Installation and Startup Guide

For WebReporter 2012

Last Updated: September 13, 2012

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Installing Prerequisite Components

Overview

This chapter is the first thing you'll need to do. It covers the installation of these prerequisite components:

- Microsoft .NET Framework 4
- Microsoft SQL Server 2008 Express
- Internet Information Services (IIS)
- Internet Explorer

Step 1: Enable Internet Information Services

1. Access the Control Panel.
2. Select **Program and Features**.
3. Select **Turn Windows features** on or off. The **WindowsFeatures** dialog box appears.
4. From the tree of selectable features, expand **Internet Information Services**.
5. Under that, expand **Web Management Tools** and **World Wide Web Services**.

6. Mark all the check boxes under **Web Management Tools** and under **World Wide Web Services** (Figure 2).

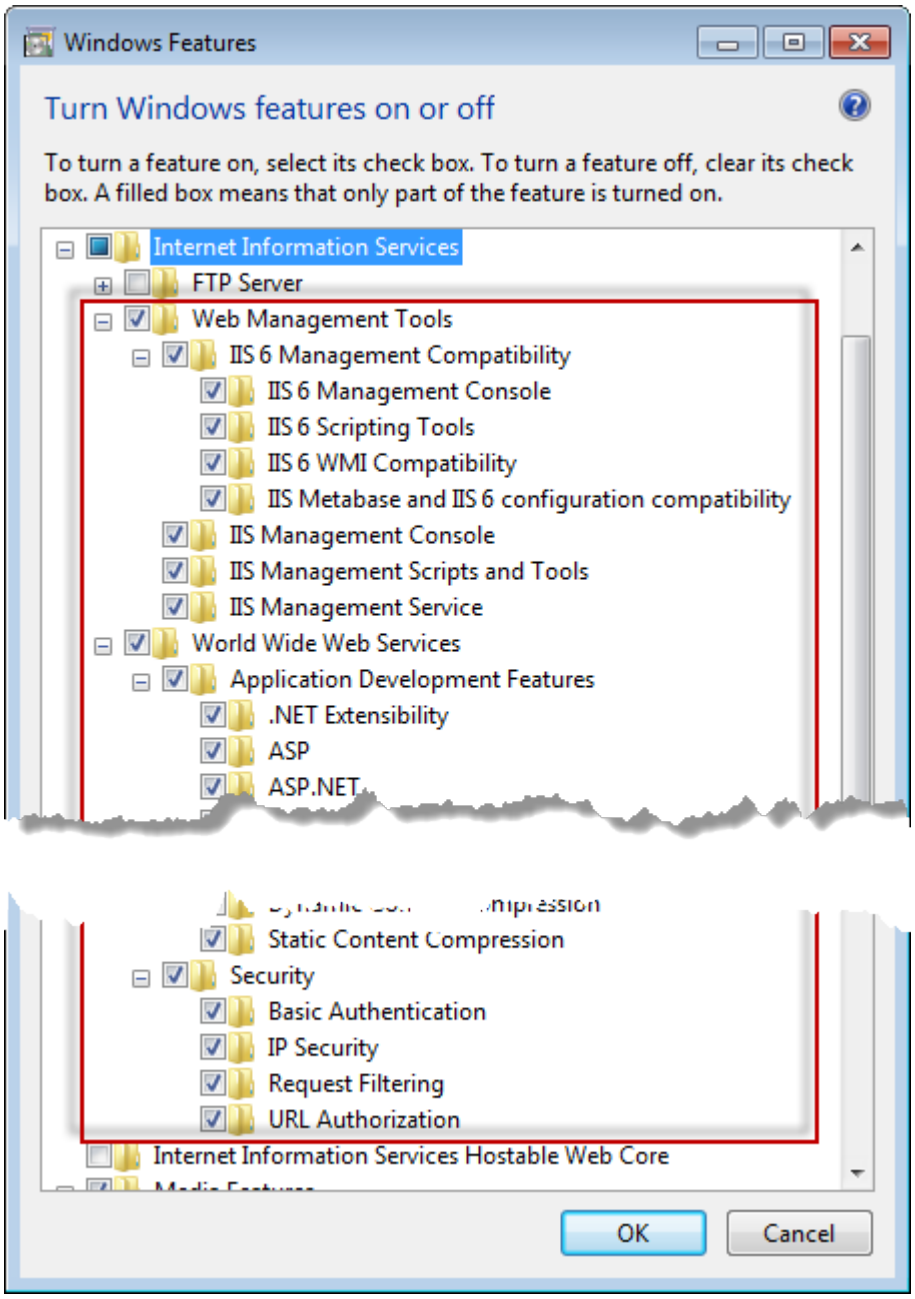
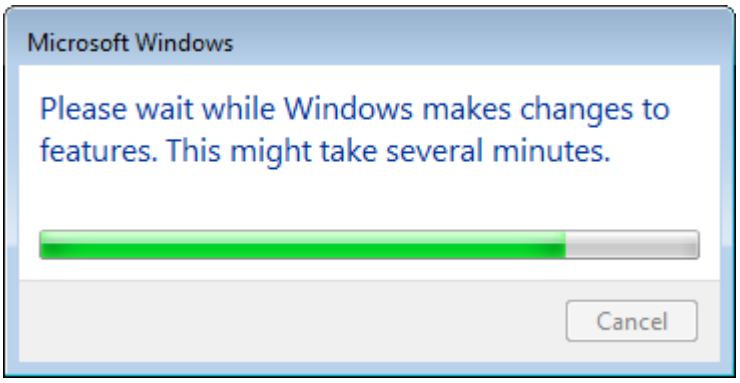


Figure 1 – Windows Features

7. Click **OK**. A message box with a progress bar appears, informing you that Windows is making the changes. This may take several minutes.



8. Once the message box disappears, proceed to the next step.

Step 2: Run Setup.exe and Start the Wizard

If you're installing from a CD/DVD, double-click on the main **setup.exe** (Figure 2).

If you're installing from a downloadable file, extract the contents from the downloaded archive and double-click on the **setup.exe** file there:

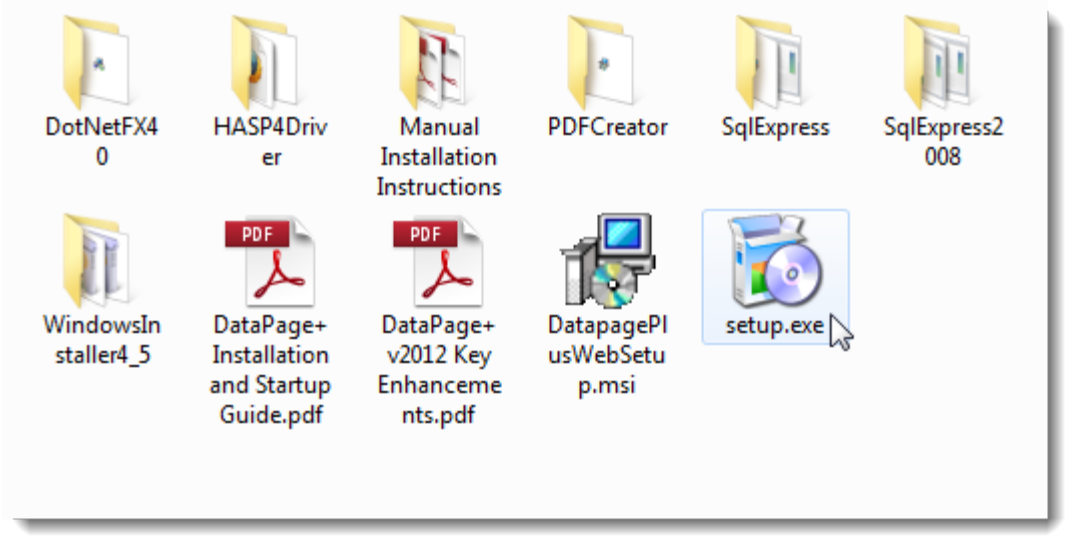


Figure 2 – The Setup.exe File

The installation wizard opens. If any of the above required components are missing, the installation package attempts to install them before installing the main DataPage+ application.

Step 3: Accept License Agreements

Accept any license agreements that appear:

- If it appears, click **Accept** for the Microsoft .NET Framework 4 component (Figure 3).

- If it appears, click **Accept** for the Microsoft SQL Server 2008 Express (Figure 4).

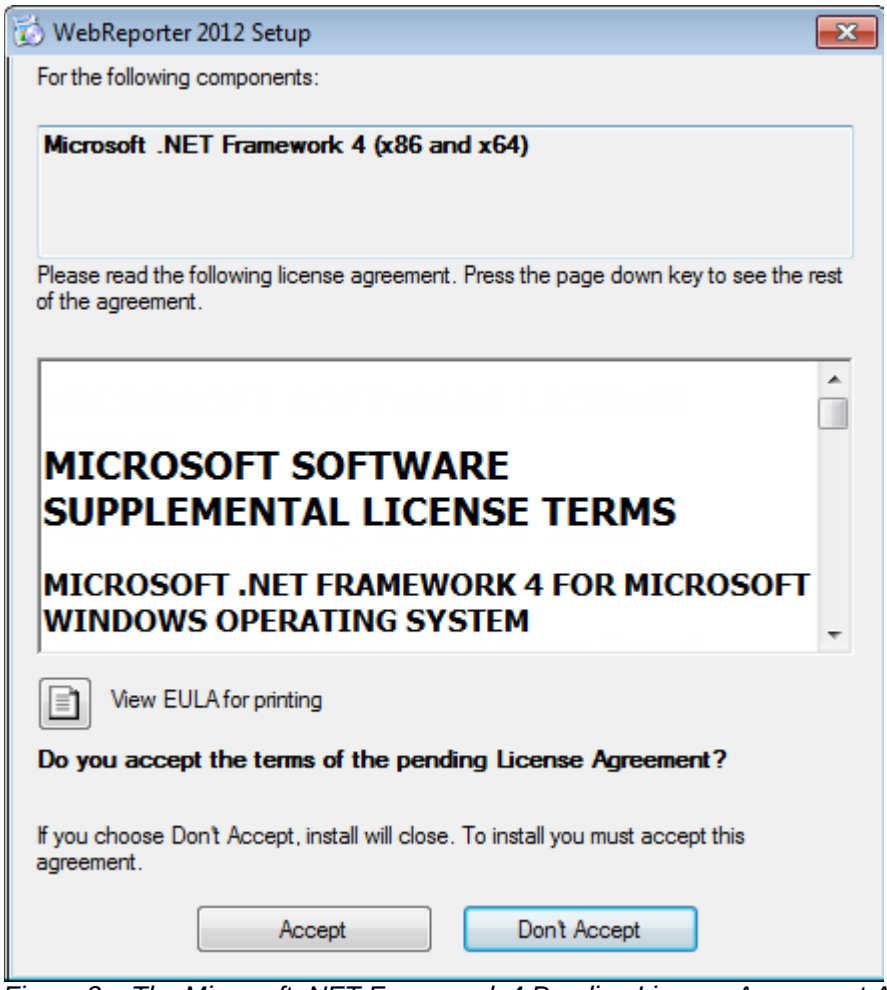


Figure 3 – The Microsoft .NET Framework 4 Pending License Agreement Acceptance

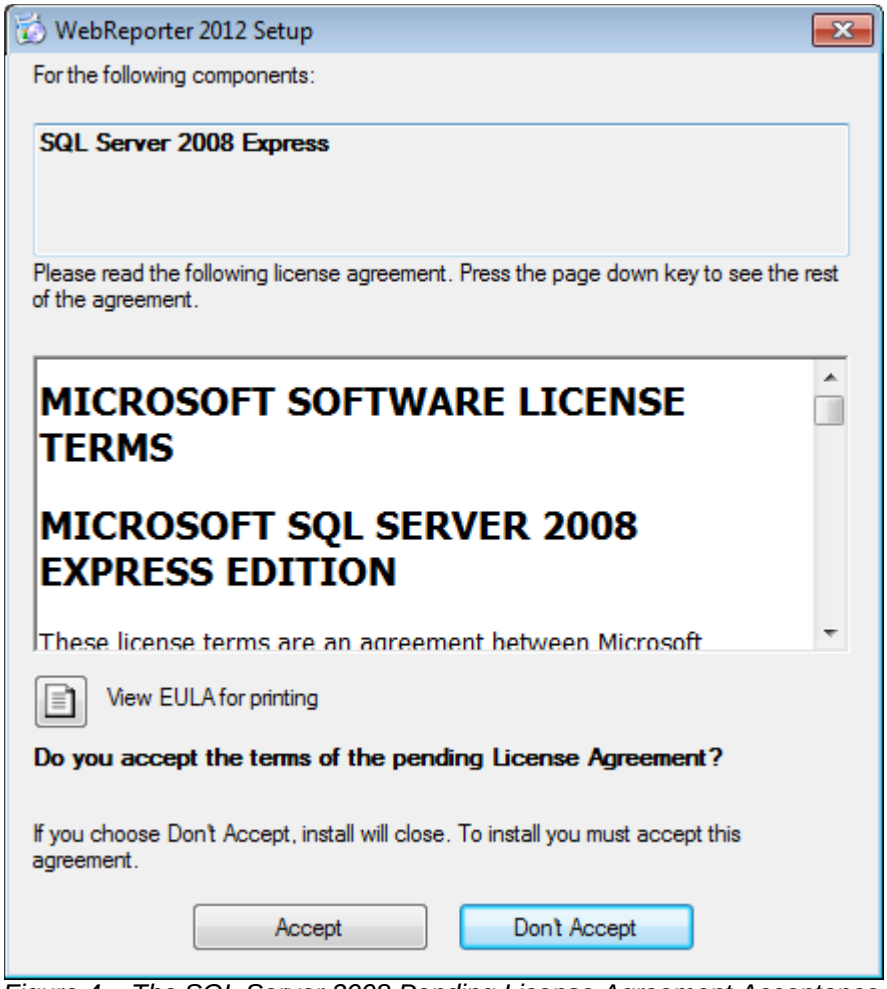
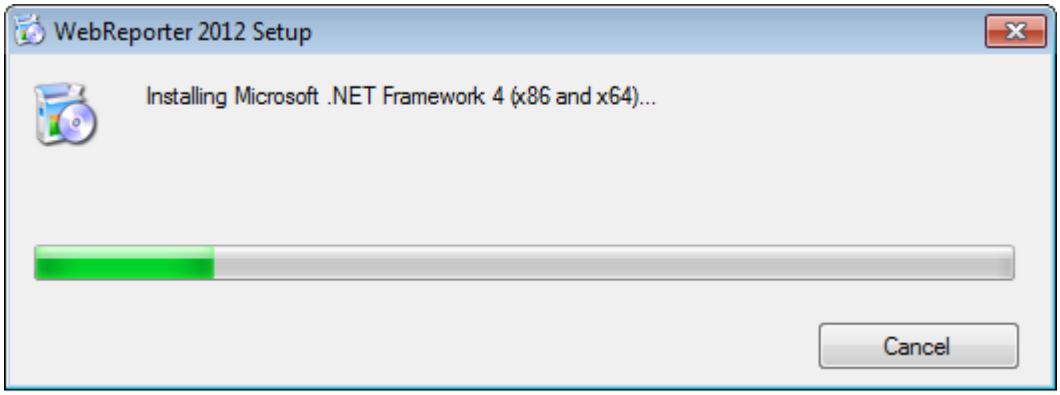
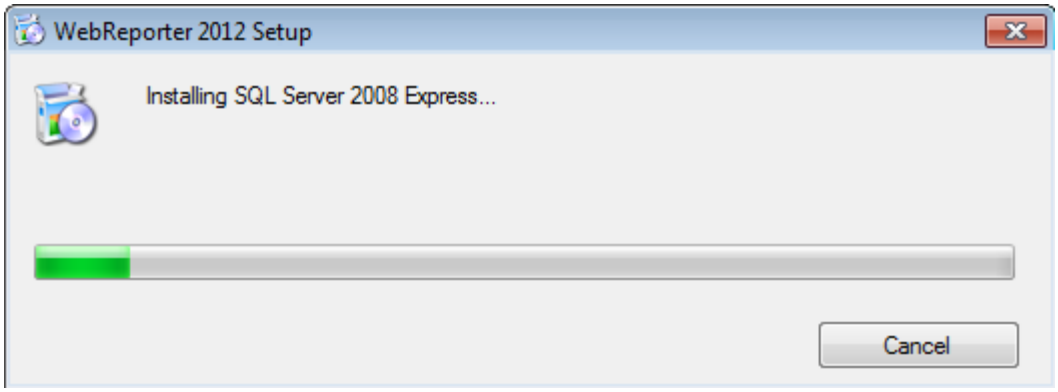


Figure 4 – The SQL Server 2008 Pending License Agreement Acceptance

A progress bar appears first for the .NET Framework 4:



Once that component has installed, another progress bar appears immediately for the SQL Server 2008 Express installation:



Be patient; the installation of these required components can take several minutes.

Once the .NET Framework 4 and MS SQL Express 2008 components are installed, the installation program immediately begins the main DataPage+ installation. See "Installing the WebReporter Software" on page 7.

Step 4: Ensure Internet Explorer is Installed

Currently, WebReporter only functions with the Internet Explorer browser. The Windows operating system installs this browser by default, so unless it's been manually disabled it should already be available on your system. We recommend that you use Internet Explorer 9 or above.

To download and install the latest version of Internet Explorer, you can get it from this web site:
http://windows.microsoft.com/en-US/internet-explorer/downloads/ie

Installing the WebReporter Software

Overview

This covers installing just the WebReporter application. The installer should have already installed the prerequisite components. See "Installing Prerequisite Components" on page 1 for more information.

Step 1: Start the Wizard

Note: If you run the setup.exe installation program and an existing version of WebReporter already exists on your system, you will have the option of repairing or removing the existing installation.

Also, if you are running the FULL installation set, this installer will install MS .NET Framework 4 and if it is missing from the current system.

Once the .NET Framework 4 and MS SQL Express 2008 components are installed, the installation program immediately begins the main DataPage+ installation.

The **WebReporter Setup Wizard** automatically appears to guide you through this process. Fill in any boxes and select desired options. Click **Next** at each screen.

At the initial welcome screen (Figure 5), click **Next** to start the wizard:

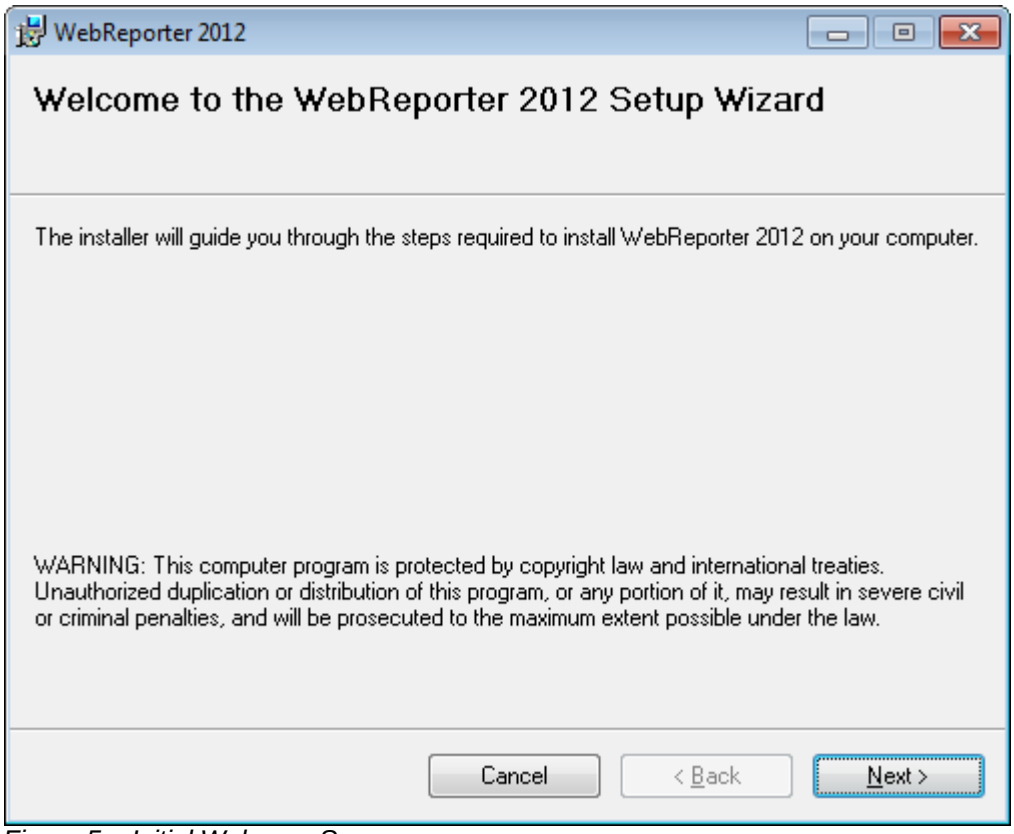


Figure 5 – Initial Welcome Screen

Step 2: Select Installation Address

The **Select Installation Address** screen appears (Figure 6).

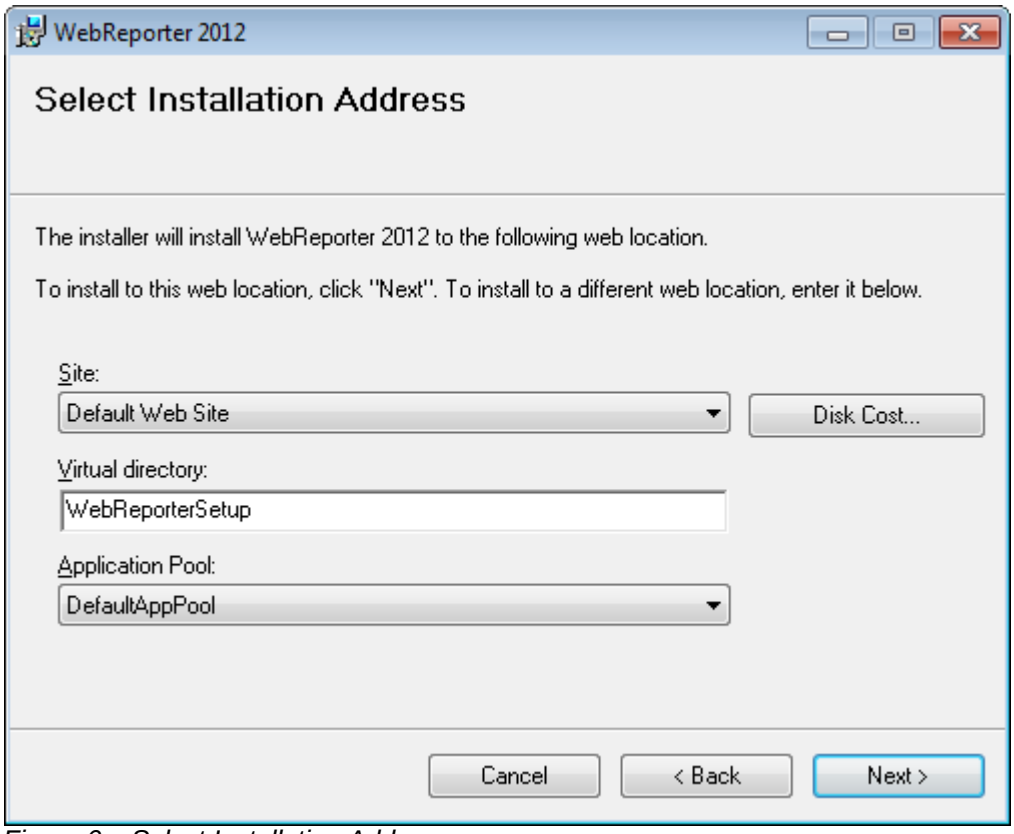


Figure 6 – Select Installation Address

From the **Site** list, keep the default of **Default Web Site**.

In **Virtual Directory**, specify a directory name that will contain your web reporter setup files. The default value is "WebReporterSetup", but you can change this to a different name.

Click **Next** when you're ready to proceed.

Step 3: Confirm and Finish the Installation

The **Confirm Installation** screen appears.

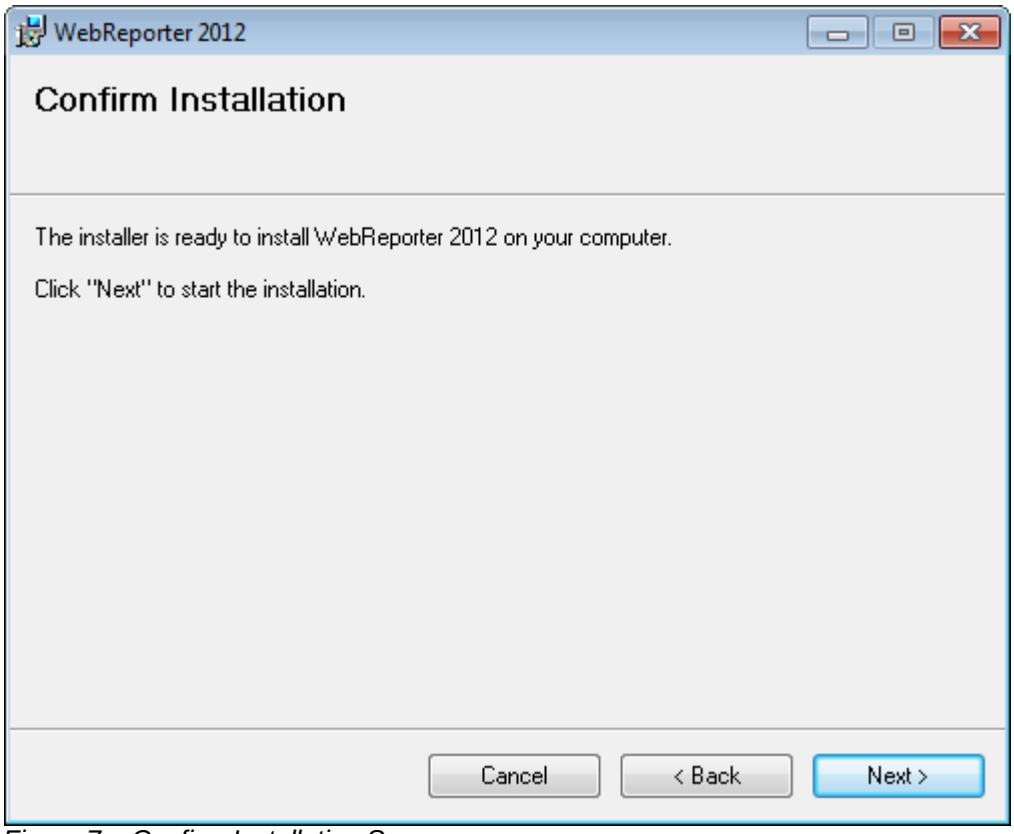


Figure 7 – Confirm Installation Screen

Confirm the installation (Figure 7), and click **Next** to start the actual installation:

A progress bar will appear showing the installation process (Figure 8):

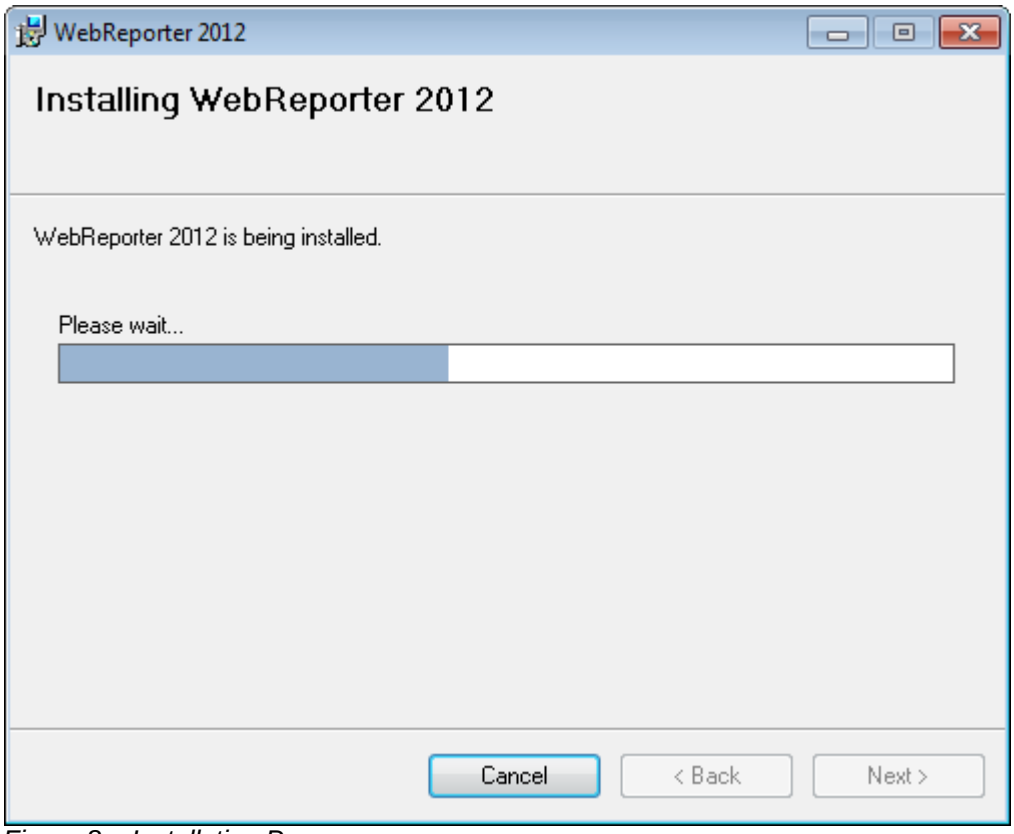


Figure 8 – Installation Progress

Note: Please be patient as the software installs. It may take several minutes to complete the installation, and at times it may appear that the progress bar is not doing anything.

Once WebReporter finishes installing the needed files and shortcuts (Figure 9), the **Close** button becomes available. Click **Close** to exit the wizard:

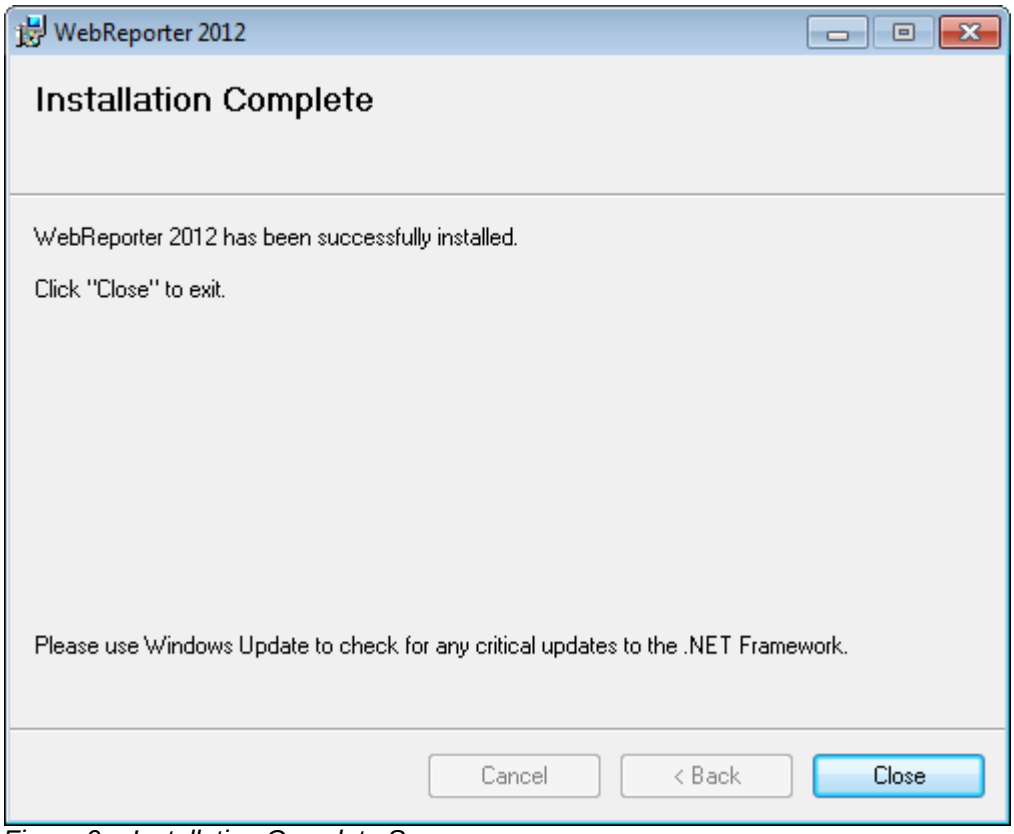


Figure 9 – Installation Complete Screen

After clicking **Close**, you can access the installed shortcut icons to launch WebReporter.

Step 4: Check the Installed Contents

After you install WebReporter, the software installs the program files into the virtual directory you specified during "Step 2: Select Installation Address" on page 8.

The virtual directory is created underneath the C:\inetpub\wwwroot\ directory (Figure 10).

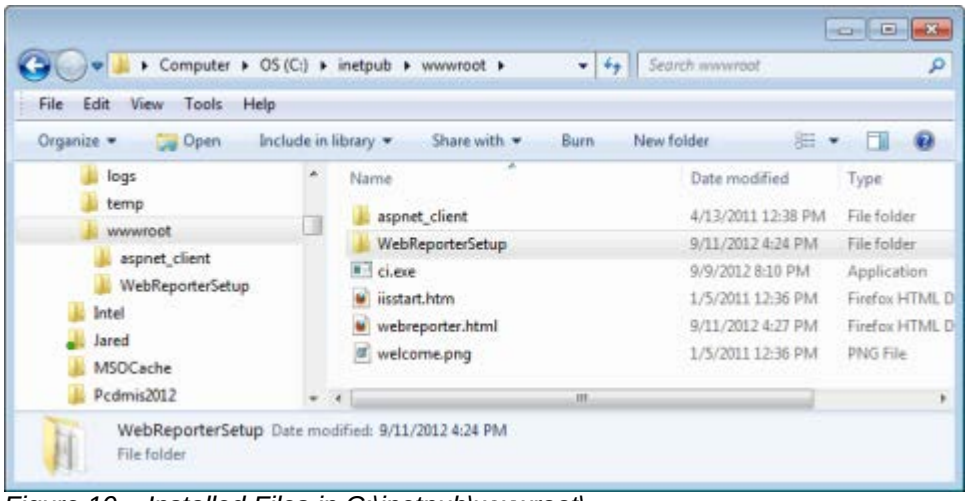


Figure 10 – Installed Files in C:\inetpub\wwwroot

In includes the main WebReporter software, tools, xml files, reports, help files, and additional files.

Step 5: Restart your Computer

Once the installation has finished, restart your computer to initialize all the installed components properly.

Using WebReporter for the First Time

Overview

This helps you get started using the WebReporter software for the first time.

Step 1: Choose the WebReport Service Type

This step guides you through launching a utility and specifies the service type in order to connect to the server to download and run WebReporter.

1. Click **Start** and then choose **All Programs**.
2. From the list of installed programs, select **WebReporter**. The shortcuts appear in an Explorer window.
3. From the available shortcuts, click on **WebReport Service Setting** (Figure 11).

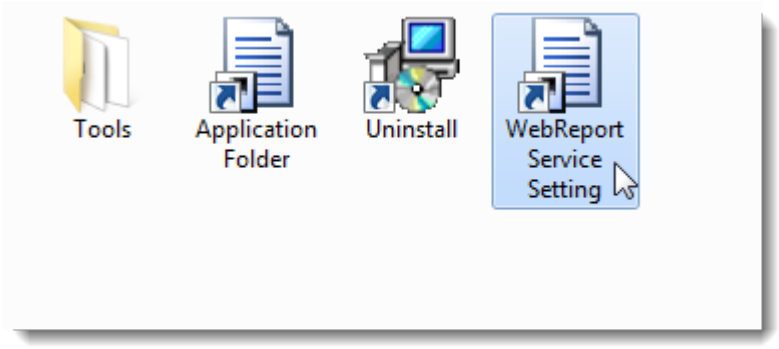


Figure 11 – WebReporter Program Shortcuts

4. The **WebReport Service Setting** utility appears (Figure 12).

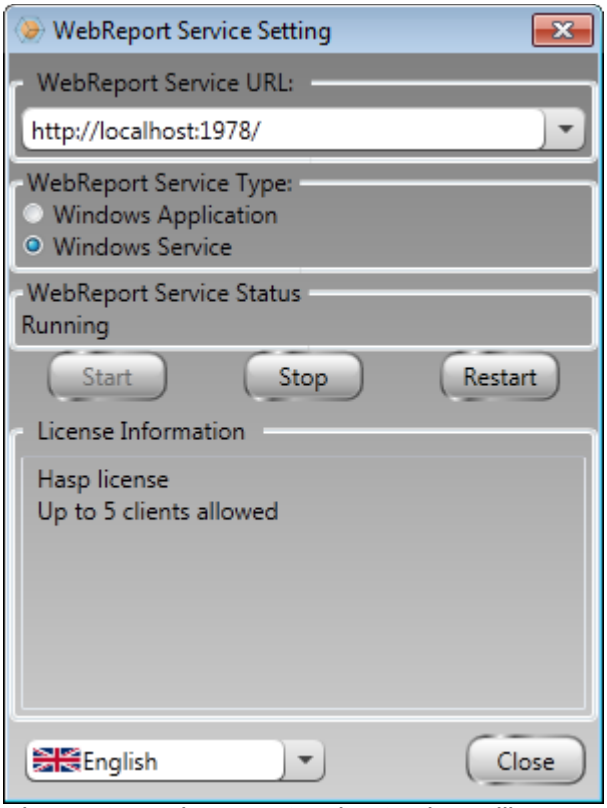


Figure 12 –WebReport Service Setting Utility

5. Choose one of these two options from the service type from the **WebReport Service Type** area of the utility:

   - **Windows Application** – This setting allows client machines to connect to the server machine only when the WebReporter application is running on the server machine.
   - **Windows Service** –It allows client machines to connect to the server machine as long as the server and the windows service are running. (This is the suggested setting.)

6. Click **Close**.

Step 2: Find the Server IP address

This step helps you find locate the unique IP address used by your server computer so that other computers can connect using this address.

1. Open a Command Prompt window: select **Start**, and then in the **Search programs and files** field, type **Cmd** and press ENTER. The Command Prompt window opens.
2. At the command prompt, type **ipconfig** and then press ENTER.
3. Locate your computer's IP address. This is your local IP address. Other computers on the same local area network can connect using this address (Figure 13).

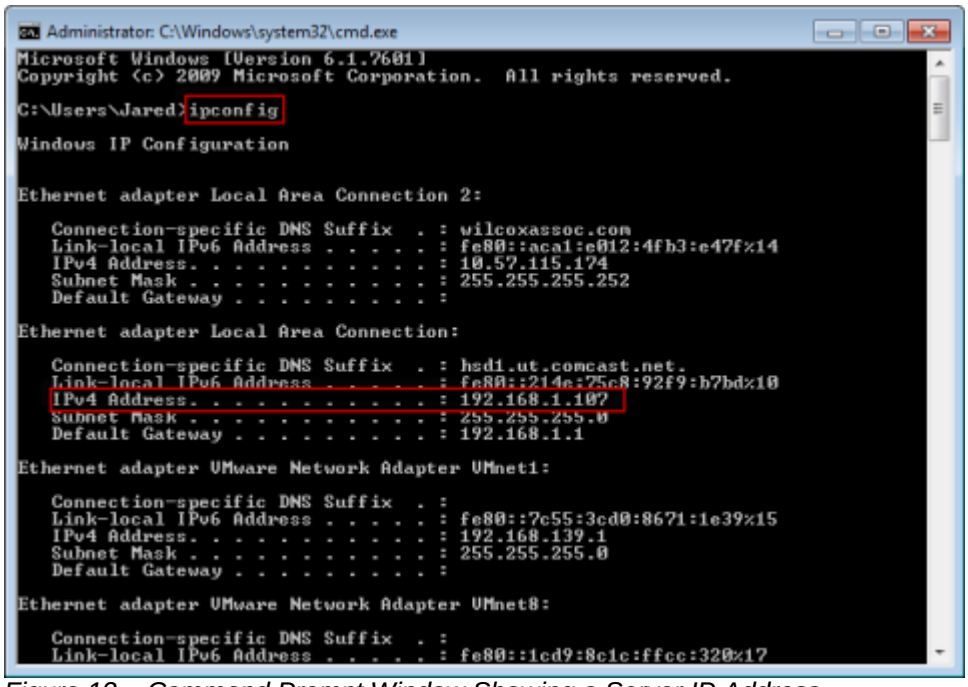


Figure 13 – Command Prompt Window Showing a Server IP Address

Make a note of the server's local IP address. In the above example image it is192.168.1.107. You will use it later in your browser to run the software.

Step 3: Test the Server

Use the server IP address you found in the above step, type it into your Internet browser's address field, and then press ENTER. If your server setup is functioning properly, a page appears showing IIS7 (Figure 14).

Figure 14 – A Functioning IIS7 Server

Step 4: Access the WebReporter Web Page

Use the IP address you found above and type it and the webreporter.htm page into Internet Explorer:

http://<ServerIPAddress>, where <ServerIPAddress> is your server's IP address.

For example, something like this:

Press ENTER.

Any time a new version is available on the server, the browser downloads the application to the client (Figure 15).

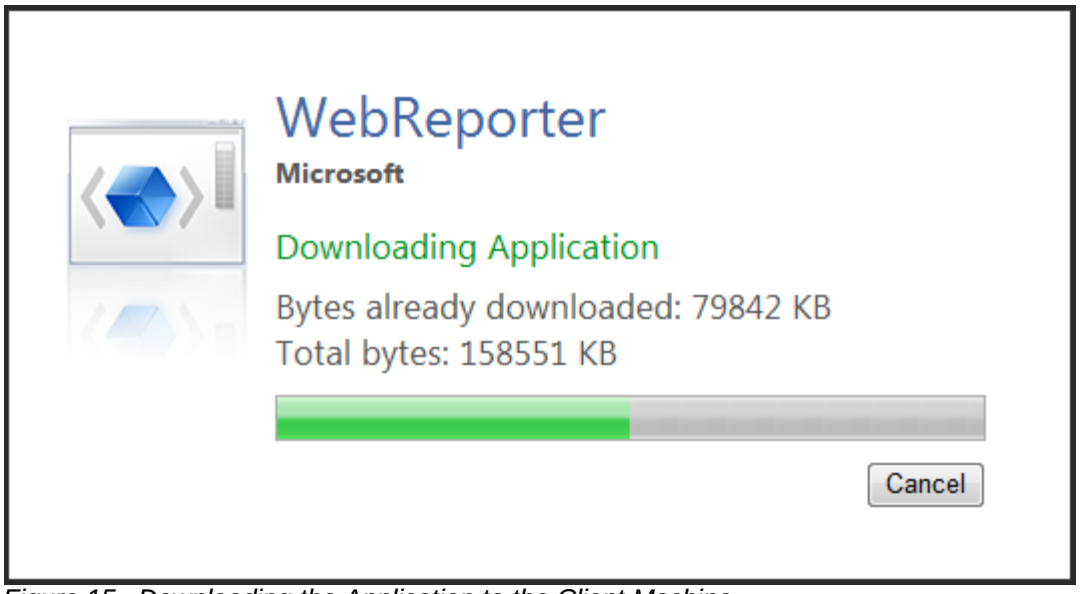


Figure 15 –Downloading the Application to the Client Machine

Once it finishes downloading, the software presents you with a login screen.

Step 5: Follow the Getting Started Guide

If you have problems connecting to the database, or if you are connected to the database but simply need to register or login for the first time, access the "Getting Started Guide" inside the Datapage+ help file:

1. Click the Help button in the top-right of the application window (Figure 16).

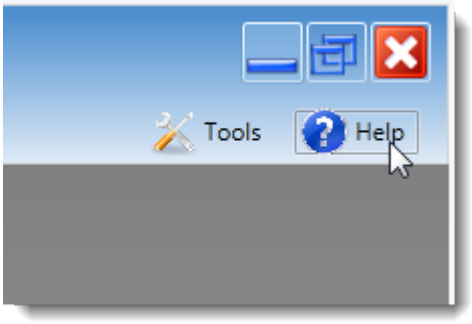


Figure 16 – Help Button

2. From the initial Welcome screen on the help file, click on the "Getting Started Guide" link (Figure 17).

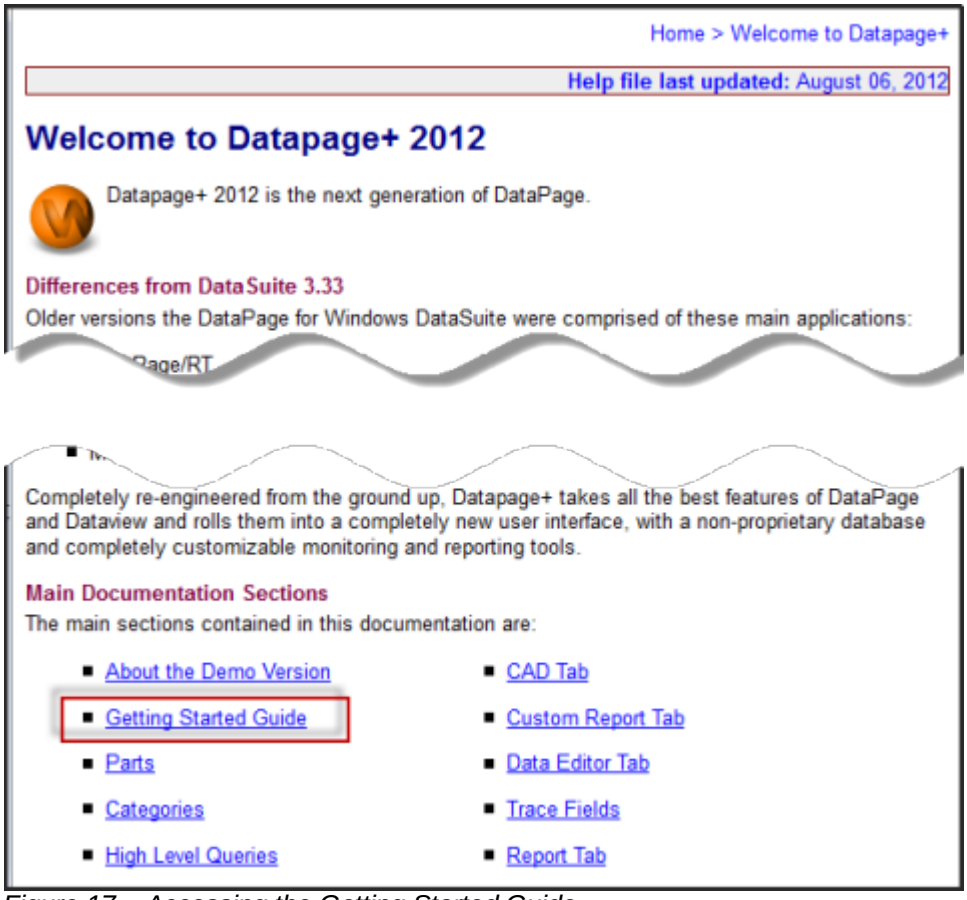


Figure 17 – Accessing the Getting Started Guide

The help file will open the Getting Started Guide. It contains information on the following useful topics for new users:

- Connecting to a Database
- Registering and Logging in
- Importing Existing Statistical Data

- Sending Data from PC-DMIS to DataPage+
- User Interface Overview
- Usage Overview

Note: WebReporter is a web-based version of DataPage+. Other than that, they are identical products; so same help file is used for both DataPage+ and WebReporter.

Troubleshooting

Overview

If you have problems getting WebReporter or any of the required software components to install or run properly, you may have conflicts from a previous version of Microsoft SQL Server 2005 Express, an internet options settings issue, or some other configuration issue.

The following topics cover fixes for common errors you may encounter when connecting to the WebReporter server and other useful procedures.

"An Error occurred in the application you were using" - "This application page has been disabled"

Problem: When you use Internet Explorer to open the WebReporter.html page, you get a message saying "an error occurred in the application you were using", and when you click **More Information**, it says "This application page has been disabled". (Figure 18)

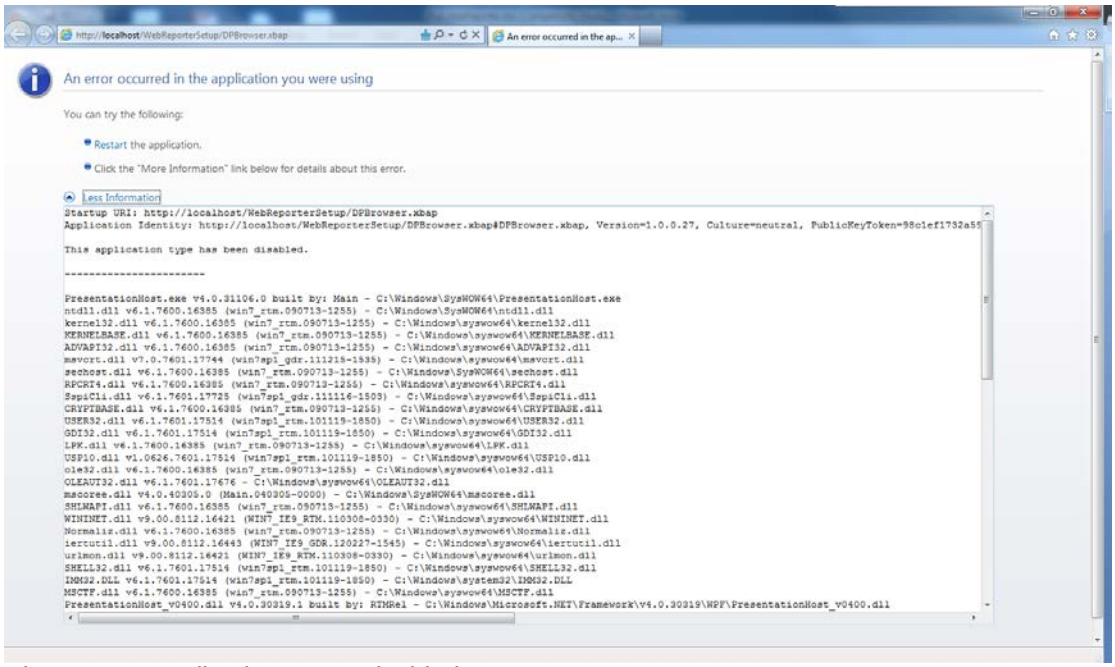


Figure 18 – Application Page Disabled

Solution: Change your browser's security settings by doing the following.

1. From IE 9's menu bar, access the **Internet options** menu item (Figure 19).

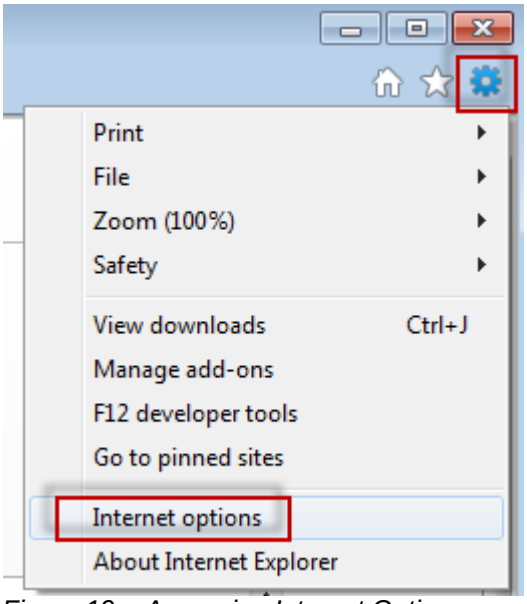


Figure 19 – Accessing Internet Options

2. The **Internet Options** dialog box appears.
3. From the **Security** tab, click the **Custom Level** button (Figure 20).

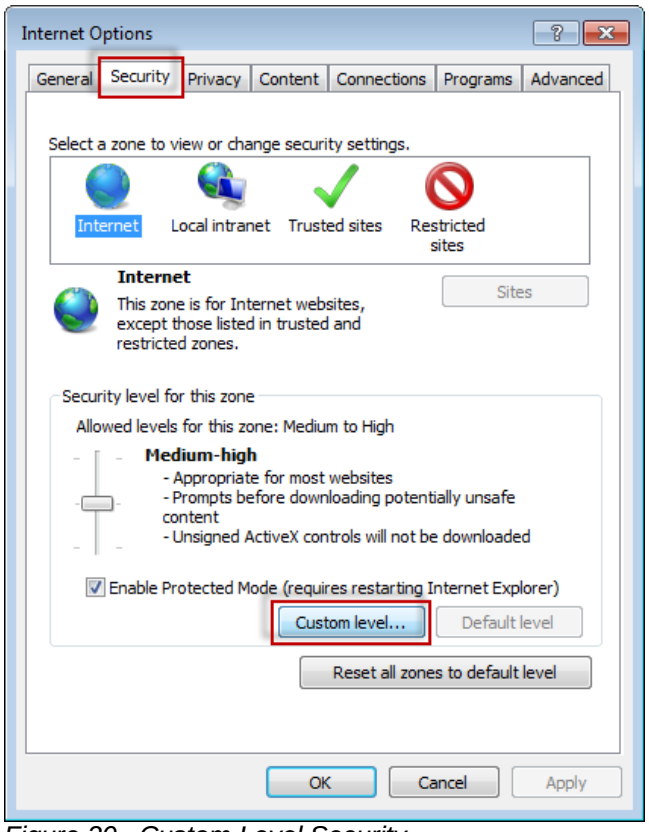


Figure 20 –Custom Level Security

4. The **Security Settings** – **Internet Zones** dialog box appears.

5. In the **Settings** list, under .NET Framework, set **Loose XAML** and **XAML browser applications** to **Enable** (Figure 21).

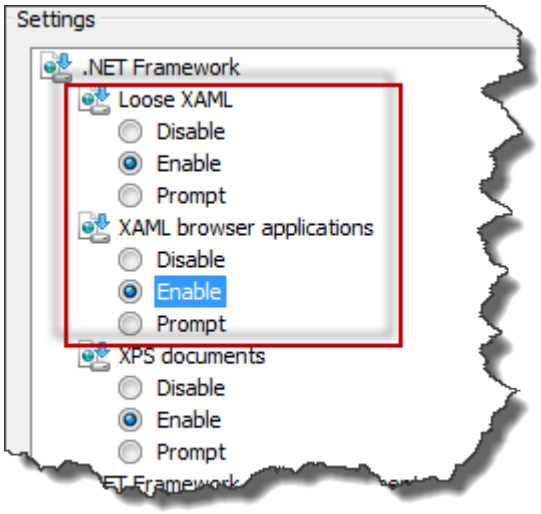


Figure 21 – Enable XAML Options

6. Click **OK**. The **Security Settings** dialog box closes.
7. Click **OK** on **Internet Options** dialog box. It closes as well.
8. Refresh the page.

"Trust Not Granted"

Problem: When you access the WebReporter.html page inside Internet Explorer, the page results in a "Trust Not Granted" error message (Figure 22).

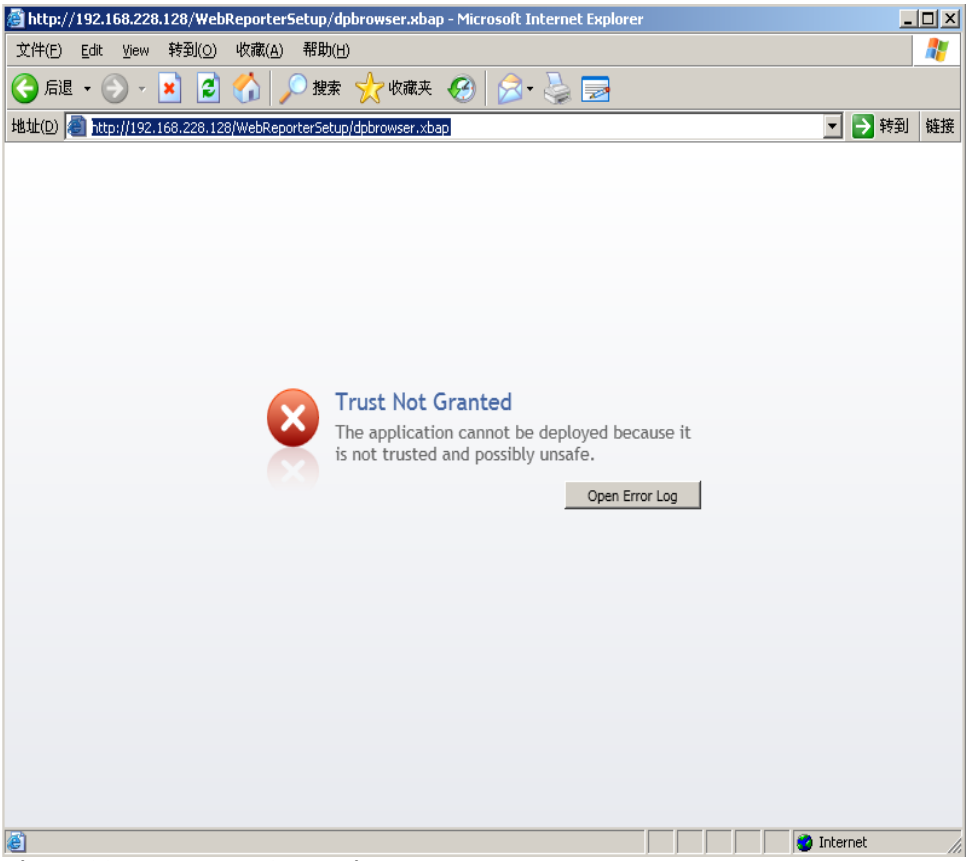


Figure 22 – Trust Not Granted Error

Solution: The solution is to download a certificate installer called, ci.exe, from your server and run it with administrator privileges. This installs the necessary certification onto your computer so that the application is then trusted.

1. Download the ci.exe file by typing the following into your browser address field:

   http://<ServerIPAddress>/ci.exe where <ServerIPAddress> is your server's IP address.

2. Click **Save** to save the ci.exe file to a directory of your choice.
3. Locate the file in the download location inside your file system.
4. Set the privilege level on the file to run it as an administrator by doing the following:

   - Right-click on ci.exe and choose **Properties**. The **Properties** dialog box for that file opens.
   - Click the **Compatibility** tab.
   - Under **Privilege Level**, mark **Run this program as an administrator** (Figure 23).

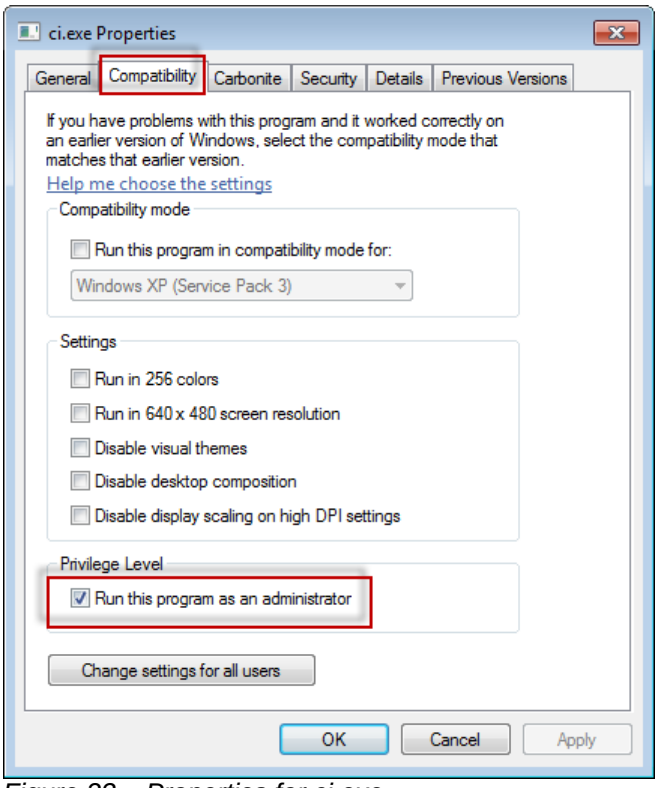


Figure 23 – Properties for ci.exe

5. Click **OK**.
6. Double-click on ci.exe to run it.
7. Click **OK** at the success message (Figure 24).

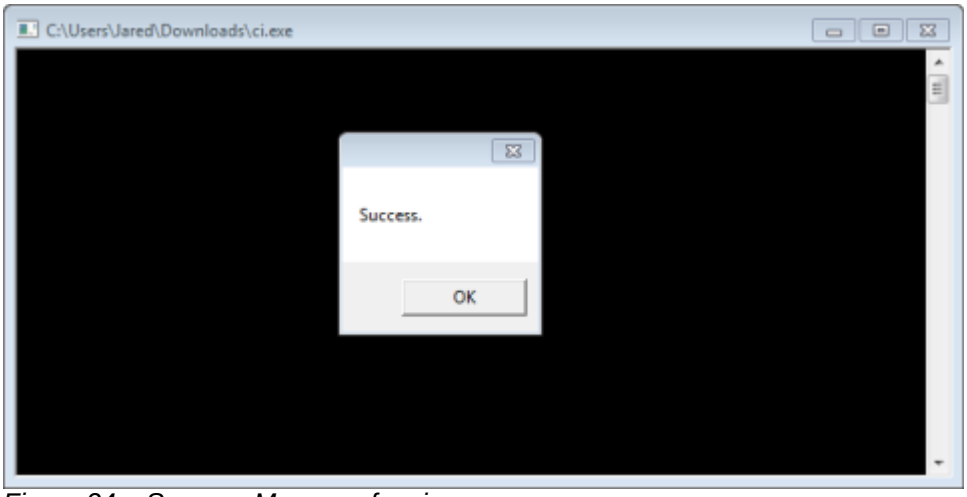


Figure 24 – Success Message for ci.exe

8. Refresh the web page.

"No Endpoint Listening" at HaspService

Problem: After connecting to the server using WebReporter.html, and after the software downloads, it attempts to run the software through the web page; instead of showing the WebReporter login screen, the page displays red text saying that "There was no endpoint listening" at the server URL (Figure 25).

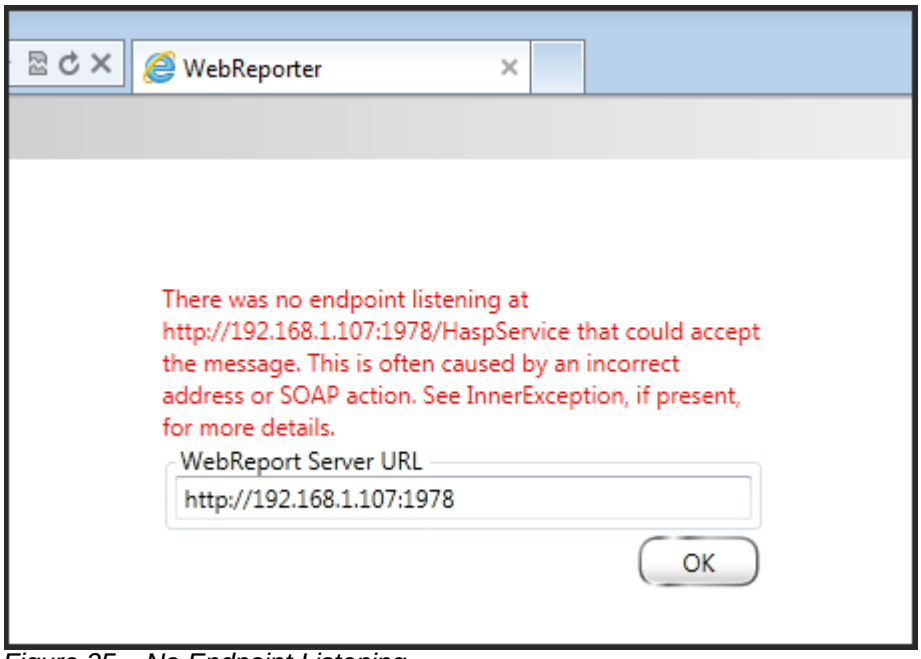


Figure 25 – No Endpoint Listening

This message occurs when the WebReportService is stopped or if the URL is incorrect.

Solution: If your **WebReport Service Type** is set to **Window Service** then ensure that the WebReport Service is running and that the URL used from the web page is correct.

1. Follow the instructions in "Step 1: Choose the WebReport Service Type" on page 15 to open the **WebReporter Service** utility.
2. Check the **WebReport Service Status** (indicated as "B" in Figure 26 below). If it is not running, click **Start**.
3. Ensure that the URL in the **WebReport Server URL** box on the web page matches the **WebReport Service URL** box (indicated as "A" in Figure 26 below).

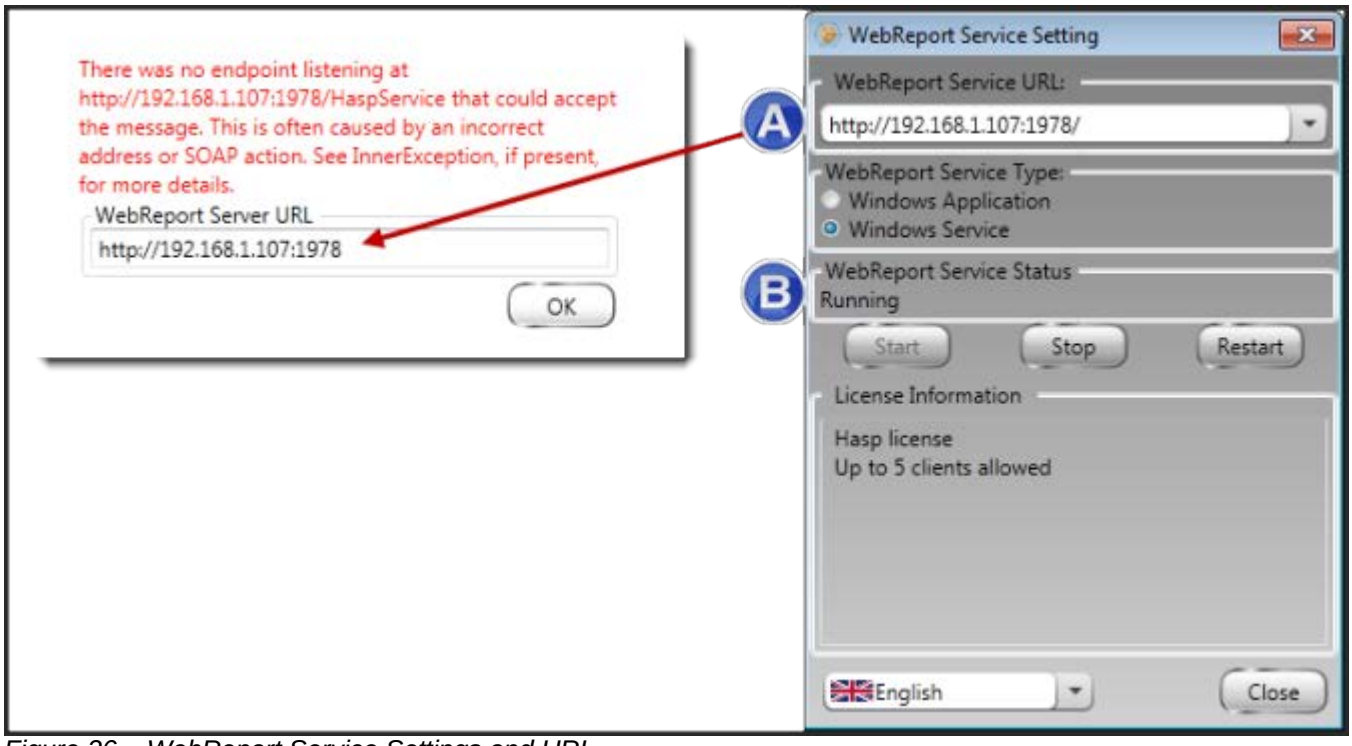


Figure 26 – WebReport Service Settings and URL

4. Click **OK** on the web page to try again.

"An Error occurred in the application you were using" – "The security configuration…is incompatible…"

Problem: When you use Internet Explorer to open the WebReporter.html page, you get a message saying "an error occurred in the application you were using", and when you click **More Information**, it says, "The security configuration of this computer is incompatible with certain features used by this application" (Figure 27).

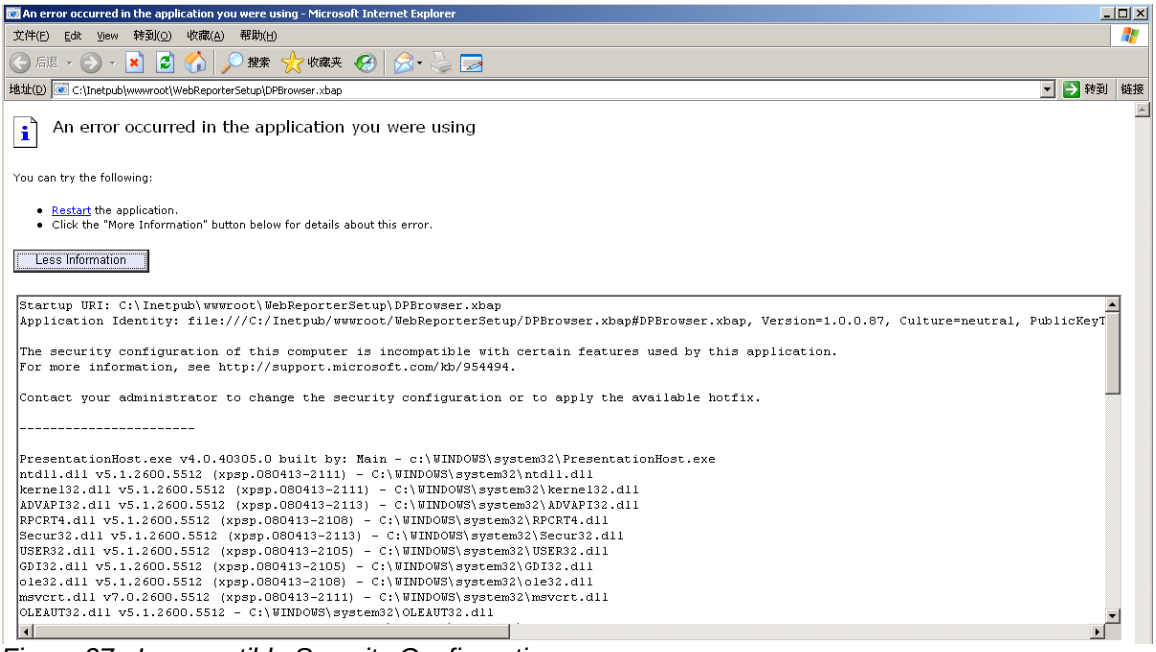


Figure 27 –Incompatible Security Configuration

Solution: Change your computer's Local Policy Security options. You can only do this with a non-home version of Windows, such as Business, Pro, or Ultimate.

1. Access the Control Panel.
2. Select **Administrative Tools**.
3. Double-click **Local Security Policy**.
4. In the left pane of the **Local Security Settings** dialog box, expand **Local Policies**, and then click **Security Options** (Figure 28).

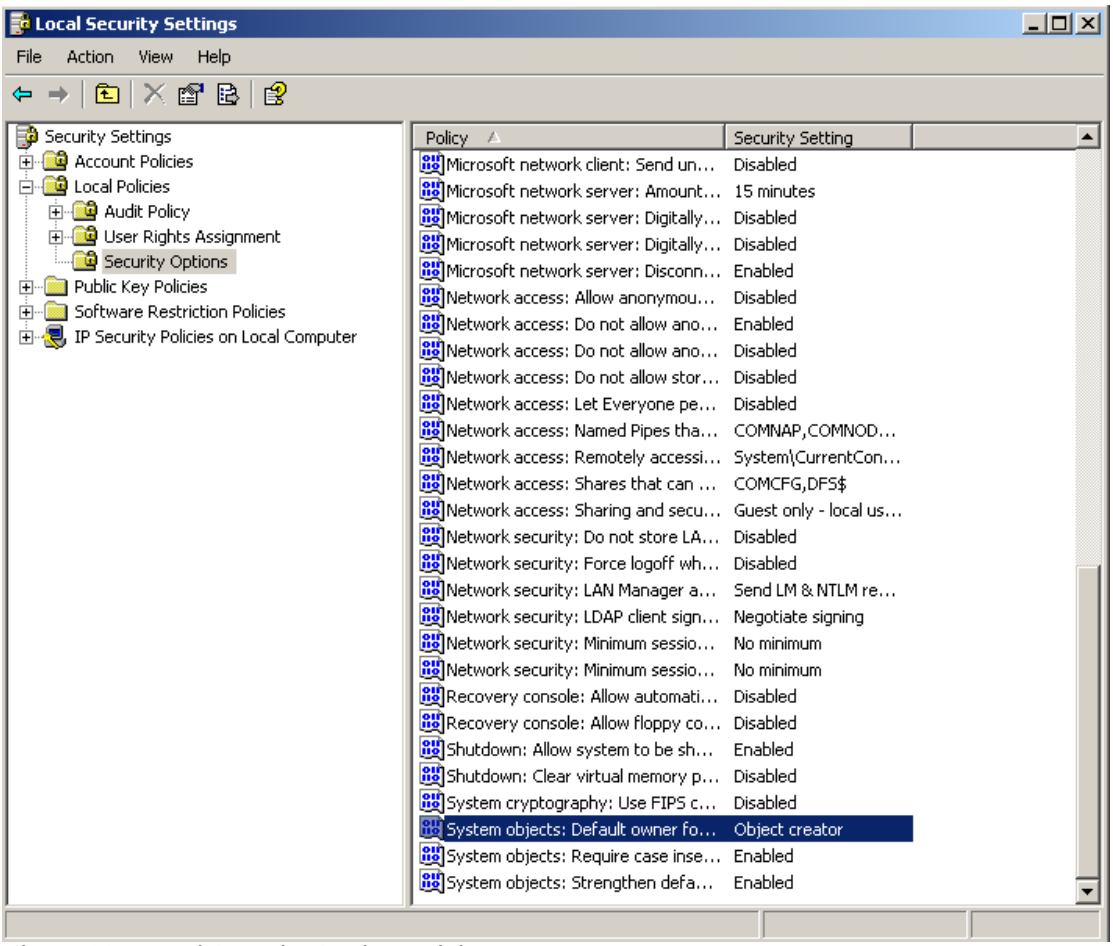


Figure 28 –Local Security Settings Dialog Box

5. In the right pane of the **Local Security Settings** dialog box, double-click **System objects: Default owner for objects created by members of the Administrators group**.
6. The **Systems Objects** dialog box opens.
7. From the drop-down list, select **Object creator** (Figure 29)

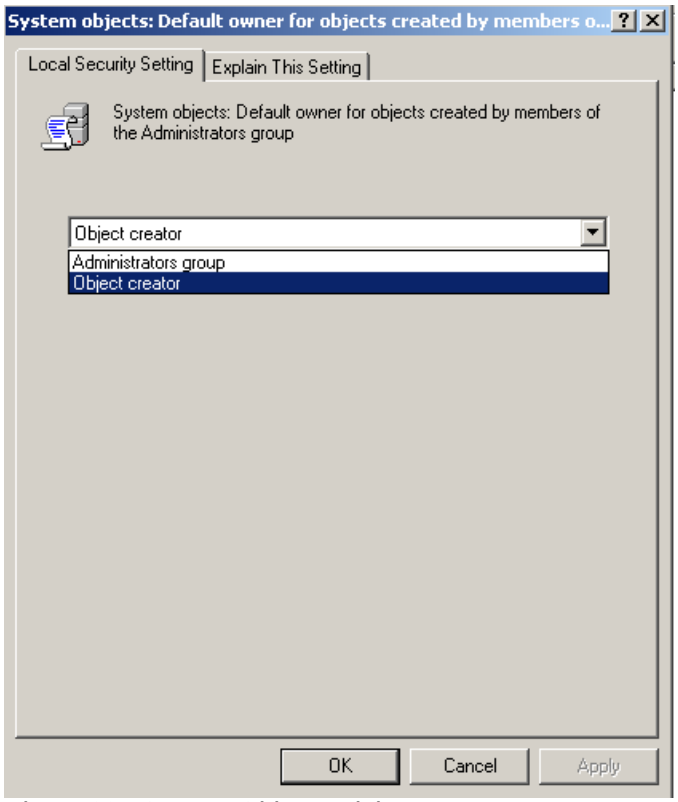


Figure 29 –System Objects Dialog Box

8. Click **OK**.

"Web Page Not Found" or "404"

Problem: Attempting to connect to the server gives a "Web Page Not Found" or "404" error.

Solution: Be sure to restart your computer after finishing the directions in "Installing the WebReporter Software" chapter.

Alternately, it could be that your version does not contain the desired page or file or that your address is mistyped. Check to ensure you've typed the correct address. If you're sure you have the right address, you may need to download and install a later version.

"Application Deployment Error"

Problem: When you access the WebReporter.html web page inside your browser, the page results in the "Application Deployment" error message (Figure 30).

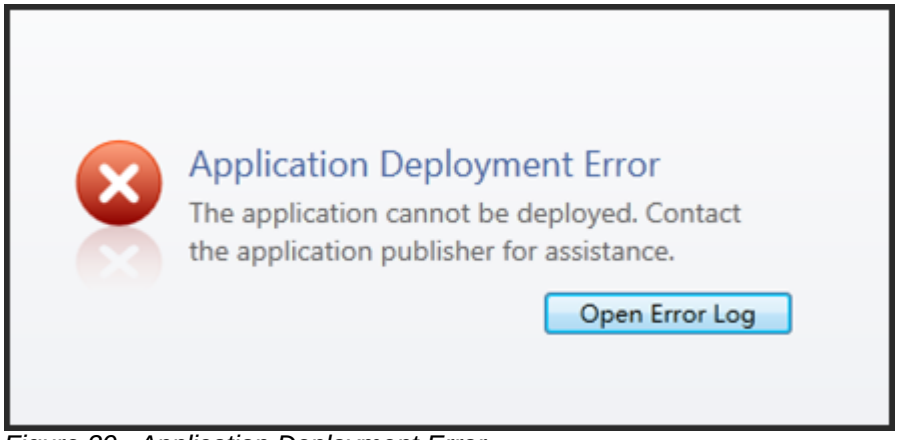


Figure 30 –Application Deployment Error

Solution: The solution is to clean the online application cache. This forces the client to download the application again the next time you refresh the WebReporter.html web page. There are two ways to clean the cache.

Method 1: Use the Command Prompt

1. Close your browser.
2. Open a Command Prompt window by selecting **Start**, and then in the **Search programs and files** field, typing **Cmd** and press ENTER. The Command Prompt window opens.
3. At the command prompt, type **rundll32 %windir%\system32\dfshim.dll CleanOnlineAppCache** and then press ENTER (Figure 31).

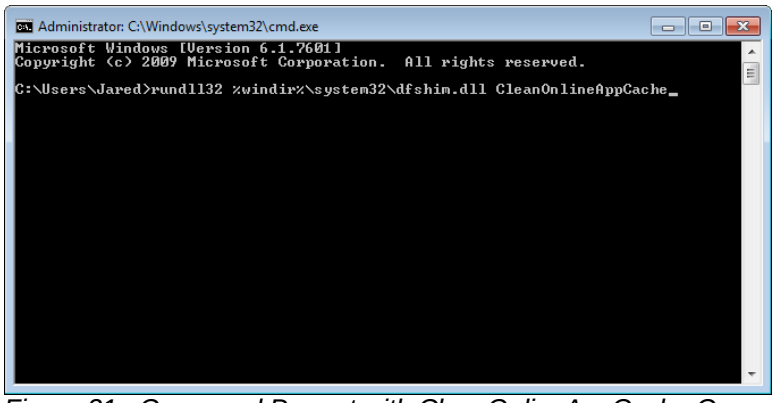


Figure 31 –Command Prompt with CleanOnlineAppCache Command

4. Restart your browser.
5. Access the http://<ServerIPAddress>/webreporter.html page again, where <ServerIPAddress> is your server's IP address.

Method 2: Run the Clean.vbs Script

1. In your browser, download the clean.vbs file on the server by typing the following into your browser's address field:
   http://<ServerIPAddress>/clean.vbs where <ServerIPAddress> is your server's IP address.
2. Click **Save** to save the clean.vbs to a directory of your choice.
3. Locate the downloaded file in your file system.

4. Double-click on clean.vbs to run it. The script runs and cleans your cache. You'll see a message informing you that the temporary files have been removed (Figure 32).

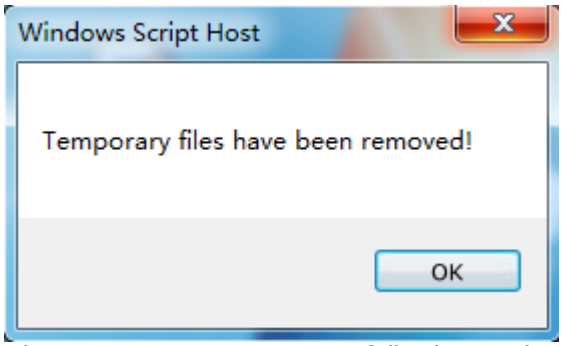


Figure 32 –Success Message following Cache Cleaning

5. Click OK.

Frequently Asked Questions (FAQ)

Overview

This chapter provides answers to frequently asked questions.

Can I use a browser other than Internet Explorer?

If you want to use a different browser, it must be able to run Internet Explorer as a plug-in or add-on, such as the "IE Tab Plus" extension in Firefox, and it must be able to work with .xbap files.

The following instructions explain how to do this in Firefox. Other browsers with their own IE extensions may also work.

Note: Before doing this procedure, ensure that you have been through the main chapters of this guide, and have verified that WebReporter works with the actual Internet Explorer browser.

Installing and Configuring the "IE Tab Plus" Add-On in Firefox

This procedure is optional and is only needed if you want to run WebReporter inside of the Firefox browser.

Step 1 - Install the "IE Tab Plus" add-on

1. Launch Firefox.
2. Go to http://www.ietabplus.com/.
3. Click the **Add to Firefox** link at the top-right of that page.
4. Restart Firefox.

Step 2 - Enable xbap files in your filter (Figure 33).

1. From the **Firefox** menu click **Add-ons** to open the **Add-ons Manager**.
2. Select **IE Tab Plus**.
3. Click **Options**.
4. The **IE Tab – Options** dialog box appears.
5. Click the **Site Filter** tab.
6. In the **URL** box at the bottom, type the following:

   /\.xbap$/

7. Click **Add**.
8. Click **Apply** and then **OK**.

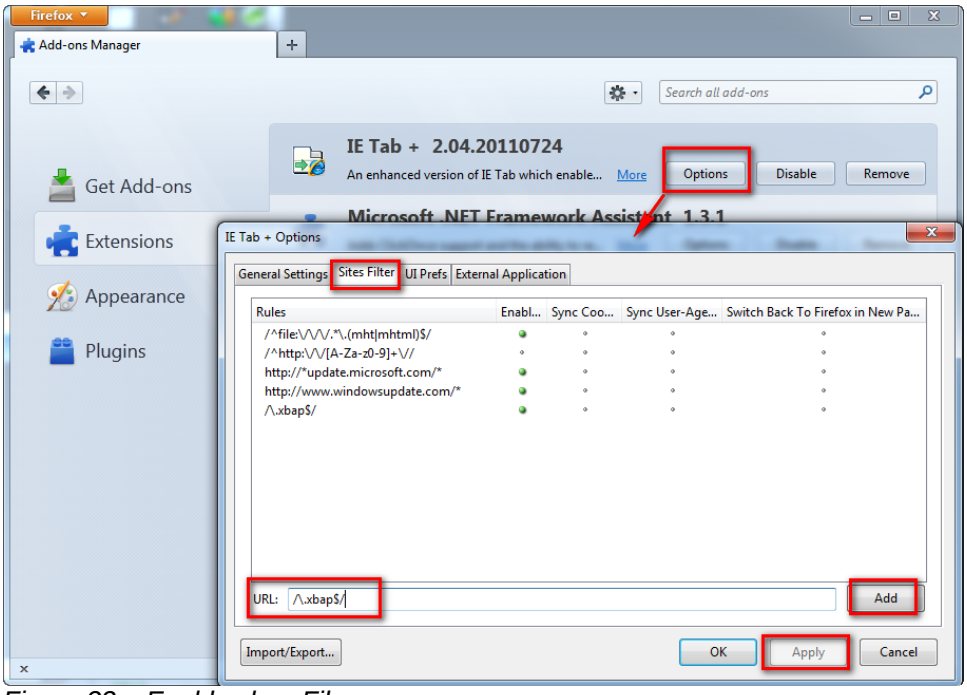


Figure 33 – Enable xbap Files

Running WebReporter in the "IE Tab Plus" Add-On

1. In Firefox, click the icon located at the bottom-right of your browser page to render pages using Internet Explorer.
2. Next, you *must navigate to the complete address with the .xbap extension*. For example, **http://<YourServerIP>/webreportersetup/dpbrowser.xbap/** where <YourServerIP> is your server's IP address (Figure 34).

Figure 34 – Full Address to dpbrowser.xbap

3. The page connects to the server and then downloads and runs the WebReporter application.