finPOWER Connect 6
Web Services Installation and Configuration

Version 6.00

16th April 2025

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Disclaimer

All information, including code examples, contained in this document are provided "as is" without warranty of any kind, and Intersoft accepts no liability for any decisions made on the basis of this information.

This document contains information that may be subject to change at any stage.

It is your responsibility to make sure the information in this document is fit for purpose and you should seek independent professional advice where necessary.

Version History

Date	Version	Name	Changes
16/04/2025	6.00	PH	Created.

Introduction

This document describes the steps to be taken to install and configure the finPOWER Connect Web Services.

finPOWER Connect Web Services is a Web application that runs under Microsoft's Internet Information Services (IIS) Web Server software.

Installation and configuration should only be undertaken by a network administrator who should be familiar with both IIS configuration and network security.

IMPORTANT: Version 6 of finPOWER Connect Cloud and finPOWER Connect Web Services target Microsoft .NET 9 or above (abbreviated to .NET 9+ in this document).

Previous versions targeted the Microsoft .NET Framework which is a significantly different environment.

System Requirements

- Please ensure the PC onto which the Web Services are being installed has the following:
  - Windows Server 2016 or above or Windows 10 or above for test purposes.
  - **Microsoft .NET 9** or above (often referred to as **.NET 9+** in this document).
    - Microsoft **Internet Information Services (IIS) version 8** or above.
    - ASP.NET Core Module/Hosting Bundle
    - A SSL certificate must be installed for production use.
- For Web Services to function correctly, please also ensure:
  - The finPOWER Connect database that Web Services will connect to is available to the Web Server.
    - A SQL Server database must be used in production.
      - Version 2008 or above.
      - This should, if possible, be configured to use mixed mode authentication (SQL Server and Windows Authentication mode).
      - If this is not possible, a Windows domain account will need to be created for the IIS Application Pool to use to access the database; this is outside of the scope of this document.
- The finPOWER Connect database must be licensed for the **Web Services and Automation** Add-On, and also the **Enterprise Edition** is using a non-Express version of SQL Server.
- Any sites wishing to consume the Web Services must have access to the Web Server either via the Internet, Intranet, VPN or other method. Configuration of any of these is outside of the scope of this document.

NOTE: The Microsoft licence required for running SQL Server for finPOWER Connect, including Web Services, is outside of the scope of this document.

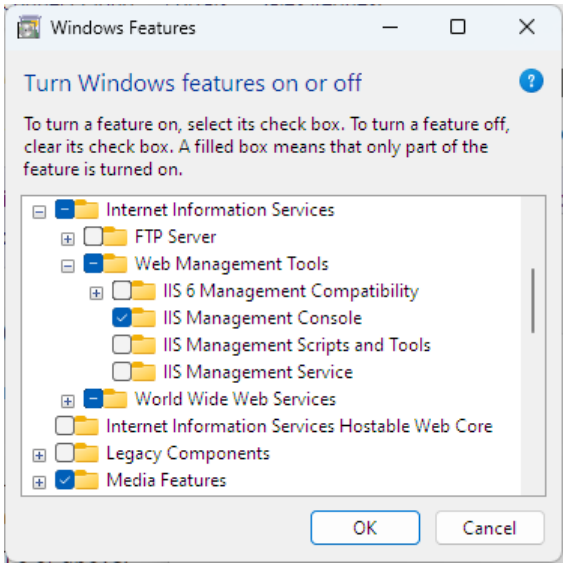
Contact your Microsoft dealer who can explain the best licensing options available for your site.

Installing IIS for Testing

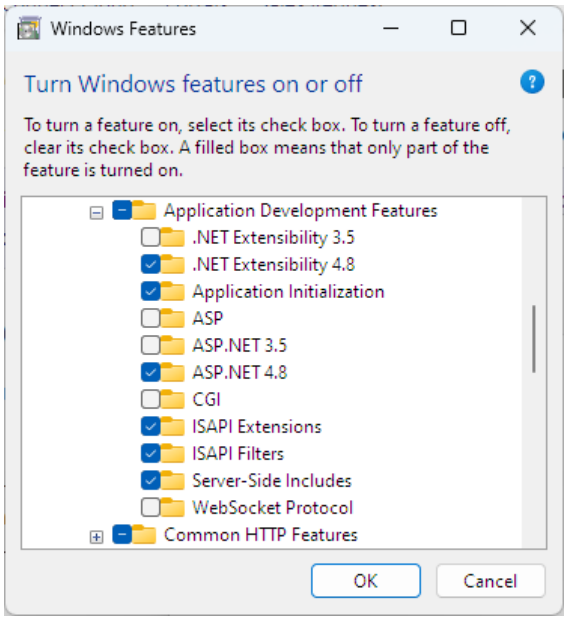
These steps detail installation of IIS on a non-server version of Windows 10/11 and are provided for testing purposes only.

In a non-testing environment (e.g. staging or production), this should be performed by a network administrator with the relevant skills. See Production Setup and Configuration for more information.

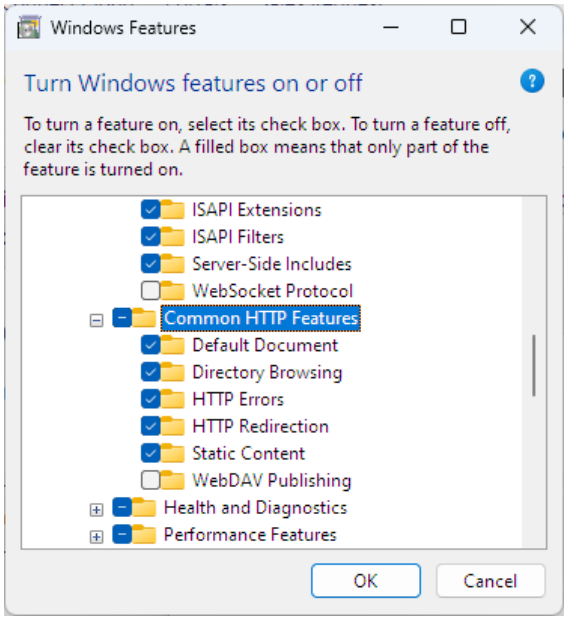
- Ensure you are logged into Windows as an Administrator.
- From the Start menu, type **Windows Features** and select **Turn Windows features on or off**.
  - WARNING: Do not uncheck any options not shown as checked in the screenshots below since they may have been configured by other applications
- From the **Windows Features** dialog, ensure the following are selected (these may vary slightly between different versions of Windows):
  - **Internet Information Services**, **Web Management Tools**
    - Ensure **IIS Management Console** is checked.



- **Internet Information Services**, **World Wide Web Services**, **Application Development Features**
  - Ensure the following items are checked:



- **Internet Information Services**, **World Wide Web Services**, **Common HTTP Features**
  - Check all items except WebDAV Publishing:



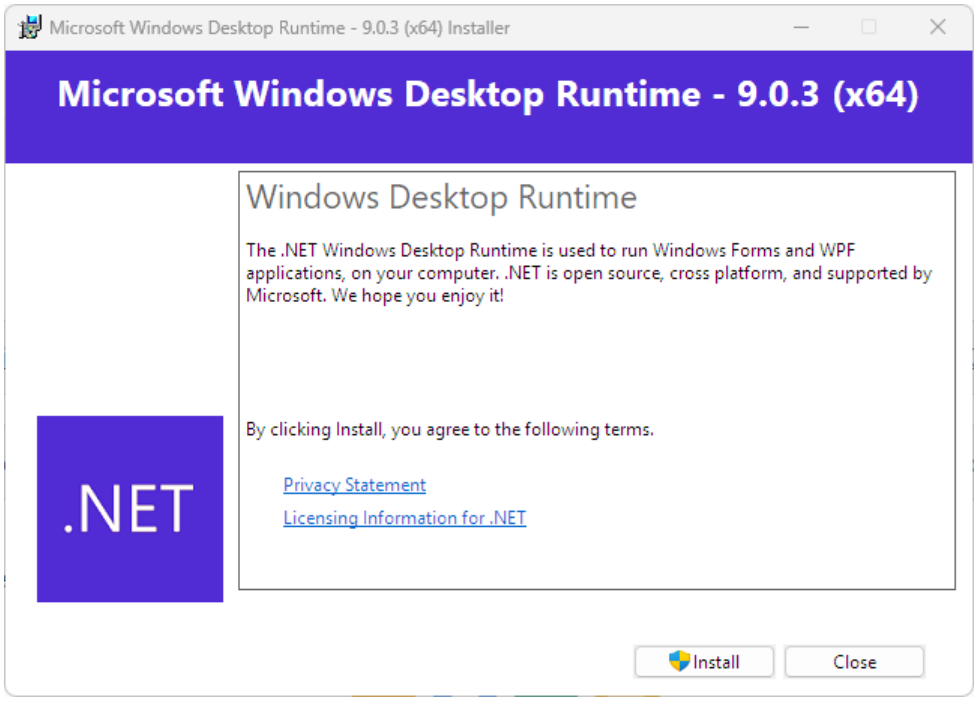
- Click **OK** to complete installation.

Installing the Microsoft Windows Desktop Runtime

finPOWER Connect has dependencies on the Windows Desktop Runtime so installation of this is essential for Web Services to run correctly.

This can be downloaded from:

https://dotnet.microsoft.com/en-us/download/dotnet/thank-you/runtime-desktop-9.0.3-windows-x64-installer

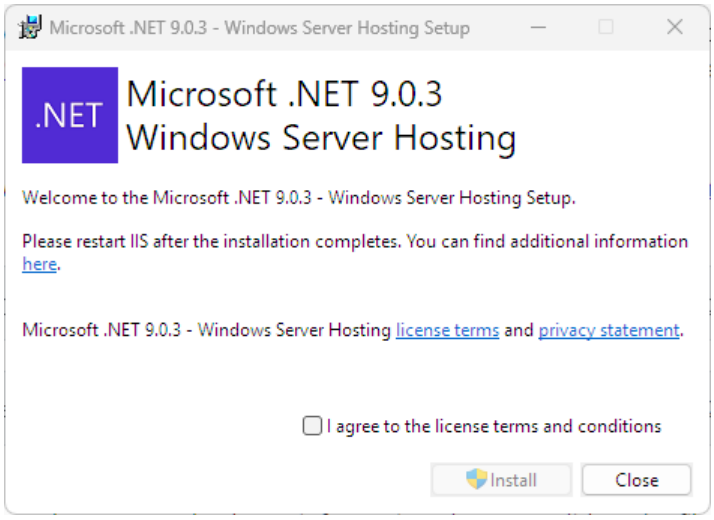


Installing ASP.NET Core and Windows Server Hosting for IIS

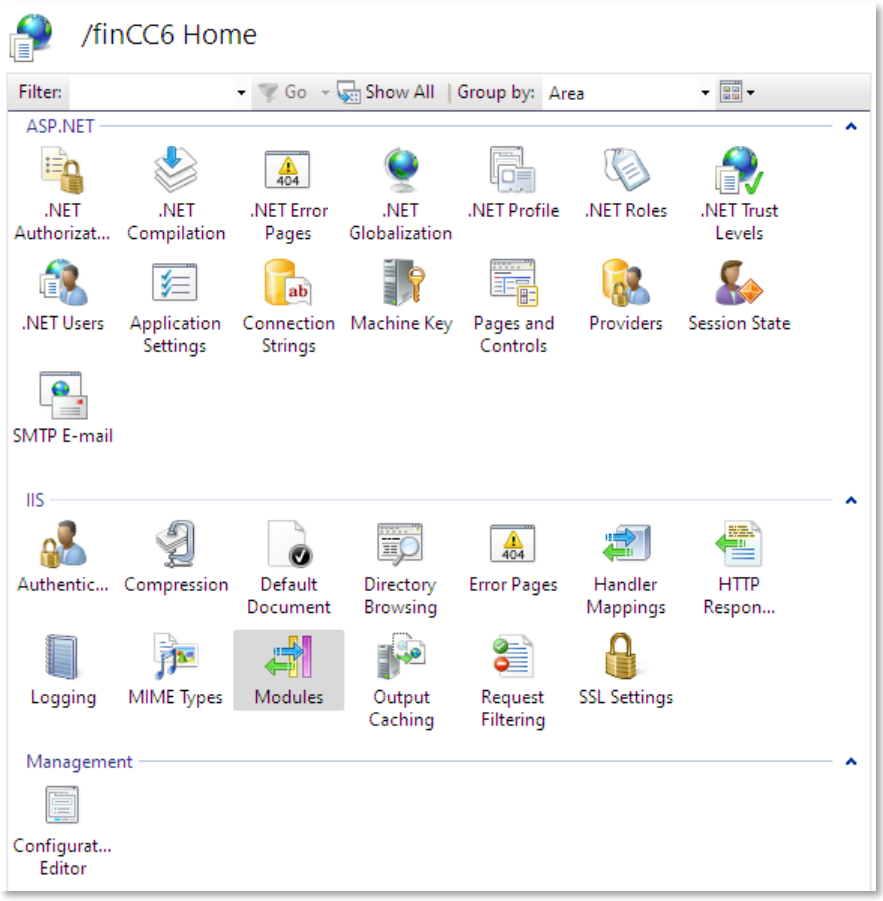
Installation of ASP.NET Core is essential to ensure that the all the necessary features installed that are required by the Web Services and for IIS to be updated correctly.

This can be downloaded from:
https://dotnet.microsoft.com/en-us/download/dotnet/thank-you/runtime-aspnetcore-9.0.3-windows-hosting-bundle-installer

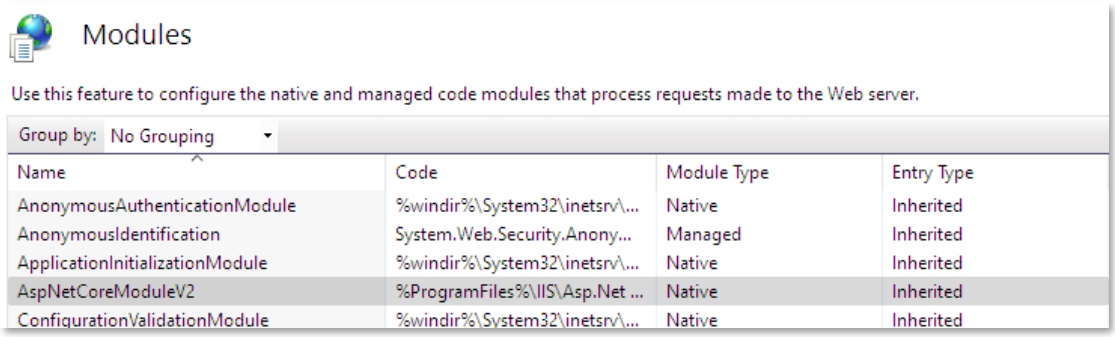
Running the setup will take you through the installation process:



After installation, launching IIS Manager shows a "Modules" item:



Double-clicking this should now show an AspNetCoreModuleV2 entry:



Windows Firewall Configuration for Testing

Installation of IIS for testing purposes (as detailed above) allows the Web Services to be tested from the local PC but it is often desirable to test from another PC or device (e.g., an iPhone or Android phone).

To allow this, you may need to configure the Windows Firewall as follows:

- Open **Windows Control Panel**.
- Select **System and Security** and then **Windows Firewall**.
- Select the **Allow a program of feature through Windows Firewall**.
- Ensure the **World Wide Web Services (HTTP)** is checked.
  - Select the desired options, e.g., **Domain** and **Home/Work (Private)**.
- Click **OK**.
- This should allow the Web Services to be accessed via the PC name, e.g.:
  - **http://MyPC/WebServices6**
  - NOTE: Some devices, e.g., Android phone, may have trouble resolving the DNS. In these cases you may need to use the IP address of the PC, e.g.:
    - **http://192.168.16.120/WebServices6**
    - You can find the IP address of a PC by opening a command prompt and typing **ipconfig** and pressing Enter. Use the **IPv4 Address**.

Setup File

- The Web Services are deployed as a zip file (**finPOWERConnectWSSetup.zip**). The latest version can be obtained from Intersoft Systems.
- The zip file contains a **Readme.htm** file detailing the version and any Web Services-specific Knowledge Base articles.
    - NOTE: Since the Web Services use the finPOWER Connect business layer, most additions and fixes will be listed in the Knowledge Base under finPOWER Connect and not the Web Services.
- The zip file contains a **finPOWERConnectWS** folder which contains the entire Web Services Web application.
- This setup file should be extracted to a folder on either the Web Server or some other media which can then be used to copy the files to the Web Server, e.g., a USB flash drive or network location.

NOTE: The folder structure for version 6 of Web Services and finPOWER Connect Cloud is significantly different to previous versions.

Web Server Time Zone

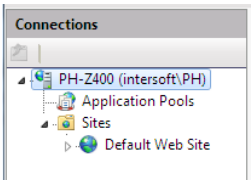
Most dates with a time portion, e.g., Log dates are stored in UTC format in the database along with Time Zone information.

Since a Web Server may exist in a different Time Zone to the user (or be configured to use a different Time Zone), certain dates that are formatted server-side may appear in a different Time Zone.

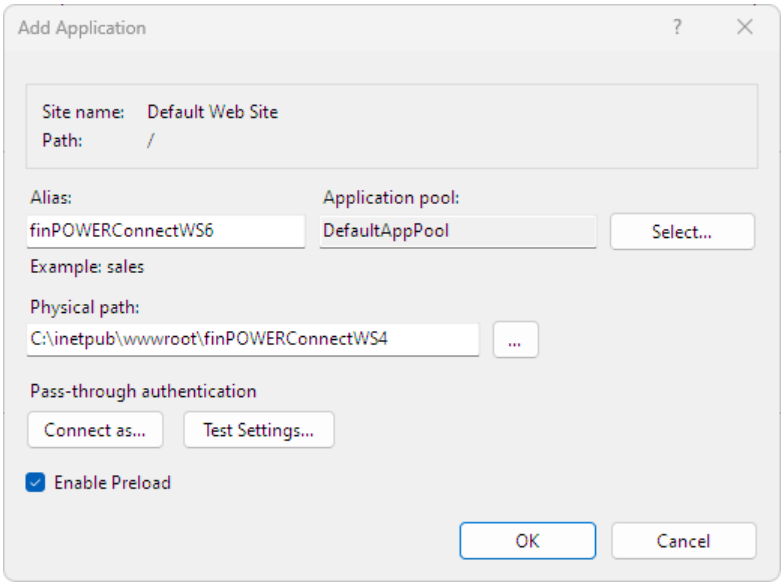
Generally, it is advisable that the Web Server hosting the Web Services is configured to use the same time zone that most Users reside in which is typically the Time Zone defined under Global Settings in finPOWER Connect.

New Installation

- Start the **Internet Information Services (IIS) Manager**.
  - If you are using Windows 10/11, you can start this quickly by clicking the **Start** button and typing **IIS** in the search box.
- Expand the computer node and then the **Sites** node in the **Connections** pane.



- Right-click on **Sites**, **Default Web Site** and select **Add Application**. The following dialog is displayed:

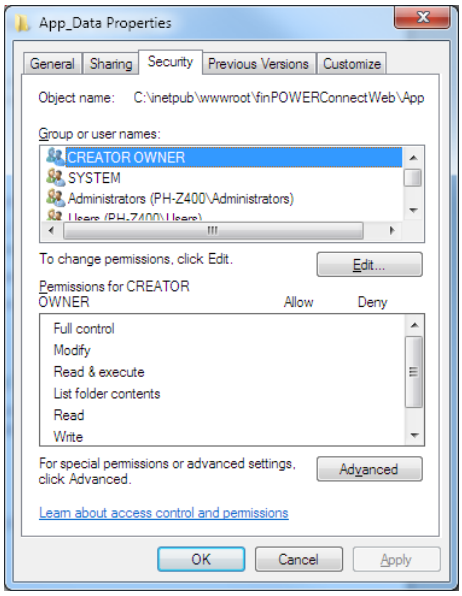


  - Enter an Alias for the application, e.g., **finPOWERConnectWS6**.
  - Enter the Physical path (the folder where the Web application files will be stored):
    - Click the **...** button.
    - Create or locate a folder to store the files.
      Generally you would create a folder in the **c:\inetpub\wwwroot** folder with the same name as your Web application, e.g.,
      c:\inetpub\wwwroot\finPOWERConnectWS6.
    - Create a new Application Pool as described in the **Application Pool Configuration** section.
  - Click the **OK** button.
  - You have now created a Web application.
  - Using Windows Explorer, copy the files from the setup's finPOWERConnectWS6 folder into the new Web application folder.
- Select the new Web application node in the **Connections** pane of the IIS Manager.
- At this stage you should now be able to access the Web Services login form from a Web browser, e.g.,
  http://localhost/finPOWERConnectWS6/

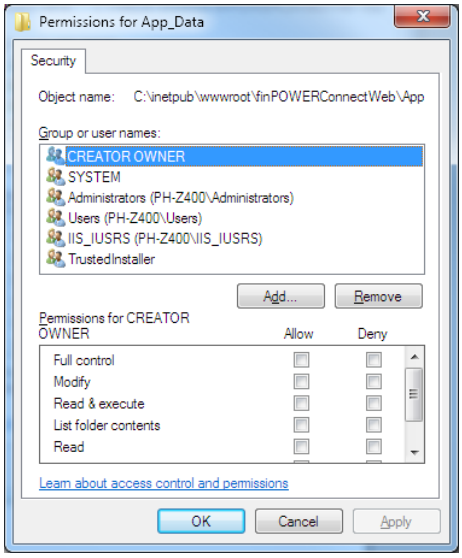
Allowing Access to Files in the App_Data folder

Configuration information is stored in the App_Data folder of the Web application. You must ensure that the Web application has read and write to this folder.

- Locate the **App_Data** folder using Windows Explorer, e.g., **c:\inetpub\wwwroot\finPOWERConnectWS6\App_Data.**
- Right-click on the folder and select **Properties** and the click on the **Security** tab.



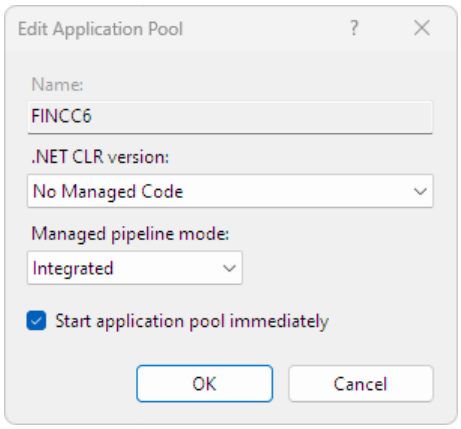
- Click the **Edit** button.



  - You should see a group called **IIS_USRS** and it is this group that you must grant the correct permissions to. Ensure that the following have the **Allow** box checked (checking Modify should check all items listed below):
    - Modify
    - Read & execute
    - List folder contents
    - Read
    - Write

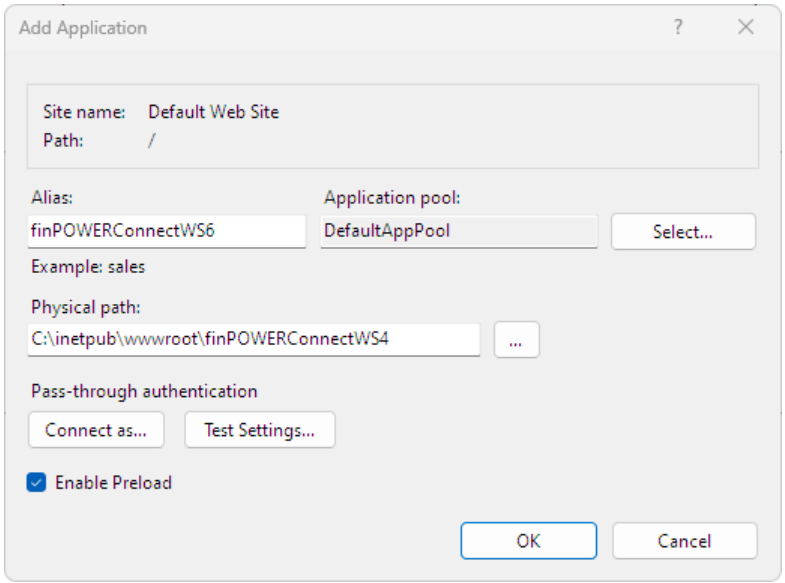
Application Pool Configuration

- finPOWER Connect 6 targets.NET 9+
- Unlike earlier versions of finPOWER Connect (prior to version 6), the Application Pool being used must be configured to use **No Managed Code**, e.g.:



IMPORTANT: Unlike prior versions, finPOWER Connect Web Services and finPOWER Connect Cloud MUST use separate Application Pools.

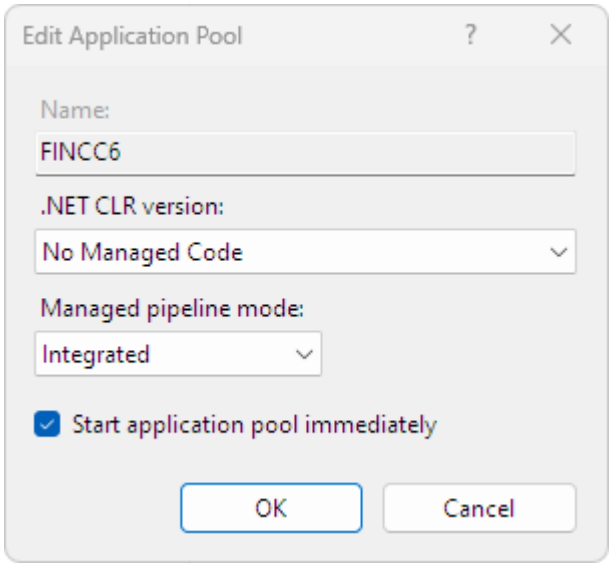
- Each Web site or Web application within IIS uses an Application Pool. To see which Application Pool a Web application is using or change the application pool, click on the site or application in the **Connections** pane of the **Internet Information Services (IIS) Manager** and select **Basic Settings** in the Actions pane.:



IMPORTANT: Ensure 'Enable Preload' is checked. Without this, certain installations may produce a 500 error when finPOWER Connect Cloud or Web Services are first run up.

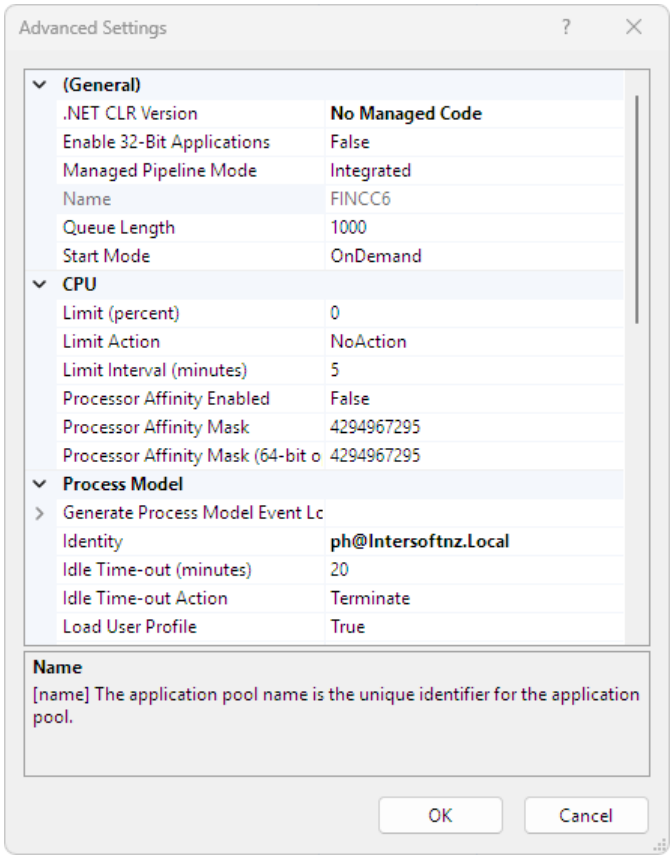
  - The **Select...** button allows a different Application Pool to be used.
- To view an Application Pool's settings or add a new Application Pool, click the **Application Pools** node in the **Connections** pane of the **Internet Information Services (IIS) Manager**.
  - If other Web sites or applications are using the same Application Pool as your Web application, it may be advisable to create a new Application Pool as follows:

- Right click the **Application Pools** node and select **Add Application Pool...**.



  - Give the Pool a name, e.g., **finPOWERConnectWS6** and click **OK**.

- To edit the settings of an existing (including the newly added) Application Pool, right-click the Application Pool in the Application Pools grid and select **Advanced Settings...**



  - Ensure the following Advanced Settings are configured:
    - .NET CLR Version: **No Managed Code**
    - Managed Pipeline Mode: **Integrated**
    - Enable 32-Bit Applications: **False**
      - **IMPORTANT:** MS Access databases are no longer supported, even for testing purposes.

- Edit the Basic Settings of your Web application and select the new Application Pool you have just created.

IMPORTANT: When running finPOWER Connect Cloud and Web Services on the same machine, .NET 9+ requires that each uses a separate ISS Application Pool.

Updating an Existing Installation

This section assumes all of the steps listed in the **New Installation** section were followed when first installing the Web Services.

- Take a backup copy of your existing configuration files **config.xml** (and optionally, **config.redirect**)in the **App_Data** folder**.**
- Use Windows Explorer to remove all folders under the existing Web Services Web Application folder.
- Using Windows Explorer, copy the files from the setup's finPOWERConnectWS4 folder into the Web application folder.
- Copy your backed up configuration files back into the **App_Data** folder.
- Ensure IIS has access to the **App_Data** folder as per the **Allowing Access to Files in the App_Data folder** section.

WARNING: Failure to take a backup copy of your existing configuration file will result in the Web Services having to be re-configured.

Enforcing HTTPS for Secure Access

When running a Web application dealing with sensitive data, it is important that users can only access the site via the HTTPS protocol which encrypts data going to and from the application.

This means that a certificate must be installed under IIS.

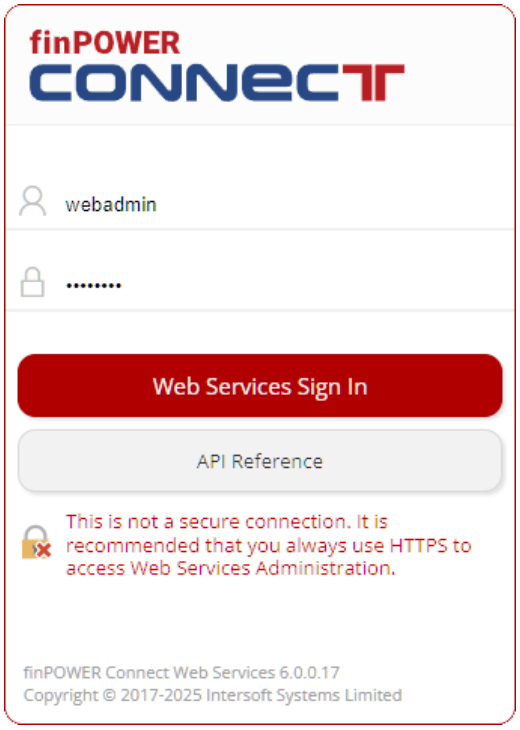
The only situations in which you might not need to use HTTPS in a production environment are:

- The Web Services are installed on the same physical server as the Web application using them.
- The Web Services are on the same private network as the Web application using them and the network has been configured so that only the Web server hosting the Web application can view and access the Web Services server.

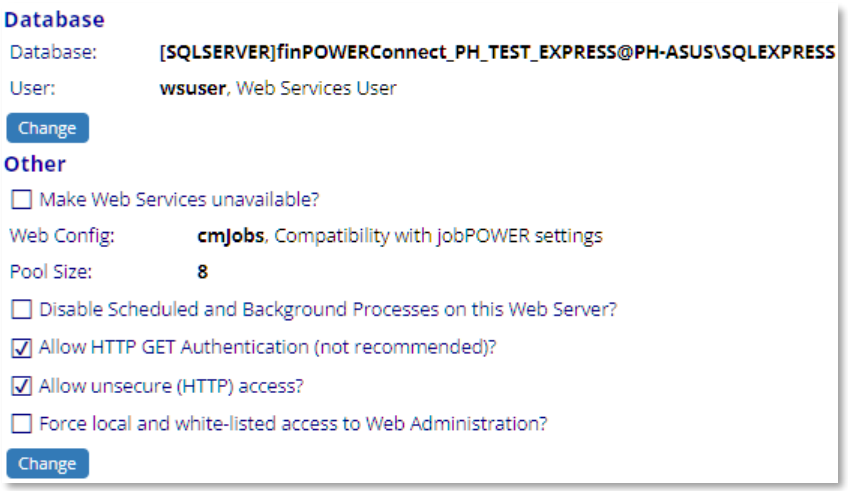
Enforcing HTTPS from the Web Services Administration Facility

HTTPS access can be enforced from within the Web Services Administration facility as follows:

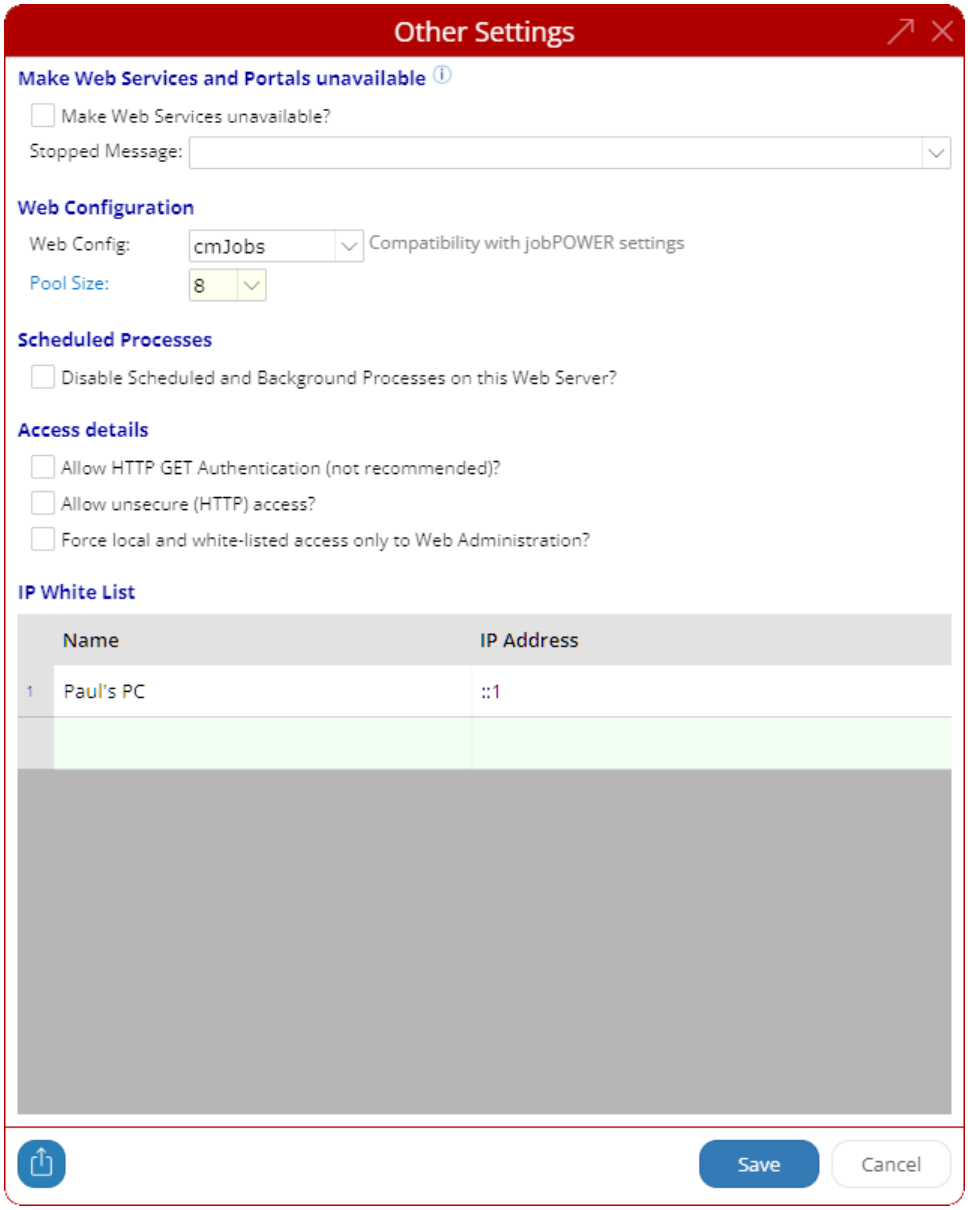
- Sign in to the Web Services Administration facility.
  - For a new installation, the Web Administration User Id is **webadmin** and the Password is **password**.



- From the **Configuration** page, under the **Other** heading, select **Change**.



- Uncheck the **Allow unsecure (HTTP) access** box:



- Click the **Save** button.

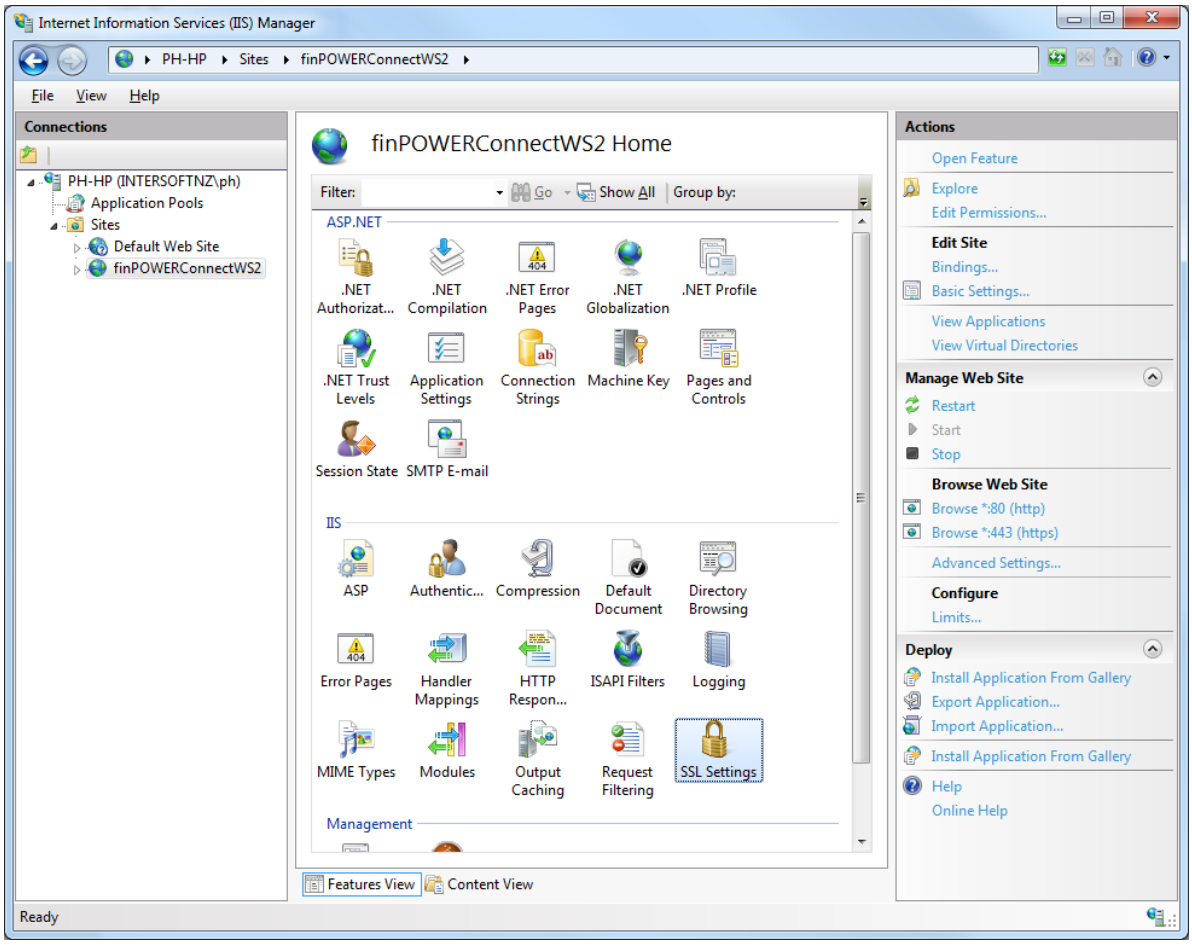
WARNING: The Save button will be disabled is the configuration file is read-only. This is usually due to the incorrect Windows permissions being applied to the App_Data folder.

NOTE: This still allows unsecure (HTTP) access when signing in locally to the Web Server.

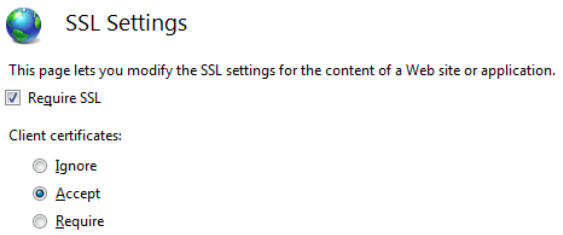
Enforcing HTTPS from IIS

HTTPS access can also be enforced from within IIS as follows:

- Launch **Internet Information Services (IIS) Manager**.
- Locate and select the finPOWER Connect Web Services application in the **Connections** explorer.
- Select the **SSL Settings** item.



- Right-click **SSL Settings** and select **Open Feature**.



- Check **Require SSL** and under Client certificates, select **Accept**.
  - NOTE: If this checkbox is disabled, you will need to install a certificate as outlined in the next section.
- Click **Apply** in the **Actions pane.**
- Attempting to login using the HTTP protocol will now fail.

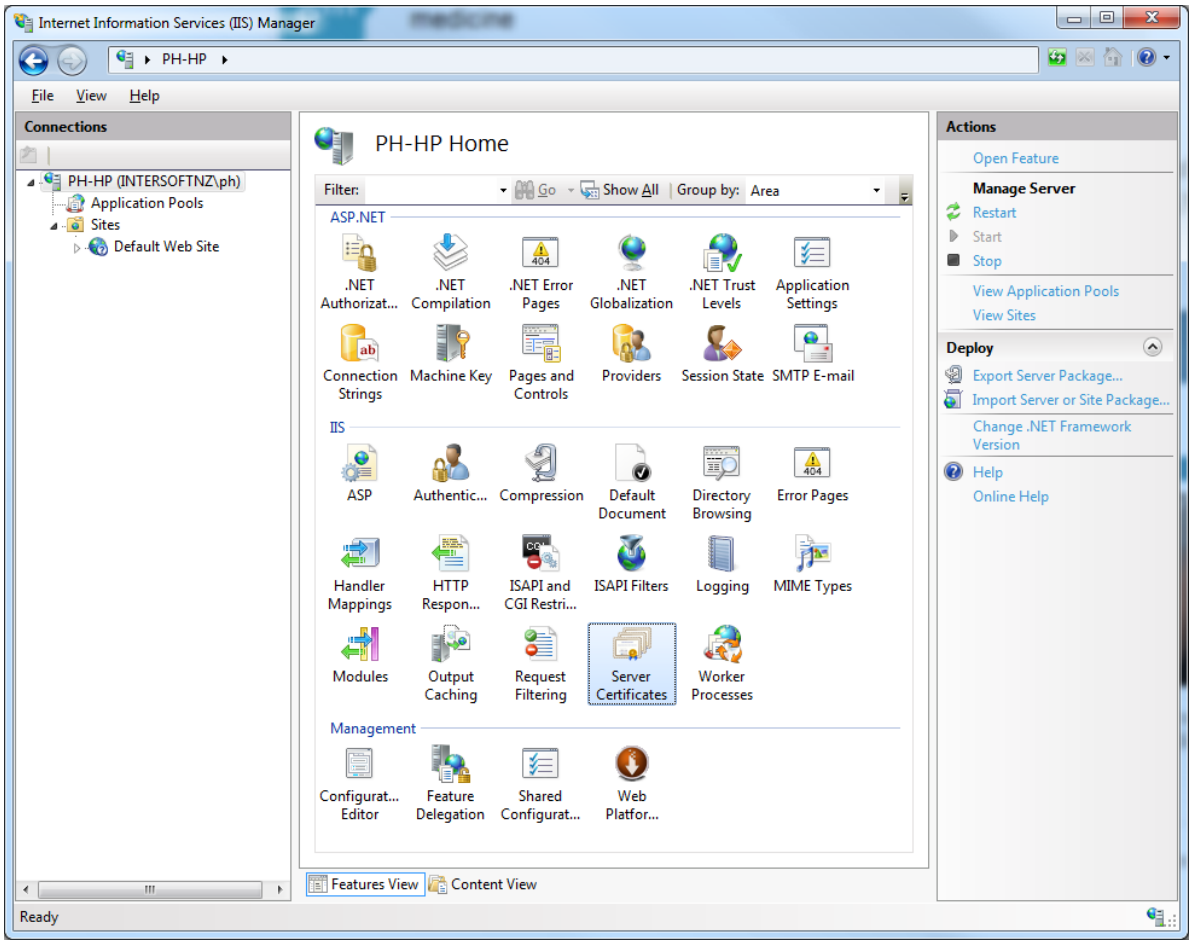
Installation of a Self-Signed Certificate for Testing

For testing purposes, it is useful to be able to use HTTPS to access the Web Services.

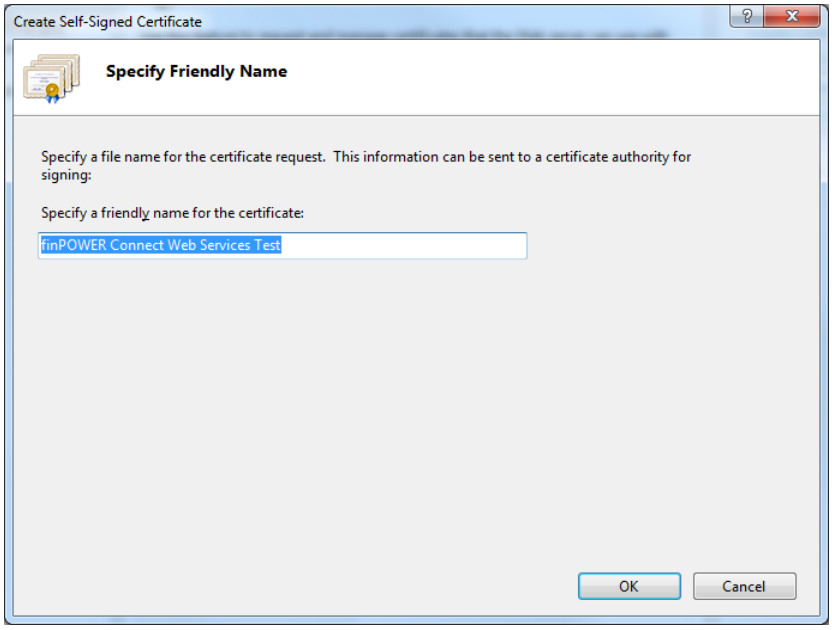
Acquiring a 'real' certificate and configuring IIS to use this certificate should be left to a system administrator. However, for testing purposes, a self-signed certificate can be used and this section details creating and installing such a certificate.

Create a Self-Signed Certificate

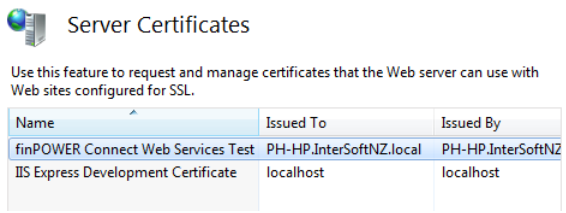
- Launch **Internet Information Services (IIS) Manager**.
- Click the root node in the **Connections** explorer.
- Select the **Server Certificates** item.



- Right-click **Server Certificates** and select **Open Feature**.
- In the **Actions** pane, select **Create Self-Signed Certificate...**

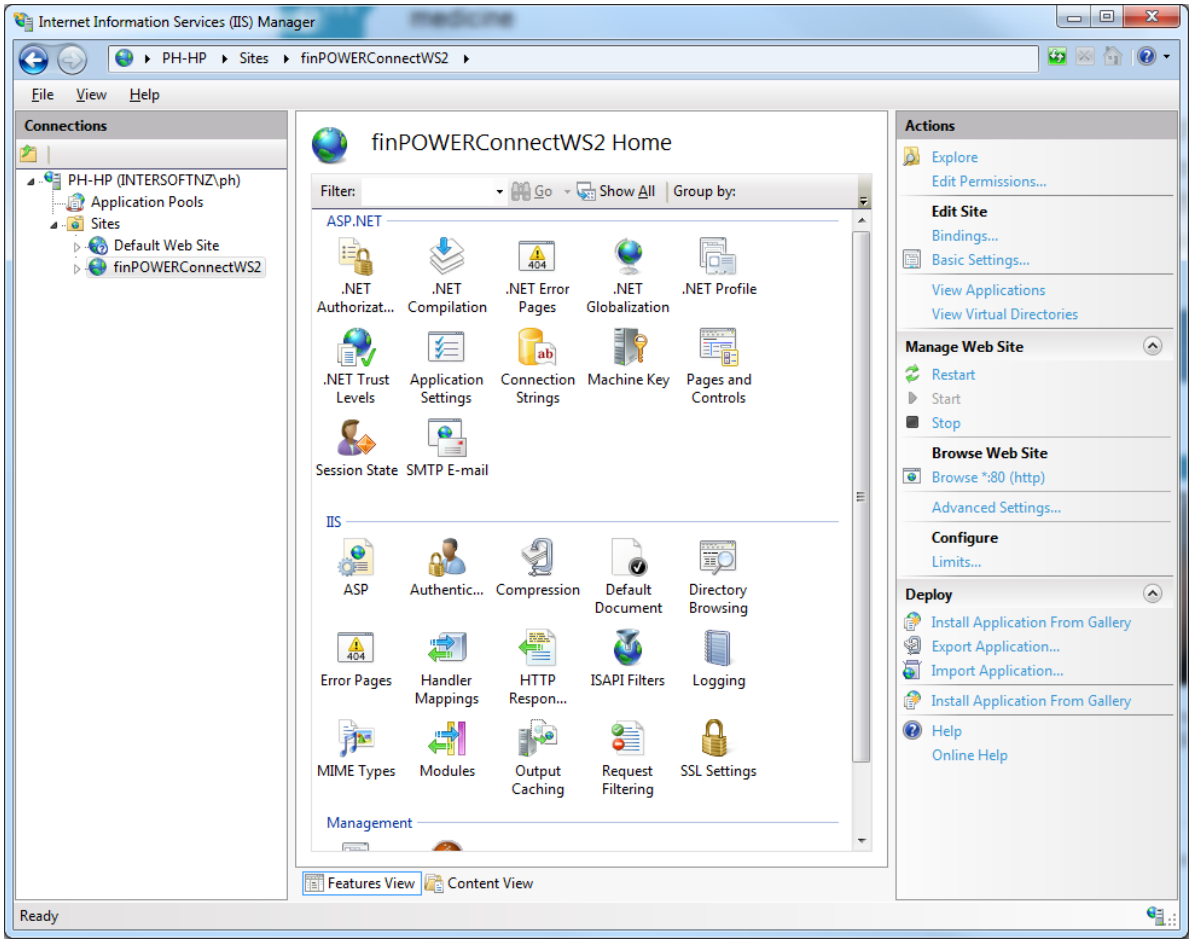


- Enter a friendly name, e.g., **finPOWER Connect Web Services Test**.
- Click the **OK** button.
- IIS creates a new self-signed certificate, e.g.

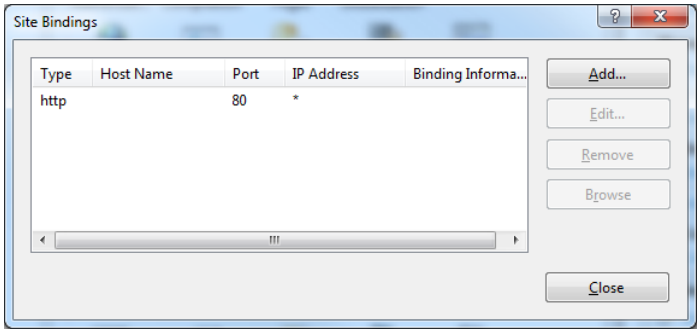


Enabling HTTP Bindings for Web Services

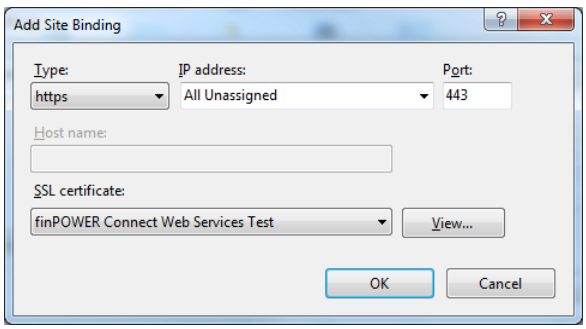
- Launch **Internet Information Services (IIS) Manager**.
- Locate and select the finPOWER Connect Web Services application in the **Connections** explorer.



- In the **Actions** pane, under the **Edit Site** heading, select **Bindings...**



- Click the **Add...** button.

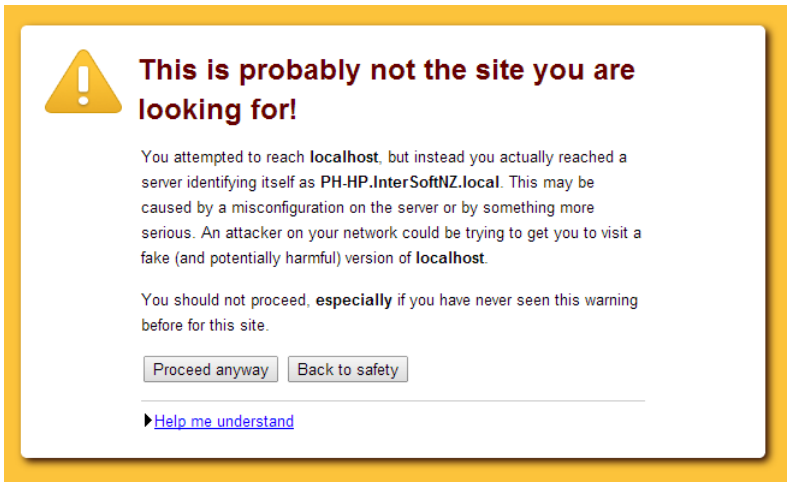


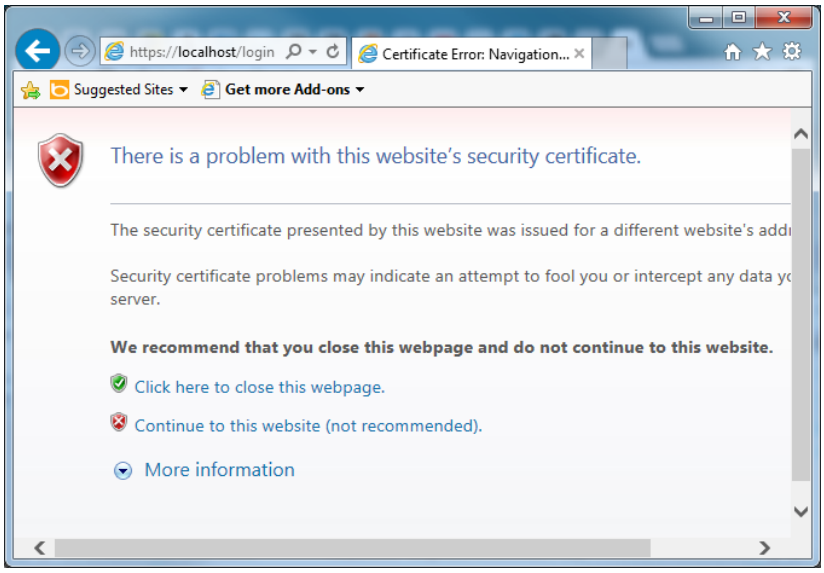
Set the following:

- Type: https
- Port: 443

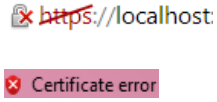
- SSL certificate: finPOWER Connect Web Services Test

- Click the **OK** button.
- SSL has now been enabled for the Web Services.
- Since this is a self-signed certificate, you will receive a warning when navigating to the Web Services Administration login page, e.g.





- Click the **Proceed anyway** button (Chrome) or the **Continue to this website (not recommended)** link (Internet Explorer).
- Note that whilst you are testing with a self-signed certificate, the Web browser will display a warning alongside the URL, e.g.



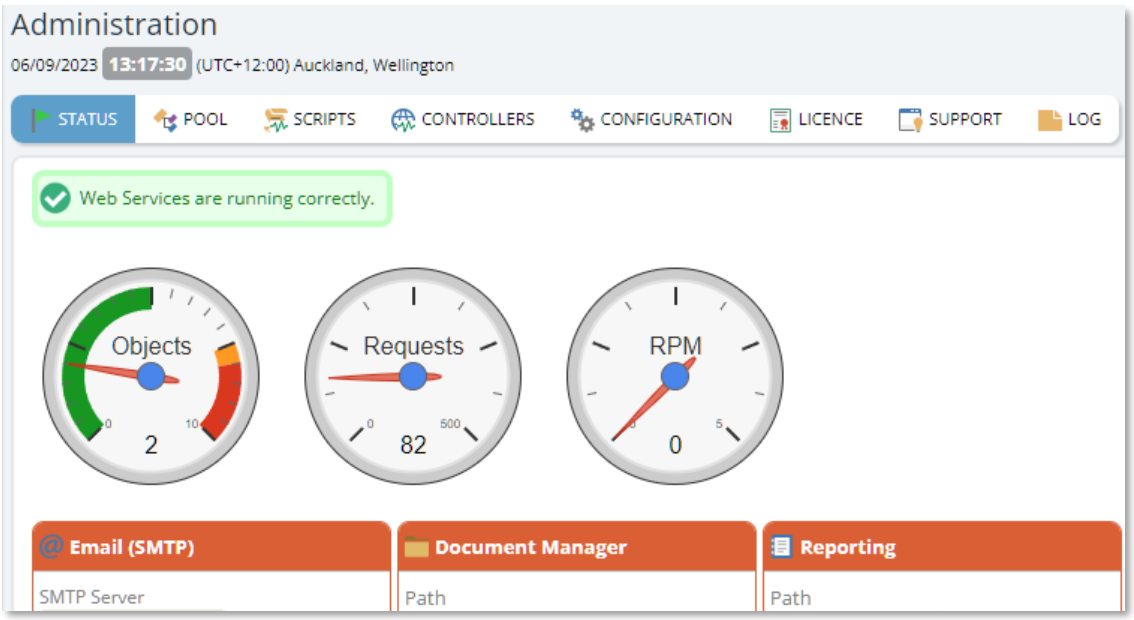
Configuration

Configuration details are stored in the **App_Data/config.xml** file. Note that this file is not included with the setup but is created when settings are first configured.

NOTE: See the next section, Centralised Configuration for Multi-Server Setups if you have more than one web server.

An administration facility is provided to allow updates to this file.

The Status page allows you to quickly see the current state of the Web Services.



NOTE: When a new Web Services installation is first performed, the configuration file will not exist in the App_Data folder.

Upon first saving the configuration file, e.g., by setting Database Connection details, the IIS application may restart resulting in a 401 error in the status bar. Simply sign out and sign back in again if this happens.

Centralised Configuration for Multi-Server Setups

By default, configuration information is stored in the **App_Data/config.xml** file.

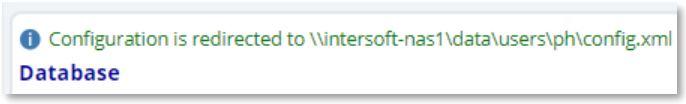
If however, you have more than one web-server, or are running a server farm, you may wish to centralise configuration.

This is achieved by adding a **config.redirect** file to the **App_Data** folder.

If this file exists and contains text then this is used as the path of the configuration file, e.g.:

```
\\intersoft-nas1\data\webconfig\config.xml
```

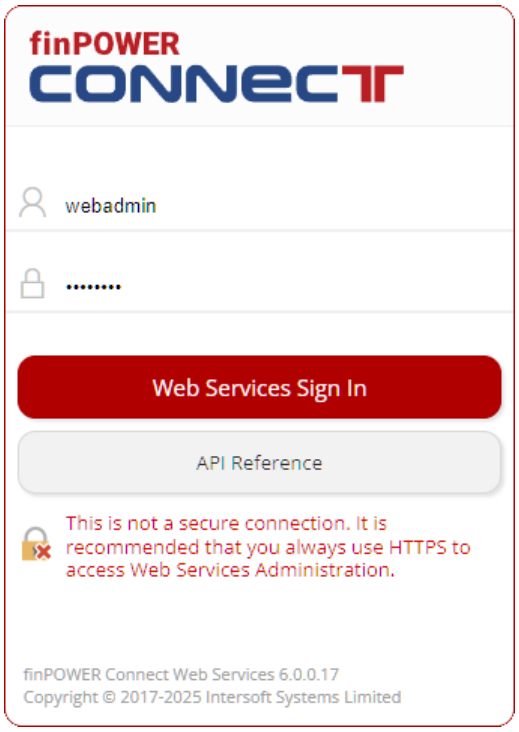
Both the Web Services default page and the Configuration page show special information if a redirected configuration is used:



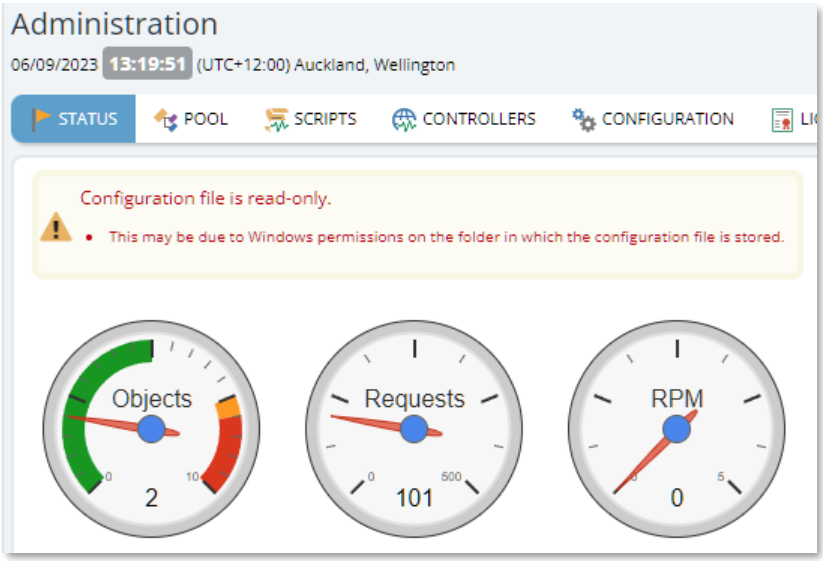
The "Servers" view allows you to see all Web Servers that are accessing the configuration file as described in Multi-Server and Server Farms.

Signing In to the Administration Facility

- Using a modern Web Browser (e.g., Google Chrome, the latest Microsoft Edge browser), navigate to the **/WebAdmin** page.
- Sign in using a Web Administration User Id of **webadmin** and a Password of **password**.

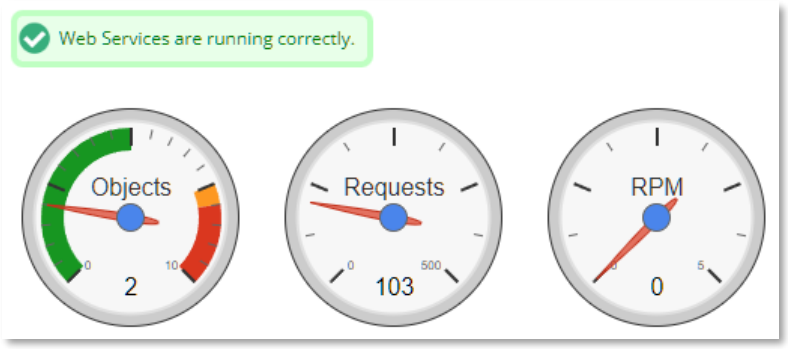


- If this is a new installation of the Web Services, the **Status** widget's heading will be pink and the widget will display a warning, e.g., "Configuration file does not exist."
  - This warning can be ignored since the configuration file (App_Data/config.xml) will be created as soon as any of the settings, e.g., the Database Connection) are first edited and saved.
- Other warnings should not be ignored, e.g., if the App_Data folder has the incorrect Windows permissions:

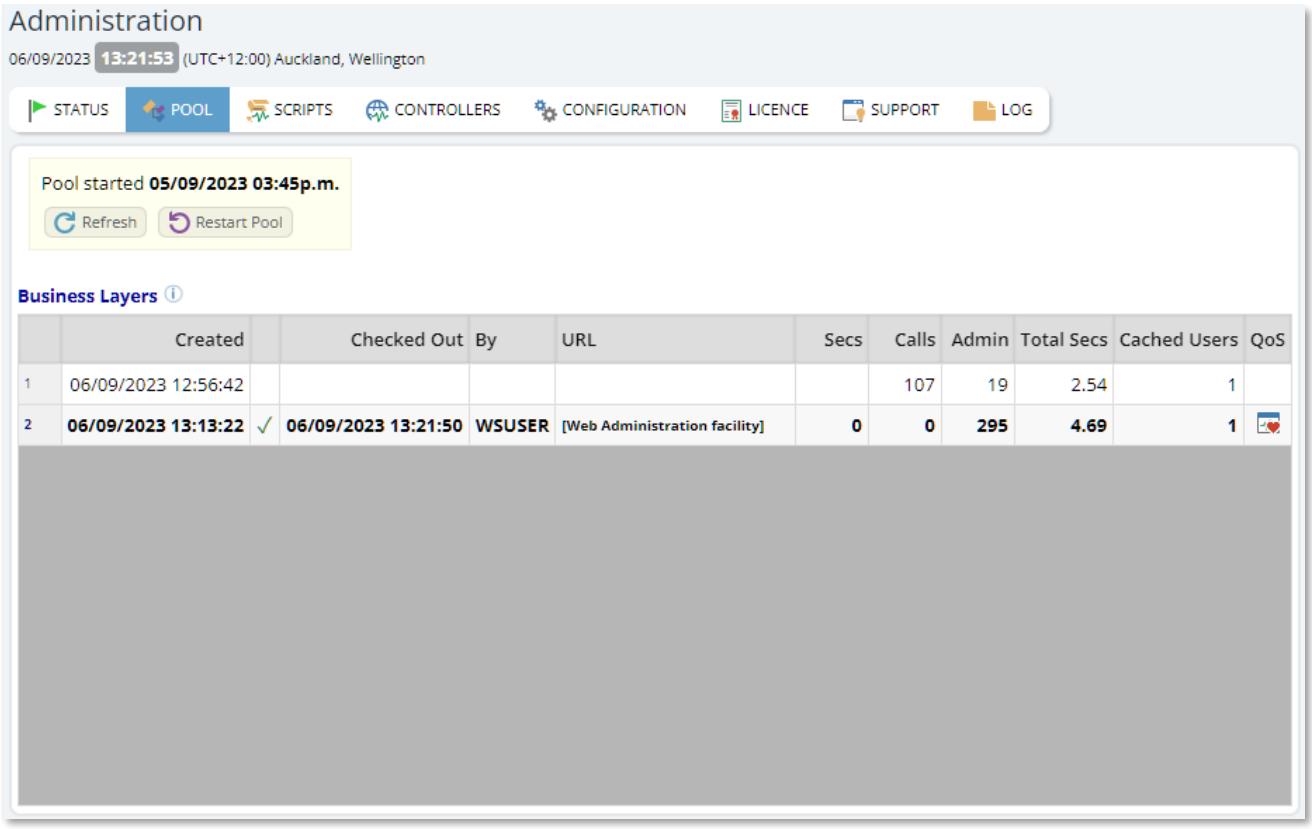


Business Layer Pool

- The Status page shows an overview of Business Layer Pool activity in the form of three gauges:

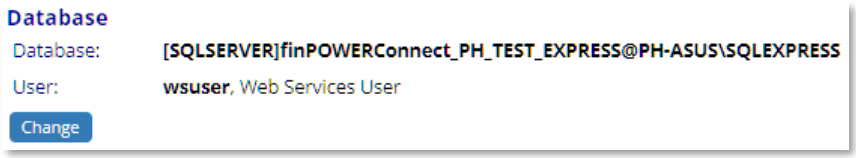


- More information about the business layer pool can be viewed from the **Pool** page:

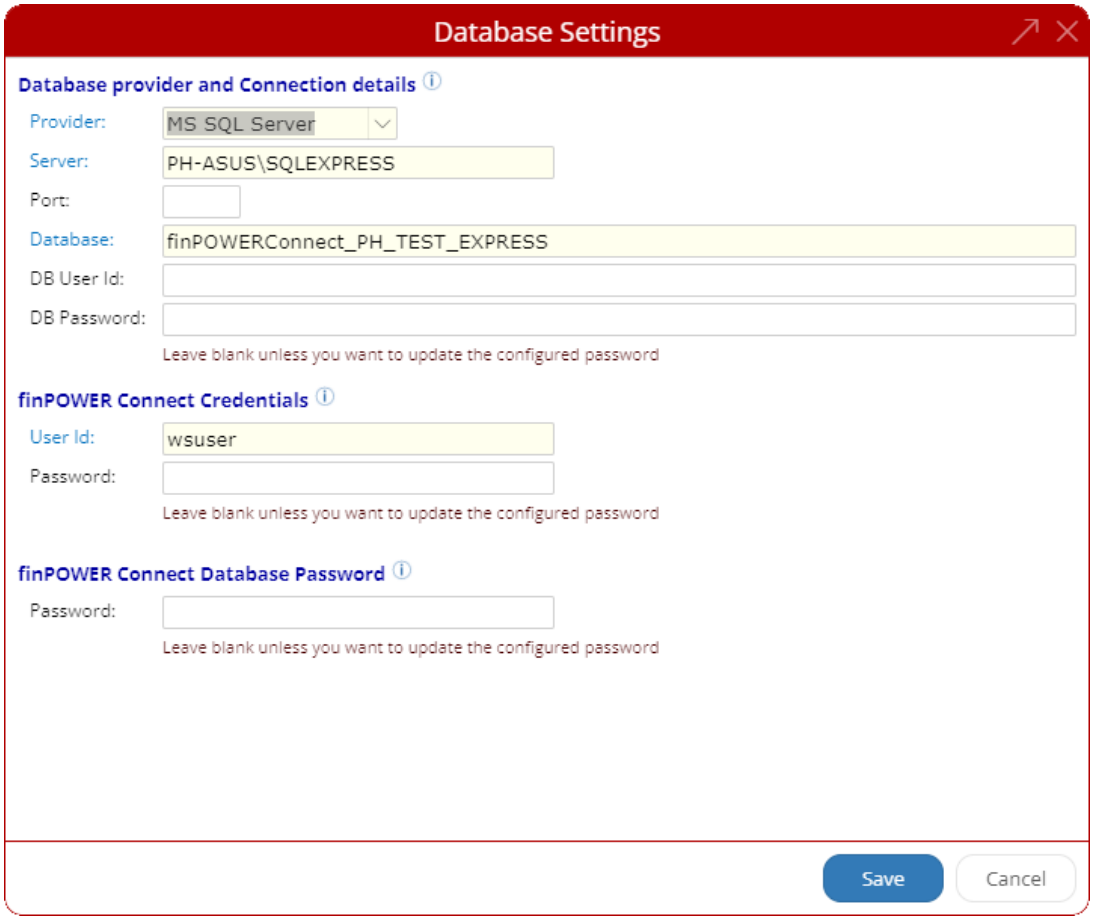


Database Connection

- The database to which the Web Services are connected can be configured via the **Configuration** page or via the **Database Settings** menu item:



- This displays the **Database Settings** form:



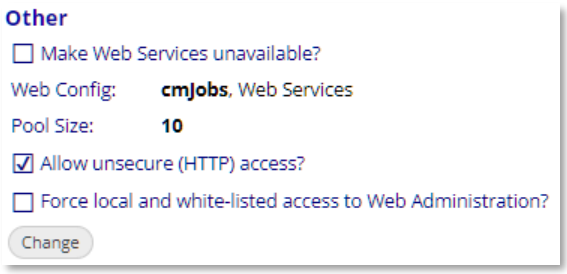
  - **Database provider and Connection details**
    - Always use SQL Server in a production (i.e., non-testing) environment.
      - SQL Server should be configured to use mixed-mode security. The login credentials can then be specified.
        - If this is not possible then IIS will need to be configured to use an Application Pool that specifies a Windows Domain user in order for the SQL Server to be accessed.
        - Using the SQL Server **sa** password is fine for testing on a local copy of SQL Server but should never be used in a production environment.
      - The Port is only necessary if SQL Server is listening on a non-standard port, i.e., not port 1433.

  - **finPOWER Credentials**
    - Specify a valid finPOWER Connect User and their password.

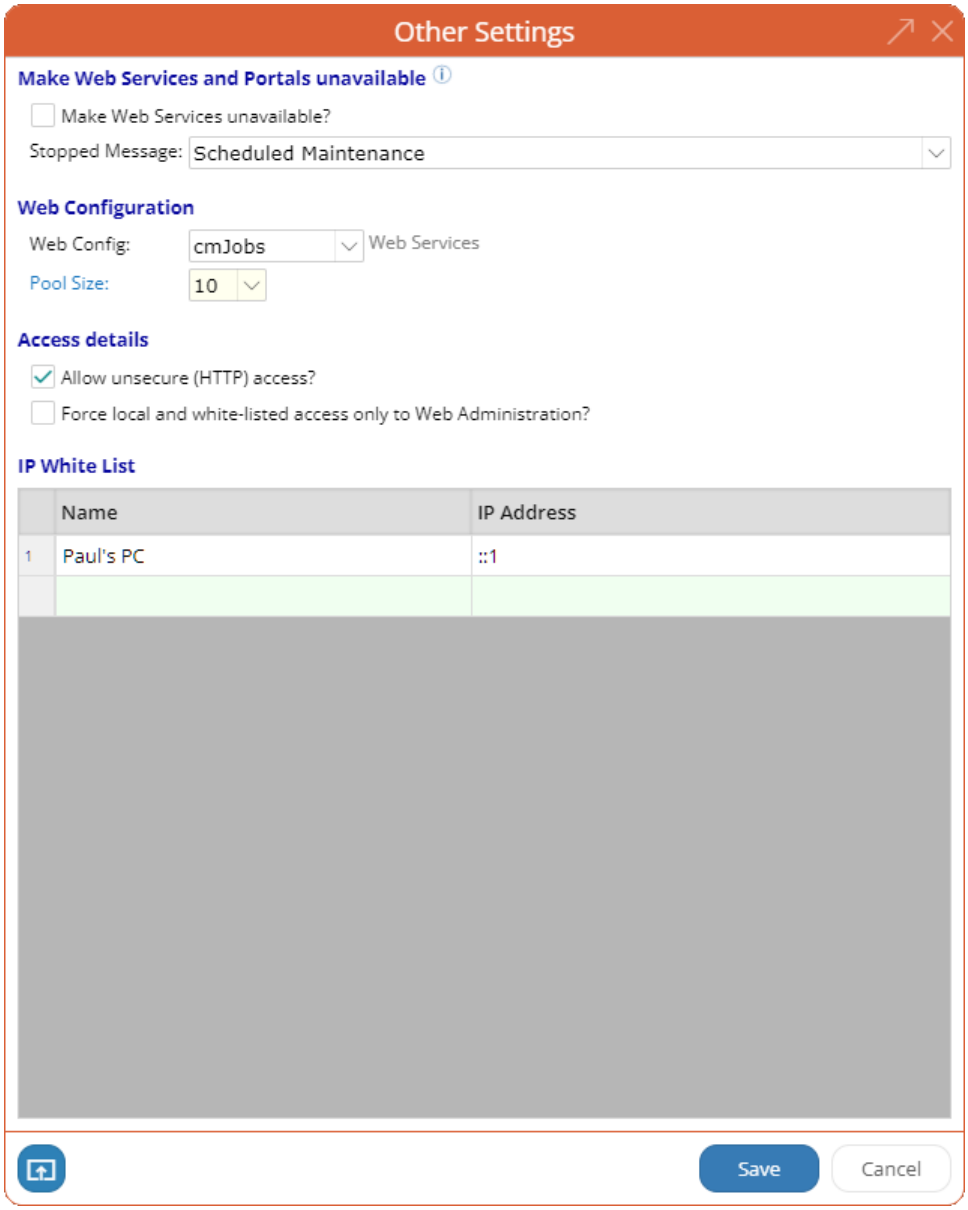
- These credentials are used when initialising the business layer and also for an administration tasks such as maintaining Web Subscribers. They are also used for Client access.

Other Settings

- Other Web Service settings are configured via the **Other** section on the **Configuration** page of the **Other Settings** menu item:



- This displays the **Other Settings** form:



  - **Web Configuration**
    - Specify the Web Configuration to use and the maximum number of objects that can exist in the business layer pool.
      - Web Configurations are defined within the finPOWER Connect Windows interface under the **Tools** menu, **Web**, **Web Configurations**.

- A Web Configuration allows services to be configured for use from a Web Server as opposed to using the Global Settings or User Preferences defined within finPOWER Connect.
- See the finPOWER Connect Web Configurations section for more information.

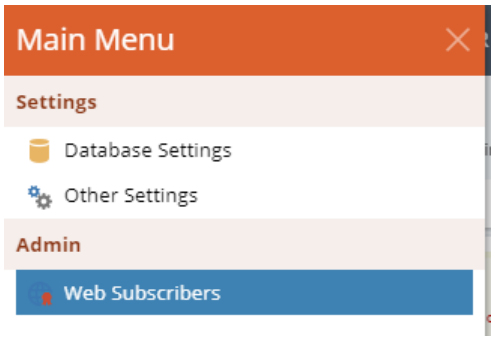
- **Security details**
  - Allows you to specify that unsecure (HTTP) access is allowed.

WARNING: Production systems should always use secure (HTTPS) access.

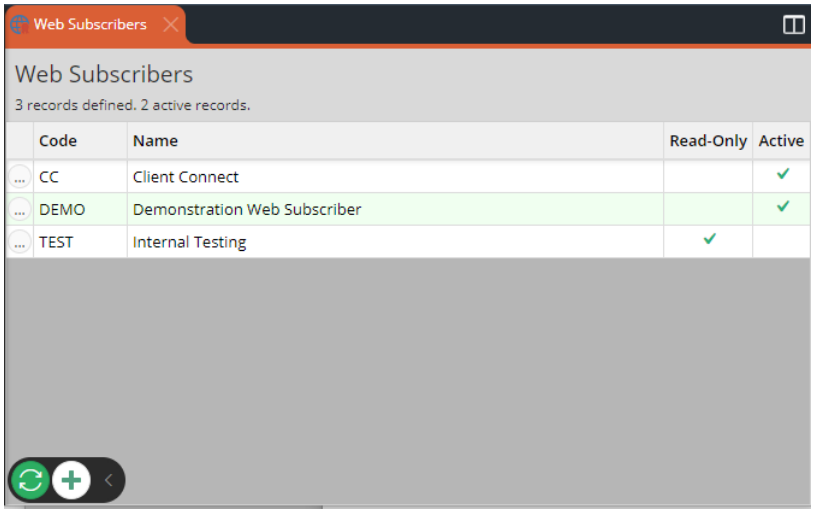
Accessing the administration facility from the Web server itself, i.e., via localhost, always allows unsecure access.

Web Subscribers

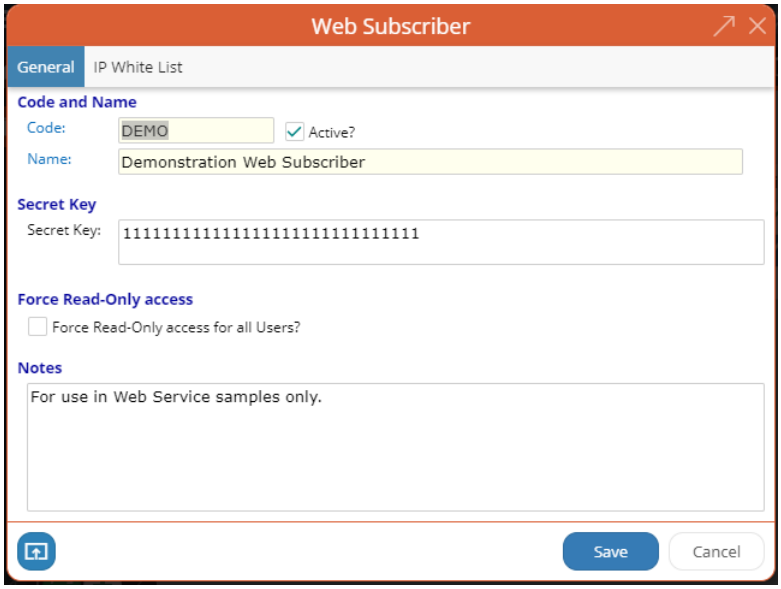
- Web Subscribers are external applications that require access to the Web Services. Each external application must have its own Web Subscriber record to enable it to access the Web Services.
- Select the **Web Subscribers** menu option.



- This displays a list of all available Web Subscribers records:

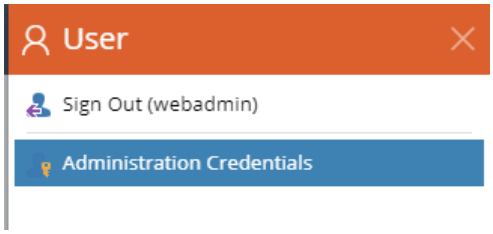


- From here you can add new Web Subscribers or edit existing ones without having to use the finPOWER Connect Windows interface.

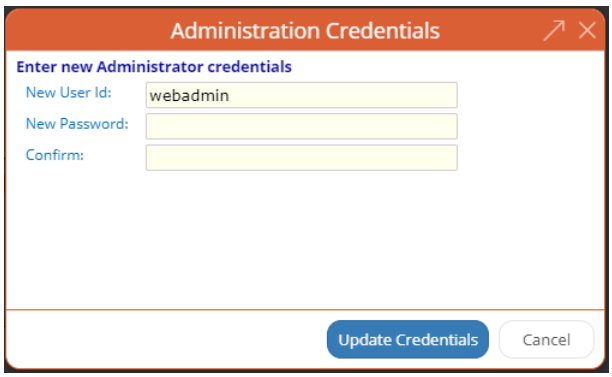


Changing Administration Credentials

- From the User menu, select **Administration Credentials**.



- You can change the Administration User Id from the default value of **webadmin** and also update the password from the default of **password**.



WARNING: The menu option will be disabled is the configuration file is read-only. This is usually due to the incorrect Windows permissions being applied to the App_Data folder.

NOTE: If you forget the administration credentials, you can reset them to the defaults (webadmin and password) by clearing the content of the App_Data/config.xml file.

You will however lose all configured settings by doing this.

finPOWER Connect Web Configurations

The Web Services Administration facility allows a Web Configuration to be specified via the "Other Settings" form.

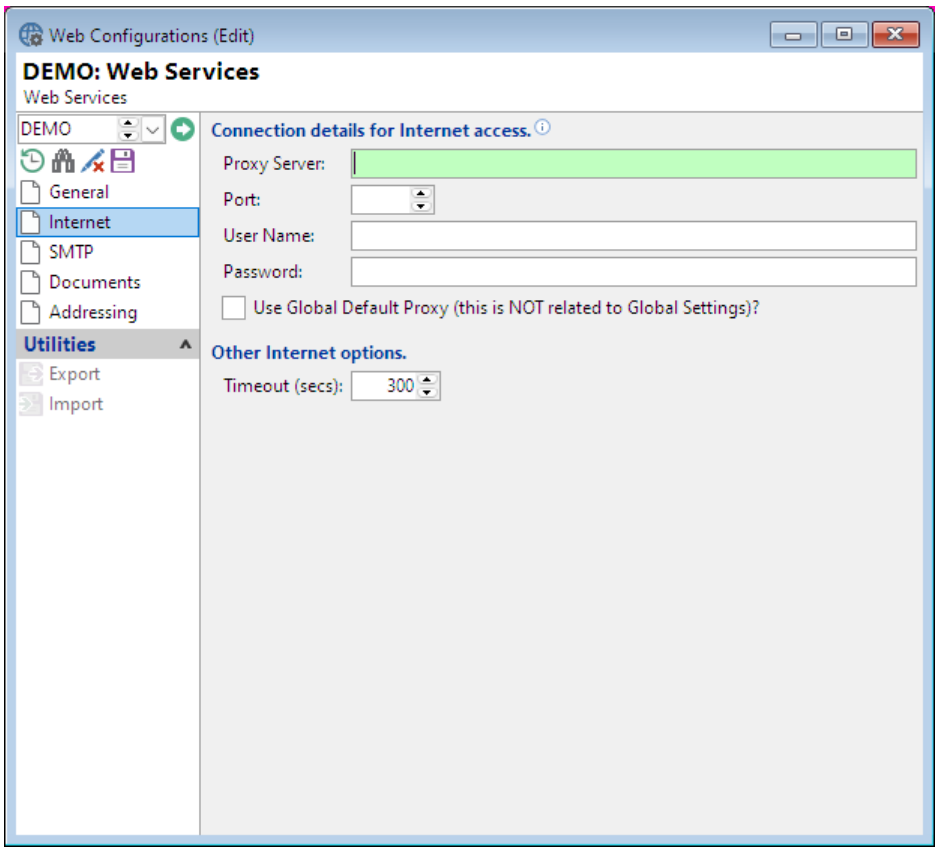
Web Configurations are defined within finPOWER Connect and contain settings to use that either replace or can be used to override any Global Settings defined within finPOWER Connect.

For example, you may wish to use a different SMTP Server to send Emails from Web Services (or, in turn, finPOWER Connect Cloud).

The Web Configurations form is available within finPOWER Connect via Tools, Web, Web Configurations. The following sections detail some of the more common Web Configuration settings.

Internet

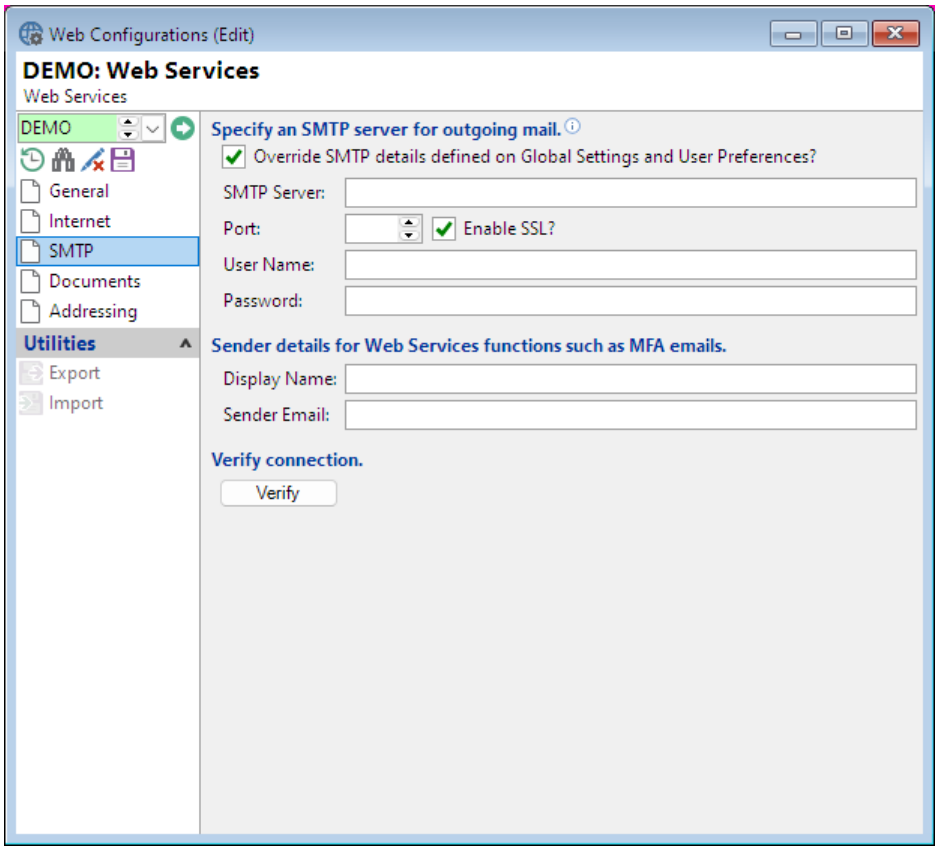
This page allows overriding proxy server details to be used by Web Services. These will override any Internet settings defined on either Global Settings or User Preferences:



NOTE: The "Use Global Default Proxy?" setting has nothing to do with Global Settings. It refers to the globally defined Windows Proxy Server settings.

SMTP

An SMTP server must be configured to enable Emails to be sent via Web Services.



By default, the currently signed in User's User Preferences will be used to determine the SMTP Server to use. If these are not defined, the SMTP settings defined under Global settings will be used.

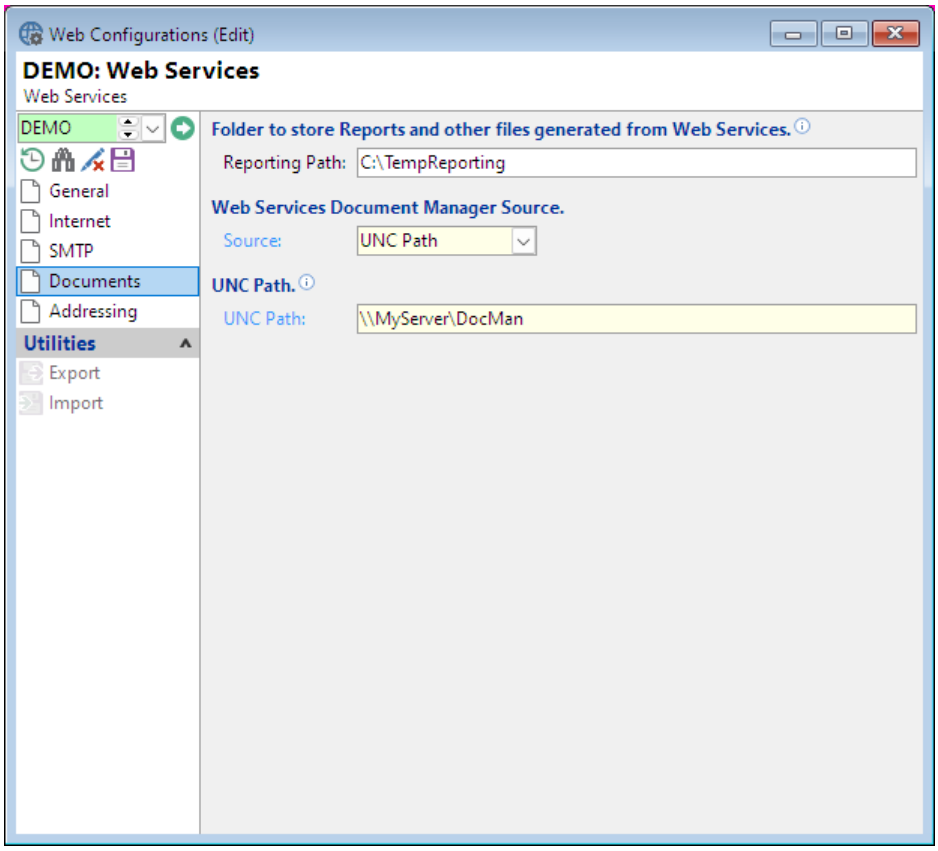
SMTP Server details can be overridden, e.g., the Web Server hosting the Web Services might also have its own SMTP Server installed which would be more efficient (and secure) to use than an externally hosted SMTP Server.

WARNING: Certain external SMTP Servers may be configured to only allow Emails to be sent from the currently signed in User which can make sending Emails from a standard business Email address problematic.

Microsoft Office 365 is one such example.

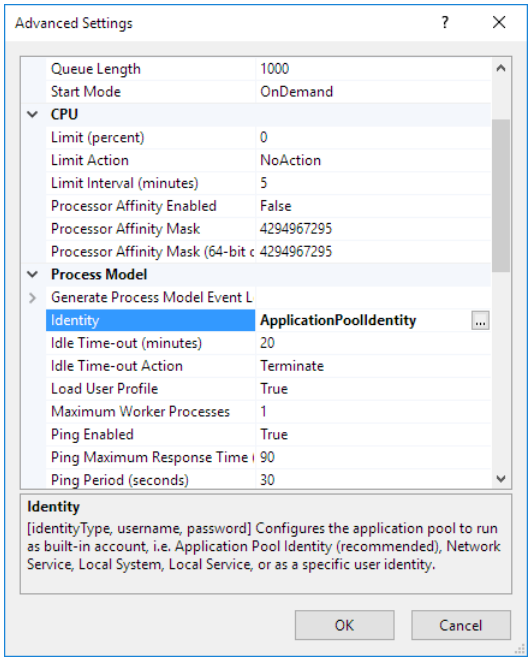
Document Manager

By default, no Document Manager functionality is available to Web Services. A Web Configuration MUST be used to enable Document Manager functionality such as accessing an Account's files.

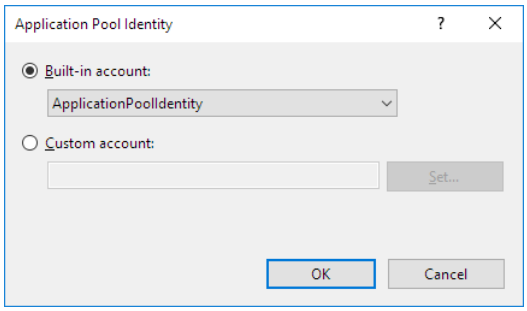


For Web Services to access the Document Manager, a UNC path must be specified.

This UNC path must be accessible by the IIS Application Pool. This may mean that IIS may need to be configured to run in the context of a Windows User. This is configured via the Application Pools, Advanced Settings form in IIS:



The Process Model, Identity field allows a Windows User to be defined:



NOTE: Configuration of IIS Application Pools and security is outside of the scope of this document; always use a qualified Network Engineer.

Production Setup and Configuration

When moving to a production environment, setup of the Windows Server hosting the Web Services must be performed by a qualified network administrator familiar with the installation and configuration of Windows Server, IIS and network security.

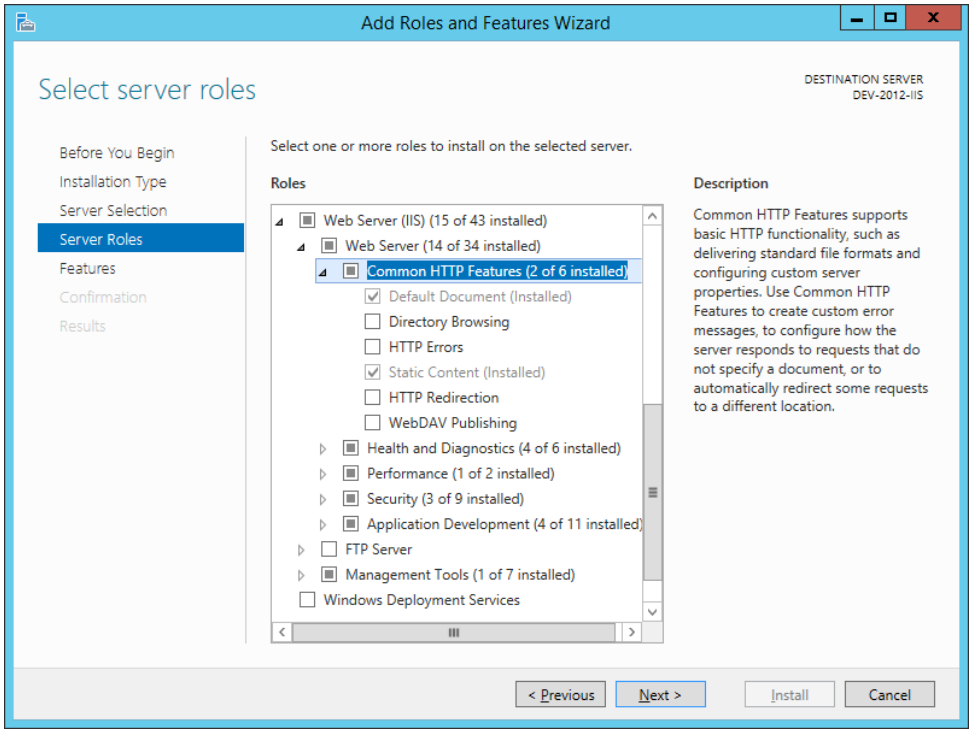
This section provides information that might prove useful when setting up and configuring the finPOWER Connect Web Services for production use.

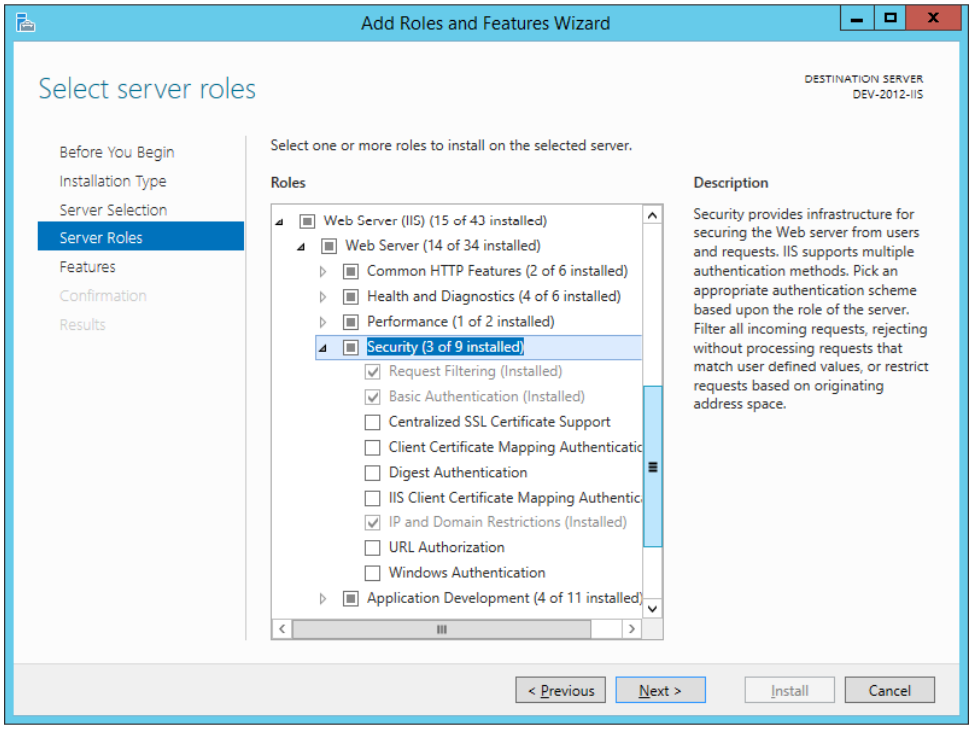
NOTE: This section is provided for informational purposes only and not as a guide for setting up a Web Server for use in a live, production environment.

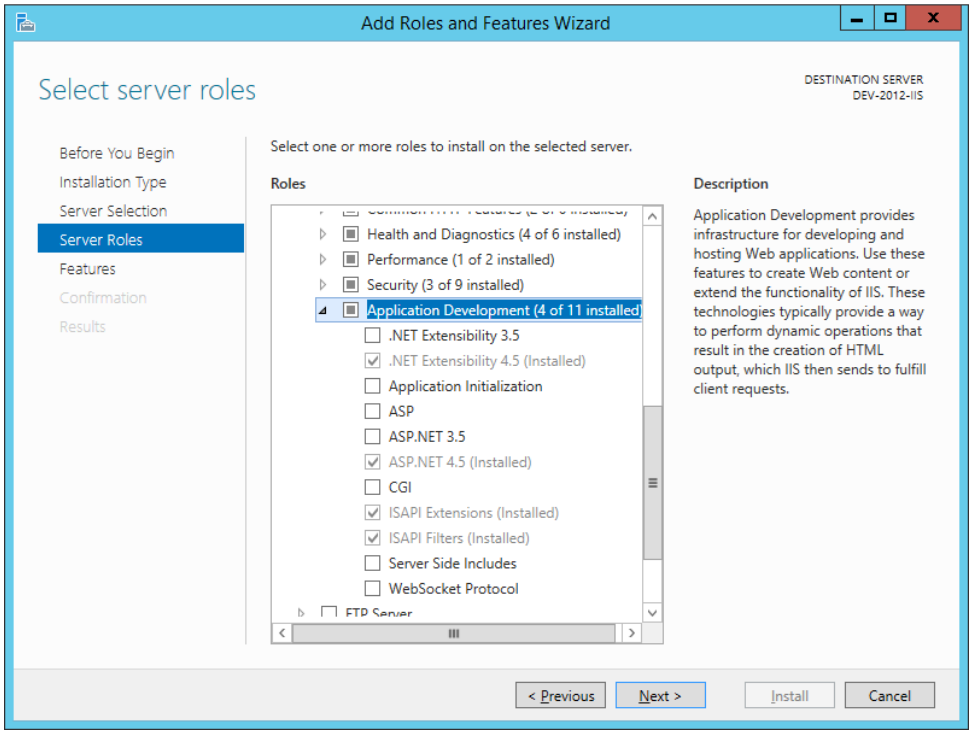
IIS Configuration

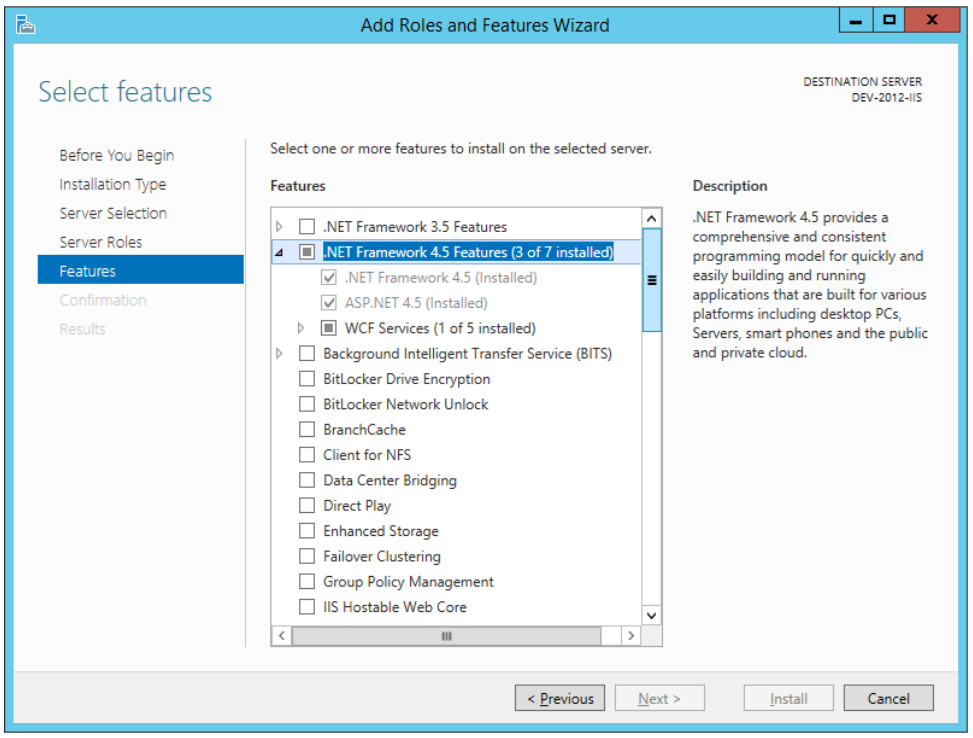
IIS Installation and configuration under Windows Server is quite different from desktop Windows and is outside of the scope of this document however, this section provides information on what the finPOWER Connect Web Services require from IIS; other applications running on the Web Server may require other options.

All screenshots are from the Windows Server 2012 **Add Roles and Features wizard** from the **Server Roles** and **Features** pages.






Add Roles and Features Wizard
Select server roles
DESTINATION SERVER
DEV-2012-IIS
Before You Begin
Installation Type
Server Selection
Server Roles
Features
Confirmation
Results
Select one or more roles to install on the selected server.
Roles
Health and Diagnostics (4 of 6 installed)
Performance (1 of 2 installed)
Security (3 of 9 installed)
Application Development (4 of 11 installed)
.NET Extensibility 3.5
.NET Extensibility 4.5 (Installed)
Application Initialization
ASP
ASP.NET 3.5
ASP.NET 4.5 (Installed)
CGI
ISAPI Extensions (Installed)
ISAPI Filters (Installed)
Server Side Includes
WebSocket Protocol
FTP Server
Description
Application Development provides infrastructure for developing and hosting Web applications. Use these features to create Web content or extend the functionality of IIS. These technologies typically provide a way to perform dynamic operations that result in the creation of HTML output, which IIS then sends to fulfill client requests.
< Previous
Next >
Install
Cancel


Add Roles and Features Wizard
Select features
DESTINATION SERVER
DEV-2012-IIS
Before You Begin
Installation Type
Server Selection
Server Roles
Features
Confirmation
Results
Select one or more features to install on the selected server.
Features
.NET Framework 3.5 Features
.NET Framework 4.5 Features (3 of 7 installed)
.NET Framework 4.5 (Installed)
ASP.NET 4.5 (Installed)
WCF Services (1 of 5 installed)
Background Intelligent Transfer Service (BITS)
BitLocker Drive Encryption
BitLocker Network Unlock
BranchCache
Client for NFS
Data Center Bridging
Direct Play
Enhanced Storage
Failover Clustering
Group Policy Management
IIS Hostable Web Core
Description
.NET Framework 4.5 provides a comprehensive and consistent programming model for quickly and easily building and running applications that are built for various platforms including desktop PCs, Servers, smart phones and the public and private cloud.
< Previous
Next >
Install
Cancel

Security

In addition to ensuring that the Web Services are always called via a secure, HTTPS connection, the network administrator configuring the Web Server should also consider the following (configuration or which is outside of the scope of this document):

IP Address Restrictions

If the applications requiring access to the finPOWER Connect Web Services reside on servers with static IP addresses, IP Address Restrictions can be added in IIS to prevent servers other than these from accessing the Web Services.

This is performed via through **Internet Information Services (IIS) Manager** via, depending on the version of IIS, either:

- **IPv4 Address and Domain Restrictions**
- **IP Address and Domain Restrictions**

NOTE: If this tool is not available then it will need to be enabled from the Add Roles and Features wizard (or, in a non-Server version of Windows, the Windows Features tool described earlier in this document).

Firewall

Ensure the Web Server has a firewall installed and configured and that this firewall allows HTTPS (and, if necessary, HTTP) access to the Web Services.

Immediate Application Startup

By default, Web Services will only start upon the first request being received.

This can lead to a startup delay, particularly when the business layer pool is being populated with several entries.

IMPORTANT: If running Scheduled Processes, it is imperative that your Web Server is running for this processing to take place.

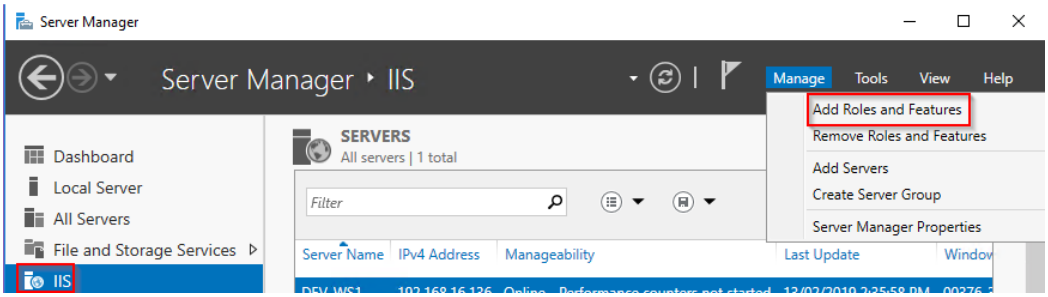
You can however enable IIS Application Initialization as detailed at:

https://docs.microsoft.com/en-us/iis/get-started/whats-new-in-iis-8/iis-80-application-initialization

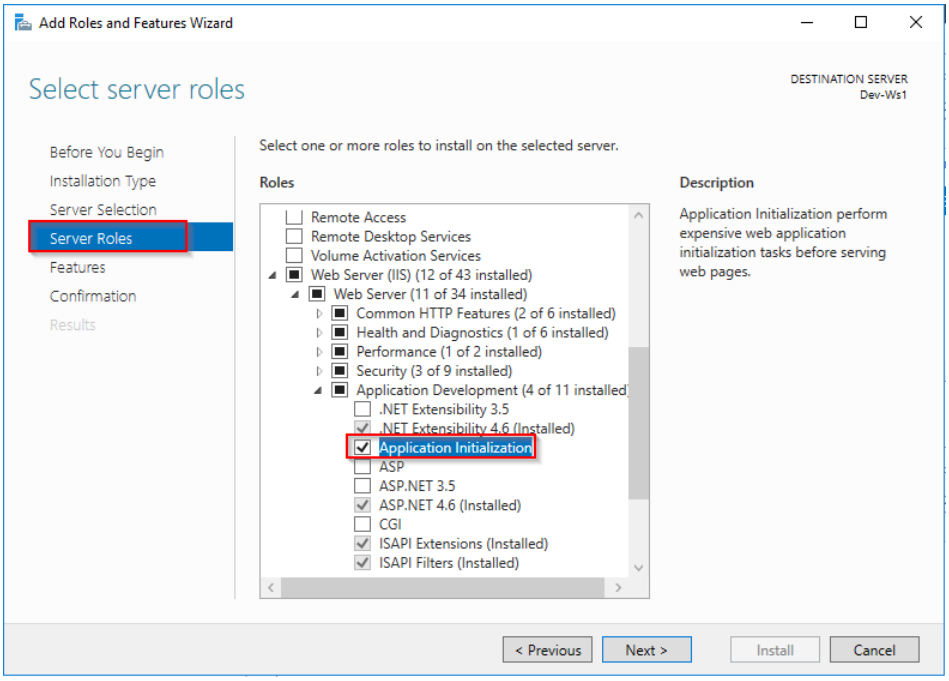
The following steps are required:

1. **Enable the IIS Application Initialization feature**

    a. From Server Manager, select IIS and then, from the Manage menu, select "Add Roles and Features":

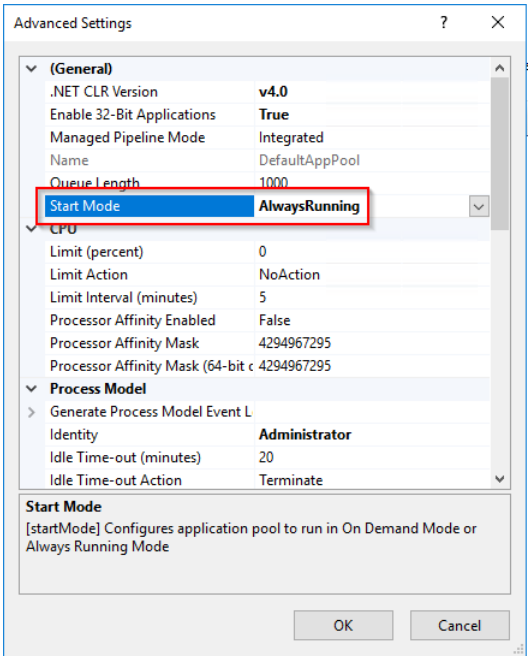


    b. Install the "Application Initialization" Server Role:



2. **Ensure the Application Pool is always running**

    a. The Application Pool that Web Services are using should have a "Start Mode" set to "AlwaysRunning". This is set under the Application Pool's Advanced Settings dialog:



3. Modify the applicationHost.config file

a. Run Notepad as an Administrator.
b. Load the applicationHost.config file from %WINDIR%\SYSTEM32\INETSRV\CONFIG
c. Locate the <sites>, <application> entry for Web Services and add a preloadEnabled="true" attribute:

4. Restart the Web Server

Multi-Server and Server Farms

The centralised configuration section details maintaining a LAN-based configuration file when using more than one web server.

This simply defines a **config.redirect** file to the **App_Data** folder which holds the UNC path of a centeralised configuration file, e.g.:

```
\\intersoft-nas1\data\webconfig\config.xml
```

When enabled, the default Web Services page shows a special icon and message:

To allow centralised configuration, the config.xml file must be updateable by all web servers. This might involve using a Windows User for the Web Services Application Pool to run under, something that will probably have been configured anyway if you want to use a LAN-based Document Manager folder.

NOTE: It is also recommended that the folder containing the config.xml file has permissions to allow each of the web servers to read, update and create files.

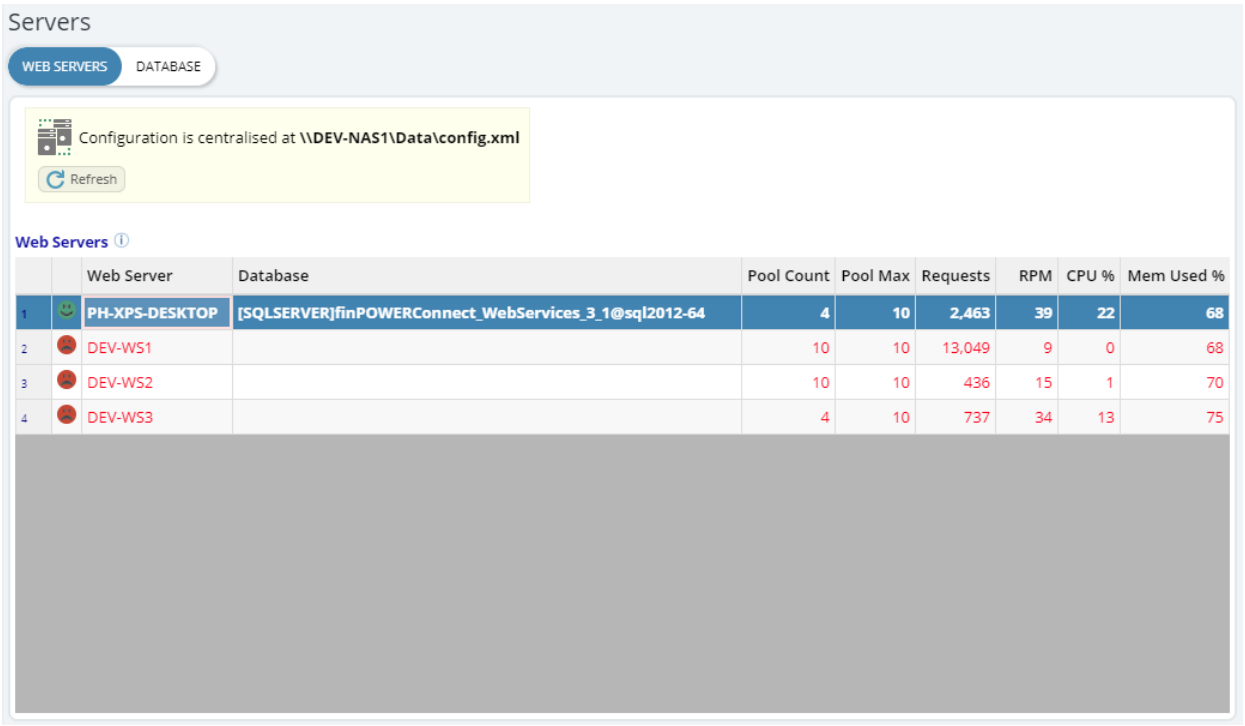
This allows a 'heart beat' file to be created and updated by each web server.

IMPORTANT: When running multiple Web Services, ensure each is set to immediately startup as details in the Immediate Application Startup section.

Monitoring Multiple Web Servers

When a centralised configuration file is being used, all Web Servers accessing this will write a "heartbeat" file to the folder containing the configuration file.

This allows the Servers view of the Web Services Administration facility to show details of all Web Servers, e.g.:



		Web Server	Database	Pool Count	Pool Max	Requests	RPM	CPU %	Mem Used %
1		PH-XPS-DESKTOP	[SQLSERVER]finPOWERConnect_WebServices_3_1@sql2012-64	4	10	2,463	39	22	68
2		DEV-WS1		10	10	13,049	9	0	68
3		DEV-WS2		10	10	436	15	1	70
4		DEV-WS3		4	10	737	34	13	75

Any Web Servers showing in red may mean there is an issue with this Web Server since its "heartbeat" file is out of date (more than 2 minutes old).

This may simply be because the Web Service has not received a request since starting (or restarting its Application Pool). This can be addressed by following the steps in the Immediate Application Startup section.

Troubleshooting

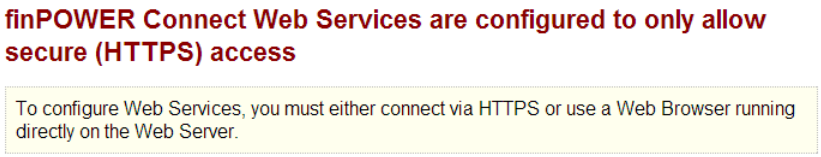
403 - Forbidden: Access is denied

This message might appear when viewing the Login page of the Web Administration facility. This might be due to the following:

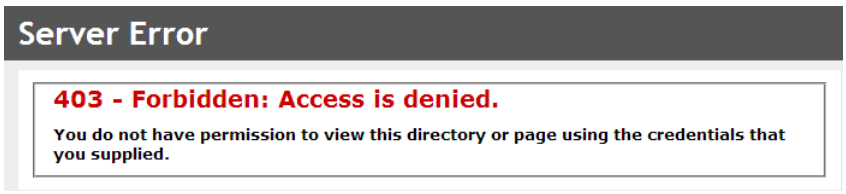
Page is being accessed by HTTP rather than HTTPS

In the Web Administration facility, **Settings**, **Other Settings**, **Security**, the option to **Allow unsecure (HTTP) access** might be unchecked. This means that attempting to sign in from anything but a Web browser running on the Web Server itself will be denied.

Usually, the page below will be displayed:



But, in certain configurations, IIS may deliver a generic error page such as this:



Timeout when Authenticating Client

A timeout error when attempting to authenticate a Client via the Authentication/AuthenticateClient service may be due to the following:

Misconfigured Address Database

If the Address database being used by the finPOWER Connect business layer is not available, attempting to connect to it may cause a time out.

This may be an issue when attempting to authenticate as a Client since the response from this service includes formatted Branch address details which involves accessing the Addressing interface which will always attempt to initialise a connection to the Address database when first accessed.

Slow Requests/ Slow Initial Request

Web Services use the finPOWER Connect business layer which is a "stateful" object, i.e., it maintains information such as global collections between requests.

Therefore, initialising the business layer can be an expensive (i.e., slow) process, particularly for databases with large global collections such as External Parties.

This is why the Web Services use a Business Layer Pooling mechanism.

Certain actions can cause the finPOWER Connect business layer to be dropped from the Business Layer Pool, e.g.:

- A fatal error occurs on the business layer, e.g., a connection with the database was lost.
- Changes to some global collections, any global settings or permissions will cause the business layer to be dropped from the pool.
    - This ensures that Web Services always have the most up-to-date information in memory and that any security changes are enforced immediately.

Certain actions can cause the entire Business Layer Pool to be restarted, e.g.:

- IIS may recycle the Application Pool under which the Web Services are running.
    - By default, this will occur every 1740 minutes (29 hours) and helps with any memory leakages that may occur in Web applications.
    - However, if the Application Pool is set to recycle regularly, e.g., every 20 minutes (or after 20 minutes of inactivity), this could have performance implications.

Application Pool recycling and idle timeout is administered via the "Internet Information Services (IIS) Manager", Advanced Settings dialog for the Application Pool under which Web Services is running, e.g.: