CyberAudit®-Web

Professional

Installation and Troubleshooting Guide

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Requirements and Options

CyberAudit-Web Professional is a web service that installs on either a desktop computer or a server. It is designed to be accessed through a web browser either on the local computer or remotely over a network.

System and Hardware Requirements

Computer

CyberAudit-Web Professional has the following basic system requirements:

- 1 GB RAM
- 1 GB free hard disk space
- Java JRE 1.5.0_13 (aka Java 5) or newer

Operating System

- Windows XP or newer
- Mac OS X 10.5.5 or newer

Browser

The CyberAudit-Web Professional application uses the default web browser to provide a user interface. Supported browsers include:

- Mozilla Firefox (version 2 or later)
- Microsoft Internet Explorer (version 6 or later)
- Apple Safari (version 2 or later)

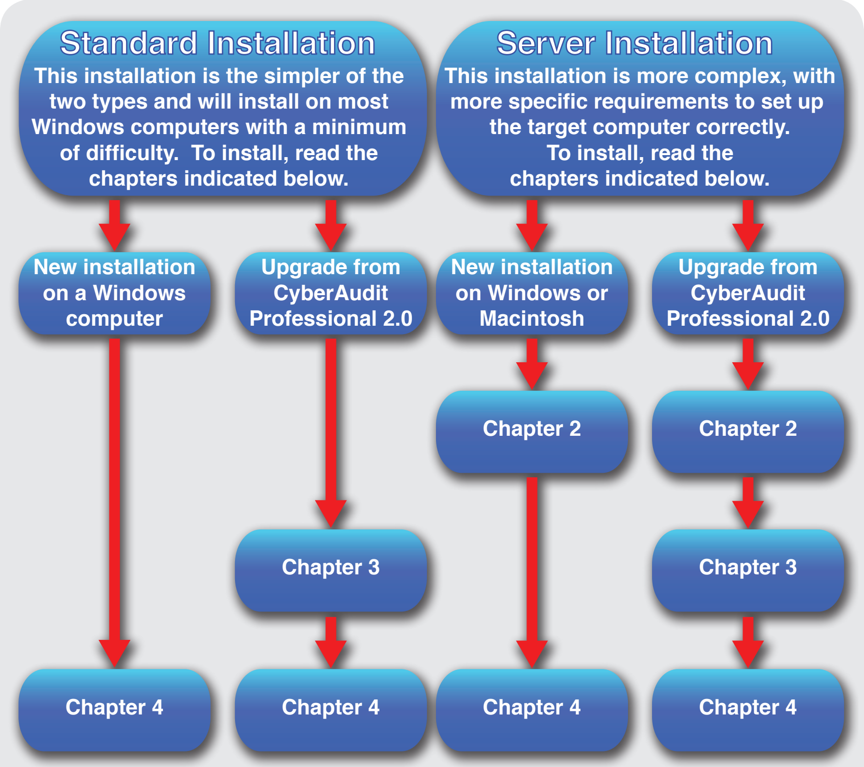
CyberLock Hardware

A complete hardware setup requires:

- One Grand Master CyberKey or a CyberLock Programmer
- An IR Encoder or a USB Station
- CyberLocks
- CyberKeys

Installation Options

There are two installation options available for CyberAudit-Web Professional.


Standard Installation
This installation is the simpler of the two types and will install on most Windows computers with a minimum of difficulty. To install, read the chapters indicated below.
Server Installation
This installation is more complex, with more specific requirements to set up the target computer correctly. To install, read the chapters indicated below.
New installation on a Windows computer
Upgrade from CyberAudit Professional 2.0
New installation on Windows or Macintosh
Upgrade from CyberAudit Professional 2.0
Chapter 2
Chapter 2
Chapter 3
Chapter 3
Chapter 4
Chapter 4
Chapter 4
Chapter 4

Installation Reading Guide

Details about each installation type are outlined in the table on the following page.

	Standard Installation	Server Installation
Target	A Windows desktop computer.	A Windows server computer or a Macintosh computer
Servlet – The Java program that generates the web pages from CyberAudit-Web	Jetty	Tomcat 5.5.27
Summary	The desktop installation installs as an application, accessible only after a user logs in to the operating system.	The server installation installs as a service. It will continue to serve web pages when no one is logged in to the system.
Permissions required to install	User	Local Administrator - the installer launches a child process to install Tomcat
Ports – CyberAudit-Web listens on two ports, one for *http://* and one for *https://*	**7474** for *http://* **7475** for *https://*	The installer attempts to use the following ports: **80** for *http://* **443** for *https://* If the installer discovers Microsoft IIS, JBoss, Tomcat 6, or Apache, it offers alternate ports: **7474** for *http://* **7475** for *https://* ***Note:*** The installer will not attempt to install CyberAudit-Web Professional if it finds Tomcat 5.
Firewall	For desktop use on the local computer, a firewall will not block access for a local login.	The listening ports must be open on the firewall for the browser to be able to contact CyberAudit-Web.
Restart	Restart is typically not required.	The Windows installer will ask to restart the server after installing CyberAudit-Web.

Checklist for Server Installation

If performing a standard install, proceed to Chapter 3.

Server Operating System

To install CyberAudit-Web Professional on a server, the machine must be running Windows XP/Server 2003 or newer, or Mac OS X 10.5.5 or newer.

Communicator Connection

During system setup, one of the options presented is to use a Grand Master CyberKey as the source of the access codes for locks and keys (as opposed to manually selecting and entering a password). Choosing this option requires that a communicator device such as an IR Encoder or USB Station be physically connected to the server machine.

Server Restarts

Installing CyberAudit-Web Professional on a Windows server will require a restart, which may be undesirable if the machine is running other services with connected clients. To avoid having to restart the server, the Tomcat service may be started manually after installation is completed.

Installation Permissions

On Windows servers, the installation should be run from a local administrator account.* Macintosh servers will prompt for the administrator password prior to installing.

**Note: A Domain Controller cannot have a local administrator.*

Server URL

Anyone who will use the system should be educated about the proper URL string used to connect to the application. This includes the use of *http* versus *https*, using the IP address of the server instead of *"localhost,"* etc.

Available Ports

If there are any questions regarding which ports are available for use by the CyberAudit-Web web service, check prior to installation by issuing the command *“netstat -an”* at a command prompt.

On a Windows machine, the port number follows the final colon in the local address. If a port number appears in the output of the *netstat* command, it means that the port is already in use by another service and is, therefore, unavailable for use by CyberAudit-Web.

```
C:\>netstat -an

Active Connections

  Proto  Local Address          Foreign Address        State
  TCP    0.0.0.0:135            0.0.0.0:0              LISTENING
  TCP    0.0.0.0:3389           0.0.0.0:0              LISTENING
  TCP    0.0.0.0:7474           0.0.0.0:0              LISTENING
  TCP    0.0.0.0:49152          0.0.0.0:0              LISTENING
  TCP    127.0.0.1:4664         0.0.0.0:0              LISTENING
  TCP    127.0.0.1:7476         0.0.0.0:0              LISTENING
  TCP    127.0.0.1:49177        127.0.0.1:49178        ESTABLISHED
  TCP    127.0.0.1:49178        127.0.0.1:49177        ESTABLISHED
  TCP    192.168.111.39:139     0.0.0.0:0              LISTENING
  TCP    192.168.111.39:61700   67.148.71.25:80        ESTABLISHED
  TCP    192.168.111.39:61766   209.85.173.147:443     ESTABLISHED
  TCP    192.168.111.39:62392   72.14.213.113:80       ESTABLISHED
  TCP    [::]:80                [::]:0                 LISTENING
  TCP    [::]:135               [::]:0                 LISTENING
  TCP    [::]:445               [::]:0                 LISTENING
  UDP    0.0.0.0:123            *:*
  UDP    0.0.0.0:500            *:*
  UDP    0.0.0.0:3702           *:*
  UDP    0.0.0.0:3702           *:*
  UDP    0.0.0.0:4500           *:*
  UDP    0.0.0.0:5355           *:*
  UDP    0.0.0.0:49159          *:*
  UDP    0.0.0.0:49179          *:*
  UDP    127.0.0.1:1900         *:*
```

A sample of* netstat *output (Windows) showing that Port 80 is in use

On a Macintosh computer, the port number follows the final period *('.')* in the local address, which is the fourth column in the *netstat* output.

```
server:~ admin$ netstat -an
tcp6      0     0  fe80::1%lo0.631      *.*                    LISTEN
tcp4      0     0  *.88                 *.*                    LISTEN
tcp6      0     0  *.88                 *.*                    LISTEN
tcp46     0     0  *.5003               *.*                    LISTEN
tcp4      0     0  *.5432               *.*                    LISTEN
tcp6      0     0  *.5432               *.*                    LISTEN
tcp4      0     0  *.3306               *.*                    LISTEN
tcp4      0     0  *.445                *.*                    LISTEN
tcp4      0     0  *.139                *.*                    LISTEN
tcp4      0     0  127.0.0.1.631        *.*                    LISTEN
tcp6      0     0  ::1.631              *.*                    LISTEN
```

A sample of* netstat *output (Macintosh) showing that Port 80 is available

Windows server and Mac installations require these ports:

- 80 and 443
- Control port 8009
- Monitor port 8005

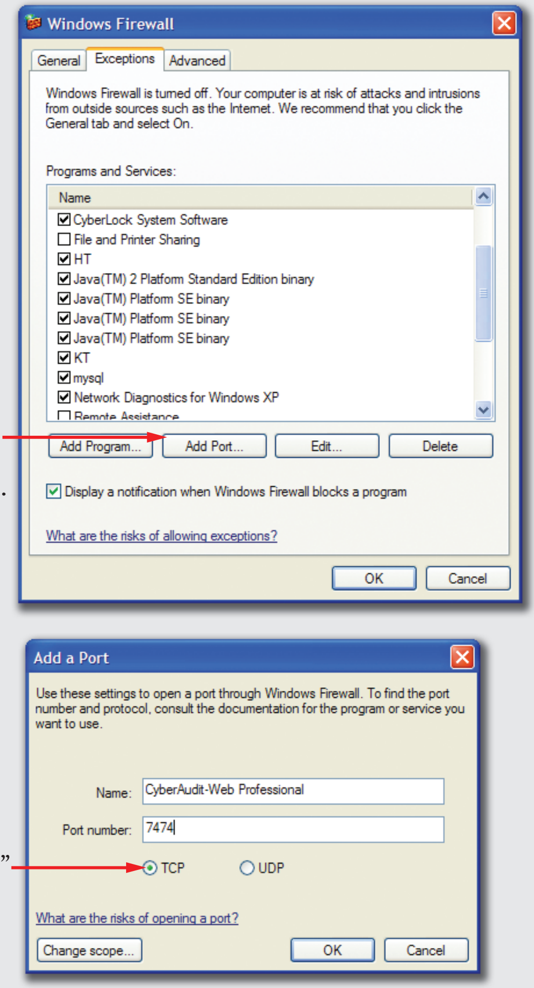
The alternate port installation requires these ports:

- 7474 and 7475
- Control port 7477
- Monitor port 7476

Firewall Settings

Check to see if an exception needs to be added to the computer's firewall. By default, ports 80 and 443 need to be allowed. If using the alternate ports, allow 7474 and 7475.

Windows Firewall is accessed by clicking on *Start* → *Control Panel* → *Windows Firewall.*



Windows Firewall

Windows Firewall is turned off. Your computer is at risk of attacks and intrusions from outside sources such as the Internet. We recommend that you click the General tab and select On.

Programs and Services:

Name

- ☑ CyberLock System Software
- □ File and Printer Sharing
- ☑ HT
- ☑ Java(TM) 2 Platform Standard Edition binary
- ☑ Java(TM) Platform SE binary
- ☑ Java(TM) Platform SE binary
- ☑ Java(TM) Platform SE binary
- ☑ KT
- ☑ mysql
- ☑ Network Diagnostics for Windows XP
- □ Remote Assistance

☑ Display a notification when Windows Firewall blocks a program

What are the risks of allowing exceptions?

Add a Port

Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.

Name: CyberAudit-Web Professional

Port number: 7474

● TCP ○ UDP

What are the risks of opening a port?

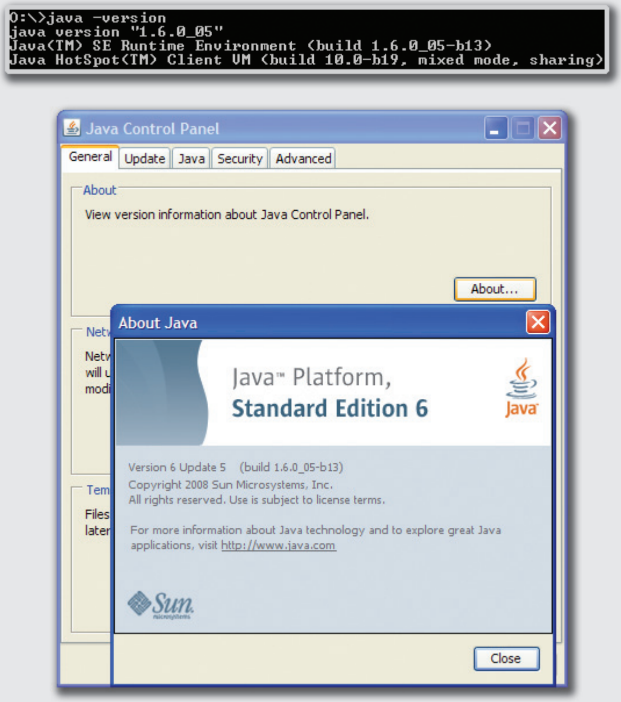
Click this button to add a new firewall exception.

Ensure that “TCP” is selected.

Adding a Firewall Exception

Java and Tomcat Configurations

CyberAudit-Web Professional requires Java version *1.5.0_13* or newer. Mac OS X Server 10.5.5 or later machines will already have a compatible installation. To check what version of Java is installed on a Windows server, either type *"java –version"* at the command prompt or open Java from the Control Panel and click the *"About…"* button.



```
O:\>java -version
java version "1.6.0_05"
Java(TM) SE Runtime Environment (build 1.6.0_05-b13)
Java HotSpot(TM) Client VM (build 10.0-b19, mixed mode, sharing)
```

View version information about Java Control Panel.

Version 6 Update 5   (build 1.6.0_05-b13)
Copyright 2008 Sun Microsystems, Inc.
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For more information about Java technology and to explore great Java applications, visit http://www.java.com

Finding the Java Version Number

Java 1.4

Early releases of Windows XP included Java version 1.4. This version of Java may present compatibility issues with Tomcat. Therefore, Java 1.4 should be uninstalled from the computer prior to installing CyberAudit-Web Professional.

Follow these steps:

1. Uninstall Java 1.4.
2. Install a compatible version of Java. The CyberAudit-Web Professional installation CD contains an installer under the *Java* menu.
3. Run the *"JavaRa"* utility, also found under the Java menu on the installation CD. Click on the *"Remove Older Versions"* button. This will clean out any remnants of the Java 1.4 installation which may not have uninstalled properly.

Java Version 6

As of this writing, updates 6, 7, 8, 9, and 14 of Java 6 excluded certain Java Native Interface (JNI) calls required by the Tomcat servlet and prevent it from running. Updating to the latest version of Java will typically fix this issue. If this is not possible, make sure these two files exist under *"C:\Windows\System32"*:

- *"jvm.dll"*
- *"msvcr71.dll"*

The default location for both files is *"C:\Program Files\Java\jre1.6.0_xx\bin\client"*.

Java Updates

Some Java updates may offer to remove the older version of Java when installing. This may invalidate the location of the *"jvm.dll"* file that is needed by Tomcat. See the Troubleshooting chapter for more details.

Tomcat

Check to see if Tomcat is already installed on the server before installing CyberAudit-Web Professional. The installation will abort if Tomcat 5 is already present. If Tomcat 6 is found, the installer will indicate that there may be a port conflict, and offer to configure Tomcat to use alternate ports *7474* and *7475*.

Windows Vista User Account Control

User Account Control (UAC) limits what users can do in the Program Files directory, which is the default location for the CyberAudit-Web Professional database. Switching UAC settings can have adverse effects on the database.

If UAC settings must be changed after installing CyberAudit-Web Professional, first backup the database. Then, restore it from the backup after changing the settings and restarting the computer.

Macintosh Web Sharing

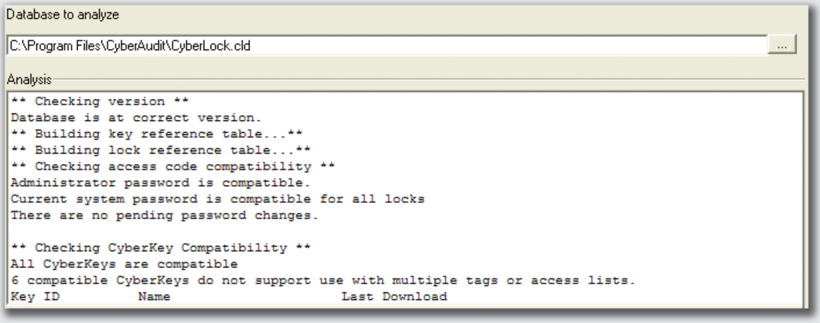
On Macintosh systems, the web sharing option blocks the CyberAudit-Web Professional web server (Tomcat). In the *"Sharing"* preference pane, uncheck either *"Web Sharing"* or *"Personal Web Sharing."*

CHAPTER 3

Checklist for Importing from CyberAudit 2.0

If performing a new installation or importing a database from another source, proceed to Chapter 4.

Before importing a database from CyberAudit Professional 2.0, download and run the *DBAnalyze* utility from the installation disk. This utility determines whether the access codes and CyberKeys are compatible with CyberAudit-Web.



Database to analyze

C:\Program Files\CyberAudit\CyberLock.cld

Analysis

```
** Checking version **
Database is at correct version.
** Building key reference table...**
** Building lock reference table...**
** Checking access code compatibility **
Administrator password is compatible.
Current system password is compatible for all locks
There are no pending password changes.

** Checking CyberKey Compatibility **
All CyberKeys are compatible
6 compatible CyberKeys do not support use with multiple tags or access lists.
Key ID          Name                        Last Download
```

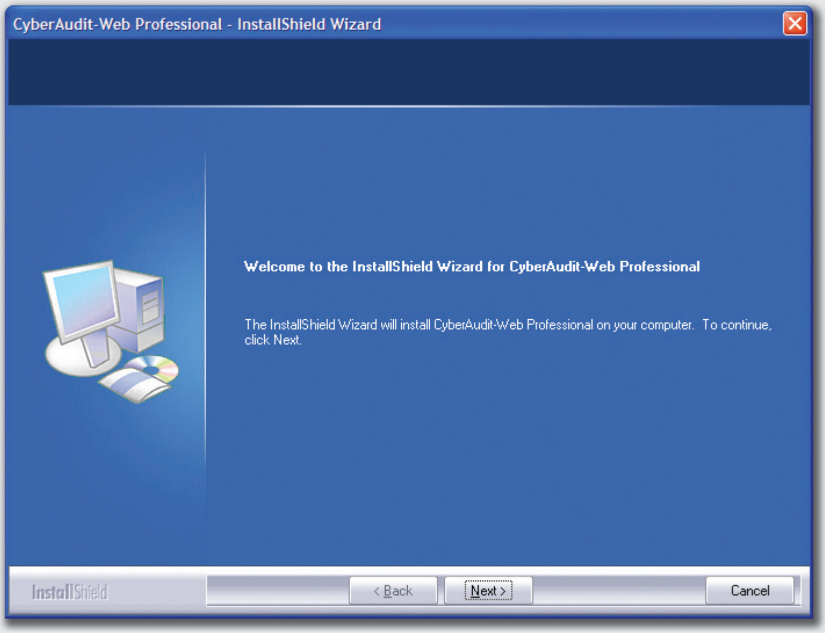
Checking a CyberAudit 2.0 Database using the DBAnalyze utility

Software Installation and System Setup

Please ensure that the requirements outlined in the preceding chapters have been met before installing CyberAudit-Web Professional.

Software Installation - Windows

To install the CyberAudit-Web Professional software, insert the application disk into the computer's CD drive. If the installer welcome page does not launch automatically, navigate to the CD drive using the Windows file explorer and double-click on the *"index.html"* icon. Click on the installer button and follow the on-screen instructions from the InstallShield Wizard to complete the software installation.


CyberAudit-Web Professional - InstallShield Wizard

Welcome to the InstallShield Wizard for CyberAudit-Web Professional

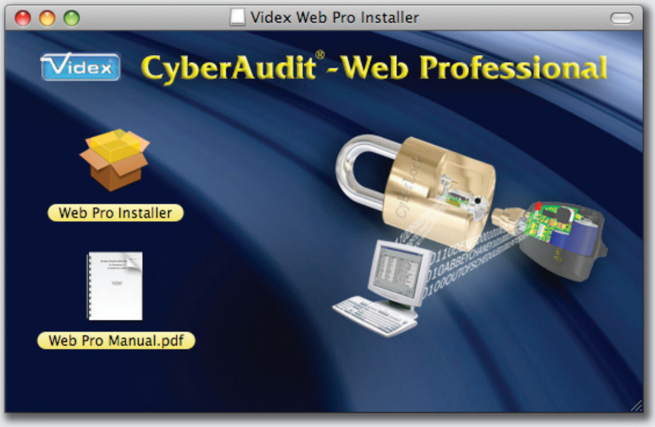
The InstallShield Wizard will install CyberAudit-Web Professional on your computer. To continue, click Next.

The Windows Software Installer

Software Installation - Macintosh

To begin, insert the CyberAudit-Web Professional application disk into the computer's CD drive. A window displaying the contents of the disk will appear automatically.

Double-click the icon for the CyberAudit-Web Professional installer package and confirm when prompted. Follow the on-screen instructions to complete the installation.



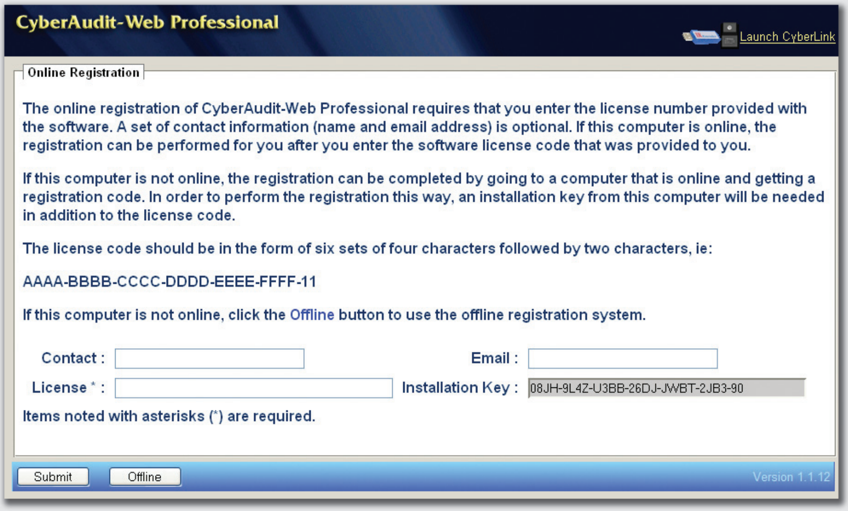
Contents of the Macintosh Application Disk

System Setup

The remainder of this chapter details the steps necessary to prepare the system for first use.

Software Registration

CyberAudit-Web Professional software must be registered. To register, click the *"Online"* button if the computer is connected to the Internet. The license number that was provided with the software is needed for this process.



The online registration of CyberAudit-Web Professional requires that you enter the license number provided with the software. A set of contact information (name and email address) is optional. If this computer is online, the registration can be performed for you after you enter the software license code that was provided to you.

If this computer is not online, the registration can be completed by going to a computer that is online and getting a registration code. In order to perform the registration this way, an installation key from this computer will be needed in addition to the license code.

The license code should be in the form of six sets of four characters followed by two characters, ie:

AAAA-BBBB-CCCC-DDDD-EEEE-FFFF-11

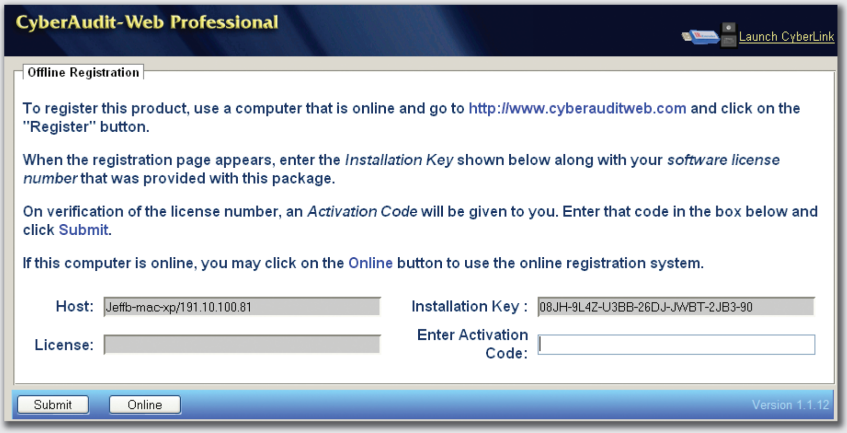
If this computer is not online, click the Offline button to use the offline registration system.

Contact :
Email :
License * :
Installation Key : 08JH-9L4Z-U3BB-26DJ-JWBT-2JB3-90

Items noted with asterisks (*) are required.

Registering the Software Online

Click the *"Offline"* button if the computer does not have an Internet connection or if the online method failed and follow the on screen instructions. Offline registration requires the software license number as well as the Installation Key found on the offline registration page.



To register this product, use a computer that is online and go to http://www.cyberauditweb.com and click on the "Register" button.

When the registration page appears, enter the *Installation Key* shown below along with your *software license number* that was provided with this package.

On verification of the license number, an *Activation Code* will be given to you. Enter that code in the box below and click Submit.

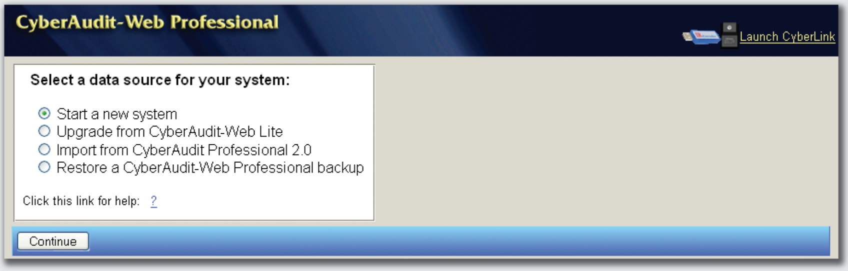
If this computer is online, you may click on the Online button to use the online registration system.

Host: Jeffb-mac-xp/191.10.100.81
Installation Key : 08JH-9L4Z-U3BB-26DJ-JWBT-2JB3-90
License:
Enter Activation Code:

Registering the Software Offline

Selecting a Data Source

The CyberAudit-Web Professional database can be created from scratch, imported from other software, or restored from a backup. For more information about the available choices, click on the Context Help link (?).



Select a data source for your system:

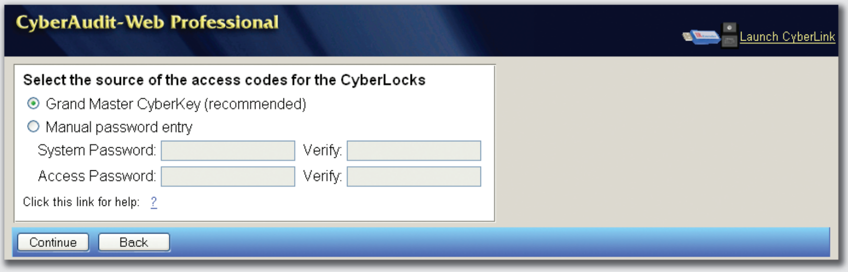
● Start a new system
○ Upgrade from CyberAudit-Web Lite
○ Import from CyberAudit Professional 2.0
○ Restore a CyberAudit-Web Professional backup

Click this link for help: ?

Selecting a Data Source

Starting a New System - Selecting Access Codes

To create a new system, select *"Start a new system"* from the options list and click the *Continue* button. The first thing to do in a new system is to choose the source of the access codes. Access codes are the basis of security in CyberLocks and CyberKeys. They must be programmed into CyberLocks using a Grand Master CyberKey or a CyberLock Programmer.



Select the source of the access codes for the CyberLocks

● Grand Master CyberKey (recommended)
○ Manual password entry

System Password: Verify:
Access Password: Verify:

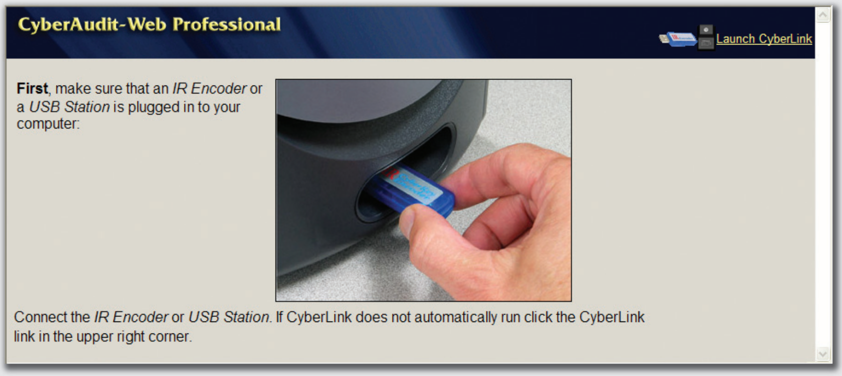
Click this link for help: ?

Starting a New System - Selecting the Access Code Source

Choose to input the access codes manually as the *System Password* and *Access Password* or choose to use a Grand Master CyberKey. For more information about these choices, click on the Context Help link (?).

Using the Grand Master CyberKey Access Codes

To use a Grand Master CyberKey to establish the access codes, plug an IR Encoder or USB Station into the computer. The *CyberLink* application, which is used to communicate with IR Encoders and USB Stations, should start automatically.

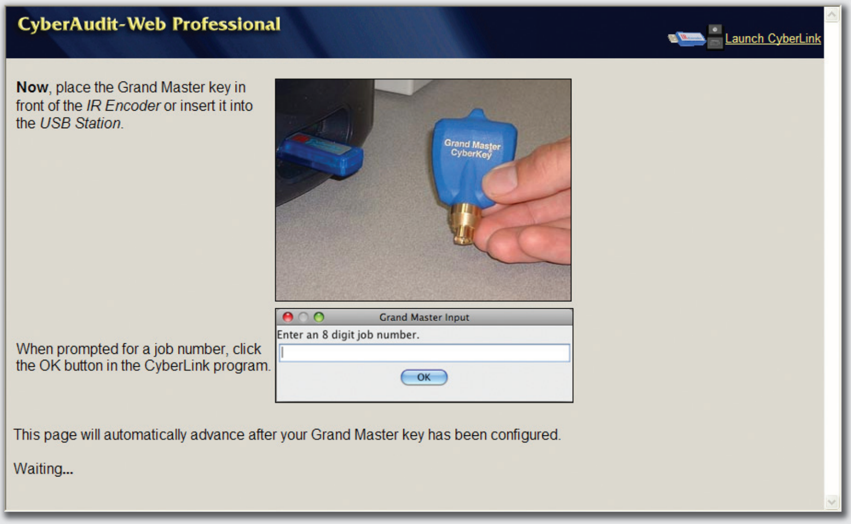


First, make sure that an *IR Encoder* or a *USB Station* is plugged in to your computer:

Connect the *IR Encoder* or *USB Station*. If CyberLink does not automatically run click the CyberLink link in the upper right corner.

***Adding Access Codes with a Grand Master - Launching* CyberLink**

Once the CyberLink software is running, place the Grand Master near the IR Encoder or into the USB Station.



Now, place the Grand Master key in front of the *IR Encoder* or insert it into the *USB Station*.

When prompted for a job number, click the OK button in the CyberLink program.

Enter an 8 digit job number.

This page will automatically advance after your Grand Master key has been configured.

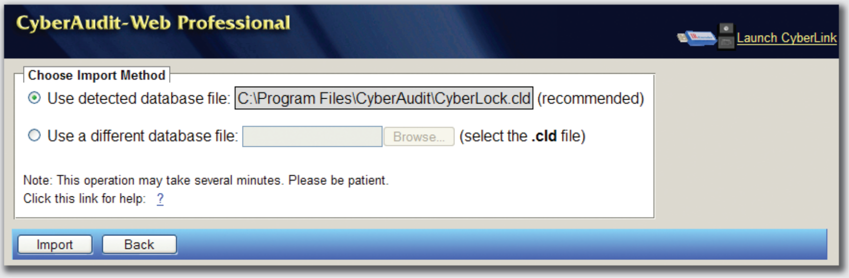
Waiting...

Adding Access Codes with a Grand Master - Importing the Codes

CyberLink will configure CyberAudit-Web Professional with the access codes from the Grand Master and automatically add any CyberLocks and CyberKeys already programmed by the Grand Master to the database. When finished, CyberLink will prompt to remove the Grand Master.

Importing from a CyberAudit Professional 2.0 System

After choosing to import from a CyberAudit Professional 2.0 database, the software will attempt to automatically detect the correct file (named *"CyberLock.cld"* by default).



Choose Import Method

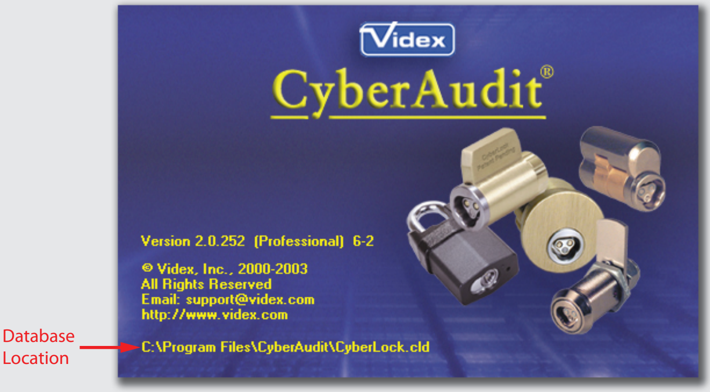
● Use detected database file: C:\Program Files\CyberAudit\CyberLock.cld (recommended)

○ Use a different database file: Browse... (select the **.cld** file)

Note: This operation may take several minutes. Please be patient.
Click this link for help: ?

Importing a CyberAudit Professional 2.0 Database

To verify the database is correct, open the CyberAudit Professional 2.0 application and select *"About"* from the "*Help*" menu in the main screen. The database location and name is the last line in yellow.



Version 2.0.252 (Professional) 6-2

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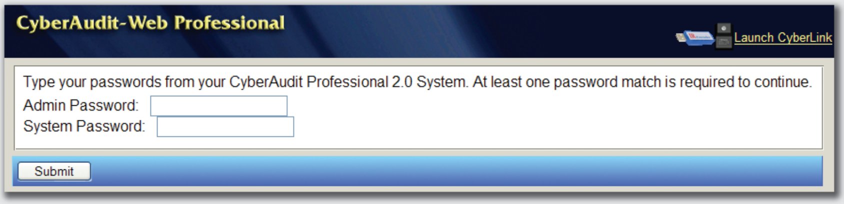
All Rights Reserved
Email: support@videx.com
http://www.videx.com

Database Location

C:\Program Files\CyberAudit\CyberLock.cld

The CyberAudit 2.0 Professional "About" Screen

Either the system or the admin password is needed to successfully import the database.



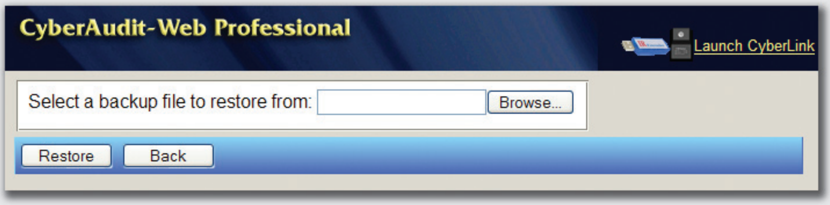
Type your passwords from your CyberAudit Professional 2.0 System. At least one password match is required to continue.
Admin Password:
System Password:

Entering Passwords for the CyberAudit Professional 2.0 Database

Restoring from a Backup

A backup may be used to restore a system to a previous state. CyberAudit-Web Professional uses the following default locations to store its backups:

- **Windows Standard Installation -** *C:\Program Files\Videx\CyberAudit-Web Professional Desktop\jetty\cawpro-backup*
- **Windows Server Installation -** *C:\Program Files\Videx\CyberAudit-Web Professional Server\tomcat\cawpro-backup*
- **Macintosh -** */Users/Shared/cawpro-backup*

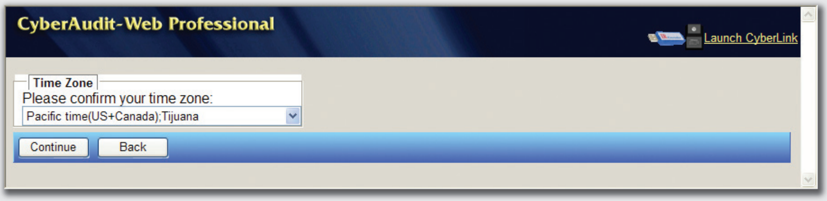


Select a backup file to restore from:

Selecting a CyberAudit-Web Professional Backup File to Restore

Selecting a Time Zone

After establishing the system's data source, the proper time zone must be selected from the drop-down list.



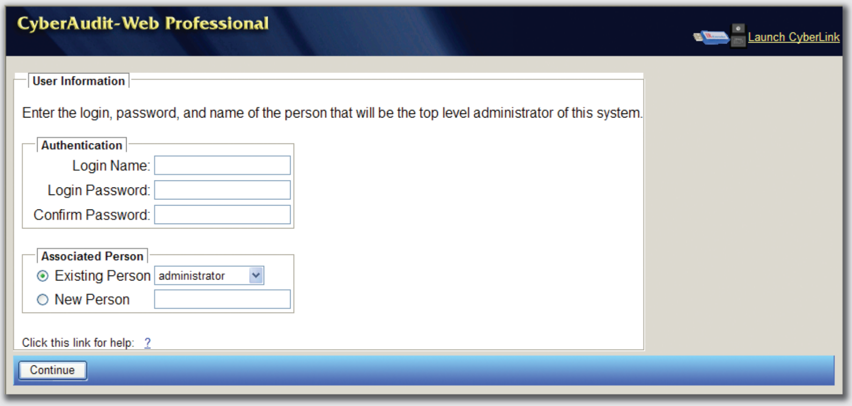
Time Zone

Please confirm your time zone: Pacific time(US+Canada);Tijuana

Selecting a Time Zone

Entering an Administrator Login and Password

Enter the login, password, and name of the CyberAudit-Web Professional administrator. Click on the Context Help link (?) for more information.



User Information

Enter the login, password, and name of the person that will be the top level administrator of this system.

Authentication

Login Name:

Login Password:

Confirm Password:

Associated Person

● Existing Person administrator

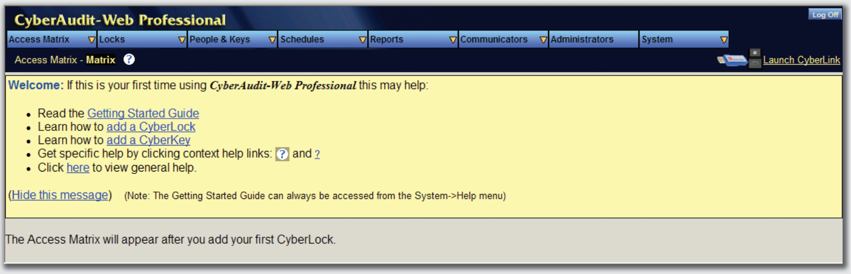
○ New Person

Click this link for help: ?

Entering the Administrator Login and Password

Getting Started

Before using the system for the first time, read through the *"Getting Started Guide."* More help is available by choosing the *"Help"* option from the *"System"* menu. Additionally, the pages of CyberAudit-Web Professional have context help links (?) which explain the section currently being viewed.



Welcome: If this is your first time using ***CyberAudit-Web Professional*** this may help:

- Read the Getting Started Guide
- Learn how to add a CyberLock
- Learn how to add a CyberKey
- Get specific help by clicking context help links: ? and ?
- Click here to view general help.

(Hide this message) (Note: The Getting Started Guide can always be accessed from the System->Help menu)

The Access Matrix will appear after you add your first CyberLock.

System Ready for First Use

Troubleshooting

This chapter lists common issues encountered by users of CyberAudit-Web Professional and provides solutions for each.

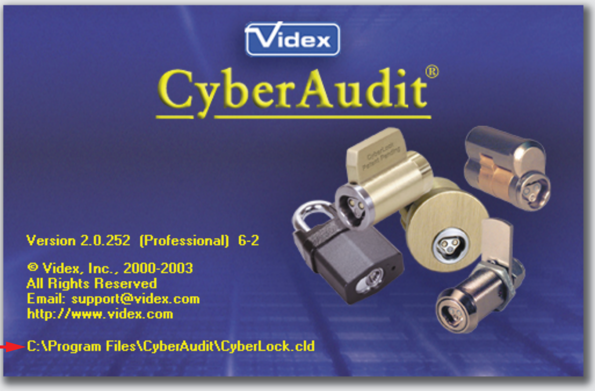
CyberAudit 2.0 Imports

The Admin or System passwords for CyberAudit 2.0 are not known.

The database can still be imported as long as one of the passwords is known. If the password has been compromised, consider resetting the locks and programming them with new passwords. Note that every lock and key in the system will need to be updated following a change of the lock access codes.

The system settings have changed since importing a CyberAudit 2.0 database into CyberAudit-Web Professional.

If locks and/or keys are missing (or some old ones have reappeared), the incorrect database may have been imported. To be sure which database was used in the 2.0 system, select *"About…"* from the *"Help"* menu in the main screen of CyberAudit Professional 2.0. The database location and name is the last line in yellow.



Version 2.0.252 (Professional) 6-2

© Videx, Inc., 2000-2003
All Rights Reserved
Email: support@videx.com
http://www.videx.com

Database Location

C:\Program Files\CyberAudit\CyberLock.cld

The CyberAudit 2.0 Professional "About" Screen

To remove the incorrect database and import the correct one:

1. Open CyberAudit-Web Professional from the host computer and add *"deletedb.jsp"* to the end of the URL. (*http://localhost/pro/deletedb.jsp*)
2. Click the *"Delete"* button.
3. Activate the software again. If installed on the same computer, this will not take away an additional one of the five license uses.
4. Choose to import from a CyberAudit Professional 2.0 database again and point to the one intended.

General Troubleshooting

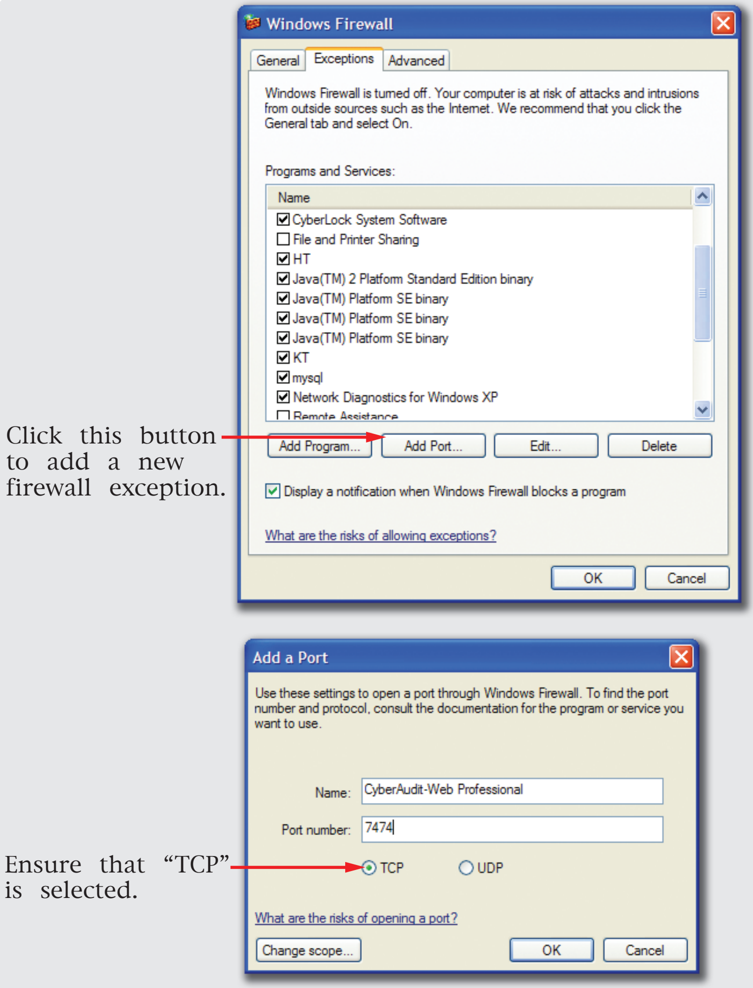
The registration page rejected the activation code or license.

Make sure the code was typed correctly. Be careful to notice the difference between the number zero and a capital *"O"* or the number one and a capital *"I."*

The software installed successfully but the page won't load.

There are several possible solutions to this issue. Try the following things:

- Early releases of Windows XP included Java version 1.4. This version of Java may present compatibility issues with Tomcat. Therefore, Java 1.4 should be uninstalled from the computer prior to installing CyberAudit-Web Professional. Follow these steps to perform the uninstallation:
    1. Uninstall Java 1.4.
    2. Install a compatible version of Java. The CyberAudit-Web Professional installation CD contains an installer under the *Java* menu.
    3. Run the *"JavaRa"* utility, also found under the Java menu on the installation CD. Click on the *"Remove Older Versions"* button. This will clean out any remnants of the Java 1.4 installation which may not have uninstalled properly.
- Check to see if an exception needs to be added to the firewall. By default, ports 80 and 443 need to be allowed. If using the alternate ports, allow 7474 and 7475. Windows Firewall is accessed by clicking on *Start* ➝ *Control Panel* ➝ *Windows Firewall.*



Windows Firewall

General | Exceptions | Advanced

Windows Firewall is turned off. Your computer is at risk of attacks and intrusions from outside sources such as the Internet. We recommend that you click the General tab and select On.

Programs and Services:

Name

- ☑ CyberLock System Software
- □ File and Printer Sharing
- ☑ HT
- ☑ Java(TM) 2 Platform Standard Edition binary
- ☑ Java(TM) Platform SE binary
- ☑ Java(TM) Platform SE binary
- ☑ Java(TM) Platform SE binary
- ☑ KT
- ☑ mysql
- ☑ Network Diagnostics for Windows XP
- □ Remote Assistance

Add Program... | Add Port... | Edit... | Delete

☑ Display a notification when Windows Firewall blocks a program

What are the risks of allowing exceptions?

OK | Cancel

Click this button to add a new firewall exception.

Add a Port

Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.

Name: CyberAudit-Web Professional

Port number: 7474

● TCP ○ UDP

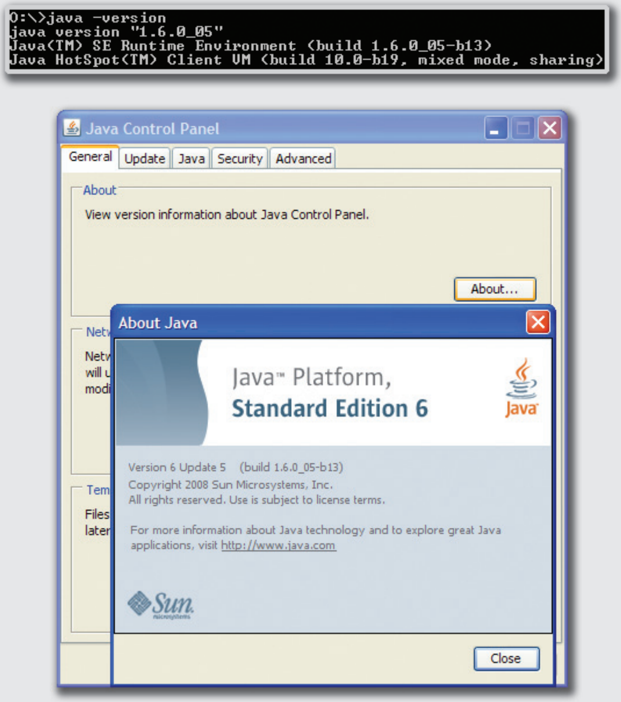
What are the risks of opening a port?

Change scope... | OK | Cancel

Ensure that "TCP" is selected.

Adding a Firewall Exception

- Ensure that the installed version of Java is *1.5.0_13* or newer. Mac OS X Server 10.5.5 or later machines will already have a compatible installation. To check what version of Java is installed on a Windows server, type *"java –version"* at the command prompt or open Java from the Control Panel and click the *"About…"* button.



```
O:\>java -version
java version "1.6.0_05"
Java(TM) SE Runtime Environment (build 1.6.0_05-b13)
Java HotSpot(TM) Client VM (build 10.0-b19, mixed mode, sharing)
```

View version information about Java Control Panel.

Version 6 Update 5 (build 1.6.0_05-b13)
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For more information about Java technology and to explore great Java applications, visit http://www.java.com

Finding the Java Version Number

- *Server installations only:* Verify that the CyberAudit-Web Professional web service (Tomcat) is running.
  - Click on *Start* → *All Programs* (just *"Programs"* in Vista) → *Apache Tomcat 5.5* → *Monitor Tomcat.* An icon will appear in the system tray, by the clock. If the icon has a green arrow (▶), Tomcat is running. If it has a red square (■), right click it and select *"Start service."* On a Mac, open *System Preferences* and click the *"Apache Tomcat"* icon to see if Tomcat is running.
- *Server installations only:* If there is another program using the default ports and the CyberAudit-Web Professional installer did not detect it, manually change the ports that CyberAudit-Web Professional will use.
  - Edit the *"server.xml"* file in *"C:\Program Files\Videx\CyberAudit-Web Professional\tomcat\conf"*. There are four sections to be changed.

  - Change *“8005”* in this entry:

    ```
    <Server port=”8005” shutdown=”SHUTDOWN”>
    ```

    to read:

    ```
    <Server port=”7476” shutdown=”SHUTDOWN”>
    ```

  - Change *“8009”* and *“8443”* in this entry:

    ```
    <Connector port=”8009” enableLookups=”false”
        protocol=”AJP/1.3” redirectPort=”8443” />
    ```

    to read:

    ```
    <Connector port=”7477” enableLookups=”false”
        protocol=”AJP/1.3” redirectPort=”7474” />
    ```

  - Change *“80”* in this entry:

    ```
    <Connector port=”80” protocol=”HTTP/1.1”
        connectionTimeout=”20000” redirectPort=”443” />
    ```

    to read:

    ```
    <Connector port=”7474” protocol=”HTTP/1.1”
        connectionTimeout=”20000” redirectPort=”7475” />
    ```

  - Change *“443”* in this entry:

    ```
    <Connector protocol=”org.apache.coyote.http11.
        Http11Protocol” port=”443” minSpareThreads=”25”
        maxSpareThreads=”75” enableLookups=”false”
        disableUploadTimeout=”true” acceptCount=”100”
        maxThreads=”200” scheme=”https” secure=”true”
        SSLEnabled=”true” keystoreFile=”keystore”
        keystorePass=”caweb123” clientAuth=”false”
        sslProtocol=”TLS”/>
    ```

    to read:

    ```
    <Connector protocol=”org.apache.coyote.http11.
        Http11Protocol” port=”7475” minSpareThreads=”25”
        maxSpareThreads=”75” enableLookups=”false”
        disableUploadTimeout=”true” acceptCount=”100”
        maxThreads=”200” scheme=”https” secure=”true”
        SSLEnabled=”true” keystoreFile=”keystore”
        keystorePass=”caweb123” clientAuth=”false”
        sslProtocol=”TLS”/>
    ```

  - Restart Tomcat.

- On Macs, the web sharing option blocks Tomcat. In the *“Sharing”* preference pane uncheck either *“Web Sharing”* or *“Personal Web Sharing.”* Then open the *“CA-Web Pro (Tomcat 5)”* preference pane and stop and restart Tomcat.

Things to Know About Windows Vista's User Account Control (UAC) and CyberAudit-Web Professional

Server installations only: User Account Control limits what users can do in the Program Files directory, which is the default location for the CyberAudit-Web Professional database. Switching UAC settings can have adverse effects on the database.

If the database location has not moved and UAC settings need to be changed, first backup the database and restore it from that backup afterward.

The network card(s) on the computer have been disabled and software activation fails.

Windows computers without an active NIC may not be able to generate an installation key because they cannot identify a unique hardware ID. The standard installation of CyberAudit-Web Professional enables the use of a USB Station or IR Encoder as the source for the installation key on these systems.

When logging in from another computer, a certificate warning is displayed. Is it safe to accept?

Yes. The certificate is issued by Videx but the webpage is sent from the host computer. The browser from the remote computer notices this mismatch and reports it as a certificate warning. It is safe to accept it.

There are three types of certificate warnings:

1. *Name/Domain mismatch* – This occurs when the host computer sends a webpage with a certificate that was issued on a different machine. This warning is displayed with CyberAudit-Web Professional since the certificate is issued by Videx.
2. *Certificate not Trusted* – This occurs when a certificate has been created but not validated by a Certificate Authority (CA). Such validations are costly and not needed for local networks. This is the warning displayed if a new certificate is generated based on the IP address or DNS name of the computer hosting CyberAudit-Web Professional (see below).
3. *Certificate Expired* – Certificates expire after a specified amount of time. The default Videx certificate is about 10 years (3650 days). See below on how to change the length of time the certificate is valid.

To address issues 1 and 3, generate a new certificate based on the IP address or DNS name of the computer running CyberAudit-Web Professional. To do this on Windows XP or Vista, follow these steps:

1. Stop the CyberAudit-Web Professional web service (Tomcat).
2. Copy *"keytool.exe"* and *"jli.dll"* from the *"bin"* folder of the current version of Java to *"C:\Program Files\Videx\CyberAudit-Web Professional\tomcat"* (or where CyberAudit-Web Professional was installed if different from the default location).

3. If the Certificate should be valid for a length of time other than 3650 days, edit *"certify.bat"* and change the 3650 after "`-validity`" to the number of days desired.
4. Open the command window and make the *"tomcat"* folder the active directory. Type "`certify.bat <IP address>`" where the IP address is the IP of the computer hosting CyberAudit-Web Professional. (To find the IP address, type "`ipconfig`" in the command window.)
5. Restart Tomcat.

To generate a new certificate on a Mac:

1. Open Terminal (located at: */Applications/Utilities/Terminal*).
2. If the current user is not an administrator of the machine, type "`su <name>`" where <*name*> is the user name of an administrator. Do not include the quotes or the brackets. Enter the password when prompted.
3. Type "`sudo /Library/Tomcat/certify.sh <ip address>`" where <*ip address*> is the IP address of the computer hosting CyberAudit-Web Professional. Do not include the quotes or the brackets. Enter the password when prompted.
4. The CyberAudit-Web Professional web service (Tomcat) will shut down, the certificate will be generated and Tomcat will start up again. The certificate is stored in a file located at: */Library/Tomcat/keystore.*

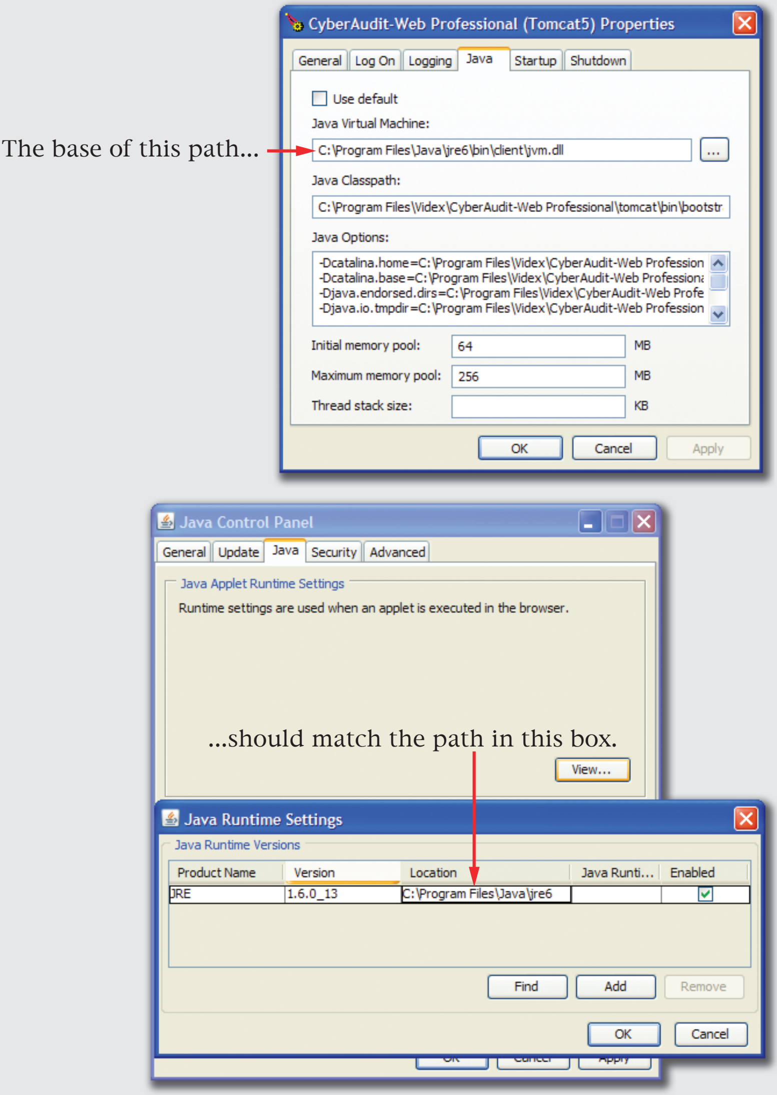
An alert was displayed that said localhost uses an invalid certificate, and the browser can't connect to CyberAudit-Web Professional.

Firefox 3.0 will not allow a connection to *localhost* over a secure connection (i.e. *"https://localhost/pro"*). Firefox 3.0 will connect from remote computers to the host computer. To connect with Firefox 3.0 on the host computer, either replace *"localhost"* with the IP address of the machine or use the loopback address (*https://127.0.0.1/pro*) and accept an exception for the certificate. Firefox 2, Firefox 3.5, and Safari 3 will accept the secure localhost connection.

CyberAudit-Web no longer operates after installing a Java update.

Verify that the Tomcat configuration is pointing to the current location of the Java installation. Do the following:

1. Open the Tomcat properties dialog by clicking *Start* → *All Programs* (just *"Programs"* in Vista) → *Apache Tomcat 5.5* → *Configure Tomcat.*
2. Click on the *Java* tab and verify that the *Java Virtual Machine* field contains the correct path to Java.
3. If the location of the Java installation is unknown, find it by opening the Java Control Panel. Click on *Start* → *Control Panel* → *Java,* then select the *Java* tab and click the *View* button in the *"Java Applet Runtime Settings"* frame. The path is shown in the *Location* column of the *"Java Runtime Settings"* window. This path, with *"\bin\client\jvm.dll"* appended to the end, should be used in the Tomcat properties.



The base of this path...

□ Use default

Java Virtual Machine: C:\Program Files\Java\jre6\bin\client\jvm.dll

Java Classpath: C:\Program Files\Videx\CyberAudit-Web Professional\tomcat\bin\bootstr

Java Options:

```
-Dcatalina.home=C:\Program Files\Videx\CyberAudit-Web Profession
-Dcatalina.base=C:\Program Files\Videx\CyberAudit-Web Professiona
-Djava.endorsed.dirs=C:\Program Files\Videx\CyberAudit-Web Profe
-Djava.io.tmpdir=C:\Program Files\Videx\CyberAudit-Web Profession
```

Initial memory pool: 64 MB

Maximum memory pool: 256 MB

Thread stack size: KB

Java Applet Runtime Settings

Runtime settings are used when an applet is executed in the browser.

...should match the path in this box.

Java Runtime Versions

Product Name	Version	Location	Java Runti...	Enabled
JRE	1.6.0_13	C:\Program Files\Java\jre6		☑

Finding the Path to Java

Videx®