Peregrine

AssetCenter Installation

Peregrine SYSTEMS

PART NUMBER DAC-431-EN16

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This edition applies to version 4.3 of the licensed program

AssetCenter

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Installation

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PREFACE

Introduction (Installation)

Who is this guide intended for?

This guide is intended for all organizations using AssetCenter.
It is specifically intended for the engineers who will install AssetCenter.

What does this guide do?

This guide explains:

- Which programs belong to AssetCenter.
- In which environments AssetCenter functions.
- How to install AssetCenter for the first time.
- How to configure AssetCenter
- How to tune AssetCenter.

Important:

In order to correctly install this application, you must strictly adhere to the instructions that we provide here.

Note:

This guide also explains how to migrate from an earlier version of AssetCenter to the version 4.3. To learn more about migration, refer to the **Migration** guide.

A start-up screen appears when you insert the CD-ROM(s) that were provided. You will be asked if you want to install one or more packages.

This guide only describes the installation of AssetCenter.

To learn how to install the other applications that work with AssetCenter, refer to their installation guides.

Precautions for preserving AssetCenter data integrity

AssetCenter is extremely rich in functionality. This richness relies on a complex database structure:

- The database contains a large number of tables, fields, links and indexes.
- Certain intermediary tables are not displayed by the graphical interface.
- Certain links, fields and indexes are automatically created, deleted or modified by the software.
- You can create additional tables, fields, links and indexes.

To modify the **contents** of the database with respect to its integrity, you absolutely must use one of the following applications:

- Graphical interface accessing the AssetCenter database.
- AssetCenter API
- AssetCenter Import
- Web interfaces based on Get-It
- Peregrine Systems gateways
- Connect-It
- AssetCenter Server

To modify the **structure** of the database with respect to its integrity, you absolutely must use AssetCenter Database Administrator.

Warning:

You must never modify the structure or the contents of the database by any means other than those intended for use with the software. Such modifications might corrupt the database in the following ways:

- Involuntary loss or modification of data or links.
- Creation of "ghost" links or records.
- Serious error messages, etc.

About the setup.pdf file

You will find a **setup.pdf** file next to the **setup.exe** file on the AssetCenter installation CD-ROM.

The **setup.pdf** file is not an Adobe Acrobat file. The **.pdf** file extension corresponds to a Microsoft standard used for Electronic Software Distribution (ESD).

CHAPTER 1 Components of AssetCenter

AssetCenter packages

Program name	Program's interface	Windows support	Unix support (Linux, Solaris and AIX)
Graphical interface accessing the AssetCenter database (see Note)	Graphical	Yes	No
AssetCenter Export	Graphical	Yes	No
	Command line	Yes	Yes
AssetCenter Import	Command line	Yes	Yes
AssetCenter Server	Graphical	Yes	No
	Command line	No	Yes
AssetCenter Database Administrator	Graphical	Yes	No
	Command line	Yes	Yes
AssetCenter API	Non graphical	Yes	Yes

Program name	Program's interface	Windows support	Unix support (Linux, Solaris and AIX)
InfraTools Desktop Discovery scanner	**Non graphical**	Yes	Yes
AutoCAD integration	**Graphical**	Yes	No
AssetCenter Script Analyzer	**Graphical**	Yes	No
Log viewer	**Graphical**	Yes	No

Note:

The graphical interface that accesses AssetCenter provides access to the following modules:

- Procurement
- Portfolio
- Contracts
- Financing
- Bar-code inventory
- Administration
- Cable and Circuit
- Core tables
- Import
- Integration with Desktop Administration
- Integration with Remote Control

Your access to these modules depends on your **license.cfg** file, which is provided with AssetCenter.

Peripheral programs

The following software applications can be integrated with AssetCenter:

- AssetCenter Mobile
- AutoCAD
- Connect-It
- Crystal Reports
- InfraTools Desktop Discovery
- Desktop Inventory
- Get-Answers
- AssetCenter Web

- Remote Control

CHAPTER 2 Supported environments

Supported operating systems

AssetCenter client programs

The AssetCenter client programs support:

- Windows
- Unix

To find out what versions of these operating systems are supported, consult the compatibility matrix on the site: http://support.peregrine.com.

AssetCenter database server

The server may be used with all the operating systems and hardware platforms supported by your DBMS.

To acquire the list of these supported items, refer to the documentation of your DBMS.

Minimal configuration in Windows

All programs except AssetCenter Server

Environment	Windows 95, 98 and ME	Windows NT 4, 2000 and XP
CPU	Pentium II 300	Pentium II 400
RAM	32 MB	256 MB (XP and 2000), 128 MB (NT 4)
Disk space (*)	1 GB (all packages installed)	1 GB (all packages installed)

(*) The files installed with AssetCenter (client only) require about 30 MB disk space (excluding the your production database and database layers).

AssetCenter Server

Environment	Windows NT 4, 2000 and XP Professional Edition
CPU	Pentium III 500
RAM	256 MB reserved for AssetCenter Server
Disk space	500 MB

Recommended configuration in Windows

All programs except AssetCenter Server

Environment	Windows 95, 98 and ME	Windows NT 4, 2000 and XP
CPU	Pentium II 400	Pentium III 500
RAM	96 MB	512 MB (XP and 2000), 256 MB (NT 4)
Disk space (*)	2 GB (all packages installed)	2 GB (all packages installed)

(*) The files installed with AssetCenter (client only) require about 30 MB disk space (excluding the your production database and database layers).

AssetCenter Server

Environment	Windows NT 4, 2000 and XP Professional Edition
CPU	Pentium III 1 GHz
RAM	1 GB reserved for AssetCenter Server
Disk space	1 GB
Network	High speed link with DBMS server. (For example: Ethernet 100 Mbps or Gigabit) and low latency (<5 ms).

Supported DBMSs

The following DBMSs are supported for the AssetCenter database:

- Microsoft SQL Server
- Oracle Workgroup Server
- Sybase Adaptive Server
- IBM DB2 UDB
- Sybase SQL Anywhere 5.5.5.2817 in stand-alone mode

Note:

Sybase SQL Anywhere is used for the demonstration database installed with AssetCenter only.

To find out what versions of these DBMSs are supported (servers, clients, network protocols, drivers, etc.) consult the compatibility matrix on the site: http://support.peregrine.com

Warning:

We do not guarantee the proper functioning of AssetCenter with versions (even later versions) or Service Packs different from those described in the compatibility matrix.

3 Installing in Windows

CHAPTER

This chapter explains how to install AssetCenter for the first time.

Before installing AssetCenter

Deactivating antiviruses

Certain antivirus programs, when running, disturb the AssetCenter installation program since they block access to the Registry.

We recommend that you suspend any antivirus programs during installation of AssetCenter.

Installing Oracle client layers

Incorrectly installed or configured Oracle client layers (SQL*Net or Net 8) can affect the way AssetCenter handles accented characters. This problem appears, for example, when a record containing accented characters is inserted: When you reselect it, the text is not displayed correctly. To solve this problem, verify the configuration of SQL*Net or Net 8.

Installing (or not) Crystal Reports

Before installing AssetCenter, determine whether you should install the runtime (limited version) of Crystal Reports.

Note:

Installing Crystal Reports runtime can be done using the AssetCenter installation program.

The following information helps you determine if you need to install Crystal Reports runtime:

If you have installed a full version of Crystal Reports version:	Here is what you must do:
5.0 or earlier	Install the Crystal Reports 8.0 runtime.
6.0 or 7.0	We recommend that you install the Crystal Reports 8.0. runtime.
8.0 or later	It is not necessary to install the Crystal Reports 8.0. runtime.

Note:

Installing Crystal Reports runtime can be done using the AssetCenter installation program.

Installing (or not) Sybase SQL Anywhere runtime

Before installing AssetCenter, determine whether you should install Sybase SQL Anywhere runtime.

By default, the stand-alone version of AssetCenter is installed. If no versions of Sybase SQL Anywhere are found on the machine, the Sybase SQL Anywhere Runtime (limited version) will also be installed. This installation will also include the installations of the following databases:

- A demonstration database: **Am43.db**, copied in the **AmDemo** sub-folder of the AssetCenter installation folder.
- A demonstration database supporting AutoCAD integration: **acad43.db**, copied in the **acadi\db** sub-folder of the AssetCenter installation folder.
- An empty database: **Empty43.db**, copied into the installation folder of AssetCenter.

To connect to these databases, use the user name **itam** and the password **password**.

These databases:

- Can be accessed using a license file provided with AssetCenter.

  This file grants access to all or part of the software.
- Must be installed on the same machine as AssetCenter.
- Do not work in client-server mode.
- Can be accessed by AssetCenter Server and AssetCenter Database Administrator.

If you use another DBMS for your working database, you only need to install the Sybase SQL Anywhere runtime to be able to access the demonstration database.

The installation program will only install the runtime version if it does not find the full version of Sybase SQL Anywhere installed on the machine.

Installing under Windows NT 4, 2000 or XP

If you are using Windows NT 4, 2000 or XP, you need to have administrative rights on the machine to install the software. Without these rights, the installation program will not be able to modify the Registry.

Installing in client-server

If you install AssetCenter in client-server mode, you must respect the following steps:

1. Install the DBMS on the server and the client workstations.
2. Test communications between client and server.
3. Install AssetCenter in one of the following ways:
   - Full installation of AssetCenter on each client machine.
   - Network installation of AssetCenter on the server, and then network installation of AssetCenter on each client machine.

List of files installed

If you want to see the list of files installed and their installation folder, refer to the **Setup.inf** file. This file is in the AssetCenter installation folder and the **Disk1** folder on the installation CD-ROM. Search for occurrences of **FILENAME=** to find information abpit which files are likely to be installed.

Additionally, the installer modifies the Registry (the **Setup.inf** file details these modifications).

Note:

The **Setup.inf** file is used by the installation program. It was not designed to be user-friendly in the way it is formatted. Nevertheless, it allows you to obtain useful information.

Saving time when installing client machines

The **amdb.ini** file contains the list of connections declared at the level of the **File/ Manage connections** screen.

Rather than defining these options via the user interface on each client machine, you can define them on one machine and copy the **amdba.ini** file to each client machine.

Manual installation (graphical)

1 Insert the installation CD-ROM.

Note:

You cannot install AssetCenter using diskettes. If necessary, you can copy the contents of the CD-ROM to a hard drive. Then you can execute the installation from the hard drive.

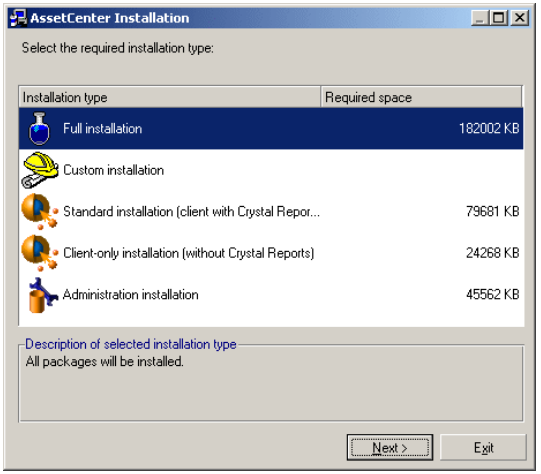
2 If the graphical installation program window does not automatically appear when you insert the CD-ROM:
   1 Open the Windows Explorer.
   2 Select the installation CD-ROM.
   3 Select the root of the CD-ROM.
   4 Launch the **Autorun.exe** program.
3 Follow the instructions given by the installation program (see below).

Select the option **AssetCenter 4.3**.

Check the **Network installation** option if you want to install AssetCenter via a server.

Network installation (graphical) [page 23].

The second screen asks you to choose from several types of installations:



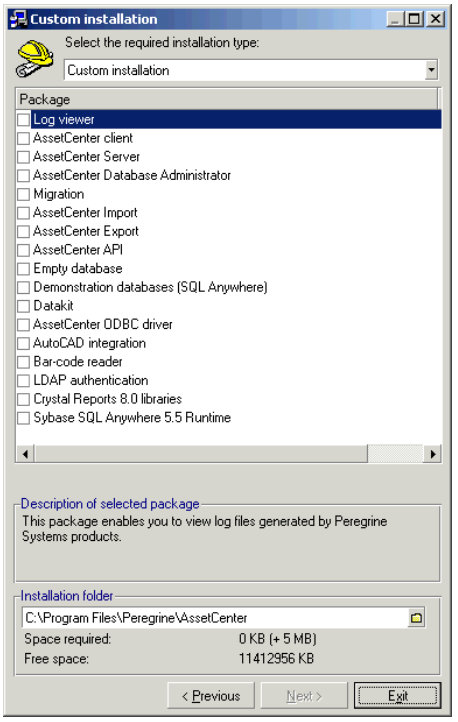
Select the type of installation that you want.

Note:

The full installation of AssetCenter creates an large volume of files and installs other software besides just AssetCenter. We recommend deciding ahead of time whether you really want to install everything.

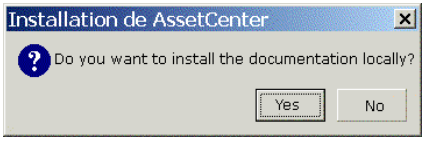
If you have selected the Custom installation type

The installation program displays the following window:



Select the components that you want to install as well as the installation path.

At the end, the installation program asks if you want to install the documentation.



If you click **Yes**, the installation program copies the **docs** folder from the AssetCenter installation CD-ROM to the **doc** sub-folder.

In particular:

- Documentation in PDF format.
- Descriptions of the database structure.

Note:

Documentation in CHM format is installed systematically.

Tip:

You can also consult the documentation on the installation CD-ROM directly, without having to install it.

Network installation (graphical)

If you wish to install AssetCenter with the least amount of files on the client computers, you can first install AssetCenter on the server, then perform a **pared down** on the clients.

A network installation of AssetCenter on the server copies all the files necessary for the functioning of AssetCenter to the client. If you want to execute AssetCenter directly, however, you need to perform a network installation on the client machines.

During the network installation of the server, the installation program only copies the files. No paths, configuration files, or program groups are created or modified.

Server installation

1. Insert the AssetCenter installation CD-ROM.
2. If the graphical installation program window does not automatically appear when you insert the CD-ROM:
   1. Open the Windows Explorer.
   2. Select the installation CD-ROM.
   3. Select the root of the CD-ROM.
   4. Launch the **Autorun.exe** program.
3. When the first screen appears:
   1. Select **AssetCenter**.

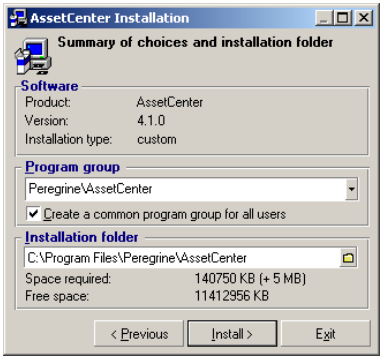
2 Select **Network installation**

3 Click **Install**.

4 When you encounter the following screen:

Click **Server installation**.

5 When you encounter the following screen:



1 Indicate an installation file that is read-accessible by all client workstations.

2 Click **Install**.

Client installation

1 Insert the **AssetCenter** installation CD-ROM.

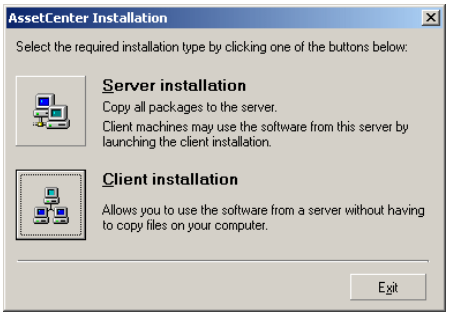
2 If the graphical installation program window does not automatically appear when you insert the CD-ROM:

1. Open the Windows Explorer.
2. Select the installation CD-ROM.
3. Select the root of the CD-ROM.
4. Launch the **Autorun.exe** program.

3 When the first screen appears:

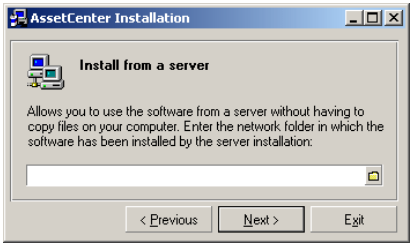
1. Select **AssetCenter**.
2. Select **Network installation**
3. Click **Install**.

4 When you encounter the following screen:



Click **Client installation**

5 When you encounter the following screen:



1. Specify in which network folder **AssetCenter** has been installed.
2. Click **Next**.

6 From this point on, the installation does not differ from the normal, manual graphic installation.

Only the required files are copied to the client machine. The installation program modifies all the necessary configuration files, creates the icons and program groups, etc.

Manual installation (graphical) [page 20].

Automatic installation and uninstallation (command line)

You can install **AssetCenter** without having to use the graphical interface. This is useful for administrators, because it allows automation of the installation process on several different machines.

To do this, use a text editor to create an installation script in a folder. You are free to choose the name of this folder. This file must have the extension `.ans`.

and be formatted as follows:

```
[Install]
Path = <value>
Group = <value>
UserGroup= <value>
Type = <value>
Packages = <value>
ReplaceDLL = <value>
Reboot = <value>
OverwriteReadOnlyFile = <value>
DeleteReadOnlyFile = <value>
UpgradePrevious = <value>
```

Note:

Unlike manual installation, automatic installation systematically copies the **docs** folder on the installation CD-ROM to the **doc** sub-folder of the AssetCenter installation folder.

Syntax to be used in the installation script

Variable	Description	Possible values	Default value
Path (see note 1)	Complete path of the **AssetCenter** installation folder.		**C:\Program Files\Peregrine\AssetCenter**

Variable	Description	Possible values	Default value
Group	Program groups from the Windows **Start** menu.		**Peregrine\AssetCenter**
UserGroup	Used only in Windows NT, 2000 and XP. Allows you to determine which users have access to the program group.	• 0: program group accessible to all users. • 1: program group accessible only to its user.	0
Type	Installation type	• Maximal: full installation • Minimal: minimum installation • Custom: custom installation	Maximal
Packages (see note 2)	List of components to install.	• acadi • adbc • admin • amdemo • amsg • amsrv • api • cr80 • datakit • emptydb • exe • export • import • ldap • rtany • scan	
ReplaceDll (see note 3)	Replace/ Do not replace the DLLs already installed in another language.	• y : replace • n : do not replace	n

Variable	Description	Possible values	Default value
Reboot	Reboot the machine at the end of installation (without confirmation).	• y : reboot • n : do not reboot	n
OverwriteReadOnlyFile	Replaces the read-only files if they exist already.	• y : replace • n : do not replace	n
DeleteReadOnlyFile	Deletes the read-only files during removal if they exist already.	• y : delete • n : do not delete	n
UpgradePrevious	Replaces the previous version of AssetCenter if there is one.	• y: replace previous version • n: leave previous version installed	y

Notes on certain variables in the installation script

- Note 1: **Path** variable

  If the installation folder selected by the installation program already exists on the drive, it creates a sub-folder. The sub-folder is named using the **AssetCenter** build number or a random alphanumeric string.

- Note 2: **Packages** variable

  The **Packages** variable is only used if you have set the **Type** attribute to **Custom**.

  A comma and a space must separate each value.

  Example

  ```
  Packages=exe, amsrv, export
  ```

  Information about the values that a **Packages** variable can take:
  - acadi: components of the AutoCad integration and its associated database
  - adbc: ODBC driver
  - admin: administration tools
  - amdemo: SQL Anywhere demonstration database
  - amsg: migration files and programs
  - amsrv: AssetCenter Server monitoring program
  - api: AssetCenter API
  - cr80: Crystal Reports runtime

- datakit: sample data and line-of-business data that can be imported into the databases
- emptydb: empty database
- exe: AssetCenter core modules
- export: AssetCenter Export (graphical and online versions)
- import: AssetCenter Import (online version)
- ldap: LDAP dynamic link libraries to use LDAP authentication.
- rtany: Sybase SQL Anywhere runtime
- scan: Barcode inventory module

Note:

On detection of SQL Anywhere: The installation program recognizes that the full version of SQL Anywhere has already been installed if it finds its full version in the PATH of the **Dbeng50.exe** file.

- Note 3: **ReplaceDll** variable

  When the installation program tries to copy a DLL that is already present:
  - If the language of the DLL is the same, the installation program automatically replaces the file if its version is more recent. Otherwise it leaves the file as is.
  - If the language of the DLL is different, the installation program asks whether it should replace the DLL or not.

  The options of the **ReplaceDll** variable allow you to determine what the installation program should do when it encounters an installed DLL of a different language. If you choose the value **n**, it does not replace the DLL. If you choose the value **y**, it replaces the DLL without asking for confirmation.

Installation scripts supplied by default

In the **Disk1** folder of the installation CD, you will find three example installation scripts:

- Custom.ans
- Maximal.ans
- Minimal.ans

Executing the unattended installation

Place the **script.ans** script file in the command-line installation folder **setupl.exe**. This assumes that you have already copied the relevant files to your hard drive or performed a network installation on the server.

To launch the installation, execute the following command on the machine where the installation will be performed:

```
setupl.exe -a:<script>.ans
```

Unattended network installation of the server

The installation script **Server.ans** (you choose the name) must be reduced to the following lines:

```
[Install]
Path=<Full path of installation folder on the server>
```

The installation program must be executed as follows:

```
setupl -a:server.ans -ns
```

Unattended network installation of a client

The installation script **Client.ans** (you choose the name) must start with the following lines:

```
[Install]
ServerPath=<Full path of installation file on the server>
```

Next, the lines are the same as for a classic unattended installation (see above).

The name of the installation folder path takes the following form:

```
\\Serv\C\Acinst
```

The installation program must be executed as follows:

```
setupl -a:client.ans -nc
```

Unattended removal of a client

The installation program must be executed as follows:

```
setupl -u
```

It is not possible to perform a partial removal from the command line.

If you used an installation script, use it again for the removal. Adjust the value of the **DeleteReadOnlyFile** variable if necessary.

The command is then:

```
setupl.exe -a:<script>.ans -u
```

Updating a client workstation

You can use a command-line installation, but you must do so in two steps:

1. First, uninstall the workstation using the first batch file.
2. Then, install the workstation using the other batch file.

Manual uninstallation (graphical)

To remove AssetCenter fully from a machine, use the **Add/ Remove programs** icon in the Windows Control Panel.

The installation program:

- Removes all the files and program groups that have been installed.
- Modifies the configuration files to remove the modifications made by AssetCenter's installation program.
- Updates the Registry.
- Removes the AssetCenter integration menus from the AutoCAD graphical interface.

CHAPTER 4 Configuration in Windows

After having installed the AssetCenter programs, you just need to perform a few more tasks, which depend on the components and applications that you want to use or integrate with AssetCenter.

This chapter explains these additional operations.

C compiler for DB2 databases

The 4.3 databases exploit procedures stored in SQL language.

This exploitation is not assured by DB2, which requires a C compiler for this.

You must therefore:

1 Install a C compiler on the database server.

> Tip:
>
> We recommend Microsoft Visual Studio versions 5 or 6, which can be easily integrated with DB2.

2 Update the **sr_cpath.bat** file, located in the DB2 installation folder, in the sub-folder **\function\routine**. This indicates to the DB2 server where to find the C compiler.

Example:

In the standard **sr_cpath.bat** file, the following section:

```
@echo off
REM set VCV6_DRIVE=C:\Microsoft Visual Studio
REM set include=%include%;%VCV6_DRIVE%\VC98\atl\include;%VCV6_DRIVE
%\VC98\mfc\include;%VCV6_DRIVE%\VC98\include
REM set lib=%lib%;%VCV6_DRIVE%\VC98\mfc\lib;%VCV6_DRIVE%\VC98\lib
REM set path=%path%;%VCV6_DRIVE%\Common\Tools\WinNT;%VCV6_DRIVE%\Co
mmon\MSDev98\Bin;%VCV6_DRIVE%\Common\Tools;%VCV6_DRIVE%\VC98\bin;%V
CV6_DRIVE%\VC98\mfc\lib;%VCV6_DRIVE%\VC98\lib
```

has been replaced by:

```
@echo off
set VCV6_DRIVE=F:\Program Files\Microsoft Visual Studio
set include=%include%;%VCV6_DRIVE%\VC98\atl\include;%VCV6_DRIVE%\VC
98\mfc\include;%VCV6_DRIVE%\VC98\include
set lib=%lib%;%VCV6_DRIVE%\VC98\mfc\lib;%VCV6_DRIVE%\VC98\lib
set path=%path%;%VCV6_DRIVE%\Common\Tools\WinNT;%VCV6_DRIVE%\Common
\MSDev98\Bin;%VCV6_DRIVE%\Common\Tools;%VCV6_DRIVE%\VC98\bin;%VCV6_
DRIVE%\VC98\mfc\lib;%VCV6_DRIVE%\VC98\lib
```

Oracle DLL

There are several DLL versions that can be used to access Oracle. AssetCenter tries to load the supported versions dynamically, starting with the most recent version and working toward the oldest version supported, i.e.:

1 **oraclient9.dll**
2 **oraclient8.dll**
3 **ora805.dll**
4 **ora804.dll**
5 **ora803.dll**
6 **ora73.dll**

However, you can however override this order to load a particular DLL by adding the following entry in **Aam.ini**:

```
[DLL]
orcl = <xxx>.dll
```

Tip:

The **am.ini** file is located in the Windows installation folder.

Messaging system

Messaging standards supported in Windows

- VIM
- Extended MAPI
- SMTP

Note:

Simple MAPI is not supported.

Messaging standards supported in Unix

In Unix, AssetCenter supports SMPT.

Installation of the external messaging system

For the external messaging system to function correctly with AssetCenter, the following conditions must be met:

Messaging system standard	Required conditions
VIM	The **PATH** environment variable of your system must point to the folder containing the **vim32.dll** file. Example: In general, the Lotus Notes DLLs are installed by Notes, in the same folder as Notes, and are not included in the PATH.

Messaging system standard	Required conditions
SMTP	The TCP/IP layers must be installed. This is the case when an SMTP messaging system has been installed correctly.

Configuring AssetCenter to send messages to the external messaging system

To take advantage of all your messaging system's functions, you need to perform the following tasks:

Task to perform	Documentation to consult
Populate the messaging addresses of administrators and other users.	**Administration** guide, chapter **Messaging**, section **Configuring AssetCenter to use messaging systems**.
Create **Messaging** type actions to used by procurement, helpdesk, alarms, etc.	**Advanced used** guide, chapter **Actions**, section **Creating an action**, sub-section **Populating the Messaging tab**.
Configure AssetCenter Server to send messages linked to procurement, helpdesk, alarms, etc	**Administration** guide, chapter **AssetCenter Server**.
Execute AssetCenter Server.	**Administration** guide, chapter **AssetCenter Server**.
Troubleshooting	**Administration** guide, chapter **Messaging**, section **Common connection problems**.

The use of messaging systems is dealt with in more detail in:

- **Administration** guide, chapter **Messaging**.
- **Advanced use** guide, chapter **Messaging**.

AssetCenter Server

AssetCenter Server is a program independent of the AssetCenter client. The Server monitors alarms, messages and actions to be triggered within the domains of procurement, stocks, history, leasing; calculates the values of certain fields, etc.

In order for these functions to work properly, you must execute AssetCenter Server on at least one machine permanently and connect it to your working database.

For further information on AssetCenter Server, please refer to the AssetCenter **Administration** guide, chapter **AssetCenter Server**.

The AssetCenter Server modules use Connect-It and its connectors for all automatic data imports, like in the following examples:

- Inventories performed by the InfraTools Desktop Discovery scanner installed with AssetCenter.
- Data imports from external applications.

If you use such modules, you will need to install Connect-It.

To find out which environments are supported by Connect-It, and to learn how to install Connect-It, refer to its documentation.

To learn how to integrate Connect-It with AssetCenter Server, refer to the AssetCenter **Administration** guide, chapter **AssetCenter Server**, section **Configuring the modules monitored by AssetCenter Server**.

Implementing AssetCenter Server in Windows

To be able to use this program you must install at least one Windows NT4, 2000 or XP workstation.

AssetCenter Server is installed to be executed in one of the following modes:

- Manually, by executing the shortcut from the Windows **Start** menu.
- Automatically, as a service.

Tip:

We recommend that you launch $$SoftName; Server as a Service.

Note:

To install the AssetCenter Server service correctly, we recommend that you do so as follows:

1 Create a user account in Windows NT (on the computer where this service will be installed).

   This account must have the rights necessary to start the AssetCenter Server service.

   The environment linked to this account must allow you to use the client layers of the DBMS installed on the computer where the AssetCenter Server service is installed.

   Just a reminder: By default, the local system account only accesses the system environment variables.

2 Install the AssetCenter Server service in this account.

Warning:

You need to reboot the computer where AssetCenter Server is installed after you install the DBMS client layers of the database to which the AssetCenter Server service is connected. This is because the Windows service control manager loads the **PATH** when you start the computer. The AssetCenter service, however, needs an updated PATH in order to find the DLLS of the DBMS. This is especially true if the AssetCenter installation program installs SQL Anywhere runtime and if you want to run the AssetCenter Server service on a demonstration database (which uses SQL Anywhere).

By default, the service is configured to be launched automatically. You can modify this.

The **Services** applet in the Control Panel allows you to start, stop, and configure services available on the machine:

- In Windows NT 4, for example:
  - **Start** button: Starts a service that has not been started. In the case of AssetCenter Server, we advise against entering the startup parameters in the **Startup Parameters** field.
  - **Stop** button: Stops an active service.
  - **Startup** button: This button is very useful since it allows you to configure a service in order for it to be:

  - **Automatic**: The NT service is launched each time Windows NT is launched.
  - **Manual**: The NT 4 service must be launched manually by clicking on the **Start** button in the Services applet.
  - **Disabled**: The service cannot be launched.
- In Windows 2000, for example:
  - : starts a stopped service.
  - : stops the service.
  - : reboots the service.
  - : interrupts the service.

To start the AssetCenter Server service in automatic mode in Windows:

1 Select the AssetCenter Server service in the services window.

2 Right-click and select **Properties** in the shortcut menu.

3 In the **Startup type** column, select **Automatic**.

Note:

In practice, once AssetCenter Server is operational, we recommend setting the startup mode to `Automatic`, so that it is launched whenever Windows is started.

Note:

By default, the services use the system account. If AssetCenter Server cannot connect to a database, click **Startup** to configure the service so that it uses an account that can access the database.

Crystal Reports

To install, configure and use Crystal Reports, refer to the **Advanced use** guide, chapter **Crystal Reports**.

Integrating with Remote Control

Warning:

AssetCenter can only be integrated with Remote Control in Windows.

AssetCenter is provided with the complete Remote Control application and its corresponding documentation.

You will need to use Remote Control if you want to take control of a remote computer directly from AssetCenter.

To find out which environments are supported by Remote Control, and to learn how to install it, refer to this application's documentation.

To learn how to integrate Remote Control with AssetCenter, refer to the AssetCenter **Portfolio** guide, chapter **IT portfolio**, section **Remote Control**.

Executing automatic operations on sets of computers

Warning:

This function, called Desktop Administration, is only available for Windows.

Examples of automatic operations: scanning installed software or installing a program.

To learn how to implement and execute automatic operations on sets of computers, refer to the AssetCenter **Desktop Administration** guide.

Integrating with Connect-It

AssetCenter is provided with the complete Connect-It software application and its corresponding documentation.

Required version of Connect-It

Integrating Connect-It with AssetCenter requires that you use the version of Connect-It provided on the AssetCenter installation CD-ROM (or a later version).

Utility of Connect-It

You will need to use Connect-It to perform certain automatic actions, which are triggered by AssetCenter Server, such as:

- Adding NT users to the database in order to use NT security during an AssetCenter database connection.

  Warning:

  The **Windows** version of AssetCenter Server is required.

- Recovering the computers declared in an NT domain in the database.
- Integrating AssetCenter with AutoCAD.

To find out which environments are supported by Connect-It, and to learn how to install Connect-It, refer to its documentation.

To learn how to integrate Connect-It with AssetCenter Server, refer to the AssetCenter **Administration** guide, chapter **AssetCenter Server**, section **Configuring the modules monitored by AssetCenter Server**.

Scanning remote computers

With AssetCenter, you can scan remote computers in several different ways:

These scans can be performed in several ways:

To learn how to scan remote computers, refer to the AssetCenter **Portfolio** guide, chapter **IT portfolio**, section **Automatic inventory**.

Integrating with AutoCAD

This section is for those users who have acquired AutoCAD.

Installing the AutoCAD module

You can install the AutoCAD module by executing the **acadi.exe** program in a DOS command prompt. This program is located in the **acadi** sub-folder of the AssetCenter installation folder.

Warning:

You must have launched AutoCAD at least once before being able to execute **acadi.exe**.

The **acadi.exe** program modifies the Windows Registry so that the AssetCenter integration menus appear in the graphical interface of AutoCAD.

Environments supported by AutoCAD and how to install AutoCAD

To find out which environments are supported by AutoCAD, and to learn how to install AutoCAD, refer to its documentation.

Supported AutoCAD versions

Integrating AutoCAD requires the following applications:

- AutoCAD version R14 or R15 in English only.
- Connect-It (version provided in the AssetCenter installation CD-ROM or later).

Creating an AssetCenter database compatible with AutoCAD

Note:

An AssetCenter demonstration database supporting AutoCAD is created when you install AssetCenter. This database is located in the **acadi\db** sub-folder of the AssetCenter installation folder. It is called **acad43.db**.

To connect to this database:

1. Launch AssetCenter.
2. Display the connections (**File/ Manage connections**).
3. Create a new connection (**New** button).
4. Populate the following fields (keep the default values for the other fields):
   - **Engine**: **Sybase SQL Anywhere**
   - **User**: **itam**
   - **Password**: **password**
   - **Databsource**:
     1. Click the button.
     2. Populate the **Database file** field: Full path of the **acad43.db** file.
     3. Click the **Options** button.
     4. Populate the **Start Command** field: **rtdsk50.exe**.
     5. Click **OK**.
5. Click **Create**.
6. Click **Test**.
7. Click **Open**.

AssetCenter Database Administrator enables you to create an AssetCenter database supporting AutoCAD integration.

To create a database supporting AutoCAD:

Perform the steps described in the AssetCenter **Administration** guide, chapter **Creating an AssetCenter database**, section, **Creating a database with AssetCenter Database Administrator** with the **Use AutoCAD integration** option selected.

To make an existing database compatible with AutoCAD.

Warning:

You cannot make a SQL Anywhere Runtime database compatible with AutoCAD.

Perform the following steps:

1 Execute AssetCenter Database Administrator.
2 Select the **File/ Open** menu item.
3 Select the **Open database description file - create new database** option.
4 Select the **gbbase.xml** file, which can be found in the **config** sub-folder of the AssetCenter installation folder.
5 Select the **Action/ Create database** menu item.
6 Unselect the **Create database** option.
7 Clear the option **Use help on fields**
8 Select the **Use AutoCAD integration** option.
9 Click **Create**.

Integrating AutoCAD, Connect-It and AssetCenter

To learn how to integrate Connect-It with AssetCenter, refer to the AssetCenter **Administration** guide, chapter **Integrating with AutoCAD**.

You will notably find information on how to use Connect-It with the AutoCAD integration module.

Get-Answers

To find out which environments are supported by Get-Answers, and to learn how to install Get-Answers, refer to its documentation.

To learn how to integrate Get-Answers with AssetCenter, refer to the AssetCenter **User Interface** guide, chapter **Get-Answers**.

CHAPTER 5

Installing and configuring in Unix

Warning:

The Unix version of AssetCenter is intended for users who have experience and knowledge with the Unix environment. Consequently, we will only discuss those aspects of Unix that apply directly to AssetCenter in this chapter.

Note:

The UNIX programs do not have a native graphical interface. However, AssetCenter Server can be partially configured in UNIX using a Web interface. When installing in UNIX, certain files must be prepared and then copied from a Windows computer. You must install and configure at least one Windows computer with the following:

- AssetCenter Database Administrator
- AssetCenter Server
- AssetCenter client

Yiou can thus configure AssetCenter Database Administrator and AssetCenter Server graphically, even if you will run them from the command line on a UNIX server.

Installing AssetCenter

To install AssetCenter in Unix:

1 Create the AssetCenter database in Windows as described in the **Administration** guide, chapter **Creating an AssetCenter database**.

2 Create a UNIX user that will be used to install and configure AssetCenter.

Warning:

If you have already installed Connect-It on the same computer, use the same account to install AssetCenter.

3 Locate the **.tgz** file on the AssetCenter installation CD-ROM.

4 Uncompress the **.tgz** file by launching the following command line:

```
tar xzvf <Name of the tgz>
```

Or in Solaris:

```
gzip -dc <Name of the tgz> | tar xvf -
```

Note:

This operation must be performed from a specific installation folder, for example **/usr/local**.

5 The path of the **libaamapi43.so** dynamic library (**/usr/local/AssetCenter/bin** folder) must be included in the system-library search path:

- Solaris or Linux: environment variable `LD_LIBRARY_PATH`.
- Linux: Configuration file of **ld.so**, also.
- AIX: environment variable `LIBPATH`.

Warning:

You must leave the **libaamapi43.so** file in the **bin** sub-folder of the AssetCenter installation folder.

Example, for compatible **SH** (Shell) command interpreters: Execute or place the following lines in a script that you will execute before launching AssetCenter :

```
LD_LIBRARY_PATH=/usr/local/AssetCenter/bin;$LD_LIBRARY_PATH
export LD_LIBRARY_PATH
```

In Linux, the **ld.so** configuration file is usually **/etc/ld.so.conf**.

In the **ld.so.conf** configuration file, add, for example, the following line:

```
/usr/local/AssetCenter/bin
```

Then relaunch the `ldconfig --verbose` command so that the new parameters are taken into account.

6 AssetCenter can only use the 32-bit DBMS clients.

Also, if you have installed the 64-bit UNIX DBMS clients, they cannot be used in 64-bit mode.

Therefore, you must only use the 32-bit client libraries.

For example, for 64-bit Oracle clients, make sure the environment variable **LD_LIBRARY_PATH** (Solaris or Linux) or **LIBPATH** (AIX) points to the **$ORACLE_HOME/lib32** directory (32-bit libraries) and not **$ORACLE_HOME/lib** (64-bit libraries).

Typically, for a UNIX client with 64-bit Oracle layers, 32-bit Sybase layers and 32-bit DB2 layers, the environment variable are shown as follows:

```
ORACLE_HOME=/space/home/oracle/OraHome1

LIBPATH=/usr/lib:/usr/ccs/lib:/space/home/oracle/OraHome1/lib32:/sp
ace/home/sybase/OCS-12_0/lib:/home/db2inst1/sqllib/lib

PATH=/usr/local/bin:/opt/freeware/bin:/space/home/oracle/OraHome1/b
in:/space/home/sybase/OCS-12_0/bin:/usr/bin:/etc:/usr/sbin:/usr/ucb
:/space/home/test/bin:/usr/bin/X11:/sbin:.:/home/db2inst1/sqllib/bi
n:/home/db2inst1/sqllib/adm:/home/db2inst1/sqllib/misc
```

7 If you use an Oracle DBMS, move the **libslpmprodstab.so** file into the 32-bit Oracle libraries folder.

Note:

The **libslpmprodstab.so** file is part of the **.tgz** file, which was uncompressed previously.

In our example, it is located in the **/usr/local/AssetCenter/bin** folder before you move it.

8 In AIX, create an environment variable **AC_HOME** and set it to the path of the AssetCenter installation folder. In general, this path is:

```
/usr/local/AssetCenter
```

9 If you use DB2 as the DBMS of the AssetCenter database, install an external C++ compiler on the database server.

We recommend Gnu C Compiler versions 2.96 or later, which can be easily integrated with DB2.

Note:

This is because the 4.3 databases exploit procedures stored in SQL language.

This exploitation is not assured by DB2.

10 Configure the DBMS client so that it has access to the DBMS and the AssetCenter database.

Warning:

Use the same database and server names that you used when creating the database in Windows.

For example, if your Oracle server is called **AssetCenterServer** in **tnsnames.ora**, use this name again in the **tnsnames.ora** file on the client UNIX computer.

11 Use an SQL query tool to make sure you can connect to the DBMS and the AssetCenter database.

Example for Oracle: **sqlplus**.

Example for Sybase: **isql**.

Example for DB2: **db2**.

Tip:

If you encounter a problem, contact the technical support hotline of your DBMS vendor. Your client is probably misconfigured.

12 Create an **amdb.ini** file on the UNIX computer.

This file stores the declarationd for the database connections.

To make these connections accessible in Unix computers:

1 Launch AssetCenter in graphical mode on a Windows computer.
2 Select **File/ Edit connections**.
3 Create the connections.
4 Close the window (click **Close**).

5 Edit the **amdb.ini** file so that the **AmApiDll** entry points to the UNIX **libaamapi43.so** file (**/usr/local/AssetCenter/bin** directory).

6 Copy **amdb.ini** (located in the Windows installation folder) and paste it in the **/etc/Peregrine** folder of the Unix computers where AssetCenter will be launched.

The following components, among others, are installed:

- **amdbal**, **amimpl**, **amexpl**, **libaamapi43.so** (in **/usr/local/AssetCenter/bin**).

  These components are used in the same way as they are in Windows.

  To learn more, consult the relevant documentation.
- **amsrvl** (in **/usr/local/AssetCenter/amsrv/bin**):

  This component is used in a specific way for Unix.

  ➔ Implementing AssetCenter Server [page 49].

Tip:

By executing the above components with the `-h` option, you will obtain the list of available options.

Example: `amimpl -h`

Implementing AssetCenter Server

The AssetCenter Server connection to a database is triggered by a Unix command line such as:

```
amsrvl -svc
-webadmin
-cnx:<name of the AssetCenter connection>
-login:<login to connect to the database>
-password:<password associated to login>
-log:<full path of the activity log file>
&
```

With:

- `-svc`: executes the process in the same way as an NT service.
- `-webadmin`: starts the AssetCenter Server Web server.

  For more information about this option: ➔ Configuring AssetCenter Server using the Web interface [page 53].

- `-cnx`, `-login`, `-password`: Do not use these options if you follow the indications in Enabling AssetCenter Server to be configured using the Web interface [page 53].

  If you populate the `-login` option, the login specified must have administration rights for the AssetCenter database.
- `&`: executes the process as a background task.

Configuring AssetCenter Server for the first time using the Windows interface

Certain configurations in AssetCenter Server cannot be made directly in UNIX, even using the Web interface. For this reason, you must start by configuring AssetCenter Server in Windows, then copying the **amsrvcf.ini** and **amsrv.cfg** files from the Windows computers to the UNIX computer:

1. Launch AssetCenter in graphical mode on a Windows computer.
2. Select the **File/Connect** menu.
3. Specify the connection parameters by selecting the option **Use this connection in service mode**.
4. Click **Open**.
5. Select the **Tools/ Configure modules**.
6. Configure the modules to be used.

   Warning:

   The following modules do not function in UNIX:
   - Add the computers listed in the NT domain to the database (AddCpu)
   - Add NT users to the database (AddUser)
   - Update the database with the results of the scanners (IDD) (IddAc)

   Note:

   The configuration of the modules is saved in the **amsrv.cfg** file (generally located in **C:\Program Files\Peregrine\AssetCenter\amsrv**).
7. Configure the password to connect to the AssetCenter database.

Note:

The password is stored in the **amsrvcf.ini** file (generally located in **C:\Program Files\Peregrine\AssetCenter\amsrv\bin**).

When you configure this file in Windows, the password saved in the **amsrvcf.ini** file remains masked.

When the **amsrvcf.ini** file is configured in this way, it contains a line resembling the following:

```
Password=8D5D1F3C77FE9FC78DE77FA7676E73CB517186D0B71B124254200200
```

8 Select **File/Disconnect**.

9 Exit AssetCenter Server.

10 Edit the **amsrv.cfg** file and remove all references to the modules that do not function in UNIX (**AddCpu**, **AddUser**, **IddAc**).

To do this, delete the whole of the sections corresponding to these modules.

Example for the **AddUser** module:

```
{ Module AddUser
  Active=0
  UserData="\"$connectit_exedir$/conitsvc.exe\" -once -wpplog '$con
nectit_exedir$/../scenario/ntsec/ntac41/adduser.scn' -d:AssetCenter
.SERVER=$cnx$ -d:AssetCenter.LOGIN=$login$ -d:AssetCenter.TEXTPASSW
ORD=$pwd$"
  { Plan
sunday = ENUM/01:00
  }
```

11 If you wish to use the **PdiAc** module, or a module that calls on Connect-It, edit the **amsrvcf.ini** file:

In the `[Option]` section (you will need to create this if it does not already exist), makes sure there is a line resembling the following:

```
/ExecEvent/ConnectItExeDir=/usr/local/ConnectIt/bin
```

12 Copy the **amsrvcf.ini** file from the Windows computer (generally located in the **C:\Program Files\Peregrine\AssetCenter\amsrv\bin** folder) to the UNIX computer hosting AssetCenter Server (to the same place already containing **amsrvcf.ini**, in the **/usr/local/AssetCenter/amsrv/bin** folder).

13 Copy the **amsrv.cfg** file from the Windows computer (generally located in the **C:\Program Files\Peregrine\AssetCenter\amsrv** folder) to the UNIX computer hosting AssetCenter Server (in the **/usr/local/AssetCenter/amsrv** folder).

Make sure AssetCenter Server connects correctly to the AssetCenter database

For this, execute the following command:

```
amsrvl -cnx:<name of the AssetCenter connection> -login:<login to conn
ect to the database> -password:<password associated with the login>
-log:<full path of the activity log>
```

Next, take a look at the activity log to make sure there are not connection errors.

If the connection fails, check all the points in the installation procedure, in particular make sure that:

- The execution rights are correct
- The libraries are correctly located and that read rights have been assigned to them (read-only is sufficient).
- The name of the DBMS server and the name of the AssetCenter database indicated in the **amdb.ini** file match the names declared when installing the client layers of the DBMS (a frequent error).

  Example for Oracle (taken from an **amdb.ini** file):

```
[BaseAssetCenterOracle]
Engine=Oracle
Location=TITANIUM  // MAKE SURE THAT THIS NAME IS THE NAME DECLARED
 IN THE DBMS CLIENT LAYERS (TNSNAMES.ORA FOR ORACLE)
Base=AC43
EngineLogin=AC43
EnginePassword=37681ED114D187562F4561D6B901D7F686BEC410CB21C2855D22
E3EA00A6A1F949C885124254200200
ReadOnly=0
CacheSize=5120000
AmApiDll=/usr/local/AssetCenter/bin/libaamapi43.so // MAKE SURE THA
T THIS PATH HAS BEEN MODIFIED
```

  Example for DB2 (taken from an **amdb.ini** file):

```
[BaseAssetCenterDB2]
Engine=DB/2
Location=MARANELL  // MAKE SURE THAT THIS NAME IS THE NAME DECLARED
 IN THE DBMS LAYERS
Base=AC43DB2
EngineLogin=db2admin
EnginePassword=CF188FEB2E1CBEBCE568414D4BB27232D1C43644B4E10CF91242
54200200
AmApiDll=/usr/local/AssetCenter/bin/libaamapi43.so // MAKE SURE THI
S PATH HAS BEEN MODIFIED
```

If it is possible to connect to the database but there are still persistent errors, they probably originate from the **amsrv.cfg** and **amsrvcf.ini** configuration files.

If necessary, contact Peregrine Systems technical support. You must provide a log file obtained when connecting to the database.

Enabling AssetCenter Server to be configured using the Web interface

The administrator can access AssetCenter Server graphically using the Web interface.

To enable this possibility:

1. Open the **amsrvcf.ini** file, (located in the **/usr/local/AssetCenter/amsrv/bin** folder).
2. Attribute the value **1** to the **WebAdmin** parameter.
3. Modify the value of the **WebPort** parameter to assign a valid port (in general, port **82**, which is the default port, is not authorized; Port 1024 or higher is generally required. Contact your UNIX system administrator to verify which port to use.

Configuring AssetCenter Server using the Web interface

To administer AssetCenter Server via the Web (once the initial configuration has been performed in Windows), execute the UNIX command that starts AssetCenter Server with the `-webadmin` option.

Thus, executing the command line:

1. Launches AssetCenter Server.
2. Connects AssetCenter Server to the database.
3. Activates the Web access to AssetCenter Server.

The administrator has graphical access to AssetCenter Server from any workstation with a Web browser (URL: `http://<server name of AssetCenter Server>:<port selected in amsrvcf.ini>`). Use the **webadmin** login (the default password is empty):

Accessing the AssetCenter database using the API

To access the AssetCenter database using the API (for example, using Connect-It), first make sure that the AssetCenter API can be used on the UNIX computer.

Execute **genasset** without any parameters.

This program is located in the **bin** sub-folder of the AssetCenter installation folder.

This program tries to access the API. You will receive one of the following error messages:

- ```
  Genasset.exe - Version 1.2
  Copyright 1999-2002 Peregrine Systems, Inc.
  All rights reserved.
  Powered by AssetCenter APIs Version 4.2.1 - build 2670
  Usage: genasset cnx [AdminPwd]
  Wrong number of arguments
  ```
  In this case, you have access to the API.
- ```
  ld.so.1: genasset: fatal: libaamapi42.so: open failed: No such file
   or directory
  ```
  In this case, you have a problem with the configuration of your environment.

If you encounter a problem, check all the points in the installation procedure. In particular, make sure that:

- In AIX, you have created an environment variable **AC_HOME** and associated it with the path of the AssetCenter installation folder.
- The execution rights are correct
- The libraries are correctly located and that read rights have been assigned to them.
- The name of the DBMS server and the name of the AssetCenter database indicated in the **amdb.ini** file match the names declared when installing the client layers of the DBMS (a frequent error).

CHAPTER 6 Tuning

Overview

AssetCenter's performance depends on several factors:

- The performance of the DBMS itself.
- Configuring the DBMS.

  This task is important but very tricky and requires the skills of a database administrator. It is not uncommon to double the performance of AssetCenter with proper tuning of the DBMS. It is important to pay close attention to the amount of RAM allocated to the database server.
- The capabilities of the DBMS (taking into account the way in which AssetCenter interacts with the DBMS) and its middleware (support of advanced functionality such as retrieving groups of lines in one single network packet).
- Processor speed
- The server's hardware performance: RAM, disk sub-system (disk, controller board, the system's administration of these, number of processors, etc.), use of separate storage devices for tables and indexes.
- The client's hardware performance: RAM, graphics performance (we recommend the use of a graphics accelerator board).

- The speed and latency of network (to improve response times, increase the speed and reduce the latency of the network).
- The number of records stored in your database.

Tuning for low-speed networks, busy high-speed networks or wide-area networks (WAN)

For information on this subject, refer to the **Administration** guide, chapter **Optimizing AssetCenter for use in a WAN environment**.

Locking of records in the AssetCenter database by external applications

Certain external tools lock records, even when consulting them.

This can impact the performance of AssetCenter. We recommend that you avoid record locking.

With Sybase SQL Server and Microsoft SQL Server, for example, it is preferable to use **dirty read** access.

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