

# MassTransit Enterprise Web Configuration

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**GroupLogic**

## Version History

Version	Date	Author	Changes
1.5	4/10/2006	OV	Created.
1.5.1	4/25/2006	OV	Added critical information on php.ini file setting to run MTWeb on HTTPS.
1.5.2	6/23/2006	CM	Updated the Firefox supported browser version and added PHP information regarding the installation location and Stuffit Expander.
1.5.3	10/20/2006	CM	Updated session.cache_limiter setting in PHP setup for Windows servers only.
1.5.4	11/2/2006	DK	Added PHP troubleshooting info. Removed Apache for Windows section.
1.5.5	11/9/2006	CM	Added information for Mac OS X 10.4.8 and Intel Mac support. Clarified setting writable permissions for folders on Windows.
1.5.6	1/8/2007	MT	Added new section with special instructions for upgrading/installing MTWeb version 5.0.2. Updated the required PHP versions. Added step to copy the libmysql.dll; this ensures the log viewer page loads properly.
1.5.7	1/11/2007	JAL/PC	Revised PHP version info. Added PHP directory security information. Added PHP.INI read information.

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## Introduction

This document is a comprehensive guide to installing the MassTransit Web (MTWeb) component provided with MassTransit Enterprise. MassTransit supports the following features via the web interface: file transfer, job tickets, log viewing, and password change. Please view the latest ReadMe for supported versions located at <http://www.grouplogic.com/files/glidownload/mtreleases.cfm>

MTWeb requires four components – MassTransit Enterprise, MySQL, a web server (IIS or Apache), and PHP.

## Setup Requirements

MassTransit Web requires the following components:

- MassTransit Enterprise version 5.0 or greater
  - You MUST install the MassTransit web site files corresponding to your MassTransit engine version. MassTransit 5.0.2 requires version 5.0.2 web site files.
- MySQL version 4.1.18 (*see note below as Mac users may need a more recent version*)
- (WINDOWS) PHP 5.1.6
- (MACINTOSH) PHP 5.2.0

**NOTE:** If you are configuring MTWeb on Mac OS X 10.4.8 please read the Knowledge Base article for the recommended versions of MySQL and PHP at:

<http://www.grouplogic.com/knowledge/index.cfm/fuseaction/view/docID/245> .

Along with the above components, MassTransit Web requires one of the following web browsers:

Windows:

- Internet Explorer 5.5 or later
- Firefox 1.5.0.1 or later

Macintosh:

- Safari 1.3 or later
- Firefox 1.5.0.1 or later

Note on Intel Mac support: MassTransit can be installed and run on Macs that use Intel CPUs. MassTransit is a PowerPC-based application that runs using Rosetta emulation. MassTransit 5.0.1x29 or later is needed to install MassTransit Pro and Enterprise on Intel Macs. Earlier versions of the MassTransit 5.0 Satellite Server and Application Client also work on Intel Macs. The MassTransit 5.0 web client plug-in works on Intel Macs with Safari and Firefox if the browser is set to run using Rosetta.



# MassTransit Web Setup

The MTWeb setup consists of two steps: PHP installation and the Web Server setup. The following sections provide a comprehensive guide to setting up MTWeb on both Windows and Macintosh operating systems with specific instructions for IIS and Apache. MassTransit Enterprise and MySQL must be installed and running before configuring MTWeb. Please follow the steps outlined in the Before You Begin section below to configure MassTransit for MTWeb.

## Before You Begin

The following instructions provide steps to configure MassTransit. The *MassTransit.cfg* and *mtweb.ini* files must be configured.

1. Navigate to the **Extras** folder within the **MassTransit** directory. Copy the *MassTransit.cfg* file to the **MassTransit Server 5** directory.
2. Open the *MassTransit.cfg* file and make sure to uncomment (delete the “%%”) the `ENABLE_SOAP_API` and `SOAP_API_PORT` flags. Set the `ENABLE_SOAP_API` flag to `TRUE`.

**NOTE:** You must restart MassTransit Enterprise for any changes to take effect. The MassTransit Engine service can be restarted from the Services control panel. To verify that these changes have taken effect, launch the MassTransit Administrator and look at the log; a message appears stating, “SOAP interface enabled on port 50050.”

3. Give `WRITE` permissions to the user running the web process (normally the “Internet Guest” or “Anonymous Internet” account) for the **parsed** and **templates\_c** folders which can be found inside the **MTWeb** directory. Please consult the [FAQ](#) section at the end of this document for enabling writable permissions on folders.

**NOTE:** Any time the MTWeb files are updated, you must delete the contents of the **parsed** and **templates\_c** folders with the exception of the *readme.txt* files.

4. Edit the *mtweb.ini* file; by default, the file is located inside the **MTWeb** directory found within the **MassTransit Server 5** folder.

**NOTE:** All lines beginning with “;” in the *mtweb.ini* file are considered commented and therefore ignored. You must uncomment all lines mentioned in the steps below.

5. Enter a valid username and password in the `DB_USER` and `DB_PASSWORD` fields respectively. The username and password created during the MassTransit installation can be used for MTWeb. The default MySQL installation username is “masstransit”. Please consult the [FAQ](#) for information on creating a new user in MySQL.



6. Verify that the following lines in the *mtweb.ini* file are configured correctly. Please view the file for detailed definitions of each field.

```
DB_HOST
SOAP_PROXY_ADDRESS
DB_NAME
```

The next sections provide operating system specific instructions for [Windows](#) and [Mac OS X](#) operating systems. They provide details on installing PHP and configuring the Web Server to complete the installation and setup of MTWeb.

## Windows Setup

Follow the steps below to setup MTWeb on Windows. You must first install and configure PHP before setting up the Web Server using Microsoft Internet Information Services (IIS).

### Step 1: PHP Setup

The steps below provide setup instructions for PHP. The instructions below assume that your operating system is installed on the "C:\\" drive.

1. Install PHP 5.1.6, which is available from <http://www.php.net/releases/index.php>. Use the PHP zip package and extract the package into a directory called **php** (e.g. "C:\php"). It is strongly recommended that PHP be installed on the same drive as the operating system. Installing PHP on a different drive will prevent MTWeb from working properly.

**NOTE:** If Stuffit Expander was used to open the PHP zip package and the required PHP files mentioned below are not present, try using another application to open the PHP zip package.

2. Copy the *php.ini-dist* file from the **php** folder to your system directory (e.g. "C:\Windows\") and rename it *php.ini*.
3. Open the *php.ini* file (located in "C:\Windows\") in an application suitable for plain text editing and continue with the following steps to make changes to the default PHP settings.

**NOTE:** All lines beginning with ";" in the *php.ini* file are considered commented and therefore ignored. Please ensure that all lines mentioned in the steps below are uncommented (if you see a ";" character at the beginning of any of the lines mentioned below, please delete it).

4. Change the line beginning with "display\_errors =" as shown below.

```
display_errors = Off
```

5. Change the line starting with "doc\_root =" as shown below if MassTransit was installed in the default location.

```
doc_root = "C:\Program Files\Group Logic\MassTransit Server 5\MTWeb\webroot"
```



6. Change the line beginning with “extension\_dir” as shown below.

```
extension_dir = “C:\php\ext”
```

7. Change the line beginning with “cgi.force\_redirect =” as shown below.

```
cgi.force_redirect = 0
```

8. Verify that the *php\_mysql.dll* library file is included in the “C:\php\ext\” directory.

9. Add the following line(s) to the Dynamic Extensions section of the *php.ini* file.

```
extension=php_mysql.dll
```

**If you are installing MTWeb 5.0.2**, please also add the following line to the Dynamic Extensions section.

```
extension=php_soap.dll
```

10. Change the line beginning with “session.cache\_limiter” to blank as shown below.

```
session.cache_limiter =
```

11. Edit the following lines to enable PHP logging for troubleshooting purposes:

```
error_reporting = E_ALL  
log_errors = on  
error_log = “MT-PHPLog.log”
```

Please note that for the error log to be written, the windows user account associated with the IIS web site that MassTransit will use (generally IUSR\_COMPUTERNAME) needs to have write access to the log file. By default (if you don't specify a folder), the default log file location will be your webroot folder. If you do not want to give the windows user account associated with the IIS web site full access to a folder, you may create an empty log file with this name manually and then grant that windows user account write access to that file only.

12. After completing the above modifications to the *php.ini* file, please save the file and then close the application being used to edit the file.

13. Copy the *libmysql.dll* file from “C:\PHP\” to “C:\Windows\System32\”.

14. Confirm that the PHP installation directory has appropriate system permissions.

- Locate the directory where PHP has been installed. By default, this directory is **C:\PHP**.
- Right-click on this directory, and select “Properties” from the pull-down menu.
- Select the “Security” tab from the PHP Properties window.
- Confirm that the machine’s “Network Service” user has **Read**, **Execute**, and **List** permissions for the PHP installation directory.



NOTE: The Network Service user rarely shows up explicitly, but is a member of the Users group. Depending on the security structure for the particular machine, you may want to add the **Users** group to the PHP folder (and propagate permissions downstream to the contained files and folders), or just add the Network Service user by itself.

More information regarding PHP installation on Windows can be found at <http://www.php.net/manual/en/install.windows.php>

PHP setup is now complete. You can verify that PHP is running successfully by consulting the [FAQ](#).

## Step 2: Web Server configuration

### Internet Information Services (IIS)

The steps below enable users to configure MTWeb as a default website.

1. Open the IIS Manager from Control Panel → Administrative Tools.
2. Right Click on the Default Web Site entry located under the **Web Sites** folder and select Properties.
3. Select the **Home Directory** tab.
  - a. Click on the 'Browse' button to specify the **webroot** folder. For the default MassTransit installation path is:  
**C:\Program Files\Group Logic\MassTransit Server 5\MTWeb\webroot**
  - b. Ensure that the 'Read' checkbox is checked while the 'Write' and 'Directory browsing' checkboxes are unchecked.
  - c. Change the 'Execute Permissions' combo box to "Scripts Only".
  - d. Click on the 'Configuration' button under the Application Settings group.
  - e. Click the 'Add' button and set the Executable path by clicking on the 'Browse' button. The default path should be as follows:  
**C:\php\php5isapi.dll**
  - f. Enter ".php" in the 'Extension' text field (no quotations).
  - g. Verify that 'Script engine' checkbox is checked. Click 'OK' twice.

NOTE: Steps **e** through **g** above must be repeated for each extension that is to be associated with PHP scripts. Extensions such as .php3 may be required for legacy applications.

4. Go to the **Documents** tab.
  - a. Click the 'Add' button and enter "index.php" (no quotations) and click 'OK'. Move the "index.php" to the top by clicking the 'Move Up' button.





5. **Skip this step if you are configuring MTWeb on IIS version 5.0 or earlier.**

- a. Select the **Web Service Extensions** folder and click on "Add a new Web service extension".
- b. Enter "PHP" in the Extension field and click 'Add'.
- c. Select the ISAPI file by clicking the 'Browser' button and select following:  
**C:\php\php5isapi.dll**
- d. Check "Set extension status to Allowed" and click OK.

6. You must now restart IIS so that the changes made to PHP and IIS settings are properly loaded.

The Web Server configuration is now complete. At this point, the website should be running. You can verify this by opening up a browser and entering the IP Address of the machine on which MTWeb was configured. The MassTransit Web login page should appear. You must create a valid web client account in MassTransit to successfully login.



## Macintosh Setup

Follow the steps below to setup MTWeb on Mac. You must first install and configure PHP before setting up the Web Server (Apache).

### Step 1: PHP Setup

Go to <http://www.entropy.ch/software/macosex/php/> and download the appropriate PHP package for your version of Mac OS X. If you are using a Mac OS X 10.4.x version, Group Logic recommends using the 5.2.0 universal binary version (runs on both PPC and Intel-based Mac platforms). For additional information please see the following Knowledge Base article:

<http://www.grouplogic.com/knowledge/index.cfm/fuseaction/view/docID/245> .

1. Double-click the compressed file that was downloaded. That file should automatically be decompressed and create the PHP installer package file on your desktop.
2. Double-click the installer package and follow the installer directions.

PHP setup is now complete. You can verify that PHP is running successfully by consulting the [FAQ](#).

### Step 2: Web Server configuration

Apache comes pre-installed with most Mac OS X installations. You can find further information about downloading Apache on Mac OS X at [www.apache.org](http://www.apache.org)

To setup Apache on Mac OS X, you need to edit the **httpd.conf** file. It can be found at `/etc/httpd/`. To get to this folder, select the Go Apple Menu and click Go to Folder.

1. Edit the line beginning with 'ServerName'. Uncomment the line if it is commented and put your server's IP Address here.
2. Change the line starting with "DocumentRoot" directly below "ServerName" to:  
**DocumentRoot `"/Applications/MassTransit Server 5 Folder/MTWeb/webroot/"`**

NOTE: The above path is only valid if MassTransit is installed in the default location.

3. Change the line starting with "<Directory "Library/WebServer/Documents">" to:

**<Directory `"/Applications/MassTransit Server 5 Folder/MTWeb/webroot/"`>**

NOTE: The above path is only valid if MassTransit is installed in the default location.

4. Add "index.php" to the "DirectoryIndex" line in the following section:

```
#  
# DirectoryIndex: Name of the file or files to use as a pre-written HTML  
# directory index. Separate multiple entries with spaces.
```



```
#  
<IfModule mod_dir.c>  
    DirectoryIndex index.html index.php  
</IfModule>
```

Above line will ensure that *index.php* will be loaded by default when accessing the website.

The Web Server configuration is now complete. You must restart the Apache Server by typing “sudo Apachectl restart” at the command line of the terminal window. You will need Administrator access to restart Apache.

The following sections are not required for MTWeb configuration. They offer instructions of advanced configuration such as setting up MTWeb with SSL and Multi-homing.



## Upgrading an Existing MTWeb 5.0 or 5.0.1 Installation to MTWeb 5.0.2

Due to recent changes and improvements in MTWeb, follow the below steps to smoothly upgrade from an existing 5.0 or 5.0.1 MTWeb installation to 5.0.2 MTWeb.

### For Microsoft Windows:

1. Stop the Internet Information Services (IIS) website that is associated with MTWeb.
2. Backup your current *mtweb.ini* file (default installation is: *C:\Program Files\Group Logic\MassTransit Server 5\MTWeb*) to preserve current MTWeb-related settings for reference purposes.
3. Backup any customized code (such as custom job tickets, web page headers, and web page footers) in the existing MTWeb folder (default installation is: *C:\Program Files\Group Logic\MassTransit Server 5*).
4. Copy the 5.0.2 MTWeb directory and replace the existing MTWeb directory (default installation is: *C:\Program Files\Group Logic\MassTransit Server 5\MTWeb*). If prompted about whether to replace files, click “Yes”.
5. Open the *templates\_c* folder (default installation is: *C:\Program Files\Group Logic\MassTransit Server 5\MTWeb*) and delete all of its contents except the *readme.txt* file.
6. Open the *parsed* folder (default installation is: *C:\Program Files\Group Logic\MassTransit Server 5\MTWeb*) and delete all of its contents except the *readme.txt* file.
7. Open the new *mtweb.ini* file and carefully update the relevant settings in the new *mtweb.ini* file using your backup version as reference. **Please note that there are new settings in the 5.0.2 *mtweb.ini* file and you cannot simply use the old *mtweb.ini* file with a 5.0.2 version of MTWeb. Also note that the file may initially be “read only”. If so, right-click the file in Windows Explorer, click “properties”, and then un-check “read only” so that you can successfully edit the file.**
8. Carefully update any customized code that was backed up in Step 3.
9. Add the following line to the Dynamic Extensions section of the *php.ini* file (default installation is: *C:\Windows*).

```
extension=php_soap.dll
```

10. It is strongly recommended that users enable PHP logging to facilitate easier troubleshooting with MTWeb-related issues. Please edit the following lines of the *php.ini* file (typically located in the following directory: *C:\Windows*) and save the file when you are done.
  - a. `error_reporting = E_ALL`
  - b. `log_errors = on`
  - c. `error_log = “MT-PHPLog.log”`



Please note that for the error log to be written, the windows user account associated with the IIS web site that MassTransit is using (generally IUSR\_COMPUTERNAME) needs to have write access to the log file. By default (if you don't specify a folder), the default log file location will be your webroot folder. If you do not want to give the windows user account associated with the IIS web site full access to this folder, you may create an empty log file with this name manually and then grant that windows user account write access to that file only.

11. You must now restart IIS so that the changes made to PHP settings are properly loaded.

## For Mac OS X:

1. Stop the Apache web server that is associated with MTWeb.
2. Backup your current *mtweb.ini* file (default installation is: *Applications:MassTransit Server 5:MTWeb*) to preserve current MTWeb-related settings for reference purposes.
3. Backup any customized code (such as custom job tickets, web page headers, and web page footers) in the existing MTWeb folder (default installation is: *Applications:MassTransit Server 5*).
4. Copy the 5.0.2 MTWeb directory and replace the existing MTWeb directory (default installation is: *Applications:MassTransit Server 5:MTWeb*).
5. Open the *templates\_c* folder (default installation is: *Applications:MassTransit Server 5:MTWeb*) and delete all of its contents except the *readme.txt* file.
6. Open the *parsed* folder (default installation is: *Applications:MassTransit Server 5:MTWeb*) and delete all of its contents except the *readme.txt* file.
7. Open the new *mtweb.ini* file and carefully update the relevant settings in the new *mtweb.ini* file using your backup version as reference. **Please note that there are new settings in the 5.0.2 *mtweb.ini* file and you cannot simply use the old *mtweb.ini* file with a 5.0.2 version of MTWeb. Also note that the file may initially be “read only”; you may need to edit the file properties to ensure that you can successfully edit the file.**
8. Carefully update any customized code that was backed up in Step 3.

You must restart the Apache Server by typing “sudo Apachectl restart” at the command line of the terminal window. You will need Administrator access to restart Apache.



## MassTransit Web Setup with SSL

Enabling SSL using MTWeb allows for secure data transfer between the MassTransit Enterprise Server and clients using MTWeb.

To setup MassTransit Web with SSL:

1. Enable the **Use Secure Connection To Transfer Files** checkbox.

NOTE: The SSL transfer is enabled in the MassTransit Enterprise Server on a per contact basis. Therefore, this must be followed for all Web Client contacts that require SSL encryption for data transfer.

2. Edit a Web Client contact entry by selecting the entry from the Contacts window and clicking the 'Edit' button.
3. Select the Security tab and locate the Web Privileges section.
4. Check the checkbox labeled **Use Secure Connection To Transfer Files** and click 'OK' to save.

## MassTransit Web Setup Using SSL Certificates or HTTPS

Within MassTransit edit the *mtweb.ini* file located inside the **MTWeb** directory and change the following line:  
**WEB\_SERVER\_SECURE = "true"**

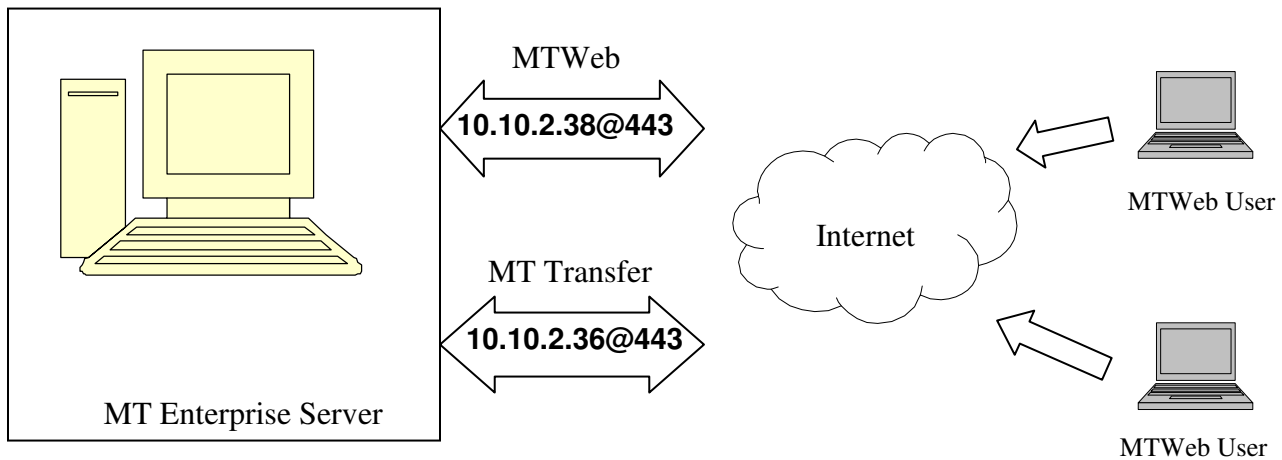
This document does not provide information on setting up MTWeb with SSL Certificates or HTTPS on Web Servers (IIS or Apache). Please contact Group Logic support via e-mail at [support@grouplogic.com](mailto:support@grouplogic.com) for more information.



## MassTransit Web Setup with Multi-homing

By default MassTransit (MT) listens on all IP Addresses at the specified port. If the machine is configured with multiple IP Addresses, it is often useful to designate an IP Address for MassTransit and the web server. This is especially valuable when both the website and the MassTransit server must run on SSL (port 443). In such cases, you must configure MassTransit with multi-homing.

The figure below provides an example where the MassTransit Server will transfer files using SSL on IP Address 10.10.2.36 on port 443. The website (MTWeb) will be configured on IP Address 10.10.2.38 on port 443.



The setup instructions below are based on the diagram above.

### Steps

1. Move the *MT IP Addresses.txt* file from the **Extras** folder to the same location as the MassTransit Engine executable.
2. Edit the file and enter the IP Address that MassTransit should listen on. The *MT IP Address.txt* file should look like the following based on the above example:  
**ssl=10.10.2.36**

NOTE: Ensure that the line does not start with “%%”.

3. Edit the *mtweb.ini* file located in the **MTWeb** directory and change the following line:  
**HOST\_IP\_ADDRESS = “10.10.2.36@443”**

The multi-homing setup is now complete. The above setup allows users to access MTWeb via IP Address 10.10.2.38 while the file transfers (communication between MT Server & MT Assistant) will occur on IP Address 10.10.2.36.



## FAQ

Q: How do I give writable permissions to a folder?

A: Follow the steps below to give writable permissions to a folder:

### Windows

1. Right click on the folder and select **Properties**.
2. Click on the **Security** tab and verify that the appropriate Groups and Users have Full Control. At the least, the Administrator account (local computer) should have Full Control. If a folder needs to be accessed by a domain user then the domain user must also be given full control.
3. The web site configured in IIS for MassTransit use has a specific Windows user account associated with it to provide anonymous access to the web site. For the MassTransit web system to function properly, that user account must be granted "write permissions" to the "templates\_c" and "parsed" folders (located within MassTransit's "MTWeb" folder). To determine the user account that the IIS website associated with MassTransit is using for anonymous access, please follow these steps:
  - a. Open "Internet Information Services (IIS) Manager" (Control Panel > Administrative Tools > Internet Information Services (IIS) Manager).
  - b. Within the "Web Sites" folder, right click the IIS website name for the site that was configured for MassTransit use, and then click "properties".  
-NOTE: If you do not see the list of websites, you may need to click the plus sign icon to expand the listing so that it shows all entries
  - c. Click the "Directory Security" tab, and then under the "Authentication and Access Control" section, click the "Edit" button.
  - d. In the "Enable Anonymous Access" section, look in the "User Name" field and it will indicate the user account that is being used by the website in the format: "COMPUTER NAME\USER ACCOUNT NAME".
  - e. Click the "Cancel" button to exit out of the properties screens without making changes.

NOTE: For further information please consult the following Microsoft KB Article:

<http://www.microsoft.com/technet/prodtechnol/windows2000serv/deploy/confeat/13w2kadc.mspx>

### Mac

1. Select a folder from the Finder and press Apple + I to open the **Get Info** dialog.
2. Enable the write permissions. Please consult the following Apple KB article for detailed instructions:  
<http://docs.info.apple.com/article.html?path=Mac/10.4/en/mh669.html>

Q: How do I obtain permission to write to the httpd folder when running as non root?

A: Follow the steps below:

1. Choose **Go → Go to Folder** from the Finder.
2. Enter **"/etc/"** in the dialog that appears and click **Go**.
3. Select the **httpd** folder in the finder window that appears.
4. Choose **File → Get Info** from the Finder.
5. Click the triangle in the "Ownership & Permissions" section to expand the details.
6. Click the lock to allow yourself to change the permissions.
7. Select the user you are logged in as from the "Owner" pulldown.
8. Authenticate by entering your password.
9. Close the Get Info window.

If you are not running as root, also obtain permission to write to the *httpd.conf* file.





1. Double-click on the **httpd** folder.
2. Select the *httpd.conf* file from the **httpd** folder.
3. Choose **File → Get Info** from the Finder.
4. Click the triangle in the “Ownership & Permissions” section to expand the details.
5. Click the lock to allow yourself to change the permissions.
6. Select the user you are logged in as from the “Owner” pulldown.
7. Authenticate by entering your password.
8. Close the Get Info window.

Q: How do I create a user for MTWeb in MySQL?

A: You can use the MySQL Administrator to create a user.

#### **Windows**

1. Launch the MySQL Administrator and sign on with **root** privileges.
2. Select the **User Administration** option from the left pane and click the ‘New User’ button.
3. Enter username and password under the Login Information group of the **User Information** tab.
4. Select the **Schema Privileges** tab.
5. Click on the **mtdatabase** schemata from the left and apply SELECT privileges by selecting the row labeled “SELECT” and clicking the ‘<’ (left arrow) button.
6. Verify that SELECT now appears under the Assigned Privileges column.
7. Click on ‘Apply Changes’ button located on the bottom right corner. You should now see a newly created user under the **User Accounts** group.
8. You must now add a valid host for this user. To do so, right click on the user created above located in the **User Accounts** group and select the ‘Add Host from Which The User can Connect’ option.
9. Enter a host name (i.e. IP Address or DNS such as “localhost”) and click ‘OK’.

#### **Mac**

1. Launch the MySQL Administrator and sign on with **root** privileges.
2. Select the **Accounts** option from the top and click the ‘New User’ button located at the bottom left corner.
3. Enter the username and password under the Login Information group of the **General** tab.
4. Select the **Schema Privileges** tab.
5. Click on the **mtdatabase** schemata from the left and apply SELECT privileges by selecting the row labeled “SELECT” and clicking the ‘<’ (left arrow) button.

NOTE: In order to setup MTWeb with this username and password, the above created username and password must be entered in the *mtweb.ini* file.

Q: How do I verify if PHP is installed and configured correctly?

A: Create a test file with a standard text editor, and place within your web root directory. The *test.php* should contain the following line:

```
<?Php phpinfo() ?>
```

Now open up `http://<web directory path>/test.php` in your web browser.

Q: Where are the error messages logged?

A: Error messages are logged to the webserver's default error log. For IIS, the default is:  
**C:\WINDOWS\system32\LogFiles.**

Q: Upon login, I get a “Server Connection error”.

A: There may be several factors causing this error. Verify following settings:



- Make sure privileges are set up right in MySQL corresponding to what's set in mtweb.ini.
- Make sure ENABLE\_SOAP\_API = TRUE is uncommented (delete “%%”) in *MassTransit.cfg*

Q: IIS launches with an error saying "Unexpected error 0x8ffe274".

A: This means that another application is using the TCP/IP port 80. You should either change the port bindings for the website to a port other than port 80 or you should stop the application that is using port 80 and then start the website from the IIS manager.

Q: How do I view the php.ini file configuration?

A: In your browser, navigate to the phpinfo.php file, which is included in the MTWeb folder. If configured with MTWeb as root, you can just go to localhost/phpinfo.php. This will display the configuration information about PHP. One useful thing is to look at is the "Configuration File (php.ini) Path" to make sure you know where the active php.ini file is.

Q: How do I find out the version of MTWeb I'm running?

A: Login to your MTWeb using a browser. Change the URL as follows where “masstransit.grouplogic.com” is the IP Address or DNS fully qualified domain name (FQDN) of your MTWeb server.

**<http://masstransit.grouplogic.com/index.php?action=General.systeminformation>**

Q: Why do I see a blank page when I click on the Log tab?

A: You most likely have a configuration problem relating to PHP or MySQL. Confirm the following:

1. Verify that php\_mysql.dll and php\_mysqli.dll are being loaded by making sure they are listed on the phpinfo test page (see steps above). If they are not loaded, make sure they are specified correctly in php.ini and that the files are in the C:\PHP\ext directory.
2. Make sure your extensions directory is set to “c:\php\ext”.
3. Make sure the database configuration in mtweb.ini is correct. Verify that you have properly specified the DB\_HOST, DB\_NAME, DB\_USER, and DB\_PASSWORD and that they correspond to what is specified in MySQL.
4. If you still have problems on Windows, you can try the following:
  - a. Right click on the My Computer icon and click Properties. Navigate to Advanced\Environment Variables\System Variables.
  - b. Locate the "Path" variable.
  - c. Add ";c:\php" (without the quotes – note semicolon) to the end of the string variable
  - d. Next, click the 'New' button under 'System variables' to create a new system variable.
  - e. Under Variable Name, enter “PHPRC” (without quotes.)
  - f. Under Variable Value, enter “c:\php” (indicating the location to the PHP directory; without quotes.)
  - g. Click OK to save.
  - h. Save all configuration changes.
  - i. Next, open the REGEDIT utility.
  - j. Go to: HKEY\_LOCAL\_MACHINE\SOFTWARE
  - k. Add a key called "PHP"
  - l. Inside PHP, add a string value called "IniFilePath" and set its value to "c:\php"
  - m. Reboot the machine to ensure the setting is applied

