



# URL Helper to Hansen

## Deployment Document

## Document Details

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## Document History

Version	Date	Author	Changes
1.0	10/08/2010	Amarnadh Kotha	Initial Document
1.1	01/02/2011	Lance Dourlay	Merged the installation guide, deployment guide and release note into this one document
1.2	03/06/2011	Brendan Green	Updated deployment guide following fix in installer for instances where the Hansen 8 database is Oracle.
2.2.0	06/06/2011	Brendan Green	Fixes to the installer to correctly set the default database instance, and perform tag replacement for the connection string in the Web.config file. Updated the deployment guide.
2.3.1	07/06/2011	Brendan Green	Fixes to the way that the interface interacted with the database connection. Addressed issue where the lack of a trailing '/' for the URL to the Hansen 8 instance would produce a malformed URL on redirection.
2.4.0	17/08/2011	Lance Dourlay	Added support for Pathway Customer Requests
2.5.0	08/11/2011	Murthy	Added support for Create Asset Group
2.5.1	23/11/2011	Lance Dourlay	Fixed Issue with String to Date Conversion and changed the look of the CreateAssetGroup page to look like a hansen page
2.5.2	13/12/2011	Lance Dourlay	Added Dekho support to the CreateAssetGroup Page Got the Prev and Next buttons working on the InformationViewer Page
2.5.3	16/01/2012	Lance Dourlay	Fixed Issue with the single v double click on the grid to launch the infoviewer Added support for Configured Assets
2.5.4	18/09/2012	Vinod Biyani	Fixed issue with the UNIT ID display

2.5.5	24/10/2012	Vinod Biyani	Fixed issue with the UNIT ID display for Network Assets
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## Glossary

Acronym	Name
<b>Infor</b>	Infor Global Solutions (Public Sector Group)
<b>Hansen</b>	Infor's suite of Hansen Enterprise Asset Management, Billing and Customer Service Solutions

## 1 Introduction

The URL Helper to Hansen provides a single URL that is callable from a third party application, to display individual Hansen 8 infoviewers.

## 2 Pre-Requisites

- Hansen 8 installed
- .NET 3.5



### 3 Installation

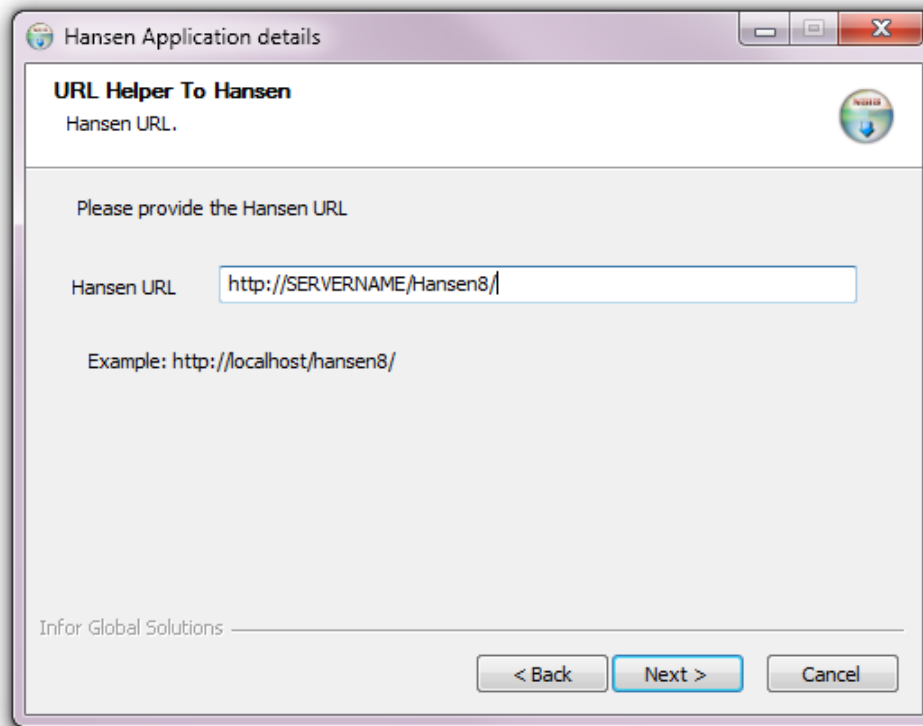
1. Run the URL Helper To Hansen vX.X.X Setup.exe

Where **X.X.X** represents the version of the URL Helper to Hansen installer, which will be identified in the Release History section



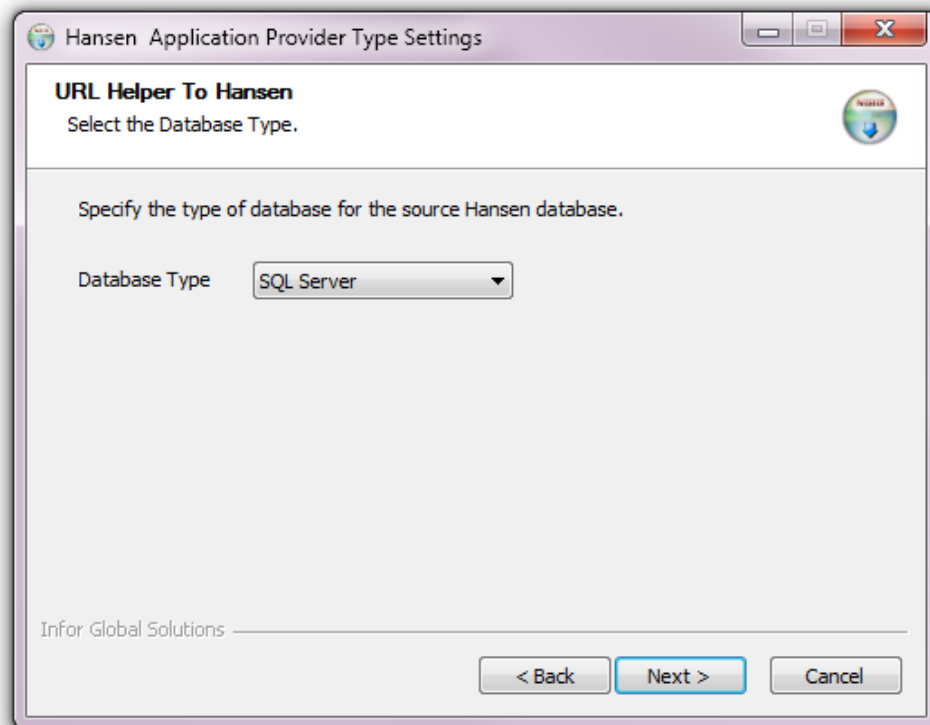
Click '**Next >**'

2. Provide the Hansen URL.



Click '**Next >**'

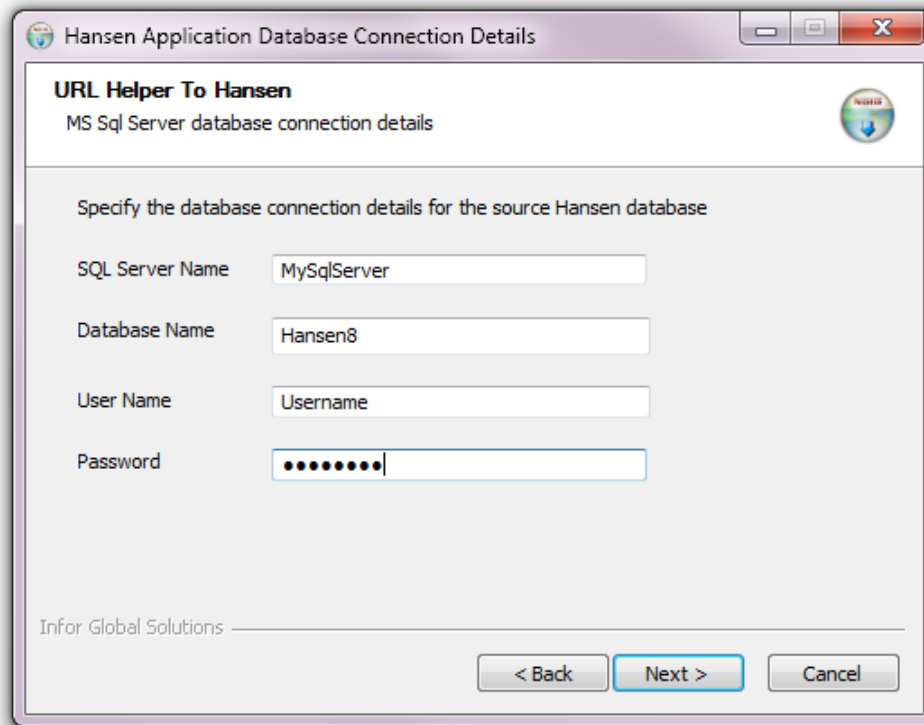
3. Select the type of database that the Hansen application uses.



Click '**Next >**'

4. Enter the database connection details (these credentials are used by the interface to query the Hansen database to, for example, determine the type of asset that is to be viewed):

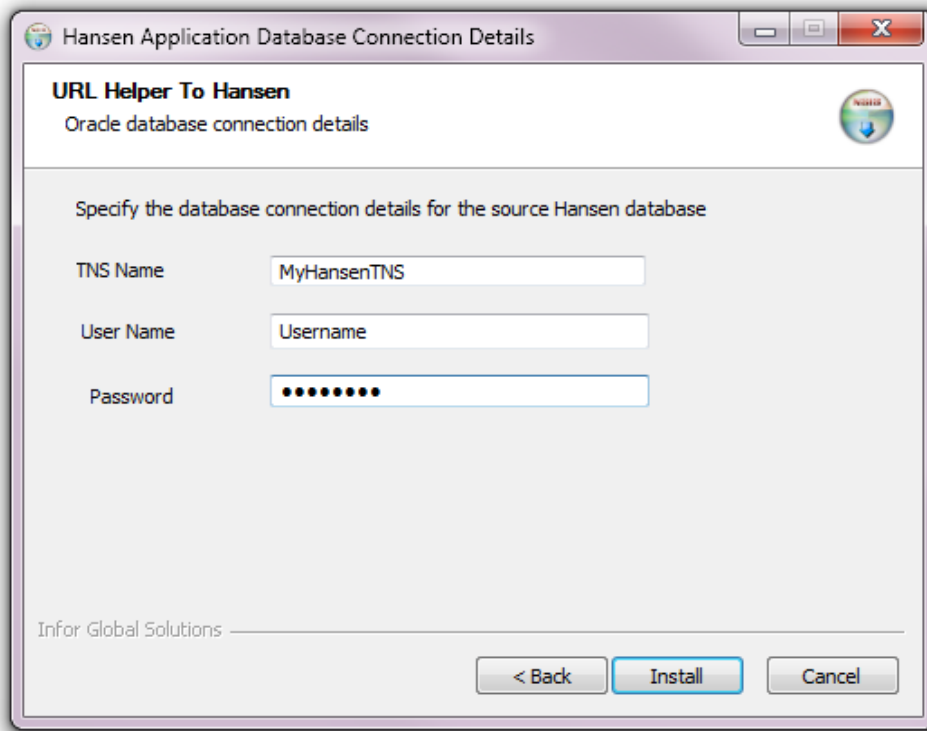
Where the database is an **SQL Server** database, the following screen is displayed:



Enter the database connection details, where:

Item	Description
SQL Server Name	The name of the server that hosts the Hansen database.
Database Name	The name of the database, located on the server above, that is the Hansen database.
User Name	An SQL Account, for the given database, that has permission to query the Hansen database.
Password	The password for the above user.

Where the database is an **Oracle** database, the following screen is displayed:

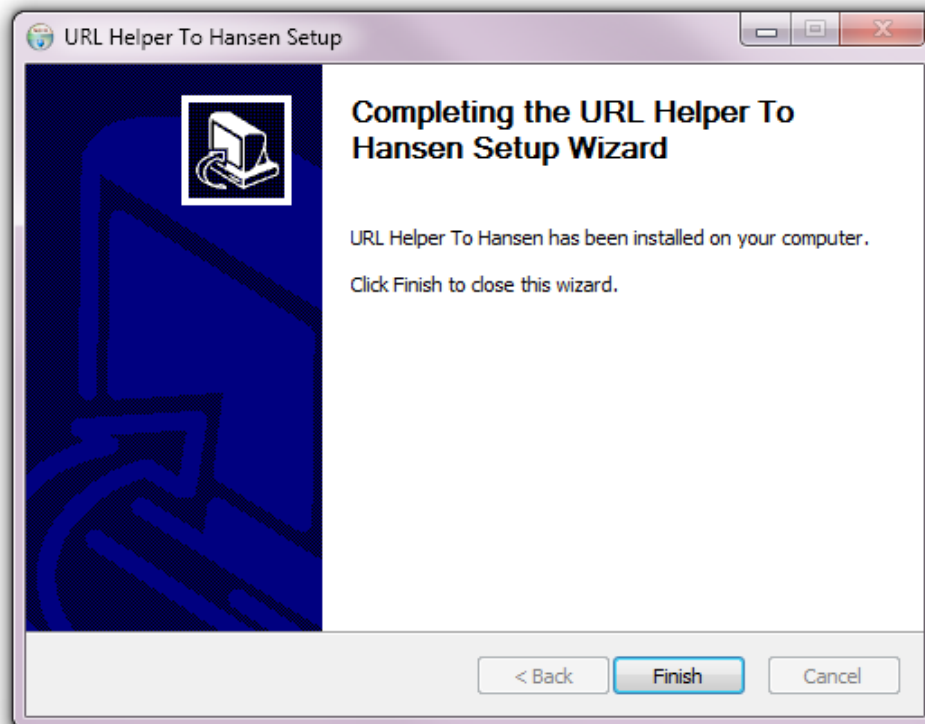


Enter the database connection details, where:

Item	Description
TNS Name	The TNS name of the database connection to use (it must point to a Hansen database)
User Name	An SQL Account, for the given database, that has permission to query the Hansen database.
Password	The password for the above user.

Click **'Install'** or **'Next >'** to begin the installation.

5. Installation Complete



The installation has completed. Click '**Finish**' to close.

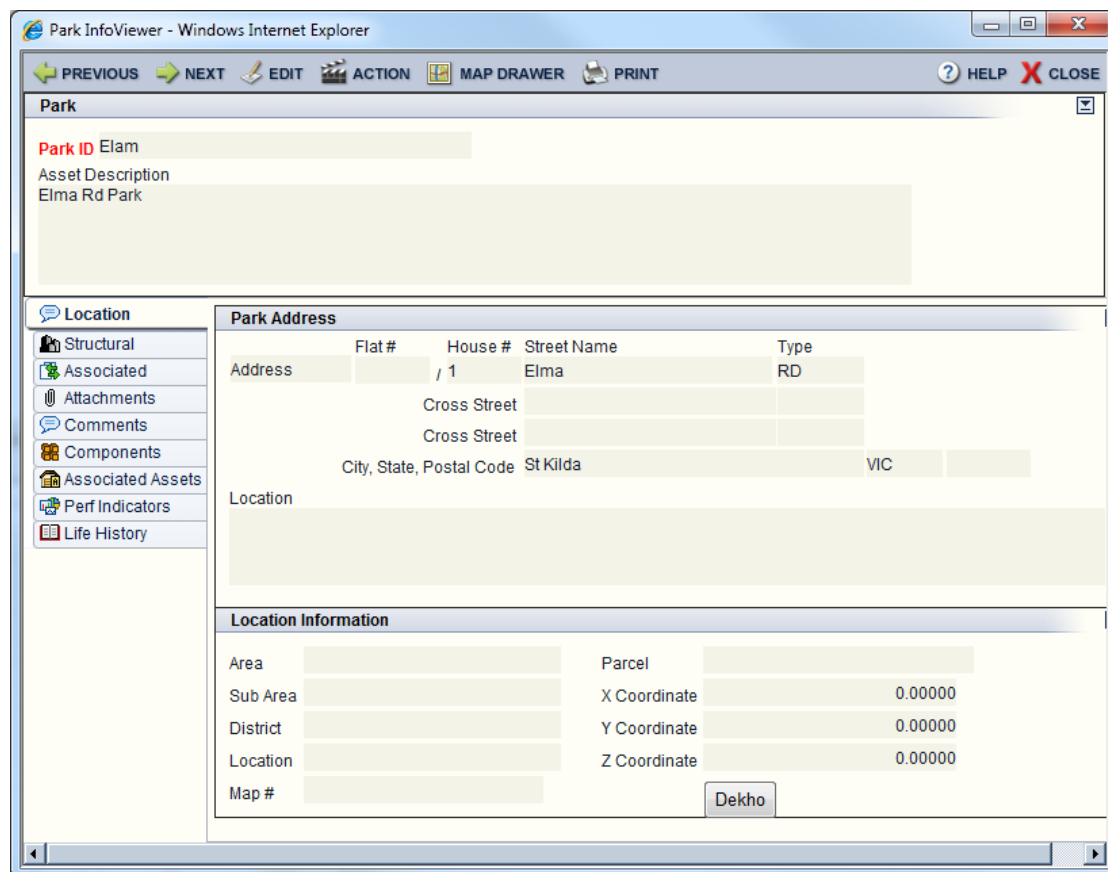
## 4 Test Calls to Hansen

### Single Asset

In order to test this interface you can enter a URL into your web browser directly. For example, the following sample (assumes default values were chosen)

<http://localhost/hanseninterface/informationviewer.aspx?viewertype=ASSET&srcid=1000>

Will either open the Hansen info viewer for the asset with the asset key of 1000.



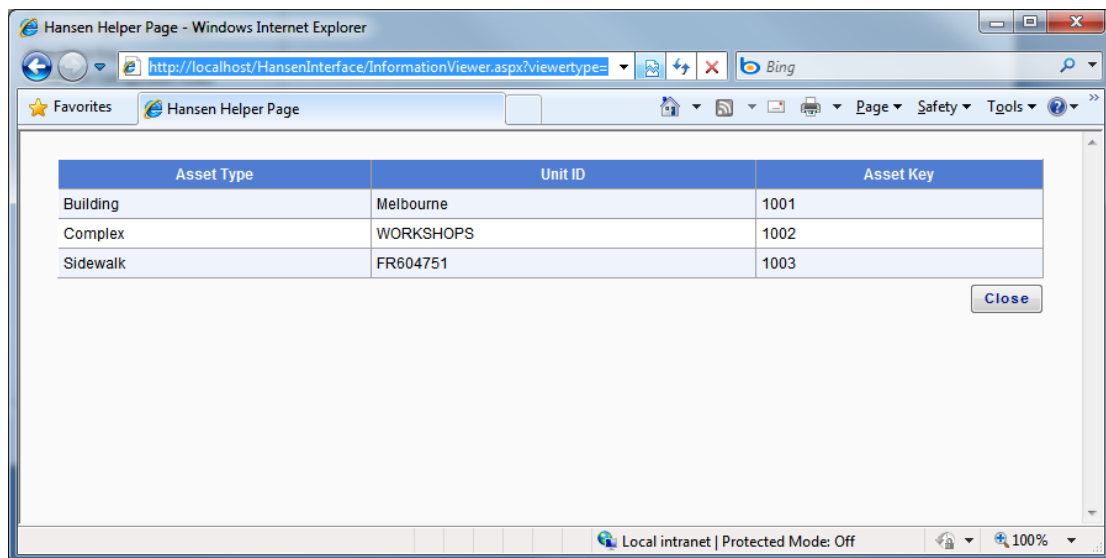
If no asset is found a message stating 'Could not find asset for key 1000'

## Multiple Assets

In order to test the interface accepts multiple keys, you can enter the URL directly into your web browser.

<http://localhost/hanseninterface/informationviewer.aspx?viewertype=ASSET&srcid=1001,1002,1003>

You should see the grid page open, with the assets listed.



Clicking on one of the items in the list will open the individual infoviewer for that asset



### Create Asset Group

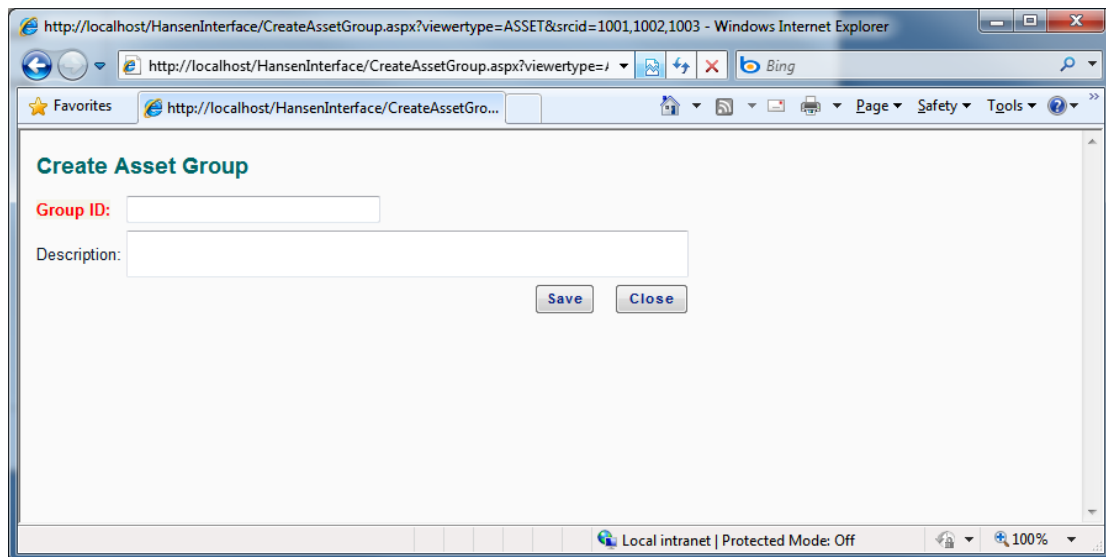
The Create asset group functionality is available via the CreateAssetGroup page.

It can be called passing the asset keys via the assets= parameter

<http://localhost/HansenInterface/CreateAssetGroup.aspx?assets=1001,1012,1287>

Or if called from Dekho passing the same parameters as the Infoviewer page

<http://localhost/HansenInterface/CreateAssetGroup.aspx?viewertype=ASSET&srcid=1001,1002,1003>



## 5 Post-Installation

If you need to modify the Hansen URL or the Database connection string

Open the file **Web.config** under the Hansen URL web interface installation folder

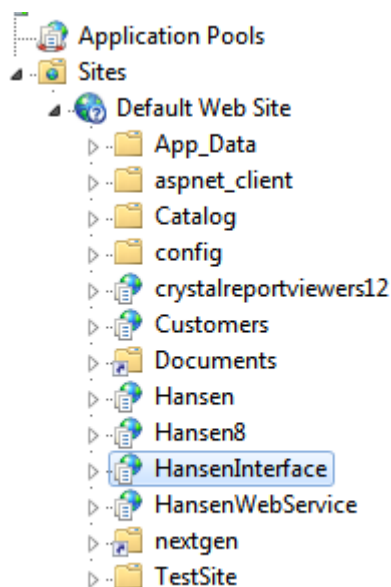
Set the value for the HansenPath by changing the highlighted bold value below.


```
<appSettings>
  <add key="Hansen8Instance" value="http://localhost/hansen8/" />
</appSettings>
```

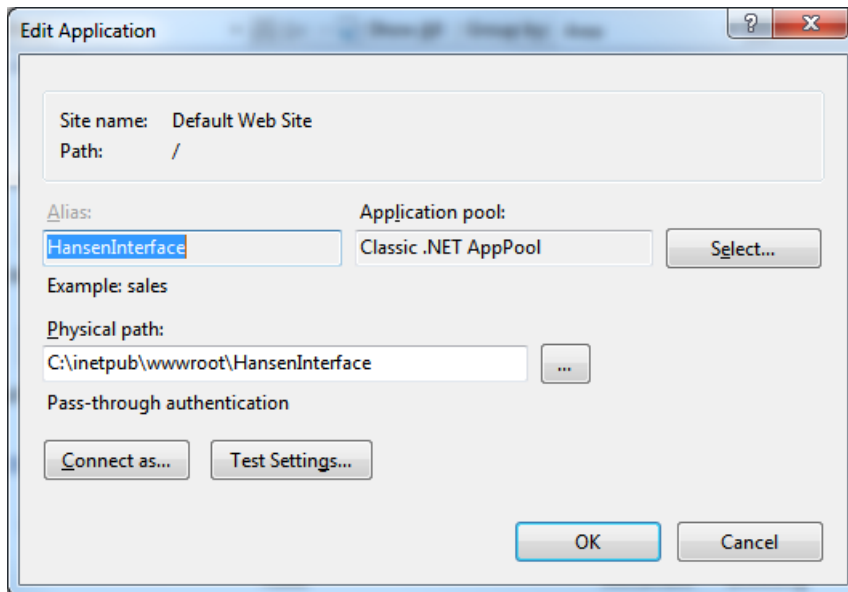
Set the value for the Database connection string by changing the highlighted bold value below.

```
<add name="SQL"
  connectionString="Server=(local);Database=dbname;Integrated
Security=False;User Id=sa;Password=dbpassword;"
  providerName="System.Data.SqlClient"
/>
```

It has been found that in some environment the web application is not being correctly created. To check that it has, or to create it manually go into IIS and browse to the HansenInterface site under 'Default Web Site'



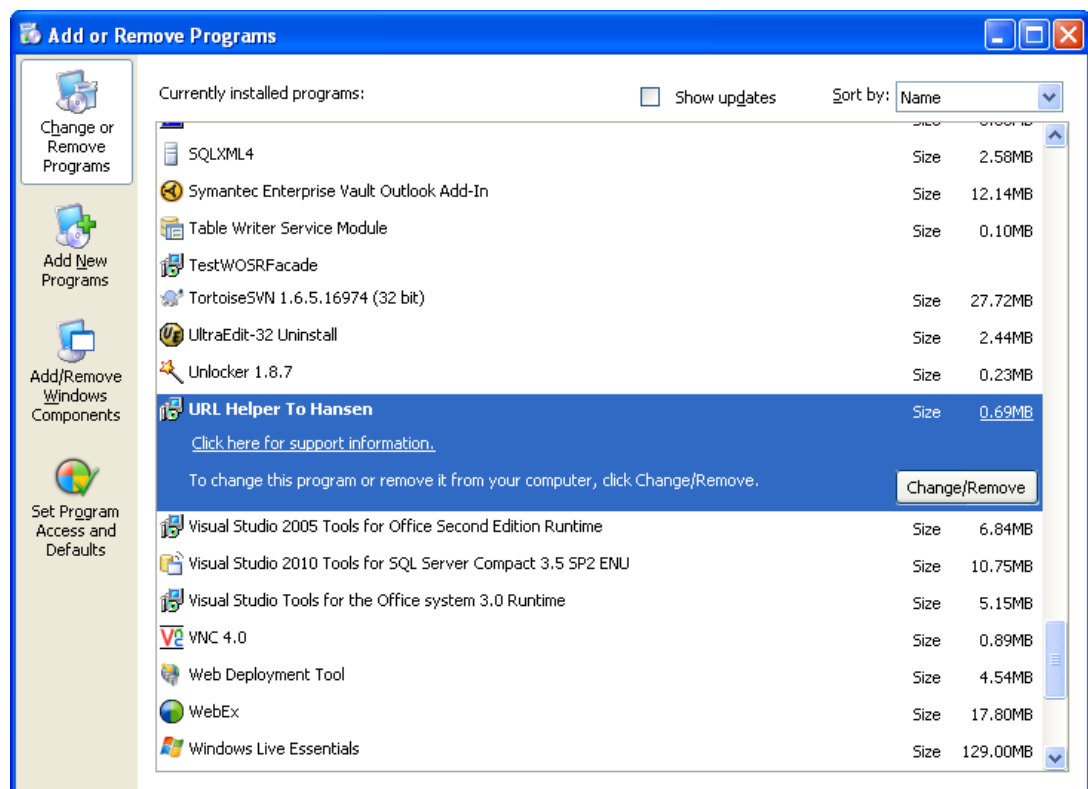
It should look similar to above, if it's shown as a folder , right click on the folder icon or name to bring up the content menu, and click on 'Convert to Application'



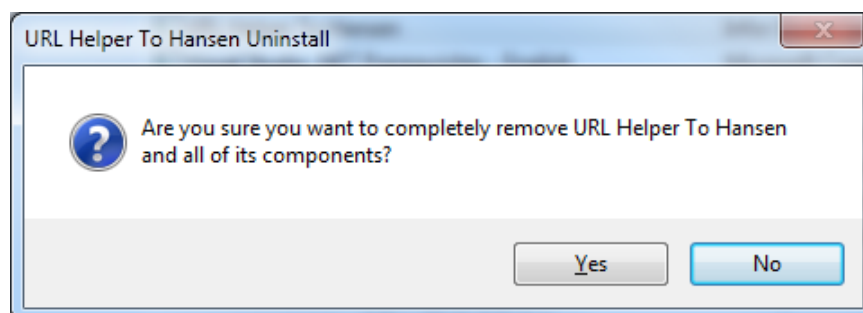
Set the application pool to use the same pool that the Hansen application is using, and click OK.

## 6 Steps to Uninstall

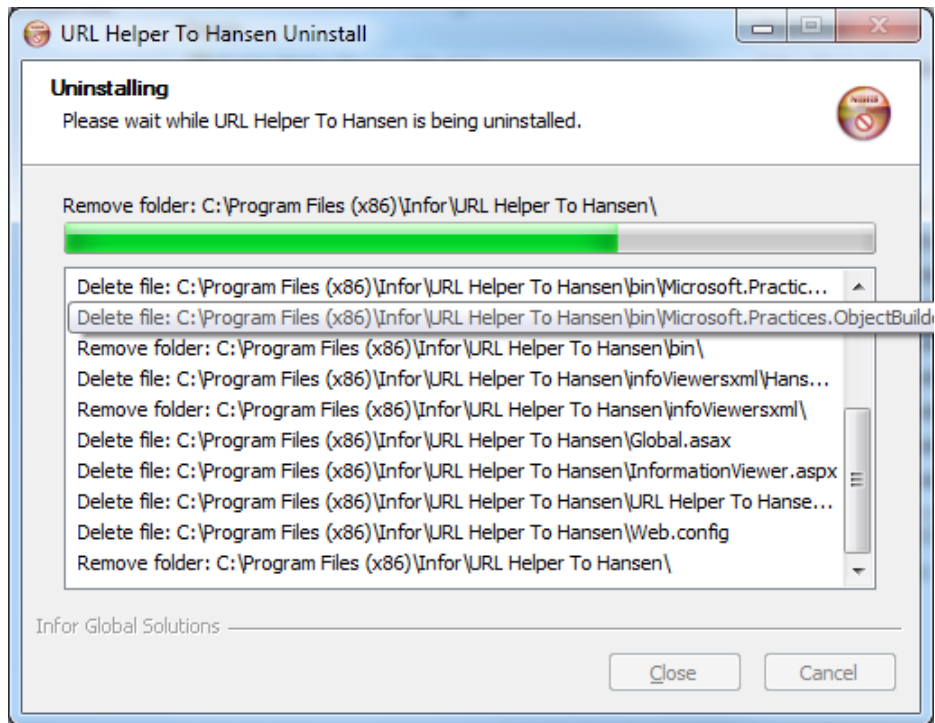
1. Please go to Start→ Control Panel ' click on "Uninstall a Program" under Programs. Select the "URL Helper to Hansen" ' click on "Change/Remove".



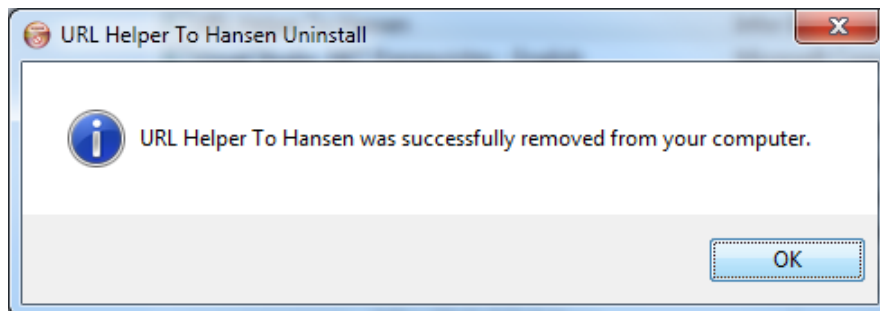
2. Below screen appears. Click Yes.



3. The uninstall process starts showing the below.



4. After uninstall process completes, below screen appears showing the success result. Click OK.



You have successfully uninstalled URL Helper to Hansen.

## 7 Release History

### 7.1 Release 2.5.5

- Fixed issue with the UNIT ID display for Network Assets

### 7.2 Release 2.5.4

- Fixed issue with the UNIT ID display

### 7.3 Release 2.5.3

- Changed all grid clicks to be single clicks
- **Added support for Configured Assets.**

### 7.4 Release 2.5.2

- Added Dekho support to the CreateAssetGroup Page
- Got the Prev and Next buttons working on the InformationViewer Page
- Added the test for displaying multiple assets and create asset group
- Added details on checking the application is being created within IIS

### 7.5 Release 2.5.1

- Fixed Issue with String to Date Conversion
- Changed the look of the CreateAssetGroup page to look like a Hansen page

### 7.6 Release 2.5.0

- Added support for Create Asset Group

### 7.7 Release 2.4.0

- Added support for Pathway Customer Requests ?SERVNO=[CUSTPROB.REFNO]
- Added prompt for installation folder (Default to c:\inetpub\wwwroot\HansenInterface)

### 7.8 Release 2.3.1

- Addressed issues that were present when the interface was using the connection strings in the Web.config file to connect to the database;
- Addressed issue where the lack of a trailing '/' during the installation when specifying the URL to the Hansen 8 instance would produce malformed URL's to the Info Viewers on re-direction.

### 7.9 Release 2.2.0

- Addressed deployment issues with tag replacement of database connection string details in the Web.config file;

- Updated the deployment guide

#### 7.10 Release 2.1.0

- Fixed issue where if the database type was Oracle, the binary assemblies were not deployed correctly.

#### 7.11 Release 2.0.1

- Cleaned up the installation package
- Updated the deployment document to reference the correct installation package

Installation Package / Component	Version
URL Helper To Hansen v2.0.1 Setup.exe	2.0.1

#### 7.12 Release 2.0.0

- Converted to generic interface
- Created new installation package

Installation Package / Component	Version
URL Helper To Hansen v2.0.0 Setup.exe	2.0.0