Administration Guide
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The names of companies and individuals used in the sample database and in examples in the manuals are fictitious and are intended to illustrate the use of the software. Any resemblance to actual companies or individuals, whether past or present, is purely coincidental.

This edition applies to version 1 of the licensed program

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Chapter 1
Introduction

Peregrine Systems' Get.It! product suite is a line of employee self-service applications. The Get.It! applications empower employees to help themselves to functions once requiring numerous e-mails, phone calls, inter-office correspondence, and paperwork to complete. For example, the Get.Resources! application streamlines the MRO procurement cycle by drastically reducing cost and time while simultaneously increasing employee productivity and satisfaction.

Get.It! applications are accessible on the corporate intranet via Web browsers. The user interface, a best of the web experience, is role-based and you can tailor it to meet your needs.

Get.It! applications benefit organizations both by freeing employees from time-consuming tasks and by automating inefficient processes such as procurement, service, and searching for answers to common questions.

About this Manual

The *Get.It! Administration Guide* describes the administrative steps for Peregrine Systems' Get.It!. After the installation and configuration is complete, use this manual to monitor the server connections, perform user administration, change control settings, and set up NT Challenge and Response.

The *Get.It! 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! Installation Guide* which describes how to install and configure Get.It! on both a Windows and Solaris server.
- The *Get.It! Tailoring Guide* which describes how to customize Get.It! to suit your needs. It also describes the basic architecture on top of which Get.It! is programmed.

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! (such as ServiceCenter and AssetCenter).

Organization of the Manual

This manual is organized around the main functions associated with the administration of Get.It!. The following chart 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
Resetting the server link to the back-end systems; monitoring the server log; setting controls in the archway.ini file.	Chapter 2: Get.It! Administration Module
Information regarding user IDs; registering users; authorization to ServiceCenter and AssetCenter; access to Get.It! modules.	Chapter 3: User Administration
Setting up NT Challenge and Response; setting permissions for file access; testing the setup of NT Challenge and Response.	Chapter 4: NT Challenge and Response
Using AssetCenter product catalogs; how Get.It! distinguishes between different types of goods; calculated fields.	Chapter 5: Catalog Information
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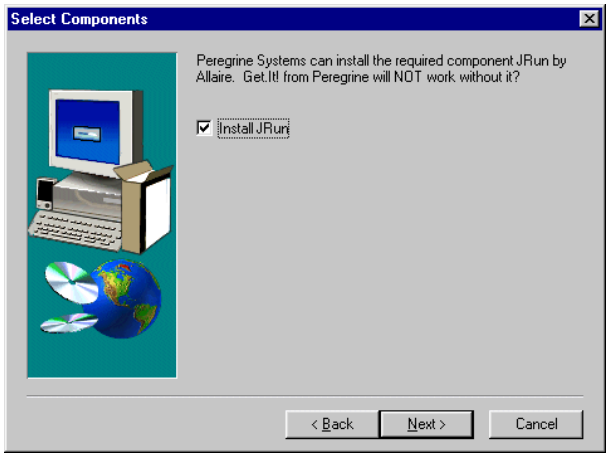
Conventions Used in this Manual

Most screen shots in this manual come from the Windows version of Get.It!. The action you should take on the window is usually explained in the step below the sample. If information is printed next to the window, it is important and you should pay special attention to it. For example:



Do not install JRun if you already have the current version installed on the server.
Do not install a newer version of JRun on top of an older version. Uninstall the older version first.

Fig. 2-12 Choosing whether to install JRun.

Buttons, Directories, and File Names

The following conventions are used when describing buttons on the windows, paths for directories, and file names.

- Buttons you click are shown in bold such as "Click **Next**."
- Directory paths are shown in italics, such as *C:\Program Files\getit*. The directories used in this manual are the default directories assigned during the installation. If you change the directory into which you install Get.It! or JRun, make sure you make note of the correct directory and replace the default path with the one that is correct for your system.
- File names are also shown in italics, such as *login.asp*.

Chapter 2
Get.It! Administration Module

Get.It! provides you with an Administration module which you can use to monitor how Get.It! is working and to change the control options in the Archway.ini file. This makes it easy for you to determine issues with the connections between ServiceCenter, AssetCenter and any other system to which you have Get.It! connected.

Using the Administration Module

The Get.It! Administration module allows you to:

- Monitor the connection between the Get.It! server and the ServiceCenter and AssetCenter servers.
- View the server log, which shows all activity on the Get.It! server.
- View and change the settings in the Archway.ini file.

1. To begin using the Get.It! Administration module verify both the IIS or PWS and JRun servers are started.
2. Verify that your ServiceCenter server is running, if you have implemented Get.Service!.
3. Open a browser window.
4. Log in to Get.It! using a user ID with AssetCenter profile of *getit.admin*. Click on the **Admin** module button. Or, you can enter the following URL: **http://*webserver*/getit/admin.htm** in the browser address field (replace *webserver* with the name of your web server and *getit* with the virtual directory name).

   Press **Enter**.

The first time you access the Administration module, you are asked to setup 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.

Using the Control Panel

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

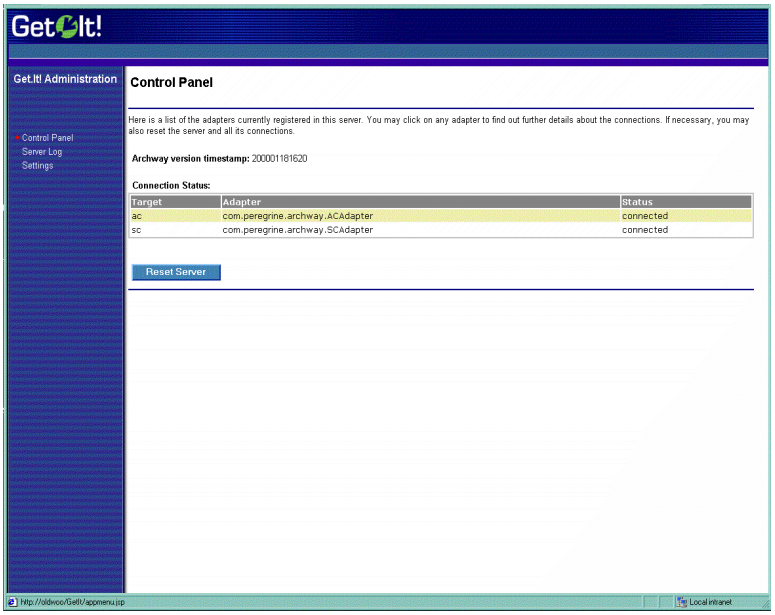


Fig. 2.1 Administration Module Control Panel

Use this window to check the status of the connections to ServiceCenter and AssetCenter. You can also reset the server, if necessary, by pressing **Reset Server**.

There are two activities available from this window. Click **Server Log** to view activity on the Get.It! server. Click **Settings** to view and change the settings in the Archway.ini file. If AssetCenter is loaded on a server different from Get.It!, update the Archway.ini file to reflect the appropriate connection name and the Administrator's user name and password.

Viewing the Server Log

The Server Log provides you with details of what is and has happened on the server. You can choose the number of lines to make available when scrolling down the screen. Click **Reset** to clear the log.

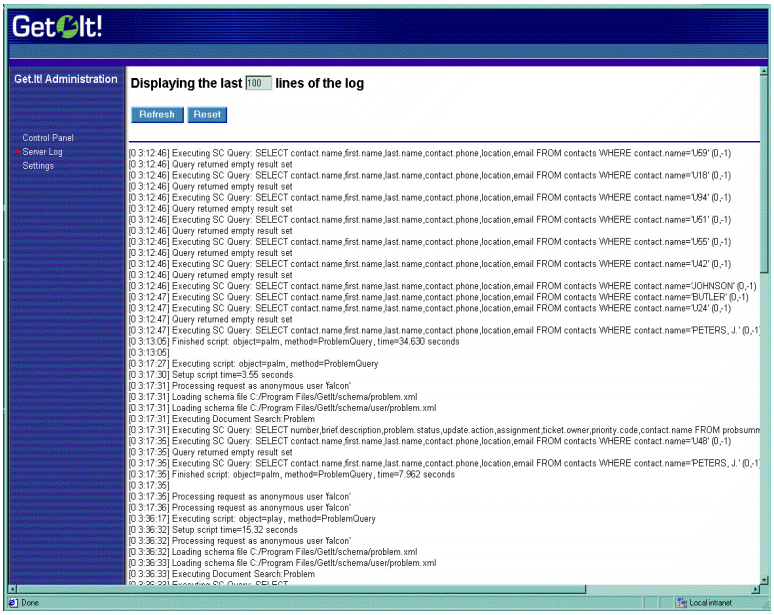


Fig. 2.2 Administration Module Server Log

Settings in the Archway.ini File

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

- General Execution Options (debugging log, session time-out, and tracking options)
- Weblication settings
- ECMA Script Execution Settings
- AssetCenter Adapter Settings
- ServiceCenter Adapter Settings
- Email Settings

Each available option is explained on the screen. See figure 2.3, below.

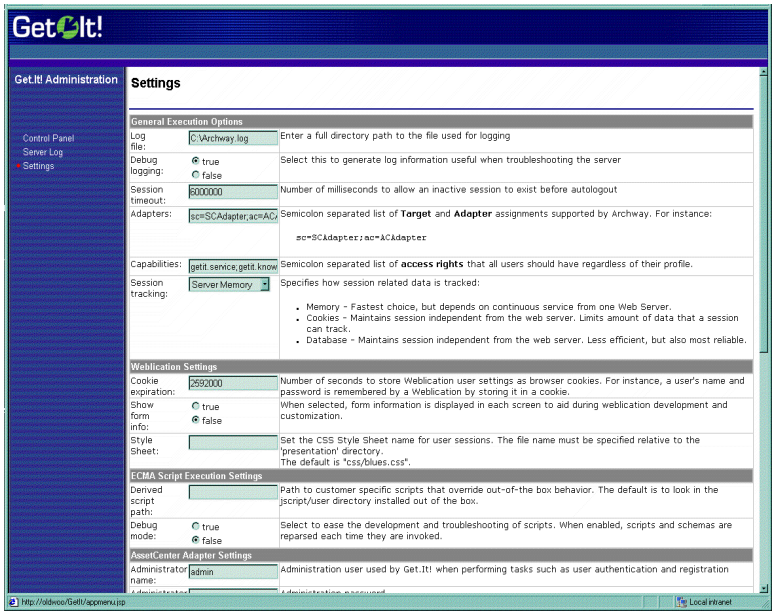


Fig. 2.3 Administration Module Settings

Chapter 3
User Administration

With Get.It!, user administration is almost completely automated. Users can register themselves, and log in using any name currently registered in either AssetCenter or ServiceCenter.

User Registration

The Get.It! weblication has been designed in such a way that users can register on-line, eliminating the need for a system administrator to respond to every request for access. The users will be prompted for certain default information, as identified on the registration screen below.

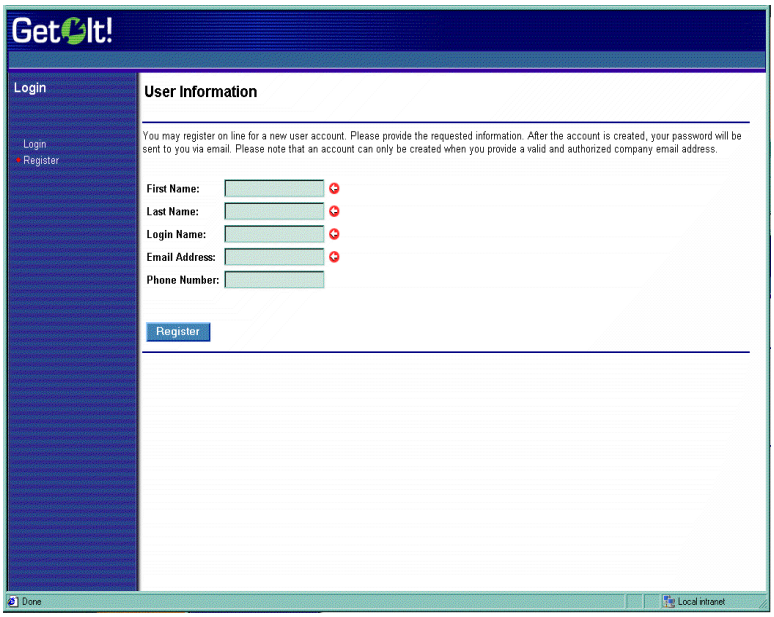


Fig. 3.1 Registering a new user

Once this information has been provided, Get.It! will transform this data in to a Profile record that will then be passed to the ServiceCenter and AssetCenter systems. An operator record will be created in ServiceCenter with data matching that passed in, plus default Capability Words of *getit.service* and *getit.answers*. In AssetCenter, an amEmplDept record is created with the user-supplied and a default Profile will be assigned, *getit. default*.

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 all 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 them in to Get.It!. If the combination is valid in one but not both systems, we will create the operator record in the system where it does not exist.

Access Rights

Access rights within Get.It! are addressed in a manner similar to traditional ServiceCenter and AssetCenter access.

In ServiceCenter, capability words are associated with each operator record to identify what system options they have access to. Get.It! uses new capability words, *getit.service*, and *getit.answers* to restrict access to the Service and Answers modules within the weblication.

AssetCenter utilizes user rights to identify which tables an operator may modify within the system. Profiles group user rights together. Individual Employee records can have a single Profile associated to them. Get.It! examines the name of the user right that an individual has, and uses it to provide access to various portions of the weblication. AssetCenter continues to restrict table access based on the detail of any given user rights record.

Named user rights have been established for use with the Get.It! weblication: *admin*, *approver*, *asset*, *receiver*, and *requester*. These provide access to the Administration, Approval, Asset Management, Receiving, and end-user Requisition portions of the weblication.

Profiles have been established for use within the weblication, *getit.admin*, *getit.default* and *getit. full*. The *getit.default* profile is assigned to all new users that register through the weblication. It provides the *requester* and *asset* user rights. The g*etit.full* profile is not given automatically by the weblication, but rather should be given by an AssetCenter user administrator. The *getit.full* profile provides access to the user rights, *approver*, *asset*, *receiver*, and *requester*. The *getit.admin* profile provides access to the *admin* user rights.

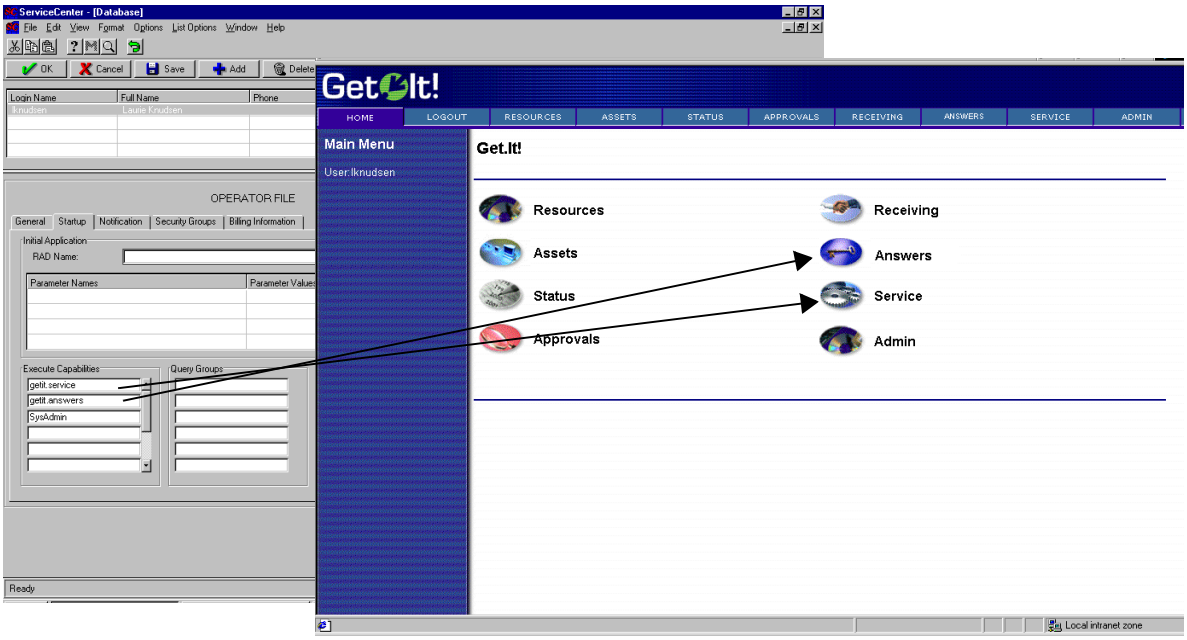


Fig. 3.2 ServiceCenter capabilities to Get.It! menu options

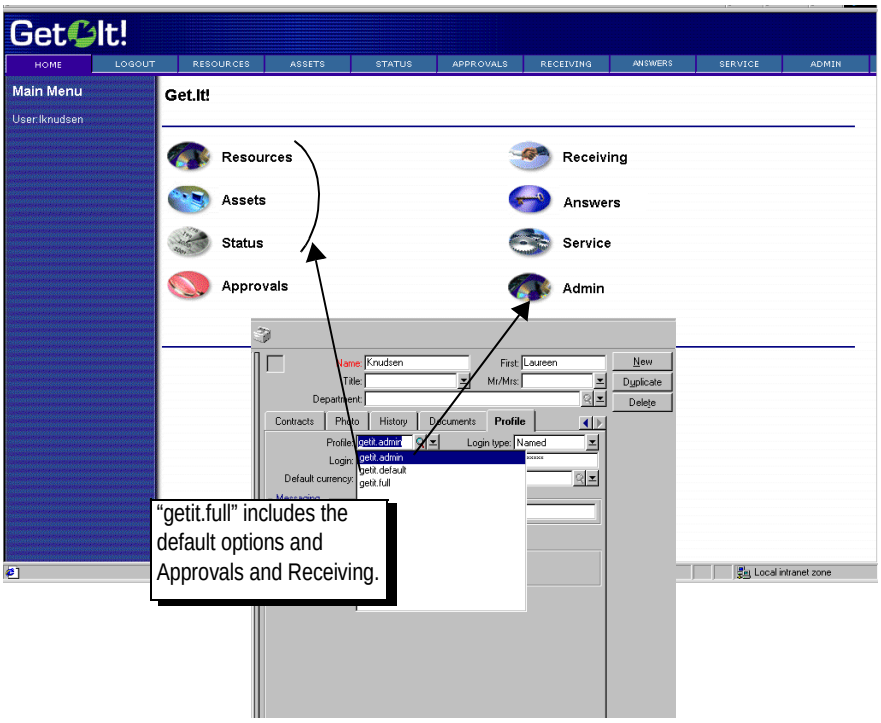


Fig. 3.3AssetCenter profile to Get.It! menu options

When users first register, they are assigned getit.default authority. You need to update the Employee records of those users who you want to have full and administration access.

Chapter 4
NT Challenge and Response

NT Challenge and Response 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! uses NT Challenge and Response as follows:

- The user logs on to their NT workstation.
- The user starts their IE browser and navigates to the Get.It! 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! login automatically detects the user by using the NT Challenge and Response/IIS server data.
- Get.It! logs in the user without requiring a name and password be entered.

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

There following circumstances must be handled during this process:

- The NT user is not yet registered with an Archway Adapter. When this occurs, Get.It! asks the user to register and enter profile information. Get.It! 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! 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.

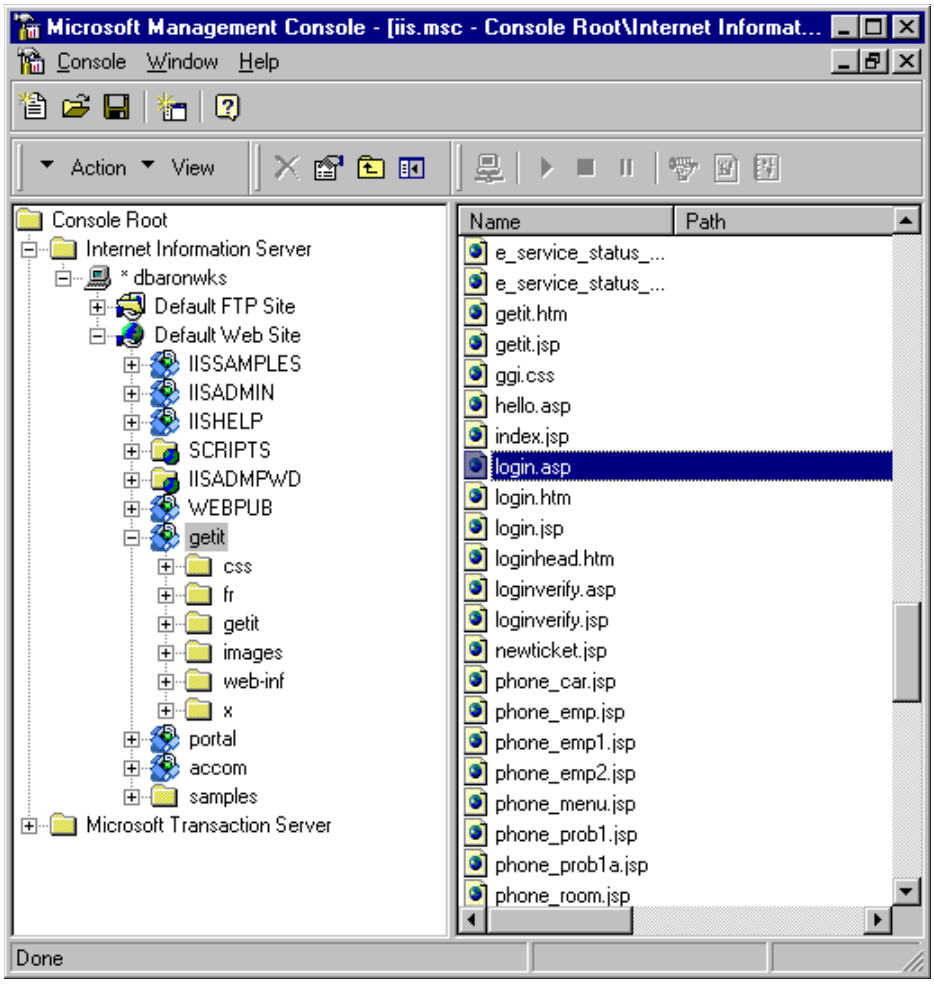


Fig. 4.1 Updating the login.asp

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.

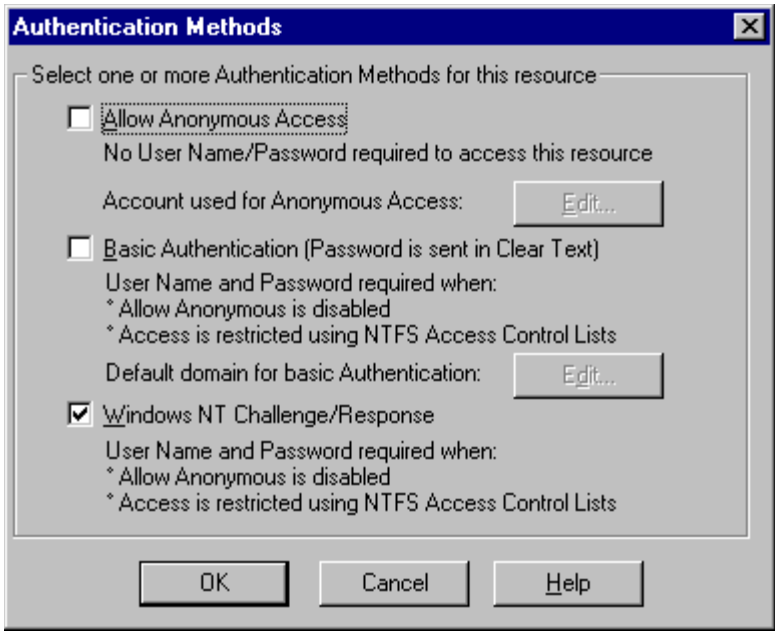


Fig. 4.2 Setting Authentication for login.asp

6. Check "Windows NT/Challenge and Response." Make sure this is the only option checked. Click **OK**.
7. Click **OK** on the other windows until you return to the Microsoft Management Console (shown in figure 4.1).

Updating the loginverify.asp

1. Repeat the steps above for *loginverify.asp*. Follow the steps 1 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**.

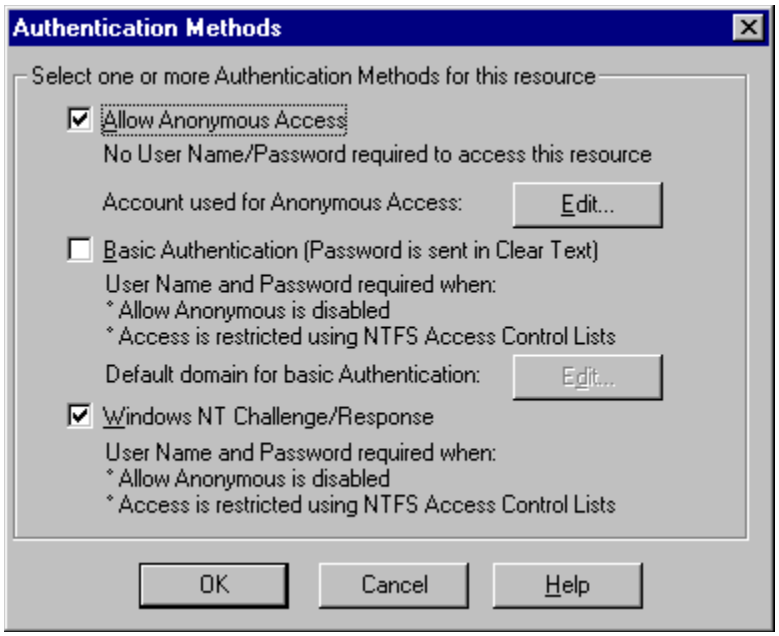


Fig. 4.3 Setting Authentication for loginverify.asp

3. Click **OK** on the other windows until you return to the Microsoft Management Console (shown in figure 4.1).

Setting Permissions for the Presentation Folder

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

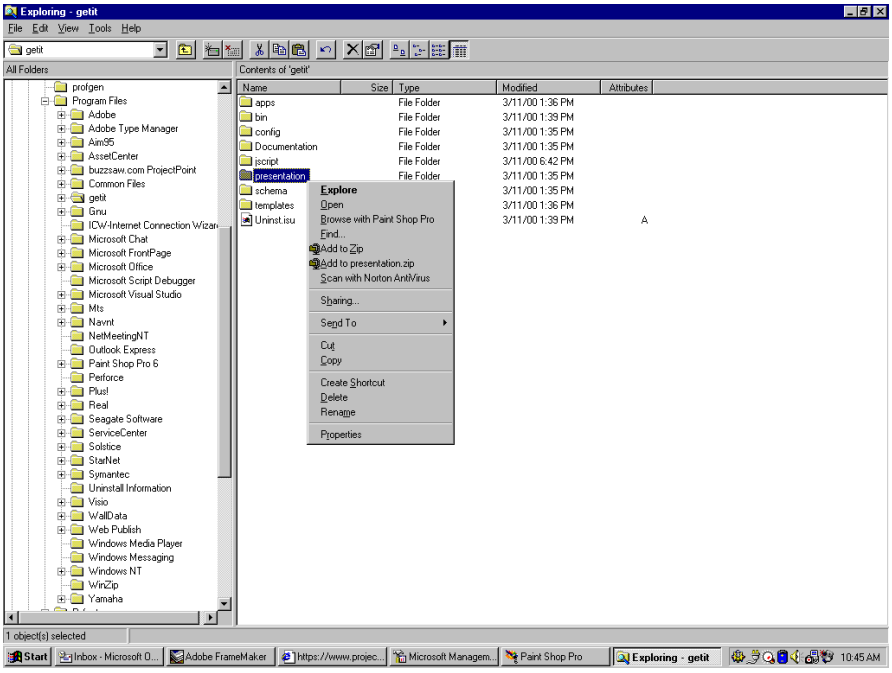


Fig. 4.4 Locating the presentation folder

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

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.”

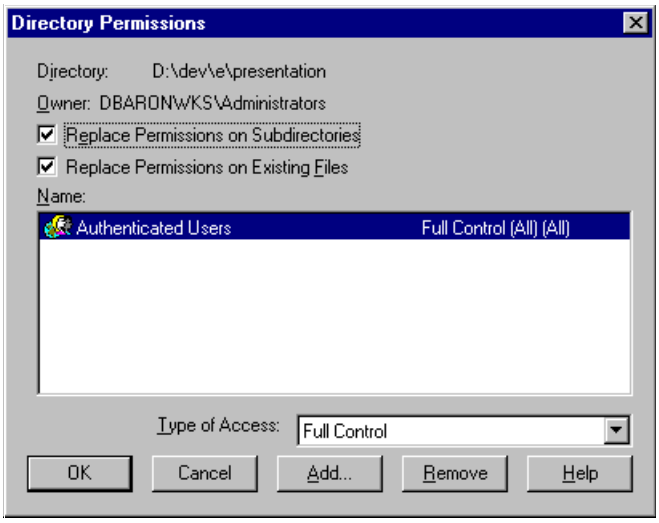


Fig. 4.5 Giving permission to authenticated users

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!
6. Click **OK**. Close all remaining windows.

Testing the Settings

Log into Get.It! to make sure the access permissions are set correctly. The NT Challenge and Response settings are activated when you log into Get.It! through a special login page named login.asp. Accessing Get.It! 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 access to Get.It! 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! to use the NT Challenge and Response settings.

1. Open the *login.htm* file in the *...getit/presentation/* directory.
2. Look for the following:

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

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

3. Change *login.jsp* with *login.asp*.
4. Save your changes.

Chapter 5
Catalog Information

Get.Resources! makes use of AssetCenter's product catalog contained within the amProduct table. Except for two specific areas, the catalog should be configured as normal.

Certification

Get.Resources! uses the Certification field to distinguish between available types of goods.

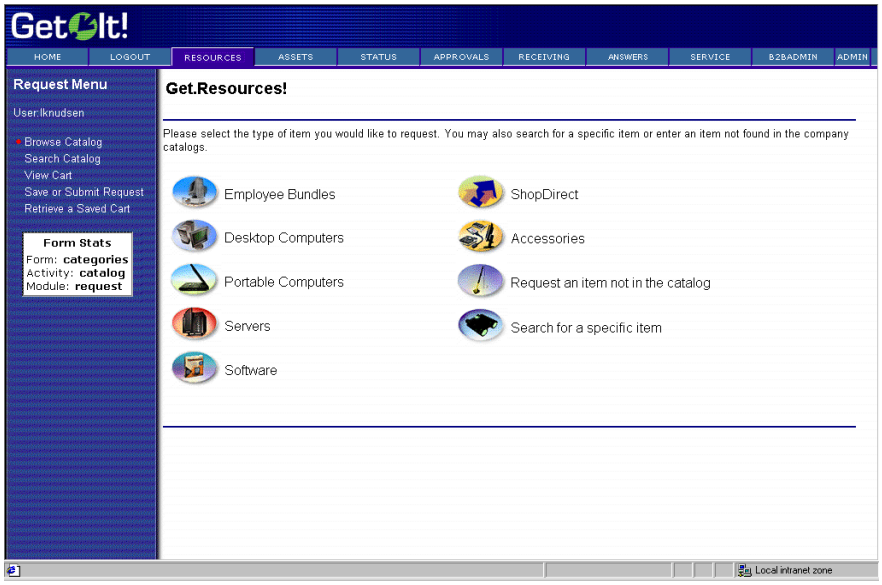


Fig. 5.1 Standard catalog options in Get.Resources!

These buttons from the Get.Resources! menu each drive a database call against the amProduct table. The queries executed are similar to the following for Desktop Computers:

```
SELECT lProdId,Brand,Model,mPrice FROM amProduct WHERE
(Certification LIKE '%Desktop%')
```

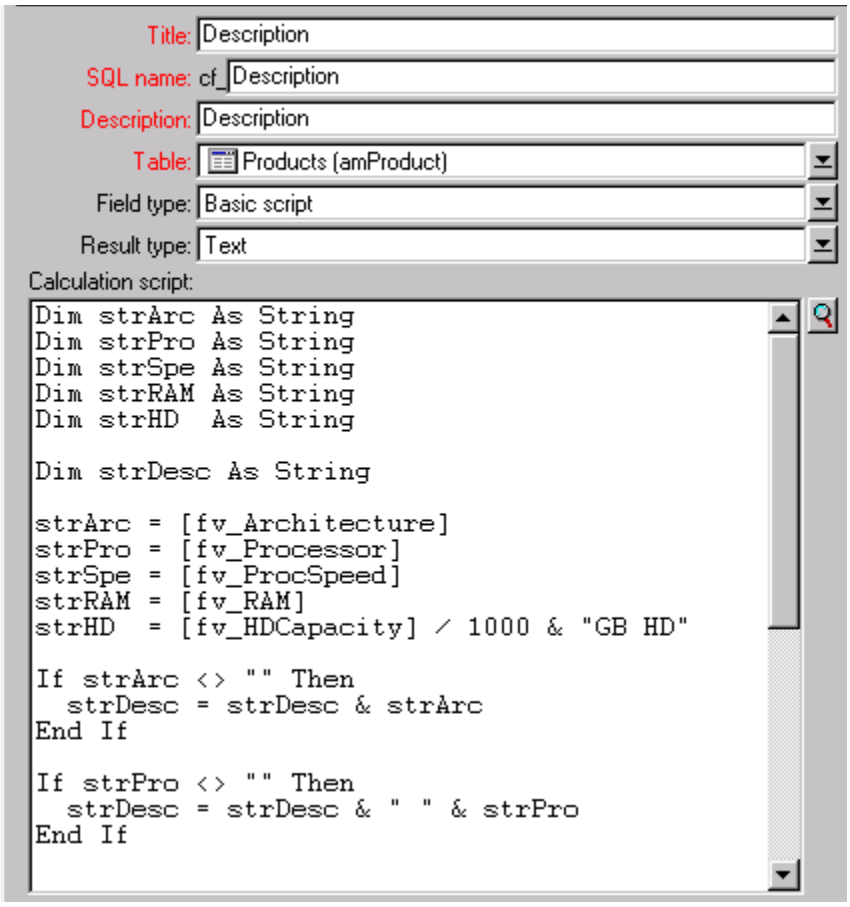
With the exception of the *Bundle* certification, all may be easily changed to better reflect the client's categorization scheme.

The *Bundle* certification is special within the weblication. *Bundles* are groups of items tied together as a common good. For example, a "Sales Laptop" Bundle may consist of a laptop, PCMCIA NIC, Operating System software, and some applications. This relationship is built within the amProdCompo table, tying together several records from the amProduct table. There is code in place within the procure.js script to give special treatment to Bundles.

Calculated Field: cf_Description

In order to provide meaningful information to users of the weblication, a calculated field is used as a descriptive name for records within the catalog. As identified in the Product schema, the field, *Description*, maps to the field cf_Description, a calculated field. The definition of that field follows.

This is provided as a sample of how AssetCenter's calculated fields may be used within the Weblication to ease data presentation.


Title: Description
SQL name: cf_ Description
Description: Description
Table: Products (amProduct)
Field type: Basic script
Result type: Text
Calculation script:
Dim strArc As String
Dim strPro As String
Dim strSpe As String
Dim strRAM As String
Dim strHD As String
Dim strDesc As String
strArc = [fv_Architecture]
strPro = [fv_Processor]
strSpe = [fv_ProcSpeed]
strRAM = [fv_RAM]
strHD = [fv_HDCapacity] / 1000 & "GB HD"
If strArc <> "" Then
strDesc = strDesc & strArc
End If
If strPro <> "" Then
strDesc = strDesc & " " & strPro
End If

Appendix A
Contacting Peregrine Systems

Contact one of the Peregrine Systems Customer Support offices listed here if you have questions about, or problems with, ServiceCenter systems.

For more information about Customer Support, check the support web site: *http://support.peregrine.com* Please contact Customer Support for an account on this site.

Note: Only the European Customer Support staff is multilingual and can provide technical support to customers in their native language.

North and South America

To get help immediately, call Peregrine Customer Support at:

(1) (800) 960-9998 (North America only)

(1) (858) 794-7428 (North and South America)

For ServiceCenter questions or information, send a fax or e-mail to:

Fax: **(**1**)** (858) 794-6028

E-mail: support@peregrine.com

Send materials that Peregrine Systems Customer Support requests to:

Peregrine Systems, Inc.

ATTN: Customer Support

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San Diego, CA 92130

Note: Countries outside North and South America are covered by regional offices. Customers should contact the regional office under which their country is listed.

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Hong Kong Phone: (800) 908056

Japan Phone: (0044) 221-22795

Singapore Phone: (800) 1300-949 or -948

E-mail: apsupport@peregrine.com

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