

Web+Center 8.x Installation Guide

MS Windows 7/Server 2012/Server 2008



Version Date: 3/14/2014

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

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For installation support, please review our extensive set of support options available on our website or contact our friendly support staff. We will get your Help Desk up and running!

Overview:

Welcome to the Web+Center Version 8.X installation guide for 64-bit operating systems using IIS 7 or later.

This install guide is designed to guide you through the installation of Web+Center using screen shots rather than textual descriptions. **Please view the screen shots carefully for individual interface options (checkboxes, settings, etc) and text box entries.**

If you need additional assistance with your installation, please visit our support page on our website at <http://www.inet-sciences.com/support.html> for phone, web-based and email based support options.

Basic steps

1. Install IIS (Internet Information Services) if necessary
2. Download and run webcenter8x.exe
3. Configure default website and create the application pools
4. Configure website properties of
 - a. Enable Parent Paths
 - b. Debugging Properties – Send error messages to browser
 - c. Set limits – Set Max entity limit setting to 20,000,000 for file download
 - d. Authentication
 - e. Enable 32-bit (if appropriate)
5. Set the file security permissions for the Web+Center 8.X folders
6. Install SQL Server and SQL Server Management Studio (if necessary)
7. Create the Web+Center SQL database and set defaults (if using SQL Server)
8. Set the database security account and permissions for the wc80 user
9. Create the ODBC DSN webcenter80_db for the database
10. Run the installation tests
11. Testing the applications

The first decision you'll need to make is whether you want to use MS Access or MS SQL Server as the back-end database. You won't need an MS Access license since nothing is done using the MS Access front end and the database drivers/utilities already exist on MS operating systems. However, if you're going to use Access, you'll need to make sure to set IIS up for 32-bit compatibility and you'll need to use the 32-bit ODBC administrator since no 64-bit Microsoft Access drivers exist at this time. If you're going to use SQL Server as your database, you'll need to have the SQL Server database and SQL Server Management Studio installed so you can run SQL Scripts to create the database and tables and set user permissions. Also, if you're going to run with 64-bit SQL Server, you'll need to separately download and install the 64-bit Mail drivers which can be obtained from our website. Please note that if you intend to test or run this with an existing 32-bit installation, you'll need to do the 32-bit installation since the 32- and 64-bit mailers are incompatible.

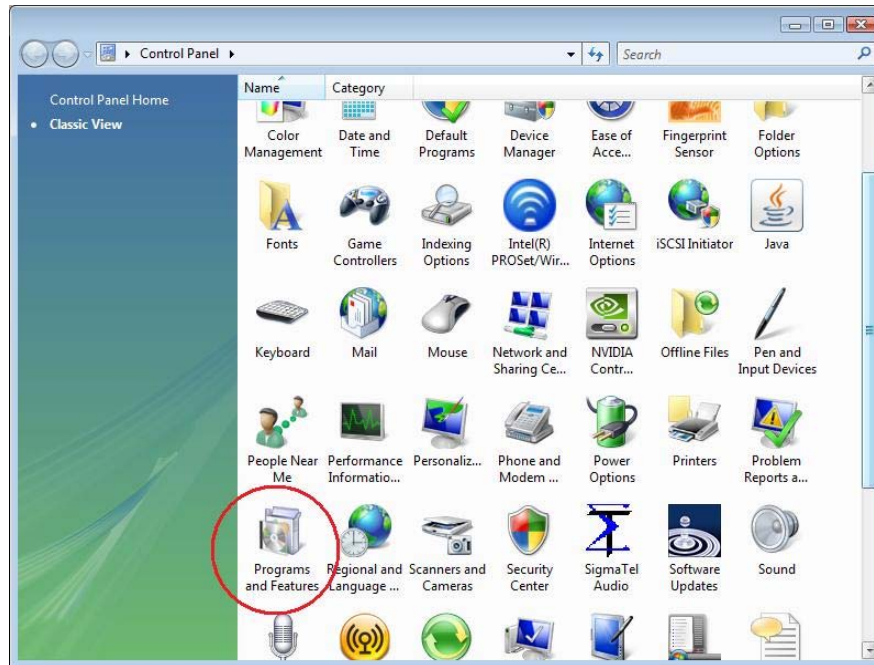
So, your options are:

- A. MS Access or SQL Server 32-bit database requires 32-bit compatibility mode, 32-bit ODBC configuration, 32-bit mail drivers (automatically installed during installation)
- B. SQL Server 64-bit uses regular IIS setup, 64-bit (the default) ODBC configuration, but separate installation/registration of 64-bit mail utilities.

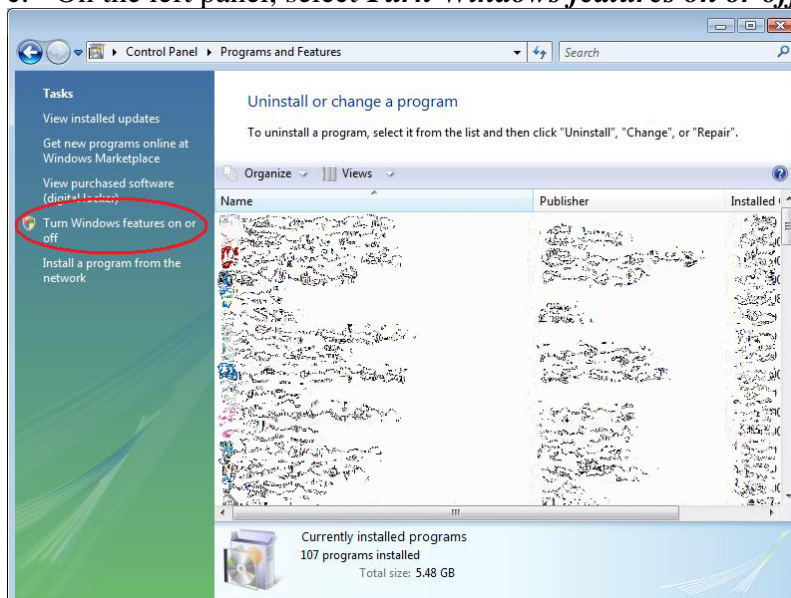
NOTE: All of the components, (database, IIS and ASP mail utilities, ODBC drivers) must all be 32 bits or 64 bits.

STEP 1. Install or Enable IIS 7.X or 8 (if necessary)

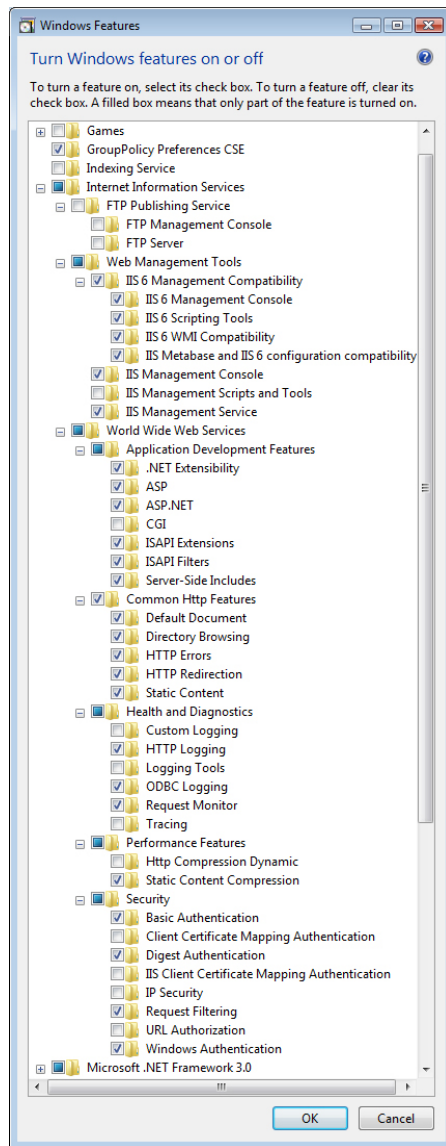
- a. Log into the server using an account with Administrator privileges.
- b. Open **Programs and Features** in the Control Panel (Start → Control Panel → Programs → Programs and Features).



- c. On the left panel, select **Turn Windows features on or off**.



- d. Check the boxes listed below.

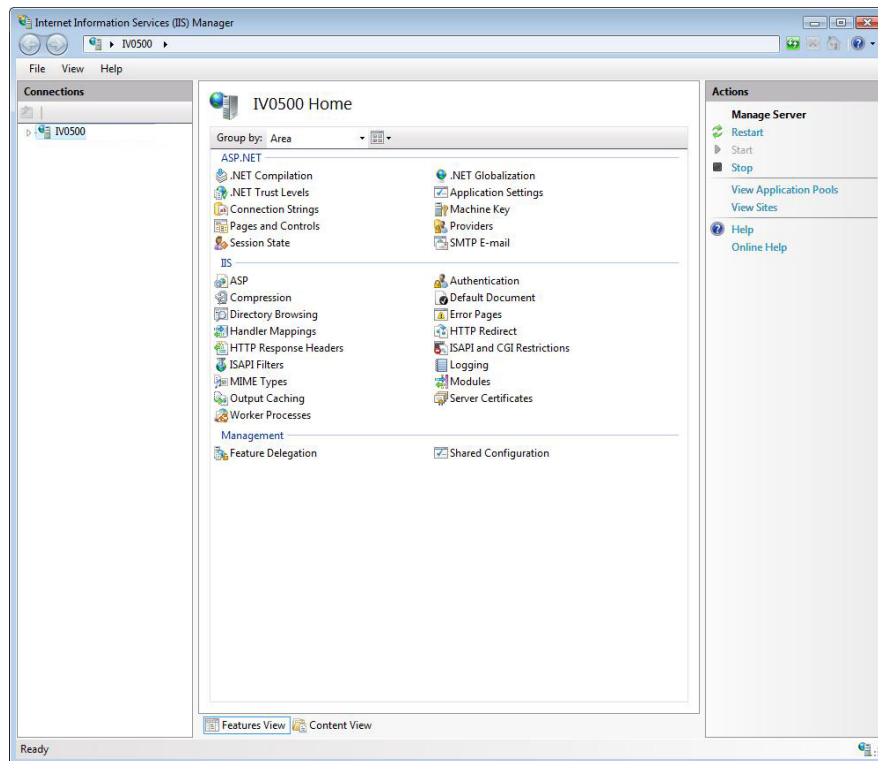


e. Restart your computer

STEP 2. Download webcenter80.exe from the Internet Software Sciences website (www.inet-sciences.com) and run the installation. You may be able to right-click and select 'Run as Administrator' however, IF YOU DO NOT SEE AN INSTALLATION WINDOW, you'll have to log onto the server as the Administrator. **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. NOTE: There are currently two separate installs – a 32-bit and a 64-bit version. At this time the only difference between them is that the 32-bit version installs and registers the 32-bit mailer dll's.

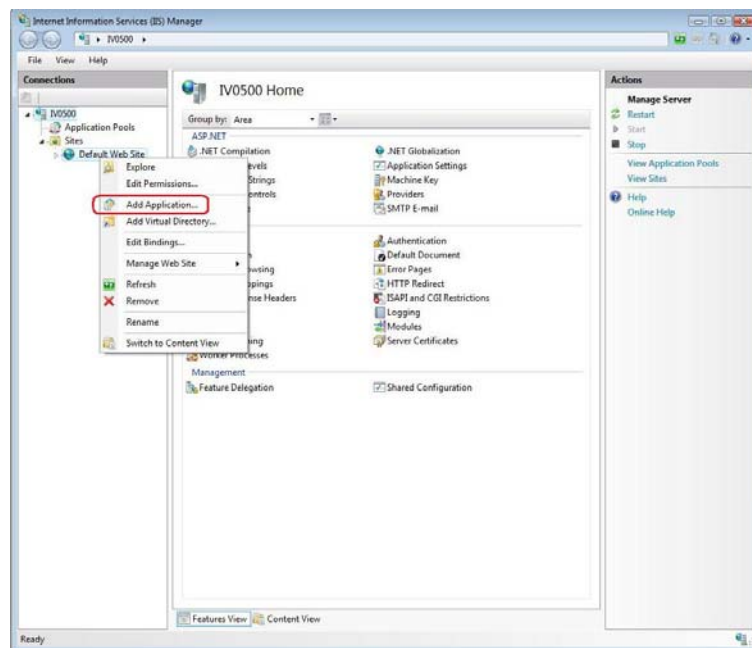
STEP 3. Configure default website or create new website

- Open IIS Manager** (Start → Settings → Control Panel → Administrative Tools → Internet Information Services (IIS) Manager or Start → All Programs → Administrative Tools → Internet Information Services (IIS) Manager) depending on your operating system.

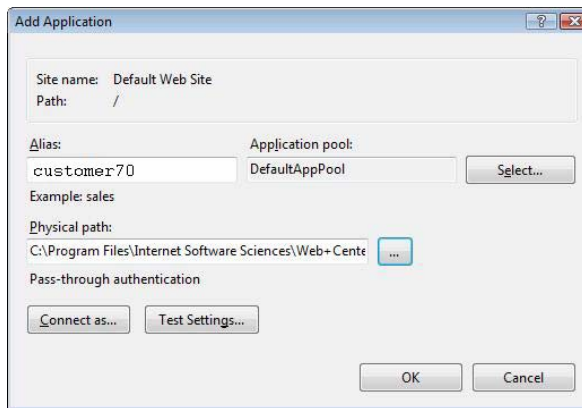


- b. On the Connections list (left panel), expand the tree until '**Default Web Site**' is displayed. Right-click on Default Web Site and select '**Add Application**'.

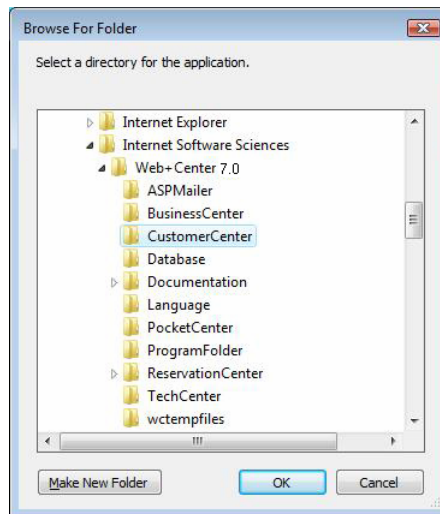
NOTE: This is different than IIS 6.0 which uses virtual directories.



Enter '**customer80**' in the '**Alias**' textbox.



For the '**Physical Path**', browse to the directory in which you installed Web+Center and select the CustomerCenter directory below it.

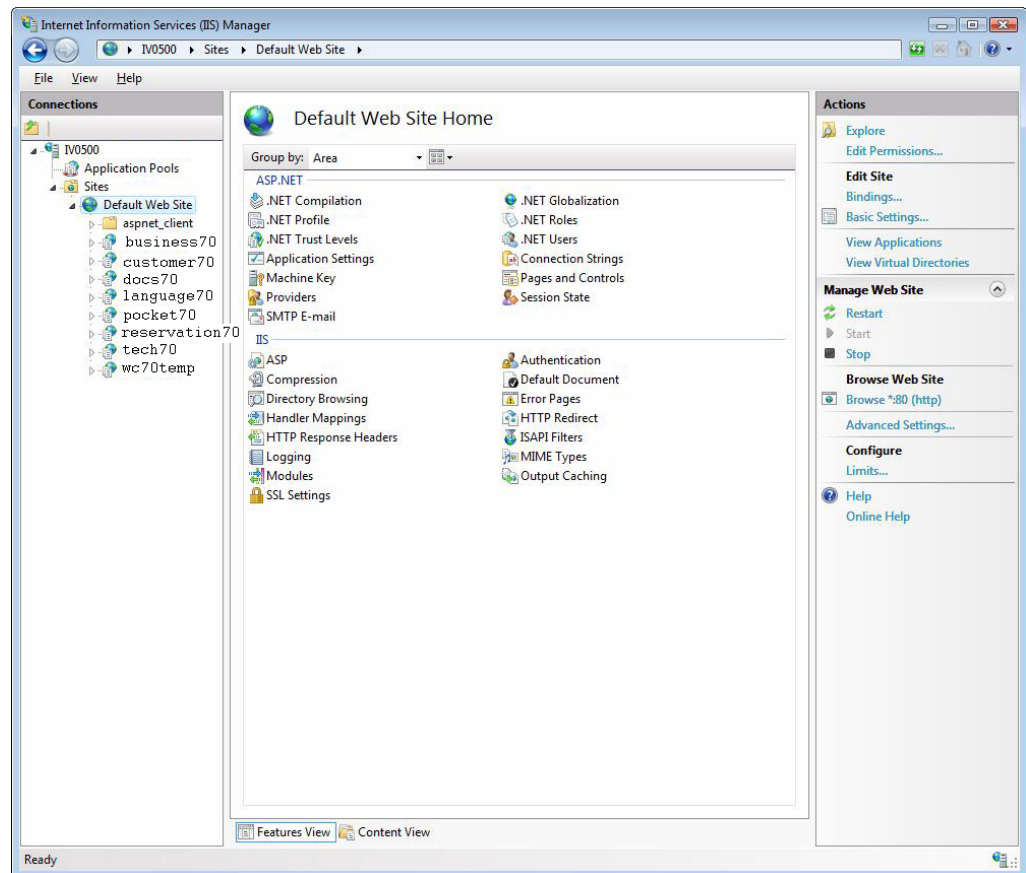


Press '**OK**' and '**OK**' to close the above windows and create the Application.

- c. Add the remaining Applications and their physical directories:

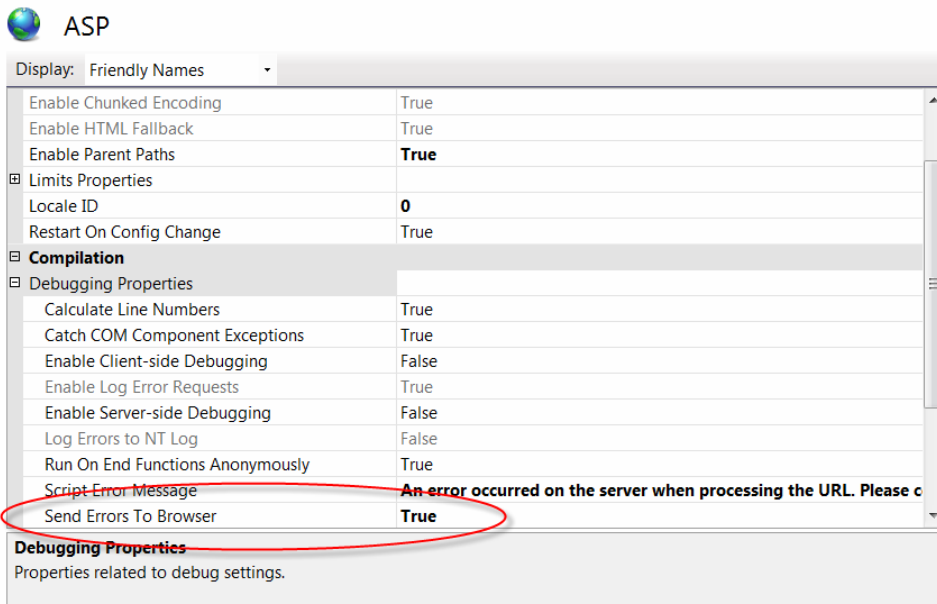
APPLICATION/ALIAS	PHYSICAL DIRECTORY	Website/Application
Customermobile80	CustomerMobile	Smart phone version of Customer+ Center
TechMobile80	TechMobile	Smartphone version of Tech+Center
Tech80	TechCenter	Tech+Center application
Customer80	CustomerCenter	Customer+Center application
Business80	BusinessCenter	Business+Center application
Language80	Language	Language directory
Reservation80	ReservationCenter	Reservation+Center application
wctemp	wctempfiles	Temporary files
Pocket80	PocketCenter	Pocket+Center

When finished, the right-hand IIS '**Connections**' menu should look like this (except with 80 instead of 70 under the Default Web Site:




STEP 4. Configure website properties

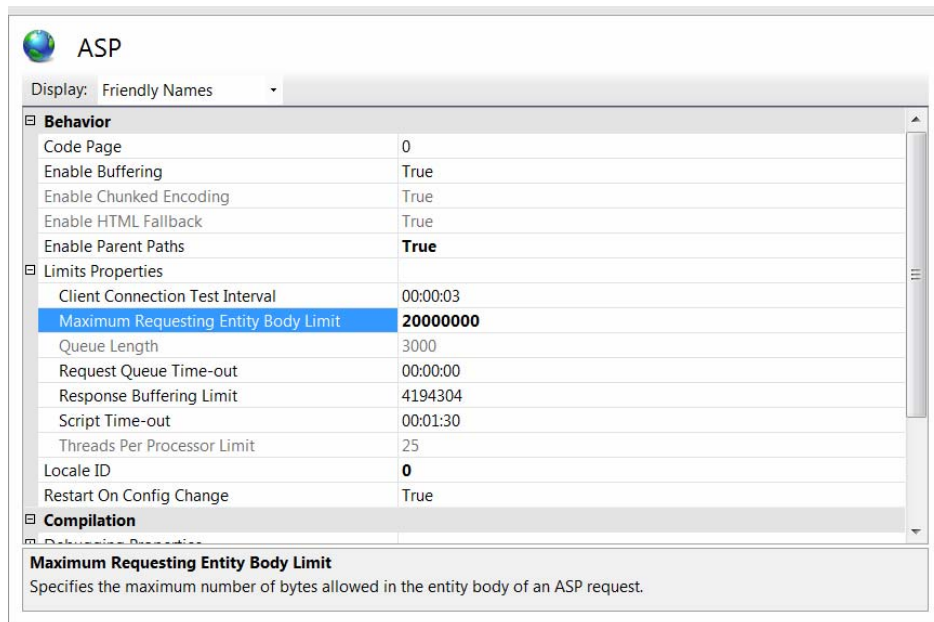
- With IIS still open, select '**default website**' on the left hand '**Connections**' list, and then double-click the '**ASP**' icon in the center or right-panel under the '**IIS**' section.
- Set '**Enable Parent Paths**' to true and click '**apply**' in the upper right hand corner.
- To enable us 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**'.



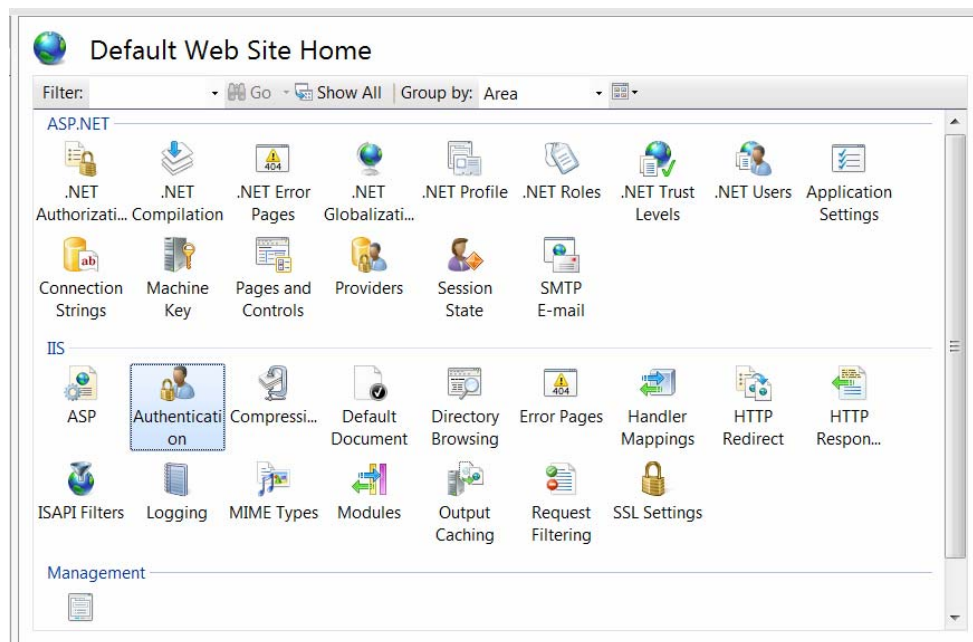
Also, to display line numbers and module names in case of problems on the client's browser you'll need to go to Internet Explorer and uncheck the 'Show Friendly Errors' under 'Internet Properties' -> 'Advanced Properties', -> 'Browsing'; otherwise only a 'Internal Error 500' message will appear. If you are using Chrome as your browser:

1. Click the Chrome menu  on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings** and find the "Privacy" section.
4. Deselect the "Use a web service to help resolve navigation errors" checkbox to disable the feature.
Select the checkbox to enable it again.

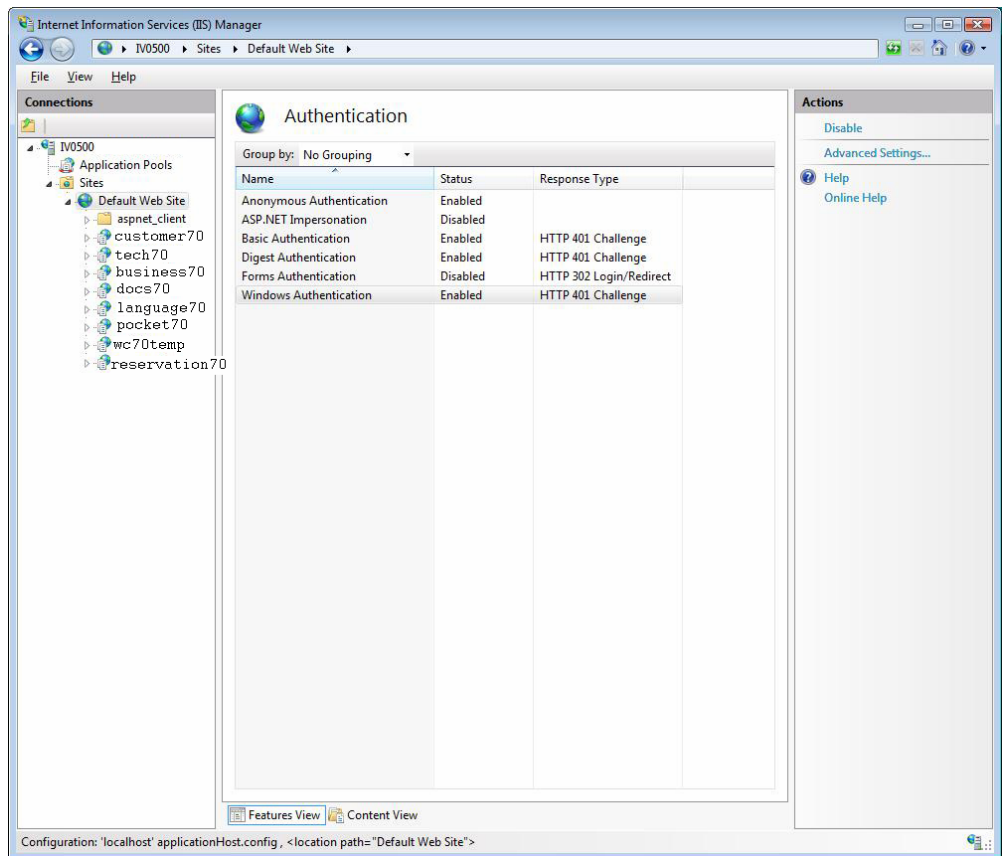
- d. **Set Limits on file upload.** In order to prevent problems when users upload/attach files to cases, it is often necessary to reset the default limits to something larger. Expand the '**Limits Properties**' section (still under '**ASP**') by clicking on the '+' and set the '**Maximum Requesting Entity Body Limits**' value to something larger (we suggest 20,000,000).



- e. **Set Authentication.** Click the Default Web Site in the **'Connections'** left-hand menu. Double-click **'Authentication'** under IIS.

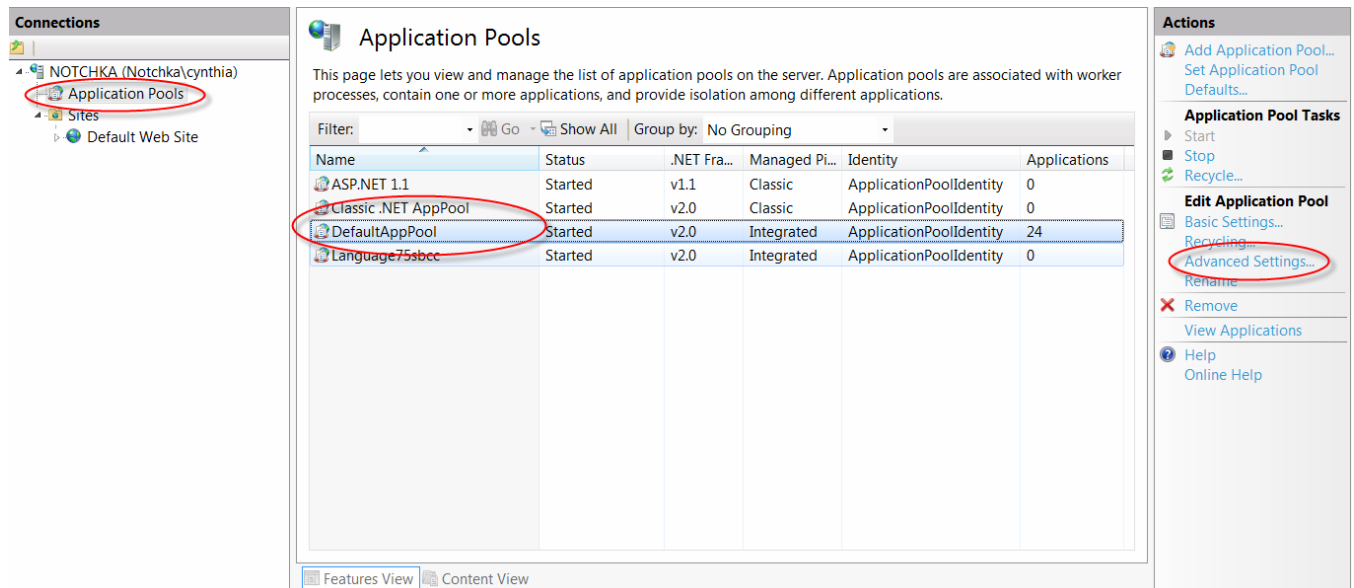


Authentication should be set as below:

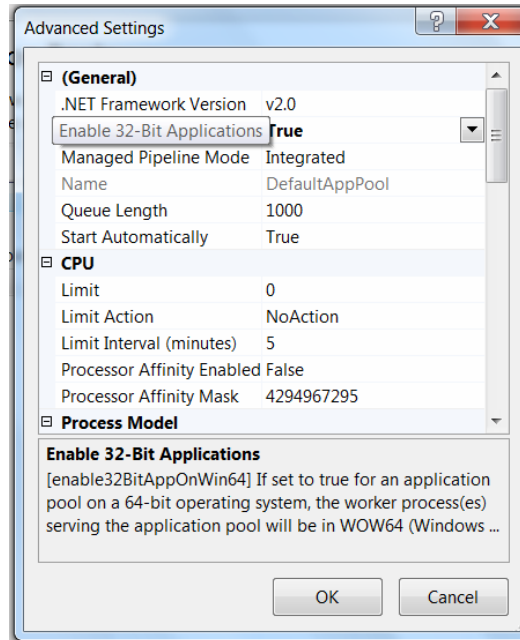


Not all of the above rows may exist, depending on your operating system.

- e. If you will be using Access as your back-end database or a 32-bit installation of SQL Server, you'll also need to do the following. Select '**Application Pool**' under '**Connections**' in the left-hand menu. Under the center section, '**Application Pools**' select '**DefaultAppPool**', in the right-hand menu, then select '**Advanced Settings...**'.



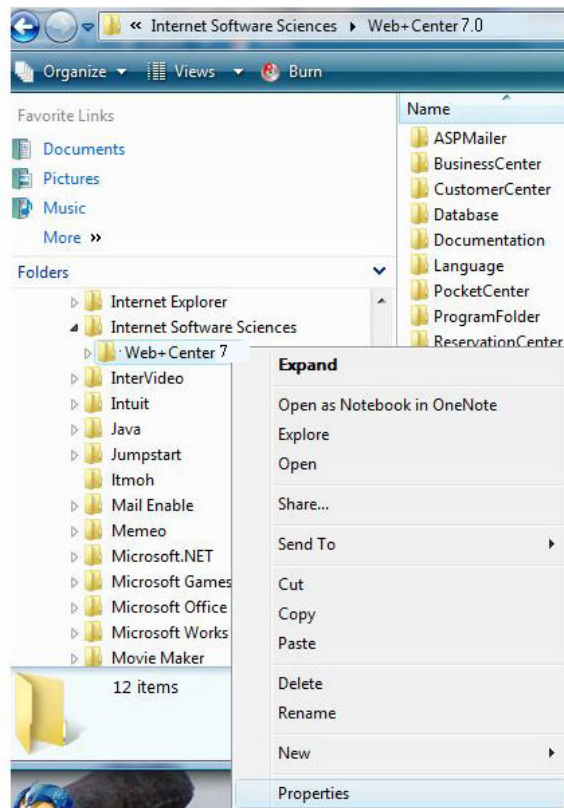
On the screen which appears next, change the setting of '*Enable 32-bit Applications*' to '*True*'. DO NOT perform this step if you are running 64-bit SQL Server!



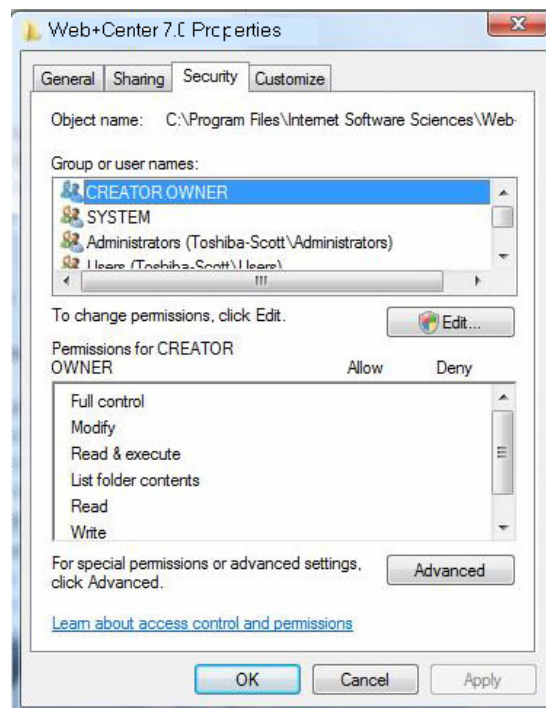
STEP 5. Set the file security permissions for the web+center 8.X folder level and all sub folders to user group “everyone” full control and **remove all other users and break inheritance from above.**

The Web+Center application is setup to run as an anonymous web application. To allow the webserver to allow anonymous users to access the ASP scripts and resources, one must set the file security permission to “Everyone” full control and remove all other users. To this, carefully follow the steps below.

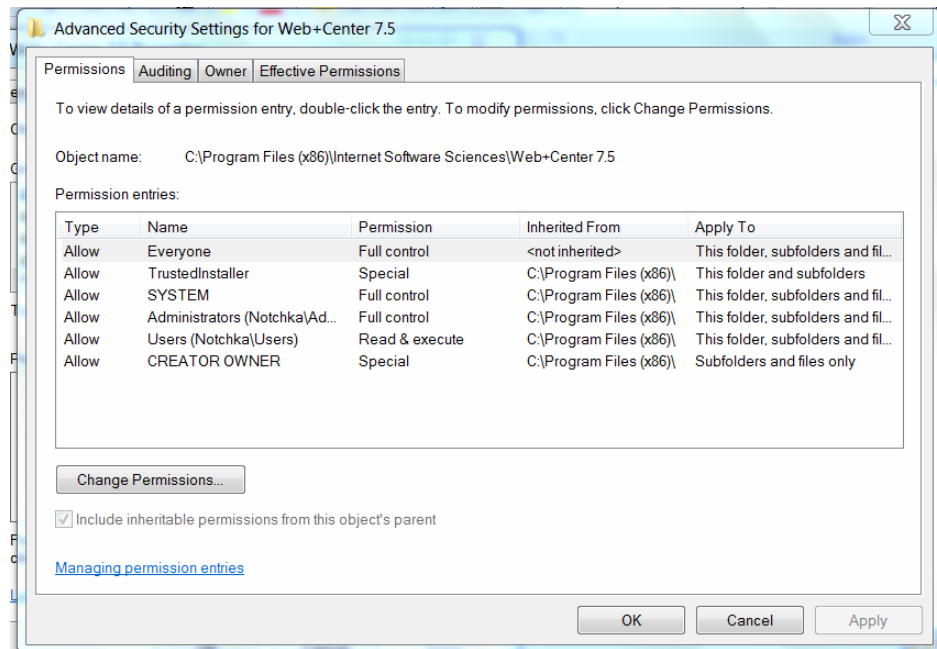
- a. Navigate to the folder in which you installed Web+Center 8.X.
- b. Right mouse click and select the '*Properties*' menu item for the Web+Center 8.X folder



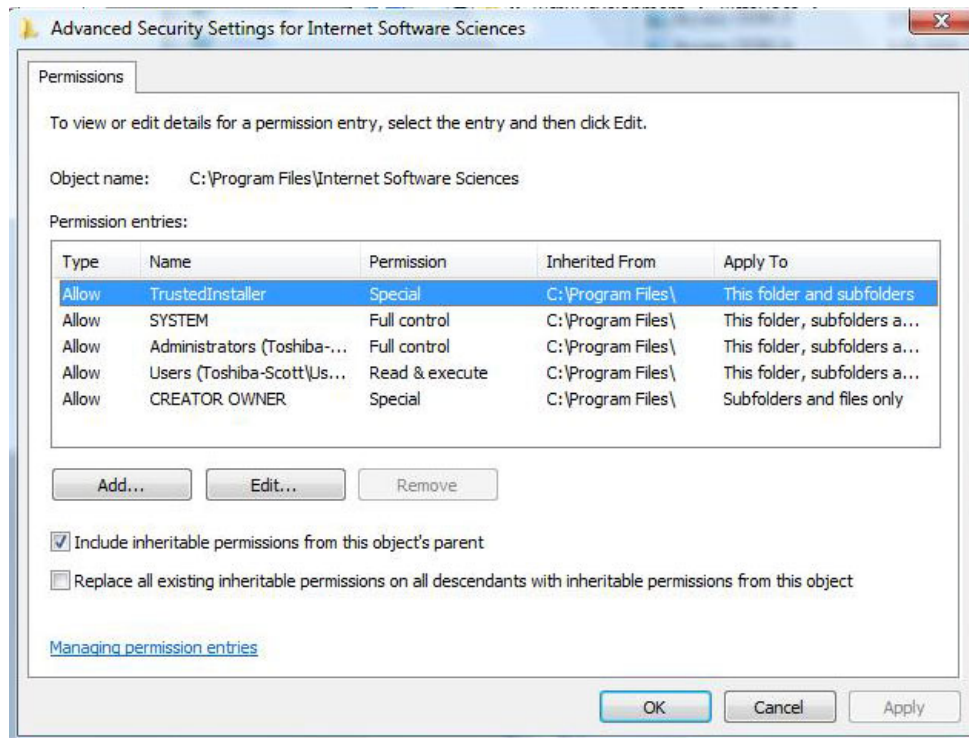
- c. Inside of the properties dialog window, first click on the 'Security' tab to change the permissions.



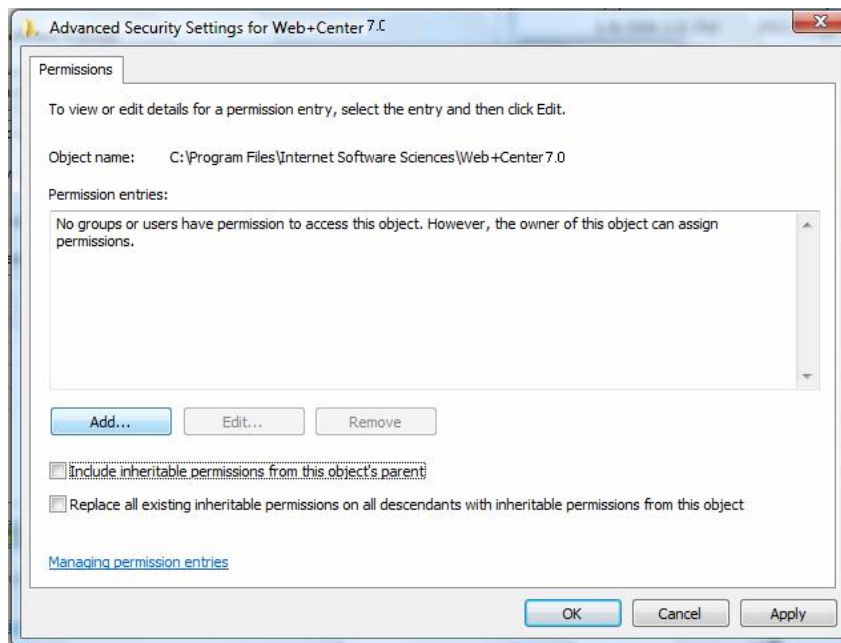
- c. First, we need to break the set of inherited permissions that come with the Program Files directory. Click on the '**Advanced**' button near the bottom.



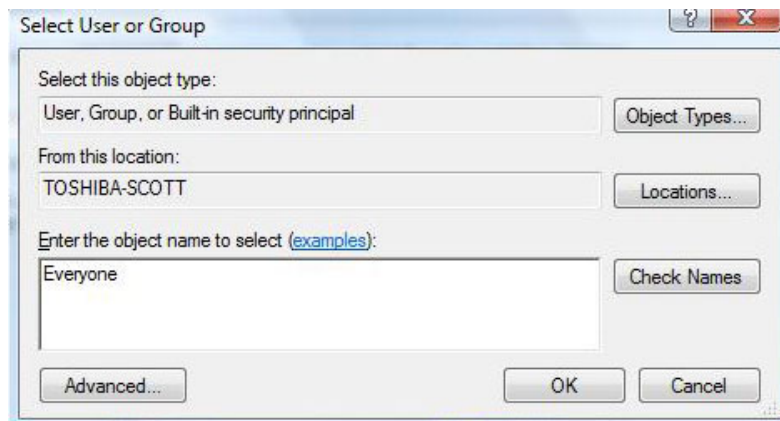
- d. Click on the '**Change Permissions...**' Button



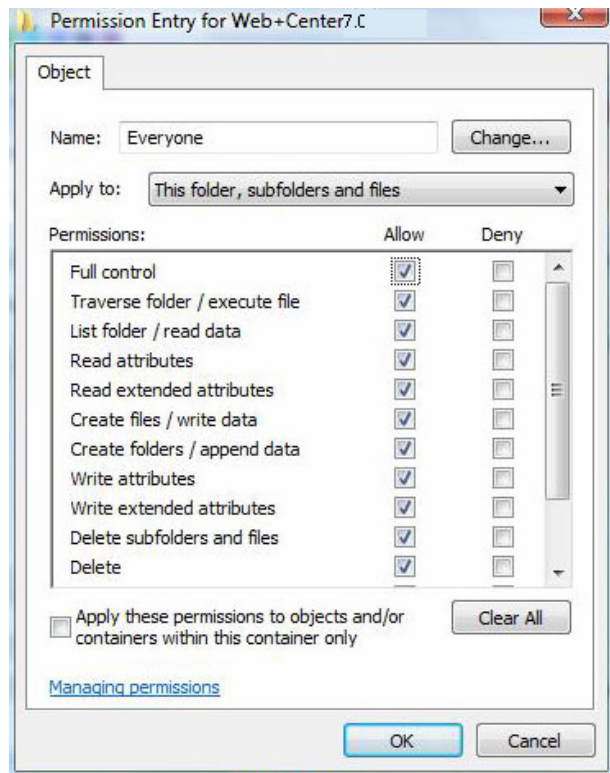
- e. Uncheck the ***'Include inheritable permissions from this object's parent'*** and click ***'OK'***. A windows Security dialog box will appear that provides the Copy, Remove and Cancel options. Select the ***'Remove'*** button.



- f. Click the ***'Add...'*** button. In the ***'Select User or Group'*** dialog box, enter the user ***"Everyone"*** and press the ***'Check Names'*** button, then the ***'OK'*** Button.



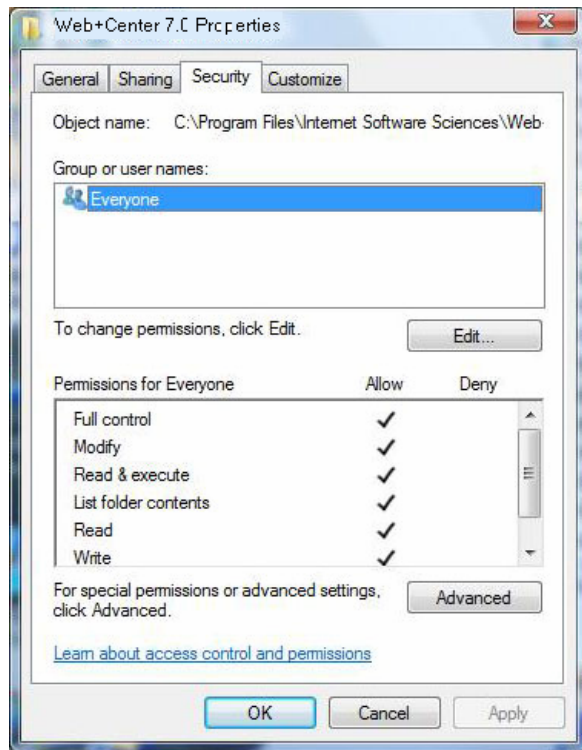
g. Check the '**Full Control**' checkbox under '**Allow**' for the 'Everyone' user and press '**OK**'.



h. Click the '**Apply**' Button to apply these permissions and then click '**OK**'.



i. Please confirm that your file security settings for the Web+Center folders and all sub folders are set just the "Everyone" full control and NO other users, similar to the security tab settings shown below.

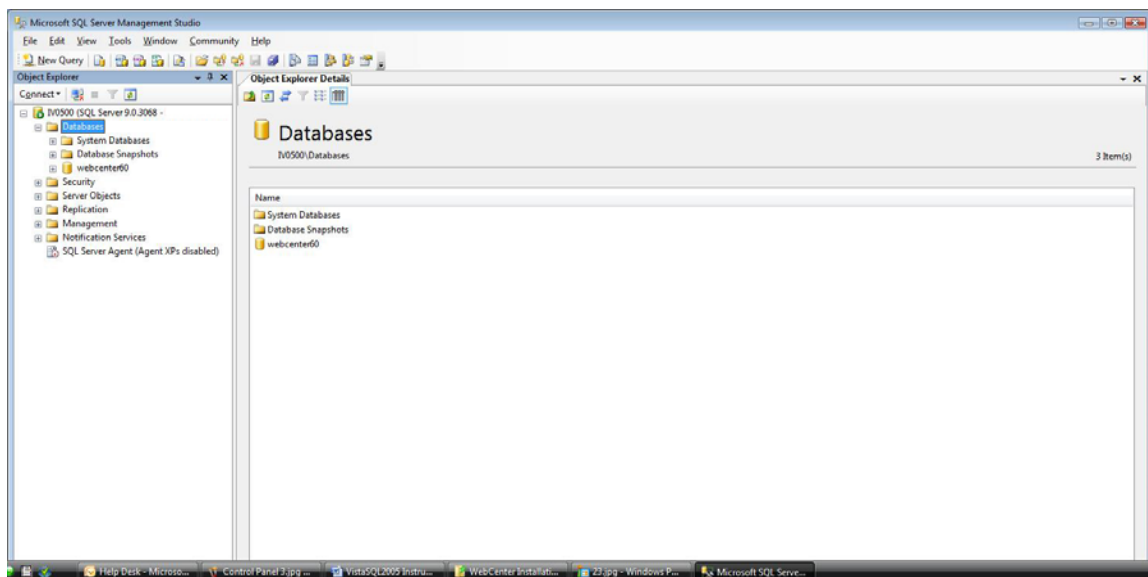


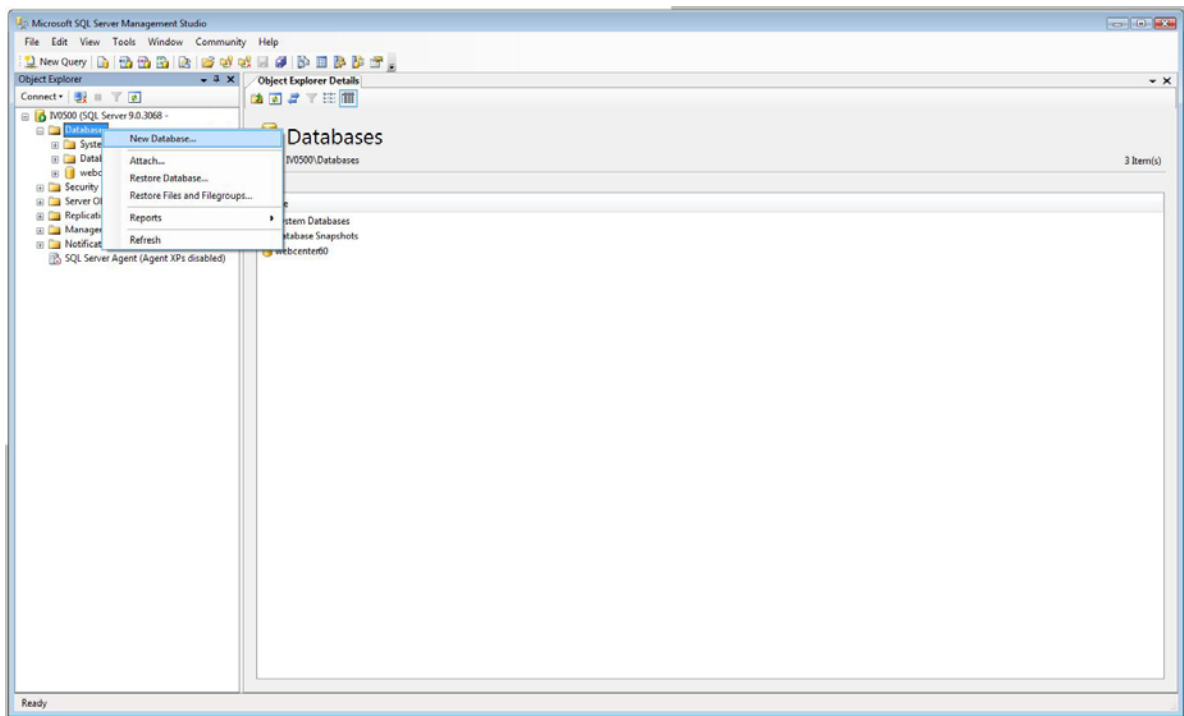
STEP 6. Install SQL Server database and SQL Server Management Studio if they are not already installed (SQL Server only).

STEP 7. Create the Web+Center database (SQL Server only)

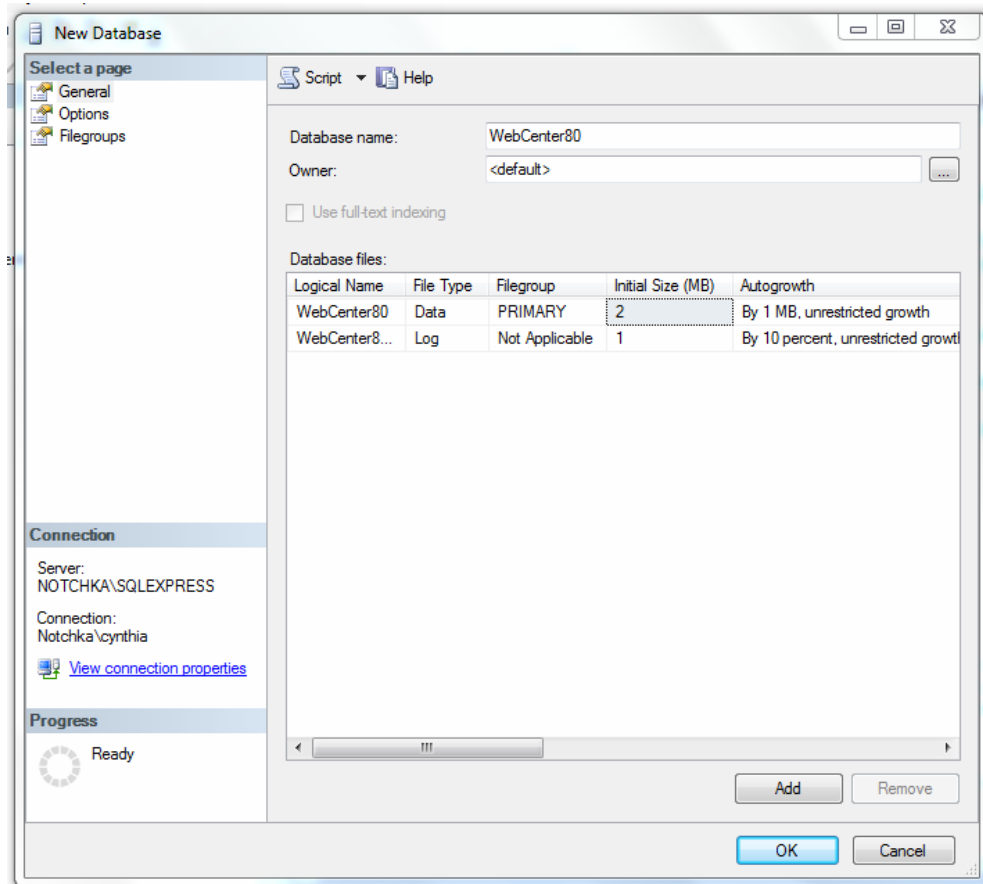
Please follow the following steps below to create a Web+Center 80 database. This step does not apply if you are planning on using MS Access as the back end database.

- Open SQL Service Management Studio and connect to the appropriate database server.
- In the Object Explorer area on the left side, right-click **Databases**, then select **New Database**.

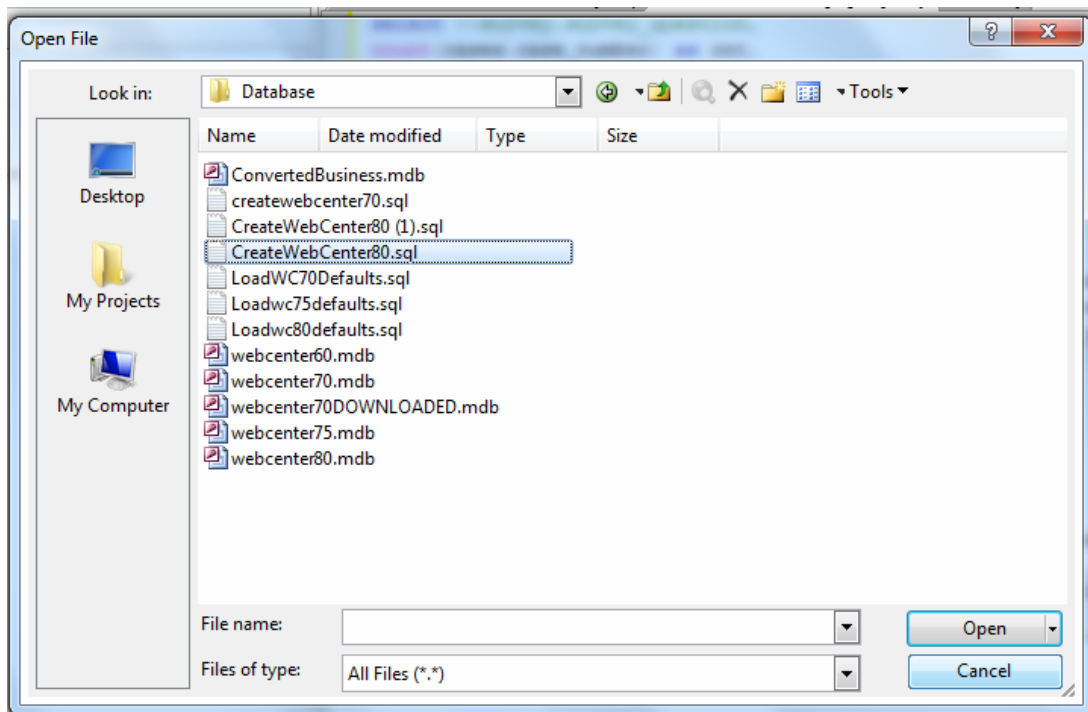




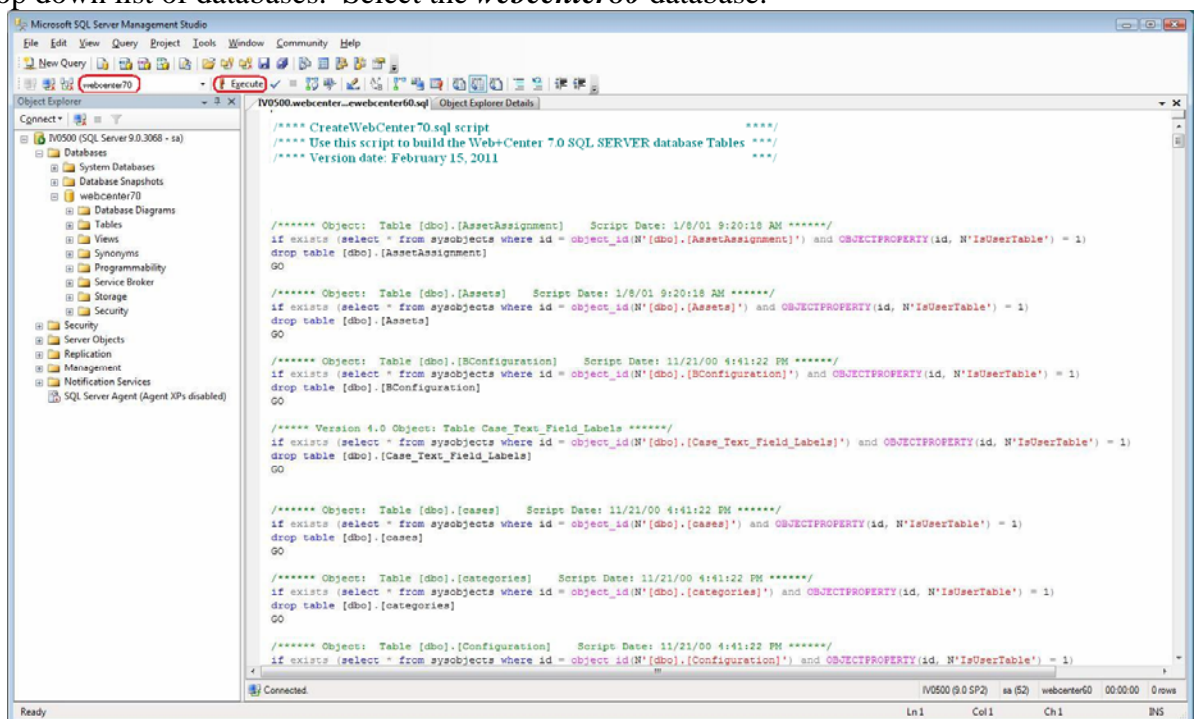
- c. Enter **webcenter80** into the ‘**Database name**’ textbox. Click **OK** to create the initial blank database.



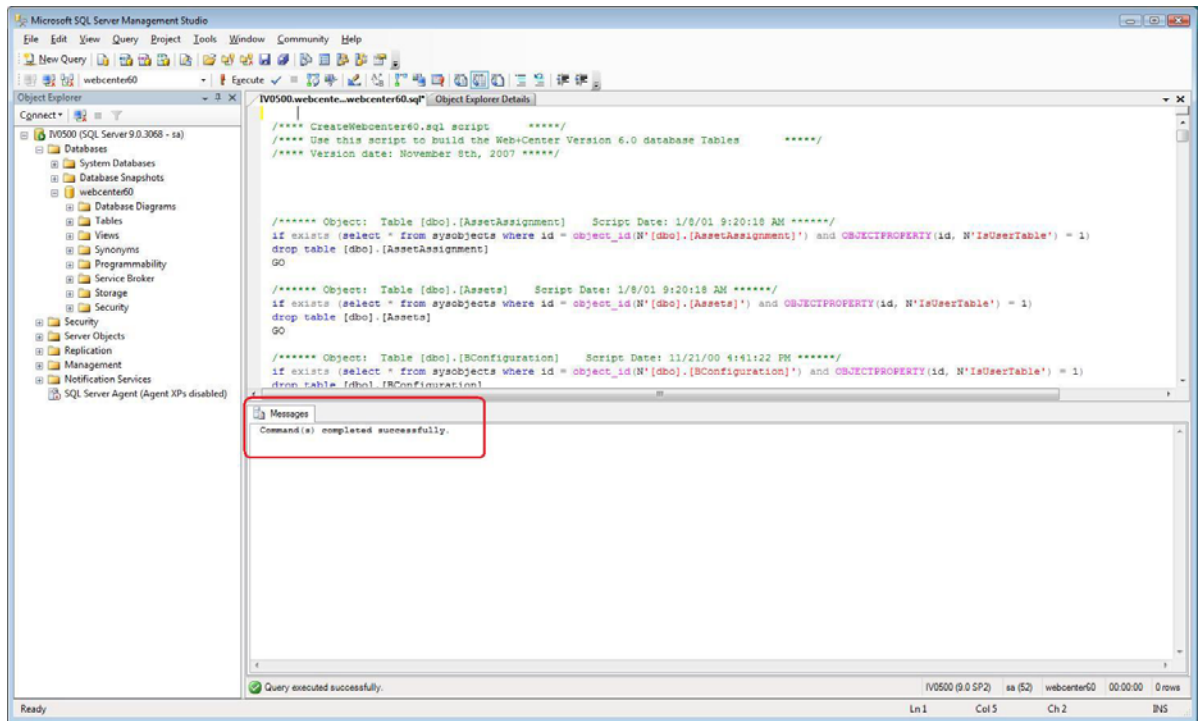
- d. Next, the database tables need to be created. From the menu bar at the top of the SQL Server Management Studio, select **File** → **Open** → **File** → *navigate to C:\program files\Internet Software Sciences\Web+Center 8.X\databases\Createwebcenter8X.sql*. After you select the script to run, Management Studio may prompt you to connect to the server, so select the appropriate server and press the **Connect** button.



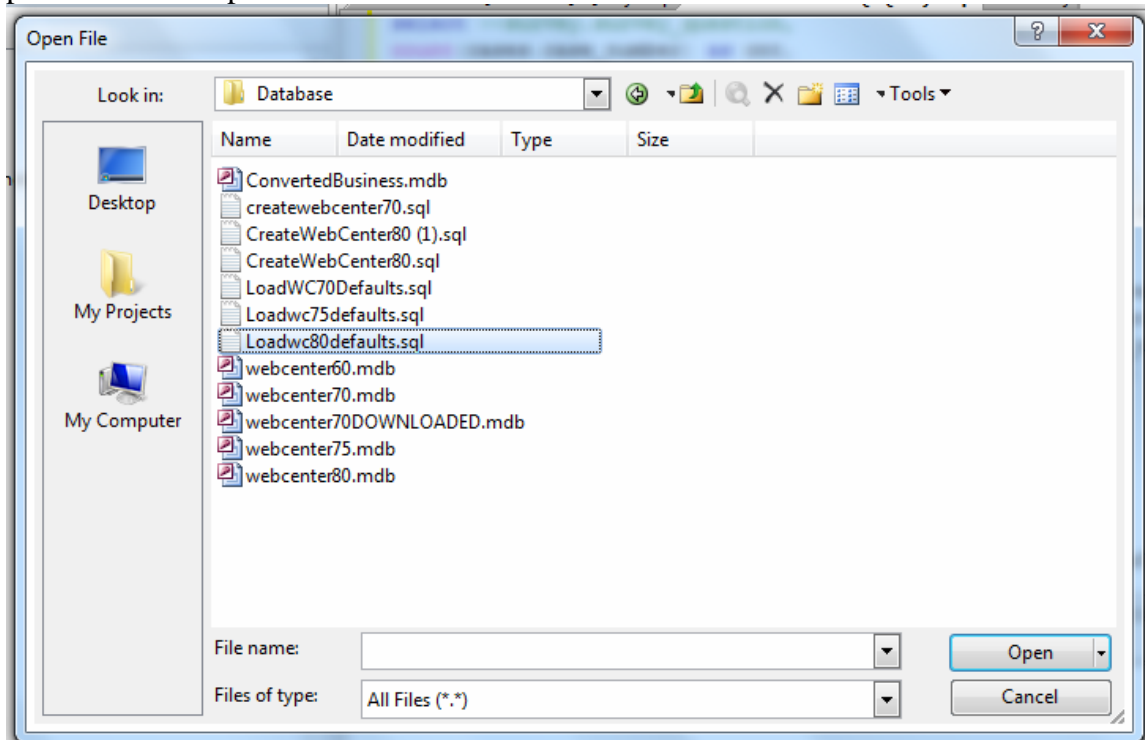
- e. **IMPORTANT:** Select the database where you want to run this query. In the upper left hand portion of the SQL Server Management Studio next to the 'EXECUTE' button, you will see a drop down list of databases. Select the *webcenter80* database.



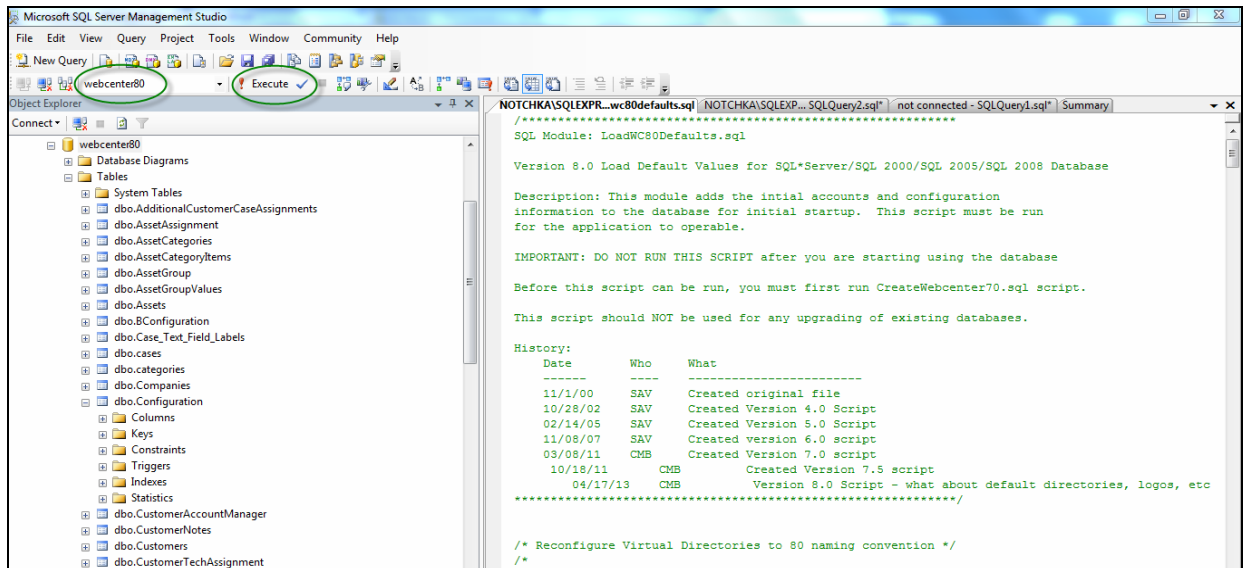
- f. Click on the **! Execute** button to create all of the tables and database settings. After the script has run, in the Messages window it should display a message indicating ***“Command(s) completed successfully”***.



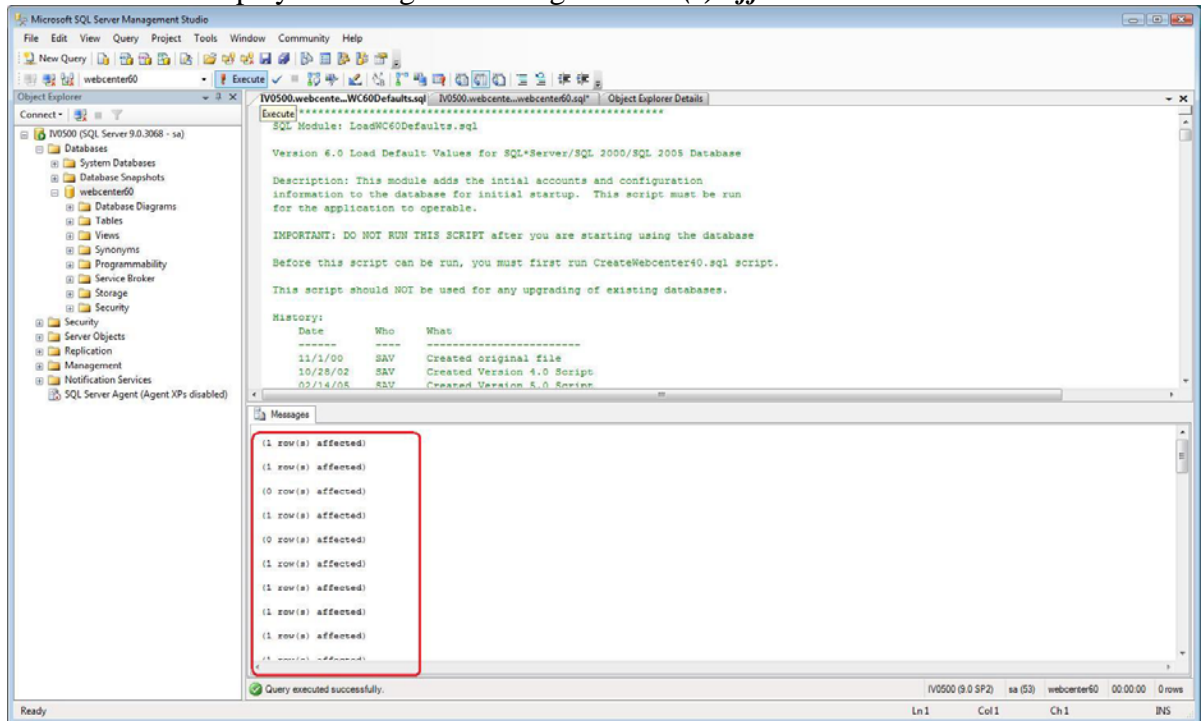
- g. Next you'll need to run a second SQL script to populate the database with some default data. Select **File → Open → File → navigate to C:\program files\Internet Software Sciences\Web+Center 8.X\databases → LoadWC8XDefaults.sql**. It will prompt you to connect to the server, so select the appropriate server and press the **Connect** button.



- h. **IMPORTANT:** Select the database where you want to run this query. In the upper left hand portion of the SQL Server Management next to the 'Execute' button you will see a drop-down list of databases. Select the **webcenter80** database.



- i. Click on the **! Execute** button to create all of the tables and database settings. In the Messages window it should display a message indicating “**xx Row(s) affected**”.

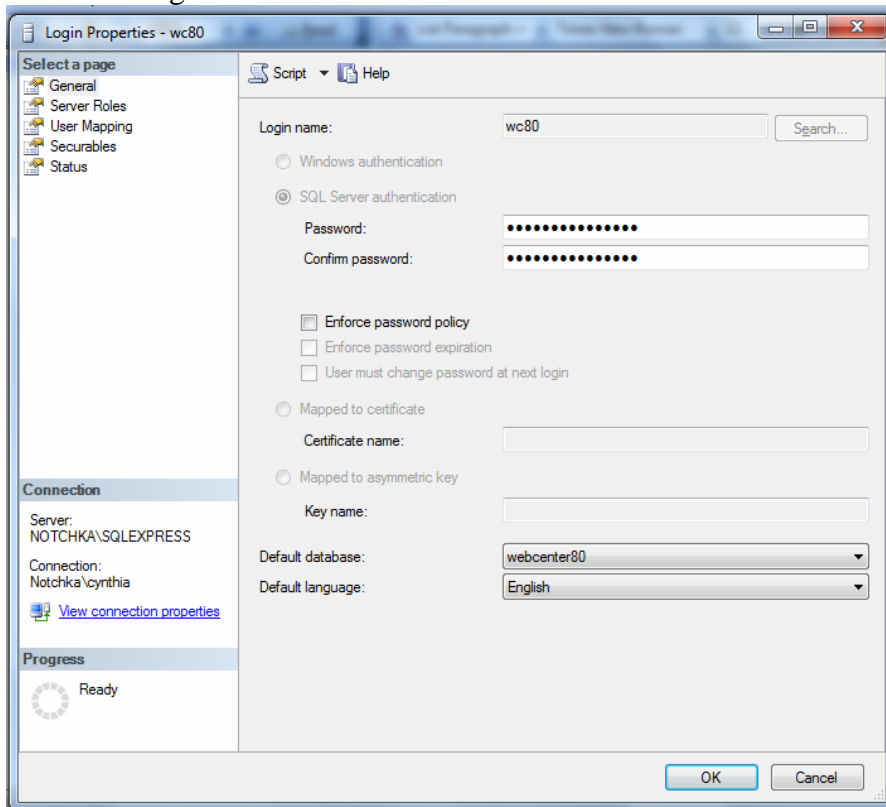


This completes the creation of the Webcenter80 database tables and initializes some of the columns with default data.

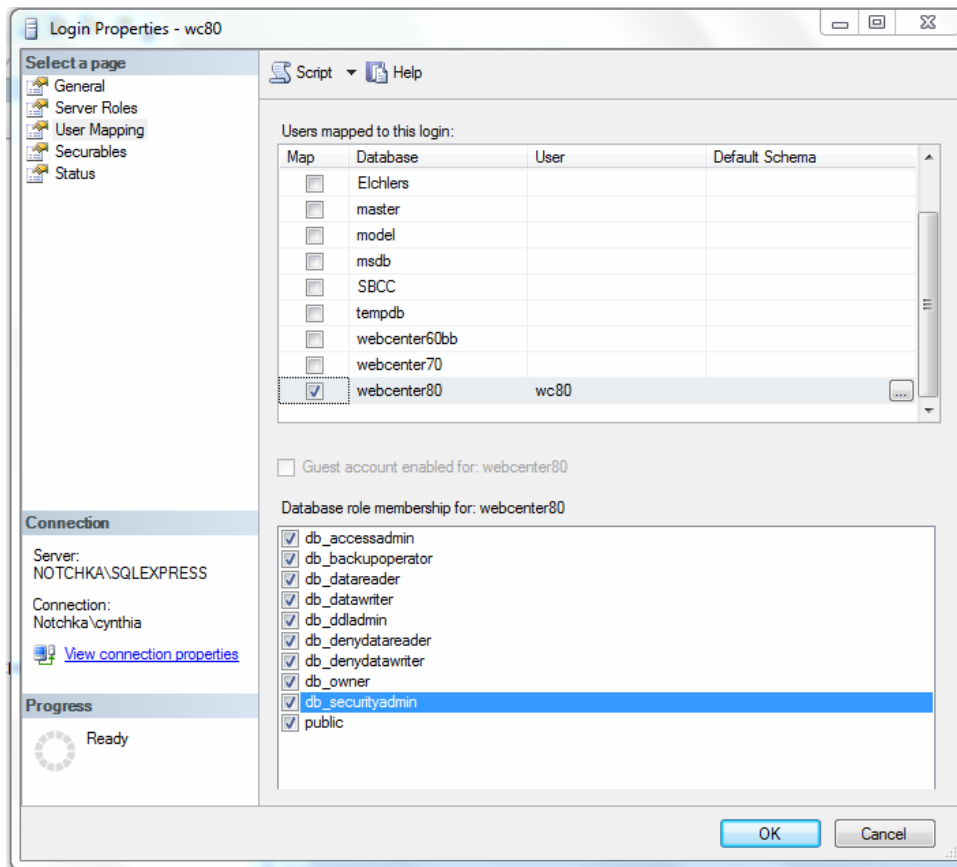
STEP 8. Set the database security account and permissions for the wc80 user (SQL Server only).

You must create a user account for the webcenter80 database. The Web+Center software accesses the database using SQL Server Authentication and requires a SQL Server user account. Create a SQL user account with username of “**wc80**” and a password of “**wc80pass**”.

- a. To add this user account for your webcenter80 database, in the SQL Server Studio Manager under Object Explorer, navigate to **Security** and then Right Mouse Click and select the **New...** Login menu option.
- In the Login name text box, enter “**wc80**”.
 - For Authentication area, select the SQL Server Authentication radio button and enter the password of: “**wc80pass**”.
 - Uncheck **Enforce password policy** and **Enforce password expiration**
 - Change the default database to **webcenter80**.



- b. Click on ‘**User mapping**’. Select the webcenter80 database in the top part of the screen. Check all of the boxes in the database role membership box at the bottom. Press the ‘**OK**’ button to save this user profile.



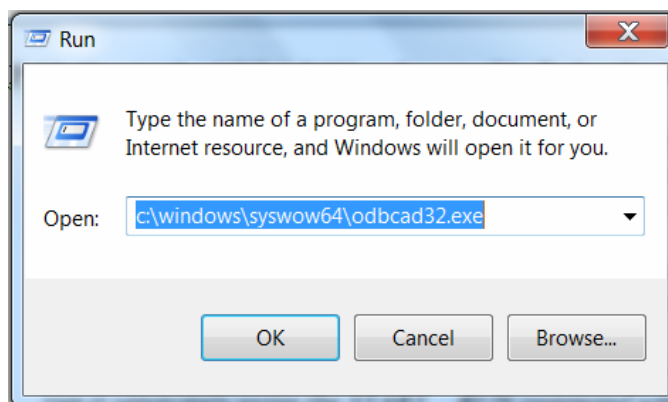
STEP 9. Create the ODBC DSN for the database.

- a. Start the ODBC Administrator

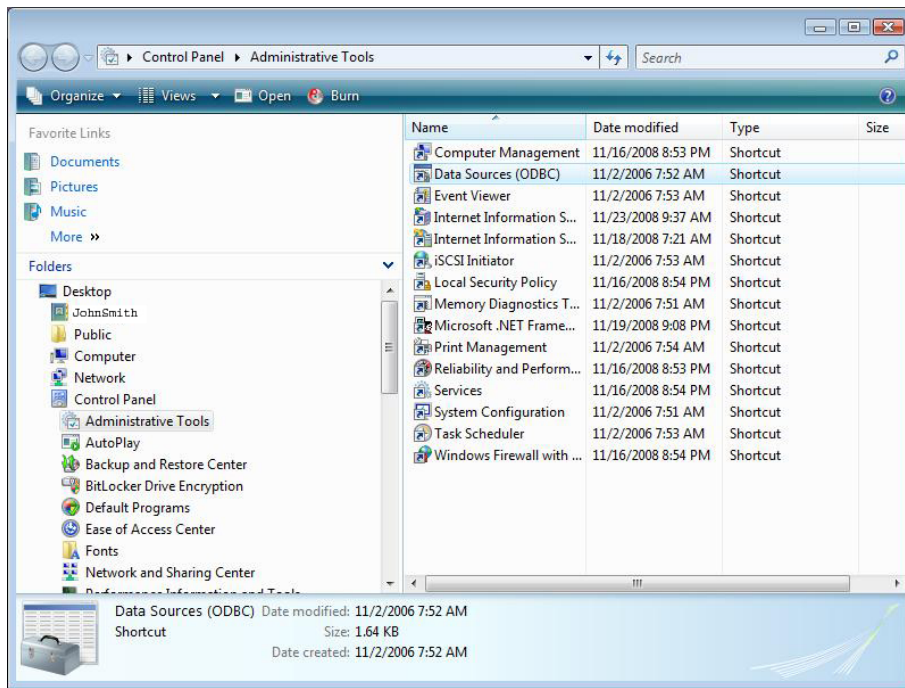
NOTE: 64-Bit OS differences: If you are installing Web+Center on a 64-bit version of the operating system and if you want to connect to the Access 32 bit driver, you must run the 32 bit version of the Data Sources ODBC driver setup application.

For 32-bit setups: The 32-bit version of the ODBC database sources must be run it by using the START... RUN command with the file path:

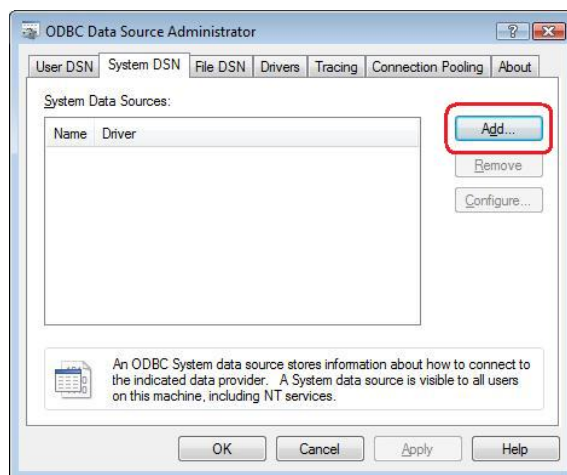
C:\Windows\SysWOW64\odbcad32.exe



For 64-bit installations (SQL Server 64-bit) you can start the ODBC Administrator directly:
 Navigate to and double click Administrative Tools: Start → Settings → Control Panel →
 Administrative Tools → *Data Sources (ODBC)* or Start → Administrative Tools → *Data Sources (ODBC)* if using Windows 7.



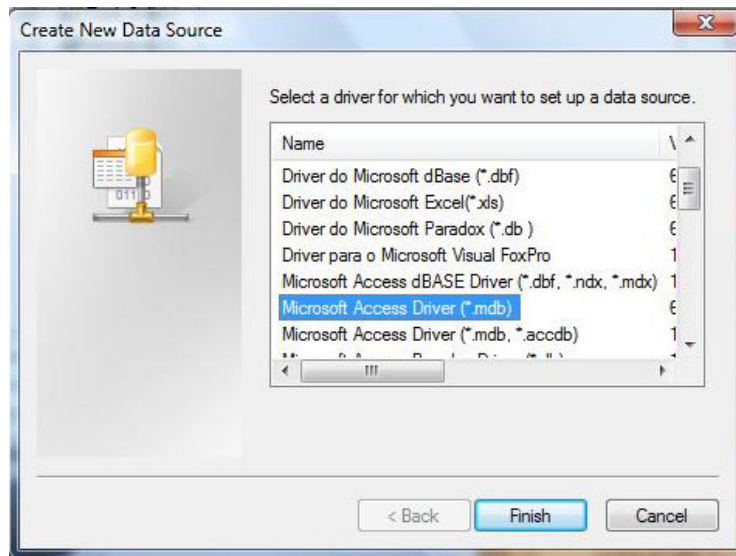
- b. In the ODBC Data Source administrator, click on the '*System DSN*' tab.



- c. Inside the System DSN tab, click the '*Add...*' button to add a new system DSN.
 d. From this point, the paths for SQL Server and Access diverge.

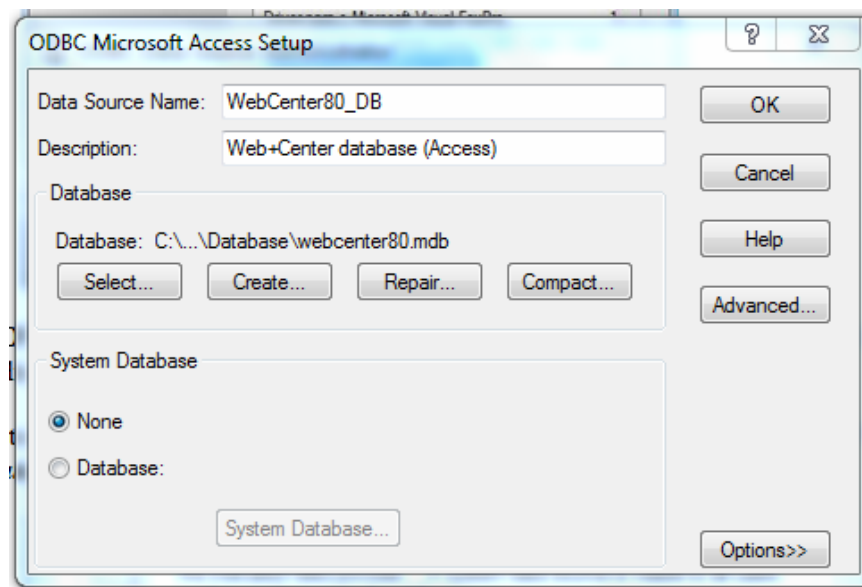
MS ACCESS STEPS:

Inside the '*Create New Data Source*' window, select '*Microsoft Access Driver (*.mdb)*' and press the '*Finish*' button.



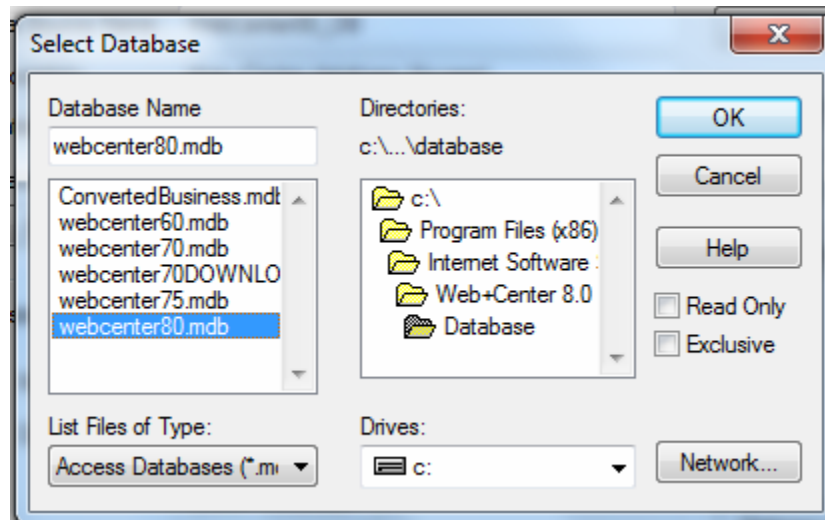
NOTE: This driver won't show up if you are using the 64-bit version of the ODBC Administrator.

Enter '**WEBCENTER80_DB**' into the '**Data Source Name**' field and enter '**Web+Center Database**' in the '**Description**' field. Press the '**Select...**' button.

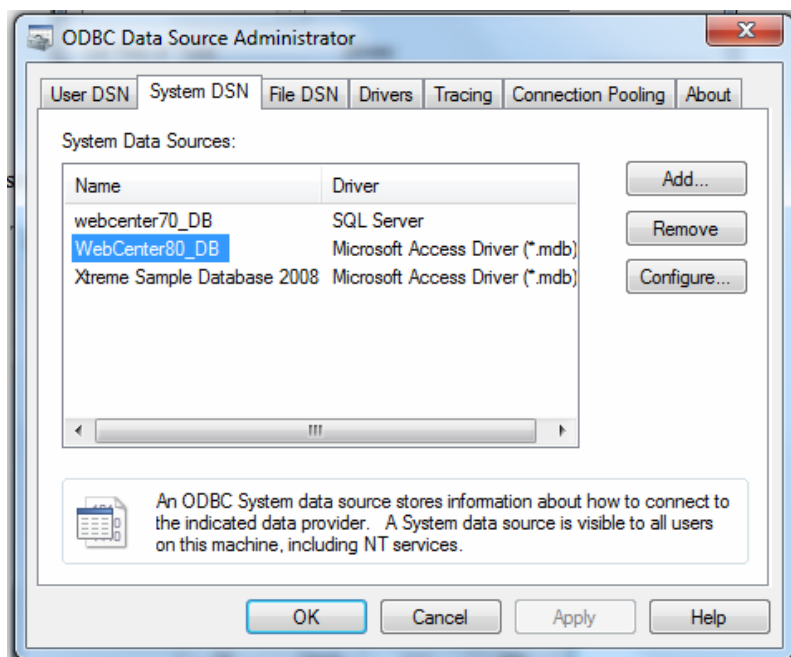


Navigate to the webcenter80.mdb file, select the **webcenter80.mdb** file and press the '**OK**' button. Typically this file has been installed in the directory:

c:\Program Files\Internet Software Sciences\Web+Center 8.X\Database\



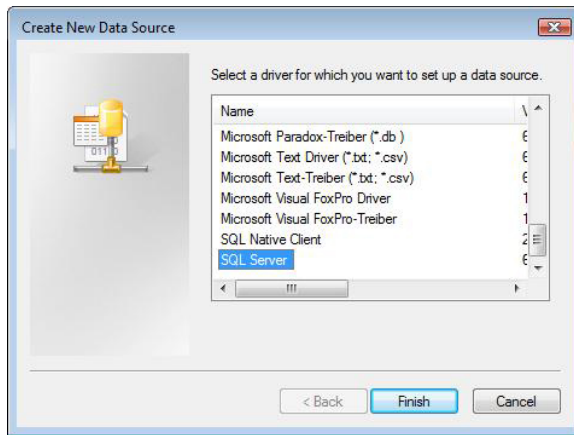
Press the '**OK**' button to complete your ODBC DSN connection.



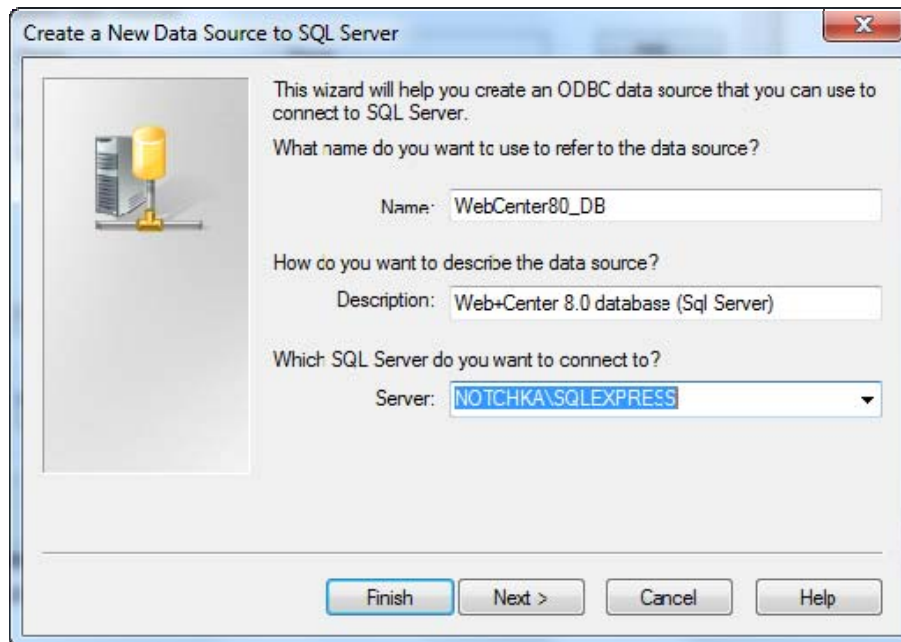
Press '**OK**' to close this ODBC Administrator.

SQL Server STEPS:

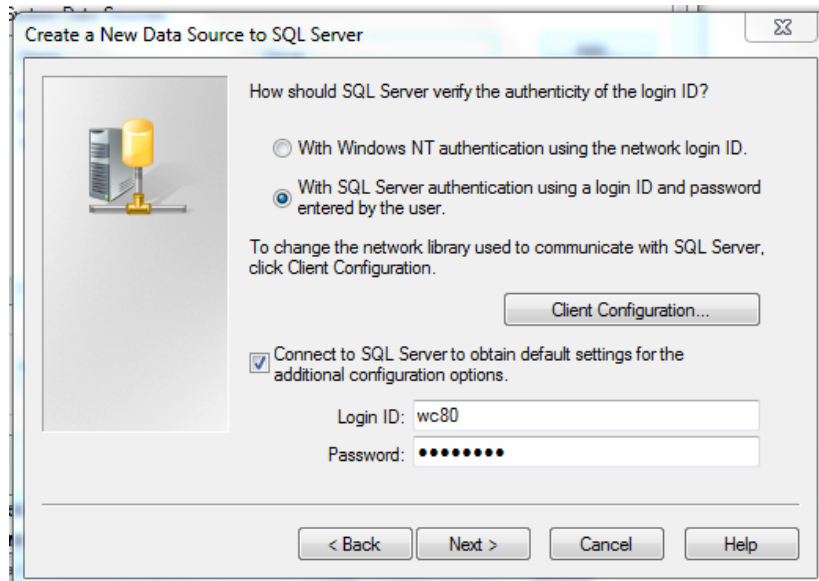
Inside the '*Create New Data Source*' window, select '*SQL Server*' and press the '*Finish*' button.



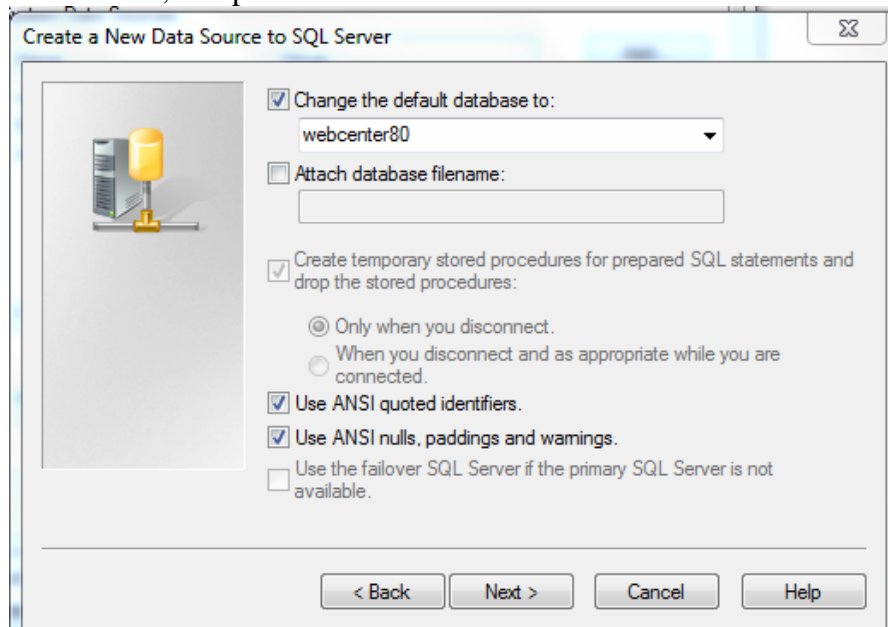
Enter '**WEBCENTER80_DB**' into the '**Data Source Name**' field and enter '**Web+Center Database**' (or some other description) in the '**Description**' field, select the SQL Server server that contains the database, (or '**(local)**' if on the same server) and Press the '**Next**' button.



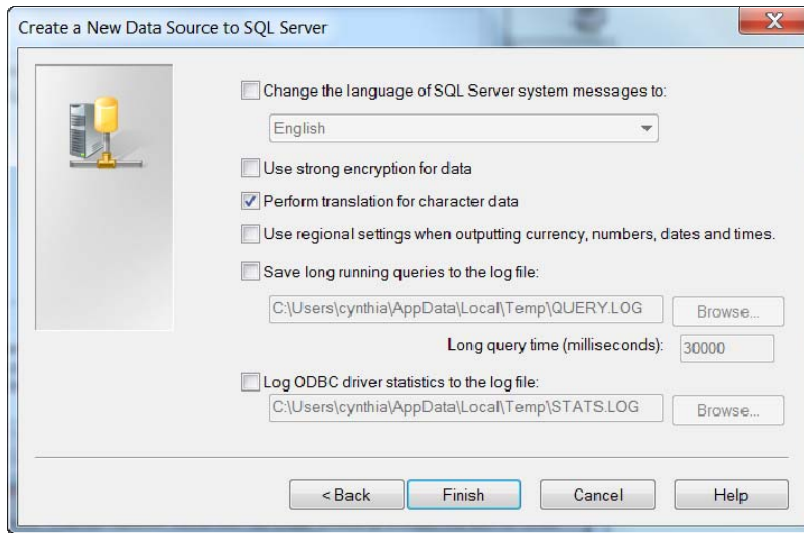
On the next screen, select the '**With SQL Server authentication....**' option, check the '**Connect to SQL Server to obtain default settings....**' checkbox, enter the login and password for the Web+Center database (wc80, wc80pass), and press the '**Next**' button:



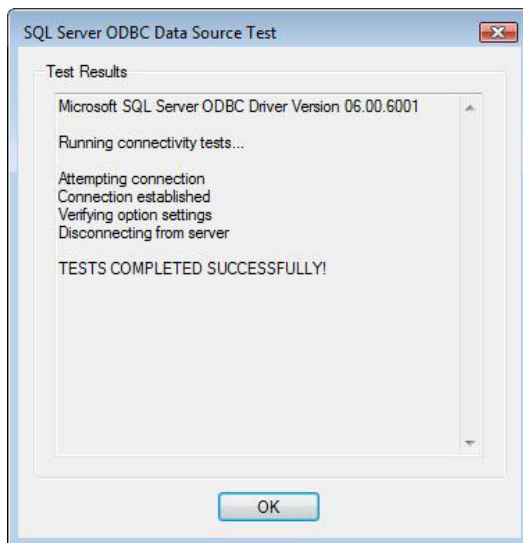
On the next screen, check the checkbox before '*Change the default database to:*', select '*WebCenter80*', and press the '*Next*' button.



On the next screen, you can leave the defaults alone and press the 'Finish' button:



On the next screen, press the '***Test Data Source***' button and make sure it connects successfully, then click '***OK***' to complete your ODBC DSN connection.

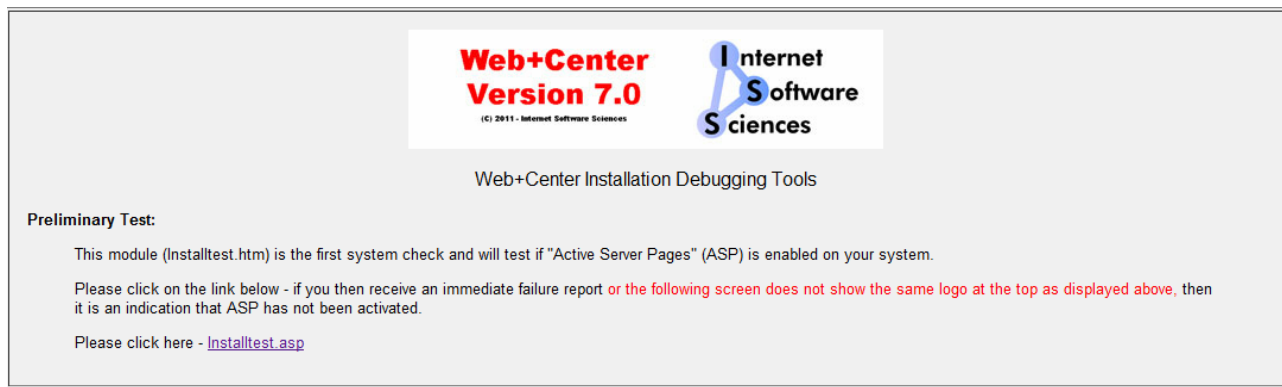


STEP 10. Run the tests

Launch your favorite browser on the server where you are doing the configuration and enter the URL of:

<http://localhost/tech8X/installtest.htm> (Replace X with the version you used to set up the application directories in IIS)

You should see the test page shown below. Click on the '***Please Click Here – Installtest.asp***'.



On the installtest.asp page, run through each of the 10 tests and configurations starting with number 1 and lastly click the TechCenter Application Login button at the end of the tests.

NOTE: If you are running 64-bit Internet Information Server (IIS), then you will need to download and install a special 64-bit version of our licensed ASP Mailers (See instructions in Appendix A). The ASP email test will not successfully complete until these ASP mailer 64-bit dlls are installed and registered.

STEP 11: Testing the applications

Use the following URL's to test the Web+Center Suite of applications 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

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 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. Use these for all Applications except Customer+Center and Customer+Mobile.

Tech+Center	<a href="http://<YourHostName>/tech80/">http:// <YourHostName>/tech80/	
Customer+Center	<a href="http://<YourHostName>/customer80/">http://<YourHostName>/customer80/	
Reservation+Center	<a href="http://<YourHostName>/reservation80/">http://<YourHostName>/reservation80/	
Business+Center	<a href="http://<YourHostName>/business80/">http://<YourHostName>/business80/	
Pocket+Center	<a href="http://<YourHostName>/pocket80/">http://<YourHostName>/pocket80/	To view or test the Pocket+Center on a full-size screen interface, use the special Pocket+Center test interface page by accessing:

		<a href="http://<YourHostName>/pocket8X/testpocket.htm">http://<YourHostName>/pocket8X/testpocket.htm . This has been largely supplanted by Tech+Mobile.
Mobile+Center	<a href="http://<YourHostName>/CustomerMobile80/">http://<YourHostName>/CustomerMobile80/	
Tech+Mobile	<a href="http://<YourHostName>/TechMobile80/">http://<YourHostName>/TechMobile80/	

Appendix A: Installing 64-bit special ASP Mailers

If you are installing Web+Center Version 8.0 on a 64-bit IIS platform, you must install the latest 64-bit versions of our ASP mailer and our POP mail reader from Email Architech to be compatible.

Step 1: First obtain the 64-bit version of mailer dll's. These are available from our website at <http://www.inet-sciences.com/Version764bit.zip>. This zip contains two files – Anpop.dll and Aosmtp.dll. Copy these versions into the AspMailer directory of the Web+Center directory tree, replacing the existing 32-bit versions.

Step 2: Unregister the 32-bit versions that came with the original 32-bit installation and register the one you just downloaded with the regsvr32 dll registry tool.

Note: On a 64-bit version of a Windows operating system, there are two versions of Regsv32.exe. The 64-bit one (which is the default) is in c:\windows\System32 and the 32-bit one is in c:\windows\SysWOW64 and is 32-bit (which seems counter-intuitive). The 32-bit DLL must be registered with the 32-bit version of regsvr32, while the 64-bit version must be registered with the 64-bit version.

RegSvr32.exe has the following command-line options:

Regsvr32 [/u] [/n] [/i[:cmdline]] dllname

e.g., *c:\windows\syswow64\regsvr32 c:\program files (x86)\web+center 8.x\ASPMailer\anpop.dll*