

Allworx[®]

View[™] Installation Guide

Version 1.4

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Allworx® View™ Version 1.4



Installation Guide



Copyright

Documentation

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Environmental Conditions

Allworx servers and phones

Operating:

Temperature

+5° to 40° C / +41° to +104° F

Relative Humidity

5 to 90% (non-condensing)

Storage:

Low Temperature Point

-40° C / +40° and any convenient humidity

High Temperature Point

+66° C / +150° 15% RH

High Relative Humidity Point

+32° C / +90° 90% RH

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		Allworx® Connect™ 324 server
Allworx® Reach™	Allworx® OfficeSafe™	Allworx® Connect™ 320 server
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Allworx® Reach Extend™		

Revision History

Revision	Date	Description
A	02-OCT-2016	New Release
B	20-FEB-2017	Added Server 2016 to Equipment Requirements table.
C	15-FEB-2017	Updated Installation Guide > Troubleshooting 2008r2 with application server role installed.
D	19-MAR-2018	Updated Table of Contents.
E	2-AUG-2018	Updated to support View version 1.4 Updated system ASP.NET requirements.

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Chapter 1 Introduction

The Allworx View™ web application provides dynamic, comprehensive usage reporting on the Allworx phone system. This application uses complete and accurate data of the Allworx phone system for users to make data-driven decisions with an easy-to-use web browser-based user interface to ensure:

- subscription to the optimal number of outside lines
- using business resources and personnel effectively
- managing customer and associate calls quickly and efficiently
- planning future growth for infrastructure and personnel

The View application offers two levels of reporting:

- View CDR feature keys provides call detail reports.
- View Automatic Call Distribution (ACDR) feature key (optional - requires the View CDR feature key) provides customizable dashboards for supervisors and agents, and displays the information - using any popular web browser. Using configurable alarms, supervisors and agents can recognize and react to high call volume situations to minimize abandoned calls and frustrated customers.

1.1 Who Should Read This Guide

Users that install and maintain Windows and View servers should read this guide. This guide expects the reader to:

- understand computer networking.
- have background knowledge of Windows and Allworx servers.

1.2 Guide Purpose

The purpose this guide is to advise administrators on the installation, set up and configuration of the View application.

Chapter 2 Setup

This chapter describes how to setup the Allworx server and the Windows server; configure the outside lines; install, upgrade, and configure the View application.

2.1 Installation Checklist

Note:	Perform a backup of the View application prior to performing an Allworx Migration. See the Allworx View User Guide for more information.
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Follow the order of the steps for a successful installation. Click the link in the Installation Guide Link column for more detailed information.

Step	Description	Installation Guide Link
Allworx Server Setup		
1	Log in to the Allworx server web admin page with the Allworx administrator credentials.	"Allworx Server Setup" on page 5.
2	Install the View and View ACD feature keys on each Allworx server that provides call data.	
3	(As necessary) Verify the firewall is open for the View application.	
4	Assign or update the user permissions for View Administrators.	
5	Configure the View Settings.	
Configure Outside Lines		
6	Configure dial plans without outside line access digits.	"To configure dial plans without outside line access digits:" on page 6.
Windows Server Setup		
7	Setup the IIS server.	"Windows Server Setup" on page 7.

Step	Description	Installation Guide Link
8	<p>Verify the .NET Framework Features are installed. Install the .NET Framework Features, if necessary.</p> <ul style="list-style-type: none"> • Microsoft .NET Framework <ul style="list-style-type: none"> • Windows Server 2008 R2 Version 4.5.2 • Windows Small Business Server 2011 <hr/> <ul style="list-style-type: none"> • Windows Server Essentials 2012 R2 Version 4.5.2, 4.6, or 4.7 • Windows Server Essentials 2012 • Windows Server 2012 • Windows Server 2012 R2 • Windows Server Foundation 2012 • Windows Server Foundation 2012 R2 • Windows Server 2016 • Windows Server Essentials 2016 <hr/> <ul style="list-style-type: none"> • ASP.NET 4.5.2, 4.6, or 4.7 - NOTE: ASP.NET (NOTE: ASP. NET Core versions are not supported) • .NET Extensibility Framework 4.5, 4.6, or 4.7 	"Windows Server Setup" on page 7.
9	Verify the Windows server NTP server address matches the Allworx server NTP server address.	"Windows Server Setup" on page 7.

Install the View Application

10	Log in to the Windows server as the local administrator.	"Install the View Application" on page 8.
11	Download and install the View CDR/ACDR application from the Allworx Partner portal.	
12	(one-time only) Obtain an SSL certificate	
13	Enable HTTPS for View.	

Upgrade the View Application

14	<p>Perform a View backup.</p> <p>NOTE: scheduled backups are highly recommended.</p>	See the Allworx View User Guide
15	Log in to the Windows server as the local administrator.	"Upgrade the View Application" on page 10.
16	Download and install the View CDR/ACDR application from the Allworx Partner portal.	
17	(one-time only) Edit the SSL certificate	
18	Enable HTTPS for View.	

Configure the View Application

19	Open a new browser window and enter the View server IP address or DNS name.	"Configure the View Application" on page 11.
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Step	Description	Installation Guide Link
20	Log in with the username ViewAdmin and the password created during installation.	"Configure the View Application" on page 11.
21	Open the Manage My Servers page.	
22	Add a server.	
23	Initialize the server.	
24	Manage the Allworx server information.	

2.1.1 Allworx Server Setup

- Open a new browser window and access the Allworx server web admin page by entering the URL:

http://<Allworx server IP address>:8080
- Log in to the Allworx server web admin page with the Allworx administrator username/password.
- Install the feature keys. See the Allworx Server Administrator's Guide for more information.
- (Required for Allworx servers with WAN connections or an external firewall.) Verify the firewall is open for the View application. **Network > Configuration > Modify > Firewall**. Check the **Allworx View** check box. If not using the default TCP port for the View application (54441), see the Allworx Server Administrator's Guide for more information.
- Assign or update the user permissions for View Administrators. The View application determines user access based on the user log in credentials. The table below identifies permissions based on user type.

Feature Path	View Admin	Queue Supervisor	Queue Agent	Allworx User
Servers	Yes	No	No	No
System Alarms	Yes	No	No	No
Queue Alarms	Yes	No	No	No
SMTP Settings	Yes	No	No	No
Queue Status	Yes	No	No	No
Backup/Restore Database	Yes	No	No	No
User Settings	Yes	No	No	No
Contacts	Yes	Yes	Yes	Yes
Reports Schedule	Yes	Yes	Yes	Yes

- a. Log in to the Allworx server admin page and navigate to **Phone System > Users**.
 - b. Locate the user and click **Modify**. Scroll down to locate **User has permission to administer Allworx View**. Check the check box.
 - c. Click **Update** to save the change or **Cancel** to disregard the request.
6. Navigate to **Reports > Allworx View**.
 7. (not required for new connections): click the **Reset Allworx View Port Button**. This resets the View connection port.
 8. Navigate to **Allworx View Settings > Modify**.

TCP IP Port	Change the port number (value from 1 to 65535). A value other than 54441 requires a firewall exception. <ol style="list-style-type: none"> 1. Navigate to Network > Configuration > Modify. 2. Locate the Firewall section and do one of the options: <ol style="list-style-type: none"> a. Add the new port number, WAN IP Address, and local port number. b. Locate the Allworx Services (ports) exposed through firewall: and check the Allworx View (TCP 54441) checkbox.
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Reset Authentication Token	Requires re logging into the server (View Service Only) and entering credentials.
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To configure dial plans without outside line access digits:

(Optional) Calls coming into the Allworx server with 7-digit caller ID will not strip the leading outside line access digit (typically '9') unless the configuration defines a 7-digit flexible dialing rule. Upgrades from an earlier version to Server 7.6, create this rule automatically if the system has a home area code defined and the area code is not dialed. To configure a dial plan to produce call detail records without outside line access digits:

1. Open the Allworx server web admin page, and navigate to **Phone System > Dial Plan**.
2. Locate the **Automatic Route Selection** section, and then click **add new rule**. Enter the following information:

Leading Digits	Leave blank
----------------	-------------

Total Digits	7
--------------	---

Insert Leading Digits	It may be necessary to add digits for the home area code and a 1 if the outside line chosen has this requirement when placing 7-digit external calls.
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3. Click **Add** to create the rule or **Cancel** to disregard the request, and then click **Update** to save the changes or **Cancel** to disregard the request.

2.1.2 Windows Server Setup

1. Open the Server Manager and setup the IIS server.

a. Click:

2012 / 2012 R2 / 2016 **Manage > add roles and features**

2008 R2 **Roles > add roles**

The Add Roles and Features Wizard window displays. Click **Next**.

b. Select **Role-based or feature-based installation** and click **Next**.

c. Select the Windows server from the server pool and click **Next**. Click:

2012 / 2012 R2 The add roles and features requirements dialog box opens. Click **add features > web server (iis) > Next**.

2008 R2 Locate and select **Web Server (IIS)** and click **Next**.

d. Verify the .NET Framework Feature 3.5.1 Features are installed. If not:

For Windows Server 2008 only: open the **Server Manager** and select **Action > Add Features** and select **.NET Framework 3.5.1 Features**.

For Windows Server 2012 / 2012 R2 / 2016 only: Click the arrow next to Application Development and select **.NET Extensibility Framework** and **ASP.NET Framework**. Click **Next**. The .NET Framework is available at www.microsoft.com to download.

e. Install the following:

- Microsoft .NET Framework

• Windows Server 2008 R2	Version 4.5.2
• Windows Small Business Server 2011	

• Windows Server Essentials 2012 R2	Version 4.5.2, 4.6, or 4.7
• Windows Server Essentials 2012	
• Windows Server 2012	
• Windows Server 2012 R2	
• Windows Server Foundation 2012	
• Windows Server Foundation 2012 R2	
• Windows Server 2016	
• Windows Server Essentials 2016	

- ASP.NET 4.5.2, 4.6, or 4.7 - NOTE: ASP.NET (**NOTE: ASP. NET Core** versions are not supported).

- .NET Extensibility Framework 4.5, 4.6, or 4.7

- f. Click **Install** to begin the installation, and click **Close** when the installation is complete. The Server Manager > Dashboard page displays.
 - g. Verify IIS is in the left column.
2. (Recommended): Verify the Windows server NTP server address matches the Allworx server NTP server address. See Appendix A - Time Synchronization.

2.1.3 Install the View Application

Note:	<p>During the installation process, the View application detects if prerequisite programs and server roles are not present. If notified, install the required programs/server roles:</p> <ul style="list-style-type: none"> • Web Server IIS role • .Microsoft .NET Framework <ul style="list-style-type: none"> • Windows Server 2008 R2 Version 4.5.2 • Windows Small Business Server 2011 <hr/> <ul style="list-style-type: none"> • Windows Server Essentials 2012 R2 Version 4.5.2, 4.6, or 4.7 • Windows Server Essentials 2012 • Windows Server 2012 • Windows Server 2012 R2 • Windows Server Foundation 2012 • Windows Server Foundation 2012 R2 • Windows Server 2016 • Windows Server Essentials 2016 <hr/> <ul style="list-style-type: none"> • ASP.NET 4.5.2, 4.6, or 4.7 - NOTE: ASP.NET (NOTE: ASP. NET Core versions are not supported) • .NET Extensibility Framework 4.5, 4.6, or 4.7
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To install the application on the Windows Server:

1. Log in to the Windows server as the local administrator.
2. Download the View CDR/ACDR application from the Allworx portal. Double-click the Allworx View installer icon. The View Setup wizard starts.

alternative: Open a cmd window and enter:

```
msiexec-- /I <installerfilename.msi> /L*V log.txt
```

- a. Click **Next** to start the installer. Accept the End-User License Agreement and click **Next**.

Note:	The View application requires selecting a location of the application, database, and backup files that is local to the machine, or the installation fails.
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- b. Use the default Destination Folder or enter a new destination folder to install the View application, and click **Next**.
- c. Use the default Database Folder or enter a new database folder, and click **Next**.

- d. Use the default Backup Folder or enter a new database backup folder, and click **Next**.
 - e. Enter the ViewAdmin account password, confirm the password, and click **Next**.
 - f. Click **Install** to begin the installation, and then click **Finish** when complete.
3. (one-time only) Obtain an SSL certificate:
- Purchase from a third-party source to avoid browser security warnings.
 - Create an Self-Signed Certificate to access the View application, but the browser still displays security warnings.

The View application requires an SSL certificate. A Self-Signed Certificate is the easiest option; however, a third party certificate also removes the security errors when connecting.

- a. Open the IIS manager, locate the **Connections** column, and click the server name.
 - b. Double-click the Server Certificates icon. Locate the Actions column and click **Create Self Signed Certificate**. The Create Self Signed Certificate dialog box opens.
 - c. Enter a name in the field provided. For 2012, 2012 R2, or 2016 servers, click the drop-down arrow and select a certificate store for the new certificate from the drop-down list.
 - d. Click **OK** to save the changes.
4. Enable HTTPS for View.
- a. Navigate to:

Server 2012 / Server 2012 R2 /
Server 2016

Server Manager > Tools > Internet Information Services (IIS) Manager

Server 2008 R2

Start > Administrative Tools > IIS Manager

- b. Locate the Connections column, and open the server tree view. Navigate to **Sites > AllworxViewSite**.
- c. Right-click **AllworxViewSite** and select **Edit Bindings...** from the context menu.
- d. Select the available HTTPS site and click **Edit...**
- e. Click the IP address drop-down arrow and select the site IP address.
 - (Optional) Enter a host name.
 - (Optional) Check the Require Server Name Indication box.
- f. Click the SSL certificate drop-down arrow and select the SSL certificate to enable HTTPS.
- g. Click **OK**, and then **Close**.

- h. Locate the **Connections** column > **AllworxViewSite** > **Actions** column > **Restart**.
- i. Test the site: navigate to the **Connections** column > **AllworxViewSite** > **Allworxview**. Locate the **Actions** > **Browse Website**. The View web Log In page opens.

2.1.4 Upgrade the View Application

To upgrade the application on the Windows Server:

1. Perform a View backup. See the Allworx View Users Guide for more information.
2. Log in to the Windows server as the local administrator, and then download the View CDR/ACDR application from:

Allworx Portal	Login to the Allworx Portal and locate the View CDR/ACDR application download. Double-click the View installer icon.
About Window	Click the link to the Allworx View Downloads web page. Double-click the Allworx View installer icon.

The View Setup wizard starts.

alternative: Open a cmd window and enter:

```
msiexec /I <installerfilename.msi> /L*v log.txt
```

- a. Click **Next** to start the installer, and then accept the End-User License Agreement. Click **Next**.
 - b. Click **Install** to begin the installation, and then click **Finish** when complete.
3. (one-time only) Edit SSL certificate bindings:
 - Purchase from a third-party source to avoid browser security warnings.

- Create an Self-Signed Certificate to access the View application, but the browser still displays security warnings:
 - a. Open the IIS manager and navigate to **Connections** column > server name.
 - b. Right-click **AllworxViewSite** and select **Edit Bindings...** from the context menu.
 - c. Select the available HTTPS site and click **Edit...** Click the IP address drop-down arrow and select the site IP address.
 - d. (Optional) Enter a host name. Check the Require Server Name Indication box.
 - e. Click the SSL certificate drop-down arrow and select the SSL certificate to enable HTTPS. Click **OK**, and then **Close**.
 - f. Locate **Connections** column > **AllworxViewSite** > **Actions** column > **Restart**.
 - g. Test the site: **Connections** column > **AllworxViewSite** > **Allworxview**. Locate the **Actions** > **Browse Website**. The View web Log In page opens.

2.2 Configure the View Application

The View Administrator must log in to the View application and configure each new server with the username ViewAdmin and the password assigned during the View application installation. After this any Allworx user with administrative permissions can log in to the View application and administer it. Therefore, Allworx recommends strictly limiting the use of the View Administrator account (ViewAdmin) for diagnostic and administrative functions and avoid using this account as a generic administrator account.

The View application enables View administrators to:

- individually add, update, or delete the Allworx servers communicating with the View server.
- displays the communicating servers in a single table.

To manage an Allworx server:

Note:	In most cases, when using the Allworx Migrate Tool to transition to new Allworx hardware or a new IP address, it is expected that the new Allworx server be identical in the View Application as the previous Allworx server.
Note:	<p>If the IP Address of the Allworx server changes, do not delete the server listed.</p> <p>Deleting and re-adding the Allworx server causes the View application to consider the entry as a new, separate server and does not continue updating data from the previous server. This also causes currently saved queries and dashboards to reference the deleted server and not the new server, which does not return expected results.</p> <p>Recommendation: Update the current IP Address to the new IP Address to ensure the queries and dashboards function as expected.</p>

1. Open a new browser window and enter the View server IP address or DNS name (from the Network Administrator).
2. Log in with the username ViewAdmin or as a user with View administrative privileges and the password created during installation.
3. Navigate **Configure > Servers** to open the Manage My Servers page. All Allworx servers currently communicating with the View server display:

Add Server	Links an Allworx server to the View application. The Add Server dialog box opens.	
	1. Enter the required information in the fields provided, and then click Save	
	Field	Description
	Enter the Server IP Address	Type the Allworx server IP address.
	Enter the Server Port number	The default port number automatically displays. If changing the port number, also update the Allworx server firewall.
	Enter the Server Location	Type the Allworx server location.

The server line displays the Status and the Time Of Status of the server.

Status	Description
Initialization Revoked	The authentication token was reset on the Allworx server. Requires initialization.
Initialization Failed	The login credentials were incorrect or a connection failure.
Discovered	The View application located an Allworx server in a multi-site network.
Connected (reading history)	Allworx server made a connection to the View application and is gathering or processing the server history information.
Connected	The Allworx server and View application are communicating.
Disconnected	The Allworx server and View application are not communicating.
Enabled	Server is available to collect data but not initialized.
Unknown	Status of the connection is not known. This can be due to the initial connection is in process or a disconnection from the database.

- Click Initialize in the server line. The Login to Server dialog box opens. Enter the Allworx server Username and Password.
View only monitors multiple sites, if the servers are part of a multi-site network. When adding an Allworx server from a multi-site network, the View application automatically discovers the other Allworx servers in the multi-site system. Manually authenticate each server.
- Click **Save** to add the server to the list or **Cancel** to disregard the request. The

Save changes	Click to keep the updates.
Cancel changes	Click to disregard the changes.
<Column Heading>	Click to sort the server information by ascending or descending order of that data.
Delete	Removes an Allworx server from the View application. <ol style="list-style-type: none"> Locate the server in the table, and click Delete. Read the confirmation message to understand what happens when deleting a server. Click Yes, Delete to remove the server from the list or Cancel to disregard the request.

To manage the Allworx server information:

- Log in to the View application with an Allworx username and password.
- Navigate to **Configure > Servers** to open the Manage My Servers page. The table displays the added Allworx servers communicating with the View server.
- Locate the server, click on the information, and update:
 - Location
 - Port
 - IP Address
 - Enable*

* When the Enable state = false, the View application no longer monitors the server, but the Allworx server does continue to log information for reporting purposes. Limited to 5000 queue events, agent events, and calls each.
- Click **Save changes** to update the information or **Cancel** to disregard the request. This adds the first Allworx server to the server list.

- Click **Initialize** and provide the username and password of an Allworx user with View administrative permission. This initializes the server.

The View application automatically discovers the IP addresses of other sites in a multi-site network. Initialize each site to connect the View application to each server.

2.3 Remove the View Application

To remove the View Application from the Windows server:

- Log in to the Windows server, and navigate to:

2008 R2 (including Windows small business server 2011)	Start > Control Panel > Programs & Features
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2012	<ol style="list-style-type: none"> 1. Tap Start. 2. Type Programs and Features 3. Select Settings > Programs and Features
------	---

2012 R2 / 2016 (including Windows server 2012 r2 essentials, Windows server 2012 r2 foundation, and Windows server 2016 essentials)	<ol style="list-style-type: none"> 1. Tap Start. 2. Type Programs and Features 3. Select Programs and Features
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- Select AllworxView from the list. Click **Uninstall**, and then click **Yes**. The list redisplay without View.

Chapter 3 Troubleshooting

Condition	Description	Solution
Installation/Upgrade		
View no longer works after updating the Microsoft software framework. HTTP error 500.17 or 500.21 displays after initial install.	The Microsoft .NET Framework 3.5 was installed or upgraded after installing the Microsoft .NET Framework 4.5.2.	Reconfigure the View server: <ol style="list-style-type: none"> 1. Open the Server Manager > IIS. 2. Right-click on Allworx View Website and select Internet Information Services (IIS) Manager from the drop-down list. 3. Locate the Allworx View Server in the Connections column and click the arrow to the right of the server name. 4. Locate the Sites in the Connections under the Allworx View server and click the arrow to the right of the AllworxViewSite. 5. Locate the Actions column and click Advanced Settings... 6. Locate the General section and update the application pool to allworxviewapppool and verify the Allworx View application is pool is using .NET Framework Version: 4.0. Click OK. 7. Open the Windows Programs and Features settings. 8. Select .NET Framework 4.5.2, and then click Uninstall/change. 9. Click Repair to Original State. Run the repair. 10. Reboot the server. 11. Verify the applications requiring .NET Framework 3.5 function as expected. 12. Open the Allworx View website and verify the browser window opens.
HTTP error 500.21 error displays.	Message displays: Handler "ExtensionlessUrlHandler - Integrated-4.0" has a bad module "ManagedPipelineHandler" in its module list.	Install .NET Framework - supported packages: <ul style="list-style-type: none"> • Microsoft .NET Framework (see "Microsoft .NET Framework" on page 7 for more information) • ASP.NET 4.5.2, 4.6, or 4.7 - NOTE: ASP.NET (NOTE: ASP. NET Core versions are not supported) • .NET Extensibility Framework 4.5, 4.6, or 4.7
The View Installer displays the message "Installation of this software requires first installing version 4.5 or higher of ASP.NET, .NET Framework and .NET Extensibility Framework, except on Windows 2008 R2, where version 4.5 or 4.5.2 (and no higher) is specifically required.	The installation of pre-requisites is incomplete.	Install .NET Framework - supported packages: <ul style="list-style-type: none"> • Microsoft .NET Framework (see "Microsoft .NET Framework" on page 7 for more information) • ASP.NET 4.5.2, 4.6, or 4.7 - NOTE: ASP.NET (NOTE: ASP. NET Core versions are not supported) • .NET Extensibility Framework 4.5

Condition	Description	Solution
<p>Running Windows Server 2008R2: Cannot find where to enable ASP.NET and .NET extensibility. The View installer keeps stating that it is not installed.</p>	<p>There are two roles installed:</p> <ul style="list-style-type: none"> • Application Server • Web Server (IIS) <p>and then the customer installed .NET Framework.</p> <ul style="list-style-type: none"> • Microsoft .NET Framework 4 (see "Microsoft .NET Framework" on page 7 for more information) • ASP.NET 4.5.2, 4.6, or 4.7 - NOTE: ASP.NET (NOTE: ASP. NET Core versions are not supported) • .NET Extensibility Framework 4.5, 4.6, or 4.7 <p>The application server role is for .NET 3.5 applications which does not allow viewing the application development role service and updating in Server Manager > Roles > Add role services for the .NET environment.</p>	<p>Do the following:</p> <ol style="list-style-type: none"> 1. Select Roles > Role services > Web Server (IIS) Support. 2. Select Next > Next. 3. Select Roles > Role Services > Web Server > Application Development. 4. Enable ASP.NET. 5. Enable .NET extensibility. 6. Complete the installation. 7. Re-run the .NET Framework installation program. 8. Select Repair and complete repair. 9. Re-run the View installation program.
<p>Running Windows Server 2012, 2012R2 or 2016: Cannot find where to enable ASP.NET and .NET extensibility. The View installer keeps stating that it is not installed.</p>	<p>There are two roles installed:</p> <ul style="list-style-type: none"> • Application Server • Web Server (IIS) <p>and then the customer installed .NET Framework.</p> <ul style="list-style-type: none"> • Microsoft .NET Framework (see "Microsoft .NET Framework" on page 7 for more information) • ASP.NET 4.5.2, 4.6, or 4.7 - NOTE: ASP.NET (NOTE: ASP. NET Core versions are not supported) • .NET Extensibility Framework 4.5, 4.6, or 4.7 	<p>Do the following:</p> <ol style="list-style-type: none"> 1. Open Server Manager 2. Navigate to Manage > Add Roles and Features. 3. Locate Server Roles, and then select > Web Server (IIS) Support > Web Server > Application Development. 4. Enable ASP.NET. 5. Enable .NET extensibility. 6. Complete the installation. 7. Re-run the View installation program.
<p>Received an error message that Javascript is not enabled.</p>	<p>The View application requires JavaScript to function properly.</p>	<p>Configure Internet Explorer 11 to use JavaScript. On a Windows system, Javascript support can be enabled via:</p> <ol style="list-style-type: none"> 1. Navigate to: Control Panel > Internet Options > Security > Trusted Sites > Sites. 2. Add the View server to the list and adjust the scripting capability for "Trusted sites" to meet your network requirements and allow for View to be used.

Condition	Description	Solution
Received an error message "User has insufficient privilege to install..."	While running the Allworx View uninstaller, it did not remove everything.	<p>To recover:</p> <ol style="list-style-type: none"> 1. Open Server Manager as a local administrator. 2. Click Local Server in the left navigation pane. 3. Locate and sort SERVICES by Display name and verify there are no Allworx View services running. <ul style="list-style-type: none"> • If there are services running, manually delete the services by: 4. Open a cmd window. 5. Type <code>sc delete allworxivew<service name></code> and press Enter. 6. Reboot the Allworx View server.
During a View application upgrade, an error message displays "Files in Use".	During the upgrade process, there are two files currently in use by the View application.	Click Ignore and the upgrade continues.
Error message displays indicating the Windows Installer did not finish as expected.	<ol style="list-style-type: none"> 1. Allworx installed services cannot be started or stopped. 2. Invalid user permissions. 	<ol style="list-style-type: none"> 1. Reboot the Windows server. 2. Log in as a local administrator.
When adding a CDR or ACDR key to the Allworx server while connected to the View application, the View application alarms activate.	The View application requires a reset when adding a CDR or ACDR feature key to the Allworx server.	<p>To reset the alarms:</p> <ol style="list-style-type: none"> 1. Log in to the Allworx server admin web page. 2. Navigate to Reports > Allworx View. 3. Click Reset Allworx View port. The keys now show in the manage my servers list and the Allworx View records the calls.
In a multi-site network, not all Allworx servers are providing call data.	While configuring the Allworx View application with the Allworx servers in a multi-site network, not all call data is being reported.	Install the Allworx View CDR and Allworx View ACDR feature keys on each Allworx server (both controller and branch servers) in a multi-site network for comprehensive call data reporting to Allworx View requires the Allworx View CDR and Allworx View ACDR feature keys. It is not necessary to install the feature keys on Allworx servers that do not provide call reporting data. The installation of Allworx View keys enable reporting the call data only from a single Allworx server to Allworx View. Allworx View will only report the call data from Allworx servers with the Allworx View CDR and Allworx View ACDR feature keys installed.
Unable to install the View application on the Windows server.	Error message displays: Windows protected your PC Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.	Log in as a local administrator to install the View application.

Condition	Description	Solution
HTTP error 403.14 displays.	The ASP.NET 4.0 is not registered with the IIS properly.	To properly register the ASP.NET 4.0 with the IIS: <ol style="list-style-type: none"> 1. Open a cmd shell as administrator. 2. Navigate to: c:\windows\microsoft.net\framework64\v4.0.30319\ 3. Type in this command: <code>asp_regiis.exe -ir</code> 4. Wait for the command to finish. 5. Type in this command: <code>iisreset</code>.
Message displays "This app can't be activated by the Built-in Administrator."	Unable to browse to Allworx View site on Windows 2016 server from IIS Manager as built-in admin.	The Microsoft Edge browser is blocked from running as the built-in administrator account. Use another account with local administrator privileges or use another web browser. Example: Google Chrome, Mozilla Firefox, or Internet Explorer.

Server

Several minutes pass before the Allworx server alerts the Allworx administrator about a disconnected Ethernet cable.	The View server seems connected when it is not.	The TCP socket does not distinguish from a simple lack of network communication. The TCP layer is attempting to retry messages that don't send successfully and buffering any new messages.
Users cannot dismiss the status icon after entering the SMTP settings information, even when clicking Cancel	The incorrect security type is entered in the email configuration.	Close the browser window and re-open the application.
The time stamp does not seem accurate.	The Windows server and the Allworx server are using different time servers.	Allworx recommends using the same time server for each server. See Appendix A - Time Synchronization to adjust each server to the same time server.
User is not receiving email notifications.	The View alarm service did not start after a server reboot.	Select and configure the SMTP settings and verify the outgoing SMTP is enabled. To restart the alarm service using server 2008 R2: <ol style="list-style-type: none"> 1. Navigate to Start > All Programs > Administrative Tools > Server Manager. 2. Click Server Manager > Configuration > Services. 3. Sort the services by name. 4. Verify the Allworx View Scheduler Status is started. 5. Verify the Allworx View Alarm Service is started. To restart the alarm service using server 2012, 2012 R2, or 2016: <ol style="list-style-type: none"> 1. Click Start, and then click Server Manager. 2. Navigate to Services. 3. Verify the Allworx View Scheduler Status is running. 4. Verify the Allworx View Alarm Service is running.

Condition	Description	Solution
Received an HTTP Error 500.00	The server is out of disk space.	<p>Out of disk space: free up disk space. Consider a database purge, if the database has grown too large.</p> <p>If the elmah log is the source of the disk space problem:</p> <ol style="list-style-type: none"> 1. Open the Windows Server Manager. 2. Navigate to Tools > Services. 3. Shut down: <ul style="list-style-type: none"> • Firebird Server - Allworx View • Allworx View cache service • Allworx View service • Allworx View scheduler service • Allworx View alarm service 4. Delete the file: c:\programdata\allworx\view\elmah.fdb 5. Restart: <ul style="list-style-type: none"> • Firebirdserver - Allworx View • Allworx View cache service • Allworx View service • Allworx View scheduler service • Allworx View alarm service <p>NOTE: If there is trouble restarting any of the Allworx services, the Windows server may require a reboot.</p> <p>NOTE: At this point, the application should be accessible and running as expected and creating a new elmah database. This does not affect the call data within the View application.</p> <ol style="list-style-type: none"> 6. Perform the following on the next day: <ul style="list-style-type: none"> • check the elmah log to see if the error is filling again. <p>contact Allworx Support to more information about providing the elmah log.</p>
The status for a configured server is "Unknown"	Allworx View does not have a connection to the internal data base.	<p>Restart the cache service.</p> <p>To restart the Cache Service using server 2008 R2:</p> <ol style="list-style-type: none"> 1. Navigate to Start > All Programs > Administrative Tools > Server Manager. 2. Click Server Manager > Configuration > Services. 3. Sort the services by name. 4. Right-click the Allworx View Cache Service. 5. Select Restart. <p>To restart the Cache Service using server 2012, 2012 R2, or 2016:</p> <ol style="list-style-type: none"> 1. Click Start, and then click Server Manager. 2. Navigate to Services. 3. Right-click the Allworx View Cache Service. 4. Select Restart.

Condition	Description	Solution
Login		
Log in does not work.	Log in error message displays that cookies are disabled.	Enable the cookies: 1. Navigate to Start > Control Panel > Internet Options . 2. Click the Privacy tab. 3. Adjust the Settings slider bar to enable cookies.
Received message "Login failed! Either the supplied credentials were not valid, or there was a problem connecting to the Allworx Server."	Attempting to log in to an added Allworx server and received the message.	Selected configured servers and verify the status equals connected.
User cannot log in to View. The login page refreshes, and the user is not logged in. The ELMAH log states that the user successfully logged in.	The web site was not restarted during the installation to edit bindings for HTTPS.	To recover: 1. Open the IIS Manager. 2. Right-click on AllworxViewSite . 3. Click Manage Website , and then click Restart .
Data Error		
There is a gap in the call history data.	There is an eventual consistency to the call history data in the view application under the following conditions: • Server is under heavy call load. • A server was disconnected for a while and is receiving calls.	The View application yields to the active and current calls before committing the historical data to the database. The amount of time for consistency varies. Select Configure Servers and if the status is Connected (reading history) , the server is still syncing data.
The screen does not go to full screen after clicking the chevron icon.	In Internet Explorer, clicking the chevron does not change the screen to full screen.	Internet Explorer 11 does not support programmatic full screen. Tap the F11 key to toggle between full screen and standard viewing mode.
Scheduled reports are emptied when received.	1. The range requested covers a time frame in the future. 2. The range requested covers a time frame with no call data.	1. Adjust the report schedule to cover a time in the past. 2. Adjust the report range to cover a different range.
The Call Details report does not display in the menu.	The View administrator has not given the user CDR.	Contact the View administrator.
The error message Input string was not in a correct format displays while running a report with a large number of users in a query.	The require query contains too many users. The report query string is too long for the View database to parse correctly.	Break the report into multiple reports splitting the number of users to be queried between the reports.

Condition	Description	Solution
Users do not see calls in the View application.	There is no connection between the View server and the Allworx server.	<p>There is a change to the View port. Verify the port View port and the Allworx port are the same.</p> <p>Verify Allworx services are running. On the Windows server, verify the following services are running:</p> <ul style="list-style-type: none"> • Allworx View scheduler service • Allworx View service • Allworx View alarm service • Allworx View cache service • Firebird server - Allworx View <p>If the View application is connected through a firewall, verify the Allworx port is enabled.</p> <p>Reset the View connection. See the Allworx Server Administrator's Guide for more information.</p> <p>In View navigate to Configure Server and toggle the enable checkbox. Click Save between each toggle.</p>
Received error: Failed to Restore your Database.	There is a problem with the View application database. The current database is missing or badly corrupted.	<p>Recover the database. Requires admin rights:</p> <ol style="list-style-type: none"> 1. Log in to the View server. 2. Use IIS Manager to stop the AllworxViewSite web site. 3. Use Services Manager to stop the Allworx View Service (this also stops the Allworx View Alarm Service and Allworx View Scheduler Service). 4. Open a file explorer and find the View database directory location. By default this is in ProgramData/Allworx/View, but is configurable during installation. 5. Rename or delete the corrupted database file, "CRA.FDB". 6. Copy the empty database file "CRA_empty.FDB", and then rename the copy to "CRA.FDB". 7. Restart the Allworx View Service, Alarm Service and Scheduler Service. 8. Restart the web site. 9. Log in to the View application using the ViewAdmin account (using the password supplied during the initial installation). <p>At this point it is possible to restore a database backup, or simply reconfigure the View application and start over, if legacy data is not important.</p>

Condition	Description	Solution
Windows Administrator removed the Allworx View website from IIS without uninstalling the View application.	Need to manually add the Allworx View website to IIS.	<p>To add the Allworx View website:</p> <ol style="list-style-type: none"> 1. Open IIS manager. 2. Right-click on the web server and select Add Website... 3. Locate the Site name box and enter AllworxViewSite. 4. Locate the Physical Path textbox and select the ... button. 5. Navigate to Program Files > Allworx > View > View Site, and then select OK. 6. Locate Binding Type and select https. 7. Enter the IP address to bind. 8. Select the SSL certificate to use. 9. Select OK. 10. Locate the newly added site and right-click > Add Application. 11. Locate Alias and enter AllworxView. 12. Locate the Physical Path textbox and select the ... button. 13. Navigate to Program Files > Allworx > View > View Application. Click OK. 14. Click OK. 15. Right-click the AllworxView application and select Manage Application > Advanced Settings. 16. Click Application Pool and select AllworxViewAppPool. 17. Click OK, and then click OK. 18. Click Browse <ipaddress:443> on the right side of the dialog box.
The Allworx View cache service fails to restart.	Problem preventing the Allworx View cache service to run. The dashboard displays no active calls and the reports return empty.	<p>On the Windows server:</p> <ol style="list-style-type: none"> 1. Navigate to Administrative Tools > Services. 2. Verify the Allworx View service is set to automatically restart. 3. Restart the Windows Server and verify all services are running: <ul style="list-style-type: none"> • Allworx View scheduler service • Allworx View service • Allworx View alarm service • Allworx View cache service • Firebird server - Allworx View
While running a report for DTMF, duplicate digits display in the report.	The CO line is providing echo to the server and the server is reporting the key presses it is recording.	<p>Contact Allworx support for further instruction.</p> <p>A possible solution may be to select Optimize for short loops to remove the echo, which removes the duplicated digits.</p>
Selecting 9# or using an audit PIN code to obtain a CO line seizure causes an echo.		

Condition	Description	Solution
Navigating to the View application in a browser returns a 404 error.	The URL entered in the browser does not match the binding.	See Install the View Application page 4 for installation instructions. <ul style="list-style-type: none"> • Use HTTPS instead of HTTP when viewing View. • Verify the URL includes /AllworxView at the end.
	On Server Essentials and Small Business Server, the website was not started automatically.	Verify the website is running in IIS manager after performing an installation or an upgrade. <ol style="list-style-type: none"> 1. Log in to the View server. 2. Open the IIS Manager. 3. Look in the left column. 4. Verify the site is running and does not have a small black square over the website globe icon. If the website is not running: <ol style="list-style-type: none"> a. Right-click on the site in IIS manager. b. Click Manage Website. c. Click Start.
Display Error		
The CSV file does not properly display 9+1+ <10-digit> numbers properly.	After exporting a report to a CSV file with the Calling Number option, the CSV file displays the Calling Number as a scientific function.	Reformat the cell as a text string.
While using the Microsoft Edge browser, View is not behaving as expected.	Dashboard widgets unavailable or difficulty with calendar drop-downs.	Verify the PC is running Windows 10 build 1511 (minimum). To verify the Windows version, navigate to Start > Settings > System > About . If there is no version level available, upgrade the Windows operating system.
View does not display full screen in Microsoft Edge.	When using Windows 10 and Microsoft Edge, the View application does not go to full screen after pressing F11.	Select the chevron in the top, right-hand corner of the View application.
Cannot compute Average Queue Depth using non-contiguous groups.	The computed Average Queue Depth includes the time calls were queued. Large ranges in Group By values contain periods of sparse data, which creates non-contiguous groups.	Select a smaller Group By value like every 15, 30, or Hour. Save the report.
Ellipsis showing for goal-oriented bar charts in Firefox.	The Firefox web browser displays the ellipsis when it should not.	Recommendation: use a different browser like Google Chrome or Internet Explorer 11.0.

Appendix A Time Synchronization

For best results, Allworx recommends using the same time server for both the Windows server and the Allworx server.

To adjust the Windows server time server:

1. Open a CMD window and stop the W32Time service:

```
C:\>net stop w32time
```

2. Configure the external time sources, type:

```
C:\> w32tm /config /syncfromflags:manual /  
manualpeerlist:"<time server IP Address>"
```

3. Locate the Allworx Server NTP server address, navigate to Maintenance > Time.
4. Make the PDC a reliable time source for the clients. Type:

```
C:\>w32tm /config /reliable:yes
```

5. Start the w32time service:

```
C:\>net start w32time
```

6. The windows time service should begin synchronizing the time.
7. Check the external NTP servers in the time configuration by typing:

```
C:\>w32tm /query /configuration
```

8. Check the Event Viewer for any errors.

To adjust the Allworx server time server, see the Allworx Server Administrator's Guide.



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