



Installation Guide
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This edition applies to version 1.3 of the licensed program.



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Chapter 1

Introduction

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

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

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

About this Manual

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

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

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

- On line information in the `...\getit\docs` folder. This folder contains valuable information regarding Get.It! in an on-line format.
- JRun guides are stored on-line in the `...JRun\docs\` directory. This is an excellent source of information regarding how to use JRun.
- Operating guides, reference manuals, and other documentation for your PC hardware and operating software.
- The *Get.It! Administration Guide* which describes the administration functions of Get.It! including the Administration Module and user ID maintenance.
- The *Get.It! Tailoring Guide* which describes how to customize Get.It! to suit your

needs. It also describes the basic architecture on top of which Get.It! is programmed. To use this manual effectively, you should have a working knowledge of both the PC hardware and operating software.

Organization of the Manual

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

To Find This	Look Here
Background information: how to use this manual; what is included on the CD; what back-end systems should be installed before Get.It!.	Chapter 1: Introduction
Things that must be done before you install Get.It!; installing Get.It! on a Windows server; installing JRun. Configuring an NT web server for use with Get.It!; configuring multiple virtual directories. Configuring ServiceCenter to work with Get.It!; configuring AssetCenter to work with Get.It!; verifying the installation.	Chapter 2: Windows NT Installation Procedures
Installing Get.It! on a Solaris machine; things that must be done before the installation; installing JRun; configuring JRun for Solaris; configuring ServiceCenter to work with Get.It!	Chapter 3: Solaris Installation
Upgrading Get.It! on a Windows NT Server.	Chapter 4: Windows NT Upgrade Procedures
Logging onto Get.It!; using Get.It to report a problem; using Get.It! to order an item; checking the status of a problem or order; accepting an item you ordered after you have received it.	Chapter 5: Using Get.It!
If you have problems with the installation; verifying the installation.	Chapter 6: Installation Verification Tips and Troubleshooting

Conventions Used in this Manual

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



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

Fig. 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 on 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 italics, such as *login.asp*.

What's on the CD

AssetCenter is not available for Solaris.

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

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

Note: Get.It! must be installed on the same machine as the IIS Web server. The web server may be on a different machine than the back-end servers (ServiceCenter and AssetCenter).

- A copy of Allaire JRUN 2.3.3. This software has the option of being launched from the Get.It! installation.

Installing the Back-end Systems

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

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

- If you are going to use Get.Resources!, you install either AssetCenter or ServiceCenter. To function properly, AssetCenter must be at release level 3.01 or higher.
- If you are going to use Get.Service!, you will need to install ServiceCenter at release 3 or higher.
- If you are going to use Get.Answers! to access Knowlix knowledgebases and document collections you will need to install the Get.Answers! server.



Chapter 2

Windows NT Installation Procedures

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

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

Windows Installation Requirements

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

Software

- Microsoft Windows NT - NT 4.0 Server or Workstation.
- Microsoft IIS Server - 4.0 (available from the Microsoft web site)

Note: The Windows NT *Workstation* supports the Personal Web Server application instead of the Internet Information Server, which only runs on the Windows NT *Server*. Windows NT Server will be required for a production environment due to Microsoft licensing constraints.

- If you will be using Get.Services!, you need access to Peregrine Systems' ServiceCenter 3.0 - any Service Pack
- If you will be using Get.Resources!, including B2B, you need access to Peregrine Systems' AssetCenter 3.02 or newer. AssetCenter must be installed and have a valid connection established to the database on the Get.It! server. Get.It uses the amdb.ini file to determine how to attach to the AssetCenter database.

Hardware

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

Prerequisites

To have a successful and easy installation, you will need the following information:

- Do you have JRun installed? If so, is it version 2.3.3? If it is a version less than 2.3.3 uninstall the earlier version before you start the Get.It! installation, or you can uninstall the older version of JRun and install the newer version as part of the Get.It! installation process.
- You will need a JRun license key and an AssetCenter Authorization code. If you have not already received these, call Peregrine Systems' Support Department or your Account Representative.
- What is your IIS "scripts" directory? The default is usually "C:\InetPub\scripts."
- Know whether you will install Get.Service!, Get.Resources!, or Get.Answers! You must have ServiceCenter installed and configured before loading Get.Service! and ServiceCenter or AssetCenter loaded and configured before installing Get.Resources! It is preferable that you have ServiceCenter and AssetCenter installed on servers other than the one on which you are installing Get.It! You will need to install a, AssetCenter client on the Get.It! server. You must have either a ServiceCenter or Get.Answers! server installed and configured before loading Get.Answers! You will need KnowlixAuthor installed if you want to create knowledgebases for Get.Answers!. Get.Answers! will run on Windows NT only.
- If you do not want to install Get.It! into the default folders, you need to know the destination folders into which you want to install it. These folders are referred to frequently in the *Get.It! Tailoring Guide*. If you choose to use different folders, you need to let the users who will be tailoring Get.It! know where you put the files.
- Stop the ServiceCenter console. If the ServiceCenter server is running when you install Get.It! and JRun, the installation may not be successful. The IIS server will be stopped by the installation process.

Get.Answers! Server Installation

To install Get.Answers!, run the Get.Answers! Server installation first. Then run the Get.It! installation to configure the application.

1. Insert the Get.Answers! Server CD into your CD-ROM drive. If the setup does not automatically begin, use the Run command from the Windows Start menu. Run **setup.exe** from the CD ROM drive.

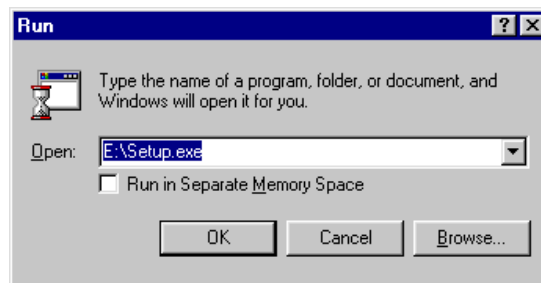


Fig. 2.1 Typing the install command

2. Install Shield begins and the Welcome dialog box is displayed. Click **Next**.
3. Select the **Install Now** option and click **Install**.

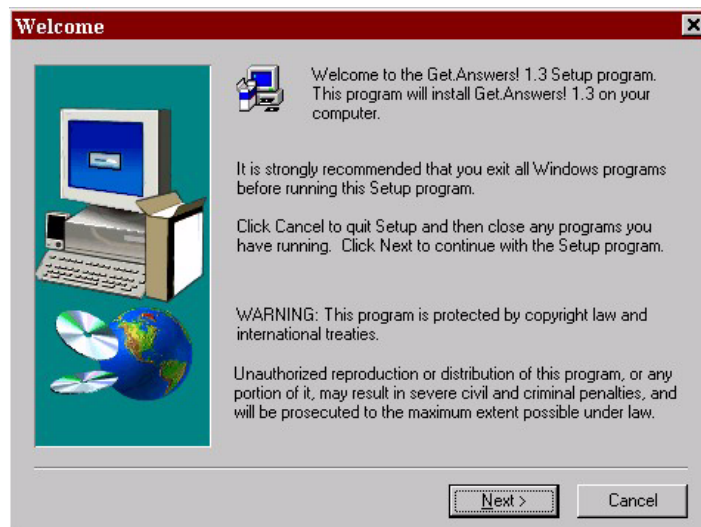


Fig. 2.2 Welcome Screen

4. Click **Next**.

5. Click **Yes** to accept the License Agreement terms.
6. Enter your name, company name, and serial number. Then click **Next**.

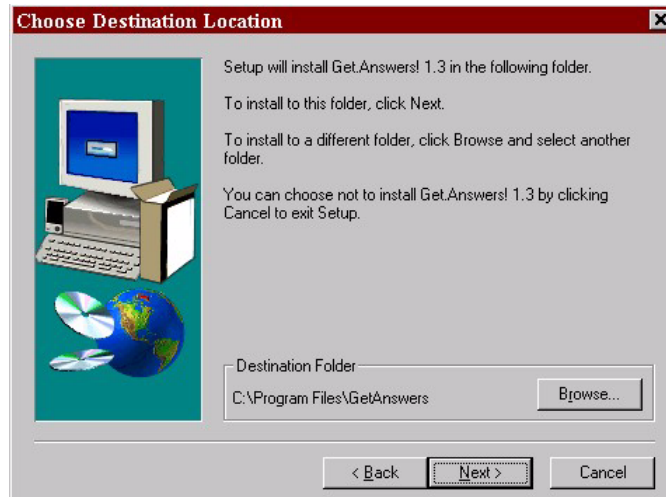


Fig. 2.3 Choose Destination Location Window

7. Select a destination path for Get.Answers!. Use **Browse** if necessary to specify the path for the Get.Answers! files. Then click **Next**.

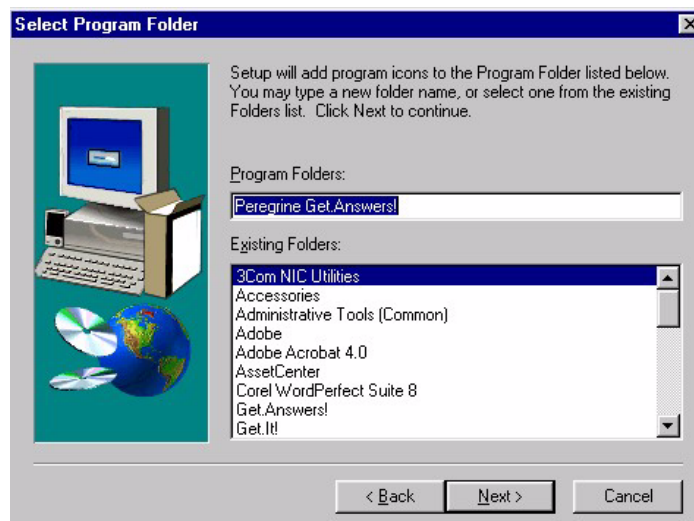


Fig. 2.4 Select Program Folder Window

8. Review the Program Folder dialog box and specify a different folder name if necessary. Click **Next**. A message opens indicating Get.Answers! was successfully installed.

Continue to the Get.It! install instructions to complete the installation of Get.Answers!.

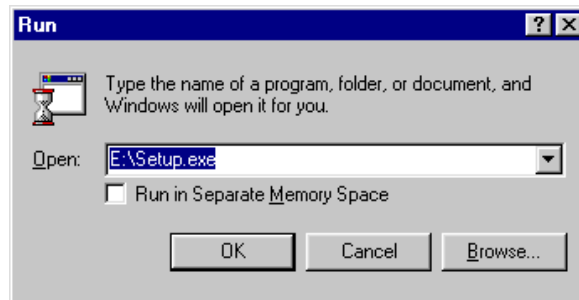
Get.It! Installation

If you are installing Get.Answers!, follow the procedures in the Get.Answers! Server Installation first before installing Get.It!.

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

If you experience errors during the installation, refer to *Troubleshooting Tips* on page 5-4 for information on manual installation procedures.

1. Insert the Get.It! CD into your CD-ROM drive. If the setup does not automatically begin, use the Run command from the Windows Start menu. Run **setup.exe** from the CD ROM drive.



The drive you specify should be the CD ROM drive where the Get.It! CD is loaded.

Fig. 2.5 Typing the install command

2. Install Shield begins and the Welcome dialog box is displayed. Click **Next**.
3. When presented with the Software License Agreement dialog box, read the agreement conditions.
4. When ready, click **Yes** to accept the terms and continue with the installation.

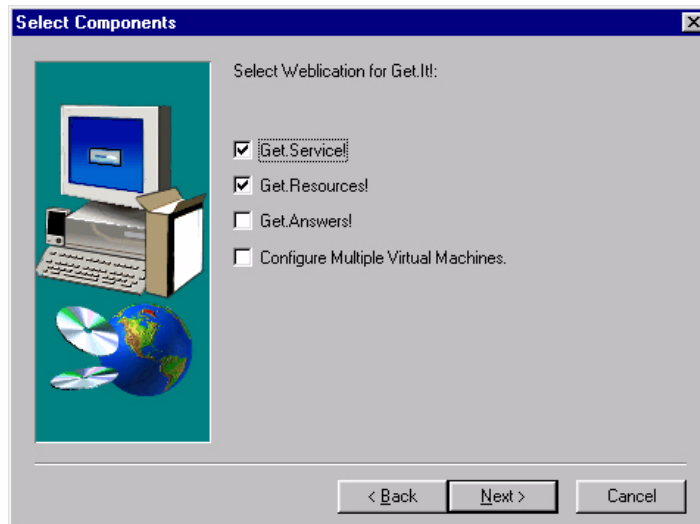


Fig. 2.6 Selecting the components to install

5. Select which of the available components to install: *Get.Services!* (ties into ServiceCenter), *Get.Resources!* (ties into AssetCenter), and/or *Get.Answers!* - *Get.Answers! Server Required* (if you are using Get.Answers!). If the server has multiple processors, check the *Configure Multiple Virtual Machines* option. Click **Next**.

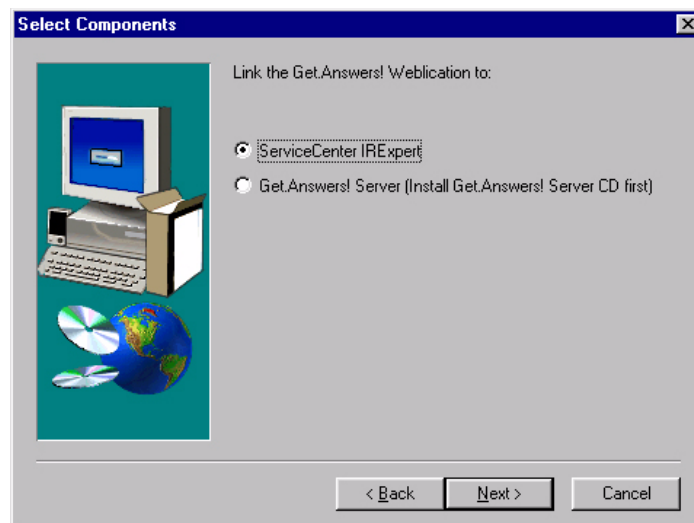
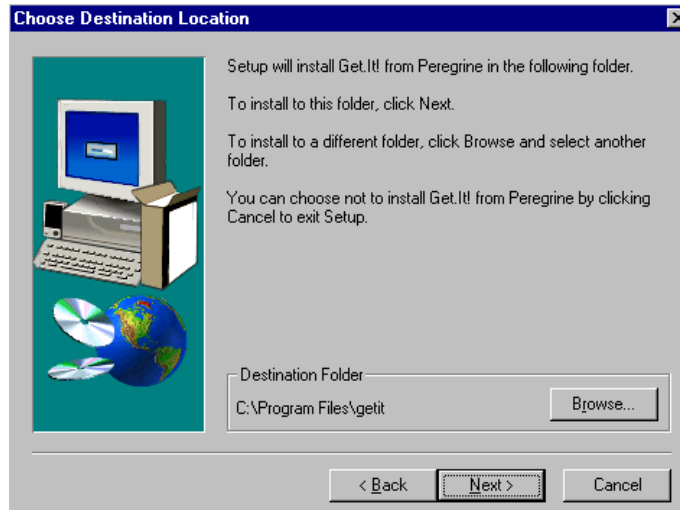


Fig. 2.7 Backend Selection

6. Select whether you want Get.It! to link to ServiceCenter IRExpert or the Get.Answers! Server. Click **Next**.



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

Fig. 2.8 Entering the Get.It! default directory

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

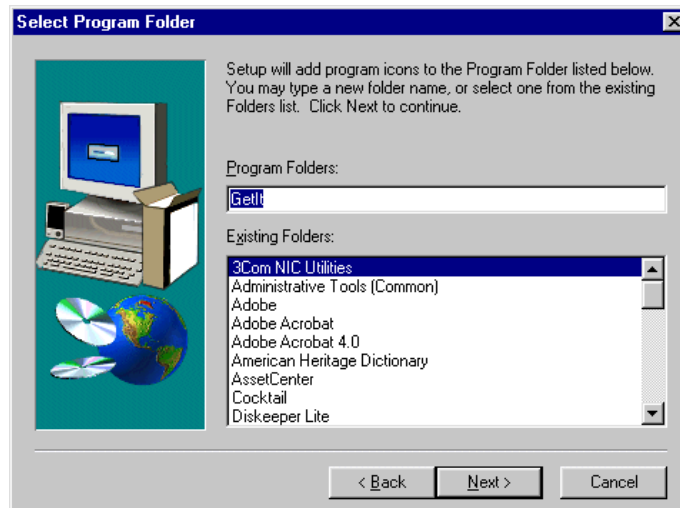


Fig. 2.9 Entering the Get.It! program folder

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

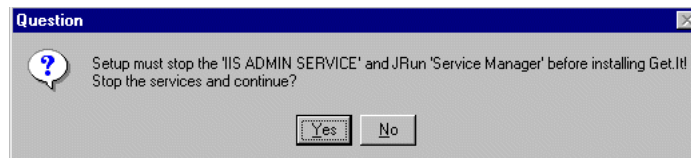


Fig. 2.10 Stopping the servers.

9. The IIS and JRun servers will be stopped so that the installation can continue. When the servers are stopped, the Get.It! files are installed onto your system.

JRun Installation

The next phase of the installation depends on whether you have JRun already installed. If JRun is installed, the phase begins with a prompt that allows you to choose whether you want to install Version 2.3.3. If JRun is not already installed, the installation begins with step 3 (figure 2.12); skip step 1.

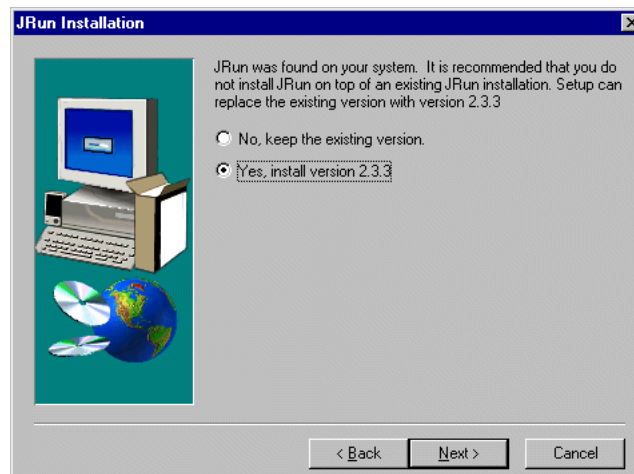
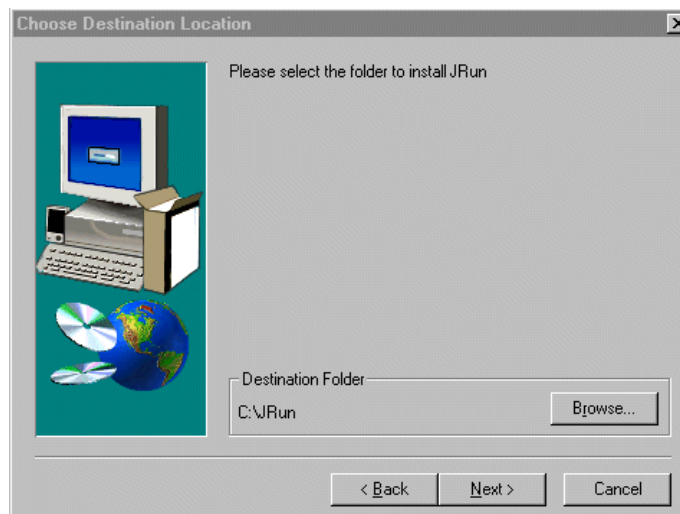


Fig. 2.11 JRun exists on the server.

1. To replace the existing version of JRun with version 2.3.3, click **Next** to continue with the JRun installation. The JRun version currently installed will be uninstalled and version 2.3.3 will be installed.
2. The uninstallation process is not always able to completely remove the program and you may see a message indicating this. If you receive this message, click **OK**.



We recommend you install JRun into the default directory.

Make note of the directory you enter here. You will need to enter this directory later in the installation process.

Fig. 2.12 Choosing the destination directory for JRun

3. We recommend you install JRun into the default directory. Click **Next** when ready. JRun is installed in the folder you specified. When the installation is complete, the Setup Wizard starts.

JRun Setup Wizard

The JRun Setup Wizard starts automatically.



Fig. 2.13 The JRun wizard

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

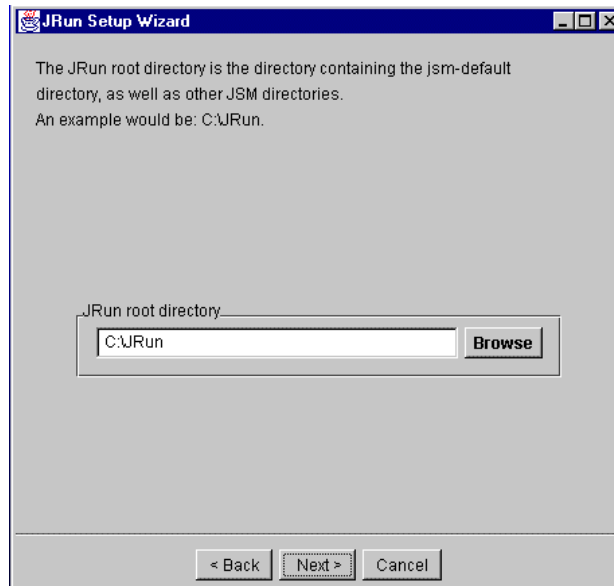
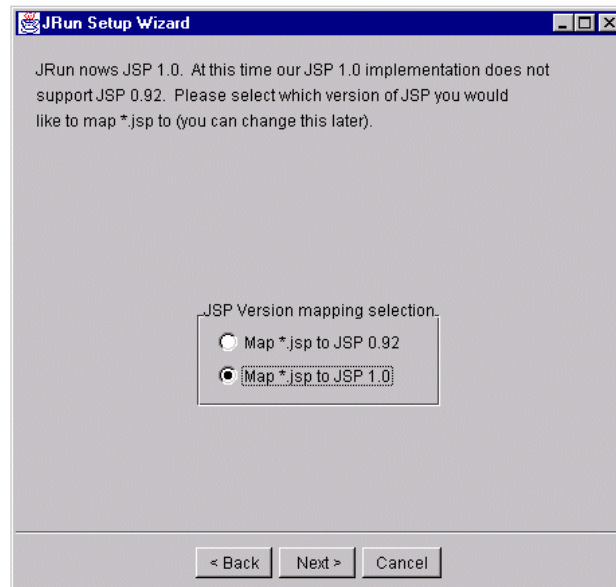


Fig. 2.14 Entering the JRun root directory

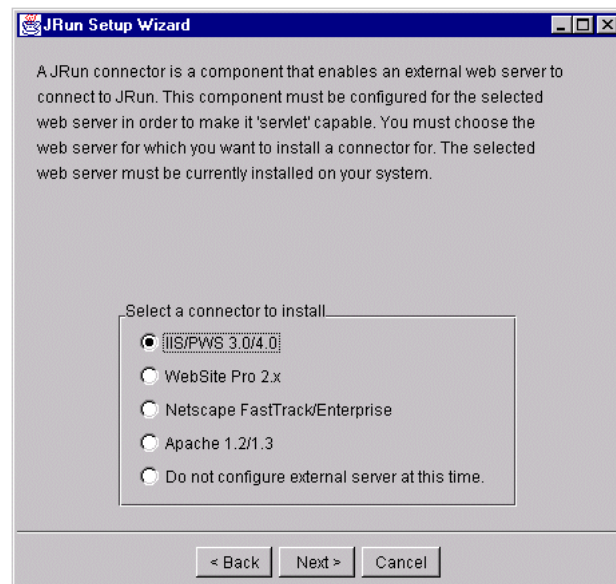
2. The first prompt requests the JRun root directory. This is the directory where you installed the JRun application. Enter the JRun root directory and click **Next**.
3. A window is displayed that mentions migrating property settings. Leave this blank and click **Next**.
4. A JSM license key is required by Get.It!. You should have received this information from Peregrine Systems' Support Department or your Account Representative. Enter the license key and click **Next**.
5. Do not enable CF Anywhere. Click **Next**.



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

*Fig. 2.15 Mapping *.jsp to JSP 1.0*

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

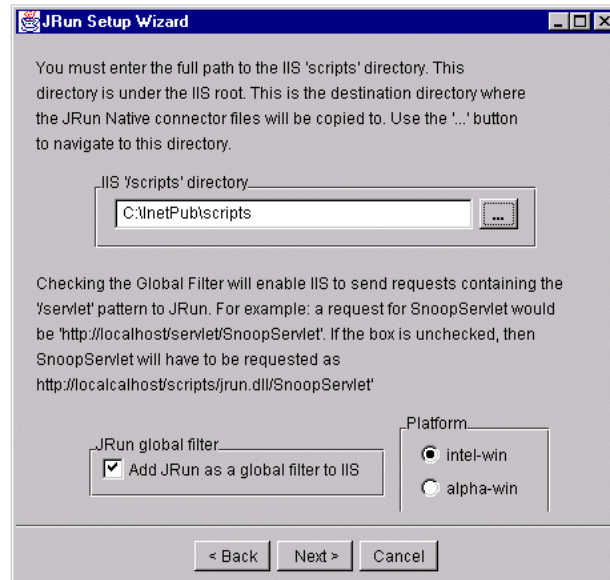


There is no default given for this window. You must click on the "IIS/PWS 3.0/4.0" option.

Fig. 2.16 Selecting the correct connector

7. Select **IIS/PWS 3.0/4.0**, and click **Next**.

8. Accept the default settings for the Proxy Host and Proxy Port in the next prompt, and click **Next**.



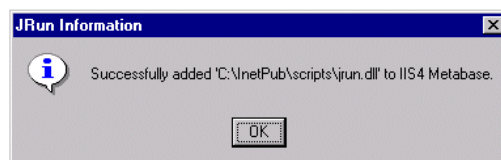
Do not use the ellipse button, as it does not function properly in the setup wizard.

Leave the JRun Global filter active.

Fig. 2.17 Entering the jscripsts directory

9. When presented with the prompt requesting the IIS ‘\scripts’ directory, type in the path to the InetPub\scripts directory (by default at the base C:\ level. So you would type **C:\Inetpub\scripts.**). Click **Next**

The following confirmation prompt should appear:



It is important that you get this confirmation. If you do not, it means that JRun did not install properly. This could be due to a server not being stopped.

Fig. 2.18 JRun confirmation prompt

10. Click **OK**.
11. You should see a message telling you the Connection Configuration was successful. Click **Finish**.
12. A window is displayed which allows you to display the JRun Release Notes. Click **Yes** to see the release notes or **No** to continue with the Get.It! Installation.

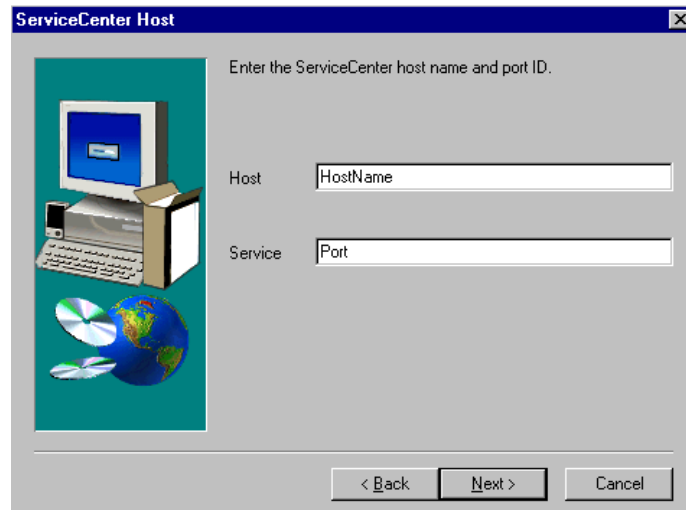


Fig. 2.19 Entering the host and service port

13. You are prompted to enter the host name and the full (system) service port of the ServiceCenter server. Enter the information and click **Next**.



14. If you installed Get.Answers!, enter your Machine Name. If you didn't install Get.Answers!, skip this step.

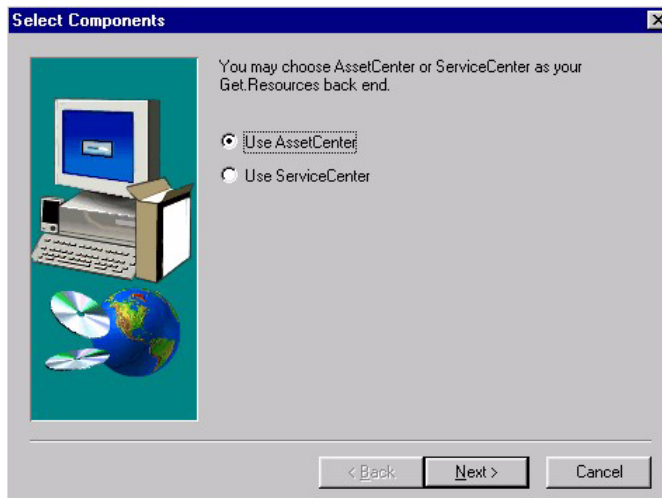
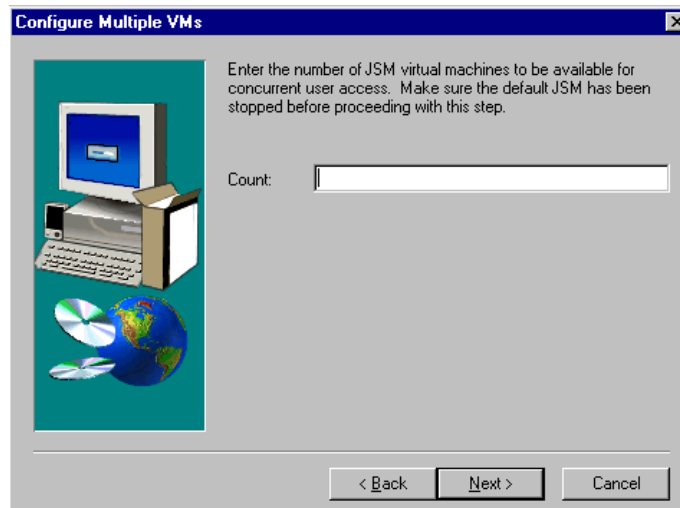


Fig. 2.20 Back End Component Selection

15. If you are installing Get.Resources!, select either ServiceCenter or AssetCenter for your backend system.



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

Fig. 2.21 Configuring multiple virtual machines

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

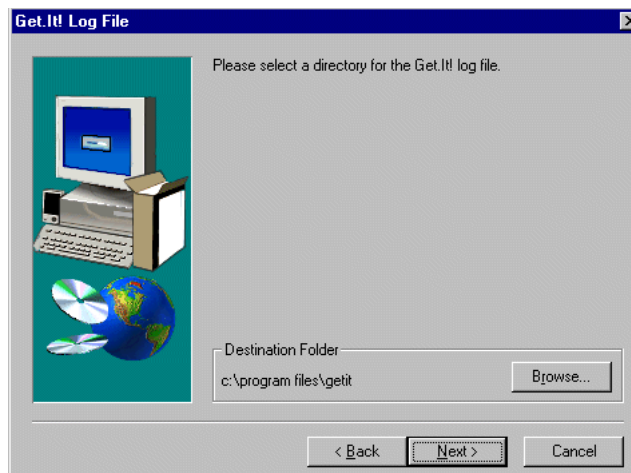


Fig. 2.22 Choosing the destination of the Get.It! Log.

17. Choose the path where you would like the Get.It! Log saved. The default is *C:\Program Files\getit*. You can browse to find the folder you want. Click **Next** to continue.

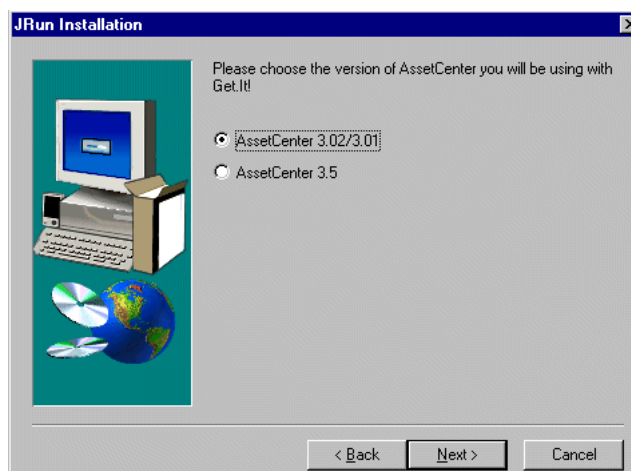


Fig. 2.23 Choosing the AssetCenter version.

18. Select the version of AssetCenter that you have installed. Click **Next**.

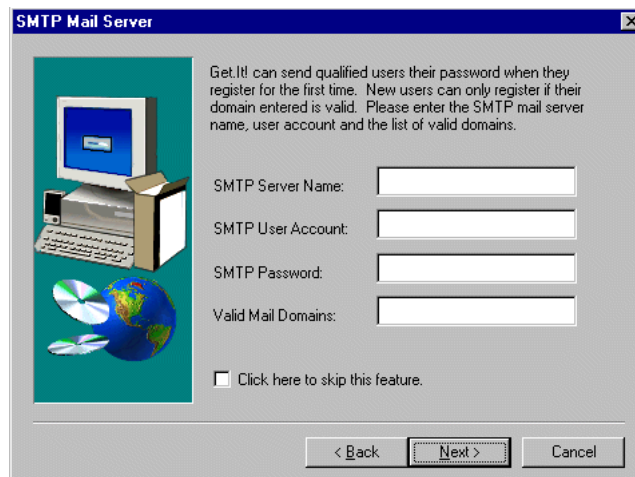


Fig. 2.24 Setting up the SMTP mail server.

19. If you have an SMTP mail server setup, enter the information requested. If you do not, check **Click here to skip this feature**. Click **Next**.
20. You will see a window that reminds you to create virtual directories. Instructions for creating virtual directories are later in this chapter.

21. You may select those language that you want to configure (English, French, German, and Italian). Click **Next**.

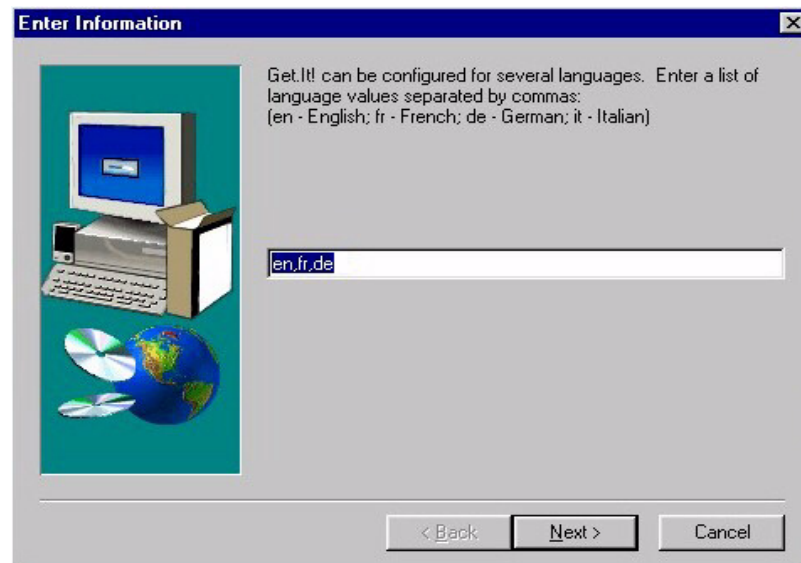


Fig. 2.25 Language Selection

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

The Get.It! files are now loaded on the server; however, several steps remain before Get.It! can be used.

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

The sections that follow include descriptions of the following:

- Configuration of the Microsoft Internet Information Server
- Configuration of the Microsoft Personal Web Server
- Installation verification process
- ServiceCenter configuration process
- Configuration of AssetCenter database
- Compiling of the Get.It! application files

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

Windows NT Configuration

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

Depending on whether you are running Get.It! on a Windows NT Workstation or a Windows NT server, the configuration of the Microsoft web administration server differs.

- Windows NT Workstations only run the Personal Web Server (PWS) application
- Windows NT Servers only run the Internet Information Server (IIS).

This section provides detailed instruction on the configuration of both the Personal Web Server and Internet Information Server.

Personal Web Server Configuration

1. From the Start menu, open Programs/Windows NT Options Pack/Microsoft Personal Web Server, and select *Personal Web Manager*.

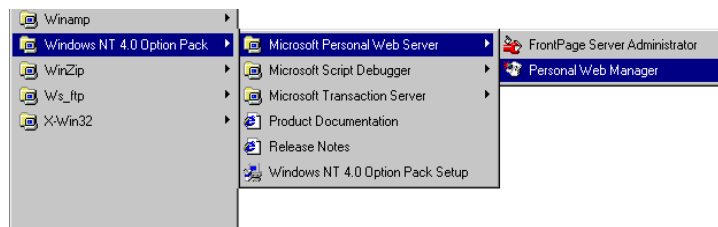


Fig. 2.26 Displaying the Personal Web Manager

The Personal Web Manager window is displayed.



Fig. 2.27 The Personal Web Manager

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

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

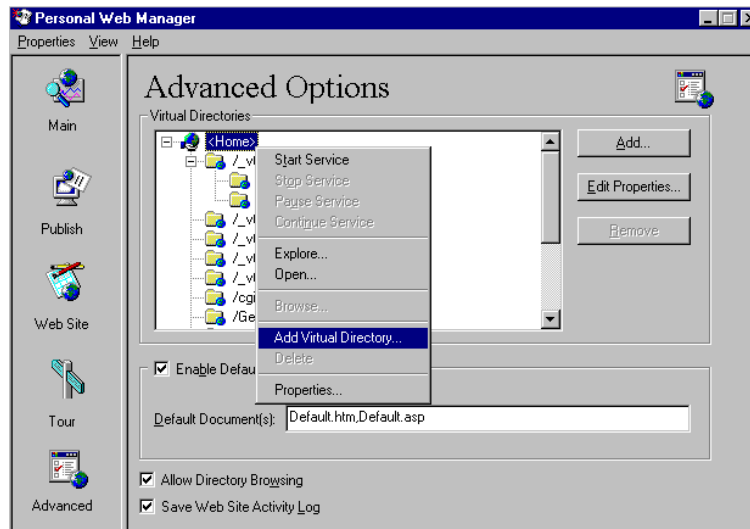
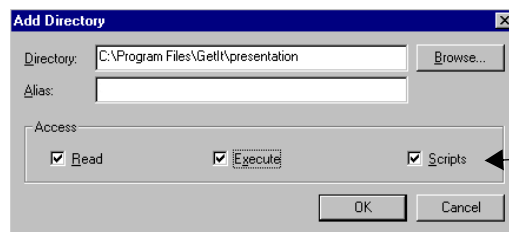


Fig. 2.28 Using the Advanced Options

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



We recommend you call the virtual directory *getit*.

Make sure all three Access options are checked.

Fig. 2.29 Creating the *getit* virtual directory

4. Use **Browse** to locate or enter the path where Get.It! was installed. By default it is installed in Program Files/Getit/presentation. Enter **getit** for the Alias value. Check to activate the **Execute** Access option. Click **OK**.
5. You are returned to the Advanced Options window. On the Advanced Options window, check to activate the **Allow Directory Browsing** option. Click on the **Main** icon in the upper left part of the window. Click **Start** to start the Personal Web Server.

Internet Information Server (IIS) Configuration

1. Start the Microsoft Internet Service Manager from the Start menu.

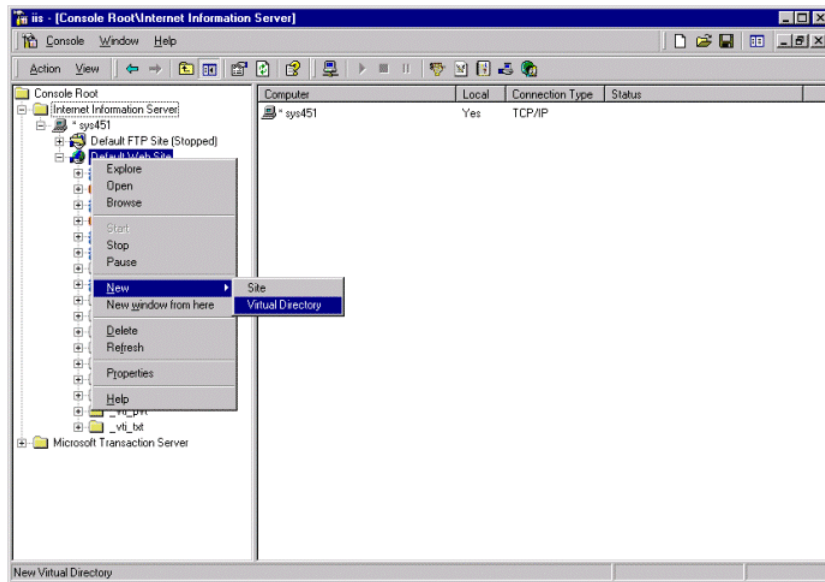


Fig. 2.30 Starting the New Virtual Directory wizard

2. From the IIS desktop, right-click on the Default Web Site and select **New**, then **Virtual Directory**. The New Virtual Directory Wizard starts, prompting you for the alias of the directory.
3. If, during the installation process, you configured multiple virtual machines, you need to create a virtual directory for each machine. If you did not configure multiple machines, create one virtual directory.



Fig. 2.31 Naming the virtual directory

4. If you are creating just one virtual directory, call it `getit`. If you need to create multiple virtual directories, use the format `getit_vm(n)` where (n) is a sequential number you assign. So the first directory you create would be `getit_vm1`, the second would be `getit_vm2`, etc. Click **Next**.



Fig. 2.32 Mapping the virtual directory

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



Fig. 2.33 Setting permissions for the virtual directory

6. Select all check boxes to set the permissions. Click **Finish**. The configuration and setup of the Microsoft IIS or PWS is now complete.
7. Repeat this process until you have created all necessary virtual directories.

Configuring Multiple Virtual Directories

If you have just created multiple virtual directories, use the instructions in this section to configure them. If you created one virtual directory you can skip these instructions.

1. Start the Microsoft Internet Service Manager from the Start menu.
2. Right-click the first virtual directory you just created and select Properties.

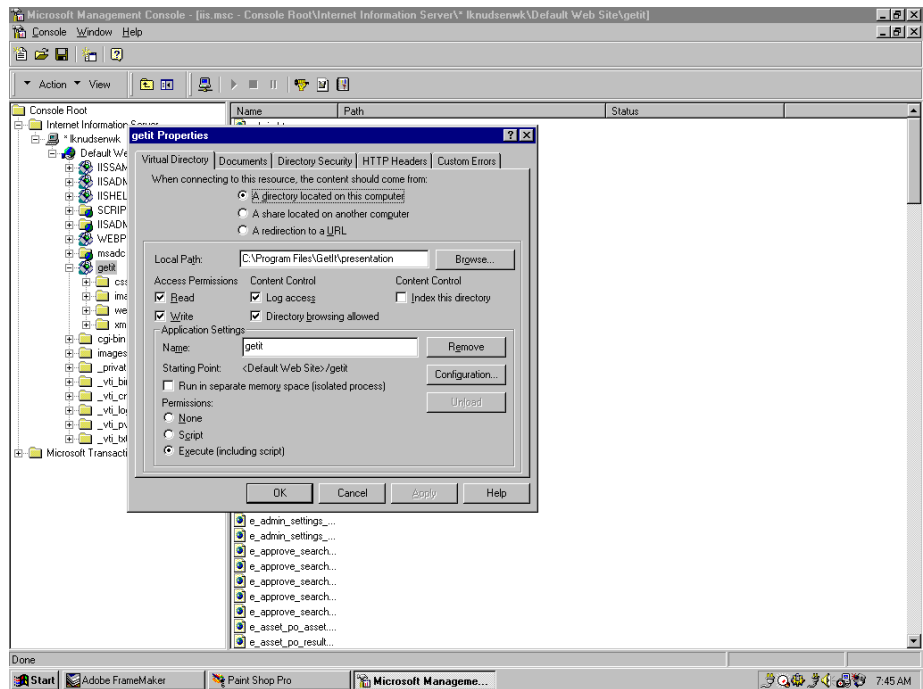


Fig. 2.34 Setting properties for virtual directories

3. In the Application Settings area of the window you should see the virtual directory you selected in the *Name* field. Click **Configuration**.

4. The Application Configuration window is displayed. Click **Add**.

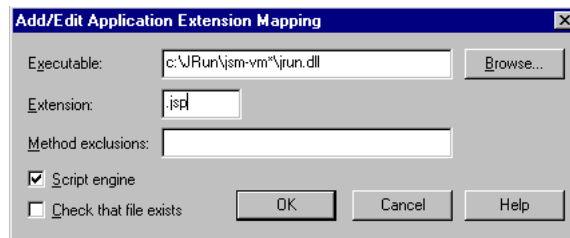


Fig. 2.35 Configuring virtual directories

5. Enter `C:\JRun\jrm-vm\jrun.dll` in the *Executable* field and JSP in the *Extension* field. Click **OK**.
6. Repeat this process for each virtual directory you created.
7. When you have configured all virtual machines, reboot the server.

When you reboot, there should be a JRun gear icon shown in the taskbar for each virtual machine. The first virtual machine is called JRun Service Manager. Other virtual machines are stored in the `... \JRun\` directory in a file named `jrm-vm(n)` where `(n)` is a sequential number assigned to each virtual machine. An NT service is installed with the name `JRun JVM(n)`. If you double-click on a gear icon, the JRun manager will be displayed and you will see the name of the virtual machine at the top of the window. You can also see the services by using the NT Services administration tool.

Configuring ServiceCenter and AssetCenter

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

If you are using Oracle as your AssetCenter repository you should have both a User DSN entry and a System DSN entry.

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

- Loading the ServiceCenter data unload files.
- Running the `*aapm.global.initer` system command.
- Running the `*aapm.server.initer` system command.
- Stopping and starting the ServiceCenter console.

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

If you are using AssetCenter:

- Updating the `am300.db` file or `am350.db` file (depending on the AssetCenter version you are using) with new information included with the Get.It! installation. You can either replace the entire file or import the new information into the file on your system.
- Providing the appropriate authorization access to AssetCenter.

If you are using ServiceCenter:

- Adding fields to the current dbdicts.
- Completing format and format control changes.
- Modifying RAD applications.

Get.Service! Configuration

ServiceCenter formatted unload files are included with the installation of Get.It!, and need to be loaded onto your ServiceCenter system. The files you will load are [epmx.unl](#) and [portal.unl](#). If you will be using the B2B module then you must load the [qman.unl](#) file. If you will be using ServiceCenter and want your stateless data to be stored in ServiceCenter instead of your browser's cookie then you must unload the [state.unl](#) file.

1. Verify that the ServiceCenter server is running.
2. Open a full (system) client and log into the system as an administrator.
3. From the Toolkit tab select **Database Manager**.

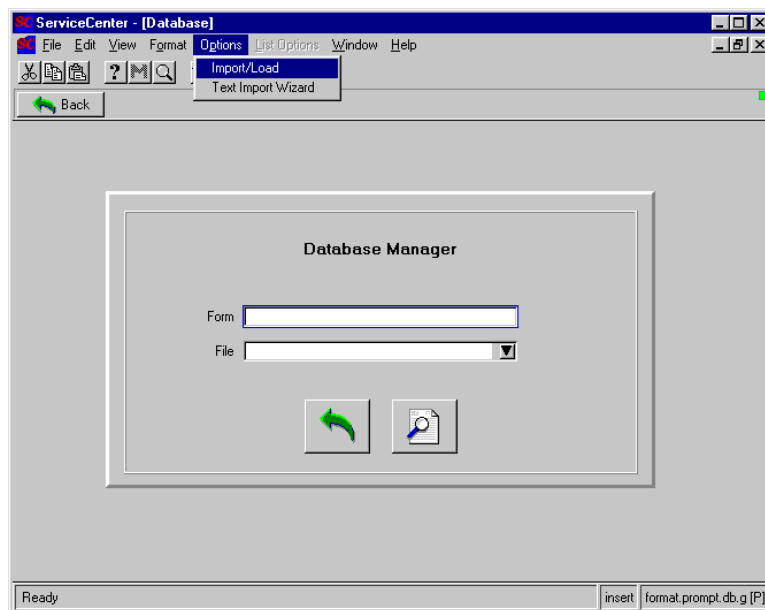


Fig. 2.36 Importing the files into ServiceCenter

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

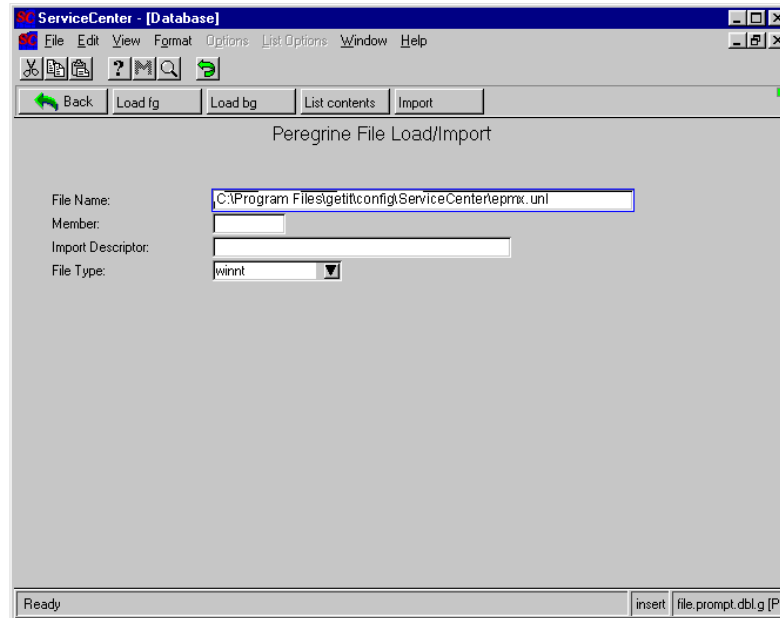


Fig. 2.37 Loading the files into ServiceCenter

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

```
... \getit\config\ServiceCenter\epmx.unl
... \getit\config\ServiceCenter\portal.unl
```

If the stateless information is to be stored in ServiceCenter instead of using cookies or memory, also unload the `state.unl` file. The default location is:

```
... \getit\config\ServiceCenter\state.unl
```

If you will be using the B2B feature, also unload the `qman.unl` file. The default location is:

```
... \getit\config\ServiceCenter\qman.unl
```

6. Click **Load fg**.

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

```
... \getit\config\servicecenter\epmx.unl file loaded
```

7. Use the **M** button to display the other messages generated during the load.
8. Repeat steps 4-7 for each file you need to load.
9. Click **Back** to return to the home menu.

10. Click **Command**, to open a command prompt.
11. Type `*aapm.global.initer`, and press ENTER.
12. Type `*aapm.server.initer`, and press ENTER.
13. Click **Back**, and log out of the client.
14. Stop the ServiceCenter console.
15. Restart the ServiceCenter console.

Get.Resources! Configuration

Get.Resources! can use either AssetCenter or ServiceCenter as the back-end system. Which system is used is set during the Installation process but can be changed in the archway.ini file. See “Archway.ini Parameters” on page 2-5 of the *Get.It! Administration Guide* for an explanation of the fields in the archway.ini file.

Configuring Get.Resources! to use AssetCenter

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

Replacing the Database

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

1. If you are using AssetCenter release 3.01 or 3.02, copy the `...getit\config\AssetCenter\am300.db` file. If you are using AssetCenter release 3.50, copy the `...getit\config\AssetCenter\am350.db` file.
2. Navigate to your AssetCenter *amdemo* directory.

3. Replace your assetcenter `am3nn.db` file in this directory with the `am3nn.db` file you copied in the earlier step.

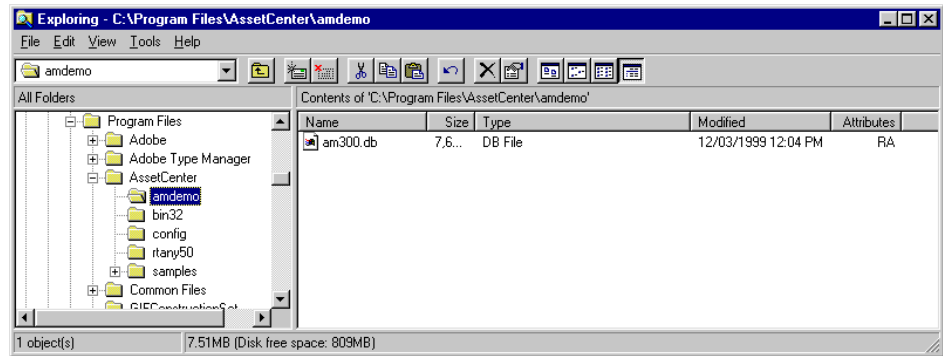


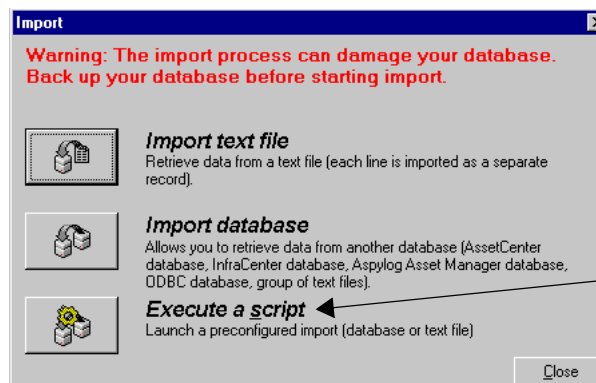
Fig. 2.38 Replacing the AssetCenter demo database

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

Importing New Information

Complete the following steps to import the new Get.It! information into your existing database. If you are using a live database instead of the demonstration database, you will need to use this option.

1. Start AssetCenter. Log in to AssetCenter. If you need a new authorization string, contact the Peregrine Systems' Support Department or your Peregrine Systems' Account Representative.
2. Select **Import** from the **File** menu.



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

Fig. 2.39 Selecting the import option

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

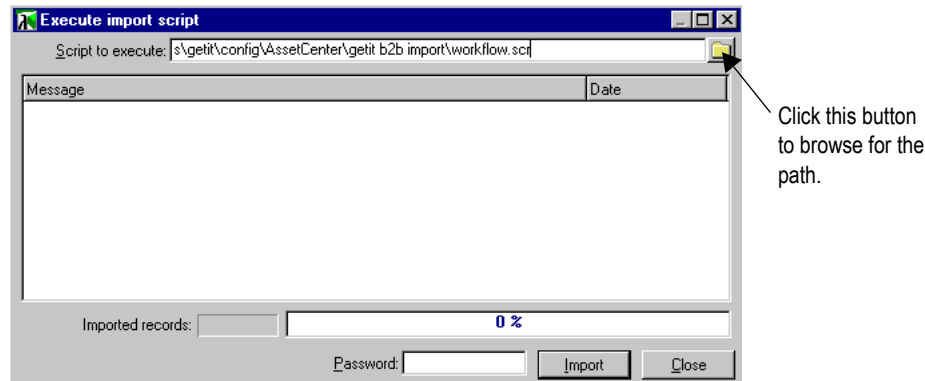


Fig. 2.40 Entering the script to execute

4. There are multiple files you need to import to update the existing file. Click the button to browse for the following folder: `...\getit\config\AssetCenter`. (If you installed Get.It! into a different directory, you will have a different path.)
5. Within this folder you will see two folders called `getit import\` and `getit b2b import\`. The scripts you need to import are in these folders. All scripts have the SCR file extension. From the `getit import\` directory you must import the files in the following order.

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

The scripts to import from the `\getit b2b import\` directory only need to be loaded if you will be using Peregrine B2B. You must import the files in the following order:

- `calcflds.scr`
- `feat.scr`
- `profile.scr`
- `workflow.scr`

6. Click on the script you want to import and click **Open**.
7. The path for the script you have chosen will be displayed in the Execute a Script window. Click **Import**.

8. Repeat this process until you have imported all scripts. Only import the scripts in the `getit b2b import` folder if you will be using the B2B feature.
9. When the import is complete, you are ready to use the new information in the database. You do not need to restart AssetCenter.
10. Log in to AssetCenter and verify that the User Profiles have been updated with the new Get.It! options. The profiles should now include `getit.default`, `getit.full` and `getit.admin`.

Authorizing Access

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

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

If Get.It! and AssetCenter are installed on different servers, use the Get.It! Administration module to update the `archway.ini` file to reflect the correct AssetCenter connection. See the *Get.It! Administration Guide* for information on using the Administration module.

Configuring Get.Resources! to use ServiceCenter

ServiceCenter formatted unload files are included with the installation of Get.It! and need to be loaded onto your ServiceCenter system. Different files are provided for new ServiceCenter systems and for existing ServiceCenter systems.

New ServiceCenter System

If you are preparing a new A9902 system for use with Get.Resources!, load the `scgrdata.unl` file. This unload contains the necessary database changes needed to run Get.Resources!, as well as sample data that can be used to demonstrate the new capabilities.

See “Get.Service! Configuration” on page 2-29 for complete instructions on unloading a file for ServiceCenter.

Existing ServiceCenter System

If you are configuring Get.Resources! to use an existing implementation of ServiceCenter, make the following changes to your system before you load the `scgr.unl` file.

Database Changes

Add the fields in the table below to the designated dbdicts to support the Get.Resources! implementation. These fields should be added to your current dbdicts before the unload file is loaded into your system.

dbdict	Field Name	Field Type
device	order.line.item	Character
	order.number	Character
	install.date	date/time
	inventory.date	date/time
ocmcatselect	getit.icon	Character
ocmlcat	getit.icon	Character
ocmlrec	stockroom	Character
	receiving.fields	Array/character
	receiving.fields.desc	Array/character
	order.number	Array/character
model	receiving.format	Character
	receiving.field.value	Array/character
	receiving.field.desc	Array/character
	receiving.field.default	Array/character
	receiving.field.required	Array/logical
	attribute.file	Character
	asset.number.file	Character
	receiving.field.type	Array/number
	reorder.stockroom	Array/character
	reorder.stock.amount	Array/number
	reorder.stock.type	Array/character
	reorder.stock.point	Array/number

Format and Format Control Changes

The following formats, and format control records are included in the unload file, and differ from the formats that are provided out-of-the-box for A9902.

If you have made any changes to these records, rename them before you load the unload file. After the load is complete, compare the renamed file to the version supplied with the load. Move any changes you had previously made into the new version for the format or format control record.

Formats

- model.g
- ocmco.g
- ocml.receive.post.verify
- ocml.receive.post.verify.g
- ocml.receive.post.verify.sub
- ocml.receive.post.verify.sub.g
- ocmlcat.g
- ocmlcatselect.g
- ocmlrec.receive.g
- ocmlrec.receive.pc.g

Formatctrl

- model

RAD Applications

The following RAD applications are included in the unload file, and differ from the applications that are provided out-of-the-box for A9902.

If you have made any changes to these applications, rename them before you load the unload file. After the load is complete, compare the renamed application to the version supplied with the load. Move any changes you had previously made into the new version for the RAD application.

- ocmq.main.passed.rec
- ocmq.main
- ocml.access
- ocml.setup.environment
- ocm.appr.calc.approvals

- ocml.receive.post.verify
- ocml.receive.post.verify.sub
- model.update.qty
- axces.rm
- ocml.complete
- ocml.log.receipt
- ocml.check.qty
- ocm.dates.check
- ocm.appr.axces

Data Changes

The Get.Resources! menus are dynamically created from your existing catalog structure. To take full advantage of the Get.It! gui, specify the icons you would like to use for each of your [ocmcatselect](#) and [ocmlcat](#) records.

There is a new field for each of these files with the label “Get.it! Icon.” Enter the icon path and file name. For example, for Facilities requests, you might enter “icons/furniture.gif.”

Unload the File

When you have completed the steps described above, you are ready to load the [scgr.unl](#) file. Make sure all of the above mentioned steps are complete or you could lose changes you have made to your ServiceCenter system.

See “Get.Service! Configuration” on page 2-29 for complete instructions on unloading a file for ServiceCenter.

Verifying the Installation

After you have completed the installation and configuration steps, use the Get.It! Administration module to verify the server connections and to ensure the controls are set as you want them.

Below are brief instructions for accessing and checking the installation using the Get.It! Administration module. For detailed instructions, see Chapter 2, "Get.It! Administration Module," in the *Get.It! Administration Guide*.

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

See "Windows NT Configuration" on page 2-21 for details about setting up a virtual directory.

3. Press **Enter**.
4. The first time you access the Administration module, you are asked to setup the administrator's ID and password. Enter the information and click **Logon as Administrator**. If you are not ready to setup the Administrator's ID and password, you can just click **Logon as Administrator** without entering any information.
5. The first screen you see shows the connections between Get.It! and ServiceCenter and AssetCenter. Make sure the status is **connected**. You can click **Reset Server**, if needed.
6. On the left side of the window are two options: Server Log and Settings. Click on **Settings**.
7. The settings from the Archway.ini file are shown in the window. You can update all file settings here. Each setting is described on the screen. We recommend you verify all settings, especially the AssetCenter Adapter Settings and ServiceCenter Adapter Settings (scroll down to see them).



Chapter 3

Solaris Installation

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

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

Separate instructions are provided for Netscape and Apache installations.

Requirements

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

Software

- Solaris 2.5 or a newer version.
- Apache 1.3 or newer, or Netscape Enterprise Server 3.x
- Java JDK 1.2.x or newer
- Peregrine ServiceCenter 3.0 - any Service Pack

Hardware

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

Solaris Installation

This section explains both the installation and configuration of Get.It! There are three phases to the installation process:

- File Installation off CD-ROM
- Server Configuration
- ServiceCenter Configuration

Prerequisites

To install Get.It! successfully you must consider the following:

- Do you have JRun installed? If so, is it version 2.3.3. If it is an earlier version uninstall it before you begin.
- You will need a JRun License Key. If you do not have this key, call Peregrine Systems' Support Department or your Account Representative.
- You must have ServiceCenter installed and configured before loading Get.Service!
- Verify that you have Java version 1.2 installed so that it is first in your user path (validate this by typing `java -version` in a terminal window and pressing ENTER). Make sure Java 1.2 is in the path of each user who customizes Get.It! and uses the `wbuild.sh` shell script.
- You need to know all destination folders into which you want to install Get.It! Make sure that these folders exist. For example `/usr/local/getit/` (where `/usr/local/` is the name of the directory where you install applications). These folders are referred to frequently in the Get.It! Tailoring Guide. If you elect to use different folders then you need to let those users who will be tailoring Get.It! know where you put the files.
- Stop the web server if the server is running while you install JRun the installation will be unsuccessful.

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

Before you begin the installation of Get.It!, and after you have ensured that Java 1.2 is in its correct path, complete the following steps:

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

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

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

For example:

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

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

4. Save the `profile` file.

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

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

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

For example:

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

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

6. Save the `.login` file.

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

CD-ROM Installation

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

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

1. Sign on as a regular user in this group (do not sign on as *root* and do not use the *su* command to change the user profile).
2. Insert the Get.It! CD into the CD-ROM drive (a window is displayed with the installation program).
3. If in a terminal window, change the directory to `\cdrom\cdrom0`.
4. Type `.\install.sh` and press ENTER. You will be prompted to select the directory where Get.It! should be installed (this is the directory that you created as part of the Prerequisites procedures).

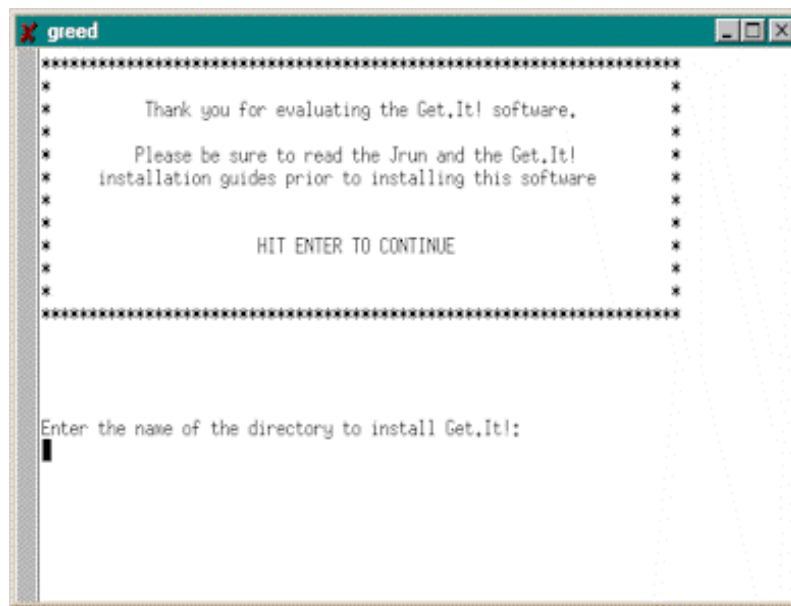


Fig. 3.1 Choosing the Get.It! directory

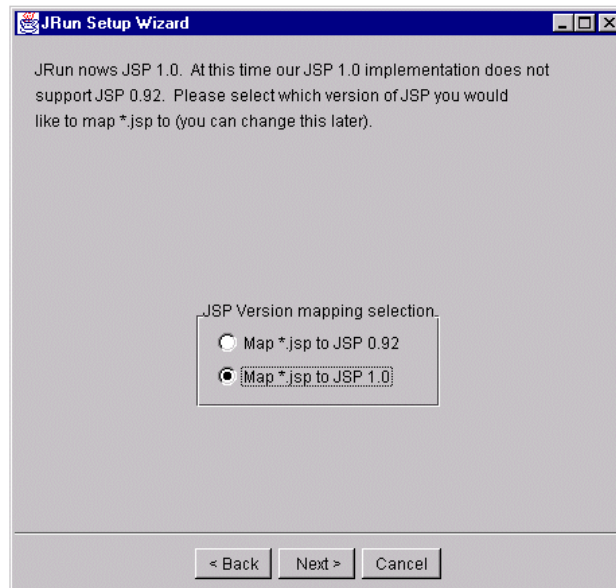
The remainder of the installation differs depending on whether you are using Netscape or Apache. See “JRun for Netscape Server” on page 3-5 for instructions on installing Get.It! on a Netscape server. See “JRun for Apache Server” on page 3-8 for instructions on installing Get.It! on an Apache server.

JRun for Netscape Server

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

Use the following instructions if you are installing Get.It! on a Netscape server. See “JRun for Apache Server” on page 3-8 if you are installing on an Apache server. The next phase of the installation begins with a prompt asking if you want to install the JRun Servlet engine.

1. If you need to install JRun, click **Yes** to continue (if you have the correct version loaded, skip to step 9; if you have a previous version loaded, click **Cancel**, uninstall JRun, and begin the installation process again). You will be prompted to select the directory where JRun will be installed. A directory called “jrun” will be created within the path that you specify.
2. Once JRun is installed it must be configured (select **Yes** when you see the window with the prompt: “Your display variable is set. Would you like to run our GUI Installer?”)
3. Select the directory and click **Next** (the first prompt requests the JRun directory, where you installed the JRun application).
4. Click **Next** (do not migrate previous JRun property settings).
5. Insert the JSM License Key and click **Next**. If you do not have a JSM License key, contact Peregrine Systems Support Department or your Account Representative.
6. Click **Next** (do not enable <CF> Anywhere).



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

Fig. 3.2 Mapping *.jsp to JSP 1.0

7. Select *Map *.jsp to JSP 1.0* and click **Next**.
8. Select *Netscape* and click **Next**.
9. Click **Next** (this window prompts you for both proxy host and port; leave the defaults).

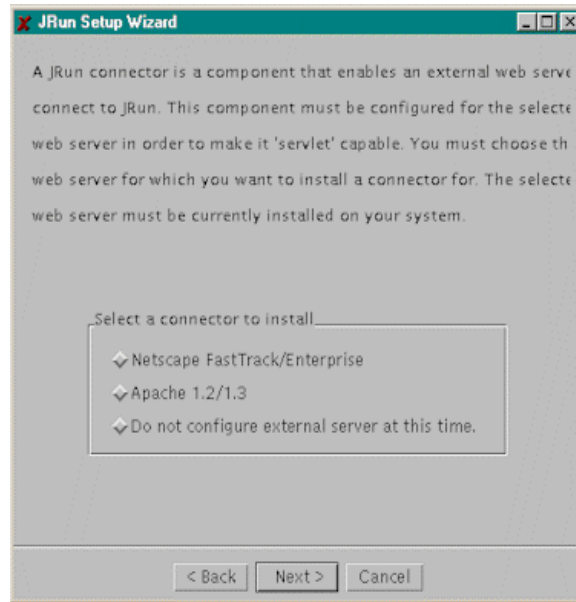


Fig. 3.3 Select Connection for Installation

10. Type the HTTPS directory (read the top of the window carefully).
11. Select **Native** for Connector Type and your server version and click **Finish**.

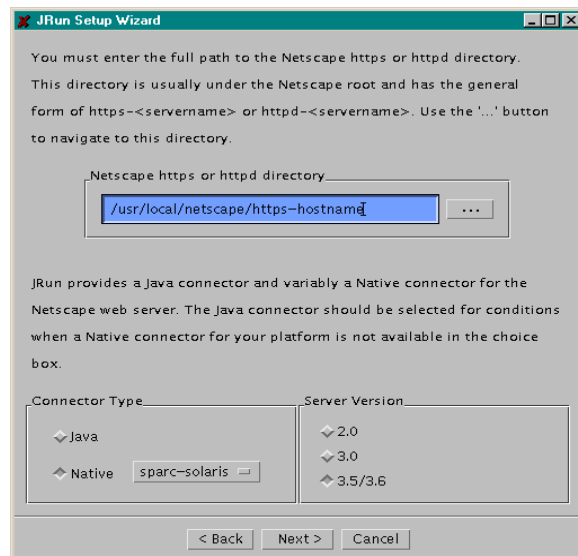


Fig. 3.4 Connector Type and Server Version

You should receive a confirmation message. It is important that you receive this confirmation. If not then JRun is not incorrectly installed. This may be the result of the server not being disconnected. If you received the confirmation message then Get.It! and JRun are successfully installed. You will need to complete a few configuration steps.

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

Creating A Virtual Directory (Netscape Server)

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

1. Launch the Netscape administration web server.
2. Connect to the administration server with a web browser.
3. Select **Programs > Java** (located on the left side of the screen).
4. Select **Yes** for Java Interpreter and click **OK**.
5. Click **Save and Apply**.
6. Select **Content Management > Additional Document Directories**.

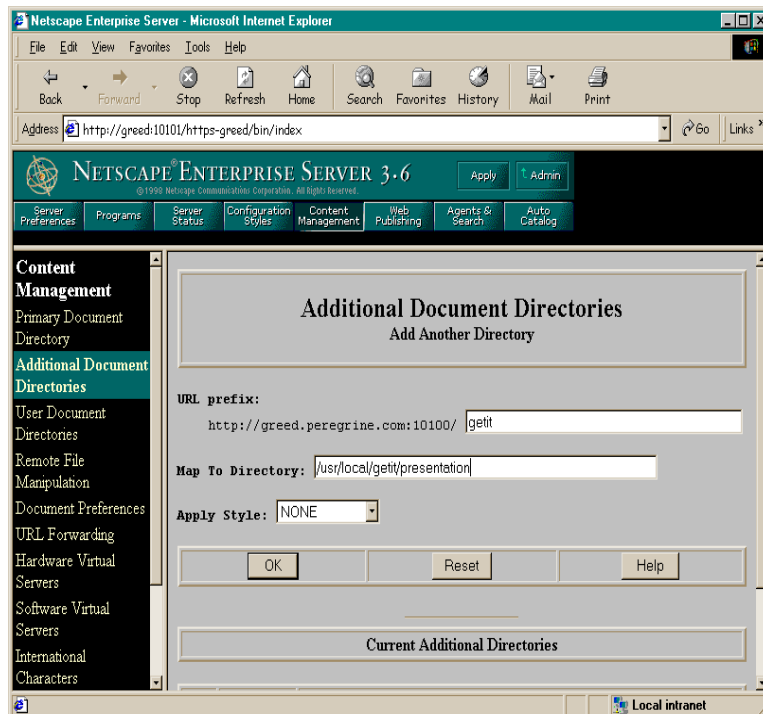


Fig. 3.5 Netscape Map to Directory

7. Type `getit` in the URL prefix text box.
8. Type `/usr/local/getit/presentation` in the Map To Directory text box (where `usr/local/getit` is the directory where you installed Get.It!).
9. Select **NONE** in the Apply Style drop-down box.
10. Click **OK**.
11. Click **Save and Apply**.

JRun for Apache Server

Use the following instructions if you are installing Get.It! on an Apache server. See “JRun for Netscape Server” on page 3-5 if you are installing on a Netscape server.

The Apache server must be compiled with the DSO module. To see if you have the DSO module compiled, type `httpd#` at an `Apache/bin` prompt. Make sure `mod_so.c` is listed. If it is not listed you will need to recompile your Apache server to include it using the following instructions.

Compiling Apache for DSO support

1. Retrieve the Apache source code from ftp.apache.org.
2. Compile apache for DSO support:

```
./configure --prefix=/usr/local/apache \  
--enable-rule=SHARED_CORE --enable-module=so
```
3. Type 'make' and then 'make install' to finish
4. Run the connector wizard and select DSO support making sure to specify your version of Apache.

Use the **httpd#-l** command mentioned earlier to ensure the DSO module has been added successfully.

JRun Installation

JRun installation for the Apache Server requires three steps. You must first install Apache web server, install Get.It! and JRun, and return to Apache to edit its initial configuration. These three steps must be performed in this order.

1. If you need to install JRun, click **Yes** to continue (if you have the correct version loaded, skip to step 9; if you have a previous version loaded, click Cancel, uninstall JRun, and begin the installation process again). You will be prompted to select the directory where JRun will be installed. A directory called "jrun" will be created within the path that you specify.
2. Once JRun is installed it must be configured. Select **Yes** when you see the prompt: "Your display variable is set. Would you like to run our GUI Installer?"
3. Select the directory and click **Next** (the first prompt requests the JRun directory, where you installed the JRun application).
4. Click **Next** (do not migrate previous JRun property settings).
5. Insert the JSM License Key and click **Next**.
6. Click **Next** (do not enable <CF> Anywhere).
7. Select *Map *.jsp to JSP 1.0* and click **Next**.
8. Select Apache and click **Next**.
9. Click **Next** (this window prompts you for both proxy host and port; leave the defaults).
10. Select the *config* directory and insert the correct path (read the top of the window carefully).
11. Select **Native** for Connector Type and your server version and click **Finish**. The module for Apache 1.3.6 may be used with later versions of Apache.

You should receive a confirmation message. It is important that you receive this confirmation. If not then JRun is not incorrectly installed. This may be the result of the server not being disconnected. If you received the confirmation message then Get.It! and JRun are successfully installed. You will need to complete a few configuration steps.

12. If you did not receive any message then you should uninstall Get.It! and JRun, stop the web server, and proceed with the installation process again.

Creating a Virtual Directory and Verifying JRun Settings

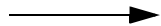
The following instructions detail how to add a virtual directory on an **Apache server**.

1. Add the following lines to the `httpd.conf` file in the `Apache/config` directory.

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

2. JRun settings should also have been added to the end of this file. Scroll to the end of the file and verify the following is there. You may need to delete the “#” at the beginning of the `LoadModule` line. Make sure this line is *not* commented out.

Make sure the
LoadModule line does
not start with #.



```
# JRun Settings
# JRun - For DSO support uncomment this line and specify path to
    mod_jrun.so library.
LoadModule jrun_module136
    /usr/local/jrun/connectors/apache/sparc-solaris/mod_jrun.so
<IfModule mod_jrun.c>
    JRunConfig Verbose false
    JRunConfig ProxyHost 127.0.0.1
    JRunConfig ProxyPort 8081
    JRunConfig Timeout 300
    JRunConfig Mappings
    "/usr/local/jrun/jsm-
default/services/jse/properties/rules.properties"
</IfModule>
```

Note: Two lines in this code are meant to be continuous, each marked with different font colors (if applicable). The `JRun - For DSO ...` line concludes with `...library`. The `LoadModule jrun ...` line concludes with `.../mod_jrun.so`. In this example, both of these lines are indented

Configuration

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

- Updating the jsm-default directory to include the name of the virtual directory, the JAR files, and an INI file
- Removing unnecessary references from the getit/bin directory

Updating the jsm-default Directory

Make sure JRun is stopped when you complete these steps.

Complete the following steps to update the jsm-default directory.

- Add the JAR files to the `jsm.properties` file
- Add information to the `servlets.properties` file

Adding the .jar Files

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

```
/usr/local/getit/bin/activation.jar:/usr/local/getit/bin/fesi.jar:  
/usr/local/getit/bin/js.jar:/usr/local/getit/bin/lotusxsl.jar:/usr  
/local/getit/bin/mail.jar:/usr/local/getit/bin/prgn.jar:/usr/local  
/getit/bin/xml4j.jar:/usr/local/getit/bin:/usr/local/getit/bin  
/tools.jar:/usr/local/getit/bin/jsse.jar:/usr/local/getit/bin  
/jnet.jar:/usr/local/getit/bin/jcert.jar
```

5. Save your changes.

Edit the servlets.properties File

1. Change to the `jrun/jsm-default/services/jse/properties` directory.
2. Edit the file named `servlets.properties`.
3. Add the following lines:

```
servlet.archway.code=com.peregrine.archway.Archway  
servlet.archway.args=  
servlet.archway.preload=true
```

4. Save the file.

Configuring ServiceCenter

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

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

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

Configuration Steps

ServiceCenter formatted unload files are included with the installation of Get.It!, and need to be loaded onto your ServiceCenter system.

1. Open a client and log into the system as an administrator.
2. From the Toolkit tab select **Database Manager**.
3. Pull down the **Options** menu and select ***Import/Load***.

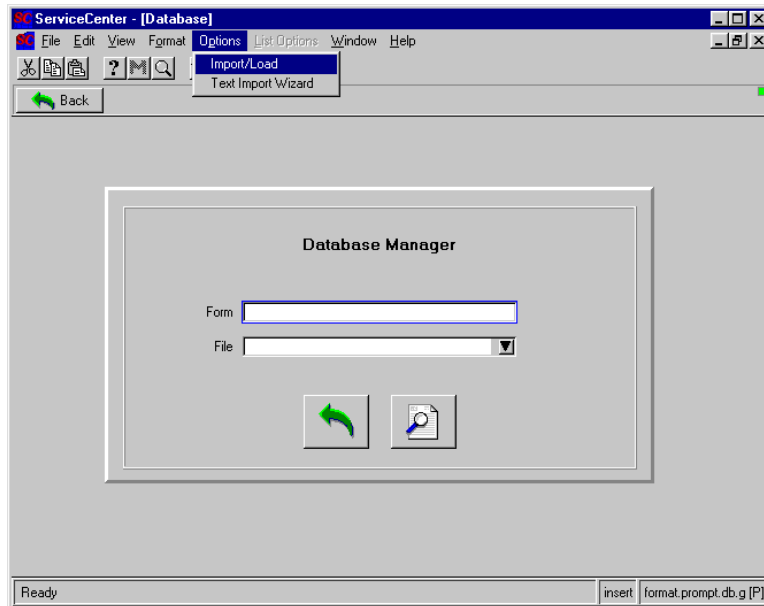


Fig. 3.6 Importing files into ServiceCenter

4. There are two files you need to import. Enter the full file name and path where you installed Get.It!. The default location is under your Get.It! config directory:

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

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

5. Click **Load fg**.

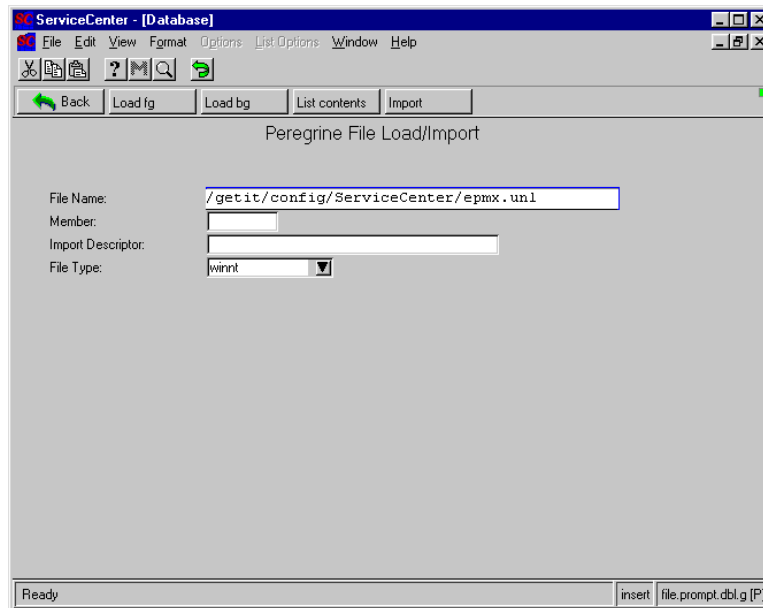


Fig. 3.7 Loading the file into ServiceCenter

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

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

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

Verifying the Installation

After you have completed the installation and configuration steps, use the Get.It! Administration module to verify the server connections and to ensure the controls are set as you want them.

Below are brief instructions for accessing and checking the installation using the Get.It! Administration module. For detailed instructions, see Chapter 2, "Get.It! Administration Module," in the *Get.It! Administrator's Guide*.

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

2. Open a browser window and enter the following URL:

`http://webserver/getit/admin.htm`

Where *webserver* is the name of your web server, and *getit* is the virtual directory name. See Creating A Virtual Directory (Netscape Server) on page 3-7 for details about setting up a virtual directory for Netscape. See Creating a Virtual Directory and Verifying JRun Settings on page 3-10 for directions on setting up a virtual directory for Apache.

3. Press ENTER.
4. The first time you access the Administration module, you are asked to setup the administrator's ID and password. Enter the information and click **Logon as Administrator**. If you are not ready to setup the Administrator's ID and password, you can just click **Logon as Administrator** without entering any information.
5. The first screen you see shows the connection between Get.It! and ServiceCenter. Make sure the status is **connected**. You can click **Reset Server**, if needed.
6. On the left side of the window are two options: Server Log and Settings. Click **Settings**.
7. The settings from the Archway.ini file are shown in the window. You can update all file settings here. Each setting is described on the screen. Check the following to ensure the entries are correct:

- In the General Execution Options, the Adapters box should read `sc=SCAdapter;portalDB=SCAdapter;`. If there are other adaptors entered, delete them.

8. Edit all ServiceCenter Adapter Settings (scroll down to see them). Enter the Administrator's name and password, Anonymous user's name and password, as well as host, port, and log settings.

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

Logging into Get.It!

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

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

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

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

Where *webserver* is the name of your web server and *getit* is the virtual directory name. See Creating A Virtual Directory (Netscape Server) on page 3-7 for details about setting up a virtual directory for Netscape. See Creating a Virtual Directory and Verifying JRun Settings on page 3-10 for directions on setting up a virtual directory for Apache.

5. Press ENTER.

Get.It! is self-explanatory and should not need much instruction to use. For some basic instructions on using some of the Get.It! features, see Chapter 5, "Using Get.It!," in this manual.



Chapter 4

Windows NT Upgrade Procedures

This chapter leads you in the upgrade and configuration of Get.It! Release 1.2. There are two phases to the installation process:

- File Upgrade from CD-ROM
- ServiceCenter and AssetCenter configuration.

Upgrading STR Files (Windows NT)

If you expect to support multiple languages then you must consider the following upgrade procedure. If you manually edit STR files then you must first back up these files. The `strbuild.bat` file generates the `getit_en.str` file, extracting all strings from the XML file. For this reason you must back up your manual changes.

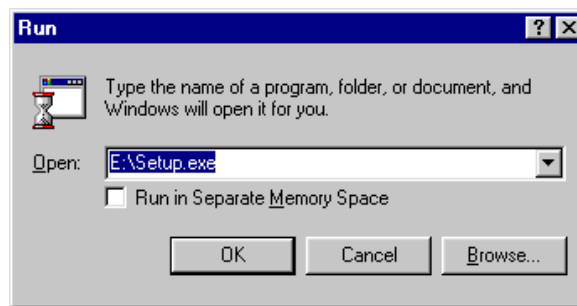
1. Back up all `...apps\getit_XX.str` files. These files include: `getit_de.str`, `getit_en.str`, `getit_fr.str`, `getit_it.str`, and `getit_ja.str`.
2. Install Get.It!
3. Run the `wbuild` command.
4. Append all but the `getit_en.str` backed up STR files onto the end of their new, corresponding STR files. For example, if you are working with the `getit_de.str` file then you must append the archived version onto the end of the new `getit_de.str` file.
5. Run the `strbuild` command.

Note: Duplicate strings will occur when appending archived files onto the end of newer files. Running the `strbuild` command will remove all duplicates, leaving user-defined modifications.

Upgrading Get.It!

1. Insert the Get.It! CD into your CD-ROM drive. If the setup does not automatically begin, use the Run command from the Windows Start menu. Run `setup.exe` from the CD ROM drive.

If you experience errors during the upgrade, refer to Troubleshooting Tips for information on manual installation procedures.



The drive you specify should be the CD ROM drive where the Get.It! CD is loaded.

Fig. 4.1 Typing the install command

2. Install Shield begins and the Welcome dialog box is displayed. Click **Next**.
3. When presented with the Software License Agreement dialog box, read the agreement conditions.
4. When ready, click **Yes** to accept the terms and continue with the installation.

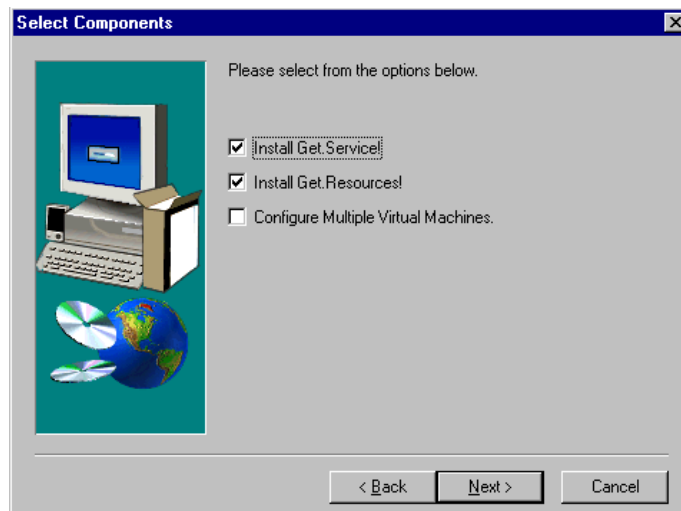


Fig. 4.2 Selecting the components to install

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



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

Fig. 4.3 Entering the Get.It! default directory

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

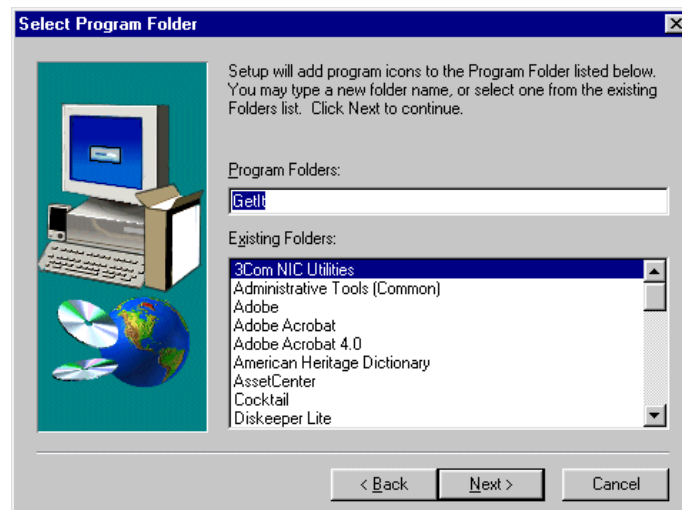


Fig. 4.4 Entering the Get.It! program folder

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



Fig. 4.5 Verifying customization is in User directories

8. Ensure all changes you made to the weblocation were saved in the appropriate user directories. You can minimize the upgrade process to access the directories if necessary. Click **OK** when you are ready to continue.

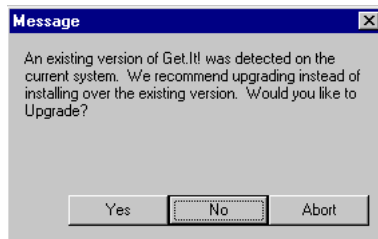


Fig. 4.6 Existing version found.

9. Click **Yes** to upgrade Get.It! to release version 1.2.

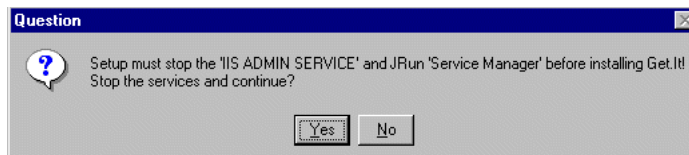


Fig. 4.7 Stopping the servers.

10. The IIS and JRun servers will be stopped so that the installation can continue.

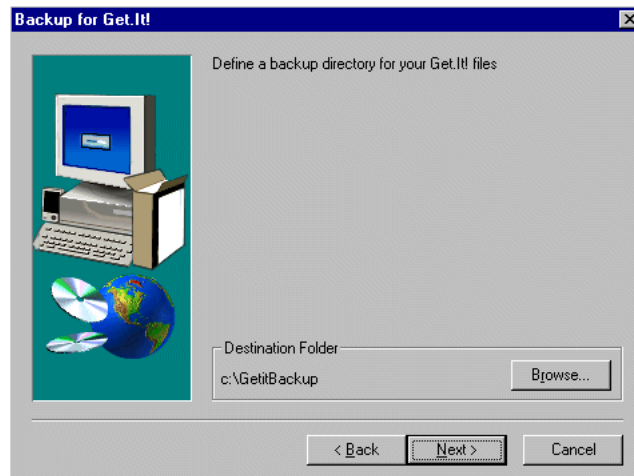


Fig. 4.8 Get.It! Backup directory

11. The upgrade process backs up your old Get.It! directories. Choose the directory where you would like the older files stored. If the directory you choose does not exist, it can be created for you. Click **Next**.
12. The existing Get.It! files will be copied to the directory you selected and the new version will be installed.

JRun Installation

The next phase of the installation depends on whether you have JRun already installed. If JRun is installed, the phase begins with a prompt that allows you to choose whether you want to install Version 2.3.3. If JRun is not already installed, the installation begins with

step 2 (figure 4.10); skip step 1.

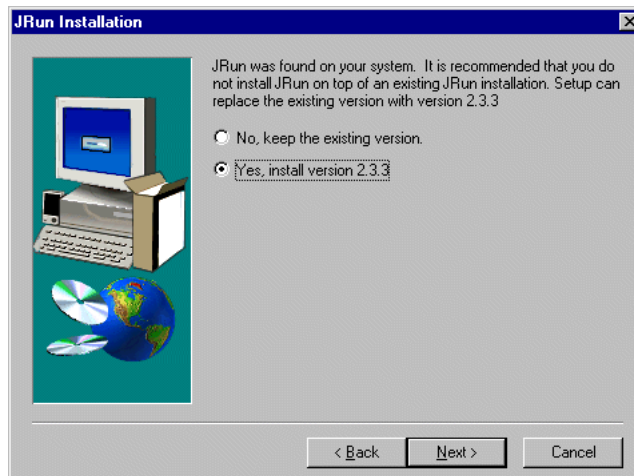
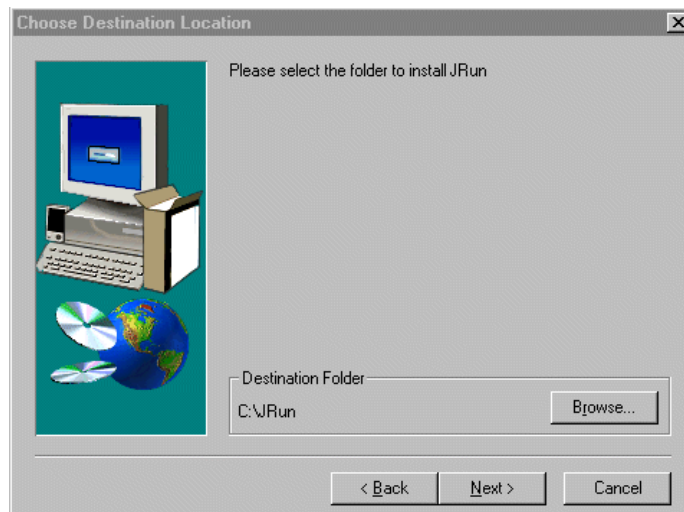


Fig. 4.9 JRun exists on the server.

1. To replace the existing version of JRun with version 2.3.3, click **Next** to continue with the JRun installation. The JRun version currently installed will be uninstalled and version 2.3.3 will be installed.

The uninstallation process is not always able to completely remove the program and you may see a message indicating this. If you receive this message, click **OK**.



We recommend you install JRun into the default directory.

Make note of the directory you enter here. You will need to enter this directory later in the installation process.

Fig. 4.10 Choosing the destination directory for JRun

2. We recommend you install JRun into the default directory. Click **Next** when ready.
JRun is installed in the folder you specified. When the installation is complete, the Setup Wizard starts.

JRun Setup Wizard

The JRun Setup Wizard engages automatically.



Fig. 4.11 The JRun wizard

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

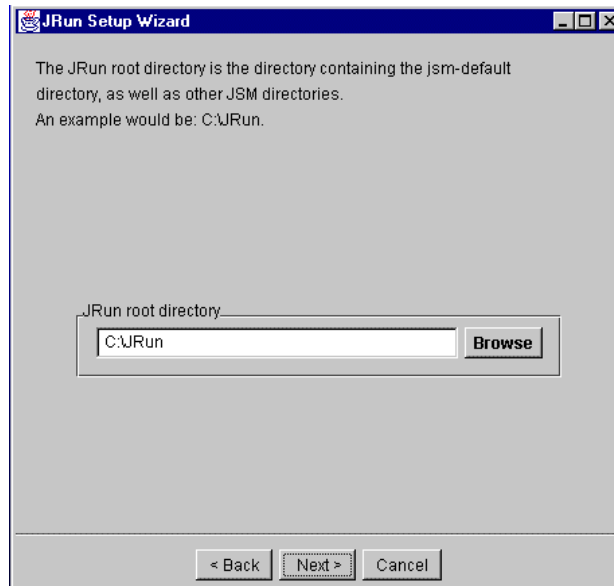
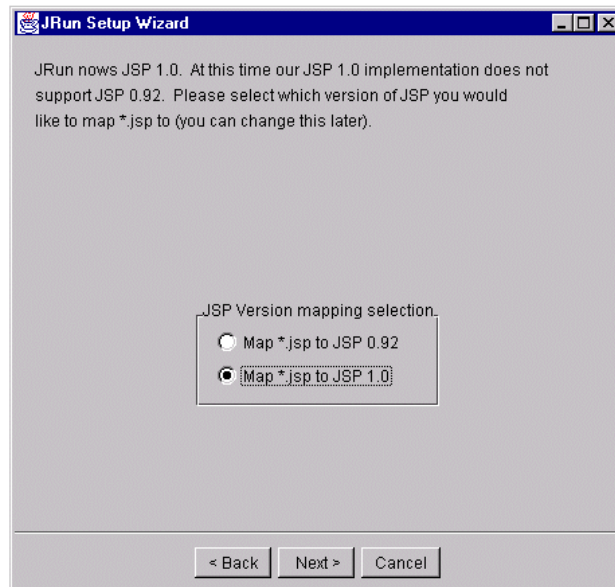


Fig. 4.12 Entering the JRun root directory

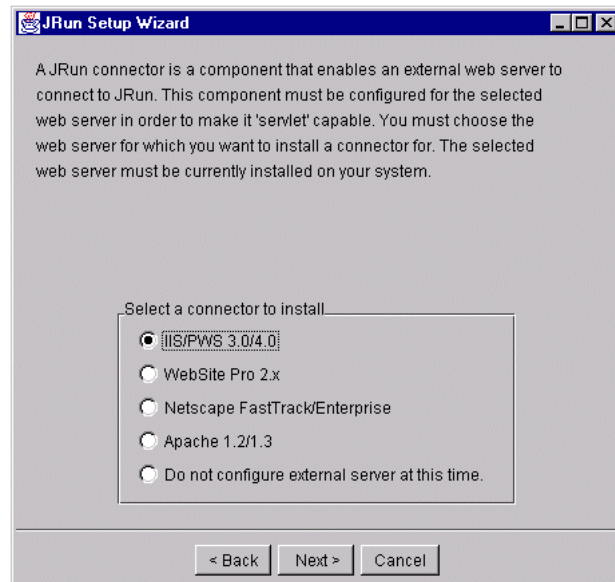
2. The first prompt requests the JRun root directory. This is the directory where you installed the JRun application. Enter the JRun root directory and click **Next**.
3. A window is displayed that mentions migrating property settings. Leave this blank and click **Next**.
4. A JSM license key is required by Get.It!. You should have received this information from Peregrine Systems' Support Department or your Account Representative. Enter the license key and click **Next**.
5. Do not enable CF Anywhere. Click **Next**.



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

Fig. 4.13 Mapping *.jsp to JSP 1.0

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

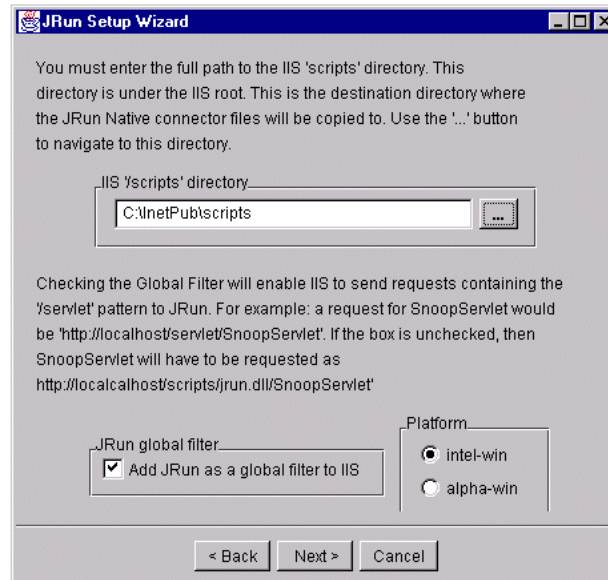


There is no default given for this window. You must click on the "IIS/PWS 3.0/4.0" option.

Fig. 4.14 Selecting the correct connector

7. Select **IIS/PWS 3.0/4.0**, and click **Next**.

8. Accept the default settings for the Proxy Host and Proxy Port in the next prompt, and click **Next**.



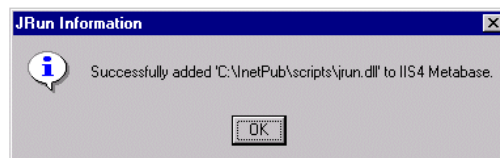
Do not use the ellipse button, as it does not function properly in the setup wizard.

Leave the JRun Global filter active.

Fig. 4.15 Entering the jscripsts directory

9. When presented with the prompt requesting the IIS '`\scripts\`' directory, type in the path to the `InetPub\scripts` directory (by default at the base `C:\` level. So you would type `C:\Inetpub\scripts.`). Click **Next**

The following confirmation prompt should appear:



It is important that you get this confirmation. If you do not, it means that JRun did not install properly. This could be due to a server not being stopped.

Fig. 4.16 JRun confirmation prompt

10. Click **OK**.
11. You should see a message telling you the Connection Configuration was successful. Click **Finish**.
12. A window is displayed which allows you to display the JRun Release Notes. Click **Yes** to see the release notes or **No** to continue with the Get.It! Installation.

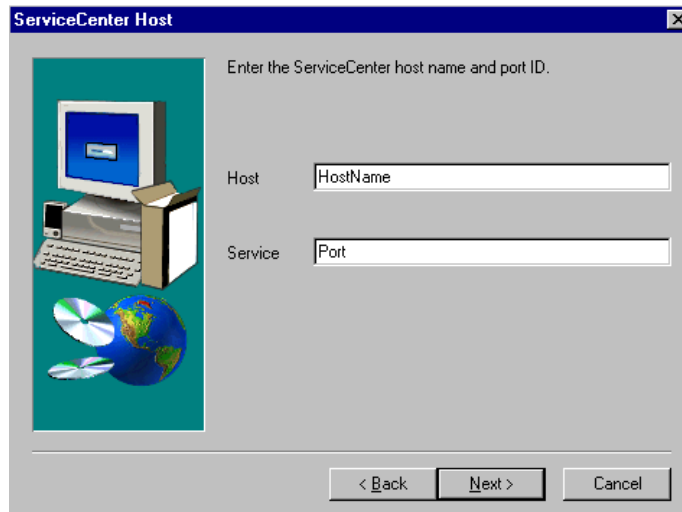
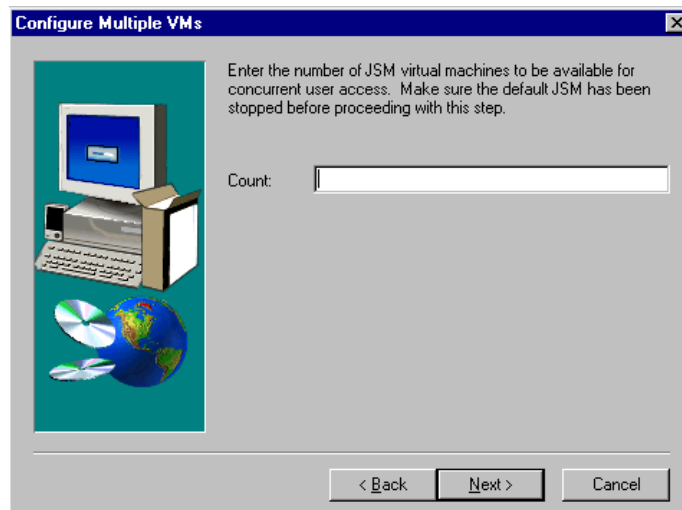


Fig. 4.17 Entering the host and service port

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



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

Fig. 4.18 Configuring multiple virtual machines

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

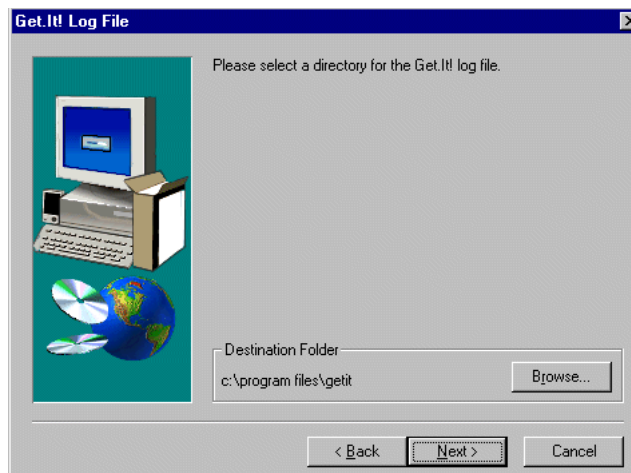


Fig. 4.19 Choosing the destination of the Get.It! Log.

15. Choose the path where you would like the Get.It! Log saved. The default is `C:\Program Files\getit`. You can browse to find the folder you want. Click **Next** to continue.

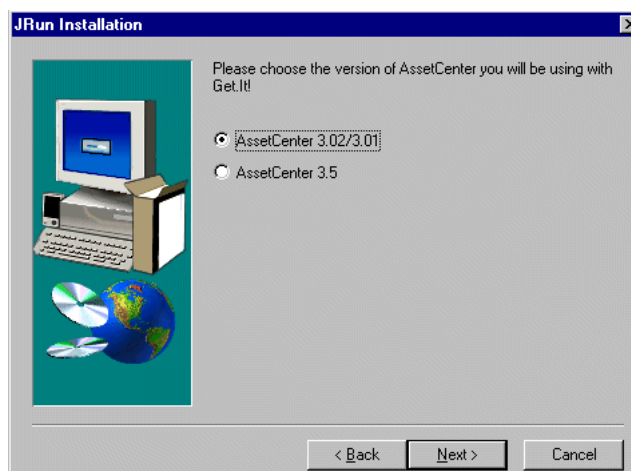


Fig. 4.20 Choosing the AssetCenter version.

16. Select the version of AssetCenter that you have installed. Click **Next**.

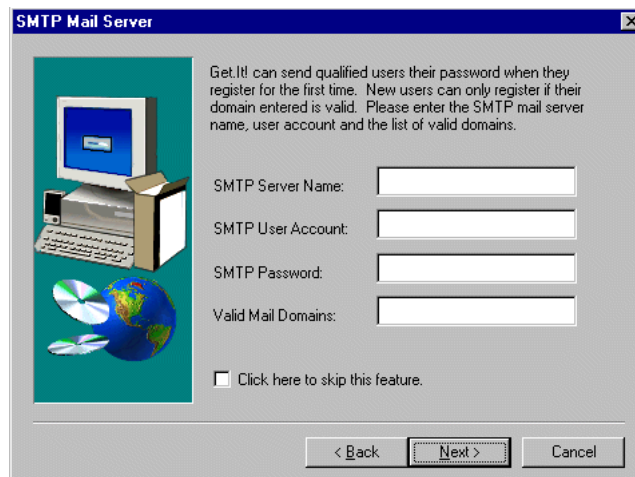


Fig. 4.21 Setting up the SMTP mail server.

17. If you have an SMTP mail server setup, enter the information requested. If you do not, check **Click here to skip this feature**. Click **Next**.
18. You will see a window that reminds you to create virtual directories. Instructions for creating virtual directories are later in this chapter.

19. You may select those language that want to configure (English, French, German, Italian). Click **Next**.

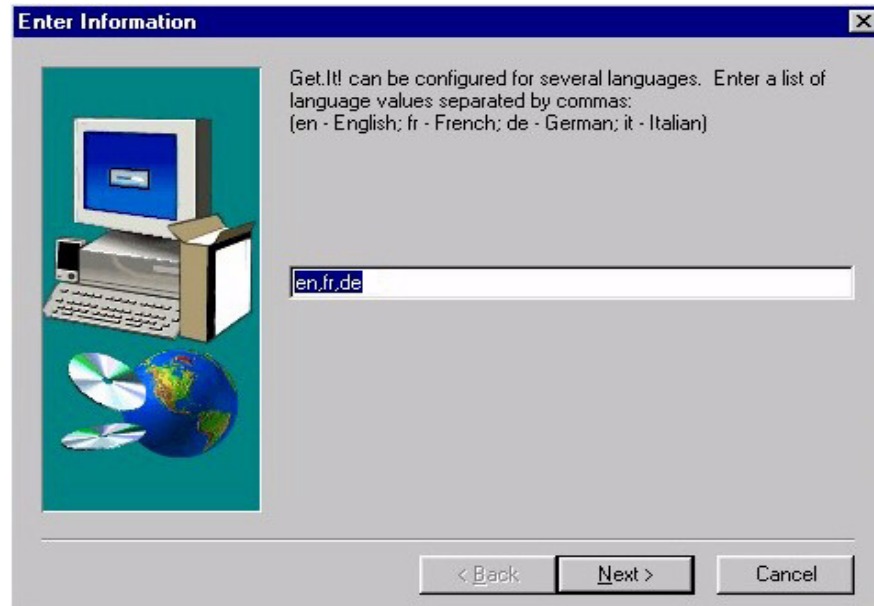


Fig. 4.22 Language Selection

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

The Get.It! files are now loaded on the server; however, several steps remain before Get.It! can be used.

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

The sections that follow include descriptions of the following:

- Configuration of the Microsoft Internet Information Server
- Configuration of the Microsoft Personal Web Server
- Installation verification process
- ServiceCenter configuration process
- AssetCenter configuration database
- Compiling of the Get.It! application files

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

Windows NT Server Configuration

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

Depending on whether you are running Get.It! on a Windows NT Workstation or a Windows NT server, the configuration of the Microsoft web administration server differs.

- Windows NT Workstations only run the Personal Web Server (PWS) application
- Windows NT Servers only run the Internet Information Server (IIS).

This section provides detailed instruction on the configuration of both the Personal Web Server and Internet Information Server.

Personal Web Server Configuration

1. From the Start menu, open Programs/Windows NT Options Pack/Microsoft Personal Web Server, and select Personal Web Manager.

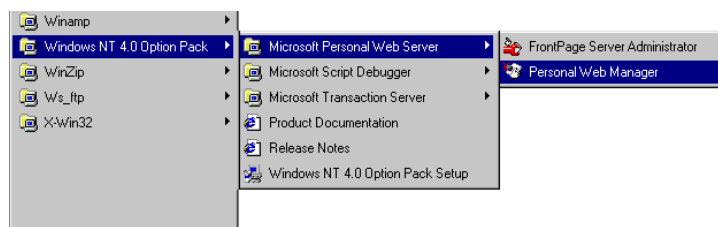


Fig. 4.23 Displaying the Personal Web Manager

The Personal Web Manager window is displayed.



Fig. 4.24 The Personal Web Manager

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

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

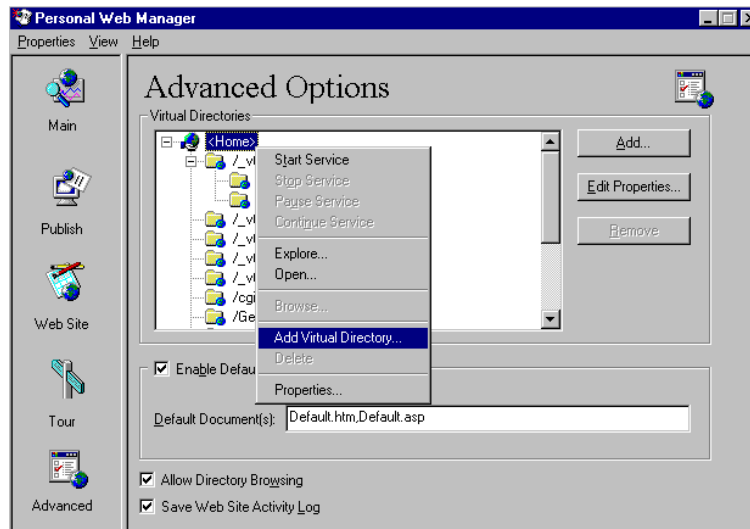
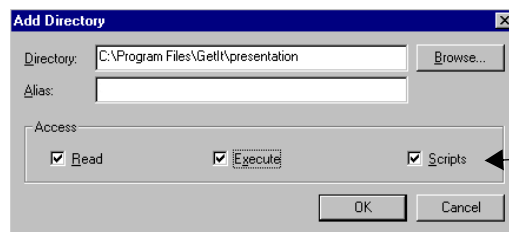


Fig. 4.25 Using the Advanced Options

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



We recommend you call the virtual directory *getit*.

Make sure all three Access options are checked.

Fig. 4.26 Creating the getit virtual directory

4. Use **Browse** to locate or enter the path where Get.It! was installed. By default it is installed in Program Files/Getit/presentation. Enter *getit* for the Alias value. Check to activate the **Execute** Access option. Click **OK**.
5. You are returned to the Advanced Options window. On the Advanced Options window, check to activate the **Allow Directory Browsing** option. Click on the **Main** icon in the upper left part of the window. Click **Start** to start the Personal Web Server.

Internet Information Server (IIS) Configuration

1. Start the Microsoft Internet Service Manager from the Start menu.

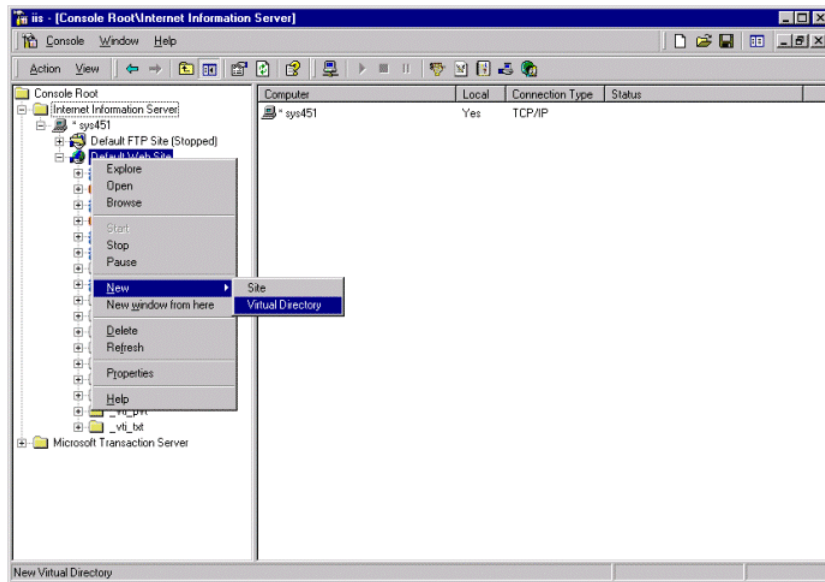


Fig. 4.27 Starting the New Virtual Directory wizard

2. From the IIS desktop, right-click on the Default Web Site and select **New**, then **Virtual Directory**. The New Virtual Directory Wizard starts, prompting you for the alias of the directory.
3. If, during the installation process, you configured multiple virtual machines, you need to create a virtual directory for each machine. If you did not configure multiple machines, create one virtual directory.



Fig. 4.28 Naming the virtual directory

4. If you are creating just one virtual directory, call it `getit`. If you need to create multiple virtual directories, use the format `getit_vm(n)` where (n) is a sequential number you assign. So the first directory you create would be `getit_vm1`, the second would be `getit_vm2`, etc. Click **Next**.



Fig. 4.29 Mapping the virtual directory

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



Fig. 4.30 Setting permissions for the virtual directory

6. Select all check boxes to set the permissions. Click **Finish**. The configuration and setup of the Microsoft IIS or PWS is now complete.
7. Repeat this process until you have created all necessary virtual directories.

Configuring Multiple Virtual Directories

If you have just created multiple virtual directories, use the instructions in this section to configure them. If you created one virtual directory you can skip these instructions.

1. Start the Microsoft Internet Service Manager from the Start menu.
2. Right-click the first virtual directory you just created and select Properties.

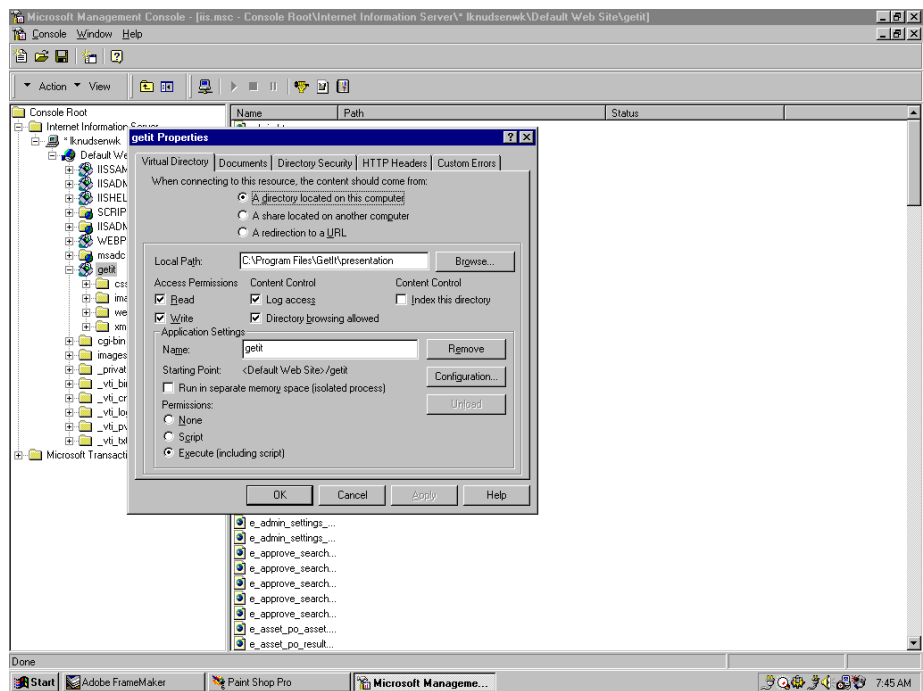


Fig. 4.31 Setting properties for virtual directories

3. In the Application Settings area of the window you should see the virtual directory you selected in the Name field. Click **Configuration**.

4. The Application Configuration window is displayed. Click **Add**.

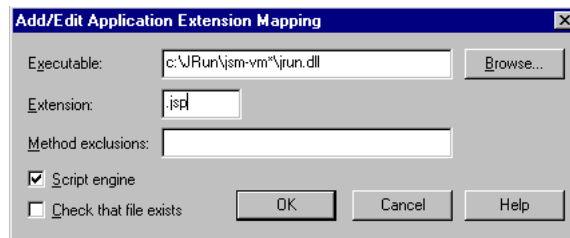


Fig. 4.32 Configuring virtual directories

5. Enter `C:\JRun\jrm-vrm\jrun.dll` in the Executable field and JSP in the Extension field. Click **OK**.
6. Repeat this process for each virtual directory you created.
7. When you have configured all virtual machines, reboot the server.

When you reboot, there should be a JRun gear icon shown in the taskbar for each virtual machine. The first virtual machine is called JRun Service Manager. Other virtual machines are stored in the `... \JRun\` directory in a file named `jrm-vrm(n)` where (n) is a sequential number assigned to each virtual machine. An NT service is installed with the name `JRun JVM(n)`. If you double-click on a gear icon, the JRun manager will be displayed and you will see the name of the virtual machine at the top of the window. You can also see the services by using the NT Services administration tool.

Configuring ServiceCenter and AssetCenter

If you are using Oracle as your AssetCenter repository you should have both a User DSN entry and a System DSN entry.

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

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

- Loading the ServiceCenter data unload files.
- Running the `*aapm.global.initer` system command.
- Running the `*aapm.server.initer` system command.
- Stopping and starting the ServiceCenter console.

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

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

Get.Service! (ServiceCenter) Configuration

ServiceCenter formatted unload files are included with the installation of Get.It!, and need to be loaded onto your ServiceCenter system. The files you will unload are `epmx.unl` and `portal.unl`. You may also need to unload the `qman.unl` and the `state.unl` files.

1. Start a ServiceCenter server console and stop and start the server.
2. Open a client and log into the system as an administrator.

3. From the Toolkit tab select **Database Manager**.

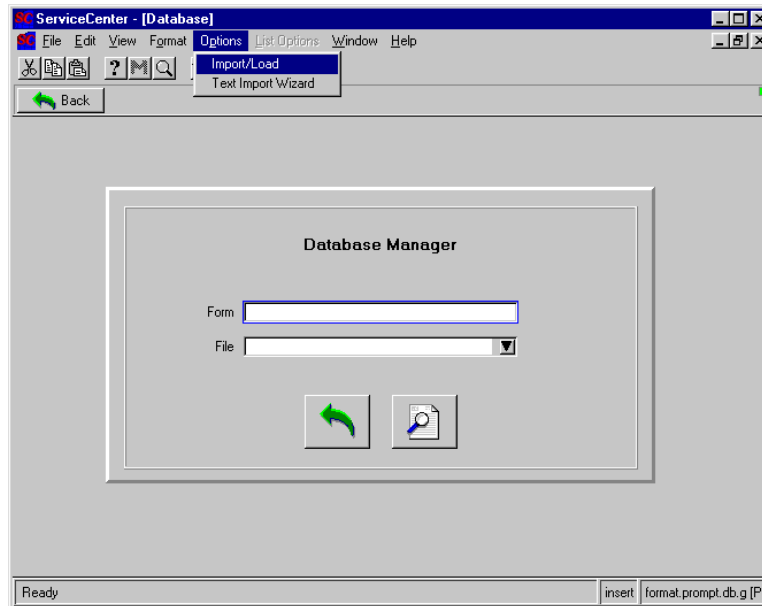


Fig. 4.33 Importing the files into ServiceCenter

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

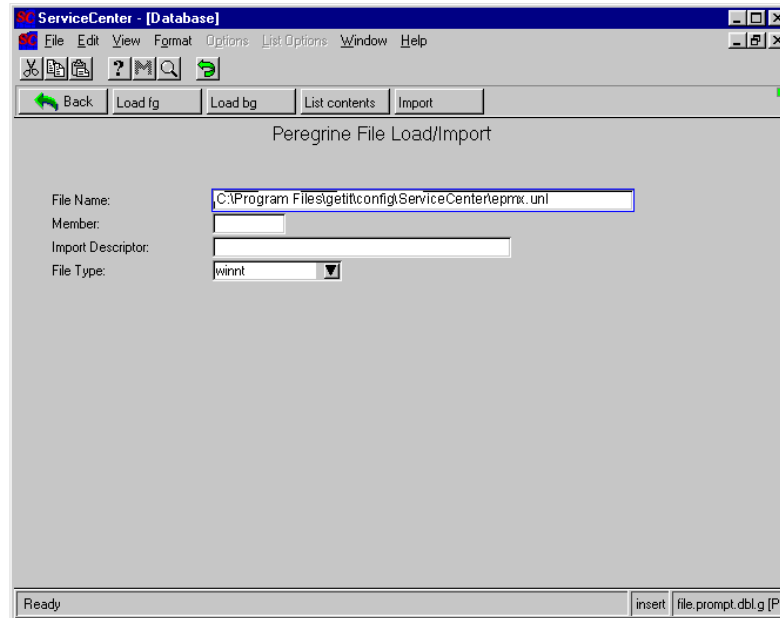


Fig. 4.34 Loading the files into ServiceCenter

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

`C:\ProgramFiles\getit\config\ServiceCenter\epmx.unl`
`C:\ProgramFiles\getit\config\ServiceCenter\portal.unl`

If the stateless information is to be stored in ServiceCenter instead of using cookies or memory, also unload the *state.unl* file. The default location is:

`C:\ProgramFiles\getit\config\ServiceCenter\state.unl`

If you will be using the B2B feature, also unload the *qman.unl* file. The default location is:

`C:\ProgramFiles\getit\config\ServiceCenter\qman.unl`

6. Click **Load fg**.

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

`C:\ProgramFiles\getit\config\servicecenter\epmx.unl`

7. Use the **M** button to display the other messages generated during the load.
8. Click **Back** to return to the home menu.
9. Click **Command**, to open a command prompt.

10. Enter `*aapm.global.initer`, and press ENTER.
11. Enter `*aapm.server.initer`, and press ENTER.
12. Click **Back**, and log out of the client.
13. Stop the ServiceCenter console.
14. Restart the ServiceCenter console.

Get.Resources! Configuration

Get.Resources! can use either AssetCenter or ServiceCenter as the back-end system. Which system is used is set during the Installation process but can be changed in the `archway.ini` file. See “Archway.ini Parameters” on page 2-5 of the *Get.It! Administration Guide* for an explanation of the fields in the `archway.ini` file.

Configuring Get.Resources! to use AssetCenter

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

Replacing the Database

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

1. If you are using AssetCenter release 3.01 or 3.02, copy the `...getit\config\AssetCenter\am300.db` file. If you are using AssetCenter release 3.50, copy the `...getit\config\AssetCenter\am350.db` file.
2. Navigate to your AssetCenter `amdemo` directory.

3. Replace your assetcenter `am300.db` file in this directory with the `am300.db` file you copied in the earlier step.

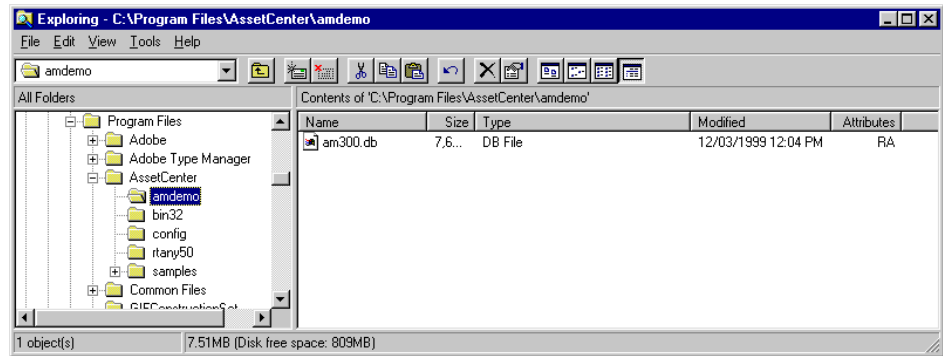


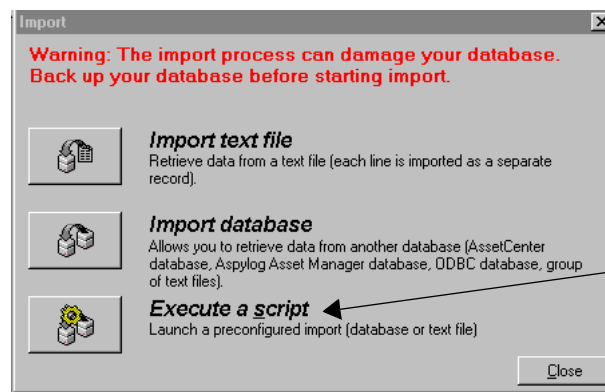
Fig. 4.35 Replacing the AssetCenter demo database

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

Importing New Information

Complete the following steps to import the new Get.It! information into your existing database. If you are using a live database instead of the demonstration database, you will need to use this option.

1. Start AssetCenter. Log in to AssetCenter. If you need a new authorization string, contact the Peregrine Systems' Support Department or your Peregrine Systems' Account Representative.
2. Select **Import** from the **File** menu.



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

Fig. 4.36 Selecting the import option

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

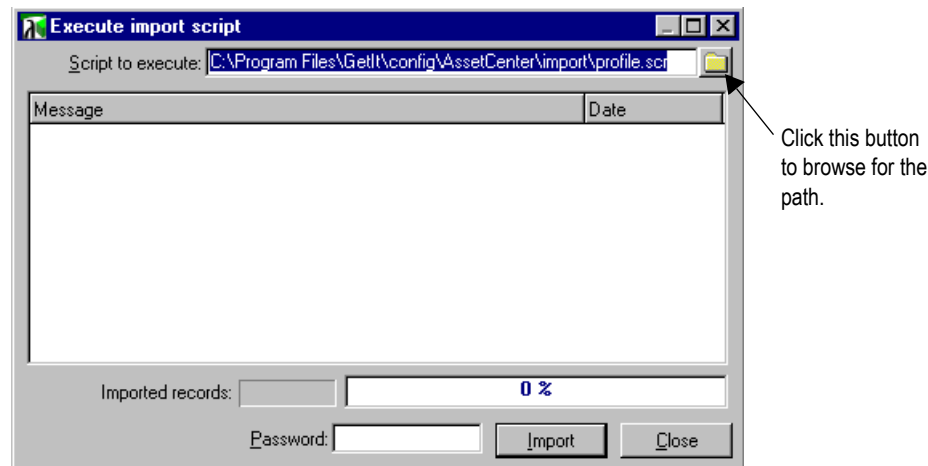


Fig. 4.37 Entering the script to execute

4. There are multiple files you need to import to update the existing file. Click the button to browse for the following folder: `...\getit\config\AssetCenter`. (If you installed Get.It! into a different directory, you will have a different path.)
5. Within this folder you will see two folders called `getit import\` and `getit b2b import\`. The scripts you need to import are in these folders. All scripts have the SCR file extension. From the `getit import\` directory you must import the files in the following order:

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

The scripts to import from the `\getit b2b import\` directory only need to be loaded if you will be using Peregrine B2B. You must import the files in the following order:

- `calcflds.scr`
- `feat.scr`
- `profile.scr`
- `workflow.scr`

6. Click on the script you want to import and click **Open**.
7. The path for the script you have chosen will be displayed in the Execute a Script window. Click **Import**.

8. Repeat this process until you have imported all scripts. Only import the scripts in the `getit b2b import` folder if you will be using the B2B feature.
9. When the import is complete, you are ready to use the new information in the database. You do not need to restart AssetCenter.
10. Log in to AssetCenter and verify that the User Profiles have been updated with the new Get.It! options. The profiles should now include `getit.default`, `getit.full` and `getit.admin`.

Authorizing Access

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

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

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

Configuring Get.Resources! to use ServiceCenter

ServiceCenter formatted unload files are included with the installation of Get.It! and need to be loaded onto your ServiceCenter system. Different files are provided for new ServiceCenter systems and for existing ServiceCenter systems.

New ServiceCenter System

If you are preparing a new A9902 system for use with Get.Resources!, load the `scgrdata.unl` file. This unload contains the necessary database changes needed to run Get.Resources!, as well as sample data that can be used to demonstrate the new capabilities.

See “Get.Service! (ServiceCenter) Configuration” on page 4-22 for complete instructions on unloading a file for ServiceCenter.

Existing ServiceCenter System

If you are configuring Get.Resources! to use an existing implementation of ServiceCenter, make the following changes to your system before you load the `scgr.unl` file.

Database Changes

Add the fields in the table below to the designated dbdicts to support the Get.Resources! implementation. These fields should be added to your current dbdicts before the unload file is loaded into your system.

dbdict	Field Name	Field Type
device	order.line.item	Character
	order.number	Character
	install.date	date/time
	inventory.date	date/time
ocmcatselect	getit.icon	Character
ocmlcat	getit.icon	Character
ocmlrec	stockroom	Character
	receiving.fields	Array/character
	receiving.fields.desc	Array/character
	order.number	Array/character
model	receiving.format	Character
	receiving.field.value	Array/character
	receiving.field.desc	Array/character
	receiving.field.default	Array/character
	receiving.field.required	Array/logical
	attribute.file	Character
	asset.number.file	Character
	receiving.field.type	Array/number
	reorder.stockroom	Array/character
	reorder.stock.amount	Array/number
	reorder.stock.type	Array/character
	reorder.stock.point	Array/number

Format and Format Control Changes

The following formats, and format control records are included in the unload file, and differ from the formats that are provided out-of-the-box for A9902.

If you have made any changes to these records, rename them before you load the unload file. After the load is complete, compare the renamed file to the version supplied with the load. Move any changes you had previously made into the new version for the format or format control record.

Formats

- model.g
- ocmco.g
- ocml.receive.post.verify
- ocml.receive.post.verify.g
- ocml.receive.post.verify.sub
- ocml.receive.post.verify.sub.g
- ocmlcat.g
- ocmlcatselect.g
- ocmlrec.receive.g
- ocmlrec.receive.pc.g

Formatctrl

- model

RAD Applications

The following RAD applications are included in the unload file, and differ from the applications that are provided out-of-the-box for A9902.

If you have made any changes to these applications, rename them before you load the unload file. After the load is complete, compare the renamed application to the version supplied with the load. Move any changes you had previously made into the new version for the RAD application.

- ocmq.main.passed.rec
- ocmq.main
- ocml.access
- ocml.setup.environment

- ocm.appr.calc.approvals
- ocml.receive.post.verify
- ocml.receive.post.verify.sub
- model.update.qty
- axces.rm
- ocml.complete
- ocml.log.receipt
- ocml.check.qty
- ocm.dates.check
- ocm.appr.axces

Data Changes

The Get.Resources! menus are dynamically created from your existing catalog structure. To take full advantage of the Get.It! gui, specify the icons you would like to use for each of your [ocmcatselect](#) and [ocmlcat](#) records.

There is a new field for each of these files with the label “Get.it! Icon.” Enter the icon path and file name. For example, for Facilities requests, you might enter “icons/furniture.gif.”

Unload the File

When you have completed the steps described above, you are ready to load the [scgr.unl](#) file. Make sure all of the above mentioned steps are complete or you could lose changes you have made to your ServiceCenter system.

See “Get.Service! (ServiceCenter) Configuration” on page 4-22 for complete instructions on unloading a file for ServiceCenter.

Verifying the Installation

After you have completed the installation and configuration steps, use the Get.It! Administration module to verify the server connections and to ensure the controls are set as you want them.

Below are brief instructions for accessing and checking the installation using the Get.It! Administration module. For detailed instructions, see Chapter 2, "Get.It! Administration Module," in the *Get.It! Administration Guide*.

1. To begin using Get.It! verify the IIS or PWS and JRun servers are started and that ServiceCenter server is running.
2. Open a browser window and enter the following URL:
<http://webserver/getit/admin.htm> (where *webserver* is the name of your web server, and *getit* is the virtual directory name.)
See "Windows NT Server Configuration" on page 4-15 for details about setting up a virtual directory.
3. Press ENTER.
4. The first time you access the Administration module, you are asked to setup the administrator's ID and password. Enter the information and click **Logon as Administrator**. If you are not ready to setup the Administrator's ID and password, you can just click **Logon as Administrator** without entering any information.
5. The first screen you see shows the connections between Get.It! and ServiceCenter and AssetCenter. Make sure the status is **connected**. You can click **Reset Server**, if needed.
6. On the left side of the window are two options: Server Log and Settings. Click on **Settings**.
7. The settings from the Archway.ini file are shown in the window. You can update all file settings here. Each setting is described on the screen. We recommend you verify all settings, especially the AssetCenter Adapter Settings and ServiceCenter Adapter Settings (scroll down to see them).



Chapter 5

Using Get.It!

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

Starting a Session

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

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

Fig. 5.1 Logging into Get.It!

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

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

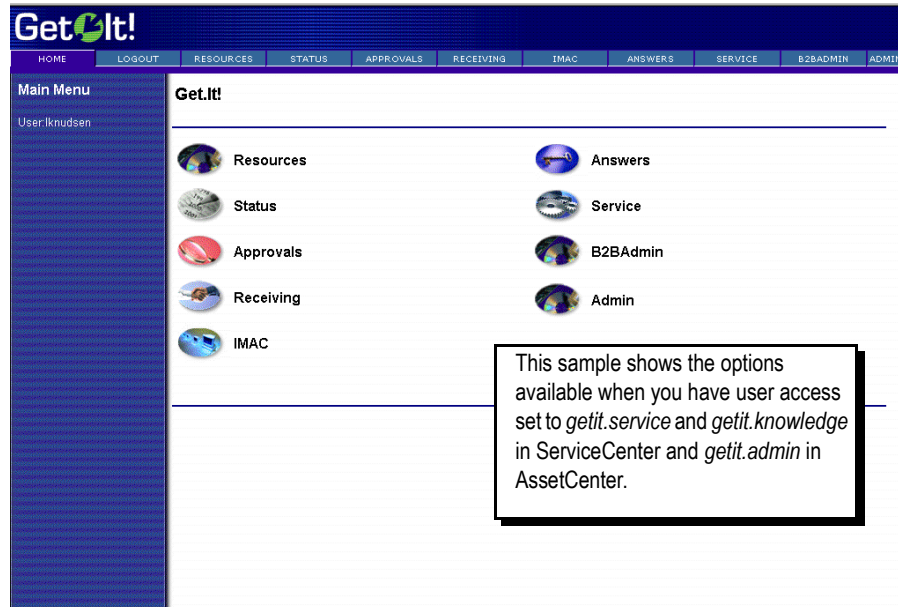


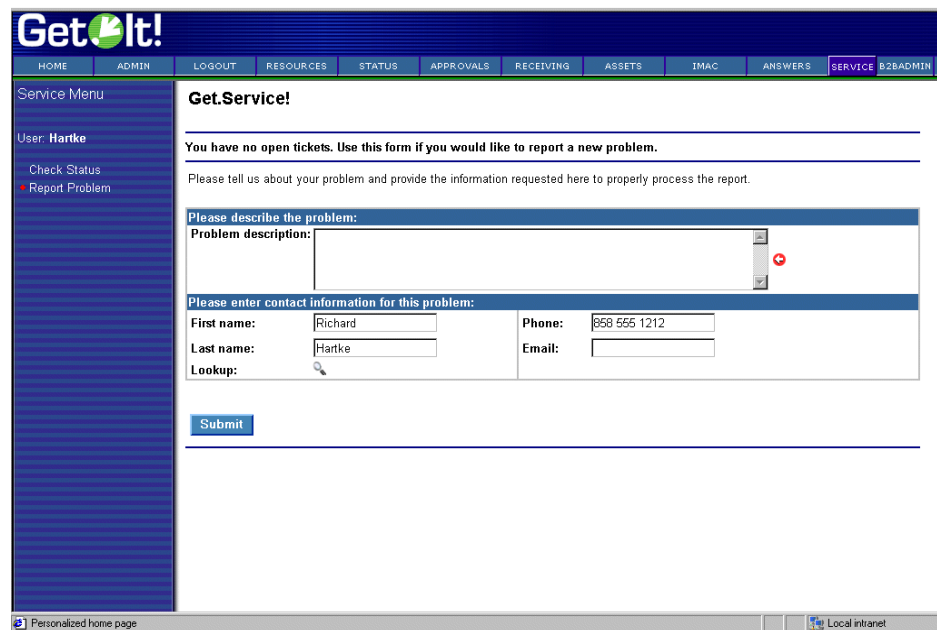
Fig. 5.2 The Get.It! Main Menu when the portal feature is not active

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

Reporting an Issue Using Get.Services!

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

If you have entered tickets, a list of issues you have entered displays. Click **Report a New Problem**. The Get.Service! window displays.



The screenshot shows the 'Get.It!' web application interface. The top navigation bar includes links for HOME, ADMIN, LOGOUT, RESOURCES, STATUS, APPROVALS, RECEIVING, ASSETS, IMAC, ANSWERS, SERVICE (highlighted), and B2ADMIN. On the left, a 'Service Menu' sidebar shows 'User: Hartke' and links for 'Check Status' and 'Report Problem'. The main content area is titled 'Get.Service!' and contains the following text: 'You have no open tickets. Use this form if you would like to report a new problem.' and 'Please tell us about your problem and provide the information requested here to properly process the report.' The form has two sections: 'Please describe the problem:' with a 'Problem description:' text area, and 'Please enter contact information for this problem:' with fields for 'First name:' (Richard), 'Last name:' (Hartke), 'Lookup:' (with a magnifying glass icon), 'Phone:' (888 555 1212), and 'Email:'. A 'Submit' button is located at the bottom of the form. The browser status bar at the bottom shows 'Personalized home page' and 'Local intranet'.

Fig. 5.3 Submitting an issue using Get.Services!

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

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

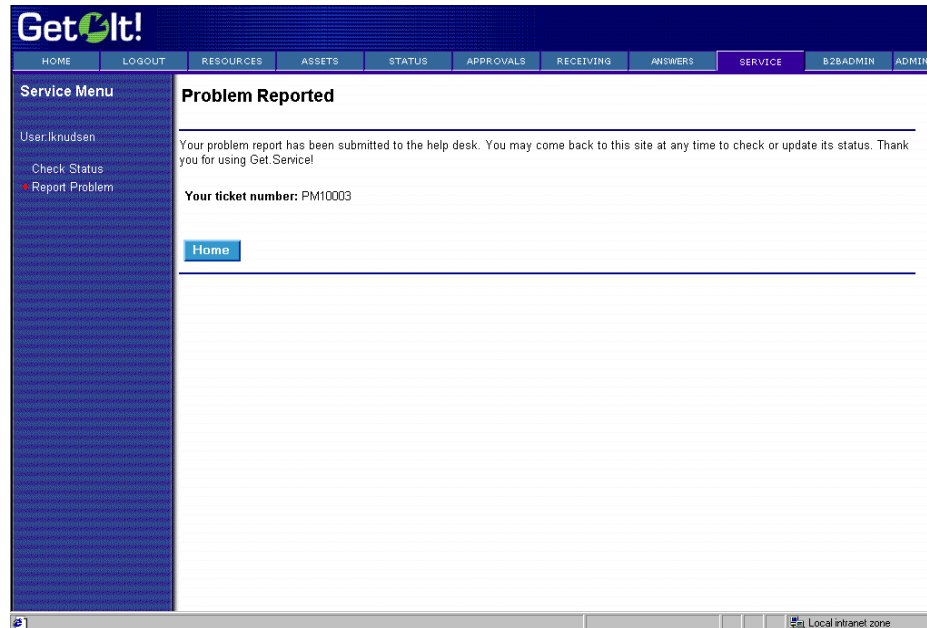


Fig. 5.4 Confirmation your issue report was received

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

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

Checking a Problem Ticket Status

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

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

GetIt!

HOME LOGOUT RESOURCES ASSETS STATUS APPROVALS RECEIVING ANSWERS SERVICE B2ADMIN ADMIN

Service Menu

User:lknuksen

- Check Status
- Report Problem

Get Ticket Status

Here is the list of unresolved tickets that you have reported. Please click on any one of them to check the latest status or to provide us with updated information.

Number	Status	Description
PM10001	Open	I have an issue that I am reporting
PM10002	Open	Test problem
PM10003	Open	Test2
PM10004	Open	Test2
PM1001	Open	Phone is going dead intermittently.
PM1002	Open	Cannot access the internet.
PM1003	Pending customer	Email server is down.
PM1004	Pending customer	Printer jams and won't complete job on multi-part forms
PM1005	Open	Cannot read disk drive.
PM1006	Open	Lfscan job abended with an svc99 error. Need to check into.

(11..20) >>

Report a new problem Home

Fig. 5.5 Checking the status of a problem ticket

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

GetIt!

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

Service Menu

User: lknuksen

- Check Status
- Report Problem

Status for ticket PM10005

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

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

Contact information:

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

Ticket status:

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

Comments and suggestions:
There are no updates for this ticket

Please enter any new or additional comments:

Done Local intranet zone

Fig. 5.6 Updating a problem ticket

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

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

Requesting an Item Using Get.Resources!

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

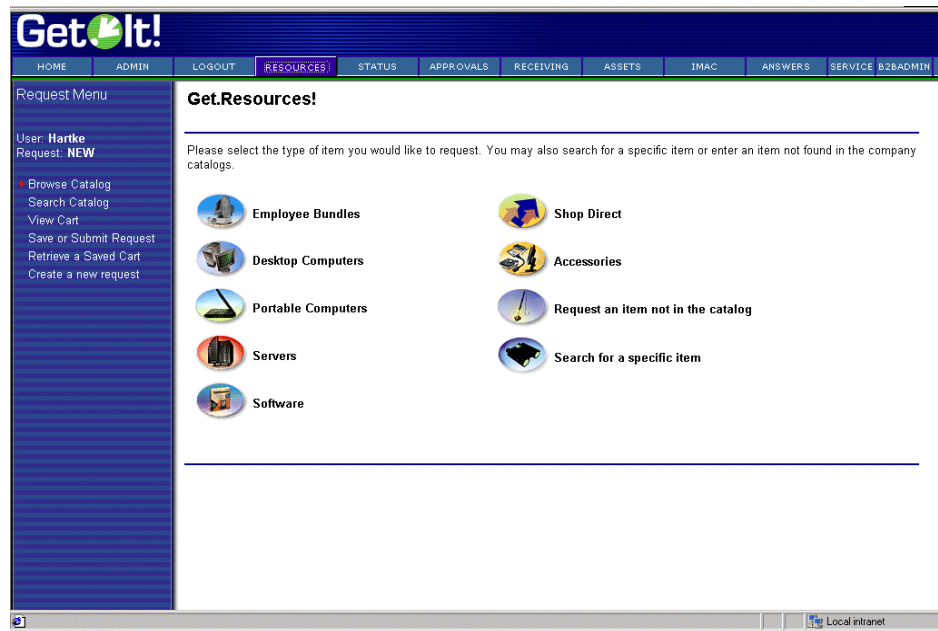


Fig. 5.7 The resources you can choose

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

3. Select the items you want by entering a quantity in the Count column. You can type the number or use the arrows next to the field until the correct number is displayed.

GetIt!

HOME LOGOUT RESOURCES ASSETS STATUS APPROVALS RECEIVING ANSWERS SERVICE B2ADMIN ADMIN

Request Menu

User: knudsen

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

Get.Laptop!

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

Count	Brand	Model	Price
<input type="text" value="1"/>	IBM	THINKPAD 390E PII/300 PE 4.3GB 64MB	2,399.00
<input type="text" value="1"/>	IBM	THINKPAD 390E PII/333 PE 6.4GB 64MB	2,699.00
<input type="text" value="1"/>	IBM	THINKPAD 570 PII/333MHZ 4.0GB 64MB	3,099.00
<input type="text" value="1"/>	IBM	THINKPAD 570 PII/300MHZ PE 4.0GB	2,699.00
<input type="text" value="1"/>	IBM	THINKPAD 570 PII/366MHZ 6.4GB 64MB	3,499.00
<input type="text" value="1"/>	IBM	THINKPAD 570 PII/366 6.4GB 64MB 56K	3,599.00
<input type="text" value="1"/>	IBM	THINKPAD 600E PII/300 AGP 4.0GB 24X	2,699.00
<input type="text" value="1"/>	IBM	THINKPAD 600 PII/300 5.1GB 64MB	3,699.00
<input type="text" value="1"/>	IBM	THINKPAD 600E PII/366 AGP 6.4GB 24X	3,399.00
<input type="text" value="1"/>	IBM	THINKPAD 600E PII/400 10GB 256K	3,799.00

(11..20) >>

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

Local intranet zone

Fig. 5.8 Ordering a resource

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

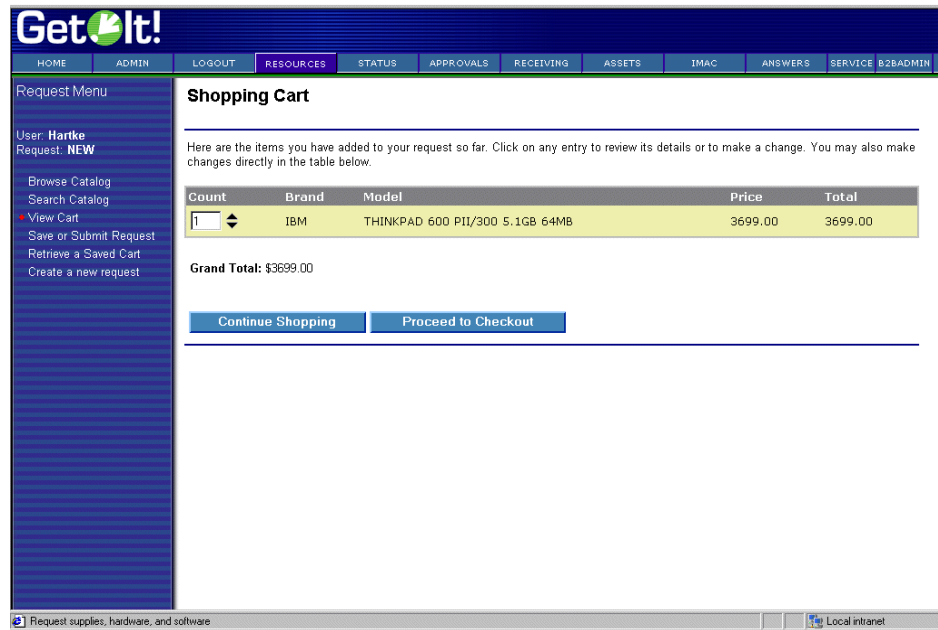


Fig. 5.9 Viewing the items you have selected

- Click **Continue Shopping** to request additional items. The items can be from any Resource category.
- When you have selected all the items you need, and they appear in the shopping cart, select **Proceed to Checkout** to submit the request.

Get.It!

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

User: **Hartke**
Request: **NEW**

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

When would you like this and what is it for?
 Date: May 25 2000 Purpose:

Who is this for and where should it be delivered?
 First: Richard Location: San Mateo site
 Last: Hartke Address: 5559 Turner Dr.
 Phone: (650) 572-9000 City: Santa Clara
 State: CA
 Zip Code: 93879

What department is paying for this?
 Cost Center: Requester comments:
 Project:
 Budget:

Select individual request lines to edit details:

Count	Brand	Model	Price	Total
1	IBM	THINKPAD 600 PII/300 5.1GB 64MB	3699.00	3699.00

Grand Total: \$3699.00

Request supplies, hardware, and software Local intranet

Fig. 5.10 Submitting a request for resources

- Each request requires justification, billing, delivery, and additional information. Enter these details in the Checkout form. Click **Submit for Approval**.

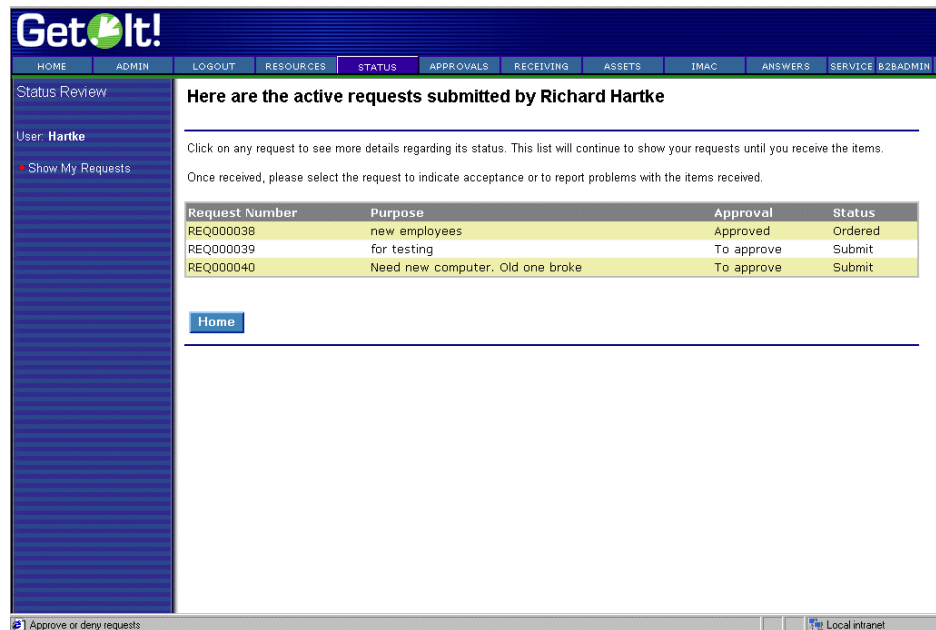
A receipt is returned, providing confirmation the request has been submitted and providing an order number for tracking.

- Click **Create Another Request** to submit a new resource request or click **Home** to return to the home menu.

Checking Request Status

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

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



The screenshot shows the Get.It! web application interface. The top navigation bar includes links for HOME, ADMIN, LOGOUT, RESOURCES, STATUS (highlighted), APPROVALS, RECEIVING, ASSETS, IMAC, ANSWERS, and SERVICE B2BADMIN. The left sidebar shows 'Status Review' and 'User: Hartke' with a 'Show My Requests' link. The main content area is titled 'Here are the active requests submitted by Richard Hartke' and contains instructions: 'Click on any request to see more details regarding its status. This list will continue to show your requests until you receive the items. Once received, please select the request to indicate acceptance or to report problems with the items received.' Below this is a table of requests:

Request Number	Purpose	Approval	Status
REQ000038	new employees	Approved	Ordered
REQ000039	for testing	To approve	Submit
REQ000040	Need new computer. Old one broke	To approve	Submit

At the bottom of the main content area is a 'Home' button. The footer of the application shows 'Approve or deny requests' and 'Local intranet'.

Fig. 5.11 Checking the status of an order

2. If the status of a displayed item is *Received* the request containing that item has been approved, the item has been ordered, and the item has been received. Otherwise, the item is still in the approval or ordering process.
3. Click on an item in the list to display the details. On the details display, you can accept or reject the item when you receive it.

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

Accepting a Received Item

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

GetIt!

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

Status Review

User: Hartke

Show My Requests

REQ000039 Received

Status for request REQ000039: Received

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

When would you like this and what is it for?

Date: 5/15/00 Purpose: for testing

Who is this for and where should it be delivered?

First: Richard Location: San Mateo site
Last: Hartke Address: 5559 Turner Dr.
Phone: (650) 572-9000 City: Santa Clara
State: CA
Zip Code: 95051

Which department is paying for this?

Cost Center: Common Line
Project:
Budget:

Requester comments:

Request contents: (select each item for order and delivery details)

Count	Brand	Model	Price	Total
2	IBM	M PRO III/500 9.1GB 256MB 512K 6X6	2629.00	5258.00
2	IBM	PC300GL PIII450 BX 4.2GB 64MB W98	1119.00	2238.00

Grand Total: \$7496.00

Accept Reject Go Back

Fig. 5.12 Accepting or rejecting a received resource

3. If you wish to view information on other received items, select **Go Back**.
4. After you accept a request you will see an acceptance receipt. Click **Home** to return to your home menu.
5. You can update any field that allows entry. To move an asset, click the lookup icon next to location. You can use the search fields to find the location where you want the asset moved. Select a new location. If the asset has sub-assets, you can select which you want moved along with the primary asset.
6. Click **Save Changes** when you have completed updating the asset. If you need to replace this asset, click **Replace this Asset**.
7. If you chose to replace the asset a window displays that allows you to search for the asset you want to use to replace the selected asset. Choose the correct asset from the displayed list and click **Submit Replacement**.
8. You receive a message confirming the replacement. You can search for another asset to modify or click on an option from the Header menu to access a different Get.It! module.



Chapter 6

Installation Verification Tips and Troubleshooting

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

Verifying Installation and Configuration

IIS Server

1. Open the IIS console.

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

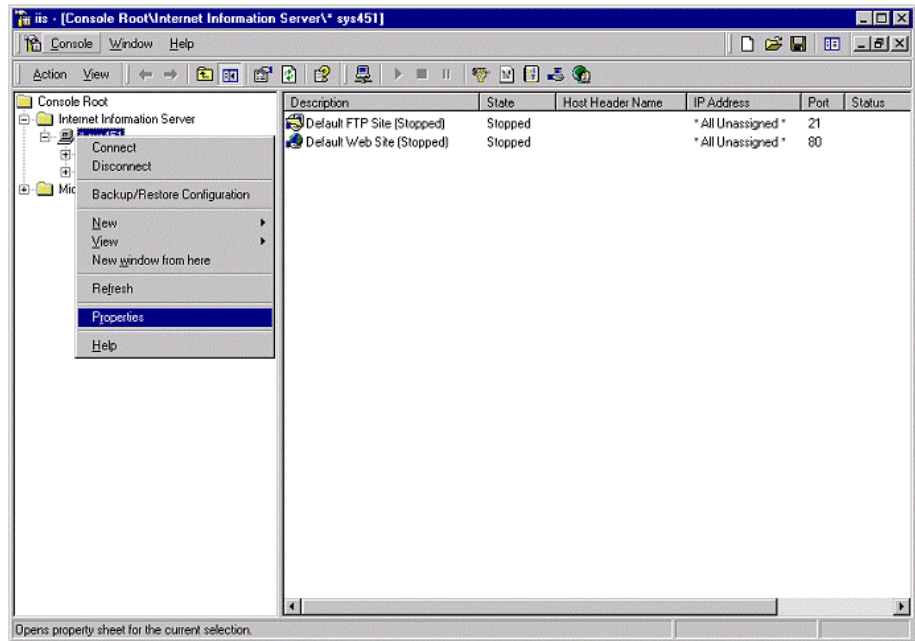


Fig. 6.1 Virtual directory properties

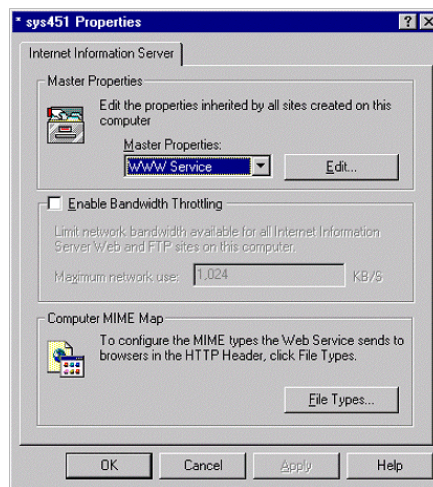


Fig. 6.2 Editing properties

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

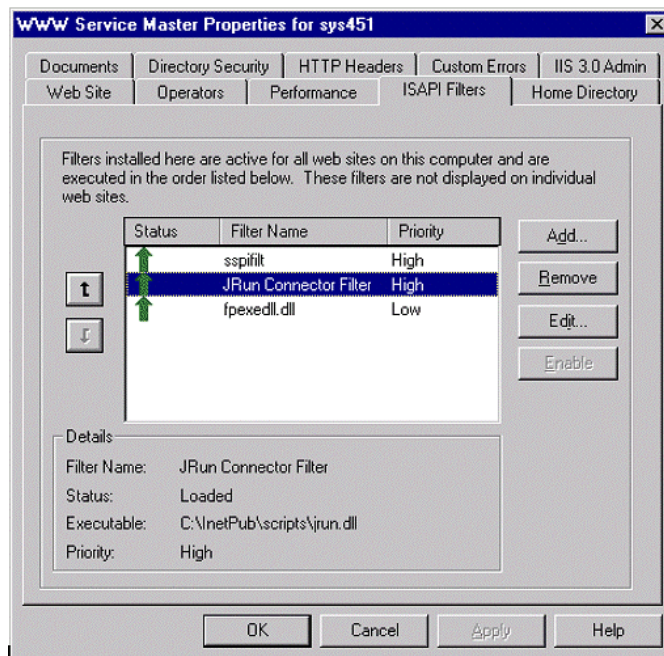


Fig. 6.3 Verifying filter installations

4. Select the ISAPI Filter tab, and check filter installation.
5. Verify a green arrow appears next to the JRun filter name. This indicates the JRun Connector Filter has been installed
6. Click **OK**.

Starting/Stopping IIS/PWS Service

Access the Windows NT services panel, selecting **Settings** from the Control Panel window.

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

Note: On Windows2000 Server systems, the Services control panel is located in Control Panels > Administrative Tools.

Starting/Stopping JRun Service

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

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

Troubleshooting Tips

If experiencing unexpected results, refer to the log files located in the [JRun](#) directory.

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



Fig. 6.4 Checking JRun log files

Error Codes

JSM001

The `jsm.properties` file installed with JRun must be enhanced for the purposes of Get.It!. The installation and configuration process using the setup wizard should perform all the necessary modifications to this file.

In the event that you receive an error indicating *error jsm001*, use the settings in this sec-

tion to manually modify the properties.

This file is located in the `JRun/jsm-default/properties` directory

1. Using Microsoft Explorer open the `jsm.properties` file.

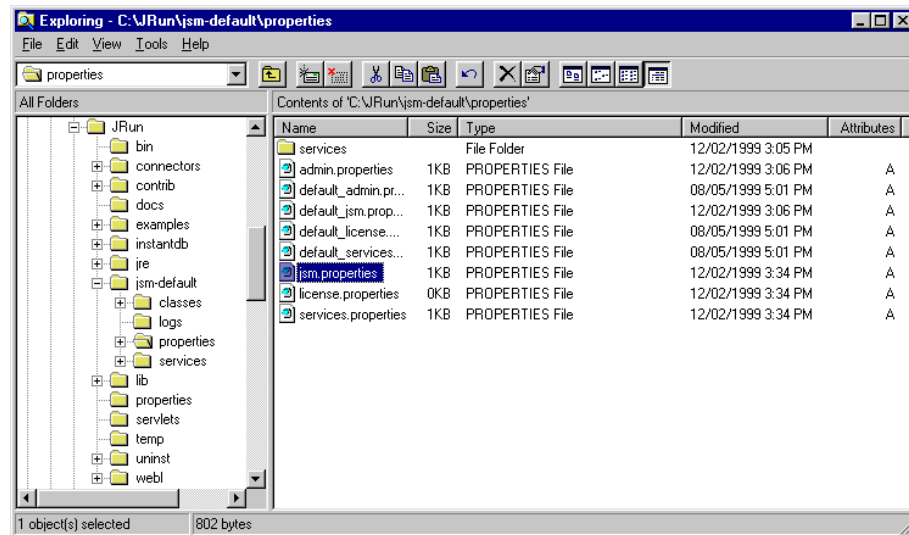


Fig. 6.5 The `jsm.properties` file

2. Identify the CLASSPATH string.

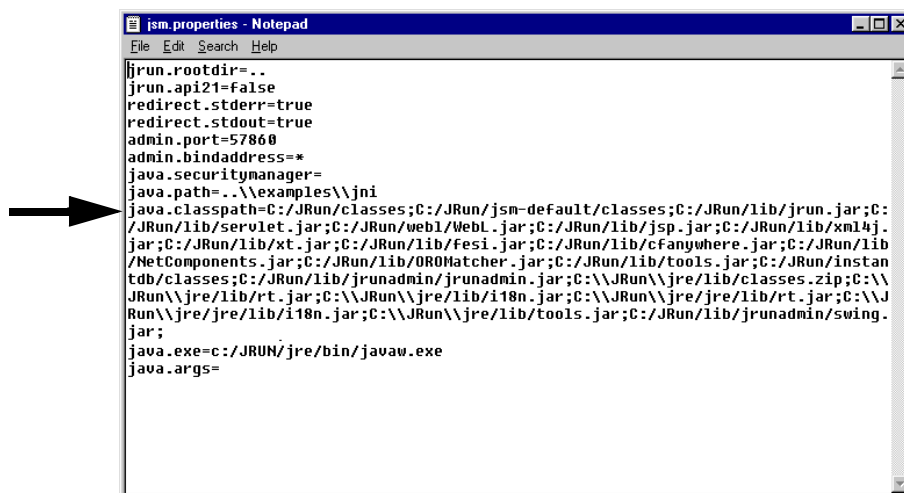


Fig. 6.6 Updating the classpath

3. Add the following to the end of the `java.classpath` line adjusting it to your destination directory.

```
C:/Program Files/getit/bin/activation.jar;C:/Program Files/getit/bin/lotusxsl.jar;C:/Program Files/getit/bin/mail.jar;C:/Program Files/getit/bin/prgn.jar;C:/Program Files/getit/bin/xml4j.jar;C:/Program Files/getit/bin/js.jar;C:/Program Files/getit/bin/fesi.jar;C:/Program Files/getit/bin/c:/Program Files/getit/bin/jsse.jar;C:/Program Files/getit/bin/jnet.jar;C:/Program Files/getit/bin/jcert.jar
```

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

The following CLASSPATH is an example:

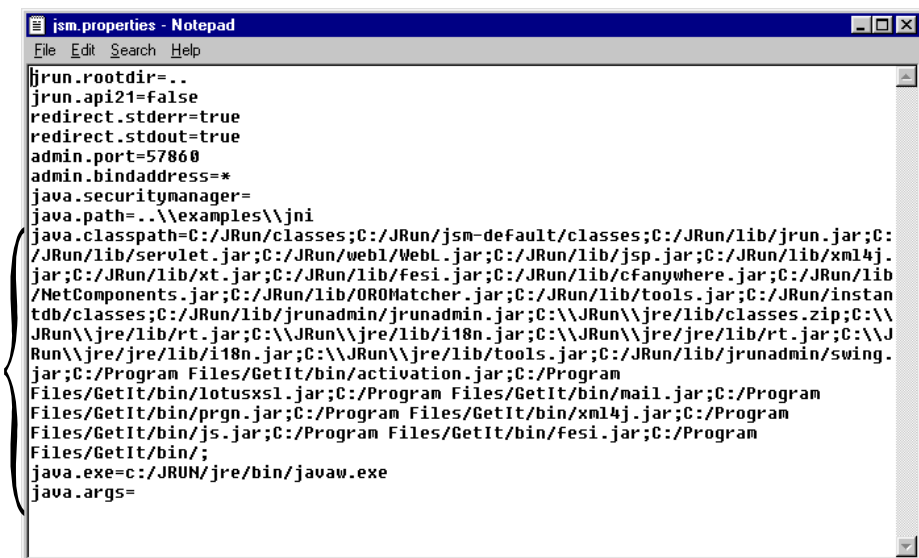


Fig. 6.7 The updated classpath

4. Save the new configuration.

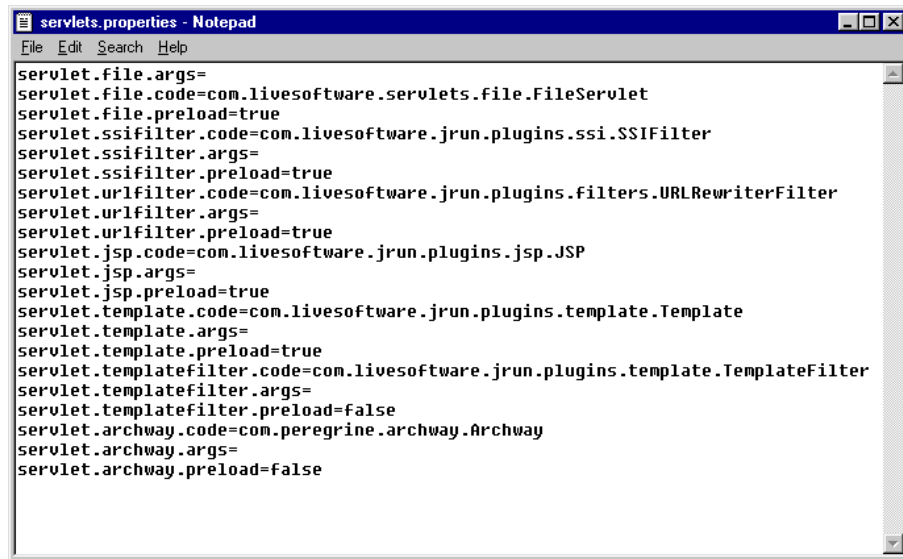
Servlets001

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

1. Using Microsoft Explorer open the `servlets.properties` file, located at `... \JRun\jsm-default\services\jse\properties\Servlets.properties`
2. Add the following lines to the end of the file:

```
servlet.archway.code=com.peregrine.archway.Archway
servlet.archway.args=
servlet.archway.preload=true.
```

The file should appear as shown in the figure below:



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

Fig. 6.8 The updated servlets.properties file

