

Crystal Enterprise 8

How to install and configure the CGI Web Connector with IBM HTTP Server on Windows NT for Crystal Enterprise

Overview

This document will discuss the steps required to install and configure the Crystal Enterprise 8.0.2.672 CGI Web Connector for IBM HTTP Server (IHS) running on Microsoft Windows NT and Windows 2000.

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Introduction

This document will walk you through the steps to install the Crystal Enterprise (CE) 8.0.2.672 CGI Web Connector and to configure the CGI Web Connector for IBM HTTP Server (IHS) on a Windows NT server. It includes the actual steps required to configure the CGI Web Connector when:

- Configuration A - All components are on one computer.

Or

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

NOTE	These instructions assume the following: <ul style="list-style-type: none">• 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.
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Installing the Web Connector

During the CE 8.0.2.672 installation, CE does not automatically detect IHS as a compatible web server and will display the following message:

“Compatible web server is not found.”

If the message is ignored the installation will continue. However, as the installation does not recognize IHS as a valid web server on the computer, no Web Connectors or any web content will be installed on the computer.

The following section will outline how to install Web Connectors on a computer on which CE is already installed.

What is the Cer.msi file?

A new, updated Cer.msi file is included in the CE80IHS.ZIP file along with this technical brief. The Cer.msi file is a Microsoft Windows Installer file specific to CE. This file is responsible for checking the computer for a compatible web server, however the original Cer.msi file included with CE 8.0.2.672 does not detect IHS as a valid web server.

As a workaround, the updated Cer.msi file will bypass the check for a web server and will install all web content and Web Connectors on the computer, including the CGI Web Connector, which is used with IHS.

NOTE	If you downloaded this document from the Technical Briefs section of the Crystal Decisions Support web site, please download the ZIP file containing the Cer.msi at the following link: http://support.crystaldecisions.com/communityCS/FilesAndUpdates/ce80ihs.zip.asp
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Installation

In order to force an installation of the web content and Web Connectors follow the steps outlined below:

NOTE	The steps outlined in this section assume that CE 8.0.2.672 is already installed on the computer hosting IHS. If you have not installed CE 8.0.2.672, in step 3, run Setup.exe from the root directory of the CD, and when prompted for the install type, select 'New' and proceed with the installation. Skip steps 4, 5, and 6.
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1. Create a folder called 'Crystal Enterprise CD' and copy the entire contents of the Crystal Enterprise CD to the newly created folder on the computer hosting IHS.
2. In the Crystal Enterprise CD folder, navigate to the Win32 folder. In the Win32 folder replace the original Cer.msi file with the new Cer.msi file included in the CE80IHS.ZIP file.
3. Install CE by double-clicking Setup.exe in the **Win32** folder.
4. When prompted for the installation type, select 'Modify'.
5. During the installation, you will be presented with the various CE components that you can install on the computer. Select 'Web Server Connectors' (other components will also be selected – this is ok) and proceed with the installation.
6. During the installation you will be prompted for the Web Component Server (WCS) host name. Enter the name of the computer hosting the WCS.

You have completed the installation of the Web Connector for IHS. Now you must configure the web server for full functionality with CE.

Configuration Instructions

Follow the instructions outlined below in order to configure the CGI Web Connector for use with IHS:

1. Wcscgi.cgi

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

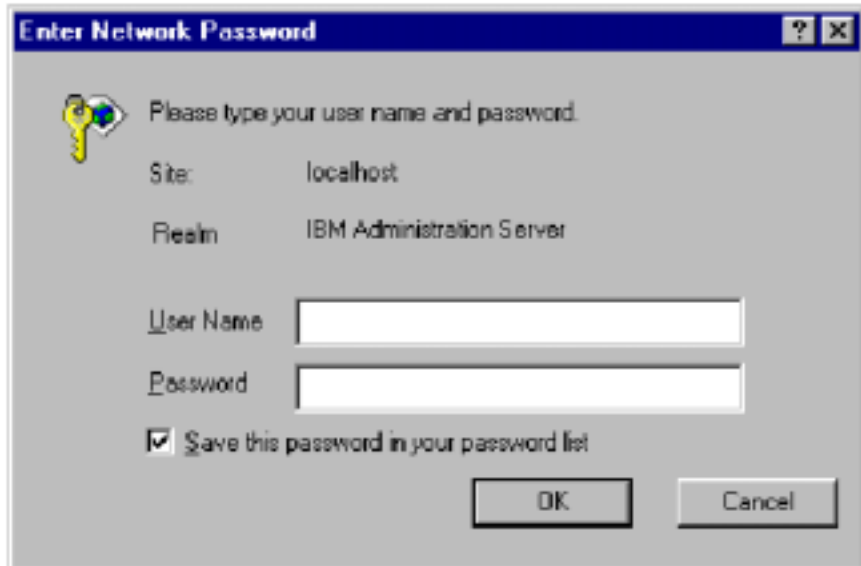
NOTE	The IHS Administrator sets the cgi-bin directory. Multiple cgi-bin directories can be created. The IHS Administrator must determine the correct cgi-bin directory to use. The default directory is C:\Program Files\IBM HTTP Server\cgi-bin.
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2. Connect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

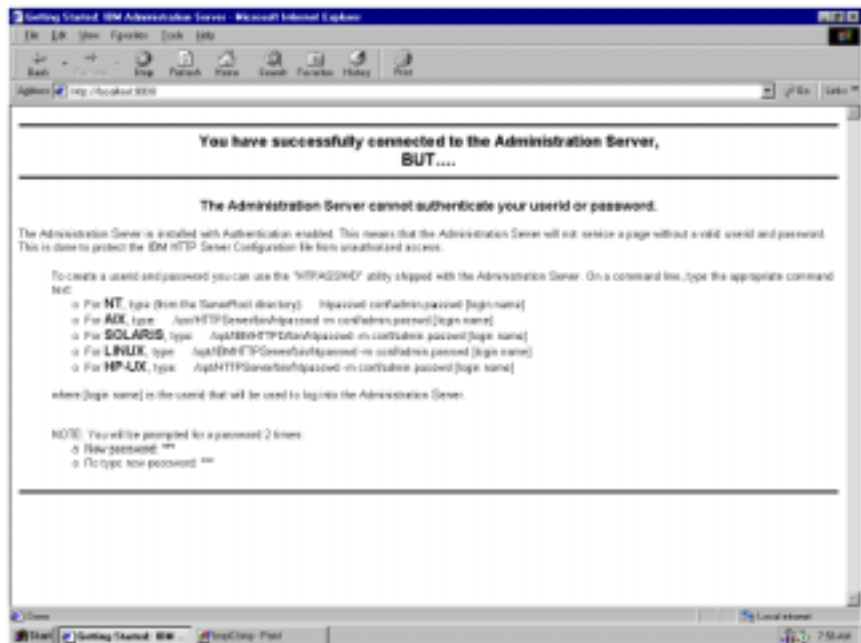
Open the IBM Administration Server's browser-based administration tool by entering the following URL in a browser:

<http://localhost:8008>

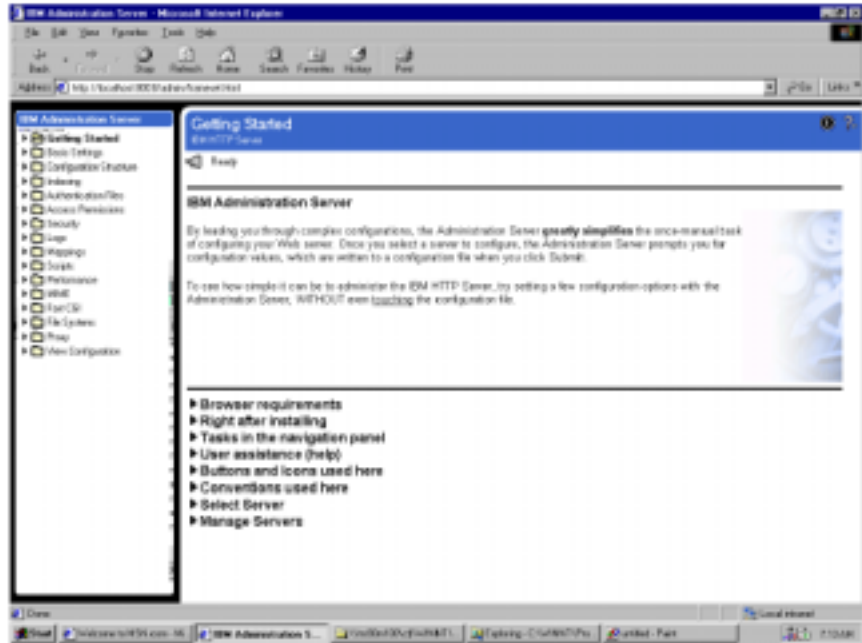
The following logon dialog will appear:



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 (which appears below) 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 will appear in the browser:



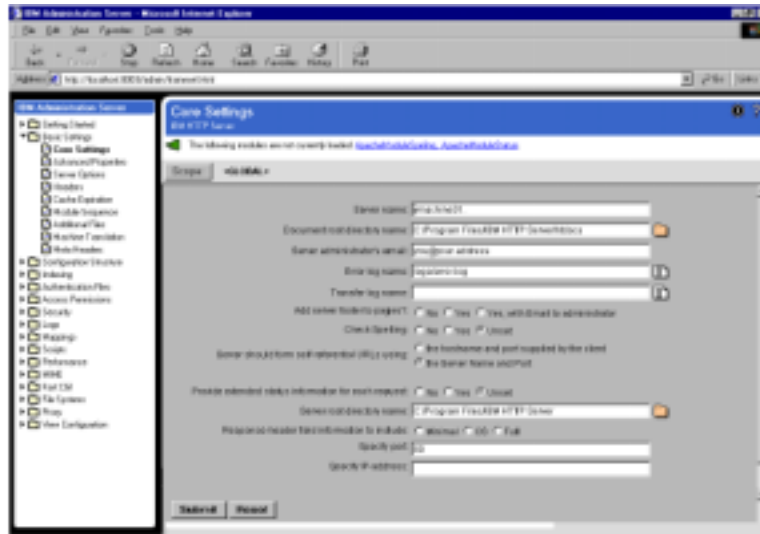
3. Confirm the server name

Confirm that the server name is correct in the IHS configuration. In the administration tool, expand Basic Settings > Core Settings. Confirm that the 'Server name' setting is correct. The default value may be the correct name followed by a period. If this is the case, just remove the period. As a rule, this value should be the name that is returned when performing a reverse lookup on the server's IP address.

NOTE

To perform a reverse lookup of an IP address, first obtain the IP address. To obtain the IP address of your computer ping your computer name by opening a Command Prompt and typing 'Ping <computername>' at the command prompt and pressing Enter (replace <computername> with your computer name).

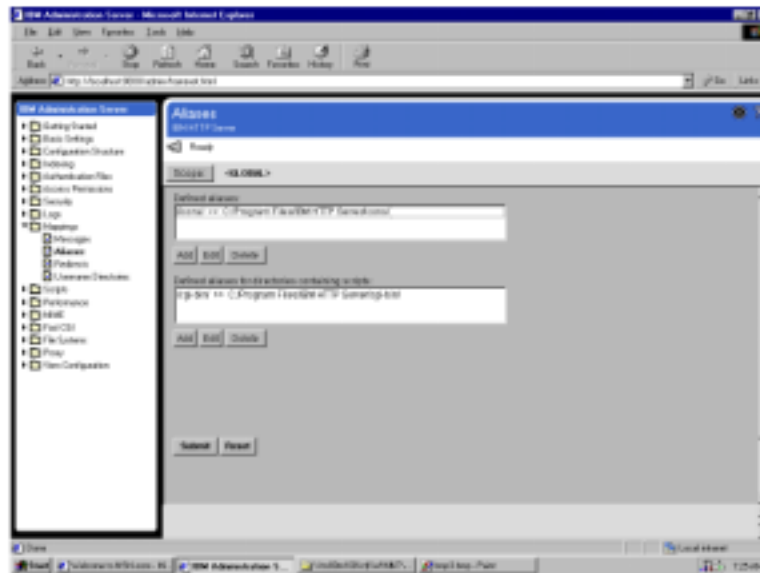
Using the IP address that is returned, at the command prompt type, 'Ping a <ipaddress>' (replace <ipaddress> with the computer's IP address) and press Enter. The computer name will be returned.



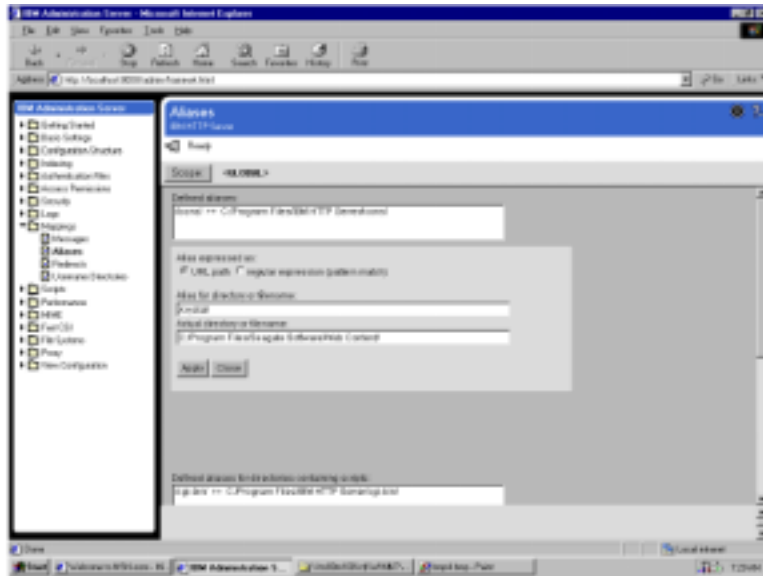
When the 'Server name' has been set, click 'Submit' at the bottom of the dialog.

4. Create directory aliases

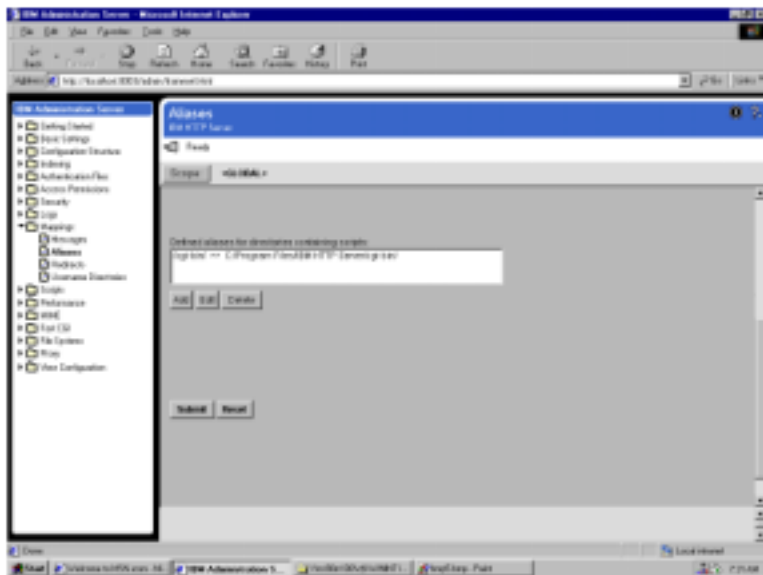
Next you need to add two directory aliases (virtual directories). In the administration tool, expand Mappings > Aliases.



Click the 'Add' button below the 'Defined aliases' pane. You will add two URL aliases. Under 'Alias expressed as:' select 'URL path'. In the 'Alias for directory or filename' field, type "/crystal/", without the quotes. In the 'Actual directory or filename' field, type "C:/Program Files/Seagate Software/Web Content/", without the quotes.

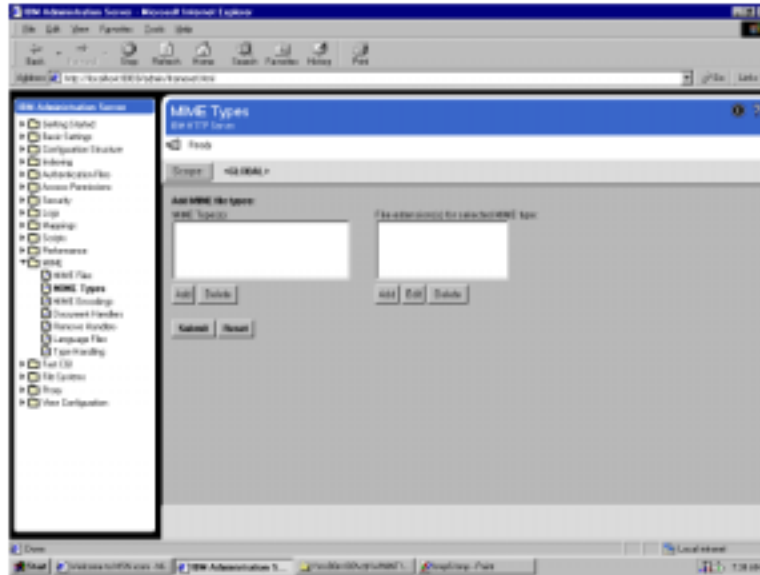


Click 'Apply'. Repeat the same steps to add an alias called '/viewer/' for the actual directory, 'C:/Program Files/Seagate Software/Viewers/'. When finished, click 'Submit' at the bottom of the dialog.

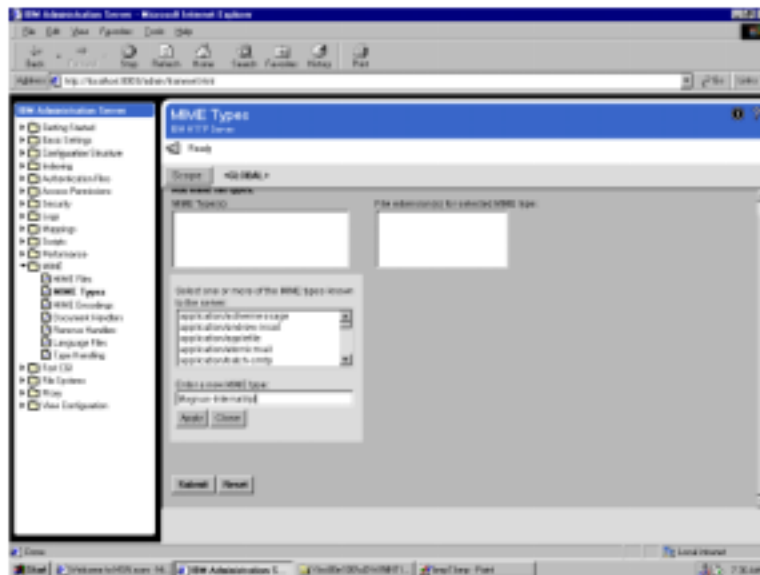


5. Add MIME types

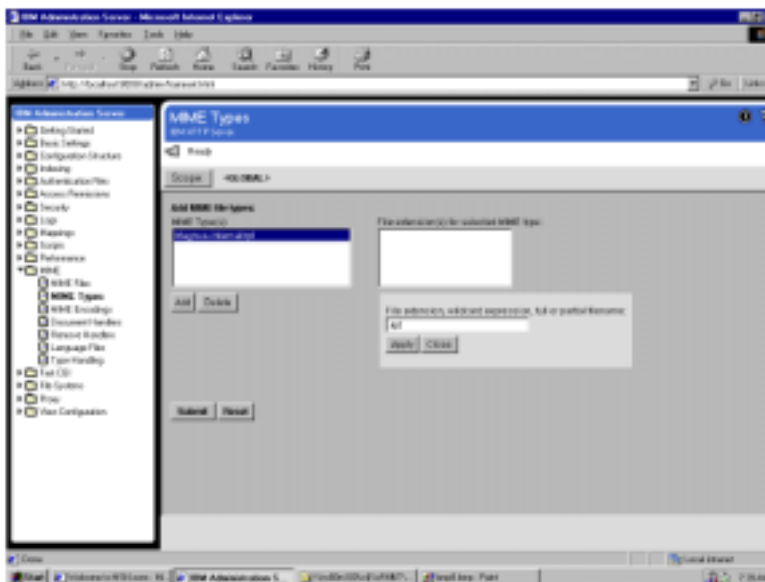
Next you need to add MIME types. Expand MIME > MIME Types. Click the 'Add' button below the 'MIME Type(s)' pane.



In the 'Enter a new MIME type' field, type "Magnus-Internal/rpt", without the quotes.



Click 'Apply', and then click 'Close'. Highlight the newly added MIME type in the 'MIME Type(s)' list.



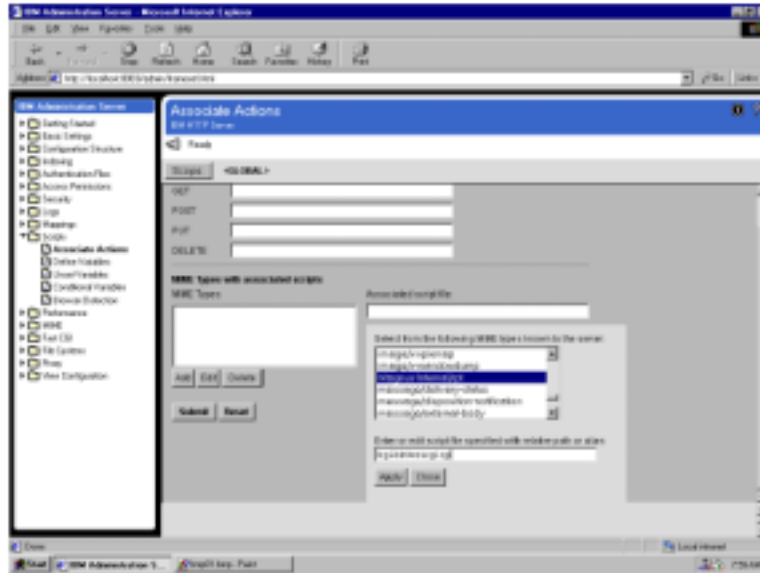
Click 'Add' under the 'File Extension(s)' pane. Type ".rpt" in the 'File extension, wildcard expression, full or partial filename:' field, without the quotes. Click 'Apply', and then click 'Close'. Repeat this process for the following additional MIME types and their extensions:

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

Once the above MIME types and extensions have been entered, click 'Submit' at the bottom of the dialog.

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. Expand Scripts > Associate Actions. Under the 'MIME Types with associated scripts' section, click 'Add'. Highlight 'Magnus-Internal/rpt' in the 'Select from the following MIME types known to the server' listing. In the 'Enter or edit script file specified with relative path or alias:' field, type '/cgi-bin/wcscgi.cgi' without the quotes.



Click 'Apply'. Repeat this for each of the MIME types added in the previous step. When finished, click 'Submit' at the bottom of the page.

Close the IBM Administration Server, then restart the 'IBM HTTP Server' service.

7. Edit the CE HTML pages

Now you need to make a minor change to three CE html pages. Rename Default.htm, located in the C:\Program Files\Seagate Software\Web Content\Enterprise\ePortfolio directory to Default.txt. 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. Rename Default.txt to Default.htm. Right-click Default.htm and click 'Copy'. Paste the copied file into the following directories:

C:\Program Files\Seagate Software\Web Content\Enterprise\Websamples

C:\Program Files\Seagate Software\Web Content\Enterprise\Help

You must backup the existing versions first.

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, complete the following step.

8. Set the environment variables

If the WCS is on a different computer, then you will need to 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. This step should only be completed if the WCS is on a different computer.

Web Connector Configuration

Web Component Servers
The Web Connector will connect to these Web Component Servers:

WCS Host Name	Port
TSMITHACER	6401

Add Remove Edit

Path Mapping
The Web Connector will translate the web server's virtual path with this extension to an actual file path on each Web Component Server:

Virtual Path	Extension	Actual Path
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Add Remove Edit

OK Cancel

Testing the configuration

You are now ready to test the configuration.

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

<http://<servername>/crystal/enterprise>

Replace <servername> with the actual computer name. This will open the Crystal Launchpad.

NOTE	Typing the URL in lowercase is the preferred method to access the Crystal Launchpad.
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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. The links to documentation on the left side will not work unless you remove 'cgi-bin/wcs-cgi.exe' from the URL.
3. If any link in ePortfolio returns an error then you may have some old pages cached. Empty the cache and try the link again. If the problem persists, double check the IHS configuration settings covered in the steps above for errors.

Known issues and workarounds

1. The Crystal Launchpad cannot be accessed via the Program Group (i.e. Start >Programs >Crystal Enterprise >Crystal Launchpad), unless you change the URL to lowercase. Either change the URL associated with the shortcut or manually type in the URL for the Crystal Launchpad.
2. Adding reports via the Crystal Management Console (CMC) does not work. You may see the following error message:

"The Web Server received an incorrect or incomplete URL from the browser. Missing data: id"

This issue is currently being investigated by Crystal Decisions. Add reports via the Crystal Publishing Wizard or from Crystal Reports (File >Save As >Enterprise Folders).
3. In Crystal Launchpad, the links to the documentation on the left side of the page will not work unless you remove 'cgi-bin/wcs-cgi.exe' from the URL.

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>