ALVARADO

dormakaba Group

GateLink10 Installation Guide 10.0.10.x

PUD4259R2-0 Version 1.1

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Document Overview

This guide describes how to install GateLink onto a server. It is meant to be used by IT personnel who have either direct or remote access to the server where GateLink will be installed. When you are finished with the steps presented in this guide, GateLink will be ready for configuration by box office personnel.

This guide was written under the conditions listed below. If the conditions on your server are different, the images may not be accurate and step orders may vary slightly. However, the overall process will remain the same..

- GateLink is being installed onto the same machine as the SQL database.
- Default installation locations are used.
- The server is running Windows Server 2012.
- The server is using Microsoft SQL Server 2012.
- The server is using Microsoft SQL Server Management Studio 2012.

IMPORTANT You must have administrator privileges on your machine to complete the installation.

Support

For installation support, contact Alvarado Entertainment Support:

Email: support@alvaradomfg.com

Phone: 909-591-8431

Before You Begin

Server Requirements

- **Operating System:** Alvarado recommends Windows Server 2012 or higher.
- **Minimum CPU:** 64-bit 2.0 GHz dual-core
- **Minimum RAM:** 16 GB
- **Disk Space:** Alvarado recommends 40 GB or more.

Software Prerequisites

IMPORTANT Install and configure **all** the following software items on your machine **before** starting the installation process.

The following software must be installed on your computer before you begin the installation process.

- .NET Framework 4.0 (or higher)
- Current version of C++ Redistributable
- Microsoft Web Deploy (See **Appendix 3** on page 53 if you are using Web Deploy 3.5 or higher.)
- IIS Roles (installed by default on Windows and Windows Server operating systems)
- Microsoft ODBC Driver 11 for SQL Server

NOTE If the SQL database will live on a different machine than the GateLink services computer, the ODBC driver must be installed on both machines.

Required Files

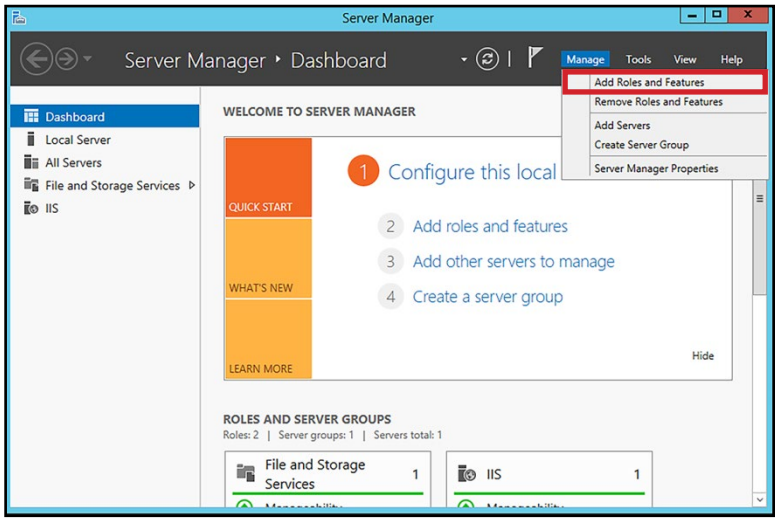
The following files will be used during the installation process. Have them available on your server before beginning the installation process.

- SQL Server installation files or installation disk
- SQL Server Management Studio installation files (if using an express version of Microsoft SQL)
- *GLinkInstall_10_0_10_X.exe* – File provided by Alvarado.
- *GLinkSite_10_0_10_X.zip* – File provided by Alvarado.

Initial Software Configuration

Install IIS Roles

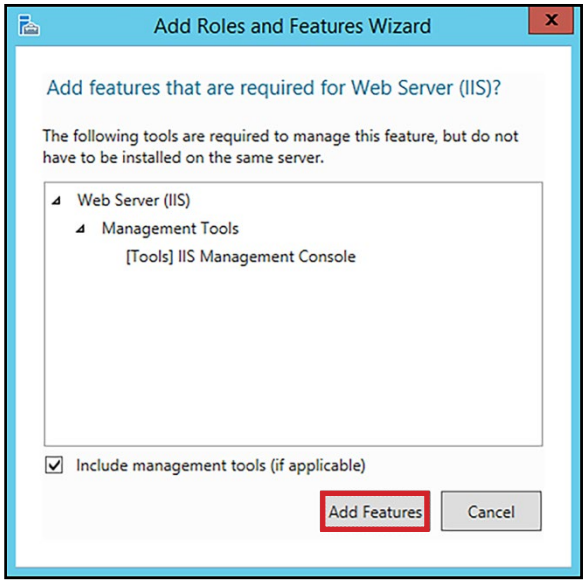
1. Click **Start** and click **Server Manager**.
2. Click **Manage** and select **Add Roles and Features**.



3. Click **Next** to go to the *Installation Type* page.
4. Select **Role-based or feature-based installation** and click **Next** to go to the *Server Selection* page.
5. Make an appropriate choice on the *Server Selection* page based on your server's setup and click **Next** to go to the *Server Roles* page.

NOTE For most installations, you can leave **Select a server from the server pool** selected, highlight your server in the *Server Pool* list, and click **Next**.

6. Check the box for **Web Server (IIS)** and click **Next**. Click **Add Features** when prompted to add required management tools.



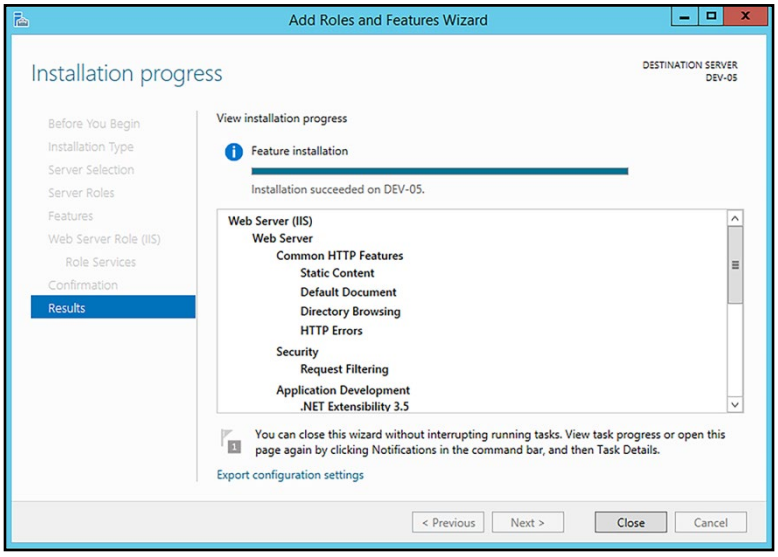
7. Click **Next** until you get to the *Role Services* page. **Check the boxes** for the following options.

- Web Server
  - Common HTTP Features
    - ✓ Default Document
    - ✓ Directory Browsing
    - ✓ HTTP Errors
    - ✓ Static Content
  - Health and Diagnostics
    - ✓ Http Logging
    - ✓ Request Monitor
  - Performance
    - ✓ Static Content Compression
  - Security
    - ✓ Request Filtering
  - Application Development
    - ✓ .NET Extensibility
    - ✓ ASP.NET (always install at least version 4.5)
    - ✓ ISAPI Extensions
    - ✓ ISAPI Filters

- Management Tools
    - ✓ IIS Management Console
    - ✓ Management Service

8. Click **Next**.

9. Click **Install**. Close the *Server Manager* when the installation is complete.



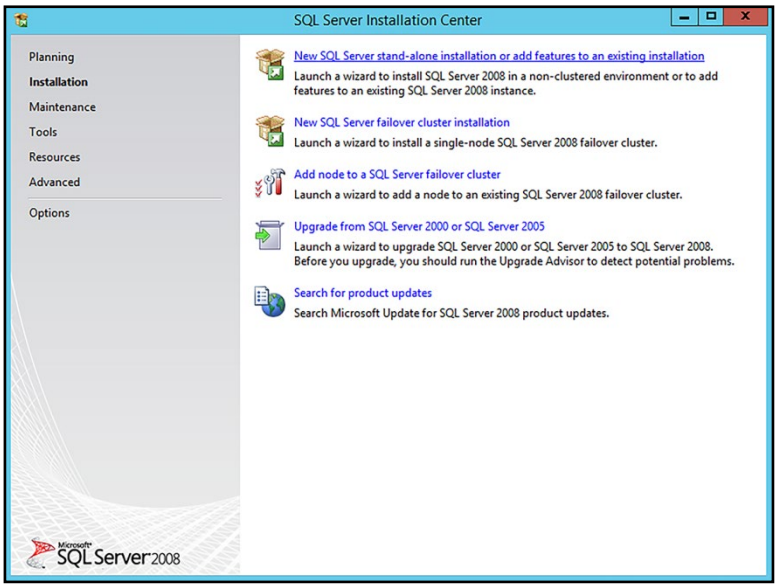
Follow the steps below to verify IIS is working properly.

1. Open a web browser.
2. Type **http://localhost** into the address bar and press **Enter**.
3. Verify the browser displays the IIS screen, shown below.

NOTE If you encounter an error instead of the IIS7 screen shown above, reinstall .NET framework.

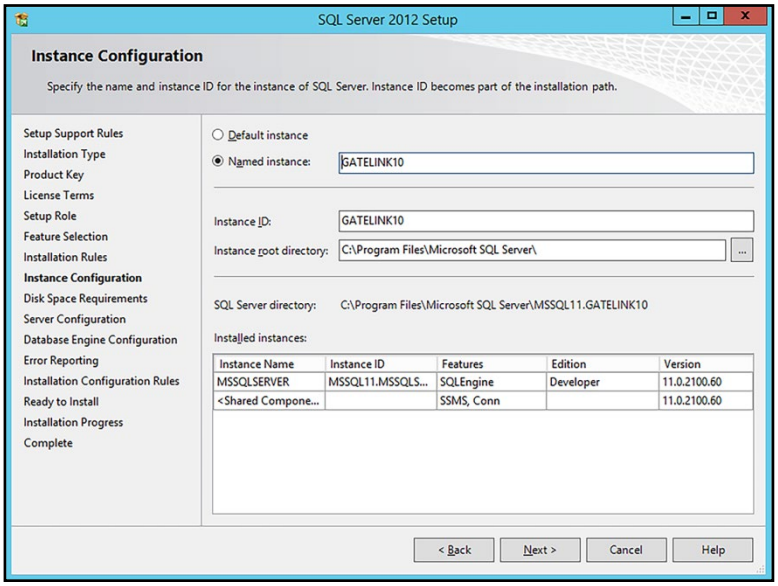
Install the GateLink SQL Instance

1. Run the SQL installer.
2. Click **Installation** and click **New SQL Server stand-alone installation or add features to an existing installation.**



3. The application will test your system. Click **OK** when it's finished or, if necessary, follow the installer's recommended steps to resolve any issues and run the installer again.
4. Accept defaults and click **Next** until you reach the Feature Selection page. Ensure the following boxes are checked.
    - ✓ Database Engine Services
    - ✓ Client Tools Connectivity
    - ✓ Management Tools – Basic
    - ✓ Management Tools – Complete

5. Click **Next** until you reach the *Instance Configuration* page and make the following changes.
    a. Enter **GATELINK10** for Named instance and press **Tab**.
    B. Verify **GATELINK10** is also entered for I*nstance ID*.



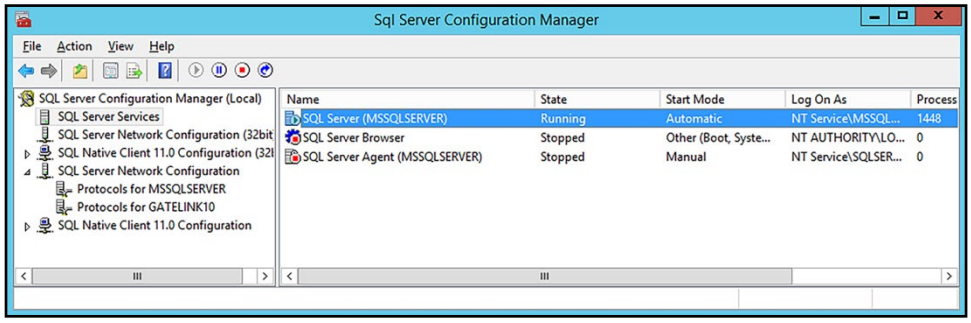
6. Click Next until you reach the Database Engine Configuration page and make the following changes.
    a. Select **Mixed Mode**, enter a password for the *sa* account to use. Use your local password policies to create a password for this field.
    b. Click **Add Current User** to make the login you're currently using on the server an administrator.
    c. You can also click **Add** to specify a user as an administrator if you don't want to make the current login an administrator.

NOTE Remember the *sa account* password you create in this step. You will need to use it again in future steps.

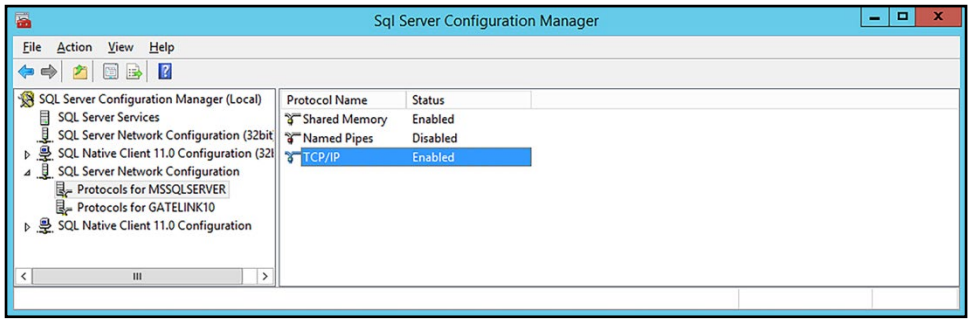
7. Click **Next** until you reach the *Ready to Install* page and click **Install**.
8. Click **Close** when the installation completes

Verify SQL Configuration

1. Run the **SQL Server Configuration Manager**.
2. Click **SQL Server Services** in the left pane.
3. Verify **SQL Server (GATELINK10) is Running**. If it is not, right-click **SQL Server (GATELINK10)** and select **Start**.



4. Click the arrow next to **SQL Server Network Configuration** to expand the list.
5. Click **Protocols for GATELINK10**.
6. Verify **TCP/IP is Enabled**. If it is not, right-click **TCP/IP** and select **Enabled**.

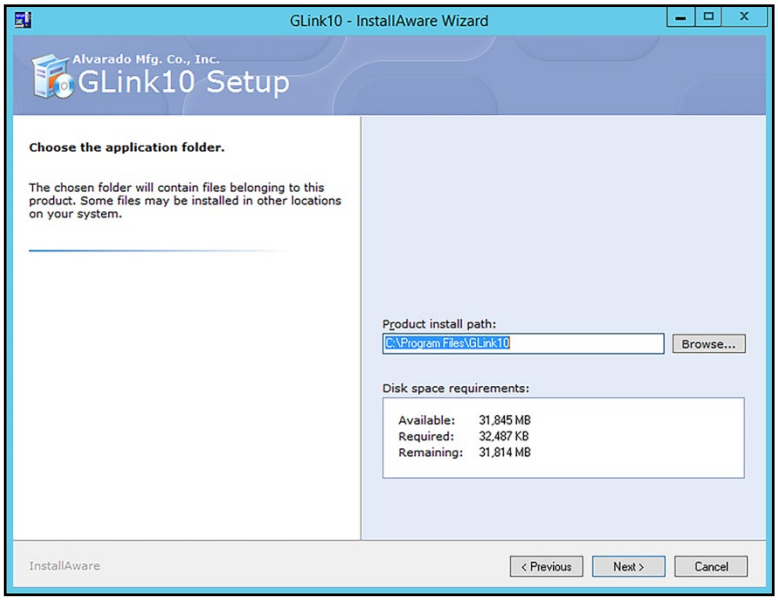


7. Click **SQL Server Services** in the left pane.
8. Right-click **SQL Server (GATELINK10)** and select **Restart**.
9. Close the SQL *Server Configuration Manager*.

GateLink Installation

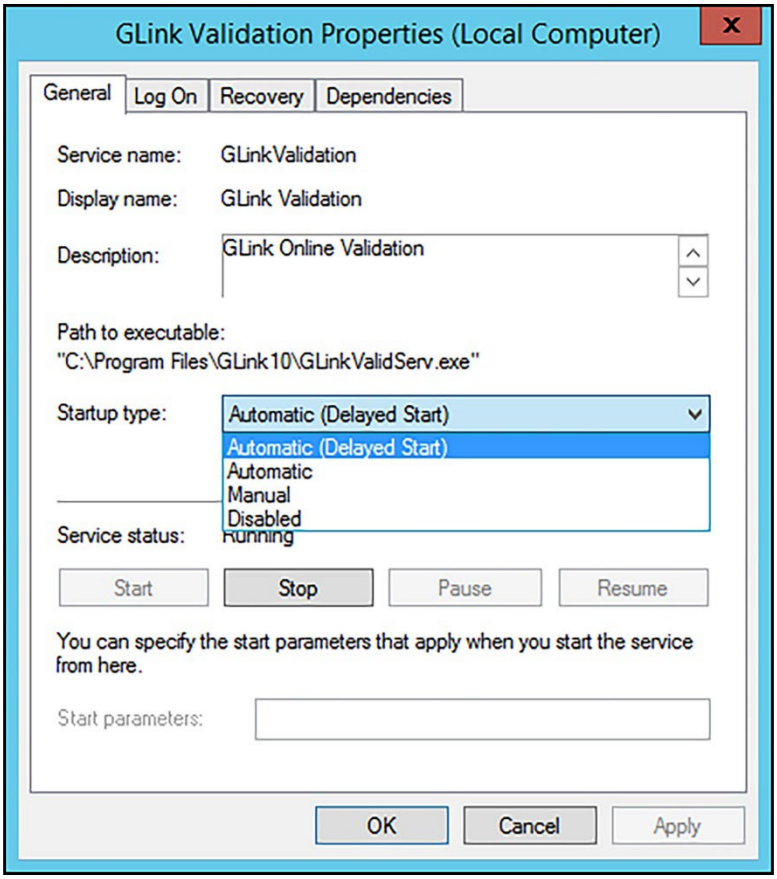
Install GateLink Services

1. Create the directory **C:\Temp** if it does not already exist.
2. Place both the *GLinkInstall_10_0_10_X.exe and GLinkSite_10_0_10_X.zip* files in the *C:\Temp* folder.
3. Double-click **GLinkInstall_10_0_10_X.exe**.
4. Click **Next**.
5. Click **Next** to install GateLink to the default location *(C:\Program Files\Gate10*). If you want to change the installation path, click **Browse**, select a new location, and click **Next**.



6. Click **Next**. The window will close after GateLink finishes installing.

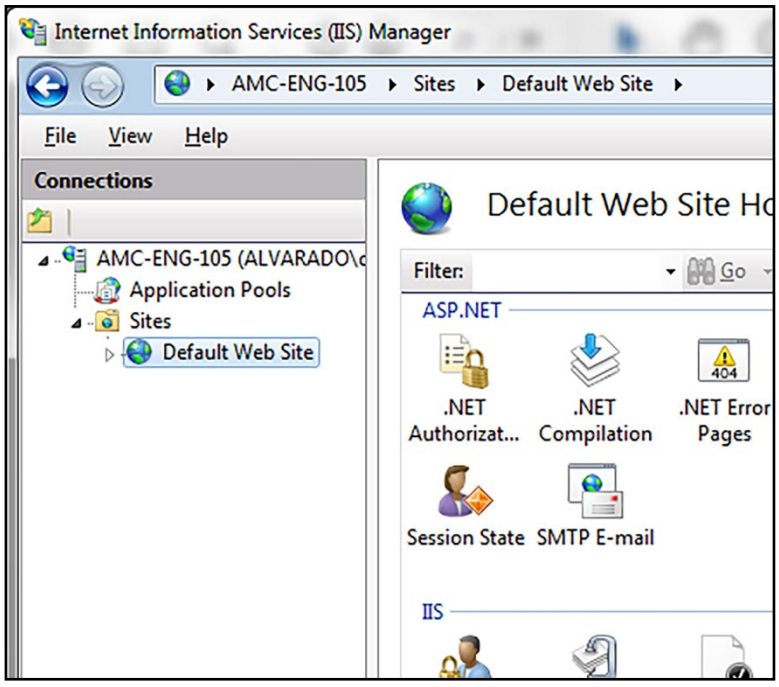
7. Open **Services**.
8. Right-click the **GLink Validation** service and select **Properties**.
9. Click the arrow for *Startup type* and select **Automatic (Delayed Start)**.



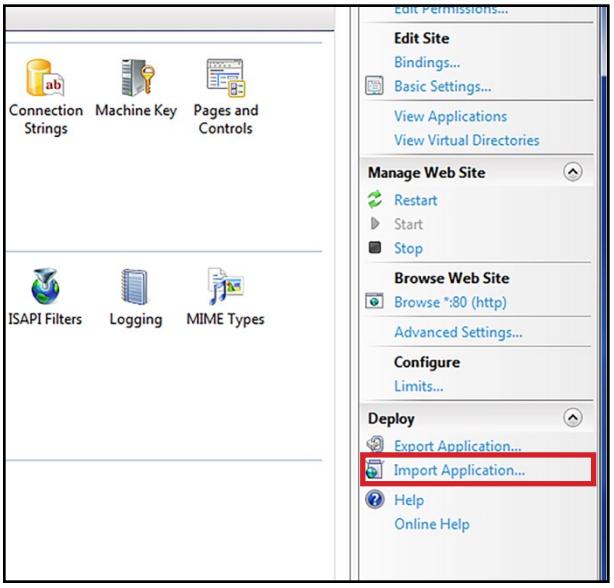
10. Click **OK**.
11. Close *Services*.

Install the GateLink Website

1. Extract the **GLinkSite10_0_10_X.zip** file and place the extracted folder into the *C:Temp* folder.
2. In the *IIS Manager*, double-click the **Sites** to expand the list and select **Default Web Site**.

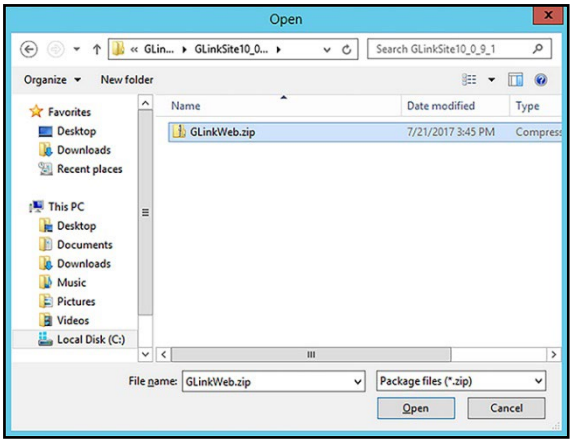


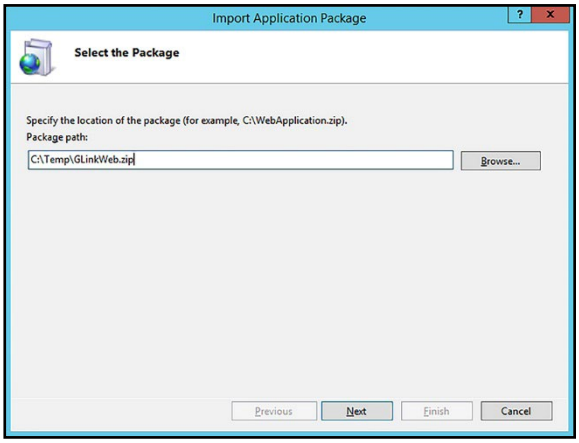
3. Click **Import Application** in the *Actions* pane.



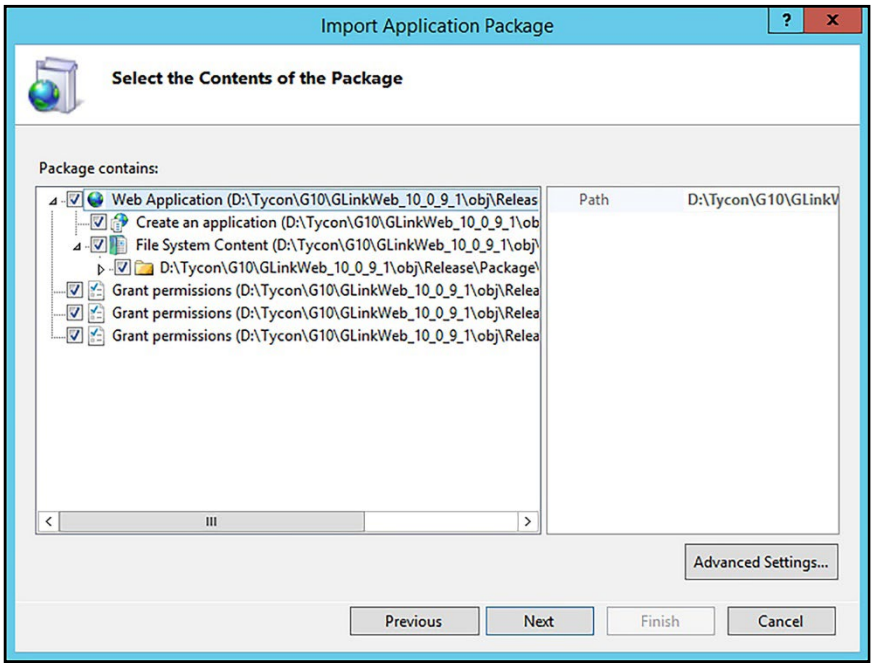
NOTE If the Deploy section does not appear, and you are using Web Deploy 3.5 or above, see Appendix 3 on page 53.

4. Click **Browse**, select the **GateLinkWeb.zip** file, click **Open**, and click **Next**.





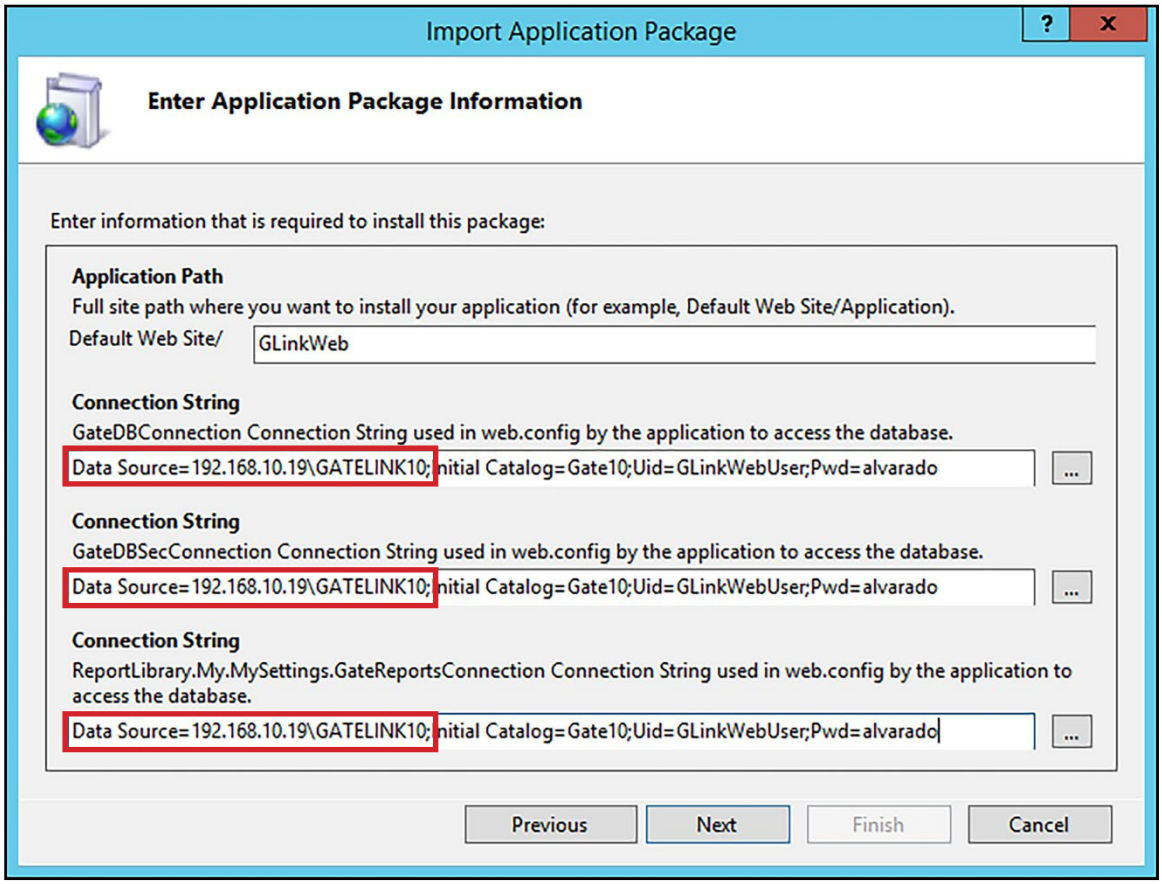
5. Accept the default selections on the *Select the Contents of the Package* screen and click **Next**.



6. In three *Connection String* fields, change *Data Source=(local)* to **Data Source=<Database IP address>\GATELINK10**. In the example below, the database is hosted on server 192.168.10.19.

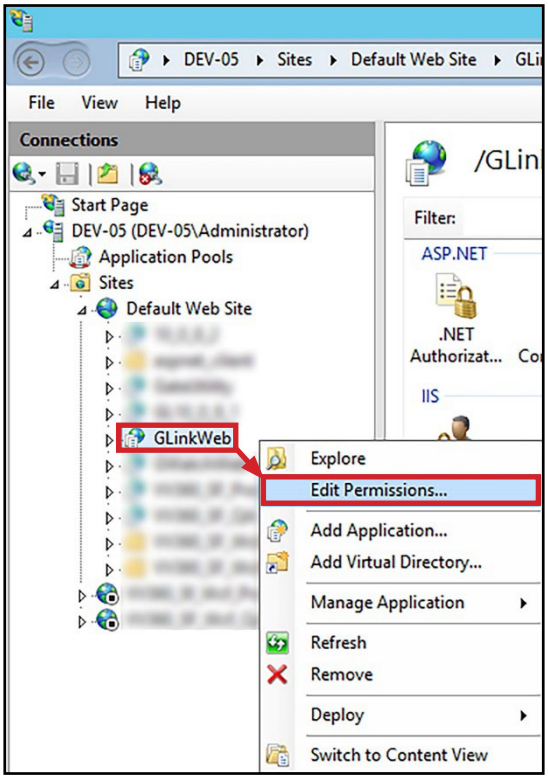
    a. If you created a different named instance in step 5 on page 10, enter that instead of "GATELINK10".

    b. If you are using the default SQL instance, you only need to enter the server's IP address.

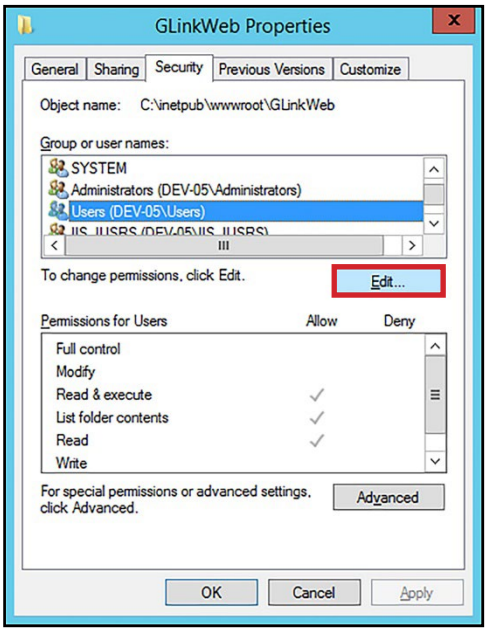


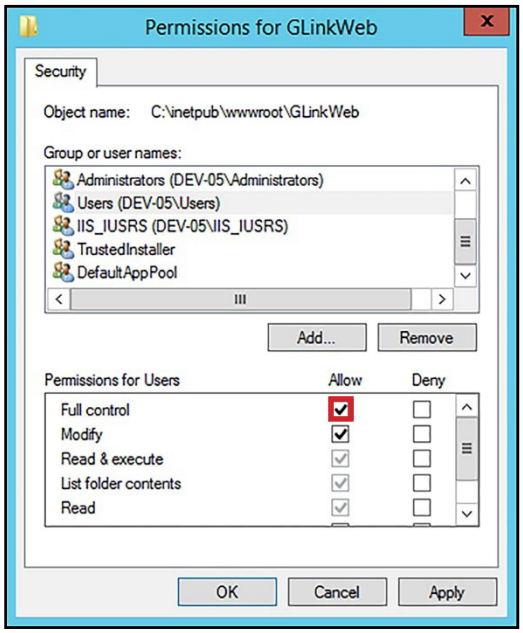
7. Verify the installation completes successfully and click **Finish**.

8. Double-click **Default Web Site** to expand the list and select **GLinkWeb**.
9. Right-click **GLinkWeb** and select **Edit Permissions**.

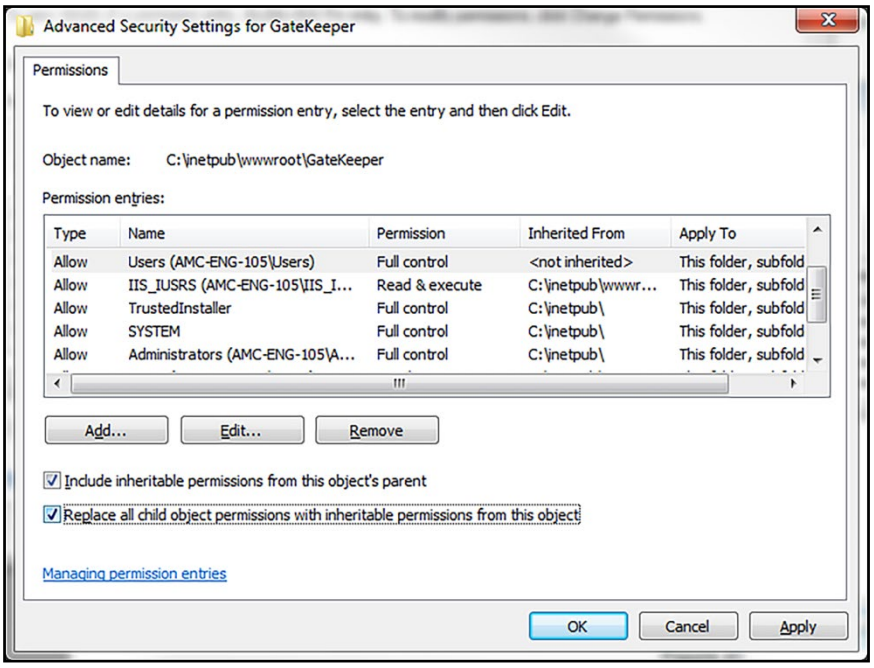


10. Click the **Security** tab and click the **Edit** button.
11. Select the **Users ([Host Name]\Users)** item from the list and check the **Allow** box for *Full Control*.

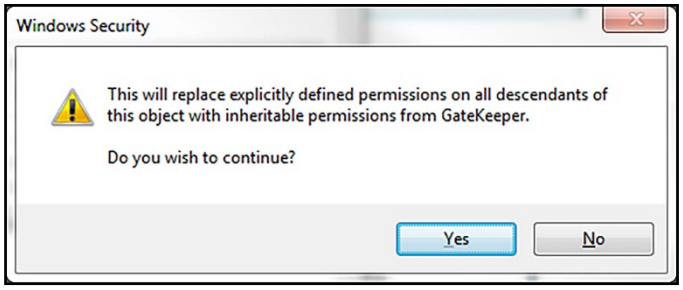




12. Click **OK**. You will return to the GLinkWeb Properties box.
13. Click **OK**.
14. Check the **Replace all child object permissions with inheritable permissions from this object** box and click **Apply**.



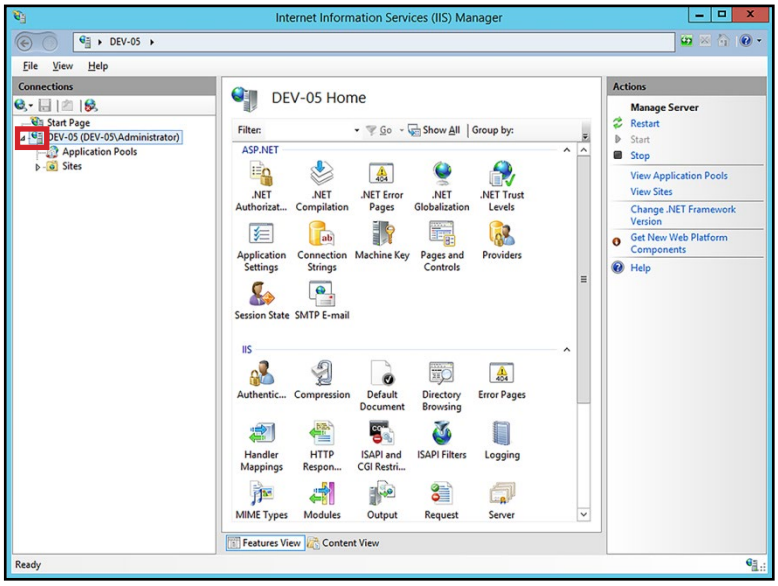
15. When a *Windows Security* box appears, click **Yes** to continue.



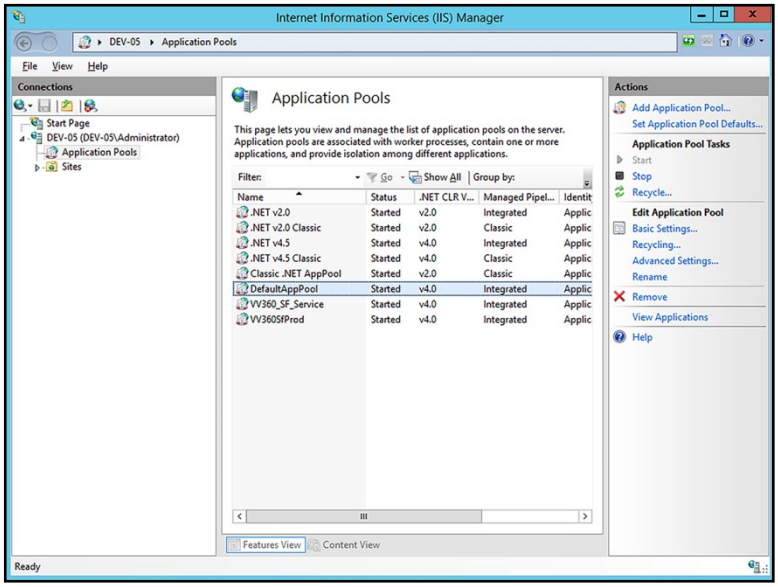
16. Exit *IIS Manager*.

Verify .NET Roles

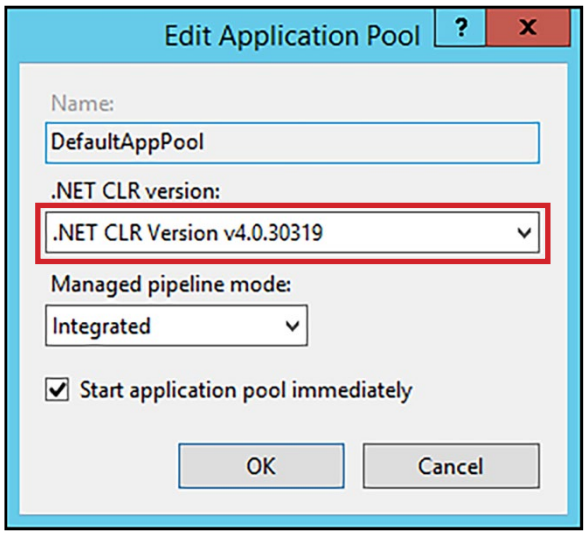
1. Open the **Internet Information Services (IIS) Manager**.
2. Click the arrow next to your server's name to expand the list.



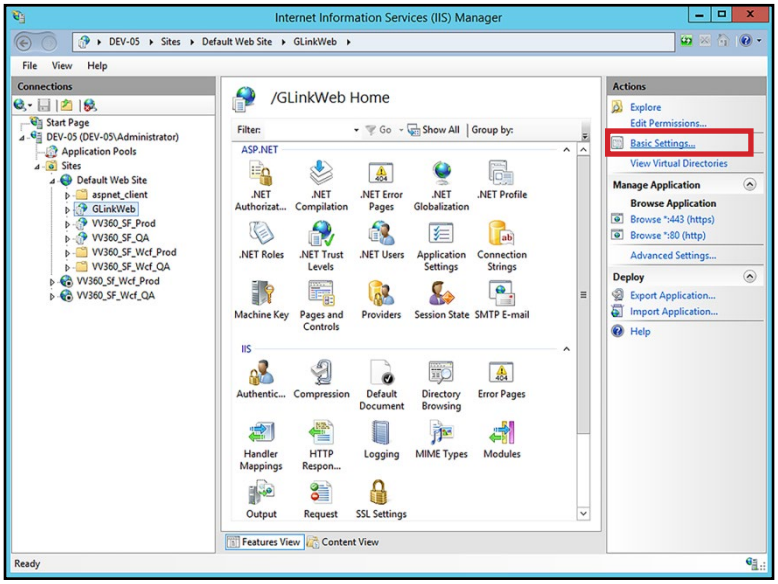
3. Click **Application Pools**.
4. Double-click **DefaultAppPool**.



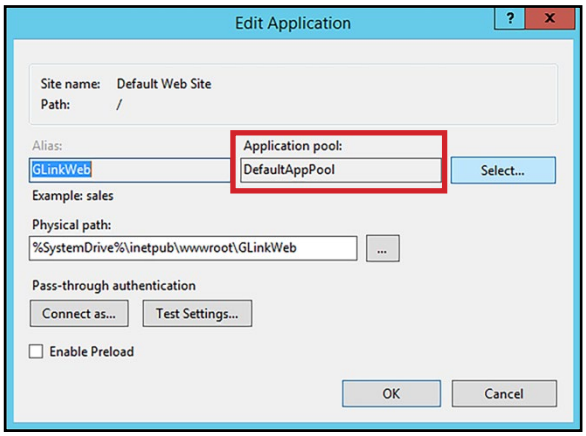
5. Verify the *.NET CLR* version is at least 4.0.



6. Click **OK** to close the *Edit Application Pool* box.
7. Click the arrow next to **Sites** to expand the list.
8. Click the arrow next to **Default Web Site** to expand the list.
9. Click **GLinkWeb**.
10. Click **Basic Settings** in the right pane.



11. Verify *Application pool* is set to **DefaultAppPool**.



12. Click **OK**.
13. Close the *Internet Information Services (IIS) Manager*.

Restore Default GateLink Database

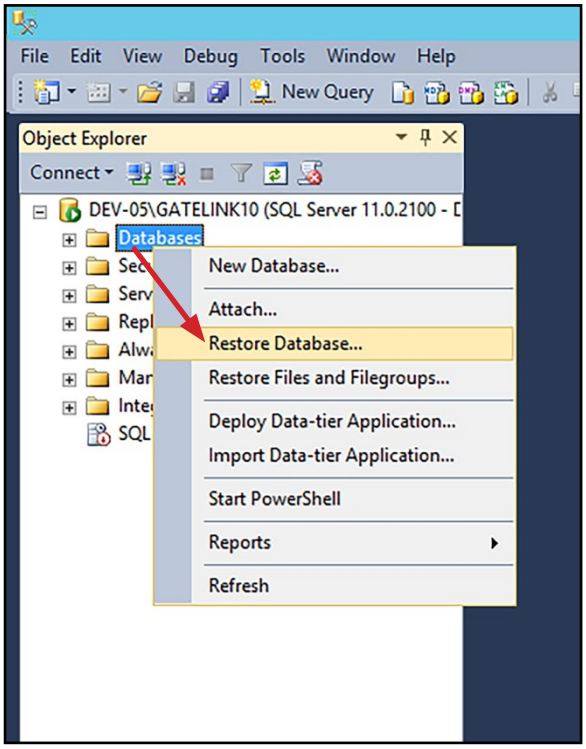
1. Open **SQL Server Management Studio**.
2. Enter your credentials and click **Connect**. You set up SQL login credentials in step 6 on page 10.

NOTE

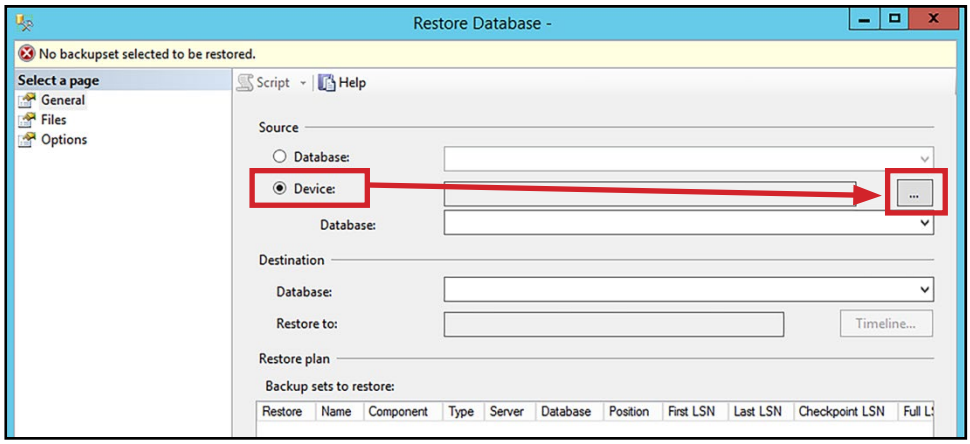
If you created a named instance for your GateLink database, your *Server name* will take the form **Host Name\Instance Name**. For example, if the GateLink server is called DEV-05 and the GateLink instance is called GATELINK10, the *Server name* is **DEV-05\GATELINK10**.

If you are using the default instance for GateLink instead of a named instance, the *Server name* will be the same as the **Host Name**.

3. Right-click the **Databases** folder and select **Restore Database**. This will open the *Restore Database* window.

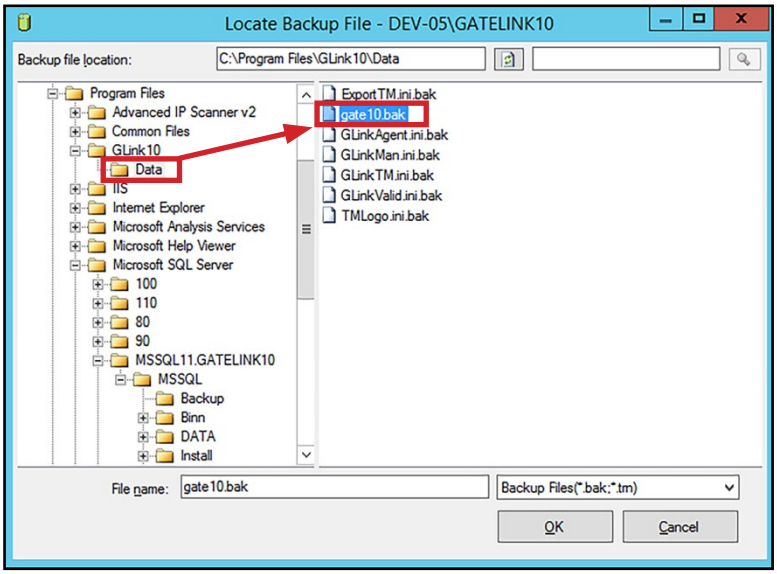


4. Click **Device** and click the **Browse** button. This will open the *Select backup* devices window.



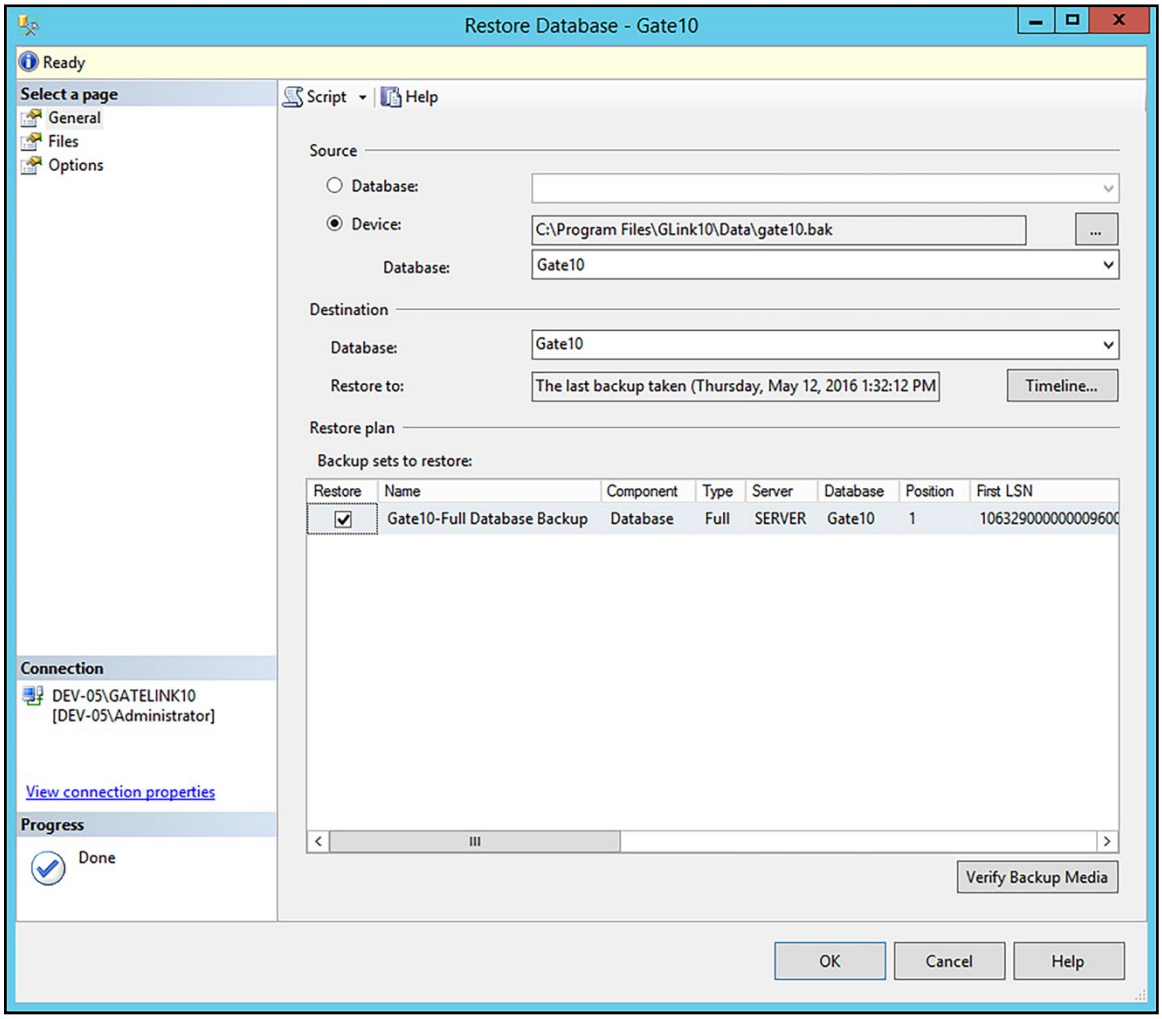
5. Click **Add**.

6. Click the *C:\Program Files\GLink10\Data* folder, select the **gate10.bak** file, and click **OK**. The g*ate10.bak file* will display in the *Backup media* box.



NOTE This is the default location for the gate10.bak file. If you installed the files to a different location in the **Install GateLink Services** section on page 12, navigate to that file location instead.

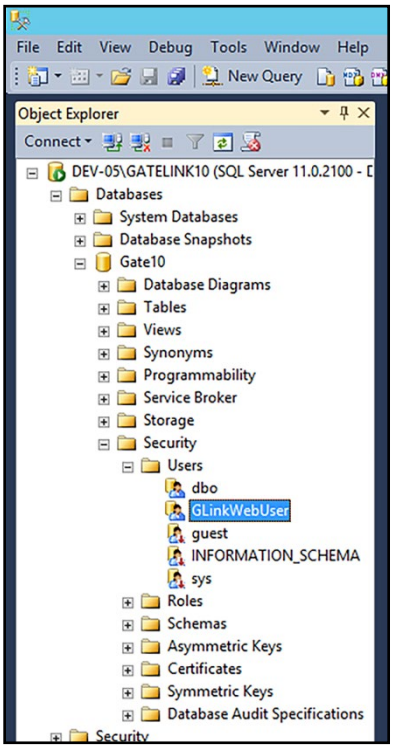
7. Click **OK**. The fields in the Restore Database window will automatically populate with new information.



8. Click **OK**.
9. Management Studio will notify you when the database has been successfully restored. Click **OK** to close the box.

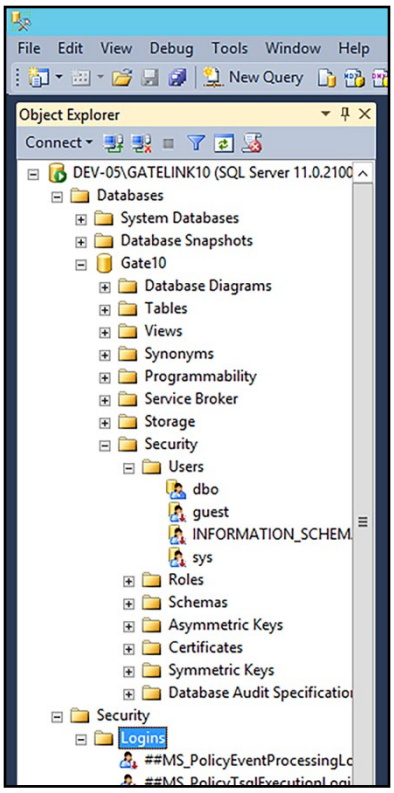
Configure Users

1. In the Object Explorer, go to the **Databases/Gate10/Security/Users** folder.



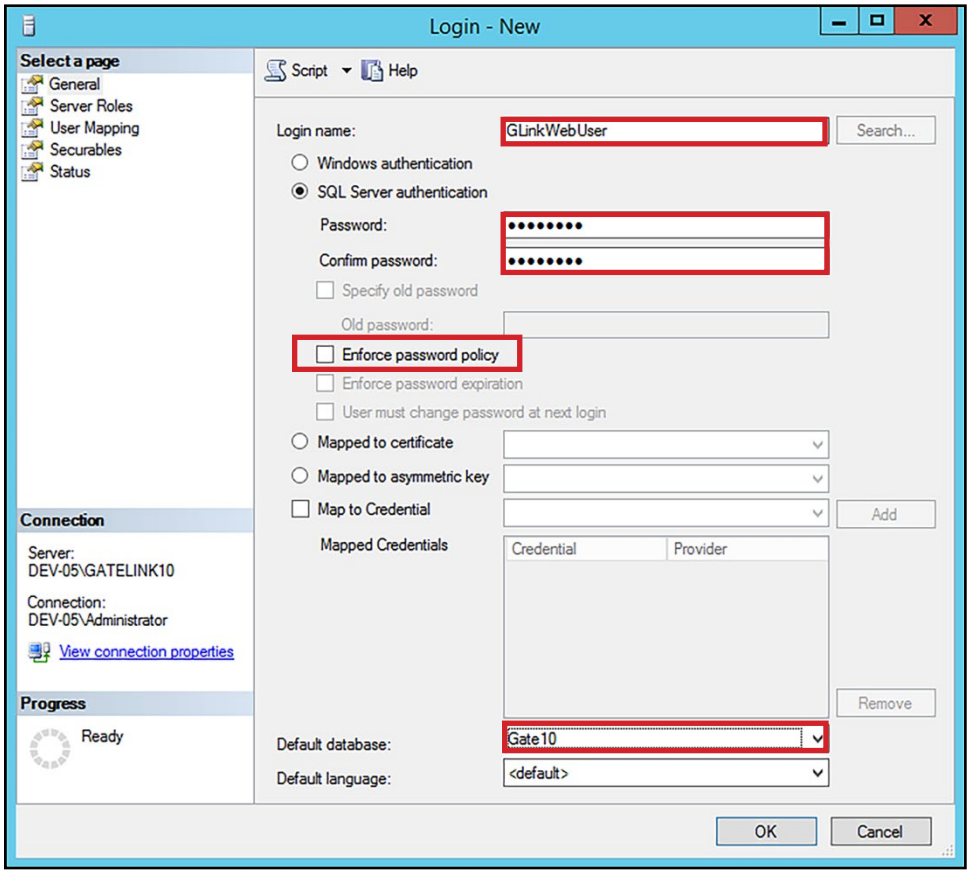
2. Right-click **GLinkWebUser** and select **Delete**.
3. Click **OK** when the *Delete Object* window appears.

4. In the *Object Explorer*, go to the **Security/Logins** folder. (NOT the *Databases/Gate10/Security* folder.)



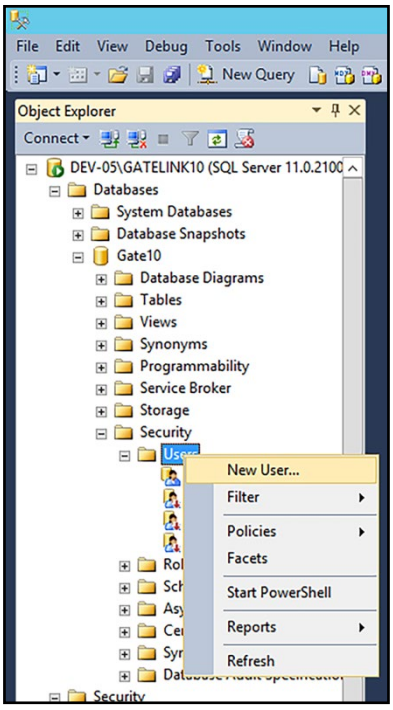
5. Right-click the **Logins** folder and select **New Login**.

6. Make the following changes to the *Login - New* page:
    a. Enter **GLinkWebUser** for the *Login name*.
    b. Select **SQL Server authentication**.
    c. Enter **alvarado** for the *Password* and *Confirm password* fields.
    d. Uncheck the **Enforce password policy** box.
    e. Select **Gate10** from the *Default database* list.



7. Click **Server Roles** under *Select a page*.
8. Verify that **public** is the only box that is checked.
9. Click **OK**.

10. In the *Object Explorer*, go back to the **Databases/Gate10/Security/Users** folder.
11. Right-click the **Users** folder and select **New User**.

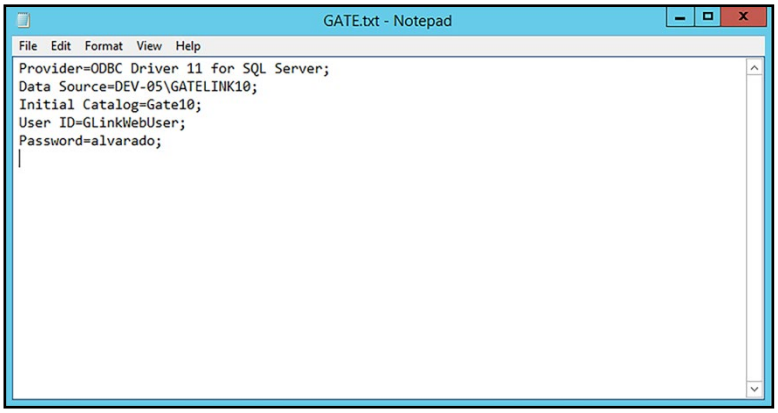


12. Type **GLinkWebUse**r for the *User name*.
13. Click **Browse** for *Login name* to open the *Select Login* window.
14. Click **Browse** to open the *Browse for Objects* window.
15. Check the **[GLinkWebUser]** box and click **OK**.
16. Click **OK** to close the *Select Login* window.
17. Click **Owned Schemas** under *Select a page* and check the **db_owner** box.
18. Click **Membership** under *Select a page* and check the **db_owner** box.
19. Click **OK**.
20. Close the *SQL Server Management Studio*.

Link GateLink to the Database

Configure GATE.txt

1. Go to the **C:\Program Files\GLink10** folder.
2. Double-click the **GATE.txt** file to edit it.
    a. *Provider* should be **ODBC Driver 11 for SQL Server**.
    b. *Data Source* should be the **Host Name\Instance Name** where the database is located. In the example image below, the host name is “DEV-05” and the instance name is “GATELINK10”. You can use the server’s static IP address in place of its name if desired.
    c. Initial Catalog should be **Gate10**.
    d. *User ID* is **GLinkWebUser**.
    e. *Password* is **alvarado** by default, but if you entered a different password in step 6.c on page 27, enter that password here instead.



3. **Save** the file and close it.

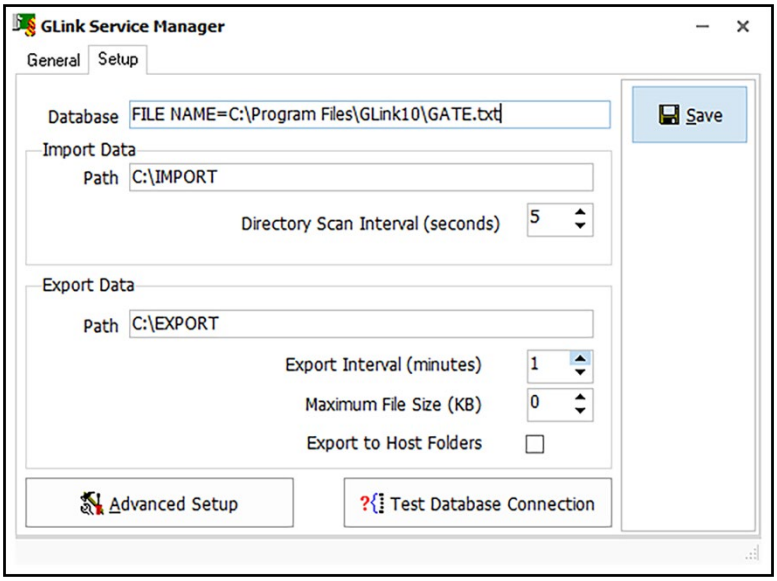
NOTE If you get an error when trying to save the GATE.txt file, copy the file to your desktop, edit it, and then paste it back into the *C:\Program Files\GLink10* folder.

Create Import and Export Folders

1. Use Windows explorer and go to the server's **C**:\ drive.
2. Create two folders: one for importing data and one for exporting data. Alvarado recommends calling them **IMPORT** and **EXPORT**.

Configure the GLink Service Manager

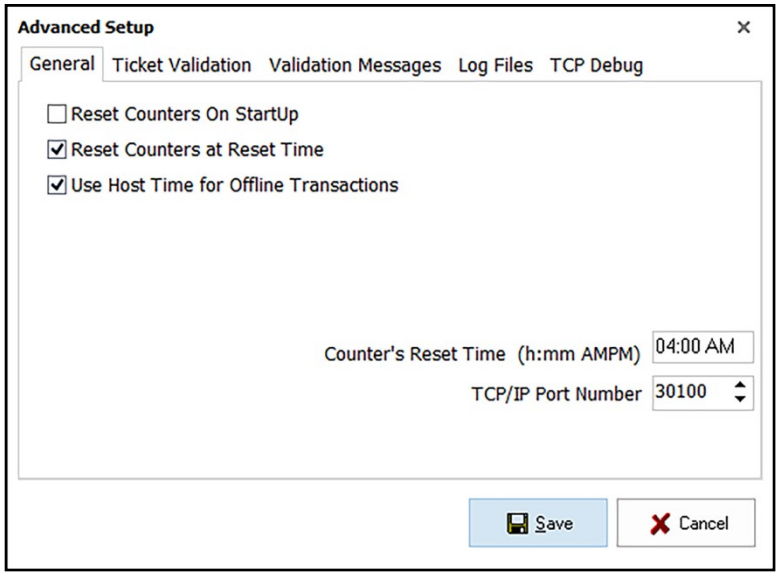
1. Go to the **C:\Program Files\GLink10** folder.
2. Right-click **GLinkServManager.exe** and select **Run as administrator**.
3. Click the **Setup** tab.
4. Edit the information on the *Setup* tab as required.
    a. Verify Database points to the *GATE.txt file* you edited in the **Configure GATE.txt** section above. It should read **FILE NAME=C:\Program Files\GLink10\GATE.txt** by default.
    b. Direct the Import *Data Path* to the import folder you created in the **Create Import and Export Folders** section above.
    c. Set the *Directory Scan Interval* (seconds) to **5**.
    d. Direct the *Export Data Path* to the export folder you created in the **Create Import and Export Folders** section above.
    e. Set the *Export Interval (minutes)* to **1**.



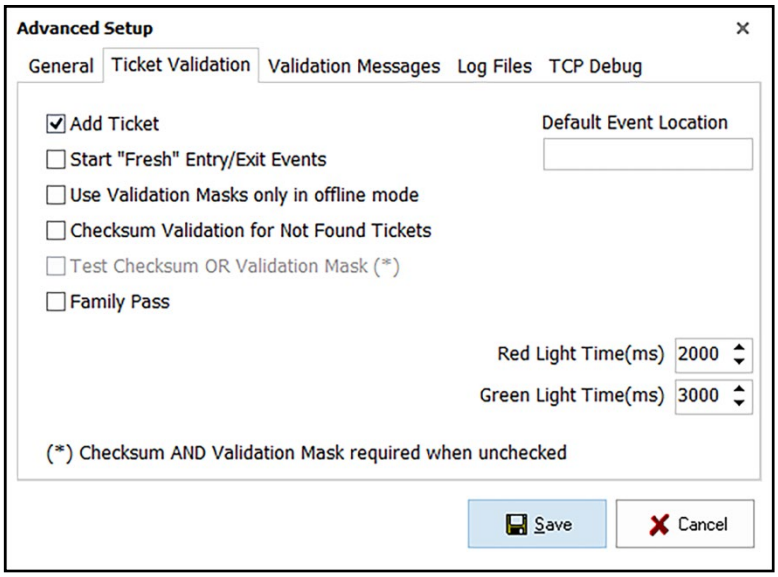
5. Click **Save**.

6. Click **Advanced Setup**.
7. Make the following changes on the *General* tab.
    a. Check the **Reset Counters at Reset Time** box.
    b. Change the *Counter's Reset Time* as required.

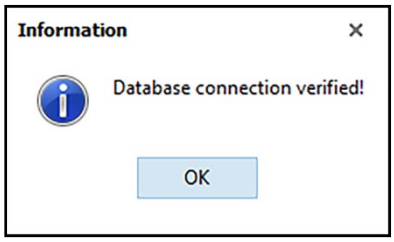
NOTE Resetting the counters only clears the entry and exit counts on the GateLink website's *Home* screen. It does not affect the data stored in the database.



8. Click the **Ticket Validation** tab and make the following changes.
    a. Verify the **Add Ticket** box is checked.
    b. Adjust the *Red Light Time (ms)* as desired. This sets how long access devices remain on the "Invalid Ticket" screen when they scan an invalid ticket. Alvarado recommends setting this to **2000**.
    c. Adjust the *Green Light Time (ms)* as desired. This sets how long access devices remain on the "Valid Ticket" screen when they scan a valid ticket. Alvarado recommends setting this to **8000** if your venue uses devices with locking turnstile arms or **3000** if it does not.



9. Click **Save**. This will close the *Advanced Setup* window.
10. On the *GLink Service Manager* window, click the **Test Database Connection** button.



11. Verify the test connection is successful and click **OK**.

NOTE If the test connection is not successful, check the path in the *Database* field on the **General** tab and the information in the **GATE.txt** file. If you are still unable to connect to your database, contact Alvarado for support.

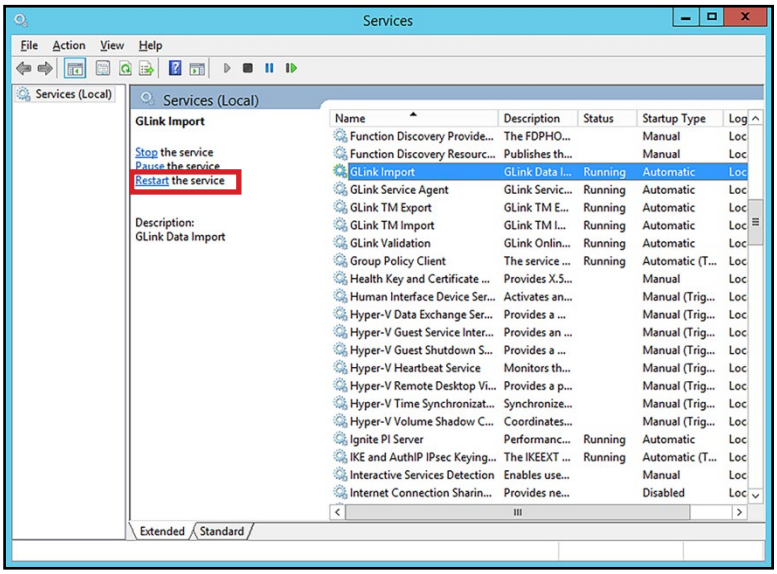
12. Close the GLink *Service Manager*.

Restart the Server

Restart your server to continue.

Restart GLink Services

1. Open **Services**.
2. Click the following services and then click **Restart**.
    a. **GLink Import**
    b. **GLink Service Agent**
    c. **GLink Validation**



3. Close the *Services* window.

Note about Custom Interfaces

You may need to install additional applications so your ticketing provider can interface successfully with GateLink. Contact your ticketing provider representative for more information.

You can install the custom interface applications now or you can proceed directly to verifying proper GateLink installation.

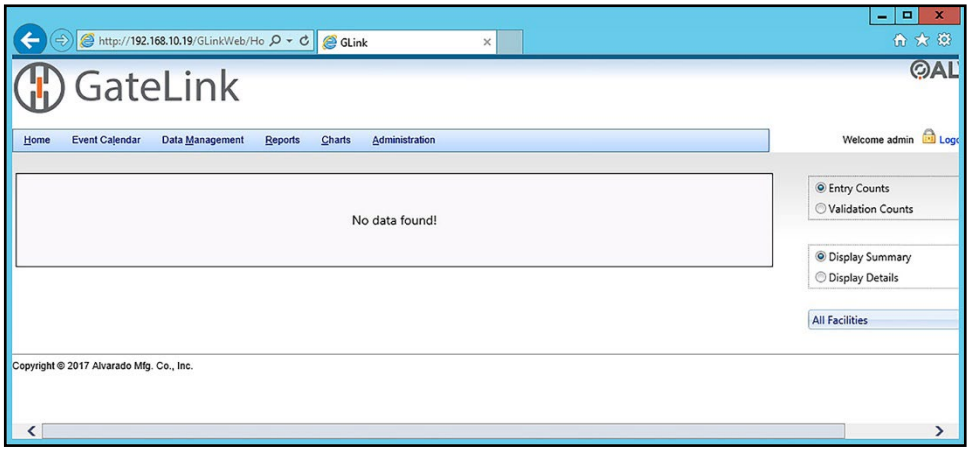
Verify Correct Installation

From the Server

Perform these steps directly from the GateLink server.

1. Open a web browser.
2. Type **localhost/GLinkWeb** into the address bar and press **Enter**.
3. Verify the GateLink login screen appears.

4. Enter **admin** for the *Login ID* and **alvarado** for *Password* and click **Login**. Verify the *Home screen* shows "No data found!".

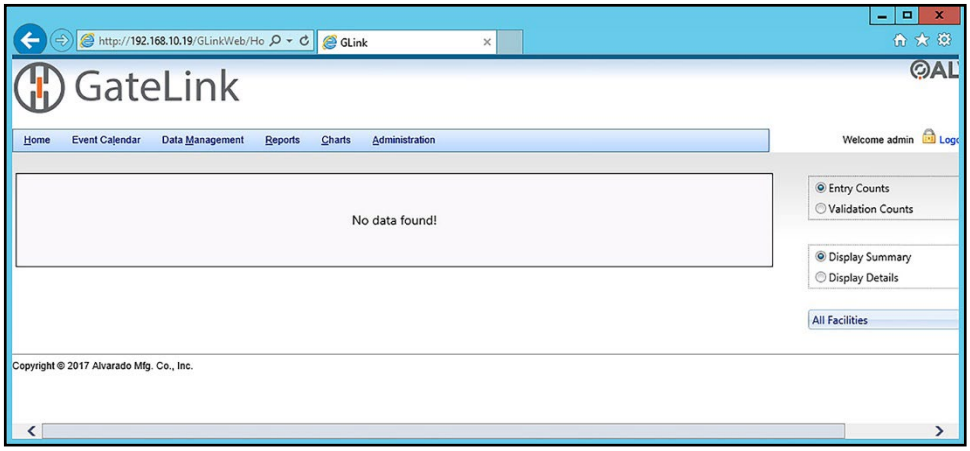


From a Networked Computer

Perform these steps on a computer that can connect to the GateLink server.

1. Open a web browser.
2. If you kept the default website address during the **Install the GateLink Website** section on page 13, type **<Host>/GLinkWeb** into the address bar and press **Enter**. Replace *<Host>* with the server name or IP address of your server.
3. Verify the GateLink login screen appears.

4. Enter **admin** for the *Login ID* and **alvarado** for *Password* and click **Login**. Verify the *Home screen* shows "No data found!".



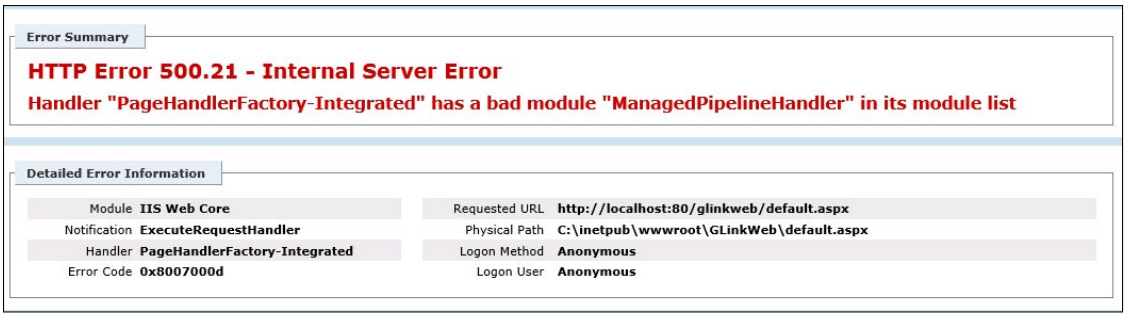
Appendix 1 – Error Messages and Troubleshooting

Cannot connect to database in GateLink Service Manager

- The *GLink Service Manager* is not pointed to the GATE.txt file.
  - ✓ Verify the path in the *Database* field of the *GLink Service Manager* is correct. See page 31.
- The information in the *GATE.txt* file is not correct.
  - ✓ Check the information in the *GATE.txt file*. See page 29.
- The *ODCB Driver 11 for SQL Server* is not installed.
  - ✓ Download the driver from the Microsoft website and install it.

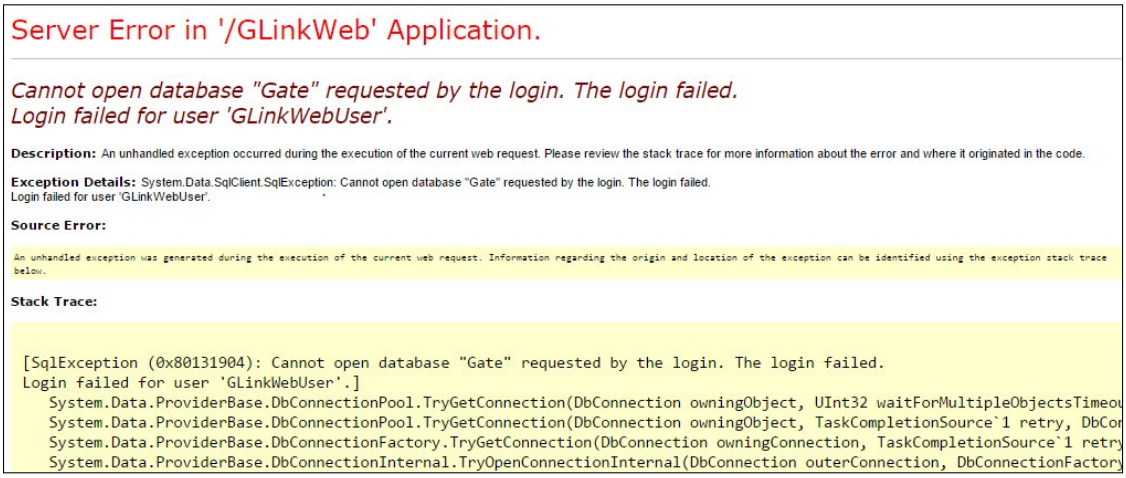
Website Errors

HTTP Error 500.21 – Internal Server Error



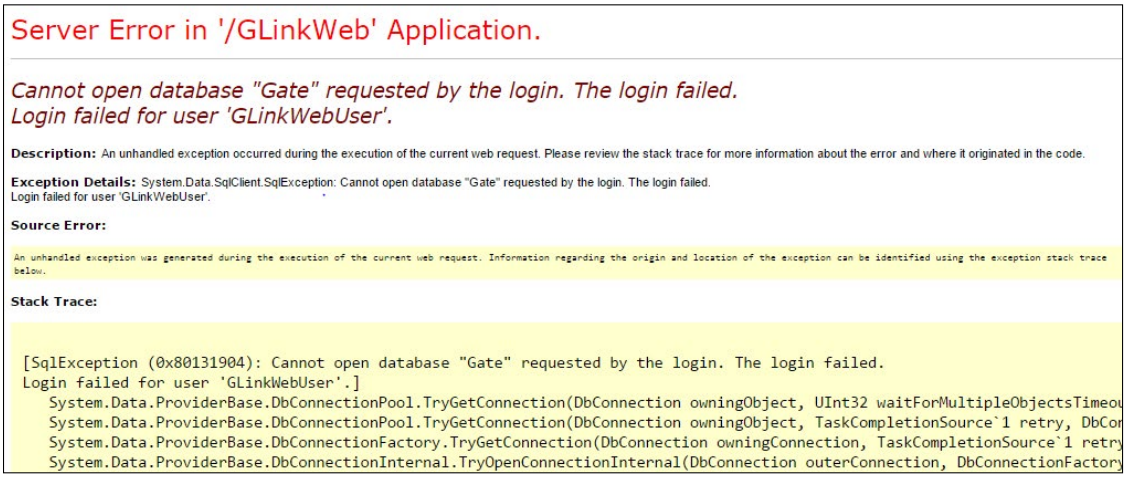
- The proper .NET roles are not installed or are improperly configured.
  - See the Verify .NET Roles section on page 19.
- Reset .NET.
  - Click **Start**.
  - Type **Run** and press **Enter**.
  - Type **C:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe –i** and press **Enter**.
- Reinstall .NET
  - Reinstall .NET according to Microsoft's instructions. See https://msdn.microsoft.com/en-us/library/5a4x27ek(v=vs.100).aspx.

Server Error in '/GLinkWeb' Application: Cannot open database "Gate" requested by the login…



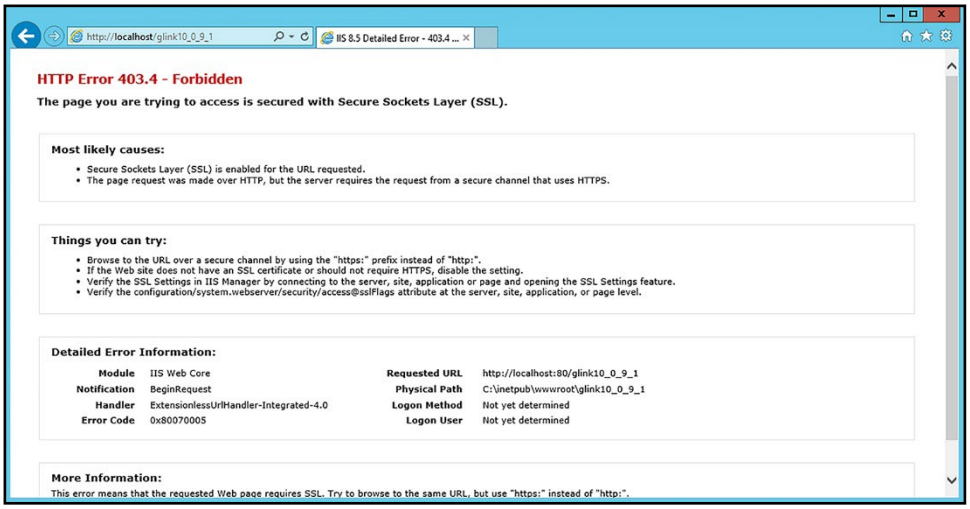
- The *web.config* file is not pointed at the correct database.
    - Go to the **Modify the web.config** File on page **??** and use it to verify that the correct database information is entered.
- GLinkWebUser is not set up as a **Login** for the SQL instance.
    - Go to the **Configure Users** section on page 25 and verify GLinkWebUser is correctly set up as a Login. Start with step 4.
- GLinkWebUser is not set up as a **User** for the database.
    - Go to the **Configure Users** section on page 25 and verify GLinkWebUser is correctly set up as a database user account. Start with step 10.
- The GLinkWebUser database account needs to be reset.
    - Delete the GLinkWebUser database account (not the Login account).
    - Go to the **Configure Users** section on page 25 and add GLinkWebUser as a database user account. Start with step 10.
- You entered a different password for the GLinkWebUser instance login than **alvarado**.
    - Enter the password you created for the GLinkWebUser server Login in step 6.c on page 27.
    - Change the password for the GLinkWebUser instance login to **alvarado**.

Server Error in '/GLinkWeb' Application: A network-related or instance-specific error occurred while establishing a connection to SQL server…



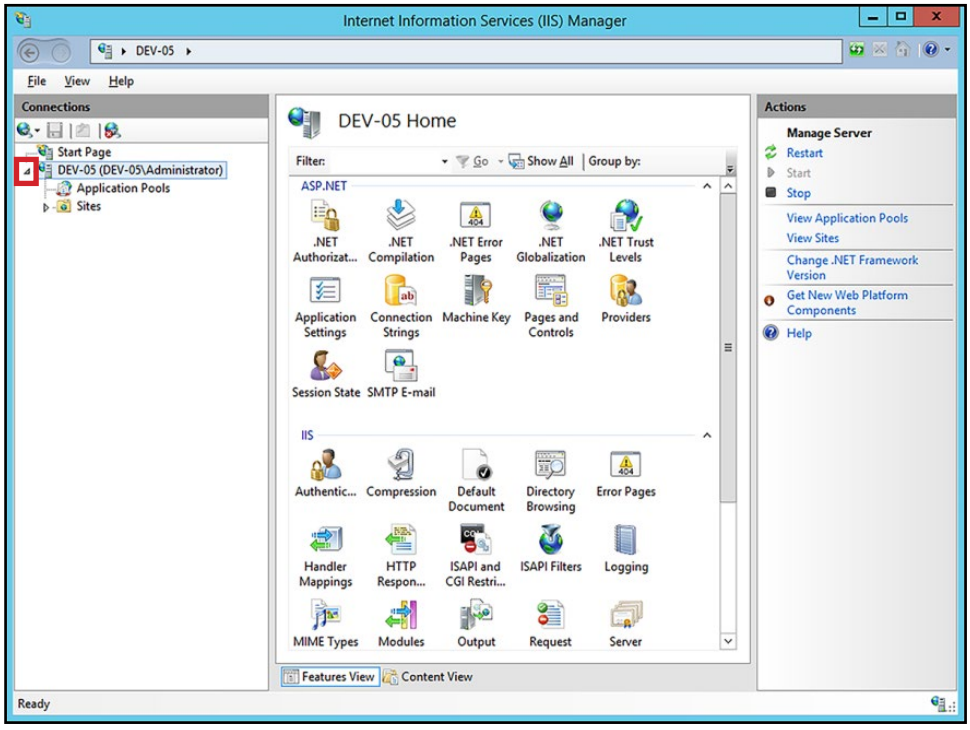
- The web.config file is not pointed at the correct data source.
    - Go to the **Modify the web.config** File on page **??** and use it to verify that the correct data source information is entered in all three locations.

HTTP Error 403.4 – Forbidden: The page you are trying to access is secured with Secure Sockets Layer (SSL)



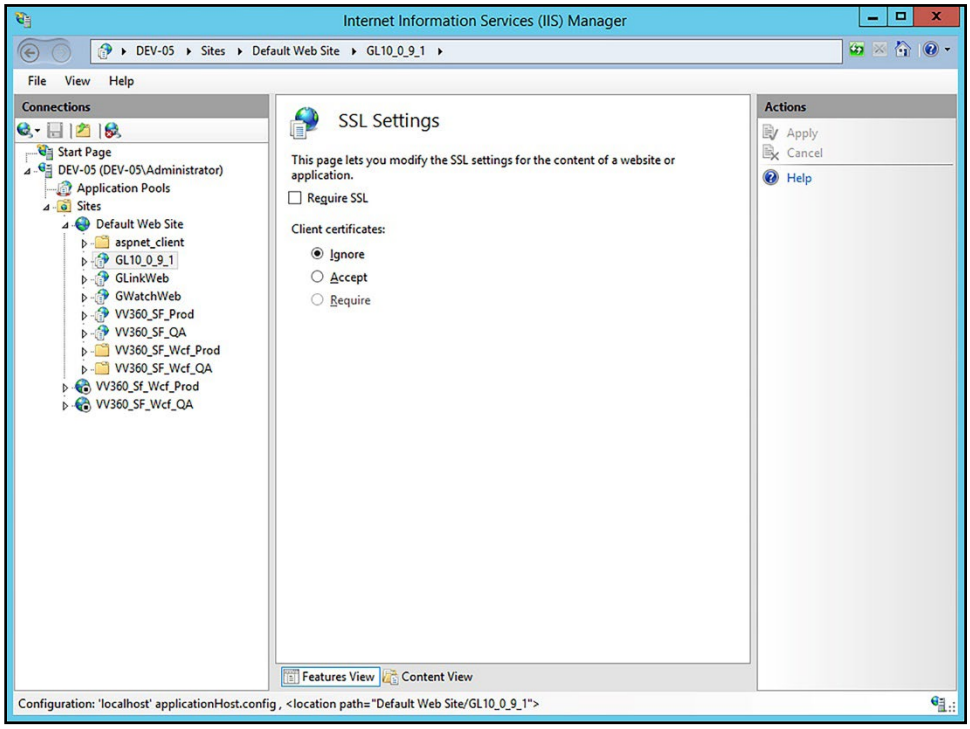
Secure Sockets Layer (SSL) is enabled in the IIS Manager. To resolve:

1. Open the **Internet Information Services (IIS) Manager**.
2. Click the arrow next to your server's name to expand the list.

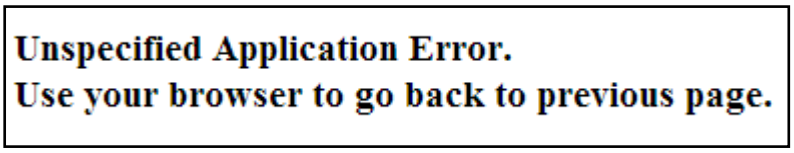


3. Click **Sites** to expand the list.
4. Click **Default Web Site** to expand the list and click **GLinkWeb** to select it.
5. Double-click the **SSL Settings** icon.

6. Select **Ignore** and click **Apply**.



Unspecified Application Error



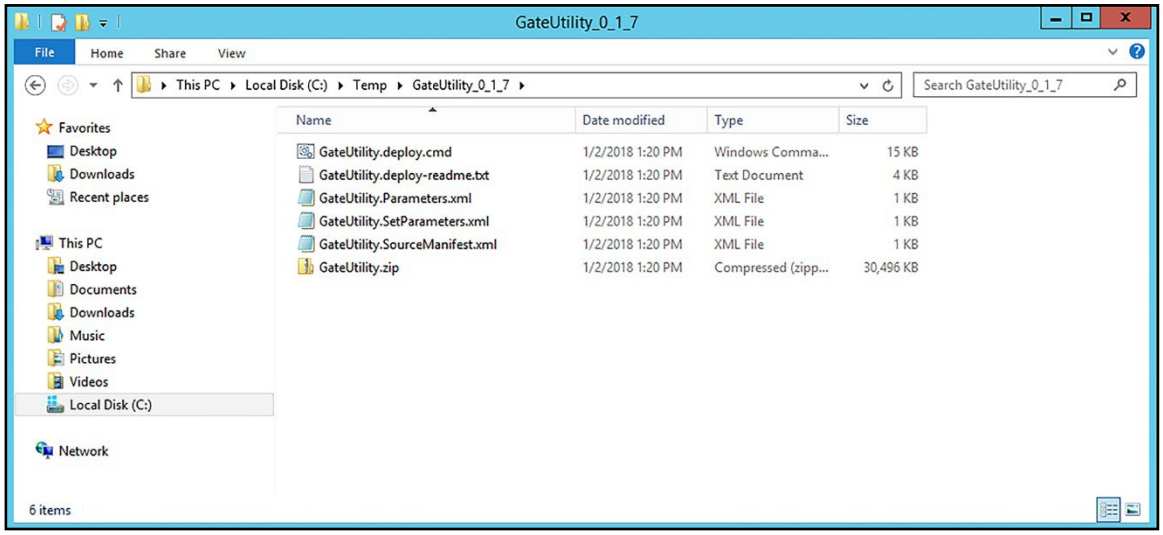
- You are trying to connect to the GateLink website from a computer besides the server and there is an issue.
    - Try to connect to the GateLink website from the server directly. It will give you a more detailed error message.

Appendix 2 – Install GateUtility

GateUtility is an optional web-based application that can be installed with GateLink. GateUtility allows users to distribute files to multiple Alvarado intelligent admission devices simultaneously and change the operating mode on applicable devices.

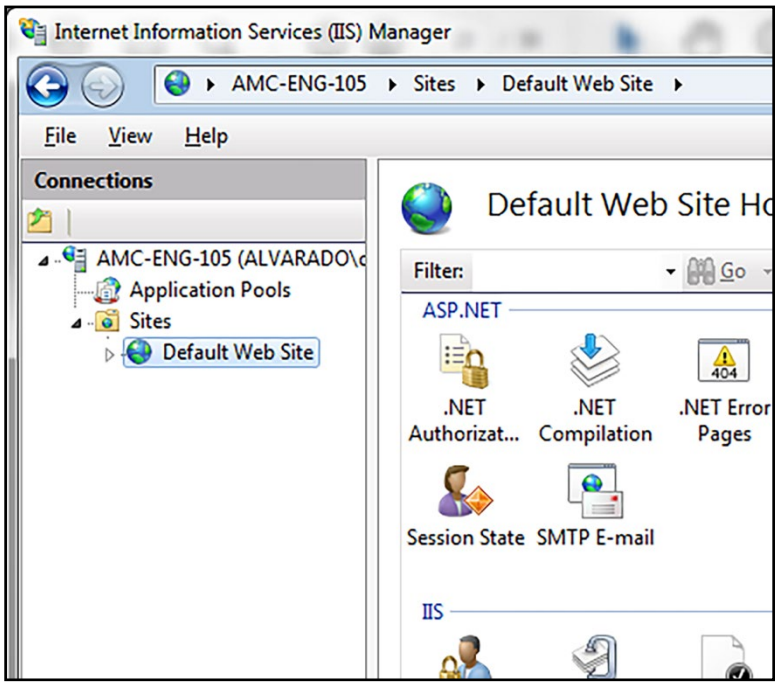
Install GateUtility

1. Extract the **GateUtility_X_X_X.zip** file to the C:\Temp folder on your computer. The folder's file path and contents should look like the example below.

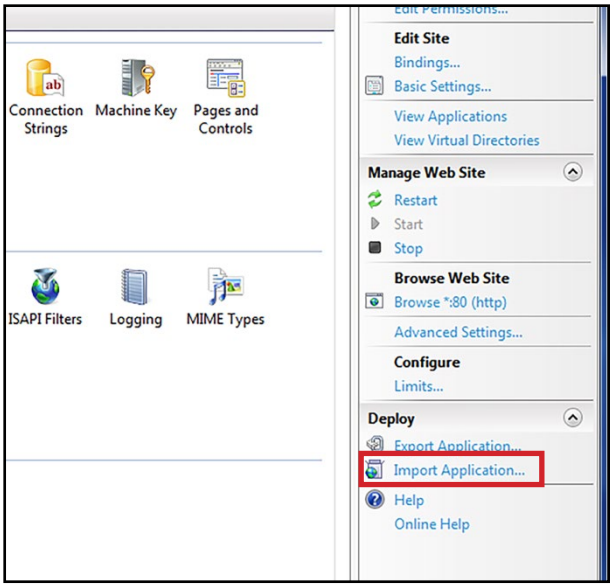


2. Open the **Internet Information Services (IIS) Manager**.
3. Double-click the server name to expand the list.
4. Double-click **Sites** to expand the list.

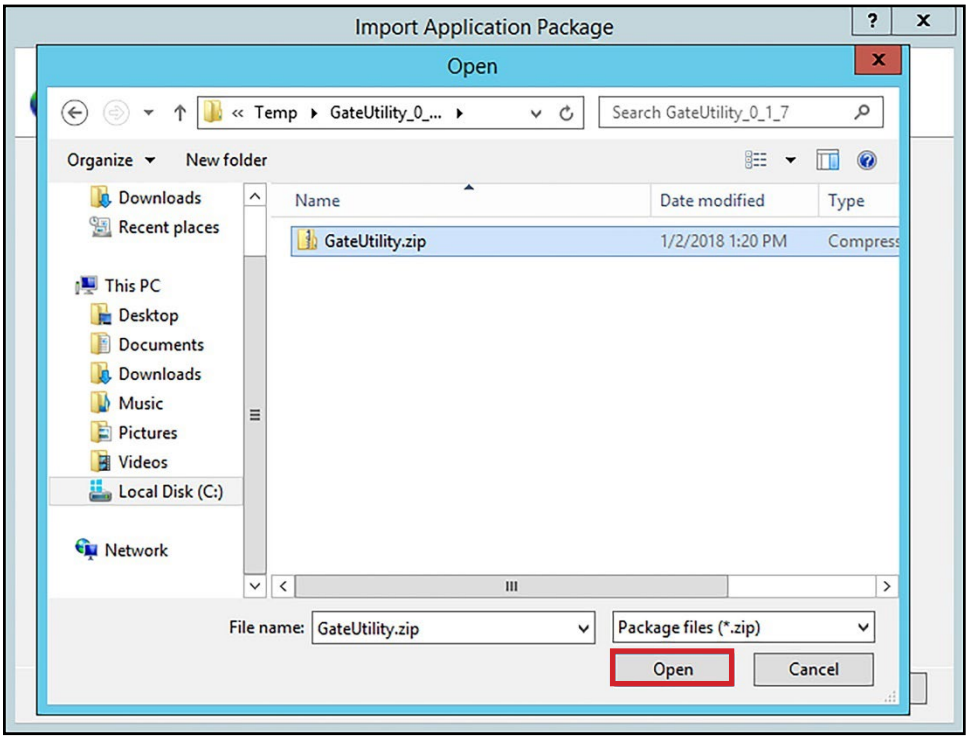
5. Click **Default Web Site** to select it.



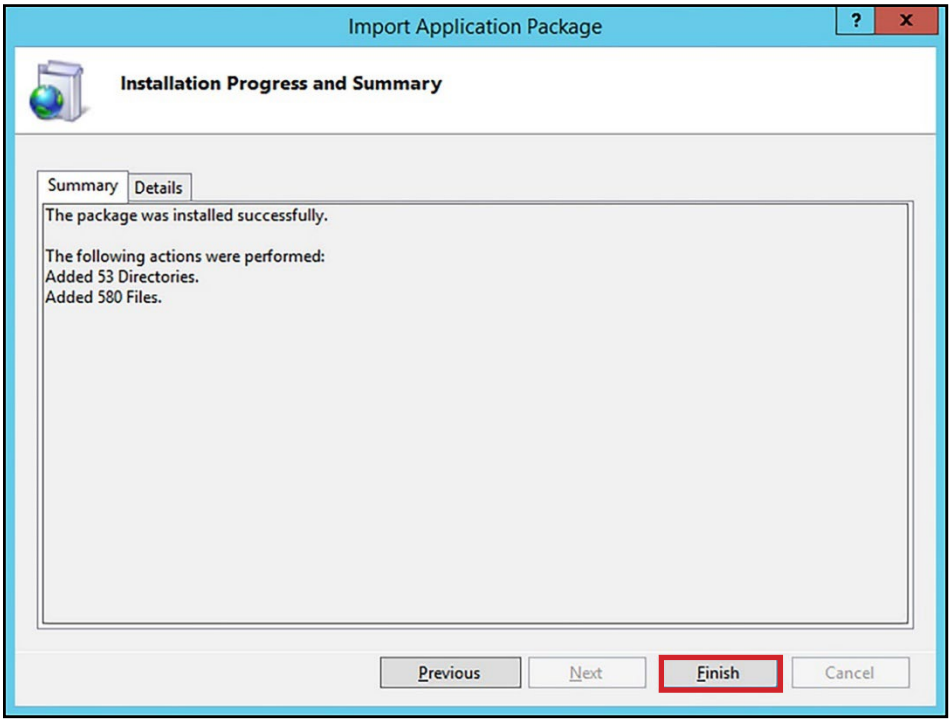
6. Click **Import Application** in the Actions pane.



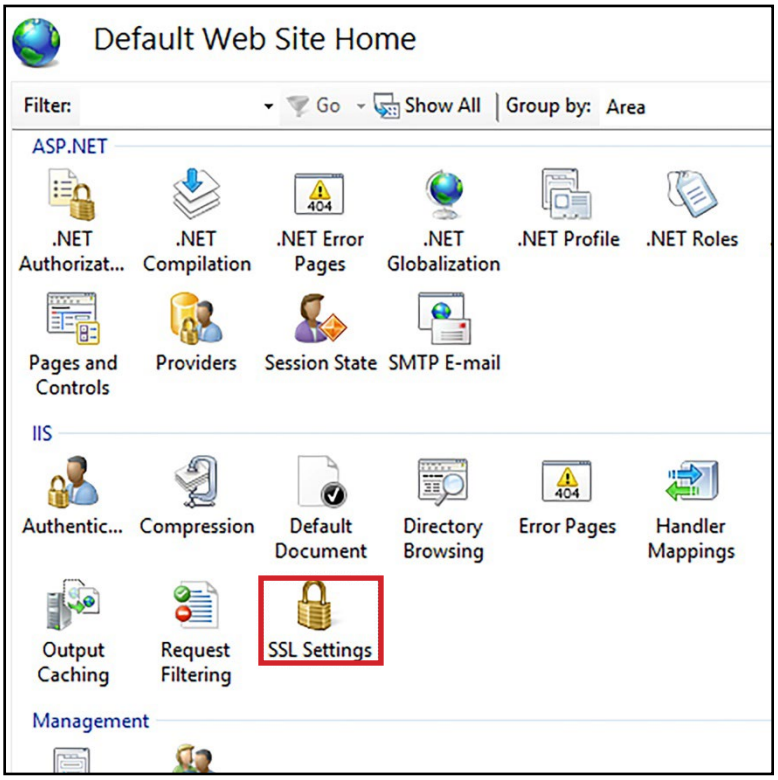
7. Click **Browse**, select the **GateUtility.zip** file in the *C:\Temp\GateUtility_0_1_7* folder that you extracted in step 1, click **Open**, and click **Next**.



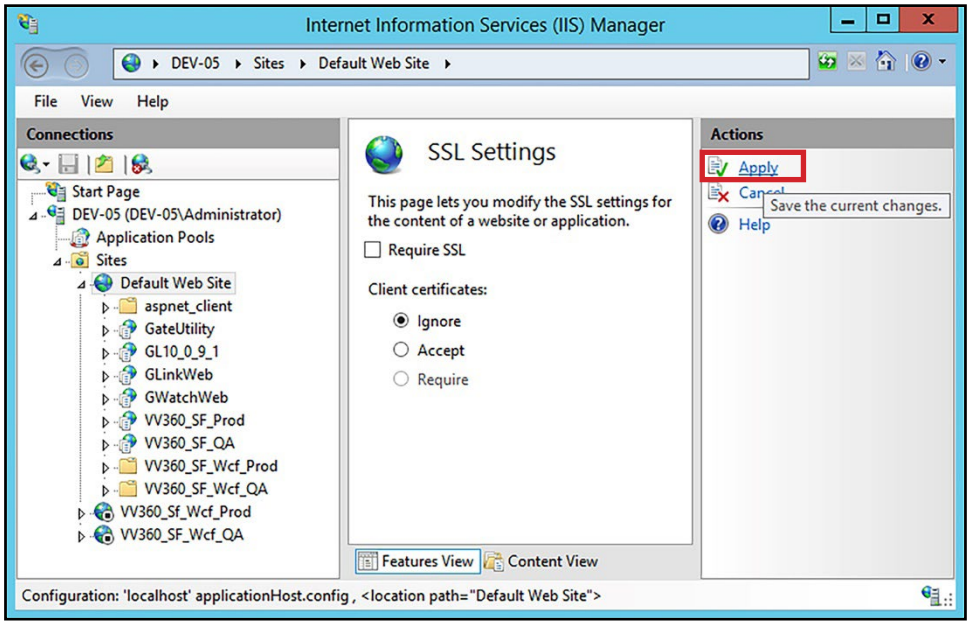
8. Continue clicking **Next** to proceed through the installation setup. When the process is complete, click **Finish** to close the *Import Application Package* window.



9. Double-click the **SSL Settings** icon.



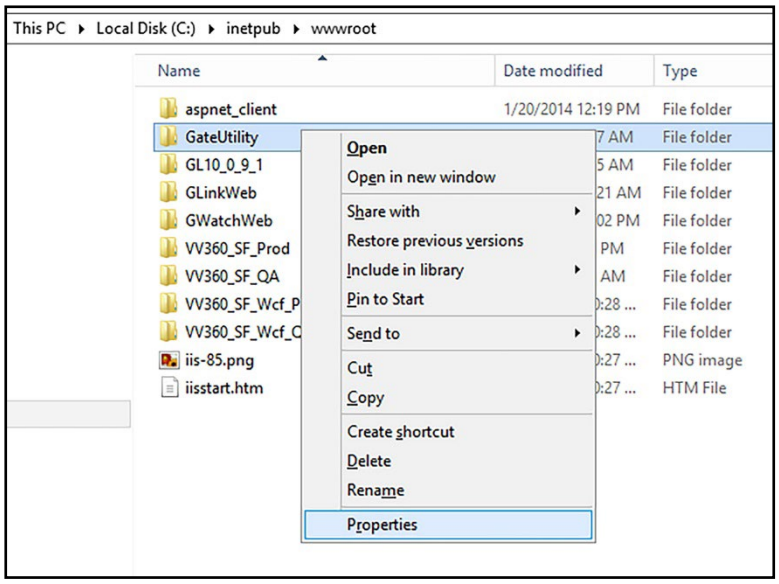
10. Ensure the *Require SSL* box is **unchecked**. If you needed to uncheck the box, click **Apply**.



11. Close the *Internet Information Services (IIS) Manager*.

Configure GateUtility

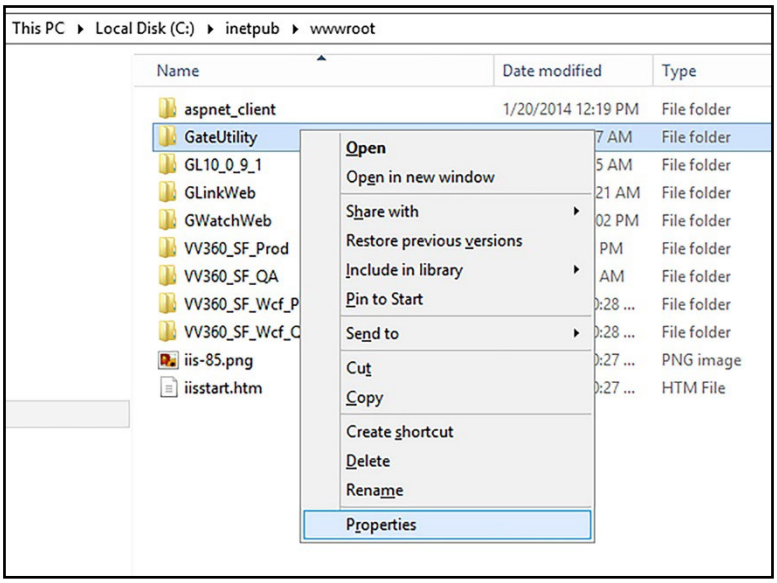
1. Open Windows **File Explorer** and navigate to the **C:\inetpub\wwwroot** folder.
2. Right-click the **GateUtility** folder and select **Properties**.



3. Click the **Security** tab.
4. Click **Edit** under the Group or *user names* section.

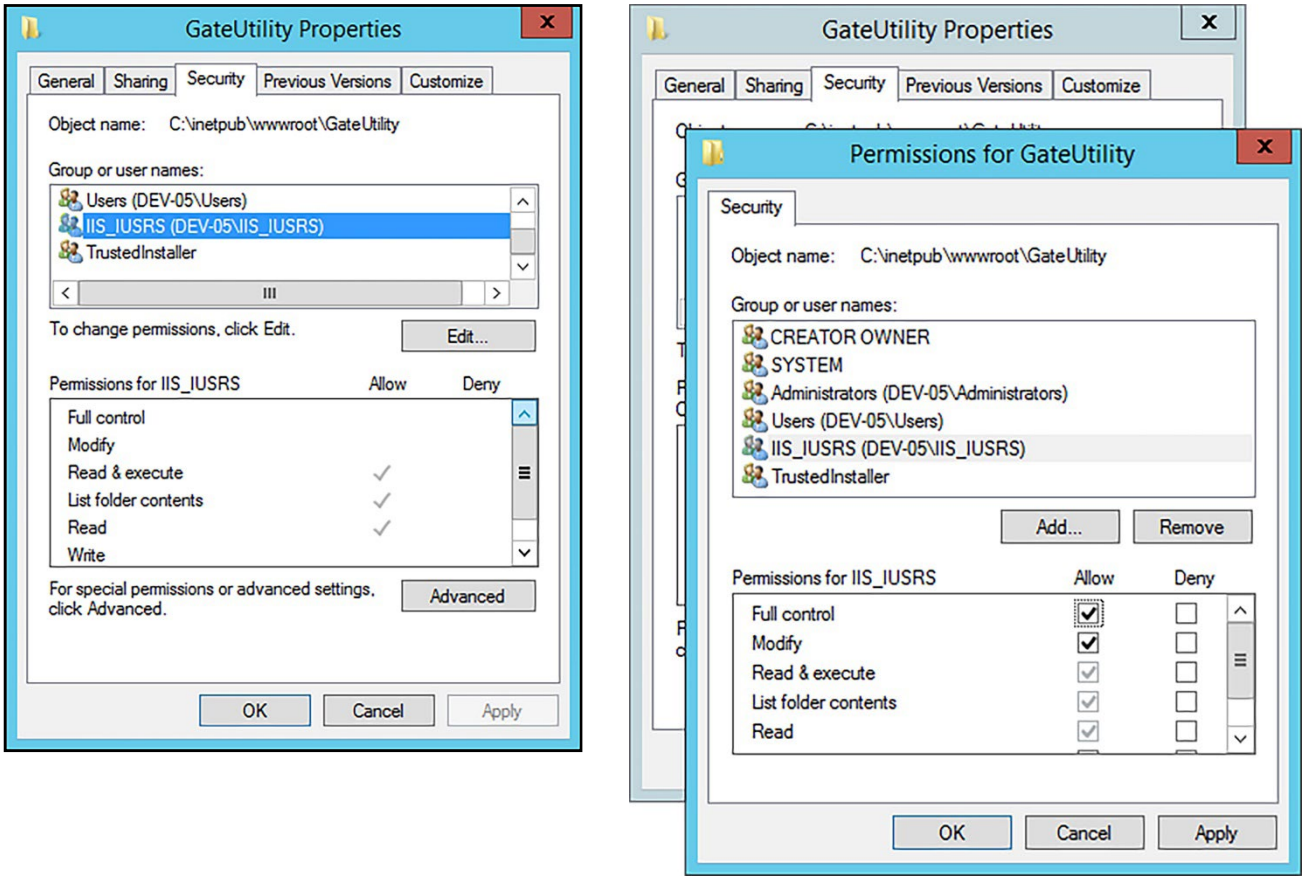
Configure GateUtility

1. Open Windows **File Explorer** and navigate to the **C:\inetpub\wwwroot** folder.
2. Right-click the **GateUtility** folder and select **Properties**.



3. Click the **Security tab**.
4. Click **Edit** under the *Group or user names* section.

5. Select **IIS_IUSRS** from the list, check **Allow** for *Full Control*, and click **OK**.



6. Click **OK** to close the *GateUtility Properties* window.

7. Open the **C:\inetpub\wwwroot\GateUtility** folder.
8. Double-click **appsettings.json** to edit the file.

NOTE If you're installing GateUtility on a Windows operating system, like Windows 10, copy the *appsettings.json* file to your desktop, edit it, and then paste it back into the *C:\inetpub\wwwroot\GateUtility* folder.

9. Configure the DefaultConnection information as required.

NOTE The configuration settings in the *appsettings.json* file are **case-sensitive**. When you write "true" or "false", they must be all **lower-case**.

   a. After *Data Source=*, change *SERVER* to your **server's name or IP address**. In the example below, the server's name is AMC-46D6L22-LP.
   b. Change *SQLEXPRESS2016* to the **SQL instance** where your GateLink database is installed. In the example below, GateLink is installed on the GATELINK10 SQL instance.
   c. The server name and instance name must be separated by **two backslashes (\\)**.
   d. Leave *Initial Catalog, Uid*, and *Pwd* set to their default values.

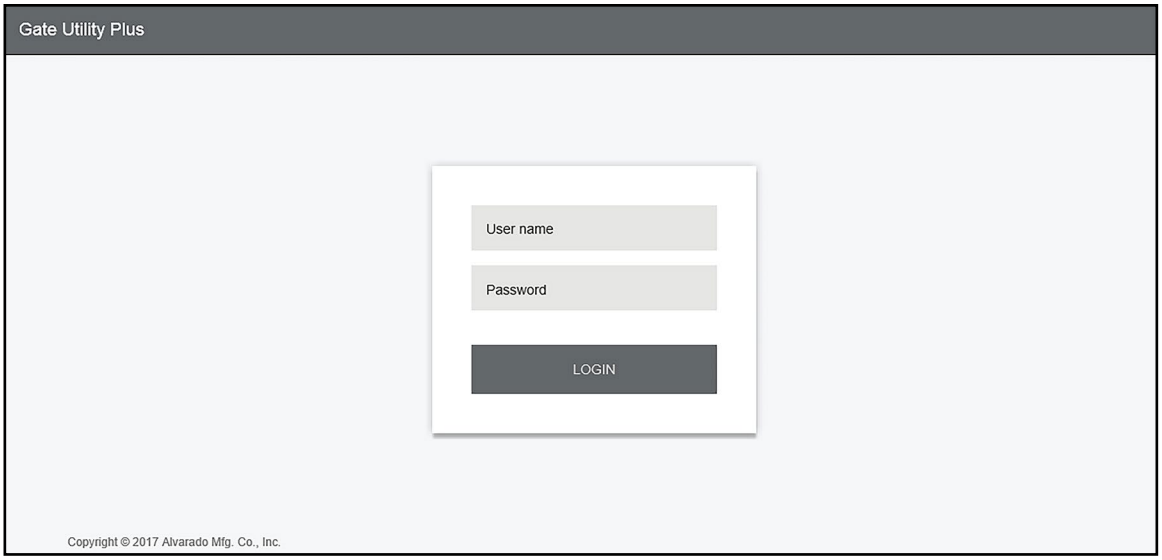
10. The default login credentials are **admin** for the user name and **alvarado** for the password. If you want to use different login credentials, enter them in the User and *Password* fields. Keep the quotation marks when entering the new login credentials.
11. If your devices are connected to an emergency override system, like a fire alarm, and you would like to be able to activate this emergency mode manually, change *ControlEmergency* to **true**. This will enable the Emergency button on the GateUtility device table for applicable devices.

12. Handheld devices do not display on the GateUtility device table by default. If you would like handheld devices to display change *ShowAllDevices* to **true**.

13. **Save** the *appsettings.json* file and close it.

Verify Correct Installation

1. Open a web browser on your server.
2. Type **localhost/gateutility** into the address bar and press **Enter**. The GateUtility login screen should appear.



3. Open a web browser on a computer that can reach the server over the network.
4. Enter **<Server IP>/gateutility** into the address bar and press **Enter**. Verify the GateUtility login screen appears.

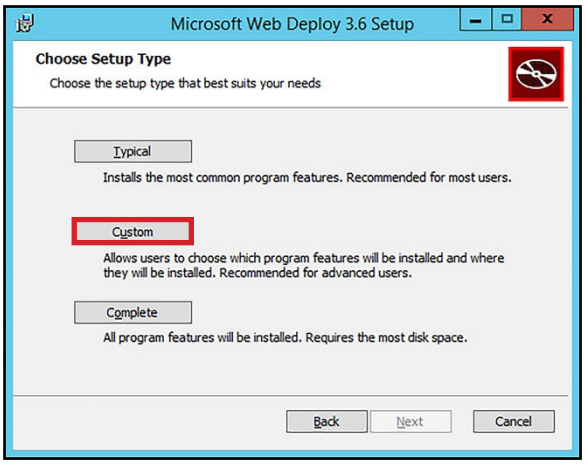
Appendix 3 - Web Deploy 3.5+

If you're using Microsoft Web Deploy version 3.5 or higher, you enable the **IIS Manager UI Module**.

New Installation

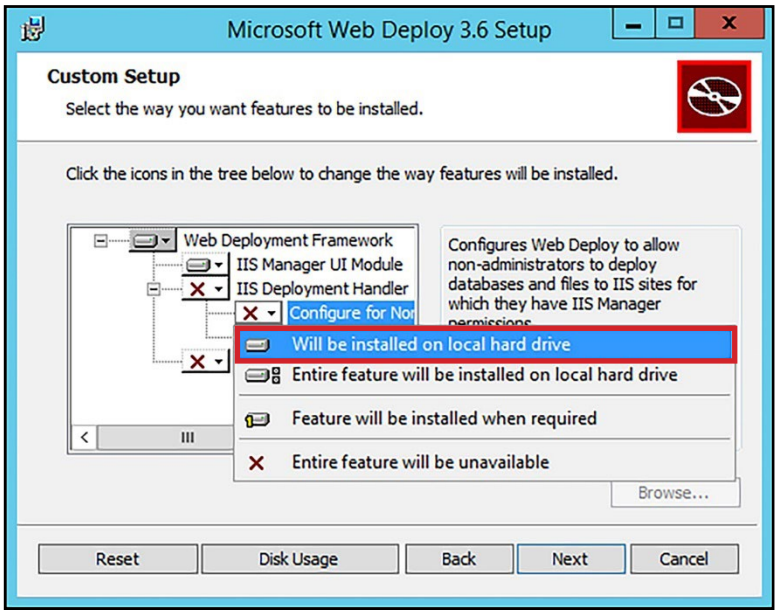
Use this section if you are installing Web Deploy onto your computer for the first time.

1. Run the installer.
2. Click **Next** until you need to choose the setup type.
3. Click **Custom**.



4. Change *IIS Manager UI Module* to **Will be installed on local hard drive** and click **Next**.

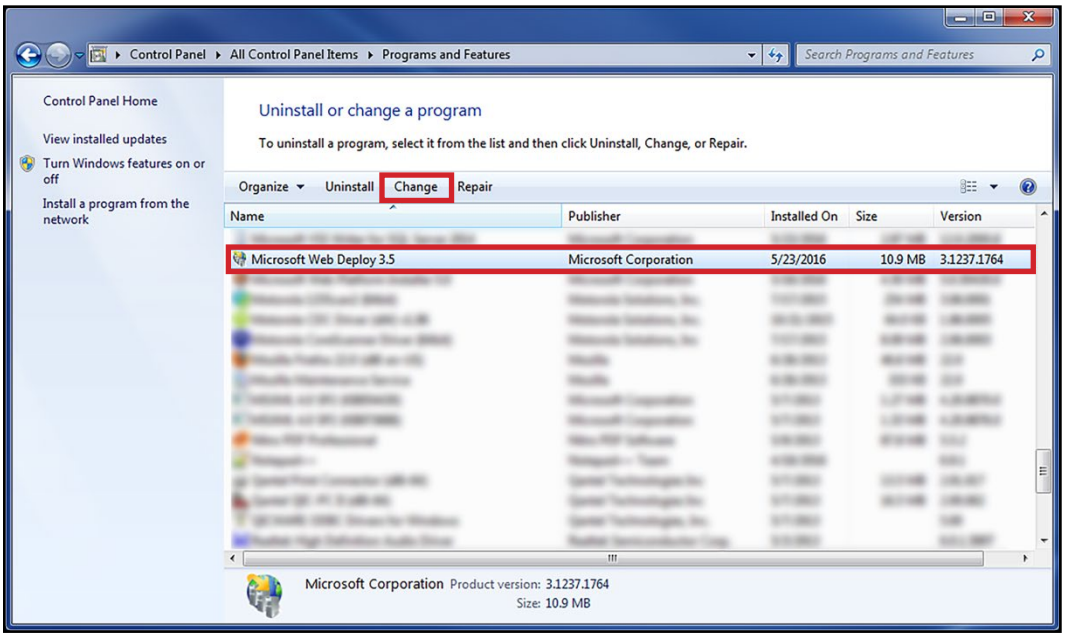
5. Click the arrow for **Configure for Non-Administrator Deployments** and select **Will be installed on local hard drive**.



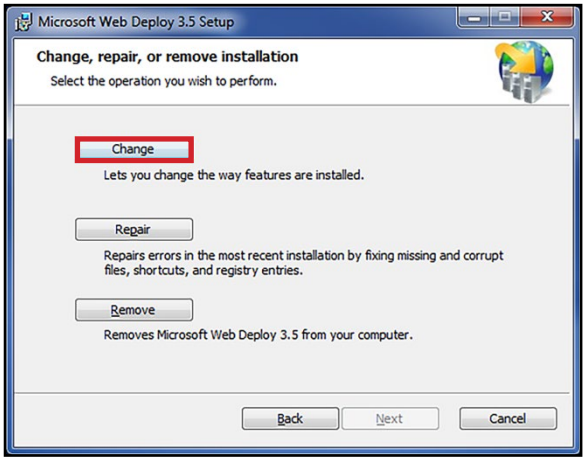
6. Click **Next**.
7. Click **Install**.
8. Click **Finish** to close the window.

Existing Installation

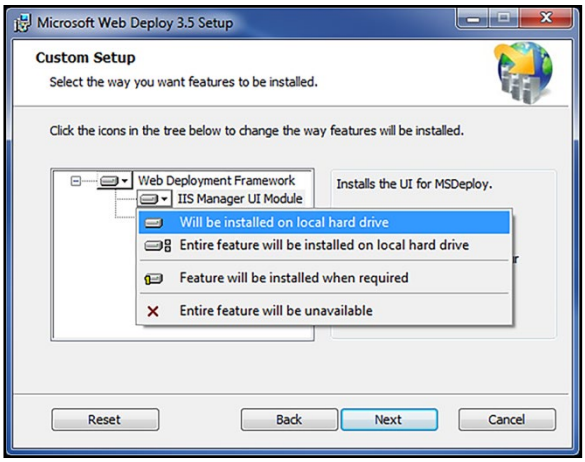
1. Click **Start** and click **Control Panel**.
2. Click **Programs and Features**.
3. Select **Microsoft Web Deploy 3.5** in the list of programs and click the **Change** button.



4. Click **Next**.
5. Click **Change**.



6. Change *IIS Manager UI Module* to **Will be installed on local hard drive** and click **Next**.



7. Click **Change** and click **Finish** when *Setup* finishes making changes.

Revision History

Revision	Creation Date	Author	Revision History/Description
1.0	3/18/2019	D Bohannon	Original Document
1.1	1/27/2020	D Bohannon	Updated service installation section.

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