crystal decisions ™

Crystal Enterprise 8.5

How to configure the CGI Web Connector with IBM HTTP Server

Overview

This document discusses the steps required to configure the Crystal Enterprise (CE) 8.5.0.806 CGI Web Connector for IBM HTTP Server (IHS) running on Microsoft Windows NT or Windows 2000.

Contents

Introduction

This document outlines the steps to configure the CE 8.5.0.806 CGI Web Connector with IHS on a Windows NT server. It includes the steps required to configure the CGI Web Connector when:

- All components are on one computer.

    Or

- All components are on one computer, but the Web Connector is serving requests to a Web Component Server (WCS) on another computer.

NOTE	The instructions in this document assume the following:
	· IHS and CE are installed on the computer in the default locations.
	· You are working from the computer hosting the web server itself or are using proxy software to connect to the computer.

Installing the Web Connector

During a full installation of CE 8.5.0.806, CE automatically installs the web connector files so no special install is required. All that is needed is to configure IHS for CE 8.5.

If the web connector is not installed on the web server machine, do a custom installation of CE to install the web connector component before configuring IHS.

Configuration Instructions

To configure the CGI Web Connector for IHS, complete the steps outlined in the following sections:

1. Wcscgi.cgi

Copy the file **Wcscgi.cgi**, from C:\Program Files\Crystal Decisions\WCS to the web server's cgi-bin directory.

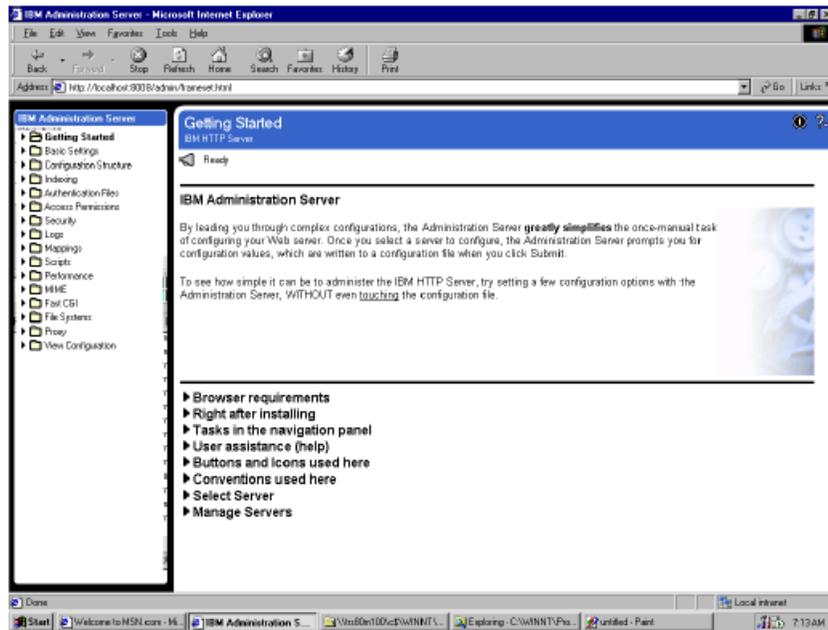| NOTE	The IHS Administrator sets the cgi-bin directory. Multiple cgi-bin directories can be created. The IHS Administrator must determine the correct cgi-bin directory to use. The default directory is C:\Program Files\IBM HTTP Server\cgi-bin.

2. Connect to the IBM Administration Server

Open the IBM Administration Server's browser-based administration tool by entering the following URL in a browser:

http://localhost:8008

A logon dialog for IBM Administration Server will appear.

If you have trouble logging on to IBM Administration Server, click **Cancel** in the logon dialog and follow the instructions for Windows NT on the resulting web page to set up an administrative account. After the account has been set up, attempt to browse to the URL again.

When you have successfully logged on to the IBM Administration Server, the following page appears in the browser:

3. Confirm the server name

To confirm that the server name is correct in the IHS configuration, complete the following steps:

1.   In IBM Administration Server, expand **Basic Settings** and then expand **Core Settings**.

2. Confirm that the **Server name** field is correct. The default value may be the correct name followed by a period. If this is the case, remove the period.

    The Server name field should display the computer name that is returned when a reverse lookup is performed on the server's IP address. You can use a reverse lookup to confirm that the name is correct.

NOTE	To perform a reverse lookup of the server's IP address, first obtain the IP address of the server by pinging the server name. To do this, open a command prompt and type 'Ping <computername>' and then press **Enter**. (Replace <computername> with the server name.
	Using the IP address that is returned, at the command prompt type, 'Ping -a <ipaddress>' (replace <ipaddress> with the server's IP address) and press **Enter**. The server name will be returned.

3. When the **Server name** field has been correctly set, click the **Submit** button.
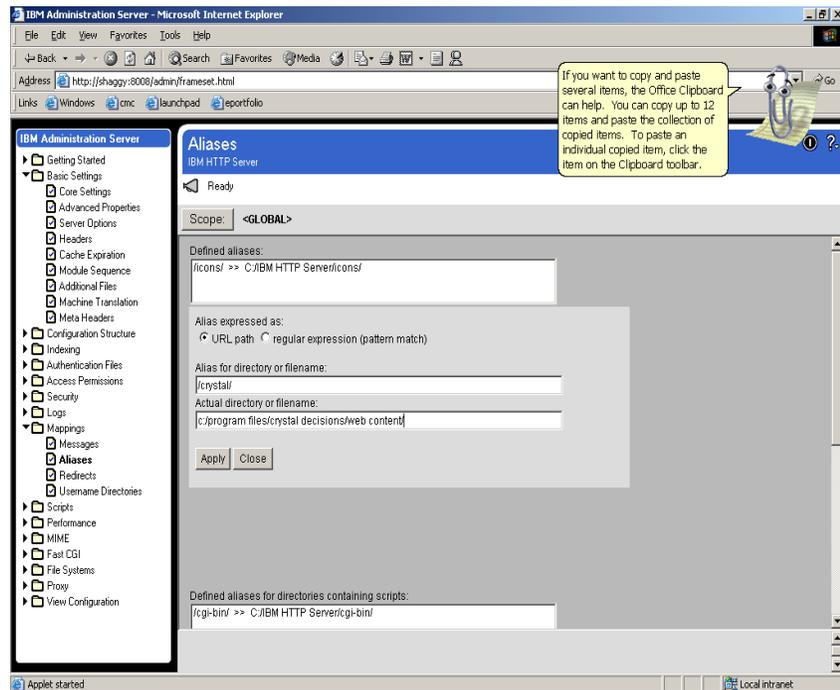
4. Create directory aliases

Next you need to add two directory aliases, or virtual directories. To do this, complete the following steps:

NOTE	· These entries are case sensitive.
	· Be sure to add the final "/" when typing the actual directory locations.

1. In IBM Administration Server, expand **Mappings** and then expand **Aliases**. The following screen appears.

2. Click the **Add** button below the **Defined aliases** pane. You will add two URL aliases.

3. Under **Alias expressed as:** select **URL path**.

4. In the **Alias for directory or filename** field, type "/crystal/" (without the quotes).

5. In the **Actual directory or filename** field, type "C:/Program Files/Crystal Decisions/Web Content/" (without the quotes).

6. Click **Apply**. Repeat steps one to six to add an alias called '/viewer/' for the actual directory, 'C:/Program Files/Crystal Decisions/Viewers/'.

7. Click the **Submit** button.

5. Add MIME types

Next, you must add Multi-Purpose Internet Mail Extensions (MIME). To do this, complete the following steps:

1. In IBM Administration Server, expand **MIME** and then expand **MIME Types**.

2. Click the **Add** button below the **MIME Type(s)** pane.

3. In the **Enter a new MIME type** field, type "Magnus-Internal/rpt" (without the quotes).

4. Click **Apply** and then click **Close**.

5. Highlight the newly added MIME type in the **MIME Type(s)** list and click the **Add** button below the **File Extension(s)** pane.

6. Type ".rpt" in the **File extension, wildcard expression, full or partial filename** field

7. Click **Apply** and then click **Close**.

8. Repeat steps one through seven for the following MIME types and their extensions:

MIME Type	File Extension
Magnus-Internal/csp	.csp
Magnus-Internal/cri	.cri
Magnus-Internal/cwr	.cwr

9. When all the MIME types and extensions have been entered, click **Submit**.

6. Associate MIME types with scripts

You now need to set up the CGI Web Connector to handle requests for resources of the previous MIME types. To do this, complete the following steps:

1. In IBM Administration Server, expand **Scripts** and then expand **Associate Actions**.

2. Click the **Add** button below the **Mime Types** box and then highlight Magnus-Internal/rpt in the Select from the following MIME types known to the server list.

3. In the **Enter or edit script file specified with relative path or alias:** field, type "/cgi-bin/wcscgi.cgi" (without the quotes).

4. Click **Apply**. Repeat steps one to four for each of the MIME types added in the previous section and when finished, click **Submit**.

5. Close the IBM Administration Server and restart the **IBM HTTP Server** service.

7. Edit the CE HTML pages

Now you need to make a change to three CE html pages. To do this, complete the following steps:

1. Go to C:\Program Files\Crystal Decisions\Web Content\Enterprise\ ePortfolio and rename **Default.htm** to **Default.txt**

2. Open **Default.txt** in a text editor such as Notepad. Its contents should be:

```
<HTML>

<HEAD>

<SCRIPT language="javascript">

location.replace ( "redirect.csp" );

</SCRIPT>

</HEAD>

</HTML>
```

Change "redirect.csp" to "en/default.htm".

Save the file and exit the text editor.

IMPORTANT	Before completing step 3 below, backup existing copies of Default.htm at : C:\Program Files\Crystal Decisions\Web Content\Enterprise\Websamples and C:\Program Files\ Crystal Decisions\Web Content\Enterprise\Help

3. Rename **Default.txt** back to **Default.htm** and copy it to the following directories:

   C:\Program Files\Crystal Decisions\Web Content\Enterprise\Websamples

   C:\Program Files\ Crystal Decisions\Web Content\Enterprise\Help

   If the CGI Web Connector is connecting to the Web Component Server (WCS) on the same server, proceed to the Testing the Configuration section of this technical brief.

   If the CGI Web Connector is connecting to the WCS on a different server, proceed to the Set the environment variables section of this technical brief.

8. Set the environment variables

If the CGI Web Connector is connecting to the WCS on a different server, you must set the WCS Host Name and possibly the virtual path in the Crystal Configuration Manager's Web Connector Configuration dialog.

 The virtual path only needs to be set if the local web content location is different than the web content location on the WCS.

Testing the configuration

You are now ready to test the configuration.

1. In the web browser, navigate to the following URL:

   http://<servername>/crystal/enterprise

   Replace "<servername>" with the actual computer name. This opens the Crystal Launchpad.

NOTE	Typing the URL in lowercase is the preferred method to access the Crystal Launchpad. If you attempt to start the Crystal Launchpad by selecting the icon from the Program Group (i.e. Start >Programs >Crystal Enterprise >Crystal Launchpad), it will not work because of case sensitivity.

2. Test each of the links in the Crystal Launchpad to ensure they work correctly. The links to documentation on the left side of the ePortfolio screen will not work unless you remove 'cgi-bin/wcs-cgi.exe' from the URL.

3. If any link in ePortfolio returns an error, it may be due to old pages that are cached. Empty the cache and try the link again. If the problem persists,

check the IHS configuration settings covered in the previous sections of this paper for errors.

Known issues and workarounds

This section outlines various known issues and their workarounds.

Cannot connect to the Crystal Launchpad

The Crystal Launchpad cannot be accessed from the Program Group (that is, Start >Programs >Crystal Enterprise >Crystal Launchpad), unless you change the URL to lower case letters. Either change the URL associated with the shortcut to lower case or manually type in the URL for the Crystal Launchpad.

Links in Crystal Launchpad do not work

In the Crystal Launchpad, the links to the documentation on the left side of the page do not work unless you remove 'cgi-bin/wcs-cgi.exe' from the URL. Once this has been removed from the URL, the links work correctly.

HTTP 404 Error

If you receive an http 404 Error when trying to view the Crystal Launchpad, it usually indicates an error in the crystal virtual directory configuration. Check the configuration procedure in the Create directory aliases section of this paper to ensure that your configuration is correct.

If you receive an http 404 error when trying to view the CMC or ePortfolio web pages, it usually indicates an error in the application mappings. To confirm you have the settings correct, open the httpd.conf file in a text editor such as notepad and confirm the virtual directories and application mappings are set up as outlined in the Configuration Instructions section of this document.

Using Crystal Analysis Pro 8.5

If you are using Crystal Analysis Pro 8.5 with CE 8.5, you must add the following directory aliases to ensure loading of the .car files in the viewer. Follow the steps outlined in the Create directory aliases section of this document to add the following two directories:

/styles/

c:/program files/crystal decisions/8.5/analysis/olap/stylesheets/

/analysishelp/

c:/program files/crystal decisions/8.5/analysis/olap/stylesheets/help

Contacting Crystal Decisions for Technical Support

We recommend that you refer to the product documentation and that you visit our Technical Support web site for more resources.

Self-serve Support:

http://support.crystaldecisions.com/

Email Support:

http://support.crystaldecisions.com/support/answers.asp

Telephone Support:

http://www.crystaldecisions.com/contact/support.asp