



SmartMsg Guide for Configuring Web Client Access

Version 5.2

SmartMsg

Secure Notification Software

Additional SmartMsg documentation is available through the Codespear website.
<http://www.codespear.com/helpcentral.asp>

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Codespear appreciates all comments regarding any issues in order to ensure the accuracy, consistency and simplicity of all of our documentation.

Please note: This e-mail address is for comments only. If you have technical questions please contact Technical Support by visiting our website.



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Overview

The SmartMsg Web Client offers a way to access a SmartMsg system from a web browser. This, therefore allows for client functionality on a computer without loading client software, and gives the ability to run SmartMsg Clients on virtually any operating system, via a web browser. Configuring the ability for SmartMsg Web Clients involves setup of a website. Clients access this website through standard web browser software, such as Internet Explorer or Firefox. The website, in turn, accesses a SmartMsg System by means of the SmartMsg XML Interface, which is an optional SmartMsg Server module. This document is intended to guide an administrator through the process of setting up the necessary website and providing SmartMsg Web Client functionality in a SmartMsg system.

Skills and Knowledge Prerequisites

This guide assumes that the reader is familiar with using IIS (Internet Information Server) to create websites and has authority to do so. The reader may also need access to view and/or edit SmartMsg Global properties.

Server Requirements

- SmartMsg Server with the XML Interface module installed
- Server running Windows 2000 Server or Windows 2003 and Internet Information Server (IIS) 5.0 or higher. (IIS and SmartMsg can be run on same server or separate servers.)
- IIS Server must have access to the SmartMsg Server via port 16888*
- IIS Server must have ASP installed and enabled.
- IIS Server must have SSI enabled (Windows 2003).
- Client computers must have access to the IIS server via port 80 or port 443 (SSL)**

Other Important Considerations

There are many different server configurations that an organization may use; port settings are variable. For information on default ports used with SmartMsg and the Web Client please see *SmartMsg Default Port Summary* or *SmartMsg Installation Checklist for Locally Hosted Systems*.

There also may be things to consider such as security issues when setting up a website through IIS. Review these topics in Microsoft's IIS help documentation.

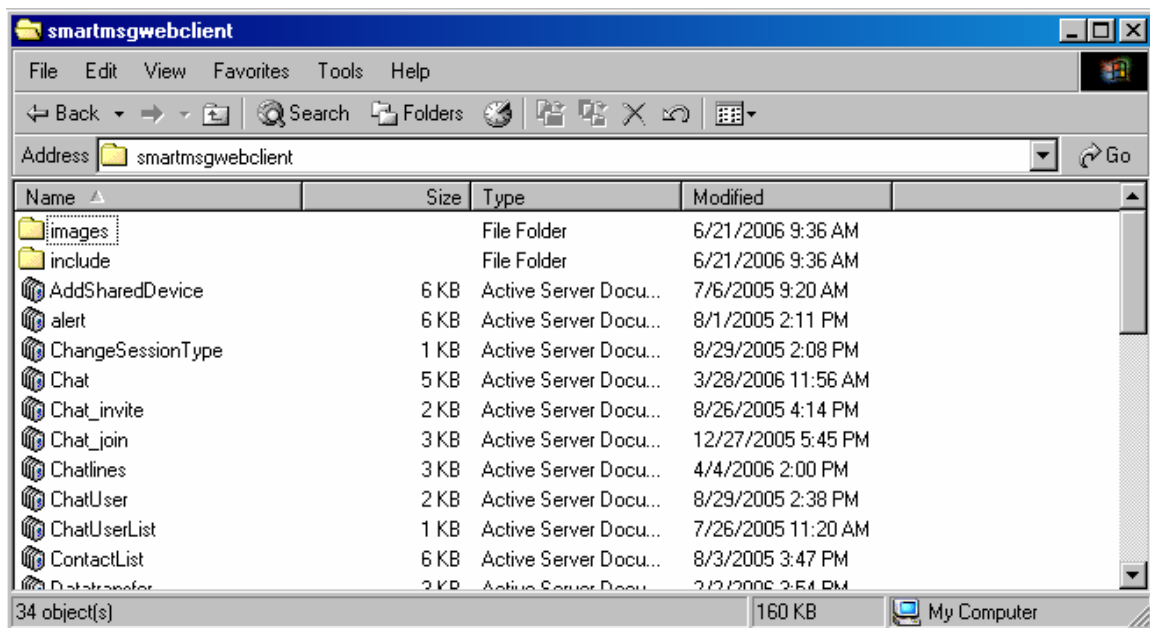
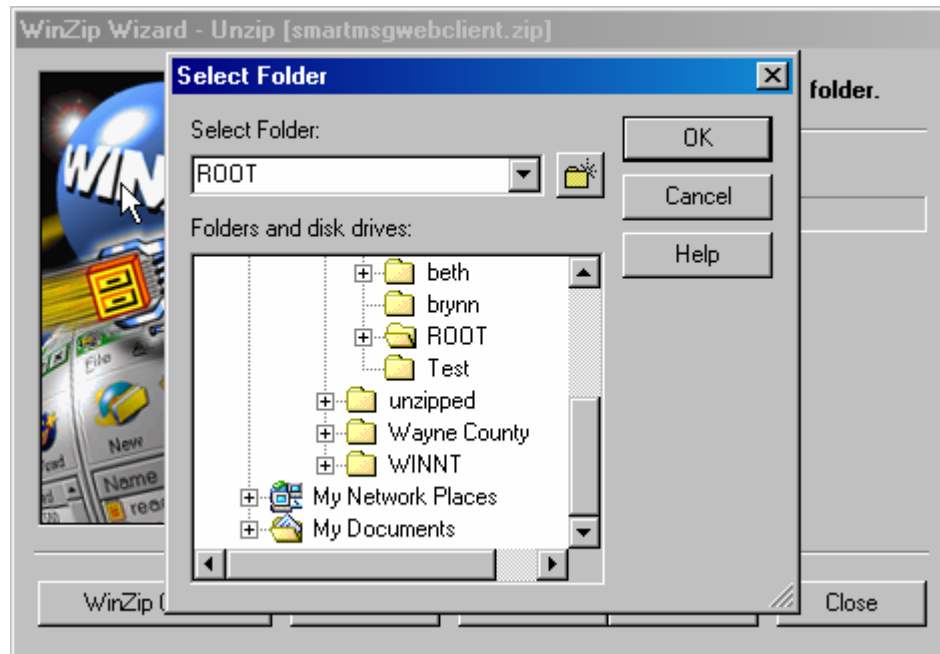
****Port 16888 is the standard default port used for the SmartMsg XML Interface Server Module. A different TCP port can be specified in the XML Interface setup properties in the SmartMsg Administrator Tool. The port specified in XML Interface module settings must be open from Web server to any SmartMsg server that it will connect and must be specified correctly in the settings file on the web server (covered later in this document).***

***** Port 80 is the standard port used for web access. It is possible for an organization to use a different port for SmartMsg web access. This will require users to add the port to the end of the web address to access the site. For example: for a site with an address of smartmsg.xyzcompany.com using port 300 (instead of the default port 80), users would need to access <http://smartmsg.xyzcompany.com:300>***

SSL certificates are highly recommended for SmartMsg Web setups that will be accessed via a public IP address. Port 443 is the standard port used for SSL.

Creating a SmartMsg Web Client Website

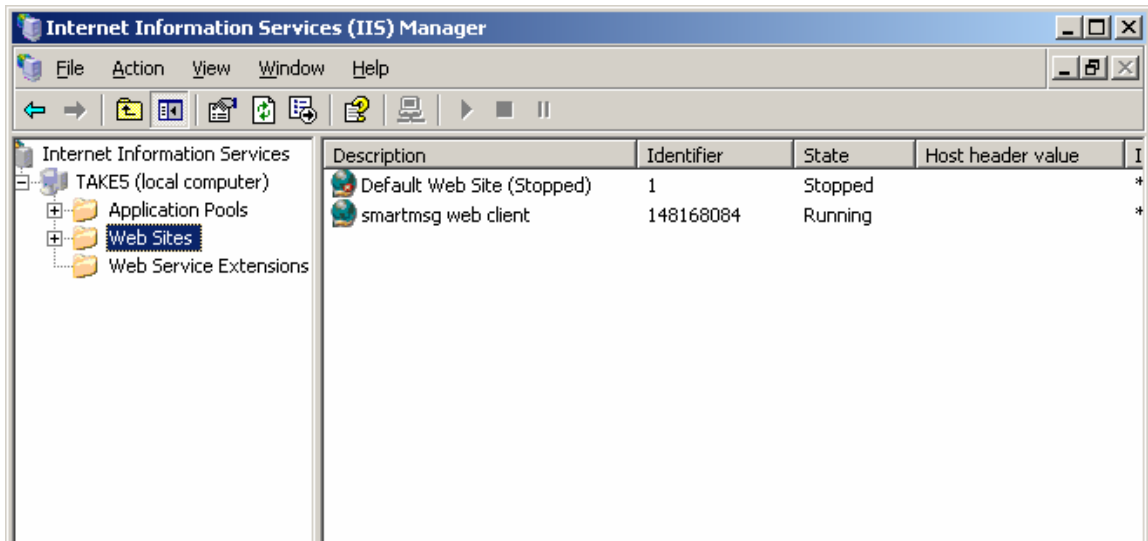
1. Attain the web zip file from Codespear. (Example: SmartMsgWebClient.zip)
2. Unzip and extract these files to your web root folder (or other designated directory) that will be used as the root folder for the website.



3. Open Internet Information Services (IIS) Manager. You can find this in your Control Panel under Administrative Tools.

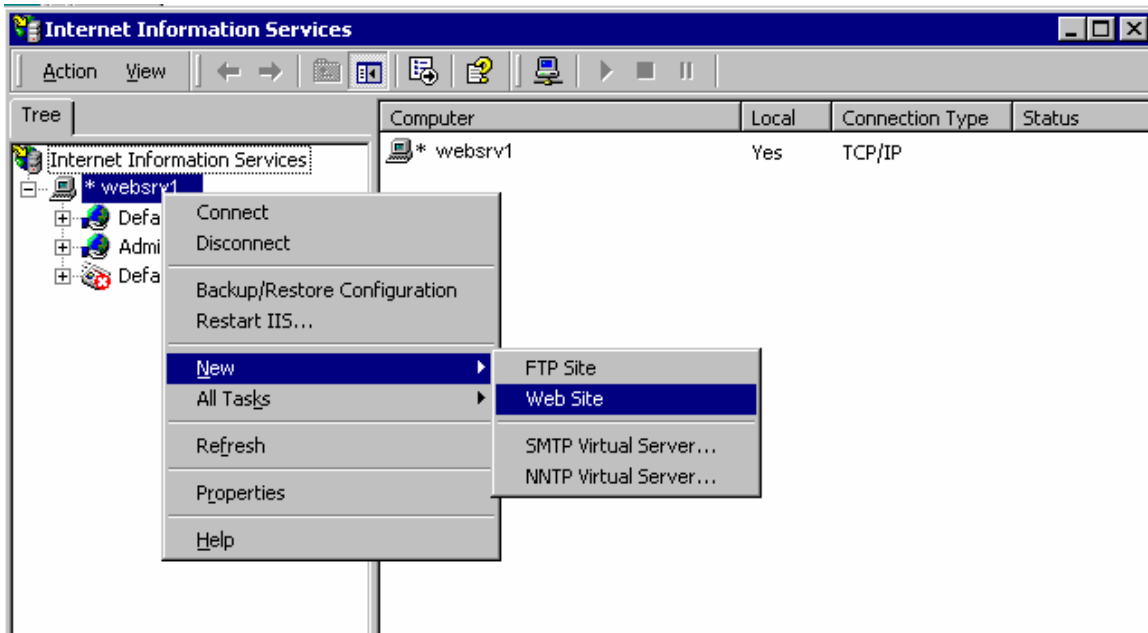
The IIS user-interface varies slightly based upon what Operating System is used.

4. If running Windows 2003 Operating System, right-click Web Sites, and go to New ->Website...



-OR-

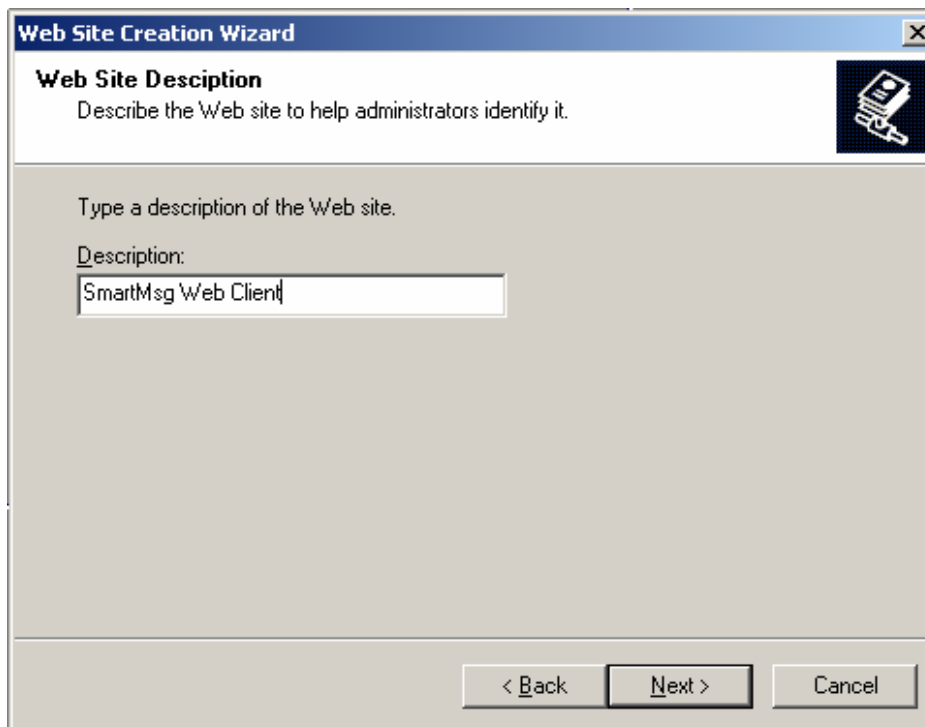
- If running Windows 2000 Server Operating System, right-click on the Server Name ->New ->Website



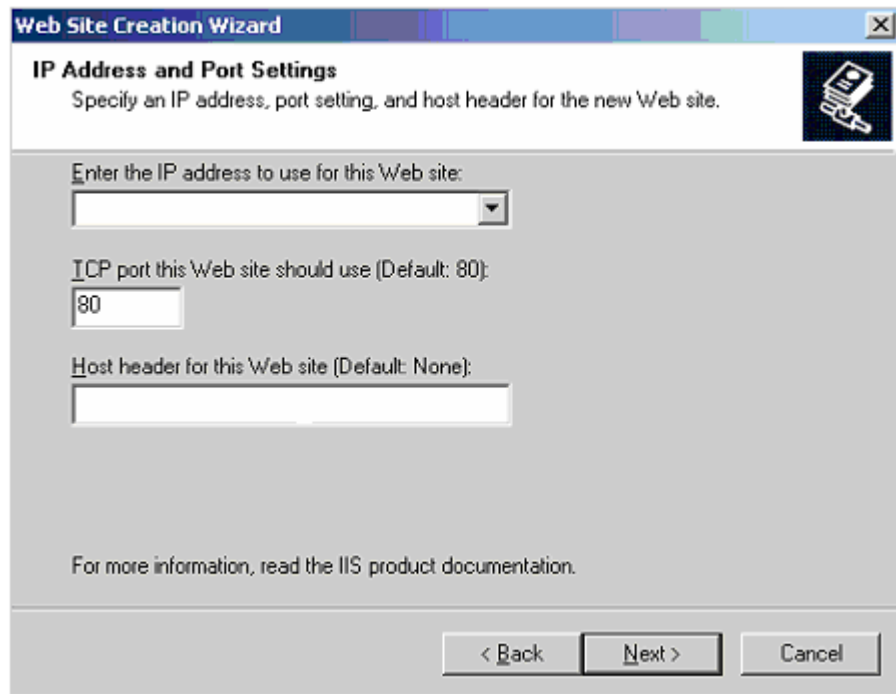


5. Click on **Next**.

6. Enter a **Description**.



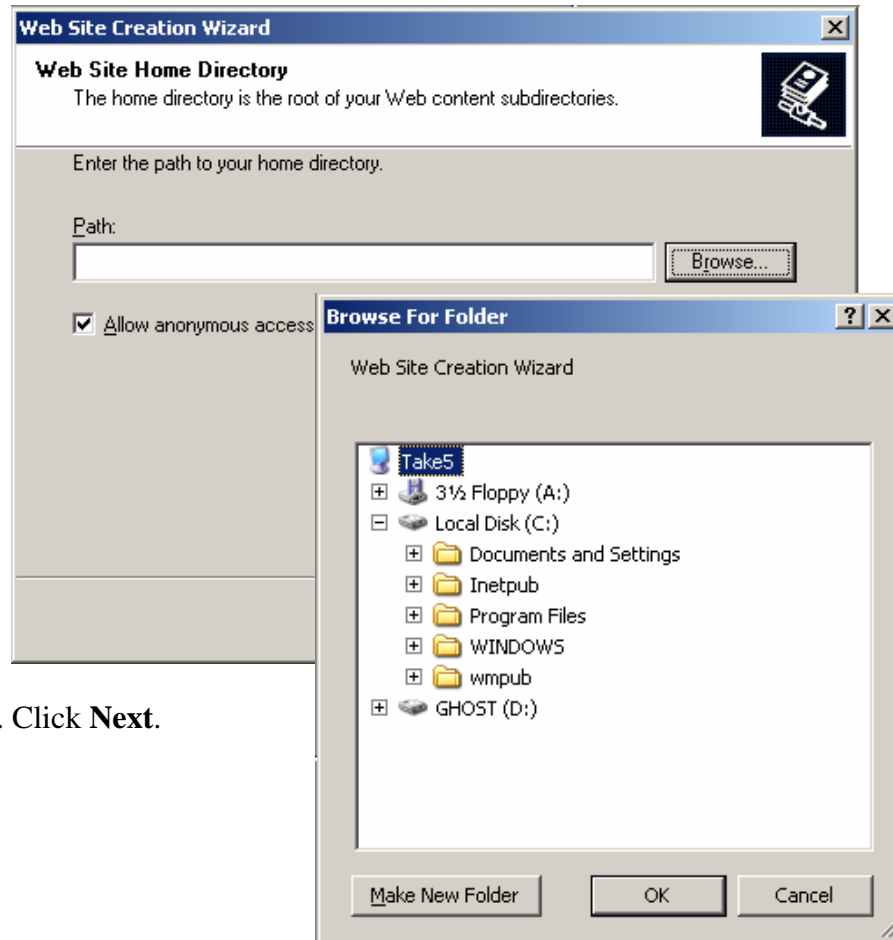
7. Click **Next**.
8. Pick the **IP Address** from the dropdown menu.



The screenshot shows a dialog box titled "Web Site Creation Wizard" with a sub-header "IP Address and Port Settings". Below the sub-header is the instruction "Specify an IP address, port setting, and host header for the new Web site." There are three input fields: a dropdown menu for the IP address, a text box containing "80" for the TCP port, and an empty text box for the host header. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

9. The **TCP port this Web site should use (default: 80)** typically will be left as the default value, 80. This port value can be changed if your organization uses a different port for web access.
10. For the **Host Header for this Web site (Default: None)**, leave blank to default to the IP address. Entering a host header name will restrict access to the site to that name – users will not be able to access the site via IP address. See Microsoft IIS documentation for more information.
11. Click **Next**.

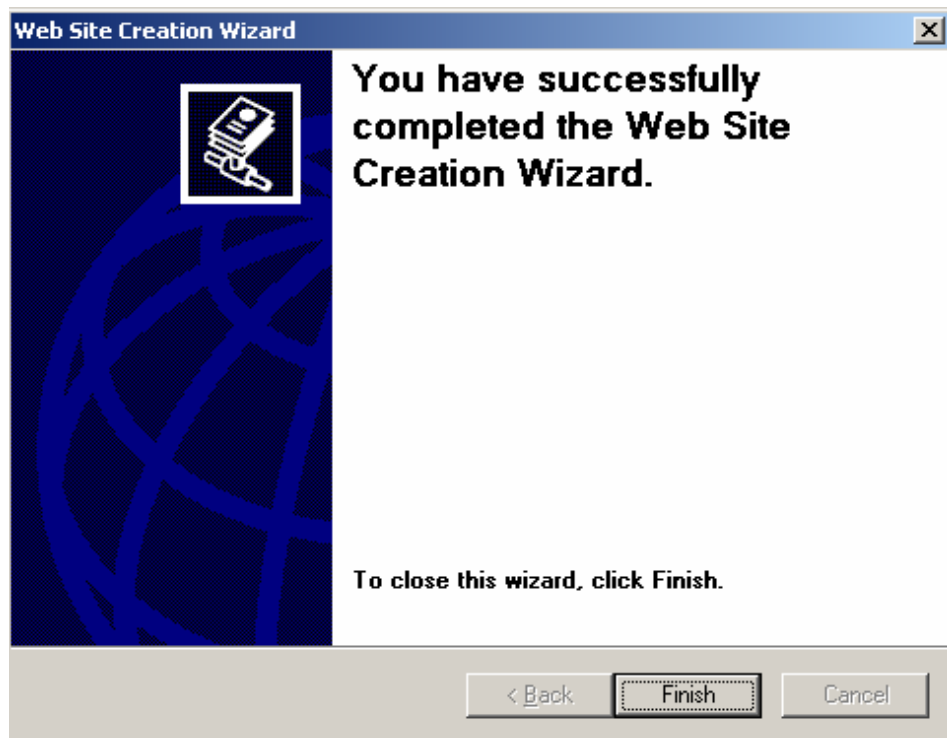
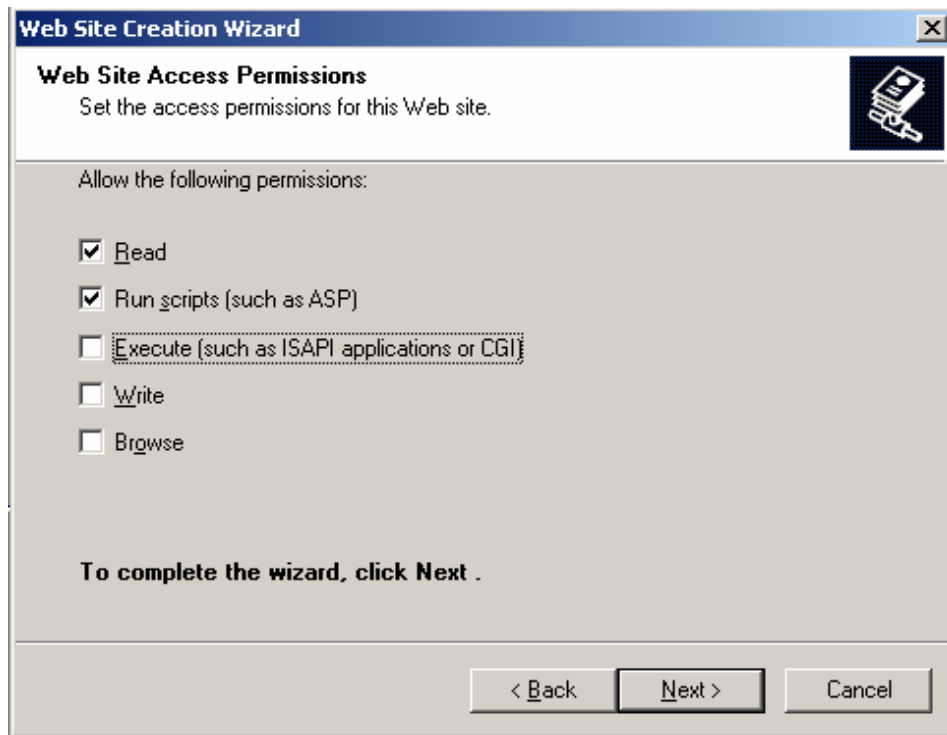
12. To enter the **Path**, browse to the directory where the SmartMsg web files reside. (Recall the path used in step 2, where SmartMsg web files were unzipped and extracted into the website folder.)



13. Click **Next**.

14. Check **Read** and **Run scripts (such as ASP)**.

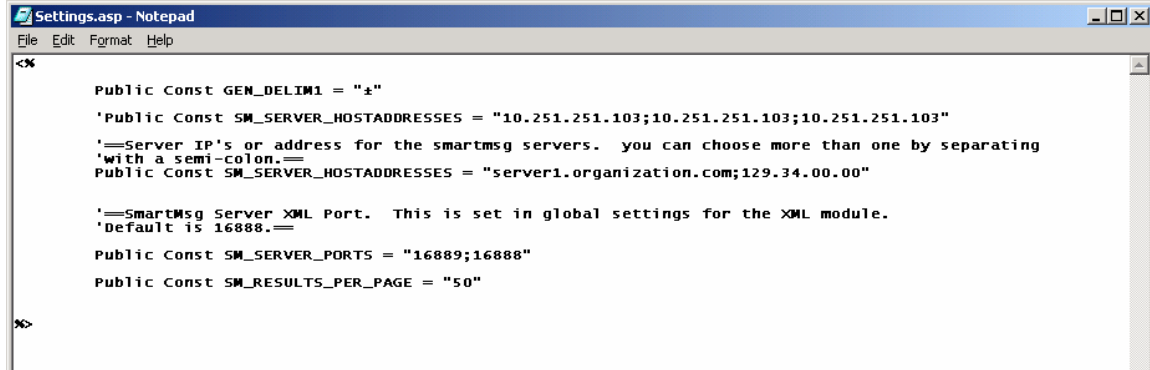
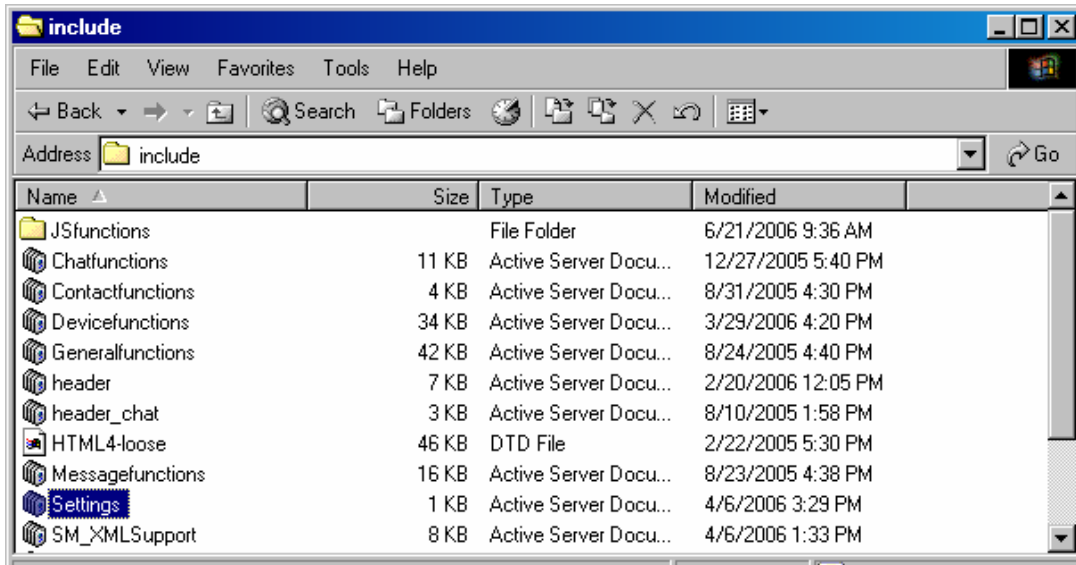
15. Click **Next**.



16. Click **Finish**.

Modifying the Settings File

1. Open the folder where you saved the SmartMsg web files.
2. Open the Settings.asp file with Notepad (located in the **Include** folder).



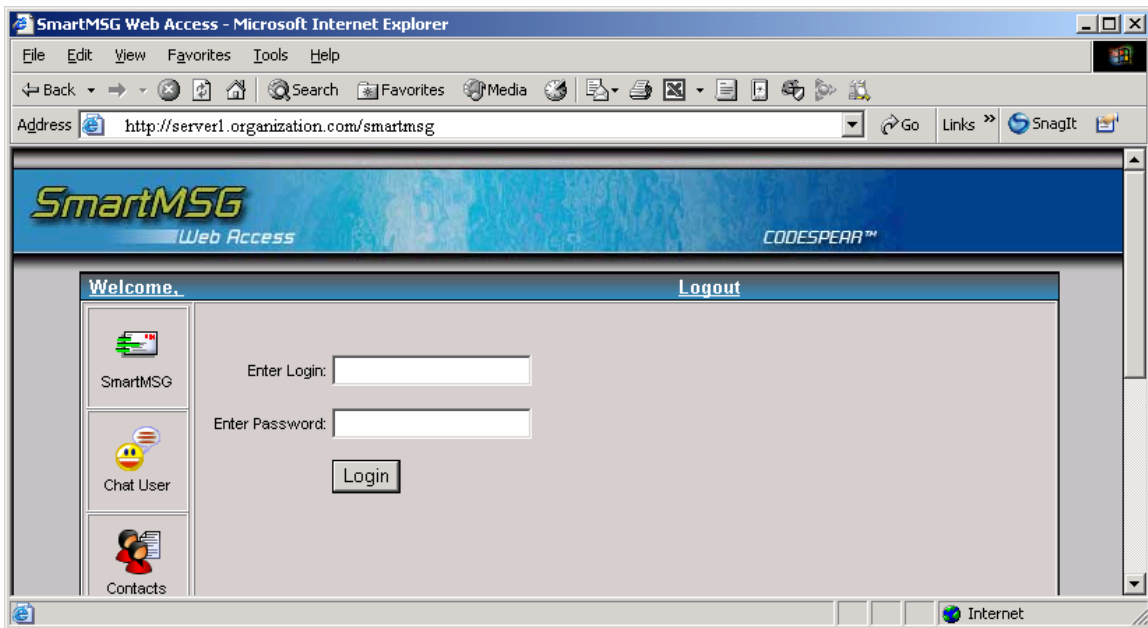
3. In the settings file, manually change the server(s) to your SmartMsg Server(s). The servers are located after 'Public Const SM_SERVER_HOSTADDRESSES ='. Either the Server Name or the IP address can be entered for a server. For more than one server, separate each entry by a semi-colon.
4. Manually set the XML port(s) for each respective SmartMsg Server(s). The ports should be entered after 'Public Const SM_SERVER_PORTS =' (The default XML port is 16888)

Multiple servers (and corresponding ports) can be entered into the settings file in order to provide fault tolerance. If the first server in the list is not available, the ASP web site will then attempt to access the next server in the list, and so on, until an available server is reached.

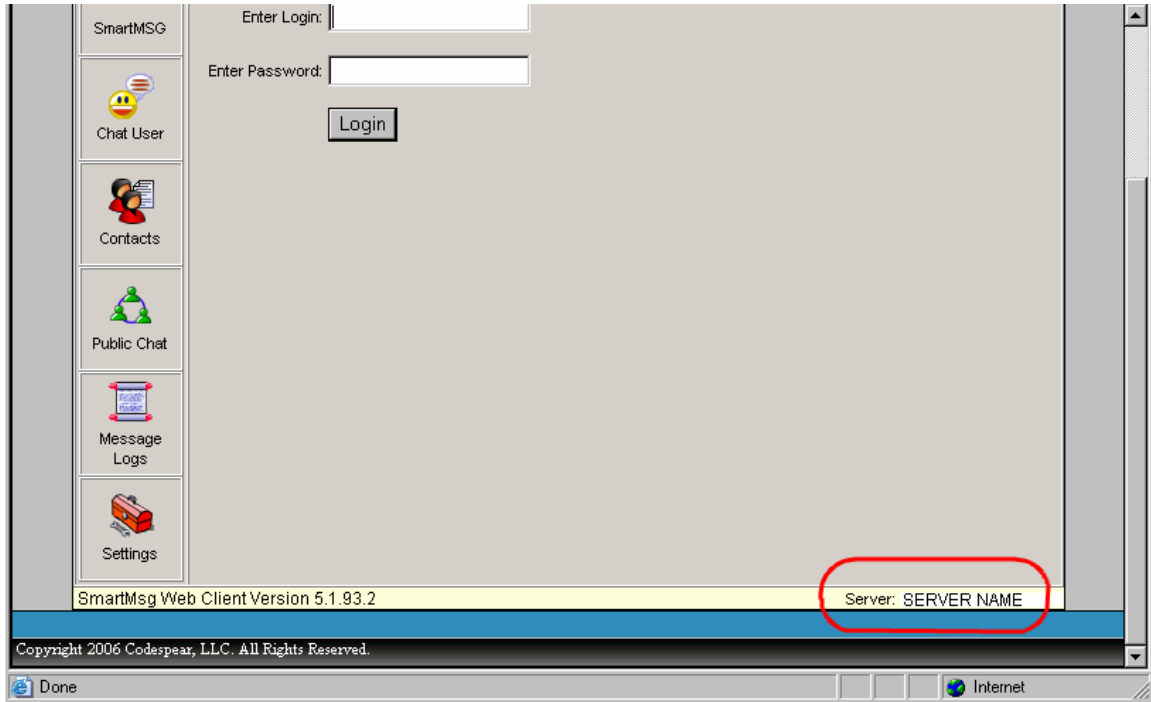
In the example on the previous page, the server 'Server1.organization.com' uses port '16889', and the server '129.34.00.00' uses port '16888'. The website would first attempt to connection to Server1.organization.com. If unable to connect to that server, it would then attempt to use 129.34.00.00 – the second server in the list.

To view or edit the port used for the SmartMsg XML interface:

- *Open the SmartMsg Administrator Tool*
 - *Select Modify Server from the Servers menu.*
 - *Select the desired server and click the Ok button.*
 - *Click Modules*
 - *Double click XML Interface in the Modules list (bottom of list)*
 - *Normally, all servers will share the same module settings that are configured in Global Properties. Server Overrides allow individual servers to have different module settings.*
5. Save the changes to the Settings file.
 6. Test the website by opening a browser window and entering your host name or IP address into the address bar.



7. View the page and verify that one of the Server names from your Settings file list appears at the bottom right corner. *Note: The website should connect to the first SmartMsg server in the list unless that server is unavailable.*



8. Test a login by entering the username and password of a SmartMsg user.

Troubleshooting

Problem

When logging in, an error message states: '45: Invalid login information. Please Try Again.'



45: Invalid login information. Please Try Again.

Enter Login:

Enter Password:

Login

Explanation

Although there is a connection to the server, the username or password is incorrect.

Resolution

Verify that the username and password are correct for this SmartMsg system.

Problem

When logging in, an error message states: '999: Invalid Response from Server or Server Not Available. Try Again.'



999: Invalid Response from Server or Server Not Available. Try Again.

Enter Login:

Enter Password:

Login

Explanation

The Web server cannot connect to the SmartMsg server via the XML port specified.

Resolution

1. Verify that the Server Name(s) and Port(s) are specified correctly in the settings.asp file (on the web server).
2. Verify, in Server Properties, that the XML Interface Module is present and installed. Also verify that the XML listening port (on the Settings tab) matches the port in the Settings.asp file. (Global Properties will apply to all servers in the system, unless Server overrides are in place.)
3. Verify that the web server has access to the SmartMsg server via 16888 (or other configured XML interface port, if the system is not using that default port.)

Problem

When trying to access the website in the browser, you encounter an error message stating 'The page cannot be displayed'



Possible Explanation #1

The browser cannot find the web server or the host name is not pointing to the web server.

Resolution

1. Verify the address is entered properly into the browser.
2. Verify that IIS is set up properly. If a host header (domain name) was specified for the site, the same (exact) address must be used to access the website.
3. If connecting via host name rather than IP address, verify that correct DNS resolution is being used. Normally, you would test the DNS resolution by pinging the host name.

For example:

For host name: 'www.xyzcompany.com/SmartMsg', ping 'www.xyzcompany.com' from the command prompt.

If replies are not received, a DNS resolution issue is indicated. If ping replies are received, verify that the IP address replying is actually the correct address of the web (IIS) server.

Possible Explanation #2

The server has ASP disabled, or the ASP Web Services permissions are disabled.

Resolution

1. Verify that ASP is properly configured.
2. Verify that the ASP Web Service permission is enabled (Windows 2003).