

EASYACCESS BUSINESS SOLUTIONS INC.

.Biz Post Installation Configuration

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Editors Note

Thank you for installing .Biz.

During the installation, .Biz was installed with default values. It is recommended that you change these default values to your site-specific values.

By following the below steps, you will finalize the installation of .Biz. If you have any questions or run into any issues, please do not hesitate to contact us.

.Biz Technical Support
www.EasyAccess.biz
Sales@EasyAccess.biz
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Table of Contents

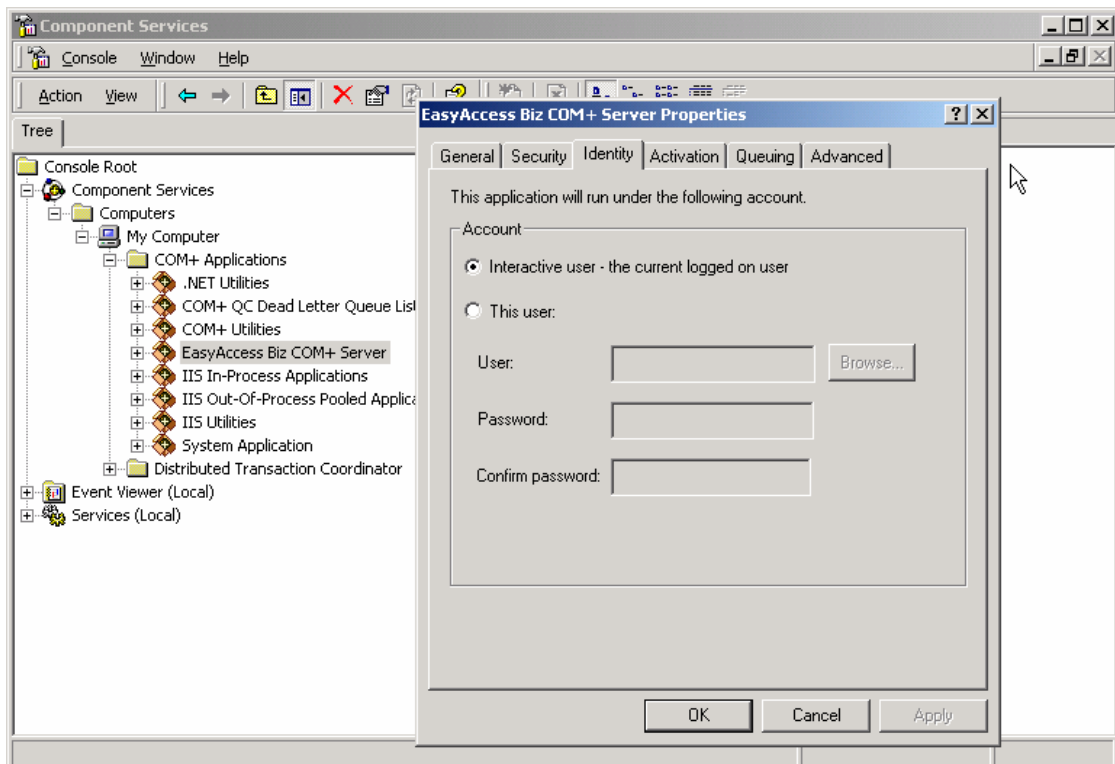
Step 1. Configuring COM+ Server Identity.....	3
Step 2. Configuring the Machine.Config file.....	7
Step 3. Configuring Attachments.....	8
Step 4. Configuring Email	10
Step 5. Configuring LDAP (optional).....	13
Troubleshooting	17

Step 1. Configuring COM+ Server Identity

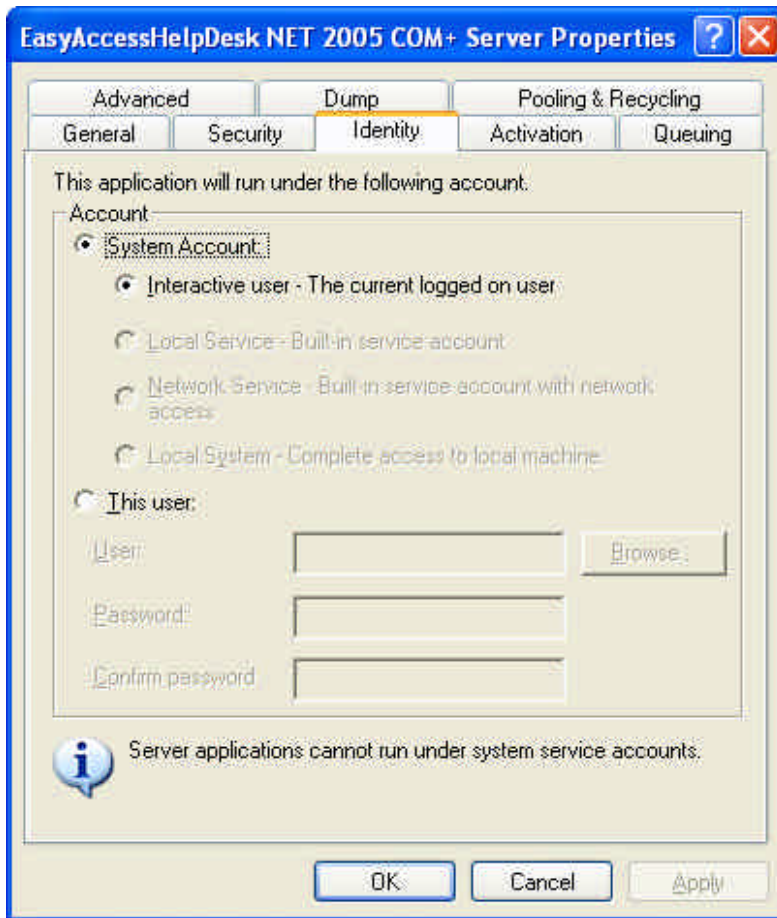
The default Identity during install is the 'Interactive User', this means the person logged into the machine currently. If they log off the machine, the COM+ will not run, and hence .Biz will not function.

To change the COM+ Server Identity in Component Services, go to Control Panel -> Administrative Tools -> Component Services -> Computers -> My Computer -> COM+ Applications -> EasyAccess Biz COM+ Server.

Then Right Mouse click and select 'Properties' and go to the 'Identity' tab to see view the Identity property sheet.



Tech Tip: Snapshot from Windows 2003 – some versions of Windows differ slightly



Tech Tip: Snapshot from XP – some versions of Windows may differ

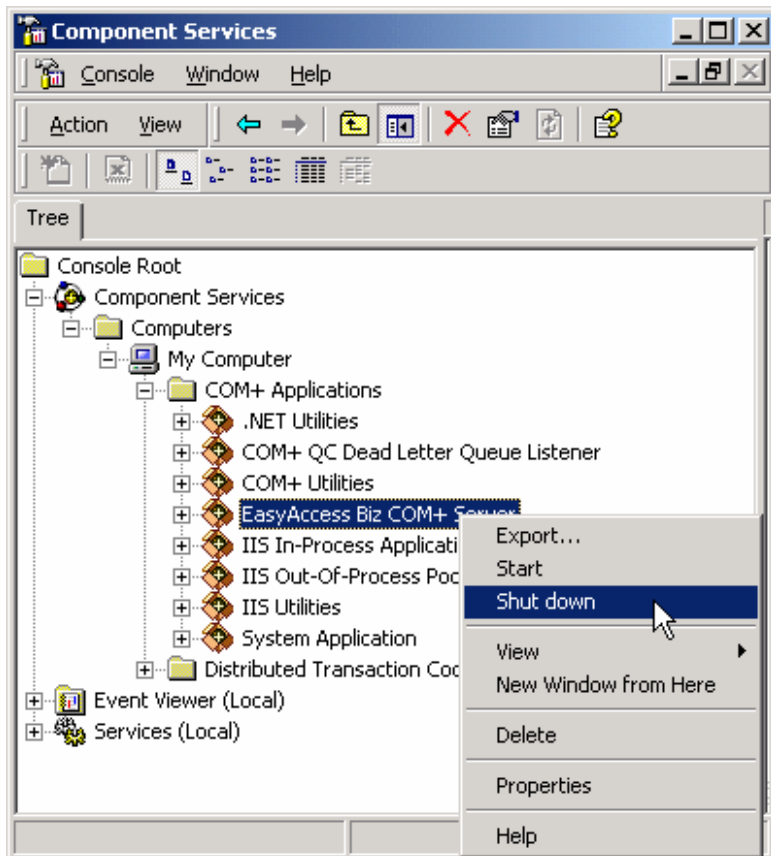
Select any valid Account other than the ‘Interactive User’

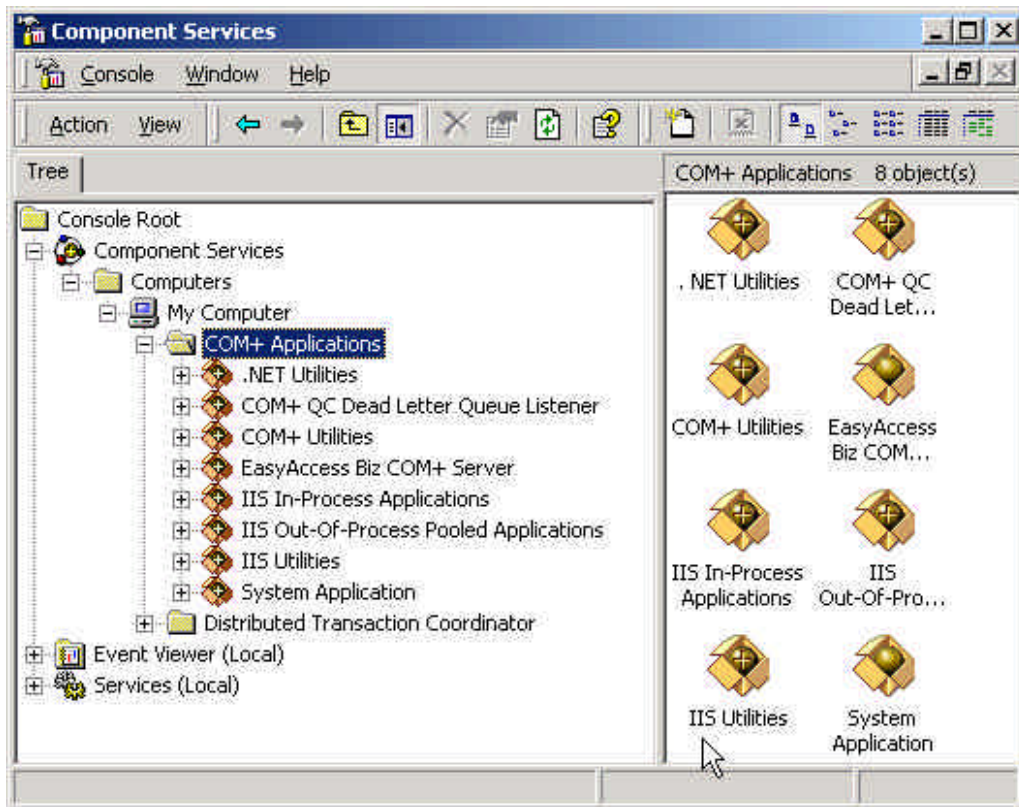
Tech Tip: Depending on your local security policy, you can select any valid local or domain account.

- Interactive User – this means that the COM+ Server uses the user that is currently logged into the server. If this user logs out, then the COM+ Server will stop working.
- This User – this means that an existing user must be specified and this user account will be the Identity under which the COM+ Server runs. If this user no longer exists, or if their password has changed, then this could be the reason that the COM+ Server is no longer working.

After making the change to the identity, the COM+ Server must be stopped and restarted.

This can be done by right mouse clicking on the EasyAccess.Biz COM + server and clicking on Shutdown and then doing the same and clicking on Start.





Tech Tip: You know it is running when the 'ball in the box' is turning. If it does not report an error after starting the COM+ Server, then the Identity you provided was correct.

Step 2. Configuring the Machine.Config file

IIS by default does not allow entering XML/HTML/... to be entered into a Web Form. Users of .Biz often do this as part of a Worklog or Notification.

To change this you need to set `validateRequest = "false"` in your `Machine.Config`.

1. Open up a DOS windows and go to

```
C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\Config
```

2. Make a backup copy of the file `Machine.config`.
3. Notepad the original file `Machine.config`
4. Search for the word 'Validate', and update the line that says `validateRequest = "true"` to `validate Request = "false"`

Original file

```
<pages buffer="true" enableSessionState="true" enableViewState="true"
enableViewStateMac="true" autoEventWireup="true" validateRequest="true"/>
```

Updated file

```
<pages buffer="true" enableSessionState="true" enableViewState="true"
enableViewStateMac="true" autoEventWireup="true" validateRequest="false"/>
```

Tech Tip: Make sure you are editing the Tag line and not the example in the file.

5. Save the file `machine.config`
6. Re-start IIS for this change to take effect.

Tech Tip: This is an IIS system wide setting.

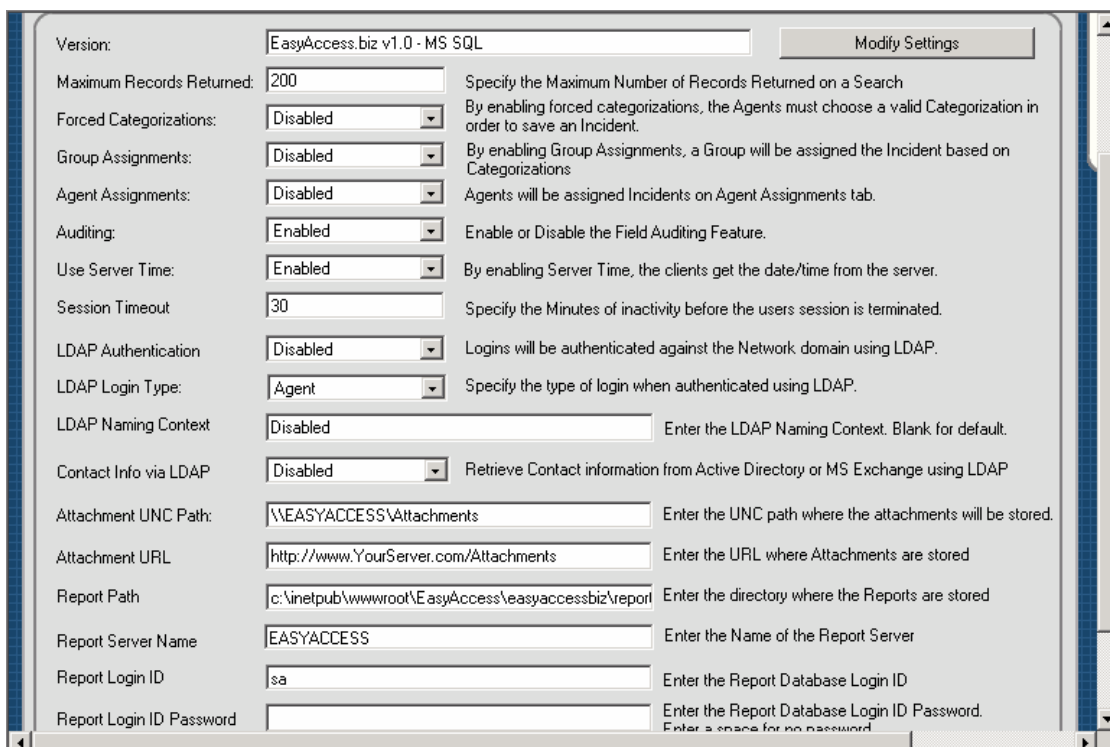
Step 3. Configuring Attachments

The attachments are not stored in the database, but in a directory on any shared disk resource. The web application (which runs by default under the Identity the user ASPNET or can be changed to use impersonation) needs to have read and write access to this shared disk resource.

How to Setup Attachments

In the EasyAccess Settings there are two paths that need to be setup for the attachments.

1. Attachment UNC Path - This is used for uploading attachments.
2. Attachment URL – This is used for displaying or downloading attachments.



The screenshot shows the 'EasyAccess.biz v1.0 - MS SQL' settings window. It contains a 'Modify Settings' button and various configuration fields with their respective descriptions:

- Version: EasyAccess.biz v1.0 - MS SQL
- Maximum Records Returned: 200 (Specify the Maximum Number of Records Returned on a Search)
- Forced Categorizations: Disabled (By enabling forced categorizations, the Agents must choose a valid Categorization in order to save an Incident.)
- Group Assignments: Disabled (By enabling Group Assignments, a Group will be assigned the Incident based on Categorizations)
- Agent Assignments: Disabled (Agents will be assigned Incidents on Agent Assignments tab.)
- Auditing: Enabled (Enable or Disable the Field Auditing Feature.)
- Use Server Time: Enabled (By enabling Server Time, the clients get the date/time from the server.)
- Session Timeout: 30 (Specify the Minutes of inactivity before the users session is terminated.)
- LDAP Authentication: Disabled (Logins will be authenticated against the Network domain using LDAP.)
- LDAP Login Type: Agent (Specify the type of login when authenticated using LDAP.)
- LDAP Naming Context: Disabled (Enter the LDAP Naming Context. Blank for default.)
- Contact Info via LDAP: Disabled (Retrieve Contact information from Active Directory or MS Exchange using LDAP)
- Attachment UNC Path: \\EASYACCESS\Attachments (Enter the UNC path where the attachments will be stored.)
- Attachment URL: http://www.YourServer.com/Attachments (Enter the URL where Attachments are stored)
- Report Path: c:\inetpub\wwwroot\EasyAccess\easyaccessbiz\report (Enter the directory where the Reports are stored)
- Report Server Name: EASYACCESS (Enter the Name of the Report Server)
- Report Login ID: sa (Enter the Report Database Login ID)
- Report Login ID Password: (Enter the Report Database Login ID Password. Enter a space for no password.)

The UNC path is either has the syntax

`\\servername\sharename`

or the exact filepath

`c:\directorypath`

To setup the UNC path you need to run the net share

```
C:\net share <sharename>=drive:path
```

- Hint – It makes it easier to name the attachment ShareName the same as the attachment Virtual Directory.

The attachment URL is a virtual directory that points to the same directory as the UNC path. The virtual directory needs to have read and write permissions.

Attachment Problem Determination:

1. If attachments cannot be added, then turn on debugging on the .Biz Settings page. Try adding an attachment on the Web Server to see the error message.
2. On the Web Server do a dir on the UNC directory to see if this directory exists or if it is a permissions issue
3. On the Web Server check the EAError.log file by Exploring to Program Files -> ComPlus Applications -> EasyAccess.biz ->EAError.log

Step 4. Configuring Email

The .Biz Email server is the program that processes email notifications and escalations. It monitors the database for e-mails that need to be sent. It is a program that typically runs on the server and is continuously monitoring the database.

The Email Settings are:

Delivery Method – This is the way that the .Biz Email Server will deliver the mail. These are options that are available for SMTP.

1. SMTP-Port25
2. SMTP-Pickup
3. SMTP – Custom Port

SMTP Server – Specify the SMTP server name.

Pickup Directory – Only required if you are using the SMTP-Pickup Delivery Method

From E-mail Address – This is the e-mail address that was be used as the originating e-mail address for all notifications and escalations.

Polling Interval – This is how often the .Biz Email Server will check the database for new emails that need to be sent. (Max every 62 seconds.)

Admin E-mail Address – Any errors that are encountered by the .Biz Email Server will be sent to this Admin E-mail Address. If left blank, no e-mails are sent. To send all .Biz Email Server errors to the whiteboard, enter in “Whiteboard” instead of an e-mail address.

Industry Best Practices
NET ITSM - ITIL Solution

Agent Logins | Record Locking | Licensing | Settings | E-Mail | Flash Messages

.Biz E-Mail Server Settings

Operating System: Specify the Operating System of the Machine running the E-Mail Server program.

Delivery Method: Specify the transport for the sending of E-Mail.

SMTP Server: If the Delivery Method is SMTP, specify the SMTP Server.

Pickup Directory: If the Delivery Method is SMTP-Pickup, specify the SMTP Pickup Directory.

From E-Mail Address: Specify the SMTP E-Mail Address that will send the E-Mails.

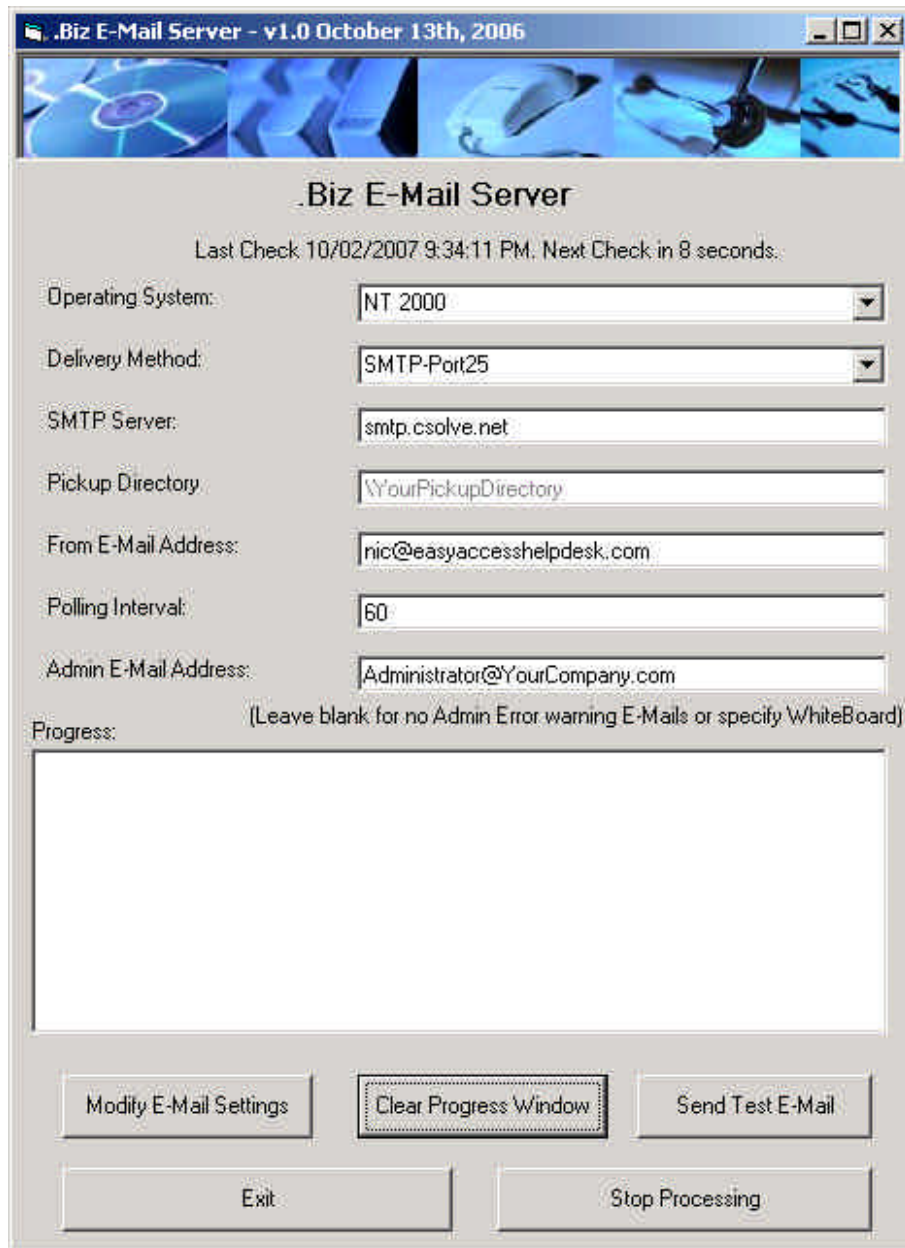
Polling Interval: Specify in Seconds how frequent the database is checked.

Admin E-Mail Address: Specify the E-Mail Address that will receive Error E-Mails if there are any errors encountered by EasyAccessServer.exe when sending E-Mails. If left blank, no Error E-Mails will be sent.

EMail Settings ID	Delivery Method	SMTP Server
1	Outlook	YourSMTPServerName

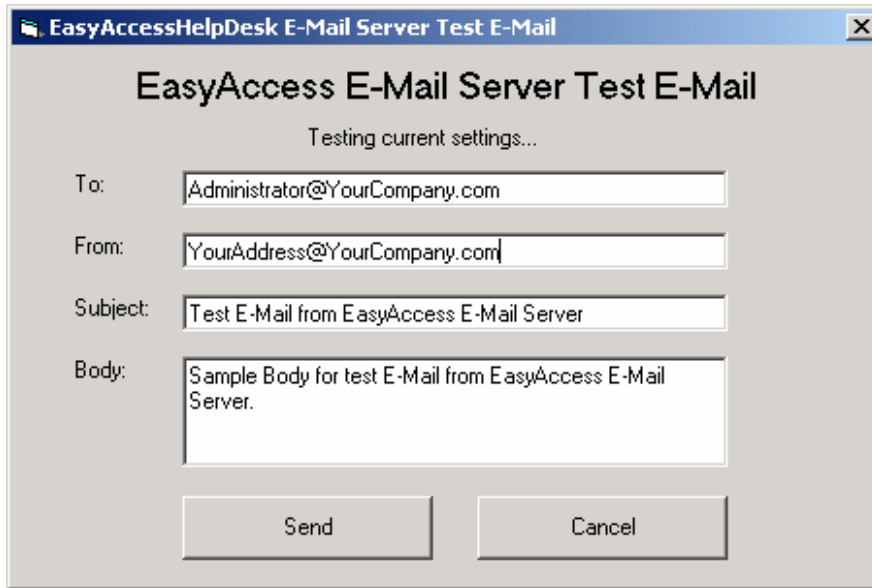
<< Prev Page | Next Page >>

Main Console...
Administrator Console...
Help...
Change My Profile...
Change my Password...
Start New Incident...
Logout
Save Settings
Clear
Delete E-Mail Setting
Yes No



Sending Test E-Mails – Making sure it works:

To test the .Biz E-mail Server, click on the Send Test E-mail Button. This will open up a new window.



This will pre-populate with the e-mail address of the Administrator. Press on the Send Button and check to see if this e-mail was received. If it was, then the E-mail Server is working.

Configuring the .Biz E-Mail Server as a Scheduled Task:

The .Biz Email Server is a Server Side program that runs unattended. It has been specifically designed to require no user interaction.

Most installations configure the .Biz E-mail Server program to run at system startup using the Microsoft Scheduled Task feature.

This is done from Start->Programs->Accessories->System Tools-> Scheduled Tasks.

Configure a Scheduled task to run the E-Mail Server 'When my Computer Starts'.

Tech Tip: Check the Scheduled Task Advanced properties and de-select the default option to Stop the Program if it runs for more than 72 hours.

Alternately other third party utilities can schedule this program to run such as FireDaemon.

Step 5. Configuring LDAP (optional)

There are two .Biz Integrations using LDAP.

- 1: LDAP Authentication – use your network password to log into .Biz
- 2: Contact Info via LDAP – retrieve in real-time Contact Information via LDAP.

How a LoginID is Authenticated using LDAP:

There are several validation points which occur in sequence when a user logs in. Here are the steps:

- 1: Check LoginID and Password against the Agents table
 - a. If Found, log them in as Agent, with their group(s) permissions.
 - b. If LoginID found, but password incorrect, check against AD.
 - c. If Password correct in AD, log them in as Agent with their group(s) permissions.
- 2: If not in Agents table, check against the Contact table
 - a. If LoginID and Password found, log them in as a Contact with the Contact groups permissions.
 - b. If LoginID found, but password Incorrect, check against AD
 - c. if password correct, log them in as a Contact.
- 3: If not found in Agents or Contact table, check against Active Directory.
 - a. If found, log them in with credentials of the LDAP Login Type setting on the .Biz settings, which is as a member of either the Agent or Contact group.
- 4: If not found in Agents, Contact or Active Directory - Login fails.

So to just manage passwords for Agents, to have them the same in AD as well as .Biz, some customers do create Agent accounts that they assign to different Groups (agents, admins) within .Biz, and the system will automatically check AD for the password if the LDAP Login Type is 'Agents'.

.Biz Settings page

Welcome to our Help Desk.
We are here to serve you.

Agent Logins | Record Looking | Looking | Settings | E-Mail | Flash Messages

EasyAccess Settings

Version: EasyAccess 6a v1.0 - MS SQL

Maximum Records Returned:	<input type="text" value="200"/>	Specify the Maximum Number of Records Returned on a Search.
Forced Categorizations:	<input type="text" value="Enabled"/>	By enabling forced categorizations, the Agents must choose a valid Categorization in order to raise an Incident.
Group Assignments:	<input type="text" value="Enabled"/>	By enabling Group Assignments, a Group will be assigned the Incident based on Categorizations.
Agent Assignments:	<input type="text" value="Enabled"/>	Agents will be assigned Incidents on Agent Assignments tab.
Auditing:	<input type="text" value="Enabled"/>	Enable or Disable the Field Auditing Feature.
Use Server Time:	<input type="text" value="Enabled"/>	By enabling Server Time, the clients get the date/time from the server.
Session Timeout:	<input type="text" value="30"/>	Specify the Minutes of Inactivity before the users session is terminated.
LDAP Authentication:	<input type="text" value="Disabled"/>	Logins will be authenticated against the Network's domain using LDAP.
LDAP Login Type:	<input type="text" value="Agent"/>	Specify the type of login when authenticated using LDAP.
LDAP Naming Context:	<input type="text" value="Disabled"/>	Enter the LDAP Naming Context. Blank for default.
Contact Info via LDAP:	<input type="text" value="Enabled"/>	Retrieve Contact information from Active Directory or MS Exchange using LDAP.
Attachment UNC Path:	<input type="text" value="\\WWW\Attachments"/>	Enter the UNC path where the attachments will be stored.
Attachment URL:	<input type="text" value="http://www.YourServer.com/Attachments"/>	Enter the URL where Attachments are stored.
Report Path:	<input type="text" value="c:\inetpub\wwwroot\EasyAccess\bar"/>	Enter the directory where the Reports are stored.
Report Server Name:	<input type="text" value="WWW"/>	Enter the Name of the Report Server.
Report Login ID:	<input type="text" value="sa"/>	Enter the Report Database's Login ID.

[Main Console](#)
[Help](#)
[Change My Profile](#)
[Change my Password](#)
[Start New Incident](#)
[Site Feedback](#)
[About EasyAccess](#)

1: Configuring .Biz LDAP Authentication

1. Go to the Administrator Console, and in the System Administration section, click on '.Biz Settings'.
2. Change the 'LDAP Authentication' from Disabled to Enabled.
3. Select the LDAP Login Type as either Agent or Contact. If a user is only authenticated in Active Directory, this is the Role they will log in as.
4. Enter the LDAP Naming Context or your Active Directory Server name. Leave blank for the default AD Server.
5. Click on 'Modify Settings', logout and log in using your network userid and password.

Tech Tip: We have utilities on our downloads page to assist in getting your LDAP Naming context.

2: Configuring .Biz to read Contact Information via LDAP

- 1: Go to the Administrator Console, and in the System Administration section, click on '.Biz Settings'.
- 2; Change the 'Contact info via LDAP' from Disabled to Enabled, and click on 'Modify Settings'.
6. Go back to the Administrator Console, and you will now see a new link 'LDAP Settings', click on this. This will redirect you to the following page

Industry Best Practices
NET ITSM - ITIL Solution

LDAP Settings for retrieving Contact Information

LDAP Source Description: Enter a Description of the Data source

LDAP Server: Enter the name of the LDAP Server

LDAP User: Enter a Domain login to use as the LDAP User

LDAP User Password: Enter the LDAP User Password. Enter a space for no Password.

Confirmation Password:

The Data Source at the top will be the Primary and by default will be used to search for Contacts.

LDAP Source Description	LDAP Server	LDAP User
Active Directory	YourActiveDirectoryServer:390	YourDomain\Administrator
MS Exchange	YourExchangeServer:389	YourDomain\Administrator

<< Prev Page Next Page >>

7. Enter your LDAP Server name, a.k.a. your Active Directory Server. Enter the UserID and Password of a user that has read permissions to Active Directory. Save those settings.
8. Now create a new Incident, and in the right menu above the 'Logout' button you will now see 'Contact Info via LDAP' This will now re-redirect you to LDAPContact.aspx instead of Contact.aspx. Click on 'Search', and it should return Contact information from your LDAP source. You can enter text into any field, and click search and it will use that to narrow it down.

Once you have found the Contact you are interested in, highlight it, and then click on 'Select Contact for Incident', and it will bring the information over from AD to the Incident.aspx page.

We have a utility up on our downloads page that will help you get your LDAP Settings correct. If you have problems, please go to our Downloads page and try the 'LDAP Utility to get and verify your settings' at:

<http://www.easyaccess.biz/start/Downloads.htm>

Modifying LDAP Settings

1. From the Administrators Console, click on the LDAP Settings link.
2. Click on the LDAP Source Description to pull up a record.
3. Modify any field.
4. Click on the Modify Settings button.

Deleting LDAP Settings

1. From the Administrators Console, click on the LDAP Settings link.
2. Click on the LDAP Source Description to pull up a record.
3. Click on the LDAP Settings.
4. Click on the Yes button to confirm the deletion.

Troubleshooting

Error: Server Error in '/Biz' Application.

The actual error message is:

```
A potentially dangerous Request.Form value was detected from the client (WorklogEntry="<!DOCTYPE HTML PUBLI...").
Description: Request Validation has detected a potentially dangerous client input value, and processing of the request has been aborted. This value may indicate an attempt to compromise the security of your application, such as a cross-site scripting attack. You can disable request validation by setting validateRequest=false in the Page directive or in the configuration section. However, it is strongly recommended that your application explicitly check all inputs in this case.
```

Solution: This a Server-wide security setting that can be changed from the Machine.config file.

To fix this you need to change the 'validateRequest="true"' to 'validateRequest="false"' in the Machine.config file on the web server. This file is typically located in

```
C:\WINNT\Microsoft.NET\Framework\v1.1.4322\Config.
```

This will allow you paste HTML into EasyAccess. You will have to do an IISRESET in order to pick up the change to the Machine.config file.

Error: Cannot Create Active X Component

This means the COM+ Server cannot run, or 'Instantiate'. The most common problem is the configured Identity for the COM+ Server. Please see the section 'Configuring COM+ Server Identity' earlier in this document.

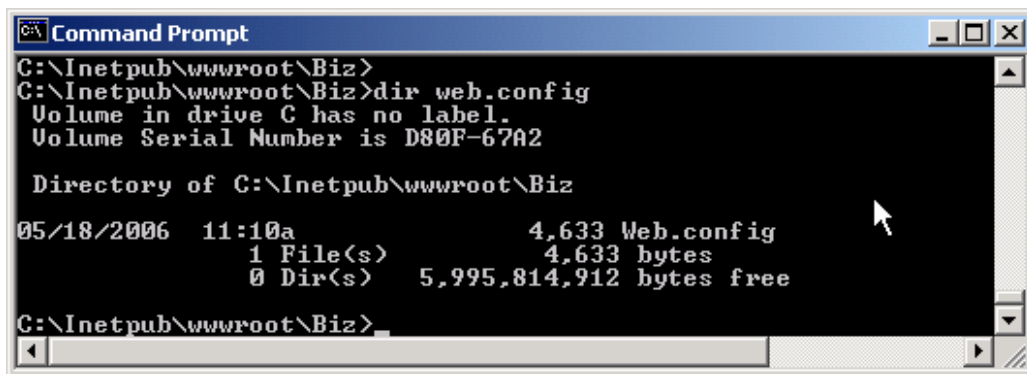
Tech Tip:

Download the test.vbs script from the utilities section on our website, www.easyaccess.biz and run it on the COM+ server. It will provide additional detailed error messages to narrow down the problem. Invalid credentials would imply that the user or password is incorrect.

Running .Biz using Impersonation:

By default the .Biz web application runs under the Identity of the user ASPNET. If you need to changes this, you will need to enable Impersonation.

In the install directory for the web application there is a file called web.config. By default, it would be contained in c:\inetpub\wwwroot\Biz.



```
Command Prompt
C:\Inetpub\wwwroot\Biz>
C:\Inetpub\wwwroot\Biz>dir web.config
Volume in drive C has no label.
Volume Serial Number is D80F-67A2

Directory of C:\Inetpub\wwwroot\Biz
05/18/2006  11:10a                4,633 Web.config
               1 File(s)                4,633 bytes
               0 Dir(s)          5,995,814,912 bytes free

C:\Inetpub\wwwroot\Biz>
```

Check this file for the line impersonate and update with the user information. To turn off impersonate, set it to = "false".

```
<identity impersonate="true" userName="DomainName\UserName"
                password="ClearTextPassword" />
```

NOTE: Changes made to this file will not take effect until IIS has been restarted. A restart of IIS will impact all web applications!

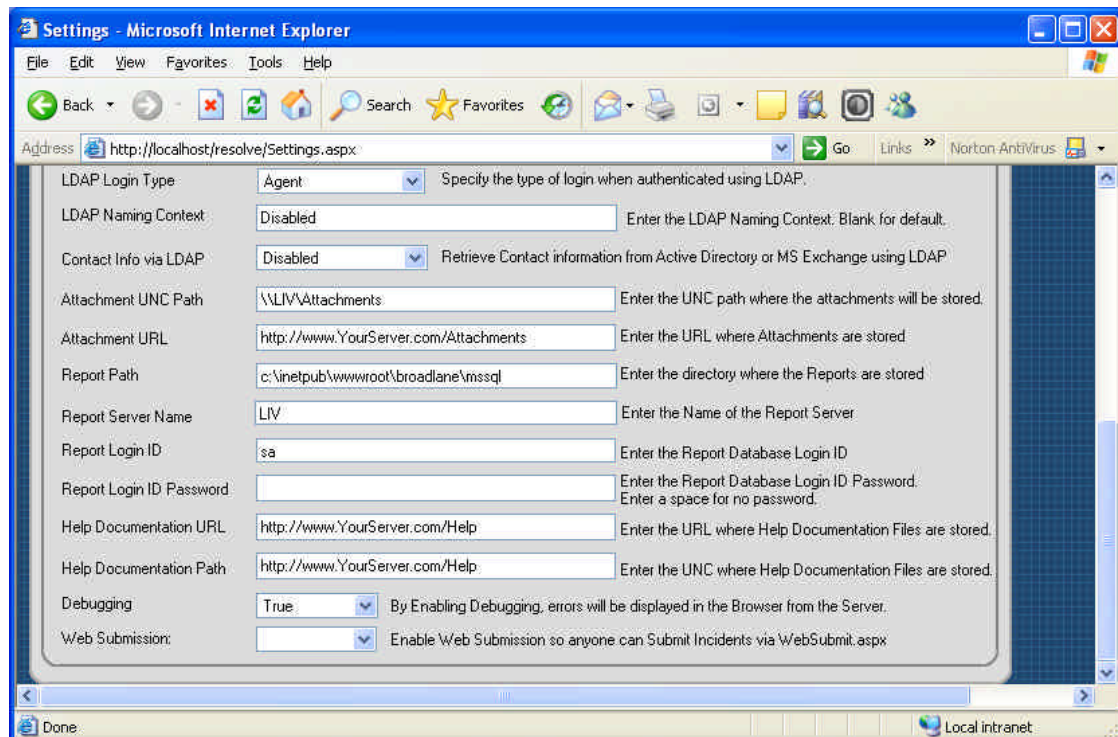
.Biz Problem Determination Techniques:

If you run into a problem, here are the steps we use to help resolve the issue:

Enable .Biz Debugging:

To enable .Biz Debugging, do the following steps.

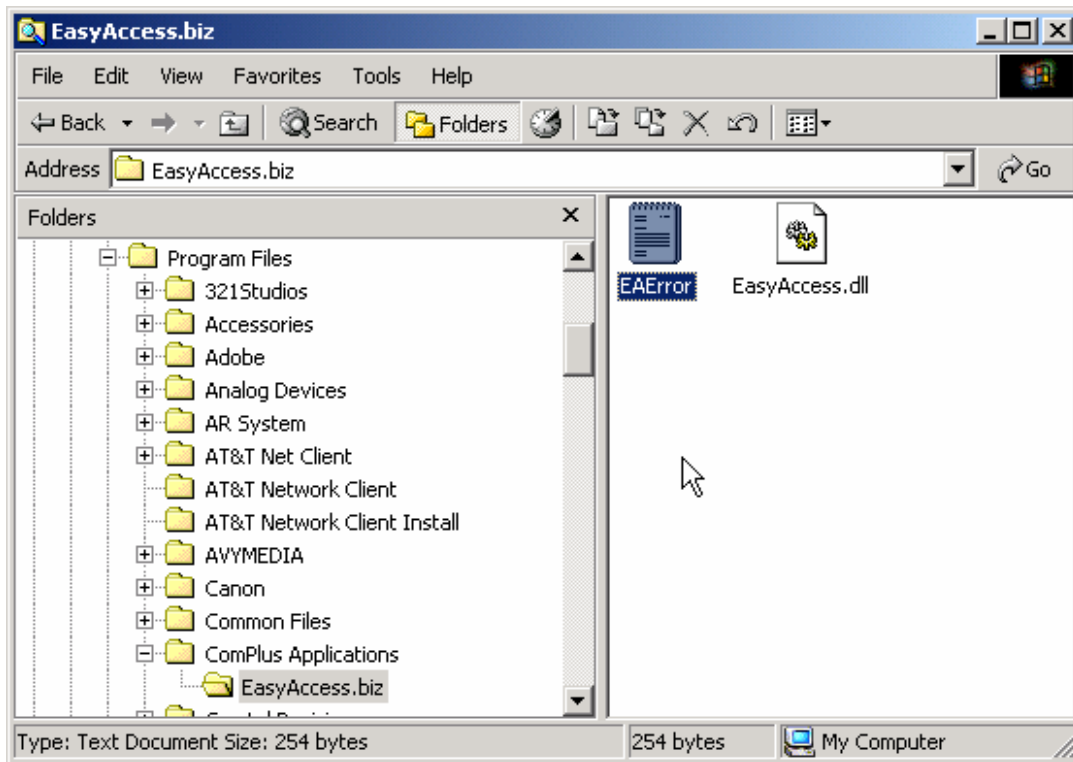
1. Login as an Administrator
2. Click on the Administrators button.
3. Click on .Biz Settings
4. Click on True for Debugging
5. Click on Modify Settings.
6. Log in at the Web Server itself and re-create the error.
7. Read the error message in the browser carefully, as it often lists the problem and it's solution.
8. If all else fails, e-mail us a screen snapshot of the error from the Web Server.



Tech Tip: Don't forget to turn off Debugging when you are done!

Review the EAError.log file:

To view errors that may be occurring between the COM+ Server and the database, check the EAError.log file which is located in Program Files->ComPlus Applications -> EasyAccess .biz.



This is a straight text file that lists any errors with our COM+ Server calls, and the SQL Statement that failed. Take note of the timestamp to correlate the errors.

One error may be caused by a previous error. Please review all errors within the same time period to determine the root cause of the error.

Error: Server Error in .Biz - Parser Error. Could not load type 'EasyAccessBiz.Global'.

Solution: If you have both versions of ASP.NET installed on your Web Server, we will need to make .Biz use ASP.NET 1.1.4322

1. Go to IIS Manager
2. Navigate down through the default website

3. Right Mouse click on the Virtual Directory that .Biz was installed under
4. Click on Properties
5. Go to ASP.NET tab and select version 1.1.4322

Error: /Program Files/EasyAccess/EasyAccess.mdf is not on correct device location.

Solution: This normally occurs if this directory path does not exist on the database server. Either create this directory path, or select an existing directory path on the database server. Also confirm that there is read/write permission to this directory path.

Error: Install of Web Application cancels out.

Solution: The install of the Web Application can be interrupted if IIS is not installed on the Web Application Server.

Error: Problems connecting to the Database.

Solution: If there is a problem with the EasyAccess COM+ Server connecting to the database. First check the EasyAccess.ini. To find out where this is located run the following:

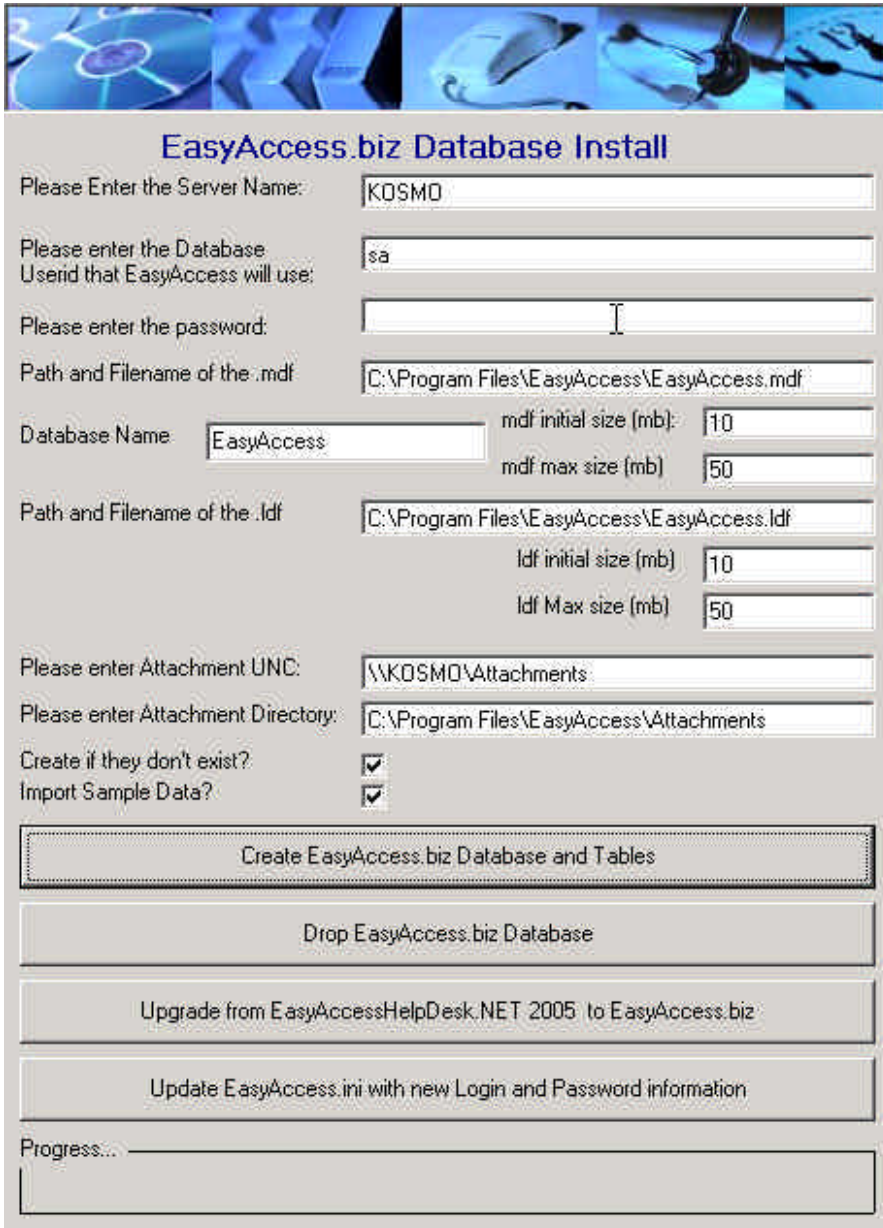
```
C:\> set systemroot
```

This will point to the system root i.e.:

```
Systemroot=c:\winnt
```

This is where the EasyAccess.ini file will be located by default. The EasyAccess.ini file will contain the connect string for the database. The Datasource is the DB server. If you are running with an Access database instead of MSSQL, then this file will indicate where the .mdb file is located.

If the password has changed for the database user, then the EasyAccess.ini file needs to be updated with the correct password. To update this file, go to Start -> Program Files -> EasyAccess .Biz -> .Biz Database Install Program.



EasyAccess.biz Database Install

Please Enter the Server Name:

Please enter the Database Userid that EasyAccess will use:

Please enter the password:

Path and Filename of the .mdf

Database Name: mdf initial size (mb):
 mdf max size (mb)

Path and Filename of the .ldf

ldf initial size (mb)
 ldf Max size (mb)

Please enter Attachment UNC:

Please enter Attachment Directory:

Create if they don't exist?

Import Sample Data?

Progress...

Enter in the new password for the database user and press the 'Update EasyAccess.ini file with new Login and Password information' button.