

Multihoming a TeamWorks Standalone Server

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Multihoming a TeamWorks Standalone Server

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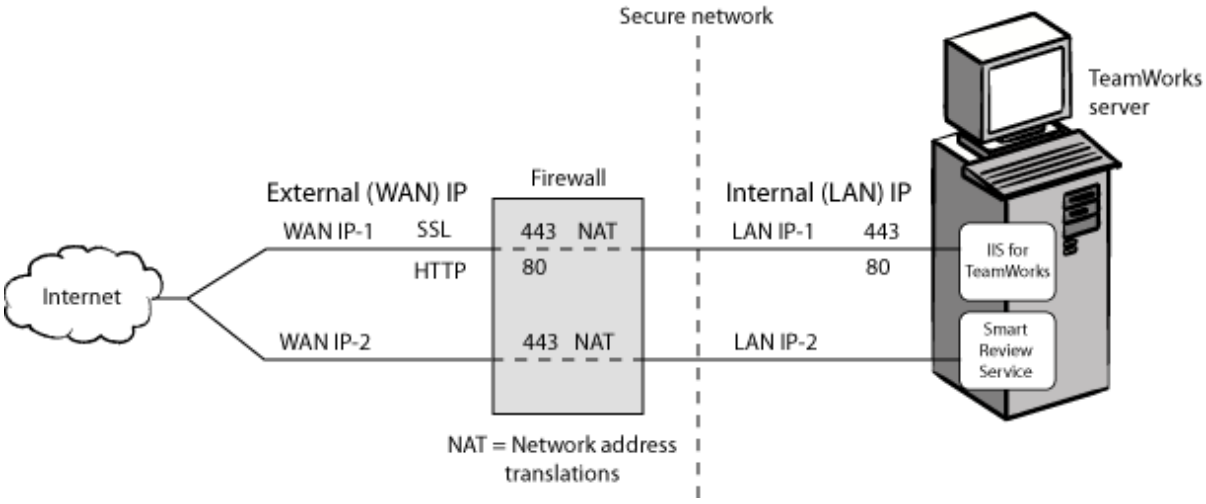
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1. OVERVIEW

Multihoming enables a server to respond to multiple IP addresses. If the TeamWorks server uses an SSL certificate, it must be multihomed. This is because the SSL certificate requires that the server uses two unique internal and two unique external IP addresses. IIS on the TeamWorks server and the Smart Review service each require an internal private (LAN) IP address and an external public (WAN) IP address.

The LAN addresses enable internal users (that is, staff users) to access TeamWorks from within the LAN. The WAN addresses enable external users (that is, customer users) to access TeamWorks from any computer outside the local network, provided they have an appropriate TeamWorks account and browser. The IP addresses for Smart Review enable TeamWorks to launch Smart Review while maintaining system security.



This document describes how to set up a TeamWorks standalone server for multihoming.

This document assumes that you have an SSL certificate.

2. ADDING A SECOND INTERNAL IP ADDRESS

This procedure assumes the TeamWorks server already has one static IP address.

1. From the **Start** menu, select **Settings > Network and Dial-up Connections > Local Area Connection**.
2. In the Local Area Connection Status dialog box, click **Properties**.
3. In the list of components, select **Internet Protocol (TCP/IP)** and click **Properties**.
4. Click **Advanced**.
5. On the **IP Settings** tab, in the **IP addresses** section, click **Add**.
6. In the **IP address** box, type the internal (LAN) IP address of Smart Review found in the Presite document (for example, `10.1.115.36`).

7. In the **Subnet mask** box, type the internal private (LAN) subnet mask (for Smart Review). Usually the mask is `255.255.255.0`, but it should be the same as the mask for the IIS IP address.
8. Click **Add** to return to the Advanced TCP/IP Settings dialog box.
9. Click **OK** to until you are back at the Local Area Connection Status dialog box, and then click **Close**.

3. ENABLING TEAMWORKS ADMINISTRATION

1. From the **Start** menu, select **Programs > Administrative Tools > Internet Services Manager**.
2. In the left pane, on the **Tree** tab, expand the <servername> tree.
3. Right-click **Admin** and select **Properties**.
4. In the Web Site Identification area, verify the following:

   Description = Admin

   IP Address = Internal Private (LAN). The IP address is IIS for TeamWorks. Select the correct address in the list or type in the IP address.

   TCP Port = 6377

5. If the IP address and TCP port are not correct, click the **Advanced** button next to the **IP Address** box.
   a. Under **Multiple Identities for this Web Site**, highlight the IP address that is incorrect.
   b. Click **Edit**. Enter the correct IP address.
   c. Ensure the port is set to **6377**.
   d. Click **OK** to return to the Advanced Multiple Web Site Configuration dialog box.
6. Click **OK** until you are back at the Internet Information Services window, and then close the window.

4. CONFIGURING IIS TO USE ONLY ONE INTERNAL IP ADDRESS

Complete this procedure to prevent IIS from trying to connect to both IP addresses.

1. Start IIS Manager. From the **Start** menu, select **Programs > Administrative Tools > Internet Services Manager**. The Internet Information Services window appears.
2. In the left pane, on the **Tree** tab, expand the <servername>tree.
3. Right-click **Default Web Site** and select **Properties**.

4. On the **Web Site** tab, in the **IP Address** box, select the TeamWorks reserved IIS private (LAN) IP address.
5. Click **Advanced** next to the **IP Address** box.
6. In the **Multiple Identities for this Web Site** area, click **Add**.
7. In the **IP Address list** box, type `127.0.0.1`.
8. In the **TCP Port** box, type `80`.
9. Leave the **Host Header Name** box blank.
10. Click **OK** to return to the Advanced Multiple Web Site Configuration dialog box.
11. In the **Multiple SSL identities for this Web Site** area, click **Add**.
12. In the **IP Address** box, type the TeamWorks internal private (LAN) IP address (IIS for TeamWorks).
13. In the **SSL Port** box, type `443`.
14. Click **OK** until you are back at the Internet Information Services window.

5. EDITING REGISTRY SETTINGS

In regedit on the TeamWorks server, fill in the following registry values in the TWEM/Networking section:

- Multihomed – Change value from **False** to **True**
- InsiteIISLANIP – Add the internal LAN address used for the IIS for Teamworks
- InsiteIISWANIP - Add the external WAN address used for IIS for Teamworks (This registry key does not exist by default; you must manually create it using **Edit > New > String Value**.)
- SmartReviewLANIP – Add the internal LAN address used for Smart Review for Teamworks
- SmartReviewWANIP - Add the external LAN address used for Smart Review for Teamworks
- InternalIpRanges – Add the internal IP ranges for Teamworks (for example, “192.168.*;127.0.0.1”)
- EmailRelayServerIp – Add the IP address for the e-mail relay server (You must manually create this registry key.)

6. UPDATING THE SECURITY SETTINGS TO ENABLE THE SSL CERTIFICATE

Perform this procedure after the SSL certificate is installed.

1. On the TeamWorks Administration home page, click **Configuration Settings**.
2. Click **Security**.
3. Under **Browser Security**, select **HTTPS (SSL) Access Only**.
4. Click **Update**.

7. STOPPING AND RESTARTING TEAMWORKS SERVICES

1. From the **Start** menu, select **Run**
2. In the **Open** box, type `cmd` to open a command prompt window.
3. Restrict IIS to the specified IP addresses:
    a. Change to the drive hosting inetpub (usually **J:**).
    b. Type `cd inetpub\AdminScripts`.
    c. Type `cscript adsutil.vbs SET W3SVC/DisableSocketPooling TRUE`.
4. Stop the TeamWorks services by typing `net stop twam`
5. Reset IIS by typing `IISReset`
6. Restart the TeamWorks services by typing `net start twam`