

Web+Center

Version 9.x

Windows Quick Install Guide

2 Tech Free Version
Rev – January 2, 2017



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Welcome to the Web+Center Installation and Configuration guide. This document only contains the information necessary to install and configure the Web+Center running using 32-bit Access as your database.

Installation Support :

Complete list of Frequently Asked Questions (FAQs) and an extensive knowledge base of Web+Center questions and problems are available at.

<https://www.inet-sciences.com/faq/>

Email us at support@inet-sciences.com

Phone-based support at (650) 949-0942 (9 AM -5 PM PST Pacific Standard Time)

Important Upgrade Information:

Licensed users must have a current support/upgrade contract to upgrade to 9.0 and use their existing data. Please check for Upgrade Kit information on the ISS website for more details.

Web+Center – Windows 32-bit/Access Installation

Web+Center **Server** requirements – Almost all Windows operating system that include the IIS webserver (2003/2008, Windows 7, Server 2012, 2016, XP , Vista, etc) will work for installing Web+Center 32- or 64-bit versions.

Web+Center **Client** Requirements – Almost all Web browsers running on any platform (Windows, MAC, Unix, Linux, etc)

Databases -- Web+Center supports two back-end databases, MS Access and SQL*Server. For Access installations, one DOES NOT have to install Microsoft Access on the server since the drivers are included in the operating system.

Step 1 - Download and Install the Web+Center Files

Download the Web+Center self-extracting executable installation program (webcenter90.exe) from the Internet Software Sciences Web site into a local directory on your machine by visiting the www.inet-sciences.com website and select the product/downloads menu option. Make sure your antivirus software is turned off or it may not complete the install (and will not give you any error messages). The Web+Center installation program only creates directories and places files into those directories.

You must complete the additional steps below to install and configure your Web+Center application.

- **Note:** Do not install this product under the inet-pubs/ wwwroot directory.
- **Note:** If you have purchased a licensed version you will be sent a special license key with instructions on how to install the license key. This is installed after the FREE 2-tech installation is completed.

Step 2 - Configuring ODBC Connection for Access Database

The ODBC setup is needed to connect the application to the backend database. Start the ODBC administrator. If you are running on a 64-bit operating system and you want to set this up for a 32-bit Access database, you'll need to run the 32-bit ODBC Administration which is located at c:\windows\syswow64\odbcadmin.exe. (If you use the default ODBC Administrator that comes with 64-bit operating systems, Web+Center will not 'see' your database and the connections will fail.)

Set up a **SYSTEM DSN** data source selecting **Microsoft Access Driver (*.mdb) with a Data Source Name of "webcenter80_db"** and pointing to *c:\program files (x86)\Internet Software Sciences\Web+Center 9.0\database\WebCenter90.mdb*.

Step 3 - Setting up Web+Center's Web Server Application and Virtual Directories

This step is now automated with an CMD script located in the

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

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Run the script called *ConfigIISAccess32bit.cmd* by navigating to this file with Windows File Explorer and Run As Administrator.

Or you can manual create these 7 application directories and 1 virtual directory.

Application Directories

Alias	Physical Path
Customer90	C:\<Your Webcenter Directory>\customercenter
Tech90	C:\<Your Webcenter Directory>\techcenter
Business90	C:\<Your Webcenter Directory>\businesscenter
Language90	C:\<Your Webcenter Directory>\language
Reservation90	C:\<Your Webcenter Directory>\reservationcenter
Customermobile90	C:\<Your Webcenter Directory>\customermobile
Techmobile90	C:\<Your Webcenter Directory>\techmobile

Virtual Directories

Alias	Physical Path
wctemp	C:\<Your webcenter directory>\wctempfiles\

Where C:\<YourWebCenterDirectory> is the directory you selected to put your Web+Center installation which by default is:

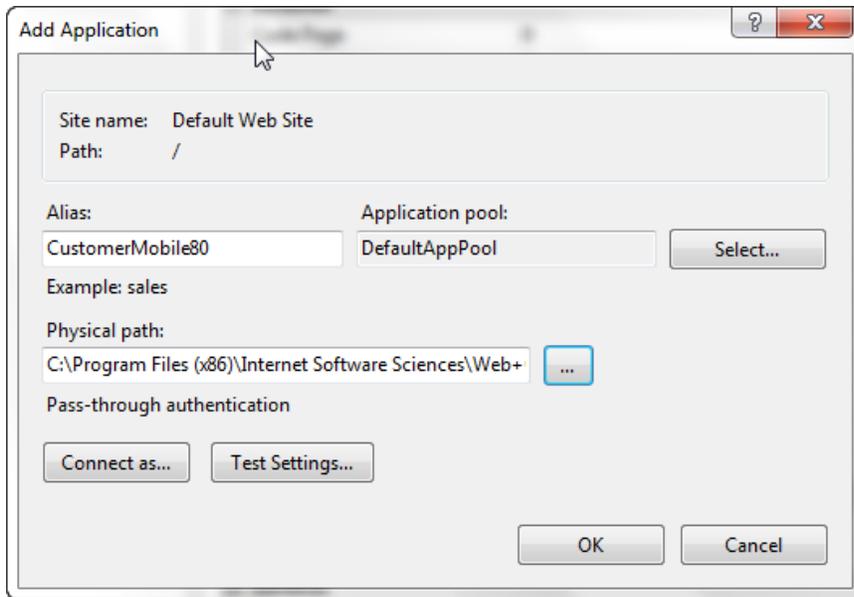
C:\Program Files (x86)\Internet Software Sciences\Web+Center 9.0

To configure these Application directories with Internet Information Services:

- Click on the **Start** button.
- Under ‘Administration Tools’ on the right side of the Start Menu, double click on the **Internet Information Services**.

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

Under the Default Web site (other whatever site under which you wish to install Web+Center), right click and select ‘new application’.



- Enter one of the the Aliases listed above (tech90, customer90, pocket90, business90, language90, customermobile90, techmobile90).
- In the ‘Physical Path’ textbox, press the Browse button and navigate to where you have installed the Web+Center application and select the appropriate physical file path (techcenter, or customercenter, etc).
- Press ‘OK’.
- Repeat this step for adding the remaining 6 application directories and the 1 virtual directory with IIS.
- Add the final “virtual directory wctemp” by selecting the Add Virtual Directory option with IIS.

Step 4 - Enabling Parent Paths and other IIS webserver options

This step is now performed as part of the install script CMD file and only included as a reference.

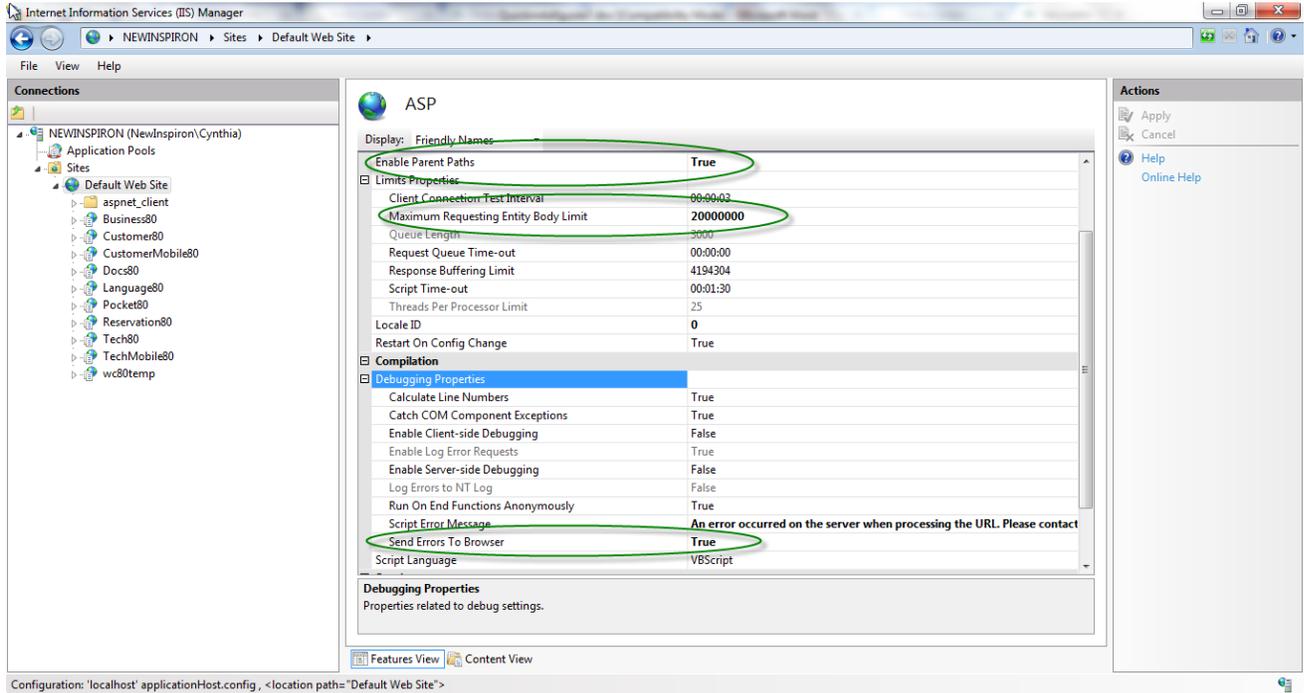
If you wish to enable parents paths and other IIS options manually:

With IIS still open, Click on the Default Web Site, Double Click on ASP, and set ‘Enable Parent Paths’ to True. (See below)

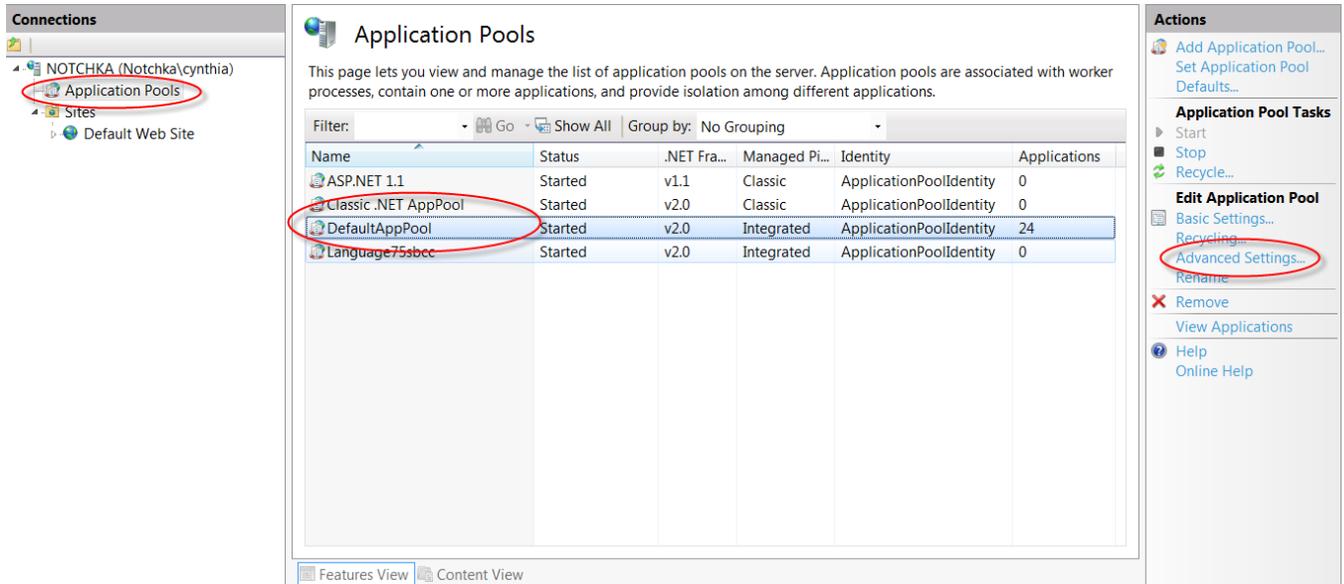
Additional IIS step: To enable us to debug any problems, it is necessary for us to know the line number and name of the offending module. In the center section of IIS, expand the ‘Debugging Options’ section by double-clicking on the ‘+’. Under ‘Send Errors to Browser’ set this value to

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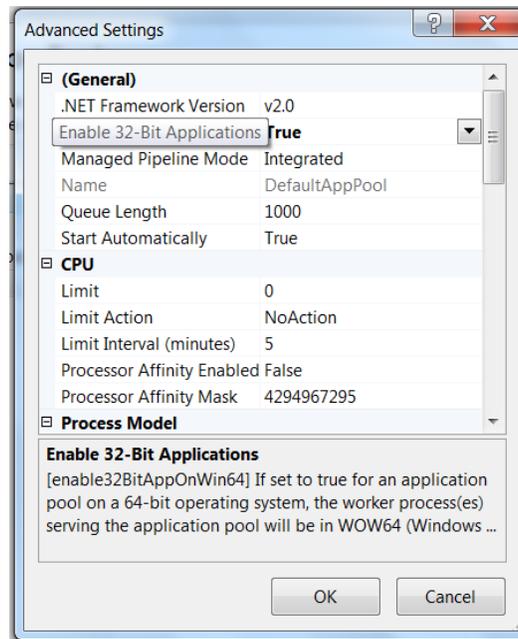
'True'. Also, if you're going to allow uploading of files, click on '+' to expand the 'Limits' property and set 'Maximum Requesting Entity to 20,000,000'.



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...**'.



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.



Step 5 - Set File Security Permissions

Step 1) Expand My Computer display and navigate to the Web+Center 9.0 directory.

Step 2) Perform a right mouse click on the **Web+Center 9.0** directory and select the Properties Tab

Step 3) Click on the security Tab.

Step 4) First uncheck the **Allow inheritable permissions from parent to propagate to this object** near the bottom of the window. Un-checking this box will bring up a security window asking whether to Copy, Remove or Cancel. Select the **Remove** option.

Step 5) Click the **Add...** button to add groups and users back. Find the **Everyone** Group and double click on that group. This will add that User group for this folder.

Step 6) In the permission settings, check the Full Control checkbox. This should set the Allow checkbox for all of the permissions listed (Full Control, Modify, Read and Execute, List Folder Contents, Read, and Write).

Step 5) Click on Advanced...

Step 6) In the Access Control Settings for the Web+Center 9.0 window, check the checkbox that says:

“Reset permissions on all child objects and enable propagation of inheritable permissions.”

Then click **Apply**. This will reset this permission (Everyone - Full Control) to all files, and sub folders under the Web+Center 9.0 directory tree.

Step 7) Click OK to close this window.

Step 8) **REBOOT THE WHOLE MACHINE**. This will properly reset all of the Access Control Lists maintained by the operating system and without a full reboot, the permissions may not be completely set although they may appear to be properly reset.

Step 6) 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 3rd 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\system32\regsvr aosmtp.dll

c:\windows\system32\regsvr32 anpop.dll

Step 5 - Perform Final installation/Configuration tests

To verify that the Web+Center application is properly configured, a special installation test page containing tests for virtual directory settings, database connectivity and read and write tests, email configurations, parent paths, cookies settings and applications logins.

To Access this installation test page, enter the following URL into your web browser:

<http://<YourHostName>/tech90/installtest.htm>

where <YourHostName> is either:

- your local machine name
- Your domain name (www.mycompany.com) or resolvable domain name
- Static or dynamic IP address
- The word “localhost” if browsing on the same machine as the server

Complete and verify all of the tests of the installation test provided.

Step 6 - Accessing the Web+Center Suite of Applications

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

<http://<YourHostName>/tech90/>

Login into the Tech+Center

Web+Center comes configured with 2 default tech staff accounts with the following levels of permissions:

Tech Username	Password	Access Level
CSS-1000	Config	Configurator (highest)
CSS-1003	Tech	Read/Write tech level

These default tech staff accounts are automatically available with the initial seed database. They should only be used to access the system initially and they should be immediately modified or deleted once other tech accounts are created. Refer to the Web+Center Users Guide on how to edit or add Tech+Center accounts.

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To access the **Customer+Center** application, enter the URL of <http://<YourHostName>/customer90/>

To access the **Business+Center** application, enter the URL of <http://<YourHostName>/Business90/>

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

You'll need to log in using one of the preconfigured technician accounts.

The **Reservation+Center** application is designed to be used by both customers and tech/admin users. Both types of users access the application through the same login screen. The Reservation+Center login screen will automatically determine if you are a tech user first, and if not, it will attempt to log the user in as a customer.

You can test this interface at:
<http://<yourhostname>/Reservation90/>

The **Customer+Mobile** application is designed for customers to create and update support tickets and review FAQ articles and do knowledge base searches on smart phones, mobile devices and tablet interfaces.

You can test this interface at
<http://<yourHostName>/customermobile90/>

The **Tech+Mobile** application is designed for techs to create and update support tickets, etc on smart phones, mobile devices and tablet interfaces.

You can test this interface at
<http://<yourHostName>/TechMobile90/>

NOTE: – Designing and implementing the best customer login method for your Web+Center users

The Web+Center application has a few different customer login options available. These are:

- HTML form-based customer login with customer accounts created by either self registration and/or customer database imports. This is the default.
- Active Directory/Windows Authentication Logins and database syncing. For more information on using this model, please refer to the separate Web+Center Active Directory Integration and Configuration guide.
- The system can also be used in a mixed mode configuration incase you have external users that can not be authenticated and internal users that can be authenticated.

It is recommended to first get the initial Web+Center installation and configuration completed and verified before deciding on the best customer login methods.

Appendix A Common Installation Errors and Support Options

Most installation issues are associated with the following issues. Please confirm these configurations first if you are experiencing installation issues.

File Security Settings: Without the proper file security settings for the Web+Center folder, you will get database access errors and ASP script errors. Please confirm that the Web+Center 9.0 file folder and all sub folders have the security permissions settings for everyone FULL control and no others users. A complete reboot of the system should have been performed once these permissions and the inheritances for all folders below the Web+Center 9.0 folder level have been properly set.

Debugging Issues: To aid in the debugging Web+Center installation and configuration issues, one must often disable (**UNCHECK**) Internet Explorer advanced browser option “**Show Friendly HTTP Error messages**” which is configured with Internet Explorer under Tools.. Internet Options...Advanced Tab...Browsing.. Show Friendly HTTP error message. If this option is enabled, it will often just show an generic HTTP 500 server error. When Friendly HTTP error messages are disabled, a more complete ASP error is displayed that gives the module name, exact line number and error type. If contacting support or submitting a trouble ticket, please have this information ready or included in your problem report.

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

Please see the complete install manual appendix for this step if you don't know how to set up proper SMTP email relay methods.