Peregrine

Get-Services

Tailoring Kit Guide

Version 4.1.2—For Windows

Peregrine
SYSTEMS

Contents

Introducing the Get-Services Tailoring Kit

The Get-Services Tailoring Kit includes:

- Peregrine Studio
- Source files for Get-Services

The Get-Services is intended for Web application developers who are familiar with Extensible Markup Language (XML), ECMAScript, Structured Query Language (SQL), and back-end database systems such as AssetCenter and ServiceCenter.

Peregrine Studio is a graphical development tool that you can use to customize Get-Services. Get-Services consists of a series of Web-based interfaces that allow users to, for example, open tickets, assign tickets to IT employees, and view historical information on incidents. The Peregrine Portal common interface determines what portions of Get-Services the user sees.

The Web-based interfaces are the result of the following components:

- A collection of XML form definitions that provide the browser interfaces for Get-Services. The Get-Services XML form definitions are created with Peregrine Studio and then dynamically converted into HTML at runtime.
- A Web server to host the Get-Services JSP content.

- A Java-enabled application server to run the Archway servlet and convert XML form definitions into HTML. The Archway servlet routes and formats data requests between Get-Services and the back-end database.
- A collection of ECMAScripts that allow for dynamic parsing and formatting of Get-Services data sent to and received from the client Web browser.

The Get-Services files produced during a build are the result of the following Peregrine Studio components:

- A project file that describes Get-Services. Each project file contains only the code necessary to produce and deploy Get-Services.
- A collection of XML form definitions that define the functionality of Get-Services. The Get-Services XML form definitions are built in Peregrine Studio and deployed to the application server at runtime.
- A back-end database or application to store the data accessed by Get-Services forms, track workflow tasks, and store personalization changes.
- Document schema definitions used to format message objects between the Archway servlet and the back-end database. All message objects are formatted as XML documents.
- ECMAScripts to generate and send message objects to the Archway servlet. The messenger objects can be used to query the back-end database for specific data and format the results for display in Get-Services forms.

About this guide

This guide is intended for use by a developer who will be tailoring Get-Services from the source code provided with the tailoring kit.

This guide should be used in conjunction with several other manuals, which are:

- The Get-Services installation, administration, and basic tailoring guides.
- The back-end database documentation for your installation.
- The application server documentation for your installation.

Conventions used in this guide

Screen shots in this guide are included as examples only. Get-Services forms are shown using the Classic theme.

The following documentation conventions are used in this guide:

Object	Example
Button	Click **Next**.
File name	The login.jsp file

Sample script or XML code	```var msgTicket = new Message("Problem");```
	```...```
	```msgTicket.set("_event", "epmc");```
	
	The ellipsis (…) is used to indicate that portions of a script have been omitted because they are not needed for the current topic. Samples of code are not entire files, but they are representative of the information being discussed in a particular section.

Menu option	Select **Start** > **Program Files**.
Book title	Refer to the *Get-Services Installation Guide*.

Setting up a Development Environment

This section describes how to install and use the Get-Services Tailoring Kit development environment.

This section includes:

1 Installing the Get-ServicesTailoring Kit

CHAPTER

The Get-Services Tailoring Kit installation allows you to install a JDK, Peregrine Studio, and the source files for Get-Services.

Before you begin the installation, you should have already installed Get-Services and any application servers and back-end systems required.

This chapter covers the following topics:

Installing the Get-Services Tailoring Kit

The following sections describe how to install the Get-Services Tailoring Kit on a Windows system.

Note: The Get-Services Tailoring Kit does not run on UNIX, although files built by the Tailoring Kit can be deployed to a UNIX system.

Tip: Do not install the Get-Services Tailoring Kit on your production system. Instead, install the tailoring kit on a development environment and then deploy your changes to your production environment after you have had a chance to test them.

To install the Get-Services Tailoring Kit

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

The Get-Services Tailoring Kit splash screen opens displaying a list of installation options.
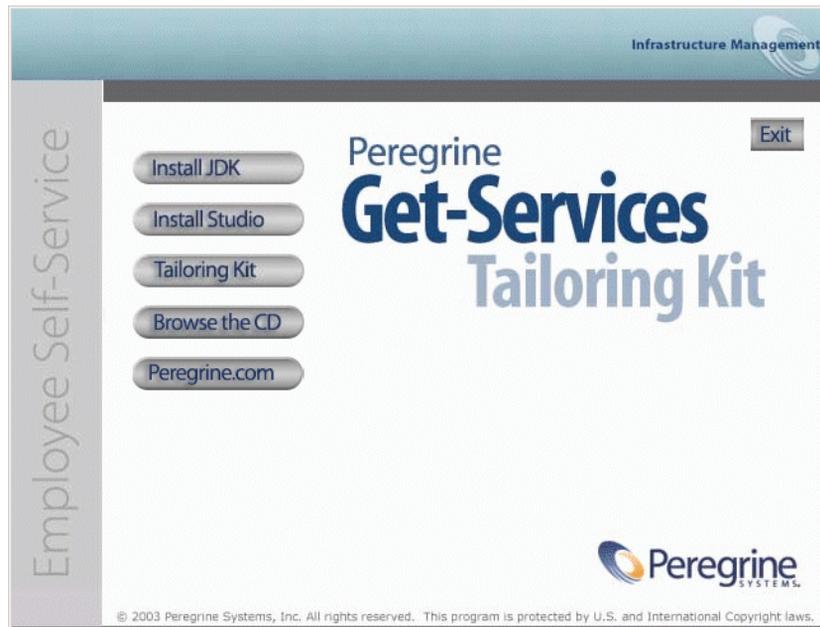
2 Install the required platform components for the Get-Services Tailoring Kit.

- **Install JDK.** Click this button to install the Java 2 SDK 1.3.1_05 on your system.
- **Install Studio.** Click this button to install Peregrine Studio version 2.2.0.1068 on your system.

3 Click **Tailoring Kit**.

The Get-Services Tailoring Kit installer opens.

4 Click Next to continue.

The Choose Destination Location page opens.
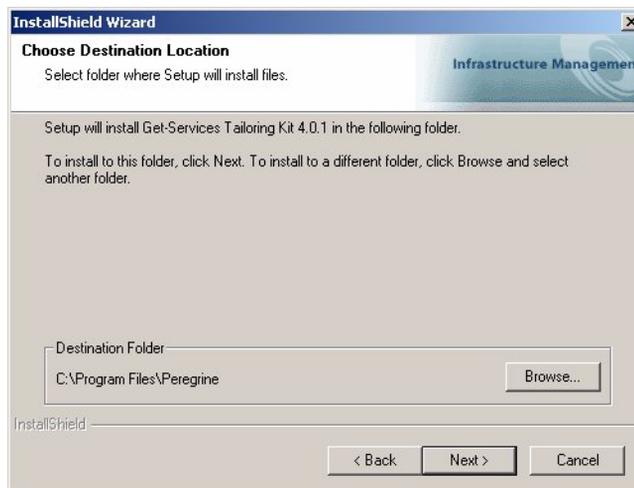
5 Click **Next** to accept the default installation location, or click **Browse** to select another installation location, and then click **Next** to continue.

The installer copies and deploys the files to your system and then the InstallShield Wizard Complete page opens.

6 Click **Finish** to close the InstallShield Wizard.

Opening the Get-Services project

After the installation is complete, you can open the Get-Services project in Peregrine Studio using the following procedure.

Important: If you have not already received a Peregrine Studio authorization file, contact Peregrine Customer Support. You will need this file in order to edit your Get-Services files.

To open the Get-Services project in Peregrine Studio

1 Click **Start** > **Programs** > **Peregrine** > **Studio** > **Peregrine Studio**.

Peregrine Studio opens.

2 Click **Tools** > **Authorization file**.

3 In any text editor, open the authorization file provided for Peregrine Studio.

4 Copy the contents of the authorization file into the Authorization file dialog box in Peregrine Studio.

5 Click **OK**.

6 Click **File** > **Open project**.

7 Browse to the location of your Get-Services project files (.adw files). For example:

C:\Program Files\Peregrine\Get-It Tailoring Kit\get-services

8 Select your Get-Services project file:

- Get-Services.adw
- Get-Services-Change.adw
- Get-Services-Change-Request.adw

9 Click **Open**.

Setting up a tailoring environment

You can set up one or more development environments separately from your production environment. A development environment lets you modify and build Get-Services on a separate computer system than your test or production environments.

Setting up a development environment

You need the following minimum components for a Get-Services Tailoring Kit development environment:

- Peregrine Studio.
- Java Runtime Environment 1.3 or later (necessary to run Studio), or the Java Development Kit provided with your Web application installation.
- Get-Services Tailoring Kit (includes the Get-Services source files).
- Java SDK 1.2.2 or later if you want to create or edit your own wizards for Peregrine Studio.

With this minimal development environment, you can modify Get-Services using the built-in Peregrine Studio tools and wizards. You can then do one of the following:

- Build your Get-Services projects on the development computer and copy the results to a production environment.

or

- Enter the network path to the production environment in your Peregrine Studio Build Settings.

Important: If you are using source control software to store your project files, you will need to configure your Peregrine Studio to check out and check in the source files. You can add your source control settings from **Tools** > **Options** > **Source control**.

Setting up a testing environment

You need the following components to test or debug your modifications:

- Peregrine Studio.
- Java Runtime Environment 1.3 or later (necessary to run Peregrine Studio).
- Get-Services Tailoring Kit (includes the Get-Services source files).
- If you want to create or edit your own wizards for Peregrine Studio, you will need to install a Java SDK 1.2.2 or later. The Java 2 SDK Standard Edition v1.3.1_05 is provided on the Get-Services Tailoring Kit installation CD.
- An installed instance of Get-Services including the following software:

- A Web server. Apache is provided on the Get-Services installation CD.

- A Java-enabled application server. Tomcat is provided on the Get-Services installation CD.

- JavaScript-enabled Web browser (necessary to view changes to Get-Services). See the latest compatibility matrix on the Peregrine support site for a list of supported Web browsers.

With this testing environment, you can build and view your changes from a single computer. To set up a testing environment, you must install both Get-Services and the Get-Services Tailoring Kit. Refer to the *Get-Services Installation Guide* for instructions and requirements for installing Get-Services.

Tip: You can save multiple versions of Get-Services in separate project files. When you are ready to test a particular tailored version, you can load the tailored project, build it, and deploy it to your test environment.

2 Using Peregrine Studio

CHAPTER

This chapter provides an overview of the Peregrine Studio interface. For more information about configuring or using Peregrine Studio, refer to the Peregrine Studio online help.

This chapter covers the following topics:

- *The Peregrine Studio interface* on page 24
- *Best practices* on page 29

The Peregrine Studio interface

The Peregrine Studio interface includes:

- Project Explorer
- Properties window
- Edit toolbar
- General information display
- Contextual help
- Address
- Package selector
- Advanced information

All elements of the interface except the Project Explorer and the Properties Window can be hidden by clearing them on the View menu.

Properties window

Edit toolbar

Package selector

Address

Project Explorer

General information   Contextual help   Advanced information
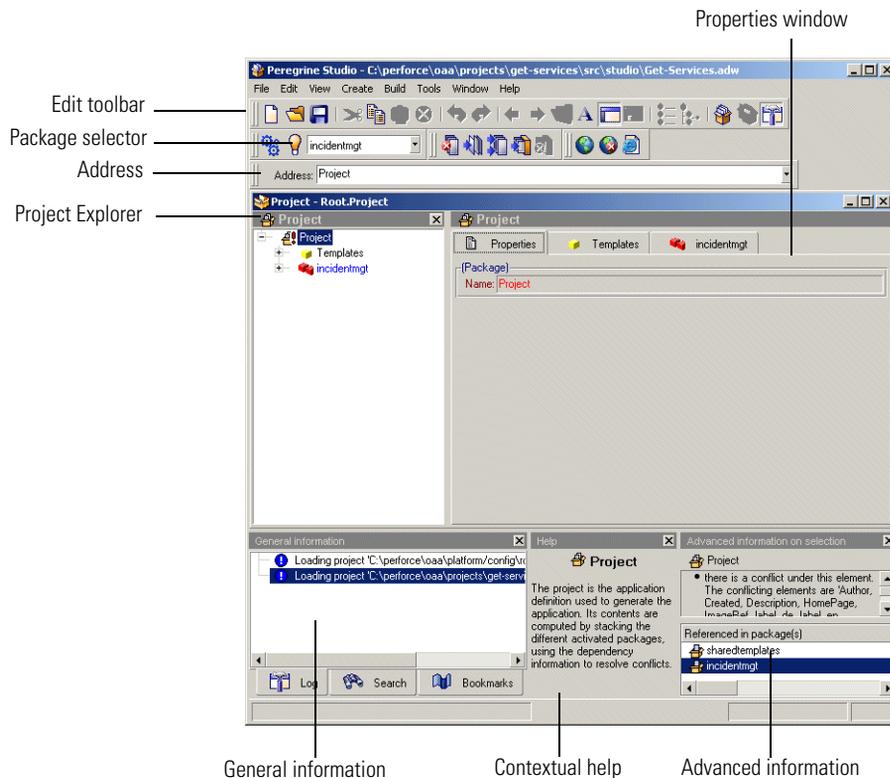
Project Explorer

The Project Explorer provides a hierarchal view of all the components that comprise a Peregrine Studio project. The Project Explorer window displays each component as a separate node within the tree.

Group of Templates

Group of Modules

Module

Activity

Form

DocExplorer

Actions
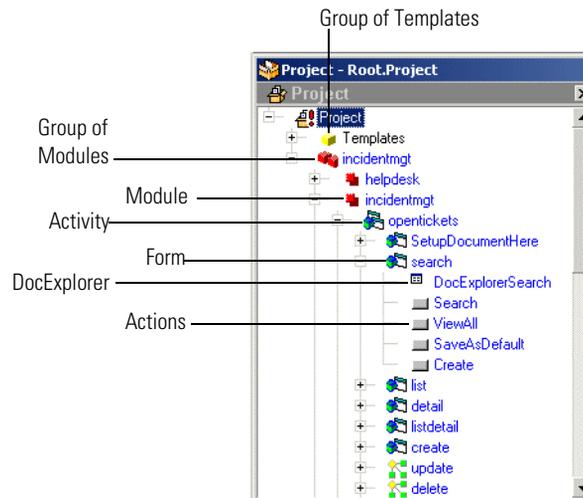
Left-click a node

Click the node listing the component you want to change and the properties of the component display in a window of the Properties pane.

Right-click a node

Right-click a node to display a list of context-sensitive options.

The options listed in the following table are available for all nodes.

Menu item	Description
New	Provides a context-sensitive menu of allowed components that you can add from the current node. The list of components in this menu is dynamically updated for each node of the Project Explorer tree.
Open	Displays the properties of the selected component in a window of the Properties pane.
Open in New Window	Displays the properties of the selected component in a new window of the Properties pane.
Rename	Renames the selected node to the new name typed by the user. This option will only be available when a package extension has been activated as the save location for changes.
Cut	Removes the selected node, and all child nodes underneath, and places a copy in the Windows clipboard.
Copy	Copies the selected node, and all child nodes underneath, to the Windows clipboard.
Paste	Inserts the contents of the Windows clipboard. If the clipboard contains a Studio component, it will be automatically placed within the tree according to the type of component it is.
Delete	Deletes the selected node and all child nodes. This option will only be available when a package extension has been activated as the save location for changes.
Help	Displays the Studio help system.
Export node	Saves a copy of the selected node, and all child nodes underneath, as an XML file, which can be imported into a Studio project.
Import node	Opens a user-selected XML file describing Studio nodes and inserts it into the tree. The imported node will be inserted below the node you right-clicked.
Add Bookmark	Adds a bookmark link to the node you currently have open in Studio. If you browse to another location and then want to return to this node, click the Bookmarks tab in the General Information window and select the appropriate bookmark.

The following image shows how some of the common Peregrine Studio components are displayed in a Peregrine Web application interface.

Module

Activities

Form component

Form
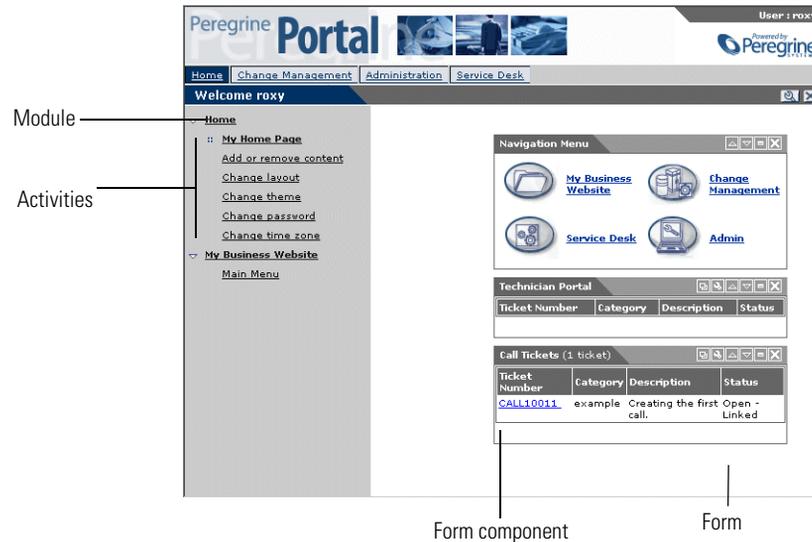
The address bar

You can use the Address Bar to navigate directly to any Peregrine Studio project component. The address bar will display as a text box below the Edit Toolbar.

To display the address bar

1 Open Peregrine Studio.

2 Click **View** > **Address**.

The Address Bar displays below the menus.

Drag and drop

Peregrine Studio supports drag and drop movement of components within the Project Explorer. Changing the order of nodes in the Project Explorer will change how the items are presented in the Peregrine Studio build.

To move a component within the Project Explorer

1 Click and hold the left mouse button over the name of the node you want to move.

2 Drag the node to the new location in the Project Explorer tree.

The node appears underneath the component (of the same level) where you drop the node.

Note: You cannot move components out of the order enforced by the DSD. For example, you cannot move a form out of an activity and place it at the same level as a module. You can, however, change the order of the forms listed under an activity.

Best practices

The following recommendations will make tailoring projects easier and reduce the amount of troubleshooting you need to do.

Avoid changing form definitions outside of Peregrine Studio

Although Get-Services form definitions are XML files, the XML grammar used to build them is specific to Peregrine Studio. If you make changes to the Get-Services form definitions outside of Peregrine Studio you risk corrupting your project file and complicating your troubleshooting efforts. If you want to view the XML form definitions, you can safely enable the source view from within Peregrine Studio.

The source view does not support direct editing of the XML form definitions. All XML source views are listed with a grey background which indicates that the item is read-only.

To view the XML source code within Peregrine Studio

1 Select the node of the Web application or component you want to view from the Project Explorer.

2 Click the **Source view** button **A** (the blue capital A).

The XML source appears in the Properties window. The XML source code is color coded as you define in the project settings.

Avoid enabling advanced options

The advanced options found in **Tools** > **Options** > **Advanced** change the way your project is protected and built. In general, Peregrine recommends that you avoid enabling all advanced options except the HTTP Listener. Enabling any other options may overwrite needed source files in your Get-Services project and complicate your troubleshooting efforts. Furthermore, Peregrine cannot support any changes you make to the source packages delivered with Get-Services.

Avoid using the clean the target folders build option

The **Clean the target folders** build option deletes all files in your build folder. If you build directly into your application server's deployment folder, using this option will delete the files necessary to run Get-Services and require you to reinstall Get-Services. You should only consider using this option if you install the Get-Services Tailoring Kit on a different machine than your Get-Services installation.

Clear your application server cache every time you build changes

To ensure that you always see the latest changes in your test environment, Peregrine recommends that you clear your application server's cache. This is especially important if you use Tomcat 4.1.x as your application server.

Create new or change existing templates to apply global changes

Your Get-Services project contains a Group of Templates node where you can store and change preconfigured form components. Each form that uses a template inherits the properties of the template. If you want to make global changes to Get-Services, search for the relevant templates in the Group of Templates node. If you want to create a re-usable collection of form components you can create a new template to store your changes. Any template you create appears as an option in the New context-sensitive menu.

To add a template to a form

1 Click on the node that you want to add a template component.

2 Click **Create** and then select the template name from the list beneath the horizontal rule. You can also Right-click on the node and select **New**.

The Create and New menus display only the templates that are valid for the location you selected.

> **Important:** Do not drag and drop or copy and paste a template into a form. In order for Peregrine Studio to recognize the template you must add the template form components from the New menu.

Enable the HTTP listener and display form information options

Using the HTTP Listener, you can click on the Form Information address listed for a given form and the appropriate form properties will be displayed in Peregrine Studio. This debugging feature allows you to navigate through Get-Services with a browser and quickly bring up any particular form that needs modification.

Important: The HTTP Listener cannot bring up the administration, home page forms, nor any Get-Services forms that are built using DocExplorer. The source code for these three modules is no longer provided with the Get-Services tailoring kit. You can tailor such forms directly using Personalization.

To enable the HTTP Listener

1 Open Peregrine Studio.

2 Click **Tools** > **Options** > **Advanced**.

3 Select the **Use listener** check box from the HTTP Listener section.

4 Select the port number you want the HTTP listener to use (the default port is 81), and then click **OK**.

5 Save your Peregrine Studio project.

6 Close and then re-open Peregrine Studio to initialize the HTTP listener.

7 Open the project file containing the form you want to change in Peregrine Studio.

   Note: Be sure to select or create a package extension in which to save any changes.

To enable the Form Information functionality

1 Log in to Get-Services as an administrator, or access the Admin module directly from the Administrator login page (`admin.jsp`).

2 Click **Admin** > **Settings** to display the Settings form.

3 On the **Logging** tab, set the **Show form info** setting to *true*.

4 Click **Save** at the bottom of the form to activate your new settings.

5 On the Control Panel form of the Admin module, click **Reset Server** to commit your changes.

Click this link to open the form in Studio.
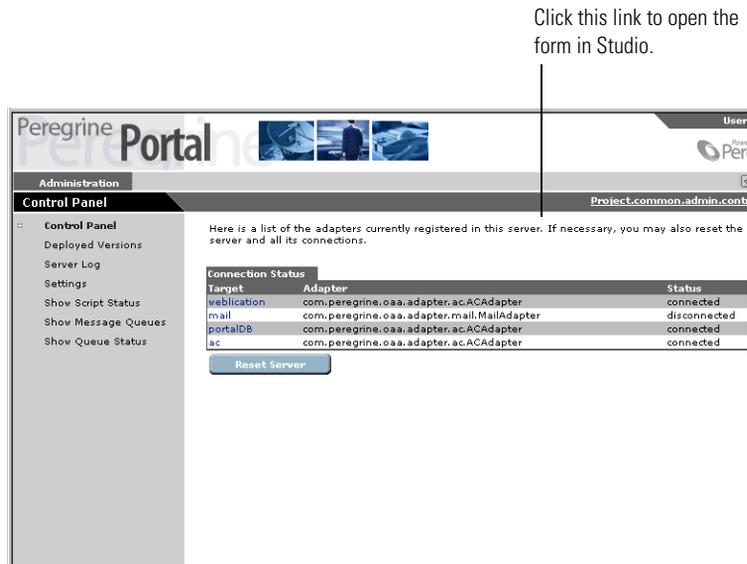
6 Navigate to the form you want to tailor.

7 Click the Peregrine Studio address displayed in the Form Information banner of the Web application form.

Peregrine Studio will appear as the active window and display the current form's properties page.

Set the color for your extension changes

By default, all changes or additions you make to your Peregrine Studio project are highlighted with blue text. You can change the color Peregrine Studio uses to indicate extension changes with the following procedures.

To change the color Peregrine Studio uses to indicate extension changes

1 Click **Tools** > **Options** > **Appearance**.

The appearance window opens.

2 From the **Extension color** drop-down box, select the color you want to use to indicate changes to base packages originating from package extensions.

3 Click **OK**.

Within the Project Explorer view, Peregrine Studio highlights each node of the tree that contains a component that has been changed or added. This allows you to navigate through the Project Explorer tree view and locate where you have made changes and additions.

To view the changes made in a project

1 Select a node displayed with blue text to view the component properties.

2 Review the properties listed in the window displayed to the right of the Project Explorer (the Properties window). Changes that were made to this component will be displayed with blue text. If no blue text is displayed in the Properties window, then the change or addition is in one of the child nodes below the current node.

3 If necessary, expand any child nodes highlighted with blue text and review the Properties window for changes.

View referenced components with the lookup button

Whenever an item links to or references another component, Peregrine Studio displays a lookups button next to the field.

You can click this button to display the form, image, schema, or script that is called by the reference.

Use Go to Previous View (the orange arrow pointing to the left) to return to the component making the reference.

3 Peregrine Studio Projects and Packages

CHAPTER

Peregrine Studio *projects* contain all of the *packages* that make up an application. A new package must be created when you are making changes to your project. You can then activate or deactivate packages depending on the features you want to be included in your current project.

This chapter includes the following topics:

- *Peregrine Studio projects* on page 36
- *Building a project* on page 42
- *Peregrine Studio project packages* on page 44
- *Warnings for conflicts* on page 47
- *Deploying tailoring changes* on page 49

Peregrine Studio projects

Peregrine Studio saves all the source files for Get-Services as a project file. A Studio project file consists of the following components.

Studio component	Description
Get-Services components	The XML form definitions that specify the functionality of the Get-Services interface. The application server will dynamically render the Get-Services XML form definitions as HTML when a specific form is requested.
ECMAScripts*	ECMAScripts create and format message objects to the Archway servlet. Get-Services components will use ECMA message objects to display and process data.
Document schema definitions	The XML files that define how the Archway servlet should format the ECMA message objects sent to and received from back-end databases. Get-Services components will use the ECMA message objects to display and process data.
Presentation files	Any supporting files such as images, client-side JavaScript, hand-coded HTML or JSP files, or translation strings that will be included with Get-Services.
Stylesheets	The Cascading Style Sheet (CSS) files that define the colors and fonts that will be used in your Get-Services pages.

* ECMAScript is the core language standard shared between the JavaScript and JScript libraries.

For a listing of where Peregrine Studio saves and builds these files, see *Project files* on page 40.

Project components

Peregrine Studio organizes project components into a hierarchy of parent and child elements. The position of a project component determines the individual properties it can have. Properties include, for example, what other project components can be placed within the component and the type of editor used to edit the component. All Peregrine Studio projects conform to the hierarchy listed below:

Template

Group of modules

    Module

        Activity

            Form

               **   Form components

Project component descriptions

This table lists and describes some of the common Peregrine Studio components. For a complete list of the components that make up a Peregrine Studio project, see *Peregrine Studio Components*.

Component	Description
Project	The project component: ■ is the container for all the elements that are part of your current project file. ■ is always the top node of the Project Explorer tree. ■ is represented by an open package icon ( ) in the Peregrine Studio Project Explorer tree.
Templates (support files)	The templates component: ■ is the container for all the common elements reused throughout the project. ■ appears with a yellow cube icon ( ) in the Peregrine Studio Project Explorer tree.

Component	Description
Group of modules	The group of modules component: ■ is the container for all the XML form definition files and modules that make up Get-Services. ■ appears with a double red cubes icon ( ) in the Peregrine Studio Project Explorer tree. ■ does not have any one dedicated graphical representation in the built project.
Module	The module component: ■ is a container for the activities and forms that make up Get-Services. ■ appears with a double red box icon ( ) in the Peregrine Studio Project Explorer tree. ■ appears as a text link on the navigation sidebar and may also appear on the Get-Services Home Menu. **Note:** The module component is usually where access restrictions are defined. Setting access restrictions limits a module to particular user roles.
Activity	The activity component: ■ defines a particular task or action such as searching for records, displaying records, or entering records. ■ is a container for a particular set of forms. ■ appears with a cube and two window panes icon ( ) in the Peregrine Studio Project Explorer tree. ■ appears as a text link on the navigation sidebar (Activity Menu).
Form	The form component: ■ is where Get-Services user interfaces and displays are defined. ■ appears with a cube and a single window pane icon ( ) in the Peregrine Studio Project Explorer tree. **Note:** Typically, the system displays each form component as a page in the main frame.
Form components	Form components such as fields, actions, tables, and lookups: ■ define the actual user interfaces and displays used in a Get-Services form. ■ appear with a variety of icons in the Peregrine Studio Project Explorer Tree. ■ typically have a graphical element in a Get-Services form.

Component	Description
Group of scripts	The group of scripts component: ■ is a container for all the server-side ECMAScripts used by Get-Services. ■ appears with a document with a yellow border icon ( ) in the Peregrine Studio Project Explorer tree.
Group of schemas	The group of schemas component: ■ is a container for all the document schema definitions that Get-Services uses. ■ appears with a data store and document icon ( ) in the Peregrine Studio Project Explorer tree.
Group of files	The group of files component: ■ is a container for supplemental files that your Web applications can use. You can store images, client-side JavaScript, localized string files, or initialization files here. ■ appears with a folder icon ( ) in the Peregrine Studio Project Explorer tree.
Group of Strings	The group of strings component: ■ is a container for all the text strings that Get-Services uses. ■ appears with a globe icon ( ) in the Peregrine Studio Project Explorer tree.

* Portal Components are available only in the portal module.

Project files

This table describes the files that make up a Studio project and the information they contain. Items listed in *italics* are variables. To determine the actual file name, replace the italic text with the component name.

Warning: Do not edit these files outside of Studio. Manual changes you make outside of Studio will be lost during the build process.

Component	Save and build location	Contains
project	■ Saved as: C:\Program Files\Peregrine\ Get-It Tailoring Kit\get-services\ *project*.adw	■ \<package\> names ■ Path to *package*.xml
package	■ Saved as: C:\Program Files\Peregrine\ Get-It Tailoring Kit\get-services\ *package**package*.xml	■ \<package\> name ■ \<modules\> name ■ \<module\> names ■ Path to *module*.xml ■ Schema Names ■ Path to *schema*.xml ■ Script Names ■ Path to *script*.xml ■ String Resources
modules	■ Saved as: C:\Program Files\Peregrine\ Get-It Tailoring Kit\get-services\ *package**package*.xml	\<modules\> name
module	■ Saved as a single file: C:\Program Files\Peregrine\ Get-It Tailoring Kit\get-services\ *package*\modules*module*.xml ■ Built as a collection of forms: C:\OAA\build\WEB-INF\apps\ *package*\forms*module**activity*\ *form*.xml	■ \<module\> name ■ XML code for \<activity\>, \<form\>, and \<form\> components

Component	Save and build location	Contains
schema	■ Saved as C:\Program Files\Peregrine\ Get-It Tailoring Kit\get-services\ *package**modules*\Schemas\ *schema*.xml ■ Built as: C:\OAA\build\WEB-INF\apps\ *package*\schema*schema*.xml	XML code for <schema>
script	■ Saved as: C:\Program Files\Peregrine\ Get-It Tailoring Kit\get-services\ *package**modules*\ Scripts*script*.xml ■ Built as: C:\OAA\build\WEB-INF\apps\ *package*\jscript*script type**script*.js	XML code for <script>
presentation files	■ Saved as: C:\Program Files\Peregrine\ Get-It Tailoring Kit\get-services\ *package**modules*\presentation\ *presentation file*.jsp ■ Built as: C:\OAA\build*presentation file*.jsp	Directory where presentation files can be stored to be included in a Studio build.
strings	■ Saved as: C:\Program Files\Peregrine\ Get-It Tailoring Kit\get-services\ *package**package*.xml ■ Built as: C:\OAA\build\WEB-INF\apps\ *package**package*_en.str	Text strings for English, German, Spanish, Italian, and French.

Building a project

During the build process, Studio compiles all project files and copies them to deployment folder you specified in your Peregrine Studio Build Settings.

Build options

Peregrine Studio offers the following build options from the **Build** menu:

Build option	Description
Clean the target folders	Deletes the contents of the presentation and deployment folders.
Build element	Builds the currently selected element in the project explorer. This element will not be rebuilt the next time a differential build is performed.
Differential build	Builds only those elements that have changed since the last build.
Rebuild all	Builds all elements of the project.
Stop Build	Stops a currently running build process.

Warning: The **Clean the target folders** option cleans the folders listed in your build settings. If you build your project directly to your application server, then using this option deletes your installation of Get-Services. It is recommended that you avoid using this option if you have installed Get-Services on your development machine.

Setting project build settings

You can define the build settings option to define the file locations and file formats used during the build process. Each Peregrine Studio project can have its own project settings.

To set project build settings

1 From the Build menu, select **Project settings**.

The Project Settings window opens.
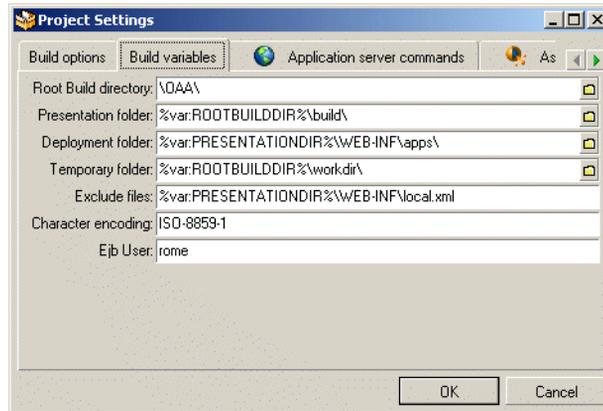
2 Click the **Build Variables** tab.

3 Enter or browse to the proper directory for the following settings.

a Root Build Directory—This is the drive and folder you want to be root for building Peregrine Studio projects. Whatever path you enter here becomes the variable %var:ROOTBUILDDIR%.

b Presentation folder—This is the folder where your application server will look for files to serve. If you are running an application server on the build machine enter the full path to your application server context root here. For example:
c:\Program Files\Peregrine\Common\Tomcat4\webapps\OAA
If you do not have an application server on the build machine, you may enter any path where you want files deployed. Whatever path you enter here becomes the variable %var:PRESENTATIONDIR%.

c Deployment folder—the folder where scripts, schemas, and XML form definitions are located. You do not need to change the value of this setting.

Warning: Do not change this option.

d Temporary folder—the folder where Peregrine Studio will generate temporary files used in the build process. You do not need to change the value of this setting.

    e Exclude files—a semicolon-separated list of files or directories that you want Peregrine Studio to exclude from removing or rebuilding during a build. You do not need to change the value of this setting.

    f Character encoding—Not used. JSP encoding is determined by the character encoding setting on the Settings page of the Admin module. You do not need to change the value of this setting.

    g Ejb User—Not used. Get-Services does not use the rome adapter. You do not need to change the value of this setting.

  4 Click **OK** to save your settings.

Peregrine Studio project packages

Packages contain all the XML form definitions, ECMAScripts, and schemas necessary to run Get-Services. Your Get-Services project is defined by one or more packages, which are either *system* or *extension* packages:

- System packages. The system packages provided by Peregrine define the out of the box functionality of Get-Services.

- Extension packages. Any packages you create are called *extensions*. Package extensions store all of your additions or modifications to the existing system packages.

You can see the system packages and the extensions that make up your project from the Package Activation toolbar. This view displays the active packages that can be edited and built in your project. When a package is activated, the changes or additions will be included in the build. When a package is deactivated, the changes or additions will not be included in the build. The modular design of packages allows you to decide which changes and additions will be included or excluded from the build process.

Tip: Group similar Web application functions in the same package extension. This will allow you to activate or deactivate groups of functions using the Package Activation toolbar. For example, if you are testing different interfaces with the same functionality, you may want to save each interface in a different package extension. After you determine which interface is better, you can implement the new interface by activating that package extension and rebuilding the project.

Packages are not displayed in the Project Explorer *Project* tree. The list of available packages (packages that have been activated) is included in the Package Explorer drop-down list located below the toolbar in Peregrine Studio.

Saving changes with package extensions

All additions and changes to a project must be saved under a package extension name. By default, all of the system packages that ship with Get-Services are write-protected and cannot be used as the save location for your tailoring efforts. To tailor your installation you need to create one or more new package extensions where your changes and additions will be saved.

To create a new package extension

1 Open Peregrine Studio.

2 Click **File** > **New package** to start the Create New Package wizard.

3 Enter the name and package dependencies for the new package.

   a Name. Enter a name for the new package extension. The package extension name cannot contain spaces or special characters.

   b Dependencies. Select the existing system package or packages that your package extension will be dependent on. Select the system packages that you want to make changes to as the package dependencies. Your new package extension must be dependent on at least one existing package. See *Package dependencies* on page 46 for more information on package dependencies.

4 Click **OK** to complete the wizard.

5 Save your Peregrine Studio project file.

6 Close and then restart Peregrine Studio.

Any changes or additions you make to Get-Services will now be saved in your new package.

Activating and deactivating packages

You can control the packages and package extensions that are part of Get-Services by activating or deactivating them from the Package Activation menu. To include a package in Get-Services installation, activate the package, and then build the Studio project. To remove a custom package from your installation, deactivate the package and delete it from the following path:

C:\Program Files\Peregrine\Get-It Tailoring Kit\get-services\package name.

Tip: In some cases it is simpler to re-install Get-Services than to delete unwanted custom packages.

To activate a package

1 To display the package activation toolbar, click **View**, and then click **Package Selector**.

The Package Activation toolbar is displayed.

2 Click the **Package activation** button (   ).

3 Select the checkbox next to the package name or names you want to activate.

4 Click **OK**.

All active packages will be included in the next build.

To deactivate a package

1 Click the **Package activation** button (   ).

2 Clear the check box next to the package name or names you want to deactivate.

3 Click **OK**.

All deactivated packages will be excluded from the next build.

Important: Deactivating a package does not delete it from the Get-Services interface if you have already built it. To delete tailoring changes you have already built you can either re-install or delete the XML form definitions for your package extension.

Package dependencies

Each package has a list of dependencies that define what other packages it can make changes or additions to.

When you create a package extension, you must select the other packages that your extension can change. You will only be able to make changes or additions to the packages that are listed in your extension's package dependencies. If you try to make changes outside your extension's dependencies, you will produce a dependency conflict.

You can use the package dependency list to determine what other packages a particular extension affects. This information is particularly useful if you are trying to resolve conflicts in your projects.

Package dependencies are first defined by the New Package wizard when you create a package. You can manually change the package dependencies using the procedures described below.

Setting package dependencies

To set package dependencies

1 Go to **Tools** > **Package Dependencies**.

2 From the left pane, select the package name for which you want to set dependencies.

   The list of defined dependencies appears in the right pane.

3 Select the check boxes next to the package names you want to add as package dependencies. Clear the check boxes next to the package names you want to remove as package dependencies.

   Note: Dependent packages activate or deactivate as a group. For example, suppose you create a user extension called *New_Interface* that is dependent on the *Extension* package. If you deactivate the *Extension* package, you will also deactivate the *New_Interface* package. If you activate the *New_Interface* package, you will also activate the *Extension* package.

4 Click **OK** to set the dependencies.

Warnings for conflicts

Peregrine Studio validates your project and ensures that there are no conflicting instructions or missing components. If Peregrine Studio encounters a conflict, it displays an exclamation point ! icon next to each node that contains a conflicting component within the Project Explorer view.

Peregrine Studio will display a conflict warning if any of the following conditions occur.

- Two or more active project components describe the same thing. For example, if you have two active package extensions that rename the same button, you will create a resource conflict.

- You make changes or additions to a package that is not defined as a dependent package. For example, if you create a package called *test* that is solely dependent on the package *changes*, then the *test* package cannot make changes or additions to other packages, such as *incidentmgt*. Attempting to make such changes will create a dependency conflict.

Resource conflicts

Resource conflicts occur when two or more activated package extensions describe the same project components. For example, if the Extension package extension adds a *submit* action to a form, then you will see a resource conflict if another package extension (for example, called *demo*) also adds a submit action to that form. The submit action on that form can only be described by one package extension at a time.

Resolving resource conflicts

To resolve a resource conflict, you can either deactivate the package extension with the conflicting project component or you can delete the project component creating the conflict from one of the package extensions. Continuing the example from above, you could either deactivate the *demo* package extension or you could delete the submit action from the *demo* package extension.

Dependency conflicts

Dependency conflicts occur when you change a project component in a packages that is not listed as a dependency for your current package extension. For example, if the *demo* package extension is solely dependent on the *incidentmgt* package, then the *demo* package extension cannot make changes to the *sharedtemplates* package without creating a dependency conflict.

Resolving dependency conflicts

To resolve a dependency conflict you can either add a dependency to the package extension, or you can move the changes to another package extension with the proper dependencies. Continuing the example above, you could either make the *demo* package extension dependent on the *sharedtemplates* package or you could move the changes from the *demo* package extension to another package extension such as *extension*, which is already dependent on the *sharedtemplates* package.

Viewing conflict information

The Advanced Information pane tells you whether you have a resource or a dependency conflict.

To view conflict information

1 Select a node with an exclamation point ! icon displayed next to the name from the Project Explorer view.

2 Click **View** > **Advanced information**.

A new information window will be displayed at the bottom of the Peregrine Studio interface. This window displays information on the conflict.

For additional information about a particular project component and its possible settings, refer to the *Studio Introduction* and the Studio online help.

Deploying tailoring changes

After you build your Peregrine Studio project file, you will need to deploy your new files to the application server running Get-Services. The following sections describe how to deploy your tailoring changes to your test and production environments.

Deploying to Windows platforms

You can deploy your tailoring changes directly over your Windows network.

To deploy tailoring changes on Windows platforms

1 Stop the application server on the target machine.

2 Copy the files from the Peregrine Studio deployment directory to the application server's deployment directory on the target server.

3 Restart the application server on the target machine.

Deploying to UNIX platforms

You can deploy your tailoring changes to UNIX platforms using whatever cross-platform methods you have available such as FTP, shared drives, or e-mail.

II SECTION

Understanding Project Components

This section describes all the components that make a Get-Services tailoring project.

This section includes:

4 Peregrine Studio Components

This chapter contains a list and description of all of the components you can add to a Project in Studio. The information is grouped according to the menu structure with which these components are presented in Studio, following each component down to display all of the subcomponents available.

The menus displayed when you open the Get-Services package in Peregrine Studio may vary slightly from the menu options documented here. Menu options change depending on the components you have created. For example, you must have the folder called shared templates in your package to enable DocExplorer Reference as a menu option.

This chapter covers the following topics:

- *Adding components* on page 54
- *Types of form components* on page 65

Adding components

To add components to your Project, right-click on the node to which you want to add a component, and a menu of options is displayed.
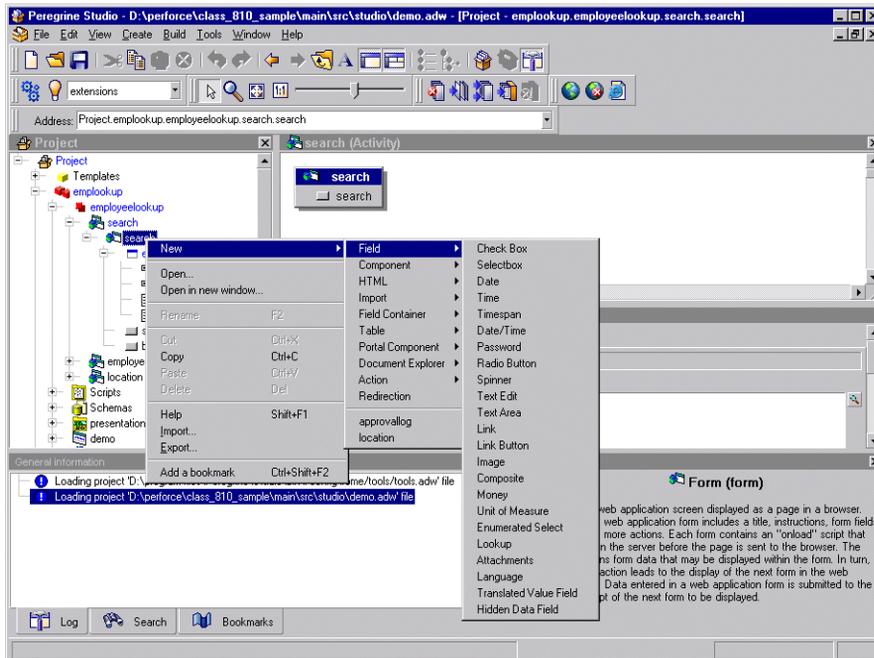
Project > New >

Directory Object—not supported.

Group of Modules > New >

When you create a Group of Modules component, it includes a folder called Explorers that contains default content for DocExplorer personalization screens. It also includes a Group of Roles, which is a list of roles that are used to control access rights. From the Group of Modules, you can create the following:

- **Module**—Get-Services is organized into modules. Modules are often determined by the role that a user will take in performing tasks. For example, one module could be designed for employees who will be opening requests for service. Another module could be for managers approving requests. Modules are typically assigned specific access role restrictions so that only those users who need to perform the module's task have permission to do so.

  - **The Peregrine Portal** > **Activity**—Each module should contain one or more activities that define the steps users can take to complete the module's task. For example, a Request module could have activities for browsing catalogs, reviewing a shopping cart, and filling out a request form. Each activity is typically displayed in Get-Services on a sidebar menu at the left of a form. Activities are typically assigned specific access role restrictions so that only those users who need to perform the activity's task have permission to do so.

    Form—Defines a Get-Services screen displayed as a page in a browser. The typical form includes a title, instructions, form fields, and one or more actions. Each form contains an onload script that executes on the server side before the page is sent to the browser. The script obtains form data that may be displayed within the form. In turn, each form action leads to the display of the next form in Get-Services. Data entered in a form is submitted to the onload script of the next form to be displayed.

    Field >

    Check Box—Allows the user to toggle a value on or off.

    Selectbox—Allows the user to select a value from a list displayed in a Combo Box field.

Date—Allows the user to view or enter a date. An optional calendar form component (Date Picker) can be enabled or disabled (the default is *enabled*) for users to enter dates. To define a start year for the drop-down list or for the calendar form component, add a + or - sign in front of a number. This number specifies the number of years before or after the current year you want the start and end years to be.

To designate a Date/Time calendar year start and end, add a + or - in front of a number to specify the number of years before or after the current year you want the start and end years to be.

Enable or disable the calendar form component.
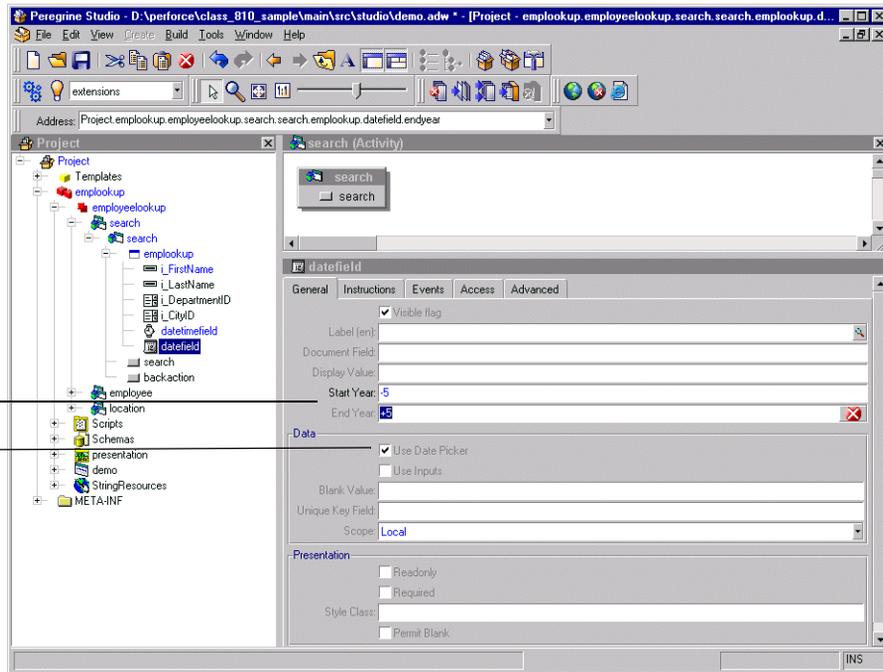
Time—Allows the user to view or set a time value.

Timespan—Allows the user to view or edit a timespan value.

Date/Time—Allows the user to view or set a date and time value. There is an optional calendar form component (Date Picker) that can be enabled or disabled in Studio (the default is *enabled*). See Date component.

Password—Allows the user to enter a password.

Radio Button—Allows the user to select one of several choices presented by radio buttons.

Spinner—Allows the user to enter a numerical value. The control allows the number to be typed in directly. It also allows the user to select a number by clicking on the spinner buttons that increase and decrease the value.

Text Edit—Allows the user to display or edit a value in a plain text field.

Text Area—Allows the user to enter text into a multiline edit field.

Link—Displays a hyperlink that the user can click on to navigate to another Web location or site.

Link Button—Displays an image button created out of background images and text.

Image—Displays an image.

Composite—Allows the creation of a field that consists of two or more fields placed next to each other.

Money—Allows the user to view or edit a monetary value.

Unit of Measure—Allows the user to view or edit a value that is a unit of measure.

Enumerated Select—Allows the user to select a value from a list displayed in a Combo Box field.

Lookup—Allows the user to enter a value by performing a lookup operation. The lookup is done in a separate pop-up window.

Attachments—Allows the user to view and add attachments to a document.

Language—Allows the user to select their preferred language from a list of supported languages.

Translated Value Field—Displays text returned by a translation script function.

Hidden Data Field—Stores data obtained by the form's onload script without displaying it to the user. The data is included when the form is submitted and the user navigates to another form.

Component >

Treelink—Displays a treelink component.

Directory—Displays a directory component based on data received from a document query to an adapter.

List Builder—Allows users to configure a list by selectively adding items to a listbox from a list of choices.

Workflow—Displays a workflow diagram.

OAA Workflow—Displays a workflow diagram.

Stack—Displays a stack component.

SVG—Displays an SVG component.

Web Application Menu—Displays a menu of all registered modules or packages in the current Web application.

HTML >

Blank Line—Adds a blank vertical line to the form.

Free-form HTML—Allows you to insert arbitrary HTML into a form. Can also be used to insert client-side JavaScript into a Web page, although large amounts of client-side JavaScript should be moved to a presentation file that can be imported by the page.

Import >

Static Import—Imports the text content of a file for inclusion in a Web page. For example, you can import files that define static HTML, JSP code or client-side JavaScript functions.

External HTML Plugin—Includes dynamic content into the form. At run time, the URL referenced by the plugin is accessed by the server, returning contents which are then inserted into the form.

Field Container >

Field Section—Aligns fields into a column. Displays all field labels in an aligned column to the left of the fields. Fields can be divided into groups by inserting Headers and Instructions as needed. To display more than one column of fields, create a Form Columns container and place a Field Section container in each column.

Multicolumn Field Table—Organizes input fields into a multi-column table. It is recommended that you use Form Columns and Field Sections instead.

Entry Table with Field Instructions—Organizes input fields into a multicolumn table with fields on the left and instructions for each field on the right.

Component Template—Allows you to define a group of form elements that can be reused in more than one form. Changes to the template are propagated to all places where the template is used.

Tabs—Adds tabs to a form, each pointing to different content defined by a separate form.

Dynamic Menu—Displays a multicolumn menu based on data received from a document query to an adapter.

Form Columns—Divides the form into columns, allowing content to be grouped and organized.

Table >

Simple Table—Displays a list of documents resulting from a query.

Document Table—Displays a list of documents resulting from a query.

Tree—Displays a list of documents resulting from a query as a tree.

Portal Component >

Component Editor—Generates fields elements used to configure a specific portal component. Not intended for general Get-Services use.

Portal Header—Generates the portal page header. Not intended for general Get-Services use.

Corkboard Header—Generates header information needed by any page that includes a corkboard. Not intended for general Get-Services use.

Corkboard Configurator—Generates a list of choices containing all known portal components. The list can be used to configure the components to display in a specific corkboard container.

Corkboard—Displays the portal components chosen and configured by each user.

Custom Configurator—Allows users to define their own custom component configurators.

Document Explorer >

> **Search**—Displays a personalized list of fields used to perform document searches.

> **List**—Displays a personalized table with the list of documents found as a result of a search.

> **Detail**—Displays a personalized view of a document detail.

Action >

> **Action**—Displays a button for an action. The button can be a link to another page or a submit action.

> **Default Action**—Defines a form's submit action when no actual buttons are displayed.

> **Back**—Navigates to the previous page of the Web application.

> **Home**—Navigates to the home page of the Web application.

> **Print**—Prints the current Get-Services form.

> **Close**—Use to close pop-up windows.

Redirection—Redirects a page to a link depending on the result of the onload script matched against the condition

Transition—Contains an onload script and redirect arguments. After the script runs, execution is redirected according to the condition returned by the script. The options available from the Transition menu are the same as the Form menu, except there is no Action option.

- **Group of Strings**—List of multilingual strings.

  Multilingual String—The name of the StringResource is the ID of the string.

- **Group of Scripts**—Server-side ECMAScripts.

- **Script**—Server-side ECMAScript (JavaScript) file containing functions used by Web application forms.

  Header—Initial comments and imports required in this script file.

  Function—Script function defining application logic executed on the server. All functions that have public access should accept a Message object as the single input parameter and return a Message object as a response. For example:

```
function xyz( msg ) {var msgResponse=new Message(); ...
return msgResponse;}
```

A script requires this public access interface if it is used as an onload script for a form or if it is called directly via an Archway HTTP message.

- **Group of Scripts**—Server-side ECMAScripts.

■ **Group of Triggers**—A collection of triggers. This container is not used by Get-Services.

- **Trigger**—Individual trigger for a document. This component is not used by Get-Services.

  Message action—Message action executed by the trigger.

  Workflow action—Workflow action executed by the trigger.

  Script action—Script action executed by the trigger.

  Bizdoc Java action—Java action executed by the trigger inside Bizdoc.

- **Group of Triggers**—Collection of triggers. This component is not used by Get-Services.

  Trigger—Individual trigger for a document.

  Group of Triggers—Collection of triggers.

■ **Group of Schemas**—Database schemas describing documents accessible by Get-Services. Schemas define the field table mapping between Get-Services and the back-end database.

- **Raw Schema**—Description of a document's mapping on a real database.

- **Schema**—not supported.

■ **Group of Images**—Folder containing the image files to be used in your Web application.

- **Image**—The image is loaded into the ImageData property as binary data. The file name property is used only the first time to load the image.

- **Group of Images**—Folder containing image files.

  Image—The image is loaded into the ImageData property as binary data. The file name property is used only the first time to load the image.

  Group of Images—Folder containing image files.

■ **Group of Presentation Files**—Folder containing files copied directly to the presentation folder for use within the Get-Services Web server.

- **Text Presentation File**—Any generic file in the Presentation folder that is needed by the Web server, for example, client-side JavaScript, static JSP files.

- **Binary Presentation File**—Binary file outputted in the presentation folder. Accessed by the Web server and used by the browser.

- **Group of Presentation Files**—Folder containing files copied directly to the presentation folder for use within the Get-Services Web server.

    Text Presentation File—Any generic file in the Presentation folder that is needed by the Web server, for example, client-side JavaScript, static JSP files.

    Binary Presentation File—Binary file outputted in the presentation folder. Accessed by the Web server and used by the browser.

    Group of Presentation Files—Folder containing files copied directly to the presentation folder for use within the Get-Services Web server.

- **Group of default DocExplorer screens**—Folder containing default content for DocExplorer Personalization screens.

  - **Reference of a file**—File object.

  - **Directory Object**—not supported.

- **Group of Portal Components**—Components that appear in the portal components menu and can be added to the home page by the user.

  - **Portal Component**

      (**contents**)—The content of the portal component that is displayed.

      (**configure**)—Allows configuration of a portal component.

- **Group of Files**—A temporary container of miscellaneous files used by a Web application. For example, string files and scriptpoller.ini files are stored here.

  - **String file**—Temporary representation of a string file.

  - **Ini file**—Temporary representation of a scriptpoller.ini file.

- **Group of Strings**—List of multilingual strings.

  - **Multilingual String**—The name of the StringResource is the ID of the string.

- **Group of Roles**—not supported.

Group of Style Sheets > New >
- Style Sheet—Not supported.

Group of Roles—not supported.

Group of Files > New >
- **String file**—Temporary representation of a string file.
- **Ini file**—Temporary representation of a scriptpoller.ini file.

Group of Strings > New >
- **Multilingual string**—The name of the StringResource is the ID of the string.

Entities (collection of business objects) > New >
- **Entity**—This component is not used by Get-Services.

Interfaces > New >
- **Interface**—Not supported.

System enumerations > New >
- **System enumeration**—Describes a system enumeration, used to define data attributes where the value stored is not the value displayed to the user. This allows multilingual databases.
  - **Value**—Defines one value for a system enumeration.

Templates > New

- **Schema** >Not supported.
- **Field Container**
  - **Component Template**

- **Directory Object**—not supported.
- **Group of Methods**—Includes a list of methods. You can create new methods under this element.
  - **Method**—Java Method. The name is not significant. You can add a comment to the method.

- **Method**—Java Method. The name is not significant. You can add a comment to the method.
- **Message action**— This component is not used by Get-Services.

- **Workflow action**— This component is not used by Get-Services.
- **Bizdoc Java action**— This component is not used by Get-Services.
- **Script action**— This component is not used by Get-Services.
- **Trigger**— This component is not used by Get-Services.
- **Group of Images**—Allows you to create a group of images.
- **Attribute**— This component is not used by Get-Services.
- **Reference**— This component is not used by Get-Services.
- **Contain**—Contain an object as an embedded member.
- **Computed**—Computed property.
- **Structure**— This component is not used by Get-Services.
- **Collection**— This component is not used by Get-Services.
- **Methods**— This component is not used by Get-Services.
- **Entity**— This component is not used by Get-Services.

Types of form components

The following sections describe some of the more commonly used form components.

Component template containers

A component template is a special type of container used to store groups of preconfigured form components. A component template allows you to reuse the form components stored in the template throughout your project. After you create a component template, the component template name appears in the templates list of the Create and New menus. A component template references all the child form components and attributes settings defined in the template.

If you add a component template to Get-Services and do not modify it, Peregrine Studio saves the form components as links to the component template. If you make changes to the form components in the template, Peregrine Studio saves only the changes you have made and links to the form components that you did not change.

Tip: Use component templates to re-use common elements of your forms. For example, if several of your forms contain customized search functionality, then you could create a component template that automatically calls the correct search schema, queries your back-end system, and displays the proper search fields.

To create a component template

1 Right click the **Templates** nodes and click **New** > **Field Container** > **Component Template**.

Peregrine Studio adds a new component template node to the Project Explorer Tree.

2 Enter the name for the component template.

3 Right click the new component template node and use the **New** option to add form components.

4 Configure the form components you add to the template component. Peregrine Studio uses these settings as the default settings of the template component.

5 Save and build your Peregrine Studio project.

The new template component appears as an option in the New menu.

Important: Do not copy and paste or drag and drop items between template components. Instead add form components via the context-sensitive or Create menus. Studio does not use the linking features of template components on items that you copy from existing template components.

To add a component template to a form

1 Right-click the form where you want the component template to be.

2 From the **New** menu, select the template you want to add.

Form components you can add to a component template

▶ All except Action and Redirection.

Tip: You can use a component template as the container for any form components that require a container. This is typically done for form components such as hiddenfields where you are not concerned about the display of the fields.

Attributes you can set for a component template

▶ Title, Summary, Order, User Role Restrictions, and Dynamic Runtime Restrictions.

Fieldsection containers

The fieldsection component is a container that aligns fields into a column. The fieldsection component displays each field on its own line in the column and aligns the field labels along the left of each field. Each fieldsection can have a border that surrounds the columns and visually indicates that the fields in the container are related. You can also add a header or instructions to your fieldsection as well as add labels and instructions to the individual fields in the fieldsection.

Tip: You can use the fieldsection form component to group and align related input fields. For example, if you have several fields to input search information, you can align the fields in a single fieldsection and add a header and instructions that will apply to all fields.

To create a fieldsection

1 Right click the form where you want the fieldsection to be.

2 Click **New** > **Field Container** > **Field section**.

Form components you can add to a fieldsection

▶ Field, Component, HTML, Header, Import, and Instructions.

If you select the Header or Instructions form components, Studio will display the text editor screen for you to enter HTML code for your header and instructions. Peregrine Studio will not check the validity of your HTML code.

Attributes you can set for a fieldsection

▶ Title, Summary, Order, User Role Restrictions, Dynamic Runtime Restrictions, Border, and Readonly.

If you plan on having multiple fieldsections in a form, you can use the border Presentation property to display a line around a fieldsection to help visually distinguish the fieldsection from other elements in your Web application interface. You may also want to add a Form Columns layout container to display your fieldsections in two or more facing columns rather than a single column down the form.

Text edit fields

A text edit field provides a bordered field in which to display or enter a value as plain text. Text edit fields can only be added to forms within a container such as a component template or fieldsection.

The most common use for text edit fields is to provide a space for users to enter keyboard input. A text edit field saves the text entered into a particular schema field when a user submits the form.

Tip: To use a text edit field for text input, add an action to the form that submits the field information to another form. Set the Document Field attribute of the text edit field to the corresponding attribute name used in the document schema.

You can also use text edit fields to display information by default. To display information in a text edit field, create an onload server script that performs a document query, and then map the text edit field to one of fields of the schema.

Tip: To use a text edit field to display of information by default, add a schema to the parent form that defines the information to be displayed. Set the Document Field attribute of the text edit field to the corresponding attribute name used in the schema. Set the readonly attribute under Presentation to Yes if you do not want users to change the information displayed.

To create a text edit field

1 Right-click the container where you want the field to be. This displays the context-sensitive menu.

2 Click **New** > **Field** > **Text Edit**.

Form components you can add to a text edit field

▶ None.

Attributes you can set for a text edit field

▶ Instructions, Label, Title, Document Field, Display Value, Max Characters, and Data.

Selectbox fields

A selectbox provides a drop-down list box from which users can select predefined values. You can add items to the selectbox in one of two ways:

■ Explicitly define the options. The selectbox always displays the options you enter and always displays them in the order you define them in the Order attribute.

■ Query your back-end database and generate an XML document that provides the display options. The selectbox displays the options as defined by the schema used to generate the XML document. Typically, the selectbox uses the same schema as the form of which it is a part. If you want to use a schema to display the options in a selectbox, then you must set the Document field attribute to an attribute name in a schema.

Tip: Use the schema query method to avoid duplicating information that is already stored in your back-end database. If you explicitly enter the options in the selectbox, then you have to update, rebuild, and re-deploy your project every time you change the list of selectbox options. If you store the selectbox options on your database, however, then you only need to change the database values, and your schema query will automatically pick up any changes you make.

When you are working with selectboxes, keep in mind that:

- You can only add selectbox fields within a container such as a component template or fieldsection.

- Users cannot add entries to selectbox fields. To implement such functionality, you would need to write a client-side JavaScript to insert any information added into your back-end databases.

- Get-Services uses selectbox fields to constrain user input to a list of predefined items. The selectbox field saves the selected item to a particular field when a user submits the form. The field used to save the information must match a field defined in a document schema.

- If you have a large number of selections for users to choose from you may want to use a lookupfield in place of a selectbox. The advantage of using lookupfields are:

  - they can be personalized
  - they are not loaded into memory until the lookupfield is selected, which reduces the amount of time necessary to render the form.

To create a selectbox field

1 Right click the container where you want the field to be.

2 Click **New** > **Field** > **Selectbox**.

Form components you can add to a selectbox field

▶ Option. The Option form component allows you to explicitly define the entries displayed in the selectbox.

Attribute categories you can set for a selectbox field

▶ Instructions, Label, Title, Document Field, Display Value, Size, Multiple Selection, Permit Blank, Data, Presentation, Events, User Role Restrictions, Dynamic Runtime Restrictions, Process, Presentation, and Databound.

Databound attributes

The Databound attributes are where you will define what schema and schema attributes provide the information for the selectbox. The following list describes what information to enter in the Databound attributes.

- Document. Enter the schema name you want to use to query and display the information requested in the selectbox.

- Values. Enter the attribute name from your schema that defines what information you want to use to sort and identify the information in the selectbox. This value can be identical to the displaylist attribute, but it is recommended that you use the Id attribute name defined in the schema. The Id attribute is the preferred choice because it is a unique value and requires less memory to sort since it is only a number.

- Captions. Enter the attribute name from your schema that defines what database information you want displayed in the selectbox.

Hidden data fields

A hidden data field stores form information without displaying it to the user. Get-Services passes the information stored in a hidden data to other forms when the form is submitted.

Tip: You can use hidden data fields to prevent users from having to input the same information on multiple forms. For example, if a user enters contact information in one form, then you can use hidden data fields to store this contact information in later forms.

To create a hidden data field

1 Right click the container where you want the field to be.

2 Click **New** > **Field** > **Hidden Data field**.

Form components you can add to a hidden data field

▶ None.

Attributes you can set for a hidden data field

▶ Document Field, Display Value, Visible Flag, Unique Key Field, User Role Restrictions, and Dynamic Runtime Restrictions.

Redirections

A redirection takes users to another form when the onload server script generates a certain condition. A conditional redirection requires the parent form to run a server script when it is loaded. To use a conditional redirection, you must create a server script that checks for a particular condition and then outputs a condition message when this condition occurs.

You can only add a redirection to a form; you cannot add a redirection to a form component.

Tip: You can use a redirection to take users to a form when they enter particular information or a particular result, such as when an error occurs or when no results are generated.

To create a redirection

1 Right-click the form where you want the redirection to be.

The context-sensitive menu is displayed.

2 Click **New** > **Redirection**.

Form components you can add to a redirection

▶ None.

Attribute categories you can set for a redirection

▶ Visible flag, Condition, Frameset, HTTP Submit Method, Parameters, Target (form, field, or URL), User Role Restrictions, and Dynamic Runtime Restrictions.

Redirection attributes

For most redirections, the two most important attributes to set are the condition and the target form.

■ Condition. Enter the message generated by your server script that activates the redirection to another form. If there is no condition, the redirection will activate every time the page is loaded. See *Common message operations* on page 22 for more information on setting a condition.

■ Target form. Enter the full Peregrine Studio path to the form where the user should be redirected.

Simple table

A simple table is a container to display information generated from a schema document query. The simple table form component only has two basic functions by itself. The simple table form:

- Calls the schema that will generate the table data, and
- Describes how the data will be displayed in the columns of the table.

A simple table requires columns components in order to display data.

To create a simple table

1 Right-click the form where you want the table to be.

2 Click **New** > **Table** > **Simple Table**.

Form components you can add to a simple table

▶ Link, Text Column, Entry Column, Spinner Column, Select Column, Radio Button Column, Checkbox Column, Image Column, Link Column, and Lookup Column.

Attributes you can set for a simple table

▶ Visible Flag, Caption (en), Accessibility Title (en), Accessibility Summary (en), Size, Preview, Order, Readonly, Required, Column Sorting, Border, Process, Document, Data, Dynamic Headers and Columns, Instructions (en), Events, User Role Restrictions, and Dynamic Runtime Restrictions.

The Document attribute defines the schema the simple table uses. You can enter a schema name or select one from the drop-down list box.

Simple tables include a built interface to view large tables in smaller pages. You can use the size attribute to set the number of rows to display on one page. When users want to view more of the table results, they can click on the next x rows button to view the next page of table rows. All simple tables include the link icons to browse forward and backward in the table.

Document table

A document table is a container you can use to display any other form component from within a table. The document table form component only has two basic functions by itself. The document table form:

- Calls the schema that will generate the table data, and
- Describes how the data will be displayed in the columns of the table.

A document table requires columns components in order to display data. Unlike the simple table, the document table only uses one type of column: the formcolumn. However the formcolumn form component allows you to add any other form component to your document table.

To create a document table

1 Right-click the form where you want the document table to be.

2 Click **New** > **Table** > **Document Table**.

Form components you can add to a document table

▶ Column.

Attributes you can set for a simple table

▶ Visible Flag, Accessibility Title (en), Accessibility Summary (en), Size, Preview, Order, Border, Document, User Role Restrictions, and Dynamic Runtime Restrictions.

The Document attribute defines the schema the document table uses. You can enter a schema name or select one from the drop-down list box.

Document tables include a built interface to view large tables in smaller pages. You can use the size attribute to set the number of rows to display on one page. When users want to view more of the table results, they can click on the next *x* rows button to view the next page of table rows. All document tables include the link icons to browse forward and backward in the table.

Table links

A table link allows the user to click on a table row and be redirected to another form. The table link also saves some field information about the row the user selects and submits this information to the target form. Table links are typically used for two functions:

- To display more information about an item selected in the table, or
- To copy certain information about the item selected in the table into a new form such as, for example, the price of an item in a purchase request form.

To create a table link

1 Right-click the table where you want the table link to be.

2 Click **New** > **Link** > **Table Link**.

Form components you can add to a table link

▶ None.

Attributes you can set for a simple table

▶ Visible Flag, Label (en), Title (en), Balloon (en), Style Class, Data, Image, HTTP Submit Method, Parameters, Target (frame, form, field, script, or URL), Events, User Role Restrictions, and Dynamic Runtime Restrictions.

Table link attributes

For most table links, the two most important attributes to set are the Document field and the target form.

- Document field. Enter the field that describes what information should be passed when a table link is submitted. The Document Field attribute should match the attribute name of an item in your schema. The attribute is typically set to the Id schema attribute.

- Target form. Enter the full Peregrine Studio path to the form where the user should be redirected when they click on a table row.

Text columns

A text column displays the results of a document query in a table column as plain text. Each text column displays one field of information from a back-end database. The field must match an attribute name listed in the document schema of the parent table.

When working with text columns, keep in mind that they:

- Are always read-only and cannot be used to update information in the back-end database.
- Can only be added as child nodes of a simple table.

To create a text column

1 Right click the table where you want the text column to be.

2 Click **New** > **Text Column**.

Form components you can add to a text column

▶ None.

Attributes you can set for a text column

▶ Visible Flag, Order, Label (en), Title (en), Support Links, Data Type, Document Field, Translation Function, Style Class, Events, User Role Restrictions, and Dynamic Runtime Restrictions.

Text column attributes

For most text columns, the two most important attributes to set are the Document field and the Label (en).

- Document Field. Enter the field that describes what information should be displayed in the text column. The Document Field attribute should match the attribute name of an item in your schema.

- Label (en). Enter the label you want displayed in the first row of the table as the column heading. If you are using dynamic headers and columns, you will want to leave this attribute blank.

Form columns

A form column is a container for any other form component you want to add to a table. Unlike a text column, a form column can display any number of fields of information from your back-end database. Each field, however, must still match an attribute name listed in the document schema of the parent table.

When working with form columns, keep in mind that they:

- Can contain form components that insert or update information in your back-end database.

- Can only be added as child nodes of a document table.

To create a form column

1 Right click the document table where you want the text column to be.

2 Click **New** > **Column**.

Form components you can add to a form column

▶ Any.

Attributes you can set for a form column

▶ Visible Flag, Label (en), Order, User Role Restrictions, and Dynamic Runtime Restrictions.

Form column attributes

For most form columns, the two most important attributes to set are the Label (en) and the User Role Restrictions.

- Label (en). Enter the label you want displayed in the first row of the table as the column heading. If you are using dynamic headers and columns, leave this attribute blank.

- User Role Restrictions. Enter the user role or roles that you want to have access this form column. Only users with this access level will have access to the form components in the column. If you do not want to set a user role restriction, leave this attribute blank.

Actions

An action is a button that submits form information or follows a particular link. The following is a list of the possible actions you can include in your forms:

- Action. Use to submit form information or follow a link.
- Back. Use to navigate back to the previous form.
- Close. Use to close pop-up windows.
- Default Action. Use to define a form's submit action when no buttons are displayed in a form.
- Home. Use to navigate to the portal home page.
- Print. Use to print the current form.

To create an action

1 Right-click the form where you want the action to be.

2 Click **New** > **Action** and then click the action type you want to add.

Form components you can add to an action

▶ None.

Attributes you can set for an action

▶ Submit Form, Target (frame, form, field, script, or URL), Label (en), Title (en), Balloon (en), Image, Parameter, HTTP Submit Method, Events, User Role Restrictions, Dynamic Runtime Restrictions, Visible Flag, and Presentation.

Action attributes

For most actions, the three most important attributes to set are the Image Folder, Target form and the Label (en).

- Image. Enter the file name of the image to be used for the button.
- Target form. Enter the full Peregrine Studio path to the form where the user should be redirected when they click on the button.
- Label (en). Enter the label you want displayed in the button.

5 Scripting

CHAPTER

This chapter provides an overview of how scripts are put together and used. You should be familiar with JavaScript and ECMAScript and should have access to the JavaDocs provided with your Get-Services installation.

This chapter covers the following topics:

Overview of scripts

Get-Services uses scripts to query back-end databases and to format the results into XML documents based on schemas. Generally, you will only need to create new scripts if you create new forms. Most customizations do not require changes to the script, but rather to the schema that the script uses to display data. When you need to create or make changes to a script, you must have created or activated a writable package extension in which to save your changes.

Tip: You can use the existing scripts as templates for your custom scripts. Try and find a script that has similar functionality to what you want, and then copy and paste the script into your Peregrine Studio project.

Types of scripts

Get-Services uses two types of scripting to transfer and format data between your back-end databases and Web application forms:

- Server-side scripting—Server-side scripts run from a Web server. Server-side scripts have access to both user-submitted form data and any data generated by a back-end system. The output of server-side scripts can be returned to both a back-end system and the remote browser. All Get-Services server-side scripts are written in ECMAScript. An example of server-side scripting would be querying a back-end system for the list of open tickets submitted by a user.

- Client-side scripting—Client-side scripting runs from a JavaScript-capable browser. Client-side scripts have access to user data before it is submitted to a Web server and any back-end data that was uploaded with the current Web page. The output of client-side scripts can be used only by the client browser. All Get-Services client-side scripts are written in JavaScript. An example of using client-side scripting would be formatting a user's contact information using locale preferences.

Where scripts are stored

The following table describes how you can include both types of scripting into your projects.

Script type	Language used	Where created and stored
Server-side	ECMAScript	You can author server-side scripts only in Peregrine Studio. Each script then becomes an object available for use throughout the project.
Client-side	JavaScript	You can author client-side scripts outside of Peregrine Studio and add them to your project. You can also include client-side scripts as part of the HTML code stored with a form.

Peregrine Studio stores all server-side ECMAScripts as part of your project file. At build time, Peregrine Studio copies the scripts into your application server's deployment folder and creates all necessary Get-Services JSP pages. At run time, the deployment application server executes the JSP pages along with any server-side scripts called by the JSP pages and sends the output to the client browser. The client browser will execute any client-side JavaScript present in the rendered JSP page.

How scripts are used

The Archway servlet supports several different methods to invoke and utilize scripts within Get-Services. The following sections describe the different ways in which ECMAScript and JavaScript can be used within Get-Services.
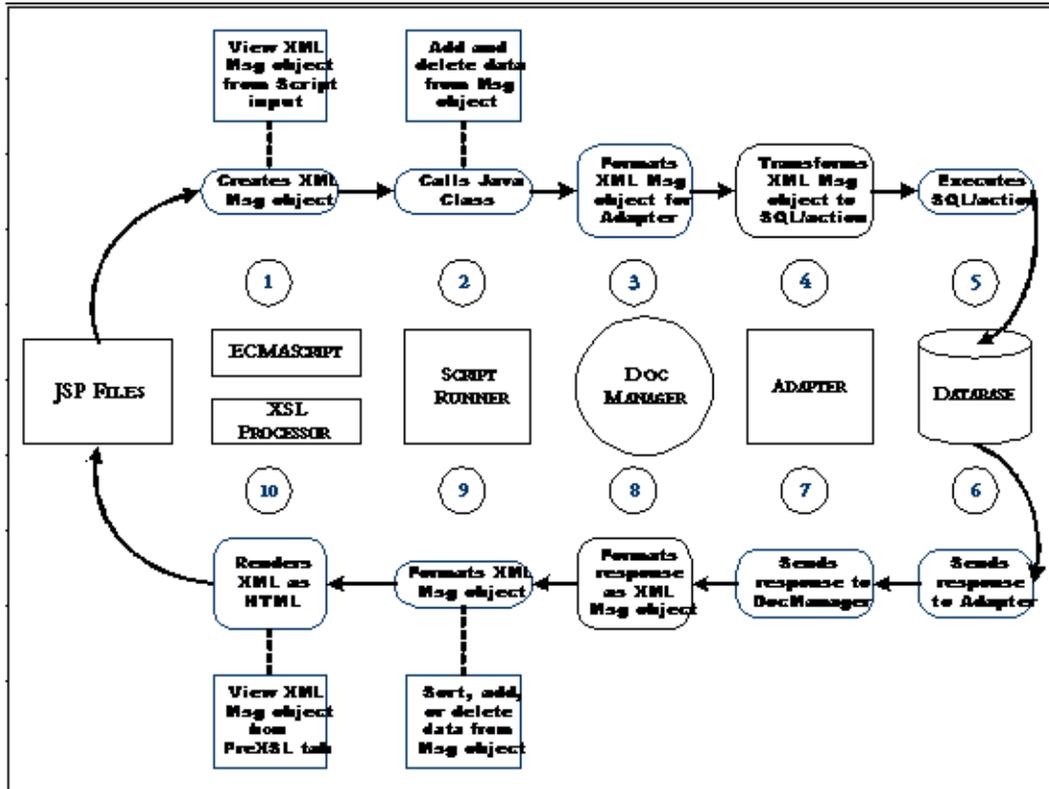
Forms—server side

All Get-Services forms support invoking onload server-side scripts. Typically, the onload script creates an XML message to gather and format information from a back-end database. The script message can contain queries or updates to the database or to XML documents built from a schema. The scripts typically use a schema, one or more input parameters, and a back-end database query to create an XML document.

Many server onload scripts use one of the following API calls:

- `sendDocQuery`—sends an SQL or XML document query to the back-end database. Archway queries the record using the table and field information supplied by the schema. The database then returns the results of the query as an XML document formatted as defined in the schema.

- `sendDocInsert`—sends an XML document to the back-end database that describes a new record. Archway creates the new record in the database using the table and field information supplied by the schema.

- `sendDocUpdate`—sends an XML document to the back-end database that describes an update to an existing database record. Archway updates the record using the table and field information supplied by the schema.

- `sendDocDelete`—sends an XML document to the back-end database that describes a record in the database to be deleted. Archway deletes the record using the table and field information supplied by the schema.

Get-Services typically use the following ECMAScript syntax to refer to schemas. For additional methods of formatting these messages, refer to the JavaDocs API documentation provided with your Get-Services installation.

```
archway.sendDocQuery( "adapter name", "schema name", input msg);
archway.sendDocInsert( "adapter name", message object);
archway.sendDocUpdate( "adapter name", message object);
archway.sendDocDelete( "adapter name", message object);
```

- For *adapter name*, enter the name for the back-end database adapter. The adapter listed here will use the ODBC connection that you have defined in the achway.ini file. For most applications, the adapter will be a two letter name.

- For *schema name*, enter the name defined in the <document name="schema name"> element of the schema file.

- For the *input msg*, enter the variable name of a message that OAA uses to store input parameters for the ECMAScript function. The default input message is the msg object that is defined in all onload functions. The input message is the XML message containing the HTML page parameters.

- For *message object*, enter a variable name of a message object containing a schema name and any input parameters.

For example, the script sample below defines a variable called *msgReturn* that sends a document query to ServiceCenter using the `empdetail` schema and any input parameters stored in the *msg* message object. The variable *msgReturn* then returns the result of the document query.

```
var msgReturn = archway.sendDocQuery( "sc", "empdetail", msg );
return msgReturn;
```

Client side

The browser handles all client-side scripting when a user views a Web application.

Note: Peregrine does not provide customer support for custom client-side scripts.

Editing an existing script

You can edit the ECMAScript in your project directly from the Peregrine Studio interface.

Important: You may lose changes that you make to existing scripts when you next upgrade.

To edit an existing script

1 Select the form in the Project Explorer.

2 Click the Script tab in the Properties window.
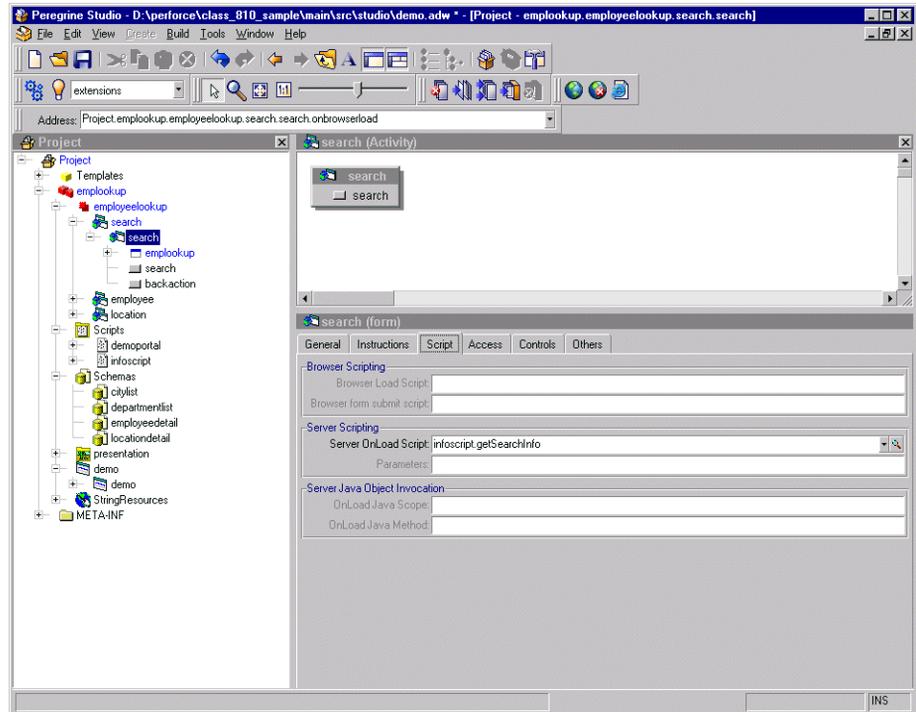
3 In the Server Onload Script field, click the magnifying glass button (🔍) to view the script in the Peregrine Studio text editor.
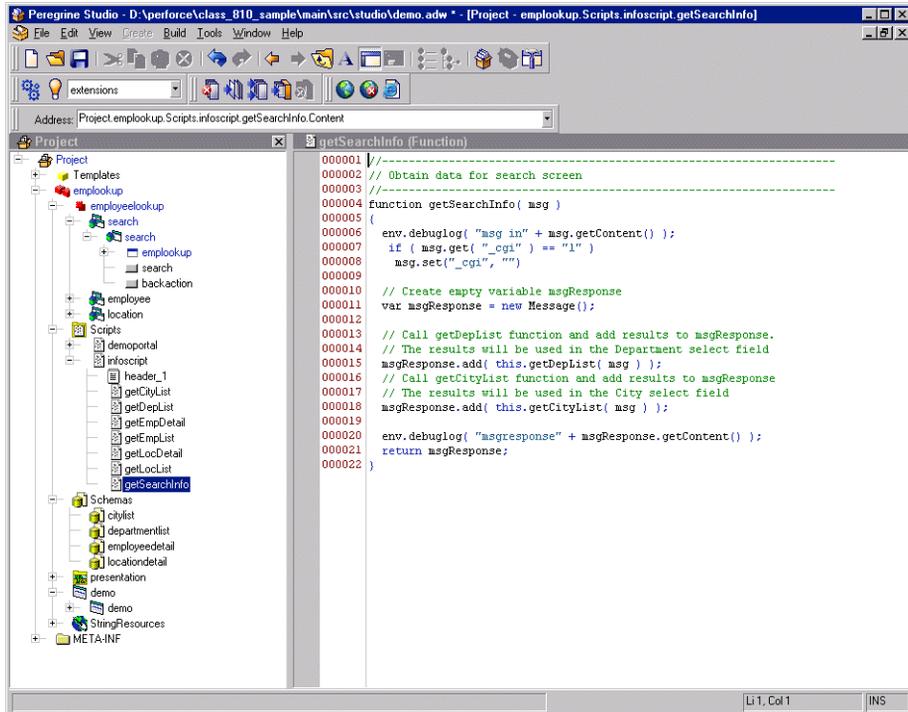
4 Make any changes to the script in the text editor.

5 Save your project.

6 Build your project file.

7 Restart your application server or set the **File Change Monitor** option from the Administration page.

The script update is loaded into Get-Services.

Adding a custom script

You can add custom scripts to your Peregrine Studio project for use by forms, schemas, and form components.

To add a custom script

1 Determine what kind of script you want to create.

You can create the following types of script:

- Form onload script. These are scripts run to gather data for non-DocExplorer forms. Peregrine Studio stores form on-load scripts underneath the first Group of Scripts node (Typically called **Scripts** or **ServerScripts**).

- Preexplorer. These are scripts run to manipulate the XML document that the gets rendered in the Get-Services interface. Peregrine Studio stores preexplorer scripts underneath the **Preexplorer** Group of Scripts node.

- Preload. These are scripts run to gather data for DocExplorer forms. Peregrine Studio stores preload scripts underneath the **Preload** Group of Scripts node.

- Schema. These are scripts run before or after an adapter connects with the back-end database. Peregrine Studio stores schema scripts underneath the **Schema** Group of Scripts node.

2 Right-click the appropriate Group of Scripts node, point to **New**, and then click **Script**.

Peregrine Studio creates a new script node underneath the Group of Scripts.

3 Type in the name of your script and press ENTER.

4 Right-click the new Script node, point to **New**, and then click **Header**.

Peregrine Studio creates a new Header node underneath the Script node.

5 Using the text editor window, type in the header information for your new script.

6 Right-click the new Script node, point to **New**, and then click **Function**.

Peregrine Studio creates a new Function node underneath the Script node.

7 Using the text editor window, type in the function information for your new script.

8 Save your project.

9 Build your project file.

10 Restart your application server or set the **File Change Monitor** option from the Administration page.

The new script is loaded into Get-Services.

Date values in scripts

In server-side scripts, all dates in the XML messages must be passed using the internal format YYYY-MM-DD. The format for timestamps is YYYY-MM-DDTHH:mm:SS.SSSZ, where T is the letter T; HH specifies the hours in 24 hour format, mm specifies the minutes, SS.SSS specifies the number of seconds and milliseconds; and Z indicates the time zone.

An example of the format showing GMT:

"2004-02-19T16:58:23+00:00"

An example of the format using the name of the time zone:

"2004-03-29T07:00:00America/Los_Angeles"

Note: The names of time zones are defined in the Java.util.TimeZone class.

Timestamps are usually expressed in the GMT time zone. However, dates on server machines need not be set to this format. The user interface automatically converts dates to and from the local date format automatically whenever date widgets or date columns are used.

When you set the date manually in an XML message, you may need to manipulate its format. Use the DataFormatter.getArchwayDate and DataFormatter.getArchwayDateTime functions.

The section *Working with dates in scripts* on page 108 contains several useful examples of date manipulation.

Testing scripts

Get-Services offers two means of testing your ECMAScript:

■ Rhino JavaScript Debugger
■ URL Queries

Rhino JavaScript debugger

You can now configure Get-Services to send script output to the Rhino JavaScript Debugger provided by Mozilla. The Rhino JavaScript Debugger provides a graphical user interface for debugging interpreted JavaScript and ECMAScript. When you enable the Rhino JavaScript Debugger, you can log on to the Get-Services server and see debugging information about your installation as you browse through the Get-Services interface.

Important: To use the Rhino JavaScript debugger your application server cannot be configured to run as a service.

To enable the Rhino JavaScript debugger

1 Login to the Get-Services administration page.

2 Click **Settings** > **Logging** tab.

3 For the Debug script option, select **Yes**.

4 Click **Save** to store your changes.

5 Login to the Get-Servicesserver.

6 Browse to the Get-Services deployment directory. By default this directory has the following path:

`<application server>\<context>\WEB-INF`

For *<application server>*, enter the installation path to your application server. For example, `C:\Program Files\Peregrine\Common\Tomcat4`

For *<context>*, enter the path where you deployed the Get-Services files. For example, `webapps\oaa`.

7 Using any text editor, open the file `local.xml`.

8 Add the following line anywhere between the `<settings>` elements:

```
<showDebugger>true</showDebugger>
```

9 Save the file.

10 Copy the file rhinodebugger.jar from the Get-Services Tailoring Kit Installation CD to the following path on your test server:

<application server>\<context>\WEB-INF\lib

For *<application server>*, enter the installation path to your application server.For example, C:\Program Files\Peregrine\Common\Tomcat4

For *<context>*, enter the path where you deployed Get-Services the files. For example, webapps\oaa.

11 Restart your application server.

The Rhino JavaScript Debugger appears the next time you start your application server on this system.
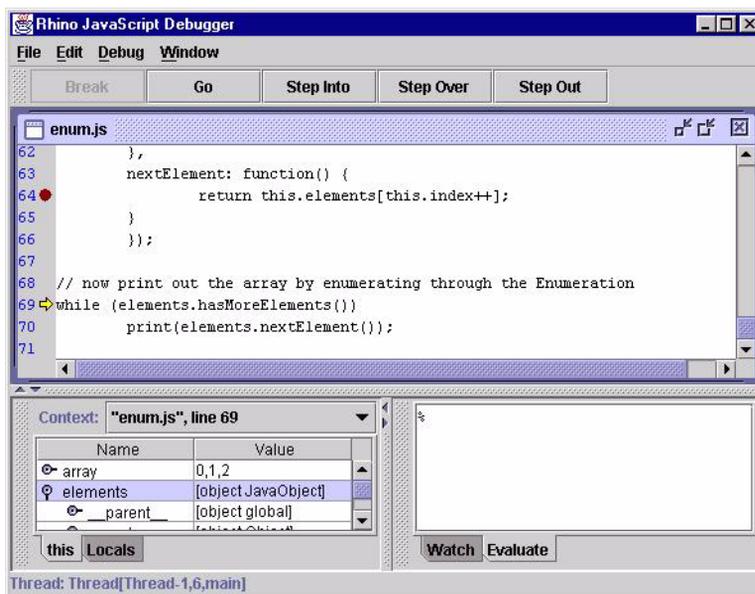
For more information about the Rhino JavaScript Debugger, see the Mozilla Web site:

http://www.mozilla.org/rhino/debugger.html

URL queries

You can test the output generated by your server-side onload scripts and schemas by using URL queries to the Archway servlet.

Archway will invoke the server script or schema as an administrative user and return the output as an XML document. Your browser will need an XML renderer to display the output of the XML message.

Using URL queries can be useful for debugging your tailoring changes and for using the Archway servlet without having to log into Get-Services.

Note: Your browser may prompt you to save the XML output of the URL query to an external file.

URL script queries

Archway URL script queries use the following format:

```
http://server name/oaa/servlet/archway?script name.function name
```

- For *server name*, enter the name of the Java-enabled Web server. If you are testing the script from the computer running the Web server, you can use the variable localhost as the server name.

    The /oaa/servlet mapping assumes that you are using the default URL mapping that Get-Services automatically defines for the Archway servlet. If you have defined another URL mapping, replace the servlet mapping with the appropriate mapping name.
- For *script name*, enter the name of the script you want to run.
- For *function name*, enter the name of the function used by the script.

URL schema queries

Archway URL schema queries use the following format:

```
http://server name/oaa/servlet/archway?adapter name.Querydoc
&_document=schema name
```

- For *adapter name*, enter the name for the back-end database adapter the schema uses. The adapter listed here will use the ODBC connection that you have defined in the Admin module Settings page.
- For *schema name*, enter the name defined in the <document name="schema name"> element of the schema file.

    The /oaa/servlet mapping assumes that you are using the default URL mapping that Get-Services automatically defines for the Archway servlet. If you have defined another URL mapping, replace the servlet mapping with the appropriate mapping name.

Your script output should be similar to this.

URL SQL queries Archway URL SQL queries use the following format:

```
http://server name/oaa/servlet/archway?adapter name.query&_table=
table name&field name=value&_[optional]=value
```

- For *adapter name*, enter the name for the back-end database adapter the schema uses. The adapter listed here will use the ODBC connection that you have defined in the Admin module Settings page.
- For *table name*, enter the SQL name of the table you want to query from the back-end database.
- For *field name*, enter the SQL name of the field you want to query from the back-end database.
- For *value*, enter the value you want to the field or optional parameter to have.
- For *_[optional]*, enter any optional parameters to limit your query. Examples include:
  - _return. Returns the values only of the fields you list.
  - _count. Specifies how many records you want returned with the query.

The **/oaa/servlet** mapping assumes that you are using the default URL mapping that Get-Services automatically defines for the Archway servlet. If you have defined another URL mapping, replace the servlet mapping with the appropriate mapping name.

Common message operations

The following section describes some common methods that server-side scripts can be used to create XML messages. Refer to the JavaDocs (especially, `com.peregrine.oaa.core.Message`) for more information about and examples of XML message operations.

- Create a new generic message. You can use `archway.sendDocQuery()` to create a generic XML message. You can then add elements to the XML message with other methods.

  `var msgQuery = new Message();`

  Creates an empty XML message called msgQuery.

- Create a new message with a specific XML element tag. You can then use `archway.sendDocUpdate()` and `archway.sendDocInsert()` to send the XML message to the back-end database.

  `var msgRequest = new Message( "Request" );`

  Creates an XML message called msgRequest with the element `<Request>`.

- Add a value to a particular XML element. You can use this method to add a new element and value to the XML message.

  `msgQuery.add( "LastName", "Jones" );`

  Adds the value Jones to the element `<LastName>`. The output is in standard XML format: `<LastName>Jones</LastName>`.

- Set the value of an XML element. You can use this method to overwrite the value of an existing element in the XML message.

  `msgQuery.set( "LastName", "Jones" );`

  Sets the value of the element `<LastName>` to Jones. The output is in standard XML format: `<LastName>Jones</LastName>`.

- Get the value of an element in the XML message. This method returns an empty string "" if there is no value for the element.

  `var strName = msg.get( "LastName" );`

  Sets the variable strName to the value of the element `<LastName>` in the XML message. For example, if the XML message contains the element `<LastName>Jones</LastName>` then strName uses the value Jones.

- Get all of the elements and values (the subdocument) listed under a particular element in the XML message. This method returns an empty string "" if there is no subdocument for the element.

  `var msgRequest = msg.getMessage( "Request" );`

Sets the variable msgRequest to the subdocument listed under the element <Request> in the XML message. For example, suppose the XML message contains the following elements:

```
<Request>
  <ID>1234</ID>
  <LastName>Jones</LastName>
  <Status>Approval</Status>
</Request>
```

Then, the msgRequest uses the subdocument:

<ID>1234</ID><LastName>Jones</LastName><Status>Approval</Status>.

■ Set a script condition when the script returns a particular XML message result. You can use conditions to control when Peregrine Studio form components such as redirections and access fields should be activated. For example, the following script checks the value of the Name element:

```
if ( msg.get( "Name" ) == "" )
{
msgResponse.setCondition( "error" );
  return msgResponse;
}
```

This function searches the XML message for the value of the <Name> element. If the value is empty, then the script sets the error condition.

■ Return the number of instances that a particular element appears in an XML message. You can use this method to set a condition for further actions. For example, the following script uses the getList method to set a condition:

```
var list = msgResponse.getList( "Location" );
if ( list.getLength() == 0 )
msg.setCondition( "noresults" )
var i = 0;
for ( i = 0;i < list.getLength(); i++ )
{
// add function to process records in the list ...
}
```

Sets the variable list to the number of <Location> elements in the XML message. If the number of instances is zero, then the script sets the noresults condition, otherwise the script performs some other action.

■ Log the contents of a particular XML message. This method saves the output of the script to the file archway.log. This is another way of debugging your ECMAScript in addition to the *Rhino JavaScript debugger* on page 89.

- Using a logging domain. You can use a logging domain to group log messages from a particular component or script.

```
env.debuglog( "Get-Services", "sendDocQuery returned the
message ", msgResponse );
```

- Without using a logging domain

```
env.debuglog( "sendDocQuery returned the message ",
msgResponse );
```

Important: You must enable the Debug Logging option from the Get-Services administrative interface (**Administration** > **Settings** > **Logging tab**).

Tip: Remove or comment out this method before deploying to your production environment as script logging is CPU-intensive and degrades server performance.

Using ECMAScript in an object oriented manner

ECMAScript implementation in Get-Services

All Scripts defined in Peregrine Studio end up being loaded as one ECMA script object. The functions defined in the Script are the object's methods, and the variables declared outside a function are the object's attributes. This implementation as an object is what enables you to use the **dot** syntax to call scripts and functions.

Name resolution in ECMAScript

Every ECMAScript object has a special property: its *prototype*. A prototype is an ECMA script object, and it is used in the property name resolution for the object.

Every script is run within a scope that holds a set of objects and variables declared in the same scope.

When you access a property or call a function in a given environment, ECMA script tries to resolve the name in the current scope first (usually the function's context). If it does not find it, it tries in the current object's prototype. If it does not find the property in the prototype, or in the prototype's prototype, the ECMAScript engine searches in the parent scope.
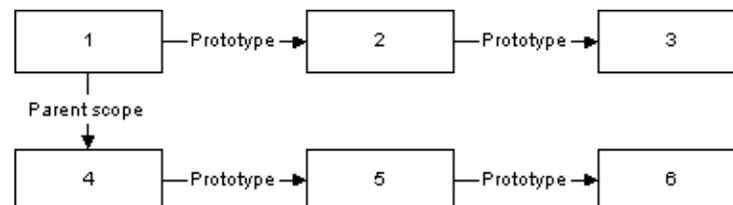
Using the object prototype for object oriented programming

The fact that ECMAScript looks up for a variable name or a function name in the prototype if it does not find it in the object, gives some ability to define a standard behavior as an object's method, and make this object the prototype for another object that can overwrite the behavior by providing a method with the same name.

The following is an example that you can try with the ECMAScript command line utility.

To use an object prototype

1 In the **WEB-INF/lib** folder, type **java -jar js.jar** to start the command line.

```
function vehicle()
{
  function _start ()
  {
    print("starting " + this.getVehicleName())
  }
  this.start = _start;
  this.getVehicleName = new Function("return 'vehicle'; ");
}

function airplane()
{
  this.getVehicleName = new Function("return 'airplane'; ");
}
airplane.prototype = new vehicle();


function car(make)
{
  this.getVehicleName = new Function("return 'car ' + this.make;");
  this.make = make;
}
car.prototype = new vehicle();
```

2 Create three objects, one for each class:

```
var myVehicle = new vehicle();
var myPlane = new airplane();
var myHonda = new car("Honda");
```

3 Try the start method for each of these objects:

```
js> myVehicle.start()
starting vehicle

js> myPlane.start()
starting airplane

js> myHonda.start()
starting car Honda
```

You can see that although the airplane **class** and the car **class** do not implement the start method, start is found in their prototype. You can also see that since these two **classes** overwrite the `getVehicleName` function, the start method calls the method that was defined in the object. These are standard behaviors in object-oriented languages.

Overwriting a method to extend the parent class method can be more complicated in ECMA script.

To overwrite a method to extend the parent class method

1 Create a sports car class that derives from the car class, and extend the start method to add a warm-up phase before the car actually starts.

```
function sportscar1(make)
{
  // other way to declare that the prototype for the
  // sportscar object is a car object. Contrary to
  // the other way, where only one vehicle object is the
  // prototype of all the car objects, here there will be
  // one car object per sportscar1 object.
  this.parentCar = new car(make);
  this.__proto__ = this.parentCar;
  // Extend the start function
  function _start()
  {
    print("warming up");
    this.parentCar.start();
  }
  this.start = _start;
  // Change also the vehicle name to reflect that this is
  //a sports car
  this.getVehicleName = new Function("return 'sports car ' +
this.make;");
}
```

2 Create an object for this class:

```
var myMaserati = new sportscar1("Maserati");
```

3 Call the start method:

```
js> myMaserati.start();
warming up
starting car Maserati
```

You can see that the new start method is called, that the start method declared in vehicle is called as well. But the new getVehicleName was not called, as the second line that was printed should show as **starting sports car Maserati**. This is because using this.parentcar.start() changes the scope in which the start function is called from the sportscar1 object to the parentcar object (car class), and as a result the getVehicleName is resolved in the scope of the car object. To change this behavior, a the parent function must be called in a specific way that is illustrated in the following sportscar2 class.

```
function sportscar2(make)
{
  this.parentCar = new car(make);
  this.__proto__ = this.parentCar;
  // Extend the start function
  function _start()
  {
    print("warming up");
    this.parentCar.start.apply(this, arguments);
  }
  this.start = _start;
  // Change also the vehicle name to reflect that this is
  //a sports car
  this.getVehicleName = new Function("return 'sports car ' +
this.make;");
}
```

To change the start method

1 Create an object for this class:

```
var myFerrari = new sportscar2("Ferrari");
```

2 Call the start method:

```
js> myFerrari.start();
warming up
starting sports car Ferrari
```

You can see that we now get the expected result. The code is using the apply method of the Function object, and passes the object that will be used as this first, and the arguments that were passed to the current function (_start).

Note: The code uses this.parentCar instead of this.__proto__, which could seem to be valid, but can cause an infinite recursive call if another class deriving from sportscar2 extends the start method and calls it parent, because this.__proto__ would still be evaluated against the derived object, and the start function in sportscar2 would keep calling itself. It is therefore preferable to store the parent object in a variable that is not overwritten by the subclasses. Here, with a nomenclature that uses the **parent** prefix and the parent class name, the uniqueness is ensured. You can try if you want with a racecar class that would derive from sportscar2 and overwrite the start function by calling the parent)

How to use object orientation for tailoring

In Get-Services, objects are instantiated automatically from the script files when they are loaded in memory. To implement the prototype hierarchy, the __proto__ attribute must be set in a script file's header.

For example:

```
import requestinterfacebase;
this.__proto__ = requestinterfacebase.valueOf();
```

The previous valueOf method returns a pointer to the requestinterfacebase object. The line is equivalent to this.__proto__ = requestinterfacebase;.

If you need to call a parent method, you can specify it using the dot format. For example:

```
// Submit the request (Call the parent method)
var msgNewRequest = requestinterfacebase.saveRequest.apply
(this, arguments);
```

As long as each object has a unique name, for example the script name, there is no need to store the parent object in a member variable. In that respect, using object orientation in Get-Services is simpler than in the general case.

Sample scripts

The following sections provide sample server-side ECMAScripts and descriptions that you can use as templates in Get-Services. If you need help with a client-side scripting, a list of suggested reference materials is provided on page 110.

General script samples

You can use ECMAScript to serve a number of different functions such as creating an XML document from a schema, running a SQL query, or formatting the data received from a database query. The following samples show some of the ways in which you can use ECMAScript to gather data.

Selecting a field from a schema

```
function getCityList ( msg )
{
//Query sample database for the records using the citylist
//schema
var msgQuery=newMessage();
msgQuery.set("_return", "Name");
var msgReturn=archway.sendDocQuery ("xx","citylist", msgQuery);

return msgReturn;
}
```

Input

A message object, msg. This script does not typically have input from any previous form. If you change this script to be part of a results form, then the input message could contain form fields or values from a prior list form.

Output

The script produces an XML document built from the schema and adapter specified in the sendDocQuery function. The XML output below is an example of the kind of data that could be returned using a similar script.

```
<recordset _count="-1" _countFound="3" _more="0" _start="0">
  <citylist>
    <Id>1</Id>
    <Name>Burbank</Name>
  </citylist>
  <citylist>
    <Id>2</Id>
    <Name>London</Name>
  </citylist>
  <citylist>
    <Id>3</Id>
    <Name>Santa Clara</Name>
  </citylist>
</recordset>
```

Although the sendDocQuery function specifies only the <Name> element, Archway automatically includes the <ID> element in the XML document produced. This is expected behavior of the Archway servlet.

Description

This script gathers a list of city names for an employee search form. The sendDocQuery function creates an XML document built from the citylist schema and searches for the value of the <Name> element. You can use parameters like "Name" in your script messages to limit or add to the list of values returned by your schema query.

Calling other scripts and combining the results

```
function getSearchInfo( msg )
{
//Create empty variable msgResponse
var msgResponse = new Message();

//Call getDepList function and add results to msgResponse.
msgResponse.add( this.getDepList( msg ) );
// Call getCityList function and add results to msgResponse
msgResponse.add( this.getCityList( msg ) );

return msgResponse;
}
```

Input

A message object, msg. This script does not typically have input from any previous form. If you change this script to be part of a results form, then the input message could contain form fields or values from a prior list form.

Output

The script produces an XML document built from two other scripts, getDepList and getCityList. Each script adds to the XML document stored in the msgResponse variable by running a sendDocQuery function with a schema. The XML output below is an example of the kind of data that could be returned using a similar script.

```
<_doc>
<recordset _count="-1" _countFound="19" _more="0" _start="0">
  <departmentlist>
    <Id>1</Id>
    <DepartmentName/>
  </departmentlist>
  <departmentlist>
    <Id>2</Id>
    <DepartmentName>Administration</DepartmentName>
  </departmentlist>
  <departmentlist>
    <Id>3</Id>
    <DepartmentName>Administrative Services</DepartmentName>
  </departmentlist>
  <departmentlist>
    <Id>4</Id>
    <DepartmentName>Burbank Agency</DepartmentName>
  </departmentlist>
...
```

```
</recordset>
<recordset _count="-1" _countFound="3" _more="0" _start="0">
  <citylist>
    <Id>1</Id>
    <Name>Burbank</Name>
  </citylist>
  <citylist>
    <Id>2</Id>
    <Name>London</Name>
  </citylist>
  <citylist>
    <Id>3</Id>
    <Name>Santa Clara</Name>
  </citylist>
</recordset>
<_form>e_employeelookup_search_search.jsp</_form>
</_doc>
```

Description

This script generates the city and department names that a user can select from in an employee search form. The .add function appends the output of the **getDepList** and **getCityList** functions to the msgResponse variable. The two script references use the relative naming convention (this) to indicate that the functions called are part of the same script as **getSearchInfo**.

Form script sample

Most ECMAScripts run during a form's onload processing. Typically, form scripts query and format data for display in a Web application form, but you can also use them to update existing database records or insert new ones. The following samples show how to use server onload scripts to search a database for employee information.

Creating an XML document from a schema

```
function getEmpList( msg )
{
//Add Department subdocument to the input message
var strReturn = msg.get("_return");
if ( strReturn.length > 0 )
  msg.set("_return", strReturn + ";Department");

//In msg, set sort to LastName and then FirstName
msg.add( "_sort", "LastName,FirstName" );

//Query sample database for the records using the
//employeedetail schema and the criteria found in the msg object
var msgReturn = archway.sendDocQuery( "xx", "employeedetail", msg );
//Test if the number of items returned is zero, if true set
//ListEmpty condition
if ( msgReturn.get("_countFound") == "0" )
  msgReturn.setCondition( "ListEmpty" );

//Return the contents of the msgReturn variable
return msgReturn;
}
```

Input

A message object, msg. This script has an input message from a previous search form. In this case, the input message is amended to include a subdocument, Department, in addition to any other input data passed to the script. This subdocument looks up the DepartmentName field data that the database stores in a separate table. In addition to adding a subdocument, the script sorts the input message by the LastName and FirstName elements. The following XML demonstrates what the input message would look like if a search were conducted on the CityName of Burbank (CityID=1).

```
<_doc>
<_form>e_employeelookup_employee_emplist.jsp</_form>
<_start>0</_start>
<_return>;employeedetail;CityName;OfficePhone;DepartmentName;
FirstName;LastName;Id;</_return>
<_count>10</_count>
```

```
<_ctxobj/>
<_ctxidfld/>
<_ctxidval/>
<CityID>1</CityID>
<search>1</search>
<_blankFields>;FirstName;false;LastName;false;DepartmentID;false
</_blankFields>
<__x>__y</__x>
<_callingform>e_employeelookup_search_search.jsp</_callingform>
<FirstName insertblank="false"/>
<LastName insertblank="false"/>
<DepartmentID insertblank="false"/>
</_doc>
```

Output

The script produces an XML document built from the schema and adapter specified in the sendDocQuery function. The XML output below is an example of the kind of data that could be returned using a similar script.

```
<recordset _count="10" _countFound="2" _more="0" _start="0">
  <employeedetail>
    <Id>10</Id>
    <FirstName/>
    <LastName>Burbank Agency</LastName>
    <OfficePhone>(408) 422-5501</OfficePhone>
    <CityName>Burbank</CityName>
    <DepartmentID>16</DepartmentID>
    <Department>
      <DepartmentName>Sales</DepartmentName>
    </Department>
  </employeedetail>
  <employeedetail>
    <Id>11</Id>
    <FirstName/>
    <LastName>Burbank Unit</LastName>
    <OfficePhone>(650) 572-9000</OfficePhone>
    <CityName>Burbank</CityName>
    <DepartmentID>19</DepartmentID>
    <Department>
      <DepartmentName>Technical Support</DepartmentName>
    </Department>
  </employeedetail>
<_form>e_employeelookup_employee_emplist.jsp</_form>
</recordset>
```

Description

This script displays the results list generated by the search form. The script uses two functions to change the data in the msg input message object. The first function checks the input message to determine the number of elements returned by the search results. If there any search results to return, the script

adds the Department subdocument to the msg message object. The second function sorts the input message by LastName and then FirstName. Using the adapter name and document schema name, this script then runs a SendDocQuery function to gather any search results that match those listed in the input message. The script then checks the <_countfound> tag generated by the query and determines if the return list is empty. If the list is empty, the script sets the msgReturn variable to the ListEmpty condition. This condition redirects users to the listempty form.

Working with dates in scripts

The following code samples demonstrate tasks related to date manipulation.

To get the string that corresponds to the current date

```
// Gets current date
var date = new Date();
// Gets the current date and time string
var strDateTime = DataFormatter.getArchwayDateTime(date.getTime());
// Get the current date string
var strDate = DataFormatter.getArchwayDate(date.getTime() -
date.getTimezoneOffset()*60000);
```

To get a date value from the internal OAA format

```
var strDAssignment = msg.get("dAssignment");
var lMsAssignment = DataFormatter.getDateTimeInMilliseconds(strDAssignment);
```

To get a date and time value from the internal OAA format

```
var strDtInvent = msg.get("dtInvent");
var lMsInvent   = DataFormatter.getDateTimeInMilliseconds(strDtInvent);
```

Note that these numeric values are very convenient for comparing dates, performing arithmetic calculations on dates (such as calculating a duration and adding an amount of time to a date), and other tasks. From these numeric values, you can get an ECMAScript Date object:

```
var dateAssignment = new Date(lMsAssignment);
var dateInvent = new Date(lMsInvent);
```

In addition, you can get a Java date object:

```
var jdateAssignment = new Packages.java.util.Date(lMsAssignment);
var jdateInvent = new Packages.java.util.Date(lMsInvent);
```

To display a date value in a user-friendly format

```
var strUserDtAssignment = user.getUserFormat(strDAssignment, "date", null);
var strUserDtInvent = user.getUserFormat(strDtInvent, "datetime", null);
```

To get the internal OAA format for a date and time

```
var strOAADtInvent1 = DataFormatter.getArchwayDateTime(lMsInvent);
var strOAADtInvent2 = DataFormatter.getArchwayDateTime(dateInvent.getTime());
var strOAADtInvent3 = DataFormatter.getArchwayDateTime(jdateInvent.getTime());
```

To get the internal OAA format for a date only

```
var strOAADAssignment1 = DataFormatter.getArchwayDate(lMsAssignment);
var strOAADAssignment2 =
DataFormatter.getArchwayDate(dateAssignment.getTime());
var strOAADAssignment3 =
DataFormatter.getArchwayDate(jdateAssignment.getTime());
```

References

This section contains reference material to help you with scripting.

Sources for client-side JavaScript

- Devguru (JavaScript, VB script, HTML, etc.): http://www.devguru.com/
- HTML Writer's Guild: http://www.hwg.org/
- *JavaScript, The Definitive Guide*, David Flanagan, 3rd Edition, O'Reilly Publishing.
- JavaScript articles at IRT.org: http://www.tech.irt.org/articles/script.htm
- JavaScript Made Easy: http://www.easyjavascript.com/
- JavaScript Source: http://javascriptsource.com/
- JavaScript Source master list: http://javascript.internet.com/master-list/
- Netscape's Developer Site: http://developer.netscape.com
- Netscape's online JavaScript documentation: http://developer.netscape.com/docs/manuals/index.html?content= javascript.html
- Web Monkey: http://www.webmonkey.com/
- ZDNet JavaScript introduction: http://www.zdnet.com/devhead/filters/0,,2133214,00.html

JavaDocs for the main Archway package

For in-depth information about the Archway servlet and all the functions it supports, refer to the JavaDocs that are available on the Get-Services Tailoring Kit installation CD. The JavaDocs are located in the \documentation\javadocs folder of your Get-Services Tailoring Kit installation CD. To view the docs, launch the index.html file from this folder.

6 Document Schema Definitions

CHAPTER

This chapter describes document schema definitions and explains how they map data between Get-Services and the back-end database. In addition, this chapter discusses how to use schema extensions to add new physical mappings to existing schemas.

This chapter covers the following topics:

Understanding document schema definitions

A document schema definition (also called a schema) is an XML file that instructs the Archway Document Manager how to query back-end databases and generate XML documents containing the query response. Schemas are mapping tools that determine which XML tags used in dynamically created documents map to the table and field names in a given back-end database. These generated XML documents provide the data that Get-Services displays and processes.

All schemas consist of two types of definitions:

- Base definitions—The schema entries that provide a logical mapping between the XML tags generated in a document query to the Get-Services interface are collectively referred to as the schema base definitions. The Archway Document Manager uses the base definitions to generate XML tags based on the elements listed in the schema. The Archway Document Manager converts the `name` value listed in an `<attribute>` element into an XML tag of the same name.

- Derived definitions—The schema entries that provide a physical mapping between the XML tags generated in a document query to the table and field names in the back-end database are collectively referred to as the schema derived definitions. The Archway Document Manager queries the tables and field names listed in the schema and creates an XML document with the results of the query. The Archway Document Manager converts the `table` and `field` values listed in the `<document>` and `<attribute>` elements into a SQL query.

Note: The document schema definitions used by Peregrine Studio are not the same as the schemas being proposed and developed by the W3C.

The base and derived definitions each have their own list of legal elements and attributes. For more information on schema elements and attributes and how to use them, refer to *Schema elements and attributes* on page 138.

How to use schemas

You can use schemas to present and store data from your back-end database in the Get-Services interface. The Archway Document Manager uses schemas to create XML documents when a form onload script requests data from a back-end database. Typically, a form component such as a table or input field displays the requested schema data, but a script may also use the schema data to update or insert records in the back-end database as well.

You can tailor schemas in two ways:

■ Create schema extensions. A schema extension is a separate file listing only the changes you make to an existing schema's logical or physical mappings. For example, you could create a schema extension to provide updated physical mappings when you upgrade your back-end database. Creating schema extensions is the preferred method of tailoring schemas as your changes are stored in separate files that can be easily carried over during an upgrade. For more information about schema extensions, see your *Get-Services Administration Guide*.

■ Create new schemas. You can create your own schemas to provide all form components in your project access to the custom logical and physical mappings you create for Get-Services. For example, you could create a new schema to query a collection of custom-created tables and fields that you have added to your back-end database. While you can create new schemas from any text editor without the Get-Services Tailoring Kit, you will need Peregrine Studio to configure and test any server onload scripts and form components that use your custom-built schemas.

Important: Do not directly edit an existing schema as any changes you make to existing logical and physical mappings will be overwritten when you upgrade to a newer version of Get-Services.

Schema extensions

You can create schema extensions to add new *logical* and *physical* mappings to your existing schemas. Schema extensions allow you to save any additional mappings in separate files that preserve the original schema files shipped by Peregrine Systems. This separate file organization ensures that any upgrades will not overwrite your tailoring changes.

When to use schema extensions

Schema extensions generally provide the most benefit when you use them to extend existing DocExplorer schemas. Extending a schema allows you to do the following tailoring tasks without the need to rebuild a project in Peregrine Studio:

- Add new fields to the Available Fields list.
- Hide existing fields from the Available Fields list.
- Change the label that a field displays in the Available Fields list.
- Change the list of forms where a field displays.
- Change the physical mapping of a field.
- Change the type of data a field stores.
- Add subdocuments to the personalization Available Fields list.

For instructions how to perform these schema extension tasks, see *Creating schema extensions* on page 115.

There are some application tailoring tasks where you must use Peregrine Studio to update schema information. These tasks include:

- Call custom scripts from a schema.
- Change the schema used by a non-DocExplorer form component.
- Display any new fields that you add to a schema in non-DocExplorer form components such as select fields or tables.
- Change the schema used by a DocExplorer.
- Add a new schema to your project.

Creating schema extensions

You can create schema extensions outside of Peregrine Studio using any Text editor. The following procedures outline the steps required to create a schema extension.

To create schema extensions

Step 1 Identify the schema that you want to extend. See *Identifying the schema to extend* on page 115.

Step 2 Locate the schema file on the Get-Services server. See *Locating the schema on the server* on page 116.

Step 3 Create the schema extension target folders and copy XML files. See *Creating the schema extension target folders and files* on page 117.

Step 4 Edit the schema extension files to support the features you want. See *Editing the schema extension files* on page 118.

Identifying the schema to extend

You can identify the schema used by a particular form directly from the Get-Services interface. Typically each form uses only one schema, but in some cases a form will use a subdocument that references another schema. The following procedures will help you determine what schema a particular form uses.

To identify the schema used by a particular form

1 Enable Display form information from the **Administration** > **Settings** > **Logging** tab page.

The Form information button displays in the banner bar of the Get-Services interface.

2 Browse to the form that you want to tailor.

3 Click the Display form information button.

The form information window opens.

4 Search for one of the following entries on the Script Input tab:

   - _docExplorerContext. The last value listed after a slash in this element is the schema name. For example:
   <_docExplorerContext>incident/ticketcontact</_docExplorerContext>
   uses the the ticketcontact.xml schema file.

Note: In this example, ticketcontact.xml is a subdocument of the primary schema document incident.xml. Only DocExplorers will use this *document/subdocument* format.

- _ctxschema. The value listed in this element is the schema name. For example:
  <_ctxschema>ticketcontact</_ctxschema>
  uses the ticketcontact.xml schema file.
- document.The value listed in this element is the schema name. For example:
  <document>savedRequest</document>
  uses the savedRequest.xml schema file.

If the schema name you find contains an underscore character, for example, problem_search, then this schema extends another existing schema. You have the choice of creating a schema extension for either the schema controlling the current form or the parent schema that it extends.

To determine the parent schema name, open the schema, and search for the attribute extends. The value of this attribute is the name of the parent schema. For example, the problem_search schema has the value extends="problem" and therefore extends the problem schema.

Tip: If you want to make changes only to one particular form, then create a schema extension of the schema you find listed for the form. If you want to make changes that propagate throughout your Get-Services interface, then create a schema extension of the parent schema listed in the extends attribute.

Locating the schema on the server

After you have determined the name of the schema you want to extend, you can find it using your operating system's file search function. The following guidelines are provided to help narrow down your search:

- All schemas files have a .XML extension
- All schemas files are stored in the WEB-INF\apps folder of your application server's deployment directory. For example:
  C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa

Creating the schema extension target folders and files

Schema extensions require two separate files in the same directory where you found the source schema. For example:

C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa\WEB-INF\ apps\incidentmgt\Schemas

- Schema extension logical mappings. This file contains the schema base definitions. These definitions determine the logical names and labels used for each field. You must create this file in an sub folder of Schemas called extensions, and it must have the same name as the schema that it extends. For example:
Schemas\extensions\incident.xml.

- Schema extension physical mappings. This file contains the schema derived definitions. These definitions determine the back-end database tables and fields to which each logical name physically maps. You must create this file in a sub folder of extensions that matches the adapter name to your back-end database, and it must have the same name as the schema that it extends. For example:
Schemas\extensions\sc\incident.xml.

To create the schema extension target folders and files

1 Copy the schema XML source file. For example, incident.xml.

2 Create two new folders as follows:

- Create an extensions folder in the same directory where you found the source schema. For example:

  C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa\WEB-INF\ apps\incidentmgt\Schemas\extensions

- Create an <adapter name> folder in the extension folder.

  For <*adapter name*>, enter the abbreviation of the adapter used to connect to your back-end database such as sc. For example:

  C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa\WEB-INF\ apps\incidentmgt\Schemas\extensions\sc

3 Paste a copy of the source schema file in each of the two folders you created.

Editing the schema extension files

The edits that you need to do the schema extension files depend upon what features you are trying to include. The following sections outline what edits you need to perform for each feature.

- *Adding a new field to the Available Fields list* on page 118.
- *Hiding an existing field from the Available Fields list* on page 120.
- *Changing the label a field displays in the Available Fields list* on page 121.
- *Changing the list of forms where a field is visible* on page 122.
- *Changing the physical mapping of a field* on page 124.
- *Changing the type of form component a field uses* on page 125.
- *Adding subdocuments to the Available Fields list* on page 126.

Adding a new field to the Available Fields list

You can add a field to any form that uses personalization. New fields display as options in the personalization Available Fields list.

To add a new field to Available Fields list

1 Open the schema extension file in the extension folder.

This file is for your schema extension logical mappings.

2 Delete all the derived definitions listed in the bottom half of the original schema.

The derived definitions section starts after the first </documents> element and usually has a comment section describing what back-end databases and versions the derivations apply to.

3 In the <document> section that remains, add a logical mapping <attribute> element for each field you want to add to the list of Available Fields.

You must add each <attribute> element between the <document> tags:

Add new logical mappings here

```
<documents name="base">
  <document name="schema">
    <attribute name="Contact" type="string" />
  </document>
</documents>
```

a Add the required name and type attributes to each <attribute> element.

b Add any optional attributes you want to use for each <attribute> element.

Refer to *<attribute>* on page 144 for additional information on the <attribute> element.

4 Delete any other logical mappings that you will not be updating in the physical mapping schema extension file.

> **Tip:** List only the new logical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

5 Save the logical mappings schema extension file.

6 Open the schema extension file in the *<adapter name>* folder.

This file is for your schema extension physical mappings.

7 Delete all the base definitions listed in the top half of the original schema.

The base definitions section starts with the first <documents name="base" ...> element and includes all entries up to the closing </documents> element.

8 Find the element <documents> that has the name and version attribute values that match the adapter you want to use. For example, <documents name="sc" version="4">.

If you cannot find a matching <documents> element entry for your adapter, you must create one. See *<documents>* on page 138 for more information on the requirements of a <documents> physical mapping.

9 Verify that the <document> element beneath your chosen adapter lists the proper table and connection attributes required for your new fields.

If the attributes are not what your new fields require, you must edit the attributes. See *<document>* on page 140 for more information on the requirements of a <document> physical mapping.

10 Beneath the <document> element, add one physical mapping <attribute> element for each entry you added in the logical mapping.

You must add each <attribute> element between the <document> tags:

Add new physical mappings here

```
<documents name="" version="4.0">
  <document name="schema" table="table1">
    <attribute name="Contact" field="contact_name" />
  </document>
</documents>
```

a Add the required name and field attributes for each entry you defined in the logical mapping.

    b Add any optional attributes you want to use for the physical mapping.

    See *<attribute>* on page 144 for more information on optional attributes of the <attribute> element.

11 Delete any other physical mappings that you will not be updating in this schema extension file.

    Tip: List only the new physical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

12 Save the physical mappings schema extension file.

Hiding an existing field from the Available Fields list

You can hide a field from the list of Available Fields in personalized forms. Hidden fields will not be available to any user regardless of user rights.

To hide an existing field from the Available Fields list

1 Open the schema extension file in the extension folder.

This file is for your schema extension logical mappings.

2 Delete all the derived definitions listed in the bottom half of the original schema.

The derived definitions section starts after the first </documents> element and usually has a comment section describing what back-end databases and versions the derivations apply to.

3 Locate the logical mapping for the field you want to remove.

Use the label attribute to identify the proper field. For example, if the DocExplorer Available Field you want to remove is called **Contact**, search the <attribute> element that has the value label="Contact".

4 Add the following four attributes to the <attribute> element you want to remove from the DocExplorer Available Fields list:

- search="false"
- list="false"
- detail="false"

■ create="false"

Add search, list, detail, and create attributes ————

```
<documents name="base">
  <document name="schema">
      <attribute name="contact" label="Contact" search="false"
        list="false" detail="false" create="false" />
  </document>
</documents>
```

These settings tell DocExplorer to hide the field on the search, list, detail, and create forms.

5   Delete any other logical mappings that you will not be updating in the physical mapping schema extension file.

   Tip: List only the new logical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

6   Save the logical mappings schema extension file.

7   If you will not be making any changes to the physical mappings in this schema, you may delete the schema extension file in the *<adapter name>* folder.

   You only need to edit this file if you will define new physical mappings for your DocExplorer fields.

Changing the label a field displays in the Available Fields list

You can change the label that appears in the Available Fields list of personalized forms. Typically, you will only need to add labels to new fields that you have added to a schema.

To change the label a field displays in the Available Fields list

1   Open the schema extension file in the extension folder.

   You will define the logical mappings in this file.

2   Delete all the derived definitions listed in the bottom half of the original schema.

   The derived definitions section starts after the first </documents> element and usually has a comment section describing what back-end databases and versions the derivations apply to.

3   Locate the logical mapping for the field you want to change.

Use the label attribute to identify the proper field. For example, if the DocExplorer Available Field you want to change is called Contact, search the <attribute> element that has the value label="Contact".

4 Change the label attribute to the new desired value.

Update the label
attribute —————————

```
<documents name="base">
  <document name="schema">
    <attribute name="contact" type="string" label="Representative" />
  </document>
</documents>
```

5 Delete any other logical mappings that you will not be updating in the physical mapping schema extension file.

Tip: List only the new logical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

6 Save the logical mappings schema extension file.

7 If you will not be making any changes to the physical mappings in this schema, you may delete the schema extension file in the <*adapter name*> folder.

You only need to edit this file if you will define new physical mappings for your DocExplorer fields.

Changing the list of forms where a field is visible

You can determine the list of DocExplorer forms in which a field is visible. By default, a field is visible in all DocExplorer forms.

To change the list of forms where a field is visible

1 Open the schema extension file in the extension folder.

You will define the logical mappings in this file.

2 Delete all the derived definitions listed in the bottom half of the original schema.

The derived definitions section starts after the first </documents> element and usually has a comment section describing what back-end databases and versions the derivations apply to.

3 Locate the logical mapping for the field you want to remove.

Use the label attribute to identify the proper field. For example, if the DocExplorer Available Field you want to remove is called **Contact**, search the <attribute> element that has the value label="Contact".

4 Change or add a true value for each DocExplorer form in which you want the field to appear. For example, the following settings will have a field appear in all DocExplorer forms:

- search="true"
- list="true"
- detail="true"
- create="true"

Set search, list, detail, and create attributes

```
<documents name="base">
  <document name="schema">
    <attribute name="contact" type="string" label="Contact"
    search="true" list="false" detail="true" create="false" />
  </document>
</documents>
```

5 Delete any other logical mappings that you will not be updating in the physical mapping schema extension file.

Tip: List only the new logical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

6 Save the logical mappings schema extension file.

7 If you will not be making any changes to the physical mappings in this schema, you may delete the schema extension file in the *<adapter name>* folder.

You only need to edit this file if you will define new physical mappings for your DocExplorer fields.

Changing the physical mapping of a field

You can change the physical mapping that a field uses to point to another back-end database, table, or physical field.

To change the physical mapping of a field

1 Open the schema extension file in the extension folder.

You will define the logical mappings in this file.

2 Delete all the derived definitions listed in the bottom half of the original schema.

The derived definitions section starts after the first </documents> element and usually has a comment section describing what back-end databases and versions the derivations apply to.

3 Locate the logical mapping for the field whose physical mapping you want to change.

Use the label attribute to identify the proper field. For example, if the DocExplorer Available Field you want to change is called Contact, search the <attribute> element that has the value label="Contact".

4 Delete any other logical mappings that you will not be updating in the physical mapping schema extension file.

Tip: List only the new logical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

5 Save the logical mappings schema extension file.

6 Open the schema extension file in the *<adapter name>* folder.

This file is for your schema extension physical mappings.

7 Delete all the base definitions listed in the top half of the original schema.

The base definitions section starts with the first <documents name="base" ...> element and includes all entries up to the first </documents> element.

8 Find the element <documents> that has the name and version attribute values that match the adapter you want to use. For example, <documents name="sc" version="4">.

If you cannot find a matching <documents> element entry for your adapter, you must create one. See *<documents>* on page 138 for more information on the requirements of a <documents> physical mapping.

9 Verify that the <document> element beneath your chosen adapter lists the proper table and connection attributes required for your new fields.

If the attributes are not what your new fields require, you must edit the attributes. See *<document>* on page 140 for more information on the requirements of a <document> physical mapping.

10 In the <document> section you selected, change the physical mapping <attribute> element to match the new physical mapping you want.

The physical mapping <attribute> elements are between the <document> tags:

Change physical
mappings here————

```
<documents name="sc" version="4.0">
  <document name="schema" table="table1">
    <attribute name="Contact" field="contact_name" />
  </document>
</documents>
```

a Change the field attribute to the new physical mapping.

b Add any optional attributes you want to use for the physical mapping.

Refer to *<attribute>* on page 144 for more information on optional attributes of the <attribute> element.

11 Delete any other physical mappings that you will not be updating in this schema extension file.

Tip: List only the new physical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

12 Save the physical mappings schema extension file.

Changing the type of form component a field uses

You can change the type of form component a field uses by changing the type attribute value in a schema extension. For a list of all possible types and the form components they use, see *<attribute>* on page 144.

To change the type of form component a field uses

1 Open the schema extension file in the extension folder.

You will define the logical mappings in this file.

2 Delete all the derived definitions listed in the bottom half of the original schema.

The derived definitions section starts after the first </documents> element and usually has a comment section describing what back-end databases and versions the derivations apply to.

3 Locate the logical mapping for the field you want to change.

Use the label attribute to identify the proper field. For example, if the DocExplorer Available Field you want to change is called Contact, search the <attribute> element that has the value label="Contact".

4 Change the type attribute to the new desired value.

```
<documents name="base">
  <document name="schema">
    <attribute name="contact" type="string" label="Contact" />
  </document>
</documents>
```

Update the type attribute ——

5 Delete any other logical mappings that you will not be updating in the physical mapping schema extension file.

   Tip: List only the new logical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

6 Save the logical mappings schema extension file.

7 If you will not be making any changes to the physical mappings in this schema, you may delete the schema extension file in the *<adapter name>* folder.

You only need to edit this file if you will define new physical mappings for your DocExplorer fields.

Adding subdocuments to the Available Fields list

You can add a subdocument to add a lookup form component that references information from another schema. Subdocuments have two different formats depending upon the results returned by the schema query. For more information on the schema elements and formats used with subdocuments, see *Subdocuments* on page 152.

To add subdocuments to the Available Fields list

1 Open the schema extension file in the extension folder.

This file is for your schema extension logical mappings.

2 Delete all the derived definitions listed in the bottom half of the original schema.

The derived definitions section starts after the first `</documents>` element and usually has a comment section describing what back-end databases and versions the derivations apply to.

3 In the `<document>` section that remains, add one of the following sets of elements for each subdocument you want to add to the list of Available Fields:

Element	Condition for use	Subdocument requirements
`<document>`	Use if the subdocument query always returns *one and only one* result for each requested element in the subdocument. For example, a contact should only have one name.	Required attributes ■ name Optional attributes ■ docname
`<collection>`	Use if the subdocument query can return *more than one* result for each requested element in the subdocument. For example, a contact can have multiple tickets open in his name.	Required attributes ■ name Required elements ■ `<document>`

```
<documents name="base">
  <document name="schema">
    <attribute name="contact" type="string" label="Contact" />
    ...
    <document name="address" docname="external_schema" />
    ...
    <collection name="telephone_numbers">
      <document name="telephone_number" />
    </collection>
    ...
  </document>
</documents>
```

Subdocument with one result – address

Subdocument with multiple results – telephone numbers

4 Delete any other logical mappings that you will not be updating in the physical mapping schema extension file.

Tip: List only the new logical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

5 Save the logical mappings schema extension file.

6 Open the schema extension file in the *<adapter name>* folder.

This file is for your schema extension physical mappings.

7 Delete all the base definitions listed in the top half of the original schema.

The base definitions section starts with the first `<documents name="base" ...>` element and includes all entries up to the first `</documents>` element.

8 Find the element `<documents>` that has the `name` and `version` attribute values that match the adapter you want to use. For example, `<documents name="sc" version="4">`.

If you cannot find a matching `<documents>` element entry for your adapter, you must create one. See *<documents>* on page 138 for more information on the requirements of a `<documents>` physical mapping.

9 Verify that the `<document>` element beneath your chosen adapter lists the proper table and connection attributes required for your new fields.

If the attributes are not what your fields require, you must edit the attributes. See *<document>* on page 140 for more information on the requirements of a `<document>` physical mapping.

10 Beneath the <document> element, add one of the following sets of elements for each logical subdocument that you added:

Element	Condition for use	Subdocument requirements
<document>	Use if the subdocument query always returns *one and only one* result for each requested element in the subdocument. For example, a contact should only have one name.	Required attributes ■ table ■ field ■ joinfield ■ joinvalue Optional attributes ■ docname
<collection>	Use if the subdocument query can return *more than one* result for each requested element in the subdocument. For example, a contact can have multiple tickets open in his name.	Required attributes ■ name Required elements ■ <document>

Subdocument maps to external table – table2

Subdocument maps to external table – table3

```
<documents name="" version="4.0">
  <document name="schema" table="table1">
    <attribute name="contact" field="contact_name"/>
    ...
    <document name="address" table="table2" joinfield="addressee"
     joinvalue="id" />
    ...
    <collection name="telephone_numbers">
      <document name="telephone_number" table="table3"
        joinfield="contact" joinvalue="id" />
    </collection>
    ...
  </document>
</documents>
```

11 Delete any other physical mappings that you will not be updating in this schema extension file.

Tip: List only the new physical mappings in your schema extension files. Schema extension entries that duplicate entries in the source schema may reduce your system performance.

12 Save the physical mappings schema extension file.

Creating custom schemas

You can create custom schemas to instruct the Archway Document Manager how to query, update, or insert information to your back-end databases. A custom schema give you complete control over the logical and physical mappings used by your forms.

Tip: For most tailoring tasks, you can accomplish the same results using a schema extension. For more information on schema extensions, see *Schema extensions* on page 114.

If you want to create custom schemas you will need to use Peregrine Studio to add the custom schema to your project and then to configure other project components to use the custom schema. Deploying a custom schema will also require building and copying project files to your Get-Services server. The following procedures outline how to create a custom schema.

Step 1 Create or activate a package extension to save your changes in Peregrine Studio.

Step 2 Add a new schema file to your Peregrine Studio project.

Step 3 Add logical and physical mappings to your schema file.

Step 4 Configure other project components to use your custom schema.

Step 5 Rebuild your Get-Services project.

Step 6 Deploy your new Get-Services project files.

Adding a schema to your Peregrine Studio project

You can only add a custom schema to a *group of schemas* node. This node will also be a child element of a *group of modules* node, and typically has the name *Schemas*.

To add a schema to your Peregrine Studio project

1 Right-click the group of schemas node to which you want to add a schema.

   This node will be underneath the group of modules node for Get-Services. If your project contains more than one group of modules, choose the one that has a group of schemas node.

2 Point to **New**, and then click **Raw Schema**.

   A new node appears with the name Schema.

3 Rename your schema using the following conventions.

Schema naming conventions

Each custom schema you create should have a unique name to prevent data errors from naming conflicts. Your custom schema name should meet the following criteria:

- The schema name is unique from any other schema name in the Peregrine Studio project.
- The schema name is unique from any attribute name mapping within the schema.

Adding logical and physical mappings to your schema

After you have added a new schema to your Peregrine Studio project, you are ready to add logical and physical mappings. Studio displays the content of your custom schema in a text editor window. You can use the text editor window to review and edit the XML source code of your schema. You can also use any text editor to edit your schema.

Note: If you use an external text editor to edit your custom schema, Peregrine Studio will not pick up the changes until the next time you open the project file.

All schemas must have both a logical and a physical mapping section. The logical mapping section is where you define what names and labels Get-Services uses for fields in the user interface. The physical mapping section is where you define what back-end database tables and fields are used by each logical mapping. The following sections describe how to create the logical and physical mapping sections.

Creating the logical mappings

Step 1 Add the XML namespace element and the two <schema> elements. See *Adding required schema elements* on page 132.

Step 2 Add two <documents> elements for the logical mappings. See *Adding logical mapping <documents> elements* on page 132.

Step 3 Add two <document> elements to define the schema name. See *Adding logical mapping <document> elements* on page 133.

Step 4 Add one <attribute> element for each logical mapping you want to create. See *Adding logical mapping <attribute> elements* on page 133.

Adding required schema elements

1 Add an <?xml> element to the top of the file:

```
<?xml version="1.0"?>
```

This element declares that the file uses the XML namespace.

2 Add two <schema> elements underneath the namespace declaration:

```
<schema>
</schema>
```

These elements notify the Archway Document Manager that this file is a schema. All schema definitions must be enclosed between these two elements.

Adding logical mapping <documents> elements

1 Add two <documents> elements between the <schema> element containers:

```
<documents>
</documents>
```

These elements are the container for the logical mappings.

2 Add the name attribute to the <documents> element:

```
<documents name="base">
```

The attribute value `name="base"` is required. This attribute value notifies the Archway Document Manager that this section is for logical mappings.

Adding logical mapping <document> elements

1 Add two <document> elements between the <documents> element containers:

```
<document>
</document>
```

These elements are the container for the schema document.

2 Add the `name` attribute to the <document> element:

```
<document name="schema_name">
```

For *schema_name*, enter the same name you selected when adding the schema to the Peregrine Studio project. This attribute value *must* match the file name of the schema (without the .xml extension) or an error will occur. The Archway Document Manager uses this attribute value to create an XML document of the same name.

Adding logical mapping <attribute> elements

1 Add one <attribute> element between the <document> elements for each logical mapping you want to create:

```
<attribute />
```

Note: You can use the standard XML self-closing tag syntax <element /> with the <attribute> element. You can also close every <attribute> element with a </attribute> element if you want.

2 Add a `name` attribute to each <attribute> element:

```
<attribute name="sample" />
```

The Archway Document Manager uses this attribute value to create an XML element in any document message built from this schema. For example, the Archway Document Manager would convert this attribute into the XML element <sample>.

3 Add a `type` attribute to each <attribute> element:

```
<attribute name="sample" type="string" />
```

Get-Services uses this attribute value to determine how to render the field in the user interface. For more information about the type attribute, see *<attribute>* on page 144.

4 Add any optional attributes to the <attribute> elements.

For more information about the attributes available for the <attribute> element, see *<attribute>* on page 144.

Creating the physical mappings

Step 1 Add two <documents> elements for each adapter you want to support. See *Adding physical mapping <documents> elements* on page 134.

Step 2 Add two <document> elements to define the back-end database table name. See *Adding physical mapping <document> elements* on page 135.

Step 3 Add one <attribute> element for each logical mapping you created. See *Adding physical mapping <attribute> elements* on page 136.

Adding physical mapping <documents> elements

1 Add another set of <document> elements between the <schema> element containers:

```
<?xml version="1.0"?>
<schema>
  <documents name="base">
    <document name="schema_name">
      <attribute name="Id" type="id">
      <attribute name="sample" type="string" />
    </document>
  </documents>

  <documents>
  </documents>

</schema>
```

Add a second set of <documents> elements here ——————

These elements are the container for the physical mappings.

2 Add the name attribute to the <documents> element:

```
<documents name="adapter_name">
```

For *adapter_name*, enter the abbreviation of the adapter you want to use to connect to your back-end database such as **sc**.

3 Add the version attribute to the <documents> element if you plan to add different physical mappings for each version of your back-end database:

```
<documents name="sc" version="4">
```

> **Important:** You can skip to the next section if you are not going to provide different physical mappings for multiple versions of your back-end database.

4 If you want to provide physical mappings for each version of your back-end database, repeat steps 1 through 3 for each version you want to support.

You must provide a different value for the version attribute for each set of <documents> elements.

Adding physical mapping <document> elements

1 Add another two <document> elements between the physical mapping <documents> element containers:

```xml
<?xml version="1.0"?>
<schema>
  <documents name="base">
    <document name="schema_name">
      <attribute name="Id" type="id">
      <attribute name="sample" type="string" />
    </document>
  </documents>

  <documents name="sc">
    <document>
    <document/>
  </documents>

</schema>
```

Add a second set of <document> elements here

These elements are the container for the back-end database table to be queried.

2 Add the name attribute to the <document> element:

```xml
<document name="table_name">
```

For *table_name*, enter the SQL name of the table you want to map to. The Archway Document Manager uses this attribute value to query the back-end database table.

3 Add any optional attributes to the <document> element that you want to use to connect to the back-end database or to run process scripts.

For more information about the attributes available for the <document> element, see *<document>* on page 140.

Adding physical mapping <attribute> elements

1 Add one <attribute> element between the physical mapping <document> elements for each logical mapping you created:

```
<attribute />
```

Note: You can use the standard XML self-closing tag syntax <element /> with the <attribute> element. You can also close every <attribute> element with a </attribute> element if you want.

2 Add the identical name attribute to each <attribute> element as you defined in the logical mappings:

```
<attribute name="sample" />
```

Each logical mapping <attribute> element must have a matching physical mapping <attribute> element. The Archway Document Manager uses this value to determine which logical name maps to a particular back-end database field.

3 Add a field attribute to each <attribute> element:

```
<attribute name="sample" field="field_name" />
```

For *field_name*, enter the SQL name of the field you want to map to. The Archway Document Manager uses this attribute value to query the back-end database field.

4 Add any optional attributes to the <attribute> elements.

For more information about the attributes available for the <attribute> element, see *<attribute>* on page 144.

Sample schema

The following is a sample schema that you can use for as a template for your own custom schemas.

XML namespace ──────

Logical mappings always
use name="base"
Document name ──────
determines schema name.
This schema is sample.xml

Physical mapping lists
adapter name ──────
Physical mapping uses
same attribute elements ──

```
<?xml version="1.0"?>
<schema>


<!--================================================================
Logical Mappings: XML elements and data types defined
=================================================================-->
  <documents name="base">
    <document name="sample">
      <attribute name="Id" type="number">
      <attribute name="contact" type="string" label="Contact" />
    </document>
  </documents>


<!--================================================================
Physical Mappings: Logical names mapped to SQL names
=================================================================-->
  <documents name="sc">
    <document name="sample" table="incidents">
      <attribute name="Id" field="incident.id" />
      <attribute name="contact" field= "contact.name" />
    <document/>
  </documents>


</schema>
```

Schema elements and attributes

All schemas use a standard set of XML elements and attributes that the Archway Document Manager recognizes. The following sections describe the XML elements and associated attributes that you can use to create valid schemas.

<?xml>

The <?xml> element is the standard XML namespace identifier. This element should always include the version attribute. All schemas require that this be the first element listed.

<schema>

The <schema> element is a required element of all schemas. The <schema> element functions as a container for the logical and physical mappings. The <schema> element does not have any attributes.

<documents>

Two sets of <documents> elements are required for each schema. One set of <documents> elements is the container for the logical mappings and the other set of <documents> elements is the container for the physical mappings.

Use in logical mapping

All schemas require one <documents> element where the name attribute has the value name="base". When this element has this name value, it becomes the container for the logical mappings.

Required attributes

- name. This attribute identifies the <documents> element container used by the logical mappings. This attribute must have the value name="base".

Optional attributes

- *None.* There are no optional attributes for the logical mapping portion of the schema.

Logical mappings always use name="base"

```
<?xml version="1.0"?>
<schema>

<documents name="base">
  ...
</documents>

...
```

Use in physical mapping

All schemas require at least one `<documents>` element where the `name` attribute has the value of an adapter name such as `name="sc"`. You can add one `<documents>` element for each adapter you want to provide physical mappings for. You can also support multiple versions of the same adapter if you use the `version` attribute.

Required attributes

- `name`. This attribute determines what adapter the schema uses to make connections to the back-end database. The value of this attribute must be an adapter name such as `name="sc"`.

Optional attributes

- `version`. This attribute determines what version of the back-end database is required to use the physical mappings defined in this container. The value of this attribute must be a number recognized by the adapter.

```
<?xml version="1.0"?>
<schema>

...

<documents name="sc" version="4">
  ...
</documents>

<documents name="sc" version="5">
  ...
</documents>

...
```

You can add a `<documents>` element for each adapter

Each `<documents>` element can describe a different version

The Archway Document Manager uses the following rules to match the back-end database to the version listed in this attribute:

- If the <documents> element has *no* version attribute, then the Archway Document Manager accepts the physical mappings in this element if it cannot find another matching value.

- If the <documents> element has a version attribute value *greater* than the version number of the back-end database, then the Archway Document Manager ignores the physical mappings in this element.

- If the <documents> element has a version attribute value *less* than the version number of the back-end database, then the Archway Document Manager accepts the physical mappings in this element if it cannot find a higher matching value.

- If the <documents> element has a version attribute value *equal* to the version number of the back-end database, then the Archway Document Manager accepts the physical mappings in this element.

<document>

You must add at least two sets of <document> elements to create a valid schema – one set for the logical mappings and another set for the physical mappings. You can add additional <document> elements in the physical mapping section if you want to support multiple adapters or multiple versions of the same back-end database.

Use in logical mapping

The logical mapping section uses the <document> elements as a container for the XML document that the Archway Document Manager produces. All XML elements produced by this schema will be child elements of the <document> element.

Required attributes
- name. This attribute determines what XML element the Archway Document Manager generates as the top-level element in any generated document using this schema. The value of this attribute must match the file name of the schema (*without* the .xml extension).

Optional attributes
- ACLcreate. This attribute determines the default access control list for DocExplorer forms that use this schema. The value of this attribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will see a **Create** button in DocExplorer forms that use this schema.

- `ACLdelete`. This attribute determines the default access control list for DocExplorer forms that use this schema. The value of this atrribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will see a **Delete** button in DocExplorer forms that use this schema.

- `ACLupdate`. This attribute determines the default access control list for DocExplorer forms that use this schema. The value of this atrribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will be able to edit fields in DocExplorer detail forms that use this schema.

- `create`. This attribute determines if a subdocument using this element is visible in DocExplorer *create* forms. The value of this attribute must be either true or false. Set the value to `create="true"` if you want this subdocument to be available on DocExplorer create forms. Set the value to `create="false"` if you want to prevent this subdocument from being available on DocExplorer create forms.

- `detail`. This attribute determines if a subdocument using this element is visible in DocExplorer *detail* forms. The value of this attribute must be either true or false. Set the value to `detail="true"` if you want this subdocument to be available on DocExplorer detail forms. Set the value to `detail="false"` if you want to prevent this subdocument from being available on DocExplorer detail forms.

- `docname`. This attribute defines the external schema that you want the Archway Document Manager to use to create a subdocument. The value of this attribute must match the file name of the schema (*without* the .xml extension) that you want to use for the subdocument. You only need this attribute if you want to create a subdocument using an another schema.

- `label`. This attribute determines what name the schema has in DocExplorer forms that use this schema. The value of this attribute can be any text string. Typically, you will want to set this value to a user-friendly name describing the content of the schema.

- `list`. This attribute determines if a subdocument using this element is visible in DocExplorer *list* forms. The value of this attribute must be either true or false. Set the value to `list="true"` if you want this subdocument to be available on DocExplorer list forms. Set the value to `search="false"` if you want to prevent this subdocument from being available on DocExplorer list forms.

- **loadscript.** This attribute determines what ECMAScript runs when this schema is used in a DocExplorer form. The value of this attribute must be the Peregrine Studio name of the ECMAScript you want to run. You can use this script to load additional data for use by DocExplorer forms. This script uses the same XML message input as the form onload script. See *Document Schema Extensions* for examples of loadscripts.

- **preexplorer.** This attribute determines what ECMAScript runs when this schema is used in a DocExplorer form. The value of this attribute must be the Peregrine Studio name of the ECMAScript you want to run. You can use this script to make formatting changes to the XML message rendered by DocExplorer forms. See your Get-Services deployment for examples of pre-explorer scripts. Pre-explorer scripts are located at the following path: *<application server>*\oaa\WEB-INF\apps*<package>*\jscript\preexplorer

- **search.** This attribute determines if a subdocument using this element is visible in DocExplorer *search* forms. The value of this attribute must be either true or false. Set the value to search="true" if you want this subdocument to be available on DocExplorer search forms. Set the value to search="false" if you want to prevent this subdocument from being available on DocExplorer search forms.

- **subtypeprop.** This attribute determines whether this element inherits the attribute properties of the parent <collection> element. The value of this attribute must be inherit if you use the attribute at all. If you want this element to inherit the attribute properties set the value to subtypeprop="inherit". If you want to specify the attribute properties for this element, do not include a subtypeprop attribute.

Use in physical mapping

The physical mapping section uses the <document> elements to define the SQL name of the back-end database table.

Required attributes

- **name.** This attribute determines what XML element the Archway Document Manager matches to a back-end database table. The value of this attribute must match the file name of the schema (*without* the .xml extension).

- **table.** This attribute identifies the table in the back-end database that the schema uses.The value of this attribute must be the SQL name of the table you want to use for source data. Each <document> element can only have one table attribute. To use data from other tables, you can create subdocuments within your schema.

Optional attributes

- attachtable. This attribute identifies the ServiceCenter table where references to attachments are located. The value of this attribute must be the SQL name of SerivceCenter table you want to use.

- field. This attribute identifies the field in the back-end database that you want the schema to use for document queries. The value of this attribute must be the SQL name of the field you want to use for the data source. You only need this attribute if you want to create a subdocument within your schema. You can also set this attribute to _null if there is no physical mapping for this document in your back-end database.

- insert. This attribute identifies the event name to be sent to ServiceCenter when Get-Services inserts (creates) a new record. The value of this attribute must be the SQL name of the ServiceCenter event.

- joinfield. This attribute identifies the field in the back-end database that you want the schema to use to query for additional information in another schema or table. The value of this attribute must be the SQL name of the field you want to use for the source data. You only need this attribute if you want to create a subdocument within your schema. The joinfield attribute defines what field will be the selection criteria in a SQL WHERE clause. The SQL equivalent of the joinfield is:

  SELECT <field> FROM <external table> WHERE *<joinfield>*=<joinvalue>

  If you do not provide a joinfield value, then the Archway Document Manager uses the field listed for the <attribute name="Id"> element as the joinfield.

- joinvalue. This attribute identifies the <attribute> element that has the value you want to use to query for additional information in another schema or table. The value of this attribute must be the name of an <attribute> element in the current schema. You only need this attribute if you want to create a subdocument within your schema. The joinvalue attribute defines what value a field must have in a SQL WHERE clause. The SQL equivalent of the joinvalue is:

  SELECT <field> FROM <external table> WHERE <joinfield>=*<joinvalue>*

  If you do not provide a joinvalue value, then the Archway Document Manager uses the value returned for the <attribute name="Id"> element as the joinvalue.

- link. This attribute identifies the field in the back-end database that you want the schema to use to query for additional information in a table with lookup or link fields. The value of this attribute must be the SQL name of the field you want to use for the source data. You only need this attribute if you want to create a subdocument within your schema. In most cases, the link attribute is the same as the joinfield attribute. This value will only be different if the SQL name of the link field in the source table is different from the SQL name from the target field in the target table.

- preprocess. This attribute determines what ECMAScript runs *before* the Archway Document Manager connects to the back-end database. The value of this attribute must be the Peregrine Studio name of the ECMAScript you want to run. You can use this script to format the request sent to the back-end database. For example, you can add additional SQL commands or validate that all required fields are listed in the request. See your Get-Services deployment for examples of pre-process scripts. Pre-process scripts are located at the following path: <*application server*>\oaa\WEB-INF\apps\<*package*>\jscript\schema

- postprocess. This attribute determines what ECMAScript runs *after* the Archway Document Manager receives a response from the back-end database. The value of this attribute must be the Peregrine Studio name of the ECMAScript you want to run. You can use this script to format the response sent from the back-end database. For example, you can sort the data by a particular criteria or return an error message if no records are found. See your Get-Services deployment for examples of post-process scripts. Post-process scripts are located at the following path: <*application server*>\oaa\WEB-INF\apps\<*package*>\jscript\schema

- update. This attribute identifies the event name to be sent to ServiceCenter when Get-Services updates an existing record. The value of this attribute must be the SQL name of the ServiceCenter event.

<attribute>

You must add at least two sets of <attribute> elements to create a valid schema – one set for the logical mappings and another set for the physical mappings.

Use in logical mapping

The logical mapping sections use the <attribute> elements to create an XML element in any document message built from this schema.

Required attributes

- name. This attributes determines the XML tag that the Archway Document Manager generates when it uses the schema. The value of this attribute can be any string value. For example, if you set the value to name="contact" then the Archway Document Manager creates a <contact> XML tag. You must define at least one <attribute> element where the name attribute has the value name="Id". This <attribute> element is required to uniquely identify each record returned by a schema query.

- type. This attribute determines what data format the elements uses as well as how Get-Services renders the data in the user interface. The value of this attribute must be one of the following strings:

  - attachment—This element is a path and file name to an attachment. Get-Services renders this element as a collection of attachment controls.

  - boolean—This element is a true or false string. Get-Services renders this element as a check box.

  - date—This element is a date listing. Get-Services renders this element as a date edit control that includes a popup calendar.

  - datetime—This element is a combined date and time listing. Get-Services renders this element as a time edit control.

  - id—This element is a number that uniquely describes a back-end database record. Get-Services renders this element as a single-line edit field.

  - image—This element is an image. Get-Services renders this element as an imagefield.

  - link—This element is a subdocument described elsewhere in the schema. Get-Services renders this element as a lookup field.

  - memo—This element is a text string. Get-Services renders this element as a multi-line edit box.

  - money—This element is a currency amount. Get-Services renders this element as a money field that includes a currency selection tool.

  - number—This element is an integer. Get-Services renders this element as an editfield with spinner buttons.

  - preload—This element is an executable script. Get-Services runs the script listed in this element.

  - string—This element is text. Get-Services renders this element as an editfield.

- time—This element is a time listing. Get-Services renders this element as a time edit control.
- url—This element is a Web site address. Get-Services renders this element as an HREF link icon.

Note: The Archway Document Manager does not validate that the contents of an element matches the type attribute listed for it.

Optional attributes

- access. This attribute determines whether the field described by this element accepts updates or inserts in the back-end database or whether it is a read-only field. The value of this attribute must be either r or null. Set the value to access="r" if you want to make this element read-only. Clear the value or remove the attribute if you want to enable updates and inserts to this field.

- ACLcreate. This attribute determines the default access control list for DocExplorer forms that use this element. The value of this atrribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will see this element in DocExplorer *create* forms that use this schema.

- ACLdetail. This attribute determines the default access control list for DocExplorer forms that use this element. The value of this atrribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will see this element in DocExplorer *detail* forms that use this schema.

- ACLlist. This attribute determines the default access control list for DocExplorer forms that use this element. The value of this atrribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will see this element in DocExplorer *list* forms that use this schema.

- ACLsearch. This attribute determines the default access control list for DocExplorer forms that use this element. The value of this atrribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will see this element in DocExplorer *search* forms that use this schema.

- create. This attribute determines if the element is visible in DocExplorer *create* forms. The value of this attribute must be either true or false. Set the value to create="true" if you want this field to be available on DocExplorer create forms. Set the value to create="false" if you want to prevent this field from being available on DocExplorer create forms.

- detail. This attribute determines if the element is visible in DocExplorer *detail* forms. The value of this attribute must be either true or false. Set the value to detail="true" if you want this field to be available on DocExplorer detail forms. Set the value to detail="false" if you want to prevent this field from being available on DocExplorer detail forms.

- label. This attribute determines what name the element has in DocExplorer Available Field list. The value of this attribute can be any text string. Typically, you will want to set this value to a user-friendly name describing the content of the field.

- list. This attribute determines if the element is visible in DocExplorer list forms. The value of this attribute must be either true or false. Set the value to list="true" if you want this field to be available on DocExplorer list forms. Set the value to search="false" if you want to prevent this field from being available on DocExplorer list forms.

- required. This attribute determines if this element requires a value in order to insert or update a record in the back-end database. The value of this attribute must be either true or false. Set the value to required="true" if you want to make the element a required input field when it is added to DocExplorer forms.

- search. This attribute determines if the element is visible in DocExplorer *search* forms. The value of this attribute must be either true or false. Set the value to search="true" if you want this field to be available on DocExplorer search forms. Set the value to search="false" if you want to prevent this field from being available on DocExplorer search forms.

Use in physical mapping

The physical mapping sections use the <attribute> elements to define the fields in the back-end database that map to each logical mapping.

Required attributes

- name. This attributes determines the XML tag in which the Archway Document Manager places query results. The value of this attribute must match an element defined in the logical mapping section.

- field. This attribute identifies the field in the back-end database that you want the schema to use for document queries. The value of this attribute must be the SQL name of the field you want to use for the data source. You can also set this attribute to _null if there is no physical mapping for this field in your back-end database.

Optional attributes

- link. This attribute identifies a lookup or link value to another table. The value of this attribute must be the SQL name of the link. You will only need this attribute if you want to query information from a field in one table that links to another field in a linked table. The link attribute defines what field is the selection criteria in a SQL WHERE clause. The SQL equivalent of the link is:

    SELECT <linkfield> FROM <linktable> WHERE *<link>*=<field>

- linkfield. This attribute identifies the target field called by a lookup or link value to another table. The value of this attribute must be the SQL name of the target field. You will only need this attribute if you want to query information from a field in one table that links to another field in a linked table. The linkfield attribute defines what field is selected. The SQL equivalent of the link is:

    SELECT *<linkfield>* FROM <linktable> WHERE <link>=<field>

- linkkey. This attribute identifies the field, lookup, or link that connects two fields in linked tables. The value of this attribute must be the SQL name of the linking field. You will only need this attribute if you want to query information from a field in one table that links to another field in a linked table. The linkkey attribute defines what field is selected. The SQL equivalent of the link is:

    SELECT <linkfield> FROM <linktable> WHERE *<linkkey>*=<field>

    If you do not define a linkkey value, then the Archway Document Manager uses the link attribute as the linkkey.

- linktable. This attribute identifies the target table called by a lookup or link value. The value of this attribute must be the SQL name of the target table. You will only need this attribute if you want to query information from a field in one table that links to another field in a linked table. The linktable attribute defines what table is named in a SQL FROM clause. The SQL equivalent of the linktable is:

    SELECT <linkfield> FROM *<linktable>* WHERE <link>=<field>

- linktype. This attribute defines how the Archway Document Manager performs document inserts and updates. The value of this attribute must be either soft or hard:

    - soft—The Archway Document Manager queries the back-end database using the locations listed in the linktable and linkfield attributes, and sets the link attribute to the value to the query result.

- hard—The Archway Document Manager creates a new record in the back-end database at the location listed in the linktable and linkfield attributes. The Archway Document Manager retrieves the linkkey value for the new record and saves it in the field listed in the link attribute.

If you do not specify a linktype value, then it defaults to soft. You will only need this attribute if you want to query information from a field in one table that links to another field in a linked table.

\<collection\>

This is an optional element that you can use to create subdocuments where more than one item can be returned for the document you query. For example, you can create a set of \<collection\> elements to query for all the tickets that a particular user has open. In database terminology, a \<collection\> element returns the records from an intersection table. You must add one set of \<collection\> elements for each multiple item subdocument you want to create.

Use in logical mapping

The logical mapping section uses the \<collection\> elements to create the XML elements that the subdocuments use.

Required attributes

- name. This attribute determines what XML element the Archway Document Manager generates as the top-level element in any generated document using this schema. The value of this attribute must match the file name of the schema (*without* the .xml extension) that the subdocument uses.

Optional attributes

- ACLcreate. This attribute determines the default access control list for DocExplorer forms that use this subdocument. The value of this attribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will see a **Create** button in DocExplorer forms that use this schema.

- ACLdelete. This attribute determines the default access control list for DocExplorer forms that use this subdocument. The value of this atrribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will see a **Delete** button in DocExplorer forms that use this schema.

- ■ `ACLupdate`. This attribute determines the default access control list for DocExplorer forms that use this subdocument. The value of this atrribute must be a capability word. Users who meet or exceed the capability word listed in this attribute will be able to edit fields in DocExplorer detail forms that use this schema.

- ■ `create`. This attribute determines if a subdocument using this element is visible in DocExplorer *create* forms. The value of this attribute must be either true or false. Set the value to `create="true"` if you want this subdocument to be available on DocExplorer create forms. Set the value to `create="false"` if you want to prevent this subdocument from being available on DocExplorer create forms.

- ■ `detail`. This attribute determines if a subdocument using this element is visible in DocExplorer *detail* forms. The value of this attribute must be either true or false. Set the value to `detail="true"` if you want this subdocument to be available on DocExplorer detail forms. Set the value to `detail="false"` if you want to prevent this subdocument from being available on DocExplorer detail forms.

- ■ `label`. This attribute determines what name the subdocument has in DocExplorer forms that use this schema. The value of this attribute can be any text string. Typically, you will want to set this value to a user-friendly name describing the content of the schema.

- ■ `list`. This attribute determines if a subdocument using this element is visible in DocExplorer list forms. The value of this attribute must be either true or false. Set the value to `list="true"` if you want this subdocument to be available on DocExplorer list forms. Set the value to `search="false"` if you want to prevent this subdocument from being available on DocExplorer list forms.

- ■ `search`. This attribute determines if a subdocument using this element is visible in DocExplorer *search* forms. The value of this attribute must be either true or false. Set the value to `search="true"` if you want this subdocument to be available on DocExplorer search forms. Set the value to `search="false"` if you want to prevent this subdocument from being available on DocExplorer search forms.

Use in physical mapping

The physical mapping section uses the `<collection>` elements to define the SQL name of the back-end database table.

Required attributes

- `name`. This attribute determines what XML element the Archway Document Manager matches to a back-end database table. The value of this attribute must match the file name of the schema (*without* the .xml extension).

Optional attributes

- *None*. There are no optional attributes for the physical mapping portion of a `<collection>` element.

Documents

The Archway Document Manager uses schemas to create documents, which are XML messages created from the following components:

- Schema logical definitions. The schema logical definitions determine what XML elements make up the generated document.

- The return values of database queries. The Archway Document Manager uses the schema physical mappings to create database queries. The return values of these queries determine the content of the elements and attributes of the generated document.

- ECMAScript formatting. ECMAScripts can modify a document before and after any queries have been made to the back-end database.

The final output of these three processes is an XML document that the Archway Document Manager renders as HTML in the Get-Services interface.

You can see the raw Get-Services XML documents by enabling the **Show form information** option from the Administration settings. The form information window displays the following document information:

- **Script Input**. This tab displays the document submitted to the current form from the output of a previous form. For example, a list form displays the output of a prior search form. This document is passed to the form onload script as an input parameter.

- **Script Output**. This tab displays the document generated by the output of the current form's onload script. Typically, each onload script invokes a schema that queries the back-end database for relevant information. For example, a request form will invoke a database query through the request schema.

- **PreXSL**. This tab displays the document after the Archway servlet has processed the document and prepared it to be rendered by the client-side browser.

Subdocuments

Each Get-Services form typically maps to one schema, which in turn maps to one table in the back-end database. In order to collect and represent data from multiple schema and database sources, you must create subdocuments.

Subdocuments are XML messages added to the current document that query additional schemas and tables. You can create subdocuments in one of two ways:

- You can add a new <document> element inside an existing <document> element if the result of the query will be *one and only one* subdocument.
- You can add a <collection> element inside an existing <document> element if the result of the query will be a collection of *one or more* subdocuments.

The following sections examples of each method.

Creating subdocuments with the <Document> element

Each <document> element is intended to return one subdocument, that is, one record set. For example, you can create subdocument to query for the contact name for a specific ticket, but each ticket should only have one contact name.

Schema

The following schema segment illustrates how to add a subdocument using the <document> element.

```
<documents name="base">
  <document name="incident" label="Call"...>
    <attribute name="Id" type="id" label="Ticket Number".../>
    <attribute name="ProblemId" type="string" label="Problem Id".../>
    <attribute name="AssetTag" type="string" label="Asset Tag"/>
    ...
    <document name="Contact" docname="ticketcontact".../>
    ...
  <document>
<documents>

<documents name="sc">
  <document name="incident" table="incidents"...>

    <attribute name="Id" field="incident.id"/>
    <attribute name="ProblemId" field="problem.id"/>
    <attribute name="AssetTag" field="affected.item"/>
    ...
    <document name="Contact" field="contact.name" table="contacts"
     joinfield="contact.name" joinvalue="ContactName"/>
    ...
  <document>
<documents>
```

Logical mapping for subdocument – Contact ⟶ (points to `<document name="Contact" docname="ticketcontact".../>`)

Physical mapping for subdocument – Contact ⟶ (points to `<document name="Contact" field="contact.name" table="contacts" joinfield="contact.name" joinvalue="ContactName"/>`)

XML Output

The Archway Document Manager produces an XML document with the following structure. You can view such documents from the Script Input and Script Output tabs of the Form Information window. The values stored in the XML elements vary depending on the actual user record you select.

Elements from schema mapping – Id, AssetTag

Subdocument – Contact

```
<incident>
    <Id>CALL10013</Id>
    <AssetTag>TRAIN pc 100</AssetTag>
    ...
    <Contact>
        <Id>Hartke</Id>
        <FirstName>Richard</FirstName>
        <LastName>Hartke</LastName>
        <Email>Richard.Hartke@peregrine.com</Email>
        <Phone>619-481-5000</Phone>
        <Location/>
        <LocationId/>
        <UserAssets _countFound="0"/>
    </Contact>
    ...
</incident>
```

Creating subdocuments with the <Collection> element

Each <collection> element is intended to return more than one subdocument or record set. For example, you can create a query to return all the tickets belonging to a particular contact.

Schema

The following schema segment illustrates how to add a subdocument using the <collection> element.

Logical mapping for subdocuments – relatedproblem

Physical mapping for subdocuments – relatedproblem

```
<documents name="base">
  <document name="incident" label="Call"...>
    <attribute name="Id" type="id" label="Ticket Number".../>
    <attribute name="ProblemId" type="string" label="Problem Id".../>
    <attribute name="AssetTag" type="string" label="Asset Tag"/>
    ...
    <collection name="RelatedIncidents" detail="true"
     label="Related Incidents" ACLDelete="oaa.forbidden">
        <document name="relatedproblem"  detail="true"
          subtypeprop="inherit" />
    </collection>
    ...
  <document>
<documents>

<documents name="sc">
  <document name="incident" table="incidents"...>
    <attribute name="Id" field="incident.id"/>
    <attribute name="ProblemId" field="problem.id"/>
    <attribute name="AssetTag" field="affected.item"/>
    ...
    <collection name="RelatedIncidents" >
      <document name="relatedproblem" table="screlation"
       joinfield="source" joinvalue="id" />
    </collection>
    ...
  <document>
<documents>
```

XML Output

The Archway Document Manager produces an XML document with the following structure. You can view such documents from the Script Input and Script Output tabs of the Form Information window. The values stored in the XML elements vary depending on the actual user record you select.

Elements from schema
mapping – Id, AssetTag

Subdocument collection
– RelatedIncidents

Subdocuments –
relatedproblem

```
<incident>
  <Id>CALL10013</Id>
  <AssetTag>TRAIN pc 100</AssetTag>
  ...
  <RelatedIncidents _count="-1" _countFound="2" _more="0" _start="0">
    <relatedproblem>
      <Source>CALL10013</Source>
      ...
      <Id>CALL10013/IM10003</Id>
      <rincident>
        <Id>IM10003</Id>
        ...
    </relatedproblem>
    <relatedproblem>
      <Source>CALL10013</Source>
      ...
      <Id>CALL10014/IM10004</Id>
      <rincident>
        <Id>IM10004</Id>
        ...
    </relatedproblem>
    <relatedproblem>
  </RelatedIncidents>
</incident>
```

III Tailoring Procedures and Testing

SECTION

This section lists and describes all the tailoring and testing procedures necessary to tailoring your Get-Services project.

This section includes:

- *Tailoring Tasks* on page 159
- *Troubleshooting and FAQs* on page 227

7 Tailoring Tasks

CHAPTER

The following chapter lists all the tailoring tasks you can perform with the Get-Services tailoring kit.

This chapter covers the following topics:

Tailoring workflow

You can use this flowchart to determine how to tailor Get-Services.

Sample Tailoring Tasks

Enable User Self-Registration
Enable Change Password
Enable Automatic Login
Enable Integrated Windows Authenication
Enable/Disable Personalization
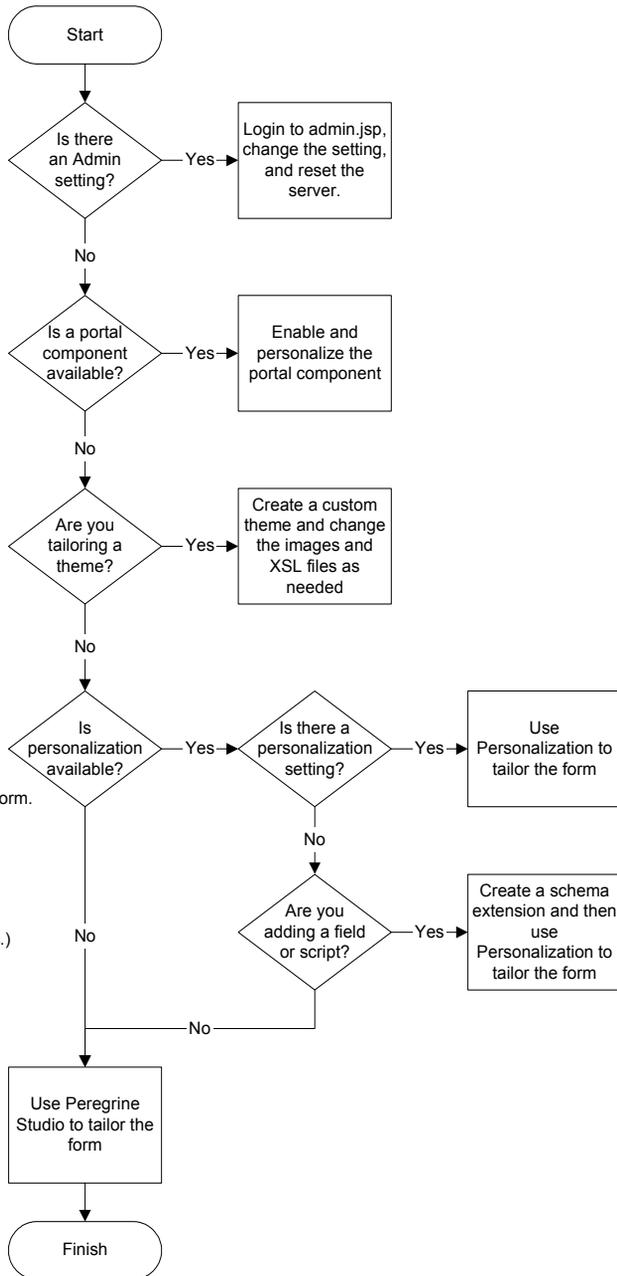Assign Global Capability Words
Set a maximum row count on tables

Change theme
Add/Remove content from portal page
Perform and save document searches
Change time zone

Change the images used in a theme
Change the size or number of frames
Change the layout of frames
Change how form components are rendered (XSL)
Change the style sheet

Add a field on a form
Remove a field from a form
Make a field read-only or required
Change a field's label
Change a form's title or instructions
Set permissions to update, create, delete documents on a form.

Add or hide a field on the Available Fields column
Display or hide a field on a particular Personalization form
Change a field's attribute type (string, boolean, number, etc.)
Call a script in addition to the form onload script

Add custom forms to your project
Add form components to a form without Personalization
Change the schema used by a form component
Change the onload script launched by a form
Create a new schema

```
              ( Start )
                 |
          < Is there an Admin setting? > --Yes--> [ Login to admin.jsp, change the setting, and reset the server. ]
                 | No
          < Is a portal component available? > --Yes--> [ Enable and personalize the portal component ]
                 | No
          < Are you tailoring a theme? > --Yes--> [ Create a custom theme and change the images and XSL files as needed ]
                 | No
          < Is personalization available? > --Yes--> < Is there a personalization setting? > --Yes--> [ Use Personalization to tailor the form ]
                 | No                                        | No
                 |                                   < Are you adding a field or script? > --Yes--> [ Create a schema extension and then use Personalization to tailor the form ]
                 |                                        | No
          [ Use Peregrine Studio to tailor the form ]
                 |
              ( Finish )
```

List of tailoring tasks

The following sections list the tailoring tasks you can perform with the Get-Services Tailoring Kit and Peregrine Studio.

Forms and form components

You can tailor forms and form components in the following ways:

- *Changing a form's title* on page 164
- *Changing a form's instructions* on page 165
- *Changing a form's onload script* on page 166
- *Changing a form component's label* on page 166
- *Hiding a form component* on page 167
- *Changing a form component to read-only* on page 168
- *Changing the schema that a form component uses* on page 169
- *Changing the document field that a form component uses* on page 170
- *Changing the strings displayed by priority, severity, or status fields* on page 173
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- *Displaying a script variable in a form component* on page 180
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DocExplorers

You can use Peregrine Studio to add and customize DocExplorers in the following ways:

- *Adding personalization* on page 186
- *Adding a DocExplorer reference* on page 187
- *Personalizing a DocExplorer reference* on page 188
- *Adding personalization form components – lookup fields* on page 189

Scripting

You can use the following scripting methods for tailoring:

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Schemas

You can tailor schemas in the following ways:

- *Adding logical and physical mappings to your schema* on page 199
- *Adding a schema to your Peregrine Studio project* on page 199

Data validation

You can use Peregrine Studio to add data validation in the following ways:

- *Adding data validation* on page 206
- *Making a field required* on page 206
- *Adding data validation with a custom script function* on page 207

Default values

You can use Peregrine Studio to assign default values to items in the
following ways:

- *Assigning default values* on page 215

Translation

You can translate your tailored forms in the follow ways.

- *Editing existing translation strings files* on page 223
- *Adding new translation strings files* on page 224

Tailoring forms and components

Each page displayed in Get-Services consists of a form and several form components. Each form also has the following supporting elements:

- An onload script that gathers the data that the form displays or processes information from the previous form.
- A schema, which maps to fields in the database and determines what information to display.

For a complete list of each component available in Studio, see *Peregrine Studio Components*.

You can change a form's title, instructions, onload script, and component labels. You can also hide a form component and make a form read-only.

To tailor Get-Services forms

Step 1 Open the project file you want to tailor in Peregrine Studio.

Step 2 Select or create a package extension in which to save your changes.

Step 3 Open your browser and log in to Get-Services.

Step 4 Navigate to the form you want to tailor by doing one of the following:

- Click the Studio address in the Form Information banner. Peregrine Studio will appear as the active window and display the current form's properties page.
- In Peregrine Studio, locate the form in the Project Explorer.

Step 5 Modify the Get-Services form in Peregrine Studio.

Step 6 Save the project file.

Step 7 Rebuild the project file.

Tip: If you have only made changes to one or more forms in an activity or module, use the Differential Build option ( ) to build just the components that have changed. This option will reduce the time needed to build your Peregrine Studio project.

Step 8 Restart your application server to clear the cache.

Step 9 Refresh the browser to reload the form you modified.

**Step 10** Review your changes and test the added functionality.

> **Tip:** If you want to test new access right settings for your components, log on to Get-Services with several different users with different access rights.

Changing a form's title

Each form displays a title at the top of the navigation menu. If you want to change or remove the title displayed for a particular form, set the following form properties.

To change a form title

1 Open the form's properties in Peregrine Studio.

2 In the Title (en) field, enter the new form title

3 Click the check mark button ( ) at the right of the field to accept the new title.

4 Save and build your project file.
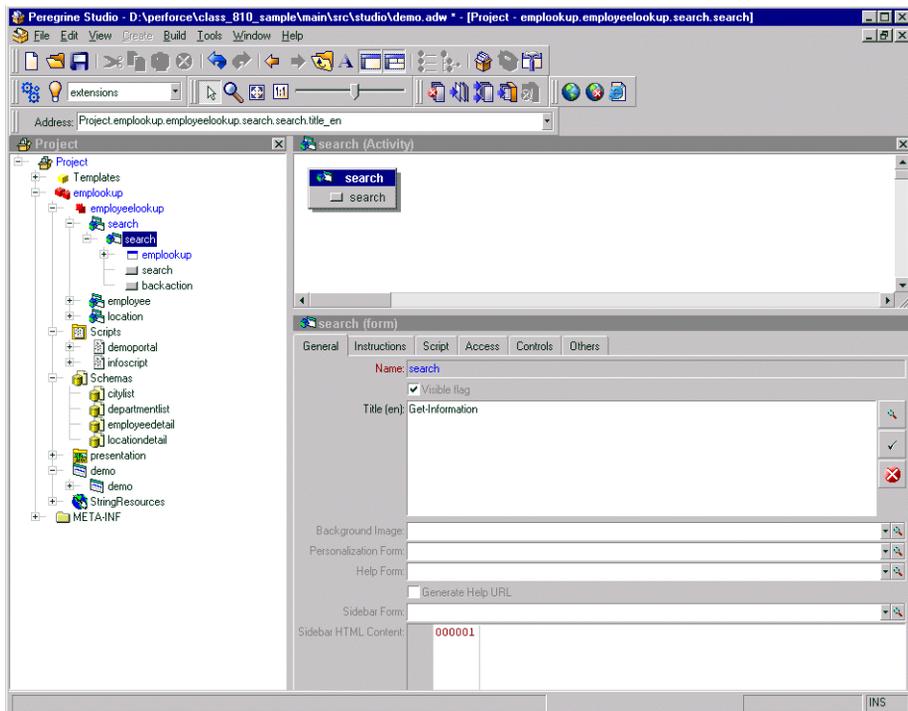
Changing a form's instructions

Most forms display a set of instructions at the top of the frame. You can change the instructions to match any changes you make to the form's interface.

To change form instructions

1 Select the form in the Project Explorer.

2 Select the Instructions tab in the Properties window.

3 In the Instructions (en) field, enter the new form instructions.

4 Click the check mark button (✓) at the right of the field to accept the new form instructions.

5 Save and build your project file.
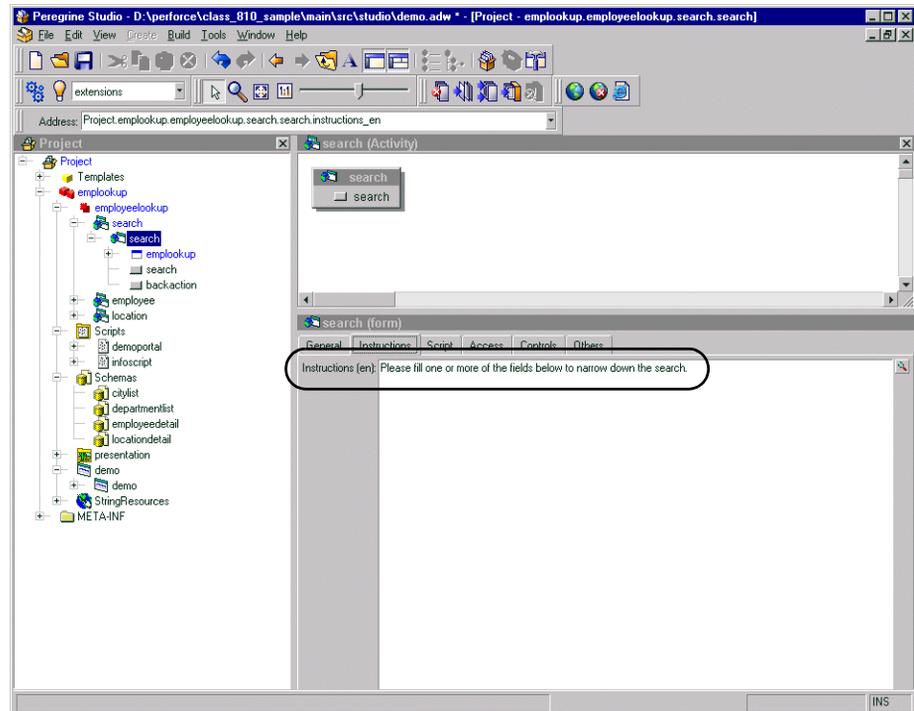
Changing a form's onload script

A form's onload script gathers all the data that the form displays, or processes information from the previous form. Many onload scripts also invoke schemas to present back-end database information in a format that is easier to map to particular form fields or form components.

To change the onload script invoked by a form

1 Select the form in Studio.

2 Click the Script tab in the Properties window.

3 In the Server Onload Script field, enter or select the script you want to invoke when this form is loaded. You can use the drop-down list to select any of the scripts saved in your project file.

4 Save and build your project file.

5 Restart your application server.

Changing a form component's label

Many form components contain a label that is displayed next to or above the form component. Some of the most commonly configured form components are the field form components (check box, select box, edit field, and so forth).

To change a component label (field label)

1 Select the form in the Project Explorer.

2 On the General tab, select the Label (en) field, enter the new form component label, and press ENTER.

3 Save your project.

4 Build your project file.
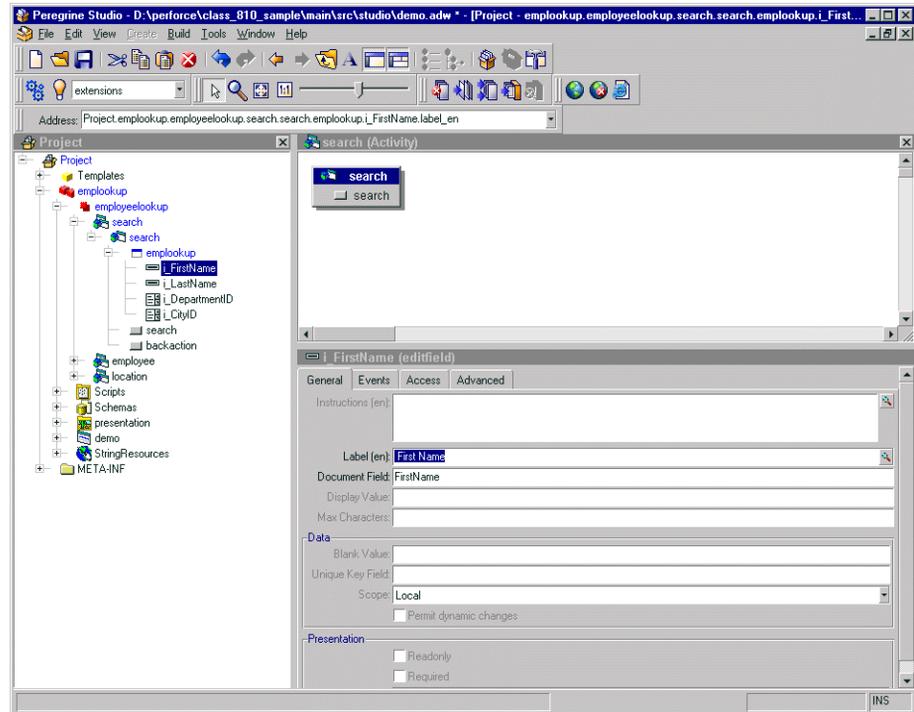
Hiding a form component

All form components have a Visible flag property that hides or displays the component in the Web application interface. If you want to remove a form component from the interface but still have it available in Peregrine Studio, you can toggle the form component's Visible flag to No. This prevents the form component from being part of the next Peregrine Studio build. Non-visible (and thus non-built) form components are displayed with a red X over the form component icon in the Project Explorer tree.

To hide a form component in the interface

1 Select the form in the Project Explorer.

2 On the Advanced tab, clear the Visible flag option.

3 Save your project.

4 Build your project file.
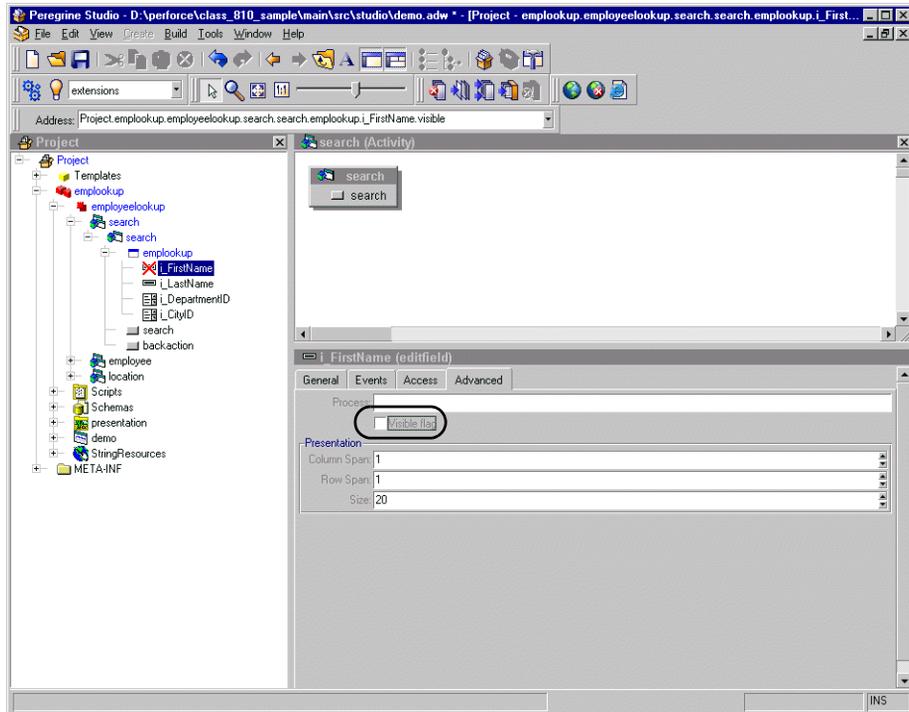
Changing a form component to read-only

Certain form components such as edit fields and text areas are available for users to enter and change information. If you want to restrict these form components so that they only display data, you can set the readonly attribute for the form component. The data displayed by a readonly form component will no longer have a bounding box or area to indicate that it can be edited or changed.

You can change a form component back to its original state by removing the readonly attribute.

To make a form component read-only

1 Select the form in the Project Explorer.

2 On the General tab, select the Readonly check box.

3 Save your project.
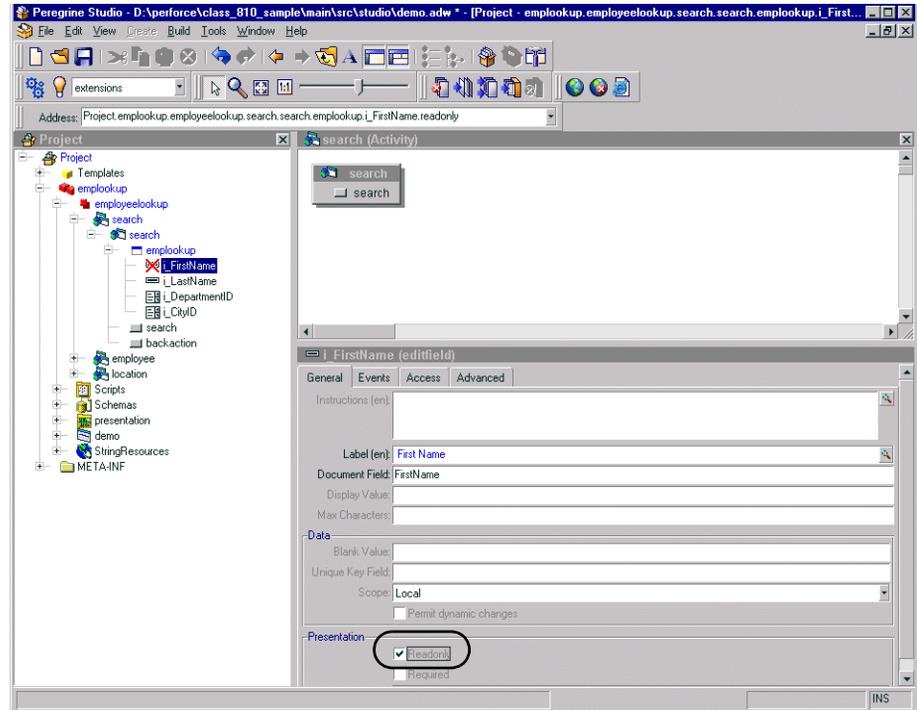
4 Build your project file.

Changing the schema that a form component uses

Certain form components such as selectfields and simple tables use a schema to determine what information to display. You can change the information these form components display by changing the schema defining the document fields. In some cases you may also need to change other form component attributes that depend on the fields defined in the schema.

To change the schema that a form component uses

1 Select the form in the Project Explorer.

2 Click the Advanced tab.

3 In the Databound section, select the **Document** field, and enter or select the name of the schema that you want to use as the source document for this form component.
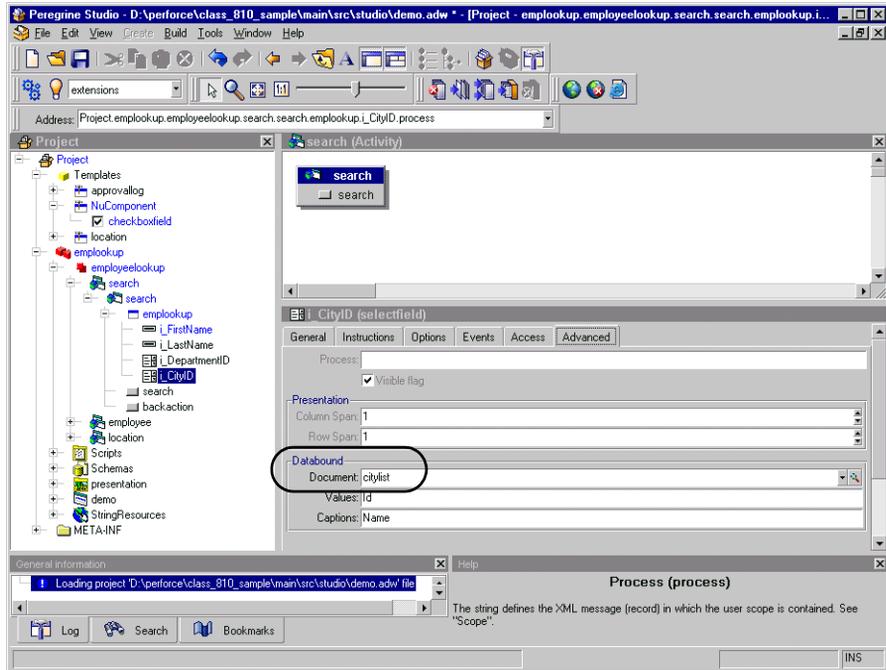
4 Save and build your project file.

Changing the document field that a form component uses

Certain form components such as selectfields and table columns use a particular document field of a schema to determine what information to display. You can change the information these form components display by changing the document fields these components use.

Note: The list of document fields available to a form component is determined by the schema used. Peregrine Studio does not validate the document field you select.

To change the document field that a form component uses

1 Select the form component in Peregrine Studio to display the component's properties.

2 In the Document Field field, enter the name of the field in the XML message where this form component's information is stored.

Note: The field you select must be defined as an attribute in the schema defined in the form component's properties.

3 Save your project.

4 Build your project file.
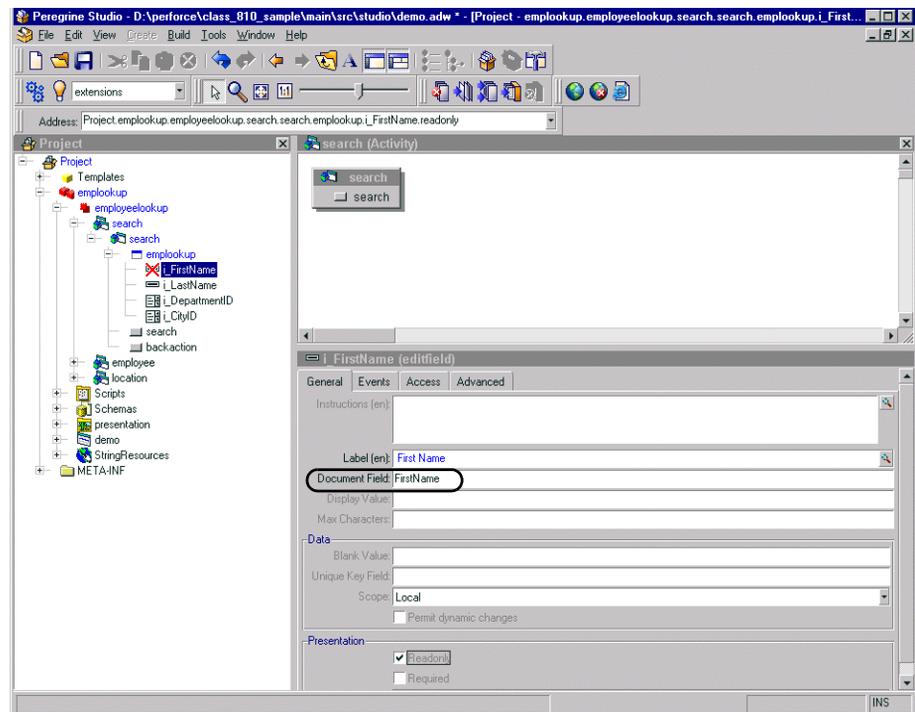
Format of document field name

The Document Field attribute of forms is always mapped to an element in the Message object returned by the form's onload script.

The Archway servlet formats Message objects as XML files using the tag definitions and back-end database table and field information that the schemas provide.

The Document Field attribute of a form component must map to an <attribute> element in a schema.

You can specify the Document Field attribute that a form component uses in one of several ways:

- If the Document Field attribute has a unique <attribute> name in the schema, you can list just the <attribute> name.

- If the Document Field attribute is repeated in the schema, you must specify the nested <document> name or names and the <attribute> name. The <document> name and the <attribute> name must be separated by a slash character (/).

- If the Document Field attribute is part of a nested <document> element, you have the choice of either listing the <attribute> name by itself or specifying some or all of the path using the syntax of <documents>/<document>/<attribute>. This syntax allows Web application developers to specify as much or as little of the document path as is needed to create a field attribute mapping.

Example

Suppose you are creating a form where users can review and submit asset requests. A typical asset request may be formatted as the following XML message:

```
<request>
  <Number>012345</Number>
  <Purpose>Asset Management</Purpose>
  <EndUser>
    <FirstName>Michaela</FirstName>
    <LastName>Tossi</LastName>
  </EndUser>
  <Requester>
    <FirstName>Richard</FirstName>
    <LastName>Hartke</LastName>
  </Requester>
</request>
```

In this case, the <FirstName> and <LastName> tags are repeated in two different sections of the XML message. To display these tags in a form, you will need to specify more of the document path when you enter the path of the Document Field attribute. The entries below illustrate the minimum document path needed for the Document Field attribute in a form component.

```
Number
Purpose
EndUser/FirstName
EndUser/LastName
Requester/FirstName
```

```
Requester/LastName
```

You can also specify the Document Field attribute path using all the elements of the XML message. The following entries illustrate the full document path that can be used for the Document Field attribute in a form component.

```
request/Number
request/Purpose
request/EndUser/FirstName
request/EndUser/LastName
request/Requester/FirstName
request/Requester/LastName
```

The number of elements that you must specify in the document path is determined by how you set up your schemas.

Changing the strings displayed by priority, severity, or status fields

Get-Services displays the **Priority**, **Severity**, and **Status** values defined in the project string resources. You can change the value Get-Services displays for each option by changing the value of the string resource.

To change the strings displayed by priority, severity, or status fields

1 Open the Get-Services project file in Peregrine Studio.

2 Expand the group of modules node for the portion of Get-Services you want to change.

- incidentmgt. The group of modules for incident management. This includes the **Service Desk** tab in the Get-Services interface.

- changemgt. The group of modules for change management. This includes the **Change Management** tab in the Get-Services interface.

3 Expand the **StringResources** node.

4 Use the following tables to locate the strings resources that you want to change.

Call severity string resources.

Value	String Resource	Default String Value
1	callSeverityCritical	Critical
2	callSeverityMajor	Major
3	callSeverityMedium	Medium

Value	String Resource	Default String Value
4	callSeverityLow	Low
5	callSeverityVeryLow	Very Low

Call status string resources.

Value	String Resource	Default String Value
1	serviceCallStatusOpen	Open
2	serviceCallStatusIdle	Open - Idle
3	serviceCallStatusCallback	Open - Callback
4	serviceCallStatusLinked	Open - Linked
5	serviceCallStatusClosed	Closed

Incident priority string resources.

Value	String Resource	Default String Value
1	serviceProblemPriority1	Priority 1
2	serviceProblemPriority2	Priority 2
3	serviceProblemPriority3	Priority 3
4	serviceProblemPriority4	Priority 4

Incident severity fields.

Value	String Resource	Default String Value
1	serviceProblemSeverityCritical	Critical
2	serviceProblemSeverityUrgent	Urgent
3	serviceProblemSeverityNormal	Normal
4	serviceProblemSeverityLow	Low
5	serviceProblemSeverityVeryLow	Very Low

Incident status string resources.

Value	String Resource	Default String Value
1	serviceProblemStatusOpen	Open
2	serviceProblemStatusWIP	Work in progress
3	serviceProblemStatusResolved	Resolved
4	serviceProblemStatusClosed	Closed

5 Select the node matching the string resource name that you want to change. For example, callSeverityCritical.

6 Type a new value in the **Value (en)** field. For example, System down.

Enter a new value for the string resource in the Value (en) field.

Select the node matching the string resource name
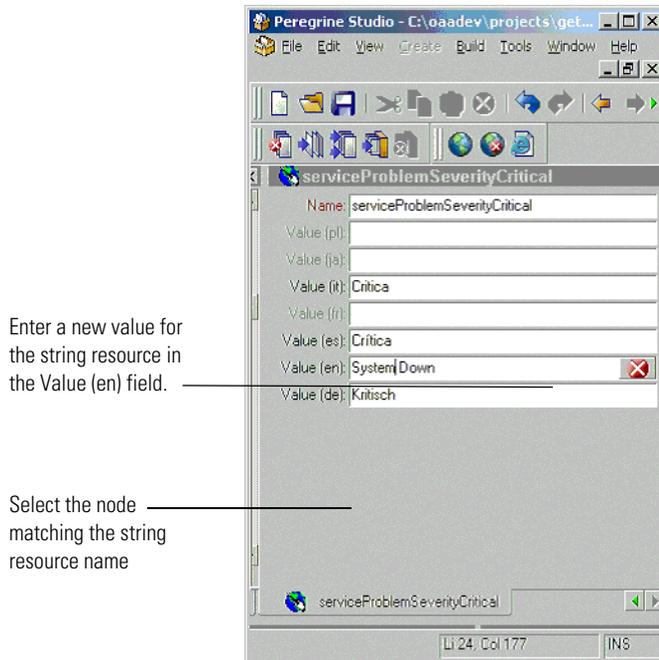
7 Save your Get-Services project file.

8 Click **Build** > **Differential Build**.

Peregrine Studio generates the new field values.

9 Deploy the new build files to your deployment server.

Removing display values for priority, severity, or status

You can remove options from the **Priority**, **Severity**, and **Status** fields by directly editing the custom JSP files that generate these combo boxes.

To remove the Get-Services combo box display values

1 Locate the custom JSP file used by the combo box component you want to change.

The JSP file called will be one of the following files:

File Name	Description
call_severitycombo.jsp	Displays the severity field in call tickets
call_statuscombo.jsp	Displays the status field in call tickets
problem_prioritycombo.jsp	Displays the priority field in incident tickets
problem_severitycombo.jsp	Displays the severity field in incident tickets
problem_statuscombo.jsp	Displays the status field in incident tickets

2 Create a back-up copy of any file you plan to edit.

3 Open the custom JSP file in any text editor.

By default, the custom JSP files are located in the application server deployment directory. For example:

4 Search for methods that include the string cw.user.getIDSADW.

Each display value is listed twice in the JSP file. The first listing gets the string resource to display in the combo box. The second listing adds a value recognized by ServiceCenter. The first listing uses if and else if conditions. The second listing uses vecValues and vecDisplays methods.

For example, the call severity combo box has five entries:

Each value has a condition mapped to a string resource

Each string resource uses the call cw.user.getIDSADW

```
String strSeverity = msgModel.get("Severity");
if( strSeverity.equals("1") )
{
   strSeverity = cw.user.getIDSADW(msgModel,
   "incidentmgt,callSeverityCritical");
}
else if( strSeverity.equals("2") )
{
   strSeverity = cw.user.getIDSADW(msgModel,
   "incidentmgt,callSeverityMajor");
}
else if( strSeverity.equals("3") )
{
   strSeverity = cw.user.getIDSADW(msgModel,
   "incidentmgt,callSeverityMedium");
}
else if( strSeverity.equals("4") )
{
   strSeverity = cw.user.getIDSADW(msgModel,
   "incidentmgt,callSeverityLow");
}
else if( strSeverity.equals("5") )
{
   strSeverity = cw.user.getIDSADW(msgModel,
"incidentmgt,callSeverityVeryLow");
}
...
```

Each value has a vecValues and vecDisplays entry

```
vecValues.add( "1" );
  vecDisplay.add(cw.user.getIDSADW(msgModel,
  "incidentmgt,callSeverityCritical"));
vecValues.add( "2" );
  vecDisplay.add(cw.user.getIDSADW(msgModel,
  "incidentmgt,callSeverityMajor"));
vecValues.add( "3" );
  vecDisplay.add(cw.user.getIDSADW(msgModel,
  "incidentmgt,callSeverityMedium"));
vecValues.add( "4" );
  vecDisplay.add(cw.user.getIDSADW(msgModel,
  "incidentmgt,callSeverityLow"));
vecValues.add( "5" );
  vecDisplay.add(cw.user.getIDSADW(msgModel,
  "incidentmgt,callSeverityVeryLow"));
...
```

5 Remove the condition reference for the option you want to remove. For example, to remove the severity 5 entry, remove the following code:

Remove the condition
and everything
between the curly
brackets {}

```
else if( strSeverity.equals("5") )
{
   strSeverity = cw.user.getIDSADW(msgModel,
   "incidentmgt,callSeverityVeryLow");
}
```

6 Remove the vecValues and vecDisplays methods for the option you want to remove. For example, to remove the severity 5 entry, remove the following code:

Remove both the
vecValues and
vecDisplays method

```
vecValues.add( "5" );
   vecDisplay.add(cw.user.getIDSADW(msgModel,
   "incidentmgt,callSeverityVeryLow"));
```

7 Save the custom JSP file.

8 Restart your application server.

The new combo box values display in your Get-Services forms.

Displaying a form within a frameset

You can display forms within multiple frames by creating a special frameset form. All frames within a frameset form will be displayed within the frame normally reserved for forms.

To display forms within a frameset

1 Right-click the activity where you want the frameset form to be, point to New, and then click Form.

2 Click the Others tab.

3 Select Frameset from the Formtype drop-down list box.

4 Enter row and column sizes in the Frameset pane.

Note: You can use percentage to describe frameset size properties.
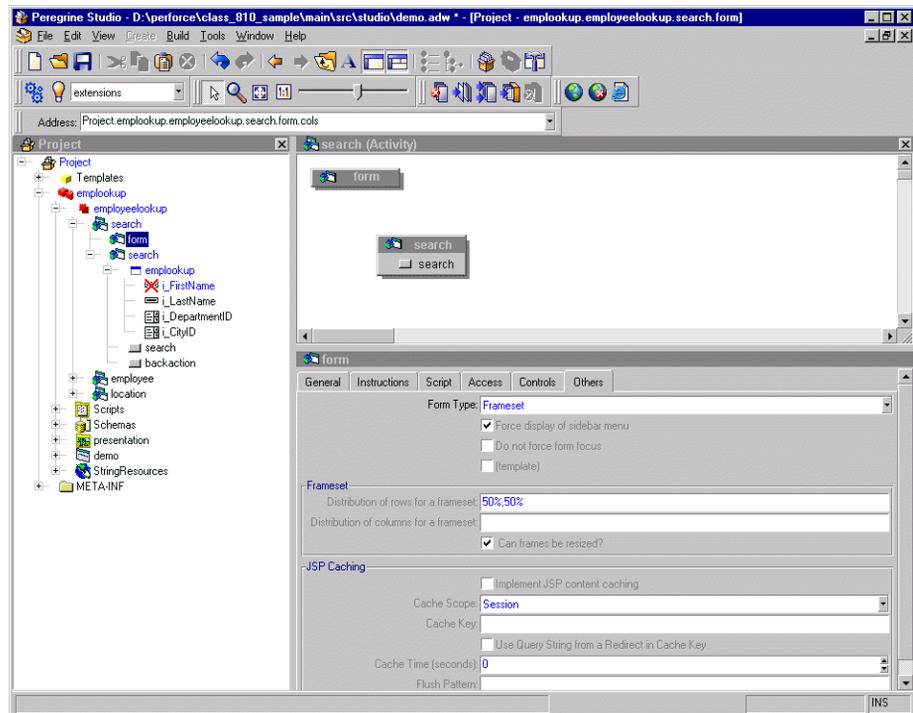
5 Create a new form for each frame in the frameset form.

6 Create a redirection under the frameset form for each target form in the frameset.

7 Save your project.

8 Build your project file.

To display the form title within a frameset

1 Open the frameset form's component properties in Studio.

2 Create a new server onload script within your project.

3 Add the following lines to the script:

```
top.setTitle("My Title Text");
```

Where *My Title Text* is the title you want to display at the top of the frameset.

4 Open the component properties page for the target form within the frameset.

5 Click the Script tab.

6 Select the server script you created in step 2.

7 Save your project.

8 Build your project file.

Adding Get-Services to an existing frameset

You can add Get-Services to an existing frameset to incorporate into your corporate intranet. To do this, you will need to edit a JavaScript file within your project file and add a reference to Get-Services to the parent frameset.

To add Get-Services to an existing frameset

1 Open the following file in a text editor:

`<tomcat installation>\webapps\oaa\js\setDomain.js`

or locate the file in the equivalent directory in your application server.

2 Add the following line to the bottom of the script:

`setDomain(server name);`

where `server name` is the name of the server where the parent frameset is located.

3 Save the file.

4 Add the following line to each JSP file that will include Get-Services in a frameset. These files must be saved on the server listed in step 2.

```
<script language="JavaScript" SRC="js/setDomain.js">
</script>
```

5 Save the updated JSP files.

Displaying a script variable in a form component

You can use script variables to reuse information gathered from other forms in form components such as form titles and instructions.

All script variables begin with a double dollar sign notation and then display the variable name in parentheses; for example, $$(FirstName). All variable names map to an XML element name in the script output of a form. Thus the script variables $$(FirstName) and $$(LastName) map to the elements <FirstName> and <LastName> in the XML output of a script.

The contents of each variable are displayed in the form title.

Note: You must select the **Display form information** option from **Administration** > **Settings** in order to see the Script Input and Script Output options.

Variable names can also include schema attribute names or nested elements names using a slash notation. For example, the buyer script uses the $$(Price/currency) variable to pass information from the currency attribute of the <Price> element. Using the sample data, the $$(Price/currency) variable would pass 1119.00 for the <Price> and USD for the currency attribute.
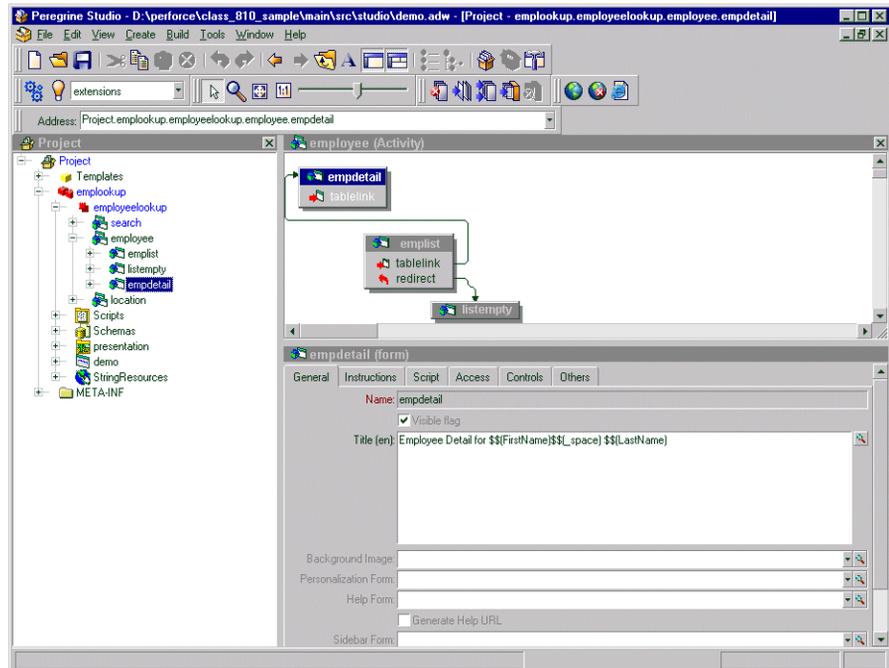
Creating a portal component

Portal components are special forms that display on the Peregrine Portal home page within special portal frames. To create your own portal components you need:

- Get-Services packages and source code (included with the Get-Services tailoring kit)
- Peregrine Studio

To create a portal component

1 Open the Get-Services project in Peregrine Studio.

2 Right-click the Group of Modules node to which you want to add a portal component and then select **New** > **Group of Portal Components**.

   You do not have to add another Group of Portal Components if one already exists in your project.

3 Right-click the Group of Portal Components node from the navigation tree and select **New** > **Portal Component**.

4 Enter the following properties for the portal component:

   a **Label (en)**. Enter the name you want the portal component to have in the Add/Remove content page.

   b **Column type**. Select either wide or narrow. This setting determines the size of the portal frame where Get-Services displays the portal component.

   c **Height of IFRAME**. Enter a height value if you plan to display this portal component from WebSphere Portal Server.

5 Right-click on the new portal component and select **New** > **Contents**.

   A standard form page is added.

6 Enter any form components, onload scripts, parameters, or access restrictions you want the portal component to have.

   Tip: You can use existing Get-Services portal components as a template.

   Keep in mind the following considerations:

   - Portal components have less space then normal forms to display information. You should design your form component to fit in either a narrow or wide portal component frame.

- Portal components cannot include the redirection form component. If you want to direct users to another form or HTML page, you will need to use the Business View Authoring tool.

- You can import a static JSP or HTML page into a portal component.

Note: The procedures listed in step 7 through step 11 are optional. You do not have to provide a configuration form for your portal components.

7 Right-click on the new portal component and select **New** > **Configure**.

A standard form page is added.

8 On the configure form, enter the relative URL to form you want to use to configure your portal component in the Alternative HREF field.

The URL should use the following format:

e_*moduleName_activtyName_formName*.do?*property*=value

For *moduleName* enter the module where your configuration form resides.

For *activityName* enter the activity name where your configuration form resides.

For *formName*, enter the name of your configuration form.

For *property*, enter any URL query you want to submit with the URL. This is an optional part of the URL and can be ignored if your configuration form does not require it. Typically, only DocExplorer forms require a property entry.

For example:

`e_helpdesk_status_myPortalComp.do`

9 Create a new form matching the Peregrine Studio address you entered in step 8.

This form will be the target configuration form of the Alternates HREF setting.

10 Define the following settings for your configuration form.

a Server OnLoad Script. This script must either be set to or call the `portal.editComponent` script.

Important: You can only have one server onload script per portal component that runs from either the contents or the configure form.

If you call the **portal.editComponent** function from a custom script you must adhere to the following script conventions:

■ Your custom script must include code similar to the following:

```
//Contents of your custom script

...

//Combine the messages from your function and portal.editComponent
Msg.add(yourMsg);
Msg = env.execute("portal.editComponent",Msg);
return Msg;
```

Do not return the Msg until after you have called portal.editComponent

■ Your custom script must preserve the value of the _Id variable that the **portal.editComponent** function passes to it.

b Save action. You must add a save action to your configuration form that has a target-form of **portal.edit.save**.

c No sidebar navigation. All of the out-of-the-box Get-Services portal component configuration forms do not display in the navigation sidebar. If you want to follow this convention, then clear the Force display of sidebar menu option on the Others tab.

d Optional fields for configuration. All of the following fields are available from the **portal.editComponent** script. You can use them as document fields in your form components.

■ **_column**. Determines whether the component displays in a wide or narrow frame.

■ **_title**. The title you want to display for the portal component.

■ **_originalTitle**. The default name of the portal component that users can restore to. This field is typically used as a hidden field and should not be visible to users.

■ **DtLastModify**. The date the portal component was last modified to keep track opf changes or revisions. This field is typically used as a hidden field and should not be visible to users.

11 Add any additional form components you want to use to configure your portal component.

12 Save your project file.

13 Build your project and deploy your updated Get-Services files to your application server's presentation folder.

Important: You must add an adapter name entry to the **Alias for** field in the **PortalDB** tab in order for Get-Services to display portal components. This setting is available from the Administration page (admin.jsp).

Adding personalization

DocExplorers allow end users a means to create and customize searches of Get-Services data. From the end-user perspective, personalization is a collection of standard forms that allow users to change part of the interface to suit their needs. The administrator determines which forms and features of personalization each user has by setting global personalization rights and by granting individual users capability words to do additional personalization.

From an application developer's perspective, a DocExplorer is a template activity that allows for the rapid development of Get-Services changes without the need to rebuild a Peregrine Studio project for every change made. A DocExplorer enables you to add or remove fields, change the layout of a form, and change interface elements such as headers and buttons in real time using the browser interface.

Supporting personalization

Personalization of Get-Services is provided in two ways:

- End-users can use personalization for all forms that have been built using Document Explorers (DocExplorers). Personalization allows authorized users to change the appearance and functionality of Get-Services directly from the Web interface.
- Developers can use Peregrine Studio to add personalization capabilities to their own Get-Services forms by creating new DocExplorers. This functionality can be enabled only by using Peregrine Studio.

To add Personalization capabilities to Get-Services, you must have these components:

- Aor ServiceCenter back-end database. Personalization requires you to store each user's login rights and personalization changes in a back-end database.
- Adapter aliases defined for the following tabs on the Get-Services Administration settings page:
  - Portal
  - PortalDB

- A user account with personalization rights enabled. A user's login profile determines the level of personalization rights Get-Services grants to the user. A user's personalization rights determine not only what personalized components can be seen and changed, but also determines whether other users will see their personalization changes.

- A configured DocExplorer activity to provide personalization in the Get-Services Peregrine Studio project. You must configure each DocExplorer activity with an adapter name and a schema name. A DocExplorer can only use one schema at a time.

DocExplorer configuration required in Peregrine Studio

In order for users to use a DocExplorer from the Web interface, you must define at least two settings in Peregrine Studio:

- The *schema* the DocExplorer uses. The schema determines what database tables and fields are available to query.

- The *adapter* the DocExplorer uses to connect to the back-end database.

You can use any of the existing schemas provided with Get-Services or create your own schema entries. For more information on schemas, see the *Document Schema Definitions* chapter.

Adding a DocExplorer reference

A DocExplorer Reference is the preferred method for adding a DocExplorer to a Peregrine Studio project. A DocExplorer Reference is a special template that redirects users to a full DocExplorer activity with two parameters: the schema and adapter to be used. You can use a DocExplorer Reference to call any generic DocExplorer functionality.

To add a DocExplorer Reference

1 Right-click on a Module component in your project. Select **New** > **DocExplorerReference**.

2 Enter a name for your new DocExplorer Reference activity. The default name is DocExplorerReference.

3 Expand the DocExplorerReference activity.

4 Click on the setup form.

5 On the form properties page, click the General tab and enter the following required information:

- Title (en).

6 Select the redirect action.

7 On the properties page, click the Link Params tab.

8 Enter the parameters you want to use in the Param field. By default, this field has the following value:

```
_docExplorerContext=<DOCUMENT_NAME>&_DocExplorerBackend=<TARGET_NAME>
&_docExplorerSubType=<SUBTYPE_INSTANCE>
```

Replace <DOCUMENT_NAME> with the schema name you want the DocExplorer to use. This is a required parameter.

Replace <TARGET_NAME> with the adapter alias you want the DocExplorer to use. For example, enter sc for the ServiceCenter adapter for Get-Services. This is a required parameter.

Replace <SUBTYPE_INSTANCE> with the personalization form subtype you want to invoke or leave blank to use no subtype. This is an optional parameter.

Warning: Do not change the target form of the redirect action. This action must go to docExplorer.default.start.

9 Save your project.

10 Click the **Differential build of project** button to rebuild your project.

Personalizing a DocExplorer reference

After you have added a DocExplorer Reference, you can make changes to this activity directly from the Get-Services Web interface.

To personalize DocExplorer pages

1 Log in to Get-Services.

2 Click the activity name for your Document Explorer from the navigation sidebar. By default, the Document Explorer will be called DocExplorer.

Important: The first time you access a Document Explorer, the interface will display a blank search form.

3 Click the wrench icon on the upper right of the interface.

4 Make your changes to the search form, and then click **Save**.

Your personalized search form is displayed.

5   Click **Search** to display the results list form.

6   Click the wrench icon from the upper right of the interface.

7   Make your changes to the list form, and then click **Save**.

8   Click on any of the results displayed in your personalized list form to go to the detail form.

9   Click the wrench icon from the upper right of the interface.

10 Make your changes to the detail form, and then click **Save**.

11 If you have user rights to create documents, click the activity name for your Document Explorer from the navigation sidebar to return to the search form.

12 Click **Create** to display the create form.

13 Click the wrench icon from the upper right of the interface. Make your changes to the create form, and then click **Save**.

Adding personalization form components – lookup fields

To personalize your custom forms, add lookup fields to them. Lookup fields use some of the Personalization features found in a DocExplorer template activity.

Note: Lookup fields are already part of the DocExplorer template activity, so you need not add them there. Add lookup fields to the custom forms that you have manually built in Peregrine Studio.

You can add two types of lookup fields to your custom forms:

■ Field Lookup. See *Field lookup* on page 189.

■ Subdocument Lookup. See *Subdocument lookup* on page 191.

Field lookup

You can use the field lookup form component to select the value of one (and only one) particular field of a schema. The Lookup field queries the back-end database for all the values of a pre-defined field, and displays those values in a list. For example, when opening an incident ticket, create a lookup field for a Name field to list all the employee names in the back-end database.

To add a field lookup to a form

1   Right click the form to which you want to add a lookup field.

2 Go to **New** > **Field** > **Lookup**.

3 Enter the following settings for the Data attributes:

   - Display Field—the label you want displayed for the lookup field in the Get-Services form. If you do not enter a value for this parameter, the label defaults to the Document Field parameter described below.

   - Document Field—the name of the field you want to use as the unique key for your query. In a field lookup, the value of this field must match the field name portion of the Document Path in step 4. This value is posted to the onload script when a particular lookup entry is selected.

   - Unique Key Field - required if the lookup is added in a document table. Uniquely identifies the field lookup for each row of the table.

4 Enter settings for the following DocExplorer Adapter attributes:

   - Adapter—the name of the back-end database adapter you want to use to lookup the information.

   - Document Path—the name of the schema and *field* that you want to lookup. The naming convention used with this parameter is *schema name.field name* with a period (.) between them. For example, the entry employee.name will lookup the name field from the employee schema.

5 Enter the following setting for the Link Parameters attribute:

   - Target Form—enter docExplorer.fieldlookup.start as the form name. This value enables personalization if the end-user has sufficient personalization rights.

6 Click the **Differential build of project** button to rebuild your project.

7 Log in to Get-Services, browse to the updated form, and click the magnifying glass lookup icon (🔍) to display a pop-up lookup form.

   The lookup field displays a list of values that match the Document Path you entered in step 3 above.

8 If you want to change the field used for the lookup, click the **Personalize this page** link and select the new field you want to use.

Subdocument lookup

You can use a subdocument lookup form component to select all the field values that are part of a subdocument record. (A subdocument typically has its own schema.) A subdocument lookup returns the value of each field defined in the external schema. Any other form components that use the information in the subdocument fields are automatically updated. For example, you could use a subdocument lookup to update several fields such as address, state, zip, and country by selecting a single location.

Tip: Use subdocument lookups to quickly change multiple fields on a form.

To add a subdocument lookup to a form

1 Right click the form to which you want to add the lookup.

2 Go to **New** > **Field** > **Lookup**.

3 Enter the following settings for the Data attribute:

  ■ Display Field—the label you want displayed for the lookup field in the Get-Services form. Required. If you do not enter a valid value for this parameter, an error occurs.

  ■ Document Field—the name of the field you want to use as the unique key to query the subdocument. The value of this field is used to look up all other document fields in the subdocument. This value is posted to the onload script when a particular lookup entry is selected.

  ■ Unique Key Field - Required if the lookup is added to a document table. Uniquely identifies the subdocument lookup for each row of the table.

4 Enter settings for the following for the DocExplorer Adapter attributes:

  ■ Adapter—the name of the back-end database adapter you want to use to lookup the information.

  ■ Document Path—the name of the schema and subdocument that you want to lookup. The naming convention for the path is: schema name.subdocument name with a period (.) between them. For example, the entry employee.location looks up the location subdocument from the employee schema.

5 Enter the following setting for the Link Parameters attribute:

  ■ Target Form. Enter docExplorer.documentlookup.init as the form name.

6 Click the **Differential build of project** button to rebuild your project.

7 Log in to your Web application, browse to the updated form and click the magnifying glass lookup icon ( ) to display a pop-up lookup form.

The lookup field will display a list of values that match the Document Path you entered in step 3 above.

8 If you want to change the subdocument used for the lookup, click the **Personalize this page** link and select the new subdocument you want to use.

Tailoring scripts

Although you do not have to use Peregrine Studio to edit or add scripts in your project, the text editor, cross reference checking mechanism, and project navigator make Peregrine Studio a full-featured development platform. The following sections describe how to change scripts from within Peregrine Studio.

Editing an existing script

You can edit the ECMAScript in your project directly from the Peregrine Studio interface.

Tip: You may lose changes that you make directly to existing scripts when you next upgrade. If you want to change an existing script consider using a schema extension to call your custom script in addition to the existing script.

To edit an existing script

1 Select the form in the Project Explorer.

2 Click the Script tab in the Properties window.
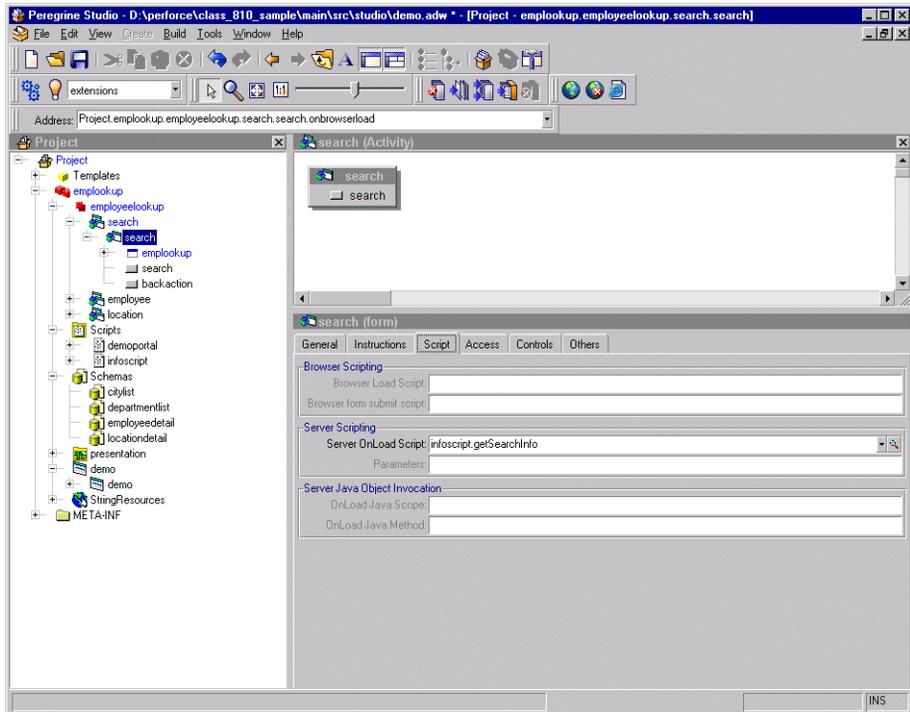
3 In the Server Onload Script field, click the magnifying glass button ( ) to view the script in the Peregrine Studio text editor.
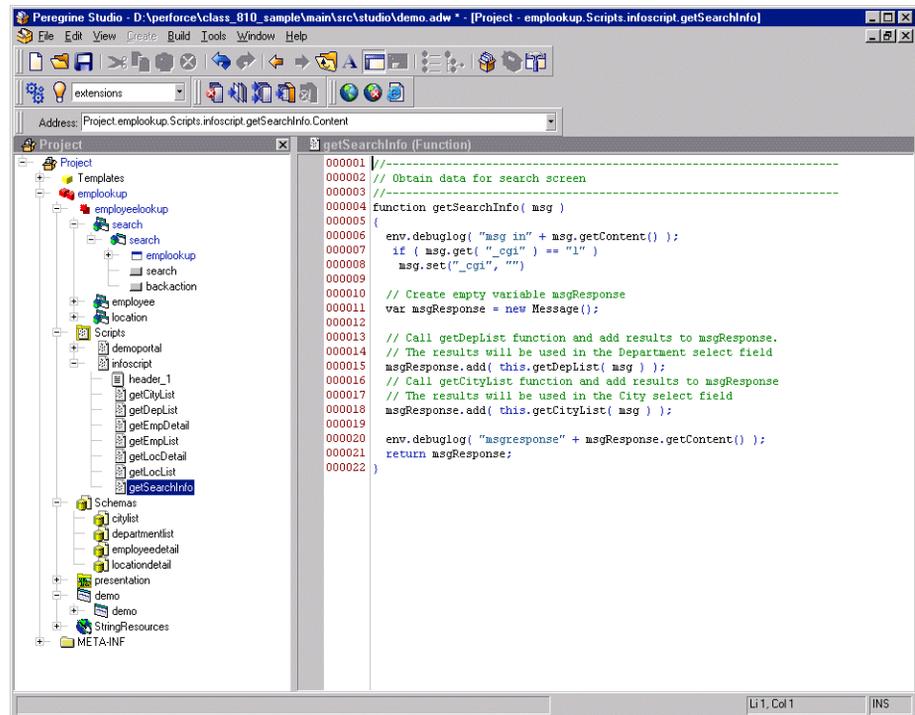
4 Make any changes to the script in the text editor.

5 Save your project.

6 Build your project file.

7 Restart your application server or set the **File Change Monitor** option from the Administration page.

   Tip: Turn off the File Change Monitor setting on your production system to increase performance.

The script update is loaded into Get-Services.

Adding a custom script

You can add custom scripts to your Peregrine Studio project for use by forms, schemas, and form components.

To add a custom script

1 Determine what kind of script you want to create.

You can create the following types of script:

- Form onload script. These are scripts run to gather data for non-DocExplorer forms. Peregrine Studio stores form on-load scripts underneath the first Group of Scripts node (Typically called **Scripts** or **ServerScripts**).

- Preexplorer. These are scripts run to manipulate the XML document that the gets rendered in the Get-Services interface. Peregrine Studio stores preexplorer scripts underneath the **Preexplorer** Group of Scripts node.

- Preload. These are scripts run to gather data for DocExplorer forms. Peregrine Studio stores preload scripts underneath the **Preload** Group of Scripts node.

- Schema. These are scripts run before or after an adapter connects with the back-end database. Peregrine Studio stores schema scripts underneath the **Schema** Group of Scripts node.

2 Right-click the appropriate Group of Scripts node, point to **New**, and then click **Script**.

Peregrine Studio creates a new script node underneath the Group of Scripts.

3 Type in the name of your script and press ENTER.

4 Right-click the new Script node, point to **New**, and then click **Header**.

Peregrine Studio creates a new Header node underneath the Script node.

5 Using the text editor window, type in the header information for your new script.

6 Right-click the new Script node, point to **New**, and then click **Function**.

Peregrine Studio creates a new Function node underneath the Script node.

7 Using the text editor window, type in the function information for your new script.

8 Save your project.

9 Build your project file.

10 Restart your application server or set the **File Change Monitor** option from the Administration page.

The new script is loaded into Get-Services.

Creating custom schemas

You can create custom schemas to instruct the Archway Document Manager how to query, update, or insert information to your back-end databases. A custom schema gives you complete control over the logical and physical mappings used by your forms.

Tip: For most tailoring tasks, you can accomplish the same results using a schema extension. For more information on schema extensions, see the *Get-Services Administration Guide*.

If you want to create custom schemas you will need to use Peregrine Studio to add the custom schema to your project and then to configure other project components to use the custom schema. Deploying a custom schema will also require building and copying project files to your Get-Services server. The following procedures outline how to create a custom schema.

Step 1 Create or activate a package extension to save your changes in Peregrine Studio. See the *Peregrine Studio Projects and Packages* chapter.

Step 2 Add a new schema file to your Peregrine Studio project. See *Adding a schema to your Peregrine Studio project* on page 199.

Step 3 Add logical and physical mappings to your schema file. See *Adding logical and physical mappings to your schema* on page 199.

Step 4 Configure other project components to use your custom schema. See *Tailoring forms and components* on page 163.

Step 5 Rebuild your Get-Services project. See the *Peregrine Studio Projects and Packages* chapter.

Step 6 Deploy your new Get-Services project files. See the *Peregrine Studio Projects and Packages* chapter.

Adding a schema to your Peregrine Studio project

You can only add a custom schema to a *group of schemas* node. This node will also be a child element of a *group of modules* node, and typically has the name *Schemas.*

To add a schema to your Peregrine Studio project

1 Right-click the group of schemas node to which you want to add a schema.

This node will be underneath the group of modules node for Get-Services. If your project contains more than one group of modules, choose the one that has a group of schemas node.

2 Point to **New**, and then click **Raw Schema**.

A new node appears with the name Schema.

3 Rename your schema using the following conventions.

Schema Naming Conventions

Each custom schema you create should have a unique name to prevent data errors from naming conflicts. Your custom schema name should meet the following criteria:

■ The schema name is in all lower case.
■ The schema name is unique from any other schema name in the Peregrine Studio project.
■ The schema name is unique from any attribute name mapping within the schema.

Adding logical and physical mappings to your schema

After you have added a new schema to your Peregrine Studio project, you are ready to add logical and physical mappings. Studio displays the content of your custom schema in a text editor window. You can use the text editor window to review and edit the XML source code of your schema. You can also use any text editor to edit your schema.

Note: If you use an external text editor to edit your custom schema, Peregrine Studio will not pick up the changes until the next time you open the project file.

All schemas must have both a logical and a physical mapping section. The logical mapping section is where you define what names and labels Get-Services uses for fields in the user interface. The physical mapping section is where you define what back-end database tables and fields are used by each logical mapping. The following sections describe how to create the logical and physical mapping sections.

Creating the logical mappings

Step 1 Add the XML namespace element and the two <schema> elements. See *Adding required schema elements* on page 200.

Step 2 Add two <documents> elements for the logical mappings. See *Adding logical mapping <documents> elements* on page 200.

Step 3 Add two <document> elements to define the schema name. See *Adding logical mapping <document> elements* on page 201.

Step 4 Add one <attribute> element for each logical mapping you want to create. See *Adding logical mapping <attribute> elements* on page 201.

Adding required schema elements

1 Add an <?xml> element to the top of the file:

```
<?xml version="1.0"?>
```

This element declares that the file uses the XML namespace.

2 Add two <schema> elements underneath the namespace declaration:

```
<schema>
</schema>
```

These elements notify the Archway Document Manager that this file is a schema. All schema definitions must be enclosed between these two elements.

Adding logical mapping <documents> elements

1 Add two <documents> elements between the <schema> element containers:

```
<documents>
</documents>
```

These elements are the container for the logical mappings.

2 Add the name attribute to the <documents> element:

```
<documents name="base">
```

The attribute value `name="base"` is required. This attribute value notifies the Archway Document Manager that this section is for logical mappings.

Adding logical mapping <document> elements

1 Add two <document> elements between the <documents> element containers:

```
<document>
</document>
```

These elements are the container for the schema document.

2 Add the `name` attribute to the <document> element:

```
<document name="schema_name">
```

For *schema_name*, enter the same name you selected when adding the schema to the Peregrine Studio project. This attribute value *must* match the file name of the schema (without the .xml extension) or an error will occur. The Archway Document Manager uses this attribute value to create an XML document of the same name.

Adding logical mapping <attribute> elements

1 Add one <attribute> element between the <document> elements for each logical mapping you want to create:

```
<attribute/>
```

Note: You can use the standard XML self-closing tag syntax <element /> with the <attribute> element. You can also close every <attribute> element with a </attribute> element if you want.

2 Add a `name` attribute to each <attribute> element:

```
<attribute name="sample"/>
```

The Archway Document Manager uses this attribute value to create an XML element in any document message built from this schema. For example, the Archway Document Manager would convert this attribute into the XML element <sample>.

3 Add a `type` attribute to each <attribute> element:

```
<attribute name="sample" type="string"/>
```

Get-Services uses this attribute value to determine how to render the field in the user interface. For more information about the type attribute, see the *Document Schema Definitions* chapter.

4 Add any optional attributes to the <attribute> elements.

For more information about the attributes available for the <attribute> element, see the Document Schema Definitions chapter.

Creating the physical mappings

Step 1 Add two <documents> elements for each adapter you want to support. See *Adding physical mapping <documents> elements* on page 202.

Step 2 Add two <document> elements to define the back-end database table name. See *Adding physical mapping <document> elements* on page 203.

Step 3 Add one <attribute> element for each logical mapping you created. See *Adding physical mapping <attribute> elements* on page 204.

Adding physical mapping <documents> elements

1 Add another set of <document> elements between the <schema> element containers:

```
<?xml version="1.0"?>
<schema>
  <documents name="base">
    <document name="schema_name">
      <attribute name="Id" type="id"/>
      <attribute name="sample" type="string"/>
    </document>
  </documents>

  <documents>
  </documents>

</schema>
```

Add a second set of <documents> elements here ———

These elements are the container for the physical mappings.

2 Add the name attribute to the <documents> element:

```
<documents name="adapter_name">
```

For *adapter_name*, enter the abbreviation of the adapter you want to use to connect to your back-end database such as **sc**.

3 Add the version attribute to the <documents> element if you plan to add different physical mappings for each version of your back-end database:

```
<documents name="sc" version="4">
```

> **Important:** You can skip to the next section if you are not going to provide different physical mappings for multiple versions of your back-end database.

4 If you want to provide physical mappings for each version of your back-end database, repeat steps 1 through 3 for each version you want to support.

You must provide a different value for the version attribute for each set of <documents> elements.

Adding physical mapping <document> elements

1 Add another two <document> elements between the physical mapping <documents> element containers:

```
<?xml version="1.0"?>
<schema>
  <documents name="base">
    <document name="schema_name">
      <attribute name="Id" type="id"/>
      <attribute name="sample" type="string"/>
    </document>
  </documents>

  <documents name="sc">
    <document>
    <document/>
  </documents>

</schema>
```

Add a second set of <document> elements here

These elements are the container for the back-end database table to be queried.

2 Add the name attribute to the <document> element:

```
<document name="table_name">
```

For *table_name*, enter the SQL name of the table you want to map to. The Archway Document Manager uses this attribute value to query the back-end database table.

3 Add any optional attributes to the <document> element that you want to use to connect to the back-end database or to run process scripts.

For more information about the attributes available for the <document> element, see the *Document Schema Definitions* chapter.

Adding physical mapping <attribute> elements

1 Add one <attribute> element between the physical mapping <document>
   elements for each logical mapping you created:

   ```
   <attribute/>
   ```

   Note: You can use the standard XML self-closing tag syntax <element /> with
           the <attribute> element. You can also close every <attribute> element
           with a </attribute> element if you want.

2 Add the identical name attribute to each <attribute> element as you defined in
   the logical mappings:

   ```
   <attribute name="sample"/>
   ```

   Each logical mapping <attribute> element must have a matching physical
   mapping <attribute> element. The Archway Document Manager uses this
   value to determine which logical name maps to a particular back-end
   database field.

3 Add a field attribute to each <attribute> element:

   ```
   <attribute name="sample" field="field_name"/>
   ```

   For *field_name*, enter the SQL name of the field you want to map to. The
   Archway Document Manager uses this attribute value to query the back-end
   database field.

4 Add any optional attributes to the <attribute> elements.

   For more information about the attributes available for the <attribute>
   element, see the *Document Schema Definitions* chapter.

Sample schema

The following is a sample schema that you can use for as a template for your own custom schemas.

XML namespace

Logical mappings always use name="base"
Document name determines schema name. This schema is sample.xml

Physical mapping lists adapter name
Physical mapping uses same attribute elements

```xml
<?xml version="1.0"?>
<schema>

<!--================================================================
Logical Mappings: XML elements and data types defined
================================================================-->
  <documents name="base">
    <document name="sample">
      <attribute name="Id" type="number"/>
      <attribute name="contact" type="string" label="Contact"/>
    </document>
  </documents>

<!--================================================================
Physical Mappings: Logical names mapped to SQL names
================================================================-->
  <documents name="sc">
    <document name="sample" table="incidents"/>
      <attribute name="Id" field="incident.id" />
      <attribute name="contact" field= "contact.name"/>
    <document/>
  </documents>

</schema>
```

Adding data validation

You can have Get-Services validate field values in one of two ways:

- Make an input field required. Users will not be able to submit a form until they have entered all required fields.
- Add a custom validation script or function. If you want to check the validity of the data users submit, you must create a validation script or function.

Making a field required

Personalization forms allows you to mark fields as required, forcing users to fill in a value for that field in order to proceed to the following page. You can use required fields to assure that users complete all the fields that ServiceCenter requires when creating an incident or problem ticket. For example, you can make every Call ticket (in the Service Management module) require a user to attach an asset to it.

To make a field required

1 Login to Get-Services with a user account that has getit.personalization.admin rights.

The user must have advanced personalization rights to save changes as default.

2 Navigate to the form you want to personalize, and then click the personalization wrench icon.

The Personalize Document Detail window opens.

3 From the Current Configuration window, double-click the field or subdocument that you want to require.

The field or subdocument properties window opens.

4 Select one of the following options:

- *Subdocument*. For a subdocument, select the **Required** option under the Explorer Options section.
- *Field*. For a field, toggle the **Required** option to **Yes**.

5 Click **Set as Default** to save your changes as the default view for all users.

All users who can see this form now see the required field or lookup.

Adding data validation with a custom script function

If you need to validate the actual data submitted on a Get-Services form, you can create a custom script function to check for certain conditions.

To add field validation with a custom script function

Step 1 Identify the schema that the form uses. See *Identifying the schema a form uses* on page 207.

Step 2 Locate the schema file. See *Locating the schema file* on page 208

Step 3 Identify the loadscript, if any, that the schema runs. See *Identifying the schema loadscript* on page 208.

Step 4 Create a schema extension that calls a custom onload script file. See *Creating a schema extension to call a custom loadscript* on page 209.

Step 5 Create a custom onload script file. See *Creating a custom onload script file* on page 211.

Identifying the schema a form uses

You can identify the schema used by a particular form directly from the Get-Services interface. Typically each form uses only one schema, but in some cases a form will use a subdocument that references another schema. The following procedures will help you determine what schema a particular form uses.

To identify the schema used by a particular form

1 Enable Display form information from the **Administration** > **Settings** page.

The Form information button displays in the banner bar of the Get-Services interface.

2 Browse to the form that you want to tailor.

3 Click the Form information button.

The form information window opens.

4 Search for one of the following entries on the Script Input tab:

- _docExplorerContext. The last value listed after a slash in this element is the schema name. For example:
  <_docExplorerContext>incident/ticketcontact</_docExplorerContext>
  uses the the ticketcontact.xml schema file.

Note: In this example, ticketcontact.xml is a subdocument of the primary schema document incident.xml. Only DocExplorers will use this *document/subdocument* format.

- _ctxschema. The value listed in this element is the schema name. For example:
  <_ctxschema>ticketcontact</_ctxschema>
  uses the ticketcontact.xml schema file.

- _docExplorerSubType. The value listed in this element is the schema name. For example:
  <_docExplorerSubType>TicketCreate</_docExplorerSubType>
  uses the TicketCreate.xml schema file.

- document. The value listed in this element is the schema name. For example:
  <document>savedRequest</document>
  uses the savedRequest.xml schema file.

If the schema name you find contains an underscore character, for example, problem_search, then this schema extends another existing schema, and the loadscript value you need resides in another schema file.

To determine the parent schema name, open the extending schema, and search for the attribute extends. The value of this attribute is the name of the parent schema. For example, the problem_search schema has the value extends="problem" and therefore extends the problem schema.

Locating the schema file

After you have determined the name of the schema that your forms uses, you can find it using your operating system's file search function. The following guidelines are provided to help narrow down your search:

- All schemas files have a .XML extension

- All schemas files are stored in the WEB-INF\apps folder of your application server's deployment directory. For example:
  C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa

Identifying the schema loadscript

The schema loadscript is always listed in the logical mapping of the schema <document> element.

To identify the schema loadscript

1 Open the schema XML source file of the schema that you previously identified in any text editor.

2 Locate the logical mapping section contained within the `<documents name="base">` element.

3 Locate the logical mapping `<document>` element.

4 Locate the `loadscript` attribute.

The name of the loadscript is listed in quotation marks for this attribute. For example:

Schema loadscript ────────

```
<documents name="base">
  <document    name="problem" label="Ticket"
    ACLcreate="getit.service" ACLdelete="oaa.forbidden"
    ACLupdate="getit.service"
    loadscript="preload.problem.imPreload"
    preexplorer="preexplorer.problem.imPreexplorer">
    ...
  </document>
</documents>
```

Creating a schema extension to call a custom loadscript

Creating a schema extension allows you to change the loadscript without changing the original source code for Get-Services.

To create a schema extension to call a custom load script

1 Copy the schema XML source file for the schema that you previously identified. For example, problem.xml.

2 Create a new folder as follows:

Create an extensions folder in the same directory where you found the source schema. For example:

C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa\WEB-INF\
apps\incidentmgt\Schemas\extensions

3 Paste a copy of the source schema file in each of the folder you created.

4 Open the schema extension file in the extension folder.

This file is for your schema extension logical mappings.

5 Delete all the derived definitions listed in the bottom half of the original schema.

The derived definitions section starts after the first `</documents>` element and usually has a comment section describing what back-end databases and versions the derivations apply to.

Important: You must keep the `<?xml>` and `<schema>` elements.

---

6 Locate the logical mapping `<document>` element.

This element will be directly beneath the `<documents name="base">` element.

7 Record the value of the existing onload script attribute. For example:

Existing schema loadscript ————

```
<?xml version="1.0"?>
<schema>
<documents name="base">
  <document     name="problem" label="Ticket"
    ACLcreate="getit.service" ACLdelete="oaa.forbidden"
    ACLupdate="getit.service"
    loadscript="preload.problem.imPreload"
    preexplorer="preexplorer.problem.imPreexplorer">
  </document>
</documents>
<schema>
```

If you were changing the **problem** schema, you would record the loadscript name **preload.problem.imPreload**.

You will need to know this loadscript name when you create your custom loadscript in the next section.

8 Edit the existing `<document>` element and change the value of loadscript attribute to the name of your custom loadscript. For example:

New schema loadscript ————

```
<?xml version="1.0"?>
<schema>
<documents name="base">
  <document     name="problem" label="Ticket"
    ACLcreate="getit.service" ACLdelete="oaa.forbidden"
    ACLupdate="getit.service"
    loadscript="preload.custom.imPreload"
    preexplorer="preexplorer.problem.imPreexplorer">
  </document>
</documents>
<schema>
```

Steps for creating the custom onload script file are in the next section.

9 Save your changes to the schema extension file.

If all you are doing is changing the onload script called by your schema, then you do not need to create a schema extension for the physical mappings. See the *Get-Services Administration Guide* for more information about schema extensions.

Creating a custom onload script file

You can create your own custom onload script to check incoming and outgoing data for certain conditions. You must create a custom script in order to not overwrite any of the scripts delivered with Get-Services.

To create a custom onload script

1 Open the Get-Services project file in Peregrine Studio.

2 Expand the group of modules node for the portion of Get-Services you want to change.

   - incidentmgt. The group of modules for incident management. This includes the **Service Desk** tab in the Get-Services interface.

   - changemgt. The group of modules for change management. This includes the **Change Management** tab in the Get-Services interface.

3 Expand the **Scripts** node.

4 Right-click the **preload** node, and then click **New** > **Script**.
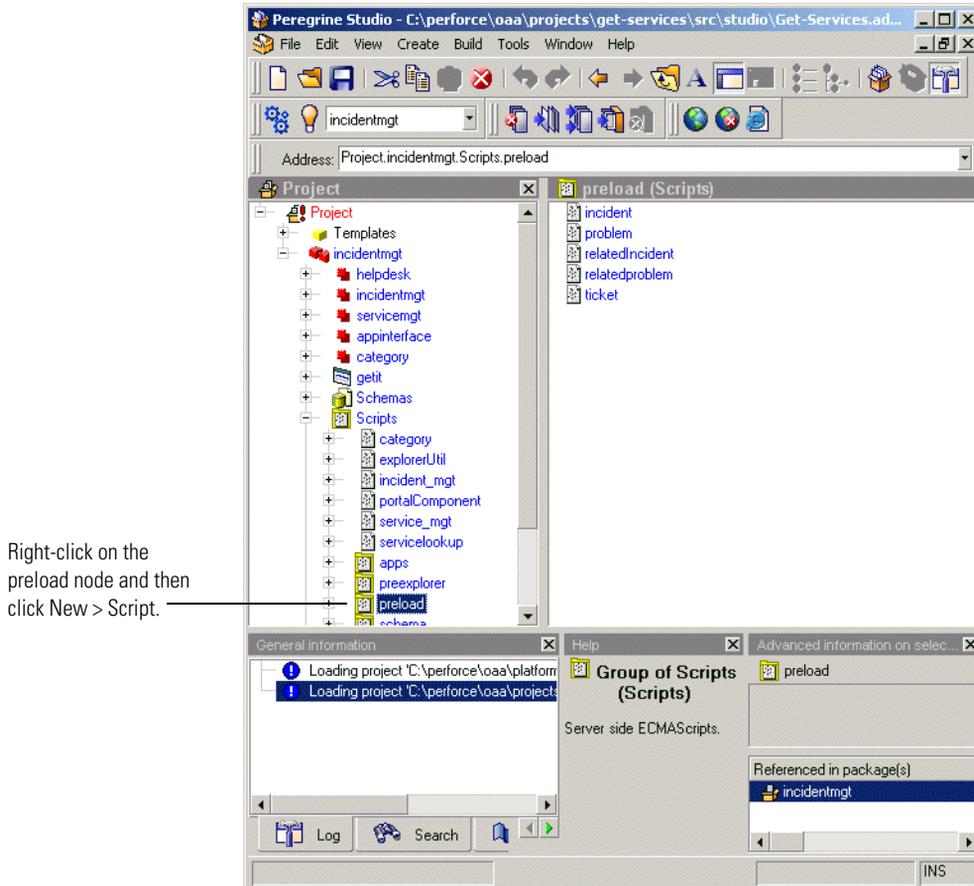
Right-click on the preload node and then click New > Script.

5 Give your script a unique name. For example, custom.

6 Right-click your new script node, and then click **New** > **Header**.

You can accept the default Header name Header.

7 Use the Peregrine Studio text editor to add a ECMAScript header that imports the original schema onload script. For example:

import the original onload script

```
import preload.problem;
```

The script preload.problem is the name of the original onload script file called by the problem schema.

8 Right-click your new script node, and then click **New** > **Function**.

9 Rename your function to the desired custom onload function name. For example, imPreload.

10 Use the Peregrine Studio text editor to add a ECMAScript function to call your data validation functions and then call the original schema onload function for this form. For example:

Add a call to your data verification function

Add a call to the original schema onload script

```
function imPreload(msg)
{
  this.verifyFields(msg);
  if ( msg.testCondition("error", false) )
  {
    return msg;
  }

  msg = preload.problem.imPreload( msg );

  return msg;
}
```

11 Right-click your new script node, and then click **New** > **Function**.

12 Rename your function to the desired custom onload function name. For example, verifyFields.

13 Use the Peregrine Studio text editor to add a ECMAScript function to check the data entered and submitted by this form. For example:

Check if field Priority is set to value 1

Return error message if field Priority has value of 1

```
function verifyFields(msg)
{
  var action = msg.get("_docExplorerAction");
  var formName = msg.get("_formname");

  if(action == "create" && formName == "new" )
  {
    var priority = msg.get("Priority");
    if (priority == 1)
    {
      msg.setCondition("error");
      user.addMessage("Please call the IT Deptarment at 555-1212 for
      Priority 1 Tickets");
    }
    return msg;
  }
}
```

14 Save and build your Get-Services project.

Your new data validation script displays the next time that you go to your the form. For example:

Error message displayed

Priority 1 selected

Assigning default values

You can easily assign default values to fields using a custom preprocess script. A preprocess script runs before the Archway Document Manager queries the back-end database. Since the Get-Services incident and problem schemas already have existing preprocess scripts, you must create a schema extension to call a custom script.

To assign default values to fields with a custom script function

Step 1 Identify the schema that the form uses. See *Identifying the schema a form uses* on page 215.

Step 2 Locate the schema file. See *Locating the schema file* on page 216

Step 3 Identify the preprocess script, if any, that the schema runs. See *Identifying the schema preprocess script* on page 217.

Step 4 Create a schema extension that calls a custom preprocess script file. See *Creating a schema extension to call a custom preprocess script* on page 217.

Step 5 Create a custom preprocess script file. See *Creating a custom onload script file* on page 211.

Identifying the schema a form uses

You can identify the schema used by a particular form directly from the Get-Services interface. Typically each form uses only one schema, but in some cases a form will use a subdocument that references another schema. The following procedures will help you determine what schema a particular form uses.

To identify the schema used by a particular form

1 Enable Display form information from the **Administration** > **Settings** page.

The Form information button displays in the banner bar of the Get-Services interface.

2 Browse to the form that you want to tailor.

3 Click the Form information button.

The form information window opens.

4 Search for the following text on the Script Input tab:

- **_docExplorerContext**. The last value listed after a slash in this element is the schema name. For example:
  <_docExplorerContext>incident/ticketcontact</_docExplorerContext>
  uses the the ticketcontact.xml schema file.

Note: In this example, ticketcontact.xml is a subdocument of the primary schema document incident.xml. Only DocExplorers will use this *document/subdocument* format.

- **_ctxschema**. The value listed in this element is the schema name. For example:
  <_ctxschema>ticketcontact</_ctxschema>
  uses the ticketcontact.xml schema file.

- **_docExplorerSubType**. The value listed in this element is the schema name. For example:
  <_docExplorerSubType>TicketCreate</_docExplorerSubType>
  uses the TicketCreate.xml schema file.

- **document**. The value listed in this element is the schema name. For example:
  <document>savedRequest</document>
  uses the savedRequest.xml schema file.

If the schema name you find contains an underscore character, for example, problem_search, then this schema extends another existing schema, and the loadscript value you need resides in another schema file.

To determine the parent schema name, open the extending schema, and search for the attribute extends. The value of this attribute is the name of the parent schema. For example, the problem_search schema has the value extends="problem" and therefore extends the problem schema.

Locating the schema file

After you have determined the name of the schema that your forms uses, you can find it using your operating system's file search function. The following guidelines are provided to help narrow down your search:

- All schemas files have a .XML extension
- All schemas files are stored in the WEB-INF\apps folder of your application server's deployment directory. For example:
  C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa

Identifying the schema preprocess script

The schema preprocess script is always listed in the physical mapping of the schema <document> element.

To identify the schema loadscript

1 Open the schema XML source file of the schema that you previously identified in any text editor.

2 Locate the physical mapping section contained within the <documents name="adapter_name"> element.

3 Locate the physical mapping <document> element.

4 Locate the preprocess attribute.

The name of the preprocess script is listed in quotation marks for this attribute. For example:

Schema preprocess script

```
<documents name="sc" ...>
  <document name="incident" table="incidents"  insert="esmin"
  update="esmin" postprocess="schema.incident.scPostprocess"
  preprocess="schema.incident.scPreprocess">
    ...
  </document>
</documents>
```

Creating a schema extension to call a custom preprocess script

Creating a schema extension allows you to change the preprocess script without changing the original source code for Get-Services.

To create a schema extension to call a custom preprocess script

1 Copy the schema XML source file for the schema that you previously identified. For example, incident.xml.

2 Create a new folder as follows:

Create an extensions folder in the same directory where you found the source schema. For example:

> C:\Program Files\Peregrine\Common\Tomcat4\webapps\oaa\WEB-INF\
> apps\incidentmgt\Schemas\extensions

3 Paste a copy of the source schema file in each of the folder you created.

4 Open the schema extension file in the extension folder.

This file is for your schema extension logical mappings.

5 Delete all the logical definitions listed in the top half of the original schema.

The logical definitions section starts after the first <documents> element.

Important: You must keep the <?xml> and <schema> elements.

---

6 Locate the physical mapping <document> element.

This element will be directly beneath the <documents name="adapter_name"> element.

7 Record the value of the existing preprocess script attribute. For example:

```
<?xml version="1.0"?>
<schema>
<documents name="sc" ...>
  <document name="incident" table="incidents"  insert="esmin"
  update="esmin"
  postprocess="schema.incident.scPostprocess"
  preprocess="schema.incident.scPreprocess">
    ...
  </document>
</documents>
<schema>
```

Existing schema
preprocess script ⎯⎯⎯

If you were changing the **problem** schema, you would record the loadscript name **schema.incident.scPreprocess**.

You will need to know this preprocess script name when you create your custom preprocess script in the next section.

8 Edit the existing <document> element and change the value of preprocess attribute to the name of your custom preprocess script. For example:

```
<?xml version="1.0"?>
<schema>
<documents name="sc" ...>
  <document name="incident" table="incidents"  insert="esmin"
  update="esmin"
  postprocess="schema.incident.scPostprocess"
  preprocess="schema.custom.scPreprocess">
    ...
  </document>
</documents>
<schema>
```

New schema
preprocess script ⎯⎯⎯

Steps for creating the custom onload script file are in the next section.

9 Save your changes to the schema extension file.

If all you are doing is changing the onload script called by your schema, then you do not need to create a schema extension for the physical mappings. See the *Get-Services Administration Guide* for more information about schema extensions.

Creating a custom preprocess script file

You can create your own custom preprocess script to assign default values to fields in the XML document. You must create a custom script in order to not overwrite any of the scripts delivered with Get-Services.

To create a custom preprocess script

1 Open the Get-Services project file in Peregrine Studio.

2 Expand the group of modules node for the portion of Get-Services you want to change.

- **incidentmgt**. The group of modules for incident management. This includes the **Service Desk** tab in the Get-Services interface.

- **changemgt**. The group of modules for change management. This includes the **Change Management** tab in the Get-Services interface.

3 Expand the **Scripts** node.

4 Right-click the **schema** node, and then click **New** > **Script**.
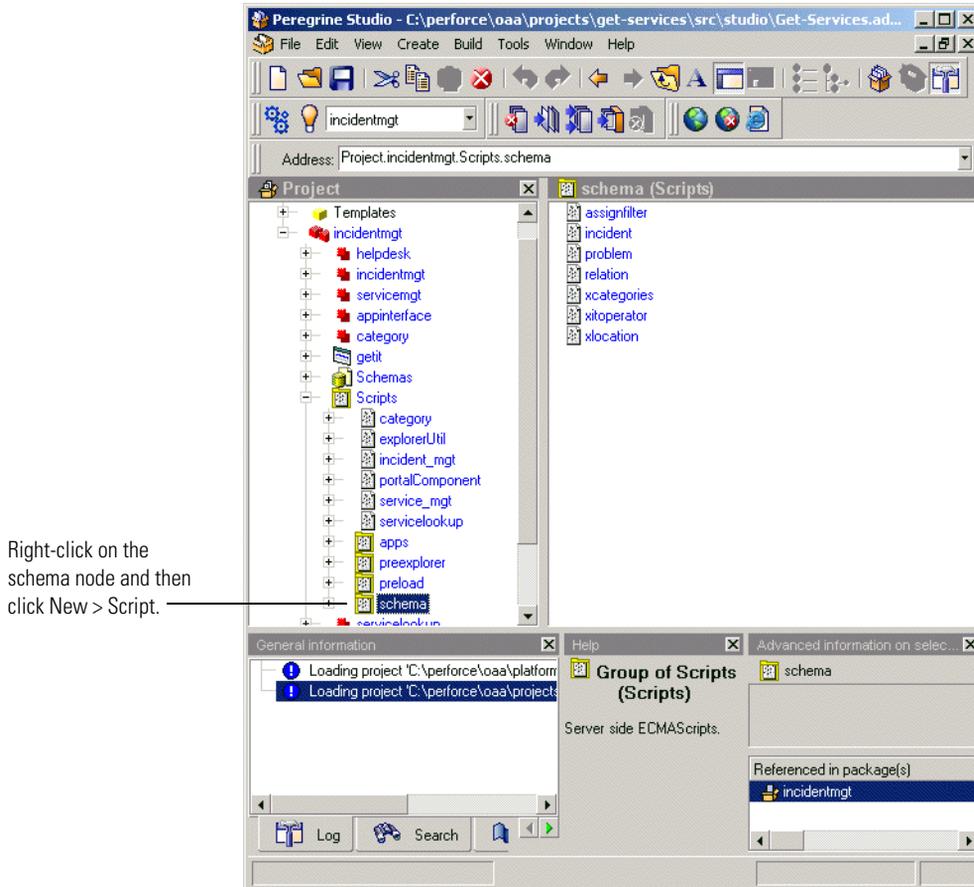
Right-click on the schema node and then click New > Script.

5 Give your script a unique name. For example, **custom**.

6 Right-click your new script node, and then click **New** > **Header**.

You can accept the default Header name **Header**.

7 Use the Peregrine Studio text editor to add a ECMAScript header that imports the original schema onload script. For example:

import the original
preprocess script

```
import schema.scPreprocess;
```

The script **schema.scPreprocess** is the name of the original preprocess script file called by the **incident** schema.

8 Right-click your new script node, and then click **New** > **Function**.

9 Rename your function to the desired custom onload function name. For example, `scPreprocess`.

10 Use the Peregrine Studio text editor to add a ECMAScript function to define any default values and then call the original schema onload function for this form. For example:

Create a function call – assignDefaultValues

Add a call to the original schema onload script

```
function scPreprocess(msg)
{
    assignDefaultValues(msg);

    msg = schema.incident.scPreProcess( msg );
}
```

11 Right-click your new script node, and then click **New** > **Function**.

12 Rename your function to the desired custom onload function name. For example, `assignDefaultValues`.

13 Use the Peregrine Studio text editor to add a ECMAScript function to add default values submitted to the back-end database. For example:

Check for existing value of Category

Assign Category default value of "business applications"

```
function assignDefaultValues(msg);
{
    var strTemp = msg.get("Category");
    if (strTemp == "")
    {
        msg.set("Category", "business applications");
    }
}
```

14 Save and build your Get-Services project.

Translating tailored modules

Out-of-box, all Get-It web applications are provided in English. You can order translated versions of Get-Services by purchasing a language pack. Get-Services 4.1 language packs are available in the following languages:

■ French

■ Italian

■ German

Note: Refer to the Peregrine support web site to determine the current availability of Get-Services language packs.

If you tailor your installation of Get-Services, you will need to translate any strings that you added. The following sections describe how you can translate your tailored modules.

If you have a language pack version of Get-Services, you will need to edit the existing string files for these applications and add any new strings that resulted from your tailoring efforts. For more information on the process, refer to *Editing existing translation strings files* on page 223.

If you do not have a language pack version of Get-Services and you want to create a new translation, refer to the instructions in *Adding new translation strings files* on page 224.

To configure Get-Services to use your new translation, refer to *Configure Get-Services to use new string files* on page 225.

Editing existing translation strings files

You can make edits, additions, and deletions to string files outside of Peregrine Studio using any text editor or standard translation software.

To edit an existing translation string file

1 Open the English string file for your Peregrine Studio project in a text editor or translation program.

You can find all the translation string files in the application server's deployment directories:

■ *<application server install>*\webapps\oaa\WEB-INF\strings

■ *<application server install>*\webapps\oaa\WEB-INF\apps*<application group of modules name>*

Note: The English string file will have the ISO-639 two letter abbreviation EN in the file name.

All strings files have a `STR` file extension.

2 Search for any new text that you added to your tailored Peregrine Studio project.

The string file uses the format illustrated below:

`String_label`, "translated string"

Where *String_label* is the Peregrine Studio name given to the string, and

Where *translated string* is the actual value of the string to be translated.

For example if you added a new button, you might look for:

`EMPLOOKUP_EMPLOYEELOOKUP_SEARCH_LABEL`, "Search"

3 Copy the entire line containing the English string.

4 Open the string file for the target language in which you want to add a translation.

Note: The string file will use the ISO-639 two letter abbreviation for the language in the file name.

5 Paste the copied English string into the target string file. You can paste the string at the end of the string file.

6 Change the "*translated string*" portion of the new string to the target language of your translation. For example, to change the string listed above to French, you might enter the following:

EMPLOOKUP_EMPLOYEELOOKUP_SEARCH_LABEL, "Recherche"

7 Save the new string file.

The new translation strings will be available as soon as you stop and restart the application server.

Adding new translation strings files

You can add new string files to provide additional language support to Get-Services. The translation process can be accomplished using any text editor or standard translation software.

Important: Peregrine does not support any user translated versions of Get-Services.

To edit an existing translation string file

1 Open the English string file for your Peregrine Studio project in a text editor or translation program.

You can find all the translation string files in your application server's installation directory:

- *<application server install>*\webapps\oaa\WEB-INF\strings
- *<application server install>*\webapps\oaa\WEB-INF\apps*<application group of modules name>*

Note: The English string file will have the ISO-639 two letter abbreviation EN in the file name.

All strings files have a STR file extension.

2 Copy the entire the English string file.

3 Create a new string file for the target language in which you want to add a translation.

Note: The string file must use the ISO-639 two letter abbreviation for the language in the file name.

4 Paste the copied English string file into the new file.

5 Change the "*translated string*" portion of each string to the target language of your translation.

6 Save the new string file.

The new translation strings will be available as soon as you stop and restart the application server.

Configure Get-Services to use new string files

1 Log in as an administrator (the administrator login page is located at admin.jsp).

2 Click **Settings**.

3 Click the **Common** tab.

4 Enter the two letter ISO-639 language code for the languages you want to support in the **Locales** field. The first code entered will be the default language used. The other languages you define will be available in a drop-down list.

5 In the **Content type encoding** field, enter the character encoding to be used for the display language. The following table lists some of the common character encoding formats.

Character Encoding	Character Set
ISO-8859-1	U.S. and Western European character sets. This is the default character set used by Studio.
Shift_JIS	Japanese character set
ISO-8859-2	Polish and Czech character set

6 Click **Save** at the bottom of the Settings form to save your changes.

7 On the Console form, click **Reset Server** to implement your changes.

Users will now be able to select the display language for their session used when they login to the Peregrine OAA Platform.

8 Troubleshooting and FAQs

APPENDIX

This appendix contains troubleshooting information for Peregrine Studio and tailoring tasks.

This chapter covers the following topics:

Get-Services Environment

This section describes warnings or errors that can be generated while running a Get-Services in your system environment.

Out of memory error

Problem
Your application server has run out of memory resources.

Solution
Get-Services run best on a system with a minimum of 512 MB of RAM. If you cannot add more physical memory to your machine, you can increase the virtual memory space used on your Windows system. Adding virtual memory will require more hard disk space and may degrade system performance as cached information is saved to and retrieved from the hard disk. Refer to your Windows help for information on setting or changing virtual memory.

Cannot start Java – JRE must be installed

Problem
Peregrine Studio produces an error message when you attempt to create a package or build a project.

```
Cannot start Java ('jvm.dll' not found). The JRE (Java Runtime
Environment) must be installed ...
```

Solution
Install a dedicated copy of the Java 2 SDK for Peregrine Studio to use. You can install the Java 2 SDK from the Get-Services Tailoring Kit installation CD.

Peregrine Studio

This section describes common problems with write protections, conflicts, and build errors generated with Peregrine Studio.

Cannot edit — components are displayed with grey background

Problem

Peregrine Studio displays some or all of your project components with a grey background, and you cannot make or save changes to the project components.
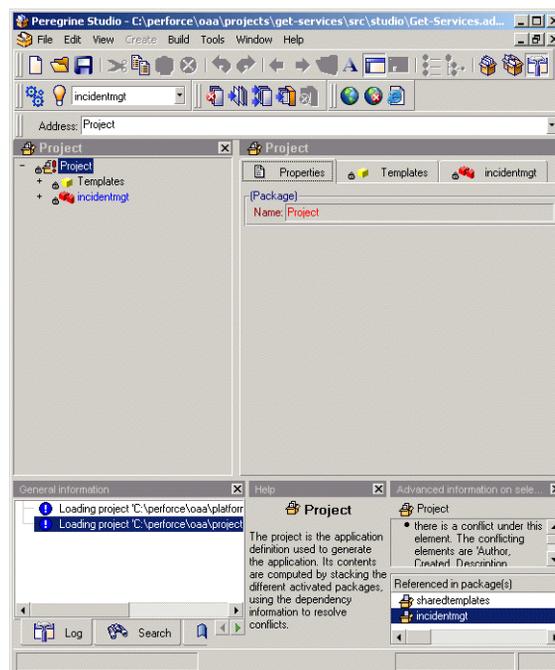
Solution

Peregrine Studio uses the grey background to indicate that an item is write protected. The most common reasons that Peregrine Studio components are write protected are:

- A write-protected package is selected in the package selector.
- The project (.adw) file is set to read-only.

Packages delivered by Peregrine are write-protected. You must save all of your changes and additions to a user-created package extensions. If the package selection box displays one of the Peregrine Studio default packages, then your project will be write protected until you create and activate a new package extension in which to save your changes.

Red exclamation point (conflict icon) displayed next to nodes

Problem

Peregrine Studio displays a conflict icon next to one or more of your project components, and you cannot build the project. The conflict could be the result of multiple packages attempting to change or modify the same component, or the conflict could be the result of improperly defined package dependencies.

Solution

To resolve the conflict you should first view more information about the nodes displaying the conflict icon.

To view information about a conflict

1 Select a node with an exclamation point ❗ icon displayed next to the name from the Project Explorer view.

2 Click **View** > **Advanced Information**. Peregrine Studio displays a new information window at the bottom of the interface. This window displays information on the conflict.

The information on selection will tell you whether you have a resource or a dependency conflict.

Conflict icon

Information about the conflict
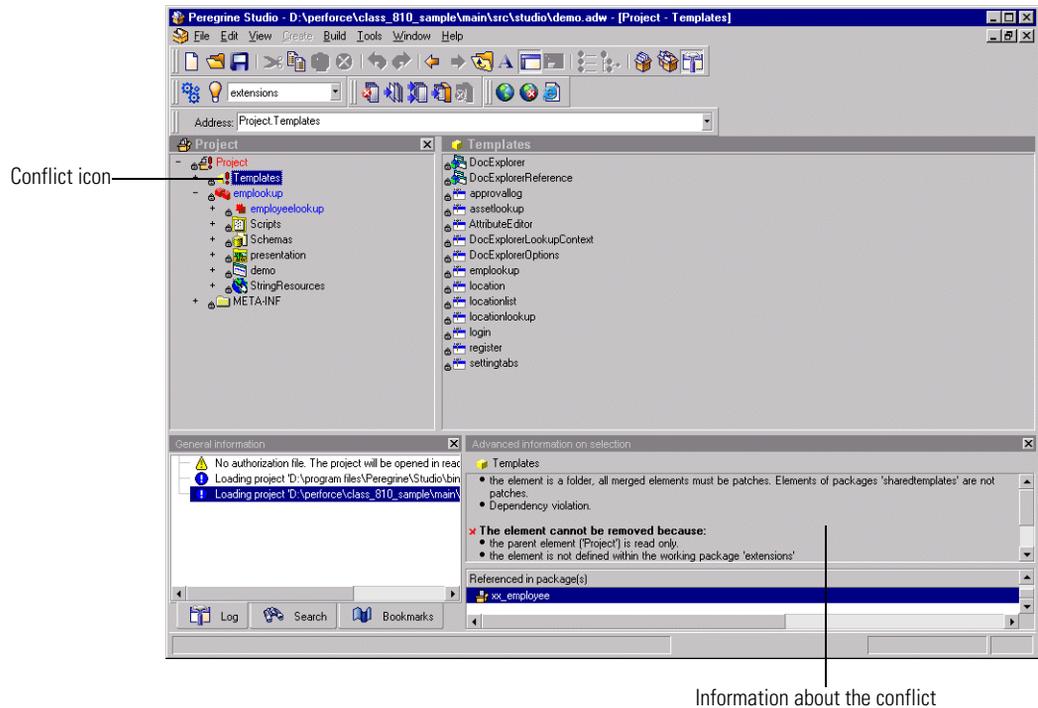
Resource conflicts

Resource conflicts occur when two or more project components describe the same thing. To resolve a resource conflict, delete or reconfigure one of the project components that is creating the conflict. If the conflicting components are part of separate package extensions, you can choose to deactivate one of the package extensions to resolve the conflict.

Dependency conflicts

Dependency conflicts occur when a package extension attempts to modify a package that is not listed as a dependent package. To resolve the conflict you can choose one of two solutions:

- Add the package you want to modify as a package dependency of the conflicting package extension.
- Move the changes in the conflicting package extension to another package extension that already has the proper package dependencies.

Scripting Errors

Information about scripting errors is displayed as text at the top of the main frame and in the `archway.log` file.

Unable to find script file

Problem
The following error message is displayed when you select a form:

Unable to find script file for <name>

This message will also appear in the `archway.log` file.

Solution
This error message is usually the result of an invalid script file name or adapter name.

Verify in Peregrine Studio that the form is calling a valid script file name. In particular make sure that the script name does not use mixed case. Script file names should be in all lower case. If you copied a script from another form or Web application you may have renamed the script incorrectly.

Verify that the script calls a valid adapter. If the <name> value is the name of a new adapter defined in the script file, then define the new adapter in the Admin Settings module, stop and restart your application server, and then restart the Archway server (using the Admin Control Panel) to correct the problem.

If you have verified that the script file exists and uses the proper adapter, then stop and restart your application server. This will refresh the adapter settings.

Script produces an ECMAScript error

Problem

An ECMAScript Error is displayed with the script name, source code, and line number of the error when a form is displayed.

Solution

Open Peregrine Studio, review the error-producing script for typos, and verify that it uses the correct function and schema names. For example, you might have a function where *msg* is incorrectly listed as *nsg*. Correct any errors and rebuild the project.

Note: ECMAScript is case sensitive and will return an error message if the case does not match the object called.

Tip: If you have enabled the HTTP listener in Peregrine Studio, you can click on the underlined script name listed at the top of the error message to go directly to the script and line number of the error. Peregrine Studio must be open for the hyperlink to work.

ECMAScript error: undefined value or property

Problem

The following error is displayed when you select a form:

ECMAScript Error: Error Message: Runtime error Function called on undefined value or property

This error will also be displayed in the archway.log file.

Solution

Verify that the form calls the proper script name in the server onload script attribute. Also check that the script name contains no typos and that it is listed with the proper case. If the script name listed in the form is correct, there is a possibility that there is a script name conflict. Each script in your project needs a unique name. Try renaming your script to a new name, updating the server onload script attribute, and rebuilding your project. If renaming the script fixes the problem then you had a script name conflict.

Tailoring Errors

The following sections describe some of the common errors associated with tailoring Get-Services. Refer to the sections below for solutions to common tailoring problems.

Script output not appearing in form component

Problem

Data is not displayed in your Get-Services form component. This problem could be the result of a faulty script that is not generating an XML document or the result of form components that are not properly mapped to the fields of the generated XML document.

Solution

Verify whether your script is generating an XML document by enabling the **Show form information** option and then looking at the contents of the Script Output tab. If the script is working properly, you should see your Get-Services data encoded as in the XML document displayed on the Script Output page. If you do not see an XML document, then your script has an error.

If you can see data displayed in the Script Output tab, then the problem is how you have mapped the form components to the XML fields. View the form component properties from Peregrine Studio, and verify that the Document Field attribute of the form component maps to an XML tag displayed in the Script Output tab.

Too few parameters error

Problem

The following error message is displayed when you select a form:

ERROR:....: ***SQL Exception caught***

The script output displays the following error:

-3010: [...][...] Too few parameters. Expected 1.

These messages will also appear in the archway.log file.

Solution

There is an incorrect field mapping or typo in the schema used in this form. Review the schemas used by this form and verify that there are no typos. Also verify that all the attributes defined in the schema map to valid fields in the back-end database. The value in the field attribute must match the field name of the back-end database. This is particularly important for the ID attribute, which must map to a unique numerical value that identifies each record.

Get-Services always goes to redirection form

Problem

You have defined a redirection to another form in Get-Services and the source form always takes users to the redirection form regardless of the search conditions and results.

Solution

Validate that the Condition attribute of the redirection is not blank. The Condition value should match the value defined by the setCondition function of your form's ECMAScript. If the Condition attribute is left blank, the default action is to redirect to the target form regardless of the returned results.

Syntax error in FROM clause

Problem

The following error message is displayed when you select a form:

ERROR:....: ***SQL Exception caught***

The script output displays the following error:

-3506 [...][...] Syntax error in FROM clause.

This error will also be displayed in the archway.log file.

Solution

The schema name you defined for the form is wrong. The schema name could be listed incorrectly in two places:

■ The form's onload script may refer to the wrong schema name.

■ The <document name=*value*> does not match the schema file name.

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