

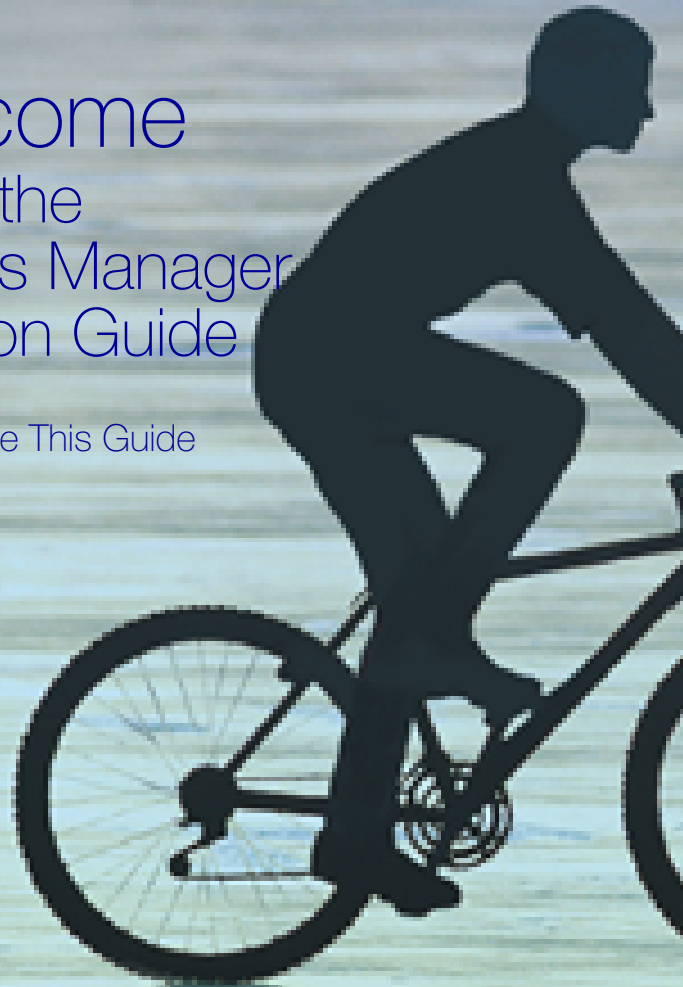
Welcome to the e-Business Manager Installation Guide

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How to Use This Guide



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 Bookmarks appear in the overview window to the left of the document window. These bookmarks are similar to a table of contents.

Note: The Installation Guides and User Manuals CD-ROM is best viewed using Acrobat Reader 4.0 or higher. For best printing results, print to a PostScript printer.

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Introduction

Overview of e-Business Manager

The e-Business Manager module is designed to provide an electronic commerce solution through the Internet. In addition to the e-Business Manager programs, modifiable HyperText Markup Language (HTML) templates are provided to create a Web site quickly. These templates allow you to create Web pages that are dynamically generated based on the e-Business Manager applets installed, the user's security rights, and the data files.

The e-Business Manager module uses an Internet Server API (ISAPI) Plug-In developed for Microsoft® Internet Information Server (IIS). This plug-in redirects requests to the Web Engine running behind a firewall. This structure provides for Secure Sockets Layer (SSL) and firewall configurations to ensure adequate security for the user.

How to Use This Installation Guide

This installation guide discusses the installation, configuration, and architecture used by the e-Business Manager module. Refer to this installation guide when setting up the e-Business Manager module for the first time or when making changes to your network (such as changing Internet Service Providers [ISPs], or moving the software to another server).

The e-Business Manager installation procedure is more complicated than standard modules. Every effort has been made to make this process as simple as possible; however, before you start you must know some important information about your network configuration. An installation checklist is provided on page 37 to assist you in obtaining all the information required to install the e-Business Manager module.

For information on creating data for the e-Business Manager module, refer to your *e-Business Manager* manual. For a complete listing of operating system requirements, see the Supported Platform Matrix which can be found on the Best Software Web site (www.bestsoftwareinc.com).



How to Use This Manual

Your e-Business Manager module is designed to operate in conjunction with the other modules in this product line. Before proceeding, complete the installation instructions listed in your *Installation Guide* as well as the instructions for Performing System Setup Tasks in your *Getting Started Guide*.

Use the *e-Business Manager* manual as a reference for understanding features of the module. The manual contains overviews and samples of windows. This manual should be used in conjunction with the Help system, which provides detailed field information and "How Do I" procedures.

Graphic Conventions

The following icons are used throughout this manual to indicate different types of information.



The **Note** symbol is followed by additional information about a topic.



The **Helpful Hint** symbol is located in a grey text box and followed by additional information about an option.



The **Warning** symbol is followed by information to help you avoid costly mistakes.



Text Conventions

The following table describes the text conventions used in all manuals.

Text Convention	Explanation
Field font	<p>Indicates a field name, list box name, options in a list, column name, or check box.</p> <p>Example: The Modes button is available only if Windows Printer Port or Physical Device is selected at the Device Type field.</p>
<i>Italic font</i>	<p>Indicates directory names or references to other manuals.</p> <p>Example: For more information about setting up and processing sales tax, refer to your <i>Accounts Receivable</i> or <i>Accounts Payable</i> manual.</p>



Chapter 2

Architecture

The e-Business Manager architecture is divided into three servers, which split the overall processing power requirement for optimal flexibility and performance.

Application Server

This is the existing Application Server from which data is accessed. Existing users already have an Application Server and only need to install the e-Business Manager module. Application modules must be updated to the levels compatible with the e-Business Manager module.

Web Engine

This is the server that performs the HTML merges with data. The Web Engine can be installed on the same server as the Application Server, but not in the same directory. The Web Engine has its own set of programs that must not be combined with the data and program files.

Microsoft Internet Information Server (IIS)

This server hosts the Web site used for the e-Business Manager module and is the primary access point for all users (customers and "casual visitors") to access the company's Web site. An ISAPI Plug-In installed on this server redirects e-Business Manager requests to the Web Engine.

The installation and configuration of each of these servers is discussed in detail throughout this installation guide. All servers running Windows NT must have the required Service Pack level installed before the installation programs will run. For operating system requirements, see the Supported Platform Matrix on the Best Software Web site.



Application Server

The e-Business Manager module is supported on both the standard Windows and Client/Server platforms. Many of the features available in the e-Business Manager module are configured from their respective modules, such as Inventory Management and Accounts Receivable. All configurations can be performed from within the software. For information on configuring the e-Business Manager module, refer to your *e-Business Manager* manual.

Configuration Settings

The following settings must be configured on the Application Server before the e-Business Manager module is fully functional. Many of these configuration settings can be set up before installing the e-Business Manager module.

- The Application Server must have a share point defined that points to the data. The Web Engine must be able to access data on the Application Server in order to generate Web content. The user account configured to run the Web Engine must, therefore, have access and appropriate permissions to the Application Server in order to access data.
- For each company that you want to allow customers to access the e-Business Manager module, you must set up e-Business Manager data for user accounts and define product categories.

When the Application Server and Web Engine are installed on separate servers, one of the most common problems encountered is with user permissions. The account running the Web Engine must have a secure connection to the Application Server and full rights to the data on that server.

After all the e-Business Manager components are installed, the Application Server must be configured with the following information.

- The Application Server requires the Internet Provider (IP) address or server name and port number for the Web Engine, and the URL and port number for the IIS.



Chapter 2 Architecture

- The Application Server requires the IP address of the user's Simple Mail Transfer Protocol (SMTP) server to send e-mail from the Web Engine.

Workstation Settings

If you are using MAS 200 to associate image files with categories, you must enter a UNC path to the Application Server during Workstation Setup. For more information, refer to your *MAS 200 Installation Guide*.

Web Engine

You must know where the Application Server is installed and make sure that the Application Server is accessible from the server on which the Web Engine is being installed. For more information, *see Before Installing the Web Engine*.

The Web Engine is built on Best Software's ProvideX technology to publish dynamically created Web content by merging standard HTML documents with data files. The Web Engine listens on a specific Transmission Control Protocol (TCP) port for requests for data from the IIS. It then returns content to the IIS, which services the content back to the requesting user's browser.

Web Engine Components

The Web Engine consists of the following components. These components cannot be shared with an existing installation.

- ProvideX Interpreter with "Web-enabled" activation key
- ProvideX Web Engine programs
- HTML templates and merging programs
- Templates have an HTM extension and can be modified by any user to add additional graphics or content. Back up any files you modify, or save them with a new name, then modify the template. These files will be overwritten the next time you install the Web Engine. For more information, see Template Maintenance in your *e-Business Manager* manual.

Chapter 2 Architecture

- Merging programs have an IW prefix (for example, IWWIAA) and can only be modified by an authorized Master Developer.
- All templates and merging programs are located in the *IW* directory. There are no company-specific files on this server.
- Polling program used to trigger events on a timed basis (for example, cleanup and order confirmation)
- E-mail program used to send electronic mail through an SMTP server

These components are installed and configured as part of the installation process. After they are configured, they do not need to be modified unless the configuration changes (for example, the Application Server moves to another physical server).

Web Engine Configuration Settings

The following configuration information is required when setting up the Web Engine.

Access to the share point on the Application Server

The Web Engine must determine where to obtain its data, and must have sufficient rights to do so. The path to the Application Server is stored in the *webhide.ini* configuration file in the *Mas90web\home\lib_web* directory at the Web Engine Server.

Note

The Web Engine can point to only one Application Server.

If you need to change the path to the Application Server, reinstall the Web Engine (rather than modifying the data file directly).

Port on which the Web Engine will be listening

This port is required for the configuration of IIS. By default, the port is set to 2953; however, users can set the port to any value. For security reasons, the port should not be set to 80 or any other commonly used port.

Chapter 2 Architecture

Certificate for Secure Transactions

To secure the transmission of data between IIS and the Web Engine using SSL, you must provide a secure port (the default port number is **2954**) and a certificate in .pem format. This certificate should be different from the certificate used on IIS for secure transactions.

Internet Information Server

The e-Business Manager module requires the Microsoft Internet Information Server (IIS) to host the Web site used to access the data. For system requirements, see the Supported Platform Matrix on the Best Software Web site. The use of the e-Business Manager module does not preclude the use of the IIS for the corporate Web site; access to the data files is accomplished through a link from the user's Web site to the Web Engine.

Users must establish an account with an Internet Service Provider (ISP) to gain access to the Internet. The ISP can offer a number of services, depending on how large your company is and whether you want to administer your server directly or have the ISP manage and maintain your Web site. The e-Business Manager module supports both configurations. Best Software is working with a number of ISPs to provide Internet service for e-Business Manager users. For up-to-date information on ISPs that have partnered with Best Software, refer to the Best Software Web site.

Installation Steps

The installation program assumes that IIS has been installed on the server. For system requirements, see the Supported Platform Matrix on the Best Software Web site.

Note

The installation process needs to stop the Web Publishing service on the server to complete its installation. This prevents users from accessing the site while the installation is running.

- 1 Configure IIS. You may want to import or create a Web site for public Web surfers. Make sure the Web site can be accessed from the Internet, specifically from a computer that is not connected or physically located on the same backbone as the IIS Web Engine.
- 2 Install the ISAPI Plug-In.



Chapter 2 Architecture

If firewalls are set up, the most significant modification required will be to open a port through the firewall to your internal network to allow data to transfer freely between the IIS and the Web Engine. Make sure the network administrator understands what is required and that this procedure is completed before installation. Some information services (IS) departments may prefer to have an outside consultant perform any firewall modifications; this process can take some time. You will need to coordinate with the IS department to make the installation go smoothly.

The IS administrator must have the TCP port number that the Web Engine is monitoring and the IP address of the IIS. The IS administrator may need more information, based on the type of firewall you use.

- 3 Add the following links to the Web page where you want to access the e-Business Manager module.

`http://www.yourdomain.com/iwwiaa.pvx?;login` (.order customers)

`http://www.yourdomain.com/iwwida.pvx?;products?comp=xxx` (.store customers)

or

`http://www.yourdomain.com/iwwida?;products_no_tree?comp=xxx` (.store customers)

Replace *www.yourdomain.com* with the domain of your Web site. The link can be a graphic button or plain text. You can use an IP address instead of a URL if the Web Engine is not a published server (visible/accessible via the Internet).

At this point, clicking the link accesses the Web Engine and displays the logon window for .order customers and the Products and Services Web page for .store customers.

IIS Configuration Settings

Generally, the ISAPI Plug-In is configured in the e-Business Manager Options window. The configuration file is published to IIS with the images, JavaScripts, and style sheets for the Web site. For more information, see e-Business Manager Options in your *e-Business Manager* manual.



Note

For .store customers, the link specified here must match the path at the HREF Link in the Menu Maintenance window if STORE_MAIN is selected at the Group field and 0030 is selected at the Sequence field.

Chapter 2 Architecture

To manually configure the ISAPI Plug-In

- 1 The ISAPI Plug-In Setup program installs the *MASISAPI.DLL* plug-in to the *inetPub/Scripts* directory. If it is necessary to move the *MASISAPI.DLL* file, you must reconfigure its application mapping.
 - a From the Microsoft Management Console (MMC) for the IIS, right-click the Web site and click Properties.
 - b In the Properties dialog box, select **Home Directory** and click Configure.
 - c In the Configuration dialog box, select **App Mappings**.
 - d Select the *.pvx* extension and click Edit.
 - e Verify the path to the *MASISAPI.DLL* file is correct and click OK to confirm the change.
- 2 From any browser, connect to the Web site and run the *__DEBUG.PVX* program (for example, enter *www.yourdomain.com/__degug.pvx*). The ISAPI Plug-In information should appear, providing details about the ISAPI configuration. Verify these settings.
- 3 If you relocate the Web Engine to another machine or change IP addresses, you may need to change the mappings for the ISAPI Plug-In to a different Web Engine. The ISAPI Plug-In can handle multiple Web Engines from the same machine, but those Web Engines must be on separate servers. The configuration file for the ISAPI Plug-In is located in the root directory for each Web site on the IIS. Do not edit the *MASISAPI.INI* file on the server. Make appropriate changes in the e-Business Manager Options window, which re-generates the *MASISAPI.INI* file, and then run Publish Files to Server. For more information, see e-Business Manager Options in your *e-Business Manager* manual.



Images, Style Sheets, and JavaScripts

The e-Business Manager module enables you to publish all images, style sheets, and JavaScripts to the IIS. This reduces the amount of traffic between the IIS and the Web Engine when users are requesting Web pages. All images, style sheets, and JavaScripts can be republished to the IIS at any time via the Microsoft Web Publishing Wizard installed on your workstation. For more information, see Publish Files to Web in your *e-Business Manager* manual. You can install the Microsoft Web Publishing Wizard at the end of the installation process. Best Software may update the JavaScript files at any time. Changes made to JavaScripts are overwritten when the software is reinstalled or upgraded. If you make changes to the JavaScripts, be sure to copy or rename the existing script, so that your changes are not deleted during the next installation. The new JavaScript program name must replace the standard JavaScript name in the affected HTML templates.

Copying Images

Warning

All images for all companies that are e-Business Manager-enabled will be copied into the */images* directory on the IIS. Avoid using the same file names for the images in any company or the incorrect image may appear on your Web site.

Images must be copied/published to the */images* directory under the root directory of your Web site. Web pages have been coded with the assumption that all images are located in this directory. If your images are not appearing on the Web site, verify that all of your images are in the */images* directory under the root directory of your Web site. JavaScripts and style sheets must be stored at the root directory of the Web site.

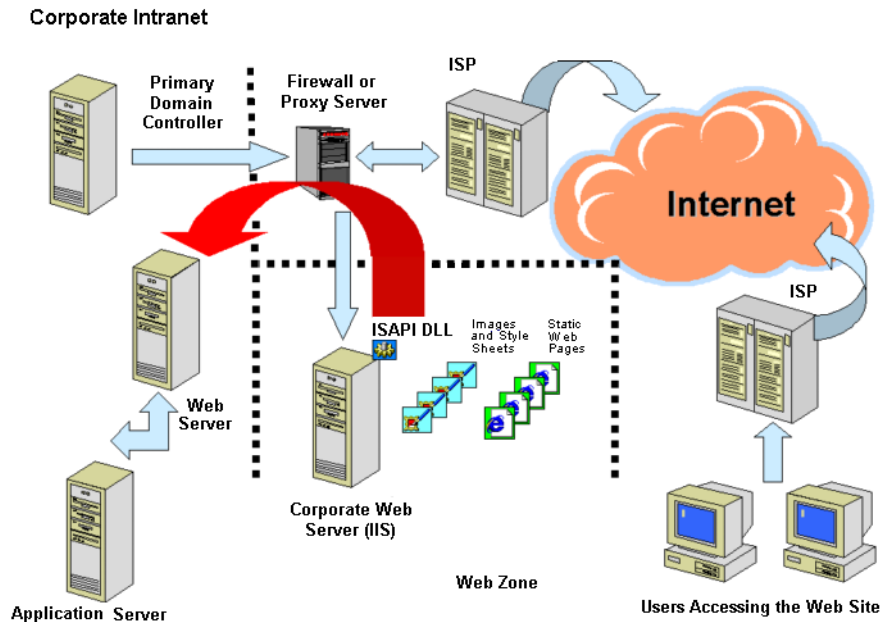


Supported Configurations

The illustrations shown in this section represent different generic configurations supported by the e-Business Manager module. All networks follow a similar configuration. These illustrations refer only to components essential to the e-Business Manager module.

Company-Hosted Web Site

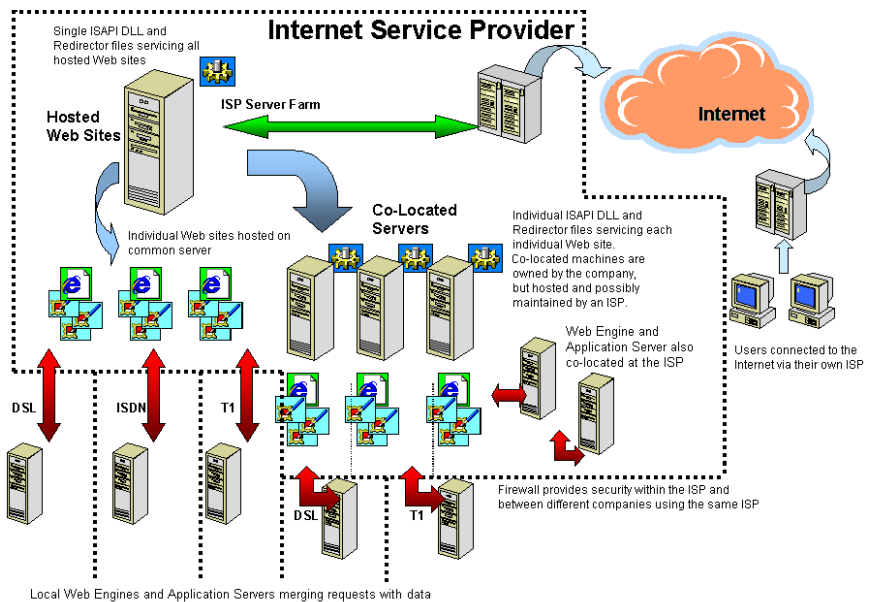
The following illustration shows a standard configuration in which the company hosts and maintains their own Web site. Many companies have this configuration because their Web sites change regularly and they want complete control over the site. This configuration also has a direct line into the Internet through an ISP and a firewall, preventing unauthorized users from accessing the internal network.



Chapter 2 Architecture

ISP-Hosted Web Site

The following illustration shows a standard configuration in which the company's Web site is hosted by an ISP. Some companies may choose this option because they do not need, nor have the resources to maintain a Web site on a full-time basis, but want to keep a Web presence on the Internet. Multiple Web sites can be hosted on the same machine. A direct connection is made from the ISP to the company's site where the Web Engine is located. In this situation, the company does not need to install the IIS, the ISAPI Plug-In, firewall configurations, etc. The ISP will perform these tasks for a monthly fee.



Chapter 2 Architecture

Users should consider ISP package options carefully and take into consideration how many people will be accessing the Internet from within the company (unless they are going to the Internet through another ISP), how much Web space will be required for their images, and what other activities they will want to do on the Internet (such as a corporate Web page). ISPs offer solutions that vary greatly in price, depending on your requirements. You may also want to consider "co-locating" the IIS to an ISP. Consult your authorized Reseller, ISP partners, or other Internet professionals to determine what configuration is best for your business.



Chapter 3

Installation

The Web Engine is delivered on the Application CD-ROM. The ISAPI Plug-In is delivered on the e-Business Manager Plug-In for IIS CD-ROM. This chapter covers the installation process for the Web Engine and the ISAPI Plug-In. For installation information regarding the software, refer to your applicable *Installation Guide*.

Before Installing the Web Engine

The Web Engine is primarily responsible for merging the HTML pages with data. You must have either MAS 90 or MAS 200 installed before installing the Web Engine. For system requirements, see the Supported Platform Matrix on the Best Software Web site.

Before installing the Web Engine, decide on one of the following configurations for incorporating SSL technology in your Web pages:

- Always use SSL encryption when redirecting requests to the Web Engine.
- Use SSL encryption for redirecting requests to the Web Engine for select Web pages (such as the Shopping Cart Web pages), when the external request to IIS uses SSL encryption.
- Never use SSL encryption when redirecting requests to the Web Engine.

Depending on which configuration you select, the bold portion of the URL in the sample MASISAPI file below would change. This URL resembles the URL to the Web Engine.

[Http Remappings]
www.example.com=**http**://servername:2953

[Https Remappings]
www.example.com=**https**://servername:2954

If you are configuring your system to always use SSL encryption or to use SSL encryption for select Web pages, you must obtain an SSL certificate in a .pem file format before installing the Web Engine. For more information, see [Generating an SSL Key](#).



Chapter 3 Installation

Installing the Web Engine

After installing MAS 90 or MAS 200, you are ready to install the Web Engine.

To begin the installation process

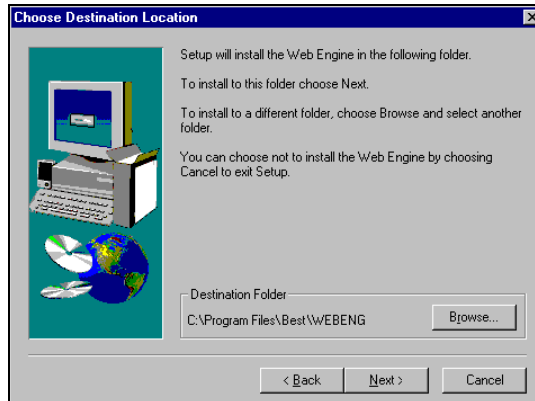
- 1 Place the Application CD-ROM in the CD-ROM drive of the Windows NT Server. If Autorun is enabled, the installation window appears; otherwise, click Run on the Start menu and type **D:\Autorun.exe**, where **D:** is the CD-ROM drive. Click Install Web Engine to begin the installation.
- 2 After the Welcome and Software License Agreement dialog boxes appear, the Web Engine Setup program prompts you to specify a destination directory. The directory you specify must not be the *MAS90* or *MAS200* directory. MAS 90 or MAS 200 and the Web Engine can be installed on the same server, but must be installed to separate directories. Click Next to begin the installation process.

Note

You can reinstall the Web Engine to a different location on the same machine; however, only the last installation will be active.

Note

If you are re-installing the Web Engine, this dialog box does not appear.



Chapter 3 Installation

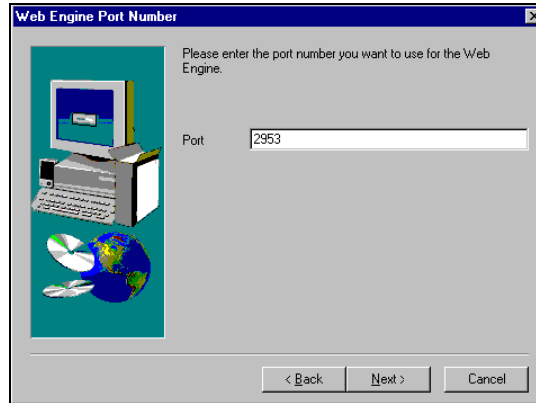
Note

Note the port number you type. You will enter this Web Engine port number when configuring e-Business Manager for the first time. For security reasons, do not use port 80 for the Web Engine.

Note

If you are re-installing the Web Engine, this dialog box does not appear.

- 3 Type the port number to use for the Web Engine. By default, the port number used by the Web Engine is **2953**.

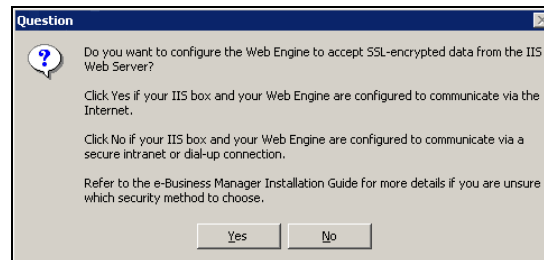


The port number typed at the **Port** field for the Web Engine address in the e-Business Manager Options window must match the port number typed in this dialog box.

- 4 After typing a path to your *MAS90* directory, you are prompted to secure your connection between IIS and the Web Engine through SSL. If your connection between IIS and the Web Engine is already secure (via a fire wall, dedicated connection, or some other proxy), you do not need to connect via SSL; however, if your connection between the IIS and the Web Engine is through the Internet, SSL is strongly recommended.

Note

Click No if you are not using SSL encryption for any of your Web pages.



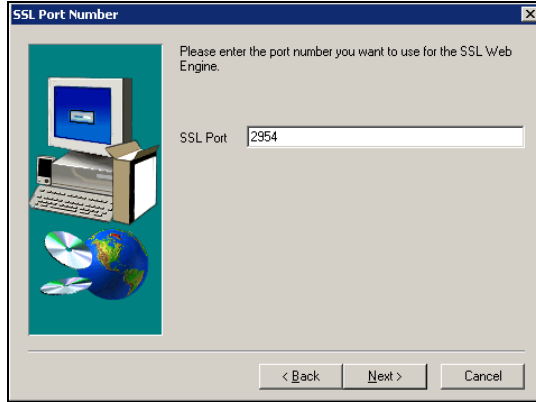
If you click No in the Question dialog box, go to step 7; if you click Yes, complete steps 5 and 6.

Chapter 3 Installation

Note

Note the SSL port number you type. You will enter this Web Engine port number when configuring e-Business Manager for the first time. For security reasons, do not use port 443 for the Web Engine.

- 5 Type the SSL port number to use for the secure connection. By default, the SSL port number used by the Web Engine is **2954**.

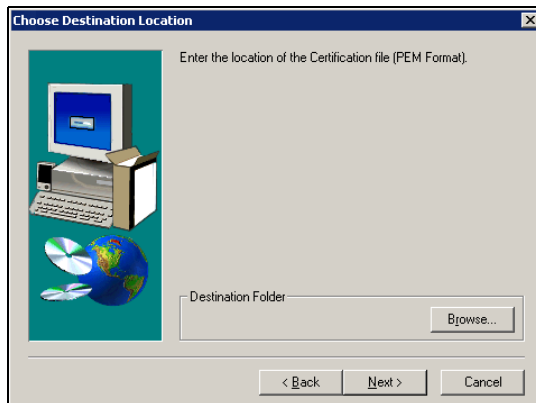


The SSL port number typed at the **SSL** field for the Web Engine address in the e-Business Manager Options window must match the SSL Port number typed in this dialog box.

Note

For information on creating a .pem file, see [Generating an SSL Key](#).

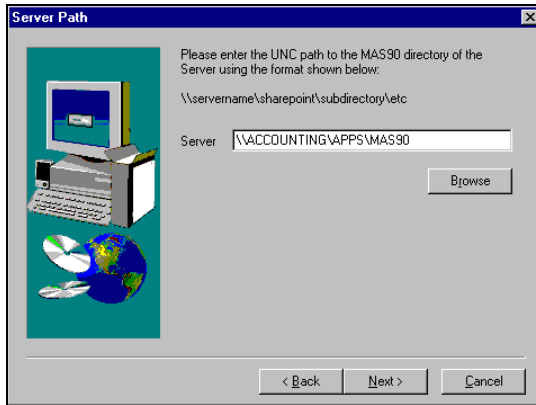
- 6 Click Browse to browse to the location of your certificate file. The certificate must be in .pem format.



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- 7 Enter the Universal Naming Convention (UNC) path to the *MAS90* directory for the installation you are making available for use with the e-Business Manager module.

For example, if your server's name is ACCOUNTING and the share point containing the *MAS90* directory is APPS, you would enter **\\ACCOUNTING\APPS\MAS90** and click Next. You can also click Browse to browse to the *MAS90* directory.

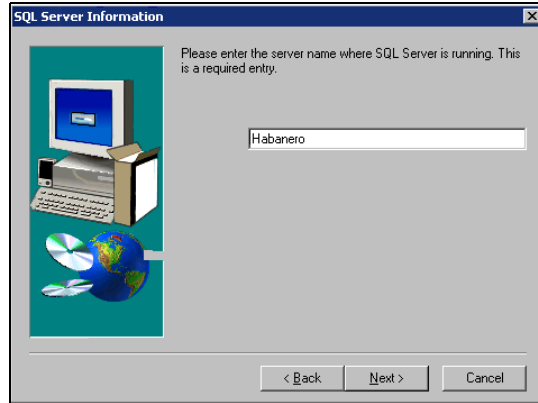


If you are installing the Web Engine on the same server, you must still specify the UNC path to the *MAS90* directory, not the local drive path.



Chapter 3 Installation

- 8 If you are installing the Web Engine to SQL, the following dialog box appears. Type the server name where SQL is running.

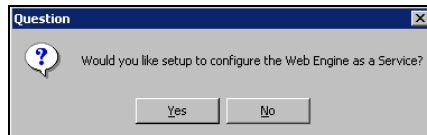


- 9 After typing the path to the Application Server, you are prompted to select a program folder for the Web Engine program icon. Select an existing folder or type a new folder name and click Next.
- 10 After selecting a program folder for the Web Engine icon, you are prompted to configure the Web Engine as a Service. Click Yes to run the Web Engine as a Service; click No to run the Web Engine as an Application.

Warning

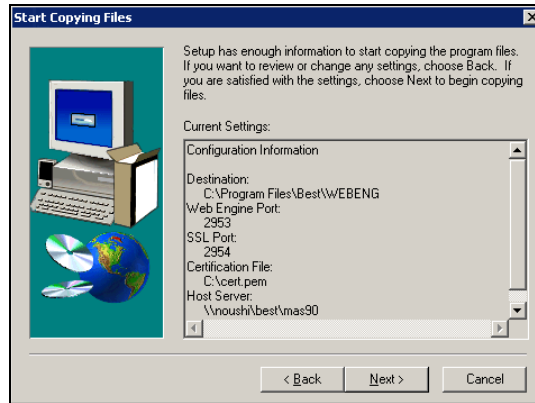
Before uninstalling the Web Engine, create a backup of any Web templates that you modified.

If you have completed running the Web Engine Setup program, and you want to change your configuration selection, you must uninstall the Web Engine, and re-run the Web Engine Setup program.



Chapter 3 Installation

- 11 Click Next to accept all parameters entered.

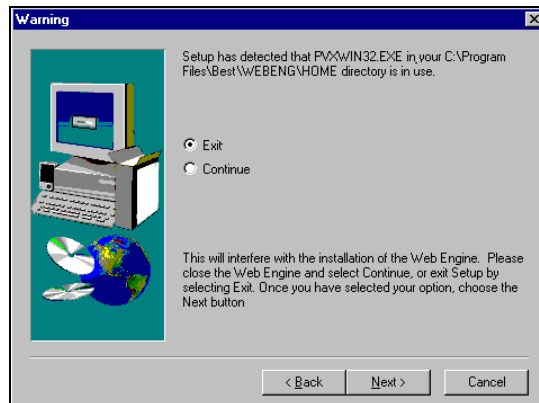


- 12 If the interpreter in the destination directory you choose is in use and indicates that the Web Engine is running, the following dialog box appears.

Note

If the Web Engine is installed on the same server as MAS 90 or MAS 200, the processes listed in Task Manager will contain both the Web Engine and MAS 90 or MAS 200 processes.

To continue the installation process, close the Web Engine program, select the **Continue** option, and click Next. To close the Web Engine program, run the Web Engine Configurator applet in the Control Panel and click Stop Server. If Setup continues to detect that the PVXWIN32.EXE program is in use after closing the Web Engine, you may need to examine the Processes tab of the Windows NT Task Manager. To exit the installation, select the **Exit** option and click Next.



Running the Web Engine

To run the Web Engine as a stand-alone application, click Web Engine Startup on the Start menu. Running the Web Engine in this manner requires a persistent user logon, and this user must have sufficient permissions to access the share point and all data on the Application Server.

Security on the Server

The server should be protected from unauthorized access, especially if the server is in an easily accessible area. Windows NT provides two features for protecting a server: screen savers and lock workstation. Use either of these features to prevent users from accessing the server on which the Web Engine is running.

Screen Savers

Screen savers serve a dual function. They protect an unattended server from unauthorized users, and they prevent screen burn-in when the same image displays continuously. Adding a password to the screen saver ensures that only the person logged onto the server can regain access to the server after the screen saver is enabled; however, the screen saver uses system resources.

When choosing a screen saver, select one with minimal functionality that requires little computation by the computer. For example, the OpenGL screen saver requires considerable resources that have processing priority over the Web Engine sessions currently running. Simple screen savers, such as Flying Through Space and Blank Windows, provide the same functionality without draining system resources.

To set a screen saver password, right-click anywhere on the Windows NT desktop, but not on an application window. Click Properties at the selection box, and click the Screen Saver tab. Select the **Password protected** check box to enable password protection. The password used is the password of the user logged onto this system.



Chapter 3 Installation

Lock Workstation

Another protective option is to lock the workstation when the NT Server is unattended. Unlike the screen saver, which comes up automatically after a given amount of time, the lock workstation feature must be executed from the Task menu when the user on the Windows NT Server is not present. To lock the workstation in this manner, press CTRL+ALT+DEL and click the Lock Workstation button. The entire keyboard is disabled until the user presses CTRL+ALT+DEL again and provides the correct password.



Chapter 3 Installation

ISAPI Plug-In Setup

Note

Do not install the ISAPI Plug-In if an ISP is hosting your Web site.

The ISAPI Plug-In is responsible for redirecting Internet requests to the Web Engine. You must have either MAS 90 or MAS 200 and the Web Engine installed before installing the ISAPI Plug-In. For system requirements, see the Supported Platform Matrix on the Best Software Web site.

Warning

This manual is written for the experienced Microsoft IIS and Internet user. Knowledge of these areas is required.

Access to the Web Engine

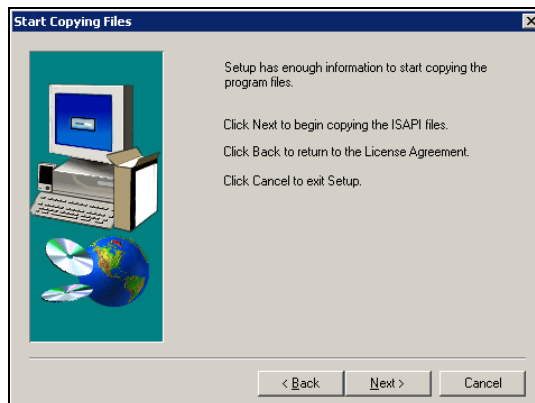
The Windows NT Server on which you install the ISAPI Plug-In must have access to the server running the Web Engine, which may be behind a firewall. For a description of this security configuration, *see IIS Configuration Settings*.

Before installing the ISAPI Plug-In, make sure you can access your Web site from a workstation that is not connected to the main network (for example, from home or another business).

Running the ISAPI Plug-In Setup Program

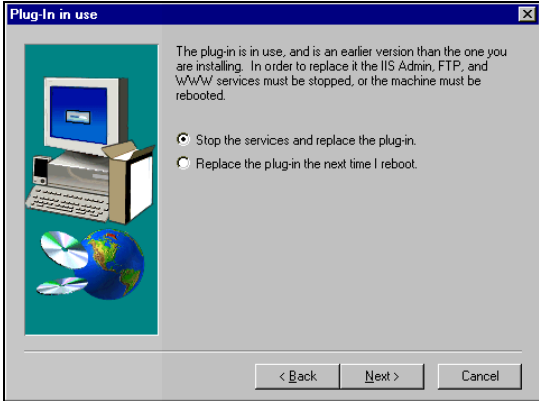
To begin the installation process

- 1 In your *..MAS90\ISAPI Plug-in* directory, double-click the ISAPI.exe file to start the installation.
- 2 Click Next to begin copying files.

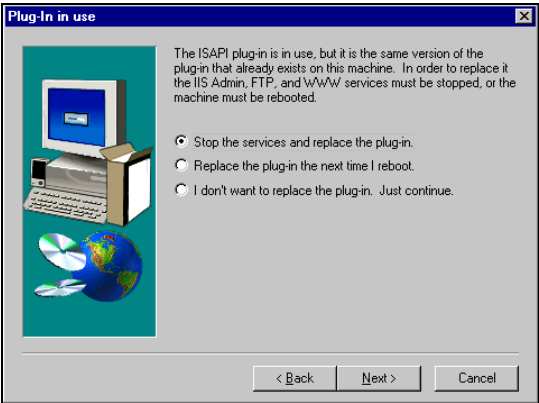


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- 3 Before copying files, the ISAPI Plug-In Setup program determines whether the ISAPI Plug-In is currently in use. If the plug-in is in use, but is a newer version than the file the ISAPI Plug-In Setup program is installing, the following dialog box appears.



- 4 If the plug-in is in use, but is the same version as the file the Setup program is installing, the following dialog box appears.



Chapter 3 Installation

If you select the **Stop the services to replace the plug-in** option, the IIS Admin, FTP Publishing, and World Wide Web Publishing services will be stopped and then restarted after the plug-in is copied to the server. Users cannot access your Web site while these services are stopped. If you select the **Replace the plug-in the next time you reboot** option, Setup will not stop any services, but will replace the file on reboot. You do not have to replace the file at this time if it is the same version as the file the Setup program is installing. Select the appropriate option and click Next.

- 5 You need to configure the ISAPI Plug-In in the e-Business Manager Options window. Multiple Web sites on the same IIS can be configured the same way. Run Publish Files to Web for each company before accessing e-Business Manager Web pages. For more information, see e-Business Manager Options and Publish Files to Web in your *e-Business Manager* manual.

 **Note**

The ISAPI Plug-In does not need to be re-installed for each Web site.



Chapter 3 Installation

✓Note

If you are unfamiliar with generating a certificate for secure transactions, consult a Network Consultant or Authorized Reseller.

Generating an SSL Key

To use the SSL capabilities of the Web Engine, create a .pem file that contains both the certificate and your private key in **X509** format.

To generate an SSL key

✓Note

If you are generating your own certificate, proceed to step 4.

- 1 Generate a private RSA key that will be used to generate your certificate.
- 2 Generate a certificate request (CSR) file using the private key that has your corporate information embedded in it.
- 3 Send the CSR to a certificate authority such as Verisign. They will send back a certificate.
- 4 When you receive the new certificate, concatenate the certificate and public key together by typing the following at a command prompt:

✓Note

You may need to request that the certificate be returned in X509 format.

COPY MYCERT.CER+MYKEY.KEY MYSSL.PEM

where **MYCERT.CER** is the **X509** certificate returned from the certificate authority, **MYKEY.KEY** is the private RSA key in **X509** format specified at Step 1, and **MYSSL.PEM** is the output file that the Web Engine uses to encrypt pages via SSL. If you type the file, it appears similar to the following:

```
-----BEGIN X509 CERTIFICATE-----
<blank line>
<several lines worth of garbage looking characters>
-----END X509 CERTIFICATE-----
-----BEGIN RSA PRIVATE KEY-----
<blank line>
<several lines worth of garbage looking characters>
-----END RSA PRIVATE KEY-----
```

Chapter 3 Installation

 **Note**

You can add or modify the location of the certificate at any time using the Web Engine Configurator.

- 5 During the Web Engine Installation process, when prompted to enter the location of your certificate file, enter the path of your .pem file generated in Step 4. For more information, [see Before Installing the Web Engine.](#)



Troubleshooting

The e-Business Manager module incorporates a number of different technologies that must communicate together in order for the product to function properly. (There are three servers that function independently of each other in the e-Business Manager architecture.)

Installation Troubleshooting

To effectively troubleshoot the installation, you must narrow the scope of the problem. The following steps will assist you in determining the problem.

To determine the problem

1. Did you receive a logon screen, or Products and Services (.store) page? If so, the problem may be with the configuration of the data files. Verify that all your items and customers are Internet-enabled and that users have been set up.
2. Is there a link on your Web page? Verify that the home page has a link to the e-Business Manager module. Somewhere on the Web page there should be a link to the following:

`iwwiaa.pvx?;login`

`iwwida.pvx?products?comp=xxx`

or

`iwwida.pvx?products_no_tree?comp=xxx`

For more information, see step 3 on page 13.

3. Can you access your home page? If you receive any kind of error (for example, File Not Found, Forbidden, or Access Denied) check the IIS to verify that you have appropriate rights to your Web directory. Verify that your connection to the Internet through your ISP is functioning correctly.



Appendix A Troubleshooting

4. Can you run the `_DEBUG.PVX` program? When you type `_DEBUG.PVX`, you should receive information about the ISAPI Plug-In. If you receive an Error 404 when running this program, the ISAPI Plug-In is not installed or configured correctly. If you receive information from the server, make sure the **Redirection** field is configured and formatted properly (for example, **`http://www.yourdomain.com:2953`**). Verify that there is an "http" and the slashes are in the correct direction. Changes to the configuration files should be made on the application server and re-published to the IIS. This verifies that all components of the e-Business Manager module have the same configuration details.
5. Check the connectivity between the IIS and the server where the Web Engine is running. Make sure you can transmit from the IIS to the Web Engine and vice-versa. This is most likely a firewall issue. If you receive an ISAPI error, there is a good chance that the firewall is not configured to allow messages through to the Web Engine. Consult with your network administrator about opening a port through the firewall so that information can be communicated through the Internet.
6. If you receive an Error 12029, stating that the attempt to connect to the server failed, make sure the Web Engine is running. Make sure the Web Engine starts. For more information, [see *Running the Web Engine*](#).
7. Make sure the path to the database is correct in the context of the user who is logged onto the Web Engine. The path to the database can be found in the `webhide.ini` file in the `Webeng\home\lib_web` directory. Make sure the Application Server has a share point and the UNC is used as the path to the Application Server. Do not use a mapped drive.
8. Security and permissions are most likely the cause of problems with connectivity. If the above solutions do not solve your problem, open up access so you are not hindered by firewalls and user security from the Web site down to the Application Server. Start closing the security holes until you find the problem (restricting firewall access, user, and file permissions).

Appendix A Troubleshooting

- 9____ If you cannot see any images on your Item Detail page, verify the images are posted to the `\\wwwroot\images` directory. The Web Publishing Wizard may deposit the files in the `\\wwwroot` directory or an incoming FTP directory instead of directly to the `\\wwwroot\images` directory. Run the Web Publishing Wizard to post your images to your Web site after you add images to inventory items and the e-Business Manager module. Depending on your configuration, you may need to use FTP or some other transport mechanism to copy images up to the Web Engine if the Web Publishing Wizard is unable to connect to your Web site.
- 10____ If you are receiving syntax errors, or your Web pages do not appear correct, make sure your style sheets and JavaScripts have been published to the Web site.

Browser-Related Error Messages

The following error messages are examples of errors that your users may receive. Following the instructions for each error message may help resolve these errors.

The server response could not be parsed. (12152)

There is either an invalid Path entry in the `webhide.ini` file or access to the data is unavailable (for example, the server is down).

The attempt to connect to the server failed. (12029)

If you receive this message, make sure the Web Engine has been started. There is probably a connection problem between the IIS and the Web Engine. For more information, [see *Running the Web Engine*](#).

An error has occurred in the script on this page.

Make sure your JavaScripts have been published to the Web site. You must publish images, JavaScripts, and style sheets to the IIS Web site before e-Business Manager can be used.



Web Engine Error Messages

When starting the Web Engine, you may encounter one of the following error messages. Following the instructions for each error message may help resolve these errors. If you receive an error message during the Web Engine startup, users cannot access your Web site until the condition is resolved.

If you installed the Web Engine and it will not run, see System Messages in your *e-Business Manager* manual for more information.

The directory specified is being serviced by another Web Engine.

Another Web Engine has been configured and is running using the data to which this Web Engine is pointing. Only one Web Engine can point to the Application Server where the data is residing. Point your Web Engine to a different Application Server. The Web Engine is attempting to create and lock a file called *webserv.lock* in the */MAS90/it* directory. If it receives a busy signal, another user is using this data.

Error XXX occurred when attempting to open the Server path.

When the Web Engine tries to create or lock the *webserv.lock* file on the Application Server, an error occurs; it may be a permissions error or an invalid path. The most common error condition is an Error 12. If the e-Business Manager module is not installed to the path specified, the Web Engine returns an Error 12.

The path specified is invalid or does not exist.

The path specified in the *webhide.ini* file is invalid or cannot be reached by the user currently logged onto the server, or the user account set up for the Web Engine Service. If this path is incorrect use Notepad to make the appropriate changes, or check permissions for the user logged on to make sure the user has adequate rights to the share point.



Installation Checklist

Use the following checklist to step through the installation. Write down the information you enter during the installation in the worksheet shown on page 39 for future reference.

1. Install or upgrade the software on your Application Server.
2. To enable secure Web transactions, you must first generate a certificate. For more information, [see *Generating an SSL Key*](#).
3. Create a share point to the Application Server that has access to the *MAS90* directory. You probably have this share point if you are using Crystal Reports or the ODBC driver.
4. Install the Web Engine. Specify the directory to the Application Server during the installation. Use a UNC formatted path for the highest level of compatibility. If you are running the Web Engine as a Service, make sure the service account is not the administrator, but has administrative rights, as the local system administrator account may not be able to access other servers via a UNC.
5. The installation process prompts you for a port number. The default TCP port used is 2953. The port number entered at the **Port** field for the Web Engine address in the e-Business Manager Options window must match the port number entered during the installation process. For security reasons, do not use port 80 for the Web Engine.
6. The installation process prompts you for a SSL port number. The default SSL port used is 2954. The SSL port number entered at the **SSL Port** field for the Web Engine address in the e-Business Manager Options window must match the SSL port number entered during the installation process. Enter the path of the certificated created in step 2 above.



Appendix B Installation Checklist

- 7_____ The Web Engine is usually installed on an internal server that is behind the firewall. For this reason, you may need two IP addresses: one for the server's address from outside the firewall, and one for the server's address from within the firewall (an alias IP address that cannot be accessed from outside the firewall, usually starting with the number 128).
- 8_____ Contact your ISP or your IS department for the name of the IP address and port of your SMTP server (the port should be 25). You will need this server to send e-mail from the Web Engine. If you are using an ISP to host your Web site, you are now ready to start configuring the software (go to step 10).
- 9_____ If you are setting up your own IIS, make sure you can access your Web site from a workstation not connected to the main network (for example, from home or another business). You must make sure you have connectivity with the Internet. Install the ISAPI Plug-In.
- 10_____ Install Microsoft FrontPage Extensions or Anonymous FTP on your IIS. The Application Server must have access to your Web site to publish images, JavaScripts, and style sheets. You should have a password on your anonymous FTP access to prevent unauthorized users from accessing your server.
- 11_____ Run Workstation Setup. Verify that the Microsoft Web Publishing Wizard is installed on at least one workstation, which will be used to update the images, JavaScripts, and style sheets to the Web site.
- 12_____ Configure the e-Business Manager module using your *e-Business Manager* manual. From the worksheet shown on page 39, you must provide the Web Engine URL or IP Address of the IIS, the IP address of the SMTP server, and the "Inside Firewall" IP address of the Web Engine and port it will be using. Each of these services runs on a specific TCP port. Use default ports when possible.
- 13_____ Run Publish Files to Web to update the IIS configuration files and all images, JavaScripts, and style sheets being used by the server.



Appendix B Installation Checklist

Installation Settings Worksheet

Application Server Name	
Share Point	
Port Number IIS Standard IIS SSL Web Engine Standard SSL Port Number	
IP Address Outside Firewall Inside Firewall	
SMTP IP Address	
SMTP IP Port	
Web Engine URL or IP Address	



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