

Peregrine

AssetCenter

AssetCenter Web User's
guide



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This edition applies to version 4.0.0 of the licensed program

AssetCenter

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1 Introduction

CHAPTER

This manual describes in detail how to install and use AssetCenter Web. AssetCenter Web is aimed at organizations that want to open access to their AssetCenter database to users via an Internet browser in order to perform predefined operations.

This version of AssetCenter Web is designed to work with AssetCenter 4.0.0.

Overview

AssetCenter Web opens access to the data managed by AssetCenter to any user with access to an Internet browser.

Depending on their access rights, a user can perform different operations on the AssetCenter database (read, create, append, delete). For reasons of security, these are generally simple operations: browsing assets, etc.

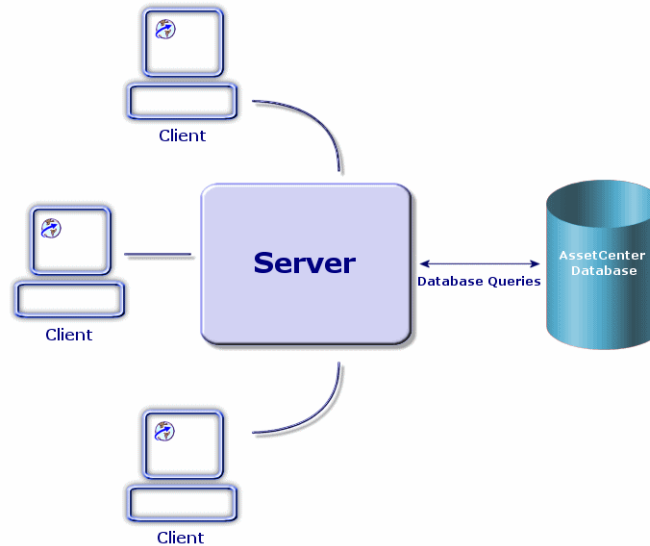
Three major aspects of AssetCenter Web make it particularly useful:

- Unlike the majority of Intranet/Internet sites, which provide static information, AssetCenter Web provides dynamic information. The pages displayed on users' screens at any given moment correspond exactly to live data from the AssetCenter database. AssetCenter Web generates each new page in real time so that the information is fully up-to-date.
- AssetCenter Web provides interactive access to the AssetCenter database. It is thus possible, in real time, for connected users to:
 - Consult all or part of the data in the AssetCenter database, according to certain conditions (database queries, user profile, etc.).
 - Search data: For example, track the helpdesk tickets assigned to them.
 - Modify or delete data: Certain users can be authorized to modify certain elements of an asset in the repository.
- AssetCenter Web is a secure Web server. It controls all access to the AssetCenter database via AssetCenter Web.

Operating principles

AssetCenter Web is based on Weblications using Get-It technology. The Get-It architecture (and that of AssetCenter Web) have been designed in order to:

- Offer a wide range of services to all members of an organization.
- Offer access to these services on a collective or on an individual basis.
- Help an enterprise's employees rapidly accomplish their predefined tasks.

Figure 1.1. Operating principles

To install the AssetCenter Web solution, you need to install and configure several components:

- A Web server (IIS), provided with Windows NT or Windows 2000.
- A JRE (Java Run-time environment).
- JRun, a Java server.
- AssetCenter
- A specially configured version of Get-It for use of AssetCenter Web Weblications.

Figure 1.2. Architecture

Note: AssetCenter Web Weblications already contain the most widely used functions, but you can develop other Weblications or even

modify existing ones via Get-It Studio. To learn how to use Get-It Studio, we recommend reading this application's guides.

About this manual

This manual is aimed not only at administrators who will install, configure and maintain AssetCenter Web, but also at the users of this product.

If you are an administrator, we recommend reading this entire manual, as well as all Get-It manuals.

If you are a user, we recommend reading the following chapters:

- Chapter 1 - Introduction
- Chapter 3 - Using AssetCenter Web





Note: Reading the other chapters is entirely optional.

Conventions

The following conventions are used throughout this manual:

Convention	Description
Code	Example of code or command
Fixed width characters	DOS command, function parameter or data formatting.
...	Portion of code or command omitted.
Note: Additional information	Note for informational purposes.
Important: Be careful...	Important information for the user.

Convention	Description
 Tip: A tip on using...	Tips
 Warning: Warning	Extremely important information for the user.
Object	Graphical interface object: a menu, a menu item, a tab or a button.

The following conventions are also used:

- Steps to perform in a given order are presented in a numbered list. For example:
 - 1 First step
 - 2 Second step
 - 3 Third and last step
- All figures and tables are numbered according to the chapter in which they are found and the order in which they are presented. For example, the title of the forth table in chapter two will be: **Table 2-4**.

2 | Installing and configuring AssetCenter Web

CHAPTER

This chapter guides you step-by-step through the installation and configuration of AssetCenter Web. You will learn to correctly install and configure the following elements:

- AssetCenter
- Get-It
- AssetCenter Web Weblications
- AssetCenter, if necessary



Important: This chapter is essential for administrators, although it probably won't hold much interest for the typical AssetCenter Web user. This latter will access the AssetCenter Web functions via a URL address using a simple Internet navigator.



Warning: If you previously used AssetCenter Web 3.60 sp1, you must uninstall this version before installing AssetCenter Web 3.60 sp2.

If you have already installed Get-Resources 2.0.1, the AssetCenter Web 3.60 sp2 installation program detects it, and replaces the Get-Resources 2.0.1 weblications by the AssetCenter Web 3.60 sp2 weblications.

Installing AssetCenter

To install AssetCenter, we recommend that you read the Installation and Upgrade Guide, provided with AssetCenter. There, you can find all the information necessary to install and configure the software.

Installing and configuring Get-It

This section details how to install and configure Get-It and its different components. Throughout the course of this process, you will need to install the following elements:

- Java Run-time Environment (JRE)
- JRun 3.1, a Java server application
- Get-It and its customization software, Get-It Studio

The different procedures detailed in this section concern the installation and configuration of the default Java server (JRun) and the Web server (IIS), provided with Get-It. If you decide to use a different Java or Web server, the instructions in this section will not apply to your installation.

Required configuration

This part contains information about the software and hardware configurations necessary to install Get-It in Windows. Make sure that you meet each one of the following requirements before proceeding with the installation.

Hardware requirements

- Pentium II, 400 Mhz or more, with a minimum of 256 MB of RAM.

- About 150 MB of free space on your hard drive.

Software requirements

- Microsoft Windows NT 4.0 Server or Workstation, or Windows 2000.
- Microsoft Internet Information Server (IIS) 4.0. (If necessary, this component can be downloaded from the Microsoft Web site.)



Note: Windows NT Workstation uses the Personal Web Server (PWS) application instead of Internet Information Server (which only runs on Windows NT Server). If you use Windows NT, your Microsoft license requires you to use the Server version in this production environment.

Introductory note

Before going on to the Get-It installation, you must ask yourself the following questions:

- 1 Do you have a JRE installed on your server? Allaire Java 2 Run-time Environment 1.3 is included on the Get-It installation CD. If you use an earlier version of JRE, you must uninstall it before installing Get-It
- 2 Do you have a Web server installed on your server? JRun 3.1 is included on the Get-It installation CD. If you use JRun as a Web server and your version is earlier than 3.1, you must uninstall it before installing Get-It
- 3 What is the complete path of your IIS-script directory? The default value is generally:

```
c:\inetpub\scripts
```

Find this information and write it down; you will need it to configure JRun.



Warning: Limitations of the operating system mean that the installation paths of JRE, JRun and Get-It must not exceed eight characters. This way, all the dynamic libraries of Java and Peregrine Systems are correctly loaded by the Java server. The JRE, JRun and Get-It must be thus installed at the root of your hard drive. If you use long paths to install one of these products, it is possible that the pages of the Weblications will not be displayed correctly, if at all.

Installing AssetCenter Web

Completely installing AssetCenter Web involves three steps. These steps must be carried out sequentially.

- 1 Install Java 2 Run-time Environment (JRE).
- 2 Install and configure JRun 3.1 with your Web server.
- 3 Install Get-It



Note: During this installation, a virtual getit directory is automatically created on your Web server (IIS or PWS only).

First step - Installing JRE

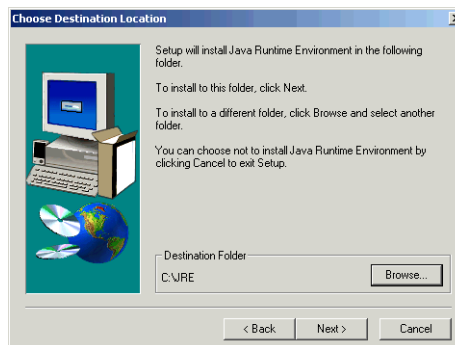
- 1 Insert the AssetCenter Web CD into your CD-ROM disk drive. The installation program should start automatically. If this is not the case, browse the contents of the CD until you find the **autorun.exe** file. Double-click this file to start the installation program; the CD's browser interface will appear on the screen.

Figure 2.1. CD browser interface



- 2 Click the **Install Java 2 Runtime Engine** button. The Java splash screen appears, followed by the user license.
- 3 Read through the license carefully, then click **Yes** to accept the terms. The wizard asks you to choose the JRE installation directory.

Figure 2.2. Choosing the installation directory



- 4 Click **Browse** to edit the default path and choose a directory that is situated at the root of your hard drive. Click **Next**.



Note: The JRE should be installed at the root of your hard drive. For example:

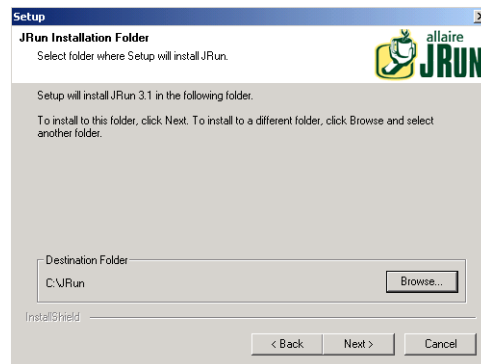
c:\jre

The wizard goes on to install the JRE. The messages that appear inform you of the operations being performed. Once the installation process has successfully terminated, the CD browser interface reappears.

Second step - Installing JRun 3.1

- 1 Click the **Install JRun 3.1** button. The JRun start-up screen appears.
- 2 Click **Next**. The user license appears on the screen.
- 3 Read through the license carefully, then click **Yes** to accept the terms. The wizard asks you to enter a serial number: You can leave this field empty. The Get-It installation program automatically installs your JRun license.
- 4 Click **Next**. The wizard asks you to choose the JRun installation directory.

Figure 2.3. Choosing an installation directory



- 5 Click **Browse** to edit the default path and choose a directory that is situated at the root of your hard drive. Click **Next**.

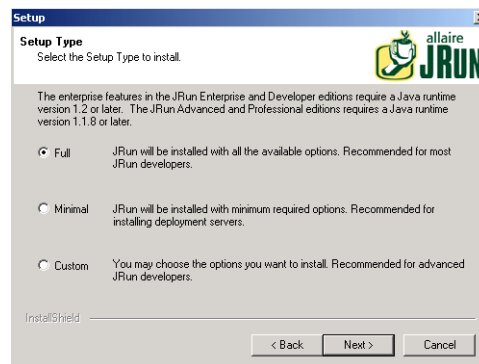


Warning: JRun must be installed at the root of your hard drive. For example:

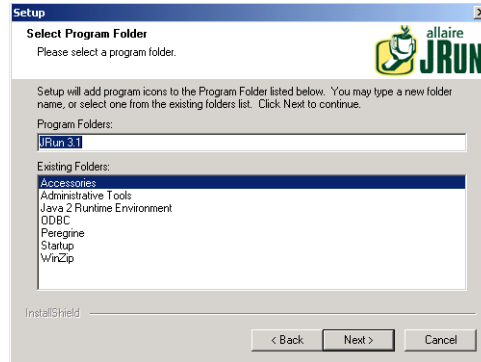
c:\jrun

- 6 The wizard asks you to choose the type of installation you want for JRun.

Figure 2.4. Choosing an installation type



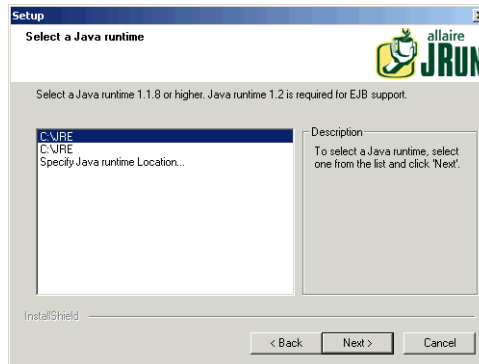
- 7 Make sure that the **Full** option is selected, then click **Next**. The wizard asks you to specify the program group in which you want to install JRun.

Figure 2.5. Choosing the program group

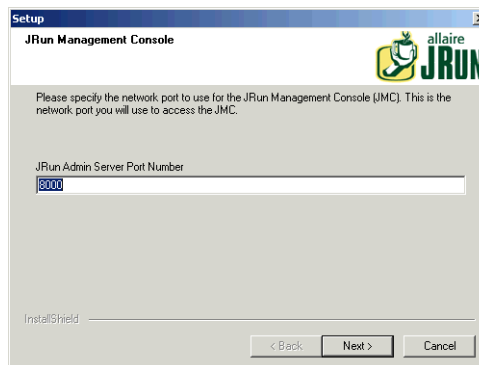
- 8 Click **Next**. The wizard starts the installation of JRun. Once the installation is finished, the JRun service installation screen appears.

Figure 2.6. Installing JRun services

- 9 Make sure that the **Install JRun Services** option is selected and click **Next**. Choose the JRE that you want to use with JRun.

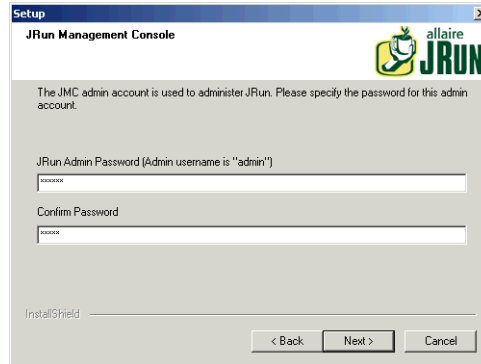
Figure 2.7. Choosing the JRE

- 10 Select the JRE previously installed, then click **Next**. A dialog box titled **JVM Advisor** appears, containing information on the parameters required to configure the Java Virtual Machine (JVM).
- 11 Click **Next**. JRun's Service Management Console appears. You can define your server's ports, via which you access the JRun console. The default port is **8000**.

Figure 2.8. Choosing the port

- 12 Click **Next** to accept the default port.

A dialog box appears so that you can select a password for JRun Management Console.

Figure 2.9. Choosing a password

- 13 Populate the **JRun Admin Password** field and confirm your password. Click **Next**. Memorize the password; you will need it later on during this installation process.

Several messages appear, followed by a product-information screen.

- 14 If you do not want to receive updates from Allaire, clear the corresponding options, which are selected by default. Click **Next**.

A dialog box asks you if you want to configure JRun now, so you can connect to your Web server, or if you want to configure it later.

- 15 Select the **Configure now** option.

Messages appear indicating that JRun Admin and Default Servers have been started.

Your Web browser is started and the JRun Management Console login window appears.

Figure 2.10. Login window

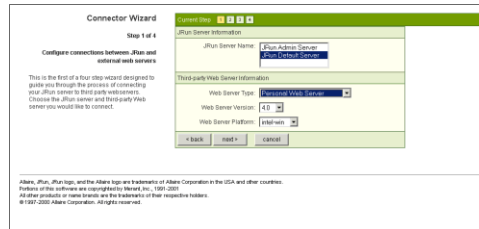
Go to the following procedure to continue your AssetCenter Web installation.

Third step - Configuring JRun

The following steps enable you to configure your JRun connection to your Web server.

- 1 Connect to the Management Console using "admin" as the user name and the password that you entered during the installation of JRun. Click **Login**.
- 2 Click the **Connection wizard** page.
- 3 Step 1 of the configuration wizard: Select the **JRun Default Server**. In the drop-down list of the **Web Server Type** field, select your Web server (Personal Web Server for Windows NT Workstation, IIS for Windows NT Server).

Figure 2.11. Step 1



If you select IIS, you must also choose the version.

4 Click **Next**.

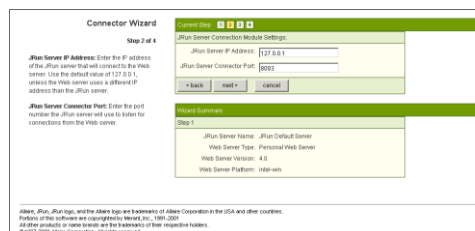
A message appears indicating that you must stop the Web server before continuing. Click **OK** and proceed as follows:

- Go to the Windows **Start** menu. Select **Settings\ Control Panel\ Administrative Tools**, and then double-click the **Services** icon.
- Stop the IIS Admin server. Click **OK** when a window appears asking you if you want to stop the WWW Publishing service, as well as all the other IIS services.

5 Step 2 of the configuration wizard: In the JRun Server Connector Port field, type 8083 (or the number of any unused port). The following ports are already used by JRun and must not be used here:

- 8000: Admin Server
- 8100: Default Server

Figure 2.12. Step 2



6 Click **Next**.

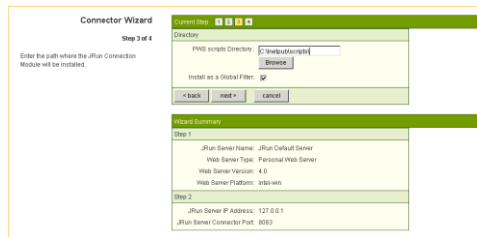
7 Step 3 of the configuration wizard: In the PWS or IIS Scripts field, indicate the path of the directory where you want to install the JRun

Connection Module, or click **Browse** to choose a directory. The default directory is:

C:\Inetpub\scripts\

Verify that the **Install as a Global Filter** option is selected.

Figure 2.13. Step 3

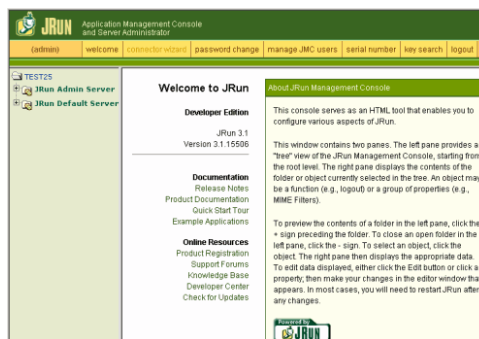


8 Click **Next**.

9 Step 4 of the configuration wizard: A message informs you that the connector for the Web server has been correctly installed. Click **Finish**.

The main screen of the JRun Management Console appears.

Figure 2.14. Step 4



10 Close the Quick Start Product Tour and click **logout**. Close the Web browser.

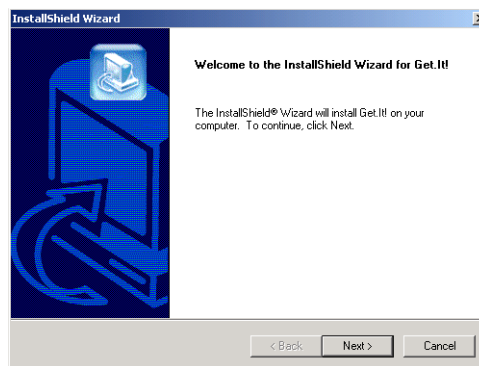
The CD browser screen appears.

To complete the installation, you must install AssetCenter Web and copy the appropriate Weblications. AssetCenter Web will automatically create a new project for your installation with the chosen Weblications.

Forth step - Installing AssetCenter Web

- 1 In the browser interface, click **Install AssetCenter Web 4.0.0**.

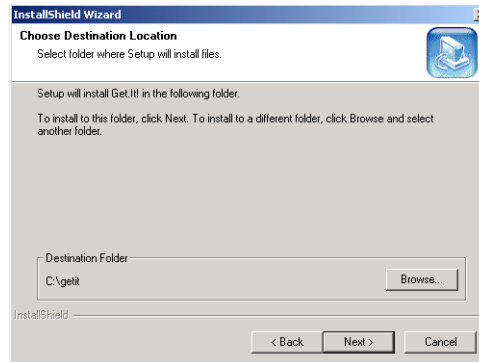
Figure 2.15. Installation wizard



- 2 Click **Next**.

The **Destination Folder** dialog box appears. The default directory is:

C:\getit

Figure 2.16. Choose destination directory

- 3 Click **Next** if you want to accept the default directory, or click **Browse** to choose another directory, then click **Next**.



Warning: AssetCenter Web must be installed at the root.

C:\getit

A message informs you that JRun and the WWW Publishing Service have been stopped. AssetCenter Web is then installed.

A message informs you that the files have been correctly installed. Another message asks you if you want to configure JRun.

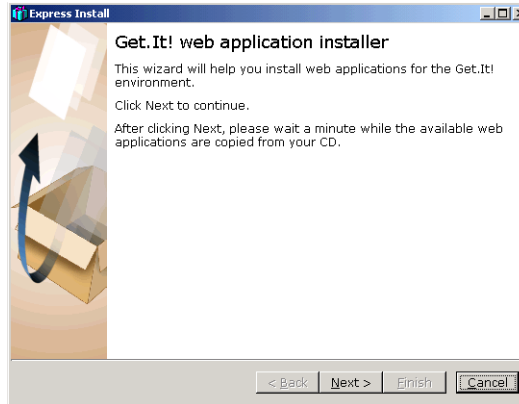
- 4 Click **Yes**.

JRun is configured for the use of Get-It and your JRun license is automatically installed.

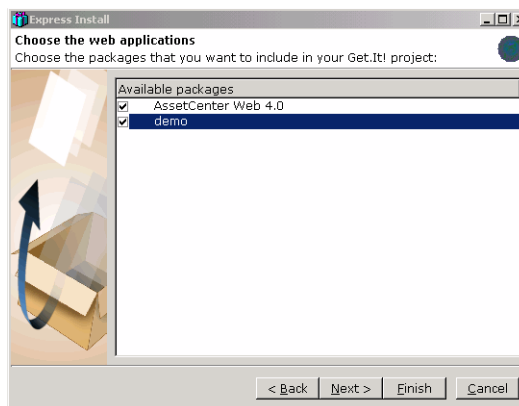
A message informs you that the installation program will start a wizard to install the Weblications.

- 5 Click **OK**.

The **Install Get-It Weblication** window appears.

Figure 2.17. Installing Weblications

- 6 Click **Next**. The available Weblications on your CD are copied. When the Weblications have been copied, the **Choose Weblications** dialog box appears. A demo Weblication is included in the list of available Weblications. Install the demo Weblication using Get-It Tailoring Guide.

Figure 2.18. Choosing Weblications

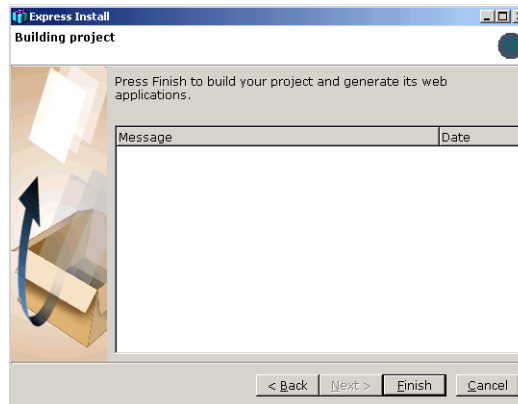


Note: If you have Get-Resources 2.0.1, the Weblications installation wizard shows it in the list of available Weblications that you can install.

- 7 Verify that the Weblications you want to install are selected and click **Next**.

A dialog box appears indicating that the project is ready to be built.

Figure 2.19. Building project



- 8 Click **Finish**.

Confirmation messages appear in the dialog box throughout the process. This process can take several minutes.

When the process is finished, a message informs you that the compilation was successful.

Your Web browser is started and the administration page appears (**admin.jsp**).

The installation of AssetCenter Web is finished.

3 | AssetCenter Web administration

CHAPTER

This chapter describes the information that you will need to administer AssetCenter Web.

The administrative part of AssetCenter Web enables you to declare the connection to the AssetCenter database that you want to make accessible to users via AssetCenter Web Weblications. All the parameters corresponding to the use of AssetCenter Web are configurable in the administration module, described below.

Using the administration module

The AssetCenter Web administration module enables you to:

- Monitor the connections between Get-It and the back-end systems (AssetCenter, in this case).
- View the server log, which keeps tracks activity on the Get-It server.
- View and modify the parameters of the Archway configuration file (**archway.ini**).

- Start and stop ECMA scripts.
- Display message queues.

Accessing the administration module

To access the administration module, you need to connect as an administrator.

- 1 Enter the following URL in your browser:

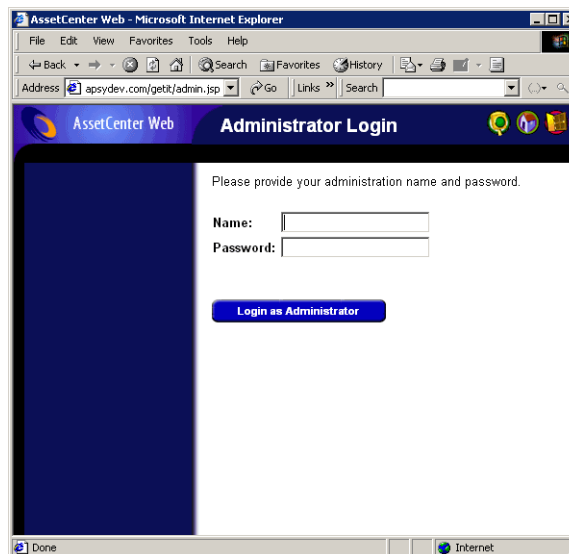
```
http://<localhost>/getit/admin.jsp
```



Note: The name of your Get-It server is <localhost>.

- 2 Validate what you have entered.
- 3 The administration module's home page appears on your browser.

Figure 3.1. Administration module home page



The following functions are available on the navigation frame:

- **Control panel:** enables you to control the status of the connections to the back-end systems.
- **Server log:** enables you to view Get-It server activities.
- **Parameters:** enables you to configure the application's options.
- **Display script statuses:** enables you to view the names and the statuses of the scripts that you launched. Click the name of a script to enable or disable it.
- **Display message queues:** enables you to view the queues that contain data to transfer.
- **Display queue status:** enables you to verify or change the queue status.



Important: The complete administration of the Get-It server is beyond the scope of this guide. For more information, we recommend that you refer to one of the sever Get-It guides.

Essential parameters

Certain settings parameters enable you to configure AssetCenter Web for users. These parameters can be configured in the **Settings** section of the Administration module menu.

Defining the name of the database used by AssetCenter Web

To define the name of the database used by AssetCenter Web, go to the **AssetCenter connector parameters** and configure the options listed in this section. In particular, you will need to choose the database in the **Database** field.

Defining regional parameters

In the **General execution options**, define a value for the **Regional parameters** option.

This option contains the list of regional settings (separated by commas) that define the available languages and country settings of the user. The user's browser can also be configured to display a specific language. Likewise, the date and monetary formats will also depend on the user's country. The first value defines the default regional setting. A regional setting is composed of the ISO-639 language code, but could also contain the ISO-3166 country code, separated by an underscore. Thus, the abbreviation for languages would be "en" for English, for example, and "fr" for French. To go a step further, "en_US" relates to American-based settings, while "en_GB" relates to the settings respective to the United Kingdom: Dates in the United States fall into the Month/Day/Year form, while in the United Kingdom, it is Day/Month/Year. The en, fr, de, and it values signal that these languages are all available for a given installation.

Defining the access rights for AssetCenter Web pages

In the **General execution options** section, define a value for the **Default access rights** option.

This option contains the list of access rights (separated by a semi-colon) that all the users must have no matter what their profile. Using the following value, all users will be able to access the different Web modules:

```
portalDB(getit.portal);  
ac(acw.asset;acw.assetscan;acw.imac;  
acw.workorder;acw.budget;acw.employee;acw.contract)
```



Note: So that only one module is available for everyone (the Employees module, for example), you only need to include that module in the in the list of access rights (acw.employee for the example above). To individualize access rights, you need to customize each user's profile separately.

Validating the configuration

Once the above settings have been defined:

- 1 Click **Save** on the Administration module's **Settings** page.
- 2 Click the **Control panel** menu and then click the **Reset server** button on this page.

4 Using AssetCenter Web

CHAPTER

This chapter provides information on the:

- The general interface of these Weblications.
- Capabilities of the standard AssetCenter Web Weblications.

General interface

Connecting to AssetCenter Web

To connect to AssetCenter Web:

- 1 Enter the following URL in your browser.

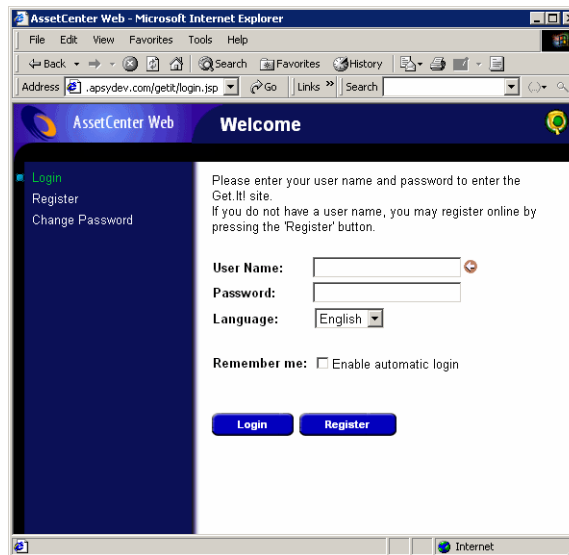
```
http://<localhost>/getit/login.jsp
```



Note: The name of your Get-It server is <localhost>.

- 2 Validate what you have entered.
- 3 The AssetCenter Web home page appears in your browser.

Figure 4.1. AssetCenter Web home page



Main menu





The left-hand pane of the AssetCenter Web page contains a list of all the available Weblications. Click a menu item to access the desired Weblication.

Consultation window

The right-hand side of the AssetCenter Web page is the information browser window. In this window are displayed the results of your searches and the modifications made to records.



Toolbar

The table below lists the different toolbar icons and the functions that they represent.

Icon	Function
	This icon takes you back to the AssetCenter Web home page.
	This icon ends your AssetCenter Web work session.
	This icon enables you to customize your home page. It is only available on the AssetCenter Web home page.
	This icon executes an action depending on the context: save modifications, search, connect, etc.

Icons available in the AssetCenter Web pages

You will find the following icons in the Weblications:

Icon	Function
	Display the detail of a link.
	Display Date-selection window.

Disconnect

To disconnect, click this icon, , on the AssetCenter Web toolbar.

Default Weblications

The standard version of AssetCenter Web comes with a set of simple functions. To access these functions:

- Connect to the database via AssetCenter Web.
- Click the menu item that corresponds to the function in the main menu.

Depending on the selected function, the menu that appears will:

- Present the data from the AssetCenter database.
- Contain a list of choices that will enable you to select data from the AssetCenter database.
- Contain text zones in which you can enter values.



Note: The following paragraphs describe what standard functions you can use with AssetCenter Web. The way in which the asset browser function works, which is described later on in this guide, is similar to the other functions.

Functions concerning assets, departments and employees

The following Weblications are provided in the standard software package:

- **Assets:** This Weblication enables you to search assets in your repository (and view their details).
- **IMAC:** This Weblication enables you to modify the following fields in an asset detail:
 - **Bar codes**
 - **Asset tag**
 - **Serial number**
 - **Assignment**
 - **Status**
 - **In-service date**
 - **User**
 - **Stock**
 - **Parent asset**
 - **Location**
 - **Comments**
- **Employees:** This Weblication enables you to search for an employee, view the detail of that employee and the list of assets used by him,

as well as update certain information (telephone number, comments, etc.).

- **Computers:** This Weblication enables you to view the physical specifications of an asset and to modify the following fields in its detail:
 - **Bar codes**
 - **Asset tag**
 - **Serial number**
 - **Assignment**
 - **Status**
 - **In-service date**
 - **User**
 - **Stock**
 - **Parent asset**
 - **Location**
 - **Comments**

This weblication also enables you to get the list of computers scanned at the **Last scan**, and the list of computers that are **Never scanned**.

Functions relating to the management of contracts, costs and work orders.

The following Weblications are provided in the standard software package:

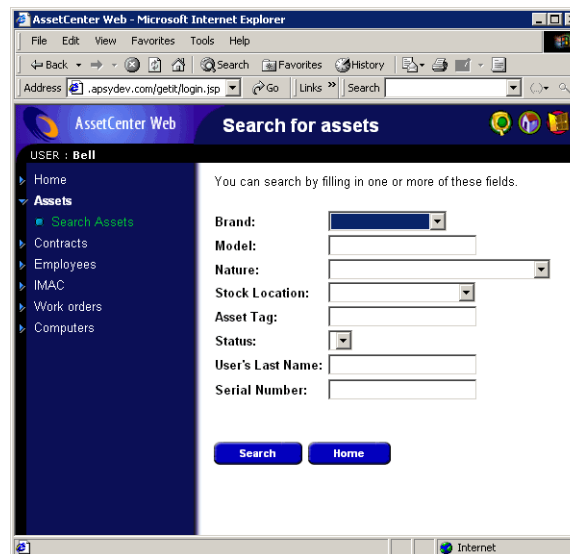
- **Contracts:** This Weblication enables you to search for a contract and to view it in detail. You can also browse rents, assets and expenses associated with a contract.
- **Work Orders:** This Weblication enables you to search for internal work orders that have been assigned to you and update them, close them or re-open them.

Example of functioning

This section explains the asset browser function in AssetCenter Web.

- 1 To access this function, click **Assets** in the main menu of AssetCenter Web.

Figure 4.2. Asset browser window



- 2 This function enables you to search for an asset depending on certain criteria:
 - **Brand**
 - **Model**
 - **Category**
 - **Stock location**
 - **Asset tag**
 - **Status**
 - **User's Last Name**
 - **Serial number**

- 3 Enter, for example, **Compaq** in the **Brand** field and start the search by clicking the **Search** button.

Figure 4.3. Search for an asset according to its brand

AssetCenter Web - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [.apsydev.com/getIt/login.jsp](#) Go Links Search

AssetCenter Web Search for assets

USER : Bell

- Home
- Assets
 - Search Assets
- Contracts
- Employees
- IMAC
- Work orders
- Computers

You can search by filling in one or more of these fields.

Brand:

Model:

Nature:

Stock Location:

Asset Tag:

Status:

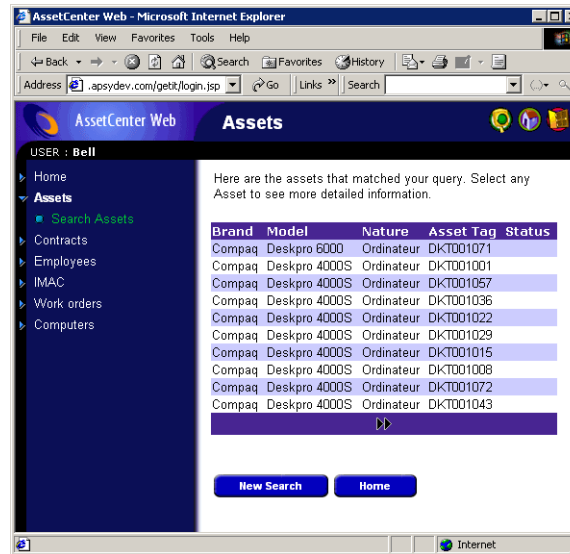
User's Last Name:

Serial Number:

Search Home

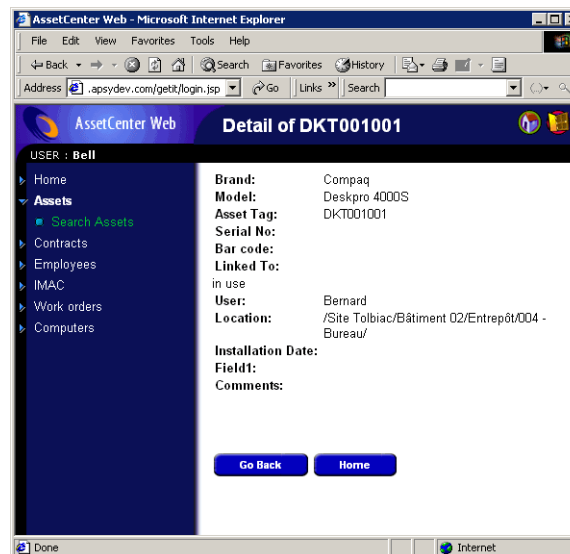
- 4 AssetCenter Web displays the list of assets that correspond to the query, in this case, all the assets with **Compaq** as their brand.

Figure 4.4. List of assets corresponding to the query



5 You can now click on the asset of your choice to see its detail.

Figure 4.5. Detail of an asset



Displayed data

Here is some information on the data processed and displayed by AssetCenter Web.

Live data

The data displayed is identical to the data contained in the AssetCenter database: AssetCenter Web dynamically generates HTML pages so that they contain the most up-to-date data, which reflects the actual situation in the database.

As far as the user is concerned, everything functions exactly as if the AssetCenter database was being accessed via an AssetCenter Windows program.



Note: After being displayed a certain amount of time, the data might become obsolete due to changes in the database. In order to update it, you need to click the Refresh button of the browser that you are using.

Secure data

The users can only view the data to which they have the right to access. These rights are created and assigned to them by the administrator.

