



Full installation guide for EasiShare

Guide to install and configure EasiShare

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Revision 1.5

Table of Contents

Overview.....	3
System Requirements	3
Install EasiShare.....	5
Install EasiShare Database	7
Create and Configure SQL Account for EasiShare Database	10
Configure EasiShare Database Connection & Service Account.....	12
Configure Other Settings.....	17
Activate EasiShare.....	20
Annex 1	21
Annex 1.1 – CAWS Configuration	22
Annex 1.2 – CAWeb Configuration.....	25
Annex 1.3 – ESWs Configuration	26
Annex 1.6 – Email Service Configuration.....	30
Annex 1.7 – Relay Service Configuration.....	31
Annex 1.8 – User Portal Configuration	32
Annex 2 - Troubleshooting.....	33
Annex 3 - FAQ	34

Overview

This guide will provide instructions to install and configure Backend Services. This include web service, relay service, email service, database, CA Web, Download Portal and Upload Portal.

System Requirements

Ensure you have the following information and equipment ready as these are required for installation:

Mandatory requirements

- An EasiShare server with
 - At least 2 virtual cpu core
 - 4GB of RAM
 - 100 GB of available disk space
 - Microsoft Server 2008 R2 or 2012 R2 Standard edition
 - Microsoft .NET Framework 4.5.1
 - Microsoft Internet Information Service 7.5
 - Internet connect
 - Join to Active Directory domain
 - Connect to Microsoft SQL Server
 - A local administrator account for installation
 - An AD service account with password expiry set to false
- A Microsoft SQL Server with
 - Microsoft Windows Server 2008 R2 or 2012 R2 Standard
 - Microsoft Server 2008 R2 or 2012 R2 Standard
 - Microsoft SQL Management Studio
 - SQL account with sysadmin role
- EasiShare installer
- EasiShare Product Key
- SMTP account

Optional requirements

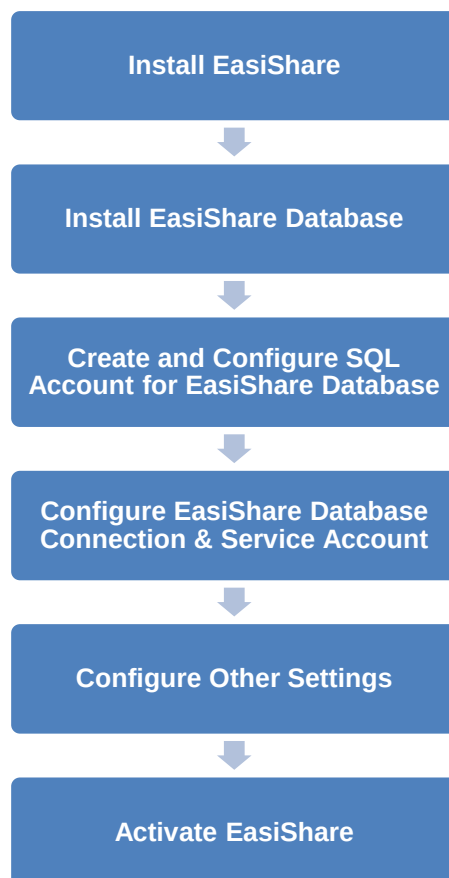
- SSL Certificate

Installation Process

After ensuring that you have met all system requirements as detailed in the overview, you may run the EasiShare installation package. A window with the EasiShare Setup Wizard will appear promptly and assist you with the installation process.

Next, you will be required to connect to the SQL Server to create an EasiShare Database through the Microsoft SQL Server Management Studio. Following this, you will also be required to create and configure your SQL account, as well as your EasiShare Database Connection and Service Account. Then, you will need to configure other settings for CAWS, CAWeb Portal, Email Service, Relay Service and Web Service.

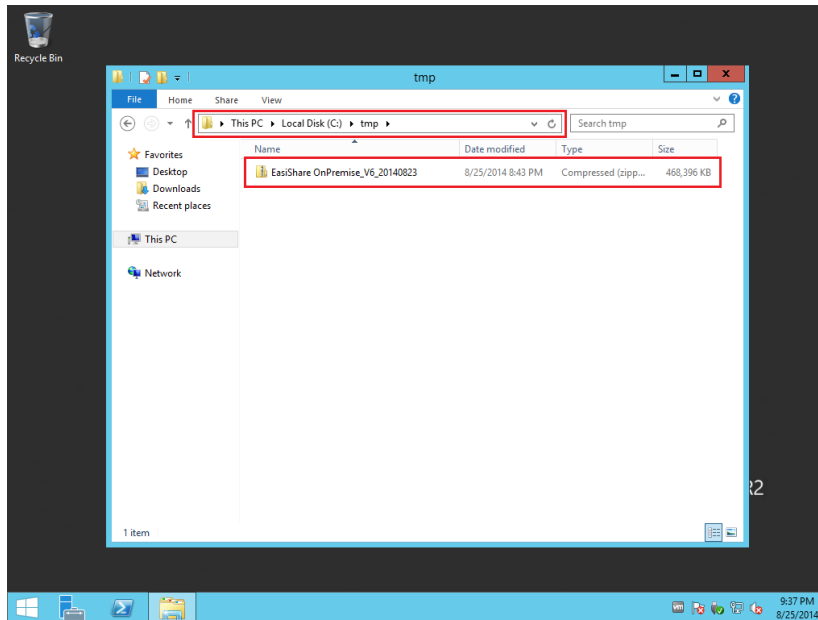
Once you have completed the configuration of EasiShare, the final step would be to activate EasiShare for use. The installation will then be complete.



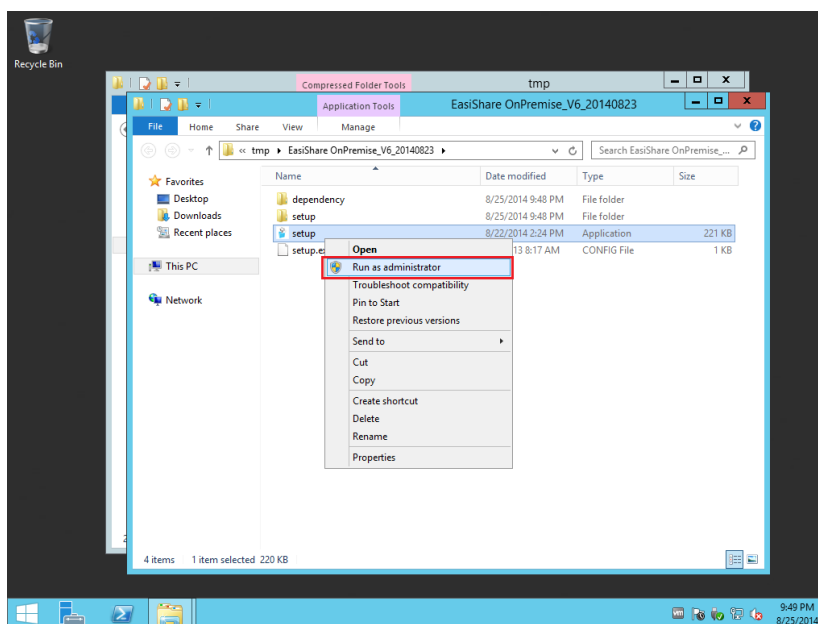
The installation process is outlined in six sections. Please refer to the respective sections for a detailed step-by-step guide to install EasiShare on your desktop seamlessly.

Install EasiShare

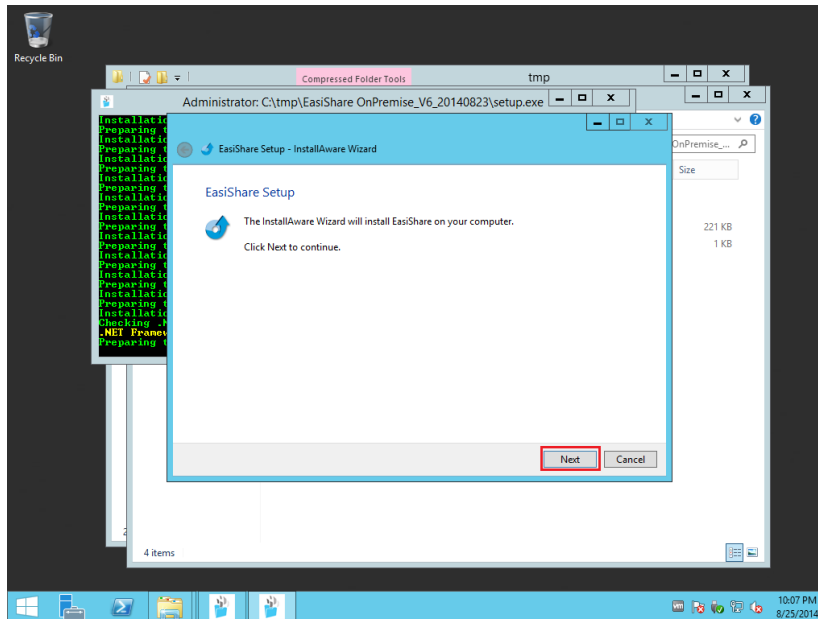
1. Connect or remote into EasiShare server.
2. Create a folder "tmp" in C drive root.
3. Copy EasiShare installation package into C:\tmp



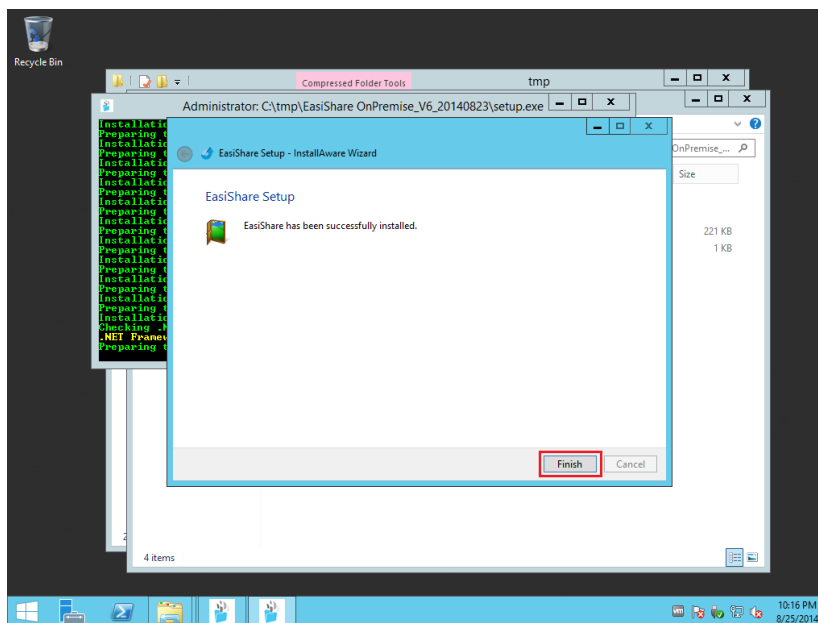
4. Right click on EasiShare installation package
 5. Select and click on **"Extract All..."**
 6. A window pop-up appeared, click on **Extract**.
 7. Double click on setup.exe to launch setup.
 8. Click on **"Run as administrator"**.
- NOTE :** Click no Run if the "Open File – Security Warning" pop-up



9. The setup will automatically check and install IIS component, wait for EasiShare Setup window appear and click on **Next** in EasiShare Setup Wizard.



10. **Scroll down** to read the license agreement and click on **Next**.
11. Click on **Next**.
12. Enter your name and company in the textbox provided and click on **Next**.
13. Select "All-In-One Single Server" and click on **Next**.
14. Leave the default path and click on **Next**.
15. Click on **Next** again to begin installing EasiShare components.
16. Click on **Finish** to close the EasiShare Setup Wizard.

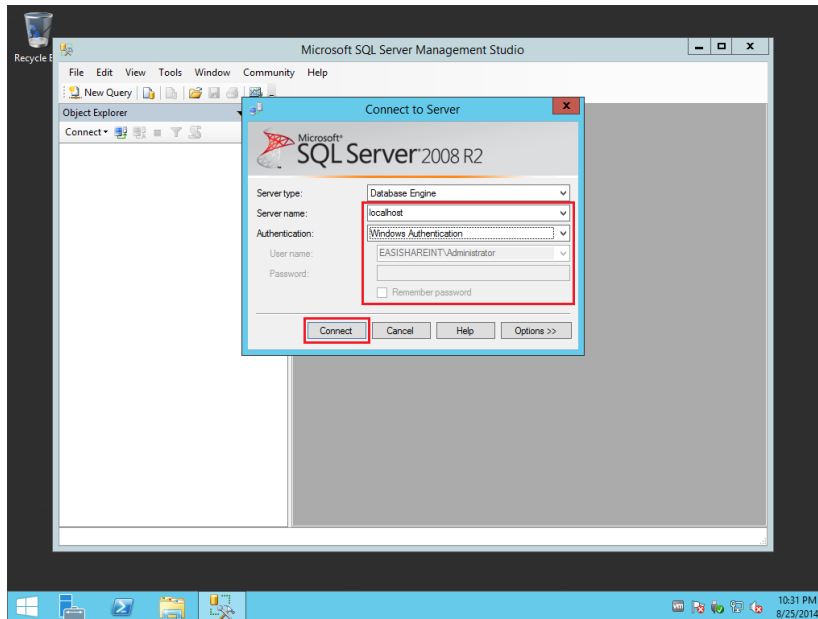


17. The setup window will be closed once setup is complete.

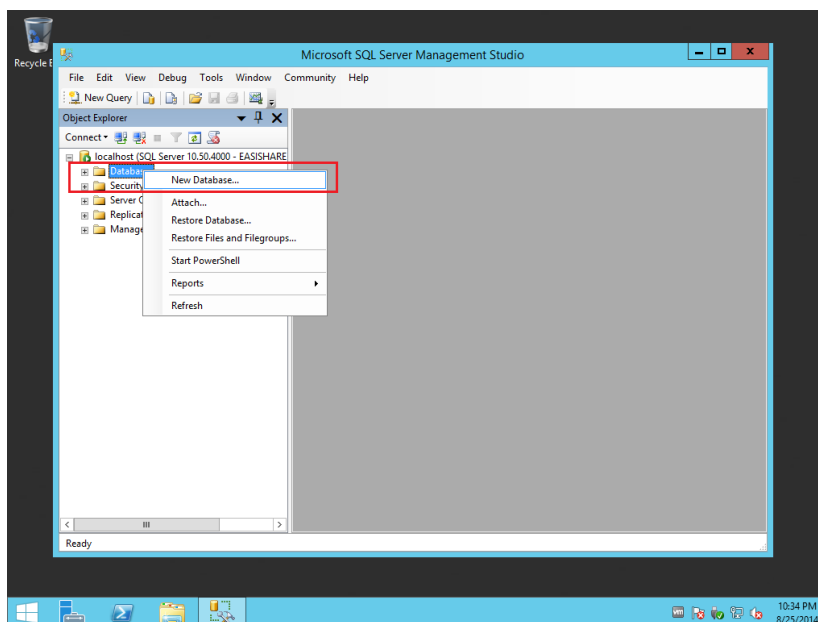
Install EasiShare Database

IMPORTANT : *Setting up of SQL Server is beyond the scope of this guide.*

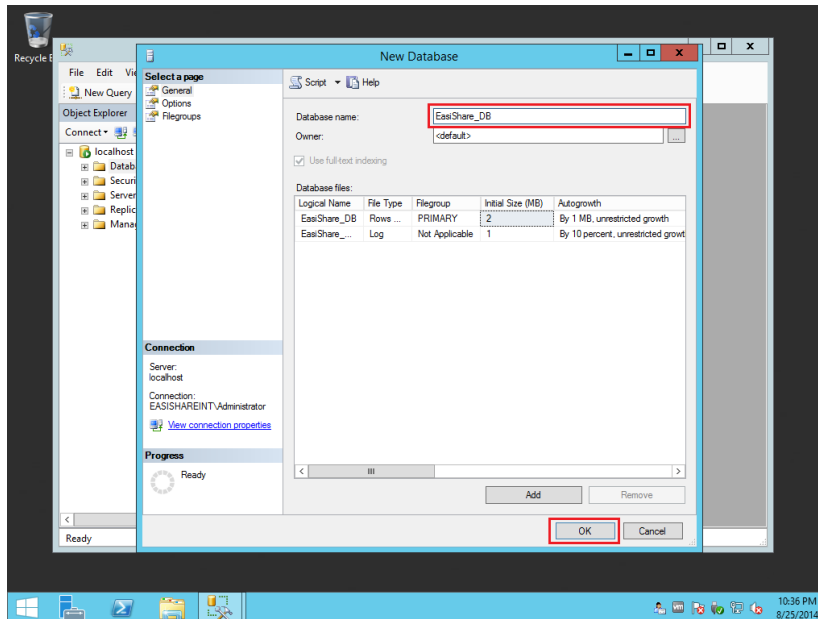
1. Remote into SQL Server and launch Microsoft SQL Server Management Studio.
2. Type in the SQL Server instance name.
3. Select the Authentication type. If it's SQL Authentication, then input the sysadmin username and password.
4. Click on **Connect**.



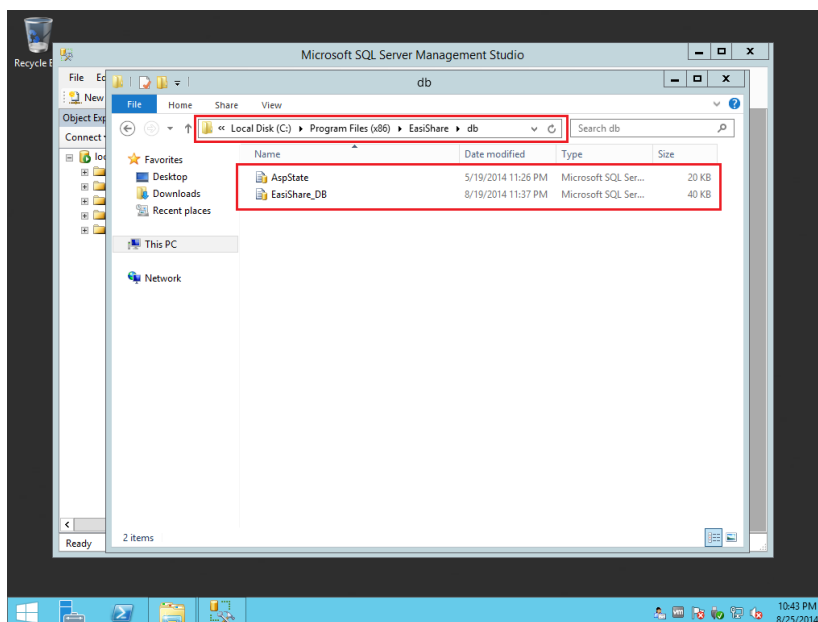
5. In Object Explorer window, right click on **Database**.
6. Click on **"New Database..."**



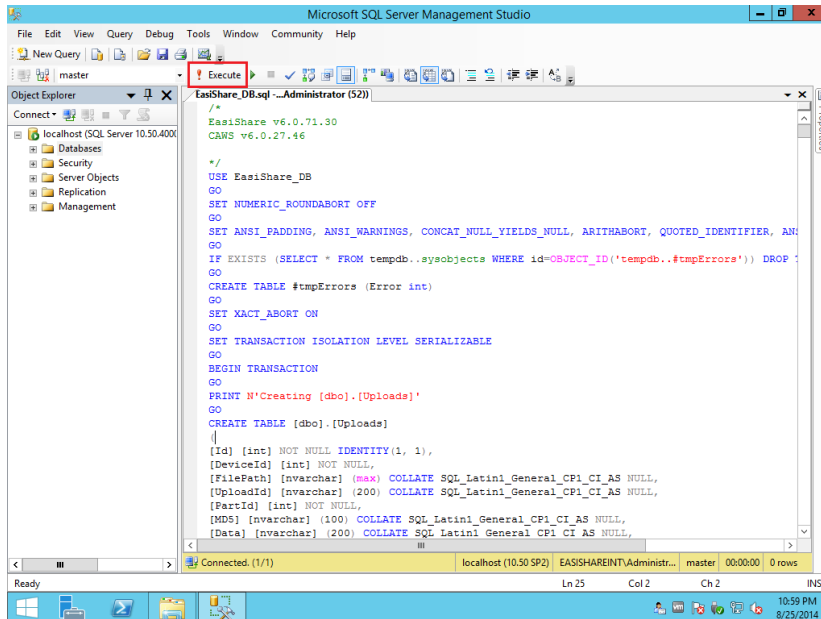
7. Type in “EasiShare_DB” as the database name.
8. Click on **OK** to create the database.



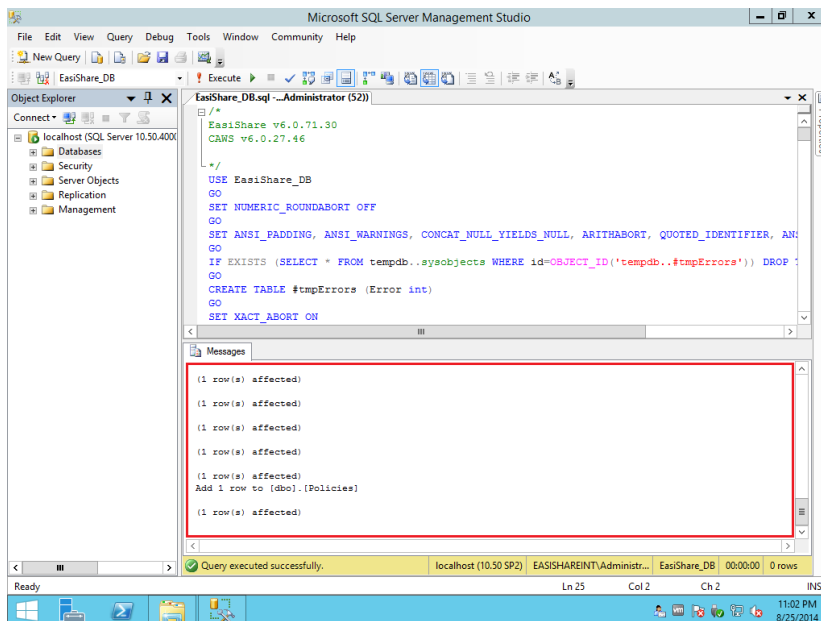
9. Copy the EasiShare database script from EasiShare server located in C:\Program Files (x86)\EasiShare\db to SQL Server.



10. Double click on EasiShare_DB.sql in SQL Server to open it in SQL Management Studio.
11. Click on **Execute** to create EasiShare database schema.



12. Scroll down on the result window and ensure there are no errors.



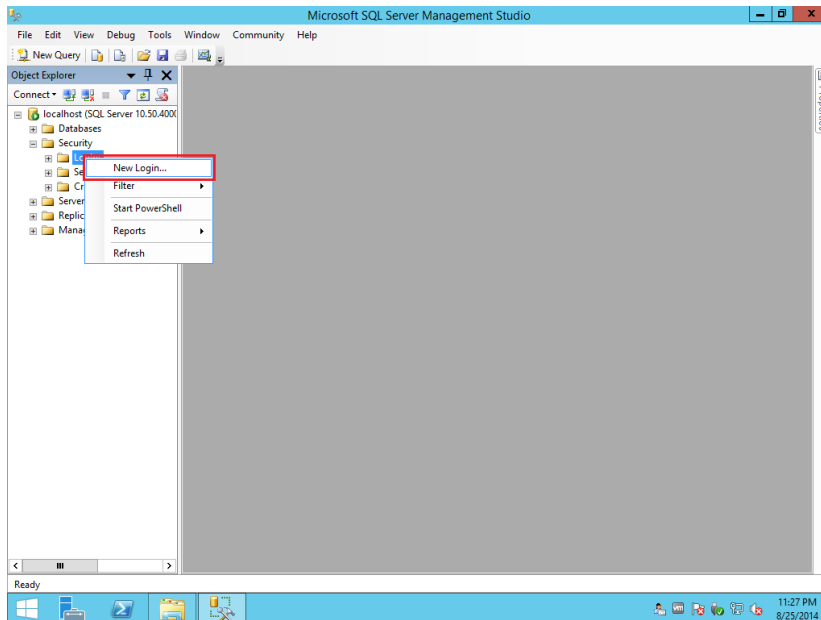
What should I do if an error occurs? Check the error message as it provides hints to the problem. Some of the common problems are

- You do not have the database created or the database that you have created is not named "EasiShare_DB".
- The logged on user in SQL Management Studio does not have sufficient permissions to EasiShare_DB database.
- You may have ran the database script more than once.

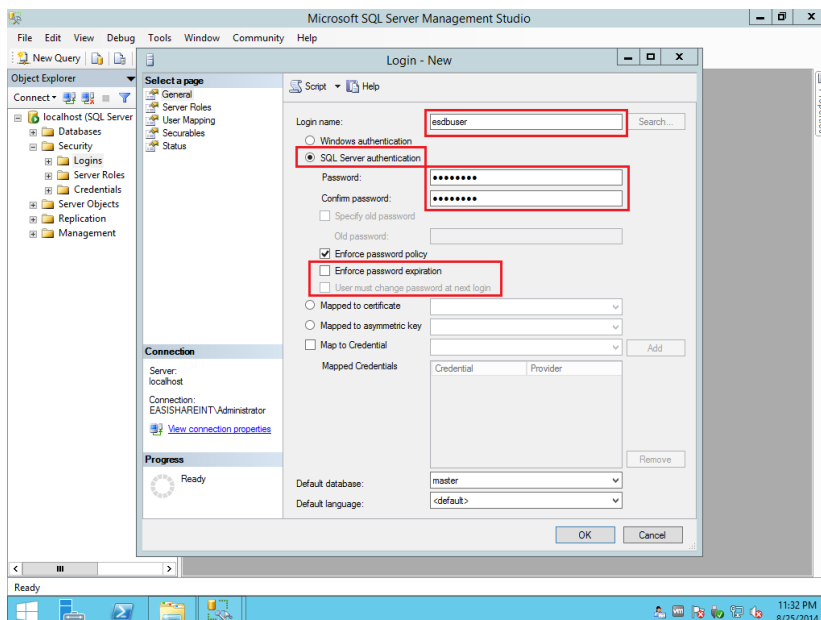
13. Close the query window.

Create and Configure SQL Account for EasiShare Database

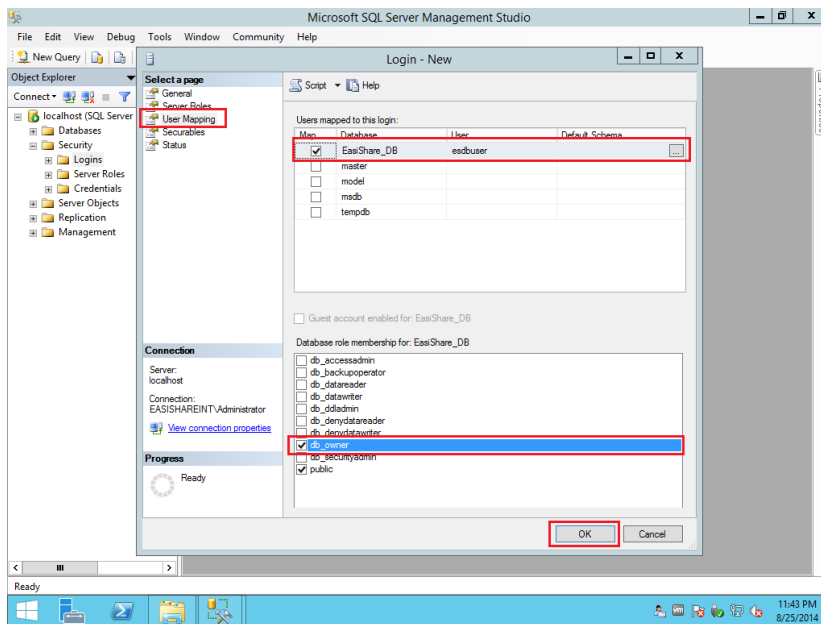
1. In Object Explorer, click on + to expand the tree view node on **Security**.
2. Right click on Login.
3. Click on **"New Login..."**



4. Select **SQL Server authentication**.
5. Key in the login name of the sql account. i.e. esdbuser
6. Key in the Password and Re-key in the password again to confirm the password.
7. Uncheck on **"Enforce Password expiration"** and **"User must change password at next login"**.

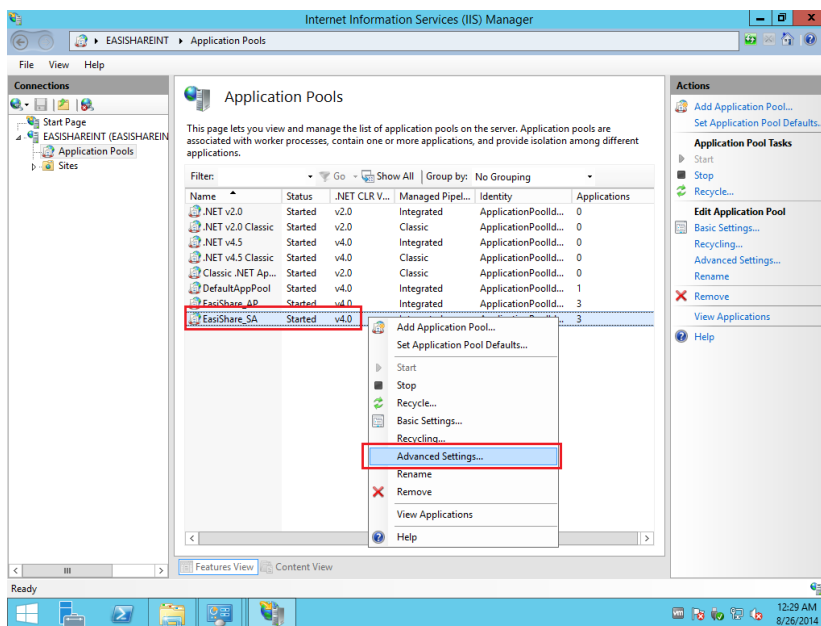


8. Click on User Mapping.
9. Select on **EasiShare_DB** by clicking on the checkbox.
10. Select on “**db_owner**” under the Database role membership.
11. Click on **OK** to complete.

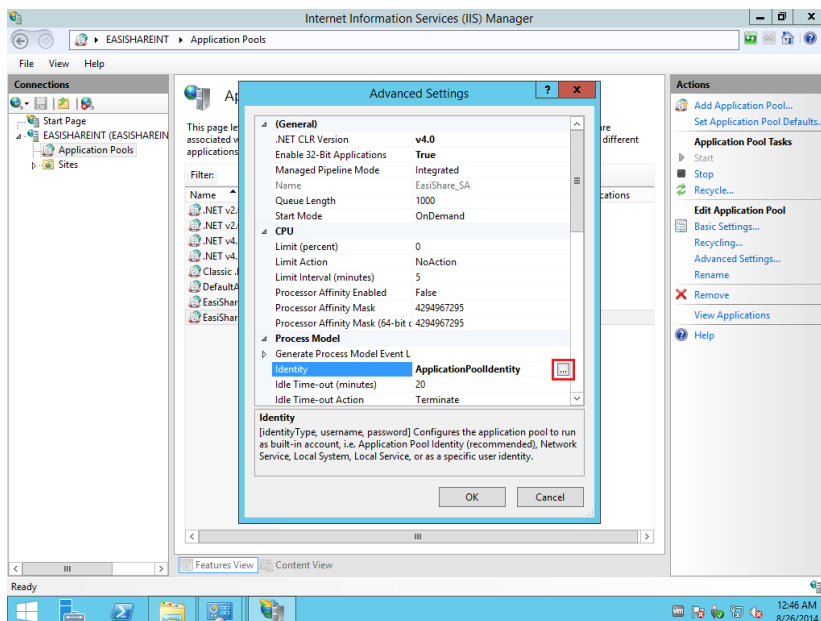


Configure EasiShare Database Connection & Service Account

1. Connect or remote into EasiShare server.
2. Launch IIS by clicking on **Control Panel -> Administrative Tools -> Internet Information Services (IIS) Manager**.
3. Under Connection, double click on the computer name. If a prompt pop-up to get Microsoft Web Platform, click **No** to skip.
4. Click on **Application Pools**.
5. Under Application Pools, right click on "EasiShare_SA".
6. Click on "Advanced Settings..."



7. Look for Identity and click on ... button.



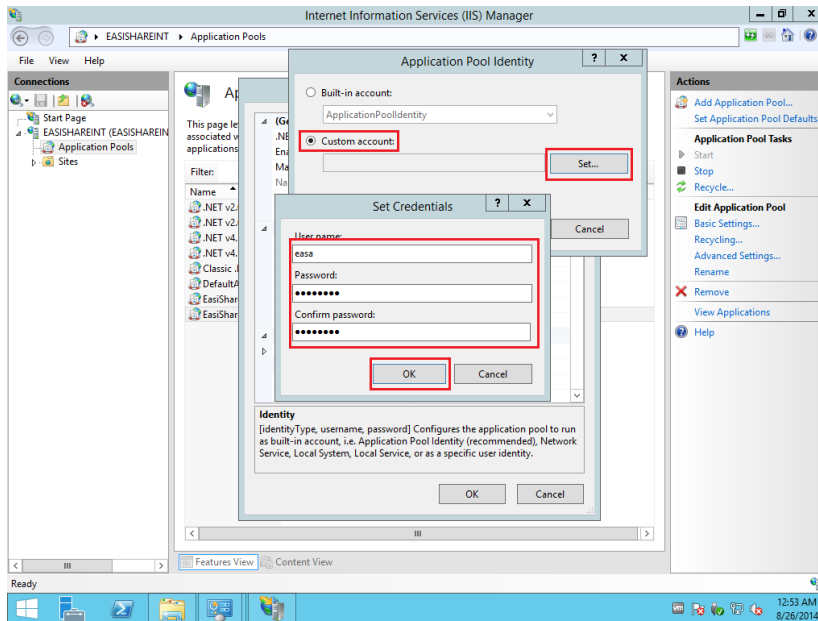
8. Select on "Custom account".
9. Click on **Set**.

10. Key in the EasiShare Service Account username and password, then re-key in the password again to confirm.

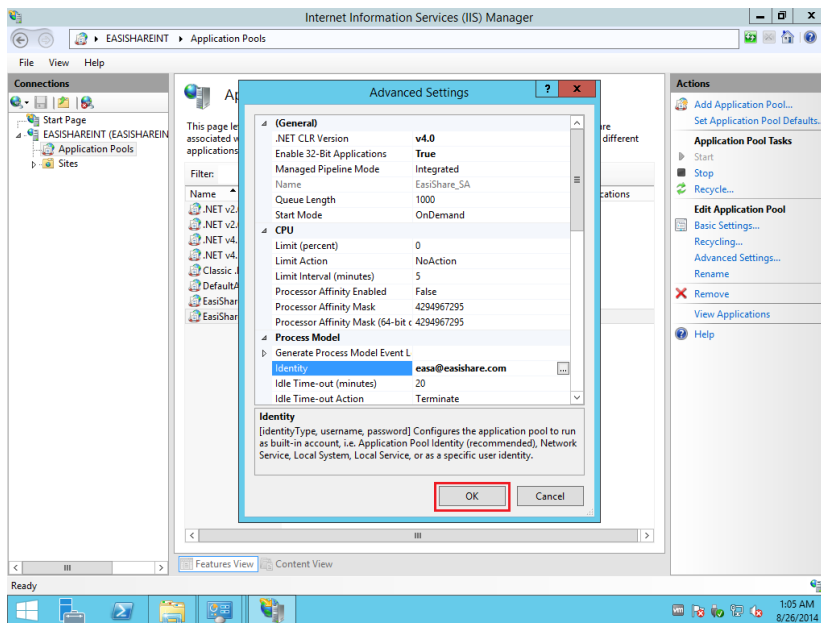
What is EasiShare Service Account?

An EasiShare Service Account is an AD user account which is used by EasiShare for impersonation during share. This account must not have password expiry set to true and should have read only access to CIFS or Sharepoint folder that were accessed by EasiShare users for the purpose of allowing internal or external share users to download the file/ folder.

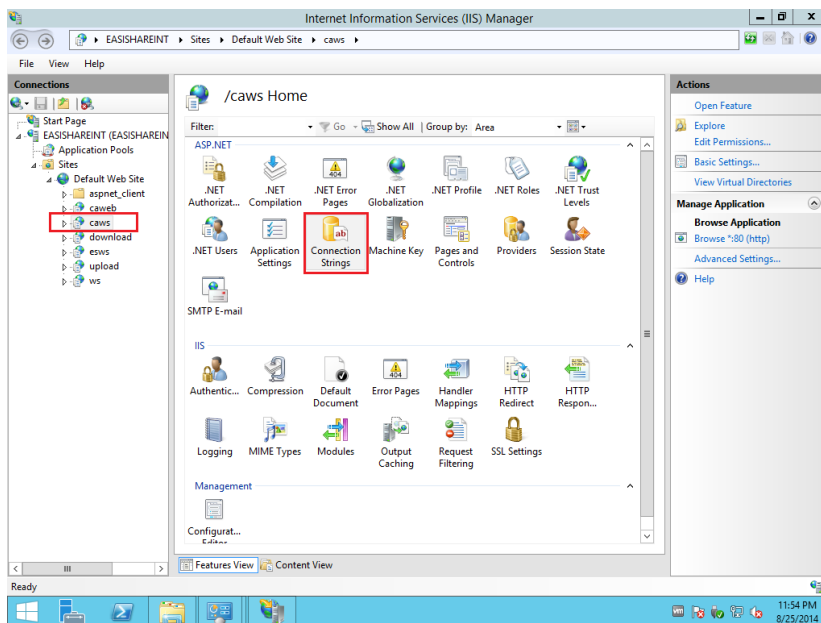
11. Click on **OK** to close the Set Credentials window.
12. Click on **OK** again to close Application Pool Identity window.



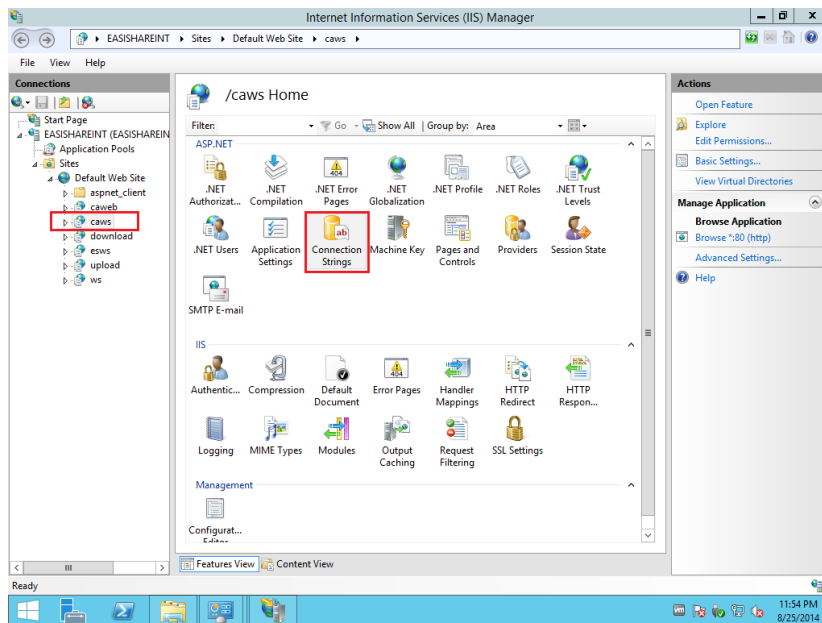
13. Click on **OK** to close Advanced Settings window.



14. Expand by clicking on **Sites -> Default Web Site -> caws**.



15. Double click on “Connection Strings”

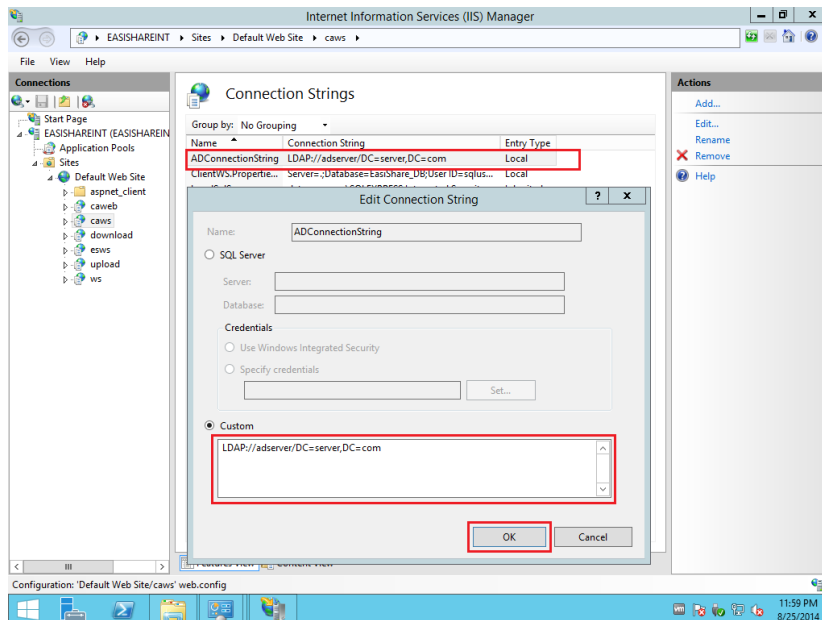


16. Double click on “ADConnectionString”.

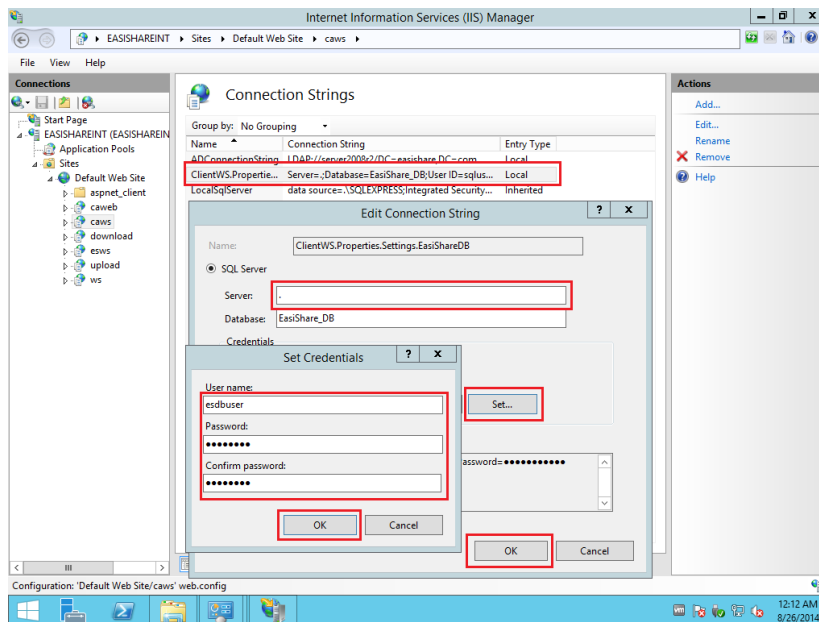
17. Update your AD info in the textbox provided. E.g if your AD computer name is DC01 and the domain name is easishare.com, the whole string should look like “LDAP://DC01/DC=easishare,DC=com”.

18. Click on **OK** to close.

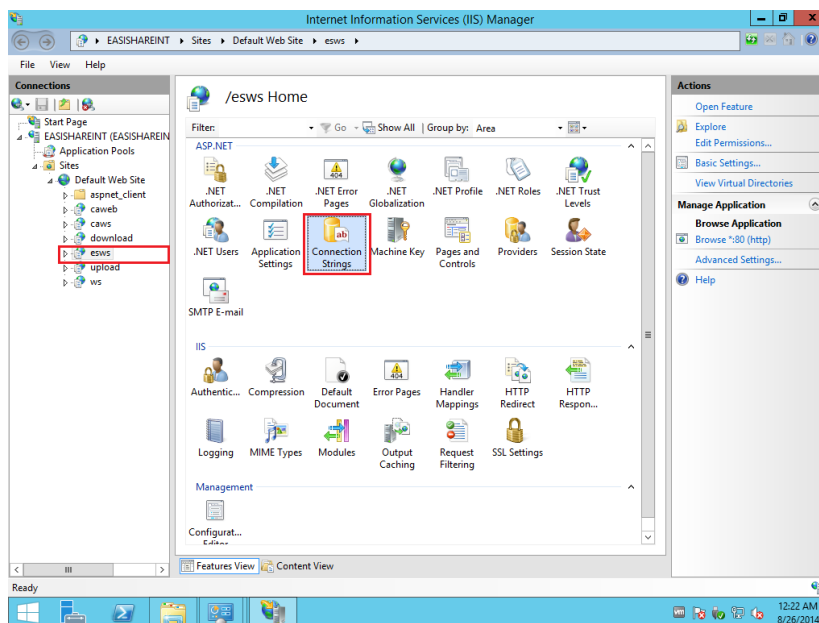
NOTE : To learn more about LDAP String, visit [here](#)



19. Double click on **"ClientWS.Properties.Settings.EasiShareDB"**.
20. Key in the Server Name.
21. Click on **Set** and key in the SQL account username and password which you have created earlier.
22. Click on **OK** to close the Set Credentials window.
23. Click on **OK** again to close Edit Connection String window.



24. Click on **esws** and double click on **Connection String**.



25. Repeat step 16 to 18 to configure the AD connection string.
26. Double click on **"EasiShareWS.Properties.Settings.EasiShareDB"**.
27. Repeat step 20 to 23 to configure the database connection string.

Configure Other Settings

IMPORTANT : Make sure you have install SSL certificate and configure IIS binding before starting the steps below. Guide to install SSL certificate is beyond the scope of this guide, but you can use the links provided to help you.

Generate Certificate Request

<http://www.entrust.net/knowledge-base/technote.cfm?tn=8156>

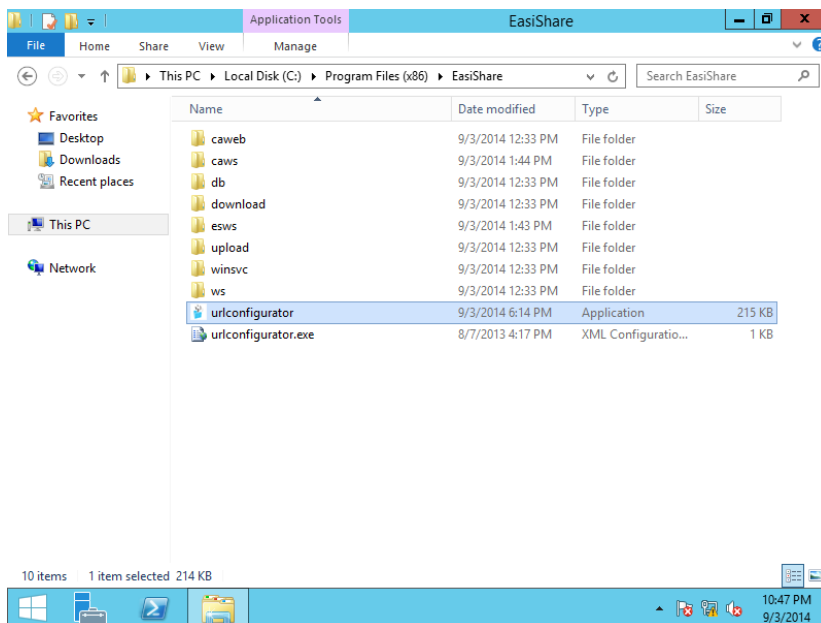
Purchase SSL Certificate

<http://www.entrust.net/ssl-certificates.htm>

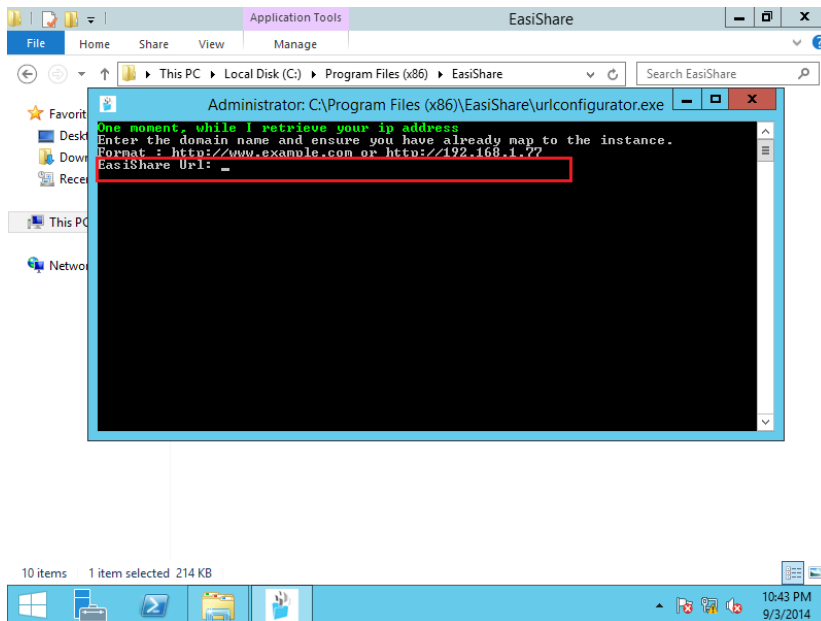
Install SSL Certificate

<http://www.entrust.net/ssl-technical/webserver.cfm>

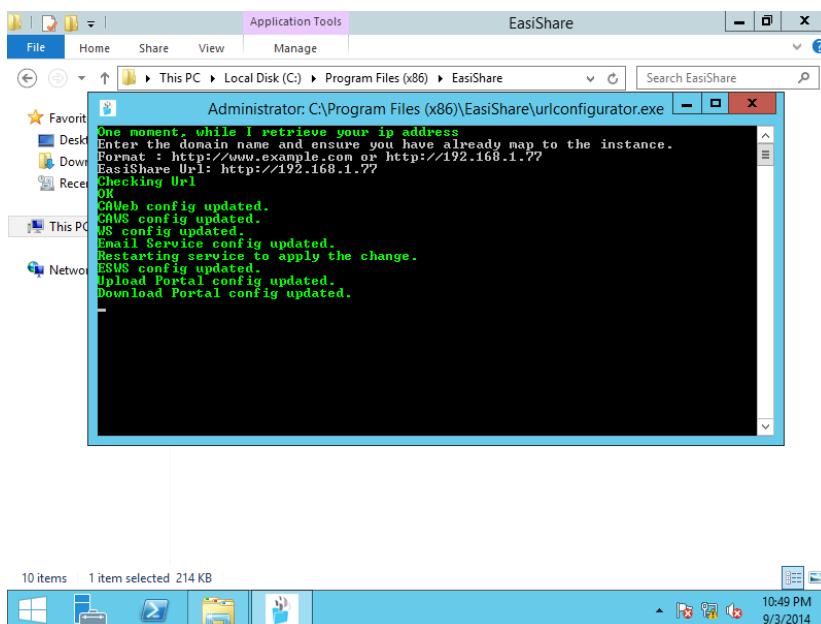
1. Start Window Explorer and navigate to “**C:\Program Files(x86)\EasiShare**”. Here you will find all the modules of EasiShare and each module is separated by different folder.
2. Double click on “**urlconfigurator.exe**” to run configurator.



- Configurator will launch and you will be prompted to input your EasiShare URL, which will either be the IP Address of your EasiShare server or domain name.

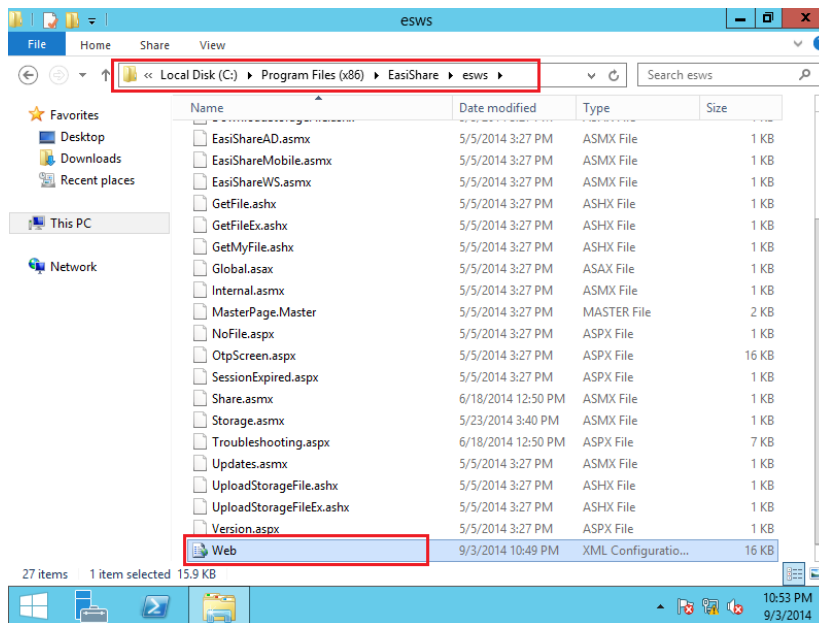


- You will see this prompt shortly, confirming the completion of the configuration for CAWS, CAWeb Download Portal, Upload Portal, Email Service, Relay Service and Web Service.

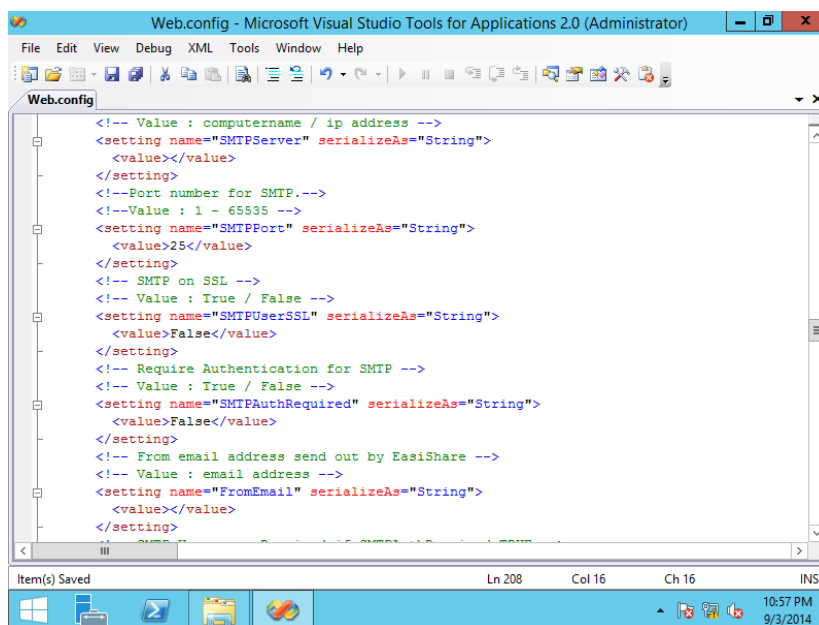


NOTE : The configurator helps to set-up the EasiShare URL and secret code in all modules, hence you do not need to open each config file and make changes individually. Some settings in ESWS will still require manual configuration.

5. Navigate into esws and double click on “**web.config**” to open the file.



6. Make the necessary changes for all mandatory settings. Refer to [Annex 1.3](#) for more details and [Annex 1](#) for information on settings that are mandatory.

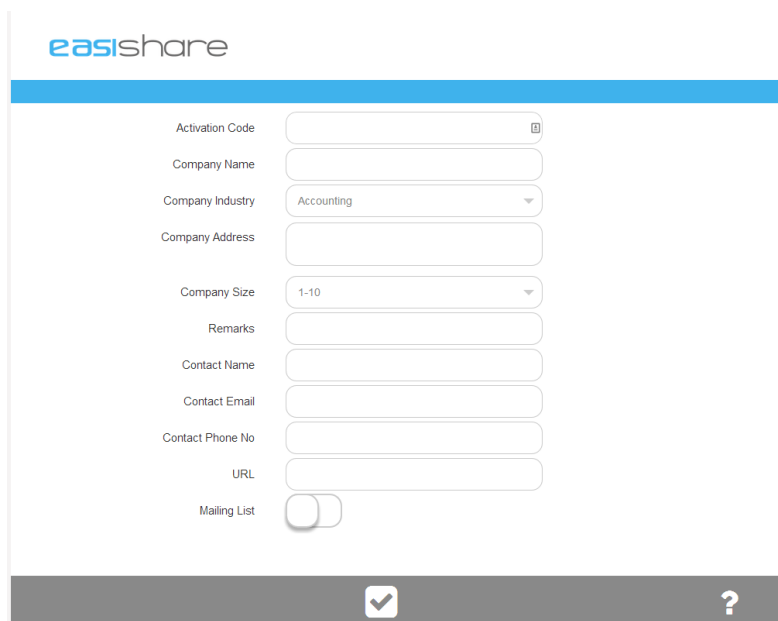


7. Save changes and navigate to another module.
8. Repeat steps 5 to 7.

Activate EasiShare

Once you have completed the configuration of EasiShare, the final step would be to activate EasiShare for use. Please follow the instructions below to activate EasiShare:

1. Launch Internet Explorer and key in the URL + /caweb. i.e if the URL that you have configured is <https://easishare.example.com> then key in <https://easishare.com/caweb>
2. Fill in the activation form and click on **Activate** (Tick icon).



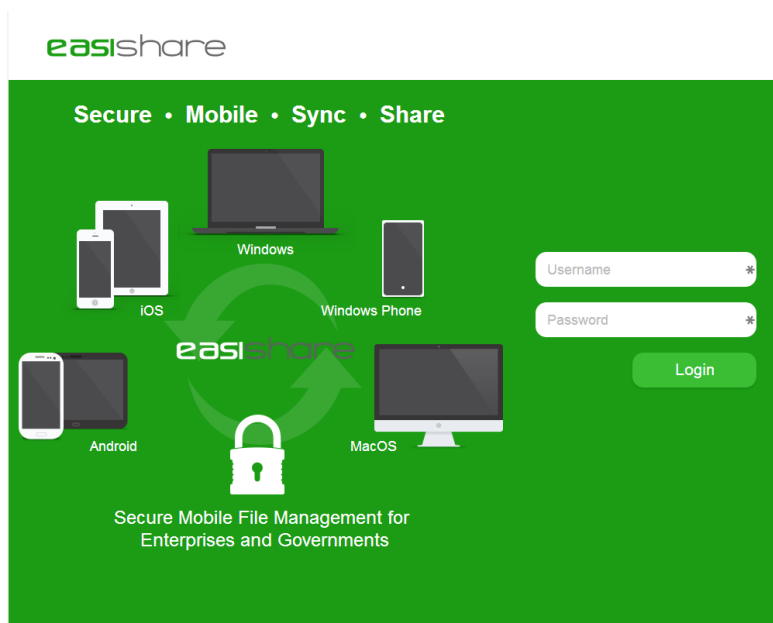
The activation form is titled 'easishare' and contains the following fields:

- Activation Code:
- Company Name:
- Company Industry:
- Company Address:
- Company Size:
- Remarks:
- Contact Name:
- Contact Email:
- Contact Phone No:
- URL:
- Mailing List: ☐

At the bottom of the form, there is a green checkmark icon and a question mark icon.

3. After the activation is successful, you will be redirected to the CA Web Logon page.
4. Key in your AD username and password to login.

NOTE : The first user who logs in after activating EasiShare will be the first admin in EasiShare. You can add more than one admins later on in User Management.



5. You have come to the end of the setup. Refer to the CAWeb User Guide to proceed from here.

Annex 1

This section and sub-section list the configuration file in each module and provide a description on each setting. Each setting is colour coded with one of these colours GREEN, YELLOW and RED, which will help you focus on the setting that are require by EasiShare.

EXAMPLE

1	Setting is mandatory. Failure to configure it will result in some or all modules to malfunction as the solution depends on these settings.
2	Setting is mandatory. Failure to configure it will result in some or all modules to malfunction as the solution depends on these settings. Can be configured in file or using urlconfigurator.
3	Setting is mandatory. Failure to configure it will result in some or all modules to malfunction as the solution depends on these settings. Can be configured in file or from IIS.
4	Optional setting that you should not change.
5	Setting that is used to handle compatibility issues or to enable some functionality.

Annex 1.1 – CAWS Configuration

The table below provides descriptions of the settings and recommended values for each of them in CAWS. The setting file is located in “C:\Program Files (x86)\EasiShare\caws\web.config”.

S/No	Description	Setting Name
1	Database connection setting for CAWS to connect to SQL Server. The setting can be configured in IIS or in this config file. 4 parameters are required to complete the configuration and they are; - SQL Server name - EasiShare database name - SQL account username - SQL Account password NOTE : Integrated Security mode is not supported.	<pre><add connectionString="Server=localhost;Database=EasiShare_DB;User ID=sqlusername;Password=sqlpassword" name="ClientWS.Properties.Settings.EasiShareDB" /></pre>
2	AD connection setting for CAWS to connect to Active Directory. The setting can be configured in IIS or in this config file. 2 parameters are required to complete the configuration and they are; - AD Computer Name - Domain name	<pre><add connectionString="LDAP://server2008r2/DC=easishare,DC=com" name="ADConnectionString" /></pre>
3	The level of logging in EasiShare log. Value are “PRODUCTION” and “DEBUG”. Recommended value is “PRODUCTION”, unless for troubleshooting.	<pre><setting name="LogDetailsLevel" serializeAs="String"> <value>PRODUCTION</value> </setting></pre>
4	Not in use. Set it to “False” and do not change.	<pre><setting name="PasswordExpire" serializeAs="String"> <value>False</value> </setting></pre>
5	The event log source name that is in Windows Event log. EasiShare log error in Windows event log using the event log source name configure here. Default is “CAWS” and recommended not to change the value. NOTE : You will need to register the event log source name in Windows registry if the value has changed. Run this command in windows command to register the source name <pre>eventcreate /ID 1 /L Application /T Information /SO CAWS /D "Created"</pre>	<pre><setting name="EventLogSource" serializeAs="String"> <value>CAWS</value> </setting></pre>
6	Not in use. Set it to “True” and do not change. Value are “True” or “False”.	<pre><setting name="OnPremiseMode" serializeAs="String"> <value>True</value> </setting></pre>
7	Impersonation type in EasiShare. Value are “Impersonation” or “Delegation”. Default is “Impersonation”. If you have trouble with login or sharing, switch to another value.	<pre><setting name="NASImpersonationLevel" serializeAs="String"> <value>Impersonation</value> </setting></pre>
8	Lagon type in EasiShare. Value are “NetworkClearText” or “Interactive” or “Network”. Default is “NetworkClearText”. If you have trouble with login or sharing, switch to another value. For more information on each type, click here.	<pre><setting name="NASLogonType" serializeAs="String"> <value>NetworkClearText</value> </setting></pre>

9	The number of records that will return in CA Web -> Import Users without keying in the OU. Instead of returning all users, it will return the count set here. Default value is 500 . If you encounter performance issue or no result return, try lowering the value.	<code><setting name="UserListADLimit" serializeAs="String"> <value>500</value> </setting></code>
10	The endpoint of EWS web service. In most cases, change http to https and replace localhost to the server ip address or domain name. i.e. If you are running https and domain name is easishare.com, "https://easishare.com/esws/"	<code><setting name="ClientWS_share_Share" serializeAs="String"> <value>http://localhost/esws/</value> </setting></code>
11	AD logon type. Value are " ValidateUser " or " LDAPCheck ". Default is " LDAPCheck " and if you have problems, switch to another value.	<code><setting name="ADAuthMethod" serializeAs="String"> <value>ValidateUser</value> </setting></code>
12	The time where caws will scan all drives and update the used capacity. Value in time and in 24 hours format. Default is " 02:00:00 ", which scan 2:00 AM daily. Scan will not run if " EnableReports " setting is set to " False "	<code><setting name="StorageScanTime" serializeAs="String"> <value>02:00:00</value> </setting></code>
13	Enable or disable scanning of drives and update the used capacity. Value are " True " or " False ". Default is " True " and time can be set in " StorageScanTime ". Set to " False " if all the storage is using NTFS permission.	<code><setting name="EnableReports" serializeAs="String"> <value>True</value> </setting></code>
14	The password to access shared setting value in esws web service. Value has to be the same as it is configured in esws config file.	<code><setting name="SecretPass" serializeAs="String"> <value><value> </setting></code>
15	User Management user creation type. Support Import User which import user from user in AD or Create User, which allow EasiShare administrator to create user from CA Web and create in AD. Default is "ImportUser" NOTE : Additional configuration is required on EasiShare Service Account in order for Create User to work. Please ensure the EasiShare Service Account is delegated with create OU and User rights.	<code><setting name="UserCreationType" serializeAs="String"> <value>ImportUser</value> </setting></code>
16	Enable or disable forget password link. Value are " True " or " False ". Default is " False " NOTE : Additional configuration is required on EasiShare Service Account in order for Forget Password link to work. Please ensure the EasiShare Service Account is delegated with Password reset rights.	<code><setting name="ForgetPassword" serializeAs="String"> <value>False</value> </setting></code>
17	Enable or disable Registered User. Value are " True " or " False ". Default is " False " NOTE : To enable 100% Registered User mode, create a file with filename "nonad.config" in CAWS application bin folder. You will need to configure the same in EWS.	<code><setting name="EnableRegisteredUsers" serializeAs="String"> <value>False</value> </setting></code>

18	Enable or disable Registered User as Admin. Value are “True” or “False”. Default is “False” NOTE : Work together with EnableRegisteredUsers, if the setting is set to false. This will not have any effect.	<pre><setting name="AllowRegisteredBeAdmin" serializeAs="String"> <value>False</value> </setting></pre>
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Annex 1.2 – CAWeb Configuration

The table below provides descriptions of the setting and recommended values for each of them in CAWeb. The setting file is located in “C:\Program Files (x86)\EasiShare\caweb\web.config”.

S/No	Description	Setting Name
1	The event log source name that is in Windows Event log. EasiShare log error in Windows event log using the event log source name configured here. Default is “CAWS” and it is recommended not to change the value. NOTE : You will need to register the event log source name in Windows registry if the value have changed. Run this command in windows command to register the source name <i>eventcreate /ID 1 /L Application /T Information /SO CAWS /D “Created”</i>	<pre><setting name="EventLogSource" serializeAs="String"> <value>CAWeb</value> </setting></pre>
2	The endpoint of CAWS web service. In most cases, change http to https and replace localhost to the server ip address or domain name. i.e. If you are running https and domain name is easishare.com, “https://easishare.com/caws/client.asmx”	<pre><setting name="CAPortal_ClientWS_Client" serializeAs="String"> <value>http://localhost/caws/client.asmx</value> </setting></pre>

Annex 1.3 – ESWs Configuration

The table below provides descriptions of the settings and recommended values for each of them in esws web service. The setting file is located in "C:\Program Files (x86)\EasiShare\esws\web.config".

S/No	Description	Setting Name
1	Database connection setting for CAWS to connect to SQL Server. The setting can be configured in IIS or in this config file. 4 parameters are required to complete the configuration and they are; - SQL Server name - EasiShare database name - SQL account username - SQL Account password NOTE : Integrated Security mode is not supported.	<pre><add connectionString="Server=localhost;Database=EasiShare_DB;User ID=sqlusername;Password=sqlpassword " name="EasiShareWS.Properties.Settings.EasiShareDB" providerName="System.Data.SqlClient" /></pre>
2	The event log source name that is in Windows Event log. EasiShare log error in Windows event log using the event log source name configure here. Default is "ESWEBSERVICE" and recommended not to change the value. NOTE : You will need to register the event log source name in Windows registry if the value have changed. Run this command in windows command to register the source name <pre>eventcreate /ID 1 /L Application /T Information /SO ESWBESERVICE /D "Created"</pre>	<pre><setting name="EventLogSource" serializeAs="String"> <value>ESWEBSERVICE</value> </setting></pre>
3	The level of logging in EasiShare log. Value are "PRODUCTION" and "DEBUG". Recommended value is "PRODUCTION", unless for troubleshooting.	<pre><setting name="LogDetailsLevel" serializeAs="String"> <value>PRODUCTION</value> </setting></pre>
4	SMTP mail server to send email.	<pre><setting name="SMTPServer" serializeAs="String"> <value></value> </setting></pre>
5	SMTP mail server port number to send email. Typically it is 25 or 587 for SSL. Change setting name SMTPUserSSL to "True" if SSL used.	<pre><setting name="SMTPPort" serializeAs="String"> <value>25</value> </setting></pre>
6	Set this to "True" if SMTP server connection is using SSL. Values are "True" or "False".	<pre><setting name="SMTPUserSSL" serializeAs="String"> <value>>false</value> </setting></pre>
7	Authentication required to send email. Set it to "True" if required and update the setting name FromEmail, SMTPUserName and EmailDisplayName with the login ID. Password set in setting name SMTPPassword. Value are "True" or "False".	<pre><setting name="SMTPAuthRequired" serializeAs="String"> <value>>false</value> </setting></pre>
8	The sender email address and typically should be the same value as setting name SMTPUsername. If SMTP server does not require authentication, it will be noreply@youremaildomain.	<pre><setting name="FromEmail" serializeAs="String"> <value></value> </setting></pre>
9	This is required if SMTP server requires authentication. It will be the email address, while for some case it could be some other value. i.e. AWS SNS uses Access Key as the username.	<pre><setting name="SMTPUsername" serializeAs="String"> <value></value></pre>

		</setting>
10	This is required if SMTP server requires authentication. It will be the password for the setting name SMTPUsername.	<setting name="SMTPPassword" serializeAs="String"> <value></value> </setting>
11	Does not work on some SMTP server. By setting to "True", email will be sent on behalf of the sender email address and when recipient reply it will reflect the sender email address instead of the email address in setting name FromEmail. Setting name EmailDisplayname value must be "On Behalf Of ##Username##" if set to "True" Value are "True" or "False".	<setting name="SendOnBehalf" serializeAs="String"> <value>true</value> </setting>
12	Does not work on some SMTP server. The name of the sender or email address. Typically it will be the same value as setting name FromEmail or "On Behalf Of ##Username##" if setting name SendOnBehalf is set to "True".	<setting name="EmailDisplayName" serializeAs="String"> <value>On Behalf Of ##Username##</value> </setting>
13	The number of retry attempts to send email. Default is 3.	<setting name="EmailRetryAttempts" serializeAs="String"> <value>3</value> </setting>
14	File extension listed will be compressed before transfer using gzip compression. Performance gain and reduced transfer time. File by default that have been compressed will not have any effect. i.e. jpg, docx, xlsx	<setting name="FileTypesToCompress" serializeAs="String"> <value>.doc,.xls,.ppt,.txt</value> </setting>
15	Email alert such as connectivity issue and drive quota reaching the threshold will be sent to those email address configured here. Support multiple email addresses by adding additional <string></string> tag.e.g. <setting name="AdminEmailsList" serializeAs="Xml"> <value> <ArrayOfString xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"> <string>admin1@easishare.com</string> <string>admin2@easishare.com</string> </ArrayOfString> </value>	<setting name="AdminEmailsList" serializeAs="Xml"> <value> <ArrayOfString xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"> <string>admin@localhost</string> </ArrayOfString> </value> </setting>
16	Logon type in EasiShare. Values are "NetworkClearText" or "Interactive" or "Network". Default is "NetworkClearText". If you have trouble with login or sharing, switch to another value. For more information on each type, click here .	<setting name="NASLogonType" serializeAs="String"> <value>NetworkClearText</value> </setting>
17	Impersonation type in EasiShare. Value are "Impersonation" or "Delegation". Default is "Impersonation". If you have trouble with login or sharing, switch to another value.	<setting name="NASImpersonationLevel" serializeAs="String"> <value>Impersonation</value> </setting>
18	Read file hash time-out timing in seconds. Default is "300" seconds. Do not change, unless you experience issues.	<setting name="UploadFileReadTimeout" serializeAs="String"> <value>300</value> </setting>
19	Not in use. Set it to "02:00:00" and do not change .	<setting name="AuditLogMaintainTime" serializeAs="String"> <value>02:00:00</value> </setting>
20	Not in use. Set it to "10" and do not change .	<setting name="AuditLogMaintainKeepDays" serializeAs="String"> <value>10</value> </setting>

21	In Internal Share, the value determine the number of records which matches the search criteria. It also returns the next set of result that will be returned for paging. Default value is "10".	<code><setting name="FindUsersPageSize" serializeAs="String"> <value>10</value> </setting></code>
22	Set it to "True" to ensure Versioning on CIFS storage. Values are "True" or "False". Default is "False". NOTE : It will use up more disk space if this is enabled.	<code><setting name="CIFSVersioningSupport" serializeAs="String"> <value>False</value> </setting></code>
23	The time in minutes for Download and Upload Portal to expire the session after in-activity. Default is "5".	<code><setting name="SessionExpiryTime" serializeAs="String"> <value>5</value> </setting></code>
24	The time in minutes for the One Time SMS Password to expire after recipient clicks on Request OTP in Download or Upload Portal. Default is "5".	<code><setting name="OtpExpiryTime" serializeAs="String"> <value>5</value> </setting></code>
25	The file size after it breaks the file into smaller chunks to upload or download. Default is "20480". Do not change.	<code><setting name="PartSize" serializeAs="String"> <value>20480</value> </setting></code>
26	The time in minutes to close in-active download session and is used for resume upload or download. Default is "360".	<code><setting name="ExternalLinkSessionTime" serializeAs="String"> <value>360</value> </setting></code>
27	The value in days which the system will add when user sets no expiry for share and upload request. Default is "87600". Do not change.	<code><setting name="MaxLongPeriodSharedDocumentInDays" serializeAs="String"> <value>876000</value> </setting></code>
28	Unsupported character in file name will be automatically renamed with the value set here. For example if the invalid character is "&" and the file name is "Sales & Marketing.pptx", it will be renamed to "Sales 0 Marketing.pptx" before it is uploaded to server. For the list of unsupported character by storages. Open StoragesConfig.xml inside App_Data folder, which can be found in the sub-directory of this config file.	<code><setting name="ReplacementChar" serializeAs="String"> <value>0</value> </setting></code>
29	The password to access shared setting value by Download and Upload Portal. Recommended to have strong password and the value must be the same in Download and Upload Portal config file.	<code><setting name="OTPSecretPass" serializeAs="String"> <value></value> </setting></code>
30	Recipient List separator for email template.	<code><setting name="RecipientListSeparator" serializeAs="String"> <value>&lt;br /&gt;</value> </setting></code>
31	Set to "True" for sender to receive a copy of the share link email. Values are "True" or "False". Default is "False".	<code><setting name="ShareToSender" serializeAs="String"> <value>False</value> </setting></code>
32	Token expiry time in minutes. Default is "60".	<code><setting name="TokenTTL" serializeAs="String"> <value>60</value> </setting></code>
33	Not in use. Set it to "True" and do not change . Values are "True" or "False".	<code><setting name="OnPremiseMode" serializeAs="String"> <value>True</value> </setting></code>
34	AD logon type. Values are "ValidateUser" or "LDAPCheck". Default is "LDAPCheck" and if you have problem, switch to another value.	<code><setting name="ADAuthMethod" serializeAs="String"> <value>LDAPCheck</value></code>

		</setting>
34	Set it to "True" to ensure Versioning on Sharepoint storage. Values are "True" or "False" . Default is "False" . NOTE : It will use up more disk space if this is enabled.	<setting name="SPVersioningSupport" serializeAs="String"> <value>False</value> </setting>
35	No of failure attempts before system sent email to inform EasiShare administrator about connectivity issue. i.e. unable to connect to AD, Storage, SQL database. Default is "3" .	<setting name="EmailAlertThreshold" serializeAs="String"> <value>3</value> </setting>
36	Maximum file size that User Portal support to download multiple files as zip. Value in MB. Default is "500" .	<setting name="ZipFileSizeLimit" serializeAs="String"> <value>500</value> </setting>
37	Time in minutes before the temporary zip file will be deleted from storage. Default is "60" .	<setting name="ZipFileExpiryTime" serializeAs="String"> <value>60</value> </setting>
38	The number of days that the owner can still access expired Upload Request File. Value in day. Default is "10" .	<setting name="UploadRequestLifeTime" serializeAs="String"> <value>10</value> </setting>
39	Consolidated email notification for Download Share File. Value in minutes. Default is "15" .	<setting name="NotificationsInterval" serializeAs="String"> <value>15</value> </setting>
40	Enable or disable unshare file. Values are "True" or "False" . Default is "False"	<setting name="DisableUnshareNotifications" serializeAs="String"> <value>False</value> </setting>
41	Enable or disable Registered User. Value are "True" or "False" . Default is "False" NOTE : To enable 100% Registered User mode, create a file with filename "nonad.config" in ESWs application bin folder. You will need to configure the same in CAWS.	<setting name="EnableRegisteredUsers" serializeAs="String"> <value>False</value> </setting>

Annex 1.6 – Email Service Configuration

The table below provides descriptions of the settings and recommended values for each of them in Email Service. The setting file is located in “C:\Program Files (x86)\EasiShare\winsvc\EasiShareWinService.exe.config”.

S/No	Description	Setting Name
1	The polling time for the service to check if there any email to send. Value in milliseconds and default is “500”.	<code><setting name="IdleTime" serializeAs="String"> <value>500</value> </setting></code>
2	The endpoint of ESWS web service. In most cases, change http to https and replace localhost to the server ip address or domain name. i.e. If you are running https and the domain name is easishare.com, “https://easishare.com/esws”	<code><setting name="InternalWsUrl" serializeAs="String"> <value>http://localhost/esws</value> </setting></code>
3	The level of logging in EasiShare log. Values are “ PRODUCTION ” and “ DEBUG ”. Recommended value is “PRODUCTION”, unless for troubleshooting.	<code><setting name="LogDetailsLevel" serializeAs="String"> <value>PRODUCTION</value> </setting></code>
4	The event log source name that is in Windows Event log. EasiShare log error in Windows event log using the event log source name configured here. Default is “ ESWIN ” and recommended not to change the value. NOTE : You will need to register the event log source name in Windows registry if the value have changed. Run this command in windows command to register the source name <i>eventcreate /ID 1 /L Application /T Information /SO ESWIN /D “Created”</i>	<code><setting name="EventLogSource" serializeAs="String"> <value>ESWIN</value> </setting></code>
5	The endpoint of SPWS web service. In most cases, change http to https and replace localhost to the server ip address or domain name. i.e. If you are running https and the domain name is easishare.com, “https://easishare.com/spws” NOTE : Used for Cloud Version only.	<code><setting name="SPWSUrl" serializeAs="String"> <value></value> </setting></code>

Annex 1.7 – Relay Service Configuration

The table below provides descriptions of the settings and recommended values for each of them in Email Service. The setting file is located in “C:\Program Files (x86)\EasiShare\ws\web.config”.

S/No	Description	Setting Name
1	The time-out for file upload. Value in seconds and default is “300”.	<code><setting name="UploadFileReadTimeout" serializeAs="String"> <value>300</value> </setting></code>
2	The time-out for file download. Value in seconds and default is “300”.	<code><setting name="DownloadFileReadTimeout" serializeAs="String"> <value>300</value> </setting></code>
3	The event log source name that is in Windows Event log. EasiShare log error in Windows event log using the event log source name configured here. Default is “ESRelay” and recommended not to change the value. NOTE : You will need to register the event log source name in Windows registry if the value have changed. Run this command in windows command to register the source name <i>eventcreate /ID 1 /L Application /T Information /SO ESRelay /D “Created”</i>	<code><setting name="EventLogSource" serializeAs="String"> <value>ESRelay</value> </setting></code>
4	The level of logging in EasiShare log. Values are “ PRODUCTION ” and “ DEBUG ”. Recommended value is “ PRODUCTION ”, unless for troubleshooting.	<code><setting name="LogDetailsLevel" serializeAs="String"> <value>PRODUCTION</value> </setting></code>
5	The endpoint of ESWs web service. In most cases, change http to https and replace localhost to the server ip address or domain name. i.e. If you are running https and the domain name is easishare.com, “https://easishare.com/esws”	<code><setting name="EasiShareWSUrl" serializeAs="String"> <value>http://localhost/esws</value> </setting></code>
6	The time-out for proxy request to ESWs web service. Value in seconds and default is “300”.	<code><setting name="Timeout" serializeAs="String"> <value>300</value> </setting></code>

Annex 1.8 – User Portal Configuration

The table below provides descriptions of the settings and recommended values for each of them in User Portal. The setting file is located in “C:\Program Files (x86)\EasiShare\web\web.config”.

S/No	Description	Setting Name
1	The endpoint of ESWS web service. In most cases, change http to https and replace localhost to the server ip address or domain name. i.e. If you are running https and the domain name is easishare.com, “https://easishare.com/esws/”	<pre><setting name="WebServiceEndPoint" serializeAs="String"> <value>http://localhost/esws</value> </setting></pre>
2	The event log source name that is in Windows Event log. EasiShare log error in Windows event log using the event log source name configured here. Default is “ESUserPortal” and recommended not to change the value. NOTE : You will need to register the event log source name in Windows registry if the value have changed. Run this command in windows command to register the source name <i>eventcreate /ID 1 /L Application /T Information /SO ESUserPortal /D “Created”</i>	<pre><setting name="EventLogSource" serializeAs="String"> <value>ESUserPortal</value> </setting></pre>
3	The level of logging in EasiShare log. Values are “ PRODUCTION ” and “ DEBUG ”. Recommended value is “ PRODUCTION ”, unless for troubleshooting.	<pre><setting name="LogDetailsLevel" serializeAs="String"> <value>PRODUCTION</value> </setting></pre>
4	The logout time if there is no activity from user. Value in minutes and default is “ 15 ”.	<pre><setting name="TimeoutLogout" serializeAs="String"> <value>15</value> </setting></pre>
5	The password to access shared setting value in esws web service. Values have to be the same as it's configured in esws config file.	<pre><setting name="SecretPass" serializeAs="String"> <value><value> </setting></pre>

Annex 2 - Troubleshooting

Below is a list of the common problems that users encounter after configuring EasiShare. It provide insights on what could be the possible cause as well as areas to check.

S/No	Description	Likely Cause
1	"A network related error has occurred. Please try again later. If this error persists, please contact your system administrator" appear when I try to access CAWeb portal.	1. Check the database connection string. Refer to Configure EasiShare Database Connection & Service Account. To verify your setting and ensure the account is active and working. 2. Firewall rule for port 1433 is not opened between EasiShare and SQL Server. Check your network firewall and Windows Firewall. Run telnet to test the connectivity. 3. The SQL Server might not be configured with remote connection. Check SQL Server setting.
2	"The remote name could not be resolved: activate.easishare.com" appear when I try to activate and register EasiShare license.	1. Internet access may not be available in EasiShare server. Ensure internet access is available in EasiShare server and is able to connect to activate.easishare.com.
3	"The activation code submitted is invalid. Please check if you have entered the activation code correctly. If this error persists, please contact EasiShare." appear when I try to activate and register EasiShare license.	1. Check the Activation Code and ensure it is correct. 2. Check if the Activation Code has it been used before. If so, you will not be able to activate it again. Contact us at support@easishare.com.
4	"Invalid username or password" when I try to login to CA Web after activating EasiShare.	1. Check and ensure the username and password is correct. 2. Try logging in with email format. i.e domainadmin@easishare.com 3. Check that the LDAP String in CAWS and ESWS are configured correctly. Refer to Configure EasiShare Database Connection & Service Account to verify your setting and ensure the account is active and working. 4. Try changing "ADAuthMethod" in CAWS config.
5	"An error occur while trying to install MS SQL Server 2008 R2 Error Code : - 2067919934" during setup.	1. The server does not have internet access to download .NET Framework 2.0(Only apply for Server 2012/2012 R2). To resolve this, you can do any one of the following; * Make sure internet access is available and re-run setup. * Manually install .NET Framework 2.0 and re-run setup. * Manually run SQL Server 2008 R2 setup which can be found inside dependency folder. Filename : SQLEXPRT_x64_ENU.msi

Annex 3 - FAQ

Some of the frequently ask question on setup that is not part of the standard will be address in this section.

Does EasiShare support load distribution using hardware / software load balancer such as F5, Windows Load Balancer?

EasiShare does support load distribution and it can be hardware or software load balancer. Additional setting is require to support this setup and failure to setup will result in intermittent issue or auto log-off. By default these components support load balancing with no configuration require.

- EasiShare CA Web Service
- EasiShare CA Web
- EasiShare Web Service
- EasiShare Relay Service

If you are using User Portal dditional configuration is require and as follow;

1. Launch IIS by clicking on **Control Panel -> Administrative Tools -> Internet Information Services (IIS) Manager**.
2. Double click on the Web Site where EasiShare is installed and select web.
3. Double click on Session State.
4. Select SQL Server and click on Create...
5. Keyin the SQL Server name and EasiShare database name which you have configured in the textbox provided.
6. Select Specify credentials and click on Set...
7. Keyin the SQL account user name, password and confirm password that have permission to read and write the database table. Click on OK.
8. Click on OK again to save change.