



Installation Guide

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This edition applies to version 1 of the licensed program



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Using Get.It!

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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! Installation Guide* describes the installation and configuration for Peregrine Systems' Get.It!. After the installation and configuration is complete, Get.It! will be ready to use in an evaluation or demonstration mode.

After the evaluation period is complete, typically a number of tailoring and preparation items occur to create a production system. Tailoring instructions can be found in the *Get.It! Tailoring Guide*.

The *Get.It! Installation 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! Administration Guide* which describes the administration functions of Get.It! including the Administration Module and user ID maintenance.
- 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.

Organization of the Manual

This manual is organized around the main functions associated with installing the Get.It! software. 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; what is included on the CD; what back-end systems should be installed before Get.It!.	Chapter 1: Introduction
Things that must be done before you install Get.It!; installing Get.It! on a Windows server; installing JRun.	Chapter 2: Windows Installation Procedures
Configuring an NT web server for use with Get.It!; configuring multiple virtual directories.	Chapter 3: Windows Server Configuration
Configuring ServiceCenter to work with Get.It!; configuring AssetCenter to work with Get.It!; verifying the installation.	Chapter 4: Configuring ServiceCenter and AssetCenter
Installing Get.It! on a Solaris machine; things that must be done before the installation; installing JRun; configuring JRun for Solaris; configuring ServiceCenter to work with Get.It!	Chapter 5: Solaris Installation
Logging onto Get.It!; using Get.It to report a problem; using Get.It! to order an item; checking the status of a problem or order; accepting an item you ordered after you have received it.	Chapter 6: Using Get.It!
If you have problems with the installation; verifying the installation.	Chapter 7: Installation Verification Tips and Troubleshooting
Contacting Peregrine Systems.	Appendix A: Contacting Peregrine Systems

Conventions Used in this Manual

Most screen shots in this manual come from the Windows version of the installation. 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 on 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*.

What's on the CD

AssetCenter is not available for Solaris.

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

- All necessary components to implement the web functionality, as well as several administration and tailoring tools.
- Current ServiceCenter and AssetCenter DLLs. These must be used to successfully integrate with ServiceCenter and AssetCenter.

Important: Get.It! 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 has the option of being launched from the Get.It! installation.

Installing the Back-end Systems

A “back-end system” is what is linked into Get.It! to complete the functionality. For example, Get.Services! does not keep a file of service requests separate from ServiceCenter. Instead it feeds the requests directly into the Service Center files.

Therefore, Get.It! is dependent on several of Peregrine Systems' back-end systems for workflow management. The back-end systems are *not* included on the CD. The installation instructions for those systems can be found in their respective system manuals.

- If you are going to use Get.Resources!, you will need to install AssetCenter. To function properly, AssetCenter must be at release level 3.01 or higher.
- If you are going to use Get.Service!, you will need to install ServiceCenter at release 3 or higher.



Chapter 2

Windows Installation Procedures

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

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

Windows Installation Requirements

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

Software

- Microsoft Windows NT - NT 4.0 Server or Workstation.
- 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 Get.Services!, you need Peregrine Systems' ServiceCenter 3.0 - any Service Pack
- If you will be using Get.Resources!, Peregrine Systems' AssetCenter 3.01

Hardware

- Pentium 400mhz or faster with at least 256MB of RAM.
- Approximate Disk space - 100MB in addition to the ServiceCenter and AssetCenter requirements.

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! installation.
- You will need a JRun license key and an AssetCenter Authorization code. If you have not already received these, call your Peregrine Systems' Account Representative.
- What is your IIS "scripts" directory? The default is usually "C:\InetPub\scripts."
- Whether you will install Get.Service!, Get.Resources! or both. (You must have ServiceCenter installed and configured before loading Get.Service! and AssetCenter loaded and configured before installing Get.Resources!)
- If you do not want to install Get.It! 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! Tailoring Guide. If you choose to use different folders, you need to let the users who will be tailoring Get.It! know where you put the files.

Complete the following steps before you start to install Get.It!:

- Stop the ServiceCenter console.
- Stop the IIS server.

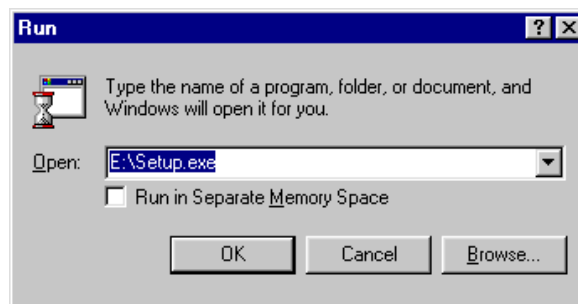
If either of these are running when you install Get.It! and JRun the installation will not be successful.

Installation

Before you begin the installation, make sure you have completed all of the items listed in *Prerequisites* on page 2-3.

If you experience errors during the installation, refer to *Troubleshooting Tips* on page 5-6 for information on manual installation procedures.

1. Insert the Get.It! 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! CD is loaded.

Fig. 2.1 Typing the install command

2. A window is displayed that allows you to select the language you want to use for the installation.
3. Install Shield begins and the Welcome dialog box is displayed. Click **Next**.
4. When presented with the Software License Agreement dialog box, read the agreement conditions.
5. When ready, click **Yes** to accept the terms and continue with the installation.

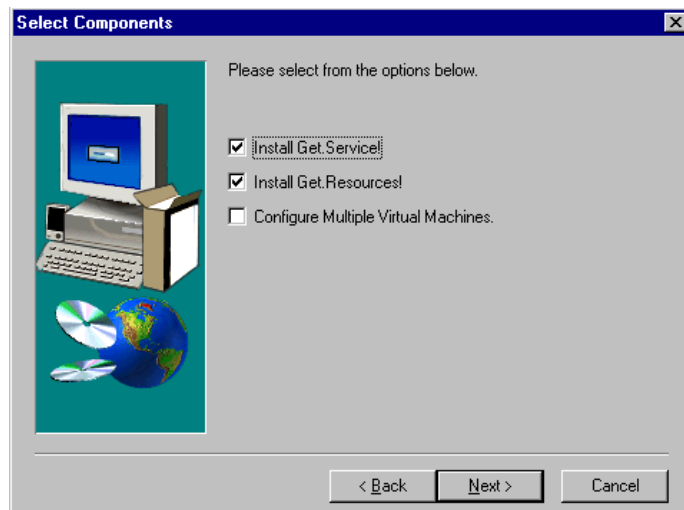


Fig. 2.2 Selecting the components to install

6. Select which of the available components to install: *Get.Service!* (ties into ServiceCenter) and/or *Get.Resources!* (ties into AssetCenter). If the server has multiple processors, check the *Configure Multiple Virtual Machines* option. Click **Next**.



The path where you install Get.It! is referred to frequently in the Get.It! Tailoring Guide. If you select a different path, make sure you inform the users who will be tailoring Get.It! where they can find the files.

Fig. 2.3 Entering the Get.It! default directory

7. You are prompted to select a destination path. Use **Browse** if necessary to specify the path for the Get.It! files. Click **Next** when ready.

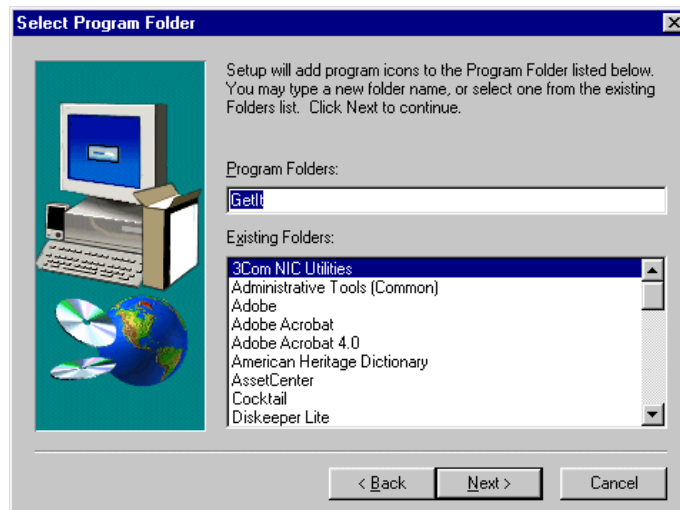


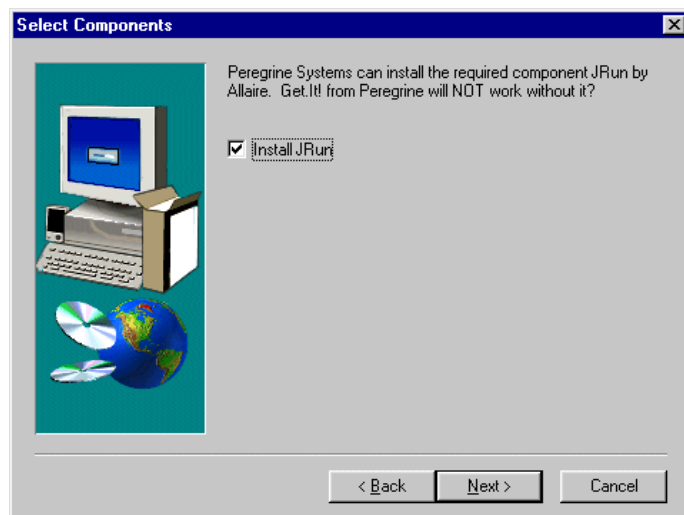
Fig. 2.4 Entering the Get.It! program folder

8. Review the Program Folder dialog box, and specify a different folder name if necessary. Click **Next**.

The Get.It! files are installed onto your system.

JRun Installation

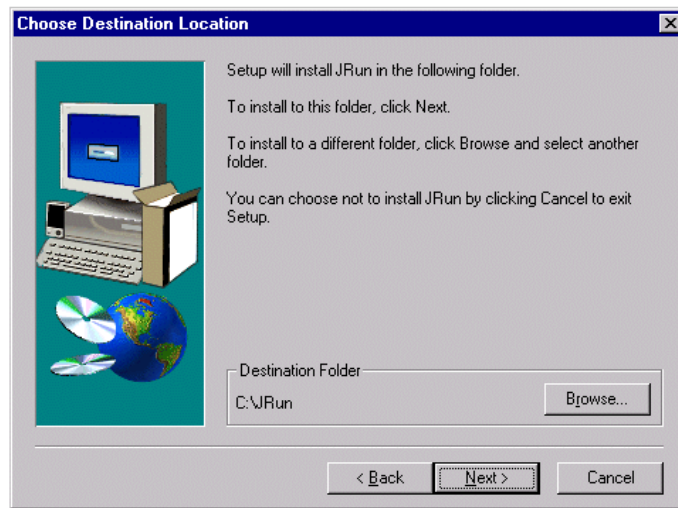
The next phase of the installation begins with a prompt informing you that the JRun installation is required for Get.It!



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. 2.5 Choosing whether to install JRun.

1. If you need to install JRun, click **Next** to continue with the installation. If you already have the correct version loaded, skip to step 16 on page 2-12. If you have a previous version loaded, click **Cancel**, uninstall JRun and begin the installation process again.
2. At the JRun-Welcome window, click **Continue**.
JRun is unpacked to your system.
3. A warning is displayed about loading JRun over an older version. When you are sure you do not have a previous version of JRun installed, click **Yes** to move through the JRun warning prompt.
4. Click **Next** to move through the next Welcome dialog box.
5. Review the terms of the JRun software license agreement and click **Yes** to continue.



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. 2.6 Choosing the destination directory for JRun

6. Review the Destination Location dialog box, and specify a different destination folder if necessary. Click **Next** when ready.

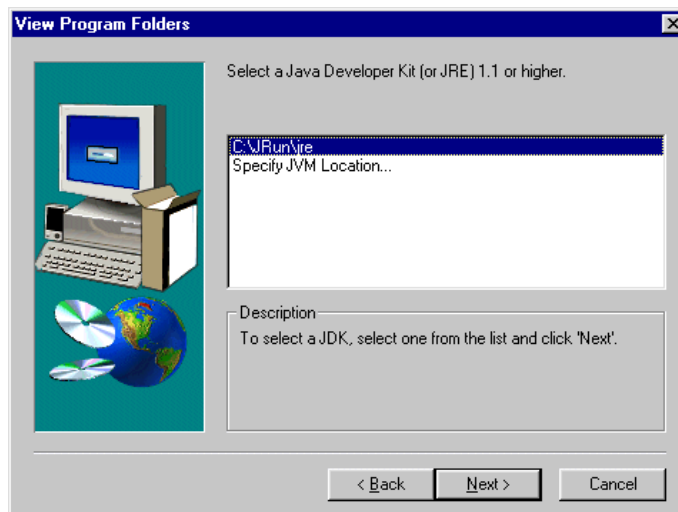


Fig. 2.7 Selecting the Java Development Kit

7. Review the Program Folder dialog box, and specify the JRun Java Runtime Environment (jre) folder. Click **Next**.

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

Configuration

The JRun Setup Wizard engages automatically.



Fig. 2.8 The JRun wizard

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

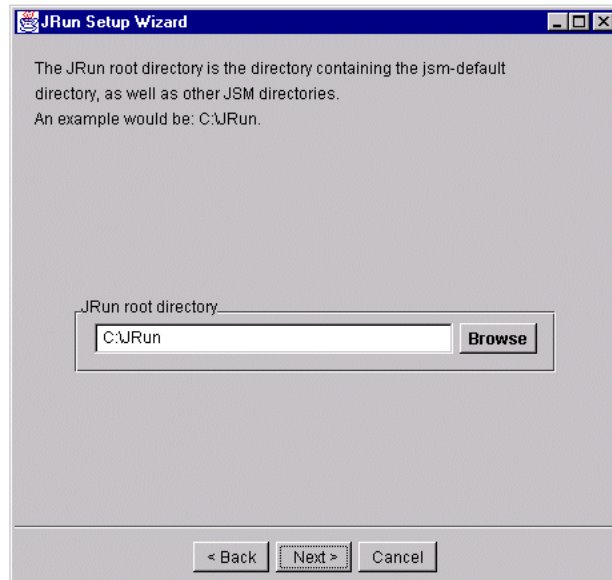
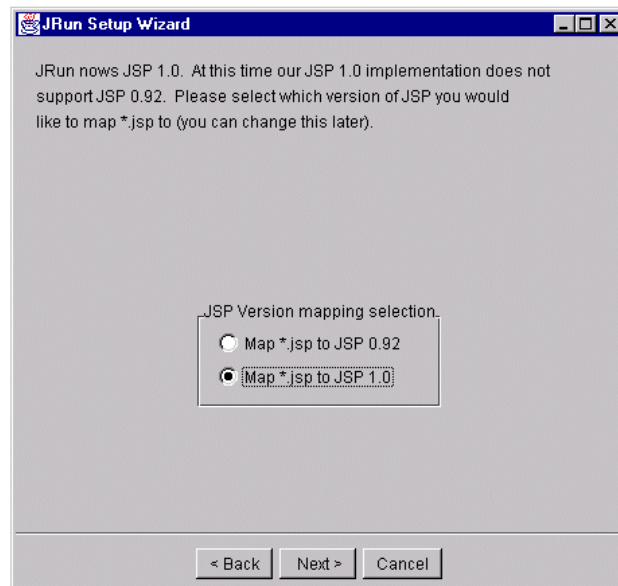


Fig. 2.9 Entering the JRun root directory

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**.

Note: If you have installed JRun in the past, stop the installation now. Using either the Control Panel>Add/Remove Programs option or the Uninstall option from the JRun start-up menu uninstall and remove all previous instances of JRun, then return to the Get.It! installation.

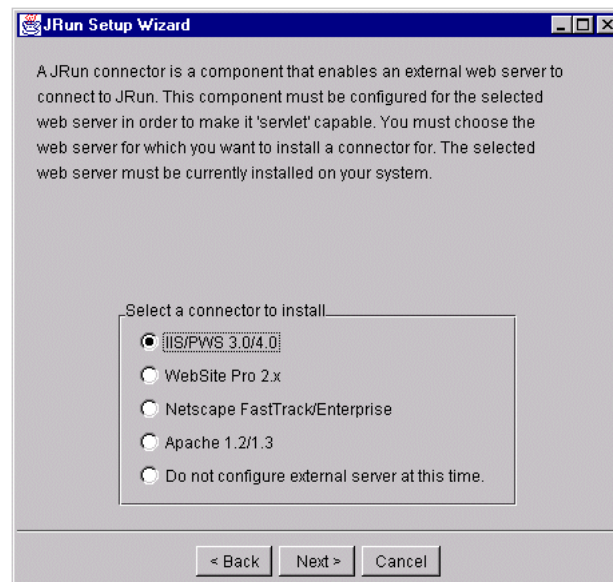
3. If you have not installed JRun in the past, click **Next**.
4. A JSM license key is required by Get.It!. You should have received this information from the Peregrine Systems' Account Representative. Enter the license key and click **Next**.
5. Do not enable CF Anywhere. Click **Next**.



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

Fig. 2.10 Mapping *.jsp to JSP 1.0

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

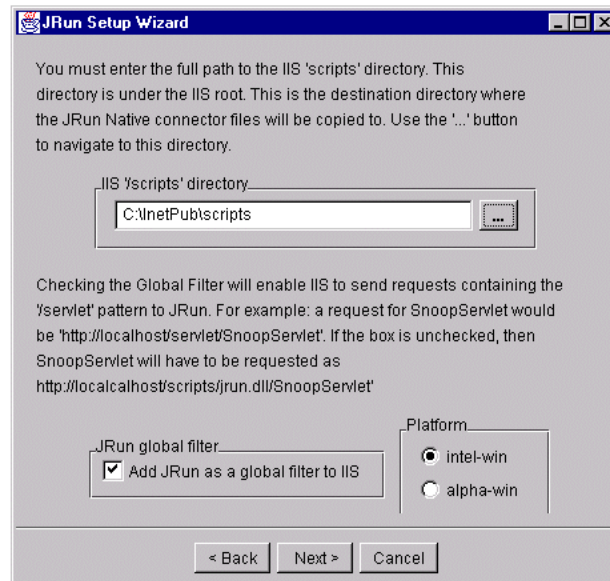


There is no default given for this window. You must click on the "IIS/PWS 3.0/4.0" option.

Fig. 2.11 Selecting the correct connector

7. Select **IIS/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**.



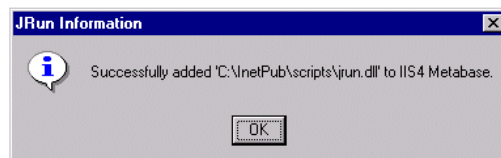
Do not use the ellipse button, as it does not function properly in the setup wizard.

Leave the JRun Global filter active.

Fig. 2.12 Entering the jscripsts 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. 2.13 JRun confirmation prompt

10. Click **OK**.
11. You should see a message telling you the Connection Configuration was successful. Click **Finish**.
12. JRun does not need to be registered for the Get.It! product, so click **No** at the registration prompt.
13. A window is displayed telling you the installation is complete. You can select to view the release notes from the Setup Complete dialog.

14. Click **Finish** to complete the JRun install and setup.

JRun program window is displayed showing the items that were installed.



Fig. 2.14 The JRun program window

15. Close the window when you are ready to complete the installation. You have completed the JRun installation and setup and your next step is to complete the Get.It! installation.

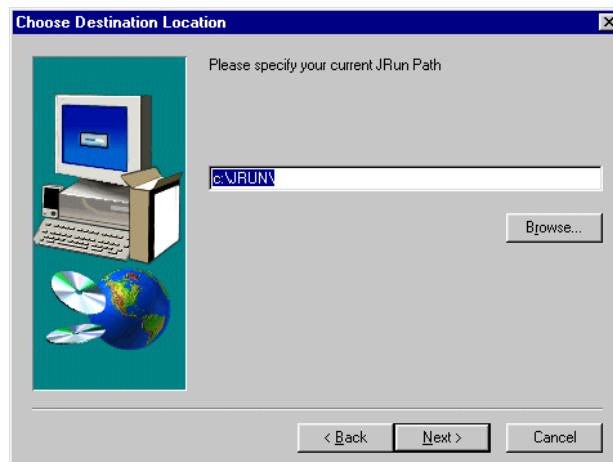


Fig. 2.15 The JRun default directory

16. Enter the path where you installed JRun. The default directory is entered for you. You can use **Browse** to navigate to the location if necessary. Click **Next**.

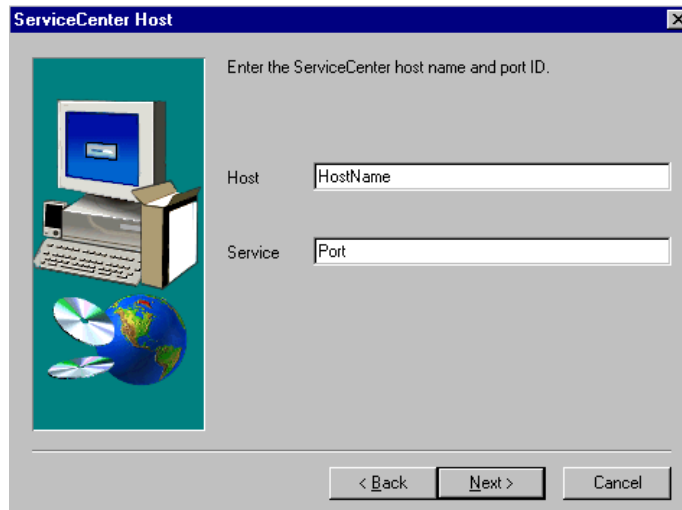
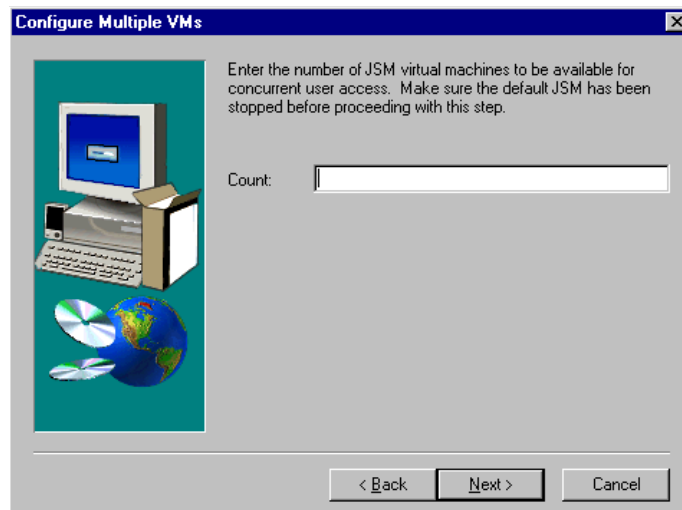


Fig. 2.16 Entering the host and service port

17. You are prompted to enter the hostname and service port for the server where ServiceCenter is loaded. Enter the information and click **Next**.



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

Fig. 2.17 Configuring multiple virtual machines

18. Enter the number of virtual machines. Click **Next**. The correct number of virtual machines will be created.

19. When you see the Get.It! Finished window, the installation is complete. You must reboot the PC. Make sure “Yes I want to restart my computer” is checked and click **OK**.

The JRun installation and initial configuration are complete; however, several steps remain before Get.It! can be used.

You will need to install an AssetCenter client on the server where you installed Get.It. Verify you can log in to AssetCenter.

The chapters 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
- AssetCenter configuration database
- Compiling of the Get.It! application files

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



Chapter 3

Windows Server Configuration

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

Depending on whether you are running Get.It! 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 chapter 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**.

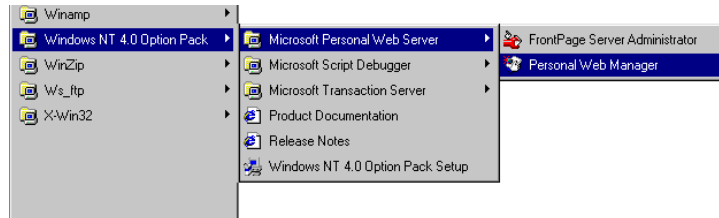


Fig. 3.1 Displaying the Personal Web Manager

The Personal Web Manager window is displayed.



Fig. 3.2 The Personal Web Manager

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

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

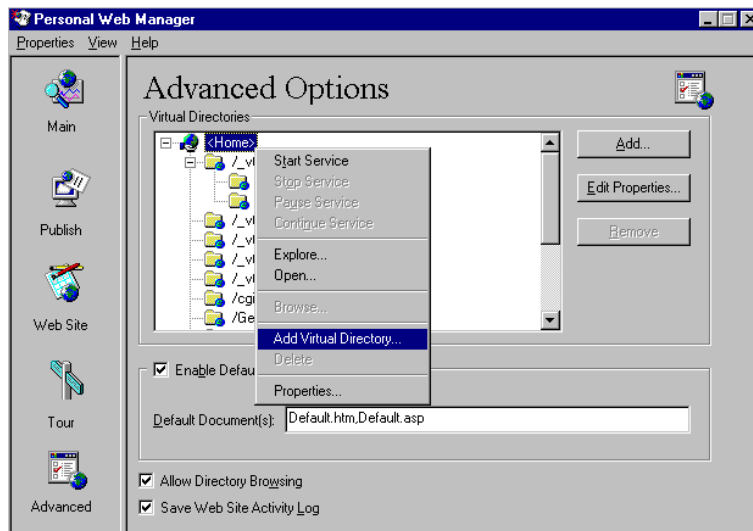
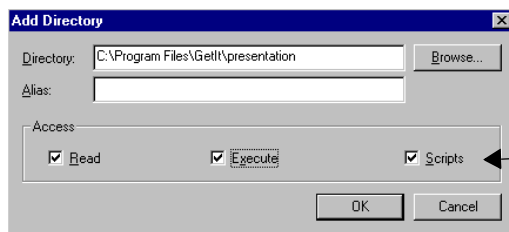


Fig. 3.3 Using the Advanced Options

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



We recommend you call the virtual directory *getit*.

Make sure all three Access options are checked.

Fig. 3.4 Creating the GetIt virtual directory

4. Use **Browse** to locate or enter the path where Get.It! 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**.
5. You are returned to the Advanced Options window. On the Advanced Options window, check to activate the **Allow Directory Browsing** option. Click on 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.

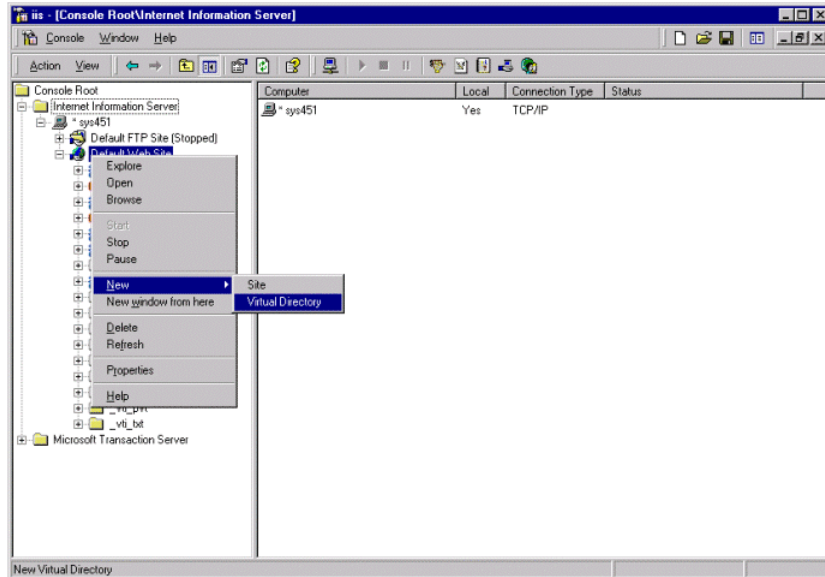


Fig. 3.5 Starting the New Virtual Directory wizard

2. From the IIS desktop, right-click on the Default Web Site and select **New**, then **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. 3.6 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, etc. Click **Next**.



Fig. 3.7 Mapping the virtual directory

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



Fig. 3.8 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*.

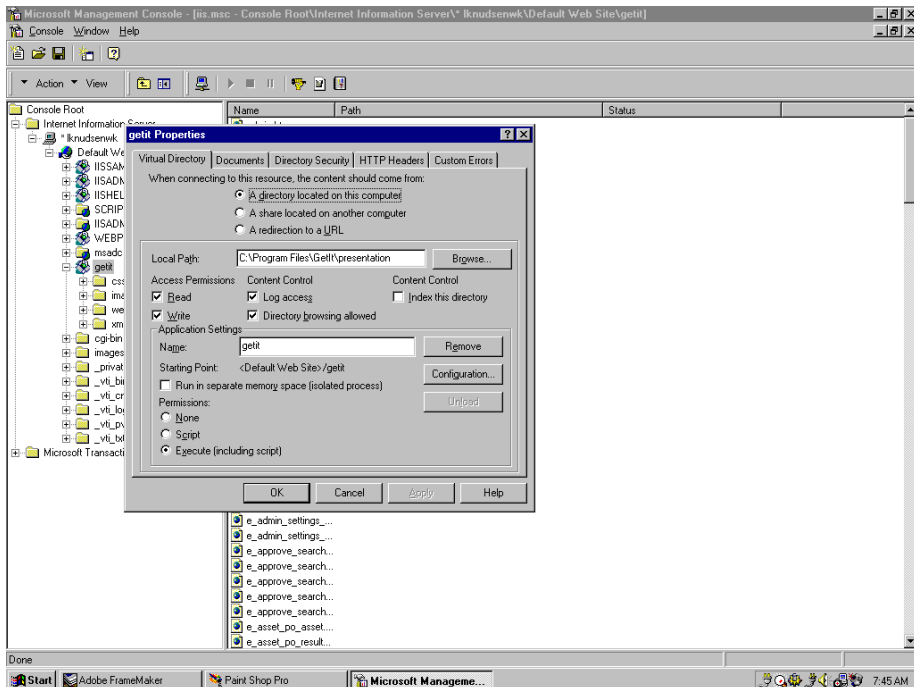


Fig. 3.9 Setting properties for virtual directories

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**.

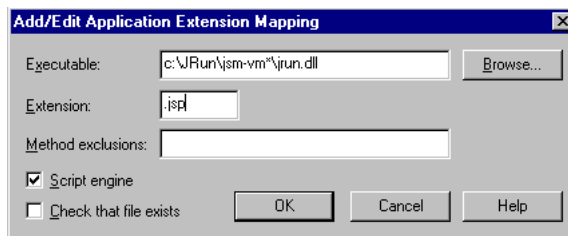



Fig. 3.10 Configuring virtual directories

5. Enter **C:\JRun\jvm-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.



Chapter 4

Configuring ServiceCenter and AssetCenter

The strength and flexibility of **Get.It!** as a procurement tool is directly linked to its inherent tie-in's to other Peregrine Systems products. In particular, ServiceCenter and AssetCenter, provide key back-end system integration for the Get.It! suite of applications (or weblications). Included in the Get.It! suite are Get.Service! and Get.Resource!, which utilize ServiceCenter and AssetCenter resources respectively. Unique configuration steps must be performed to utilize the functionality of these external systems. This configuration is detailed in this chapter.

Get.Service! is integrally tied to ServiceCenter for service requests, e.g., installing the products requested, creating a network ID for a new user. While Get.Service is installed with all the proper connectivity to interface with the ServiceCenter back-end system, some configuration must be performed from the ServiceCenter side to complete the connection. This is detailed in the Get.Service! section in this chapter. The steps involved include:

- Loading the *epmx.unl* ServiceCenter data unload file.
- Running the **aapm.global.initer* system command.
- Running the **aapm.server.initer* system command.
- Stopping and starting the ServiceCenter console.

Get.Resources! is integrally tied to AssetCenter for physical asset requests, e.g., hardware, software, a desk for a new employee. While Get.Resources! is installed with all the proper connectivity to interface with the AssetCenter back-end system, several actions must be performed from the AssetCenter side to complete the connection. This is detailed in the Get.Resourceces! section in this chapter. The steps involved include:

- Updating the *am300.db* file with new information included with the Get.It! installation You can either replace the entire file or import the new information into the file on your system.
- Providing the appropriate authorization access to AssetCenter.

Get.Service! (ServiceCenter) Configuration

A ServiceCenter formatted unload file is included with the installation of Get.It!, and needs to be loaded onto your ServiceCenter system.

1. Start a ServiceCenter server console and cycle the server.
2. Open a client and log into the system as an administrator.
3. From the Toolkit tab select **Database Manager**.

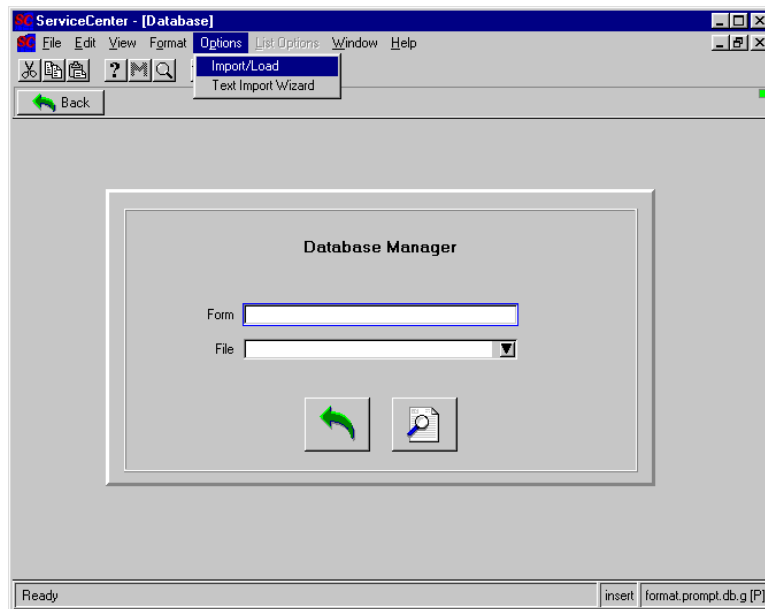


Fig. 4.1 Importing the file into ServiceCenter

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

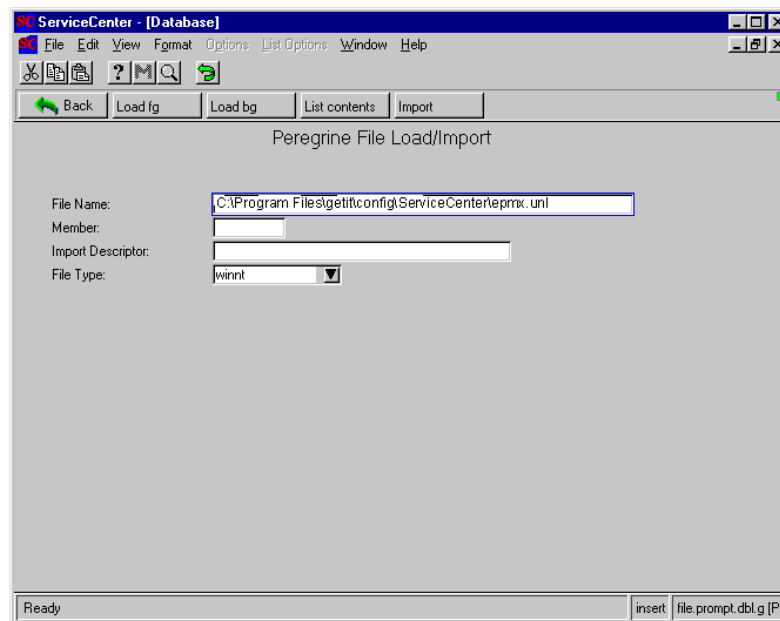


Fig. 4.2 Loading the file into ServiceCenter

5. Enter the full filename and path where you installed Get.It! files. The default location is:

`C:\Program Files\GetIt\config\ServiceCenter\epmx.unl`

6. Click **Load fg**.

You are returned to the Database Manager prompt with the following message at the bottom of the window:

`C:\Program Files\getit\config\servicecenter\epmx.unl file loaded`

7. Use the **M** button to display the other messages generated during the load.
8. Click **Back** to return to the home menu.
9. Click **Command**, to open a command prompt.
10. Enter `*aapm.global.initer`, and press **Enter**.
11. Enter `*aapm.server.initer`, and press **Enter**.
12. Click **Back**, and log out of the client.
13. Shut down the ServiceCenter console.
14. Restart the ServiceCenter console.

Get.Resources! (AssetCenter) Configuration

The AssetCenter database file needs to be replaced or updated with the appropriately formatted database file included in the Get.It! installation. If you do not want to replace the file, you can import the new information into your existing file.

Replacing the Database

Complete the following steps to replace the existing demonstration database with the new Get.It! database. You will be resetting the database back to Peregrine System's default. Any information you have entered will be gone. If you want to keep information you have entered, import the new information instead.

1. Copy the **...getit!\config\AssetCenter\am300.db** file.
2. Navigate to your AssetCenter amdemo directory.
3. Replace your assetcenter am300.db file in this directory with the am300.db file you copied in the earlier step.

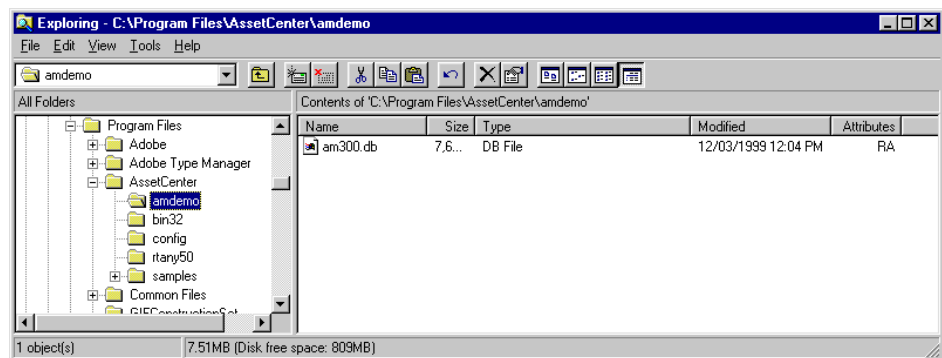


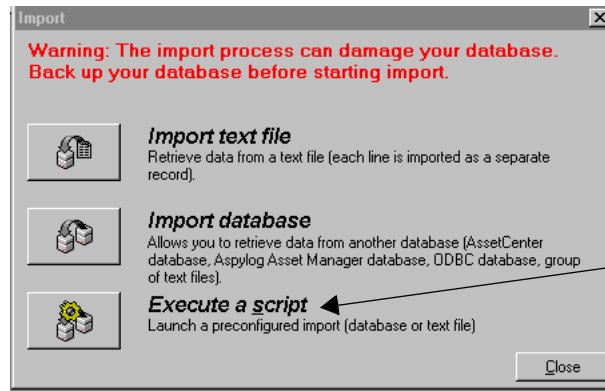
Fig. 4.3 Replacing the AssetCenter demo database

4. Log in to AssetCenter. If you need a new authorization string, contact your Peregrine account representative.

Importing New Information

Complete the following steps to import the new Get.It! information into your existing database.

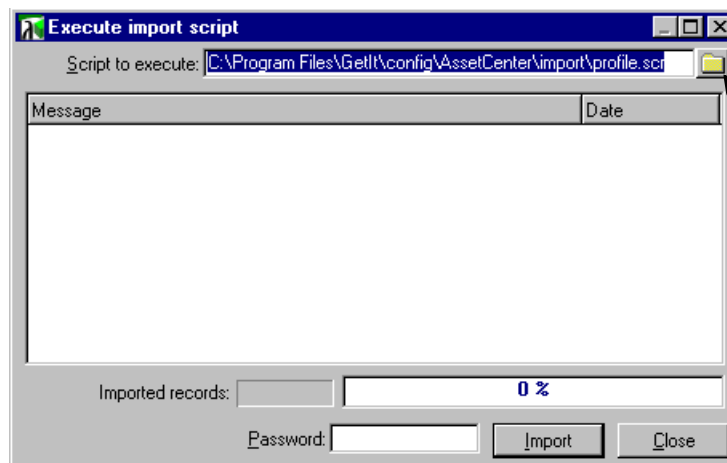
1. Start AssetCenter. Log in to AssetCenter. If you need a new authorization string, contact your Peregrine account representative.
2. Select **Import** from the **File** menu.



Select the Execute a Script option to import the new database information.

Fig. 4.4 Selecting the import option

3. Click **Execute a Script**. A window titled Execute Import Script is displayed.



Click this button to browse for the path.

Fig. 4.5 Entering the script to execute

4. There are multiple files you need to import to update the existing file. Click the button to browse for the following folder:
C:\Program Files\GetIt\config\AssetCenter. (If you installed Get.It! into a different directory, you will have a different path.)

5. Within this folder you will see two folders called *getit import/* and *getit b2b import/*. The scripts you need to import are in these folders. All scripts have the “.scr” file extension. In the *getit/import/* directory the files to import are:

- empldept.scr
- feat.scr
- profile.scr
- workflow.scr
- calcflds.scr

The scripts to import from the */getit b2b import/* directory only need to be loaded if you will be using Peregrine B2B. The scripts are:

- feat.scr
- profile.scr
- workflow.scr

Click on the script you want to import and click **Open**.

6. The path for the script you have chosen will be displayed in the Execute a Script window. Click Import.
7. Repeat this process until you have imported all scripts. Only import the scripts in the *getit b2b import* folder if you will be using the B2B feature.
8. When the import is complete, you are ready to use the new information in the database. You do not need to restart AssetCenter.
9. Log in to AssetCenter and verify that the User Profiles have been updated with the new Get.It! options. The profiles should now include *getit.default*, *getit.full* and *getit.admin*.

Authorizing Access

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

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

Also, if Get.It! and AssetCenter are installed on different servers, use the Administration module in Get.It! to update the Archway.ini file to reflect the correct AssetCenter connection name. See the Get.It!Administration Guide for information on using the Administration module.

Verifying the Installation

After you have completed the installation and configuration steps, use the Get.It! 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! Administration module. For detailed instructions, see Chapter 2, "Get.It! Administration Module," in the *Get.It! Administration Guide*.

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

See Chapter 3, "Windows Server Configuration," for details about setting up a virtual directory.

Press **Enter**.

3. 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 are not ready to setup the Administrator's ID and password, you can just click **Logon as Administrator** without entering any information.
4. The first screen you see shows the connections between Get.It! and ServiceCenter and AssetCenter. Make sure the status is **connected**. You can click **Reset Server**, if needed.
5. On the left side of the window are two options: Server Log and Settings. Click on **Settings**.
6. 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 5

Solaris Installation

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

Requirements

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

Software

- Solaris 2.5 or a newer version.
- Apache or Netscape Web Server
- Java JDK 1.2.x
- Peregrine ServiceCenter 3.0 - any Service Pack

Hardware

- Sun Microsystems Solaris machine with 256MB RAM and 100 MB of available disk space.

Solaris Installation

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

- File Installation off CD-ROM
- Server Configuration for Get.It!
- ServiceCenter configuration.

Prerequisites

To have a successful and easy installation of Get.It! 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! installation.
- You will need a JRun license key. If you have not already received this key, call your Peregrine Systems' Account Representative.
- You must have ServiceCenter installed and configured before loading Get.Service!
- Verify that you have Java version 1.2 installed so it is first in your user path by typing **java -version** in a terminal window and pressing **Enter**. Ensure it is first in the path by typing **which java** in a terminal window and pressing **Enter**. You will need to make sure Java 1.2 is in the path of every user who will tailor Get.It! (and use the `wbuild.sh` shell script).
- You need to know the destination folders into which you want to install Get.It! Make sure the folder exists in the correct path. For example `/usr/local/getit` (where `/usr/local/` is the name of the directory where you install applications). These folders are referred to frequently in the Get.It! Tailoring Guide. If you choose to use different folders, you need to let the users who will be tailoring Get.It! know where you put the files.
- Stop the web server. If the server is running when you install Get.It! and JRun the installation will not be successful.

Before you start the installation of Get.It!, and after you have made sure that Java version 1.2 is in the path, complete the following steps:

1. Log in as root.
2. Change the directory to `/etc`.
3. Update the **profile** file (`/etc/profile`) with following lines:

If you do not have Java 1.2 loaded you can download it from the java.sun.com web site.

JAVA_HOME="/usr/bin/java" (where */usr/bin/java* is the directory where java is installed)

GETIT_HOME="/usr/local/getit" (where */usr/local/getit* is the directory where Get.It! will be installed)

For example

```
#####
#ident    "@(#)profile  1.17  95/03/28 SMI"    /* SVr4.0 1.3 */

# The profile that all logins get before using their own .profile.
JAVA_HOME="/usr/bin/java"
GETIT_HOME="/usr/local/getit"
#####
```

4. Save the profile file.

5. Update the *.login* file (*/etc/.login*) with the following lines:

setenv JAVA_HOME /usr/bin/java (where */usr/bin/java* is the directory where java is installed)

setenv GETIT_HOME /usr/local/getit (where */usr/local/getit* is the directory where Get.It! will be installed)

For example:

```
#ident    "@(#)login.csh 1.6    93/09/15 SMI"

# The initial machine wide defaults for csh.
setenv JAVA_HOME /usr/bin/java
setenv GETIT_HOME /usr/local/getit
```

6. Save the *.login* file.

You are ready to start the Get.It! installation.

CD-ROM Installation

Before you begin the installation, make sure you have completed all of the items listed in *Prerequisites* on page 5-2.

1. Get.It! contains all the necessary permissions for the owner and owner's group. It assigns those permissions to the user who loads Get.It! and to that user's group. Since both Developers and Administrators will need to update Get.It!, we recommend you use or setup a group that includes all users who perform these functions. You may want to set up a special group called *getit* and sign on as a user in this group when loading Get.It!

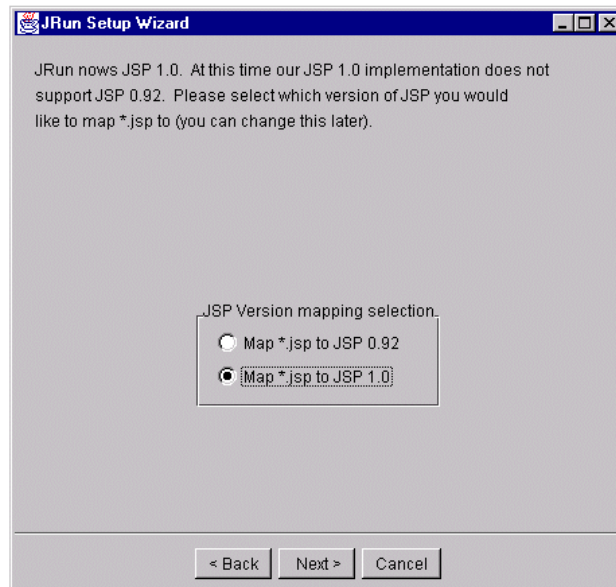
Sign on as a regular user in this group. Do not sign on as root, and do not use the su command to change the user profile.
2. Insert the Get.It! CD into the CD-ROM drive. A window is displayed with the installation program. Double-click on the item titled **install.sh**. If the setup does not automatically begin, change the directory to **/cdrom/cdrom0**. Then type **./install.sh** in a terminal window and press **Enter**. The installation will begin.
3. You will be prompted to enter the directory where Get.It! should be installed. Enter the directory you created as part of the Prerequisites.

JRun Installation

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.

The next phase of the installation begins with a prompt asking you if you want to install the JRun Servlet engine.

1. If you need to install JRun, click **Yes** to continue with the installation. If you already have the correct version loaded, skip to step 1 on page 5-6. If you have a previous version loaded, click Cancel, uninstall JRun and begin the installation process again.
2. You will be prompted to enter the directory where Jrun will be installed. A directory called "JRun" will be created within the path you specify.
3. After JRun is installed, it needs to be configured. When you see the window with the prompt "Your display variable is set. Would you like to run our GUI Installer?" Answer **Yes** to run the JRun Configuration.
4. The first prompt requests the JRun directory. This is the directory where you installed the JRun application. Enter the directory and click **Next**.
5. A window is displayed that offers to migrate a previous version of JRun to different files. Click **Next**.
6. A JSM license key is required by Get.It!. You should have received this information from the Peregrine Systems' Account Representative. Enter the license key and click **Next**.
7. 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. 5.1 Mapping *.jsp to JSP 1.0

8. Select *Map *.jsp to JSP 1.0*, and click **Next**.
9. There is no default given for the next window. Choose a connector to install that matches your server; Netscape or Apache. Click **Next**.
10. The next window prompts you for the proxy host and port. Leave the defaults and click **Next**.
11. When presented with the next window, read the top of the window carefully. You need to enter the directory where JRun can find either the https or httpd directory for Netscape or the config directory for Apache servers. Type the path.
12. At the bottom of that window, select Native for the connector type and select the server version. Click **Finish**.
13. You should receive a confirmation message. 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.

If you received the message, Get.It! and JRun were successfully installed. You will need to complete a few configuration steps.

If you did not receive the message, you should uninstall Get.It! and JRun, stop the web server, and run the installation process again.

Configuring Get.It! for Solaris

The process of configuring Get.It! includes the following:

- Creating a virtual directory
- Updating the jsm-default directory to include the name of the virtual directory, the “.jar” files, and an “.ini” file
- Removing unnecessary references from the getit/bin directory

Creating a Virtual Directory

The following instructions detail how to add a virtual directory on a **Netscape server**. If you use a different web server, contact Peregrine for assistance in creating a virtual directory.

1. Start the web server.
2. Access the web server configuration screen. Click on the **Content Management** button, then on **Additional Document Directories**.
3. In the “URL Prefix” box, type **getit**. This is the name you are assigning the virtual directory.
4. In the Map to Directory box type **/usr/local/getit/presentation** (where /usr/local/getit is the directory where you installed Get.It!). Save your entries.

Updating the jsm-default Directory

Make sure JRun is stopped when you complete these steps.

There are four steps you need to complete to update the jsm-default directory.

- Add the “.jar” files to the jsm.properties file
- Create the sc.ini file
- Add some information to the servlets.properties file

Adding the .jar Files

1. Change to the jrun/jsm-default/properties directory.
2. Edit the jsm.properties file.
3. Look for the line that starts with “java.classpath=” as in the following example:
4. Add the following at the end of that line (replace **/usr/local/getit/** with the directory where you installed Get.It!):

```
/usr/local/getit/bin/activation.jar:/usr/local/getit/bin/fesi.jar:  
/usr/local/getit/bin/js.jar:/usr/local/getit/bin/lotusxml.jar:/usr  
/local/getit/bin/mail.jar:/usr/local/getit/bin/prgn.jar:/usr/local  
/getit/bin/xml4j.jar:/usr/local/getit/bin:  
/usr/local/getit/bin/tools.jar
```

5. Save your changes.

Creating the *sc.ini* File

1. Change to the `jrun/jsm-default` directory.
2. Create a file called **sc.ini**.
3. Enter a system and log option in the new file. For the System option, enter **system: *host name.port number*** (replace host name and port number with the information for the ServiceCenter server).

For the log option, enter **log:logs/sc.log**

For example:

```
system:localhost.11111  
log:logs/sc.log
```

4. Save the file.

Edit the *servlets.properties* File

1. Change to the `jrun/jsm-default/services/jse/properties` directory.
2. Edit the file named `servlets.properties`.
3. Add the following lines:
servlet.archway.code=com.peregrine.archway.Archway
servlet.archway.args=
servlet.archway.preload=true
4. Save the file.

Configuring ServiceCenter

The strength and flexibility of Get.It! is directly linked to its inherent tie-ins to other Peregrine Systems products. In particular, ServiceCenter provides key back-end system integration for the Get.It! suite of applications (or weblications). Unique configuration steps must be performed to utilize the functionality of this external system.

Get.Service! is tied to ServiceCenter for service requests, e.g., installing the products requested, creating a network ID for a new user. While Get.Service! is installed with all the proper connectivity to interface with the ServiceCenter back-end system, some configuration must be performed from the ServiceCenter side to complete the connection. The steps involved include:

- Loading the *epmx.unl* ServiceCenter data unload file.
- Running the **aapm.global.initer* system command.
- Running the **aapm.server.initer* system command.
- Stopping and restarting the server.

Configuration Steps

A ServiceCenter formatted unload file is included with the installation of Get.It!, and needs to be loaded onto your ServiceCenter system.

1. Start a ServiceCenter server console and cycle the server.
2. Open a client and log into the system as an administrator.
3. From the Toolkit tab select **Database Manager**.

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

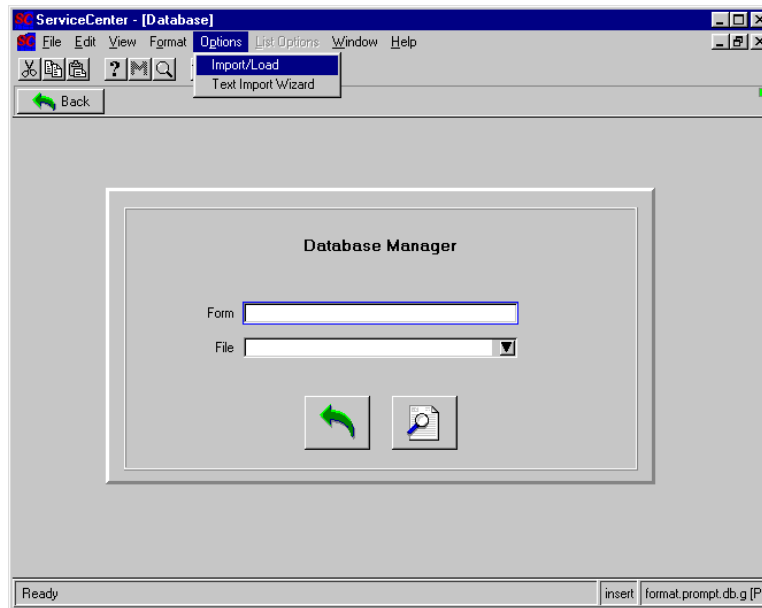


Fig. 5.2 Importing the file into ServiceCenter

5. Enter the full file name and path where you installed Get.It! files. The default location is under your Get.It! installation directory:

`.../getit/config/ServiceCenter/epmx.unl`

Since UNIX is case-sensitive, make sure you enter this path with the correct upper and lower case letters.

6. Click **Load fg**.

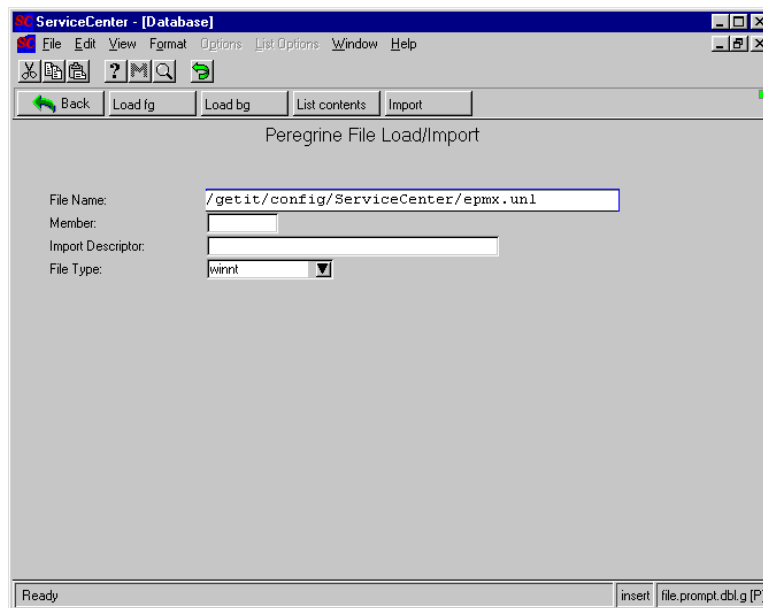


Fig. 5.3 Loading the file into ServiceCenter

You are returned to the Database Manager prompt and a message is displayed near the bottom of the window letting you know the import was successful.

If needed, use the **M** button to display the other messages generated during the load.

7. Click **Back** to return to the home menu.
8. Click **Command**, to open a command prompt.
9. Enter *aapm.global.initer, and press **Enter**.
10. Enter *aapm.server.initer, and press **Enter**.
11. Click **Back**, and log out of the client.
12. Shut down the ServiceCenter server.
13. Restart the ServiceCenter server

Verifying the Installation

After you have completed the installation and configuration steps, use the Get.It! 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! Administration module. For detailed instructions, see Chapter 2, "Get.It! Administration Module," in the *Get.It! Administrator's Guide*.

1. To begin using Get.It! verify the web server, JRun server are started and that ServiceCenter server is running. (You can start JRun by running **startjsm.sh** in the `jrun/jsm-default` directory.)

2. Open a browser window and enter the following URL:
http://webserver/getit/admin.htm

Where *webserver* is the name of your web server, and *getit* is the virtual directory name. See Chapter 3, "Windows Server Configuration," for details about setting up a virtual directory.

Press **Enter**.

3. 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 are not ready to setup the Administrator's ID and password, you can just click **Logon as Administrator** without entering any information.
4. The first screen you see shows the connection between Get.It! and ServiceCenter. Make sure the status is **connected**. You can click **Reset Server**, if needed.
5. On the left side of the window are two options: Server Log and Settings. Click on **Settings**.
6. 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. Check the following to ensure the entries are correct:
 - In the General Execution Options, the Adapters box should read **sc=SCAdapter**. If there are other adaptors entered, delete them.
7. Edit all ServiceCenter Adapter Settings (scroll down to see them). Enter the Administrator's name and password, Anonymous user's name and password, as well as host, port, and log settings.

Make sure you enter the correct ServiceCenter settings. If these settings are not correct, the connection between Get.It! and ServiceCenter may not function properly.

Using Get.It!

Make sure Java 1.2 is in the path of every user who will tailor Get.It! (and use the `wbuild.sh` shell script).

If you have completed the previously described steps, Get.It! is now fully installed and configured. You might want to tailor Get.It! before other users in the company log in. Refer to the Developer's Guide for information about tailoring Get.It!

If you want to log into Get.It! use the following steps:

1. Verify both the web server and JRun server are started.
2. Verify that your ServiceCenter server is running, if you have implemented Get.Service!.
3. Open a browser window.
4. Enter the following URL: **`http://webserver/getit/login.htm`**

Where *webserver* is the name of your web server and *getit* is the virtual directory name. See Chapter 3, "Windows Server Configuration," for details about setting up a virtual directory.

5. Press **Enter**.



Chapter 6

Using Get.It!

Get.It! is easily accessed via a standard internet browser application, reading files from a standard webserver. Get.It! is very intuitive and does not need detailed instructions. However, the following steps provide instructions on some of the standard modules to help you begin using Get.It!.

Starting a Session

1. To begin using Get.It! verify both the IIS or PWS and JRun servers are started.
2. Verify that your ServiceCenter console is running, if you have implemented Get.Service!.
3. Open a browser window.
4. Enter the following URL: **http://*webserver*/getit.**
Where *webserver* is the name of your web server and *getit* is the virtual directory name. See Chapter 3, "Windows Server Configuration," for details about setting up a virtual directory.
5. Press **Enter**.

Get.It! starts and you are presented with a login screen.

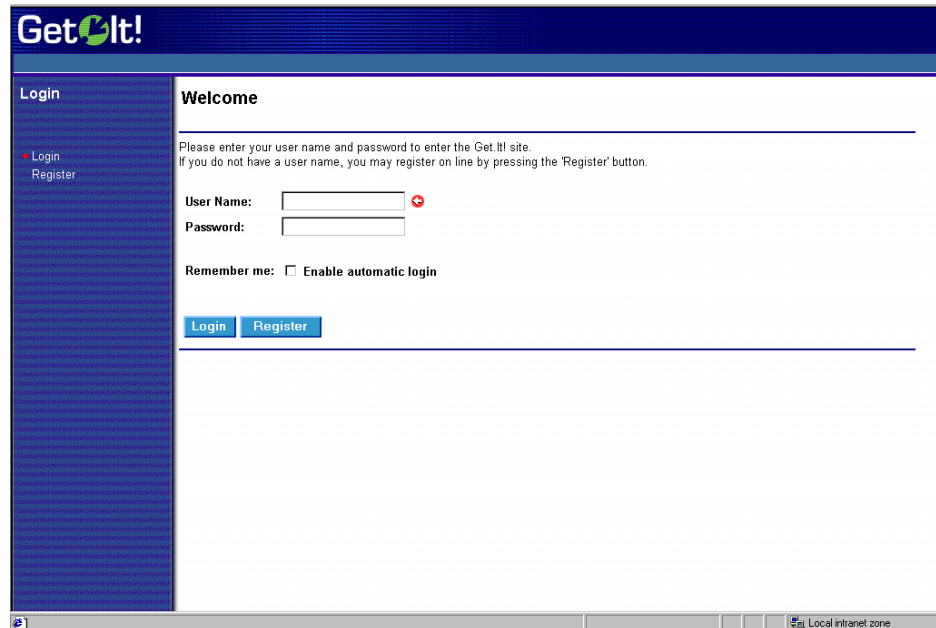


Fig. 6.1 Logging into Get.It!

6. Provide a valid user name and password. Click **Login** to access Get.It!.
7. If you are not set up as a user in either ServiceCenter or AssetCenter and have not logged in to Get.It! before, you will be setup automatically in both ServiceCenter and AssetCenter. If you are set up as a user in either ServiceCenter or AssetCenter, you will be added to the other system.
8. To register as a new user:
 - a. Select **Register** and enter the user data in the fields provided.
 - b. Open a ServiceCenter client, view the new user's operator record via Problem Management, Security Files.
 - c. Note the user's password, and add any required capability words. The capability words *getit.service* and *getit.knowledge* are entered in the operator record if the user was added through Get.It!.
 - d. Return to Get.It! and login as the new user.

9. You are presented with a main menu screen whose options are determined according to the system rights of the logged in user.

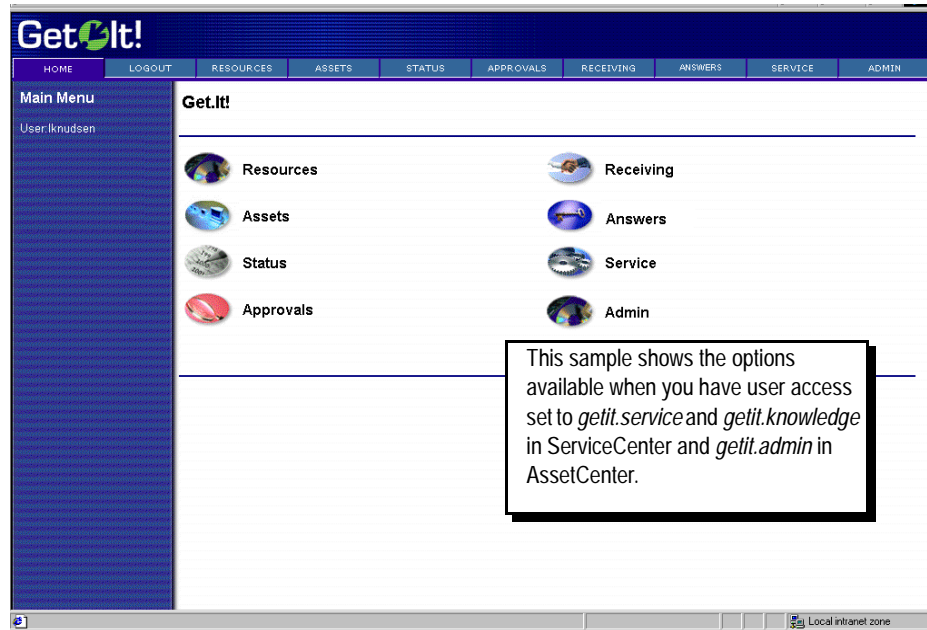
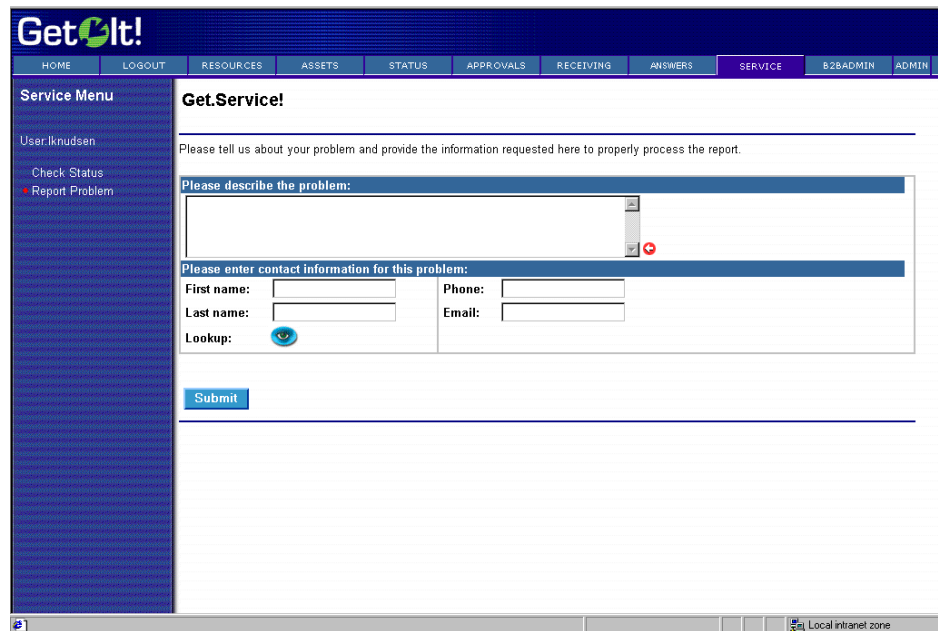


Fig. 6.2 The Get.It! Main Menu

10. You can now begin using Get.It!. The options you have available to you are determined by the capability words entered in ServiceCenter and the Profile entered in AssetCenter. Chapter 3, "User Administration," in the Get.It! Administration Guide for more information.

Reporting an Issue Using Get.Services!

1. From the main menu, click **Service**. The window that is displayed depends on whether you have previously entered problem tickets through Get.It!.
2. If you have not entered any tickets, the Get.Service! window displays.
If you have entered tickets, a list of issues you have entered displays. Click **Report a New Problem**. The Get.Service! window displays.



The screenshot shows the 'Get.It!' web application interface. At the top is a navigation bar with links: HOME, LOGOUT, RESOURCES, ASSETS, STATUS, APPROVALS, RECEIVING, ANSWERS, SERVICE (highlighted), B2BADMIN, and ADMIN. On the left is a 'Service Menu' sidebar with options: 'Check Status' and 'Report Problem' (selected). The main content area is titled 'Get.Service!' and contains the following elements:

- A header instruction: 'Please tell us about your problem and provide the information requested here to properly process the report.'
- A section titled 'Please describe the problem:' with a large text input field.
- A section titled 'Please enter contact information for this problem:' containing two columns of input fields:
 - Left column: 'First name:', 'Last name:', and 'Lookup:' (with a small icon).
 - Right column: 'Phone:' and 'Email:'.
- A blue 'Submit' button at the bottom of the form.

Fig. 6.3 Submitting an issue using Get.Services!

3. Enter a description of the issue you are having and the contact information.
4. Click **Submit** to enter the log the ticket and send it to ServiceCenter.

A receipt is displayed, presenting the unique problem ticket number and the assignment group to which your ticket has been assigned. It is the responsibility of that assignment group to address and resolve this ticket.

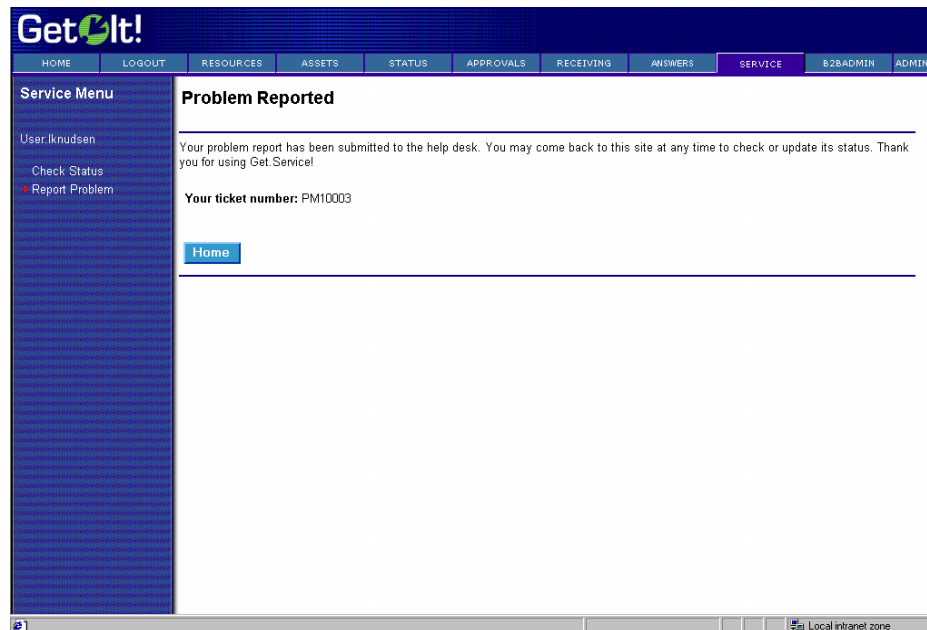


Fig. 6.4 Confirmation your issue report was received

5. Click **Home** to return to your home menu, or click the **Report Problem** activity to enter another ticket.

The tickets you enter are put in the ServiceCenter Problem Management queue, where they are accessed, updated, and closed using a ServiceCenter client. To view the contents of your ticket once submitted, use a ServiceCenter client.

Checking a Problem Ticket Status

1. To check on the status of a problem ticket entered from within Get.It!, click **Services** from your home menu.
2. The Get Ticket Status window is displayed.

3. The Get Ticket Status window shows a list of all problem tickets you have entered, including the problem number and the description of the situation.

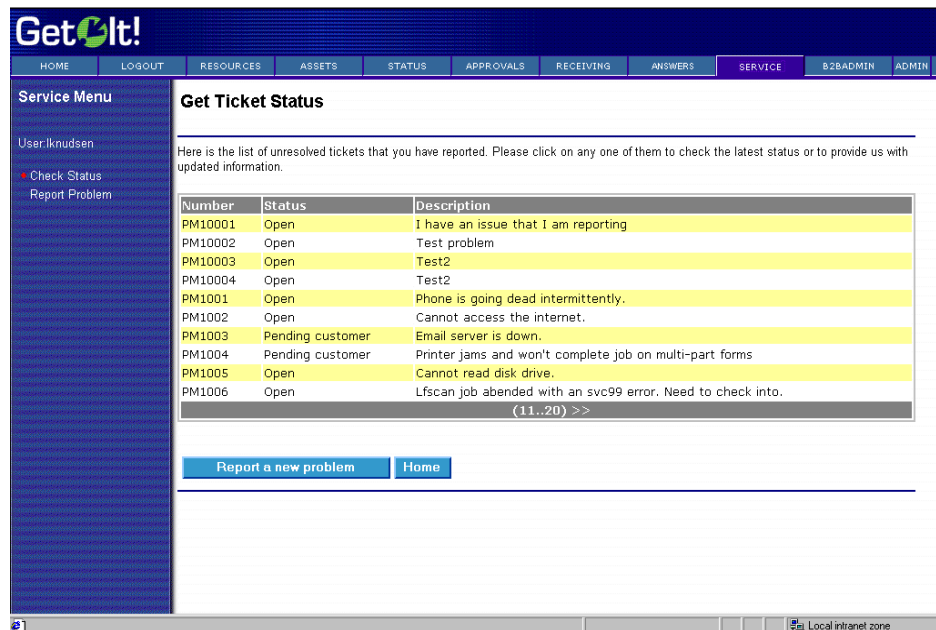


Fig. 6.5 Checking the status of a problem ticket

4. Click on the problem number, status, or description to display the ticket details and to add additional information.
5. When the problem ticket is displayed, you may enter updated information in the field provided.

Get.It!

HOME LOGOUT RESOURCES ASSETS STATUS APPROVALS RECEIVING ANSWERS **SERVICE** B2BADMIN ADMIN

Service Menu

User: lknuksen

- Check Status
- Report Problem

Status for ticket PM10005

Here is the latest information for this ticket. If you have new problem details to report, please provide them below.

Problem description:
I cannot get the printer to print. My documents look like they are being sent but they are not printing.

Contact information:

First name:	Laurie	Phone:	555-1212
Last name:	Knudsen	Email:	lknuksen@company.com

Ticket status:

Ticket number:	PM10005	Category:	abends
Status:	Open	Assigned to:	software support

Comments and suggestions:
There are no updates for this ticket

Please enter any new or additional comments:

Done Local intranet zone

Fig. 6.6 Updating a problem ticket

6. Click **Update Ticket** to submit any updates and include them in the problem ticket record.
7. If you update a ticket, you will receive a receipt of the update submission. You can update the ticket again or you can click one of the module buttons from the header menu to go to a different module.

Note: You can close a ticket only through the ServiceCenter client; however, within Get.It! you can access a list of all tickets you have entered, whether they are closed or open. From this list, you can watch your tickets as they are updated, rescheduled, and ultimately closed.

Requesting an Item Using Get.Resources!

1. From the user's home menu, click **Resources**.

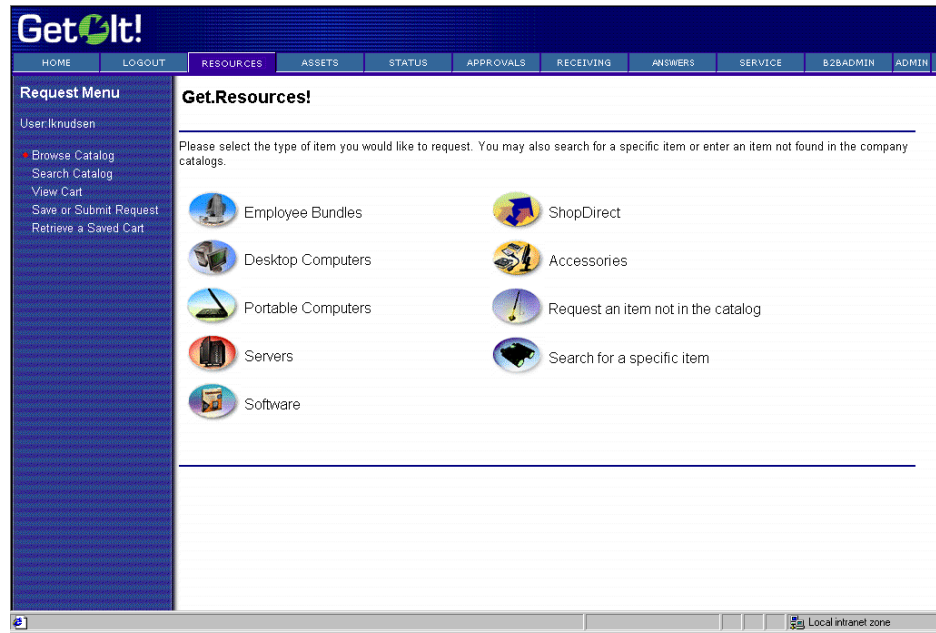


Fig. 6.7 The resources you can choose

2. An initial resource category menu is displayed. Select the category for the item you are requesting, *Portable Computers* in this example.

3. Select the items you want by entering a quantity in the Count column. You can type the number or use the up and down arrows on the window until the correct number is displayed.

Get.It!

HOME LOGOUT RESOURCES ASSETS STATUS APPROVALS RECEIVING ANSWERS SERVICE B2ADMIN ADMIN

Request Menu

User: knudsen

- Browse Catalog
- Search Catalog
- View Cart
- Save or Submit Request
- Retrieve a Saved Cart

Get.Laptop!

Here are the items found in this category. You may click on any one to see a detailed description, or you may simply enter a count to add items to your request.

Count	Brand	Model	Price
<input type="text"/>	IBM	THINKPAD 390E PII/300 PE 4.3GB 64MB	2,399.00
<input type="text"/>	IBM	THINKPAD 390E PII/333 PE 6.4GB 64MB	2,699.00
<input type="text"/>	IBM	THINKPAD 570 PII/333MHZ 4.0GB 64MB	3,099.00
<input type="text"/>	IBM	THINKPAD 570 PII/300MHZ PE 4.0GB	2,699.00
<input type="text"/>	IBM	THINKPAD 570 PII/366MHZ 6.4GB 64MB	3,499.00
<input type="text"/>	IBM	THINKPAD 570 PII/366 6.4GB 64MB 56K	3,599.00
<input type="text"/>	IBM	THINKPAD 600E PII/300 AGP 4.0GB 24X	2,699.00
<input type="text"/>	IBM	THINKPAD 600 PII/300 5.1GB 64MB	3,699.00
<input type="text"/>	IBM	THINKPAD 600E PII/366 AGP 6.4GB 24X	3,399.00
<input type="text"/>	IBM	THINKPAD 600E PII/400 10GB 256K	3,799.00

(11..20) >>

[Add to shopping cart](#) [Go Back](#)

Local intranet zone

Fig. 6.8 Ordering a resource

4. Click **Add to shopping cart** to include the items in your request. The shopping cart is displayed for your review.

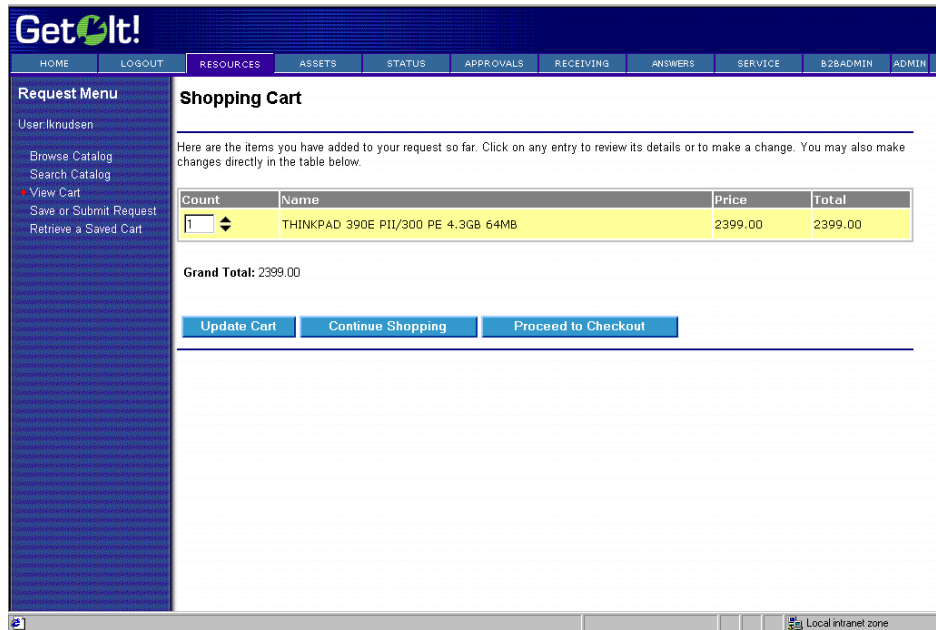


Fig. 6.9 Viewing the items you have selected

5. Click **Continue Shopping** to request additional items. The items can be from any Resource category.

- When you have selected all the items you need, and they appear in the shopping cart, select **Proceed to Checkout** to submit the request.

Get.It!

HOME LOGOUT RESOURCES ASSETS STATUS APPROVALS RECEIVING ANSWERS SERVICE B2BADMIN ADMIN

Request Menu

User: knudsen

Browse Catalog
Search Catalog
View Cart
Save or Submit Request
Retrieve a Saved Cart

Checkout

When would you like this and what is it for?
Date: Mar 11 2000 Purpose:

Who is this for and where should it be delivered?
First: Laureen Location:
Last: Knudsen Address:
Phone: City:
Lookup: State:
Zip Code:

Which department is paying for this?
Cost Center: Additional comments:
Project:
Budget:

Request contents:

Count	Name	Price	Total
1	ADOBE ILLUSTRATOR V8.0 W95/WNT (CD)(XDP)	350.00	350.00
1	THINKPAD 390E PII/300 PE 4.3GB 64MB	2399.00	2399.00

Grand Total: 2749.00

Submit for Approval Save for Later

Fig. 6.10 Submitting a request for resources

- Each request requires justification, billing, delivery, and additional information. Enter these details in the Checkout form. Click **Submit for Approval**.
A receipt is returned, providing confirmation the request has been submitted and providing an order number for tracking.
- Click **Create Another Request** to submit a new resource request.
- Click **Home** to return to the home menu.

Checking Request Status

- To check on the status the request entered above from within Get.It!, click **Status** from your home menu.

A list of all open requests issued by the user is displayed

GetIt!

HOME LOGOUT RESOURCES ASSETS STATUS APPROVALS RECEIVING ANSWERS SERVICE B2ADMIN ADMIN

Status Review

User: knudsen

Show My Requests
Accept Fulfilled Requests

Here are the active requests submitted by Laurie Knudsen

Click on any request to see more details regarding its status. This list will continue to show your requests until you receive the items. Once received, please indicate acceptance or problems with the order by pressing the "Accept" button.

Request Number	Purpose	Status
REQ000038	Old equipment doesn't work	Submit
REQ000039	Old equipment doesn't work	Approved
REQ000040	Old equipment doesn't work	Ordered

Accept Received Requests Home

Local intranet zone

Fig. 6.11 Checking the status of an order

2. If the status of a displayed item is *Received* the request containing that item has been approved, the item has been ordered, and the item has been received. Otherwise, the item is still in the approval, receiving, or ordering process.
3. Click **Accept Received Requests** to display the list of items you have requested that are available for your receipt.

4. A table is displayed containing those requested items that have been received.

The screenshot shows the 'Get.It!' web application interface. The top navigation bar includes links for HOME, LOGOUT, RESOURCES, ASSETS, STATUS, APPROVALS, RECEIVING (highlighted), ANSWERS, SERVICE, B2BADMIN, and ADMIN. The left sidebar contains a 'Receive Products' section with a user profile for 'User: knudsen' and a link to 'Search Purchase Orders'. The main content area is titled 'Provide unique data' and contains a message: 'The following items should have serial number or asset tag information associated with them. Please provide any available information, select Submit to continue.' Below this message is a table with two rows of data. The first row is for PO Number P0000016, Catalog Reference 26000400, Date Added 3/11/00, Brand ADOBE SYSTEMS INCORPORATED, Model ADOBE ILLUSTRATOR V8.0 W95/WNT (CD)(XDP), and Asset Tag UTL000008. The second row is for PO Number P0000017, Catalog Reference 2626D0U, Date Added 3/11/00, Brand IBM, Model THINKPAD 390E PII/300 PE 4.3GB 64MB, and Asset Tag LAP000007. At the bottom of the table are 'Submit' and 'Home' buttons. The browser status bar at the bottom indicates 'Local intranet zone'.

PO Number	Catalog Reference	Date Added	Brand	Model	Serial Number	Asset Tag
P0000016	26000400	3/11/00	ADOBE SYSTEMS INCORPORATED	ADOBE ILLUSTRATOR V8.0 W95/WNT (CD)(XDP)		UTL000008
P0000017	2626D0U	3/11/00	IBM	THINKPAD 390E PII/300 PE 4.3GB 64MB		LAP000007

Fig. 6.12 Accepting an item after you have received it

Note: Requests must be approved by an administrator or manager (AssetCenter Employee Profile of *getit. full*). If you are a user who can approve requests, you can access them through the Get.It! or ServiceCenter client. Requests must be approved on several levels and the items must be received before they are available for receipt by the requesting user.

Accepting a Received Item

1. Click the request number for a received item to display the information for that request.
2. Review the request information, and click **Accept** or **Reject**, accordingly.

GetIt!

HOME LOGOUT RESOURCES ASSETS STATUS APPROVALS RECEIVING ANSWERS SERVICE B2BADMIN ADMIN

Status Review

User: knudsen

Show My Requests
Accept Fulfilled Requests

Details for Request REQ000038

Here are the details for this request. Our records show that the items requested have been delivered. Please press the Accept button to confirm that you received the items and are satisfied with them. Press the Reject button if you need to report a problem with the items delivered.

Purpose: Old equipment doesn't work
Requested For:
Requested By: Knudsen
Desired Delivery Date: 2/11/00
Deliver To:
Cost Center:
Project:
Budget:
Total Cost: 2,714.00
Status: Received
Approval Status: Approved
Comments:

Requested Items:

Description	Quantity Requested	Total Cost
ADOBE SYSTEMS INCORPORATED ADOBE ILLUSTRATOR V8.0 W95/WNT (CD)(XDP)	1	350.00
IBM THINKPAD 390E PII/300 PE 4.3GB 54MB	1	2,364.00

Accept Reject Go Back

Fig. 6.13 Reviewing the details of a resource request

3. If you wish to view information on other received items, select **Go Back** to return to the received requests table.
4. After you accept a request you will see an acceptance receipt. Click **Home** to return to your home menu.



Chapter 7

Installation Verification Tips and Troubleshooting

Get.It! installation and configuration should be complete at this point. This chapter addresses the method used to verify installation has occurred without error, and provides tips for starting and troubleshooting if any errors have occurred.

Verifying Installation and Configuration

IIS Server

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

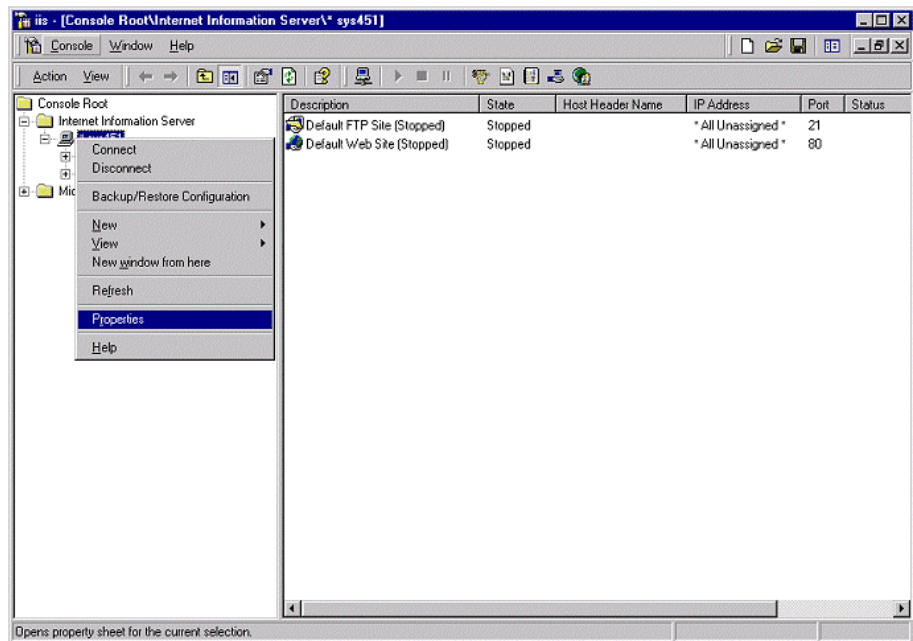


Fig. 7.1 Virtual directory properties

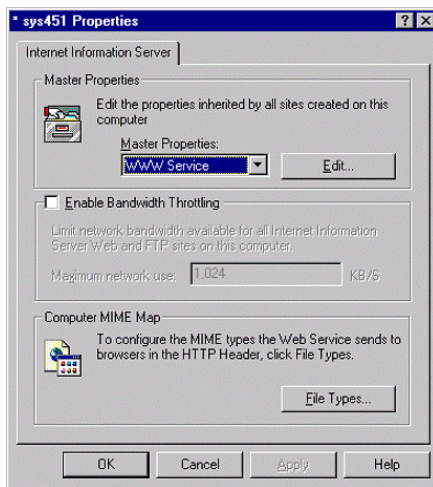


Fig. 7.2 Editing properties

3. At the properties panel, click **Edit** beside the Master Properties field.

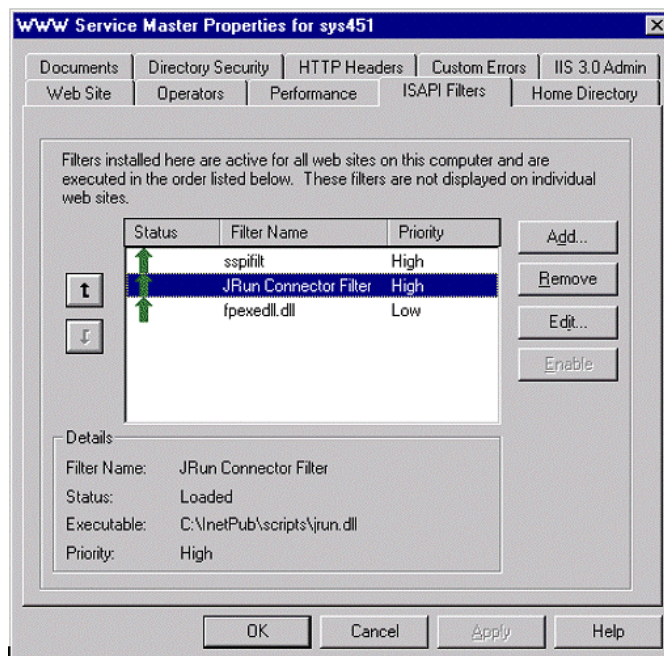


Fig. 7.3 Verifying filter installations

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, selecting **Settings** from the Control Panel window.

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

Starting/Stopping JRun Service

You can use the Get.It! Administration module to stop and restart JRun. You might need to do this when you need to reconnect an adapter to a server, you add or remove an adapter, or you change a path, log setting, script execution option, or another significant setting.

Use the Control Panel feature and click **Reset Server**. See “Using the Control Panel” on page Chapter 2-3 of the Get.It! Administration Guide for more information.

Troubleshooting Tips

If experiencing unexpected results refer to the log files located in the JRun directory.

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

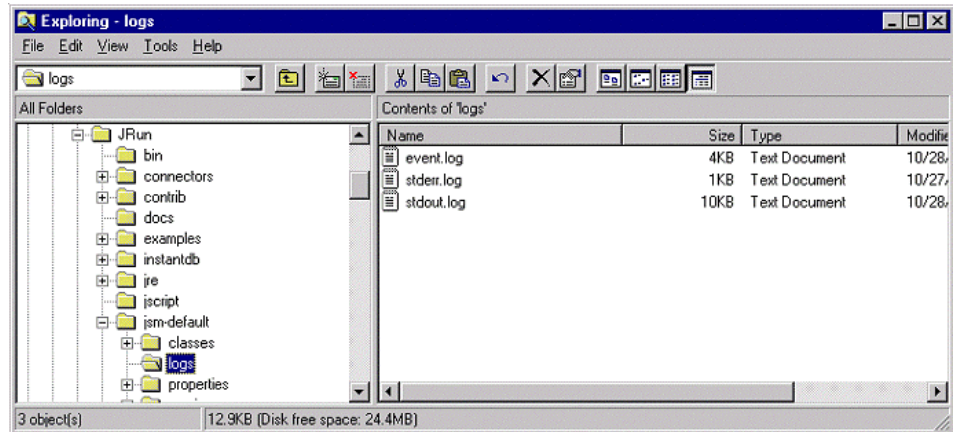


Fig. 7.4 Checking JRun log files

Error Codes

JSM001

The *jsm.properties* file installed with JRun must be enhanced for the purposes of Get.It!. 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


```
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/;
```

Where *C:\Program Files\GetIt\...* represents the distribution path entered during the Get.It! installation and setup.

The following CLASSPATH is an example:

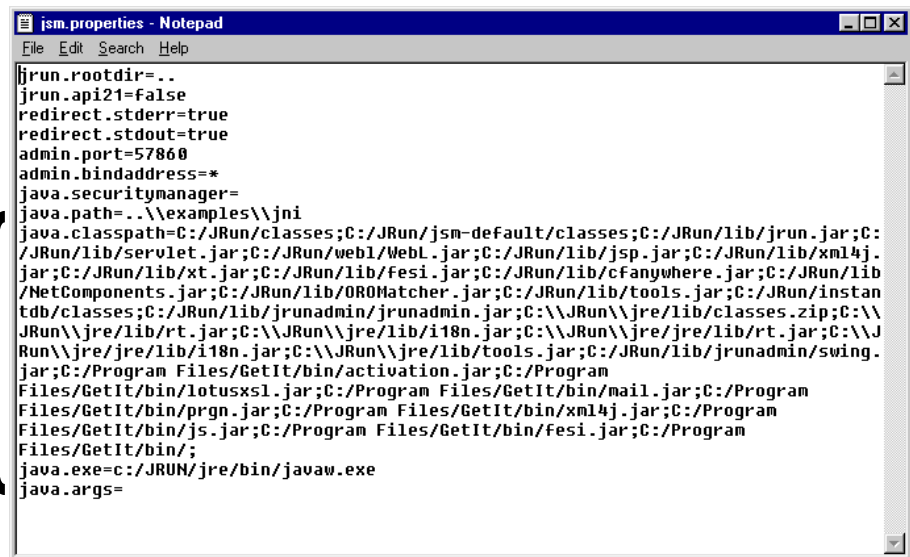


Fig. 7.7 The updated classpath

4. Save the new configuration.

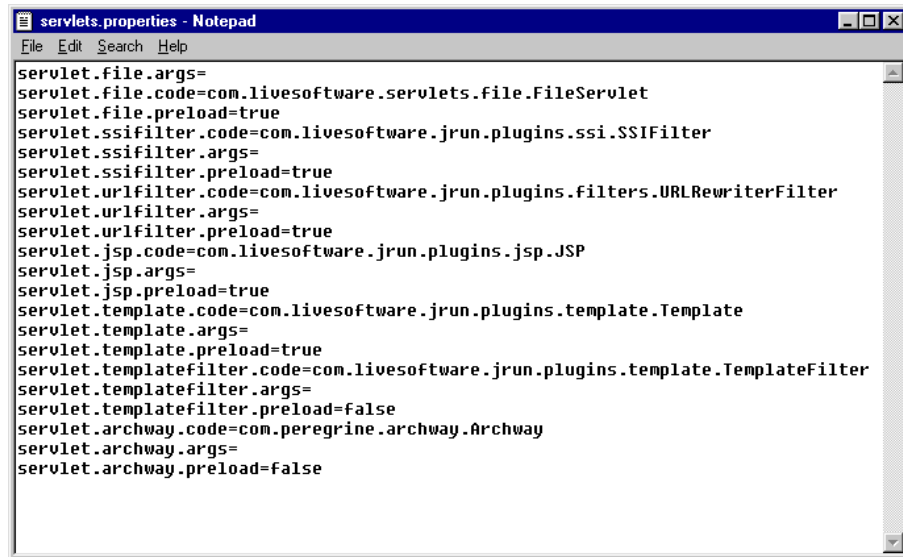
Servlets001

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

1. Using Microsoft Explorer 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:



```
servlet.file.args=
servlet.file.code=com.livesoftware.servlets.file.FileServlet
servlet.file.preload=true
servlet.ssi.filter.code=com.livesoftware.jrun.plugins.ssi.SSIFilter
servlet.ssi.filter.args=
servlet.ssi.filter.preload=true
servlet.url.filter.code=com.livesoftware.jrun.plugins.filters.URLRewriterFilter
servlet.url.filter.args=
servlet.url.filter.preload=true
servlet.jsp.code=com.livesoftware.jrun.plugins.jsp.JSP
servlet.jsp.args=
servlet.jsp.preload=true
servlet.template.code=com.livesoftware.jrun.plugins.template.Template
servlet.template.args=
servlet.template.preload=true
servlet.template.filter.code=com.livesoftware.jrun.plugins.template.TemplateFilter
servlet.template.filter.args=
servlet.template.filter.preload=false
servlet.archway.code=com.peregrine.archway.Archway
servlet.archway.args=
servlet.archway.preload=false
```

Fig. 7.8 The updated servlets.properties file



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

12670 High Bluff Drive

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.

United Kingdom regional office

Great Britain, Greece, and South Africa

Peregrine Systems Ltd.

1st Floor

Ambassador House

Paradise Road

Richmond, Surrey, Great Britain, TW9 1SQ

Phone: 0800 834770 (toll free)

or: 0181 334 5844

E-mail: uksupport@peregrine.com

France regional office

France, Spain, Italy, Greece, and Africa (except South Africa)

Peregrine Systems

Tour Franklin-La Défense 8

92042 Paris La Défense Cedex, France

Phone: +33 (0) (800) 505 100 (International Toll Free)

E-mail: frsupport@peregrine.fr

Germany regional office

Germany and Eastern Europe

Peregrine Systems GmbH

Bürohaus Atricom

Lyoner Strasse 15,

60528 Frankfurt, Germany

Phone: 0049 6966 8026917

or: 0800-2773823 (in Germany only)

E-mail: psc@peregrine.de

Nordic regional office

Denmark, Norway, Sweden, Finland, and Iceland

Peregrine Systems A/S

Naverland 2, 12 SAL

DK-2600 Glostrup

Denmark

Denmark Phone:(+45) 80307676

Sweden, Phone:(+45) 77317776

Norway, Iceland

and Finland

E-mail:nordic@peregrine.com

Benelux regional office

Netherlands, Belgium, and Luxembourg

Peregrine Systems BV

Botnische Golf 9a

3446 CN Woerden

Netherlands

NetherlandsPhone:0800 0230 889 (toll free in the Netherlands)

Belgium and Phone:00800 7474 7575 (toll free in Belgium

Luxembourg and Luxenbourg)

E-mail: benelux.support@peregrine.com

Asia-Pacific regional offices

Australia, Hawaii, Hong Kong, Japan, Korea, Malaysia, New Zealand,
Singapore

Australia Phone: (800) 146-849

Hawaii Phone: (1) (800) 960-9998

Hong Kong Phone: (800) 908056

Japan Phone: (0044) 221-22795

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

E-mail: apsupport@peregrine.com