

# fileProWeb

## Quick Start Guide



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# 1 Before You Start

*Please read and understand the following before proceeding with installation. For full terms and conditions, please read the license agreement included with fileProWeb.*

## 1.1 Prerequisites

Make sure that Glserver 6.0.1 or newer is installed alongside filePro 6.0.01 or newer.

- You must be on the **Update Subscription Program (USP)** in order to use fileProWeb.
- Your programs must be up to date.
- Make sure all required ports are open and accessible through your firewall.
  - Glserver requires port **4350** (by default) for the application interface.
  - Glserver requires port **4450** (by default) for the administration interface.
  - Glserver requires port **6680** (outbound to the web) in order to activate the fileProWeb license.
  - fileProWeb requires port **8080** (configurable) for access to the web interface.
- Have all of your licenses ready before installing.
  - filePro (**fplic.dat**)
  - Glserver (**giserver.lic**)
    - Glserver shares a license for fileProWeb.
- If installing fileProWeb for non-local use (use only on personal computer), make sure to have a static IP address configured for the server you are installing on.
- You must use a compatible web browser. It is recommended to use **Google Chrome**, although **Firefox** and **Edge** have been tested as well.

## 2 System Requirements

The following are the minimum server and workstation requirements for fileProWeb:

### 2.1 Windows

The following are the minimum server requirements:

- One of the following operating systems:
  - Windows 10
  - Windows 8.x
  - Windows 7 SP1
  - Windows Server 2019 (64-bit)
  - Windows Server 2016 (64-bit)
  - Windows Server 2012 and 2012 R2 (64-bit)
  - Windows Server 2008 R2 SP1 (64-bit)
- Hardware requirements:
  - RAM: 256MB
  - Disk Space: 128MB
- Software requirements:
  - **filePro 6.0.01** or newer
  - **Glservice 6.0.1** or newer
  - **Java 1.8.0\_232** or newer
    - ***NOTE: Installed version should match platform bit count.***

### 2.2 Linux and FreeBSD

The following are the minimum server requirements:

- One of the following operating systems:
  - Red Hat Enterprise Linux 5.5+
  - Suse Linux Enterprise Server 10 SP2+, 11.x, 12.x
  - Ubuntu Linux 12.04 LTS, 13.x, 14.x, 15.04, 15.10
  - FreeBSD 10+
- Hardware requirements:
  - RAM: 256MB
  - Disk Space: 128MB
- Software requirements:
  - **filePro 6.0.01** or newer
  - **Glservice 6.0.1** or newer
  - **OpenJDK 1.8** or newer (**or compatible distribution**)

## 3 Installation

### 3.1 Windows

The following steps will help guide you through installation on Windows:

- Make sure **Java 1.8.0\_232 or newer** is installed on your machine.
  - **NOTE: Installed version should match platform bit count.**
- Download and run **giserver-setup-web.exe** from your login portal at [www.fptech.com](http://www.fptech.com).
  - **NOTE: It is recommended to run the installer as Administrator.**
- Read the License Agreement and proceed with installation by pressing **I Agree** if you accept the terms in the License Agreement.
- If this is a full install of **both** Giserver and fileProWeb, provide the path to your license file now. If you are **only** installing fileProWeb, you may continue with setup without providing a license file.
  - **NOTE: Make sure that if you are only installing fileProWeb to update your license file for Giserver prior to continuing with setup. This can be done by replacing the giserver.lic file in your application directory, under the 'giserver/lib' folder. The service will need to be restarted.**
- Select **Install fileProWeb** from the list of available components and press **Next**.
- Provide a path to install fileProWeb and press **Next**.
  - **NOTE: It is recommended to use the default path. Changing paths between installations without first uninstalling the software can cause undefined behavior.**
- Press **Install** to install fileProWeb and the selected components on this machine.
- Press **Finish** to complete the installation.

### 3.2 Linux and FreeBSD

The following steps will help guide you through installation on Linux and FreeBSD:

- Make sure **OpenJDK 1.8 or newer (or compatible distribution)** is installed on your machine.
- Download and run **fileProWeb-6.0.1\_VXXX** (where XXX is the current release number) from your login portal at [www.fptech.com](http://www.fptech.com).
  - **NOTE: Installation must be run as root or root equivalent.**
- Read the License Agreement and proceed with installation by entering **Y** if you accept the terms in the License Agreement.
- Enter the port number you wish to use with fileProWeb.
  - **NOTE: it is recommended to run using the default port unless doing an advanced configuration.**

- Select if you are installing fileProWeb on the same server that you **already** have filePro and Glserver installed.
  - ***NOTE: If you are configuring fileProWeb to run on a different server than filePro and Glserver OR if you are using a non-standard port for Glserver you must enter N for this question.***
- Select if you want protected fields to have a 3D look and feel.
- Select if you want setup to generate a fileProWeb compatible printer definition.
  - If selecting to generate a fileProWeb compatible printer, enter the IP address or URL your server is located at.

## 4 Configuration

If using a non-standard Glservlet port number or installing fileProWeb on a different server than filePro and Glservlet, use the following steps to configure your installation:

### 4.1 Configuration Tool

The following steps will guide you through how to use the configuration tool (**webconfig**):

- Navigate in your web browser to the server and port that fileProWeb is installed on, e.g. <http://localhost:8080/webconfig>.
- Under **Config file to update**, select **webfastconfig.fp.props** and click **Fetch config file contents**.
- Under **webfast config settings**, set your **Host** and **Port** values to point to your Glservlet installation, e.g. Host 172.16.2.100 and port 4350.
- Click **Update file with new values** once **Host** and **Port** values are set and correct.

### 4.2 SSL

fileProWeb also supports the use of SSL certificates. The following steps will guide you through how to enable SSL. If you do not already have an SSL certificate, one can be created using OpenSSL or over the internet by using Let's Encrypt <https://letsencrypt.org/>.

- Open the **fp\_tomcat.cfg** file under the **conf** directory in your fileProWeb installation directory using a text editor.
- Append and modify the following lines to your config file as needed.

```
usessl=true
ssl-key-store=/path/to/ssl/keystore.p12
ssl-key-store-alias=fileProWeb
ssl-key-store-password=P@$w0rd!
ssl-key-store-type=PKCS12
```

- **usessl=(true|false)**
  - Should fileProWeb use SSL connections?
- **ssl-key-store=<path\_to\_keystore\_file>**
  - Path to either a JKS or PKCS12 keystore file containing the certificate to use.
- **ssl-key-store-alias=<key\_alias>**
  - Name of the key to use in the keystore file.
- **ssl-key-store-password=<keystore\_password>**
  - Password for the keystore.
- **ssl-key-store-type=(PKCS12|JKS)**

- ***NOTE: It is recommended to use a PKCS12 keystore over the deprecated JKS format.***
- Make sure that you create or add your certificate to a PKCS12 keystore or JKS keystore if they are not already.
  - Examples:
    - openssl pkcs12 -export -inkey **private\_key.key** -in **result.pem** -name **my\_name** -out **final\_result.pfx**
    - openssl pkcs12 -export -inkey **private\_key.key** -in **certificate.cer** -certfile **chain.pem** -out **final\_result.pfx**
- **Restart** fileProWeb either using the **service center** on Windows or by issuing the one of the **following commands** on Linux/FreeBSD.
  - System V
    - service fileproWeb restart
  - systemd
    - systemctl restart fileproWeb



## 5 Connecting

Once fileProWeb is configured, you can now use the interface to access filePro.

### 5.1 Web Browser

fileProWeb is a web-based product. It requires a compatible web browser to access. The following steps will help you access fileProWeb:

- You must use a compatible web browser. It is recommended to use **Google Chrome**, although **Firefox** and **Edge** have been tested as well.
- Navigate in your web browser to the **server** and **port** that fileProWeb is installed on, e.g. <http://localhost:8080/fptech>.
  - **NOTE: If accessing fileProWeb from a DIFFERENT machine than it was installed on, use the static address of the host machine.**
  - **NOTE: The fptech slug (end of the URL) is REQUIRED to access fileProWeb. This can be changed under the fp\_tomcat.cfg file under the conf directory in your fileProWeb installation.**
  - **NOTE: Glserver and fileProWeb use DIFFERENT ports for their operation. They are separate applications.**
- Enter the username and password of a **GI** user and click **Login** to access the application database.
  - **NOTE: This account must be configured prior to login. This can be done using Gladmin or the giaccount tool provided with your Glserver installation.**

## 6 Additional Information

The following information is to aid in the management and administration of fileProWeb:

### 6.1 Starting and Stopping fileProWeb

The following are commands related to managing the fileProWeb service:

- **Start, Stop, or Restart** fileProWeb either using the **service center** on Windows or by issuing the **related command** on Linux/FreeBSD.
  - System V
    - `service fileproWeb start`
    - `service fileproWeb stop`
    - `service fileproWeb restart`
  - systemd
    - `systemctl start fileproWeb`
    - `systemctl stop fileproWeb`
    - `systemctl restart fileproWeb`

## 7 Troubleshooting

The following information contains information to consider when encountering problems with your fileProWeb installation.

### 7.1 Service Will Not Start

- Make sure your installation meets all of the prerequisites, a valid copy of Java is required.
- Check your antivirus software.
- Make sure the port set in your **fp\_tomcat.cfg** file is not already in use.
- Check the **fp\_jvm\_daemon.log** file if your host machine is running Windows. The file is located under your fileProWeb installation directory under the **logs** folder. This will include errors related to the Windows service.
- Check the **tomcat\_0.log**. The file is located under your fileProWeb installation directory under the **logs** folder. This will include application related errors specific to the loading and running of fileProWeb.

### 7.2 Host Connection Failed

- Make sure Gserver is running and the port is accessible to the host machine.
- Check that the configuration steps have been completed and that fileProWeb is configured to point to the Gserver installation.
- Make sure you have a rule in your firewall to allow access to Gserver from the host machine.

### 7.3 404 Not Found

- Check that the fileProWeb service is running on the host machine.
- Make sure the address you are using to connect to fileProWeb is correct and pointing to the host machine.
- Check to see if you are using the correct URL slug to access fileProWeb. Default is **/fptech**.
  - **NOTE: The default slug can be configured in the *fp\_tomcat.cfg* file.**
- Make sure you have a rule in your firewall to allow access to fileProWeb from the host machine.
- If you have SSL enabled, make sure to use **https** rather than **http** in the URL you are using to access fileProWeb.
- Check the **fp\_jvm\_daemon.log** file if your host machine is running Windows. The file is located under your fileProWeb installation directory under the **logs** folder. This will include errors related to the Windows service.
- Check the **tomcat\_0.log**. The file is located under your fileProWeb installation directory under the **logs** folder. This will include application related errors specific to the loading and running of fileProWeb.