



webproxy

User's Guide And Installation/Setup

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Installation

What is webproxy?

In the install package are two files: webproxy.cfm and webproxy.php. In normal practice you would choose to use one file or the other, not both. Use webproxy.cfm with a ColdFusion-based web server, and webproxy.php with PHP-based web server. These files provide web services that are designed to act as a go-between (proxy) for Mpowered upload and download requests from FieldPro, FieldTicket and FieldCall. The webproxy file should only be used when the web server for your Mpowered web services exists on a network other than your internal network where Tempest attachment files exist, for example on a DMZ or out directly on the Internet.

webproxy.cfm and webproxy.php both proxy data using pure http so that, in most cases, few or no changes will be required to your firewall.

Install webproxy

On your internal network, ensure that you have a web server with ColdFusion or PHP installed and running, and that this server is accessible through http from the Internet. For this example, let's assume the internal IP address of this server is 192.168.111.119, and externally (from the Internet) the IP address of this same server is 65.224.32.102.

RDP (or log on) to the 192.168.111.119 (internal) machine, and copy the either webproxy.cfm or webproxy.php (depending on which preprocessing server you are using) to a web virtual directory. The recommended location for this directory is:

C:\Inetpub\wwwroot\Mpowered\WebProxy

Ping webproxy from your external web server

RDP (or log on) to the external web server where your Mpowered web services are housed. Ping webproxy by opening a browser such as Internet Explorer or Chrome and entering the url:

<http://65.224.32.102/mpowered/webproxy/webproxy.cfm>

OR

<http://65.224.32.102/mpowered/webproxy/webproxy.php>

You should see a page that looks similar to: ERROR: URL variable v00 not defined...

This error message is normal even though it says ERROR.

If you cannot browse to this page from an external browser, you most likely have a connectivity issue on your firewall that needs to be resolved by your IT team. Usually, the firewall needs to be configured to do an address translation from the external IP address to the internal IP address.

Add the <webproxy> configurator

In Tempest Web Customer > Account Maintenance pull up the FIELDWORKSUSERS customer, and go to the Notes tab. In the appropriate configuration note (FieldPro: Jan 17, 2005; FieldTicket: Jan 1, 2005; FieldCall: Jan 25, 2005) blend the <webproxy> xml as shown into your existing settings using the same url as you tested above:

```
<aaa-settings>
...
<webproxy>http://65.224.32.102/mpowered/webproxy/webproxy.cfm</webproxy>
</aaa-settings>
```

NOTE: Add only the **bold** section shown above, and with your IP address.

NOTE: The root tag, shown as <aaa-settings> above, may be different at your site. You do not have to change this.

Database permissions

If you have not already done so, grant the mpoweredweb database user this privilege:

FieldPro: grant INSERT on cd_attachments to mpoweredweb;
FieldTicket: grant INSERT on mti_attachments to mpoweredweb;
FieldCall: grant INSERT on calls_attachments to mpoweredweb;

Try it

Try an upload and download. If you receive an error message, see below. Otherwise, the proxy is working.

Network security (optional)

ColdFusion

If you receive a message similar to: “ERROR: ERROR: An error occurred when performing a file operation write on file {filename} (in webproxy.cfm) (in setupload.cfm)”, then you most likely have internal network permissions issues for the ColdFusion service log-on account on the internal server. One way to test if this is the issue, is to change the log-on account that the ColdFusion service on the internal server uses from Local System to a user with god-like permissions (e.g. a network admin account). Restart the CF service (making sure it starts), and try the upload again. If the upload succeeds, then you will need to create a new network account with the same rights as the network admin acct and change the CF service log-on account to the new account. Make sure uploads work with this new account. Then systematically carve the permissions back on the new account until everything still works, and the account is secure.

PHP

If you receive a message similar to: “ERROR: ERROR: Can’t write to file {filename} (in webproxy.php) (in setupload.cfm)”, then you most likely have internal network permissions issues for the IIS Web Server on the internal server. You must connect as a domain user that has access to the network location for upload/download. Here are some sample steps to do this:

- Open Internet Information Services (IIS) Manager
- Navigate to the Website that is hosting the PHP file (usually Default Web Site)
- Highlight the website
- Select Basic Settings (under the Actions -> Edit Site options in right panel)
- Click the “Connect as...” button
- Choose ‘Specific user:’ and add the domain user credentials that has access to the file share.
- Restart IIS (or reboot the server to reset IIS)