



**WIREDCONTACT**

# **WiredContact Enterprise**

## **Installation Guide for**

## **Windows Server 2008**

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# Step-by-Step Guide

## Installing WiredContact on Windows 2008 Server

**Important:** You need to log on to the server as full Administrator to set up WiredContact. You will need to create an IUSER with full Administrator permissions (i.e. create an IUSER named WiredContact).

### Step 1: Install the WiredContact Software

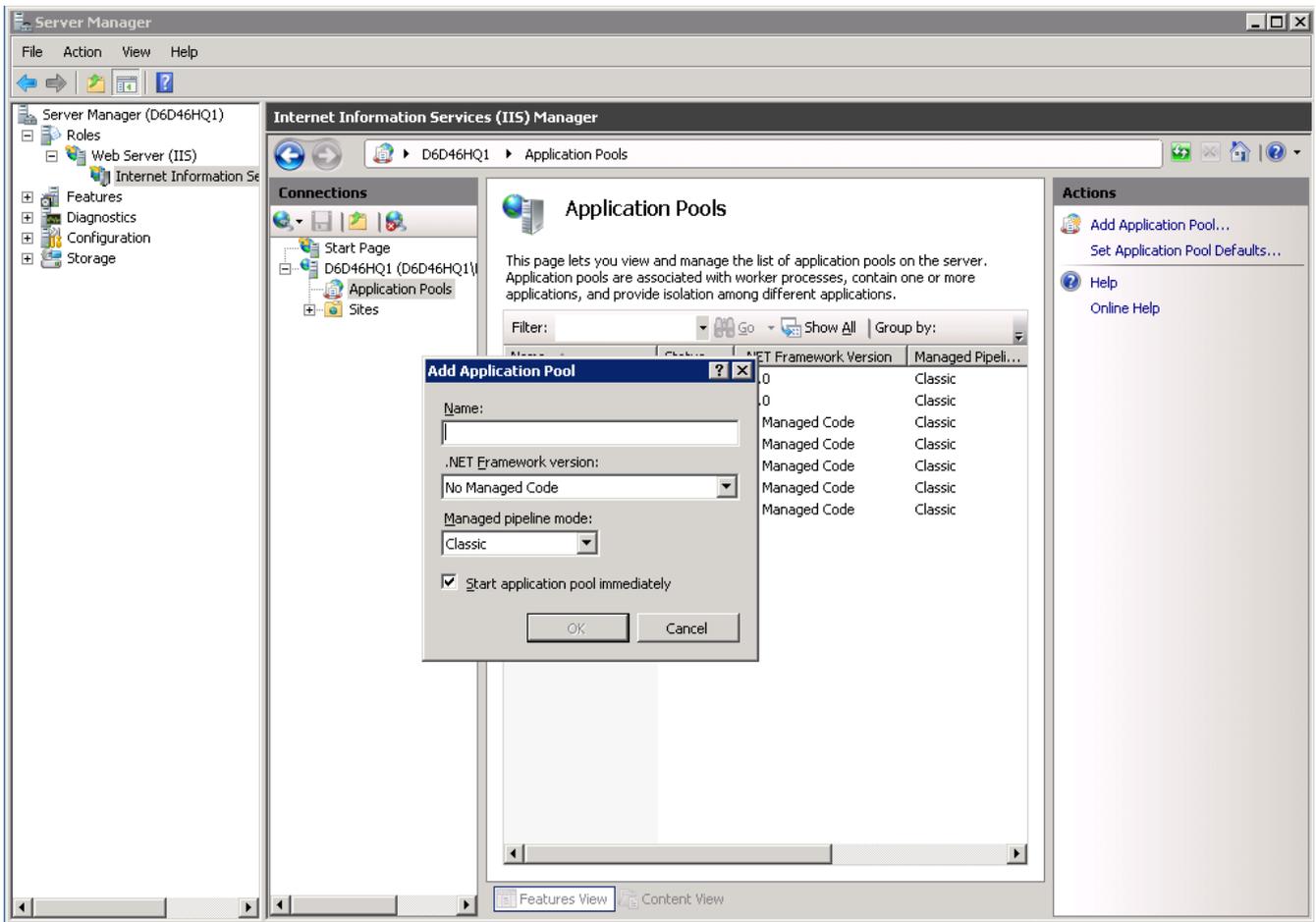
Download the latest version of WiredContact Enterprise from [http://www.wiredcontact.com/support\\_downloads.htm](http://www.wiredcontact.com/support_downloads.htm) . Choose the WiredContact Enterprise option.

1. Unzip **WiredEnterpriseX3.zip** and run Setup.exe (This will install the latest version of WiredContact Enterprise to the program folder C:\inetpub\WiredE.)
2. Accept all of the install defaults
3. Set the Security for the folder. Right mouse click on the folder. Select Properties > select Security tab. Check that the IUSER has full control over the folder.
4. Go in to your WiredContact root directory C:\inetpub\WiredE and run the **Install WiredContact Service.bat** batch file to install the service.

### Step 2: Create New Application Pool

1. Open Server Manager (right mouse click on My Computer – Select Manage).
2. Expand Roles
3. Expand Web Server (IIS)
4. Select Internet Information Server
5. In new pane, expand Web Server
6. Select Application Pools
7. Right click in the list of Application Pools and select “**Add Application Pool**”.
8. Configure Settings:
  - a. .Net Framework: No Managed Code
  - b. Managed Pipeline Mode: Classic
  - c. Start Application Pool automatically checked.
9. Name the Application Pool and Click OK. (If the list doesn't show the right properties, press F5 to refresh.)

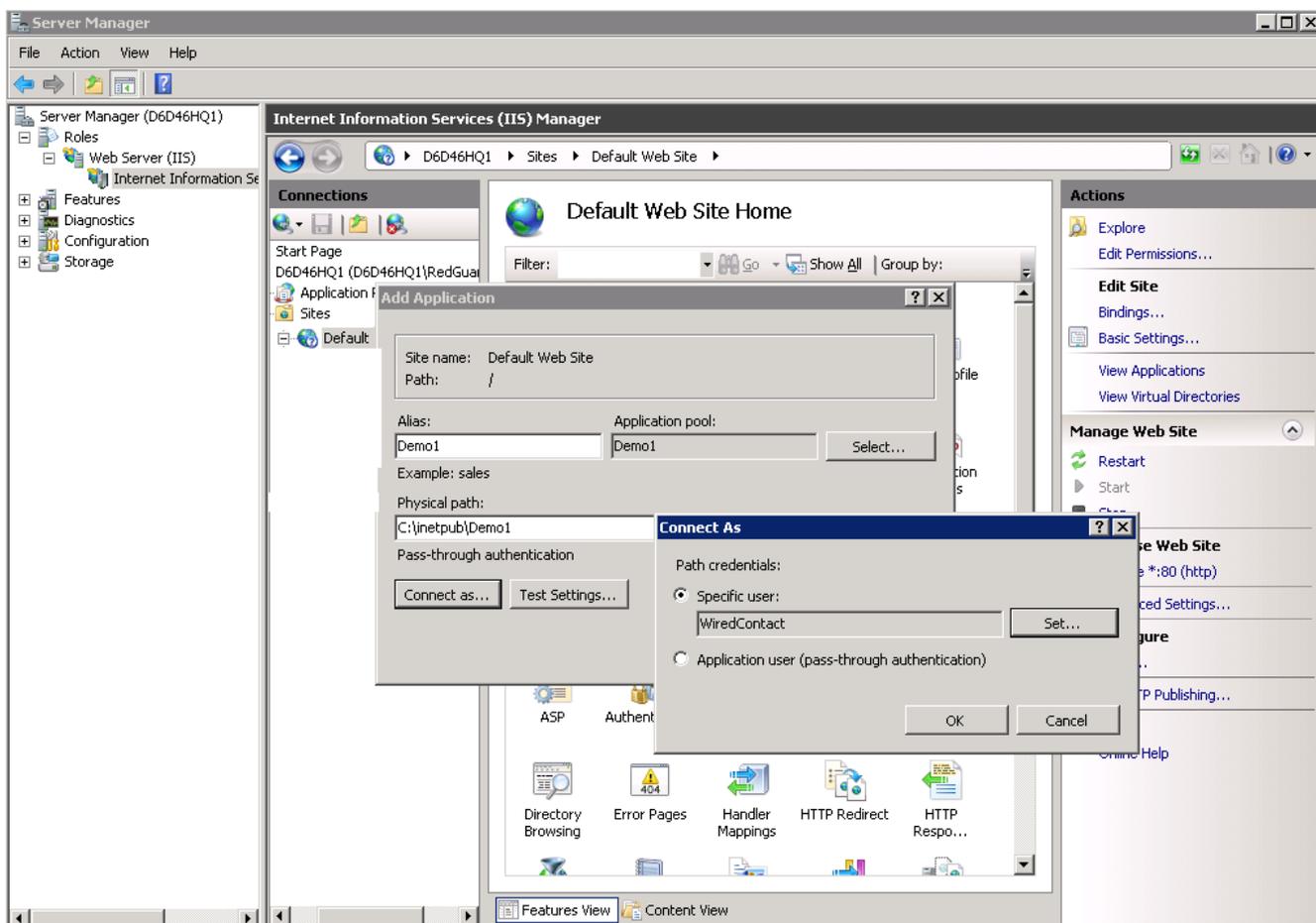
(see screen shot below)



### **Step 3: Create New Virtual Directory**

1. Expand **Sites**.
2. Expand **the Default Web Server** – (default web site).
3. Right click Default web Site – Select **Add Application**.
4. Fill in the Alias as the name of the Virtual Directory.
5. Click Select button to select the Application Pool – select the pool created above.
6. Select path of new site.
7. Click **“Connect As”** to set the security. Select **“Specific User”** – then click the Set button.
8. Enter your **IUSER** as the “user” you created and apply the Password; click OK.
9. Click OK to close Connect As dialog window.
10. Click the Test Settings button to make sure the security is OK. Close that dialog window.
11. Click the OK button to close the Add Application dialog window.

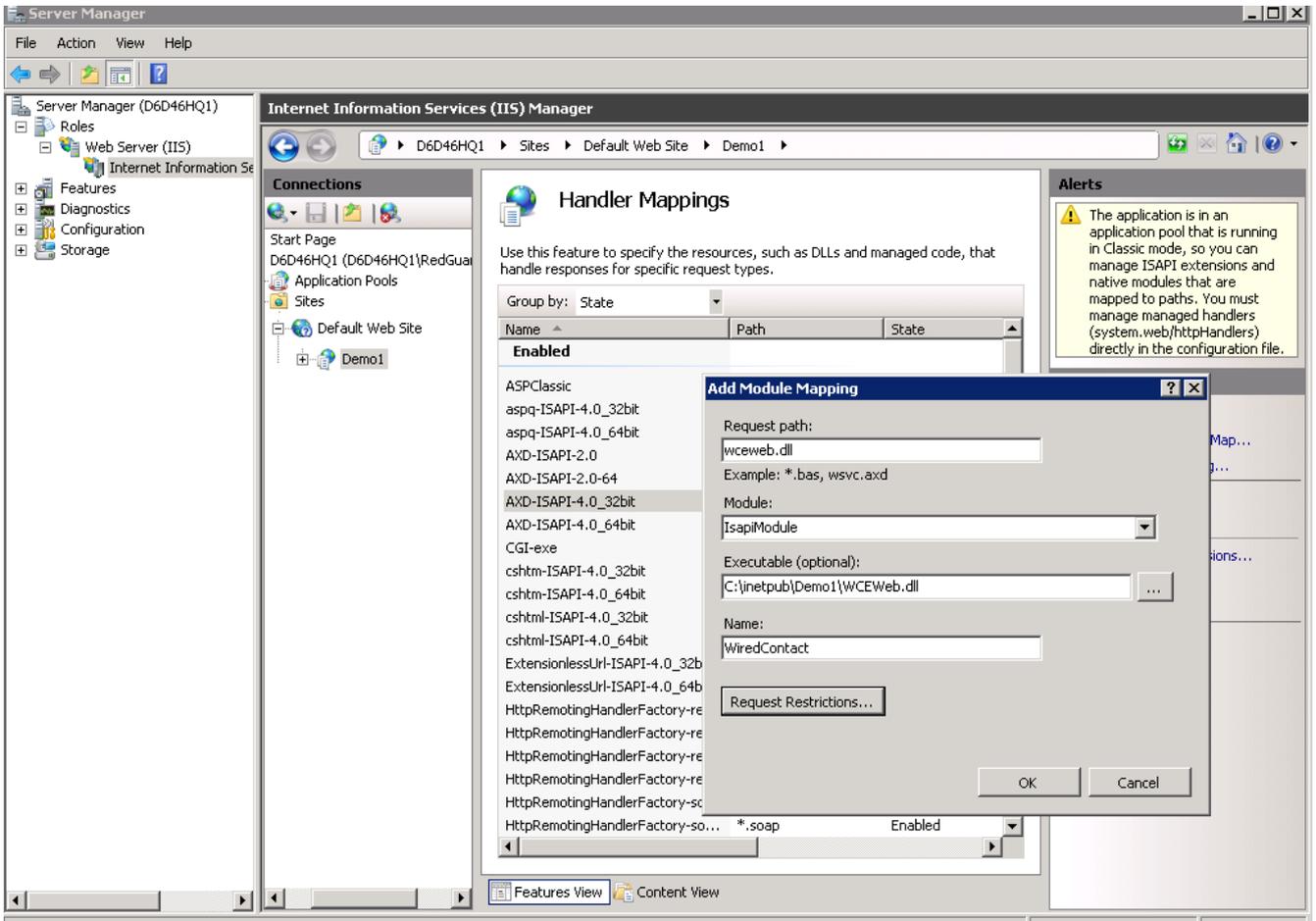
(see screen shot below)



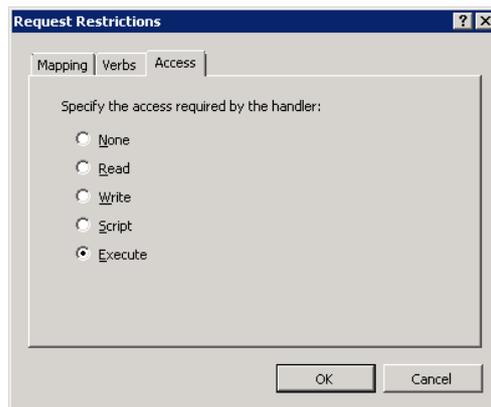
#### **Step 4: Configure Settings for the New Virtual Directory**

1. Select the new virtual directory in the left pane. In the right pane, double click **Default Document** and remove all the default pages. Add a new one called **wcweb.dll** and click OK. (If you are setting up a WiredContact Mobile site, then use wcweb.dll).
2. Click on the new virtual directory in the left pane. In the right pane, double click **Handler Mappings**.
3. Right click in pane and select **Add Module Mapping**. Use the following settings:
  - a. Requested Path - **wcweb.dll**
  - b. Module – select **ISAPIModule**
  - c. Executable – browse the **wcweb.dll** from the folder above.
  - d. Name is **WiredContact**

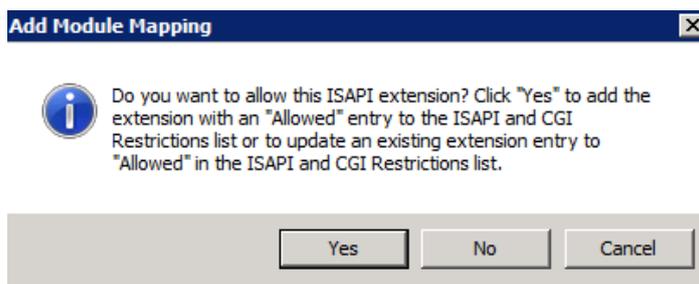
(see screen shot below)



- e. Select the **Request Restrictions** button.
- f. Click the **Access** tab – select **Execute**.



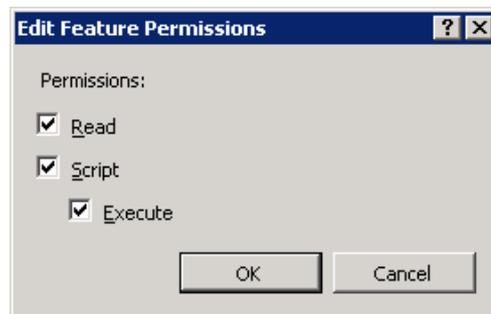
- g. Click OK, the OK to close the Add Module Mapping dialog. You should get a message asking to enable ISAPI and you should answer **Yes**.



- h. **IMPORTANT:** Repeat **step 3 a – g** for the the **ZCHelper.dll** and **IPServer.dll**.
4. At this point, you should be able to browse to the Virtual Directory. Click on the Virtual Directory in the left pane, then click **Browse \*** item in the far right pane (under Manage Application... Browse Application).

If in the browser it tells you that you don't have permission to execute, even though you already set it once, then click on the new virtual directory in the left pane. Then:

- a. Double click on Handler Mappings in the right pane.
- b. Right click on **wcweb.dll** and select **Edit Feature Permissions**. Make sure Script and Execute is checked.



- c. Click OK. Refresh browser to see if you're connected.

If you still see an error, the message should point you in the right direction to fix the issue.

### **Step 5: Setup Web Server for your Site**

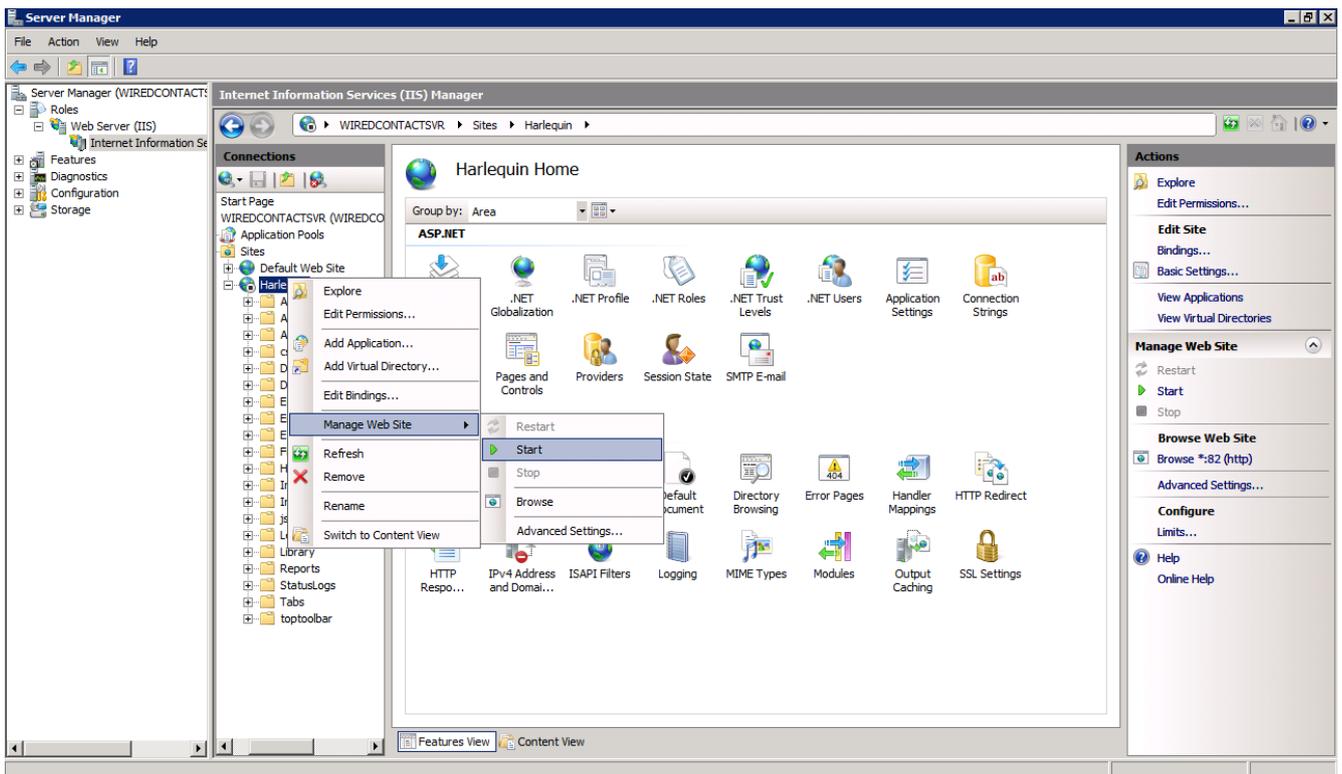
1. In Server Manager, right click on **Sites** on the left pane (under Application Pools).
2. Select **Add Web Site**.
3. Specify the **web site name**.
4. Click Select button to select the **Application Pool** – select the pool created above.
5. Select path of new site.
6. Click "**Connect As**" to set the security. Select "**Specific User**" – then click the Set button.
7. Enter your **IUSER** as the "user" you created and apply the Password; click OK.
8. Click OK to close **Connect As** dialog window.
9. Specify your **host name**. Click OK.

### **Step 6: Configure Settings for your New Web Server**

1. Select the new web server in the left pane. In the right pane, double click **Default Document** and remove all the default pages. Add a new one called **wcweb.dll** and click OK. (If you are setting up a

WiredContact Mobile site, then use wcweb.dll).

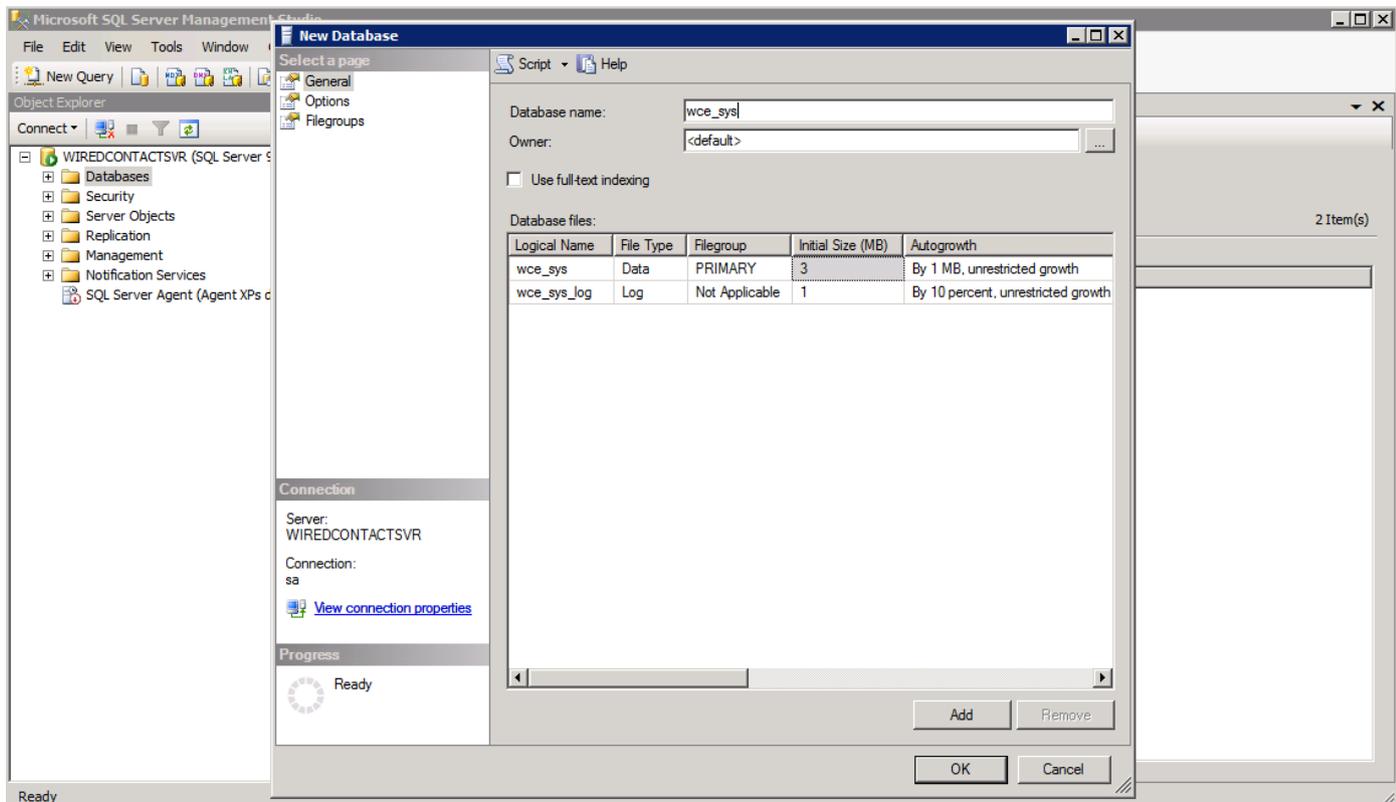
2. Click on the new web server in the left pane. In the right pane, double click **Handler Mappings**.
3. Make sure that the mappings are set the same as the virtual directory.
4. Make sure your web site is running. If not, right click on the web site, select manage web site then select start from the sub menu.



## **Step 7: Install SQL Server Express & SQL Management Server**

1. You will need to install SQL Server Express and the SQL Server Management Studio Express.
  - a. To install the Microsoft SQL Server Express 2005 Toolkit, follow the directions on this link <http://www.microsoft.com/download/en/details.aspx?id=19413>.
  - b. To install Microsoft SQL Server Express 2008 and Server Management Studio Express, follow the directions on this link <http://www.microsoft.com/download/en/details.aspx?id=26729>
2. WiredContact Installation Notes:
  - a. When you install SQL Server Express and it asks you what login mode you want - you want mixed (SA and Windows Login) - then you'll be prompted to put in the SA password twice.
  - b. After installed (use Advanced settings if you do not want to install on the C:\ drive) - open Management Studio Express. 99.9% of the time, you'll take the SQL Server instance and login credentials offered to you on the login screen - click OK.

3. Next you need to create two databases. One to hold the system data and another one to hold your specific sites contact data.
  - a. First open MS SQL Management Studio, right click on Databases in the left pane and create the wce\_sys database (This name can be anything but it is best to name it something logical as it makes support easier).



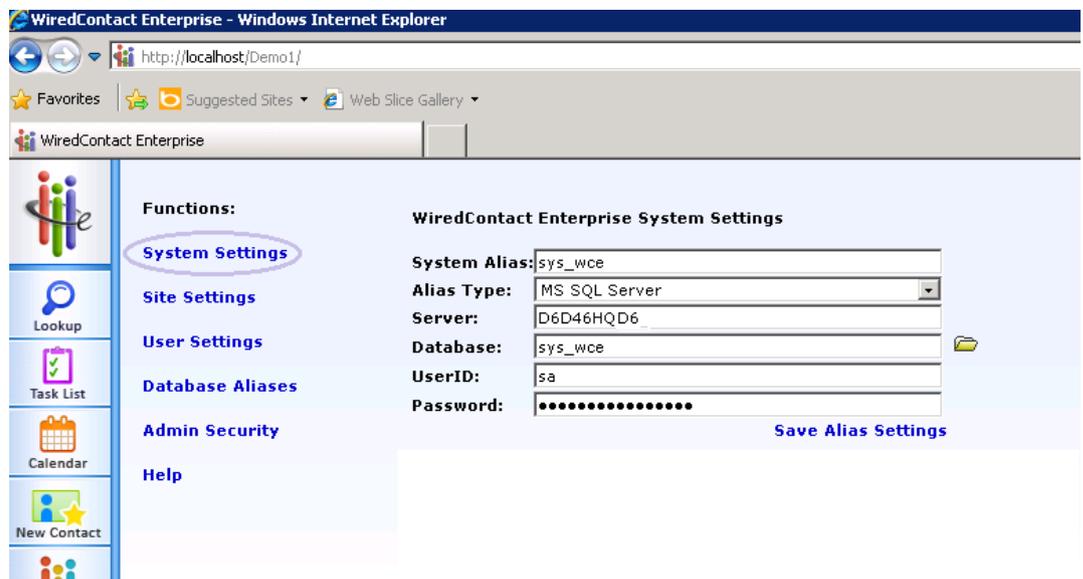
- b. Now create a new database for your site. Select databases, right mouse click and “add new database”, ie. wce\_site.
- c. You can add fields in WiredContact Enterprise directly through the Admin Console (Admin > Site Settings > select the table you want > New field). You can set up all the attributes of the field in the WCE Admin interface.

If you want to change a field name or the field attributes of a field already created, you can go back and modify the database from Management Studio Express. The WCE interface doesn't allow you to change a field name - so if you make a mistake when creating tables/fields from the WCE interface, you can go back here to fix.

## **Step 8: Configure the WiredContact Site**

1. Open a browser and point it to [http://localhost/\[virtualdirectoryname\]](http://localhost/[virtualdirectoryname])
2. Click the Admin link in the lower left corner.

3. The system and site aliases need to be configured to connect your WiredContact site to the SQL databases. First click **System Settings**.
  - a. Type in the name you used for your system alias, ie. wce\_sys.
  - b. Then select **Alias Type** - MS SQL Server.
  - c. In the **Server** field, enter the name of your SWL Server. This can be found in SQL Management Studio before logging in or on the intro page when logged in.
  - d. In the Database field you can input your database name for the system database or click the folder at the end and browse to it.
  - e. Finally enter the SQL **UserID** and **Password**. If the SA account was not set up these can be left blank.
  - f. Click **Save Alias Settings**.



4. Next Click on the **Site Settings** Function:
  - a. Follow the steps above, except for the Site Alias, type in the name of the site database you created in Step 7 – 3b.

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