

Advanced Tracker Technologies Inc.

Inquiry Tracker Web Interface

Overview

This document contains the instructions for installation and setup of the latest version of the Inquiry Tracker Web Interface.

Requirements

- Windows 2000 Server family, XP Professional, 2003 Server family, Vista, 2008 Server family, Windows 7.
- IIS 5.0 or better (labeled Internet Services Manager or Internet Information Services within the Administrative Tools)
 - IIS 7 further requires the **IIS 6 Management Compatibility** feature.
- ASP.Net 2.0 or better
- Inquiry Tracker v9.??0274 or better with the Master application performing the necessary database schema updates.
- Employee Tracker v9.??0393 or better with the application performing the necessary database schema updates.

Installation

The Web Inquiry setup application will guide you through the installation. Selecting the default options shall suffice. The setup package will install the necessary files and create the specified IIS application.

For IIS 7 32 and 64 bit, further configuration changes are needed prior to launching the installation package:

All instances of IIS 7 must have the **IIS 6 Management Compatibility** feature installed. This is done via *Control Panel->Programs->Turn Windows Features On or Off*. Ensure all options listed under *Internet Information Services->Web Management Tools->IIS 6 Management Compatibility* are enabled.

Also, ensure that ASP.NET is enabled. From the same interface referenced above, enabled ASP.NET found in *Internet Information Services->World Wide Web Services->Application Development Features*. This should also automatically enable .NET Extensibility, ISAPI Extensions and ISAPI Filters.

Further, 64 bit installations of IIS 7 require that it be configured to support 32 bit web applications. This is done via the **Internet Information Services (IIS) Manager** found in the Administrative Tools. In the IIS Manager click on the Application Pools and do a *right-click->Advanced Settings* on the application pool being used by WebINQ (without advanced configuration, should be DefaultAppPool). Ensure the option **Enable- 32 Bit Applications** is set to True and click [Ok].

Once setup has completed successfully, you will need to manually set some security permissions on the folder where the web files are located. By default this will be

`C:\Program Files\Common Files\Advanced Tracker Technologies Inc\Web\Inq`

- Or -

`C:\Program Files (x86)\Common Files\Advanced Tracker Technologies Inc\Web\Inq` (for 64 bit installations)

For IIS 5.x the `machine\ASPNET` user, in IIS 6.x the `Network Service` and IIS 7.x the `IUSR_machine` must have Modify, Read & Execute and Write access to the root WebINQ folder, it's subfolders and all files.

Setup

Once you have all the files installed, and the permissions setup both through Windows and IIS, we can make our initial connection to the web application to set the data pathing up.

There are a couple of things that are known at this time. The computer name (or IP address) which we'll call `HOST` and the `ALIAS`, which is the folder created during installation and subsequently made into an application within IIS.

To connect to the administration panel, explore to:

[HTTP://HOST/ALIAS/Admin.aspx](http://HOST/ALIAS/Admin.aspx)

First you will be prompted to enter the administrator username and password. These can be obtained by contacting Advanced Tracker Technologies Inc. Once you are past the admin login prompt, there are some items we can configure. Two types of data can be used for Inquiry Tracker Web Interface, either MSAccess or SQL Server.

MSAccess

When MSAccess is the desired database backend, the ETP Data Folder and INQ Data Folder need to be set to the network location where the MDB files reside. Extra security steps may need to be taken to ensure the IIS Application can read and modify these files.

SQL Server

When SQL Server is selected as the data platform, four fields require filling for a complete connection: The Server, which is the computer running the SQL Server; the User and Password are used to authenticate against the SQL Server; and the Prefix is an Advanced Tracker required field for segregation within the database. If using Windows Authentication, simply leave the User and Password fields blank. Extra security measures may need to be taken to ensure the IIS Application user has permissions within the SQL Server setup.

Clicking the [Save Changes] button will commit any adjustments you have made.

Operation

With the data information setup, you can access the application by browsing to:

[HTTP://HOST/ALIAS](http://HOST/ALIAS)

This should direct you to the Clock In page where your users can begin to use the Inquiry Tracker Web Interface. For access via the Internet, appropriate changes must be made through the perimeter firewall.