

Web+Center

Version 7.x

Windows Quick Install Guide

2 Tech Free Version
Rev – March 7, 2012



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Welcome to the Web+Center Installation and Configuration guide. This document only contains the information necessary to install and configure the Web+Center running on the **Windows** 32-bit operating systems using Access as your database.

Installation Support :

Complete list of Frequently Asked Questions (FAQs) and an extensive knowledge base of Web+Center questions and problems are available at.

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

Emails at support@inet-sciences.com

Phone-based support at (660) 949-0942 (9 AM -5 PM PST Pacific Standard Time)

Important Upgrade Information:

Licensed users must have a current support/upgrade contract to upgrade from version 6.0 to 7.0. Please check for Upgrade Kit information on the ISS website for more details.

Web+Center – Windows 32-bit/Access Installation

Web+Center Server Operating Systems – Almost all Windows operating system that include the IIS webserver (2003/2008, windows 7 Server 2012, XP , vista, etc) will work for installing Web+Center on 64 or 32 bits.

Web+Center Client Requirements – Almost all Web browsers running on any platform (Windows, MAC, Unix, Linux, etc)

Databases -- Web+Center supports two back-end databases, MS Access and SQL*Server. For Access installations, one DOES NOT have to install Access on the server.

Step 1 - Install Web Server - MS Internet Information Server (IIS)

If you are unsure whether IIS is installed or how to install it, please refer to the full installation manual.

Step 2 - Download and Install the Web+Center Files

Download the Web+Center self-extracting executable installation program (webcenter75.exe) from the Internet Software Sciences Web site into a local directory on your machine. Make sure your antivirus software is turned off or it may not complete the install (and will not give you any error messages). The Web+Center installation program only creates directories and places files into those directories. **You must complete the additional steps below to install and configure your Web+Center application.**

- **Note:** Do not install this product under the inet-pubs/ wwwroot directory.
- **Note:** If you have purchased a licensed version you will be sent a special license key with instructions on how to install the license key. This is installed after the FREE 2-tech installation is completed.

Step 3 - Configuring ODBC Connection for Access Database

The ODBC setup is needed to connect the application to the backend database. Start the ODBC administrator. Set up a **SYSTEMS** data source selecting **Microsoft Access Driver (*.mdb)** with a **Data Source Name** of “webcenter70_db” and pointing to *c:\program files\Internet Software Sciences\Web+Center 7.0\database\WebCenter75.mdb*.

Note: If you are running 64 bit OS, and wish to run Access as the backend database, you must configure IIS and the ODBC drivers to run in 32 bit since MS does not provide a 64 Access driver.

Please refer to our newsletter # 57 article about installing on a 64 version of Windows

<http://www.inet-sciences.com/newsletter-57-64-bit-windows-os-installations-and-compatibility-issues/>

Step 4 - Setting up Web+Center's Web Server Virtual (or Application for IIS 7.0) Directories

To configure these virtual directories, one must use the Internet Information Services (IIS).

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For IIS 7.0 (Server 2008) create Application directories, for Windows 2003 server, create virtual directories.

Repeat each of the steps below 9 times to configure the 9 virtual/application directories required for Web+Center.

Virtual Directory Name	Physical File Location
customer70	C:\<Your Webcenter Directory>\customercenter
tech70	C:\<Your Webcenter Directory>\techcenter
business70	C:\<Your Webcenter Directory>\businesscenter
docs70	C:\<Your Webcenter Directory>\documentation
language70	C:\<Your Webcenter Directory>\language
pocket70	C:\<Your Webcenter Directory>\pocketcenter
wc70temp	C:\<Your Webcenter Directory>\tempfiles
reservation70	C:\<Your Webcenter Directory>\reservationcenter
customer70mobile	C:\<Your Webcenter Directory>\customermobile

Where C:\<YourWebCenterDirectory> is the directory you selected to put your Web+Center installation which by default is:

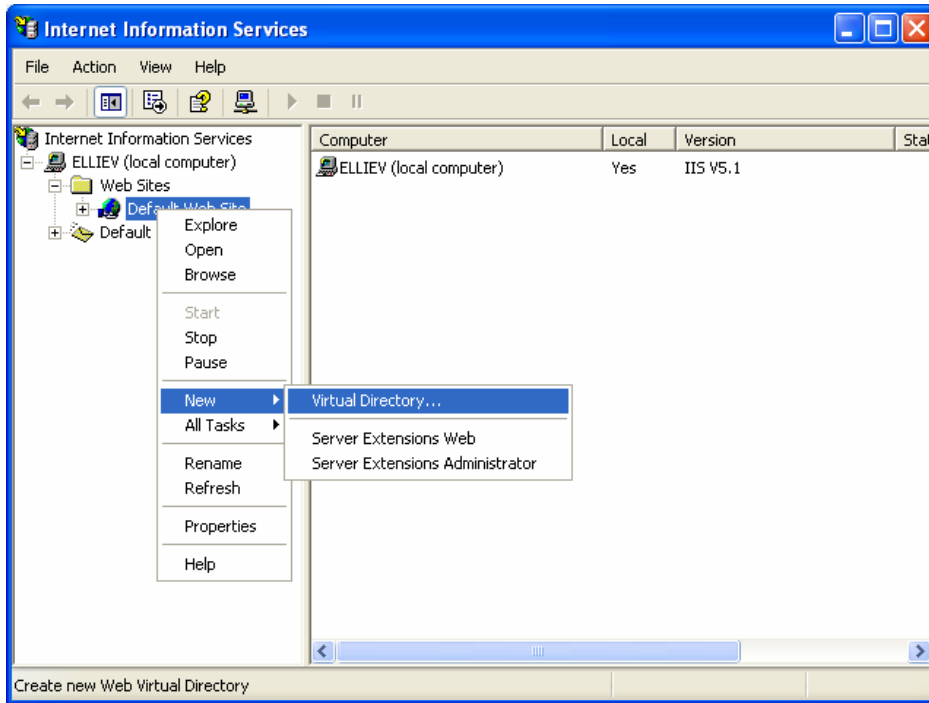
C:\Program Files\Internet Software Sciences\Web+Center 7.5

To configure these virtual directories with Internet Information Services:

- Click on the **Start** button.
- Select the **Settings** option and the **Control Panel**.
- Once the control panel is opened up, open up the **Administrative Tools** folder. Double click on the **Internet Information Services**.

Click on the (+) sign to expand the tree of the local computer.

Under the Default Web site (other whatever site under which you wish to install Web+Center), create a new Virtual Directory



- In the Virtual/Application Directory Creation Wizard, enter one of the the Virtual Directory Aliases listed above (tech70, customer70, pocket70, business70, docs70, language70, wc70temp, customer70mobile) and then press next.
- Press the Browse button and navigate to where you have installed the Web+Center application and select the appropriate physical file path (techcenter, or customercenter, etc)
- Set the Access Permissions for each of the virtual directories. All virtual directories should have applications permissions of Read and Run scripts except for the wc70temp virtual directory that should have only read access (no scripts).
- Click Next to complete the virtual directory setup. Repeat this for all of the directories listed above.

Step 5 - Enabling Parent Paths

To verify or enable this option:
(IIS 6.0)

- (1) Open up the IIS Services Manager
- (2) Right Mouse Click on the Default Web Site and Select the Properties Option
- (3) Click on the Home Directory Tab
- (4) Click on the Configuration button in the Application Setting area
- (5) Select the App Options Tab
- (6) Verify the Enable Parent Paths is checked

(7) Click Apply and Close the window

(IIS 7.0)

With IIS still open, set 'Enable Parent Paths' to True default website on the left-hand menu Connections list. Then double-click the 'ASP' icon in the center or right-panel under 'IIS'

Additional IIS 7.0 step: To enable us to debug any problems, it is necessary for us to know the line number and name of the offending module. In the center section of IIS, expand the 'Debugging Options' section by double-clicking on the '+'. Under 'Send Errors to Browser' set this value to 'True'.

Step 6 - Set File Security Permissions

Open Windows Explorer by clicking **Start... Programs. Accessories... Windows Explorer**

Step 1) Expand My Computer display and navigate to the Web+Center 7.5 directory.

Step 2) Perform a right mouse click on the **Web+Center 7.5** directory and select the Properties Tag

Step 3) Click on the security Tab. Under XP if you cannot see the security tab then enable it by launching the Windows exploring and then clicking on Tools. View and remove the option for Simple File Sharing.

Step 4) First uncheck the **Allow inheritable permissions from parent to propagate to this object** near the bottom of the window. Un-checking this box will bring up a security window asking whether to Copy, Remove or Cancel. Select the **Remove** option.

Step 5) Click the **Add...** button to add groups and users back. Find the **Everyone** Group and double click on that group. This will add that User group for this folder.

Step 6) In the permission settings, check the Full Control checkbox. This should set the Allow checkbox for all of the permissions listed (Full Control, Modify, Read and Execute, List Folder Contents, Read, and Write).

Step 5) Click on Advanced...

Step 6) In the Access Control Settings for the Web+Center 7.0 window , check the checkbox that says:

“Reset permissions on all child objects and enable propagation of inheritable permissions.”

Then click **Apply**. This will reset this permission (Everyone - Full Control) to all files, and sub folders under the Web+Center 7.0 directory tree.

Step 7) Click OK to close this window.

Step 8) **REBOOT THE WHOLE MACHINE.** This will properly reset all of the Access Control Lists maintained by the operating system and without a full reboot, the permissions may not be completely set although they may appear to be properly reset.

Step 6 - Perform Final installation/Configuration tests

To verify that the Web+Center application is properly configured, a special installation test page containing tests for virtual directory settings, database connectivity and read and write tests, email configurations, parent paths, cookies settings and applications logins.

To Access this installation test page, enter the following URL into your web browser:

<http://<YourHostName>/tech70/installtest.htm>

where <YourHostName> is either:

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

Complete and verify all of the tests of the installation test provided.

Step 7 - Accessing the Web+Center Suite of Applications

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

<http://<YourHostName>/tech70/>

Login into the Tech+Center

Web+Center comes configured with 2 default tech staff accounts with the following levels of permissions:

Tech Username	Password	Access Level
CSS-1000	Config	Configurator (highest)
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.

To access the **Customer+Center** application, enter the URL of
<http://<YourHostName>/customer70/>

To access the **Business+Center** application, enter the URL of
<http://<YourHostName>/Business70/>

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

To access the **Pocket+Center** application, enter the following URL with your Pocket PC device.
<http://<YourHostName>/pocket70/>

You'll need to log in using one of the preconfigured technician accounts.

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>/pocket70/testpocket.htm>

The **Reservation+Center** application is designed to be used by both customers and tech/admin users. Both types of users access the application through the same login screen. The Reservation+Center login screen will automatically determine if you are a tech user first, and if not, it will attempt to log the user in as a customer.

The **Customer+Mobile** application is designed for customers to create and update support tickets and review FAQ articles and do knowledge base searches on smart phones, mobile devices and tablet interfaces.

You can test this interface at
<http://<yourHostName>/customer70mobile/>

To access the Web+Center on-line **documentation** enter the following URL in your browser:
<http://<YourHostName>/docs70/>

The first guide we recommend users review after initial installation is the **Getting Started Guide**.

Step 8 – Designing and implementing the best customer login method for your Web+Center users

The Web+Center application has a few different customer login options available. These are:

- Default HTML form based customer login with customer accounts created by either self registration and/or customer database imports.

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- Active Directory/Windows Authentication Logins and database syncing. For more information on using this model, please refer to the separate Web+center Active Directory Integration and Configuration guide.
- The system can also be used in a mixed mode configuration incase you have external users that can not be authenticated and internal users that can be authenticated.

It is recommended to first get the initial Web+Center installation and configuration completed and verified before deciding on the best customer login methods.

Appendix A Common Installation Errors and Support Options

Most installation issues are associated with the following issues. Please confirm these configurations first if you are experiencing installation issues.

File Security Settings: Without the proper file security settings for the Web+Center folder, you will get database access errors and ASP script errors. Please confirm that the Web+Center 7.0 file folder and all sub folders have the security permissions settings for everyone FULL control and no others users. A complete reboot of the system should have been performed once these permissions and the inheritances for all folders below the Web+Center 7.0 folder level have been properly set.

IIS Settings: With version 6.0 and the “locking down” of the Internet Information Web server, there are options within IIS that might have to be re-enabled to allow Web+Center to run properly. One test that you should be able to perform independently of the Web+Center product installation is your ability to view the home page in the default website directory on your IIS machine. If you can't view even your home page, then you have other IIS configuration issues beyond the Web+Center installation.

Debugging Issues: To aid in the debugging Web+Center installation and configuration issues, one must often disable (**UNCHECK**) Internet Explorer advanced browser option “**Show Friendly HTTP Error messages**” which is configured with Internet Explorer under Tools.. Internet Options...Advanced Tab...Browsing.. Show Friendly HTTP error message. If this option is enabled, it will often just show an generic HTTP 500 server error. When Friendly HTTP error messages are disabled, a more complete ASP error is displayed that gives the module name, exact line number and error type. If contacting support or submitting a trouble ticket, please have this information ready or included in your problem report.

Appendix B Configuring MS Exchange to relay mail from Web+Center

Please see the complete install manual appendix for this step if you don't know how to set up proper SMTP email relay methods.