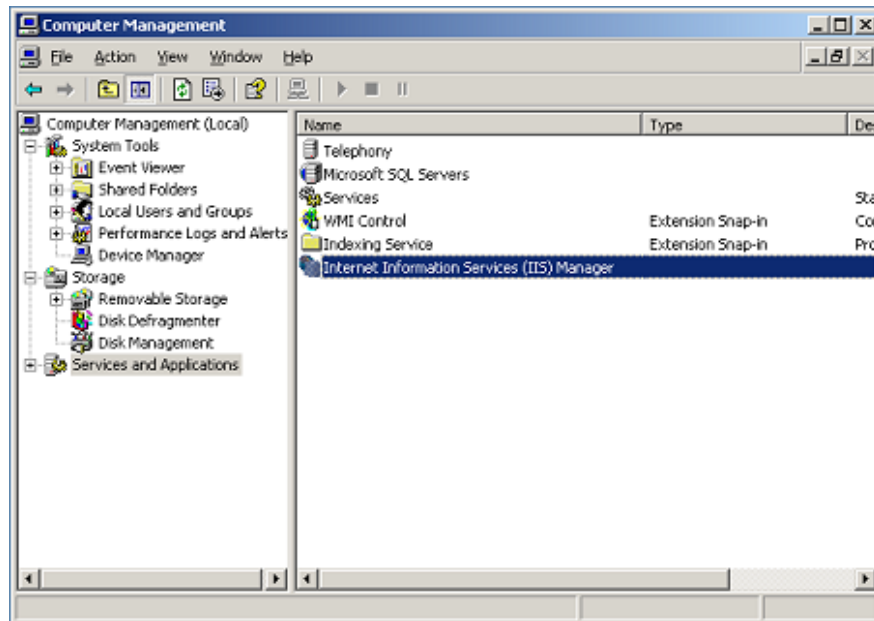


Settings to be made when using Windows Server 2003

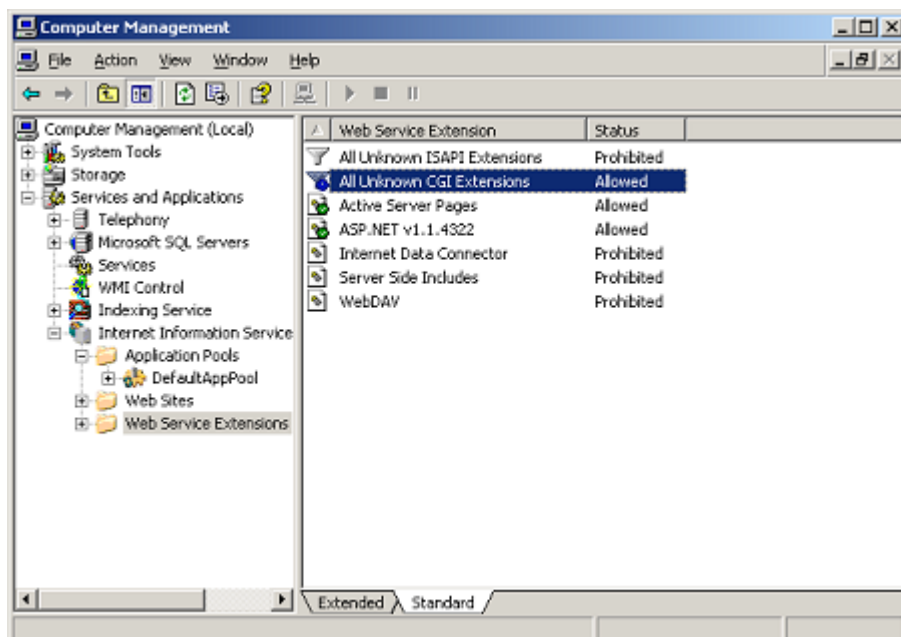
When using Windows Server 2003 the changes in settings presented in this document must be done.

You make them in "Computer management". To access "Computer management", right click on the icon "This Computer" on your desktop and choose "Manage". Select "Services" > "Applications/Internet Information Services".



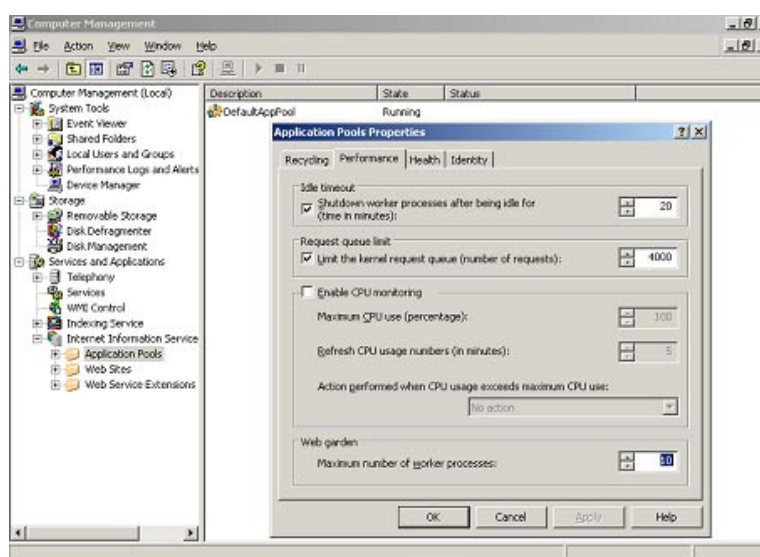
You can also click directly on the "Start" menu and select "Programs" > "Administrative tools" > "Computer management". Open "Internet Information Services Manager".

1. Select "Web Service Extensions". Click "All unknown CGI-extensions", and then right click and change the status to "Allow" (The default setting is always "Prohibited").

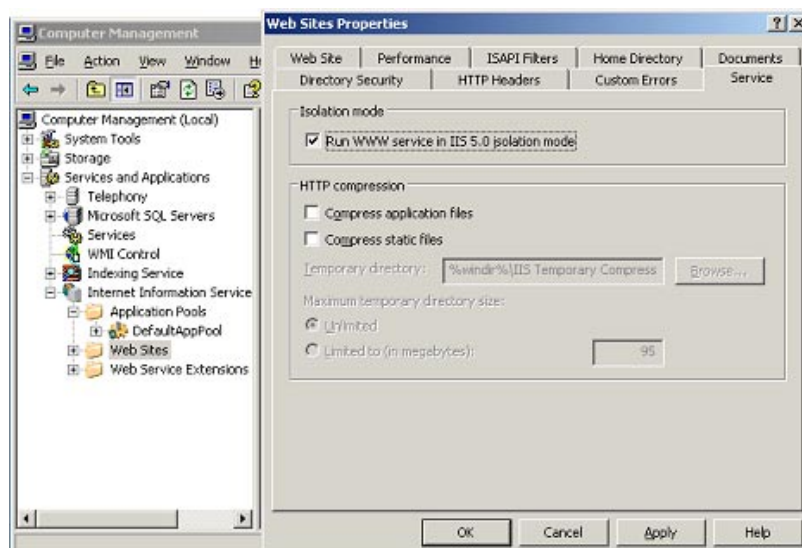


Settings when using Server 2003

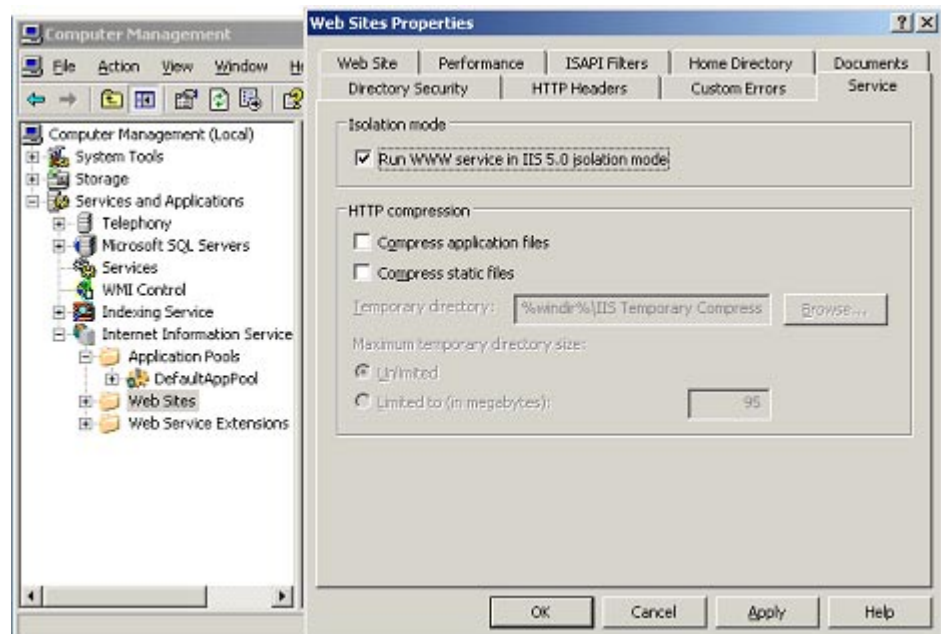
2. Then, from "Internet Information Services", select "Application Pools" > "Properties" > "Performance". At the bottom of the page you will find "Web garden": "Maximum number of working processes allowed". The default setting is one (1). You should increase the number of allowed processes to 10, for example. Save this modification. If you are planning to have many users logged in at the same time, this number of working processes might have to be increased even more. If you have other applications on your web server that requires only one working process, you can create a new separate "Application Pool" for your Artologik application and increase the working processes for this one only, instead.



3. If you upgraded your server from, for example Windows NT, to Windows Server 2003, "Application Pools" will not be visible. To allow "Application Pools" to be visible: right click on "Web sites" and choose "Properties". In "Isolation modes", click the checkbox "Run www service in IIS 5.0 isolation mode" do not forget to click on the "Apply" button. Deselect by clicking the checkbox again and click "Apply". "Application Pools" will now be visible. Now, you must follow the same instructions as described in step 2, for making the settings.

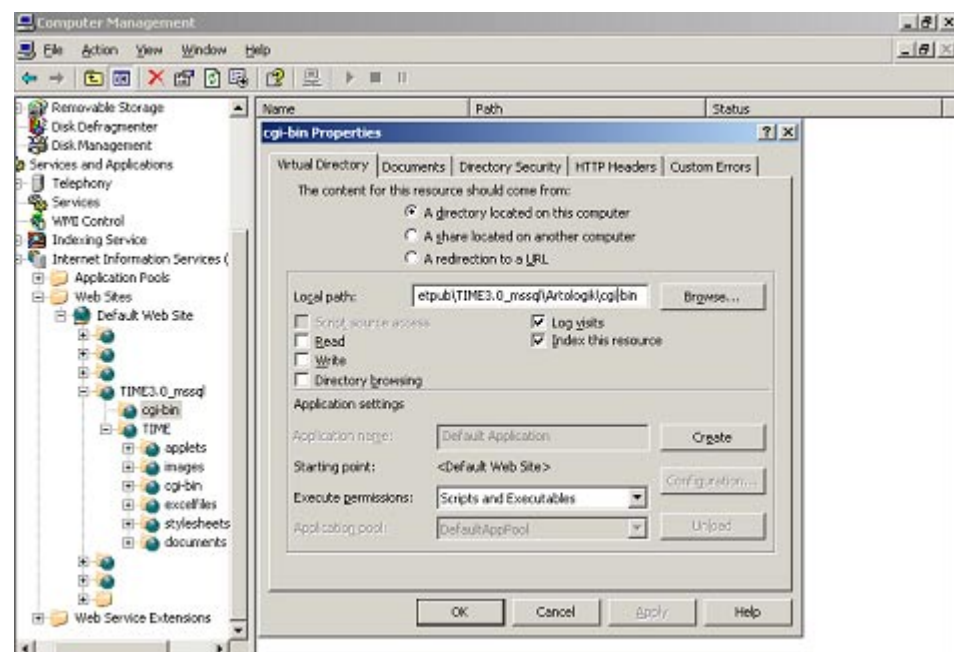


Settings when using Server 2003

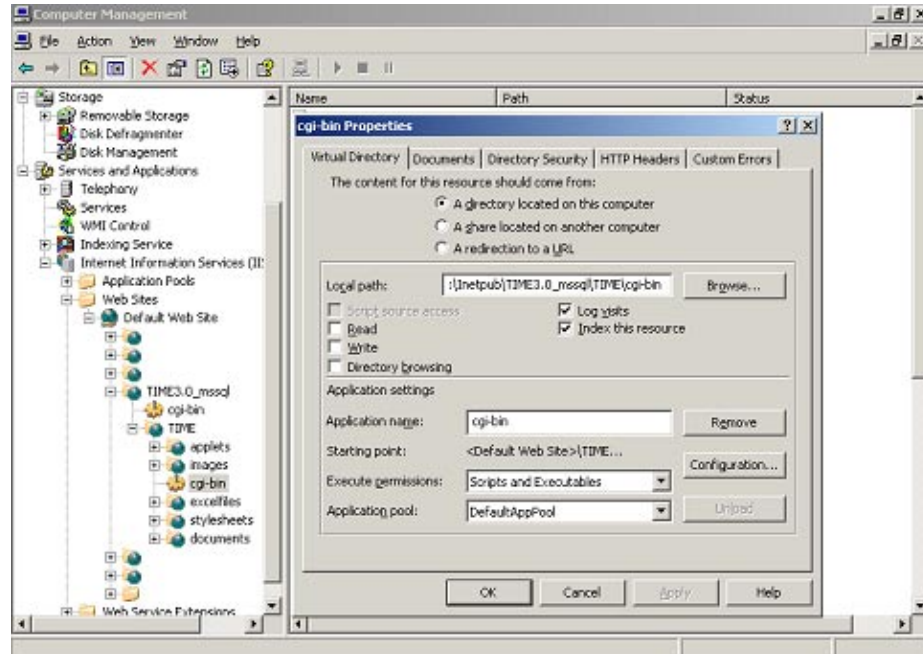


4. Convert the directories "Artologik/cgi-bin" and "Artologik/XX*/cgi-bin" to application directories. To do so: right click the selected directory, choose "Properties" > "Virtual Directory". In "Application settings" > "Application name", there is a text field named "Default Application" written in grey letters. Click "Create". "Cgi-bin" will now be written in the text field. Do so with both directories.

Before



After



*) The screenshots display the settings for the software Artologik TIME, but the settings are the same no matter which Artologik Software you install. However, the application code TIME will automatically be changed into the corresponding code of each product, in the paths (Helpdesk= HD, Query&Report= QR, ProjectManager= PM, TIME= TIME, EZbooking= EZ, EmailResponse= EMR, WebPublish= PUB).

5. If you are using an Access database you need to change the level of permissions for the Internet user. Do so in the Database directory once the installation is completed. If you are using the "Anonymous access", the permissions should be set for the IUSR_'computername'. If you disabled the anonymous access, you have to set the permissions for the network user instead. The default setting is not enough and when you try to log on as Admin/ Adminmaster, you will get the message "Wrong password ". Right click the directory database, which you can find in the "Default Web server library" > "Installation directory". Choose "Properties and Security". Select IUSR_'computername' or your current Internet user and make the changes according to the tables below. Click OK.

NOTE: The directory database will not exist if you are using any other database than Microsoft Access.

6. You also need to check the level of permissions of all the other directories. Make sure that the permissions for the Internet user, IUSR_'computername', or the network user are set in accordance to the Artologik instructions described in the tables on following pages.

Ezbooking

Katalog	Rättighet	Avancerad rättighet
<Artologik installdir>/database	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/Artologik/wwwroot	(READ)	(RX) (R)
<Artologik installdir>/Artologik/applets	(READ)	(RX) (R)
<Artologik installdir>/Artologik/cgi-bin	(READ)	(RX) (RX)
<Artologik installdir>/Artologik/plugin	(READ)	(RX) (RX)
<Artologik installdir>/Artologik/stylesheets	(READ)	(RX) (R)
<Artologik installdir>/Artologik/templates	(READ)	(RX) (R)
<Artologik installdir>/Artologik/utilities	(READ)	(RX) (R)
<Artologik installdir>/Artologik/logs	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/EZbooking/wwwroot	(READ)	(RX) (R)
<Artologik installdir>/EZbooking/cgi-bin	(READ)	(RX) (RX)
<Artologik installdir>/EZbooking/images	(READ)	(RX) (R)
<Artologik installdir>/EZbooking/objectimages	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/EZbooking/applets	(READ)	(RX) (R)
<Artologik installdir>/EZbooking/templates	(READ)	(RX) (R)
<Artologik installdir>/EZbooking/stylesheets	(READ)	(RX) (R)
<Artologik installdir>/EZbooking/logs	(CHANGE)	(RWXD) (RWD)

HelpDesk

Katalog	Rättighet	Avancerad rättighet
<Artologik installdir>/database	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/Artologik/wwwroot	(READ)	(RX) (R)
<Artologik installdir>/Artologik/cgi-bin	(READ)	(RX) (RX)
<Artologik installdir>/Artologik/plugin	(READ)	(RX) (RX)
<Artologik installdir>/Artologik/applets	(READ)	(RX) (R)
<Artologik installdir>/Artologik/utilities	(READ)	(RX) (R)
<Artologik installdir>/Artologik/templates	(READ)	(RX) (R)
<Artologik installdir>/Artologik/stylesheets	(READ)	(RX) (R)
<Artologik installdir>/Artologik/logs	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/HD/upload	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/HD/attachment	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/HD/logs	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/HD/wwwroot	(READ)	(RX) (R)
<Artologik installdir>/HD/cgi-bin	(READ)	(RX) (RX)
<Artologik installdir>/HD/images	(READ)	(RX) (R)
<Artologik installdir>/HD/stylesheets	(READ)	(RX) (R)
<Artologik installdir>/HD/templates	(READ)	(RX) (R)
<Artologik installdir>/HD/help	(READ)	(RX) (R)
<Artologik installdir>/HD/temp	(CHANGE)	(RWXD) (RWD)

ProjectManager

Katalog	Rättighet	Avancerad rättighet
<Artologik installdir>/database	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/Artologik/wwwroot	(READ)	(RX) (R)
<Artologik installdir>/Artologik/cgi-bin	(READ)	(RX) (RX)
<Artologik installdir>/Artologik/plugin	(READ)	(RX) (RX)
<Artologik installdir>/Artologik/applets	(READ)	(RX) (R)
<Artologik installdir>/Artologik/logs	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/Artologik/excelfiles	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/Artologik/utilities	(READ)	(RX) (R)
<Artologik installdir>/Artologik/stylesheets	(READ)	(RX) (R)
<Artologik installdir>/Artologik/templates	(READ)	(RX) (R)
<Artologik installdir>/pm/wwwroot	(READ)	(RX) (R)
<Artologik installdir>/pm/cgi-bin	(READ)	(RX) (RX)
<Artologik installdir>/pm/images	(READ)	(RX) (R)
<Artologik installdir>/pm/applets	(READ)	(RX) (R)
<Artologik installdir>/pm/stylesheets	(READ)	(RX) (R)
<Artologik installdir>/pm/templates	(READ)	(RX) (R)
<Artologik installdir>/pm/fonts	(READ)	(RX) (R)
<Artologik installdir>/pm/help	(READ)	(RX) (R)
<Artologik installdir>/pm/temp	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/pm/logs	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/pm/uploadfiles	(CHANGE)	(RWXD) (RWD)
<Artologik installdir>/pm/documents	(CHANGE)	(RWXD) (RWD)

