

### **ReadSoft Service Bus 2-4**

# Installation Guide

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## Overview

ReadSoft Service Bus (RSB) is a universal data interface between source and target systems. It is a service-orientated, expandable component that facilitates easy integration and allows component reuse across multiple systems. You can use RSB to easily connect systems for document and data transport.

There are two types of installations for ReadSoft Service Bus which you can use to configure your system:

- IIS hosted Lets you configure RSB using a web browser from anywhere you have access to the hosting server. Must be hosted by Internet information services (IIS). If you need to configure RSB from different computers, this is the best choice for you.
- Standalone application A standard application for configuring RSB. Like the web application, you configure RSB using a web browser; however, the application runs locally and does not need to be hosted by IIS. The standard application can also be accessed from Windows' system tray, in addition to the Start menu and desktop icon. If you plan on configuring RSB from one computer and do not want to bother with IIS, this is the best choice for you.

Both installation types offer the same functionality and only differ in the way that they are hosted and accessed, so which one you choose is only a matter of personal preference.

## Requirements

### Software

ReadSoft Service Bus supports the following operating systems:

- Windows Vista
- Windows 7 (32 and 64 bit)
- Windows Server 2008 (32 and 64 bit)
- Windows 2012
- Windows 8 (Note: Windows 8.1 has not been tested yet.)

ReadSoft Service Bus requires the following:

- Internet information services 5.0 or newer (required only for the IIS hosted version of RSB).
- Microsoft **.NET Framework 4.5.1** (also required for computers that install the RSB plugin for INVOICES).

Microsoft .NET Framework installations and instructions can be found here:

http://msdn.microsoft.com/en-us/netframework/aa569263

- A web browser that supports **Microsoft Silverlight 4**. The latest version of Internet Explorer or Firefox is recommended.
- Microsoft SQL Server 2005 or newer (one database).

Note: Make sure the **Server authentication** setting on the **Security** settings on the server is set to **SQL Server and Windows Authentication mode**.

🖥 Server Properties - HBG-	BENGTDA-LAP
Select a page General Memory Processors Connections Database Settings Advanced Permissions	Soriel View Sorie
Connection	Password:
Server: HBG-BENGTDA-LAP Connection: READSOFT\Bengt Dahlgren View connection properties Progress Ready	Options
	OK Cancel

The installation creates a login on the server level (default name: RSBLogin), which is connected to a user (default name: RSBUser). RSBUser is used for the RSB database. You can specify the database name, login name and password during the installation.

RSB uses the default collation of the SQL server.

- **Ports**. RSB requires ports for internal communication. If you choose to host RSB on IIS, you must have port 80 open. RSB also uses port 9103 for the web service. You can change the **Web service** port from the **Settings** view using RSB Administration.
- Adobe Flash Player is required for the Help system. Flash Player is a free program available from Adobe.com (<u>http://get.adobe.com/flashplayer/</u>). You can install it manually, or you can add "\*.adobe.com" as a trusted site in the Windows Internet Options Security settings to install Flash Player on demand.



## Hardware

Computers running ReadSoft Service Bus should meet these minimum hardware requirements:

- 2.2 GHz processor or faster (AMD or Intel).
- 1 GB RAM.
- 1 GB disk space.

## **Development environment**

The SDK is developed with Microsoft Visual Studio 2010 and .NET 4. The templates and samples are developed with C#; however, you can use other .NET languages to develop new adapters.

The database used is Microsoft SQL Server 2008. If an embedded database is required, you can use SQL Server Express 2008. Note, however, that SQL Server 2005 is supported.

## Supported systems

ReadSoft Service Bus can be customized to support a variety of systems (even products outside of ReadSoft). Some of the most common services which already exist are listed below.

ReadSoft Service Bus supports source systems such as:

- ReadSoft INVOICES 5-5 SP5 Hotfix 1 or later
- ReadSoft DOCUMENTS 6-4
- ReadSoft FORMS
- OB10
- Email input
- SFTP
- Generic file input

ReadSoft Service Bus supports target systems such as:

- Crossgate
- ReadSoft INVOICE COCKPIT SUITE 3
- ReadSoft INVOICEIT
- ReadSoft PROCESSIT
- ReadSoft PROCESS DIRECTOR
- Open Text
- SAP
- SharePoint

## Installation

ReadSoft Service Bus can contain several installation parts, depending on your solution requirements. In most cases you install the ReadSoft Service Bus and two or more adapters. Some solutions also require a plug-in installation.

Always install RSB first, followed by any plug-ins or adapters that are required. Standard installation components are outlined here:

- The RSB Installation The core program. Always required.
- Connectors components that enable the services you require. For example, an INVOICES adapter enables INVOICES services and activities within RSB.
- RSB plug-ins Optional plug-ins used to gather data from the source system.

## **Permissions**

ReadSoft Service Bus needs administrator permissions on Windows and SQL server. Some adapters have additional permission requirements.

- Open Text adapter Requires an SAP user with permission to call RFCs (Opt\_Archiv\_Doc\_Url\_Create and Opt\_Vim\_Start\_Doc\_Process\_Ext).
- SharePoint adapter Requires a Windows user with permission to post in SharePoint.

## The **RSB** Installation

Note: Before installing ReadSoft Service Bus on Windows 2008, see *Installing RSB on Windows Server 2008*.

To install RSB:

- 1. Run the installation program (RSB Standalone Install.exe) located in the RSB Installation folder and follow the instructions in the wizard, clicking **Next** after each step below.
- 2. A check is performed to ensure adapter compatibility.
- 3. Select the components you want to install.
- 4. Specify the installation location.

ReadSoft Service Bus Setup
Choose Install Location Choose the folder in which to install ReadSoft Service Bus.
Setup will install ReadSoft Service Bus in the following folder. To install in a different folder, click Browse and select another folder. Click Next to continue.
Destination Folder           C:\Program Files (x86)\ReadSoft\RSB windows service         Browse
<pre></pre>

5. If you want to access the RSB administration page as a web application which can be accessed on the network, select **Host RSB on IIS**.

ReadSoft Service Bus Setup	
IIS setup Select if you want to install RSB in ISS or standalone.	õ
Host RSB on IIS. See the installation guide for prerequisites and more in Virtual folder name:	formation.
RSB	
Administrator role name (use '*' to all users):	
< Back Next >	Cancel

The **Virtual directory** specifies the folder where the RSB Administration web application is installed.

You can use **Administrator role name** to restrict access to RSB. If you specify a Windows group or user here, only that user (or members of the group) have administrator access to RSB. All other groups and users are restricted to read-only access of the **Tracking** view. The default setting (\*) gives all users administrator rights within RSB.

**Note**: You can change this setting later in the **System** settings on the RSB administration page.

6. Specify the SQL server settings. You can leave the login information blank if you want to use Windows integrated security.

ReadSoft Service Bus Setup	
Repository setup Enter the name of the SQL server where RSB will store its configuration data.	õ
☑ Allow the RSB installation to create the database and the login. SQL server name:	
Administrator login account (leave empty for integrated security):	
Password:	
< Back Next >	Cancel

**Note**: The SQL server settings are only used to create the RSB database. Server settings are not saved by the installation.

If you want to create the database manually, deselect **Allow the RSB installation to create the database and the login**.

- 7. Specify the **Database name**, **Login name** and **Login password**, or use the default settings. This login information is used by the RSB Windows service to access the database.
- 8. <u>If you chose to create the database manually</u> in step 6, links to the database scripts are provided by the installation at this time. See <u>*Creating the database manually*</u> for more information.
- 9. Specify the email settings for alert notifications. When these settings are specified, the recipient automatically receives email notifications about problems in the system. You can change these settings later using the administration application.

Logging setup
Enter email settings for person that will recive error logs. Leave empty if you want to manually check logs.
Mail from:
admin@mycompany.com
Mail to:
admin@mycompany.com
SMTP server:
< Back Install Cancel

## **Creating the database manually**

If you chose to create the database manually in step 6, links to the database scripts are provided by the installation at this time. You must run both scripts. It does not matter which order you run the scripts.

ReadSoft Service Bus Setup	
Repository manual creation Manual database creation and upgrade.	õ
Database script extracted: C:\Program Files (x86)\ReadSoft\RSB windows service\DBScripts\ C:\Program Files (x86)\ReadSoft\RSB windows service\Upgrade\ Create and upgrade database before continuing installation! Refer to installation document for more information.	
< Back Next >	Cancel

After you run the database scripts located in the DBScripts folder, you must run the appropriate upgrade scripts, which are located in the Upgrade folder. Check the DBVersion

table to determine the database version, so you know which upgrade scripts you need to run. The database version is a four-digit number.

The file names for the upgrade scripts use the format YYYYMMDD\_XXXX-ZZZZ, where YYYYMMDD is the date, and XXXX-ZZZZ is the scope of the upgrade.

#### Example

Assume your database version 0319, and the upgrade folder contains the following scripts:

- 📄 20101101\_0315-0319.sql
- 📄 20101101\_0319-0325.sql
- 📄 20110905\_0325-1279.sql
- 20120112\_1279-1290.sql

In this example, you <u>do not</u> need to run the first script because it covers all versions from 315 to 319, and you are already at version 319. First, you would run 201011\_0319-0325.sql to upgrade your database from version 319 to 325. Then you would continue running the scripts, in order, until your database is completely upgraded.

### Setting up the database user

If you chose to create the database manually in step 6, you also need to set up a database use. Create a user with the settings illustrated below:

🧻 Database User - RSE	User		
Database User - RSE Select a page     Genera     Owned Schemas     Memborahip     Securables     Extended Properties	User User User type: SGL user with login User name: RSBUser Login name: RSBLogin Default scheme: dbo User - RSBUser Select a page	Script V Thep	
Connection Server: Connection: READSOFT Anders Lin 2 View connection pr Progress Ready	General Wind Schemas Windership Securables Stended Properties	Database role gembership: Role Members db_accessadmin db_backupoperator db_dstareader db_ddladmin db_denydatareader db_denydatareader db_denydatareader db_owner db_owner db_securityadmin state_persistence_users	
	Connection Server: Connection: READSOFTVAnders Lindh View connection properties Progress Ready Ready		
			OK Cancel

Then specify the login properties of the RSB database using these settings:

🗄 Login Properties - RSBLogin			- • •
Select a page	🔄 Script 💌 💽 Help		
Server Roles	Login game:	RSBLogin	Sgarch
	Password:		
	Confirm password:		
	Specify old password		
	Old password:		
	Enforce password policy	,	
	Enforce password expira	tion	
	User must change passv     Manned to certificate	word at next login	
	<ul> <li>Mapped to certificate</li> <li>Mapped to asymmetric key</li> </ul>		
	Mapped to Credential		
Connection	Manand Candon Sale		
Server:	Mapped Credentials	Credential Provider	-
Connection: READSOFT\Anders Lindh			
Mew connection properties			
Progress			Remove
Ready	Default <u>d</u> atabase:	master	-
-4 pr	Defauit language:	English	•
		ОК	Cancel

🔒 Login Properties - RSBLogin					, • 💌
Select a page	Script	🗙 🔀 Help			
🚰 General	- outr				
Server Roles		1. A. I.			
Securables	Users ma	pped to this login:		D ( ) 0 1	
Status	Map	Database	User	Default Schema	^
_		msab Deadartha Otation			
		ProductionStatistics			
		Report Server			
		Report Server TempDB			
		RSB	RSBUser	dbo	
		RSB_Siemens_20130			E
		SiemensChinaRSB			
		tempdb			
		WebEye			
		and the state of t			
	Guest	account enabled for: back.	2QL		
	Database	role membership for: backu	.p2		
Connection	db a	rcessadmin			
Server:	db_b	ackupoperator			
1. A.	db_da	atareader			
Connection:	db_da	atawiter de decia			
READSOFT Anders Lindn		ervdatareader			
View connection properties	db_d	anydatawriter			
	📄 db_o	wher			
Progress	db_se	ecurityadmin			
Ready	public	2			
1. A.					
					Creat
				OK	Cancel

### Connectors

RSB uses connectors to connect to source and target systems. A connector usually consists of two or more adapters, and sometimes plug-ins. An adapter describes a system, so RSB can send data between the systems in both directions. In other words, adapters enable communication between two systems.

ReadSoft Service Bus must be installed before you install an adapter. You only need to install adapters for the systems you use. Install the adapters on the same computer as RSB. Some adapters can be installed directly from the main RSB installation described in the next section. Other adapters may be found on the ReadSoft Component Center or the <u>ReadSoft</u> <u>Marketplace</u>.

It is import to consider what version of RSB an adapter was developed for and who developed the adapter. Keep in mind that some adapters—developed outside of ReadSoft's Integration Center for older versions of RSB—might not be compatible with newer versions of RSB. Therefore, use caution when installing older adapters with newer versions of RSB.

### **Adapter licensing**

Some adapters require a license which can be purchased at the <u>ReadSoft Marketplace</u>. When you obtain a license, you receive a file that you must save in a location that is accessible from RSB. Then when you create a service that uses that adapter, use the **License File** setting of the adapter activity to specify the path to the license file.

## **RSB** plug-ins

The RSB plug-in for INVOICES is installed on a computer running the INVOICES Manager module and each computer running the INVOICES Transfer module. To install the RSB plug-in, run the setup program located in the RSB INVOICES Plug-in installation folder. You must have install permissions on the same folder that EIGLOBAL.INI is located in.

Note: Do not install the plug-in on a computer that does not have INVOICES. If you do, you will get an error (1603).

Note: In order to use RSB with INVOICES, you must enable **XML output** in the Transfer job description.

Job description		×
Settings		Transfer General
- Buyer		
- Select		Invoice profile:
- Queues		
- Sort		Cororenz
Events		Use batch mode
- Verify Status Select		Save statistics (Transfer)
Queues Sort		☐ <u>W</u> ait mode (Transfer)
Control		✓ XML output
Verify order		Clandard transaction description:
Events		Standard gransaction description.
		<derault></derault>
Salaat	=	
Queues		
Sort		These settings apply to the Transfer job description and override other General actings
- Output		ovenide outer deneral settings.
- Output format		
Image		
References		
- Advanced		
Events	-	<u>O</u> K <u>C</u> ancel
Ľ	_	

## **Bundled installations**

### ReadSoft DOCUMENTS

When you install ReadSoft DOCUMENTS, the RSB Plug-in for DOCUMENTS is installed automatically and appears in the **Add-on** settings. This output add-on can only be used for documents; it does not support output for batches or compound documents.



A connector for PROCESS DIRECTOR is also included with the ReadSoft DOCUMENTS installation package, but it must be installed manually. The installation can be found in the RSB folder within the DOCUMENTS installation package.

# Upgrading

Before you upgrade ReadSoft Service Bus or an adapter, stop production and make sure no documents are being processed in RSB. To check if any documents remain in the system, navigate to the **Document tracking** page and make sure no documents have statuses other than *Complete*. If you have stopped production, but there are still documents with statuses besides *Complete*, wait until all documents are *Complete* before you proceed with the upgrade.

	ws Internet Explorer							letis:
🔾 🔹 🙀 http://localh	nost-4444/RSIL/#/WorkflowMonitoring	View	_	_			• 4 × M Live Sean	<del>h</del>
Favorites Document	t tracking							
>>>> ReadSoft	Service Bus							Welcome READSOFTMichael Si
	esperializes and s					5ì	tes Adapters	racking Settings H
					Doc	cument tracking   Activity tra	cking Alerts Rep	ort history Export log inform
Document trackin	ig					Refresh	Reset filters	Delete all document trackin
Site: My Site	• Servi	e name: INVOID	ES to ShareP	oint	•	Document		
Total documents: 8	Succeeded: 1 In (	rogress: 0	Failed or	Rejected: 7	,	05660eb2-6582-414a-a1	23-c60643687469	
Alter:	• conta	ns -				Status:		
1	TransferCompleted	· From: OUL		To: To:	(1)* III	TransferCompleted		
Document ID	Current status	Start time	, 640	and the second second	and a second			
055550eb2-8582-414e-e123	0-ct0543557459 Transfer completed	2011-10-03 11:04	24.043			Document details		
						Field name	Value	
						Document history		
						Workflow events		Event time
						Document uploaded to S	harePoint	2011-10-03 11 04 41 540
						Workflow completed		2011-10-03 11 04 41 527
						Workflow idle		2011-10-03 11:04:41.337
						Viewfew vie		2011-10-03 11:04:37 260
						Workfow persisted		2011-10-03 11:04:37 230
						Submit Document to sys	dem "SharePoint" through active	ty SharePoint' returns COMPLETE
						Document sant to tar	rgat	2011-10-03 11:04:33:600
						SharePoint Violation started		2011-10-03 11:04:32.743
						VIOR/IOW CREATED		2011-10-03 11:04:22:280
					+   1  +	VIORTOW DIRECTOR		2011-10-03 11:04:32:280

## **ReadSoft Service Bus**

When you upgrade ReadSoft Service Bus, all services that are in use prior to the upgrade are deactivated.

• You must activate the RSB services (using the Administration page) after the installation.

During the upgrade, you are given a warning and can cancel the upgrade if:

- Documents remain in the system.
- Any adapters are incompatible with the upgrade version.

## **Adapters**

When you upgrade an existing adapter, the installation program deactivates services that use the adapter.

## • You must check the activity settings and activate the service using the Administration page after the installation.

During the upgrade, checks are made to ensure the adapter is compatible with the current version of RSB. Any depreciated activity settings are removed and any new settings are added. Some settings can also appear to remain the same, though the data type is changed. Therefore, it is important that you check the activity settings of the service and verify that the settings are correct before you activate the service.

## Troubleshooting

It is important to check the following issues before you troubleshoot RSB:

- Make sure you are using the latest installation packages for RSB and its adapters from the ReadSoft Marketplace.
- Make sure all of the installations (RSB, adapters, plug-ins etc.) are compatible versions. The easiest way to do this is to download the latest versions from the ReadSoft Marketplace.
- Before you install the RSB plug-in for INVOICES, make sure you close all INVOICES modules.

### **Database access**

Errors can occur during installation if the installation does not have access to the database. Make sure the **Server authentication** setting on the **Security** settings on the server is set to **SQL Server and Windows Authentication mode**.

🖥 Server Properties - HBG-	BENGTDA-LAP
Select a page General Processors Security Connections Database Settings Advanced Permissions	Script  Keipt Kei
Connection	Password:
Server: HBG-BENGTDA-LAP Connection: READSOFT\Bengt Dahlgren View connection properties Progress Ready	Options Enable Cgmmon Criteria compliance Enable C2 audit tracing Cross database ownership chaining
	OK Cancel

## Images access when using **DOCUMENTS**

If you use DOCUMENTS as a source adapter, you must select **Move images** in the production task. If **Move images** is not selected, RSB cannot retrieve the image files from DOCUMENTS.

- 1. Double-click a production task to display its settings.
- 2. Select the **Image** settings (Activities > Output).
- 3. Select **Move images** and specify the folder where you want to move the images. RSB must also have access to the folder you specify here.

General Activities Selection Input Enhance Sort Inspect Extract Verify Output General ♥ Image XML Documents Selection criteria Processing order Events	Image conversion Convert image to: Keep original file Move images C:\Temp\SomeOut Move to sub directories Specify if and how images are converted or moved.
	<u> </u>

### **Install problems**

#### RSB log file shows "(405) Method not allowed"

...and/or the web interface shows raw file content (such as "<% @ServiceHost language=c# Debug="true" Service="Microsoft.ServiceModel.Samples.CalculatorService" %>") when browsing the service.

This is caused when an IIS hosted service fails. A solution can be found here: <u>http://msdn.microsoft.com/en-us/library/ms752252.aspx</u>

#### "NETWORK SERVICE cannot access... \ASP.NET Temporary files"

This can happen if IIS was installed after .NET framework was installed.

To correct this issue, run "aspnet\_regils -i" from the command prompt. The tool is located in the .NET framework folder.

### Installation stops when almost finished and rolls back

Start the command-line installation to invoke complete logging of the installation process.

If the log file shows the following...

"The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2769. The arguments are: WEBCA\_EvaluateURLs, 2"

... IIS was probably installed after .NET framework was installed.

To correct this issue, run "aspnet\_regils -i" from the command prompt. The tool is located in the .NET framework folder.

#### Installation error 1603

Do not install the plug-in on a computer that does not have INVOICES. If you do, you will get an error.

#### Installation error 1619

You can get this error if the installation program cannot find EILOCAL.INI. Most likely, an environment variable is missing or incorrectly configured. To resolve this, check the Windows environment variables and make sure READSOFTINVOICESLOCAL exists and that the value specifies the location of EILOCAL.INI. You must include a backslash at the end when specifying the path.

### Failed to create database

If database creation fails, it can be because you chose a **Login name** that already exists and is in use. To solve this problem, choose a new **Login name** in the **More Repository setup** step in the installation.

More Repository setup		5
Enter the name database, login name	e and password.	
Database name:		
RSB		
Login name:		
RSBLogin		
Login password:		
•••••		

#### **Compressed disks**

RSB can run on a compressed hard disk or folder, but the folder where SQL Server stores its data files (example: C:\Program Files\Microsoft SQL

Server\MSSQL10.MSSQLSERVER\MSSQL\DATA) cannot be compressed during the installation. You must decompress the folder where SQL Server stores its data files before you install RSB. If you wish, you can compress the folder again after the installation.

To change the compression settings on a folder:

- 4. Browse to the folder using Windows Explorer.
- 5. Right-click the folder and select **Properties**.
- 6. Click Advanced.
- 7. Use the dialog that appears to change the compression settings.

🗼 DATA Prope	rties 🛛 🔀
General Shari	ng Security Previous Versions Customize
	DATA
Type:	File Folder
Location:	C:\Program Files\Microsoft SQL Server\MSSQL10.N
Size:	22.7 GB (35.205.677.573 butee)
Size on disk:	Advanced Attributes
Contains:	Choose the settings you want for this folder.
Created:	asked if you want the changes to affect all subfolders and files as well.
Attributes:	Archive and Index attributes
	Folder is ready for archiving
	☑ Index this folder for faster searching
	Compress or Encrypt attributes
	Compress contents to save disk space
	Encrypt contents to secure data
	OK Cancel

#### HTTP 401, 404 errors on Windows 2003

If you get a 404 error, and the log file shows a 401 error prior to the 404 error, make sure that status of ASP .NET v4.0 is set to **Allowed**. To change this setting, navigate to the **Web Service Extensions** node using Internet Information Services (IIS) 6.0 Manager.



#### User authentication error

If you open RSB in your web browser and receive the error, "User not authenticated," it can be caused by incorrect authentication settings in IIS Manager. To resolve this issue, make sure **Windows Authentication** is **Enabled**, and the other authentication settings are disabled. Then restart IIS.

1. Start IIS Manager and select RSB.



- 2. Double-click the Authentication settings.
- 3. Make sure **Windows Authentication** is **Enabled**, and the other authentication settings are disabled.



4. Restart IIS by selecting the root node in the **Connections** list and clicking **Restart**.



## Installing RSB on Windows Server 2008

Before you install RSB on Windows Server 2008, you must make sure the following features are installed:

- IIS 6 Management Compatibility
- ASP .NET
- Windows authentication

All of the features above can be installed using the Server Manager. To start the Server Manager and check the features:

- 1. Click Start ⇒ All Programs ⇒ Administrative Tools ⇒ Server Manager.
- 2. Select the **Roles** node in the dialog that appears and scroll down to the **Roles Services** section.

20 0				
Manager (HBG-DEV-TEST8) Roles				
es com				
atures	the management of the other restricts		fort and	
nfouration	view the nearth of the roles installed	on your server and app or remove roles and a	edures.	
orage				
	System Services: 4 Running, 1 Stoppe	ed .		
	Events: 1 informational in the last 24	hours		
Be	e Services: 26 installed	Q2	Add Bole Services	
			Di Remana Rala Canadar	
Role 1	ienrice	Status	and the second s	
4	Web Server	Installed		
	Common HTTP Features	Installed		
4	Static Content	Installed		
45	Default Document	Installed		
<u>بې</u>	Directory Browsing	Installed		
<u>ت</u>	HTTP Errors	Installed		
	HTTP Redrection	Not installed		
	Application Development	Installed		
4	ASP.NET	Installed		
č.	.NET Extensibility	Installed		
	ASP	Not installed		
	CGI	Not installed		
	15API Extensions	Installed		
<u>ت</u>	ISAPI Filters	Installed		
	Server Side Includes	Not installed		
÷	Health and Diagnostics	Installed		
	HTTP Logging	Installed		
	Logging Tools	Notinstalled		
2	Request Monitor	Installed		
	Tracing	Notinstalled		
	Custom Logging	Notinstalled		
	ODBC Logging	Not installed		
	Security	Installed		

- 3. Make sure the following items are listed and installed:
  - IIS 6 Management Compatibility
  - ASP .NET
  - Windows Authentication

After you confirm that the features above are installed, you can install RSB. When the installation is complete, you must follow this procedure:

1. Run Internet Explorer as an administrator.

Note that by default on Windows Server 2008, you do not have administrative privileges if you are logged on as a user other than the built-in administrator, even if you were added to the local Administrators group on the computer.

- 2. Select **Internet Options** (**Tools** menu), click the **Security** tab, and select the **Internet** zone.
- 3. Click **Custom level**. In the dialog that appears and make sure you use these settings:

Setting (Category)	Value
File download (Downloads)	Enable
Launching applications and unsafe files (Miscellaneous)	Prompt (recommended)

Setting (Category)	Value
Launching programs and files in an IFRAME (Miscellaneous)	Prompt (recommended)

- 4. Click **OK** to save the settings, and click **OK** to close the **Internet Options** dialog.
- 5. Close Internet Explorer and start RSB Administration. It is now possible to install Silverlight.

## **Uninstall problems**

"The following applications should be closed before continuing the install: ReadSoft Service Bus"

If this occurs, select **Do not close applications. (A reboot will be required)**. You do not have to reboot, even though the message indicates otherwise.

## User not authenticated

If you try to access RSB and receive an error message that says the use is not authenticated, make sure **Windows Authentication** is enabled, and all other settings are disabled, for RSB in IIS.

Your computer	Group by: No Grouping -	
▲ · i Sites	Name	Status
a 🌏 Default Web Site	Anonymous Authentication	Disabled
RSB	ASP.NET Impersonation	Disabled
	Forms Authentication	Disabled
	Windows Authentication	Enabled

## HTTP Error 401.1 Unauthorized

If you run RSB hosted on IIS and receive the error message above in your web browser, try this procedure:

- 1. Open the Windows command prompt.
- 2. Run the aspnet\_regiis -i command. You must specify the full path to the command, for example:

C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet\_regiis -i



3. Restart the server using the Internet Information Services (IIS) Manager.



## **Adapter compatibility**

Adapters developed by the ReadSoft Integration Center are usually maintained and kept current with the latest version of RSB. Adapters developed outside of the ReadSoft Integration Center might not have the same guarantee.

When you install an adapter, the installation program warns you if the adapter is not compatible. Using an incompatible adapter can cause unexpected problems and is not recommended.

### Invoices are not sent to RSB

Sometimes invoices are not sent to RSB, even if ports, permissions and connection information is set up properly. When this happens, you can recreate your job description in INVOICES to resolve the issue.

## Help

If Help opens but appears blank or empty, it is probably because Adobe Flash Player is not installed.

Flash Player is a free program available from Adobe.com (<u>http://get.adobe.com/flashplayer/</u>). You can install it manually, or you can add "\*.adobe.com" as a trusted site in the Windows **Internet Options Security** settings to install Flash Player on demand.



## **Contacting Support**

If you are unable to use RSB to send invoices to the target system, please contact Support and provide log files using the following procedure:

- 1. Using RSB Administration, change the Log level setting (Settings view) to DebugLog.
- 2. Run a document through the system to reproduce the problem.

3. Navigate to the **Tracking** view and click **Export log information**. Save the ZIP file when prompted to do so, and attach it to your support case.