![ISONAS Security Systems logo]

ISONAS Crystal EasyWeb installation guide

Introduction

The ISONAS Crystal EasyWeb application is a web based application that is accessible by most of the major browsers. This document, along with the CrystalEasyWeb setup program, will assist the user in getting the program installed successfully on their server.

The ISONAS EasyWeb installation program is a fully automated set up which runs on both 32 and 64 bit Windows operating systems. Installing a web application such as EasyWeb is not the same as installing a typical Windows application, there are more steps involved some of which are new to most installers.

Installation Checklist

Mark Complete	Installation Step Instructions
☐	1. IIS 5.0 or higher must be installed on the machine hosting EasyWeb (i.e., your server). If you do not have it installed then the installation program will abort. If you have a Windows based machine running XP or higher, then IIS is available for installation under the "Add/Remove programs" option within your control panel. In the "Add/Remove programs" option there is a feature to "Add/Remove Windows Components" which is where you can find IIS.
☐	2. You must ensure that ASP is available within IIS,. It is one of the features available under the Windows Components within the "Add/Remove programs." If you do not know how to do this, then go to **Appendix B** for assistance.
☐	3. If the machine hosting EasyWeb has an underscore as part of the machine name, then you will not be able to using the notation: **http://machine_name** within Microsoft Internet Explorer (IE) to access EasyWeb. This is due to a bug in the IE product. If your machine name has an underscore as part of the name, then you have these options: • Use another browser, FireFox works fine with underscores • Access EasyWeb using the IP address of the machine rather than the machine name itself, for example: http://192.168.1.255 • Set up a DNS entry that your users can access EasyWeb with.

4. You must decide if the EasyWeb application is going to reside under an existing web site or if it is going to be a new web site. <mark>Note, multiple web sites are only available on IIS version 6.0 and higher so if you have IIS 5.0 you will not be given the choice of creating a new web site</mark>. If you chose a new web site then you need to know an available port to assign to the new web site.

5. You must decide where you want to install all of the files required by EasyWeb, the default location is c:\inetpub\wwwroot\CrystalEasyWebfiles.

6. If you do not have the Crystal Matrix Software installed, then please do that now. You can install the Crystal Matrix Software from a supplied CD or you may go to www.isonas.com/techsupport.asp to download the latest release.

7. You need to know the location of the Crystal Matrix "LiveDB" folder and it must be accessible by the machine that you are installing on. If the installation program cannot find the LiveDB folder then it will stop. If the installation program finds the LiveDB in the default location then you will **not** be prompted to supply another location.

8. Make sure that the Crystal Matrix version is at least version 12.00.60a and ensure that the system is licensed for ASO. If you do not know how to check the version number or ASO license, then go to **Appendix A** for assistance.

9. Run the Crystal EasyWeb installation program which will:
   - Copy in all the required files into your website folder that you created; you will be prompted for this location. Default is (Inetpub\wwwroot\CrystalEasyWebfiles)
   - Install the required ODBC drivers.
   - Set up the 2 required ODBC data sources. If at the completion of this step the two required data sources are not set up, then go to **Appendix D** to set them up manually.
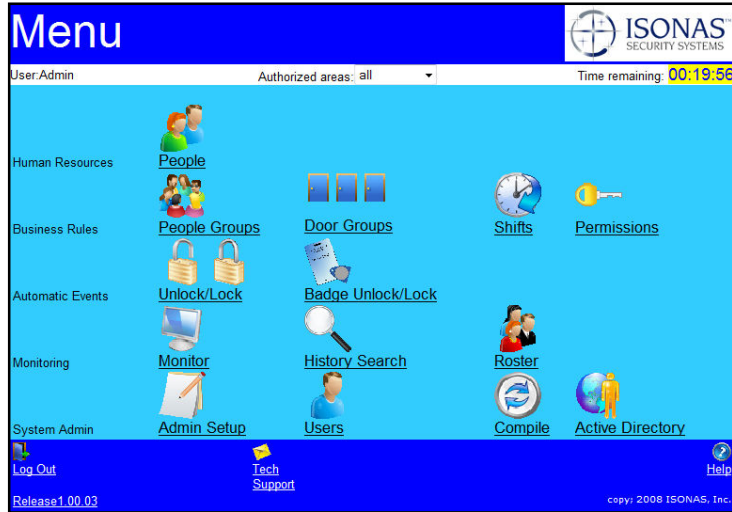   - Secure some files and folders for Intranet access

Post Installation Checklist

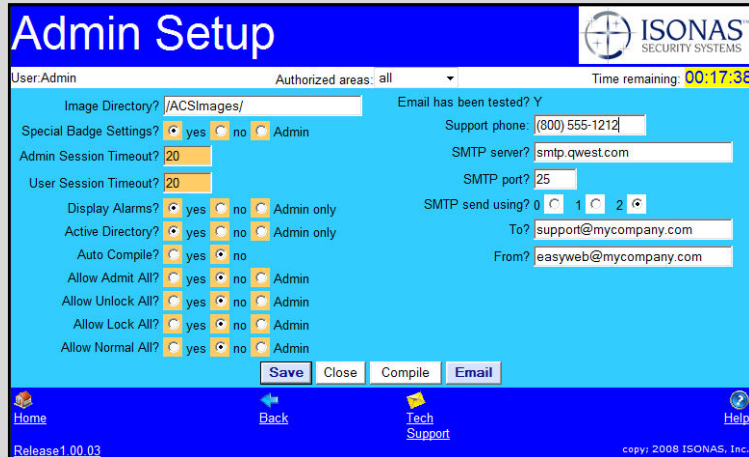| Mark Complete	Installation Step Instructions

☐	1. At the end of the installation the set up program will attempt to launch the EasyWeb application in your default browser, the address that will be tried depends on whether or not you created a new site or installed EasyWeb as a sub-site
	
	    a. If you installed EasyWeb as a new site, then the address is: http://\<machine-name\>:\<port\>/ re \<machine-name\> is the name of the computer and \<port\> is the port you chose during the installation. ==Note, if you chose port 80 which is the default for all web sites, then the \<port\> will not show up on the address because it is not needed.==
	
	    b. If you installed EasyWeb as a sub-site, then the address is: http://\<machine-name\>:\<port\>/\<title\>. The \<machine-name\> and \<port\> are exactly the same as above and \<title\> is the name supplied when the installation program was run (default is CrystalEasyWeb).
	
	    c. Another address that is commonly supported by browsers is the term "localhost". Examples include:
	        i. "http://localhost/"
	        ii. http://localhost:\<port\>/
	        iii. http://localhost:\<port\>/\<title\>"

☐	2. From your browser, you should get the login screen shown next. **ISONAS EasyWeb - Login** ISONAS SECURITY SYSTEMS User: Username: [ ] Password: [ ] [Login] Release1.00.03 copy: 2008 ISONAS, Inc. If you do not see this screen, then follow the steps in **Appendix E** for troubleshooting hints.
☐	3. Logon using the "Admin" Crystal Matrix user. The Password would be the same that is used when logging on to the Crystal Matrix Administrator Application. The default "Admin" password is: "apassword".

| Mark Complete	Installation Step Instructions
☐	4. The Main Menu Appears. Click on the Admin Setup ICON
☐	5. Review the EasyWeb configuration settings. The default settings will allow you to use the system, but at some point, you will want to update the email setting , and possibility other configurations.
☐	6. The installation of Crystal EasyWeb is complete.

Appendix A: Checking the Crystal Matrix Version number and ASO license option.

In order for the Crystal EasyWeb application to run properly and for you to get maximum usage of the product, the version number must be compatible and the application must be properly licensed.

1. Start the Crystal Matrix application system Administrator
2. Logon
3. Under the Application menu option choose License
4. On the License screen you will find the version number and whether or not the system is licensed for the ISONAS Access Control and the Advanced Security Option.
5. If the version number is not compatible then you will need to do a free upgrade, make sure you backup the LiveDB folder and that you run the ISONAS DBRM utility after the upgrade.
6. If either the ISONAS Access Control or Advanced Security Option is not licensed you will need to contact ISONAS technical support.
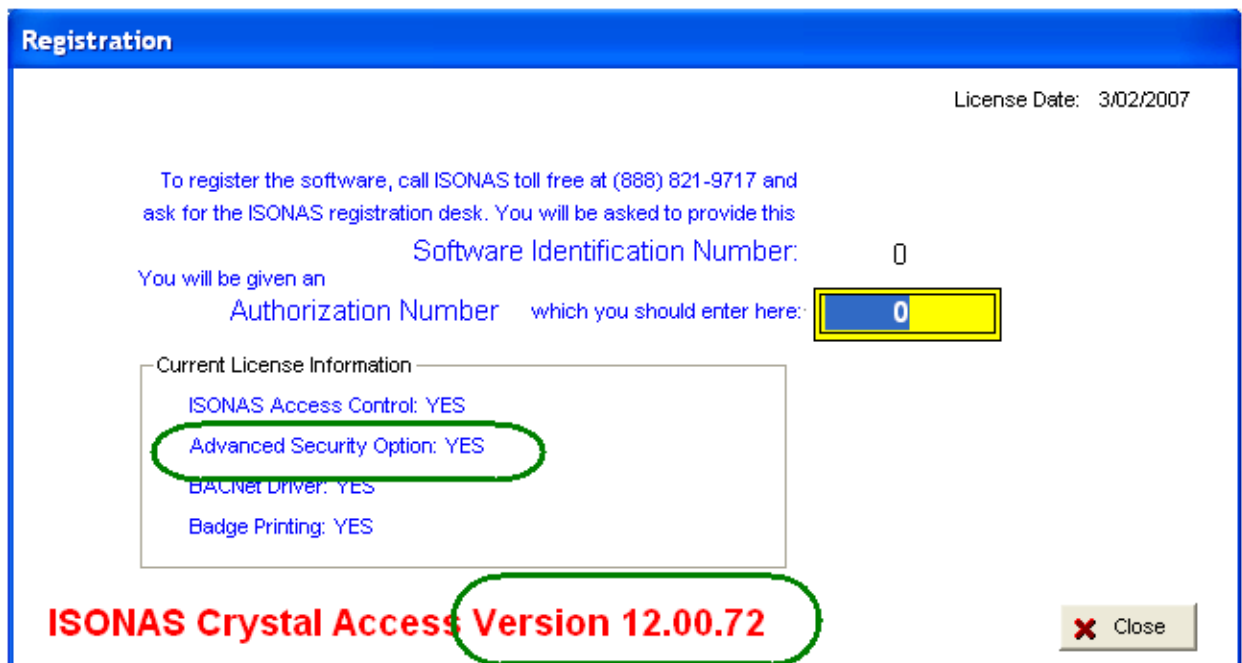
Appendix B: Ensuring that the website has ASP settings configured properly

Note: These steps are for Internet Information Services (IIS).

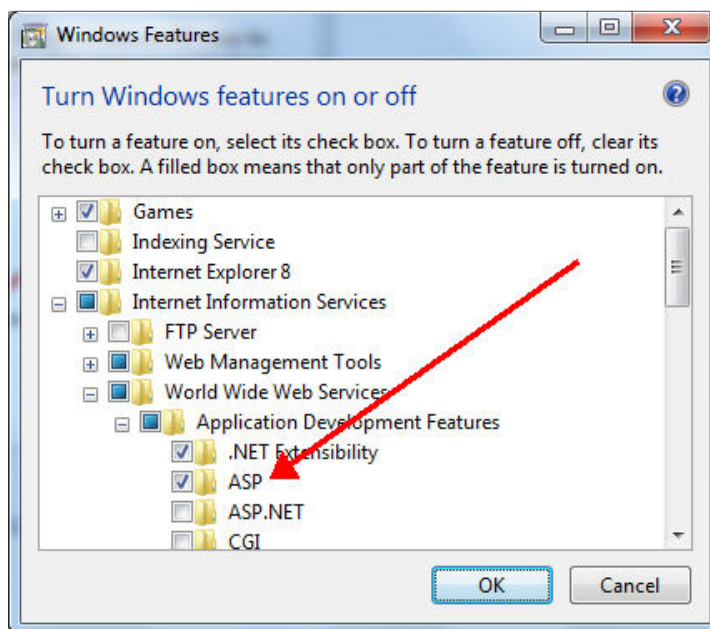## *Allowing Classic ASP on IIS 6 (Windows Server 2003)*

In some instances a website may prohibit the use of Active Server Pages (ASP). Since the Crystal EasyWeb application uses ASP, you must enable them on your website.
1. This step does not apply to Windows XP Pro.
2. Under the Web Service Extension locate the Active Server Pages, make sure they are allowed.

## *Installing Classic ASP on IIS 7 (Windows 7 example)*

IIS version 7 may require you to manually install the ASP components

1. Click **Start**, and then click **Control Panel**.
2. In **Control Panel**, click **Programs and Features**, and then click **Turn Windows Features on or off**.
3. Expand **Internet Information Services**, then **World Wide Web Services**, then **Application Development Features**.
4. Select **ASP**, and then click **OK**.

Installing Classic ASP on IIS 7 (Windows Server 2008 example)

1. Click **Start**, point to **Administrative Tools**, and then click **Server Manager**.
2. In the **Server Manager** hierarchy pane, expand **Roles**, and then click **Web Server (IIS)**.
3. In the **Web Server (IIS)** pane, scroll to the **Role Services** section, and then click **Add Role Services**.
4. On the **Select Role Services** page of the **Add Role Services Wizard**, select **ASP**.
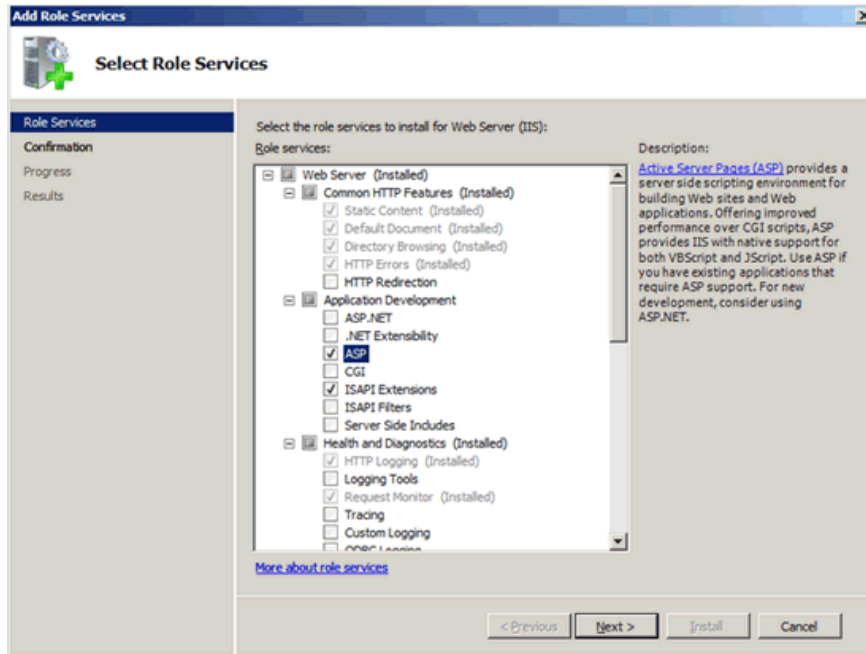
5. If the **Add role services required by ASP** dialog box appears, click **Add Required Role Services**. (This page appears only if you have not already installed the ISAPI Extensions role service on your server.)
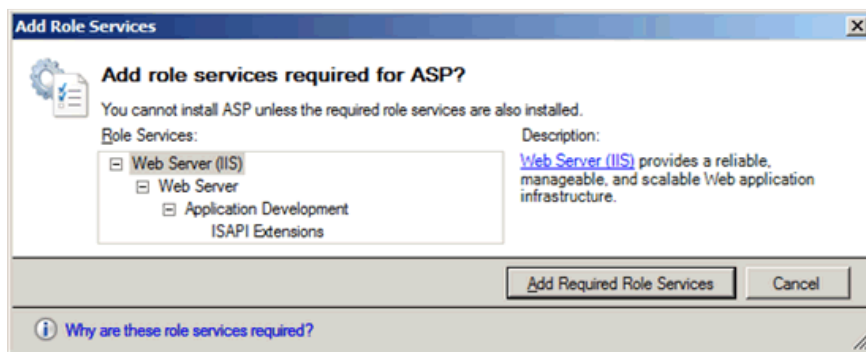
6. On the **Select Role Services** page, click **Next**.
7. On the **Confirm Installation Selections** page, click **Install**.
8. On the **Results** page, click **Close**.

# Appendix C: Steps performed by the Crystal EasyWeb installation package.

1. Creates either a new web site or a sub-site, the choice is the installers.
    a. If you create a new web site then you must supply the port number that the web site will operate on, the choice of ports is up to the installer but cannot be in use by another web site.
    b. If you create a sub-site then you should be aware of the fact that **IF** you create the sub-site under your public web site, then you will find that www.yoursitename/CrystalEasyWeb will be active. If this is not acceptable then do not install EasyWeb as a sub-site to your public web address, either create a new site or pick an existing web site that is not accessible to the outside world.
2. Copies all the files required for the application into the root folder chosen by the installer. The folders created are:
    a. <title>files where <title> is the installer's choice, the default is CrystalEasyWeb and so the folder name would be CrystalEasyWebfiles.
    b. Sub folders are created and are named Database, Docs, Help, Images, Menu and ODBC.
3. Secures the created folders so that the "internet guest account" has access to them, the name of internet guest account is obtained by the install program and is typically IUSR<machine-name> where <machine-name> is the name assigned to the computer.
4. Installs the Topspeed ODBC drivers needed for EasyWeb to access the Crystal Matrix database files.
5. Creates 3 Data Source Names (DSN).
    a. IsonasACS and IsonasACSpwd use the Topspeed drivers to access the Crystal Matrix database file.
    b. IsonasACSlcl is used to access the Microsoft Access Database that is installed as part of the installation.
6. Writes registry settings that are used by both Crystal Matrix and Crystal EasyWeb.

Appendix D: Setting up the ODBC data sources manually.

If for some reason the set up program for Crystal EasyWeb does not get the 2 required ODBC data sources configured, you can do this step manually.
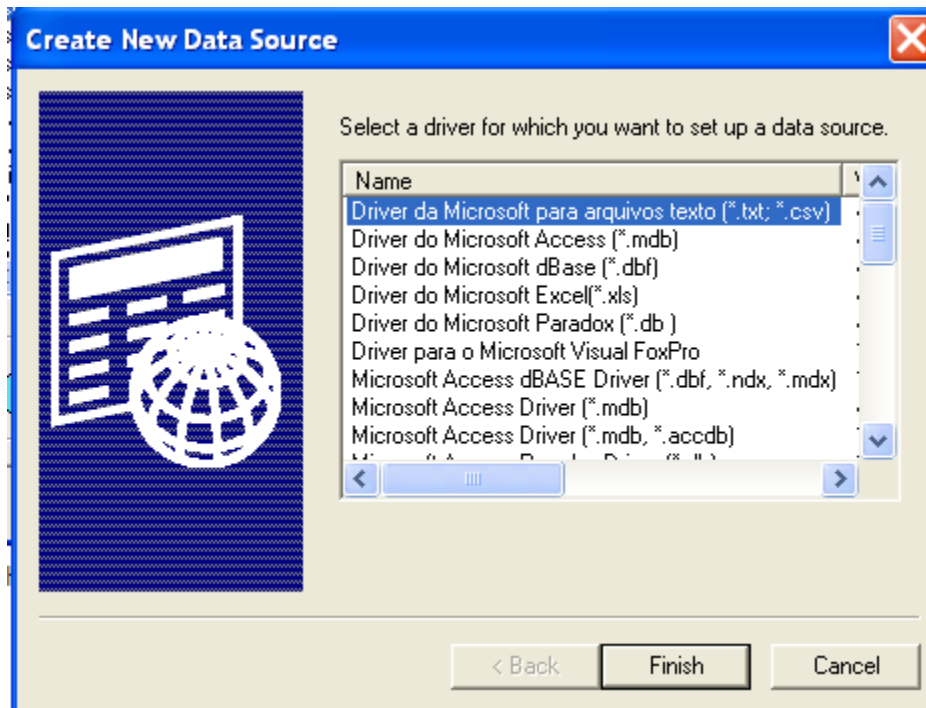
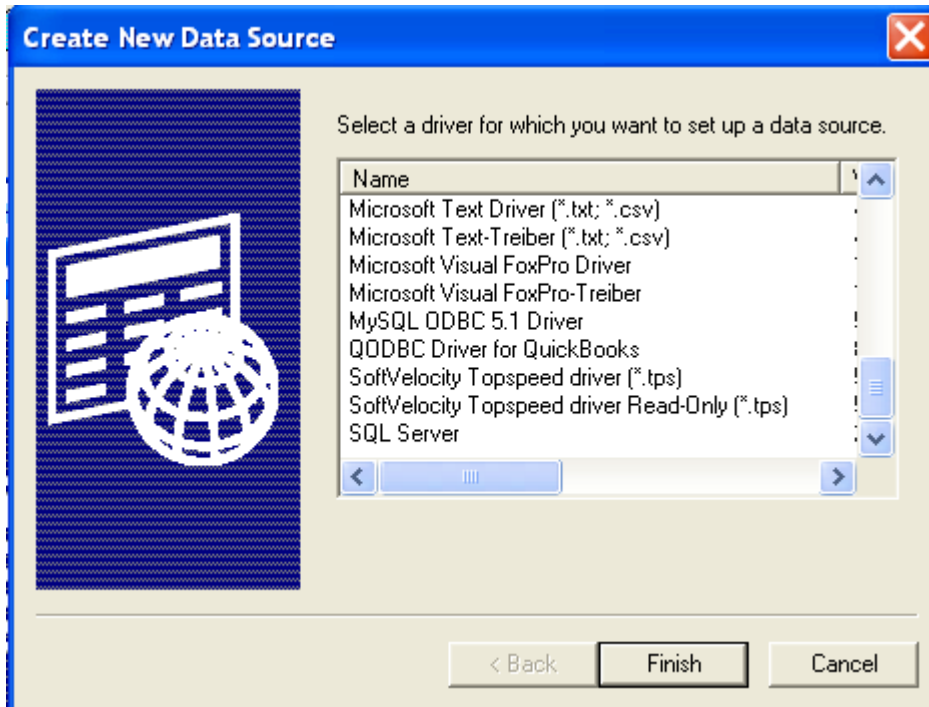1. You must get to your Administrative tools and then choose Data Source (ODBC).
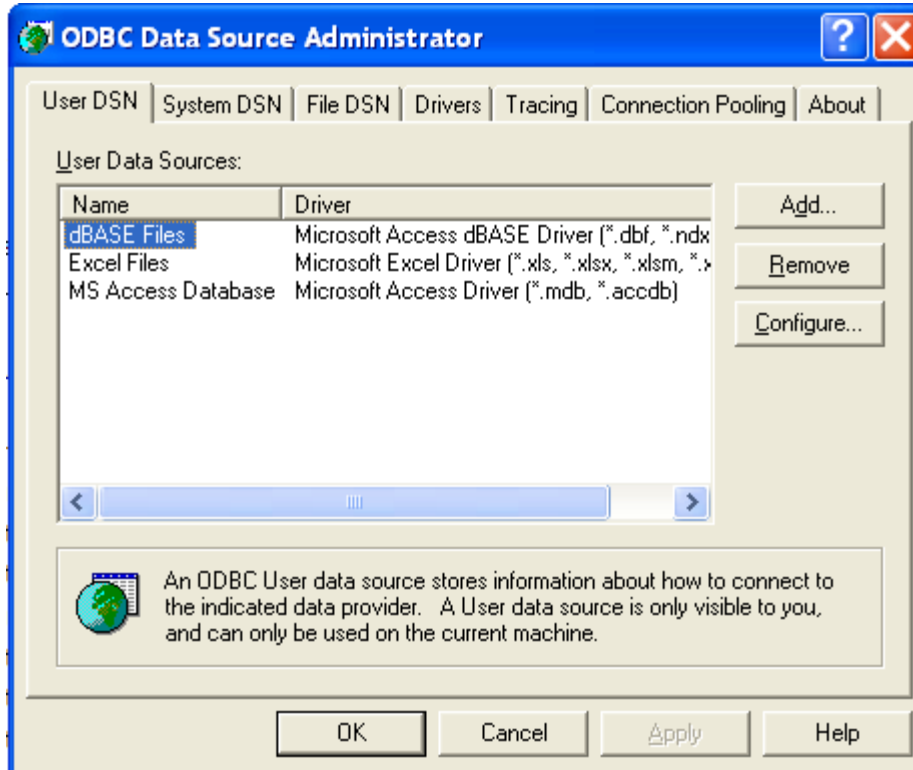
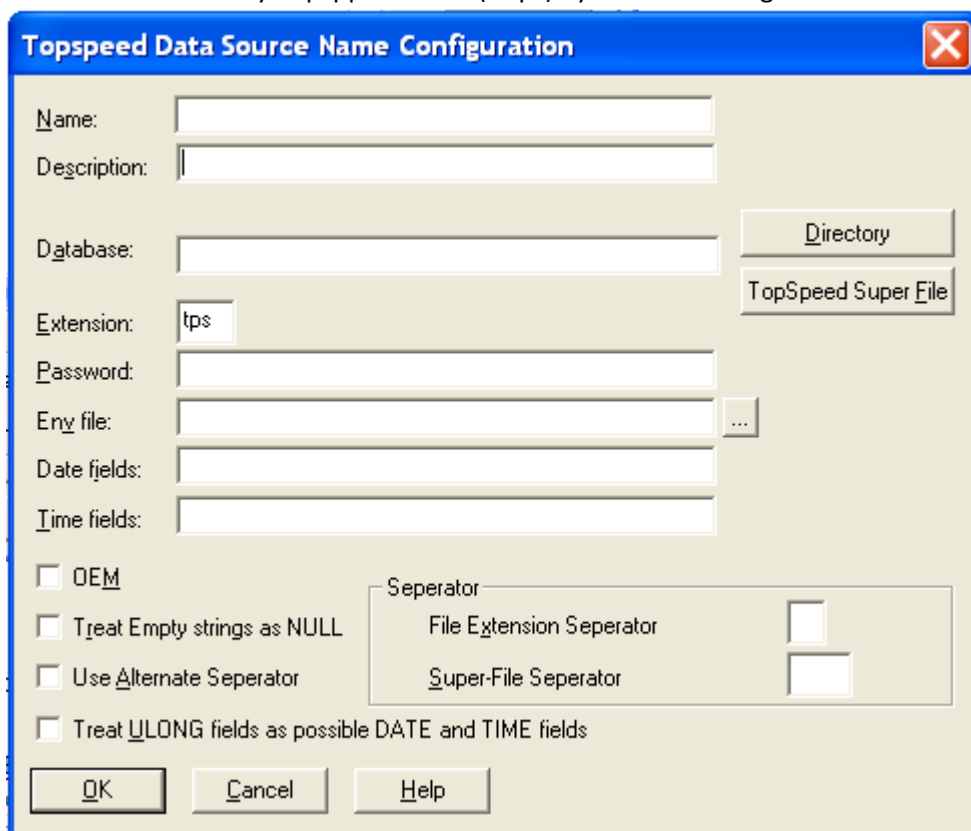2. Once you see the above screen, choose the <u>System DSN</u> tab

X
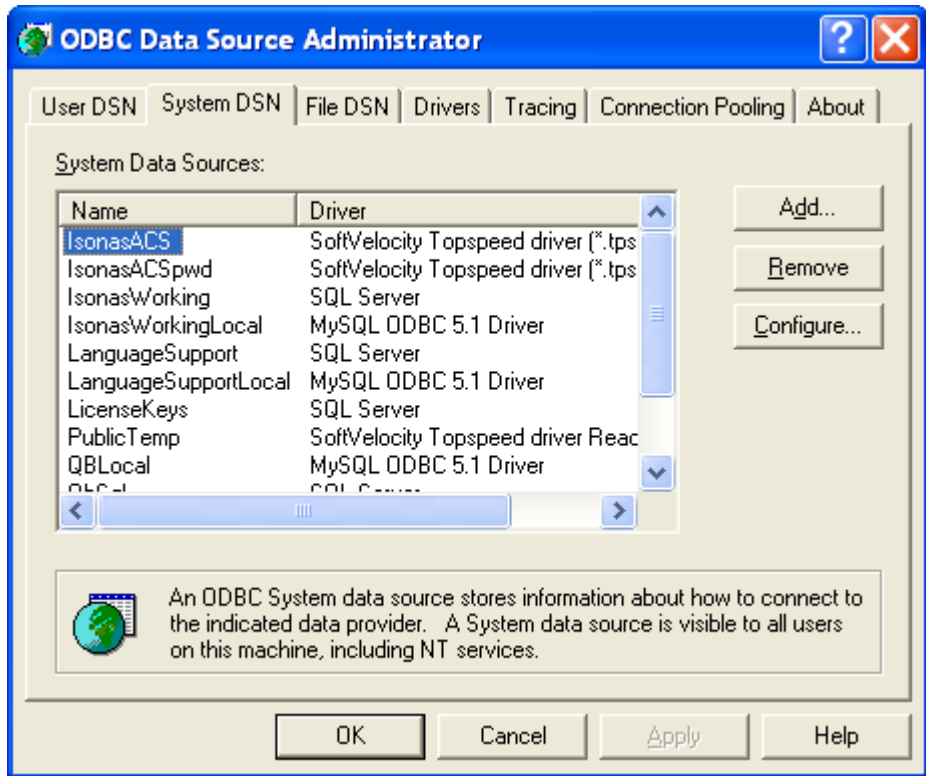
3. Click the Add button.

4. Scroll down the list until you find the SoftVelocity Topspeed driver entry, if it does not exist then you cannot continue without assistance from ISONAS technical support.

5. Select the SoftVelocity Topspped driver (*.tps) by double clicking it.

6. Fill in the screen and then click OK

Note: The spelling of the entries below is critical in order for the application to run correctly.

a. <u>Name</u> IsonasACS
b. <u>Database</u> You must put the location of the LiveDb shared folder that you created earlier.
c. <u>Date Fields</u> DATE%|%DATE
d. <u>Time fields</u> TIME%|%TIME|%START|%FINISH
e. Click OK

7. Repeat the steps for a second entry.
a. <u>Name</u> IsonasACSpwd
b. <u>Database</u> You must put the location of the LiveDb shared folder that you created earlier.
c. <u>Date Fields</u> DATE%|%DATE
d. <u>Time fields</u> TIME%|%TIME|%START|%FINISH
e. Put the ISONAS special password in the 'password' field: **Isonas Secret Data** (Note that there are spaces between each word and it is case sensitive)
f. Click OK

8. When you are done, your two entries should look like the ones listed below.
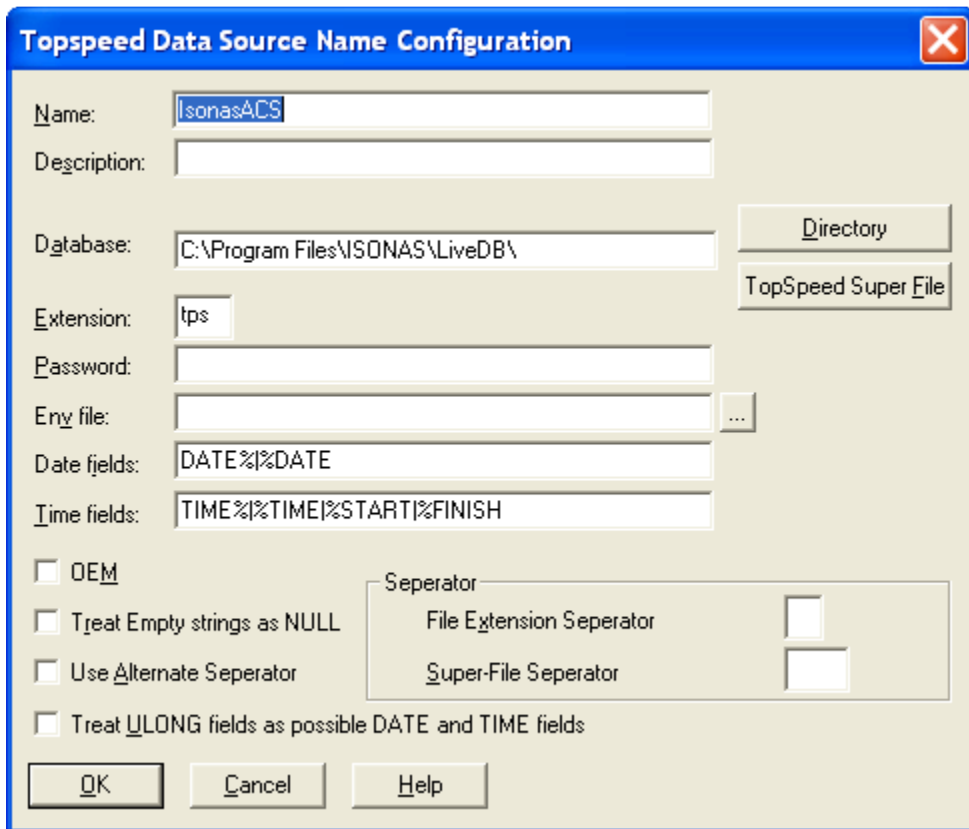
Topspeed Data Source Name Configuration

Name: IsonasACS
Description:

Database: C:\Program Files\ISONAS\LiveDB\   [Directory] [TopSpeed Super File]

Extension: tps
Password:
Env file: [...]
Date fields: DATE%|%DATE
Time fields: TIME%|%TIME|%START|%FINISH

☐ OEM
☐ Treat Empty strings as NULL
☐ Use Alternate Seperator
☐ Treat ULONG fields as possible DATE and TIME fields

Seperator
File Extension Seperator [   ]
Super-File Seperator [   ]

[OK] [Cancel] [Help]

Topspeed Data Source Name Configuration

Name: IsonasACSpwd

Description: Password protected files

Database: C:\Program Files\ISONAS\LiveDB\

Directory

TopSpeed Super File

Extension: tps

Password: *******************

Env file:

Date fields: DATE%|%DATE

Time fields: TIME%|%TIME|%START|%FINISH

☐ OEM

☐ Treat Empty strings as NULL

☐ Use Alternate Seperator

☐ Treat ULONG fields as possible DATE and TIME fields
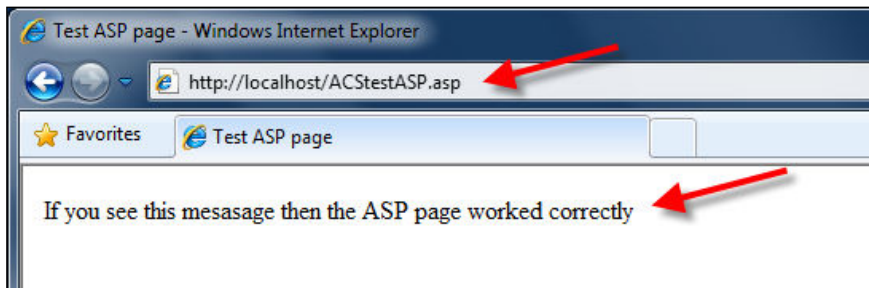
Seperator

File Extension Seperator

Super-File Seperator

[OK]   [Cancel]   [Help]

Appendix E: Troubleshooting hints.

If the expected Crystal EasyWeb logon screen did not appear, here are some troubleshooting tools that are available

1. **From the browser, attempt to access the "ACSTestASP.asp" web-page**
   a. Use this command: http://localhost/ACStestASP.asp

   If this page does not appear, then your web-site is not handling "ASP"pages properly.

   An Item to check is that your web-site's "Application Pool" is configured properly.
   To check this:

   - Start Microsoft's Internet Information Services (IIS)
   - Click on the "EasyWeb" Web-site.
     - This site is probably named: "CrystalEastWeb"
   - In IIS 7, click on "Basic Settings" selection.
   - Assure that the CrystalEasyWebpool is specified
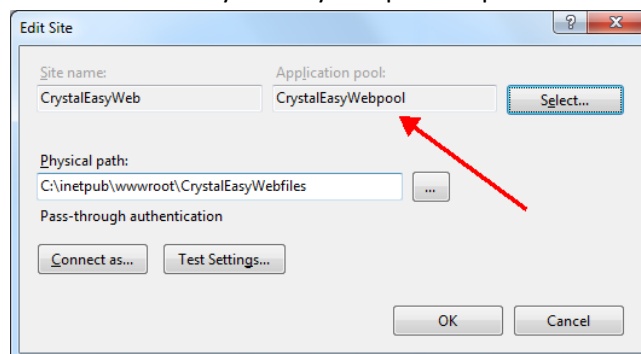
   - If you need to change the setting, click on "Select" button, next to the application pool.

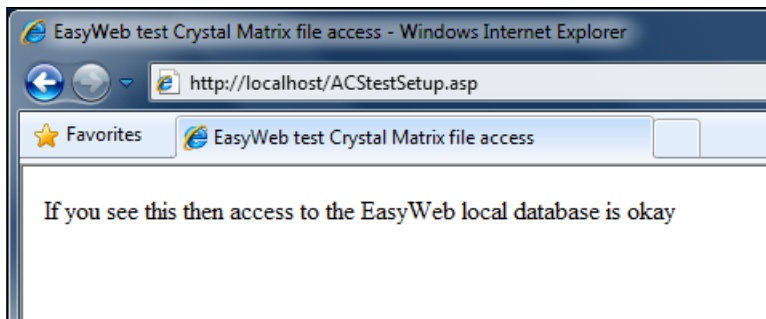2. **From the browser, attempt to access the "ACSTestVB.asp" web-page**
   a. Use this command: http://localhost/ACStestVB.asp
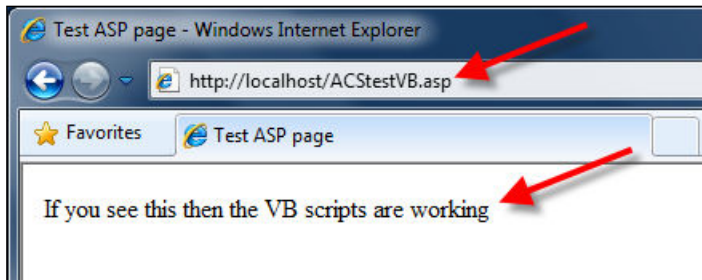
   If this page does not appear, then review your web-site's VB script handling.

3. **From the browser, attempt to access the "ACSTestSetup.asp" web-page**
   a. Use this command: http://localhost/ACStestSetup.asp
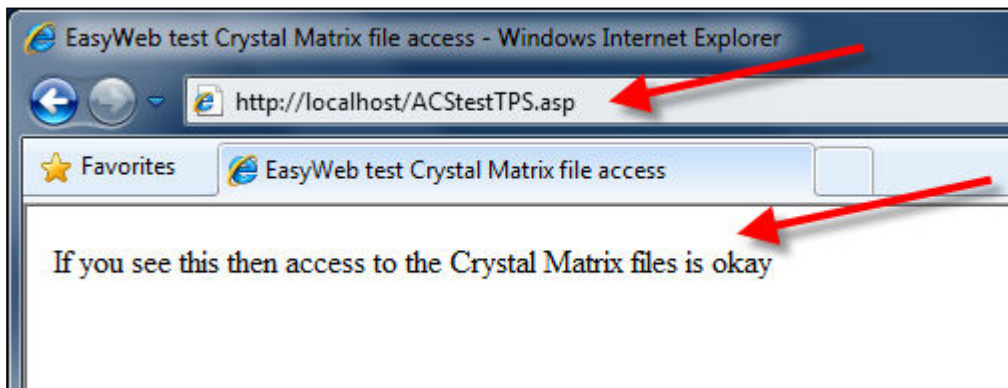

   If this page does not appear, then review The ODBC data source "IsonasACSlcl", and the security settings on the" ..\CrystalEasyWeb\Database\IsonasACS.mdb" file

- If you are running on a 64-bit system, to review the ODBC settings you will need to run the 32 bit version of the ODBC Manager. To do this:
  - Open the Window Start Menu's "Run" option
  - Run this program: C:\Windows\SysWoW64\ODBCAD32.EXE
    - If your OS is not installed on the "C:" drive, then look for the file in: %systemdrive%\Windows\SysWoW64\ Odbcad32.exe

- If you are seeing an"Error 5" when the ODBC drivers are being loaded, your system may require that the IIS Guest account (IUSR_ …..) have read and execute permissions for the TopSpeed ODBC DLL files. The 2 files are C40TRX.dll and C40SRX.dll which are normally located in the "c:\windows\system32 "folder.

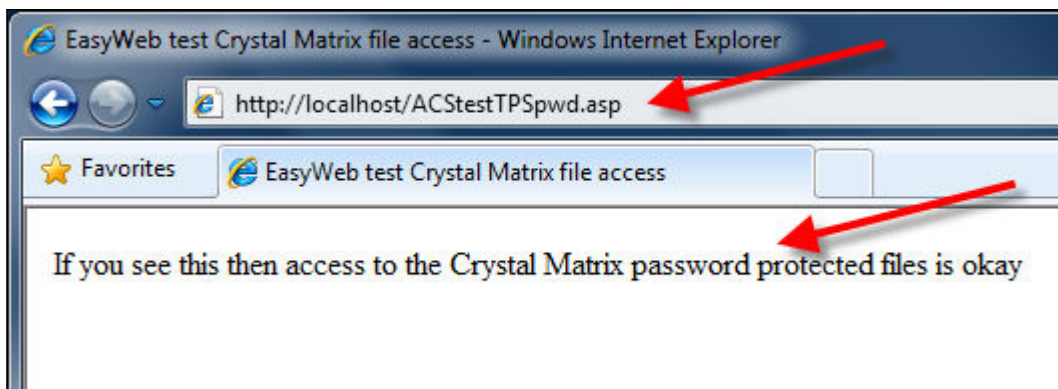4. **From the browser, attempt to access the "ACSTestTPS.asp" web-page**
   a.   Use this command: http://localhost/ACStestTPS.asp

 If this page does not appear, then review The ODBC data source "IsonasACS", and the security settings on the" ..\Program Files\ISONAS\LiveDB " folder

5. **From the browser, attempt to access the "ACSTestTPSpwd.asp" web-page**
   a.   Use this command: http://localhost/ACStestTPSpwd.asp

 If this page does not appear, then review The ODBC data source "IsonasACSpwd", and the security settings on the" ..\Program Files\ISONAS\LiveDB " folder