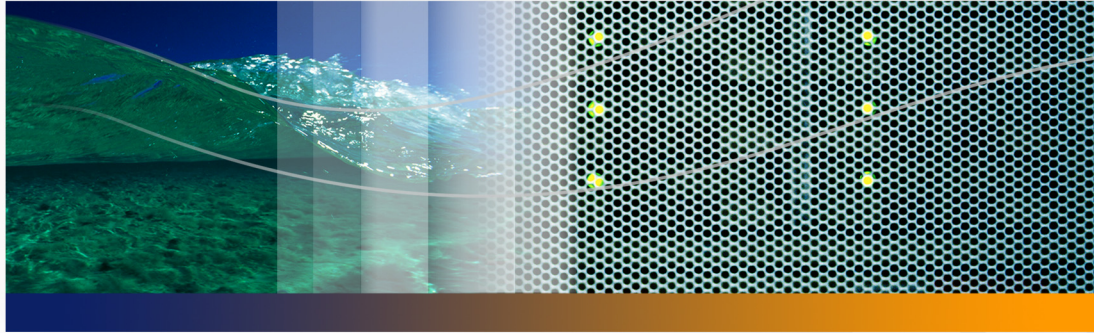


Peregrine Systems, Inc.

Get-Resources™ 4.2



Installation Guide



Part No. DGR-42-EN25

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Peregrine Systems, Inc.
3611 Valley Centre Drive San Diego, CA 92130
858.481.5000
Fax 858.481.1751
www.peregrine.com



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About this Guide

Get-Resources, part of the Get-It suite of Employee Self-Service products from Peregrine Systems, provides a way for businesses to make the procurement of resources available to employees through the corporate intranet.

Peregrine Systems integrates with AssetCenter Portfolio, AssetCenter Procurement, or ServiceCenter Request Management to enable employees to create requests for resources and to streamline the approval workflow of those requests throughout the organization.

This book provides step-by-step instructions for installing Get-Resources. This guide enables you to:

- Install the Peregrine OAA Platform and Get-Resources.
- Configure AssetCenter or ServiceCenter for use as a back-end system with Get-Resources.
- Utilize the Peregrine Portal Administration module to connect to the back-end system and configure Get-Resources settings.

Book audience

This guide is for Get-Resources administrators who configure and maintain the application. To use this guide effectively, you need to have knowledge of the following:

- XML and ECMAScript or JScript/JavaScript (if you use the tailoring kit)
- Operating guides, reference manuals, and other documentation for your PC hardware and operating system

- Web server and Application server administration
- AssetCenter administration and functionality
- ServiceCenter administration and functionality

Related documentation

Refer to the following documentation for additional information.

Document	Description
Get-Resources Administration Guide	This describes the Peregrine OAA platform and Get-Resources administration.
Get-Resources Release Notes	This covers any last-minute documentation or known issues with Get-Resources. These documents are constantly updated and posted to the Customer Support web site. See Need further assistance? on page 14 for details on accessing the Customer Support website.

Associated applications

This guide does not contain information about products that may be used with Get-Resources, such as AssetCenter, ServiceCenter, or Password Management. Refer to the appropriate product documentation for information about installing, configuring, and using these associated applications.

A back-end system, either AssetCenter or ServiceCenter, must be installed and configured before you can install and configure Get-Resources. Peregrine OAA installs with Get-Resources, and only the installation of Peregrine OAA for Get-Resources is included in this guide.

Terminology

The terminology used in this guide and in the Get-Resources interface is based on AssetCenter 3.6 and 4.x, and ServiceCenter 4.x and 5.x.

Typographical conventions

This guide uses typeface conventions to indicate special terms and actions. These conventions and their meanings follow.

Convention	Meaning
Bold	Information that you must type exactly as shown appears in bold. The names of buttons, menus, and menu options also appear in bold.
<i>Italics</i>	Variables and values that you must provide appear in <i>italics</i> . New terms also appear in <i>italics</i> .
Monospace	Code or script examples, output, and system messages appear in a monospace font. <pre>var msgTicket = new Message("Problem"); ... msgTicket.set("_event", "epmc");</pre> <p>An ellipsis (...) is used to indicate that portions of a script have been omitted because they are not needed for the current topic. Samples of code are not entire files, but they are representative of the information discussed in a particular section.</p> <p>Filenames, such as <code>login.asp</code>, appear in a monospace font.</p>

Special elements

This book uses special elements to help you locate information. These special elements and their uses are in the following table.

Element	Usage
Important:	Information that is required to complete a task
Note:	Information that is of general interest
Tip:	Information that can make a task easier or faster
Warning:	Information that is needed when there is a risk of losing data

Organization of the guide

The following table shows you where in this guide to find the information you need.

This section	Provides information about
Chapter 1, Introduction	Installation requirements and description of different types of installations for Get-Resources.
Chapter 2, Installing Get-Resources	Detailed instructions for installing Get-Resources in a Windows environment.
Chapter 3, Upgrading Get-Resources on Application Servers	Detailed instructions for installing Get-Resources in a Unix environment.
Chapter 4, Load Balancing the Servers	Information on load balancing the application server for optimum system memory management.
Chapter 5, Back-end System Configuration	Detailed instructions for configuring ServiceCenter or AssetCenter as a back-end system with Get-Resources.
Chapter 6, Get-Resources Configuration	Final configuration settings within the Peregrine Portal Administration module to complete the installation of Get-Resources.
Chapter 7, Troubleshooting	Troubleshooting installation problems with Apache Web server, Tomcat, OAA, and AssetCenter and ServiceCenter.
Appendix A, Copyright Notices	Additional licensing information.

Need further assistance?

For further information and assistance with this release, you can download documentation or schedule training.

Customer Support

For further information and assistance, contact Peregrine Systems' Customer Support at the Peregrine CenterPoint Web site.

To contact customer support:

- 1 In a browser, navigate to <http://support.peregrine.com>
- 2 Log in with your user name and password.
- 3 Follow the directions on the site to find your answer. The first place to search is the KnowledgeBase, which contains informational articles about all categories of Peregrine products.
- 4 If the KnowledgeBase does not contain an article that addresses your concerns, you can search for information by product; search discussion forums; and search for product downloads.

Documentation Web site

For a complete listing of current Get-Resources documentation, see the Documentation pages on the Peregrine Customer Support Web.

To view the document listing:

- 1 In a browser, navigate to <http://support.peregrine.com>.
- 2 Log in with your login user name and password.
- 3 Click either Documentation or Release Notes at the top of the page.
- 4 Click the Get-Resources link.
- 5 Click a product version link to display a list of documents that are available for that version of Get-Resources.
- 6 Documents may be available in multiple languages. Click the Download button to download the PDF file in the language you prefer.

You can view PDF files using Acrobat Reader, which is available on the Customer Support Web site and through Adobe at <http://www.adobe.com>.

Important: Release Notes for this product are continually updated after each release of the product. Ensure that you have the most current version of the Release Notes.

Education Services Web site

Peregrine Systems offers classroom training anywhere in the world, as well as “at-your-desk” training using the Internet. For a complete listing of Peregrine’s training courses, refer to the following web site:

<http://www.peregrine.com/education>

You can also call Peregrine Education Services at +1 858.794.5009.

1 Introduction

CHAPTER

This chapter covers the following topics for Get-Resources:

- Installation requirements on page 17
- Types of installations on page 18
- Back-end systems on page 19

Installation requirements

This section outlines the recommended minimum hardware requirements for proper installation and configuration of Get-Resources. Before beginning installation, ensure that you have the following.

Component	for Windows	for Unix
System Processor	Pentium, 400 MHz or faster	Linux: Pentium, 400 MHz or faster AIX: POWER 3, 375 MHz or faster Solaris: Ultra SPARC II, 300 MHz or faster
RAM	512 MB or more	512 MB or more
Hard disk space	100 MB for Get-Resources and 200 MB for MSI files	100 MB for Get-Resources

For information about software compatibility with Get-Resources, see the Peregrine Systems Customer Support site at <http://support.peregrine.com>. Click

Documentation > Get-Resources > Compatibility Matrices and click the link to your version of Get-Resources.

Note: You must install the AssetCenter API on the same system as your Web application. However, the AssetCenter database can be on another system. This means that when you install AssetCenter on the Get-Resources server, you must either use a full installation or a custom installation where you select the AssetCenter API option.

Types of installations

You can optimize the Get-Resources custom installation for two types of environments:

- Development environment
- Production environment

A *development environment* installation places all needed software and data on one server. It is for Get-Resources implementers to review application functionality and test customizations before deploying to a production environment. By default, the Get-Resources installer uses the development environment installation.

Tip: Install the same Web server and application server in the development environment that you plan to use in the production environment.

A *production environment* installation is optimized for performance and scalability. Each component, such as an application server and Web server, resides on different servers. In addition, there may be multiple instances of any component. Given the amount of flexibility involved in such an installation, users must manually set up a production environment.

Deploying multiple Peregrine Portal applications

When multiple Peregrine Portal applications, including Get-Resources, are deployed, all must be applications that use the same version of OAA. Multiple

Peregrine Portal applications that use different versions of OAA are not supported.

Further, when you upgrade from a version prior to 4.1, you first upgrade all Peregrine Portal applications to version 4.1. Then you upgrade all Peregrine Portal applications to version 4.2.

Back-end systems

Important: In order to use Get-Resources, you must have a properly configured back-end system.

Get-Resources uses the back-end system to:

- Authenticate users and define access rights
- Process application workflows and store data
- Store personalization settings for the web application

Refer to the compatibility matrix on the Customer Support Web site for a complete list of the versions compatible with Get-Resources.



2 Installing Get-Resources

CHAPTER

This chapter explains the installation and configuration of Get-Resources on the OAA platform on a Windows or UNIX system using the application servers listed in the Get-Resources Compatibility Matrix. These instructions are for a new installation of Get-Resources. If you are upgrading Get-Resources from a previous version, see Chapter 3.

The installation program no longer deploys files directly into an application server's directory structure. Instead, files are deployed into a *staging area* on the file system. This staging area functions as a common place into which one or more Peregrine Portal applications are deployed. From these deployed files, the installation program builds a WAR file and terminates.

Important: After the installation program executes, you must perform additional steps to complete the installation process.

With the WAR file, you must use the application server's deployment process to install the Peregrine Portal application. Once installed and running in the application server, an administrator can then access the Get-Resources Administration page to complete the setup process.

This WAR file distribution complies with the J2EE application deployment process and enables one WAR file, containing the Peregrine Portal application(s), to be conveniently deployed into separate test and production environments.

Before you install the OAA platform on the Web server, see the recommended configurations in the Get-Resources Compatibility Matrix, available at the Peregrine Systems Customer Support site.

To view the compatibility matrices:

- 1 In a browser, navigate to <http://support.peregrine.com>
- 2 Log in with your user name and password.
- 3 Click **Documentation > Get-Resources > Compatibility Matrices**.

Warning: Before you begin the installation process, close all anti-virus software programs.

This section describes configurations required for the application servers and Web servers to support Peregrine's Open Application Architecture (OAA) and the Get-It applications.

Application servers	Web servers
Tomcat	Apache
WebSphere Application Server	IBM HTTP Server
WebLogic	IIS
	iPlanet
	SunONE

Note: The following configuration information assumes that the server or servers are installed and the services are enabled and running.

Pre-installation overview

Before installing any of the Get-It 4.2 applications, make note of the following changes.

Note: This section provides an overview only of the configuration changes described in this chapter. Follow the detailed instructions for all of the configurations that Peregrine Systems supports.

- Use JDK 1.4.2 with OAA 4.2 applications when the application is not being deployed to an application server that supplies its own JDK. This simplifies the installation process.
- When using JDK 1.4.2 with any OAA 4.2 application, it is no longer necessary to copy any files to `$JAVA_HOME/jre/lib/ext`.

Note: Placing files in `JRE/lib/ext` with JDK 1.4 is not appropriate when the standard extension to 1.3 has been integrated into 1.4, as is the case of JAAS, JCE, JSSE and JAXP. To override the built-in behavior of the 1.4 VM, you must use the Endorsed Standards Override Mechanism located at <http://java.sun.com/j2se/1.4.2/docs/guide/standards/index.html>. This is required for the Xerces XML parser to be used, but Tomcat already handles this case in its startup script. While JDK 1.4 ships with Xalan, the XML parser included is Crimson, not Xerces.

- When you use a Get-It 4.2 application with JDK 1.4.2 and Tomcat, there is no need to place any files in `JRE/lib/ext` or to directly make use of the Endorsed Standards Override Mechanism. The only files formerly installed in `jre/lib/ext` that are still required are:

```
js.jar
jai_core.jar
jai_codec.jar
mlibwrapper_jai.jar
```

Install these in `WEB-INF/lib`. The Xerces and Xalan supplied with Tomcat are sufficient, as are the versions of `mail.jar` and `activation.jar`. The `oaasecurityproxy.jar` file is no longer needed since the bug that required this work-around was resolved when JAAS was integrated into JDK 1.4. Detailed instructions for doing this are in the sections that follow.

- When using WebSphere with a Get-It 4.2 application, ensure that the Web application server classloading is configured to favor classes under `WEB-INF` over those visible to parent classloaders. This is configured in the WAS administration tool. Use the *parent last* setting. This setting is automatically configured when using WebLogic with the included `weblogic.xml` file.
- When using WebSphere 4 or 5, it is no longer necessary to add the following parameters to the `local.xml` file.

```
<SSLProvider>com.ibm.jsse.JSSEProvider</SSLProvider>
<HTTPHandlerPkg>com.ibm.net.ssl.internal.www.protocol</HTTPHandlerPkg>
<CryptoProvider>com.ibm.crypto.provider.IBMJCE</CryptoProvider>
```

While these options are still available, you no longer need to manually set them on any of the Peregrine Systems supported platforms for Get-It 4.2 applications.

- When you are using Tomcat with JDK 1.4, do NOT use the LE version of Tomcat. From the Tomcat FAQ at <http://jakarta.apache.org/tomcat/faq/misc.html>

Should I use the LE version?

No. It was an experiment, it failed. (YMMV) The original purpose of LE was because jdk1.4 provides a LOT of standard functionality that Tomcat uses that was not in jdk1.3. So to save some space two distributions were made to save some bandwidth. Since then, it has been an exercise in confusion...

Also, you need to place the `xa1an.jar` in the Tomcat `/endorsed` directory.

- When using an application server other than Tomcat with JDK 1.4, you may have to add both Xerces and Xalan using the Endorsed Standards Override Mechanism.
- If you are using WebSphere Application Server (WAS) 5.1, update to WAS 5.1.1 or later.

Configuring the servers to run Get-Resources

You must configure your application and Web servers *prior* to running the Get-Resources installer. This section describes how to configure some of the common application and Web server combinations with Get-Resources.

Tomcat and Apache servers

These instructions describe how to configure Tomcat 4.1.x as an application server and Apache as a Web server, with no other applications running on this configuration. Tomcat 5.0.x uses the same procedures.

To configure Tomcat and Apache:

- Step 1 Download and install the Java Software Development Kit and the servers. See [Downloading the software on page 26](#).
- Step 2 Download the Web server connectors for Apache. See [Downloading the Web server connectors for Apache on page 26](#).
- Step 3 Run the installer. See [Running the installer on page 26](#).
- Step 4 Copy the `oaa.war` file. See [Copying the oaa.war file on page 27](#).
- Step 5 Start the application server. See [Starting the Tomcat application server on page 27](#).
- Step 6 Copy the jar files. See [Copying the jar files on page 27](#).
- Step 7 Edit the `httpd.conf`, `mod_jk2.conf` and `workers2.properties` files. See [Editing the connector files on page 28](#).
- Step 8 Start the Web server. See [Starting the Apache Web server on page 30](#).
- Step 9 Test the configuration. See [Testing the configuration on page 31](#).

Downloading the software

Download and install the Java Software Development Kit, Tomcat application server, and Apache Web server.

Download	Web site
Java J2SE v 1.4.x Software Development Kit (SDK)	http://java.sun.com
Tomcat 4.1.x application server or Tomcat 5.0.x	http://jakarta.apache.org
Apache Web server	http://httpd.apache.org

Downloading the Web server connectors for Apache

To properly configure the servers, you must download the Tomcat Web server connectors (JK2) for Apache and extract the files.

- 1 Download the following compressed Tomcat Web server connectors (JK2) file for Apache from <http://jakarta.apache.org>:

(jakarta-tomcat-connectors-jk2.0.4-[operating system]-apache2.x.x.zip)

- 2 Extract `mod_jk2.so` to your `Apache2\modules` directory.
- 3 Extract `mod_jk2.conf.sample` to your `Apache2\conf` directory.
 - a Copy it to the same directory.
 - b Rename it to `mod_jk2.conf`.
- 4 Extract `workers2.properties.sample` to your `Apache2\conf` directory.
 - a Copy it to the same directory.
 - b Rename it to `workers2.properties`.

Running the installer

Follow the instructions in [Running the installer on page 85](#) to install Get-Resources on a Tomcat application server.

Note: Make sure that you stop Tomcat and Apache before installing Get-Resources.

Copying the oaa.war file

The installer creates the oaa.war file that you need to deploy the application.

- Copy the oaa.war file that the installer created from the Portal directory to the <tomcat_home>\webapps directory, where <tomcat_home> is the path to your Tomcat application server.

The default Tomcat path is: C:\Program Files\Apache Group\Tomcat 4.1.

Starting the Tomcat application server

When you start the Tomcat application server, the application automatically deploys, creating an oaa directory under the webapps directory. The default path is: C:\Program Files\Apache Group\Tomcat 4.1\webapps\oaa.

Once the application finishes deploying, stop the Tomcat application server.

Copying the jar files

The installer generates jar files that you must copy to the application server endorsed directory.

- 1 Copy the following files from the installation directory
C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
xalan.jar  
xercesImpl.jar  
xml-apis.jar
```

where C:\Program Files\Peregrine\Portal specifies the location of your application installation,

to the <tomcat_home>\common\endorsed directory.

Note: Create the endorsed directory if one does not exist.

- 2 If necessary, replace any older versions of these files.
- 3 If `xmlParserAPIs.jar` exists in the endorsed directory, delete it.
- 4 For Tomcat 5.0.x, copy the following files from the installation directory `C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions`

```
activation.jar  
mail.jar  
pop3.jar
```

to the `<tomcat_home>\webapps\oaa\WEB-INF\lib` directory.

Editing the connector files

You must edit the `httpd.conf`, `mod_jk2.conf`, and `workers2.properties` files to properly configure the servers.

- 1 From the `Apache\conf` directory, using a text editor, open `httpd.conf`.

- a Add the following code to the end of the file:

```
include "C:\Program Files\Apache Group\Apache2\conf\mod_jk2.conf"
```

where `C:\Program Files\Apache Group\Apache2\conf\mod_jk2.conf` specifies the location of the `mod_jk2.conf` file on your Apache Web server.

- b Save and close the file.

- 2 From the `Apache2\conf` directory, using a text editor, open `mod_jk2.conf`.

- a Delete any contents that may already exist in this file.

- b Add the following code to instruct Apache to load the `jk2` module:

```
LoadModule jk2_module modules\mod_jk2.so
```

- c Add the following code to instruct Apache to use the `workers2.properties` file for configuration:

```
JkSet config.file "C:\Program Files\Apache Group\Apache2  
\conf\workers2.properties"
```

where `C:\Program Files\Apache Group\Apache2\conf\workers2.properties` specifies the location of the `workers2.properties` file on your Web server.

- d Add the following code to make Apache aware of the location of the `/oaa` context:

```
Alias /oaa "C:/Program Files/Apache Group/Tomcat 4.1/webapps/oaa"
```

where `C:/Program Files/Apache Group/Tomcat 4.1/webapps/oaa` specifies the location of the `webapps/oaa` directory on your Apache Tomcat application server.

- e Add the following entries to set access to the specified content in the `/oaa` directory.

```
<Directory "C:/Program Files/Apache Group/Tomcat 4.1/webapps/oaa">
    AllowOverride None
    Options None
    Order allow,deny
    Allow from all
</Directory>
<Location "/oaa/WEB-INF/">
    AllowOverride None
    deny from all
</Location>

# Use Directory attribute also. Location doesn't work unless case
# matches.
<Directory "C:/Program Files/Apache Group/Tomcat 4.1
/webapps/oaa/WEB-INF/">
    AllowOverride None
    deny from all
</Directory>

# The following line prohibits users from directly accessing
META-INF
<Location "/oaa/META-INF/">
    AllowOverride None
    deny from all
</Location>

# Use Directory attribute also. Location doesn't work unless case
# matches.
<Directory "C:/Program Files/Apache Group/Tomcat 4.1
/webapps/oaa/META-INF/">
    AllowOverride None
    deny from all
</Directory>
```

Note: You must update the path specified in the examples with the path that matches your Tomcat installation:

(C:/Program Files/Apache Group/Tomcat/...).

- f Save and close the file.
- 3 From the Apache2\conf directory, using a text editor, open the workers2.properties.
 - a Add the following lines of code:

```
[uri:/oaa/servlet/*]
info=Prefix mapping

[uri:/oaa/*.do]
info=Extension mapping

[uri:/oaa/*.jsp]
info=Extension mapping

[uri:/oaa/answers/attachments/*]
info=Prefix mapping

[uri:/oaa/attachments/*]
info=Attachment mapping
```

- b Save and close the file.

Starting the Apache Web server

To activate the new configurations, start the Apache Web server.

Testing the configuration

After the application and Web servers are properly configured, log on to the Get-Resources Admin page to configure the settings that are stored in the `Local.xml` file.

- 1 To verify that the Tomcat and Apache servers are properly configured, check the following URLs.
 - *<http://<server>:80> for the Apache Web server*
 - *<http://<server>:8080> for the Tomcat application server*

Make sure that the appropriate Tomcat and Apache services or applications are started before proceeding.

- 2 Follow the steps described in [Configuring Get-Resources on page 88](#) to complete the Get-Resources configuration.

Tomcat and IIS servers

The following instructions configure Tomcat 4.1.x to connect to an IIS 5.0 Web server and Tomcat 5.0.x to connect to an IIS 5.0 or IIS 6.0 Web server. These instructions set up Tomcat to use a single Java Virtual Machine (JVM). See the [Load-Balancing Application Servers](#) chapter in this guide for information about installing multiple JVMs.

To configure Tomcat and IIS:

- Step 1** Download and install the Java Software Development Kit and the Tomcat application server. See [Downloading the software on page 32](#).
- Step 2** Download the Tomcat-IIS JK2 Web server connector zip file. See [Downloading the Web server connector for IIS on page 32](#).
- Step 3** Reboot your system. See [Rebooting the system on page 33](#).
- Step 4** Run the installer. See [Running the installer on page 33](#).
- Step 5** Copy the `oaa.war` file. See [Copying the oaa.war file on page 34](#).
- Step 6** Start the application server. See [Starting the Tomcat application server on page 34](#).

- Step 7** Copy the jar files. See [Copying the jar files on page 34](#).
- Step 8** Copy the `jk2.reg` file. See [Copying the jk2.reg file on page 35](#).
- Step 9** Configure the ISAPI Plug-in for IIS. See [Configuring the ISAPI Plug-in for IIS on page 35](#).
- Step 10** Configure IIS to use `isapi_redirector2.dll` as an ISAPI Filter. See [Configuring the isapi_redirector2.dll as an ISAPI filter on page 37](#).
- Step 11** Create and configure a jakarta virtual directory in IIS. See [Configuring a jakarta virtual directory in IIS on page 38](#).
- Step 12** Create and configure an oaa virtual directory in IIS. See [Configuring an oaa virtual directory in IIS on page 38](#).
- Step 13** Edit the `server.xml` file to add performance settings and configure alternate communications ports (Optional). See [Editing the server.xml file for IIS on page 39](#).
- Step 14** Install Tomcat as a service using `installservice.bat` (Optional). This file can be found in the `<tomcat_home>\bin` directory. See [Installing Tomcat as a service on page 40](#).
- Step 15** Test the configuration. See [Testing the configuration on page 42](#).

Downloading the software

Download and install the Java Software Development Kit and Tomcat application server.

Download	Web site
Java J2SE v 1.4.x Software Development Kit (SDK)	http://java.sun.com
Tomcat 4.1.x or 5.0.x application server	http://jakarta.apache.org

Downloading the Web server connector for IIS

To properly configure the servers, you must download the Tomcat Web server connector (JK2) for IIS and extract the files.

- 1 Download the following compressed Tomcat Web server connector (JK2) file for IIS from <http://jakarta.apache.org>:

(jakarta-tomcat-connectors-jk2.0.4-[operating system]-IIS.zip)

- 2 Extract `workers2.properties.sample` to your `<tomcat_home>\conf` directory.
 - a Copy it to the same directory.
 - b Rename it to `workers2.properties`.
 - c Using a text editor, add the following lines of code to the end of file:

```
[uri:/oaa/servlet/*]
info=Prefix mapping
group=1b

[uri:/oaa/*.do]
info=Extension mapping
group=1b

[uri:/oaa/*.jsp]
info=Extension mapping
group=1b

[uri:/oaa/answers/attachments/*]
info=Prefix mapping
group=1b

[uri:/oaa/attachments/*]
info=Attachment mapping
group=1b
```

- 3 Extract `isapi_redirector2.dll` to your `<tomcat_home>\bin` directory.

Rebooting the system

Before continuing with the configuration, reboot your system.

Running the installer

Follow the instructions in [Running the installer on page 85](#) to install Get-Resources on a Tomcat application server.

Note: Make sure that you stop Tomcat and IIS before installing Get-Resources.

Copying the oaa.war file

The installer creates the oaa.war file that you need to deploy the application.

- Copy the oaa.war file that the installer created from the Portal directory to the <tomcat_home>\webapps directory, where <tomcat_home> is the path to your Tomcat application server.

The default Tomcat path is: C:\Program Files\Apache Group\Tomcat.

Starting the Tomcat application server

When you start the Tomcat application server, the application automatically deploys, creating an oaa directory under the webapps directory. The default path is: C:\Program Files\Apache Group\Tomcat\webapps\oaa.

Once the application finishes deploying, stop the Tomcat application server.

Copying the jar files

The installer generates jar files that you must copy to the application server endorsed directory.

- 1 Copy the following files from the installation directory
C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
xalan.jar  
xercesImpl.jar  
xml-apis.jar
```

where C:\Program Files\Peregrine\Portal specifies the location of your application installation,

to the <tomcat_home>\conf directory.

Note: Create the endorsed directory if one does not exist.

- 2 If necessary, replace any older versions of these files.
- 3 If `xmlParserAPIs.jar` exists in the endorsed directory, delete it.
- 4 For Tomcat 5.0.x, copy the following files from the installation directory `C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions`

```
activation.jar  
mail.jar  
pop3.jar
```

to the `<tomcat_home>\webapps\oaa\WEB-INF\lib` directory.

Copying the jk2.reg file

The `jk2.reg` file creates a Windows registry entry.

Copy the `jk2.reg` file from the installation directory `C:\Program Files\Peregrine\Portal\SupportFiles\AppServerFiles` directory to the `<tomcat_home>\common\endorsed` directory,

where `C:\Program Files\Peregrine\Portal` specifies the location of your application installation and where `<tomcat_home>` is the path to your Tomcat application server.

The default Tomcat 4.1 path is: `C:\Program Files\Apache Group\Tomcat 4.1`.

The default Tomcat 5.0.x path is:

`C:\Program Files\Apache Software Foundation\Tomcat 5.0`.

Configuring the ISAPI Plug-in for IIS

The ISAPI plug-in for IIS establishes a connection between Tomcat and the IIS Web server. Before configuring IIS to use this connector, you must update the registry file entry for the connector to ensure that it has the proper paths listed for the Tomcat application server.

Use the following procedures to configure the plug-in for your intranet environment.

To configure the ISAPI plug-in for IIS 5.0 or IIS 6.0:

- 1 Open the file `jk2.reg` in a text editor. The file path for Tomcat 4.1.x is:

```
C:\Program Files\Apache Group\Tomcat 4.1\conf
```

The file path for Tomcat 5.0.x is:

```
C:\Program Files\Apache Software Foundation\Tomcat 5.0\conf
```

- 2 Verify that the `ServerRoot` and `workersFile` entries list the proper installation path to Tomcat.

- For Tomcat 4.1.x, the default values are:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Apache Group\Jakarta Isapi Redirector\2.0]
"ServerRoot"="C:\\Program Files\\Apache Group\\Tomcat 4.1"
"workersFile"="C:\\Program Files\\Apache Group\\Tomcat 4.1\\conf\\
workers2.properties"
```

- For Tomcat 5.0.x, the default values are:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Apache Group\Jakarta Isapi Redirector\2.0]
"ServerRoot"="C:\\Program Files\\Apache Software Foundation\\Tomcat 5.0"
"workersFile"="C:\\Program Files\\Apache Software Foundation
\\Tomcat 5.0\\conf\\
workers2.properties"
```

- 3 Verify that the HKEY_LOCAL_MACHINE path is correct for your Tomcat version.
 - For Tomcat 4.1.x, modify each version of Tomcat as follows:

```
Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SOFTWARE\Apache Group\Jakarta Isapi Redirector\2.0]
"serverRoot"="C:\\Program Files\\Apache Group\\Tomcat 4.1"
"extensionUri"="/jakarta/isapi_redirector2.dll"
"workersFile"="C:\\Program Files\\Apache Group
\\Tomcat 4.1\\conf\\workers2.properties"
```

- For Tomcat 5.0.x, modify each version of Tomcat as follows:

```
Windows Registry Editor Version 5.00

[HKEY_LOCAL_MACHINE\SOFTWARE\Apache Software Foundation\Jakarta Isapi
Redirector\2.0]
"serverRoot"="C:\\Program Files\\Apache Software Foundation\\Tomcat 5.0"
"extensionUri"="/jakarta/isapi_redirector2.dll"
"workersFile"="C:\\Program Files\\Apache Software Foundation
\\Tomcat 5.0\\conf\\workers2.properties"
```

- 4 Save and close the jk2.reg file.
- 5 Right-click and select MERGE or double-click the jk2.reg file from Windows Explorer.

Windows adds the registry settings to the Windows registry.

Configuring the isapi_redirector2.dll as an ISAPI filter

To establish a connection between Tomcat and IIS, you must install isapi_redirector2.dll as an ISAPI filter.

To install isapi_redirector2.dll as an ISAPI filter:

- 1 From Windows Control Panel > Administrative Tools, open the Internet Services management console.
- 2 Right-click the Default Web Site node and then click Properties.
- 3 Click the ISAPI Filters tab.
- 4 Click Add.

- Enter the following information:

Field	Value	Comments
Filter Name	jakarta	The filter name must match the name you defined in the jk2.reg registry file. By default, the filter name is jakarta.
Executable	isapi_redirector2.dll	The file path is: C:\<tomcat_home>\bin\ isapi_redirector2.dll

- Click **OK**.

Note: Stop and restart the IIS service for changes to take effect. Also, restart your Tomcat service.

- From the Internet Services management console, right-click the **Default Web Site** node, then select **Properties > Isapi Filters** again.

The ISAPI filter in IIS displays a green status arrow to indicate that it is running.

Configuring a jakarta virtual directory in IIS

The ISAPI plugin for IIS requires a specific virtual directory in order to run. Use the following guidelines to create the virtual directory on the Default Web Site. For specific instructions about configuring IIS, refer to your Windows Help.

To configure a jakarta virtual directory in IIS:

Use the following guidelines to create the virtual directory on the Default Web Site.

Requirement	Setting
Create virtual directory	jakarta
Map to physical path	<tomcat_home>\bin
Directory access rights	Read, Run scripts, Execute

Configuring an oaa virtual directory in IIS

To run Get-Resources from IIS, you need to create a virtual directory that maps to your Tomcat deployment folder. For specific instructions about configuring IIS, refer to your Windows Help.

To configure an oaa virtual directory in IIS:

Use the following guidelines to create the virtual directory.

Requirement	Setting
Create virtual directory	oaa
Map to physical path	<tomcat_home>\webapps\oaa
Directory access rights	Read, Run scripts

Editing the server.xml file for IIS

A default Tomcat installation is sufficient for most Get-Resources installations. However, if you are experiencing performance problems or communications port conflicts, you may need to edit the Tomcat server.xml file to correct these problems.

Performance settings

The Tomcat server.xml file allows you to determine how Tomcat processes Get-Resources files. If you are experiencing performance problems, you can change the <Context> setting for Get-Resources to disable page reloading.

Tip: Make a back up copy of the server.xml file before editing.

To edit the server.xml performance settings:

- 1 Open the file server.xml in any text editor. The default file path is:


```
C:\<tomcat_home>\conf
```
- 2 Create a <Context> element entry from Tomcat to the Get-Resources deployment directory to establish a point of reference for docBase.
 - For Tomcat 4.1.x, add the entry just above the **examples** Context entry.

Example:

```
<Context path="/oaa"  
docBase="<tomcat_home>/webapps/oaa"  
crossContext="false"  
debug="0"  
reloadable="false" >  
</Context>
```

- For Tomcat 5.0.x, see the code creating a <Context> element on [page 15](#) of [Editing the server.xml files](#).

Setting the reloadable attribute to false results in faster JSP page processing.

For the docBase attribute, set <tomcat_home> to the absolute path of the first or master Tomcat instance.

Installing Tomcat as a service

After you edit the Tomcat files, you can install Tomcat as Windows services using the installservice.bat file. See [Installing Tomcat instances as services on page 17](#) for more information.

This completes the procedure for IIS 5.0.

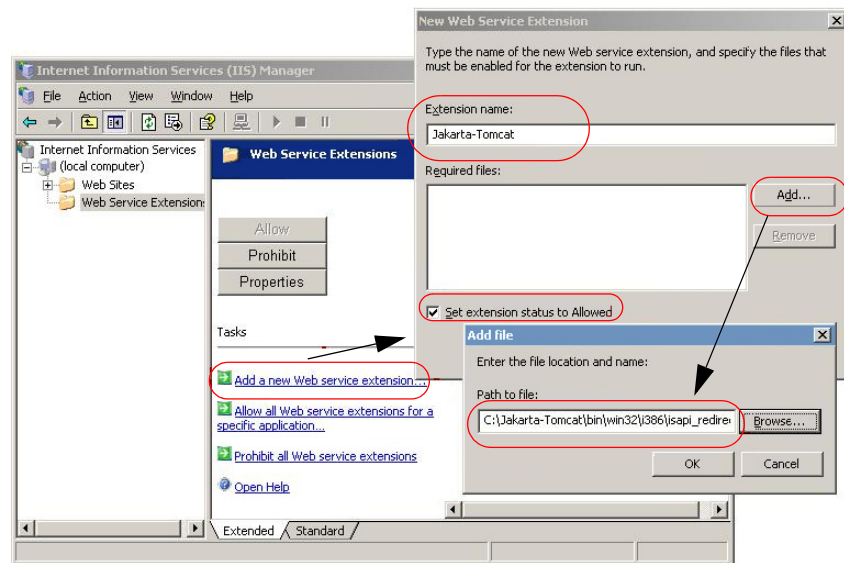
To configure the ISAPI plug-in connection between Tomcat and IIS 6.0, complete the following:

- 1 Set the ISAPI Redirector Filter DLL in the Web Service Extensions to **Allowed**.

Note: This explicitly allows the redirector DLL to work within IIS. The enhanced security in IIS 6.0 includes **Web Service Extensions**. The redirector DLL, added as an ISAPI Filter, needs to be added to this area of IIS and set as **Allowed**.

- 2 Go to the management console.

3 Click Web Services Extensions.



4 Choose Add a new Web service extension.

5 Enter an extension name (for example, Jakarta-Tomcat), and then select the Set extension status to Allowed check box.

6 Click Add.

7 Enter the path to isapi_redirector2.dll and click OK.

Testing the configuration

After the application and Web servers are properly configured, log on to the Get-Resources Admin page to configure the settings that are stored in the `Local.xml` file.

- 1 To verify that the Tomcat and IIS servers are properly configured, check the following URLs.
 - <http://<server>:80> for the IIS Web server
 - <http://<server>:8080> for the Tomcat application server

Make sure that the appropriate Tomcat and IIS services or applications are started before proceeding.

- 2 Follow the steps described in [Configuring Get-Resources on page 88](#) to complete the Get-Resources configuration.

WebLogic 6.1 SP4 and IIS

The following procedures configure WebLogic to run Get-Resources on Windows.

To configure WebLogic 6.1 SP4 with IIS:

- Step 1** Stop both WebLogic and your Web server. See [Stopping the servers on page 43](#).
- Step 2** Edit the `startWebLogic.cmd` file to set the system password, memory settings, and start mode. See [Editing startWebLogic.cmd on page 43](#).
- Step 3** Edit the `Server.Policy` file to set the debug to true. See [Editing the Server.Policy file on page 45](#).
- Step 4** Run the Get-Resources installer. See [Running the installer on page 45](#).
- Step 5** Move jar files to the Java development kit ext directory. See [Moving jar files to the Java Development Kit ext directory on page 45](#).
- Step 6** Configure IIS to use `iisforward.dll` as an ISAPI filter and create an extension. See [Configuring the iisforward.dll as an ISAPI filter and an extension on page 46](#).

Step 7 Configure IIS to use `iisproxy.dll` as an extension. See [Configuring the iisproxy.dll as an extension on page 47](#).

Step 8 Copy the installed files to your WebLogic directory. See [Copying the installed files to your WebLogic directory on page 48](#).

Step 9 Create a virtual directory for Get-Resources in your Web server. See [Creating a virtual directory for Get-Resources on page 49](#).

Step 10 Restart WebLogic and your Web server. See [Restarting the servers on page 50](#).

Step 11 Configure Get-Resources. See [Configuring Get-Resources on page 50](#).

Stopping the servers

Before you begin configuring WebLogic, you must close your WebLogic server and Web server.

To begin configuring WebLogic:

- 1 Stop the WebLogic application server.
- 2 Stop the Web server.

Editing `startWebLogic.cmd`

To edit `startWebLogic.cmd`:

- 1 Using a text editor, open the `startWebLogic.cmd` file. The default file path is:

```
c:\bea\wlserver6.1\config\<mydomain>\
```

- 2 Scroll to the following section of the script.

```

echo *****
echo * To start WebLogic Server, use the password      *
echo * assigned to the system user. The system        *
echo * username and password must also be used to    *
echo * access the WebLogic Server console from a web  *
echo * browser.                                       *
echo *****
@rem Set WLS_PW equal to your system password for no password
prompt.
set WLS_PW=password

```

- 3 In the last line, change the word password to your WebLogic system password.
- 4 Search for the `-ms` parameter and set it to 256m or greater.
- 5 Search for the `-mx` parameter setting in the file. The recommended setting is 512m.

Note: Make sure that the setting for maximum heap size is less than the free RAM available to the application server(s). Exceeding the amount of available RAM causes the JVM processes to swap to disk, reducing overall performance.

- 6 Set the `STARTMODE` variable to `STARTMODE=false`.

The first time you start WebLogic after the installation, you need to start it in development mode for it to find the Web applications that you deployed.

- 7 Add the following phrase to the entry that precedes the `weblogic.Server` entry. Keep the quotation marks.

```
"-Djava.security.auth.login.config==<WebLogic>\lib\server.policy"
```

Where `<WebLogic>` is the installation path for WebLogic. The default path is: `c:\bea\wlserver6.1`

- 8 Save the file.

Editing the Server.Policy file

To edit Server.Policy:

- 1 Using a text editor, open the Server.Policy file. The default file path is:
c:\bea\wlserver6.1\lib\
- 2 Add the following lines to the end of the file.

```
ServerLoginModule
{
    weblogic.security.internal.ServerLoginModule required debug=true;
};
```

- 3 Save and close the file.

Running the installer

Follow the instructions in [Running the installer on page 85](#) to install Get-Resources on a WebLogic 6.1 application server.

Moving jar files to the Java Development Kit ext directory

The installer generates jar files that you must copy, or FTP, to the Java Development Kit ext directory.

To move jar files:

- 1 Verify that the following directory exists. If it does not, create it:
c:\bea\jdk131\jre\lib\ext
- 2 Go to <install_dir>\Portal\image\WEB-INF\lib where <install_dir> is the location where you installed Get-Resources. The default location is C:\Program Files\Peregrine\Portal\image\WEB-INF\lib.
 - a Move the log4j-1.2.6.jar file to \bea\jdk131\jre\lib\ext.
 - b Copy the following files to \bea\jdk131\jre\lib\ext.

```
jai_codec.jar
jai_core.jar
mllibwrapper_jai.jar
```

- 3 Go to the <install_dir>\Portal\SupportFiles\JavaExtensions directory and copy the following files to the \bea\jdk131\jre\lib\ext directory.

```
jaas.jar  
jce1_2_2.jar  
jcert.jar  
jnet.jar  
jsse.jar  
ocal_policy.jar  
oaasecurityproxy.jar  
sunjce_provider.jar  
US_export_policy.jar  
xalan.jar  
xercesImpl.jar  
xml-apis.jar
```

- 4 Copy the following files from the installation directory C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
activation.jar  
mail.jar  
pop3.jar
```

to the <APP_DEPLOYMENT_DIR>\WEB-INF\lib directory.

Configuring the iisforward.dll as an ISAPI filter and an extension

To establish a connection between WebLogic and IIS, you install the `iisforward.dll` file as an ISAPI filter.

To install `iisforward.dll` as an ISAPI filter and an extension:

- 1 Open the Internet Services management console.
- 2 Right-click the <Machine_name> and then click **Properties**.

Note: This is not a Web site; it is the parent node in the tree for the Web sites.

- 3 Click **Edit** from the Master Properties pane.
- 4 Click the **ISAPI Filters** tab.
- 5 Click **Add**.

- 6 Enter the following information.

Filter Name	iisforward
Executable	iisforward.dll The default file path is: c:\bea\wlserver6.1\bin\iisforward.dll

- 7 Click **OK**.
- 8 Click the **Home Directory** tab.
- 9 Click **Configuration**.

The Application Configuration page opens on the App Mappings tab.

- 10 Verify that there is a mapping for the .wlforward extension. If it does not exist, click **Add** to map the .wlforward extension.
- 11 Enter the following information.

Executable	iisforward.dll The default file path is: c:\bea\wlserver6.1\bin\iisforward.dll
Extension	.wlforward

- 12 Close the Internet Services management console.

Configuring the iisproxy.dll as an extension

To establish a connection between WebLogic and IIS, you install the file iisproxy.dll as an extension.

To install iisproxy.dll as an extension:

- 1 Open Internet Services management console.
- 2 Right-click the **Default Web Site** node and then click **Properties**.

- 3 Click the **Home Directory** tab.
 - a Select the **Read** check box to enable it.
 - b From the **Execute Permissions** drop-down list, select **Scripts and Executables**.
- 4 Click **Configuration**.

The Application Configuration page opens on the App Mappings tab.

- 5 Verify that there is a mapping for the `.jsp` extension and that it is mapped to `c:\bea\wlserver6.1\bin\iisproxy.dll`.
 - a If the `.jsp` extension mapping is not there, click **Add**.
 - b Enter the following information:

Executable	<code>iisproxy.dll</code> The default file path is: <code>c:\bea\wlserver6.1\bin\iisproxy.dll</code>
Extension	<code>.jsp</code>

Note: Ensure that the `iisproxy.dll` is located in the same directory as the `iisforward.dll`.

- 6 Close the Internet Services management console.

Copying the installed files to your WebLogic directory

The installer generates files that you must copy, or FTP, to your WebLogic application directory.

To copy the installed files:

- 1 Copy the Portal\image directory (the default path is C:\Program Files\Peregrine\Portal\image) to the <WebLogic>\applications directory.

The WebLogic default path is: C:\bea\weblogic6.1\config\<my-domain>

- 2 Rename <WebLogic>\applications\image directory to <WebLogic>\applications\oaa.

Tip: If you need to FTP files from one server to another to perform the copy, it is more convenient to FTP the oaa.war file in <Portal>\oaa.war to your WebLogic server than to extract the oaa.war files into a <WebLogic>\applications\oaa directory.

Creating a virtual directory for Get-Resources

To run Get-Resources, you create a virtual directory in your Web server that maps to your WebLogic deployment directory.

To configure a virtual directory:

- 1 Use the following guidelines to create the virtual directory in WebLogic and map it to your deployment directory with the following settings.

Requirement	Setting
Create virtual directory	<oaa>
Access Permissions	Read, Run scripts
Map to physical path	<WebLogic>\applications\oaa
Set Execute Permissions to	Scripts and Executables

Where <oaa> is the name of the virtual directory you want to use for Get-Resources. Peregrine recommends oaa as the virtual directory name. Use this name in your application server configuration.

For <WebLogic>, enter the path to your WebLogic installation. The default file path is:

c:\bea\weblogic6.1\config\<my-domain>\applications\oaa

- 2 Right-click the newly created virtual directory under Default Web Site.
 - a Select **Properties**.
 - b Verify that the permission is **Scripts and Executables**.
- 3 Click **Configuration** on the Home Directory tab.

The Application Configuration page opens on the App Mappings tab.

- 4 Verify that there is a mapping for the .jsp extension and that it is mapped to c:\bea\wlserver6.1\bin\iisproxy.dll.

Restarting the servers

To activate the new WebLogic configurations, restart the servers.

To activate the WebLogic configurations:

- 1 Restart your Web server.
- 2 Restart the WebLogic server.
- 3 Start Get-Resources.

Configuring Get-Resources

Follow the instructions in [Configuring Get-Resources on page 88](#).

WebLogic 8.1

The following sections provide instructions for installing, setting up, and configuring Get-Resources on a Windows or Unix platform with WebLogic 8.1 using WebLogic's internal Web server.

Step 1 Install Get-Resources, then copy or FTP the image directory. See [Installing Get-Resources on page 51](#).

Step 2 Copy the jar files. See [Copying jar files on page 52](#).

Step 3 Edit the startmydomain file. See [Editing the startmydomain file on page 53](#).

- Step 4** Edit the `Server.Policy` file. See [Editing the Server.Policy file on page 55](#).
- Step 5** Deploy the Web Application Module to the application server. See [Deploying to the application server on page 55](#).
- Step 6** Modify the `local.xml` file to configure Get-Resources. See [Configuring Get-Resources using the local.xml file on page 55](#).

Installing Get-Resources

Follow these step-by-step instructions to install Get-Resources on a WebLogic 8.1 application server. The installer creates an image directory that you must copy or FTP to a deployment directory on the WebLogic server.

To install Get-Resources:

- 1 Run the installer on the installation CD. (See [Running the installer on page 85](#))
- 2 Do one of the following:
 - On Windows, copy the entire contents of the image directory (the default path is `C:\Program Files\Peregrine\Portal\image`) to a deployment directory of your choice on the WebLogic server.
Example: `C:\Program Files\Peregrine\Portal\applications\oaa`
 - On Unix, FTP the entire contents of the image directory (the default path is `C:\Program Files\Peregrine\Portal\image`) to a deployment directory of your choice on the WebLogic server.

Example: `app\peregrine\applications\oaa`.

Note: These instructions refer to the deployment directory as `<APP_DEPLOYMENT_DIR>`.

Copying jar files

The installer generates jar files that you must copy, or FTP, to the application server endorsed directory.

- On Windows, copy the following files to the `<jdk_dir>\jre\lib\endorsed\` directory on the WebLogic server, where `<jdk_dir>` represents the path to the JDK home directory.

```
xercesImpl.jar  
xalan.jar  
xml-apis.jar
```

The default path for these files is:

```
C:\Program Files\Peregrine\Portal\JavaExtensions
```

Create the endorsed directory if it does not exist in the JDK home directory.

- On Unix, FTP the following files to the `<jdk_dir>\jre\lib\endorsed\` directory on the WebLogic server, where `<jdk_dir>` represents the path to the JDK home directory.

```
xercesImpl.jar  
xalan.jar  
xml-apis.jar
```

The default path for these files is:

```
C:\Program Files\Peregrine\Portal\JavaExtensions
```

Create the endorsed directory if it does not exist in the JDK home directory.

- Copy, or FTP, the following files from the installation directory
`C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions`

```
activation.jar  
mail.jar  
pop3.jar
```

to the `<APP_DEPLOYMENT_DIR>\WEB-INF\lib` directory.

Editing the startmydomain file

- On Windows, use a text editor to modify the `startmydomain.cmd` file (or whichever file you use to start the WebLogic server).

Add the following string to the final start up command (led by calling java):

```
-Djava.security.auth.login.config=%WL_HOME%\server\lib\Server.Policy
```

Example:

```
%JAVA_HOME%\bin\java %JAVA_VM% %MEM_ARGS% %JAVA_OPTIONS%  
-Dweblogic.Name=%SERVER_NAME%  
-Dweblogic.ProductionModeEnabled=%PRODUCTION_MODE%  
-Djava.security.policy="%WL_HOME%\server\lib\weblogic.policy"  
-Djava.security.auth.login.config="%WL_HOME%\server\lib\Server.Policy"  
" weblogic.Server
```

- On Unix, modify the `startmydomain.sh` file according to your operating system.

Operating System	Action
Solaris	<p>Add the following string to the final start up command (led by calling java).</p> <pre>-Djava.security.auth.login.config=\${WL_HOME}/server/lib/Server.Policy</pre> <p>Example:</p> <pre>java \${JAVA_VM} \${MEM_ARGS} \${JAVA_OPTIONS} -Dweblogic.Name=\${SERVER_NAME} -Dweblogic.management.username=\${WLS_USER} -Dweblogic.management.password=\${WLS_PW} -Dweblogic.ProductionModeEnabled=\${STARTMODE} -Djava.security.policy="\${WL_HOME}/server/lib/weblogic.policy" -Djava.security.auth.login.config=\${WL_HOME}/server/lib/Server.Policy weblogic.Server</pre>
AIX	<p>At the top of the file, add a single entry for LIBPATH and set it to the path for the appropriate ServiceCenter libraries.</p> <p>For example, when running ServiceCenter 5:</p> <pre>LIBPATH=<APP_DEPLOYMENT_DIR>/WEB-INF/lib/AIX/ServiceCenter5</pre> <p>When running ServiceCenter 6:</p> <pre>LIBPATH=<APP_DEPLOYMENT_DIR>/WEB-INF/lib/AIX/ServiceCenter6</pre> <p>Export the completed variable entry using the following command:</p> <pre>export LIBPATH</pre> <p>Add the following string to the final start up command (led by calling java).</p> <pre>-Djava.security.auth.login.config=\${WL_HOME}/server/lib/Server.Policy</pre> <p>Example:</p> <pre>java \${JAVA_VM} \${MEM_ARGS} \${JAVA_OPTIONS} -Dweblogic.Name=\${SERVER_NAME} -Dweblogic.management.username=\${WLS_USER} -Dweblogic.management.password=\${WLS_PW} -Dweblogic.ProductionModeEnabled=\${STARTMODE} -Djava.security.policy="\${WL_HOME}/server/lib/weblogic.policy" -Djava.security.auth.login.config=\${WL_HOME}/server/lib/Server.Policy weblogic.Server</pre>
Linux	<p>Add the following string to the final start up command (led by calling Java).</p> <pre>-Djava.security.auth.login.config=\${WL_HOME}/server/lib/Server.Policy</pre> <p>Example:</p> <pre>java \${JAVA_VM} \${MEM_ARGS} \${JAVA_OPTIONS} -Dweblogic.Name=\${SERVER_NAME} -Dweblogic.management.username=\${WLS_USER} -Dweblogic.management.password=\${WLS_PW} -Dweblogic.ProductionModeEnabled=\${STARTMODE} -Djava.security.policy="\${WL_HOME}/server/lib/weblogic.policy" -Djava.security.auth.login.config=\${WL_HOME}/server/lib/Server.Policy weblogic.Server</pre>

Editing the Server.Policy file

Edit the `Server.Policy` file to define the back-end system.

- Create or edit the `Server.Policy` file (in the `<WL_HOME>/server/lib` directory for Unix or `<WL_HOME>\server\lib\` for Windows), with the following contents.

```
oaa{
  com.peregrine.oaa.security.OAALoginModule optional target=sc;
};
getit.admin{com.peregrine.oaa.security.GetitAdminLoginModule required;};
getit.anonymous{com.peregrine.oaa.security.GetitAnonymousLoginModule required;};
sc{com.peregrine.oaa.security.OAALoginModule required target=sc;};
ServerLoginModule{weblogic.security.internal.ServerLoginModule required;};
```

```
oaa{
  com.peregrine.oaa.security.OAALoginModule optional target=ac;
};
getit.admin{com.peregrine.oaa.security.GetitAdminLoginModule required;};
getit.anonymous{com.peregrine.oaa.security.GetitAnonymousLoginModule required;};
ac{com.peregrine.oaa.security.OAALoginModule required target=ac;};
ServerLoginModule{weblogic.security.internal.ServerLoginModule required;};
```

Deploying to the application server

Deploy the Web Application Module from the WebLogic 8.1 Web console using the `<APP_DEPLOYMENT_DIR>` as the target.

Configuring Get-Resources using the local.xml file

To configure Get-Resources, you need to manually edit the `local.xml` file found in `<APP_DEPLOYMENT_DIR>/WEB-INF/local.xml`. If you do not find the `local.xml` file in `<APP_DEPLOYMENT_DIRECTORY>/WEB-INF/`, you need to create it by following the steps in [Creating a local.xml file on page 55](#). If you have a `local.xml` file, go to [Editing the local.xml file on page 56](#).

Creating a local.xml file

- 1 Start the WebLogic 8.1 server with the `startmydomain.sh` script.

Once the server finishes initializing, open the URL

<http://<WebLogic Server>:7001/<Context Root>/admin.jsp> in a browser.

This assumes your server port is **7001**. Substitute your port number in the URL if you are not using port **7001**.

- 2 Log in with username **System**, keeping the password field blank.
 - a From the Administration menu, click **Settings**.

- b Select the **Common** tab.
- c Scroll down to the Server URL field and replace the entry with the correct URL.

Example: `http://<WebLogicServer>:7001/<Context Root>/login.jsp`

- d Click **Save** at the bottom of the tab.
- e Log out of the Peregrine Portal.
- f Stop the WebLogic server.

This creates the `local.xml` file, which you now need to edit.

Editing the local.xml file

Edit the `local.xml` file found in

`<APP_DEPLOYMENT_DIRECTORY>/WEB-INF/local.xml`.

To edit the local.xml file:

- 1 Using a text editor, add the following lines to the `<settings></settings>` section of the `<APP_DEPLOYMENT_DIR>/WEB-INF/local.xml` file.

```
<jaas_config>
  <useStandardJAASConfiguration>true</useStandardJAASConfiguration>
  <jaasConfiguration>oaa</jaasConfiguration>
</jaas_config>
```

- 2 Start the WebLogic 8.1 server with the `startmydomain.sh` command or the `startmydomain.cmd` command.
- 3 Once the server finishes initializing, open the URL `http://<WebLogic Server>:7001/<Context Root>/admin.jsp` in a browser.

This assumes your server port is **7001**. Substitute your port number in the URL, if you are not using port **7001**.

- 4 Log in with username **System**, keeping the password field blank.
- 5 Follow the steps described in [Configuring Get-Resources on page 88](#).

WebLogic 8.1 and IIS 5

The following instructions configure the WebLogic 8.1 application server with the Microsoft Internet Information Server (IIS) Web server.

- Step 1 Stop both WebLogic and your IIS Web server. See [Stopping the servers on page 57](#).
- Step 2 Run the Get-Resources installer. See [Running the installer on page 57](#).
- Step 3 Copy the installed files to your WebLogic directory. See [Copying the installed files to your WebLogic directory on page 57](#).
- Step 4 Create the oaa virtual directory. See [Creating a virtual directory for Get-Resources on page 58](#).
- Step 5 Copy the `iisproxy.dll` file. See [Copying the iisproxy.dll file on page 59](#).
- Step 6 Configure the IIS plug-in. See [Configuring the IIS plug-in on page 60](#).
- Step 7 Restart the servers. See [Restarting the servers on page 64](#).
- Step 8 Test your configurations. See [Testing the configuration on page 64](#).

Stopping the servers

Before you begin configuring WebLogic, you must close your WebLogic server and IIS Web server.

Running the installer

You must do this on a Windows machine. See [Running the installer on page 85](#).

Copying the installed files to your WebLogic directory

The installer generates files that you must copy, or FTP, to your WebLogic application directory.

To copy the installed files:

- 1 Copy the Portal\image directory (the default path is C:\Program Files\Peregrine\Portal\image) to the <WebLogic>\applications directory.

The WebLogic default path is: C:\bea\weblogic8.1\config\<my-domain>

- 2 Rename <WebLogic>\applications\image directory to <WebLogic>\applications\oaa.

Tip: If you need to FTP files from one server to another to perform the copy, it is more convenient to FTP the oaa.war file in <Portal>\oaa.war to your WebLogic server than to extract the oaa.war files into a <WebLogic>\applications\oaa directory.

Creating a virtual directory for Get-Resources

To run Get-Resources from IIS, you need to create a virtual directory that maps to your WebLogic deployment directory.

- 1 Create the virtual directory in WebLogic and map it to your deployment directory with the following settings:

Requirement	Setting
Create virtual directory	<oaa>
Map to physical path	<WebLogic>/applications/oaa
Directory access rights	Read, Run scripts, Execute

Where <oaa> is the name of the virtual directory you want to use for Get-Resources. Peregrine recommends oaa as the virtual directory name. You must replicate the name that you enter as the virtual directory name in your application server configuration.

For <WebLogic>, enter the path to your WebLogic installation. The default file path is: c:/bea/weblogic81.

- 2 Copy, or FTP, the following files to the <jdk_dir>/jre/lib/endorsed/ directory on the WebLogic server, where <jdk_dir> represents the path to the JDK home directory.

```
xercesImpl.jar  
xalan.jar  
xml-apis.jar
```

The default path for these files is:

```
C:/Program Files/Peregrine/Portal/JavaExtensions
```

Create the endorsed directory if it does not exist in the JDK home directory.

- 3 Copy the following files from the installation directory
C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
activation.jar  
mail.jar  
pop3.jar
```

to the <APP_DEPLOYMENT_DIR>\WEB-INF\lib directory.

Copying the iisproxy.dll file

These instructions use the WL_HOME/server/bin directory as the default location for the DLLs.

- Copy the iisproxy.dll file from the WL_HOME/server/bin directory of your WebLogic Server installation to a convenient directory that is accessible to IIS.

Where WL_HOME/server/bin is the top-level directory for the WebLogic Platform and Server and contains the WebLogic Server installation files.

BEA recommends that this directory also contain the iisproxy.ini file that you create in [Step 5 on page 63 of Configuring the IIS plug-in](#).

Configuring the IIS plug-in

WebLogic supports two methods of configuring the IIS plug-in:

- proxying by path
- proxying by MIME type

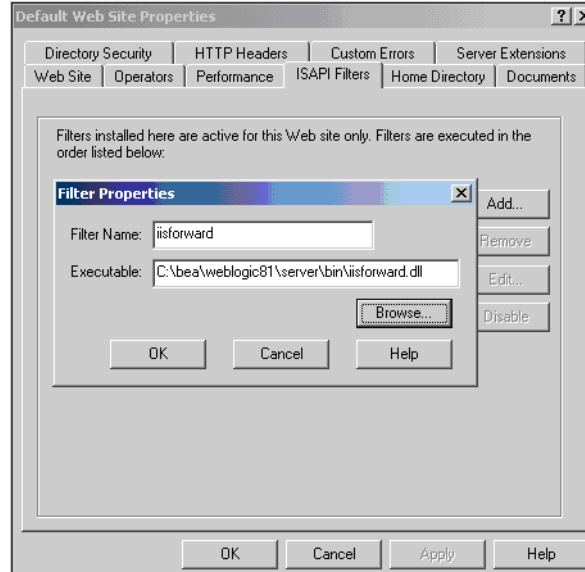
These instructions focus on the proxying by path method. It takes precedence over proxying by MIME type. For more information about these methods for configuring the IIS plug-in, refer to your BEA WebLogic documentation.

- 1 Start the Internet Information Service Manager by selecting it from the Start menu.
- 2 Place the `iisforward.dll` file in the same directory as the `iisproxy.dll` file, and add the `iisforward.dll` file as a filter service in IIS.
 - a Open the properties for the Default Web site by right-clicking the Web site selection in the left panel and selecting Properties.

Note: Substitute the appropriate Website if you do not want to use the Default Website.

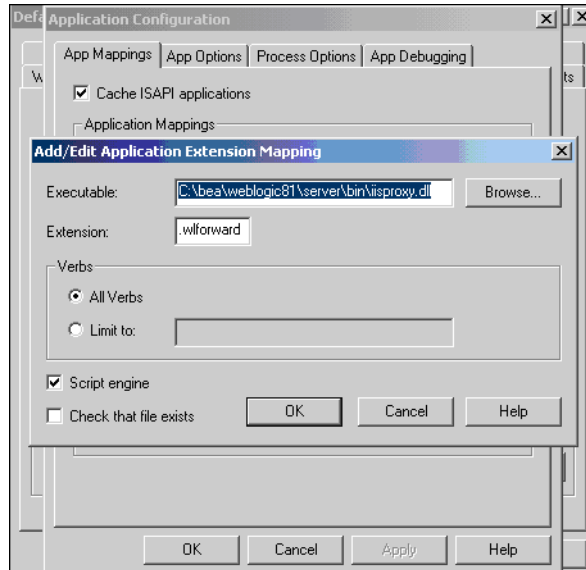
- b Select the ISAPI Filters tab and click **Add**.

- c Define the ISAPI filter as shown in the following example.



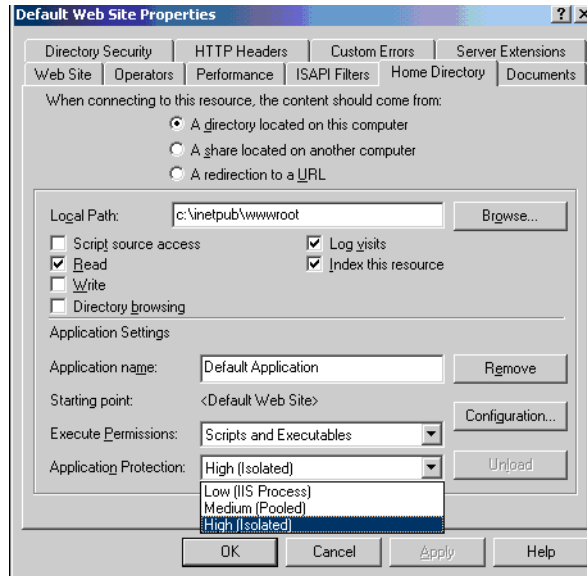
- d When you finish, click **OK** to save the configuration.
- 3 Register .wl forward as a special file type that iisproxy.dll handles.
 - a In the Properties panel, select the Home Directory tab, and click **Configuration** in the Applications Settings section.

- b Define the Application Mapping as shown in the following example.



- c When you finish, click **OK** to save the configuration.
- d In the Application configuration window, select the **Cache ISAPI applications** option.

- e Click **OK** to save the configuration.
- f At the Website properties window, set the Application Protection to **High (isolated)**.



- 4 Create the `iisproxy.ini` in the same directory where the `iisproxy.dll` is located.
- 5 Define the following properties in the `iisproxy.ini`.

```
# This file contains the configuration parameters
# for the IIS/WebLogic plug-in.
WebLogicHost=csx602
# substitute your WebLogic hostname above
WebLogicPort=7001
# substitute your WebLogic port number above
ConnectTimeoutSecs=20
ConnectRetrySecs=2
WLIOTimeoutSecs=unlimited
WlForwardPath=/oaa/servlet/archway,/oaa/servlet/oemlicense.OE
MlicenseServlet,/oaa/answers/attachments*/,/oaa/servlet/rpcro
uter,/oaa/servlet/messengerouter,/oaa/servlet/download*/,/oaa/
attachments*/,/oaa/servlet/upload,/oaa/*.do,/oaa/*.jsp,/oaa/*
.jsv,/oaa/*.jsw,/oaa/j_security_check
```

Note: The `WLForwardPath` parameter is all one line, delimited by commas.

If you need to debug your application, set the `Debug=ON` parameter in `iisproxy.ini`. The system generates a `c:\tmp\iisforward.log` file that contains a log of the plug-in's activity that you can use for debugging purposes.

For more information on the available configuration parameters for the `iisproxy.ini` file, refer to your BEA WebLogic documentation.

Restarting the servers

Restart WebLogic and your IIS Web server for the new settings to take effect. The IIS Admin and World Wide Web Publishing services control the IIS plug-in.

- 1 Start the WebLogic application server.
- 2 For IIS, from the Start menu, click **Control Panel > Administrative Tools > Services**, then select IIS Admin and World Wide Web Publishing services.

Testing the configuration

After the application and Web servers are properly configured, log on to the Get-Resources Admin page to configure the settings that are stored in the `Local.xml` file.

Make sure that the servers and services are started before proceeding.

- 1 To verify that the WebLogic and IIS servers are properly configured, check the following URLs.
 - <http://<server>:7001/oaal/login.jsp> for the WebLogic application server
 - <http://<server>/oaal/login.jsp> for the IIS Web server
- 2 Follow the steps described in [Configuring Get-Resources on page 88](#) to complete the Get-Resources configuration.

WebLogic 8.1 and Sun ONE

The following instructions configure the WebLogic 8.1 application server with the Sun ONE 6.1 Web server. You must modify two Sun ONE files, `obj.conf` and `magnus.conf`, found in the `<SunONE_Home>/https-<server.domain>/config` directory.

Important: Before you begin using this procedure, ensure that you have completed all of the steps for configuring the WebLogic 8.1 server as described in [WebLogic 8.1 on page 50](#).

To configure WebLogic 8.1 and Sun ONE:

Step 1 Modify the `obj.conf` file. See [Modifying the obj.conf file](#).

Step 2 Modify the `magnus.conf` file. See [Modifying the magnus.conf file on page 69](#).

Modifying the obj.conf file

For the WebLogic and Sun ONE servers to run the Peregrine Portal, you must configure the obj.conf file.

To modify the obj.conf file:

Note: These instructions refer to the deployment directory as
<APP_DEPLOYMENT_DIR>.

- 1 With a text editor, update the original obj.conf file.

Original obj.conf file

```
<Object name="default">
AuthTrans fn="match-browser" browser="*MSIE*" ssl-unclean-shutdown="true"
NameTrans fn="ntrans-j2ee" name="j2ee"
NameTrans fn=px2dir from=/mc-icons dir="/SunOne61_WS/ns-icons"
name="es-internal"
NameTrans fn=document-root root="$docroot"
PathCheck fn=unix-uri-clean
PathCheck fn="check-acl" acl="default"
PathCheck fn=find-pathinfo
PathCheck fn=find-index index-names="index.html,home.html,index.jsp"
ObjectType fn=type-by-extension
ObjectType fn=force-type type=text/plain
Service method=(GET|HEAD) type=magnus-internal/imagemap fn=imagemap
Service method=(GET|HEAD) type=magnus-internal/directory fn=index-common
Service method=(GET|HEAD|POST) type=~magnus-internal/* fn=send-file
Service method=TRACE fn=service-trace
Error fn="error-j2ee"
AddLog fn=flex-log name="access"
</Object>

<Object name="j2ee">
ObjectType fn=force-type type=text/html
Service fn="service-j2ee" method="*"
</Object>

<Object name="cgi">
ObjectType fn=force-type type=magnus-internal/cgi
Service fn=send-cgi user="$user" group="$group" chroot="$chroot" dir="$dir"
nice="$nice"
</Object>

<Object name="es-internal">
PathCheck fn="check-acl" acl="es-internal"
</Object>

<Object name="send-compressed">
PathCheck fn="find-compressed"
</Object>

<Object name="compress-on-demand">
Output fn="insert-filter" filter="http-compression"
</Object>
```

- a Add the following lines of code to the original `obj.conf` file.

Note: When you add these lines, add them to the file in the order shown in the example `obj.conf` file.

```
NameTrans fn="assign-name" from="/oaa/*.jsp" name="oaaservlet"
NameTrans fn="assign-name" from="/oaa/*.do" name="oaaservlet"
NameTrans fn="assign-name" from="/oaa/servlet/*" name="oaaservlet"
NameTrans fn="pfx2dir" from="/oaa" dir="/<APP_DEPLOYMENT_DIR>/oaa"
<APP_DEPLOYMENT_DIR><APP_DEPLOYMENT_DIR>
PathCheck fn="find-index" index-names="index.html,home.html,index.jsp"
```

Note: The `PathCheck` line entry instructs the Sun ONE server to reject any request with a URL that contains the path `/WEB-INF`. Each servlet application (context) has a special `WEB-INF` directory. This directory contains sensitive configurations data and Java classes and must be hidden from Web users.

- b Comment out the following lines of code.

```
#NameTrans fn="ntrans-j2ee" name="j2ee"
#NameTrans fn="pfx2dir" from="/mc-icons" dir="/SunOne61_WS/ns-icons"
name="es-internal"

#Error fn="error-j2ee"
```

- c Add the following new configuration object.

```
<Object name="oaaservlet">  
ObjectType fn="force-type" type="text/plain"  
Service fn=2l_proxy WebLogicHost=<servername> WebLogicPort=7001  
</Object>
```

- d Verify that the `obj.conf` you modified matches the following sample in both content and the order of the lines of code.

Sample `obj.conf` after you have made the required modifications

```
<Object name="default">
AuthTrans fn="match-browser" browser="*MSIE*" ssl-unclean-shutdown="true"
#NameTrans fn="ntrans-j2ee" name="j2ee"
#NameTrans fn="pfx2dir" from="/mc-icons" dir="/SunOne61_WS/ns-icons"
name="es-internal"
NameTrans fn="assign-name" from="/oaa/*.jsp" name="oaaservlet"
NameTrans fn="assign-name" from="/oaa/*.do" name="oaaservlet"
NameTrans fn="assign-name" from="/oaa/servlet/*" name="oaaservlet"
NameTrans fn="pfx2dir" from="/oaa" dir="/<APP_DEPLOYMENT_DIR>/oaa"
<APP_DEPLOYMENT_DIR><APP_DEPLOYMENT_DIR>NameTrans fn="document-root"
root="$docroot"
PathCheck fn="unix-uri-clean"
PathCheck fn="check-acl" acl="default"
PathCheck fn="deny-existence" path="*/WEB-INF/*"
PathCheck fn="find-pathinfo"
PathCheck fn="find-index" index-names="index.html,home.html,index.jsp"
ObjectType fn="type-by-extension"
ObjectType fn="force-type" type="text/plain"
Service method="(GET|HEAD)" type="magnus-internal/imagemap" fn="imagemap"
Service method="(GET|HEAD)" type="magnus-internal/directory" fn="index-common"
Service method="(GET|HEAD|POST)" type="*~magnus-internal/*" fn="send-file"
Service method="TRACE" fn="service-trace"
#Error fn="error-j2ee"
AddLog fn="flex-log" name="access"
</Object>

<Object name="j2ee">
ObjectType fn="force-type" type="text/html"
Service fn="service-j2ee" method="*"
</Object>

<Object name="cgi">
ObjectType fn="force-type" type="magnus-internal/cgi"
Service fn="send-cgi" user="$user" group="$group" chroot="$chroot" dir="$dir"
nice="$nice"
</Object>

<Object name="es-internal">
PathCheck fn="check-acl" acl="es-internal"
</Object>

<Object name="send-compressed">
PathCheck fn="find-compressed"
</Object>

<Object name="compress-on-demand">
Output fn="insert-filter" filter="http-compression"
</Object>

<Object name="oaaservlet">
ObjectType fn="force-type" type="text/plain"
Service fn=w1_proxy WebLogicHost=mustang WebLogicPort=7001
</Object>
```

2 Save and close the file.

Modifying the `magnus.conf` file

For the WebLogic and Sun ONE servers to run the Peregrine Portal, you must configure the `magnus.conf` file.

Note: These instructions refer to the deployment directory as
<APP_DEPLOYMENT_DIR>.

To modify the magnus.conf file:

- 1 Using a text editor, replace the following line of code in magnus.conf:

```
Init fn=flex-init access="$accesslog" format.access="%Ses->client.ip% -
%Req->vars.auth-user% [%SYSDATE%] \"%Req->reqpb.clf-request%\"
%Req->srvhdrs.clf-status% %Req->srvhdrs.content-length%
```

with these two lines.

```
Init fn="load-modules" funcs="wl_proxy,wl_init"
shlib="<AppServerPath>/server/lib/solaris/libproxy.so"

Init fn="wl_init"
```

- 2 Verify your changes.

Original section of the magnus.conf file being modified.

```
Init fn=flex-init access="$accesslog" format.access="%Ses->client.ip% -
%Req->vars.auth-user% [%SYSDATE%] \"%Req->reqpb.clf-request%\"
%Req->srvhdrs.clf-status% %Req->srvhdrs.content-length%"

Init fn="load-modules" shlib="/appSunOne61_WS/bin/https/lib/libj2eeplugin.so"
shlib_flags="(global|now)"
```

Updated section of the magnus.conf file being modified.

```
Init fn="load-modules" funcs="wl_proxy,wl_init"
shlib="<AppServerPath>/server/lib/solaris/libproxy.so"

Init fn="wl_init"

Init fn="load-modules" shlib="/appSunOne61_WS/bin/https/lib/libj2eeplugin.so"
shlib_flags="(global|now)"
```

- 3 Save and close the file.

After you have modified the obj.conf and the magnus.conf configuration files, you need to update the Sun ONE configuration on the server.

To update the Sun ONE configuration:

- 1 Use Sun One Web Server Administration Server to update the Sun ONE configuration.
- 2 Restart the Sun One Web server.
- 3 Restart the WebLogic application server.
- 4 Verify that the server is running.

<http://<servername>/oaa/admin.jsp>
- 5 Log in with username **System**, keeping the password field blank.
- 6 If necessary, follow the steps described in [Configuring Get-Resources on page 88](#).

WebSphere 5.0.2

You must configure your application and Web servers *prior* to running the Get-Resources installer.

Assumptions

Before beginning installation, verify that you have the following software.

- WebSphere 5.0.2 using Java version 1.3.1 or later
 - Java(™) 2 Runtime Environment, Standard Edition (build 1.3.1)
 - Classic VM (build 1.3.1, J2RE 1.4.1 IBM Windows 32 build cn1411-20031011 (JIT enabled: jitc))
- IBM HTTP Server 1.3.26 or later

Configuring WebSphere 5.0.2

Use the following procedures to configure WebSphere 5.0.2 to run Get-Resources.

Step 1 Run the installer. See [Running the installer](#).

Step 2 Deploy the oaa.war file. See [Deploying the oaa.war file](#).

- Step 3 Copy the jar files. See [Copying jar files on page 73](#).
- Step 4 Edit the application settings using the WebSphere Administrative Console. See [Editing the application settings on page 74](#).
- Step 5 Edit the `httpd.conf` file to add the plug-in modules. See [Editing the httpd.conf file on page 75](#).
- Step 6 For AIX, if you are using ServiceCenter as the back-end, update the path to the ServiceCenter libraries in the `startServer` file. See [Editing the startServer file for AIX on page 76](#).
- Step 7 Start the WebSphere Administration server. See [Starting the WebSphere Administration server on page 76](#).
- Step 8 Complete the configuration. See [Configuring Get-Resources on page 77](#).

Running the installer

You must do this on a Windows machine. See [Running the installer on page 85](#).

Deploying the oaa.war file

The `oaa.war` file creates the directory structure necessary to deploy Get-Resources to your application server.

To deploy the `oaa.war` file using the WebSphere Administrative Console:

- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click **Applications** on the Administrative Console menu.
- 4 Click **Install New Application**.
- 5 In the Local path field, browse to the `oaa.war` file created at installation.
- 6 Specify the Context Root, a value such as `oaa` (the virtual directory name).

- 7 Click **Next**.
This may take several minutes.
- 8 Accept the default settings and click **Next**.
- 9 Click **Use Binary Configuration**.
- 10 In the Application Name field, specify a name, such as **oaa**.
- 11 Keep all the other settings at their defaults, and click **Next**.
- 12 Keep the default settings, and click **Next**.
- 13 Keep the default settings, and click **Next**.
- 14 Click **Finish**.
- 15 Click **Save to Master Configuration** to save the server configuration.
- 16 Click **Save**.
- 17 Log out of the Administrative Console.
- 18 Stop the WebSphere Administration Server.

Copying jar files

The installer generates jar files that you must copy to the application server endorsed directory.

- 1 Verify that the following files are in the `<APP_DEPLOYMENT_DIR>/WEB-INF/lib` directory, where `<APP_DEPLOYMENT_DIR>` is the path to your Get-Resources deployment directory.

```
js.jar  
jai_core.jar  
jai_codec.jar  
mlibwrapper_jai.jar
```

- 2 Copy, or FTP, the following files from the installation directory
C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
activation.jar  
mail.jar  
pop3.jar
```

to the <APP_DEPLOYMENT_DIR>\WEB-INF\lib directory.

- 3 Copy, or FTP, the following files from the installation directory
C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
jaas.jar  
xalan.jar  
xercesImpl.jar  
xml-apis.jar  
oaasecurityproxy.jar  
jsse.jar
```

where C:\Program Files\Peregrine\Portal specifies the location of your application installation,

to the \$JAVA_HOME/jre/lib/ext directory.

- a If necessary, replace any older versions of these files.
- b If xmlParserAPIs.jar exists in the ext directory, delete it.

Editing the application settings

Using the WebSphere Administrative Console, edit the application settings.

To edit the application settings:

- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click the Enterprise Application link.
- 4 Click the Get-Resources link from the list for the application that you just installed.

- 5 Click **Web Modules** under Related Items.
- 6 Click the **oaa.war** link.
- 7 Change the **Classloader Mode** to **PARENT_LAST**.
- 8 Click **OK**, click **Save**, then click **Save** again under **Save to Master Configuration** to save the server configuration.
- 9 To regenerate the plug-ins, click **Environment > Update Web Server Plugin**.
 - Click **OK** to update the Web server plugin.
 - Wait for confirmation that the plugin is updated.
- 10 Log out of the Administrative Console.
- 11 Stop the WebSphere Administration Server.

Editing the httpd.conf file

Modify the httpd.conf file to add the plug-in modules and an alias for the virtual directory.

- 1 From the IBM HTTP Server configuration /conf/httpd.conf file, add the plug-in modules.

On Windows:

```
LoadModule ibm_app_server_http_module
<AppServerPath>\bin\mod_ibm_app_server_http.dll
WebSpherePluginConfig <AppServerPath>\config\cells\plugin-cfg.xml
```

On UNIX:

```
LoadModule ibm_app_server_http_module
<AppServerPath>/bin/mod_ibm_app_server_http.so
WebSpherePluginConfig <AppServerPath>/config/cells/plugin-cfg.xml
```

- 2 Create an alias in `httpd.conf` for the virtual directory.

```
Alias /oaa <AppServerPath>/AppServer/installedApps/<hostname>/oaa_war.ear/oaa.war
```

Note: The `/oaa` alias needs to match the Context Root specified in [Step 6 on page 72 of Deploying the oaa.war file](#).

- 3 Save and close the file.

Restart the IBM HTTP Server.

Editing the startServer file for AIX

When using ServiceCenter as the back-end, the AIX environment requires you to add the path to the ServiceCenter libraries in the `startServer.sh` file.

- 1 Using a text editor, open the `startServer.sh` file.
- 2 At the top of the file add a single entry for `LIBPATH` and set it to the path for the appropriate ServiceCenter libraries.

For example, when running ServiceCenter 5:

```
LIBPATH=/WebSphere/AppServer/installedApps/oaa.ear/oaa.war/WEB-INF/lib/AIX/ServiceCenter5
```

When running ServiceCenter 6:

```
LIBPATH=/WebSphere/AppServer/installedApps/oaa.ear/oaa.war/WEB-INF/lib/AIX/ServiceCenter6
```

Export the completed variable entry using the following command:
`export LIBPATH`

- 3 Save and close the file.

Starting the WebSphere Administration server

Start the WebSphere Administration server for the new settings to take effect.

Configuring Get-Resources

To complete the configuration, follow the instructions in [Configuring Get-Resources on page 88](#).

WebSphere 5.1 and IBM HTTP server

You must configure your application and Web servers *prior* to running the Get-Resources installer.

Assumptions

Before beginning installation, verify that you have the following software.

- WebSphere 5.1 using Java version 1.4.1 or later
 - Java™ 2 Runtime Environment, Standard Edition (build 1.4.1)
 - Classic VM (build 1.4.1, J2RE 1.4.1 IBM Windows 32 build cn1411-20031011 (JIT enabled: jitc))
- IBM HTTP Server 1.3.26 or later

Configuring WebSphere 5.1

Use the following procedures to configure WebSphere 5.1 to run Get-Resources.

Step 1 Run the installer. See [Running the installer on page 78](#).

Step 2 Deploy the `oaa.war` file. See [Deploying the oaa.war file on page 78](#).

Step 3 Copy the `jar` files. See [Copying jar files on page 79](#).

Step 4 Edit the application settings using the WebSphere Administrative Console. See [Editing the application settings on page 80](#).

Step 5 Edit the `httpd.conf` file to add the plug-in modules. See [Editing the httpd.conf file on page 81](#).

Step 6 For AIX, if you are using ServiceCenter as the back-end, update the path to the ServiceCenter libraries in the `startServer` file. See [Editing the startServer file for AIX on page 82](#).

Step 7 Start the WebSphere Administration server. See [Starting the WebSphere Administration server on page 82](#).

Step 8 Complete the configuration. See [Configuring Get-Resources on page 83](#).

Running the installer

You must do this on a Windows machine. See [Running the installer on page 85](#).

Deploying the oaa.war file

The oaa.war file creates the directory structure necessary to deploy Get-Resources to your application server.

To deploy the oaa.war file using the WebSphere Administrative Console:

- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click **Applications** on the Administrative Console menu.
- 4 Click **Install New Application**.
- 5 In the Local path field, browse to the oaa.war file created at installation.
- 6 Specify the Context Root, a value such as **oaa** (the virtual directory name).
- 7 Click **Next**.

This may take several minutes.

- 8 Accept the default settings and click **Next**.
- 9 Click **Continue**.
- 10 Click **Use Binary Configuration**.
- 11 In the Application Name field, specify a name, such as **oaa**.
- 12 Keep all the other settings at their defaults, and click **Next**.

- 13 Keep the default settings, and click **Next**.
- 14 Keep the default settings, and click **Next**.
- 15 Click **Finish**.
- 16 Click **Save to Master Configuration** to save the server configuration.
- 17 Click **Save**.
- 18 Log out of the Administrative Console.
- 19 Stop the WebSphere Administration Server.

Copying jar files

The installer generates jar files that you must copy to the application server endorsed directory.

- 1 Verify that the following files are in the `<APP_DEPLOYMENT_DIR>/WEB-INF/lib` directory, where `<APP_DEPLOYMENT_DIR>` is the path to your Get-Resources deployment directory.

```
js.jar  
jai_core.jar  
jai_codec.jar  
m1ibwrapper_jai.jar
```

- 2 Copy, or FTP, the following files from the installation directory
C:\Program Files\Peregrine\Portal\SupportFiles\JavaExtensions

```
activation.jar  
mail.jar  
pop3.jar
```

to the <APP_DEPLOYMENT_DIR>\WEB-INF\lib directory.

- 3 Copy, or FTP, the following files from the installation directory
C:/Program Files/Peregrine/Portal/SupportFiles/JavaExtensions

```
xalan.jar  
xercesImpl.jar  
xml-apis.jar
```

where C:/Program Files/Peregrine/Portal specifies the location of your application installation,

to the \$JAVA_HOME/jre/lib/endorsed directory.

- a If necessary, replace any older versions of these files.
- b If xmlParserAPIs.jar exists in the endorsed directory, delete it.
- c Create the endorsed directory if one does not exist.

Editing the application settings

Using the WebSphere Administrative Console, edit the application settings.

To edit the application settings:

- 1 Start the WebSphere Administration Server.
- 2 Log on to the WebSphere Administrative Console.
- 3 Click the Enterprise Application link.
- 4 Click the Get-Resources link from the list for the application that you just installed.

- 5 Click **Web Modules** under Related Items.
- 6 Click the **oaa.war** link.
- 7 Change the **Classloader Mode** to **PARENT_LAST**.
- 8 Click **OK**, click **Save**, then click **Save** again under **Save to Master Configuration** to save the server configuration.
- 9 To regenerate the plug-ins, click **Environment > Update Web Server Plugin**.
 - Click **OK** to update the Web server plugin.
 - Wait for confirmation that the plugin is updated.
- 10 Log out of the Administrative Console.
- 11 Stop the WebSphere Administration Server.

Editing the httpd.conf file

Modify the httpd.conf file to add the plug-in modules and an alias for the virtual directory.

- 1 From the IBM HTTP Server configuration /conf/httpd.conf file, add the plug-in modules.

On Windows:

```
LoadModule ibm_app_server_http_module
<AppServerPath>\bin\mod_ibm_app_server_http.dll
WebSpherePluginConfig <AppServerPath>\config\cells\plugin-cfg.xml
```

On UNIX:

```
LoadModule ibm_app_server_http_module
<AppServerPath>/bin/mod_ibm_app_server_http.so
WebSpherePluginConfig <AppServerPath>/config/cells/plugin-cfg.xml
```

- 2 Create an alias in `httpd.conf` for the virtual directory.

```
Alias /oaa <AppServerPath>/AppServer/installedApps/<hostname>/oaa_war.ear/oaa.war
```

Note: The `/oaa` alias needs to match the Context Root specified in [Step 6 on page 78 in Deploying the oaa.war file](#).

- 3 Save and close the file.
- 4 Restart the IBM HTTP Server.

Editing the startServer file for AIX

When using ServiceCenter as the back-end, the AIX environment requires you to add the path to the ServiceCenter libraries in the `startServer.sh` file.

- 1 Using a text editor, open the `startServer.sh` file.
- 2 At the top of the file add a single entry for `LIBPATH` and set it to the path for the appropriate ServiceCenter libraries.

For example, when running ServiceCenter 5:

```
LIBPATH=/WebSphere/AppServer/installedApps/oaa.ear/oaa.war/WEB-INF/lib/AIX/ServiceCenter5
```

When running ServiceCenter 6:

```
LIBPATH=/WebSphere/AppServer/installedApps/oaa.ear/oaa.war/WEB-INF/lib/AIX/ServiceCenter6
```

Export the completed variable entry using the following command:
`export LIBPATH`

- 3 Save and close the file.

Starting the WebSphere Administration server

Start the WebSphere Administration server for the new settings to take effect.

Configuring Get-Resources

To complete the configuration, follow the instructions in [Configuring Get-Resources on page 88](#).

Specifying a file path to the local.xml file

The default path to the parent directory of the `local.xml` file is `<APP_DEPLOYMENT_DIR>\WEB-INF\`. You may specify an alternate directory path by adding a JVM runtime property to your Get-Resources application through your application server's administrative interface. Consult your application server's documentation on adding a JVM runtime property. The property name is `com.peregrine.sharedSettingsDir`.

For example, if your directory path is `c:\share\oaa\` (or `/usr/share/oaa/`), you provide a URI as `file:/c:/share/oaa/` (or `file:/usr/share/oaa/`) or a file system path as `c:/share/oaa/` (or `/usr/share/oaa/`).

If no administrative interface exists to perform the change, you can use command line switch as part of the JVM runtime property command that executes the Java JVM, as follows:

```
-Dcom.peregrine.sharedSettingsDir=file:/c:/share/oaa/
```

or

```
-Dcom.peregrine.sharedSettingsDir=c:/share/oaa/
```

Alternately, you can set the path as an initialization parameter to the Archway servlet. You can do this through the application server's administrative interface. Consult your application server's documentation on adding a servlet initialization parameter. The parameter name and value are as described above.

If no administrative interface exists to add the initialization parameter, you can edit the `web.xml` file in `<APP_DEPLOYMENT_DIR>/WEB-INF/` manually to contain an `init-param` for the Archway servlet as follows:

```
<servlet>
  <servlet-name>Archway</servlet-name>
  <display-name>Archway</display-name>
  <description></description>
  <servlet-class>com.peregrine.oaa.archway.ArchwayServlet</servlet-class>
  <load-on-startup>1</load-on-startup>
  <init-param>
    <param-name>com.peregrine.sharedSettingsDir</param-name>
    <param-value>file:/c:/share/oa/</param-value>
  </init-param>
</servlet>
```

You have to restart the application server for Get-Resources application after making any of these.

Running the installer

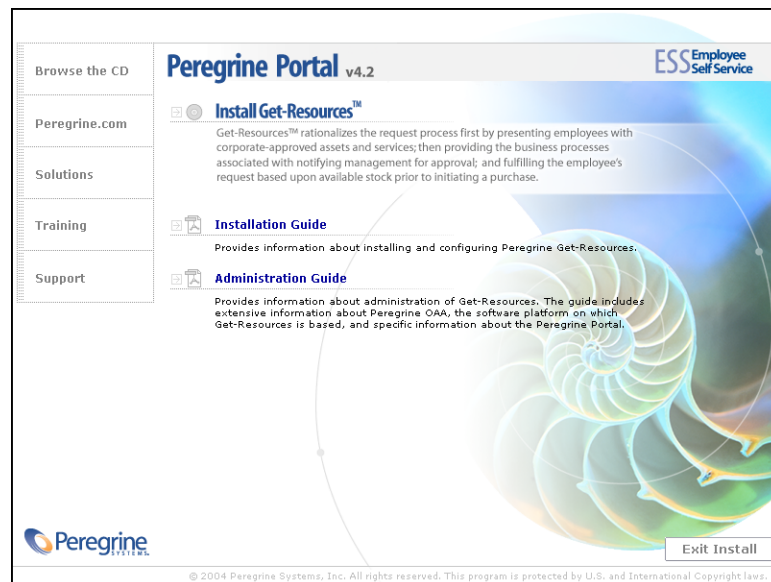
Prior to Get-Resources installation, you must install and configure the application and Web servers for your environment.

To install Get-Resources:

- 1 Insert the Get-Resources installation CD-ROM into the CD-drive.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the installer from the CD.

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click **Autorun.exe**.
- Start the Get-Resources installation from the Windows command prompt. Type **D:\>autorun** where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.



- 2 Click **Install Get-Resources** to start the setup wizard.

- 3 At the Welcome screen, click **Next**.
- 4 Accept the License Agreement and click **Next**.
- 5 Choose your destination directory and click **Next**.
- 6 Confirm the setting of your Java installation and click **Next**.
- 7 Click **Install** to install Peregrine Portal 4.2.

The command prompt window shows what is being deployed and added. This may take several minutes.

- 8 When the installation is complete, click **Finish**.
- 9 Click **Exit Install**.

The installer creates the `oaa.war` and `oaadeploy.properties` files in the `Portal` directory. The default location is: `C:\Program Files\Peregrine\Portal`.

File	Purpose
<code>oaa.war</code>	Most of the application server configurations require this file to deploy the application.
<code>oaadeploy.properties</code>	This file is useful if you run <code>oaadeploy</code> to recreate the image directory or when you are installing a patch.

Installing multiple Peregrine Portal applications

When multiple Peregrine Portal applications, including Get-Resources, are deployed, *all* applications must use the same version of OAA. Multiple Peregrine Portal applications that use different versions of OAA are not supported.

The `oaa.war` file contains the files that you need for each application. When you install additional applications, the installer appends the application files you need to the `oaa.war` file.

Important: Make sure that you use the same installation directory for each Peregrine Portal application.

To install multiple Peregrine Portal applications:

- 1 Back up your `local.xml` file.
- 2 Use the application server to stop and uninstall existing Peregrine Portal applications.

For Tomcat, stop Tomcat, then delete the OAA deployment directory and `oaa.war` file from Tomcat's directory structure.

For example, if Tomcat 4.1 is your application server, the default path is:
`C:/Program Files/Apache Group/Tomcat 4.1/webapps/oaa`

- 3 Run the installer (see [page 85](#)) for the application.
- 4 Use the application server's deployment mechanism to deploy the WAR file that contains all the applications.

For Tomcat, merely place the WAR file into the `webapps` directory.

- 5 Copy the `local.xml` file into the deployment directory's `WEB-INF` directory.
- 6 Use the application server to start the Peregrine Portal.

For Tomcat, start Tomcat.

Configuring Get-Resources

This section contains information on how to use the Administration function to configure the adapter connections. The settings are stored in the `local.xml` file.

To configure Get-Resources:

- 1 Log on to the Peregrine Portal Administration login page (`admin.jsp`).
- 2 From the Administration menu, click **Settings**.
- 3 Click the **GICommonDB** tab.
 - a Specify the **Alias for** target configuration. For more information, see the Get-Resources Configuration chapter in this guide.
 - b Configure the **GRRRequestDB**, **PortalDB**, and **Web Application** adapters.
- 4 Click **Save**.
- 5 From the Administration menu, click **Control Panel**.
- 6 Click **Reset Peregrine Portal**.

Uninstalling Get-Resources from Windows

Use the Windows **Add or Remove Programs** option from the Control Panel to remove Get-Resources.

To uninstall Get-Resources:

- 1 From the Windows Control Panel, select **Add or Remove Programs**.
- 2 Scroll to **Peregrine Portal 4.2** and click **Remove**.
- 3 Click **Yes** when asked to remove Peregrine Portal 4.2 from your computer.
- 4 From Windows Explorer, navigate to the installation files.

The default path is: C:/Program Files/Peregrine/Portal.

- 5 Delete the Portal directory and its contents.
- 6 From your application server, remove the deployment directory and its contents.



3 Upgrading Get-Resources on Application Servers

CHAPTER

The installation program no longer deploys files directly into an application server's directory structure. Instead, files are deployed into a *staging area* on the file system. This staging area functions as a common place into which one or more Peregrine Portal applications are deployed. From these deployed files, the installation program builds a WAR file and terminates.

Important: After the installation program executes, you must perform additional steps to complete the upgrade process.

You must backup any customizations from previous versions and backup certain configuration files, then uninstall the existing Peregrine Portal application from the application server using the application server's uninstall mechanism.

You then merge the backed up customizations and configuration files with the application files in the staging area, and re-create the WAR file. With the WAR file, use the application server's deployment process to install the upgraded Peregrine Portal application. This process of modifying files in the staging area, then generating the WAR file, is a best practice for customizations and future upgrades.

This WAR file distribution complies with the J2EE application deployment process and enables one WAR file, containing the Peregrine Portal application(s), to be conveniently deployed into separate test and production environments.

Once installed and running in the application server, an administrator can then access the Get-Resources Administration page to complete the setup.

Upgrading Get-Resources on Tomcat 4.1.x and 5.0.x

If you are upgrading from Get-Resources 4.1.x to Get-Resources 4.2, complete the following steps.

- Step 1** Backup the `local.xml` file and any customizations from your current installation of Get-Resources. See [page 92](#).
- Step 2** Uninstall Get-Resources from Tomcat. See [page 93](#).
- Step 3** Run the Get-Resources installer. See [page 93](#).
- Step 4** Apply the backed up `local.xml` file and customizations to the staging area created by the installer. See [page 93](#).
- Step 5** Generate the WAR file from the files in the staging area. See [page 93](#).
- Step 6** Copy, or FTP, the WAR file to the Tomcat server machine, into the Tomcat's `webapps` directory. See [page 94](#).
- Step 7** Verify XML parser files are the same version as those from the installer. See [page 94](#).
- Step 8** Start Tomcat and complete the Get-Resources upgrade. See [page 94](#).

Backing up the `local.xml` file and any customizations

Before you make changes to any files, create a backup copy.

- 1 Backup the `local.xml` file. The default location is:

```
<tomcat_home>webapps\oaa\WEB-INF\local.xml
```

where `<tomcat_home>` is the root directory in which Tomcat is installed.

- 2 Backup any schema extensions and any customization of themes created for the existing version. First read [Completing the Get-Resources upgrade on page 103](#) to familiarize yourself with how certain customizations will be performed later.

Uninstalling Get-Resources from Tomcat

Prior to uninstalling Get-Resources, make note of the OAA application directory name.

- 1 Note the name of the OAA application directory installed in `<tomcat_home>\webapps`. The default is `oaa`, such as `<tomcat_home>\webapps\oaa`. You will need to give the WAR file you will later generate the same name.
- 2 Stop Tomcat.
- 3 Delete the above application directory.
- 4 Delete any OAA WAR file existing in `<tomcat_home>\webapps`, like `oaa.war`.

Running the Get-Resources Installer

Follow the instructions in [Running the installer on page 67](#).

Applying backed up files to the staging area

The installation program deploys files into a staging area where one or more Peregrine Portal applications are deployed. Back up the following files to this staging area.

- 1 Copy the backed up `local.xml` file into the `<install_dir>\image\WEB-INF` directory where `<install_dir>` is the directory in which you directed the installer to deploy its files. The default is `C:\Program Files\Peregrine\Portal`.
- 2 Apply your backed up customizations to the files in the `<install_dir>\image` directory.

Generating the WAR file

The following steps generate a WAR file.

- 1 From the command prompt, change your current working directory to `c:\Program Files\Peregrine\Portal\image`.

- 2 From the command line, type:

```
"<Java-path>\bin\jar.exe cvf <directory-where-war-file-will-be>\oaa.war ."
```

where <Java-Path> is the path to your Java installation.

Important: The command must contain the period after following `oaa.war`.

- 3 Press Enter.

Important: Name the WAR file the same name you noted in [Step 1 on page 93 of Uninstalling Get-Resources from Tomcat](#). For example, if the directory name was `myOaa`, name the WAR file `myOaa.war`.

Copying the WAR file to the Tomcat server machine

Copy, or FTP, the WAR file you just generated into the `<tomcat_home>\webapps` directory.

Verifying XML parser files

Make sure that you have the correct version of the JAR files.

- 1 If the Java JDK Tomcat is using version 1.3.X, follow the instructions in [Copying the jar files on page 7](#) to copy the latest version of the XML parser files. However, instead of the destination directory of `<tomcat_home>\common\endorsed`, use `<java_home>\jre\lib\ext`.

where `<java_home>` is the root directory of the Java JDK that Tomcat is using.

- 2 If the Java JDK Tomcat is using version 1.4.X, follow the instructions in [Copying the jar files on page 7](#) to copy the latest version of the XML parser files.

Starting Tomcat and upgrading Get-Resources

You must start the application server to deploy the WAR file.

- 1 Start Tomcat to have it automatically deploy the upgraded WAR file.
- 2 Follow the steps in [Completing the Get-Resources upgrade on page 103](#).

Upgrading Get-Resources on WebLogic 6.1 and 8.1

If you are upgrading from Get-Resources 4.1.x to Get-Resources 4.2, complete the following steps.

- Step 1** Backup the local.xml file and any customizations from your current installation of Get-Resources. See [page 96](#).
- Step 2** Uninstall Get-Resources from WebLogic 8.1. See [page 96](#).
- Step 3** Run the Get-Resources installer. See [page 96](#).
- Step 4** Apply the backed up local.xml file and customizations to the staging area created by the installer. See [page 97](#).
- Step 5** Generate the WAR file from the files in the staging area. See [page 97](#).
- Step 6** Copy, or FTP, the WAR file to the WebLogic server machine, into the WebLogic's webapps directory. See [page 97](#).
- Step 7** Verify WebLogic has the latest XML parser files. See [page 98](#).
- Step 8** Deploy the WAR file to the WebLogic server. See [page 98](#).
- Step 9** Complete the Get-Resources upgrade. See [page 98](#).

Backing up the local.xml file and any customizations

Before you make changes to any files, create a backup copy.

- 1 Backup the configuration `local.xml` and `web.xml` files. The default location for the `local.xml` file is

```
<APP_DEPLOYMENT_DIRECTORY>/WEB-INF/local.xml
```

where `<APP_DEPLOYMENT_DIRECTORY>` is the deployment directory of the Peregrine Portal within the WebLogic Server. For example:
`app\peregrine\applications\oaa.`

- 2 Backup any schema extensions and any customization of themes created for the existing version. First read [Completing the Get-Resources upgrade on page 103](#) to familiarize yourself with how certain customizations will be performed later.

Uninstalling Get-Resources from WebLogic

Prior to uninstalling Get-Resources, make note of the Web Module name.

- 1 Stop WebLogic.
- 2 Note the name of the Web Module installed. You will need to redeploy Get-Resources using the same Web Module later.
- 3 Delete the Web Application Module using the WebLogic User Interface (UI).
- 4 Delete OAA files from the file system.

Running the Get-Resources Installer

Follow the instructions in [Running the installer on page 67](#).

Applying backed up files to the staging area

The installation program deploys files into a staging area where one or more Peregrine Portal applications are deployed. Back up the following files to this staging area.

- 1 Copy the backed up `local.xml` file into the `<install_dir>\image\WEB-INF` directory where `<install_dir>` is the directory in which you directed the installer to deploy its files. The default is `C:\Program Files\Peregrine\Portal`.
- 2 Apply your backed up customizations to the files in the `<install_dir>\image` directory. Follow the appropriate steps provided in the section [Migrating Get-Resources Customizations](#) in this chapter.

Generating the WAR file

The following steps generate a WAR file.

- 1 From the command prompt, change your current working directory to `c:\Program Files\Peregrine\Portal\image`.
- 2 From the command line, type:

```
"<Java-path>\bin\jar.exe cvf <directory-where-war-file-will-be>\oaa.war ."
```

where `<Java-Path>` is the path to your Java installation.

Important: The command must contain the period after following `oaa.war`.

- 3 Press Enter.

Copying the WAR file to the WebLogic Server machine

Copy, or FTP, the WAR file you just generated into the WebLogic server machine and extract to the `<WebLogic>\applications` directory. See [Copying the installed files to your WebLogic directory](#) on page 29 for details.

Verifying WebLogic has the latest XML parser files

Make sure that you have the correct version of the JAR files.

- If you are using WebLogic 6.1, follow the steps in [Moving jar files to the Java Development Kit ext directory on page 26](#).
- If you are using Weblogic 8.1, follow the steps in [Copying jar files on page 33](#).

Deploying the WAR file to the WebLogic server

Use the WebLogic User Interface (UI) to deploy using the same Web Module name noted in [Step 2 on page 96 of Uninstalling Get-Resources from WebLogic](#).

Completing the Get-Resources upgrade

Follow the steps in [Completing the Get-Resources upgrade on page 103](#) to complete the upgrade.

Upgrading Get-Resources on WebSphere 5.0.2 and 5.1

If you are upgrading from Get-Resources 4.1.x to Get-Resources 4.2, complete the following pre-upgrade steps.

To prepare for the WebSphere upgrade:

- 1 Remove the following lines from the current `local.xml` file.

```
<SSLProvider>com.ibm.jsse.JSSEProvider</SSLProvider>  
<HTTPSHandlerPkg>com.ibm.net.ssl.internal.www.protocol</HTTPSHandlerPkg>  
<CryptoProvider>com.ibm.crypto.provider.IBMJCE</CryptoProvider>
```

- 2 For WebSphere 5.0.2 only, remove the following files from `$JAVA_HOME/jre/lib/ext`.

```
oaasecurityproxy.jar  
pop3.jar  
js.jar  
jai_core.jar  
jai_codec.jar  
mlibwrapper_jai.jar  
xalan.jar  
xercesImpl.jar  
xml-apis.jar
```

- 3 Verify that there are no added entries for the following:
 - On Windows, remove any path entries to the ServiceCenter libraries placed in the `$PATH` environment variable.
 - On Solaris or Linux, verify that `startServer.sh` has no added entries for the `LD_LIBRARY_PATH` variables.
 - On AIX, remove any added path entries in `startServer.sh` for the `LIBPATH` variable, except for the path to the ServiceCenter libraries.

For example, when running ServiceCenter 5, keep this entry:

```
LIBPATH=/WebSphere/AppServer/installedApps/oaasvc.ear/oaasvc.war/  
WEB-INF/lib/AIX/ServiceCenter5
```

For example, when running ServiceCenter 6, keep this entry:

```
LIBPATH=/WebSphere/AppServer/installedApps/oaas.ear/oaas.war/  
WEB-INF/lib/AIX/ServiceCenter6
```

When you complete the pre-upgrade steps for WebSphere, continue with the following instructions.

- Step 1** Backup the `local.xml` file and any customizations from your current installation of Get-Resources. See [page 100](#).
- Step 2** Uninstall Get-Resources from WebSphere. See [page 101](#).
- Step 3** Run the Get-Resources installer. See [page 101](#).
- Step 4** Apply the backed up `local.xml` file and customizations to the staging area created by the installer. See [page 101](#).
- Step 5** Generate the WAR file from the files in the staging area. See [page 101](#).
- Step 6** Copy, or FTP, the WAR file to the WebSphere server machine. See [page 102](#).
- Step 7** Copy required runtime libraries. See [page 102](#).
- Step 8** Use WebSphere to deploy the WAR file. See [page 102](#).

Backing up the local.xml file and any customizations

Before you make changes to any files, create a backup copy.

- 1 Backup the `local.xml` file. The default location is

```
<websphere_home>\AppServer\installedApps\<server_name>  
\oaas.ear\oaas.war\WEB-INF\local.xml.
```

where `<websphere_home>` is the root directory in which WebSphere is installed and `<server_name>` is the name of your server.

- 2 Backup any schema extensions and any customization of themes created for the existing version. First read [Completing the Get-Resources upgrade](#)

on page 103 to familiarize yourself with how certain customizations will be performed later.

Uninstalling Get-Resources from WebSphere

Prior to uninstalling Get-Resources, make note of the Context Root and Application names.

- 1 Log on to the WebSphere Administrative Console.
- 2 Note the name of the Get-Resources Context Root installed in WebSphere. The default is `oaa`. Also note the Application Name. You will need to provide these names when you install the upgraded WAR file.
- 3 Uninstall Get-Resources using the WebSphere Administrative Console.

Running the Get-Resources Installer

Follow the instructions in [Running the installer on page 67](#).

Applying backed up files to the staging area

The installation program deploys files into a staging area into which one or more Peregrine Portal applications are deployed. Back up the following files to this staging area.

- 1 Copy the backed up `local.xml` file into the `<install_dir>\image\WEB-INF` directory where `<install_dir>` is the directory in which you directed the installer to deploy its files. The default is `C:\Program Files\Peregrine\Portal`.
- 2 Apply your backed up customizations to the files in the `<install_dir>\image` directory.

Generating the WAR file

The following steps generate a WAR file.

- 1 From the command prompt, change your current working directory to `c:\Program Files\Peregrine\Portal\image`.

- 2 From the command line, type:

```
"<Java-path>\bin\jar.exe cvf <directory-where-war-file-will-be>\oaa.war ."
```

where <Java-Path> is the path to your Java installation.

Important: The command must contain the period after following oaa.war.

- 3 Press Enter.

Copying the WAR file to the WebSphere server machine

Copy, or FTP, the WAR file you just generated to the WebSphere server machine, or verify the WAR file is accessible from the WebSphere server machine.

Copying required JVM libraries

The installer generates jar files that you must copy to the application server.

- 1 If your WebSphere version is 5.0.2, follow the instructions in [Copying jar files on page 55](#) to copy required runtime libraries.
- 2 If your WebSphere version is 5.1, follow the instructions in [Copying jar files on page 61](#) to copy required runtime libraries.

Using WebSphere to deploy the WAR file

The oaa.war file creates the directory structure necessary to deploy Get-Resources to your application server.

- 1 Follow the steps in [Deploying the oaa.war file on page 54](#) (for WebSphere 5.0.2) or [Deploying the oaa.war file on page 60](#) (for WebSphere 5.1) to deploy the upgraded WAR file.

Important: Set the Context Root and Application Name to the names you noted in [Step 2 on page 101](#) in [Uninstalling Get-Resources from WebSphere](#).

- 2 Follow the steps [Editing the application settings on page 56](#) (for WebSphere 5.0.2) or [Editing the application settings on page 62](#) (for WebSphere 5.1) to set class loading to PARENT_LAST and to regenerate the WebSphere plug-in.

- 3 Stop and start the Administrative Console.
- 4 Follow the procedures in [Completing the Get-Resources upgrade on page 103](#) to complete the upgrade process.

Completing the Get-Resources upgrade

Follow the procedures in this section to complete the upgrade process.

Re-creating customizations in Get-Resources 4.2

You cannot directly migrate customizations implemented before version 4.0.1 to Get-Resources 4.2. Instead, you must re-create your changes using the new features and methods available in Get-Resources 4.2.

The following sections describe how to re-create your customizations from previous versions.

No customizations

If you have made no customizations to Get-Resources, you can simply install Get-Resources 4.2 on a new system and migrate your data from your existing back-end database.

Note: Get-Resources 4.1 requires ServiceCenter 5.1.x or higher.

Customized JSP files

In previous versions, users had to directly modify JSP files in order to add or remove certain functionality. The following table describes how to re-create some of the more common JSP file modifications.

JSP file modification	New method to use
Remove the user self-registration option from login page	Enable or disable the user registration option from the Administration Settings page
Remove the change password option from the login page	Enable or disable the change password option from the Administration Settings page

Personalized pages

Get-Resources 4.2 offers many more pages that you can personalize directly from the Web interface. If you personalized pages in a previous version, you must re-create your personalized pages in Get-Resources 4.2 using DocExplorer. Refer to the [Get-Resources Administration Guide](#) for information on personalization.

You can use personalization to:

- Add or remove fields from a page
- Save a personalized search results or details on your portal page

Customized skins, stylesheets, and themes

Get-Resources 4.2 has combined all interface images and stylesheets into themes. Users can no longer select separate skins and stylesheets. The new themes consist of skins (which themselves are composed of image files, frame definitions, and layer files), cascading stylesheet definitions, and XSL templates.

Although you can copy over older custom themes to Get-Resources 4.2, you may experience rendering errors due to the new images, CSS definitions, frame definitions, and layers. It is recommended that you re-create any custom themes using the Get-Resources 4.2 version of the classic theme as your template. Refer to the [Get-Resources Administration Guide](#) for information on customizing.

Alternate login pages and authentication methods

If you used a custom login page or an alternate authentication method in a previous version, you can re-use or re-create these customizations using the updated instruction. You can find information about alternate security methods in the [Get-Resources Administration Guide](#).

Customizations made with a previous tailoring kit

Many customizations that required a tailoring kit in previous versions can now be done directly from the Get-Resources Web interface. The following table describes how to re-create some of the more common tailoring kit changes.

Tailoring kit modification	New method to use
Added or removed fields from a form	Add or remove fields from Personalization
Added a new language or locale to the Get-Resources interface	Create and edit language strings files directly. You may also purchase officially supported language packs from Peregrine Systems
Made changes to the common, portal, or Peregrine Studio packages	These packages are no longer available for tailoring, however most common interface settings can now be customized from the Administration Settings page.
Made changes to schemas or ECMA server-side scripts	Review new functionality and determine if you still need the customized scripts and schemas. If you do need the customizations, you must re-create them in the current version of the Get-Resources tailoring kit.

Configuring an existing back-end database for Get-Resources 4.2

The following tables lists the options available for data migration.

Get-Resources 2.3 to Get-Resources 4.2

Back-end version	Migration required
AssetCenter 3.6	Apply Get-Resources 4.2 scripts to existing AssetCenter 3.6
AssetCenter 4.x	Apply Get-Resources 4.2 scripts to existing AssetCenter 4.x
ServiceCenter 5.1.x	Apply Get-Resources 4.2 unload files to existing ServiceCenter 5.1.x
ServiceCenter 6.0	Apply Get-Resources 4.2 unload files to existing ServiceCenter 6.0

Get-Resources 4.0.1 to Get-Resources 4.2

Back-end version	Migration required
ServiceCenter 5.1.x	Apply Get-Resources 4.2 unload files to existing ServiceCenter 5.1.x
ServiceCenter 6.0	Apply Get-Resources 4.2 unload files to the existing ServiceCenter 6.0

Preserving customized web.xml file settings

You can open the web.xml.xxx.bak file, copy its customized configuration settings into the new web.xml file, and save the new file to preserve your customizations.

Note: Note that the <appsrv>\WEB-INF\web.xml file has been renamed to <appsrv>\WEB-INF\web.xml.xxx.bak, where <appsrv> is the path to your application server, and xxx represents a unique sequence of characters. This preserves any customizations that you might have.

After upgrading Get-Resources to 4.2, a new file called web.xml.xxx.bak is created in the <appsrv>/WEB-INF directory. You must reconcile the contents of this file with the contents of the new web.xml file. Any portion of the web.xml.xxx.bak file that does not exist in the new web.xml file needs to be added to the web.xml file.



4 Load Balancing the Servers

CHAPTER

This chapter covers the following topics:

- Load balancing application servers
- Load balancing with Apache and Tomcat on page 110
- Load balancing with IIS and Tomcat on page 112
- Creating multiple instances of Tomcat on page 114

Load balancing application servers

A server running a Web application such as Peregrine's Get-Services, Get-Answers, or Get-Resources consumes approximately 256 MB of memory per application server instance. You should not set the maximum heap size of the JVM in excess of the free RAM available to the application server(s). Exceeding the amount of available RAM causes the JVM processes to swap to disk, reducing overall performance.

Unlike other Adapters, the AssetCenter and ServiceCenter Adapters each create a single connection to the back end. Therefore, the memory consumed on the AssetCenter database server is the same as that consumed by a single client connection. The memory consumed on the ServiceCenter server is also the same as that of a single ServiceCenter client process.

Note that memory usage does not increase significantly per session, because the architecture is based on the sharing of a set of resources and database connections among all sessions handled by the same application server instance. The small amount of memory consumed for session-specific

information is released as the users log off or as their sessions expire. Note that server sessions do not expire unless the browser is closed or the user navigates to a different domain.

Because ServiceCenter and AssetCenter adapters maintain a single connection to the back end, adding extra application server instances brings the added benefit of concurrent access to the back-end data store.

The need for extra application server instances and therefore JVMs is directly related to three variables:

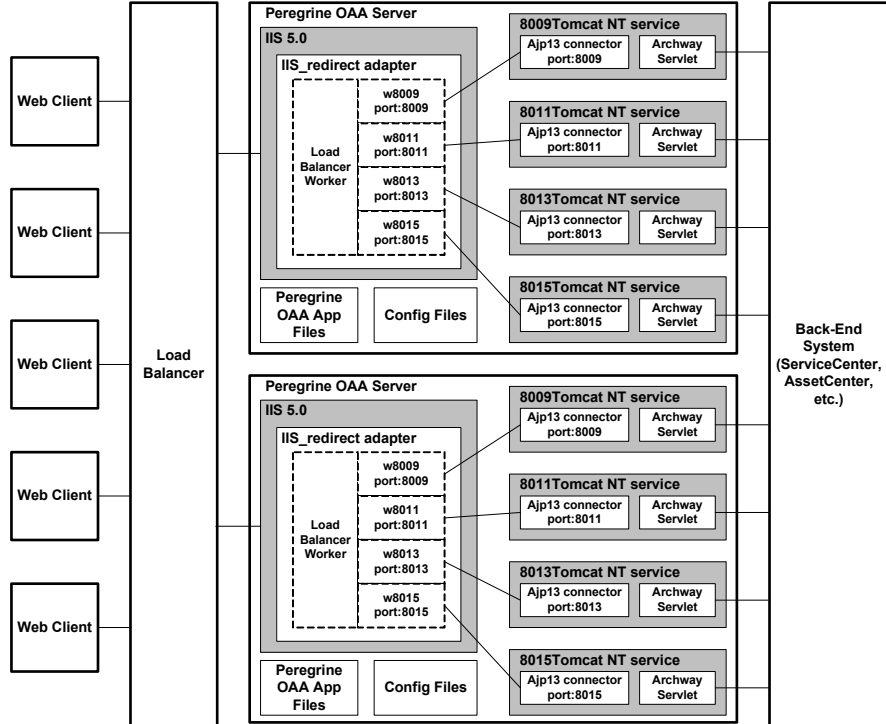
- The number of concurrent users.
- The processing power of the machine hosting the Get-Resources Web server.
- The number of processors on the machine.

Each deployment may make different demands of the software and hardware, but, in any case, optimal back-end throughput for ServiceCenter and AssetCenter is achieved with the maximum number of application server instances that the server can handle without degraded performance due to lack of CPU headroom, file system swapping, and context switching.

Cache synchronization with Symmetric MultiProcessing (SMP) servers can, in most cases, be ignored as a performance tuning factor except in the case of the extremely large-scale systems.

To serve as a control guideline, low-end processors, such as a Pentium 450, should be capable of producing acceptable load handling for around 100 concurrent sessions on a single application server process. A dual Pentium 1000 with 2 gigabytes of RAM (a common data center configuration) should be capable of handling 400+ concurrent sessions using multiple application server instances. When using adapters capable of pooling, for example, the BizDocAdapter, performance beyond the 400-concurrent-user benchmark can be achieved.

The following diagram illustrates the architecture of multiple JVMs.



Note: A white paper on Peregrine OAA architecture and optimization is available on the Customer Support Web site at <http://support.peregrine.com>. In the Search Knowledge Base question field, type optimize and click Go. Click [Get-It: Guide for planning and implementing OAA-based applications](#) in the search results list and download the document.

Load balancing with Apache and Tomcat

Note: The following procedures assume that you already installed Get-Resources and configured it with Tomcat and Apache. Refer to the installation chapter for more information on installing Get-Resources.

- Step 1** Create multiple instances of Tomcat. See [Creating multiple instances of Tomcat on page 114](#).
- Step 2** Edit Apache's `mod_jk2.conf` file to establish a connection between Tomcat and Apache. See [Editing the `mod_jk2.conf` file on page 110](#).
- Step 3** Edit the `httpd.conf` file to define the Tomcat workers available for Apache. See [Editing the `httpd.conf` file on page 111](#).
- Step 4** Test the configuration. See [Testing load balancing on Apache on page 111](#).

Creating multiple instances of Tomcat

See [Creating multiple instances of Tomcat on page 114](#).

Editing the `mod_jk2.conf` file

The `mod_jk2.conf` file defines where the worker files are available in Apache. Edit `mod_jk2.conf` only after successful deployment of necessary Get-Resources files; otherwise the Get-Resources mount points, file locations, and directories are not included in the `mod_jk2.conf` file and have to be manually added.

To edit the `mod_jk2.conf` file:

- 1 Make a copy of the `mod_jk2.conf` file and rename the copy to `mod_jk2.conf.backup`.

The `mod_jk2.conf` file is located in the `Apache/conf` directory.

- 2 Open the `mod_jk2.conf` file in any text editor.

- 3 Verify that JkSet points to the `workers2.properties` file in the `Apache/conf` directory. For example:

```
JkSet config.file "C:\Program Files\Apache Group\Apache2\conf\workers2.properties"
```

- 4 Save the file.

Editing the `httpd.conf` file

The `httpd.conf` file must include `mod_jk2.conf`.

To edit the `httpd.conf` file:

- 1 Open the `httpd.conf` file in any text editor.

The default location is: `C:\Program Files\Apache Group\Apache2\conf`.

- 2 Update the following line to point to Apache's `mod_jk2.conf` file:

```
include "<Apache>/conf/mod_jk2.conf"
```

For `<Apache>` enter the path to your Apache installation. The default file path is: `C:\Program Files\Apache Group\Apache2\Tomcat4.1`

- 3 Save the file.

Testing load balancing on Apache

After you create additional Tomcat instances, you can test load balancing.

To test load balancing:

- 1 Start all Tomcat instances.

If you are running on a Windows operating system and you installed Tomcat as a service, open the Windows Control Panel and start each instance from the Services dialog box.

- 2 Start the Apache web server.
- 3 Open a browser and log in to Get-Resources.

- 4 Perform an action in Get-Resources, such as a search.
- 5 Leave the browser open.
- 6 Repeat steps 3 through 5 for the same number of times as the number of Tomcat instances you created.

The load balancing mechanism uses a round-robin algorithm. If load balancing is working correctly, each login should use a different Tomcat instance.

- 7 Open the archway.log file from a Tomcat instance in a text editor. By default, there should be one archway.log file in each of the Tomcat instances working directory.
- 8 Verify that each archway.log contains log messages that state the port number on which the Tomcat instance is listening.

For example, if you have set on the Administration page the logging level to DEBUG, there will be log messages such as, "Beginning a new session:<session number>.<hostname>.<port>" where <port> is the port number on which a Tomcat instance is listening.

If a Tomcat instance does not have its own archway.log containing text with the required port number, then the system is not load balancing and needs troubleshooting.

Load balancing with IIS and Tomcat

You can create multiple instances of Tomcat to load balance request to Get-Resources. Although this is not required, it improves performance, makes the instances easier to manage, and provides extra functionality. For example, you can restart the service if it fails or if the machine on which the instances are installed needs to be restarted.

Note: The following procedures assume that you already installed Get-Resources and configured it with Tomcat and IIS. Refer to the installation chapter for more information on installing Get-Resources.

Step 1 Complete the steps described in [Creating multiple instances of Tomcat on page 114](#).

Step 2 Test the configuration. See [Testing load balancing on IIS on page 113](#).

Creating multiple instances of Tomcat

See [Creating multiple instances of Tomcat on page 114](#).

Testing load balancing on IIS

After you have created additional Tomcat instances, test load balancing.

To test load balancing:

- 1 Start all Tomcat instances.

If you are running on a Windows operating system and you installed Tomcat as a service, open the Windows Control Panel and start each instance from the Services dialog box.

- 2 Start the IIS web server.
- 3 Open a browser and log in to Get-Resources.
- 4 Perform an action in Get-Resources, such as a search.
- 5 Leave the browser open.
- 6 Repeat steps 3 through 5 for the same number of times as the number of Tomcat instances you created.

The load balancing mechanism uses a round-robin algorithm. If load balancing is working correctly, each login should use a different Tomcat instance.

- 7 Open the `archway.log` file from a Tomcat instance in a text editor. By default, there should be one `archway.log` file in each of the Tomcat instances working directory.
- 8 Verify that each `archway.log` contains log messages that state the port number on which the Tomcat instance is listening.

For example, if you have set on the Administration page the logging level to `DEBUG`, there will be log messages such as, "Beginning a new session:<session number>.<hostname>.<port>" where <port> is the port number on which a Tomcat instance is listening.

If a Tomcat instance does not have its own `archway.log` containing text with the required port number, then the system is not load balancing and needs troubleshooting.

Creating multiple instances of Tomcat

You can create multiple instances of Tomcat to load balance request to Get-Resources. Although this is not required, it improves performance, makes the instances easier to manage, and provides extra functionality. For example, you can restart the service if it fails or if the machine on which the instances are installed needs to be restarted.

To create multiple instances of Tomcat:

- Step 1** Create copies of the Tomcat directory, then delete the `\webapps\oaa` directory from the newly copied instances of Tomcat. See [Copying the Tomcat directory on page 115](#).
- Step 2** Edit the `workers2.properties` file of the first or master Tomcat instance to set the values for each additional Tomcat instance. See [Editing the workers2.properties file on page 116](#).
- Step 3** Edit the `server.xml` files for each Tomcat instance. See [Editing the server.xml files on page 117](#).
- Step 4** Edit the `jk2.properties` files for each Tomcat instance. See [Editing the jk2.properties files on page 120](#).

Step 5 For Windows operating systems, install multiple instances of Tomcat as a service using `installservice.bat`. [Installing Tomcat instances as services on page 121](#).

Copying the Tomcat directory

You create a separate folder for each instance of Tomcat you want to use for load balancing.

Important: Stop Tomcat if it is still running before you begin copying a Tomcat directory.

To copy the Tomcat directory:

1 If you are running on a Windows operating system, copy the

```
<Portal_Install_Dir>/SupportFiles/AppServerFiles/
```

```
installservices.bat
```

 file to the `<Tomcat>/bin` directory,

where `<Portal_Install_Dir>` is the path you directed the installer to deploy its files and `<Tomcat>` is the root of the Tomcat installation.

2 Copy the Tomcat install folder. For example, `C:\Program Files\Apache Group\Tomcat`.

3 Paste the folder into the same root path. For example, `C:\Program Files\Apache Group`

4 Rename the new folder to a unique name.

Tip: Include the port number to be used by the Tomcat instance in the folder name. For example, if you want four instances of Tomcat listening on ports 8009, 8011, 8013, and 8015, create four copies of the Tomcat folder and name them `\Tomcat_8009`, `\Tomcat_8011`, `\Tomcat_8013`, and `\Tomcat_8015`.

Warning: If you are using more than four Tomcat instances, change the port numbers to avoid conflicts.

- 5 Delete the `\webapps\oaa` subdirectory from the newly copied instance of Tomcat. Additional instances will use the same document root as the first or primary Tomcat instance.
- 6 Repeat steps 1 through 5 for each instance of Tomcat you want to use.

Editing the `workers2.properties` file

For each Tomcat instance installed, there is only one `workers2.properties` file needed. This file is shared by all other Tomcat instances on that particular server.

The `workers2.properties` file specifies the worker threads that the Web server connector creates in order to communicate with the Tomcat instances. Each Tomcat instance must communicate on a different port. The host should be set to the name of the server running the Tomcat instances or `localhost` if they are running on the same server.

To edit the `worker2.properties` file:

- 1 If you installed:
 - Apache with Tomcat, edit the `workers2.properties` in the `Apache/conf` directory.
 - IIS with Tomcat, edit the `workers2.properties` in the `Tomcat/conf` directory of your primary Tomcat instance.
- 2 Open the `workers2.properties` file in any text editor.
- 3 Create a `channel.socket` entry for each Tomcat instance.

Example:

```
[channel.socket:<server>:<port>]  
lb_factor=1
```

Note: For the existing `channel.socket` entry only, replace `host=localhost` `port=8009` with the line, `lb_factor=1`.

For `<server>` enter the server name where the Tomcat instance is located.

For `<port>` enter the communications port on which the Tomcat instance is listening.

The `lb_factor` is a number greater than or equal to 1 used to load balance the workers. If all the workers are running on servers that have equal performance strengths, you should set the `lb_factor` numbers to equal values (typically 1). If you want to assign more user sessions to a given worker, then assign it a lower `lb_factor` number relative to the other workers.

- 4 Create an AJP13 worker for the `channel.socket` defined in the previous step.

```
[ajp13:<server>:<port>]
channel=channel.socket:<server>:<port>
group=lb
```

Note: For the existing `ajp13` entry, verify `<server>` and `<port>` are correct.

Where `<server>` and `<port>` are the values you have for the `channel.socket` definition.

- 5 Save the file.

Editing the server.xml files

A separate `server.xml` file is required for each Tomcat instance. The `server.xml` file contains the information that Tomcat needs to connect to the Web server and to find Peregrine OAA Platform Web application files.

Tip: Make a back-up copy of the `server.xml` file before editing it.

To edit the `server.xml` files:

- 1 Each Tomcat instance has a `server.xml` file located in the `conf` directory. Open `server.xml` in any text editor.

- 2 Update the port number attribute of the <Server> element to a unique value that does not conflict with other port numbers used by Tomcat.

Peregrine Systems recommends that you use the port numbers 8005-8008 when configuring four Tomcat instances.

Warning: If you are using more than four Tomcat instances, change the port numbers to avoid conflicts.

For example:

```
<Server port="8005" shutdown="SHUTDOWN" debug="0">
```

- 3 Update the port number attribute of the Coyote/JK2 AJP 1.3 Connector <Connector> element to a unique value that will not conflict with other port numbers used by Tomcat.

Peregrine Systems recommends that you use port numbers 8009, 8011, 8013, and 8015 when configuring the Coyote Connector. Your primary Tomcat instance may already have this set to 8009, and you will only need to modify the other instances.

Example:

```
<Connector className="org.apache.coyote.tomcat4.1.CoyoteConnector"
  port="8009" minProcessors="5" maxProcessors="75"
  enableLookups="true" redirectPort="8443" acceptCount="10"
  debug="0" connectionTimeout="20000" useURIValidationHack="false"
  protocolHandlerClassName="org.apache.jk.server.JkCoyoteHandler" />
```

Note: Change port number only. Leave all other values the same.

- 4 Create a <Context> element entry from the first or primary Tomcat instance and copy it to the other Tomcat instances.

Example:

```
<Server port="...">
  <Service name="...">
    <Engine name="...">
      <Host name="...">
        <Context path="/oaa"
          docBase="<First_Tomcat_install>/webapps/oaa"
          crossContext="false"
          debug="0"
          reloadable="false" >
        </Context>
      </Host>
    </Engine>
  </Service>
</Server>
```

For the docBase attribute, set <First_Tomcat_install> to the absolute path of the first or primary Tomcat instance.

- 5 Update, or add if necessary, the jvmRoute attribute of the <Engine> element with the server name and communications port used by each Tomcat instance using port number 8009, 8011, 8013, or 8015 as appropriate. For example:

```
<Engine jvmRoute="localhost:8009" name="Standalone"
  defaultHost="localhost" debug="0">
```

- Important:** Verify that you are not modifying an <Engine> element that is surrounded by comment tags (<!-- -->) and thus commented out. Tomcat 5 has one <Engine> element commented out and another that is not.

- Update the `<Host>` element with the webapps directory used by the first or primary Tomcat instance. List the server information in the `appBase` attribute. For example:

```
<Host name="localhost" debug="0"
appBase="<First_Tomcat_install>/webapps" unpackWARs="true"
autoDeploy="true">
```

For the `appBase` attribute, set `<First_Tomcat_install>` to the absolute path of the primary Tomcat instance.

- Comment out port 8080 in the non-SSL Coyote HTTP... statement. For example:

```
<!-- Define a non-SSL Coyote HTTP/1.1 Connector on port 8080 -->
<!--
<Connector className="org.apache.coyote.tomcat4.1.CoyoteConnector"
port="8080" minProcessors="5" maxProcessors="75"
acceptCount="10" debug="0" connectionTimeout="20000"
useURIValidationHack="false" />
-->
```

- Save the `server.xml` file.
- Repeat [Step 2](#) through [Step 8](#) for each copy of the `server.xml` file you created.

Editing the `jk2.properties` files

You modify the `jk2.properties` file for each Tomcat instance. The `jk2.properties` file sets the `jk2` communication port.

To edit the `jk2.properties` files:

- Open the `jk2.properties` file for a Tomcat instance in a text editor. This file is located in the Tomcat `conf` directory.
- Insert a line at the bottom of the file for the `channelSocket` port. The port number must match the port number defined in `workers2.properties` file for this Tomcat instance. For example:

```
channelSocket.port=8009
```


- 3 Save the `jk2.properties` file.
- 4 Repeat [Step 1](#) through [Step 3](#) for each Tomcat instance.

Installing Tomcat instances as services

Important: Perform these steps only if Tomcat 4.1.x is running on a Windows operating system. For Tomcat 5.0.x refer to Apache/Tomcat5 documentation on Apache's website for instructions on how to install Tomcat as a service.

After you have edited the Tomcat files, you can install each instance of Tomcat as Windows services using `installservice.bat`.

To install Tomcat instances as services:

- 1 Open a DOS command prompt and change directories to the `bin` directory of your Tomcat instance.
- 2 Enter the following command to create each Tomcat instance:

```
installservice <service_name> <tomcat_home> <jvm_dll_path>
```

Where `<service_name>` is the name you assign to the Tomcat service, `<tomcat_home>` is the Tomcat install directory of the instance for which you are creating the service, and `<jvm_dll_path>` is the Java SDK install directory.

Note: The `<service_name>`, `<tomcat_home>`, and `<jvm_dll_path>` cannot contain spaces.

The second and third parameters are optional if you have already set the `CATALINA_HOME` and `JAVA_HOME` environment variables.

Note: The command to create Tomcat instances cannot accept spaces in the file path. The following example avoids spaces in the file path name by replacing Program Files with `Progra~1`.

```
installservice Tomcat8009 C:\Progra~1\Apache~1\Tomcat4_8009  
C:\Progra~1\jdk1.3.1_05\jre\bin\server\jvm.dll
```

- 3 Repeat [Step 1](#) and [Step 2](#) for each Tomcat service you wish to create.

Tip: You can easily remove a service. From the DOS command prompt, change directories to the `bin` directory of your Tomcat instance, then enter the following command: `tomcat -Uninstall <service name>`.

Start each Tomcat instance that you install.



5 Back-end System Configuration

CHAPTER

Get-Resources can be configured for use with AssetCenter or ServiceCenter. The back-end authenticates user access rights and stores personalization changes.

- With AssetCenter as the back-end, Get-Resources accesses the AssetCenter Procurement module. A sample AssetCenter database is included with the installation of Get-Resources. There are also import scripts for setting up an existing AssetCenter database.

Important: With ServiceCenter as the back-end, Get-Resources accesses ServiceCenter Request Management. To continue the installation for Get-Resources, an administrator must perform the procedures in this chapter within the back-end system. For detailed information on how to perform any of the steps listed in the following sections, refer to the [ServiceCenter System Administrator's Guide](#) or the [AssetCenter Administration Guide](#).

Configuring AssetCenter for Get-Resources

As requests are opened and processed through Get-Resources, data is stored and updated in the AssetCenter database.

Users are authenticated using AssetCenter profiles, with special user rights provided for use with Get-Resources.

Using the Get-Resources AssetCenter demo database

The AssetCenter Demo database included with the installation already contains the necessary updated tables, workflows and user rights that will enable AssetCenter to perform as a back-end system for Get-Resources.

Important: Although the Get-Resources installation includes an AssetCenter demo database, AssetCenter must be installed separately. If not already installed, during either a full or custom AssetCenter installation, select the AssetCenter API option. Refer to your AssetCenter documentation for more detailed instructions for this procedure.

Follow these steps to configure the AssetCenter Demo database installed with Get-Resources as a back-end system.

Step 1 Create a new connection (User DSN only) to the demo database installed with Get-Resources for the version of AssetCenter that you are running.

The default path to the demo database is:

`C:\Program Files\Peregrine\Common\<<appsrv>\WEB-INF\etc\en`

where `<appsrv>` is the name of the application server you are using with Get-Resources (that is, Tomcat 4.1).

Back-end System	Default Folder	Database Filename
AssetCenter 3.60	ac3	am360.db
AssetCenter 4.10	ac4	am410.db
AssetCenter 4.11	ac4	am411.db

Back-end System	Default Folder	Database Filename
AssetCenter 4.2x ^a	ac4	am411 . db
AssetCenter 4.3	ac4	am411 . db

^aWhen using the am411 . db demo database with AssetCenter 4.2x, you may receive a warning message stating that the database version is compatible with the software version, but the database is not quite up to date. Refer to the [AssetCenter Migration Guide](#) for instructions on updating the database.

- Step 1** If your application server is configured to run as a service, set up a System DSN.
- Step 2** Test the connection by logging in to the database from AssetCenter.
- Step 3** Configure settings within Get-Resources for connectivity to the AssetCenter back-end system.

Using an existing AssetCenter database

If you intend to use an existing AssetCenter database as a back-end system, you will need to import scripts which will update the necessary tables, workflows and user rights that AssetCenter needs to work with Get-Resources.

The type of scripts that you need to import will vary depending on whether or not your existing AssetCenter database has been configured to work with a previous version of Get-Resources.

This section includes instructions on how to import the scripts necessary for your version of AssetCenter in addition to a list of script locations and a description of script functions.

Configuring an AssetCenter database that has never been used with Get-Resources

Follow these steps to import the scripts appropriate for your version of AssetCenter.

- Step 1** Login to AssetCenter and connect to the existing database.
- Step 2** Import the scripts provided with the Get-Resources installation.

The default Windows location is:

```
C:\Program Files\Peregrine\Common\Tomcat4\webapps
\oaa\WEB-INF\etc\

```

...ac3 folder for AssetCenter 3.6

...ac4 folder for AssetCenter 4.x

where <lang> is the ID for the localized script (that is, en for English).

Important: The scripts must be imported in the order outlined here, according to the version of AssetCenter that you are running.

AssetCenter 3.x:

- From the `getit import` folder, import the following in the order listed:
 - `feat.scr`
 - `calcflds.scr`
- From the `getit b2b import` folder, import the following in the order listed. These must be imported even if you are not using B2B functionality.
 - `calcflds.scr`
 - `feat.scr`
 - `profile.scr`
 - `workflow.scr`
- From the `getit import` folder, import the following scripts in the order listed:
 - `profile.scr`
 - `workflow.scr`
 - `empldept.scr`

AssetCenter 4.x:

- From the `essential` folder, import the following:
 - `essential.scr`
- From the `sample` folder, import the following:
 - `profile.scr`
 - `workflow.scr`

- If you are using the Procurement module, from the procurement subfolder under the sample folder, import the following:

```
profile.scr
workflow.scr
```

- From the demo folder, import the following:

```
empldept.scr
reqtypes.scr
```

Configuring an AssetCenter database that has been used with a previous version of Get-Resources

Login to AssetCenter and import the scripts necessary for your AssetCenter version from the following path:

```
C:\Program Files\Peregrine\Common\<appsrv>\WEB-INF\etc\<lang>\
```

where <appsrv> is the name of the application server you are using with Get-Resources (for example, Tomcat 4.1) and <lang> is the ID for the localized script (for example, en for English).

Version	Configured for	Path and script filename
AssetCenter 3.6	Get-Resources 2.0.1 or 2.5	ac3/getit import/profile.scr
AssetCenter 4.x	Get-Resources 2.5	ac4/sample/profile.scr

Script Locations

The following table lists the default folder and filename for each script.

Back-end System	Default Folder	Script
AssetCenter 3.6	getit import	feat.scr calclds.scr profile.scr workflow.scr empldept.scr
	getit b2b import	calclds.scr feat.scr profile.scr workflow.scr

Back-end System	Default Folder	Script
AssetCenter 4.x	essential	essential.scr (including calcflds.scr and feat.scr). This file also imports the itemized list values that Get-Resources uses for the request status.
	sample	profile.scr workflow.scr
	demo	empldept.scr reqtypes.scr
AssetCenter 4.x Procurement module	sample/procurement	profile.scr workflow.scr

Script Descriptions

The following table lists the contents and functions of each script.

Script	Description
feat.scr	Features for table amEmployee; contains DelegatedApproverId and DelegatedApprExpiration scripts. These features delegate request approvals to a person given by DelegatedApproverId, until the date specified by DelegatedApprExpiration. Features for table amProduct include ManufacturerURL, a text-based feature containing the manufacturer's URL. Others include Architecture, Processor, ProcSpeed, RAM, and HDCapacity, used by the Description calculated field to enhance the product description, none of which are used directly by Get-Resources.
calcflds.scr	Calculated field Description for the Product table. Gives a technical description for the product.

Script	Description
profile.scr	<p data-bbox="746 187 1316 269">Imports user rights which correspond to Get-Resources capability words to control access to the screens.</p> <p data-bbox="746 274 1316 303">These include:</p> <ul data-bbox="746 309 1316 442" style="list-style-type: none"><li data-bbox="746 309 1316 338">getit.requester (access to the request)<li data-bbox="746 343 1316 373">getit.advancedrequester<li data-bbox="746 378 1316 407">getit.approver<li data-bbox="746 413 1316 442">getit.reserve <p data-bbox="746 447 1316 512">The final user right, getit.receiver, imports three predefined user profiles.</p> <p data-bbox="746 517 1316 546">The user profiles and their user rights are:</p> <ul data-bbox="746 552 1316 755" style="list-style-type: none"><li data-bbox="746 552 1316 633">getit.admin = getit.admin + getit.requester + getit.advancedrequester + getit.approver + getit.reserve<li data-bbox="746 638 1316 668">getit.default = getit.requester<li data-bbox="746 673 1316 755">getit.full = getit.requester + getit.advancedrequester + getit.approver + getit.reserve <p data-bbox="746 760 1316 812">This script is provided as an example of how profiles can be defined. You can modify this as needed.</p>

Script	Description
workflow.scr	<p>Imports necessary workflows to make Get-Resources work out-of-box. Listed in order of Reference, Name, and Description.</p> <p>BUNDLPO; Bundle Ordering; Workflow necessary to work with the bundles</p> <p>REQROUTE; Routing Request; Sample workflow that manages the full qualification of an off catalog request before it enters the approval cycle</p> <p>REQAPPR_GR; RequestApproval; Sample approval workflow. It is important to note that only the workflow with the REQAPPR_GR reference will be displayed in Get-Resources.</p> <p>REQSTATUS; Request Status; Workflow that, on fulfillment of the request, changes its status to "Received" for better Get-Resources visibility.</p> <p>The REQSTATUS script also imports three employee workgroups. These include:</p> <ul style="list-style-type: none"> IT: Technical approvers group (any employee in this group can give a technical approval for a request, provided one has the getit.approver user right). Finance: Financial approvers group (any employee in this group can give a financial approval for a request, provided one has the getit.approver user right). Get it: Employees group that will qualify the off catalog request. <p>Note: The off catalog request qualification must be performed in AssetCenter. There is no module for this task in Get-Resources.</p> <p>This script is provided as an example of how workflows can be defined. You can modify the workflows as needed. Refer to the Get-Resources Administration Guide for more information about the AssetCenter workflows provided with Get-Resources.</p>

Script	Description
empldept.scr	This script is optional and is considered demonstration data. It imports one employee per profile, as defined in the following: Valentine: Michael Valentine is a getit.admin. Hartke: Richard Hartke is a getit.full. Tossi: Michaela Tossi is a getit.default.
reqtypes.scr	This script enables the AssetCenter 4.x demo database to work with out-of-box menus. It imports the new request types: Hardware, Software, Paid Time Off, Employee Promotion.

AssetCenter Procurement module script descriptions

The following table lists the contents and functions of each script for the AssetCenter Procurement module.

Script	Description
profile.scr	<p>Imports user rights that correspond to Get-Resources capability words to control access to the screens.</p> <p>These include:</p> <ul style="list-style-type: none"> getit.requester (access to the request) getit.advancedrequester getit.approver getit.receiver getit.pcardmanager getit.pcarduser getit.buyer getit.reserve <p>The final user right, getit.receiver, imports three predefined user profiles.</p> <p>The user profiles and their user rights are:</p> <p>getit.admin = getit.admin + getit.requester + getit.advancedrequester + getit.approver + getit.receiver + getit.pcardmanager + getit.pcarduser + getit.buyer + getit.reserve</p> <p>getit.default = getit.requester</p> <p>getit.full = getit.requester + getit.advancedrequester + getit.approver + getit.receiver + getit.pcardmanager + getit.pcarduser + getit.buyer + getit.reserve</p> <p>This script is an example of how profiles can be defined. You can modify this as needed.</p>
workflow.scr	<p>Imports necessary workflows to make Get-Resources work out-of-box. Listed in order of Reference, Name, and Description.</p> <p>GRCREATEMISSINGREQ; Create Missing Requests; Creates a request and request lines from orphan order lines of the current purchase order</p> <p>POGEN; Automatic PO Generation; Automatically creates POs from approved requests</p> <p>This script is an example of how workflows can be defined. You can modify the workflows as needed. Refer to the Get-Resources Administration Guide for more information about the AssetCenter workflows provided with Get-Resources.</p>

Configuring ServiceCenter for Get-Resources

Get-Resources accesses the catalog in the Request Management module of ServiceCenter. Requests opened in Get-Resources are stored as quotes in the ServiceCenter database.

Users are authenticated using ServiceCenter Operator records, with special capability words provided for use with Get-Resources. Refer to the Security chapter in the [Get-Resources Administration Guide](#) for more information about user authentication.

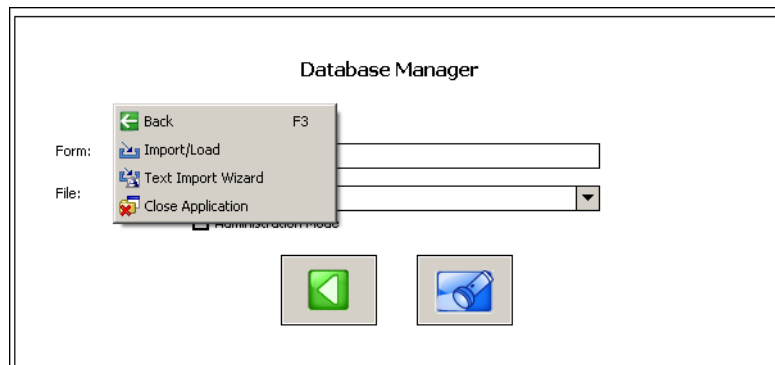
Applying the unload files to ServiceCenter

The next step in the Get-Resources installation involves installing updated RAD codes, event register records, event maps, and processes that are contained in unload files. You apply different unload files to ServiceCenter 5.1 and ServiceCenter 6.0.

Warning: This procedure overwrites existing ServiceCenter records when you apply the new unload files. If you tailored ServiceCenter, you will lose changes made to the original records.

To apply unload files to ServiceCenter:

- 1 From the ServiceCenter Navigation, click **Toolkit > Database Manager**.
- 2 Right-click anywhere on the screen to open the pop-up menu.



- 3 Select **Import/Load**.
- 4 In the **Filename** text box, browse to, or type, the path for the unload file that pertains to your particular integration. See the previous tables to determine which unload files pertain to your integration.
- 5 Click **Open**.
- 6 From the menu, click **Load FG**.

ServiceCenter displays a message indicating that the file is added.

- 7 Exit from ServiceCenter client.

Using ServiceCenter 5.1 with Get-Resources 4.2

You must apply the following load files to configure ServiceCenter 5.1 for Get-Resources. Follow the instructions in [Applying the unload files to ServiceCenter on page 133](#) to load the files:

```
sc51_scr23463.unl  
sc51_scr26028.unl  
sc51_scr30666.unl  
sc51_scr31859.unl  
sc51_scr31861.unl  
sc51_scr32781_missing_base_data.unl  
scr27148.unl  
SCR33126.unl
```

The default location of these files is:

```
C:\Program Files\Peregrine\Portal\image\WEB-INF\etc\sc51.
```

Using ServiceCenter 6.0 with Get-Resources 4.2

You must apply the following load files to configure ServiceCenter 6 for Get-Resources. Follow the instructions in [Applying the unload files to ServiceCenter on page 133](#) to load the files:

```
sc6_scr30666.unl  
sc6_scr31859.unl  
scr33126.unl
```

The default location of these files is:

```
C:\Program Files\Peregrine\Portal\image\WEB-INF\etc\sc6.
```



6 Get-Resources Configuration

CHAPTER

Final configuration settings necessary to complete the installation of Get-Resources are performed in the Peregrine Portal Administration module. This includes parameter configuration and login information for the back-end system, as well as verification of adapter connectivity for Get-Resources.

A more detailed description of additional features necessary for administration and maintenance using the Peregrine Portal Administration utility is available in the [Get-Resources Administration Guide](#).

This chapter covers the following topics:

- [Accessing the Peregrine Portal Admin module on page 135](#)
- [Configuring connections to AssetCenter on page 141](#)
- [Configuring connections to ServiceCenter on page 151](#)

Accessing the Peregrine Portal Admin module

The Peregrine Portal administrator login page accesses the Peregrine Portal Admin module. You use the Admin module to define the settings for your Peregrine system.

A default administrator, *System*, gives you access to the Admin module without being connected to a back-end system. After you configure your user name on the Common tab, you can also access the Admin module from the Navigation menu.

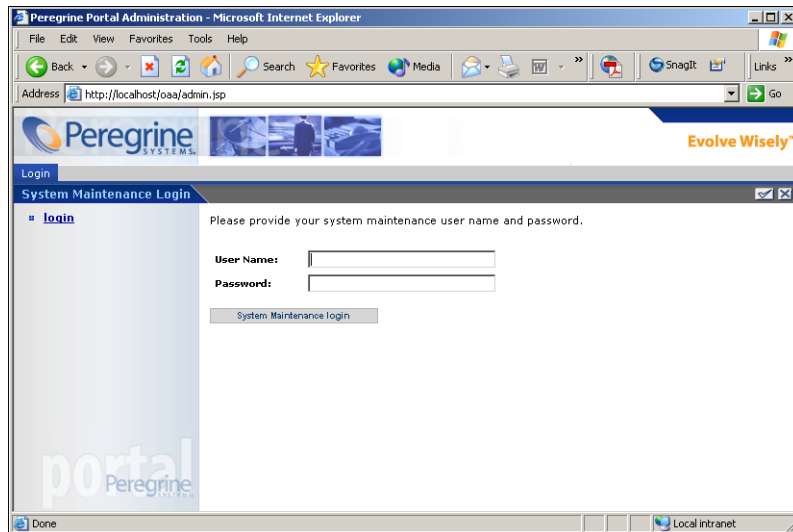
Important: When you change parameters using the Admin module, a local .xml file is created in the \<appsrv>\WEB-INF directory to store these parameters. If you reinstall Get-Resources, make a copy of this file and store it outside your Get-Resources installation. Failure to do this will result in your parameter values being lost during the new installation.

To access the Peregrine Portal administrator login page:

- 1 Verify that your application server (for example, Tomcat) is running.
- 2 In your Web browser Address field, type:

<hostname>/oaa/admin.jsp

- 3 Click **Go** to open the Portal administrator login page.



- 4 In the Name field, type **System**.

No password is required on initial login. Refer to the [Get-Resources Administration Guide](#) for detailed instructions on how to change the Administrator login name and password.

- 5 Click **System Maintenance login** to open the Control Panel page.

The screenshot shows the Administration Control Panel interface. The left sidebar contains a navigation menu with the following items: Admin, Control Panel, Deployed Versions, Server Log, Settings, Show Script Status, Show Message Queues, Show Queue Status, Adapter Transactions/Minute, IBM Websphere Portal Integration, and local.xml File. The main content area displays a message: "Here is a list of the adapters currently registered in this server. If necessary, you may also reset the Peregrine Portal and its adapter connections." Below this message are three tables:

Connection Status		
Target	Adapter	Status
GICommonDB	com.peregrine.oaa.adapter.sc.SCAdapter	connected
portalDB	com.peregrine.oaa.adapter.sc.SCAdapter	connected
sc	com.peregrine.oaa.adapter.sc.SCAdapter	connected
mail	com.peregrine.oaa.adapter.mail.MailAdapter	disconnected
weblication	com.peregrine.oaa.adapter.sc.SCAdapter	connected

Active User Sessions				
Server Name	Last Min.	5 Min. Avg.	20 Min. Avg.	Peak
localhost	0	0	0	1

Page Hits per Minute				
Server Name	Last Min.	5 Min. Avg.	20 Min. Avg.	Peak
localhost	0	0	1	11

At the bottom of the main content area, there is a button labeled "Reset Peregrine Portal".

Activity menu

The left pane Activity menu provides access to a number of different administrative utilities for Get-Resources. You need to access some of these during this installation process. The utilities and their functions are described in detail in the [Get-Resources Administration Guide](#).

Using the Control Panel

Use the Control Panel page to check the status of the connections to the databases you are accessing with Get-Resources and your Web applications. You can also reset the connection between the Archway servlet and the adapters to the back-end systems.

Note: When you first access the Control Panel page, the status for all target adapters is **Disconnected**. The status changes after you define target adapters, as described later in this section.

All changes involving the Control Panel require the following steps.

Step 1 Log in to the Admin page with the username **System**.

Step 2 Go to the Settings page.

Step 3 Make your changes.

Step 4 Reset the portal server.

Using the Settings page

From the Admin module Activity menu, click **Settings** to open the current parameter settings. The Settings page is divided into tabs. The tabs that you see depend on the Web applications that you installed and the adapters that you use. The Common tab is available for all installations.

To open the Settings page:

- 1 From the Admin module, click **Settings**.

You use the tabs to configure settings for Get-Resources.

By default, the Common settings page opens.

AssetCenter	Common	E-mail	Get-Resources	GICommonDB	GRRequestDB	Logging	Portal	Portal DB
Themes	Web Application	XSL						
Maximum attached file size (in KB):			The size limit, in KB, of files that may be submitted as attachments. A value of 0 indicates that no limit is set. This setting is a default that can be overridden by individual attachment fields.					
Common Backend:			Adapter target name used to support common user operations.					
List of target aliases:			Specifies a list of semicolon delimited target aliases used by web applications in this package.					
System Maintenance username:			The system maintenance username. This login provides access to administrative functionality. The system maintenance user is independent of any deployed adapters (s). Use this login to configure a newly installed system to troubleshoot an existing install.					
System Maintenance password:			The system maintenance password.					
Application path:			Directory location of the Peregrine Portal Web Applications.					
Event queue:			Enter the name of the adapter that should be used by Peregrine Portal event queue engine. For example:					
			<ul style="list-style-type: none"> • To use ServiceCenter's repository, enter "sc" • To use AssetCenter's repository, enter "ac" 					

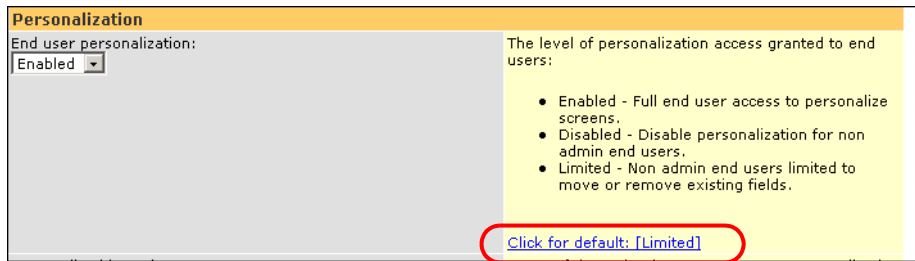
- 2 Click the appropriate tab to change setting parameters.

When you change the parameter default value for any setting and save it, the corresponding description column adds a link with the default value listed in brackets so that you can return to the default at any time.

To revert to the default setting:

- 1 Navigate to the appropriate setting parameter.

- From the description column next to the changed parameter, select the **Click for default** link.



- To return to the default setting, click **Click for default: [Limited]** and click **Save**.

The parameter returns to the default state.

Resetting the server

After making any configuration changes in the Peregrine Portal Administration module, the following informational message appears at the top of the page.

The settings have been saved. To ensure all changes take effect, you must reset the Peregrine Portal server.

Return to the Control Panel to reset the server and apply your configuration changes to Get-Resources.

To reset the connection between the Archway servlet and back-end system:

- From Control Panel, click **Reset Peregrine Portal**.

When the operation is complete, the following message indicates that the connections are reset.

The Peregrine Portal and its Adapter connections have been successfully reset. If you have deployed in a clustered

environment all web application instances must be reset to ensure consistent application of the new configuration.

2 Verify your changes in the Connection Status table.

Changes include the addition, removal, or connectivity of the target adapters.

Configuring connections to AssetCenter

This section describes how to configure and verify settings for the following:

- Connection settings for AssetCenter as a back-end.
- ACAadapter on UNIX.

Connection settings

This section describes how to configure and verify back-end system settings. You must access the following tabs:

Get-Resources
GRRequestDB
GICommonDB
AssetCenter
Portal DB
Web Application
GICommonDDB

To verify settings for AssetCenter as a back-end system:

- 1 From the Peregrine Portal Admin module, click **Settings**.

This displays the Settings page, where you use the various tabs to configure settings for Get-Resources.

The Common settings page opens by default.

AssetCenter	Common	E-mail	Get-Resources	GICommonDB	GRRRequestDB	Logging	Portal	Portal DB
Themes Web Application XSL								
Common Settings								
Maximum attached file size (in KB):				The size limit, in KB, of files that may be submitted as attachments. A value of 0 indicates that no limit is set. This setting is a default that can be overridden by individual attachment fields.				
<input type="text" value="0"/>								
Common Backend:				Adapter target name used to support common user operations.				
<input type="text" value="portalDB"/>								
List of target aliases:				Specifies a list of semicolon delimited target aliases used by web applications in this package.				
<input type="text" value="weblication;mail"/>								
System Maintenance username:				The system maintenance username. This login provides access to administrative functionality. The system maintenance user is independent of any deployed adapter (s). Use this login to configure a newly installed system or to troubleshoot an existing install.				
<input type="text" value="System"/>								
System Maintenance password:				The system maintenance password.				
<input type="text"/>								
Application path:				Directory location of the Peregrine Portal Web Applications.				
<input type="text" value="WEB-INF/apps/"/>								
Event queue:				Enter the name of the adapter that should be used by the Peregrine Portal event queue engine. For example:				
<input type="text" value="portalDB"/>				<ul style="list-style-type: none"> • To use ServiceCenter's repository, enter "sc" • To use AssetCenter's repository, enter "ac" 				

- 2 At the top of the page, click the **Get-Resources** tab to open the **Connections Settings** page for Get-Resources:

AssetCenter	Common	E-mail	Get-Resources	GICommonDB	GRRRequestDB	Logging	Portal	Portal DB
Themes Web Application XSL								
Get-Resources Connection Settings								
Get-Resources Targets:				Specifies a list of semicolon delimited target aliases used by web applications in this package.				
<input type="text" value="GRRRequestDB"/>								
Procurement Available:				If AssetCenter Procurement is available this should be set to yes. Click for default: [No]				
<input checked="" type="radio"/> Yes <input type="radio"/> No								
Draft Requests Available:				Set to 'yes' if AssetCenter is being used as a request back end or if a draft phase has been implemented for requests in ServiceCenter.				
<input checked="" type="radio"/> Yes <input type="radio"/> No								
ServiceCenter Request Draft Phase Name:				If a draft phase has been implemented for requests in ServiceCenter this should be set to what the phase was named. This value is not used when AssetCenter is the request back end and can safely be ignored.				
<input type="text" value="Draft"/>								
Request Interface Script:				The name of a Request Interface override script.				
<input type="text"/>								
Purchase Order Interface Script:				The name of a Purchase Order Interface override script.				
<input type="text"/>								
<input type="button" value="Save"/>								

3 Type GRRequestDB to identify the target back-end alias.

Field Name	Value Description	Default Value
Get-Resources Targets	Contains the target aliases for the back-end.	GRRequestDB
Procurement Available	Determines AssetCenter Procurement availability. Note: To use AssetCenter Procurement, select Yes .	No
Draft Requests Available	Enables draft requests in Get-Resources. Set to Yes for all systems that use AssetCenter as a request back-end and all ServiceCenter systems that implemented a draft phase.	Yes
ServiceCenter Request Draft Phase Name	Contains the name of the draft phase created in ServiceCenter.	Draft
Request Interface Script	Contains the name of the Request Interface override script. Use this field instead of modifying the functions in the tailoring kit requestexperience .	(none)
Purchase Order Interface Script	Contains the name of the Purchase Order Interface override script. Use this field instead of modifying the functions in the tailoring kit purchaseorderexperience .	(none)

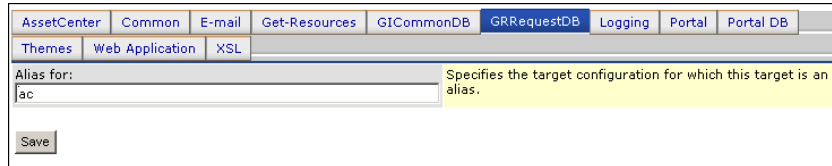
4 If you make any changes, click **Save**, then click **Control Panel > Reset Peregrine Portal** to apply the configuration settings.

Setting the GRRequestDB adapter

This section describes how to specify the alias target configuration.

To set the GRRequestDB adapter:

- 1 From the Peregrine Portal Admin module, click **Settings**, then click the **GRRequestDB** tab to open the GRRequestDB settings page.



The screenshot shows the GRRequestDB settings page. At the top, there is a navigation bar with tabs: AssetCenter, Common, E-mail, Get-Resources, GICommonDB, GRRequestDB (selected), Logging, Portal, and Portal DB. Below this, there are sub-tabs: Themes, Web Application, and XSL. The main content area has a label 'Alias for:' followed by a text input field containing 'ac'. To the right of the input field is a yellow tooltip that reads 'Specifies the target configuration for which this target is an alias.' At the bottom left of the form is a 'Save' button.

- 2 Type **ac** to specify AssetCenter as the alias target configuration.
- 3 Click **Save**, then click **Control Panel > Reset Peregrine Portal** to apply the configuration settings.

AssetCenter database settings

This section describes how to connect to the AssetCenter database.

To connect to the AssetCenter database:

- 1 From the Peregrine Portal Admin module, click **Settings**, then click the **AssetCenter** tab to open the **AssetCenter** settings page.

AssetCenter		Common	E-mail	Get-Resources	GICommonDB	GRRequestDB	Logging	Portal	Portal DB
Themes		Web Application	XSL						
Database:	ACDemo43en	Name of the AssetCenter database. Click for default: []							
Anonymous name:	Admin	Anonymous user name used when an unknown user attempts to communicate with AssetCenter.							
Anonymous password:		Anonymous user password.							
Admin name:	Admin	Administration user used by the Peregrine Portal when performing tasks such as user authentication and registration.							
Admin password:		Administration password.							
AC Shared Library Name:		AssetCenter API shared library name. This setting is unused on Windows systems.							
AC Shared Library Path:		Path to the AC API shared library. This setting is unused on Windows systems.							
Default Capability Words:		Semicolon separated list of access rights that all users should have regardless of their profile. An example would be ac(getit,requester)							
Adapter:	com.peregrine.oaa.adapter.ac.ACAadapter	Full class path for adapter associated with this target.							
Enum Source:	WEB-INF/bizdoc/Enum/SysEnums.xml	Specifies a semi-colon delimited list of xml files that provide the values for enumeration data types. Leave this blank if the enum values are stored in backend database for this target.							
Save									

- 2 Update the following fields.

Field Name	Value Description	Default Value
Database	Name of the AssetCenter database you are using as a back-end for Get-Resources.	(none)
Anonymous name	Anonymous user name used when an unknown user attempts to communicate with AssetCenter.	Admin
Anonymous password	Password for the anonymous user name.	(none)

Field Name	Value Description	Default Value
Admin name	Administration login name used by the Peregrine Portal when performing tasks such as user authentication and registration.	Admin
Admin password	Administrator password.	(none)
AC Shared Library Name	AssetCenter API shared library name.	(none)
AC Shared Library Path	Path to the AC API shared library.	(none)
Default Capability Words	Access rights for all users.	(none)
Adapter	Full class path for adapter associated with this target.	com.peregrine.oaa.adapter.ac.ACAAdapter
Enum Source	The xml file that provides the values for enumeration data types.	(none)

- When you finish updating these fields, click **Save**.
- Click **Control Panel > Reset Peregrine Portal** to apply the configuration settings.

Setting the Portal DB adapter

Get-Resources enables personalization of portal application screens without the need to manually change and compile code. To enable this feature, Get-Resources requires a database adapter connection to store settings and customizations in the back-end database. Until a database adapter is defined for the portal page, users cannot see or make personalization changes to the Peregrine Portal home page.

To configure Get-Resources to save personalization settings in the AssetCenter back-end database:

- From the Peregrine Portal Admin module, click **Settings**.

- At the top of the Settings page, click the **Portal DB** tab to open the Portal Database settings page.

AssetCenter	Common	E-mail	Get-Resources	GICommonDB	GRRRequestDB	Logging	Portal	Portal DB
Web Application XSL								
Default capabilities:				Semicolon separated list of default access rights that all users should have regardless of their profile. Access rights are assigned to target adapters in the following way: portalDB(getit.portal)				
<input type="text" value="portalDB(getit.portal);getit.home;getit.content;getit.layout;getit.sl"/>								
Alias for:				Specifies the target configuration for which this target is an alias. Click for default: []				
<input type="text" value="ac"/>								
<input type="button" value="Save"/>								

- In the **Alias for** field, type **ac**, then click **Save**.

Note: You must manually set this field.

- Click **Control Panel > Reset Peregrine Portal** to apply the configuration changes.

Setting the Web Application database adapter

Get-Resources requires a database adapter connection to store settings and customizations to the web application's interface screens. Until a database adapter is defined for the Web application, users cannot make personalization changes to the Web application.

To configure Get-Resources to save personalization to the Web application in the AssetCenter back-end database:

- From the Peregrine Portal Admin module, click **Settings**.
- At the top of the Settings page, click the **Web Application** tab to open the **Web Application** settings page.

AssetCenter	Common	E-mail	Get-Resources	GICommonDB	GRRRequestDB	Logging	Portal	Portal DB
Themes Web Application XSL								
Default capabilities:				Semicolon separated list of default access rights that all users should have regardless of their profile. Access rights are assigned to target adapters in the following way: portalDB(getit.portal)				
<input type="text" value="weblication(oaa.bva);getit.personalization.bva)"/>								
Alias for:				Specifies the target configuration for which this target is an alias. Click for default: []				
<input type="text" value="ac"/>								
<input type="button" value="Save"/>								

- 3 In the **Alias for:** field type **ac**, then click **Save**.

Note: You must manually set this field.

- 4 Click **Control Panel > Reset Peregrine Portal** to apply the configuration changes.

Important: Verify that the **Web Application, PortalDB** and **ac** targets use the `com.peregrine.oaa.adapter.ac.ACAAdapter` and are connected in the Connection Status table.

Setting the GICommonDB adapter

Get-Resources lets you find information about an employee's assets and reporting structure. To enable this feature, Get-Resources requires a database adapter connection to store the information in the back-end database. Until you define a database adapter for the page, users cannot view the personal information on the Peregrine Portal home page.

To configure Get-Resources to save personal information in the AssetCenter back-end database:

- 1 From the Peregrine Portal Admin module, click **Settings**.
- 2 At the top of the Settings page, click the **GICommonDB** tab to open the settings page.

AssetCenter	Change Management	Common	E-mail	Get-Resources	GICommonDB	GRRRequestDB	
Logging	Portal	Portal DB	ServiceCenter	Service Desk	Themes	Web Application	XSL
Alias for:					Specifies the target configuration for which this target is an alias.		
<input type="text" value="ac"/>					Click for default: []		
<input type="button" value="Save"/>							

- 3 In the **Alias for** field, type **ac** to specify AssetCenter as the alias target configuration.

Note: You must manually set this field.

- 4 Click **Control Panel > Reset Peregrine Portal** to apply your changes to the system.
- 5 When the operation completes, verify that the adapter is `com.peregrine.oaa.adapter.ac.ACAdapter` and displays *Connected* in the Connection Status table.

Troubleshooting the AssetCenter database connection

If you are having trouble making a connection between Get-Resources and the AssetCenter back-end database (if the Connection Status displays *Disconnected* for the target adapters in the Admin Control Panel), follow these instructions to verify the AssetCenter Database Settings.

To troubleshoot the AssetCenter database connection:

- 1 Click the AssetCenter tab and verify that the parameter defined for the **Database** field is the same as the database name displayed in the **Connect to database** dialog box when you log into AssetCenter.
- 2 Verify that the correct Admin name and password are defined for Get-Resources to login to AssetCenter.
- 3 Check the ODBC connections to AssetCenter.

Depending on the way you run the application server, it looks for either an ODBC User DSN or an ODBC System DSN.

- If you start your application server as a service (the default method), it references the System DSN for the ODBC connection to the AssetCenter database.
- If you start your application server as an application, it references the User DSN to determine the ODBC connection.

Refer to [AssetCenter database settings on page 145](#) for more information.

Installing and configuring ACAdapter on UNIX

By default, Get-Resources installs with all of the connectivity required to interface with AssetCenter through a special adapter, the ACAdapter. Use the following procedures to install and configure the ACAdapter on UNIX.

To install and configure the ACAdapter on UNIX:

- 1 Follow the AssetCenter documentation to install AssetCenter on the AIX, Linux, or Solaris system where you run Get-Resources.

Note: AssetCenter 4.2 on AIX requires the OpenSSL package from <http://www-1.ibm.com/servers/aix/products/aixos/linux/download.html>.

Click the **AIX Toolbox Cryptographic Content** link.

- 2 Copy `amdb.ini` from a Windows AssetCenter installation that is configured to use the same AssetCenter database.

Note: Peregrine recommends that you copy `amdb.ini` to the AssetCenter installation directory. However, you can copy the file to any location where the application server can read it.

Depending on your AC and Windows versions, this file may be in the `WINDOWS` or `WINNT` directory or your user's home directory under `Documents and Settings`.

- 3 Set the `LD_LIBRARY_PATH` environment variable (`LIBPATH` on AIX) for the user running your application server to include the `AssetCenter/bin` directory and the directory containing the shared libraries for the database client that AssetCenter is using.

For example:

```
/usr/local/ac421/bin:/usr/local/oracle/product/8.1.6/lib
```

- 4 Log in to Admin page (`admin.jsp`). Then click **Settings** and the **AssetCenter** tab.
- 5 Set the AssetCenter database name to match the database name defined in `amdb.ini`.
- 6 Set the AssetCenter library to match the version in your `AssetCenter/bin` directory.

For example, "aamapi42" for `libaamapi42.so`

Java replaces the prefix and suffix when it looks for the file.

- 7 Optionally, set the AssetCenter library path to your AssetCenter/bin directory, including a trailing slash.
- 8 Click **Save**.

Configuring connections to ServiceCenter

Get-Resources connects to the ServiceCenter database through a special adapter, the SCAdapter. This section describes how to configure and verify the following settings.

- ServiceCenter adapter
- GRRRequestDB adapter
- Portal DB adapter
- Web Application database adapter

Connection settings

This section describes how to configure and verify back-end system settings.

To define ServiceCenter as the back-end system for Get-Resources:

- 1 From the Peregrine Portal Admin module, click **Settings**.

This displays the Settings page which provides access to the various tabs that configure settings for Get-Resources.

The Common settings page opens by default.

AssetCenter	Change Management	Common	E-mail	Get-Resources	GICommonDB	GRRRequestDB	Logging
Portal	Portal DB	ServiceCenter	Service Desk	Themes	Web Application	XSL	
Maximum attached file size (in KB):				The size limit, in KB, of files that may be submitted as attachments. A value of 0 indicates that no limit is set. This setting is a default that can be overridden by individual attachment fields.			
<input type="text" value="0"/>							
Common Backend:				Adapter target name used to support common user operations.			
<input type="text" value="portalDB"/>							
List of target aliases:				Specifies a list of semicolon delimited target aliases used by web applications in this package.			
<input type="text" value="webapplication;mail"/>							
System Maintenance username:				The system maintenance username. This login provides access to administrative functionality. The system maintenance user is independent of any deployed adapter (s). Use this login to configure a newly installed system or to troubleshoot an existing install.			
<input type="text" value="System"/>							
System Maintenance password:				The system maintenance password.			
<input type="text"/>							
Application path:				Directory location of the Peregrine Portal Web Applications.			
<input type="text" value="WEB-INF/apps/"/>							
Event queue:				Enter the name of the adapter that should be used by the Peregrine Portal event queue engine. For example:			
<input type="text" value="portalDB"/>				<ul style="list-style-type: none"> • To use ServiceCenter's repository, enter "sc" • To use AssetCenter's repository, enter "ac" 			

- 2 Update the fields as required.

The Common tab includes the following settings.

- Language Translation
- Personalization
- Attachments
- Server-Side Scripts
- Encoding, Locales, and Sessions
- Performance Tuning

Tip: You can reload forms without having to reset your Peregrine OAA server. Set the Reload Forms option to Yes under Performance Tuning. This works best in a production environment.

Performance Tuning
 File Change Monitor Interval:
 0
 Reload Forms:
 Yes No

Set the Reload Forms option to **Yes** to automatically reload the forms if their sources are modified after the server started.

3 At the top of the page, click the **Get-Resources** tab to open the **Get-Resources Connections Settings** page:

Get-Resources Connection Settings

Get-Resources Targets: GRRRequestDB	Specifies a list of semicolon delimited target aliases used by web applications in this package.
Procurement Available: <input checked="" type="radio"/> Yes <input type="radio"/> No	If AssetCenter Procurement is available this should be set to yes. Click for default: [No]
Draft Requests Available: <input checked="" type="radio"/> Yes <input type="radio"/> No	Set to 'yes' if AssetCenter is being used as a request back end or if a draft phase has been implemented for requests in ServiceCenter.
ServiceCenter Request Draft Phase Name: Draft	If a draft phase has been implemented for requests in ServiceCenter this should be set to what the phase was named. This value is not used when AssetCenter is the request back end and can safely be ignored.
Request Interface Script:	The name of a Request Interface override script.
Purchase Order Interface Script:	The name of a Purchase Order Interface override script.

Save

4 Update the following fields.

Field Name	Description	Default
Get-Resources Targets	Contains the target aliases for the back-end.	GRRRequestDB
Procurement Available	Determines AssetCenter Procurement availability.	No
Draft Requests Available	Enables draft requests in Get-Resources. Set to Yes for all systems that use AssetCenter as a request back-end and all ServiceCenter systems that implemented a draft phase.	Yes
ServiceCenter Request Draft Phase Name	Contains the name of the draft phase created in ServiceCenter.	Draft

Field Name	Description	Default
Request Interface Script	Contains the name of the Request Interface override script.	(none)
Purchase Order Interface Script	Contains the name of the Purchase Order Interface override script.	(none)

- 5 Click **Save**.
- 6 Click **Control Panel > Reset Peregrine Portal** to apply your changes to the system.
- 7 When the operation is complete, verify that the **sc** target adapter, `com.peregrine.oaa.adapter.sc.SCAAdapter`, is displayed in the **Connection Status** table.

Note: Unless you configure the ServiceCenter system you are using as a back-end with default login information, the status for the ServiceCenter target adapter displays *Disconnected* until you connect Get-Resources to the ServiceCenter database.

ServiceCenter database settings

Get-Resources requires the ServiceCenter adapter to connect to the ServiceCenter database.

To connect to the ServiceCenter database:

- 1 From the Peregrine Portal Admin module, click **Settings**.

- At the top of the Settings page, click the **ServiceCenter** tab to open the ServiceCenter settings page.

AssetCenter	Change Management	Common	E-mail	Get-Resources	GICommonDB	GRRrequestDB	Log
Portal	Portal DB	ServiceCenter	Service Desk	Themes	Web Application	XSL	
Host:	Host name of the ServiceCenter server Click for default: [localhost]						
Port:	Port number of the ServiceCenter server Click for default: [12670]						
Log:	Path to SC logging used by the ServiceCenter client connection						
Admin user:	Administration user used by the Peregrine Portal when performing tasks such as user authentication and requests in ServiceCenter						
Admin password:	Admin user password for ServiceCenter						
Anonymous user:	Anonymous user name used when an unknown user attempts to communicate with ServiceCenter						
Anonymous password:	Anonymous user password for ServiceCenter						
Default capabilities:	Semicolon separated list of default access rights that users should have regardless of their profile. Access is assigned to target adapters in the following way: portalDB(getit.portal)						
Adapter:	Full class path for adapter associated with this target						
Enum Source:	Specifies a semi-colon delimited list of xml files that the values for enumeration data types. Leave this blank if the enum values are stored in backend database for target.						
Create a Contact record for the Operator during login:	If Yes, a contact record will be created for the operator logs in if the contact record doesn't exist. If No, no record will be created.						
With CBA, Authenticate Operators as Operators instead of as Contacts:	This applies when Contact-Based Authentication is used. When set to Yes, if an operator (not a contact) enters through an ASP page intended as an entry point for Contact-Based Authentication, the operator will be authenticated as an operator. When set to No, the operator will be authenticated as a contact.						
<input type="button" value="Save"/>							

- Update the following fields.

Field Name	Value Description	Default Value
Host	Host name of the ServiceCenter server.	localhost
Port	Port number of the ServiceCenter server.	12670
Log	The path to SC logging that the ServiceCenter client connection uses	(none)

Field Name	Value Description	Default Value
Admin user	Administration login name that the Peregrine Portal uses when performing tasks such as user authentication and registration	falcon
Admin password	Administrator password	(none)
Anonymous user	Name to use when unknown user attempts to connect with ServiceCenter	falcon
Anonymous password	Anonymous user password for ServiceCenter	(none)
Default capabilities	Access rights for all users.	(none)
Adapter	Full class path for adapter associated with this target	com.peregrine.oaa.adapter.sc.SCAdapter
WEB-INF/bizdoc/Enum/SysEnums.xml	The xml file that provides the values for enumeration data types	(none)

- 4 When finished, click **Save**.
- 5 Click **Control Panel > Reset Peregrine Portal** to apply your changes to the system.
- 6 When the operation is complete, verify that the **sc** target adapter, `com.peregrine.oaa.adapter.sc.SCAdapter`, is displayed in the **Connection Status** table.

Note: Unless the ServiceCenter system you are using as a back-end is configured with default login information, the status for the ServiceCenter target adapter displays “*Disconnected*” until you connect Get-Resources to the ServiceCenter database.

Setting the GRRequestDB adapter

This section describes how to specify the alias target configuration.

To set the GRRequestDB adapter:

- 1 From the Peregrine Portal Admin module, click **Settings**, then click the **GRRequestDB** tab to open the GRRequestDB settings page.

- 2 Type **sc** to specify ServiceCenter as the alias target configuration.

Note: AssetCenter (ac) is the default alias.

- 3 Click **Save**, then click **Control Panel > Reset Peregrine Portal** to apply the configuration settings.

Setting the PortalDB adapter

Get-Resources lets you personalize portal application screens without manually changing and compiling code. To enable this feature, Get-Resources requires a database adapter connection to store portal settings and customizations in the back-end database. Until a database adapter is defined for the portal page, users cannot see or make personalizations to the Peregrine Portal home page.

To configure Get-Resources to save personalization settings in the ServiceCenter back-end database:

- 1 From the Peregrine Portal Admin module, click **Settings**.

- At the top of the Settings page, click the **Portal DB** tab.

This displays the Portal Database settings page.

AssetCenter	Change Management	Common	E-mail	Get-Resources	GICommonDB	GRRRequestDB	Logging
Portal	Portal DB	ServiceCenter	Service Desk	Themes	Web Application	XSL	
Default capabilities:				Semicolon separated list of default access rights that all users should have regardless of their profile. Access rights are assigned to target adapters in the following way:			
portalDB(getit.portal;getit.home;getit.content;getit.layout;getit.si				portalDB(getit.portal)			
Alias for:				Specifies the target configuration for which this target is an alias.			
sc				Click for default: []			
Save							

- In the **Alias for** field type **sc**, then click **Save**.

Note: You must manually set this field.

- Click **Control Panel > Reset Peregrine Portal** to apply your changes to the system.
- When the operation completes, verify that the adapter for the **portalDB** target is `com.peregrine.oaa.adapter.sc.SCAAdapter` and displays *Connected* in the Connection Status table.

Important: If you specify one alias and subsequently change that alias, you lose the personalizations of your portal application screens.

Setting the Web Application database adapter

Get-Resources requires a database adapter connection to store settings and customizations to the Web application's interface screens. Until a database adapter is defined for the Web application, users cannot make personalization changes to the Web application.

To configure Get-Resources to save personalization to the Web application in the ServiceCenter back-end database:

- From the Peregrine Portal Admin module, click **Settings**.

- At the top of the Settings page, click the **Web Application** tab to open the **Web Application** settings page.

AssetCenter	Change Management	Common	E-mail	Get-Resources	GICommonDB	GRRRequestDB	Logging
Portal	Portal DB	ServiceCenter	Service Desk	Themes	Web Application	XSL	
Default capabilities:		Semicolon separated list of default access rights that all users should have regardless of their profile. Access rights are assigned to target adapters in the following way: portalDB(getit.portal)					
weblication(oaa.bva;getit.personalization.bva)							
Alias for:		Specifies the target configuration for which this target is an alias.					
sc		Click for default: []					
Save							

- In the **Alias for** field type **sc**, then click **Save**.

Note: You must manually set this field.

- Click **Control Panel > Reset Peregrine Portal** to apply your changes to the system.
- When the operation completes, verify that the adapter for the **weblication** target is `com.peregrine.oaa.adapter.sc.SCAdapter` and displays *Connected* in the Connection Status table.

Important: If you specify one alias and subsequently change that alias, you lose personalizations made to forms.

Setting the GICommonDB adapter

Get-Resources lets you find information about an employee's assets and reporting structure. To enable this feature, Get-Resources requires a database adapter connection to store the information in the back-end database. Until you define a database adapter for the page, users cannot view the personal information on the Peregrine Portal home page.

To configure Get-Resources to save personal information in the ServiceCenter back-end database:

- From the Peregrine Portal Admin module, click **Settings**.

- At the top of the Settings page, click the **GICommonDB** tab to open the settings page.

AssetCenter	Change Management	Common	E-mail	Get-Resources	GICommonDB	GRRequestDB	
Logging	Portal	Portal DB	ServiceCenter	Service Desk	Themes	Web Application	XSL
Alias for:						Specifies the target configuration for which this target is an alias.	
<input type="text" value="sc"/>						Click for default: []	
<input type="button" value="Save"/>							

- In the **Alias for** field, type **sc** to specify ServiceCenter as the alias target configuration.

Note: You must manually set this field.

- Click **Control Panel > Reset Peregrine Portal** to apply your changes to the system.
- When the operation completes, verify that the adapter is `com.peregrine.oaa.adapter.sc.SCAdapter` and displays *Connected* in the Connection Status table.

Troubleshooting the ServiceCenter database connection

If the Connection Status table in the Admin Control Panel displays *Disconnected* for any of the target adapters, do the following to troubleshoot possible configuration issues.

To troubleshoot the ServiceCenter database connection:

- From the Admin module, check the Control Panel page to confirm the database connectivity status.

If **sc** is disconnected, verify that the ServiceCenter service is running and the ServiceCenter console has been started.

- 2 From the Settings page ServiceCenter tab:
 - a Verify that the parameters for **Host** and **Port** are correct.
 - b Verify that the Admin user name and password defined for Get-Resources are the same login values used when logging directly into the ServiceCenter back-end system as an Administrator.
- 3 Verify that you have ServiceCenter full client connectivity by starting a client that points to the port listed on the Settings page in the Admin module.
- 4 In the ServiceCenter settings page of the Admin module in Get-Resources:
 - Verify that the parameters entered for the **Host:** and **Port:** fields are correct.
 - Verify that the Admin user name and password defined for Get-Resources are the same login values used when logging directly into the ServiceCenter back-end system as an Administrator.

Refer to [ServiceCenter database settings on page 154](#) for detailed instructions on how to perform these functions.



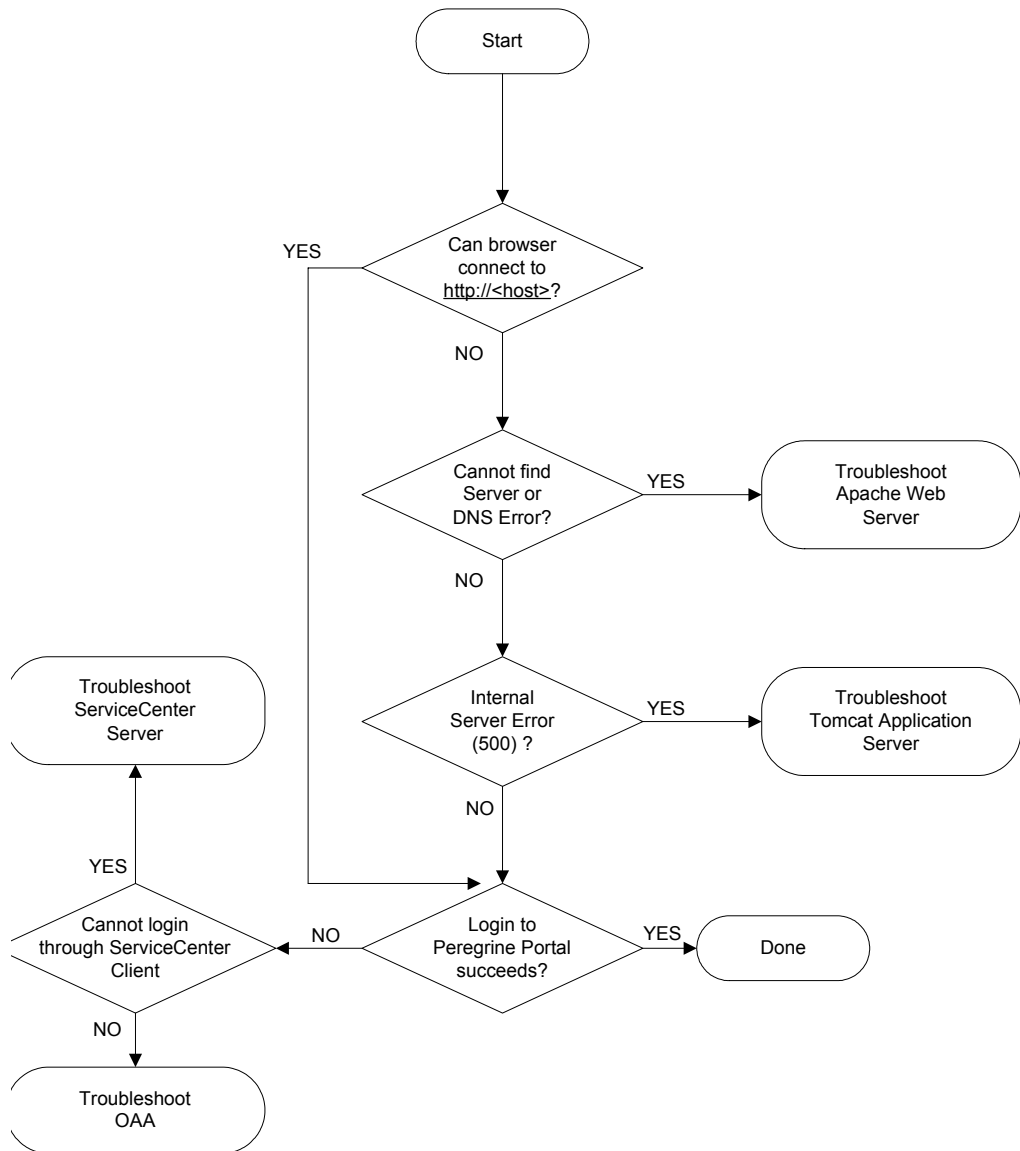
7 Troubleshooting

CHAPTER

This chapter covers the following topics:

- Troubleshooting Apache Web server for Windows on page 165
- Troubleshooting Apache Web server for UNIX on page 168
- Troubleshooting Tomcat on page 170
- Troubleshooting OAA on page 173
- Troubleshooting WebSphere on page 174
- Troubleshooting ServiceCenter server on page 175

The following troubleshooting diagram shows areas to consider when trying to resolve installation problems.



Troubleshooting Apache Web server for Windows

If you are having trouble with the Apache Web server for Windows, follow these instructions.

The Web server is not responding

If the Web server is not responding:

Step 1 Verify that the network connections are enabled.

Step 2 Verify that the apache . exe program is running.

Step 3 Restart Apache service.

Step 4 Make sure the port that Apache uses is not in use by another network service (Apache uses port 80 by default).

To verify that the network connections are enabled:

- 1 Click **Start**.
- 2 Point to **Settings**.
- 3 Click **Network and Dial-up** connection.
- 4 Click **Local area** connection.
- 5 In the dialog box, verify that under Connection, Status is listed as Connected.

To verify that the apache.exe program is running:

- 1 Press Ctrl+Alt+Del.
- 2 Click **Task Manager**.
- 3 On the Processes tab, verify that the Apache . exe program is listed in the Image Name column.

To restart Apache service:

- 1 Click **Start**.
- 2 Click **Programs**.
- 3 Click **Administrative Tools**.
- 4 Click **Services**.
- 5 Locate the **Apache service** in the list and restart it.

To make sure the port that Apache uses is not in use by another network service (Apache uses port 80 by default):

- 1 Stop Apache.
 - a Click **Start**.
 - b Click **Programs**.
 - c Click **Administrative Tools**.
 - d Click **Services**.
 - e Locate the Apache service in the list and stop it.
- 2 Click **Start**.
- 3 Click **Run**.
- 4 Enter **cmd** and click **OK**.
- 5 In the command line window, enter **netstat -a** and press return.
- 6 Make sure that an entry with Proto=TCP, Local Address=<host>:http does not exist.

Note: This ensures that when Apache is not running, no other service is listening on the http port (80).

- 7 Correct the problem by either changing Apache's default port (refer to customization documentation) or disabling/changing the conflicting service.

Users cannot access the Web server

Users cannot access the Web server even though the server is running, and the network and Internet connections are enabled.

If users cannot access the Web server, follow these instructions.

Step 1 Verify that the WINS server is installed.

Step 2 Verify that the DNS server is installed.

Step 3 Check Apache log files for additional errors.

To verify that the WINS server is installed:

- 1 Click Start.
- 2 Point to Settings.
- 3 Click Control Panel.
- 4 Click Add/Remove program.
- 5 Click Add/Remove Windows Components.
- 6 Click Networking Services.
- 7 Click Details.
- 8 Verify that the WINS Server check box is selected and properly configured on the network. Also verify that it is functioning.

To verify that the DNS server is installed:

- 1 Click Start.
- 2 Point to Settings.
- 3 Click Control Panel.
- 4 Click Add/Remove program.
- 5 Click Add/Remove Windows Components.
- 6 Click Networking Services.
- 7 Click Details.
- 8 Verify that DNS is installed, and that the DNS servers (or server) are connected and working on the network.

To view Apache log files for additional errors:

- From a text editor, open the Apache log files.

The default files are in `c:\Program Files\Peregrine\Common\Apache2\logs`.

Troubleshooting Apache Web server for UNIX

If you are having trouble with the Apache Web server for UNIX, follow these instructions.

The Web server is not responding

If the Apache Web server is not responding, check the network setup.

To check the network setup:

- 1 Make sure the port that Apache uses is not in use by another network service.

Note: Apache uses port 80 by default. You can change this by using the **Port** directive in the `httpd.conf` file. Use the `netstat` command to list all ports being listened to after shutting down Apache.

```
$ /etc/init.d/oaact1 stop
$ netstat -a | grep 80
```

- 2 Make sure the IP address and hostname of the server are configured correctly. If so,
 - The Ping command successfully gets a response from the server.
 - The **nslookup hostname** displays the correct mapping from the hostname to the IP address.
 - The **telnet hostname 80** successfully connects to the server.

```
$ /usr/sbin/ping hostname -n 5
$ telnet hostname 80
Trying...
Connected to hostname
Escape character is '^]'.
```

View Apache log files for advanced errors

If you are having trouble with the Apache Web server, view the log files.

To view Apache log files for advanced errors:

- From a text editor, open the Apache log files.

The default Apache log files are in:

```
<base install directory>/peregrine/common/apache2/logs.
```

Troubleshooting the IBM HTTP Server

The Get-Resources installer creates duplicate alias entries in the IBM HTTP Server when you install more than one Peregrine OAA Platform application on WebSphere.

Duplicate entries can also occur if you reinstall Get-Resources or install another Peregrine OAA Platform application on a system that formerly had Get-Resources installed on it.

Remove any duplicate alias entries from the IBM HTTP Server `httpd.conf` file.

Troubleshooting Tomcat

Before you can troubleshoot problems on Tomcat, you must become familiar with starting and stopping Tomcat on your operating system. You also need know where the Tomcat log files are located.

To start or stop Tomcat on Windows:

- 1 Click **Start > Programs > Administrative Tools > Services**.
- 2 Locate the `PeregrineTomcat` service in the list and start/stop/restart it.

To start or stop Tomcat on UNIX:

- `$ /etc/init.d/oaact1 <start/stop/restart>`

The following table contains the default Tomcat log file locations.

Operating system	Default Tomcat log files location
Windows	C:\Program Files\Peregrine\Common\Tomcat4\logs
UNIX	/ <code><installed base directory></code> /peregrine/common/tomcat4/logs

Check for Tomcat port conflicts

The following table displays the default Tomcat port usage.

Port number	Tomcat service
8005	Tomcat Administration
8009	Tomcat AJP13 Worker Port

In the Tomcat log file `stderr.log`, the following line indicates the currently succeeded AJP13 port being used:

```
[INFO] ChannelSocket - JK2: ajp13 listening on tcp port 8009o1
```

To check for Tomcat port conflicts:

- 1 Stop the Tomcat service.
- 2 Use `netstat -a` to list ports being listened on. Check for port conflicts.
- 3 Make necessary modifications to Tomcat port configuration or disable (or modify) the conflicting service. Additional information about Tomcat is available at <http://jakarta.apache.org/tomcat/>.

Checking for Port Conflicts: an example

Check for entries where the Proto value is "TCP" and the State is "Listening." For example, the following output from the `netstat -an` command shows that ports 80, 8009, 8025, 12670, and 1585 are in use:

Active Connections			
Proto	Local Address	Foreign Address	State
TCP	0.0.0.0:8	0.0.0.0:0	LISTENING
TCP	0.0.0.0:8009	0.0.0.0:0	LISTENING
TCP	0.0.0.0:8025	0.0.0.0:0	LISTENING
TCP	0.0.0.0:12670	0.0.0.0:0	LISTENING
TCP1	0.2.3.154:1032	66.163.173.77:80	ESTABLISHED
TCP1	0.2.3.154:1342	10.2.3.154:12670	ESTABLISHED
TCP1	0.2.3.154:1585	0.0.0.0:0	LISTENING
TCP1	0.2.3.154:1585	10.2.0.112:139	ESTABLISHED

Check for Tomcat errors

Make sure that you are working with clean files.

To ensure a clean environment for troubleshooting:

- 1 Shutdown the Apache and Tomcat services.
- 2 Remove all log files.

- 3 Restart the Apache and Tomcat services.
- 4 Use a browser to connect to the Web server.

File mod_jk.log

This file contains log information regarding the out-of-process TCP connection between the Apache Web server and Tomcat.

This file is empty when there are no errors. It contains hints about connection failures when the AJP13 port is in conflict with another service, or when the Tomcat mod_jk connector is configured incorrectly.

File stdout.log

The following is a normal output of this log file.

```
Bootstrap: Create Catalina server
Bootstrap: Starting service
Starting service Tomcat-Standalone
Apache Tomcat/4.1.12
Instantiating Archway Servlet...
2002-12-10 12:22:13,079 INFO [main] - Using application preferences in
/C:/Program Files/Peregrine/Common/Tomcat4/webapps/oa/WEB-INF/local.xml
2002-12-10 12:22:13,119 INFO [main] - Using default preferences in
/C:/Program
Files/Peregrine/Common/Tomcat4/webapps/oa/WEB-INF/default/archway.xml
2002-12-10 12:22:13,200 INFO [main] - Using default preferences in
/C:/Program
Files/Peregrine/Common/Tomcat4/webapps/oa/WEB-INF/default/common.xml
2002-12-10 12:22:13,240 INFO [main] - Using default preferences in
/C:/Program
Files/Peregrine/Common/Tomcat4/webapps/oa/WEB-INF/default/logging.xml
2002-12-10 12:22:13,270 INFO [main] - Using default preferences in
/C:/Program
Files/Peregrine/Common/Tomcat4/webapps/oa/WEB-INF/default/themes.xml
2002-12-10 12:22:13,280 INFO [main] - Using default preferences in
/C:/Program
Files/Peregrine/Common/Tomcat4/webapps/oa/WEB-INF/default/xs.xml
Bootstrap: Service started
```

Look for the following in this file during an error:

- Archway Servlet is not instantiated.
- The webapps location is incorrect.
- Bootstrap service failed to start.

File stderr.log

The following is a normal output of this file.

```
Created catalinaLoader in: C:\Program
Files\Peregrine\Common\Tomcat4\server\lib
[INFO] Registry - -Loading registry information
[INFO] Registry - -Creating new Registry instance
[INFO] Registry - -Creating MBeanServer
[INFO] ChannelSocket - -JK2: ajp13 listening on tcp port 8009
[INFO] JkMain - -Jk running ID=0 time=0/120 config=C:\Program
Files\Peregrine\Common\Tomcat4\conf\jk2.properties
```

Look for the following problems in this file during an error:

- catalinaLoader was not created or is pointing to an incorrect location.
- ChannelSocket - JK2: ajp13 failed to connect or is connecting on an incorrect port number.
- JkMain is not using the right jk2.properties.

File localhost_log.<date>.txt

There should not be any Java errors in this log file. This file logs application manager activity in deploying Peregrine OAA Web applications.

Troubleshooting OAA

If you are having trouble with your Peregrine OAA Web application, verify your application's back-end server and view the OAA logs.

OAA back-end configuration

Make sure that the Peregrine OAA application is connecting to the right back-end server and that it is currently functional.

Note: After you have set the Portal DB adapter, you can lose personalizations to your portal application screens if you subsequently change the adapter. After you have set the Web Application database adapter, you can lose personalizations to forms if you subsequently change the adapter.

To check back-end configuration:

- 1 Browse to <http://hostname/oaadmin.jsp>.
- 2 Login as **System** and no password (providing this has not changed after installation).
- 3 From the Administration module, verify the connection status of the listed adapters.
- 4 Click on the target for the back-end server, for example, **sc**.
- 5 Verify that the host and port for the back-end server are correct.

OAA log files

The following table lists the default file locations of the Peregrine OAA log files.

Operating system	Default Peregrine OAA log files location
Windows	C:\Program Files\Peregrine\Common\Tomcat4\bin\archway.log
UNIX	/<installed base directory>/peregrine/common/tomcat4/archway.log

Make sure that the log files contain:

- A listing of installed OAA components and their version numbers.
- A correct listing of registered packages.
- An **Archway initialization complete** statement.

If the file contains Java ClassNotFoundException exceptions, check to see if all the required jar files are found.

Troubleshooting WebSphere

Duplicate alias entries can occur from the IBM HTTP Server `httpd.conf` file during a WebSphere installation. If this happens, the Admin form at <http://hostname/oaadmin/login.jsp> does not render.

Remove duplicate `Alias /oaa` lines from the `httpd.conf` file under the `conf` directory of the IBM HTTP or Apache web server. You want only one of the following:

```
Alias /oaa "C:\WebSphere\AppServer\installedApps\oaa.ear\portal.war"
Alias /oaa "C:/WebSphere/AppServer/installedApps/oaa.ear/portal.war"
```

Troubleshooting ServiceCenter server

If you are having trouble with the ServiceCenter server, do the following:

Step 1 Check the ServiceCenter Auth code and port setting.

Step 2 Check the ServiceCenter log.

Before you troubleshoot problems, you must become familiar with starting and stopping the ServiceCenter server on your operating system. You also need to know where the ServiceCenter log files are located.

To start or stop ServiceCenter on Windows:

- 1 Click **Start > Programs > Administrative Tools > Services**.
- 2 Locate the `PeregrineServiceCenter` service in the list and start/stop/restart it.

To start or stop ServiceCenter on UNIX:

- `$ /etc/init.d/oaact1 <start/stop/restart>`

The following table contains the default ServiceCenter log file locations.

Operating system	Default ServiceCenter log files location
Windows	<code>C:\Program Files\Peregrine\ServiceCenter\sc.log</code>
UNIX	<code>/<installed base directory>/peregrine/servicecenter/sc.log</code>

Check ServiceCenter Auth code and port setting

The following table contains the ServiceCenter setting file location.

Operating system	ServiceCenter setting file location
Windows	C:\Program Files\Peregrine\ServiceCenter\RUN\sc.ini
UNIX	/<installed base directory>/peregrine/servicecenter/RUN/sc.ini

To check the ServiceCenter Auth code and port setting:

- 1 Make sure the auth code set by the **auth:** tag is correct.
- 2 Make sure the port setting for **system:** matches the setting for the OAA back-end.

View ServiceCenter log

To view the ServiceCenter log:

- View the log file for auth code expiration errors.
- View the log for resource attachment errors.
- Refer to **ServiceCenter Administration Guide** for further troubleshooting if required.

Using ServiceCenter on Oracle

When using ServiceCenter on Oracle as the back-end database, personalization does not display pages correctly. From ServiceCenter, you must map the giComponentUsers table to Oracle.

To map the giComponentUsers table to Oracle:

- 1 Open the ServiceCenter client.
- 2 Log in as Administrator.
- 3 Add a sqlsystemtables record.
 - a Click the Toolkit tab to open the Database Manager dialog box.

- b Type **sqlsystemtables** in the File field and click Search.
 - c Check the **Map as Blob** flag.
- 4 Go to the sqlmapping table and delete all records for giComponentUsers table.
 - 5 Map the giComponentUsers table to Oracle.

Contact your ServiceCenter Administrator for more information on updating ServiceCenter table definitions.



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