

BugWeb Installation Guide

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PURPOSE OF DOCUMENT

This document shows you how to install and configure *BugWeb*. The guide is split into two parts; part 1 covers the installation of the *BugWeb* system, part 2 deals with setting up *Internet Information Services (IIS)*. A trouble-shooting guide is also available in part 1 which may assist with commonly encountered issues.

 This guide is intended for a technical audience (e.g. programmers, system admins, etc).

PART I

SYSTEM REQUIREMENTS



Windows Vista & MS Access Databases

By default, *Microsoft Access* databases won't function correctly on *Vista* without some security adjustments. See *MS Access Under Windows Vista* in this guide for more information.

To install *BugWeb*, the following software and configuration is required:

- *Microsoft Windows XP* or *Windows Vista*¹
 - ↳ Other versions of *MS Windows* which support *IIS v5* or above also work.
- The web-server *Internet Information Services (IIS)* version 5 or above²
- *ASP (VBScript)* enabled in *IIS*

¹ If you are installing under *Windows Vista*, you will need to make security adjustments to allow *MS Access* databases to work (see the section *MS Access Under Windows Vista* in this document for more information).

² Refer to *Setting Up IIS on Windows XP* in this guide if you need assistance installing this *Windows* add-on.

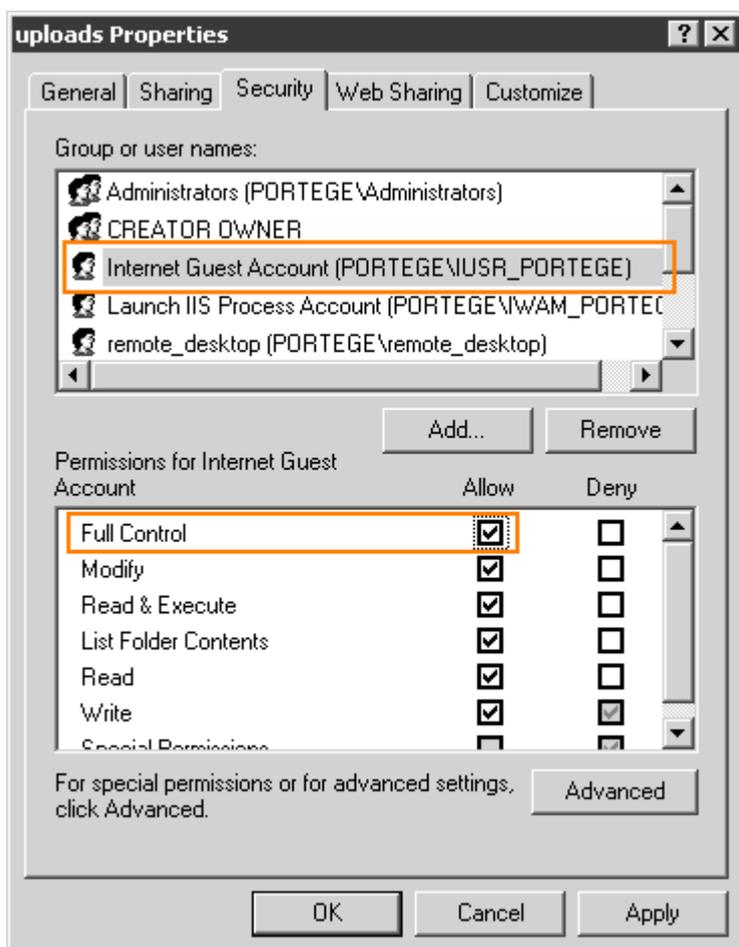
INSTALLING BUGWEB

This section presents a step-by-step guide for installing *BugWeb* on your system.

 The instructions and screenshots shown in this section are for *Windows XP*, but the setup procedure is almost identical under *Windows Vista*.

1. Ensure you have the latest version of the *BugWeb* install files.
 - ↳ You can download the latest version from → www.bugweb.com.au
 - ↳ The file will be called something like `bugweb_setup.zip`
2. Unzip the *BugWeb* installation pack inside `C:\inetpub\wwwroot`
 - ↳ This is the intended default directory. *BugWeb* can be installed elsewhere under `wwwroot` though.
3. Once unzipped, you should see a new folder under `C:\inetpub\wwwroot` called `bugweb`.

4. To get *BugWeb* working correctly, you will need to set some security permissions. Using *Windows Explorer*, click into the `bugweb` folder.
 - ↳ The first security setting is to allow file attachments to be uploaded with bug entries.
 - ↳ The second security setting is to enable write permission for the *MS Access* database file.
5. Once inside the `bugweb` folder, right-click on the `uploads` folder, then select 'Properties' from the context menu.
6. Click on the 'Security' tab then look within the 'Group or user names' list for the 'Internet Guest Account' (i.e. the *IUSR* account). If the *IUSR* account is already in the 'Group or user names' list, then select it and tick on the 'Allow' checkbox for 'Full Control'.



7. If the *IUSR* account isn't already in the 'Group or user names' list, click the 'Add' button.
8. Click the 'Advanced...' button (on the 'Select Users or Groups' dialogue).
9. Click the 'Find Now' button.
10. Locate the '*IUSR*...' account in the 'Name (RDN)' list, select it and then click the 'OK' button.
 - ↳ The exact name of the *IUSR* account will be specific to your computer (e.g. '*IUSR_WORKPC*').
11. The *IUSR* account should be shown in the 'Select Users or Groups' dialogue. Click the 'OK' button when ready.
12. Ensure the 'Allow' checkbox is ticked for 'Full Control' on the 'Internet Guest Account'.
13. Click 'OK' to close the 'uploads Properties' dialogue and commit the changes.

14. The *BugWeb* database file also needs to be given write permission. Go to the `database` folder and right-click on the `bugweb.mdb` file, select 'Properties' from the context menu.
15. Click the 'Security' tab and then select the 'Internet Guest Account' from the 'Group or user names' list.
16. Tick the 'Allow' checkbox for 'Full Control'. Click 'OK' to close the 'bugweb.mdb Properties' dialogue and commit the changes.
 - ↳ If the 'Internet Guest Account' doesn't appear in the 'Group or users names' list, you will need to add it (see steps 7 through 11 above).

 If you are installing *BugWeb* on a web host (i.e. not your local machine), please see the topic *I'm Installing BugWeb on a Web Host* within the *Trouble-shooting Guide* section.

Accessing *BugWeb* on Your System

Once you have finished installing and configuring *BugWeb*, you can access it using the following details:

URL:	http://localhost/bugweb/login.asp
Username:	admin
Password:	admin

 You should change the default administrator username and password after first login since these are very easy to guess and pose a security risk (especially if your system is live to the Internet).

Alternatively, you can access the system by using the web server's IP address (e.g. `http://192.168.0.2/bugweb/` ← obviously, your IP address will be specific to your machine).

MS ACCESS UNDER WINDOWS VISTA

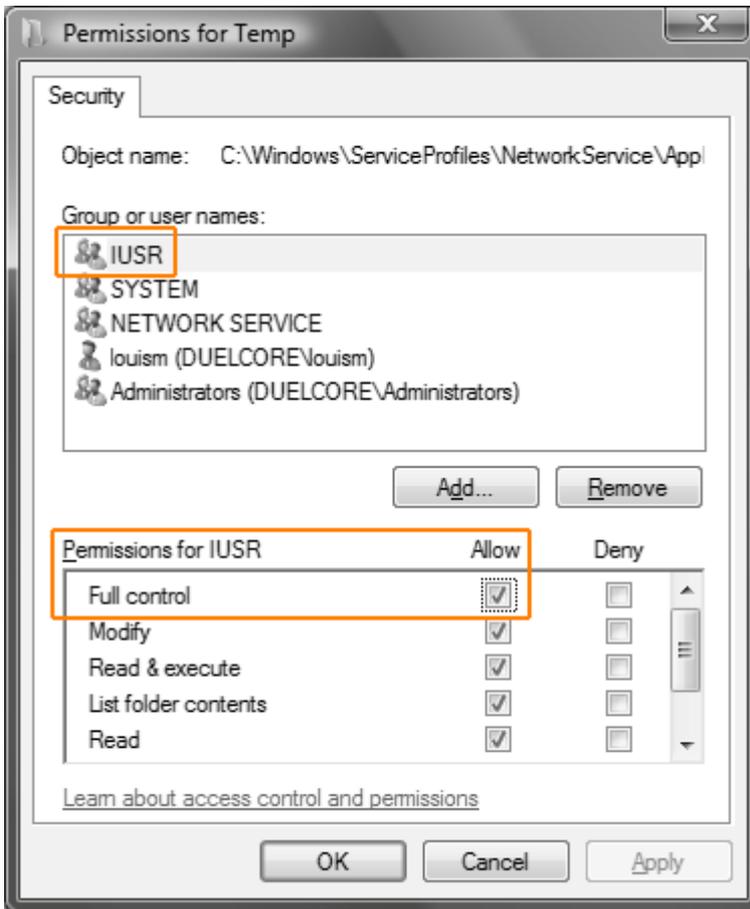
By default, *MS Access* databases used with ASP-based websites *do not function correctly under Windows Vista*. If you are using *BugWeb* with *Vista*, you may initially encounter this:

*Microsoft JET Database Engine error '80004005'
Unspecified error*

A technical explanation of why this error happens is given at the end of this section.

To correct this problem, follow these steps:

1. Using *Explorer*, navigate to: `c:\windows\serviceprofiles\networkservice\appdata\local\temp`
2. Right click the `temp` folder, then select 'Properties' from context menu.
3. Click on the tab labelled 'Security'.
4. Click the 'Edit' button, then the 'Add' button.
5. In the 'Enter the object...' text box, type in `IUSR`, then click 'OK'.
6. `IUSR` will appear in the 'Group or user names' list; select it.
7. In the 'Permissions for `IUSR`' area, tick the 'Allow' checkbox for the 'Full control' option.



8. Click 'OK' to close the 'Permissions for Temp' dialogue.
9. Click 'OK' to close the 'Temp Properties' dialogue.

Why this Error Occurs

In previous versions of *IIS*, all processes used `C:\windows\temp` as the temporary directory. *Windows XP* grants all users read/write access to this directory. The down-side of this was that all processes basically shared the same temporary directory by default; which could lead to cross information disclosure (a security risk).

In *Windows Vista*, the effective user of the web application (including the anonymous user for unauthenticated requests) can not write to the temporary directory.

With the introduction of *Vista*, *Microsoft* chose a more secure default folder (based on profiles). Unfortunately, the temporary directory underneath the user folder (e.g. `%windir%\serviceprofiles\networkservice\AppData\Local\Temp`) is *not writable* by anyone other than *NetworkService* by default.

TROUBLE-SHOOTING GUIDE

This section provides some help with the most commonly encountered installation and configuration problems.

I get a 'Microsoft JET Database Engine' Error Message

MS Access databases don't work by default with *IIS7* under *Windows Vista*. This was a change *Microsoft* made to increase security in the OS. See the section *MS Access Under Windows Vista* in this document for instructions on how to correct this problem.

I'm Installing *BugWeb* on a Web Host

If you are installing *BugWeb* on a web host (i.e. *not your locally controlled machine*, but a paid hosting provider), most of the information contained in the *Installing BugWeb* section are still relevant. There are a few exceptions however:

- 1) You won't need to worry about installing or configuring *IIS*
- 2) Setting folder permissions may be different (e.g. you may need to use your host's online management panel to set write privileges for the 'uploads' folder)
- 3) Your host may require you that you place your *MS Access* database file in a particular directory

My Web Host Wants Me To Use Specific Directories

You may be using a web host which requires that you place your *MS Access* database file into a particular folder (e.g. `\private\`) or that file uploads go to a specific folder (e.g. `\public\`).

If this is the case, you will need to modify the file `global_constants.inc` contained inside the `\bugweb\include` directory.

The constants you will need to adjust are:

```
const LIVE_DB_PATH = "private\  
const UPLOAD_DIRECTORY_LIVE = "uploads\  
"
```

I get a 'You are not authorized to view this page' Error Message

This is most likely because *IIS* does not have 'index.asp' set as a 'Default Document'. See the section titled *Setting Up IIS on Windows XP* in this document for more details.

Getting Technical Support

If you experience any difficulty whilst attempting to install *BugWeb*, please visit www.bugweb.com.au, or email support@bugweb.com.au for further help.

Tip: it is recommended that you always check the *Trouble-shooting Guide* before sending a support request.

PART II

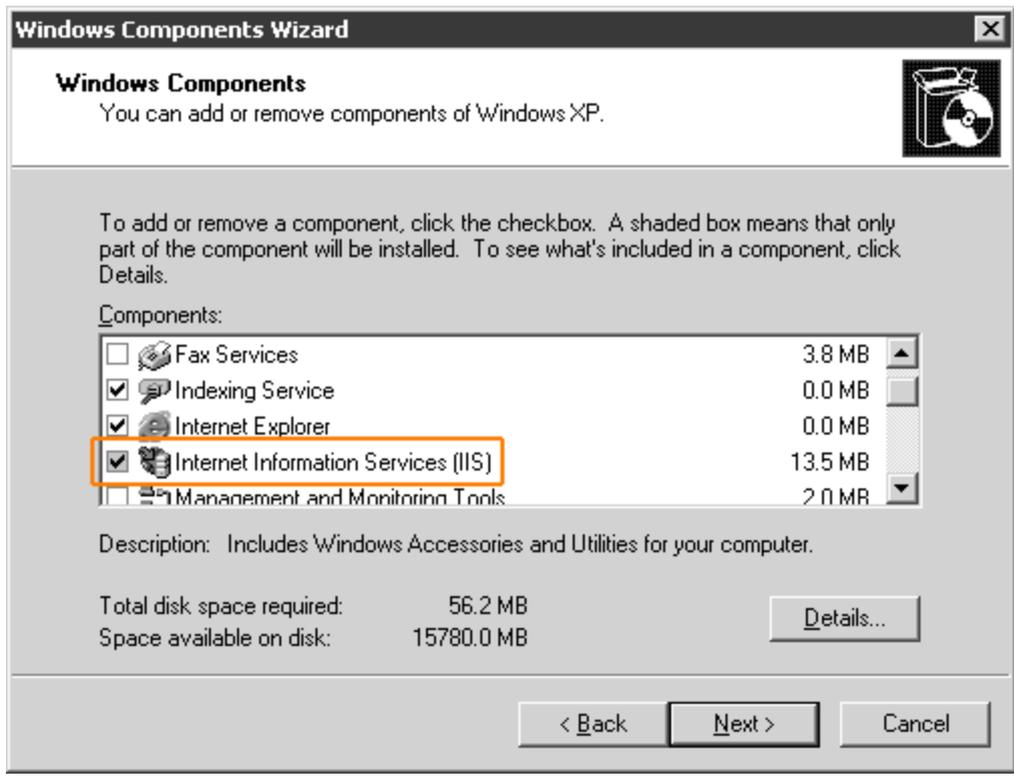
SETTING UP IIS ON WINDOWS XP

To use *BugWeb*, you must have the web server *Internet Information Services (IIS)* installed on your computer. *IIS* supports the programming language which *BugWeb* is based on (i.e. classic ASP 3).

 You will need your *Windows* installation disk handy to complete this process.

To install *IIS* under *Windows XP*, follow these steps:

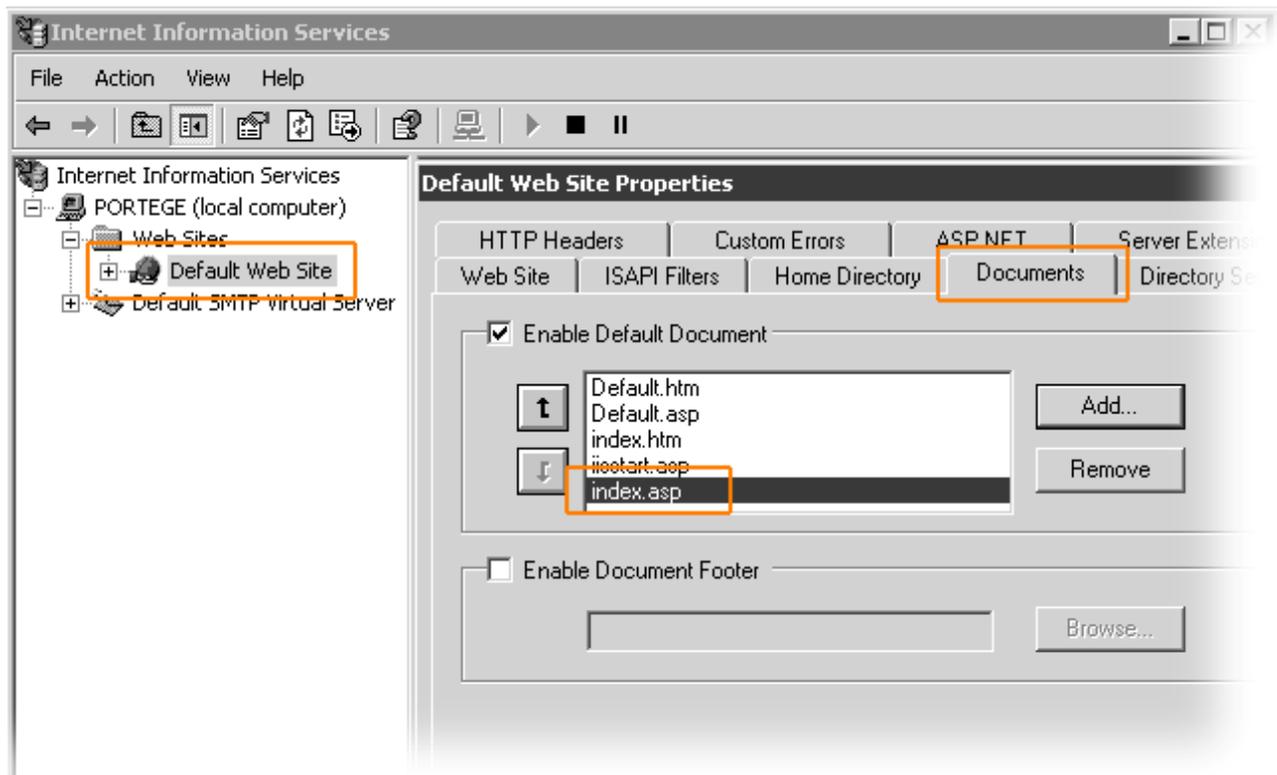
1. Using *Windows Explorer*, go to 'Control Panel.'
2. Double-click the 'Add or Remove Programs' icon.
3. Select 'Add/Remove Windows Components' from the left panel.
4. Tick the 'Internet Information Services (IIS)' checkbox, then click the 'Next' button.



Once installed, you can access the *IIS* management console by using *Windows Explorer* (via 'Control Panel→Administrative Tools→Internet Information Services').

You will also need to add 'index.asp' as a 'Default Document' in *IIS*. To do this, follow these steps:

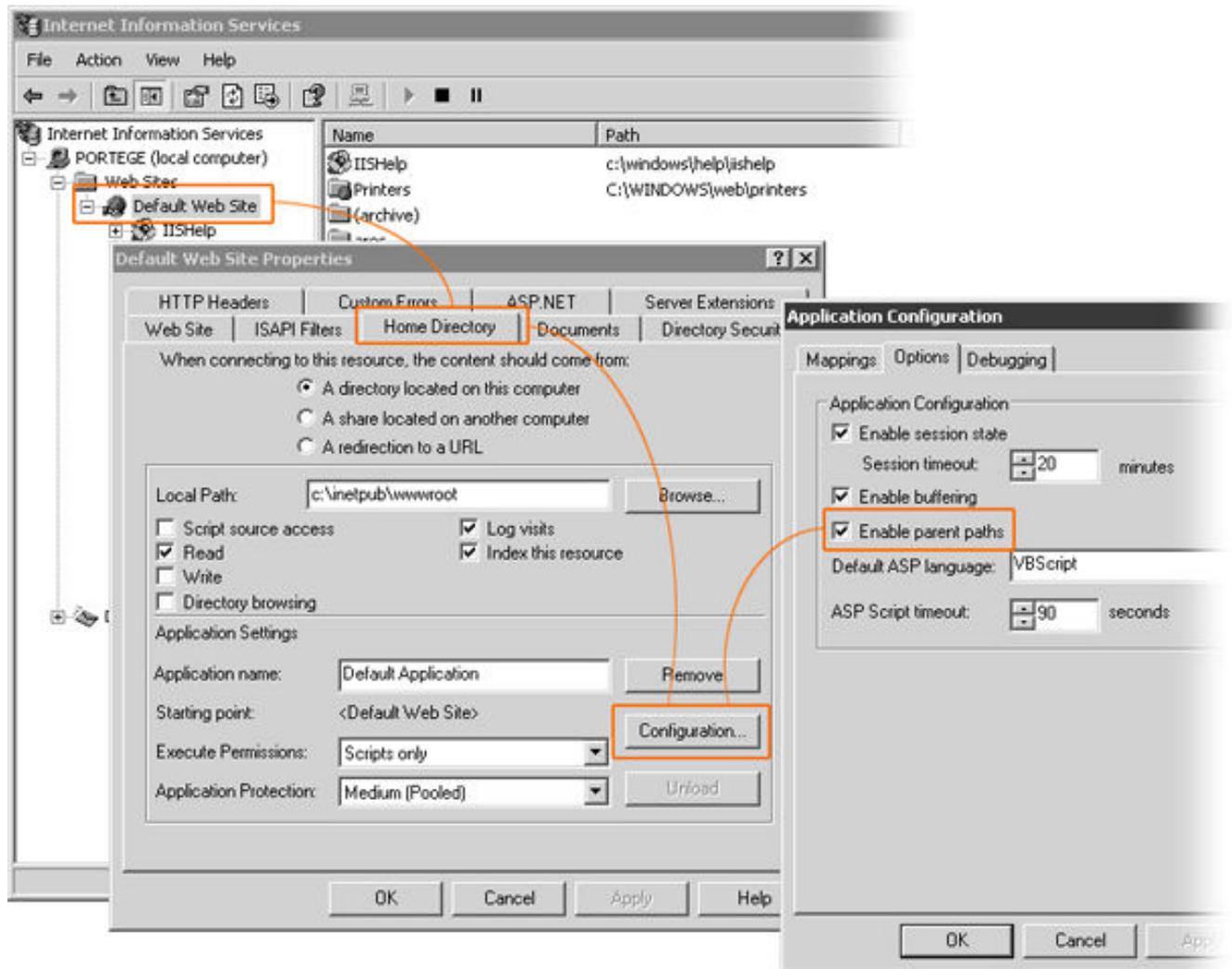
1. Launch the *IIS* management console.
2. Expand the tree on the left until you can see 'Default Web Site', then right-click on this icon and select 'Properties' from the context-menu.
3. Once the 'Default Web Site Properties' dialogue appears, choose the 'Documents' tab.
4. Click the 'Add' button and add 'index.asp' to the list.
5. Click 'OK' to close the dialogue and commit the changes.



Enabling Parent Paths in IIS

You will also need to ensure *Parent Paths* are enabled in *IIS* (*BugWeb* uses this feature). To enable parent paths, follow these steps:

1. Launch the *IIS* management console.
2. Expand the tree on the left until you can see 'Default Web Site', then right-click on this icon and select 'Properties' from the context-menu.
3. Once the 'Default Web Site Properties' dialogue appears, choose the 'Home Directory' tab.
4. Click the 'Configuration' button.
5. Tick the 'Enable parent paths' checkbox, then click 'OK' to close the 'Application Configuration' dialogue and commit the changes.



SETTING UP IIS ON WINDOWS VISTA

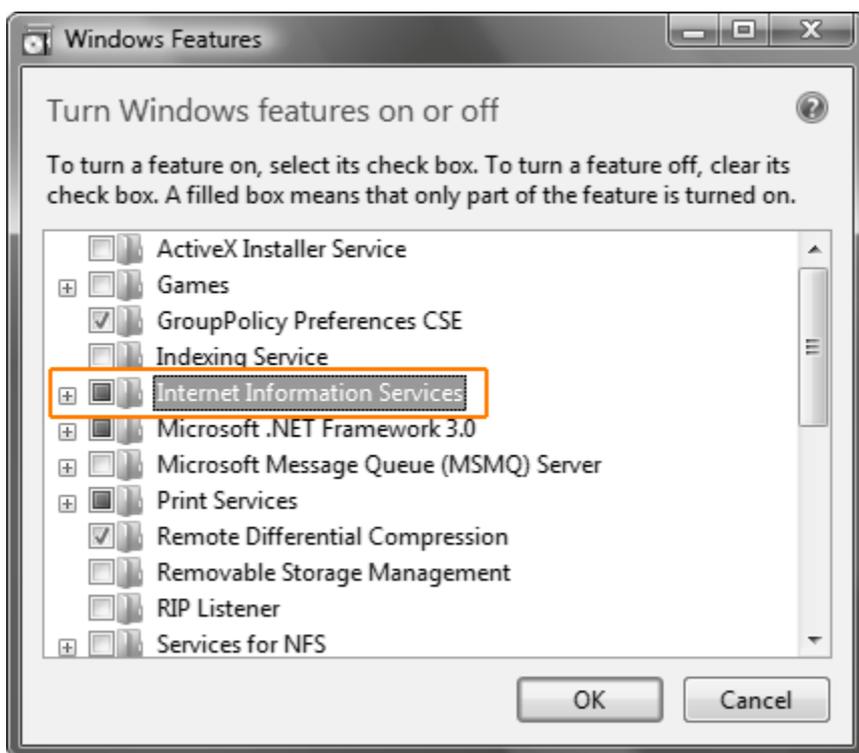
To use *BugWeb*, you must have the web server *Internet Information Services* (*IIS*) installed on your computer. *IIS* supports the programming language which *BugWeb* is based on (i.e. classic ASP 3).

 You will most likely need your *Windows Vista* installation CD to complete this process.

To install *IIS* under *Windows Vista*, follow these steps:

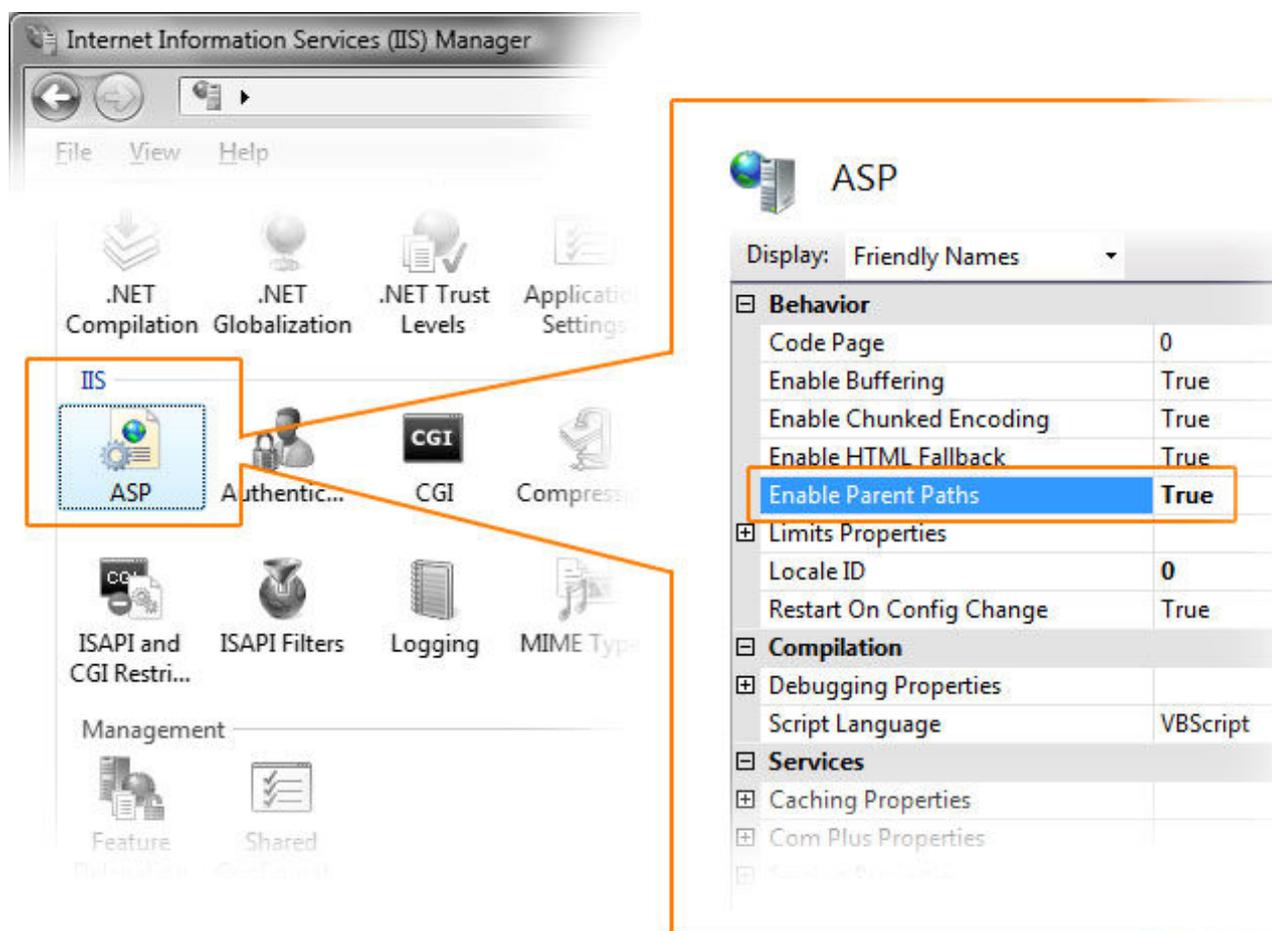
1. Using *Windows Explorer*, go to 'Control Panel.'
2. Select 'Programs and Features' from the available options.
3. Click 'Turn Windows features on or off' in the left panel.

4. Tick the 'Internet Information Services' checkbox then click the 'OK' button.



Once installed, you can access the *IIS* management console via 'Control Panel→Administrative Tools→Internet Information Services (IIS) Manager.'

After *IIS* v7 is installed, some minor configuration to support *BugWeb's* requirements may be needed. Of particular importance is ensuring *ASP* is turned on and that 'Enable Parent Paths' is true.



 You will also need to set security permissions for *BugWeb's* database to work. See the section titled *Appendix I: MS Access & Vista*.