

# **URL Helper to Hansen**

**Deployment Document** 



### **Document Details**

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## **Document Authorization**

	Name(s)	Date
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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	
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	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	
Infor	Infor Global Solutions (Public Sector Group)	
Hansen	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.

🌍 Hansen Applicat	tion details	
URL Helper To Hansen URL.	Hansen	
Please provide t	he Hansen URL	
Hansen URL	http://SERVERNAME/Hansen8/	
Example: http:	//localhost/hansen8/	
Infor Global Solution:	s < Back Next >	Cancel

Click 'Next >'

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

🎯 Hansen Applicati	on Provider Type Settings	
URL Helper To Ha Select the Databas		
Specify the type of	f database for the source Hansen database.	
Database Type	SQL Server	
Infor Global Solutions		
	< Back Next >	Cancel

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:

😚 Hansen Application Database Connection Details			
URL Helper To Hansen MS Sql Server database connection details			
Specify the database	connection details for the source Hansen database		
SQL Server Name	MySqlServer		
Database Name	Hansen8		
User Name	Username		
Password	••••••		
Infor Global Solutions —	< Back Next > Cancel	-	

#### 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:

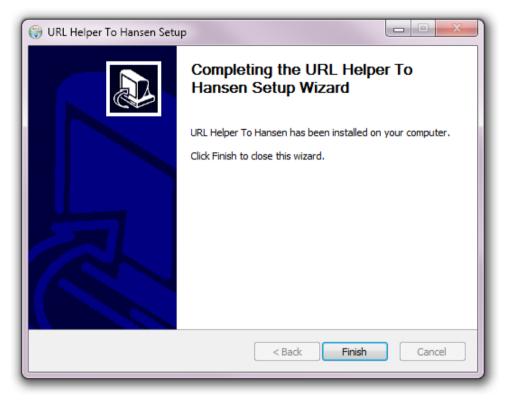
URL Helper To H Oracle database co				
Specify the datab	ase connection details fo	or the source Hansen d	atabase	
TNS Name	MyHansenTNS			
User Name	Username			
Password	•••••			
Infor Global Solutions				
		< Back	Install	Cancel

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.

🏉 Park InfoViewer - Wind	dows Internet I	Explorer							• X
🔶 PREVIOUS 🌙 NEX	KT 🌛 EDIT			AWER   😓 PRINT				? HELP	X CLOSE
Park									
Park ID Elam									
Asset Description									
Elma Rd Park									
🦻 Location	Park Addre	ess							
Structural		Flat#	House #	Street Name		Туре			
🕼 Associated	Address		/ 1	Elma		RD			
Attachments			Cross Street						
Comments			Cross Street						
Components		City, State,	Postal Code	St Kilda			VIC		
Associated Assets	Location								
Perf Indicators	20041011								
III Life History									
	Location In	formation							
	Location in	normation							
	Area			Parcel					
	Sub Area			X Coordinate	e		0.000	00	
	District			Y Coordinate	e		0.000	00	
	Location			Z Coordinate	e		0.000	00	
	Map #				Dekho				
	L								
•									•

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=1001,100 2,1003

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

Hansen Helper Page - Windows Internet Explorer						X			
$\bigcirc$	🕗 🗸 🦉	http://localhost/HansenInterface/	InformationViewer.a	spx?viewertype= 👻	🔁 😚 🗙 🔄	Bing			<del>ب</del>
👷 F	Favorites	<i> H</i> ansen Helper Page			👌 🔹 🔊 🔹	- 🖶 🔻	<u>P</u> age ▼ <u>S</u> afety		<b>@</b> ▼ <sup>»</sup>
									^
		Asset Type		Unit ID			Asset Key		
	Building		Melbourne			1001			
	Complex		WORKSHOPS			1002			
	Sidewalk		FR604751			1003			
								Close	
									-
				👊 Lo	cal intranet   Prote	cted Mode: Off	F 💮	▼ € 100%	•

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=1001,10 02,1003

6 http://localho	st/HansenInterface/CreateAssetGroup.aspx?viewertype=	ASSET&srcid=1	001,1002,1003	- Windows In	ternet E	xplorer			X
<b>O</b> • <b>(</b>	http://localhost/HansenInterface/CreateAssetGroup.as	px?viewertype=/	▼ 😣 44	🗙 📘 Bing	1				<mark>ہ</mark> -
🔶 Favorites	Attp://localhost/HansenInterface/CreateAssetGro		🟠 🔻	<b>N</b> • <b>E</b>	•	<u>P</u> age ▼	<u>S</u> afety ▼	T <u>o</u> ols ▼	<b>⊘</b> ∙ "
Create A	sset Group								*
Group ID:									
Group ID.									
Description:									
		Save	Close						
									-
		G	Local intrane	et   Protected I	Mode: O	ff		🔍 100%	•

### 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"

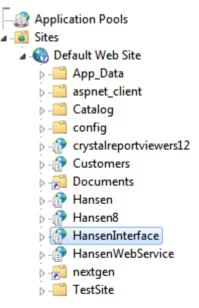
    connectionString="Server=(local);Database=dbname;Integrated

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'

Site name	Default Web Site		
Path:	/		
<u>A</u> lias:		Application pool:	
HansenInterf	ace	Classic .NET AppPool	S <u>e</u> lect
Example: sale	5		
Physical path	:		
	/wwroot\HansenInter	face	
	authentication		
Pass-through	r a a circi i circa ciori		

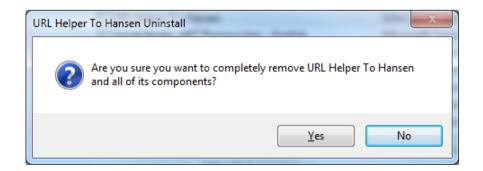
Set the application pool to use the same pool that the Hansen application is using, and click OK.

### 6 Steps to Uninstall

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

🐻 Add or Re	move Programs				
5	Currently installed programs:	up <u>d</u> ates <u>S</u> ort by:			*
C <u>h</u> ange or Remove Programs	SQLXML4		Size	2.58MB	^
-			Size	12.14MB	
	📷 Table Writer Service Module		Size	0.10MB	
Add <u>N</u> ew Programs	😼 TestWOSRFacade				
rrograms	👷 TortoiseSVN 1.6.5.16974 (32 bit)		Size	27.72MB	
6	💯 UltraEdit-32 Uninstall		Size	2.44MB	
Add/Remove	4 Unlocker 1.8.7		Size	0.23MB	
<u>W</u> indows Components	🔂 URL Helper To Hansen		Size	<u>0.69MB</u>	
-	Click here for support information.				
	To change this program or remove it from your computer, click Change/Re	move.	Chang	e/Remove	
Set Pr <u>o</u> gram Access and	🔀 Visual Studio 2005 Tools for Office Second Edition Runtime		Size	6.84MB	
Defaults	📸 Visual Studio 2010 Tools for SQL Server Compact 3.5 SP2 ENU		Size	10.75MB	
	🔀 Visual Studio Tools for the Office system 3.0 Runtime		Size	5.15MB	
	VNC 4.0		Size	0.89MB	
	🍓 Web Deployment Tool		Size	4.54MB	
	SwebEx		Size	17.80MB	
	🍠 Windows Live Essentials		Size	129.00MB	~

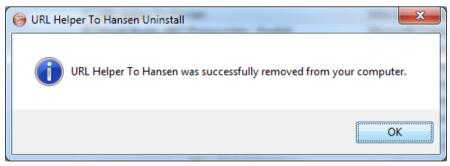
2. Below screen appears. Click Yes.



3. The uninstall process starts showing the below.

🕞 URL Helper To Hansen Uninstall	
Uninstalling Please wait while URL Helper To Hansen is being uninstalled.	
Remove folder: C:\Program Files (x86)\Infor\URL Helper To Hansen\	
Delete file: C:\Program Files (x86)\Infor\URL Helper To Hansen\bin\Microsoft Delete file: C:\Program Files (x86)\Infor\URL Helper To Hansen\bin\Microsoft Remove folder: C:\Program Files (x86)\Infor\URL Helper To Hansen\bin\ Delete file: C:\Program Files (x86)\Infor\URL Helper To Hansen\infoViewersxi Remove folder: C:\Program Files (x86)\Infor\URL Helper To Hansen\infoViewersxi Remove folder: C:\Program Files (x86)\Infor\URL Helper To Hansen\infoViewersxi Delete file: C:\Program Files (x86)\Infor\URL Helper To Hansen\Global.asax Delete file: C:\Program Files (x86)\Infor\URL Helper To Hansen\InformationV Delete file: C:\Program Files (x86)\Infor\URL Helper To Hansen\URL Helper To Delete file: C:\Program Files (x86)\Infor\URL Helper To Hansen\URL Helper To Delete file: C:\Program Files (x86)\Infor\URL Helper To Hansen\Web.config Remove folder: C:\Program Files (x86)\Infor\URL Helper To Hansen\Web.config	.Practices.ObjectBuild ml\Hans ersxml\ iewer.aspx =
Infor Global Solutions	Cancel

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