# Web+Center 9.0 Installation Guide

MS Windows 10/7 or Windows Server 2016/2012/2008



Version Date: 01/02/2017

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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.

Before installing and configuring the software, we recommend you contact our friendly support staff to discuss your optimum long term hosting strategies for your help desk. Proper placement of our product on a server configured outside of the firewall gives better options for our mobile apps and your users.

We <u>will</u> get your Help Desk up and running! We are happy to remote in and assist you personally with your install and help launch your successful Web+Center rollout. Free or licensed users! We have streamlined the install process for Version 9 with new install scripts to reduce install times by 80%.

# **Overview:**

Welcome to the Web+Center Version 9.X installation guide for 64-bit operating systems using IIS 7 or Windows Sever 2008 and later and MS Windows 7/10 and MS Windows 2016. Web+Center can be installed on basically every MS Windows OS platform as long as it can run IIS (Internet Information Services).

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>https://www.inet-sciences.com/</u> for phone, web-based and email based support options.

# **Basic steps**

- 1. Fully Install IIS (Internet Information Services) from Turn Windows Features ON/OFF Control Panel enabling ASP and other web programming features
- 2. Download and run webcenter90.exe from https://www.inet-sciences.com/webcenter90.exe
- 3. Configure default 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 IIS mode (if appropriate) \*\*
  - f. Create the (7) Web+Center IIS application directories and 1 virtual directory \*\*
- 4. Set the file security permissions for the Web+Center 9.X folders to everyone full control and no other users. Set this permission for Web+Center 9.0 folder and subfolders
- 5. Install SQL Server and SQL Server Management Studio (if necessary)
- 6. Create the Web+Center SQL database and set defaults (if using SQL Server)
- 7. Set the database security account and permissions for the wc90 user
- 8. Create the ODBC DSN webcenter90\_db for the database
- 9. Register (REGSVR32) the SMTP and POP mailer DLLs on your computer\*\*
- 10. Run the installation tests by running \localhost\tech90\installtest.htm
- 11. Testing the suite of 6 Web+center applications Tech+Center, Customer+Center, etc

# \*\* These install steps can be performed by new install set scripts or done manually

Where to host the Web+Center application? – The most important decision to make for the long term effectiveness of your application!

Starting with Web+Center version 7.5, we started offering "mobile" friendly help desk apps for both the customer and technician that are designed to run on a smart phone or tablet. Although these apps will work in local and firewalled wi-fi networks, customers and techs can gain greater mobility if they can access the help desk application over their cell data networks. This requires hosting the Web+Center application on a windows machine that is configured to be outside the firewall.

A newer and very affordable option (\$20-\$50 month) now exists for organizations that do not feel comfortable running a server outside of the firewall by installing the Web+Center on a VPS (Virtual Private Server) at a third party vendor like GoDaddy.com

We invite you to review a newsletter article from 2015 on installing Web+Center on VPS at

# https://www.inet-sciences.com/webcenter-hosted-on-virtual-private-servers/

Although our software can be installed on a laptop in the closet, we recommend you carefully evaluate and prepare a hosting environment that is solid, provides reasonable internet speed and connectivity, reliably backed up and easily accessible for maintenance. Migrations are always possible but best to find a good hosting server environment initially.

# Decide which backend database to use - SQL\*Server or ACCESS

We have total success of clients using either backend database. If you have more than 10-15 techs, you may want to use SQL\*Server as it is a more robust database engine. Probably the 2 biggest decision factors to consider between SQL\*Server or ACCESS is first your own expertise with either one of those applications. If you are a SQL\*Server MS shop, SQL is probably the better backend database. If you are a smaller company and organization and do not have strong database skills in house, ACCESS should work fine and does not require purchasing or installing any additional database software on the Web+Center server machine. You won't need an MS Access/Office application installed on the server hosting Web+Center since does not use the MS Access front end and the database ODBC drivers/utilities already exist on ALL MS operating systems.

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 or able to connect to a SQL database server so you can run SQL Scripts to create the database and tables and set user permissions. If running SQL\*Server, you must separately purchase any required SQL\*Server licenses required for this application.

So, your database 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.
- C. MS Access 64 bit drivers Not recommended\*\*– Uses 64 bit ODBC Access drivers and running in IIS in 64 bit mode with 64 bit SMTP drivers \*\* It appears that MS does not want you to run Office and ACCESS in 64 bit mode either for lots of compatibility reasons!

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

#### **STEP 1. Install or Enable IIS (Internet Information Services)**

- 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. Select the Turn Windows Features on or off option



- d. Depending upon if you are adding IIS to a server machine or a desk top, you may be prompted for an add roles and features page. Select the Role-based or feature-based installation.
- e. Click NEXT a few times to get the Select Server Roles page and carefully add the Web Server (IIS) options that include the necessary options for Web+Center.

These include:

- Security basic authentication and windows authentication minimum
- Application Development See screen shot below Make sure to include ASP
- Management tools IIS management console and IIS 6 compatibility

select server role:	5	s192-169-200-198.se
Before You Begin	Select one or more roles to install on the selected server.	
Installation Type	Roles	Description
Server Selection	L D	IIS 6 Management Comr
Server Roles	File and Storage Services (2 of 12 installed)	provides forward compa
Features	Hyper-V	your applications and sci
Confirmation	Network Policy and Access Services	Object (ABO) and Active
Deputy	Print and Document Services	Service Interface (ADSI).
	Remote Access	existing IIS 6 scripts to m IIS 7 Web server.
	Remote Desktop Services	
	Web Server (US) (24 of 42 installed)	
	Web Server (18 of 24 installed)	
	Common HTTP Features (Installed)	
	Health and Diagnostics (1 of 6 installed)	
	Performance (1 of 2 installed)	
	Security (4 of 9 installed)	
	Application Development (6 of 11 installed)	
	.NET Extensibility 3.5	
	✓ .NET Extensibility 4.5 (Installed)	
	Application Initialization	
	ASP (Installed)	
	ASP.NET 3.5	
	ASP.NET 4.5 (Installed)	
	CGI (Installed)	
	SAPI Extensions (Installed)	
	✓ ISAPI Filters (Installed)	
	Server Side Includes	
	WebSocket Protocol	
	FIP Server (1 of 2 installed)	
	■ Management Tools (5 of 7 installed)	
	Is Management Compatibility (2 of 4 installed)	
	IS 6 Metabase Compatibility (Installed)	
	IIS 6 Management Console	
	IIS 6 Scripting Tools (Installed)	
	✓ IIS 6 WMI Compatibility (Installed)	
	✓ IIS Management Scripts and Tools (Installed)	
	Management Service	
	Windows Deployment Services	
	Windows Server Essentials Experience	
	Windows Server Update Services	

Web+Center Version 9.X Windows 7/10 Windows Server 2016/2012/2008 Install

STEP 2. Download webcenter90.exe from the Internet Software Sciences website (https://www.inetsciences.com/products/downloads/) 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. We recommend you install it in the default install path which is

• C:\program files (x86)\Internet Software Sciences\web+center 9.0\

# **STEP 3: Quick Setup scripts (Recommended)**

If you have installed Web+Center into the default folder listed above, a \*.CMD script is available to perform install steps 3-4. To run this script,

(1) Launch the windows file explorer and navigate to the directory:

C:\program files (x86)\Internet Software Sciences\web+center 9.0\InstallCommands\

(2) Select the appropriate CMD script you wish to run

- ConfigureIISAccess32bit.cmd For 32 bit Access backend database installs on 64 bit OS
- ConfigureIISSQL64bit.cmd For 64 bit SQL\*Server backend database installs on 64 bit OS And then do a right mouse click and select the "Run As Administrator" option from the popup.

🔂 Open	Print	Burn	New folder							
			Name	~		Date modifi	ed	Туре	Size	
p			ConfigIISAcces	-226	temd	12/6/2016 /	11.01	Windows Comma		4 KB
oads Places ive			ConfigIISSQL64		<b>Open</b> Edit Print		1	Windows Comma		4 KB
				0	Run as administrator					
nents				3	Troubleshoot compat Norton 360 TextPad	ibility	•			
5				(0)	WD SmartWare Backu	p				

If you ran these scripts successfully, you can skip to STEP 5.

#### STEP 3. Configure default website or create new website

a. *Open IIS Manager* (Start  $\rightarrow$  Settings $\rightarrow$  Control Panel $\rightarrow$  Administrative Tools $\rightarrow$  Internet Information Services (IIS) Manager or Start  $\rightarrow$  All Programs  $\rightarrow$  Admnistrative Tools  $\rightarrow$ Internet Information Services (IIS) Manager) depending on your operating system.

🖄 l 🔂 🖪 👻 l	Shortcut Tools Application Tools		Administrative 1	ools	
File Home Share View	Manage Manage				
Copy Paste Copy path Copy Copy Paste Resolution Clipboard	ve Copy toy Organize	New item • Properties • New Open	Select all Select none Invert selection Select		
🕞 🕘 = 🛧 🔯 🕨 Control Panel	<ul> <li>System and Security + Administ</li> </ul>	rative Tools 🕨			🗸 🖒 🛛 Search Admir
	Name	Date modified	Туре	Size	
Desktop	Terminal Services	8/22/2013 8:39 AM	File folder		
😺 Downloads	👌 Component Service:	8/21/2013 11:57 PM	Shortcut	2 KB	
🖳 Recent places	🛃 Computer Managen	nent 8/21/2013 11:54 PM	Shortcut	2 KB	
	📸 Defragment and Opt	timize Drives 8/21/2013 11:47 PM	Shortcut	2 KB	
📕 This PC	📸 DNS	8/21/2013 11:55 PM	Shortcut	2 KB	
📜 Desktop	🔚 Event Viewer	8/21/2013 11:55 PM	Shortcut	2 KB	
Documents	💦 Internet Information	Services (IIS) Manager 8/21/2013 11:50 PM	Shortcut	2 KB	
🙀 Downloads	🔝 iSCSI Initiator	8/21/2013 11:57 PM	Shortcut	2 KB	
👪 Music	📠 Local Security Policy	8/21/2013 11:54 PM	Shortcut	2 KB	
📓 Pictures	🔊 Microsoft Azure Sen	rices 7/23/2014 9:02 PM	Shortcut	2 KB	
📕 Videos	📷 ODBC Data Sources	(32-bit) 8/21/2013 4:56 PM	Shortcut	2 KB	
🏭 Local Disk (C:)	📷 ODBC Data Sources	(64-bit) 8/21/2013 11:59 PM	Shortcut	2 KB	
	🔊 Performance Monito	or 8/21/2013 11:52 PM	Shortcut	2 KB	

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: The "application directory" is different from IIS 6.0 which only offered "virtual" directories. You must select application directies for tech90, customer90, etc.* 

e View H	elp					
IV0500	tion P	pols	Group by: A ASP.NET	500 Home		Actions Manage Server Restant Start Stop
⊳ 🚱 Defa	ault We	b Site Explore Edit Permis Add Applic	isions	evels Strings ontrols	♥ .NET Globalization ☑ Application Settings ﷺ Archine Key ﷺ SMTP E-mail	View Application Pools View Sites Help Online Help
	×	Edit Bindin Manage W Refresh Remove Rename Switch to C	gs eb Site	n jwising ppings nse Headers jing	Authentication Odeauti Document Trim Pages HTTP Redirect Logging Modules Pager Cetificates	
			Managemer	Jegetion	Z Shared Configuration	

Enter '*tech90*' in the '*Alias*' textbox.

	500T	
Site name: Defa Path: /	ult Web Site	
Alias:	Application pool:	
15 NO1228	DefaultAppPool	Select
tech90 Example: sales Physical path:	t Seft and Science With Contro Od	
tech90 Example: sales Physical path: m Files (x86)\Intern Pass-through autho	et Software Sciences\Web+Center 9.C	
tech90 Example: sales Physical path: m Files (x86)\Intern Pass-through autho Connect as	et Software Sciences\Web+Center 9.C entication Test Settings	
tech90 Example: sales Physical path: m Files (x86)\Intern Pass-through autho Connect as	et Software Sciences\Web+Center 9.C entication Test Settings	

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

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

APPLICATION/ALIAS	PHYSICAL DIRECTORY	Website/Application
Customermobile90	CustomerMobile	Smart phone version of Customer+ Center
TechMobile90	TechMobile	Smartphone version of Tech+Center
Tech90	Techcenter	Tech+Center application
Customer90	CustomerCenter	Customer+Center application
Business90	BusinessCenter	Business+Center application
Language90	Language	Language directory
Reservation90	ReservationCenter	Reservation+Center application

c. Add the remaining 7 Web+Center IIS Application directories :

Add one IIS "virtual directory" for download and temp files. Users should only be able to read from this directory and a virtual directory only allows read operations.

Virtual Directory	Physical Directory	Website/Application
wctemp	wctempfiles	Temporary files and
		downloads

When finished adding all of the application and virtual directories, the properties under the Default Web Site should look like:

Connections
2
V 📲 ISSLAPTOPHP2015 (ISSLaptopHP
- Application Pools
V 🧕 Sites
🗸 🍚 Default Web Site
> 🚰 aspnet_client
> 🕜 Business90
> 💮 Customer90
> 🔗 CustomerMobile90
> 💮 Reservation90
🦻 🕜 TechMobile90
> 💮 tech90
> 💮 language90
> 🔁 wctemp

# **STEP 4. Configure website properties**

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

isplay: 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	c
Send Errors To Browser	True	

NOTE for later: 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 than the default amount set by Microsoft. 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		
O Debuneire Desceties		

Now click the Apply button in the upper right hand corner to apply all of these settings to the ASP property.

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



Authentication should be set as below:

Anonymous, basic authentication and windows authentication need to be configured as a minimum. Some more complicated networks will also require digest authentication.

<u>V</u> iew <u>H</u> elp				
tions	Authentication			Actions Disable
€ IV0500	Group by: No Grouping -	Advanced Settings.		
Application Pools	Name	Status	Response Type	e Help
Sites     Default Web Site     Default Web Site     destance     customer70     tech70     business70     desta70	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
▶ <b>9</b> reservation70				

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 with a 32 bit ODBC driver or a 32-bit installation of SQL Server, you'll also need to do the following. Select 'Application Pool' in the left-hand menu. Under the center section, 'Application Pools' select 'DefaultAppPool', in the right-hand menu, then select 'Advanced Settings...'.

Connections	Application Pool	-					Actions
NOTCHKA (Notchka\cynthia)     Application Pools	This page lets you view and mana processes, contain one or more ap	Add Application Pool Set Application Pool Defaults					
Sites     Default Web Site	Filter: - 🔐 Go 🕤	🗟 Show All 🛛 Gro	up by: No G	rouping	•		Application Pool Tasks  Start
	Name	Status	.NET Fra	Managed Pi	Identity	Applications	Stop
	@ASP.NET 1.1	Started	v1.1	Classic	ApplicationPoolIdentity	0	Recycle
	Classic .NET AppPool	Started	v2.0	Classic	ApplicationPoolIdentity	0	Edit Application Pool
	DefaultAppPool	Started	v2.0	Integrated	ApplicationPoolIdentity	24	Basic Settings
	Features View Content View	Started	v2.0	Integrated	ApplicationPoolIdentity	0	Advanced Settings. Rehame Remove View Applications Phelp Online Help

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 64 bit ACCESS.

A	dv	anced Settings		x
1	⊟	(General)		
	Ι.	.NET Framework Version	v2.0	
		Enable 32-Bit Applications	True 🔻	Ξ
		Managed Pipeline Mode	Integrated	
		Name	DefaultAppPool	
		Queue Length	1000	
		Start Automatically	True	
	Ξ	CPU		
		Limit	0	
		Limit Action	NoAction	
		Limit Interval (minutes)	5	
		Processor Affinity Enabled	False	
		Processor Affinity Mask	4294967295	
	Ξ	Process Model		Ŧ
	E [• p s	nable 32-Bit Applications enable32BitAppOnWin64] I sool 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 9.X folder level and all sub folders to user group "everyone" full control and <u>remove all other users and break inheritance from</u> <u>directories above.</u>

The Web+Center application is setup to run as an "anonymous user" 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 9.X typically:

C:\program files (x86)\Internet Software Sciences\Web+Center 9.0\

- b. Right mouse click and select the '*Properties*' menu item for the Web+Center 9.X folder
- c. Inside of the properties dialog window, first click on the 'Security' tab to change the permissions.

	weeks and wheek
Object name: C:\Program Files\Interne	t Software Sciences\We
Group or user names:	
R CREATOR OWNER	
SYSTEM	
Administrators (Toshiba-Scott\Admin	istrators)
1 leare (Trobibs-Scott)   leare)	
<	۱. F
To change permissions, click Edit.	Fdit
OWNER	Allow Deny
Full control	
Modify	
Read & execute	1
List folder contents	
Read	-
Write	
For special permissions or advanced settin click Advanced.	ngs, Advanced
I approve a second particulated participation	ins

- 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

ermission	entries:	let software sciences	•	
Туре	Name	Permission	Inherited From	Apply To
Allow	TrustedInstaller	Special	C:\Program Files\	This folder and subfolders
Allow	SYSTEM	Full control	C:\Program Files\	This folder, subfolders a
Allow	Administrators (Toshiba	Full control	C:\Program Files\	This folder, subfolders a
Allow	Users (Toshiba-Scott\Us	Read & execute	C:\Program Files\	This folder, subfolders a
Allow	CREATOR OWNER	Special	C:\Program Files\	Subfolders and files only
Add	l Edit	Remove		
7 Tochuda	inheritable permissions from th	is object's paraet		
nciude	inneritable permissions from th	is object's parent		

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.

Windows Sec	curity 📃 🔀
	Warning: If you proceed, inheritable parent permissions will no longer propagate to this object.
_	<ul> <li>Click Add to convert and add inherited parent permissions as explicit permissions on this object.</li> </ul>
	- Click Remove to remove inherited parent permissions from this object.
	- Click Cancel if you do not want to modify inheritance settings at this time.
	Add Remove Cancel

Object name: C:\Program Files\Internet Software Sciences\Web+Center7.0	
Permission entries:	
No groups or users have permission to access this object. However, the owner of this object can as permissions.	sign 🔺
	+
Add Edit Remove	s 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 principal	Object Types
From this location:	
TOSHIBA-SCOTT	Locations
Enter the object name to select ( <u>examples</u> ):	
Enter the object name to select ( <u>examples</u> ): Everyone	Check Names
Enter the object name to select ( <u>examples</u> ): Everyone	Check Name
<u>E</u> nter the object name to select ( <u>examples</u> ): [Everyone	Check Names

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

lame: Everyone	]	Change
pply to: This folder, subfolders	This folder, subfolders and files	
ermissions:	Allow	Deny
Full control	V	<b></b>
Traverse folder / execute file		<b>E</b>
List folder / read data	1	
Read attributes		
Read extended attributes	V	E
Create files / write data	1	100
Create folders / append data	1	
Write attributes	V	
Write extended attributes	V	
Delete subfolders and files	1	100
Delete	J	-
Apply these permissions to object of the second and	ts and/or only	Clear All

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

Permission entries: Type Name Permission Inherited	
Type Name Permission Inherited	
	From Apply To
Allow Everyone Full control <not inhe<="" td=""><td>erited&gt; This folder, subfolders a</td></not>	erited> This folder, subfolders a
Add Edit Remove	
Include inheritable permissions from this object's parent	
Replace all existing inheritable permissions on all descendants with inherita Managing permission entries	able permissions from this objecti

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. We recommend you perform a FULL computer reboot at this point to "set" the new file security permissions into the Access Control Lists (ACLs) used by IIS.

		ana waxaan	
Object name: C:\Program Files\	Internet Software S	ciences\Web	
Group or user names:			
To Budgest, and Auto-			
To change permissions, click Edit			
To change permissions, click Edit.		Edit	
Permissions for Everyone	Allow	Deny	
Full control	~	*	
Modify	1		
Read & execute	~	III	
List folder contents	1		
Read	1		
Write	1	~	
For special permissions or advance	ed settings,	Advanced	
click Advanced.	- []	nuvanceu	
earn about access control and pr	ermissions		

**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 90 database. This step does not apply if you are planning on using MS Access as the back end database.

- a. Open SQL Server 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		
<u>File Edit View Tools Window Commun</u>	/ Help	
일 New Query 🔒 📸 📸 🗟 🐸 💅	1 - 4 b = 6 b	
Object Explorer 🗸 🕂 🗙	Object Explorer Details	
Connect 🕶 🜉 🔳 🝸 👩	12 2 7 注册	
□         10500 (SQL Server 9.0.3068 -           □         ■         ■           0         ■         ■           0         ■         >           0         ■         >           0         ■         >           0         ■         >           0         ■         >           0         ■         >           0         ■         >	Databases	3 her
E Server Objects	Name	
Kepication     Management     Motification Services     SQL Server Agent (Agent XPs disabled)	System Databases Database Snapshots Webcenter60	

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Microsoft SQL Server Manag	ement Studio	
File Edit View Tools	Vindow Community Help	
😫 New Query 📑 📸 📆		
Object Explorer		- ×
Connect • 📑 = 🍸 🗃		
⊟ 100500 (SQL Server 9.0.3	68-	
E Datebase New	Databases	
🕀 🧰 Datat Atta	h., IV0500/Databases	Item(s)
🕀 🚺 webc Rest	ve Database	
Security     Rest	re Files and Filegroups	
🕀 🛄 Replicati 🛛 Rep	tts > stem Databases	_
Manager     Refr	sh atabase Snapshots	
SQL Server Agent (A	Jent XPs disabled) g wkb.center60	
-		
Ready		

c. Enter *webcenter90* into the 'Database name' textbox. Click *OK* to create the initial blank database.

🚰 General	Script 🝷 🚺	Help			
i∰ Options i∰ 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					
View connection properties					
Progress					
	•	III			4

- d. Next, the database tables need to be created. From the menu bar at the top of the SQL Server Management Studio, select File  $\rightarrow$ Open  $\rightarrow$ File  $\rightarrow$ *navigate to C:\program files\Internet Software Sciences\Web+Center 9.X \databases \Createwebcenter90.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 'EXEUTE' button, you will you see a drop down list of databases. Select the *webcenter90* 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*".

Microsoft SQL Server Management Studio			
ile <u>E</u> dit <u>V</u> iew <u>Q</u> uery <u>P</u> roject <u>T</u> ools <u>W</u> in	indow <u>Community</u> <u>H</u> elp		
💄 New Query 📄 📸 📸 📸 🗟 😂 💕 🕬			
💵 🔩 🙀 webcenter60 🔹 🕴 Ex	recute ✔ = 認夢 22 偽 評論員 簡簡 10 言言 律律。		
oject Explorer 🚽 👻 🗸	1V0500.webcenter.webcenter60.sql* Object Explorer Details		
onnect 🕶 💐 🔳 🍸			
INSON ISQL Server 9.03068 - 1a)     Databases     Databases     Databases     Databases     Database Snaphots     Database Inspirate     Database Diagrams     Database Dia	<pre>/**** CreateWebcenter60.sql script *****/ /**** Version date: November Sth, 2007 *****/ /**** Version date: November Sth, 2007 *****/ /***** Object: Table [dbo].[AssetAssignment] Script Date: 1/8/01 9:20:18 AM ******/ if exists (select * from ayobjects where id = object_id(N'[dbo].[AssetAssignment]') and OBJECTFROPERTY(id, N'IsUserTable') = 1) drop table [dbo].[Assets] Script Date: 1/8/01 9:20:18 AM ******/ if exists (select * from ayobjects where id = object_id(N'[dbo].[Asset]) and OBJECTFROPERTY(id, N'IsUserTable') = 1) drop table [dbo].[Assets] Script Date: 1/8/01 9:20:18 AM ******/ if exists (select * from ayobjects where id = object_id(N'[dbo].[Assets]) and OBJECTFROPERTY(id, N'IsUserTable') = 1) drop table [dbo].[Assets] GO</pre>		
😥 🚞 Server Objects	eu -		
Replication	/****** Object: Table [dbo].[BConfiguration] Script Date: 11/21/00 4:41:22 FM ******/		
Management     Motification Services	if exists (select * from sysobjects where id = object_id(N'[dbo].[BConfiguration]') and OBJECTPROPERTY(id, N'IsUserTable') = 1)		
SQL Server Agent (Agent XPs disabled)	drop table [dbol. [RConfiguration] "		
	En Messade		
	Command(s) completed successfully.		_
J			
	4		
	Q Query executed successfully. V0500 (9.0 SP2) sa (52) webcenter60	00:00:00	0

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 9.X* \*databases*  $\rightarrow$ LoadWC90Defaults.sql. It will prompt you to connect to the server, so select the appropriate server and press the *Connect* button.

Web+Center Version 9.X Windows 7/10 Windows Server 2016/2012/2008 Install

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 *webcenter90* 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 Webcenter90 database tables and initializes some of the columns with default data.

# **STEP 8.** Create the database security account and permissions for the wc90 user (SQL Server only).

You must create a SQL user account for the webcenter90 database. The Web+Center software accesses the database using SQL Server Authentication (NOT windows authentication) and requires a SQL Server user account. Create a SQL user account with username of "*wc90*" and a password of "*wc90pass*".

- a. To add this user account for your webcenter90 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 "wc90".
  - For Authentication area, select the SQL Server Authentication radio button and enter the password of: *"wc90pass"*.
  - Uncheck *Enforce password policy* and *Enforce password expiration*

• Change the	e default database to	webcemer >0.
Login Properties - wc80	a solar a manual	
Select a page	🔄 Script 🔻 🛐 Help	
Server Roles User Mapping Securables Status	Login name:	wc80 Search
_	SQL Server authentication	
	Password:	•••••
	Confirm password:	•••••
	Enforce password policy     Enforce password expiration	
	User must change password	at next login
	Mapped to certificate	
	Certificate name:	
Connection	<ul> <li>Mapped to asymmetric key</li> </ul>	
Server: NOTCHKA\SQLEXPRESS	Key name:	
Connection:	Default database:	webcenter80
Notchka\cynthia	Default language:	English
View connection properties		
Progress		
Ready		
	·	OK Cancel

• Change the default database to *webcenter90*.

b. Click on '*User mapping*'. Select the webcenter90 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	Corint 💌 🖪 Help			
🚰 General				
Server Roles	Users mapped to this login:			
Securables	Map Database	User	Default Schema	*
🚰 Status	Elchlers			
	master			_
	model			
	msdb			
	SBCC			
	tempdb			E
	webcenter60bb			
	webcenter70			
	webcenter80	wc80		
	Guest account enabled for: w	ebcenter80		
Connection	Guest account enabled for: w	ebcenter80 ebcenter80		
Connection	Guest account enabled for: we Database role membership for: we db_accessadmin	ebcenter80 ebcenter80		
Connection Server: NOTCHKA\SQLEXPRESS	Guest account enabled for: we Database role membership for: we Ø db_accessadmin Ø db_backupoperator	ebcenter80 ebcenter80		
Connection Server: NOTCHKA\SQLEXPRESS	Guest account enabled for: we Database role membership for: we db_accessadmin db_backupoperator db_datareader db_datawriter	ebcenter80 vbcenter80		
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Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia Wiew connection properties	Guest account enabled for: we Database role membership for: we Ø db_accessadmin Ø db_backupoperator Ø db_dataventer Ø db_dataventer Ø db_deladmin Ø db_denydatareader Ø db_denydataventer	ebcenter80 ebcenter80		
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia	Guest account enabled for: we Database role membership for: we Ø db_accessadmin Ø db_backupoperator Ø db_dataventer Ø db_datawriter Ø db_denydatareader Ø db_denydataventer Ø db_denydataventer Ø db_securityadmin	ebcenter80 ebcenter80		
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia View connection properties Progress	Guest account enabled for: we Database role membership for: we Ø db_accessadmin Ø db_backupoperator Ø db_dataventer Ø db_datawriter Ø db_denydatareader Ø db_denydataventer Ø db_denydataventer Ø db_secuntyadmin Ø public	ebcenter80 ebcenter80		
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia View connection properties Progress Ready	Guest account enabled for: we Database role membership for: we Ø db_accessadmin Ø db_backupoperator Ø db_dataventer Ø db_datawriter Ø db_deladmin Ø db_denydatareader Ø db_denydataventer Ø db_denydataventer Ø db_secuntyadmin Ø public	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 Ø db_accessadmin Ø db_backupoperator Ø db_datawriter Ø db_datawriter Ø db_denydatareader Ø db_denydatawriter Ø db_denydatawriter Ø db_evomer Ø db_secuntyadmin Ø public	ebcenter80 ebcenter80		
Connection Server: NOTCHKA\SQLEXPRESS Connection: Notchka\cynthia View connection properties Progress Ready	Guest account enabled for: we Database role membership for: we Ø db_accessadmin Ø db_backupoperator Ø db_dataventer Ø db_datawriter Ø db_denydatareader Ø db_denydatareader Ø db_denydataventer Ø db_gecuntyadmin Ø 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.

🔝 iSCSI Initiator	8/21/2013 11:57 PM	Shortcut	2 KB
👼 Local Security Policy	8/21/2013 11:54 PM	Shortcut	2 KB
😰 Microsoft Azure Services	7/23/2014 9:02 PM	Shortcut	2 KB
🐻 ODBC Data Sources (32-bit)	8/21/2013 4:56 PM	Shortcut	2 KB
📆 ODBC Data Sources (64-bit)	8/21/2013 11:59 PM	Shortcut	2 KB
Performance Monitor	8/21/2013 11:52 PM	Shortcut	2 KB
🔊 Resource Monitor	8/21/2013 11:52 PM	Shortcut	2 KB
📠 Security Configuration Wizard	8/21/2013 11:45 PM	Shortcut	2 KB
👼 Server Manager	8/21/2013 11:55 PM	Shortcut	2 KB
🚔 Services	8/21/2013 11:54 PM	Shortcut	2 KB

*For 32-bit setups: If you can't find the the 32-bit version of the ODBC database sources you can run it by using the START... RUN command with the file path:* 

C:\Windows\SysWOW64\odbcad32.exe

Web+Center Version 9.X Windows 7/10 Windows Server 2016/2012/2008 Install

🖅 Run	X
	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

**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.

🙈 iSCSI Initiator	8/21/2013 11:57 PM	Shortcut	2 KB
🛃 Local Security Policy	8/21/2013 11:54 PM	Shortcut	2 KB
😰 Microsoft Azure Services	7/23/2014 9:02 PM	Shortcut	2 KB
📷 ODBC Data Sources (32-bit)	8/21/2013 4:56 PM	Shortcut	2 KB
📷 ODBC Data Sources (64-bit)	8/21/2013 11:59 PM	Shortcut	2 KB
🔊 Performance Monitor	8/21/2013 11:52 PM	Shortcut	2 KB
🔊 Resource Monitor	8/21/2013 11:52 PM	Shortcut	2 KB
뤎 Security Configuration Wizard	8/21/2013 11:45 PM	Shortcut	2 KB
👼 Server Manager	8/21/2013 11:55 PM	Shortcut	2 KB
🏦 Services	8/21/2013 11:54 PM	Shortcut	2 KB

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

	2
System Data Sources:	
Name Driver	A <u>d</u> d
	Remove
	Configure
An ODPC System data any manatama	information about how to connect to
the indicated data provider. A Syste	em data source is visible to all users

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.

IMPORTANT NOTE: Until about 2014, Microsoft did not have a 64 bit version of their ODBC ACCESS driver easily available and delivered as part of their OS. We don't recommend you use the MS Access 64 bit ODBC driver for variety of MS product compability reasons.

With later versions of Windows 10, Server 2012, it was finally included. For more information, please reference our newsletter article about the 64 ACCESS ODBC driver at

https://www.inet-sciences.com/64-bit-odbc-access-driver-for-webcenter/



**NOTE:** This driver may not show up if you are using the 64-bit version of the ODBC Administrator with older versions of windows.

Enter '*WEBCENTER90\_DB*' into the '*Data Source Name*' field and enter '*Web+Center Database*' in the '*Description*' field. Press the '*Select...*' button.

	Determone - Manual Varial CanDan 4	
ODBC Microsoft Acc	cess Setup	8 23
Data Source Name:	WebCenter80_DB	ок
Description:	Web+Center database (Access)	Cancel
Database		Cancer
Database: C:\\E	Database\webcenter80.mdb	Help
Select	Create Repair Compact	Advanced
System Database		
None		
O Database:		
	System Database	Options>>
	System Database	Options>>

Navigate to the webcenter90.mdb file, select the *webcenter90.mdb* file and press the '*OK*' button. Typically this file has been installed in the directory:

 $c:\Program Files (x86)\Internet Software Sciences\Web+Center 9.X\Database\$ 

Select Database Database Name webcenter80.mdb ConvertedBusiness.mdt webcenter60.mdb webcenter70.mdb webcenter70DOWNLO webcenter75.mdb webcenter80.mdb	Directories: c:\\database C:\ Program Files (x86) Program Files (x86) C: Web+Center 8.0 Database	OK Cancel Help Read Only Exclusive
List Files of Type: Access Databases (*.m. 💌	Drives:	Network

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



Press 'OK' to close this OBDC Administrator.

#### **SQL Server STEPS:**

Inside the '*Create New Data Source*' window, select 'S*QL Server' – Not SQL Server Native Client* and press the '*Finish*' button.

Name	/ *
Microsoft Paradox-Treiber (*.db.) Microsoft Text Driver (*.bd; *.csv) Microsoft Text-Treiber (*.bd; *.csv) Microsoft Visual FoxPro-Treiber SQL Native Client SQL Server	6 6 1 2 5
<	) <del>-</del>

Enter '*WEBCENTER90\_DB*' into the '*Data Source Name*' field and enter '*Web+Center Database*' (or some other description) in the '*Description*' field, select the SQL Server that contains the database, (or '*(local)*' if on the same server) and Press the '*Next*' button.

Create a New Data Sourc	e to SQL Server
	This wizard will help you create an ODBC data source that you can use to connect to SQL Server.
	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
	Finish         Next >         Cancel         Help

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 (wc90, wc90pass), and press the '*Next*' button:

Create a New Data Sour	te to SQL Server
	How should SQL Server verify the authenticity of the login ID?
	$\bigcirc$ 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:
	<pre></pre>

On the next screen, check the checkbox before '*Change the default database to:*', select '*WebCenter90*', and press the '*Next*' button.

	✓ Change the default database to:	
	Attach database filename:	
	Create temporary stored procedures for prepared SQL statements and drop the stored procedures:  O Only when you disconnect.  When you disconnect and as appropriate while you are connected.  C Use ANCL systed identifier.	
	<ul> <li>Use ANSI quoted identifiers.</li> <li>Use ANSI nulls, paddings and warnings.</li> </ul>	
	Use the failover SQL Server if the primary SQL Server is not available.	
	< Back Next > Cancel Help	

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

Create a New Data Source to SQL Server				
	<ul> <li>Change the language of SQL Server system messages to:         <ul> <li>English</li> <li>Use strong encryption for data</li> <li>Verify Perform translation for character data</li> <li>Use regional settings when outputting currency, numbers, dates and times.</li> <li>Save long running queries to the log file:                  <ul></ul></li></ul></li></ul>			
	<back cancel="" finish="" help<="" th=""></back>			

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: Register the SMTP and POP ASP DLL's with REGSVR32\*\* \*\* NOTE: This is done for you if you ran the setup CMD file earlier

Web+Center uses a 3<sup>rd</sup> party licensed component to handle complex SMTP and POP email connections and operations. There are two DLL's that must be registered with the operating system to make them work correctly.

Launch a Command Program prompt as an administrator (right mouse click on the Command prompt icon).

Navigate the command prompt directory to:

For 64 SQL installs:

#### C:\program files (x86)\Internet Software Sciences\Web+Center 9.0\ASPMailer\

For 32 bit Access installs:

#### C:\program files (x86)\Internet Software Sciences\Web+Center 9.0\ASPMailer32bits\

Then enter correct (2) REGSVR32 commands for your install:

For 64 bit SQL\*Server installs:

*c:\windows\system32\regsvr32* aosmtp.dll

*c:\windows\system32\regsvr32* anpop.dll

For 32 bit installs:

c:\windows\syswow64\regsvr aosmtp.dll

c:\windows\syswow64\regsvr32 anpop.dll

#### **STEP 11. Run the install tests**

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

#### http://localhost/tech90/installtest.htm

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: Depending upon if you are running 64-bit Internet Information Server (IIS) or 32 bits, you may need to separately register the SMTP DLL into your system. (See instructions in Appendix A). The ASP email test will not successfully complete until these ASP mailer 64 or 32-bit dlls are installed and registered.

STEP 12: 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>/tech90/</yourhostname>	
Customer+Center	http:// <yourhostname>/customer90/</yourhostname>	
Reservation+Center	http:// <yourhostname>/reservation90/</yourhostname>	
Business+Center	http:// <yourhostname>/business90/</yourhostname>	
Mobile+Center	http:// <yourhostname>/CustomerMobile90/</yourhostname>	
Tech+Mobile	http:// <yourhostname>/TechMobile90/</yourhostname>	

### Installation is complete!

We recommend you review various documents on our website support page to assist in your configuration.

All Web+Center documentation is only available on the website under Support/Documentation

https://www.inet-sciences.com/support-4/documentation-2/

Documents include:

- Getting Started Guide
- Web+Center for Dummies
- Programmers Guide
- LDAP/Active Directory configuration guide
- User Training Documentation

Check out our Newsletter articles under resources for a very extensive set of articles about Web+Center and user applications.