



**Web+Center**

Web-based Customer Support / Help Desk / CRM

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# **Web+Center For Linux Installation and Configuration Guide Version 5.0**

**(3) Tech Free Version**

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## **Installation Overview**

Welcome to the Web+Center Installation and Configuration guide. This document contains the information necessary to install and configure the Web+Center web-based customer support Help Desk and contact management application in a Linux-based environment. This document only contains initial installation and configuration information. Please refer to the Web+Center User Guide for complete information on how to use Web+Center product.

### **Installation Support is provided by:**

- Web-based FAQ, Help Desk Knowledgebase at <http://www.inet-sciences.com/support/>
- Emails at [support@inet-sciences.com](mailto:support@inet-sciences.com)
- Phone based support at (650) 949-0942 (9 AM -5 PM PST Pacific Standard Time)

### **What is Web+Center?**

Web+Center is a suite of four web-based applications consisting of **Customer+Center**, a customer self help web application, **Tech+Center**, a Tech Staff Help Desk web application, **Business+Center**, a web Customer Relationship Management CRM application and **Pocket+Center**, an alternative Tech staff application designed to run on a Pocket PC PDA type device for remote and wireless applications. The application is entirely web-based where the server software is installed on one machine and then clients access the application through any web browser (IE or Netscape or others) over the network just like any website.

### **Hosting Options for Web+Center**

Web+Center can be hosted on your own internal Linux Server or there are several ISP (Internet Service Providers) and website hosting companies that offer Linux-based hosting services that can also be used to host your Web+Center application. Listed in Appendix B is a list of web hosting companies that provide Linux with ASP and mySQL database options. Hosting the Web+Center application at an ISP/Web Hosting company offers a low cost (typically \$10-\$30/Month) high bandwidth and low security-risk option for small businesses and organizations.

### **Licensing Options**

The product can be used for FREE for (3) techs or less. A license must be purchased if you use the product for more than (3) techs. The FREE version does not time out nor is it limited by the number of customers

or cases, it is only limited by the number of registered technicians. For more information on licensing the Web+Center product, please visit on our on-line pricing at:

<http://www.inet-sciences.com/prices.html>

### **Requirements to Run Web+Center on Linux**

Web+Center is a web-based ASP (Active Server Pages) database application. Web+Center requires each of the additional components listed below:

#### **Sun ONE Active Server Pages (Formerly Chili-Soft)\***

For Information on Sun ONE Active Server Page, please visit:

<http://store.sun.com/catalog/doc/BrowsePage.jhtml?catid=61836>

\*Note: The Sun ONE Active Server Pages product must be purchased separately.

#### **MySQL (Recommended Version 3.2)**

For Information on MySQL running on Linux, please refer to the website:

<http://www.mysql.com/documentation/index.html>

#### **Apache Web Server for Linux**

The product has been tested and designed using Apache Web Server Version 1.3.27

### **Hardware and Software recommendations**

Web+Center is a web-based client/server support system. Web+Center is the software that is installed on a Linux server running Apache Web server, Sun Microsystems "Sun One Active Server Pages", and MySQL database software. Internet Software Sciences does not provide any client software since each client user must install and use their own web browser. Web+Center is designed to be compatible with almost every web browser and does not require special plug-ins, java or extensions or special versions of Netscape or IE or any browser.

The Web+Center application installation only requires about 10 MB of disk space including all of documentation. As your database grows, database files will require some additional hard disk space. We recommend allowing for a disk space requirement of 20 MB to 50 MB.

To help maintain high availability and reliability, it is recommended that "production" uses of Web+Center reside on a machine that is dedicated as a web server where the proper backup, server maintenance, full time connectivity, and reliable power issues are handled.

### **Installation Procedures for Web+Center for Linux**

There are 9 steps to configure Web+Center on a Linux platform running Apache Web Server, MySQL and Sun One Active Server Pages Product. Please perform the follow steps in the order summarized below:

- Step 1 – Install Apache Web Server
- Step 2 - Install mySQL Database Application
- Step 3 – Install Sun One Active Server Page Product
- Step 4 – Download and Run the Web+Center Installation Program on a Windows machine
- Step 5 – Transfer or network Web+Center files from the Windows based machine to Linux Server
- Step 6 - Instantiate the Web+Center Database and define the ODBC connectivity string.
- Step 7 - Define Database Table Schemas and populate with default values
- Step 8 – Configure Database Connectivity String for ODBC connection

- Step 9 - Verify Web+Center Operation and Set your SMTP Host address and organization name and reply email address  
Step 10 - (Optional) Change the URL directory names of the applications

## **Step 1 – Install Web Server – Apache Web Server**

Apache Web Server must be installed on Linux. Installation and configuration of the Apache Web Server is beyond the scope of this installation guide. For more information about the Apache Web Server for Linux, please refer to the Apache Web Server Website at:

<http://www.apache.com>

When installing Apache, check to see what default filename it is configured to go to when a user provides a URL ending in a directory name rather than a specific filename. (i.e. default.htm or index.htm). Web+Center uses default.htm so make sure Apache is configured to look for this file in this situation.

If the Apache Webserver is already installed in your Linux environment, then please skip this step.

## **Step 2 -Install MySQL Database Application**

Web+Center is a web-based database driven application and requires a “backend” database to run all the database record creation and SQL queries. Web+Center on Linux requires the MySQL database engine. The Web+Center product has been tested and designed using Version 3.23.49 while other versions of MySQL should work. Installation and configuration of the MySQL database is beyond the scope of this document. For information and downloads of the MySQL database product, please refer to their website at:

<http://www.mysql.com>

If the MySQL database is already installed in your Linux environment, then please skip this step.

## **Step 3 – Install the Sun One Active Server Pages Version 4.0**

- If your Linux configuration does not already include the Sun One Active Server Pages product, it must be purchased and installed from Sun Microsystems. The Web+Center product has been tested and designed using Sun Microsystems / Chilisoft “Sun One Active Server Pages” Version: 3.6.2 (Including CDONTS/Chili!Mail and FileUpload options). Additional information on the Sun One Active Server Pages can be found at:

<http://store.sun.com/catalog/doc/BrowsePage.jhtml?catid=61836>

- Enable Parent Paths must be set to “yes” within Sun One to enable the system to access directories that are siblings of (at the same level as) the directory where the code is executing. This is configured from the Sun ONE Active Server Pages Administration Console using the Enable parent paths setting. For further details see

[http://docs.sun.com/source/817-2514-10/Ch3\\_ManageASP15.html](http://docs.sun.com/source/817-2514-10/Ch3_ManageASP15.html)

If Sun One Active Server Pages is already configured in your Linux environment, then of course it need not be re-installed, however in that case you still need to make sure that “Enable Parent Paths” is set to “Yes” as the default is set to “No”.

## **Step 4 – Download and Run the Web+Center Installation Program on a separate Windows based machine.**

Download the Web+Center self-extracting executable installation program from the Internet Software Sciences Web site into a local directory on a separate MS **Windows** based machine. When selecting a download, be sure to select the Web+Center 5.0 version. Earlier versions will not be Linux compatible. The Web+Center installation program can be downloaded from the Internet Software Sciences web site at:

<http://www.inet-sciences.com/evaluations.html>

**The file that should be downloaded is called webcenter50.exe.**

Once the installation executable is downloaded to a local directory, run the application by selecting Start -> Run -> Browse and select the executable file that you just downloaded.

Complete all of the installation steps. The Web+Center installation program only creates directories and places files into those directories. The default installation directory is:

c:\program files\Internet Software Sciences\web+center 5.0\...

## **Step 5 – Transfer the Web+Center files from Windows Machine to the Linux Machine**

The Web+Center files must be transferred from the Windows files directory to the Linux machine and placed under the appropriate web server root directory so it can be accessed as a website directory.

Using either FTP or a network file share, copy all of the files and directories BELOW the web+center 5.0 directory into the httpdocs or your webserver directory. Once this transfer is completed, you should have the following directory structure on your Linux machine:

```
(Apache Web Server root)
  httpdocs
    TechCenter
    CustomerCenter
    BusinessCenter
    PocketCenter
    Language
    Database
    Documentation
```

## **Step 6 – Instantiate the Web+Center database and define the ODBC connectivity string (DSN)**

At this point, a new database must be instantiated and registered within the system. See the Operating System and MySQL documentation for details on how this is accomplished. As part of that exercise, you will be asked to provide a database name together with a username and password for the database. These

values together with some others will be used to create a “DSN string” which, depending on system details, will probably end up looking something like

```
"driver={MySQL};server=localhost;database=MYDBNAME;uid=MYUSERID;pwd=MYPWORD"
```

... where the values for MYDBNAME, MYUSERID, and MYPWORD, will of course need to be changed to reflect your particular environment.

Make a note of this DSN string as it will be required in step (8).

### **If you are using a remote-hosted service provided by a third-party...**

If you are running your system on a remote-hosted service provided by a third-party vendor, then very likely this step will already have been performed for you by the vendor when you established your service with them. In this case look in their documentation or ask them for details on what this DSN string should look like. A common practice is for the value of MYDBNAME to be the same as the domain name this vendor established for you, while the values for MYUSERID and MYPWORD will be the same as the user-name and password established by the vendor for you to access their web-based “Control Panel” facility.

## **Step 7 - Define Database Table Schemas and populate with default values**

In the folder called “Database” is a file called **Createwc50Linux.sql**. This is an ordinary text file (that may be examined and edited by any standard text-editor if you need to). This contains the script that will define the database (declare the tables and the columns they contain). This script must be executed once the database has been successfully registered with the system. It will instantiate all the necessary tables and insert a few default values in certain configuration-oriented tables.

### **If you are using a remote-hosted service provided by a third-party...**

If you are running your system on a remote-hosted service provided by a third-party vendor, there is a good chance that support for the creation and maintenance of the database is provided via a web-based utility called phpMyAdmin that is accessed via a menu choice labeled “Database Manager” or something similar. Look for this button as one of many choices on a screen called “Hosting Control Panel” or similar.

In this case, if you click on the button labeled “Database Manager”, a fresh screen window will appear containing two panels side-by-side. At the top of the left-hand panel is a link called “Home” and underneath it the name of your database. Click on this name and the right-hand panel will now display a number of options that include the ability to type SQL commands into a text box or to upload a text file containing a script with SQL commands. You can use either option – either “upload” the file called Createwc45Linux.sql (click the “Browse” button) or copy/paste the text contents of this file into the text box, and then click on the button labeled “GO”.

## **Step 8 Configuring Database Connectivity String**

The Web+Center applications uses an ODBC connector to provide connectivity between the Web+Center application and the Web+Center database running under MySQL. This takes the form of a character string containing certain parameters that will have been defined in step (6) above.

You must now insert this character string in certain code modules by editing them – which can be done with any standard text editor.

This string must be edited into two code modules – each of which exists as a text file in each of the four application folders. (A total of 8 files). It is suggested that you first modify these two files in the folder called TechCenter and then see if the Tech+Center Application works. Once you have established that you have a correct and operational DSN string, then it is a simple matter to replicate these two files by making copies of them in the other three folders – namely BusinessCenter, CustomerCenter and PocketCenter.

The two files that need to be edited are called global.asa and SetGlobal.asp. Edit the DSN string into global.asa at the appropriate spot (after the equal sign in approximately line 42) and SetGlobal.asp (after the equal sign in approximately line 65)

Remember that this edit must be performed on all four (4) global.asa files as well as all four (4) SetGlobal.asp files (one of each in each of the four application directories). Because these files are identical across all four directories, it is sufficient to only edit one pair in one of the directories, and then replicate that pair to the other three directories. The four directories involved are called TechCenter, CustomerCenter, PocketCenter and BusinessCenter

## **Step 9 Verify Web+Center Operation and Set your SMTP Host address and organization name and reply to email address**

### **Step 9.1 Verify Web+Center Operation**

To access the Tech+Center application, enter the following URL into your web browser:

<http://<YourHostName>/TechCenter/>

where <YourHostName> is either:

- your local machine name
- Your domain name (www.mycompany.com)
- The word “localhost” if browsing on the same machine as the server

### **Login into the Tech+Center**

Tech+Center requires a Tech ID and a password to log into the application.

Tech+Center comes configured with (3) default tech staff accounts with the following levels of permissions:

<b>Tech Username</b>	<b>Password</b>	<b>Access Level</b>
CSS-1000	Config	Configurator (highest)
CSS-1001	Admin	Administrator
CSS-1003	Tech	Read/Write tech level

These default tech staff accounts are automatically available with the initial seed database. They should only be used to access the system initially and they should be immediately modified or deleted once other

tech accounts are created. Refer to the Web+Center Users Guide on how to edit or add Tech+Center accounts.

You should see the Tech+Center login page static HTML page. In the Login box, enter “CSS-1000” for the Tech ID field and “config” for the password, and press the login button. This will log you into Tech+Center as a “configurator” which is the highest level of access into the system.

**Note: If the Tech+Center application does not appear, please review Appendix A for common installation and configuration problems.**

### **Step 9.2 Configure Web+Center outgoing SMTP mail address, organization from name and reply to email address**

**Important:** Before registering any customers or entering new support cases, we recommend you first configure your local SMTP host address and organization from name and reply to email settings inside of Web+Center. These Web+Center helps define and send all of the automatic email notification messages to this **outgoing SMTP host address**. Typically this will be provided by your Internet Service Provider (ISP) or corporate mail server and typically defined as the “outgoing SMTP mail address”. For example, for Earthlink ISP users, the SMTP mail address might use

smtp.earthlink.net

To set these value follow the steps below:

- Log into the Tech+Center using a “configurator” level password. The system is initially configured with a “configurator” level account with Tech ID = css-1000 and password of “config”.
- Click on the Administration button in the left hand control panel
- Click on the System configuration menu text link at the top of the System Administration page
- Click on the Configuration options link on the Systems Configuration page
- Scroll the window down if necessary to the Email Addresses option area.
- Set your local SMTP address into the box labeled **SMTP Mail Server Address**. Replace any previous values that may have been entered into the field.
- Set the **Default Reply-To Address** to a “reply to” email address like [support@mycompany.com](mailto:support@mycompany.com)
- Enter your organization or company name into the **Organization From Name** field.
- Press the Submit button located at the bottom of the page to process these changes
- The same page appears again after processing the submit so that any changes can be verified.
- Verify that the SMTP Mailer server address is successfully entered and press the Cancel button.
- Close your browser to completely log out of Tech+Center application

### **Step 9.3: Accessing Customer+Center web application**

To access the Customer+Center application, enter the URL of:

http://<YourHostName>/CustomerCenter/

where <YourHostName> is either:

- your local machine name
- Your domain name (www.mycompany.com)
- “localhost” if browsing on the same machine as the server

Self register a customer by clicking on the New User button. Enter all of the registration information as instructed.

If the registration was completed successfully, your Customer+Center application has been properly installed and configured.

#### **Step 9.4: Access the Business+Center web application**

Business+Center requires a Tech ID and a password to log into the application.

Business+Center uses the same 3 pre-configured tech accounts with the following levels of permissions:

<b>Tech Username</b>	<b>Password</b>	<b>Access Level</b>
CSS-1000	Config	Configurator (highest)
CSS-1001	Admin	Administrator
CSS-1003	Tech	Read/Write tech level

These default tech staff accounts are automatically available with the initial seed database.

To access the Business+Center application, enter the following URL:

<http://<YourHostName>/BusinessCenter/>

where <YourHostName> is either:

- your local machine name
- Your domain name (www.mycompany.com)
- The word “localhost” if browsing on the same machine as the server

#### **Step 9.5: Access the Web+Center on-line documentation**

There are still numerous configuration options available for site customization. Please refer to the Web+Center Users Guide for information on additional configuration options.

The Web+Center user guide and this installation guide are both installed as part of the Web+Center installation and it is available on your local Web+Center system at:

<http://<hostname>/Documentation/>

If you have any questions or problems, please check Internet Software Sciences Support options at [www.inet-sciences.com](http://www.inet-sciences.com).

#### **Step 9.6: Access the Pocket+Center (Tech+Center Interface for Pocket PCs)**

Pocket+Center requires a Tech ID and a password to log into the application.

Pocket+Center uses the same 3 pre-configured tech accounts with the following levels of permissions:

<b>Tech Username</b>	<b>Password</b>	<b>Access Level</b>
CSS-1000	Config	Configurator (highest)
CSS-1001	Admin	Administrator
CSS-1003	Tech	Read/Write tech level

These default tech staff accounts are automatically available with the initial seed database.

To access the Pocket+Center application, enter the following URL with your Pocket PC device.

<http://<YourHostName>/PocketCenter/>

where <YourHostName> is either:

- your local machine name
- Your domain name (www.mycompany.com)
- The word “localhost” if browsing on the same machine as the server

To view or test the Pocket+Center on a full size screen interface, use the special Pocket+Center test interface page by accessing:

<http://<YourHostName>/PocketCenter/testpocket.htm>

## Step 10 (Optional) Change the URL directory names of the applications

The default URL directory paths for the Web+Center applications are:

<u>Web URL</u>	<u>Application</u>
<a href="http://&lt;hostname&gt;/TechCenter/">http://&lt;hostname&gt;/TechCenter/</a>	Tech+Center
<a href="http://&lt;hostname&gt;/CustomerCenter/">http://&lt;hostname&gt;/CustomerCenter/</a>	Customer+Center
<a href="http://&lt;hostname&gt;/BusinessCenter/">http://&lt;hostname&gt;/BusinessCenter/</a>	Business+Center
<a href="http://&lt;hostname&gt;/PocketCenter/">http://&lt;hostname&gt;/PocketCenter/</a>	Pocket+Center
<a href="http://&lt;hostname&gt;/Documentation/">http://&lt;hostname&gt;/Documentation/</a>	Documentation

If you wish to change any of directory names, follow the following steps:

### **Tech+Center Directory Name Change:**

To change the /TechCenter/ directory name, first rename the directory from “TechCenter” to your new name. Also change the “Tech+Center virtual directory name definition under Administration.... System Configuration Menu... More Configuration to your new directory name.

### **Customer+Center Directory Name Change:**

To change the /CustomerCenter/ directory name, first rename the directory from “CustomerCenter” to your new name. Also change the “Customer+Center virtual directory name definition under Administration.... System Configuration Menu... More Configuration to your new directory name.

### **Business+Center Directory Name Change:**

To change the /BusinessCenter/ directory name, first rename the directory from “BusinessCenter” to your new name. Also change the “business+Center virtual directory name definition under Administration.... System Configuration Menu... More Configuration to your new directory name.

### **Pocket+Center Directory Name Change:**

To change the /PocketCenter/ directory name, rename the directory from “PocketCenter” to your new name.

### **Documentation Directory Name Change:**

To change the /documentation/ directory name, first rename the directory from “documentation” to your new name.

### **Next Steps:**

Once the system is installed and initially configured, one should review the **Getting Started Guide** (GettingStarted.html or GettingStarted.doc) located in the \documentation directory. This guide will help you customize and configure your Web+Center application for your own business and organizational requirements.

## Appendix A Common Installation Errors and Support Options

### Support Options:

- Web-based FAQ, Help Desk Knowledgebase at <http://www.inet-sciences.com/support/>
- Emails at [support@inet-sciences.com](mailto:support@inet-sciences.com)
- Phone based support at (650) 949-0942 (9 AM -5 PM PST Pacific Standard Time)

From the main support page, click on the **Web-based support** link to obtain an FAQ and knowledge based search options as well as options to self-register and submit trouble tickets and enhancement requests.

### Installation Debugging Tools

If you are experiencing problems with your Web+Center product installation, we recommend you first attempt to debug your installation using our installation debugging tool which can be run by running the installtestlinux.htm debugging tools page.

To run this installation debugging tool, open the following web page with your browser and follow the steps of the installation debugging tool at:

**http://<hostname>/TechCenter/installtestlinux.htm.** where <hostname> is the ip or fully qualified host name.

This HTML file will provide several tests to test database connectivity, Tech+Center logins and SMTP mail configurations.

### Common Installation Errors:

**Error:** After submitting a case or registration the browser reports an ASP error.

**Solution:** First, verify that the SMTP mail address set under administration/configuration is specified and it is either a domain name or IP address that web server can properly resolve. Some users have experienced problems connecting to certain mail servers due to their configuration and who they will accept mail from to prevent SPAM from getting sent through their SMTP mail servers. It may be necessary to select a different SMTP mail server if you cannot re-configure the SMTP server to communicate with the Web+Center application properly.

## Appendix B Linux/Web+Center Compatible Web Hosting Companies

To host the Web+Center product on Linux requires the following software:

Linux  
Apache Web Server  
Sun One Active Server Pages  
MySQL

There are many web-hosting companies and ISPs that offer fairly low cost shared hosting services. We have attempted to research and document some of the companies that potentially may offer the correct platform software to install and run Web+Center. Internet Software Sciences and Web+Center IS NOT connected in anyway with any of the web-hosting companies listed below but we only offer this list as a convenience to our customers.

Our list of companies below is broken into 2 tables. First is a list of web-hosting companies that have been confirmed to be compatible with the Web+Center software and offer all of the correct software options to successfully implement a web+center system. The second table is a list of web-hosting companies that appear to offer all of the necessary web-hosting components (Linux, Apache, ASP and MySQL) but they have not been confirmed.

If your company offers similar web hosting services and wish to be added to this list of compatible web-hosting companies, please contact Internet Software Sciences.

## Confirmed Compatible web hosting Companies

Website / Company  
[www.webmasters.com](http://www.webmasters.com)

## Non Confirmed Compatible web-hosting companies

Website / Company  
<http://jumpline.com>  
<http://www.lunarpages.com>  
<http://www.your-site.com>  
<http://www.valueweb.com>  
<http://oneworldhosting.com>  
<http://www.ampira.com>  
<http://www.backboneinternet.com>  
<http://www.smctechnologies.com>  
<http://www.smctechnologies.com>

Other Links to Linux Web-hosting vendors:

<http://linux.isp-guide.com/menulink.asp?type=hosting&os=linux>