



# Infor LN Workbench Installation Guide 2.0

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# Contents

- About this guide..... 7**
  - Intended audience ..... 7
  - Related documents..... 7
  - Contacting Infor..... 7
  
- Chapter 1 Introduction ..... 9**
  
- Chapter 2 Requirements ..... 11**
  - Hardware requirements ..... 11
  - Software requirements..... 11
    - IIS Requirements..... 11
    - Browser Requirements..... 12
  
- Chapter 3 Installation ..... 13**
  - Installation of the Workbench Deployer..... 13
    - Workbench Deployer application pool settings ..... 13
    - Workbench Deployer Web site settings ..... 14
    - Workbench Deployer application settings..... 14
    - Installing Workbench Deployer..... 14
    - Workbench Deployer Configurator..... 18
  - Configuration of the Web Server ..... 18
    - Workbench application pool settings..... 19
    - Workbench web site settings..... 19
    - Workbench web site Session State settings ..... 20
    - Workbench web site Authentication Settings ..... 21
  - Deploying Workbenches..... 22
    - Deployment Logging..... 24
    - Miscellaneous ..... 24
    - Authentication settings ..... 25
  - Configuration (LN) ..... 27

Setting the Workbench Web Server.....	27
<b>Chapter 4 Impact.....</b>	<b>29</b>
Performance .....	29
Migration .....	29
Backwards compatibility .....	29
Integration .....	29
Escrow impact.....	30
<b>Chapter 5 Glossary .....</b>	<b>31</b>
<b>Chapter 6 Troubleshooting.....</b>	<b>33</b>
HTTP status code 500 .....	33
MS Deploy Log Files.....	34
Installation failure .....	34
Deployment failure.....	34
Every attempt to deploy returns HTTP status code 424 .....	35
Occasional returns of HTTP status code 424 .....	36
Enabling logging during installation.....	36





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## About this guide

This document is an installation and reference guide for Infor LN Workbench Applications. The guide will describe:

- The system requirements
- The installation steps for the Workbench applications.
- How to deploy Infor LN Workbench Applications on an IIS7 Web Server.

## Intended audience

This installation guide is intended for application managers and/or system administrator who are responsible for installations of - new versions of - Infor software

## Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in "Contacting Infor" on page 7.

## Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme).

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

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# Chapter 1 Introduction

1

The LN Workbench Applications run in a Web UI environment, which is hosted itself in an Infor Workspace environment.

You can access the Workbench Applications within the Intranet environment, not from the internet.

Installation and deployment of the Workbench 3GL Session, DLL and BDE components on the customer system is done through the standard PMC tools.

For deployment of the workbenches on an IIS server additional steps are required. These steps are described in this document.

Everything described in this document with regard to LN Workbench Applications, also applies to LN Home Page Web Parts.



Here we will address all hardware en software requirements for the installation of Workbench Applications.

### Hardware requirements

These are the requirements:

- A Windows server, capable of hosting a Microsoft Internet Information Services (IIS) server, version 7.x, with at least 10Mb of free space per LN Workbench Application.

### Software requirements

These are the requirements:

- A working environment of Infor LN (FP7 or later), as applications such as LN Workbenches are deployed from Infor LN.
- In case of FP7, KB Solution 1123723 must be installed.
- A running Microsoft Internet Information Services (IIS) server, version 7.x., hosting an Infor Workspace environment, which hosts a Web UI environment.

### IIS Requirements

The IIS requirements for Workbench applications are based on ASP.Net 4.x and require Microsoft Internet Information Services (IIS) version 7.x. In addition .Net version 4.0 must be installed on the IIS server.

To install IIS:

- 1 In the Server Manager, switch on these services:

- Web Server (IIS) role, with the default role services
- Application Development: **ASP.NET and dependent role services**
- Security: **Windows Authentication**
- Management Tools: **IIS 6 Management Compatibility**

2 Ensure that HTTP Activation is installed.

- In the Server Manager select **Features**.
- Open .NET Framework 4.x Features – WCF Services.
- Select **HTTP Activation**.

MS WebDeploy (<http://www.iis.net/download/webdeploy>) is part of the installation package and must not be installed beforehand. Other important IIS settings and configurations for workbench applications are listed in section Configuration of the Web Server in this guide.

## Browser Requirements

To be able to run a Workbench Application, a Silverlight plugin is needed in the browser.

These browsers support a Silverlight plugin:

- Microsoft Internet Explorer, version 7 or later;
- Mozilla FireFox, version 3 or later;
- Google Chrome;

Note: correct working of drill back functionality to the LN backend is not guaranteed at this moment.

- Apple Safari.

At this moment, Infor supports Internet Explorer, Mozilla Firefox and Google Chrome.

This chapter describes:

- Installation of the Workbench Deployer.
- Configuration of the Web Server.
- Deployment of a Workbench Application.
- Configuration of the Workbench Application in LN.

## Installation of the Workbench Deployer

The Workbench Deployer is an ASP.NET application that handles deployment of Workbenches from LN to the IIS Web Server.

It retrieves the Workbench package files from LN (which are defined as Additional Files), uploads them to the IIS Web Server, and installs them on the IIS Web Server.

The Workbench Deployer must be installed on the IIS Web Server. This is a one-time action.

The next paragraphs describe the installation of the Workbench Deployer.

### Workbench Deployer application pool settings

Using the IIS Manager, add (or select) an application pool for the Workbench Deployer.

The application pool must have these settings:

- .Net Framework version: **4.\***
- Managed pipeline mode: **Integrated**
- Identity: **Local System**

## Workbench Deployer Web site settings

To configure the settings:

- 1 Start the IIS Manager.
- 2 Add a new website, for example, "WorkbenchDeployer":
- 3 Specify this information:
  - Site Name: **WorkbenchDeployer** (this name is free to choose);
  - Application Pool: **The application pool just created**
  - Physical path: **The physical path where the site content (sources) must be stored.**  
To avoid configuration errors the physical path of the web site where the WorkbenchDeployer is installed must adhere to the root folder of the website in C:\inetpub. For example: C:\inetpub\www\WorkbenchDeployerRoot
  - Required binding: **https** (but it is also possible to run the Workbench Deployer with http)
  - Connect as: **Pass-through authentication**
  - SSL-certificate: **Browse to your SSL-certificate.**

## Workbench Deployer application settings

The web application settings for the Workbench Deployer are set by the installer of the Workbench Deployer itself.

These values are required:

- Connect as: **Pass-through authentication**
- Cookie Settings: **Use Cookies**
- Anonymous Authentication: **Disabled**
- Windows Authentication: **Enabled**

## Installing Workbench Deployer

Acquire the LN Workbench Deployer Installation Program and extract it into the server. This installation program is available from <http://www.inforxtreme.com/> KB Solution 1125915).

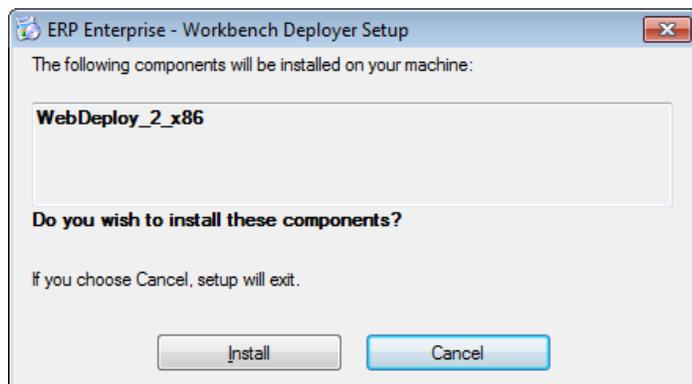
These files are present.



To install workbench deployer:

- 1 Right click 'setup.exe' and select **Run as administrator.**

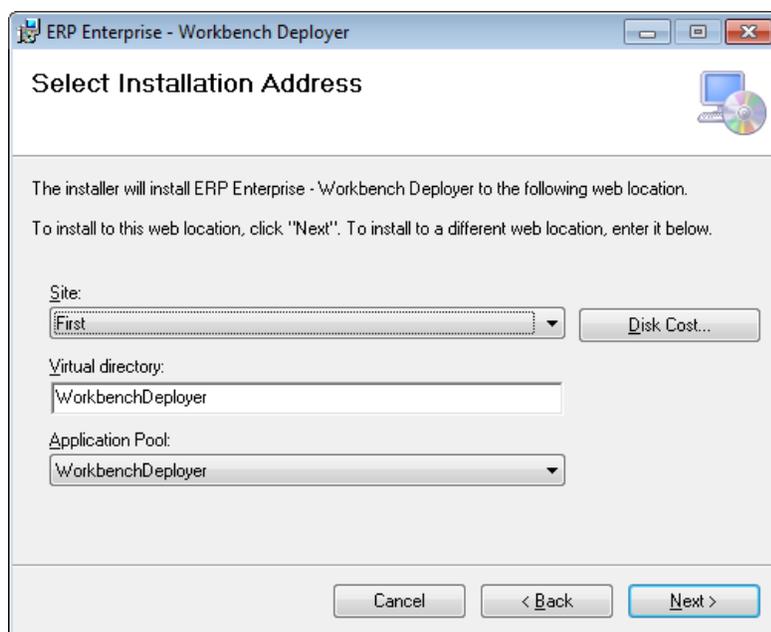
- 2 Microsoft Web Deploy 2.0 is bundled together and will be installed first.



- 3 Click **Install**.

The Welcome installation screen displays:

- 4 Click **Next**. The Select Installation Address dialog displays.



- 5 Select the web site from the **Site** dropdown box.
- 6 Specify a web application name in the **Virtual directory** field.
- 7 Select an application pool from **Application Pool** dropdown box.

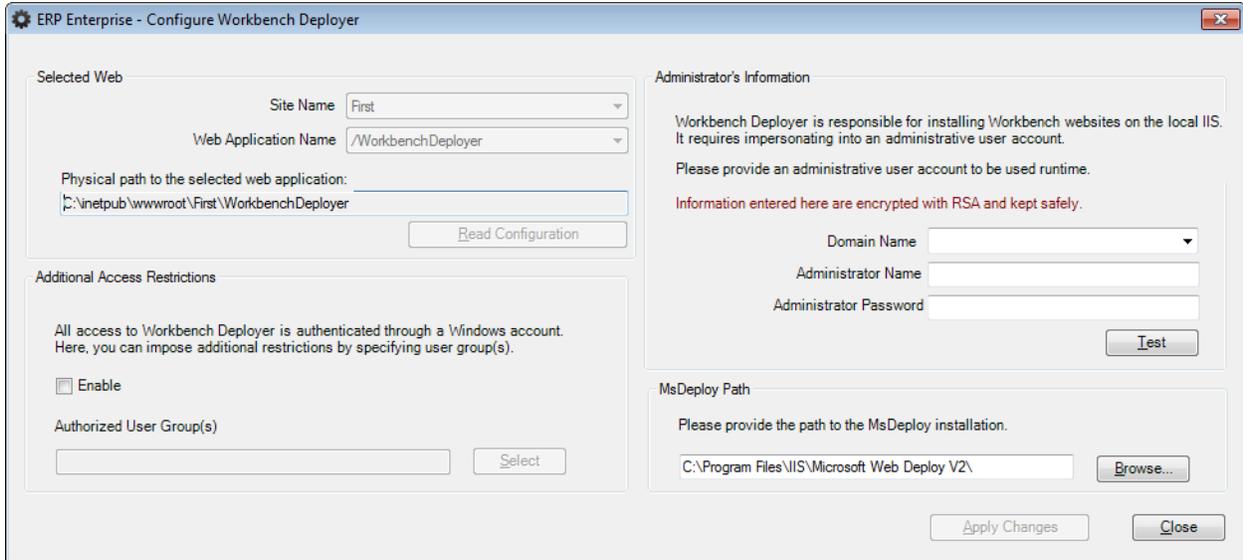
For the correct requirements see Workbench Deployer application pool settings mentioned earlier.

- 8 Click **Next**.

The Confirm Installation screen appears.

- 9 Click **Next** to start the installation.

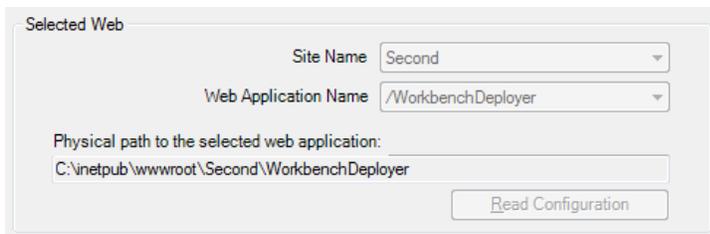
A dialog box with a progress bar displays. Before the progress bar reaches the end, the Configure Workbench Deployer dialog box displays:



The Configure Workbench Deployer dialog box contains these sections:

- Selected Web
- Additional Access Restriction
- Administrator's Information
- MsDeploy Path

The Configure Workbench Deployer – Selected Web section:



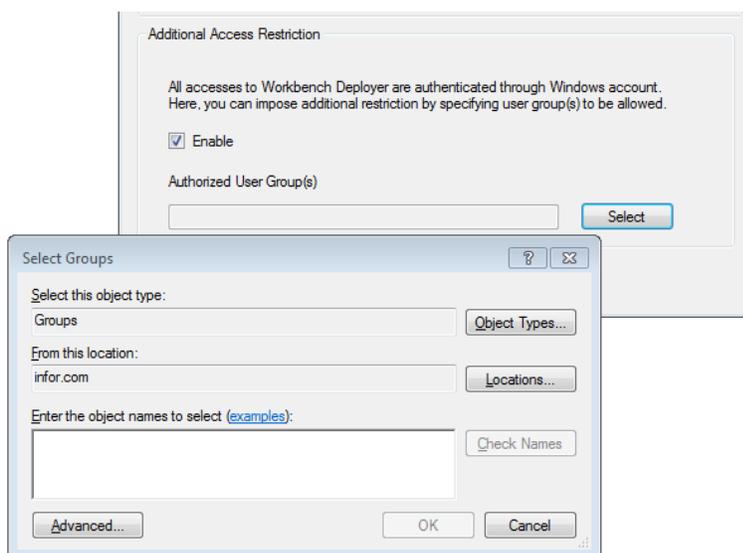
This section displays the destination web site, application and its physical path.

At this stage, changing these settings is not allowed.

The Configure Workbench Deployer – Additional Access Restriction section:

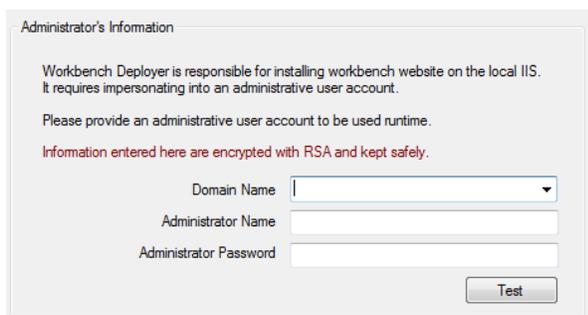
By default, Workbench Deployer authenticates all Windows users. For imposing additional access restriction through specifying group names,

- 10 Select the **Enable** checkbox to enable the **Select** button.
- 11 Click **Select** to start the Select Groups dialog.



12 Select one or more groups and click **OK**.

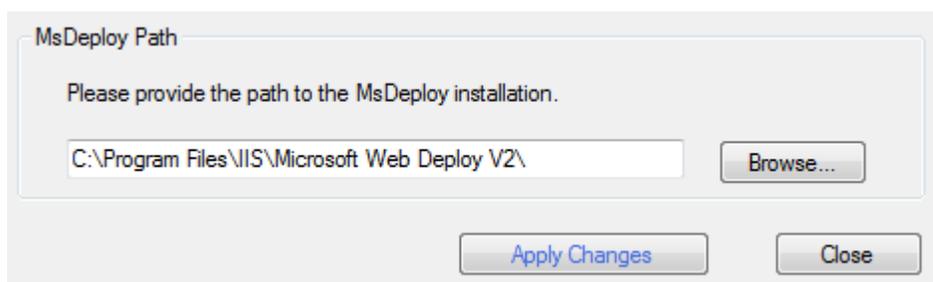
Configure Workbench Deployer – Administrator’s Information section:



13 Specify Domain Name, Administrator Name, and Administrator Password to be used runtime when Workbench Deployer performs the execution of deployments.

14 Click **Test** to verify the specified values result in successful login.

Configure Workbench Deployer – MsDeploy Path section:



15 Verify that the 'MsDeploy Path' points to the desired path of the Web Deploy 2.0.

Note: On x64 Servers, this path must point to the x64 version of MsDeploy.exe and not to the x86 version.

16 Click **Apply Changes** to write the configuration values in the web.config file.

Administrator's account details are encrypted and not readable.

17 Close the Installation Complete dialog when the installation is complete:

## Workbench Deployer Configurator

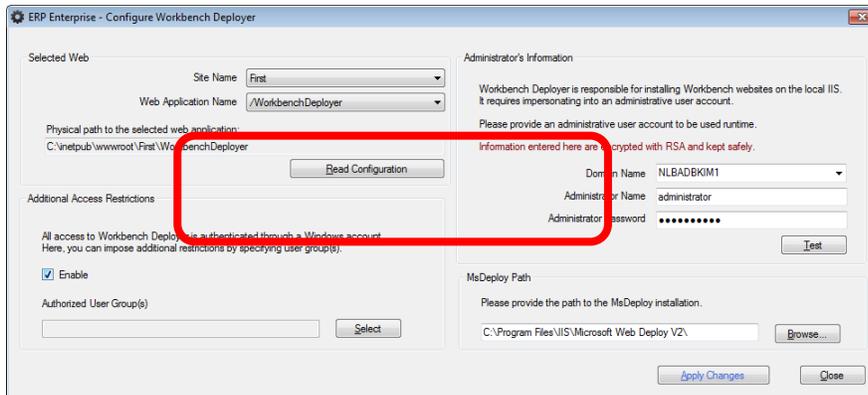
This application is installed silently when the Workbench Deployer is installed.

It is installed in the folder:

%Program Files%/Infor/WorkbenchDeployerConfig

Shortcuts are available from the user's desktop and program files menu.

Click one of the shortcuts and accept when prompted for User Access Control.



When started after the installation, Site Name and Web Application combo boxes are enabled.

The goal of enabling the combo boxes is to accommodate the web site or application changes made by users and make it possible to encrypt the sensitive data afterwards.

## Configuration of the Web Server

This section describes the configuration of the Web server for the workbenches. These subjects will be discussed:

- Application Pool Settings;
- Web Site creation and configuration.
- Session State Settings;
- Authentication Settings;

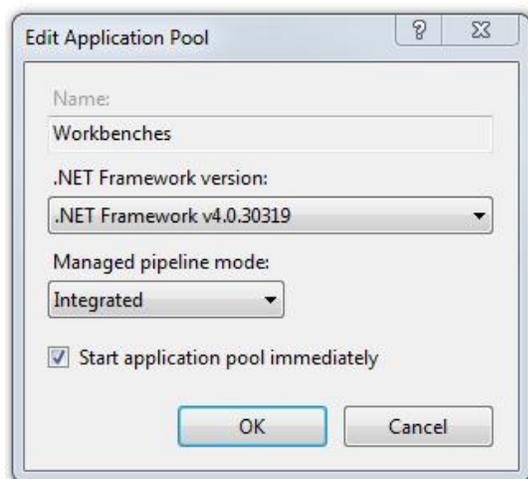
All necessary settings are mentioned here for reference purposes, in case of problems running the workbench.

## Workbench application pool settings

Using the IIS Manager, add an application pool. It is advised to add an application pool for the Workbench applications and not to reuse an existing one, like the default application pool.

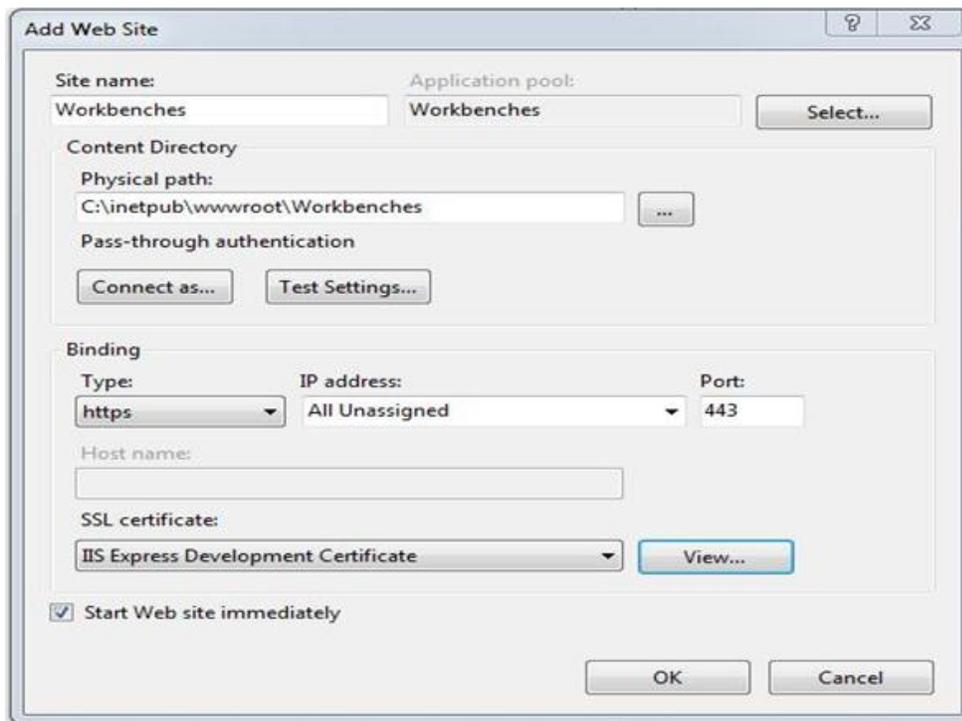
The application pool must have these settings:

- Name: **Workbenches** (this name is free to choose)
- .Net Framework version: **4.\***
- Managed pipeline mode: **Integrated**



## Workbench web site settings

- 1 Start the IIS Manager,
- 2 Add a new website, for instance with the name "Workbenches":



### 3 Specify this information:

- Site Name: Workbenches (this name is free to choose);
- Application Pool: Workbenches (the application pool just created)
- Physical path: The physical path where the site content (sources) must be stored.
- Connect as: Pass-through authentication
- Binding Type: https\*
- Port: Specify a port number. Ensure it differs from the port number of the Workbench Deployer web site.
- SSL-certificate: Browse to your SSL-certificate

\*: It is possible to run the workbenches with http.

Some Workbenches make use of maps. At this moment it is only possible to use Bing Maps and Open Street Map. Open Street Map only runs with http and is free to use. Bing Maps run with http and https, but require a Bing Map key. This key must be entered in LN, session COM Parameters (tccom5000m000). If you want to run the workbenches under https (for example, due to your preferred authentication system, such as ASDF or IFS), then you must use Bing Maps.

## Workbench web site Session State settings

This paragraph describes the session settings on *Workbenches web site* level.

 **Session State**

Session State Mode Settings

Not enabled  
 **In process**  
 Custom  
 State Server  
 Connection string:  
   
 Time-out (in seconds):

SQL Server  
 Connection string:  
   
 Time-out (in seconds):

Enable custom database

Cookie Settings

Mode:

Name:

Time-out (in minutes):

Regenerate expired session ID

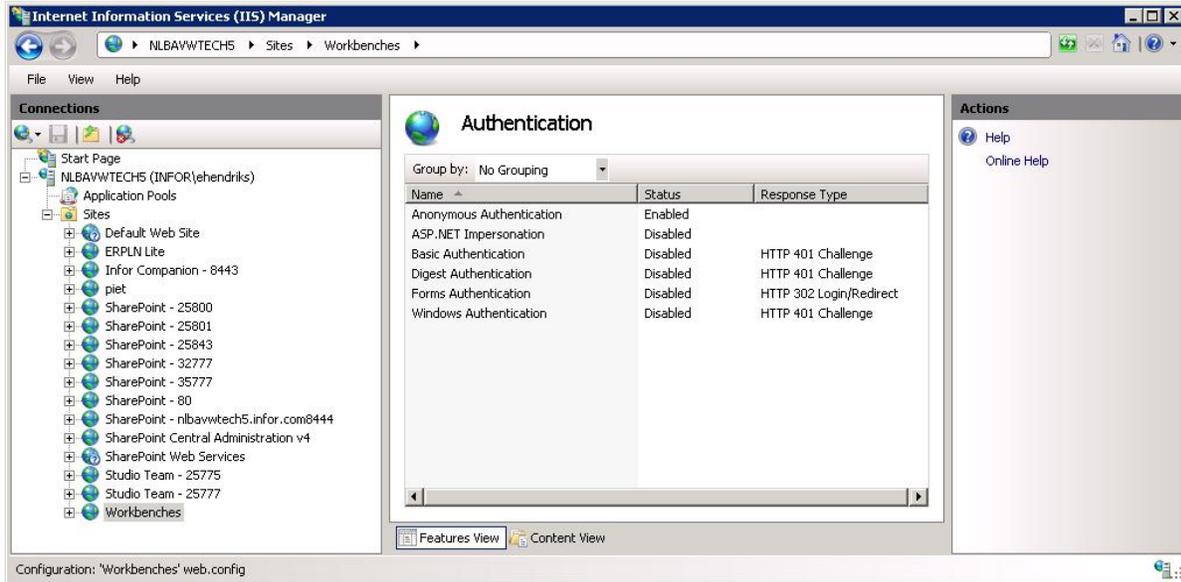
Use hosting identity for impersonation

Specify this information:

- Session State Mode Settings: **In process**
- Cookie Settings, Mode: **Use Cookies**.
- Time Out: **20 minutes** (minimal)

## Workbench web site Authentication Settings

Specify these authentication configurations on *Workbenches website* level:



Enable Anonymous authentication

Disable all other authentications.

## Deploying Workbenches

To deploy Workbenches from LN to the IIS Web Server:

- 1 Start Web UI or Workspace and connect to the LN system.\
- 2 Start the **Workbench Applications** (ttadv2570m100) session
- 3 Select your workbench to deploy:

Session	Description	Version	Release	Customer	Additional File
tdpur8350m000	Supplier Confirmations Workbench	B60	a	sy61	8350m000.desk
tdpur8352m000	Top 5 Suppliers Turnover	B60	a	sy61	8352m000.desk
tdpur8353m000	My Suppliers	B60	a	sy61	8353m000.desk
tdsts8350m000	Sales Delivery Workbench	B60	a	sy61	8350m000.desk
tdsmi8350m000	Top 5 Customers Open Balance	B60	a	sy61	8350m000.desk
tdsmi8351m000	Top 5 Open Opportunities	B60	a	sy61	8351m000.desk
tdsmi8352m000	Top 5 Customers Turnover	B60	a	sy61	8352m000.desk
tdsmi8353m000	My Customers	B60	a	sy61	8353m000.desk

Note: multiple workbenches can be selected to deploy at once.

- 4 In Web UI: select Specific – Deploy…:
- 5 In Workspace: select Actions – Deploy…

This screen appears:

6 Specify this information:

- The Workbench Deployer URL. See Installation of the Workbench Deployer described earlier for the correct URL.
- Specify the Target Site. This is the site name on the IIS server where the workbench packages will be deployed. See the Workbench web site settings mentioned earlier for the name of the web site.
- Specify your username, including windows domain; format <Windows domain>\<username>.
- Specify your password.

An example:

7 Click Deploy.

When clicking Deploy, the selected workbench(es) will be deployed from LN to the IIS server. The workbench applications will be installed in the indicated Target Site and with the web application name: <sessioncode>\_<version>\_<release>[\_<customer>]  
For example: tscfg8350m000\_B60\_a\_sy59.

The workbenches are now deployed.

After deployment, it is *not* necessary to restart the Web Server or the target site. The target site will be restarted automatically.

## Deployment Logging

After deployment click **View Logfile** in session Deploy Workbench Applications (ttadv2570m100) to view the log file.

Here is an example:

```

tmp091181154.bc - Notepad
File Edit Format View Help
# S T A R T [Date/time: 2012-02-09 09:01]
# User      : avdmeent
# Server    : https://n1bavwtech5:9643/workbenchDeployer/
# Target Site: workbenches
whinp8350m000_B60_a_sy61|U|desk.zip|OK
whinp8350m000_B60_a_sy61|U|SetParameters.xml|OK
whinp8350m000_B60_a_sy61|U|deskdeploy.cmd|OK
whinp8350m000_B60_a_sy61|D|OK
# E N D [Date/time: 2012-02-09 09:01]

```

The formatting of the log file is:

[WORKBENCH ID][ACTION][STATUS]

ACTION : Upload) or D(eploy)

STATUS : OK or FAILED (+ error message)

# = comment line

The log file is stored in bse.dir\$() & "/log/log.wb\_deploy".

Click **Clear Logfile** in the Deploy Workbench Applications (ttadv2570m100) session to clear the log file.

## Miscellaneous

The **Deploy Workbench Applications** (ttadv2570m100) session can be started standalone. In this case a selection range on package VRC and additional file (= workbench application) are available in the UI. This makes it possible to deploy a range of workbenches.

DEPLOY WORKBENCH APPLICATIONS

Deploy Close View Logfile Clear Logfile Save Defaults Clear Defaults Get Defaults Add to Job... Help

**Selection Range**

From To

Package: [ ] [ ] - ZZ [ ] [ ]

VRC: [ ] [ ] [ ] [ ] - ZZZZ [ ] [ ] [ ] [ ]

Additional File: [ ] [ ] ~~~~~~ [ ] [ ]

**Server**

Workbench Deployer URL: <https://n1bavwtech5.infor.com:9443/>

Target Site: Default Web Site

**Credentials**

User: [ ]

Password: [ ]

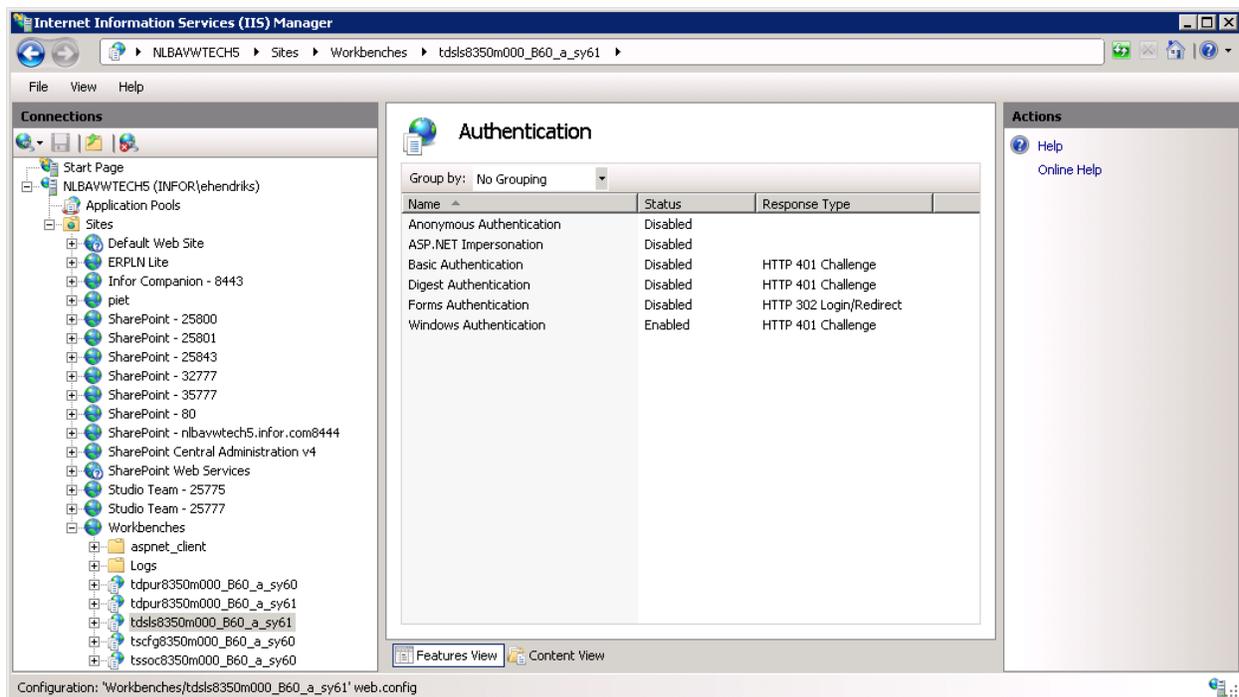
ttadv2270m100 0000

However this is also possible by selecting multiple workbenches in session Workbench Applications (ttadv2570m100), before executing the deployment action.

## Authentication settings

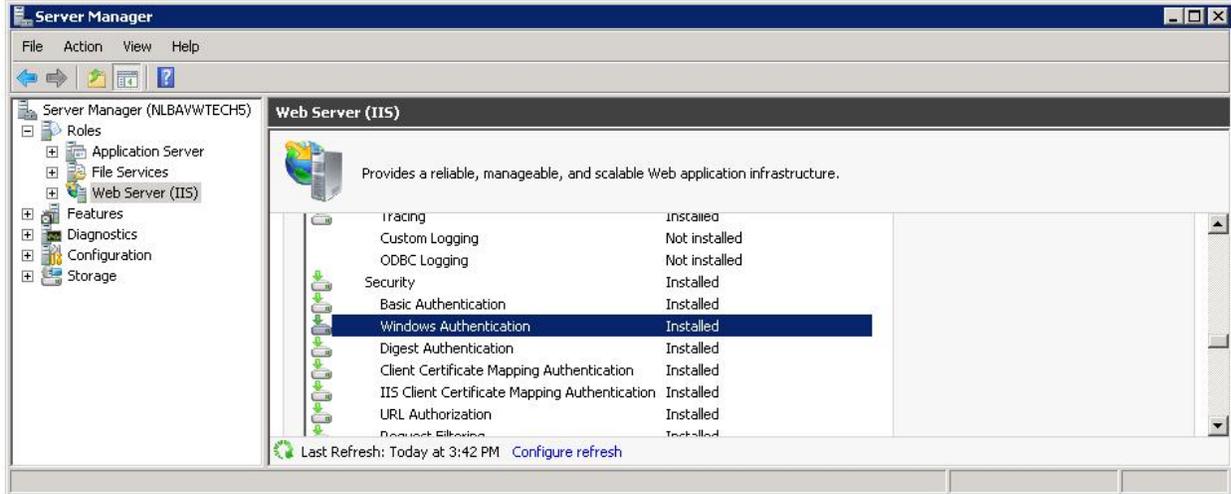
The Workbench Deployer ensures that the authentication settings for the workbenches are correctly set. These settings are described here.

On workbench application level (not the Workbenches site level), the Windows Authentication must be *enabled*, and all others disabled. See this screen print:



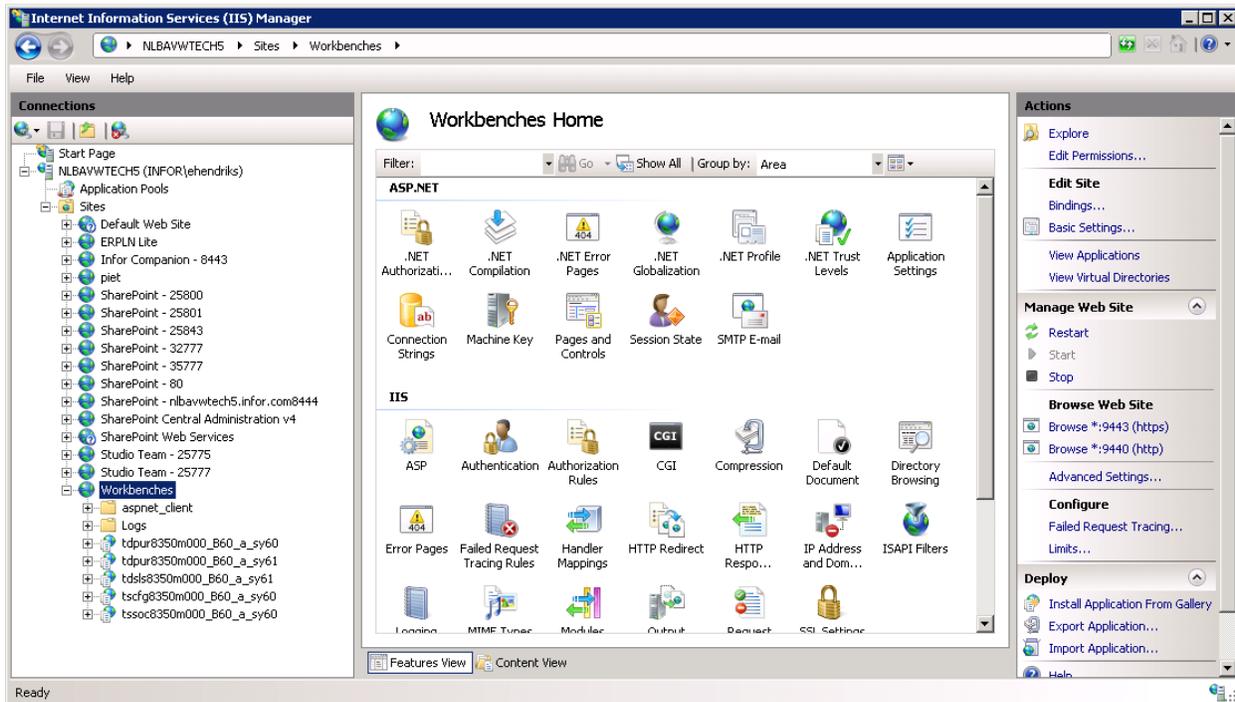
Windows Authentication is an IIS feature that is not installed by default. To add features to IIS, start the control panel on the IIS Server machine, select **Programs > Turn Windows features on or off**:

## Installation



Add the Role Service for Windows Authentication if it is not installed yet.

Note that the IIS server must be restarted when features are enabled or disabled. For changes in configuration on workbench level, restarting these sub web sites is sufficient:



Other Web sites running on this same server will not be affected by a restart on “workbench” level.

## Configuration (LN)

The configuration of a Workbench application is stored on the LN backend. The only configuration data which is needed for a Workbench application is the information which is needed for constructing the Workbench URL.

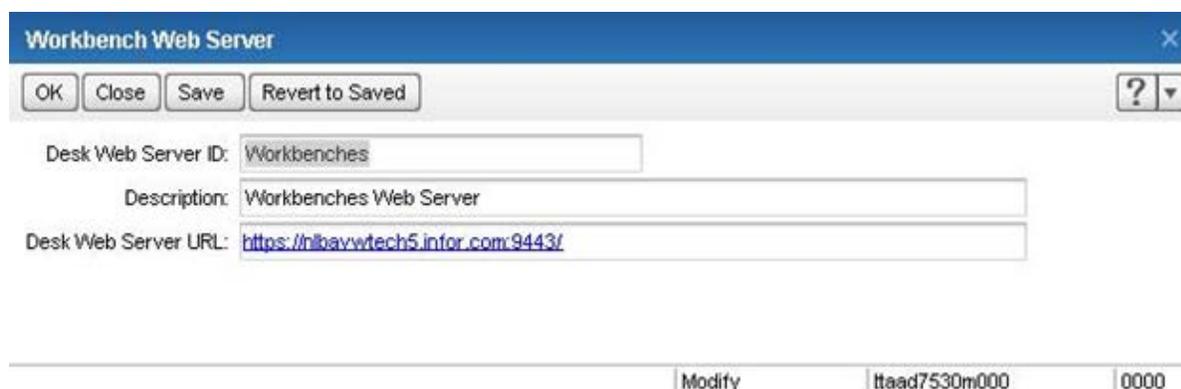
The session to maintain this workbench configuration data is described.

### Setting the Workbench Web Server

This – one time - action must also be run by the (IIS) administrator.

LN must know where the web applications are hosted. Run these actions:

- 1 Start session Workbench Web Server (ttaad7530m000);
- 2 Specify an ID, description and the URL (including port) of the server where the workbenches are hosted, for example:



The screenshot shows a dialog box titled "Workbench Web Server". It has a blue header bar with a close button (X) on the right. Below the header, there are four buttons: "OK", "Close", "Save", and "Revert to Saved". On the far right of this bar is a help icon (question mark) and a dropdown arrow. The main area of the dialog contains three text input fields:

- "Desk Web Server ID:" with the value "Workbenches" entered.
- "Description:" with the value "Workbenches Web Server" entered.
- "Desk Web Server URL:" with the value "https://nikayvtech5.infor.com:9443/" entered.

At the bottom of the dialog, there is a status bar with the text "Modify" followed by a field containing "ttaad7530m000" and another field containing "0000".

The port must equal the one defined for the Workbenches website.



### Performance

Every deployment of a Workbench Application results in the creation of a (sub) website on the IIS server and will consume some disk space (10Mb per website, maximum).

The performance of the IIS server will also be affected by the number of users working with a Workbench Application.

### Migration

Migration problems are not expected when deploying a Workbench Application or updating a Workbench Application.

### Backwards compatibility

Not applicable.

### Integration

It is good practice to run Workbench Application on a separate application pool. In that case, other sites running on the same IIS server are not affected by restarts etc.

## Escrow impact

Not applicable.

A brief overview of the abbreviations used in this document with their description and/or origin.

3GL	3 <sup>rd</sup> Generation Language
ADFS	Active Directory Federation Service
ASP	Active Server Pages (Microsoft Server side script-engine)
BDE	Business Data Entity
ERP	Enterprise Resource Planning
DLL	Dynamic Link Library
FP	Feature Pack (Infor)
FP7	Feature Pack No 7 (Infor)
HTTPS	Hypertext Transfer Protocol Secure
IFS	Infor Federation Services
IIS	Internet Information Services (Microsoft's Web Server)
IIS7	Internet Information Services, version 7.x
KB	Knowledge Base on <a href="http://www.inforxtreme.com">http://www.inforxtreme.com</a>
PMC	Program Maintenance and Control (Infor Tool)
URL	Uniform Resource Locator (Web Page Address)
VRC	Version Release Customization (Infor)
Web UI	Infor Web User Interface (Infor)



Here is described which failures, logfiles and error codes you can encounter.

### HTTP status code 500

The Workbench Deployer account configured in Workbench Deployer Config is the account used to receive and deploy the Workbenches. This account must have administrative privileges.

An HTTP status code 500 is returned when this account has no write permission on the destination location for the received files from LN. Although the Workbench Deployer account is part of the Local Administrators group, it is not sufficient to grant Full Control to the Local Administrators group for the application directory of the Workbench Deployer.

After installation of the Workbench Deployer perform these steps:

- 1 Open Server Manager
- 2 Expand Roles - Web Server (IIS)
- 3 In the Connections pane expand <SERVER\_NAME> - Sites
- 4 Locate the site where you installed the Workbench Deployer and expand it
- 5 Right click on the application directory
- 6 Select Edit Permissions
- 7 Open the Security tab.
- 8 Click **Advanced**.
- 9 Click **Permissions**.
- 10 Add the Workbench Deployer account
- 11 Grant it Full Control and click **OK**
- 12 Select "**Replace all child object permissions with inheritable permissions from this object**"
- 13 Click **Apply** and confirm
- 14 Close all dialogs until you return to the Server Manager.

## MS Deploy Log Files

The Installation Logfile of MSDeploy is stored on the Web Server in:

C:\Users\InstallationUser\AppData\Local\Temp

The filename starts with MSI.

## Installation failure

During the Workbench Deployer installation the dialog box "Installation Incomplete" can display with this message:

"The installer was interrupted before ERP Enterprise -Workbench Deployer could be installed. You need to restart the installer to try again"

A compatibility issue with the IIS web server can be the cause. Perform these steps to check and resolve the message:

- 1 Open Server Manager.
- 2 Expand Roles.
- 3 Click Web Server (IIS).
- 4 Scroll down the pane titled Web Server (IIS) on the right hand side until the Role Services overview.
- 5 Scroll further down until the Management Tools section.
- 6 Check if the service IIS 6 Management Compatibility is installed.
- 7 If not, scroll up until Add Role Service on the very right.
- 8 Click Add Role Service and check IIS 6 Management Compatibility.
- 9 Click **Install**.

## Deployment failure

When deployment of a workbench in the Deploy Workbench Applications (ttadv2270m100) session fails, you must view the log file.

Click **View Logfile**. A local text editor (Notepad in general) opens the server logfile.

At the end of this log file you will find information about:

- Which workbench could not be deployed.
- What time did it happen.
- Which HTTP status code was returned from the IIS application server.

## Every attempt to deploy returns HTTP status code 424

The log file can be opened in the Deploy Workbench Applications (ttadv2270m100) session of LN. A typical entry looks like:

```
# S T A R T [Date/time: 2012-08-22 14:49]
# User : rlandzaa
# Server : https://nlbavweseiwa:11443/WorkbenchDeployer/
# Target Site: Workbenches
whinp8350m000_B60_a_sy65|U|desk.zip|OK
whinp8350m000_B60_a_sy65|U|SetParameters.xml|OK
whinp8350m000_B60_a_sy65|U|deskdeploy.cmd|OK
whinp8350m000_B60_a_sy65|D|FAILED (424, Unknown HTTP Status Code)
# E N D [Date/time: 2012-08-22 14:49]
```

This entry informs about the successful transfer of the required files from the LN system to the IIS web server, but that the deployment failed.

This can be caused by the Workbench Deployer using the wrong Application Pool or a misconfigured Application Pool. The best is to allow the Workbench Deployer to have its own Application Pool.

To check and if necessary correct the Application Pool of the Workbench Deployer:

- 1 Open Server Manager.
- 2 Expand Roles - Web Server (IIS).
- 3 In the Connections pane expand <SERVER\_NAME> - Sites.
- 4 Locate the site where you installed the Workbench Deployer and expand it.
- 5 Click the application directory.
- 6 At the right hand side in the Actions pane click Advanced Settings.
- 7 Check which Application Pool is used by the Workbench Deployer application - if necessary change it.
- 8 Click **OK**
- 9 In the pane Connections click Application Pools
- 10 In the pane Application Pools check if the Application Pool used by the Workbench Deployer application is configured with these parameters:
  - .NET Framework Version: **v4.0**
  - Managed Pipeline Mode: **Integrated**
  - Identity: **Local System**
- 11 If this is not correct change the parameters in Advanced Settings. You can open the Advanced Settings from the Actions pane at the right hand side.

## Occasional returns of HTTP status code 424

Workbench Deployer version 2.0 returned an HTTP 424 error when Workbench Application archives larger than 4 MB were deployed. The cause was a configurable parameter in the web.config file that limits file transfers to 4 MB. Infor recommends overriding this default and setting it to 20 MB. After the installation of the Workbench Deployer apply these steps:

- 1 Open the folder where the application WorkbenchDeployer is installed. These files must be present:
  - Deploy.ashx
  - FileUpload.ashx
  - Global.ashx
  - web.config
- 2 Open a text editor such as notepad.exe as administrator (right-click on the icon and select "Run as Administrator").
- 3 Open the file web.config and locate the closing tag (</system.web>) of the system.web section.
- 4 Prepend it as:

```
<httpRuntime executionTimeout="90" maxRequestLength="20000"/>
```

This increases the maximum upload size of files from approx. 4 MB to 20 MB. There is no need to restart the server, site or application.

The setup program of version 2.1 and later of the Workbench Deployer will include this parameter in web.config.

## Enabling logging during installation

To enable logging during the installation of the Workbench Deployer is by running the installation program "setup.exe" from the command line. Pass one or more of these command line options:

```
/[i|w|e|a|r|u|c|m|o|p|v|x|+|!]* <LogFile>
```

These options are the same options recognized by "msiexec.exe" which is actually wrapped by "setup.exe".

Explanation of the logging options:

- i - Status messages
- w - Nonfatal warnings
- e - All error messages
- a - Startup of actions
- r - Action-specific records
- u - User requests
- c - Initial UI parameters

- m - Out-of-memory or fatal exit information
- o - Out-of-disk-space messages
- p - Terminal properties
- v - Verbose output
- x - Extra debugging information
- + - Append to existing log file
- ! - Flush each line to the log
- \* - Log all information, except for v and x options
- /log <LogFile> Equivalent of /!\* <LogFile>