

WebNow on Tomcat

Installation and Setup Guide

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About WebNow Installation

WebNow is a thin-client product that runs on a web application server. For product technical specifications and system requirements, go to the **Customer Portal**. The *Technical Specifications* document for this product version is available in the Product Documentation tab.

The following steps outline the high-level procedures required to install and configure WebNow.

1. **Install and test Perceptive Content Server and at least one Perceptive Content Client.** Do this prior to installing the web application server. You use the Perceptive Content Management Console to set up user authentication for WebNow users. For information on installing the Perceptive Content Server and Client, refer to the *Perceptive Content Installation Guide*.
2. **Download the WebNow installation zip file.** The zip file contains the WebNow application files. You can download the file from the customer portal.
3. **Install, start, and test** your web application server.
4. Extract and deploy the appropriate webnow.war file for your web application server.
5. **Edit the WebNow.settings file** to configure the WebNow environment. **Install JRE** on all client computers. See the *Product Technical Specifications* document for supported JREs.

Install WebNow using Tomcat

In the WebNow installation instructions, environment variables represent the installation path to a product because the actual path can vary. For example, `${TOMCAT_HOME}` represents the installation path for Tomcat. When you encounter an environment variable, replace the variable with the default installation path to that product.

To install WebNow on Tomcat, complete the following steps.

- Download WebNow.
- Deploy WebNow.
- Configure the WebNow environment.
- Set up SSL.

Download WebNow

To obtain Perceptive product installation files, contact the Hyland Software Technical Support group. For a list of Technical Support phone numbers, go to hyland.com/pswtscontact.

Deploy WebNow

To deploy the downloaded WebNow installation files in your environment, complete the following steps.

1. From the temporary directory where you downloaded the installation files, unzip the files.
The ZIP file contains WAR files for all web application servers. You can remove the WAR files that do not apply to your web application server.
2. Move the **tomcat-webnow.war** file to the `${TOMCAT_HOME}/webapps/webnow` directory. Create the **webnow** folder if it does not exist. This directory is recommended, but not required. If you want to deploy the **tomcat-webnow.war** file in another directory, move the file to the appropriate directory.
3. Extract the tomcat-webnow.war file into the `${TOMCAT_HOME}/webapps/webnow` directory.

After deploying the **tomcat-webnow.war** file, you must make some changes to the **WebNow.settings** configuration file.

Configure the WebNow.settings file

To configure the WebNow environment , complete the following steps.

1. Navigate to the **webnow/WEB-INF** directory.
2. Using a text editor, open the **WebNow.settings** file and then configure the following parameters.
 1. In the **host** setting, type the host name or IP address of the Perceptive Content server.
 2. In the **port** setting, type the port number of the Perceptive Content server.
3. Save and close the **WebNow.settings** file.

Setting up SSL

If you want to configure SSL to use with WebNow, you must do so on your Tomcat web application server. SSL configuration cannot be completed within WebNow. For more information, refer to the Tomcat help documentation on the Apache website.

Install JRE on clients

WebNow is a Java-based application. Clients running WebNow require Java SE Runtime Environment (JRE). Regardless of the web application server you use, the JRE must exist on every client computer that accesses WebNow. The JRE provides the Java APIs, Java virtual machine, and other components needed to run applets and applications written in the Java programming language. Because the version of JRE you need to install depends on the client's environment, refer to the *Product Technical Specifications* document for JRE version information.

Before attempting to download JRE from the Oracle website or from an intranet site, make sure that the user has access to the web or your intranet. Also make sure that the user has permission to save the JRE on the client computer. Use one of the following procedures to install JRE on your client computers.

The following sections describe four methods of installing JRE:

- **Automatically installing JRE from your intranet** – Use this method if there are network restrictions around web access or limitations to downloading from the web. For this method, you download the JRE from the Oracle website to a local intranet location, which is referenced by the web.xml file in WebNow. The clients access the JRE from the intranet using this reference. When you want client users to update the JRE, you must go to the Oracle website, download a new JRE, and then place it in the same location on your intranet for the clients to access.
- **Automatically installing JRE using Microsoft Internet Explorer** – Automatic installation of JRE only occurs when you are running Internet Explorer (IE) on Microsoft Windows. If you are using another operating system or browser, choose a different installation option. For the automatic download to occur, the user on the client computer must have access to the Oracle website.
- **Automatically installing JRE through Enterprise Application Deployment** – You might want to push the JRE out to all users at once. You can do this using SMS, Active Directory, or other similar “push” software. This section does not describe how to use these types of software, but it provides general information you use to push the software.
- **Manually installing JRE** – If you do not want to automatically install JRE, you can install JRE manually.

Note If you plan to use a 64-bit web browser, download the 64-bit JRE install package.

Automatically install JRE from your intranet

This JRE installation method is recommended if there are network restrictions around web access or limitations to downloading from the web. For this method, you download the JRE from the Oracle website to a local internet location, which is referenced by the web.xml file in WebNow. The clients access the JRE from the intranet using this reference. When you want client users to update the JRE, you must go to the Oracle website, download a new JRE, and then place it in the same location on your intranet for the clients to access.

1. Download the JRE from <http://www.oracle.com/technetwork/java/javase/downloads/index.html>. Download the appropriate version for your operating system. For example, for 64-bit Windows, download the JRE Windows x64 installer, (jre-7uXX-windows-x64.exe).
2. Place the downloaded file on an intranet web server or web application server. For ease of use, you can place this file in the webnow installation directory.
3. Navigate to the `${TOMCAT_HOME}/webapps/webnow/WEB-INF` directory and open the `web.xml` file. Modify the `web.xml` file as follows, where `http://intranet_name` points to the location where you placed the JRE in the previous step.

```
<context-param>
<param-name>java-plugin-codebase</param-name>
<param-value>http://intranet\_name/jre-7u17-windows-i586.exe</param-value>
</context-param>
```

Note This is an example only. The codebase value may differ based on your environment. In a web browser, verify that the location is a valid URL. WebNow does not validate this URL. Refer to the “web.xml parameters” section for more information.

4. Restart the web application server so the changes to the `web.xml` file take effect.
5. Launch WebNow from a client. If the correct version of JRE does not exist on the client, and the client is running Internet Explorer on Microsoft Windows, WebNow attempts to install the JRE. Depending on the Windows version and service packs installed, the security warning dialog box may appear.
6. During the JRE installation, we recommend that you select **Typical**. After the JRE installation completes, WebNow automatically launches.

Automatically install JRE

The automatic installation of JRE occurs only when you are running Internet Explorer (IE) on Microsoft Windows. If you are using another operating system or browser, choose a different installation option. For the automatic download to occur, the user on the client computer must have access to the Java autodownload website, <http://www.java.sun.com>.

1. Launch WebNow from a client. If the correct version of JRE does not exist on the client, and the client is running Internet Explorer on Microsoft Windows, WebNow attempts to download and install the JRE. Depending on the Windows version and service packs installed, the security warning dialog box may appear.
2. During the JRE installation, we recommend that you select **Typical**. After the JRE installation completes, WebNow launches.

Automatically install JRE through Enterprise Application Deployment

To automatically install JRE through Enterprise Application Deployment, complete the following steps.

1. Download JRE from <http://www.oracle.com/technetwork/java/javase/downloads/index.html>. Download the appropriate version for your operating system. For example, for 64-bit Windows, download the JRE Windows x64 installer, (jre-7uXX-windows-x64.exe).
2. After you download the JRE, incorporate the JRE installer with your company's application deployment software. We recommend that you install the JRE in "Silent" mode. The following links describe the options for a silent or unattended installation.

For information on JRE silent installation, go to:

<http://www.oracle.com/technetwork/java/javase/downloads/index.html>.

Manually install JRE

If you do not want to install JRE automatically, you can install JRE manually.

When you install JRE manually, you must complete the installation for each WebNow client computer.

1. Download JRE from <http://www.oracle.com/technetwork/java/javase/downloads/index.html>. Download the appropriate version for your operating system. For example, for 64-bit Windows, download the JRE Windows x64 installer, (jre-7uXX-windows-x64.exe).
2. Run the JRE installer and follow the installation instructions. During installation, we recommend that you select Typical. Depending on the Windows version and service packs installed, the security warning dialog box may or may not appear.
3. After the JRE installation completes, WebNow automatically launches.

About WebNow Configuration

Parameters in the **WebNow.settings** file allow you to configure your individual WebNow implementation without shutting down the web application server.

You can configure your WebNow to do any of the following actions:

- Log in through your business application
- Log in anonymously or using domain authentication
- Open only specified file types
- Apply a web client theme

About web application installation

When you install multiple web applications on the same Apache Tomcat server, you store each web application in its own directory. The default file location can vary according to your customized installation. The following table shows sample locations.

Web Application Server	Sample Web Application	Default Installed Directory
Apache Tomcat	WebNow	\${TOMCAT_HOME}/webapps/webnow
Apache Tomcat	Interact for Epic	\${TOMCAT_HOME}/webapps/interactforepic

About logging in through a business application

You can change the WebNow login method used when a business application, like PeopleSoft, calls WebNow to display a document. In most instances, you do not want the user to enter login information each time the business application displays a document within a browser session, which is the default login method. Instead, you can set WebNow to request login information the first time it is called by the business application. Subsequent calls do not require login information, as long as they are made when the business application browser window is still open.

For example, suppose that you have a business application browser window that uses links created in WebNow to access WebNow documents. If you set session logging, your users do not have to log in each time they access WebNow documents as long as the business application remains open.

About viewing server settings

The Server Settings feature available from the Help menu on the WebNow toolbar allows you to view selected settings without accessing the server itself or the **WebNow.settings** file. Settings cannot be modified in the Server Settings dialog box. Use the Copy to Clipboard function to copy the settings in the Server Settings dialog box to the Windows Clipboard to simplify diagnosing server issues.

Appendix: Web Configuration Files

This section outlines the configuration files associated with WebNow. To apply the values configured for the settings in your existing web.xml file to your new **WebNow.settings** file, you must manually change the values in the **WebNow.settings** file using your backed up copy of the web.xml file from the previous version.

web.xml properties

These are the properties and sample values for the **web.xml** file. You must restart the web application server for changes to the **web.xml** file to take place.

Group	Property Name	Sample Value	Description
Context Properties	Java-plugin-codebase	JRE version 1.7.0_45 <pre><context-param><param-name>java-plugin-codebase</param-name><param-value>http://java.sun.com/products/plugin/autodl/jinstall-1.7.0_45-windows-i586.cab#Version=1.7.0_45</param-value></context-param></pre>	Determines the installation directory from which you install the JRE. By default, it installs from Oracle's website. However, we suggest you change this setting to download from your internal web server. Doing so provides quicker download times and avoids network proxy issues. Optional You can append a JRE version to the codebase URL. This prompts users running older Java versions to download the updated JRE version specified in the codebase URL. Important This property is only supported on Microsoft Internet Explorer
Context properties	java-classid	<pre><context-param><param-name>java-classid</param-name><param-value>clsid:8AD9C840-044E-11D1-B3E9-00805F499D93</param-value></context-param></pre>	Identifies the Java plugin version to use. The default is the highest installed version of the Java plugin. Important This property is only supported on Microsoft Internet Explorer

Group	Property Name	Sample Value	Description
Context properties	java-version	JRE version 1.7.0_45 <pre><context-param><param-name>java-version</param-name><param-value>1.7.0_45</param-value></context-param></pre>	Defines which version of the JRE the web browser can use. The default is the range of all supported JRE versions.
Servlet and Servlet mapping	servlet-name	com.imagenow.webnow.rss	The web application server uses this property. It should not be changed.
Servlet and Servlet mapping	servlet-class	com.imagenow.webnow.rss	The web application server uses this property. It should not be changed.
Servlet and Servlet mapping	url-pattern	/WebNowRSS	The web application server uses this property. It should not be changed.
MIME mapping	extension	doc	The file type WebNow opens using the application specified in the mime-mapping property. For example: doc ppt xls
MIME mapping	mime-type	application/msword	The application WebNow uses to open files of the file type specified in the extension property. For example: application/msword application/vnd.ms-powerpoint application/excel

WebNow.settings properties

This section contains two tables that list the parameters for the **WebNow.settings** file. These settings follow the order of the entries in the **WebNow.settings** file. The following table details the properties in the [Servlet] and [Logging] sections of the file. These settings are not sent to the client.

Group	Setting	Options	Description
[Application server settings]	host	123.456.78.90	The host name of the WebNow application server. Can specify the host name or the IP address.
	port	6000	The port number of the Perceptive Content Server. By default, Perceptive Content utilizes port 6000.
	form-presentation-cache-timeout	1	
	native-support	TRUE FALSE	When set to TRUE, you can view reports in WebNow Explorer. The default is FALSE, which enables you to view reports in their native application. When set to TRUE, the download size of WebNow increases by 400k. If you are not using Adobe Acrobat Reader documents, we recommend that you keep this set to FALSE.
	native-doc-viewer	TRUE FALSE	Overrides the native-support setting. You can set native-doc-viewer to TRUE so you can open reports inside WebNow Explorer. This setting is commented out by default.
	native-report-viewer	TRUE FALSE	Overrides the native-support is setting. You can set native-report-viewer to TRUE so you can open reports in their native application. This setting is commented out by default.
	native-email-support	TRUE FALSE	Overrides the native-support setting. You can set native-email-support to TRUE so you can email a document as an attachment. This setting is commented out by default.
	load-balancing-cookie-enabled	TRUE FALSE	Indicates whether WebNow inserts a persistent cookie that devices can use to balance network traffic.
	load-balancing-cookie-name	NLB_ID	If load-balancing-cookie-enabled is TRUE, indicates the name of the cookie. The default is NLB_ID.

Group	Setting	Options	Description
	load-balancing-cookie-lifetime-minutes	1440	Indicates the number of minutes the cookie is valid before WebNow issues a new cookie. The default is 1440.
ImageNow Server interaction	heartbeat	TRUE FALSE	Whether or not to send a heartbeat message to the server at a regular interval to maintain the session when no information is sent. By default, this property is set to FALSE. If set to TRUE, the WebNow session will never timeout. The recommended setting is FALSE.
	logontimeout	Any positive integer	The socket timeout for the logon process in seconds. The default for this property is 30.
	defaulttimeout	Any positive integer	The socket timeout for communications with the Perceptive Content Server in seconds. The default for this property is 30.
	searchtimeout	Any positive integer	The socket timeout for when performing a Simple, SQL, or Content search in seconds. The default for this property is 30.
	ermsearchtimeout	Any positive integer	The socket timeout for when performing an ERM search in seconds. The default for this property is 30.
Login settings	sso.key	Any valid string	When single sign-on is enabled, this setting specifies the token WebNow uses with Perceptive Content Server to indicate successful authentication.
	sso.method	Any valid string	Based on the provider, this setting specifies the type of single sign on used.

These settings follow the order of the entries in the WebNow.settings file. The following table details the properties in the **[WebNow]** section of the file. These settings are sent to the client.

Group	Setting	Options	Description
Login settings	login-retry-attempts	Any positive integer	Specifies the number of unsuccessful login attempts allowed. Note If experiencing log-in issues with Tomcat web application server, increase this value to 5 or 10 .
	anonymous	TRUE FALSE	Whether or not to display the Anonymous logon option in the logon screen. When the value is TRUE, the anonymous checkbox is displayed in the logon screen. When the value is false , the anonymous checkbox is hidden in the logon screen. Your Perceptive Content Server must support anonymous logon to use this option. The anonymous.logon.enabled setting in the inserver.ini must be set to TRUE if you want to use anonymous logon.
	sso	TRUE FALSE	Specifies whether single sign-on is enabled. Notes To enable single sign-on for WebNow, you must also configure the single sign-on settings in inow.ini on the Perceptive Content Server. When single sign-on is enabled, your single sign-on provider supplies authentication information. Users cannot log in to WebNow anonymously.
Client settings	animate	TRUE FALSE	Whether or not to enable page animation. By default, this property is set to TRUE. If you operate in a Citrix environment or send full screen image files over a network, setting this to false will help with system performance.
	domain-authentication	TRUE FALSE	You can start WebNow, while logged in on a Windows machine to an NT domain, and completely bypass the log-in screen. When the value is TRUE, domain authentication is enabled. If you enable domain authentication, you must enable the client validation setting and configure your domain name in the inow.ini. When the value is FALSE, domain authentication is disabled. The default value is FALSE.

Group	Setting	Options	Description
	large-file-upload-support	TRUE FALSE	<p>When set to TRUE, you can use streaming to upload files up to the size specified in the max-upload-filesize property.</p> <p>Note This setting is not supported when using the JRun web application server.</p> <p>When set to FALSE, file uploading is not streamed and is limited by the amount of available RAM. If you use JRun, you must set this property to FALSE. The default value is FALSE.</p>
	max-upload-filesize	Any number between 1 and 255	Specifies the maximum file size WebNow allows you to upload. Valid numbers range from 1 to 255 and represent the maximum uploadable filesize in MB. The default setting is 5 which would equate to a maximum uploadable file size of 5 MB.
	remember-session-enabled	TRUE FALSE	In WebNow, as long as you do not click Disconnect , you remain connected unless your session times out from inactivity. When remember-session-enabled is set to true, you can log in during a session without the need to provide login information each time you connect. The default setting is false, which requires you to enter your user name and password each time you click a WebNow URL.
	url-redirect-on-disconnect	URL	The URL to which users redirect after the current WebNow session disconnects or times out.
	co-branding	GIF, JPG, or PNG file.	Displays a co-branded logo alongside of the WebNow logo. You must place this logo file in the webnow folder. If no file is provided, there is no co-branding. The image height cannot exceed 62 pixels.
Client settings (continued)	render-forms-on-client	TRUE FALSE	<p>Indicates whether the servlet sends form resources, XSL presentations, and form data instances to the applet to be rendered.</p> <p>When this parameter is set to TRUE, the servlet sends the form resources, XSL presentations, and form data instances to the applet.</p> <p>When this parameter is set to FALSE, the servlet does not send the form resources, XSL presentations, and form data instances to the applet. Instead, the servlet performs XSLT processing in place and then delivers the URL to the applet. The default value for this parameter is FALSE. In most cases, keep this parameter set to FALSE to reduce load on the servlet.</p>
	client-autotimeout	Any positive integer	If client-autotimeout-enabled is set to TRUE, this setting specifies the number of minutes WebNow waits before timing out. The default is 30.

Group	Setting	Options	Description
	client-autotimeout-enabled	TRUE FALSE	When set to TRUE, WebNow automatically times out based on the client-autotimeout value. The default is FALSE.
	client-autotimeout-warning	Any positive integer	If client-autotimeout-enabled is set to TRUE, this setting specifies the number of seconds before WebNow times out a warning message displays. The minimum number of seconds you can specify is 10. The default is 60.
Viewer settings	global-max-open-pages-enabled	TRUE FALSE	When set to true, this setting specifies that only a set number of pages per document appear to the user. The number of pages is set through global-max-open-pages. When set to FALSE, the user can change the number of pages through WebNow Viewer.
	global-max-open-pages	Any positive integer	When global-max-open-pages-enabled is set to true, this setting specifies the maximum number of pages that can be displayed for a document. If you experience low memory, setting this property to a lower value may resolve the issue.
	text-extensions	File extensions	A comma separated list of the file types to open as text within the Viewer window.
User configuration settings	preference-saving-allowed	TRUE FALSE	Whether or not to save the individual user preferences specified in the Properties.ini file for WebNow. If set to TRUE, users can save individual WebNow preferences. If set to FALSE, they cannot. The default is TRUE.
Document title bar configuration	document-viewer-title	Any string followed by zero or more of the following macros: %Drawer% %Folder% %Tab% %F3% %F4% %F5% %DocType% All macros are case sensitive.	This optional setting changes the text in the Document Viewer title bar. The string can contain any literal text followed by macro replacement macros shown. The % delimiters are required. The string in the settings file is the base string, and the code appends the following string based on viewer status: Associated project information Workflow mode Version number (if in version control) Checked out Example document-viewer-title=Document - %DocType%

Group	Setting	Options	Description
Folder title bar configuration	folder-viewer-title	%FolderType% %FolderName%	This optional setting changes the text in the Folder title bar. The string in the settings file is the base string, and the code appends the following string based on viewer status. Example folder-viewer-title=Folder - %FolderType% - %FolderName%
Client side color themes	theme	Theme file	In WebNow, you can specify a web client theme to use. The THEME file must exist in the WEB-INF directory. Any number of THEME files can exist in this directory, but only one theme can be specified in this setting at one time.
Locale specific disclaimers	disclaimer	TRUE FALSE	Displays the value as disclaimer text in the bottom portion of the login screen. Notes For special characters, such as ampersand (&), quotes ("), less than (<), and greater than (>), use HTML formatting codes. For disclaimers in a language other than English, define the settings below. For alternate language support, complete these settings. Supported languages are English, Spanish, German, and French. Multiple disclaimers are supported if you need to use more than one language.
	disclaimer_es		Disclaimer in Spanish.
	disclaimer_fr		Disclaimer in French.
	disclaimer_de		Disclaimer in German.
	disclaimer_pt_BR		Disclaimer in Brazilian Portuguese.
	disclaimer_nl		Disclaimer in Dutch.
	disclaimer_it		Disclaimer in Italian.
Environment settings	clustered-environment	TRUE FALSE	Default is FALSE.
AppletParams	image	Image filename	Specifies the static image to display during applet startup. This setting is commented out by default.

Group	Setting	Options	Description
	centerimage	TRUE FALSE	Specifies whether or not to center the splash screen image. This setting is commented out by default.
	boxborder	TRUE FALSE	Specifies whether to apply a border around the splash screen image. This setting is commented out by default.
Logging	log	TRUE FALSE	Specifies whether or not to log WebNow errors, informational messages, and warning messages. When the value is TRUE, logging is enabled. When the value is FALSE, logging is disabled. The recommended setting is TRUE. The default setting is FALSE.
	logdirectory	Directory path	Specifies the file directory in which WebNow will store logged error and warning messages. This path must exist.
	log-transformer-warnings	TRUE FALSE	Specifies whether or not to log warning messages associated with merging a form presentation with form data. Set this property to TRUE when developing a new form. The default is FALSE.