Peregrine

AssetCenter
AssetCenter Web

Peregrine
SYSTEMS

This edition applies to version 4.2.1 of the licensed program

AssetCenter

AssetCenter
Web

Table of Contents

1 Introduction

This manual describes in detail how to install and use AssetCenter Web.

This version of AssetCenter Web is designed to work with AssetCenter 4.2.1.

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. Both simple operations, such as browsing assets, and complex operations such as adding or deleting assets are possible.

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
- AssetCenter Web is a secure Web server. It controls all access to the AssetCenter database via AssetCenter Web.

Operating principles

AssetCenter Web is a set of Web applications that use the Open Application Architecture technology. This technology (and AssetCenter Web) was 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.
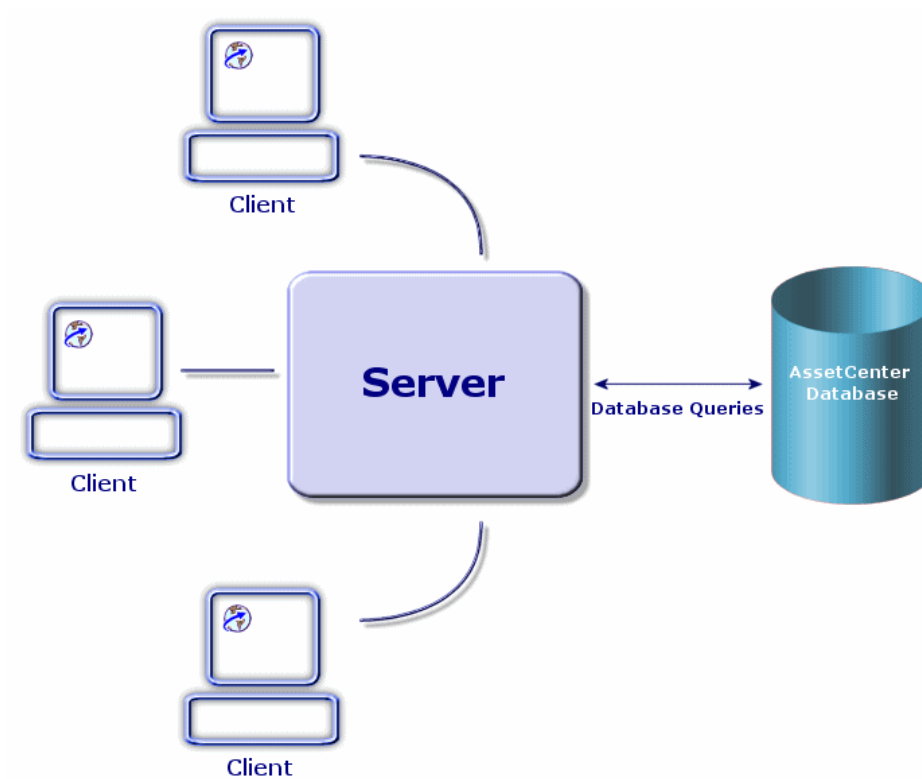
To install the AssetCenter Web solution, you need to install and configure several components:

- The OAA (Open Application Architecture) with the AssetCenter Web pages.

  This installation includes the installation of the following componenets:
  - "SDK Java2 Standard Edition", which includes the Java run-time environment.
  - The Apache Web server.
  - "Tomcat" application server.

- AssetCenter.

> ✎ Note:
>
> AssetCenter Web Web applications already contain the most widely used functions, but you can develop other Web applications or even modify existing ones using a kit containing Studio and the AssetCenter Web project. To learn how to use Studio, we recommend reading this application's guides, which are currently only available in English.

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 OAA manuals.

If you are a user, we recommend reading the following chapters:
- Chapter 1 - Introduction
- Chapter 3 - Using AssetCenter Web

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.
Tip: A tip on using...	Tips

Convention	Description
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 AssetCenter Web in Windows

CHAPTER

This chapter how to install and configure OAA with the AssetCenter Web pages.

The Tomcat, Apache and SDK Java2 Standard Edition components are also proposed during the installation procedure.

🔑 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.

Required configuration

This part contains information about the software and hardware configurations necessary for using AssetCenter Web 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

- AssetCenter 4.2.1.

  To learn how to install AssetCenter, refer to the **AssetCenter - Installation** guide.
- Microsoft Windows NT 4.0 Server or Workstation, or Windows 2000.

Installing AssetCenter Web

The procedures detailed in this section were written with the assumption that you use Tomcat as an application server and Apache as a Web server. If you decide to use different servers, the instructions in this document need to be adapted.

⚠ Warning:

If you were using a previous version of AssetCenter Web, you must uninstall this version before installing AssetCenter Web 4.2.1. The same applies for OAA and Tomcat.

To install OAA with the AssetCenter Web pages, Apache, Tomcat and JDK:

1 Insert the AssetCenter CD-ROM.
2 If the installation program's graphical window does not automatically appear when you insert the CD-ROM:
    1 Execute the Windows explorer.
    2 Select the CD-ROM.
    3 Select the root of the CD-ROM.
    4 Execute the **autorun.exe** program.
3 Select AssetCenter Web.
4 Follow the instructions of the installation program.

Here is some information about the screens that might raise questions:

*
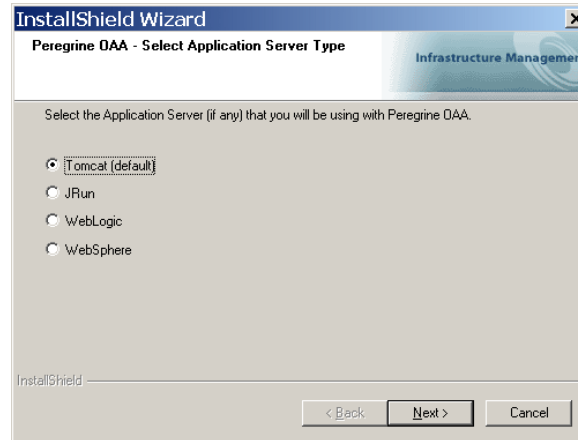
Tomcat is the application server recommended by, and described in, this guide.

*
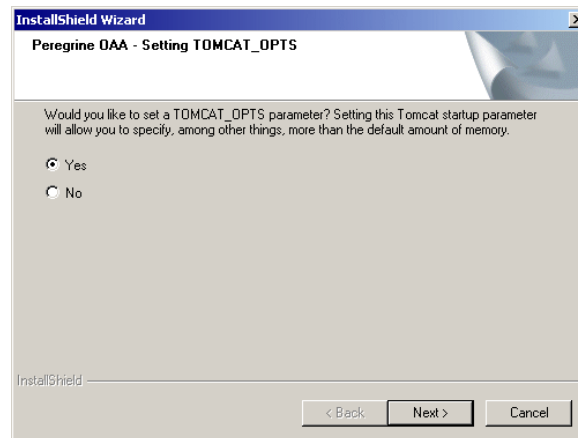
Make sure that **Yes** is selected.

-
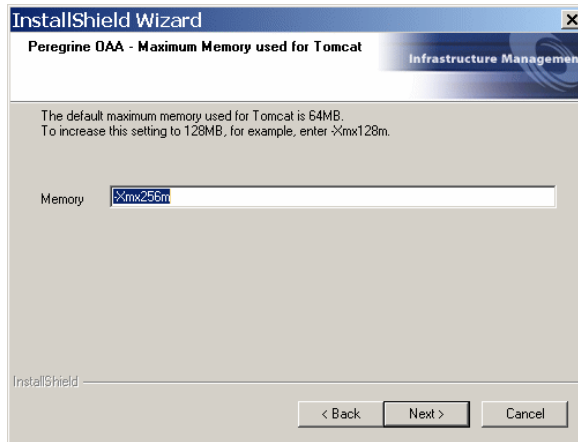
Make sure that the **Memory** field is populated with the value: **-Xmx256m.**

✎ Note:

Installing OAA means installing the AssetCenter Web pages. This is automatic; you do not have to do this manually.

3 Implementing the AssetCenter Web server

CHAPTER

To configure OAA and make AssetCenter Web available to users, you must make sure that the following applications are always running on the server:

- The application server (Tomcat by default).
- The Web server (Apache by default).

If everything goes according to plan, the installation program automatically starts Tomcat and Apache when it finishes its execution.

If also makes sure that Tomcat and Apache start automatically each time the computer is started.

This chapter explains how to start Tomcat and Apache if they are stopped.

Starting Tomcat

To stop or start Tomcat:

1 Open a DOS command prompt.
2 Go to the **common\Tomcat4\bin** sub-folder of the AssetCenter Web installation folder.
3 Enter the following command:

```
startup
```

📝 Note:

In Unix, the command is:

```
tomcat.sh start
```

For more information about Tomcat, refer to its documentation.

Starting Apache

To start Apache:
1   Start a Windows browser.
2   Select the **common\Apache2\bin** sub-folder in the Apache installation folder.
3   Execute **ApacheMonitor.exe**.
4   Right-click the 🔹 icon on the Tasks toolbar.
5   Select **Open Apache Monitor**.
6   Click **Start**.

For more information about Apache, refer to its documentation.

4 Configuring OAA for AssetCenter Web

CHAPTER

Before a user can connect to AssetCenter Web you must configure OAA using the AssetCenter Web administration module.

This chapter explains how to do that.

💡 Tip:

To learn more about how OAA works, refer to its documentations.

Connecting to the administration module

1 Verify that the application server (Tomcat) and the Web server (Apache) are started on the AssetCenter Web server.

   💡 Tip:

   It is not necessary to start AssetCenter.

2 Start a Web browser.

3 In the browser's **Address** field, type:

```
http://<host>/oaa/admin.jsp
```

<host> is the name of your OAA server.

4 Press **ENTER**.

The administration module connection page is displayed.
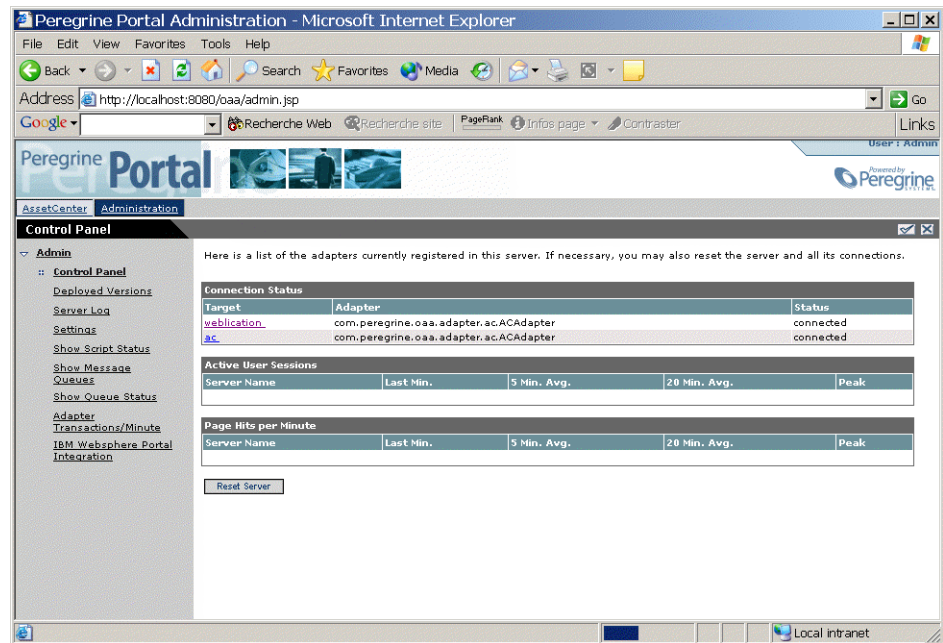
5 In the **Name** field, type **Admin**.

The password is empty by default.

6 Click **Login as Administrator**.

Configuring the Control Panel module

1 Select the **Control Panel** menu.

2 Verify that the following connectors appear in the list:
- **weblication**
- **ac**

> ✏ **Note:**
>
> At this stage, it is possible that these connectors have the **Disconnected** status. This is not a problem.

Configuring the AssetCenter connector

1 Select the **Settings** menu.
2 Select the **AssetCenter** tab.
3 Verify the parameters on this page, particularly:
   • **Database** : name of the AssetCenter connection to the database.
4 Save your modifications by clicking **Save**.

Configuring the available languages

When a user logs in to AssetCenter Web, the program detects the language selected by the user in Window's regional and language options.

If the language is supported, AssetCenter Web will be displayed in that language.

If the language is not supported, the AssetCenter Web interface is displayed in the default language.

The user can select the language for the AssetCenter Web interface in an itemized list of supported languages on the connection page.

To define the supported languages and the default language:
1 Select the **Settings** menu.
2 Select the **Common** tab.
3 In the **Encoding, Locales, and Sessions**, select the parameter **Locales**.
4 Define the available languages for the user interface of AssetCenter Web.

Example:

```
en,fr,de,it
```

The first value in the **Locales** parameter determines the **default language**.

The following list presents the available languages with their corresponding country codes:

Language	Language code
English	en
French	fr
German	de
Italian	it
Japanese	ja
Polish	pl
Spanish	es

5 Save your modifications by clicking **Save**.

Configuring the Web Application connector

1 Select the **Settings** menu.
2 Select the **Web Application** tab.
3 Select the **Alias for** tab.
4 Assign it the value **ac**.
5 Save your possible modifications by clicking **Save**.

Configuring the E-mail connector

If you do not use the **E-mail** connector:
1 Select the **Settings** menu.
2 Select the **E-mail** tab.
3 Select the **Adapter** parameter.
4 Delete its value.
5 Save your modifications by clicking **Save**.

Defining user rights

There are several types of rights:

Types of rights	Defining the types of rights

AssetCenter Web pages visible to all users	1 Start the AssetCenter Web administration module with the **Admin** login.
	2 Select the **Settings** menu.
	3 Select the **AssetCenter** tab.
	4 Select the **Default Capability Words** parameter.
	5 Indicate the list of rights.
	
	Syntax:
	
	`ac(<droit 1>;<droit 2>;...;<droit n>)`
	
	Example:
	
	`ac(acw.portfolio;acw.contract;acw.finance;acw.system)`
	
	To learn the list of rights, refer to the section List of AssetCenter Web access rights [page 23].
	
	Note:
	
	Rights grant access to the pages accessible from the main menu or using the links to these pages (from whatever page on which these links are located).

Types of rights	Defining the types of rights
AssetCenter Web visible by a given user.	1 Start AssetCenter. 2 Display the list of user rights via the **Administration/ User rights** menu. 3 If they do not exist, create the **acw.*** rights. To learn the list of available rights, refer to the section List of AssetCenter Web access rights [page 23]. At this stage, only the name of the rights counts; you can define the read rights, entry rights creation rights and destruction rights later. 4 Close the list of user rights by clicking **Close**. 5 Display the list of user profiles via the **Administration/ User profiles** menu. 6 Create a new profile or select an existing one. 7 Select the **User rights** tab. 8 Add the appropriate **acw.*** rights. 9 Save this information via the **Create** or **Modify** buttons. 10 Close the list of user profiles by clicking **Close**. 11 Display the list of employees via the **Portfolio/ Departments and Employees** menu. 12 Select the person to whom you want to assign the access profile you just created. 13 Select the **Profile** tab. 14 Populate the **Profile** field by selecting the access profile that you just defined. 15 Close the list of employees by clicking **Close**.

Types of rights	Defining the types of rights
AssetCenter database data visible and modifiable by a given user.	1 Start AssetCenter.
	2 Display the list of employees via the **Portfolio/ Departments and Employees** menu.
	3 Select the employee to whom you want to give access to the AssetCenter database.
	4 Select the **Profile** tab.
	5 Display the detail of the profile associated to the employee by clicking the magnifying glass to the right of the **Profile** field.
	6 Define the profile completely (particularly the user rights and the access restrictions). For the access rights, you must define the read rights, entry rights, creation rights and destruction rights. You can use use the general rights or the **acw.*** rights that were designed for the display of the AssetCenter Web pages.
	7 Save these modifications by clicking **Modify**.

List of AssetCenter Web access rights

Name of the access right	Corresponding module	Authorized pages
acw.cable	Cable	All pages of the module.
acw.contract	Contracts	All pages of the module.
acw.finance	Finance	All pages of the module.
acw.portfolio	Portfolio	• Portfolio elements • Batches • Computers • Telephones • Projects
acw.portfolio + acw.portfolio.technician	Portfolio items	Pages authorized by the **acw.portfolio** right, plus: • My work orders
acw.portfolio + acw.portfolio.manager	Portfolio item	Pages authorized by the **acw.portfolio** right, plus: • Work orders

Name of the access right	Corresponding module	Authorized pages
acw.system	General	• Companies • Contacts • Departments • Employees • Groups • Locations • Stocks • My Messages
acw.system + acw.system.mytasks	General	Pages authorized by the **acw.system** right, plus: • My tasks in progress

Validating the configuration

Once the above settings have been defined and saved:

1 Click the **Control panel** menu and then click **Reset Server**.

At this stage, the **ac** and **weblication** must have the status **Connected**.

Modifying a parameter

To define or modify a parameter:

1 Select the **Settings** menu.
2 Select the tab containing the parameter to modify.
3 Enter the new value of the parameter.

> 📝 Note:
>
> It is sometimes possible to revert back to a parameter's default value by clicking on the link located to the right of the parameter.

4 Click **Save** on the bottom of the page.
5 After the parameters are modified and saved, click **Reset Server**. When the server finishes refreshing, a message appears on the top of the **Control Panel** page.

When a parameter is modified, a **local.xml** file is created in the `C:\<serveur applicatif>\webapps\oaa\WEB-INF` folder. The values modified are stored in this file.

⚠ Warning:

If you change parameters on the **Admin** page and then need to reinstall AssetCenter Web, it is important that you copy the **local.xml** file to a location other than your AssetCenter Web installation or all of your settings will be lost when you redeploy AssetCenter Web. After the installation, move the copy back to the **WEB-INF** directory.

5 Using AssetCenter Web

CHAPTER

This chapter provides information on the:
- The general interface of these Web applications.
- Capabilities of the standard AssetCenter Web Web applications.

General interface
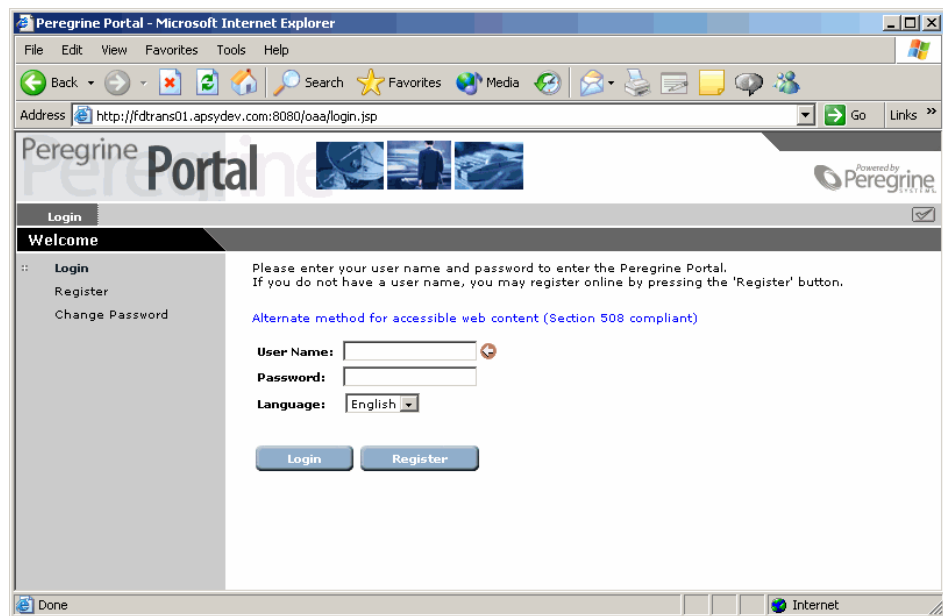
Connecting to AssetCenter Web

To connect to AssetCenter Web:

1 Enter the following URL in your browser.

```
http://<host>/oaa/login.jsp
```

host is the name of your OAA server.

2 Validate what you have entered.

3 The AssetCenter Web home page appears in your browser.

Main menu

The sidebar of the AssetCenter Web page contains a list of all the available Web applications. Click a menu item to access the desired Web application.

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 ends your AssetCenter Web work session.
☑	This icon enables you to search your database.

Icons available in the AssetCenter Web pages

You will find the following icons in the Web applications:

Icon	Function
	Displays the list of records among which you will make your choice.
	Deletes the contents of a field.
	Displays the graphic calendar that enables you to select a date.

Disconnect

To disconnect, simply click ⊠ in the AssetCenter Web toolbar.

Default Web applications

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.

Available modules

- 🔴 General

- 🟠 Portfolio
- 📓 Contracts
- 🟡 Financials
- 🟣 Cable and Circuit

Functions relating to contract management

- Contracts: This Web application 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.

Functions relating to finance management

- Budget centers: This Web application enables you to search for the budget center that interests you, search for the employee responsible for the budget center, and to see the budgets and cost centers associated with this budget center.
- Chargeback systems: This Web application enables you to search for a chargeback system and view its detail (rules, events, etc.).
- Cost centers: This Web application enables you to search for a cost center and to view its detail. This includes viewing its sub-cost centers and the expense lines attached to them.
- Budgets: This Web application enables you to find a budget and to view its detail, including the budget lines attached to it.
- Expense lines: This Web application enables you to find an expense line and to view its detail.

Functions relating to portfolio management

- Portfolio items: This Web application enables you to search for assets in your portfolio and to view their details.
  - **Model**
  - **Assignment**
  - **Operator**
  - **User**

- **Location**
- **Stock**
- **Asset tag**
- Batches: This Web application enables you to find a batch and view its detail.
- Computers: This Web application enables you to view the physical specifications of an asset and to modify all the fields in the detail of a computer.

  This Web application also enables you to find the list of scanned computers during the **Last scan**.
- Telephones: This Web application enables you to search for a telephone among all those recorded and to modify it.
- Work Orders: This Web application enables you to consult all the work orders recorded in the database and to update them, close them or re-open them.

Functions for cable management

- Locations: This Web application enables you to find a location and view its detail, which contains notably the:
  - Cables going through the location.
  - Termination fields of the location.
  - Portfolio items of the location.
- Cables: This Web application enables you to find a cable and to view its detail with the list of its pairs and bundles.
- Termination fields: This Web application enables you to find a termination field and to view its detail.

General functions

- Departments: This Web application enables you to search for a department from the full list of departments and to view its detail.
- Employees: This Web application 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.).

- Locations: This Web application enables you to search for a location from among the all locations and to view its detail.
- Groups: This Web application enables you to find a group and to view its detail.
- Stocks: This Web application enables you to find a stock and to view its detail.
- Companies: This Web application enables you to browse the list and details of the companies in the database and to modify them.
- Contacts: This Web application enables you browse the list and details of your contacts and to modify them.
- My Messages: This Web application enables you to consult your messages. You can restrict the search to a given sender or subject field. YOu can also flag messages as having been read.
- Tasks in progress: This Web application enables the connected user to display the list of tasks to be performed. Click one of the items in the list to access the detail of the task in progress. You can modify the user choice corresponding to this workflow activity.

Example of function

This section explains the asset browser function in AssetCenter Web.

1 To access this function, click **Portfolio items** in the main menu of AssetCenter Web.
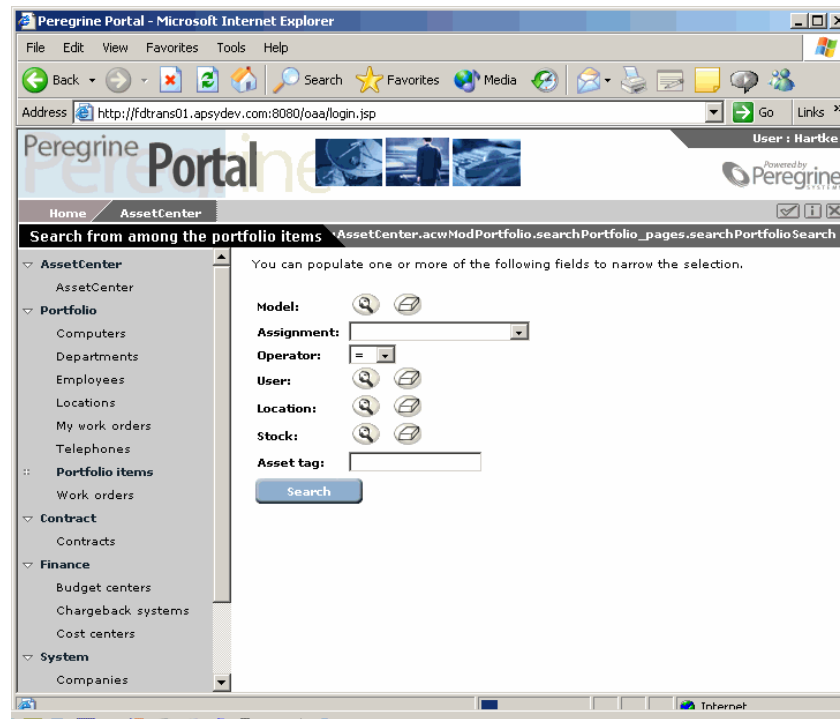
2 This function enables you to search for an asset depending on certain criteria:
   • **Model**
   • **Assignment**
   • **Operator**
   • **User**
   • **Location**
   • **Stock**
   • **Asset tag**

3 Click the **Computers** Web application in the **Portfolio** module. Next click **Search**.

AssetCenter Web displays the list of computers in the portfolio.

4 You can now click on the computer of your choice to display its detail. For example, select **CPU000001** in the **Name** list. The detail of the selected portfolio item is displayed.
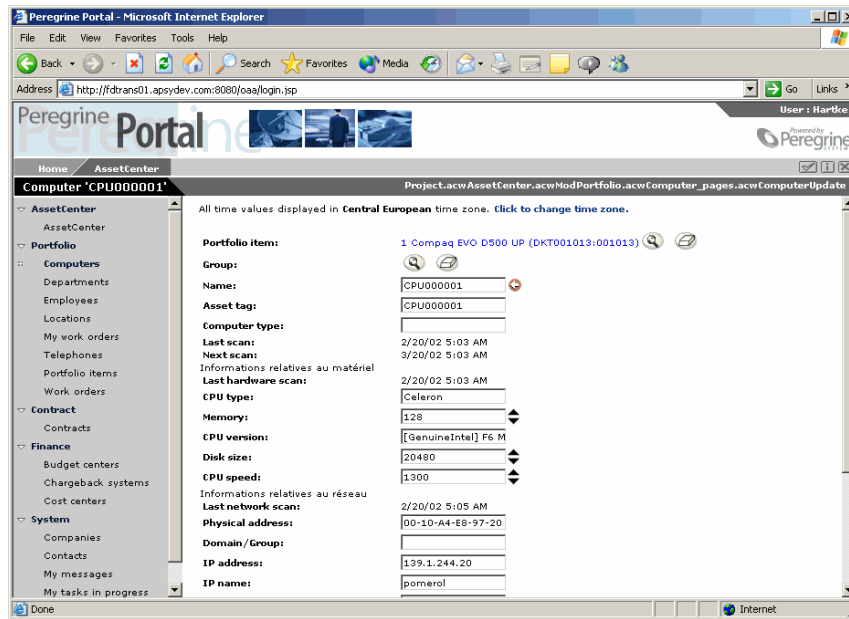
Displayed data

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 that have the right to access. These rights are created and assigned to them by the administrator.