# Web+Center 8.x Installation Guide

# Server 2012

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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 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/ for phone, web-based tickets, extensive set of FAQs and email based support options. Additionally there are many newsletters under resource section of the website that have articles about installation issues at http://www.inet-sciences.com/resources/newsletters/.

**Basic steps**
1.  Install IIS (Internet Information Services)  and all required IIS features for Web+Center
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 (if using SQL Server)
9.  Create the ODBC DSN webcenter80_db for the database
10. Run the installation tests
11. Testing the application

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 (the free express edition should work fine) and SQL Server Management Studio installed so you can run the SQL Scripts to create the database and tables and set user permissions. Included with the software is a 3rd party product we use to connect our software with outgoing SMTP servers and incoming POP mail servers.  The DLL's for these 3rd party come in 32 bit and 64 bit flavors.  We provide both bit 32/64 versions in our download so you can choose and register (regsvr32) the appropriate DLL.
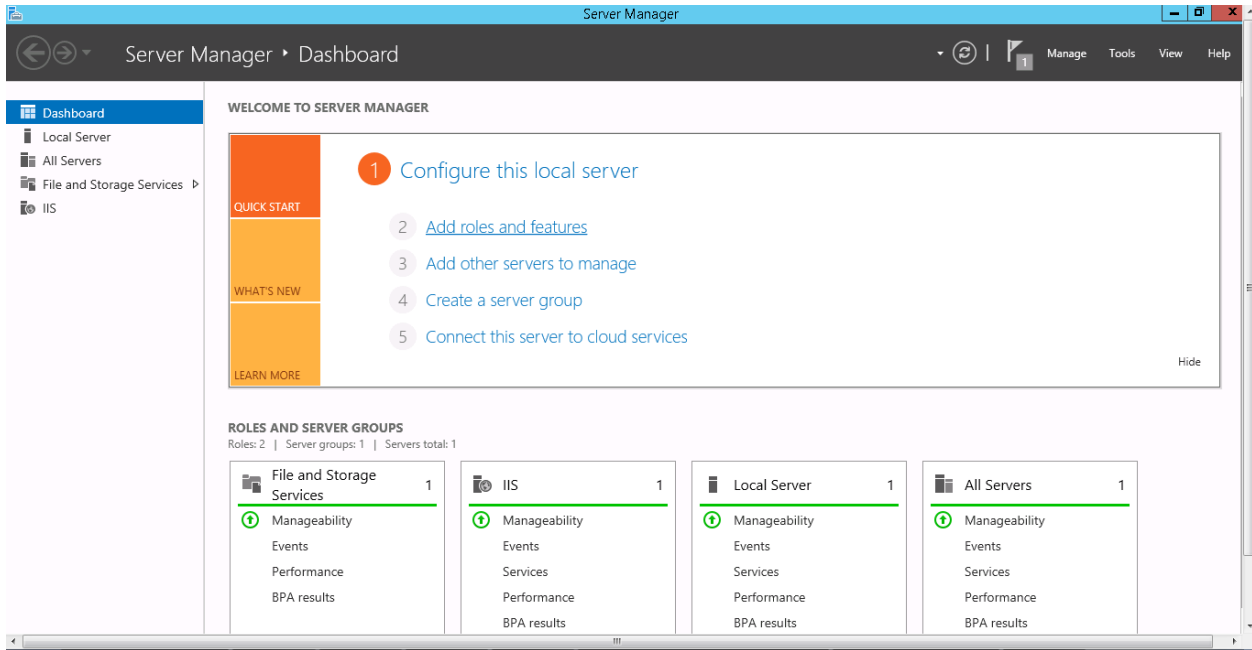
So, your options are:
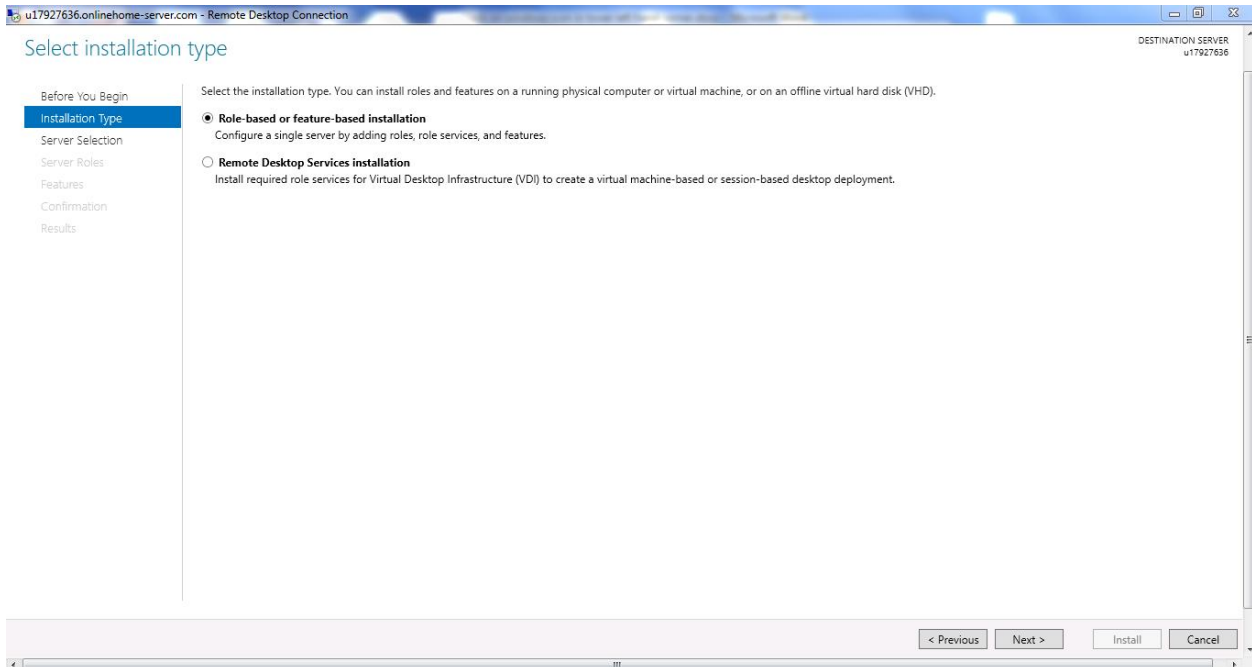A.  Which database – MS Access or SQLServer
B.  64 bit or 32-bit installation.
**NOTE:  All of the components, (IIS web server configuration, database, mail utilities and ODBC drivers) must match all be 32 bits or 64 bits.**
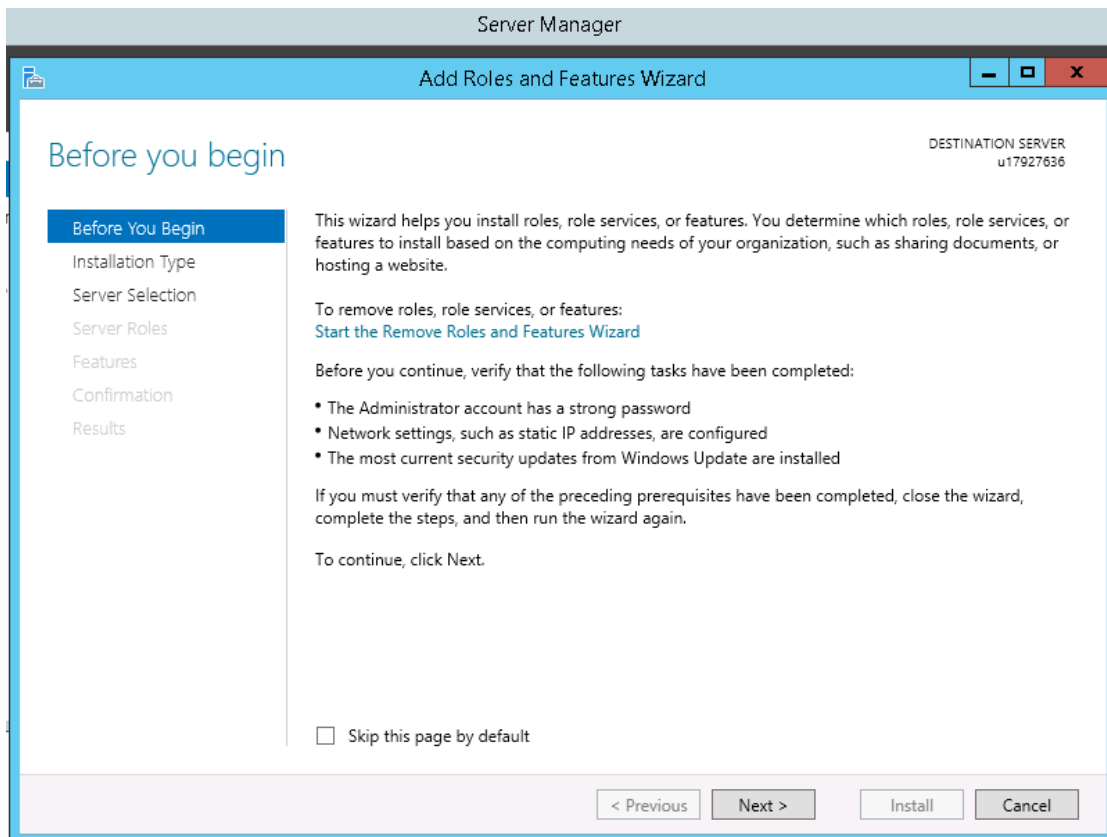
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## STEP 1.  Install or Enable IIS 8.X (if necessary)

      a.  Log into the server using an account with Administrator privileges.
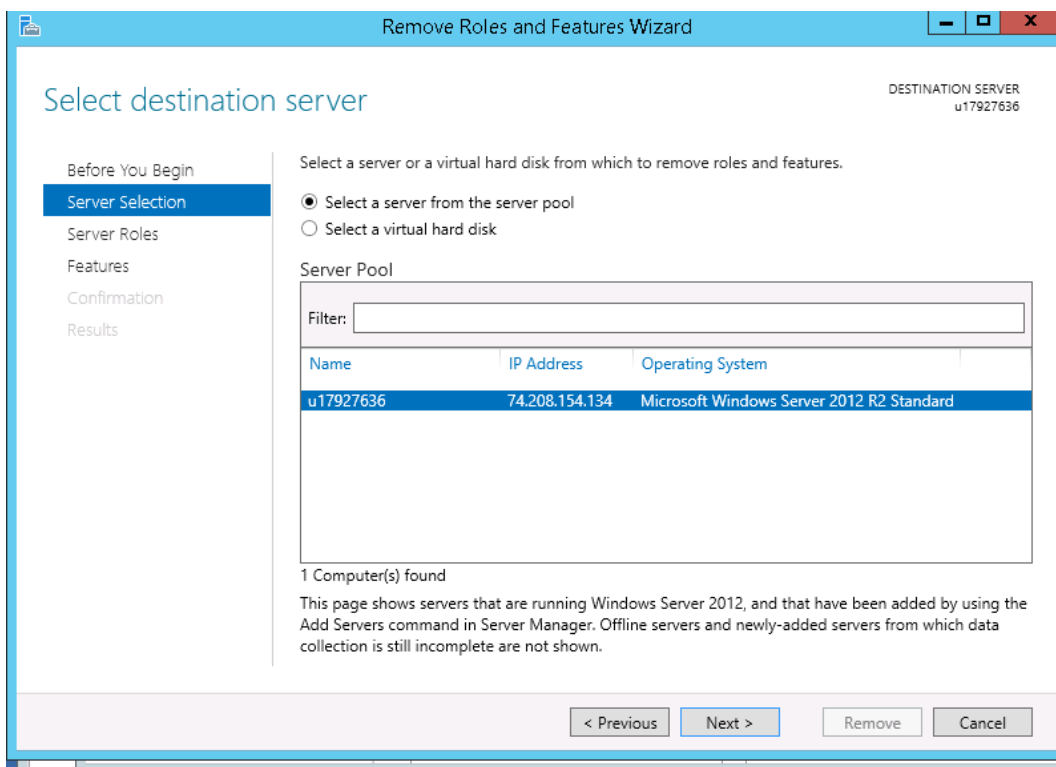      b.  Open **Server Manager** and select the '***Add Roles and Features'*** option**.**
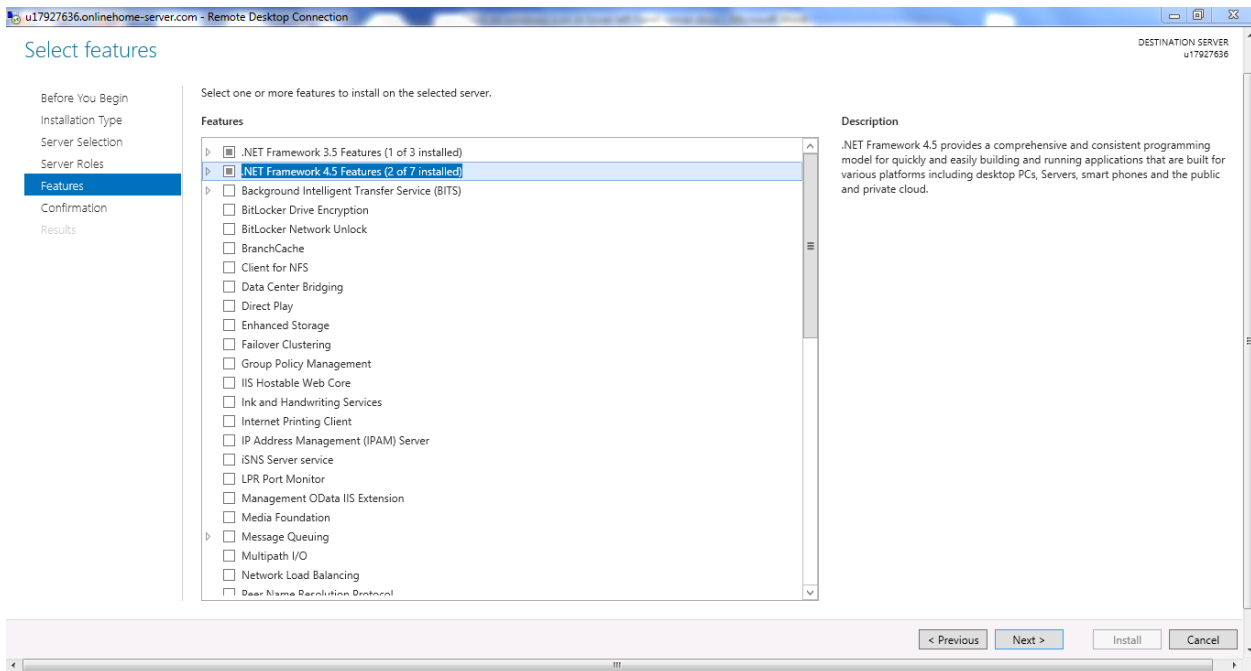


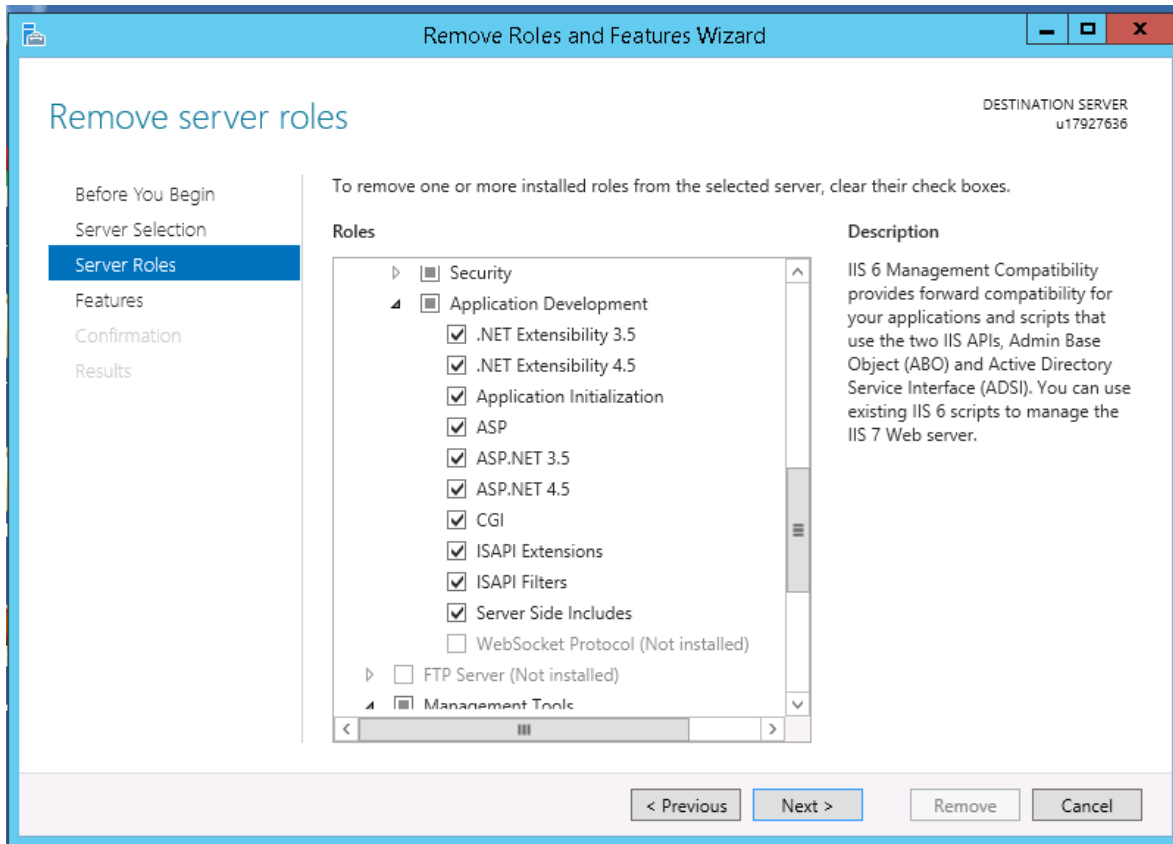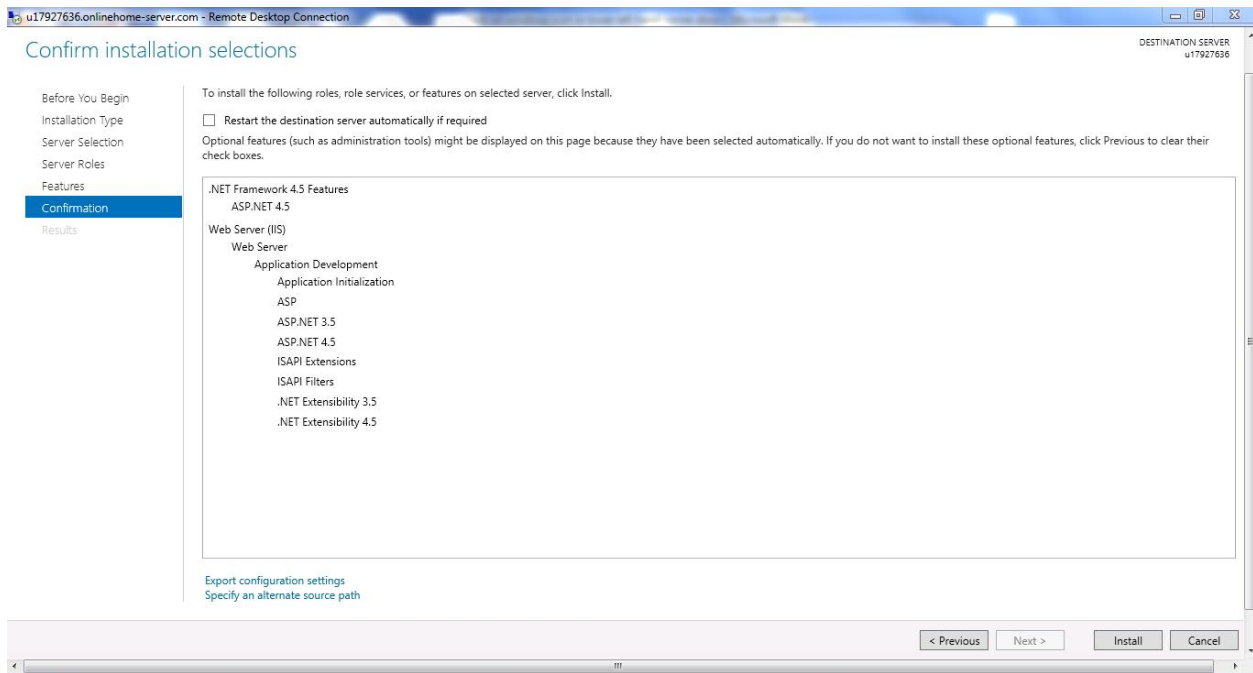      c.  Select '***Role-based or feature-based Installation'***
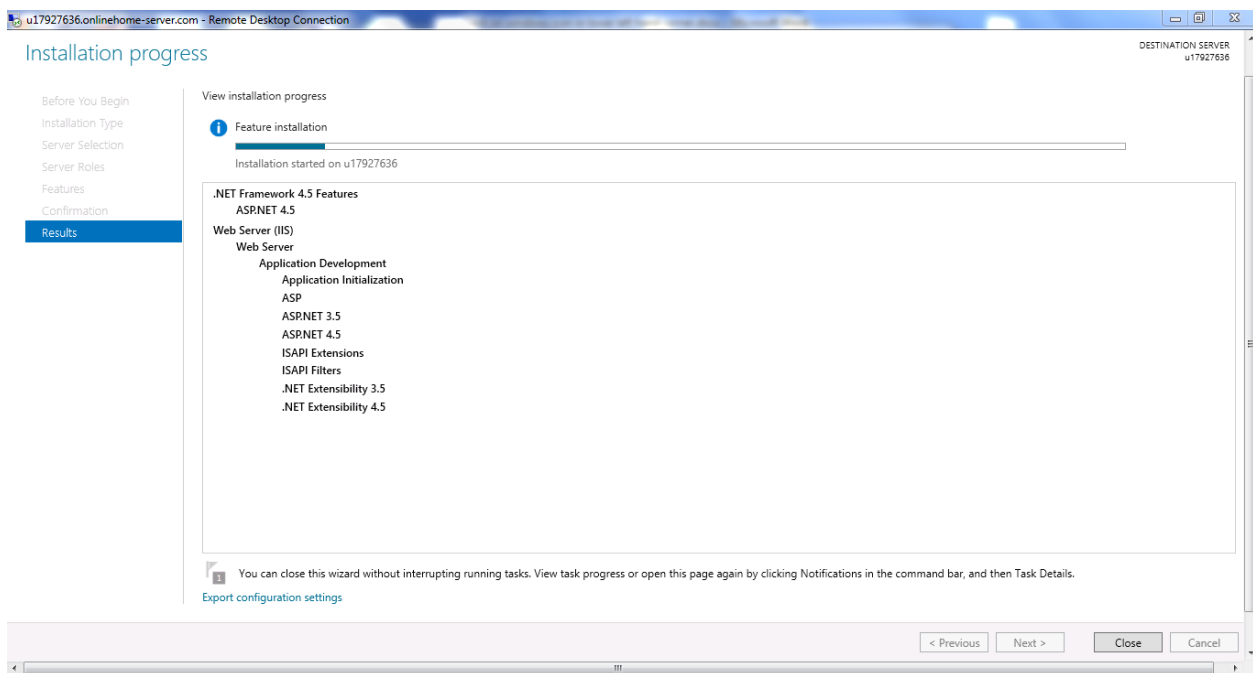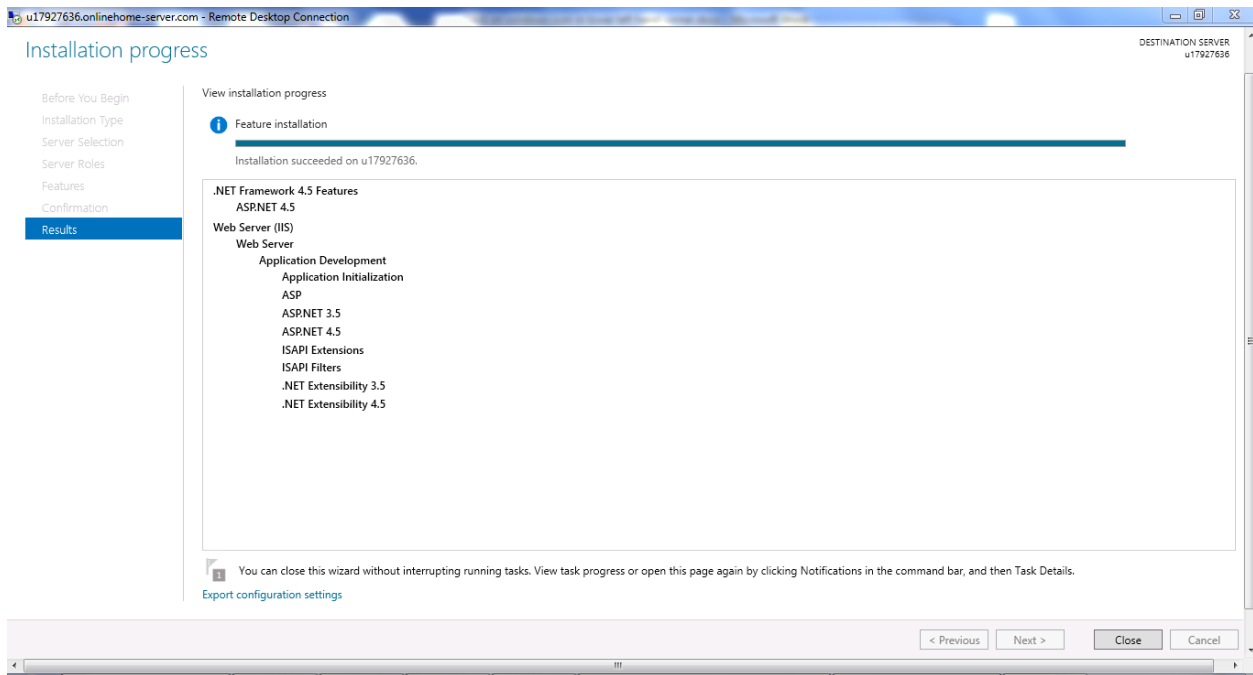
d. Press '*Next*' and select your server



e. Make sure the following features are checked:

**Remove Roles and Features Wizard**

# Remove server roles

DESTINATION SERVER
u17927636

Before You Begin
Server Selection
**Server Roles**
Features
Confirmation
Results

To remove one or more installed roles from the selected server, clear their check boxes.

**Roles**

- ▷ ▣ Security
- ◢ ▣ Application Development
  - ☑ .NET Extensibility 3.5
  - ☑ .NET Extensibility 4.5
  - ☑ Application Initialization
  - ☑ ASP
  - ☑ ASP.NET 3.5
  - ☑ ASP.NET 4.5
  - ☑ CGI
  - ☑ ISAPI Extensions
  - ☑ ISAPI Filters
  - ☑ Server Side Includes
  - ☐ WebSocket Protocol (Not installed)
- ▷ ☐ FTP Server (Not installed)
- ◢ ▣ Management Tools

**Description**

IIS 6 Management Compatibility provides forward compatibility for your applications and scripts that use the two IIS APIs, Admin Base Object (ABO) and Active Directory Service Interface (ADSI). You can use existing IIS 6 scripts to manage the IIS 7 Web server.

[ < Previous ]  [ Next > ]   [ Remove ]  [ Cancel ]

---



u17927636.onlinehome-server.com - Remote Desktop Connection

# Select features

DESTINATION SERVER
u17927636

Before You Begin
Installation Type
Server Selection
Server Roles
**Features**
Confirmation
Results

Select one or more features to install on the selected server.

**Features**

- ▷ ▣ .NET Framework 3.5 Features (1 of 3 installed)
- ▷ ▣ **.NET Framework 4.5 Features (2 of 7 installed)**
- ▷ ☐ Background Intelligent Transfer Service (BITS)
- ☐ BitLocker Drive Encryption
- ☐ BitLocker Network Unlock
- ☐ BranchCache
- ☐ Client for NFS
- ☐ Data Center Bridging
- ☐ Direct Play
- ☐ Enhanced Storage
- ☐ Failover Clustering
- ☐ Group Policy Management
- ☐ IIS Hostable Web Core
- ☐ Ink and Handwriting Services
- ☐ Internet Printing Client
- ☐ IP Address Management (IPAM) Server
- ☐ iSNS Server service
- ☐ LPR Port Monitor
- ☐ Management OData IIS Extension
- ☐ Media Foundation
- ▷ ☐ Message Queuing
- ☐ Multipath I/O
- ☐ Network Load Balancing
- ☐ Peer Name Resolution Protocol

**Description**

.NET Framework 4.5 provides a comprehensive and consistent programming model for quickly and easily building and running applications that are built for various platforms including desktop PCs, Servers, smart phones and the public and private cloud.

[ < Previous ]  [ Next > ]   [ Install ]  [ Cancel ]

---

Web+Center Version 8.X Server 2012

Confirm installation selections

Before You Begin
Installation Type
Server Selection
Server Roles
Features
Confirmation
Results

To install the following roles, role services, or features on selected server, click Install.

☐ Restart the destination server automatically if required

Optional features (such as administration tools) might be displayed on this page because they have been selected automatically. If you do not want to install these optional features, click Previous to clear their check boxes.

.NET Framework 4.5 Features
    ASP.NET 4.5

Web Server (IIS)
    Web Server
        Application Development
            Application Initialization
            ASP
            ASP.NET 3.5
            ASP.NET 4.5
            ISAPI Extensions
            ISAPI Filters
            .NET Extensibility 3.5
            .NET Extensibility 4.5

Export configuration settings
Specify an alternate source path

< Previous    Next >    Install    Cancel

f.    Press '*install*'

Installation progress

Before You Begin
Installation Type
Server Selection
Server Roles
Features
Confirmation
Results

View installation progress

ⓘ Feature installation

Installation started on u17927636

.NET Framework 4.5 Features
    ASP.NET 4.5
Web Server (IIS)
    Web Server
        Application Development
            Application Initialization
            ASP
            ASP.NET 3.5
            ASP.NET 4.5
            ISAPI Extensions
            ISAPI Filters
            .NET Extensibility 3.5
            .NET Extensibility 4.5

You can close this wizard without interrupting running tasks. View task progress or open this page again by clicking Notifications in the command bar, and then Task Details.

Export configuration settings

< Previous    Next >    Close    Cancel

g. When installation has completed click '*Close*'.

Restart your computer

**STEP 2. Download webcenter80.**exe from the Internet Software Sciences website (www.inet-sciences.com) by clicking on products.. downloads. Once you downloaded the webcenter80.exe or webcenter8032bits.exe, run it and let it install into the default directory or **c:\program files (x86)\Internet Software Sciences\Web+Center 8.0\ 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.
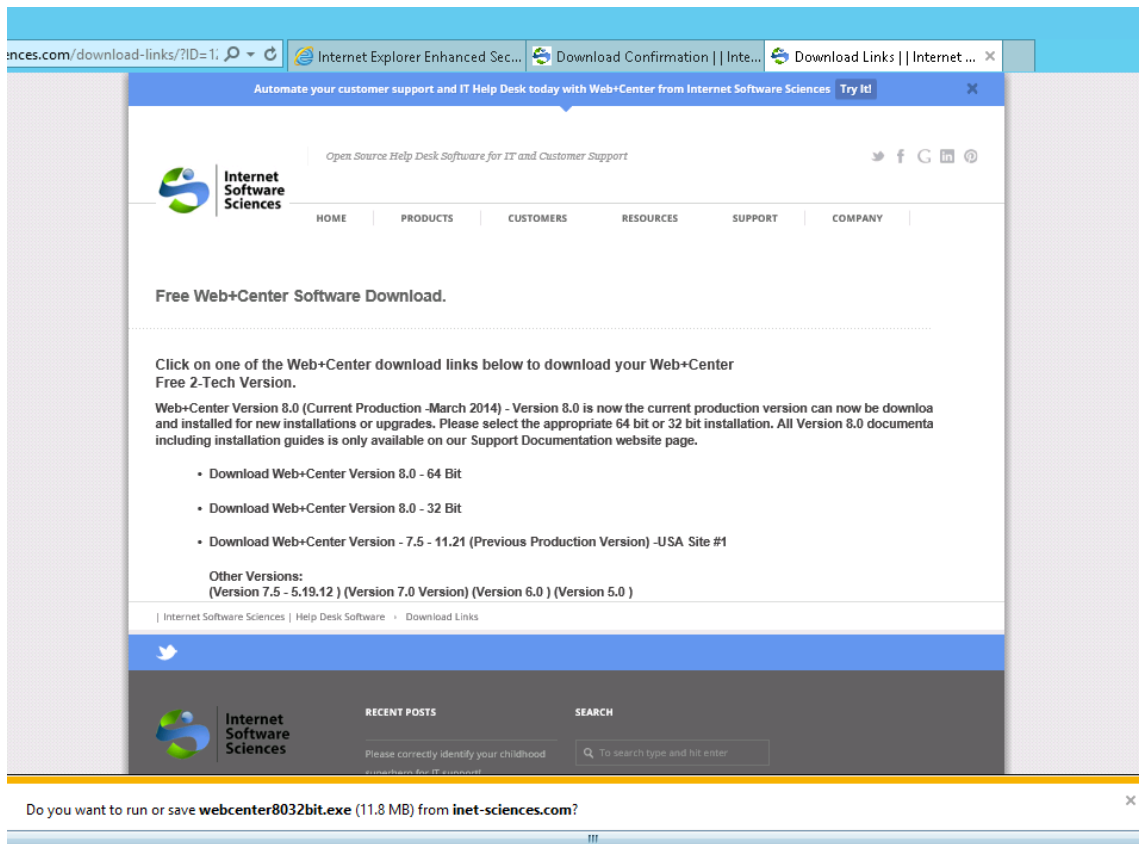
NOTE: There are currently two separate installs – a 32-bit and a 64-bit version.  At this time the only difference between then is that the 32-bit version installs and registers the 32-bit mailer dll's.

**STEP 3. Configure default website or create a new website**
> ***Open IIS Manager*** (Start → Administrative Tools→ Internet Information Services (IIS) Manager.
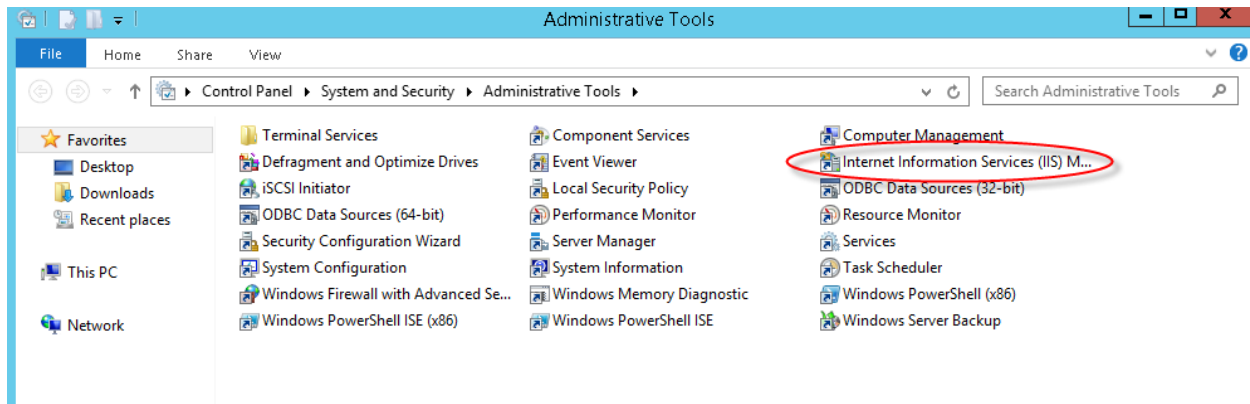
On the Connections list (left panel), expand the tree until '*Default Web Site* 'is displayed. Right-click on Default Web Site and select '*Add Application'*.
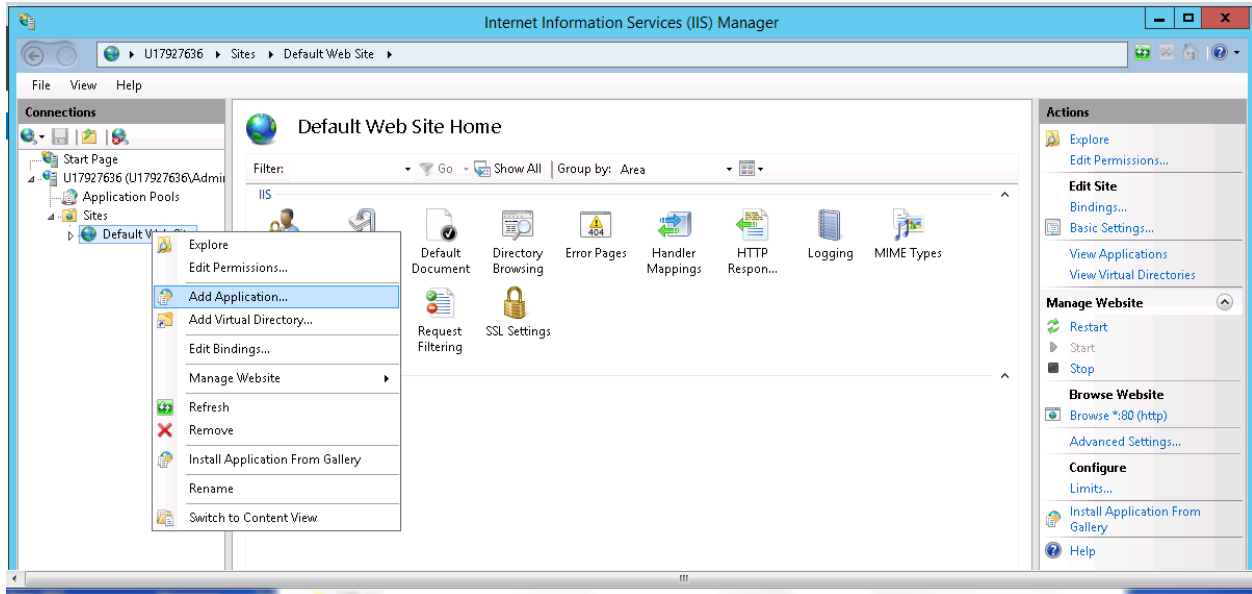


Enter *'customer80'* in the *'Alias'* textbox.
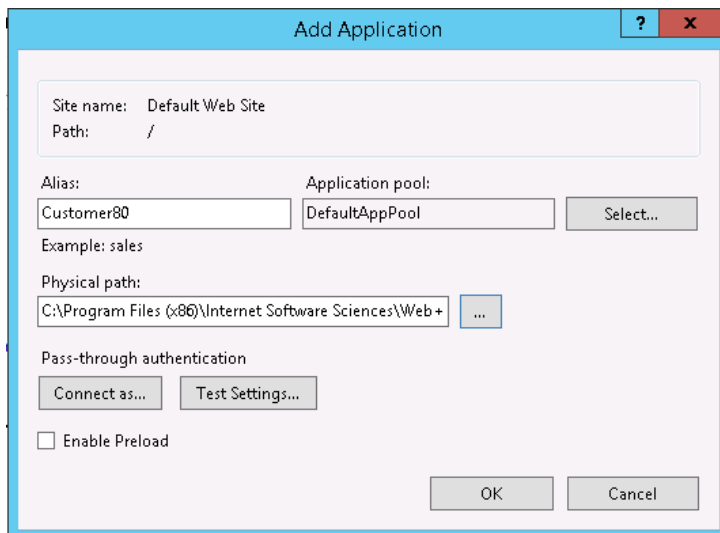


For the *'Physical Path',* browse to the directory in which you installed Web+Center and select the CustomerCenter directory below it.
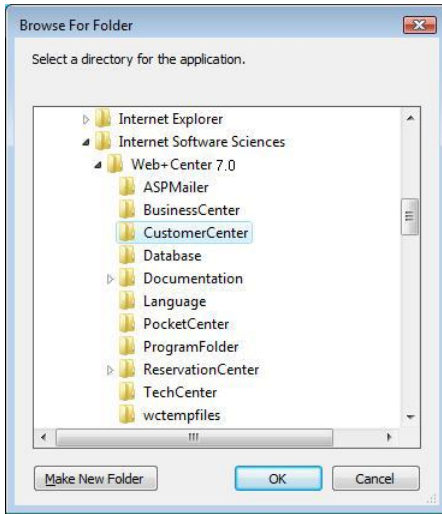
Press **'OK'** and **'OK'** to close the above windows and create the Application.
Add the remaining Applications and their physical directories:

| 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:
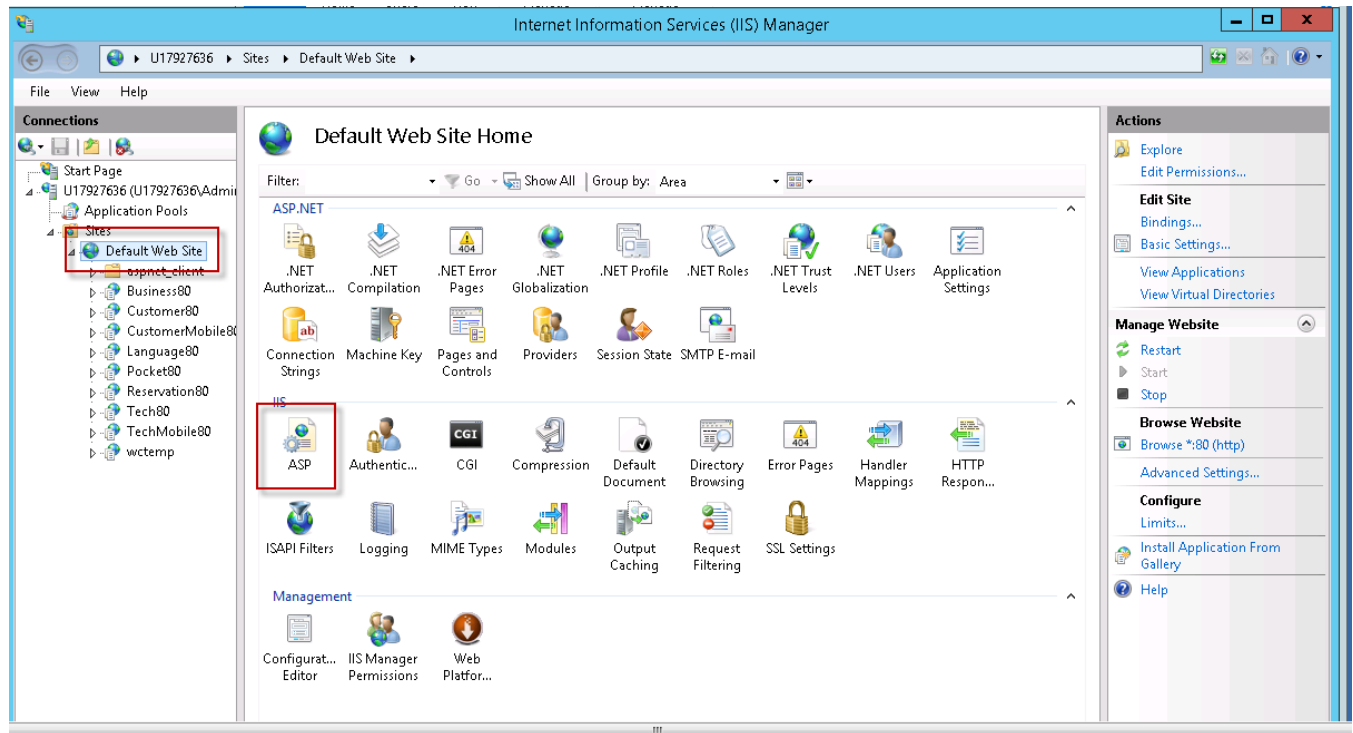


**STEP 4. Configure website properties**

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.
**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).
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*'. Note: This important debugging feature only works when debugging with "localhost" as the URL host name when debugging on the server itself with host link of like http://localhost/tech80/, http://localhost/customer80/ etc.
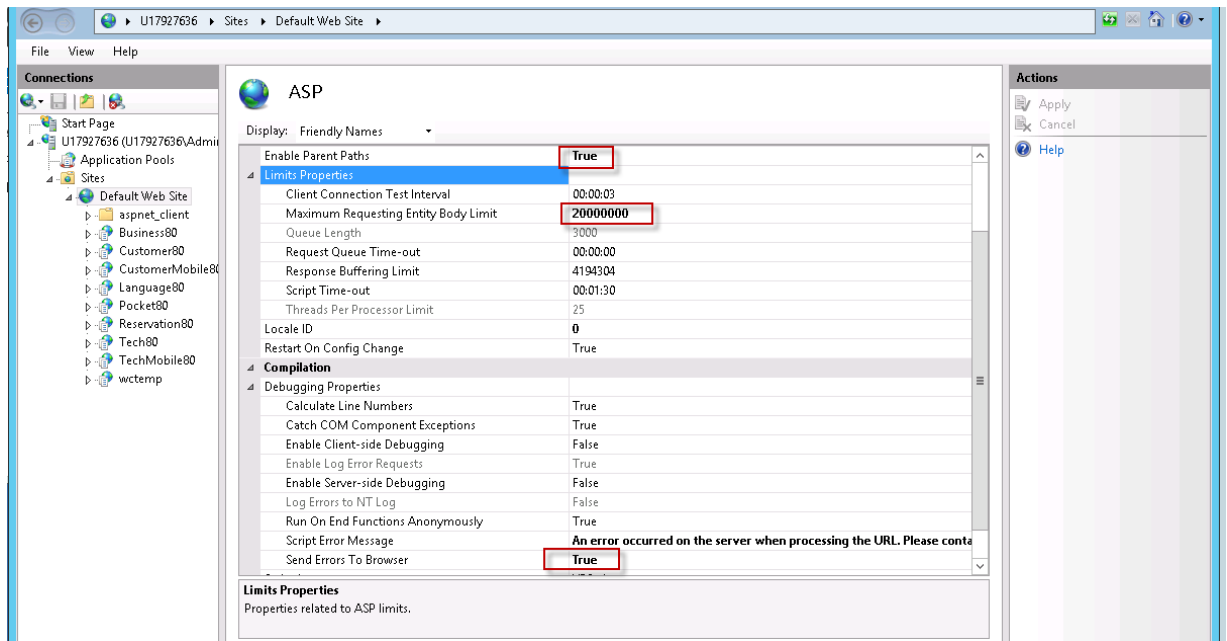
Also, to display line numbers and module names in case of problems on the client's browser you'll need to go *to Internet Explorer* and uncheck the '*Show Friendly Errors'* under '*Internet Properties' -> 'Advanced Properties', -> 'Browsing'*; otherwise only a 'Internal Error 500' message will appear.  Both IIS settings and friendly message IE setting must be set to view error messages.

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.

**e.  Set Authentication**.  Click the Default Web Site in the *'Connections'* left-hand menu. Double-click '*Authentication'* under IIS.
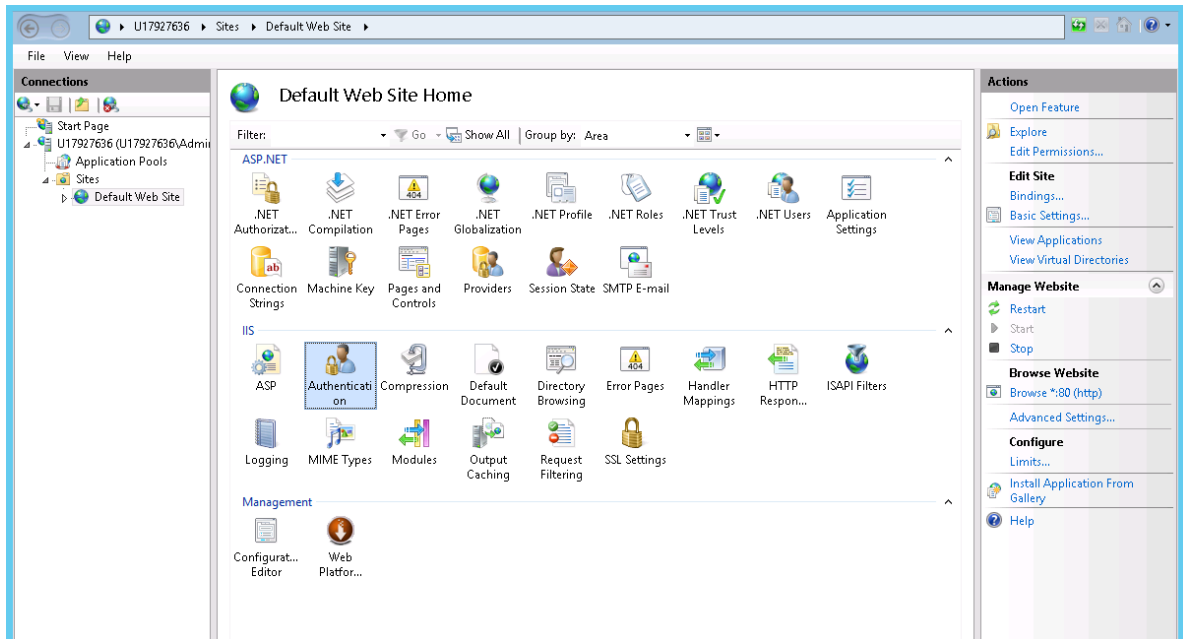
Authentication should be set as below enabling Basic authentication, and Windows Authentication and optionally Digest Authentication (Not all of the above rows may exist, depending on your operating system – Note these authentication modes are configured when installing IIS. They can be added later as under add Windows features when adding more features to your IIS setup.):
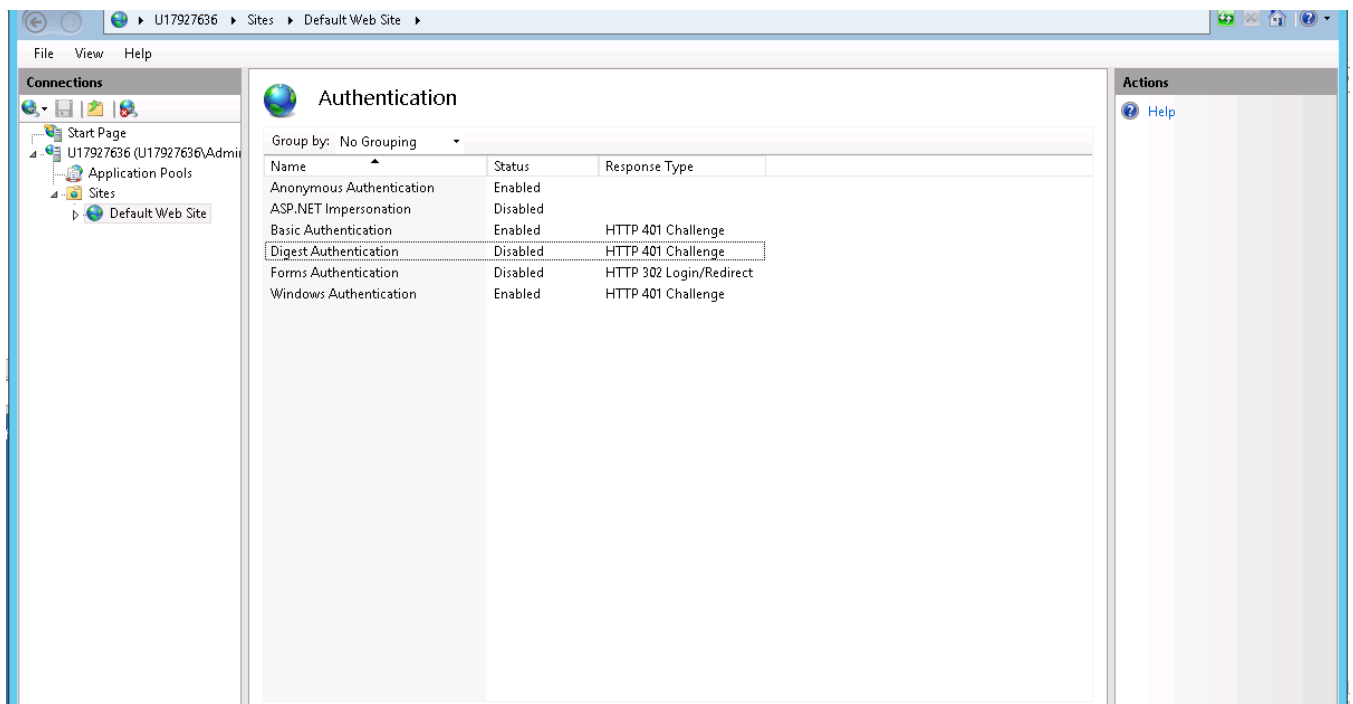


f.. If you will be using Access as your back-end database or a 32-bit installation of SQL Server, you'll also need to do the following.  Select '*Application Pool*' under '*Connections*'

in the left-hand menu.  Under the center section, '*Application Pools'* select '*DefaultAppPool*', in the right-hand menu, then select '*Advanced Settings…*'.
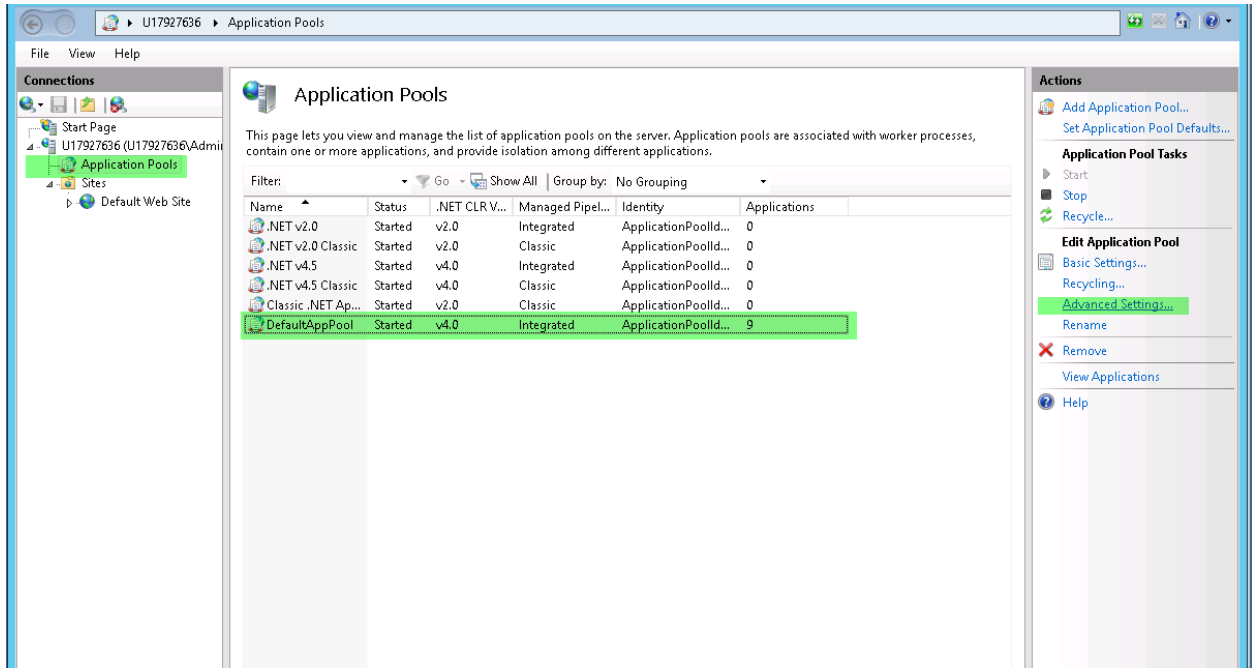


g.  For the DefaultAppPool, Select 'Advanced Settings' in the right hand menu.  On the screen which appears next, change the setting of '*Enable 32-bit Applications'* to *'True'*.  DO NOT perform this step if you are running 64-bit SQL Server or the 64-bit version of Access!
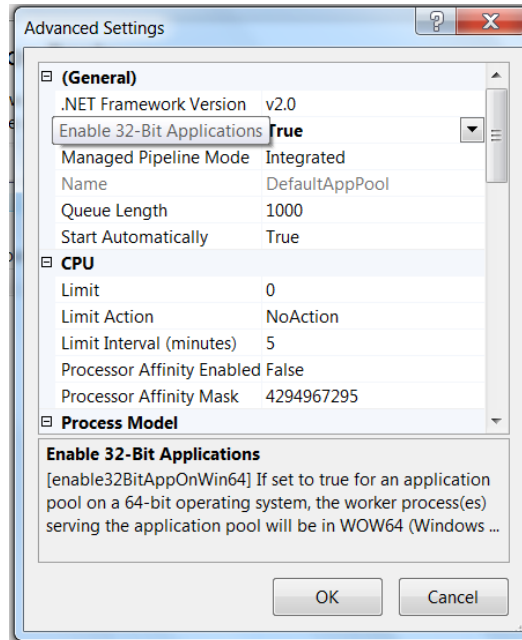


**STEP 5. Set the file security permissions** for the web+center 8.X folder level and all sub folders to user group "everyone" full control and **remove all other users and break inheritance from above.**

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.

Navigate to the folder in which you installed Web+Center 8.X.

Right mouse click and select the *'Properties'* menu item for the Web+Center 8.X folder
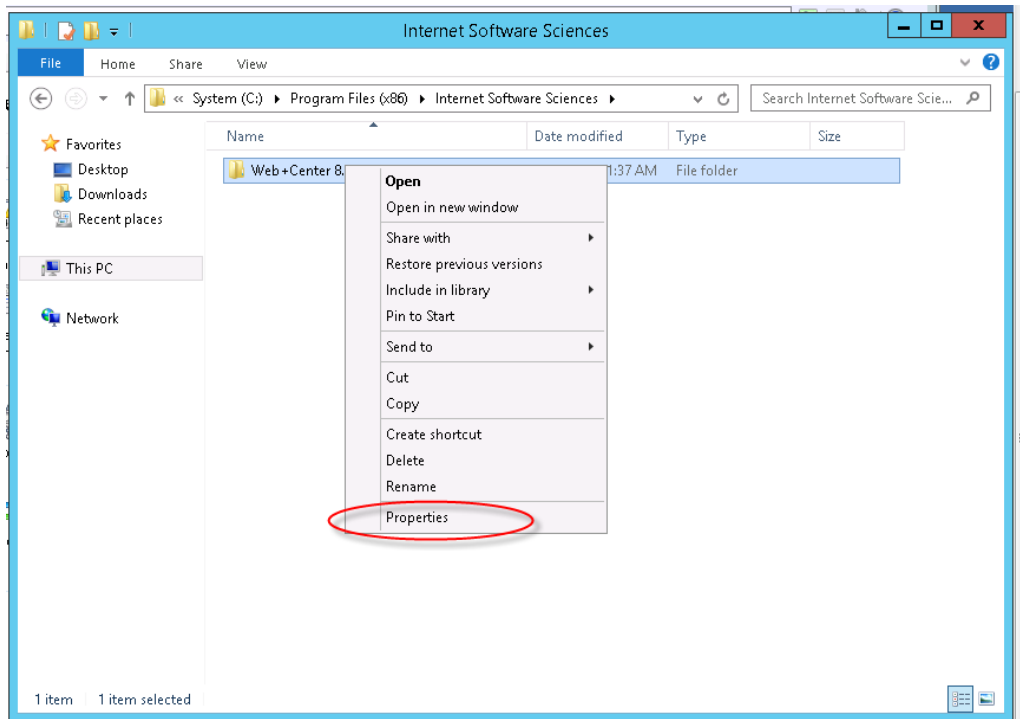


Inside of the properties dialog window, first click on the 'Security' tab to change the permissions. Then click the 'Advanced' button near the bottom of the screen.
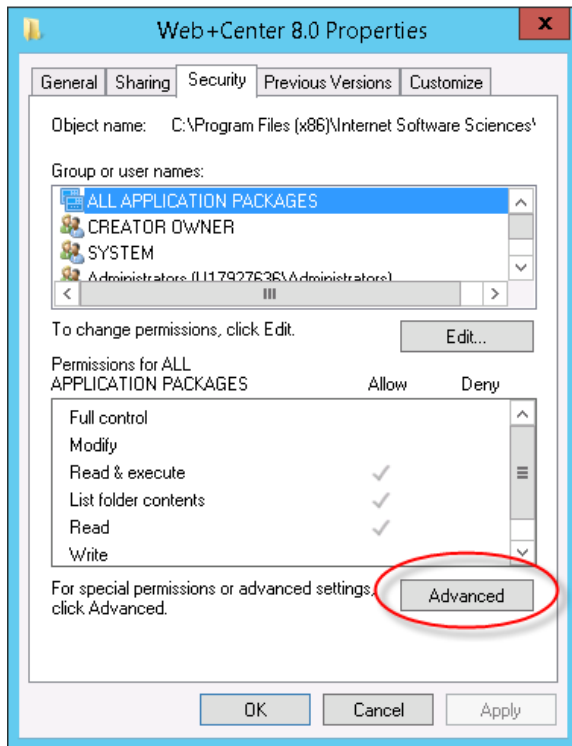
First, we need to break the set of inherited permissions that come with the Program Files directory.
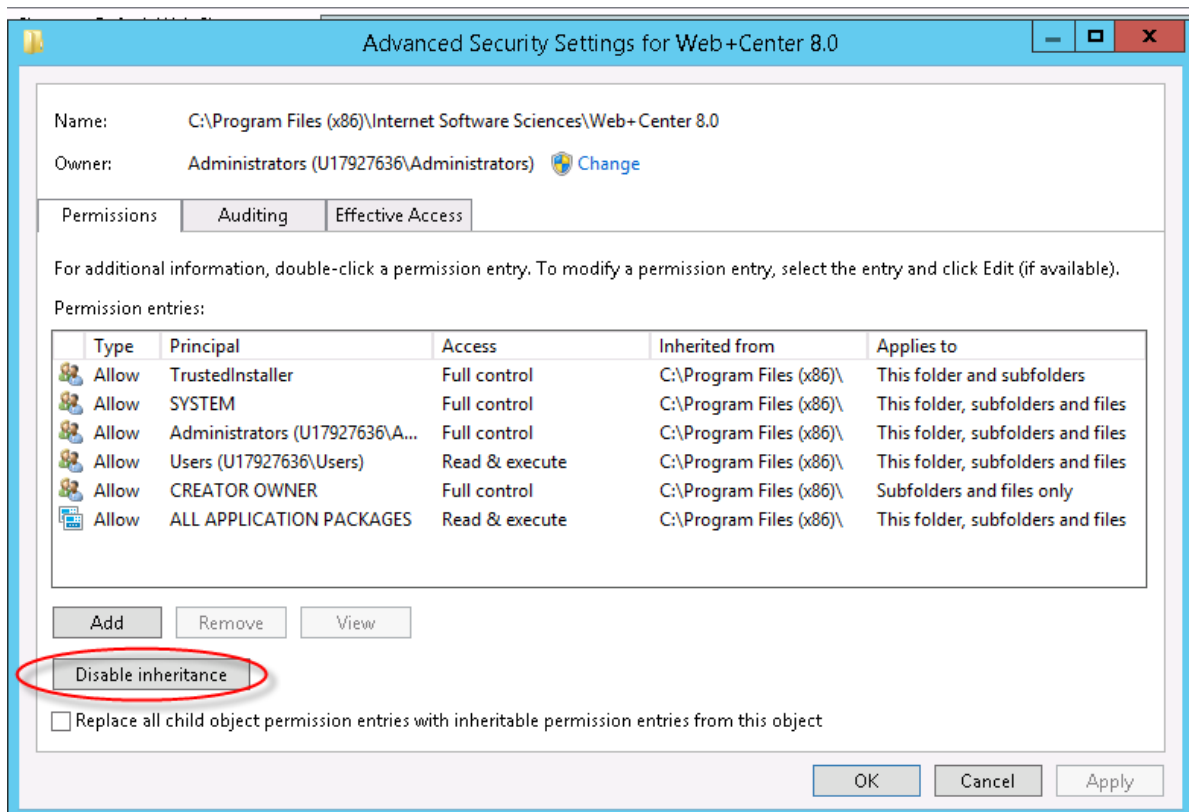


Click on the '***Disable inheritance…***' Button
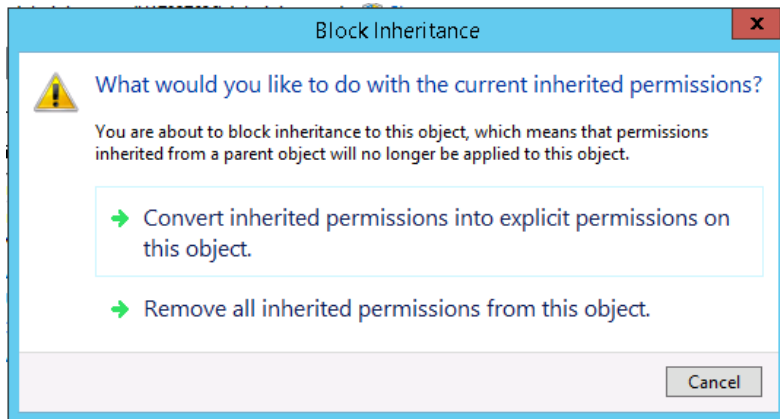
The '**Block Inheritance'** screen will appear.  Click on the second link.
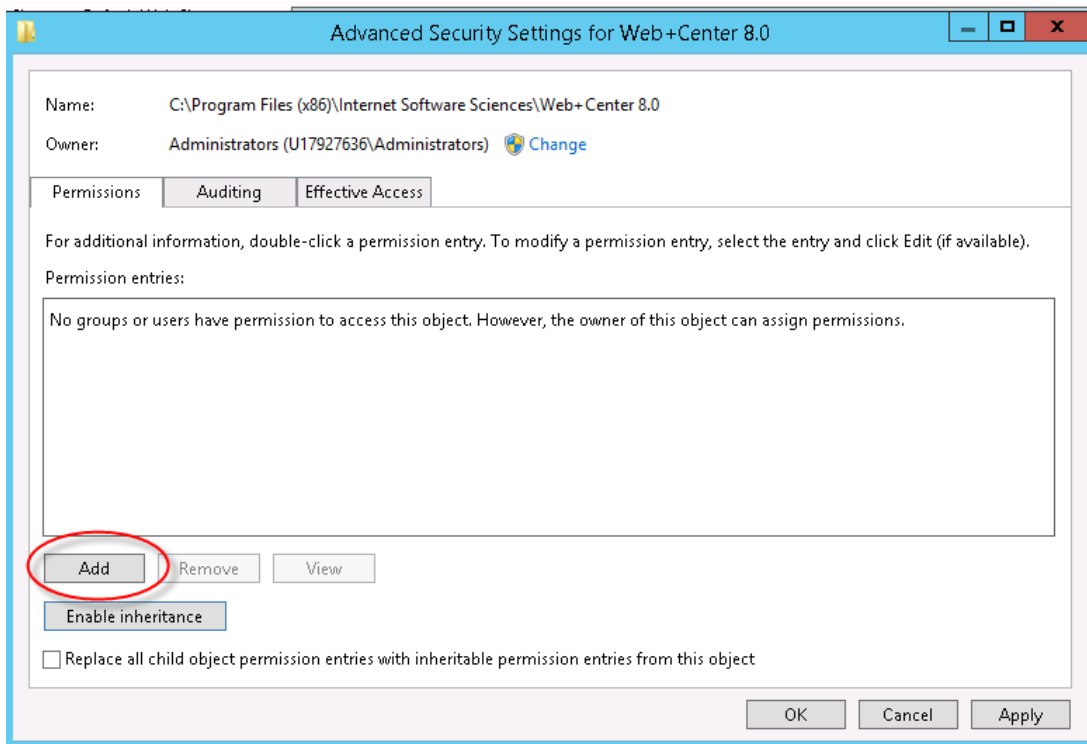


Uncheck the '**Replace all child object permission entries with inheritable permission entries from this object**' and click the '**Add**' button.
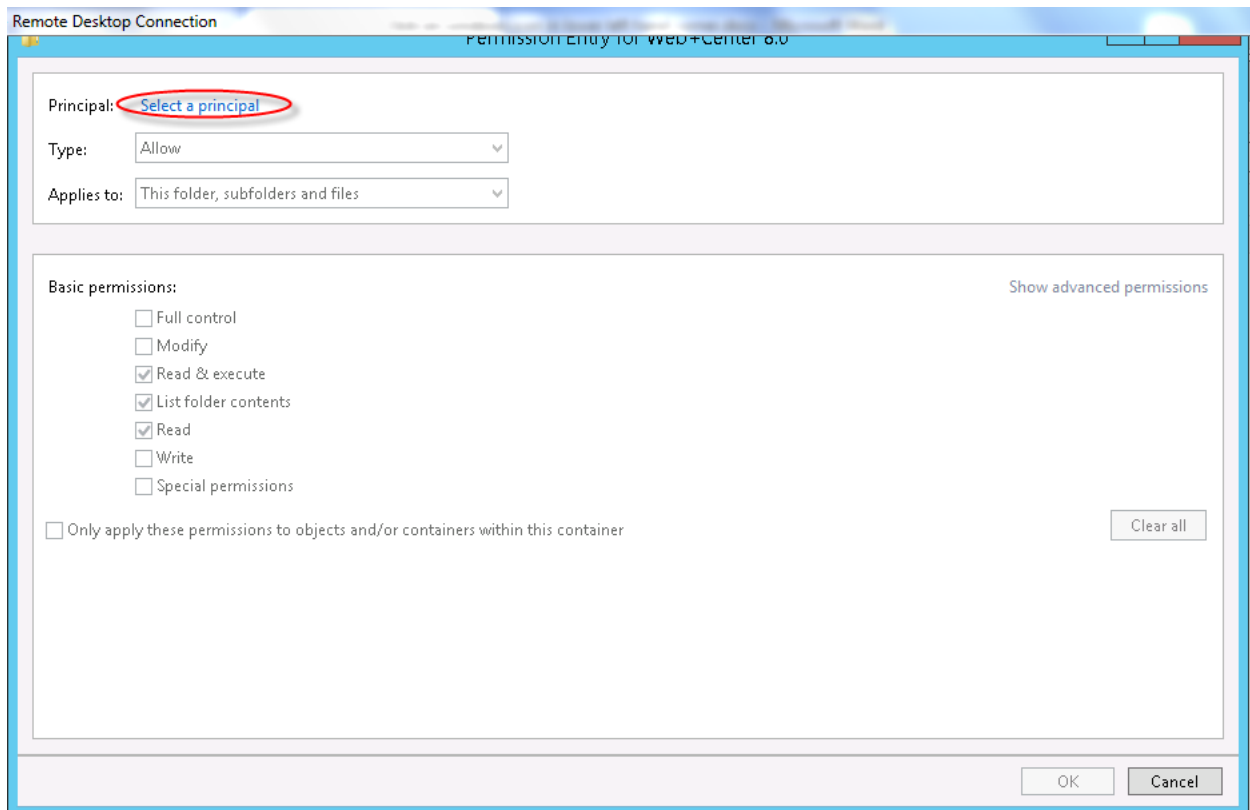
Click the '***Select a Principal'*** hyperlink.
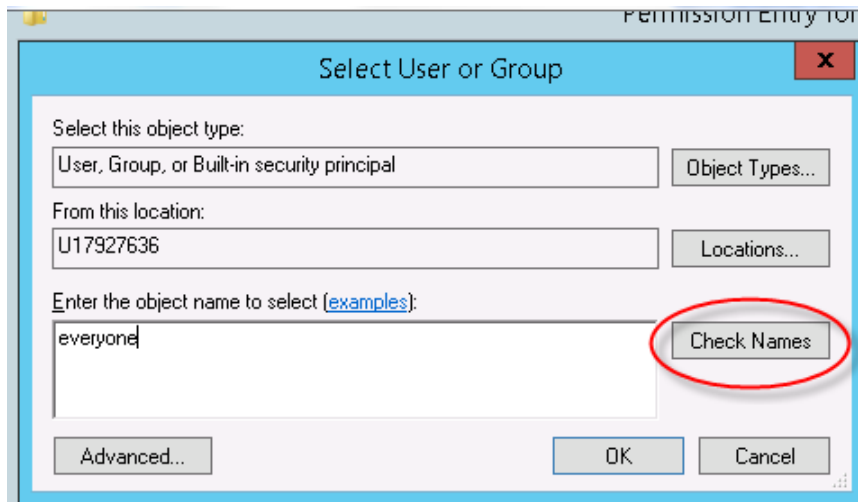


In the '***Select User or Group'*** dialog box, enter the user "***Everyone"*** in the '***Enter the object name to select*** ' textbox and press the '***Check Names'*** button, then the '***OK*** ' Button.
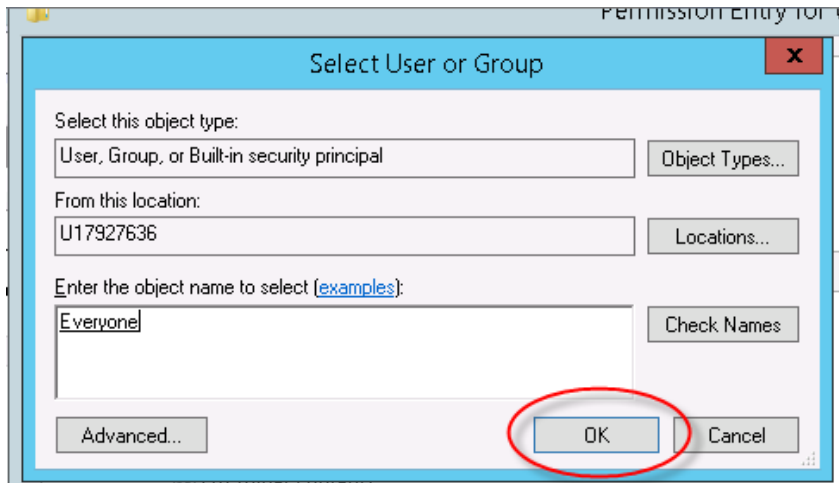
h. .Check the '*Full Control'* checkbox under '*Allow*' for the 'Everyone' user and press' *OK*'.
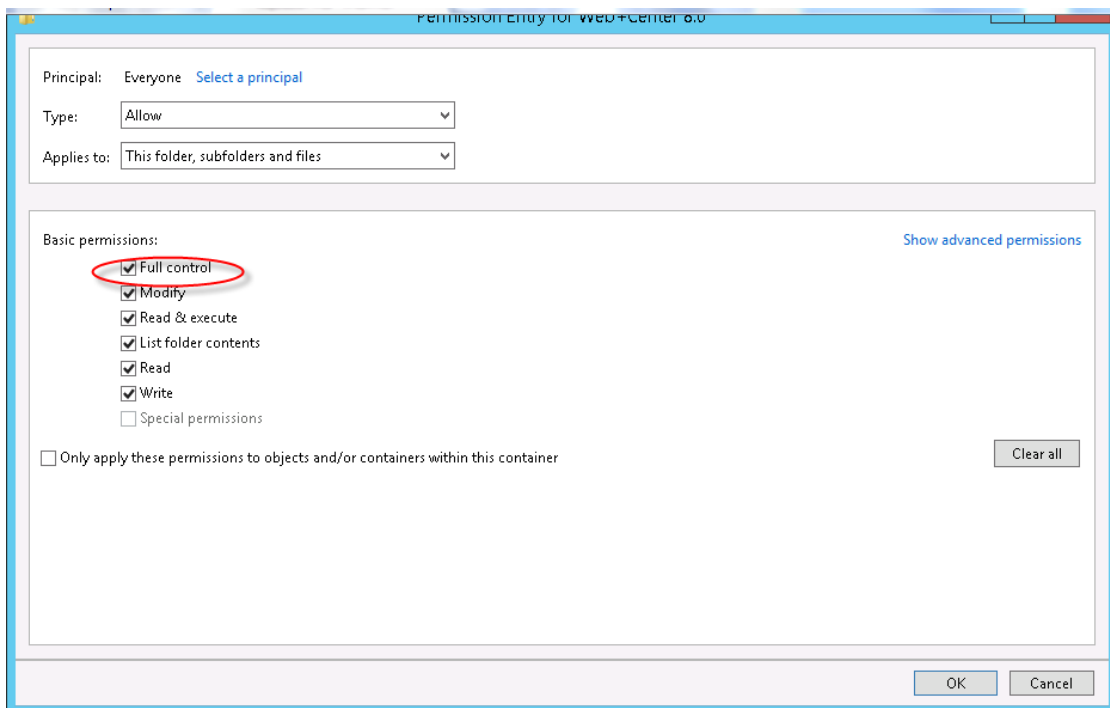


Please confirm that your file security settings for the Web+Center folders and all sub folders are set just the "Everyone" full control and NO other users, similar to the security tab settings shown below.
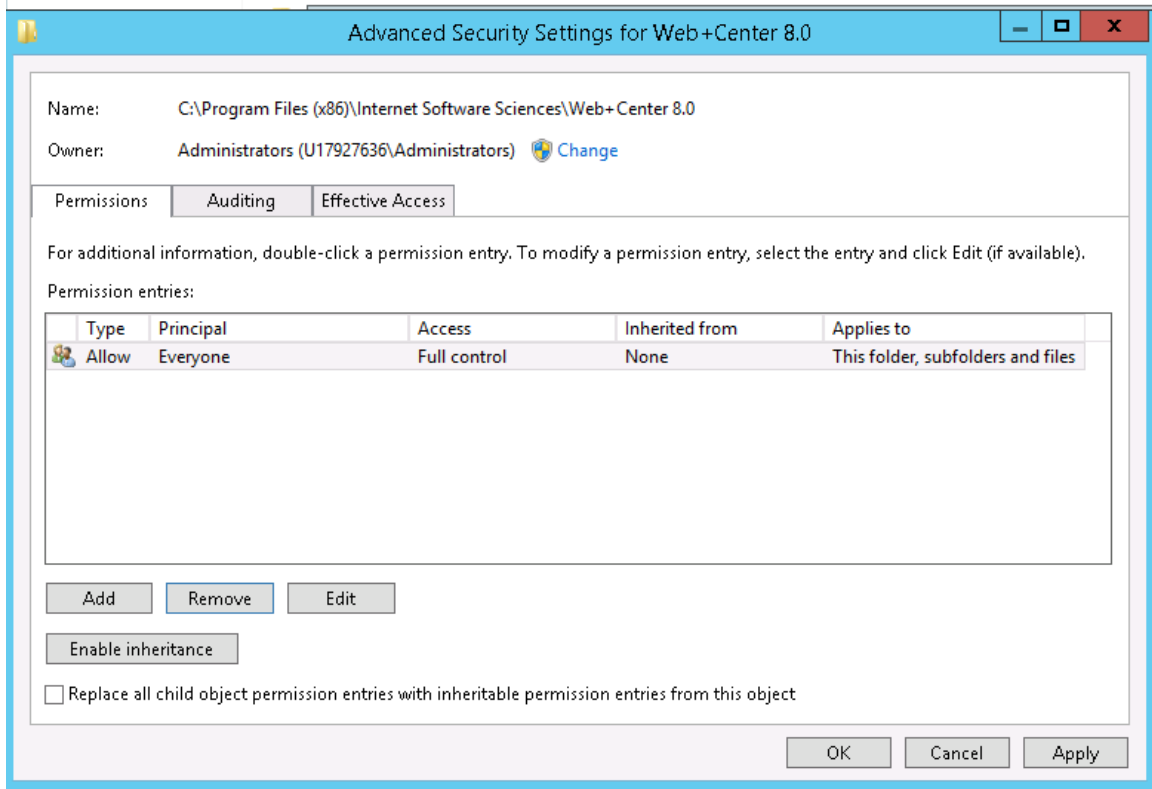
**STEP 6. Install SQL Server database and SQL Server Management Studio** if they are not already installed **(SQL Server only)**. Please note that you will need to allow Mixed Mode Authentication at least for the Web+Center database.
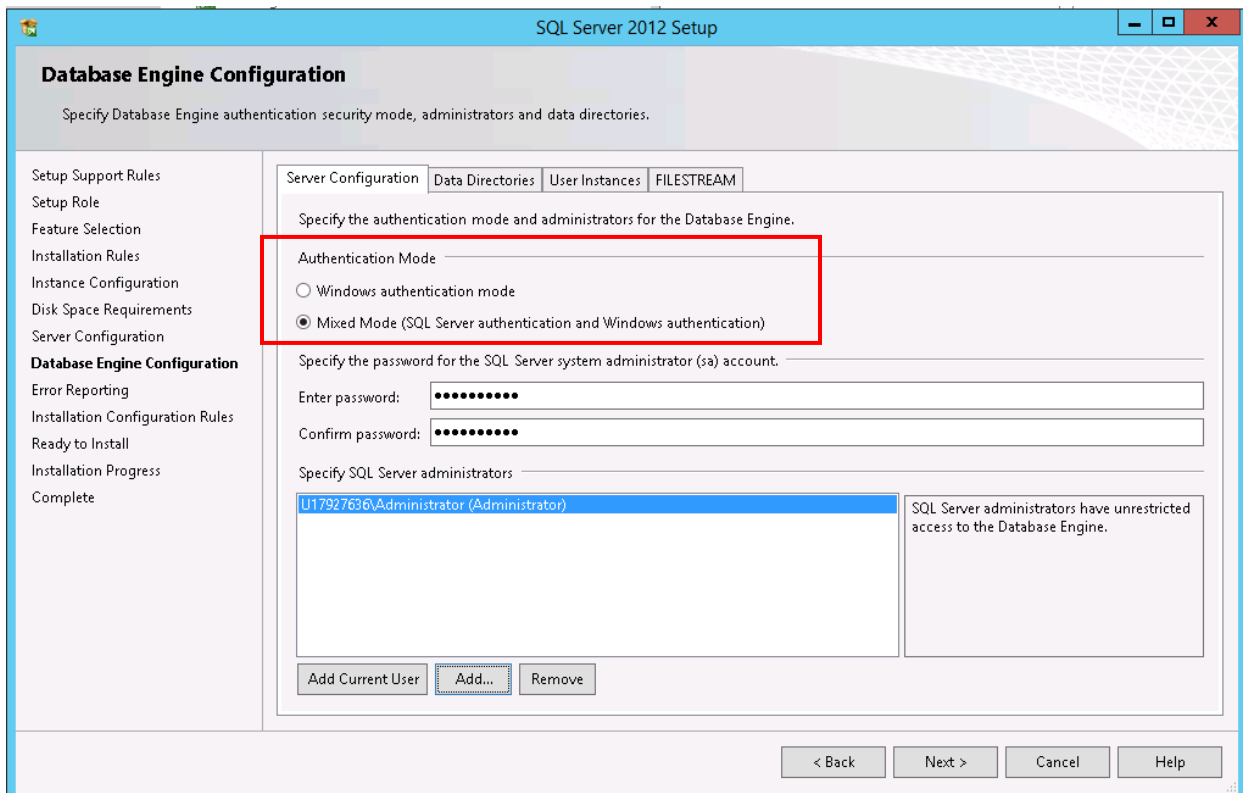
**STEP 7. Create the Web+Center database (SQL Server only)**

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.
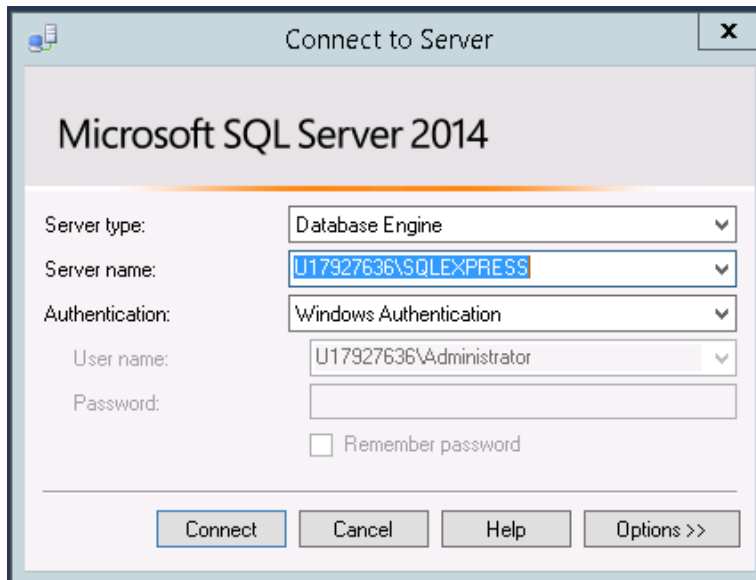


a. In the **Object Explorer** area on the left side, right-click 'D*atabases',*, then select '*New Database,'*.
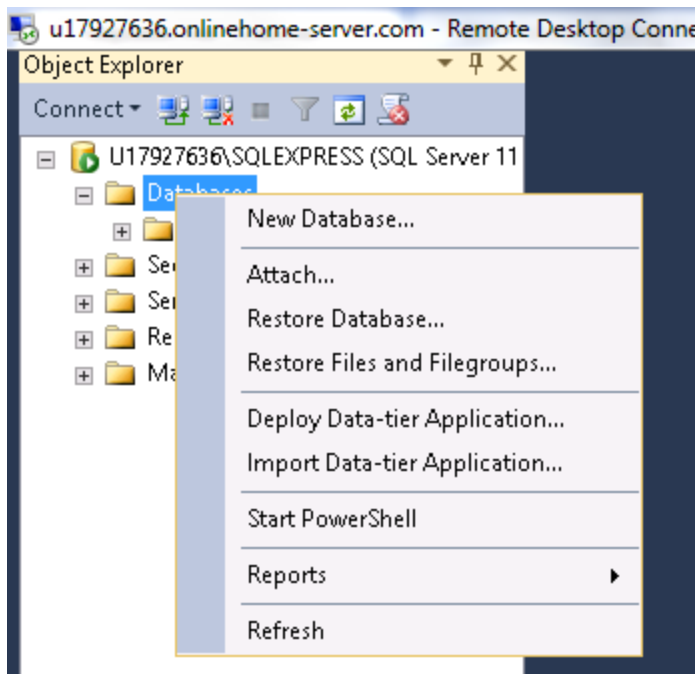


Enter **webcenter80** into the '**Database name**' textbox. Click **OK** to create the initial blank database.
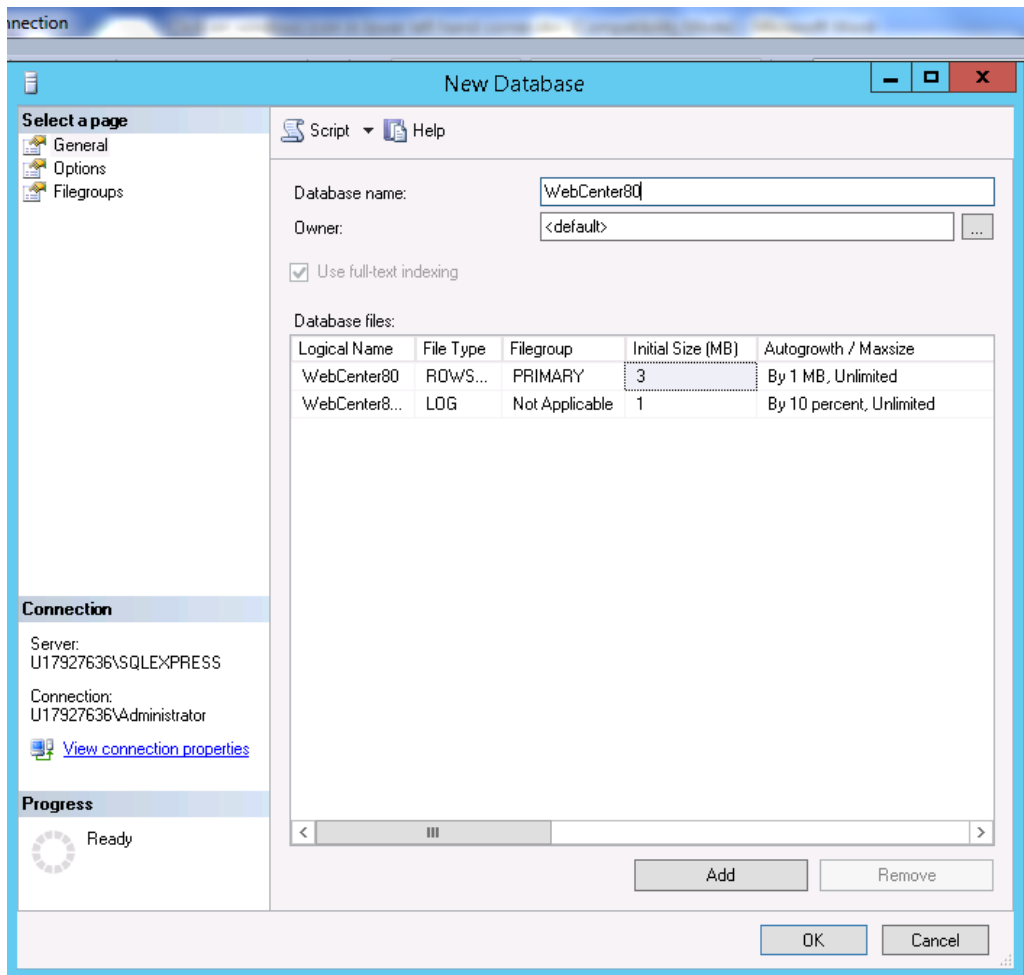
b. Next, the database tables need to be created. Select the database you just created and then right click and select a 'New Query'
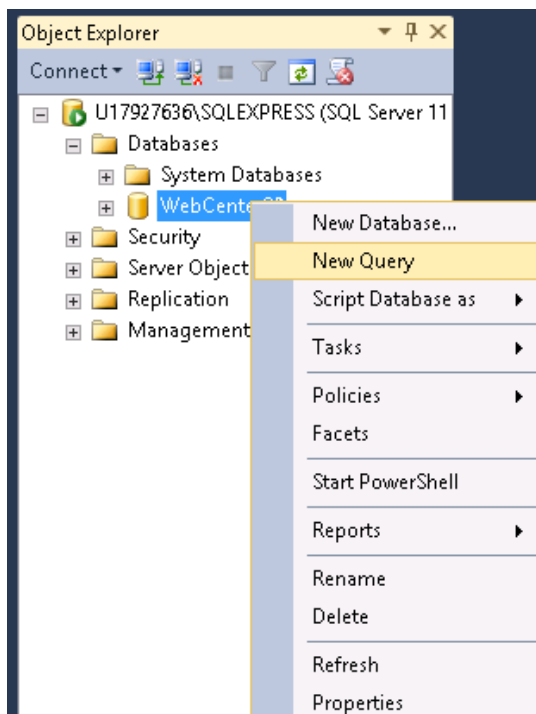
When a query window comes up, click on the file folder in the top left hand menu. Select File →Open →File →*navigate to C:\program files\Internet Software Sciences\Web+Center 8.X \databases* \Createwebcenter8X.sql.
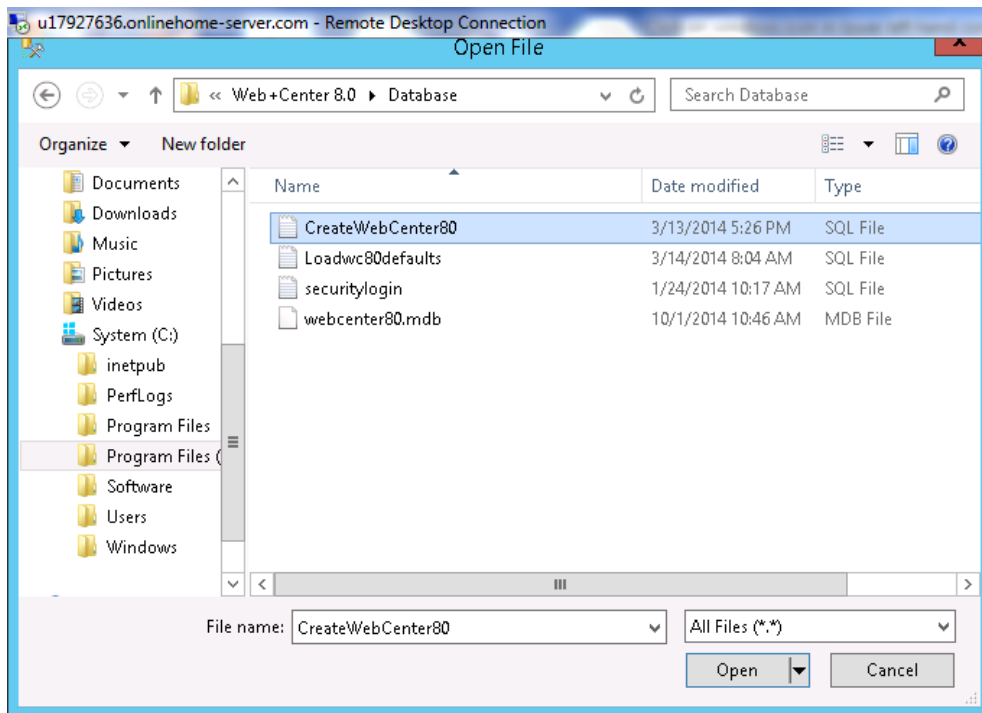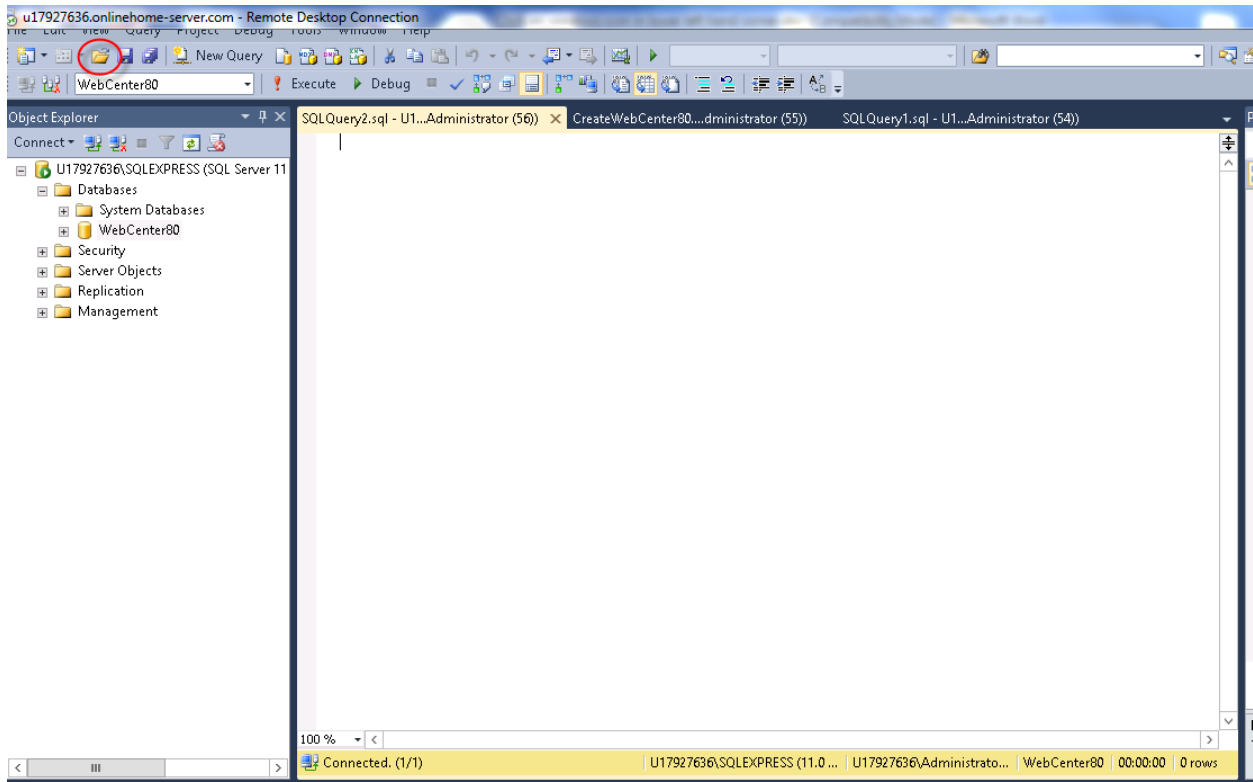
**IMPORTANT:** Make sure you have selected the **database** where you want to run this query. In the upper left hand portion of the *SQL Server Management Studio* next to the '*EXEUTE*' button, you will you see a drop down list of databases. Select the *webcenter80* database:
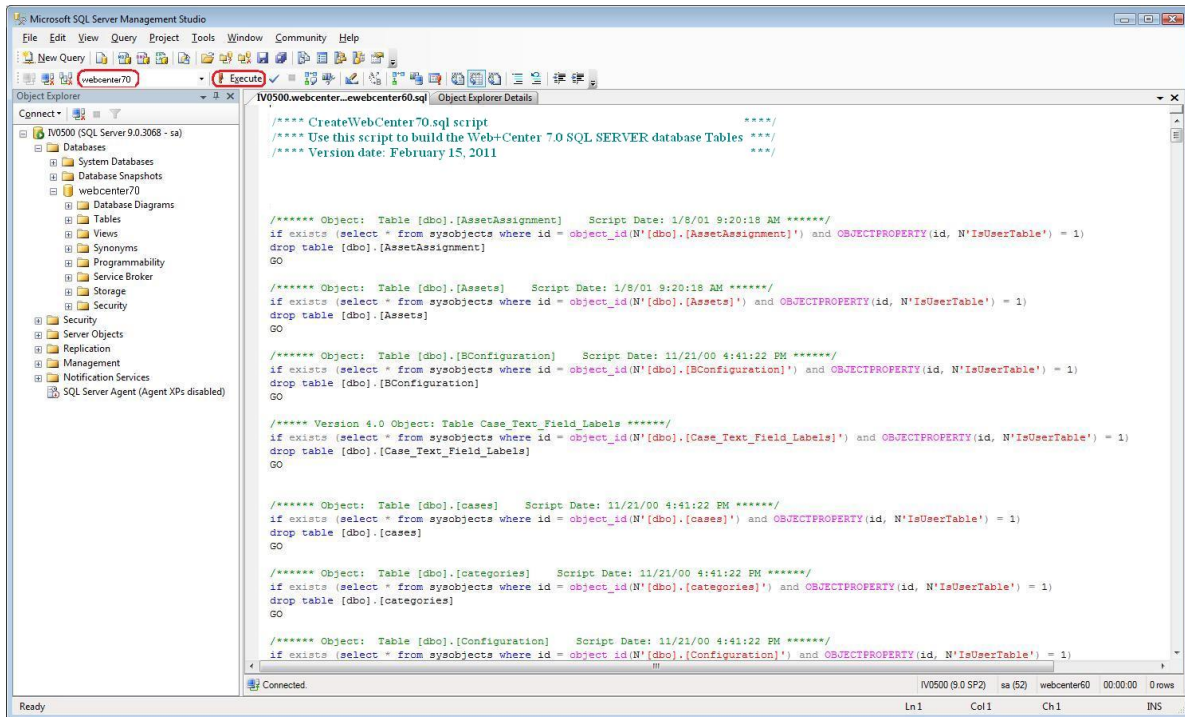


Click on *the ! Execute* button to create all of the tables and database settings. After the script has run, in the Messages window it should display a message indicating "*Command(s) completed successfully*".
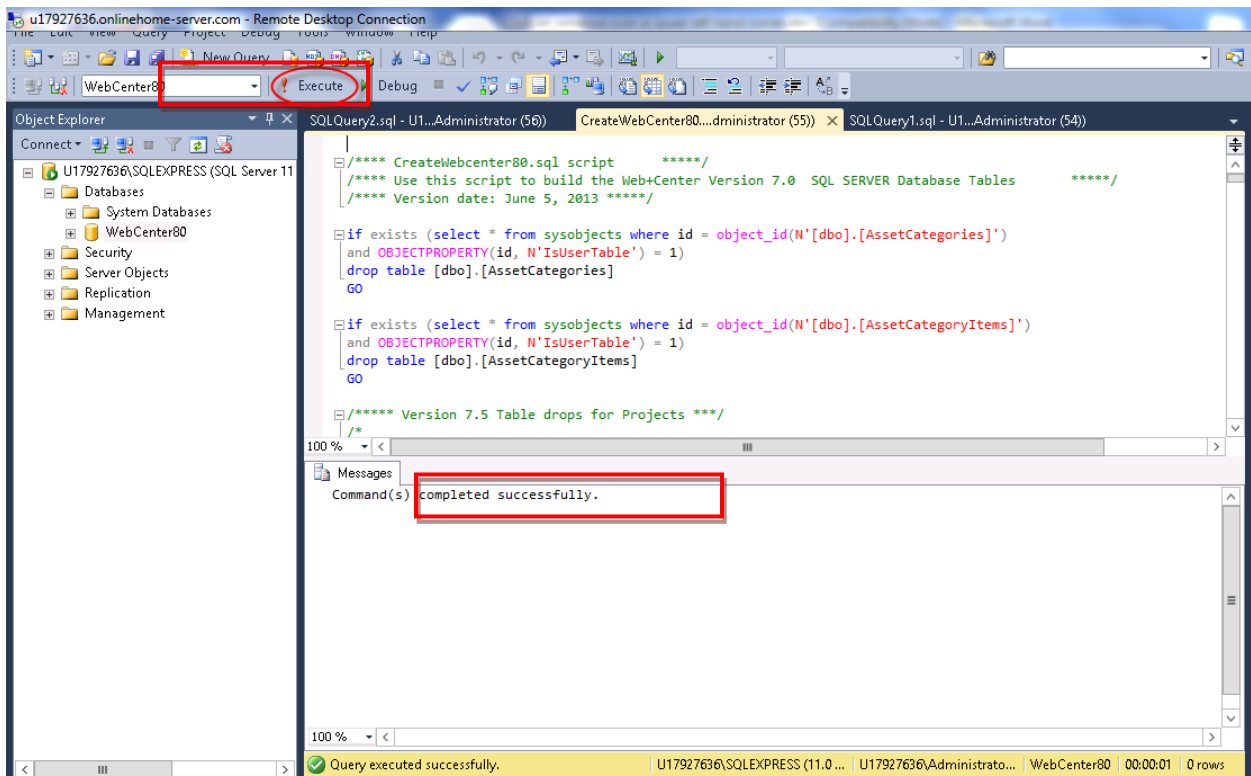
c.  Next you'll need to run a second SQL script to populate the database with some default data. Again, create a New Query window with the WebCenter80 database selected, click on the file folder in the top menu, Select File →Open →File →*navigate to C:\program files\Internet Software Sciences\Web+Center 8.X \databases* →**LoadWC8XDefaults.sql**.
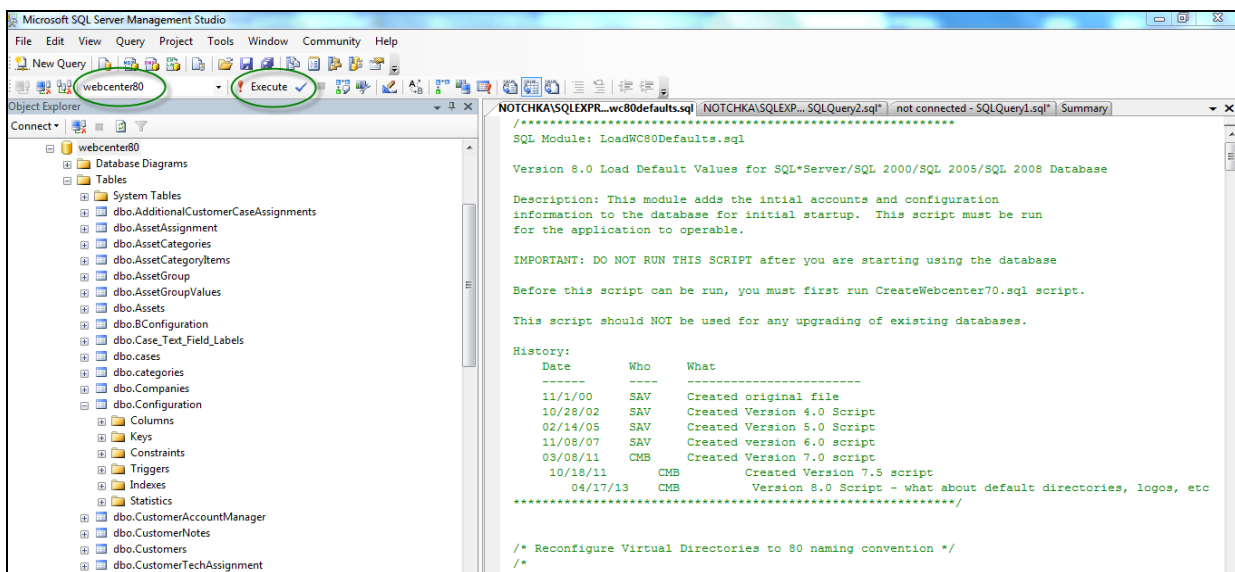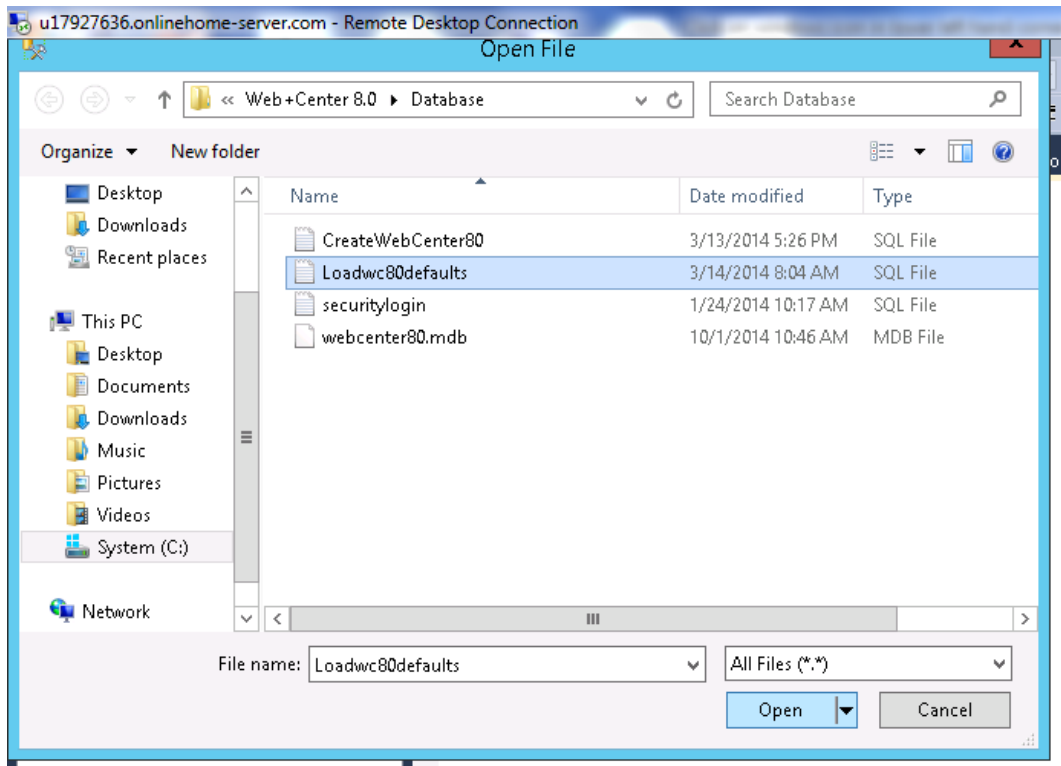
Click on the ! Execute button to create all of the tables and database settings. In the Messages window it should display a message indicating "*xx Row(s) affected*" and the status line at the bottom should say '*Query executed successfully'*.
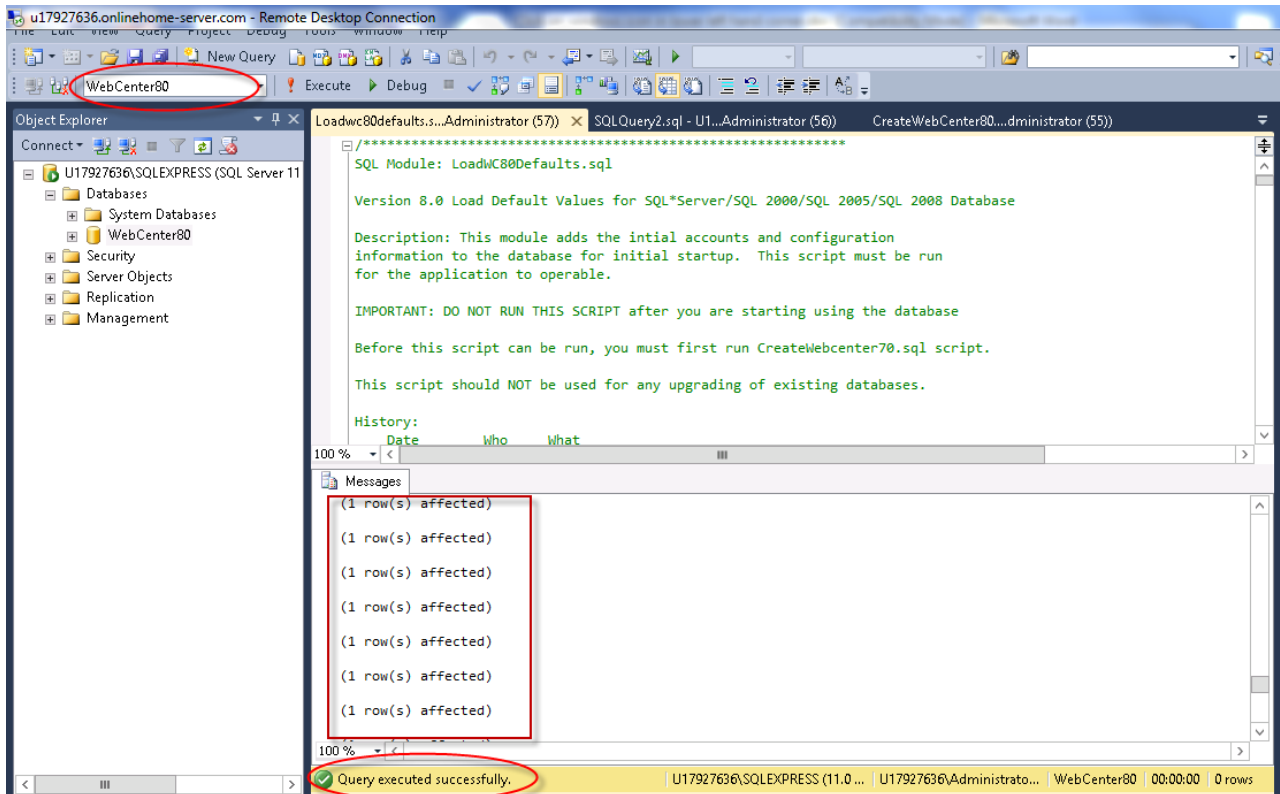


This completes the creation of the  Webcenter80 database tables and initializes some of the columns with default data.

**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*".

To add this user account, in the SQL Server Studio Manager under Object Explorer, navigate to *Security* and then Right Mouse Click and select the *New… Login* menu option.
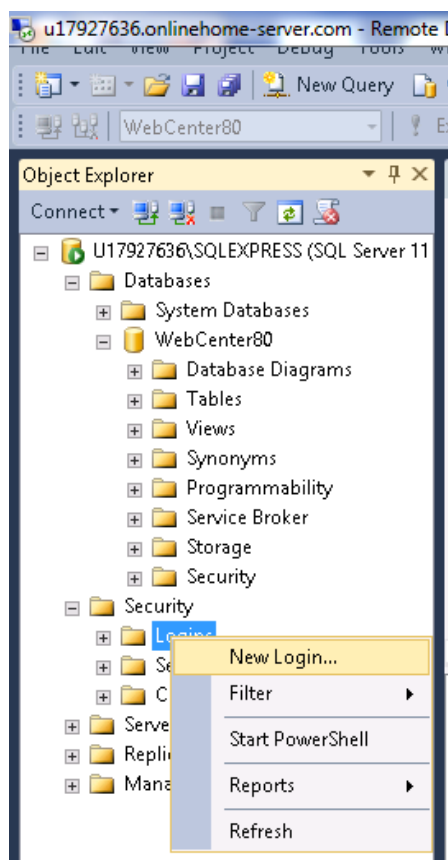


In the '*Login name'* text box, enter "*wc80*".
Select the *'SQL Server Authentication'* radio button and enter the password of: *"wc80pass*".
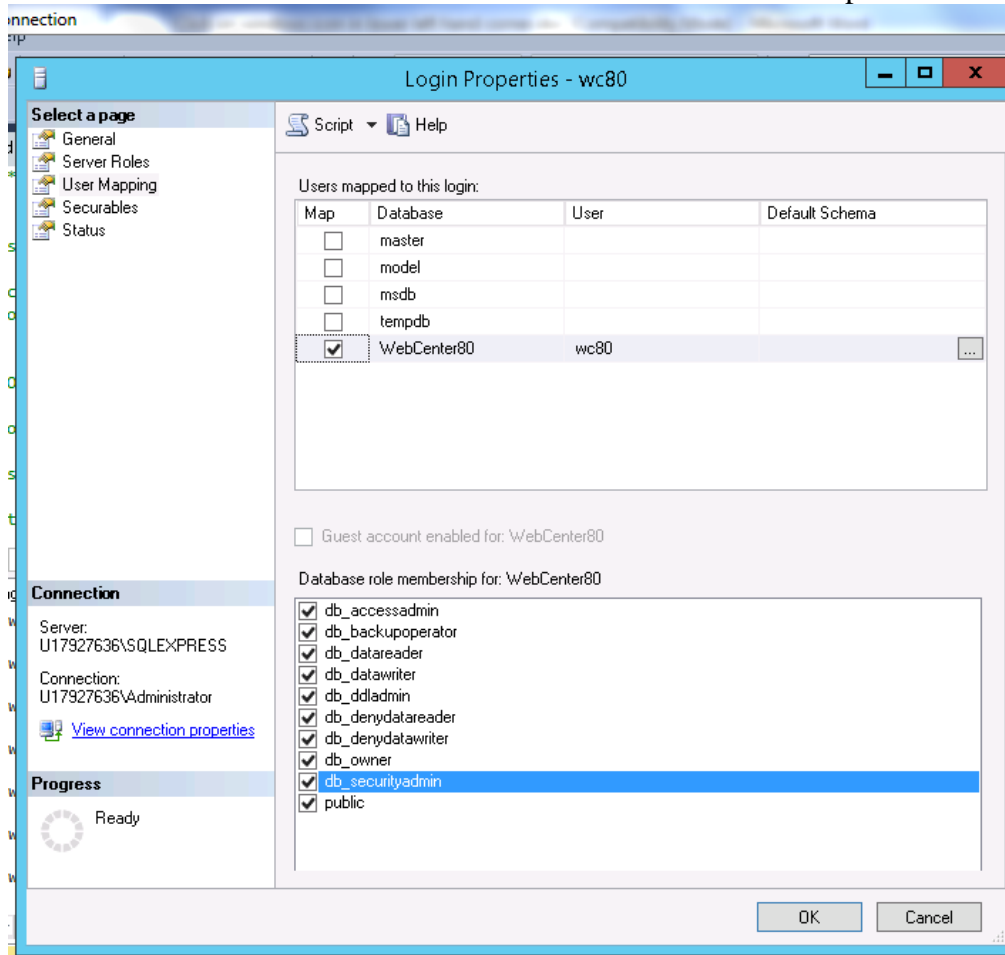Uncheck '*Enforce password policy'* and '*Enforce password expiration'.*

Change the default database to *webcenter80*.
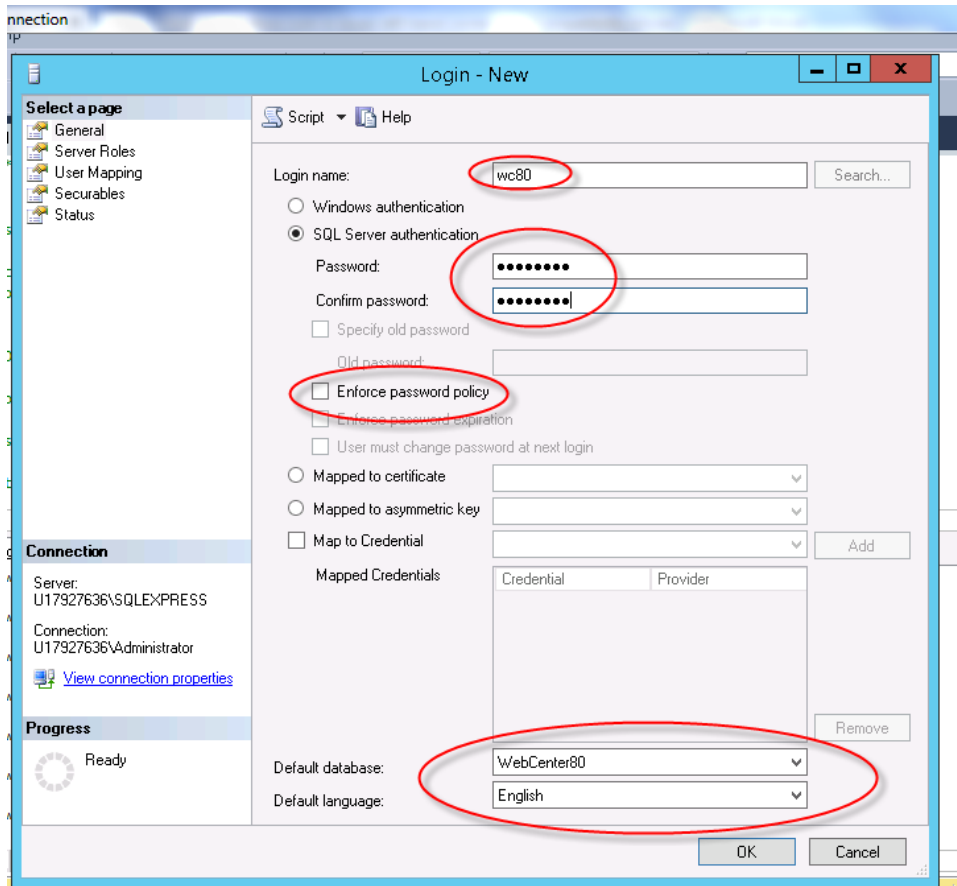
Next click '***Server Roles'*** on the left-hand menu.  Check all the boxes:
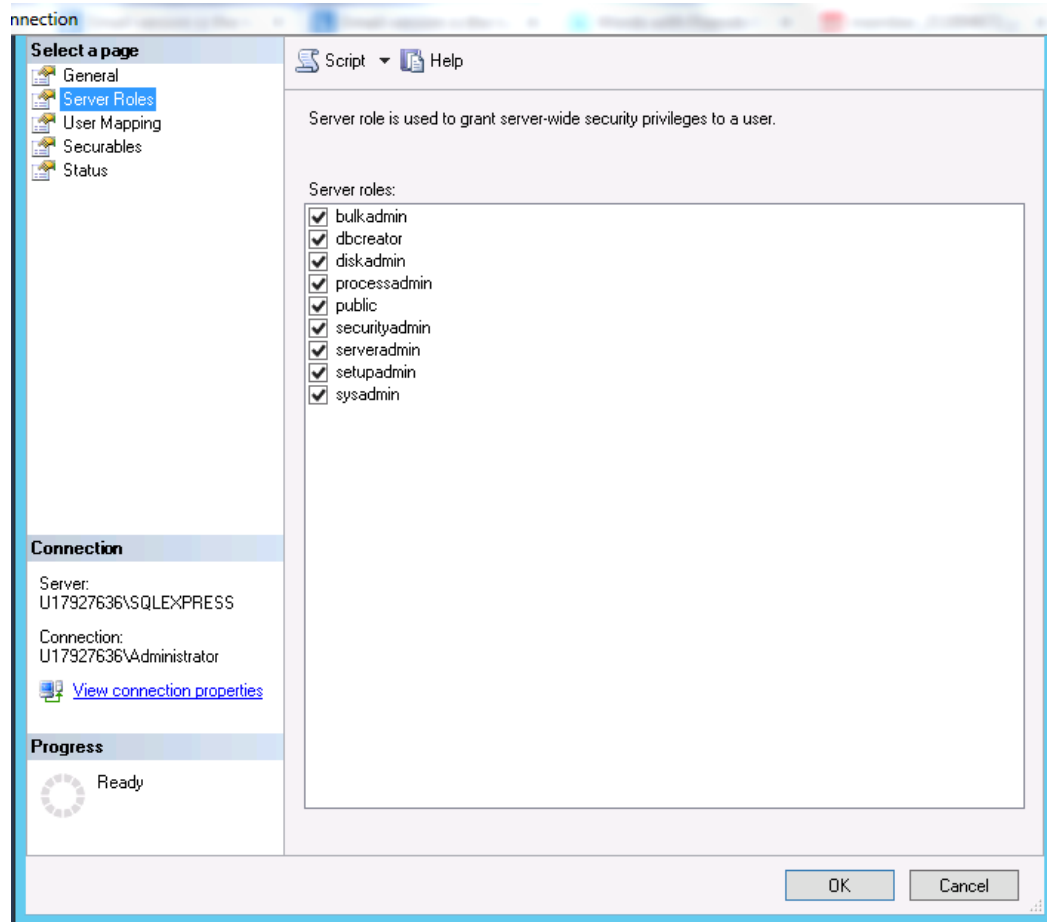
Click on '*User mapping*' in the left-hand menu. Select the webcenter80 database in the top part of the screen. Check all of the boxes in the database role membership box at the bottom:



Press the '*OK*' button to save this user profile.

## STEP 9. Create the ODBC DSN for the database.

Start the **OBDC Administrator**.  Click on '**Administrative Tools**'
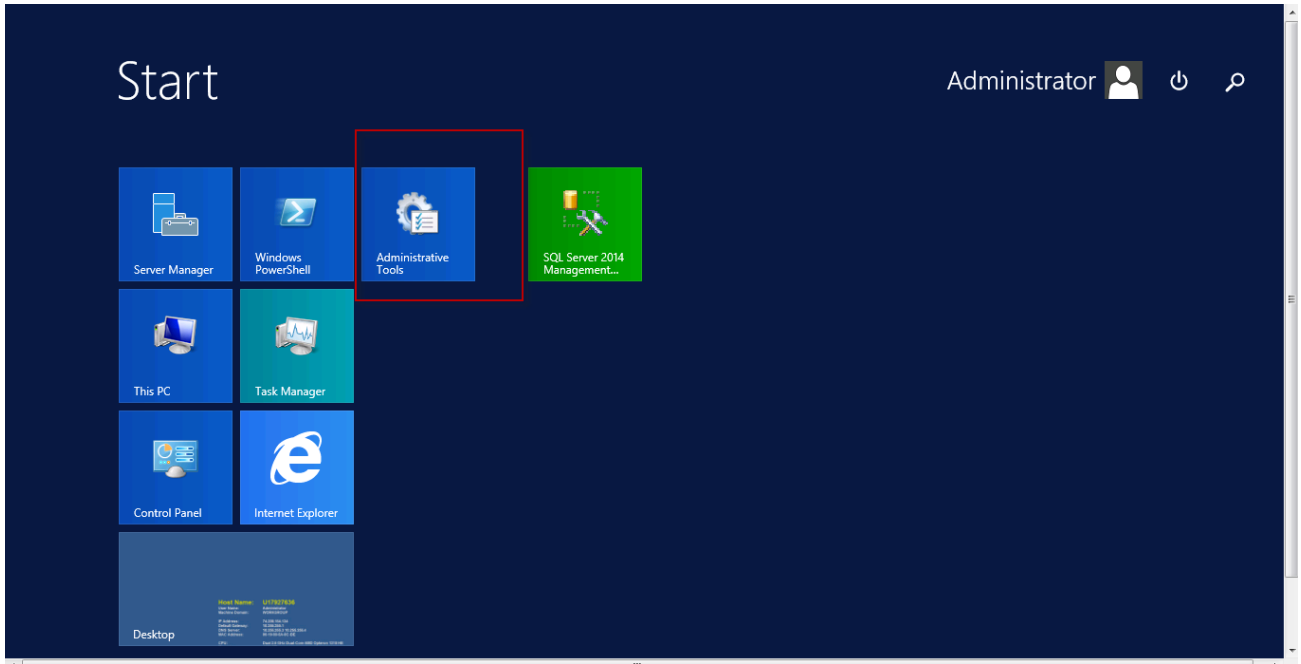


**NOTE: 64-Bit OS differences**:  If you are installing Web+Center on a 64-bit version of the operating system and if you want to connect to the Access 32 bit driver, you must run the 32 bit version of the Data Sources ODBC driver setup application.
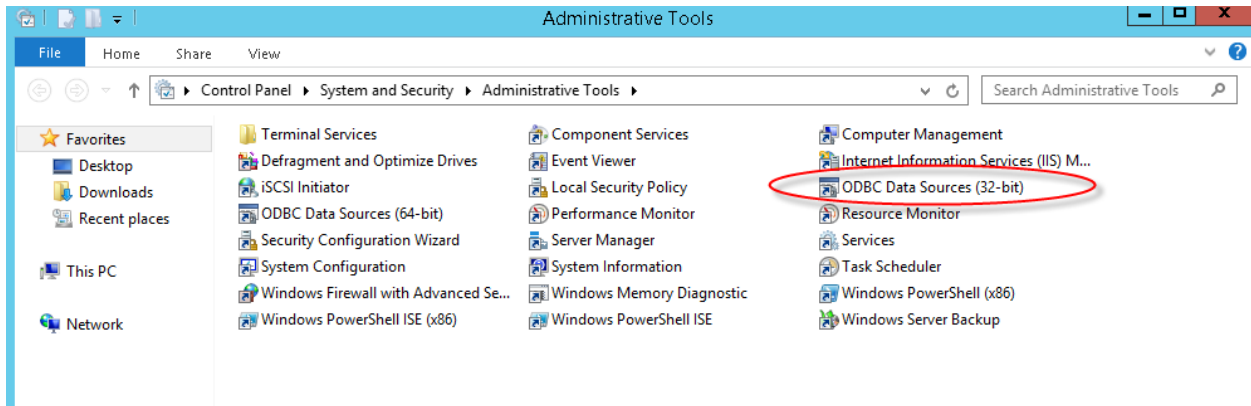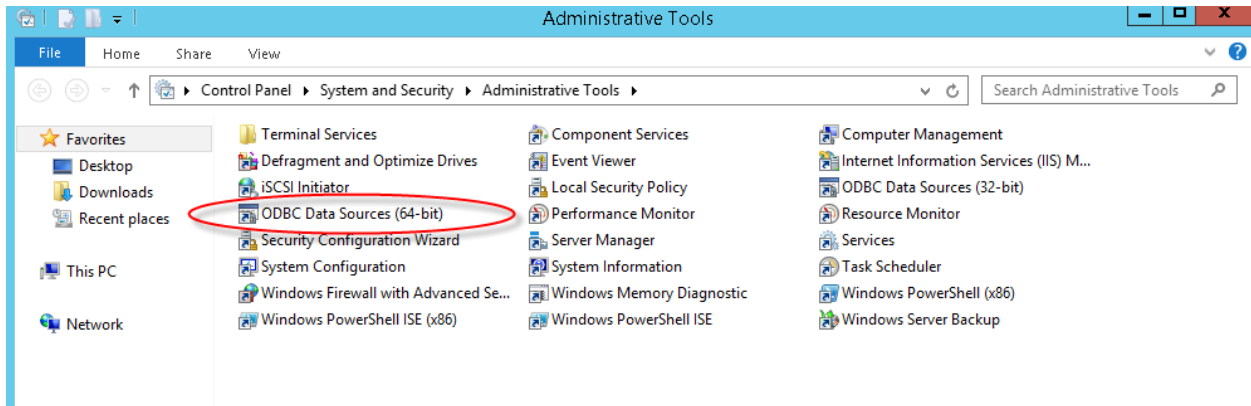
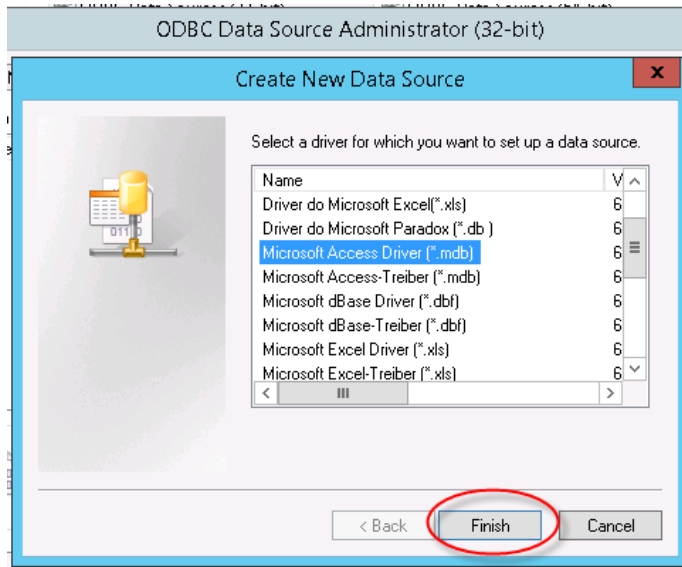a. In the ODBC Data Source administrator, click on the '*System DSN'* tab.
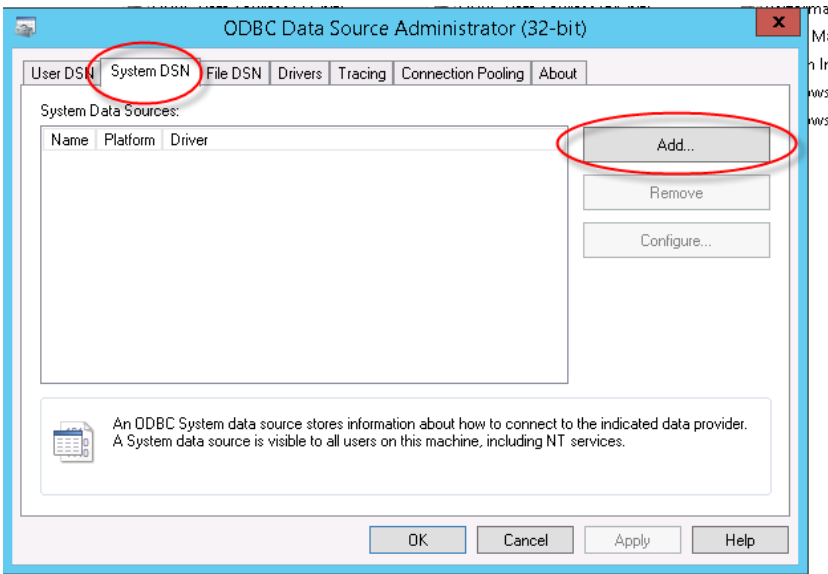


b. Inside the System DSN tab, click the '*Add…'* button to add a new system DSN.

c. 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.
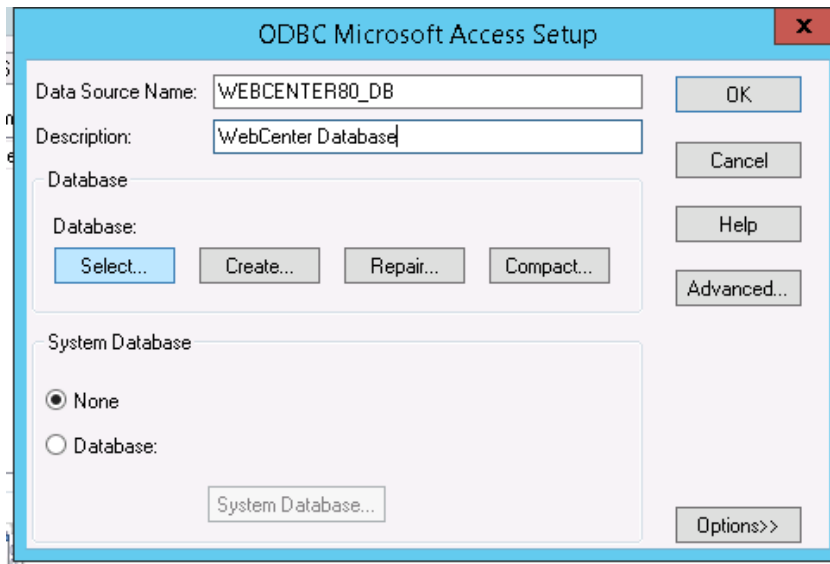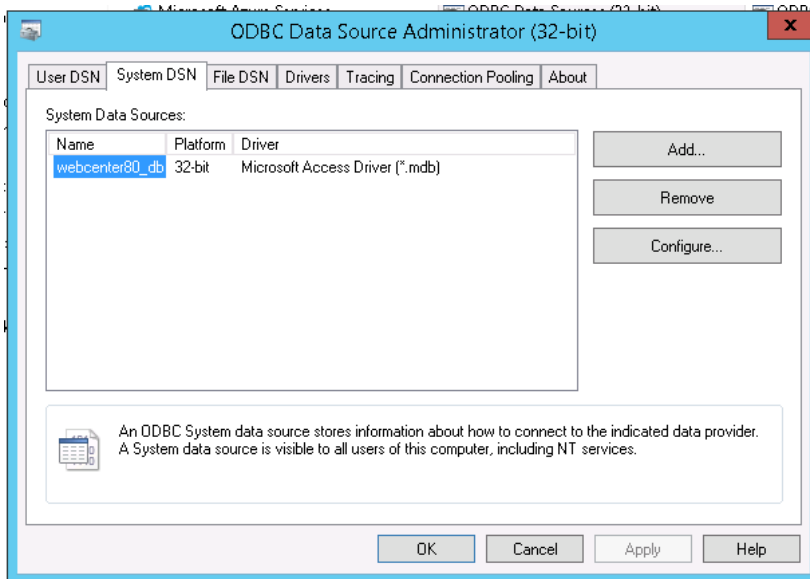
Navigate to the webcenter80.mdb file, select the **_webcenter80.mdb_** file and press the '**_OK_**' button. Typically this file has been installed in the directory:

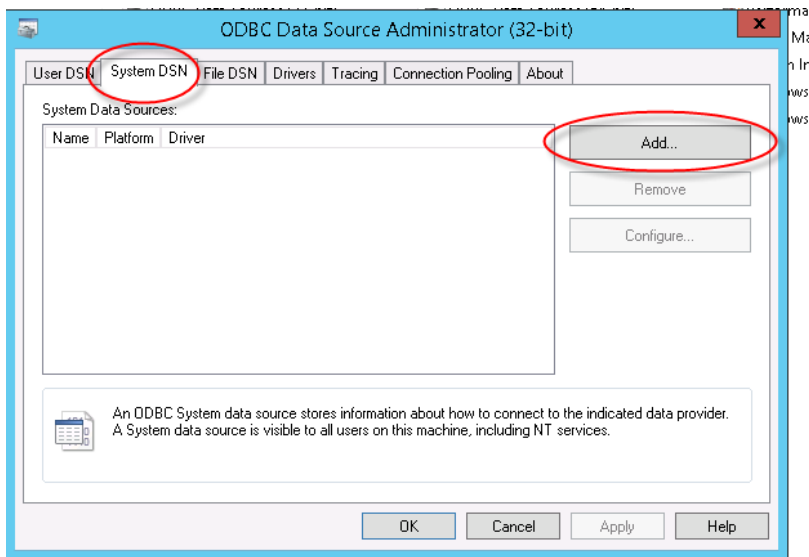c:\Program Files\Internet Software Sciences\Web+Center 8.X\Database\
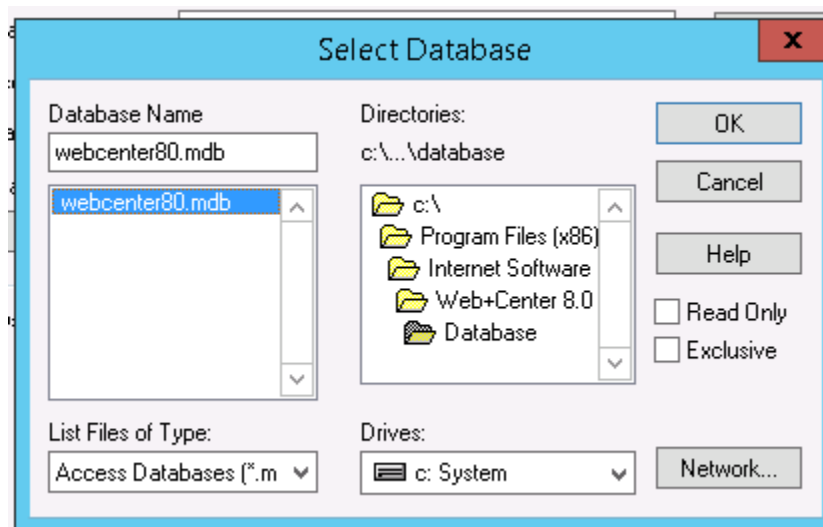


Press the '**_OK_**' button to complete your ODBC DSN connection and the datasource should show up as below:
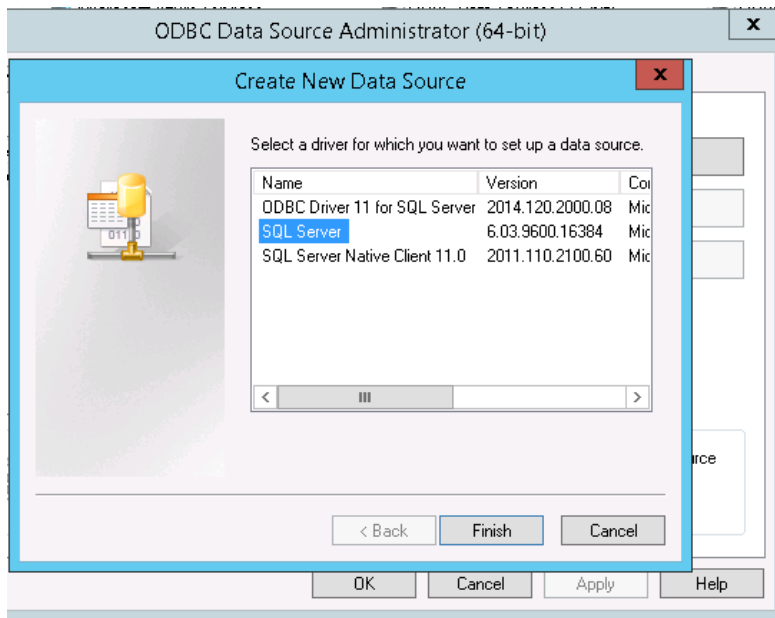
Press '*OK*' to close this OBDC Administrator.

**SQL Server STEPS:**

Click on the *'System DSN'* tab:



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

Enter '**WEBCENTER80_DB**' into the '*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. If there are no servers that appear when you select the dropdown, there might be a problem (see below).
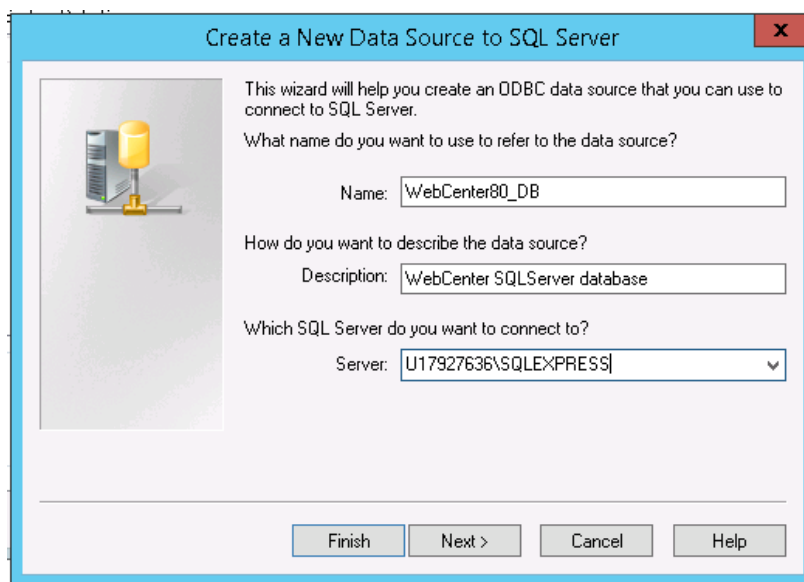


If no servers appear, it is possible that SQL Server browsing is not enabled so you'll need to go into '**Administrative panel'** ➔ '**Services**', and make sure '**SQL Server browsing'** is enabled and is running and is set to automatic.
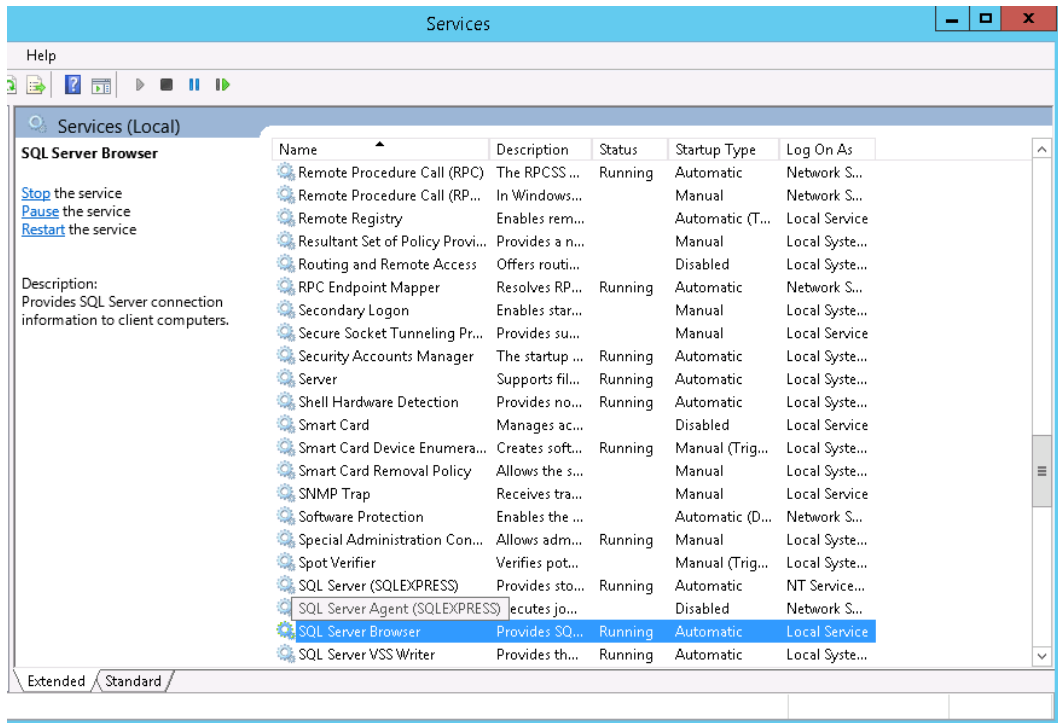
Once you can select the server and have pressed '*Next*' …, select the '*With SQL Server authentication…*' option, check the '*Connect to SQL Server to obtain default settings….*' checkbox, enter the login and password for the Web+Center database (wc80, wc80pass), and press the '*Next*' button:
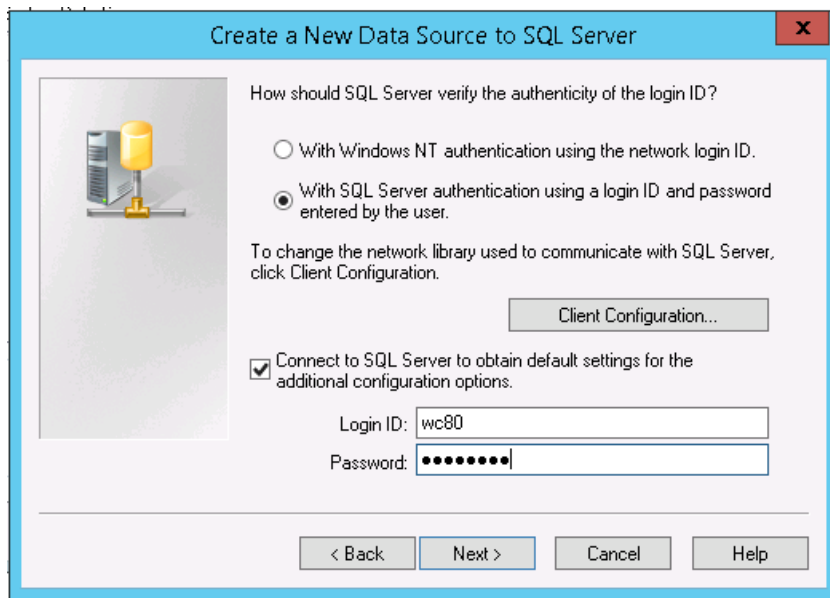


On the next screen, check the checkbox before '*Change the default database to:*', select '*WebCenter80*', and press the '*Next*' button.
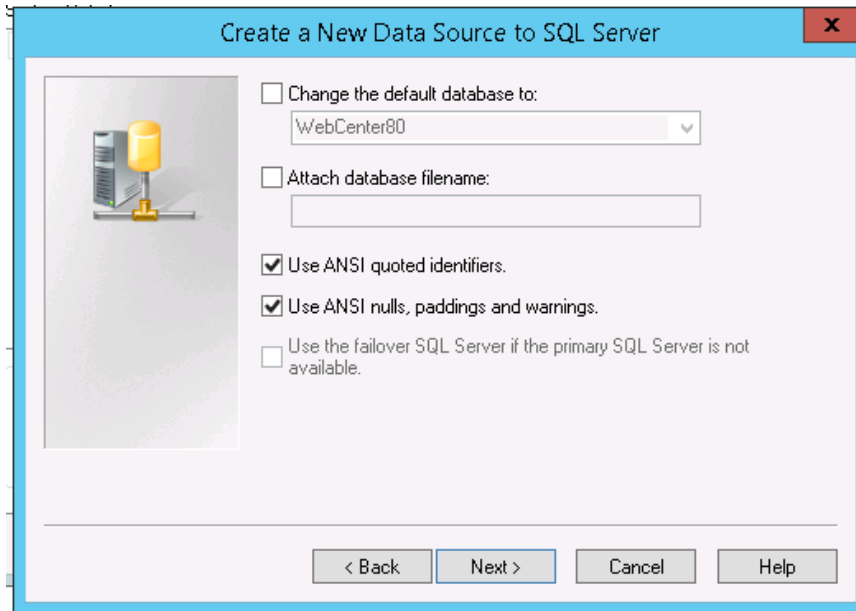
On the next screen, you can leave the defaults alone and press the 'Finish' button:
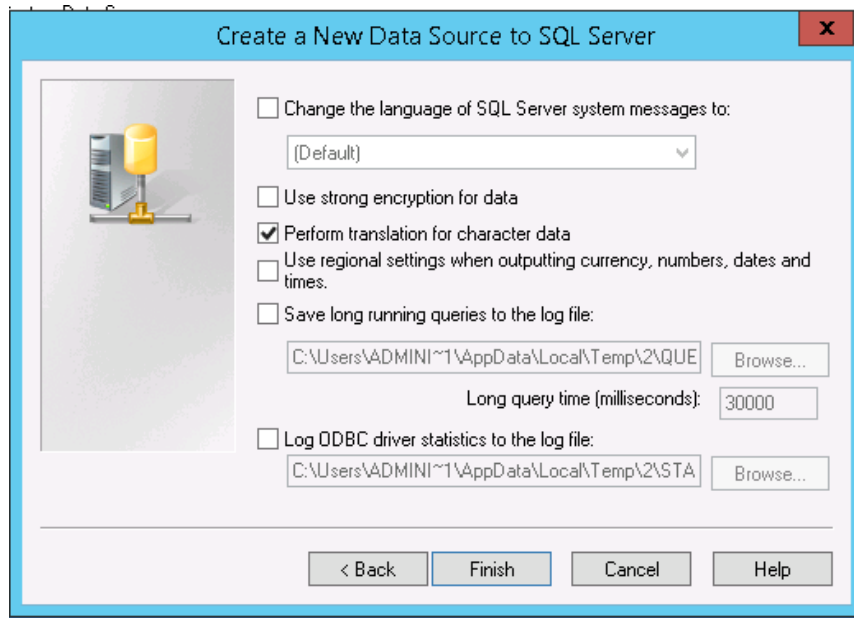


On the next screen, press the '***Test Data Source***' button and make sure it connects successfully, then click '***OK***' to complete your ODBC DSN connection.
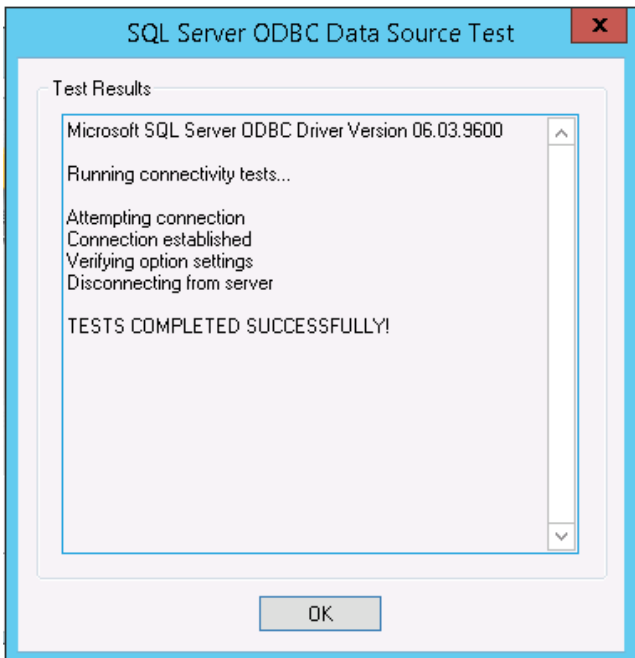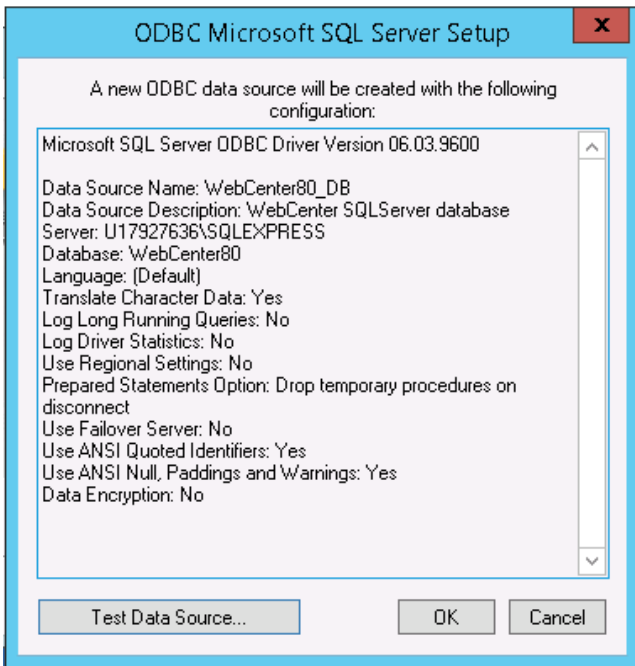
The ODBC administrator screen should look something like this:
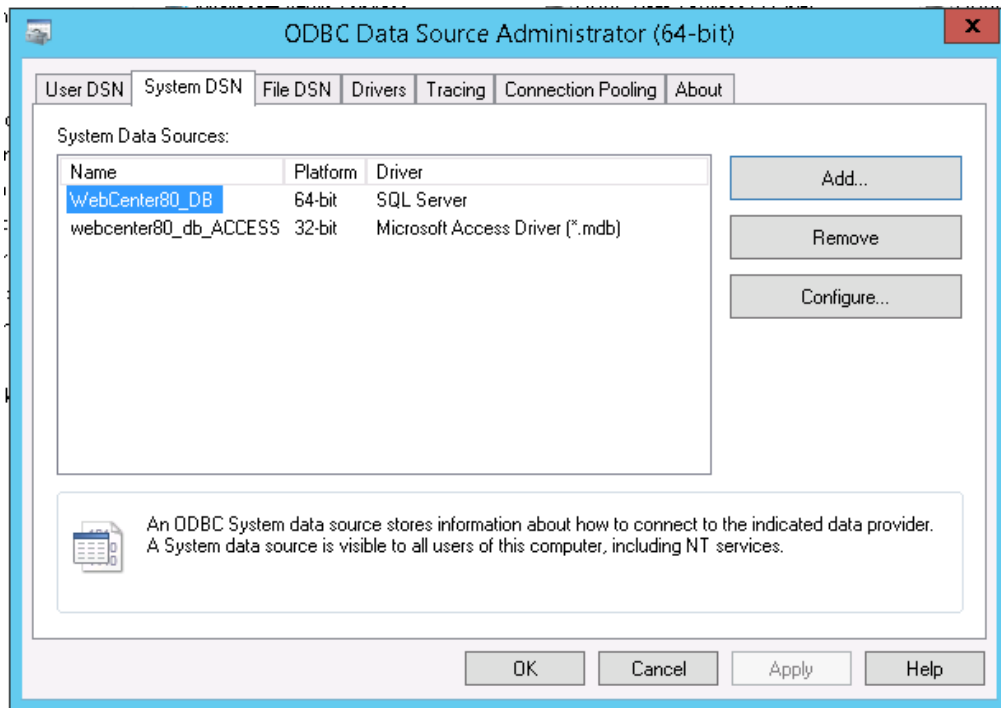
**STEP 10. Run the tests**

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***'.
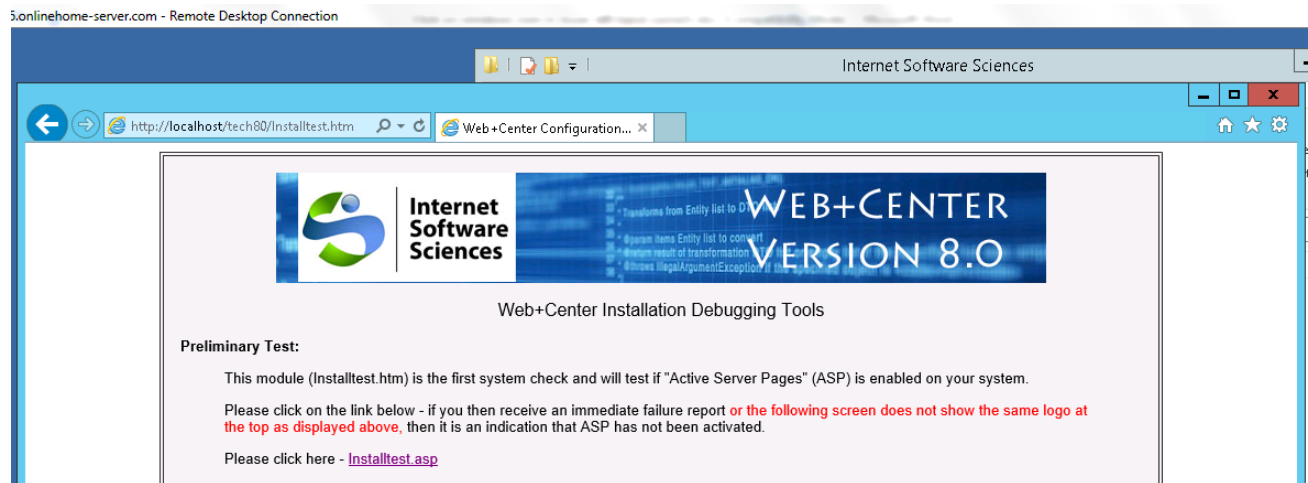


On the installtest.asp page, run through each of the 10 tests and configurations starting with number 1 and lastly click the TechCenter Application Login button at the end of the tests.
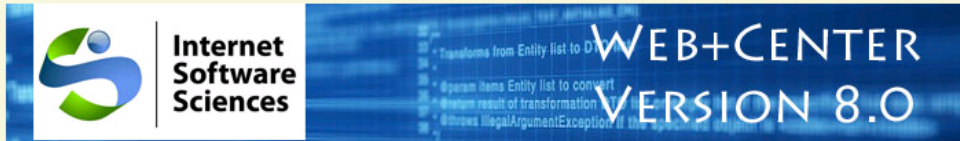
**Web+Center Installation Testing Tool**

**Introduction:**
If you have experienced problems getting the Web+Center application running properly, please follow the steps below to help identify some possible configuration issues.

Internet Software Sciences has worked to develop a web application that should work on almost every Windows operating system including: Windows 7, Windows 2003 Server, Windows XP Pro, and Windows 2000 Server. If you can install MS Internet Information Server (IIS) on the PC, you can probably install and deploy the Web+Center application on that machine.

The table on the right shows a brief status summary of the tests performed so far in this session. (The "memory" of which tests have or have not yet been completed is erased when you exit this session by closing your browser window)

Web+Center also supports MS Access and MS SQL*Server as the backend databases. With the combination of Web server versions, ODBC drivers, database versions some users experience problems during initial installations although these problems can be easily diagnosed and fixed by the tests and recommendations listed below.

To best analyze the problem, please follow the instructions and sequential links below. Each step will require more configuration elements to be in place and it may cause the web server to create an error. When an error occurs, review the possible related documentation in the installation guide and perform any additional configuration steps or additional tests necessary. It also may require that the web server or the machine be RE-BOOTED to clear up any configurations or reset Access Control Lists (ACL's) before testing a new configuration is started. If you still experience problems with the installation, please check our web-based support FAQ and knowledge base for exact problems and solutions on our Web+Center support page.

**Test Status Summary**

| | |
|---|---|
| 1. Test Virtual Paths | ? |
| 2. Test (Single) Database Connect | OK |
| 3. Test Multiple Database Connect | OK |
| 4. Test Database Read | OK |
| 5. Test Database Read/Write | OK |
| 6. Set Email Configuration | ? |
| 7. Test Email Configuration | ? |
| 8. Test Cookie Mechanism | ? |
| 9. Test Parent Paths | ? |
| 10. Set Initial Configuration | ? |

NOTE: If you are running 64-bit Internet Information Server (IIS), then you will need to register the 64-bit version of our licensed ASP Mailers aosmtp.dll located in the ASPMailer directory. 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 | http:// <YourHostName>/tech80/ | |
|---|---|---|
| Customer+Center | http://<YourHostName>/customer80/ | |
| Reservation+Center | http://<YourHostName>/reservation80/ | |

| Business+Center | http://<YourHostName>/business80/ | |
|---|---|---|
| Pocket+Center | 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: http://<YourHostName>/pocket8X/testpocket.htm. This has been largely supplanted by Tech+Mobile. |
| Mobile+Center | http://<YourHostName>/CustomerMobile80/ | |
| Tech+Mobile | http://<YourHostName>/TechMobile80/ | |

**Appendix A: Installing and registering SMTP and POP Mailers 3rd party DLL's required for Web+Center emails and Email To case Feature.**

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 included with your installation.

To register the 3rd party ASP mailer, you use the windows registerSever program called RegSvr32.exe has the following command-line options:
   *Regsvr32 [/u] [/n] [/i[:cmdline]] dllname*

**Step 1:** The 64 bit versions of the SMTP and POP dll is located in the ASPMailer directory in the Web+Center 8.0 folder.
**Step 2:** Unregister the 32-bit or 64 bit versions if the wrong version was accidently registered.

Here is the command line syntax to unregister the 64 bit DLL

*c:\windows\system32\regsvr32 /u "c:\program files (x86)\web+center 8.x\ASPMailer/aosmtp.dll"*

Here is the command line syntax to unregister the 32 bit aosmtp.dll

*c:\windows\syswow64\regsvr32 /u "c:\program files (x86)\web+center 8.x\ASPMailer32bits/aosmtp.dll"*

**Step 3**: Register the correct DLLs

 **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. Both are called regsrv32. **Since the path name has multiple spaces in it (Internet Software Sciences, etc) , you must put the whole path expression in double quotes.** If you successfully register the DLL, it will pop up a successful registration message.

RegSvr32.exe has the following command-line options:
   *Regsvr32 [/u] [/n] [/i[:cmdline]] dllname*

Here is the command lines to register the 64 bit SMTP and pop dlls on a 64 bit machine:

*c:\windows\system32\regsvr32   "c:\program files (x86)\web+center 8.x\ASPMailer/*aosmtp.dll"

*c:\windows\system32\regsvr32   "c:\program files (x86)\web+center 8.x\ASPMailer/*anpop.dll"


Here is the command lines to register the 32 bit SMTP and POP dlls on a 64 bit machine

*c:\windows\syswow64\regsvr32   "c:\program files (x86)\web+center 8.x\ASPMailer32bits/*aosmtp.dll"

*c:\windows\syswow64\regsvr32   "c:\program files (x86)\web+center 8.x\ASPMailer32bits/*anpop.dll"

To register the 32 bit mailer DLLs on the 32 bit machine, use the syntax:

*c:\windows\system32\regsvr32   "c:\program files (x86)\web+center 8.x\ASPMailer32bits/*anpop.dll"

*c:\windows\system32\regsvr32   "c:\program files (x86)\web+center 8.x\ASPMailer32bits/*aosmtp.dll"

To confirm that you have properly registered the SMTP mailer DLL's on your system, test #7 on the installtest page (**Test 7: Test Email Configuration Settings**) will give a "can not create server object server error" when the DLL is not properly registered. If you get another error response back from the mail server, the DLL is properly configured, but your connection with your SMTP mail server is not configured correctly.