



Web+Center
Version 7.x
Internet Software Sciences
XP, 2003 Windows Installation Guide

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Overview:

Welcome to the Web+Center Installation and Configuration guide. This document only contains the information necessary to install and configure the Web+Center web-based customer support / Help Desk and contact management application running on the **Windows** operating systems. Please reference other Web+Center documents for more product features and operations.

Other Web+Center Documents:

- Web+Center Getting Started Guide
- Web+Center User Guide
- Web+Center Programmers Guide
- Web+Center Power Point Training Module
- Web+Center AD (Active Directory) User guide

These documents can be reference on-line at <http://www.inet-sciences.com/> or they can be found in the Documentation subdirectory of your Web+Center 7 installation.

Installation Support :

- Click on the support options for Web-based FAQ, Help Desk Knowledgebase at:
 - <http://www.inet-sciences.com/>
- Emails at support@inet-sciences.com
- Phone based support at Toll free (888) 949-0942 or (650) 949-0942 (9 AM -5 PM PST Pacific Standard Time) California, USA

Important Upgrade Information:

Licensed users must have a current support/upgrade contract to upgrade from previous versions to 7.x. Please contact ISS to obtain the necessary upgrade scripts and instructions.

What is Web+Center?

Web+Center is a suite of six web-based applications consisting of **Customer+Center**, a customer self help web application, **Tech+Center**, a Tech Staff Help Desk web application and **Business+Center**, a web Customer Relationship Management CRM application and **Pocket+Center**, a re-engineered user interface of the Tech+Center application designed to run on Pocket PC running a pocket browser, **Reservation+Center**, a comprehensive media or equipment/facilities reservation application to allow customers to reserve and schedule equipment for users from a catalog of resources, and lastly, **Mobile+Center**, a modified version of Customer+Center that can be used on smartphones and mobile devices. The Web+Center application is entirely a web-based application where the software is installed on one “server” machine (typically Windows 2003/2008/2012 or XP Pro/Vista/windows 7) and then clients access the application through any web browser (IE or Netscape, Safari or others) over the network just like any website.

Web+Center - Windows Installation

Web+Center Server Operating Systems – Almost any Windows based OS that support the Microsoft IIS web server can run Web+Center. This includes Windows 2003 Server, Windows 2008 Server/Professional, Windows XP Pro, Windows 7

Web+Center Client Requirements – Almost Web browser (Internet Explorer, Firefox, Safari, Chrome, etc) running on any platform (Windows, MAC, Unix, Linux, etc)

Databases -- Web+Center supports two back-end databases, MS Access and SQL*Server 2008/2005/2000. For Access installations, one DOES NOT have to install Access on the server. All of the necessary Access database drivers come installed with Windows operating systems. SQL*Server users must separately purchase SQL*Server product to run this configuration.

There are 10 basic steps to installing the Web+Center application including:

- Step 1 - Install Web Server - MS Internet Information Server (IIS)
- Step 2 - Install Database Application (Access or SQL*Server)
- Step 3 - Download and Run the Web+Center Installation Program.
- Step 4 - Installing the Web+Center database
- Step 5 - Configuring the ODBC Database Connection for Access /SQL
- Step 6 - Setting up Web+Center's Web Server Virtual Directories
- Step 7 - Confirm Internet Information Services Settings
- Step 8 - Set File Security Permissions for Web+Center Application and any IIS permissions settings
- Step 9 - Performing Final installation and configuration tests
- Step 10 - Accessing the Web+Center Application Suite

Hardware and Software recommendations

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Web+Center is a web-based client/server application. Web+Center is the software that is installed on a PC running Microsoft web server software (Internet Information Server or IIS). Internet Software Sciences does not provide any client software since each client user must use their own web browser.

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. For evaluation purposes, Web+Center can be installed on any desktop machine equipped with the necessary Web server (IIS) software.

Web+Center can be configured to run on several Microsoft operating system platforms including Windows 2008/2003/2000/XP/NT/VISTA, Windows 7.

We recommend you install the application on a Windows 2000/2003/2008 server OS since under XP Pro, Microsoft has limited the number of web connections with IIS to a maximum of 10 concurrent users.

NOTE on simultaneous installs of Web+Center 7.0 and 7.x for testing or evaluation

If you're currently running 7.0 and are installing 7.5 for test and evaluation purposes and wish to run concurrent instances, there are several things that you'll want to do differently. Your ODBC connection should probably be called something different if your Web+Center 7.0 installation already uses 'WebCenter70_db'; 'Webcenter75_db' might be more appropriate (7.x versions have additional database tables and columns). In order to use this connection, you'll need to edit the global.asa file in each of the TechCenter, CustomerCenter, PocketCenter and ReservationCenter directories to change the reference on line 46 from:

```
    If Application("MyOS") = "Windows" Then
        '-----DSN FOR WINDOWS GOES INTO THE FOLLOWING LINE AFTER THE EQUAL SIGN-----
        Application("myDSN") = "DSN=webcenter70_db;uid=wc70;pwd=wc70pass"
    Else
        '-----DSN FOR LINUX GOES INTO THE FOLLOWING LINE AFTER THE EQUAL SIGN-----
        Application("myDSN") =
"driver={MySQL};server=localhost;database=MYDBNAME;uid=MYUSERID;pwd=MYPWORD"
    End If
```

To :

```
    If Application("MyOS") = "Windows" Then
        '-----DSN FOR WINDOWS GOES INTO THE FOLLOWING LINE AFTER THE EQUAL SIGN-----
        Application("myDSN") = "DSN=webcenter75_db;uid=wc70;pwd=wc70pass"
    Else
        '-----DSN FOR LINUX GOES INTO THE FOLLOWING LINE AFTER THE EQUAL SIGN-----
        Application("myDSN") =
"driver={MySQL};server=localhost;database=MYDBNAME;uid=MYUSERID;pwd=MYPWORD"
    End If
```

You can either make this change in each of the 4 directories, or copy over the edited file to the other directories. You can keep the user and password that you have set up for Web+Center70_db.

Also, you'll need to rename your virtual directories for the 7.5 version to 75 (e.g. tech75 rather than tech70) and use the Administrator functions in Web+Center to enter the correct virtual directories (replace tech70 with tech75, etc).

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

Windows 2003 (IIS 6.0) Instructions:

With Windows 2003 Server, the web server is not installed by default and the ASP (Active Server Pages) is not enabled. To install IIS, under Roles, add Application Server and choose to install the web server (IIS) server.

Once IIS is installed, enable the Active Server Pages script engine by:

Click on Start.. Administrative Tools.. Internet Information Services Manager

Click on the (+) Sign for Local computer or the website you are installing Web+Center to show the Web Service Extensions Folder

Click on the Web Server Extensions Folder to display it in the right hand window.

Select the Active Server Pages web service Extension and press the Allow button.

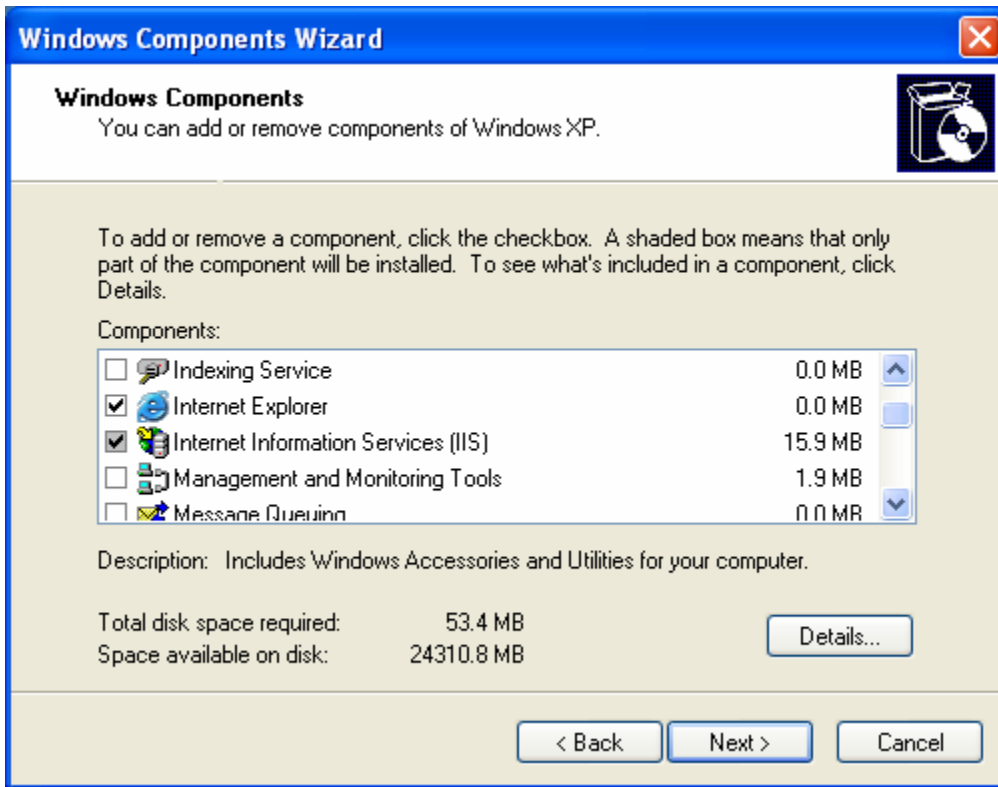
Windows XP/Pro and Windows 2000 Instructions

Internet Information Services is often not installed by default. To install Microsoft IIS:

(1) Click on START.. Control Panel

(2) Select Add or Remove programs and windows components

(3) In the Add/Remove Windows components, check the Internet Information Services (IIS)



- (4) Press Next
- (5) Press Finish

Step 2 - Install Database Application (Access or SQL*Server 2000/2005/2008)

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 can use either an Access compatible database or a SQL Server 2000, 2005 or 2008 database.

Access Configurations

Access configuration is easiest to install and lowest cost database configuration. **MS Access IS NOT even required to be installed on the Web+Center server machine as long as the Microsoft Access ODBC database drivers have been properly installed with the operating system which they typically are by default.**

If you want to review the Web+Center database tables directly or install the Access ODBC drivers with the Access installation, install Microsoft Access. If your installation asks whether to install ODBC drivers, select YES to install them.

The Web+Center database comes in Access 2000 format. If you wish to view or change the database with another version of Access, it can be converted back to Access97 format by selecting a menu option in Access under Tools.... Database Utilities.... Convert Database... Convert to Previous Version.

SQL Server SQL 2000/2005/2008

SQL Server2000/2005/2008 must be purchased separately from Microsoft. We recommend SQL Server for Web+Center installations with more than 20 techs instead of Access although Access has proven to work for support groups with over 30 techs.

If you are running Web+Center with SQL Server, completely install the database application. Confirm that you can access the application called SQL Server Studio Manager if installing SQL Server 2005 or 2008.

All of the Microsoft software should now be installed and operational. Please verify that the database and web server appear to be properly installed.

Step 3 - 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. The Web+Center installation program can be downloaded from the Internet Software Sciences web site at:

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

- Complete and Submit the Download Registration Form
- Click on the Link to Download the Web+Center 7.x Program and save it to a local directory.
- The file that should be downloaded is called webcenter70.exe or webcenter75.exe.
- Once installation executable is downloaded to a local directory, run the application by selecting Start -> Run -> Browse and select the executable file where you just downloaded.
- **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 key is installed after the FREE 2-tech installation is completed with no changes to your current configuration.
- **Note:** Do not install this product under the inet-pubs/ wwwroot directory. Installing this application under the wwwroot will cause some special restrictive directory permissions that make the default Access database un-updateable unless the directory permissions are changed.

Complete all of the remaining installation steps. The Web+Center installation program only creates directories and places files into those directories. **Web+Center will not run until the remaining configuration steps listed below are completed.**

Step 4 - Installing the Web+Center database

The Web+Center can be configured to work with Access or SQL Server 2000/2005/2008. To use the Access database version, you will be using the “seed” database which is an Access database file called webcenter70.mdb or webcenter75.mdb. This file comes configured with (2) initial tech accounts and some default settings.

The SQL*Server version can be configured running the (2) SQL scripts to create the Web+Center tables and load default data into the database. The Access Database file and SQL Server database create scripts are all located in the \database directory of your webcenter70 directory tree.

Access Version – No additional installation steps are required for the Access database. Please go to Step 5

SQL*Server 2005 or 2008 Version - Please follow the following steps below to create a Web+Center SQL Server 2005/2008 database. For SQL Server 2000, please see the instructions for SQL Server 2000 specific instructions after the SQL Server 2005/2008 instructions.

Step 4.1 – Launch the SQL Server Management Studio under START... ALL Programs... Microsoft SQL Server 2005 (or 2008)... SQL Server Management Studio. A connect to Server dialog window will appear. Press the Connect button to the appropriate database server.

Step 4.2 - In the Object Explorer area on the left hand side, right click on the Database and select the New Database menu option.

Step 4.3 - In the New Database window, enter “**webcenter70**” into the database name field

Step 4.4 - Click the Ok button to create this initial blank database.

Step 4.5 – From the menu bar at the top of the SQL Server Management Studio, select the File... Open.. File.. Option

Step 4.6 – Navigate to the Web+Center database folder which is typically found at
C:\program files\Internet Software Sciences\Web+Center 7.x\databases

And open the file called *Createwebcenter75.sql*. You will be asked to connect to the database engine so select the appropriate database and press **Connect**.

Step 4.7 IMPORTANT: Select the database you want to run this query with. In the upper left hand portion of the SQL Server Management Studio below the File.. Edit menu options will you see a drop down list of databases. Select the **webcenter70** database

Step 4.8 – Click on the **! Execute** button to create all of the tables and database settings. In the Messages window it should display a message indicating **Command(s) completed successfully**.

Step 4.9 – Run a second SQL script to populate the database with some default data.

Press the File.. Open.. File Option and navigate to the file called **LoadWC75Defaults.sql**. This script is located in the *C:\program files\Internet Software Sciences\Web+Center 7.x\database directory*. It will prompt you to connect to the database, so select the appropriate database and press the Connect button.

Step 4.10 IMPORTANT: Select the database you want to run this query with. In the upper left hand portion of the SQL Server Management Studio below the File.. Edit menu options will you see a drop down list of databases. Select the **webcenter70** database

Step 4.11- Click on the **! Execute** button to create all of the tables and database settings. In the Messages window it will indicates the numbers of rows affected by each statement; a '0' row(s) affected' message is alright. In the status menus at the bottom of the query portion of the application, it should display a message indicating **Query completed successfully**.

Step 4.12 – You must create a user account for the webcenter70 database. The Web+Center software access the database using SQL Server Authentication and requires one SQL Server user account. You must create a SQL Server User account of a user account with username of “wc70” and a password of “wc70pass”. (See Step 4.13 if you do not want to use these values)

To add this user account for your webcenter70 database, in the SQL Server Studio Manager Click on Security and then Right Mouse Click and select the New... Login menu option.

In the Login name text box, enter “**wc70**”.

For Authentication area, select the SQL Server Authentication radio button and enter the password of: “**wc70pass**”

Uncheck the Enforce password policy

Change the default database to **webcenter70**.

Click OK

Click the + sign on Logins and Right Mouse click on the wc70 user and select the Properties menu option.

Next select Server Role in the upper left hand corner and select ALL and press OK. Click on User mapping. Select the webcenter70 database. Check all of the boxes in the database role membership box at the bottom. Press the OK button to save this user profile.

Step 4.13 - If you do not want to use login of “wc70” and password of “wc70pass”, you must edit the following set of ASCII files with your login and password for your database.

- Edit the file `css_access.dat`, which is installed into the `\web+center 7.x\techcenter\` directory.

- Edit the **Global.asa** files in the \customercenter, \techcenter, \pocketcenter, \reservationcenter and \businesscenter directories that exist under the Web+Center 7.x directory tree.

Note – this file is identical in each of the four directories, so for convenience you need edit it only once, and then copy it to each of the four directories.

- Edit the **SetGlobal.asp** files in the \customercenter, \techcenter, \pocketcenter, \reservationcenter and \businesscenter directories that exist under the Web+Center 7.x directory tree.

Note – – this file is identical in each of the four directories, so for convenience you need edit it only, once and then copy it to each of the four directories.

- Restart the server after performing these changes to allow the web applications to parse the new information at startup.

SQL Server 2005 users are finished with the database setup. Please proceed to Step 5B if you are a SQL 2005 user.

SQL*Server 2000 Instructions - Please follow the following steps below to create a Web+Center SQL Server 2000 database. For SQL Server 2005

Step 4.1 – Launch the SQL Server Enterprise manager from the SQL*Server program list

Step 4.2 - Select the Action.... New Database menu option

Step 4.3 - In the Database Properties window, enter WebCenter70 or WebCenter75 into the name text box.

Step 4.4 - Click the Ok button to create this initial blank database.

Step 4.5 - Select the Tools... SQL Server Query Analyzer menu option and connect to your SQL*Server.

Step 4.6 - Select the File ... Open Menu option and navigate to the *C:\program files\Internet Software Sciences\Web+Center 7.x \database directory* and select the *Createwebcenter75.sql* SQL script.

Step 4.7 IMPORTANT: Select the database you want to run this query against. In the **DB:** drop down list on the right hand side of the Query analyzer tool bar, select the WebCenter70 or WebCenter 75 database.

Step 4.8 – Press the green arrow (Query...Execute Menu Option) to build all of the tables and database settings.

Step 4.9 - Now that you have created the tables, populate the tables and create the Web+Center default tech user accounts and initial configurations by running the script called LoadWC70Defaults.sql or LoadWC75Defaults.sql. This script is located in the *C:\program files\Internet Software Sciences\Web+Center 7.x\database directory*.

Step 4.10 IMPORTANT: Verify that the database selected is still pointing to the Webcenter7x database in the DB: drop down list.

Step 4.11- Execute this script by pressing the green arrow (Query...Execute Menu option) to build all of the tables and database settings. The messages portion of the query window will show a listing of how many rows were affected by each command. A '0 row(s) affected' message is alright. In the status bar along the bottom, it should display 'Query batch completed'.

Step 4.12 – You must create a user account for the webcenter7x database. The Web+Center software access the database using SQL*Server Authentication and requires one SQL*Server user account. You must create a SQL*User account of a user account with username of “wc70” and a password of “wc70pass”. (See Step 4.13 if you do not want to use these values)

To add this user account for your webcenter7x database, return to the SQL Server Enterprise Manager and expand the tree that displays Databases, Data Transformation Services, Management, and Security.

Expand the Security Folder to show the Logins icon.

Click on the Logins Icon.

Right Mouse click in the right hand window and select the **New Login** option.

In the Name text box, enter “wc70”.

For Authentication area, select the SQL Server Authentication radio button and enter the password of:
“wc70pass”

Enter the password again to confirm the password

Next select the Database Access Tab of this window. Check the Permit checkbox next to the webcenter7x database and select all of the roles for the wc70 user.

Next select the Server Roles Tab and check the System Administrator option.

Press the OK button to save this user profile.

Step 4.13 - If you do not want to use login of “wc70” and password of “wc70pass”, you must edit the following set of ASCII files with your login and password for your database.

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- Edit the file `css_access.dat`, which is installed into the `\web+center 7.x \techcenter\` directory.
- Edit the **Global.asa** files in the `\customercenter`, `\techcenter`, `\pocketcenter` and `\businesscenter` directories that exist under the `Web+Center 7.x` directory tree.

Note – this file is identical in each of the four directories, so for convenience you need edit it only once, and then copy it to each of the four directories.

- Edit the **SetGlobal.asp** files in the `\customercenter`, `\techcenter`, `\pocketcenter` and `\businesscenter` directories that exist under the `Web+Center 7.x` directory tree.

Note – – this file is identical in each of the four directories, so for convenience you need edit it only, once and then copy it to each of the four directories.

- Restart the server after performing these changes to allow the web applications to parse the new information at startup.

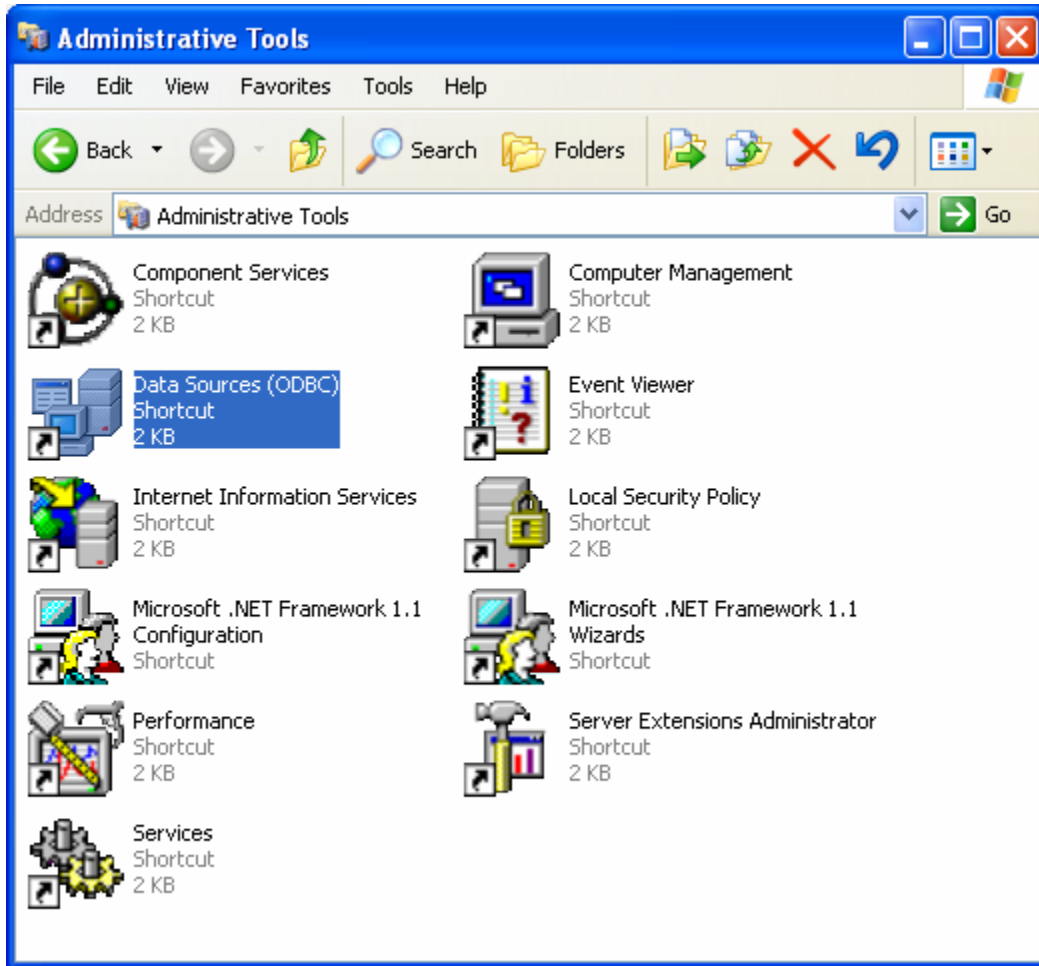
Step 5A - Configuring ODBC Connection for Access Database

(See Step 5B for steps for configuring SQL*Server)

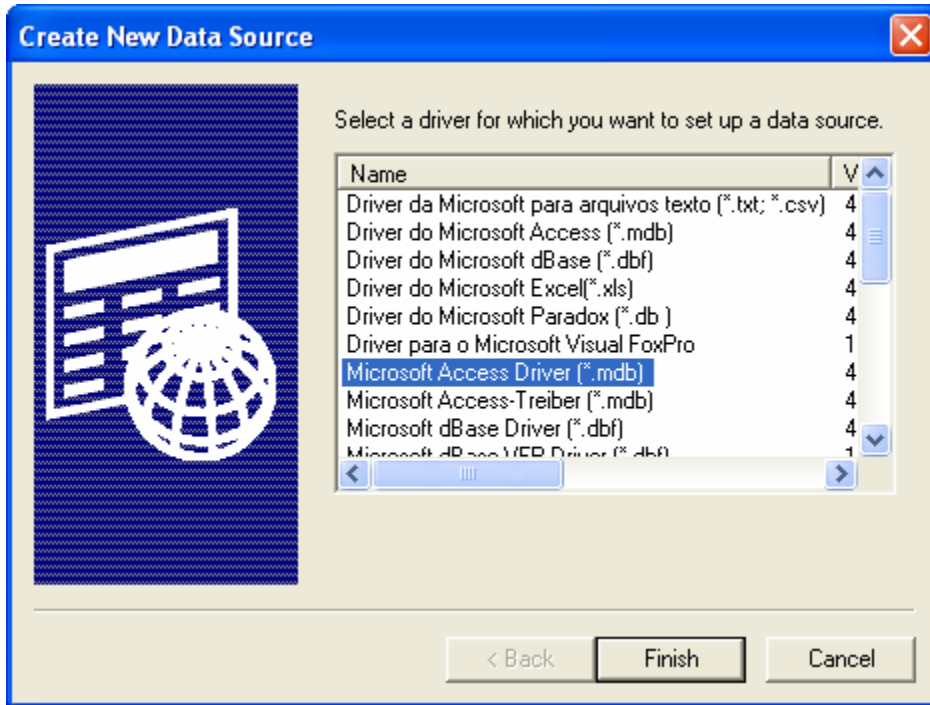
To configure the Web+Center application to communicate with the database, the ODBC database drivers are used to connect the application to the backend database.

Follow the steps below to configure an ODBC connection for the Web+Center **MS Access** database configuration. See steps 5B for SQL*Server configurations

- **Press the Windows Start Button**
- **Select the Settings.. Control Panel option**
- **Select Administrative Tools**
- **Select Data Source (ODBC)**



- **In the ODBC Database Source Administrator, window, click on the System DSN tab**
- **Click on the Add... button.**
- **Select the Microsoft Access Driver (*.mdb) and press Finish**
- **On the Create New Data source Window, scroll down to the Microsoft Access Driver and select this option and press Finish**



- In the ODBC Microsoft Access Setup window:
- Enter the Data Source Name of “webcenter70_db”
- Enter a description of Web+Center Database as “Webcenter”
- Press the Select... button and navigate to the webcenter70.mdb or webcenter75.mdb database which can be found in the *c:\program files\Internet Software Sciences\Web+Center 7.x\ database* directory.
- Select the webcenter75.mdb Access Database file.
- Press OK

- Close and save all of the ODBC settings by pressing:
- OK in the ODBC Microsoft Access Setup window
- OK in the ODBC Data Source Administrator window
- The ODBC DSN database configuration should now be set.

Step 5B - Configuring ODBC Connection for SQL Server

(See Step 5A for steps for configuring MS Access)

To configure the Web+Center application to communicate with the database, the ODBC standard is being used to connect the application to the backend database. Before you can configure the ODBC database connection, you must have previously installed SQL Server Database and the Web+Center Database for SQL Server.

Follow the steps below to configure an ODBC connection for the Web+Center **MS SQL Server** database configuration.

- Open up the control panel selecting the **START** button and move to **Settings** and **Control Panel**.
- Launch the ODBC application by double clicking on the ODBC Icon.
- *Note: If the ODBC icon does not exist in the control panel or if when you click on the ODBC icon nothing happens, then you probably do not have any ODBC drivers installed.*
- ODBC drivers can be installed from several sources including MS SQL*Server installation, other application installations and service packs and option packs available from Microsoft.
- In the ODBC Data Source administrator, click on the **System DSN** tab.
- Inside the System DSN tab, click the **Add...** button to add a new system DSN.
- Inside the Create New Data Source window, select the **SQL*Server Driver** and press the **Finish** button.
- On the New Data Source to SQL Setup window enter the following information for each of the text fields:

Data Source Name: WEBCENTER70_DB

Description: Web+Center Database

Server: Click the drop down arrow. Select 'LOCAL' or the correct server if remote SQL.

Click the **Next** when these fields are completed.

On the next screen with the question: How should SQL Server verify authenticity of the Login ID? Select the checkbox with:

With SQL*Server authentication using a Login ID and password.

In the newly highlighted box enter set the following fields

Login ID: wc70

Password: wc70pass

Important Note: If you do not want to configure your database login with these default values, then refer to step 4.13 above.

Click Next to proceed to the next screen.

Important: On the next screen check the box that says Change the default Database Webcenter70 or Webcenter75.

- Click Next to continue
- On the next screen, do not check any additional boxes and use the defaults.
- Click Finish. You can press the Test button to verify that your ODBC connection is working.
- Click OK on the ODBC Data Source Administrator window to exit out of the ODBC settings.

Step 6 - Setting up Web+Center's Web Server Virtual (Or Application) Directories

To enable users to find the Web+Center application running on the webserver, one must configure 8 virtual directories on the webserver. A **virtual directory** maps a web URL path of “/customer70/” in a web URL of “http://MyCompanyName.com/customer70/” to a specific file physical directory on the web server (like c:\program files\internet software sciences\web+center 7.x \customercenter\). To configure these virtual directories, one must use the Internet Information Services application. For additional information on virtual directories, please refer to the web server documentation provided by Microsoft. **For IIS version 7.0 and above, one must create Application directories and not virtual directories.**

PLEASE NOTE: If you're currently running 7.0 and installing 7.5 for a test install and wish to run concurrent instances, you'll need to rename your virtual directories for the 7.5 version to 75 (tech75) and use the Administrator function in Web+Center to enter the correct virtual directories (replace tech70 with tech75, etc). If this step is not performed, probably the first clue that something is amiss will be graphics that don't show (e.g. the buttons will just be an 'x').

Web+Center requires eight (9) virtual directories for proper operation: one for Customer+Center's application program (customer70), one for Tech+Center's application program (tech70), one for the Business+Center application (business70) and one for Web+Center's User Documentation (docs70), one for the Pocket+Center (pocket70) application program and one for the Language options that define all of the labels and graphics for the application (language70), an application program for the reservation+center (reservation70), a directory for Mobile+Center, and a directory to store temporary calendar and other link files

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called (wc70temp). Repeat each of the steps below 9 times to configure the 9 virtual directories required for Web+Center.

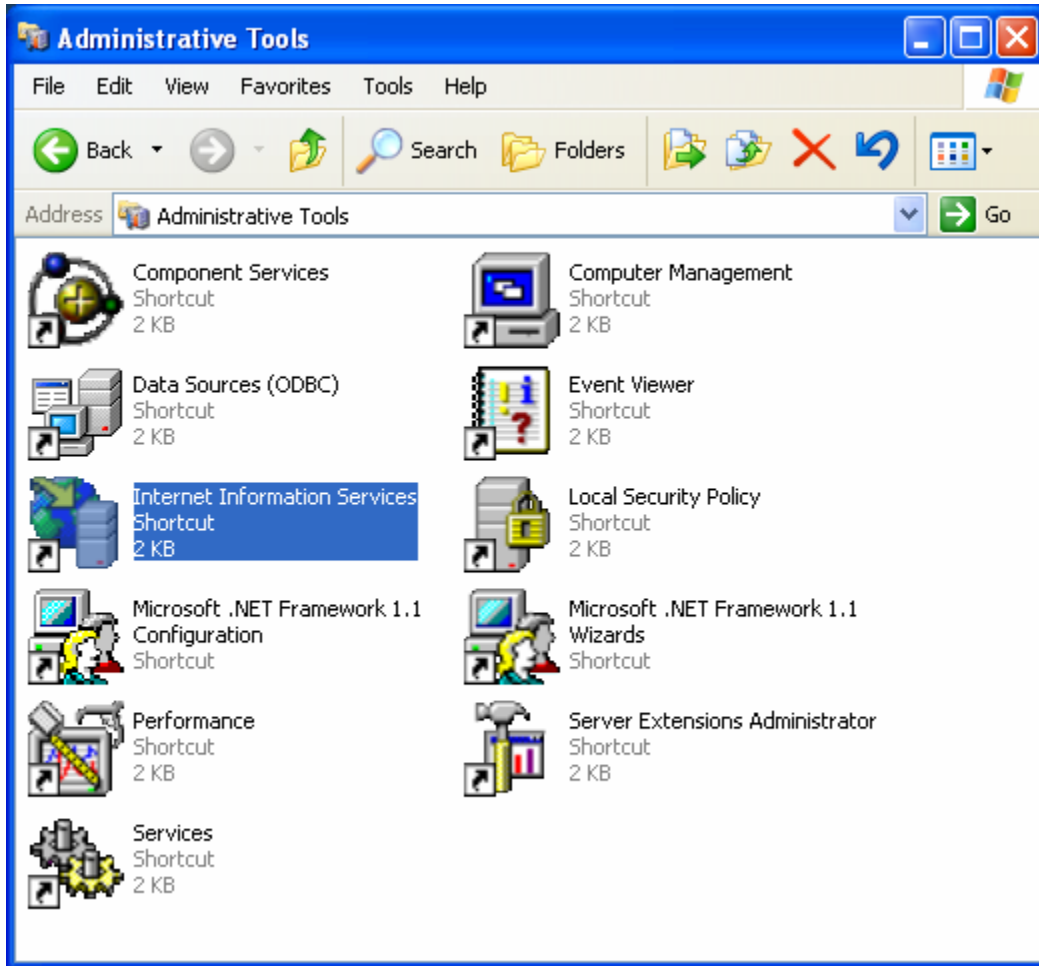
Virtual Directory Name	Physical File Location
customer70	C:\<Your Webcenter Directory>\customercenter
tech70	C:\<Your Webcenter Directory>\techcenter
business70	C:\<Your Webcenter Directory>\businesscenter
docs70	C:\<Your Webcenter Directory>\documentation
language70	C:\<Your Webcenter Directory>\language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

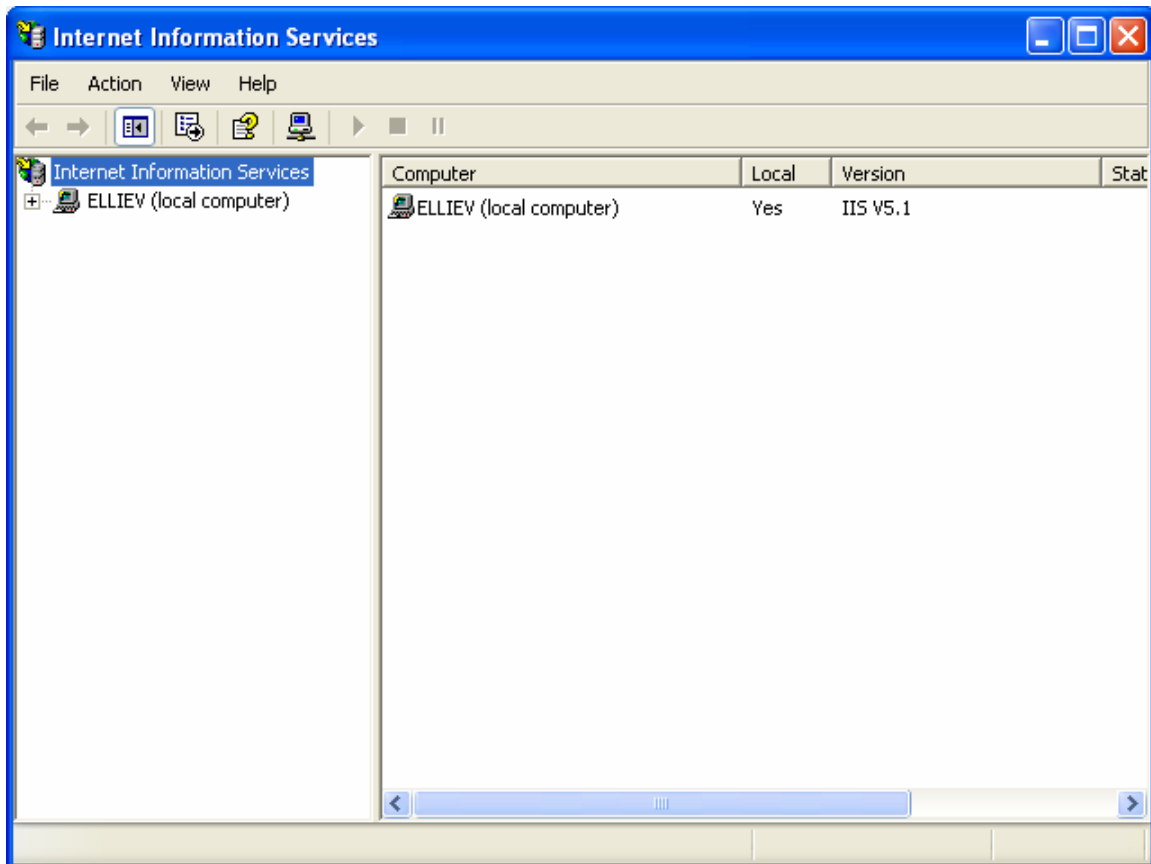
To configure these virtual directories with Internet Information Services:

- 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**

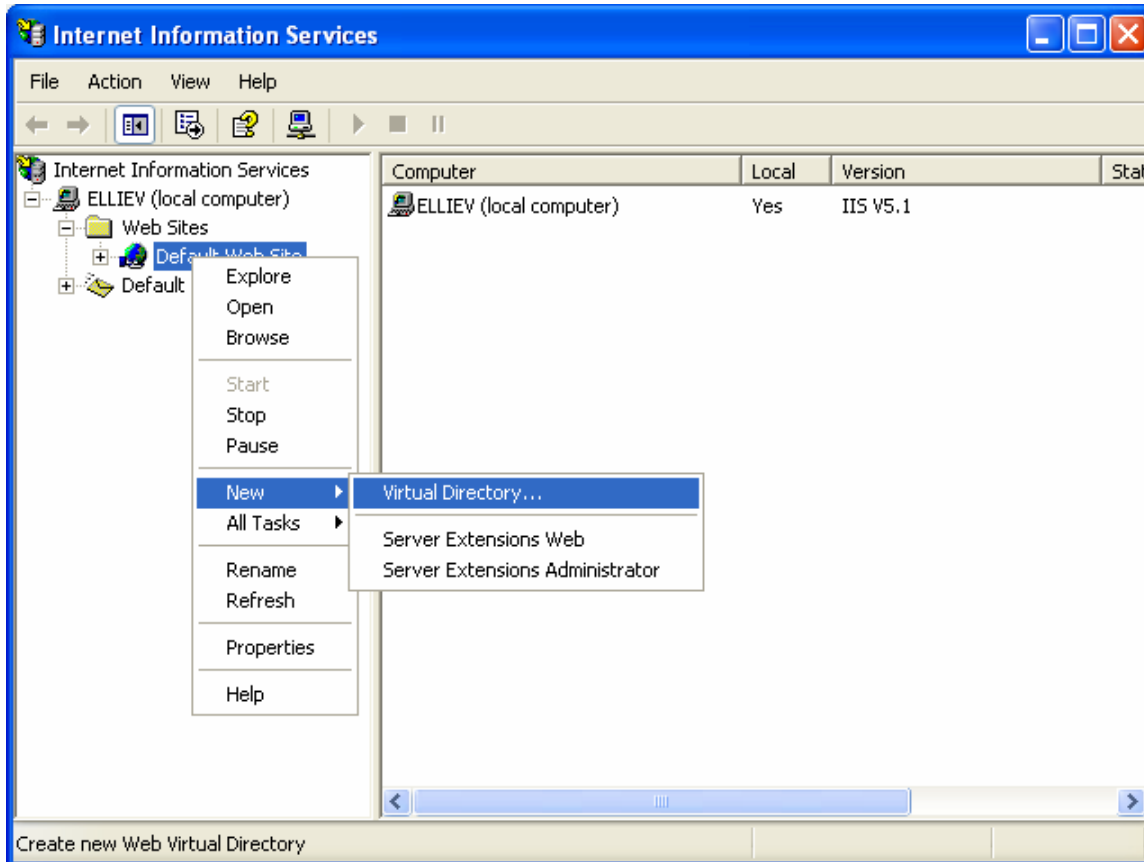


Click on the (+) sign to expand the tree of the local computer.

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Under the Default Web site (other whatever site you wish to install Web+Center under), perform a right mouse click and select the New... Virtual Directory... option.



- **In the Virtual Directory Creation Wizard, enter one of the the Virtual Directory Aliases listed above (tech70, customer70, pocket70, business70, docs70, language70, wc70temp) and then press next.**
- **Press the Browse button and navigate to where you have installed the Web+Center application. By default the Web+Center application is installed in C:\program files\Internet Software Sciences\Web+Center 7.x\..**
- **Select the appropriate physical file path (techcenter, or customercenter, etc) and then press Next.**



- **Navigate all the way to the one of the physical file folders (BusinessCenter, CustomerCenter, Documentation, Language, PocketCenter or Techcenter, reservationcenter, wctemp) and press OK.**
- **Next 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**
- **IMPORTANT: Now perform these same virtual directory settings for all 9 of the remaining virtual directory listed above. When you have completed this step, you should have 9 virtual directories each point to the a physical path listed in the table below:**

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>\reservation
customer70mobile	C:\<Your Webcenter Directory>\customermobile

Step 7 - Confirm Internet Information Server Settings

Step # 1 – Confirm virtual directories-

Please confirm that you have created the 8 virtual directories under the default website or the website for your help desk.

Step # 2 - Enabling Parent Paths-

The Web+Center uses Active Server Pages (ASP) and uses #include statements to access files for internationalization options in the language directory using a relative path search method and this requires that IIS “parent paths” are enabled. The Web+Center software will not work without this setting enabling parent paths.

The Enable Parent Paths option under App options must be enabled. To verify or enable this option:

- (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

Step 8 - Set File Security Permissions for Web+Center Application

In order to run the Web+Center application for anonymous web users, the file security permissions that are often inherited in the Web+Center default installation location in the c:\Program Files\ directory must be reset. Without these changes, you will experience web Active Server Page (ASP) errors and database read and write operation errors. To properly set the file permissions properties for the Web+Center folder follow these steps:

Step 8.1 Open Windows Explorer by clicking **Start... Programs. Accessories... Windows Explorer**

Step 1) Expand My Computer display and navigate to the Web+Center 7.x directory which is typically installed under:

c:\Program Files\Internet Software Sciences\.Web+Center 7.x

Step 2) Perform a right mouse click on the **Web+Center 7.x** 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.x 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.x directory tree.

Step 7) Click OK to close this window. If necessary, verify that all files inside of the Web+Center 7.x directory and subdirectories have only file permission settings for Everyone with permission Full Control and no other users.

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 9 - 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 10 - Accessing the Web+Center Suite of Applications

Step 10.1: Access the Tech+Center web application

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

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

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
-

Step 10.2: Login into the Tech+Center

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

Tech+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.

Step 10.3: Accessing Customer+Center web application

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

http://<YourHostName>/customer70/

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

Step 10.4: Access the Business+Center web application

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

Business+Center uses the same 2 pre-configured tech 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. When calculating the number of required licenses, users of the Tech+Center, Business+Center and Pocket+Center user the licensed Tech accounts.

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

http://<YourHostName>/Business70/

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

Step 10.5: Access the Pocket+Center (Tech+Center for Pocket PC browser)

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

Pocket+Center uses the same 2 pre-configured tech 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.

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

http://<YourHostName>/pocket70/

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

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

Step 10.6: Access the Reservation+Center

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.

To access the Reservation+Center as a Reservation+Center administrator, use one of the 2 pre-configured tech 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.

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

`http://<YourHostName>/reservation70/`

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

Step 10.6: Access the Web+Center on-line documentation

All of the Web+Center documentation is included with your installed application in the Documentation subdirectory of the installed application. To access the top documentation page, user the following URL in your browser:

`http://<YourHostName>/docs70/`

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

Step 10.7: Accessing Mobile+Center web application

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

`http://<YourHostName>/customer70mobile/`

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

From this page you will find links to installation guides, Getting Started Guides, User Guides, Programmers Guides, and Power Point Training Modules.

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

Step 11 – 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.
- 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. This document will step through the options of configuring your system to allow customers to login using their windows signon and automatic data sync and upload with the Web+Center/Customer database.
- 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 recommend to first get the initial Web+Center installation and configuration completed and verified before deciding on the best customer login methods. Using the Active Directory integrated login and sync options requires Web+Center system configurators to have direct knowledge of their Active Directory permissions and field mappings.

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.x file folder and all sub folders has 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.x 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 disabled Internet Explorer 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.

Web-Based Support Options:

Complete list of Frequently Asked Questions (FAQs) and an extensive knowledge base of Web+Center questions and problems are available from the link on the Internet Software Sciences support page if you click on the Web-based support link.

The Internet Software Sciences main support page is at:

<http://www.inet-sciences.com/support-4/>

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.

Phone Support Options:

Telephone support is available by calling the Support Center at (650) 949-0942 or toll free (888) 949-0942. The Support Center is available from 9 AM to 5 PM PST (Pacific Standard Time)

Appendix B Web+Center Upgrade Instructions

If you are an existing Web+Center user, please carefully review the upgrade options below. Your Web+Center version number can be found in the Tech+Center button panel just below all the buttons and the ISS logo.

Upgrading Web+Center From any Web+Center Version To Web+Center 7.X

- Licensed users with current Support/Upgrade Contract ISS to get your upgrade script.
- Licensed users without a current support/Upgrade Contract: Please contact IIS sales at sales@inet-sciences.com or call (650) 949-0942 to renew your support/upgrade contract.
- Existing FREE 3 Tech Version 5.0 users: An upgrade script can be purchased which will enable existing 6.0 users to upgrade their current data into the version 7.X database format and also add one additional technician account..

Complete information on how to complete your Version 7 upgrade will be included when you obtain or purchase your upgrade scripts.

Appendix C - Database Upgrade and Create Scripts

To avoid any confusion on the numerous database scripts for creating, upgrading or loading default values for the database for the two database formats, the following table below was

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created to help define all of the files and their purposes. Running certain CREATE database scripts will DROP all tables and delete your database records so backup the database before performing any scripts or upgrades.

Path\Filename	Database	Function
\database\createwebcenter75.sql	SQL*Server	SQL script to initially create an initial database structures for new installations
\database\loadwc75defaults.sql	SQL*Server	SQL script to load the default data into the tables
\database\createwebcenter60.sql	SQL*Server	SQL script to initially create an initial database structures for new installations
\database\loadwc60defaults.sql	SQL*Server	SQL script to load the default data into the tables
\database\createwebcenter40.sql	SQL*Server	SQL script to initially create an initial database structures for new installations
\database\loadwc40defaults.sql	SQL*Server	SQL script to load the default data into the tables
\techcenter\upgradewebcenter35to40.asp	Access	ASP script to upgrade existing 3.5 databases to 4.0 compatibility
\database\createwebcenter35.sql	SQL*Server	SQL script to initially create a initial database structures for new installations
\techcenter\fixcategorylists.asp	Access/SQL	Script to fix the category table to be compatible with 4.0 database structures
\database\loadwc35defaults.sql	SQL*Server	SQL script to load the default data into the tables
\database\upgradewebcenter25to31.sql	SQL*Server	SQL script to upgrade existing 2.5 database into 3.1 table compatibility
\database\loadwc35upgradedefaults.sql	SQL*Server	SQL script to load new priority table with default values for upgrading 2.5 database into 3.5 table compatibility
\database\upgradewebcenter31to35.sql	SQL*Server	SQL script to upgrade existing 3.1/3.2 versions to new 3.5 version tables.
\database\upgradewebcenter30to31.sql	SQL*Server	SQL script to upgrade existing 3.0 database into 3.1 table compatibility
\techcenter\upgradewebcenter25to31.asp	Access	ASP script to upgrade existing

		2.5 database into 3.1 table compatibility
\\techcenter\upgradewebcenter31to35.asp	Access	ASP script to upgrade from 3.1 to 3.5 into 3.5 table compatibility
\\techcenter\upgradewebcenter30to31.asp	Access	ASP script to upgrade existing 3.0 database into 3.1 table compatibility
\\database\upgradewebcenter35to30.sql	SQL*Server	SQL script to upgrade existing 3.5 database into 4.0 table compatibility

For new installations with Access, none of the scripts are required. Your initial database is already current and contains initial seed database values. For new installations with SQL*Server, you will need to run only the first two scripts.

For Existing systems wishing to upgrade, use the Upgradewebcenter* SQL scripts for SQL*Server or ASP scripts for Access.

If you need to upgrade from a version other than 3.5, you must run all of the necessary database upgrade scripts (2.5 to 3.0) (3.0 to 3.1) (3.1 to3.5) and (3.5 to 4.0). You can upgrade the database and then start to use all of the latest application code.

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

Web+Center has numerous email notification messages that sends notifications to customers and techs with case updates, customer survey options and lost Username/Password information.

The Web+Center web application uses a 3rd party ASP mailer that requires an SMTP server to relay mail out to the Internet. The Web+Center application can send emails out as an anonymous user without email login and password information or with SMTP authentication options.

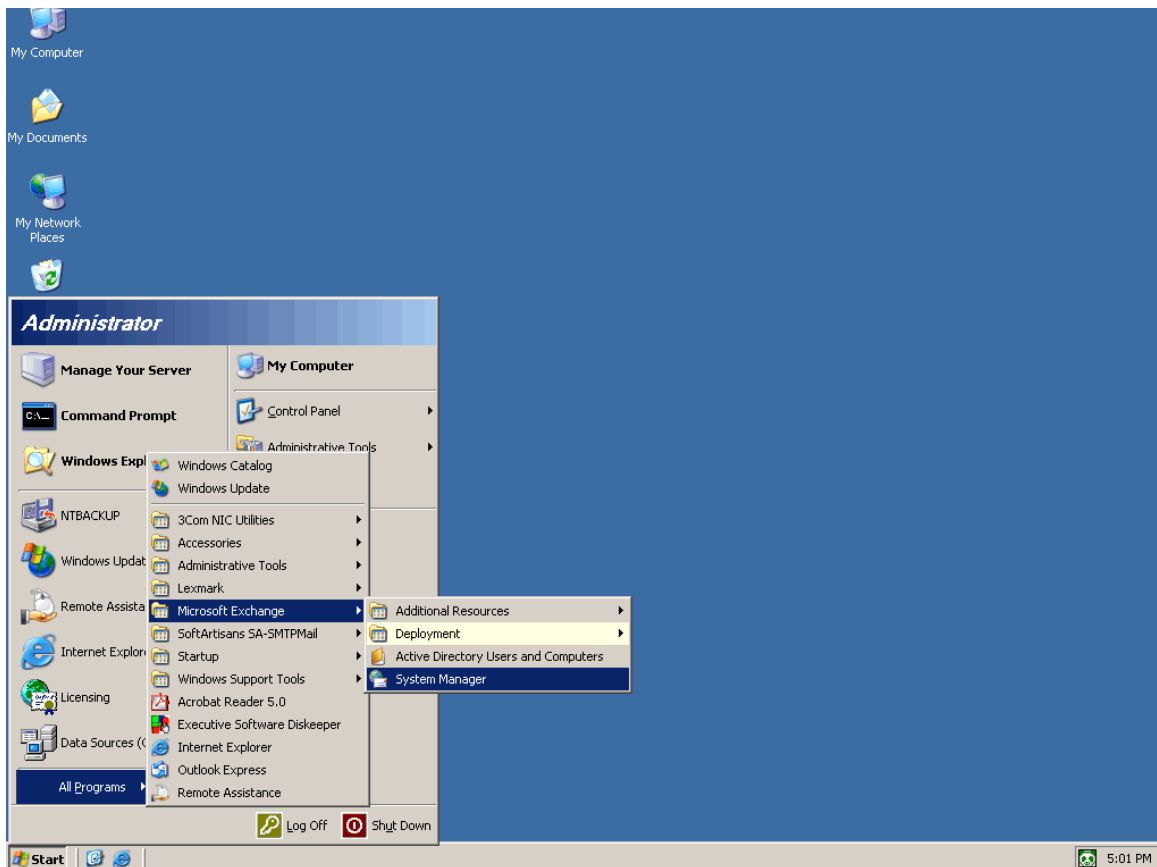
Most Exchange and other SMTP mailer servers are now “locked down” to prevent spam from being relayed through their gateway and may prevent anonymous emails from being properly relayed. To allow the Web+Center emails to be properly relayed, one should either configure your exchange or other SMTP gateway to allow relay of email for a particular IP or machine that the Web+Center resides on or use SMTP Authentication relay your mail out.

If you are not using MS exchange, another option is to use the Virtual SMTP server that comes with IIS. This virtual SMTP server can also be configured to allow relay of mail from that specific machine while preventing emails from being relaying through the SMTP server.

To configure MS Exchange to permit relay from another machine, follow the following steps:

Step 1:

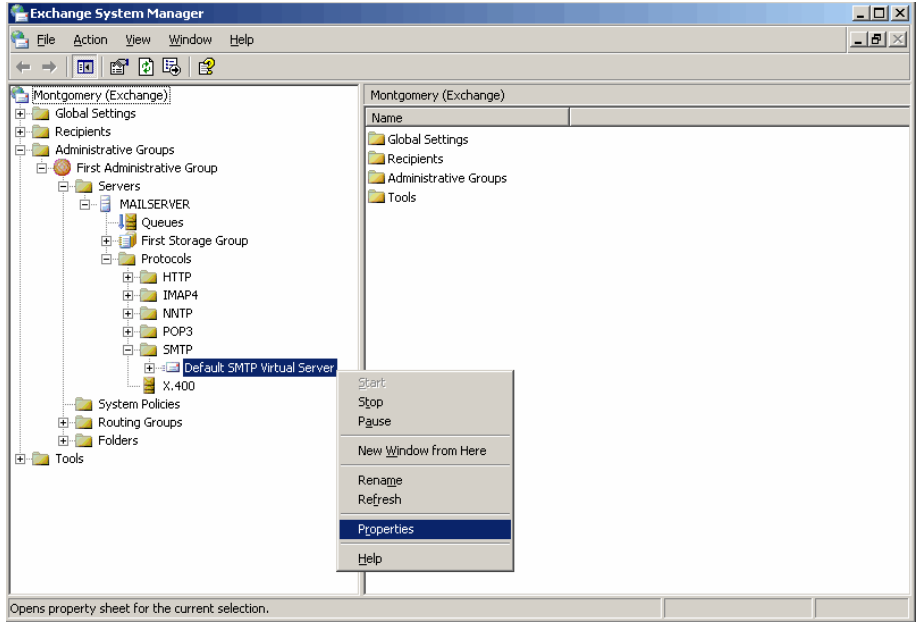
Click on START -> ALL PROGRAMS -> MICROSOFT EXCHANGE -> SYSTEM MANAGER



Step 2:

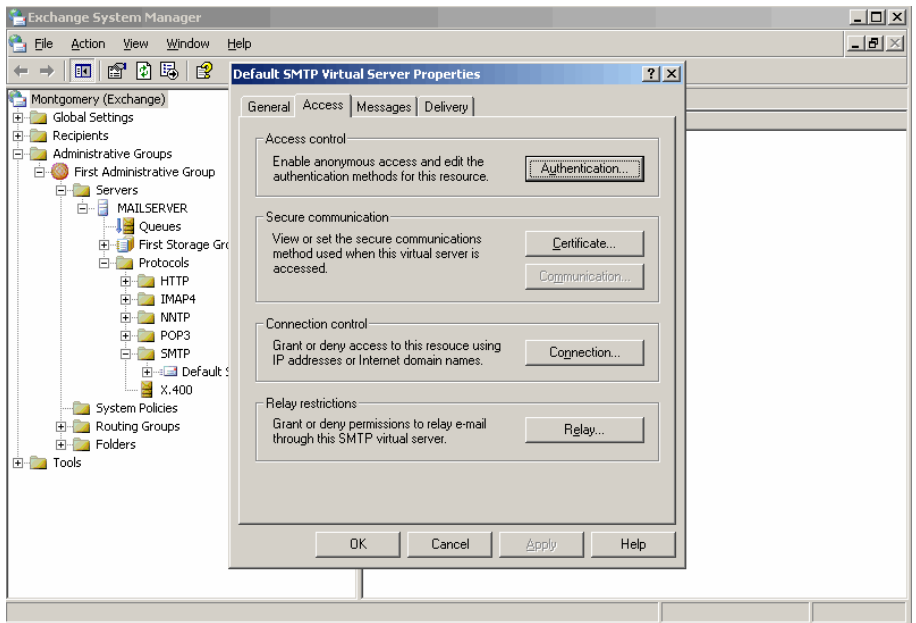
- Expand the ADMINISTRATIVE GROUPS folder
- Expand the FIRST ADMINISTRATIVE GROUP folder
- Expand the SERVERS folder
- Expand the folder with your Exchange Server name
- Expand the PROTOCOLS folder
- Expand the SMTP folder
- Right click on Default SMTP Virtual Server then click on Properties

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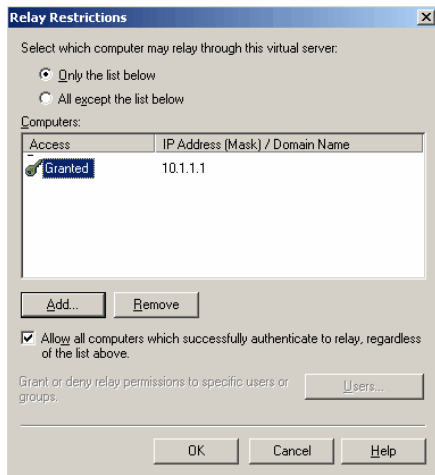
Step 3:

Click on the ACCESS Tab then Click on the RELAY button



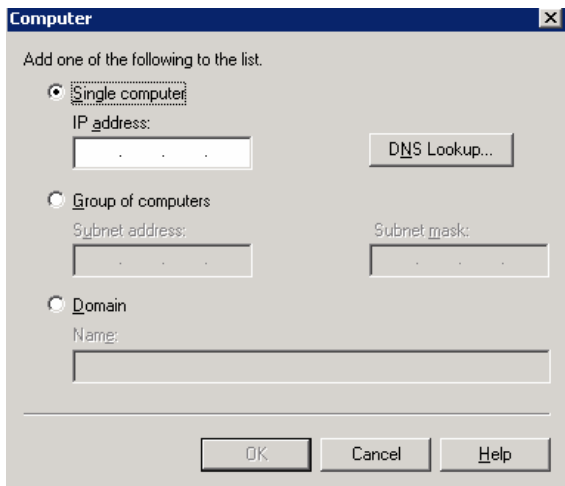
Step 4:

Click on the **ONLY THE LIST BELOW** radio button then click the **ADD** button



Step 5:

In the IP address box type in the IP address of the server Web+Center is installed then press **OK**



Step 6:

Verify that the server added is in the access list

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