

# 3

## Installing WebBoard

**B**efore you can install WebBoard, you need to collect some information about your hardware, software, connectivity, and other options, as described in Chapter 2, *Before You Start*. With that information and with a properly configured system and Internet or intranet connection, installing WebBoard is a simple job handled by the setup program.

WebBoard installation takes only a few minutes. After installation, you must test WebBoard and, if you are not using WebBoard's internal server, verify that mappings for the external web server are correct. Completing these tasks is important to ensure that WebBoard is installed correctly and operating properly.

During installation, WebBoard uses the information you provide, as well as information from your Windows 95 or Windows NT system Registry and configuration files, to set the basic parameters for the program. Some of this general information is recorded on the General tab of WebBoard Properties. We'll look at this information and show you how to make changes to it.

This chapter also shows you how to change WebBoard's run mode from desktop application to system service (or vice versa). The option to run WebBoard as an application or a service is available only if you use the WebBoard internal web server or one of the WebSite servers. The other external web servers run only as services and require that WebBoard also run as a service—one more reason you should choose to use WebBoard's internal web server.

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This chapter begins with a quick start summary, followed by detailed installation instructions for both a new installation of WebBoard 3.0 and an upgrade from WebBoard 2.0. Next, it walks through the tests and the general information included in WebBoard Properties. Finally, it tells you how to run WebBoard as a service and where to find help.

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**Note**

You can't upgrade directly to WebBoard 3.0 from WebBoard 1.0. Significant changes were made to WebBoard between versions 1.0 and 2.0, and WebBoard 3.0 relies on these changes.

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## Quick Start Summary

To install and test WebBoard, you must complete the following steps. These steps are listed briefly here and explained fully in the next sections.

1. Review the WebBoard installation requirements (see Chapter 2). You may need to ask your network administrator or ISP for some information.
2. If you are upgrading from a previous version of WebBoard, make backup copies of your WebBoard directory (and all subdirectories) and the WebBoard Registry key, located under HKEY\_LOCAL\_MACHINE\SOFTWARE\O'Reilly\WebBoard\2.0 in the Windows Registry.
3. If you are running other Windows applications—including WebBoard and/or your web server—close them before starting installation.
4. Start the WebBoard Setup program on the CD-ROM using Add Programs from the Control Panel.
5. Choose the destination directory for installing the WebBoard software.
6. Choose the web server. Depending on your choice, you may need to provide additional information.
7. Choose whether or not to install the ConferenceRoom chat server.
8. Enter the WebBoard administrator's information.
9. Enter the email settings information.
10. Choose the location for making backup copies of existing files.
11. Register your copy of WebBoard at WebBoard Central (<http://webboard.oreilly.com>).
12. Test WebBoard's operation.
13. Verify the web server mappings.
14. Review the General page of WebBoard Properties.

## Installing the WebBoard Software

WebBoard comes on the CD-ROM and includes the WebBoard Server, with built-in web server, the WebBoard Properties software, the WebBoard SMTP server, and the ConferenceRoom IRC chat server and software. These components are installed by the WebBoard Setup program. This section gives instructions for a new installation or an upgrade from WebBoard 2.0.

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**Note**

You must have installed TCP/IP as a network protocol in order for WebBoard to operate, even if you don't plan to allow Internet access. For more information on installing TCP/IP in Windows NT or Windows 95, see your Windows documentation.

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### Performing a New Installation

The following procedures install the WebBoard software. Read each installation screen for instructions and information. Some of the steps listed are specific to a Windows NT or to a Windows 95 installation.

To install WebBoard for the first time, complete the following steps. Remember to click Next to move to the next screen.

1. Start your computer and log in to Windows NT or Windows 95. If you are installing WebBoard under Windows NT, you must be the administrator or have administrator privileges.
2. To avoid conflicts, close all Windows applications. If your web server is running and you plan to use that server with WebBoard, shut it down as well. If you are running ConferenceRoom Chat server, we recommend you shut that down also.
3. Insert the CD-ROM into your CD-ROM drive. Setup starts automatically.
4. The WebBoard Setup program displays the welcome screen. Click Next to begin installation.
5. Choose the destination directory for the WebBoard software. The default location is *C:\WebBoard*, but you can install the software in another directory. Click Next to accept the default, or click Browse to choose another directory and click Next to continue.
6. Choose the web server you wish to use for WebBoard (see Figure 3-1). If you don't have a web server, choose WebBoard's internal web server. You may also use the internal web server even if you have another web server on your computer. We recommend you use WebBoard's internal server for increased performance, flexibility, and ease of use.

**Figure 3-1 WebBoard web server selection****Note**

If you selected any web server other than WebBoard's internal server or one of the O'Reilly WebSite servers, a warning screen appears telling you that file attachments are not supported by that server. You may select a server that does support file attachments by clicking Back to redisplay the web server selection list.

7. Choose whether or not to install the ConferenceRoom IRC chat server. Installing it gives you access to true IRC chat with support for 1,000 users.

**Note**

If you already have ConferenceRoom chat server installed and running as a separate application, you should not install the WebBoard version since it may overwrite your current setup. If you are running ConferenceRoom 1.5 or higher, WebBoard will work seamlessly with it. If you are running an earlier version of ConferenceRoom, you should upgrade to the latest version (at least 1.5) from WebMaster. Then WebBoard and ConferenceRoom can work together.

8. Depending on what server you selected in Step 6, go to the step listed here:
  - WebBoard internal web server, *go to Step 9*
  - O'Reilly WebSite or WebSite Professional, *go to Step 10*
  - Microsoft IIS, Peer Web Server, or Personal Server, *go to Step 13*
  - Netscape Enterprise server, *go to Step 11*
  - Other Windows CGI server, *go to Step 11*
  - Other ISAPI server, *go to Step 12*

9. Enter the port setting for WebBoard's internal web server. By default, the port on which web servers listen for incoming requests is 80. If you are running another web server, it is probably using that port, and you need to assign a different port number to WebBoard's internal server. Typically, port 8080 is the second port used for web servers. Note that if you use a port other than 80, you must include the port number in the WebBoard URL, for example, *http://your.server.name:8080/~boardalias*.
10. For either the WebBoard internal server and the WebSite servers, select how you want WebBoard to run from among these three options:

**Application (manual start)**

Installs WebBoard as an application you must start each time you log in to Windows.

**Application (automatic start at login)**

Installs the WebBoard server as an application in the Start folder, causing it to start automatically when you log in to Windows.

**Service (system start)**

Installs the WebBoard server as a service, which runs whenever the system is running regardless of who is logged in.

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**Note**

If WebSite is running as an application, WebBoard must also run as an application. All other run-mode combinations are allowed.

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11. For Netscape Enterprise and other Win-CGI servers, you must locate the directory used by the server for Windows CGI programs. This directory is often called *cgi-win*. See your web server's documentation for more information on setting up and/or identifying the Windows CGI directory. Note that WebBoard will not work with Enterprise Server 3.51.
12. For other ISAPI servers, you must locate the directory used by the server for ISAPI scripts. This directory is normally called *Scripts*. See your web server's documentation for more information on setting up and/or identifying the scripts directory.
13. Enter the WebBoard administrator account information:

**Login name**

The name by which the WebBoard administrator logs in to WebBoard.

**Password**

The password by which the WebBoard administrator logs in to WebBoard. Note that when you enter the password on this screen, it is shown as plain text. When you log in to WebBoard, the password is hidden. To maintain the security and integrity of your WebBoard, you should carefully protect

the WebBoard administrator's login name and password. We also recommend that you not use the default *admin/admin* combination.

**First name**

The real first name of the WebBoard administrator; this name is shown in the user profile for the WebBoard administrator and is used in searches.

**Last name**

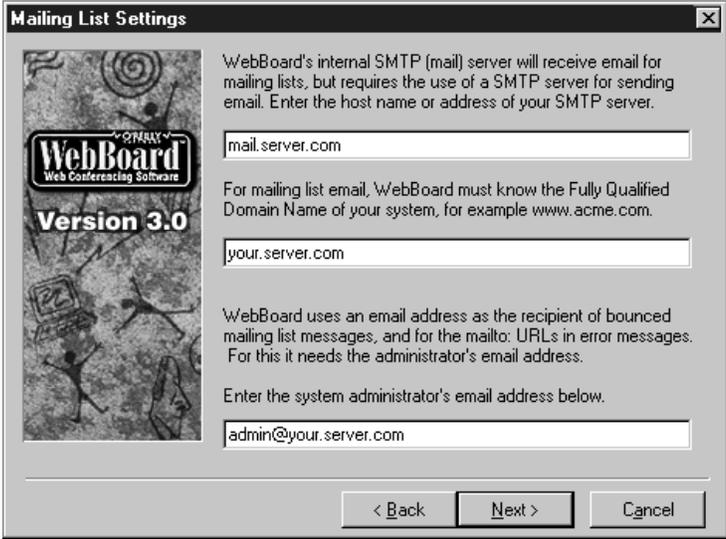
The real last name of the WebBoard administrator; this name is shown in the user profile for the WebBoard administrator and is used in searches.

**Email address**

The email address for the WebBoard administrator. You may want to make this your real account or a generic WebBoard administration account. The WebBoard administrator's email address is used on a variety of WebBoard pages and error messages.

14. Enter the mailing list and email settings that WebBoard uses to send outbound mailing list messages as well as welcome and notification messages (see Figure 3-2):

**Figure 3-2 Mailing list settings**



**Mailing List Settings**

WebBoard's internal SMTP (mail) server will receive email for mailing lists, but requires the use of a SMTP server for sending email. Enter the host name or address of your SMTP server.

For mailing list email, WebBoard must know the Fully Qualified Domain Name of your system, for example www.acme.com.

WebBoard uses an email address as the recipient of bounced mailing list messages, and for the mailto: URLs in error messages. For this it needs the administrator's email address.

Enter the system administrator's email address below.

< Back    Next >    Cancel

**External SMTP mail server**

The hostname or address of the external Simple Mail Transfer Protocol (SMTP) mail server. This server must be on a separate computer from the one running WebBoard.

**Server name**

The Fully Qualified Domain Name (FQDN) by which your WebBoard is identified on the Internet (or intranet). This name is used throughout the WebBoard system.

**Administrator's email address**

The email address that sends welcome messages and email notifications of conference postings. It is also used in mailto URLs generated by the server (such as on error messages). You may want to use your own address or a generic one, such as *admin@your.server.name*. If this account name doesn't exist, your mail server administrator must create it.

15. Setup next asks if you want backup copies made of all files replaced during installation. We recommend you answer yes, in case you need to recover the original files at any point. All actions taken by WebBoard's Setup program are recorded in the WebBoard installation log.
16. If you answered yes in Step 16, you must select the location for the backed-up files. After you click Next, WebBoard Setup displays the WebBoard administrator login name and password you entered. Make sure you write them down. If you forget the password or login name, you won't be able to log in to WebBoard!
17. Setup installs the software. The program displays progress indicators and tells you which files are being installed. Setup also adds information to your Windows Registry and builds the Start menu folder. During some installations under Windows 95, Setup may also install WinSock 2.0, an upgrade to WinSock from Microsoft.
18. Setup then displays the WebBoard Release Notes for you to read. Click Next to continue.
19. When setup is complete, WebBoard may ask you to restart your computer. You must do so for WebBoard to operate correctly.
20. Before you begin testing WebBoard, please take a few moments to enroll your copy of the software. Enrolling WebBoard makes you eligible for product announcements, special offers, and discounts on product upgrades. You can enroll online at WebBoard Central (<http://webboard.oreilly.com>).

You're now ready to begin testing WebBoard as described later in this chapter.

## Upgrading from WebBoard 2.0: Considerations

WebBoard 3.0 supports direct upgrade from WebBoard 2.0. If you are upgrading, note the following issues before you begin:

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- WebBoard 3.0 can only upgrade WebBoard 2.0. If you are running WebBoard 1.0, you must first upgrade to WebBoard 2.0 or start over.
  - WebBoard 3.0 replaces all the HTML files installed in WebBoard 2.0. It is not feasible to upgrade any customizations you have made to the HTML files during the upgrade process. If you have a highly-customized WebBoard, we highly recommend the following process:
    1. Install WebBoard 3.0 on a development computer first.
    2. Customize the HTML files in the new version to match (or update!) the look and feel of the WebBoard HTML files on your current production system. Test any customizations you do. See Section III, *Tailoring WebBoard*, of this book for more details.
    3. Perform an upgrade installation on your production system.
    4. Copy the customized HTML files from your development system to your production system.
    5. Test the final production installation.
  - The URL used to reach WebBoard must now contain a board alias in the format *~boardalias* appended to the end of the URL (for example, *http://your.server.com/~boardalias*). For existing boards, the alias is the number assigned by WebBoard. You can change the alias by editing the board's configuration. Note that links coming to your WebBoard must be updated to include a board alias, or users will receive an error message.
  - WebBoard 3.0 supports authentication on a per-board basis. By default, an upgrade makes all boards have cookie authentication. If you previously used Basic Authentication, you must select this for each board by editing the board's configuration (from the WebBoard Administration menu). If you used an *enter.html* file for Basic Authentication, you must also create one for each board using Basic Authentication, as described in Chapter 5, *Managing Boards*. The decision to make all boards default to cookie authentication was to ensure uninterrupted access to your boards while you make the necessary changes to the *enter.html* login files. Your users continue to use their same login name and password regardless of authentication type.
  - Each board is required to have a Logoff URL in WebBoard 3.0. This URL defaults to the WebBoard server's name (supplied during installation) and can be changed by editing the board's configuration.
  - The board manager's name is now used in several board-specific email and mailto locations. We recommend you assign a board manager (even if it is the same as the WebBoard administrator) for each board.

- Any existing board can now use either ConferenceRoom IRC chat or WebBoard's JavaScript chat. The chat type can be changed by editing the board's configuration.
- Before starting an upgrade installation, back up the Registry keys HKEY\_LOCAL\_MACHINE\SOFTWARE\O'Reilly\WebBoard\2.0. To export or save this key and its subtrees, use the Registry editor (*regedt32.exe* or *regedit.exe*) supplied with Windows NT or Windows 95. These programs are usually installed in your *\Windows* directory. Save the keys under a new name.
- Back up your entire WebBoard installation, including all subdirectories (*Confs*, *Html*, *System*, and so on). If something goes wrong with the update installation, you'll be glad you did this!

## Upgrading to WebBoard 3.0: Steps

After you've noted the issues and completed the actions in the preceding section, perform these steps:

1. Start your computer and log in to Windows NT or Windows 95. If you are installing WebBoard under Windows NT, you must be the administrator or have administrator privileges.
2. To avoid conflicts, close all Windows applications. If your web server is running and you plan to use that server with WebBoard, shut it down as well. If you are running ConferenceRoom Chat server, we recommend you shut that down also.
3. Insert the CD-ROM into your CD-ROM drive. Setup starts automatically.
4. The WebBoard Setup program displays the welcome screen. Click Next to begin installation.
5. Setup detects an existing installation and displays a message screen. Click Next to continue.
6. Choose the destination directory for the WebBoard software. The default location is *C:\WebBoard*, but you can install the software in another directory. Click Next to accept the default, or click Browse to choose another directory and click Next to continue.
7. Choose the web server you wish to use for WebBoard (see Figure 3-1). If you don't have a web server, choose WebBoard's internal web server. You may also use the internal web server even if you have another on your computer. We recommend you use WebBoard's internal server for increased performance, flexibility, and ease of use.

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**Note**

If you selected any web server other than WebBoard's internal server or one of the O'Reilly WebSite servers, a warning screen appears telling you that file attachments are not supported by that server. You may select a server that does support file attachments by clicking Back to redisplay the web server selection list.

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8. Choose whether or not to install the ConferenceRoom IRC chat server. Installing it gives you access to true IRC chat with support for 1,000 users.

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**Note**

If you already have ConferenceRoom chat server installed and running as a separate application, you should not install the WebBoard version since it may overwrite your current setup. If you are running ConferenceRoom 1.5 or higher, WebBoard will work seamlessly with it. If you are running an earlier version of ConferenceRoom, you should upgrade to the latest version (at least 1.5) from WebMaster. Then WebBoard and ConferenceRoom can work together.

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9. Depending on what server you selected in Step 7, go to the step listed here:
  - WebBoard internal web server, *go to Step 10*
  - O'Reilly WebSite or WebSite Professional, *go to Step 11*
  - Microsoft IIS, Peer Web server, or Personal server, *go to Step 14*
  - Netscape Enterprise server, *go to Step 12*
  - Other Windows CGI server, *go to Step 12*
  - Other ISAPI server, *go to Step 13*
10. Enter the port setting for WebBoard's internal web server. By default, the port on which web servers listen for incoming requests is 80. If you are running another web server, it is probably using that port, and you need to assign a different port number to WebBoard's internal server. Typically, port 8080 is the second port used for web servers. Note that if you use a port other than 80, you must include the port number in the WebBoard URL, for example, *http://your.server.name:8080/~boardalias*.
11. For either the WebBoard internal server and the WebSite servers, select how you want WebBoard to run from among these three options:

**Application (manual start)**

Installs WebBoard as an application you must start each time you log in to Windows.

**Application (automatic start at login)**

Installs the WebBoard server as an application in the Startup Group, causing it to start automatically when you log in to Windows.

**Service (system start)**

Installs the WebBoard server as a service. The WebBoard icon doesn't appear on the Desktop.

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**Note**

If WebSite is running as an application, WebBoard must also run as an application. All other run-mode combinations are allowed.

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12. For Netscape Enterprise and other Win-CGI servers, you must locate the directory used by the server for Windows CGI programs. This directory is often called *cgi-win*. See your web server's documentation for more information on setting up and/or identifying the Windows CGI directory. Note that WebBoard will not work with Enterprise Server 3.51.
13. For other ISAPI servers, you must locate the directory used by the server for ISAPI scripts. This directory is normally called *Scripts*. See your web server's documentation for more information on setting up and/or identifying the scripts directory.
14. Enter the mailing list and email settings that WebBoard uses to send outbound mailing list messages as well as welcome and notification messages (see Figure 3-3):

**External SMTP mail server**

The hostname or address of the external SMTP mail server. This server must be on a separate computer from the one running WebBoard.

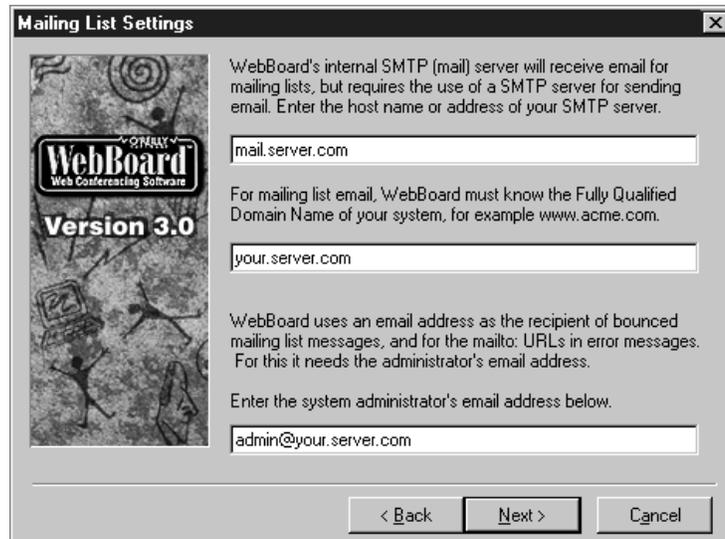
**Server name**

The FQDN by which your WebBoard is identified on the Internet (or intranet). This name is used throughout the WebBoard system.

**Administrator's email address**

The email address that sends welcome messages and email notifications of conference postings. It is also used in mailto URLs generated by the server (such as on error messages). You may want to use your own address or a generic one, such as *admin@your.server.name*. If this account name doesn't exist, your mail server administrator must create it.

15. Setup next asks if you want backup copies made of all files replaced during installation. We recommend you answer yes, in case you need to recover the original files at any point. All actions taken by WebBoard's Setup program are recorded in the WebBoard installation log.
16. If you answered yes in Step 16, you must select the location for the backed-up files and click Next.
17. Setup installs the software. The program displays progress indicators and tells you which files are being installed. Setup also adds information to your

**Figure 3-3 Mailing list settings**

Windows Registry and builds the Start menu folder. During some installations under Windows 95, Setup may also install WinSock 2.0, an upgrade to WinSock from Microsoft.

18. Setup then displays the WebBoard Release Notes for you to read. Click Next to continue.
19. When setup is complete, WebBoard may ask you to restart your computer. You must do so for WebBoard to operate correctly.
20. Before you begin testing WebBoard, please take a few moments to enroll your copy of the software. Enrolling WebBoard makes you eligible for product announcements, special offers, and discounts on product upgrades. You can enroll online at WebBoard Central (<http://webboard.oreilly.com>).

You're now ready to begin testing WebBoard as described later in this chapter.

## Taking WebBoard for a Test Drive

After finishing the installation, you must take WebBoard for a test drive to verify that it is installed and operating properly. The test drive has four parts:

- Making sure WebBoard starts properly
- Reaching WebBoard from the local computer
- Reaching WebBoard from a remote computer
- Verifying WebBoard's mappings (external web servers only)

## Is WebBoard Running?

The first part of any test drive is to make sure the engine starts and stays running. If you restarted your computer after installing WebBoard (and if you are running WebBoard with its internal server or a WebSite server, you selected a service or automatic start run mode), WebBoard should be running. The WebBoard icon—a small yellow campfire—should appear in the system Tray (in the Windows taskbar). To see the WebBoard server's status in a pop-up label, move the mouse cursor over the WebBoard icon in the Tray. When WebBoard runs as an application or a service under Windows 95, the SMTP server also puts an icon, an envelope, in the Tray. If you can see one or both WebBoard icons, you know WebBoard has passed the first test: it's running.

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**Note**

You can also change the run mode to not display the icons in the Tray. See the section, "Reviewing WebBoard General Properties," later in this chapter.

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If you installed WebBoard as a manual-start application, you must start both the WebBoard server and the SMTP mail server manually. To do so, follow these steps:

1. From the WebBoard folder on the Start menu, click WebBoard Server. The server starts and minimizes to the Tray.
2. From the WebBoard folder on the Start menu, click WebBoard SMTP. The SMTP server starts and minimizes to the Tray.

If you installed WebBoard as an NT service or selected an external web server other than WebSite or WebSite Professional (which can run as either services or applications) and did not have to restart your system, you must manually start the WebBoard and SMTP services. To do so, follow these steps:

1. Open Services from the NT Control Panel.
2. Scroll through the list of services until you see WebBoard Conference Server.
3. Highlight WebBoard Conference Server, and click Start. The status should now say Started, as shown in Figure 3-4. Click Close to continue.
4. Repeat Steps 2 and 3 for the WebBoard Mail Server service.

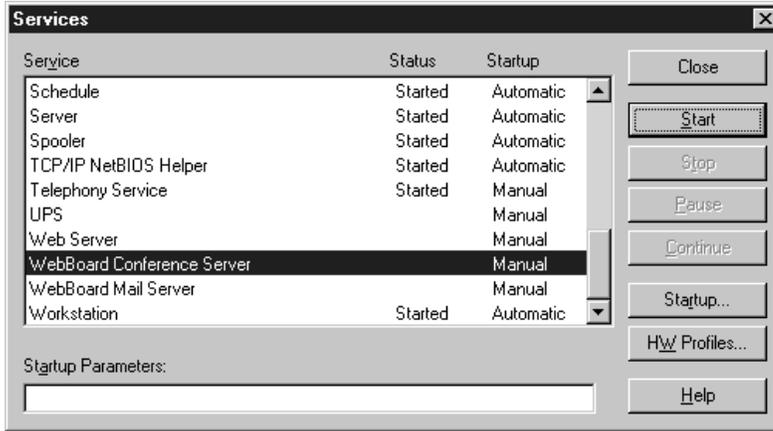
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**Note**

You may want to configure these two services to start automatically. With each service highlighted in the Control Panel, click Startup and select Automatic from the start options.

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If WebBoard does not start, check the error log (in the *logs* directory of WebBoard) for possible reasons.

**Figure 3-4 Starting WebBoard as an NT service**

## Can You Reach WebBoard from the Local Computer?

The next phase of the test drive is to reach WebBoard with a web browser. The URL you use for WebBoard depends on which server you selected for running WebBoard, as listed in Table 3-1. The WebBoard URL must end in a specific board alias. If this is a new installation, WebBoard creates the first board and names it *admin*. Note that in every instance, the *your.server.name* part of the URL is the FQDN of the WebBoard system.

### Note

If you upgraded from WebBoard 2.0, the board alias is the number of a preexisting board, such as 1. In the examples in Table 3-1 and the following procedures, replace *admin* with 1, for example, *http://your.server.com/~1*.

**Table 3-1 WebBoard URL by web server type**

Web server	WebBoard URL
WebBoard internal web server, on port 80	<i>http://your.server.name/~admin</i>
WebBoard internal web server, not on port 80 (for example, on port 8080)	<i>http://your.server.name:port_number/~admin</i> (example: <i>http://myserver.com:8080/~admin</i> )
WebSite or WebSite Professional	<i>http://your.server.name/webboard/\$webb.exe/~admin</i>
IIS, Peer web server, Personal web server	<i>http://your.server.name/webboard/webboard.dll/~admin</i>

**Table 3-1 WebBoard URL by web server type**

<i>Web server</i>	<i>WebBoard URL</i>
Netscape Enterprise and other Win-CGI servers	<i>http://your.server.name/cgi-win/\$webb.exe/~admin</i>
Other ISAPI web servers	<i>http://your.server.name/scripts/webboard.dll/~admin</i>

With the appropriate URL for your web server from Table 3-1, complete the following steps:

1. Make sure WebBoard is running (as described in the preceding section).
2. If you are using an external web server with WebBoard, make sure it is also running. You may also need to stop and restart the web server to update its configuration for use with WebBoard.
3. Open your web browser and enter the URL for WebBoard from Table 3-1, substituting *localhost* for your server's name, as shown for an installation using the WebBoard internal web server:

```
http://localhost/~admin
```

*localhost* is a generic address that causes the browser to look for a web server on the local computer. If the web server is not on the default port 80, make sure you include the port number. Note that some browsers may take several minutes to find *localhost*. For faster response, use the IP address for *localhost*, 127.0.0.1.

The WebBoard welcome page should appear in your browser, as shown in Figure 3-5. If this is an upgrade, and you had WebBoard remembering your password, you will likely bypass this page and go directly to the main WebBoard page.

4. Next, test WebBoard using the IP address. In your browser, type in the WebBoard URL, substituting the IP address for the server's domain name, as shown for a WebBoard installation using the internal web server:

```
http://123.123.234.234/~admin
```

The browser should display the page shown in Figure 3-5.

5. If your server's domain name is registered with DNS, test WebBoard using the domain name. In the browser, type in the WebBoard URL using the server's domain name, as shown for a WebBoard installation using the internal web server:

```
http://your.server.name/~admin
```

where *your.server.name* is the FQDN of your server, such as *www.myserver.com*. The browser should display the document shown in Figure 3-5.

**Figure 3-5** WebBoard welcome page



## Can You Reach WebBoard from Another Computer?

The next phase of the test drive is to reach WebBoard from a different computer, either one on your internal network or one connected to the Internet. This test is essentially the same as the previous one, only from a different location. It verifies that other people will be able to reach and participate in your web conferences. To complete this test, you must have access to another computer that has a working web browser.

To test WebBoard from another computer, make sure WebBoard is running as described in the previous section and follow these steps:

1. Start a web browser on the other computer.
2. Test WebBoard using the IP address. In the browser, type in the WebBoard URL from Table 3-1, substituting the server's domain name with the IP address, as shown for a WebBoard installation using the internal web server:

```
http://123.123.234.234/~admin
```

The browser should display the page shown in Figure 3-5.

3. If your server's domain name is registered with DNS, test WebBoard using the domain name. In the browser's location or address field, type in the WebBoard URL using the server's domain name, as shown for a WebBoard installation using the internal web server:

```
http://your.server.name/~admin
```

where *your.server.name* is the FQDN of your server, such as *www.myserver.com*. The browser should display the document shown in Figure 3-5.

If you performed this test from a computer on your local network, and it does not work, make sure WebBoard is running as well as the external web server, if appropriate. Next check the TCP/IP configuration of the computer and the network. If you continue to have difficulties, consult your network administrator.

If you conducted this test from a computer connected to the Internet and it failed, try again. Sometimes heavy traffic on the Internet can cause connections to timeout. If after several tries you still can't reach the server, recheck the TCP/IP connections on both computers. Also make sure your server's name is a FQDN and that it is registered with DNS. If you continue to have difficulties, consult your ISP.

## Verifying WebBoard's Mappings

If the you were unable to reach WebBoard in the preceding tests, and you are sure your TCP/IP setup is correct, the problem was most likely incorrect mappings. In general, WebBoard takes care of the mappings, and you should not have to worry about them. During setup, WebBoard takes the information you provide about script and program file locations for your web server and tries to set up correct mappings. If the preceding tests worked, then it was successful. If they didn't work, you should take a few minutes to verify that the mapping is correct for your server type. Also, if you ever change the type of web server you use with WebBoard, you should refer to this section to make sure the mappings are correct for the new server.

Document and program or script mappings are essential to how a web server finds information. In fact, every URL is an example of a mapped address: the path

in the URL is probably completely different from the physical path of the source document for the URL.

For example, the home page URL for most web servers is *http://web.server.name/index.html*. The physical location for the *index.html* file may be much more complex, for example, *C:\WebSite\htmldocs\index.html*. The same physical-to-URL space mapping is required for CGI programs and ISAPI scripts. Proper mapping is essential for a web server (and thus, WebBoard) to function. To understand more about mapping, we recommend you read your web server's documentation or see Chapter 9 of *Building Your Own WebSite*, by Susan Peck and Stephen Arrants, from O'Reilly & Associates.

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**Tip**

You can easily avoid any mapping problems by using WebBoard's built-in web server.

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Table 3-2 shows the correct CGI or ISAPI script mappings for each type of external web server. The mapping column contains both the physical location of the WebBoard CGI program or ISAPI scripts (*\$webb.exe*, and *webboard.dll* and *webboard.exe*, respectively) and the URL. Note that the drive letter *x* should be replaced by the letter of the actual drive. Also, the directory names may be different for your installation depending on the location of your web server and WebBoard. The mappings should not contain a board alias.

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**Table 3-2 WebBoard external web server CGI or ISAPI mappings**

<i>Web server</i>	<i>CGI or ISAPI script location and mapping</i>
WebSite, WebSite Professional	Directory: <i>x:\WebBoard\Scripts</i> URL: <i>/webboard</i>
IIS, Peer Web Server, Personal Web Server	Directory: <i>x:\WebBoard\Scripts</i> URL: <i>/webboard</i>
Enterprise	Directory: <i>x:\Netscape\Server\cgi-win</i> URL: <i>webboard</i>
Other Windows CGI web servers	Directory: <i>x:\web_server\cgi-win</i> URL: <i>cgi-win</i>
Other ISAPI web servers	Directory: <i>x:\web_server\Scripts</i> URL: <i>/scripts</i>

Table 3-3 shows the correct document mapping for WebBoard's images. The images are all stored in the *WebBoard\Images* directory. This directory must be mapped to the web server's document space, as listed in the table. Note that the drive letter *x* should be replaced by the letter of the actual drive. Also, the

directory name may be different for your installation depending on the location of WebBoard.

**Table 3-3 WebBoard external web server images mappings**

<i>Web server</i>	<i>WebBoard images location and mapping</i>
WebSite, WebSite Professional	Directory: <i>x:\WebBoard\Images</i> URL: <i>/wbimages</i>
IIS, Peer Web Server, Personal Web Server	Directory: <i>x:\WebBoard\Images</i> URL: <i>/wbimages</i>
Enterprise	Directory: <i>x:\WebBoard\Images</i> URL: <i>wbimages</i>
Other Windows CGI web servers	Directory: <i>x:\WebBoard\Images</i> URL: <i>/wbimages</i>
Other ISAPI web servers	Directory: <i>x:\WebBoard\Images</i> URL: <i>/wbimages</i>

To change or review mappings for your particular web server, see its documentation. You may also want to check the online resources at WebBoard Central (described later in this chapter) for more detailed instructions.

## Reviewing WebBoard's General Properties

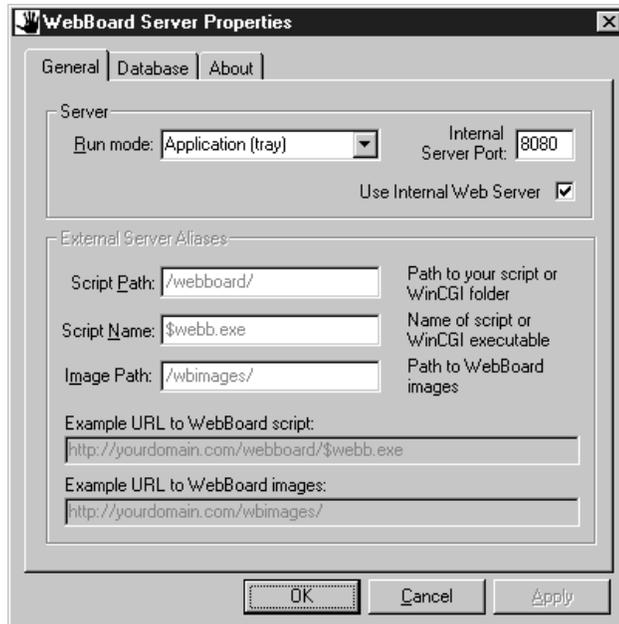
Most of WebBoard's configuration is handled through its browser-based administration as described in Section II of this book. However, some configuration information can be changed through WebBoard Properties. Available from the WebBoard folder on the Start menu or the server's context (right-click) menu, WebBoard Properties has three tabs: General, Database, and About. The Database tab is for upsizing to SQL Server (covered in Chapter 4, *Managing Your WebBoard Site*). The About tab includes version and copyright information as well as the serial number for your copy of WebBoard.

The General tab is the topic of this section. Figure 3-6 shows the General tab of WebBoard Properties.

The top section of the General tab includes general WebBoard server information:

### Run mode

Specifies how WebBoard runs the next time it is started. If you want to change WebBoard's mode from a desktop application to a service, you must first select a new run mode and restart WebBoard. Depending on the web server you use for WebBoard, you may be limited in choosing a run mode (review the installation instructions). WebBoard has five run modes:

**Figure 3-6 WebBoard properties general tab****Application (tray)**

Automatic or manual start with the WebBoard icons in the Tray. This is the default mode for the manual start option available during installation. To have the application start automatically, place the WebBoard server and the WebBoard SMTP server in your Startup folder.

**Application (minimized)**

Automatic or manual start with the WebBoard icons in the Taskbar. To have the application start automatically, place the WebBoard server and the WebBoard SMTP server in your Startup folder.

**System service (hidden)**

Continuously running with no icons visible.

**System service (tray)**

Continuously running with the WebBoard icons in the Tray.

**System service (minimized)**

Continuously running with the WebBoard icons in the Taskbar.

While all of the run mode options are presented, your alternatives are partially dictated, as illustrated in Table 3-4, by whether you're using WebBoard's built-in web server or an external web server such as WebSite.

**Table 3-4 Run mode alternatives for WebBoard**

<i>External server run mode</i>	<i>WebBoard run mode</i>	<i>Will it work?</i>
Application (WebSite only)	Service	No
Application (WebSite only)	Application	Yes
Service	Application	Yes
Service	Service	Yes

In other words, if you're running an external web server as a service, it doesn't matter what run mode WebBoard is in. If the external web server is running as an application, WebBoard must also be run as an application.

#### **Internal server port**

Tells the built-in WebBoard web server what port number to use. The normal (TCP/IP) port is 80. If you are running another web server as well as the WebBoard web server, you have to make this a different port number. Port 8080 is usually the second choice. You must include any port number other than 80 in the WebBoard URL (see Table 3-1). You can also change the port on the WebBoard Administrator's menu.

#### **Use internal web server**

Specifies whether or not WebBoard uses the built-in web server. You can also change server choice on the WebBoard Administrator's menu. If you change the server type, you must restart WebBoard for the change to take effect.

The remainder of the General tab covers items specific to using an external web server with WebBoard:

#### **Script path**

Identifies the URL for the Windows CGI or ISAPI script location. This path is used in building the URL for reaching WebBoard. This entry is determined during setup, based on the type of web server and location of the Windows CGI or ISAPI script directory you provided. If you change either of these locations for WebBoard, you may also need to update the URL in this field. See Table 3-2 for specific information. Note that you can't change the entry in this field when the internal web server is selected.

#### **Script name**

Identifies the name of the Windows CGI program or ISAPI script for running WebBoard. This name is used in building the URL for reaching WebBoard. This entry is determined during setup, based on the type of web server you selected. If you change the web server type, you may also need to update the name in this field. See Table 3-2 for specific information. Note that you can't change the entry in this field when the internal web server is selected.

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**Image path**

Identifies the URL path to the WebBoard images location. This path is used for sourcing images into WebBoard HTML documents. This entry is determined during setup, based on the type of web server you selected. If you change the web server type, you may also need to update the path in this field. See Table 3-3 for specific information. Note that you can't change the entry in this field when the internal web server is selected.

**Example URL to WebBoard script**

Displays a sample URL for reaching WebBoard using the type of web server specified and the script path and name from the preceding fields. See Table 3-1 for more information. Note that you must include a board alias at the end of the URL example shown in this field, for example, *http://your.server.com/~boardalias*.

**Example URL to WebBoard images**

Displays a sample URL for reaching WebBoard's images based on the proper mapping, as specified in the image-path field above. See Table 3-3 for more information.

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**Note**

When you make a change in WebBoard Properties, you must either click Apply or OK for the changes to take place. When WebBoard's configuration is updated, you hear the computer beep. If WebBoard is not running, you won't hear a beep, but the configuration is in effect the next time you start the program. If you change the script or image information, you may also need to stop and restart your web server and WebBoard.

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## Running WebBoard as a Service

You can elect to run WebBoard as a service rather than a desktop application under Windows 95 or Windows NT. The advantage of running WebBoard as a service is that it runs even when no one is logged on to the computer, a helpful feature if you run your WebBoard server 24 hours a day and don't want to leave an open account on an unattended computer. In addition, running WebBoard as a service allows it to restart automatically when the operating system reboots.

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**Note**

You can run WebBoard as a desktop application or service only if you are using WebBoard's built-in web server or one of the WebSite servers. The other external web servers all run as services and require that WebBoard also run as a service.

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To change WebBoard from a desktop application to a system service requires only a few quick steps. All the information the operating system needs is in place; you simply have to shut down WebBoard as an application, make one change in WebBoard Properties, and start it up again as a service as described in these steps:

1. Close WebBoard if it is running.
2. Open WebBoard Properties and display the General tab.
3. From the Run Mode list, select System service (hidden, tray, or minimized).
4. Close WebBoard Properties.
5. Under Windows 95, start the WebBoard server and the WebBoard SMTP server from the WebBoard Start menu folder. WebBoard is now running as a service.
6. Under Windows NT, you must complete some additional steps. From the Windows NT Control Panel, open Services.
7. Scroll through the listed services until you come to the WebBoard entries (see Figure 3-4).
8. Highlight WebBoard Conference Server and click Start. Services starts the WebBoard server.
9. Highlight WebBoard Mail Server and click Start. Services starts the WebBoard SMTP mail server.

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**Note**

To return WebBoard to a desktop application, simply stop the service, reset the Run mode in WebBoard Properties, and start WebBoard as an application.

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## For More Help

Several sources of help are available to WebBoard users, including the following:

- This book, *Conferencing with WebBoard*
- WebBoard Online Help
- WebBoard Central (<http://webboard.ora.com/>) and O'Reilly Software Online (<http://software.ora.com/>)
- WebBoard Technical Support

## Getting the Most Out of This Book

*Conferencing with WebBoard* provides comprehensive instructions for installing, administering, and using WebBoard. This book takes a task-oriented approach,

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presenting as much procedural material as possible in a real-life, hands-on manner. The numerous tutorials give you an opportunity to practice the skills you need for building and maintaining a successful web-conferencing system. We encourage you to work through the tutorials and apply the steps to your own specific web.

In addition, we've included scenarios for how your WebBoard can be made practical and useful to others. Helpful hints, ideas for using WebBoard, and notes for avoiding difficulties are scattered throughout the book. And don't overlook the appendixes, which include valuable reference and troubleshooting material. For example, if you're having problems with WebBoard, first consult Appendix B, *Troubleshooting Tips*.

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**Tip**

If you would like to read more about web servers in general, we recommend *Building Your Own WebSite*, from O'Reilly & Associates, which comes with a full copy of WebSite 1.1. See <http://software.oreilly.com> for more information.

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## Using Online Help

WebBoard comes with complete online help available through either a menu item or a hyperlink. The WebBoard online help gives definitions and specific procedures regarding the current application. You can also modify WebBoard help (which are HTML files) to provide specific information to your users. Section III describes how to edit these files.

## Checking Out Web Resources

You should also regularly consult the web-based resources for news and information on WebBoard and other O'Reilly software products. WebBoard Central (<http://webboard.oreilly.com>) is the official O'Reilly Software site dedicated to supporting WebBoard. WebBoard Central provides product information, troubleshooting help, knowledge base, advice for particular implementations of WebBoard, ideas for new uses of WebBoard, sample HTML files, helpful utility programs, and opportunities to interact with the technical support staff and other WebBoard users through WebBoard conferences. In addition, WebBoard's Knowledge Base includes answers to many questions you may have about WebBoard.

We also recommend you visit O'Reilly Software's site, O'Reilly Software Online (<http://software.oreilly.com/>). From this page you can learn about other O'Reilly products as well as general news about O'Reilly's doings.

## Contacting Technical Support

If you've thoroughly investigated all the other sources for help and still need assistance, O'Reilly & Associates provides technical support on a per-incident basis or through annual technical support contracts. For per-incident support, call (707) 829-0515 between 7:00 A.M. and 5:00 P.M. (Pacific Time); please have your credit card ready. For more information or to set up an annual tech support contract, call O'Reilly Customer Service at (800) 998-9938 or send email to [webboard@oreilly.com](mailto:webboard@oreilly.com). Technical support options are also described at O'Reilly Software Online.