

OMNITRACKER Update Guide

Update Guide of OMNITRACKER 11.7.0
Version: 10.08.2020



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1 Updating the Web Gateway

If you are going to upgrade from version 10.6 (or older) to 10.7, or a more recent version, for the first time, then the old installation has to be removed before you perform the upgrade.

Please uninstall the existing Web Gateway if the version is 10.6 or older.

After having uninstalled the Gateway, please delete all of the remaining files from the install directory (inetpub/wwwroot/OTWG), except for the web.config file.

The "[Visual C++ Redistributable Packages for Visual Studio 2013](#)" must be installed before the Web Gateway Setup can be launched.

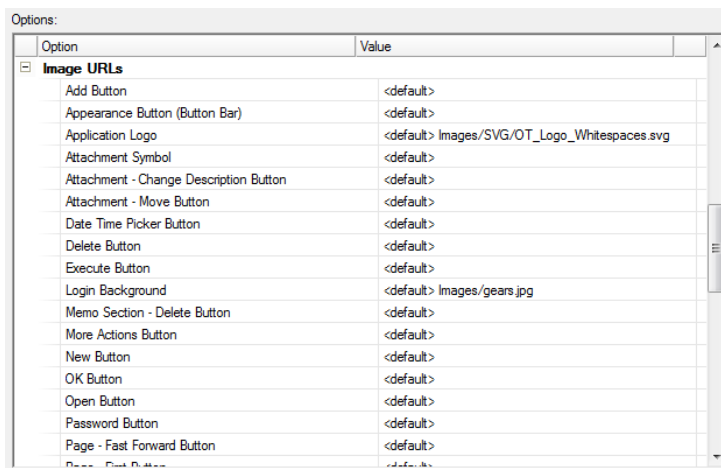
Please also remember to install the 64-bit runtime if the Web Gateway is running with 64 bit.

If the 64-bit Automation interface was installed on the Web Server, then the Web Gateway's application pool (OtAppPool) must be configured to run in 64 bit. In this case, set "Enable 32-bit Applications" to "False", otherwise you will receive the following error message: "Could not load file or assembly... incorrect format".

2 Adapting the Existing OMNITRACKER Configuration

In order to obtain the correct layout in the Web Gateway, existing icon configurations should be removed.

In the administrator client, please open the "Web Configuration Options" dialog and reset all image paths to default.



Option	Value
Image URLs	
Add Button	<default>
Appearance Button (Button Bar)	<default>
Application Logo	<default> Images/SVG/OT_Logo_Whitespaces.svg
Attachment Symbol	<default>
Attachment - Change Description Button	<default>
Attachment - Move Button	<default>
Date Time Picker Button	<default>
Delete Button	<default>
Execute Button	<default>
Login Background	<default> Images/gears.jpg
Memo Section - Delete Button	<default>
More Actions Button	<default>
New Button	<default>
OK Button	<default>
Open Button	<default>
Password Button	<default>
Page - Fast Forward Button	<default>
Page - Fast Button	<default>

In addition to this, the specific stylesheet, if used, should be removed, as it could cause display problems.

Single Sign-On (allow)	<default> true
Single Sign-On (hide login Window)	<default> false
Specific Javascript	<default>
Specific Stylesheet	<default>
Text for Guest Login Label	Immediate login ? <a href="Login.aspx?guestlogin=2" ...
Text for Help Link	<default> Need Help?

3 Main Changes

3.1 Pre-compiled

The application is delivered as a pre-compiled application. This has the following results:

- Faster startup on first access to the Web Gateway after an IIS-Restart;
- ASPX-Pages can no longer be modified;
- New configuration options in web.config (moved from aspx files, e.g. "UpdatePanelDelay" and "AsyncPostBackTimeout");
- Custom *.aspx pages which have been copied to the "OTWG" folder no longer work.

3.2 Combined Main Page and Object Page

After logging on, the user is redirected to the page "Main.aspx". This is the only page which is displayed for as long as the session is valid. If an object is opened, it is displayed on the "Main.aspx" page and the web site is partially updated.

This increases the application performance and reduces the data traffic between web server and client machine.

This can have the following results:

- If the browser's history "back" button is pressed, the user will be redirected to the login page.
- If JavaScript code blocks "`<script> Some JavaScript code ... </script>`" are used on certain object forms, these scripts will no longer be recognized by the browser (due to the partial page update).

As a workaround for this, a custom JavaScript file can be defined, which is included in the Web Gateway.

Single Sign-On (allow)	<default> true
Single Sign-On (hide login Window)	<default> false
Specific Javascript	<default>
Specific Stylesheet	<default>
Text for Guest Login Label	Immediate login ? <a href="Login.aspx?guestlogin=2" ...
Text for Help Link	<default> Need Help?

Please read the instructions for specifying a custom JavaScript file.

3.3 Themes

The Web Gateway now offers different themes, which can be modified by the user. There is, for example, a "dark theme", which displays the shortcut bar and the folder tree with a dark background color.

Please make sure that the configured icons in the shortcut bar and folder tree are easily recognizable in both themes.

If necessary, you can disable the switching themes. In order to do this, the value of the web.config key `<add key="OT_Themes" value="Dark Theme"/>` must be empty.

More information about modifying or creating themes can be found in the Web Gateway documentation.

If you are going to upgrade from version 10.7 to 10.8 or a more recent version then the old theme files will be overwritten. Please save the customized files to change the newly delivered files. New variables are available, which will be listed in respective ChangeLog_*.txt files.

3.4 Custom Style Sheet File

The custom css file "OTWG_StyleSheet.css", which was used for layout adaption in the past, is no longer supported.

Colors and images can now easily be configured in *.scss files. Please read the instructions in the Web Gateway online documentation for more information.

Nevertheless, should you have to adapt a specific css class which is not supported by the *.scss files, then a custom *.css file can be created and linked in the Web Configuration Options dialog.

Show User Profiles	<default> true
Single Sign-On (allow)	<default> true
Single Sign-On (hide login Window)	<default> false
Specific Stylesheet	WebDefaultTheme.css
Text for Guest Login Label	<default> OMNITRACKER Web Gateway
Text for Help Link	<default> Need Help?
Text for Login Label	<default> OMNITRACKER Web Gateway

Note: there is no guarantee that custom styles will work after an update to a newer version.

3.5 Appearance Settings Background Color

In list controls, the background color of appearance settings is now displayed in a much simpler manner. Please check existing appearance settings. A bright text color may not be readable on colored backgrounds.

	Number	Call Ticket	Title	State	Priority
✓	I-1600...	C-16000313	Häufige Verbindungsabbrüche der VPN-Ver...	In Progress	Medium
✓	I-1600...	C-16000314	TeamViewer Session - no Audio Transmis...	In Progress	High
✓	I-1600...	C-16000402	INC TD	In Progress	Medium
✓	I-1600...	C-16000409	Cannot receive emails	In Progress	Very high

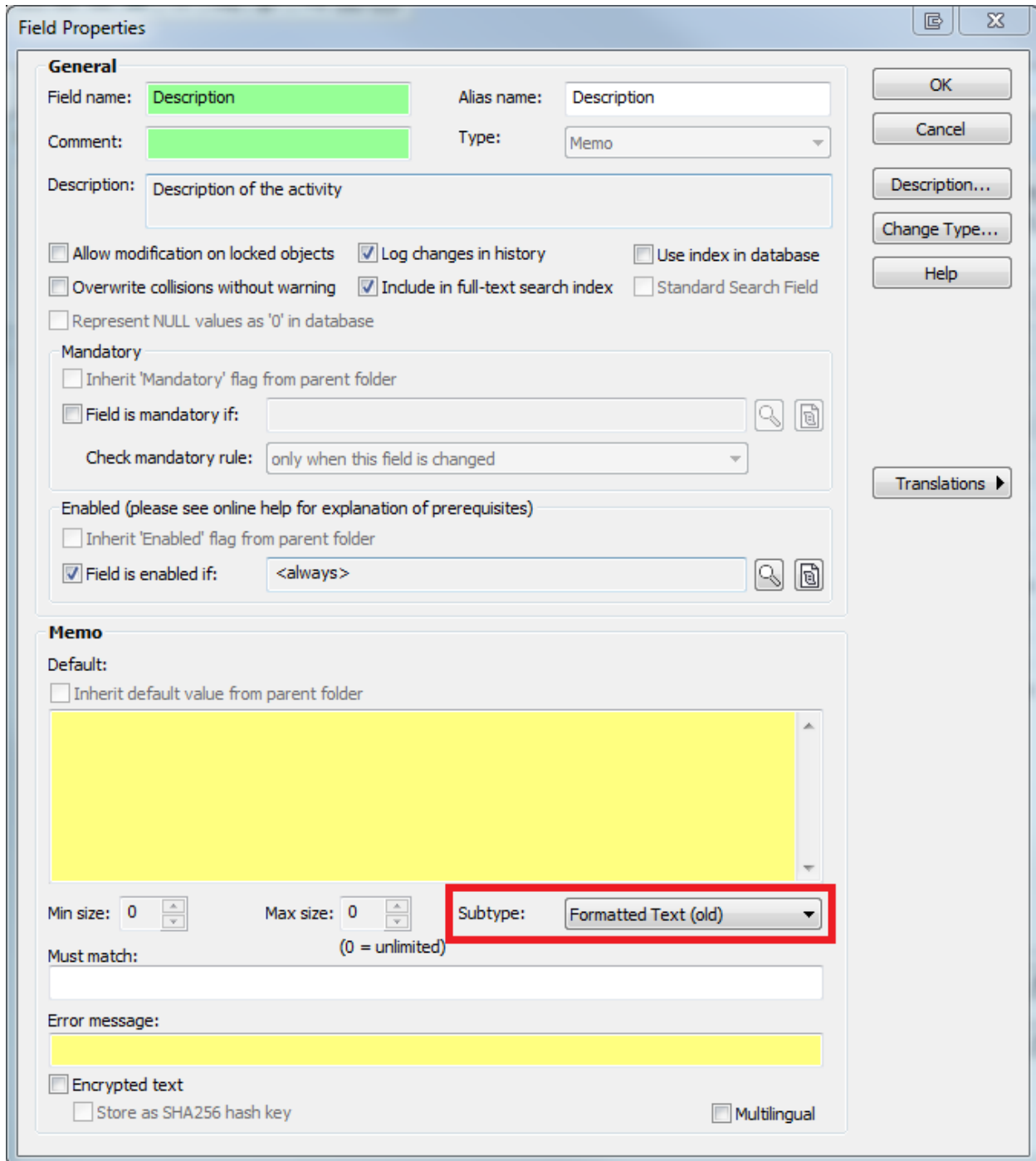
3.6 Popup Forms

The option "Open objects in same popup window" has been removed. The option "Popup Forms" is still available.

3.7 Using New Formatted Text (RTF) Controls

A new RTF control is introduced for displaying formatted text of memo or time-stamped memo fields. For a detailed overview of the available new features, please see Release Notes.

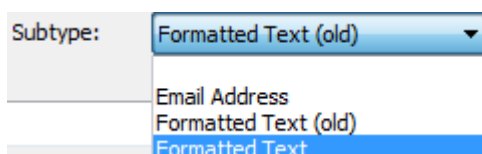
In order to change from the old control to the new one, the subtype of the respective memo or time-stamped memo field must be changed. The formerly used subtype is renamed to “Formatted Text (old)”.



The screenshot shows the 'Field Properties' dialog box with the following details:

- General:**
 - Field name: Description
 - Alias name: Description
 - Comment: (empty)
 - Type: Memo
 - Description: Description of the activity
 - Checkboxes: Allow modification on locked objects, Overwrite collisions without warning, Represent NULL values as '0' in database, Log changes in history, Include in full-text search index, Use index in database, Standard Search Field.
 - Mandatory:
 - Inherit 'Mandatory' flag from parent folder: unchecked
 - Field is mandatory if: (empty)
 - Check mandatory rule: only when this field is changed
 - Enabled (please see online help for explanation of prerequisites):
 - Inherit 'Enabled' flag from parent folder: unchecked
 - Field is enabled if: <always>
- Memo:**
 - Default:
 - Inherit default value from parent folder: unchecked
 - Min size: 0, Max size: 0 (0 = unlimited)
 - Subtype: Formatted Text (old) (highlighted with a red rectangle)
 - Must match: (empty)
 - Error message: (empty)
 - Encrypted text:
 - Store as SHA256 hash key: unchecked
 - Multilingual: unchecked

The subtype needs to be changed to the new value “Formatted Text”.

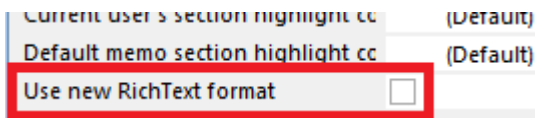


The dropdown menu for 'Subtype' is open, showing the following options:

- Formatted Text (old)
- Formatted Text
- Formatted Text

After applying the changes, the field content is migrated to the new RTF format in a background process. It is possible to continue normal work while the migration is running.

To use the new control without an attached field (e.g. global forms), there is a new property "Use new RichText format" for edit controls in the WPF form editor.



This property only needs to be set for unattached controls. By using controls with an attached field, the attached field's subtype will be evaluated.

From a usability perspective, the new control requires more space. Please review the forms using controls with the new subtype.

For more detailed information regarding the new control, please read the Release Notes of OMNITRACKER V10.8.

4 Specifying a Custom JavaScript File

In 10.7, a custom JavaScript file can be defined, which will be included in the Main.aspx page. This allows to define JavaScript functions which can then be used on search and object forms, and in custom XSLT layouts.

If you want to define a custom JavaScript file, please follow the instructions here below:

- 1) Create a JavaScript file with a text editor (e.g. "CustomJavascript.js");
- 2) Copy the file into the Web Gateway's installation directory (e.g. "inetpub\wwwroot\otwg");
- 3) Open the Web Gateway Configuration in the admin client, and set the name of the file in the configuration:

Single Sign-On (allow)	<default> true
Single Sign-On (hide login Window)	<default> false
Specific Javascript	Custom.Javascript.js
Specific Stylesheet	<default>
Text for Guest Login Label	Immediate login ? <a href="Login.aspx?guestlogin=2" ...
Text for Help Link	<default> Need Help?

Note: Including a custom JavaScript may influence the Web Gateway's functionality and can result in errors! An error in the custom JavaScript or conflicting function/variable names may in turn cause malfunctions.

If you are defining custom script code, you should use an own namespace.

Here an example using the namespace "OTWG":

```
$(document).ready( function() {
    Sys.Application.add_init(OTWG.OnAppInit);
    Sys.Application.add_load(OTWG.OnPageLoad);
});
var OTWG = {};
OTWG.OnAppInit = function() {
    //alert("app init");
};
OTWG.OnPageLoad = function() {
    //alert("onload");
};
```


5 Migrations Performed on Update to OT 11.4.101 (or higher)

5.1 "\$INCLUDE"s in Web Form-Scripts

Before using Web Gateway 2.0 with your database all Web Forms must be migrated due to changes regarding the scripting engine of the web gateway.

When updating to OT 11.4.101 (or higher) you can choose to perform this migration, or to leave the scripts like they are. This migration can also be triggered during any later update, even if the migration has already been performed during an earlier update.

When performing the migration any "\$INCLUDE"-statement defined in

- OnOpen-scripts,
- OnSave-scripts,
- OnChange-scripts, or
- OnClick-scripts

of web forms are automatically moved to the Declarations-script of the respective web form.

If a global script is included in multiple scripts of one web form, this global script will be included once in the respective Declarations-script.

A comment "Automatic Script Migration OT-34213" is added to each modified script.

DatabaseFixTool can be used to list all adapted web form items.

6 Web Gateway 2.0 (WebGW 2.0)

6.1 The New Web Gateway 2.0 (WebGW 2.0)

Web Gateway 2.0 is the next generation web client of OMNITRACKER. The Web Gateway 2.0 (also referred to as "WebGW 2.0") is developed and maintained in parallel to the existing and well-known Web Gateway.

The development of the new WebGW 2.0 takes place in sprints and follows a step-by-step plan. Feature parity between classic Web Gateway and Web Gateway 2.0 will be reached in step 3. New features will be implemented from step 4 on (only in Web Gateway 2.0).

With OMNITRACKER 11.4.0 step 1 of the next generation web client was reached and released as a preview version. With this preview version OMNINET offered all customers an early insight into the new client. With version 11.4.100 WebGW 2.0 was released for production environments.

With step 1 customers can replace their existing mobile use cases (former "Mobile Web Gateway" installations). Of course, desktop users can already benefit from the new Web Client and use it. However, the full functionality of the previous Web Client is not yet available.

With step 2 customer got enabled for running applications like the WebPortal or the WebShop provided in OMNITRACKER standard ITSM Center application using WebGW 2.0.

Every upcoming OMNITRACKER version will enhance the functionality of the next generation web client Web Gateway 2.0 and also add new functionality.

A detailed overview, which functionality will be available in which step (OT Version) in Web Gateway 2.0 is available at the respective valid OMNITRACKER roadmap.

6.2 Installing the New Web Gateway 2.0

The "[Visual C++ Redistributable Packages for Visual Studio 2015](#)" must be installed before the Web Gateway Setup can be launched.

Please also remember to install the 64-bit runtime if the Web Gateway is running with 64 bit.

The "[URL Rewrite](#)" extension for IIS must be installed.

If the 64-bit Automation interface was installed on the Web Server, then the Web Gateway's application pool (OtaAppPool) must be configured to run in 64 bit. In this case, set "Enable 32-bit Applications" to "False", otherwise you will receive the following error message: "Could not load file or assembly... incorrect format".

In addition, the web.config file in the Web Clients installation root folder has to be adapted. Please change the value of the attribute privatePath from "SharedDll" to "SharedDllx64" in the following section:

```
<configuration>
  <runtime>
    <assemblyBinding>
      <probing privatePath="SharedDllx64" />
    </assemblyBinding>
  </runtime>
</configuration>
```

WebGW 2.0 and the classic Web Gateway can be installed and used in parallel.

7 Main Changes When Using WebGW 2.0

7.1 Connecting to WebGW 2.0 (URL)

URL for connecting to WebGW 2.0 is slightly different than the URL for the previous WebGW

- Previous WebGW: <http://<hostname>/<virtualroot>/login.aspx> (+ optional parameters)
- WebGW 2.0: <http://<hostname>/<virtualroot>/#/login> (+ optional parameters)

With WebGW 2.0 you can only have one active OMNITRACKER web-session in your browser.

7.2 Configuring WebGW 2.0

Currently there exists no WebConfigEditor for editing the Web.Config-file of WebGW 2.0.

For creating a second/third/... Virtual Web Gateway for WebGW 2.0, the following steps must be performed:

1. In IIS-Manager add a new virtual application below your Default Web Site, e.g. "NewApp". The physical path must be the root folder of the installed Web Gateway 2.0
2. Open the web.config-file and duplicate the keys below the <appSettings> section starting with "_". Use the name of the new application as prefix for the duplicated keys.
(→ <add key="NewApp_Port" value="5085" />).

7.3 Mandatory Adaptions on Existing OMNITRACKER Configuration

Due to the scripting engine accessed by WebGW 2.0, changes in scripts of web forms might be necessary.

7.3.1 Subs, Functions and Classes

Definition of Subs, Functions and Classes, as well as usage of Includes, is only possible within Declarations-script of a web forms accessed using WebGW 2.0.

By this, those elements must be moved from other scripts (e.g. OnOpen-script, OnSave-Script, OnChange-Scripts or OnClick-Scripts) of the web form to the Declarations-script.

DatabaseFixTool-option "Check Web Form Item Scripts" can be used to list web forms and web form items containing invalid scripts.

Also the web form editor will support you in identifying scripts with invalid elements.

An "Errors and Warnings" menu has been added to the web form editor.

Functions defined as "invalid for WebGW 2.0" will be listed within this menu, and can be accessed directly from this menu.

7.3.2 Save and Search

If "Save" or "Search" is called within any form script (e.g. OnOpen, OnChange, OnClick), then the "OnSave/OnSearch" script (if defined) is no longer executed! Please adapt the existing form scripts as follows:

The OnSave-/OnSerach-script should be capsuled in a Sub and moved to Declarations-script. This Sub can be called directly within the OnSave/OnSearch script and before the Save-/Search-method is invoked in any other script.

7.4 Appearance Settings Background Color

In list controls, the background color of appearance settings is now displayed in a much simpler manner. Please check existing appearance settings.

Configured background colors are only used in a small section on the left side of the objects, a lightened version of this color is used as background color of an object as soon as you hover over an object, or an object is selected.