

## Installing IIS and the Web Reporting Option

*This application note describes how to install Microsoft's Internet Information Server (IIS) and the ProHelp® EPM Web Reporting option. For additional information, refer to the Microsoft documentation that came with your ProHelp® EPM system.*

### Pre-Installation

- Service Pack 3. Before installing Option Pack 4, the server must be upgraded to at least Service Pack 3. Service Pack 3 is provided on the same CD as Option Pack 4.

If the Windows NT Server is already using a Service Pack greater than 3, the Option Pack installation will issue a warning that Option Pack 4 is untested on the given Service Pack. This warning can be ignored.

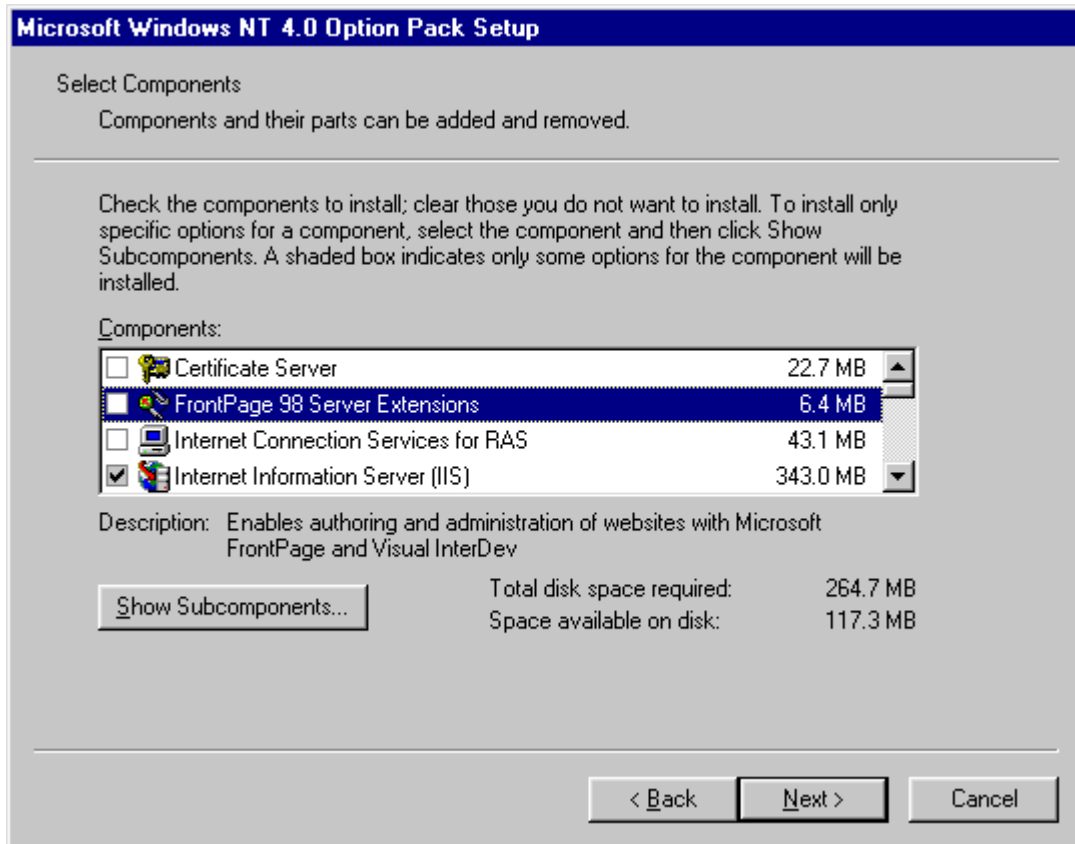
- Internet Explorer 4.01. Before installing Option Pack 4, the server must have a copy of Internet Explorer 4.01 or greater. Internet Explorer 4.01 is provided on the same CD as Option Pack 4.
- Reboot. If necessary, reboot the computer after loading Service Pack 3 or Internet Explorer 4.01.
- Stop Services. Stop the **Mattec MIU Service** and **IMAC Poller Service** and temporarily set the **startup Type** for both to **Manual**. This will prevent the services from restarting automatically after any reboots.

### Install Option Pack 4

Option Pack 4 contains many applications. Only a small subset of these applications is required to support the ProHelp® EPM Web Reporting option. Therefore, it will be necessary to choose the **Custom** Install option.

1. Insert the Option Pack 4 CD.
2. Select the **Install** option.
3. Select to **Install Windows NT 4.0 Option Pack**. Follow the onscreen prompts as required.
4. If the installation warns you that Option Pack 4 hasn't been tested on the installed Service Pack, ignore this warning.
5. Follow the onscreen prompts as required, then select to perform a **Custom** install.

The Microsoft Windows NT 4.0 Option Pack Setup screen will be displayed:



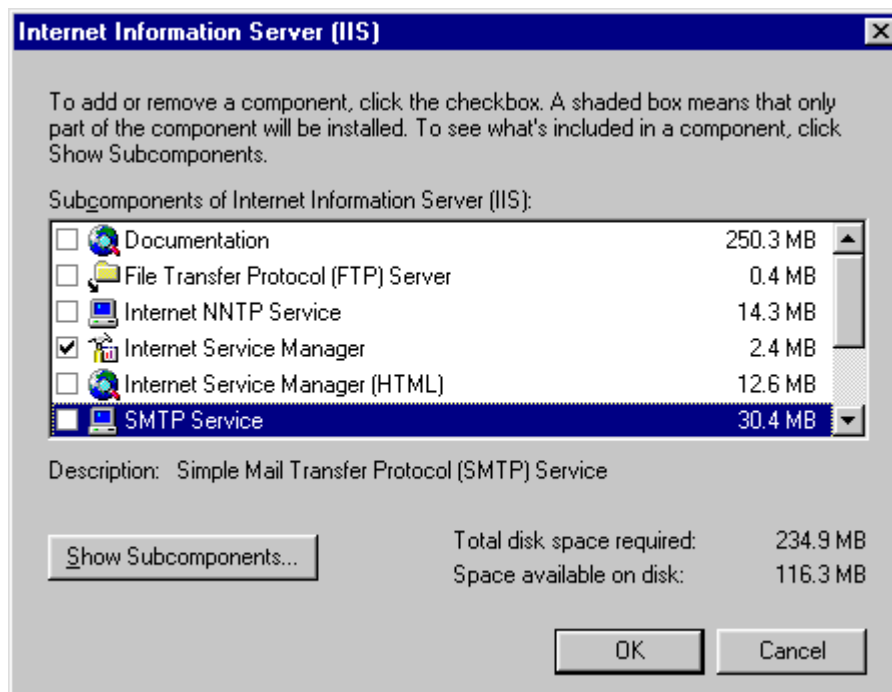
Turn options on or off as described below:

Option	Status
Certificate Server	Off.
FrontPage 98 Server Extensions	Off.
Internet Connection Services for RAS	Off.
Internet Information Server (IIS)	See below.
Microsoft Data Access Components 1.5	See below.
Microsoft Index Server	Off.
Microsoft Management Console	On. Install this option.
Microsoft Message Queue	Off.
Microsoft Script Debugger	Off.
Microsoft Site Server Express 2.0	Off.
NT Option Pack Common Files	On. Install this option.
Transaction Server	See below.
Visual InterDev RAD Remote Deployment Support	Off.
Windows Scripting Host	On. Install this option.

The following options have subcomponents that need to be turned on or off. As a result, these options should show as a gray check mark once configured properly.

- Internet Information Server (IIS)
- Microsoft Data Access Components 1.5
- Transaction Server

To select subcomponents for the **Internet Information Server (IIS)** option, click on the component and press the **Show Subcomponents** buttons. The following will be displayed:

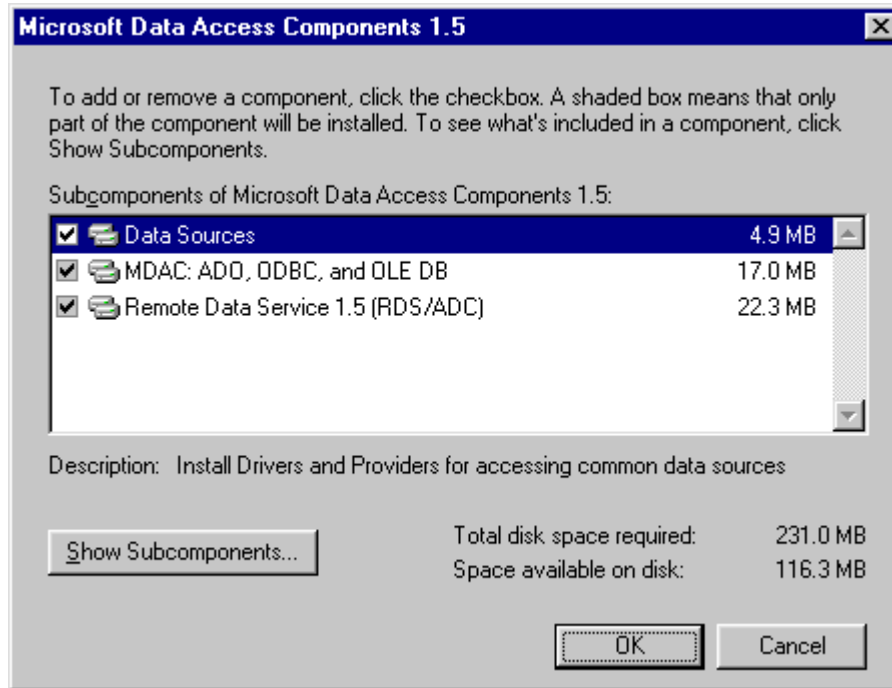


Turn options on or off as described below:

Internet Information Server Option	Status
Documentation	Off.
File Transfer Protocol (FTP) Server	Off.
Internet NNTP Service	Off.
Internet Service Manager	On. Install this option.
Internet Service Manager (HTML)	Off.
SMTP Service	Off.
World Wide Web Sample Site	Off.
World Wide Web Server	On. Install this option.

Press **OK** to save your changes.

To select subcomponents for the **Microsoft Data Access Components 1.5** option, click on the component and press the **show subcomponents** buttons. The following will be displayed:

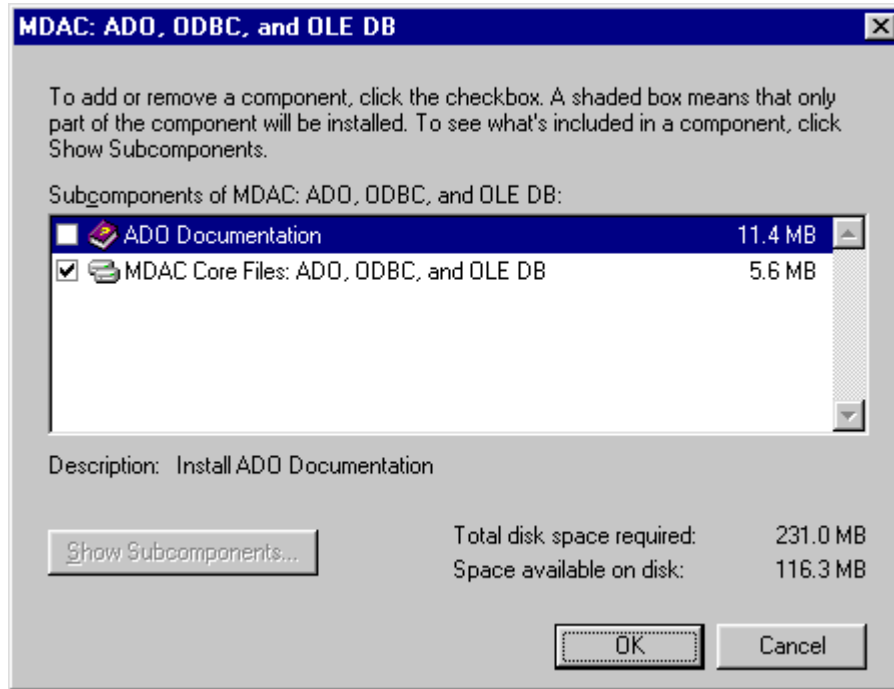


Turn options on or off as described below:

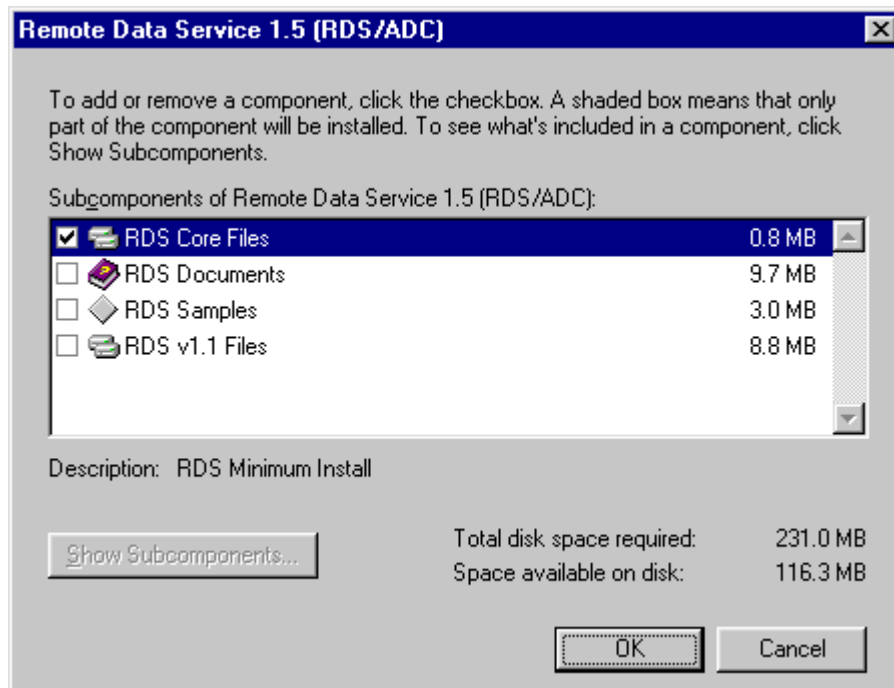
Microsoft Data Access Components 1.5 Option	Status
Data Sources	On. Install this option.
MDAC: ADO, ODBC, and OLE DB	See below.
Remote Data Service 1.5 (RDS/ADC)	See below.

Note that MDAC... and Remote Data Service... have subcomponents that need to be turned on or off as described below.

To select subcomponents for the **MDAC: ADO, ODBC, and OLE DB** option click on the component and press the **Show Subcomponents** buttons. Configure the options as shown below then press **OK** to save your changes.

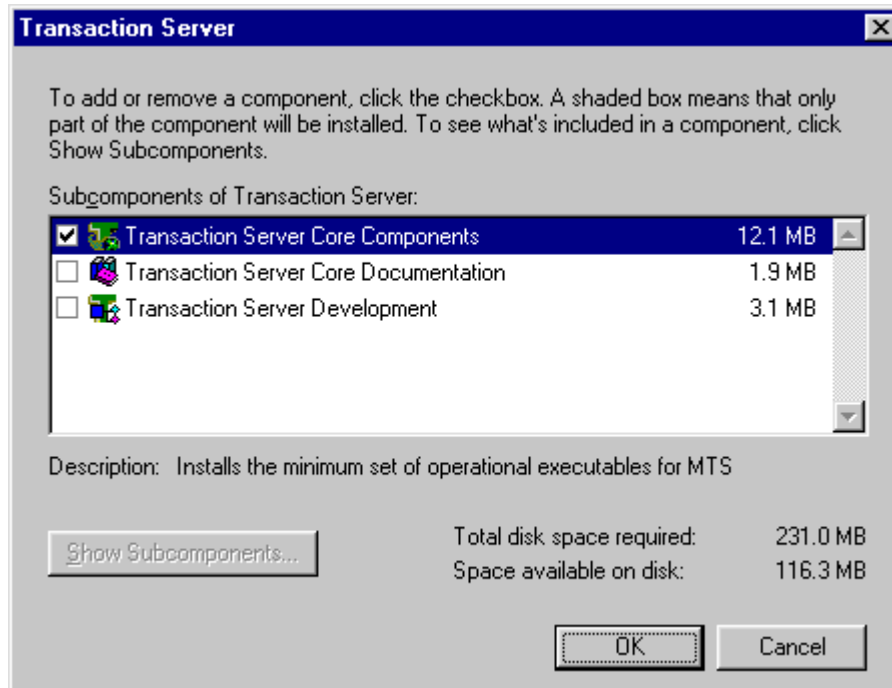


To select subcomponents for the **Remote Data Service 1.5 (RDS/ADC)** option, click on the component and press the **Show Subcomponents** buttons. Configure the options as shown below:



Press **OK** to save your changes. Press **OK** again to save your changes for the **Microsoft Data Access Components 1.5** option.

To select subcomponents for the **Transaction Server** option, click on the component and press the **show subcomponents** buttons. Configure the options as shown below:



Press **OK** to save your changes.

6. Continue with the Option Pack installation. There should be no need to change any of the default settings throughout the rest of the installation. Complete the rest of the installation in accordance with the directions that appear on the screen. If prompted, select to reboot the computer once the installation is complete.

### **Post-Installation**

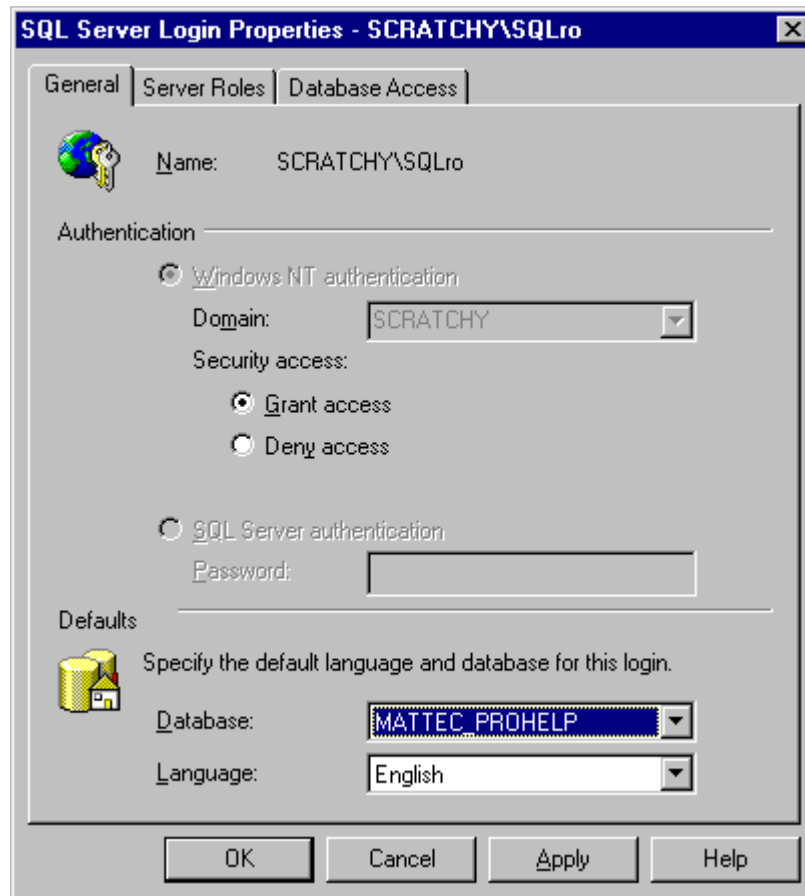
- **Service Pack 5.** After installing Option Pack 4, it is very important that Service Pack 5 or greater is installed on the server. No matter what Service Pack was installed before the installation, **THE LATEST SERVICE PACK MUST BE INSTALLED OR REINSTALLED** after installing any component from Option Pack 4. If prompted, select to reboot the computer once the installation is complete.

### SQL Server Permissions

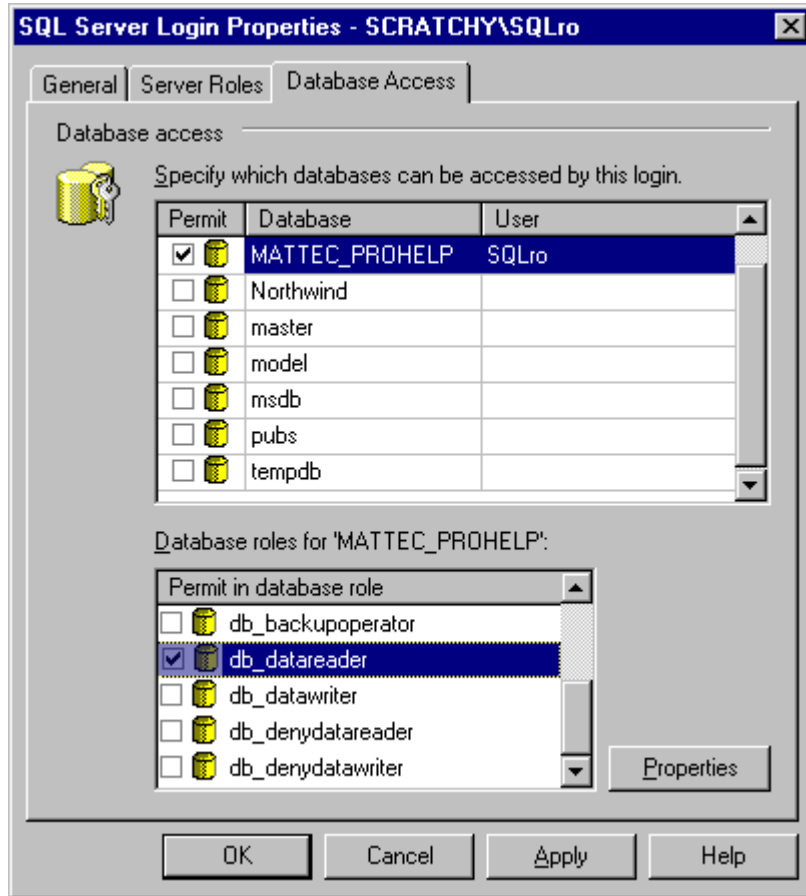
It is necessary to assign the appropriate permissions to the `SQLro` group and to make the IIS Web Application Manager a member of this group.

To modify permissions for the `SQLro` group, follow these steps:

- Log in to the computer as **Administrator**.
- Execute the **SQL Server Enterprise Manager**. To do this, click on the **Start Menu**, select **Programs**, select **Microsoft SQL Server 7.0**, and select **Enterprise Manager**.
- Navigate to the appropriate server in the **SQL Server Group**.
- Select the **security** folder and press **Logins**.
- Right click in the white area and select **New Login**. Add a login for the group `SQLro`.



- Select the **Database Access** tab.
- Grant **public** and **db\_datareader** access for the **MATTEC\_PROHELP** database.



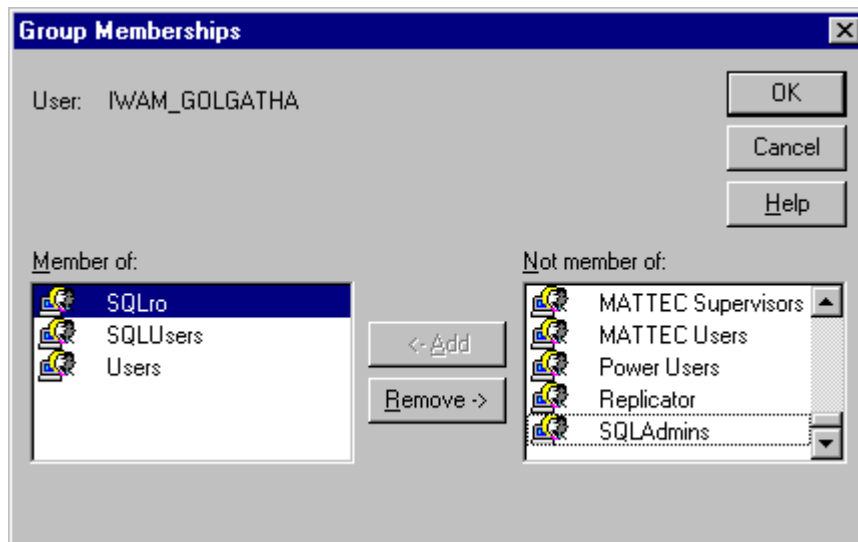
Do not grant **db\_datawriter** access for this user.

- Press **OK** to save your changes.

### User Manager Permissions

To make the IIS Web Application Manager a member of the **SQLro** group, follow these steps:

- Start the Windows NT **User Manager**. To do this, click on the **Start Menu**, select **Programs**, select **Administrative Tools (Common)**, and select **User Manager for Domains**.
- Highlight the user **IWAM\_machinename**, where *machinename* is the name of the ProHelp® EPM server.
- Press the **User** menu and select **Properties**.
- Press the **Groups** icon.
- Add the group **SQLro** for this user.



- Press **OK** to save your changes.
- Press **OK** to close the **User Properties** window.
- Click on the **User** menu and select **Exit** to exit the **User Manager**.

### **Install Mattec's Web Reporting Option**

The Web Reporting option is an optional feature for ProHelp® EPM. You must purchase this option from Mattec before you can install it. To install the Web Reporting option, follow these steps:

1. Insert the ProHelp® EPM Web Reporting CD.
2. Double-click on the **Setup.exe** icon.
3. Specify the **ProHelp EPM Web Server User Password**. This password is used internally and is not seen by users.
4. Follow the onscreen prompts as required.
5. When the **Crystal Reports Server Configuration** screen is displayed, press **OK**. Do not change any of the settings that are specified.

### **Re-Enable Services**

- **Start Services.** Remember to re-enable the **Mattec MIU Service** and/or **IMAC Poller Service** and set the **Startup Type** to **Automatic**. This will allow the services to restart automatically after any reboots.
- **Reboot.** After installation, it is a good idea to reboot the system to ensure that all of your changes have taken effect.