Installation Instructions: Mobile Web Site Software

Use these instructions to configure a web site on your organization's server (not hosted by Abila) that can be accessed by your Abila MIP Mobile users. The web site links the mobile app to your Abila MIP database server.

Important! You only need to install the web site software if your instance of Abila MIP is on-premises (not hosted by Abila). If your instance of Abila MIP is hosted by Abila (Abila Virtual Services), you do not need to perform this task.

Before You Begin

The following list summarizes the prerequisites for installing the mobile web site. For more information, see the System Requirements tab of the Abila MIP Mobileproduct page (http://www.abila.com/solutions/abila-mip-fund-accounting/mip-mobile).

- The mobile app runs on Android (V2.3 or later) or iOS (V5 or later) devices, including smart phones and tablets.

- You must have Abila MIP Version 2014.0 or later to use the mobile app. To use the **MIP Reports** feature, you must have Abila MIP Version 2014.3 or later.

- The server where Abila MIP is installed must be accessible from the location where you plan to install the Abila MIP Mobile web site. You must also update your Abila MIP databases to version 2014 before you install the Abila MIP Mobile web site.

- The server where you install the web site must run Windows 2008 R2 or Windows 2012, Standard Edition or greater.

- The server where you install the web site must have internet access enabled, and must allow external access to the site through the firewall on port 443.

- The server that hosts the Abila MIP Mobile web site must have the Microsoft .NET framework, Version 4.5, Full Profile. (The installation wizard will prompt you to install .NET 4.5 if it is not installed.)

- You must have a registered domain or subdomain name (URL) to use for the mobile web site. The domain or subdomain name must have a DNS record that resolves to the external IP address of the server where you install the site.

- The server where you install the web site must not be behind a proxy server or load balancer, since that configuration interferes with the installer's ability to verify the DNS registration of the URL.

- The web site must be a secure site (https). You must have a valid security certificate (SSL) from a trusted Certification Authority (CA). You might be able to share a certificate if your primary domain uses a wildcard SSL certificate (*.myname.com).

Note: Installing the mobile web site requires knowledge of the Microsoft IIS server, domain name services (DNS) registration, and web server security (SSL certificates). In general, the installation should be performed by a system administrator or web site administrator.

Application Security for Abila MIP Mobile

In general, the application security for Abila MIP Mobile is the same as for the Abila MIP desktop application. Any rights and permissions associated with your user ID in the desktop application will apply to the mobile app, and any data that is restricted in the desktop application will also be restricted in the mobile app.

However, the mobile app differs slightly in its support for view access to some items. In some cases menu options may not be visible to users with view-only access. This simplifies the mobile app, since you will only see a feature if you can actually perform an action with it. For example, the following conditions determine how Electronic Requisitions are displayed in the mobile app:

- If you are an Electronic Requisitions user, but you cannot process requisitions, you will not see the **Requisitions** menu in the mobile app.

- Approvers (AP1 or AP2) in the Electronic Requisitions module will see those requisitions that are assigned to them for approval.

- If you are a Requestor Only (RQO) user, no requisitions will be displayed in the Requisition List, because you do not have approver authority.

- Requisition administrators (ADM) will see all requisitions in the system, since they have rights for any requisition.

Installing the Mobile Web Site Software

To install the mobile web site software for the Abila MIP Mobile, use the following steps:

1. Obtain the **FAMobile_SelfExtract.exe** file. This file can be downloaded from
   http://www.abila.com/solutions/fund-accounting-100/fund-accounting-100-mobile.

2. Copy the file to the server where you plan to run the web site. See "Before You Begin" (page 1) for
   information about prerequisite software.

3. Double-click the **FAMobile_SelfExtract.exe** file to run the installation wizard. If your server does not
   have IIS Version 7.5 installed, the wizard will prompt you to install it. Click **Install** to proceed.
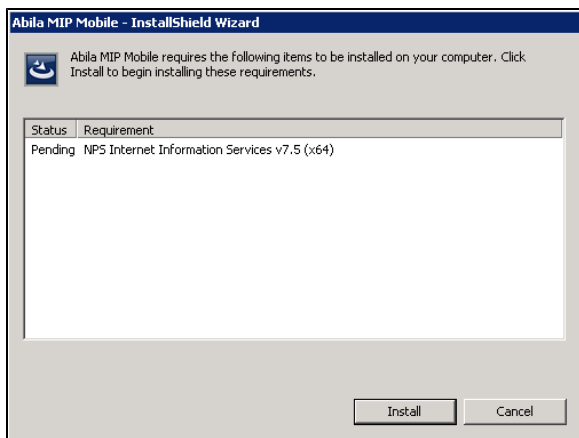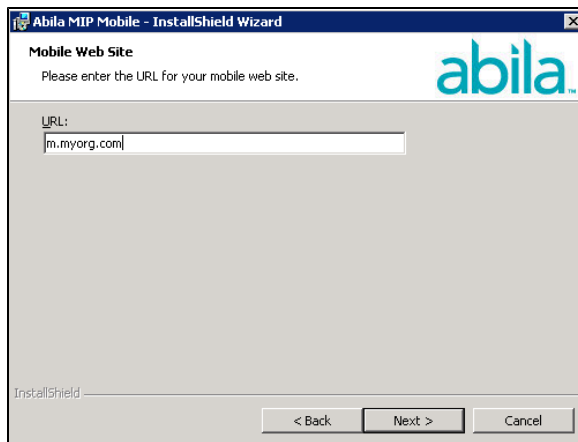

4. After the IIS installation completes, the **Welcome** screen displays.
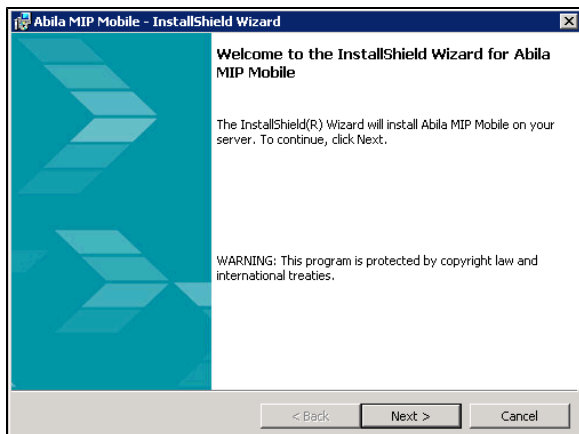
5. Click **Next**. The **License Agreement** screen displays. Review the agreement. If needed, you can print the license agreement by clicking **Print**.
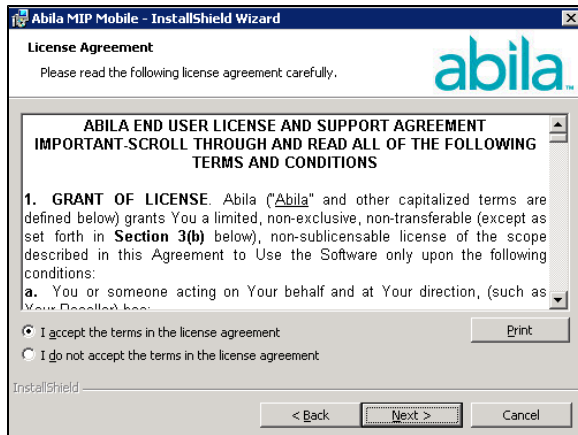
6. Click **I accept the terms in the license agreement**. Then, click **Next** to continue. The **Mobile Web Site** screen displays.
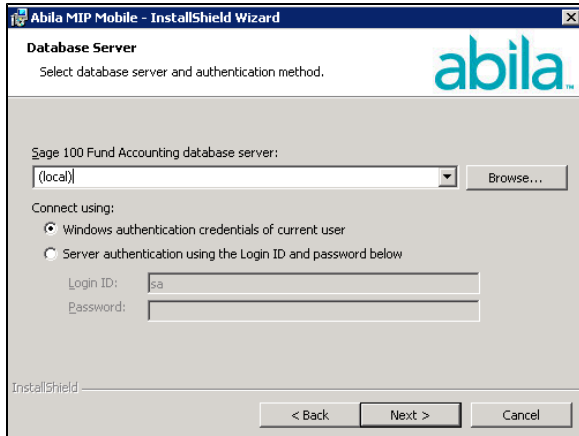

7. Enter the URL of the mobile web site. The URL you enter must be a valid URL for the IP address of the server.

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Example: www.mymobilesite.com

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If the URL is not registered to the IP address, the installation wizard returns an error.

8. When the URL is correct, click **Next**. The **Database Server** screen displays.
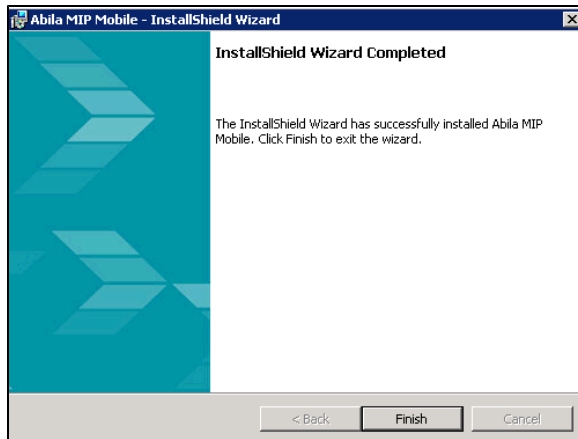

9. Select the Abila MIP database to connect with the mobile web site.

10. Click **Next**. The installation wizard displays the **Ready to Install the Program** screen.
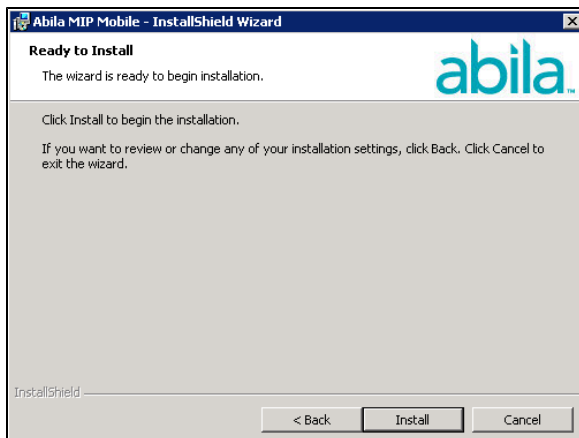
11. Click **Install**. While the installation continues, the wizard displays a progress screen.

12. When the installation completes, the wizard displays the **Installation Completed**.

13. Click **Finish** to close the wizard. The installer displays a summary of the web site installation in a browser window. If this summary includes warnings, you might need to take additional action. See "Troubleshooting the Mobile Web Site Installation" (page 6) for more information.

Troubleshooting the Mobile Web Site Installation

Use the information in this section to resolve problems that might occur if the installation completes with warnings or ends before the installation is complete.

The Mobile App Requires Abila MIP Version 2014.0

Condition

The installation wizard issues an error message when it attempts to verify the Abila MIP server you select to access from the mobile web site. When you clear the message, the wizard closes without completing the installation.

Cause

This error occurs because you selected an instance of Abila MIP that is earlier than Version 2014.0. The Mobile app requires Version 2014.0 or later.

Resolution

To resolve this issue, you must upgrade at least one instance of Abila MIP to Version 2014.0. Also, make sure that the server where you plan to install the mobile web site has network access to the Abila MIP database server. Then, run the installation wizard again and select the Abila MIP database server that has been upgraded to Version 2014.0.

Note: The **MIP Reports** feature requires Abila MIP Version 2014.3 or later. If you plan to use the **MIP Reports**, make sure that your Abila MIP installation has been upgraded to Version 2014.3.

The Server Uses a Load Balancer or Proxy Server

Condition

The installation wizard stops at the panel that prompts you to enter the URL of the web site. Clicking **Next** does not advance the wizard, and the only option is to cancel the installation.

Cause

This error occurs because the installer cannot verify the DNS entry for the URL you entered. The primary cause is that the web server uses a proxy server or a load balancer, which interferes with the installer's attempt to verify the validity of the DNS registration.

Resolution

If your web server must use a proxy server or load balancer, the mobile web site must be installed manually. For more information contact AbilaTechnical Support.

The Server IP Address Does Not Match the DNS Entry

Condition

The installation wizard issues an error message when it finds that the external IP address for the server does not match the one in the DNS registry for the domain name (URL) you entered for the mobile web site. When you clear the message, the installation wizard closes without completing the installation.

Cause

This condition can occur for the following reasons:

* The domain name was entered incorrectly or the wrong domain name was entered.

* The server where you attempted the installation is not the server that was registered for the web site.

* The DNS entry for the domain or subdomain is not registered to the external IP address associated with the server where you attempted the installation.

Resolution

Check to make sure you entered the web site URL correctly in the installation wizard. If the URL is correct, make sure that the site was properly registered for the external IP address of the server where you tried to install the web site. You must obtain a DNS registration for the domain name or subdomain name to be used for the mobile web site, and the registration must include the external IP address of the server that you plan to use for the site. After you obtain a valid registration, run the installation wizard again.

There is no Security Certificate

Condition

The installation wizard issues an error message when it attempts to bind the security certificate for the site and no certificate is found. When you clear the message, the installation wizard closes without completing the installation.

Resolution

You can resolve this issue by performing the following tasks. Then, run the installation wizard again.

* Obtain a valid security certificate for the mobile web site from a trusted CA.

* If you use a wildcard certificate for your domain, the mobile web site requires a separate IP address (LAN address).

* Install the certificate on the server where the mobile web site will be installed. The certificate must be installed to **cert:\LocalMachine\My** which is the personal SSL store for the local machine.

* Remove any expired certificates for the site (or for the domain if you are using a wildcard certificate).

Security Certificate Cannot Be Verified

Condition

If the installation wizard cannot verify the security certificate for the mobile web site, the installation will complete with a warning.

In addition, if your users attempt to use the mobile app before you resolve the issue, they may not be able to access the site, or the app may issue a security message.

Cause

This condition can occur if the security certificate is self-signed.

Resolution

You can resolve this issue by performing the following tasks:

- Obtain the certificate from a trusted CA.

- Install the certificate on the server where the mobile web site is installed, replacing any existing certificate for the site, and bind the new certificate to the site. The certificate must be installed to **cert:\LocalMachine\My** which is the personal SSL store for the local machine.

- Remove any expired certificates for the site (or for the domain if you are using a wildcard certificate).

Web Site Access Cannot Be Verified

Condition

The installation wizard attempts to access the mobile web site after it is installed, using an external connection to verify that it loads properly. If the installation wizard cannot load the site, it completes with a warning.

Cause

This condition can occur for the following reasons:

* The server where the web site was installed does not have internet access enabled.

* The firewall to the server does not allow access to the site through port 443.

* A NAT relationship does not exist between the local IP address of the server and the external IP address assigned to the DNS entry for the site.

Resolution

You can resolve this issue by performing the following tasks:

* Make sure the server where you installed the mobile web site has internet access enabled.

* Set a rule for the firewall to allow public access to the web site through port 443.

* Set up a NAT relationship between the internal IP address of the server where the web site is installed and the external IP address specified in the DNS entry for the site.

Configuring the Mobile App

Before a user can run the mobile app, they must point to the web site that connects to the Abila MIP database server.

✓ This task is only performed the first time a user launches the mobile app.

✓ The Abila MIP mobile app must be installed on the user's mobile device. The app can be downloaded from the Google Play store for Android phones or tablets, or from the Apple App Store for iPhones and iPads.

Each mobile user must perform the following steps to configure the mobile app:

1. Tap the Abila MIP mobile app icon to launch the app.

2. The app asks you to choose between **Hosted by Abila** and **Not Hosted by Abila** environments.

   * You are **Hosted by Abila** if Abila MIP runs under Abila Virtual Services.

   * You are **Not Hosted by Abila** if Abila MIP runs on your own servers, or if you are hosted by a third party.

3. Tap **Not Hosted by Abila**.

4. Enter the URL for the mobile web site. The URL must start with **https** because an SSL security certificate is required.

Tip: Send your mobile users an email that contains the URL, so they can use the information in the email to configure their devices.

Example: https://m.myorg.com/

5. Tap **Go**. The web site settings are saved on the device.

6. Sign in to the app using your Abila MIP credentials.

Note: The **admin** user ID is not available on the mobile app. To sign in as **admin**, you must use the desktop application.

Installing Updates

You can obtain mobile web site updates from the Abila web site. To update the mobile app, go to the Apple App Store for iOS devices and Google Play for Android devices.

Removing the Mobile Web Site

Use the following steps to remove the mobile web site from the server:

Important! If you remove the mobile web site, your Abila MIP mobile users will no longer be able to access Abila MIP from their mobile devices.

1. From the Windows Start menu, select **Control Panel>Programs and Features>Uninstall a program**.

2. Right-click on the Abila MIP Mobile Web Site and click Uninstall.

3. Delete the SSL certificate for the site using the IIS manager, if necessary.

4. After the web site is removed, you may also need to remove the registry key for the site:

    a. Run the registry editor.

    b. Search for and remove the following key:
        **HKEY_LOCAL_MACHINE\SYSTEM\
        CurrentControlSet\services\HTTP\Parameters\SslBindingInfo**