

Web TimeSheet Installation Guide

Version 5.1

www.replicon.com



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Contents

Chapter 1 - Introduction	1	Chapter 6 - Getting Help	19
Welcome to Web TimeSheet	1	Technical Problems	19
<i>How Does Web TimeSheet Work?</i>	1	Reporting Bugs and/or Suggesting New Features	19
<i>Who Uses Web TimeSheet?</i>	1	Request General Information	19
How Will You Use Web TimeSheet?	1	Purchase Web TimeSheet	19
<i>User Roles and Responsibilities</i>	1	Contacting Replicon by Mail	19
Minimum System Requirements	2		
<i>Application/Database Servers</i>	2		
<i>Web TimeSheet Client</i>	2		
Recommended System Requirements	2		
<i>Web TimeSheet Application Server</i>	2		
<i>Web TimeSheet Database Server</i>	2		
<i>Web TimeSheet Client</i>	3		
Chapter 2 - Installing Web TimeSheet	4		
Overview	4		
Access Installation	4		
<i>Custom Access Installation</i>	5		
SQL Installation	8		
Oracle Installation	11		
<i>Creating a User Schema</i>	11		
<i>Using an Existing Schema</i>	11		
<i>Installing Web TimeSheet</i>	11		
Chapter 3 - Upgrading Web TimeSheet	14		
Typical Upgrade	14		
Upgrading from Access to SQL	14		
Upgrading from Access to Oracle	15		
Chapter 4 - Password and License Key	17		
Password	17		
License Key	17		
Chapter 5 - Virtual Directories	18		
Setting Up Virtual Directories	18		
<i>Windows NT</i>	18		

Chapter 1 - Introduction

Welcome to Web TimeSheet

Web TimeSheet is a web-based timesheet management application that provides payroll control and project management for workgroups of any size or complexity.

With Web TimeSheet you can:

- ✓ Record time and expenses quickly and easily at any time, from anywhere with internet access
- ✓ Prepare customized reports that meet your organization's needs
- ✓ Automatically consolidate individual timesheets by project, task, payroll item, department, or client.

How Does Web TimeSheet Work?

Unlike traditional PC or client-server applications, Web TimeSheet runs through an Internet browser. Web TimeSheet is installed on your organization's web server and requires no programming or HTML scripting.

Who Uses Web TimeSheet?

Web TimeSheet can be used by employees at various levels within your organizational structure, including managers, supervisors, and project leaders. User timesheets and expenses are automatically submitted to the appropriate supervisor or manager for approval. Reports can be generated to track project costs, client billing, utilization, and time-off.

How Will You Use Web TimeSheet?

Determining how you will use Web TimeSheet is the first step towards implementation. Ask yourself these questions:

- ✓ How many employees will be using Web TimeSheet?
- ✓ What kind of approval process will you use?

To enable remote access, we recommend that you run Web TimeSheet under a dedicated Windows NT account in your domain (by default, Web TimeSheet runs under the local system account).

Web TimeSheet must have permissions to:

- ✓ connect to an MS Access, SQL, or Oracle database.
- ✓ connect to an e-mail server and send e-mail.

User Roles and Responsibilities

Before installing Web TimeSheet, you must identify a System Administrator, a Network Administrator, and your users.

The System Administrator oversees the installation and implementation of Web TimeSheet, as follows:

- ✓ defines the system configuration
- ✓ determines how many servers are required (e.g., one server for the database and one for the application)
- ✓ creates the database
- ✓ installs Web TimeSheet

The Network Administrator controls the network setup and connectivity, including:

- ✓ sets up NT permissions
- ✓ determines the connectivity required to maintain a dedicated high speed network
- ✓ defines Web TimeSheet's role within the organization

Users include employees at various levels of your organizational structure, including supervisors, managers, and project leaders.

The users are employees who may use Web TimeSheet for the following:

- ✓ time and attendance
- ✓ expenses/reimbursements
- ✓ client billing
- ✓ project costing

The number of Web TimeSheet users will affect your hardware and network requirements.

Notes ...

Application server clustering is available for organizations with more than 200 users.

For Access database implementations, an additional 1 GB hard disk space is required. Storage requirements vary depending on the size of the Web TimeSheet data.

Minimum System Requirements

The following system requirements must be fulfilled before installing or running the Web TimeSheet application.

Application/Database Servers

Hardware

- Pentium II, 400 MHz
- 128 MB RAM
- 50 MB hard disk space

Operating System

- Microsoft Windows NT 4.0

Web TimeSheet Client

Hardware

- Pentium II/Celeron, 300 MHz
- 64 MB RAM

Operating System

- Microsoft Windows 95

Recommended System Requirements

The following system requirements are recommended to achieve the best possible performance while running the Web TimeSheet application.

Web TimeSheet Application Server

Hardware

- Fewer than 50 Users
Pentium II/Celeron 400 MHz
256 MB RAM
50 MB hard disk space
- 50 - 200 Users
Pentium III, 1.0 GHz
512 MB RAM
50 MB hard disk space

- 200+ Users
Pentium 4, 1.8 GHz or higher
512+ MB RAM
50 MB hard disk space

Operating System

One of the following:

- Microsoft Windows NT 4.0, Workstation, or Server with Service Pack 5 or higher
- Microsoft Windows 2000 with Service Pack 1 or higher

Other Software

- SMTP (required for e-mail support)
- Oracle Call Interface (OCI) 8.1.4 or higher (only for Oracle database)
- TCP/IP (Winsock2)
- Web Server (Optional):
 - Netscape Enterprise Server 2.0 or higher
 - Microsoft Personal Web Server 4.0 or higher
 - Microsoft Internet Information Server 4.0 or higher

Web TimeSheet Database Server

Hardware

- Fewer than 50 Users
Pentium III, 800 MHz
256 MB RAM
- 50 - 200 Users
Pentium III, 1.0 GHz
512 MB RAM
- 200+ Users
High performance enterprise server with multiple 1.0 GHz processors
512+ MB RAM

Database Software

One of the following:

- Microsoft Access (fewer than 50 users)
- Microsoft SQL Server 2000
- Microsoft SQL Server 7 with Service Pack 3
- Oracle 8i 8.1.4 or higher

Web TimeSheet Client

Hardware

- Pentium II/Celeron 400MHz, 64MB of RAM (minimum)
- Pentium III 500MHz, 256MB of RAM (recommended)

Operating System

One of the following:

- Microsoft Windows 95/98/ME
- Microsoft Windows NT 4.0
- Microsoft Windows 2000
- Microsoft Windows XP
- Linux/Unix workstations running X windows
- Macintosh OS 8.6 or higher

Browser Software

One of the following:

- Microsoft Internet Explorer 4.x or higher
- Netscape 7.0
- Microsoft Internet Explorer 5.0 or higher (for Macintosh)

Chapter 2 - Installing Web TimeSheet

Overview

You have reviewed the system requirements, determined how you will use Web TimeSheet, and identified the key roles required for a successful implementation. Now you are ready to install Web TimeSheet.

You can download Web TimeSheet from the Replicon web site, either as a free 10-day trial or a production version. Web TimeSheet can take anywhere from a few minutes to an hour to download, depending on the speed of your modem.

When you start the download process, Replicon automatically sends a 10-day license key to the e-mail address you provide.

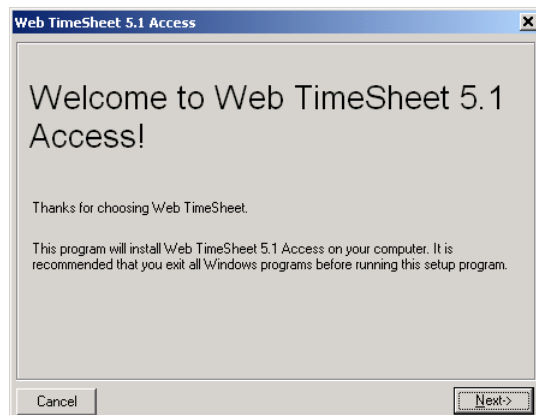
Access Installation

This section explains how to complete a typical installation for Web TimeSheet with an Access database.

You will need to download the *WTS51acs.exe* file from the Replicon web site before you can install the application on your server.

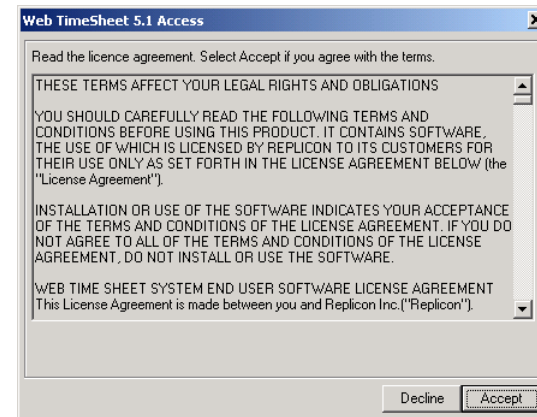
The Installation Wizard will guide you through the installation process.

1. Launch the *WTS51acs.exe* file. The Welcome screen is displayed.

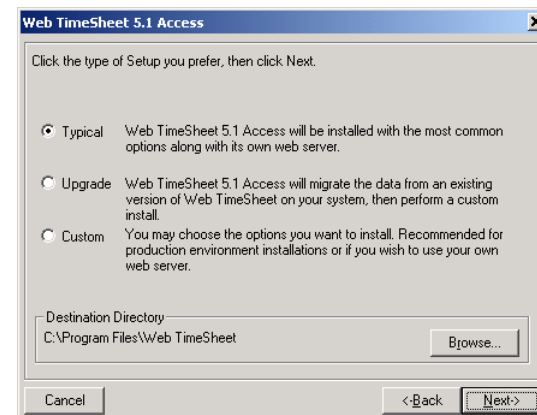


Select the Next button to proceed to the license agreement.

2. Read the license agreement carefully. Select the Accept button to accept the terms of the license agreement and proceed with the installation. You must accept the license agreement to install Web TimeSheet.



3. The Setup screen allows you to select a Typical, Upgrade, or Custom installation. Select Typical to install the most commonly used features and the Web TimeSheet internal web server.



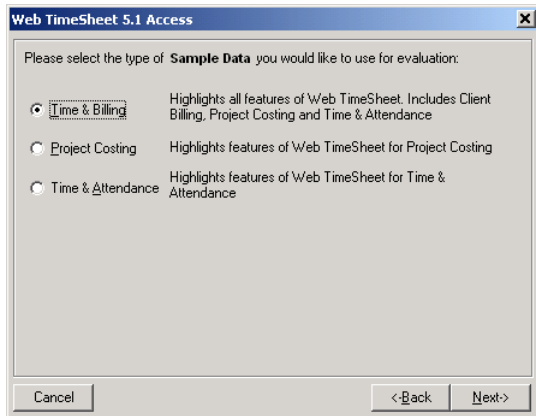
If you prefer a custom installation, refer to *Custom Access Installation* later in this chapter.

The Installation Wizard saves all Web TimeSheet files in the default directory *C:\Program Files\Web TimeSheet*. If you prefer to save the files in a different directory, use the Browse button to locate the appropriate directory on your network.

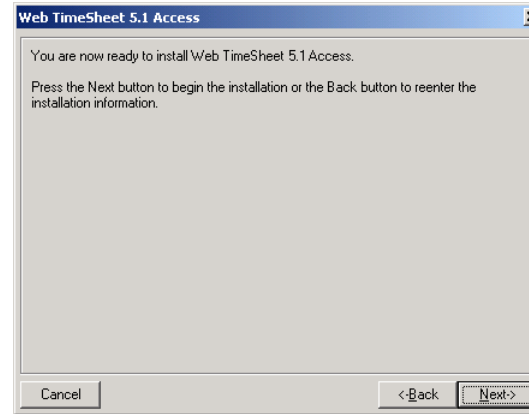
When you have specified a setup and directory for Web TimeSheet, select the Next button to continue.

4. Web TimeSheet is installed with a sample MS Access database that contains information necessary to thoroughly evaluate the application. The sample database allows you to avoid time consuming administrative tasks such as defining users, assigning roles, and customizing your system configuration when you are evaluating the product.

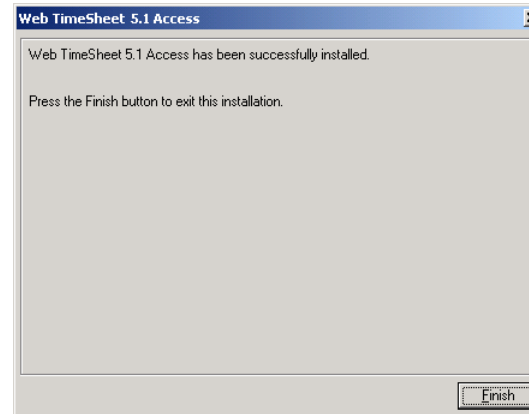
You may choose the type of sample data that will best meet the your needs. Select either a comprehensive database, which provides a complete overview of all Web TimeSheet features, or a database that contains only timesheet/attendance information. When you are ready, select the Next button.



5. You are now ready to install Web TimeSheet. Select the Next button to begin the installation.



6. When the installation is complete, select the Finish button to exit the Installation Wizard.



Custom Access Installation

The following instructions explain how to customize your Web TimeSheet installation.

1. Complete steps 1 through 3 for a typical installation.
2. On the Setup screen, select Custom setup. The Installation Wizard displays the directory where all Web TimeSheet files will be saved. If you prefer to save the files in a different directory, use the Browse button to locate the appropriate directory on your network.

Note ...

A sample database is available only for Access installations. SQL and Oracle installations include only a blank database.

To remove the sample database, refer to the *Web TimeSheet User Manual*.

Note ...

If you do not install the internal web server, review the *systeminfo.txt* file in the Web TimeSheet directory.

The *systeminfo.txt* file contains a list of required virtual directory settings. We recommend you print this information for future reference.

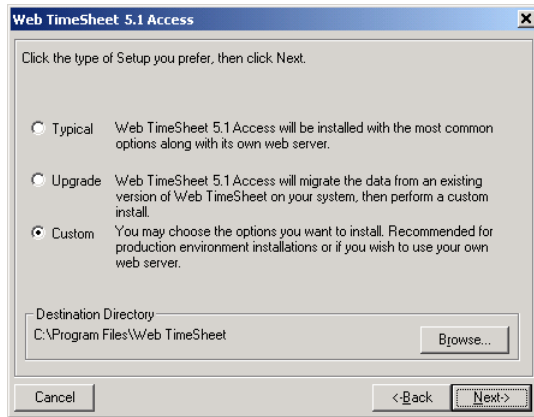
Refer to *Chapter 5 - Virtual Directories* for instructions on setting up virtual directories in IIS.

The sample database is for demo purposes only.

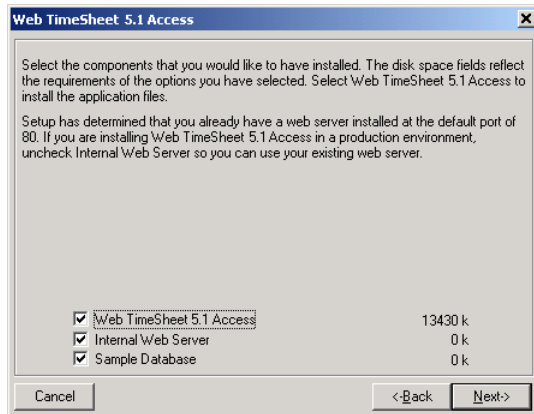
If you are installing a production version of Web TimeSheet, do not install the sample database with your custom installation.

If you do not install the internal web server, the default port will be 12500.

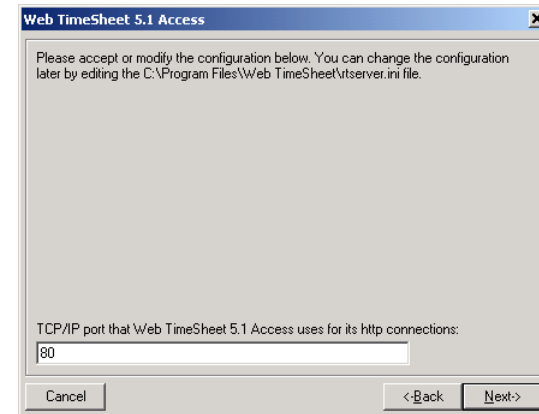
Select the Next button to continue.



3. The Installation Wizard displays the separate Web TimeSheet components. Select the check box that corresponds with the component(s) you wish to install (for demo purposes, we recommend you install the internal web server and sample database). Select the Next button to continue.

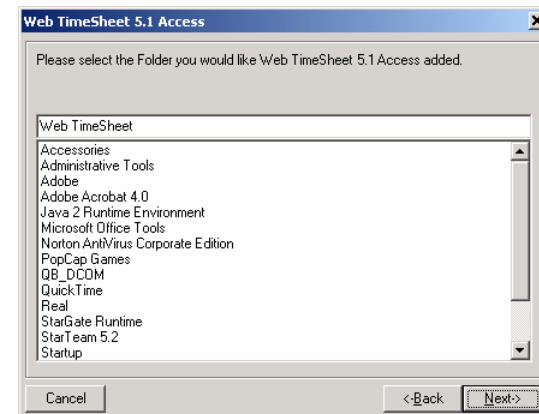


4. Next you will need to identify the port where the internal web server is located. The port displayed is the first available port (starting at port 80). Make sure the port is correct and select the Next button.



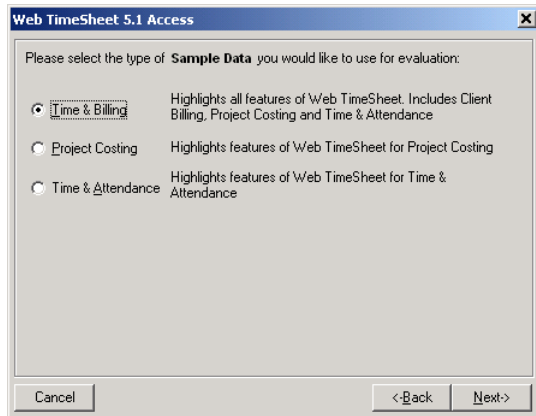
5. After specifying a port for the internal web server, you must specify where in the Start Menu the Web TimeSheet shortcuts will be saved.

The Installation Wizard displays a list of possible folders. You may select an existing folder or create a new folder by entering the folder name in the space provided. Select the Next button to continue.

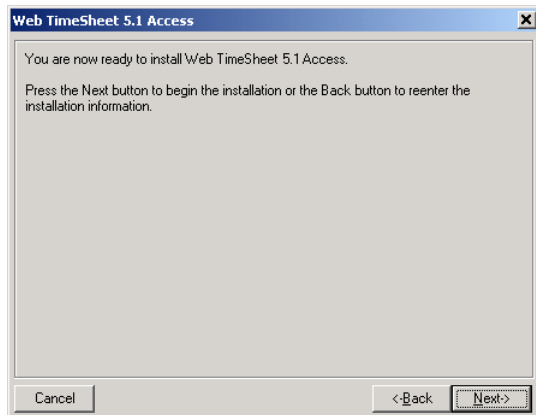


- Web TimeSheet is installed with a sample MS Access database that contains information necessary to thoroughly evaluate the application. The sample database allows you to avoid time consuming administrative tasks such as defining users, assigning roles, and customizing your system configuration when you are evaluating the product.

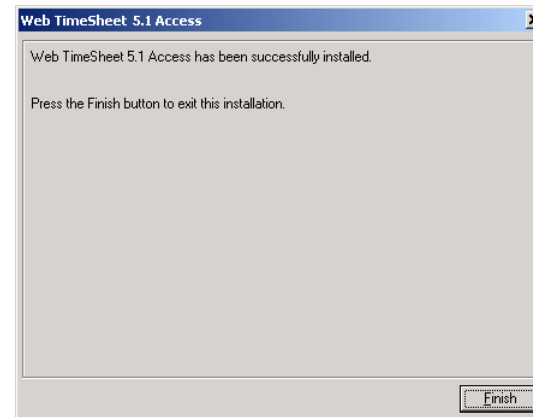
You may choose the type of sample data that will meet your needs. Select either a comprehensive database, which provides a complete overview of all Web TimeSheet features, or a database that contains only timesheet/attendance information. When you are ready, select the Next button.



- You are now ready to install Web TimeSheet. Select the Next button to begin the installation.



- When the installation is complete, select the Finish button to exit the Installation Wizard.

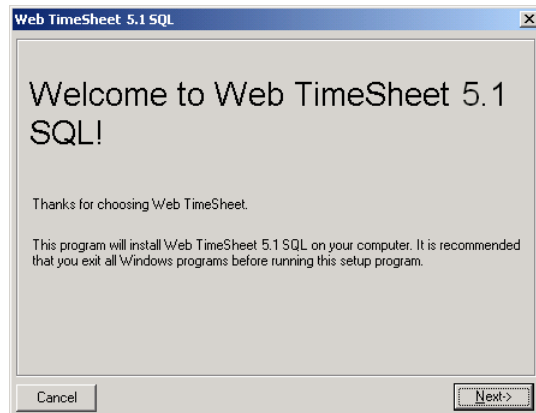


SQL Installation

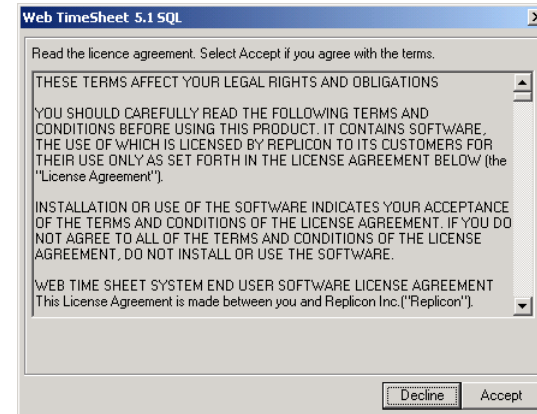
This section explains how to complete a typical installation for Web TimeSheet with a SQL database.

You will need to download the *WTS51sql.exe* file from the Replicon web site before you can install the application on your server. Make sure that you have already installed SQL Server on a machine accessible from the Web TimeSheet installation machine.

1. Launch the *WTS51sql.exe* file. The Welcome screen is displayed. Select the Next button to proceed to the license agreement.



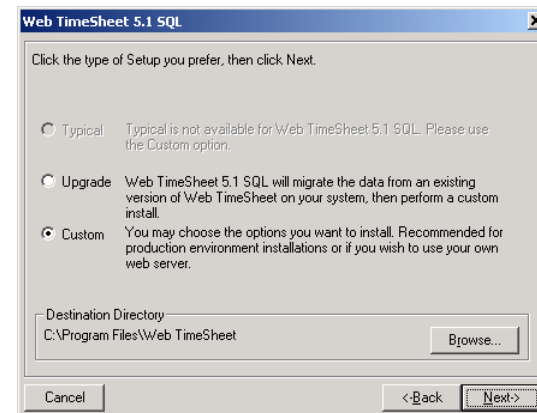
2. Read the license agreement carefully. Select the Accept button to accept the terms of the license agreement and proceed with the installation. You must accept the license agreement to install Web TimeSheet.



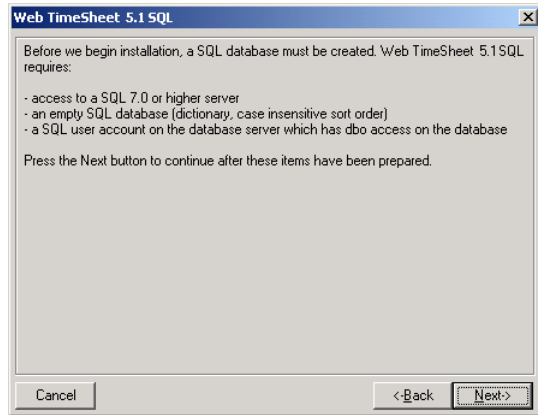
3. The Setup screen allows you to select an Upgrade or Custom installation. Select Custom to install Web TimeSheet for the first time.

The Installation Wizard saves all Web TimeSheet files in the default directory *C:\Program Files\Web TimeSheet*. If you prefer to save the files in a different directory, use the Browse button to locate the appropriate directory on your network.

When you have specified a setup and directory for Web TimeSheet, select the Next button to continue.



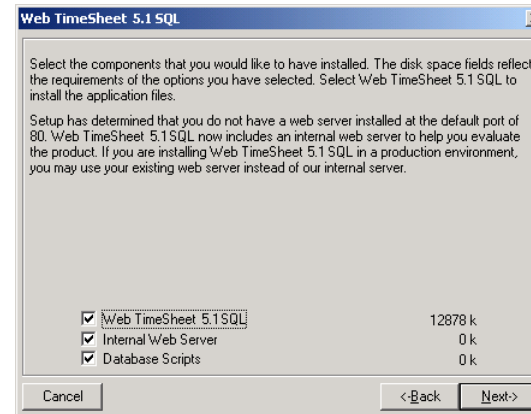
- Make sure you have created a blank SQL database. Select the Next button if you are ready to install Web TimeSheet.



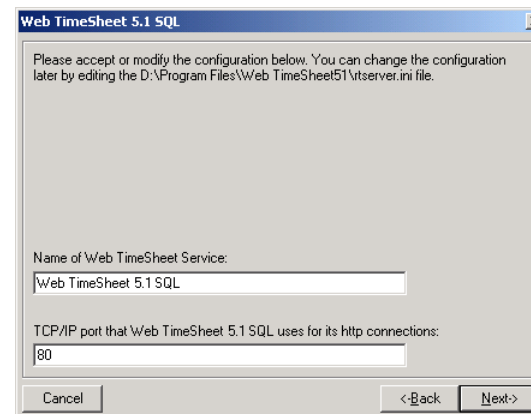
- Now enter the SQL server, SQL database name, the database user name and database user password. Make sure you enter this information correctly. Select the Next button to continue.



- The Installation Wizard displays the separate Web TimeSheet components. Select the check box that corresponds with the component(s) you wish to install. If you do not have a supported web server, or are installing Web TimeSheet for demo purposes. We recommend you install the internal web server. Select the Next button to continue.



- Next you will need to identify Web TimeSheet service name and the port number. The port displayed is the first available port (starting at port 80). Make sure the port is correct and select the Next button.



Note ...

Make sure you write down the name of the user and password for the user account to access the SQL database.

Web TimeSheet will need this information to connect to the SQL database.

The specified database username must have DBO permissions to install the SQL version of Web TimeSheet.

If you do not install the internal web server, review the *systeminfo.txt* file in the Web TimeSheet directory.

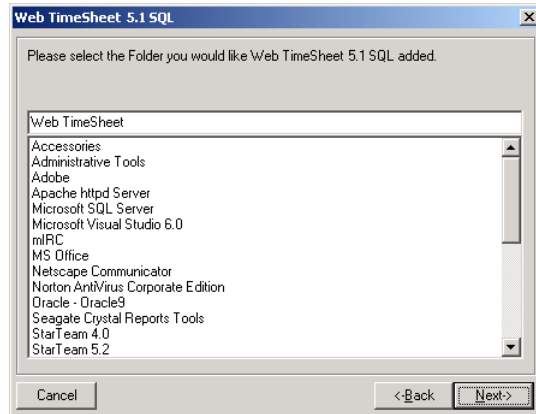
The *systeminfo.txt* file contains a list of required virtual directory settings. We recommend you print this information for future reference.

Refer to *Chapter 5 - Virtual Directories* for instructions on setting up virtual directories in IIS.

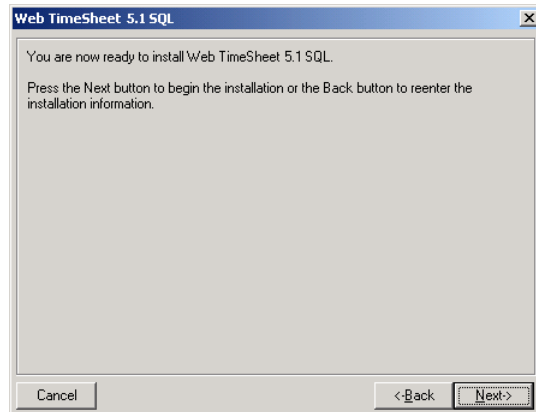
If you do not install the internal web server, the default port will be 12500.

- After specifying a port for Web TimeSheet, you must specify where in the Start Menu the Web TimeSheet shortcuts will be saved.

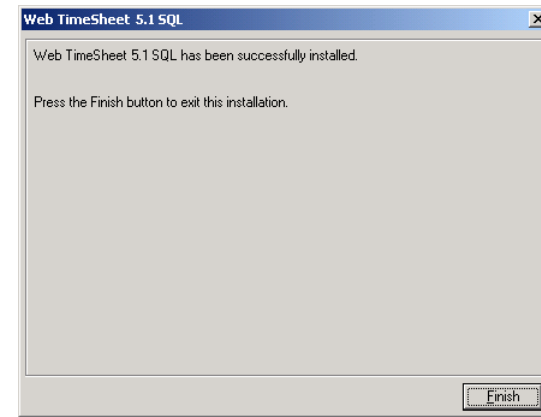
The Installation Wizard displays a list of possible folders. You may select an existing folder or create a new folder by entering the folder name in the space provided. Select the Next button to continue.



- You are now ready to install Web TimeSheet. Select the Next button to begin the installation.



- When the installation is complete, select the Finish button to exit the Installation Wizard.



Oracle Installation

This section explains how to complete a typical Web TimeSheet installation for an Oracle database.

Before installing Web TimeSheet for Oracle:

- Install Oracle Client Tools on the web server (minimum version 8.1.5). Make sure you re-boot the machine after the installation.
- Create a user schema on your server.

Creating a User Schema

To create a user schema:

1. Sign into *Oracle\OraHome81\Application Development\SQL Plus* using the default login (from the database you set up on your server):
 - Username: *<System>*
 - Password: *<Manager>*
 - Host String: *<SID or Global database name>*The SQL> prompt will be displayed.
2. After the SQL> prompt, enter the following to create a new user:

```
create user <user name> identified by <password>;
```
3. Select the Enter key on your keyboard to save the new user. Oracle will notify you when the user is created and return you to the SQL> prompt.
4. Enter the following at the SQL> prompt:

```
grant connect, resource to <user name>
```
5. Select the Enter key on your keyboard. The next line displayed will read "grant connected".

Using an Existing Schema

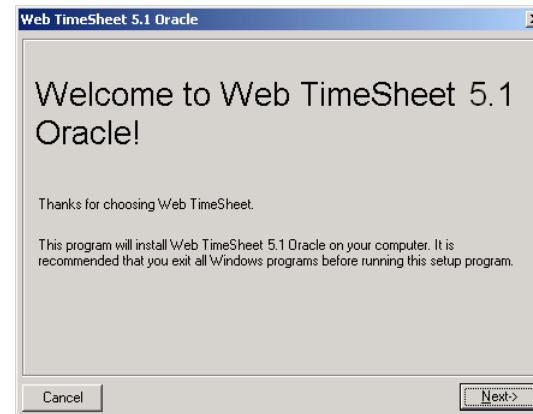
If you already have a schema set up for Web Timesheet and want to use it again. Please follow the instructions below.

1. Sign into Oracle through SQL Plus.
2. Delete all the tables, indexes, foreign keys, views, and sequences.

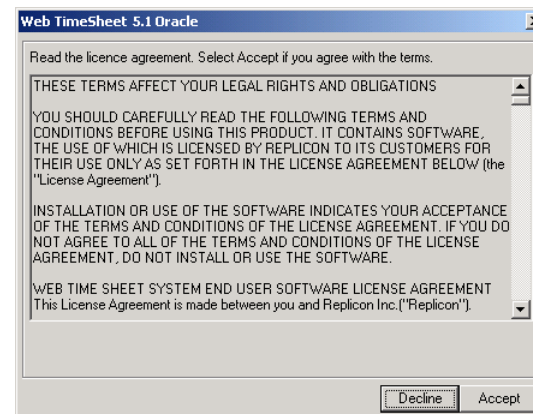
Installing Web TimeSheet

You will need to download the *WTS51ora.exe* file from the Replicon web site before you can install the application on your server. Make sure that you have already installed Oracle client tools on the machine where you will be installing Web TimeSheet.

1. Open the *WTS51ora.exe*. The Welcome screen is displayed. Select the Next button to proceed to the license agreement.



2. Read the license agreement carefully. Select the Accept button to accept the terms of the license agreement and proceed with the installation. You must accept the license agreement to install Web TimeSheet.



Note ...

Make sure you have installed Oracle Client Tools on the machine where you are going to install Web TimeSheet.

If you have just installed Oracle Client Tools, you must re-boot before you can install Web TimeSheet.

The user schema must have connect and resource permissions to install the Oracle version of Web TimeSheet.

Note ...

If you do not install the internal web server, review the *systeminfo.txt* file in the Web TimeSheet directory.

The *systeminfo.txt* file contains a list of required virtual directory settings. We recommend you print this information for future reference.

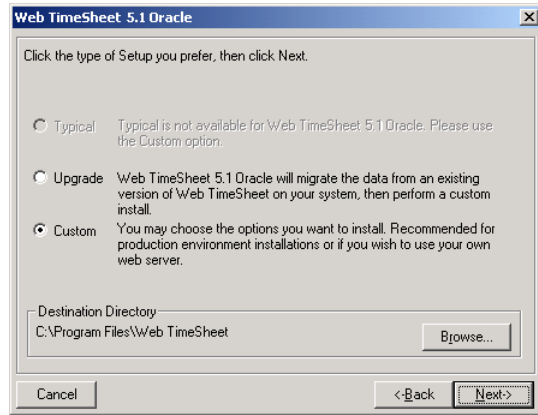
Refer to *Chapter 5 - Virtual Directories* for instructions on setting up virtual directories in IIS.

If you do not install the internal web server, the default port will be 12500.

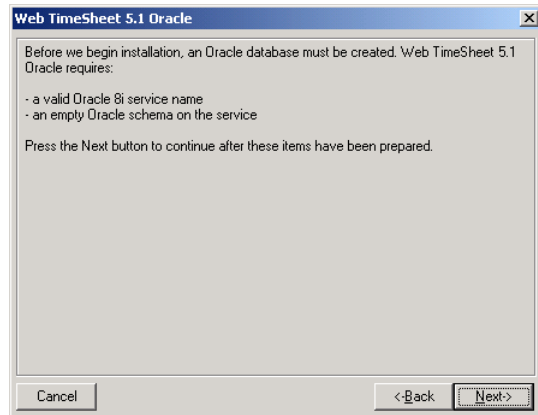
3. The Setup screen allows you to select an Upgrade or Custom installation. Select Custom to install Web TimeSheet for the first time (see next page).

The Installation Wizard saves all Web TimeSheet files in the default directory C:\Program Files\Web TimeSheet. If you prefer to save the files in a different directory, use the **Browse** button to locate the appropriate directory on your network.

When you have specified a setup and directory for Web TimeSheet, select the Next button to continue.

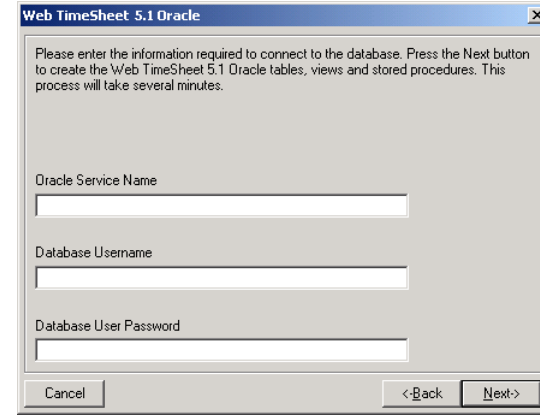


4. Make sure you have created a blank user schema. Select the Next button if you are ready to install Web TimeSheet.

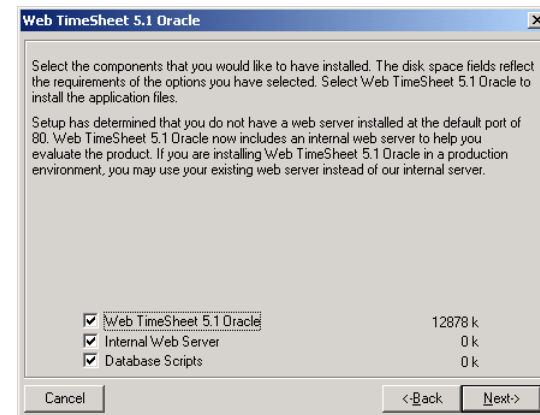


5. Now enter the Oracle service name (either the client SID or the global database name), the database user name and database user password. Make sure you enter this information correctly.

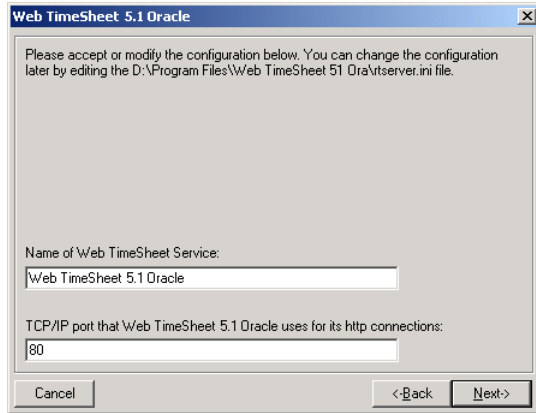
Select the Next button to continue.



6. The Installation Wizard displays the separate Web TimeSheet components. Select the check box that corresponds with the component(s) you wish to install. If you do not have a supported web server, or are installing Web TimeSheet for demo purposes, we recommend you install the internal web server. Select the Next button to continue.

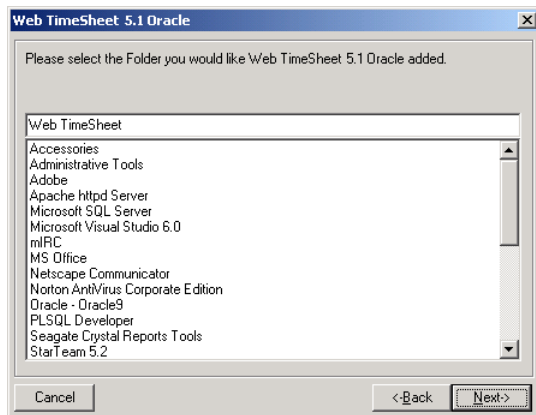


- Next you will need to identify Web TimeSheet service name and the port for Web TimeSheet. The port displayed is the default port. If your web server is not on the default port, enter the correct port and select the Next button.

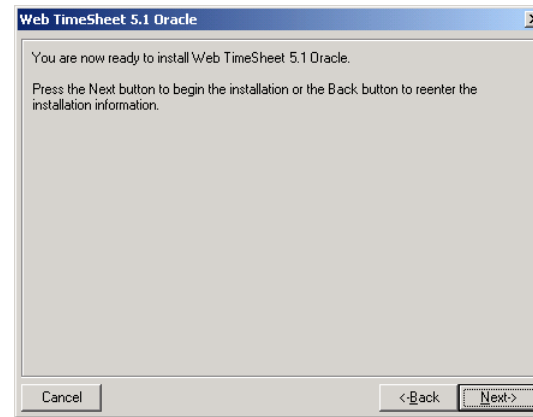


- After specifying a port for Web TimeSheet, you must specify where in the Start Menu the Web TimeSheet shortcuts will be saved.

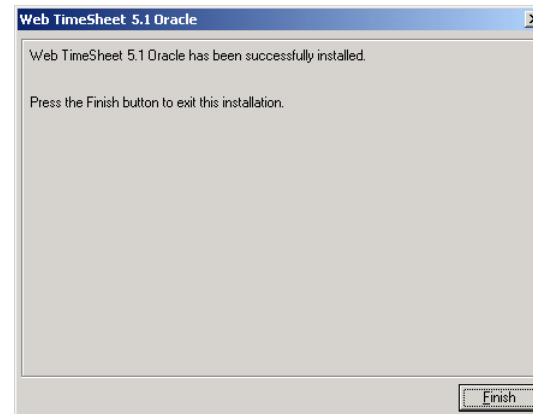
The Installation Wizard displays a list of possible folders. You may select an existing folder or create a new folder by entering the folder name in the space provided. Select the Next button to continue.



- You are now ready to install Web TimeSheet. Select the Next button to begin the installation.



- When the installation is complete, select the Finish button to exit the Installation Wizard.



Chapter 3 - Upgrading Web TimeSheet

Note ...

When upgrading from Access to SQL, the migration process may take anywhere from 1 minute to a few hours depending on your database size.

If you encounter an error during this process, please do the following:

Send an e-mail to support@replicon.com. Enter "Migration Error" in the Subject field and attach the following:

- the database you wish to migrate (zipped)
- a screen shot of the installation error
- the error log created in the directory where the .EXE file is located.

Typical Upgrade

If you are an existing customer and you want to upgrade your version of Web TimeSheet, follow the instructions below.

1. Stop the Web TimeSheet service and close the Services window.
2. Back up your Web TimeSheet database.
3. Complete steps 1 through 3 of a typical installation for your database (Access, SQL, or Oracle). Typical installation instructions are provided in *Chapter 2 - Installing Web TimeSheet*.
4. On the Setup screen, select Upgrade. The Installation Wizard displays the directory where all Web TimeSheet files will be saved. If you prefer to save the files in a different directory, use the Browse button to locate the appropriate directory on your network. Click the Next button to continue.
5. Next you will need to specify the location of the database you are upgrading. Web TimeSheet should automatically locate your current database (MS Access version only), but if it does not, use the Browse button to locate the database.

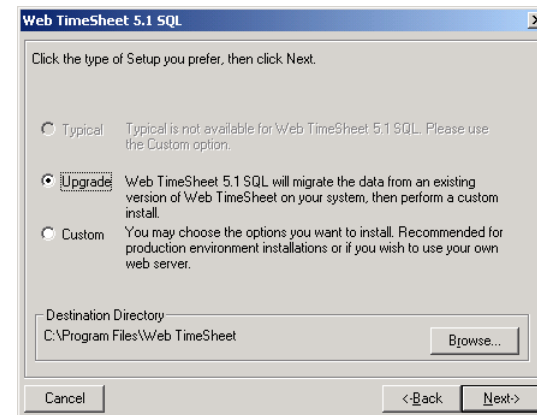
The Web TimeSheet Access database is located in the Web TimeSheet installation directory in the file *rt3.mdb*.

For SQL and Oracle databases, you will need to provide the server name, database name (SQL), user name (user schema for Oracle), and password.

6. Select the Next button to upgrade your database.
7. Once the database is successfully upgraded, you will be prompted to continue the setup process. Complete the upgrade as you would a new installation. Refer to *Chapter 2 - Installing Web TimeSheet* for further instructions on installing your version (Access, SQL, or Oracle) of Web TimeSheet.

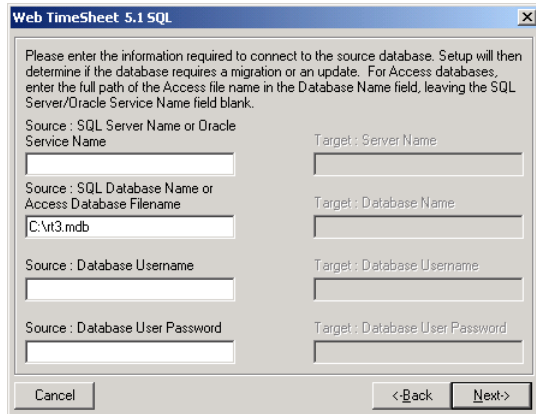
Upgrading from Access to SQL

1. After purchasing Web TimeSheet 5.1 for SQL, contact Replicon support to download the *wts51sql.exe* file for installation.
2. Launch the *WTS51sql.exe* file.
3. On the Setup screen, select Upgrade. The Installation Wizard displays the destination directory where all Web TimeSheet files will be saved. If you prefer to save the files in a different directory, use the Browse button to locate the appropriate directory on your network. Select the Next button to continue.



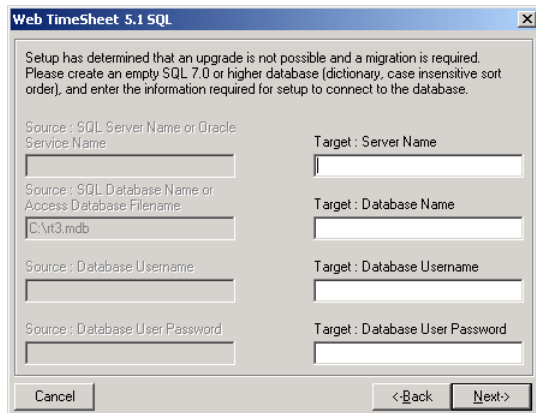
4. You will be required to specify the location of the Access database you are upgrading. Enter the Access database path name in the *Source: SQL Database Name or Access Database Filename* field. For example if the source is on the C: drive, the path name would be *c:\rt3.mdb* (see the picture on the following page).

Only fill in the full path and name for you Access database in the Source field. Select the Next button to continue.



5. Next you will need to enter the database information for the SQL database to which the Access database is being upgraded (you will need to create a blank SQL database for this purpose), as follows:

- Server Name: your server name
- Database name: your database name
- Username: the user name to access the database
- Password: the user name's password

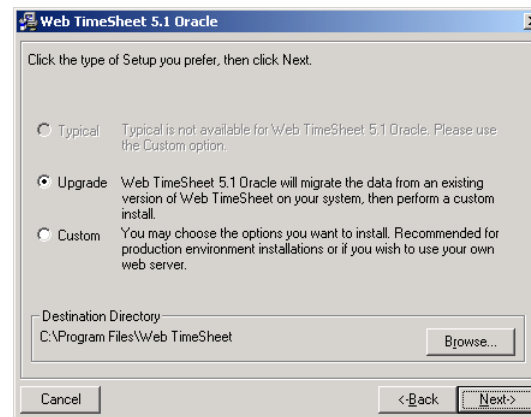


Select the Next button to migrate the data.

6. Once the data is migrated, the Installation Wizard will continue with a typical SQL installation. Refer to *Chapter 2 - Installing Web TimeSheet* for the remaining SQL installation instructions.

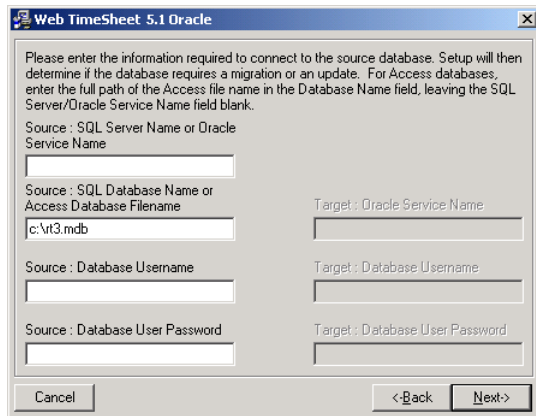
Upgrading from Access to Oracle

1. After purchasing Web TimeSheet 5.1 for Oracle, contact Replicon support to download the *WTS51ora.exe* file for installation.
2. Run the *WTS51ora.exe* file.
3. On the Setup screen, select Upgrade. The Installation Wizard displays the destination directory where all Web TimeSheet files will be saved. If you prefer to save the files in a different directory, use the Browse button to locate the appropriate directory on your network. Select the Next button to continue.



4. You will be required to specify the location of the Access database you are upgrading. Enter the Access database path name in the *Source: SQL Database Name or Access Database Filename* field. For example if the source is on the C: drive, the path name would be *c:\rt3.mdb* (see the picture on the following page).

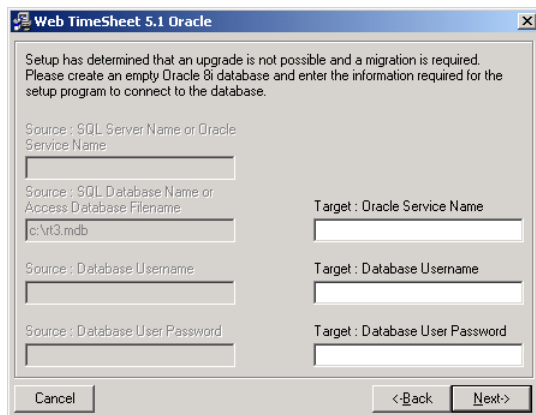
Only fill in the full path and name for your Access database in the Source field. Select the Next button to continue.



5. Next you will need to enter the database information for the Oracle database to which the Access database is being upgraded (you will need to create an empty user schema on the Oracle server for this purpose), as follows:

- Oracle Service Name: global service name
- Database Username: user schema name
- Password: the user name's password

Select the Next button to migrate the data.



6. Once the data is migrated, the Installation Wizard will continue with a typical Oracle installation. Refer to *Chapter 2 - Installing Web TimeSheet* for the remaining Oracle installation instructions.

Chapter 4 - Password and License Key

Password

When installation is complete, Web TimeSheet will be automatically loaded in your web browser. If you installed a sample database, you will be prompted to sign in with a default "admin" account and password. The default "admin" login name and password will be displayed on the **Web TimeSheet Login** screen **ONLY** the first time you log in (sample database only).

Web TimeSheet Login

Web TimeSheet 5.1

To evaluate Web TimeSheet log in as "admin" with password "password".

Login Name: admin

Password: password

Enter

Remember my Login Name and Password

Note: After logging in you should change the administrator password in the configuration menu.

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If you went through a custom installation that did not include the sample database component, you will be required to create an administrator password (the login name and password will NOT be displayed on the **Web TimeSheet Login** screen).

Admin is the System Administrator's account and is used to set up the Web TimeSheet system.

The password is case sensitive and must be at least six characters. This password will also be used as the password for the "root" account. The root account should be used to log

Web TimeSheet 5.1

Set Up Password for 'admin' Account

Passwords are case sensitive and must be at least 6 characters long.

Username: admin

Password:

IMPORTANT: Remember this password, you will need it later.

Save

into the system in cases where the Admin account cannot be used (e.g., the Admin password is changed, or the Admin user is disabled/deleted from the system). Make sure you record this password and keep it in a secure place.

DO NOT enter your license key in the password field. You will be required to enter the license key AFTER you have logged into the application.

License Key

Log into Web TimeSheet using the administrator password you defined. Web TimeSheet requires a valid license key to enable full access to the application.

You should have a received a demo license key by e-mail when you downloaded Web TimeSheet. You will need to copy this key from the e-mail you received and paste it into the field provided. Click on the Add button when you are finished.

If you have trouble copying and pasting the license key, try pasting it into a plain text file (e.g., Notepad) and deleting any extra spaces and lines to make the key an uninterrupted string. Then copy the full string and paste it into the field provided in Web TimeSheet.

Once you have entered a valid license key, you will be able to access all features available with your demo key.

Note ...

If you did not receive a license key, select the Get Demo Key to access the Download page at the Replicon web site.

You will be required to complete the Download form before receiving a license key.

DO NOT enter your license key in the password field.

You will be required to enter the license key AFTER you have logged into the application.

Chapter 5 - Virtual Directories

Note ...

If you did not install the internal web server, review the *systeminfo.txt* file in the Web TimeSheet directory for a list of required virtual directory settings.

The steps are the same for setting up virtual directories with Personal Web Server on Windows 95/98; however, you can only create virtual directories under the default web site.

Setting Up Virtual Directories

If you did not install Web TimeSheet's internal web server, you will need to set up virtual directories. Virtual directory requirements are saved in the *systeminfo.txt* file in the Web TimeSheet directory and can be accessed any time.

Windows NT

The following steps explain how to create virtual directories with IIS 4.0 & 5.0 for the Windows NT & 2000 operating system.

To set up virtual directories:

1. Run the Internet Service Manager.
2. Right click on the website for Web TimeSheet.
3. Select **New** and select **Virtual Directory** from the displayed menu.
4. Name the new virtual directory *cgi* and click the Next button.
5. Use the Browse button to locate the *cgi* directory and click the Next button (e.g., *C:\Program Files\Web TimeSheet\cgi*).
6. Select all of the following:
 - Allow Execute
 - Allow Read
 - Allow Scripts
7. Click the Finish button.
8. Repeat steps 2-5 for the *html* directory.
9. Only allow Read Access to the *html* directory.
10. Click the Finish button.

Once you have set up the virtual directories in IIS, you can access Web TimeSheet using one of the following URLs:

- *http://<servername>:<portnumber>/cgi/rtcgi.exe*
where:
 - <servername>: the name of the machine where Web TimeSheet is installed
 - <portnumber>: the port IIS will use for Web TimeSheet (other than port 80)
- *http://<IPAddress>:<portnumber>/cgi/rtcgi.exe*
where:
 - <IPAddress>: the IP address of the machine where Web TimeSheet is installed
 - <portnumber>: the port IIS will use for Web TimeSheet (other than port 80).

Chapter 6 - Getting Help

Technical Problems

If Web TimeSheet does not load after installation or if you encounter other technical difficulties, you may contact Replicon's Support Team between 6:00 AM and 5:00 PM, MST (GMT - 07:00).

Online: <http://www.replicon.com/contact/default.asp>

E-mail: support@replicon.com

Phone: Toll Free in North America: 1-877-737-5420, ext. 3
Toll Free in Europe: 00-800-7375-4266, ext. 3
Toll Free in Australasia: 011-800-7375-4266, ext. 3
All other areas: +1-403-262-6519

*The international toll free numbers may not work in some countries. If you experience problems using these numbers, try using the direct line (all other areas) to contact Replicon.

Reporting Bugs and/or Suggesting New Features

You can report bugs or suggest new features you would like to see in the product by contacting the Replicon Support Team at support@replicon.com. You may also use the forms from the Replicon website:

- [Suggestions](http://www.replicon.com/supportservices/suggestions.asp)
<http://www.replicon.com/supportservices/suggestions.asp>
- [Request Help](http://www.replicon.com/supportservices/requesthelp.asp)
<http://www.replicon.com/supportservices/requesthelp.asp>

Request General Information

If you are interested in receiving more information about Replicon, Web TimeSheet, or other Replicon products, please send a request by e-mail to info@replicon.com.

Purchase Web TimeSheet

To purchase additional Web TimeSheet licenses, contact Replicon's Sales Team at sales@replicon.com.

You may fax orders to 1-403-233-8046.

Contacting Replicon by Mail

If you prefer to send inquiries and other correspondence by mail, write to:

Replicon, Inc.
800, 910 - 7th Ave. SW
Calgary, Alberta T2P 3N8
Canada