



Ektron DMS400 Setup Manual

Version 1.0, Revision 1

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Ektron CMS200 — Licensed for ten seats (10 named users) per URL.

Ektron CMS300 — Licensed for ten seats (10 named users) per URL.

Ektron CMS400.NET — Licensed for ten seats (10 named users) per URL.

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What's In This Manual

In this manual, the Ektron DMS400 Setup Manual, Version 1.0, you will find information including:

- "License Keys" on page 2
- "Installing Ektron DMS400" on page 5
- "Performing the Install" on page 7
- "Troubleshooting" on page 37
- "Additional Information" on page 54

License Keys

Ektron controls the use of **Ektron DMS400** through a license key, a unique code assigned to your **Ektron DMS400**. Your license key is included as an attached .txt file to the email that Ektron sends when you request or purchase **Ektron DMS400**.

Typically, the AssetManagement.config file in the *webroot/AssetManagement* folder stores the license key.

License Key Format

A license key consists of the following components:

- base URL of the server that communicates with **Ektron DMS400** (domain name, computer network name, or IP address)
- descriptor tags
- a question mark
- a series of numbers
- a hyphen
- one or two digits signifying release number

For example:

```
<Licenses>
<License>198.168.0.*(exp-2005-04-30)(DMS)(users-10)?nnnnnnnnnnnnnnnnnnnnnnnnnnnnnn-10</License>
<License>198.168.0.*(exp-2005-04-30)(UNK)(users-10)?nnnnnnnnnnnnnnnnnnnnnnnnnnnnnn-10</License>
</Licenses>
```

Where the n's appear above, you see digits.

Note that license keys cannot contain spaces or line breaks.

Inserting the License Key

If you download the executable (.exe) file, you are prompted to enter a license key during installation. If you are installing the .zip file, copy the AssetManagement.config file to the DMS400 folder.

WARNING! If you install a test version of **Ektron DMS400**, and later purchase it, Ektron sends you email with license keys for the purchased product. When you receive new license keys, replace the old keys with new ones. If you do not, when the test license key expires, users cannot access Ektron DMS400.

Replacing License Key after Installation

Sometimes, you need to change a license key after installation. For example, you made a mistake when copying it into the license dialog screen of the installation.

If you need to change the license key after installation, follow these steps.

1. Within your web root directory, open assetmanagement.config and insert the correct license key within the <License> elements.
2. Perform an iis reset. To do this, go to the **Start** button and click **Run**. In the Run window, type **iisres**. Your IIS service stops and restarts.
3. Register your **Ektron DMS400** with Ektron's CMS again. To do this, go to the following URL: <http://localhost/assetmanagement/registrationpage.html>.

License Key Check

When you access **Ektron DMS400**, it uses a Web service to check the license key(s) against the domain where your CMS is located.

- If the URL of any valid license key matches the URL of the CMS server making the call, the **DMS400** works.
- If no valid license key is found for the URL of the CMS server making the call, the **DMS400** is disabled.

Domains in which You Can Use the License Key

The license key is assigned to the base URL of your CMS, which is typically your domain name. For example, if your domain name is `www.mycompany.com`, the license key follows this pattern: `www.mycompany.com?1234567890`. The key also works with `mycompany.com`, that is, without the `www`.

Each domain name requires its own license key. For example, to support the domain names, `www.mycompany.com`, `sales.mycompany.com` and `support.mycompany.com`, you need three license keys.

More Information

Additional information about licenses is available on Ektron's web site at the following address:

<http://www.ektron.com/products.aspx?id=1143>

Installing Ektron DMS400

System Requirements

Before you install **Ektron DMS400**, make sure your system meets the requirements.

Server Requirements

Component	Requirements
Recommended hardware configuration	<ul style="list-style-type: none">• Microsoft® Windows® Server 2003• Intel® Pentium Hyper-Threaded or Intel® Xeon™ processor Processor (with 800MHz Bus)• 1 GB RAM or higher• RAID Array for hard drives• MS SQL Server (If you are using an Ektron CMS, install on a separate server.)
Operating System	<ul style="list-style-type: none">• Microsoft Windows Server 2003 (recommended)• Microsoft Windows 2000/XP Professional
Web application server	<ul style="list-style-type: none">• Microsoft ASP .NET Framework 1.1
Web server	<ul style="list-style-type: none">• Microsoft IIS 4.0 or higher

Client Requirements

Component	Requirements
Operating System	<ul style="list-style-type: none">Any IBM-PC compatible system. <i>suggested: 166 MHz or faster with at least 64MB RAM</i> <hr/> <p>For issues when using Microsoft Windows Server 2003 as a client, see "Using Microsoft Windows Server 2003 as a Client" on page 52.</p> <hr/>
Browser for Editing or Viewing	<ul style="list-style-type: none">Microsoft Internet Explorer 5.0 or higherNetscape 7 (IE 5.0 or later must also be installed)Mozilla FireFox 1.0

Performing the Install

This section explains how to setup **Ektron DMS400** on servers and clients. It includes the following topics:

- "Files Used to Perform the Install" on page 7
- "Running Ektron DMS400 Server Setup" on page 8
- "Web Folders Setup for Microsoft Windows Server 2003" on page 19
- "Installing on a non-NTFS Server or Client" on page 24
- "Installed Folders and Files" on page 26

Files Used to Perform the Install

The table below explains the files that are available to install **Ektron DMS400**. There are four files.

- Two .exe files, used for an automatic installation of **Ektron DMS400**
- .zip and .cab, files used for a manual install

File	Description
dms400.exe	Installs the Ektron DMS400 server files, sets up permissions for folders, and creates a connection to your CMS. It can also launch the client installation file (dms400client.exe), if that option is chosen during the install.

File	Description
dms400client.exe	Installs the client files. You can install these files on three types of systems. <ul style="list-style-type: none"> • Ektron DMS400 sever • CMS server • Client system that accesses CMS and Ektron DMS400
<p>Note: The .cab and .zip files include the files needed to run the Ektron DMS400 on a server or a client. If you do this, you need to set up permissions on the server and client manually. To learn what permissions need to be set, see "Installing on a non-NTFS Server or Client" on page 24</p>	
dms400.zip	This file is used when doing a manual Install. The files in dms400.zip need to be unzipped to the proper file locations. For information on where to place each file, see "Installed Folders and Files" on page 26.
dms400.cab	This file is used when doing a manual install. The .cab contains three files: ektasset.inf, ektasset.ocx and ektexplorer.ocx. The files should be extracted to the \system32 folder on the client machine. Register the ektasset.ocx and ektexplorer.ocx files by double clicking them. <p>Note: The first time you register an .ocx file, you need to associate the file with a program that does the registration. The file used to register an .ocx file is regsvr32.exe. It should be located in the \Windows\system32 folder.</p>

Running Ektron DMS400 Server Setup

You can install **Ektron DMS400** on the server that hosts your CMS300 or on a separate server.

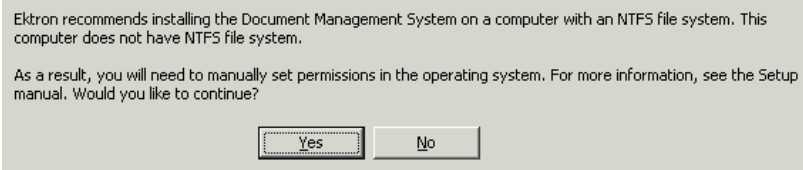
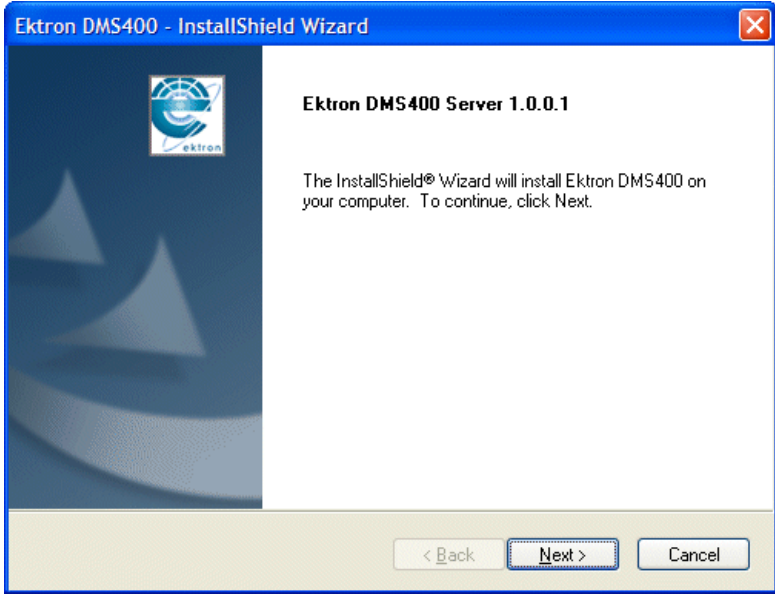
WARNING!

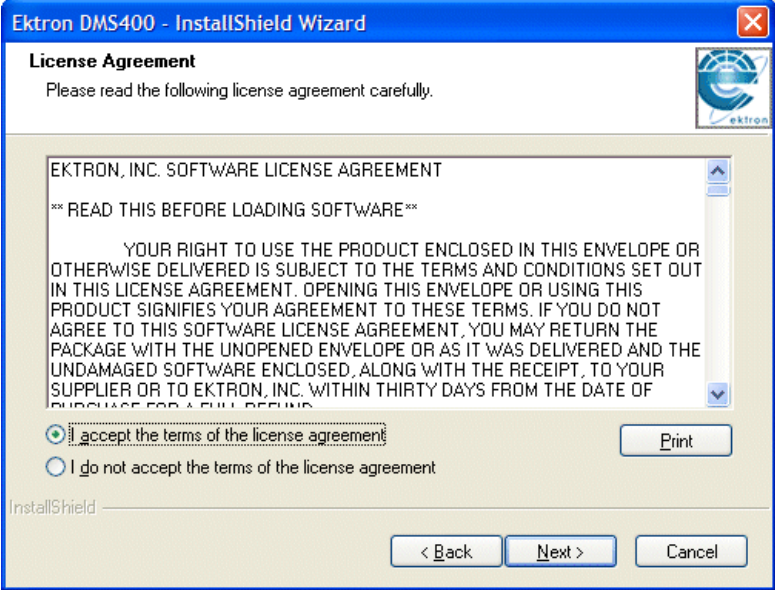
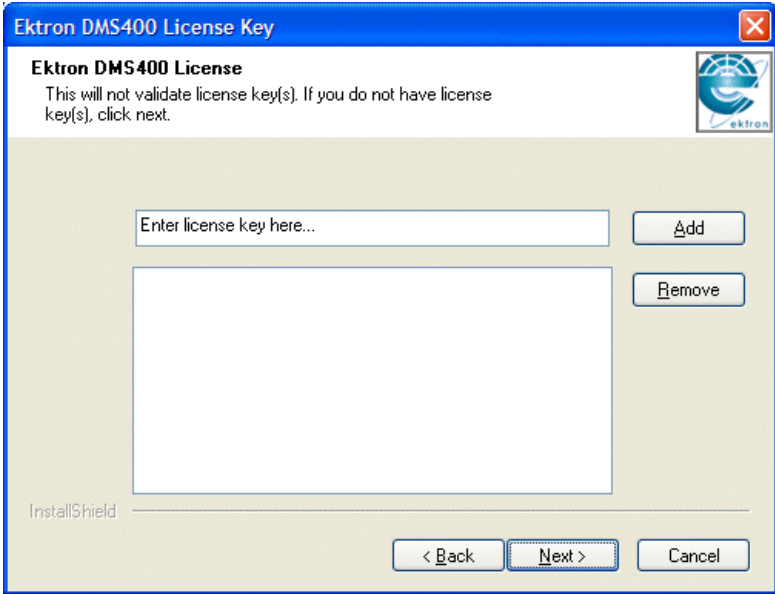
If your server has antivirus software and its script blocking feature is enabled, you must disable script blocking before installing **Ektron DMS400**.

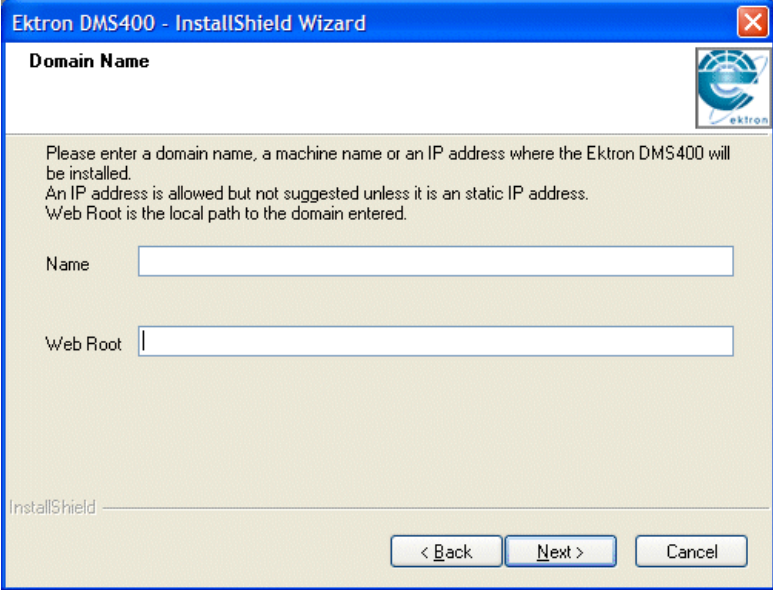
Best Practices

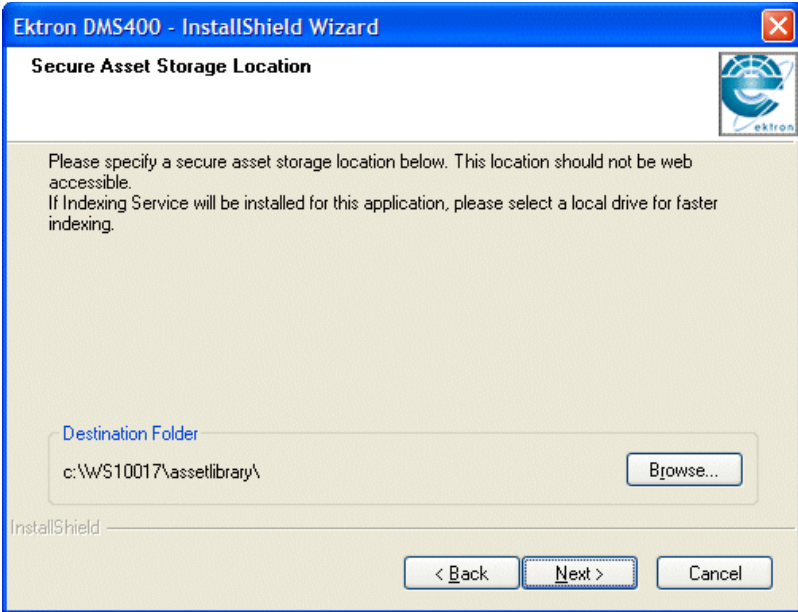
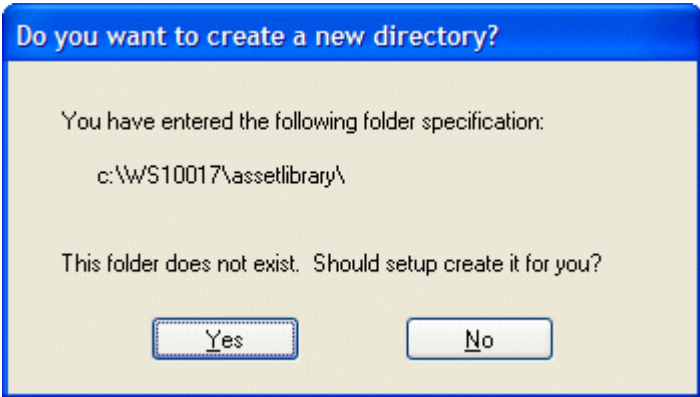
Ektron recommends Installing the **Ektron DMS400** on a separate server for the following reasons:

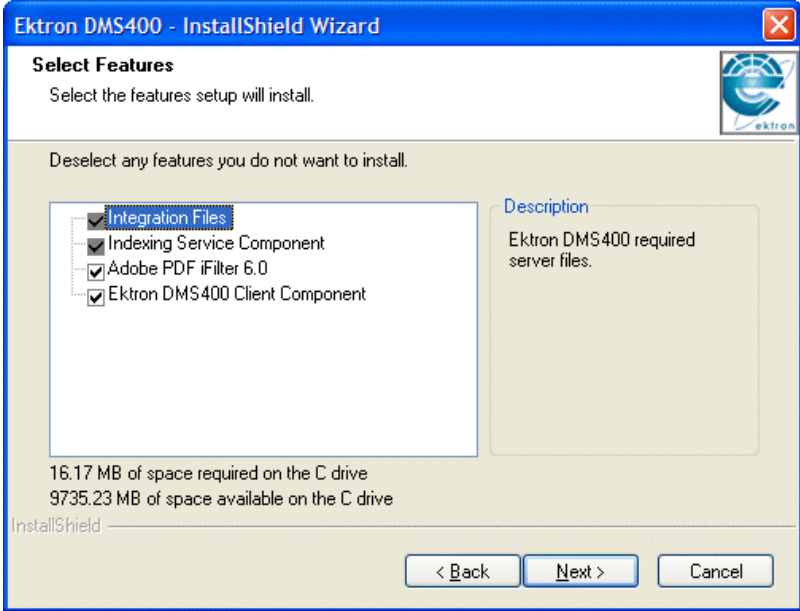
- The size of the data files are typically large
- You want to keep a history of data files
- Managing security concerns

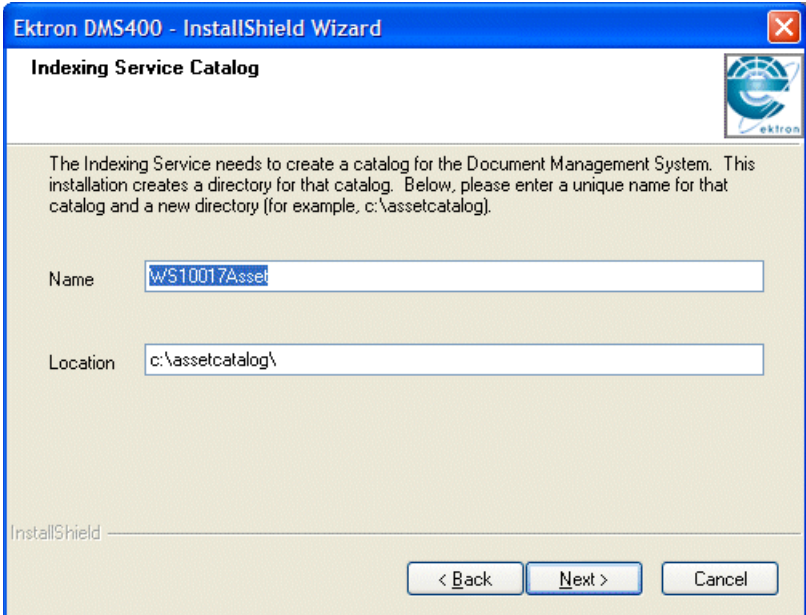
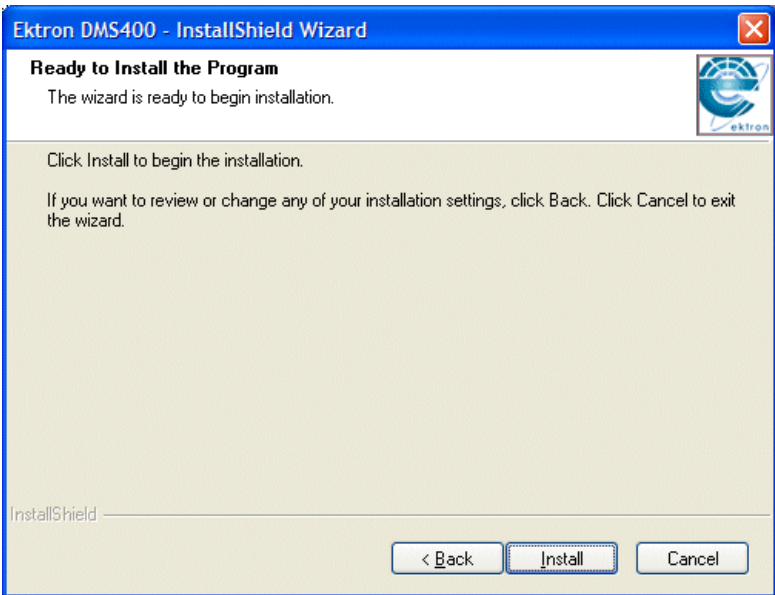
Step	Setup Screen
1. Double click the executable file that was downloaded from the Ektron Web site.	
2. The installation program checks your file system. If you do not have an NTFS file system (for example, your system is FAT32), the following warning appears. For more information, see "Installing on a non-NTFS Server or Client" on page 24.	
3. The following screen appears. Click Next to proceed.	

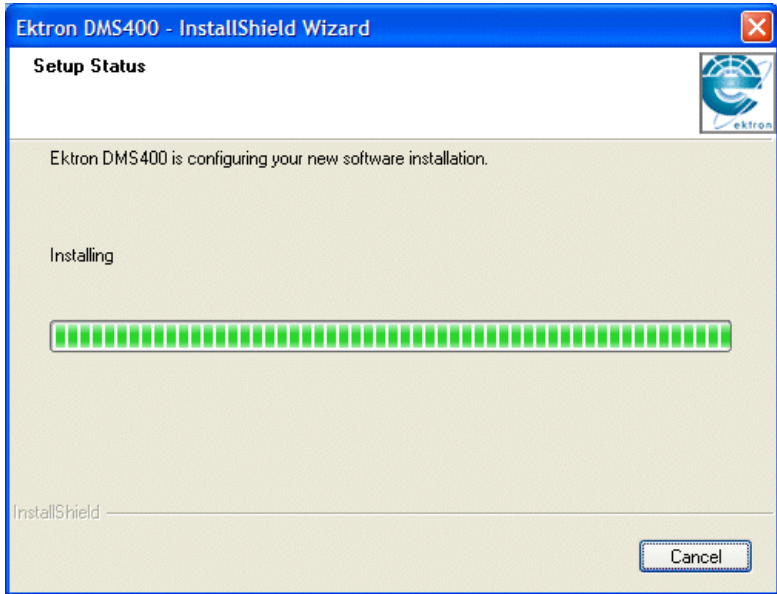
Step	Setup Screen
<p>4. A screen displays the Ektron License Agreement. Please read it.</p> <ul style="list-style-type: none"> Click the I accept the terms of the license agreement radio button to accept the agreement and click Next. Click the I do not accept the terms of the license agreement radio button if you do not accept the terms of the agreement. You can print the license agreement by pressing the Print button <hr/> <p>Note: If you click the I do not accept the terms of the license agreement radio button, you cannot continue the setup program. Click Cancel to exit.</p> <hr/>	
<p>5. Enter license keys into the field next to the Add button. Enter one license key for every kind of file being managed by DMS. For example, one key for Office documents and another for all other kinds of files.</p> <p>See Also: "License Keys" on page 2</p> <p>Click Add to add the license key to the list of license keys.</p> <p>To remove a license key, click it, then click Remove.</p> <p>Click Next to proceed.</p> <p>See Also: "Replacing License Key after Installation" on page 3</p>	

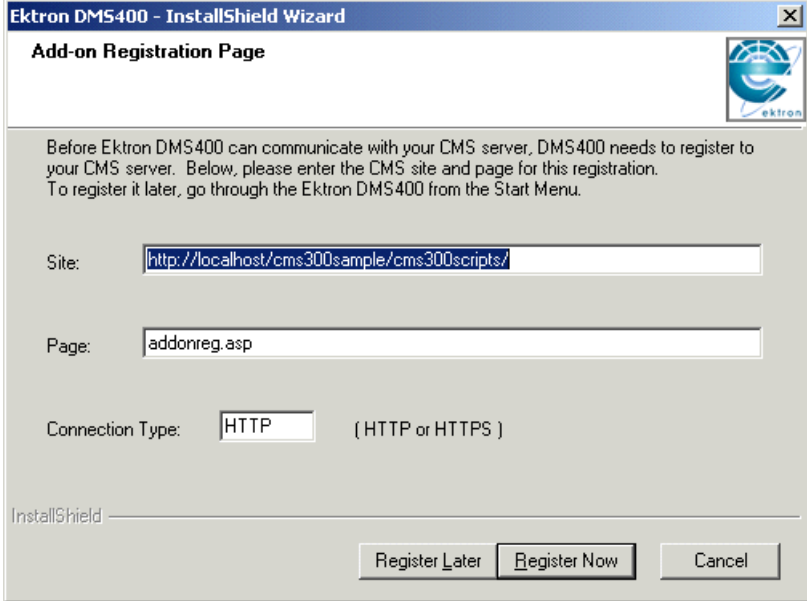
Step	Setup Screen
<p>6. On the Domain Name screen, enter one of the following in the Name field.</p> <ul style="list-style-type: none"> • Domain Name - The Domain where DMS400 will be installed. • IP address - The IP address of the machine DMS400 will be installed on. <hr/> <p>Warning: An IP Address is allowed, but not suggested unless you have a static IP address.</p> <hr/> <ul style="list-style-type: none"> • Machine Name - The machine name DMS400 will be installed on. <p>Then enter your Web Root in the Web Root Field.</p> <ul style="list-style-type: none"> - The Web Root is the local path to the Domain Name. 	


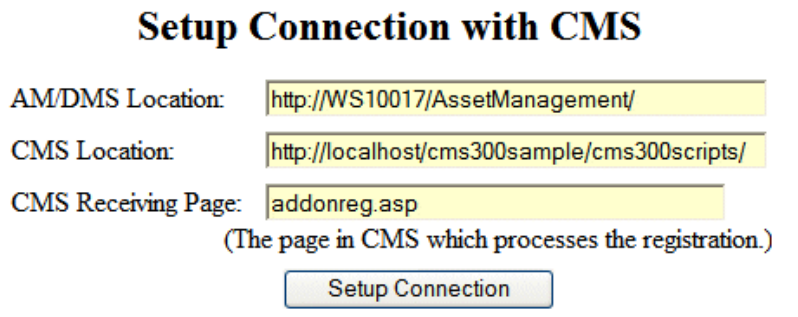
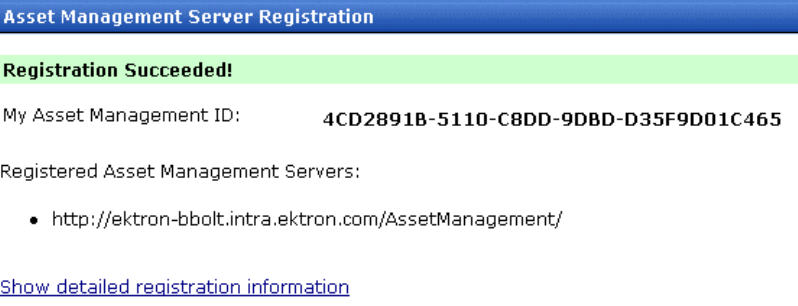
Step	Setup Screen
7. On the Secure Asset Storage Location screen, select a destination folder or use the default.	
8. If the folder from the above step does not exist, the installation offers to create it for you.	

Step	Setup Screen
<p>9. At the Select Features screen, choose the features you want to install.</p> <ul style="list-style-type: none"> • Integration Files: Ektron DMS400 required server files. This check box cannot be changed. • Indexing Service Component: This feature supports rapid searching of file contents and properties. • Adobe PDF iFilter 6.0: indexes PDF documents using the Indexing service. <p>Note: Ektron DMS400 launches the Adobe PDF iFilter 6.0 executable during the install. Follow the onscreen steps when the installation screen appears.</p> <hr/> <ul style="list-style-type: none"> • Ektron DMS400 Client Component: Installs the client -side control on this server. <p>Note: For information on installing Ektron DMS400 client separately, see "Web Folders Setup for Microsoft Windows Server 2003" on page 19</p>	

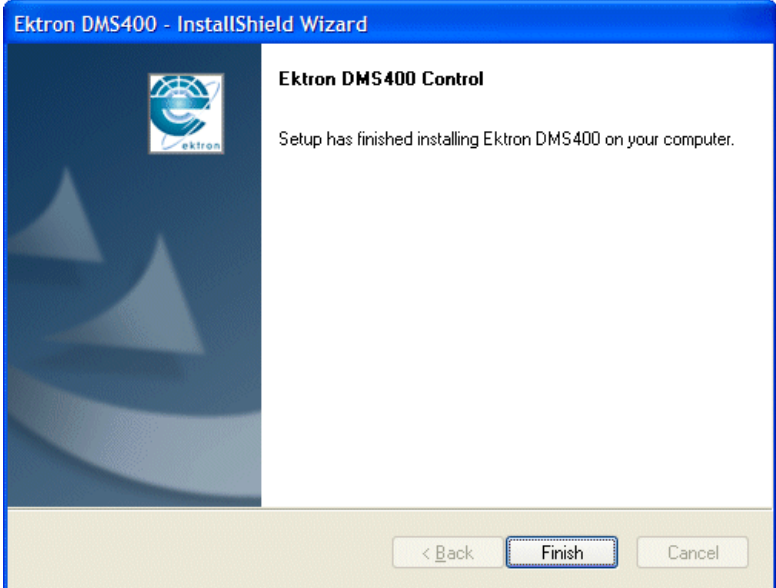
Step	Setup Screen
<p>10. On the Indexing Service Catalog Screen, enter the following.</p> <ul style="list-style-type: none"> • Name - The name of the Asset Catalog. It must be unique. • Location - The folder where the asset catalog will reside. 	
<p>11. At the Ready to Install the Program screen, your choices are:</p> <ul style="list-style-type: none"> • Click Install to Install the program • Click Back to change any installation settings • Click Cancel to cancel the setup 	

Step	Setup Screen
12. The setup program installs all necessary files.	
13. If installing on Microsoft Windows Server 2003, the Web Folders install starts. See "Web Folders Setup for Microsoft Windows Server 2003" on page 19. After finishing the Web Folders setup, return to the next step. If you are not installing on Microsoft Windows Server 2003, continue to the next step.	

Step	Setup Screen
<p>14. At the Add-on Registration Page, you declare your CMS server.</p> <hr/> <p>Note: To communicate with your CMS, Ektron DMS400 needs to register your CMS server. See Also: "Registering Add Ons in Ektron DMS400" on page 31</p> <ul style="list-style-type: none"> In the Site text box, enter the Web path to your CMS site. In the Page field, enter your registration page, which contains the logic to connect your DMS with a content management system. <code>addonreg.asp</code> is the default registration page if you are using <code>.asp</code> and Ektron CMS300. <hr/> <p>Note: If you are using <code>.php</code> or Coldfusion, enter that registration page name.</p> <hr/> <ul style="list-style-type: none"> Click Register Now You can register your CMS at later time. To register after the install is complete, click Start > Programs > Ektron > DMS400 > Setup Connection with Content Management System. The screens in the next two steps appear. 	 <p>Ektron DMS400 - InstallShield Wizard</p> <p>Add-on Registration Page</p> <p>Before Ektron DMS400 can communicate with your CMS server, DMS400 needs to register to your CMS server. Below, please enter the CMS site and page for this registration. To register it later, go through the Ektron DMS400 from the Start Menu.</p> <p>Site: <input type="text" value="http://localhost/cms300sample/cms300scripts/"/></p> <p>Page: <input type="text" value="addonreg.asp"/></p> <p>Connection Type: <input type="text" value="HTTP"/> (HTTP or HTTPS)</p> <p>InstallShield</p> <p><input type="button" value="Register Later"/> <input type="button" value="Register Now"/> <input type="button" value="Cancel"/></p>

Step	Setup Screen
<p>15. The Adobe iFilter Setup screen appears. Click Next if you want to install the ability to search through PDF documents.</p> <p>Otherwise, click Cancel.</p> <p>If you proceed, you are asked to agree to Adobe's license agreement and to select a destination folder.</p> <p>Then, the filter is installed.</p>	
<p>16. The Setup Connection with CMS screen appears. Click the Setup Connection button.</p>	
<p>17. When the connection is completed, the screen to the right appears.</p> <ul style="list-style-type: none"> By clicking the Show detailed registration information link, the screen below appears. <p>This screen shows all the extensions registered by Ektron DMS400.</p>	

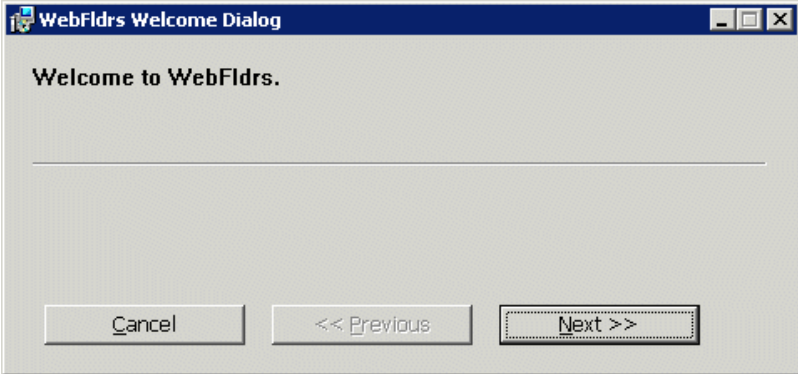
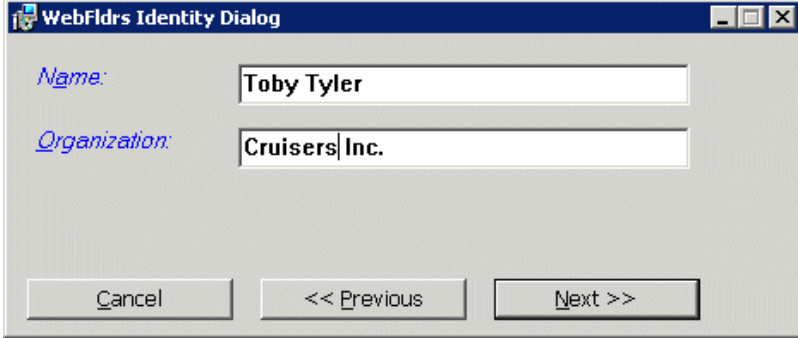
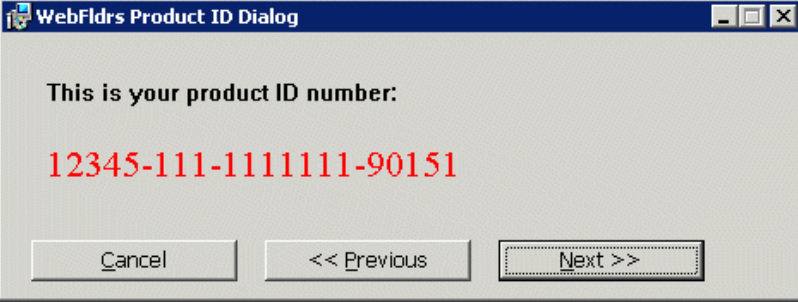
Step	Setup Screen		
ID	Name	Plugin	Connection Info
101	Office Documents	Documents	http://ektron-bbolt.intra.ektron.com/AssetManagerer
	Name	Ext	MIME
	msword	doc	application/msword
	msword	dot	application/msword
	ms-excel	xla	application/vnd.ms-excel
	ms-excel	xlc	application/vnd.ms-excel
	ms-excel	xlm	application/vnd.ms-excel
	ms-excel	xls	application/vnd.ms-excel
	ms-excel	xlt	application/vnd.ms-excel
	ms-excel	xlw	application/vnd.ms-excel
	ms-powerpoint	ppt	application/vnd.ms-powerpoint
	ms-powerpoint	pot	application/vnd.ms-powerpoint
	ms-powerpoint	pps	application/vnd.ms-powerpoint
	ms-project	mpp	application/vnd.ms-project
	msaccess	mdb	application/x-msaccess
	mspublisher	pub	application/x-mspublisher
	visio	vsd	application/vnd.visio
	ms-works	wdb	application/vnd.ms-works
	ms-works wks	wks	application/vnd.ms-works wks
	ms-works wps	wps	application/vnd.ms-works wps
	Name	Ext	MIME
	pdf	pdf	application/pdf
	plain	txt	text/plain
ID	Name	Plugin	Connection Info
102	Managed Files	Unknown	http://ektron-bbolt.intra.ektron.com/AssetManagerer
	Name	Ext	MIME
	pdf	pdf	application/pdf
	plain	txt	text/plain
	Name	Ext	MIME
	msword	doc	application/msword
	msword	dot	application/msword
	ms-excel	xla	application/vnd.ms-excel
	ms-excel	xlc	application/vnd.ms-excel
	ms-excel	xlm	application/vnd.ms-excel
	ms-excel	xls	application/vnd.ms-excel
	ms-excel	xlt	application/vnd.ms-excel
	ms-excel	xlw	application/vnd.ms-excel
	ms-powerpoint	ppt	application/vnd.ms-powerpoint
	ms-powerpoint	pot	application/vnd.ms-powerpoint
	ms-powerpoint	pps	application/vnd.ms-powerpoint
	ms-project	mpp	application/vnd.ms-project
	msaccess	mdb	application/x-msaccess
	mspublisher	pub	application/x-mspublisher
	visio	vsd	application/vnd.visio
	ms-works	wdb	application/vnd.ms-works
	ms-works wks	wks	application/vnd.ms-works wks
	ms-works wps	wps	application/vnd.ms-works wps
	Name	Ext	MIME
	pdf	pdf	application/pdf
	plain	txt	text/plain
	Name	Ext	MIME
	msword	doc	application/msword
	msword	dot	application/msword
	ms-excel	xla	application/vnd.ms-excel
	ms-excel	xlc	application/vnd.ms-excel
	ms-excel	xlm	application/vnd.ms-excel
	ms-excel	xls	application/vnd.ms-excel
	ms-excel	xlt	application/vnd.ms-excel
	ms-excel	xlw	application/vnd.ms-excel
	ms-powerpoint	ppt	application/vnd.ms-powerpoint
	ms-powerpoint	pot	application/vnd.ms-powerpoint
	ms-powerpoint	pps	application/vnd.ms-powerpoint
	ms-project	mpp	application/vnd.ms-project
	msaccess	mdb	application/x-msaccess
	mspublisher	pub	application/x-mspublisher
	visio	vsd	application/vnd.visio
	ms-works	wdb	application/vnd.ms-works
	ms-works wks	wks	application/vnd.ms-works wks
	ms-works wps	wps	application/vnd.ms-works wps
	Name	Ext	MIME
	pdf	pdf	application/pdf
	plain	txt	text/plain
	Name	Ext	MIME
	msword	doc	application/msword
	msword	dot	application/msword
	ms-excel	xla	application/vnd.ms-excel
	ms-excel	xlc	application/vnd.ms-excel
	ms-excel	xlm	application/vnd.ms-excel
	ms-excel	xls	application/vnd.ms-excel
	ms-excel	xlt	application/vnd.ms-excel
	ms-excel	xlw	application/vnd.ms-excel
	ms-powerpoint	ppt	application/vnd.ms-powerpoint
	ms-powerpoint	pot	application/vnd.ms-powerpoint
	ms-powerpoint	pps	application/vnd.ms-powerpoint
	ms-project	mpp	application/vnd.ms-project
	msaccess	mdb	application/x-msaccess
	mspublisher	pub	application/x-mspublisher
	visio	vsd	application/vnd.visio
	ms-works	wdb	application/vnd.ms-works
	ms-works wks	wks	application/vnd.ms-works wks
	ms-works wps	wps	application/vnd.ms-works wps
	Name	Ext	MIME
	pdf	pdf	application/pdf
	plain	txt	text/plain
	Name	Ext	MIME
	msword	doc	application/msword
	msword	dot	application/msword
	ms-excel	xla	application/vnd.ms-excel
	ms-excel	xlc	application/vnd.ms-excel
	ms-excel	xlm	application/vnd.ms-excel
	ms-excel	xls	application/vnd.ms-excel
	ms-excel	xlt	application/vnd.ms-excel
	ms-excel	xlw	application/vnd.ms-excel
	ms-powerpoint	ppt	application/vnd.ms-powerpoint
	ms-powerpoint	pot	application/vnd.ms-powerpoint
	ms-powerpoint	pps	application/vnd.ms-powerpoint
	ms-project	mpp	application/vnd.ms-project
	msaccess	mdb	application/x-msaccess
	mspublisher	pub	application/x-mspublisher
	visio	vsd	application/vnd.visio
	ms-works	wdb	application/vnd.ms-works
	ms-works wks	wks	application/vnd.ms-works wks
	ms-works wps	wps	application/vnd.ms-works wps
	Name	Ext	MIME
	pdf	pdf	application/pdf
	plain	txt	text/plain

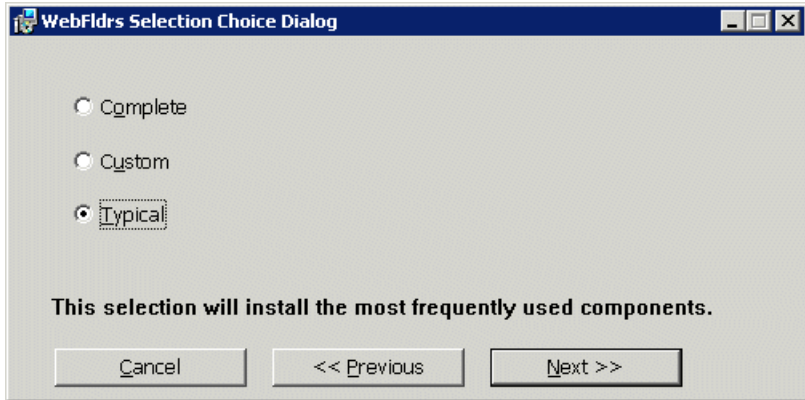
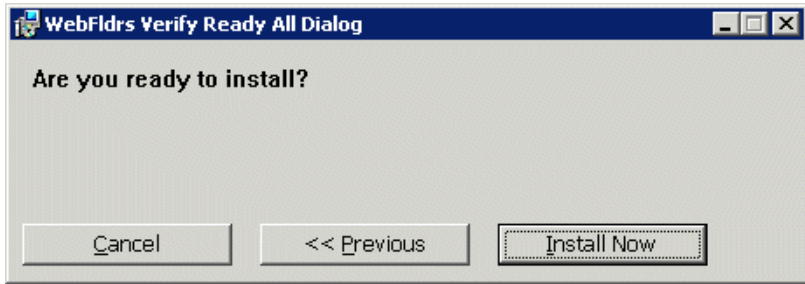
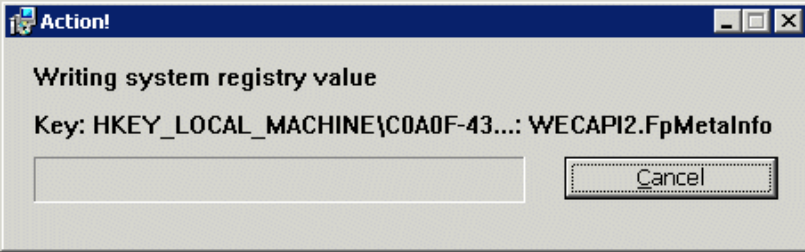
Step	Setup Screen
<p>18. If you chose to install the Ektron DMS400 client, that screen appears. See "Web Folders Setup for Microsoft Windows Server 2003" on page 19.</p> <p>If you chose not to install the Ektron DMS400 client, a completion message is displayed. Click Finish.</p>	


Web Folders Setup for Microsoft Windows Server 2003

The MSDAIPP.DLL is no longer shipped with Microsoft Windows Server 2003 making communication with Web folders impossible. To correct this, **Ektron DMS400** setup runs the Web folder setup when it detects Microsoft Windows Server 2003.

The following steps explain installing Web Folders. These steps assume that the install was started by **Ektron DMS400** setup. If you want to install Web folders during a manual install, run the `webfldrs.msi` file contained in the `dms400.zip` file. Then continue with the steps below.

Step	Setup Screen
<p>1. The Web Folders install screen appears. Click Next to continue.</p>	 A screenshot of the 'WebFldrs Welcome Dialog' window. The title bar reads 'WebFldrs Welcome Dialog'. The main text says 'Welcome to WebFldrs.' Below the text is a horizontal line. At the bottom, there are three buttons: 'Cancel', '<< Previous', and 'Next >>'. The 'Next >>' button is highlighted with a dotted border.
<p>2. The Web Folders Identity dialog box appears.</p> <ul style="list-style-type: none">• Add your Name• Add your Organization• Click Next.	 A screenshot of the 'WebFldrs Identity Dialog' window. The title bar reads 'WebFldrs Identity Dialog'. It contains two text input fields. The first is labeled 'Name:' and contains the text 'Toby Tyler'. The second is labeled 'Organization:' and contains the text 'Cruisers Inc.'. At the bottom, there are three buttons: 'Cancel', '<< Previous', and 'Next >>'. The 'Next >>' button is highlighted with a dotted border.
<p>3. The Web Folders Product ID dialog box appears. This dialog box displays the your product ID number.</p> <ul style="list-style-type: none">• Click Next.	 A screenshot of the 'WebFldrs Product ID Dialog' window. The title bar reads 'WebFldrs Product ID Dialog'. The main text says 'This is your product ID number:'. Below this, the product ID number '12345-111-1111111-90151' is displayed in red. At the bottom, there are three buttons: 'Cancel', '<< Previous', and 'Next >>'. The 'Next >>' button is highlighted with a dotted border.

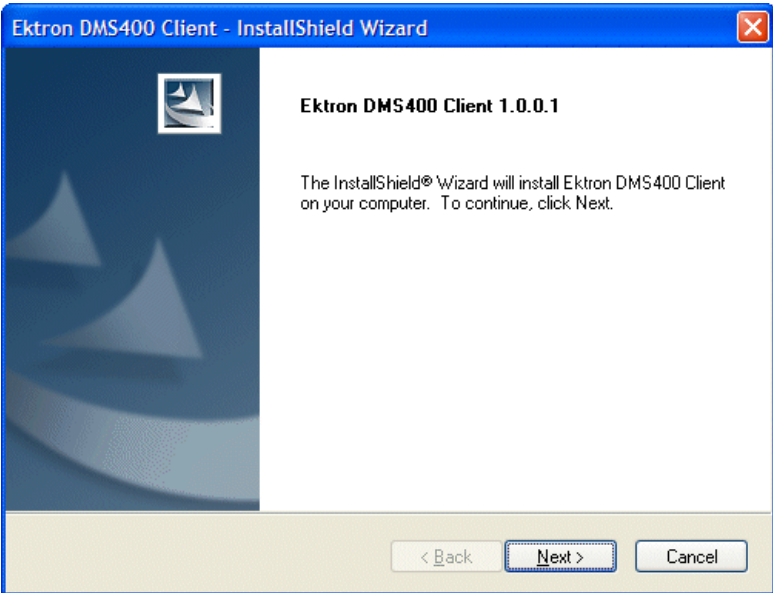
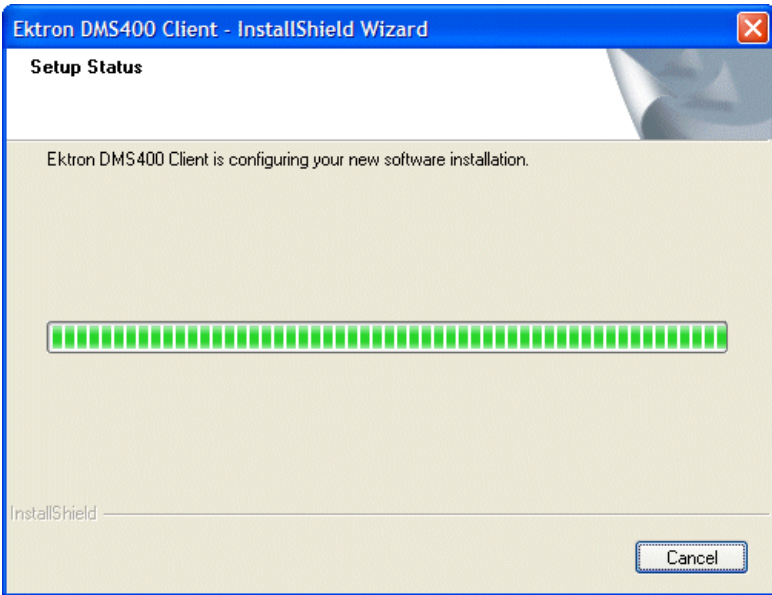
Step	Setup Screen
<p>4. The Web Folders Selection Choice dialog box appears.</p> <ul style="list-style-type: none"> • Complete - installs all components. • Custom - you choose the components to install. • Typical - installs the most frequently used components. <p>After making a selection, click Next.</p>	
<p>5. The Verify Ready All dialog box appears.</p> <ul style="list-style-type: none"> • Click Install Now. 	
<p>6. The Action dialog box appears. The Setup is installing Web folders.</p>	

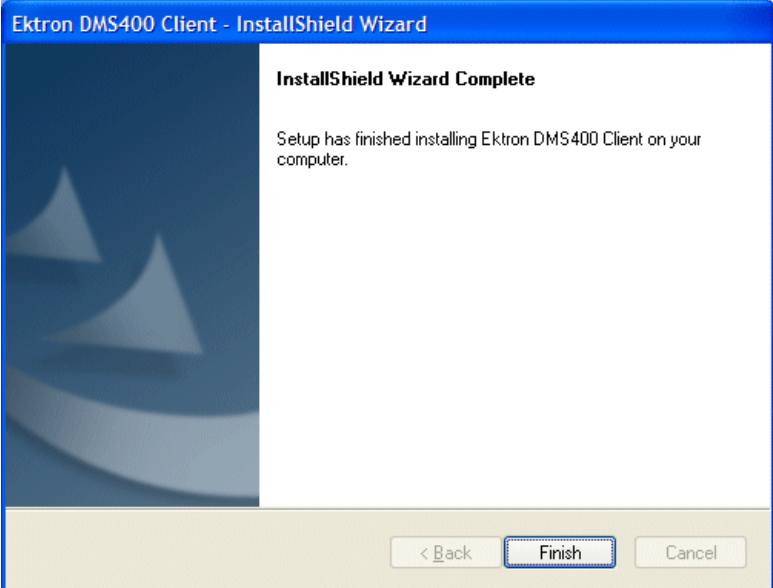
Step	Setup Screen
<p>7. The We Are Done dialog box appears.</p> <ul style="list-style-type: none"> Click OK. <p>If you are installing Web Folders as part of the Ektron DMS400 setup, return to "At the Add-on Registration Page, you declare your CMS server." on page 16 to continue the setup.</p>	

Client Setup

If you have a large client base to deploy, you should use deployment software. A good Web site for deployment software information and links is <http://appdeploy.com/>.

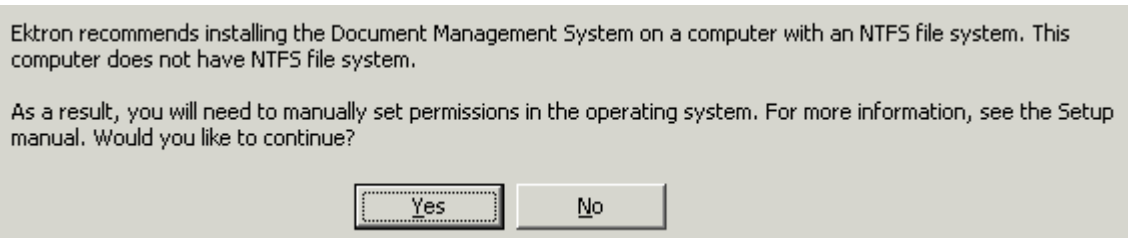
Step	Setup Screen
<p>1. Double click the executable file that was downloaded from the Ektron Web site.</p> <hr/> <p><i>Note:</i> This step is not necessary if the install was launched from the server setup.</p> <hr/>	

Step	Setup Screen
2. The following screen appears. Click Next to install Ektron DMS400 client.	
3. The setup program installs all necessary files.	

Step	Setup Screen
<p>4. A completion message is displayed.</p> <p>Click Finish to complete the installation.</p>	

Installing on a non-NTFS Server or Client

If you install **Ektron DMS400** on a non-NTFS server, the following warning message appears at the beginning of the server installation.



After completing the installation, you must manually set permissions on the following folders.

NOTE When using Windows Server 2003, You need to give the same permissions to `machinename\IIS_WPG` that you do for ASP .NET User.

Folder	Local Machine User	Permissions
C:\assetlibrary	<ul style="list-style-type: none"> ASP .NET User See Also: "The ASP.NET User Account" on page 26 <machinename>\IIS_WPG (Windows Server 2003 only) 	<ul style="list-style-type: none"> Read Write Create Delete
C:\inetpub\wwwroot\assetmanagement\	<ul style="list-style-type: none"> ASP .NET User <machinename>\IIS_WPG (Windows Server 2003 only) 	<ul style="list-style-type: none"> Read Write Create Delete
C:\inetpub\wwwroot\assets\	<ul style="list-style-type: none"> ASP .NET User <machinename>\IIS_WPG (Windows Server 2003 only) 	<ul style="list-style-type: none"> Read Write Create Delete
C:\inetpub\wwwroot\dmddata	<ul style="list-style-type: none"> ASP .NET User <machinename>\IIS_WPG (Windows Server 2003 only) 	<ul style="list-style-type: none"> Read Write Delete Subfolders and Files
C:\inetpub\wwwroot\dmddata	EKT_ASSET_USER Contact Ektron technical support for the password	<ul style="list-style-type: none"> Read Write

The ASP.NET User Account

The ASPNet user account in a .NET system is created by the following Microsoft file.

```
<WINDIR>\Microsoft.Net\Framework\[Current Version]\aspnet_regiis.exe
```

Run the executable file to set up the user account.

Installed Folders and Files

Here is a list of the folders and files that are created after the install is complete. The **Installed On** column shows if the files are installed on a server or a client.

Folder/ Description	Sub Folder Of	Installed On	Files
\assetcatalog Catalog location of Indexing Service		server	
\assetlibrary Secure storage location for DMS400 assets	This sub folder will depend on the name you used in the Domain Name screen during the install. For example, If you use: <ul style="list-style-type: none"> ● Domain Name: www.mydms.com The sub folder is: \wwwmydmscom ● IP Address: 193.123.321.123 The sub folder is: \193123321123 ● Machine Name: WorkSys1 The sub folder is: \WorkSys1 	server	<ul style="list-style-type: none"> ● AssetHistory.xml

Folder/ Description	Sub Folder Of	Installed On	Files
\assetconfig Asset configuration folder	\\(Domain Name or IP Address or Machine Name)\assetlibrary	server	<ul style="list-style-type: none"> AssetConfig.xml
\AssetManagement Web application folder	\\inetpub\wwwroot\	server	<ul style="list-style-type: none"> AssetManagement.asmx AssetManagement.Config cmslocation.js CMSSetup.dll DownloadAsset.aspx ekversion.dll Global.asax ifilter60.exe (This file installs the Adobe iFilter) ReadmeAdobeiFilter6.htm RegistrationPage.html SetupManual.pdf (This Manual) Web.config
\bin DLLs for DMS	\\inetpub\wwwroot\AssetManagement	server	<ul style="list-style-type: none"> AssetManagement.dll ektron.asm.assetconfig.dll ektron.asm.assetsecurity.dll ektron.asm.configurationmanagement.dll ektron.asm.configurationmanagement.interfaces.dll ektron.asm.pluginmanager.dll ektron.asm.xmlutility.dll log4net.dll Microsoft.Web.Services2.dll

Folder/ Description	Sub Folder Of	Installed On	Files
\ektasset Core JavaScript and the test script	\inetpub\wwwroot\AssetM anagement	server	<ul style="list-style-type: none"> ● dms400.cab ● dms.js ● dms.vbs ● dmsutil.js ● ektasset.js ● ektassetdefaults.js ● ektassetevents.js ● ektassetincludes.js ● ektassetmedia.js ● ektassetmessages.js ● ektmassupload.js ● ektunknowndefaults.js ● ektunknownevents.js ● ektunknownincludes.js ● testdms.htm ● testevents.htm ● testunk.htm ● testunkevents.htm ● unk.js ● unktutil.js

Folder/ Description	Sub Folder Of	Installed On	Files
\clientinstall Client install files	\inetpub\wwwroot\AssetManagement\ektasset	server or client	<ul style="list-style-type: none"> ● dms400client.exe (This is the file to perform client installs.) ● dmsinstallnow.htm ● dmsintro.htm ● dmsintroxpsp2.htm ● ieoptions2.gif ● installactivex.gif ● loading.gif ● parseinstallparams.js ● securitywarning_ewebeditpro.gif ● verisign2.gif
\plugins Plugin files used by the client	\inetpub\wwwroot\AssetManagement\ektasset\clientinstall	server or client	<ul style="list-style-type: none"> ● np72esk32.dll
\images Icon images	\inetpub\wwwroot\AssetManagement\	Server	<ul style="list-style-type: none"> ● adobe-pdf.gif ● HTML.gif ● Image.gif ● ms-access.gif ● ms-excel.gif ● ms-frontpage.gif ● ms-notepad.gif ● ms-powerpoint.gif ● ms-project.gif ● ms-publisher.gif ● ms-visio.gif ● ms-word.gif ● SWF.gif ● WinZip.gif

Folder/ Description	Sub Folder Of	Installed On	Files
\license	\inetpub\wwwroot\AssetManagement\	Server	<ul style="list-style-type: none"> Ektron.ASM.AssetLicense.dll
\logfile	\inetpub\wwwroot\AssetManagement\		<ul style="list-style-type: none"> log-file.xml.1
\plugins Plugin files that define the type of file a user is working with	\inetpub\wwwroot\AssetManagement\	Server	<ul style="list-style-type: none"> Ektron.ASM.OfficeDocuments.dll (Lets you work with Microsoft Office documents.) Ektron.ASM.UnkownDocuments.dll (Lets you work with files other than Office documents.)
\assets Published assets	\inetpub\wwwroot\	Server	
\dmdata Temporary data files that are waiting to be checked in, saved, or published	\inetpub\wwwroot\	Server	

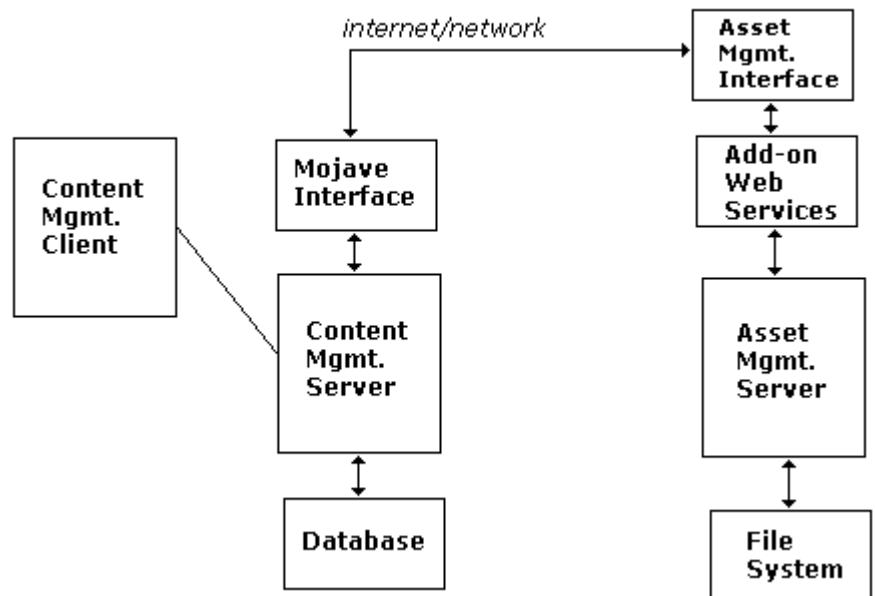
Registering Add Ons in Ektron DMS400

This section explains how an asset management server is registered to work with an Ektron Content Management System (CMS).

As illustrated below, when the Asset Management System (AMS) is integrated with a CMS, three computers are involved.

- Asset management server
- Content management server
- Content management client

NOTE Although the same computer can function as all three, we assume they are different for the purposes of this explanation.



This system uses two interfaces to facilitate communication among computers.

- Mojave interface - handles communications from the CMS server to asset management server
- Asset Management interface - handles communications from the asset management server to CMS

This section provides two scenarios for establishing communications between the servers:

- ["Registration is Initiated from Asset Management Server" on page 32](#)
- ["Registration is Initiated from Content Management Server" on page 34](#)

Registration is Initiated from Asset Management Server

To set up the interface between Asset Management and CMS systems, follow these steps.

1. Install CMS300.
2. On the CMS server, set up a receiving page that calls the Register Server function. For more information, see ["RegisterServer API Definition" on page 34](#).
3. On the Asset Management server, install the add-on files.
4. On the Asset Management server, set up security.
5. On the Asset Management server, run the installation program, DMS400.exe. The installation program prompts you to identify the CMS and the receiving page (illustrated below).

Ektron DMS400 - InstallShield Wizard

Add-on Registration Page

Before Ektron DMS400 can communicate with your CMS server, DMS400 needs to register to your CMS server. Below, please enter the CMS site and page for this registration. To register it later, go through the Ektron DMS400 from the Start Menu.

Site:

Page:

Connection Type: (HTTP or HTTPS)

InstallShield

6. The receiving page calls the Register Server function (set up in Step 2). This function generates an Integrator ID number, which uniquely identifies the CMS to the AMS server.
7. The Mojave interface sends the Integrator ID number to the AMS server.
8. Upon receiving the Integrator ID number from the CMS server, the AMS server assembles information about its add-ons and connection information.
For the details of this packet, see ["Registration Packet Format" on page 36](#).
9. The Mojave interface receives the registration packet and gives it to the CMS. This information is used by the client CMS when connecting to the AMS server.
10. The CMS server retrieves the registration packet from the Asset Management interface. The server uses this information to handle the add-ons and communicate with the AMS server.

Registration is Initiated from Content Management Server

You would follow this procedure if the CMS site were moved and the Asset Management server needs to be informed of the new location, or if the previous registration needs to be corrected.

1. On the CMS system, the user is offered a page to re-register the Asset Management. The page should use the Reregister Server Web service and prompt the user to enter information, such as:
 - protocol
 - server location
 - port
 - application name

NOTE

The receiving page calls the Register Server function. See "RegisterServer API Definition" on page 34.

2. The Mojave interface sends the CMS information to the AMS server.
3. The Asset Management interface extracts information from AMS server about the add-ons. It also assembles connection information, which is used by the client CMS when connecting. See *Also*: "Registration Packet Format" on page 36
4. The CMS server retrieves the registration packet from the Asset Management interface. The server uses this information to handle the add-ons and communicate with the AMS server.

RegisterServer API Definition

This definition is sent to the Mojave interface, which registers the integrating application (CMS) with the Asset Management server.

```
Boolean RegisterServer(ServerData* pServerData, BSTR* errMsg);
```

The `serverdata` is:

```
struct ServerData
{
    BSTR Identification; // Integrator ID Number
};
```


At this time, only the Integrator ID number is provided. See Also: ["Integrator ID Number" on page 35.](#)

Integrator ID Number

The Integrator ID number is the ID of the integrating application, in this case the CMS. It is geographically unique among all instances of clients that interface with Asset Management.

IMPORTANT! The generation of the ID *must* be guaranteed to be unique.

Integrator ID number is

- generated by the integrating application, such as CMS
- how the CMS wants to identify itself
- always used to refer to the integration site
- should not be the site address

If the site moves, it must use the ID and re-register with the Add-Ons.

Validation is performed for any Web Service calls against this ID.

HTTP Get Page Call Format

The call to the receiving page supplies the following information either as URL parameters or calling parameters.

- integrator (CMS) protocol (HTTP/HTTPS)
- integrator server or IP address
- integrator port
- integrator registration receiving page (page that calls Mojave registration)
- asset Management communication protocol
- asset Management server or address
- asset Management port
- asset Management web application name

Here is an example:

```
https://192.168.0.33:777/cms300sample/addonreg.asp?url=http://192.168.0.22:8080//  
assetmanagement
```

Registration Packet Format

The registration packet contains information from the Asset Management interface. It is passed to the integrating client.

Below is the general format of the data returned. The details can be worked out during implementation, but the following information *must* be included.

Global Connection Information

- Connection and other information
- Format only supported by the Asset Management interface
- No client integration can know how to use this information
- The packet is passed to the SetURL call in Mojave

Information for Each Add On

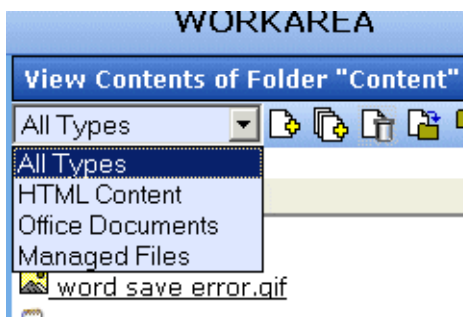
The data for each add on should be given in sequence.

- plug-in type (the CMS uses this as the supertype)
- plug-in ID
- mime types supported by the plug-in

Troubleshooting

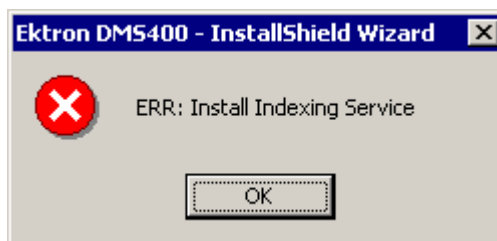
This section explains how to fix problems that may occur with Ektron DMS400.

Symptom	See this section
Error message: Install Indexing Service	"Setting Up the Indexing Service" on page 38
A search of PDF files on Ektron CMS returns no results	"Installing the Acrobat PDF iFilter" on page 47
A search of asset files does not find an asset on your Web site	"Turning on the Asset Indexing Service" on page 51
The server running Ektron DMS400 is running slowly; much of the resources are being used even though the computer is idle	"Disabling the System Indexing Service" on page 48
Error message: Windows Server 2003 no longer ships MSDAIPP.DLL, thus connecting to an FPSE server through Webfolders, is no longer possible.	"Using Microsoft Windows Server 2003 as a Client" on page 52
No content type dropdown list on the View Contents of Folder screen. (An example of the list is below.)	It is possible that you entered the license key incorrectly during installation. The license key is stored in <code>webroot/assetmanagement.config</code> . To see a description of the correct format, go to "License Key Format" on page 2 . To replace the license key after installation, see "Replacing License Key after Installation" on page 3 .




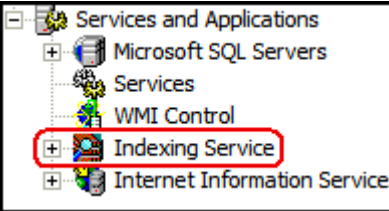
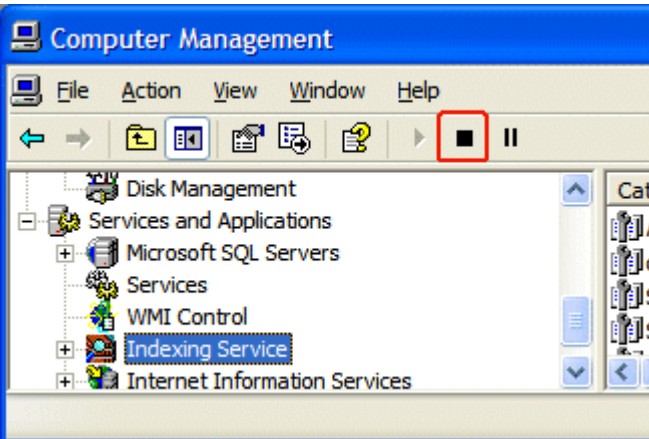
Setting Up the Indexing Service

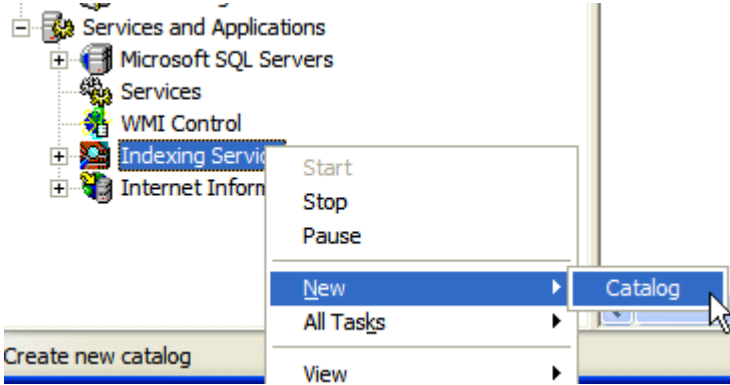
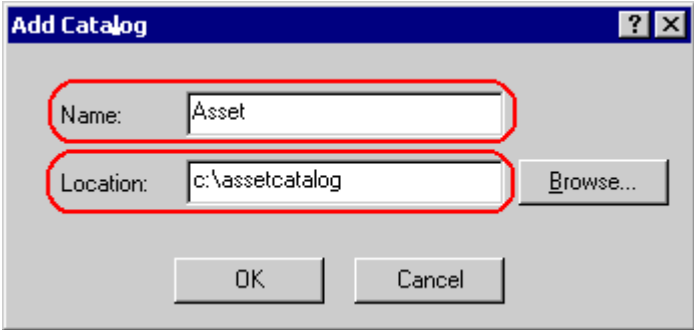
If you see the following error during installation, you need to set up the indexing service manually.

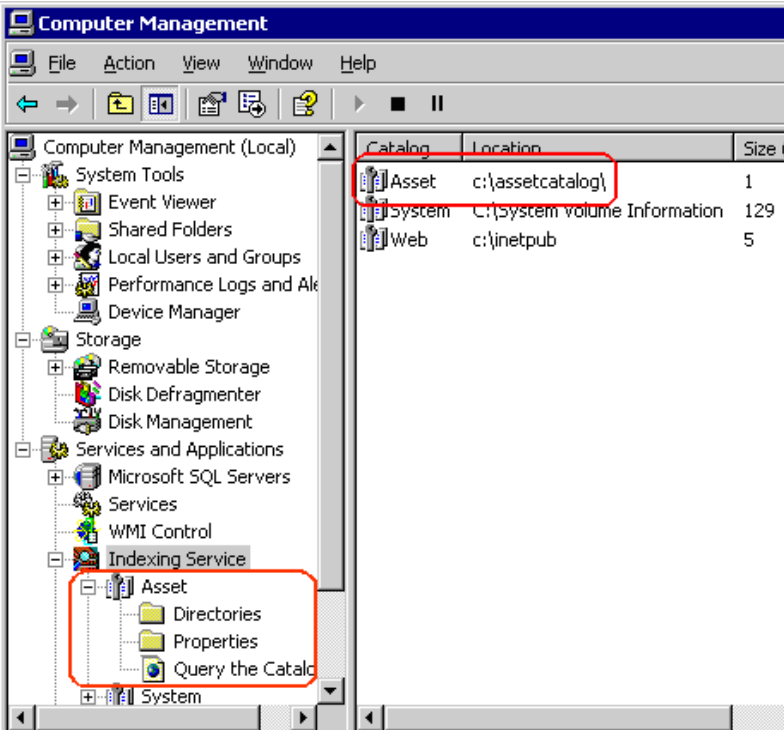
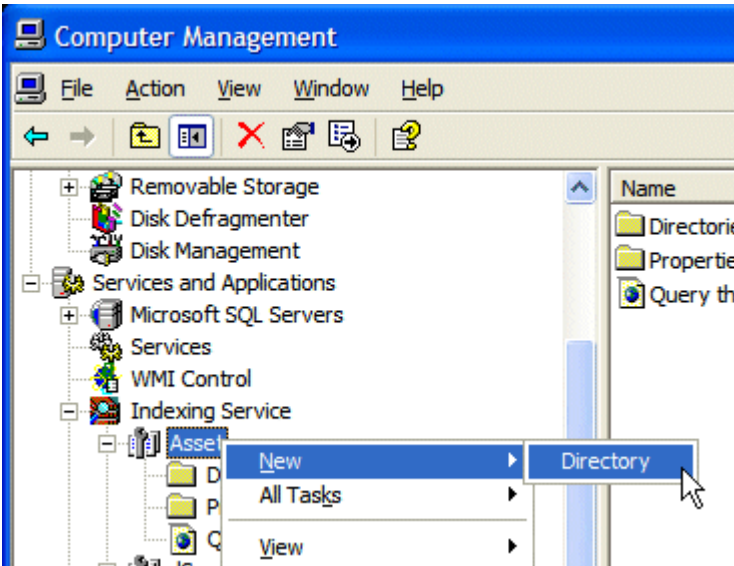


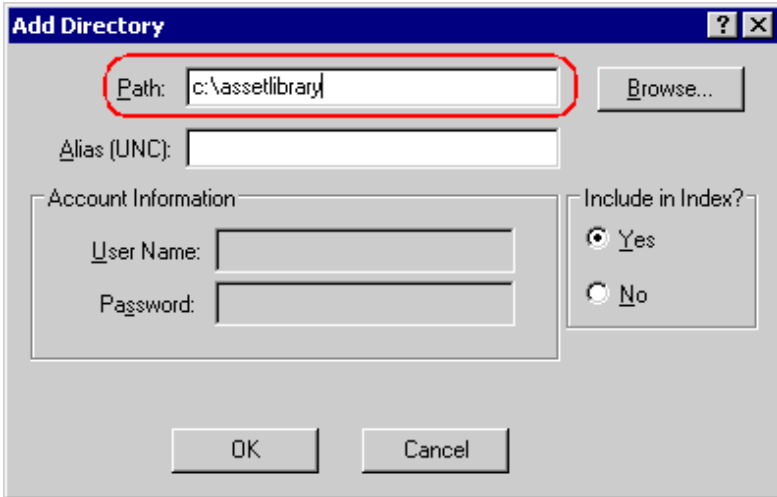
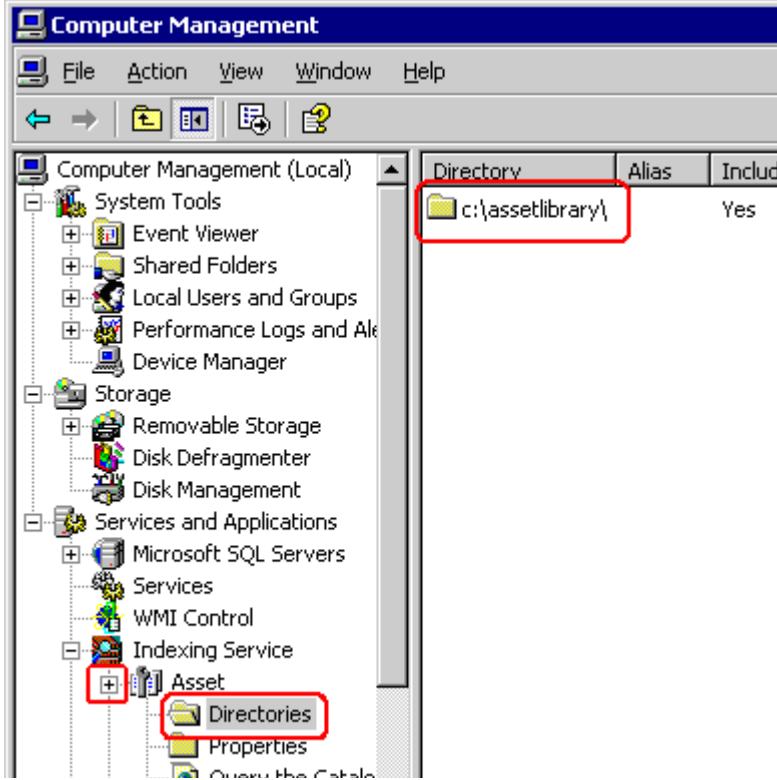
The following steps explain how to do that.

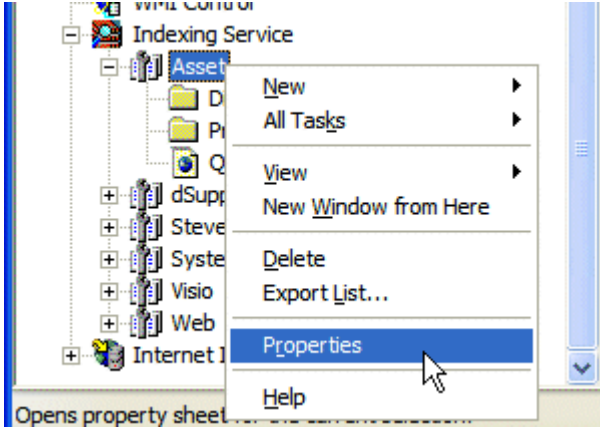
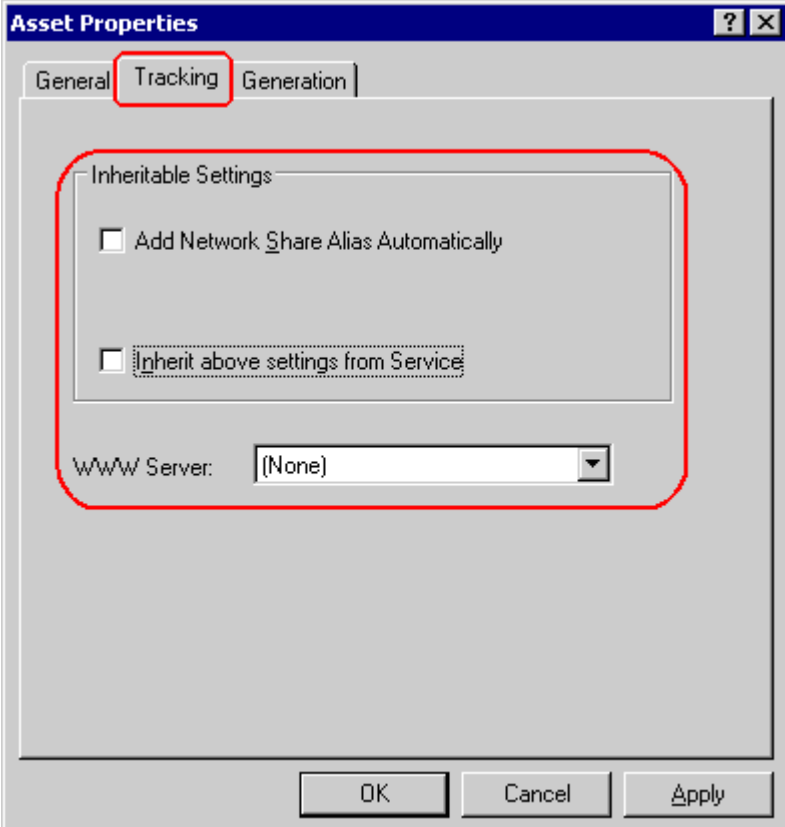
Step	Screen
<p>1. Click Start > Control Panel > Administrative Tools > Computer Management. The Computer Management screen appears.</p>	

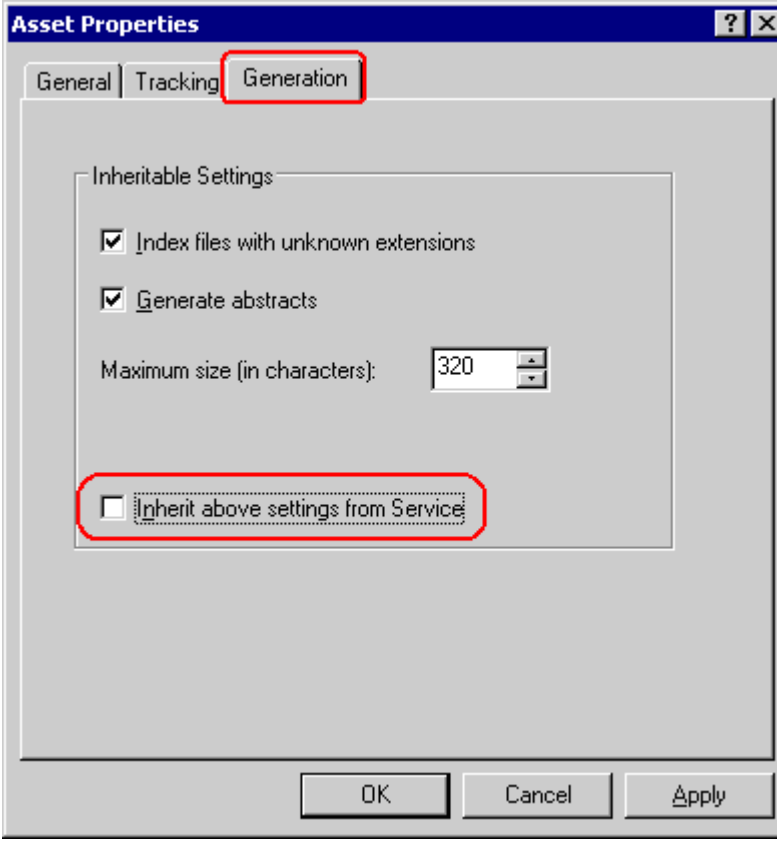
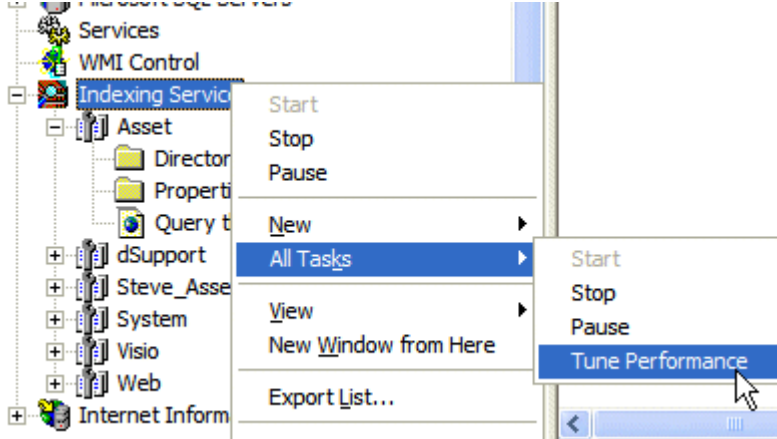
Step	Screen
<p>2. Click the plus sign (+) next to Services and Applications.</p>	 <p>A screenshot of the Computer Management console. The tree view on the left shows 'Performance Logs and Alerts', 'Device Manager', 'Storage', 'Removable Storage', 'Disk Defragmenter', 'Disk Management', and 'Services and Applications'. The 'Services and Applications' folder is highlighted with a red rectangular box.</p>
<p>3. Click Indexing Service.</p>	 <p>A screenshot of the Computer Management console. The tree view shows 'Services and Applications' expanded to show 'Microsoft SQL Servers', 'Services', 'WMI Control', 'Indexing Service', and 'Internet Information Service'. The 'Indexing Service' folder is highlighted with a red rectangular box.</p>
<p>4. Click the stop button to halt the indexing service, if it is running.</p> <p><u>Note: If the Index service is running, the start button ▶ is grayed out.</u></p>	 <p>A screenshot of the Windows Control Panel for the Indexing Service. The title bar reads 'Computer Management'. The menu bar includes 'File', 'Action', 'View', 'Window', and 'Help'. The toolbar contains several icons, including a stop button (a black square) which is highlighted with a red rectangular box. The main pane shows a tree view with 'Indexing Service' selected and highlighted in blue.</p>

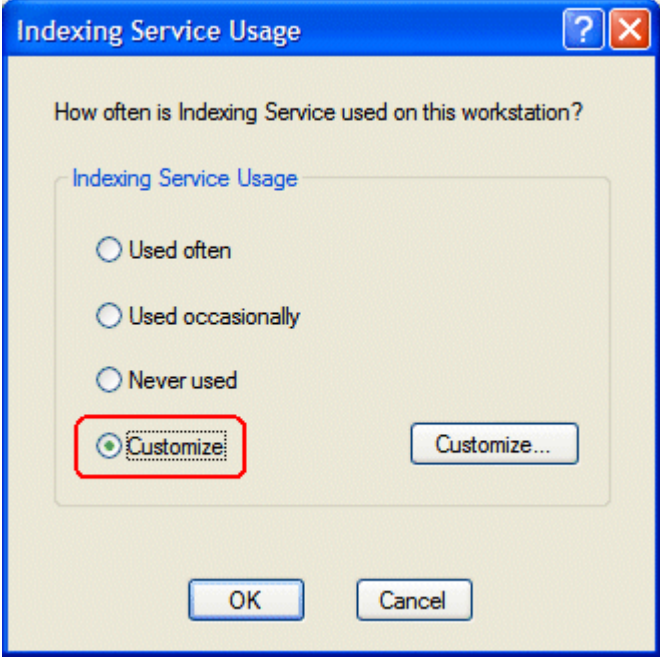
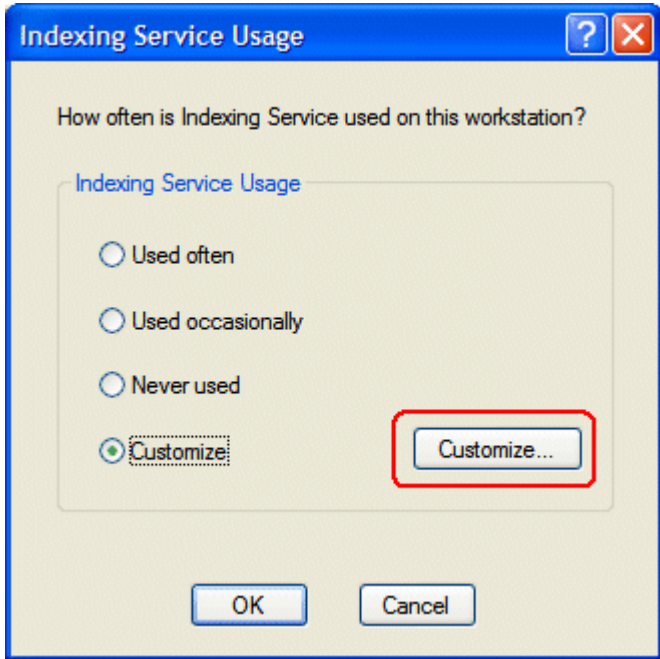
Step	Screen
<p>5. Right click Indexing Service, then click New > Catalog.</p>	
<p>6. At the Add Catalog Screen:</p> <ul style="list-style-type: none"> • In the Name text box, add the catalog name. • In the Location text box, identify the folder that will store the asset catalog. <p><u>Note: By default, during installation Ektron DMS400 names the catalog Asset and associates it with the location <code>c:\assetcatalog</code>. The installer can change the default location.</u></p>	

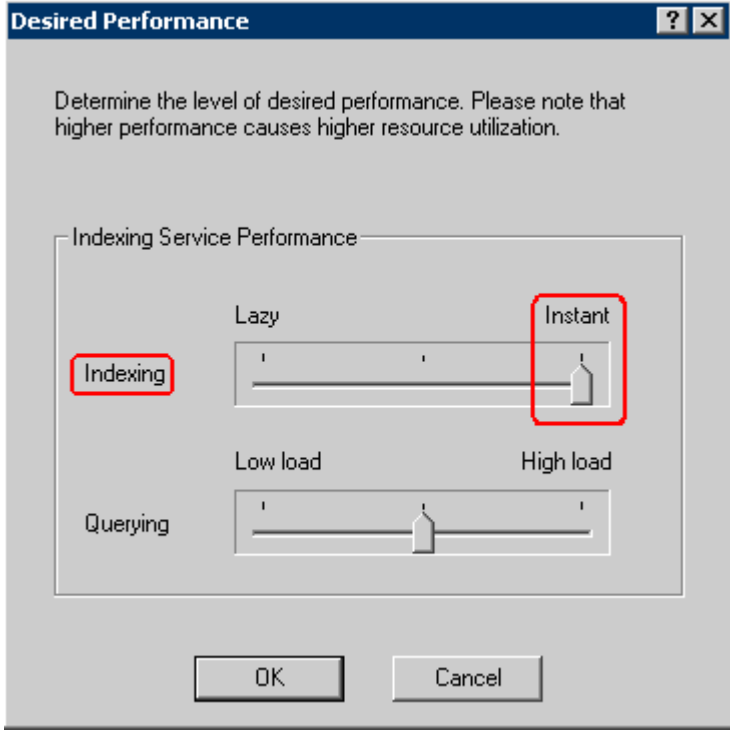
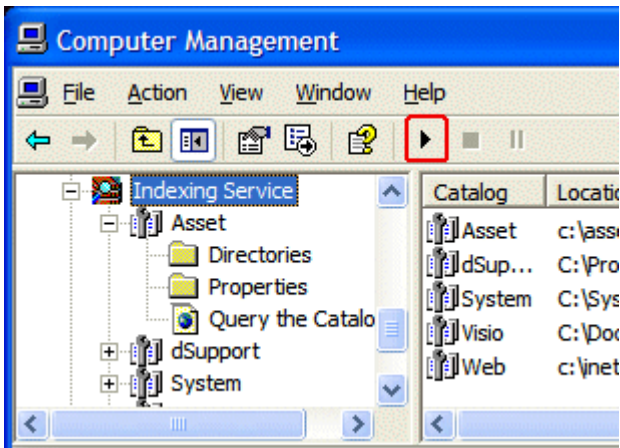
Step	Screen												
<p>7. Click OK. The Computer Management screen shows your new Indexing Service.</p>	 <p>The screenshot shows the Computer Management console. In the left-hand tree view, the 'Indexing Service' is expanded, and its 'Asset' sub-item is selected. In the right-hand pane, a table lists the assets:</p> <table border="1"> <thead> <tr> <th>Catalog</th> <th>Location</th> <th>Size (KB)</th> </tr> </thead> <tbody> <tr> <td>Asset</td> <td>c:\assetcatalog\</td> <td>1</td> </tr> <tr> <td>System</td> <td>C:\system volume information</td> <td>129</td> </tr> <tr> <td>Web</td> <td>c:\inetpub</td> <td>5</td> </tr> </tbody> </table>	Catalog	Location	Size (KB)	Asset	c:\assetcatalog\	1	System	C:\system volume information	129	Web	c:\inetpub	5
Catalog	Location	Size (KB)											
Asset	c:\assetcatalog\	1											
System	C:\system volume information	129											
Web	c:\inetpub	5											
<p>8. Right click the Asset catalog, then click New > Directory.</p>	 <p>The screenshot shows the Computer Management console with the 'Asset' catalog selected in the left-hand tree view. A context menu is open over the 'Asset' catalog, and the 'New > Directory' option is highlighted by the mouse cursor.</p>												

Step	Screen
<p>9. In the Path text box, add the folder of the secure storage location. Make sure the Include in Index radio button is marked Yes.</p> <hr/> <p>Note: By default, during installation, Ektron DMS400 uses <code>c:\(Domain Name)\assetlibrary</code>.</p>	 <p>The screenshot shows the 'Add Directory' dialog box. The 'Path' text box contains the text 'c:\assetlibrary' and is highlighted with a red circle. To the right of the path box is a 'Browse...' button. Below the path box is an 'Alias (UNC):' text box. Underneath is a section for 'Account Information' with 'User Name:' and 'Password:' text boxes. To the right of this section is the 'Include in Index?' section, which has two radio buttons: 'Yes' (which is selected) and 'No'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.</p>
<p>10. Click OK. Then, click the plus sign (+) next to Asset to view the Directories folder.</p> <p>In the Directories folder, the new directory is displayed.</p>	 <p>The screenshot shows the 'Computer Management' console window. The left pane shows a tree view of system tools and services. The 'Asset' folder is expanded, and the 'Directories' sub-folder is circled in red. The right pane shows a table of directories. The table has three columns: 'Directory', 'Alias', and 'Include'. A new directory is listed with the path 'c:\assetlibrary\' in the 'Directory' column and 'Yes' in the 'Include' column. The 'c:\assetlibrary\' entry is also circled in red.</p>

Step	Screen
<p>11. Right click Assets, then click Properties.</p>	 <p>Opens property sheet</p>
<p>12. On the Tracking tab, uncheck all boxes and choose None for WWW Server.</p>	 <p>Asset Properties</p> <p>General Tracking Generation</p> <p>Inheritable Settings</p> <p><input type="checkbox"/> Add Network Share Alias Automatically</p> <p><input type="checkbox"/> Inherit above settings from Service</p> <p>WWW Server: (None)</p> <p>OK Cancel Apply</p>

Step	Screen
<p>13. On the Generation tab, uncheck Inherit above settings from Service. Then click OK.</p>	 <p>The screenshot shows the 'Asset Properties' dialog box with the 'Generation' tab selected. The 'Inherit above settings from Service' checkbox is unchecked and highlighted with a red box. Other settings include 'Index files with unknown extensions' and 'Generate abstracts' checked, and 'Maximum size (in characters)' set to 320.</p>
<p>14. Right click Indexing Service, then click All Tasks > Tune Performance.</p>	 <p>The screenshot shows the Windows Services console with the 'Indexing Service' selected. A context menu is open, and the 'All Tasks > Tune Performance' path is highlighted.</p>

Step	Screen
<p>15. Click the Customize radio button.</p>	 <p>The screenshot shows a dialog box titled "Indexing Service Usage" with a question mark and close button in the title bar. The main text asks "How often is Indexing Service used on this workstation?". Below this, there is a section titled "Indexing Service Usage" containing four radio button options: "Used often", "Used occasionally", "Never used", and "Customize:". The "Customize:" option is selected and highlighted with a red rectangle. To the right of the "Customize:" option is a "Customize..." button. At the bottom of the dialog are "OK" and "Cancel" buttons.</p>
<p>16. Click the Customize button.</p>	 <p>This screenshot is identical to the previous one, but the "Customize..." button is now highlighted with a red rectangle, indicating the next step in the process.</p>

Step	Screen
<p>17. Change Indexing to Instant.</p>	
<p>18. Click OK and OK again to close both dialog boxes.</p>	
<p>19. Click the Start button to start the service again.</p>	

Installing the Acrobat PDF iFilter

This section describes how to install the Acrobat PDF iFilter. PDF iFilter is a free downloadable application which lets you index PDF documents with Microsoft® indexing clients, so that users can easily search for text within PDF documents.

Symptom

While trying to search Adobe Acrobat PDFs on Ektron CMS, your search returns no results.

Cause

The Acrobat PDF iFilter is either not installed, or is installed incorrectly on your server.

Resolution

To resolve the issue, follow these steps to make sure that the Adobe PDF iFilter is installed correctly.

Step	Screen
<p>1. Ensure your server meets one of the following requirements.</p>	<ul style="list-style-type: none"> • Microsoft Windows 2000 Professional, Service Pack 2 • Microsoft Windows XP Professional, Service Pack 1 • Microsoft Windows 2000 Server, Service Pack 3 • Microsoft Windows 2003 Server <p>Each environment must contain Microsoft Indexing Services.</p>
<p>2. Download the PDF iFilter from http://www.adobe.com/support/downloads/detail.jsp?ftpID=2611 to the machine where you wish to install it.</p>	

Step	Screen
<p>3. Stop all appropriate clients, using one or more of the following methods.</p>	<ul style="list-style-type: none"> • Windows XP and 2003 Server: Click Start > Control Panel > Administrative Tools > Computer Management. In left-side Console Tree, highlight Indexing Service under Services and Applications. Under Action Menu, choose Stop. Close window. • Windows 2000 and 2000 Server: Click Start > Settings > Control Panel > Administrative Tools > Computer Management. In left-side Console Tree, highlight Indexing Service under Services and Applications. Under Action Menu, choose Stop. Close window.
<p>4. Uninstall any previous version of PDF iFilter.</p>	
<p>5. Double-click the downloaded PDF iFilter 6.0 EXE file and follow the on-screen instructions.</p>	
<p>6. Start all appropriate clients, using one or more of the following methods.</p>	<ul style="list-style-type: none"> • Windows XP and 2003 Server: Click Start > Control Panel > Administrative Tools > Computer Management. In left-side Console Tree, highlight Indexing Service under Services and Applications. Under Action Menu, choose Start. Close window. • Windows 2000 and 2000 Server: Click Start > Settings > Control Panel > Administrative Tools > Computer Management. In left-side Console Tree, highlight Indexing Service under Services and Applications. Under Action Menu, choose Start. Close window.
<p>7. Re-index your system with the appropriate clients, using the following method.</p>	<ul style="list-style-type: none"> • Windows 2000/2000 Server/XP/2003 Server: Open the Computer Management Console (mentioned above). In the left-side Console Tree, open Services and Applications > Indexing Service. Open the Asset Catalog listed under Indexing Service by clicking on the plus sign (+) next to the Catalog name. Click on Directories. For each directory listed in the right pane that contains PDF files, right-click on it and select All Tasks > Rescan (Full).

For more information about troubleshooting and known issues with the Adobe Acrobat PDF iFilter, see the readme.htm file. The file's default location is `C:\Program Files\Adobe\PDF iFilter 6.0\readme.htm`.

Disabling the System Indexing Service

Symptom

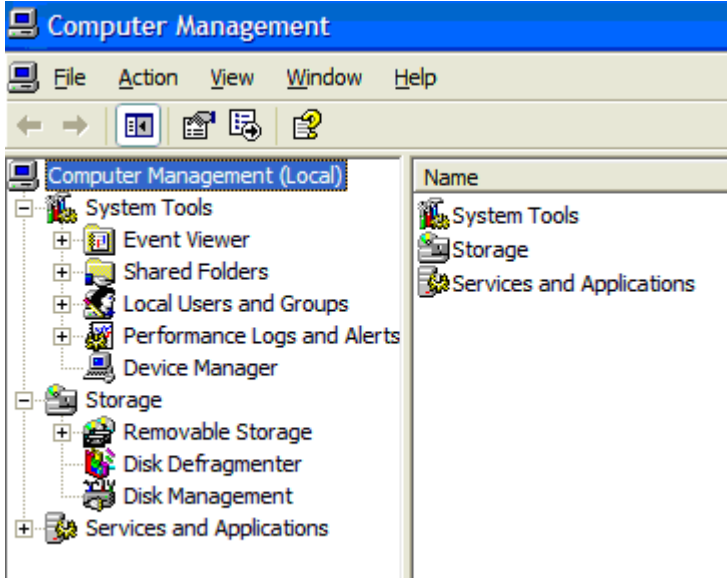
The server running **Ektron DMS400** is running slowly; much of its resources are being used even when the computer is idle.


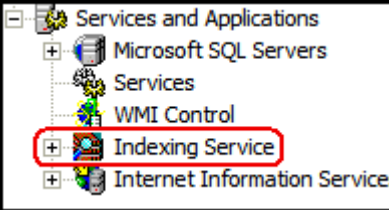
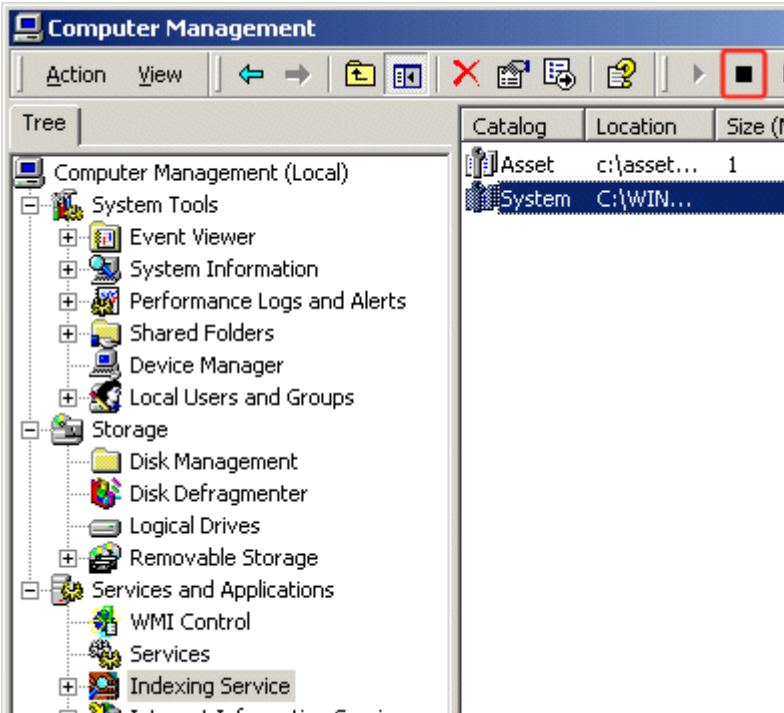
Cause

The Microsoft Windows Indexing service is turned on during installation. This service indexes every file on the server, and the resources required to carry out that task are slowing down other activities.

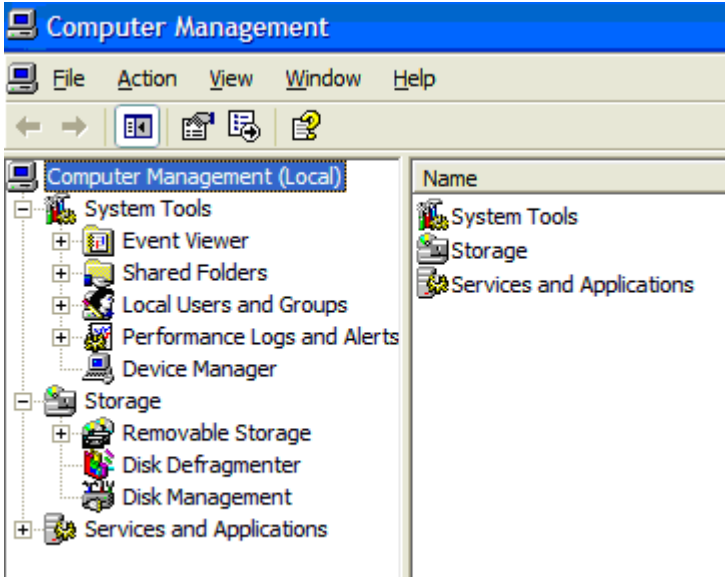
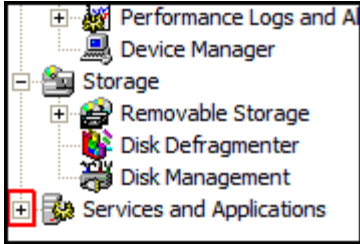
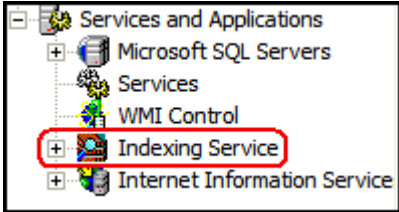
Resolution

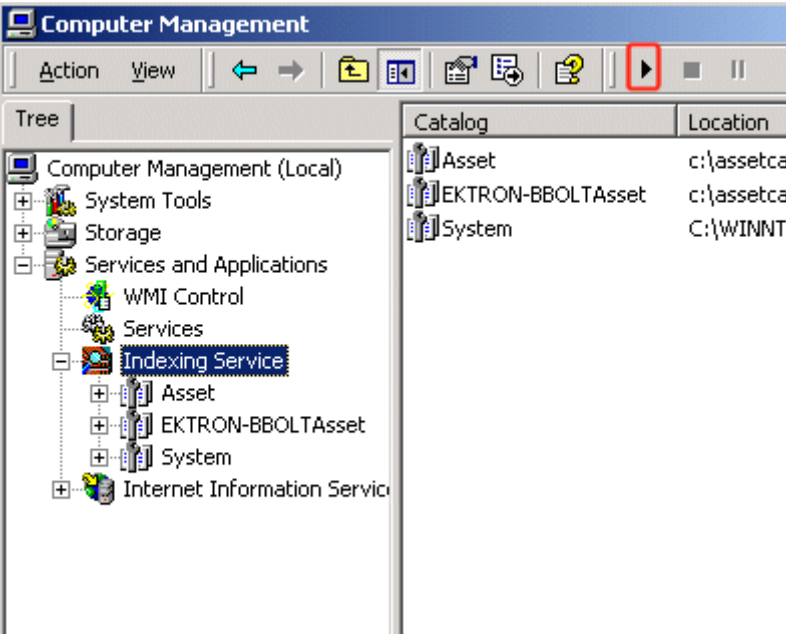
To resolve the issue, follow these steps to disable the Windows indexing service. This change does not affect DMS's ability to find files because it uses a different indexing service.

Step	Screen
<p>1. Click Start > Control Panel > Administrative Tools > Computer Management.</p> <p>The Computer Management screen appears.</p>	

Step	Screen
<p>2. Click the plus sign (+) next to Services and Applications.</p>	 <p>A screenshot of the Computer Management console. The tree view on the left shows 'Performance Logs and Alerts', 'Device Manager', 'Storage', 'Removable Storage', 'Disk Defragmenter', 'Disk Management', and 'Services and Applications'. The 'Services and Applications' folder is highlighted with a red rectangular box.</p>
<p>3. Click Indexing Service.</p>	 <p>A screenshot of the Services and Applications console. The tree view on the left shows 'Microsoft SQL Servers', 'Services', 'WMI Control', 'Indexing Service', and 'Internet Information Service'. The 'Indexing Service' folder is highlighted with a red rectangular box.</p>
<p>4. Click the Stop button to stop the indexing service.</p>	 <p>A screenshot of the Windows Services console. The 'Indexing Service' is selected in the tree view. The 'Action' menu is open, and the 'Stop' button (represented by a black square icon) is highlighted with a red rectangular box.</p>

Turning on the Asset Indexing Service

Step	Screen
<p>1. Click Start > Control Panel > Administrative Tools > Computer Management. The Computer Management screen appears.</p>	 <p>The screenshot shows the 'Computer Management (Local)' console. The left pane displays a tree view with 'System Tools' and 'Storage' expanded. Under 'System Tools', 'Services and Applications' is expanded, showing 'System Tools', 'Storage', and 'Services and Applications' in the right pane.</p>
<p>2. Click the plus sign (+) next to Services and Applications.</p>	 <p>This close-up shows the 'Services and Applications' folder in the tree view. The plus sign (+) next to the folder icon is highlighted with a red box, indicating the next step.</p>
<p>3. Click Indexing Service.</p>	 <p>This close-up shows the 'Indexing Service' folder in the tree view. The plus sign (+) next to the folder icon is highlighted with a red box, indicating the next step.</p>

Step	Screen
<p>4. Click the Start button to start the indexing service.</p>	 <p>The screenshot shows the Windows Computer Management console. The 'Tree' pane on the left shows the hierarchy: Computer Management (Local) > Services and Applications > Services > Indexing Service. The 'Indexing Service' is selected and highlighted. The 'Catalog' pane on the right shows three entries: Asset (Location: c:\assetcal), EKTRON-BBOLTAsset (Location: c:\assetcal), and System (Location: C:\WINNT). The 'Action' menu at the top has a red box around the 'Start' button.</p>

Using Microsoft Windows Server 2003 as a Client

Symptom

You receive the following error message:

- Windows Server 2003 no longer ships MSDAIPP.DLL, thus connecting to an FPSE server through Webfolders, is no longer possible.

Resolution

Per MS Licensing, you can obtain webfldrs.msi from any down-level OS, or any office product that shipped before Win2K3 (not Office 2003) and install the WebFolders client. Doing so will keep you compliant with licensing.

Installing WebFolders from Office 2003 is only allowed if you have an Office 2003 license for each Win2K3 server you plan to install

WebFolders on.

For more information on installing Web Folders, see "[Web Folders Setup for Microsoft Windows Server 2003](#)" on page 19.

Additional Information

Supporting Documents

You can find more detailed information about Ektron DMS400 in the following document:

- Ektron CMS300 User Manual > “Using the Asset Management System”

Support

If you are experiencing trouble with any aspect of Ektron DMS400, please contact the Ektron Support Team via our Web Site, or by e-mail:

support@ektron.com

<http://www.ektron.com/support/index.aspx>

Sales

For questions and answers about purchasing Ektron DMS400 from Ektron, contact the sales department by sending an e-mail to:

sales@ektron.com

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