WaspTime Web Troubleshooting Guide

I received an Error Page. What does this mean?
Where are the logs stored?
How do I turn on SSL and how is it used?
How do I turn on NT authentication?
How can I identify what WaspTime server/port to use for WaspTime Web?
Should the server extension be enabled for IIS 6 users?
What are the minimum web server requirements OS/browers?
    Windows XP Note
    Windows Server 2003/2008 Note
What is the default session limit (session timeout) and can I reset it?
Why are the tooltips and hover menus not appearing correctly on the Timecard page?
How do I add WaspTime Web to my firewall exceptions list?

I received an Error Page. What does this mean?

The error page is: ErrorPage.aspx. You are redirected here if an unhandled exception occurs. Copy the text in the text box of the page which contains the current session log, and submit it to support.

Where are the logs stored?

- Error directory: C:\inetpub\wwwroot\wt6\Error
- WaspTimeWebVisits.log - logs the visiting client IP and session id.
- WaspTimeWeb-SESSION_NUMBER_HERE.log - log for session (example WaspTimeWeb-xttbd2ivbqmm2i45j0uwevjm.log - log for session "xttbd2ivbqmm2i45j0uwevjm")

How do I turn on SSL and how is it used?

SSL is a feature that when enabled on the IIS server, clients connecting to the IIS server to view a webpage have all their traffic (user names and passwords for example) submitted in forms encrypted over the network. This ensures that no private data can be viewed. When SSL is in use, clients use https://<address URL here> to navigate to the webpage (rather than http:).

How you enable SSL on IIS varies depending on the IIS version. To turn on SSL, the IT administrator must provide a security certificate for the IIS server and bind the SSL to that certificate. CA, Verisign or a similar authority must issue this certificate to IT. No changes are needed in the web application since SSL is a feature of IIS and turning it ON/OFF is part of configuring IIS.

Without SSL turned on, the data sent back and forth between the client and the web server while viewing the page is sent in clear text over the network including user names and passwords. *We strongly recommend setting up SSL on IIS server to ensure that all data is encrypted as it travels over the network.*

How do I turn on the NT authentication feature?

As outlined in the answer above, if SSL is OFF and the connection is made using http://<address URL here>, the data passed from the Login screen is submitted unencrypted to the web server over the network. To prevent that, users can log into the website using NT Authentication, meaning using their windows credentials which can be verified by the NTLM authentication package.

When you use NT Authentication with WaspTime Web, if a user is logged into your domain with their NT user name and password, and if their Login Name in WaspTime is the same as their NT login name, when they open WaspTime Web it will authenticate and grant access without asking that user for a user name and password. This setup may be desirable for certain secure locations, but be aware that if a user leaves his PC logged in and walks away from it, anyone can use WaspTime Web to gain access from that machine.

To turn on NT Authentication in WaspTime Web you will need to edit the web.config. To do this:

1. Navigate to Program Files/Wasp Technologies/WaspTime/WaspTime Web/web.config.

2. Set the "WTAttemptAutoLogin" parameter to TRUE. If "WTAttemptAutoLogin" is set to FALSE, you will be redirected to the login screen where a user name and a password must be provided.

How can I Identify which WaspTime server/port to use in WaspTime Web?

Navigate to Program Files/Wasp Technologies/WaspTime/WaspTime Web/web.config

Under app settings you will see the keys that point to the location of wasptime web:

```
<appSettings>
        <add key="WTAttemptAutoLogin" value="FALSE"/>
        <add key="WaspTimeServerName" value="<Your Server Name Here>"/>
        <add key="WaspTimePortNumber" value="10002"/>
```

Should the server extension be enabled for IIS 6 users?

Yes, if IIS 6 is installed on the web server on which you are going to install WaspTime Web, ASP.NET server extension must be allowed. The installer attempts to do this automatically but it may not be able to in all cases. If it is not allowed, the web page will not be found when trying to access WaspTime Web.

To turn it on manually:

1. Navigate to IIS Manager > Server extensions.

2. Set the ASP.NET 2.0.57.... (matching .Net version) to **Allowed**.

This is a required change since IIS 6 on Windows 2003 server has only static content enabled by default. It needs ASP.Net enabled to be able to serve dynamic web pages such as WaspTime Web.

What are the minimum web server requirements OS/Browsers?

WaspTime Web requires the following minimum operating system and IIS version to work:

- **Operating Systems:** Windows Server 2003 (recommended), Windows Server 2008 (recommended), Windows Vista, Windows XP SP2
- **Processor:** 1 GHz Pentium processor or equivalent
- **RAM:** 512 MB minimum
- **Hard Disk:** 5.5 MB required for the Web application (up to 600 MB required for IIS and Microsoft .NET Runtime)
- **Display:** Web pages are configured for 1024X768 screen resolution 32bit color minimum
- **Install Requirements:** IIS 5.1 or later
- **Web Pages Viewable With:** Internet Explorer 6, Firefox, Chrome, Safari, Opera

Note: different web browsers and IIS versions may display web pages differently.

Windows XP Note:

Installing the web service on Windows XP is not recommended. XP can only serve one web site at a time. If WaspTime Web is the only web site on the XP machine, it will work correctly, but if there is more than one web site, there may be problems. The web service should be installed on a newer operating system. Microsoft limits the number of concurrent connections that can be connected to an XP web site to 10. This means that if 10 people are connected, the 11th will get an error when they try to connect. If you install the web service on an XP machine, you will receive a warning message; however, you will be given the opportunity to install anyway. You will also be warned that you will have to turn the other web sites off if you choose to install on an XP box. The software will turn off the default web site after install and turn on WaspTime Web.

When you reboot the XP machine you may have to turn the default web site off and turn WaspTime Web back on before it will run since only one web site is allowed to run at a time.

If you run into the concurrent connection limit on XP you may see the following error:

Service Unavailable HTTP Error 503 the service is unavailable.

Windows Server 2003/2008 Note:

When installing a web site on a windows server operating system like Windows Server 2003 or Windows Server 2008, the server machines are hardened against attack so the web site can not be browsed to from that server machine. All other machines that browse to the web site will work fine but if you try to connect to the web site from the same machine that it is installed on, it will not work. You want this security in place.

What is the default session limit (session timeout) and can I reset it?

The default session timeout is 30 minutes (1800 seconds). 30 minutes is also the maximum time to which the timeout can be set. You can reduce the session timeout by changing the entry listed below in the Web.Config file.

```
<!-- Session Timeout interval in seconds -->
  <add key="WTSessionTimeoutInterval" value="1800" />
```

You might want to do this to make the web pages more secure if managers or admins who are logged in walk away from their machines without logging off thus leaving their console open to someone walking up to it and making changes.

Why are the tooltips and hover menus not appearing correctly on the Timecard page?

In Internet Explorer 8, you may notice that the hover menus where Edit and Delete are offered that are displayed when hovering over existing punches or hover menus where New Punch is offered when hovering over empty cells
appears away from the mouse position making them impossible to be used.

To fix this issue, enable the **Compatibility View** button located next to the Address Bar, as shown below:

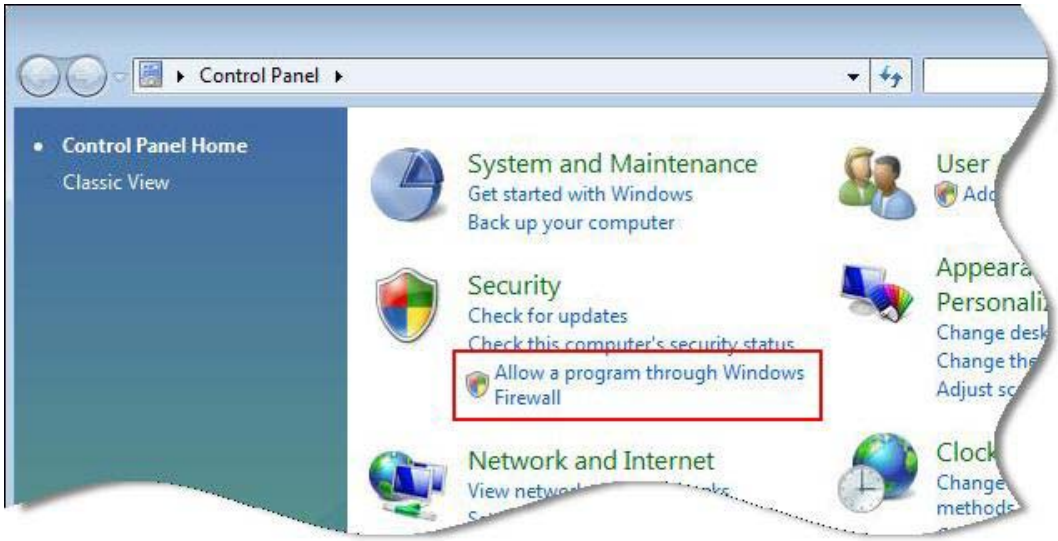
How do I add WaspTime Web to my firewall exceptions list?

If you are using a firewall, you may receive a notice that WaspTime Web is being blocked when you try to access it. To access WaspTime Web, you will need to add it to your exceptions list. To do this, follow the instructions below.

Windows Vista Users:

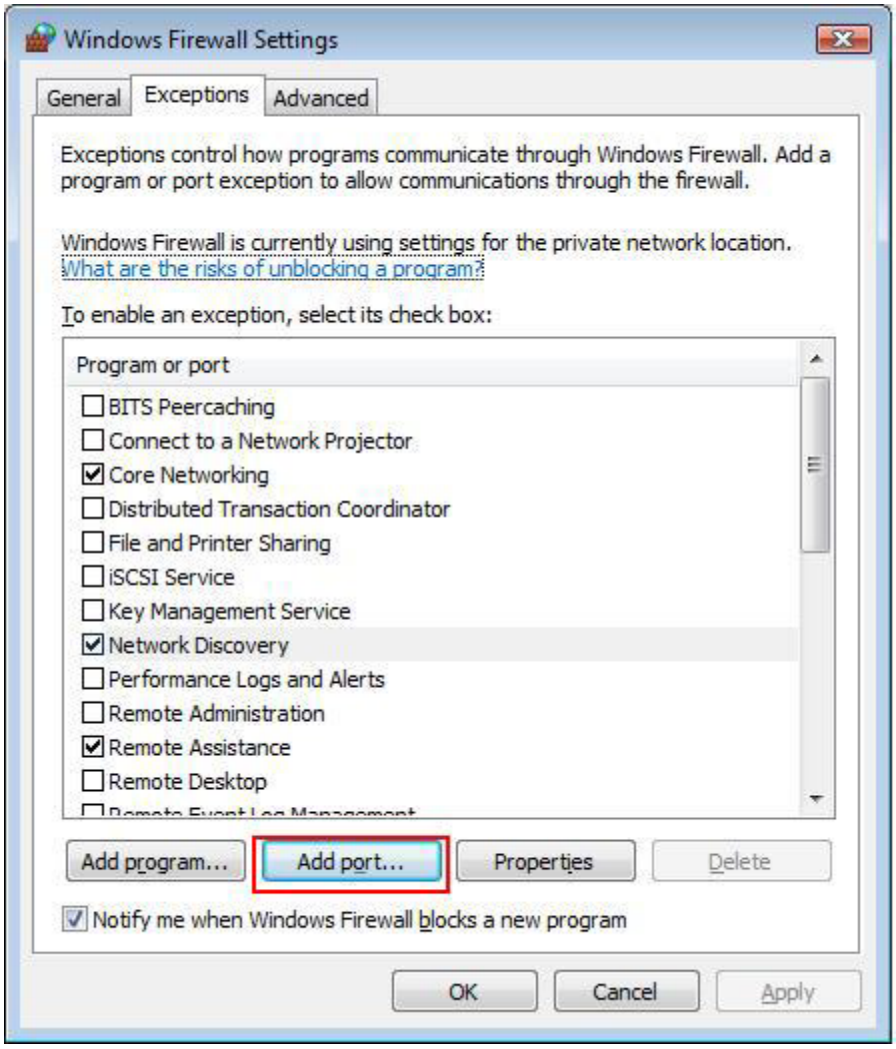
1. Click **Start > Control Panel**.

2. On the **Control Panel** menu, click **Allow a Program through Windows Firewall**:



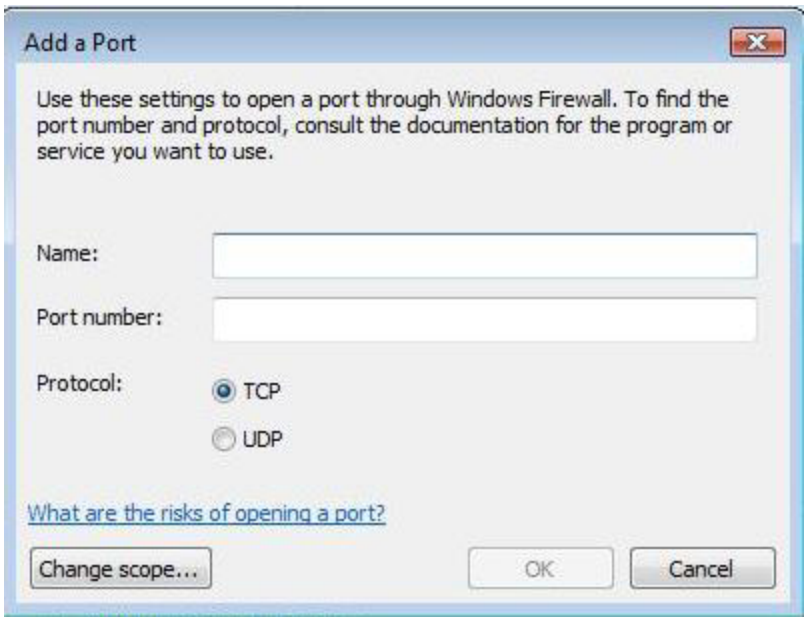
3. If you receive a message asking for permission to continue, click the **Continue** button.

4. On the **Windows Firewall Settings screen > Exceptions** tab, click the **Add Port** button.



5. On the **Add Port** screen, enter a name for this port (this can be any name you chose) and then enter the port number. (Leave the Protocol as TCP.)

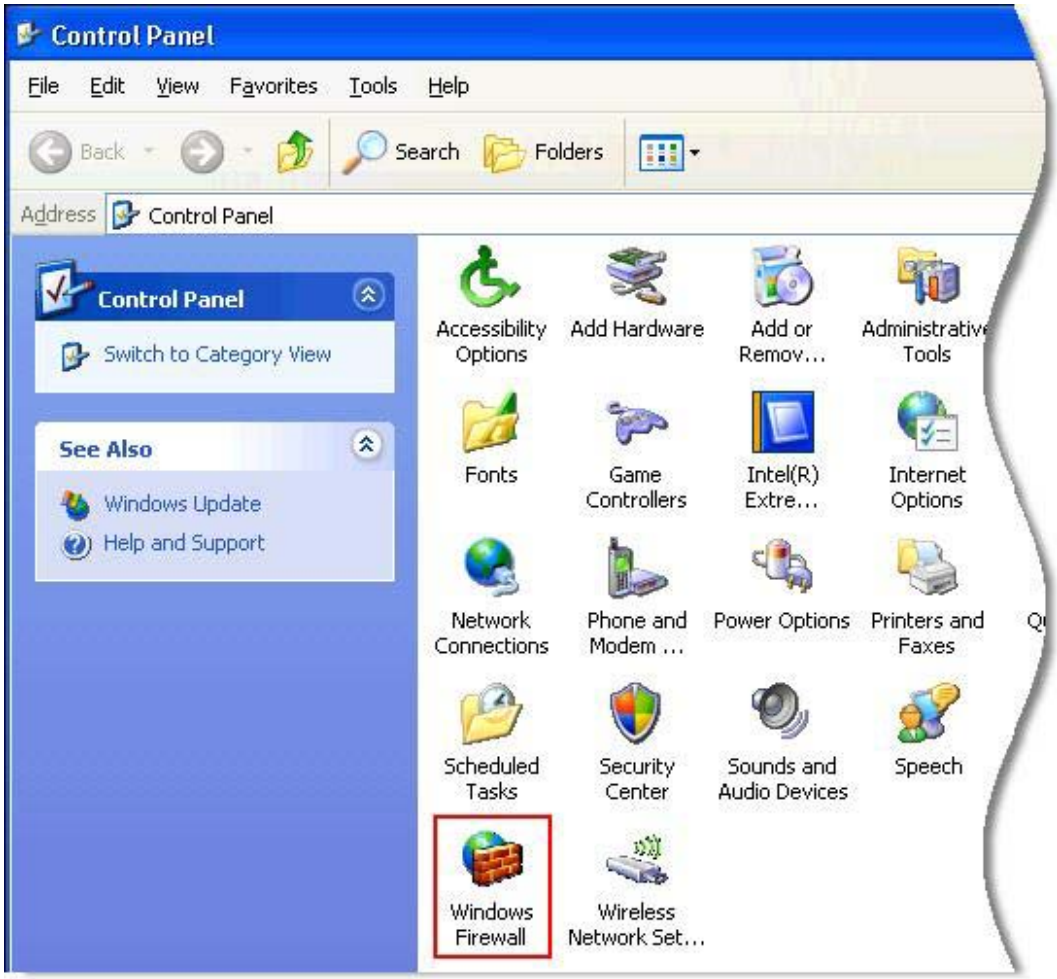
   If you are using HTTPS/SSL - You must enter 443 as the port number.
   If you are *NOT* using HTTPS/SSL - You must enter 80 as the port number.



6. Click **OK** when you are done.

Windows XP Users:

1. Click **Start > Control Panel**.
2. On the **Control Panel**, double-click **Firewall**.



3. Follow the instructions in the Vista users section above.

[Home](#)