

### **Table of Contents**

1.	What is RentalPoint Web Services?	2
2.	How to Configure Your Server	2
	2.1 Download and Install .NET Framework 4.5.1	2
	2.2 Download and Install IIS	2
	2.3 Download and Install RPWS Files	3
	2.4 Update ASP .NET Mappings	3
	2.5 Configure Default Application Pool	4
	2.6 Configure Bindings	6
	2.7 Configure RPWS as an Application	7
	2.8 Enable Permissions to Upload Avatars	9
	2.9 Enable Permissions to Upload Certificates and Licenses	10
	2.10 Enable Database Permissions	11
	2.11 Update Config File and Test Connection	13
3.	How to Configure RentalPoint	15
4.	Updating RPCrewWeb with new Release	16
5.	Troubleshooting	18
	5.1 Localhost Connection	18
	5.2 LAN Connection	18
	5.3 WAN Connection	18
	5.4 Router Issues	18
	5.5 HTTP Error 500.19 – Internal Server Error: Cannot Add Duplicate Collection Entry	19



### 1. What is RentalPoint Web Services?

RentalPoint Web Services, or RPWS, is an online tool that technicians use to view their upcoming assignments. Technicians can accept or decline assignments. Techs can also enter working hours and personal information such as primary and secondary skills. Changes to your data are updated in real-time. The webpage is hosted on your server and uses IIS (Internet Information Services) and the RPWS service to communicate directly with your RP database.

RPWS must first be configured before it can be used by your technicians in the field.

### 2. How to Configure Your Server

First you'll need to do some work on your server. This involves downloading and installing files that RPWS requires, then configuring the server roles and IIS.

### 2.1 Download and Install .NET Framework 4.5.1

Ensure you have the .NET Framework 4.5.1 (or later) installed

- See how to check <u>https://msdn.microsoft.com/en-CA/library/hh925568%28v=vs.110%29.aspx</u>
- If needed, you can use the MS Web Installer which automatically determines which files you need for your operating system. <a href="http://www.microsoft.com/en-gb/download/details.aspx?id=40773">http://www.microsoft.com/en-gb/download/details.aspx?id=40773</a>

### 2.2 Download and Install IIS

The IIS installation process depends on the operating system of your server. For easy installation we've included a few useful links.

For Windows 7 http://www.iis.net/learn/install/installing-iis-7/installing-iis-on-windows-vista-and-windows-7

For Windows 8 & Windows 10 http://www.howtogeek.com/112455/how-to-install-iis-8-on-windows-8/

For Windows Server 2008 R2 https://community.landesk.com/support/docs/DOC-6797

For Windows Server 2012 R2

http://www.iis.net/learn/install/installing-iis-85/installing-iis-85-on-windows-server-2012-r2



### 2.3 Download and Install RPWS Files

Login to the RP downloads area (<u>http://rentp.com/updates/login.php</u>) and download **RPWS\_Install\_Files.zip**. Unzip the files to C:\inetpub\wwwroot\**RPCrewWebpage**.

RPCrewWebpage is a suggested default name; you can use any folder name that you choose. Be sure to remember it for future steps as you will use it in your link path.

### 2.4 Update ASP .NET Mappings

Run the **command prompt** as an Administrator. Type the following command in the command prompt and hit <enter>.

The command is different for 32-bit and 64-bit operating systems, please ensure you run the correct command.

#### 32-bit

%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet\_regiis.exe -i

#### 64-bit

%windir%\Microsoft.NET\Framework64\v4.0.30319\aspnet\_regiis.exe -i



### 2.5 Configure Default Application Pool

Open Server Manager and navigate to the DefaultAppPool. Ensure that your settings are the same as the screenshot.

• To Open IIS Manager from Search Box in Windows 7, 8, 10 Click Start then type 'inetmgr' in the search box.

Barrier and the second s			S	erver Manager			_ 0
Server Manager • IIS							Component Services
Dashboard     SERVERS     All servers   total     Local Server     All Servers     All Servers     App Server     Server Name     IPv4 Address	P (ii) ▼ (ii) ▼ Manageability	Last Upda	te Windows	Activation		<u>ہ</u> ے	Computer Management Defragment and Optimise Drives Disk Clean-up Event Viewer Internet Information Services (IIS) 6.0 Manager
File and Storage Services     AUD-NEXTGEN 103.237.109.2     AUD-NEXTGEN 103.237.109.2     Print Services	04,192.168.63.35 Online - Performance count	ters not started 2/02/2017	' 8:51:14 AM 00254-20	0000-00000-AA461 (Activated)		<u>لې</u>	Internet Information Services (IIS) Manager iSCSI Initiator Local Security Policy Microsoft Azure Services
	Application Book				Internet Inform	nation Services (IIS) Mana	ger
File View Help	<ul> <li>Application Pools</li> </ul>						
Connections	Applicat This page lets you view isolation among differ	ion Pools w and manage ent application	the list of ap	plication pools o	on the server. Appli	cation pools are associated with	worker processes, contain one (
⊿ Sites	Filter:	- 😤 Go	o 👻 🥁 Shor	w All Group by	No Grouping	•	
<ul> <li>☐ Operault Web Site</li> <li>☐ aspnet_client</li> <li>☐ system_web</li> <li>▷ - 2_0_50727</li> <li>▷ - 4_0_30319</li> <li>▷ - 4_6.79</li> <li>▷ - 4_6.81</li> <li>☑ - ♀ Are 4_6.81</li> <li>☑ - ♀ RPCrewWebpage</li> <li>▷ - ♀ Content</li> <li>▷ - ♀ Scripts</li> <li>▷ - ♀ Views</li> </ul>	Name A NET v2.0 NET v2.0 Classic NET v4.5 Classic .NET Ap Classic .NET Ap DefaultAppPool Doubl	Status .N Started v2 Started v2 Started v4 Started v2 Started v4 e Click	IET CLR V 2.0 4.0 4.0 2.0 4.0	Managed Pipel. Integrated Classic Integrated Classic Classic Integrated	Identity Edit Name: DefaultAppPool .NET CLR version .NET CLR Version Managed pipelir Integrated V Start applicati	Applications  Application Pool  Application Pool  Application Pool  Application Pool  Application Pool  Application Pool  Application  Cancel  Application  Application  Cancel  Application  Applicatio	× •

Ensure that the DefaultAppPool service is **Started**. If it's not started simply right click and select Start.



<b>V</b> ]				Ir	nternet Informatio	n Services (IIS) N	/lanager				_ <b>D</b> X
AUD-NEXTGEN + Application Pools									🌆 🛛 🟠 🔞 🗸		
<u>F</u> ile <u>V</u> iew <u>H</u> elp											
Connections	Applicat This page lets you view isolation among differ	ion Po w and mar rent applic	OIS nage the list of ap ations.	plication pools on	the server. Application	n pools are associated	d with worker proc	esses, contain one or more	applications, and provide	Ac	tions Add Application Pool Set Application Pool Defaults Application Pool Tasks
⊿ · i Sites	Filter:	• *	🖗 <u>G</u> o 🕞 😽 Sho	w <u>A</u> ll   Group by:	No Grouping	-					Start
a \delta Default Web Site	Name 📩	Status	.NET CLR V	Managed Pipel	Identity	Applications					Stop
⊿ 🚞 aspnet_client	.NET v2.0	Started	v2.0	Integrated	ApplicationPoolld	0				2	Recycle
⊿ 🧰 system_web	.NET v2.0 Classic	Started	v2.0	Classic	ApplicationPoolld	0					Edit Application Pool
⊳	.NET v4.5	Started	v4.0	Integrated	ApplicationPoolld	0					Basic Settings
⊳ . 🚞 4_0_30319	.NET v4.5 Classic	Started	v4.0	Classic	ApplicationPoolld	0					Recycling
⊳ . 🚞 4_6_79	🕼 Classic .NET Ap	Started	v2.0	Classic	ApplicationPoolld	0					Advanced Settings
▶ 🔛 4_6_81	DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolld	0	1				Rename
⊿ @ RPCrewWebpage							-				-
bin 🖓 🖓										~	Remove
Content											View Applications
⊳ - Scripts ⊳ - Ciews										2	Help

Now highlight Default Web Site and click **Basic Settings**. Ensure the **Application pool** for your website is set to **DefaultAppPool**.

¥	Internet Information Services (IIS) Manager	_ 🗆 X						
<u>F</u> ile <u>V</u> iew <u>H</u> elp								
Connections Start Page AUD-NEXTGEN (AUD-NEXTG AUD-NEXTGEN (AUD-NEXTGEN (AUD-NEXTG AUD-NEXTGEN (AUD-NEXTGEN (AUD-NEXTGEN)) AUD-NEXTGEN (AUD-NEXTGEN (AUD-NEXTGEN)) AUD-NEXTGEN (AUD-NEXTGEN (AUD-NEXTGEN)) AUD-NEXTGEN (AUD-NEXTGEN)) AUD-NEXTGEN) AUD-NEXTGEN (AUD-NEXTGEN)) AUD-NEXTGEN	Default Web Site Home         Filter:       Image: Solution of the solution	Actions       Explore       Edit Permissions       Edit Site       Bindings       Basic Settings       View Applications       View Virtual Directories       Manage Website       © Restart       > Start       ■ Stop       Browse Website       Image Browse *:80 (http)       Advanced Settings       Configure       Limits       Image Help						



### 2.6 Configure Bindings

Click **Bindings** ... and ensure the settings are the same as the screenshot.





### 2.7 Configure RPWS as an Application

In Server Manager navigate to RPCrewWebpage. The icon should look like this : 👘

Server Manager	_ 0	) ×
Server Manager ⋅ IIS	🕶 🕝   🚩 Manage Tools View	Help
	Component Services	
III Dashboard Servers 1 total	Computer Management Defragment and Optimise Drives	
Local Server	Disk Clean-up	
i All Servers	Event Viewer	
App Server Aame IPv4 Address Manageability Last Update Windows Activation	Internet Information Services (IIS) 6.0 Manager	er .
File and Storage Services b AUD-NEXTGEN 103.237/109.204/192.168.63.35 Online - Performance counters not started 2/02/2017 9:01:15 AM 00254-20000-00000-AA461 (Activated)	iSCSI Initiator	
	Local Security Policy	
Print Services	Microsoft Azure Services	
Remote Desktop Services	ODBC Data Sources (32-bit)	

If your icon is the same, it means that the RPWS service is correctly configured as an application, you don't need to change anything.





However if the icon is a folder instead (see below), you will need to right click on RPCrewWebpage and select **Convert to Application**.





### 2.8 Enable Permissions to Upload Avatars

The RPWS allows a technician to customize his or her profile by selecting an avatar. You'll need to configure permissions on your server to allow techs to upload an avatar image. Navigate to C:\inetpub\wwwroot\RPCrewWebpage\Content and open the properties for the **img** folder. Ensure you have permissions set as follows:

File       Home       Share       View       View         Image: Share       View       View       View       View         Image: Share       View       View       View       View       View         Image: Share       Image: Share       View       View<	👪 l 💽 🛄 🜩 l	Content	_ 🗆 X
Image: Second	File     Home     Share     View <ul> <li></li></ul>	wwwroot      RPCrewWebpage      Content	<ul> <li>✓ <ul> <li>✓</li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul>
	<ul> <li>★ Favourites</li> <li>▶ Desktop</li> <li>▶ Css</li> <li>▶ files</li> <li>▶ fonts</li> <li>▶ img</li> <li>▶ This PC</li> <li>♥ C on MANDY</li> <li>▶ Desktop</li> <li>▶ Documents</li> <li>▶ Downloads</li> <li>▶ Music</li> <li>▶ Pictures</li> <li>▶ Videos</li> <li>▶ System (C:)</li> <li>♥ Network</li> </ul>	Date modified       Type       Size         IELOG DOME DOM IN FIL GUIDE         Content Properties       X         General Sharing       Security       Permissions for Content         Object name:       C\inetpub\wwwroot       Security         Group or user names:       Security       Object name:       C\inetpub\wwwroot\RPCrewWebpa         Group or user names:       Security       Object name:       C\inetpub\wwwroot\RPCrewWebpa         Group or user names:       Group or user names:       SYSTEM         W Users (AUD-NEXTGENUsers)       SYSTEM       SySTEM         To change permissions, click Edit.       Permissions for IIS_IUSRS       SYSTEM         Full control       Modify       Add         Read       Read & execute       IIS_IUSRS       Alow         Write       For special permissions or advanced       Full control       Modify         Read       Mite       Golder contents       Read       Ead       III         For special permissions or advanced       III control       III control       IIII       IIII       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	X Dage \Content Remove Deny
4 items (Disk free space: 128 GB)	4 items 4 items (Disk free space: 128 GB)	UK Cancel	Computer



### 2.9 Enable Permissions to Upload Certificates and Licenses

Secondary Skills may be configured as **Certificate Required**. When a technician adds or modifies a secondary skill, he or she may be required to attach a certificate before saving. You'll need to configure permissions on your server to allow techs to upload certificate or license files. Navigate to C:\inetpub\wwwroot\RPCrewWebpage\Content and open the properties for the **files** folder. Ensure you have permissions set as follows:

🎍 l 💽 🖺 = l			Content			_ <b>D</b> X
File Home Share	View					~ <b>?</b>
🔄 🐵 🔻 🕇 🚺 🕨 Thi	s PC + System (C:) + inetpub + www.root +	RPCrewWebpage 🕨 🤇	Content		✓ ♂ Search Content	Q
A Farmiter	Name	Date modified	Туре	Size		•   ••
Desktop		15/06/2016 3:00 AM	File folder			
Downloads	lies	21/03/2016 3:30 PM	File folder			
📃 Recent places	I fonts	15/06/2016 3:00 AM	File tolger		files Properties	x
	鷆 img	15/06/2016 3:00 AM	File folder			
💻 This PC				Ge	General Sharing Security Previous Versions Customise	
C on MANDY				0		x
hesktop					G Permissions for files	
Documents					Security	
Downloads					Object name: C:\inetpub\wwwroot\RPCrewWebpage\Con	tent√fi
Distures						
Videos						
System (C:)						
July System (ci)				F	F Administrators (AUD-NEXTGEN\Administrators)	
辑 Network	work					
					& TrustedInstaller	
					Add Remo	ve
					Permissions for IIS_IUSRS Allow Den	y
				F	F Full control	^
				0	d Modify ✓ □	=
					List folder contents	
4 items					Read 🗹	- ■
4 items (Disk free space: 128 GE	3)					
						2010
					OK Cancel A	<sup>pply</sup> 2012



### 2.10 Enable Database Permissions

In SQL Management Studio configure the IIS APPPOOL\DefaultAppPool user with Windows authentication. Ensure that you set your Default Database and Default Language accordingly.

🔒 Login Properties - IIS APPPOOL\DefaultAppPool 📃								
Select a page	<u> S</u> cript 🔻 [ Help							
Ceneral Cerver Roles User Mapping Securables	Script   Cogin game:	IIS APPPOOL\DefaultAppPool	Sgarch					
	Mapped to certificate     Mapped to asymmetric key     Mapped to Credential		-					
Lonnection	Mapped Credentials	Credential Provider						
Server: DEVSERVCHERYL-N\SERVER	happed areas have	Cieuentiai	-					
Connection: DEVSERVCHERYL-N\Cheryl								
View connection properties								
Progress			Remove					
C Ready	Default <u>d</u> atabase: Default language:	cheryl_v11 English	•					
	1	ОК	Cancel					

This user only has the **public** role assigned.

📑 Login Properties - IIS APPPO	OL\DefaultAppPool	- • ×
Select a page	🛒 Script 🔻 📑 Help	
Server Roles	Server role is used to grant server-wide security privileges to a user.	
	Setver fores: Uulkadmin docreator dokadmin processadmin public seculyadmin severadmin sysadmin	
Connection		
Server: DEVSERVCHERYL-N\SERVER Connection: DEVSERVCHERYL-N\Cheryl		
Progress		
Ready		
	DK	Cancel



This user is only mapped to your RP database.

Use the following SQL script to grant the required permissions to this user. Ensure that you enter the appropriate DATABASE (highlighted).

🚦 Login Properties - IIS APPPO	OL\Default/	AppPool			×
Select a page General Server Roles	Script	🕶 🚺 Help			
Securables		Database cheryl_v11	User	Default Schema dbo	-
Connection	Gues Database	model msdb t account enabled	for: cheryLv11 for: cheryLv11		Ţ
Server: DEVSERVCHERYL-N\SERVER Connection: DEVSERVCHERYL-N\Cheryl	db_a db_b db_d db_d db_d db_d db_d db_d	ccessadmin ackupoperator atareader atawriter dladmin enydatareader enydatawriter wner			
Progress Ready	☐ db_s ♥ publi	ecurityadmin			
				OK Can	icel .:

```
DECLARE @USERNAME VARCHAR(50);
DECLARE @DATABASE VARCHAR(50);
SET @USERNAME = '[IIS APPPOOL\DefaultAppPool]';
SET @DATABASE = 'dev data';
DECLARE @SQLText nvarchar(MAX);
SET @SQLText = '
USE {DATABASE}
GRANT CONNECT TO {USERNAME}
GRANT SELECT ON [dbo].[tblAddTechSkill] TO {USERNAME}
GRANT SELECT ON [dbo].[tblActivityType] TO {USERNAME}
GRANT SELECT ON [dbo].[tblContact] TO {USERNAME}
GRANT SELECT ON [dbo].[tblCultureCode] TO {USERNAME}
GRANT SELECT ON [dbo].[vwRPWebContact] TO {USERNAME}
GRANT SELECT ON [dbo].[tblPayroll] TO {USERNAME}
GRANT DELETE ON [dbo].[tblPayroll] TO {USERNAME}
GRANT SELECT ON [dbo].[tblActivity] TO {USERNAME}
GRANT DELETE ON [dbo].[tblActivity] TO {USERNAME}
GRANT SELECT ON [dbo].[tblContactSecondarySkills] TO {USERNAME}
GRANT DELETE ON [dbo].[tblContactSecondarySkills] TO {USERNAME}
GRANT SELECT ON [dbo].[tblBill] TO {USERNAME}
GRANT DELETE ON [dbo].[tblBill] TO {USERNAME}
GRANT EXECUTE ON [dbo]. [Web CalendarTechnicianEvent] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web_CalendarTechnicianEventList] TO {USERNAME}
GRANT EXECUTE ON [dbo]. [Web GetPayRoll] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web_GetPrimarySkills] TO {USERNAME}
GRANT EXECUTE ON [dbo]. [Web GetSecondarySkills] TO {USERNAME}
GRANT EXECUTE ON [dbo]. [Web GetTimeLineItems] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web_UpdateCalendarActivityEvent] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web UpdateCalendarCrewEvent] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web_UpdateContact] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web UpdateExternalPrimarySkill] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web_UpdateExternalSecondarySkill] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web_UpdatePayRoll] TO {USERNAME}
GRANT SELECT ON [dbo].[tblSettings] TO {USERNAME}
GRANT EXECUTE ON [dbo]. [Web StartPunchPayroll] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web_GetProjectManagerBookings] TO {USERNAME}
GRANT EXECUTE ON [dbo].[Web_TechHasStartedPayroll] TO {USERNAME} ';
SET @SQLText = REPLACE (@SQLText , '{USERNAME}' , @USERNAME)
SET @SQLText = REPLACE (@SQLText , '{DATABASE}' , @DATABASE)
EXECUTE (@SQLText)
SET @SOLText =
USE msdb
GRANT CONNECT TO {USERNAME}
GRANT SELECT ON [dbo].[sysmail profile] TO {USERNAME}
';
SET @SQLText = REPLACE (@SQLText , '{USERNAME}' , @USERNAME)
EXECUTE (@SQLText)
```



### 2.11 Update Config File and Test Connection

Navigate to C:\inetpub\wwwroot\RPCrewWebpage and open the **Web.config** file in a text editor (such as Notepad). Change **Data Source** to your SQL server name.

Change Initial Catalog to your RentalPoint database.





Open a browser and enter <u>http://localhost/RPCrewWebpage/</u>. (Or whatever name you used for your directory 2.3 above. A login prompt will display.

See Section 4 'Troubleshooting' if you have problems displaying the login prompt.

<b>RP</b> WebServices					
Sign in to start your session					
User Name					
Password					
✓ Remember Me Sign In					
RentalPoint © 2015 RentalPoint. Version 1.001					



### 3. How to Configure RentalPoint



You will need RPWS user licenses to access the RPWS license setup. Goto help $\rightarrow$  status off the main Rentalpoint menu

Informa	tion X	e
1	Data Folder : E:\Rentalpointv11\data\ Document Folder : E:\Rentalpointv11\docs\ Crystal Reports Folder : E:\RentalPointV11\Reports	e v n
	Concurrent User Licensing Max Licensed Logins : 50 Current Logins : 1	
	Max RP Webservice Logins : 5	

Please contact <u>support@rentp.com</u> if you do not have an RPWS license file.

Launch RentalPoint and from the main menu, go to 'Setup $\rightarrow$ RP WebServices Licensing'.

- To activate an RPWS login for a technician simply tick the checkbox beside the technician name.
- The info boxes at the bottom of the window will keep track of how many licenses are available and how many are in use.
- Next, enter a User Name and Password. These are the login credentials that the tech will use when accessing RPWS via a browser.

WebServices Licen:	ing	-		-
Login Enabled	Tech Name	RPWS Login	RPWS Password	
<b>1</b>	All Regions	April		
	Jane Doe	Jane		
<b>F</b>	Region Zero All Locn	Kenny		
	Region Zero Locn Three	Kevin		
	Region Zero Locn Zero	Dawn		
<b>V</b>	Tommy Tom Tom	Tommy		
				-
I number of active to	echnicians			
manuser of dedive o				
I number of licence				
I number of license:				
number of licenses				🗸 OK 🛛 🗶 Car



<b>RP</b> WebServices	
Sign in to start your session	
jfernandez	Ł
•••••	
✓ Remember Me Sign In	
RentalPoint © 2015 RentalPoint. Version 1.0	01

### 4. Updating RPCrewWeb with new Release

1, Download RPCrewWeb latest release from <u>www.rentp.com</u> using the download password you have been provided or contact <u>support@rentp.com</u>



### 2. Take a backup of your current RPCrewWebpage installation files

i.e. take a copy of this folder



- 3. Unzip the new installation file to the RPCrewWebpage folder, overwriting existing files
- 4. Restart IIS (See full details on restarting IIIS below if needed)



### How to Reset IIS (Internet Information Services):

**NOTE**: Resetting IIS will cause ALL websites being hosted on your computer to be unavailable until the reset is complete (which usually only takes a few seconds). This means if anyone is accessing any of your websites during the reset, the site will stop responding for them temporarily, or will require them to log back in once the reset is complete.

Use the following steps:

- 1. Click the Windows® Start button, and then click Run. The Run dialog box appears.
- 2. Type **iisreset** into the **Open** field, and then click **OK**. The following 'Command Prompt' window appears:



**Important Note:** You can optionally include the **/noforce** parameter **(iisreset /noforce)** to help prevent data loss in case the IIS services cannot be stopped within the default one minute time-out period. If you are certain that it is safe to force IIS to restart, you can omit the /noforce parameter. However, be aware that you could lose data if you do not include this parameter.

3. In a few seconds, the 'Command Prompt' widow will update with the **Internet services successfully stopped - Attempting start** information:



4. Once **IIS** restarts, this window will close.

**Note**: In Microsoft® Windows 7, if attempting to reset IIS from the command prompt and the User Account Control (UAC) is enabled, you may receive an "Access Denied" error message. To workaround this issue, click the Windows Start button > "All Programs" > "Accessories" and right-click on Command Prompt and select "Run as Administrator". This will allow you to run the command prompt with elevated permissions and perform the IIS reset successfully.

.



### 5. Troubleshooting

### 5.1 Localhost Connection

On the machine that you are using to host RPWS, open a browser and type **http://localhost/RPCrewWebpage**. If it fails to load the page then you most likely need to allow the IIS service to broadcast through your firewall.

### 5.2 LAN Connection

On a different workstation on the same LAN, open a browser and type http://(Local IP Address of Server Machine)/RPCrewWebpage. This is testing that another workstations inside your office can talk to RPWS. If this fails, then IIS is probably blocked by the Server Machine firewall or you have the wrong IP address for the server. You need to ensure you are using the local IP address of the server machine and not the external IP address (from a browser window). You can locate the internal IP address, by going to Start – Run – cmd (then press enter). Type **ipconfig** and this will tell you the internal IP address in use by this machine. It should be something like 192.168.x.x or similar.

### 5.3 WAN Connection

To connect to RPWS from outside the LAN, (ie. Your technicians on site) you may have to allow IIS through a port in the firewall and forward it to the internal IP address of the Server machine. Without doing this the router WILL ignore all communication attempts to RPWS. Once configured you should be able to type http://(External IP Address of Server Machine)/RPCrewWebpage from any browser window and see the login page displayed.

### 5.4 Router Issues

For example:

A router with two Ethernet interfaces:

- WAN (connected to internet) with WAN IP: 37.57.207.XX
- o LAN (connected to local network) with LAN IP: 192.168.21.2
- Server with connection only to local area network LAN IP: 192.168.21.128
  - 1. Open 80 and 443 on server (443 port only if you are using HTTPS connections)
  - 2. Add rule to NAT router. Something like "If packet income to WAN on port 80 by protocol TCP then forward this packet to 192.168.21.2 to port 80"
  - 3. Add rule to router firewall. Something like "If packet income to WAN on port 80 by protocol TCP, then accept this packet" (do not reject)
  - 4. Add rule to router firewall. Something like "If packet income to LAN from 192.168.21.128 by protocol TCP, then accept this packet" (do not reject)

On most routers (90%) after adding rule 2, rules 3 and 4 are added automatically.



### 5.5 HTTP Error 500.19 – Internal Server Error: Cannot Add Duplicate Collection Entry

Duplicate collection entries may result in a conflict between the application level configuration and the site level configuration. To fix this you'll simply need to add a **remove** statement to the Web.config file located in the RPCrewWebpage root folder.

#### HTTP Error 500.19 - Internal Server Error

The requested page cannot be accessed because the related configuration data for the page is invalid.

Detailed Error Info	rmation:		
Module	CustomErrorModule	Requested URL	http://localhost:80/rpws_files
Notification	SendResponse	Physical Path	C:\inetpub\wwwroot\RPWS_Files
Handler	Not yet determined	Logon Method	Not yet determined
Error Code	0x800700b7	Logon User	Not yet determined
Config Error	Cannot add duplicate collection entry of type 'mimeMap' w ith unique key attribute 'fileExtension' set to '.json'		
Config File	\\?\C:\inetpub\wwwroot\RPWS_Files\web.config	Location of Config file	

#### **Config Source:**

- 37: <staticContent>
- 38:
   <mimeMap fileExtension=".json" mimeType="application/json" />
   Find this line in the file

   39:
   </staticContent>

Resolution:

- 1. Navigate to the Web configuration file outlined in the error information above
- 2. Add the 'remove' line above the file name that is having the issue



http://blogs.msdn.com/b/chaun/archive/2009/12/04/iis7-error-cannot-add-duplicate-collection-entry-of-typemimemap-with-unique-key-attribute-fileextension.aspx



5.6 Error 500.19 – The requested page cannot be accessed because the related configuration data for the page is invalid

#### HTTP Error 500.19 - Internal Server Error

The requested page cannot be accessed because the related configuration data for the page is invalid.

Detailed E	Fror Info	rmation:		
	Module	IIS Web Core	Requested URL	http://localhost:80/rpws_files
N	otification	BeginRequest	Physical Path	C:\inetpub\wwwroot\RPWS_Files
	Handler	Not yet determined	Logon Method	Not yet determined
I	Error Code	0x80070021	Logon User	Not yet determined
Co	onfig Error	This configuration section cannot be used at this path. Thi s happens when the section is locked at a parent level. Locki ng is either by default (overrideModeDefault="Deny"), or set explicitly by a location tag with overrideMode="Deny" or the legacy allowOverride="Tabe".		
	Config File	\\?\C:\inetpub\wwwroot\RPWS_Files\web.config		
Config So	urce:			
30:	<td>es&gt;</td> <td></td> <td></td>	es>		
31:	<handler< td=""><td>rs≻</td><td></td><td></td></handler<>	rs≻		
32:	<remov< td=""><td>re name="ExtensionlessUrlHandler-Integrated-4.0" /&gt;</td><td></td><td></td></remov<>	re name="ExtensionlessUrlHandler-Integrated-4.0" />		

**Resolution:** 

- Open Server Manager and goto Add Roles / Turn Windows Features on/off (for Windows 7,8,10)
- Check all Application development features except 'CGI'

Turn Windows feat					~
To turn a feature on, selectors to turn a feature on, selectors to the turn a filled box means t	ures on or off				?
	ct its check box. To tur hat only part of the fe	n a feature o ature is turn	off, clea ed on.	ar its ch	eck
INET Framewor     INET Framewor     INET Framewor     Internet Explore     Internet Inform     FTP Server     INET	k 3.5 (includes .NET 2. k 4.6 Advanced Service er 11 ation Services yement Tools e: Web Services tion Development Fea Extensibility 3.5 Extensibility 4.6 ication Initialization NET 3.5	0 and 3.0) es tures			<b>^</b>
		OK		Can	cel
🔄 Windows Features			_	C	)
Windows Features	tures on or off		-	C	
Windows Features Turn Windows fea To turn a feature on, sele box. A filled box means	tures on or off ect its check box. To that only part of the	turn a featu feature is t	 urned	, clear i on.	] > ts check
Windows Features Turn Windows fea To turn a feature on, sele box. A filled box means To Turn a filled box means To Turn a filled box means	tures on or off ect its check box. To that only part of the le Web Services	turn a featu feature is t	ure off,	, clear i on.	] > ts check
Windows Features Turn Windows fea To turn a feature on, seld box. A filled box means	tures on or off ect its check box. To that only part of the le Web Services ation Development If T Extensibility 3.5	turn a featu feature is t eatures	ure off,	, clear i on.	] ) ts check
Windows Features Turn Windows feat To turn a feature on, seld box. A filled box means	tures on or off ect its check box. To that only part of the le Web Services ation Development F T Extensibility 3.5 T Extensibility 4.6	turn a featu feature is t eatures	ure off, urned	, clear i on.	] >
Windows Features Turn Windows feat To turn a feature on, sele box. A filled box means	tures on or off ect its check box. To that only part of the le Web Services ation Development F T Extensibility 3.5 T Extensibility 4.6 plication Initializatio	turn a featu feature is t features n	ure off,	, clear i on.	] >
Windows Features Turn Windows feat To turn a feature on, sele box. A filled box means	tures on or off ect its check box. To that only part of the le Web Services ation Development F T Extensibility 3.5 T Extensibility 4.6 olication Initializatio	turn a featu feature is t reatures n	ure off,	clear i on.	] >
Windows Features  Turn Windows feat To turn a feature on, sele box. A filled box means    World Wic   Applica   .NE   Appl  Ap	tures on or off ect its check box. To that only part of the le Web Services ation Development F T Extensibility 3.5 T Extensibility 4.6 olication Initializatio O P.NET 3.5 2.NET 4.6	turn a featu feature is t reatures n	ure off,	, clear i on.	] >
Windows Features  Turn Windows feature To turn a feature on, sele box. A filled box means  B B World Wice B Applica C A filled box means  B B Applica C A filled box means  C A	tures on or off ect its check box. To that only part of the le Web Services ation Development f T Extensibility 3.5 T Extensibility 4.6 olication Initializatio O P.NET 3.5 P.NET 4.6	turn a featu feature is t reatures n	urre off,	, clear i on.	] >
Windows Features  Turn Windows feat To turn a feature on, sele box. A filled box means  To turn a feature on, sele box. A filled box. A fill	tures on or off ect its check box. To that only part of the le Web Services ation Development F T Extensibility 3.5 T Extensibility 4.6 oblication Initializatio 2.NET 3.5 2.NET 3.5 PI Extensions PI Filters	turn a featu feature is t features n	urre off,	, clear i on.	] > ts check
Windows Features  Turn Windows feat To turn a feature on, sele box. A filled box means  To turn a feature on, sele box. A filled box. A fill	tures on or off ect its check box. To that only part of the le Web Services ation Development F T Extensibility 3.5 T Extensibility 4.6 oblication Initializatio 2.NET 3.5 2.NET 3.5 2.NET 4.6 PI Extensions PI Filters ver-Side Includes	turn a featu feature is t reatures	urre off,	C , clear i on.	] > ( ts check
Windows Features	tures on or off ect its check box. To that only part of the le Web Services ation Development F T Extensibility 3.5 T Extensibility 4.6 oliciation Initializatio 2 NET 3.5 NET 4.6 PI Extensions PI Filters ver-Side Includes <u>BSocket Protocol</u>	turn a featu feature is t ceatures	ure off,	C , clear i on.	ts check