

Seagate Info 7 WebAccess

Verifying Installation and Configuration of the Info WebAccess Components

Overview

This document is designed to help you verify the installation and configuration of the Seagate Info WebAccess components. If you are unable to launch the Info WebAccess desktops from your browser, you can use this paper to help determine if Seagate Info WebAccess is installed correctly and correct the configuration if required. You will require administrative access to the web server computer to implement the suggestions in this paper.

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Installation

If you have not already installed Seagate Info to the web server computer, you should decide what components you are planning to install to the web server computer. All Seagate Info components can be installed on one server, but it is not recommended unless the computer has adequate resources (see Chapter 3 of TechGuide.pdf in the \Docs directory on the Seagate Info CD for computer recommendations). If you want to install only the Seagate Info WebAccess components to the web server computer, you must choose the “Custom” installation option from the setup routine. You must be logged on to the web server computer as an administrator, and have the web server (Microsoft IIS or Netscape Enterprise Server) installed and running, in order to install the Seagate Info WebAccess components.

The main installation screen for the “Free Release” of Seagate Info gives you the option to install Info WebAccess components:

Installation Type

Destination Folder:

C:\Program Files\Seagate Software\SI\ Browse...

There are three methods for client computers to work with Seagate Info. You can choose one or all of the methods listed below.

Install Web components for intranet access

Access Seagate Info from within Microsoft Outlook

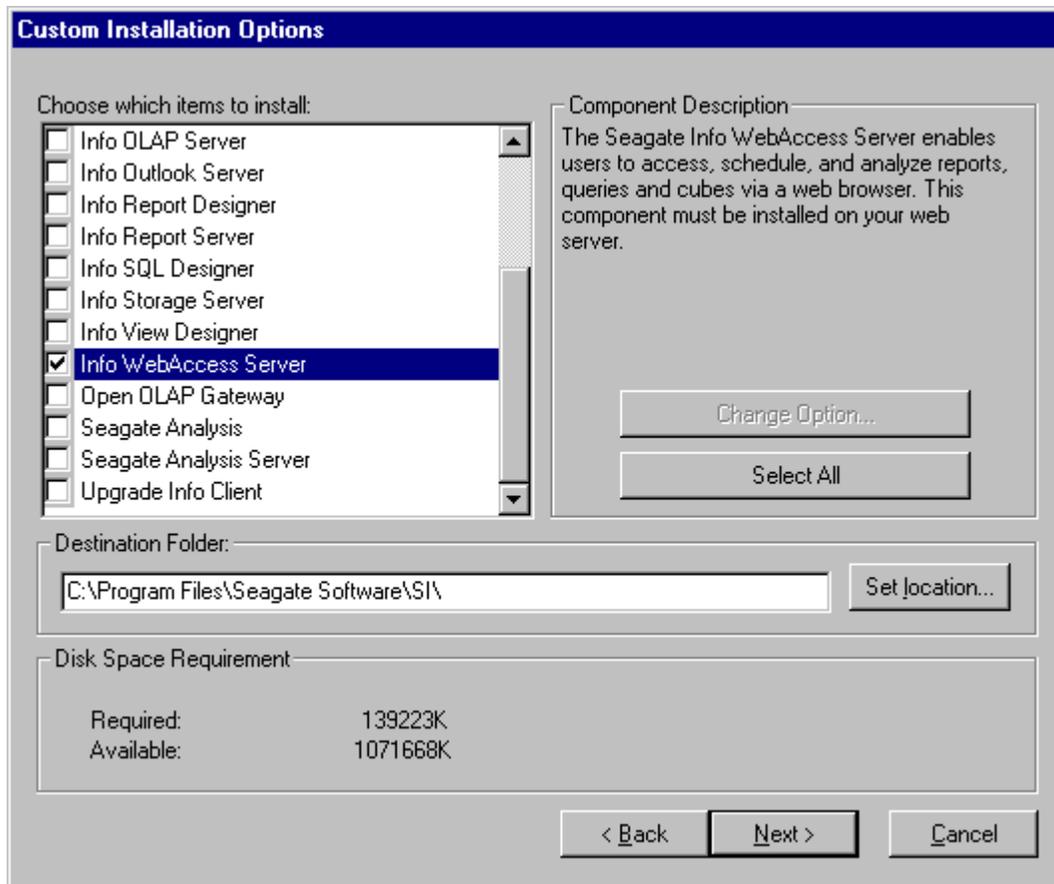
Standard Seagate Info client components Customize...

Disk Space Requirement

Required:	227597K
Available:	1071034K

< Back Next > Cancel

This installation screen will be displayed when selecting a “Stand Alone”, “Server”, or “Custom” installation from Seagate Info 7. From here you can select to install the Info WebAccess components:



Once the installation has completed you should reboot the computer. Once the computer has been rebooted, you can open a browser and browse to <http://servername/ciweb> (where “servername” is the name of the computer that you have installed the Info WebAccess components). You should then be presented with desktop links (Info Desktop for HTML (Standard or Custom), Info Desktop for Java, and Info Channel). *Note that the Custom HTML Desktop is only available in Seagate Info version 7 Maintenance Release 1 and Free Release versions. You will then be prompted to logon to the Info APS. Once logged on you will be able to schedule and view reports (*Info Channel supports viewing only). If you are unable to logon or use the web desktops read on to verify your installation and configuration.

Directories\Files installed for Info WebAccess

The first way to verify if Info WebAccess has been installed on your server is to look for a Ciweb directory in your Seagate Info install directory. The default install directory is C:\Program Files\Seagate Software\SI\X86. \Ciweb should be a subdirectory of \X86. If the \Ciweb subdirectory has not been created on your server, the Info WebAccess components have not been correctly installed. At this point you should reinstall the Info WebAccess components. If the files have been successfully installed, go on to the “Configuration” sections of this paper.

Virtual (Document) Directory Configuration

The installation of Info WebAccess will also create several virtual directories in IIS (additional document directories for Netscape Enterprise). These virtual directories are required for the Info WebAccess desktops to function correctly. If these virtual directories have not been created on your web server, you can create the directories manually. Here is a list of the directories created and their (default) locations:

/ciweb	C:\Program Files\Seagate Software\SI\X86\Ciweb
/viewer	C:\Program Files\Seagate Software\Viewers
/InfoQuery	C:\Program Files\Seagate Software\
/SSQuery	C:\Program Files\Seagate Software\
/JavaPlugin	C:\Program Files\Seagate Software\

*Note /ciweb needs “execute” permissions set on the virtual directory in IIS

ISAPI Registration in Microsoft IIS

The Seagate Info WebAccess Extension (Ciweb.dll) is an Internet Service Programming Interface (ISAPI) compliant DLL. ISAPI is the programming interface that allows DLLs (like Ciweb.dll) to extend ISAPI compliant web servers' functionality for processing HTTP requests. ISAPI DLLs are generally registered to handle HTTP requests for certain file types. This type of configuration is done by registering a file extension to the ISAPI DLL within IIS. For Seagate Info the “.si” file extension is registered to the Ciweb.dll. Where this registration setting is made depends on the version of IIS you are using. Common behavior when the NSAPI registration is incorrect includes getting an HTTP 404 error on the file “web.si” or getting an "HTTP 500/501" error when trying to log on via the Info WebAccess desktops.

IIS 4.0 uses the “metabase”, which is essentially a database of the configuration settings used to run IIS. To edit the metabase settings you need to launch the Internet Service Manager snap-in in the Microsoft Management Console. To check the ISAPI extension settings you will need to do the following:

- 1) Right click on the Default Website (or which ever Website you are using) and choose “Properties”
- 2) In the “Website Properties” dialog, select the “Home Directory” tab.
- 3) Locate the “Configuration” button in the bottom right of the “Home Directory” tab.
- 4) In the “App Mappings” tab you will see a list if file extensions. Look for the extension “.si”
- 5) If you find the extension “.si” highlight it and click Edit, if you do not see “.si” click Add
- 6) The application file referenced should be Ciweb.dll. Verify that the path is correct using the browse button or by checking in NT Explorer. If you are adding (or have added) the extension manually you will have to enter the path to Ciweb.dll using the DOS 8.3 (short) file name convention. If you have installed to the default directory this path will be C:\Progra~1\Seagat~1\SI\X86\Ciweb\Ciweb.dll
- 7) Ensure that the “Script Engine” checkbox is enabled.

IIS 2.0 and 3.0 use the Windows Registry for configuration of ISAPI extensions. To check the ISAPI registration IIS 2.0 or 3.0 you will need to:

- 1) Open the registry by clicking Start | Run, type “Regedit” (no quotes) and hit enter
- 2) Navigate the key path:
HKEY_Local_Computer\System\CurrentControlSet\Services\W3SVC\Parameters\Script Map

- 3) With the Script Map key highlighted, in the right panel you should see a string value entry for “.si” (no quotes) with the path to Ciweb.dll as the data.
- 4) If you do not see the .si key value you can create it by right clicking in the right panel and choosing New > String Value. Name the string value “.si” (no quotes), then right click the string value and choose “modify”. The data for the string value should be the full path (long filename) to the Ciweb.dll.

If you have made any changes to align your settings with those listed above, you need to apply those changes and close the Management Console (saving your changes if prompted). Once the Management Console is closed you will need to stop and restart the IIS Service (“World Wide Web Publishing Service” in the control panel | services applet). Once the service has restarted try logging to the Info WebAccess desktops again.

NSAPI Registration for Netscape Enterprise or Fast Track

The Seagate Info WebAccess Extension (Ciweb.dll) is also a Netscape Service Application Programming Interface (NSAPI) compliant DLL. NSAPI is the programming interface that allows DLLs (like Ciweb.dll) to extend the web server’s functionality for processing HTTP requests. NSAPI DLLs are generally registered to handle HTTP requests for certain MIME types. This configuration is done by registering a MIME type (file format/extension) to the NSAPI DLL. For Seagate Info the “magnus-internal/si” MIME type is registered to the Ciweb.dll. Common behavior when the NSAPI registration is incorrect includes getting an HTTP 404 error on the file “web.si” getting an “HTTP 500/501” error when trying to log on via the Info WebAccess desktops.

Netscape Enterprise Server uses text files for configuration. The text files make up a database, of sorts, that defines how the Netscape Server operates. The Seagate Info WebAccess components are configured as an NSAPI extension by a combination of entries to the “mime.types” and “obj.conf” files. Here are the entries made to each file:

Mime.Types

At the top of the file there will be two comment lines (preceded by a ‘#’ character)

```
!--Netscape Communications Corporation MIME Information  
# Do not delete the above line. It is used to identify the file type.
```

Immediately below the comment lines should be the following three lines:

```
type=magnus-internal/si exts=si  
type=application/x-qry exts=qry  
type=application/x-rpt exts=rpl
```

These lines define the “.si” file extension as an NSAPI extension type and the file formats of Crystal Reports (.rpt\rpl and .qry) as standard file formats that are not handled natively by the server.

Obj.Conf

The first two lines you should see are:

```
Init fn=flex-init access="C:/Netscape/SuiteSpot/https-myserver/logs/access" format.access="%Ses->client.ip% -  
%Req->vars.auth-user% [%SYSDATE%] \"%Req->reqpb.clf-request%\" %Req->srvhdrs.clf-status% %Req->  
srvhdrs.content-length%"  
Init fn=load-types mime-types=mime.types
```

Immediately after these two lines should be the line:

```
Init fn="load-modules" funcs="req_handler" shlib="C:/Program Files/Seagate Software/SI/X86/ciweb/ciweb.dll"
```

The next section of the file will be the “Default” section. You should have the following lines immediately below the open tag (<Object Name=Default>).

```
NameTrans fn="pfx2dir" from="/viewer" dir="C:/Program Files/Seagate Software/Viewers"  
NameTrans fn="pfx2dir" from="/InfoQuery" dir="C:/Program Files/Seagate Software/Query Client"  
NameTrans fn="pfx2dir" from="/JavaPlugIn" dir="C:/Program Files/Seagate Software/Viewers/JavaPlugIn"  
NameTrans fn="pfx2dir" from="/ciweb" dir="C:/Program Files/Seagate Software/SI/X86/ciweb"  
NameTrans fn="pfx2dir" from="/ssquery" dir="C:/Program Files/Seagate Software/Query Server/QClientInstall"
```

After the “NameTrans” entries you should see “PathCheck” and “ObjectType” statements. Immediately below the last “ObjectType” statement (which should be ‘ObjectType fn=force-type type=text/plain’) you should have the following line:

```
Service fn="req_handler" method="(GET|POST)" type="magnus-internal/si"
```

Finally, the following “object tags” should be placed near the bottom of the file. These tags should be entered after the end object tag (</Object>) for the <Object Name=default> section.

```
<Object ppath="C:/Program Files/Seagate Software/Query Server/*.exe">  
ObjectType fn="force-type" type="application/octet-stream"  
Service fn="send-file"  
</Object>
```

```
<Object ppath="C:/Program Files/Seagate Software/Viewers/*.exe">  
ObjectType fn="force-type" type="application/octet-stream"  
Service fn="send-file"  
</Object>
```

NT File System Rights

If you have verified the configuration of your web server, rebooted, and are still having difficulties with using the Seagate Info WebAccess desktops then you should verify that the user account for Info WebAccess has the proper rights to function in on an NTFS drive. The first step is to determine what account the web server will be using for the process. If your web server is Netscape Enterprise Server, then the answer is quite easy. The Netscape Enterprise Server runs as a service on NT. When a browser makes a request to Netscape Enterprise Server the account that it uses to carry out that request is the account that the service runs under. So to find out what account the Ciweb.dll\Ciapi32.dll will be using, go into Control Panel and double click the “Services” applet. Then double click the Netscape Enterprise Server service to see what account it is set to use.

If your web server is Microsoft IIS, however, authentication is somewhat of a different story. IIS also runs as a service on NT, but the username is not configurable. Microsoft IIS provides three types of authentication: “Allow Anonymous”, “Basic/Clear Text” and “NT Challenge and Response” (also known as NTLM). Most often times you will want to provide anonymous access (where every user is logged on as a single NT User Account, by default “IUSR_Computername”, where *Computername* is the name of the server). Without going into detail of how, the other two methods will obtain an NT user account, which must then have rights on the Web Server. When IIS is installed, the default authentication schemes enabled are “Allow Anonymous” and “NT Challenge and Response”. IIS will always attempt to authenticate the anonymous user before trying another method. So once you have determined the user that will be used ensure the following rights have been applied:

<u>Directory</u>	<u>Account</u>	<u>Permissions</u>
C:\	Administrators	Full Control
C:\Seagate Software	Administrators WEB SERVER USER	Full Control RWX, RX
C:\Winnt\Crystal	Administrators WEB SERVER USER	Full Control RX, RX
C:\Winnt\System32	Administrators WEB SERVER USER	Full Control RX, RX
C:\Temp	Administrators WEB SERVER USER	Full Control RWX, RX

RWX stands for Read, Write, and Execute. The pairing you see above indicates permission for the Directory level and then permission for the File level.

Conclusion

The Ciweb.dll is an extension to the web server that is designed as a web server “interface” to the Seagate Info product. The Ciweb.dll must be configured on the web server in order for the web server to initialize and pass requests to it. The installation of Seagate Info should configure the web server to use Ciweb.dll, but if you have had to reinstall, suffered a server crash, or have had other user configuring the server these settings may have been changed or lost. If you have applied any of the steps in the Configurations sections of this paper, it is highly recommended that you reboot your server; in many cases these types of settings require a reboot to be applied.

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>