

Close Support Web Module



Installation Guide

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1 Web Module Installation

Pre-requisites

Install the Close Support Service Desk

Firstly you must install the Close Support Service Desk so that you can set up and administer user accounts. The Service Desk User Guide and Administration Manual includes instructions for installing the Service Desk. You can download the manual from here:

<http://www.closefitsoftware.com/download.htm>

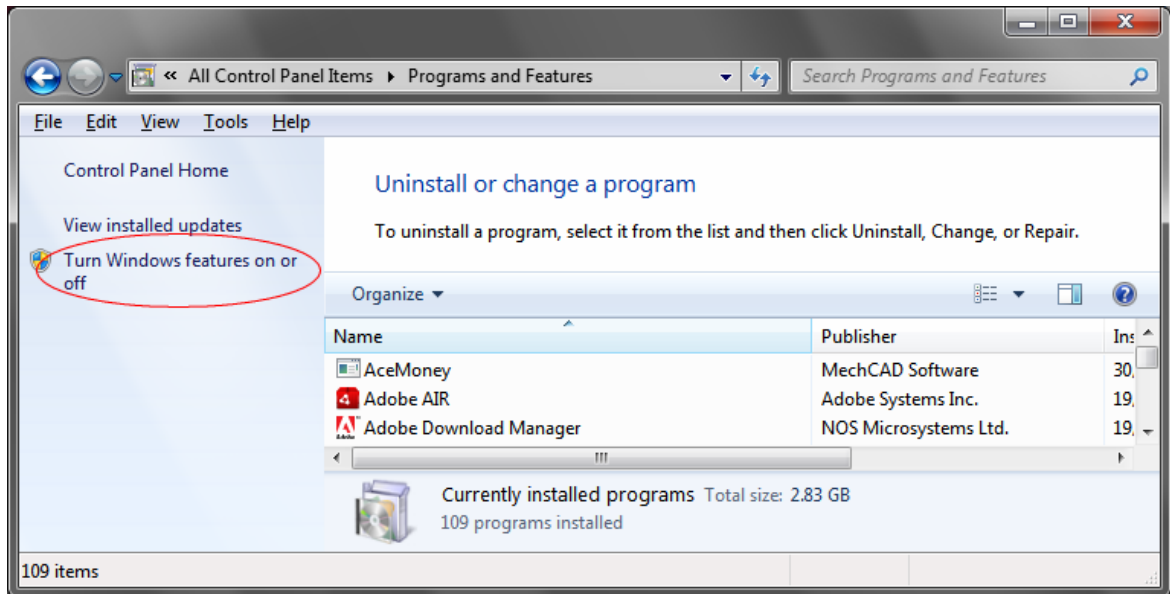
After installing the Service Desk, launch it and connect to your shared database as described in the Service Desk User Guide.

Copy the Web Module files

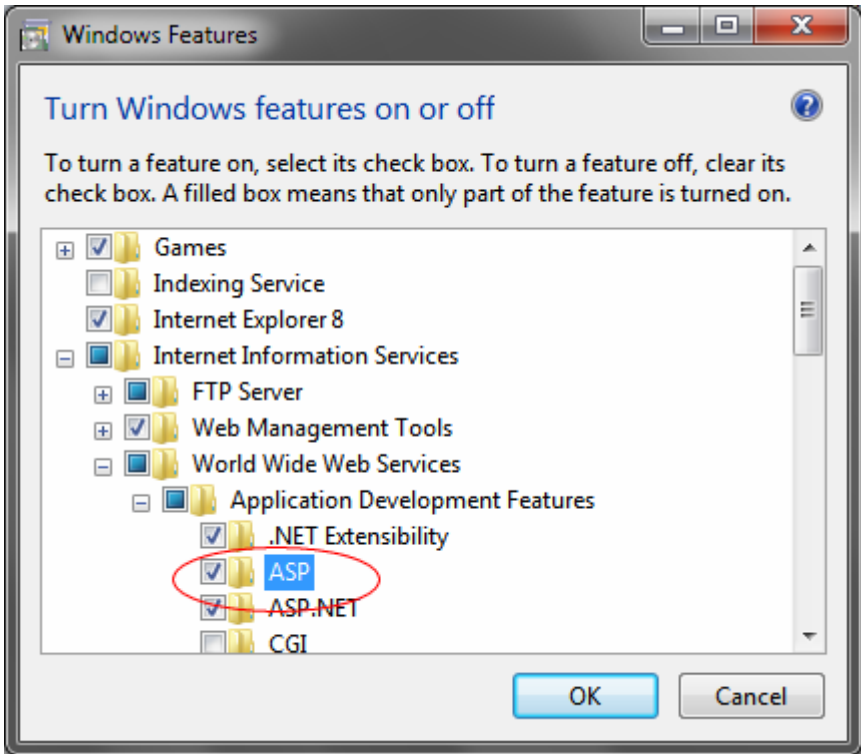
Create a folder on your IIS server to hold the Close Support Web Module files. Extract all files from the supplied zip archive to this folder.

Configure Microsoft IIS

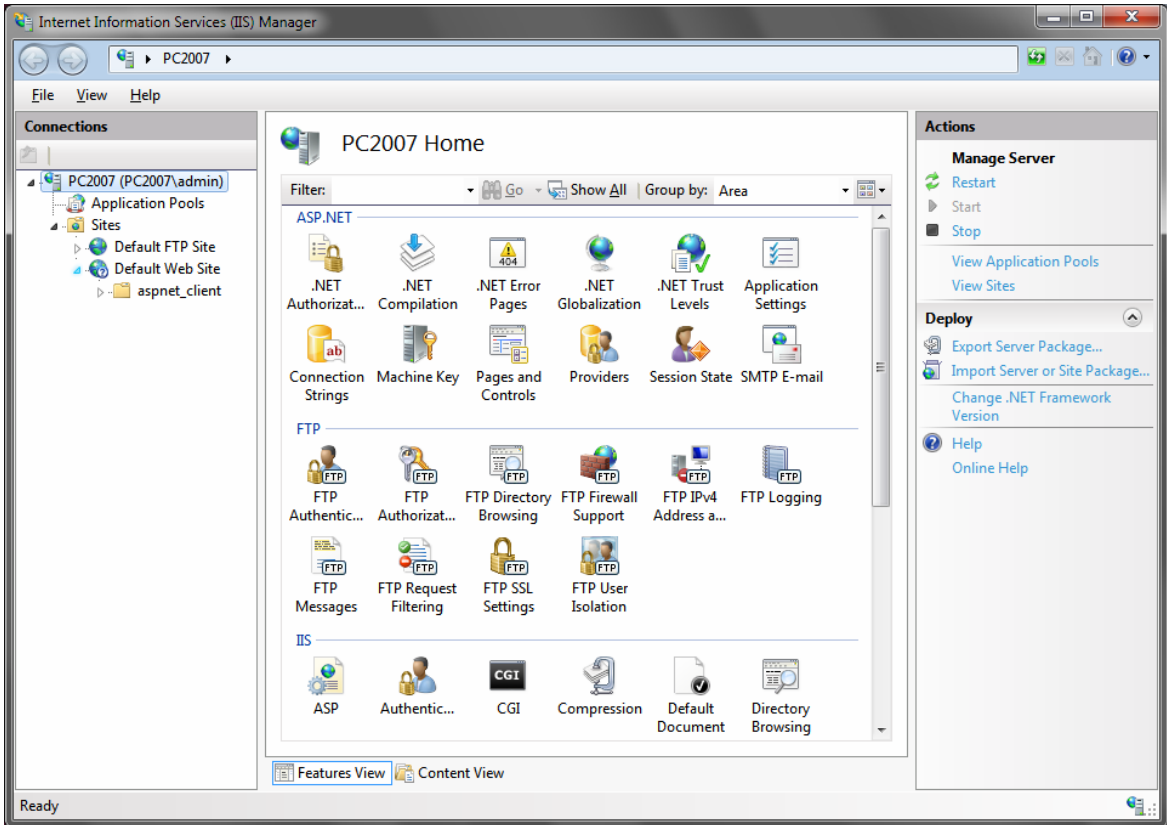
IIS needs to have ASP turned on. The latest versions of IIS do not have ASP turned on by default. To check, launch Control Panel, Programs and Features. Click on Turn Windows features on or off.



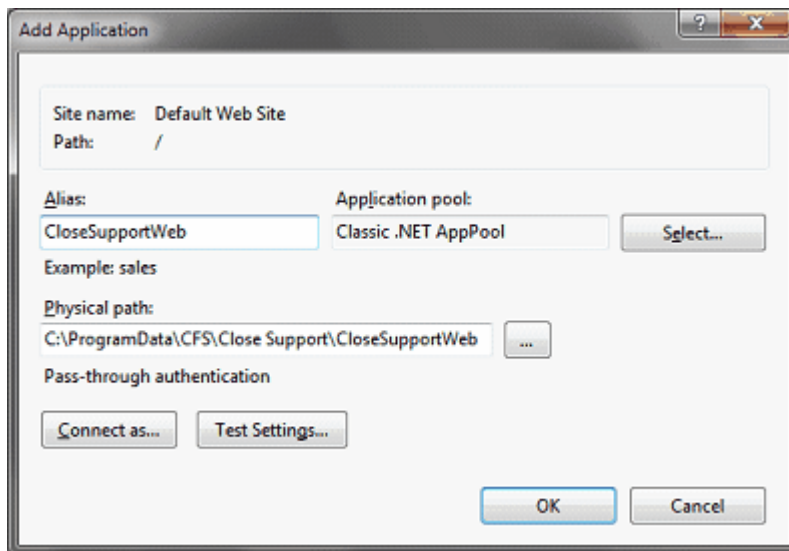
Expand the tree under Internet Information Services and make sure that ASP is selected.



Open IIS Manager



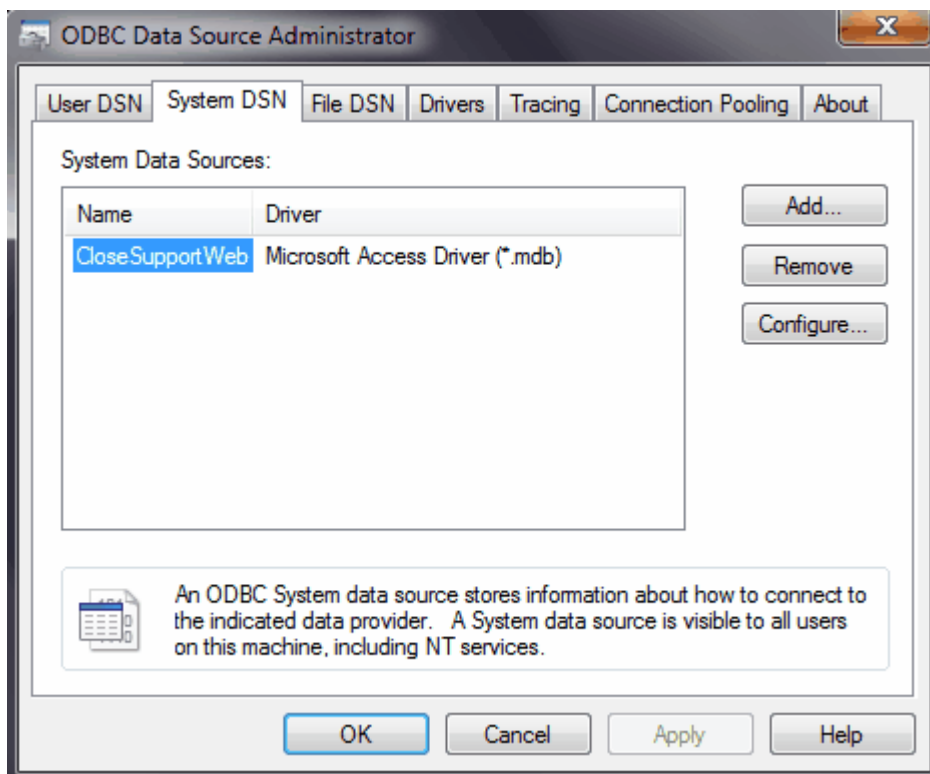
Right-click on Default Web Site and select Add application



Enter CloseSupportWeb as the alias and browse to the physical location of the Web Module files to set the value for Physical path. Click OK.

Create an ODBC DSN

Create an ODBC data source name called CloseSupportWeb on your IIS server, connecting to your live Close Support database (CloseSupportBE.mdb or CloseSupportSQL):



Launch the Web Module Configuration Pages

Open Internet Explorer and browse to <http://{web server name}/closesupportweb/whoami.asp>.
Follow the on screen instructions.