



# **Client administration**

ELO Web Client



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# ELO Web Client for administrators

## Basics

### Target audience

This document is addressed to ELO Web Client administrators.

[Separate documentation](#) is available for users explaining how the ELO Web Client works.

### Requirements and installation

#### Web archive

The ELO Web Client consists of a web archive (.war) that is deployed on an Apache Tomcat server.

The ELO Web Client must be installed individually for each repository that is managed through a separate ELO Indexserver.

#### ELO Server/Tomcat

To enable parameter transfer with special characters, the `/conf/server.xml` file must have the entry `URIEncoding="UTF-8"` in the Connector section of the ELO server/Tomcat.

Example

```
<Connector port="8080" protocol="HTTP/1.1" connectionTimeout="20000" redirectPort="8443" UR
```

#### Browser

The ELO Web Client runs as a web application in a browser. As an HTML5 application, the ELO Web Client requires a current browser. The browser must support the latest HTML5, CSS, and JavaScript standards.

##### Information

Configure the browser to allow cookies and enable JavaScript.

The [System requirements](#) contains information about which browsers are currently supported.

Though the ELO Web Client is generally supported by older browser versions, we recommended using the latest versions for better performance.

##### Information

When using Internet Explorer, icons may not load correctly. In this case, the default icons are displayed instead.

## ELO Indexserver access

The ELO Indexserver must be directly available for the browser (see section [ELO Web Client Internet Access](#)).

## Single sign-on

The single sign-on (SSO) function is run automatically via the ELO Indexserver. You do not need to configure this in the ELO Web Client.

## Installation

The ELO Web Client installed using the ELO Server Setup (see [separate documentation](#)).

## ELO Web Client Internet Access

To work with the ELO Web Client both via the intranet and the Internet, ELO Web Client Internet Access has to be configured accordingly.

Refer to the separate section for information on the configuration of ELO Web Client internet access.

## Starting the program

The ELO Web Client offers a number of options to start the program.

For more information on starting the program for the first time, refer to the Start pages and entry points chapter.

## Manual logon

Manual logon does not require additional settings. You access the manual logon page via a URL with the following format:

`http://<host>:<port>/web-<repository name>/`

# Administration

This chapter contains information on administrative tasks in the ELO Web Client.

## Configuration

You can make a number of settings on the configuration page of the ELO Web Client.

You can access the configuration via *User menu [your name] > Configuration*.

## Categories

The settings on the configuration page are divided into categories. When you open a category, you see the settings of the selected category. The settings are grouped by topic within the category.

You will find an *i* with additional information next to each setting.

## Configuration sets

The different settings are separated into groups. These groups are called configuration sets.

As the main ELO administrator, you have the right to manage all configuration sets. You can assign configuration sets to or remove them from users and option groups.







### Information

Each user only sees the settings that were assigned to them via the configuration sets. Only you will see the sets themselves.

↩ Enable the check box to make the respective settings for the user/option group.

### Configuration sets

Determine configuration sets for the selected user or the selected group. The available configuration options depend on what sets the user is assigned to. The settings that the user is not permitted to change are automatically hidden in the configuration.

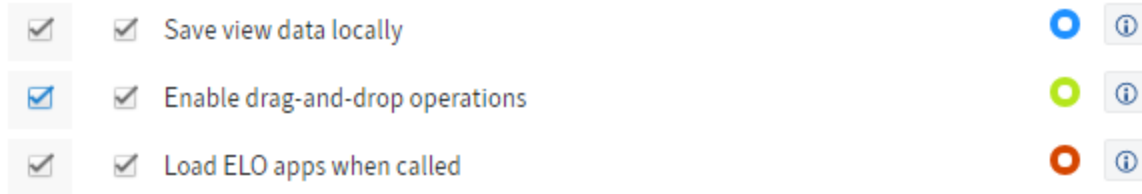
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Red circle – Administrative settings		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Blue circle – Advanced settings		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Green circle – Basic settings		

The following configuration sets exist:

-

Red circle: Refers to administrative settings that have a significant impact. This set should be restricted to administrators.

- Blue circle: Refers to the settings that have a significant impact.
- Green circle: Refers to settings that do not have a significant impact.



Next to each setting, you will see which set they belong to.

### Assign configuration sets

To assign a user or group a configuration set, proceed as follows:

1. Click *Select user* and select the user or the group.
2. Click the *Configuration sets* category and select the desired configuration sets.

The changes are saved automatically.

### Who do these settings apply for?

First, you need to select who you want to change the settings for. The following modes are available:

**My configuration:** All settings only apply to your own account. The configuration opens in this mode.

**Create configuration for user/group:** The settings apply for a certain user or users in an option group. To select this mode, click the *Select user* button and choose a user or an option group.

#### Please note

Option groups cannot be used to transfer permissions.

**Create global configuration:** The settings apply for all users. To select this mode, click the *Select user* button and choose *Everyone*.

#### Important

When you have changed a setting, leave the check box to the far left selected. If you clear the check box, the ELO Web Client restores the default settings.

## Apply ribbon settings

This function enables you to apply the functions of the ribbon for another user or another option group.

1. Click *Select user* and select the user or the group you want to apply the ribbon settings for.
2. Click *Apply ribbon settings*. Here, select the user or group whose ribbon settings you want to apply.

The functions on the ribbon of the two users/groups are now identical.


## Inheritance hierarchy of the settings

### Confirm via dialog box


When you are checking in a new version and the document has not been changed, a selection dialog appears.

If the "Confirm via a dialog box" option is disabled, the configured settings will automatically be selected for this action.

### Inheritance hierarchy of the settings

 Client default  
true

 Everyone (global)

 OPT\_GRP\_STANDARD  
true

### Custom user settings

Remove custom settings for "undefined" members of the "OPT\_GRP\_STANDARD" group.

Remove custom settings

The ELO Web Client verifies which settings apply for which user at three levels. If there is an individual setting for a user, ELO uses this setting. If there are no individual settings for a user, the ELO Web Client checks whether the user is a member of an option group. If this is the case, the settings of the option group apply. The default values apply if no settings have been configured.

Custom user settings: This item only appears if you create a configuration for an option group. Use the *Remove custom settings* button to make sure that all users of an option group have indeed been assigned the same settings.

**Please note**

The *Remove custom settings* action is required if the members of an option group have previously had access to certain settings. If you now remove a configuration set from an option group, this option group has fewer settings to choose from. Changes made up to this point must be overwritten once.

## Home screens and entry points

The ELO Web Client has multiple start pages and entry points. Each entry point redirects to the respective start page. Different functions and areas are available depending on the start page.

**Information**

The default language is determined based on your browser's language setting. However, you can change the language in the logon dialog box or in the [start parameters](#).

### Start pages

Choose from the following start pages:

- Main page
- Direct view

### Main page

This page offers the full functionality of the ELO Web Client.

The following entry points are also available for the main page:

**Manual logon**

`http://<host>:<port>/web-<repository name>/`

Example: `http://DELOSERVER:9090/web-Repository/`

You will be redirected to the logon page. You must enter your user name and password.

If logon is successful, you will be redirected to the main page of the program. If logon fails, a corresponding error message is shown. In this case, correct your logon data and click *OK*.

**Information**

If you are logging on manually, the name you entered stays the same when you change the language settings or log on to the system again.



**Alternative (start parameters possible)**

`http://<host>:<port>/web-<repository name>/login.html`

Example: `http://DELOSERVER:9090/web-Repository/login.html`

This entry point also redirects you to the logon page. You can add other [start parameters](#) to the entry point, which will affect various settings (e.g. client language, start page, etc.).

**Single sign-on (SSO)**

`http://<host>:<port>/web-<repository name>/sso.html`

Example: `http://DELOSERVER:9090/web-Repository/sso.html`

This page uses SSO to log on to the repository. If logon is successful, you will be redirected to the main page of the ELO Web Client. Otherwise, it will revert to the manual logon page.

**Alternative (start parameters possible)**

`http://<host>:<port>/web-<repository name>/login/index.jsp`

Example: `http://DELOSERVER:9090/web-Repository/login/index.jsp`

This entry point provides an alternative to SSO. You can add other [start parameters](#) to the entry point, which will affect various settings (e.g. client language, start page, etc.).

**Direct view**

This is not a start page in the conventional sense but more of an interface that you can open documents in. This requires a GUID as an additional parameter that automatically provides the browser with a link that refers to the document with the GUID entered. If the browser cannot display the document, then a message or pop-up window will appear, depending on the browser setting.

Use the following entry point for direct view:

**Log on with GUID**

`http://<host>:<port>/web-<repository name>/guid.jsp?guid=<GUID>`

Example: `http://DELOSERVER:9090/web-Repository/guid.jsp?guid=(4BE6C7FB-7F13-4297-93E5-3A26AD22EFEF)`

For compatibility reasons, this logon redirects you to the direct view. You also need to enter a GUID as a parameter.

## Access via start parameters

You can enter additional parameters for some logons. These parameters are attached to the URL when called. Always separate the first parameter from the URL with an ?. All additional parameters are separated with an &. The respective value is specified with an =.

`http://<host>:<port>/web-<repository name>/ix/login.jsp`

For example: `http://ELOSEVER:9090/web-Repository/ix/logon.jsp?locale=fr&user=Anderson`

The following parameters are available:

**locale:** Determines the language setting for the current session. The ELO Web Client currently supports the following languages: Danish, German, English, Finnish, French, Greek, Indonesian, Italian, Dutch, Portuguese, Portuguese (Brazil), Polish, Romanian, Swedish, Serbian, Slovakian, Spanish (International), Spanish (Latin America), Czech, Turkish, and Hungarian.

**startPage:** Determines the landing page that opens after logging on. The following values are allowed: main page = 1, and direct view = 3.

**GUID:** GUID of a document, required for the document view and can be specified for the main page. Enter the GUID of a document in parentheses, e.g. (9C0E2DA7-C1C6-4856-90D7-A50DA876F252).

## Log on with authentication start parameters

`http://<host>:<port>/web-<repository name>/ix/urlLogin.jsp?user=<user name>&pw=<password>`

Enter the parameters for the user name for this logon page (*user*) and password (*pw*). After SSO, additional parameters are evaluated and you are then redirected to the corresponding start page.

### Please note

This logon page displays the user name and password in plain text. If Secure Socket Layer (SSL) was enabled, the parameters are encrypted but will still appear in plain text in the browser or in the browser history. This also applies for server logs.

## Settings via the ELO Application Server Manager

Use the ELO Application Server Manager or the URL `<server>:<port>/web-<repository name>/status` to call the ELO Web Client status page.

For example: `http://ELOSEVER:9090/web-Repository/status`

This page shows the installed client version. You can also change settings.

**ELO Web Client Status Report**

[Change settings](#) [Web Client logon](#) [Version history](#)

**Running**

<b>Version</b>	<b>20.00.006 [build 395]</b>
Git revision	a2e9edfda
License information	ENTERPRISE
	ELO 20 THIS PAGE FOR RELEASE (2021-07-30)
	FULL
<b>Repository information</b>	
Repository name	Repository
Repository GUID	(E5B7D327-B9D0-19F3-076B-9407C29D8A31)
<b>System</b>	
Memory (free, total, max)	1,587.1 MB, 2,147.5 MB, 2,147.5 MB
Current time	2020-06-08 15:14:30 +0200

<b>Messages</b>	<b>Message</b>
<b>Date</b>	<b>Message</b>
2020-05-19 06:41:03	Initializing ELO Web Client

## Change settings

1. Click the *Change settings* link.

### Information

You need to log on as ELO administrator to make any changes to the configuration settings.

2. Enter your ELO administrator logon and the corresponding password, then click *OK*.

**ELO Web Client settings**

Name	Value	Details
<input type="checkbox"/> supportEncryption		If this option is enabled, documents displayed in the Web Client are encrypted. The user will be asked for the password of the encryption key. The document is then encrypted server-side and transferred without encryption. This setting is only recommended if you have set up SSL (see useSecureCookies setting). The user must clear the browser cache after logging off to ensure that no unencrypted documents remain behind (1 = enabled, 0 = disabled; default = 0).
<input type="checkbox"/> levelIconExpirationInDays		Lifetime of level icons in days (such as 10); once the lifetime expires, the icons will be reloaded by the Indexserver.
<input type="checkbox"/> workflowUrl		Alternative URL for the ELO Forms Services components (ELO Forms Services URL in the ELO Administration Console is the default). You can also use a relative URL (e.g. (wf-repository/)).
<input type="checkbox"/> timezone		Time zone specification (as JAVA ID string) for all logons to the Web Client, such as Europe/Berlin. This value should only be set if there are problems with the automatic recognition of time zones in the Web Client.

thumbnailPreview Add

thumbnailPreview  
useSecureCookies  
maxMailSize  
scriptingBase  
contentSecurityPolicy  
disableSecurityHeaders  
renderNoteSelection  
devMode

Delete selection  
Save  
Reload

Logout

The *ELO Web Client settings* page appears.

Use the drop-down menu to add different options to the view.

When you select and add an option from the drop-down menu, an explanation appears in the last column.

3. Change the settings as required.
4. Click *Save* to save the changes you made.

The new settings are applied.

### Delete selection

If you want to undo a setting, delete the entry from the list.

1. Select the setting that you want to delete by clicking the check box next to the respective setting.
2. Click the *Delete selection* button.

### Reload

Click *Reload* to reload the page.

#### Please note

Unsaved changes will be lost if you use the *Reload* function.

### Web Client logon

Use the *Web Client* logon link to go to the page for manual logon. Log on with your logon credentials. You are redirected to the main page of the ELO Web Client.

### Version history

Click the *Version history* link on the status page of the ELO Web Client to open the current version history of the ELO Web Client. Here you can see what changes were made in the most recent updates.

## Troubleshooting

### Display errors in Internet Explorer

The ELO Web Client supports the current versions of all common browsers.

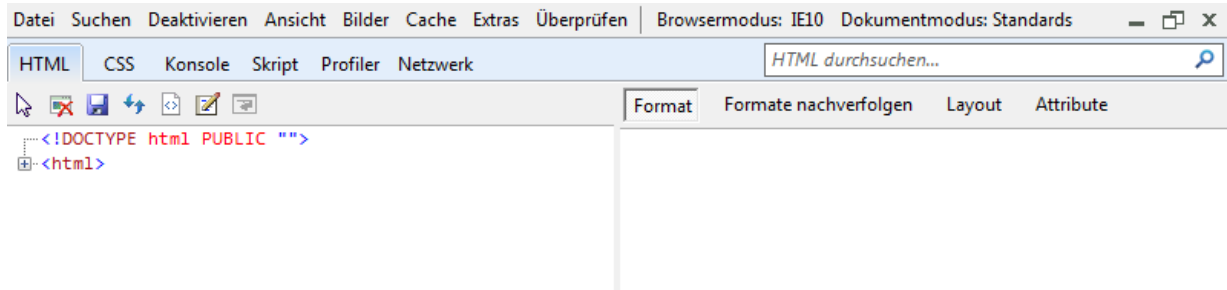
Problem: In Microsoft Internet Explorer, there may be some display errors when in compatibility view mode.

Solution: Check whether compatibility view is enabled and disable it.

### Information

The following instructions apply to older versions of Microsoft Internet Explorer. Starting with version 11, the following configuration can no longer be made.

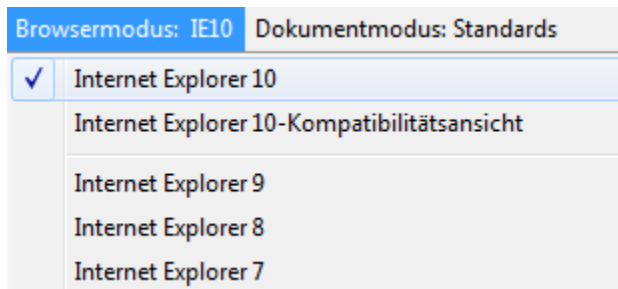
1. Open Microsoft Internet Explorer.
2. Press the F12 key to activate the developer tools.



A window with developer tools appears.

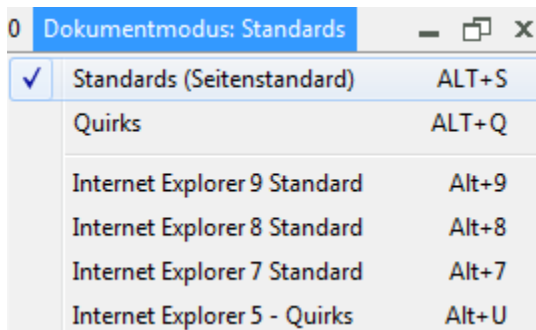
3. Click the *Browser Mode* menu name.

A drop-down menu appears.



4. Check the option *Internet Explorer 10*. Follow the same procedure for Internet Explorer 9.
5. Click the *Document Mode* menu name.

A drop-down menu appears.



6. Check the option *Standards (Page default)*.
- 7.

Click the *Close* button.

Result: Compatibility view is disabled.

### Display errors in the intranet

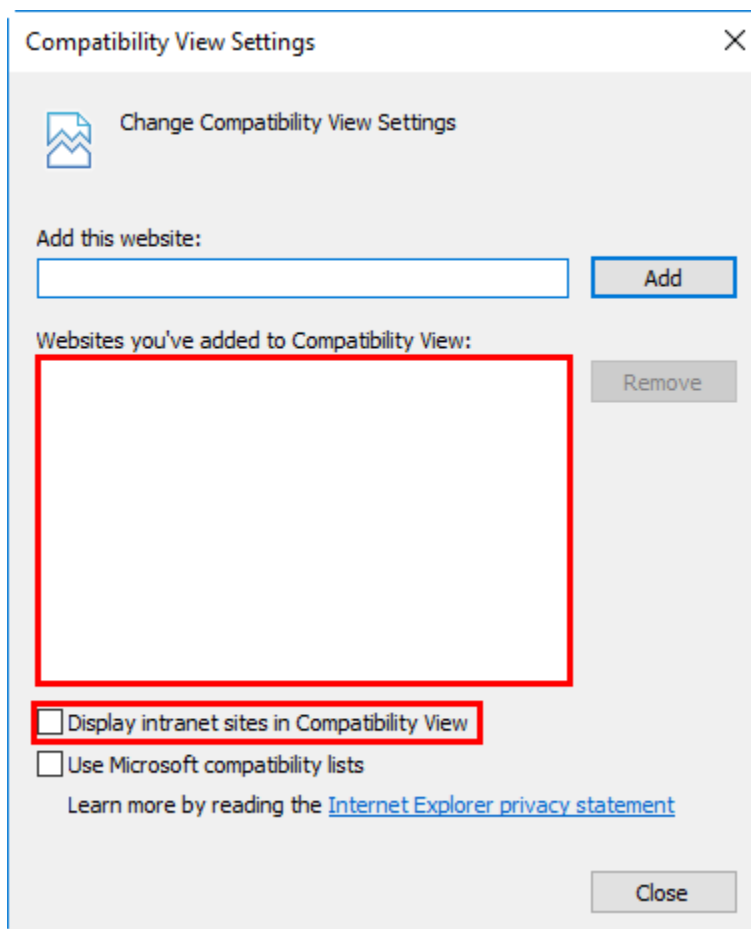
Problem: Microsoft Internet Explorer enables compatibility view by default when you access the ELO Web Client via an intranet connection. This may lead to display errors.

Solution: Change the compatibility view settings.

1. Open Microsoft Internet Explorer.
2. Press the ALT key to show the menu bar.
3. Click *Extras* in the menu bar.

A drop-down menu appears.

4. Click the *Compatibility View Settings* option.



The *Compatibility View Settings* dialog box appears.

5. Remove the address of the ELO Web Client from the list of websites to be displayed in compatibility view.
- 6.

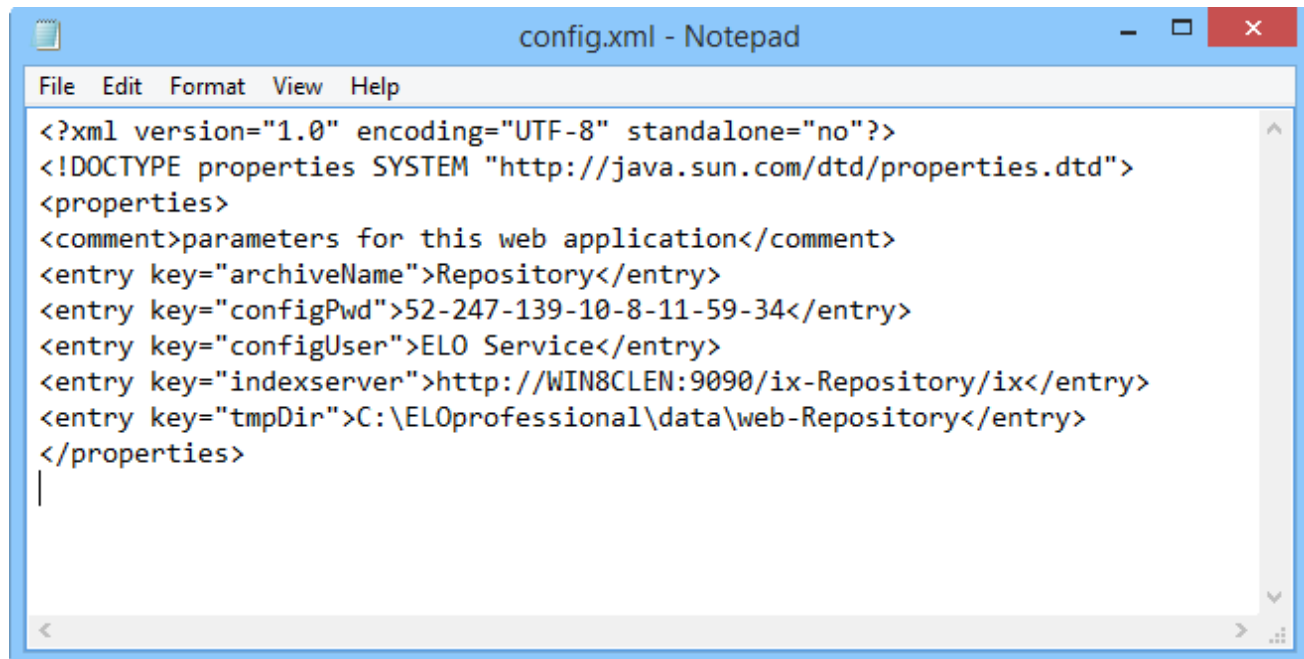
Uncheck the option *Display intranet sites in Compatibility View*.

7. Click the *Close* button.

Result: Compatibility view for intranet sites is disabled by default.

## Configuration file

When you install the ELO Web Client, a service account reads the configuration files. The installation process writes the entries to the configuration file of the ELO Web Client, `config.xml`. The password is encrypted.



You can also make these settings manually by entering the corresponding values for `configUser` and `configPwd`.

### Change the password for the service account

If you changed the password for the service account, enter the changed password to `configPwd`.

Optional: To enter your password encrypted, use the *password.bat* help program from the ELO Server Setup directory.

#### Please note

If you enter the password for the service account unencrypted, a message will be issued in the log file of the ELO Web Client (example: `web-arc-001.log`) along with an indication of the encrypted password. Enter the encrypted password string to the `config.xml` configuration file under `configPwd`.

## Scripting API

A scripting API was developed for the ELO Web Client to enable developers to program extensions. The interface is currently restricted to the start page of the client.

The *Web Client Scripting Base* folder is located in the *Administration* folder of the repository. Relevant files will be read from this folder.

If this folder is not available, you can create a *Scripting Base* folder on the relevant page in the ELOprofessional Application Server Manager. Normally, the *Web Client Scripting Base* folder is created when ELO is installed.

All scripting, CSS, and image files are read and loaded dynamically when a user starts the main page of the client (if the user has sufficient rights).

### Development

Some functions have been integrated to help you work with the interface. These are explained in the following section:

DevMode: This enables you to activate developer mode. You will need to change the relevant entry in the settings of the ELOprofessional Application Server Manager.

In developer mode, all JavaScript files will be loaded separately when starting the main page. This makes troubleshooting much easier. In addition, the folder *dev* (in the ELO installation directory under `...\server\webapps\web-<repository name>\dev`) is checked for additional script, CSS, and image files. These files are integrated dynamically when starting the main page.

#### Please note

We do not recommend using developer mode in productive systems.



# ELO Web Add-ons

## Introduction

This documentation describes how to install and configure the ELO Web Add-ons program.

ELO Web Add-ons expand or change the scope of functions of the ELO Web Client. You will find a description of the new and changed functions in the ELO Web Client manual.

## Download

You can download the ZIP file from the ELO master DVD or the ELO SupportWeb.

Content of the ZIP file:

<b>Name</b>	<b>Description</b>
ELO Web Add-ons.msi	Installation wizard
Setup.exe	Allows you to choose the language for the installation wizard
readme.txt	Brief installation instructions
*.mst	These files are exclusively for selecting a language for <i>Setup.exe</i>

## Installation

After you have extracted the ZIP file, you have several options to install the program.

Please note that you have to perform the installation as an administrator.

### Manual installation

Run the setup and follow the instructions of the installation wizard.

### Automatic installation

Use the MSI file.

## Technical settings

After successful installation, the program will start. You will see an icon on the taskbar.

The program starts automatically when you boot Windows. To start the program manually, you can run the start file in the installation directory.

In the context menu of the taskbar icon, you can open the log file or enable/disable debug log output, among others.

You can also close the program via the taskbar icon. The icon then disappears.

### Registry entries

By default, the Apache HTTP client is used for communication, as this makes SSO authentication more reliable. To use the default HTTP client instead, you can add the following name with the value true:

```
use\_default\_http\_client\_factory
```

The program creates the following key in the registry:

*HKEY\_CURRENT\_USER\SOFTWARE\JavaSoft\Prefs\Elo Digital Office\elowebaddons*

You can enter different values in this key to configure program settings.

The program has to be restarted after every change made to the registry entries for it to take effect.

### Time interval for deleting temporary files

The program regularly deletes temporary files accumulating during use. To set this time, you can add a value with the following name:

```
temp\_deletion\_interval\_seconds
```

### HTTP port

By default, the program uses a specific port for communication via the HTTP protocol. To change this, you can add a value with the following name:

```
http\_port
```

You do not have to enable ports specifically as the installation wizard creates a corresponding firewall rule.

## HTTPS port

To enable communication via the HTTPS protocol, you can add a value with the following name:

```
https\_port
```

The program gives *HTTPS* priority over *HTTP*.

### Important

If you have to change a port, you also have to configure it for all users that do not use SSO in their ELO user profiles. In the *profileopts* table, create the entry `elo.webaddons.HTTP\_PORT` or `elo.webaddons.HTTPS\_PORT`.

## Path to the keystore

To use HTTPS, you will have to configure a keystore with a corresponding certificate. For the path to this keystore, you can add a value with the following name:

```
keystore\_path
```

## Password for the keystore

To use the keystore, you have to configure the password. For the password, you can add a value with the following name:

```
keystore\_password
```

When you start the program, it checks whether the password is encrypted. If not, a log output is created as a recommendation containing the encrypted variant.

## Troubleshooting

### No communication between ELO Web Client and ELO Web Add-ons

- Make sure the ELO Web Client has loaded after the ELO Web Add-ons program is ready for operation.
- Using the browser console, check whether the ELO Web Client is using both the correct protocol and port.
  - You can configure the port used by the ELO Web Client in the *profileopts* table, while the port for the ELO Web Add-ons program is configured via a registry entry (see above). These settings must match.
- If you have configured HTTPS and are using self-signed certificates, your browser may classify the connection as unsecured. You will recognize this by an error message in the ELO Web Client browser console. In this case, you will have to add the connection in the browser as an exception.

# Internet access

## Background

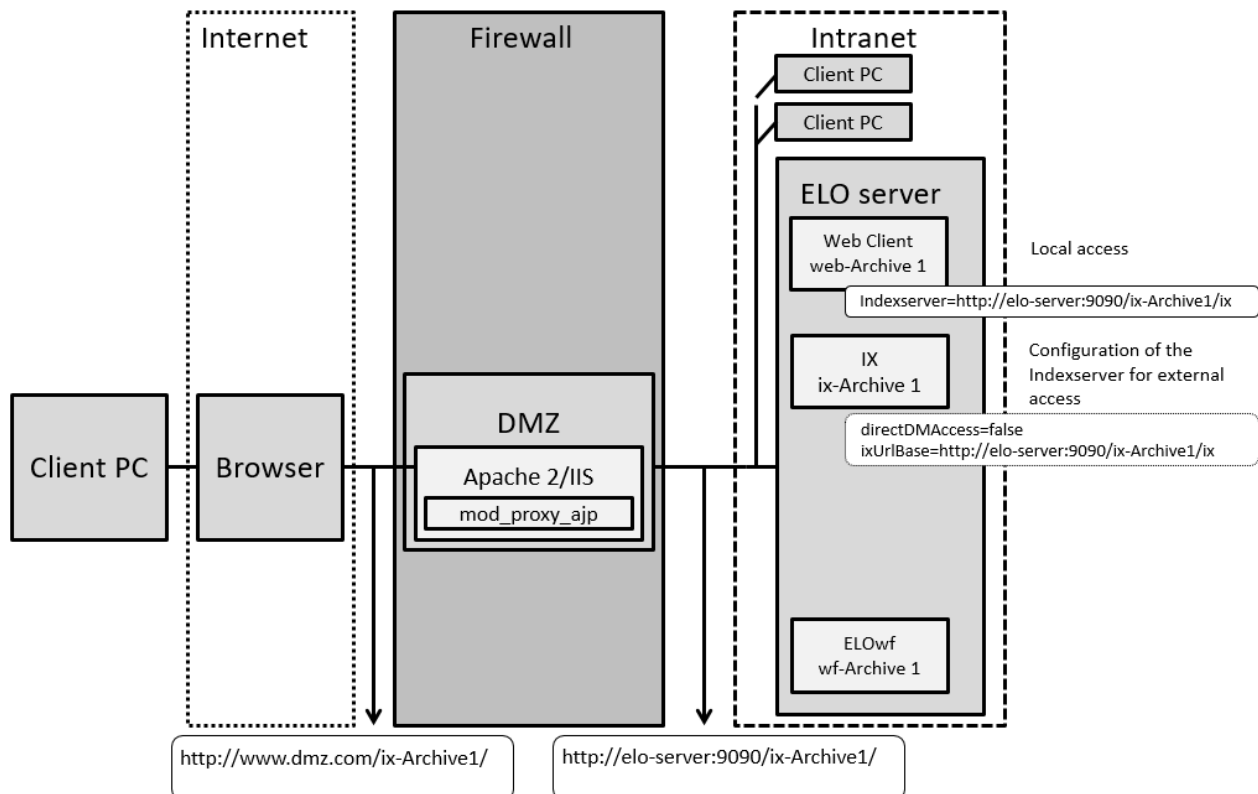
To use the ELO Web Client both locally on the Intranet as well as remotely over the Internet, you need to configure the server specifically. This document describes how to set up this configuration.

### Information

For questions on the installation and configuration of the displayed server components, please refer to the administrator of your firewall.

Primarily, a server must be installed and set up in the DMZ. If additional requirements exist for the documents to be delivered, a second Indexserver instance (here: Repository1) must be set up. The connections between them are shown in the following diagram:

## ELO Web Client Internet Access



Sample Internet address: **www.dnz.com**

## Requirements

You need the following components to set up ELO Web Client internet access:

- DMZ server
- ELO server

For the DMZ server, you in turn need the following components:

- Apache web server (current version)

An installation of ELOprofessional or ELOenterprise of version 21.00.000 or higher is needed for the ELO server.



## Install web server

First, you need to install the Apache web server.

Download the Apache web server from the following address:

<http://httpd.apache.org/download.cgi>

### Information

The latest binary version 2.4.25 has a bug in *mod\_proxy*. There is a fix for this: <https://www.apachelounge.com/viewtopic.php?p=34723>

Install the server.

### Information

Use the *Binary Releases* link on the download page to display the available versions. For the actual download, use the mirrored pages to download the file faster and not overload the *apache.org* page.

## Apache module 'mod\_proxy\_ajp'

By integrating the proxy plug-in into the ELO Indexserver, only the plug-in needs to be available in the DMZ. The ELO Indexserver sends internal requests to other ELO components (ELO Web Client, ELO Forms Services).

Edit the file *httpd.conf* in the directory <apache 2.4 install directory>/conf by adding the following lines:

```
# Load mod_proxy_ajp module
LoadModule proxy_module modules/mod_proxy.so
LoadModule proxy_ajp_module modules/mod_proxy_ajp.so

ProxyPass /ix-Archive1 ajp://elo-server:9092/ix-Archive1
ProxyPassReverse /ix-Archive1 http://elo-server/ix-Archive1
```

It is assumed that the Apache server was installed on the same server as the ELO Application Server and is therefore called *elo-server*. If not, the entries *ProxyPassReverse* need to be replaced with the internal server name of the Apache server.

**Information**

The port number (here: 9092) refers to the AJP connector. You can find the port number in the conf directory within the *server.xml* file of the ELO Application Server.

Restart the Apache web server and check the log files for possible errors.

**Information**

Make sure that all ports used for internal access are unblocked on the network.

Result: All preparations are now complete. The ELO Web Client can now be accessed via the Internet. Use the following URL:

```
http://www.dmz.com/ix-Archive1/plugin/de.elo.ix.plugin.proxy/web/
```

**Configuration****Firewall**

Please note that a firewall might block access to

```
http://www.dmz.com/
```

The firewall should allow all requests to ELO components.

```
http://www.dmz.com/ix-Archive1/
```

**External links over the Internet**

If external links created in ELO need to be available over the Internet, the ELO Indexserver configuration needs to be adjusted accordingly. To do this, open the *Indexserver Configure Options* under *publicUrlBase* and enter the externally available address of the Apache 2 server.

**Information**

This setting does not only apply for the ELO Web Client.