Get It!

Administration Guide
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Peregrine
S Y S T E M S ®

The Infrastructure Management Company™

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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.

- *Get.It! Online* Help, a good source for weblication tags and internationalization. Located in the `...\getit\docs\help\getit\windows` directory.

- JRun documentation located online in the `...JRun\docs` directory

To use this manual effectively, you should have a working knowledge of both the PC hardware and operating software, and of the database management for the back-end sys-

tems 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
Information regarding Get.Answers!; the differences between document collections and knowledgebases; creating a site.	Chapter 4: Get.Answers!
Setting up NT Challenge and Response; setting permissions for file access; testing the setup of NT Challenge and Response.	Chapter 5: NT Challenge and Response
Using AssetCenter product catalogs; how Get.It! distinguishes between different types of goods; calculated fields.	Chapter 6: Catalog Information
Using the File Attachment utility to attach files to new or existing problem tickets.	Chapter 7: File Attachments
Verifying the connections to AssetCenter and ServiceCenter. Troubleshooting the JRun configuration. Ensuring the IIS configuration is set correctly.	Chapter 8: 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:
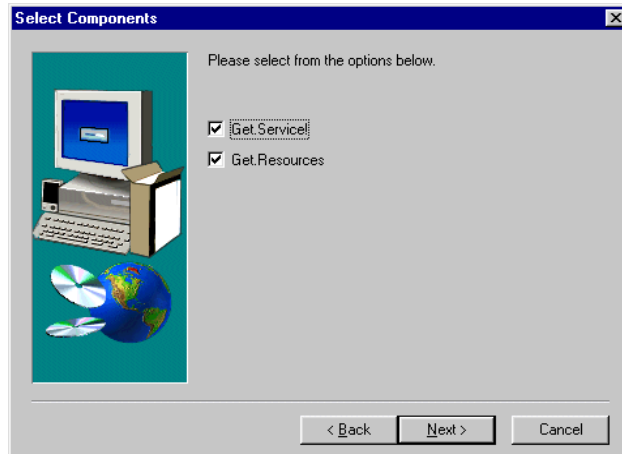
Do not install JRun if you already have the current version installed on the server.
Do not install a newer version of JRun on top of an older version. Uninstall the older version first.

Fig. 1.1   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 Courier New font, 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 Courier New font, such as `login.asp`.

• All screen shots are in the Classic Get.It! scheme. Your screens may be different depending upon the Skin and/or Stylesheet you have selected.

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
- Show Script Status is for starting and stopping various JScript functions
- Show Message Queuing to view queue contents
- Queue Status to view all queues

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.jsp` in the browser address field (replace *webserver* with the name of your web server and *getit* with the virtual directory name).
5. Press ENTER.

The first time you access the Administration module through the `admin.jsp`, 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.

If you enter using the Admin button after logging in to Get.It! then you are linked directly to the CNTRL panel.

Using the Control Panel

When you first log in, the Control Panel window is displayed.
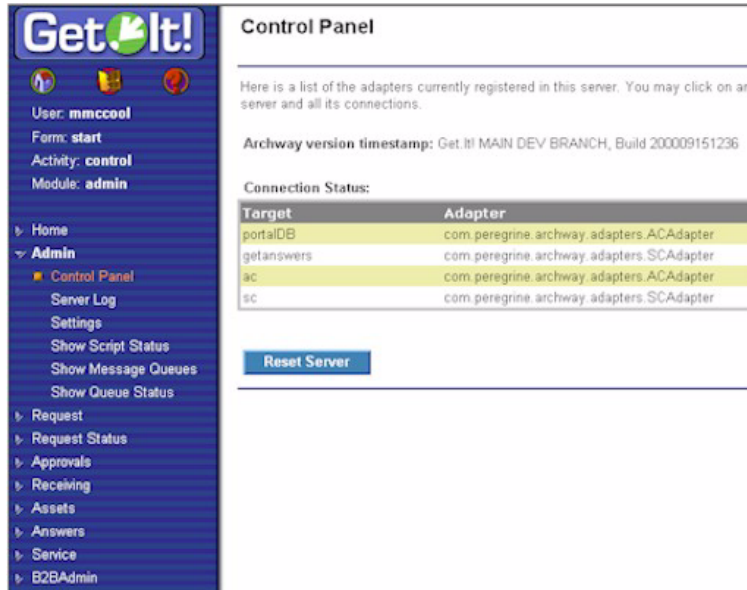
Fig. 2.1   Administration Module Control Panel

Use this window to check the status of the connections to ServiceCenter and AssetCenter as well as any other adapters youhave configured. 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 the history of the server. You can choose the number of lines to make available when scrolling down the screen. Click **Reset** to clear the log of **Refresh** to update.

Fig. 2.2   Administration Module Server Log

Archway.ini Settings

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

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

*   Weblication Settings

*   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.
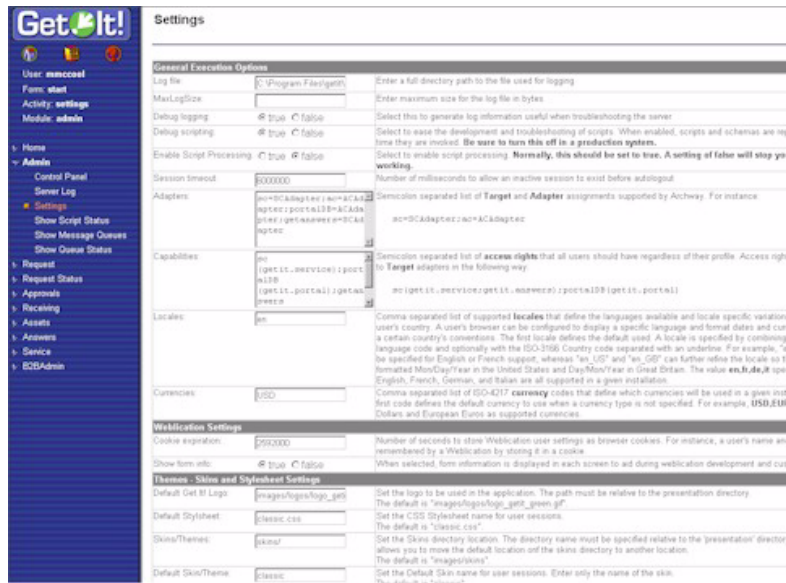
Fig. 2.3   Administration Module Settings

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 1,000,000 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 1,000,000 character maximum can be modified either from the `Archway.ini` file or through logging in as an Admin and then setting `MaxLogSize`.

Archway.ini Parameters

The following table lists the `archway.ini` parameters and gives a description of each. The default entries are shown after the equal sign (=) for each parameter.

Parameter	Description
debugforceddeclarations=false	Select this to generate log information useful when troubleshooting the server.
defaultcapabilities=sc(getit.service);portalDB(getit.portal);getanswers(getit.answers;getit.answers.advanced)	Semicolon separated list of access rights that all users should have regardless of their profile. Access rights are assigned to Target adapters in the following way: sc(getit.service;getit.answers);portalDB(getit.portal)
scriptpollers=false	Select to enable script processing. Normally, this should be set to true. A setting of false will stop your server from performing background tasks.
b2bupdatesserver=b2bserver.getmarketaccess.com	Enter the URL for the Peregrine B2B Server used by this site.
images=images/	Set the Skins directory location. The directory name must be specified relative to the 'presentation' directory. Setting this allows you to move the default location of the skins directory to another location. The default is "images/skins"
adapters=sc=SCAdapter;ac=ACAdapter;portalDB=ACAdapter;getanswers=SCAdapter	Semicolon separated list of Target and Adapter assignments supported by Archway. For instance: sc=SCAdapter;ac=ACAdapter
cookieexpiration=2592000	Number of seconds to store Weblication user settings as browser cookies. For instance, a user's name and password is remembered by a weblication by storing it in a cookie.
acadminpassword=	Administration password used by Get.It! when performing tasks such as user authentication and registration AssetCenter.
mailpassword=	User password used to access the mail server.
mailuser=	User name used to access the mail server.
getanswers.backend=irexpert	Set to IREXPERT for ServicCenter; set to KNOWLIX for Get.Answers! server.
schost=localhost	Host name of ServiceCenter server.
getitclientname=	Enter the name of your company.
getitclientidtype=DUNS	Your company's ID# type should be DUNS.

Parameter	Description
logfile=d:\program files\getit\archway.log	Enter a full directory path to the file used for logging.
mailsender=	Reply address used when sending email.
getitclientid=	Your company's DUNS number.
maxscriptrunners=10	Maximum number of script execution threads. The default is 10.
adminname=	Administration user used to log in to the Admin.jsp page.
getitclientlocation=	Get.It! client location.
resolveappstrings=true	Set to *true* if you want to resolve any application strings.
logo=images/logos/logo_getit_green.gif	Set the logo to be used in the application. The path must be relative to the presentattion directory. The default is "images/logos/logo_getit_green.gif".
sclog=d:\program files\getit\sc.log	Path to SC logging used by the ServiceCenter client connection
ns_css=ns_css/	Directory path for CSS stylesheets directory for Netscape Navigator browsers.
scadmin=falcon	Administration user used by Get.It! when performing tasks such as user authentication and registration in ServiceCenter.
mailhost=	Mail server host used by Get.It! to send email messages
skins=skins/	Set the Skins directory location. The directory name must be specified relative to the `...\presentation\images\` directory. Setting this allows you to move the default location onf the skins directory to another location. The default is `...\skins`.
debuglog=true	Select this to generate log information useful when troubleshooting the server
currency=USD	Comma separated list of ISO-4217 currency codes that define which currencies will be used in a given installation. The first code defines the default currency to use when a currency type is not specified. For example, USD,EUR defines US Dollars and European Euros as supported currencies.
acanonymouspassword=	Anonymous user password for AssetCenter.
b2badminmailto=b2badmin@getmarketaccess.com	Enter the e-mail address for the Peregrine B2B Server used by this site.

Parameter	Description
scanonymouspassword=	Anonymous user password
weblication=getit.xml	The default weblication file.
getanswers.grp.default=http:// machinename/getanswers	Default initial logon, before assigned a site for Get.Answers! server.
scripttimeout=	Number of milliseconds to allow an inactive session to exist before autologout
stylesheet=classic.css	Set the CSS Stylesheet name for user sessions. The default is "classic.css".
logstdout=false	Normally set to *false*. Enables logging to `...\jrun\jsm-default\logs\stdout.log`.
displayforminfo=false	When selected, form information is displayed in each screen to aid during weblication development and customization.
maildomains=peregrine.com;aps ydev.com;getmarketaccess.com	Enter a semicolon separated list of mail domains that Get.It! may correspond with. Only users with an email address in these domains are allowed to complete online self-registration.
QManStorageAdapter=ac	AssetCenter B2B adapter.
acdatabase=ACDemo300ENG	Name of AssetCenter database
derivedscriptpath=	Source script directory.
acanonymous=Admin	Anonymous user name for AssetCenter.
scanonymous=falcon	Anonymous user name used when an unknown user attempts to communicate with ServiceCenter
acdateformat=yyyy-MM-dd	AssetCenter date format.
adminpassword=	Administration password for `Admin.jsp` page.
debugscript=true	Select to ease the development and troubleshooting of scripts. When enabled, scripts and schemas are reparsed each time they are invoked. Be sure to turn this off in a production system.
problemdefaultcategory= example	The default problem category for Get.Service! tickets.
maxlogsize=1000000	Enter maximum size for the log file in bytes.
sessiontimeout=6000000	Number of milliseconds to allow an inactive session to exist before autologout.

Parameter	Description
statestorage=StateMemory	Memory, fastest choice but depends on continuous service from one Web Server.
sclog	The location of the `sclog` file. The default is `C:\Program Files\getit\sc.log`.
scport=12670	Port number of ServiceCenter server.
locale=en	Comma separated list of supported locales that define the languages available and locale specific variations based on a user's country. A user's browser can be configured to display a specific language and format dates and currency based on a certain country's conventions. The first locale defines the default used. A locale is specified by combining the ISO-639 language code and optionally with the ISO-3166 Country code separated with an underline. For example, "en" or "fr" can be specified for English or French support, whereas "en_US" and "en_GB" can further refine the locale so that dates are formatted Mon/Day/Year in the United States and Day/Mon/Year in Great Britain. The value en,fr,de,it specifies that English, French, German, and Italian are all supported in a given installation.
defaultskin=classic	The default skin that is used when a user first logs into Get.It! If you change the default to another style then this style will be recorded in a database as well as in the browser's cookie.
defaultstylesheet=classic	The default stylesheet that is used when a user first logs into Get.It! If you change the default to another style then this style will be recorded in a database as well as in the browser's cookie.
scadminpassword=	Anonymous user password for ServiceCenter.
ie_css=css/	Directory path for CSS stylesheet direcotry for Inernet Explorer.
acadmin=Admin	Administration user name for AssetCenter.
acapidll	Used with AssetCenter version 3.5 and above. This parameter is not mandatory because Get.It! can detect and load the correct DLL based on the connection name defined the the acdatabase parameter. When this parameter is not specified Get.It! uses the information provided by AssetCenter in the connection description (amdb.ini) to determine the DLL name. Use this parameter only if the default name determination does not work.

Parameter	Description
acapidllpath	Gives the path to the folder in which the AssetCenter API DLL is located. If this paramter remains blank, Get.It! searches those folders in which AssetCenter is installed for a DLL with the expected name. If the requested DLL is not located then Get.It! will load it from its `bin` folder. This parameter should be used only if the default path determination does not work as expected. Note that in the case where the locale parameter in archway.ini contains "ja" (meaning that you intend to use Japanese), Get.It! will only load the API DLL from an AssetCenter Japanese folder, and if it does not find it there it will load it from `...\bin\ja\`.
acdefaultloginclass	Establishes the type of default user login.This parameter can have four different values. If it is empty or not specified in archway.ini then self-registered users are added to AssetCenter with the default login class defined in AssetCenter. Out of the box, the default for a registered user in AssetCenter is `named` user. If the value is `casual`, (`acdefaultloginclass=casual`) the self-registered user will be added as a floating user. If the value is `floating`, (`acdefaultloginclass=floating`) the self-registered user will be added as a floating user. If the value is `named`, (`acdefaultloginclass=named`) the self-registered user will be added as a named user. `Casual`, `floating`, and `named` user are each described in the AssetCenter documentation.
b2bserverhost=https://www.getmarketaccess.net	Enter the URL for the Peregrine B2B Server used by this site.
JRunRoot=d:\Jrun\	The root JRun directory; default for installation.
AppsPath=apps/	The root directory for the Get.It! application.
request.backend=sc	The back-end system to use for Resources, Status, and Approvals options. Enter "sc" for ServiceCenter, or "ac" for AssetCenter.
purchaseorder.backend=sc	The back-end system to use for receiving. Enter "sc" for ServiceCenter, or "ac" for AssetCenter.
ACConncectionPool=false	Default value is *true*. This adapter consists of a database connection pool that allows the ACAdapter to combine users of the same profile into using the same connection. This quickens the process because the AmSUImpersonate call does not proceed with the login procedure when a user's profile is the same as the last impersonated user.

ISO Chart for Locale and Currency

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

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

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

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

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

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

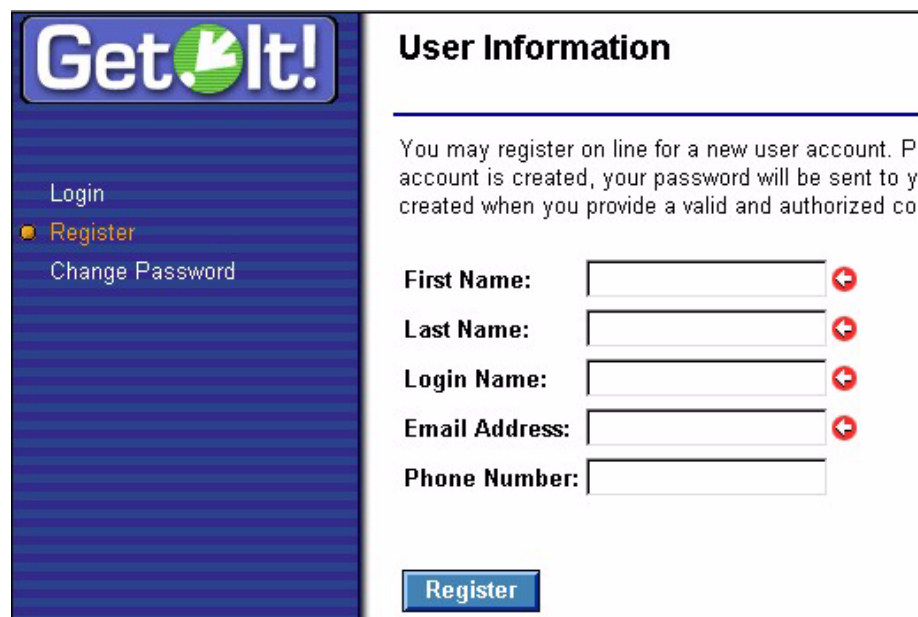# Chapter 3
User Administration

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/com-mon/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*. A contact record is also created for the new user in ServiceCenter.

User Authentication

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

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

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
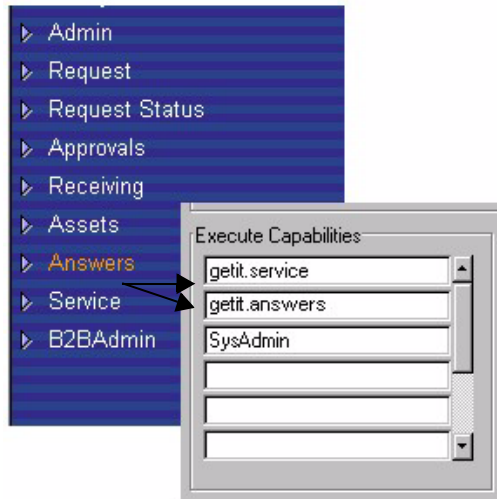
Fig. 3.2   ServiceCenter Capabilities & Get.It! menu options

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:
getit.admin	Administration
getit.approver	Approvals
getit.asset	Assets
getit.receiver	Receiving
getit.requester	Resources
getit.advancedrequester	Resources with the ability to modify line items
getit.assetrun	IMAC

User Right	Module you can Access:
getit.b2badmin	B2B Administration
getit.shopdirect	Resources with ShopDirect
getit.shopdirect.[supplies]	Resources with ShopDirect permission for a specific supplier

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
getit.full	Resources, Status, Approval, Receiving, IMAC, B2B Administration, ShopDirect

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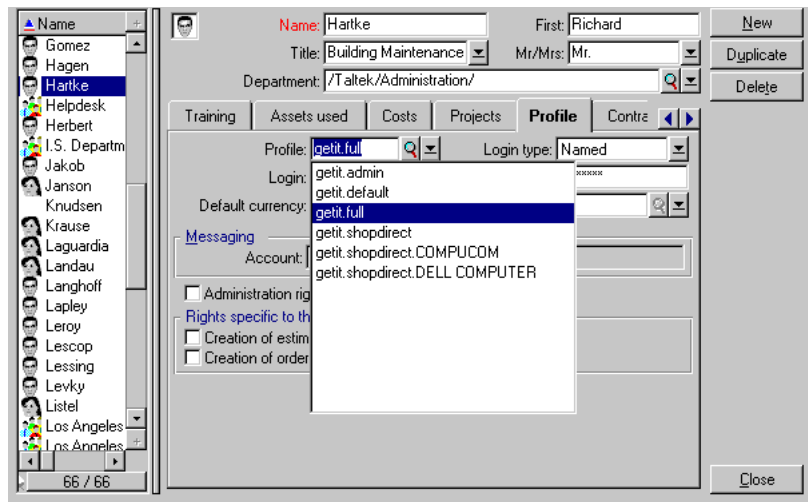
Fig. 3.3   AssetCenter profile to Get.It! menu options

Note: "getit.default" includes Resources and Status. "getit.full" includes default options and Approval and Receiving. "getit.admin" includes full 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.

Setting the User's Language

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

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

If you chose to install multiple languages (during the Get.It! Installation Procedure), the Get.It! Login window includes a select box with a list of the installed languages. When the user selects a language, the Login window is redisplayed with the chosen language as shown below.

Fig. 3.4   Language selection

Note: When you first login, if your default language is English the Welcome screen is displayed in English. If you select to use Get.It! in French, the window is immediately translated into French.

All window content will be displayed in the language chosen by the user. The only exception is if the back-end system data will be shown in the language supplied by that system. If the back-end system is loaded in German, the data from that system will display in Get.It! as German.

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

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

If you have tailored Get.It! and want the tailored portions to display in languages you will need to follow the instructions in the "Localization Support" chapter of the Get.It! Tailoring Guide.

Chapter 4
Get.Answers!

Using Get.Answers!, you can search knowledgebases created in KnowlixAuthor and document collections created in KBMake. Document collections contain source documents in their native format. The following formats are supported for document collections:

- Adobe Acrobat (PDF)
- HTML
- Microsoft Word, Excel, and PowerPoint
- XML

Knowledgebases and document collections have the same file extension (.nfo) so the Get.Answers! server can treat the files the same when viewing in Get.It!. However, knowledgebases and document collections are not compatible. The content is created and managed differently for each type. It is important you don't interchange the two types of .nfo files.

You create the two types of .nfo files differently. Use KnowlixAuthor to create knowledgebases. Then do the following:

- Create a site for the knowledgebase
- Add the knowledgebase to SiteAdmin

Creating document collections is a more complex process. To create a document collection, do the following:

- Create a directory structure for the documents in Windows Explorer
- Create a document collection using KBMake
- Create a site for the document collection
- Add the document collection to SiteAdmin

Knowledgebase Overview

Use KnowlixAuthor as you normally would to create unofficial knowledge entries and to perform the process of making the knowledge entries official, secure knowledgebases. For more information on creating knowledgebases, refer to your KnowlixAuthor documentation.

To view a KnowlixAuthor knowledgebase in Get.Answers!, do the following:

1. Create a site for the knowledgebase. To do this, see "Creating a Site Definition File" on page 4-5.

2. Add the knowledgebase to SiteAdmin. To do this, see "Adding a Knowledgebase or Document Collection to SiteAdmin" on page 4-14.

Document Collection Overview

Use KBMake to create a document collection of native documents that you want to add to a site. When you create a document collection, KBMake recreates the .nfo file each time.

To create a document collection, do the following:

1. Create a site for the document collection. To do this, see "Creating a Site Definition File" on page 4-5.

2. Create the directory structure to assign document collections to different groups. To do this, see "Setting Up a Directory Structure" on page 4-11.

3. Create a document collection using KBMake. To do this, see "Creating a Document Collection" on page 4-12.

4. Add the document collection to SiteAdmin. To do this, see "Adding a Knowledgebase or Document Collection to SiteAdmin" on page 4-14.

Site Overview

A site consists of document collections and knowledgebases hosted by a Get.Answers! server. The definition of a Get.Answers! site is stored in an xml file (known as the site definition file). Create as many sites as you need to share a common set of documents between sites or to restrict access to sites by requiring authentication.

Note: Users have access to all knowledgebases and document collections within the site they are assigned.

To create a site, do the following:

1. Create an .sdf file for the site. To do this, see "Creating a Site Definition File" on page 4-5.

2. Register the site with the lpApp.ini file. To do this, see "Registering a Site" on page 4-7.

3. Create a virtual directory using Internet Information Server (IIS). To do this, see "Creating a Virtual Directory" on page 4-8.

To have Get.Answers! recognize the new site, you need to map it in the archway.ini file. To do this:

1. Define the sites in the archway.ini file. To do this, see "Defining a Site" on page 4-9.

2. Update the user profile in AssetCenter or ServiceCenter. To do this, see "Updating a User Profile" on page 4-9.

Note: You will also need to refresh the Get.Answers! server any time you add a new site. To do this, see "Setting Up a Directory Structure" on page 4-11.

Creating a Site Definition File

A site definition file is an XML document that defines the sites hosted by a Get.Answers! Web server. A site definition file specifies the documents and other files available at the site. It also specifies the hierarchical organization of the files.

The Document Type Definition (DTD) file defines the format a site definition file must follow. The default site definition file is called SiteDefinitionFile.dtd.

Note: To modify the site definition file, see Chapter 5: Tailoring Get.Answers! in the Tailoring Guide.

To create a site definition file:

- Make a copy of **Template.sdf** in the bin directory and rename it with the desired site name. For example, you might have Human Resources.sdf as a site name. In the new .sdf file you created, you need to change the following attributes in the site definition file: **id**, **name**, and the **title**. See the following example on how to do this:

```xml
<?xml version="1.0"?>
<!DOCTYPE site SYSTEM "file:SiteDefinitionFile.dtd">
<site
    content-type="text/html"
    document="main-h.htm"
    hidden="no"
    highlight-style="font-weight: bold; color: #ffcc00;"
    id="1.3/GetAnswers"
    images="C:\Program Files\GetAnswers\templates"
    name="GetAnswers"
    objects="C:\Program Files\GetAnswers\objects"
    online="yes"
    query-timeout="30000"
    session-timeout="900000"
    stylesheets="C:\Program Files\GetAnswers\templates"
    templates="C:\Program Files\GetAnswers\templates"
    title="Get.Answers!"
    version="2.0"
    <folder
        id="Getanswers"
```

Change the id, name, and title attributes to reflect the name of your new .sdf file.

```
                                name="Getanswers"

                                title="Getanswers"
```

- When you add a knowledgebase or document collection to SiteAdmin, it will ask you what site definition file you want to use. This determines what site the knowledgebase or document collection is added to.To add a knowledgebase or document collection to SiteAdmin, see "Adding a Knowledgebase or Document Collection to SiteAdmin" on page 4-14.

Updating the Site Definition File with the Command Line Utility

To update changes you make to the site definition file, use the Command Line Configuration Utility. To do this, perform the following steps:

1. Select **Run** from the Start menu.

2. Enter the following command in the Open field:

    SiteAdmin "C:\Path\SiteDefFile.sdf" "C:\Path\Knowledgebase.nfo"

Note: If the path name contains spaces or periods, enclose the path in quotes (") in order for the command to work properly.

Registering a Site

All new sites must be registered in a file called lpApp.ini located in the same directory as lpApp.dll. Each site has its own section in the lpApp.ini.To register a site with the Get.Answers! server, use a text editor to add a site's section to the lpApp.ini file located in the \GetAnswers\bin directory.

Note: The lpApp.ini file is set to "read" mode when lpExt.dll is loaded. Any changes made to the lpApp.ini file are not reflected until the lpExt.dll is unloaded and reloaded. To unload and reload lpExt.dll, stop the World Wide Web Publishing Service and start it again. Do this each time a change is made to lpApp.ini.

The following example illustrates the definition of each parameter in the lpApp.ini file:

```
[<AliasName>/ExtensionDll>]
SiteDefinitionFile=<SiteDefFile>
DefaultView=<DefaultViewID>
```

The definition for each parameter is defined below:

<AliasName>
Name of the Web server alias from where the site is accessible. The default Web server alias set up by the install is "getanswers."

<ExtensionDll>
File name of the Web server extension DLL. The default file name is lpExt.dll.

<SiteDefFile>
Full path (or relative path if no path is specified) to the xml site definition file. The default site definition file is called getanswers.sdf and is located in the \GetAnswers\bin directory.

<DefaultViewID>
ID of the default view to use if no ID is specified in a URL to access the site. This needs to correspond to the value of the ID attribute of a view defined in the site definition file.

Change the entries shown in bold to the appropriate alias and site definition file names.

You need to change the parameters in the lpApp.ini file to refelect your new site. The default parameters look like the following:

```
[Getanswers/lpExt.dll>]
SiteDefinitionFile=Getanswers.sdf
DefaultView=1.3/Default
```

Creating a Virtual Directory

To create a virtual directory for a site, do the following:

1. Open **Internet Service Manager**.

2. Expand **Internet Information Server** and right-click **Default Web Site**.

3. Select **New** and then **Virtual Directory**.

4. In the wizard, determine the following:

- Enter an **Alias Name** to access the virtual directory. The Alias Name must match the site name indicated in the .sdf file for that site.

- Browse for the **Physical Path** for the virtual directory. Use the following directory: **\Program Files\GetAnswers\Ext** directory.

- Set the permissions for the virtual directory.

5. Click **Finish** to add the new directory.

Defining a Site

In the Administration module of Get.It!, click Settings to define a site. When a user self-registers, they are assigned to the default site:

getanswers.grp.**default**=http://**machinename**/**getanswers**

With default capability support, you can give access to Get.Answers! to any user without the need for authentication. The default site is a good place to store public information that can be viewed by everyone.

You can separate knowledge access into groups by creating different URL addresses associated with each group. Get.It! uses the addresses to interact with Get.Answers!.

Two steps are required to integrate Get.Answers! with the groups you create:

1. Define the desired site URLs in the Archway.ini file (located in the /getit/bin directory). Consider the following examples and replace the text in bold with the desired information:

> getanswers.grp.**executive**=http://**lpserver/executive**
>
> getanswers.grp.**manager**=http://**lpserver/manager**
>
> getanswers.grp.**humanresources**=http://**lpserver/humanresources**
>
> getanswers.grp.**admin**=http://**lpserver/admin**

Note: A user may only belong to one group.

2. Ensure each user's profile has the proper "getanswers.grp" capability word in their profile. For example, if a user is in the Executive category, their SC or AC user profile must include "getanswers.grp.executive." To update user profiles, see "Updating a User Profile" on page 4-9.

Note: You need to stop and restart JRun to update the changes you made to the archway.ini file.

Updating a User Profile

Authentication rights require that a user be authenticated in AssetCenter or ServiceCenter and that the proper capability words or user rights are added to the user's profile. The site name in the profile determines the information the user will have access to. Users will have access to all knowledgebases and document collections within their assigned site.
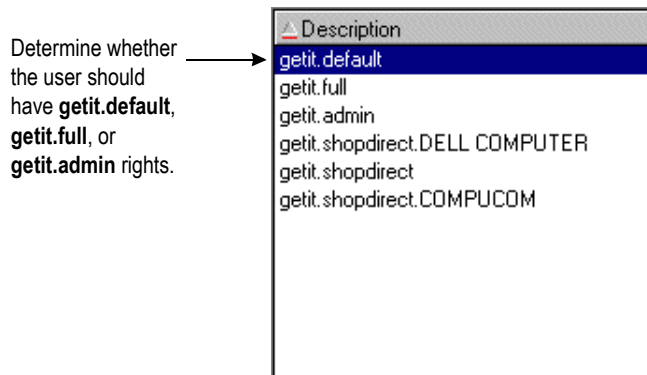
The following example shows you how to update a user profile if you are using ServiceCenter for authentication. See the instructions below for information on updating a user profile if you are using Asset Center for authentication.

1. Click the **Utilities** tab after logging on to ServiceCenter.
2. Click the **Administration** button.

3. Click **Operators** under Security.

4. Enter your **Login Name**.

5. Click the **Startup** tab.

6. Under Execute Capabilities, enter the server and site name for the user. For example, you might have **getanswers.grp.manager** as a site name.

7. Save the changes you made.

If you are using AssetCenter for authentication, use the following steps to update a user's profile:

1. Select **Administration** from the Tools menu in AssetCenter. Then select **User Rights**.

2. Click the **New** button.

3. Under Description, enter the site name for the user. For example, you might have **getanswers.grp.manager** as a site name.

4. Make sure all of the settings in Fields, Links, and Features and Records in Table are checked.

5. Select **Administration** from the Tools menu. Then select **User Profiles**.

6. Select the desired profile for the user.

Determine whether the user should have **getit.default**, **getit.full**, or **getit.admin** rights.


Fig. 4.1   User profile descriptions in AssetCenter

7. Click the green plus sign in the User Rights tab and double-click the site name (i.e. **getanswers.grp.manager**) to add it to the profile.

Setting Up a Directory Structure

Before creating a document collection, it is important to create the directory structure with the desired hierarchical levels first.

Using Windows Explorer, plan the file structure in advance and create the directories you need for the different groups in your company. You can have sub-directories at the same level of a root directory as well as under other directories. Use Windows NT security options to share directories between groups. The directory structure needs to be viewable by the web server to build the document collection in KBMake. The following example contains a simple directory structure:
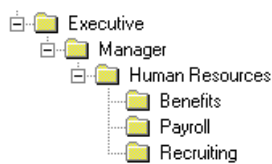
Fig. 4.2   Simple directory structure

After creating the directory structure, move the documents you will use to create document collections into the appropriate directories. You can then have a SME (Subject Matter Expert) or another designated person control the content that is published to the Web for their group.

In KBMake, you will determine what directory you want to contain the built document collection. You can determine where to save a document collection so that only people with access to a site on that directory will see its contents. For more information on working with the directory structure in KBMake, see "Creating a Document Collection" on page 4-12.

Note: It is important to note that the designated directory structure is the authoritative version of the document. The .nfo is an indexed version of the document that is displayed to end-users and it is not a safe place to store information, which is why the SME or designated person should perform a build (in KBMake) after making any changes to the source documents. The authoritative version of .nfo documents are the original source files. The indexed .nfo version mirrors the authoritative version.

Creating a Document Collection

Use the KBMake utility to create a new document collection or update changes to an existing document collection. You will work with three types of files. They include:

- .bld — contains the settings for the .nfo
- .mak — describes the internal hierarchy of the document collection
- .nfo — contains the document collection information users will view

To create a document collection:

1. Double-click **KBMake.exe** where you have Get.Answers! installed (\GetAnswers\builder\KBMake.exe).

2. Name the document collection in the Document Collection File Name field. Browse for the directory you want to save the document collection to. The directory needs to be viewed from the server, not on a local hard drive.

3. Give the document collection a title in the Document Collection Title field. The title is what the user sees when they are performing an advanced search.

4. Name the make file in the MakeFile FileName field. Usually the make file name is the same as the document collection name. Browse for the directory you want to save the make file to.

5. Browse for **makefile.dtd** in the DTD FileName field. This is the default .dtd file provided with Get.Answers!. We don't recommend editing this file since it can cause unpredictable results.

6. In the Documents directory structure, select the directory that contains the files you want to use to create a document collection. Check the **Traverse Subdirectories** checkbox to include the files in the subdirectories below the root directory.
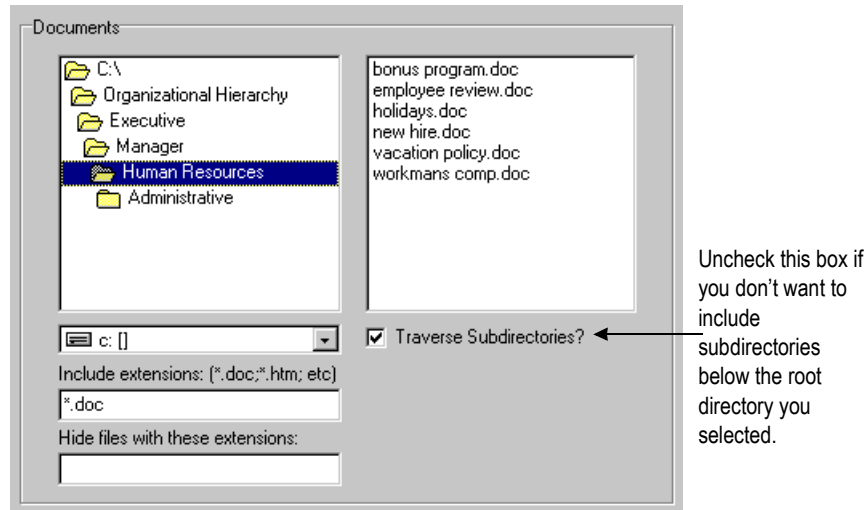
Fig. 4.3   Directory structure in KBMake

Note: For information on setting up the directory structure, see "Setting Up a Directory Structure" on page 4-11.

7. Specify the files you want to include and the files you want to exclude. For example, you may want to hide .gif files from an .html document that contains many graphic files. Separate the extension blocks with a semicolon. For example, ".doc; .htm; .html" is a sample of the files you may want to include.

8. If you are using .html files, you will see the IndexSheet field. Click the **Browse** button. By default, the **HTML.xil** file opens. It contains meta data information about the file. We don't recommend editing this file since it can cause unpredictable results. If you are not using .html files to create a document collection, skip this step.

9. Click **Save Build File** to reuse your settings. This creates the .bld file.

10. Click **Create Make File**. This creates the .mak file.

11. Click **Build Make File** to create the document collection. This creates the .nfo file. A message opens indicating the document collection was created. A log file is also created. The log file is a text file that contains a list of errors and warnings. You can view the log file to check for and fix errors.

Adding a Knowledgebase or Document Collection to SiteAdmin

After creating a knowledgebase or document collection, use SiteAdmin to add (or remove) knowledgebases and document collections to a site.

1. Double-click **SiteAdmin.exe** where you have Get.Answers! installed (\GetAnswers\bin\SiteAdmin.exe).

2. Select the desired site definition file and click **Open**. The .sdf file you choose determines the site to which the knowledgebase or document collection is added. Once you add the knowledgebase or document collection to the site, the contents of the knowledgebase or document collection can be viewed by everyone with access to that site.

3. Click **Add** to locate the knowledgebase or document collection you want.

4. Browse for the knowledgebase or document collection and click **Open**. This adds the knowledgebase or document collection to the specified site.

Refreshing the Get.Answers! Server

You need to refresh the Get.Answers! server after adding a new site. To do this, peform the following steps:

1. Open **SiteAdmin.exe** located in \GetAnswers\bin.

2. Select the **GetAnswers.sdf** file.

3. Remove one of the .nfo files from the list. It does not matter which file you choose because you will add it back again.

4. Click the **Add** button to reselect the .nfo you previously removed.

5. Close SiteAdmin when you finish adding the .nfo file.

Note: This is a shortcut method to refresh the Get.Answers! server. You can do this instead of stopping the World Wide Web Publishing service when you add a new site.

Setting Up an Automated Build

If you have new knowledgebases or document collections created on a regular basis, you can perform an automated build to include any new knowledgebases or document collections so users can access them in Get.Answers!.

To run an automated build, do the following:

• Make a copy of **Template.bat** located in \Program Files\GetAnswers\bin. After copying the file, modify the path and file names according to the instructions in the Template.bat file.

• Use the desired Automation utility (i.e. Windows 'at' command) to perform a batch file update.

Note: Use quotes in the path name to ensure that any spaces or periods will not cause any errors.

The following Template.bat sample includes the instructions for modifying the file:

```
REM Sample batch file for KBMake and SiteAdmin command line runs.
REM You will need to change the path and file names to suit your
    system configuration.
REM
REM You must run KBMake from Windows to create a build file before
    using the command line.
REM The command line for KBMake will create a new make file based on
    your settings in the build file.
REM KBMake will then build the NEW make file into the document
    collection specified in the build file.
REM You may check the log file for errors after the program
    has completed.
REM
REM The only parameter needed for KBMake command line is the full
    path and file name of the ".bld" file you wish to make.
REM If your path or file name includes spaces or other
    special characters, you should enclose the parameter in quotes.
REM
C:\program files\getanswers\builder\KBMake "c:\program files\getan-
swers\builder\BuildFile.bld"
REM
REM
REM SiteAdmin can be run from the command line to refresh the
    GetAnswers server with the new version of the document collection.
REM
REM The parameters needed for SiteAdmin command line are:
    the full path and file name of the ".sdf" Site Definition File
    where the ".nfo" knowledgebase/document collection will be
    added/refreshed.
REM The second parameter is the full path and file name of the
    ".nfo" knowledgebase/document collection to be added/refreshed.
```

```
REM If your path or file names include spaces or other special
    characters, you should enclose the parameter in quotes.
REM
REM
C:\program files\getanswers\bin\siteadmin livepublish.sdf "d:\nex-
tpage\livepublish 2.0\builder\GetitDoc.nfo"
REM
REM
REM You can build and refresh multiple files by simply copying the
    above two lines over and over and adjusting them to the correct
    files. See Below:
REM
REM <path>KBMake <build file>
REM <path>SiteAdmin <Site Definition File> <nfo>
REM <path>KBMake <build file>
REM <path>SiteAdmin <Site Definition File> <nfo>
REM
REM
```

Chapter 5
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 an NT workstation.

- The user starts an 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.

Thes following circumstances must be handled during this process:

- The NT user is not yet registered with an Archway Adapter. When this occurs, Get.It! 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.
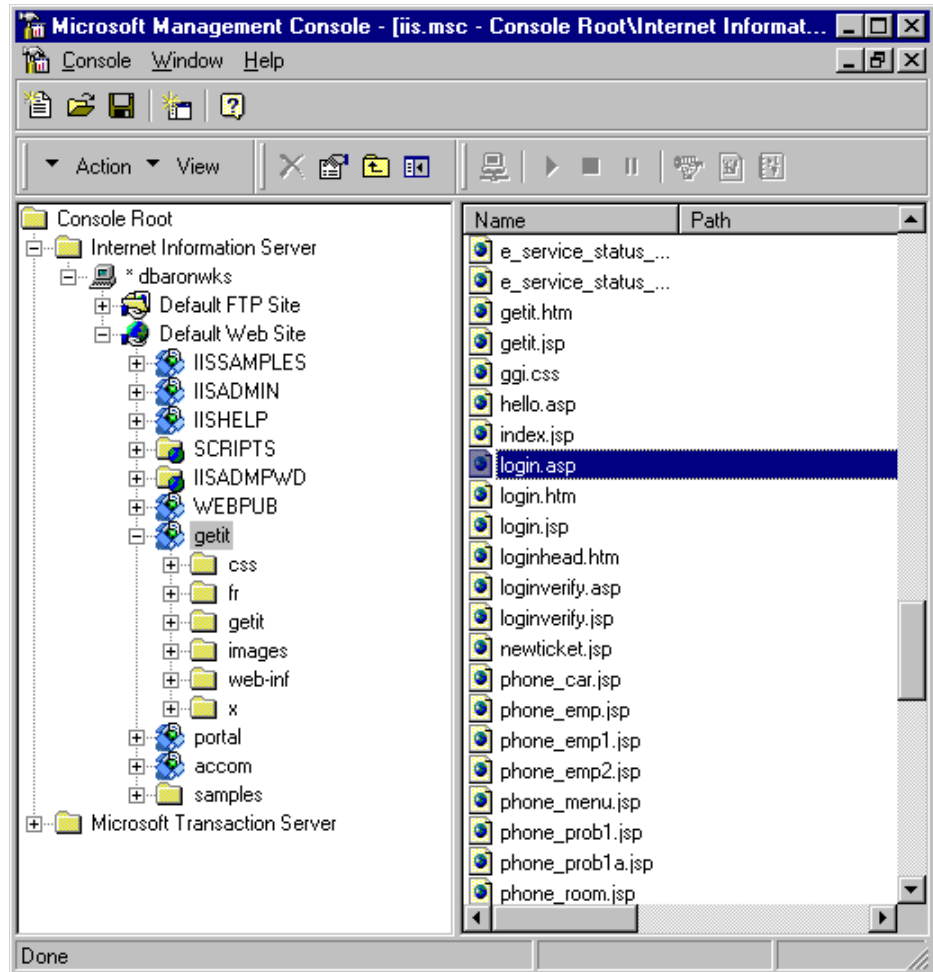
2. Click on the `getit` virtual directory.

Fig. 5.1   Updating the login.asp

3. Right-click on `login.asp` and select Properties.

4. Select the File Security tab.

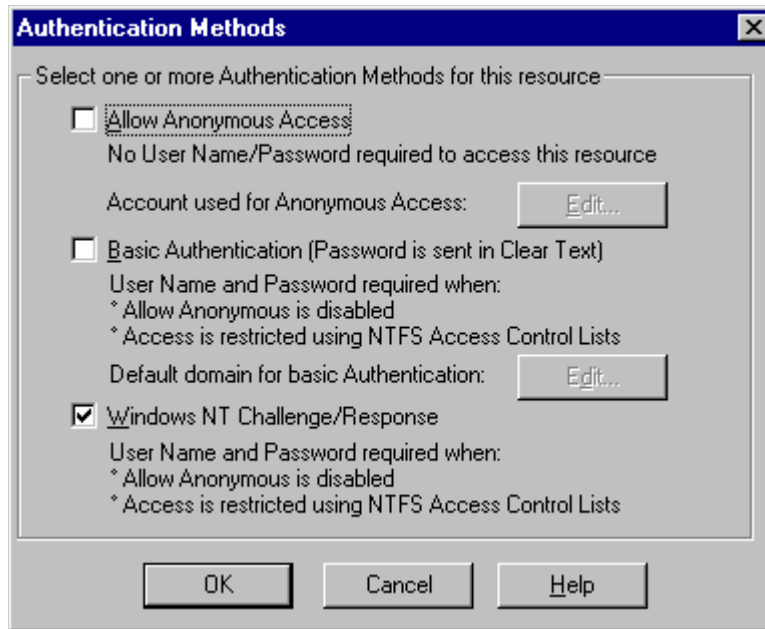5. Click Edit in the "Anonymous Access and Authentication Control" section.
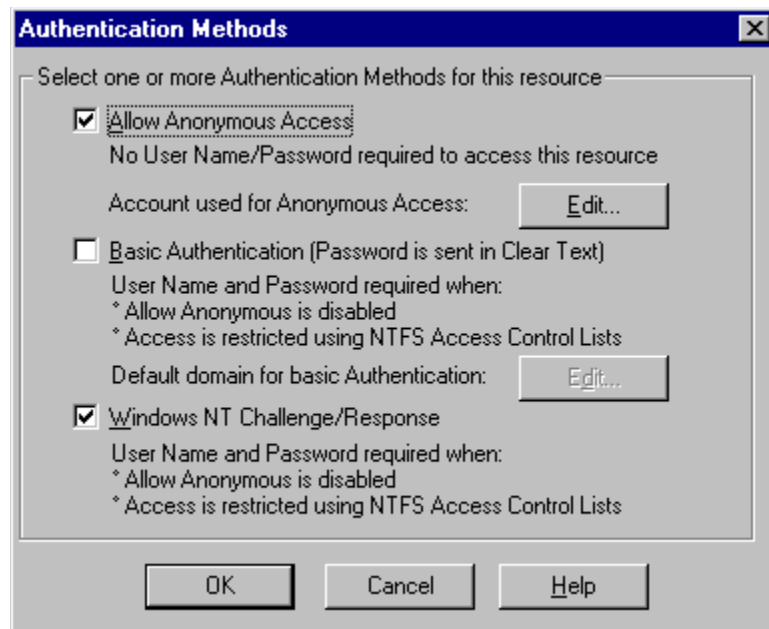
Fig. 5.2   Setting Authentication for login.asp

6.   Check "Windows NT/Challenge 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 5.1).

Updating the loginverify.asp

1.   Repeat the steps above for `loginverify.asp`. Follow the steps 3 through 5 as they are written above except select `loginverify.asp` instead of `login.asp`.

2.   In the Authentication Method window, check the *Allow Anonymous Access* and *Windows NT Challenge/Response* options. Click **OK**.

Fig. 5.3   Setting Authentication for loginverify.asp

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

Setting Permissions for the Presentation Folder

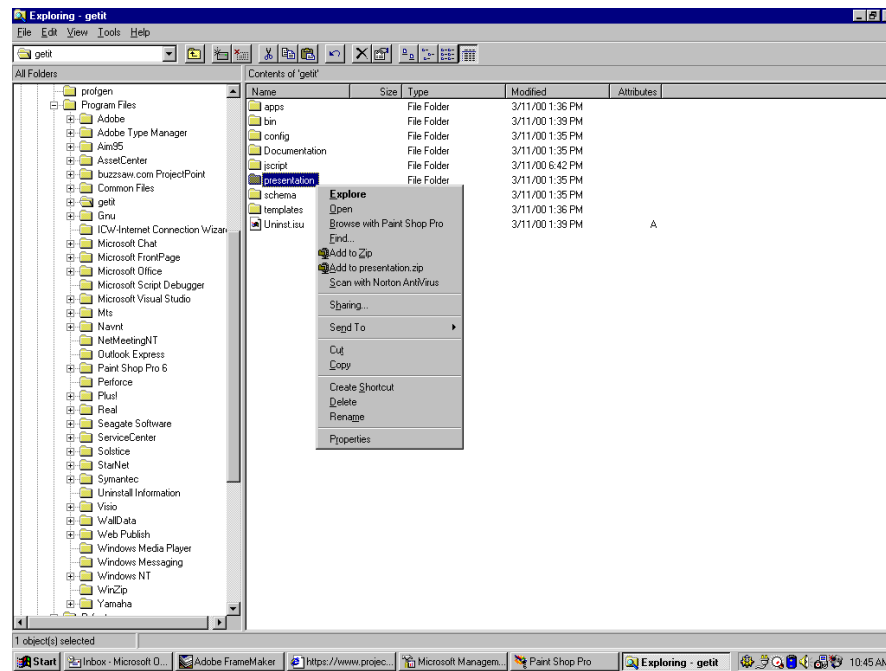1. Use the Windows NT Explorer to navigate to the `...getit/presentation` folder.

Fig. 5.4   Locating the presentation folder

2. Right-click on `presentation/` and select Properties.

3. Under the Security tab, click **Permissions**.

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

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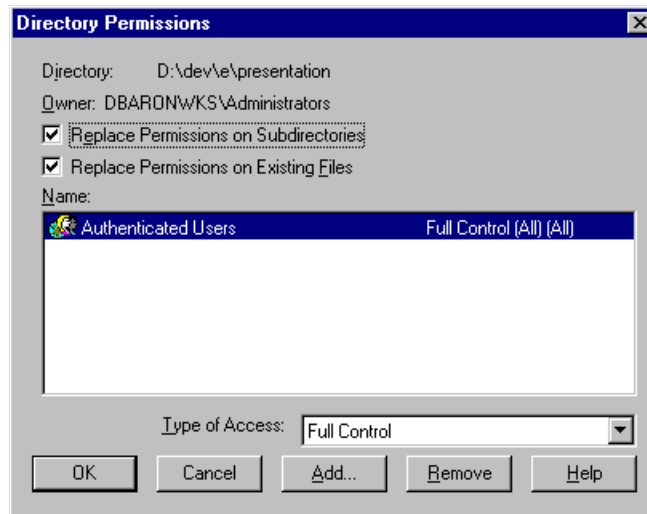

Fig. 5.5   Giving permission to authenticated users

5. If the user group called "Everyone" has permissions, highlight the entry then click **Remove** so that only the group you selected in the previous step can access Get.It!

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. Locate the following:

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

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

3. Change `login.jsp` to `login.asp`.

4. Save your changes.

Chapter 6
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 of goods.

Fig. 6.1   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%')
```
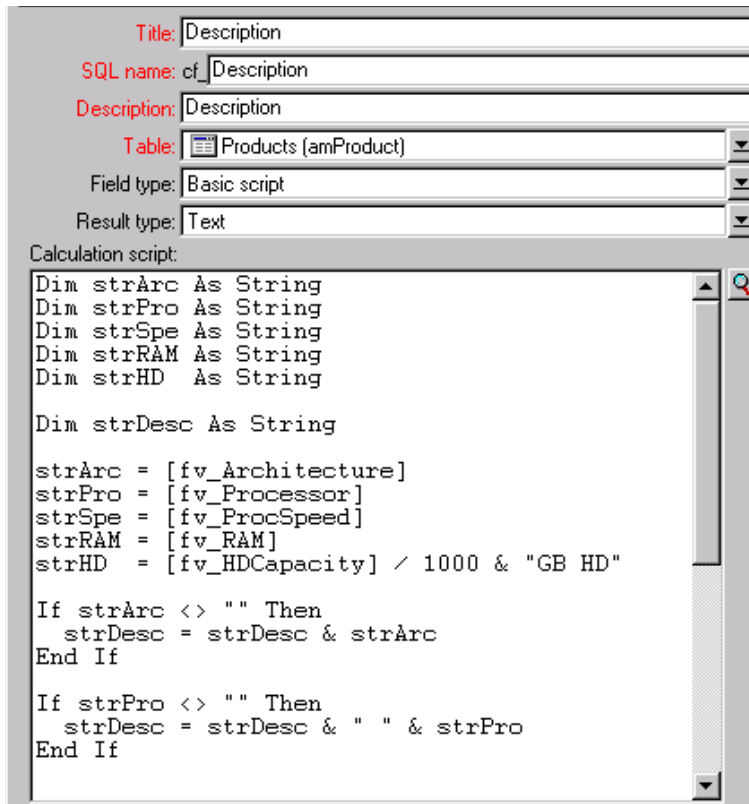
With the exception of the *Bundle* certification, all may be easily changed to better reflect the client's categorization scheme.

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                                                   ▼
```

Netscape Navigator Support

If you are creating Certifications and are designing them for the Netscape Navigator
browser then you must modify your weblication accordingly. When a Certification has a
space in it then the weblication entry must include %20 instead of a space (delimited by
quotation marks).

<link target-form=...param="Certification=PC%20Desktop"...>

Chapter 7
File Attachment

Overview

The underlying programs that Get.It! uses for its back end often have the capability to store file information in a database. This allows storing of data that does not need to be retyped or data that is in a visual format that will not fit into the typical data input options allowable. This data can provide extra information that would otherwise be unavailable.

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

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

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

This chapter is divided into two sections:

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

Administrator Procedures

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

Adding the Attachments Virtual Directory

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

1. Create a directory at root level called attachments (`c:\attachments`).

2. Delete the `getit\attachments` folder.

3. Open IIS.

4. Right-click on your default Web site, and then choose New -> Virtual Directory.
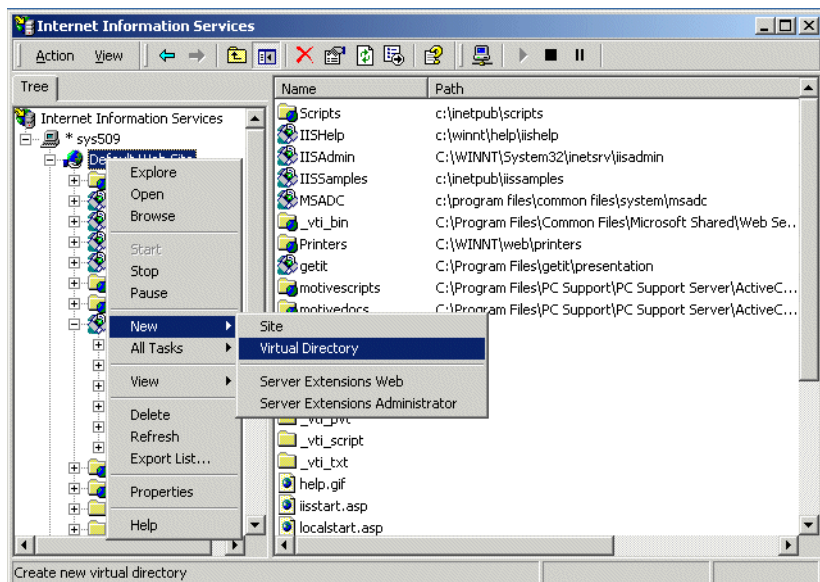
Fig. 7.1   Internet Information Services

5. Click **Next**.

The Virtual Directory Alias dialog box is displayed.
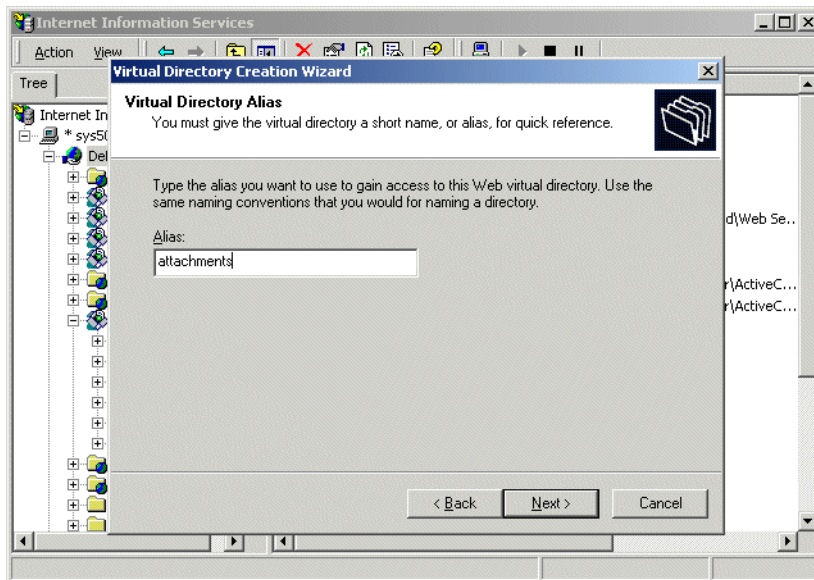
Fig. 7.2   Virtual Directory Alias

6. Type "attachments" in the Alias field. Click **Next**.

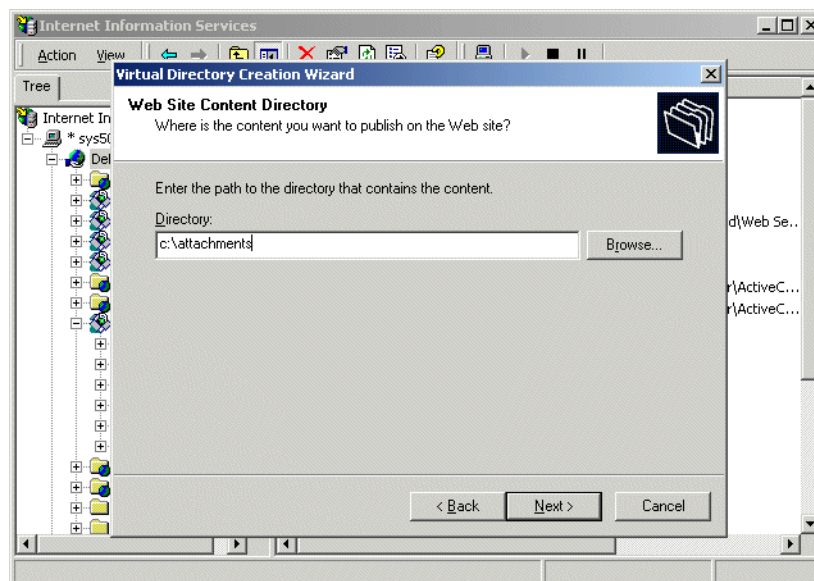   The Web Site Content Directory dialog box is displayed.

Fig. 7.3   Web Site Content Directory

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

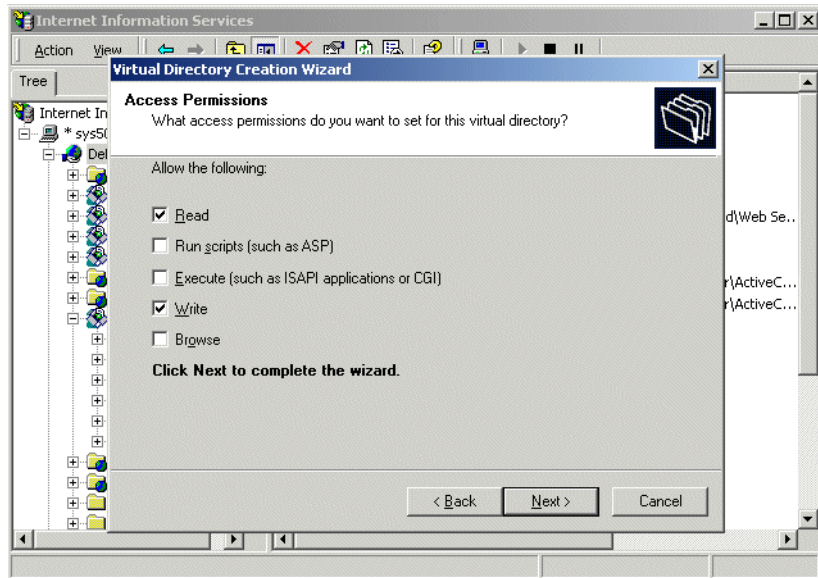   The Access Permissions dialog box is displayed.

Fig. 7.4   Access Permissions

8. Select "Read" and "Write" permissions only. Click **Next**.

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

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

Updating the archway.ini File

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

1. Shut down JRun before you edit the INI file.

2. Open the `archway.ini` file and add the following parameters:

   • attachvirpath=/attachments/

   • attachserverpath=c:\attachments\

3. Save the file, and then restart JRun.

The following sections include configuration information. Refer to *User Procedures* on page 4-9 for instructions on using the File Attachment function.

Archway.ini Parameters

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

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

Attaching a File To a Record

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

Security Considerations

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

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

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

Uploading the Document to the Database

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

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

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

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

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

  archway.sendDocUpdate( "sc", msgTicket );

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

return msgTicket;

}
```

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

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

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

XML Calls

When a user uploads a file to the Web server or requests that information from a file be displayed in the Web browser, the process is accomplished through an XML call. The following section describes these calls. See "User Procedures" on page 7-9 for the user instructions for performing these tasks.

Uploading and Displaying a File

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

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

Example:

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

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

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

User Procedures

Uploading a File to the Web Server

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

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

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

1. With a problem ticket form displayed, click the add button (plus sign) in the "Add file attachments" section at the bottom of the form.
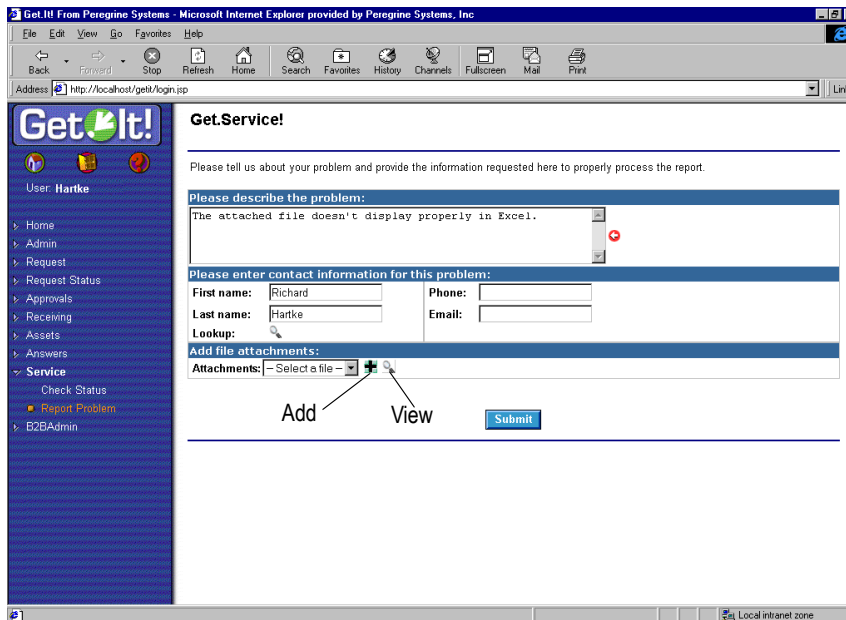
Fig. 7.5   File attachment

A dialog box is displayed in which you can enter the path to the file you want to attach.
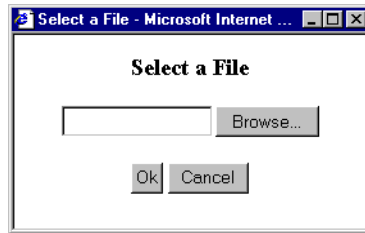
2. Type the path to the file you want to attach. Or click **Browse** to select a file, and then click **Open**.
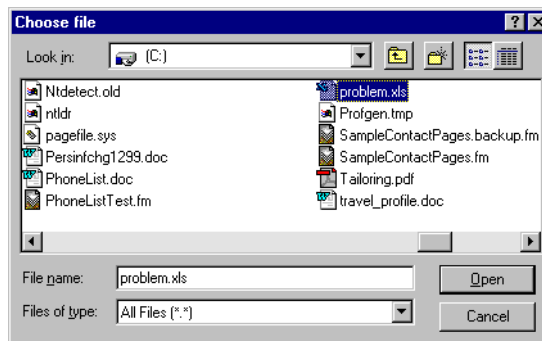
Fig. 7.6   Dialog box for choosing a file to attach

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

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

Deleting an Attached File

Delete privileges must be added by the developer responsible for customizing the Get.It! system. If this function has been added, select the file name in the Attachments drop-down list. Click the delete button (minus sign). The file is removed from the list.

Viewing an Attached File

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

To display an attached file:

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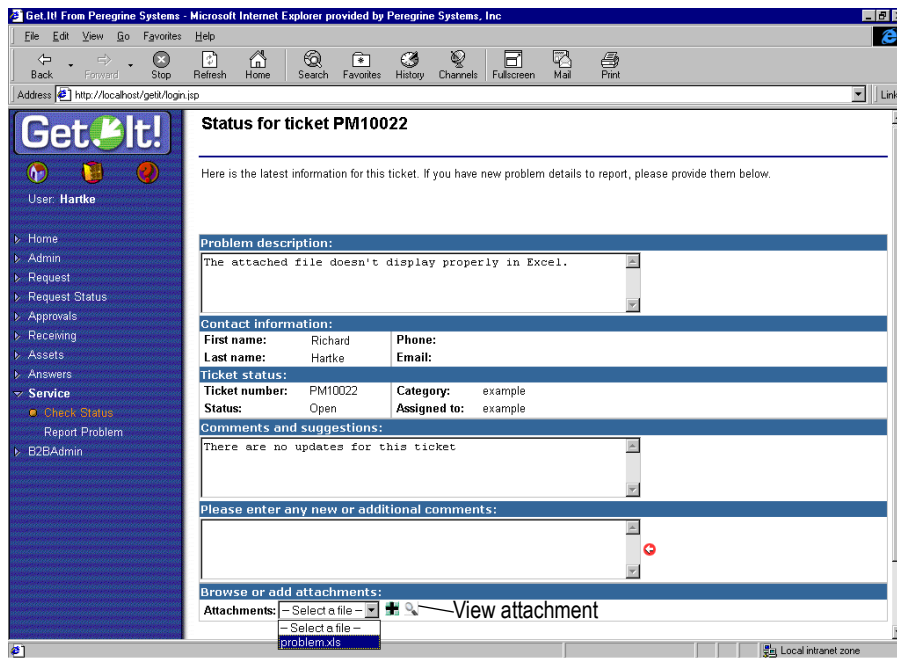

Fig. 7.7   File Attachment drop-down list

2. Click the view button (magnifying glass).

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

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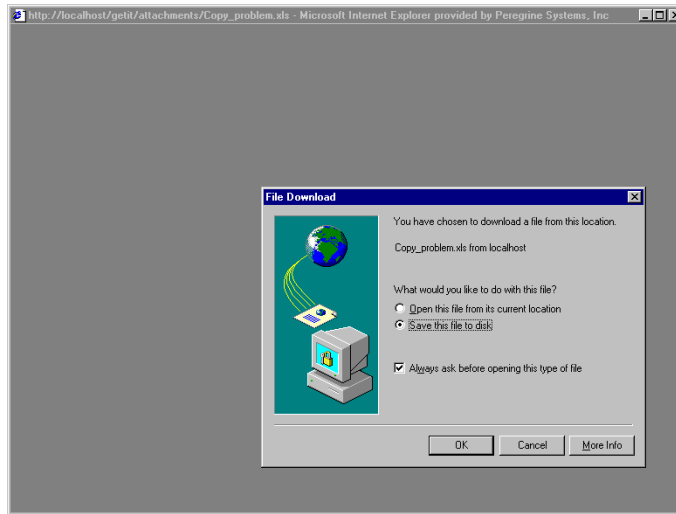

Fig. 7.8   File download options

3. To view the file, select "Open this file from its current location," and then click **OK**.
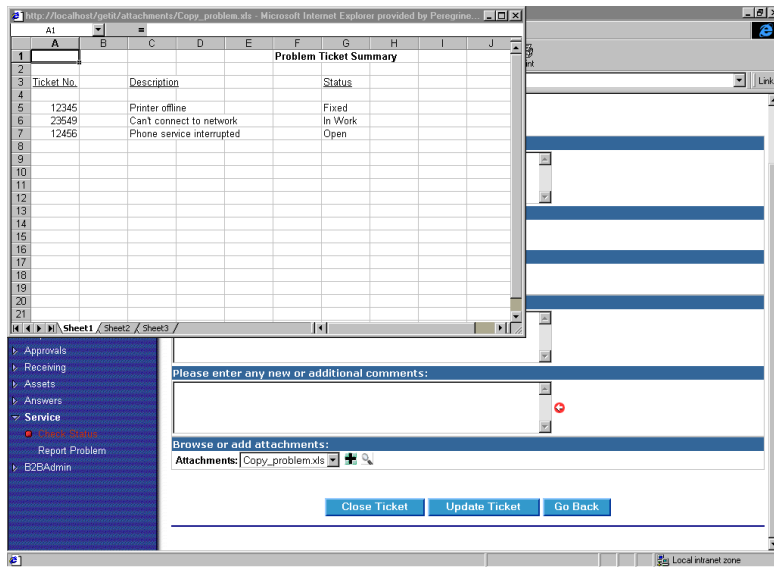   The file is displayed in a separate window in the browser.

Fig. 7.9   Viewing an attached file

Chapter 8
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:\Inet-pub\scripts`} and delete or move all remaining files). Reboot your PC, stop IIS, and reinstall Get.It! and JRun.

IIS Configuration

Q. How do I verify the IIS Configuration?

A. Launch a web browser and connect with the web server by inserting the URL for the local webserver. Type one of the following three options for the URL: `http://local-host` (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/login.jsp`).

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

Internal Server Error Messages

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

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

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 located in the `...\jrun\contrib\jspc\hello.jsp` directory. Copy a file to the Apache directory and then display it in a browser. If "Hello World" displays in the browser 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 `httpd.conf` to configure the presentation directory:

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

Using a ScriptAlias directive does not solve the problem and generates the "Internal Server Error" when JSP pages are called. If no Alias is established 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.

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

Get.It!

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

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

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

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

Q. Can I access any screen within Get.It! 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>
<ahref="http://localhost/getit/
e_service_report_describe.jsp?Category=software&Priority=high">Ope
n a Problem</a>
</html>
```

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

A. Login as an administrator in Get.It! and modify the Administration Module 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 stored within `...getit\bin\archway.ini`. Any call via archway will then be logged. You can also write to the logs from JScript using the `env.debuglog` statement as shown below.

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

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

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

A. The `<component>` tag will help you to create a common section of XML. The follow-

ing 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\presenta-tion\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! using ServiceCenter I don't see the portal. How do I get the portal?

A. After installing Get.It,! 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.inl` file may be missing, if you are using the SC Adapter as your Portal backend.

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

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

Scripting

Q. How can I embed HTML code that contains JavaScript in a Get.It! 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 webli-cation 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>
```

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

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

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.

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

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

1. Determine if there are any queries continually running that are trying to access many records. For example, you should check in the logs to see if there are queries with no `where` clauses. This can cause the system to loop which will use memory and cause unpredictable behavior.

2. Check the Administration Module Settings to ensure the "DebugScript" field is equal to *false*.

3. Determine the number of ScriptRunners being created. The logs will indicate each time a ScriptRunner is created. Look for the lines that say: "Added ScriptRunner to Pool" and count the number of times you see this. Check the maximum number of ScriptRunners allowed in the Administration Module Settings "MaxScriptRunners" field. It should be set to no higher than 10.

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

Browser

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

A. Yes. If you are installing on a Solaris machine, make sure you have the Get.It! CD created specifically 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. Access the Administration Module (the Control Panel window is displayed). Check the Connection Status column for the Status of each Target/Adapter connection. If any Adapters are "disconnected," verify the connection settingson the Settings page. If they are correct, restart the JRun service.

If this does not change the status to "connected" then click *Settings* (this accesses the archway.ini file) and verify that the Adapters field contains the following sc=SCAdapter. 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 `epmx.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 `epmx.unl` file in the File Name field (e.g., `C:\temp\epmx.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 a knowledge base from Get.It!). These capability words are made available in Service-Center when you load the `epmx.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*.

Q. What should I do if ServiceCenter is mapped to a SQL back end and it stops working?

A. Assuming that you have made no other modifications, the most probable scenario is

that the number of records in `eventout` is greater than the `sqlfetch` parameter in the `sc.ini` file. Ensure that the eventout table is properly keyed. This means that you must have a key on the `evusrseq` field.

AssetCenter

Q. What should I do if I do not see the Resources and Status 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 of Get.It to AssetCenter to see if it says "connected" or "disconnected."

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

Click *Settings* (this accesses the `archway.ini` file). Scroll down to see the AssetCenter Adapter Settings. Verify the "Database" field is pointing to the correct database, by default this field is set to *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. Make sure you have the appropriate user rights in the AssetCenter profile. If you change default scripts in AssetCenter make sure that you save your changes by disconnecting from the database or through the `tools\administration .../`save the database configuration menu entry. Restart JRun and then reconnect.

Q. When I call Get.It! 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 client must be installed with a valid connection established with the database, residing on the same machine as Get.It!

Q. I have Get.It! connected with Oracle, but why doesn't seem to be talking with the data-base?

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

```
OracleDLL=oraclient8.dll
```

Error Codes

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

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

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

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

To correct the above line, enter the following instead:

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

Firewalls

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

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

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