

# WebBoard

## Quick Start Guide



## WebBoard 6: Quick Start Guide

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# WebBoard Quick Start Guide

**W**elcome to the WebBoard Quick Start Guide. This document provides installation prerequisites, a checklist and instructions, plus instructions for logging in and getting started. Information is also included for locating the complete documentation set and contacting Akiva Technical Support.

For more detailed instructions, refer to the WebBoard Administrator's Guide.

# Introduction

This guide provides some of the background information necessary to complete the installation, plus the installation instructions. This guide provides the basic installation requirements and instructions.

## Using the Documentation

In addition to this Quick Start Guide, the WebBoard documentation set is included with the installation program:

*Administration Guide* - provides more detailed installation, configuration and administration instructions. This PDF can be accessed and downloaded from the installation menu. This manual can be accessed by clicking View Manual in the WebBoard installation menu.

*User Guide* - provides instructions for getting started and using a WebBoard client.

*Release Notes* - lists fixes and updates in this release. The release notes are displayed during the installation.

*Install Notes* - a text file with installation highlights.

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*Oracle Installation Summary* - read this document if WebBoard will be running with Oracle 8i or higher. This PDF can be accessed and downloaded from the installation menu.

## Components of WebBoard

### *Boards/ Forums*

A board is the top level of the hierarchy in WebBoard. A board contains all of the Conferences, Topics, Messages, and Users for this instance of WebBoard.

A single installation of WebBoard can have many boards - a board can be considered analogous to a community. A community may use several boards under some circumstances, but in general a board is a community with a single focus, such as technical support of a product, stamp collecting, etc.

*Boards/  
Forums  
(cont.)*

For example, a software company creates a board for general support of its product. Within that board exists smaller boards aimed at individual versions, such as version 5 and version 6. Most of the version 6 users also visit the version 5 board. Both boards, plus another dozen or more boards, run on the same instance of WebBoard.

*Conference*

A Conference contains topics. For example, conferences could be set up for each department of a company.

*Topics*

Topics are created by users and contain individual messages. If a new message is posted that is not a reply to an existing topic, it becomes a new topic, to which users can reply.

*Messages*

Messages are the final level of the hierarchy. Messages can be replies to an existing message. Messages that are new posts will be placed under a new topic.

<i>Users</i>	Users are also referred to as Members. WebBoard contains different levels of users, as set by an Administrator. Those levels vary from Administrator to Guest.
<i>Integrated chat</i>	Users can seamlessly move from asynchronous communication through posting messages to real-time synchronous communication in a chat room.

## WebBoard Requirements

This section provides a list of prerequisites, requirements and an installation checklist.

### Installation Prerequisites

To utilize the instructions in this quick start guide, you must:

- Be knowledgeable about ODBC and DSN configuration, if the board is being installed on MS SQL or Oracle.
- Know how to connect to the database on which WebBoard will be running, if a pre-existing database will be utilized.

- Have administrator rights for the computer on which WebBoard will be installed.

## Hardware Requirements

The following hardware requirements need to be met to run WebBoard

- Pentium III 500 mhz (or higher)
- VGA or higher resolution monitor
- CD-ROM drive
- 70 MB of free disk space for the program and the MSDE database
- 30 MB of free disk space if you are using an existing SQL Server database and not installing MSDE
- 120 MB temporary install space
- 128 Mb RAM minimum, 256 recommended
- Network card or 56kbps modem

If you expect high-volume traffic or plan to run multiple WebBoards, your system should have the recommended values or higher.

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If you plan to use either SQL Server 7.0 or higher or Oracle 8i or higher, consult the manufacturer's requirements for SQL Server.

## Operating System Requirements

WebBoard requires your server to have one of the following Windows operating systems:

- Windows NT 4.0 Workstation or Server (Service Pack 6A)
- Windows 2000 (Service Pack 1) Professional, Server or Advanced Server
- Windows XP Professional

You can obtain service packs from the Microsoft web site:

<http://www.microsoft.com>.

## Connectivity Requirements

The following connectivity requirements must be met before you run WebBoard:

- WebBoard requires that your system have a TCP/IP stack installed and running, with TCP/IP connectivity to the intranet or the Internet, or both.
- A static I.P. address .is required for a permanent installation. DHCP or localhost is acceptable for demonstration installations.
- A fully qualified domain name (FQDN), or host name.
- An Internet connection is recommended in order to complete your registration. If no Internet connection is available when you are running the installation, the form can be E-mailed to Akiva later for processing. WebBoard cannot run until the registration is complete.
- A port number.

## Web Server Requirements

WebBoard comes with its own internal web server. An external server can be used as a gateway to WebBoard's internal web server but is generally not required unless you need to integrate with an external authentication scheme, or run WebBoard over a secure (HTTPS) con-

nection provided by an external server.

The external server can run on the same computer as WebBoard or on a different computer. You can specify that WebBoard's internal web server accept requests only from the external server, or allow the internal server to also accept direct requests.

You can use any ISAPI-compliant web server as an external server. The servers that meet these requirements are:

- *WebSite Professional 2.x* or higher from Deerfield.com. See <http://website.deerfield.com>.
- Internet Information Server (IIS) from Microsoft. With IIS, some restrictions exist to using basic authentication for a board. See Chapter 6 of the *WebBoard Administration Guide*.

To use an external web server with the frames interface, you must install the ISAPI Proxy DLL on the computer running the external web server and tell the proxy where to find WebBoard. The Web Server Support Installer handles these two tasks. Select Custom Setup when prompted for installation type and select the external server option from the WebBoard components list.

## Database Requirements

WebBoard requires a database to hold information about the site configuration, the boards and their contents, and the WebBoard users. You can run WebBoard with the MSDE database that ships with the product. You can also use an SQL Server database, Version 7.0 and 2000.

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### Note

MSDE has a limit of five users, so if you are installing WebBoard on more than five computers for redundancy or load balancing, you must use SQL Server. This restriction applies to the servers, not the WebBoard clients.

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The MSDE database is sufficient to handle WebBoard's needs. If you already have SQL Server installed and running, you can use an SQL Server database.

During the installation, you will be prompted for:

- DSN for the SQL Server database, if an ODBC connection already exists
- SQL server name, if no ODBC connection exists

- Username
- Password

You can also run WebBoard with Oracle 8i. Refer to the *Oracle Installation Summary* that is available from the installation program menu. To configure WebBoard to run with Oracle 8i, you will need:

- DSN
- Username
- Password

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**Important**

If WebBoard is running with SQL or Oracle, the database must be running during the WebBoard installation process.

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## Mail Server and E-mail Requirements

WebBoard requires an external Simple Mail Transfer Protocol (SMTP) mail server for outbound E-mail. The SMTP server can be on

the same machine as the WebBoard server, but WebBoard requires a separate I.P. address.

During the installation, you will be prompted for the:

- Mail server name
- WebBoard host name

## **NNTP Support for Newsgroups**

WebBoard comes with a built-in NNTP server (news server) that can distribute conferences as newsgroups. The NNTP server requires ActivePerl 5.005 Build 509 and can be run with up to Build 522.

NNTP and the proper version of ActivePerl can be installed during the WebBoard installation by selecting the Custom Setup.

## **Browser Requirements**

To administer WebBoard, the following browser requirements must be met:

- Netscape Navigator 4.0 and higher fully support all WebBoard's features.

- Mozilla 1.0.
- Microsoft Internet Explorer 4.x and higher supports all of WebBoard's features. Internet Explorer 5.x is recommended.
- The browser must supports frames. Several administrative tasks may only be completed with WebBoard in frames mode. Even if you use the ASP interface, you must complete administration tasks via the frames interface.
- The browser must also support JavaScript.
- Any browser you or your users choose must be configured to accept cookies.

Non-administrative users can use older browsers, although level 4 browsers are recommended.

## Pre-installation Checklist

You will need the following information before installing WebBoard:

- o WebBoard server information

- Host name or permanent I.P address: \_\_\_\_\_

- Port number:\_\_\_\_\_
- Fully Qualified Domain Name (FQDN):\_\_\_\_\_
- o Name of SMTP host to which your E-mail will be sent:  
\_\_\_\_\_
- o Type of database to be used.
  - Microsoft Database Engine is included with WebBoard and can be installed as part of the installation process.
  - If you are using an existing a Microsoft SQL Server database, either 7.0 or 2000, or Oracle 8i:
    - Userid: \_\_\_\_\_
    - Password:\_\_\_\_\_
    - If an ODBC connection is established for SQL.  
Data Source Name (DSN):\_\_\_\_\_
    - If an ODBC connection is *not* established for SQL.  
SQL Server Name:\_\_\_\_\_
- o WebBoard administrator's login information:

- **WebBoard administrator login name**

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- **WebBoard administrator password**

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- **WebBoard administrator E-mail address**

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- **Primary WebBoard IP address**

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# Installing WebBoard

The WebBoard installation program is available on a CD or it can be downloaded from the Akiva web site, <http://www.akiva.com>.

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## Important

If you are upgrading from a previous version of WebBoard, review the *Considerations for upgrading* section in chapter 3 of the *Administration Guide*. Certain backups should be made before attempting an upgrade. You should also review the *Changes to WebBoard HTML in WebBoard 6.pdf* document provided with the product. The release notes included with the installation program provide a list of fixes and updates to the product.

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1. Close other Windows programs.
2. Launch the installer:
  - If you download the installation program from the web site, a URL and a software key is sent to you for the download.
    - Launch the installer, *WebBoard60PremiumESD*, from the location to which you downloaded it.
    - The menu is displayed.

- If you are installing WebBoard from a CD, a menu is launched when the CD is placed in the CD-ROM drive.



**Note**

If you are using Oracle 8i as your database server for WebBoard 6 Premium, read the *Oracle Installation Summary.pdf* before proceeding with this installation. This document can be accessed by selecting the **Oracle 8i installation instructions** on the initial installation screen. In an Oracle installation, you must create the WebBoard database before installing WebBoard Premium. The standard edition of WebBoard 6.0 does not support Oracle 8i.

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3. Click **View Manual**.

A PDF of the WebBoard Administration manual is displayed.

- Refer to chapter 3 of the Administration manual if you have any questions while running the installation.

4. Close the PDF.

5. Click the applicable link under the Installation Instructions to view information associated with database on which WebBoard will be running.

6. Close the document.

7. Click **Install** in the installation menu.

The installation is launched and a Welcome screen is displayed.

8. Click **Next**.

The software license agreement is displayed.

9. Click **Accept** to agree to the terms of the license.

The release notes are displayed.

10. Click **Next**.

The installation options are displayed.

- Select **Express Setup** if you are new to WebBoard or want the default installation to be used.
- Select **Custom Setup** if want to install WebBoard ASP Support, external web servers support, NNTP support, ActivePerl, or if you do not want to install WebBoard Instant Messenger, which is installed by default.

**Note**

If you will be using the WebBoard NNTP component, ActivePerl must first be installed. ActivePerl 5.09 is included with WebBoard and can be installed along with NNTP Support. Versions of ActivePerl later than 5.22 are not supported by WebBoard.

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**11. Click Next.**

The Database Management screen is displayed.

**12. Select the type of database on which WebBoard will run.**

- By default, WebBoard comes with the Microsoft Database Engine (MSDE), which is installed with the product if you select it. If you are installing MSDE, go to step 14.

**Important**

If WebBoard will not be using the default database, then the designated database must be already be installed and running when WebBoard is installed.

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- If you want WebBoard to run on Microsoft SQL Server or Oracle 8i, select the appropriate option.

- If you are using an existing a Microsoft SQL Server database, either 7.0 or 2000, go to step 15.
- If you are using an existing an Oracle 8i database, go to step 16.

### 13. Click **Next**.

The next screen is dependant on the type of database you selected.

### 14. If you selected MSDE:

#### a. Select an option from the list that is displayed:

- *Install MSDE, create WebBoard database and DSN* - select this option if the database engine is not already installed. After installing MSDE, the installer creates a database for WebBoard and an ODBC connection.
- *Create WebBoard database and DSN* - select this option if the database engine is already installed on the server. This option creates a database for WebBoard and an ODBC connection.
- *Primary WebBoard 6* - select this option if you have prepared an empty SQL Server database to use with

WebBoard and an ODBC connection has already been created. (You also select this option if you are using an MSDE database that is not on the local system.)

- *Secondary WebBoard 6* - select this option only for secondary installations if you plan to connect to an existing WebBoard database.

If you selected the first option, go to step d.

If you selected one of the other three options, a dialog box is displayed requesting database server information.

- b. If you are creating the WebBoard database and ODBC connection:
  - Enter the *Userid*, *Password* and *Database Server Name*.
- c. If the WebBoard database and ODBC connection already exists:
  - Enter the *DSN*, *Userid*, and *Password*.
  - Click **Run ODBC Administrator** to confirm or configure your DSN settings.
- d. Click **Next**.

e. Go to step 17.

15. If you selected a Microsoft SQL Server for your database, you are first prompted with a list of configuration options

a. Select an option:

- *Create WebBoard database and DSN* - select this option if the database engine is already installed on the server. This option creates a database for WebBoard and an ODBC connection.
- *Primary WebBoard 6* - select this option if you have prepared an empty SQL Server database to use with WebBoard and an ODBC connection has already been created. (You also select this option if you are using an MSDE database that is not on the local system.)
- *Secondary WebBoard 6* - select this option only for secondary installations if you plan to connect to an existing WebBoard database.

b. Click **Next**.

A dialog box is displayed requesting database server information.

- c. If you are creating the WebBoard database and ODBC connection:
    - Enter the *Userid*, *Password* and *Database Server Name*.
  - d. If the WebBoard database and ODBC connection already exist:
    - Enter the *DSN*, *Userid*, and *Password*.
    - Click **Run ODBC Administrator** to confirm or configure your DSN settings.
  - e. Click **Next**.
16. If you selected Oracle 8i, you are first prompted with a two configuration options:

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**Note**

Ensure that a database has been created for WebBoard before proceeding. Refer to the *Oracle 8i installation instructions*.

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- a. Select an option
  - *Primary WebBoard 6* - select this option if you have created a database to use with WebBoard and an ODBC connection has already been created.

- *Secondary WebBoard 6* - select this option only for secondary installations if you plan to connect to an existing WebBoard database.

b. Click **Next**.

A dialog box is displayed requesting database server information.

c. Enter the *DSN*, *Userid*, and *Password*.

d. Click **Run ODBC Administrator** to confirm or configure your DSN settings.

Follow the prompts on the screen.

e. Click **Next**.

17. Click **Next**.

The WebBoard Administrator screen is displayed.

18. Complete all fields to identify yourself as the WebBoard administrator.

See the *Pre-installation Checklist* on page 14 for the list of the fields.

19. Click **Next**.

You are prompted for host settings for the machine on which WebBoard is being installed.

20. Enter the requested information.

- Enter the host name. This name must be either a valid name or static I.P. address for the server.
- Enter an HTTP port number for the web server to use.

21. Click **Next**.

You are prompted for the E-mail address for outbound mail.

22. Enter the E-mail address for the SMTP server to which outbound mail will be sent.

The address can be updated later, if necessary.

23. Click **Next**.

- If you selected an Express Setup installation, go to step 25.
- If you selected Custom Setup, the WebBoard components screen is displayed.

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24. Select the components that you would like to install.

- *WebBoard ASP Support* - select this option to install the WebBoard ASP interface. This interface permits access to WebBoard via any web server that supports Active Server Pages.
- *External Web Servers Support* - select this component to use an external web server with the frames interface. An ISAPI Proxy DLL must be installed on the computer running the external web server. The proxy must be told where to find WebBoard. This option handles these two tasks.
- *ActivePerl* - ActivePerl 5.09 is included with WebBoard. If you will be using the WebBoard NNTP component, ActivePerl must first be installed. If ActivePerl is not already installed, it can be selected along with NNTP Support from the WebBoard Components list. The WebBoard installation program installs them in the proper order.

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**Note**

Versions of ActivePerl later than 5.22 are not supported by WebBoard.

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- *NNTP Support* - select this option to install a built-in NNTP server (news server) that is included with WebBoard. NNTP server can distribute conferences as newsgroups. This option can be selected with the ActivePerl option, if the server does not have ActivePerl installed.
- *WebBoard Instant Messenger* - select this option to install Instant Messenger.

25. Click **Next**.

You are asked if you would like backup copies made of all files removed or replaced during the installation.

26. Select an option at the Backup files prompt.

- Click *Yes* to create the backup files.
- Click *No* to avoid making backup copies of the replaced or removed files.

27. Verify the location to which you want WebBoard installed.

- Use **Browse** to select a location other than the default path.

28. Click **Next**.

You are prompted for a destination for the backup files.

29. Click **Next** to accept the default destination.

- Use **Browse** to select a location other than the default path.

A verification of the administrator's login and password is displayed.

30. Click **Next** to accept the login and password.

- Use **Back** to navigate back to the screen in which these values are set.

The *Ready to Install!* screen is displayed.

31. Click **Next** to proceed with the installation.

- If you selected the installation of MSDE, a screen is displayed prompting you to select a destination for the SQL Server 2000 Desktop Engine. Go to step 32.
- If WebBoard will be running on an existing database, go to step 33.

32. The steps below install the SQL Server 2000 Desktop Engine.

The process also creates an empty WebBoard database and a login account for the database with user name `sa`.

- a. Verify the location to install the Desktop Engine.
  - Use **Browse** to select a location other than the default path.
- b. Click **Next** to select the destination.

The installation of the Desktop Engine proceeds. This process could take up to 15 minutes.

- c. When the process is complete, click **Next**.

The basic WebBoard database is created and started.

A screen is displayed stating that the installation is complete.

- d. Click **Start MSDE Manager**.
  - Ensure that *Auto Start service when OS starts* is checked.
  - Close the Service Manager. The MSDE icon appears in the system tray.

e. Click **Next**.

f. Another screen is displayed listing the tasks that the MSDE installation process completed

33. Click **Next** to continue the WebBoard installation.

The WebBoard is installed automatically.

34. After the files are installed and configured, a prompt asks if you would like to install HTML Help Workshop. The Help Workshop is used in creating HTML Help (compiled HTML) archive files of conferences. See *Generating Static Archives* in Chapter 7 of the *WebBoard Administration Guide* for more information.

– Click **Yes** to install the HTML Help Workshop.

- Select a destination into which the Help Workshop will be installed.

– Click **No** to skip the installation. Conference archives can still be stored in static HTML.

35. If you selected the WebBoard Instant Messenger component, you are prompted to install the add-on.

- a. Click **Next**.
- b. When prompted, select an IIS server.
- c. Click **Next**.

The Instant Messenger is installed.

36. When the WebBoard installation is complete, a screen is displayed providing the WebBoard URL and the administrator's login name and password.

Write down the URL and the administrator's login information to ensure you have it when you are ready to access WebBoard.

37. Click **Next**.

38. The Setup Complete screen is displayed.

- Click the <http://www.webboard.com/> link to access the Akiva web site.
- Select *Start WebBoard* to start the product.
- Select *Display Release Notes* to view a text file of the current release notes.

39. Click **Finish**.

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# Logging In and Registering

Next you start setting up and using WebBoard.

## Logging In for the first time

To access WebBoard for the first time:

1. Access the WebBoard login page.
  - If you selected *Start WebBoard* in the final installation screen, a web page is displayed with a hyperlink to your WebBoard server.
    - Click the hyperlink.
  - If you did not select *Start WebBoard* in the final installation screen:
    - Access a web browser.
    - Enter the URL provided during the installation. See step 36.
2. Enter the administrator's username and password as configured during the installation.

3. Click **Login**.

The Registration page is displayed.

## Completing Your Registration

Your WebBoard registration can be completed on-line when you first log into WebBoard.

If no Internet connection is available when you first log in, the form can be saved and E-mailed later to Akiva for processing.

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### Note

WebBoard cannot run until the registration is complete.

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When you see the registration form:

1. If you purchased a WebBoard key, enter it in the *Upgrade key* field.
  - If you are running a trial, a key will be sent to you after you register.
2. Complete the fields under *Your Information*.

3. If your server is currently connected to the Internet, click **Submit** to send your form to Akiva.
4. If your server is not currently connected to the Internet:
  - a. Click File >Save As... in your web browser.
  - b. Enter a filename for your registration form.
  - c. Save the file to your hard drive.
  - d. E-mail that file to *support@chatspace.com*.

Akiva processes your registration and sends you a key, if you do not already have one.

## Getting Started

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

The test drive consists of four parts:

- Ensuring that WebBoard starts properly.
- Reaching WebBoard from the local computer.

- Reaching WebBoard from a remote computer.
- Verifying WebBoard's mappings (external web servers only).

Refer to the *Taking WebBoard for a Test Drive* in Chapter 3 of the *WebBoard Administration Guide* for instructions on these procedures.

## Contacting Technical Support

To report a problem or get an answer to a technical question about WebBoard, go to the Akiva Support web site at <http://www.akiva.com/support/>.

The web page provides a knowledge base, plus access to technical support via chat or online requests. Current contact information is also available from the web site.