Web+Center 8.x Installation Guide

MS Windows 7/Server 2012/Server 2008



Version Date: 3/14/2014

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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 <u>http://www.inet-sciences.com/support.html</u> 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 OBDC 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 OBDC configuration, 32-bit mail drivers (automatically installed during installation)
- B. SQL Server 64-bit uses regular IIS setup, 64-bit (the default) OBDC 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 \rightarrow Control Panel \rightarrow Programs \rightarrow Programs and Features).



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

Publisher	Installe
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d. Check the boxes listed below.



e. Restart your computer

STEP 2. Download webcenter80.exe from the Internet Software Sciences website (<u>www.inet-sciences.com</u>) 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 then is that the 32-bit version installs and registers the 32-bit mailer dll's.

STEP 3. Configure default website or create new website

a. *Open IIS Manager* (Start → Settings→Control Panel→ Administrative Tools→ Internet Information Services (IIS) Manager or Start → All Programs → Admnistrative 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.

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Consections Consections Application Peels Septement Defrugt Web Site Call Permiss Add Vinual Edit Binding Manage We Refrach Rename	VO500 Home Group by Area ASPATT MET Compation Met Compation Partols Partol	JeT Globalization Application Settings Machine Key Providers SoftPis-Instal Authentication Defund Document Turn Pages HITP Redirect Stalp Academications Logging Models	Actions Manage Server Restart > Start Sale View Application Pools View Sales Were Sales Philp Online Help
🧞 Switch to C	Anagement Management Anagement	Saver Configuration	

Enter 'customer80' in the 'Alias' textbox.

Site name: Default Web Site Path: /	<u>.</u>	
<u>A</u> lias:	Application pool:	
customer70	DefaultAppPool	S <u>e</u> lect
Example: sales Physical path:	ware Sciences/Web+Cente	
C:\Program Files\Internet Soft	while belefices (web) center in	
C:\Program Files\Internet Soft Pass-through authentication Connect as Test Sett	ings	

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

beleet a al		
⊳	Internet Explorer	
4	Internet Software Sciences	
	Web+Center 7.0	
	📕 ASPMailer	
	BusinessCenter	-
	🃕 CustomerCenter	1
	퉬 Database	
	Documentation	
	🎍 Language	
	PocketCenter	
	퉬 ProgramFolder	
	ReservationCenter	
	🍌 TechCenter	
	🌛 wctempfiles	
•	III	- F

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

Web+Center Version 8.X Windows 7/Server 2012/Server 2008 Install

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

Wex Heip Connections Connections Connections Connections <	🛐 Internet Information Services (IIS) M	anager		
File Yew Help Image: Application Pools Image: Application P	(3) (3) ► IV0500 ► Sites	Default Web Site		😰 🐱 🏠 🔞 -
Connections Application Pools Portion Web Site Portion Sings	<u>File View H</u> elp			
Workson Befault Web Site Home Workson Stas Workson	Connections	<u>~</u>		Actions
Keady Neady	V0500 V0500 V0500 V0505 V0	Default Web Site H	OME NET Globalization NET Globalization NET Users Connection Strings Pages and Controls Societal Document Control Default Document Fror Pages TTTP Redirect Societal Filters Control Controls Control Controls Controls Control Controls Control Controls Control Controls Control Controls Control Controls Control Controls Control Controls Control Controls Control Controls	
	Ready			S

STEP 4. Configure website properties

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

Display: Friendly Names •	
Enable Chunked Encoding	True
Enable HTML Fallback	True
Enable Parent Paths	True
Limits Properties	
Locale ID	0
Restart On Config Change	True
Compilation	
Debugging Properties	
Calculate Line Numbers	True
Catch COM Component Exceptions	True
Enable Client-side Debugging	False
Enable Log Error Requests	True
Enable Server-side Debugging	False
Log Errors to NT Log	False
Run On End Functions Anonymously	True
Script Error Message	An error occurred on the server when processing the URL. Please
Send Errors To Browser	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).

Display. Friendly Names		
Behavior		
Code Page	0	
Enable Buffering	True	
Enable Chunked Encoding	True	
Enable HTML Fallback	True	
Enable Parent Paths	True	
Limits Properties		
Client Connection Test Interval	00:00:03	
Maximum Requesting Entity Body Limit	2000000	
Queue Length	3000	
Request Queue Time-out	00:00:00	
Response Buffering Limit	4194304	
Script Time-out	00:01:30	
Threads Per Processor Limit	25	
Locale ID	0	
Restart On Config Change	True	
Compilation		
Deleveration Deservation		

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

Filter:	•	🕅 Go 🕞 😽 S	Show All Gr	oup by: Area	• •	-		
ASP.NET -	6.00							
1		404	0				1	¥=
.NET Authorizati	.NET Compilation	.NET Error Pages	.NET Globalizati	.NET Profile	.NET Roles	.NET Trust Levels	.NET Users	Application Settings
ab	9		62	8.	•			
Connection Strings	Machine Key	Pages and Controls	Providers	Session State	SMTP E-mail			
IIS		-			1			THE N
	<u>85</u>		0	1	404	2		
ASP	Authenticati on	Compressi	Default Document	Directory Browsing	Error Pages	Handler Mappings	HTTP Redirect	HTTP Respon
3		jan .	-		0	9		
ISAPI Filters	Logging	MIME Types	Modules	Output Caching	Request Filtering	SSL Settings		

Authentication should be set as below:

le <u>V</u> iew <u>H</u> elp				
Connections	Authentication			Actions Disable
IV0500	Group by: No Grouping •			Advanced Settings
 Application Fours A Sites A Default Web Site A apple client A customer 70 A tech 70 A business 70 	Name	Status	Response Type	Help
	Anonymous Authentication ASP.NET Impersonation Basic Authentication Digest Authentication Forms Authentication	Enabled Disabled Enabled Enabled Disabled	HTTP 401 Challenge HTTP 401 Challenge HTTP 302 Login/Redirect	Online Help
▶ ∰ pocket/U ▶ ∰ wc70temp ▶ ∰reservation7C				
	Features View 🔐 Content View	/ Wab Site">		

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!

-	Ac	lva	anced Settings	P	X
		Ξ	(General)		•
		r	.NET Framework Version	v2.0	
		l	Enable 32-Bit Applications	I rue	Ξ
			Managed Pipeline Mode	Integrated	
			Name	DefaultAppPool	
			Queue Length	1000	
			Start Automatically	True	
		-	CPU		
			Limit	0	
			Limit Action	NoAction	
			Limit Interval (minutes)	5	
			Processor Affinity Enabled	False	
			Processor Affinity Mask	4294967295	
		Ξ	Process Model		Ŧ
		E [e p se	nable 32-Bit Applications enable32BitAppOnWin64] I ool on a 64-bit operating s erving the application pool	f set to true for an application ystem, the worker process(es) will be in WOW64 (Windows	n
				OK Cancel	

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 <u>remove all other users and break inheritance from above.</u>

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.

eneral Sharing Security Custom	nize		
Object name: C:\Program Files\Int	ernet Softwar	e Sciences\\	Neb
Group or user names:			
CREATOR OWNER			1
SYSTEM			
Administrators (Toshiba-Scott \A	dministrators)		-
Ileare (Tochiba-Sontt) leare)		Þ	
To change permissions, click Edit	ſ		_
		Edit	
Permissions for CREATOR OWNER	Allow	Deny	_
Full control			*
Modify			
Read & execute			Ξ
List folder contents			
Read			
Write			*
For special permissions or advanced click Advanced.	settings,	Advanced	
Learn about access control and perm	nissions		

Web+Center Version 8.X Windows 7/Server 2012/Server 2008 Install 12 | P a g e

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.

ermissions	Auditing Owner Effective Per	missions		
To view de	etails of a permission entry, double	-click the entry. To mod	lify permissions, click Change	Permissions.
Object nar	me: C:\Program Files (x86)\In	ternet Software Science	es\Web+Center 7.5	
Permissio	n entries:			
Туре	Name	Permission	Inherited From	Apply To
Allow	Everyone	Full control	<not inherited=""></not>	This folder, subfolders and fil
Allow	TrustedInstaller	Special	C:\Program Files (x86)\	This folder and subfolders
Allow	SYSTEM	Full control	C:\Program Files (x86)\	This folder, subfolders and fil
Allow	Administrators (Notchka\Ad	Full control	C:\Program Files (x86)\	This folder, subfolders and fil
Allow	Users (Notchka\Users)	Read & execute	C:\Program Files (x86)\	This folder, subfolders and fil
Allow	CREATOR OWNER	Special	C:\Program Files (x86)\	Subfolders and files only
Change	e Permissions			
✓ Include	inheritable permissions from this o	object's parent		
Managing	permission entries			

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

rmissions To view or Object na	r edit details for a permission en me: C:\Program Files\Inter	try, select the entry a net Software Sciences	and then dick Edit.	
ermissior Type	n entries: Name	Permission	Inherited From	Apply To
Allow	TrustedInstaller	Special	C:\Program Files\	This folder and subfolders
Allow Allow Allow Allow	SYSTEM Administrators (Toshiba Users (Toshiba-Scott\Us CREATOR OWNER	Full control Full control Read & execute Special	C:\Program Files\ C:\Program Files\ C:\Program Files\ C:\Program Files\	This folder, subfolders a This folder, subfolders a This folder, subfolders a Subfolders and files only
Add 2 Include 3 Replac	Edit Einheritable permissions from the e all existing inheritable permission permission entries	Remove his object's parent ions on all descendant	ts with inheritable permiss	sions from this object

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.

	Warning: If yo propagate to - Click Add to permissions of - Click Remov - Click Cance	u proceed, ir this object convert and on this object ve to remove if you do no	nheritable pare add nherited p t inherited pare t want to modify	nt permissions will arent permissions nt permissions fron inheritance setting	no longer as explicit n this object. gs at this time.	
			Remove	Cancel]	
dvanced Securi rmissions o view or edit det ubject name: ermission entries:	y Settings for Web alls for a permission (C:\Program Files\Int	entry, select the	entry and then clic Sciences \Web +Cen	cEdit. er7.0	100 100	×
No groups or user permissions.	s have permission to	access this obje	ect. However, the o	wner of this object can .	assign	А Т
Add Include inherita Replace all exist	Edit ble permissions from ing inheritable permi <u>n entries</u>	Remove	ent cendants with inher	table permissions from t	this object	

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.

Select this object type:	
User, Group, or Built-in security princip	al Object Types
From this location:	
TOSHIBA-SCOTT	Locations
Enter the object name to select (<u>examp</u>	les):
Everyone	Check Names

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

Name:	Everyone		Change
Apply to	This folder, subfolders a	ind files	•
Permissio	ons:	Allow	Deny
Full co	ontrol	1	
Trave	rse folder / execute file		
List fo	lder / read data	V	
Read	attributes	V	
Read	extended attributes	1	
Creat	e files / write data	1	
Creat	e <mark>folder</mark> s / append data	1	
Write	attributes	V	
Write	extended attributes	1	
Delete	e subfolders and files	1	
Delete	2	1	-
Apply	these permissions to object	s and/or	Clear All

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

ermissions				
To view o	r edit details for a perm	ission entry, select the entr	y and then click Edit.	
Object na	me: C:\Program Fil	les\Internet Software Scien	ces\Web+Center 7.0	
Permission	n entries:			
Туре	Name	Permission	Inherited From	Apply To
Allow	Everyone	Full control	<not inherited=""></not>	This folder, subfolders a
Add	i Edit	. Remove		

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.

Object name: C:\Program Fil	es\Internet Software :	Sciences\Web
Group or uppr parman:		
Croup or user names.		
a Everyone		
	h. (
to change permissions, click E	dit.	Edit
Permissions for Everyone	Allow	Deny
Full control	~	*
Modify	1	
Read & execute	~	E
List folder contents	~	
Read	1	
Write	1	-
For special permissions or adva	nced settings.	Advanced
click Advanced.		Auvanceu

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.

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

😓 Microsoft SQL Server Management Studio		
Eile Edit View Tools Window Communit	ity Help	
🖳 New Query 👔 📸 📸 🔯 🥩	😒 🖬 🐼 🖽 🐨 🖕	
Object Explorer - 7 ×	Object Explorer Details	- 3
Connect* 📑 = 🝸 👔		
TOSOO (SQL Server 9.0.3068 - Southernormal Server 9.0.306	Databases	3 ltem(s)
E Server Objects	Name	
P Pepication Minagement Pai Notification Services SQL Server Agent (Agent XPs disabled)	webcenter60	
😫 🌝 😔 Help Desk - Microso 🐧 Co	i ontrol Panel 3.jpg 🙀 VistaSQL2005 Instru 🧗 WebCenter Installati 🍙 23.jpg - Windows P	

Web+Center Version 8.X Windows 7/Server 2012/Server 2008 Install 16 | P a g e

To Microsoft SOI, Secure Manage	need Studio	
Ella Edia View Taala V	nan anan	
The cun view loos v	nover commonly map	
Deland Carlos		
Connect a la a a	• • • × / Object Explorer Details	- ×
Connect•		
N0500 (SQL Server 9.0.30	3* · · · · · · · · · · · · · · · · · · ·	
I Syste New	htabase Databases	
e 🗀 Datal Attac	IV0500/Databases	3 Item(s)
🛞 📑 webc 🛛 Resto	Database	
Security Resto	Files and Filegroups	
Replicati Repo	the second se	
Manager	tables Snanchots	
Notificat Kerre	a second s	
SQL Server Agent (Ag	nt APs disabled)	
Ready		

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

General	🔄 Script 🔻 🛐	Help			
i∰ Options ∰ Filegroups	Database name:		WebCenter80		
	Owner:		<default></default>		
	Use full-text in	ndexing			
	Database files:				
	Logical Name	File Type	Filegroup	Initial Size (MB)	Autogrowth
	WebCenter80	Data	PRIMARY	2	By 1 MB, unrestricted growth
	WebCenter8	Log	Not Applicable	1	By 10 percent, unrestricted growt
Connection					
Server: NOTCHKA\SQLEXPRESS					
Connection: Notchka\cynthia					
<u>View connection properties</u>					
Progress					E. F.
Progress Ready	•				

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.

	1.14	/					
Open File				-	-		? ×
Look in:	鷆 Database		-	(2)	Q 🗙 🚞	Tools	•
Desktop My Projects My Computer	Name ConvertedB CreateWeb0 CreateWeb0 LoadWC700 LoadwC75d Loadwc75d Loadwc80d webcenter6 webcenter7 webcenter7	Date modified susiness.mdb enter70.sql Center80 (1).sql Center80.sql ofaults.sql efaults.sql efaults.sql 0.mdb 0.mdb 0DOWNLOADED.r 5.mdb 0.mdb	Type	Size			
	File name:					-	Open 👻
	Files of type:	All Files (*.*)				•	Cancel

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 'EXEUTE' button, you will you see a drop down list of databases. Select the *webcenter80* database.

Microsoft SQL Server Management Studio		
Eile Edit View Query Project Tools W	ndow <u>Community</u> Help	
🖳 New Query 📑 📸 📸 🔯 😂 🧐	vi 🖉 🕼 🗇 🐮 🖀 .	
: ::::::::::::::::::::::::::::::::::::	conte ✓ = 27 号 之 仏 27 号 国 (20 個)(2) 三 21 律 律 。	
Object Explorer + 7 ×	V0500.webcenter_ewebcenter60.sql Object Explorer Details	• X
Connect * 2 * 2 * 2 * 2 * 2 * 2 * 2 * 2 * 2 *	<pre>//**** CreateWebCenter70.sql script /***** CreateWebCenter70.sql script /***** CreateWebCenter70.sql script /***** Object: Table [dbc].(AssetAssignment] Script Date: 1/8/01 9:20:16 AM ******/ /***** Object: Table [dbc].(AssetAssignment] Script Date: 1/8/01 9:20:16 AM ******/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(AssetAssignment)*) and CBJECTPROPERTY(id, N*IsUserTable*) = 1) drop table [dbc].(AssetAssignment] Go /****** Object: Table [dbc].(BConfiguration] Script Date: 1/8/01 9:20:16 AM ******/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(Assets)*) and OBJECTPROPERTY(id, N*IsUserTable*) = 1) drop table [dbc].[Asset] Go /***** Object: Table [dbc].(BConfiguration] Script Date: 11/21/00 4:41:22 FM *****/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(BConfiguration]*) and OBJECTPROPERTY(id, N*IsUserTable*) = 1) drop table [dbc].[BConfiguration] Script Date: 11/21/00 4:41:22 FM *****/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(Case_Text_Field_Labels)*) and OBJECTPROPERTY(id, N*IsUserTable*) = 1) drop table [dbc].[BConfiguration] Script Date: 11/21/00 4:41:22 FM *****/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(Case_Text_Field_Labels)*) and OBJECTPROPERTY(id, N*IsUserTable*) = 1) drop table [dbc].[Case] Table Case] Script Date: 11/21/00 4:41:22 FM ******/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(Case_Text_Field_Labels)*) and OBJECTPROPERTY(id, N*IsUserTable*) = 1) drop table [dbc].[Case] Script Date: 11/21/00 4:41:22 FM ******/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(Cases)*) and OBJECTPROPERTY(id, N*IsUserTable*) = 1) drop table [dbc].[Case] Script Date: 11/21/00 4:41:22 FM ******/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(Cases)*) and OBJECTPROPERTY(id, N*IsUserTable*) = 1) drop table [dbc].[Case] Script Date: 11/21/00 4:41:22 FM *****/ if exists (select * from sysobjects where id = object_id(N*(Bbc).(Cases)*) and OBJECTPROP</pre>	1)
		F.
	Connected. V0500 (9.0 SP2) ss (52) webcenter60 00	:00:00 0 rows
Ready	Ln1 Col1 Ch1	INS

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*".

🎼 Microsoft SQL Server Management Studio			• •
Eile Edit View Query Project Tools Win	ndow <u>Community</u> Help		
👤 New Query 📑 📸 📸 📴 😂 🥩	x		
- Eg	eute V = 15 平 之 仏 IT 略 P 函 图 の I E S 詳 律 。		
Object Explorer + 4 ×	VV0500.webcenter60.sol* Object Explorer Details		- >
Connect* 📑 🛒			
10500 (SQL Server 9.0.3068 - sa) Databases	/**** CreateWebcenter40.sql script *****/ /**** Use this script to build the Web+Center Version 6.0 database Tables *****/		Ċ
🛞 🧰 System Databases	/**** Version date: November Sth, 2007 ****/		
Database Snapshots			
Webcenter60 Database Diagrams			
Tables	/****** Object: Table [dbo].[AssetAssignment] Script Date: 1/8/01 9:20:18 AM ******/		
I Diews	if exists (select * from sysobjects where id = object_id(N'[db0].[AssetAssignment]') and CBJECTFROFLRTY(id, N'ISUSerTable') = 1)		
Synonyms Departmentality	drop table [dbo].[AssetAssignment]		
Garannability Service Broker	-		
🛞 🎦 Storage	/***** Object: Table [dbc].[Assets] Script Date: 1/8/01 9:20:18 AM *****/		
Gecurity	<pre>if exists (select " From sysobjects where id = object_id(N'[dbo].[Assets]") and OBJECTPROPERTY(id, N'ISUSETTADLe') = 1) drop table [dbo].[Asset1]</pre>		
Security Server Objects	60		
Replication			
🗉 🥅 Management	if exists (select * from sysobiects where is = object if (N'[dbo], BConfiguration]') and OBJECTPROPERTY(id, N'ISUSETABLe') = 1)		
Notification Services Sol Secure Accept (Accept VBr dirabled)	dron table [dbol. [BConfiguration]		
(1) offe server adjoint (adjoint was appended)			
	La mossipo		
	commuter, conference encounters'		
	·		
	Query executed successfully. (V0500 (9.0 SP2) as (52) webcenter60	00:00:00	0 rows
Pende			INC

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

Open File			-		-		8 ×
Look in:	🐌 Database		•	() •	Q 🗙 🔛 🖪	Tools	
Desktop My Projects My Computer	Name C ConvertedBu createwebcer CreateWebCe LoadWC70De LoadwC75def Loadwc75def Webcenter60. webcenter70. webcenter70. webcenter75.	Date modified siness.mdb nter70.sql enter80 (1).sql enter80.sql faults.sql aults.sql aults.sql mdb mdb DOWNLOADED.m mdb mdb mdb	Type	Size			
	File name:					-	Open 🔻
	Files of type:	All Files (*.*)				•	Cancel

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 you see a drop-down list of databases. Select the *webcenter80* database.

C Minned COI Come Management Challe	
Microsoft SQL Server Management studio	
File Edit View Query Project Tools Window Community Help	
일 New Query 📴 📸 📸 🕞 💕 🖉 💭 🕮 🖗 🖉 🕫	
💷 🜉 🙀 (webcenter80) 🔹 🕐 💽 Execute 🗸 💷 👯 🔏 👫 🚏 🖷	
Object Explorer	NOTCHKA\SOLFXPRwc80defaultssol_NOTCHKA\SOLFXPSOLOuerv2.sol*_not_connected - SOLOuerv1.sol*_Summary
Connect - 💷 🗈 🝸	
	SQL Module: LoadWC80Defaults.sql
Webcenteloo	
🖬 🛄 Tables	Version 8.0 Load Default Values for SQL*Server/SQL 2000/SQL 2005/SQL 2008 Database
🗑 🧰 System Tables	Description. This module adds the initial accounts and configuration
dbo.AdditionalCustomerCaseAssignments	information to the database for initial starture. This script must be run
dbo.AssetAssignment	for the application to operable.
dbo.AssetCategories	
dbo.AssetCategoryItems	IMPORTANT: DO NOT RUN THIS SCRIPT after you are starting using the database
dbo.AssetGroup	
dbo.AssetGroupValues	Before this script can be run, you must first run CreateWebcenter70.sql script.
	This script should NOT be used for any upgrading of existing databases
dbo.BConfiguration	This script should not be used for any upgrading of existing databases.
dbo.case_rext_rield_tabels	History:
doo.cases	Date Who What
do.Companies	
dbo.Configuration	11/1/00 SAV Created original file
Columns	10/28/02 SAV Created Version 4.0 Script
🗉 🧰 Keys	11/08/07 SAV Created version 5.0 script
🗉 🧰 Constraints	03/08/11 CMB Created Version 7.0 script
🗉 🚞 Triggers	10/18/11 CMB Created Version 7.5 script
🗉 🧰 Indexes	04/17/13 CMB Version 8.0 Script - what about default directories, logos, etc
E Statistics	***************************************
dbo.CustomerAccountManager	
dbo.CustomerNotes	(A Descriptions Weiners) Disconnector of 00 control connector of
dbo.Customers	/* Reconfigure virtual Directories to SU naming convention */
dbo.CustomerTechAssignment	

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*".

😓 Microsoft SQL Server Management Studio									•
File Edit View Query Project Tools Wind	dow Community Help								
👤 New Query 👔 📸 📸 🔯 🐸 🥩 ⋞		÷.							
- Exer	cute 🗸 = 13 🏶 🗶 1	Sa To I	9 8 8 8 5 1 F F .						
Object Explorer + 3 ×	IV0500.webcenteWC60	Defaults	IV0500.webcentewebcenter60.sgl* Object Explorer Details						- 1
Connect - 3 = 7	Execute	******	***************************************						-
= 10 10000 (SQL Server 9.0.3068 - sa)	SQL Module: Load	SWC60De	lts.sql						
🗉 📜 Databases	Version 6.0 Load	Defau	Values for SAT + Server/SAT 2000/SAT 2005 Database						
🛞 🚞 System Databases	version e.o Load	a Derau	varmes for ske-server/ske soon/ske soos bacabase						
😥 🚞 Database Snapshots	Description: Thi	is modu	adds the intial accounts and configuration						
Webcenter60	information to t	the dat	se for initial startup. This script must be run						
Database Diagrams	for the applicat	tion to	erable.						
Interventer	TMPORTANT - DO NO	T PITH .	S CODIDI after you are starting using the database						
Synonyms	INFORTANT I DO IN	DI RUN	a schirt after you are scarting using the uscapase						
Programmability	Before this scri	ipt can	run, you must first run CreateWebcenter40.sql script.						
Service Broker									
🛞 🥅 Storage	This script shou	ald NOT	used for any upgrading of existing databases.						
E Security	HIRFORM								
Security	Date	Who	has						
Benication									
Management	11/1/00	SAV	reated original file						
Notification Services	10/28/02	SAV	reated Version 4.0 Script						
SQL Server Agent (Agent XPs disabled)	(SAV	TRATER VERSION S.U. SCRIDE						
	En Messages								
	(1 row(s) affected)								- n
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	(1 100(1)) 11101000)								
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	avery executed soucession	ity.		IVUDUU	(3.0 312)	88 (D3)	MEDGE VELOV	00.00.00	

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 expliration
 - Change the default database to *webcenter80*.

Login Properties - wc80	A little A contrast	P- I Treat March 1994	
Select a page	Script 👻 🎼 Help		
Server Roles	Login name:	wc80	S <u>e</u> arch
Status	Windows authentication		
	SQL Server authentication		
	Password:	•••••	
	Confirm password:	•••••	
	Enforce password policy		
	User must change password	at next login	
	Mapped to certificate		
	Certificate name:		
0	 Mapped to asymmetric key 		
Server	Key name:		
NOTCHKA\SQLEXPRESS	Defective detailers of		
Connection: Notchka\cynthia	Default language:	English	
View connection properties	Dordak langaago.		
B			
Progress Ready			
neauy			
			OK Cancel

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.

Select a page	Pour Pur			
General	Script 🔻 🚺 Help			
Server Roles User Mapping	Users mapped to this login:			
Securables	Map Database	User	Default Schema	
😭 Status	Elchlers			
	master			_
	model			
	msdb			
	SBCC			
	tempdb			Ξ
	webcenter60bb			
	webcenter70			
	webcenter80	wc80		
	Guest account enabled for: w	ebcenter80		Ŧ
Connection	Guest account enabled for: we Database role membership for: we	ebcenter80 ebcenter80		Ŧ
Connection	Guest account enabled for: we Database role membership for: we db_accessadmin	ebcenter80 ebcenter80		•
Connection Server: NOTCHKA\SQI EXPRESS	Guest account enabled for: we Database role membership for: we db_accessadmin db_backupoperator	ebcenter80 ebcenter80		•
Connection Server: NOTCHKA\SQLEXPRESS	Guest account enabled for: we Database role membership for: we Ø db_accessadmin Ø db_backupoperator Ø db_dataventer	ebcenter80 ebcenter80		•
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cymthia	Guest account enabled for: we Database role membership for: we db_accessadmin db_backupoperator db_datareader db_datawriter db_datawriter db_ddladmin	ebcenter80 ebcenter80		•
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia	Guest account enabled for: we Database role membership for: we db_accessadmin db_backupoperator db_datareader db_datawriter db_datawriter db_ddladmin db_ddladmin	ebcenter80 ebcenter80		•
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia Wiew connection properties	Guest account enabled for: we Database role membership for: we db_accessadmin db_backupoperator db_datareader db_datawriter db_ddladmin db_denydatareader db_denydatareader db_denydatareader dd_denydatareader	ebcenter80 ebcenter80		•
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia View connection properties Progress	Guest account enabled for: we Database role membership for: we db_accessadmin db_backupoperator db_dataventer db_datawriter db_ddladmin db_denydatareader db_denydatareader db_denydatawriter db_secuntyadmin	ebcenter80 ebcenter80		•
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia View connection properties Progress	Guest account enabled for: we Database role membership for: we db_accessadmin db_backupoperator db_dtareader db_dtarwriter db_dtadamin db_denydatareader db_denydatareader db_denydatarwriter db_denydatarwriter db_weruttyadmin db_secuntyadmin db_becuttyadmin db_backupadmin	ebcenter80 ebcenter80		•
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia View connection properties Progress Ready Ready	Guest account enabled for: we Database role membership for: we db_accessadmin db_backupoperator db_datareader db_datawriter db_datawriter db_denydatareader db_denydatareader db_denydatareader db_owner db_secuntyadmin public	ebcenter80 ebcenter80		•

STEP 9. Create the ODBC DSN for the database.

a. Start the OBDC 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:

🖅 Run	
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	c:\windows\syswow64\odbcad32.exe
	OK Cancel Browse

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 \rightarrow Settings \rightarrow Control Panel \rightarrow Administrative Tools \rightarrow *Data Sources (OBDC)* or Start \rightarrow Administrative Tools \rightarrow *Data Sources (OBDC)* if using Windows 7.

Control Panel + Administrative Tools		- +		<u>ک</u> د
🍓 Organize 👻 🏢 Views 👻 🧰 Open 🔞 Burn				0
Favorite Links Documents Pictures Music More >> Folders Computer Desktop Administrative Tools AdtoPlay Backup and Restore Center BitLocker Drive Encryption Default Programs Ease of Access Center Fonts Network and Sharing Center	Name Computer Management Data Sources (ODBC) Event Viewer Internet Information S SiSCSI Initiator Local Security Policy Memory Diagnostics T Microsoft .NET Frame Print Management Reliability and Perform Services System Configuration Task Scheduler Windows Firewall with	Date modified 11/16/2008 8:53 PM 11/2/2006 7:52 AM 11/2/2006 7:53 AM 11/2/2006 7:53 AM 11/23/2008 9:37 AM 11/26/2008 8:54 PM 11/2/2006 7:51 AM 11/2/2006 7:51 AM 11/2/2006 7:51 AM 11/2/2006 7:51 AM 11/2/2006 7:51 AM 11/2/2006 7:53 AM 11/2/2006 7:53 AM 11/2/2008 8:54 PM 11/2/2008 8:54 PM	Type Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut Shortcut	Size
Data Sources (ODBC) Date modified: 11/2/20 Shortcut Size: 1.64 KB Date created: 11/2/20	06 7:52 AM 06 7:52 AM			1

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

	System DSN	File DSN	Drivers	Tracing	Connection Pooling	About
<u>S</u> ystem D	ata Sources:				C	-
Name	Driver					A <u>d</u> d
					E	lemove
					Co	nfigure
					hanna	
	An ODBC Sv	stem data s	ource stor	es informa	tion about how to cr	nnect to
- DOWN	the indicated	data provid	ler. A Sys a NT serv	stem data rices.	source is visible to a	lusers
	on this mach	ine, includin	-			

- 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.

	Name	1-
	Driver do Microsoft dBase (*.dbf)	€
0110	Driver do Microsoft Excel(*xls)	E
-	Driver do Microsoft Paradox (*.db)	e
	Driver para o Microsoft Visual FoxPro	1
	Microsoft Access dBASE Driver (*.dbf, *.ndx, *.	mdx) 1
	Microsoft Access Driver (*.mdb)	E
	Microsoft Access Driver (*.mdb, *.accdb)	1,
	< III	+

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.

	Discourse Hannah Marral CauDas 1						
ODBC Microsoft Ac	cess Setup	8 23					
Data Source Name:	WebCenter80_DB	ОК					
Description:	Web+Center database (Access)	Cancel					
Database							
Database: C:\\	Help						
Select	Create Repair Compact	Advanced					
System Database	System Database						
None							
🖉 🔘 Database:							
	System Database	Options>>					

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\

Select Database		x
Database Name webcenter80.mdb ConvertedBusiness.mdt webcenter60.mdb webcenter70.mdb	Directories: c:\\database C:\ Program Files (x86)	OK Cancel Help
webcenter/0DOWNLO webcenter75.mdb	Web+Center 8.0	Read Only Exclusive
List Files of Type: Access Databases (*.m. 💌	Drives:	Network

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

ODBC Data Source Administrator				
User DSN System DSN File DS	N Drivers Tracing Connection Pooling About			
System Data Sources:				
Name	Driver Add			
webcenter70_DB	SQL Server Remove			
WebCenter80_DB Xtreme Sample Database 2008	Microsoft Access Driver (* mdb)			
٠ III	4			
An ODBC System data source stores information about how to connect to the indicated data provider. A System data source is visible to all users on this machine, including NT services.				
OK Cancel Apply Help				

Press 'OK' to close this OBDC Administrator.

SQL Server STEPS:

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

	Name	/ ^
	Microsoft Paradox-Treiber (*.db.)	E
0110	Microsoft Text Driver (*.txt; *.csv)	E
	Microsoft Text-Treiber (*.txt; *.csv)	e
	Microsoft Visual FoxPro Driver	1
	Microsoft Visual FoxPro-Treiber	1
	SQL Native Client	2 =
	< III	+

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.

	 This wizard will help you create an ODBC data source that you can use connect to SQL Server.
50	What name do you want to use to refer to the data source?
	Name: WebCenter80_DB
	How do you want to describe the data source?
	Description: Web+Center 8.0 database (Sql Server)
	Which SQL Server do you want to connect to?
	Server: NOTCHKA\SQLEXPRESS

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:

Create a New Data Source	te to SQL Server		
	How should SQL Server verify the authenticity of the login ID?		
	 With Windows NT authentication using the network login ID. With SQL Server authentication using a login ID and password entered by the user. 		
	To change the network library used to communicate with SQL Server, click Client Configuration.		
	Client Configuration		
	Connect to SQL Server to obtain default settings for the additional configuration options.		
	Login ID: wc80		
Password:			
< Back Next > Cancel Help			

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

 ✓ Change the default database to: webcenter80
Attach database filename:
Create temporary stored procedures for prepared SQL statements and drop the stored procedures:
Only when you disconnect.
When you disconnect and as appropriate while you are connected.
Use ANSI quoted identifiers.
Use ANSI nulls, paddings and warnings.
Use the failover SQL Server if the primary SQL Server is not available.

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

C:\Users\cynthia\AppData\Local\Temp\QUERY.LOG Browse Long query time (milliseconds): 30000 Log ODBC driver statistics to the log file: C:\Users\cynthia\AppData\Local\Temp\STATS.LOG Browse	 Change the language of SQL Server system messages to: English Use strong encryption for data Perform translation for character data Use regional settings when outputting currency, numbers, da Save long running queries to the log file: 	tes and times.
Long query time (milliseconds): 30000 C:\Users\cynthia\AppData\Local\Temp\STATS.LOG Browse	C:\Users\cynthia\AppData\Local\Temp\QUERY.LOG	Browse
Log ODBC driver statistics to the log file: C.\Users\cynthia\AppData\Local\Temp\STATS.LOG Browse		
C:\Users\cynthia\AppData\Local\Temp\STATS.LOG Browse	Long query time (milliseconds):	30000
	Long query time (milliseconds):	30000

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.

Microsoft SQL Server ODBC Driver Version 06.00.6001	
Running connectivity tests	
Attempting connection Connection established	
Verifying option settings Disconnecting from server	
TESTS COMPLETED SUCCESSFULLY!	

STEP 10. Run the tests

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

<u>http://localhost/tech8X/installtest.htm</u> (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 (<u>www.mycompany.com</u>) 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	http:// <yourhostname>/tech80/</yourhostname>	
Customer+Center	http:// <yourhostname>/customer80/</yourhostname>	
Reservation+Center	http:// <yourhostname>/reservation80/</yourhostname>	
Business+Center	http:// <yourhostname>/business80/</yourhostname>	
Pocket+Center	http:// <yourhostname>/pocket80/</yourhostname>	To view or test the Pocket+Center on a full- size screen interface, use the special Pocket+Center
		accessing:

		http:// <yourhostname>/po cket8X/testpocket.htm. This has been largely supplanted by Tech+Mobile.</yourhostname>
Mobile+Center	http:// <yourhostname>/CustomerMobile80/</yourhostname>	
Tech+Mobile	http:// <yourhostname>/TechMobile80/</yourhostname>	

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