Administration Guide
Release 1.2
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Contents

Introduction

Get.It! Administration Module

User Administration

NT Challenge and Response

Catalog Information

Troubleshooting

Index

Chapter 1
Introduction

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

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

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

About this Manual

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

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

- Operating guides, reference manuals, and other documentation for your PC hardware and operating software.
- The *Get.It! Installation Guide* which describes how to install and configure Get.It! on both a Windows and Solaris server.
- The *Get.It! Tailoring Guide* which describes how to customize Get.It! to suit your needs. It also describes the basic architecture on top of which Get.It! is programmed.

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

Organization of the Manual

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

To Find This	Look Here
Background information; how to use this manual.	Chapter 1: Introduction
Resetting the server link to the back-end systems; monitoring the server log; setting controls in the archway.ini file.	Chapter 2: Get.It! Administration Module
Information regarding user IDs; registering users; authorization to ServiceCenter and AssetCenter; access to Get.It! modules.	Chapter 3: User Administration
Setting up NT Challenge and Response; setting permissions for file access; testing the setup of NT Challenge and Response.	Chapter 4: NT Challenge and Response
Using AssetCenter product catalogs; how Get.It! distinguishes between different types of goods; calculated fields.	Chapter 5: Catalog Information
Verifying the connections to AssetCenter and ServiceCenter. Troubleshooting the JRun configuration. Ensuring the IIS configuration is set correctly.	Chapter 6: Troubleshooting

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:

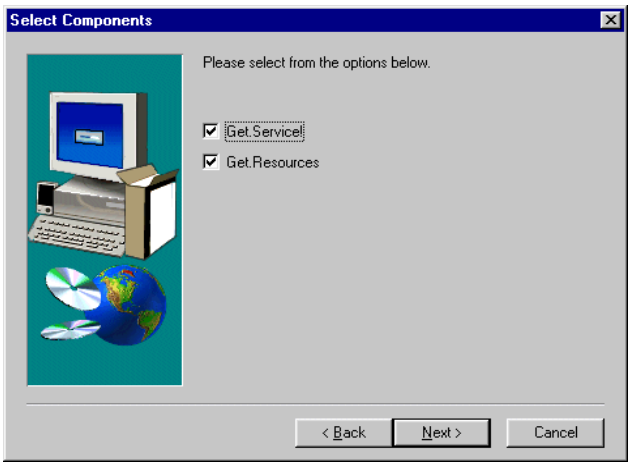


Fig. 2-12 Choosing whether to install JRun.

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.

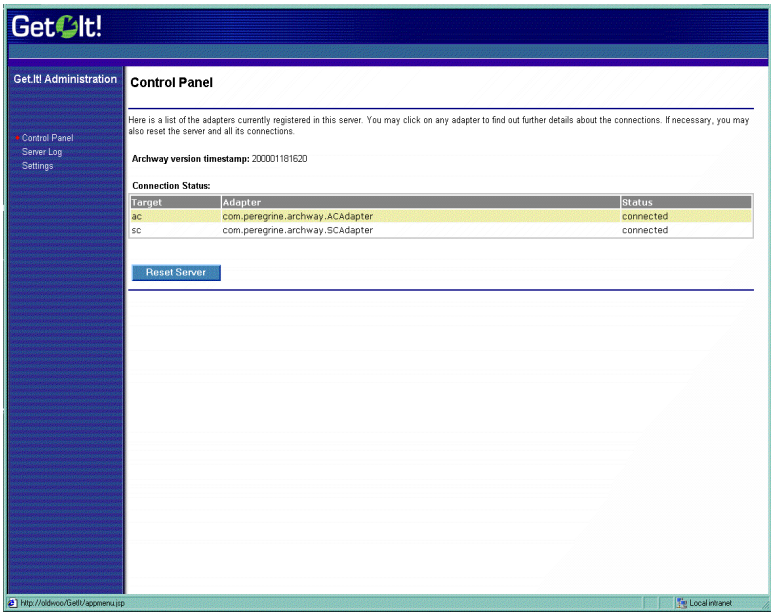


Fig. 2.1 Administration Module Control Panel

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.

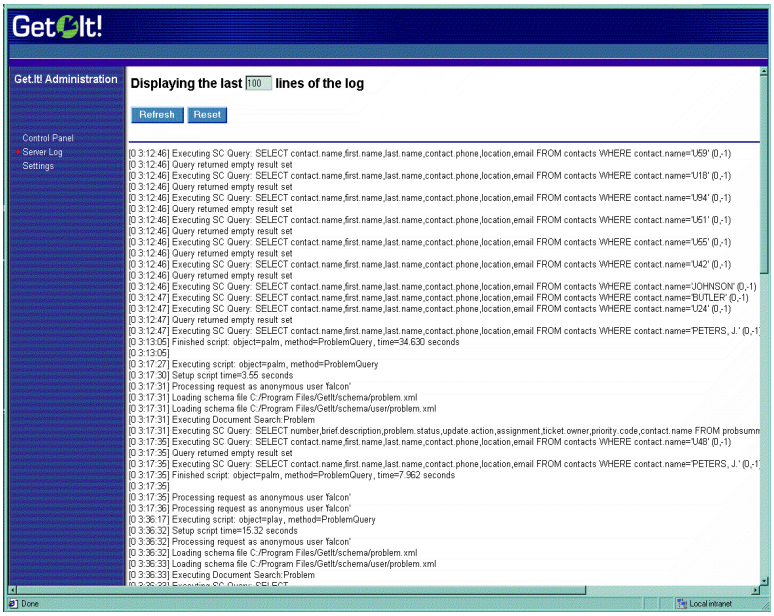


Fig. 2.2 Administration Module Server Log

`Archway.ini` Settings

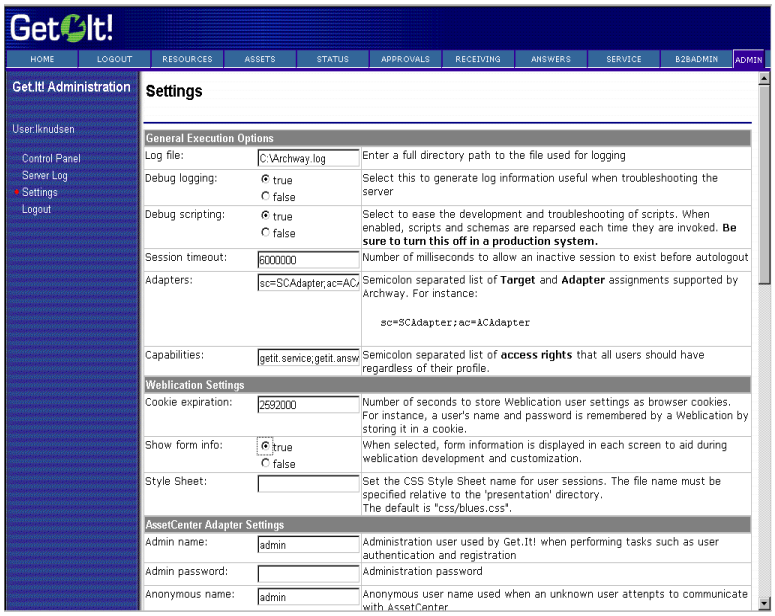
Archway will not record all activity unless `LogStdout` is set to *true* within the `archway.ini` file. The default for this setting is *false*. Change this setting to *true* to begin logging activity. If the log exceeds 500,000 characters then the Log class will save a copy within the "`log_file`"`.backup` (the name of the log file plus `*.backup` extension) and overwrite previous backups. The 500,000 character maximum can be modified either from the `Archway.ini` file or through logging in as an Admin and then setting `MaxLogSize`.

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
- Advanced Settings (tracking options and event queue)

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



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

Fig. 2.3 Administration Module Settings

Chapter 3
User Administration

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

User Registration

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

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

The users will be prompted for certain default information, as identified on the registration screen below.

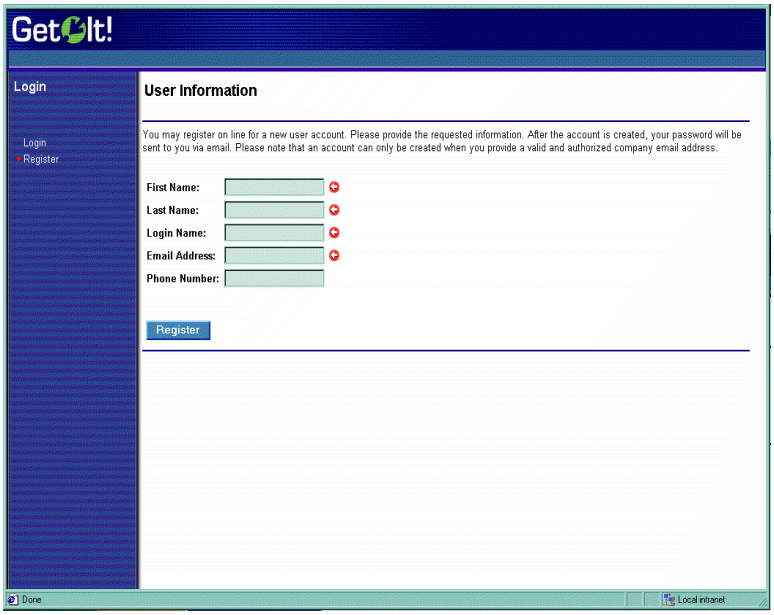


Fig. 3.1 Registering a new user

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

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:**
getit.service	Service
getit.answers	Answers

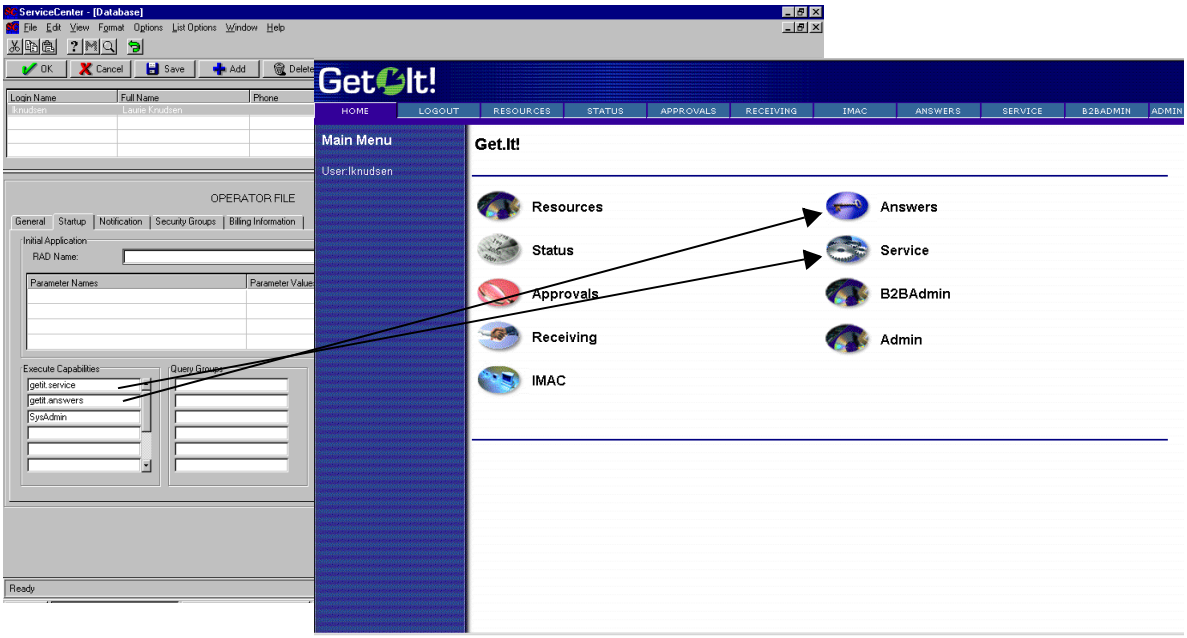


Fig. 3.2 ServiceCenter capabilities to Get.It! menu options

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 weblication. AssetCenter continues to restrict table access based on the detail of any given user rights record.

Named user rights have been established for use with the Get.It! weblication:

User Right	**Module you can Access:**
admin	Admin
approver	Approvals
asset	IMAC
receiver	Receiving
requester	Resources

Profiles have also been established for use within the weblication:

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

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

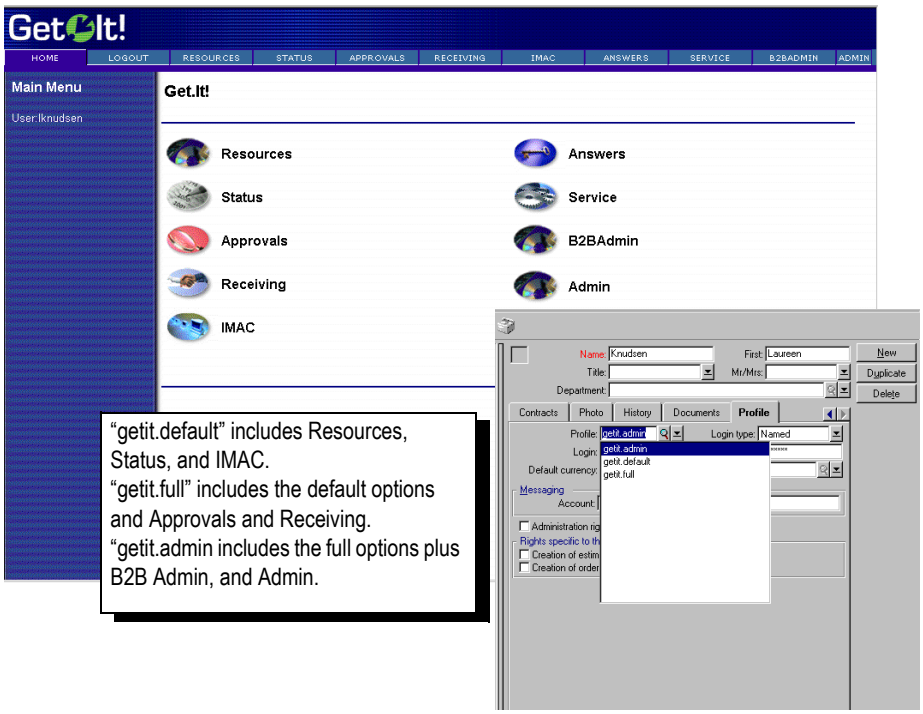


Fig. 3.3AssetCenter profile to Get.It! menu options

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

Chapter 4
NT Challenge and Response

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

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

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

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

There following circumstances must be handled during this process:

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

Setting Up NT Challenge and Response

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

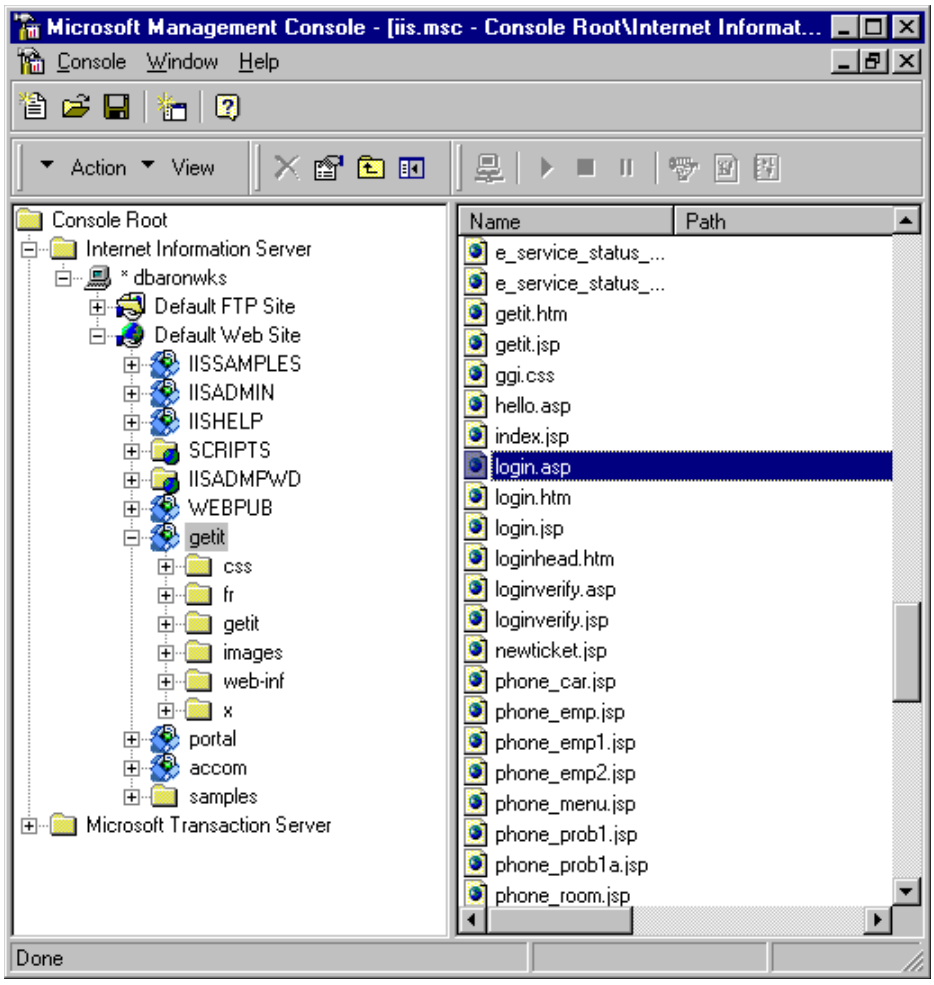


Fig. 4.1 Updating the login.asp

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

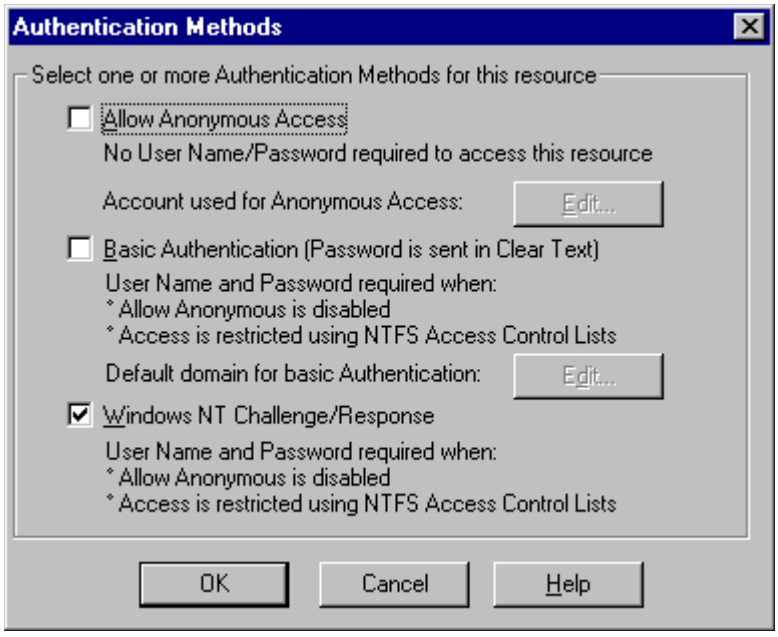


Fig. 4.2 Setting Authentication for login.asp

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

Updating the loginverify.asp

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

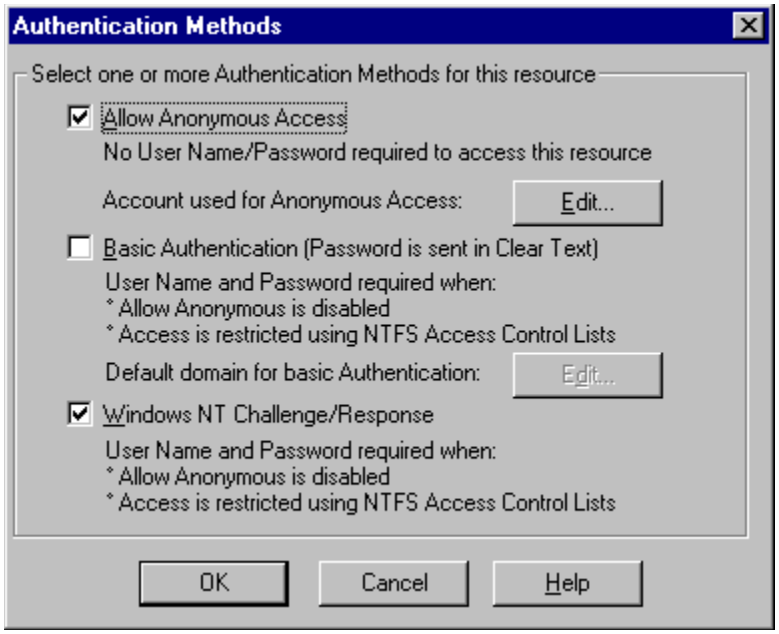


Fig. 4.3 Setting Authentication for loginverify.asp

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

Setting Permissions for the Presentation Folder

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

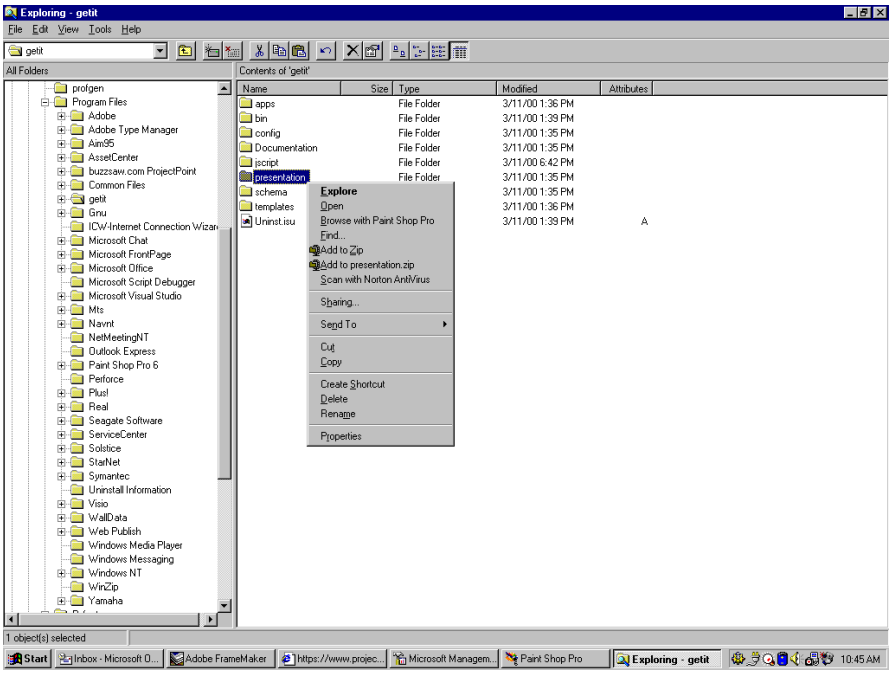


Fig. 4.4 Locating the presentation folder

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

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

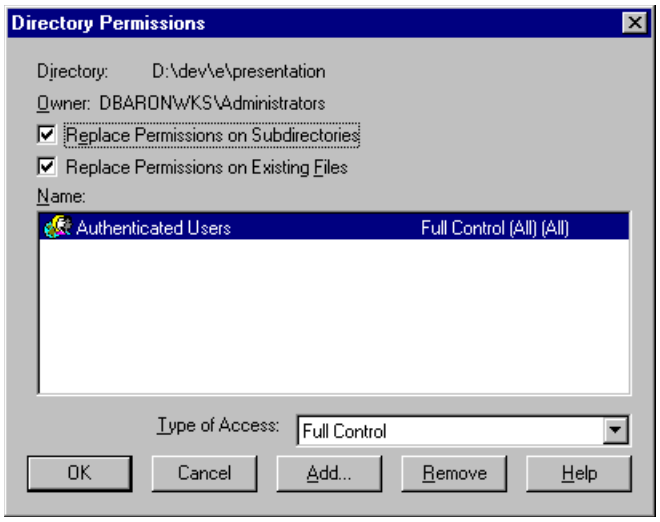


Fig. 4.5 Giving permission to authenticated users

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

Testing the Settings

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

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

Setting the Default Login as login.asp

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

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

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

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

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

Chapter 5
Catalog Information

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

Certification

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

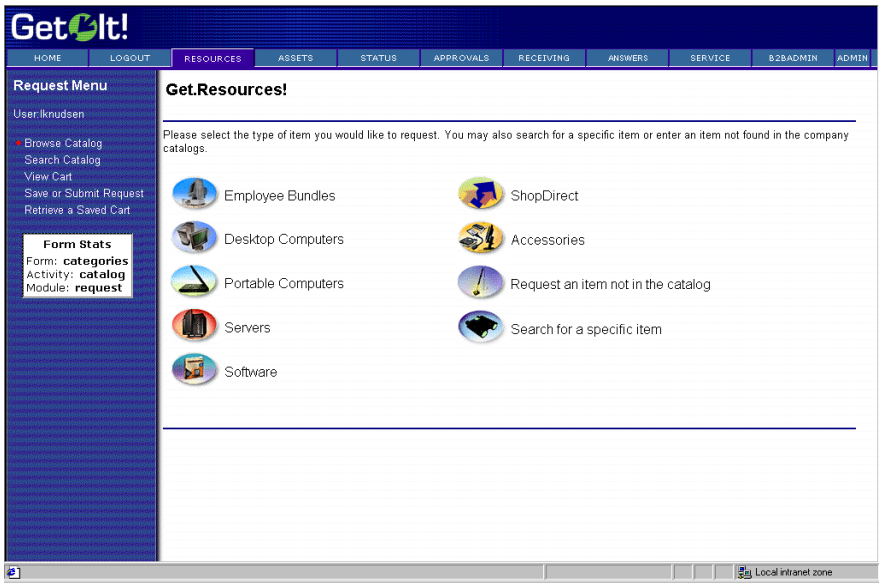


Fig. 5.1 Standard catalog options in Get.Resources!

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

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

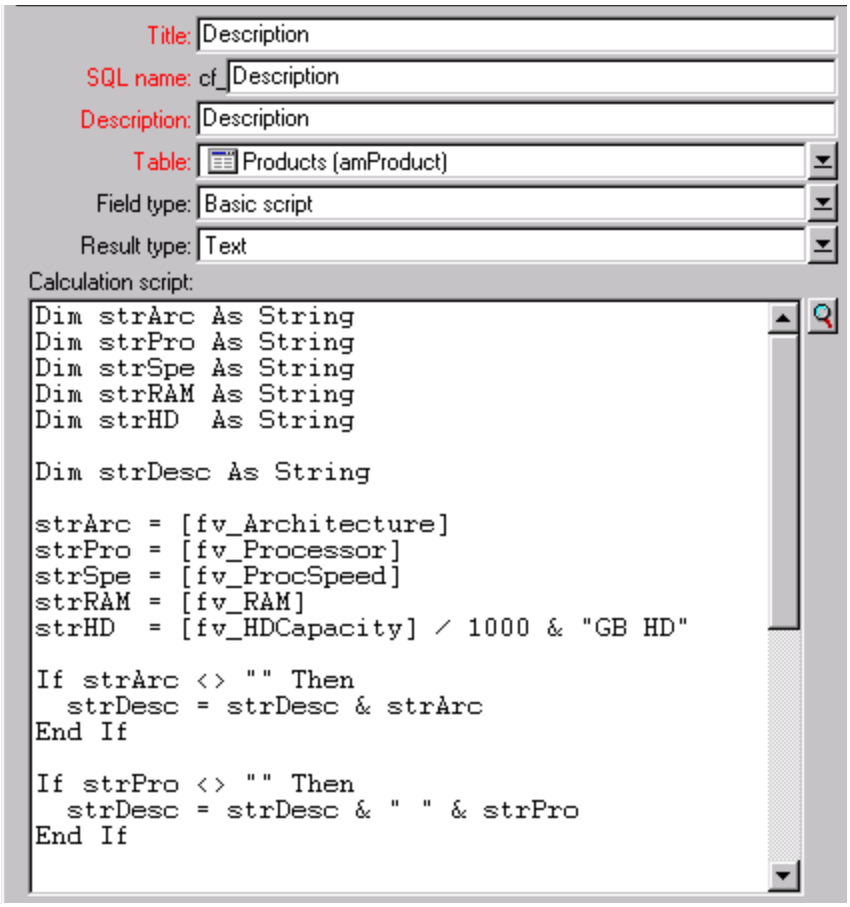
With the exception of the *Bundle* certification, all may be easily changed to better reflect the client's categorization scheme.

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

Calculated Field: `cf_Description`

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

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


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

Chapter 6
Troubleshooting

Use this chapter to determine which part of the process is not working correctly. The following sections explain validating connection with the web server, virtual directories, IIS configuration, Apache and JRun problems, and portal display.

Installation

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

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

IIS Configuration

Q. How do verify the IIS Configuration?

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

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

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

Using a browser, connect with the virtual directory (e.g., `http:\\localhost\getit` in the URL text box).

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

If you see `*.jsp` code in the browser then IIS cannot interpret (i.e., not JRun aware). The browser may display the subdirectory and all `*.jsp` files. This means that the initial IIS configuration is incorrect. Use the IIS console to locate the `getit` virtual directory, right-click on the directory name, and select Properties. Examine the default document setting in the "Documents" tab. Make sure that you have the following entries: `Default.htm`, `Default.asp`, and `Default.asp` redirects all `*.jsp` files to JRun.

Internal Server Error Messages

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

A. Something is not synchronized with Get.It!. You must delete all compiled objects and then recompile with JRun. First, use Windows NT Explorer to locate the `C:\jrun\jsm-default\services\jse\servlets\jsp\getit\` directory. Delete all files within the View drop-down menu and close NT Explorer. Display a Command Prompt (Start > Programs > Command Prompt). Change the directory to `C:>Program Files\getit\bin`. To change the directory, ensure that you are at a `C:>` by typing **`C:`** and pressing ENTER. You should see **`C:\>`** as your prompt. Type `cd program files\getit\bin` and press ENTR. Type `wbuild all` at the prompt and press ENTR **(**this command lists all processing it is going through). Log into Get.It.

JRun

Q. How do I very the JRun Connector Filter?

A. Verify that the web server is correctly configured for all ISAPI filters. The most important filter is the JRun Connector Filter. To verify this filter, open the IIS Console, right-click on the web server icon within the console, and select Properties. Click *Edit* and then click *ISAPI Filter***s**. Verify that the *Status* column has a green arrow pointing up for all filters, the most important being the JRun filter. If you see the error "*Could not connect to the JRun Connector proxy*" when accessing `login.jsp`, start the JRun server. You can either do this from Control Panel > Services or from Start > Programs > JRun menu.

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

A. In a development environment you will want the setting `debugscript` set to *true*. Each time that you create a modification to JScript the change will automatically occur when

the script is executed. Without this setting turned on you will have to restart JRun each time a modification is made to the JScript. Do not leave this setting turned on (set to *true*) in a production environment, due to overhead.

Apache/JRun

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

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

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

```
Alias /getit/ <directory>/presentation/
<Directory <directory>1/presentation>
    AllowOverride None
    Options ExecCGI
    Order allow,deny
    Allow from all
</Directory>
```

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

Get.It!

Q. After a normal session in Get.It! and then logging off, I returned to Get.It!, logged in, and clicked on the Get.Resource! button. Why do I receive an error?

A. Something is not synchronized. The first step is to stop all active applications, reboot your PC, and restart JRun, ServiceCenter, and Get.It! If this does not correct the problem

then proceed with deleting the contents of the following directory: `C:\jrun\jsm-default\services\jse\servlets\jsp\getit\*.*`. Restart JRun, ServiceCenter, and Get.It!

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

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

Q. Do I have to login with an ID to access Get.It!?

A. One of the options is a cookies-based login. The cookies-based login will remember your login ID and password. If you would like to use a common login ID for all Get.It! users, you can force a cookies-based login and pass the common login ID and password by modifying the login script, which originally resides in ...`getit\apps\common\jscript\login.js` (be sure to save this to the appropriate user directory). This will eliminate the login screen. If you are using a common login ID then you will probably need to identify each user. This can be accomplished in `...getit\apps\common\jscript\login.js` by obtaining a cookie from the browser session that identifies the user and then saving that cookie in the Get.It! user area.

Q. How do I remove the top and left frame from the Get.It! screens?

A. Add the frames parameter to the application tag in ...`getit\apps\getit.xml` (e.g., `<application name="e" home="home" frame="false">`). After you run `wbuild`, this the top banner is no longer displayed when you enter the following URL: `getit\e_login_main_start.jsp`.

To eliminate the left column side bar modify ...`getit\templates\jsp\user.xsl`. In the section labeled *Disable Activity Sidebar*, remove the "`XX`" from `<xsl:template name="XXoutputSidebar">`. When eliminating the left sidebar you will need to modify all forms to include buttons that are no longer accessible via the sidebar. Use the `<actions>` tag within the `<form>` tag to create additional buttons on the form.

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

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

```
<html>
<a href="http://localhost/getit/
e_service_report_describe.jsp?Category=software&Priority=high">Open a
Problem</a>
</html>
```

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

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

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

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

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

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

```
<components>
<component name="detail">
<fieldtable>
<row>
<field label="Status" field="Status"/>
<field label="Ticket number" field="Id"/>
</row>
....
<fields>
<input type="hidden" field="Id" value="$$(Id)"/>
<input type="hidden" field="Status" value="$$(Status)"/>
</fields>
</component>
</components>
Now you can reference the common section of xml code using the
components tag within a form as follows:
<form.......>
........
<component name="detail"/>
.......
</form>
```

Q. What is the form stats display?

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

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

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

Q. How can I modify the labels for the Home and Back buttons?

A. You can control this by overriding when Home is generated in the XSL files. Locate the following in `forms.xsl`:

```
<!-- Create Home button -->
<xsl:template match="actions/home">
<script language="JavaScript">
function onHome( form )
{
location.href = "appmenu.jsp";
}
</script>
<input
class="ActionButton"
type="button"
name="{@name}"
value="Home"
onclick="onHome();"/>
</xsl:template>
```

You can copy this to `user.xsl` and change the bold text to whatever you want. The Back button is defined prior to the Home button.

Portal

Q. When I run Get.It! I don't see the portal. How do I get the portal?

A. Upon installing Get.It! you must restart both Archway and ServiceCenter. If you have not restarted both of these applications then this may explain the absence of the portal. If you install or update a version of Get.It! there are several possibilities that may explain this inability to view the portal. One possibility is that the `portal.ini` file may be missing. To fix this, import this file by clicking Start > Programs > ServiceCenter and open the ServiceCenter console. Then click **Start**. Next, click Start > Programs >

ServiceCenter > ServiceCenter Client. Log in as an Administrator. Click the *Toolkit* tab and then *Database Manager*. Click on Options > Import/Load. Insert `.../getit/config/ServiceCenter/portal.unl` in File Name and then click *Load fg*. Log into Get.It! If you still do not have portal then you should restart your PC, start JRun, ServiceCenter Console, and log into Get.It! You can accomplish this by restarting Archway and ServiceCenter and closing all active applications. Click Start > Programs > Start JRun. Click Start > Programs > ServiceCenter >ServiceCenter Console. Open a browser and log in to Get.It!

Scripting

Q. I have embedded HTML code in an XML form. How can I link to a weblication form from the HTML code?

A. The first thing you must do is to find out the name of the XML form that you will link to. The form must reside in the ...`getit\presentation` directory after a `wbuild`. It will have a `*.jsp` suffix. Create an `<a>` tag with an `href` to the desired `*.jsp` page. The following is an example.

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

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

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

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

Now you build the Stuff variable in the jscript that is referenced in the onload parameter of the form. In this case service.buildhtm.

```
var Stuff="<!-- JavaScript code and Level 1 menu -->";
Stuff+="<script language='JavaScript'>";
Stuff+="function findObj(n, d) {";
.....
Stuff+="</script>";
Stuff+="<table align='left' CELLSPACING='3' CELLPADDING='3'
WIDTH='200'>";
```

```
....
msg.add ( "Stuff", Stuff );
return msg;
```

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

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

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

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

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

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

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

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

Performance

Q: How are the database connections pooled? Is there performance limitation for an 11,000 user base?

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

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

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

Browser

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

A. Yes. A separate installation CD is for installing Get.It! for Solaris.

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

A. The following is the syntax for accessing cookies:

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

Get.Service!

Q. Can I perform functions in Get.Service! other than opening and updating a problem ticket?

A. You can perform any function in Get.Service! that can be processed by event services. Here is an example of sending a problem close event to event services and receiving a synchronous.

```
var msgTicket = new Message( "epmc" );
msgTicket.set( "number", msg.get( "Id" ) );
msgTicket.set ( "LName", user.get("LastName") );
msgTicket.set ( "FName", user.get("FirstName") );
msgTicket.set( "resolution", msg.get( "newupdate" ) );
msgTicket = archway.sendEvent( "sc", msgTicket );
user.addMessage( "Ticket Number " + msg.get( "Id" ) + " has been
closed" );
```

`wbuild`

Q. When should I be using `wbuild`?

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

ServiceCenter

Q. What do I do if I log into Get.It! with a valid SC User ID but do not see the Services or Answers options?

A. There is a ServiceCenter connectivity problem. Log into Get.It! as an Administrator. Click the Admin button (the Control Panel window is displayed). Check the Connection Status column for the Status of each Target/Adapter connection. If any Adapters are

"disconnected," reset the server by clicking *Reset Server*. If this does not change to "connected" then 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 `sc=SCAdapter` string. If you are using AssetCenter then you will see adapters for both `sc=SCAdapter` and `ac=ACAdapter.` Within the ServiceCenter Adapter Settings, verify that Host and Port are correct (Port refers to the full client port connection, "12670" by default). You may be using a different Port. You can find your Port by looking at the `sc.ini` file on the ServiceCenter server and checking the "system:" parameter within this file. If you are using a Windows NT Server, proceed to the ServiceCenter server and access the ServiceCenter program directory (Start > Programs > ServiceCenter > Init File). If you are using a UNIX server, examine the `sc.ini` file in the JRun directory where ServiceCenter is 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 the "system:" parameter is the full client Port number. The Host name should be the name of the ServiceCenter machine name (name or IP address). Verify that the `empx.unl` from `...getit\config\ServiceCenter` is loaded into ServiceCenter via the Database Manager. First transfer the `empx.unl` file to the ServiceCenter server and start a full client. Log in as an Administrator, click on the *Toolkit* tab and then click *Database Manager*. Select *Options* and then ***Import/Load*****,** Enter the full path to the `empx.unl` file in the File Name field (e.g., `C:\temp\empx.unl`), and click *Load fg*. 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. The first is *getit.service* (for access to creating updating and reviewing problem tickets through Get.It!). The second is *getit.answers*(for access to the IR knowledge base from Get.It!). These capability words are made available in ServiceCenter 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. To add the capability words to an operator record log into ServiceCenter as an Administrator, select *Problem Management* and then *Security Files.* Click *Edit* in the "Users" section and select the user that you want to edit from the drop-down list. Click *OK* and select *Edit Operator Record* (you should now see the operator record for the user you selected). Click the *Startup* tab in the operator record. Add the Get.It! capability words (*getit.answers* and/or *getit.service*) to the "Execute Capabilities" fields. Scroll down to the first available slot and click *Update*.

AssetCenter

Q. What should I do if I do not see the Resources, Status, and IMAC options?

A. There is an AssetCenter connectivity problem. Log into Get.It! as an Administrator and access the Get.It! Admin module. The Control Panel window is displayed. 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 change to “connected” then continue with the following. 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*. Also make sure the Administrator and Anonymous password fields have not been edited in the Admin module since these fields are encrypted. Log into the AssetCenter database on the AssetCenter server. Make sure the login account referenced in the Get.It! settings matches the login for AssetCenter. Check the ODBC connection. Depending on the way you run JRun it will look for a User DSN or a System DSN. If you start JRun as an application it will reference the User DSN for the ODBC connection to the database. If you start JRun as a service, it will reference the System DSN for the ODBC connection. While logged into AssetCenter, use the File menu to access the Manage Connections option. Verify that the user name and password are correct for the connection.

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

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

Q. When I call Get.It! from a client or a web server I receive an Unable To Find Page error. There is an error in the log that states Cannot Find `amdb.ini`*. Is this problem correctable?*

A. Yes. AssetCenter must be installed with a valid connection established with the database, residing on the same machine as Get.It!

Index