

WebIAP Client - Technical Details & Troubleshooting

The web version of the IAP software, WebIAP, uses ActiveX plug-in technology to achieve a virtually identical user interface to the PC version. Because WebIAP uses ActiveX technology, the application will only run in an Internet Explorer browser. The three Active X controls that are required to run the WebIAP are as follows:

EonDownloadCenter Class, GUID:{A326EB76-4AC1-4295-B0CC-59BFB5B4200E}, located in ceondownloadcenter.dll, installed by default to C:\Program Files\Incident Action Plan\WebIAP.

EonUISpace Class, GUID:{650BD90A-FC66-4302-894D-861AD9527010}, located in weblibrary.dll, installed by default to C:\Program Files\Incident Action Plan\WebIAP.

EonObject Class, GUID: {8BBF82F4-87E6-4523-B3D5-25F547A6966D}, located in weblibrary.dll, installed by default to C:\Program Files\Incident Action Plan\WebIAP.

In addition to the three Active X controls used to run the WebIAP, there are a few additional Active X controls used within the IAP software by both the PC and web based versions. These additional Active X controls are the TX Text control, the VSpell spell check and thesaurus controls, and the ActiveID webcam picture capture control. These controls are installed by default to appropriate subdirectories in the C:\Program Files\Incident Action Plan folder. These controls, along with the two required Active X controls needed to run the WebIAP, are bundled together into one installation file, WebIAP_setupv2.exe. This file is approximately 7.5MB and can be easily downloaded and installed. When a user attempts to run the WebIAP, the application will check if the required three Active X controls are installed, registered, and the current version. If they are not, the user will be redirected to the plug-in download web page. A user must have the appropriate administrative rights to be able to install and register all plug-ins.

Below is a list of all files installed and their default locations:

C:

\Program Files

\Incident Action Plan

\ActiveID

ActiveID.ocx

\TXText

Tx4ole.ocx

Ic32.dll

Tx32.dll

Tx_css.dll

Tx_html32.dll

Tx_pdf.dll

Tx_rtf32.dll

Tx_word.dll

Tx_xml.dll

Txobj32.dll

Txtls32.dll

Wndtls32.dll

Ic32.ini

Tx4ole.dep

Tx_bmp32.flr

Tx_jpg32.flr

Tx_png32.flr

Tx_tif32.flr

Tx_wmf32.flr

\WebIAP

Ceondownloadcenter.dll

Weblibrary.dll

\<WinSysDir>

Spell8.ocx

Thes8.ocx

Vssp_ae.dct

Vsth_ae.the

\<Fonts>

Fre3of9x.ttf

Free3of9.ttf

In addition to downloading and installing the required plug-ins, the user should have read and write access to the "%APPDATA%" folder, typically c:\Documents and Settings\\Application Data. A folder is created in that directory called appeon\www1.iapsoftware.com_webiap and used to cache downloaded application files on the client PC to improve client side performance. Those files are only downloaded again if a newer version exists on the server.

Troubleshooting

- Has the plug-in installation (WebIAP_setupv2.exe) been downloaded and run? Does the user have the appropriate administrative rights to install new software and plug-ins?
- Do the plug-in files exist on the PC? Look in c:\program files\incident action plan. There should be subfolders called ActiveID, TXText and WebIAP. In the WebIAP folder, the 2 main plug-in files should exist and they are ceondownloadcenter.dll and weblibrary.dll.
- Are the plug-in files registered correctly? Check the registry by running regedit from the Start – Run command. Use the find feature (Edit – Find) to find the registry values. You should find the following:

Below are the keys for ceondownloadcenter.dll:

- HKEY_CLASSES_ROOT\CLSID\{A326EB76-4AC1-4295-B0CC-59BFB5B4200E} -- (Note: the InprocServer32 key should have a default value that points to the location of the ceondownloadcenter.dll and the Version key should have a value of 5.1.0306.00. This is for the EonDownloadCenter registry entries below.)
- HKEY_CLASSES_ROOT\CLSID\{86D7A3C6-3F8D-4354-8EA3-D1051137A6EE} -- (Note: the InprocServer32 key should have a default value that points to the location of the ceondownloadcenter.dll and the Version key should have a value of 5.1.0306.00. This is for the DownloadService registry entries below.)
- HKEY_CLASSES_ROOT\CEonDownloadCenter.DownloadService
- HKEY_CLASSES_ROOT\CEonDownloadCenter.DownloadService.1
- HKEY_CLASSES_ROOT\CEonDownloadCenter.EonDownloadCenter
- HKEY_CLASSES_ROOT\CEonDownloadCenter.EonDownloadCenter.1
- HKEY_CLASSES_ROOT\TypeLib\{C608055F-828E-47C3-9AF6-CB029AE5715E}

Below are the keys for weblibrary.dll:

- HKEY_CLASSES_ROOT\CLSID\{650BD90A-FC66-4302-894D-861AD9527010} -- (Note: the InprocServer32 key should have a default value that points to the location of the weblibrary.dll and the Version key should have a value of 5.1.0306.00. This is for the Weblibrary50.EonUISpace registry entries below.)
- HKEY_CLASSES_ROOT\CLSID\{8BBF82F4-87E6-4523-B3D5-25F547A6966D} -- (Note: the InprocServer32 key should have a default value that points to the location of the weblibrary.dll and the Version key should have a value of 5.1.0306.00. This is for the Weblibrary50.EonObject registry entries below.)
- HKEY_CLASSES_ROOT\Weblibrary50.EonUISpace
- HKEY_CLASSES_ROOT\Weblibrary50.EonUISpace.1
- HKEY_CLASSES_ROOT\Weblibrary50.EonObject
- HKEY_CLASSES_ROOT\Weblibrary50.EonObject.1
- HKEY_CLASSES_ROOT\TypeLib\{D2F1AFE0-8CD0-4A23-BFD7-F40A382CCBF6}

There are additional duplicate keys in HKEY_LOCAL_MACHINE, but they should match the values above.

- Check the permissions on the files and registry values to determine if the appropriate users or user groups have authority to read and use the files. To do this, right click on the file weblibrary.dll, go to the Security tab, and press the Advanced button. View the Owner tab and see who the owner is and possibly change that to Administrator. Also, view the permissions and see if all users can read and execute the file. If that does not solve the problem, view the registry keys above and right click on those to view/edit the permissions.
- Check that the main plug-in's are enabled in Internet Explorer. From the IE menu, select Tools – Internet Options. On the Programs tab of the Internet Options window is a button labeled "Manage add-ons". Press this button and in the window that appears, look for add-ons that begin with "Eon". There should be 2 or 3 of them (EonDownloadCenter Class, EonObject Class, EonUISpace Class) and they should all be enabled. If they are disabled, it is likely that IE prompted the user if it was OK to load the control and the user pressed the No button. If they are disabled, highlight them and press the Enable button.
- Check to see if the security level of IE is set too high. Click the Tools menu | Internet Options | Security tab. Select the appropriate Web content zone. Click the Custom Level... button. Make sure the following settings are enabled:
 - A. Allow previously unused ActiveX controls to run without prompt (if using Internet Explorer 7)
 - B. Download signed ActiveX controls (or Download unsigned ActiveX controls in Windows XP)
 - C. Initialize and script ActiveX controls not marked as safe (set to Prompt)
 - D. Run ActiveX controls and plug-Ins
 - E. Script ActiveX controls marked safe for scripting
 - F. Active scripting
 - G. File download
- Check to see if the websites, http://*.iapsoftware.com and https://*.iapsoftware.com (or http://*.iapsoftware.com), are listed as trusted sites. Click the Tools menu | Internet Options | Security tab. Select Trusted Sites to see if the websites are listed. Select Restricted Sites to be sure they are not listed as restricted sites. If the sites are not listed as trusted sites, add them to the list of trusted sites. To add the non-SSL site, you will need to uncheck the "Require sever verification (https:) for all sites in this zone" option.
- Check to see if IE advanced settings are incorrect. Click the Tools menu | Internet Options | Advanced tab. Verify "Use HTTP 1.1 through proxy connections" and "Send UTF-8 URLs" are enabled/checked.
- If running IE 7 under Windows Vista, it is recommended that the website be added to the list of trusted sites. If that cannot be done, click the Tools menu | Internet Options | Security tab and disable/uncheck the "Enable Protected Mode" option. Also, click the Custom Level... button and enable the "Allow Previously unused ActiveX control to run without prompting".