

SigmaLive 4.0

Live Chat and Chat Rooms for DNN

by Onyaktech



www.OnyakTech.com

Installation	2
DNN Module Installation	2
SigmaLive DNN Compare Install Zip File	2
SigmaLive Communications Setup	2
DNN URL Provider Changes	4
Verify Installation	5
SigmaLive Dependent Assemblies	5
Live Chat Mode	6
Installing SigmaLive Windows Client.....	7
Create New Groups.....	7
Create New Agents	7
Easy Setup SigmaLive for Live Chat.....	8
Customizing the Live Chat Configurations	11
Custom SigmaLive User Interface Design	12
Folders.....	12

Installation

Follow the steps below to install SigmaLive into your DNN web site. These instructions may be different depending on the version of DNN you are using.

DNN Module Installation

1. Log in to your portal as Host
2. Select “Extensions” from the Host menu (or if you’re using an older version of DNN you will click on Module Definitions).
3. Next click on “Install Extension Wizard”
4. Follow the instructions in the DNN Module Install Wizard to complete your install of SigmaLive.
5. Follow the instructions in this user manual for the “SigmaLive Communications Setup” and the “DNN URL Provider Changes”

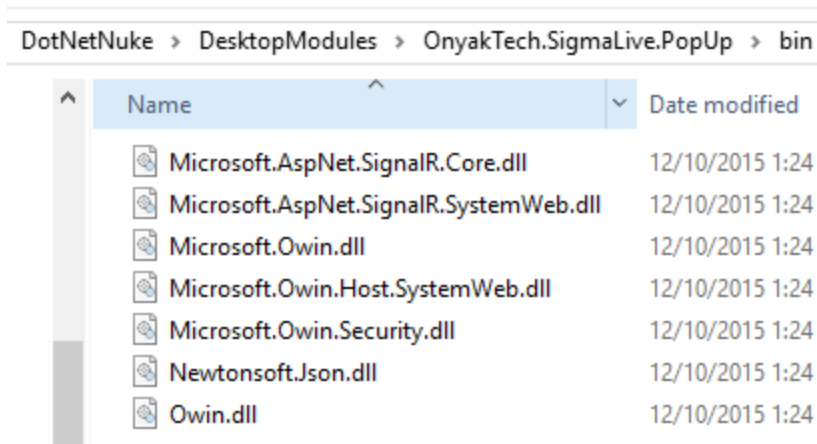
SigmaLive DNN Compare Install Zip File

If you have any problems configuring your site for SigmaLive, you can download the “OnyakTech-SigmaLive-Install-DNNCompare.zip” file to compare against your site. This zip file contains the web.config, Bin and DesktopModules\OnyakTech.SigmaLive.PopUp folders from a new DNN 7.4.2 install that was setup for SigmaLive using the instructions below. It also contains a Microsoft Excel document with the HostSettings table from the database containing the URL Rewriter settings required for SigmaLive.

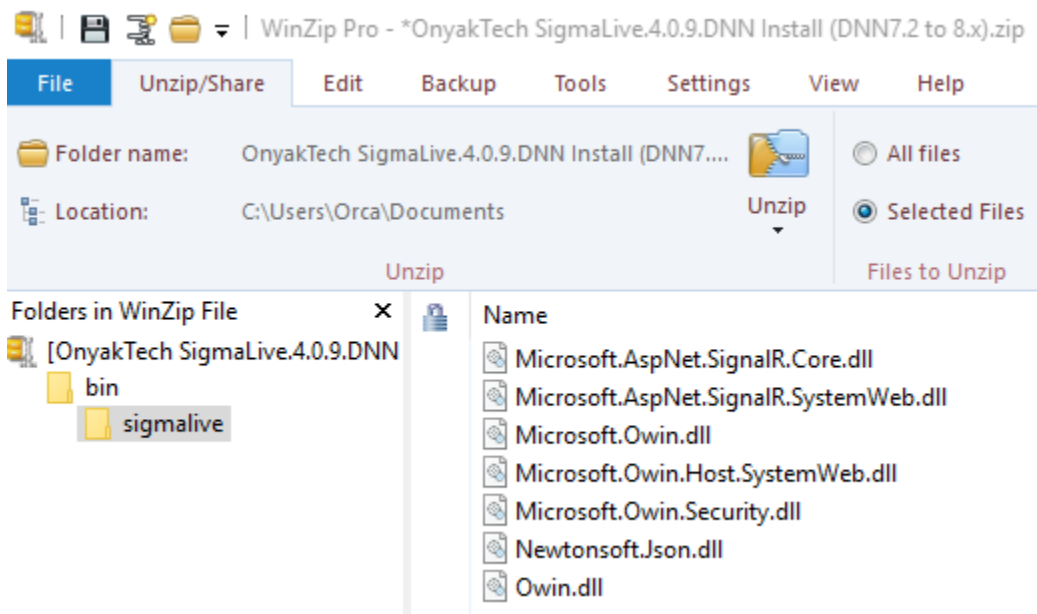
SigmaLive Communications Setup

Complete the following to complete the SigmaLive communications setup. Some of these changes may already be in place on your web site.

1. Download the zip file “OnyakTech-SigmaLive-SignalR.zip” from the Product Downloads on www.OnyakTech.com and copy the contents of that zip file to the folder “DesktopModules\OnyakTech.SigmaLive.PopUp\bin” in your DNN web site. Note that the “bin” folder may not exist, if it does not exist then you will need to create it.



These files are also located inside the SigmaLive installation zip file in the “\bin\sigmalive\” folder as shown below.



2. Make sure the modules section of your web.config has the “runAllManagedModulesForAllRequests” set to true as shown below.
 - a. < modules runAllManagedModulesForAllRequests= "true" >

```

7 </system.web.webPages.Razor>
1 <!-- The system.webServer section is required for IIS7 compatibility
2 <system.webServer>
3 <staticContent>
4 <clientCache cacheControlCustom="public" cacheControlMode="CacheOnDemand" />
5 </staticContent>
6 <modules runAllManagedModulesForAllRequests="true">
7 <add name="RequestFilter" type="DotNetNuke.HttpModules.RequestFilter" />
8 <add name="UrlRewrite" type="DotNetNuke.HttpModules.UrlRewrite" />
9 <add name="MobileRedirect" type="DotNetNuke.HttpModules.MobileRedirect" />
10 <add name="Exception" type="DotNetNuke.HttpModules.ExceptionHandler" />
11 <add name="UsersOnline" type="DotNetNuke.HttpModules.UsersOnline" />
12 <add name="DNNMembership" type="DotNetNuke.HttpModules.Membership" />
13 <add name="Personalization" type="DotNetNuke.HttpModules.Personalization" />
14 </modules>

```

3. Change the Target Framework to 4.5 in the “compilation” of your web.config as shown below

```

<!-- set debugmode to false for running application -->
<compilation debug="false" strict="false" targetFramework="4.5">
  <buildProviders>
    <remove extension=".resx" />
    <remove extension=".resources" />
  </buildProviders>
  <assemblies>

```

4. Add the “ValidationSettings:UnobtrusiveValidationMode” appSetting as shown below.

```

<appSettings>
  <add key="ValidationSettings:UnobtrusiveValidationMode" value="None" />

```

5. Add the httpRuntime .Net Framework version as 4.5. Shown below.

```

<httpRuntime shutdownTimeout="120" executionTimeout="1200"
useFullyQualifiedRedirectUrl="true" maxRequestLength="29296"
requestLengthDiskThreshold="81920" maxUrlLength="2048"
requestPathInvalidCharacters="&lt;;&gt;;*,%,:,\,?" enableVersionHeader="false"
requestValidationMode="2.0" fcnMode="Single" targetFramework="4.5"/>
<httpCookies httpOnlyCookies="true" requireSSL="false" domain="" />

```

6. Enable Session State in your web.config by adding the following

```

<system.web>
  <sessionState mode="InProc" />

```

DNN URL Provider Changes

In order to use SigmaLive there are a few URL Provider Host changes required.

The SigmaLive installation attempts to make this change for you but it may not have had the ability to do so depending on your setup.

If you are not using the PRO version of DNN you can download the DNN URL Management module by Jay Mathis at <https://dnnurlmanagement.codeplex.com/>

Change the “**Do Not Redirect REGEX**” setting to include “|/SignalR” as shown below.



You can also use the following SQL to make the change without the URL Management module or DNN Pro:

```
UPDATE {DATABASEOWNER}{OBJECTQUALIFIER}HOSTSETTINGS SET SETTINGVALUE = SETTINGVALUE + '%|/SignalR%'
WHERE SETTINGNAME = 'AUM_DONOTREWRITEREGEX'
```

Verify Installation

If everything is in place correctly, you should be able to browse to the page “/SignalR/Hubs” on your web site.

If you get a 404, check to make sure the URL Provider changes are in place. Add the “|SignalR” value to the “Do Not Rewrite” and the “Do Not Redirect” if you have any issues.

If you see errors about an invalid Newtonsoft DLL, make sure the following web.config change is in place and that the SigmaLive component DLL’s are added to the Bin folder of the SigmaLive directory under the DesktopModules.

```
<dependentAssembly xmlns="urn:schemas-microsoft-com:asm.v1">
  <assemblyIdentity name="Newtonsoft.Json" publicKeyToken="30ad4fe6b2a6aeed" />
  <codeBase version="6.0.0.0" href="DesktopModules\OnyakTech.SigmaLive.PopUp\bin\Newtonsoft.Json.dll" />
</dependentAssembly>
```

SigmaLive Dependent Assemblies

The following web.config changes are added by the SigmaLive install. This is provided here for reference and should be applied if your web.config does not contain these changes.

```

<dependentAssembly xmlns="urn:schemas-microsoft-com:asm.v1">
  <assemblyIdentity name="Newtonsoft.Json" publicKeyToken="30ad4fe6b2a6aeed" />
  <codeBase version="6.0.0.0"
href="DesktopModules\OnyakTech.SigmaLive.PopUp\bin\Newtonsoft.Json.dll" />
</dependentAssembly>
<dependentAssembly xmlns="urn:schemas-microsoft-com:asm.v1">
  <assemblyIdentity name="Microsoft.Owin.Security" publicKeyToken="31bf3856ad364e35" />
  <codeBase version="2.1.0.0"
href="DesktopModules\OnyakTech.SigmaLive.PopUp\bin\Microsoft.Owin.Security.dll" />
</dependentAssembly>
<dependentAssembly xmlns="urn:schemas-microsoft-com:asm.v1">
  <assemblyIdentity name="Microsoft.Owin.Host.SystemWeb" publicKeyToken="31bf3856ad364e35"
/>
  <codeBase version="2.1.0.0"
href="DesktopModules\OnyakTech.SigmaLive.PopUp\bin\Microsoft.Owin.Host.SystemWeb.dll" />
</dependentAssembly>
<dependentAssembly xmlns="urn:schemas-microsoft-com:asm.v1">
  <assemblyIdentity name="Owin" publicKeyToken="f0ebd12fd5e55cc5" />
  <codeBase version="1.0.0.0" href="DesktopModules\OnyakTech.SigmaLive.PopUp\bin\Owin.dll" />
</dependentAssembly>
<dependentAssembly xmlns="urn:schemas-microsoft-com:asm.v1">
  <assemblyIdentity name="Microsoft.AspNet.SignalR.SystemWeb"
publicKeyToken="31bf3856ad364e35" />
  <codeBase version="2.2.0.0"
href="DesktopModules\OnyakTech.SigmaLive.PopUp\bin\Microsoft.AspNet.SignalR.SystemWeb.dll" />
</dependentAssembly>
<dependentAssembly xmlns="urn:schemas-microsoft-com:asm.v1">
  <assemblyIdentity name="Microsoft.Owin" publicKeyToken="31bf3856ad364e35" />
  <codeBase version="2.1.0.0"
href="DesktopModules\OnyakTech.SigmaLive.PopUp\bin\Microsoft.Owin.dll" />
</dependentAssembly>
<dependentAssembly xmlns="urn:schemas-microsoft-com:asm.v1">
  <assemblyIdentity name="Microsoft.AspNet.SignalR.Core" publicKeyToken="31bf3856ad364e35" />
  <codeBase version="2.2.0.0"
href="DesktopModules\OnyakTech.SigmaLive.PopUp\bin\Microsoft.AspNet.SignalR.Core.dll" />
</dependentAssembly>

```

Live Chat Mode

With the SigmaLive Live Chat mode you will use the SigmaLive Windows application to chat with visitors one to one on your web site. In order to use the Live Chat mode you will need to complete the following:

1. Install the SigmaLive Windows client
2. Create a new Chat Group in the "Manage Groups" module menu. Chat Groups allow you to organize agents into different groups, for example to separate Sales from Support personnel.

You can then assign people in the Sales group to respond to chat requests in the Chat Room assigned to the SigmaLive DNN module setup on your site to handle sales requests and Support personnel to the Support room.

3. Download the SigmaLive configuration file from the SigmaLive DNN module and import into the SigmaLive Desktop application.

Installing SigmaLive Windows Client

The Windows client is provided for x32 and x64 processors. This is indicated in the install file name in parenthesis. Example: OnyakTech SigmaLive 4.0.8 (x32 Windows Installer).zip

On a x64 computer, install OnyakTech SigmaLive 4.0.8 (x64 Windows Installer).zip

On a x32 computer, install OnyakTech SigmaLive 4.0.8 (x32 Windows Installer).zip

Extract the contents of the zip file to a folder on your computer and run setup.exe. Follow the instructions in the SigmaLive installer to complete the install.

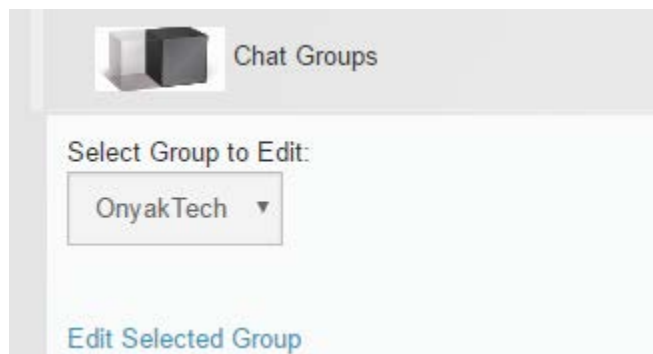
Create New Groups

You must have at least one group setup and an agent created in that group to use the Live Chat feature in SigmaLive. Everyone responsible for answering chat requests from your web site must be setup as an Agent and assigned to a group.

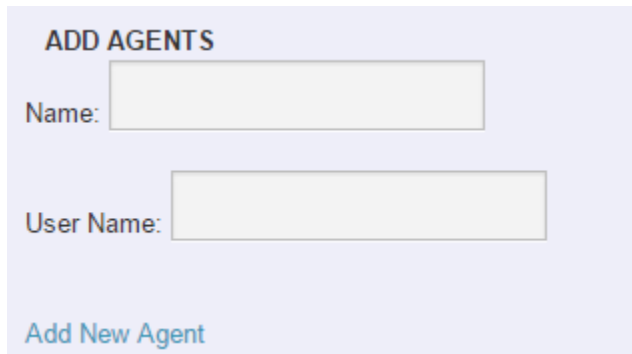
1. To create a new group, click on "Manage Groups" in the SigmaLive DNN module menu.
2. Under "Chat Group Details", enter a name for the group and a Group Key. A Group Key is just like a password that is used on the Windows client to authenticate the agent for the group.

Create New Agents

1. To create a new agent, click on "Manage Groups" in the SigmaLive DNN module menu.
2. Select the group you want to add the agent to from the "Chat Groups" list and click "Edit Selected Group."



3. In the “Add Agents” section, type the agents name and their DNN User Name
4. Click “Add New Agent”



ADD AGENTS

Name:

User Name:

[Add New Agent](#)

Easy Setup SigmaLive for Live Chat

You can manually configure both the DNN SigmaLive module and the Windows applications or you can use the SigmaLive Configuration file that is automatically generated by the SigmaLive DNN Module. Using the configuration file provides the quickest approach to getting up and running quickly.

Once SigmaLive is installed, the next step is to install the Windows client and setup the configurations to communicate with your DNN web site. This is only necessary if you wish to use the Live Chat features of SigmaLive.

1. To access the SigmaLive Configuration File you will need to be in Edit mode on the page where you placed the SigmaLive DNN module.
2. In the module menu click on “Control Panel”
3. Click “Download Configuration File”, as shown below.

Go to www.OnyakTech.com for support

Mode	Chat Rooms	Chat Room Options	Live Chat	Live Chat Options	Email Notifications	Extensions
------	------------	-------------------	-----------	-------------------	---------------------	------------

SIGMALIVE MODE

☐ ChatRoom ☒ Live Chat

First Automatic Message

Connected to server

Portal ID: 0

Module ID: 421

Master Live Chat Service Room ID: 77b44c68-041e-49e9-8538-bbd8cead4e06

The following script can be used on non-DNN sites or other Portals to start new chat sessions:

```
<input title="Talk to us now via Live Chat powered by SigmaLive
OnyakTech DNN Module" type="image" border="0" language="javascript"
onclick="window.open('http://eva/DesktopModules/OnyakTech.SigmaLive.PopUp/ActiveChat.aspx?
SigLiveChatModuleId=421&SigLiveChatPortalId=0&portalid=0&Company
SystemID=1&STE=0',null,'height=500,width=650&status=0,toolbar=0,menubar=0,titlebar=0,location=0'); if (typeof(Page_ClientValidate) ==
```

Live Chat Automatic Configuration

Reset SigmaLive (Remove All Data) **Download Configuration File**

SigmaLive Webservice URL

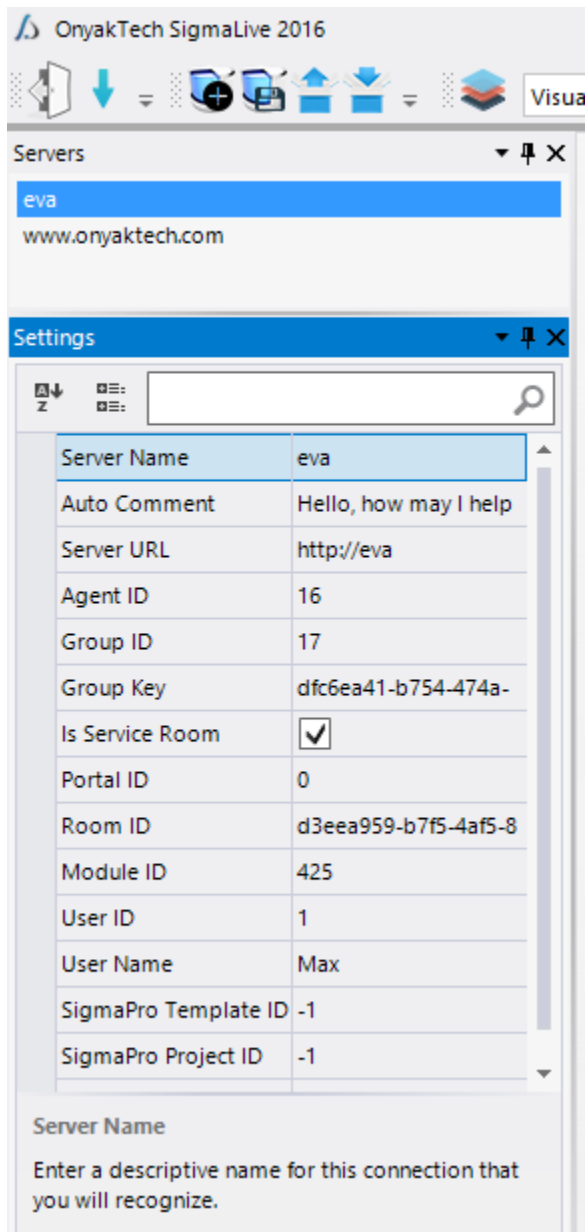
Need help? Go to www.OnyakTech.com or email Support@OnyakTech.com

Cancel Update

4. In the SigmaLive Windows application, click on the icon to import the configuration file



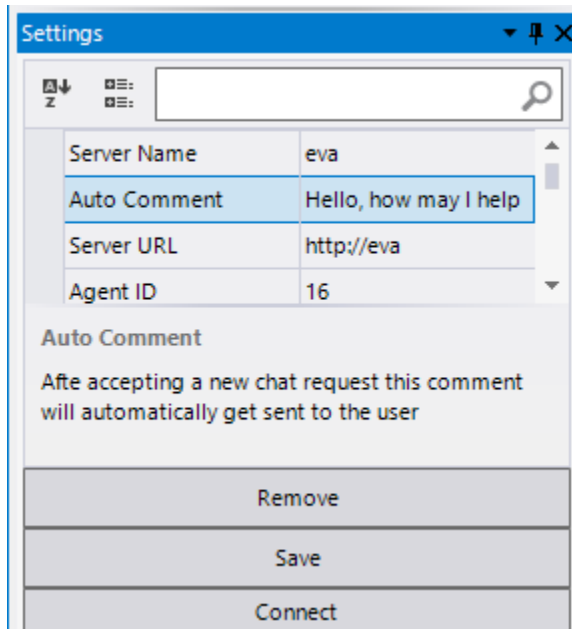
- At this point you are ready to connect by selecting your site displayed in the Servers list and clicking "Connect". The Agent displayed in the configurations will be your own if you added an agent with your user name.



Customizing the Live Chat Configurations

You can make changes to the Live Chat Configurations by editing the values for the Server in the Windows client and clicking the “Save” button. After making changes, you will need to close and reconnect the Live Chat session or restart the SigmaLive Windows application.

Selecting a configuration item displays details about that item in the Item Description panel at the bottom of the configuration screen. See below for an example.



The screenshot shows a window titled "Settings" with a blue header bar. Below the header is a search bar with a magnifying glass icon. A list of configuration items is displayed, with "Auto Comment" selected and highlighted in blue. Below the list, the details for the selected item are shown in a panel titled "Auto Comment". At the bottom of the window are three buttons: "Remove", "Save", and "Connect".

Configuration Item	Value
Server Name	eva
Auto Comment	Hello, how may I help
Server URL	http://eva
Agent ID	16

Auto Comment

After accepting a new chat request this comment will automatically get sent to the user

Remove

Save

Connect

Custom SigmaLive User Interface Design

SigmaLive is designed to provide you with the ability to completely customize the user interface to match your site and even extend it to add additional functionality. The information below provides details on the SigmaLive user interface files you can change to get the design you are looking for.

File Location: \DesktopModules\OnyakTech.SigmaLive.PopUp

Folders

- **Templates:** This folder contains the HTML templates used to render the user interface for SigmaLive
- **JS:** This folder contains the JavaScript client side files used to process the user interface
- **CSS:** This folder contains the CSS styles for the user interface

For a more detailed custom change the ActiveChat.aspx file contains part of the core UI for the Live Chat mode and Loader.ascx contains the core chat room.

Module.css: This file contains the styling for the Live Chat Status displays

Example: Changing the Live Chat Status Display

- The positioning and styling of the Live Chat status displayed floating on the left side of the screen can be changed by editing the following in module.css
 - .OnyakTechSigmaLiveChatPanelLeftInverted line 1066
 - .OnyakTechSigmaLiveChatPanelLeft line 1049
- To change the behavior, change the method OpenSigWin() in the file onyaktechsigmaliveservices.js