# QualiWare Pre-Installation Documentation

Version 2018-12-10

Customer: Actual Customer

QualiWare support

QualiWare provides a telephone number for you to use to report problems or to ask questions about your product as well as an e-mail.
The support telephone number is +45 4547 0777 in Denmark.
The support can be contacted at support@qualiware.com in Denmark.
If we cannot solve your problem instantly, a support ticket will be created with a unique ID for future references.
For additional support telephone numbers, see the QualiWare Web site: http://www.QualiWare.com/support

# Table of Contents

# 1. Preface

This document describes the pre-requisites in order to start an installation of QualiWare version 6.6. The customer should mark the checkboxes as described and fill out all the empty fields.

# 2. Contacts

QualiWare's technical contact (please contact this person in case of questions):

| Name | E-mail |
|---|---|
| John Doe | john.doe@qualiware.com |

Customer's technical contact list (insert more rows as necessary)

| Area | Name | E-mail |
|---|---|---|
| e.g. AD | | |
| e.g. Database | | |
| | | |
| | | |

# 3. System overview
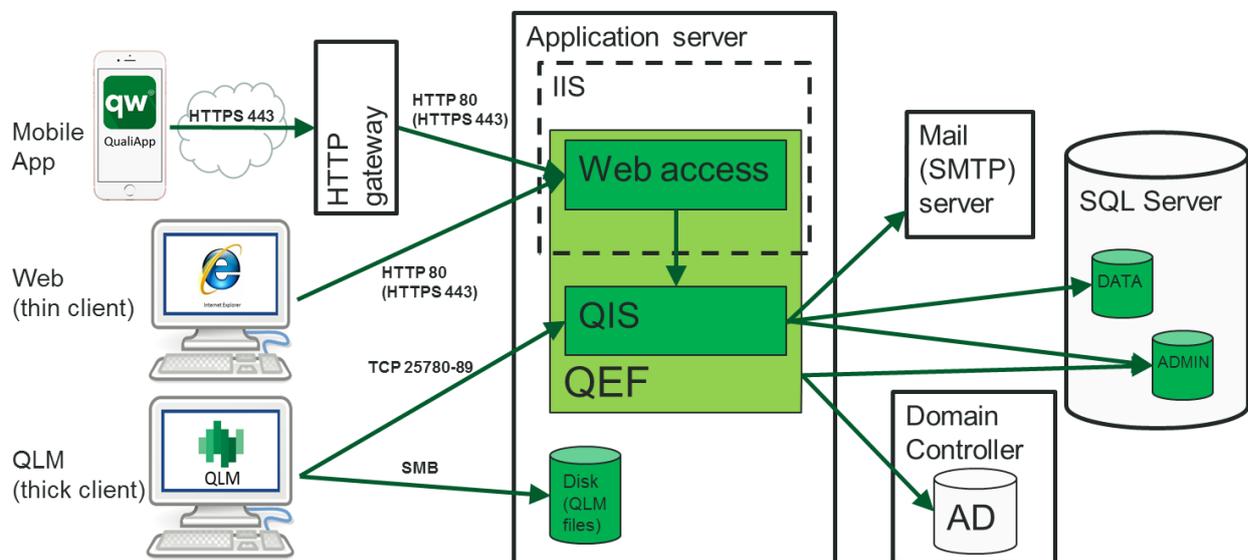


All the components must be prepared before starting the installation of QualiWare.

# 4. Prior to Installation/Upgrade

## 4.1. Type
☐ New QualiWare Installation
☐ Upgrade existing QualiWare environment

## 4.2. Current and future Version
Current Version: Click or tap here to enter text.
QualiWare environment will be upgraded to Version: Click or tap here to enter text.

## 4.3. Server Snapshot and Database Backup
For safeguarding data against administrative errors, for instance an upgrade, please verify the following will be issued and implemented – preferable the day before the initial upgrade – before the QualiWare Solution Architect proceeds with the Upgrade.

☐ Date Server Snapshot taken: Click or tap here to enter text.
☐ Date Database(s) Snapshot taken: Click or tap here to enter text.

It is recommended the Database(s) is backed up every 15 minutes through automatic schedule.

# 5. Access to Server Environment

## 5.1.  Access through
☐ VPN (e.g. vpn.myCompany.com) : Click or tap here to enter text.
☐ Citrix: Click or tap here to enter text.
☐ Other: Click or tap here to enter text.

## 5.2.  Domain
Please specify any necessary Domains to join for accessing the correct Server, if several Domains, please specify in the table below (insert more rows as necessary):

| Domain (e.g. myCompanyDomain.com) |
| --- |
| Click or tap here to enter text. |
| Click or tap here to enter text. |
| Click or tap here to enter text. |

## 5.3.  Server Environment(s)
Please specify necessary Server(s) which the QualiWare consultant will require access too in the table below, please include any existing servers prior to the installation/update which have the QualiWare software installed (insert more rows as necessary):

| Server FQDN (e.g. myServer.QW.APP01) | IP-address (e.g. 10.45.100.150) |
| --- | --- |
| (e.g. myServer.QW.TEST) | Click or tap here to enter text. |
| (e.g. myServer.QW.PRE-PROD) | Click or tap here to enter text. |
| (e.g. myServer.QW.PROD) | Click or tap here to enter text. |

## 5.4.  Consultant Access
Please specify necessary Username and Password credentials which the QualiWare consultant will require to access the different server environments (insert more rows as necessary):

| Username | Password |
| --- | --- |
| Click or tap here to enter text. | Click or tap here to enter text. |
|  |  |
|  |  |

***Alternatively send an email to the QualiWare Solution Architect, with the required information to access the environment(s).***

## 5.5.  Consultant Access Permission
Please verify that the QualiWare consultant has the necessary permissions to perform the required QualiWare installation.
☐ Administrator Access
☐ Other: Click or tap here to enter text.

# 6. Application Server

The QualiWare software is installed on the application server. The server must be prepared with Windows and components required by QualiWare.

## 6.1. Server name and IP

Server FQDN: Click or tap here to enter text.
Server IP address: Click or tap here to enter text.

## 6.2. Operating System

Please check one of the boxes below:
☐ Windows server 2008 x64
☐ Windows server 2008 R2
☐ Windows server 2012
☐ Windows server 2012 R2
☐ Windows server 2016

## 6.3. Hardware

Depending on the number of users as well as how the use the system the server requirements increaser, however QualiWare recommends using a virtual server with the following specifications. If users or usage shows additional requirements the resources for the server can be increased later on.
Please verify that the virtual server is configured with at least:
☐ 4 CPU cores
☐ 8 GB RAM
☐ 50 GB free disk space on (drive letter): Click or tap here to enter text.

## 6.4. .NET

Please verify that the following version is installed:
☐ .NET 4.6.1

## 6.5. Microsoft Visual C++ Redistributable Package

☐ Microsoft Visual C++ 2010 Redistributable Package (x86) has been installed (https://www.microsoft.com/en-us/download/details.aspx?id=5555)

☐ Microsoft Visual C++ 2010 Redistributable Package (x64) has been installed (https://www.microsoft.com/en-us/download/details.aspx?id=14632)

☐ Microsoft Visual C++ 2013 Redistributable Package (x64 *AND* x84) have been installed (https://www.microsoft.com/en-us/download/details.aspx?id=40784)

☐ Microsoft Visual C++ 2015 Redistributable Package (x64 *AND* x84) have been installed (https://www.microsoft.com/en-us/download/details.aspx?id=53587)

## 6.6. Windows roles and features

Please verify that all of the following roles are installed on the server:
☐ Web Server (IIS)
☐ File and Storage services | File and iSCSI Services | File Server

Please verify that all of the following features are installed on the server:
☐ Web Server (IIS) | Web Server | Common HTTP Features | Default Document
☐ Web Server (IIS) | Web Server | Common HTTP Features | Static Content
☐ Web Server (IIS) | Web Server | Security | Windows Authentication
☐ Web Server (IIS) | Management Tools | IIS Management Console

For Windows Server 2012 and 2012 R2:
☐ Web Server (IIS) | Web Server | Application Development | ASP.NET 4.5
☐ .NET Framework 4.5 Features | WCF Services | HTTP Activation

For Windows Server 2008 and 2008 R2:
☐ The following command has been executed successfully (registers ASP.NET with IIS)
　　C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspnet_regiis.exe -i

## 6.7. Service Account for QualiWare

The QualiWare software runs as a service on the Application server.

Service Account type (select one of the following):
☐ Local System

☐ Local user
　　Login:　　Click or tap here to enter text.
　　Password: Click or tap here to enter text.
☐ AD user (recommended)
　　Login:　　Click or tap here to enter text.
　　Password: Click or tap here to enter text.
☐ MSA (set static password during installation/upgrade, change to dynamic when done)
　　Login:　　Click or tap here to enter text.
　　Password: Click or tap here to enter text.

## 6.8. Service Account permissions

The Service Account requires the following permissions:

☐ Service Account has access to the SQL Server
☐ Service Account has access to the SQL Databases
☐ Service Account is DB_OWNER of the SQL Databases
☐ Service Account allowed to Run and Install applications
☐ Service Account allowed to Run the following processes
  - Qdc.Module.exe
  - Qef.exe
  - Qis.Module.exe
  - QProcessManager.exe
  - Qts.Module.exe
  - Qwc32.exe

## 6.9. Service Principal Names

☐ The Service Account must have Service Principal Names (SPN) set on the server.

(The following code lines are examples of how to configure the SPNs:
" setspn –S http/<application server> <domain_name>\<service_account> "
" setspn –S http/<application server> <domain_name>\< service _account> "
It is important that SPNs are set for the full server name and the shorthand version.)

# 7. Firewall openings

There are two ways to access the QualiWare application, one is through the IIS and the other is directly to the QualiWare integration server. Web access is used by the web client and the mobile app, whereas QLM connects directly to the Integration Server.

Please select which ports to use and verify that these are open.

## 7.1.  Web access ports

Check one of the boxes below

☐ Use HTTP on port 80 (recommended)

☐ Use HTTPS on port 443

    Name of certificate installed in IIS: Click or tap here to enter text.

## 7.2.  QualiWare integration server ports

Check one of the boxes below

☐ Use default TCP port range 25780-25789 (recommended)

☐ Use custom port range (range must be 10 ports): Click or tap here to enter text.

## 7.3.  File share access

To manually publish content and to download the Thick client software standard Windows file shares are used.

Please verify that the following ports are open for the SMB (File Share) protocol.

Check all boxes below

☐ TCP ports: 139, 445

☐ UDP ports: 137, 138

(see https://technet.microsoft.com/en-us/library/cc731402(v=ws.11).aspx for more info)

# 8. Database server

## 8.1.  SQL Server High-Availability Solutions

SQL Server Cluster solutions are supported as long as the interface from the database client is the same as when running standard Single server configuration. Both SQL server Always On and Failover Cluster configurations are therefore supported.

## 8.2.  SQL server version

Please check one of the version boxes and one of the edition boxes below:

☐ Microsoft SQL Server 2008
    ☐ Standard
    ☐ Enterprise
☐ Microsoft SQL Server 2008 R2
    ☐ Standard
    ☐ Enterprise
    ☐ Datacenter
☐ Microsoft SQL Server 2012
    ☐ Standard
    ☐ Business Intelligence
    ☐ Enterprise
☐ Microsoft SQL Server 2014
    ☐ Standard
    ☐ Business Intelligence
    ☐ Enterprise

☐ Microsoft SQL Server 2016
    ☐ Standard
    ☐ Enterprise
☐ Microsoft SQL Server 2017
    ☐ Standard
    ☐ Enterprise
☐ Microsoft SQL Server 2018
    ☐ Standard
    ☐ Enterprise
☐ Microsoft SQL Server 2019
    ☐ Standard
    ☐ Enterprise

## 8.3.  Server name

SQL server name or IP:       Click or tap here to enter text.
Instance name (if required):    Click or tap here to enter text.
TCP port (if not 1433):     Click or tap here to enter text.

## 8.4.  Databases

QualiWare recommends separating the database containing the data used by the administrative modules (QEF and RA) and the database containing repository data. However, it is possible to put theses in to the same database, if this should be required.

☐ Use two databases (recommended)

| Database name | (Recommended name) | Initial size | Yearly growth (est.) |
|---|---|---|---|
| Click or tap here to enter text. | QUALIWARE_ADMIN | 10 GB | 5 GB |
| Click or tap here to enter text. | QUALIWARE_DATA | 20 GB | 10 GB |

☐ Use one database

| Database name | (Recommended name) | Initial size | Yearly growth (est.) |
|---|---|---|---|
| Click or tap here to enter text. | QUALIWARE | 30 GB | 15 GB |

## 8.5. Database credentials

For accessing the database QualiWare supports both AD users and SQL Server logins.
Please check one of the boxes below and if required provide credentials.
☐ The service account specified in section 6.7 has access (recommended)
☐ Use the AD account specified below

   Login:        Click or tap here to enter text.
   Password:  Click or tap here to enter text.
☐ Use the SQL Server login specified below

   Login:        Click or tap here to enter text.
   Password:  Click or tap here to enter text.

## 8.6. Database role

The QualiWare login needs the following access to the database(s):
☐ DB_OWNER

## 8.7. Database Collation

The sorting order of objects in QualiWare depends on the database collation.
The recommended collation for English solutions is SQL_Latin1_General_CP1_CI_AS

For non-english solutions an appropriate collation should be selected.
For Danish solutions the following collation is recommended: Danish_Norwegian_CI_AS

☐ Correct SQL server database correlation selected

   Correlation: Click or tap here to enter text.

## 8.8. QualiWare Social Behaviour Warehouse

☐ Support for Social Behaviour Warehouse (filled in by QualiWare)

**If the above is checked please fill out this section**
☐ SQL Server Analysis Service installed

# 9. Configuring Analysis Services

Skip if section 7.8 is blank.

## 9.1.  SQL Analysis Server credentials

☐ The service account specified in section 6.7 has access (recommended)
☐ Use the AD account specified below

    Login:     Click or tap here to enter text.
    Password: Click or tap here to enter text.

## 9.2.  Setting up Permissions

There are 3 categories of permissions to be set up:
- QIS Access to SQL Server Analysis Services.
- SQL Server Analysis Services access to Repository Data Storage.
- QIS Web Forms access to SQL Server Analysis Services.

## 9.3.  QIS Access to SQL Server Analysis Services

QIS requires permissions to create Analysis Services database (cube data storage). To provide such permissions, perform the following:

1. Start **SQL Server Management Studio**.
2. Connect to **Analysis**.
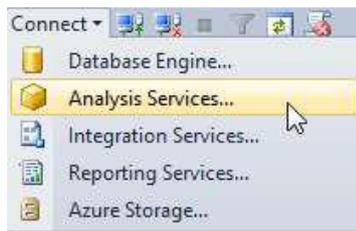


3. Right-click **Analysis Services** database and select **Properties**.
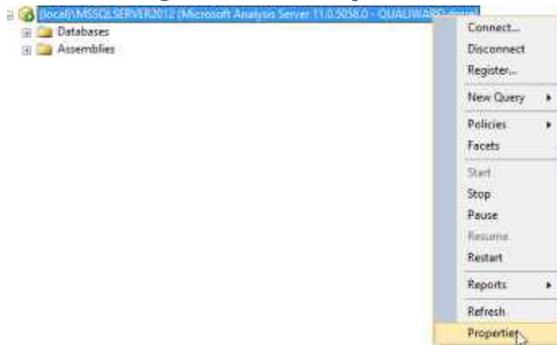
4. On **Security** tab add user account used to access/create **Analysis Services** database to server-wide administrators. This account may be specified in **Cube Data Storage** settings via connection string.
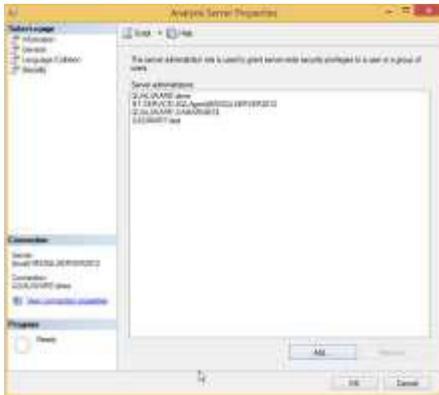


*NOTE: It is advised to use Integrated Security for security reasons. Thus, the account used to access Analysis Services would be QIS server account and may be found using Task Manager.*

5. In case the user cannot be found via "**Add...**" dialog, click **Script → Script Action to New Query Window** and type in the account by hand.
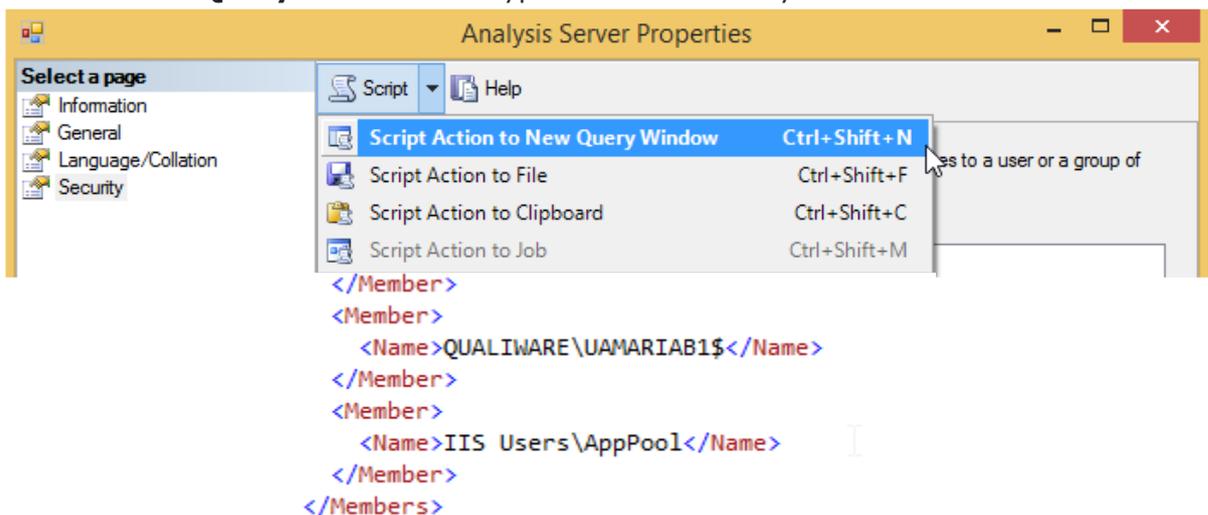
## 9.4. SQL Server Analysis Services access to Repository Data Storage

During cube processing, triggered either manually via QIS RA, SQL Server Management Studio or automatically per specified schedule, cube is filled by the data formed from the repository data storage and SBW data storage. For this operation to succeed, Analysis Services needs read-only permissions to these data storages.

To add such permissions, perform the following:

1. Start **SQL Server Management Studio**
2. Connect to **Database Engine**, where Repository and **SBW** data storages are located.
3. Expand **Security** node. Right-click **Logins**, select **New Login**.
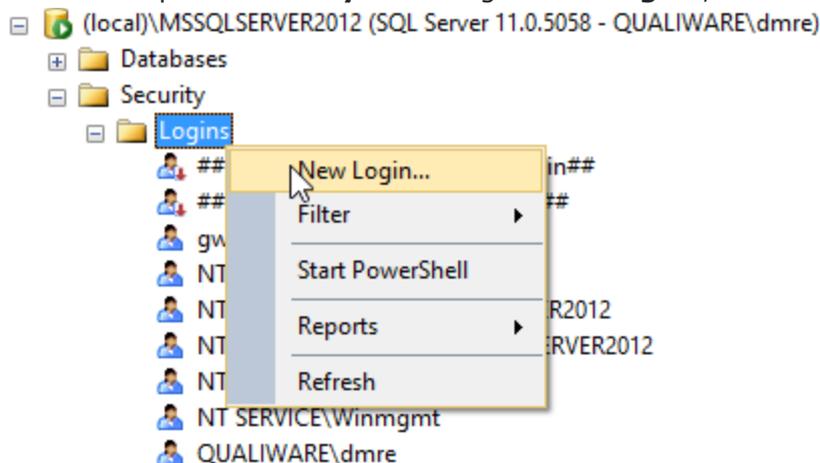


4. Add account used by analytical processing to access repository and **SBW** data storages.

*NOTE: In case impersonation is not used, it is the account Analysis Services is running under. To identify this account, please go to Task Manager and see the user for msmdsrv.exe process.*

Otherwise, it is the account specified for impersonation (please, note that this account may be only windows account, not SQL server account).

5. Expand repository database.
6. Expand **Security** node. Right-click **Users** and select **New User**.
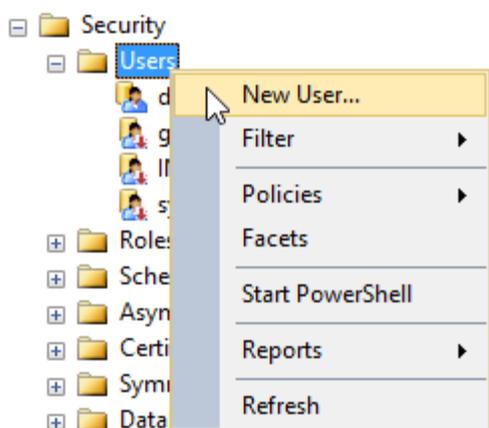
7. Add user specified in step 4.
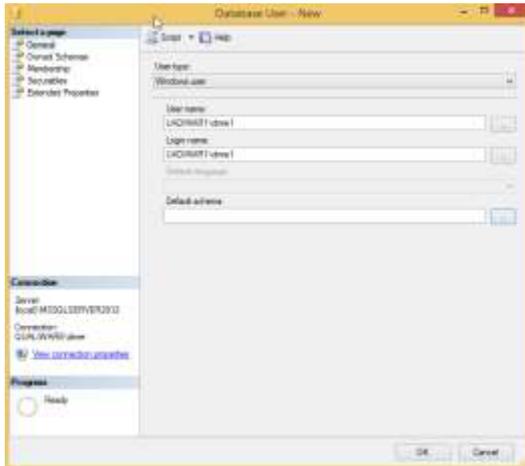


8. On **Membership** tab check **db_datareader** permission.
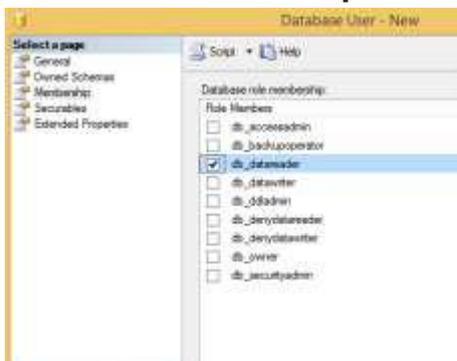


9. Click **OK**.

## 9.5. QIS Web Forms access to SQL Server Analysis Services

For **SBW** to work from solution, additional permissions need to be given to **QIS Web Forms** to access **Analysis Services**. To do this, execute the steps in **section 4.1** for **QIS Web Forms** user account.

To identify **QIS Web** Forms user account, perform the following:

1. Start **Internet Information Services Manager**
2. Expand **Sites**. Find application, related to current **QEF** instance.
3. Expand **WebModules**.
4. Right-click **WebForms → Manage Application → Advanced Settings...**
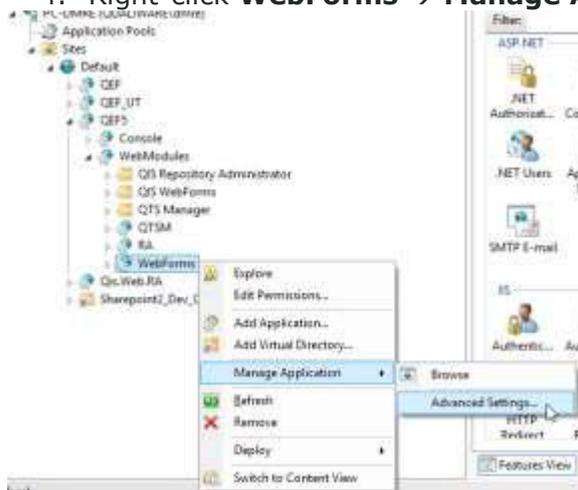


5. Check the **Application Pool** value.
6. Go to **Application Pools**.
7. The "**Identity**" set for the application pool is the user account that needs access to **Analysis Services**.

# 10. Active Directory

All users of the system are read from the AD into the QualiWare system. The users access rights to the different repositories and licenses are then set in the QualiWare system.

## 10.1. AD access credentials

Credentials for accessing the AD (check one of the boxes below):

☐ The service account specified in section 6.7 has access to the AD (recommended)

☐ Use the account specified below

    Login:      Click or tap here to enter text.

    Password: Click or tap here to enter text.

## 10.2. Users to Import

☐ Read the full AD into QualiWare

☐ Read a subset of the AD into QualiWare (recommended)

    Specify LDAP paths in the table below (insert more rows as necessary):

| Domain or Server | Path (distinguishedName of the OU) |
|---|---|
| e.g. domain.com | e.g. ou=users,dc=domain,dc=com |
| Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. |

## 10.3. License groups for end-users

To efficiently handle changes to users and licenses it is recommended to use AD groups based on the different types of QualiWare licenses:

☐ "AD Test-Group" - Create a group for installation and user-synchronization purposes.

    AD Group Name:    Click or tap here to enter text.

☐ "WEB Read Only" - Technical name is "QEP" License.

    AD Group Name:    Click or tap here to enter text.

☐ "WEB Collaboration" - Technical name is "Collaboration" License.

    AD Group Name:    Click or tap here to enter text.

☐ "WEB Editor" - Technical name is "QWE" License.

    AD Group Name:    Click or tap here to enter text.

☐ "WEB Compliance" – Technical name is "CAI" License.

    AD Group Name:    Click or tap here to enter text.

☐ "WEB Compliance" – Technical name is "CAI" License.

    AD Group Name:    Click or tap here to enter text.

☐ "QLM" - Technical name is "QLM" License, for accessing the QLM Thick Client Application.

    AD Group Name:    Click or tap here to enter text.

☐ The Service Account is added to each of the above AD-groups.

## 10.4. Populate AD Groups

It is recommended the above AD Groups are populated with at least one (1) or several Users, before being able to assign Licenses and test/utilize QualiWare to it's full extend.

# 11. Mail server

In order to send notification mails to the user access to an SMTP server is needed.

## 11.1. SMTP Server address & port

Please note that TLS/SSL is not supported

SMTP server FQDN:   Click or tap here to enter text.

TCP port (if not 25):   Click or tap here to enter text.

## 11.2. SMTP server credentials

Credentials for sending mails (check one of the boxes below):

☐ SMTP server does not require credentials (anonymous access)

☐ Use the service account specified in section 6.7

☒ Use the account specified below

     Login:     Click or tap here to enter text.

     Password: Click or tap here to enter text.

## 11.3. From address

Specify "From address" to use (e.g. noreply@company.com or managementsystem@company.com)

Mail address:   Click or tap here to enter text.

# 12. Local QualiWare Users

The QualiWare Execution Framework (QEF) is per default installed with four (4) Local Users. The Local Users **only** exist in the QualiWare Execution Framework and can only connect to the QualiWare software, within the QualiWare environment.

## 12.1. QualiWare Administrator

The QualiWare Administrator is usually the account which the QualiWare Solution Architects will be using when accessing and troubleshooting the customers solution.

Needs to be kept within the QualiWare environment.

**Please specify a new password for the Local User; QualiWare Administrator.**

Login:     Admin
Password: Click or tap here to enter text.

## 12.2. QualiWare Service Account (QSA)

Is used to perform various tasks within the QualiWare environment.

Needs to be kept within the QualiWare environment.

**Please specify a new password for the Local User; QualiWare Service Account.**

Login:     QSA
Password: Click or tap here to enter text.

## 12.3. QualiWare Script Manager (QSM)

Is used to perform various tasks within the QualiWare environment.

Needs to be kept within the QualiWare environment.

**Please specify a new password for the Local User; QualiWare Script Manager**

Login:     QSM
Password: Click or tap here to enter text.

## 12.4. QualiWare Guest

Is used as a Guest Account within the QualiWare environment.

**Please specify a new password for the Local User; Guest.**

☐ Keep
Login:     Guest
Password: Click or tap here to enter text.

☐ Delete

# 13. Access to Thin- and Thick Client

In order to access the QualiWare Thin- and Thick Client, the following requirements are to be fulfilled:

## 13.1. DNS Name for Website when accessing Thin Client (QEP)

Instead of typing the IP-address or server name into a browser when accessing the Thin WEB Client (QEP), it is advised to configure a DNS name, to easily access the QualiWare solution, for instance "myCompanyQMS"

DNS Name for Website: Click or tap here to enter text.

## 13.2. Other locations

Geographical locations to consider, which needs access to the QualiWare solution?

☐ No
☐ Yes

| Specify locations in the table below (insert more rows as necessary): |
| --- |
| Click or tap here to enter text. |
| Click or tap here to enter text. |

## 13.3. Accessing Thin Client (QEP)

Server IP-address: Click or tap here to enter text.

Server name: Click or tap here to enter text.

URL for accessing Thin Client: Click or tap here to enter text.

## 13.4. Accessing Thick Client (QLM)

The Thick Client, QualiWare Lifecycle Manager (QLM), can be accessed in a variety of ways, choose which option that suits your company needs best:

☐ Shared Folder (.exe file)

The QualiWare Solution Architect creates a share of the folder in which QualiWare Lifecyle Manager has been installed and limits the share to the "QLM" AD Group.
**Requires Application whitelisting of "AddRemoveShortCuts.exe" to install app-shortcut on required Clients Desktops.**

☐ Remote Desktop Connection (Remote Desktop Protocol)

Recommended if having multiple geographical locations cause of its performance. The Remote Desktop Connection is possible to configure to only launch the QualiWare Lifecycle Manager on the dedicated QualiWare server.

☐ Citrix (Citrix Receiver)

A software which enables Users to securely access a remote PC/Server and the applications on the Server. Requires a Client-side Application installed on the Endpoint devices regardless of OS and Form-factor.

## 13.5. Accessing Mobile App (QualiApp)

(Requires Collaboration license)

URL (e.g. https://myCompany.qms.com): Click or tap here to enter text.

# 14. Repository Information

## 14.1. Repository Configurator

| Specify details for each Repository below (insert more rows as necessary): | | | | | | |
|---|---|---|---|---|---|---|
| **Name** / **Feature** | | | | | | |
| **Working Language** | | | | | | |
| **Metamodel** | | | | | | |
| **Configurations** | | | | | | |
| **Roles** | | | | | | |
| **Permissions (Define Access)** | | | | | | |
| **Remote Repositories** | | | | | | |
| **QCL Engines (1 or 2)** | | | | | | |
| **AddOns** | | | | | | |
| **Access Log (Define by X)** | | | | | | |
| **Governance Workflow Engine (Define by X)** | | | | | | |
| **Social Behavior Warehouse (Define by X)** | | | | | | |
| **QChat (Define by X)** | | | | | | |
| **Full-Text Search (Define by X)** | | | | | | |
| **Load full DUMP (Migration/Clone)** | | | | | | |
| **Load Export/Import (Migration/Clone)** | | | | | | |

# 15.  Post Installation

To ensure the best possible experience, please check any of the additional features below, which QualiWare offers.

## 15.1. Course Day

☐ Click or tap here to enter text.
☐ Click or tap here to enter text.
☐ Click or tap here to enter text.

## 15.2. Customization

☐ Click or tap here to enter text.
☐ Click or tap here to enter text.
☐ Click or tap here to enter text.

## 15.3. General Architecture Training

☐ Click or tap here to enter text.
☐ Click or tap here to enter text.
☐ Click or tap here to enter text.

## 15.4. Other

☐ Other: Click or tap here to enter text.
☐ Other: Click or tap here to enter text.
☐ Other: Click or tap here to enter text.

# 16. Workstations/Clients

There are three clients: browser, QLM application and Mobile App. Please check that the following requirements are fulfilled:

## 16.1. Browser client
☐ Verified that all clients use one of the browsers listed below

## 16.2. Software/OS requirements

| Operating system | Additional requirements |
|---|---|
| Windows Vista* | Internet Explorer 9**,10, Firefox, Chrome |
| Windows 7* | Internet Explorer 9**,10,11, Firefox, Chrome |
| Windows 8.x* | Internet Explorer 10,11, Firefox, Chrome |
| Windows 10* | Internet Explorer 11, Edge***, Firefox, Chrome |
| Mac | Safari |

\* Both 32-bit and 64-bit versions of Windows are supported.

\** IE9 is supported, however not all functionality will be available.

\*** Due to limitations in Edge automatic login (SSO) is not supported.

**Single Sign On** (SSO) feature works only if both QualiWare server and a client computer are in the same domain and the QualiWare server is in the Intranet security zone.

☐ Additionally, the server must be added to the client's "Local Intranet" zone in the browser.

## 16.3. QLM application client
☐ Verified that all clients fulfill the requirements below

## 16.4. Software/OS requirements

| Operating system | Additional requirements |
|---|---|
| Windows 7* | .Net 4.6.1 |
| Windows 8.x* | .Net 4.6.1 |
| Windows 10* | .Net 4.6.1 |

\* Both 32-bit and 64-bit versions of Windows are supported.

## 16.5. Hardware

|  | Minimum* | Recommended* |
|---|---|---|
| CPU | I3 or equivalent | I5 or equivalent |
| RAM | 2 GB | 4 GB |

\* If operating system has higher requirements follow those requirements. Requirements are based on the assumption that only QualiWare Lifecycle Manager is running.

## 16.6. Network and Terminal server

For QLM clients which are not on the same network as the application server, a terminal server (Remote Desktop Services, RemoteApp, Citrix or similar) is required. The terminal server may be shared with other applications.

The Desktop Experience feature (Windows 7 theme) needs to be installed on the terminal server in order for QLM to work properly.

☐ QLM clients are on the same network as server

☐ Use terminal server to run QLM

    ☐ Desktop Experience (Windows 7 theme) installed and enabled

## 16.7. Mobile App

☐ Support for mobile phone (filled in by QualiWare)

If the above is checked please fill out this section.

## 16.8. OS requirements

☐ Verified that all clients fulfilled the requirements below and that access is available

| Operating system | Additional requirements |
| --- | --- |
| iOS (iPhone, iPad) | 8.1 or later |
| Android | 4.0.3 or later |

## 16.9. Network requirements

The mobile app communicates with the QualiWare Server through a web service. This web must be accessible from the network that the mobile device is connected to. If access through the public internet is required a connection into the QualiWare server must be possible. The mobile App supports authentication challenges, so gateways requiring login are supported (when using HTTP response code 401). Although the QualiWare server verifies login and password from the mobile app, it is recommended to use a gateway with authentication functionality.

If the mobile app has access from external networks through a gateway it might be necessary to use a different FQDN and port to access the system. The mobile app only supports one address for a specific QualiWare server so the address must be the same for access from internal and external networks.

Check one of the appropriate boxes below:

☐ Use same internal address and port as thin/web clients

☐ Use this address and port for access from mobile app

    FQDN:    Click or tap here to enter text.

    TCP port:  Click or tap here to enter text.