ServiceCenter.
ie_css=css/	Directory path for CSS stylesheet direcotry for Inernet Explorer.
acadmin=Admin	Administration user name for AssetCenter.
acapidll	Used with AssetCenter version 3.5 and above. This parameter is not mandatory because Get.It! Base can detect and load the correct DLL based on the connection name defined the the acdatabase parameter. When this parameter is not specified Get.It! Base uses the information provided by AssetCenter in the connection description (amdb.ini) to determine the DLL name. Use this parameter only if the default name determination does not work.

Parameter	Description
acapidllpath	Gives the path to the folder in which the AssetCenter API DLL is located. If this paramter remains blank, Get.It! Base searches those folders in which AssetCenter is installed for a DLL with the expected name. If the requested DLL is not located, Get.It! Base will load it from its `bin` folder. This parameter should be used only if the default path determination does not work as expected. Note that in the case where the locale parameter in archway.ini contains "ja" (meaning that you intend to use Japanese), Get.It! will only load the API DLL from an AssetCenter Japanese folder, and if it does not find it there it will load it from `...\bin\ja\`.
acdefaultloginclass	Establishes the type of default user login.This parameter can have four different values. If it is empty or not specified in `archway.ini` then self-registered users are added to AssetCenter with the default login class defined in AssetCenter. Out of the box, the default for a registered user in AssetCenter is `named` user. If the value is `casual`, (`acdefaultloginclass=casual`) the self-registered user will be added as a floating user. If the value is `floating`, (`acdefaultloginclass=floating`) the self-registered user will be added as a floating user. If the value is `named`, (`acdefaultloginclass=named`) the self-registered user will be added as a named user. `Casual`, `floating`, and `named` user are each described in the AssetCenter documentation.
jrunroot=c:\Jrun\	The root JRun directory; default for installation.
appspath=apps/	The root directory for the Get.It! Base application.
ACProfilePool=	This adapter consists of a database connection pool that allows the ACAdapter to combine users of the same profile into using the same connection. This quickens the process because the AmSUImpersonate call does not proceed with the login procedure when a user's profile is the same as the last impersonated user.

ISO Chart for Locale and Currency

The following chart shows the ISO codes to use in the “Locale” and “Currencies” fields in the Settings. All languages and currencies are not currently available. Check your latest Release Notes for the supported languages.

Language	Language Code	Country	Country Code	Currency	Currency Code
Albanian	sq	Albania	AL	Lek	ALL
Arabic	ar	United Arab Emirates	AE	Dirham	AED
	ar	Bahrain	BH	Dinar	BHD
Arabic	ar	Algeria	DZ	Algerian Dinar	DZD
	ar	Egypt	EG	Pound	EGP
	ar	Jordan	JO	Dinar	JOD
	ar	Kuwait	KW	Dinar	KWD
	ar	Lebanon	LB	Pound	LBP
	ar	Libya	LY	Dinar	LYD
	ar	Morocco	MA	Dirham	MAD
	ar	Oman	OM	Sul Rial	OMR
	ar	Qatar	QA	Rial	QAR
	ar	Saudi Arabia	SA	Riyal	SAR
	ar	Sudan	SD	Dinar	SDD
	ar	Syria	SY	Pound	SYP
	ar	Tunisia	TN	Dinar	TND
	ar	Yemen	YE	Rial	YER
Bulgarian	bg	Bulgaria	BG	Lev	BGL
Byelorussian	be	Belarus	BY	Ruble	BYR
Catalan	ca	Spain	ES	Peseta	ESP

Language	Language Code	Country	Country Code	Currency	Currency Code
Chinese	zh	China	CN	Yuan Renminbi	CNY
	zh	Hong Kong	HK	Dollar	HKD
	zh	Taiwan	TW	Dollar	TWD
Croatian	hr	Croatia (Hrvatska)	HR	Kuna	HRK
Czech	cs	Czech Republic	CZ	Koruna	CSK
Danish	da	Denmark	DK	Krone	DKK
Dutch	nl	Belgium	BE	Franc	BEF
	nl	Belgium	BE	Euro	EUR
	nl	Netherlands	NL	Euro	EUR
Dutch	nl	Netherlands	NL	Guilder	NLG
English	en	Australia	AU	Australian Dollar	AUD
	en	Canada	CA	Dollar	CAD
	en	Ireland	IE	Euro	EUR
	en	Great Britain (UK)	GB	Pound Sterling	GBP
	en	Ireland	IE	Punt	IEP
	en	New Zealand (Aotearoa)	NZ	Dollar	NZD
	en	United States	US	US Dollar	USD
	en	South Africa	ZA	Rand	ZAR
Estonian	et	Estonia	EE	Kroon	EEK
Finnish	fi	Finland	FI	Euro	EUR
	fi	Finland	FI	Markka	FIM

Language	Language Code	Country	Country Code	Currency	Currency Code
French	fr	Belgium	BE	Franc	BEF
	fr	Canada	CA	Dollar	CAD
	fr	Switzerland	CH	Franc	CHF
	fr	Belgium	BE	Euro	EUR
	fr	France	FR	Euro	EUR
	fr	Luxembourg	LU	Euro	EUR
	fr	France	FR	Franc	FRF
	fr	Luxembourg	LU	Franc	LUF
German	de	Austria	AT	Schilling	ATS
	de	Switzerland	CH	Franc	CHF
	de	Germany	DE	Deutsche Mark	DEM
	de	Austria	AT	Euro	EUR
	de	Germany	DE	Euro	EUR
German	de	Luxembourg	LU	Euro	EUR
	de	Luxembourg	LU	Franc	LUF
Greek	el	Greece	GR	Drachma	GRD
Hebrew	iw	Israel	IL	Shekel	ILS
Hungarian	hu	Hungary	HU	Forint	HUF
Icelandic	is	Iceland	IS	Krona	ISK
Italian	it	Switzerland	CH	Franc	CHF
	it	Italy	IT	Euro	EUR
	it	Italy	IT	Lira	ITL
Japanese	ja	Japan	JP	Yen	JPY
Korean	ko	Korea (South)	KR	Won	KRW
Latvian	lv	Latvia	LV	Lat	LVL
Lithuanian	lt	Lithuania	LT	Lita	LTL

Language	Language Code	Country	Country Code	Currency	Currency Code
Macedonian	mk	Macedonia	MK	Denar	MKD
Norwegian	no	Norway	NO	Krone	NOK
Polish	pl	Poland	PL	Zloty	PLZ
Portuguese	pt	Brazil	BR	Brazilian Real	BRR
	pt	Portugal	PT	Euro	EUR
	pt	Portugal	PT	Escudo	PTE
Romanian	ro	Romania	RO	Leu	ROL
Russian	ru	Russian Federation	RU	Ruble	RUR
Serbian	sr	Yugoslavia	YU	New Dinar	YUN
Serbo-Croatian	sh	Yugoslavia	YU	New Dinar	YUN
Slovak	sk	Slovak Republic	SK	Koruna	SKK
Slovenian	sl	Slovenia	SI	Tolar	SIT
Spanish	es	Argentina	AR	Peso	ARP

Language	Language Code	Country	Country Code	Currency	Currency Code
Spanish	es	Bolivia	BO	Boliviano	BOB
	es	Chile	CL	Peso	CLP
	es	Colombia	CO	Peso	COP
	es	Costa Rica	CR	Colon	CRC
	es	Dominican Republic	DO	Peso	DOP
	es	Ecuador	EC	Sucre	ECS
	es	Spain	ES	Peseta	ESP
	es	Spain	ES	Euro	EUR
	es	Guatemala	GT	Quetzal	GTQ
	es	Honduras	HN	Lempira	HNL
	es	Mexico	MX	Peso	MXP
	es	Nicaragua	NI	Cordoba Oro	NIO
	es	Panama	PA	Balboa	PAB
	es	Peru	PE	Nuevo Sol	PEN
	es	Paraguay	PY	Guarani	PYG
	es	El Salvador	SV	Colon	SVC
	es	Puerto Rico	PR	US Dollar	USD
	es	Uruguay	UY	Peso	UYU
	es	Venezuela	VE	Bolivar	VEB
Swedish	sv	Sweden	SE	Krona	SEK
Thai	th	Thailand	TH	Baht	THB
Turkish	tr	Turkey	TR	Lira	TRL
Ukrainian	uk	Ukraine	UA	Hryvnia	UAH

Chapter 4
User Administration

With Get.It! Base, user administration can be almost completely automated. If you are using Get.It! Base with AssetCenter or ServiceCenter, the systems can be set up so that users can register themselves and log in using any name currently registered in either AssetCenter or ServiceCenter.

User Registration

The Get.It! Base weblication has been designed so that users can register online, eliminating the need for a system administrator to respond to every request for access.

The basic information and login scripts are stored in the `.../getit/apps/common/jscript/` directory. Basic registration and login scripts are in the file named `login.js`. If you want to make changes to the registration process, such as changing the way a user's password is defined, you can change the scripts in this directory.

The users will be prompted for certain default information as shown in Figure 4.1.

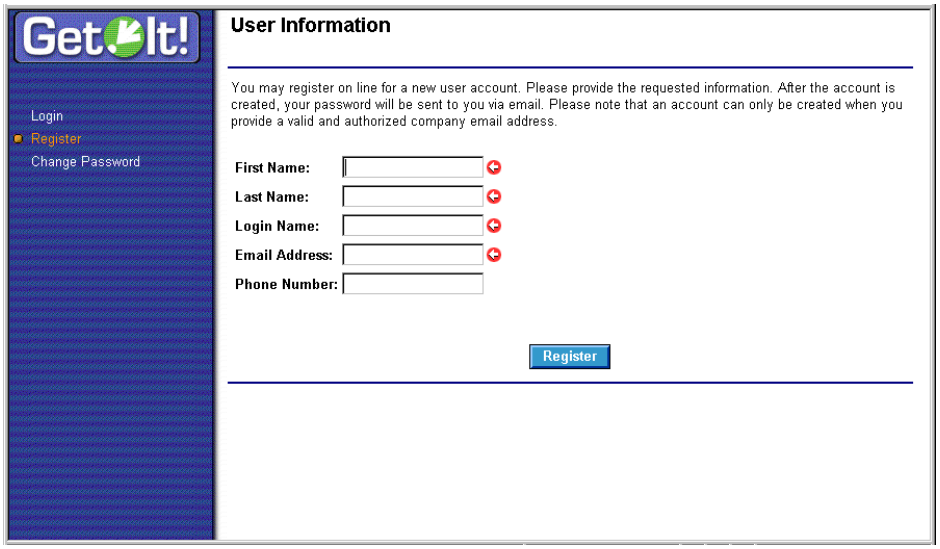


Fig. 4.1 Registering a new user

The adapter must be defined before the capability words will be recognized. For example, if no adapter is defined for Service Center, the ServiceCenter capability words will not be used.

If you are using AssetCenter, Get.It! Base will transform this data into a Profile record that will then be passed to your AssetCenter system. An amEmplDept record is created with the user-supplied data and a default Profile will be assigned, *getit.default*.

If you are using ServiceCenter, you can set up your system to automatically create an operator record in ServiceCenter. Refer to your ServiceCenter documentation for information on creating user profiles and setting up capability words. A contact record is also created for the new user in ServiceCenter.

User Authentication

When a user attempts to log on to the weblication, the user name and password they enter are validated against the AssetCenter and ServiceCenter profiles. The name and password combination may be valid in none, one, or both of the systems. If the entered combination is invalid or does not exist in any systems, the user will be prompted to enter a valid user name and password. If correct in both systems, the weblication will retrieve the access rights for the user and log the user into Get.It! Base. If the combination is valid in one but not both systems, the access rights defined in the profile where the user name and the user password are valid will be used.

You can also remove password authentication. The JavaScript that authenticates user login is located in the `...\apps\common\jscript\login.js` file. Located within this file you will find the `login()` function. Overriding this function will remove password authentication.

Setting the User's Language

When a user logs in using Get.It! Base, the login programs detect the preferred language set in the browser and determine if the user's language is supported by Get.It! Base. If the language is supported, Get.It! Base will be displayed in that language.

If the language is not supported, the default language is used. The default language is set in the `Archway.ini` file through the Locale field in the Administration Module. The first entry in this field is the default language.

Note: The AssetCenter templates provided with Get.It! Base support English only.

To change the language you are using with Get.It! Base, do the following:

1. Open the Admin>Settings page.
2. In the Locales field, type the two-letter designation of the language you want to use. Refer to the "ISO Chart for Locale and Currency" in Chapter 3 for a list of language codes. Check the Get.It! Base release notes for the supported languages.

Note: If you would like a drop-down list from which users can choose the language they want to use, include English (en) in your list of languages in the Locales field. Include all languages in this field, separated by commas. Figure 4.2 shows settings for English, French, German, and Italian locales.

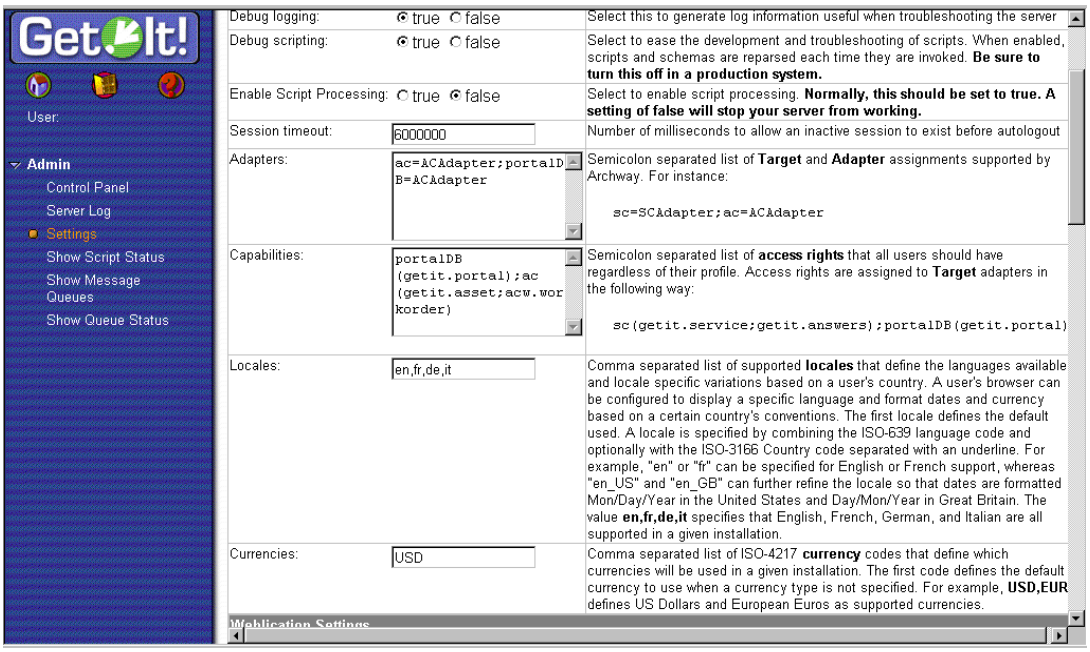


Fig. 4.2 Admin Settings—Locales

3. Scroll to the bottom of the Settings page and click **Save**. Exit Get.It! Base.
4. Right-click the JRun icon on your Windows task bar. Click **Stop** to shut down JRun.
5. Open a command prompt and change directories to the `...getit\bin` directory. Type `wbuild getit`, and then press ENTER.
6. When `wbuild` is finished, select Start>Programs>JRun>Start JRun (NT Service Mode) to restart JRun.
7. Log back in to Get.It! Base.

   If you have set just one language in the Locales field, all window content will be displayed in that language.

   If you have set multiple languages, the login screen will be displayed in English with a language field and a drop-down list from which the user can select a language, as shown in Figure 4.3. However, if the back-end system is set up to use a different language than Get.It! Base, data from that system will be shown in the language supplied by that system.

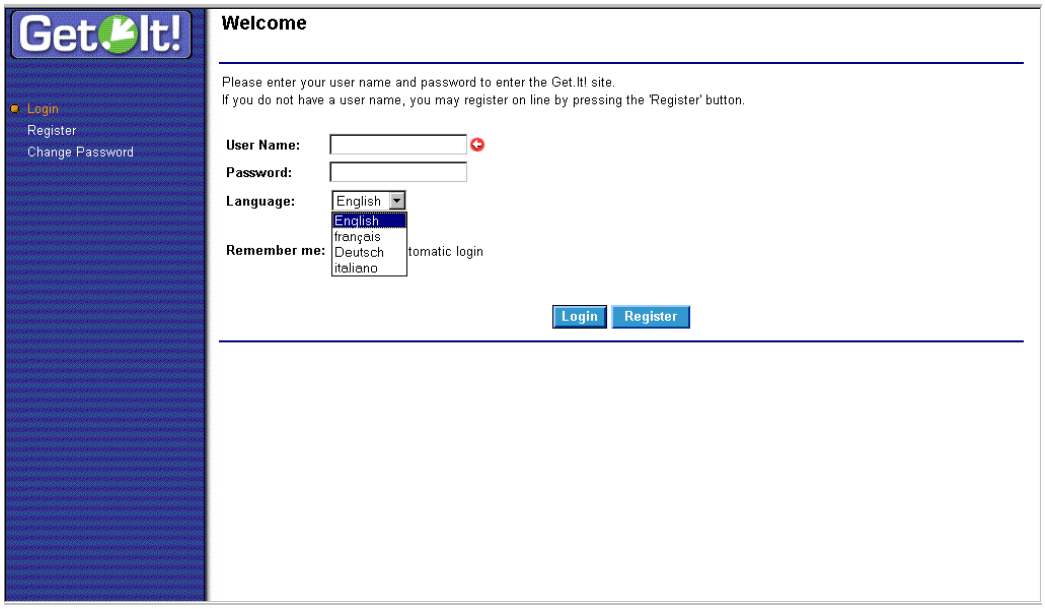


Fig. 4.3 Language drop-down list

All dates and currency are displayed and edited in the user's language. The formatting is done when the weblication `<field>` or `<input>` tags have a type attribute equal to "date" or "currency." Calendars display the translated weekday name and start the week on the user locale's first day of the week.

Currency is displayed using the correct symbol and decimal indicator, however, the decimal point and the thousands separator are determined by the user's preferred language and not the currency being displayed. For example, a French-speaking user will see US dollars as $1 234,00, a German-speaking user will see $1.234,00, and an English-speaking user will see $1,234.00.

If you have tailored Get.It! Base and want the tailored portions to display in a language other than English, you will need to follow the instructions in the "Localization Support" chapter of the Get.It! Base Tailoring Guide.

Chapter 5
NT Challenge and Response

The NT Challenge and Response security feature is one of the ways NT facilitates the authentication of users on a Web server. The process consists of a secure handshake between the browser (IE) and the Web server (IIS). The handshake lets the Web server know exactly who the user is, based on how they logged on to their workstation. This allows the Web server to restrict access to files or application based on who the user is. Applications running on the Web server can use this information to identify the user without requiring them to log in.

Get.It! Base uses NT Challenge and Response as follows:

- The user logs on to an NT workstation.
- The user starts an IE browser and navigates to the Get.It! Base `Login.asp` page.
- IE automatically sends user authentication information to IIS. The user's password is not transferred, but the NT Challenge and Response handshake between IE and IIS is enough for the server to recognize the user.
- The Get.It! Base login automatically detects the user by using the NT Challenge and Response/IIS server data.
- Get.It! Base logs in the user without requiring that a name and password be entered.

During this process, Archway authenticates and impersonates the NT user with each of its adapters.

Thes following circumstances must be handled during this process:

- The NT user is not yet registered with an Archway Adapter. When this occurs, Get.It! Base asks the user to register and enter profile information. Get.It! Base then lets the user log in and stores this information for future login attempts.
- The NT user name is already registered as an Administrator in AssetCenter or ServiceCenter. When this occurs, Get.It! Base does not proceed with automatic login. The user is presented with another login screen and is asked to verify their password. This step is an added security measure to prevent a user from accidentally logging in with administrative rights.

Setting Up NT Challenge and Response

1. Open the IIS Management Console.
2. Click on the `getit` virtual directory.

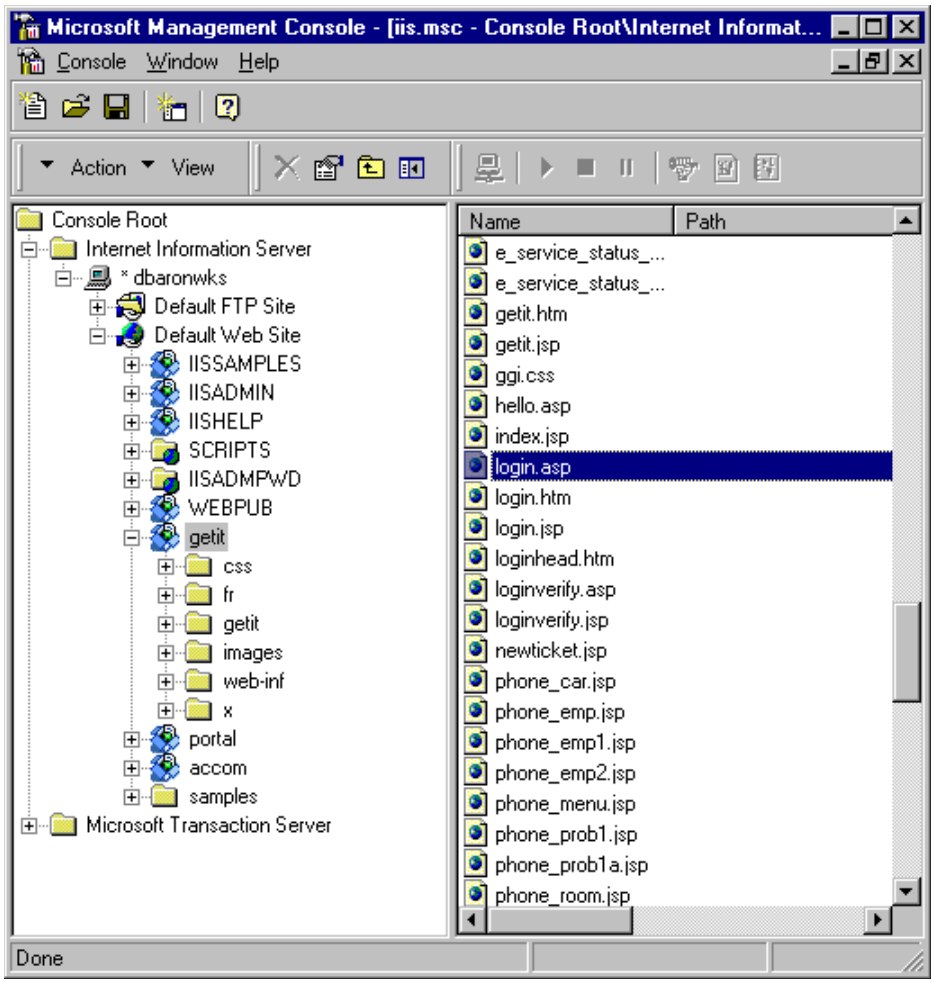


Fig. 5.1 Updating the login.asp

3. Right-click on `login.asp` and select Properties.
4. Select the File Security tab.
5. Click Edit in the “Anonymous Access and Authentication Control” section.

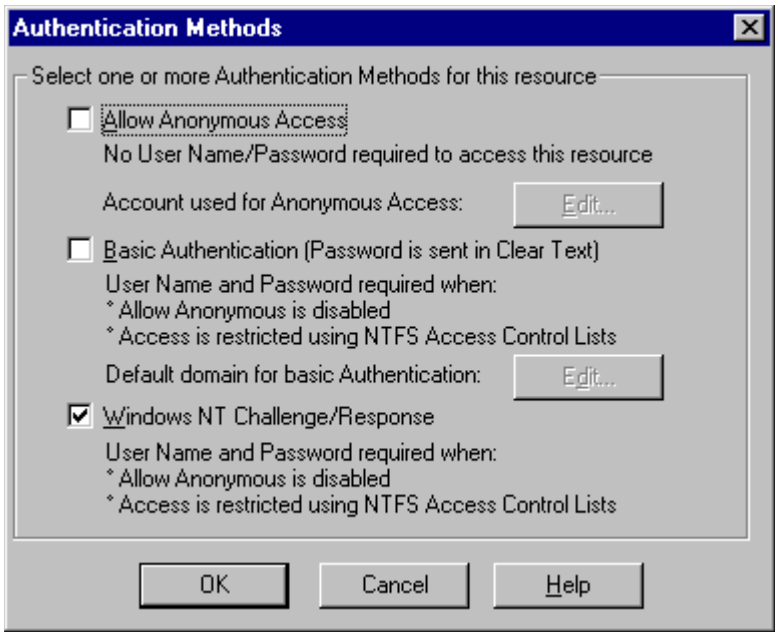


Fig. 5.2 Setting Authentication for login.asp

6. Check **Windows NT Challenge/Response**. Make sure this is the only option checked. Click **OK**.
7. Click **OK** on the other windows displayed until you return to the Microsoft Management Console (shown in Figure 5.1).

Updating the loginverify.asp File

1. Repeat the steps above for `loginverify.asp`. Follow steps 3 through 5 as they are written above except select `loginverify.asp` instead of `login.asp`.
2. In the Authentication Method window, check the **Allow Anonymous Access** and **Windows NT Challenge/Response** options. Click **OK**.

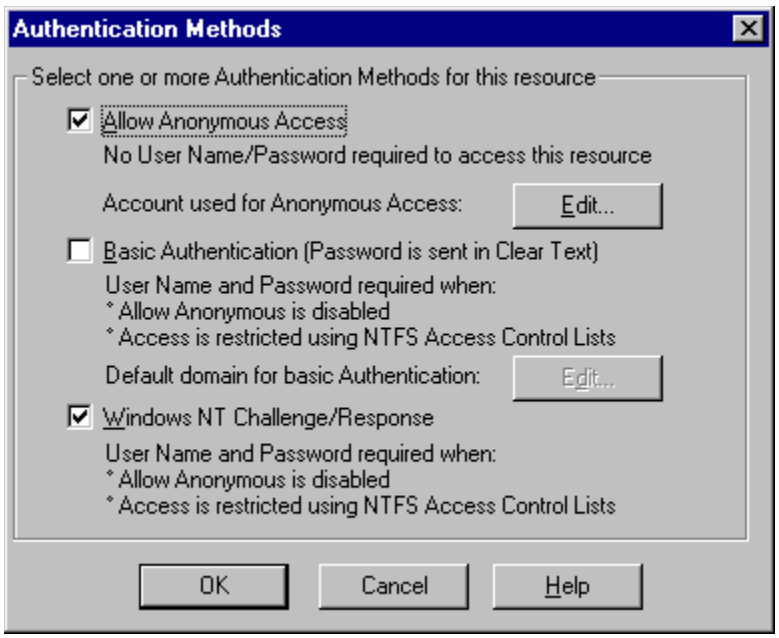


Fig. 5.3 Setting Authentication for loginverify.asp

3. Click **OK** on the other windows until you return to the Microsoft Management Console (shown in Figure 5.1).

Setting Permissions for the Presentation Folder

1. Use the Windows NT Explorer to navigate to the `...getit/presentation` folder.

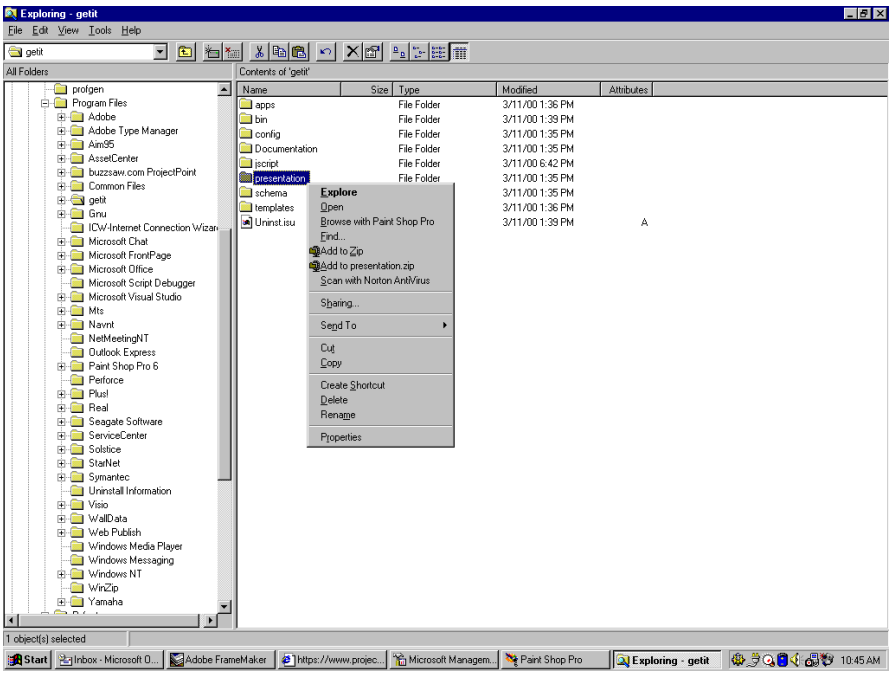


Fig. 5.4 Locating the presentation folder

2. Right-click on `presentation/` and select Properties.
3. Under the Security tab, click **Permissions**.

Note: If you do not see a Security tab, verify that Get.It! Base is installed on an NTFS partition.

4. Click **Add** to change the user groups that have permission to access the folder. Change the permission to a named authenticated group. For example, you could change permissions to all “Authenticated Users.”

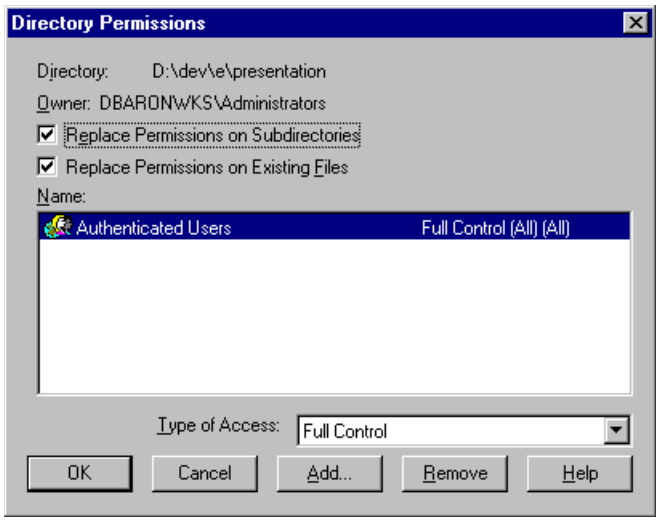


Fig. 5.5 Giving permission to authenticated users

5. If the user group called “Everyone” has permissions, highlight the entry then click **Remove** so that only the group you selected in the previous step can access Get.It! Base.
6. Click **OK**. Close all remaining windows.

Testing the Settings

Log into Get.It! Base to make sure the access permissions are set correctly. The NT Challenge and Response settings are activated when you log into Get.It! Base through a special login page named `login.asp`. Accessing Get.It! Base through the standard `login.htm` page results in the users needing to login as usual.

1. Open a Web browser.
2. Enter the following URL: `http://webserver/getit/login.asp` in the browser address field (replace *webserver* with the name of your Web server and *getit* with the virtual directory name).
3. Verify that access to Get.It! Base is what you expected based on the settings you chose for the `login.asp` and `loginverify.asp` files.

Setting the Default Login as login.asp

You can set the default login within Get.It! Base to use the NT Challenge and Response settings.

1. Open the `login.htm` file in the `...getit/presentation/` directory.
2. Locate the following:

```
function onPageLoad()
{
  top.location.replace( "login.jsp" );
}
</script>

<body onLoad="return onPageLoad();">
```

3. Change `login.jsp` to `login.asp`.
4. Save your changes.

Chapter 6
File Attachment

Overview

The file attachment function is available only if you are using ServiceCenter or AssetCenter for your back-end system.

Get.It! Base provides functionality that allows users to attach files (for example, a Microsoft Excel or Word file) to Get.It! Base Web pages, for example, a problem ticket or request for equipment, to provide additional information.

HTML supports a field that allows the user to select a local file and upload the file to the server. By implementing this functionality, Get.It! Base provides support for gathering more data for server requests that internal personnel can then view through the back-end clients.

There are three parts to File Attachment usage within Get.It! Base:

- Uploading a file to the Web server
- Attaching the file to the appropriate back-end record
- Displaying information about a file or the file itself within the Get.It! Base form

This chapter is divided into two sections:

- Administrator Procedures—includes File Attachment setup and security considerations, and information about the XML calls that provide the user functionality described in the User Procedures section.
- User Procedures—includes a sample Web page with instructions for uploading a file and for displaying existing file attachment information in a Web browser.

Administrator Procedures

The system default is to store attached files in the `\presentation\attachments` directory. However, this can open your system to possible security vulnerability. As a safeguard to your system, it is recommended that you create a virtual directory at the root level that references the `attachment` directory. You will also need to update the `archway.ini` file to include information about the virtual directory.

Adding the Attachments Virtual Directory

The procedure below uses Internet Information Services (IIS) as an example of creating a virtual directory.

1. Create a directory at root level called attachments (`c:\attachments`).
2. Delete the `getit\attachments` folder.
3. Open IIS.
4. Right-click on your default Web site, and then choose New -> Virtual Directory.

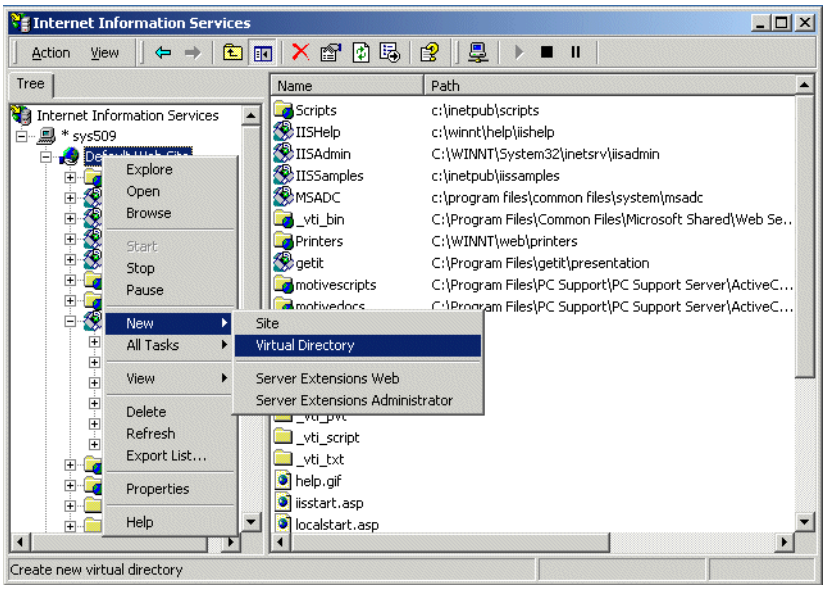


Fig. 6.1 Internet Information Services

5. Click **Next**.

   The Virtual Directory Alias dialog box is displayed.

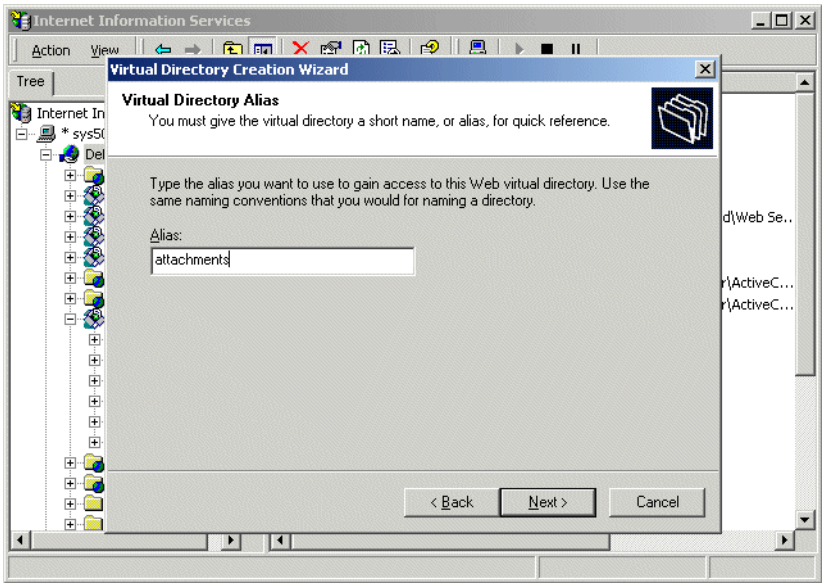


Fig. 6.2 Virtual Directory Alias

6. Type “attachments” in the Alias field. Click **Next**.

   The Web Site Content Directory dialog box is displayed.

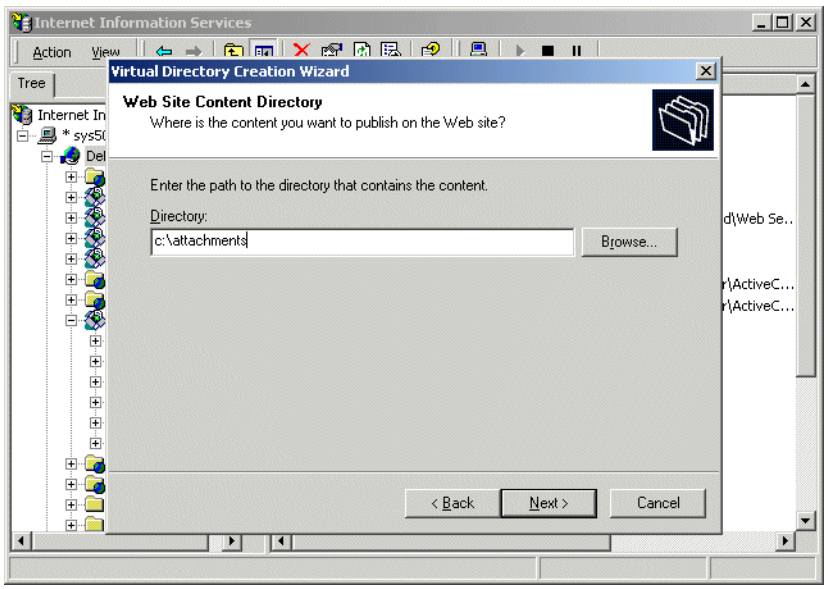


Fig. 6.3 Web Site Content Directory

7. In the Directory field, type “c:\attachments”, and then click **Next**.

   The Access Permissions dialog box is displayed.

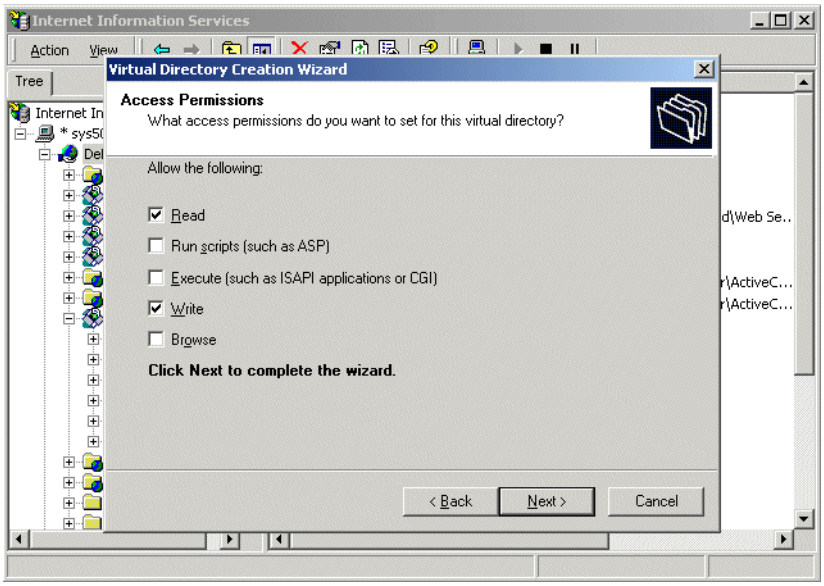


Fig. 6.4 Access Permissions

8. Select “Read” and “Write” permissions only. Click **Next**.

   A new virtual directory, `attachments`, is created.

Continue to the following procedure to update the `archway.ini` file.

Updating the archway.ini File

After you have added the virtual directory, you will need to update the `archway.ini` file as follows:

1. Shut down JRun before you edit the INI file.
2. Open the `archway.ini` file and add the following parameters:
   - attachvirpath=/attachments/
   - attachserverpath=c:\attachments\
3. Save the file, and then restart JRun.

The following sections include configuration information. Refer to ”User Procedures” on page 3-9 for instructions on using the File Attachment function.

Archway.ini Parameters

The File Attachments functionality uses defaults that can be overridden by the following parameters in the `archway.ini` file. These parameters allow you to set the paths for the file attachments and to establish a maximum allowable size for the attachment.

Parameter	Description
attachvirpath	Sets the Web directory reference from which files will be drawn for viewing. The default is `/getit/attachments/` if not set in the `archway.ini` file.
attachserverpath	Sets the physical path on the Web server where the files will be stored. The default is `<getit home>\presentation\attachments\` if not set in the `archway.ini` file.
attachmaxsize	Establishes the maximum size in KB for an attached file. The default is 2048 KB (2 MB).

Attaching a File To a Record

After a file has been uploaded to the Web server, further processing is required to actually upload the file to the back-end server.

Security Considerations

Allowing the user to upload files to the Web server is accomplished by an XML line. The files are loaded into an `attachments` directory, separate from the `presentation` directory used by the other Get.It! pages. This allows you to choose whether to allow addition of attachments to a record automatically or to quarantine uploaded documents until they have been reviewed or scanned for viruses.

A default HTML file is included in the `\presentation\attachments` directory to prevent directory browsing, again for security reasons to prevent users from viewing unneeded information on the server.

For automatic inclusion of a file into a record, modifications to the Jscript are required and should be placed after the call for creating or updating a new record. Code for doing this is included in the `service.js` file in the `service/jscript` directory and is contained in the function `newTicket()` and the function `updateTicket()`. The function to make this call to file attachments is located in the file `common/jscripts/fileattachment.js`.

Uploading the Document to the Database

After a message has been built and then sent to Archway via the sendDocInsert, the function `fileattachment.attachfiles` is called. The calling sequence is:

```
fileattachment.attachfiles( adapter type, schema, recordid, files);
```

Parameter	Description
adapter type	Defines which back end systems the files should be uploaded to. ServiceCenter and AssetCenter are supported. For the adapter type, type “sc” for ServiceCenter or “ac” for AssetCenter.
schema name	The name of the schema that is used to define the database table properties.
recordid	The unique identifier for the record being uploaded.
files	A list of the files that were uploaded.

Below is sample code showing how to do the file upload for ServiceCenter.

```
function updateTicket( msg )
{
  var msgTicket = new Message( "Problem" );
  msgTicket.set( "Description",  msg.get( "newupdate" ) );
  msgTicket.set( "ID", msg.get( "Id" ) );

  archway.sendDocUpdate( "sc", msgTicket );

    fileattachment.attachFiles( "sc", msgTicket.getDocument ()
.getTagName(), msgTicket.get( "Id" ), msg.get( "FileName" ))

return msgTicket;

}
```

`msgTicket.getDocument() .getTagName()`—gets the value for the schema based on the XML document defined when creating `msgTicket`.

`msgTicket.get( "Id" )`—returns the identifier for which ticket should be updated in ServiceCenter.

`msg.get( "FileName" )`—gathers the list of file names stored in the form field specified in the XLM.

XML Calls

When a user uploads a file to the Web server or requests that information from a file be displayed in the Web browser, the process is accomplished through an XML call. The following section describes these calls. See “User Procedures” on page 6-9 for the user instructions for performing these tasks.

Uploading and Displaying a File

A weblication defines the upload and view file attachments functions as follows:

```
<input label="labelname" type="attachments" record="record name"
adapter="adapter type" field="fieldname" add="true/false"
view="true/false" submitonly="true/false" id="record id"
colspan="4"/>
```

Example:

```
<input label="File Attachments" type="attachments" record="Problem"
adapter="sc" field="FileName" colspan="4"/>
```

Attribute	Description
label	The title which will appear next to the select box. In this example, File Attachments will appear next to the select/combo box.
type	The type of input field being set, in this case, the type is attachments.
record	The table name in the back-end database which is to be updated.
adapter	The adapter to be used to communicate with the back-end database
field	The name for the HTML field that is updated in the screen. This does not have to correspond to a field in the database records, although it can.
add	If this attribute is set to true, a user can upload files; if it is set to false, uploading is not allowed. The default is true.

view	If this attribute is set to true, the user can view an uploaded file through a browser window. The file will be viewed according to the default settings for that type of application within the browser. The default is true.
submitonly	Not being used at this time. A placeholder for future implementation.
id	The identifier for the record which is being updated with the file attachments in the back end.

User Procedures

The following procedures explain how to use the File Attachment feature. The Web pages shown are examples using ServiceCenter problem tickets.

Uploading a File to the Web Server

You can use this function to attach a file to new or existing records in a back-end database.

Files uploaded to the Web server are placed in an `attachments` directory, a separate directory from the `presentation` directory used by the other Get.It! pages. This directory defaults to `presentation/attachments`.

The following procedure uses a problem ticket in ServiceCenter as an example, but the procedures for attaching to forms using other databases would be similar.

1. With a problem ticket form displayed, click the add button (plus sign) in the “Add file attachments” section at the bottom of the form.

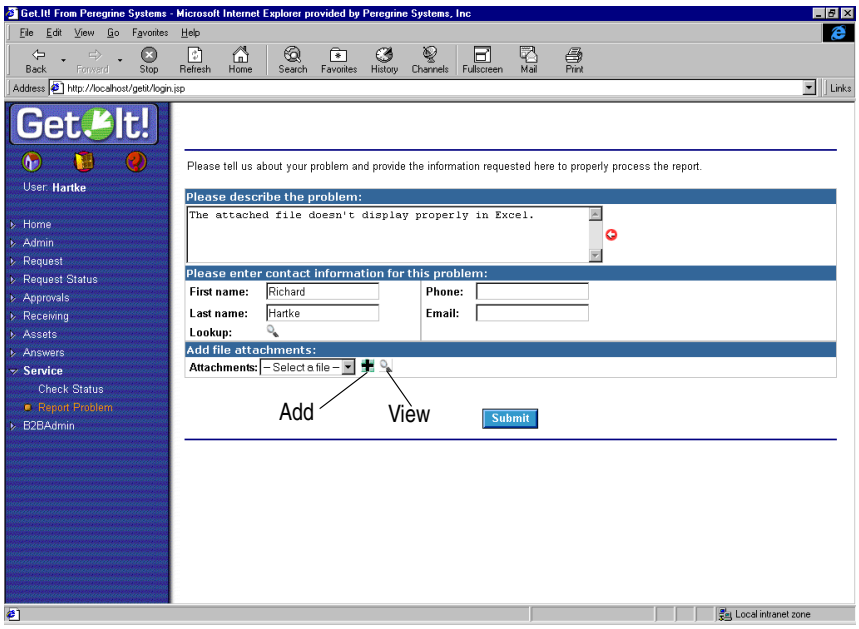
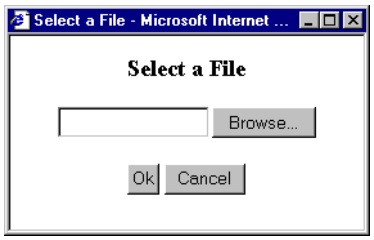


Fig. 6.5 File attachment

A dialog box is displayed in which you can enter the path to the file you want to attach.



2. Type the path to the file you want to attach. Or click **Browse** to select a file, and then click **Open**.

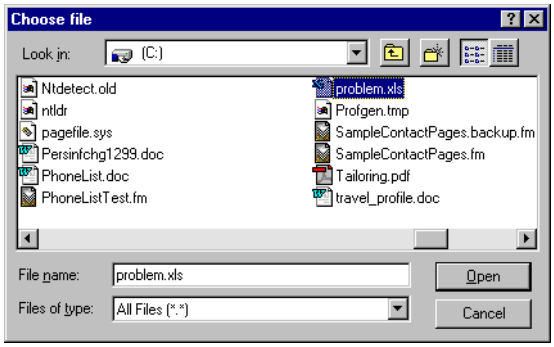


Fig. 6.6 Dialog box for choosing a file to

3. Click **OK** in the Select a File dialog box.

   The file is added to the Attachments drop-down list.

Viewing an Attached File

There must be an existing virtual directory with an alias of “attachments” in order for you to be able to display attachments. Refer to ”Administrator Procedures” on page 3-2 for instructions.

Attached files can be viewed in a separate window that is accessed from the problem ticket.

To display an attached file:

1. In the Attachments drop-down list, select the name of the file you want to view.

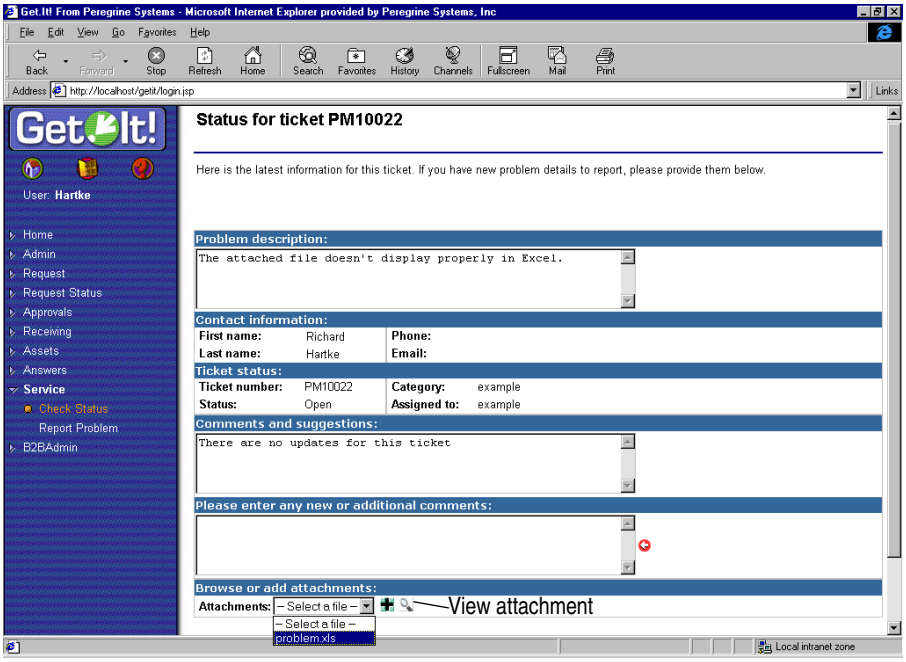


Fig. 6.7 File Attachment drop-down list

2. Click the view button (magnifying glass).

   The file is brought up in a separate browser window, according to the default settings for the browser. How the file is displayed will vary depending on your browser and how your individual machine is set up.

   In the following example, the `.xls` type of file is not set to be viewed automatically, so the user is given the choice to open the file or save it to disk. For files like `.html`, `.jps`, `.gif`, or other HTML-type files, the file will just open in the browser.

If the attachment is an executable (.exe) file, it is recommended that you save it to disk rather than opening it. You can then scan the file for viruses before opening it.

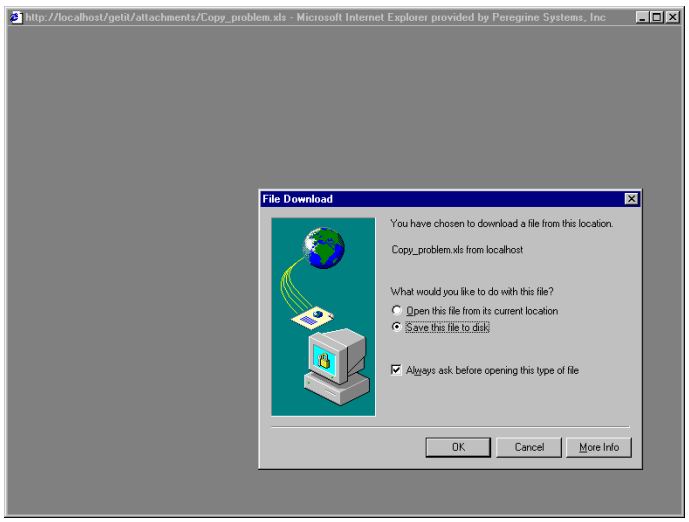


Fig. 6.8 File download options

3. To view the file, select “Open this file from its current location,” and then click **OK**.

   The file is displayed in a separate window in the browser.

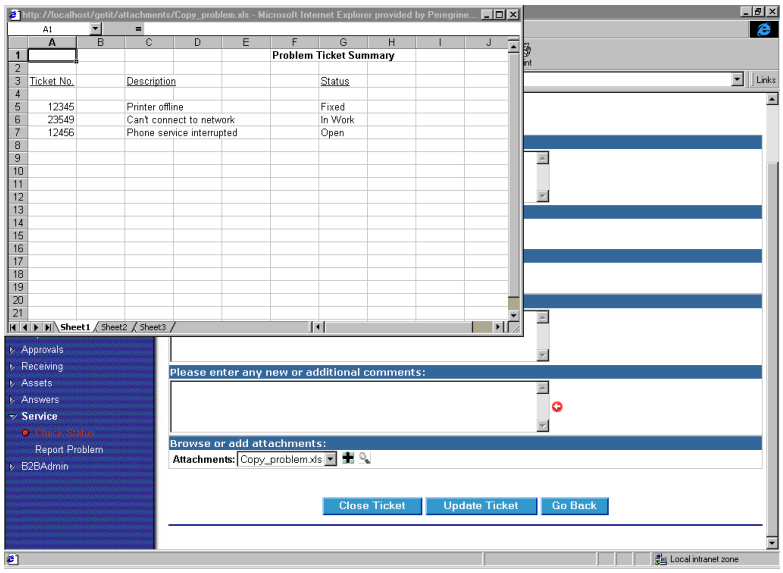


Fig. 6.9 Viewing an attached file

Chapter 7
Troubleshooting

This chapter includes information to help you validate connection with the Web server and troubleshooting tips for problems with virtual directories, IIS configuration, Apache and JRun, and portal display.

The chapter also includes a Frequently Asked Questions section.

Verifying Installation and Configuration

IIS Server

1. Open the IIS console.
2. Right-click on the server name (not the Web site), and select *Properties* from the drop down menu.

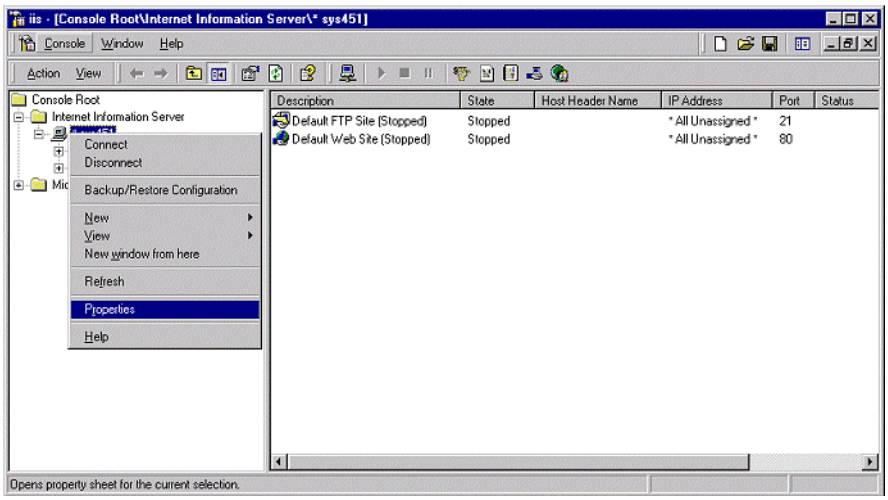


Fig. 7.1 Virtual directory properties

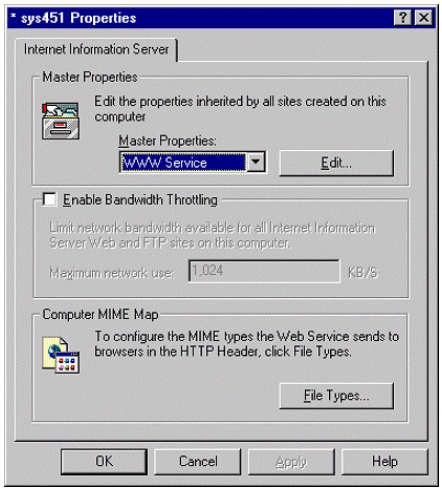


Fig. 7.2 Editing properties

3. From the Master Properties drop-down list, select WWW Service, and then click **Edit**.

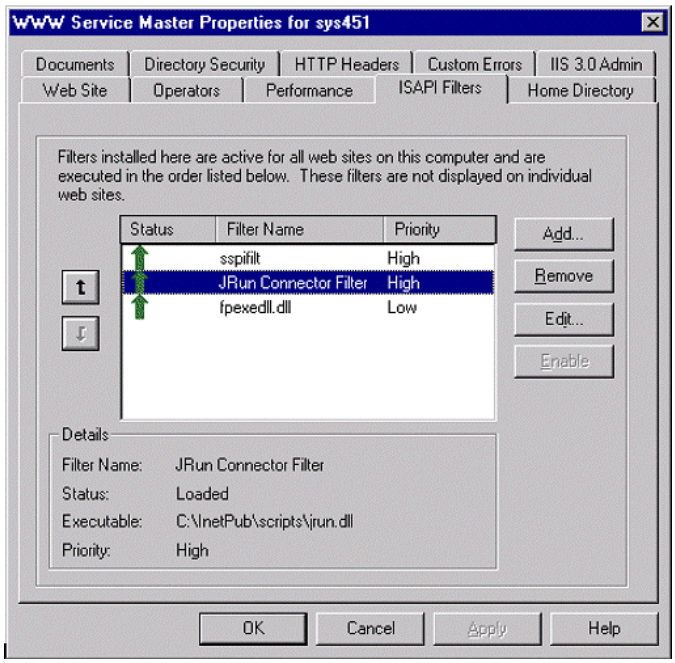


Fig. 7.3 Verifying filter installations

4. Select the ISAPI Filter tab, and check filter installation.
5. Verify a green arrow appears next to the JRun filter name. This indicates the JRun Connector Filter has been installed.
6. Click **OK**.

Starting/Stopping IIS/PWS Service

Access the Windows NT services panel and select **Services** from the Control Panel window.

1. Select the IIS Admin Service, and click **Stop/Start**.
2. Click **Yes** at the next prompt if you are shutting down the service.
3. Stop/start the JRun service before clicking **Close** to exit the Services window.

Note: On Windows 2000 Server systems, the Services control panel is located in Programs > Administrative Tools.

Starting/Stopping JRun Service

To stop JRun, click the cog icon at the right side of your Windows Start menu. The JRun Application Manager window is displayed. Click **Stop** and wait for the window to close on its own. Then click `Start>Programs>JRun>Start JRun (Application Mode)`. The JRun Application Manager window is displayed. Do not click any buttons. Let JRun start and then click Hide.

Troubleshooting Tips

If you are experiencing unexpected results, refer to the log files located in the `...JRun\jsm_default\logs` folder.

The `stdout.log` produces useful information in debugging the installation and configuration.

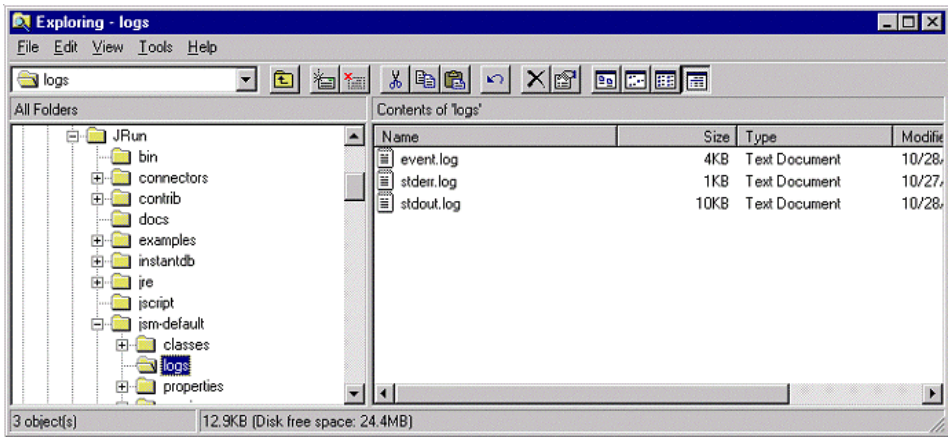


Fig. 7.4 Checking JRun log files

Error Codes

JSM001

The `jsm.properties` file installed with JRun must be enhanced for Get.It! Base. The installation and configuration process using the setup wizard should perform all the necessary modifications to this file.

In the event that you receive an error indicating *error jsm001*, use the settings in this section to manually modify the properties.

This file is located in the `JRun\jsm-default\properties` directory

1. Open the `jsm.properties` file.

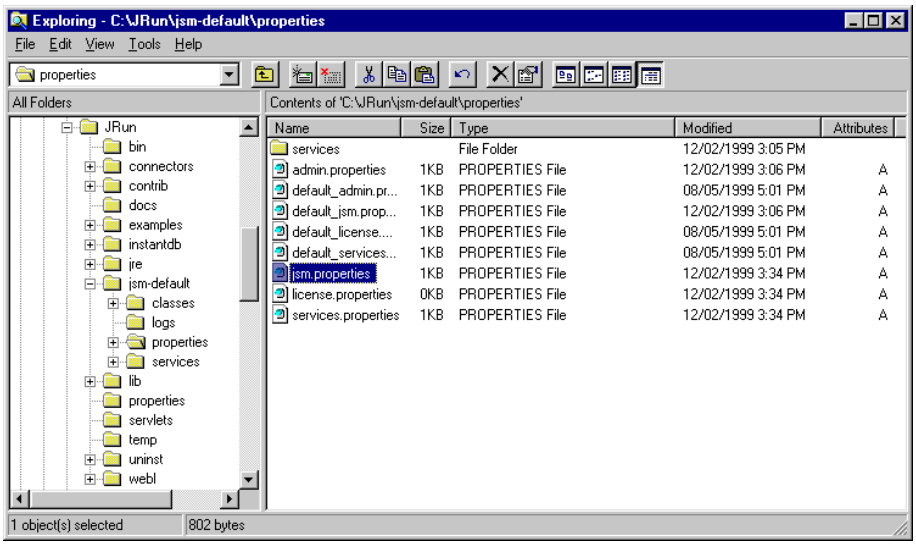


Fig. 7.5 The jsm.properties file

2. Identify the CLASSPATH string.

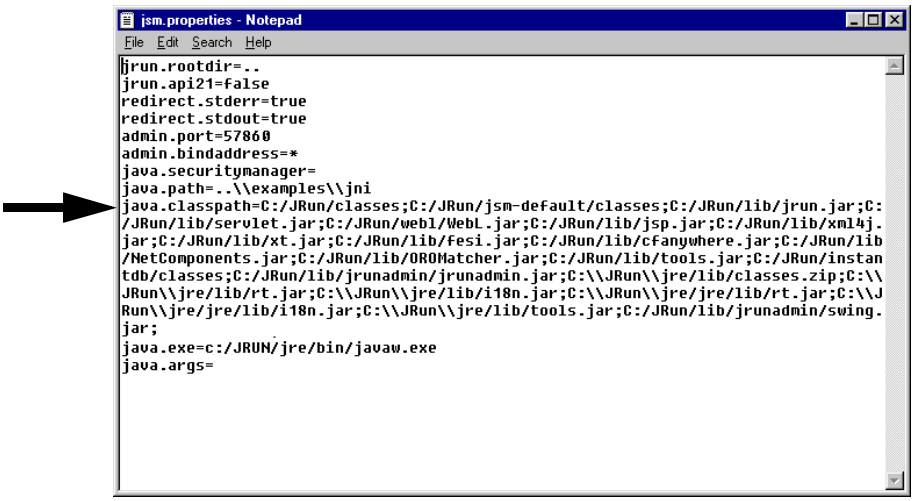


Fig. 7.6 Updating the classpath

3. Add the following to the end of the java.classpath line.

```
C:/Program Files/getit/bin/activation.jar;C:/Program Files/getit/
bin/lotusxsl.jar;C:/Program Files/getit/bin/mail.jar;C:/Program
Files/getit/bin/prgn.jar;C:/Program Files/getit/bin/xml4j.jar;C:/
Program Files/getit/bin/js.jar;C:/Program Files/getit/bin/
fesi.jar;C:/Program Files/getit/bin/;c:/Program Files/getit/bin/
jsse.jar;C;/Program Files/getit/bin/jnet.jar;C:/Program Files/
getit/bin/jcert.jar
```

Where `C:/Program Files/getit/...` represents the distribution path entered during the Get.It! Base installation and setup.

The following CLASSPATH is an example:

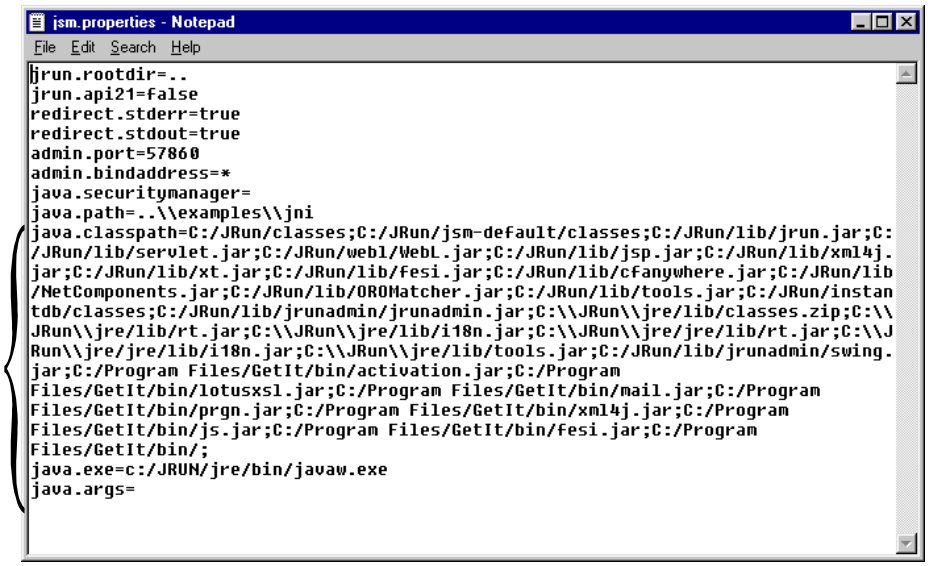


Fig. 7.7 The updated classpath

4. Save the new configuration.

Servlets001

If you encounter this error, the `servlets.properties` file needs to be modified.

1. Open the `servlets.properties` file, located at `...\JRun\jsm-default\services\jse\properties\Servlets.properties`
2. Add the following lines to the end of the file:

```
servlet.archway.code=com.peregrine.archway.Archway
servlet.archway.args=
servlet.archway.preload=true.
```

The file should appear as shown in the figure below:

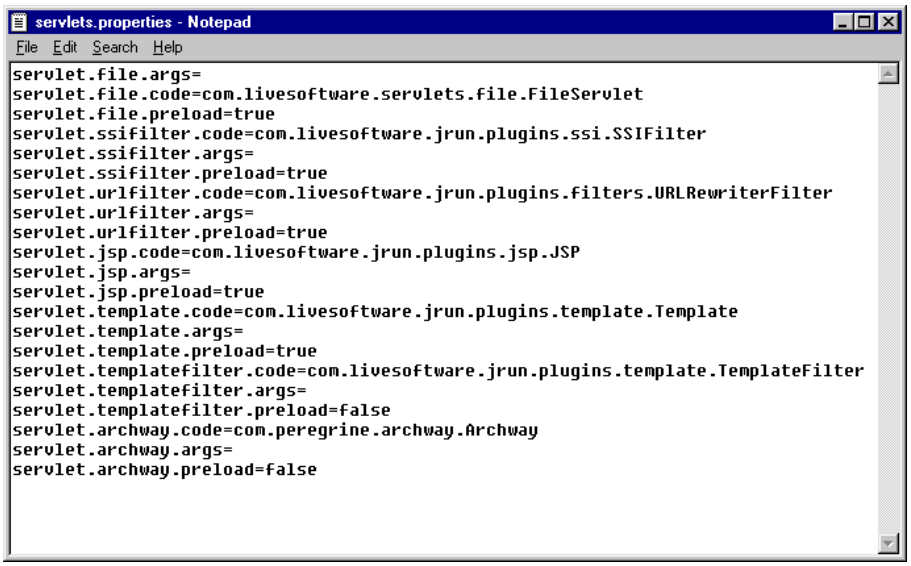


Fig. 7.8 The updated servlets.properties file

Frequently Asked Questions

Installation

Q.. What should I do if I receive errors during the Get.It! Base installation?

A. Uninstall Get.It! Base and uninstall JRun. Verify that both applications are deleted as well as any remaining directories (consult the scripts directory {default is `C:\Inetpub\scripts`} and delete or move all remaining files). Reboot your PC, stop IIS, and reinstall Get.It! Base and JRun.

IIS Configuration

Q. How do I verify the IIS Configuration?

A. Launch a Web browser and connect with the Web server by inserting the URL for the local webserver. Type one of the following three options for the URL: `http://localhost` (local machine), `http://127.0.0.1` (IP address for local host), or `http://machinename` (replace `machinename` with the actual machine name).

Inserting any of these URLs should connect you with the default homepage for the Web server. If you successfully connect then the Web server is working correctly. If you are unable to connect with the default Web page then the problem is with the web server.

Make sure that you have a virtual directory for Get.It! Base on the Web server. Display the IIS console and click on the Web site where Get.It! Base is installed. Verify that a directory named `getit` exists. You may see more than one `getit` virtual directory. The format will be `getit_vm(n)` where `(n)` is a sequential number that you assign. If there is not a `getit` directory, then you need to create one that points to `...getit\presentation`, where Get.It!Base is installed. See Chapter 2, "Windows NT Installation Procedures." for instructions. If a `getit` directory exists, right-click it and select Properties. Verify that all Properties are selected, such as Write Access, Script Execute. Also verify that Access Permission are selected for both Read and Write capability.

Using a browser, connect to the Get.It! Base login application (e.g., `http://localhost/getit/login.jsp`).

If you can access the Web server using the method in the first step, but cannot connect with the Get.It! Base directory in this step, there is a problem with the virtual directory configuration. Verify its creation and settings based upon the recommendations defined in Chapter 2, "Windows NT Installation Procedures."

If you see `JSP` code in the browser, JRun is incorrectly installed. Uninstall and reinstall Get.It! Base; this will reinstall JRun.

The browser may display the subdirectory and all JSP files. This means that the initial IIS configuration is incorrect. Use the IIS console to locate the `getit` virtual directory, right-click on the directory name, and select Properties. Examine the default document setting in the “Documents” tab. Make sure that you have the following entries: `Default.htm`, `Default.asp`, `Default.asp,` and `Login.jsp`.

Internal Server Error Messages

Q. What should I do if I receive an internal server error while running Get.It! Base?

A. There is an error in the JSP file that you are accessing.. You must delete all compiled objects and then recompile with JRun. First, use Windows NT Explorer to locate the `...\jrun\jsm-default\services\jse\servlets\jsp\getit\` directory. Delete all files within this directory and then delete all JSP files from the `...\getit\presentation\` directory. Display a Command Prompt (Start > Programs > Command Prompt). Change the directory to `C:\Program Files\getit\bin`. You should see `C:\>` as your prompt. Type `cd program files\getit\bin` and press **ENTER**. Type `wbuild getit` at the prompt and press **ENTER (**this command lists all processing it is going through). Log into Get.It! Base.

JRun

Q. How do I verify the JRun Connector Filter?

A. Verify that the Web server is correctly configured for all ISAPI filters. The most important filter is the JRun Connector Filter. To verify this filter, open the IIS Console, right-click on the Web server icon within the console, and select Properties. Click **Edit**, and then click **ISAPI Filters**. Verify that the *Status* column has a green arrow pointing up for all filters, the most important being the JRun filter. If you have configured multiple VMs, you will not have this filter.

If you see the error "*Could not connect to the JRun Connector proxy*" when accessing `login.jsp`, start the JRun server. You can either do this from Control Panel > Services or from Start > Programs > JRun menu.

Q. Do I have to restart JRun each time that I create a modification in Get.It! Base?

A. In a development environment, set `debugscript` to *true*. Each time that you create a modification to JScript, the change will automatically occur when the script is executed. Without this setting turned on you will have to restart JRun each time a modification is made to the JScript. Do not leave this setting turned on (set to *true*) in a production environment, due to overhead.

Apache/JRun

Q. Get.It! Base is installed on an Apache web server with JRun., but the Get.It! Base screens do not display. How do I correct this?

A. JRun may be running incorrectly. If the text of the JSP files can be displayed, either JRun is not running or Apache is not loading the JRun module correctly. Consult the `README.apache` file located within the JRun directory for instructions on setting up JRun to work with Apache. This may involve installing a 1.3.4 version or greater release of Apache and then recompiling the Apache web server on your platform. Test the JRun installation by making use of the sample JSP files in the JRun directory or by using the sample JSP file located in the `...\jrun\contrib\jspc\hello.jsp` directory. Copy a file to the Apache directory and then display it in a browser. If "Hello World" displays in the browser, JRun is working. If the text of the file displays then JRun is not working and the `README.apache` document should be reviewed.

It may also be that Apache is configured incorrectly. If Apache is incorrectly configured, the message "Internal Server Error" or "Directory or file not found" appears. Add the following lines to `httpd.conf` to configure the presentation directory:

```
Alias /getit/ "/usr/local/getit/presentation/"
<Directory "/usr/local/getit">
Options Indexes MultiViews
  AllowOverride None
  Options ExecCGI
  Order allow,deny
  Allow from all
</Directory>
```

Using a ScriptAlias directive does not solve the problem and generates the "Internal Server Error" when JSP pages are called. If no Alias is established, the "Directory or file not found" error is displayed in the browser. The `Directory` directive section specifies that those files within the `presentation` directory should be allowed to execute and that other files, such as graphics, are viewable and therefore not executable. Without this option, JSP files will not execute when called.

Verify that the JRun installer added JRun settings to the end of Apache's httpd.conf. If not, reinstall JRun. Finally, verify that JRun's LoadModule live in httpd.conf is not commented out with a hash (#).

Get.It! Base

Q. Where should my Get.It! Base user modifications go?

A. Application or form user modifications should reside in the `...getit\apps\user\weblication` directory. JScript user modifications reside in the `...getit\apps\user\jscript` directory. Schema user modifications reside in the `...getit\apps\user\schema` directory.

Q. Can I remove password authentication in Get.It! Base?

A. Yes. The JavaScript that authenticates user login is located in the `...\apps\common\jscript\login.js` file. Located within this file you will find the `login()` function. Overriding this function will remove password authentication.

Q. Can I access any screen within Get.It! Base from any page on the Web?

A. Yes. When `wbuild` is run, each JSP page that is created in the `...getit\presentation` directory contains code to check if the user is already logged in or requires a login to Get.It! Base. This means that you can move to any form in Get.it! Base and authentication will be performed. To access a Get.It! Base screen from an HTML page, find the JSP page you want to link to. It will reside in the `...getit\presentation` directory. Then use the `<a>` tag to link to the page. For example:

```
<html>
<ahref=”http://localhost/getit/
e_service_report_describe.jsp?Category=software&Priority=high">Ope
n a Problem</a>
</html>
```

Q. What debugging facilities are available in Get.It! Base?

A. Log in as an administrator in Get.It! Base and modify the Administration Module Settings. Ensure that `logfile` is set to a valid location and make sure that `debuglog` and `debugscript` are set to *true*. These settings are stored within `...getit\bin\archway.ini`. Any call via archway will then be logged. You can also write to the logs from JScript using the `env.debuglog` statement as shown below.

```
env.debuglog("### Here are the contents of msgResult " +
msgResult.getContent() );
```

Do not leave `debuglog` and `debugscript` set to *true* once you are in a production environment unless absolutely necessary for debugging purposes.

Q. Sections of different forms in my Get.It! Base application are identical. Is this code redundant?

A. The `<component>` tag will help you to create a common section of XML. The following is an example of a `<component>` called `detail`.

```
<components>
  <component name="detail">
    <fieldtable>
      <row>
    <field label="Status" field="Status"/>
    <field label="Ticket number" field="Id"/>
      </row>
....
    <fields>
      <input type="hidden" field="Id" value="$$(Id)"/>
      <input type="hidden" field="Status" value="$$(Status)"/>
    </fields>
  </component>
</components>
```

Now you can reference the common section of xml code using the components tag within a form as follows:

```
<form.......>
........
<component name="detail"/>
.......
</form>
```

Q. What is the form stats display?

A. The form stats display is a useful method of determining the location of a form within an activity and module in the `apps` directory. To turn on the form stats display, you must log in to Get.It! Base as an Administrator and then modify the Setting `displayforminfo` to *true*. The current module, activity, and form will be displayed in the left sidebar when accessing Get.It! Base screens.

Q. How can I modify the size of a font on the Get.It! Base screens?

A. You must modify the `...getit\presentation\css\blues.css` file. If you are using Netscape Navigator as your browser, modify the file in `...getit\presentation\ns_css\blues.css`.

Portal

Q. I am using ServiceCenter for the Portal back-end system. When I run Get.It! Base , I don't see the portal. How do I get the portal?

A. After installing Get.It! Base, restart both Archway and ServiceCenter. If you have not restarted both of these applications, this may explain the absence of the portal. If you install or update a version of Get.It! Base, there are several possibilities that may explain this inability to view the portal. One possibility is that the `portal.inl` file may be missing if you are using the SC Adapter as your Portal back-end system.

To fix this, import this file by selecting Start > Programs > ServiceCenter and open the ServiceCenter console. Then click **Start**. Next, click Start > Programs > ServiceCenter > ServiceCenter Client. Log in as an Administrator. Click the Toolkit tab and then **Database Manager**. Select Options > Import/Load. Insert `.../getit/config/ServiceCenter/portal.unl` in File Name and then click **Load fg**.

Also verify that your user has the `getit.portal` access right, either in the default access right list in the Get.It! Base Admin Settings or in the user's ServiceCenter or AssetCenter profile.

Scripting

Q. How can I embed HTML code that contains JavaScript in a Get.It! Base XML form tag?

A. If your embedded HTML code contains JavaScript, you may want to use JScript to build both the JavaScript and HTML. You must first create your HTML tags in the weblication form and then reference a variable. For instance,

```
<form name="start" onload="service.buildhtm">
.....
<html>
$$(Stuff)
</html>
.....
```

Now you build the Stuff variable in the JScript that is referenced in the `onload` parameter of the form—in this case `service.buildhtm`.

```
var Stuff="<!-- JavaScript code and Level 1 menu -->";
Stuff+="<script language='JavaScript'>";
Stuff+="function findObj(n, d) {";
.....
```

```
Stuff+="</script>";
Stuff+="<table align='left' CELLSPACING='3' CELLPADDING='3'
WIDTH='200'>";
....
msg.add ( "Stuff", Stuff );
return msg;
```

You may want to add a debug statement to see what your HTML code looks like:

```
env.debuglog("#### This is the html code " + Stuff );
```

Q. Can I call external servlets from Get.It! Base?

A. Yes. The following is an example of JScript that calls an external servlet and then passes that servlet a field called "Id" as a parameter. The servlet returns a message in an XML document format.

```
msgReturn = archway.sendHTTP( "http://something.something.com:1888/
servlet/servlets.GetitTest?testparam="+id, null );
```

Q. Can I call an HTTP page from Get.It! Base?

A. Yes. This example shows how to add a button to a form that links to an HTML page that provides Help.

```
<actions target-form="example">
<submit> Refresh List </submit>
<home> Home </home>
<link target-url="http://someplace.around.com/help101.html"
window="true"> Help </link>
</actions>
```

Q. How are client-side JavaScript and Java Applets viewed in unsupporting browsers?

A. Because Get.It! Base utilizes client-side JavaScript, numerous screens will not work properly in an unsupported browser. Get.It! Base uses one Java applet that displays workflow and one for Portal Help. If you are using an unsupported browser, you will not see these applets.

Performance

Q: How are the database connections pooled?

A: When you install Get.It! Base, you can configure your system to run on various, simultaneous Java Virtual Machines. Each machine runs parallel but separate processes and maintains its own database connection. This may be useful when running on multiprocessor machines.

Q: Does Get.It! Base interface with NT Authentication for application sign on?

A: We fully support NT Authentication based on the NT Challenge and Response mechanism.

Q. How can I troubleshoot performance issues with Get.It! Base?

A. To troubleshoot system performance issues complete the following steps:

1. Determine whether there are any queries continually running that are trying to access many records. For example, you should check in the logs to see if there are queries with no `where` clauses. This can cause the system to loop, which will use memory and cause unpredictable behavior.
2. Check the Administration Module Settings to ensure the “DebugScript” field is equal to *false*.
3. Determine the number of ScriptRunners being created. The logs will indicate each time a ScriptRunner is created. Look for the lines that say: “Added ScriptRunner to Pool” and count the number of times you see this.

Check the maximum number of ScriptRunners allowed in the Administration Module Settings “MaxScriptRunners” field. It should be set to no higher than 10.

4. Ensure any screens you have designed have clean `onload` scripts that do not pull in too much data. Remove combo boxes that display many options, converting them to searchable, popup fields.

Browser

Q. Does Get.It! Base work on a Netscape server and Netscape browser?

A. Yes.

Q. How can I access cookies from Get.It! Base?

A. The following is the syntax for accessing cookies:

```
id = user.getCookie(“CookieName”);
```

wbuild

Q. When should I use wbuild?

A. You need to run `wbuild` each time that you modify XML pages. For instance, you must run `wbuild` when you change a form in the `...getit\apps` directory or when you modify a schema in the `...getit\apps\module\schema` (where module is the name of the module, such as assets). `wbuild` rebuilds `JSP` pages in the `...getit\presentation` directory.

AssetCenter

Q. What should I do if I cannot pull data from AssetCenter?

A. There is an AssetCenter connectivity problem. Log into Get.It! Base as an Administrator and access the Get.It! Base Admin module. The Control Panel window is displayed. Check the connection status of Get.It Base to AssetCenter to see if it says “connected” or “disconnected.”

If the status is “disconnected” reset the server by clicking **Reset Server**. If this does not change the status to “connected,” then continue with the following.

Click **Settings** (this accesses the `archway.ini` file). Scroll down to see the AssetCenter Adapter Settings. Verify the "Database" field is pointing to the correct database, by default this field is set to *ACDemo351ENG*. Also make sure the Administrator and Anonymous password fields have not been edited in the Admin module since these fields are encrypted.

Log into the AssetCenter database on the AssetCenter server. Make sure the login account referenced in the Get.It! settings matches the login for AssetCenter. Check the ODBC connection. Depending on the way you run JRun, it will look for a User DSN or a System DSN. If you start JRun as an application, it will reference the User DSN for the ODBC connection to the database. If you start JRun as a service, it will reference the System DSN for the ODBC connection. While logged into AssetCenter, use the File menu to access the Manage Connections option. Verify that the user name and password are correct for the connection.

Q. Get.It! Base does not appear to recognize AssetCenter default script functionality. How do I correct this?

A. Make sure you have the appropriate user rights in the AssetCenter profile. If you change default scripts in AssetCenter make sure that you save your changes by disconnecting from the database or through the `tools\administration .../save the database configuration` menu entry. Restart JRun and then reconnect.

Q. When I call Get.It! Base from a client or a Web server I receive an error: "Unable to connect to AC: Connection 'acdemo351eng' unknown in 'amdb.ini'." error. Is this problem correctable?

A. Yes. This message occurs because there is no `amdb.ini` file. This means that you can't log in becasue there is no system to identify the user. If you have another system doing the user identification (such as ServiceCenter), you will be able to log in, but you won't be able to work with any of the applications supported by AssetCenter.

To correct this problem:

Check if AssetCenter is installed on the same machine as Get.It! Base. If it is not, install AssetCenter with the APIs (available only through a Custom or a Full installation). If AssetCenter is installed, or you have just installed it, connect to the database you will access with Get.It! Base; it will set up the `amdb.ini` properly. Be sure that the AssetCenter database you want to access is the one you refer to in the Admin settings screen. Restart JRun. This error will be gone.

Q. I have Get.It! Base connected with Oracle, but it doesn't seem to be talking with the database.

A. Add the following line to the SQL section of the `aamapi30.ini` file, located within the `WINNT` directory:

```
OracleDLL=oraclient8.dll
```

Error Codes

Q. Why do I receive the "XSL warning: Could not find macro def named: outputUserFields" error message?

A. You will receive this message if a weblication `<input>` element either lacks a `type` attribute or has an unsupported type value.

For example, if the following line is in an XML file, it will generate the error because it lacks a `type` attribute:

```
<input label="Number to order"  field="nCount" />
```

To correct the above line, enter the following instead:

```
<input label="Number to order"  type="text" field="nCount" />
```

Firewalls

Q. Can users outside of the company firewall access Get.It! Base?

A. Get.It! Base has no firewall issues. If the user can access internal servers, they can access Get.It! Base.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