

Service Accent

Remote Console Installation & Setup Guide

November 2009



Legal Information

All rights reserved. No part of this document shall be reproduced or transmitted by any means or otherwise, without written permission from Vantage Computing Limited.

This document is provided "as is" and all expressed or implied conditions, representations, and warranties, including any implied warranty of merchantability, fitness for a particular purpose, or non-infringement, are disclaimed, except to the extent that such disclaimers are held to be legally invalid.

Trademarks

Service Accent is a Trademark of Vantage Computing Limited.

All product names mentioned in this documentation are the trademarks of their respective owners. This document also includes the trademarks, trade names, and service marks of companies other than Vantage Computing Limited.

The product described in this document is distributed under license, restricting its use, copying, distribution, and decompilation. No part of the product or this documentation may be reproduced in any form by any means without prior written authorisation of Vantage Computing Limited.

contents

1 Introduction	Remote Console Overview	2
	The Host	2
	The Service Accent Document Set	3
	About this Guide	4
	Documentation Conventions	4
	Contacting Your Support Provider	4
2 Installing The Remote Console	The Remote Console Software	5
	Installing the Web Components	18
	Configuring the web components	22
	Setting the ability to view invoices	23
	Setting security rights on the scratch folder	25
	Installing The POA Module	31
	Configuring The Remote Console	38
	Using the HTTP proxy	40
	Configuring the HTTP proxy	40
	Additional Information	44

Introduction

Welcome to the Service Accent Remote Console installation & setup guide.

This chapter contains the following topics:

- Remote Console Overview
- The Service Accent Document Set
- About this Guide
- Documentation Conventions
- Contacting Your Support Provider

Remote Console Overview

The Remote Console software is a dynamic link between a remote user and your Service Accent database that uses the internet or similar WAN.

The remote user uses his web browser (which will typically be Internet Explorer, or IE for short) to establish a connection with your web server via the HTTP protocol running on TCP/IP. This is all standard and if you are able to host a web site on your network and the remote user can view it, the remote console can be installed.

The remote user communicates via the remote console using a pre-determined web page. This is called *serviceaccent.customer.applet.asp* or *serviceaccent.engineer.applet.asp* although can be changed if required. All requests made by the remote user go through the page, which also returns the HTML that is rendered by the browser.

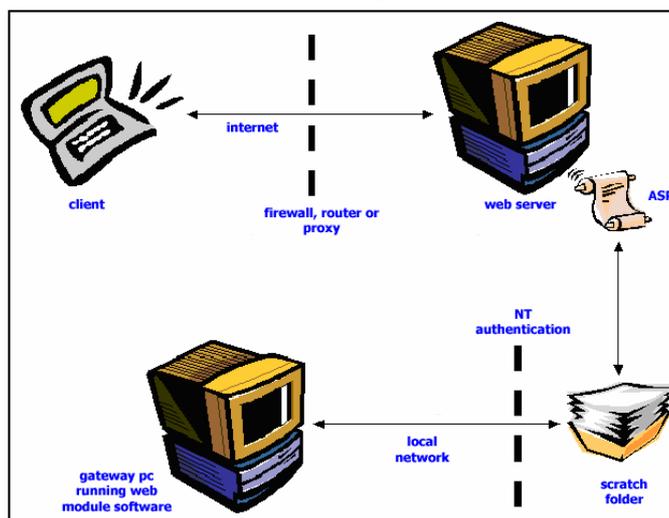
This web page itself contains minimal functionality; its purpose is to transport the remote requests to the remote console and return the responses from the remote console back to the remote user. The way this is achieved is very simple: you nominate a folder on the web server as a temporary or *scratch* folder for use by the remote console. The web page writes the remote user's request to this scratch folder (each request is given a unique ID) which is then picked up by the remote console itself (we'll examine this in more detail later on). The remote console writes its response back to the scratch folder using the same ID as the request and this is picked up by the web page. The web page then returns this data (which is an HTML "web" page) back to the user.

Although seemingly low-tech, this method has various advantages, which include the ability to run the web server on one side of a firewall and the console itself on the other side without having to configure complex rules or network protocols. It also makes porting the console to other non-IIS platforms much easier (for example, PHP on a Linux platform).

The Host

The host software must be running Microsoft Windows NT4 Server, Windows 2000 Server, Windows XP Professional, Windows Vista, Windows Server 2003 or Windows Server 2008, with IIS 3.0 or later which is capable of running ASP scripts.

Because the host is exposed externally, rather than internally on an internal network, a public IP address must be allocated to it, and ideally DNS entries will be set up (the ISP normally takes care of this). Additionally, an always-on connection to the Internet is advised, either in the form of a leased line, cable or ADSL connection if possible.





The Service Accent Document Set

The Service Accent document set consists of the following guides:

- **Service Accent Installation And Setup Guide** – this document describes how to install and configure Service Accent.
- **Service Accent User Guide** – this document describes how to use Service Accent.
- **Service Accent Online Meter Billing Setup & User Guide** - this document describes how to configure and use Service Accent Online Meter Billing.
- **Service Accent Sage Live Link** - this document describes how to configure and use Service Accent Sage Live Link.
- **Service Accent Dynamic Mapping** - this document describes how to configure and use Service Accent Dynamic Mapping.
- **Service Accent Remote Monitoring & Billing** - this document describes how to configure and use Service Accent Remote Monitoring & Billing.
- **Service Accent Remote Console Installation & Setup Guide** - this document describes how to install and setp the Service Accent Remote Console module.
- **Service Accent Wireless Setup Guide** - this document describes how to install and setup Service Accent Wireless.
- **Service Accent Wireless User Guide** - this document describes how to use Service Accent Wireless.
- **Service Accent Mobile User Guide** - this document describes how to use Service Accent Mobile.
- **Service Accent Remote Customer User Guide** - this document describes how to use Service Accent Remote Customer.
- **Service Accent Remote Engineer User Guide** - this document describes how to use Service Accent Remote Engineer.
- **Service Accent Remote Email Setup & User Guide** - this document describes how to configure and use Service Accent Remote Email.
- **Service Accent Messaging Setup & User Guide** - this document describes how to configure and use Service Accent Messaging.
- **Service Accent SMS & Email Notifications Setup & User Guide** - this document describes how to use Service Accent SMS & Email Notifications.

About this Guide

This guide consists of the following chapters:

- **Chapter 1: Introduction** – describes the intended audience for this document, documentation conventions, and your support provider contact information.
- **Chapter 2: Getting Started** – describes how to install and set up the Service Accent Remote Console software.

Documentation Conventions

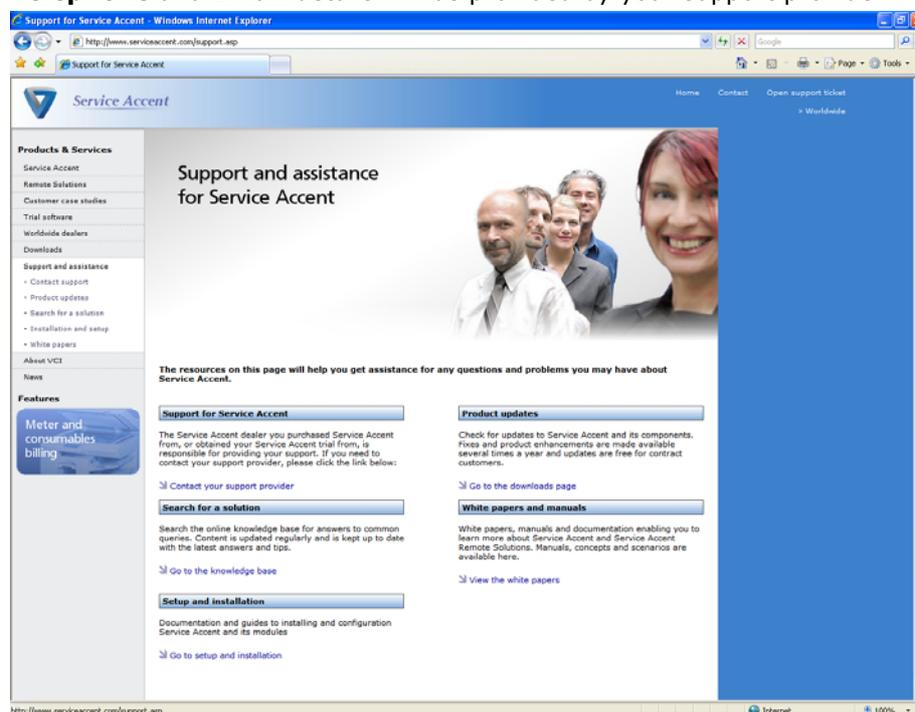
The following icons highlight particular sections.

- 
Caution – failure to observe the caution described in this section may prevent Service Accent Remote Customer from operating properly.
- 
Note – sections highlighted with this icon contain pertinent information, such as exceptions to the preceding steps or sections.
- 
Hint – sections highlighted with this icon contain hints or suggestions.

Contacting Your Support Provider

Web site: www.serviceaccent.com, click on **support and assistance**

Telephone and **Email** details will be provided by your support provider.



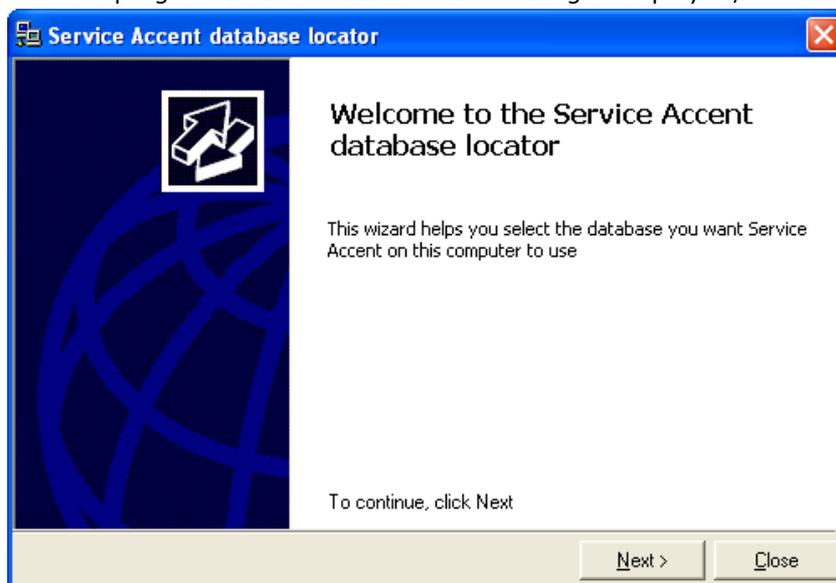
Installing The Remote Console

Before starting the installation of the remote console software, please ensure that the server or workstation that the remote console is to be installed on, has Pervasive.SQL installed.

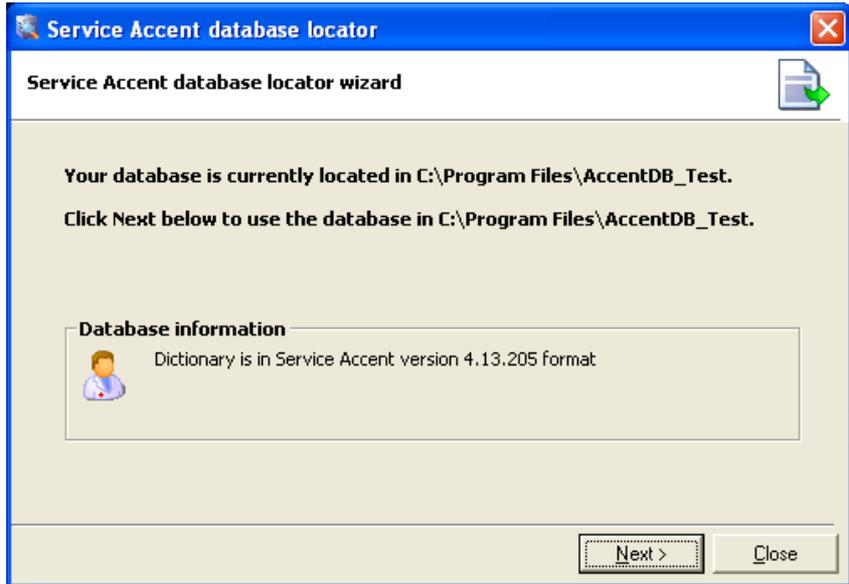
The Remote Console Software

To install Service Accent Remote Console

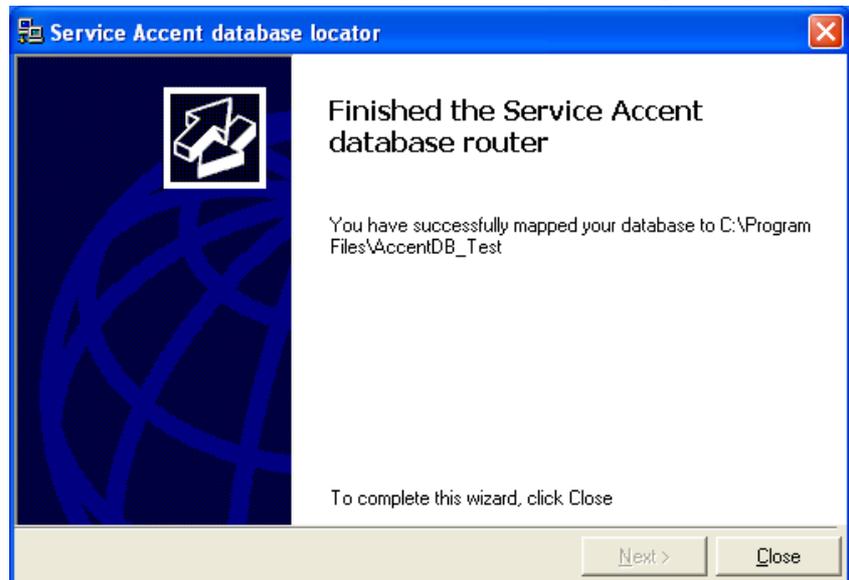
1. Locate the main AccentDB database folder on your network and then run the program **Dbrouter.exe**. The following is displayed;



- Click **Next** and the following will be displayed;



- Click **Next** to set the database path and the following is displayed;

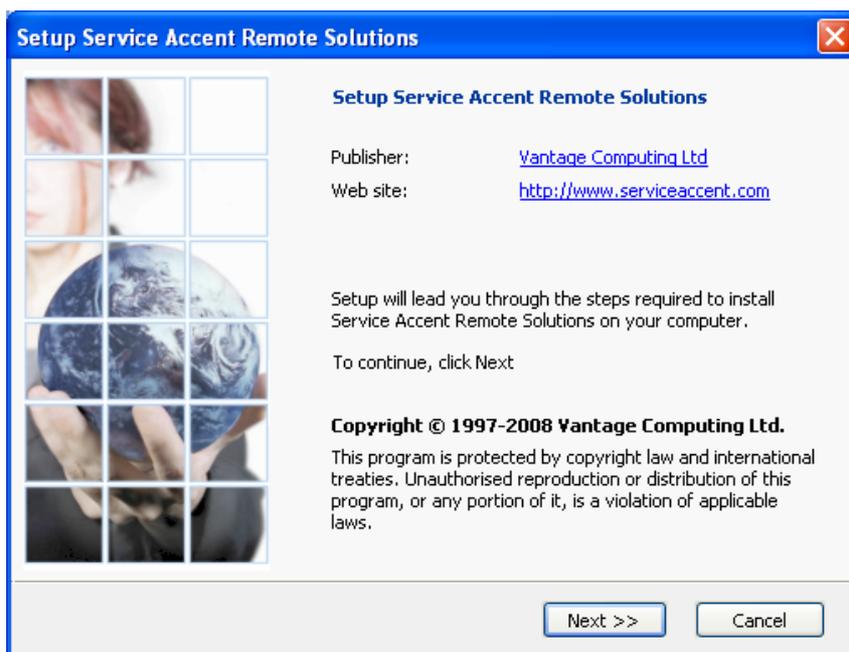


- Click **Close** to close database router wizard.

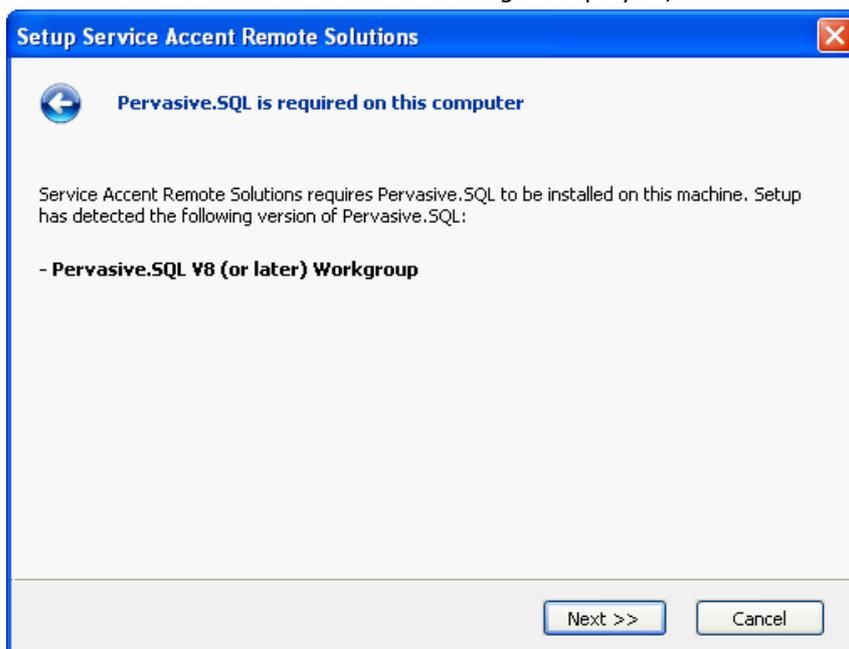


If the Service Accent application has not been installed on this computer, then **Dbrouter.exe** will report an error and you will need to manually edit the Registry. Please contact your support provider for further information.

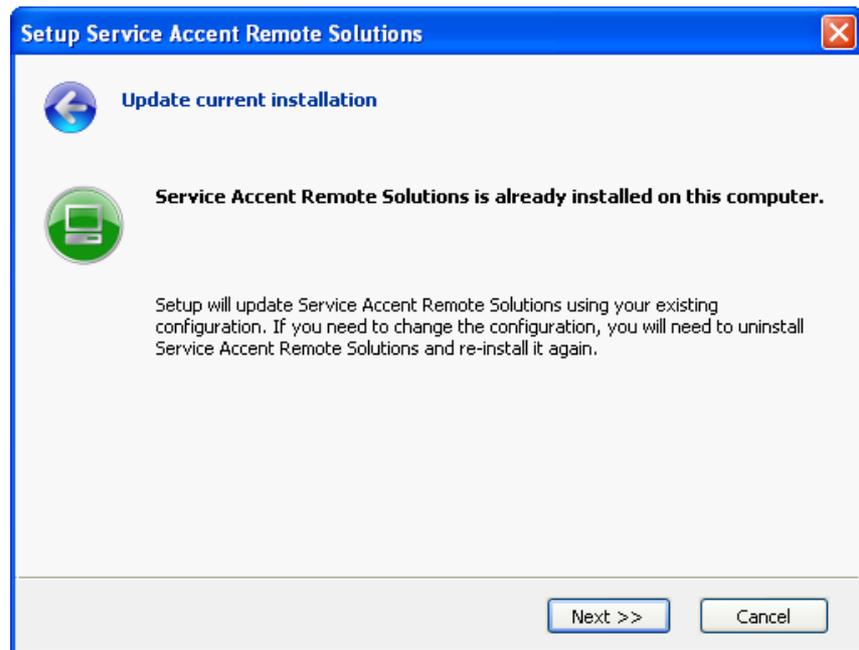
- Download the latest version of the Service Accent Remote Console Software from <http://downloads.vantagecomputing.co.uk> or use the installation CD provided by your support provider.
- Locate the remote console software that was downloaded (ServiceAccent_RemoteSolutions.exe) and run the application.
- The following is displayed;



8. Click **Next** to continue and the following is displayed;



9. The setup wizard checks that a version of Pervasive.SQL is installed, if Pervasive.SQL is not installed on this server, installation will not continue.
10. If Pervasive.SQL is not installed, click **Cancel** to abort the installation of the Remote Console software, install Pervasive.SQL and restart the Remote Console software installation.
11. If Pervasive.SQL is installed, click **Next** to continue.
12. If the Remote Console software has been previously installed, the following screen will be displayed and the original settings will be used for the installation folder and other component installation. If this is a fresh installation, please proceed to point 15.



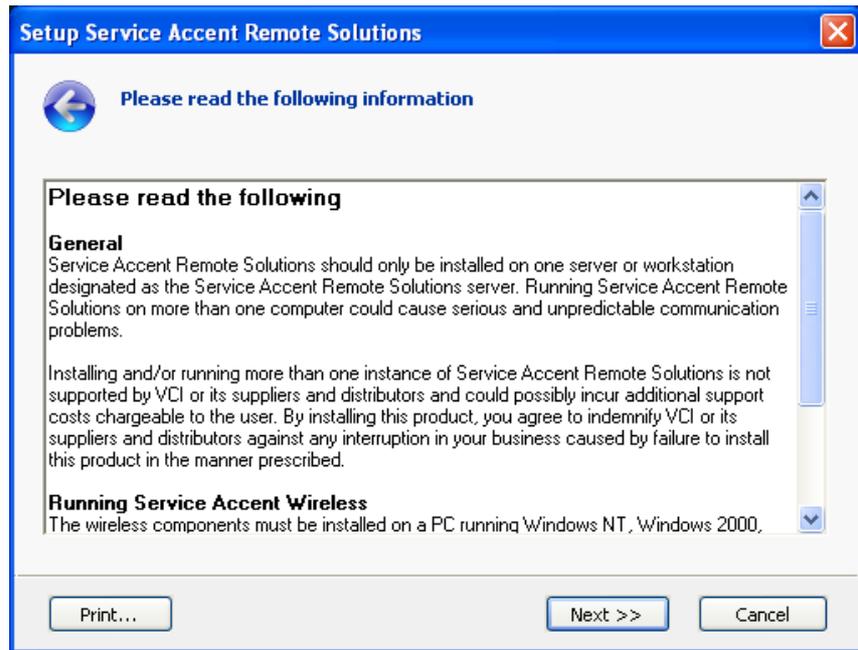
13. Click **Next** to continue.

14. The following license agreement details are shown;

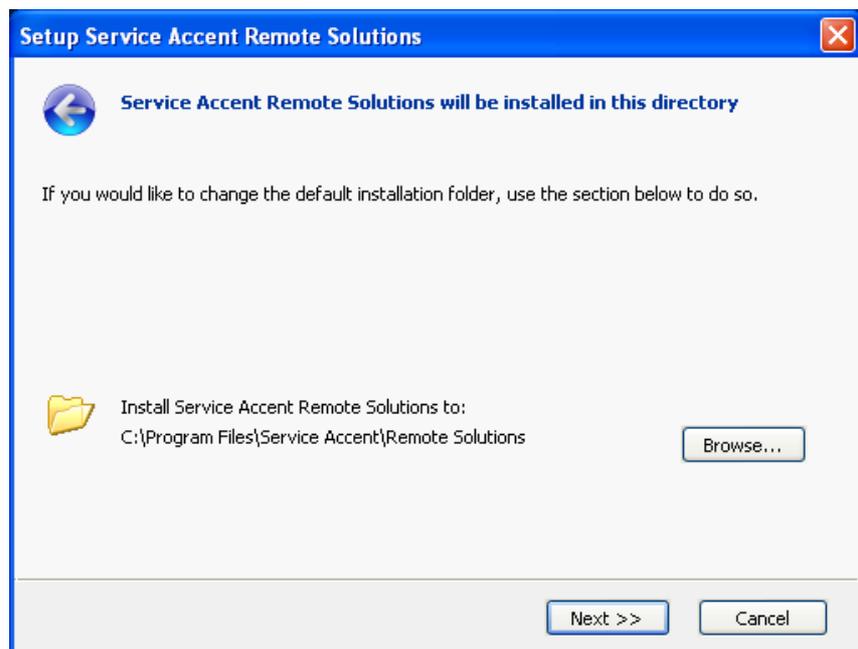


15. Read and accept the license agreement by ticking **I accept the license terms**.

16. Click **Next** to continue. If Remote solutions has been previously installed, proceed to step 17 else the following is displayed;

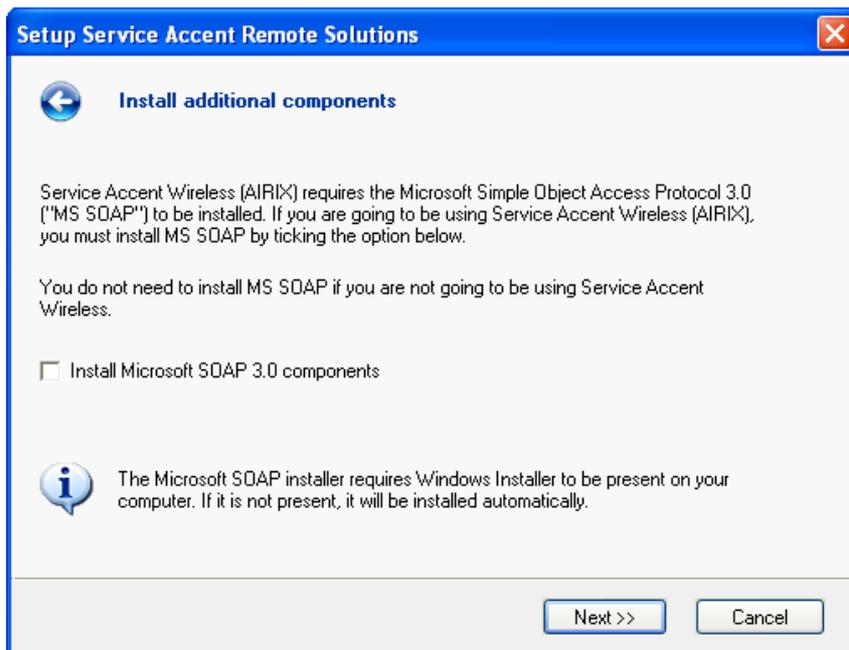


17. Please read the information shown as it contains important information on Service Accent Remote Solutions. It is recommended that a hard copy is taken, by clicking the **Print...** button.
18. Click **Next** to continue.



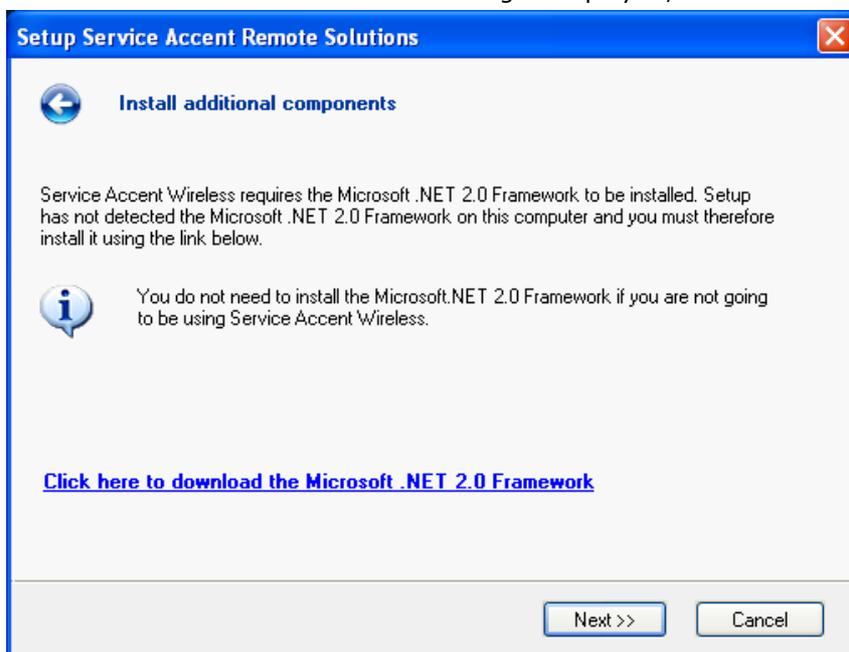
19. By default, the Remote Console software will install into a folder called c:\Program Files\Service Accent\Remote Solutions. To select a different installation folder, click the **Browse** button. However, it is recommended that the default location is used.

20. Click **Next** to continue.



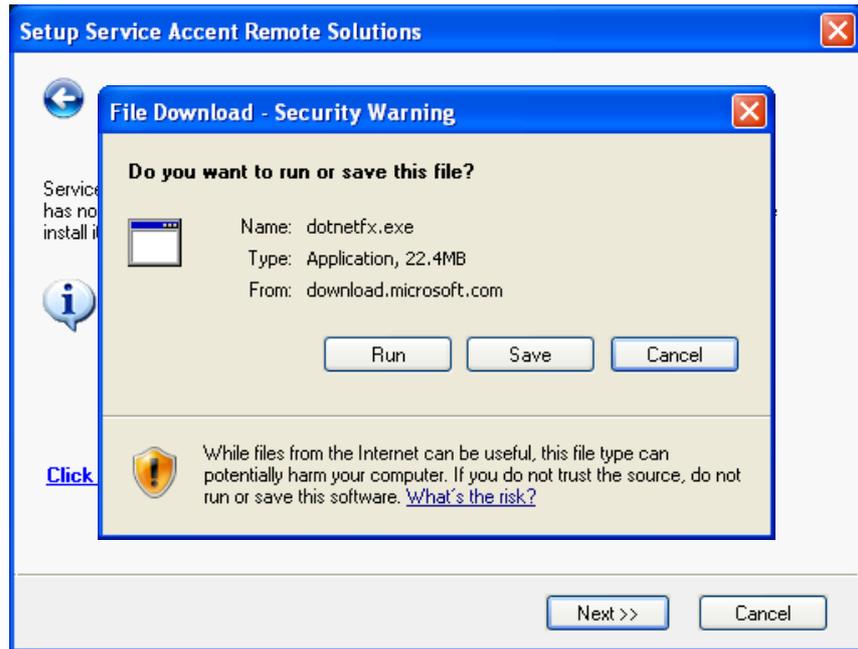
21. If this is a new installation, and Microsoft Simple Object Access Protocol 3.0 (“MS SOAP”) is not installed on the server, you will be prompted to download and install **MS SOAP**. You only need to install **MS SOAP** if you are going to be using Service Accent Wireless (AIRIX). Please contact your support provider for further information. Enable **Install Microsoft SOAP 3.0 components** to install MS SOAP.

22. Click **Next** to continue and the following is displayed;

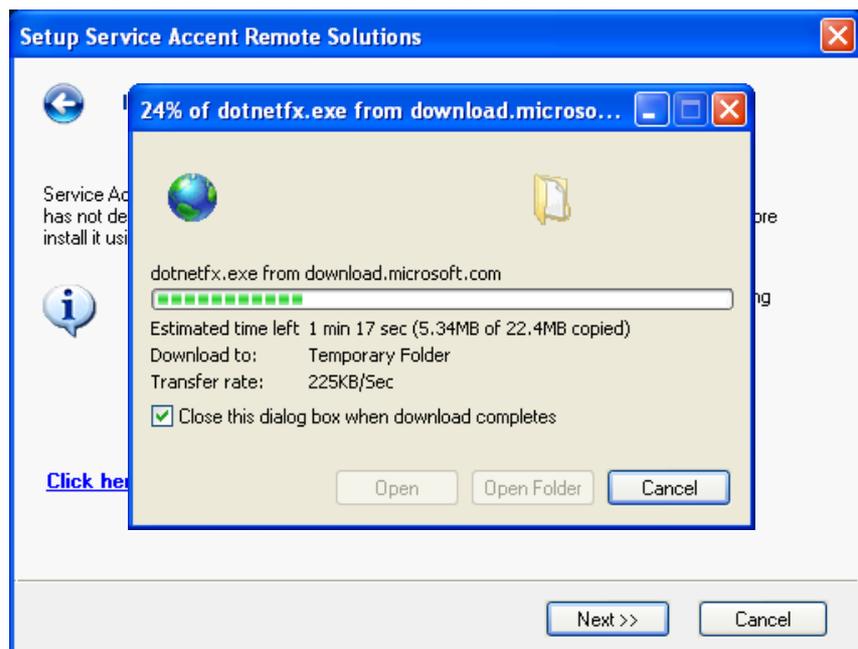


23. If this is a new installation, and Microsoft .NET 2.0 Framework is not installed on the server, you will be prompted to download and install **Microsoft .NET 2.0 Framework**. You only need to install this if you are going to be using Service Accent Wireless.

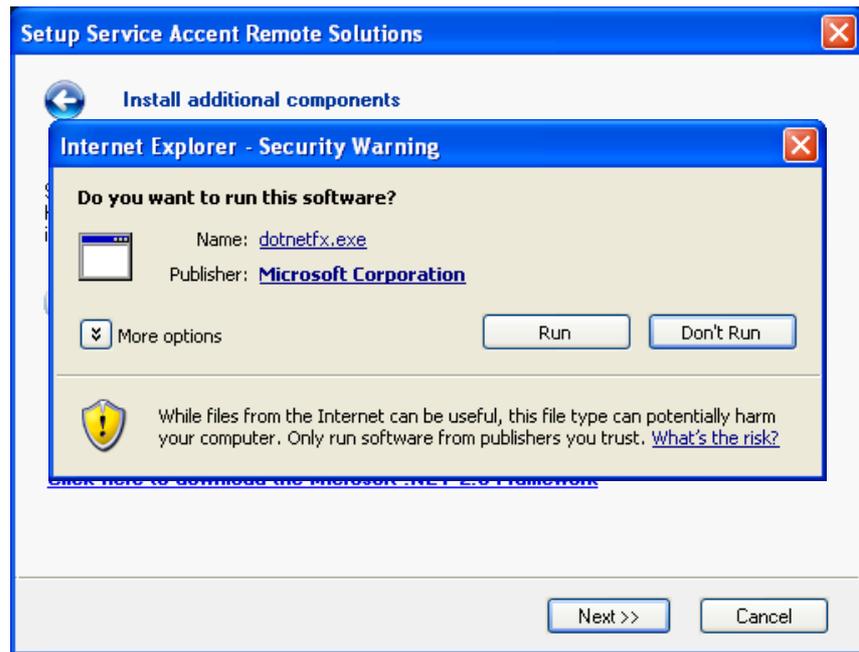
24. To install Microsoft .NET 2.0 Framework, click [Click here to download the Microsoft .NET 2.0 Framework](#). The following will be displayed;



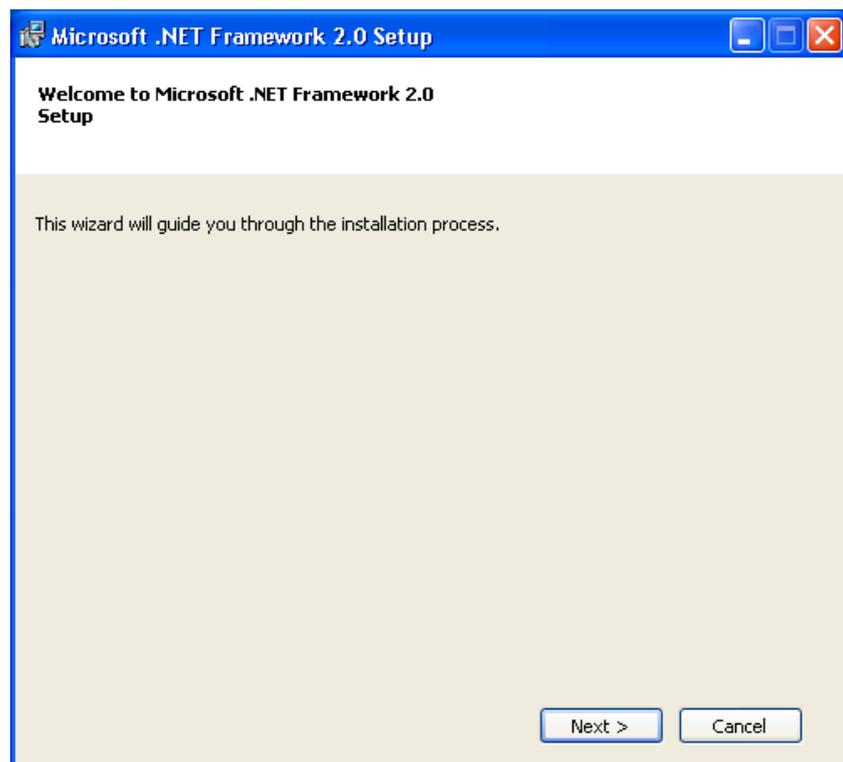
25. Click **Run** to download and install **dotnetfx.exe**.



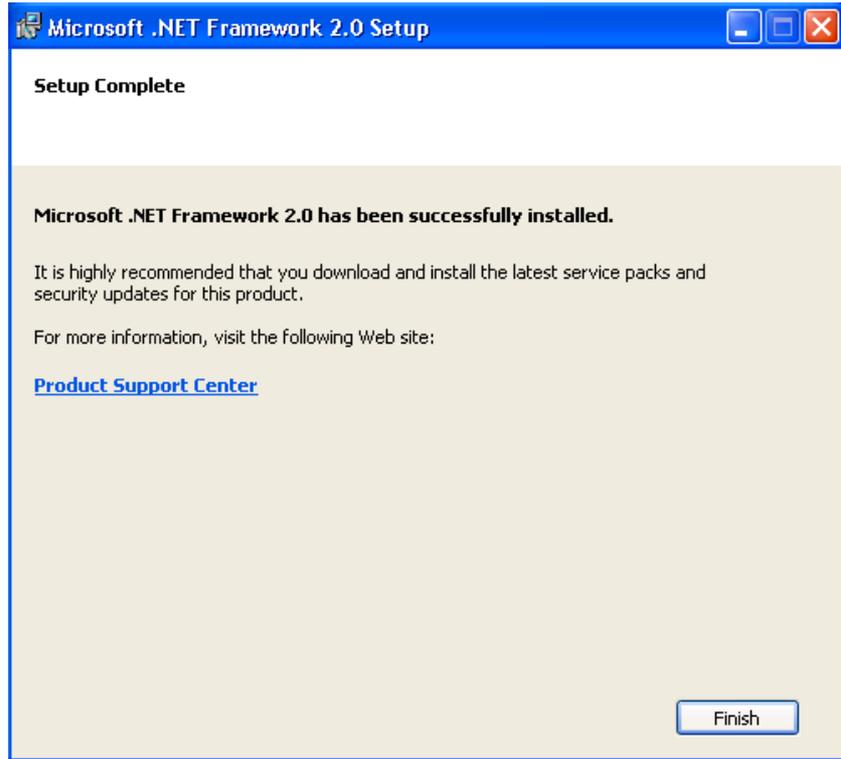
26. After **dotnetfx.exe** has been downloaded, the following will be displayed;



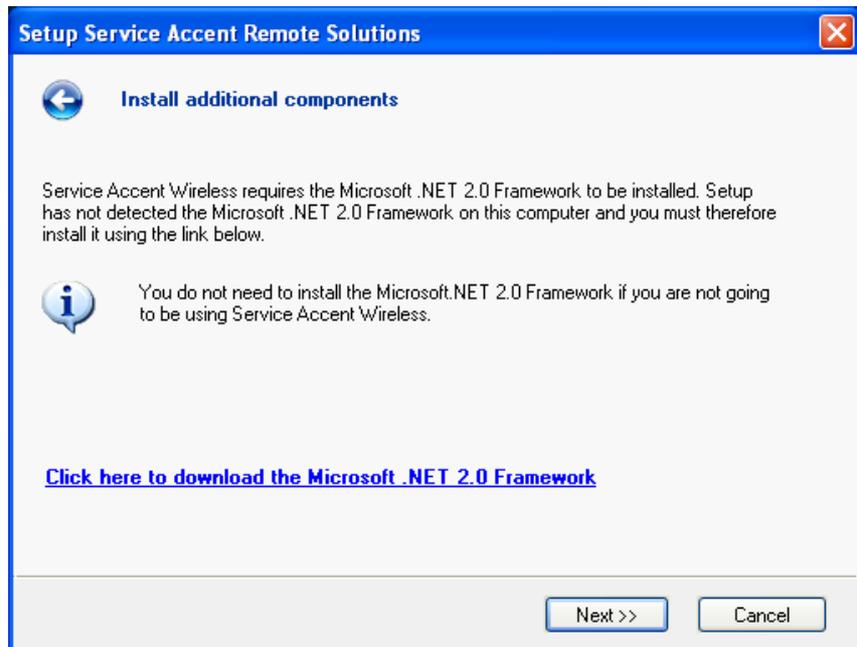
27. Depending on the version of Microsoft Windows you are running, this security warning may or may not be displayed. Click **Run** and the following will be displayed;



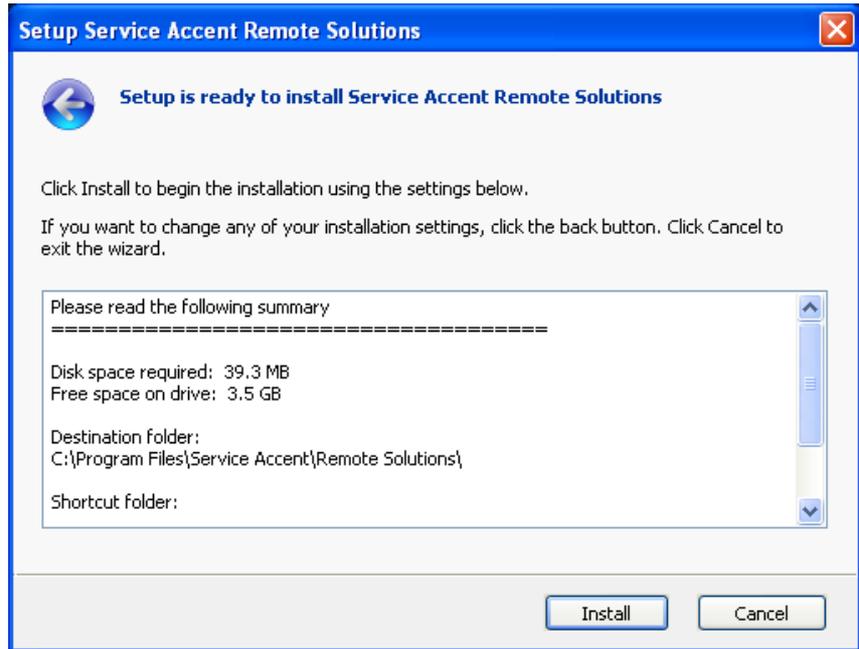
28. Click **Next** and accept all the defaults for the installation. After the installation has completed, the following will be displayed;



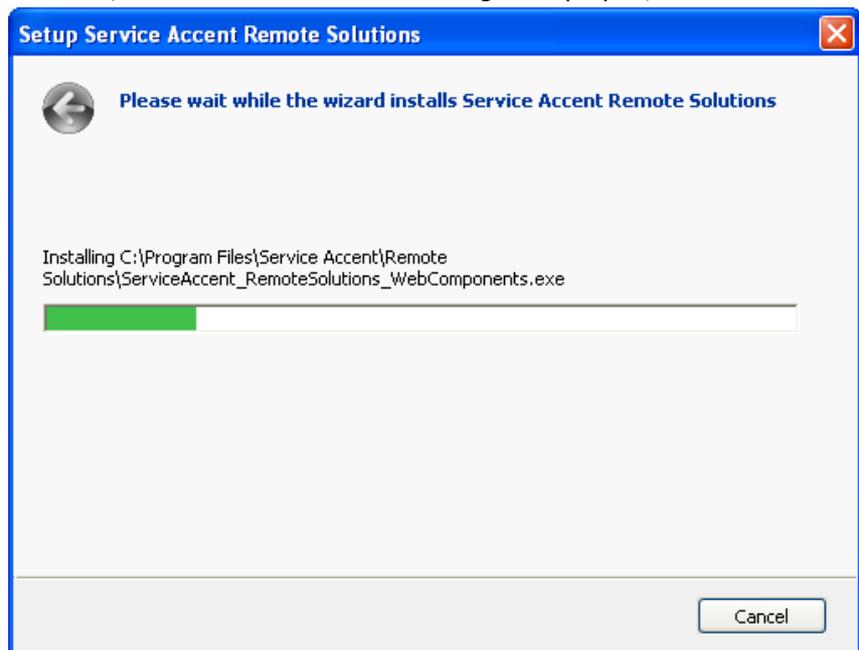
29. Click **Finish** to continue and the following is displayed;



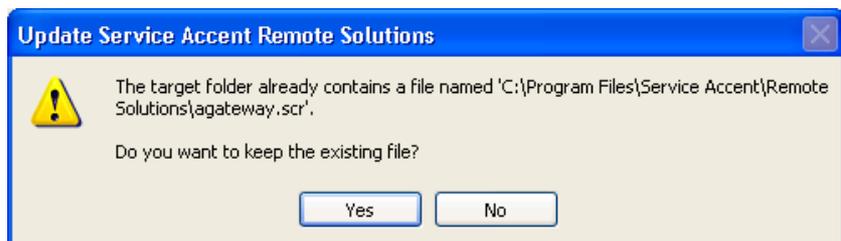
30. Click **Next** to continue and the following is displayed;



31. A summary of the installation details are shown. If anything needs to be changed, click **Back** and amend as required. If all details are correct, click **Install** and the following is displayed;

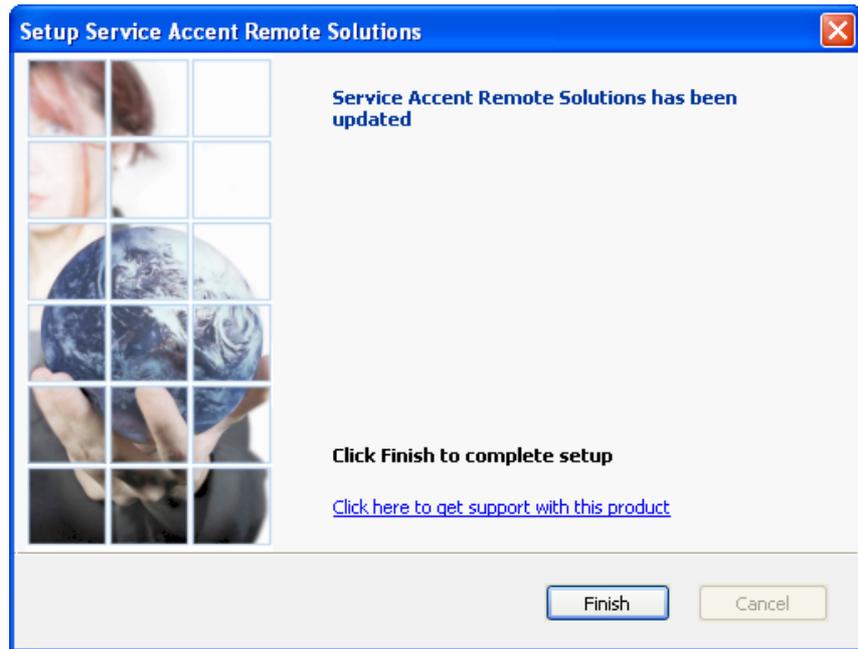


If the remote console software is already installed and an upgrade is been performed, various messages will be displayed regarding existing files, always click **No** not to keep the existing file, unless advised by your support provider to do otherwise.



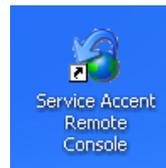


32. After installation is complete, the following is displayed;



33. Click **Finish** to complete the remote console software installation.

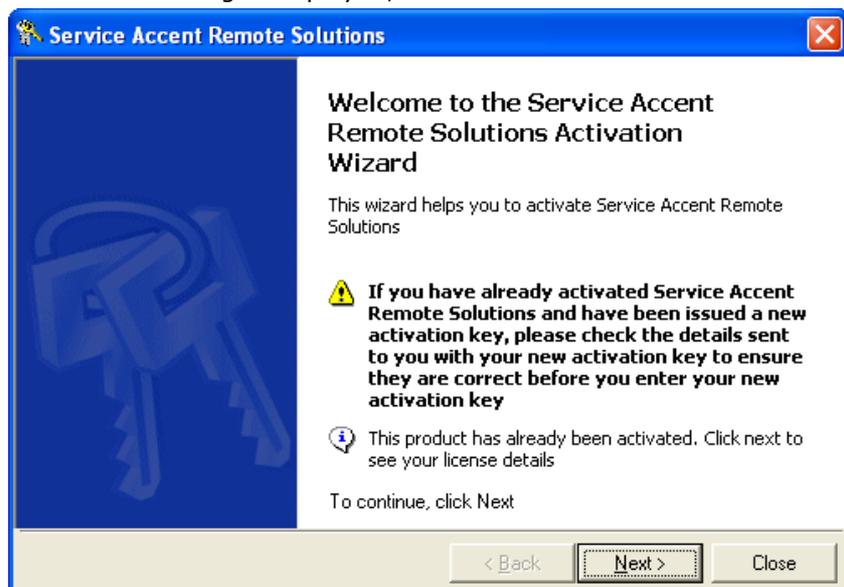
34. The following shortcut will be placed on the desktop;



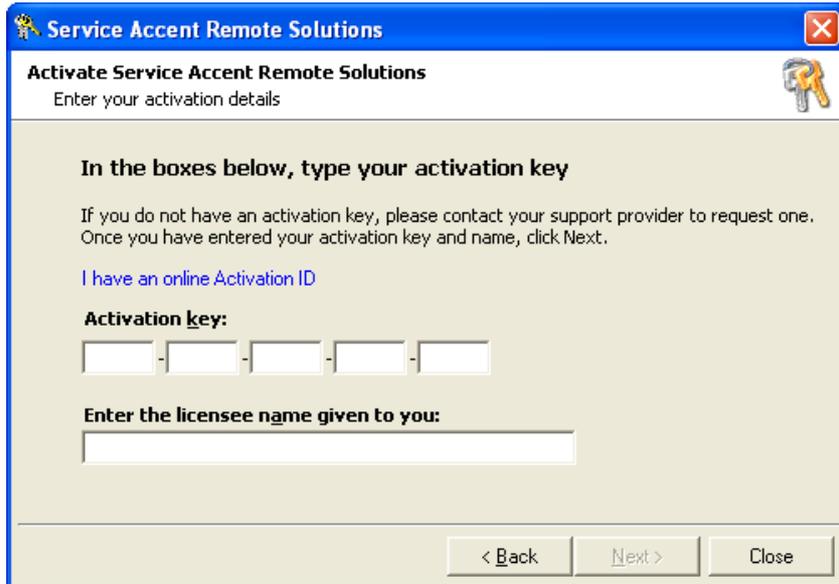
The next step is to enter a valid license key.

To enter a license key

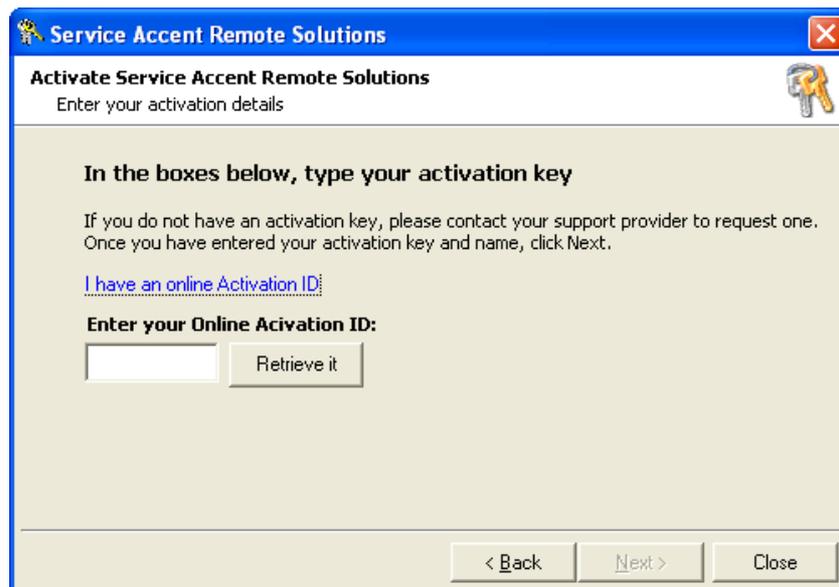
1. Double click the **Service Accent Remote Console** icon on the desktop and the following is displayed;



2. Click **Next** to activate Service Accent Remote Solutions.



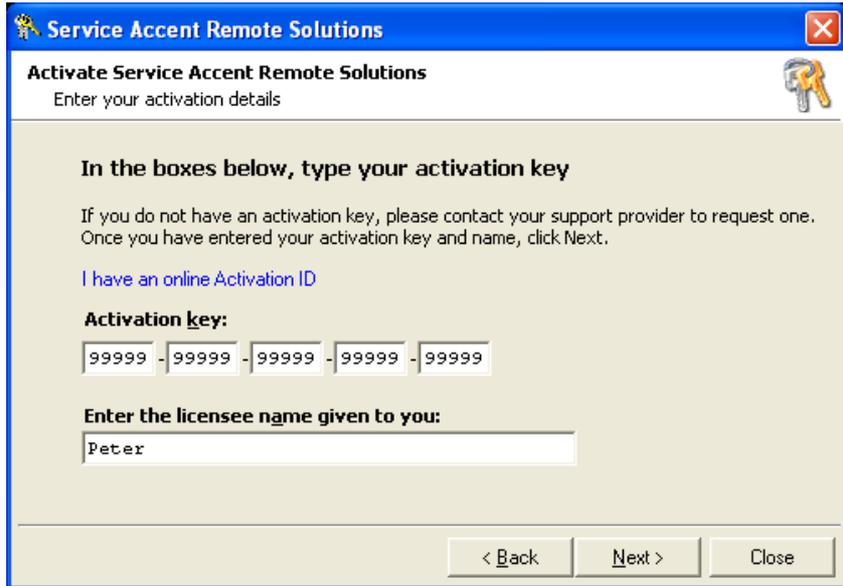
3. If you have been given an **Online Activation ID** key by your support provider, click [I have an online Activation ID](#) and the following is displayed



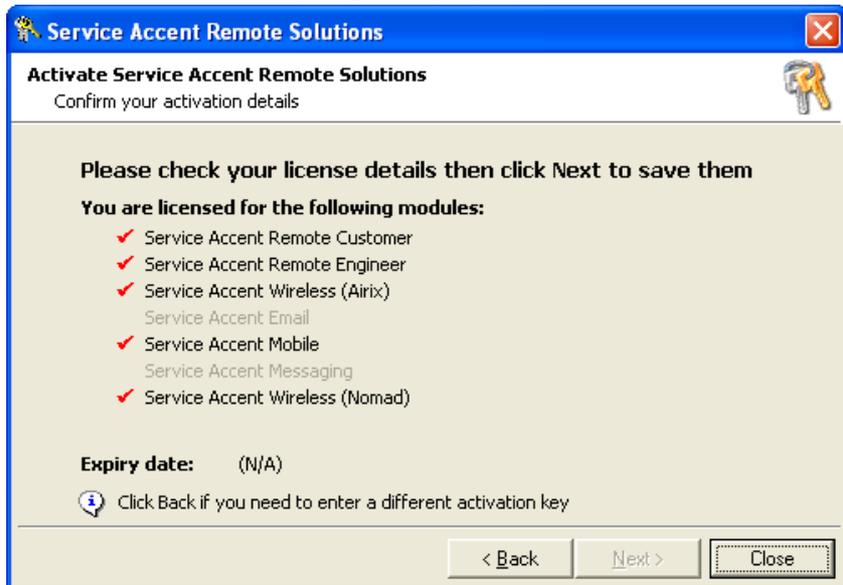
4. Enter your activation ID and then click the **Retrieve it** button and your licence key details are automatically entered.
5. If you do not have an onlince Activation ID, enter your license key and license name as provided by your support provider, manually.



- After entry of the license key, the following will be displayed;



- Click **Next** and the following is displayed;



- This confirms which remote solutions product you are licensed to run. Click **Close** to close the activation wizard.
- Icons will appear in the task bar to indicate that Service Accent Remote Console is installed and running. Depending on the remote solutions products licensed, not all of these icons will be displayed.

The Service Accent Remote Solutions icons

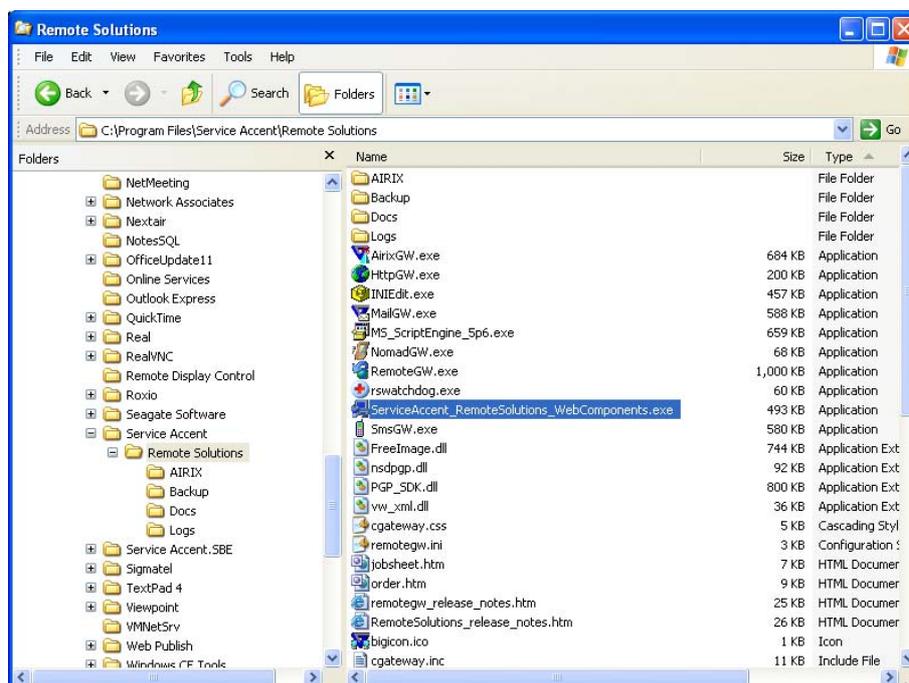


Installing the Web Components

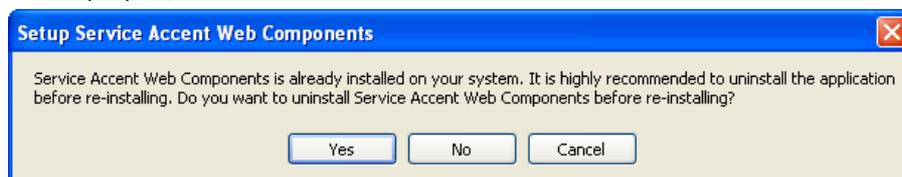
If you are using or planning to use Service Accent Remote Customer, Service Accent Remote Engineer or Service Accent Mobile, you will need to install the Web components. You will need to be running Microsoft Internet Information Services (IIS), version 5.0 or greater.

To install the web components

1. To install the web components on your web server, locate the program *ServiceAccent_RemoteSolutions_WebComponents.exe*. This is installed in your "Remote Console" folder (the default is C:\Program Files\Service Accent\Remote Solutions) after the remote console software has been installed.



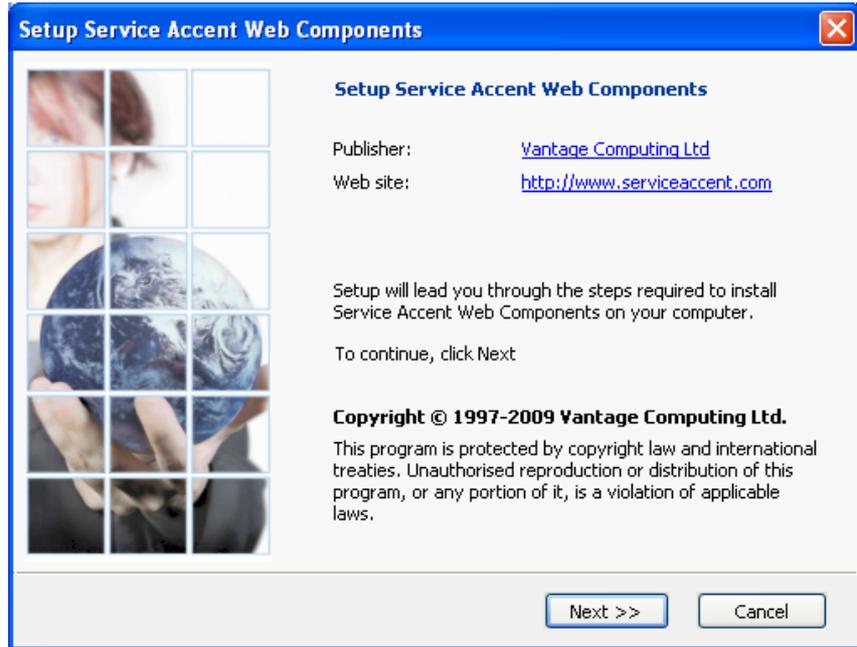
2. Run *ServiceAccent_RemoteSolutions_WebComponents.exe* either by double clicking or by right clicking and then select Open. If the Service Accent web components have been previously installed, the following is displayed;



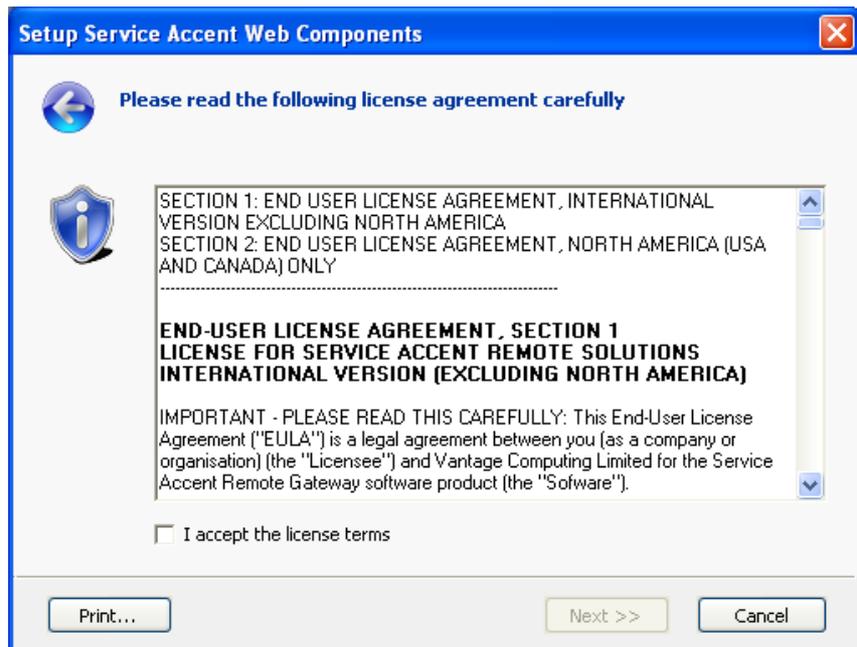
3. Click **Yes** to uninstall and re-install and then follow the steps as outlined from point 4. Click **No** to install without removing the previous version.



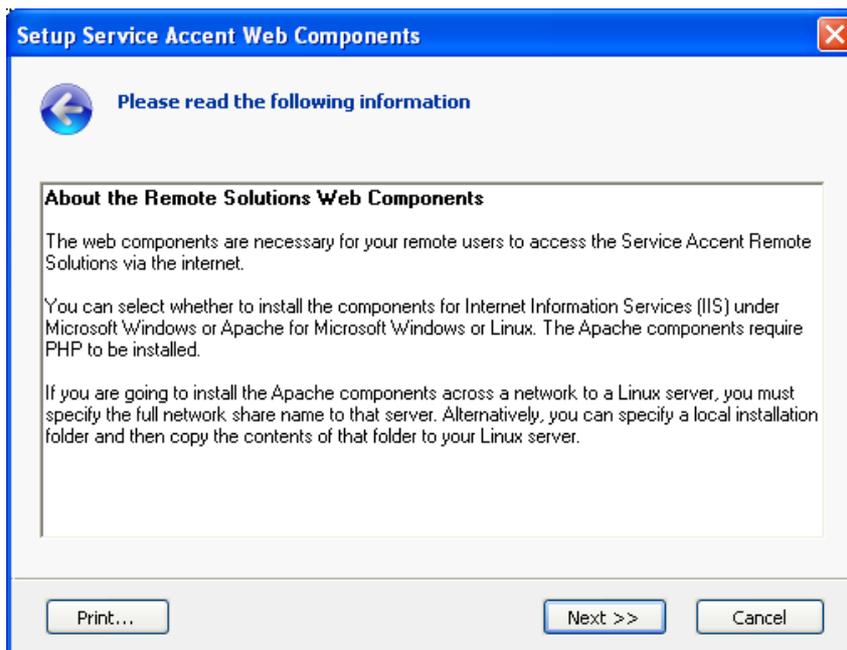
4. The following is displayed;



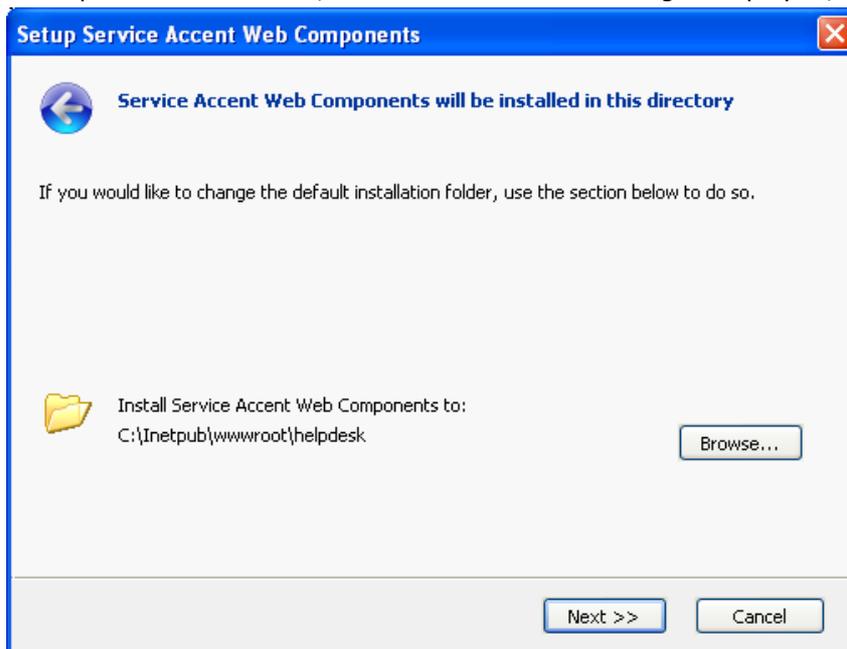
5. Click **Next** to continue and the following is displayed;



6. Read and accept the license agreement by ticking **I accept the license terms**.
7. Click **Next** to continue and the following is displayed;



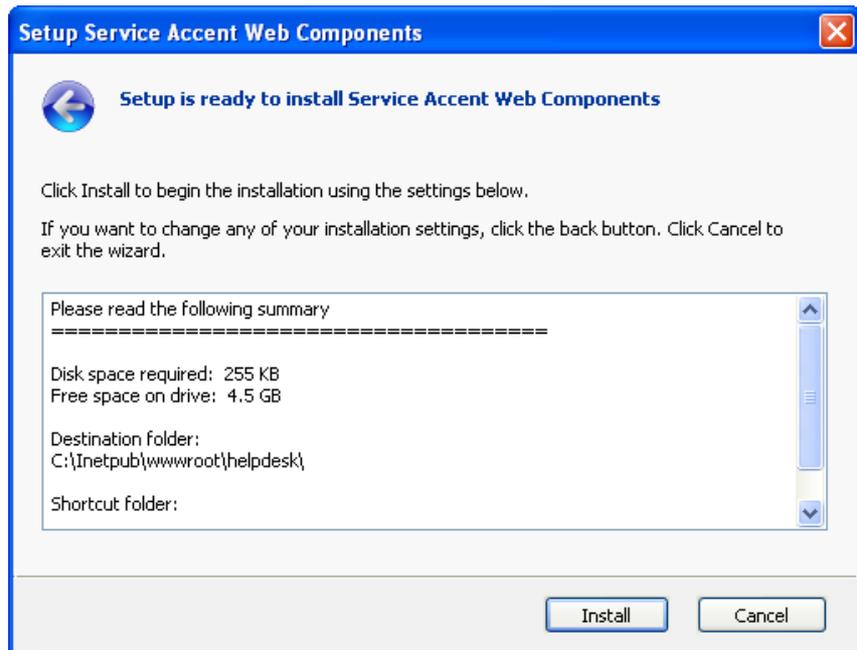
8. Please read the information shown as this includes important information on the installation of the Remote Solutions Web Components. Once read, click **Next** and the following is displayed;



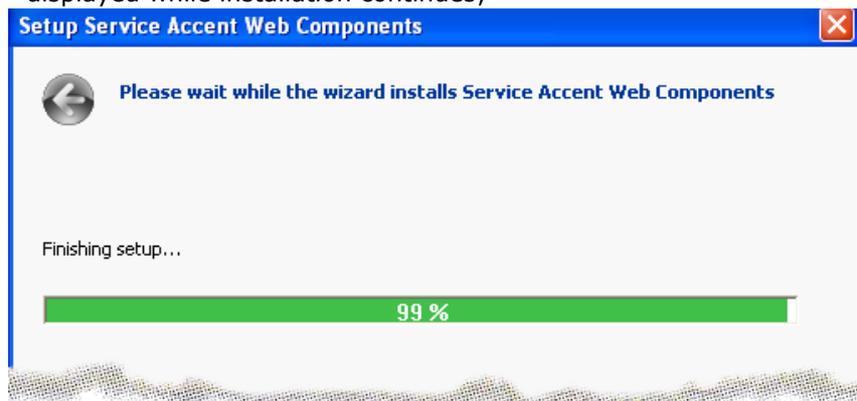
9. The setup program will install the web components in your *wwwroot* folder (typically this is *c:\inetpub\wwwroot*) and create a sub-folder called *Helpdesk*. The *wwwroot* folder is setup as part of the IIS installation. You can install to a different location by clicking the **Browse** button.
10. Both the components for Internet Information Services (IIS) under Microsoft Windows and Apache for Microsoft Windows or Linux. The Apache components require PHP to be installed.

If you are going to install the Apache components across a network to a Linux server, you must specify the full network share name to that server. Alternatively, you can specify a local installation folder and then copy the contents of that folder to your Linux server.

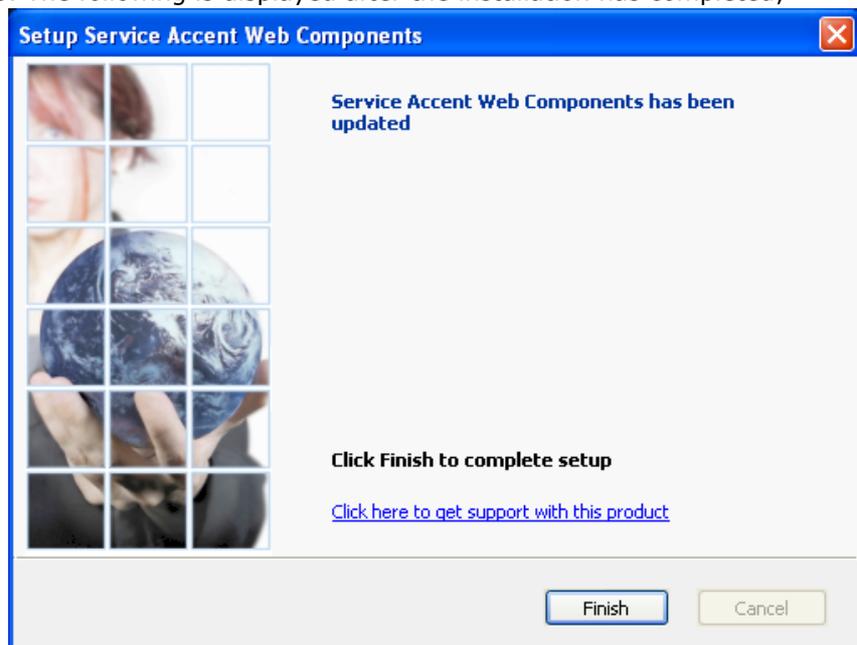
11. Click **Next** to continue and the following is displayed;



12. Click **Install** to install the web components and the following is displayed while installation continues;



13. The following is displayed after the installation has completed;



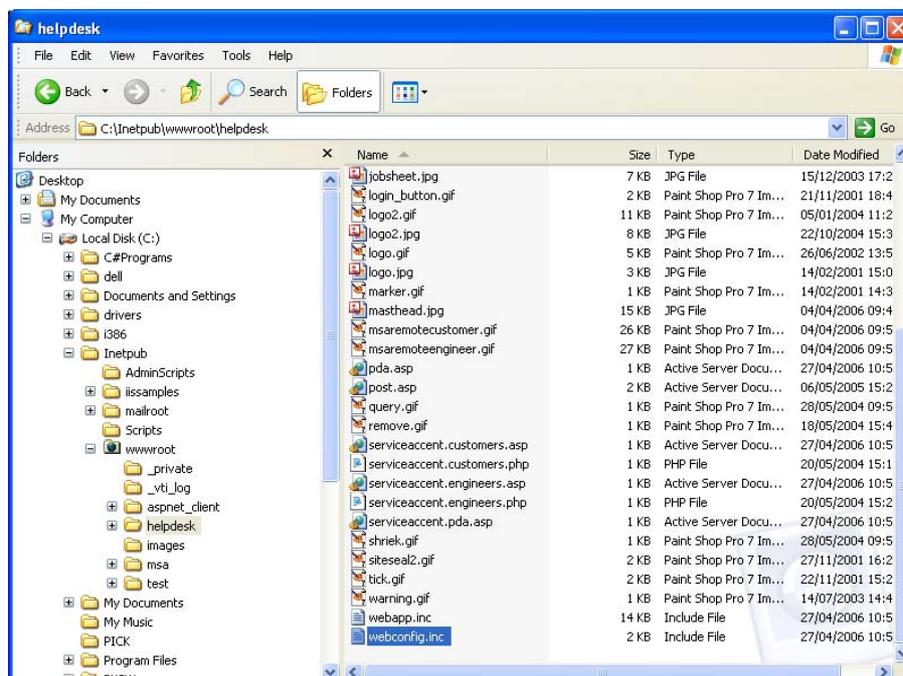
14. Click **Finish** to exit the web components installation wizard.

Configuring the web components

By default, a scratch folder called *scratch* is created in the *Helpdesk* folder. The web page writes the remote user's request to this scratch folder (each request is given a unique ID) which is then picked up by the remote console itself. The remote console writes its response back to the scratch folder using the same ID as the request and this is picked up by the web page. The web page then returns this data (which is an HTML "web" page) back to the user.

To configure the web components

1. To change the location of the scratch folder, you need to edit the configuration file for the web components. Locate the file *Webconfig.inc*. By default, in *c:\inetpub\wwwroot\helpdesk* or the folder where the web components were installed in the previous section.



2. Using notepad, open this file (either directly from Notepad or by right clicking and selecting Open). The following will be displayed;

```

webconfig.inc - Notepad
File Edit Format View Help
<%
' WEBCONFIG.INC - Remote Solutions Server Side Components
' Copyright (C) 2004,2005 Vantage Computing Ltd. All rights reserved

' THIS FILE IS USER-MODIFIABLE

%>
<%
' Specify the temporary working folder.
' This can be an absolute path, e.g.:
' workingFolder = "c:\scratch"
' or a relative path, e.g.:
' workingFolder = "scratch"
' (which will actually be c:\inetpub\wwwroot\scratch)

' =====
workingFolder = "scratch"
' =====

' set this to an appropriate email address in case of errors

' =====
PostMaster = "webmaster@yourdomain.com"
' =====

' Set the timeout value of this script. If we get no response from the
' gateway in this time, we will send an error message to the remote user

' =====
GatewayTimeout = 5

```



3. Locate the line that begins **WorkingFolder =**

```

webconfig.inc - Notepad
File Edit Format View Help
<<%
' WEBCONFIG.INC - Remote Solutions Server Side Components
' Copyright (C) 2004,2005 Vantage Computing Ltd. All rights reserved

' THIS FILE IS USER-MODIFIABLE
%>
<<%
' Specify the temporary working folder.
' This can be an absolute path, e.g.:
' workingFolder = "C:\scratch"
' or a relative path, e.g.:
' workingFolder = "scratch"
' (which will actually be C:\Inetpub\wwwroot\scratch)

' =====
workingFolder = "scratch"
' =====

' Set this to an appropriate email address in case of errors
' =====
PostMaster = "webmaster@yourdomain.com"
' =====

' Set the timeout value of this script. If we get no response from the
' gateway in this time, we will send an error message to the remote user
' =====
GatewayTimeout = 5

```

4. Change the text in the quote to the exact path to the scratch folder. By default, this is set to "scratch" indicating a subfolder of C:\Inetpub\wwwroot\Helpdesk.

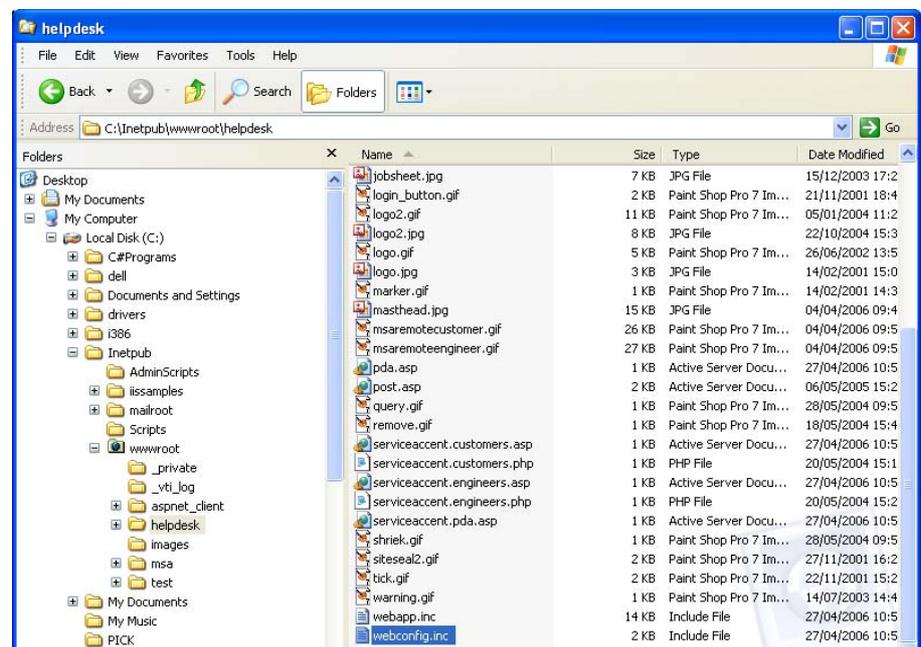
5. Click **File** and **Save**. Close Notepad.

Setting the ability to view invoices

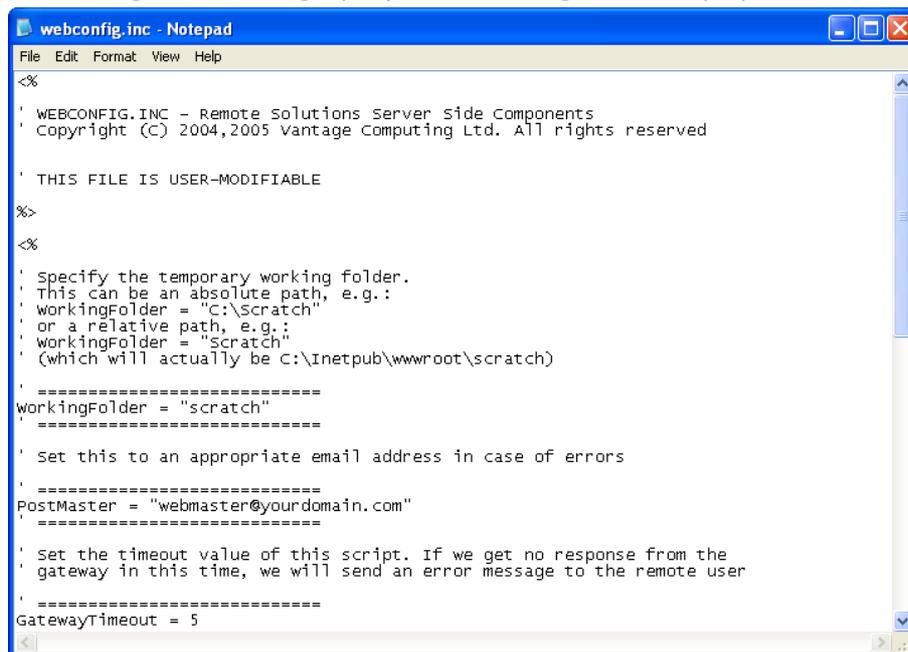
In order for your customers to view their invoices from the Remote Customer module, you must setup a network location. When your customer requests to view an invoice, the invoice is copied from your AccentDB folder to this publically accessible folder. Your customer can then view the invoice as a PDF (providing it has been saved as a PDF in Service Accent) and if required, reprint the invoice.

To configure the ability to view invoices

1. Locate the file Webconfig.inc in c:\inetpub\wwwroot\helpdesk or the folder where the web components were installed in the previous section.



- Using notepad, open this file (either directly from Notepad or by right clicking and selecting Open). The following will be displayed;



```

webconfig.inc - Notepad
File Edit Format View Help
<%
' WEBCONFIG.INC - Remote Solutions Server Side Components
' Copyright (C) 2004,2005 Vantage Computing Ltd. All rights reserved

' THIS FILE IS USER-MODIFIABLE

%>
<%
' Specify the temporary working folder.
' This can be an absolute path, e.g.:
' workingFolder = "C:\scratch"
' or a relative path, e.g.:
' workingFolder = "scratch"
' (which will actually be C:\inetpub\wwwroot\scratch)

' =====
workingFolder = "scratch"
' =====

' Set this to an appropriate email address in case of errors

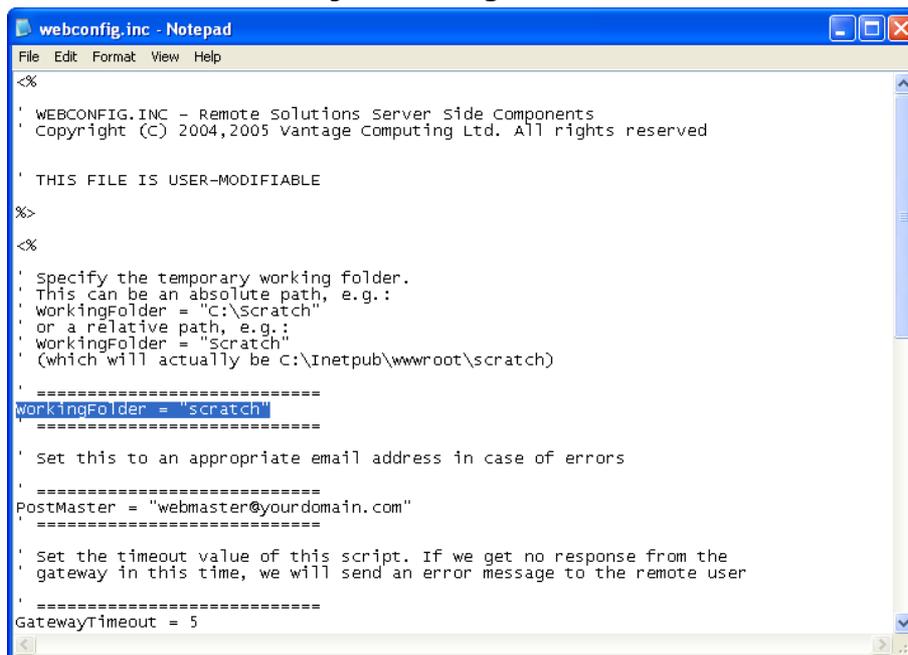
' =====
PostMaster = "webmaster@yourdomain.com"
' =====

' Set the timeout value of this script. If we get no response from the
' gateway in this time, we will send an error message to the remote user

' =====
GatewayTimeout = 5

```

- Locate the line that begins **WorkingFolder =**



```

webconfig.inc - Notepad
File Edit Format View Help
<%
' WEBCONFIG.INC - Remote Solutions Server Side Components
' Copyright (C) 2004,2005 Vantage Computing Ltd. All rights reserved

' THIS FILE IS USER-MODIFIABLE

%>
<%
' Specify the temporary working folder.
' This can be an absolute path, e.g.:
' workingFolder = "C:\scratch"
' or a relative path, e.g.:
' workingFolder = "scratch"
' (which will actually be C:\inetpub\wwwroot\scratch)

' =====
workingFolder = "scratch"
' =====

' Set this to an appropriate email address in case of errors

' =====
PostMaster = "webmaster@yourdomain.com"
' =====

' Set the timeout value of this script. If we get no response from the
' gateway in this time, we will send an error message to the remote user

' =====
GatewayTimeout = 5

```

- On the next line (underneath **WorkingFolder**) add the following line:

NetworkLocation = "\\Your_server\inetpub\wwwroot\helpdesk"

where **Your_Server** is the name of your server that hosts the Remote Customer website. This server name **MUST** be accessible on your internal network. For example, if your server name is Webserver1, the line will read as follows:

NetworkLocation = "\\Webserver1\inetpub\wwwroot\helpdesk"

- Click **File** and **Save**. Close Notepad.

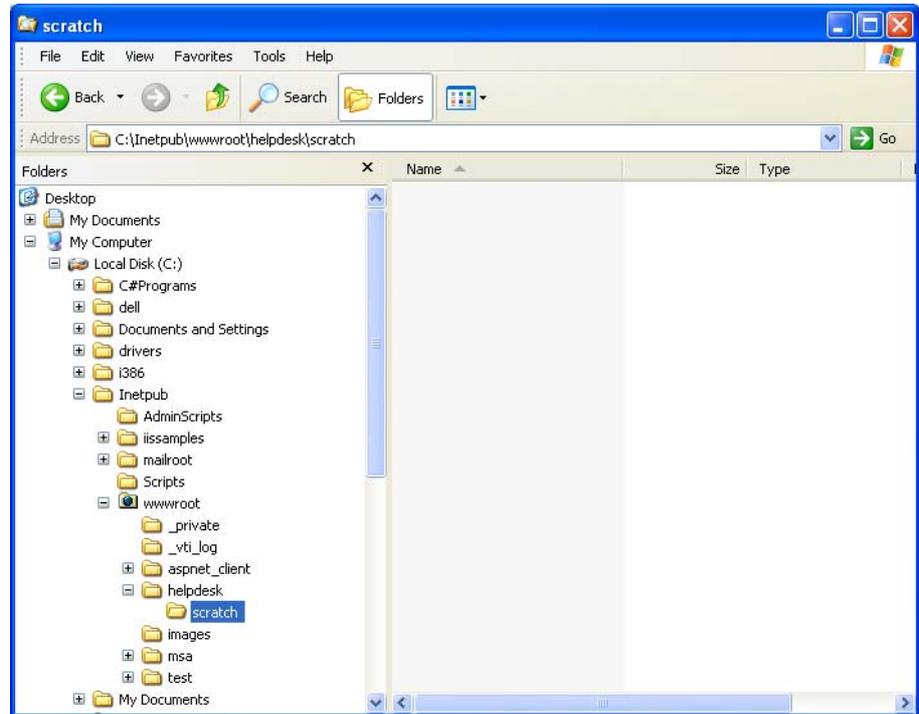


Setting security rights on the scratch folder

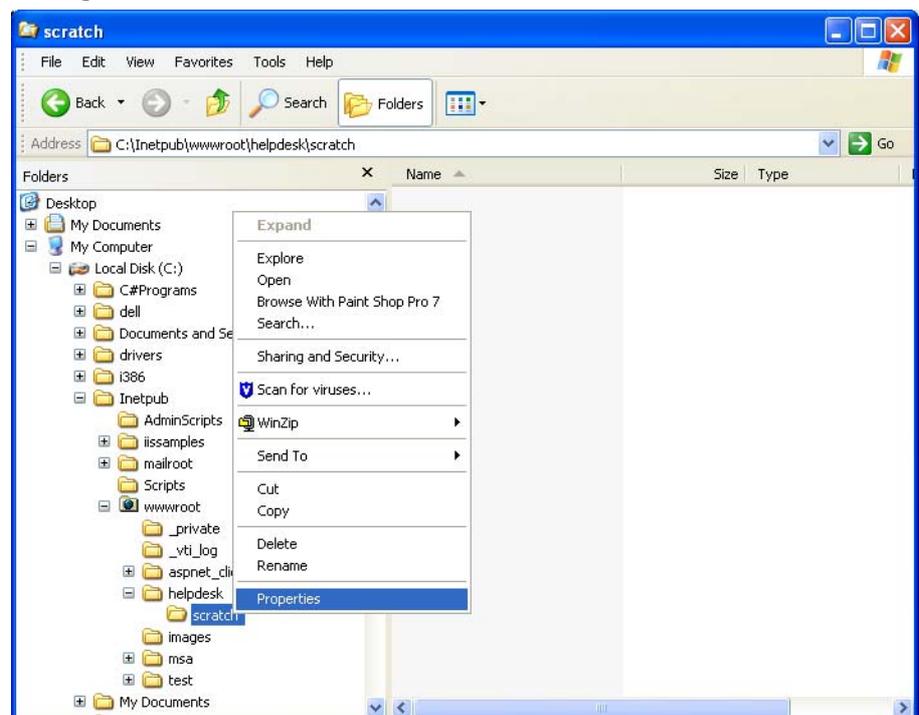
Because the client scripts will be reading and writing to the scratch folder on behalf of the anonymous remote user, you must specify the necessary access rights to achieve this.

To set security rights on the scratch folder

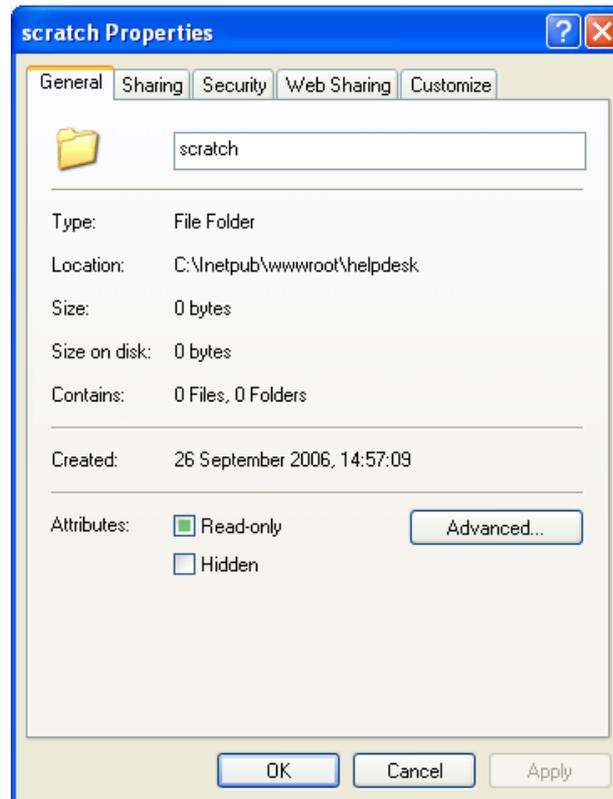
1. Using Windows Explorer, navigate to the scratch folder.



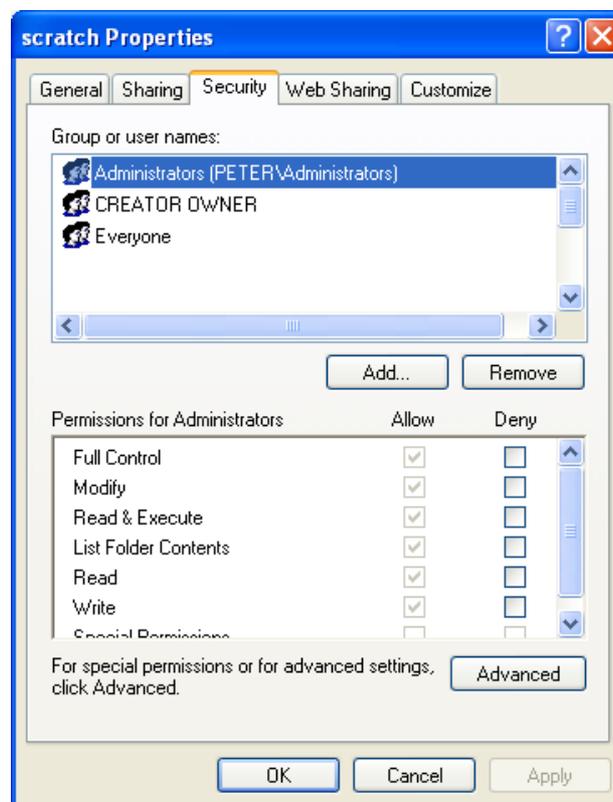
2. Right-click on this folder.



3. and select **properties**

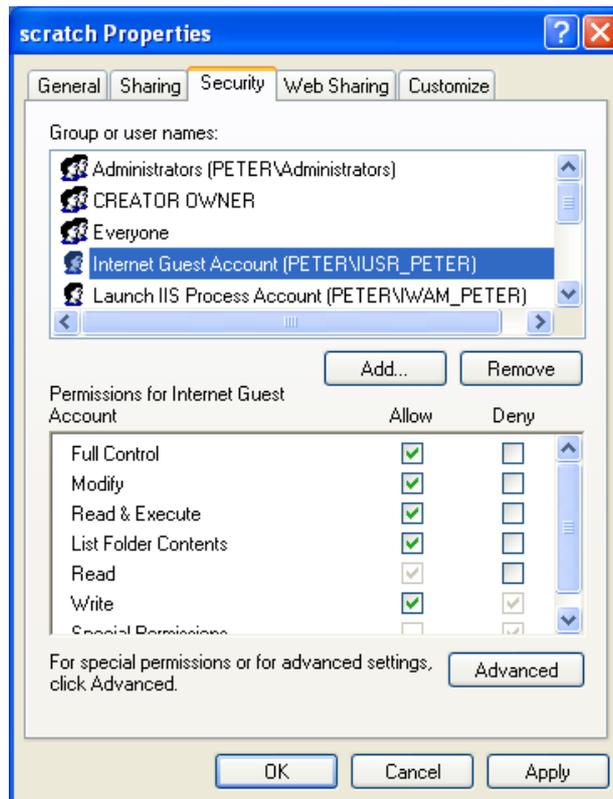


4. Go to the **Security** tab





- Click **Add** and add the IUSR_XXXXXX local account to the list with Full Control (where XXXXXX is the machine name). Please refer to your IT technician for details on adding users and setting security controls.



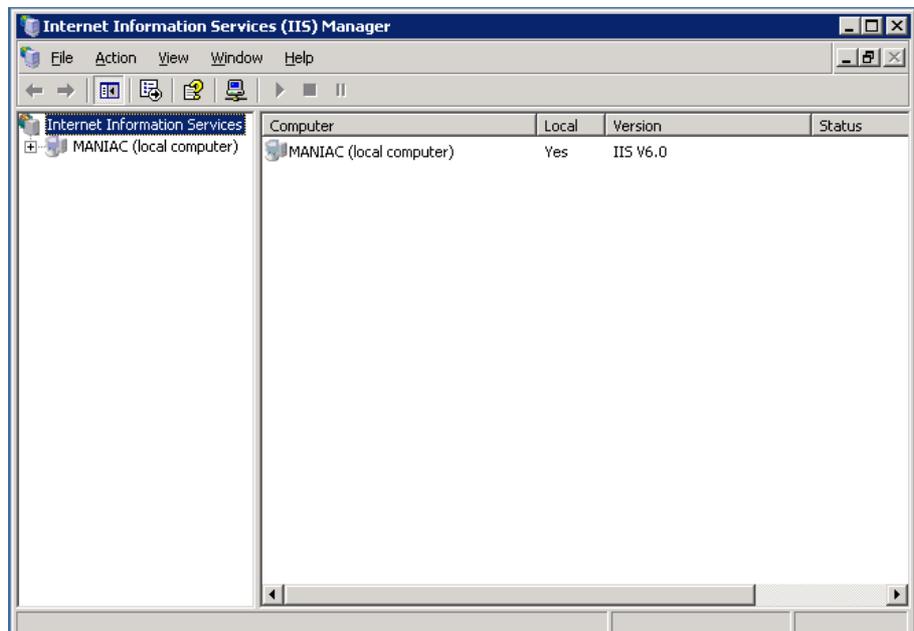
- Click **Ok** to save the settings.



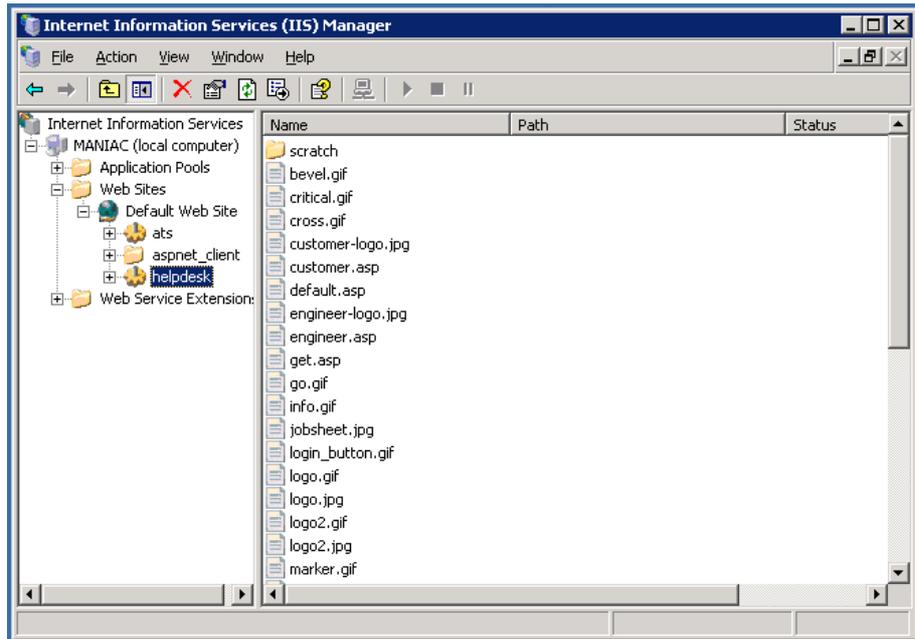
The previous security settings are based on Windows XP and Windows 2000 server. However on Windows 2003 Server there are several other settings that need to be applied.

Windows 2003 server special settings

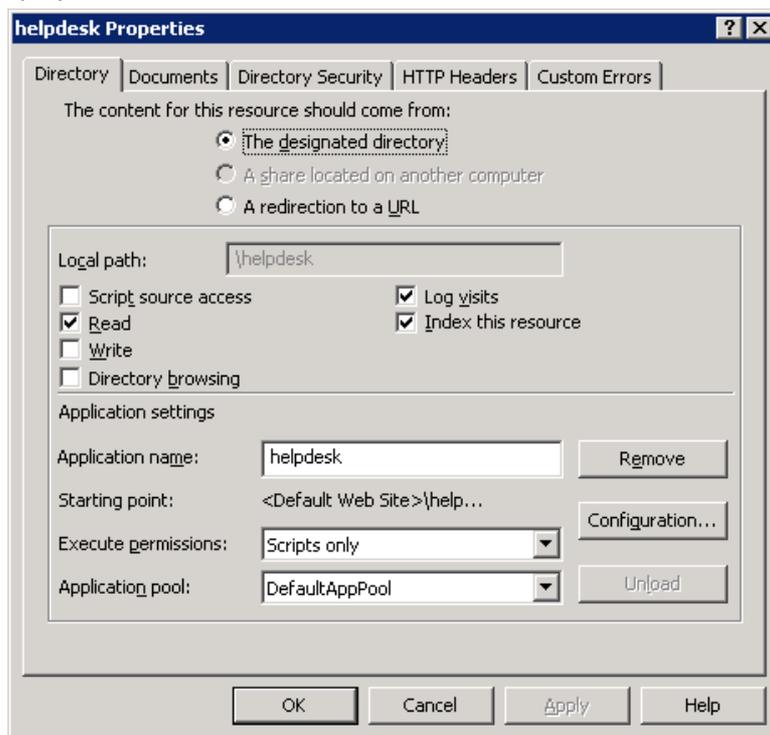
- Open the **Internet Information Services (IIS) Manger** from Control Panel -> Administrative tools.



2. Expand the Local computer until the **Helpdesk** web site is displayed.

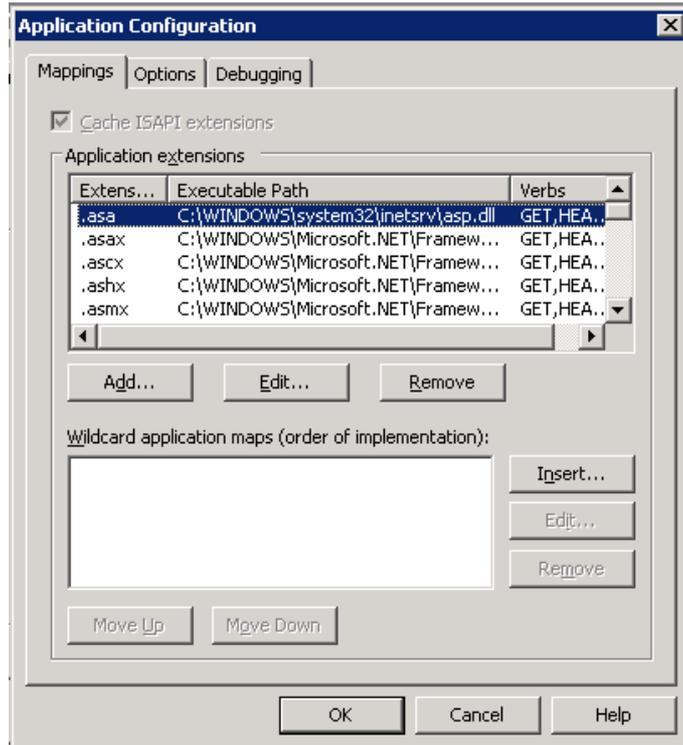


3. Right click on **Helpdesk** and select **Properties** and the following is displayed;

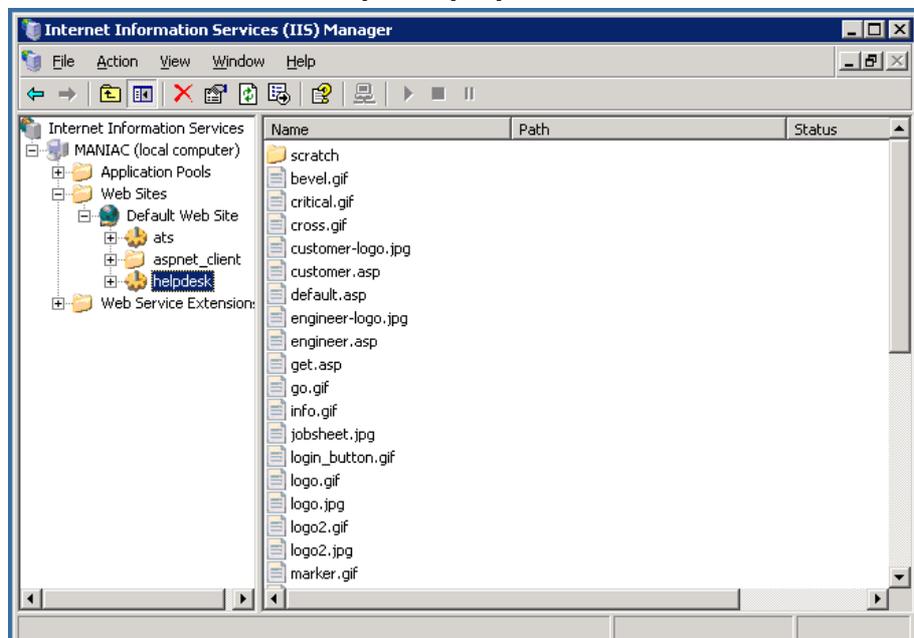




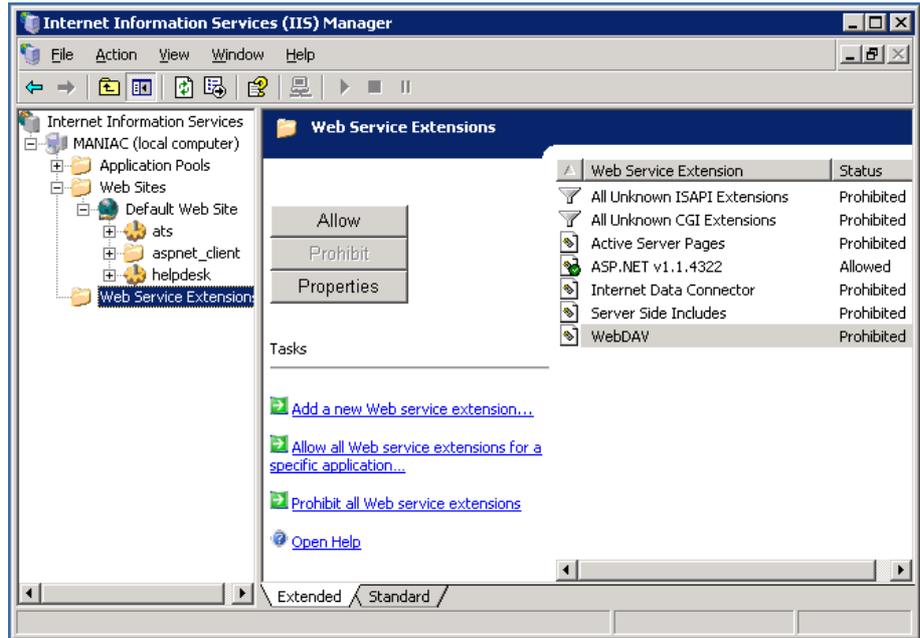
- Click the **Configuration** button



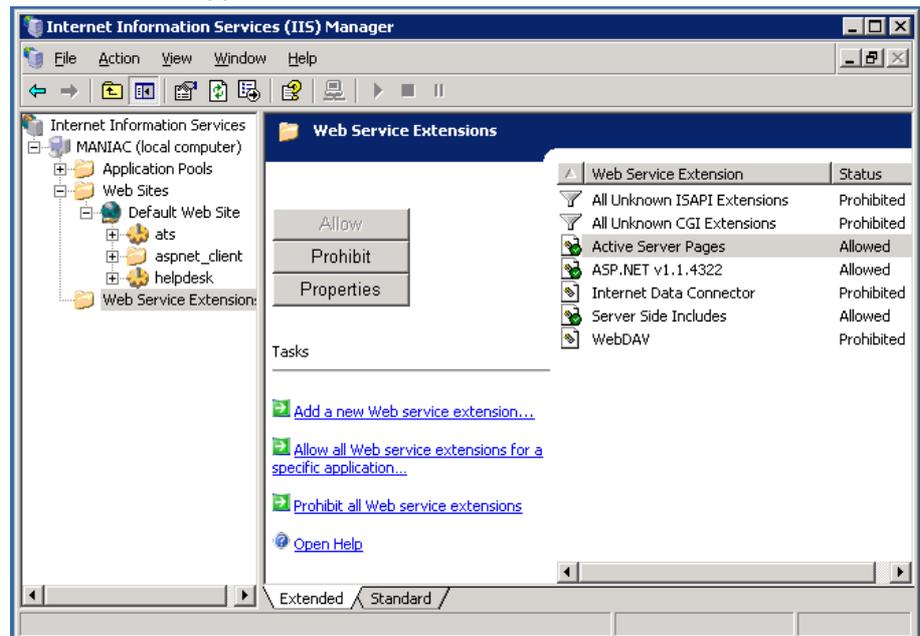
- Ensure that **Cache ISAPI Extensions** is ticked (the default setting)
- Click **Ok** to close the **Application configuration** screen.
- Click **OK** to close the **Helpdesk properties** screen.



8. Click **Web Service Extensions** and the following is displayed;



9. Ensure that Active Server Pages and Server Side Includes are set to Allowed. This is done by highlighting the relevant web server extension and then clicking the **Allow** button. After allowing these two items, the screen will appear;



10. Finally, set the security and permissions as outlined in To set security rights on the scratch folder on page 25.



Installing The POA Module

The POA Module is an optional extra and enables the automatic emailing of a PDF copy of the proof of acceptance (POA) to the contact who logged the original job from Service Accent Mobile or Service Accent Wireless.

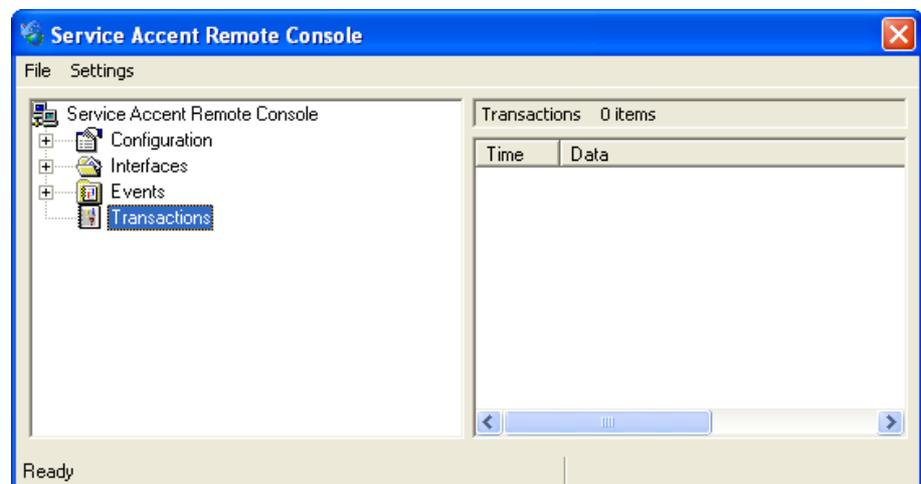
To install the POA module

1. An icon will appear in the task bar to indicate that Service Accent Remote Console is running.

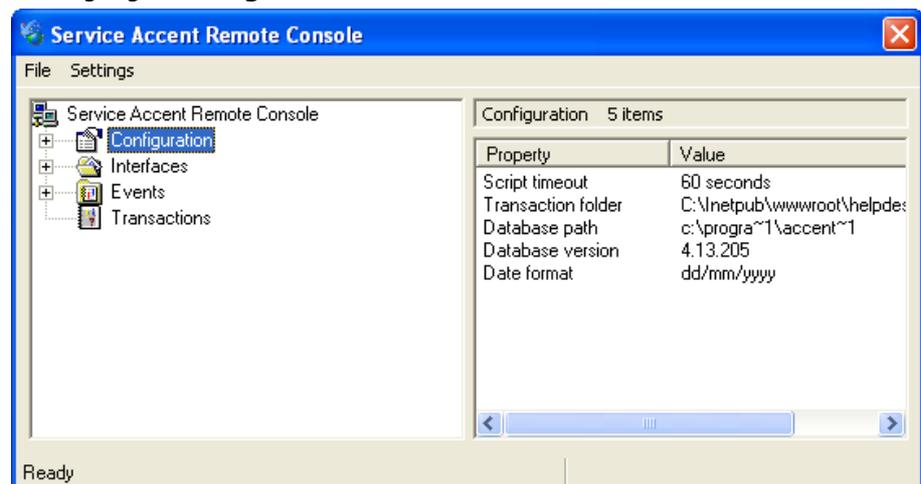
The Service Accent Remote Console icon



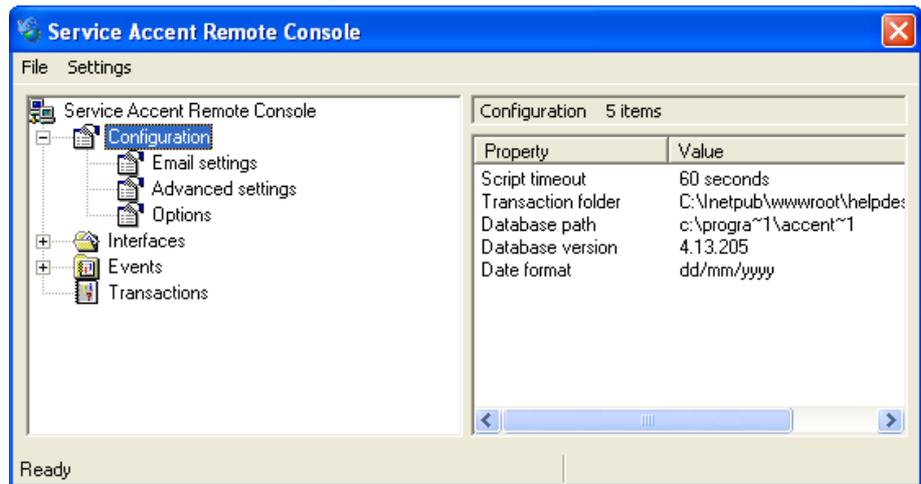
2. Right click the Service Accent Remote Console icon and click **Open Remote Console**.



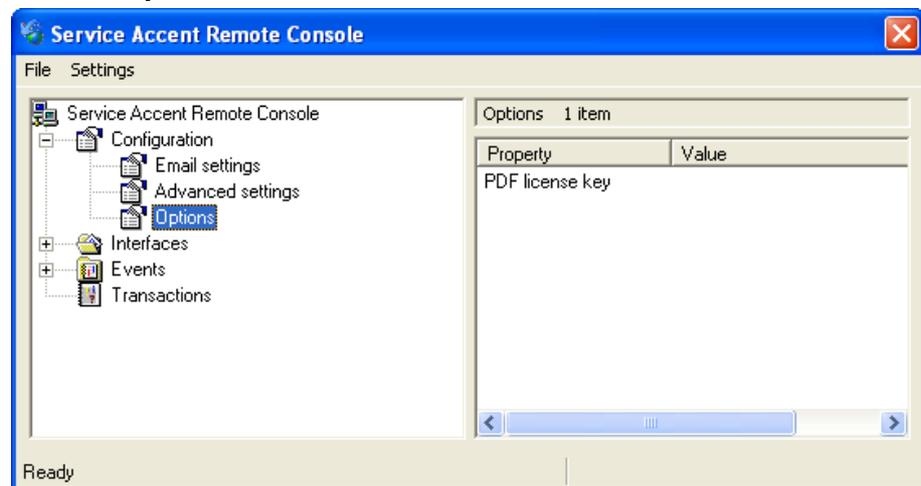
3. Highlight **Configuration**



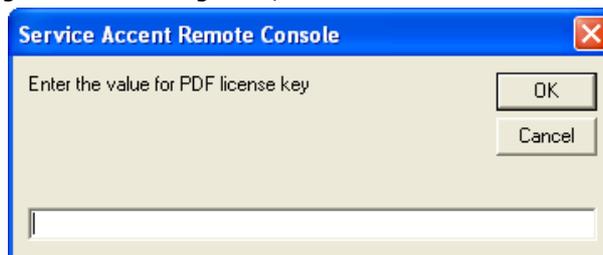
4. Double click **Configuration** or click on the + sign to expand the configuration details.



5. Click **Options**

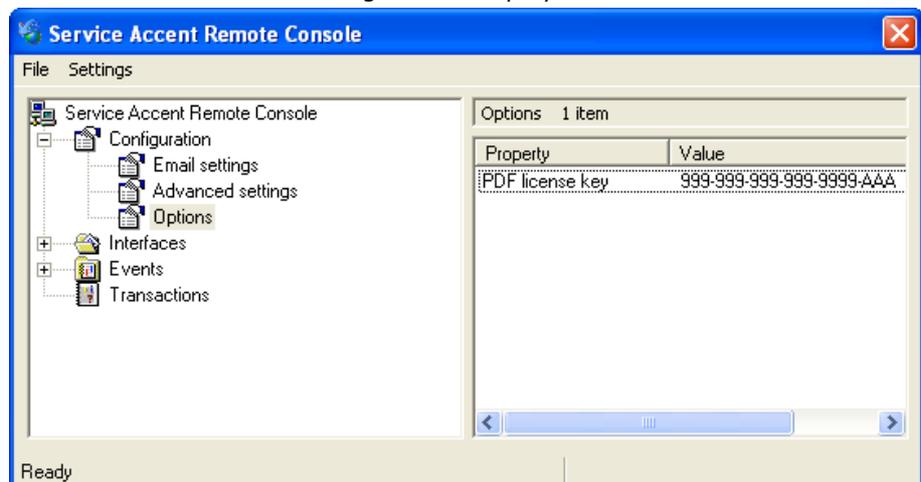


6. In the right hand viewing area, double click **PDF license key**



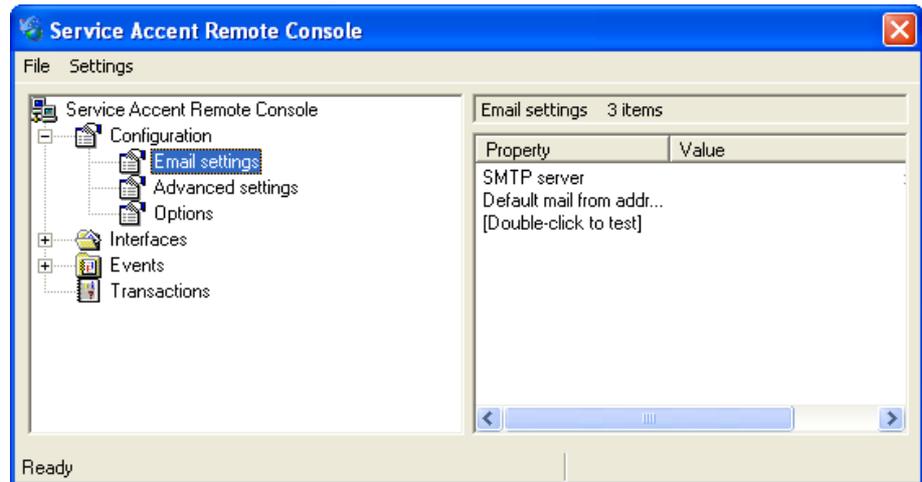
7. Enter your **PDF license key** as provided by your support provider.

8. Click **Ok** and the following will be displayed

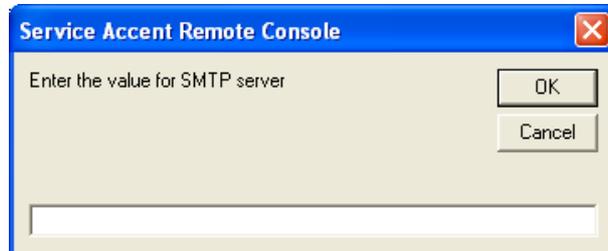




9. Click on **Email settings**

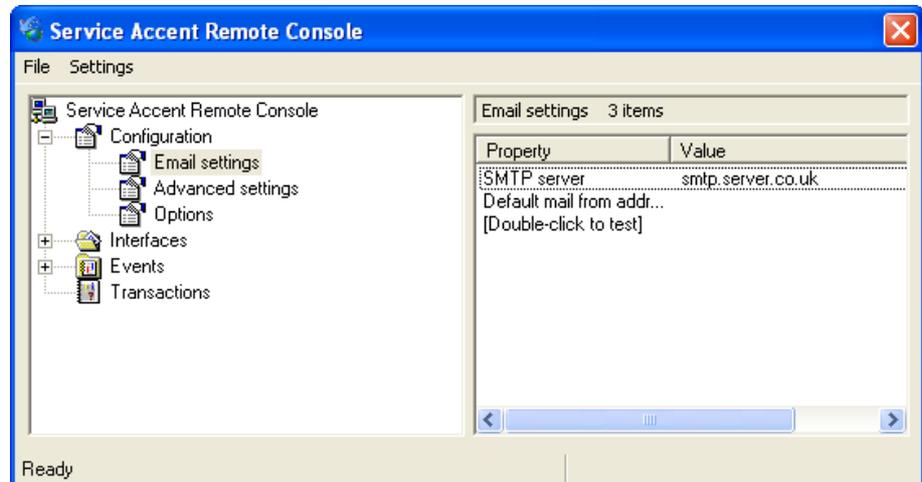


10. In the right hand viewing area, double click **SMTP server**

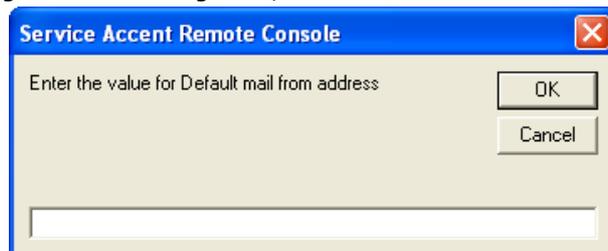


11. Enter the name or IP address of your **SMTP** email server.

12. Click **Ok**

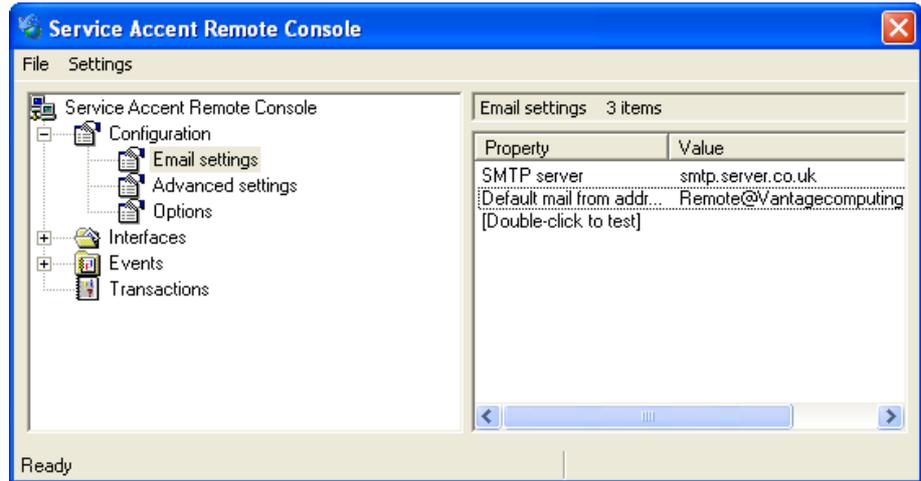


13. In the right hand viewing area, double click **Default mail from addr...**

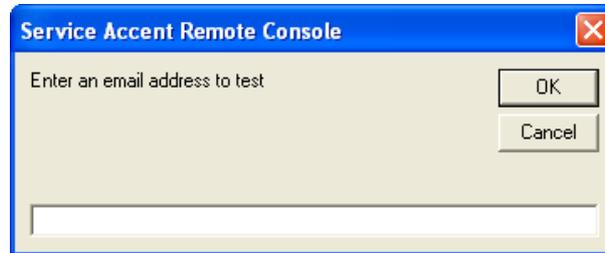


14. Enter the email address from who the email will be sent from. The will be the senders address that shows when your customer receives the email.

15. Click **Ok**



16. To test if the SMTP server details have been entered correctly, double-click **[Double-click to test]**



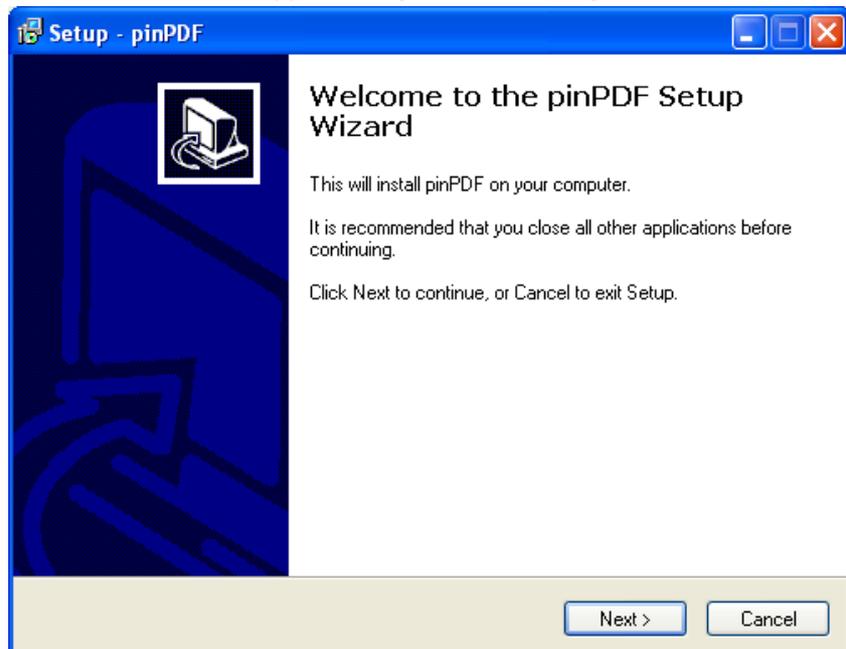
17. Enter an email address to send the test message to test and then click **OK**.

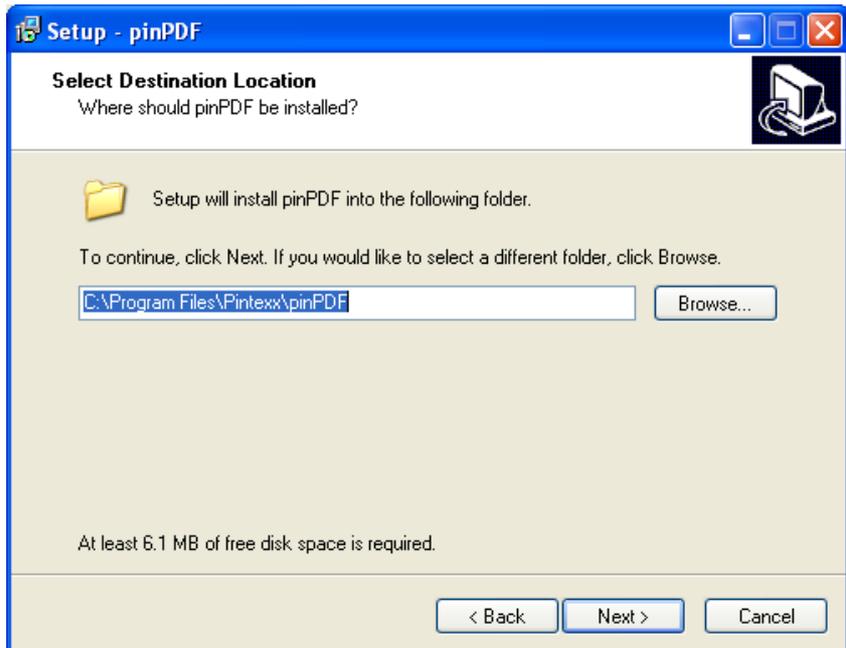
18. If the SMTP server and test email address are correct, a test email will be received.

19. The next step is to install the PDF software on the same server that is running Service Accent Remote Console.

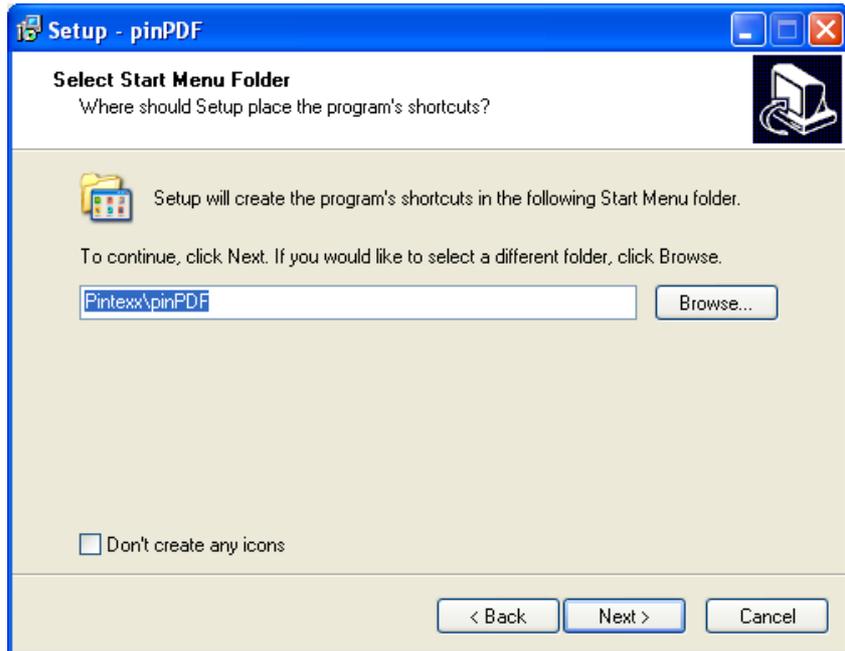
20. Using Windows Explorer, navigate to the folder that Service Accent Remote Solutions was installed in. The default is c:\Program Files\Service Accent\Remote Solutions.

21. Locate and run the application **pinPDFaxSetup.exe**.

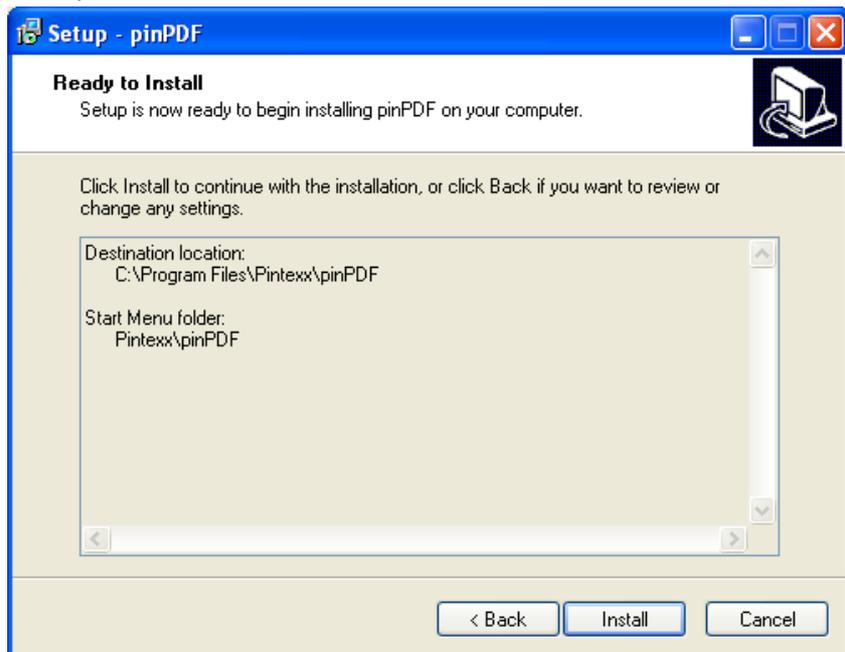


22. Click **Next**23. Read the software license agreement and confirm your acceptance by enabling **I accept the agreement** and click **Next**

24. Accept the default location and click **Next**

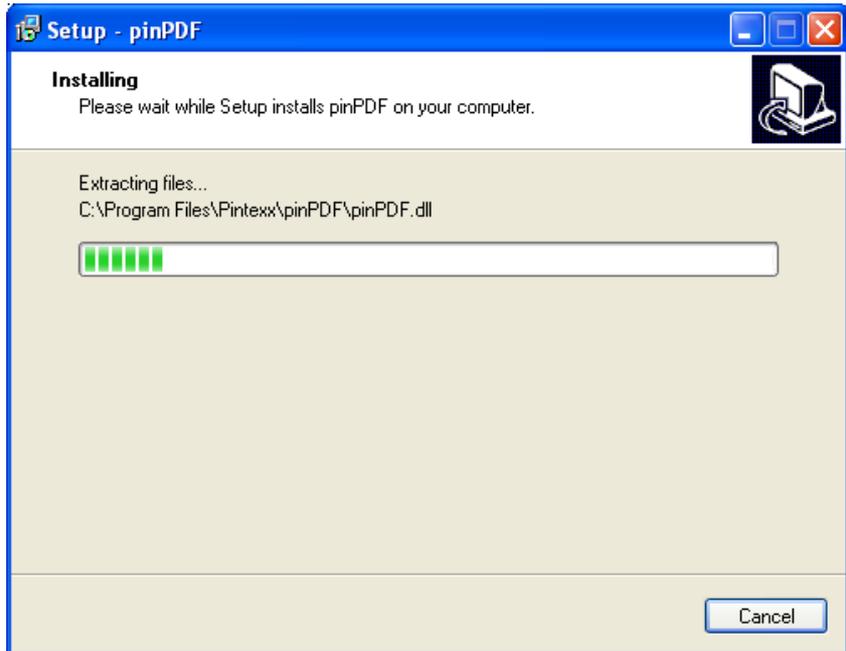


25. Accept the default start menu folder and click **Next**

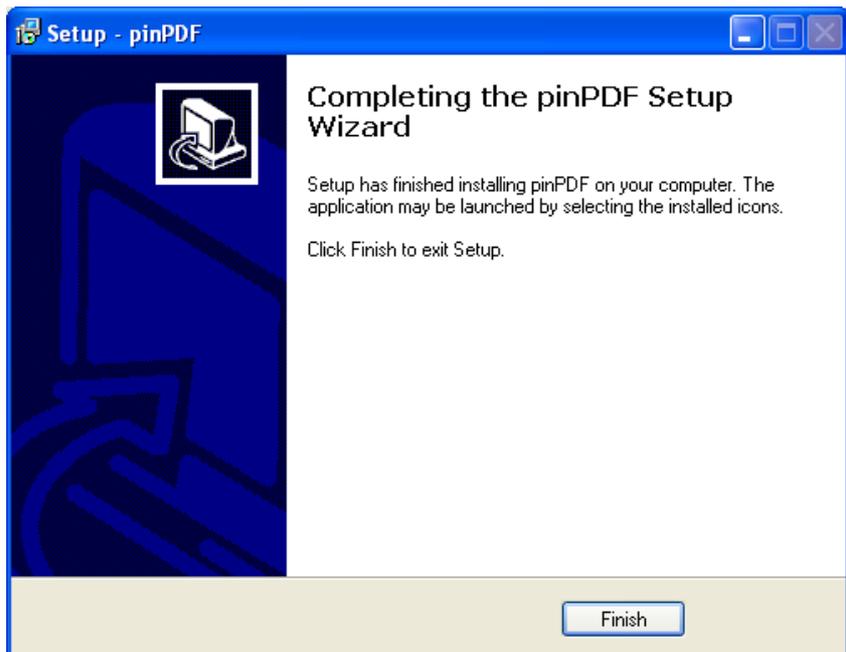




26. Click **Install**



27. After several minutes, the following will be displayed



28. Click **Finish**

29. Stop the Service Accent Remote Console and then restart Service Accent Remote console by double clicking the icon on the desktop.

30. The POA module is now installed and whenever a job is completed from Service Accent Wireless, a PDF copy of the proof of acceptance will be automatically emailed to the person who logged the service call.



If the person who logged the call does not have an email address setup in the contacts record (See the Service Accent User Guide), no POA will be emailed

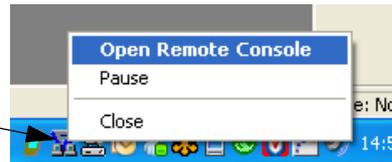
Configuring The Remote Console

After the Remote Console and web components (and the optional POA module) have been installed, the next step is to configure the Remote Console.

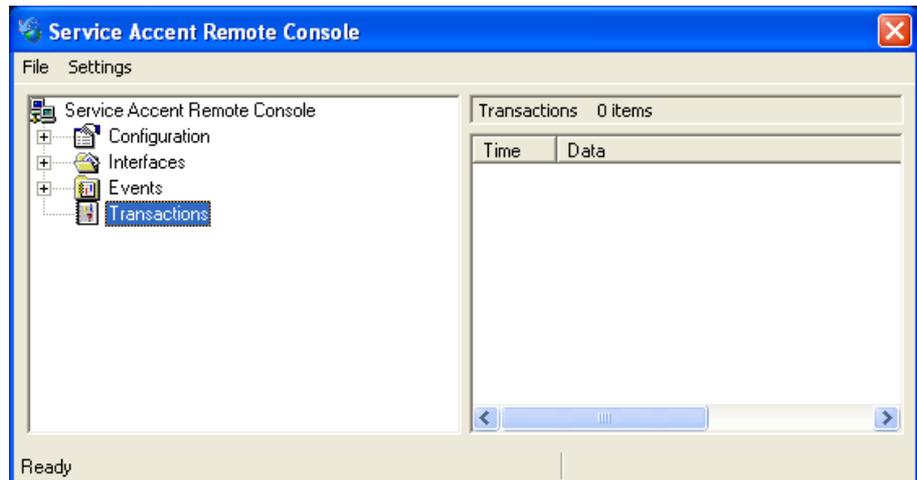
To configure the Remote Console

1. If the remote console software is not running, start it by double clicking on the Service Accent Remote Console icon on the desktop.
2. Once the remote console is running, right click on the icon () on the task bar

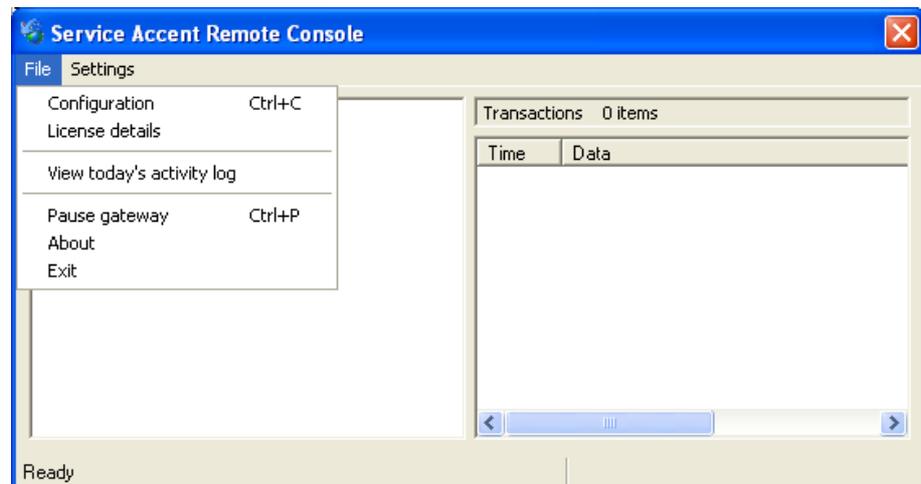
Right click the remote console icon



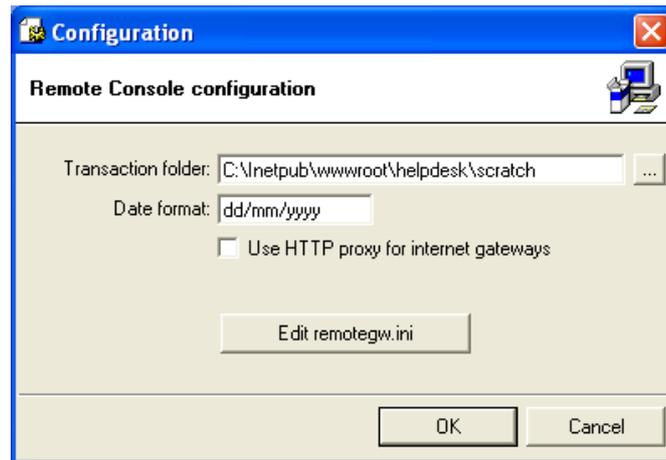
3. Click **Open Remote Console**



4. Click **File**



5. Click **Configuration**



6. Next to the **Transaction folder** prompt, enter the path to the *scratch* folder you created earlier. This does not have to be the same path; it just has to be the same folder. So, for example, you might create the folder C:\inetpub\WWWRoot\Helpdesk\Scratch on your web server, but in the remote console, the same physical folder might be referenced as \\IIS_Server\C\InetPub\WWWRoot\Helpdesk\Scratch.



The scratch folder can be anywhere on your network as long as it is accessible by both the web server and the Server/PC that the remote console is running on. It is recommended that it is placed on the web server for security reasons.

7. The **Date format** should be set to the format for your region automatically. If not, amend as necessary.
8. If you are unable to access the transaction folder across your internal network (for example, there is a firewall between your web server and internal network), you must **Use HTTP Proxy for internet gateways** (see page 40 for further details).



For further information on configuring the remote console, please refer to the applicable setup and user guides for the other modules (Service Accent Wireless, Service Accent Remote Customer, Service Accent Remote Engineer, Service Accent Mobile, Service Accent Notifications, Service Accent Remote Email and Service Accent Messaging).

Using the HTTP proxy

The standard method of operation of the remote console requires a folder that both your web server and the Remote Console can read and write to. Under certain circumstances, this is not feasible, especially if a firewall exists between the web server and the Remote Console. Normally this would require specific NetBios ports to be opened on the firewall, synchronising of login names between the two domains and so forth.

To get around this, the HTTP proxy can be implemented. This uses the standard HTTP protocol to allow the Remote Console to communicate with the Web Server that the shared folder described previously normally does. As seen, without using the HTTP proxy, the web server writes a small file to the shared folder; the Remote Console reads this and writes a response back to the same folder; the web server picks this up and sends it to the remote user. Using the HTTP proxy, the web server writes the same file to a local folder; the Remote Console calls an ASP (script) file on the web server which sends that file to the Remote Console; the Remote Console then posts its response back to the Remote Console which is picked up and sent to the remote user.

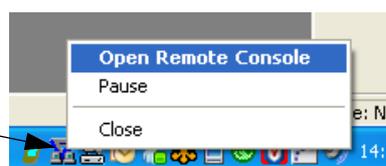
Using the HTTP proxy is discouraged if its use can be avoided as it adds a very small delay to each remote request (the Remote Console must continually poll for new requests; this polling interval is configurable via the remotegw.ini file). It also increases local network traffic as the HTTP protocol requires more bandwidth than the native NetBios protocol.

Configuring the HTTP proxy

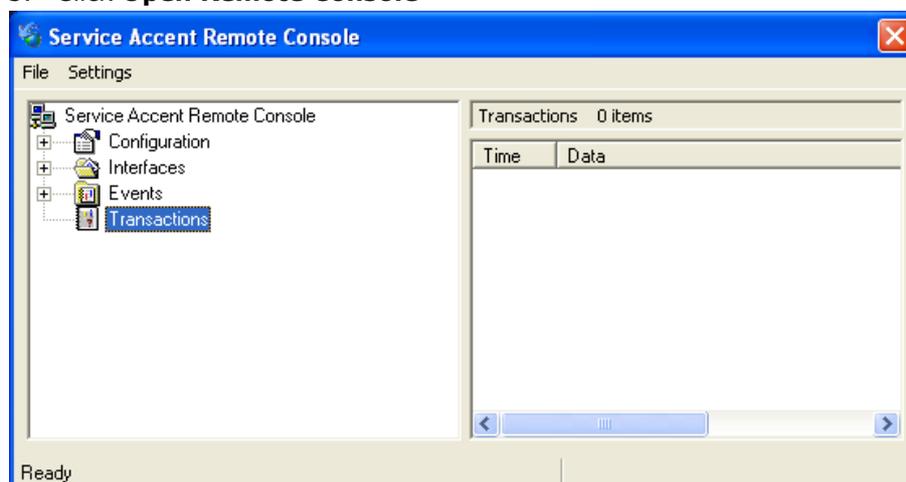
To configure HTTP proxy

1. If the remote console software is not running, start it by double clicking on the Service Accent Remote Console icon on the desktop.
2. Once the remote console is running, right click on the icon () on the task bar

Right click the remote console icon

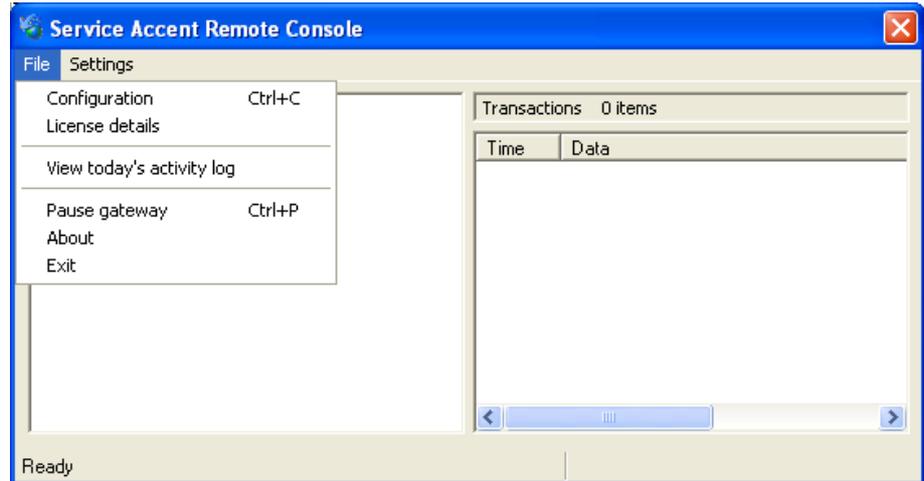


3. Click **Open Remote Console**

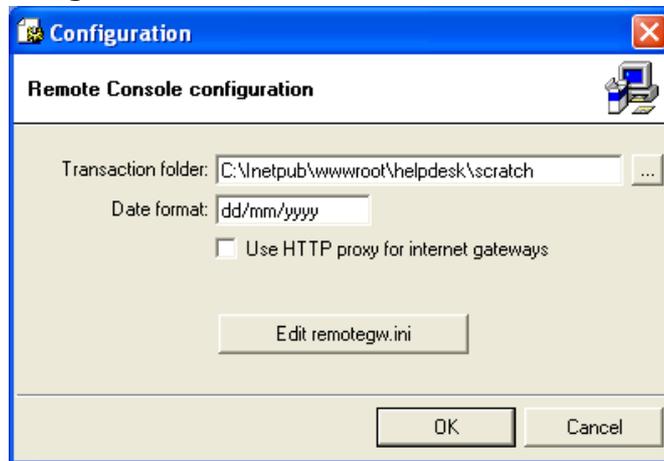




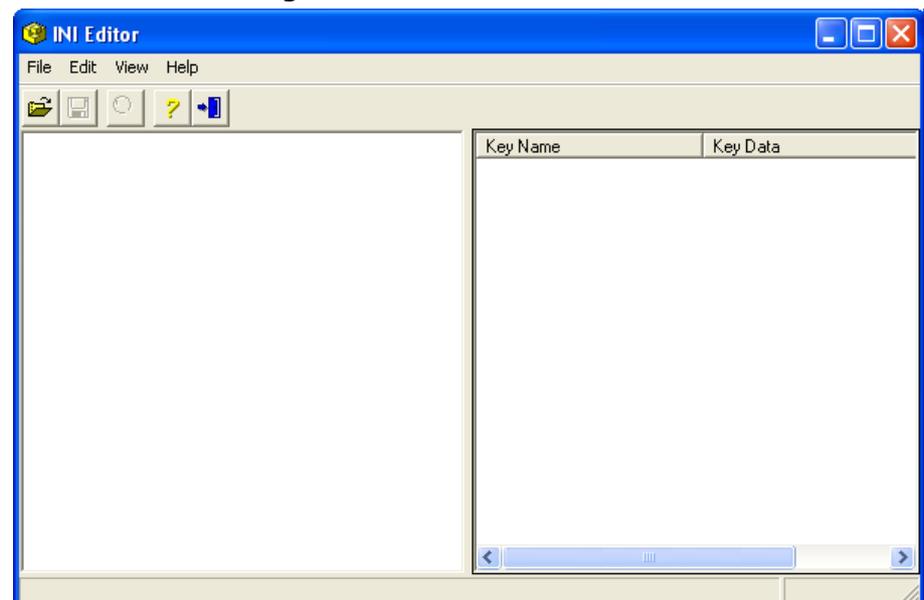
4. Click **File**



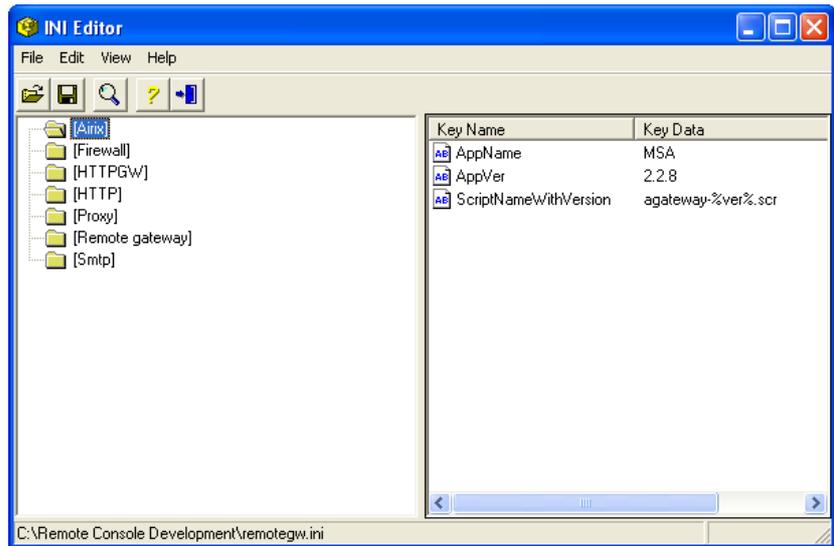
5. Click **Configuration**



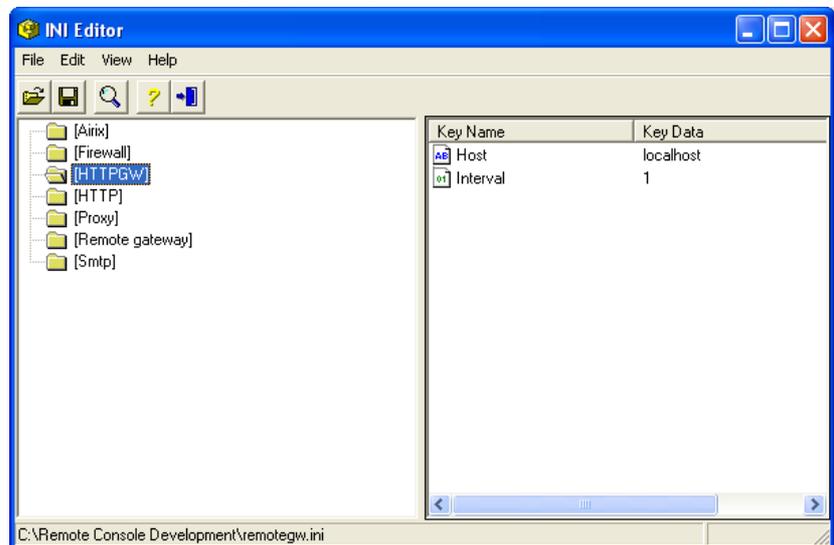
6. Click **Edit remotegw.ini**



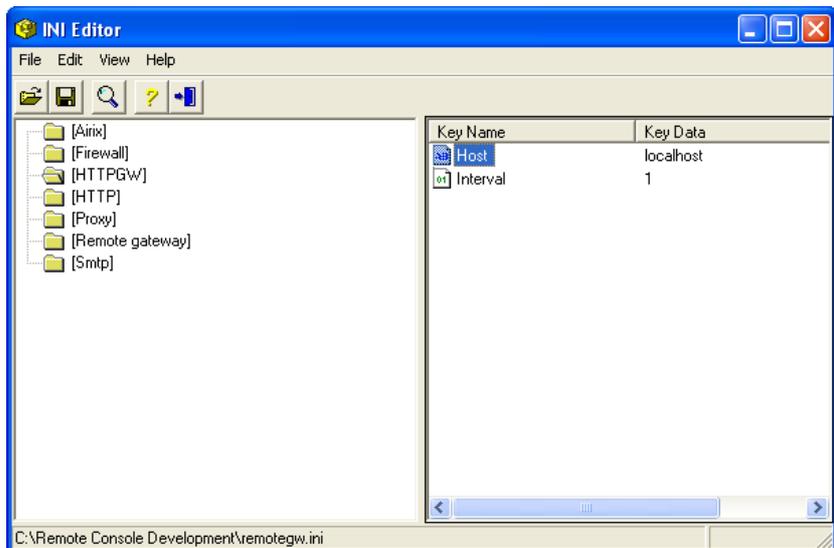
7. Click **File** and then **Open** and browse to the location of the **Remotegw.ini** file (usually c:\program files\Service Accent\Remote Solutions) and double click to open. The following is displayed;



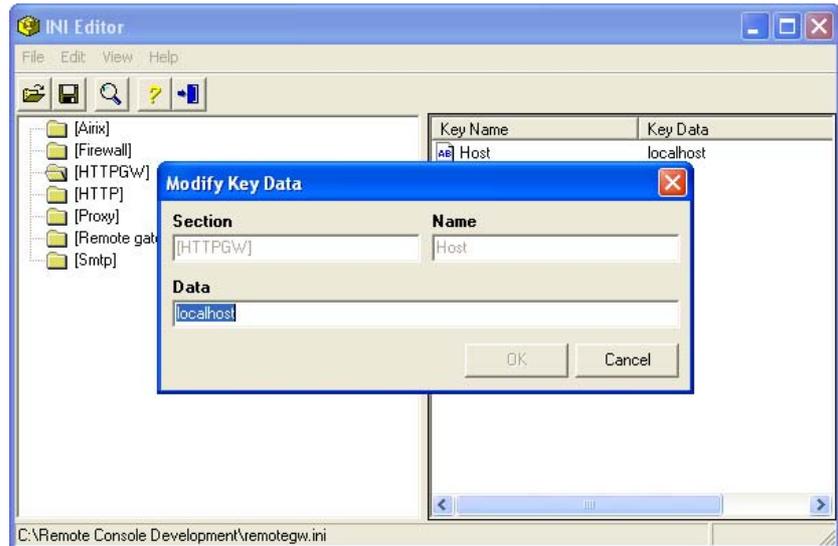
8. On the left, select **[HTTPGW]**



9. On the right, double-click **Host**



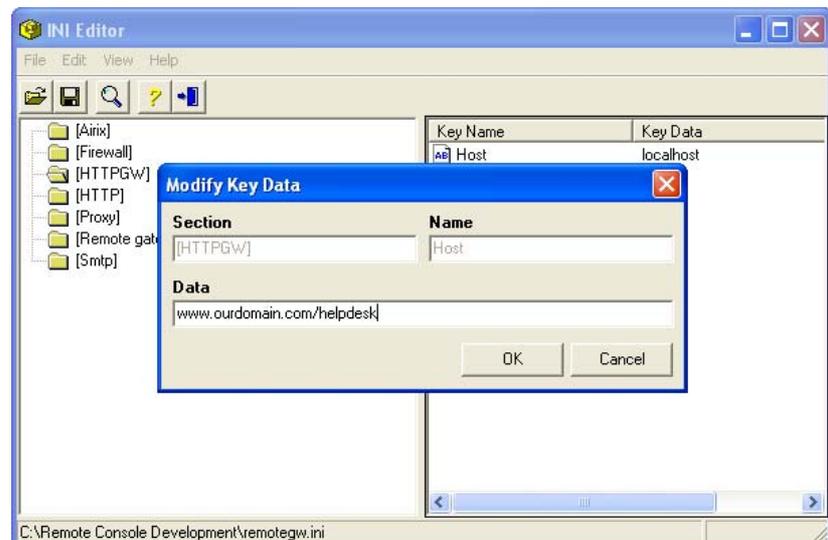
10. The following is displayed;



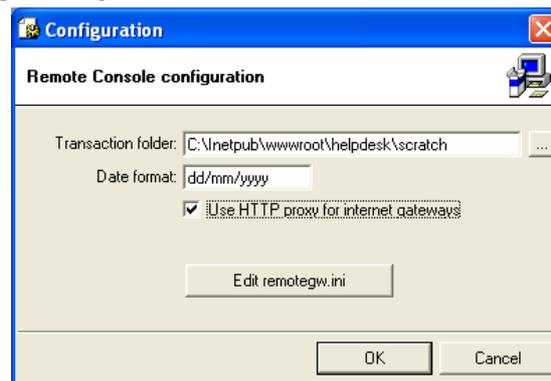
- In the **Data** box, enter your website's URL. This URL is the host name of the web site containing the remote client files (the ASP script files you installed earlier). Remember to enter the URL of your website as the HTTP proxy is using the HTTP protocol to communicate.



The data entry is the URL of your web site and not the physical location. If your web site is internally accessible as **http://www.xyz.com/helpdesk**, enter **www.xyz.com/helpdesk** and not **x:\inetpub\wwwroot\helpdesk**.



- Click **OK** and then click **File** and **Save** to save your configuration.
- In the Remote Console configuration screen, tick **Use HTTP proxy for internet gateways** and restart the Remote Console.



Additional Information

Obtaining the latest script engine

Under certain circumstances, you may need to download and install the latest Microsoft Script Engine. If directed by your support representative, you can download version 5.6 for Windows 2000 and XP from:

ftp://ftp.vantagecomputing.co.uk/public/downloads/MS_ScriptEngine_5p6.exe

Running Norton Anti-Virus

If you are running Norton Antivirus 2002 either on your web server or the PC that is hosting the Remote Gateway, you must disable script blocking. By default, script blocking is on and this will prevent the web site and/or the remote console from operating.

Error 500 when viewing web site

If an error 500 is displayed on the web page while viewing, the following needs to be performed. At the **command prompt**, go to the \Windows\System32 folder and type **regsvr32 vbscript.dll**.