
Web Apps Client Installation and Configuration Guide

For AccuRoute v5.1

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Section I: Introduction

This guide contains instructions on installing and configuring AccuRoute Web Apps v5.1. It is written for Omtool Server Administrators with detailed knowledge of the Omtool Server and Clients.

This section of the guide includes:

[Introduction to the AccuRoute Web Apps Client](#) (I-1)

[Messages and Distributions](#) (I-2)

[Installation and Configuration](#) (I-2)

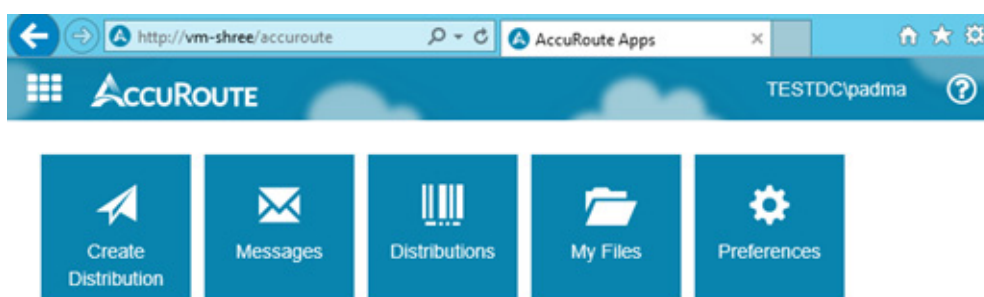
[Related documentation](#) (I-2)

Introduction to the AccuRoute Web Apps Client

AccuRoute Web Apps is an intranet-based web application that provides network users a convenient method of delivering documents. Web Apps is the customizable, tile-based AccuRoute client from which users can access Applications integral to their workflow.

The intuitive Web Apps Homepage presents the user with several application tiles, from which they can create Messages, work with Distributions and Files, and set preferences. The Application options available to user groups are defined in the System Administrator.

Figure I-A: AccuRoute Web Apps Client



Note The AccuRoute product suite also includes Legacy Web Views, the legacy Web Client that offers authorized access to the Administration section (*only* available through Legacy Web Views), where users can access the Help Desk, Archive Search, Deficiencies, and approval. For more information about using the Administration section, see the [Legacy Web Views User Guide](#).

Messages and Distributions

Users can send messages electronically and from hard copy. In both cases, Web Apps delivers the document as an electronic file attachment using the recipient information.

- For messages sent electronically, users manually add a recipient or choose a distribution, select and add an attachment, review options and send. The system processes it using the associated routing information.
- For messages sent starting with a hard copy, users can print Routing Sheets to bring to a multi-function printer (MFP) with the document, or they can sign-in to the device and use the distributions associated with authenticated buttons on the device, such as Scan to Me.

Web Apps users can create their own Distributions – a defined group of one or more recipients and associated routing rules. They can also make use of any Distribution Collections to which their user group is assigned in the AccuRoute Server. Users cannot edit an existing distribution within a Distribution Collection, but they can modify it and use Save As to generate a new one based on the original settings.

For more information on messages and distributions, and exact steps for working with them in Web Apps, see the [AccuRoute Web Apps User Guide](#).

Installation and Configuration

The remainder of this guide contains instructions on installing and configuring AccuRoute Web Apps.

Related documentation

- [AccuRoute v5.1 Server Installation Guide](#)
- [Omtool Server Administrator Help](#)

Note Quick start guides have been designed to be posted near the device, distributed to device users, and published on your organization's intranet.

For all documentation related to AccuRoute v5.1, consult the [AccuRoute v5.1 documentation page](#).

Section 2: Requirements

This section includes:

[Basic Requirements](#) (2-1)

[User requirements: email account](#) (2-1)

Basic Requirements

Important You can install the Web Apps on the system running the AccuRoute server. If you install Web Apps on a system that is not running the AccuRoute server, you must configure DCOM permissions so that the Web Apps server can access the AccuRoute server DCOM objects.

The requirements for installing Web Apps on an AccuRoute server are:

- Windows 2012 64-bit, with Internet Information Services (IIS) v8
- Microsoft .NET Framework v4.6 redistributable package (provided with AccuRoute installation)
- Microsoft Internet Explorer 11 or later, Chrome, Edge, Firefox, or Safari for Mac v6.2.8 or later

Note Internet Explorer 11 support requires the Web Apps website be excluded from the list of websites using Compatibility View. To do so, see [Disabling Compatibility View in Internet Explorer 11](#) (4-2).

- Acrobat Reader 7.0 or later

User requirements: email account

Web Apps users must have an email account created for them using the mail server.

This is necessary because Web Apps queries the Active Directory attributes like “mail” and/or “proxyAddresses”.

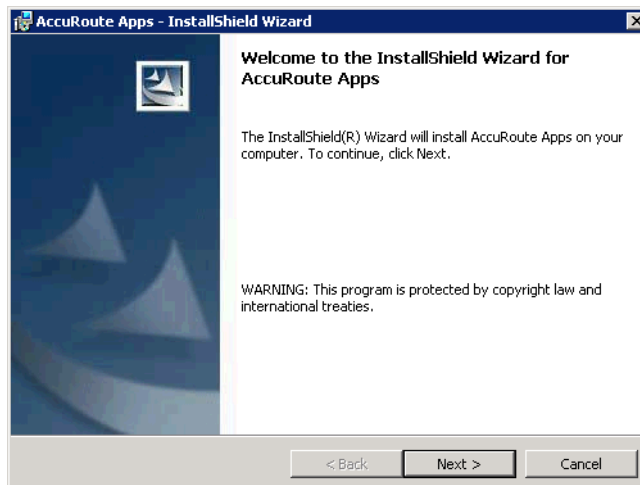
Section 3: Web Apps Client Installation

The AccuRoute Web Apps setup:

- Installs the Web Apps program files.
- Creates a virtual directory in IIS and configures IIS authentication.
- Configures Web Apps with the AccuRoute server location and the mail system identity and location.

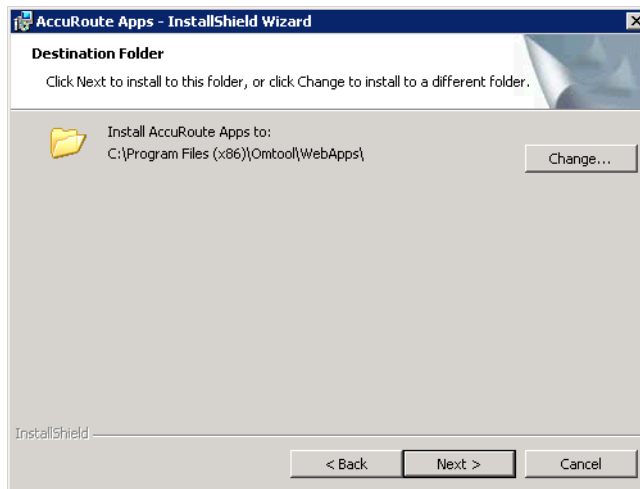
Installing the AccuRoute Web Apps Client

- 1 Log on to the system where **Web Apps** is being installed using an account that belongs to the local Administrators group.
- 2 Navigate to a network folder containing the **Web Apps** setup files and run `setup.exe`. The InstallShield Wizard opens to the **Welcome** screen. Click **Next**.



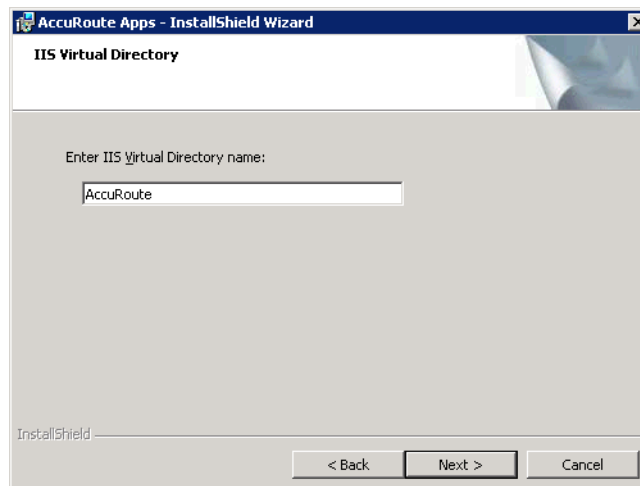
Tip The Web Apps setup is included with a complete AccuRoute server installation in `\Program Files (x86)\Omtool\OmtoolServer\Clients\Web Apps`. Immediately following the AccuRoute server installation, only the AccuRoute service account has permissions to access client setup programs on the AccuRoute server, but additional users can be granted permissions if necessary.

3 The **Destination Folder** screen appears.



If you need to change the destination folder, click **Change** and follow the prompts. Then click **Next**.

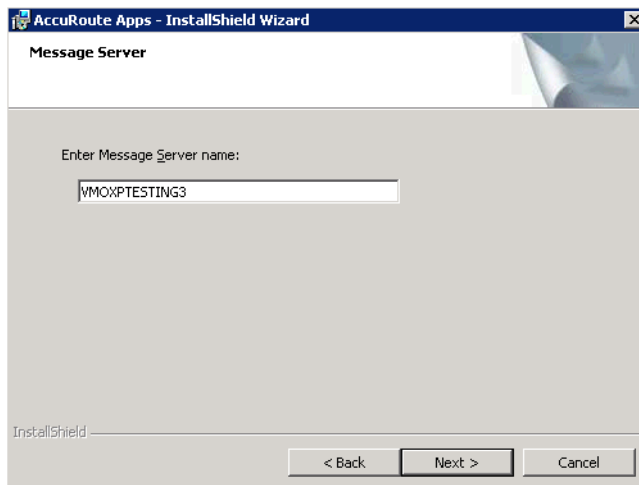
4 The **IIS Virtual Directory** screen appears.



Name the Web Apps client by entering the **IIS Virtual Directory** name here. The default is [AccuRoute](#). You can change the virtual directory name if necessary. Then click **Next**.

Note The virtual directory name is used to create a virtual directory in IIS under Default Web Site.

5 The **Message Server** screen appears.

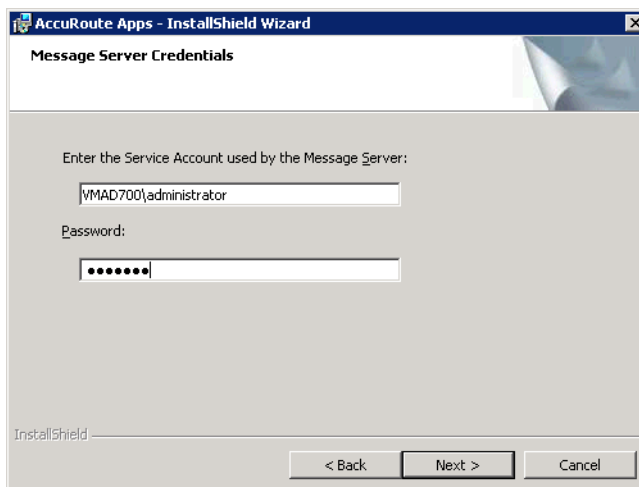


The screenshot shows a window titled "AccuRoute Apps - InstallShield Wizard" with a sub-header "Message Server". Below the header, there is a label "Enter Message Server name:" followed by a text input field containing the text "VMOXPTSTING3". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner.

Enter the **Message Server** name. If the AccuRoute server is running in the system in which you are installing this client, the name appears by default. Click **Next**.

Note If you are installing Web Apps in a cluster environment, you can enter multiple Message Server names in this field, separated by commas. For example: `Server1, Server 2`. If you need to add servers post-installation, see [Configuring Web Apps for a cluster environment \(4-7\)](#) for more information.

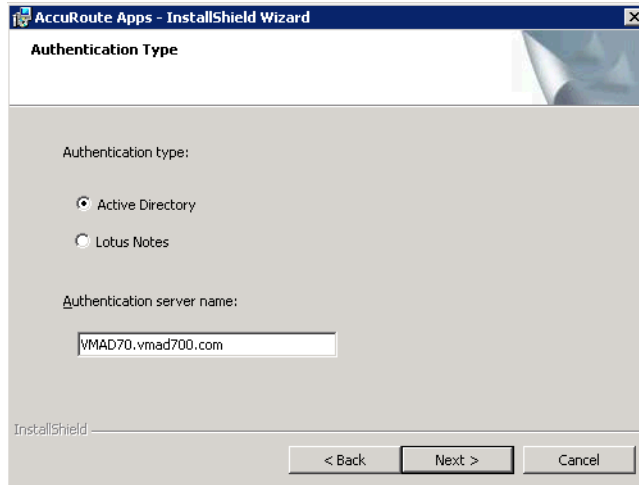
6 The **Message Server Credentials** screen appears.



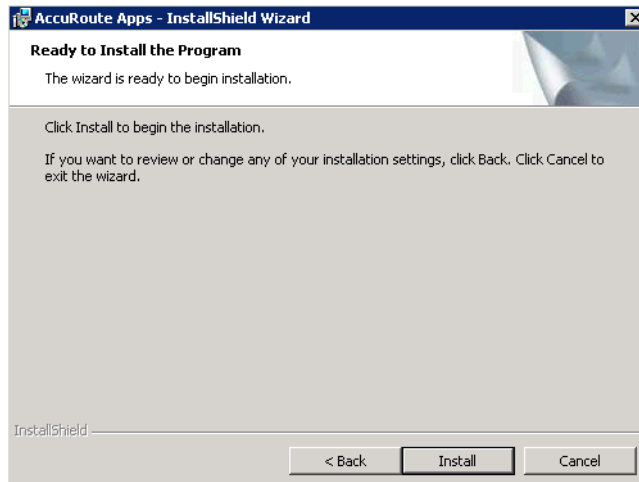
The screenshot shows a window titled "AccuRoute Apps - InstallShield Wizard" with a sub-header "Message Server Credentials". Below the header, there is a label "Enter the Service Account used by the Message Server:" followed by a text input field containing the text "VMAD700\administrator". Below that is a label "Password:" followed by a password input field with masked characters ".....". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner.

Enter the **Service Account** name and **Password** used by the AccuRoute Server, and click **Next**.

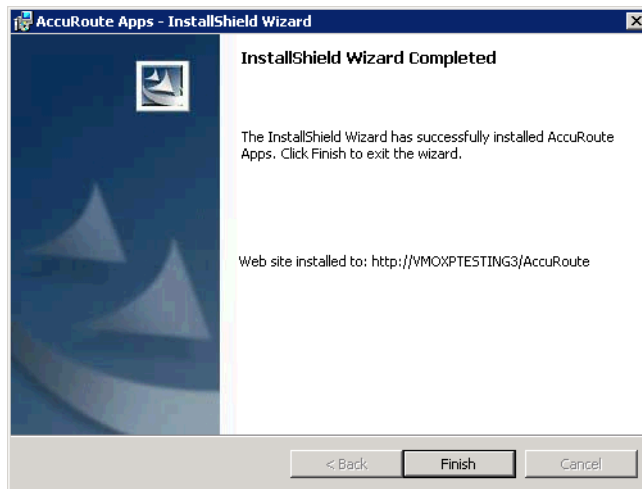
- 7 On the **Authentication Type** screen, select an **Authentication type** and enter the **Authentication server name**. Click **Next**.



- 8 The **Ready to Install the Program** screen appears. Click **Install**.



The InstallShield wizard installs the client and the **Completed** screen appears.



Click **Finish** to exit the wizard.

- 9 To launch Web Apps, open a web browser with a URL of <https://messageservername/virtualdirectoryname>.

Section 4: Web Apps Client Required Configuration

This section includes:

- [Enabling integrated Windows authentication](#) (4-1)
- [Adding the Web Apps URL to the list of trusted sites on a client system](#) (4-2)
- [Disabling Compatibility View in Internet Explorer 11](#) (4-2)
- [Selecting a network printer](#) (4-3)
- [Creating a new Web Apps Client Profile](#) (4-4)
- [Adding a Web Apps Client Profile to a User Group](#) (4-6)
- [Configuring Web Apps for a cluster environment](#) (4-7)
- [Configuring prompts](#) (4-7)
- [Configuring additional custom options](#) (4-7)

Enabling integrated Windows authentication

AccuRoute Web Apps authenticates users based on their Windows logon credentials. The logon credentials are either passed transparently from the client to the web server or entered manually by the user at the beginning of each session. The login method depends on how authentication is configured.

Windows integrated authentication is automatically configured on the AccuRoute web server during the installation process.

However, you can optionally configure the Internet Explorer for authentication on clients, as described below.

Configuring integrated Windows authentication on clients running Internet Explorer 11

You must configure Integrated Windows Authentication on all clients running Internet Explorer 11.

- 1 Log on to the client using an account that belongs to the local Administrators group and start Internet Explorer.
- 2 Open Internet Explorer and click **Tools > Internet Options**.
- 3 Click the **Security** option.
- 4 Select **Internet** or **Local Intranet** depending on your default zone, and click **Custom level**.

- 5 The **Security Settings** page opens.
- 6 Scroll down to the **User Authentication** section and make the following changes:
 - ▶ To authenticate the Windows user transparently, select **Automatic logon with current user name and password**.
 - ▶ To prompt the Windows user to enter logon credentials at the beginning of each session, select **Prompt for Username and Password**.
- 7 Click **OK** to close the **Internet Options** page.
- 8 Close the Internet Explorer browser.
- 9 Close all other open instances of Internet Explorer for the change to take effects.

Adding the Web Apps URL to the list of trusted sites on a client system

You must add the Web Apps URL to the list of trusted sites on all client systems which will browse to Web Apps.

- 1 Log on to the client system using an account that belongs to the local Administrators group and open **Internet Options**. (It is accessible from the Control Panel or Internet Explorer.)
- 2 Go to the **Security** tab.
- 3 Select **Trusted sites** and click **Sites**.
- 4 Enter the **Web Apps Client URL** and click **Add**.
- 5 Deselect **Require server verification (https:) for all sites in this zone** if this option is selected.
- 6 Click **Close** to close the **Trusted Sites** dialog.
- 7 Click **Apply** to save the changes and click **OK** to close the dialog box.

The Web Apps Client URL is now added to the list of trusted sites. To verify that the system recognizes the Web Apps URL as a trusted site, start Internet Explorer and go to the Web Apps URL. Verify that Web Apps loads. (Depending on your Windows Integrated Authentication configuration, you may need to login.)

Disabling Compatibility View in Internet Explorer II

Using AccuRoute Web Apps with Microsoft Internet Explorer II requires that you disable Compatibility View for the Web Apps website.

If you try to launch Web Apps when the server name is included in the URL (for example: `http://servername/accuroute`) and Compatibility View is enabled, the following warning message appears:

Oops. This browser is not supported (this may be resolvable by disabling Compatibility View or this site).

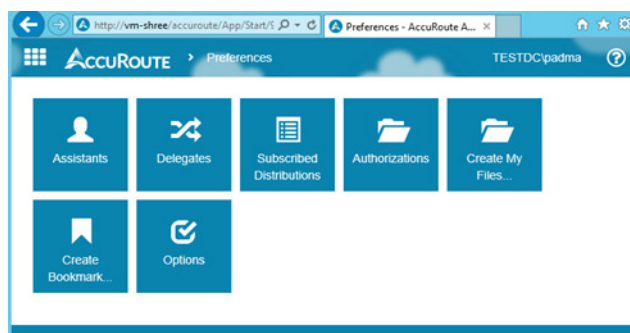
To disable Compatibility View:

- 1 In the Internet Explorer 11 browser, click the **Tools** button.
- 2 Select **Compatibility View Settings**.
- 3 Do *one* of the following:
 - ▶ De-select the **Display intranet sites in Compatibility View** option.
 - ▶ Or, make sure the Web Apps website is *not* included in the **Websites you've added to Compatibility View** list.
- 4 Click **Close**.

You can now successfully launch Web Apps on the Internet Explorer 11 browser using the server name in the URL.

Selecting a network printer

- 1 Be sure the printer driver is installed on the AccuRoute server.
- 2 Log in to the AccuRoute Web Apps application.
- 3 Click the **Preferences** tile. The **Preferences** page opens.

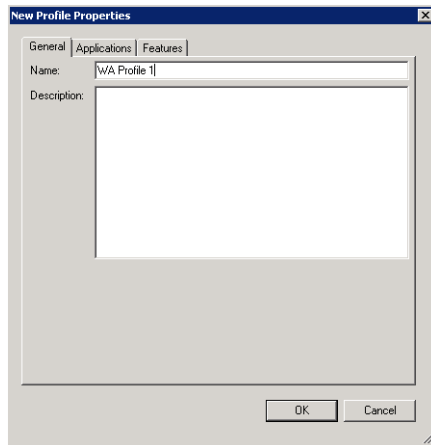


- 4 Click the **Options** tile to access the **Printer** field.
- 5 In the **Printer** field, enter the printer **Name** or **IP address** of interest and click **Save**.

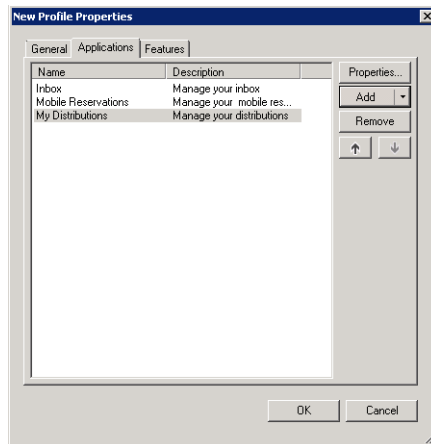
Creating a new Web Apps Client Profile

During installation, the system automatically creates default Web Apps Client profiles. To create additional profiles:

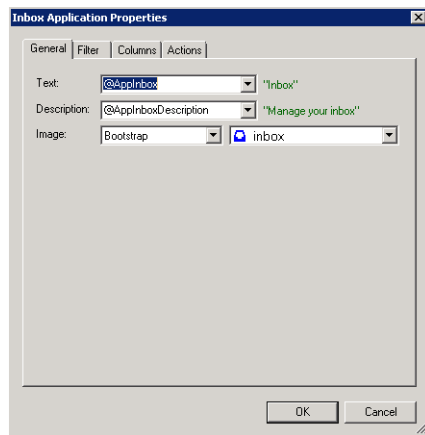
- 1 In the AccuRoute Server Administrator, go to the **Configuration** node and right-click **Web Apps > New > Profile**. The **New Profile Properties** screen appears.



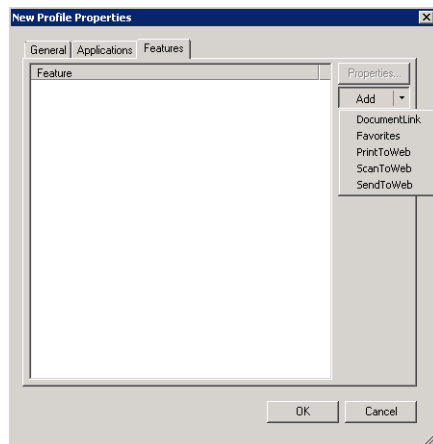
- 2 Enter a profile **Name**, and optionally, a **Description**.
- 3 Go to the **Applications** tab, click **Add** and (one at a time) select the applications of interest from the various options in the drop-down menu.



- 4 For example, click **Add > Messages > Inbox**. The **Inbox Application Properties** screen opens. Here you can further refine specific Inbox properties as needed.

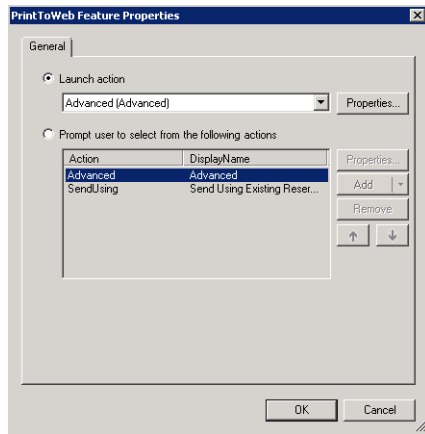


- 5 Click **OK** to exit the application **Properties** screen. When you return to the **New Profile Properties** screen, you will see the selected Application added to the list.
- 6 In the **Features** tab, click **Add** and select any Feature you want to associate with the Profile. Options include: **DocumentLink**, **Favorites**, **PrintToWeb**, **ScanToWeb**, and **SendToWeb**.



Section 4: Web Apps Client Required Configuration

- 7 As it does with Applications, a **Properties** screen appears for any Feature you select. You can further refine a Feature's characteristics in its **Properties** page.

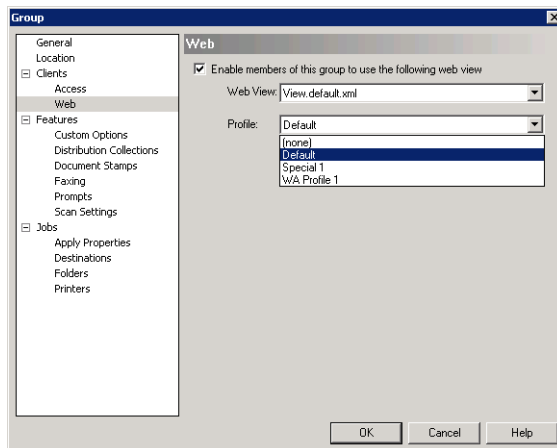


- 8 Click **OK** to exit the **Features Properties** screen, and click **OK** again.
 9 Your new profile appears in the Web Apps list.

To edit properties of an existing Profile, right-click the profile of interest and select **Properties** to access **Profile Properties**.

Adding a Web Apps Client Profile to a User Group

- 1 Go to **Configuration > Groups**, right-click the group of interest and select **Properties**.
 2 In the **Group Properties** screen, click **Clients > Web**.



- Make sure **Enable members of this group to use the following web view** is selected.
 3 Click the **Profile** drop-down list and select the Profile of interest. Click **OK**.
 The user group is now updated to use the new Profile in Web Apps.

Configuring Web Apps for a cluster environment

In order to enable Web Apps to communicate with a server cluster, the Administrator needs to edit the `AppSettings.json` file on the AccuRoute Server.

Note If your cluster environment is already set up at the time of Web Apps installation, you can enter multiple Message Server names on the **Message Server** installation screen (separated by commas). For more information, see [Installing the AccuRoute Web Apps Client \(3-1\)](#).

To do so:

- 1 Navigate to the `WebApps` configuration file in

```
..\Program Files (x86)\Omtool\Omtool Server\Clients\Web Apps
```

and open `AppSettings.json` in a text editor.

- 2 In `AppSettings.json`, the "MessageServer" property can take multiple server names.

At the "MessageServer" property, add the secondary server name as a quoted string, separated by a comma, as shown in the following example:

```
{
  "AppSettings": {
    "ProductName": "AccuRoute Apps",
    "ProductLogo": "~/images/logo.svg",
    "ProductLogoFlyover": "~/images/logo-flyover.svg",
    "MessageServer": [ "server1", "server2" ],
    "Help": "%HelpUrl%"
  },

```

- 3 Save and close the `AppSettings.json` file.

Configuring prompts

See the [AccuRoute v5.1 documentation page](#).

Configuring additional custom options

See the [AccuRoute v5.1 documentation page](#).

