



Kofax PSIsafe Web Installation Guide

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KOFAX

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Preface

This guide provides instructions for administrators who are responsible for installing Kofax PSIsafe Web.

System requirements

The primary source of information about system requirements is the *Technical Specifications* document, which is available on the [Kofax PSIsafe Product Documentation site](#). The document is updated regularly, and we recommend that you review it carefully to ensure success while working with your Kofax PSIsafe product.

Product documentation

The documentation set for Kofax PSIsafe is available here:

<https://docshield.kofax.com/Portal/Products/PSIsafe/12.2.0-tqza8tn68d/PSIsafe.htm>

The full set of Kofax PSIsafe documentation includes:

- [Kofax PSIsafe Release Notes](#)
- [Kofax PSIsafe Technical Specifications](#)
- [Kofax PSIsafe Installation Guide](#)
- [Kofax PSIsafe User Help](#)
- [Kofax PSIsafe Administrator Help](#)

 If the security policy for your organization restricts Internet access or the Internet connection is not stable, you can access the documentation in [offline mode](#) while using Kofax PSIsafe products.

Offline mode

To make the documentation available for use in offline mode, obtain the following file from the Kofax PSIsafe Web product package that you downloaded from the [Kofax Fulfillment Site](#).

- KofaxPSIsafeWebDocumentation_12.2.0_EN.zip

Copy the .zip file to your Kofax PSIsafe Desktop computer and extract the contents:

- **Print** folder: Includes the *Kofax PSIsafe Web Installation Guide*.
- **Help** folder: Includes the [Kofax PSIsafe Web User Help](#).

 Kofax PSIsafe API documentation is available separately from the Kofax Fulfillment site.

Training

Kofax offers both classroom and online training to help you make the most of your product. To learn more about training courses and schedules, visit the [Kofax Education Portal](#) on the Kofax website.

Getting help with Kofax products

The [Kofax Knowledge Portal](#) repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Portal to obtain answers to your product questions.

To access the Kofax Knowledge Portal, go to <https://knowledge.kofax.com>.

 The Kofax Knowledge Portal is optimized for use with Google Chrome, Mozilla Firefox, or Microsoft Edge.

The Kofax Knowledge Portal provides:

- Powerful search capabilities to help you quickly locate the information you need.
Type your search terms or phrase into the **Search** box, and then click the search icon.
- Product information, configuration details and documentation, including release news.
To locate articles, go to the Knowledge Portal home page and select the applicable Solution Family for your product, or click the View All Products button.

From the Knowledge Portal home page, you can:

- Access the Kofax Community (for all customers).
On the Resources menu, click the **Community** link.
- Access the Kofax Customer Portal (for eligible customers).
Go to the [Support Portal Information](#) page and click **Log in to the Customer Portal**.
- Access the Kofax Partner Portal (for eligible partners).
Go to the [Support Portal Information](#) page and click **Log in to the Partner Portal**.
- Access Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.
Go to the [Support Details](#) page and select the appropriate article.

Install Kofax PSISafe Web

Kofax PSISafe Web is a standalone Internet Information Services (IIS) hosted application that enables you to use many of the PSISafe Desktop features in your web browser through a dedicated website.

This chapter describes the PSISafe Web on-premise installation prerequisites and procedure.

i In some places throughout this documentation, it is assumed that the PSISafe Desktop server and PSISafe Web installation are hosted in the same environment. Please adjust accordingly if using alternate paths for different workstations that comprise your unique installation.

If you plan to host the PSISafe Desktop Server and PSISafe Web on separate computers, see for more information in [Set up communication between the PSISafe API and PSISafe Web](#) for specific steps required to configure PSISafe Web to point at an alternate PSISafe API endpoint.

Kofax PSISafe Web installation process

This guide assumes that the PSISafe API and PSISafe Web instances will be hosted in the same Windows Server 2012 or later environment.

Web server prerequisites

Microsoft Windows Server 2012 and later

PSISafe Desktop Server latest General Availability (GA) build

- Version 12.1 or later

PSISafe Desktop Management via client installation

- Version 12.1 or later

PSISafe API and Server

- Version 12.2 or later

i NOTE: You must run the PSISafeAPIDatabaseUpdates.sql script before proceeding with the Kofax PSISafe Web installation. See the heading "Run PSISafe Database SQL Upgrade Script" under the Prerequisites section of the Kofax PSISafe API installation guide.

Internet Information Services

Ensure that the following Windows features are enabled to host your own PSISafe Web instance:

- **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
 - Windows Authentication
- **Application Development**
 - ISAPI Extensions
 - ISAPI Filters
- **Management Tools**
 - IIS Management Console
 - Management Service
 - ASP.NET Core 6.0 Runtime (v6.0.10 or later) (ASP.NET Core Hosting Bundle)
 - IIS URL Rewrite Module
 - <https://www.iis.net/> and search for URL Rewrite.
- **SSL Certificate from qualified domain hosts (needed to host on-premise site external from Local Area Network)**

Client station prerequisites

- Microsoft Windows 10 and later
- Client login credentials created in PSISafe Desktop Management
- Supported browsers:
 - Microsoft Edge
 - Google Chrome
 - Mozilla Firefox
 - Apple Safari

Manual installation of the PSISafe Web folder

Follow the steps below to manually install the PSISafe Web site files.

1. Create a folder called `PSISafeWeb` in the installation directory used by the PSISafe API and server. By default this is `C:\Program Files\PSIGEN\`.
2. In File Explorer, navigate to this location and move or paste the downloaded ZIP file containing the PSISafe Web 12.2 website files.
3. Right-click the ZIP file in the directory above, select **Properties**, and select the **Unblock** check box. Then click **OK**.
4. Right-click and extract the contents of the ZIP file into the directory above.
5. Open Internet Information Services (IIS).

 If you do not have Internet Information Services installed, ensure that your IT personnel installs it and refers to the official Microsoft documentation for installation instructions.

6. Click **Application Pools**, select **Add Application Pool**, name the pool `PSISafeWeb`, and select **OK**.
7. Once the Application Pool is created, select the application pool, and click **Advanced Settings**.
8. Right-click **Sites** and select **Add Website**.
9. Set the **Site Name** to **PSISafeWeb**, set your **Physical path** to the directory you set in step 1 (by default `C:\Program Files\PSIGEN\PSISafeWeb` as configured above, or your chosen alternate path, if you extracted the website files in a different location).
If you install PSISafe Web as a sub-application, for example under the Default Website, then you must modify the file **index.html** which is located in the `PSISafe Web/wwwroot` folder. Find the following line and replace the `"/` within the syntax of *base href* with your customized **Site Name** accordingly:

```
<!-- Set value below to href="/" if deployed as separate web site. Use href="/
nameofapp/" if deployed as sub application under default website -->
<base href="/" />
```

For example, if the application in IIS is named **psisafeweb** then the *base href* syntax should be modified to be:

```
<base href="/psisafeweb/" />
```

10. Set your pass-through authentication, binding, and host name to your company's or Domain Administrator's chosen settings.

 Due to third party licensing restrictions, the customized URL of PSISafe Web on-premise installations must contain the word "psisafe" somewhere within the URL string. For example: `psisafe.[DOMAIN].[TOP-LEVEL-DOMAIN]` (e.g., `psisafe.customerdomain.com`)

 PSISafe Web must be bound to an HTTPS type binding, and requires a corresponding SSL certificate.

Set up communication between the PSIsafe API, PSIsafe Web, and PSIsafeSignalR

Follow the steps below to allow PSIsafe Web to communicate with the PSIsafe API and PSIsafeSignalR.

1. Navigate to the location where you deployed the application.
2. Open the folder **wwwroot**.
3. Open the file **appsettings.Production.json** in a text editor such as Notepad.
4. Edit the line below to point to the PSIsafe API endpoint, **PSIsafeAPIURL**:

```
https://localhost/PSIsafeAPI
```

The preceding line is edited to become:

```
https://[Insert PSIsafe API endpoint]
```

5. Edit the line below to point to the PSIsafeSignalR endpoint, **PSIsafeSignalRURL**:

```
https://localhost/PSIsafeSignalR
```

The preceding line is edited to become:

```
https://[Insert PSIsafe SignalR endpoint]
```

6. Select your PSIsafeWeb site and select **Browse** on the right under **Actions**. Confirm your installation and **Connect To** details.

Sample appsettings.Production.json file

The entire appsettings.Production.json file is provided here for reference, which may be useful if you need to manually edit or restore it.

```
{
  "PSIsafeWebAppSettings": {
    "PSIsafeAPIURL": "https://localhost/PSIsafeAPI", //PSIsafe API endpoint
    "PSIsafeSignalRURL": "https://localhost/PSIsafeSignalR", //PSIsafe SignalR endpoint
    "PSIsafeAPISubscriptionKey": "", //Key used to access API in Azure API Management. Set
    to "" if you are using an API
    with no subscription key
    "OnPremise": "false",
    "PrivacyLink": "https://www.kofax.com/legal/privacy",
    "SupportLink": "https://support.psigen.com",
    "HelpLink": "https://docshield.kofax.com/Portal/Products/en_US/PSIsafe/12.2.0-
    tqza8tn68d/PSIsafe.htm"
  },
  "ApplicationInsights": {
    "InstrumentationKey": ""
  },
  "Logging": {
    "Console": {
      "LogLevel": {
        "Default": "Debug",
        "System": "Information",
        "Microsoft": "Information"
      }
    },
    "IncludeScopes": false
  }
}
```


PSIsafe Web and API Installation Troubleshooting

This section includes solutions for issues that may occur during the installation of PSIsafe Web or PSIsafe API.

Failed to load ASP.NET Core runtime

When testing the PSIsafe API at example address:

```
https://localhost/PSIsafeAPI/api
```

You may encounter an error like this:

Error: "HTTP Error 500.31 - Failed to load ASP.NET Core runtime"

Problem:

ASP.NET Core Hosting Bundle dependency is not installed.

Solution:

Install the ASP.NET Core 3.1.6 Hosting Bundle or later from the following link:

```
https://dotnet.microsoft.com/en-us/download/dotnet/3.1
```

No IPEndpoints were found for host localhost

An error occurs when testing if the PSIsafe API can access PSIsafe DB using a path similar to this:

```
https://localhost/PSIsafeAPI/api/databases?customercode=default
```

You may encounter an error:

Error: "Error: No IPEndpoints were found for host localhost. For more details on error provide log ID to your Administrator.Log ID: 0" and in some cases "{"statusCode":500,"details":"No IPEndpoints were found for host localhost"

Problem:

PSIsafe Server Service is not running.

Solution:

This error indicates that your PSIsafe API Server Service (named **PSIGEN Affinity Server** in the Windows Services dialog) is not running.

1. Open the Windows Services Dialog.
2. Confirm that the PSIsafe Desktop Server service is running.

We lost connection to the server

An error occurs when testing the PSIsafe API at the example address:

```
https://localhost/PSIsafeAPI/api
```

When logging in to PSIsafe Web. A message is displayed at the top of the login page saying: "We lost connection to the server. Refresh browser to retry."

The error is displayed at the top of the screen:

Error: "We lost connection to the server. Refresh browser to retry."

Problem:

PSIsafe Web cannot reach the PSIsafe API endpoint. Typically, this can be caused by:

1. The PSIsafe API Web Site is not running.
2. The PSIsafeAPIURL is not set to the correct path in the file **appsettings.Production.json**.

Solution:

1. Start the PSIsafe API web site in IIS.
2. Check the PSIsafeAPIURL configuration in appsettings.Production.json:

```
[PSIsafeWebInstallationFolder]/wwwroot/appsettings.production.json
```

Make sure that path does NOT end with **/api**. That path is used only to retrieve API version during testing.

Internal Server Error with Error Code: 0x8007000d

When trying to access PSIsafe Web. The browser displays an error:

Error: "HTTP Error 500.19 - Internal Server Error" and error code "0x8007000d"

Problem:

The pre-requisite **IIS URL Rewrite Module** is not installed.

Solution:

1. Install the IIS Rewrite Module from the following link:

```
https://www.iis.net/downloads/microsoft/url-rewrite
```

2. Restart IIS.

An unhandled error has occurred. Reload X

When trying to access PSISafe Web, the browser displays the following error:

Error: "An unhandled error has occurred. Reload X"

Problem:

PSISafe Web was deployed as sub-application under another web site (such as Default Web Site). This is currently not supported (as of version 12.2.0.1.0.358).

Solution:

Create a separate website in IIS for deployment of PSISafe Web.

Object reference not set to instance of object

When trying to log into PSISafe Web, the browser displays an error:

Error: "Object reference not set to instance of object"

Problem:

PSISafe Web cannot connect to its SQL Database.

Solution:

1. Check that you have a **CNGDBList.xml** in the root folder where PSISafe Server was installed. For a new deployment this file is copied from the PSISafe 32-bit server after DB registration. Check that the file contains information for the databases you will be using.
2. If you are on a load balanced system with multiple PSISafe Desktop Server instances, open **ServerAppSettings.xml** in the Config folder of the PSISafe Desktop Server. The shared path to the file is defined with key ServerXMLFiles:

```
<add key="ServerXMLFiles" value="\\[PathToTheSharedLocation]
```

Invalid object name 'FileDownloadSession'

When testing the PSISafe Web downloads, you may encounter an error that reads:

Error: "Invalid object name 'FileDownloadSession'".

Problem:

The SQL table **FileDownloadSession** is missing. The required **PSIsafeDatabaseUpdates.SQL** script required for PSIsafe API and PSIsafe Web has not been executed on the database.

Solution:

Execute the PSIsafe API script on the PSIsafe Database in SSMS. The script is including in your installation package.

Error. Not Found.

When testing the PSIsafe Web imports/uploads, you may encounter an error that reads:

Error: "Error. Not Found For more details on error provide your Log ID to your Administrator."

Problem:

The **PSIsafeAPIURL** in **appsettings.Production.json** file contains "/" (front slash) at the end of API URL.

Solution:

- 1: Start the PSIsafe API web site in IIS.
- 2: Check the **PSIsafeAPIURL** configuration in **appsettings.Production.json**, for example:

```
[PSIsafeWebInstallationFolder]/wwwroot/appsettings.production.json
```

Make sure that path does NOT end with a slash/.

'blazorInterop.DownloadFile'

When testing the PSIsafe Web downloads, you may encounter an error that reads:

Error: "blazorInterop.DownloadFile: Could not get the requested file on the API".

Problem:

This can happen on deployments where the API is load balanced using multiple servers. If load balanced, then the **AffinityTempFilesLocation** needs to be set to a shared location that all API server instances share. See **appsettings.json** where API is installed.

Solution:

In the **appsettings.json** for the PSIsafe API. Make sure that **AffinityTempFilesLocation** is pointing to a share that all PSIsafe API instances write to.

Arg_NullReferenceException

When testing the PSIsafe Web imports/uploads, you may encounter an error that reads:

Error: "Arg_NullReferenceException".

Problem:

The SQL table **FileUploadSessions** and/or **FileUploadParts** are missing. The required **PSISafeDatabaseUpdates.SQL** script required for PSISafe API and PSISafe Web has not been executed on the database.

Solution:

Execute the PSISafe API script on the PSISafe Database in SSMS. The script is including in your installation package.

LEADTOOLS License Notice

When testing the PSISafe Web document preview module, you may encounter an error that reads:

Error: "LEADTOOLS License Notice. License file is not verified to work in this domain"

Problem:

Due to third party licensing restrictions, the customized URL of PSISafe Web on-premise installations must contain the word "psisafe" somewhere within the URL string. For example:

`psisafe.[DOMAIN].[TOP-LEVEL-DOMAIN]` (e.g., `psisafe.customerdomain.com`)

Solution:

Modify the URL for PSISafe Web in IIS to contain the word "psisafe" within the string.