



ENOVIA SmarTeam

SmarTeam Web Viewer Installation Guide

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.Part no.VWR-I1-190008

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Chapter 1: Introduction

Overview

This guide provides all the information necessary for the SmarTeam System Administrator to install the SmarTeam Web Viewer Software on a designated server.

To upgrade the Cimmetry Viewer to Version 19.2, the upgrade from the current version must be performed manually, as no automatic update is performed. .

SmarTeam Web Viewer is a Java-based viewing solution for SmarTeam Web applications, such as SmarTeam - Web Editor or SmarTeam - Community Workspace. It is based on Oracle's AutoVue SolidModel Professional Client-Server Edition V19.2 is compatible with SmarTeam V5R16 SP8 and above as well as SmarTeam V5R17 SP6 and above.

SmarTeam Web Viewer enables users to view and perform markup operations on documents, drawings and CAD files in more than 200 formats from within SmarTeam Web applications, such as SmarTeam - Web Editor or SmarTeam - Community Workspace clients.

SmarTeam Web Viewer is composed of three components:

- A Java-based web application server that processes client-viewing requests, renders the original file into a much thinner format and streamlines the results to the Java applet on the client station
- A Java applet embedded inside HTML page of the SmarTeam Web application client (SmarTeam - Web Editor or SmarTeam - Community Workspace)
- A Markup Service that manages all markups (redline files) created or requested by Web users. The service copies these files to and from the vault and prepares them for display by the SmarTeam Web Viewer. For further details see Markup Monitor Service

Software Location

The installation procedures described in this document is for the SmarTeam Web Viewer software, which is available on the SmarTeam CD-ROM, Kits folder.

Related Documentation

The following documentation, which is available on the SmarTeam Program Directory, is referred to in this guide.

Name of Document	Remarks
Introduction to SmarTeam Installation	It is recommended that you read this document thoroughly and plan your topology prior to installing your SmarTeam configuration or products
SmarTeam Procedure for Upgrading	Details the upgrade procedure if you are upgrading from a previous version of SmarTeam - Web Editor
Hardware and Software Requirements	Details the hardware and software required for a successful installation
SmarTeam - Web Editor Installation Guide	You must install SmarTeam - Web Editor before you install the SmarTeam Web Viewer

Internet Site

You are highly recommended to frequently visit our website for the latest updates and plug-in products, including the latest Service Packs, Program Directory (Release Notes) Hotfixes and technical support at <http://support.smarteam.com/>.

In addition, you will also be able to view any installation known issues.

Chapter 2: System Requirements

Hardware and Software Requirements

Refer to the SmarTeam Web Viewer sections in the Hardware and Software Requirements document. This document provides details of the hardware and software required for successful installation of the SmarTeam Web Viewer application.

Order of Installation

Refer to Chapter 2: Installation Checklist for a detailed list of all the steps that need to be performed.

The installation procedure is split into three stages:

Stage 1: Pre-Installation ([Chapter 2, System Requirements](#) - this is the current chapter)

Stage 2: Installation Process ([Chapter 4, Installation Process](#))

Stage 3: Post-Installation ([Chapter 5, Post Installation.](#))

For a successful installation you must complete one stage before proceeding to the next stage.

Note: After you have completed all the stages you can start working with SmarTeam Web Viewer.

Installation Environment

An explanation of the SmarTeam Web Viewer Installation Environment can be found in the Introduction to SmarTeam Installation document under the Web Applications chapter. This document is available from the Cimmetry 19.2 Viewer Package.

Prerequisites

Note: If you have installed the Release with a Service Pack, it is recommended to check the Service Pack Release Notes to see if there has been an update to this document since the main

Release. The latest version of this document can be found in the latest Service Pack CD or in the [SmarTeam Support Website](#) (after login, select Material and then the relevant release).

Supported Application Servers

The SmarTeam Web Viewer supports the Microsoft Internet Information Services (IIS).

SmarTeam Web Viewer Licensing

SmarTeam - Web Viewer requires a serial number during the installation process. In addition, after installation, an activation key is required to operate in commercial mode.

The required activation key information is provided in this document. See [Adding the Activation Key to the SmarTeam Web Viewer](#) for details.

Chapter 3: Installation Checklist

You must complete all the stages in the following checklist to successfully install SmarTeam Web Viewer.

*Requirement: M = Mandatory, O = Optional

<input type="checkbox"/>	Item	M/O*	Reference
Stage 1: Pre-Installation			
<input type="checkbox"/>	Verify that your Hardware & Software meet the requirements	M	Hardware and Software Requirements Guide
<input type="checkbox"/>	Verify that IIS exist and runs on your computer	M	Supported Application Servers
<input type="checkbox"/>	Define the user that will run the markup monitor service	M	Supported Application Servers
Stage 2: Installation Process			
<input type="checkbox"/>	Run SmarTeam - Web Viewer installation	M	Running the Installation
<input type="checkbox"/>	Obtain the IP address of the SmarTeam Web Application Server machine	M	Running the Installation, See Step 6
Stage 3: Post Installation			
<input type="checkbox"/>	Verifying SmarTeam Web Viewer Server Installation	M	Verifying SmarTeam Web Viewer Server Installation
<input type="checkbox"/>	Change System Configuration Keys	M	System Configuration Keys
<input type="checkbox"/>	Install Markup Monitor Service on the same server where the Vault server is installed	M	Installation Instructions
What's Next?			
<input type="checkbox"/>	View documents managed by SmarTeam in SmarTeam Web applications	M	What Next?

Chapter 4: Installation Process

Installing SmarTeam Web Viewer

This chapter provides a step-by-step description of the installation process for installing SmarTeam Web Viewer Software. It should be installed on a dedicated server networked with the specific SmarTeam Web Server applications i.e. SmarTeam – Web Editor or SmarTeam - Community Workspace. Cimmetry's AutoVue SolidModel Professional Client-Server Edition V19.2 is compatible with SmarTeam V5R16 SP8 and above as well as SmarTeam V5R17 SP6 and above.

Buttons

These buttons are available at the bottom of the installation windows:

- **Next:** Confirms your selection in the current window and proceeds to the next window
- **Back:** Allows you to return to the previous window
- **Cancel:** Allows you to abort the installation setup program without installing SmarTeam – Web Editor

Installation by Administrator

All SmarTeam products must be installed by a user with Administrator authorization. Depending on the SmarTeam products and tools that are selected for installation, a system message may appear at the end of the installation process, prompting the user to reboot. This indicates that the installation of some components will be completed only after the reboot.

If this occurs, the user who performed the installation with local Administrator rights must log into the system after the reboot.

Running the Installation

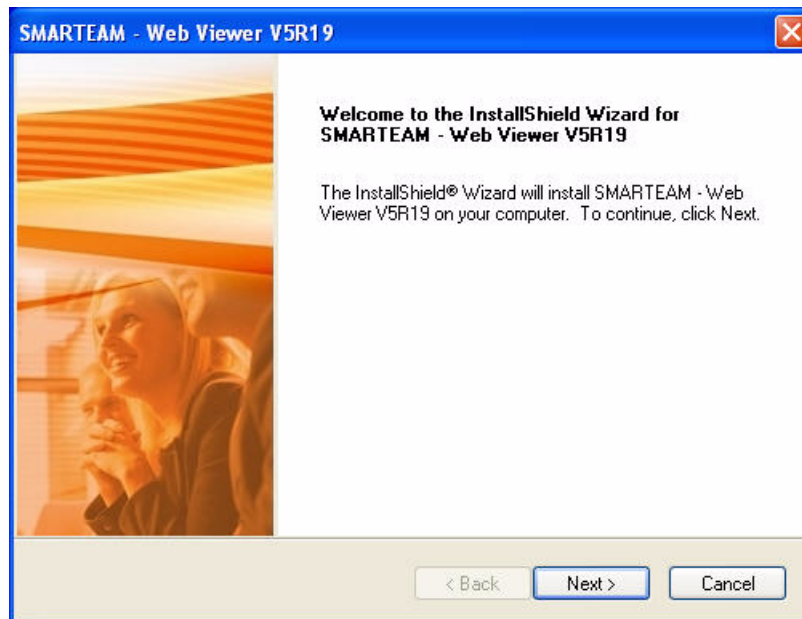
To begin installing:

- 1 Run install.exe from the Service Pack CD.

Note: SmarTeam Web Viewer software can be launched directly from the CD-ROM by locating and double-clicking on the file Setup.exe in the Kits\SmarTeam Web Viewer directory. Proceed to Step 5 to proceed with the installation.

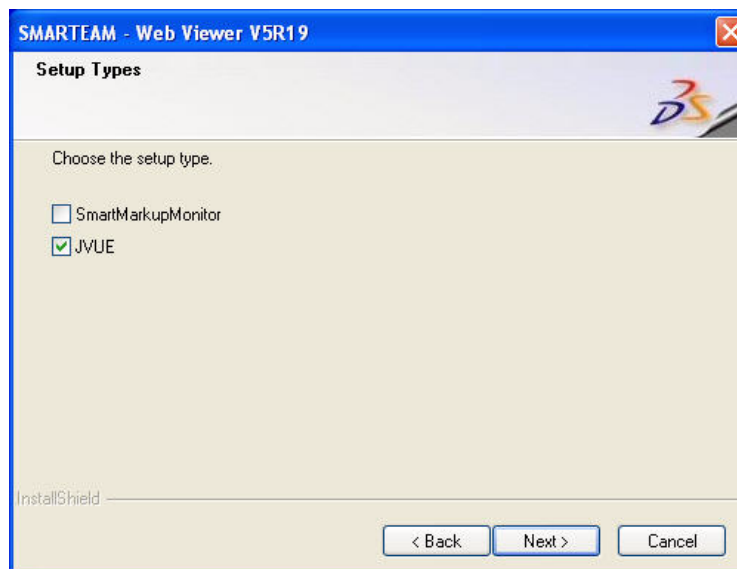
Note: If for some reason the installation program does not appear on your screen, in the taskbar click on the **Start** button and select **Run** to open the **Run** utility. In the Run Open line type **D:\install.exe** to run the installation setup program (where D denotes the CD ROM drive in which the SmarTeam Web application CD is inserted).

- 2 In the SmarTeam Web Viewer Welcome window, click **Next**.



- 3 In the Setup Types window:

- Select the setup type. It is highly recommended to first install SmarTeam Web Viewer software and then perform the SmarTeam Markup Monitor Service installation
 - JVUE: Installs the SmarTeam Web Viewer Server
 - SmarMarkupMonitor: Installs the Markup service used for managing redline files. This setup type must be installed where the Vault server is installed. For further details see section [Markup Monitor Service](#)
- Click **Next**



- 4 In the obtain serial number window:

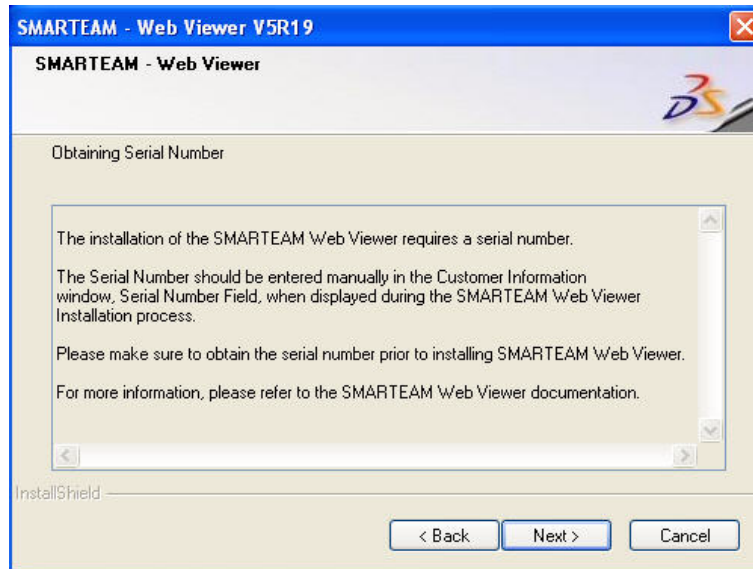
- Read the instructions listed in this dialog box carefully:

Important

The SmarTeam Web Viewer installation requires a Serial Number .

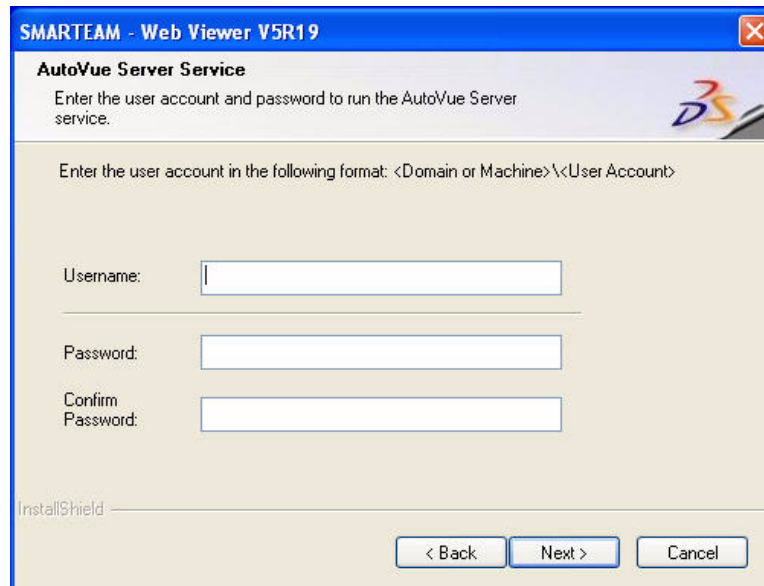
During the SmarTeam Web Viewer Installation process, enter the Serial Number manually in the Customer Information window, Serial Number Field (see [Step 9](#)).

■ Click **Next**



5 In the AutoVue for Java Service window:

- Enter your user name and password to run the AutoVue for Java Service. You should enter the same user name and password that you entered during the SmarTeam Web application server installation. This user should be a domain user where the two servers (Viewer and SmarTeam Web applications) are located on different machines, as recommended.
 - **Username:** This user must be part of the Local Administrators group on the Viewer Server machine. Enter the user name in the format <Domain or Machine>\<User Account>. For example: smarteam\johns
 - **Password:** Enter an appropriate password for the selected user name
 - **Confirm Password:** Enter the password again for the process to confirm your password
- Click **Next**



6 In the Viewer Home Directory on the Web Application Server window:

- Enter the IP address and the shared name of the viewer's shared directory. This directory is created by default on the SmarTeam Web application server by the SmarTeam Web application installation. However, this directory can be located on any machine provided that the Web applications user and the Viewer Server user have full permissions on this folder.

This field should be entered in the following format: \\<Server IP address>\<Shared Home Directory>

where

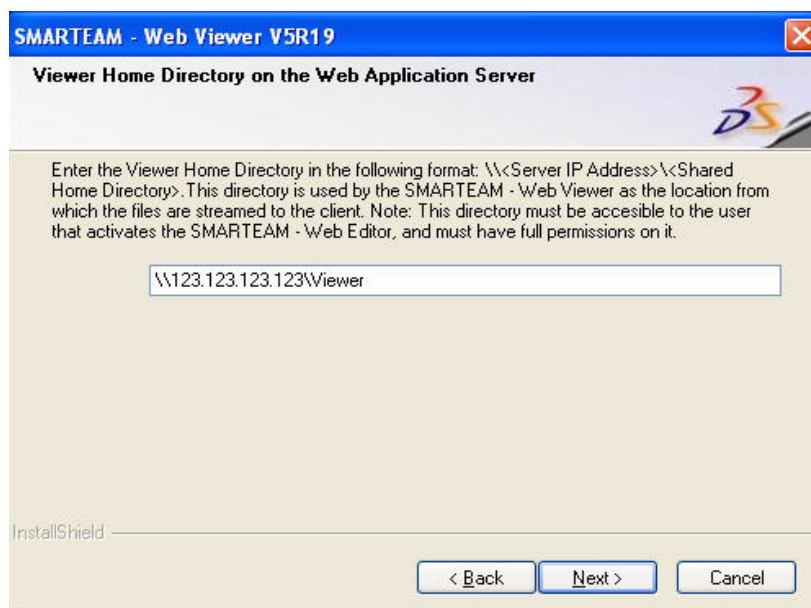
<Server IP Address> represents the IP address of the specific machine in which the Shared directory is located (e.g., SmarTeam - Web Editor Server)

<Shared Home Directory> is the shared name of the directory where files are copied to before being accessed by the SmarTeam Web Viewer to prepare for viewing purposes.

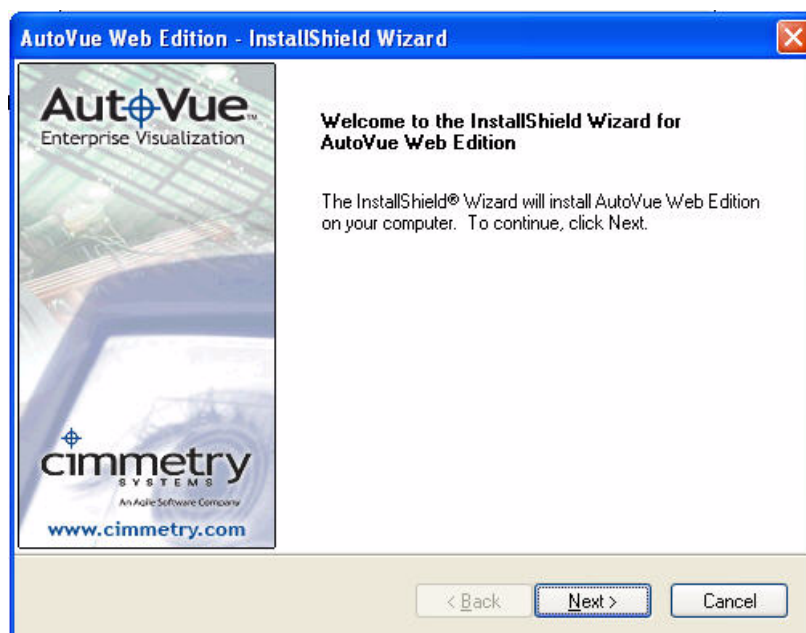
The default and recommended name is Viewer.

For example: \\123.123.123.123\Viewer

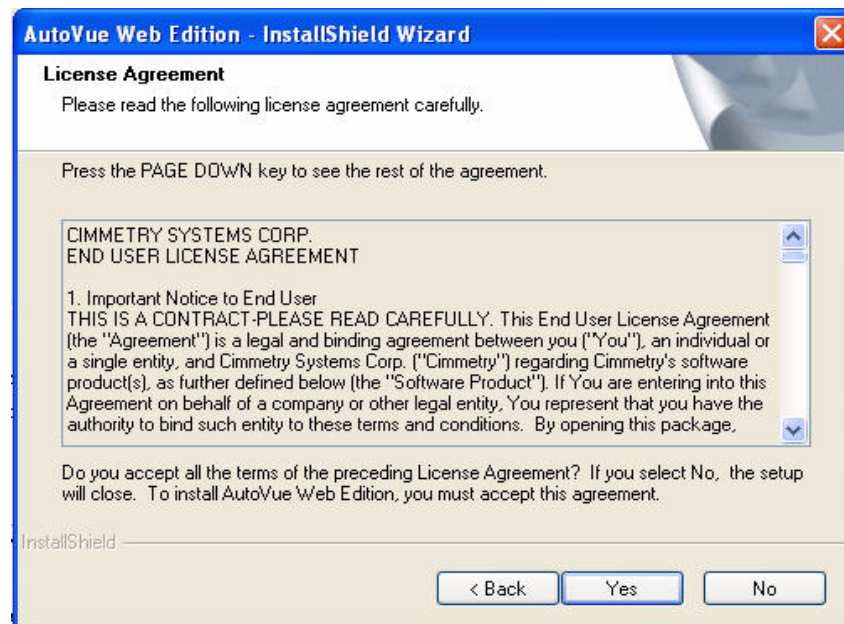
- Click **Next** to extract all the necessary files



- 7 In the Welcome window click **Next**.

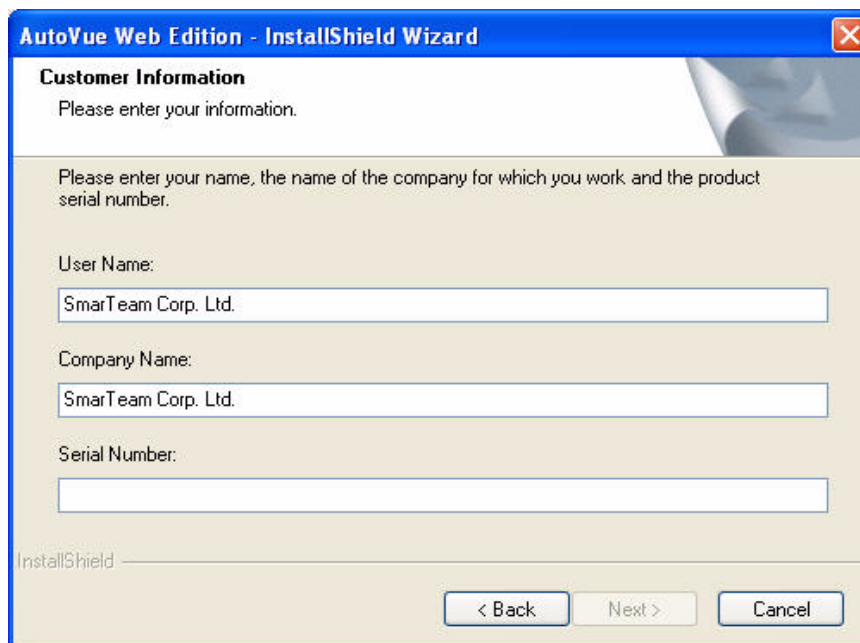


- 8 In the License Agreement window click **Yes** to continue to the next window.



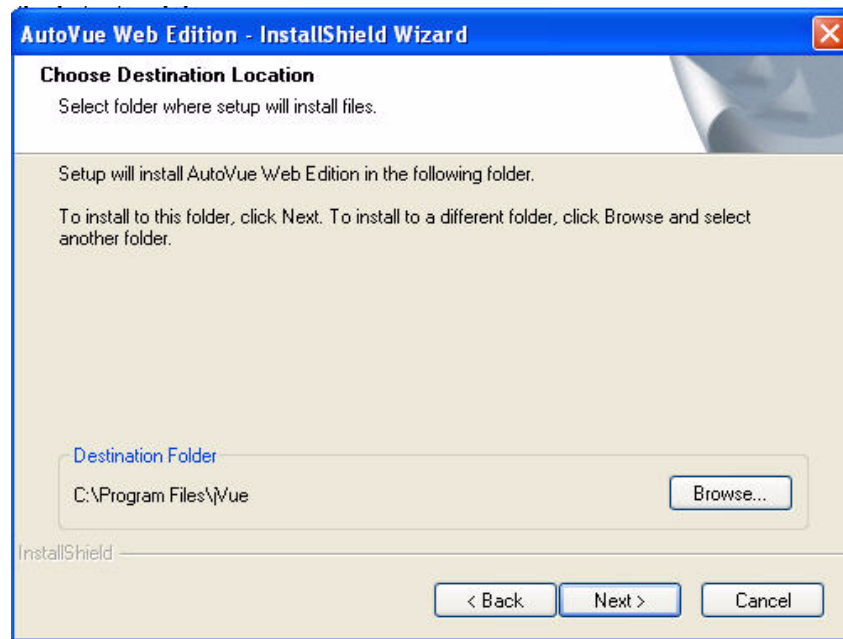
9 In the Customer Information window:

- Personalize the program by entering your user name and company details in the applicable fields
- Enter the Serial number: 753-208-0372002-60
 - The Serial Number should be entered manually in the Customer Information window, Serial Number Field, when displayed during the SmarTeam Web Viewer Installation process. Alternatively, it can be copied from this guide into a text file for later use during the installation process
- Click Next



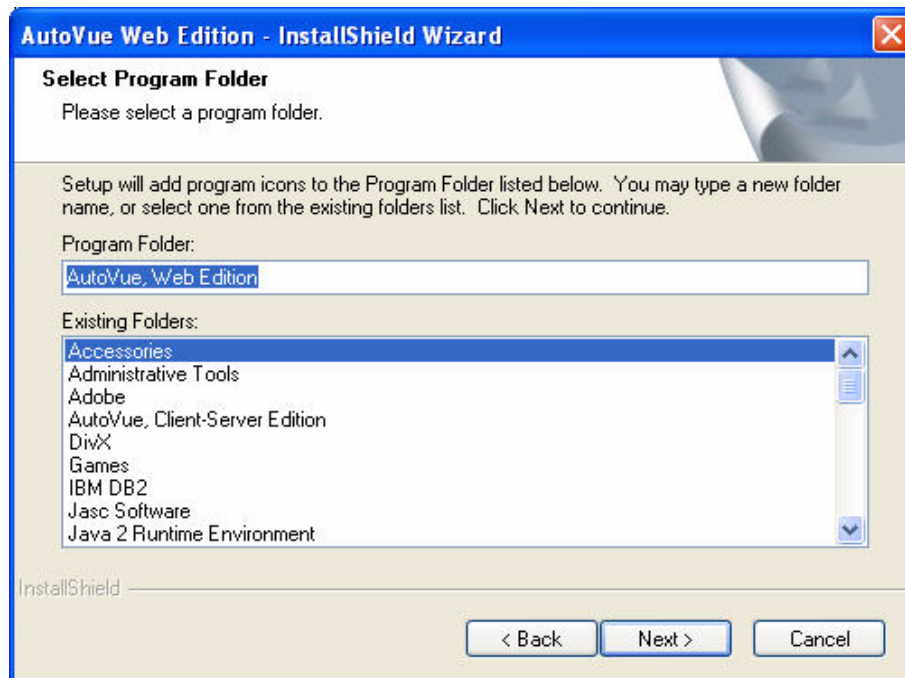
10 The Choose Destination Location window:

- Displays the default destination path and folder in the Destination Folder section where the SmarTeam Web Viewer will be installed on your computer. To select a different destination path for installation, click **Browse** to open the Choose Folder window. Enter a different valid path and directory then click **OK** to close the window
- Click **Next**. If there is not enough space available on the destination disk for the selected installation setup type a setup warning message appears. If necessary, create disk space on the destination disk



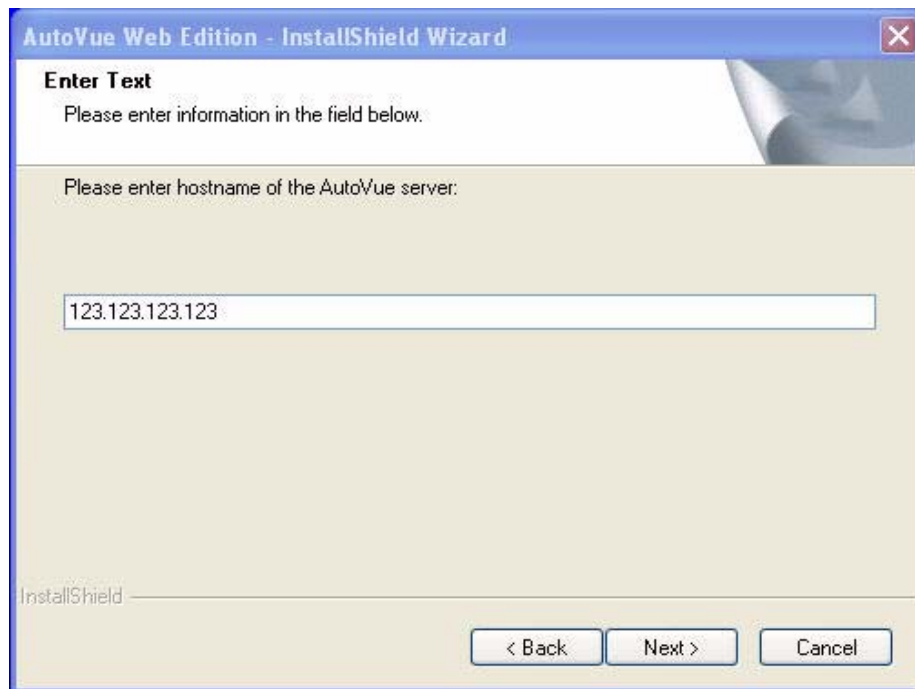
11 In the Select Program Folder Window:

- The default folder name AutoVue SolidModel, Client-Server Edition appears in the Program Folders text box. This is the program name that will appear in the Program Groups box. If necessary, type in a new program name or select an existing folder from the displayed list
- Click **Next**

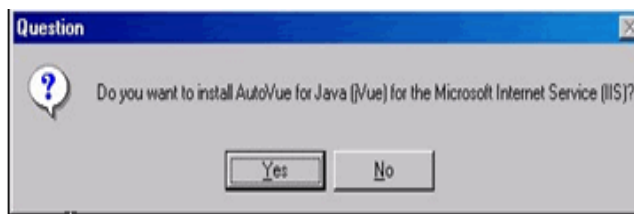


12 In the Enter Text window:

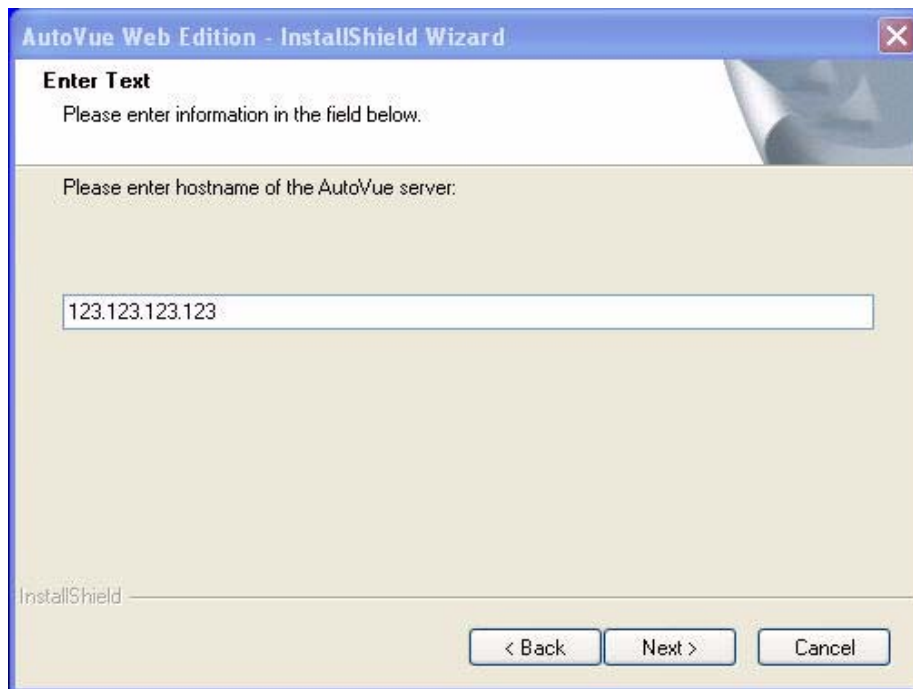
- Replace the displayed host name and with the computer's IP address for the **AutoVue SolidModel for Java** server. For example: 123.123.123.123
- Click **Next**



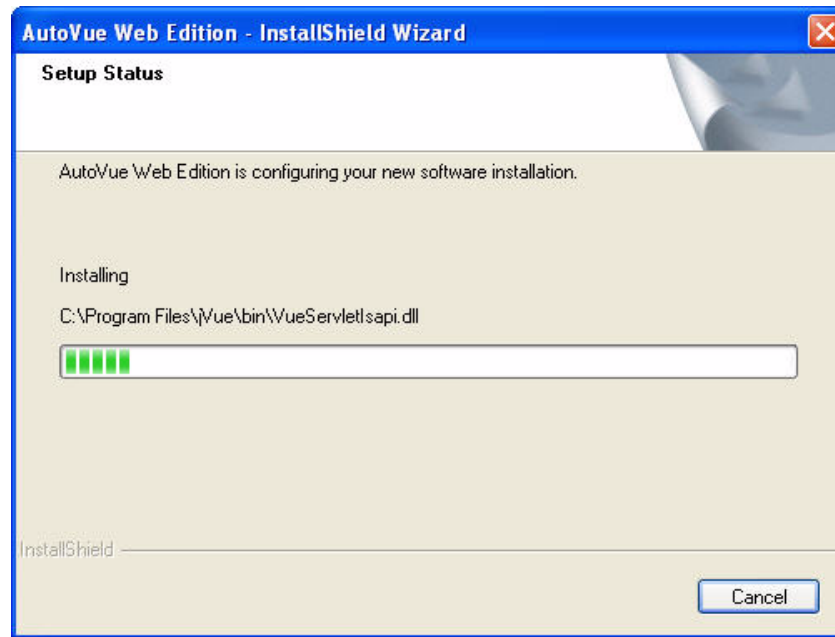
13 A message window now displays, requesting whether you want to install **AutoVue SolidModel, Client-Server Edition** for the Microsoft Internet Service (IIS). Click **Yes** to confirm.



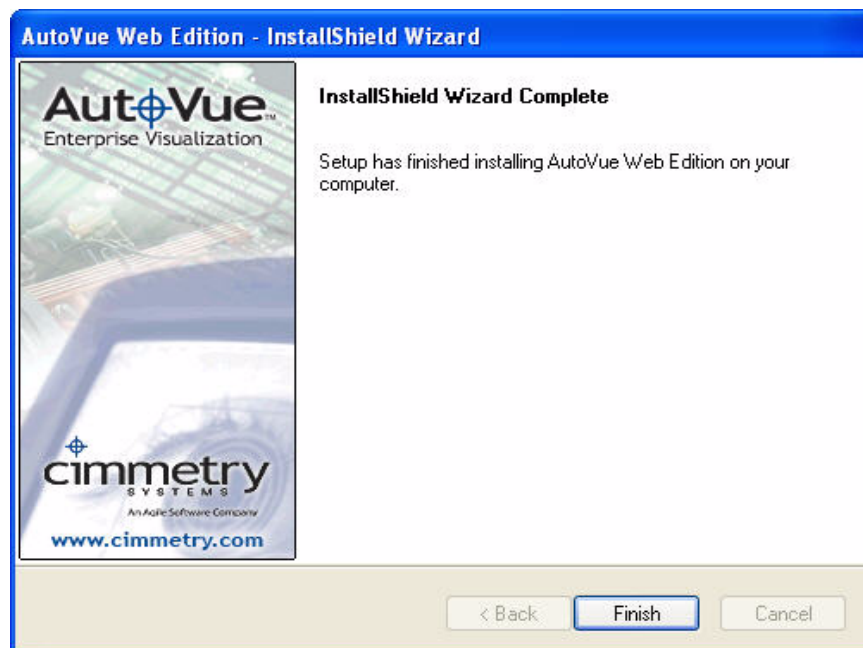
- 14** In the next Enter Text window, the IIS Web Server port number is added automatically to the IP Address entered in the previous step. The entry in this field should not be changed. Click **Next** to start the installation process.



- 15** The installation process copies the selected files to the designated folders on your computer. Progress is shown in the Setup Status window via the graphics bar.



- 16 After successful installation, the InstallShield Wizard window appears, advising you that AutoVue SolidModel, Client-Server Edition has been installed on your computer successfully.
- Click **Finish** to close the window and exit the AutoVue SolidModel, Client-Server Edition installation process



- 17 Click **Close** to exit the Metafile Caching window.



- 18** Click **Close** to exit the Important Installation Instruction for AutoVue Client - Server Edition window.

Important Installation Instruction for AutoVue Client-Server Edition

To complete the installation of the Service Pack, you need to manually copy some files.

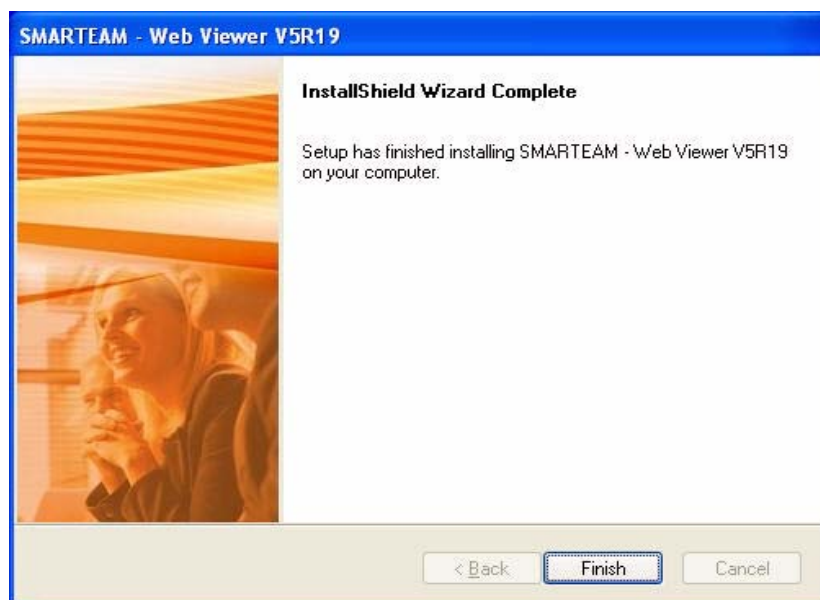
The Service Pack Installer includes general bug fixes to AutoVue client. The installer copies the client files, jvue.cab and jvue.jar into *Install_Dir*\bin, where *Install_Dir* is the directory where AutoVue Server is installed. These client files should be copied to your web server manually - to the directory referenced by the CODEBASE parameter of the AutoVue applet.

If you are using IIS and you have a default installation of AutoVue Server, the directory to copy the jar and cab files would be C:\inetpub\wwwroot\jVue.

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www.cimmetry.com

Close

- 19** Click **Finish** to close the InstallShield Wizard Complete window and exit the SmarTeam Web Viewer.



To verify SmarTeam Web Viewer server installation, see [Verifying Client Server Connection](#) and [Setting the Viewer to Display Assemblies](#) sections for detailed instructions.

Chapter 5: Post Installation.

Verifying SmarTeam Web Viewer Server Installation

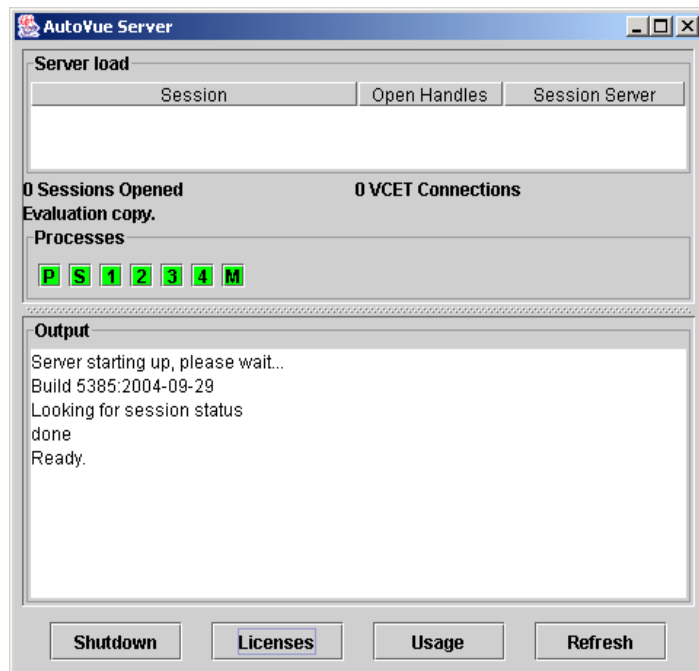
When the SmarTeam Web Viewer Server was installed for an IIS (Internet Information Service) server you need to verify that the installation was successful and that the SmarTeam Web Viewer server was configured correctly.

Verifying Application and Internal Servlet Startup

You need to start the SmarTeam Web Viewer as an executable program (and not as a Service).

How to start the SmarTeam Web Viewer as an executable program:

- 1 From the Start Menu select Programs, AutoVue SolidModel for Java, Start AutoVue SolidModel for Java Server.
- 2 In the AutoVue Server window, you can view the Output, which indicates that the executable program was initialized. Wait several seconds for the start up process to finish.



Setting the SmarTeam Web Viewer Server to Run as a Service

After verifying that the three previous stages for installing SmarTeam Web Viewer software were completed successfully, you now need to configure the server to run as a service. It is essential to run the SmarTeam Web Viewer as a service in a production environment.

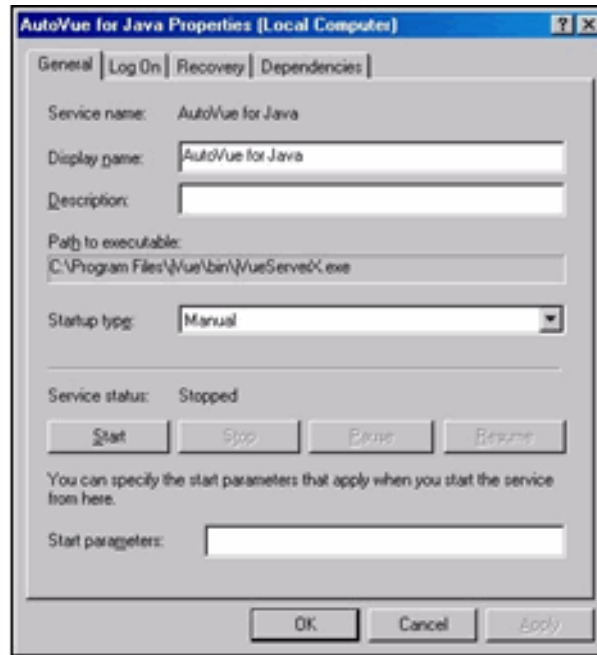
How to configure the server to run as a service, proceed as follows:

- 1 When the SmarTeam Web Viewer is activated as an executable program, in the AutoVue Server window select Shutdown to exit the program.

OR

In the Desktop toolbar, locate the AutoVue Server tray icon, right click and select **Exit** AutoVue SolidModel, Client-Server Edition Server to exit the program.

- 2 In order for the AutoVue Server Service to run automatically perform the following steps:
 - Go to the Control Panel, Administrative Tools in the SmarTeam Web Viewer server machine
 - Open the Local Security Policy and go to Local Policies \ User Rights - Assignment and assign the SmarTeam Web Viewer Server user to the Log on as a service policy
- 3 From the taskbar Start button select Settings, Control Panel, Administrative Tools, Services to display the Services window.
- 4 In the Services window, locate the service AutoVue Server, and right click it to display a popup menu. From the popup menu select Properties to display the AutoVue Server Properties window.
- 5 In the AutoVue Server Properties, General window, as illustrated below, perform the following changes:
 - Startup type - click on the dropdown arrow and select Automatic
 - Click **Log On** to display the Log On page and select This Account (if not already selected) to select the user account entered in step 7 of the installation process
 - In the AutoVue Server Properties window, click **OK** to save your changes and close the window



- 6 In the Services window, select and highlight AutoVue Server.
 - 7 Right click to display a popup menu, then select **Start** to start the service.
- Note:** As the service is activated in the context of a specific user, there is no interaction with the Desktop and the AutoVue Server window will not appear, nor the tray icon.
- 8 In the Services window, click **Close** to exit and return to the Administrative Tools window.
 - 9 In the Administrative Tools window, click **Close** to exit.
 - 10 To verify that the Service has been activated:
 - Open the Windows Task Manager and locate the process called jVueServerX.exe
 - Repeat the client server connection verification
 - Repeat the client connection test to the internal servlet engine

Verifying Client Server Connection

To verify the client server connection:

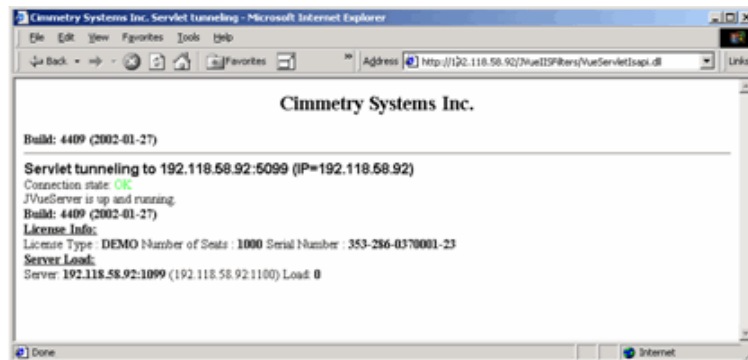
- 1 On the SmarTeam Web Viewer server or other workstation with Web access to the server, run your Internet browser and enter the following URL in the Address field: `http://<SmarTeam Web Viewer IP address>/jvue/jvue.html`.
For example: `http://123.123.123.123/jvue/jvue.html`
 - If the connection succeeds, a sample HTML AutoVue SolidModel, Client-Server Edition page is displayed. You can now click on one or more of the displayed hyperlinks to view various file types
 - If the connection fails, verify that the AutoVue service is running as described in the previous section

Verifying Client Connection to the Internal Servlet Engine

This tests the SmarTeam Web Viewer ability to tunnel HTTP communication through the internal servlet engine for IIS.

To verify the Client Connection to the Internal Servlet Engine:

- 1 On the SmarTeam Web Viewer server or other workstation with Web access to the server, run your Internet browser and enter the following URL in the Address field: `http://<SmarTeam Web Viewer IP address>/JVueIISFilters/VueServletIsapi.dll`.
For example: `http://123.123.123.123/JVueIISFilters/VueServletIsapi.dll`
- 2 If connection succeeds, a sample HTML page is displayed.

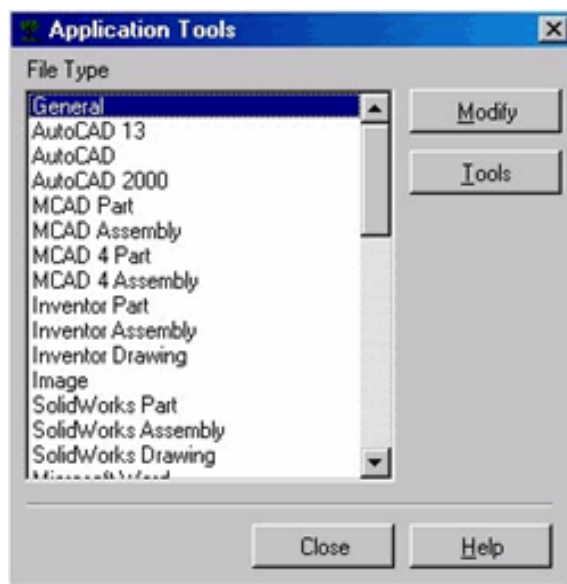


Setting the Viewer to Display Assemblies

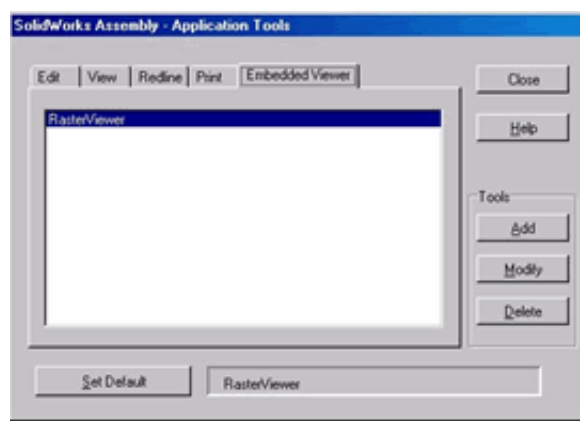
This is a post installation task and it is relevant also for all Viewers. Setting Viewers to display assemblies is performed via SmarTeam – Editor.

To set the Viewer to display Assemblies, proceed as follows:

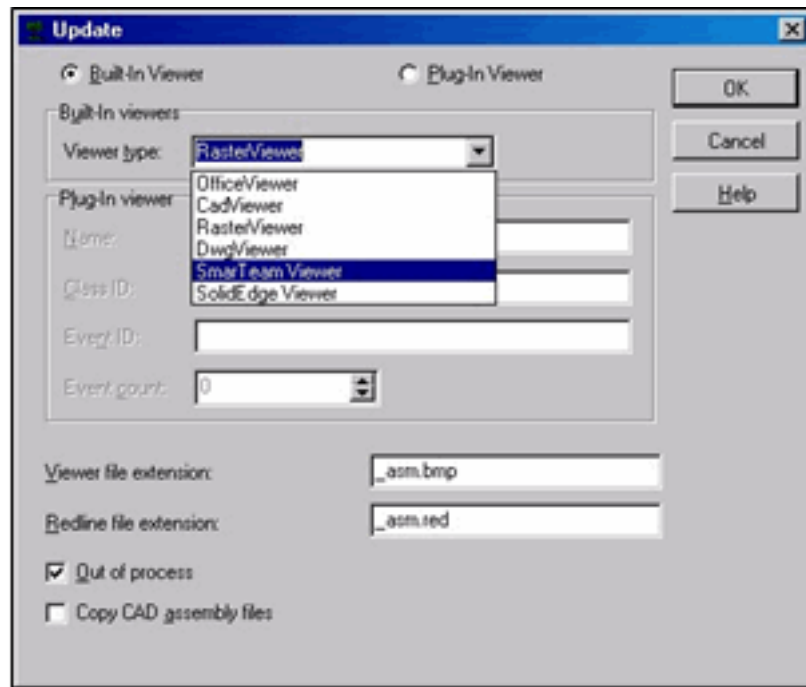
- 1 From the SmarTeam main menu select **Tools, Applications Setup** to display the Application Tools window.
 - In the File Type list, select a file type that needs to display 3D information, such as SolidWorks Assembly. Click **Tools** to continue and display the [File Name] - Application Tools window



- 2 In the [File Name] - Application Tools window, click **Embedded Viewer** to display the Embedded Viewer page, as illustrated.



- 3 Click **Modify** to continue and display the Update window.
- 4 In the Update window, Built-In Viewers section, Viewer Type field
- Click the dropdown arrow and select **SmarTeam Viewer**
 - In the Viewer File Extension field, delete any existing entry and leave the field blank
 - Click **OK** to save your changes and return to the [File Name] - Application Tools window
 - If you want to use the markup feature on assemblies:
 - Enter **.red** in the Redline file extensions field



- 5 In the [File Name] - Application Tools window click **Close** to return to the Application Tools window then click **Close** to exit the utility and apply your changes.

Tunneling HTTP Communication via the Internal Servlet Engine for IIS 6

SmarTeam Web Viewer can tunnel the HTTP Communication via the Internal Servlet Engine for IIS 6. This is only possible when AutoVue SolidModel, Client-Server Edition is installed for the Microsoft Internet Services (IIS) (see [Chapter 4, Installation Process](#) step, install **AutoVue Solid-Model, Client-Server Edition** for the Microsoft Internet Service (IIS), for further details) and VueServlet ISAPI Extension (VueServletIsapi.dll) is allowed in the IIS as follows.

- 1 On the SmarTeam Web Viewer server machine, open the Internet Information Services (IIS) Manager.
- 2 In the tree, select **Web Service Extensions**, right-click and select **Add a new Web service extension**.
- 3 In the New Web Service Extension dialog, type **VueServletISAP** in the Extension Name field.
- 4 Click **Add**.
- 5 In the Add File dialog, click **Browse** and select **VueServletIsapi.dll**.
The path is: C:\Program Files\SmarTeam\Web\Bin\JVueIISFilters.
- 6 Click **Ok**.
- 7 Select **Set extension status to Allowed** checkbox.
- 8 Click **Ok**.
- 9 In the Web Service Extensions window, verify that the new VueServletISAPI extension appears in the list of available server extensions.
- 10 In the Status column, verify that the status of VueServletISAPI extension is **Allowed**.
- 11 Restart **IIS**.

System Configuration Keys

The Viewer configuration settings are used for configuring SmarTeam Web applications to work with the SmarTeam Web Viewer server. These settings are generated and entered automatically by the SmarTeam Web application setup.

The System Configuration Service is a web-based tool that provides the administrator with the ability to handle and control all configuration settings from one central location. The tool runs on the system configuration server. For more information on the System Configuration Service and its parameters, refer to the System Configuration document.

To configure the Web applications, change the following keys in the System Configuration Service:

Keys	Description
TemporaryViewerPath	The location to which the files to be viewed are copied This key is a general setting that applies to all viewers
TemporaryViewerURL	The location of the documents to be viewed. This should include the protocol: http://, https://, server:// etc This key is a general setting that applies to all viewers This key is empty by default. It is recommended not to change the default.
JVueViewerDirectory	The location to which the files to be viewed in JVue are copied This key overrides the value in TemporaryViewerPath for JVue
JVueURL	The location of the documents to be viewed in JVue should include the protocol: http://, https://, server:// etc This key is empty by default. It is recommended not to change the default
JVueServer	The SmarTeam Web Viewer server IP address that should include the protocol being used: http, https etc. It permits direct connection or tunneled connection through the internal servlet engine For example: For direct connection - socket://SmarTeam Web Viewer IP address: 5099 For tunneled connection IIS - ;http://SmarTeam Web Viewer IP address/JVueIISFilters/VueServletIsapi.dll For tunneled connection WAS - http://<SmarTeam Web Viewer IP address>/jVue/jvue.jar This key is empty by default. It is recommended not to change the default
JVueAppletCodeBase	IP address of the SmarTeam Web Viewer server should include the protocol being used: http, https etc. For example, http://SmarTeam Web Viewer IP address/jvue This key is empty by default. It is recommended not to change the default

Web Viewer Configuration for Reverse Proxy Environment with Firewall

In a Reverse Proxy environment with a firewall, the following System Configuration keys are configured from the Domain level in the following Viewers Configuration set: JVueURL, JVueServer, JVueAppletCodeBase

The keys may be updated using the System Configuration Editor.

The following example illustrates the exact format for these System Configuration keys:

```
<JVueURL>server://</JVueURL>
<JVueServer>https://<REVERSE_PROXY_IP_ADDRESS>/JVueIISFilters/VueServletI
sapi.dll;socket://<WEB_VIEWER_IP_ADDRESS>:5099</JVueServer>
<JVueAppletCodeBase>/jvue</JVueAppletCodeBase>
```

Where:

<REVERSE_PROXY_IP_ADDRESS> - host name or IP address of Reverse Proxy server used for the access by **Internet** users.
<WEB_VIEWER_IP_ADDRESS> - host name or IP address of Web Viewer Server accessible for **Intranet** users only.

The order of statements for the http (https) and socket protocol in the JVueServer key determines in which order the Web Viewer applet will attempt to connect to the Web Viewer server.

In the example above, the first connection attempt will be made using the https protocol. If this attempt fails, the Web Viewer applet will try to establish a connection using the socket protocol.

If in case all of the users are **Internet** users, then the statement http (https) protocol is enough.

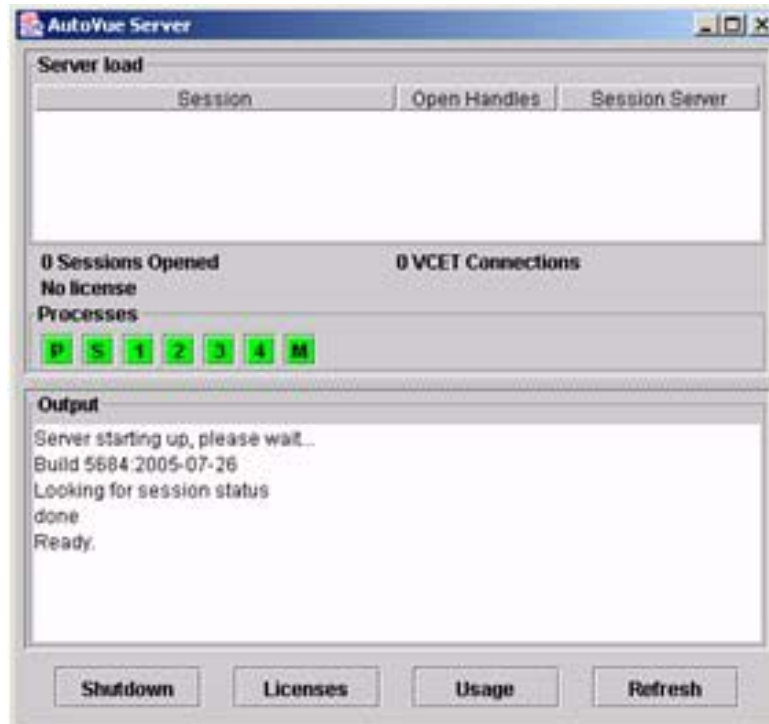
In this particular case, JVueServer key will look like the following:

```
<JVueServer>https://<REVERSE_PROXY_IP_ADDRESS>/JVueIISFilters/VueServletI
sapi.dll</JVueServer>
```

Adding the Activation Key to the SmarTeam Web Viewer

To add the activation key to the SmarTeam - Web Viewer server:

- 1 Click **Start** and select **Settings > Control Panel > Administrative Tools > Services** to display the Services window.
- 2 In the Services window:
 - Locate the service AutoVue Server and right-click it to display a popup menu
 - In the popup menu select **Stop** to stop the service
- 3 Click **Start** and select **Programs > AutoVue SolidModel > Client-Server Edition > Start AutoVue SolidModel Server**
 - The SmarTeam Web Viewer Server initializes and displays the AutoVue Server window



4 Click **License** to display the Licenses dialog.

When accessed for the first time, the window is displayed without any entries.

■ Click **Add** to display the Add a license dialog

■ Enter the activation key:

P=CS&T=NONE&B=AVSP&FC=Office:LH,2D:LH,3D:LH,EDA:LH&N=1&TO=0&IP=1
27.0.0.1&I=2007/07/26&V=2017/07/23&SN=753-208-0372002-
60&RL=19.2&C=2894186852 in the **License Key** field

■ Click **OK**



5 The Licenses window displays the activation key added in the previous step.

■ After adding all licenses, click **OK** to save your entries and return to the AutoVue Server window

6 Click **Shutdown** to exit the **AutoVue Server** window.

7 In the **Settings\Control Panel\Administrative Tools\Services** window:

■ Locate the AutoVue Server service and right-click it to display a popup menu

■ From the popup menu select **Start** to restart the service

Markup Monitor Service

General

The SmarTeam Markup Monitor Service is used to copy markups (redlining) files created by the specific Web application end-user into the vault, or from the vault to a temporary directory and then streamlined to the end user for reviewing.

When a markup file is created by the Web application end-user during viewing and redlining saving operations, it is stored in a temporary directory on the SmarTeam Web Viewer server. It is then automatically copied by the SmarTeam Markup Monitor Service to the vault.

When a markup file is requested by the Web application end user via a specific command during the viewing operation by the end user, the SmarTeam Markup Monitor Service locates the specific redline file from the vault and copies it into a temporary directory on the SmarTeam Web Viewer Server. The markup file is then streamlined by the SmarTeam Web Viewer server into the Java applet embedded in the SmarTeam Web application client.

SmarTeam Prerequisites

SmarTeam Markup Monitor Service User Authorization Requirements

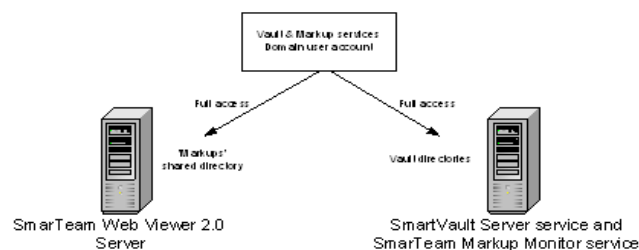
Before installing the SmarTeam Markup Monitor Service, you need to decide on the user account and user permission settings.

When considering whether to use the same user account as already used by the Vault Server, it is assumed that the Vault Server and SmarTeam Web Viewer server are installed on separate computers, as a prerequisite.

At first, this user account should be granted Local Administrator privileges on the server where the SmarTeam Markup Monitor will be installed.

If the existing user account defined for the vault service is a domain user, it is recommended to use it for the SmarTeam Markup Monitor Service.

In addition to existing privileges, this user should have full access to the shared directory Markups on the SmarTeam Web Viewer server, as illustrated on the next page.



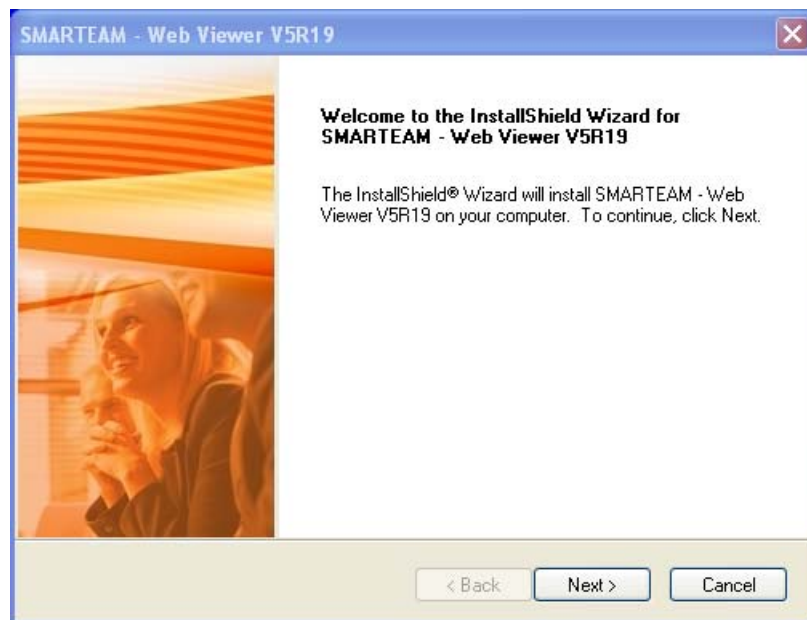
Note: When working in a non-production environment (i.e., demonstration, evaluation) the SmarTeam Markup Monitor Service may be installed on the same server where the SmarTeam Web Viewer server is installed, as well as the vault directories. In this case, the

second installation (for the SmartMarkup service) will detect the existing SmarTeam Web Viewer installation. For this installation, select **Modify** during the installation process then proceed with the SmarTeam Markup Monitor Service installation.

Installation Instructions

To install SmarTeam Markup Monitor Service software on the designated server that also includes the Vault Server installation, proceed as follows:

- 1 Insert the CD into the CD-ROM drive.
- 2 Click **SmarTeam Web Viewer** to access SmarTeam Web Viewer software that includes an option for installing the SmarTeam Markup Monitor Service and proceed to the next step.
- 3 Select **setup.exe** from the Kits/SmarTeam Web Viewer folder on the Service Pack CD.
- 4 The SmarTeam Web Viewer Welcome window displays automatically on your screen, as illustrated. After reading the contents of the Welcome window, click **Next** to proceed to the next window.

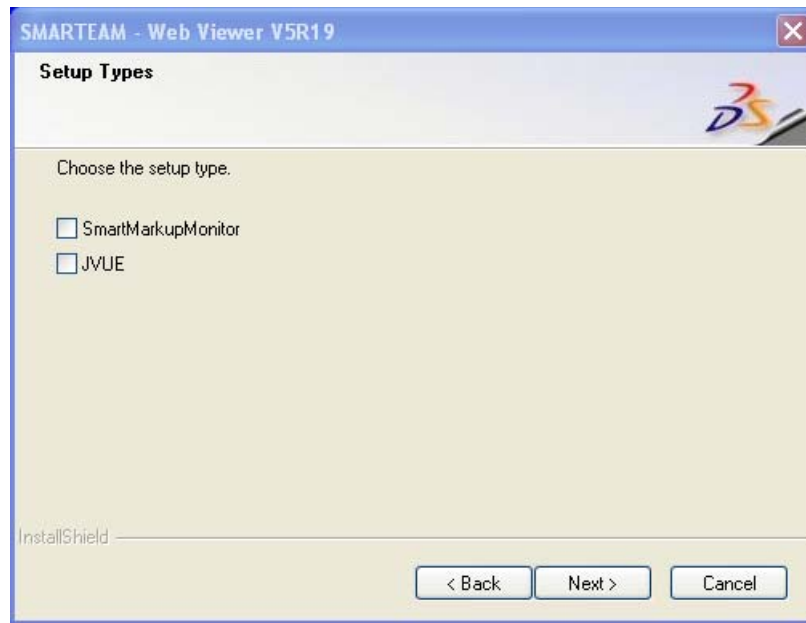


Note: Selecting **Next** at any time from a window during the installation process allows you to confirm your selection and proceed to the next window.

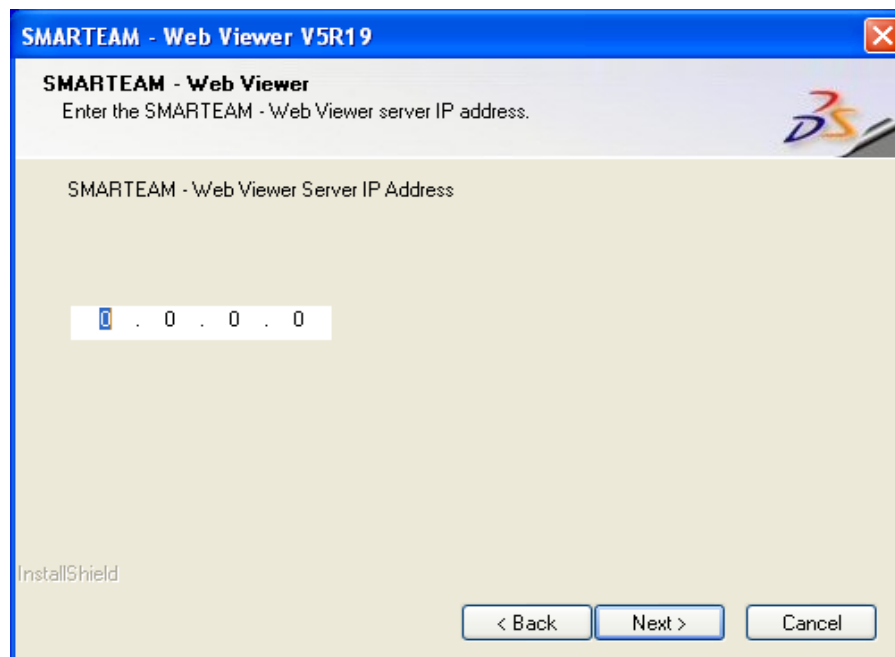
Selecting **Back** at any other time from a window during the installation process allows you to return to the previous window.

Selecting **Cancel** now or at any other time from a window during the installation process allows you to abort the installation setup program without installing SmarTeam Markup Monitor Service software.

- 5 In the Setup Types window, select **SmarMarkupMonitor** to install the Markup Monitor Service. This setup type must be installed where the Vault server is installed.
 - Click **Next**



- 6 In the SmarTeam Web Viewer window, enter the SmarTeam Web Viewer IP address.



- Click **Next**

- 7 In the Markup Monitor Service window enter your user name and password to run the SmarTeam Markup Monitor Service:

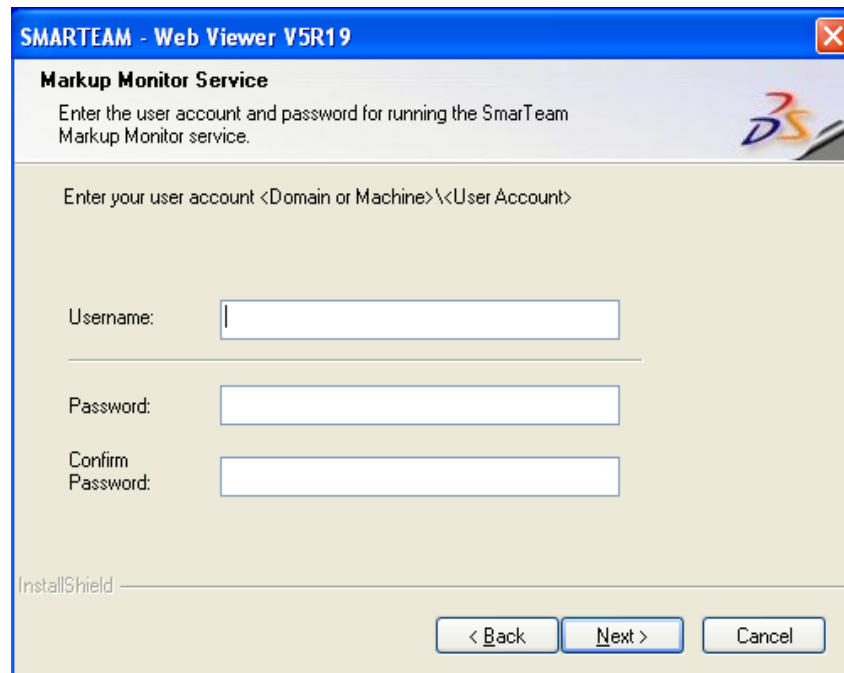
- Enter the same user name and password that you decided about according to the guidelines in the previous section, SmarTeam Markup Monitor Service User Authorization

Username: Enter the user name in the format <Domain or Machine>\<UserAccount>

For example: smarteam\johns

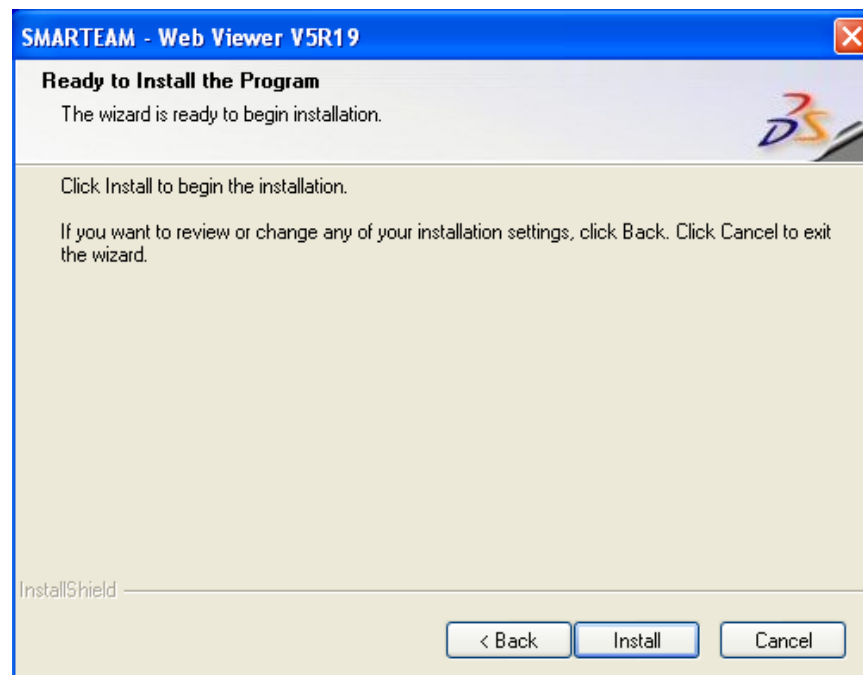
Password: Enter the appropriate password for the selected user name.

- **Confirm Password:** Enter the password again for the process to confirm your password

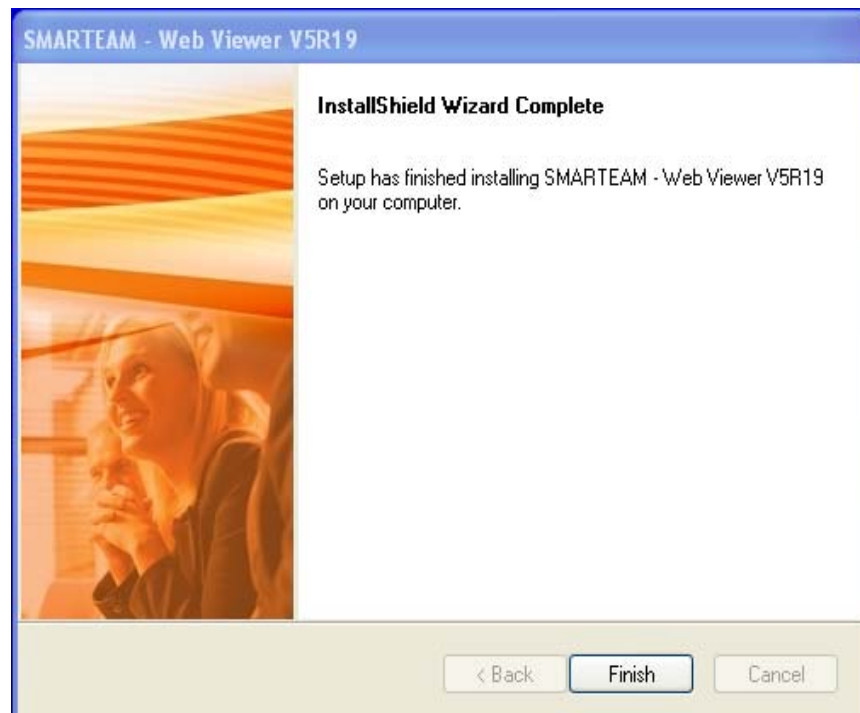


- 8 Click **Next** to start the installation process.

The installation process copies the selected files to the designated folders on your computer.



- 9 After successful installation, SmarTeam Web Viewer installation the complete window displays, advising you that the requested software - in this case the SmarTeam Markup Monitor Service - was successfully installed on your computer.
- 10 Click **Finish** to exit the SmarTeam Web Viewer installation process for installing SmarTeam Markup Monitor Service software.



Post Installation for SmarTeam Markup Monitor Service

To confirm that the SmarTeam Markup Monitor Service started correctly:

- 1 Click **Start** select **Settings > Control Panel > Administrative Tools > Services** to display the Services window.
- 2 In the Services window, locate the service SmarTeam Markup Monitor Service and verify that its status is, Started.
- 3 In the Services window, click **Close** to exit and return to the Administrative Tools window.
- 4 In the Administrative Tools window, click **Close** to exit.

Configuring IIS 64bit to Work with an Application running at 32bit

To configure an IIS 64bit for 32bit application:

- 1 Verify that ASP.NET is not installed on your server.
If ASP.NET is installed, remove it using the following example:

```
%SYSTEMROOT%\Microsoft.NET\Framework64\v2.0.50727\aspnet_regiis.exe -ua
```
- 2 Enter the following command to enable 32bit mode:

```
cscript %SYSTEMDRIVE%\inetpub\adminscripts\adsutil.vbs SET W3SVC/AppPools/Enable32bitAppOnWin64 1
```

- 3 Install the ASP.NET.

If you uninstalled ASP.NET, you can use the following examples.

```
%SYSTEMROOT%\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i
```

- 4 Go to **Computer Management, Services and Applications, Internet Information Services, Web service Extensions** and verify that ASP.NET (32-bit) is set to: **Allowed**

Microsoft® Installer

After installing any SmarTeam product, do not remove or rename any file or directory.

The Microsoft Installer may appear when you launch a SmarTeam application if a directory or file has been deleted, changed or renamed. To prevent this, do the following:

- 1 Open the computer's Event Viewer.

- 2 Search for information or an error event related to the Installer.

For example, a possible cause could be the deletion of the UpdatedScripts folder under the script directory.

- 3 After finding the cause, take the required action: for example, restore a modified file name to its original name, or restore a file that had been deleted.

What Next?

After completing the SmarTeam Web Viewer installation process, you can use this viewer to view documents managed by SmarTeam in SmarTeam – Web Editor and SmarTeam – Community Workspace.

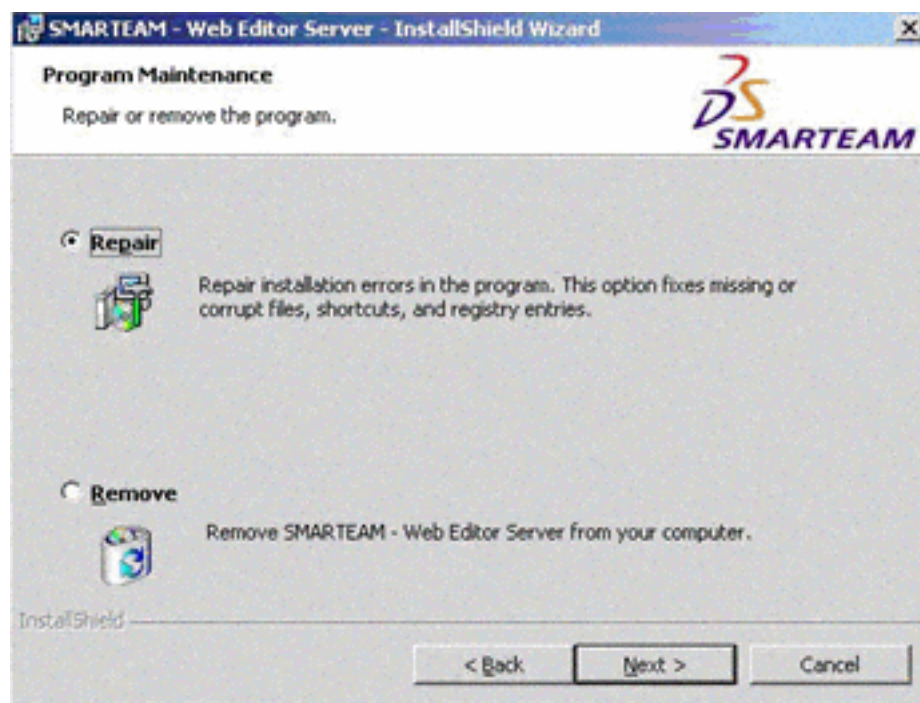
For details about how to use this viewer, refer to the Cimmetry online help, which is available on the SmarTeam Documentation CD.

Chapter 6: Troubleshooting

Repair/Uninstall

If you have SmarTeam installed on your machine, when you insert the original software, the Program Maintenance window is displayed. The following options are available:

- **Repair:** Repairs installation errors in the program. This option fixes missing or corrupt files, shortcuts and registry entries
The SmarTeam Web Viewer cannot be repaired. To fix installation errors you need to uninstall the existing software and install it again
- **Remove:** Removes SmarTeam Web Viewer Server from your computer. For further details see [Uninstall](#)



Uninstall

If required you can remove SmarTeam Web Viewer from your computer. This can be done by using either the Release CD or the Add or Remove Programs facility on your computer.

To uninstall a Service Pack you only need to uninstall the Release. This will automatically remove the relevant Service Packs.

To uninstall using the Release CD:

- 1 Insert the Service Pack CD. The Program Maintenance window is displayed.
- 2 Select **Remove**.
- 3 Click **Next**.
- 4 Follow the remaining the instructions on the CD.

Uninstalling SmarTeam Web Viewer Software

SmarTeam Web Viewer software can be removed by using the standard Windows Add/Remove Programs utility.

To uninstall SmarTeam Web Viewer software, proceed as follows:

- 1 From the taskbar Start button, select **Settings, Control Panel, Add/Remove Programs** to display the Add/Remove Programs utility.
- 2 In the Add/Remove Programs window, locate and highlight **AutoVue Client-Server Edition** then click **Change/Remove** to uninstall AutoVue SolidModel, Client-Server Edition software.
- 3 In the Confirm File Deletion window, click **OK** to confirm the Remove operation.
- 4 AutoVue Client-Server Edition is removed and the Maintenance Complete window displays:
 - Click **Finish** to exit the uninstall process. completion message appears at the end of the process
- 5 In the Add/Remove Programs window, locate and highlight SmarTeam Web Viewer then click **Change/Remove** to uninstall SmarTeam Web Viewer software.
- 6 In the Confirm Uninstall window, click **OK** to confirm the Remove operation.
- 7 SmarTeam Web Viewer software is removed and the Wizard Complete window displays.
- 8 In order to complete the Remove operation, you need to restart your computer, either now or later. Select one of the operations then click **Finish** to complete the Remove operation.
- 9 In the Add/Remove Programs window, click **Close** to exit the utility.

Verify that the installation directory originally selected for the installation is completely removed.

Known Issues

For installation known issues, refer to the [SmarTeam Support Web Site](#)

Frequently-Asked Questions

SmarTeam Web Viewer

Question: What do I do when the SmarTeam Web Viewer demo page (jvue.html) did not display.

Answer: You need to verify the following:

- The correct server name and IP address was entered
- The web server is running
- The file jvue.html is located under the IIS directory /inetpub/wwwroot/jvue/

Question: The SmarTeam Web Viewer demo page is displayed but files are not displayed correctly in the viewer applet.

Answer: You need to verify the following:

- The SmarTeam Web Viewer Server is running
- The setting for Java Applets is enabled on your Web browser

Question: Error when trying to view a file in a SmarTeam Web Application the load class cimmetry... not found

Answer: Verify that you entered the correct server name and IP address in the Web Viewer section of the System Configuration Service.

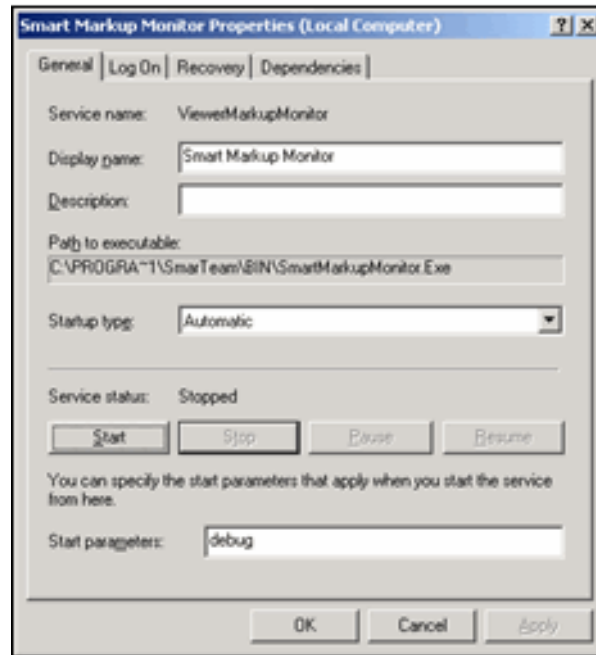
SmarTeam Markup Monitor Service

Question: When encountering a problem with correct operation of the SmarTeam Markup Monitor Service, what do I do?

Answer: You must verify the following:

- The SmarTeam Markup service status is Started
- It is possible to start SmarTeam Markup service in debug mode, using a debug parameter, as shown in the Smart Markup Monitor Properties window. After adding debug as a Start parameter, click Start. The service will start to log its operation into the Event Viewer's application folder

Note: Make sure to remove the parameter and restart the service once the problem has been identified and resolved.



- The user account acting on behalf of the service has the proper authorizations including log on as a service (For further details, see [SmarTeam Markup Monitor Service User Authorization Requirements](#))
- The following key exists in the registry:
 HKEY_LOCAL_MACHINE\SOFTWARE\SmarTeam\
 SmarTeam Web Viewer
 The Value name should be Viewer Markup Path and its value should be a string that stores the path, as follows: \\<SmarTeam Web Viewer server's IP>\markups
- When a user requests to view a document, a <DocName>.info file should appear in the Markup directory in the SmarTeam Web Viewer Server with details on the document and its possible markup
- The Markups sub directory in the Jvue\bin directory exists and is shared as Everyone, Full control
- In the VueServer.INI file located in the jvue\bin, [Markups] section, the following line appears: Permissions=0