Add-On Products
WebTeam Central

Installation Guide

Version: 1.5

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CHAPTER 1.
Introduction

The Installation and Setup Guide is intended for IT administrator and describes how to install and set up WebTeam Central. It consists of the following chapters:

- Introduction
- WebTeam Central Installation
- Post-Installation Setup
- Appendixes

The **Introduction** chapter gives an overview of WebTeam Central's purpose and integral parts.

The **WebTeam Central Installation** chapter guides you through the process of installing WebTeam Central.

The **Post-Installation Setup** describes WebTeam Central setup after it has been installed.

The **Appendixes** provide you with additional and optional information related to WebTeam Central.

In this chapter:

- WebTeam Central Overview
- Terminology List

WebTeam Central Overview

WebTeam Central (via RealTime Service) collects and disseminates appointments from mailboxes managed by Exchange Server and gives companies and users the ability to collaborate regardless of the whereabouts of the individual user. These features are utilized through an Internet connection and a browser.

WebTeam Central Database is a database used by RealTime Service to store synchronized data from an Exchange server for use of WebTeam Central system.

WebTeam Central Web application is a Web application used by WebTeam Central users to create, view and edit items synchronized from the Exchange server to WebTeam Central database.

To synchronize data from the Exchange server and Active Directory to the WebTeam Central Database, RealTime Service must be installed. For more information on RTS and its components, refer to **RealTime Service Installation and Setup Guide.**

Terminology List

This section provides the list of terms, acronyms and abbreviations most frequently used in this document.

Term	Definition
Internet Information Services (IIS)	A Web server with integrated, reliable, scalable, secure, and manageable capabilities available over an intranet, the Internet, or an extranet, and is a tool for creating a strong communications platform of dynamic network applications.
Microsoft Exchange Server	A messaging platform that provides e-mail, scheduling, online forms, and tools for custom collaboration and messaging-service applications.
Microsoft SQL Server	A database management system that supports Structured Query Language (SQL).
Microsoft .NET Framework	A set of Microsoft software technologies for connecting information, people, systems, and devices. It enables a high level of software integration through the use of Web services – small, discrete, building-block applications that connect to each other as well as to other, larger applications over the internet.
RealTime Service	A Window service used for the event-based and interval-based synchronization of Exchange items to one of the destination stores: WebTeam Central, WebTeam Global, Public Folders and Exchange Central.
RealTime Manager	An administrative program for managing the Configuration Database.
WebTeam Central	A solution that gathers appointments from Outlook calendars and gives companies and users the ability to collaborate regardless of the whereabouts of the individual user.
WebTeam Central Web application	Web application used by WebTeam Central users to view and edit items synchronized from the Exchange server to WebTeam Central
Web application	A distributed application based around the Web, created with ASP.NET and hosted on Microsoft ISS

Table 1. Definitions, Acronyms and Abbreviations

CHAPTER 2.
WebTeam Central Installation

This chapter describes how to install WebTeam Central step by step.

In this chapter:

- Installation Overview
- System Requirements
- Security Recommendations
- Installing Prerequisite Software
- Installing WebTeam Central
- Removing WebTeam Central

Installation Overview

Before you start installing WebTeam Central, it is important that you understand the basic elements involved in the installation process. The installation can be viewed as a six-stage process with each stage involving a number of steps. The diagram below illustrates all of the stages and the different steps involved at each stage. We recommend that you follow the installation sequence shown in the diagram.
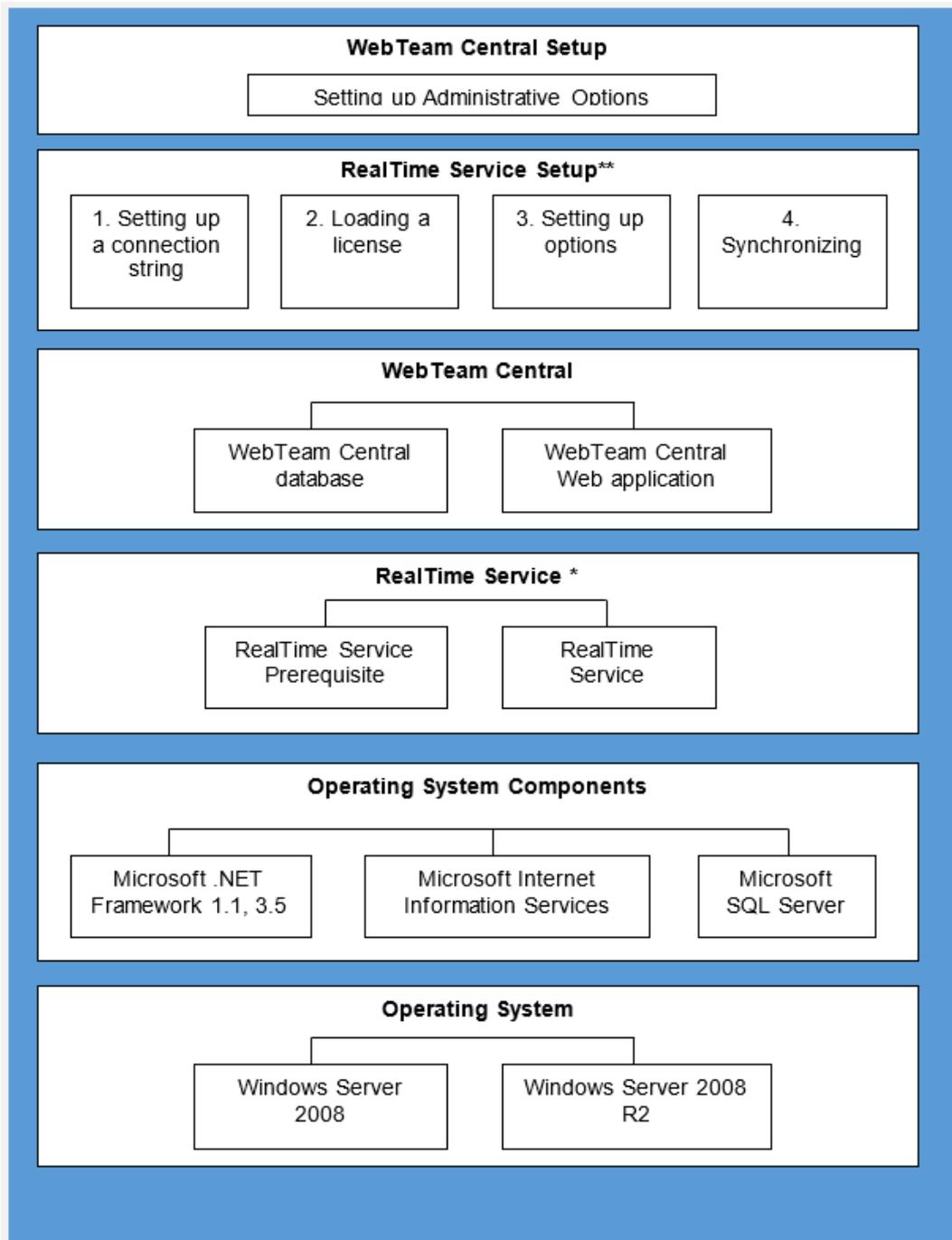
Figure 1.   WebTeam Central installation sequence

* For more information on RTS prerequisites and components, see RTS documentation
** For more information on RTS setup, see RTS documentation

Deployment Options

WebTeam Central components can be installed to a number of servers. The choice of components distribution depends on available resources of your local network.

Please consider the following examples of deploying WebTeam Central components:

- Installation with maximum use of servers
- Installation with minimum use of servers
- Installation with recommended as optimal

Installation with maximum use of servers

Installation with maximum use of servers presupposes that each component is installed on a separate server.

Server 1

WebTeam Central Database is a database used by RealTime Service to store synchronized data from an Exchange Server for use of WebTeam Central.

Server 2

WebTeam Central Web application is a Web application used by WebTeam Central users to create, view and edit items synchronized from the Exchange server to WebTeam Central database.

Minimum installation

All components are installed on one server.

Recommended installation

We recommend end users that some components are deployed on two severs to get a relatively simple and easy maintenance and support.

Server 1

WebTeam Central Database (the same server as RealTime Service Configuration Database).

Server 2

WebTeam Central Web application (in the same server where IIS is installed).

NOTE: For any installation and setting details related to RealTime Service, please refer to *RTS Installation Guide* and *RTS User Guide.*

System Requirements

Go to **System Requirements** page in Add-On Products website to have an overview of System requirements for WebTeam Central.

(Go to www.add-on.com → Support → Knowledgebase → WebTeam Central, select the "System requirements for WebTeam Central" article.

Security Recommendations

WebTeam Central security is based on using proper accounts with proper permissions for WebTeam Central components to access certain resources wfithin the local area network.

NOTE It is required that the installation be performed under an account with the administrative rights on the target computer.

To maintain the security of WebTeam Central, please follow the recommendations for security below.

WebTeam Central Web Application

- WebTeam Central Web Application requires read and write permissions on the configuration files.

- You must use the Web application administrator's credentials to log in to the Administrative Options page.

- By default the anonymous authentication and authorization method is used on Microsoft Internet Information Services server for Web application users.

  To enable user authorization, you must set up the authentication and authorization method on IIS for the Web application.

  If the anonymous access is switched off, all users who have not been authorized will be denied access to the system.

For more information on setting up the authentication and authorization method on IIS, please refer to Appendix B: Setting Up Authentication Method for the Web Application on IIS.

Security Recommendation for RealTime Service

If you have installed RealTime Service, please refer to the ***RealTime Service Installation Guide*** for more information about RealTime Service security recommendations.

Installing Prerequisite Software

WebTeam Central can run on the following operating systems: Windows Server 2008 32 bit and 64 bit versions, Windows Server 2008 R2. You will also need to install other Windows components.

Installing Microsoft .NET Framework

Microsoft .NET Framework 4.5.1 is a .NET Framework redistributable package which you must install to run WebTeam Service.

If you do not have the .NET Framework installed or you have an incorrect version, the installer will stop the installation and will display an error message.

Microsoft .NET Framework 4.5.1 Package is available here.

> **NOTE**:
> You can check whether you have .NET Framework installed or check the installed version by looking in **Control Panel, Add or Remove Programs**. If .NET Framework is installed on your machine, it should appear on the list.

Installing Microsoft Internet Information Services

WebTeam Central is hosted on a server running Internet Information Services (IIS). Prior to installing WebTeam Central, you must make sure that IIS is installed on the target computer or a computer within your network.

For more information about installing IIS, please refer to Appendix A: Installing Microsoft Internet Information Services.

Installing Microsoft SQL Server

WebTeam Central uses Microsoft SQL Server to store data in a database. Prior to installing WebTeam Central, you must make sure that SQL Server is installed on the target computer or a computer within your network.

For information on how to install Microsoft SQL Server, please refer to the standard Microsoft SQL Server documentation.

Information about Microsoft SQL Server is available here.

Installing RealTime Service

RealTime Service plays the role of a bridge to synchronize data from Exchange Server to WTC database.

For more information about installing RealTime Service, please refer to the *RealTime Service Installation Guide*.

Installing WebTeam Central

WebTeam Central is available as a distributive that can be downloaded from the Add-On Products website:

http://www.add-on.com/

The distributive includes a single installation program without any prerequisite applications.

After you obtain the distributive you should save it on the target computer.

You may have the **Open File Security** warning if you run installation package from network location. Click **Run** to proceed with the installation.
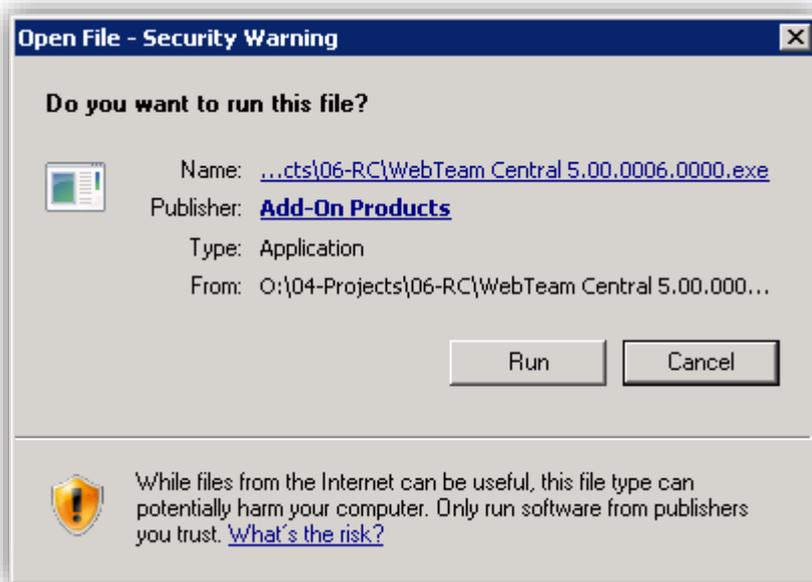
Figure 2. Security Warning

Similar warnings may appear on Windows 2008 Server depending on the security settings of target machine.

If, during installation, the program finds that one of the prerequisite applications has not been installed (for example, the correct version of .NET Framework), it aborts the installation process. The user must then download the prerequisite application.

To start the WebTeam Central installation:

1. Launch **Windows Explorer (Start, Programs, Windows Explorer).**
2. In **Windows Explorer**, browse to the folder where you saved the **WebTeam Central** distributive.
3. In this folder, double-click the **setup.exe** file to start the **WebTeam Central** setup wizard.
4. Follow the setup wizard instructions as described in the next section.

Step-by-step Instructions

After you have launched the WebTeam setup wizard, you will see the welcome screen shown in the figure below:

Figure 3. WebTeam Central Installer Welcome page

Click **Next** to proceed with the installation. You will see the **End-User License Agreement** displayed on the next screen.
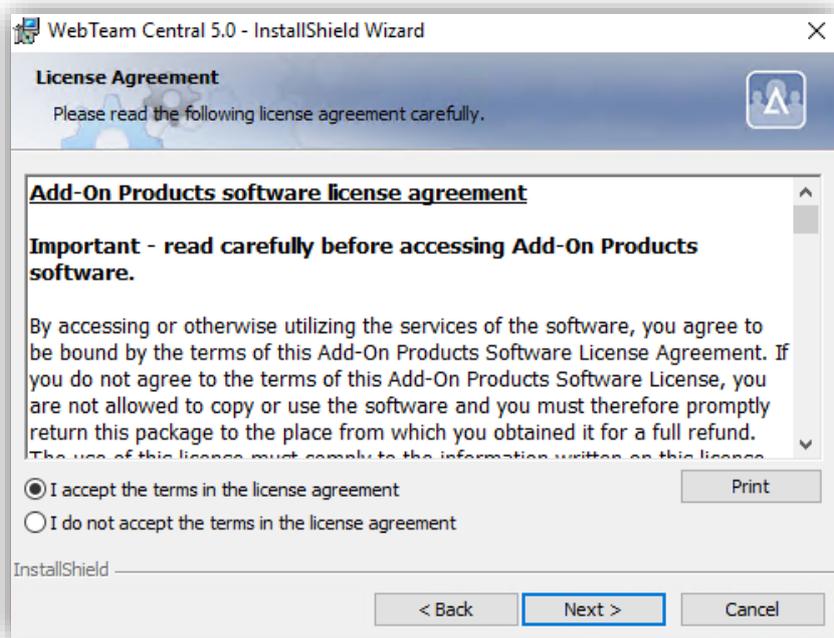
Figure 4. End-User License Agreement

In order to proceed with the installation, you must confirm that you agree to the terms of the license agreement. Read the terms carefully and then decide whether you would like to install the software.

NOTE
The license agreement screen will only be shown for the first installation performed; it will not appear when you install subsequent WebTeam Central components.

If you accept the license agreement terms, select **I Agree** and click **Next** to proceed.

On the next screen, you need to specify the installation path for WebTeam Central.
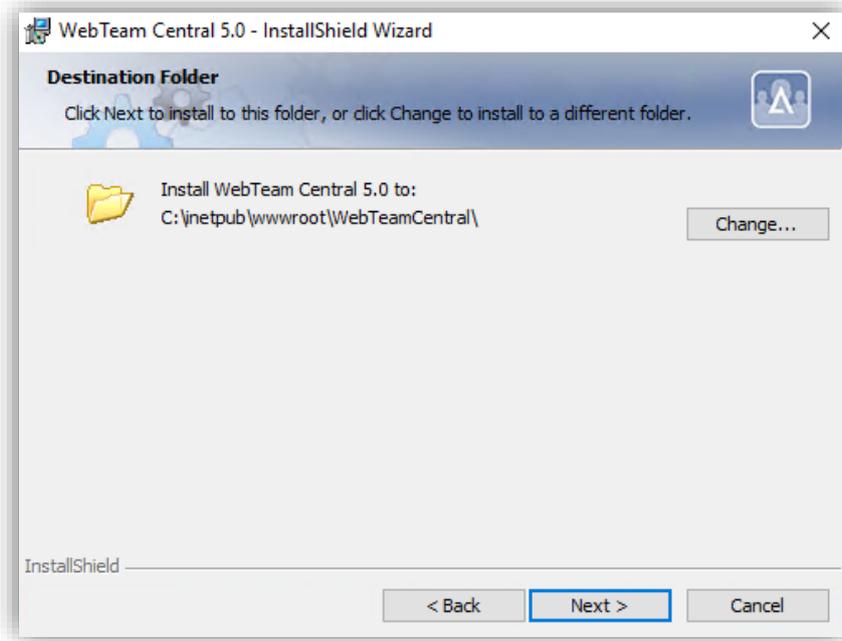
Figure 5.   Destination folder

Click **Browse** and navigate to the desired location in order to change the default installation path. To keep the default installation path (*C:\inetpub\wwwroot\WebTeamCentral*), click **Next** and proceed to the next installation step.

On the following screen, you can enter an IIS virtual directory name for WebTeam Central Web application.
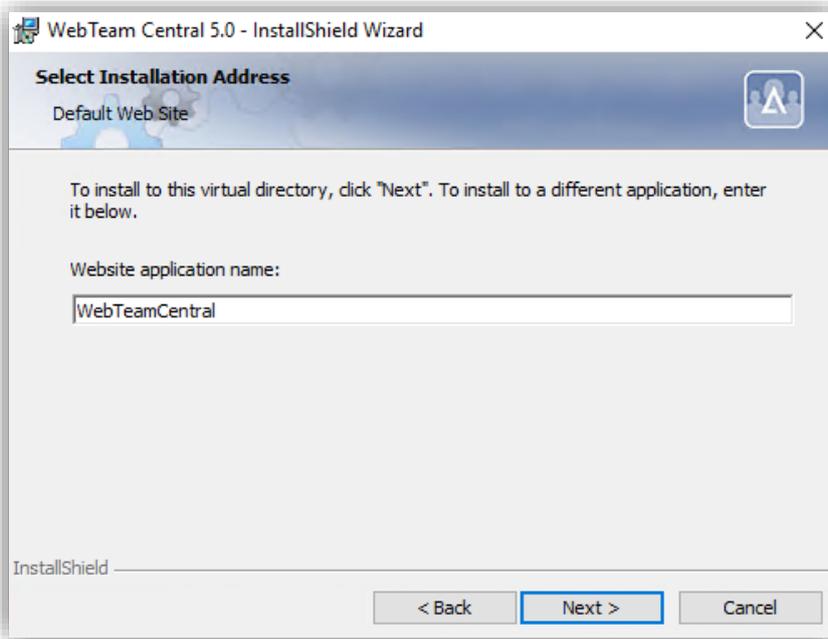
Figure 6.   Select Installation Address

After specifying the Virtual Directory name, click next to continue the installation.
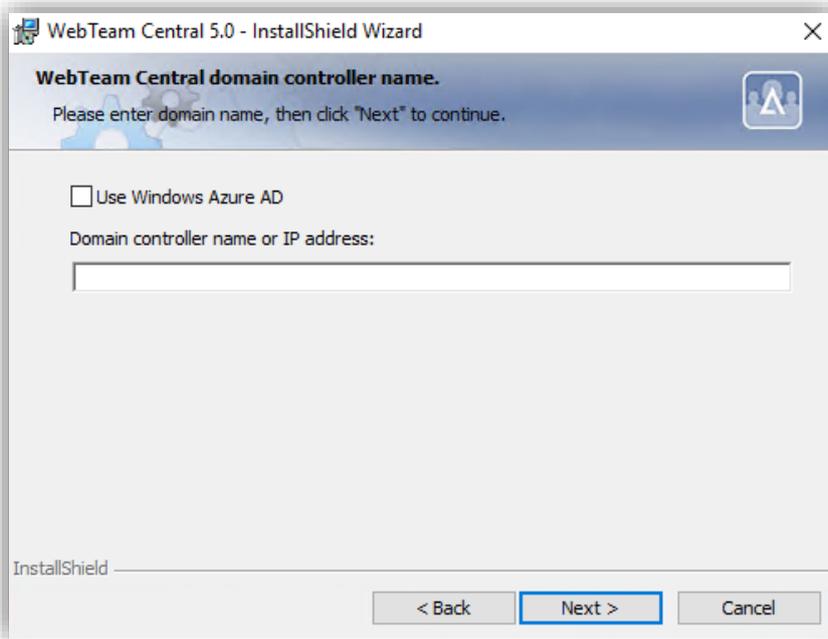
Figure 7.   Domain name and SMTP address.

Domain controller name or IP address – Enter the domain controller name or IP adress on which Active Directory is managed.

If you select **'Use Windows Azure AD**', the field under it will be blurred.

Click **[Next]** to proceed.
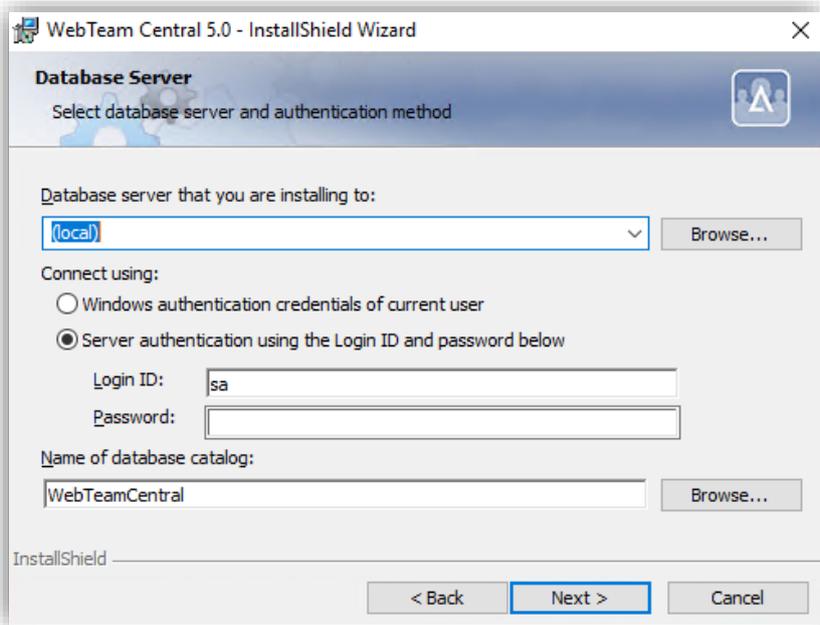
Figure 8. Selecting Database Server

Enter the Microsoft SQL database server name or select it from the drop-down list. Alternatively, you can click Browse to navigate to the SQL database server on which the WebTeam central database will be created.

Additionally, you must select the authentication mode used for the connection to the database. Select either Windows or Server authentication. If you select Server authentication, you may also need to provide a login ID and password for the server authentication.

Click [**Next**] to proceed with the installation.
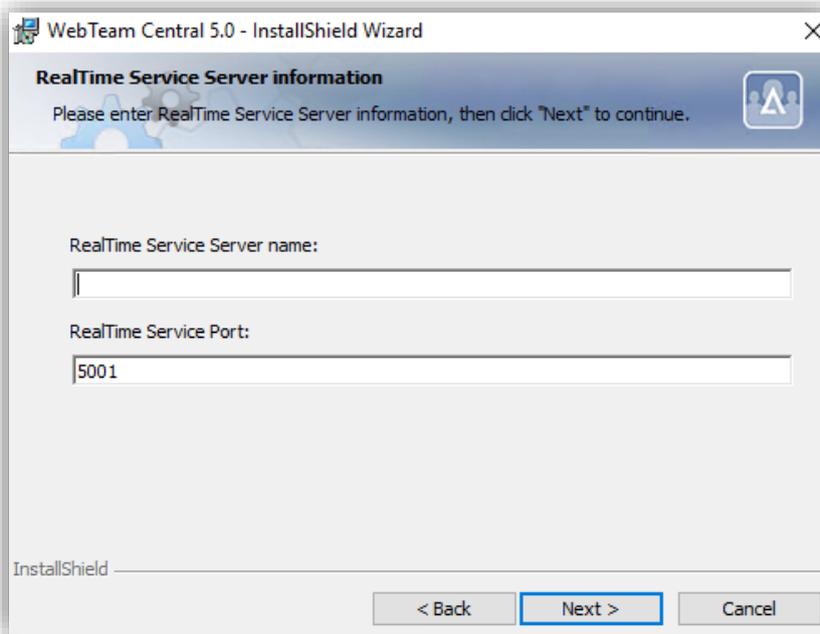
RTS server information
In this dialogue, you need to enter RealTime Service server name, then click [**Next**]. The setup wizard now reports that everything is ready to start the installation process. You can review the installation settings

specified during the previous steps by clicking Back. If you are sure that everything has been specified correctly, click Install to begin the installation.
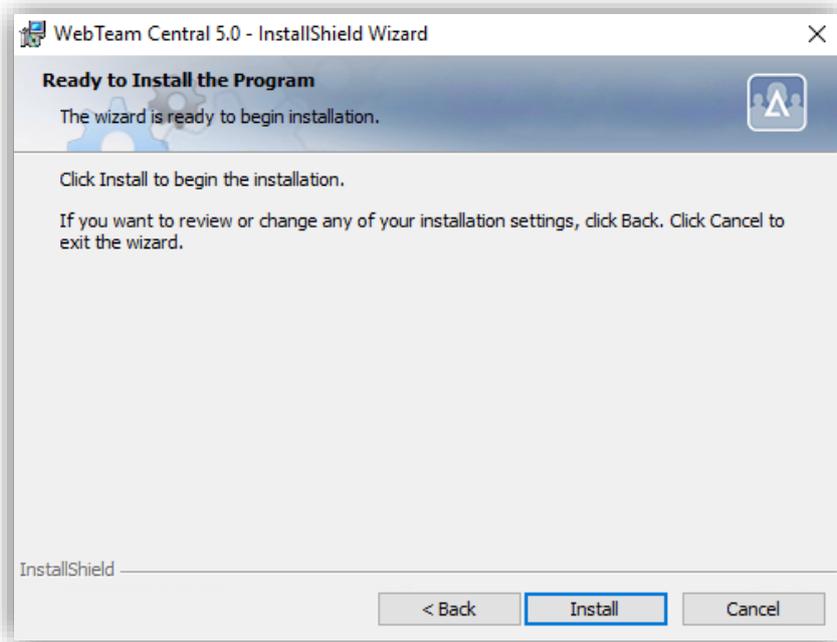
Figure 9. Confirm Installation

The progress bar will provide a visual indication of how much of the program has been installed.
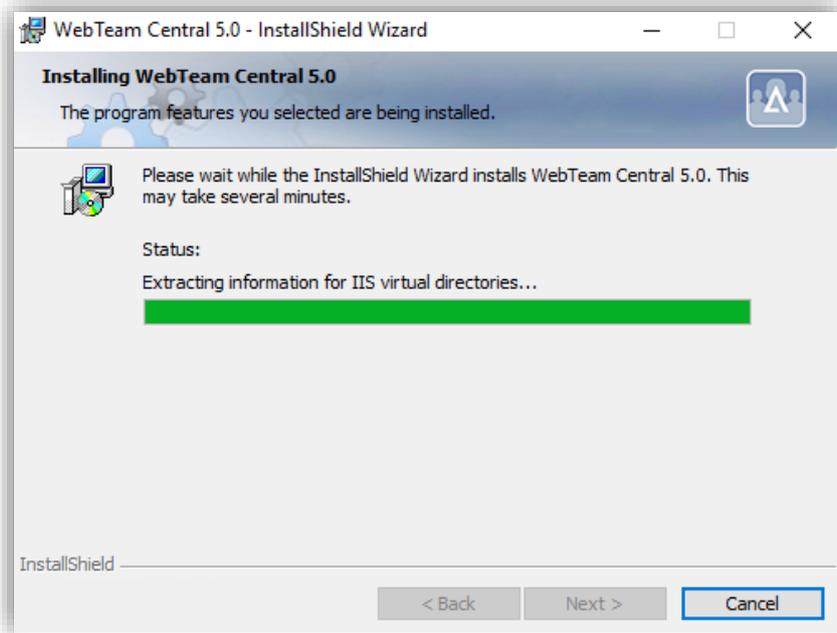
Figure 10. Installation progress

When the installation is complete, a screen will appear informing you of the results.

Figure 11. Installation completed

Click **Finish** to exit the WebTeam Central installation program.

Once installation is complete, you must take a few post-installation setup steps for the solution to properly work. For information about post-installation setup, please refer to Chapter 3. Post-Installation Setup and Maintenance.

Removing WebTeam Central

You may want to remove some or all of the installed WebTeam Central components or add some components not previously installed.

From the **Start** menu, select **Control Panel**, **Programs and Features**. The list of all programs installed on your computer will appear. It will look like on the figure below.
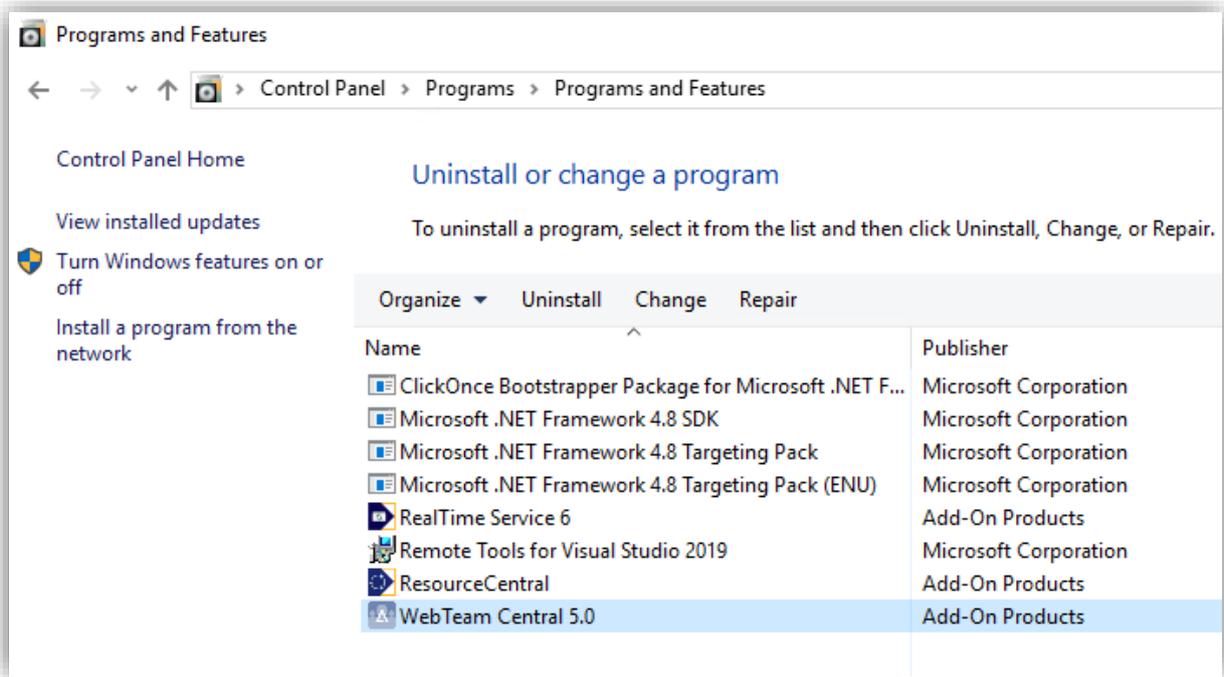
Figure 12. Add or Remove Programs window

Select the **WebTeam Central** entry from the list and click **Uninstall**. Confirm your decision to remove WebTeam Central from your computer by clicking **Yes** in the dialog box that appears.
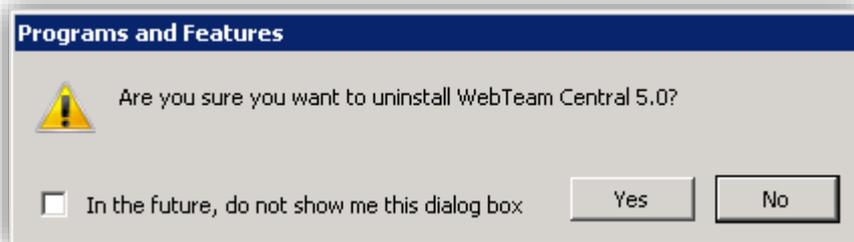
Figure 13. Confirm the Removal of WebTeam Central

NOTE
If you only want to remove some of the WebTeam Central components, or add components which were not previously installed, click the Change button to the right of the Uninstall button.

WebTeam Central will then be removed from your computer.

Post-Removal Cleanup

The WebTeam Central Setup Wizard removes all of the installed components from your computer. However, it only removes files and folders that were previously installed. Some of the files will not be removed. These are the newly created files in the folder in which WebTeam Central was installed. By default, the configuration folder of the WebTeam Central is located at: *C:\inetpub\wwwroot\WebTeamCentral\Configuration.*

You will need to manually remove these files and folders.

> **NOTE**
>
> If you changed the names of files or folders belonging to WebTeam Central, the WebTeam Central Setup Wizard will not be able to remove them.
>
> You can either give the renamed files and folders their original names before you begin removing WebTeam Central or remove them manually.

CHAPTER 3.
Post-Installation Setup and Maintenance

This chapter describes how to set up and maintain WebTeam Central.

In this chapter:

- Setting Up WebTeam Central
- Troubleshooting

Setting Up WebTeam Central

Prior to using WebTeam Central, you must take several post-installation setup steps to configure the solution

You must set up RealTime Service for WebTeam Central to work properly. You may skip the next 2 steps if you have already installed and set up RealTime Service.

1. Using the **RealTime Service Administration Tool** you must set up a RealTime Service connection string to the configuration database.

2. Using **RealTime Service Manager**, you must:

   a. Load a purchased license into the configuration database.
   b. Set up RealTime Service options.
   c. Set up WebTeam Central
   d. Synchronize distribution groups from Active Directory to the **Configuration database.**

   For information about installing and setting up **RealTime Service** please refer to the RealTime Service documentation (**RealTime Service Installation and Setup Guide** and **RealTime Manager User's Guide**).

   Once RealTime Service setup is complete, you must configure WebTeam Central:

3. Log in as an administrator to the Web application, and set up the application administrative options.

The following few sections will cover the post-installation setup steps in more detail.

Setting Up a Connection String to the Configuration Database for RealTime Service

RealTime Service settings are stored in the configuration database. For RealTime Service to be able to use its settings, you must specify a connection path to the configuration database using RealTime Service Administration Tool.

For information about specifying a connection path to the configuration database for RealTime Service, please refer to the **RealTime Service Installation and Setup Guide**.

Loading a Purchased License into the Configuration Database

To be able to work with WebTeam Central, you will need a valid license.

For information about WebTeam Central licenses and loading a purchased license into the Configuration database, please refer to the **RealTime Manager User's Guide**.

Setting Up RealTime Service

For RealTime Service to work properly, you must configure it using RealTime Manager.

For information about configuring RealTime Service using RealTime Service Manager, please refer to **RealTime Manager User's Guide**.

Synchronizing Distribution Groups from Active Directory to the Configuration Database

After post-installation setup is complete, you should also synchronize distribution groups from Active Directory to the Configuration Database using RealTime Manager.

For information about synchronizing distribution groups from Active Directory to the Configuration Database, please refer to the **RealTime Manager User's Guide**.

Setting Up the Administrative Options in the WebTeam Central Web Application

Before using WebTeam Central Web application, you must set up its administrative options logging in to the application as the WebTeam Central administrator.

For information about setting up the administrative options in Web application, please refer to **WebTeam Central Administrator's Guide**.

Troubleshooting

This section describes common problems that you may encounter when using WebTeam Central along with recommendations on how to avoid or solve these problems.

The general approach to finding the cause of a problem is to check the log files to see what errors have been reported. The log files are stored in *C:\ProgramData\Add-On Products\WebTeamCentral\Log*.

If this log does not work, or does not provide any indication of where the problem arose, take the following steps to check the WebTeam Central installation and setup:

1. Ensure that the hardware is working properly and all of the hardware requirements have been met. If you use multiple computers, you should also check that they are connected properly. For hardware requirements, please refer to the **System Requirements** section.
2. Ensure that all the software requirements have been met. This includes the network protocols that enable one computer to communicate with another. For software requirements, please refer to the **System Requirements** section.
3. Shut down or disable any monitoring or scanning anti-virus software.
4. Ensure that all WebTeam Central components are installed correctly. For the installation procedure, please refer to the section entitled **Step-by-step Instructions**.
5. Ensure that the license file is installed and is valid. For more information on how to install a license file, please refer to the **Loading a Purchased License into the Configuration Database** section.
6. Ensure that the Integration Framework components have been configured properly. For information on setting up WebTeam Central parameters, please refer to the **Setting Up the Administrative Options in the WebTeam Central Web Application** section.
7. Try to reboot the server computer. Please be aware of other server applications running on this computer.
8. Contact your vendor.

WebTeam Central Fails to Install

During the installation of WebTeam Central, the installation program can unexpectedly stop and display a message about an installation failure.

Usually, the installer fails because it detects that the required software is not installed on the target computers. Normally, the error message specifies what software is missing.

Please refer to the **System Requirements** and **Installing Prerequisite Software** sections to make sure that all required softwares are in place before installation.

WebTeam Central Web Application Fails to Start

If you cannot access the Web application in the Web browser and you are shown an error page, please make sure that:

- You entered the correct address to the Web application default page (see **WebTeam Central User's Guide**)
- the port for HTTP connections is not blocked by a firewall between the Web client PC and the server with the Web application
- If you have more than one version of .NET Framework installed on the machine with WTC Web Application, make sure version 4.5.1 is specified for the WTC Web server.

With IIS 7.0 version, perform the following steps:

1. Click **Start, Settings, Administrative Tools, Internet Information Services.**

2. In the file tree of the window that opens, go to **Sites, Default Web Site.**

3. In the web sites list, find **the virtual directory name which has been specify when installing WebTeam Central** right-click this item and select **Manage Application\Advance Settings** on the short-cut menu.

4. In the **Advance Settings** window that appears select Application Pool property. Ensure version **2.0** is selected in the **ASP.NET version** drop-down list.

5. If there is no application pool with ASP.NET 2.0 or want use different pool. Create an application pool that uses ASP.NET 2.0 by right click **Application Pool\Add Application Pool**, enter the name and make sure select .Net Framework v2.0 in the dropdown list.

The Appointment Button Is Disabled

If the New Appointment button is disabled, the user cannot create a new appointment.

- Check whether the user is authenticated. Look at the status bar of the Web application. It must contain a label that reads **Authenticated user <YOUR_NAME>** where <YOUR_NAME> stands for the name the user specified to log in. The user must be authenticated to create appointments.
- Log in to the Web application as an administrator and check whether the **Allow New Appointment** option is selected (set to **Yes**) on the **Actions** tab of the Administrator Options page.

There Are No Appointments in the Calendar even Though They Exist

Sometimes no appointments appear in the calendar even though they certainly exist.

- Check whether the filters are used on the calendar. If the filter is switched on, check the filters options. Some filter options may prevent appointments from appearing in the calendar.
- Check whether users who are involved in appointments belong to the currently selected group. If these users do not belong to the current group, their appointments will not be displayed in the calendar.

The New Mail Message or New Phone Message Buttons Are Disabled

If the New Mail Message or New Phone Message buttons are disabled, the user cannot create mail or phone messages.

Log in to the Web application as an administrator and check whether the SMTP server is set up correctly on the **Data Sources** tab of the Administrator Options page.

The Options Button Is Disabled

If the Options button is disabled, the user cannot change his or her settings.

Log in to the Web application as an administrator and check whether the **Allow Personalization** option is selected (set to **Yes**) on the **Actions** tab of the Administrator Options page.

It Is Not Possible to Modify the Appointment

Sometimes the user cannot edit or delete an appointment because the Edit and Delete buttons are disabled.

If the user is not the owner or creator of this appointment, he or she will not be able to modify the appointment. The user must be granted the proper permissions to do so.

A Particular User Is Not Displayed in the Day Details View

Sometimes the particular user is not displayed in the Day Details view even though he or she is in the currently selected group.

Log in to the Web application as an administrator and check whether the **Show Items with no Appointments in "Day Details" View** option is selected. If this option is not selected (set to **No**) the user who does not have any appointments will not appear on the calendar.

CHAPTER 4.
Appendixes

Appendix A: Installing Microsoft Internet Information Services

WebTeam Central is hosted on Internet Information Services. Prior to installing WebTeam Central, you must make sure that IIS is installed on the target computer or a computer within your network.

To install the Internet Information Services (IIS) component on Windows Sever 2008, follow the procedure below.

1. Select **Start, Setting, Control Panel**, **Administration Tool**.
2. In the list, double click **Server Manager**.
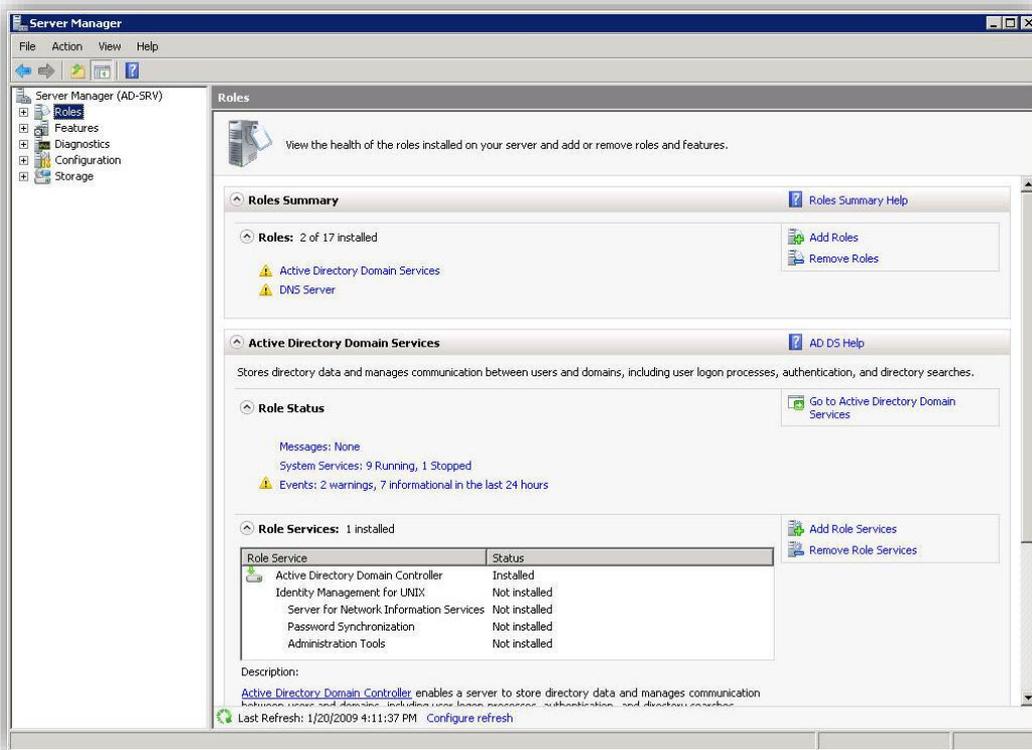
Figure 14. Installing IIS on Window Server 2008 - Server Manager window

3. In the **Server Manager** window, click **Add Roles.** The following window will appear:
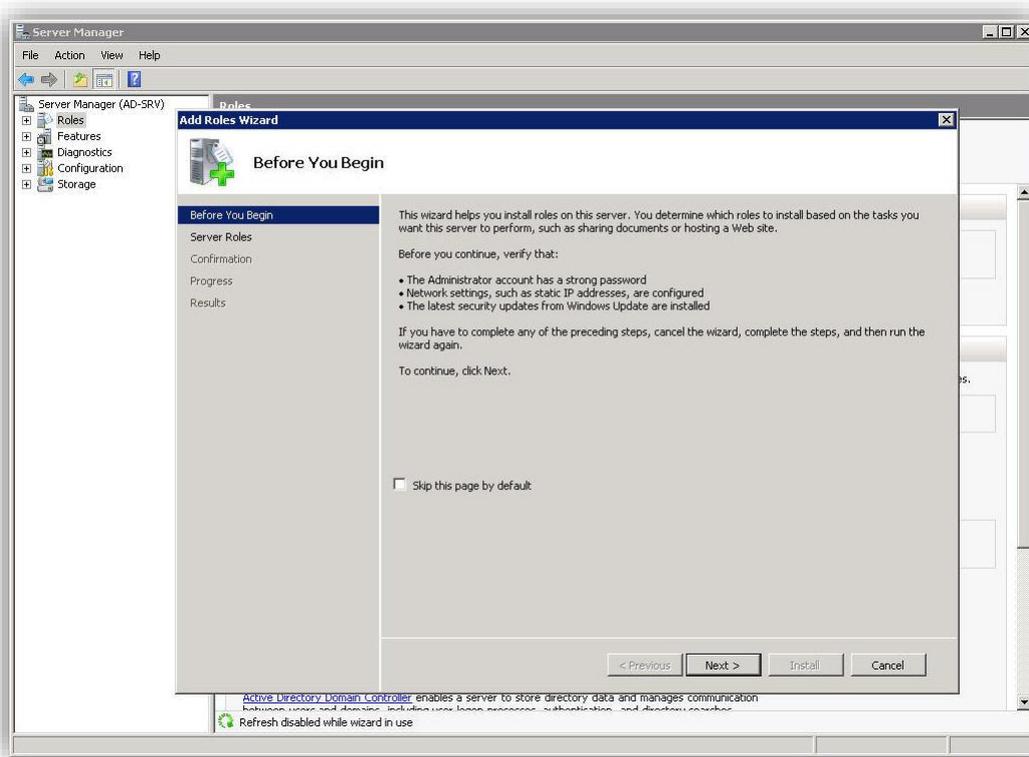
Figure 15. Installing IIS on Window Server 2008 – Add Roles wizard

Click **Next** to continue the installation.

4. Select the **Web Server (IIS)** check box and click **Next** button.
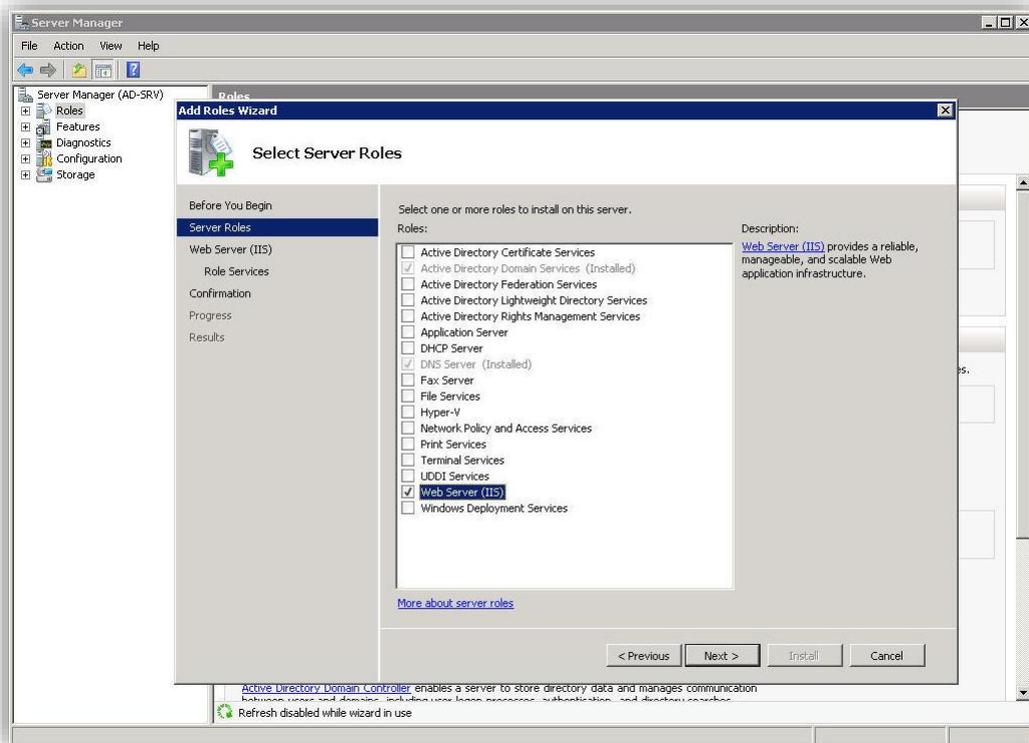
Figure 16. Installing IIS on Window Server 2008 – Select Server Roles

5.   Click **Next** to continue installing IIS.
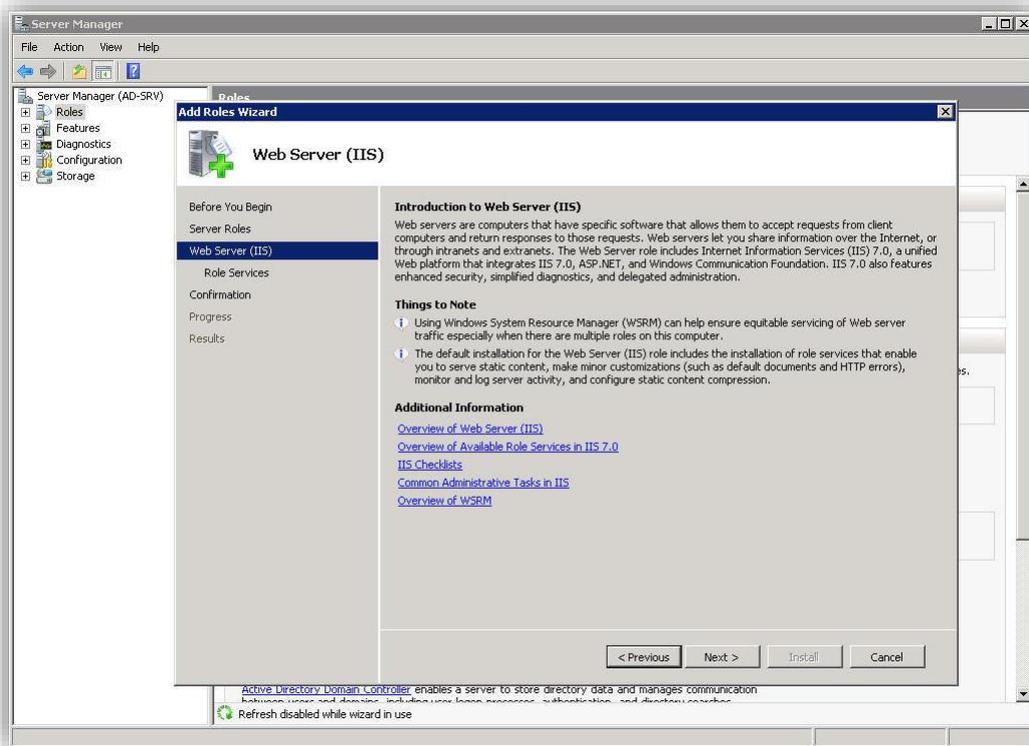
Figure 17. Installing IIS on Window Server 2008 – Web Server (IIS)
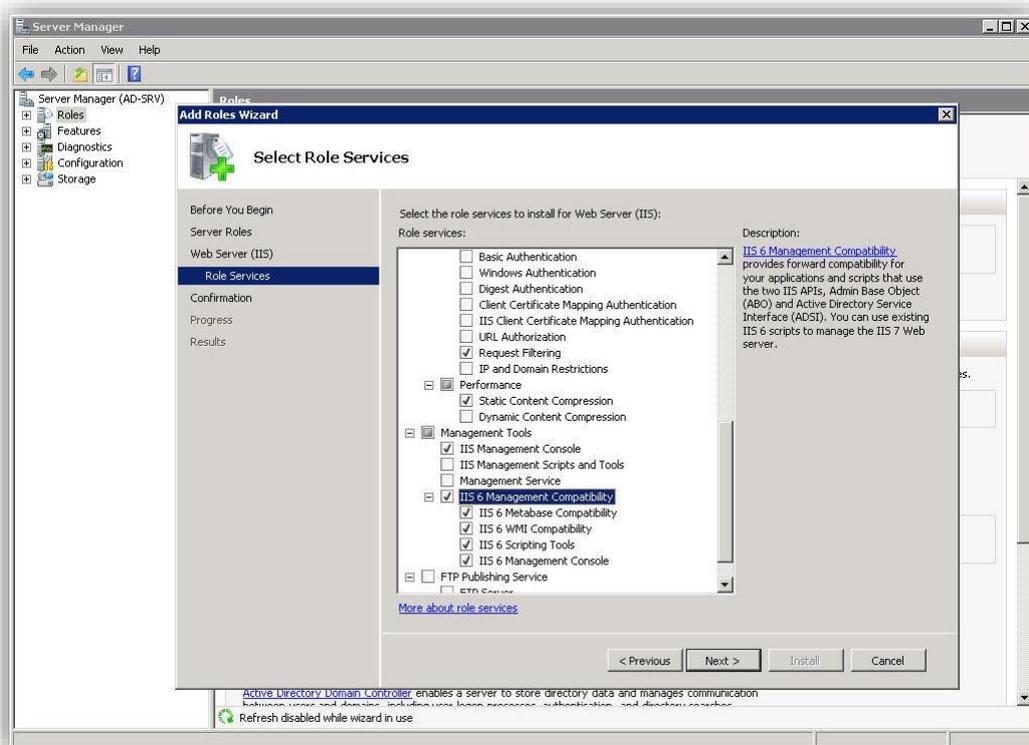
Figure 18. Installing IIS on Window Server 2008 – Select Roles Services

6. In the **Confirm Installation Selections** window, select **Install** to start installing IIS.
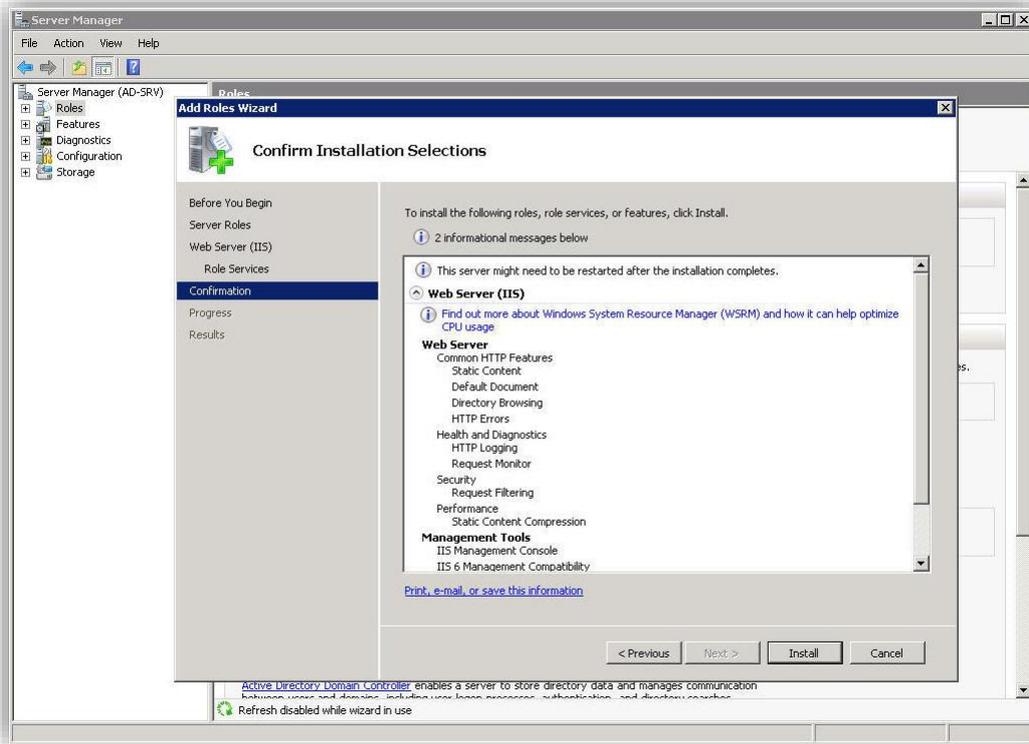
Figure 19. Installing IIS on Window Server 2008 – Confirm Installation

The progress bar will provide a visual indication of how much of the program has been installed.
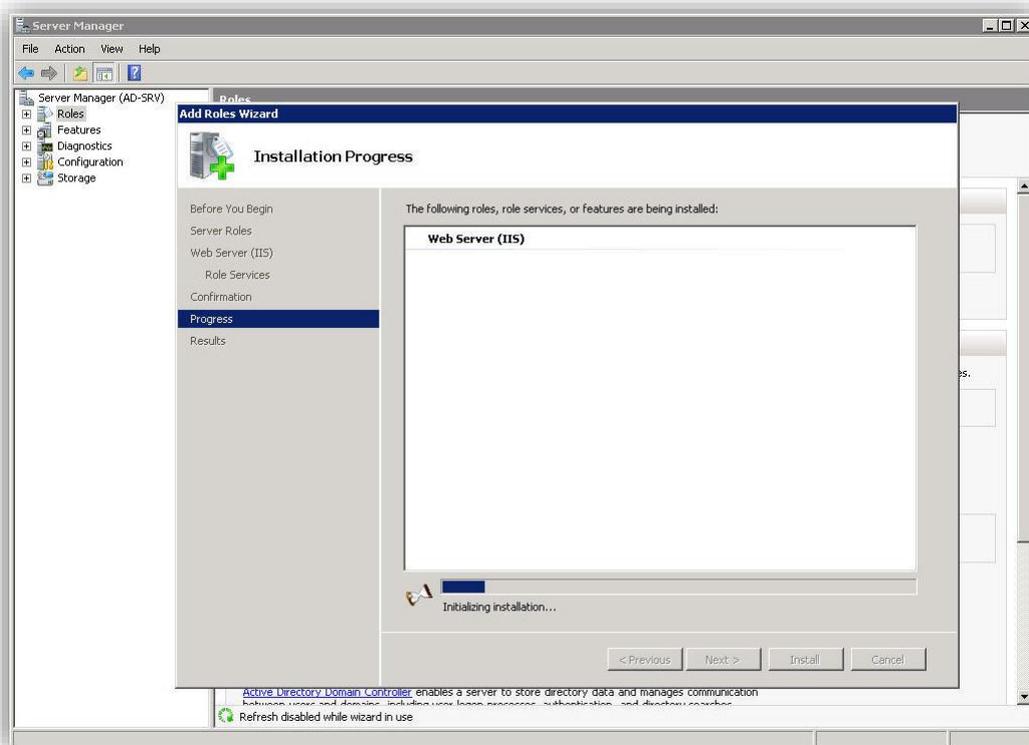
Figure 20. Installing IIS on Window Server 2008 – Installation Progress

7. Click Close to finish installing IIS.
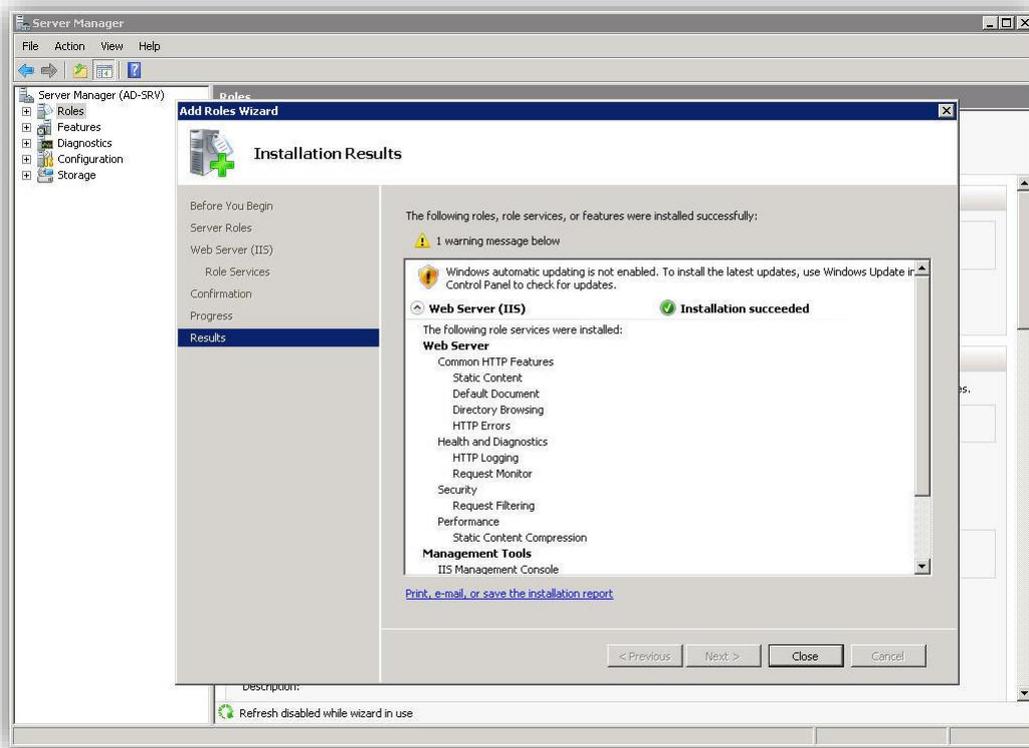
Figure 21. Installing IIS on Windows Server 2008 – Installation Results

Appendix B: Setting Up Authentication Method for the Web Application on IIS

WebTeam Central can be used with two authentication methods: Windows Authentication and Forms Authentication. Forms Authentication and Windows Authentication cannot be used simultaneously, only one method can be use at a time. If Windows Authentication is used, anonymous access must be disabled.

Follow these steps below to setup Windows Authentication for WebTeam Central Web Application.

Configuration for IIS 7

1. Select **Start, Setting, Control Panel, Administration Tool, Internet Information Services (IIS) Manager**
2. Click on Authentication
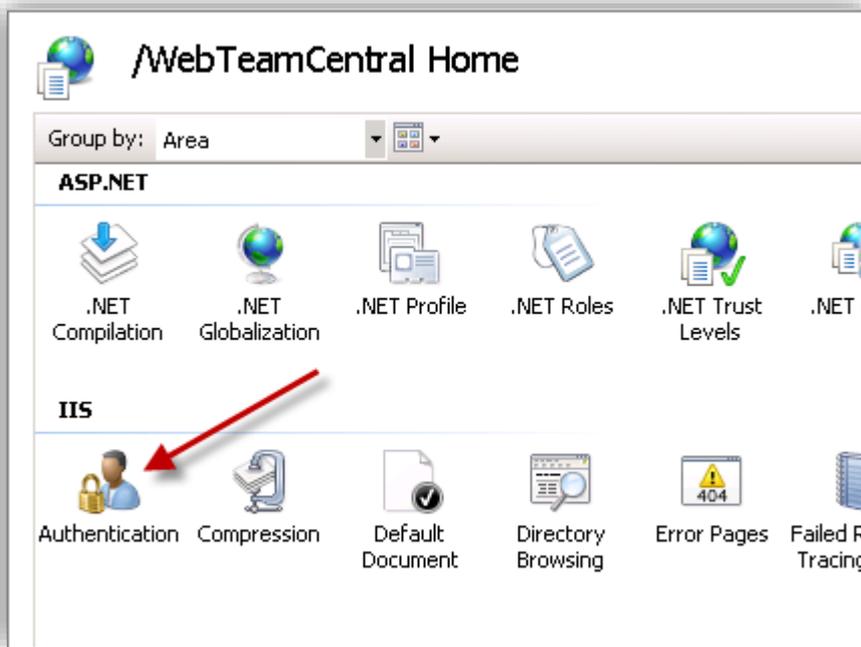
Figure 22. Open Authentication

3. Disable all except Windows Authentication to enable Windows Authentication
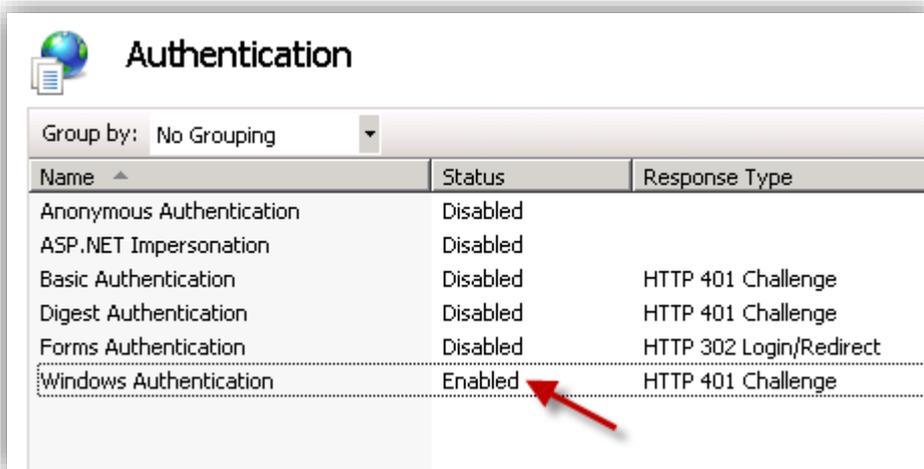
Figure 23. Enable Windows Authentication

4. Enable Anonymous Authentication and Forms Authentication, disable another authentication method.

Figure 24. Enable Anonymous Authentication and Forms Authentication

Appendix C: Enable Form Base Authentication for OWA

Following this link to enable Form Base Authentication for OWA: http://technet.microsoft.com/en-us/library/aa998867(EXCHG.80).aspx