

Property Connect Installation Guide

Table of Contents

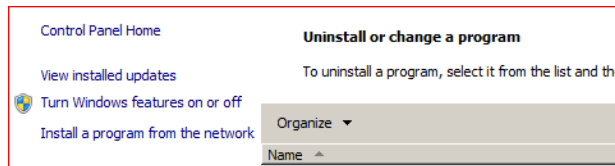
Installing and Configuring IIS.....	2
Downloading and Installing Property Connect	3
Install and Configure Application Pool	5
Creating Web Site	7
Licensing Property Connect	8
Property Connect Setup Guide.....	10
Setting up the Attachment Directory	12
Troubleshooting Guide	13

Installing and Configuring IIS

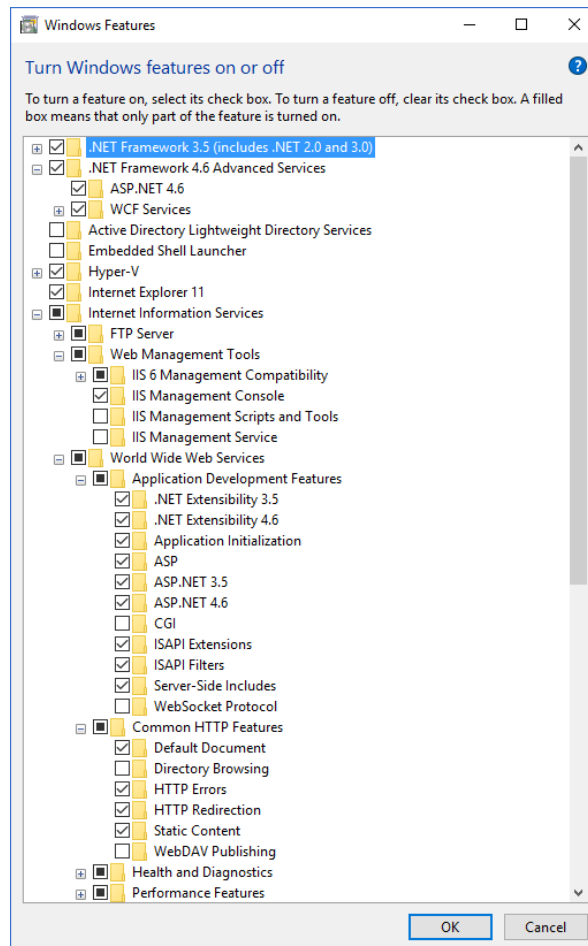
Since this document involves modifying part of the Server Operating System, RFMS recommends that you have your IT Professional perform this. In order to perform this installation, it is likely that the Server Operating System CD may be needed, and in addition to this, Windows Updates/Windows Service Packs may need to be downloaded and installed. Again RFMS recommends that you have your IT Professional perform this installation.

Note: .NET Framework 4.5 and IIS 6.0 (or higher), will need to be installed on the Server.

1. Install IIS on the Server. It is optimal to install on the same server as your RFMS server.
2. Do not run IIS on a domain controller or a backup domain controller.
3. Click on Turn Windows Features on or off as shown

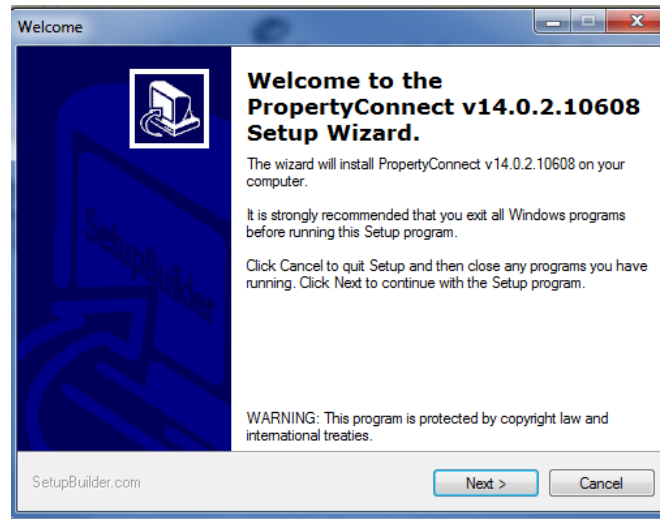


4. Configure IIS as shown below. When finished with the selections, select "OK".

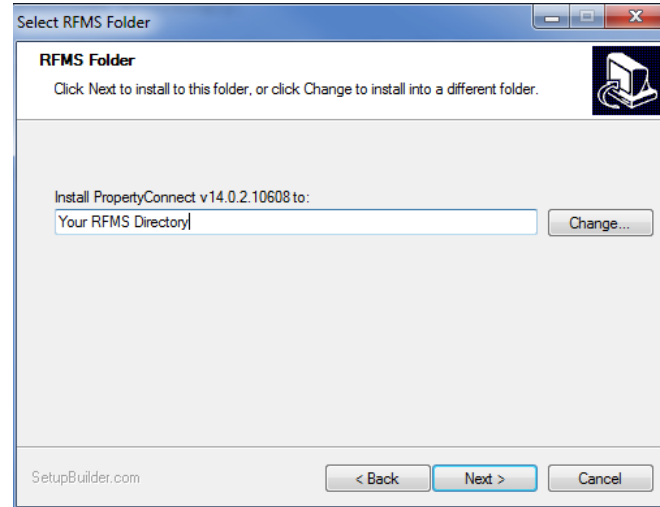


Downloading and Installing Property Connect

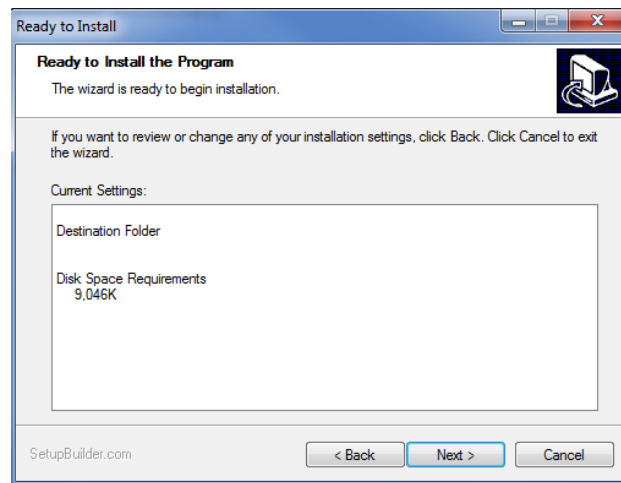
1. Download and run the Property Connect installation program. This will be available on the RFMS software downloads page. If you have any trouble finding the software, please contact RFMS support.
2. Click Next to begin the Installation Process.



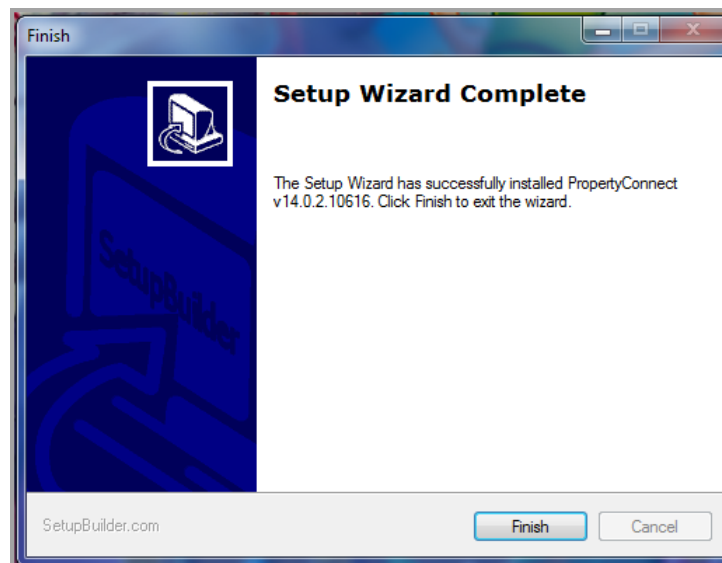
3. Install in your RFMS directory. Click Next.



4. Click Next.



5. Click Finish

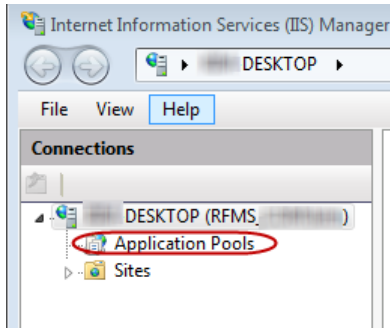


Install and Configure Application Pool

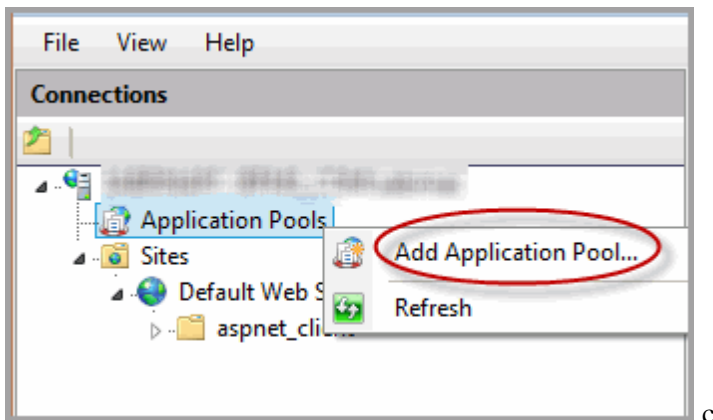
Go to *Control Panel>Administrative Tools>*

Open Internet Information Services (IIS) Manager.

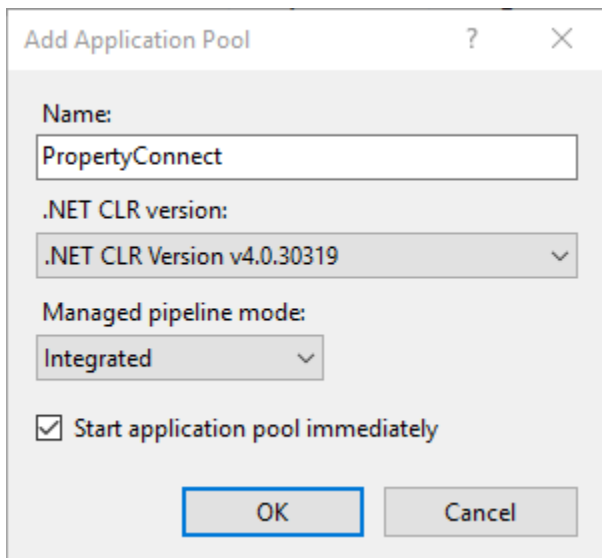
Under the Connections section open the Computer name branch to get to the application tools branch.



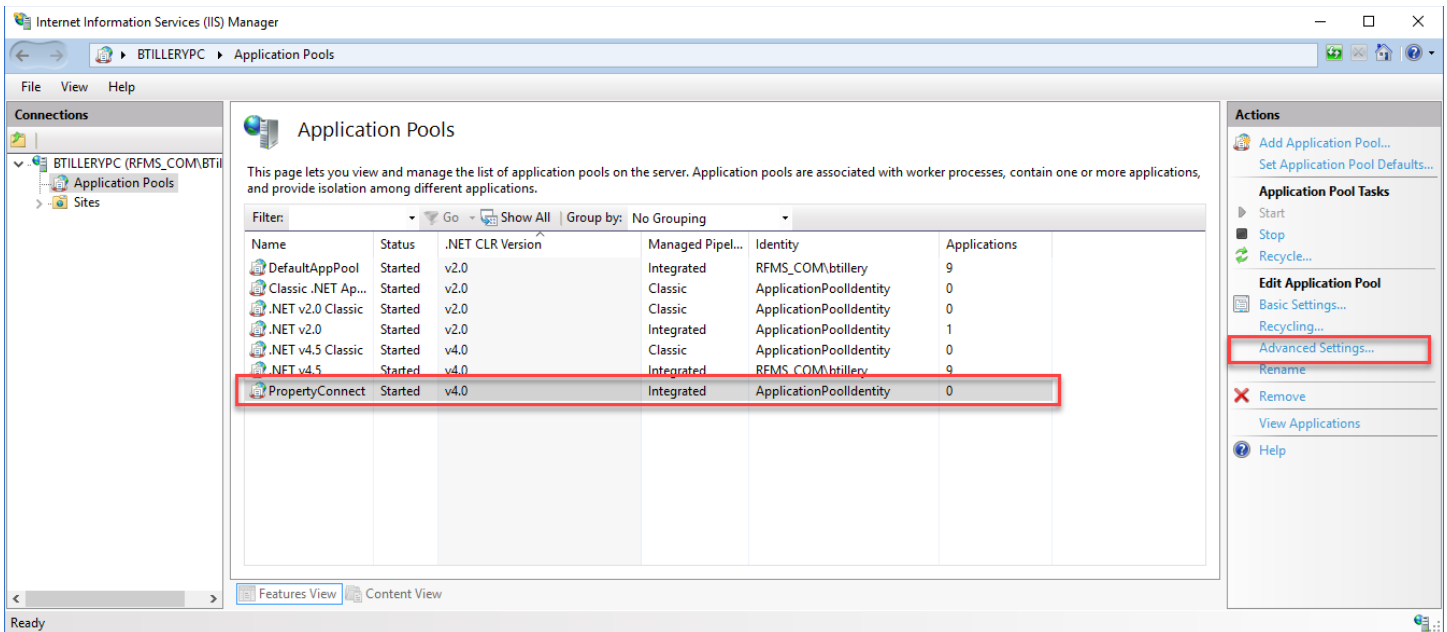
Right click on Application Pools. Click Add Application Pool.



Create a Name for the Application Pool (PropertyConnect) and set the .NET CLR version to v4.0.30319.



Highlight the PropertyConnect App Pool and click on Advanced Settings in the Actions section.

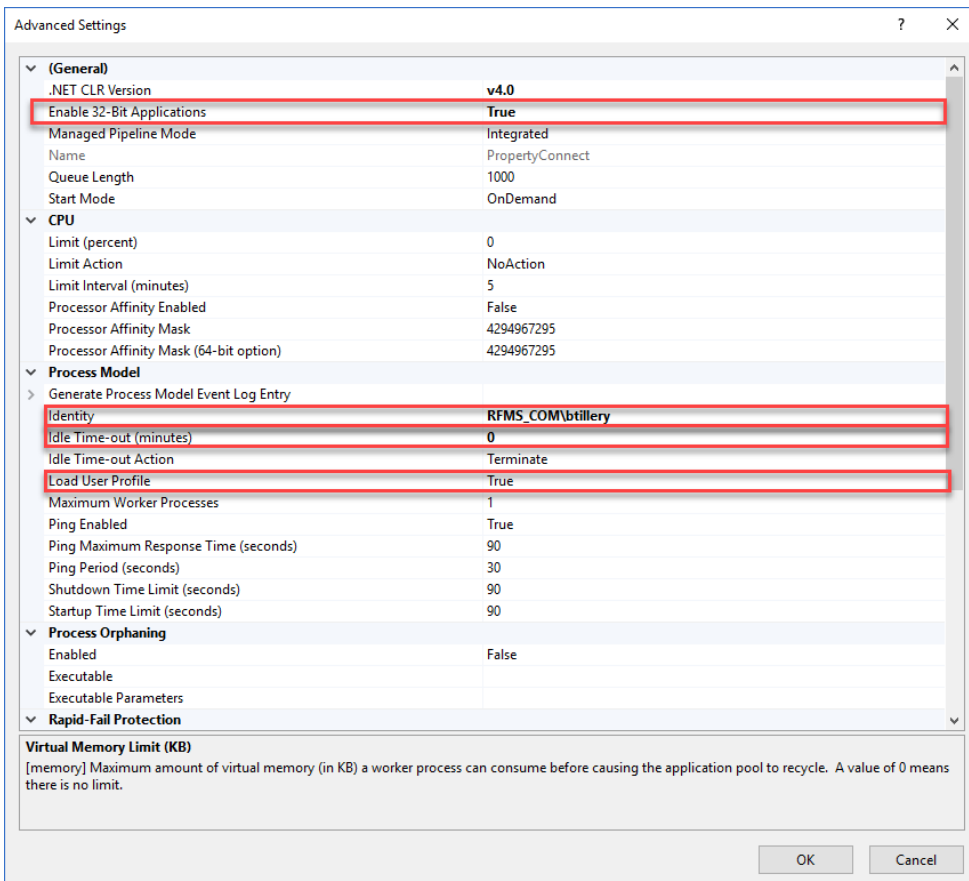


Ensure 'Enable 32 Bit Applications' is set to True.

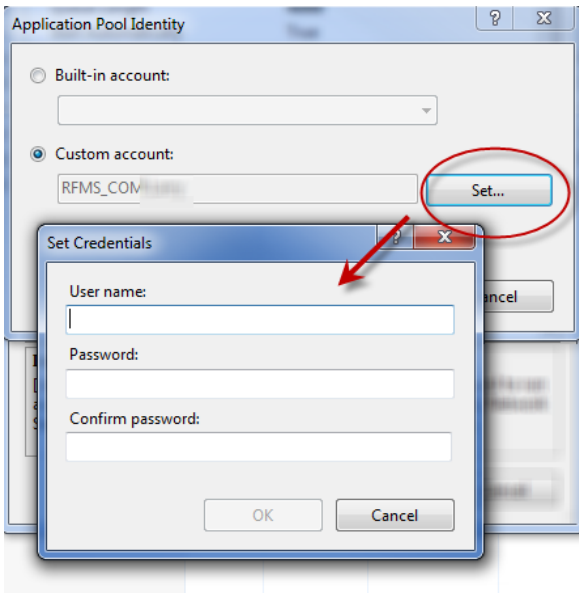
Ensure 'Idle Time-out (minutes)' is set to 0.

Ensure 'Load User Profile' is set to True.

Click on 'Identity'. A button with ellipses will appear to the right. Click on the ellipses.



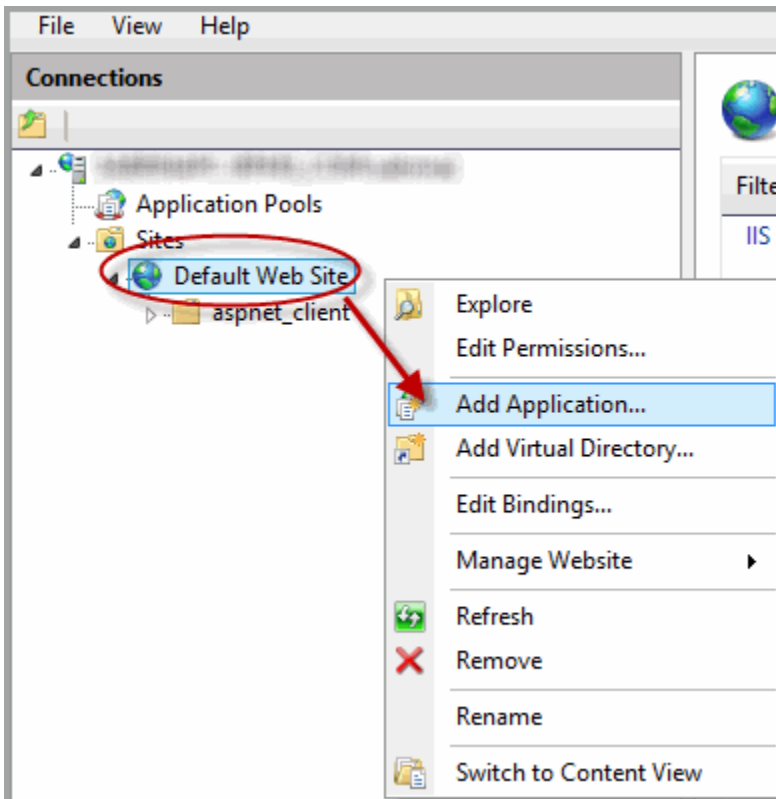
Select Custom Account and click the set button to enter your Login User Name and password for your computer.



Click OK when finished and exit administrative tools.

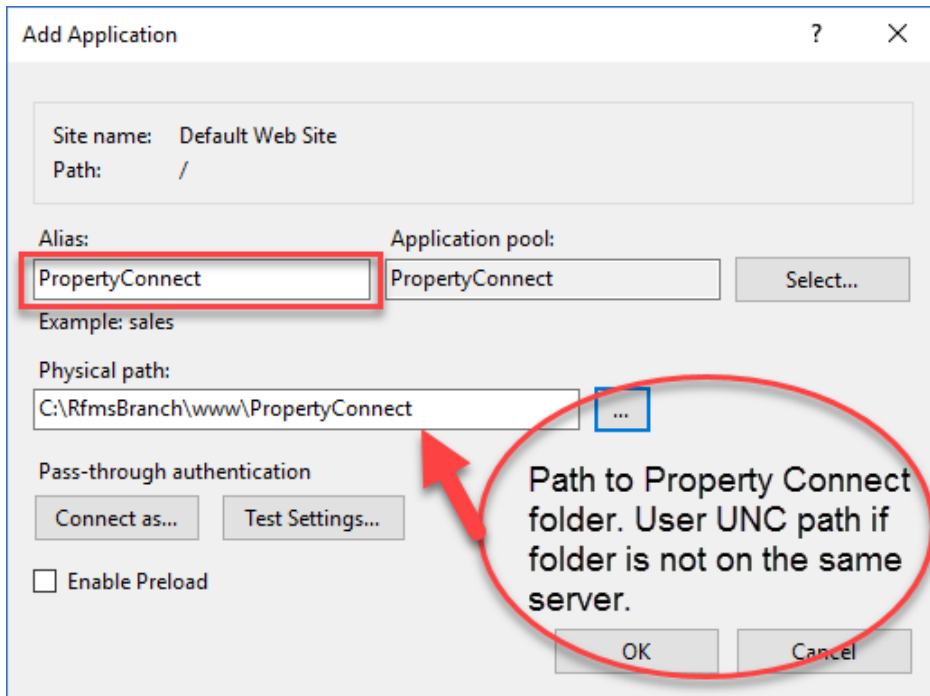
Creating Web Site

Right Click on Default Web Site. Click on Add Application.



In the 'Alias' field, type in **PropertyConnect**.

For Physical path, choose your RFMS directory by clicking on the ellipses.

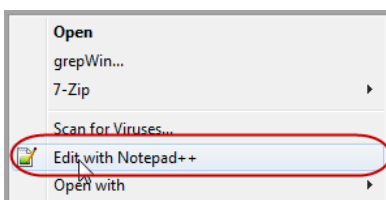


Click OK.

Licensing Property Connect

Once installed go the file in the RFMS directory>www>Property Connect> Web.config

Right click and edit with Note Pad.



Type the path to the RFMS folder in the “RFMSDirectory” entry.

Paste the license key into the “LicenseKey” entry.

Ensure the Target Framework is 4.5. If not, contact RFMS Development and the correct file will be sent to you.

```
<?xml version="1.0"?>
<configuration>
  <appSettings>
    <add key="RfmsDirectory" value="C:\Rfms\" />
    <add key="LicenseKey" value="" />
  </appSettings>
  <connectionStrings/>
  <!--
  For a description of web.config changes for .NET 4.5 see http://go.microsoft.com/fwlink/?LinkId=235367.

  The following attributes can be set on the <httpRuntime> tag.
  <system.Web>
    <httpRuntime targetFramework="4.5" />
  </system.Web>
  -->
  <system.web>
    <!--
      Set compilation debug="true" to insert debugging
      symbols into the compiled page. Because this
      affects performance, set this value to true only
      during development.
    -->
    <compilation debug="true" targetFramework="4.5"/>
    <!--
      The <authentication> section enables configuration
      of the security authentication mode used by
      ASP.NET to identify an incoming user.
    -->
```

After the software is updated, the application pool should be refreshed so that the changes from the update will over write the cached version.

1. Copy the license file into the RFMS folder and then open RFMS Navigator to license.
Note: It is recommended to use Google Chrome. Additionally, to run this program internally, Port 80 (Standard Web HTTP Port) must be opened for incoming connections. If running externally, consult with your local IT Professional, as they will need to secure connections for this. Another item to consider is the use of Public IP vs. Domain Name. Again your local IT Professional can assist with this.
2. On device in question (IPAD, iPhone, PC running alternate browser, etc...) open the internet browser and type in the connection method from above followed by the application name.
For Example, if using a public ip address you would put in xxx.xxx.xxx.xxx\propertyconnect, where xxx.xxx.xxx.xxx is the ip address of your server. You may create a bookmark on your device to return to this location more easily in the future.

Property Connect Setup Guide

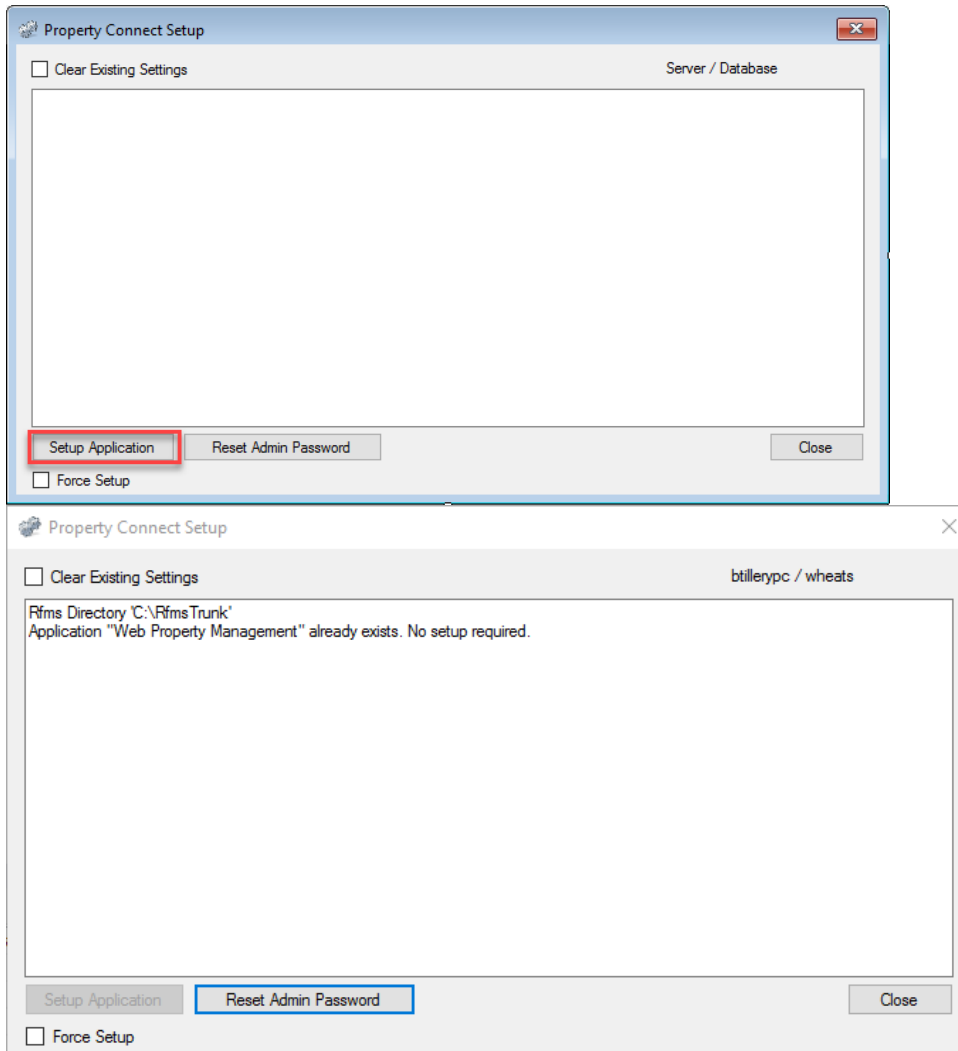
Note: Perform these actions after Property Connect has been installed and licensed.

1. Navigate to RFMS Folder > www > PropertyConnect > bin.
2. Run PropertyConnectSetup.exe as admin.

Name	Date modified	Type	Size
DeployLX.Licensing.v4.dll	11/28/2016 9:54 AM	Application extens...	809 KB
DeployLX.Licensing.v5.dll	11/28/2016 9:54 AM	Application extens...	992 KB
Infragistics2.Shared.v9.2.dll	11/30/2009 7:25 PM	Application extens...	308 KB
Infragistics2.Shared.v9.2.xml	11/30/2009 7:25 PM	XML Document	449 KB
Infragistics2.Win.UltraWinGrid.v9.2.dll	11/30/2009 7:25 PM	Application extens...	2,164 KB
Infragistics2.Win.UltraWinGrid.v9.2.xml	11/30/2009 7:25 PM	XML Document	3,339 KB
Infragistics2.Win.v9.2.dll	11/30/2009 7:25 PM	Application extens...	3,300 KB
Infragistics2.Win.v9.2.xml	11/30/2009 7:25 PM	XML Document	5,009 KB
Microsoft.Data.Edm.dll	2/19/2014 12:54 PM	Application extens...	644 KB
Microsoft.Data.Edm.xml	2/19/2014 12:54 PM	XML Document	640 KB
Microsoft.Data.OData.dll	2/19/2014 12:54 PM	Application extens...	1,483 KB
Microsoft.Data.OData.xml	2/19/2014 12:54 PM	XML Document	3,617 KB
Microsoft.Data.Services.Client.dll	2/19/2014 12:54 PM	Application extens...	644 KB
Microsoft.Data.Services.Client.xml	2/19/2014 12:54 PM	XML Document	1,410 KB
Microsoft.WindowsAzure.Storage.dll	2/19/2014 12:54 PM	Application extens...	775 KB
Microsoft.WindowsAzure.Storage.xml	2/19/2014 12:54 PM	XML Document	2,119 KB
PropertyConnect.dll	3/22/2017 11:29 AM	Application extens...	95 KB
PropertyConnect.pdb	3/22/2017 11:29 AM	Program Debug D...	166 KB
PropertyConnectSetup.exe	3/22/2017 11:29 AM	Application	27 KB
PropertyConnectSetup.exe.config	11/28/2016 9:52 AM	CONFIG File	1 KB
PropertyConnectSetup.pdb	3/22/2017 11:29 AM	Program Debug D...	26 KB
PropertyConnectSetup.vshost.exe	3/23/2017 2:32 PM	Application	23 KB
PropertyConnectSetup.vshost.exe.config	11/28/2016 9:52 AM	CONFIG File	1 KB
Rfms.Core.dll	3/22/2017 11:29 AM	Application extens...	2,346 KB
Rfms.Core.pdb	3/22/2017 11:29 AM	Program Debug D...	5,078 KB
RfmsInterface.dll	3/22/2017 11:29 AM	Application extens...	89 KB
RfmsInterface.pdb	3/22/2017 11:29 AM	Program Debug D...	178 KB
SautinSoft.HtmlToRtf.dll	11/28/2016 9:54 AM	Application extens...	600 KB
SautinSoft.RtfToHtml.dll	11/28/2016 9:54 AM	Application extens...	603 KB
System.Spatial.dll	2/19/2014 12:54 PM	Application extens...	115 KB
System.Spatial.xml	2/19/2014 12:54 PM	XML Document	356 KB

3. Click on the 'Setup Application' button. This will create a single admin account with the following info:
username: admin
password: admin

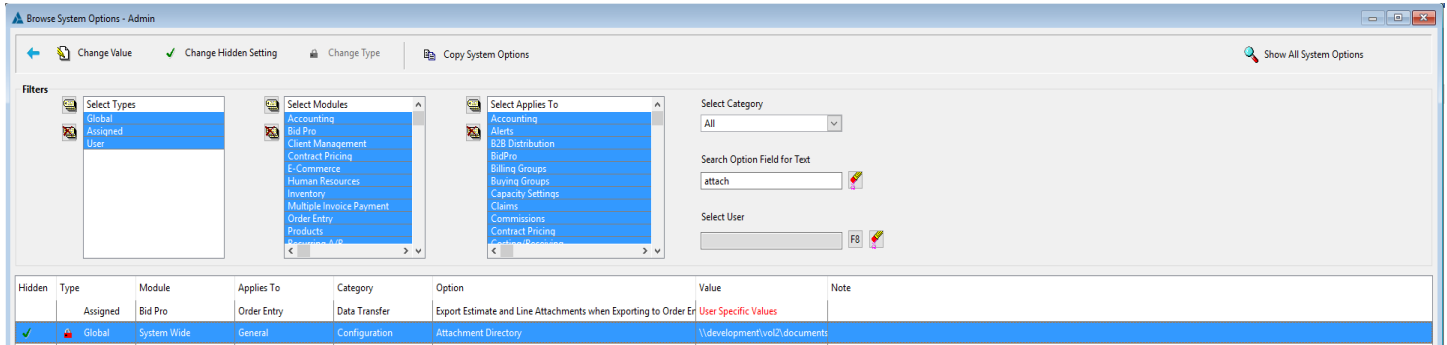
The setup has already been ran if the 'Setup Application' button is disabled. If that is the case, you can clear the existing settings, reset the admin password, or force the setup to re-run if you desire.



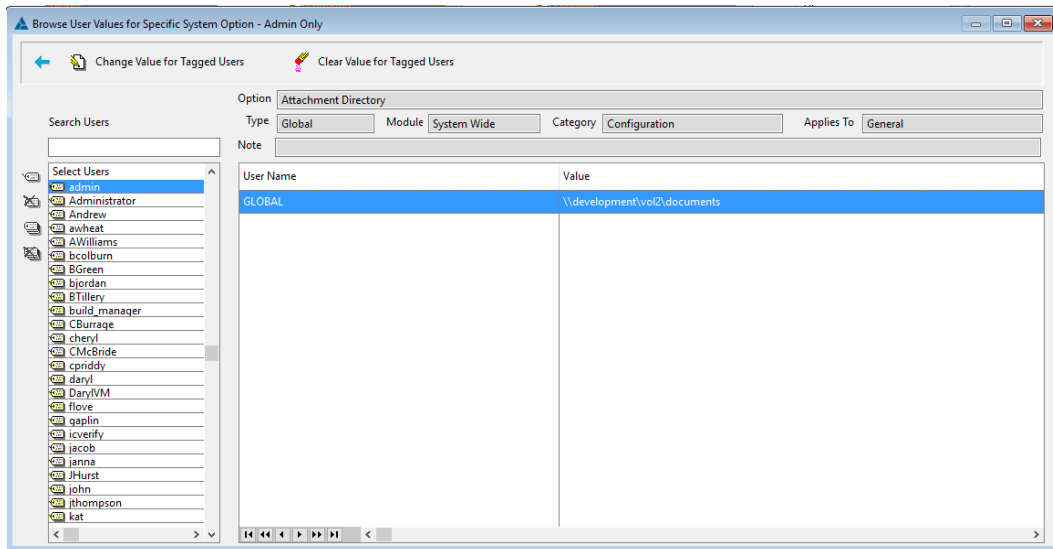
4. You should be now be able to log into Property Connect with those credentials. It is advised that you change the admin password after you log in the first time. If an error message appears, check to see if the web_login table exists in your database. If it does not, please contact RFMS Development.

Setting up the Attachment Directory

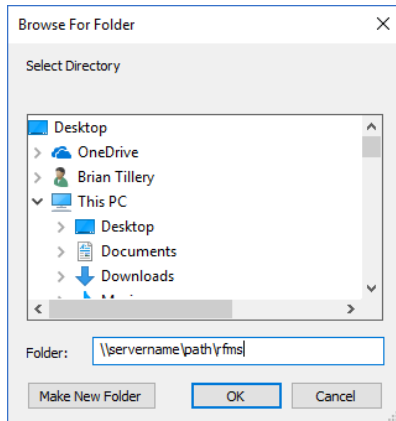
- 1) Open BCOE.
- 2) Navigate to Utilities > System Options.
- 3) Click on the 'Admin System Options' button.
- 4) Type **attach** in the 'Search Option Field for Text' textbox and hit the TAB button.
- 5) Look at the value for the 'Attachment Directory' system option. Ensure the path listed there is a UNC path and not a relative path. It should not contain drive letters in the path. The path should be in the format [\\servername\path](#) to RFMS.



- 6) Double click on the system option if the value listed is not a UNC path.
- 7) Double click on the Global value.



- 8) Type the UNC path in the folder browser and click OK. You will need to get everyone out of RFMS to have the changes go into effect.



Troubleshooting Guide

Installation

Issue: installer does not run

- Do you have IIS 6 or above installed on the server with all needed options? **If not, select correct IIS options.**
- Is the .NET framework 4.0 or above installed? **If not, install .NET 4.0.**

Issue: user setup portion (PropertyConnectSetup.exe) does not complete with success

- Is R_IFACE.EXE present in the RFMS directory? **If not, add file to RFMS directory.**
- Is the Web_Login table present in the database? **If not, RFMS support should contact development for assistance.**

Issue: cannot open website from local network

- Are you able to navigate to <http://localhost/propertyconnect> on the actual server? **If not, check that IIS is running.**
- Do you get an error 500 message or other server error? **If so, make sure that the application pool used by Property Connect is running .NET CLR Version v4.0.30319 in integrated mode. If there are other websites (such as Sharepoint, webmail, or other sites) running alongside Property Connect on the same IIS website, create a new top-level site dedicated to Property Connect.**
- Is Windows Firewall a third party firewall software running on the server? **If so, check your firewall rules and ensure they will allow internal web traffic to port 80.**
- Can you connect to the server through another method (such as RDP or shared windows folders) from the local network? If not, make sure there is a valid path across the network to the server.

Issue: cannot open website from external network (note, check local network first)

- Are you using residential internet service? **Check that your ISP allows incoming traffic on port 80.**
- Is Windows Firewall a third party firewall software running on the server? **If so, check your firewall rules and ensure they will allow external web traffic to port 80.**
- Do you have a firewall or router between your server and the WAN? **If so, check your firewall rules and ensure they will allow external web traffic to port 80.**
- Use DNS tools (free online tools are available) to check that <your website.com> points to your network. Does it point to the correct IP address? **If not, either configure your DNS host so that <your website.com> points to your network or create a subdomain like <orders.your website.com> that points to your network.**

Issue: Other website errors

- Go to the website section of IIS
- Go to Property Connect
- Click on the Default website button
- Look for Index.html and make sure it says **Inherited**
- If it isn't there, go to actions on the right and add **index.html**

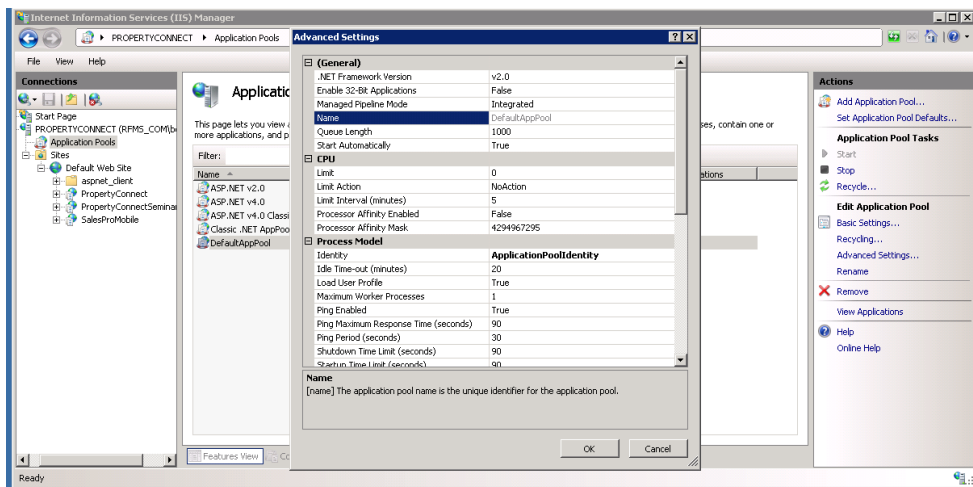
Issue: licensing error message

- Do you have a license for Property Connect? **If not, request a license file from RFMS and install it.**
- Does the configuration info in web.config point to the correct database and RFMS directory? **If not, correct the web.config information.**
- Are there errors in your web.config file (missing quotes/brackets, etc)? **If so, correct the web.config format.**
- Go to <http://licensing.rfms.com/license/manager.aspx> from the server. Did the operation succeed? If you get an error message in the response, find the IIS Application Pool being used for Property Connect and open Advanced Settings. Make sure Load User Profile is set to **True**. Try the site again, if it still does not work. **RFMS support should contact development for assistance.**

Login

Issue: invalid username/password error message

- Are you able to login with a different user? **If so, check in the admin panel to be sure that the user is listed. If not, you may create the user here or reset the user's password.**
- Is this a fresh setup of Property Connect? **If so, be sure to use the default admin username and password to access the site.**
- Does the configuration info in web.config point to the correct database and RFMS directory? **If not, correct the web.config information.**
- Is the Web_Login table present in the database? **If not, RFMS support should contact development for assistance.**
- Is the expected username present in the Web_Login table? **If not, login using a user that is present in the table. If the problem is with the admin user, admin is listed in the Web_Login table, and the default password is not accepted, the password has likely been changed. You can reinstall Property Connect and select clear existing data to reset all user data. If a reset would result in extreme hardship for the client, RFMS development may be able to help reset a lost administrator password.**
- Go to <http://localhost/propertyconnect/Api.svc>, select WebLogin, and log in using the form. Did the operation succeed? **If not, RFMS support should contact development for assistance.**



User/Property setup

Issue: “user not created” message when creating a user

- Are all fields filled out? If not, fill in all fields and make sure a linked user is selected.
- Is the password at least 6 characters long? If not, ensure the password is at least 6 characters long.

Issue: user cannot see past orders, or key actions (such as create draft order) are not available

- Does the user have the related permissions set in the admin panel? **If not, correct the permissions in the admin panel.**
- Is the user connected to the properties through the admin panel? **If not, connect the user to the correct properties in the admin panel.**

Issue: user cannot select the correct properties/models when creating a draft order

- Is the user connected to the properties through the admin panel? **If not, connect the user to the correct properties in the admin panel.**
- Are the corresponding bids published to the web? **If not, mark the bids as published to the web.**

Issue: properties are not available for selection in the admin panel

- Are the published bids for that property tied to an actual customer record? **If not, select a customer using F8 without changing any information, save the bid, then reopen the bid. Changing information (even project information) separates the bid from the customer record. You may create multiple customers with distinct names or use a main/branch customer relationship with “inherit sold to from main” if you need to change the sold to information.**

Issue: cannot publish bid to web

- Is the bid tied to an actual customer record? **If not, select a customer using F8 without changing any information, save the bid, then reopen the bid (see above).**

Issue: line status in BCOE is blank.

- Check the value for the ‘Order Line Status when Exporting to Order Entry’ RFMS Admin System Option. Find the user that Property Connect is running as in the IIS server. Change the system option value for that user to something other than blank.