

# OBTAIN Web Server Installation Guide

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## Prerequisites:

### **Web Server**

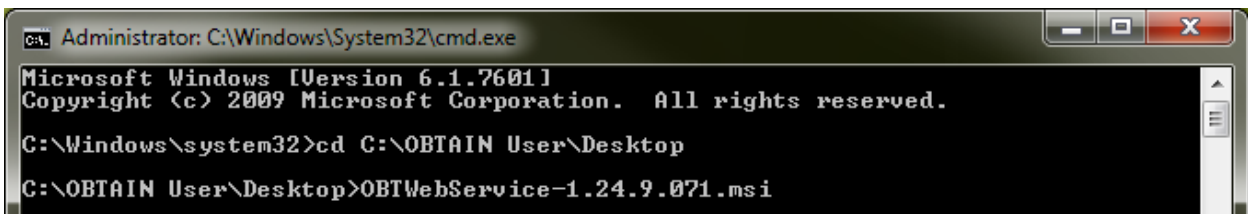
- A minimum of 200 MB of disk space for the server software and database.
- Windows Server 2003/2008 or later Operating System with IIS (Internet Information Services), .NET Framework 4.0 and ASP.NET installed.

### **Web User Interface**

- The OBTAIN WebUI requires a browser with HTML5 capabilities to display correctly. (Internet Explorer 9.0 or higher, FireFox 9.0 or higher, Chrome 10 or higher)
- Javascript should be enabled/allowed.

## Installation:

- 1) Run the OBTWebService-1.24.9.xxx.msi installer. MSI files require Administrator privileges to run, however there is no “Right-click > Run as Administrator” option for them. In order to run the installers with Administrator privileges follow the below steps:
  - a. Click Start > Type “cmd” into the search bar > Right-click the CMD program > Run as Administrator.
  - b. Navigate to the location that the MSI files were saved to, in the CMD window.
  - c. Type “OBTWebS” and then “Tab” to auto complete the file name. (Type “OBTWebU” and then “Tab” when installing the WebUI).
  - d. Press “Enter” and the installer will run. (See Figure 1).

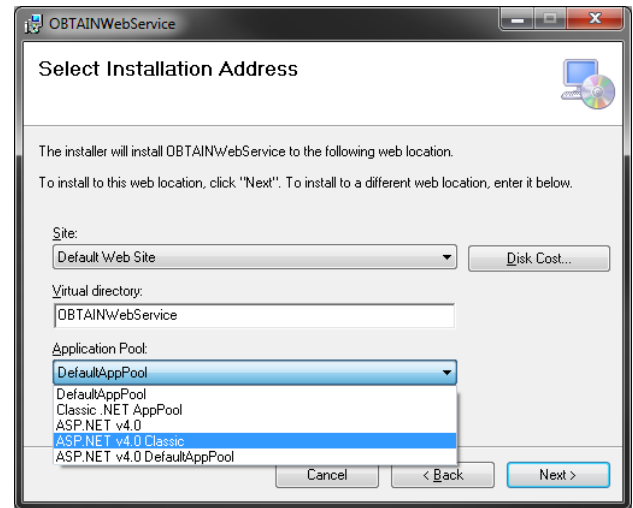


```
Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Windows\system32>cd C:\OBTAIN User\Desktop
C:\OBTAIN User\Desktop>OBTWebService-1.24.9.071.msi
```

(Figure 1)

- 2) Once the installer opens, follow the below steps:
  - a. Click “Next”.
  - b. The “Site” and “Virtual Directory” can be left default.
  - c. If you are running the Web Server on Windows Server 2003 then leave the “Application Pool” as “DefaultAppPool”.
  - d. If you are running the Web Server on Windows Server 2008 or higher set the “Application Pool” to “ASP .NET v4.0 Classic”. (See Figure 2, Next Page).
  - e. Click “Next”.
  - f. Wait for the installation to finish and then click “Close”.

- 3) Complete Steps 1 & 2 again but running the OBTWebUI-1.24.9.xxx installer.
- 4) The OBTAIN Web Server and WebUI are now installed.
- 5) The default URL for the web interface is: <http://localhost/Obtain/Login.aspx>. Substitute "localhost" for the IP address of the server.



(Figure 2)

### **Troubleshooting Installation Errors:**

- **Possible Firewall Issues**
  - Port 80 must be opened to incoming connections on the computer with WebUI installed.
  - Port 9219 must be opened between the OBTAIN server and the OBTAIN Web Service Server (if not on the same computer).
- **The installer was interrupted before OBTAINWebService / OBTAINWebUI could be installed. You need to restart the installer to try again.**
  - Insufficient privileges
    - The installers (MSI files) must be run with administrator privileges. Refer to Step 1 of the installation guide.
  - IIS6 compatibility has not been enabled on the server.
    - From the windows Start Menu open the Control Panel.
    - Select Programs > Programs and Features > Turn windows features on or off.
    - In the tree on the left, expand Roles, select Web Server (IIS)
    - In the main window, under the section Role Services, find Web Management Tools, and IIS6 Management Compatibility.
    - Ensure that the IIS 6 Management Compatibility and the entries in that branch (WMI compatibility, Scripting Tools, Management Console, Metabase) are installed.
    - After installing (and the server may need to restart for these changes to take effect) please retry the installer.
- **No response from OBTAIN Server**
  - Ensure that the OBTAIN server is running.
  - Ensure that communication to the OBTAIN server has not been blocked by firewall, etc.
  - Ensure that the WebUI has the correct URL for the Web Service Server (see the webui web.config file).
  - Ensure that the Web Service Server has the correct host and port for the OBTAIN server (see the web service server web.config file).
- **User ID does not have access to the requested site**
  - The current User ID does not have user access to the site or workorder that you are trying to log into. The OBTAIN WebUI uses the same site access as OBTAIN. To have your access changed, please consult your ADMIN.
  - Please log into another site or workorder for which you have permission.