Webtop framework 2.0

Installation and Configuration Guide for Webtop Framework 2.0

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About this document

This guide describes how to deploy, configure, and use the Webtop framework 2.0 on various servlet containers.

A servlet container hosts Java servlet applications. The Webtop framework is a Java servlet application and must, therefore, be deployed to a servlet container in order to activate the framework.

NOTE In addition, Application Servers can host Java servlet applications. Numerous servlet containers and application servers are available on the market and in the Open Source community. This document describes the deployment of the Webtop framework for the most important ones.

This document also describes how to verify your installation and configuration.

This document is intended for iBaan installers and system administrators. You are assumed to be familiar with the system administration of Web servers and servlet containers. After reading this document, system administrators will be able to deploy and configure the Webtop framework.

This guide contains the following chapters:

Chapter 1, “Introduction,” provides a short introduction on the Webtop 2.0 framework.

Chapter 2, “Pre-installation requirements,” describes the hardware and software requirements before you can start the deployment of the Webtop framework.

Chapter 3, “To deploy the Webtop framework,” describes how to deploy the Webtop framework.

Chapter 4, “To configure Webtop framework,” describes how to configure the Webtop framework.

Chapter 5, “To run Webtop framework,” describes how to start the Webtop framework.

Chapter 6, “Troubleshooting,” describes the diagnostics servlet and some frequently asked questions (FAQs).

Related documents

- *Installation and Configuration Guide Webtop for thinERP Webtop 2.0* (U7892A US)
- *Installation and Configuration Guide for eBOKS* (U7893A US)
- *Installation and Configuration Guide for Application Services Manager* (U7784A US).
- *Installation and Configuration Guide for Adapter; iBaan OpenWorld Adapter Suite 2.3* (U8008A US)

1 Introduction

The Webtop framework provides a completely Web-based user interface in which you can work with the iBaan ERP application or any other application. Without requiring more than a Web browser, the Webtop framework enables you to use your iBaan ERP solution, among others, from wherever you are, and whenever you want.

Although the framework can resemble the following figure, several frames may not be represented or may be represented differently. This depends on the applications and choices you make.

The figure displays the standard Webtop user interface, but you can choose two other appearances.

The Webtop framework itself is built to enable a user to perform tasks by means of the Internet.

The Webtop framework is built as a generic framework. For the time being, Baan uses the framework for the iBaan ERP, iBaan DEM, and iBaan OpenWorld applications. iBaan ERP and iBaan DEM are called thinERP and thinDEM in Webtop. Baan's goal is to enable any other applications in the Webtop framework.

Figure 1-1 The Webtop user interface

The Webtop framework offers flexibility and user friendliness in representing the applications the customer needs.

The Webtop 2.0 version is enriched with the thinDEM functionality. In this way, you can make use of business processes depicted in the work area to perform your tasks. Instead of the enterprise-related tree structure you are used to from iBaan ERP, your administrator might now provide you with a task model from which you can carry out your job responsibilities in sequential order.

In this Installation Guide, you will find that the installation procedure is simplified. Baan now offers the installation of the Webtop by means of a WAR file. The easier parts concern the communication between servlet container and operating system. The servlet container will at run time take care of request and response actions between operating system and Web server. In addition, you no longer need to fill out all the classpaths required, which is handled by the deployment descriptor in the WAR file.

The Webtop framework consists of a zero client solution and, through an enhanced dynamic HTML (DHTML) user interface, provides users global access to the following applications:

- iBaan ERP 5.0c(SP9) or later.
- iBaan ERP 5.2 (SP1).
- iBaan OpenWorld 3.0 Configuration Manager.
- eBaan Online Knowledge Solution (eBOKS) version 2.0.

This access does not require any client-side installation, which makes the Webtop framework easy to deploy in an organization.

The thin-client nature of the Webtop framework improves return on investment, because framework does not require the deployment and maintenance of client software, in addition to a browser, which is most likely already present. The following figure illustrates how the various components are used for the Webtop framework:

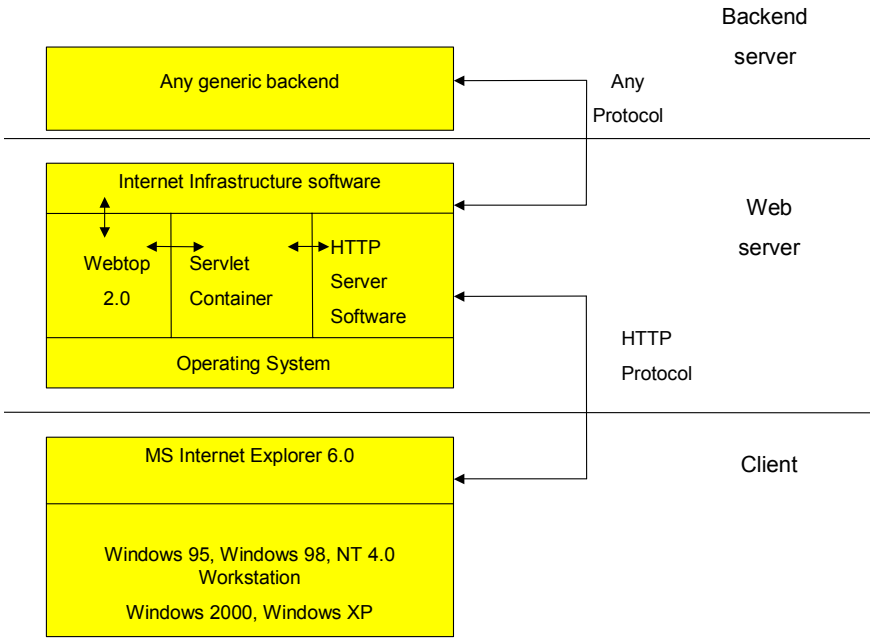

Figure 1-2 Webtop framework architecture

The Webtop framework uses the HTTP protocol to communicate from the browser to the Web server. The Web server, which contains a number of Java servlets, handles the requests and communicates through a protocol, such as OpenWorld, with any generic back-end system.

Since Webtop 1.1, the tendency in Webtop development moves toward greater flexibility in applications usage, in the same user interface.

The functionality of the Webtop 2.0 framework increasingly contains user interface components that enable various applications to run in the Webtop including, from this version, process-based information handling (thinDEM).

For more information, contact the Webtop team at Webtop@baan.com.

Restrictions and limitations

This document describes the installation of the Webtop framework, which is iBaan's solution to Web-based operational information processing.

This document only contains the description of actions necessary to deploy and configure the Webtop framework. A characteristic of the framework is that it enables you to work with an iBaan ERP application or with OpenWorld. However, this document does not provide information on how to install specific applications. This Installation and Configuration Guide only serves to set up the framework.

Note that the content hosted by the Webtop framework must still be implemented, for example, iBaan ERP or OpenWorld.

To work with the iBaan ERP application in the Webtop, you must carry out the procedures described in *the Installation and Configuration Guide Webtop for thin ERP* (U7892A).

To have online Help at your disposal, you must also implement the *Installation and Configuration Guide for eBOKS* (U7893A).

NOTE All code commands in this document are case-sensitive.

Third-party information

The software contains portions of the following the following:

- Saxon XSLT Processor version 6.2.1 by Michael Kay: http://saxon.sourceforge.net
- Lucene Search engine version 1.2: http://jakarta.apache.org/lucene/
- ASP smart upload from: http://www.advantys.com
- XML4j parser version 4.01: http://www.alphaworks.ibm.com/tech/xml4j
- Encryption tool from http://www.acme.com

Definitions, acronyms, and abbreviations

Application server	Also called an appserver. A program that handles all application operations between users and an organization's back end business applications or databases. Application servers are typically used for complex transaction-based applications.
Class	In object-oriented programming a category of objects. For example, there might be a class called shape, that contains objects that are circles, rectangles, and triangles. The class defines all the common properties of the various objects that belong to the class.
DEM	Dynamic Enterprise Modeling
DFE	Dynamic Form Editor
DHTML	Dynamic Hypertext Markup Language
DMB	Dynamic Menu Browser; a personal menu structure that shows the business processes and activities for which an employee is authorized, now called the Baan Process Browser.
eBOKS	Baan Online Knowledge Solution
ERD	Entity Relation Diagram
ERP	Enterprise Resource Planning
HTTP	HyperText Transfer Protocol, the underlying protocol used by the World Wide Web.
HTTPS	Secure HTTP
J2EE	Short for Java 2 Platform Enterprise Edition. J2EE is a platform-independent, Java-centric environment from Sun for developing, building, and deploying Web-based enterprise applications online. The J2EE platform consists of a set of services, APIs, and protocols that provide the functionality for developing multiple Web-based applications.
J2SE	Java 2 Standard Edition
JDK	Java Development Kit
JRE	Java Runtime Environment
JVM	Java Virtual Machine
Kbps	Kilobits per second
MB	Megabyte
Mbps	Megabits per second
OW	Open World
Servlets	Servlets are Java programming language classes that dynamically processes requests and constructs responses.

Servlet container	A container that provides the network services over which requests and responses are sent: decode requests and format responses. All servlet containers must support HTTP as a protocol for requests and responses, but can also support additional request-response protocols, such as HTTPS.
SP6	Service Pack 6
thinDEM	Web-based DEM, included in, and used together with, Webtop
WUC	Webtop User Context, a file located at the Web server, in which the personal settings of a user are stored

Definitions

Dynamic Menu Browser	Contrary to the Application Menu Browser displaying sessions, the Dynamic Menu Browser (DMB) displays each activity required to define a process.
Process Viewer	Graphical representation of a business process diagram; appears in the Work Area. Reveals all information of a business process but only the activities a user is authorized to use are enabled. The graphics are Petrinet symbols.
Role-Based Navigation	A range of sequential activities to be executed by a particular role. A role specifies the activities that must be carried out. The role of a medical receptionist differs from the role of a doctor. A role is restricted by authorization.
User Profile	End users might be authorized to create own user profiles or the sysadmin creates templates for them. A user profile consists of authorization for one or more applications and the choices of skin and other personal settings (refer to WUC).
WAR file	Web archive file, contains all classes, servlets, static content, and so on required to install the Webtop framework.

2 Pre-installation requirements

This chapter provides information on the installation of the Webtop framework on Windows NT, Windows 2000, AIX, HP-UX, and Sun Solaris.

Topology

The Webtop framework supports a topology as shown in the previous figure. For practical purposes, the back-end system and Web server system can be combined into one system, however, this document assumes that these systems are running as two distinct systems.

Hardware requirements for the Web server

Windows NT

The Webtop framework requires the following minimum hardware for the Web server system:

- Pentium II class computer.
- 256 MB of memory (512 MB recommended).
- CD-ROM drive.
- Network interface hardware supporting a minimum speed of 10Mbps.
- Required disk space for the Webtop framework software is 10 MB.

IBM AIX

The Webtop framework requires the following minimum hardware for the Web server system:

- eServer pSeries(RS/6000 or RS/6000 S8).
- 256 MB of memory (512 MB recommended).
- CD-ROM drive.
- Network interface hardware supporting a minimum speed of 10Mbps.
- Required disk space for the Webtop framework is 10 MB.

Sun Solaris

The Webtop framework requires the following minimum hardware for the Web server system:

- A SPARC II or UltraSPARC III processor.
- 256 MB of memory (512 MB recommended).
- CD-ROM drive.
- Network interface hardware supporting a minimum speed of 10Mbps.
- Required disk space for the Webtop framework software is 10 MB.

HP-UX

The Webtop framework requires the following minimum hardware for the Web server system:

- HP 9000 series.
- 256 MB of memory (512 MB recommended).
- CD-ROM drive.
- Network interface hardware supporting a minimum speed of 10 Mbps.
- Required disk space for the Webtop framework is 10 MB.

Software requirements for the Web server

Servlet container or application server

To deploy Webtop, a J2EE-compliant servlet container or application server must be installed. Most servlet containers and application servers also install an HTTP server, some do not. If a servlet container does not install an HTTP server, this servlet container assumes that a particular HTTP server is already installed. For information on how to install a servlet container or application server, refer to the servlet container or application server's documentation.

The following table lists a number of servlet containers and application servers that are tested with Webtop. Any other J2EE-compliant servlet container or application server will usually also work.

Tested Servlet containers / Application servers		
Product	**Tested on**	**Provider**
WebSphere 4.0.3	Windows NT	IBM: http://www-3.ibm.com/software/info1/websphere
WebLogic 7.0	Windows NT	BEA: http://www.bea.com
Tomcat 4.0	Windows NT	Apache: http://jakarta.apache.org/tomcat
ServletExec 4.1	Windows NT	New Atlanta: http://www.newatlanta.com/

The following are some helpful links on installation issues:

- For WebSphere 4.0: http://www7b.boulder.ibm.com/wsdd/library
- For WebLogic 7.0: http://edocs.bea.com/wls/docs70
- For Tomcat 4.0: http://jakarta.apache.org/tomcat/tomcat-4.0-doc
- For WebSphere 4.0: http://www7b.boulder.ibm.com/wsdd/library
- For ServletExec 4.1: http://www.newatlanta.com/products/ servletexec/ self_help/docs/index.jsp

Backup and uninstall a previous Webtop 1.1 installation

If you have the earlier Webtop 1.1 version, make a backup of the WebtopProperties.xml file before you uninstall. For more information, refer to Chapter 4, “To configure the Webtop framework.”

In addition, undo all the settings made to the servlet container or application server that were required for the Webtop installation.

Hardware requirements for the client/browser

The Webtop framework requires the following minimum hardware for the client system:

- Pentium II class computer.
- 128 MB of memory.
- Display with 800x600 resolution (1024x768 recommended) and 256 colors.
- Network interface hardware with a recommended minimum speed of 64 Kbps.

Recommended for power users:

- CPU of 1 GHz.
- 256 MB of memory.

Software requirements for the client / browser

The client system will need a browser and network connection to run the Webtop framework. Note that no Webtop framework specific components must be installed on the client.

On the Webtop framework client, Microsoft Windows 9x, NT4.0, Windows 2000, or Windows XP must be installed. In addition, Microsoft Internet Explorer version 5.0 or later must be installed. Make sure that you have installed the Microsoft Java Virtual Machine, as well.

This software comes together with the Microsoft Internet Explorer. However, with Internet Explorer version 5.x or later, Java is not installed by default.

NOTE Microsoft Java Virtual Machine version 5.00.3176 causes serious problems.

3 To deploy the Webtop framework

The general deployment procedure for Webtop consists of the following steps:

1 Deploy the Webtop framework.

2 Configure additional applications for use with the Webtop framework. The following are currently available:

- ThinERP and thinDEM. For information, refer to the *Installation and Configuration Guide for Webtop for thinERP and thinDEM* (U7892C US).
- Online Help application. For more information, refer to the *Installation and Configuration Guide for eBOKS;* (U7893A US).

General deployment procedure

In the rest of this document, the term 'application server' can also be read as 'servlet container'.

1 Copy the Webtop WAR file (webtop.war) to your hard disk.

2 Deploy the Webtop WAR file in your application server. During deployment, the servlet container or application server will ask the root name for the Webtop Web application. Each application server uses different terms for this root name, for example, Context Root, Application URI, or URL Context Path.

The rest of the document will use the notation <webtop-root> to refer to this Webtop root name. The <webtop-root> determines the URL to the Webtop application. As a result, after deployment, you can access the Webtop through the following URL: http://<hostname>/<webtop-root>/defaultlogin.html.

3 Modify the deployment descriptor:

- Change the WebtopConfigPath init parameter. The value must be a directory where you want Webtop to store configuration files. This directory must be writable for the application server.
- Change the WebtopAdminPassword init parameter; default = webtop. For best results, set a different password, however, this setting is optional.

NOTE 1 The Webtop framework requires that the webtop.war file be exploded when deployed. To do this, all the files in the WAR file must be extracted from the WAR file and copied to the file system. Most application servers will explode the webtop.war file automatically. With some application servers, you must first explode the webtop.war file yourself before you deploy the server.

NOTE 2 If the application server uses an external HTTP server, make sure the static content, *.html and *.gif files, of the Webtop framework is served by the HTTP server and not by the application server. Performance can suffer severely if this setting is not made correctly.

NOTE 3 Some application servers provide a SAX Level 2 parser to all Web applications that run in the application server. This parser conflicts with the SAX Level 1 parser used by iBaan Open World 2.2 and the Webtop framework. A way to circumvent this conflict is to make the iBaan Open World 2.2 parser (<webapp-root>\lib\b3.jar) and the parser used by the Webtop framework (<webapp-root>\lib\saxon.jar) available in the class path of the Application Server. This conflict is known to occur in the next application servers: WebLogic 7.0 and Tomcat 4.0.x.

NOTE 4 You can customize the company logo on the Webtop Welcome screen. In <webapp-root>\images\skin\companylogo.gif, a new companylogo.gif can replace the default. The properties of the logo must be less than 200x36 px. The company logo must be replaced on three places. Because a choice of up to three Webtop appearances is available, in the <webapp-root>\images\corporate, <webapp-root>\images\ms, and <webapp-root>\images\purple folders, you can insert the new companylogo.gif.

Instructional example: deploy Webtop on Weblogic 7.0.

1. Create a directory where you want to install Webtop, for example c:\webtop. You must create this directory on the machine where Weblogic is installed. The name of this directory defines the <webtop-root>.
2. Copy the webtop.war file to this directory. Take the following steps to explode the webtop.war file:
   - Open a command prompt and go to the created directory.
   - Use the jar utility to explode the WAR file:
     <java-home>\bin\jar -xf webtop.war
     For example on Windows NT: c:\bea\jdk131_02\bin\jar -xf webtop.war
3. Start the Weblogic administration console: http://<hostname>:<port>/console.
4. On the **Deployments** node, select **Web Applications**.

5 Click **Configure a new Web application**.

6 In the next screen, select the created directory where webtop.war is exploded. In addition, select a target server.

7 Click **Configure and Deploy** and wait until the status is completed. Leave the administration console open and proceed with Step 8.

8 Click **Edit Web Application Deployment Descriptors**. A new browser window is opened.

9 Open the **Parameters** node and take the following steps:

- Select **WebtopConfigPath**. Fill in the **Param Value** with a directory where you want Webtop to store the value's configuration files, for example, c:\webtop\config. This directory must offer writing access to the application server.
- Optionally, select **WebtopAdminPassword**. Replace the **Param Value** with a new Webtop Administrator password.

10 Select the root node of the navigation tree and click **Persist**. This saves the changes to the deployment descriptor.

NOTE The b3.jar and saxon.jar must be added to the classpath of the Weblogic server, to prevent a parser conflict. Refer to Note 3 in this chapter. Set the path to these jar files in the POST_CLASSPATH environment variable.

Instructional example: deploy Webtop on Websphere 4.0.3 (Advanced Edition).

1 Copy the webtop.war file to the machine where you plan to start the Websphere Administration client.

2 Start the Websphere administration client.

- Right-click **Enterprise Applications** in the navigation tree.
- Select **Install Enterprise Application**.
- Select **Install Stand-Alone Module** in the next screen and browse to the path in the webtop.war file.
- Enter an application name and the context root. The context root will become <webtop-root>.
- Click **Next**. In the following screens, no information has to be entered.
- Click **Next** until you see a **Finish** button.

- Click **Finish**.
- Right-click the server node and select **Regen Web server plug-in**.

3 Edit the deployment descriptor: <websphere-home>\AppServer\installedApps\<webtop-root>.ear\ webtop.war\ WEB-INF\web.xml.

- Change the **WebtopConfigPath** context parameter. Fill out the Param-value with a directory where you want Webtop to store the configuration files, for example: c:\webtop\config. This directory must offer writing access to the application server.
- Optionally, change the **WebtopAdminPassword** paramater. Change the value to the new Webtop Administrator password.

NOTES WebSphere version 4.0.1; (Advanced Edition) causes IBM-related problems.

WebSphere version 4.0 (Single Server Edition) causes IBM-related problems.

If you must install the Webtop framework version 2.0 on the Single Server Edition, contact webtop@baan.com.

Example: deploy Webtop on Servlet Exec 4.1.

NOTE If you changed the jaxp.jar file to an earlier installation of the Webtop framework version 1.1, you must reset the file now.

1 Copy the webtop.war file to the machine on which the Servlet Exec is installed.

2 Start the Servlet Exec administration console: http://<hostname>/servlet/admin.\

- Click **Web Applications → Manage.**
- Click **Add Web Application**.
- Enter **Application Name** and the **URL Context Path**. The **URL Context Path** becomes the <webtop-root>.
- Enter the path to the webtop.war file on **Location**.
- Set **Static Content** to **Web Server** to make sure the HTTP server handles the static content.
- Click **Submit**. Leave the administration console open and proceed with Step 3.

3 Click **web.xml** to edit the Webtop deployment descriptor. A new browser window opens.

- Select **Application** and **init parameters**.

- Change **WebtopConfigPath**.
- In the **Value** field, enter a directory where you want Webtop to store configuration files, for example, c:\webtop\config. This directory must offer writing access for the application server.
- Optionally, change **WebtopAdminPassword**.
- Change **Value**, and add the new Webtop Administrator password.
- Click **Submit**.

Example: deploy Webtop on Tomcat 4.0.

1. Copy the webtop.war file to <tomcat-home>\webapps. In Tomcat, the <webtop-root> is dependent on the name of the WAR file. Therefore, the default <webtop-root> for Tomcat is Webtop. To use another <webtop-root>, you must rename the webtop.war file.
2. Start or restart Tomcat. Tomcat automatically deploys the Webtop.
3. Edit the deployment descriptor: <tomcat-home>\webapps\webtop\WEB-INF\web.xml.
   - Change the **WebtopConfigPath** context parameter.
   - Enter the **param-value** with a directory where you want Webtop to store the configuration files, for example: c:\webtop\config. Make sure this directory exists and is writable by application server.
   - Optionally, change the **WebtopAdminPassword** context parameter.
   - Change the **Value**, and add the new Webtop administrator password.
   - Save and close the file and restart Tomcat.
4. Edit <tomcat-home>\bin\setclasspath.bat:
   Replace the line:

   set CLASSPATH=%JAVA-HOME%\lib\tools.jar

   with the lines

   - set CLASSPATH=%JAVA_HOME%\lib\tools.jar
   - set CLASSPATH=%CLASSPATH%;%BASEDIR%\webapps\webtop\WEB-INF\lib\b3.jar
   - set CLASSPATH=%CLASSPATH%;%BASEDIR%\webapps\webtop\WEB-INF\lib\saxon.jar

NOTES

By default, Tomcat 4.0 listens to port 8080. The Webtop URL must begin with: http://<hostname>: <8080>/<webtop-root>

Do not use JDK 1.4 to deploy Tomcat. JDK 1.3 or JDK 1.2 work satisfactorily.

4 To configure the Webtop framework

To configure the Webtop, you can start the Webtop Administration Console:

http://<hostname>/<webtop-root>/servlet/admin.

For the Webtop administration password, refer to the previous chapter.

Enter the Administrator password. By default, the Webtop Password is **webtop.**

On the Webtop administration console, first go to **Diagnostics** to check if the **Activation Key** is available, if not follow the hyperlink to fill out a request form. The hyperlink refers to the Support site of Baan.(http://www.support.baan.com).

NOTE If you have the Java Plugin(SUN) integrated with Internet Explorer, you must remove this integration before working with the Webtop framework.

With the Webtop Administrator Console, you can configure the following:

- Login configuration: Here, you can configure the way in which the Webtop authenticates users.
- Manage back ends: Manages systems that can be hosted in the Webtop framework.
- User profiles: Here, you can configure where to store the user profiles.
- Logging: Here, you can configure the level of logging, view, and clear the log file.
- Diagnostics: Informs you on the status of your installed Webtop framework.

Changes made to the configuration are saved to the <webtop-config> directory to the file WebtopProperties.xml. If you have a WebtopProperties.xml file from a previous Webtop 1.1 installation, you can copy this file to the <webtop-config> directory.

ad 1. Login configuration

This section describes the following Webtop login configurations:

- Authentication.
- Authorization.

Authentication vs. authorization

The Webtop login mechanism uses two components called the authenticator and the authorizer. The authenticator is used to make sure that the person who tries to log on is authenticated against an authentication provider. The user can only access the Webtop if the authentication provider validates the user as valid. Several authenticators come delivered with the Webtop.

The authorizer is used to define whether the user is allowed to add, remove, and edit profiles or override passwords for various back ends while the user is logged on to the Webtop.

To use and configure the Baan Authenticator

For information on how to use and configure the Baan Authenticator, refer to the *Installation and Configuration Guide Webtop for thinERP*.(U7892B US)

To use and configure the Basic Authenticator

The basic authenticator is delivered as a type of **demo** of the authentication mechanism, and should only be used for demo purposes.

By default, the user name **webtop** with password **webtop** is a valid user name/password combination.

To configure Webtop to use Basic Authentication, take the following steps:

1. Start Webtop Administration Console and select **Login configuration**.
2. Select **Basic Authenticator** in the pre-defined **Authenticator** list box.
3. Click **Submit**.
4. Click **Setup** to configure the Basic Authenticator.
5. Add or remove user name/password combinations.

   Users are authenticated against a plain text properties file. This file is named Credential.properties, and usually contains one <username>=<password> for each line. After you create a user, this file appears in the Webtop configuration directory.

   If you use this method, the system administrator must maintain all user names and change passwords for all users. This setup is only advised for demo environments.

To use and configure the Basic Authorizer

Unlike the basic authenticator, the basic authorizer is not for demo purposes. The only implementation of an authorizer that exists in Webtop 2.0 is basic authorizer. In the future, other authorizers may be written:

- The authorizer determines whether a user can create and change user profiles.
- The authorizer determines whether a user can specify another user name and password combination than the Webtop user name password combination to enter a back-end system.

To configure Webtop to use Basic Authorizer, take the following steps:

1. Start Webtop Administration Console and select **Login configuration**.
2. Select **Basic Authorizer** in the pre-defined **Authorizer** list box.
3. Click **Submit**.
4. Click **Setup** to configure the Basic Authorizer.
5. Configure the default authorizations, and optionally the authorizations for specific users.

ad 2. Manage Back Ends

The Manage Back Ends page shows all currently configured systems that are hosted by the Webtop framework. You can remove and/or add new systems.

ad 3. User profiles

The user profile directory is used to store the user-specific Webtop framework settings, the so-called Webtop User Profile files. The default location for this directory is the following:

```
<webtop-config>/usercontexts/
```

You can change the User profile directory in the Webtop Administration Console if you want to specify another location. Make sure that this directory exists and that the user for which the Servlet Container runs has write permission to this directory.

Trace functionality is explained in the Chapter 6, “Troubleshooting.”

To create user profile templates

You might want to create user profile templates for various reasons, such as the following:

- To provide standard user profiles with predefined shortcut, language, skin, and back-end settings.
- To accommodate users so that they do not need to create a user profile.

To create a user profile template, first finish the configuration of the Webtop framework, as described in the remainder of this document. If you want to create a user profile with the iBaan ERP application, if you want to use the Webtop framework in combination with the iBaan ERP application, you must also carry out the installation and configuration as described in the *Installation and Configuration Guide Webtop for thin ERP* (U7892A). After you complete this installation and configuration, take the following steps to create a user profile template:

1. Logon to Webtop. Make sure the user name you are using is authorized to create User Profiles.
2. Create a new user profile, name the user profile, and make the appropriate settings. For more information, refer to *User's Guide for Webtop framework 2.0* (U7896A US).
3. Click **OK** in the **Create new User Profile** dialog box to save the user profile.
4. Open the user profile to test the profile. This step is optional.
5. Close the Webtop.

The user profile is stored in the following directory:

- <webtop-config>/usercontexts/<user name>

Copy the created user profile to the following directory:

- <webtop-config>/usercontexts/templates/

From now on, each user that logs into the Webtop will receive a copy of this template.

NOTE A copy of the user profile template is created so no reference is made to the user profile template. As a result, if you change the user profile template after you copy the user profile template to the user's set of user profiles, this actions does not have any effect on the user's copy of the template.

Only if the user removes their copy of the user profile, the new user profile template will automatically be copied to the user's user profile set.

Restrict users from creating/changing user profiles

If you do not want to bother the user with creating or changing user profiles, or if you want to restrict the user from creating or changing user profiles, you can delete the authorizations. For more information, refer to "To configure the Basic Authorizer," previously in this chapter.

NOTE If a user does not have the authorization to create/change user profiles, and the user's user profile set only consists of one user context, the Webtop will skip the user profile part when this user logs on to the Webtop. Automatic logon can take place if no Webtop user context is available and access is not limited.

ad 4. Add languages

The Add Languages page enables you to change the default language. Install the .zip file that contains the language files and subsequently install the .zip file that contains the translated Webtop online Help.

You can find and download the most recent translations from the iBaan Support site:

http://www.baan.com/support/

ad 5. Logging

The Logging page enables you to set the level of logging and the log file to which the log information is written. Note that you must wait one minute after you submit before the changes take effect.

ad 6. Diagnostics

The Diagnostics page gives you general information on the Webtop version, Servlet engine, and so on. For more information, refer to Chapter 6, "Troubleshooting."

5 To run Webtop framework

After you install and configure the Webtop framework, you can start to use the Webtop. Bear in mind that you have only installed and configured the framework. You must still implement the content.

NOTE Until you implement either the thin ERP application, thinDEM application, or OpenWorld application, you cannot use the Webtop.

To start Webtop framework, start a Web browser (IE5.5 or IE6) and enter the following URL:

http://<hostname>/<webtop-root>/default.html.

In this URL, <hostname> is the host name of the Web server system or the <localhost> when you start the browser on the Web server system. The Webtop framework login screen will appear. For more information on how to use the Webtop framework, refer to the *User's Guide for Webtop framework 2.0* (U7896A US). An alternative path to start the Webtop framework is:

http://<hostname>/<webtop-root>/defaultlogin.html.

The differences with the default.html file are:

- This URL does not open a new browser window.
- This URL does not remove the browser standard toolbar.

6 Troubleshooting

This section describes a number of erroneous situations and offers some solutions.

Webtop logon screen does not appear

If the Webtop logon screen does not appear, take the following steps to identify the problem:

1. Type another URL to check whether you can access the HTTP Server, for instance, http://<hostname>/. The default page of your HTTP Server must appear. If not, consult your HTTP Server documentation.
2. Check whether the Servlet Container configuration is correct. To verify this, you can open the URL of a standard delivered servlet with the Servlet Container, for example, http://<hostname>/servlet/DateServlet/ for Servlet Exec, or http://<hostname>/servlet/HelloWorldServlet/ for IBM WebSphere. If you are successful, this proves that the basic Servlet Container configuration is working correctly. If this does not work, consult the Servlet Container documentation.
3. Use the **jview** command to check whether a Java Virtual Machine is installed on the client machine.
4. Check whether permissions on the client machine for Java Virtual Machine are set correct. To check this, in Microsoft Internet Explorer take the following steps:
   - Click **Internet Options → Security → Security**.
   - Select the zone in which the Web server is located.
   - Check whether the **Default level** button is enabled. If this button is enabled, this means that custom security settings have been defined. If so, either click **Default level** to reset to the default or change the **Custom level** so that the Java Permission Connect to non-file URL code base is enabled.
   - If the logon screen still does not appear, take the steps as described in the following section.

To run the Webtop framework Diagnostics

The Webtop framework Diagnostics is intended to help you find and analyze configuration problems. The following steps describe how to use this diagnostics:

1. To run the diagnostics, open the following URL:

   http://<hostname>/<webtop-root>/servlet/admin

2. Log on as **Administrator** and click **Diagnostics**.

   If a page with the message "The file was not found. (servlet name = com.baan.bfe.webtop.servlet.DiagnosticsServlet)" appears, the Servlet Container cannot find the Webtop framework servlets.

NOTE For additional FAQs, go to the Web site at http://erpstudio.baan.com.

Frequently asked questions

How can I check whether Webtop is correctly installed/configured?

In Webtop 2.0, if deployed as Web application, open the following URL in Internet Explorer:

http://<host>/<webtop-root>/servlet/admin

Otherwise, open the following:

http://<host>/<webtop-root>/servlet/com.baan.bfe.webtop.servlet.AdminServlet

Why do I receive so many errors during form conversion?

This problem often occurs on iBaan ERP version 5.0c. Before you run the form conversion, you must register the Webtop enabled sessions. To register these sessions, you must run session ottdsk4200.

NOTE Session ottdsk4200 is a session without a UI.

To verify whether a specific session is Webtop-enabled, take the following steps:

1. Start the Sessions (ttadv2500m000) session.
2. Select a session you want to know whether or not is Webtop-enabled and double-click this row.
3. Open the **User/Documentation** tab. This tab includes the **Webtop enabled** check box, which indicates whether this session is suitable to run in the Webtop.

NOTE Not all sessions are Webtop-enabled.

Solutions

On the Baan support Web site http://www.baan.com/support/ you can download support solutions of problems you encounter.

7 Scalability

The Webtop supports vertical and horizontal cloning using session affinity, which has been tested with WebSphere 4.0. If you use horizontal cloning (Web farm), make sure that all Web servers share a server where the form cache is located and where user contexts are stored.