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# WYS Platform

Quick Start  
2020 R1

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Version 1.0

## Contents

1	Requirements.....	3
1.1	Hardware requirements.....	3
1.2	Software requirements .....	3
2	Installation.....	4
2.1	Hardware installation.....	4
2.2	Software installation .....	4
2.3	Upgrade .....	4
2.3.1	Upgrade process.....	4
2.3.2	Clean install .....	4
2.3.3	Recovery .....	4
2.3.4	Moving data to new server .....	5
2.3.5	Changing installation folder .....	5
2.4	Uninstall .....	5
2.5	Security .....	5
3	Configuration.....	6
4	Usage.....	7
4.1	Login .....	7
4.2	Help .....	7
4.3	User guide.....	7
4.4	Backup.....	7
5	Troubleshooting.....	8
5.1	Network installation .....	8
5.2	Server installation.....	8
5.3	Application troubleshooting .....	8

# 1 Requirements

## 1.1 Hardware requirements

- Fast modern multi core CPU
- 128GB of disk space (depending on used WYS Platform features)
- Fast SSD or equivalent I/O for platform storage
- 8GB or more RAM
- Fast network architecture
- WYS Platform runs on hardware and virtual servers

## 1.2 Software requirements

1. Windows 10 64-bit desktop or server edition
2. **WYS Platform** application license including
  - For all connected devices and services
  - For all used simultaneous user sessions
  - Connections to other systems that are to be used
  - Other vendor connections that are to be used
  - License requires hardware information that is available after installation
3. **Integration application** licenses (optional)

## 2 Installation

### 2.1 Hardware installation

Hardware installation consist from the following steps:

1. **Network** installation and configuration
2. Configuration of devices, sensors, services, and other applications used with WYS Platform

### 2.2 Software installation

Software installation should follow these steps:

1. Operating system and latest updates
2. Windows configured for always on server usage
3. Other services and applications installation
4. **WYS Platform** installation

Run software installer and follow through installation wizard. Restart server when asked to. Configured installation folder must be kept same on later installations.

**WYS Platform** desktop client application will launch after restart. Use the provided **hardware information** (platform key) to obtain application license.

WYS Platform continues to operate for 30 days in demo mode with all features enabled. License must be activated in order to continue usage after this period.

### 2.3 Upgrade

In general, application can be upgraded with latest installer since version 2020 R1. Before starting upgrade process make backup of entire WYS Platform application.

#### 2.3.1 Upgrade process

- Make sure that original application installer is available for recovery
- Stop all *Web App* \* services
- Copy whole **WYS Platform** folder (default c:\platform) to safe location
- Install new version with the latest **WYS Platform** installer
- Restart system and resave all application settings

#### 2.3.2 Clean install

To make sure that old data is removed follow first uninstall steps below and then reinstall application.

#### 2.3.3 Recovery

If upgrade fails then first course of action is to run **WYS Platform reset** by starting **WYS Platform** desktop client application as administrative user. System reboot and new reset afterwards might also be tried if first try fails.

If system is not coming up or other unrecoverable issues appear then recovery steps include

- Uninstall **WYS Platform**
- Restore original **WYS Platform** folder (default c:\platform)
- Rerun original installer

If data is lost after installation or something goes wrong then

- Stop all *Web App* \* services
- Overwrite **WYS Platform** folder (default c:\platform)
- Restart server
- Rerun **WYS Platform reset** or <http://localhost/finalize> with web browser (same function)

*Note: platform may be installed on other port than default port 80, include port number in the URL <http://localhost:PORT/finalize>*

#### 2.3.4 Moving data to new server

Data transfer is not officially supported but it is possible in most cases to move whole application architecture to new server as follows

1. Stop all *Web App* \* services
2. Copy **WYS Platform** folder to new server (default c:\platform)
3. Run same version **WYS Platform** installer and set installation folder (default c:\platform)
4. Apply new **WYS Platform** license after installation and restart

#### 2.3.5 Changing installation folder

Installation folder change is not officially supported but in most cases it is possible to change existing path as follows

1. Stop all *Web App* \* services
2. Copy **WYS Platform** to new location (default c:\platform, backup is recommended)
3. Save current license(s) for future use
4. Uninstall **WYS Platform** (optional but recommended)
5. Reinstall **WYS Platform** using the new path
6. Resave original **WYS Platform** licenses if needed at license management
7. Reconfigure all settings that include filesystem paths and might point to wrong location

## 2.4 Uninstall

For full uninstall

1. Disable all applications at **Home / Licensing**
2. Uninstall **WYS Platform** application
3. Delete installation folder to remove all saved data (default c:\platform)

## 2.5 Security

For increased security

- Application installation generates random admin password after installation
- Use HTTPS for login
- Install SSL certificates
- Block unnecessary network traffic from firewall
- Disallow all access to server filesystem

If server application configuration files are manipulated (Apache, PHP, Postgres), changes need to be re-applied as installer overwrites changes with default values. Use provided custom folders (C:\platform\custom) for making custom changes to system.

### 3 Configuration



**WYS Platform** desktop client application launches automatically after installation and restart. It can be also manually started from desktop. Follow instructions at getting started page that opens automatically on first run.

Additional configuration information is provided inside application.

 Help

Always read context aware help for each application section by clicking help button at the bottom of the page. Help contents will change for each application section.

## 4 Usage

Application can be used with any modern web browser or with WYS Platform application locally. Mobile devices are supported and offer same features as desktop browser.

### 4.1 Login

Login at <http://localhost> with user **Admin** and password generated on first run of WYS Platform application. Password can be edited at **My account** page. Administrative user generated password can be viewed and reseted with WYS Platform desktop client application when launching it as administrator.

*Note: platform may be installed on other port than default port 80, include port number in the URL <http://localhost:PORT/>*

### 4.2 Help

See **Getting started** at WYS Platform application.

### 4.3 User guide

See **User guide** at WYS Platform application.

### 4.4 Backup

Backups should always be configured immediately. More information about backing up and restoring the system is found at **Home / Backup and restore**.

## 5 Troubleshooting

Application related troubleshooting summary is available at **Getting Started** page when opening **WYS Platform** desktop client application. First step is always to check application health status at **Home / Platform** and that all network devices are working as expected.

Below are introduced some basic installation and troubleshooting tips outside the application scope.

### 5.1 Network installation

- Make sure that firewalls are not interfering with application data traffic
- Make sure the network connection between all components is enough.
- NAT configuration might be required if external access to server is required
- Test network port functionality by using socket tester or inbuilt application testing tools

### 5.2 Server installation

- Make sure that system has the latest updates
- Disable automatic updates but run updates manually to prevent unexpected issues
- Set the time on your server to automatic update
- Make sure the server is set to auto restart after power loss in the system BIOS
- Prevent virus protection to interfere with the application
- Disable any power saving features especially for sleep mode and USB shutdown
- Make sure that Internet Explorer is NOT running on enhanced security mode

### 5.3 Application troubleshooting

- Application requires by default ports 80 and 443 to be free at system so remove or reconfigure all services that might be using the same ports including *World Wide Web Publishing Service, Routing and Remote Access Service, TeamViewer at port 80, IIS* etc.
- Make sure there is enough space in installation drive. At least 100GB is recommended for medium sized installation where many camera snapshot pictures are stored along with events.
- Make sure that application installer and *Web App* \* Windows services have full access to application installation folder (by default c:\platform)
- If <http://localhost> produces not found error on Windows 10 system. Check Windows services and locate *World Wide Web Publishing Service (W3SVC)* and disable the service. Restart system afterwards.



- If unwanted platform activity occurs, try to run system reset by using **WYS Platform** desktop client application as administrator
- For non-accessible system troubleshooting, please check network connectivity, firewall settings and that all *Web App Platform* -services have started
- For troubleshooting *Web App Platform Web Server* or *Web App Platform Database Server* -service startup errors, please try to examine server software logs at installation folder **c:\platform\logs**
- In Command prompt (CMD) type in **netstat -a** to see which ports are initialized