



Administration Guide
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Peregrine Systems, Inc.
3611 Valley Centre Drive
San Diego, CA 92130
www.peregrine.com



The Infrastructure Management Company™

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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

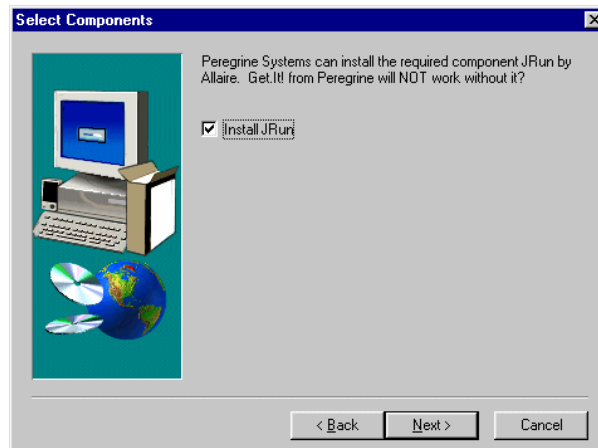
This manual is organized around the main functions associated with the administration of Get.It!. The following chart shows you which parts of the manual you need to reference to find the information you need.

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
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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.

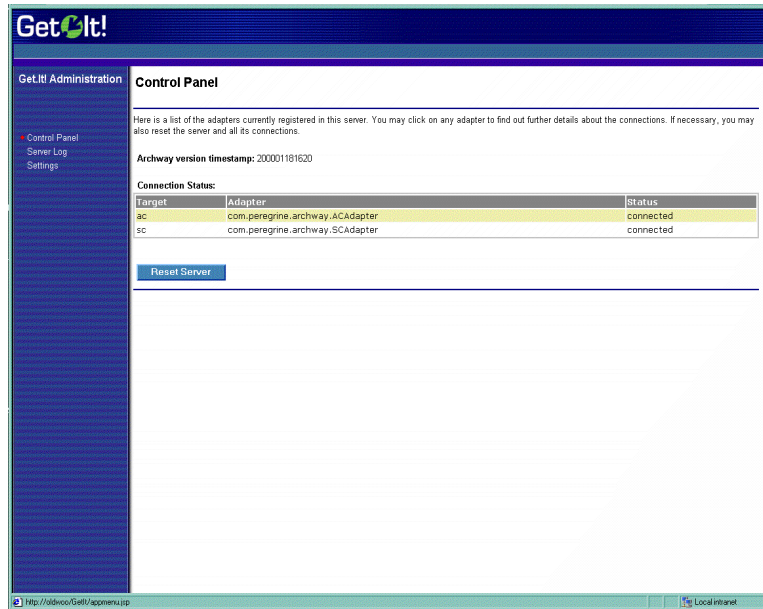


Fig. 2.1 Administration Module Control Panel

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.

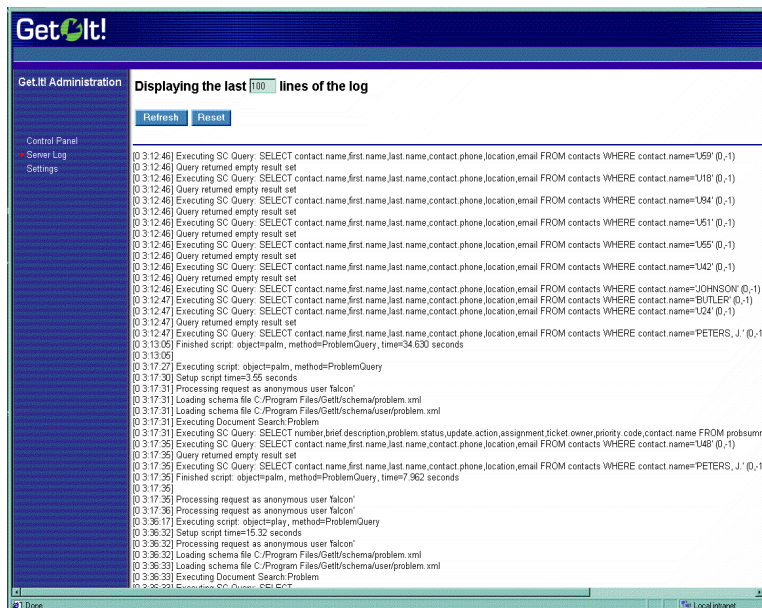


Fig. 2.2 Administration Module Server Log

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 (debug logging and scripting, session time-out, and adapters)
- Weblication settings
- AssetCenter Adapter Settings
- ServiceCenter Adapter Settings
- Email Settings
- B2B settings (also see B2B Administration Module)
- Advanced Settings (tracking options and event queue)

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

The screenshot displays the 'Settings' page of the Get.It! Administration Module. The interface is organized into several sections:

- General Execution Options:**
 - Log file:** C:\Archway.log (Text input)
 - Debug logging:** true, false (Radio buttons)
 - Debug scripting:** true, false (Radio buttons)
 - Session timeout:** 600000 (Text input)
 - Adapters:** sc=SCAdapter;ac=AC; (Text input)
 - Capabilities:** |getit.service,getit.answ (Text input)
- Weblication Settings:**
 - Cookie expiration:** 2592000 (Text input)
 - Show form info:** true, false (Radio buttons)
 - Style Sheet:** (Text input)
- AssetCenter Adapter Settings:**
 - Admin name:** admin (Text input)
 - Admin password:** (Text input)
 - Anonymous name:** admin (Text input)

The left sidebar shows the user 'iknudsen' and navigation options: Control Panel, Server Log, Settings (highlighted), and Logout. The top navigation bar includes: HOME, LOGOUT, RESOURCES, ASSETS, STATUS, APPROVALS, RECEIVING, ANSWERS, SERVICE, B2BADMIN, and ADMIN.

Fig. 2.3 Administration Module Settings



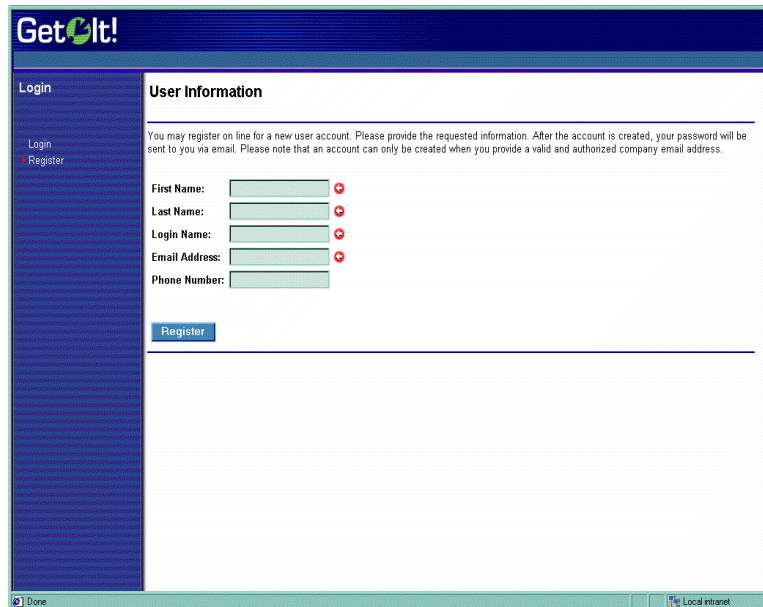
Chapter 3

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! webapplication 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.



The screenshot shows a web browser window displaying the Get.It! user registration page. The page has a dark blue header with the 'Get.It!' logo. On the left, there is a vertical navigation menu with 'Login' and 'Register' options. The main content area is titled 'User Information' and contains a registration form. The form includes five input fields: 'First Name', 'Last Name', 'Login Name', 'Email Address', and 'Phone Number'. Each of the first four fields has a red 'x' icon to its right, indicating a validation error. Below the form is a blue 'Register' button. A small text block above the form provides instructions: 'You may register on line for a new user account. Please provide the requested information. After the account is created, your password will be sent to you via email. Please note that an account can only be created when you provide a valid and authorized company email address.' The browser's status bar at the bottom shows 'Done' and 'Local intranet'.

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 to restrict access to the Service and Answers modules within the weblication.

Capability Word	Module you can Access:
<i>getit.service</i>	Service
<i>getit.answers</i>	Answers

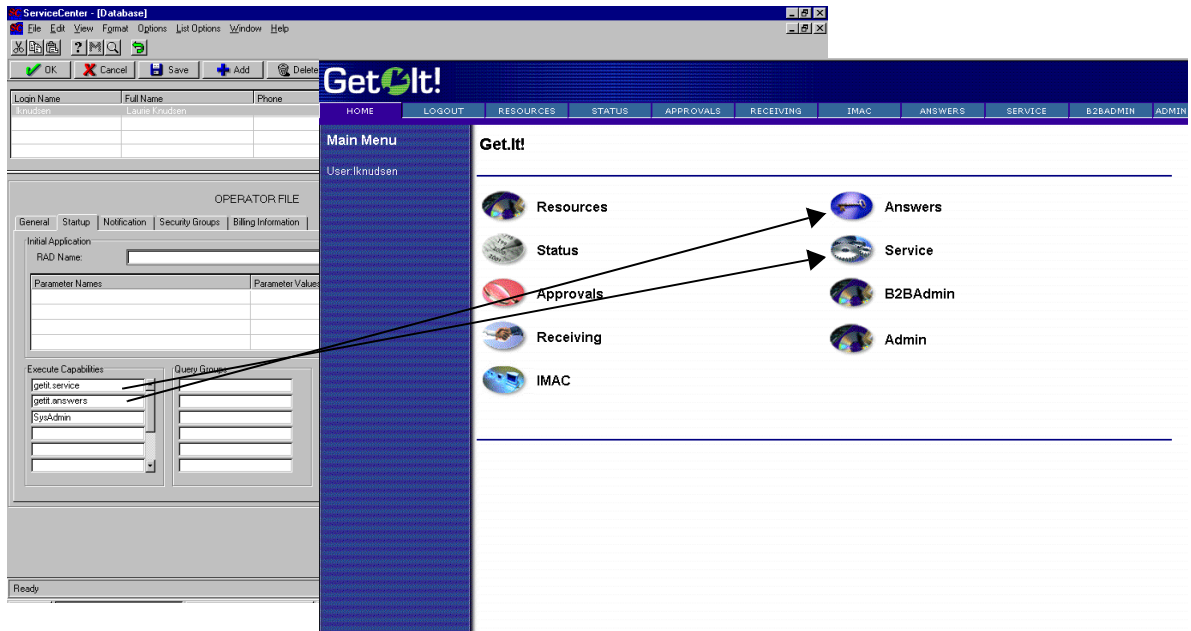


Fig. 3.2 ServiceCenter capabilities to Get.It! menu options

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 webapplication. 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! webapplication:

User Right	Module you can Access:
<i>admin</i>	Administration
<i>approver</i>	Approval
<i>asset</i>	IMAC
<i>receiver</i>	Receiving
<i>requester</i>	end-user Requisition

Profiles have also been established for use within the weblication::

Profile	Module you can Access:
<i>getit.admin</i>	Administration, B2B Administration, Resources, Status, Approval, Receiving, IMAC, Shop Direct,
<i>getit.default</i>	Resources, Status, IMAC
<i>getit.full</i>	Resources, Status, Approval, Receiving, IMAC

The profile *getit.default* is assigned to all new users that register through the weblication. The *getit.full* profile is not given automatically by the weblication, but rather should be given by an AssetCenter user administrator.

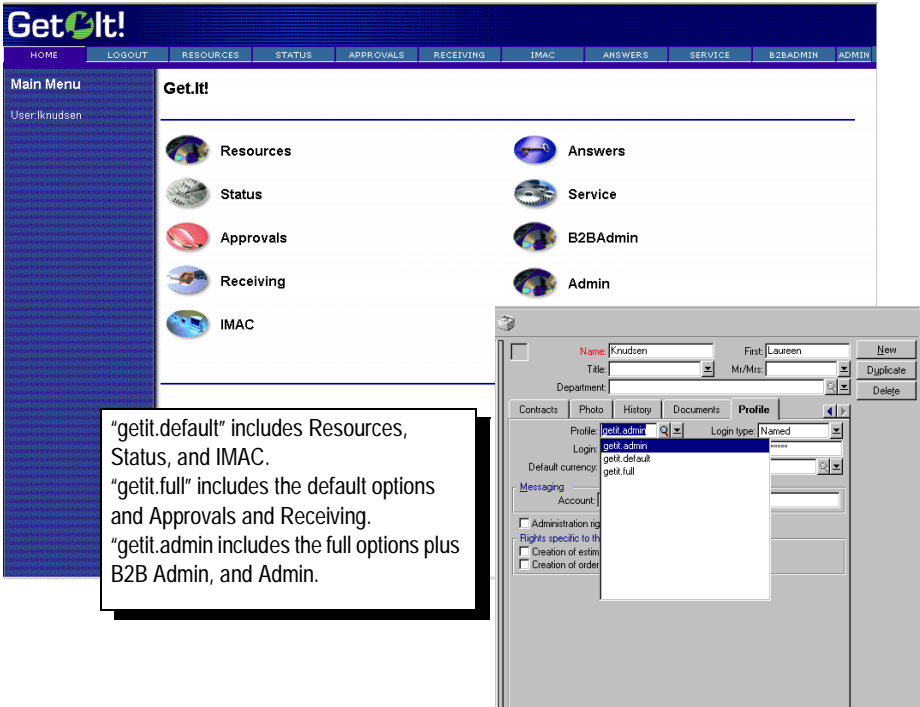


Fig. 3.3 AssetCenter profile to Get.It! menu options

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.

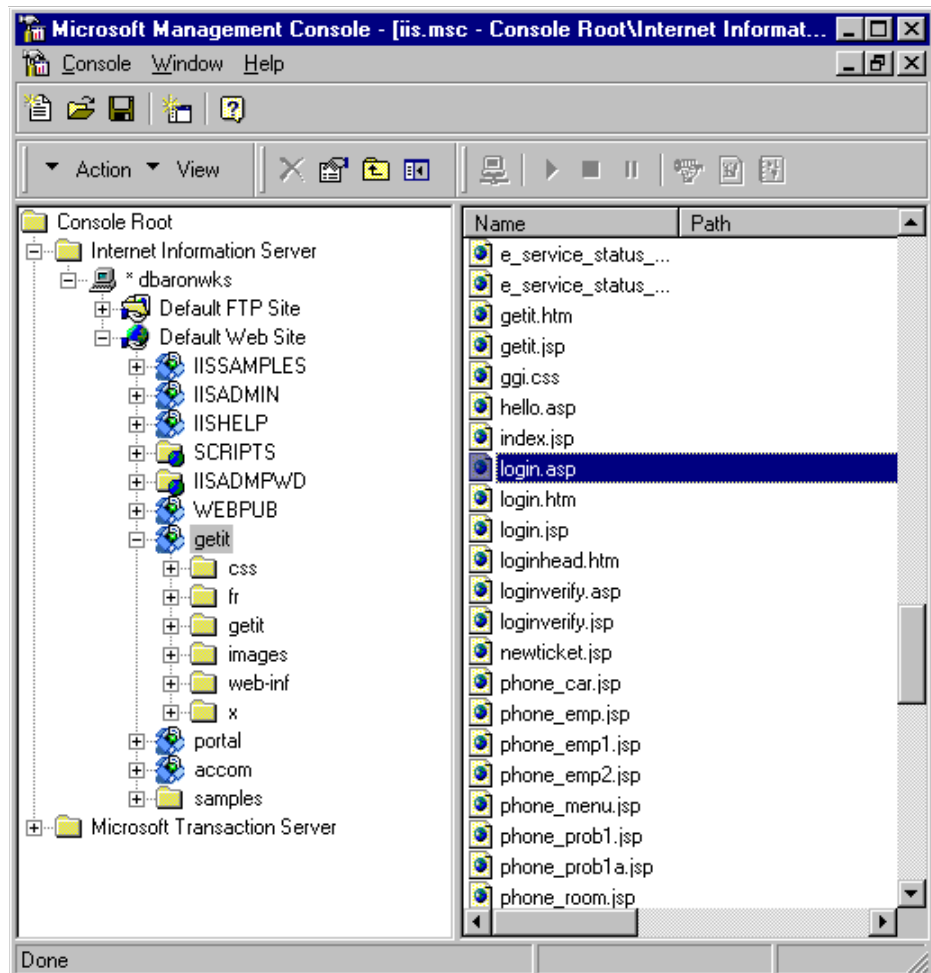


Fig. 4.1 Updating the *login.asp*

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.

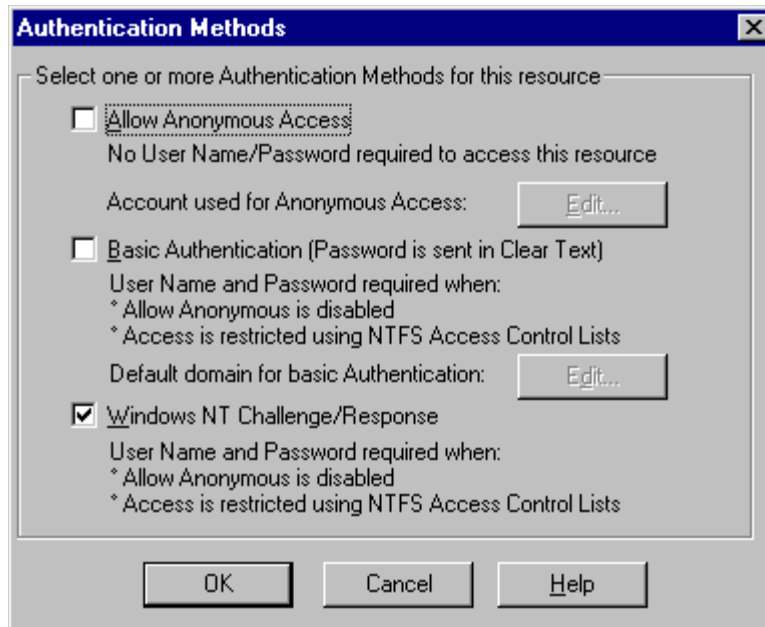


Fig. 4.2 Setting Authentication for login.asp

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**.

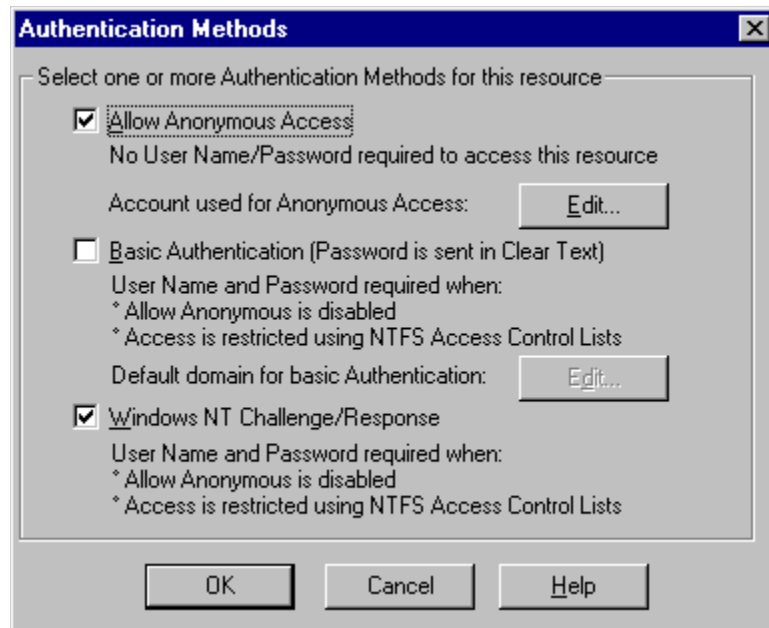


Fig. 4.3 Setting Authentication for loginverify.asp

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.

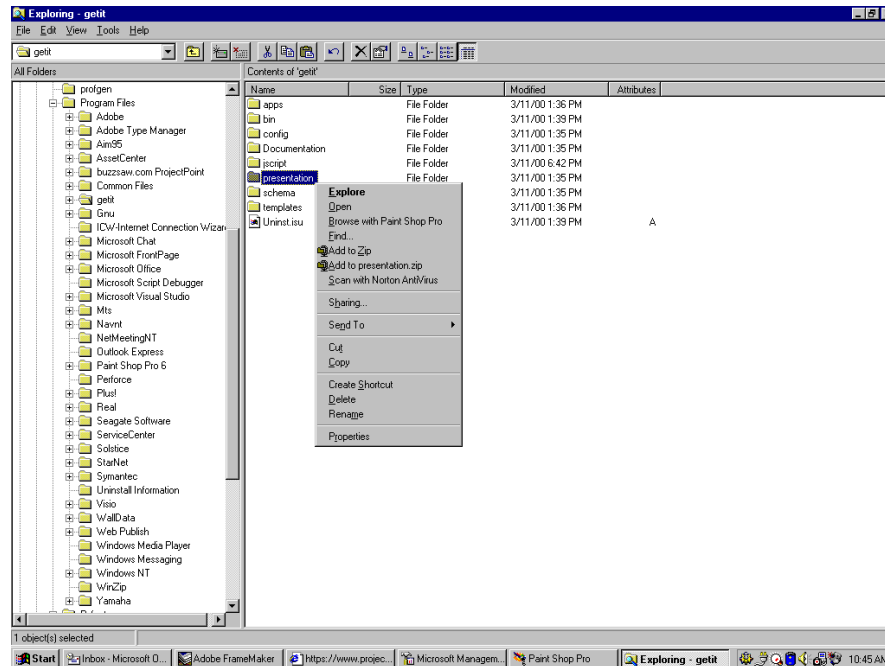


Fig. 4.4 Locating the presentation folder

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.”

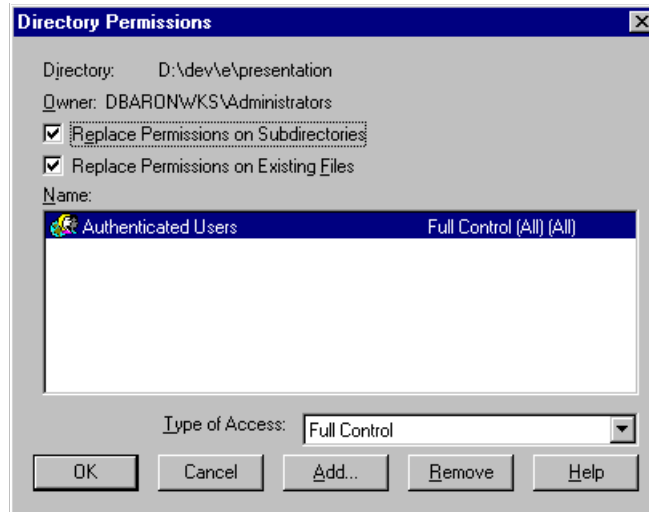


Fig. 4.5 Giving permission to authenticated users

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.

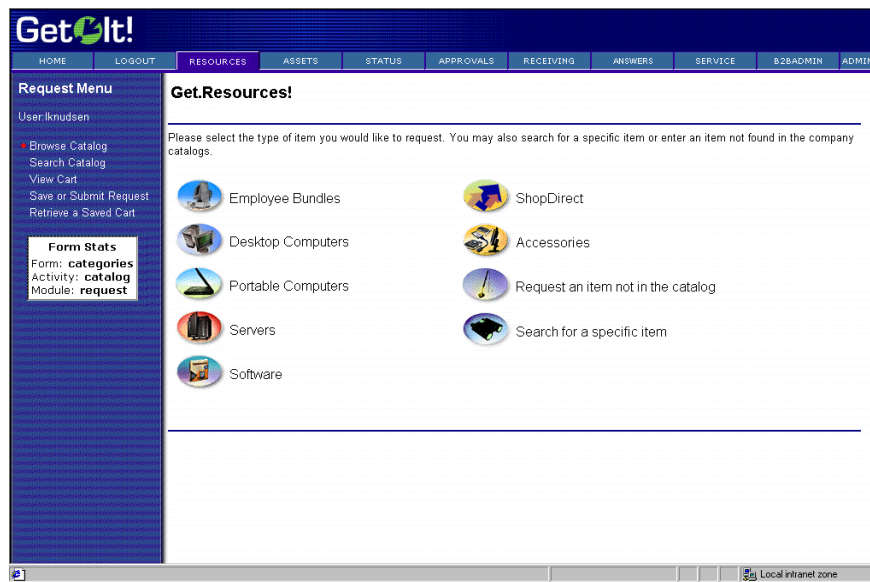


Fig. 5.1 Standard catalog options in Get.Resources!

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:

SQL name: cf_

Description:

Table:

Field type:

Result type:

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
```




Chapter 6

Get.It! Troubleshooting

This chapter includes troubleshooting tips for the following topics:

- IIS configuration and troubleshooting
- Error messages occurring during installation
- JRun configuration issues
- ServiceCenter connectivity issues
- AssetCenter connectivity issues

Use this chapter to determine which part of the process is not working correctly. The following sections take you through checking the connection to the web server, checking the set up of the virtual directory, and verifying the configuration of the IIS.

IIS Configuration and Troubleshooting

1. Launch the web browser.
2. Try to connect to the webserver by typing the URL for the local webserver as the address. You can do this in several ways:
 - **http://localhost** (this refers to the local machine)
 - **http://127.0.0.1** (this is the IP address for local host)
 - **http://machinename** (replace *machinename* with the actual machine name)

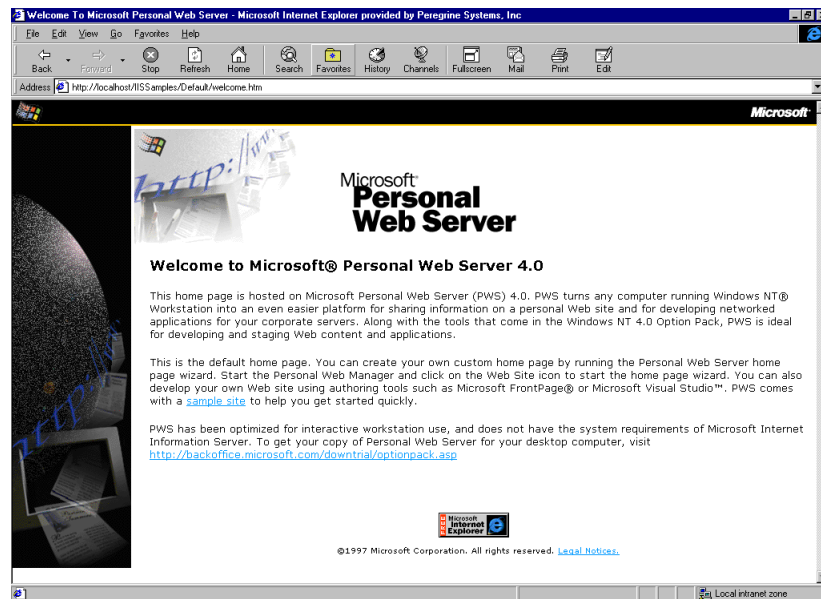


Fig. 6.1 Connecting to the web server

Typing any one of the URLs mentioned above should connect you to the default homepage for the webserver. If you can connect successfully, the basic web server connectivity is working. If you are not able to connect to the default web page, the issue is with the webserver.

3. Make sure you have a virtual directory for Get.It! set up on the webserver.
Display the IIS console and click on the website on which Get.It! is installed. Verify that a directory called *getit* exists. You may see more than one *getit* virtual directory. The format will be *getit_vm(n)* where (n) is a sequential number you assigned.

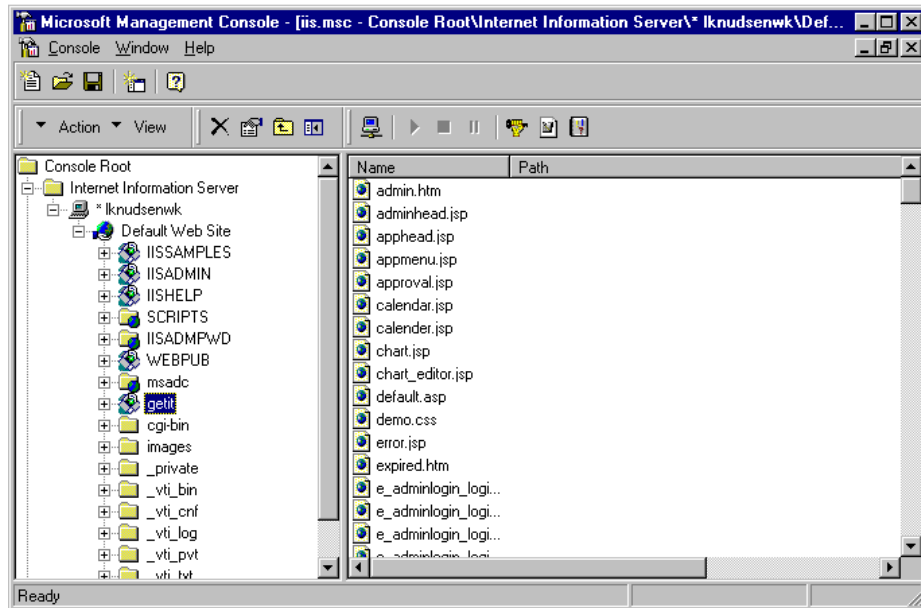


Fig. 6.2 Verifying the virtual directory exists

If there is not at least one *getit* directory then you need to create one that points to the ...*getit/presentation* directory where Get.It! was installed. See Chapter 3, "Windows Server Configuration," for instructions.

If a *getit* directory exists, right-click on the directory and open the Properties dialog box.

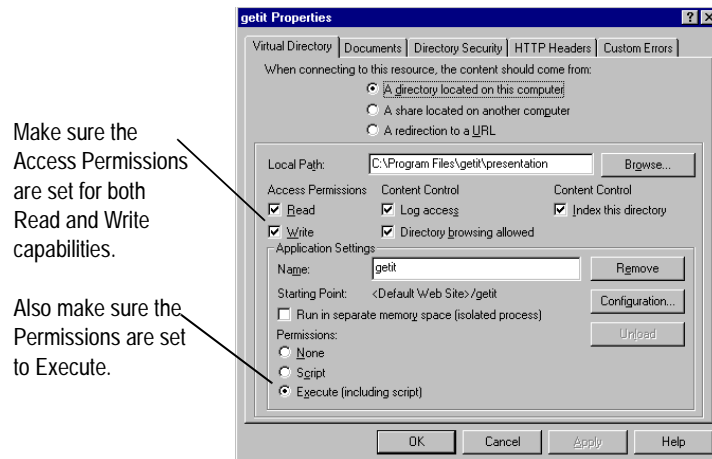


Fig. 6.3 Verifying the virtual directory exists

Verify all properties are set, such as write access, script execute, etc.

4. Using a web browser, try to connect to the virtual directory. For example type: *http://localhost/getit* in the browser Address field.

If you could access the webserver using the method in step 1 but cannot connect to the Get.It! directory in this step, there is a problem with the virtual directory configuration. Verify its creation and settings based on the recommendations defined in Chapter 3, "Windows Server Configuration," in the *Get.It! Installation Guide*.

5. If you see *.jsp code in the browser, the IIS cannot interpret the JSP code (it is not JRun aware), so it is just displaying the code in the browser.

The browser may display the subdirectory showing all the *.jsp files. This means that the initial starting point inside of IIS is not configured correctly. Use the IIS console to find the *getit* virtual directory and right-click on the directory name to display the Properties. Examine the default document setting on the "Documents" tab. Make sure that you have the following two entries:

- Default.htm
- Default.asp

The Default.asp does the redirect for the web server to point the *jsp* files to JRun.

Error Messages Occurring During Installation

If you receive errors during the installation, this usually means that JRun was not installed correctly, since we manipulate JRun files during the Get.It! installation. The errors usually occur when the Get.It! install is trying to manipulate the JRun files.

The best solution is to:

1. Uninstall Get.It!
2. Uninstall JRun
3. Verify the uninstalls were completed and delete any remaining directories. Check the scripts directory (default is *C:\Inetpub\scripts*) and delete or move all remaining files
4. Reboot the machine
5. Stop IIS
6. Reinstall Get.It! and JRun

JRun Issues

As a basic configuration check, verify the webserver is correctly configured for all the ISAPI filters. The most important filter is the JRun Connector Filter. You can do this as follows:

1. Open the IIS Console
2. Right-click on the web server icon in the console and select Properties
3. Click **Edit** and choose **ISAPI Filters**
4. Verify the *Status* column has a green arrow pointing up for all filters, with the most important being the JRun filter.

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

ServiceCenter Connectivity Issues

When you log into Get.It! with a valid ServiceCenter User ID, but you do not see the *Services* or *Answers* options, there is a ServiceCenter connectivity issue.

1. Log into Get.It! as an administrator.
2. Access the Get.It! Admin module. The Control Panel window is displayed.
3. Check the connection status to see if it says "connected" or "disconnected." If the status is "disconnected" reset the server by clicking **Reset Server**. If this does not make the status change to "connected" continue with the following step.
4. Click **Settings** from the Activities within the Admin Module (this accesses the archway.ini file) and verify that the Adapters field in the General Execution Settings section contains the following string:

```
sc=SCAdapter
```

If you also have AssetCenter you would see:

```
sc=SCAdapter,ac=ACAdapter
```

5. In the settings, also verify the hostname and port number. The port number refers to the full client port connection, which is '12670' by default.

You may be using a different port. You can find the port by looking at the sc.ini file on the ServiceCenter server and checking the "system:" parameter in the file.

Use the following instructions to access the sc.ini file:

If you are using a Windows NT Server: go to the ServiceCenter server and access ServiceCenter program directory (you can use Start>Programs>ServiceCenter> Init File).

If you are using a UNIX server: examine the sc.ini file in the JRun directory where ServiceCenter was installed.

The sc.ini file should look something like the following:

```
#
# Installed Configuration
#

path:C:\Program Files\ServiceCenter\DATA
shared_memory:24000000
log:C:\Program Files\ServiceCenter\sc.log
bitmap_path:C:\Program Files\ServiceCenter\BITMAPS
system:12670
auth:A3D8724B 34330ABD 733C5EC2 8CB0DF6F
scauto:12690
ntservice:ServiceCenter
```

The value next to "system:" parameter is the full client port #. The host name should be the name of the ServiceCenter machine name (name or IP address).

6. Verify that the *empx.unl* from the *...getit\config\ServiceCenter* has been loaded into ServiceCenter through database manager:
 - a. Transfer the *empx.unl* file to the ServiceCenter server
 - b. Start a full client
 - c. Log in as an administrator
 - d. Display the **Toolkit** tab and click **Database Manager**
 - e. Choose **Import/Load** from the *Options* drop-down menu
 - f. Enter the full path to the *empx.unl* file in the File Name field
For example: *c:\temp\empx.unl*
 - g. Click **load fg** to load the file

7. Verify that the person who is trying to log in has the necessary "Execute Capability" words defined on their Operator Record. There are two possible entries:

getit.service (for access to creating updating and reviewing problem tickets through Get.It!)

getit.answers (for access to the IR knowledge base from Get.It!)

These capability words are made available to ServiceCenter users when you load the *empx.unl* file. They are added to the capability table but you must still add them to each operator record that you want to have access to Get.It!.

8. To add the capability words to an operator record, do the following:
 - a. Log in to ServiceCenter as an administrator.
 - b. Choose **Problem Management**
 - c. Choose **Security Files**
 - d. Click **Edit** in the "Users" section
 - e. Choose the user you want to edit from the drop down list
 - f. Click **OK**
 - g. Choose **Edit Operator Record**. You should now see the operator record for the user you selected
 - h. Click the **Startup** tab in the operator record
 - i. Add the Get.It! capability words (*getit.answers* and/or *getit.service*) to the "Execute Capabilities" fields. Scroll down to the first available slot.
 - j. Click **Update**

AssetCenter Connectivity Issues

When you log into Get.It! with a valid AssetCenter user ID, but you do not see the Resources, Status, and IMAC options, there is an AssetCenter connectivity issue.

1. Log into Get.It! as an administrator.
2. Access the Get.It! Admin module. The Control Panel window is displayed.
3. Check the connection status to see if it says "connected" or "disconnected." If the status is "disconnected" reset the server by clicking **Reset Server**. If this does not make the status change to "connected" continue with the following step.
4. Click **Settings** from the Activities within the Admin Module (this accesses the archway.ini file). Scroll down to see the AssetCenter Adapter Settings. Verify the "Database" field is pointing to the correct database, by default this field is set to *ACDemo300ENG*.
5. Also make sure the Administrator and Anonymous password fields have not been edited in the Admin module since these fields are encrypted.
6. Log into the AssetCenter database on the AssetCenter server. Make sure the login account referenced in the Get.It! settings matches the login for AssetCenter.
7. Check the ODBC connection. Depending on the way you run JRun it will look for a User DSN or a System DSN. If you start JRun as an application, it will reference the User DSN for the ODBC connection to the database. If you start JRun as a service, it will reference the System DSN for the ODBC connection
8. While logged into AssetCenter, use the File menu to access the Manage Connections option. Verify that the user name and password are correct for the connection.



Appendix A

Contacting Peregrine Systems

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

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 Systems Customer Support at:

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

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

Send materials that Peregrine Systems Customer Support requests to:

Peregrine Systems, Inc.
ATTN: Customer Support
12670 High Bluff Drive
San Diego, CA 92130

United Kingdom regional office

United Kingdom and South Africa
Peregrine Systems Ltd.
1st Floor
Ambassador House
Paradise Road
Richmond, Surrey,
United Kingdom TW9 1SQ
Phone: 0800 834770 (toll free)
or: (+44) (0) 181 334-5844

Fax: (+44) (0) 181 334-5890
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)
Fax: (+33) (0) (1) 47-73-11-61
E-mail: frsupport@peregrine.fr

Germany regional office

Germany and Eastern Europe
Peregrine Systems GmbH
Bürohaus Atricom
Lyoner Strasse 15,
60528 Frankfurt, Germany
Phone: (+49) (0) 69 67-73-4177
or: 0800ASSETCE (0800/2 77 38 23) (in Germany only)
Fax: (+49) (0) 69 67-73-4158
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
Tollfree in Denmark: (+45) 8030 7676
or: (+45) 4346-7676
Fax: (+45) 4346-7677
Customers in Norway, Sweden, Finland, Iceland
Phone: (+45) 7731-7776
E-mail: support.nordic@peregrine.com

Benelux regional office

Netherlands, Belgium, and Luxembourg

Peregrine Systems BV
Botnische Golf 9a
3446 CN Woerden
Netherlands
Phone: 0800 0230 889 (toll free in the Netherlands)
Phone: 0800 7474 7575 (toll free in Belgium and
Luxembourg)
E-mail: benelux.support@peregrine.com

Asia-Pacific regional offices

Australia (800) 146-849
Hawaii (1) (800) 960-9998
Hong Kong (800) 90-8056
Japan (0044) 221-22795
Singapore (800) 1300-949 or -948
E-mail: apsupport@peregrine.com



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