

Package Tracking System- Device Service

Installation Guide

This guide outlines the tasks for installation of the Package Tracking System – Mobile Device Service. There are many facets of creating, running and maintaining a web server that are beyond the scope of this document. This document focuses on a specific installation scenario.

The following assumptions have been made:

- The Package Tracking System (PTS) is configured to use SQL Server as the database, and the SQL Server database is up and running.
- A Windows Server 2008 R2 running Internet Information Services (IIS) 7.5 is available. (Other servers / versions of IIS may work, but have not been tested).
- The ASP.NET feature of IIS must be installed.
- The Microsoft .Net Framework version 4 is installed on the web server.

To install the web portal application:

1. Create a new folder on the web server to contain the web application files. (For example, **D:\Data\Web\PTS**)
2. Copy the contents of the provided .zip file (or subfolder) to the new folder.
3. Edit the web.config file with Notepad.
 - a. Edit the line in the <connectionStrings> section with the values for your SQL Server database connection.
 - i. Change the Data Source=pts3 parameter to your SQL Server, such as Data Source=**YOURSERVER**. If you are using a named instance, add it with a backslash, such as Data Source=**YOURSERVER\INSTANCE**.
 - ii. Change the Initial Catalog=pts_web parameter to your database name, such as Initial Catalog=**pts**.
 - b. Edit the lines in the <mailSettings> section with the values for your SMTP server. (This is currently used only for emailing application error reports back to GigaTrak Support.)
 - i. Change the from="sender@gigatrak.com" parameter to an email account on your server capable of sending email from the web server, such as from="**sender@yourcompany.com**".
 - ii. Change the network parameters to the values for your SMTP server, such as host="**yourserver**". Some servers may require a username/password, SSL, etc.
 - c. Save and Close the file.

4. Open the IIS Manager. Expand the server, right-click Application Pools, and click Add Application Pool.
 - a. Enter a Name, such as **PTSAAppPool**.
 - b. Change the .NET Framework version to .Net Framework v4.
 - c. Leave the Managed pipeline mode at Integrated.
 - d. Leave start immediately checked.
 - e. Click OK.
5. Back on the tree on the left, expand Sites, right-click Default Web Site, and click Add Application. (Other web sites may be used, or new one created, but is again beyond the scope of this document).
 - a. Enter an Alias. (For example, **pts**). This will become part of the URL that the employees will use to access the application (For example, **http://yourserver/pts**)
 - b. Select the Application pool created in step 5 (**PTSAAppPool**).
 - c. Select the Physical path to the folder that was created in step 1. (For example, **D:\Data\Web\PTS**)
 - d. Click OK.
6. You should now be able to reach the web service at the designated location (<http://yourserver/pts/Mobile.asmx>).

Troubleshooting

Error / Symptom	HTTP Error 500.19 - Internal Server Error The requested page cannot be accessed because the related configuration data for the page is invalid.
Cause	The installation of Internet Information Services (IIS) may be incomplete.
Resolution	Make sure to install Internet Information Services / World Wide Web Services / Application Development Features / ASP.NET. This will automatically check several other options as well.

Error / Symptom	HTTP Error 500.21 - Internal Server Error Handler "PageHandlerFactory-Integrated" has a bad module "ManagedPipelineHandler" in its module list
Cause	The Microsoft .Net Framework version 4 may have been installed BEFORE Internet Information Services (IIS).
Resolution	Run the following command from an elevated Command Prompt (right-click, Run as administrator): <pre>%windir%\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis.exe -i</pre>

Error / Symptom	I see the GigaTrak logo, and I attempt to login, but nothing seems to happen.
Cause	An error is being generated when attempting to connect to the SQL Server database. Unfortunately, the actual error message isn't displayed in some cases.
Resolution	Verify the SQL Server database connection settings in the web.config file. Oftentimes, it simply hasn't been updated/saved, or there has been a typo. If correct, attempt to verify connectivity from the IIS Server to the SQL Server. If unable to resolve, please contact GigaTrak support.