

Peregrine

AssetCenter

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AssetCenter Web



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AssetCenter

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# 1 Introduction

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## CHAPTER

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

## 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:

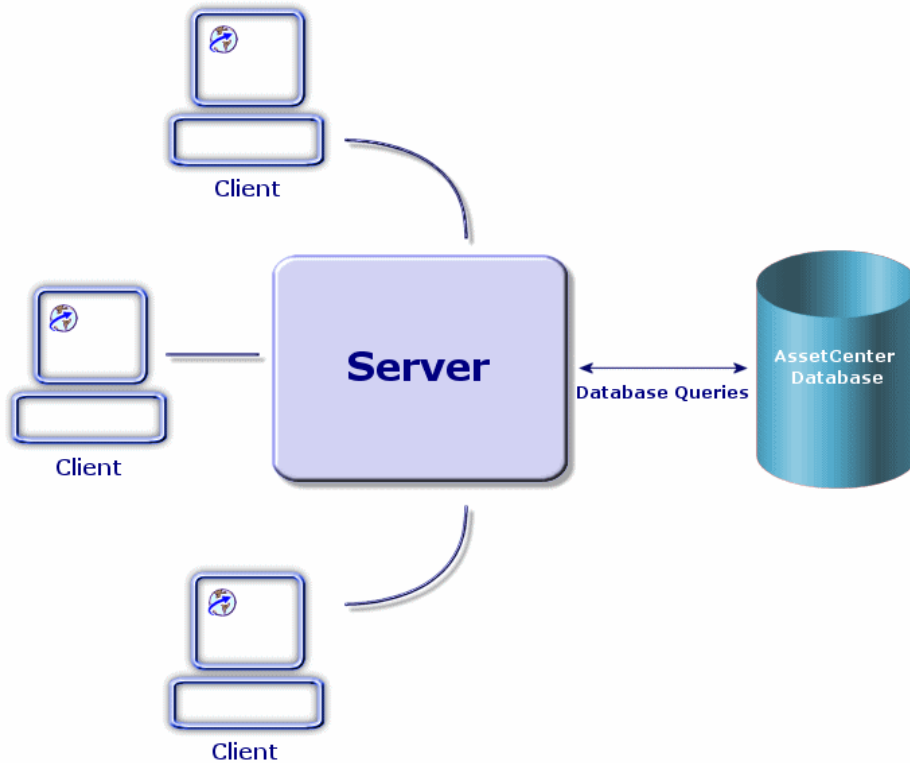
- Unlike the majority of Intranet/Internet sites, which provide static information, AssetCenter Web provides dynamic information. The pages displayed on users' screens at any given moment correspond exactly to live data from the AssetCenter database. AssetCenter Web generates each new page in real time 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.



The AssetCenter Web application is comprised of:

- The OAA (Open Application Architecture) with the AssetCenter Web pages.
- SDK Java2 Standard Edition, which includes the Java run-time environment.
- The Apache Web server.
- Tomcat Web container.

In addition to these components, you must install an AssetCenter client on the AssetCenter Web server and declare the connection to the AssetCenter database accessed via AssetCenter Web.

## 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 guide in its entirety  
 If you are a user, we recommend reading the chapter [Using AssetCenter Web](#) [page 23].

## 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:	Note for informational purposes.
Additional information	
<b>Important:</b>	Important information for the user.
Be careful...	
<b>Tip:</b>	Tips
A tip on using...	
<b>Warning:</b>	Extremely important information for the user.
Warning	
<b>Object</b>	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 fourth 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.

---

### 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

### Hardware requirements

- Pentium II, 400 MHz or more, with a minimum of 256 MB of RAM.
- About 500 MB of free space on your hard drive.

## Software requirements

The required software configuration is described in the AssetCenter Web Compatibility Matrix (available on the Peregrine Systems customer support Web site).

## Installing AssetCenter Web

The procedures detailed in this section were written with the assumption that you use Tomcat as the Web container and Apache as the 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 4.3. When uninstalling, OAA, Apache, Tomcat and SDK Java2 Standard Edition are automatically uninstalled.

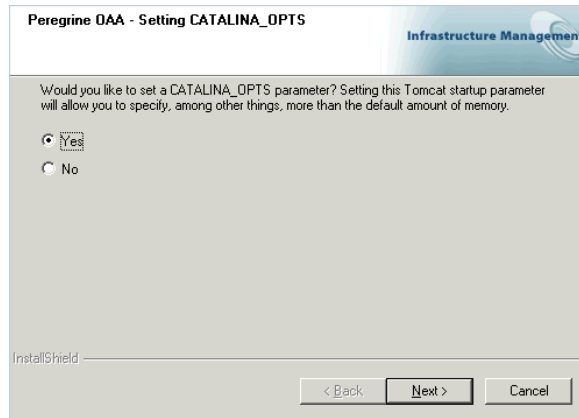
---

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** and then click **Install**.
- 4 Select one of the available installation modes:
  - **Typical:** This is the recommended mode. It installs OAA with the AssetCenter Web pages, Tomcat, Apache and SDK Java2 Standard Edition.
  - **Custom:** This mode enables you to install components selectively. Only use this mode if you are absolutely sure of what you are doing.

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

- 



Peregrine OAA - Setting CATALINA\_OPTS

Infrastructure Management

Would you like to set a CATALINA\_OPTS parameter? Setting this Tomcat startup parameter will allow you to specify, among other things, more than the default amount of memory.

Yes

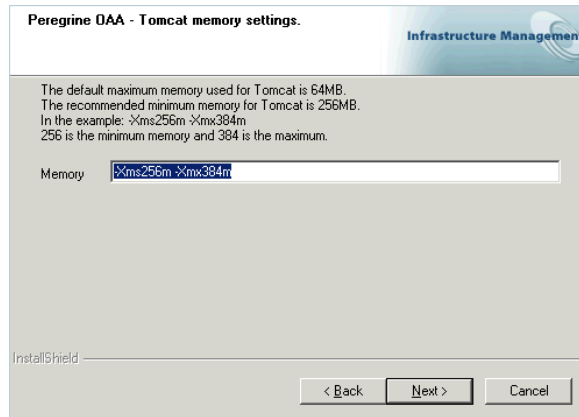
No

InstallShield

< Back Next > Cancel

Make sure that **Yes** is selected.

- 



Peregrine OAA - Tomcat memory settings.

Infrastructure Management

The default maximum memory used for Tomcat is 64MB.  
The recommended minimum memory for Tomcat is 256MB.  
In the example: -Xms256m -Xmx384m  
256 is the minimum memory and 384 is the maximum.

Memory

InstallShield

< Back Next > Cancel

Make sure that the **Memory** field is populated with the value **-Xms256m -Xmx384m**.



# 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 Web container (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.

It 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
```

- 4 Leave the command prompt open.
- 



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.

## Connecting to the administration module

- 1 Verify that the Web container (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>:<port>/oaa/admin.jsp
```

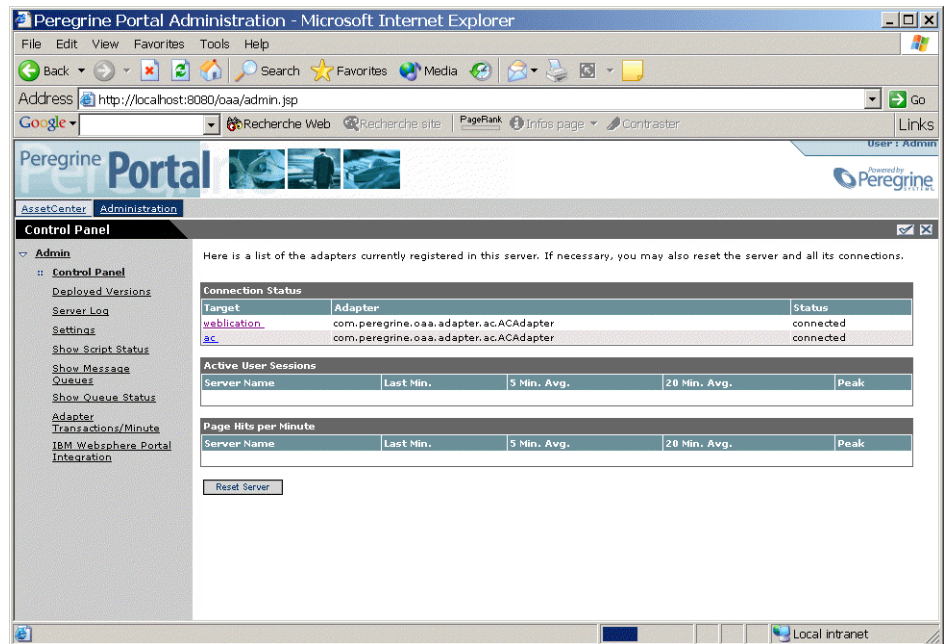
**host:** name of the AssetCenter Web server.

**port:** shows the port number if it is different from **80**.

- 4 Press **ENTER**.  
The administration module connection page is displayed.
- 5 In the **User Name** field, enter **System**.  
The password is empty by default.
- 6 Click **System Maintenance login**.

## Configuring the Control Panel module.

- 1 Select the **Control Panel** menu.



- 2 Verify that the following connectors appear in the list (if there are others in addition it is not important):
  - **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.
- 

 **Note:**

The AssetCenter must already be declared on the AssetCenter Web server using an AssetCenter client.

---

- 4 Click **Save** to save any modifications.

## Configuring the available languages

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:

The first value contained 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

- 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 visible by a given user.	<ol style="list-style-type: none"> <li>1 Start AssetCenter.</li> <li>2 Display the list of user rights via the <b>Administration/ User rights</b> menu.</li> <li>3 If they do not exist, create the <b>acw.*</b> rights. To learn the list of available rights, refer to the section <a href="#">List of AssetCenter Web access rights</a> [page 19]. At this stage, only the name of the rights counts; you can define the read rights, entry rights creation rights and destruction rights later.</li> <li>4 Close the list of user rights by clicking <b>Close</b>.</li> <li>5 Display the list of user profiles via the <b>Administration/ User profiles</b> menu.</li> <li>6 Create a new profile or select an existing one.</li> <li>7 Select the <b>User rights</b> tab.</li> <li>8 Add the appropriate <b>acw.*</b> rights.</li> <li>9 Save this information via the <b>Create</b> or <b>Modify</b> buttons.</li> <li>10 Close the list of user profiles by clicking <b>Close</b>.</li> <li>11 Display the list of employees via the <b>Portfolio/ Departments and Employees</b> menu.</li> <li>12 Select the person to whom you want to assign the access profile you just created.</li> <li>13 Select the <b>Profile</b> tab.</li> <li>14 Populate the <b>Profile</b> field by selecting the access profile that you just defined.</li> <li>15 Close the list of employees by clicking <b>Close</b>.</li> </ol>

**Types of rights**

AssetCenter database data visible and modifiable by a given user.

**Defining the types of rights**

- 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 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

<b>Name of the access right</b>	<b>Corresponding module</b>	<b>Authorized pages</b>
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	<ul style="list-style-type: none"> <li>• Portfolio elements</li> <li>• Batches</li> <li>• Computers</li> <li>• Telephones</li> <li>• Projects</li> </ul>
acw.portfolio + acw.portfolio.technician	Portfolio items	Pages authorized by the <b>acw.portfolio</b> right, plus: <ul style="list-style-type: none"> <li>• My work orders</li> </ul>
acw.portfolio + acw.portfolio.manager	Portfolio item	Pages authorized by the <b>acw.portfolio</b> right, plus: <ul style="list-style-type: none"> <li>• Work orders</li> </ul>

Name of the access right	Corresponding module	Authorized pages
acw.system	General	<ul style="list-style-type: none"> <li>• Companies</li> <li>• Contacts</li> <li>• Departments</li> <li>• Employees</li> <li>• Groups</li> <li>• Locations</li> <li>• Stocks</li> <li>• My Messages</li> </ul>
acw.system + acw.system.mytasks	General	Pages authorized by the <b>acw.system</b> right, plus: <ul style="list-style-type: none"> <li>• My tasks in progress</li> </ul>
acw.reconc	Reconciliation	Reconciliation proposals assigned to the assignee connected to AssetCenter Web.
acw.reconc + acw.reconc.manager	Reconciliation	All reconciliation proposals.
getit.personalization.admin		This right is only taken into account if the <b>End user personalization</b> option ( <b>Common</b> tab), section <b>Personalization</b> is set to <b>Limited</b> .  In this case, this right enables customization of all parameters of pages in AssetCenter Web using the  icon.

## Defining the AssetCenter Web customization rights

The ability to customize the AssetCenter Web pages depends on:

- The value of the **End user personalization** option (**Common** tab, section **Personalization**)
- The definition and the assignment of the **getit.personalization.admin** user right in the AssetCenter database.

To define the value of the **Personalization** option:

- 1 Select the **Settings** menu.
- 2 Select the **Common** tab.

- 3 In the **Personalization** section, select the parameter **End user personalization**.
- 4 Assign one of the following values:
  - **Enabled:** All users can customize all aspects of the AssetCenter Web pages.
  - **Disabled:** No users can personalize the AssetCenter Web pages.
  - **Limited:** Only the users associated with a profile containing the right **getit.personalization.admin** can personalize the aspects of the AssetCenter Web pages.
- 5 Click **Save** to save any modifications.

## Validating the configuration

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.



# 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:

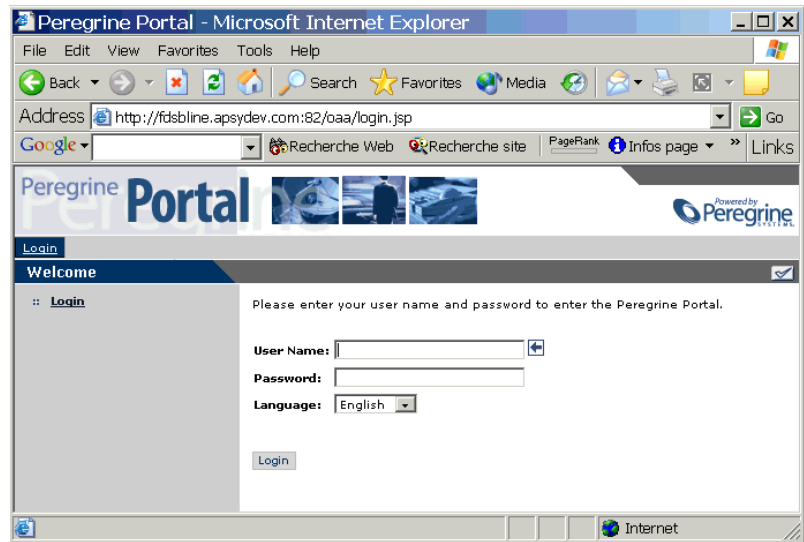
- 1 Enter the following URL in your browser.

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

**host** is the name of your AssetCenter Web server.

**port:** shows the port number if it is different from **80**.

- The AssetCenter Web home page appears in your browser.



- Populate the fields and then click **Login**.

## Tabs

Several tabs are displayed in the top part of the screen:

- **Home:** Enables customization of the home page and certain general parameters at the user computer level.
- **AssetCenter:** Enables access to the screens in the AssetCenter modules.

## Main menu

The sidebar of the AssetCenter Web page contains a list of all the available Web applications depending on the tab activated in the top part of the screen. Click a menu item to access the desired Web application.






## Browsing 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 trigger an action that depends on the context in which the icon is displayed. The ToolTip that is displayed when the pointer is left over the icon tells you exactly which action is triggered.
	This icon enables you to customize the current page at the user computer level.

## 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 a 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
-  Reconciliation

## Example of function

This section explains the asset browser function in AssetCenter Web.

- 1 To access this function, click the **AssetCenter** tab and then the **Portfolio items** entry in the main menu of AssetCenter Web.

- 2 This function enables you to search for an asset depending on certain criteria such as:
  - **Model**
  - **Component of**
  - **Assignment**
  - **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.

The screenshot shows the Peregrine Portal web application in Microsoft Internet Explorer. The browser address bar shows the URL: <http://fdsbline.apsydev.com:82/oa/login.jsp>. The page title is "Peregrine Portal - Microsoft Internet Explorer". The user is logged in as "Admin".

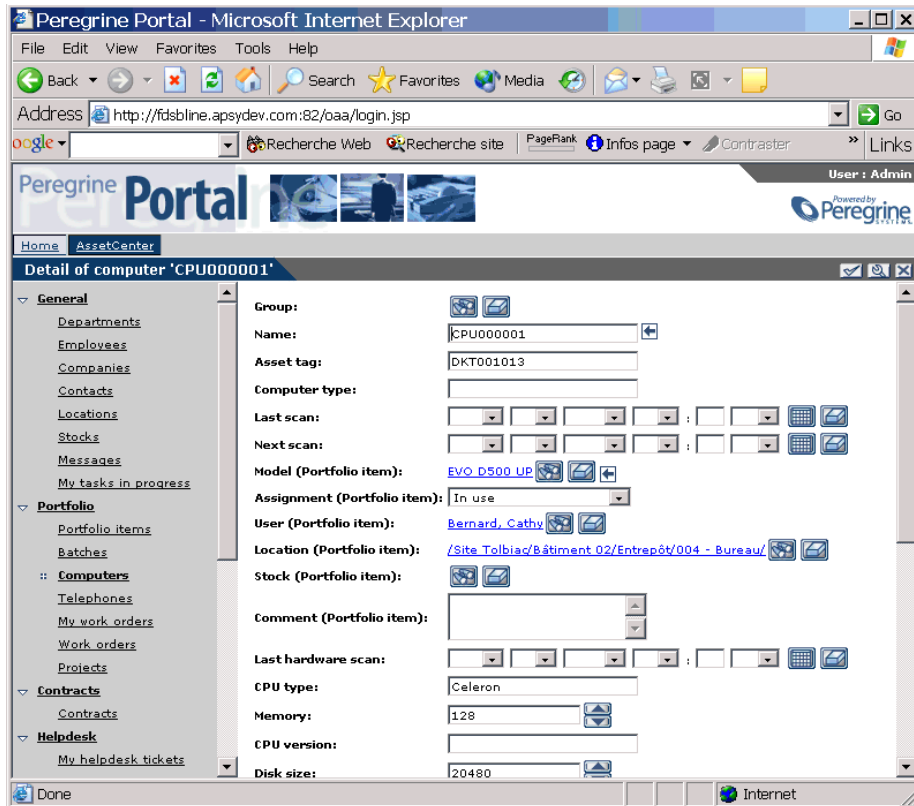
The main content area displays the "Computers" section. A navigation menu on the left includes: General (Departments, Employees, Companies, Contacts, Locations, Stocks, Messages, My tasks in progress), Portfolio (Portfolio items, Batches, **Computers**, Telephones, My work orders, Work orders, Projects), Contracts (Contracts), and Helpdesk (My helpdesk tickets).

The "Computers" section contains a table with the following columns: Name, Domain / Group, and Model (Portfolio item). The table lists 20 computer records, each with a unique ID (CPU000001 to CPU000020) and a blue link to view details.

Name	Domain / Group	Model (Portfolio item)
<a href="#">CPU000001</a>		
<a href="#">CPU000002</a>		
<a href="#">CPU000003</a>		
<a href="#">CPU000004</a>		
<a href="#">CPU000005</a>		
<a href="#">CPU000006</a>		
<a href="#">CPU000007</a>		
<a href="#">CPU000008</a>		
<a href="#">CPU000009</a>		
<a href="#">CPU000010</a>		
<a href="#">CPU000011</a>		
<a href="#">CPU000012</a>		
<a href="#">CPU000013</a>		
<a href="#">CPU000014</a>		
<a href="#">CPU000015</a>		
<a href="#">CPU000016</a>		
<a href="#">CPU000017</a>		
<a href="#">CPU000018</a>		
<a href="#">CPU000019</a>		
<a href="#">CPU000020</a>		

Below the table, there are "New Search" and "New" buttons.

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

# Customizing an AssetCenter Web page

## Accessing the customization function for a page

- 1 Display the page to be customized.
  - 2 Click  on the toolbar.
  - 3 A configuration window is displayed.
- 






 **Note:**

Any customizations made in this way are saved at the server level and are valid for all AssetCenter Web users.



---

## Adding a field, link or a section title to an existing page

- 1 Display the page containing the field, link or section title to be customized.

- 2 Click  on the toolbar.
- 3 In the configuration window, select the field, link or "Section Title" in the **Available Fields** list.
- 4 Click  or  between the two lists, or double-click the field, link or section title.  
The item is added at the end of the **Current Configuration** list.  
You can move the items in the **Current Configuration** list using the  and  icons.
- 5 Click **Save**.

## Modifying the attributes of a field, link or section title

- 1 Display the page containing the field, link or section title to be customized.
- 2 Click  on the toolbar.
- 3 In the configuration window, select the field, link or section title in the **Current Configuration** list.
- 4 Click  to the right of the **Current Configuration** list or double-click the field, link or section title.
- 5 In the second configuration window, modify the attributes of your choice.
- 6 Click **Save**.





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