WhosOn 2016
Server help

WhosOn is designed to track visitors on your website in real-time and to allow operators within your organization to interact with those visitors via live chat and proactive engagement. In addition to live visitor tracking, WhosOn also provides historical reporting of visitor activity, chat sessions and operator activity. Below are the steps for installing and configuring WhosOn 2016.

Minimum system requirements:

- Windows Server 2008 R2 / 2012 R2 or higher
- SQL Server Express/Standard 2012 / 2014 / 2017
- At least 2GB RAM
- At least 40GB disk space
- IIS running .NET framework 3.5 or higher
- ASP.Net 3.5 or higher

Note: For performance and lack of conflict, it is recommended that WhosOn is installed on a standalone server.
Configuring server roles and features
Access windows server manager and add the following roles and features:

### Web server (IIS)

**Common HTTP features**
- Default document
- HTTP errors
- HTTP redirection
- Static content

**Performance**
- Static content compression
- Dynamic content compression

**Security**
- Request filtering
- Basic authentication

**Application development**
- .NET extensibility 3.5
- .NET extensibility 4.5
- Application initialization
- ASP
- ASP.NET 3.5
- ASP.NET 4.5
- ISAPI extensions
- ISAPI filters

**Management tools**
- IIS management console

### Features

**.Net framework 3.5**
- .Net framework 3.5
- HTTP activation
- Non-HTTP activation

**.Net framework 4.5**
- .Net framework 4.5
- ASP.NET 4.5

**WCF services**
- HTTP activation
- TCP activation
- TCP port sharing
WhosOn 2016
Configuring application request routing (ARR)

1. The following steps detail how to configure the WhosOn Gateway to run under the IIS 7.0+ (Windows Server 2012 and above) ARR configuration. This is used when a server has only a single static IP address.

2. Open Internet Information Services (IIS) and access the top-level server. It will prompt to get started with the latest Web Platform Components. Select 'yes' on that window.


3. The following Web Platform Installer application will need to be installed:
   - URL Rewrite 2.1
   - Application Request Routing 2.5
   - Application Request Routing 2.5 with KB2589179
   - Application Request Routing 3.0

You can use the following links to do so:

https://www.iis.net/downloads.microsoft/url-rewrite
https://www.iis.net/downloads.microsoft/application-request-routing

Useful links

https://www.iis.net/downloads.microsoft/url-rewrite
https://www.iis.net/downloads.microsoft/application-request-routing
WhosOn 2016
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4. Restart Internet Information Services (IIS) Manager and expand the web server. A Server Farms option will now be accessible.
WhosOn 2016
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Right-click Server Farms and then click ‘Create Server Farm’.
Give your new Server Farm a name. (We usually use the name ‘Gateway’, but this is not important.) Then click ‘Next’.
For the Server Address, type in ‘localhost’. Check ‘Online’ and add, and then click ‘Finish’. You will then be prompted to add a URL rewrite rule, click ‘Yes’.
Within the new Server Farm options, go to Caching and uncheck ‘Enable disk cache’. Set the memory cache duration to 0. Also select ‘Do not cache’ from the query string support drop-down.
Go to Load Balance and set the Load Balance algorithm to 'Weighted round robin'.
WhosOn 2016
Configuring application request routing (ARR)

Go to Routing Rules and check 'Enable SSL offloading'.
Go to Proxy and uncheck ‘Include TCP port from client IP’.
12 Next, click on the top-level IIS node (the first item under Start Page). From here, select ‘URL Rewrite’ and modify the routing rule that is in place. If one does not exist, add one. (The name of this rule isn't important.)

Then, in the Match URL section, set the requested URL to ‘Matches the Pattern’. Set Using to ‘Regular Expression’ and set the pattern to: `^([^/?]*(\?.*))?$`
Expand Conditions and add five rules, one for each of the WhosOn applications. The rules should be set up as follows:

<table>
<thead>
<tr>
<th>Input</th>
<th>Type</th>
<th>Pattern</th>
</tr>
</thead>
<tbody>
<tr>
<td>{REQUEST_URI}</td>
<td>Does not Match the Pattern</td>
<td>.*/chat$</td>
</tr>
<tr>
<td>{REQUEST_URI}</td>
<td>Does not Match the Pattern</td>
<td>.*/iphone$</td>
</tr>
<tr>
<td>{REQUEST_URI}</td>
<td>Does not Match the Pattern</td>
<td>.*/whosonclient$</td>
</tr>
<tr>
<td>{REQUEST_URI}</td>
<td>Does not Match the Pattern</td>
<td>.*/whosoncharts$</td>
</tr>
<tr>
<td>{REQUEST_URI}</td>
<td>Does not Match the Pattern</td>
<td>.*/newchat$</td>
</tr>
</tbody>
</table>

If you have altered the application names, you will need to modify the pattern to the names you have given the applications within the site.
WhosOn 2016
Configuring application request routing (ARR)

Open Command Prompt with “Run as Administrator” and enter the following commands:

1. netsh
2. http
3. add iplisten {Server IP}
4. Then press CTRL+C
5. net stop http
6. Answer Yes
7. iisreset

These commands will cause IIS to end all connections. This means that if you are running other resources from IIS, you may want to perform this during a quiet period for your server. However, note that WhosOn will not work until this step is complete.

For assistance with Netsh commands for HTTP, please review the following MSDN link: https://docs.microsoft.com/en-us/windows/desktop/Http/netsh-commands-for-http.

Useful links
Installing and configuring WhosOn Installable Server
WhosOn 2016
Installing and configuring WhosOn Installable Server

   Installation of WhosOn requires a SQL database to hold chat and visitor data. If you do not have your own instance of SQL server to use, you will need to install SQL as part of the install process for WhosOn.

2. Follow the steps in the wizard to complete installation. Towards the end of the installation process, the installer will ask you if you want to add inbound exceptions to the firewall on ports 8080 and 8011. Select ‘yes’. Then you can run through the final steps in which you either enter the serial number you purchased for WhosOn or request an evaluation key allowing you to trial the software for 30 days.

3. After installation, open the WhosOn Service Manager software. It will request a password for the default ‘Admin’ user.
Upon login you will be prompted to configure WhosOn database. In the wizard, select the SQL database type to connect WhosOn to.
Next you will tell WhosOn which computer your SQL server will be on and give it credentials for authentication. If you are using the SQL Express 2017 edition installed with WhosOn (first choice in the installation wizard page on point 2), the instance name defaults to SQLEXPRESS.

If you need to connect to a SQL instance on a separate machine, add the machine name or IP address before "\" followed by the instance name. For example: mycomputer\SQLEXPRESS. If you are using an instance on the local machine, a full stop before "\" will suffice. (As per the screenshot below.)

You can also choose which credentials to use to connect to the SQL instance: NT Authentication or a SQL user.
Once it knows which SQL instance it needs to connect to, WhosOn will create a database for its data. Specify the name you wish the database to take and the directory you wish it to reside in. (The defaults shown below.)
Now that your database has been created, you need to create the site(s) you wish to monitor in the settings portal.
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