

SuperOffice hurtigstart guide

Searchdaimon ES (Enterprise Server)

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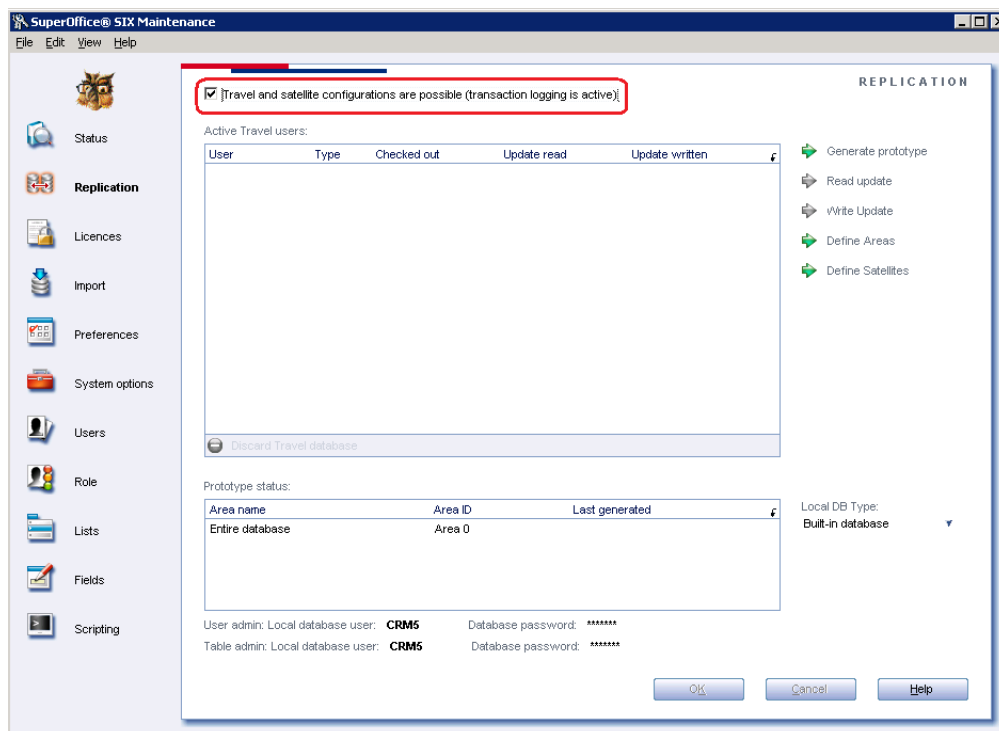
Innledning

Searchdaimon SuperOffice konnektor består av to deler. En Windows service som du må kjøre på en Windows server, og en del som kjører på Searchdaimon ES.

Klargjøring av SuperOffice

Åpne administratorprogrammet til SuperOffice SOAdmin.exe og aktiver "Travel and satellitt configurations are possible (transaction logging is active)" under "replication" menyen.

Dette aktiverer logging av endringer i SuperOffice. Dette er nødvendig for at Searchdaimon sin SuperOffice-konnektoren skal kunne detektere at et objekt er slettet fra SuperOffice.



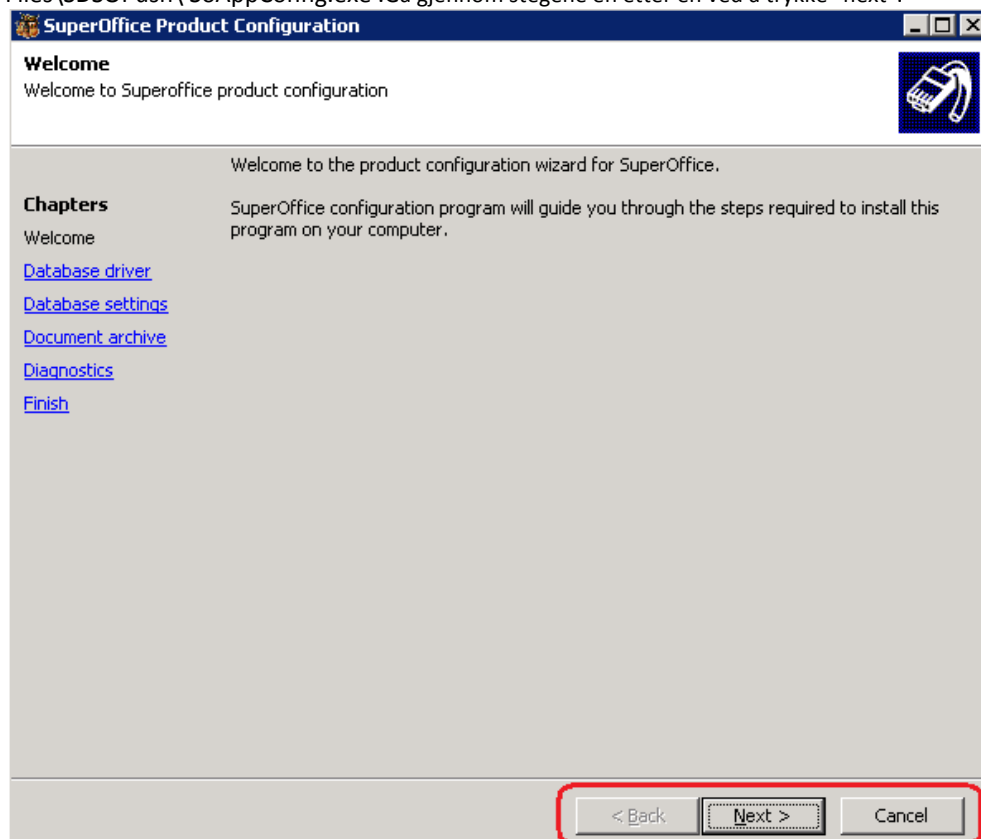
Installere SuperOffice konnektor

Start filen sdsopushinstaller.exe . Denne vil installere Searchdaimon SuperOffice konnektor i mappen C:\Program Files\SDSOPush\ .

Under installasjon av Searchdaimon SuperOffice konnektor må man konfigurere tilkobling til SuperOffice. Det er 6 steg, Welcome, Database driver, Database setting, Document archive, Diagnostics, Finsih.

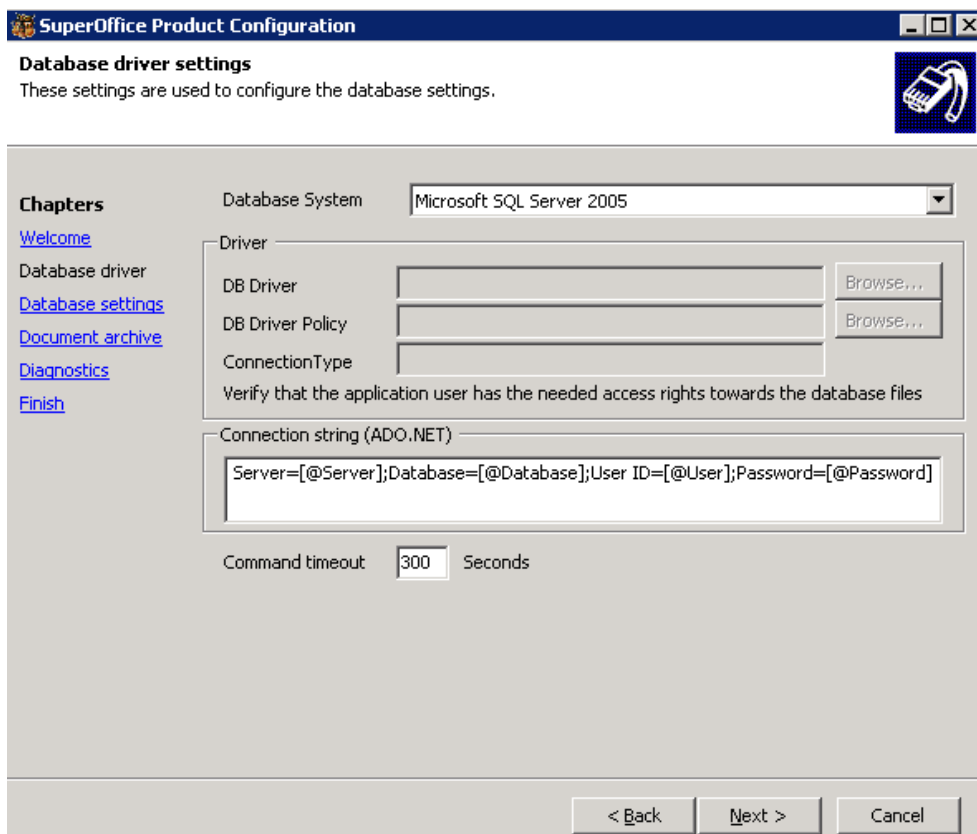
En mer utfyllende dokumentasjon på dette programmet ligger på C:\Program Files\SDSOPush\ SuperOffice_Configuration_Program.doc

Hvis du i fremtiden trenger å gjøre endringer, må du først stoppe Searchdaimon SuperOffice servicen. For så å kjøre konfigurasjonsprogramet på ny ved å åpne C:\Program Files\SDSOPush\ SoAppConfig.exe .Gå gjennom stegene en etter en ved å trykke "next".



Step 2 Database driver

Velg database driver. Den vanligste er Microsoft SQL Server 2005.



The screenshot shows the 'SuperOffice Product Configuration' window, specifically the 'Database driver settings' section. The window title is 'SuperOffice Product Configuration'. Below the title bar, it says 'Database driver settings' and 'These settings are used to configure the database settings.' There is a small icon of a mobile phone on the right. On the left, there is a 'Chapters' list with links: 'Welcome', 'Database driver', 'Database settings', 'Document archive', 'Diagnostics', and 'Finish'. The main area contains a 'Database System' dropdown menu set to 'Microsoft SQL Server 2005'. Below this is a 'Driver' section with three rows: 'DB Driver', 'DB Driver Policy', and 'ConnectionType', each with a text input field and a 'Browse...' button. A note below these fields says 'Verify that the application user has the needed access rights towards the database files'. Below that is a 'Connection string (ADO.NET)' section with a text input field containing the template: 'Server=[@Server];Database=[@Database];User ID=[@User];Password=[@Password]'. At the bottom of this section is a 'Command timeout' field set to '300' with the unit 'Seconds'. At the very bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

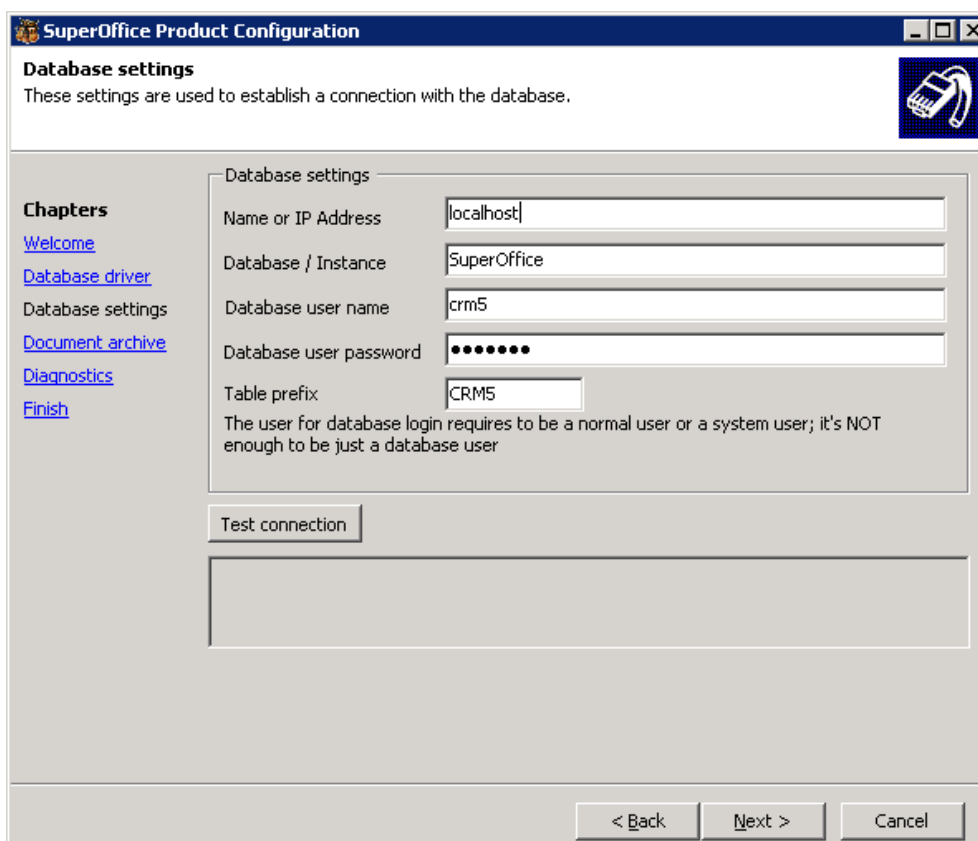
Steg 3 Database setting

Skriv inn database verdier . Hvis du er usikker på disse, kan du finne noen av verdiene i SuperOffice.ini filen. Denneskal ligge i mappen som SuperOffice er installert i. Somregel C:\Program Files\SuperOffice\ SuperOffice.ini .

I SuperOffice.ini tilsvarer disse verdiene hverande.

GlobalPrefix:		Table prefix
Server:		Name or IP Adress
LastUser:		Database user name

Standard passord i SuperOffice er crm5myd.

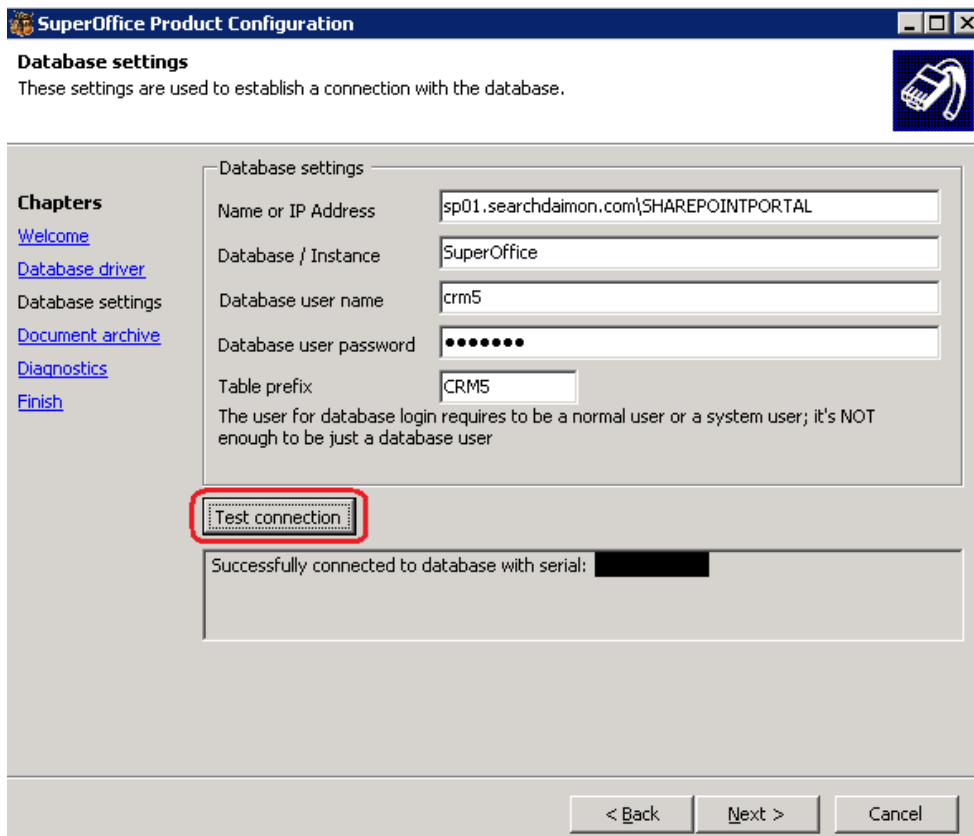


The screenshot shows the 'SuperOffice Product Configuration' window with the 'Database settings' tab selected. The window title is 'SuperOffice Product Configuration'. Below the title bar, it says 'Database settings' and 'These settings are used to establish a connection with the database.' There is a small icon of a hand holding a document. On the left side, there is a 'Chapters' list with links: 'Welcome', 'Database driver', 'Database settings', 'Document archive', 'Diagnostics', and 'Finish'. The main area contains the following fields:

- Name or IP Address: localhost
- Database / Instance: SuperOffice
- Database user name: crm5
- Database user password: (masked with dots)
- Table prefix: CRMS

Below these fields is a 'Test connection' button and a large empty text area. At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

Test at databasetilkoblingen fungerer.



The screenshot shows a window titled "SuperOffice Product Configuration" with a "Database settings" section. The settings are as follows:

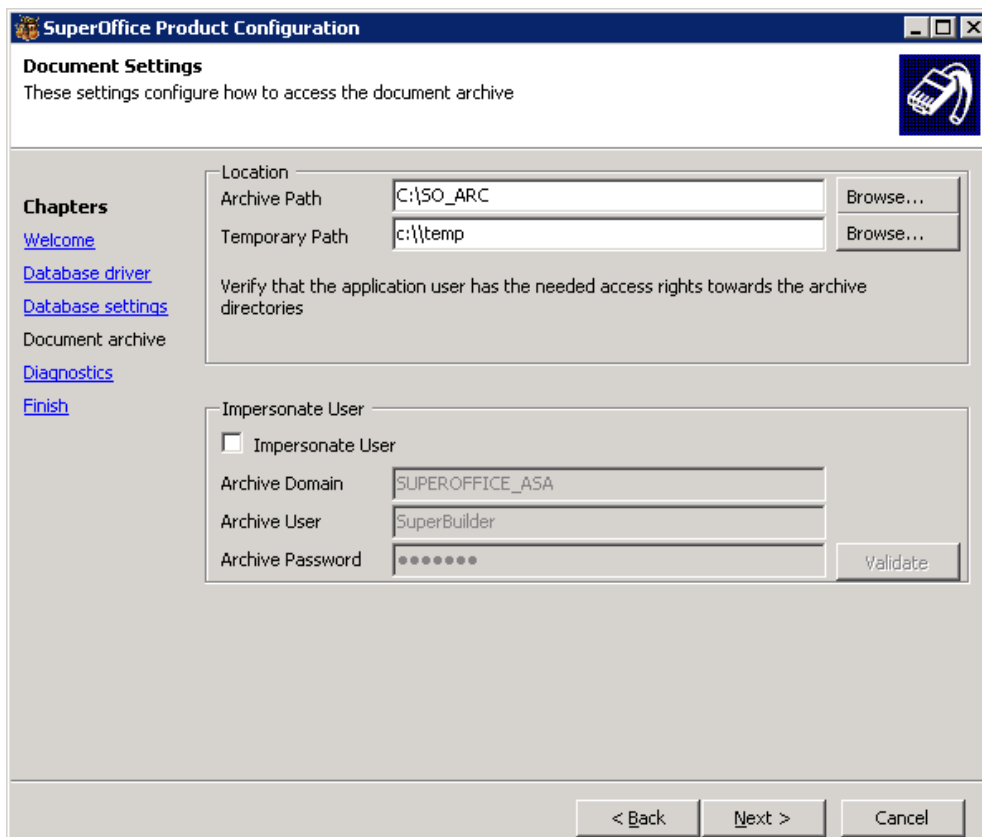
Field	Value
Name or IP Address	sp01.searchdaimon.com\SHAREPOINTPORTAL
Database / Instance	SuperOffice
Database user name	crm5
Database user password	••••••
Table prefix	CRM5

Below the settings is a "Test connection" button, which is highlighted with a red box. Below the button, a message reads: "Successfully connected to database with serial: [REDACTED]". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

Steg 4 Document archive

Skriv inn path til dokument arkiv. Hvis du er usikker på disse, kan du bruke verdiene fra SuperOffice.ini filen.

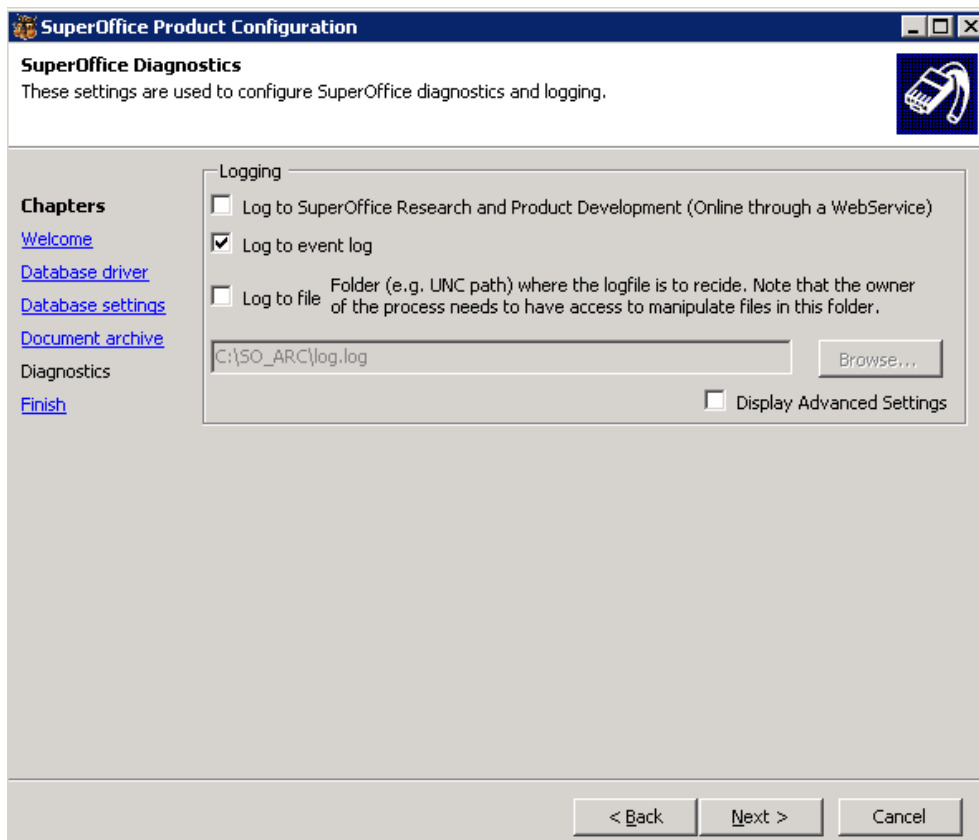
I SuperOffice.ini er Archivepath verdien for "Archive Path".



The screenshot shows the 'SuperOffice Product Configuration' dialog box, specifically the 'Document Settings' tab. The dialog has a title bar with the text 'SuperOffice Product Configuration' and standard window controls. Below the title bar, the text 'Document Settings' is followed by the instruction 'These settings configure how to access the document archive'. On the left side, there is a 'Chapters' list with links for 'Welcome', 'Database driver', 'Database settings', 'Document archive', 'Diagnostics', and 'Finish'. The main area is divided into two sections: 'Location' and 'Impersonate User'. The 'Location' section contains two text boxes: 'Archive Path' with the value 'C:\SO_ARC' and 'Temporary Path' with the value 'c:\temp', each with a 'Browse...' button to its right. Below these is a note: 'Verify that the application user has the needed access rights towards the archive directories'. The 'Impersonate User' section has a checkbox labeled 'Impersonate User' which is currently unchecked. Below the checkbox are three text boxes: 'Archive Domain' with the value 'SUPEROFFICE_ASA', 'Archive User' with the value 'SuperBuilder', and 'Archive Password' with a masked password of seven dots. A 'Validate' button is located to the right of the password field. At the bottom of the dialog are three buttons: '< Back', 'Next >', and 'Cancel'.

Steg 5 Diagnostics

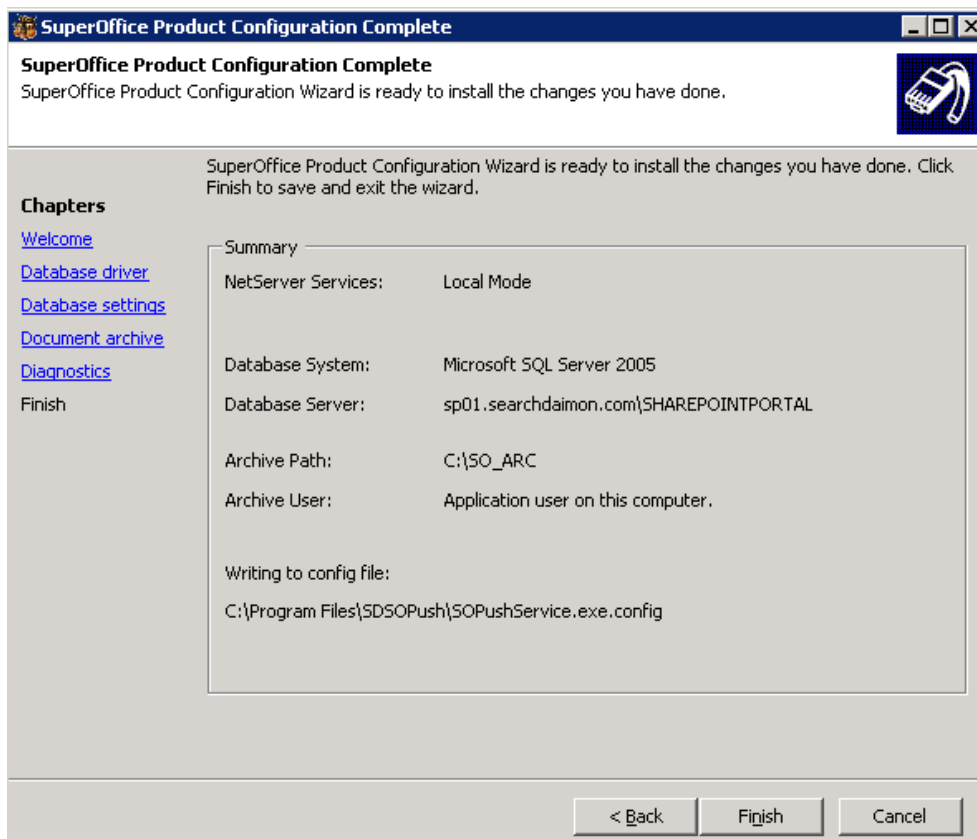
Velg log innstillinger. Som standard logges det til event log. Det er også mulig å logge til fil. Da må du sette opp en mappe, og gi bruker Everyone full kontroll.



The screenshot shows a Windows-style dialog box titled "SuperOffice Product Configuration" with a sub-tab "SuperOffice Diagnostics". The main text reads: "These settings are used to configure SuperOffice diagnostics and logging." On the left, there is a "Chapters" list with links: "Welcome", "Database driver", "Database settings", "Document archive", "Diagnostics", and "Finish". The "Diagnostics" section is active. The "Logging" section contains three options: "Log to SuperOffice Research and Product Development (Online through a Webservice)" (unchecked), "Log to event log" (checked), and "Log to file" (unchecked). A text box next to "Log to file" contains "C:\SO_ARC\log.log" and a "Browse..." button. A "Display Advanced Settings" checkbox is also present. At the bottom, there are "< Back", "Next >", and "Cancel" buttons.

Steg 6 Finsih

Skriv endelig konfigurasjonsfil.



Oppset på Searchdaimon ES siden



Comment [r1]: Kopier inn beskrivelse fra anne doc.


Diagnostisering av feil

0 dokumenter indeksert

Symtom

Searchdaimon ES prøver å indeksere SuperOffice, den får til å koble til, og etter en stund får man grønn hake, men 0 dokumenter er indeksert.

Superoffice









Status	Collection	Last crawl	Next crawl	Collection size	
	SuperOffice	Thu Mar 12, 13:12	Next crawl in 23 hours. Every 1 day (default)	0 documents	Crawl now Manage Delete

Løsning

Obs!: Du må kjøre "Force full crawl now" ved neste crawl når dette skjer. Hvis ikke vil du bare få dokumenter som er oppdatert siste 24 timer.

Denne feilen som regel at SuperOffice konnektoren som kjører på din SuperOffice server ikke fikk til å koble til SuperOffice databasen.

Åpne Windows Event Viwer og se etter meldinger fra SOPushService og SuperOffice NetServer.

	Error	12.03.2009	14:19:42	eRoom	eRoom D...	157	N/A	ES
	Error	12.03.2009	14:19:42	eRoom	eRoom D...	161	N/A	ES
	Error	12.03.2009	14:19:36	SOPushService	None	0	N/A	ES
	Failure Audit	12.03.2009	14:19:36	SuperOffice NetServer	None	0	N/A	ES
	Failure Audit	12.03.2009	14:19:36	SuperOffice NetServer	None	0	N/A	ES
	Error	12.03.2009	14:19:36	SuperOffice NetServer	None	0	N/A	ES
	Error	12.03.2009	14:19:36	eRoom	eRoom D...	157	N/A	ES
	Error	12.03.2009	14:19:36	eRoom	eRoom D...	161	N/A	ES

Du vil somregel ha 3 meldinger.

Første melding

Denne er fra SOPushService som er Searchdaimon SuperOffice konnektoren.

Den røde teksten forteller deg at Searchdaimon SuperOffice konnektoren ikke fikk til å logge på SuperOffice databasen.

```
Event Type: Error
Event Source: SOPushService
Date: 12.03.2009
Time: 14:19:36
User: N/A
Computer: SP01
Description:
Can't crawl SuperOffice: Authentication failed!
```

Den **røde** teksten forteller deg at den ikke fikk til å lage en tilkobling.

Den **grønne** teksten forteller deg hvorfor.

Den **blå** teksten prøver å fortelle deg mer utfyllende beskrivelse.

Event Type: Failure Audit
Event Source: SuperOffice NetServer
Date: 12.03.2009
Time: 14:19:36
User: N/A
Computer: SP01
Description:
Level: FailureAudit
At: 14:19:36

Element:

Message: Authentication failed

Type: SuperOffice.Exceptions.SoSessionException

Details:

at SuperOffice.Security.Principal.SoLocalPrincipal.Authenticate()
at SuperOffice.SoContext.Authenticate(SoIdentity identity)

Inner Element:

Message: Initiate database connection

Type: SuperOffice.Exceptions.SoSessionException

Details:

at SuperOffice.Data.SoDatabase.Init()
...
at SuperOffice.Security.Principal.SoLocalPrincipal.Authenticate()

Inner Element:

Message: Failed to connect to the database!

Type: SuperOffice.Exceptions.SoException

Details:

at SuperOffice.Data.SoConnection.Open()
at SuperOffice.Data.SoDatabase.Init()

Inner Element:

Message: An error has occurred while establishing a connection to the server. When connecting to SQL Server 2005, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: SQL Network Interfaces, error: 26 - Error Locating Server/Instance Specified)

Type: System.Data.SqlClient.SqlException

Details:

at System.Data.SqlClient.SqlInternalConnection.OnError(SqlException exception, Boolean breakConnection)

...

at SuperOffice.Data.SoConnection.Open()

Environment info:

Version: SuperOffice NetServer 3.1 Release (Build: 3104)

User: SDTEST2003\BLACKBOX (0) - AuthenticationFailed

Role: (Employee):

Database type: MSSQL - 8

Database: \\badname.searchdaimon.com\SHAREPOINTPORTAL\SuperOffice


Tredje meding

Er en mer omfattende versjon av andre melding.

Unable to connect to: <ip>

Searchdaimon Es får ikke til å koble til Searchdaimon SuperOffice konnektoren på deres server.

Superoffice

Status	Collection	Last crawl	Next crawl	Collection size	
	SuperOffice	Thu Mar 12, 14:04 Unable to connect to: 213.179.58.128	Next crawl in 23 hours. Every 1 day (default)	0 documents	Crawl now Manage Delete

Searchdaimon Es kobler seg til port 8000. Kontroller at denne ikke er sperret med brannmur ved å telnete fra en annen maskin.

```
telnet server_ip 8000
```