

SysAidTM

Administrator's

Guide

Introduction

This guide offers information for SysAid administrators. It introduces the structure and service of the System, advanced configuration options, the log file, and troubleshooting.

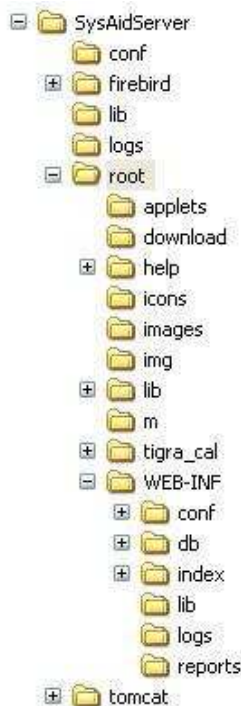
The guide refers to the installed editions of SysAid, not the On-demand edition.

Directory Structure

First, let us examine the directory structure that was created once you installed SysAid.

By default, SysAid home directory, SysAidServer, was created under your Program Files folder. Here is a (partially expanded) SysAidServer directory tree:

1. SysAid Server Directory Tree



SysAid Service

Installing SysAid created a service file on your computer called "SysAid Server".

How to stop or start this service depends on your operating system. In Windows, you can find your services by clicking on Administrative Tools in the Control Panel. There, you can see if the service is running, and start or stop it.

Advanced Configuration Options

Many configurations can be performed through SysAid interface; these are described in the **Getting Started Guide**. More configuration can be performed outside of the system, by altering a file called serverConf.XML.

The file serverConf.XML can be found under root/WEB-INF/conf.

An XML file describes data using tags. We will examine these tags and the data they contain. SysAid uses serverConf.XML to obtain this data. You can, therefore, configure SysAid by changing serverConf.XML.

First, a caveat: You should only modify serverConf.XML if you understand exactly what you are doing. Changing this file improperly can render SysAid useless.

Let us first examine the structure of tags in serverConf.XML:

```
<serverConf>
  <dbConf>-
    <dbDriver> String </dbDriver>
    <dbUrl> String </dbUrl>
    <dbUser> String </dbUser>
    <dbPassword> String </dbPassword>
    <dbType>
      "mysql", "oracle", "mssql", or "firebird"
    </dbType>
  </dbConf>-
</serverConf>
```

```
<db Encoding>String</dbEncoding>
<dbMultiply>String</dbMultiply>
dbMainName>String</dbMainName>
  </dbConf>
  <logConf>
    <logLevel>
      "error", "info", or "debug"
    </logLevel>
    <logTimes> Boolean </logTimes>
  </logConf>
  <mailConf>
    <smtpHost> String </smtpHost>
    <mailFrom> String </mailFrom>
    * <mailEncoding> String </mailEncoding>
    * <mailContentType> String </mailContentType>
  </mailConf>
  <loginConf>
    <accountType> "multi" or "single" </accountType>
    <defaultAccount> String </defaultAccount>
    <webServerUser> Boolean </webServerUser>
    * <externalLoginClass> String </externalLoginClass>
    * <loginURL> String </loginURL>
  </loginConf>
  <smsConf>
    <smsGatewayID> String </smsGatewayID>
    * <smsUser> String </smsUser>
    * <smsPassword> String </smsPassword>
    * <smsProviderClass> String </smsProviderClass>
  </smsConf>
</serverConf>
```

Data is stored within the innermost tags. In the structure above, the legal data type is written between these tags.

Some of the tags are optional; they do not have to appear in serverConf.XML for SysAid to work. In the structure above, these tags are marked with asterisks (*).

The pair of tags `<serverConf></serverConf>` encircle all the information in this file. The next level contains five elements. Each element contains information about a certain aspect of SysAid. We will go over each in turn.

Element `<dbConf>`

These tags contain data about the database SysAid uses. Let us examine its inner tags.

Element `<dbDriver>` stores data about the database driver. If you installed SysAid, you may recall being asked to input the database driver. The driver inputted is stored here.

Element `<dbUrl>` stores the location of the database. When installing SysAid, this information is also inputted.

Elements `<dbUser>` and `<dbPassword>` store the username and password for your SysAid account, respectively.

Element `<dbType>` stores the database type. The legal types are “mysql”, “oracle”, “mssql”, and “derby”.

You can manually change any of the data stored here. For example, you can change the database driver you are using by deleting the driver currently listed between the `<dbDriver>` and `</dbDriver>` tags, and inputting the new driver name instead.

Element <logConf>

These tags store data about the SysAid log.

Element <logLevel> can hold three legal values: “error”, “info”, and “debug”. These denote what will be logged in the log file.

Element <logTimes> can contain the strings “true” or “false”, which denote whether times are logged in the log file.

Element <mailConf>

Here Email-related data is stored.

Element <smtpHost> is the Internet address of the smtp mail server.

Element <mailFrom> contains the Email address Sysaid contacts users with.

The optional element <mailEncoding> marks the encoding to use in Email. The default is unicode. To change the encoding, you must enter the proper code.

You can view codes for different encodings at:

<http://java.sun.com/j2se/1.3/docs/guide/intl/encoding.doc.html>.

The optional element <mailContentType> specifies the content type of the email (the default is “text/plain”). You can enter the same values you would for “content type” in HTML. As in HTML, you can append “; charset=” to this string, to specify the character set. For information see http://www.w3.org/Protocols/rfc1341/4_Content-Type.html

Element <loginConf>

Element <accountType> specifies whether you use multiple (“multi”) or a single (“single”) account.

Element <defaultAccount> specifies the default account to use.

Element <webServerUser> can receive the values “true” or “false”, specifying whether or not the account is web-based.

The optional elements <externalLoginClass> and <loginURL> are used for special, single sign-on login customization. If you wish to use them, you may contact Ilient for support.

Element <smsConf>

This element is used to configure SMS settings. It contains the elements <smsGatewayID>, <smsUser>, <smsPassword>, and <smsProviderClass>. If you need to modify these elements, you may contact Ilient for support.

If optional tags are missing from your serverConf.XML file, you can add them yourself, according to the structure documented above.

sysaid.log

This is SysAid’s log file. It can be found under root/WEB-INF/logs (in your SysAid folder).

You may use sysaid.log to view errors that have occurred. The file may also log information about various operations. Each entry can be marked by a timestamp.

As mentioned above, you can configure sysaid.log by altering serverConf.XML.

Troubleshooting

Here are some possible problems and their solutions.

SysAid does not load:

Check that the Sys Aid Server service file is running.

Check that the proper URI is inputted into your browser.

If the problem persists, contact Ilient for support.

Wrong language:

Go to **Preferences → My Settings**. Change the language and click **Save**.

The date appears in the wrong format:

Go to **Preferences → My Settings**. Change the locale and click **Save**.

I can't find my service request:

Go to **Help Desk → Search**. If you know the service request's ID, search by ID. If not, search by supplying keywords.

The service request list doesn't show all the fields I want to see:

Click on **Customize List**, underneath the menu, to choose which fields the list should show. You can sort the list using any of these fields.

You can create new types of "list views" or modify existing ones.

SysAid does not see my assets:

Read the Getting Started Guide to learn how to add assets to SysAid. If you followed the instructions there, and the problem persists, contact Ilient for support.

I changed software/hardware on a computer, and SysAid does not see the change:

SysAid will not notice changes in hardware/software immediately. It scans assets for changes once a day.

Bug:

If you encounter a bug, contact us via the following web-page
http://ilient.com/contact_us.htm