

Arbutus WebConnect

INSTALLATION GUIDE



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About this Guide

This guide is provided to licensed users of Arbutus WebConnect to provide quick instructions on installing and configuring it.

For more information about our products and services, visit our web site at:
www.ArbutusSoftware.com

Need Help?

Contacting Us

If you have suggestions for improvements or if you can not find a solution to a problem, you can contact technical support for assistance. Please include:

- Your serial number.
- A description of what you were doing when the problem occurred.
- The error message, if any encountered.

Support Center

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CHAPTER 1 INSTALLING ARBUTUS WEBCONNECT

This section describes how to install and update Arbutus WebConnect. WebConnect requires installation of the corresponding version of the Arbutus Hub Server.

Minimum Recommended Resources

Before installing WebConnect, the following must be in place:

- You must first install the Arbutus Hub Server

The minimum recommended resources for running WebConnect are:

- The operating system should be at least Windows 10 (or later) or Windows Server 2016 (or later)
- An Intel i5 level processor (or equivalent)
- 32 GB of RAM (plus 1 GB of RAM per concurrent user, if greater)
- Sufficient hard disk space to meet analytic processing need

Installing WebConnect (Windows)

Arbutus does not currently use an MSI based installer but rather a zip file of all the parts required, which are in turn 'installed' and configured via a simple DOS batch file. If necessary, this DOS batch file and corresponding httpd.conf file may be edited before running install.bat to ensure maximum compatibility with your system and network environment.

It should be noted that if you have no existing Web Server running on port 80 on the same machine used to install WebConnect (WC) and you are OK with the default install location, you will still be required to edit the IP address and host-name of the Web Server in httpd.conf. Please ask your network administrator for the appropriate information.

To ensure the most efficient install, it is recommended that WC is installed on a machine that is not already running another web server.

Step 1 - Install the Web Server for WebConnect

To install the Web Server for WebConnect, perform the following simple steps:

1. Download the WebConnect zip file called RManWCInstaller.zip from the Arbutus downloads page to the server you want to install WebConnect upon:

`https://www.arbutussoftware.com/en/download-software`

2. Unzip RManWCInstaller.zip to a folder on the server called "c:/temp"
3. Navigate to "c:/temp"

4. Right-click on the Install.bat and choose 'Run as Administrator'

Note: You could also open an Administrator command prompt and CD to the install.bat location and run it from the command prompt. You can log output of the install.bat for debugging by entering: install.bat 1> install.log 2>&1 at the Administrator command prompt.

Step 2 - Test the Web Server for WebConnect

Now that the Web Server component has been installed, ensure that the install was successful.

Open your browser of choice (Chrome or Edge are recommended) and type in the web address in the form:

```
http://hostname/ip/webconnect/
```

For example:

```
http://192.168.1.64/webconnect/
```

or

```
http://abc_corp.com/webconnect/
```

Note: No port number is required unless you will be assigning the Web Server to use something other than port 80. If that is the case, use http://192.168.1.64:port/webconnect/ or http://abc_corp.com:port/webconnect/ where "port" is the number being used by the web server.

If the login screen appears, the Web Server for WebConnect has been successfully installed and you can proceed to the next step.

If not, refer to "Installing Arbutus WebConnect" on the previous page.

Step 3 - Configuring the Web Server's Address and Port

The final steps of the process are:

1. If the web server's listening port is not set to port 80, or if you want to change the web server's server name to be a registered DNS name instead of localhost, refer to steps 2 and 4 of the configuring Httpd.Conf section which can be found in "Httpd.conf" on page 4.
2. Restart the Arbutus Web Server service.

Your WebConnect installation is now complete!

Updating an Existing Installation

When updating an existing installation, you must first run the Uninstall.bat

Running the Uninstall.bat will create a backup of your existing configuration settings.

Running the Install.bat will restore the backup settings once the install is complete.

CHAPTER 2 CUSTOMIZING THE INSTALL

This section describes how to perform custom configurations for the WebConnect (WC) install.

Custom Configuration

If you do required custom modifications, the files that can be edited by the administrator of WebConnect are:

- Install.bat
- Httpd.conf
- Uninstall.bat
- Settings.py

Install.bat

The default install location on the server is defined in the variable `WEBAPPS_BASE` in the file `Install.bat`, and has a default value set to `"C:\Arbutus"`. You may change this path, however if you do so, you must use a path that has NO spaces in it. This in turn will assist in defining the variable `WEBAPPS_HOME` (i.e. `WEBAPPS_HOME=%WEBAPPS_BASE%\WEBAPPS`). For example:

```
WEBAPPS_HOME -> "C:\Arbutus\WEBAPPS"
```

Nothing else should require modification within the `Install.bat`. There are various comments throughout the file to determine what each of the steps do.

Note: The value of the `WEBAPPS_HOME` variable in `httpd.conf` and the value of `WEBAPPS_BASE` variable in the `uninstall.bat` must be changed to match what is specified in the `install.bat`

Httpd.conf

Most sections in `httpd.conf` that may require modification include a comment line that starts with:

```
\# ARBUTUS NOTE - \
```

1. Change the `WEBAPPS_HOME` variable to match the full absolute path used in `install.bat`:

```
Define WEBAPPS_HOME "C:/Arbutus/WEBAPPS"
```

```
...
```

2. Change the listening port (this is required if an existing web server is already installed and allocated to port 80):

```
Listen 80
```

```
...
```

3. Change the network or WebConnect administrator email address:

```
ServerAdmin admin@example.com
```

...

4. If the ServerName value isn't a registered DNS name, enter the host's IP address as well as the port number, if port 80 is not being used (as entered in step 2 above):

```
ServerName localhost:80
```

...

There are other areas that can be fine-tuned in httpd.conf but should not be modified unless approved by the network administrator.

Note: To determine if and what may already be listening on port 80 (HTTP) and/or 443 (HTTPS) you can open a command prompt as administrator and enter netstat -ab or netstat -ao.

HTTPS and Certificates

We highly recommend that you use HTTPS for secure communications between your user's browsers and WebConnect. WebConnect will have both HTTPS and HTTP enabled with the Apache Web Server upon installation, however, you should contact your network administrator for assistance in an appropriate SSL certificate being configured and used to prevent browser warnings.

Edit Extra\Htpd-ssl.conf accordingly.

Note: Without the use of HTTPS, when users log into WebConnect their login password will not be encrypted. This could compromise the security of your Windows server and/or network as the user's user name and password will be transmitted insecurely from the user's browser to the WebConnect Web server.

Settings.py

This file can be found in:

```
"... \WEBAPPS\App\connectanywhere\connectanywhere\"
```

The settings.py file can only be edited post installation, after making all necessary changes to the install.bat and the httpd.conf files.

In the case where you have modified the ServerName in httpd.conf to something other than 127.0.0.1 or localhost, you will have to add ServerName value to the variable ALLOWED_HOSTS by appending your particular server name to the existing list, for example:

```
ALLOWED_HOSTS = ['127.0.0.1', 'localhost', 'CustomServerNameOrIP', ]
```

Uninstall.bat

Change the WEBAPPS_BASE variable to match the value used in the install.bat and update any other hard coded paths that were modified in the install.bat.

The `uninstall.bat` will always backup the following files: `Settings.py`, `httpd.conf` and the database file `arbutus_db.sqlite3` in the `WEBAPPS_BASE` directory.

Note: To update an existing WebConnect installation, you must first uninstall the existing installation using the `uninstall.bat`