

GARDiS Installation

Install Guide SM007 - Issue 15



Foreword

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Cautions and Notes

The following symbols are used in this guide:



CAUTION! This indicates an important operating instruction that should be followed to avoid any potential damage to hardware or property, loss of data, or personal injury.

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NOTE. This indicates important information to help you make the best use of this product.

lssue	Date Issued	Change Summary	Issued By
1	25/10/17	Initial Release	RT
2	05/11/17	Content and Format Changes	RT
3	27/02/18	Content Update of installer and troubleshoot section	RT
4	28/02/18	Removed all Prerequisites	RT
5	08/03/18	Added Prerequisites back into TS Section	RT
6	19/07/18	Added Section 5.3 and 5.4 in TS	RT
7	10/10/18	Added HTTPS TS section along with other updates requested by DS	RT
8	09/11/18	Updated styling from FM's proof read	RT
9	21/03/19	Updated with upgrade section. Net Framework is updated from 4.6.1 to 4.7.2. SQL Server version is updated from 2014 Express to 2014 SP2 Express.	ТВА
10	02/05/19	Revised branding	FM
11	23/09/20	Updated pc requirements	TBA
12	30/07/21	Update GARDiS Requirements to reflect Windows Server 2019 and SQL Server 2019. Removed references to Windows 7, 8.1 and Windows Server 2012	ТВА
13	02/03/22	Update GARDiS Requirements. Update to remove references to unsupported operating systems. Updated section 7.5.1, 7.5.2 and 7.5.3 to collate the windows features to enable	TBA
14	10/11/2022	Updated section 3 to specify where to run setup.exe from.	TBA
15	28/04/2023	Update Default SQL Version and tested operating	TBA



systems			
		systems	



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1. Introduction

This manual will show you the installation steps required, depending on the Windows version you're working on.

This guide contains walkthroughs for 10, as well as Server 2016 and 2019.

Before installing GARDiS on your system there are certain prerequisites that need to be enabled first.

PLEASE NOTE: Windows 10 and Server 2016 need Windows updates enabled.



2. GARDiS Requirements

The computer name must be 15 characters or less.

2.1 Minimum Requirements

Intel i7, 8GB Ram, 40GB¹ free hard drive space, Windows 10 Pro.

2.2 Recommended Requirements

Intel i7 or above, 16GB Ram, 80GB¹ free hard drive space.

2.3 Tested Operating Systems: GARDIS CANNOT BE INSTALLED ON A DOMAIN CONTROLLER

- Windows 2022 Server Standard x64 Fully supported
- Windows 2022 Server Datacentre
- Windows 2019 Server Standard x64 Fully supported
- Windows 2019 Server Datacentre
- Windows 2016 Server Standard x64 Fully supported
- Windows 2016 Server Datacentre x64 Fully supported
- Windows 2012 Server Standard x64 Not supported (R2 SP1)
- Windows 2012 Server Datacentre x64 Not supported (R2SP1)
- Windows 2008 Server x86/x64 Not supported (R2 SP1)
- Windows 10 Pro x86/x64 Fully supported
- Windows 8.1 Pro x86/x64 Not supported
- Windows 7 Professional x86/x64 Not supported
- Windows 7 without Service Pack 1 installed Not supported
 - Windows 7 Home Not supported

2.4 Supported Database Engines

GARDiS software will be installed with Microsoft SQL 2022 Express.

- SQL 2019 Standard x64
- SQL 2019 Express x64
- SQL 2017 Standard x64
- SQL 2017 Express x64
- SQL 2017 Enterprise x64
- SQL 2016 Express x64
- SQL 2016 Standard x64
- SQL 2016 Enterprise x64
- SQL 2014 Express x86/x64
- SQL 2014 Standard x86/x64
- SQL 2014 Enterprise x86/x64

PLEASE NOTE: Windows 7 and 2008 Server – See section 3.1. PLEASE NOTE: Domain controllers or child domains are not supported by TDSi

¹ Size of hard disk depends on how many backups and events are to be stored by the system.

2.5 Supported Browsers

- Google Chrome
- Mozilla Firefox
- Edge
- Microsoft Internet Explorer 11



• Opera

3. Installer

Copy the installer onto C:\. Do not run from the downloads folder or desktop. This may prevent SQL Server from installing correctly.

Run the 'Setup.exe' file.

An InstallShield pop-up window may appear, prompting you to install any prerequisites required.

Click 'Install'.

GARDIS - InstallShield Wizard
GARDiS requires the following items to be installed on your computer. Click Install to begin installing these requirements.
Status Requirement
Pending Microsoft .NET Framework 3.5 SP1 (Windows Feature)
Pending Microsoft .NET Framework 4.7.2 Full
Pending Microsoft SQL Server 2014 Express SP2 (x64) - Gardis
Install Cancel

Wait while the required software is installed.

If prompted, click 'Yes' to restart your computer.

	Gardis - InstallShield Wizard
Gard insta	dis requires the following items to be installed on your computer. Click Install to begin alling these requirements.
Status	Requirement
Succeeded	Microsoft .NET Framework 3.5 SP1 (Windows Feature)
	Gardis - InstallShield Wizard
?	The installation of Gardis requires a reboot. Click Yes to restart now or No if you plan to restart later.
	Yes No
	Install



The InstallShield window will automatically reappear once your computer has restarted and you've logged back in.

Click 'Install' to continue.

Gardis - InstallShield Wizard
Gardis requires the following items to be installed on your computer. Click Install to begin installing these requirements.
Status Requirement Pending Microsoft SQL Server 2014 Express RTM (x64)
Install Cancel

The installer window will now appear. Click 'Next'.



Read the User License Agreement then click 'I accept'.

To continue, click **'Next'.**





Click the required setup type. It's recommended that you select **'Complete'**, but to customise your install, click **'Custom'**.

To continue, click 'Next'.



Click 'Install'.





Wait while Windows features are installed.



Gardis is currently installing Windows Features. Installation will continue once this is complete.

You will now see the configuration application appear. Enter the IP address of the PC so you can access the system remotely. Once complete, click '**Update**' then '**Finish**'.

If you wish to use/access GARDiS on your PC only, leave the settings as they are and click **'Finish'** in the bottom right corner.

NOTE: If you're accessing GARDiS from a remote PC, you may need to allow these port numbers in Windows firewall settings as a rule. See **Section 4** for information on how to set up firewall rules.

- Service URLs: 'Uniform Resource Locator' or the address where GARDiS can connect to.
- **Radio buttons:** '**Network**' for connecting from other machines to the GARDiS PC >> drop down box to choose IP address from those listed on the PC, it may have two or more network cards, you will need to select which one will be listened to.
- **'This PC only'** will display the URL that will only work on the PC itself.
- These radio buttons do NOT change the operation of the GARDiS service, it's only to indicate to the installer what the desired URL will be following installation.



🔨 Gard	lis Configuration)
ettings	Database Mair	itenance Licence	
Servic	e URLs		
• Ne	etwork 192	2.168.5.150 🗸 💿 Basic Mode	
⊖ Th	is PC only	O Expert Mode	
Ports			
Se	curity Token Ser	vice Port 5074	
	Gardis	API Port 53198	
	Gardis Web	site Port 52773	
Conr	nect to Gardis us	ing the following URL	
http:	//102 168 5 150-	50772	
<u>mep.</u>	// 152.100.5.150.	<u>, , , , , , , , , , , , , , , , , , , </u>	
Databa	ase Connection		
Updat	te Data Source if	NOT using default Gardis SQL Server installation	
		Data Source-localhert\Gardin	
	Connection S	Initial Catalog=Gardis:	
		Integrated Security=True;	
		Connect Timeout=30;	
		Encrypt=False; TructSenverCertificate=False;	
		Pooling=True	

If you do not have one of the internet browsers listed in section 2.5, you will see this message.



To complete the install, click 'Yes, I want to restart my computer now' then click 'Finish'.





Navigate to the address you previously set in the configuration application.

E.g. 192.168.5.17:52773

Click **'Log In'** on the landing screen, then you will now be able to log into GARDiS using your username and password.

Username: GARDiS Password: TDSi\$1234

NOTE: The username and password is case sensitive.



Login

Username		
Username		
Password		
Password		

Login



You will now see the screen below, prompting you to change your password.

Fill in the required fields, then click **'Submit'**. You will then be redirected to the landing page once more and asked to re-enter your log in details.

Tou are required to t	Current Password
	•••••
	New Password

	Confirm password
	••••••
	Minimum length 8 and include 1 uppercase, 1 lowercase, 1 numeric and 1 special character
	Submit



4. Firewall Access for Server PC

5.1 Accessing Inbound and Outbound Port Rules

To access GARDiS on a browser from a remote PC you need to allow the GARDiS ports through the firewall on the Server PC.

In the start menu, search for 'Windows Firewall' and click on it.

Programs (1)
🔗 Windows Firewall with Advanced Security
Control Panel (3)
🔗 Windows Firewall
🔐 Allow a program through Windows Firewall
Y Check security status
🎾 See more results
windows firewall × Log off

Look to the left hand panel and click 'Advanced settings'.

	Control Panel Home
	Allow a program or feature through Windows Firewall
•	Change notification settings
•	Turn Windows Firewall on or off
•	Restore defaults
	Advanced settings
	Troubleshoot my network

5.2 Inbound Rules

In the left hand menu click 'Inbound Rules'.

💣 Windows Firewall with Advanc
🜉 Inbound Rules
🌠 Outbound Rules
🌆 Connection Security Rules
Monitoring

In the right hand menu click 'New Rule...'

Act	Actions		
Inb	ound Rules	•	
	New Rule		
Y	Filter by Profile	•	
Y	Filter by State	•	
Y	Filter by Group	•	
	View	•	
â	Refresh		
	Export List		
?	Help		

Make sure 'Port' is selected, then click 'Next'.

Rule Type Select the type of firewall rule to c	ijeale.	
Steps: Protocol and Ports Action Profile Name	What type of rule would you like to create? Program Rule that controls connections for a program. Predefined: BranchCache - Content Retrieval (Uses HTTP) Rule that controls connections for a Windows experience. Custom Custom rule. Learn more about rule types	T



Make sure TCP is selected, then click the 'Specific Local Ports' box and enter:

- 507452773
- 53198

NOTE: Each port number must be followed by a comma.

Then click 'Next'.

Protocol and Ports Specify the protocols and ports I	o which this rule applies.			
Steps:				
Rule Type	Does this rule apply to TCP or UDP?			
Protocol and Ports	TCP	◎ TCP		
 Action 	© UDP	© UDP		
 Profile 				
 Name 	Does this rule apply to all local ports or specific local ports?			
	All local ports			
	Specific local ports:	5074, 52773, 53198		
		Example: 80, 443, 5000-5010		
	Learn more about protocol and p	oorts	Next >	Cancel

Make sure you've selected 'Allow the Connection' then click 'Next'.

Steps:	
Rule Type	What action should be taken when a connection matches the specified conditions?
Protocol and Ports	
Action	Allow the connection
Profile	This includes connections that are protected with IPsec as well as those are not.
• Frome	Allow the connection if it is secure
Name	This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node. Customize Block the connection
	Learn more about actions



By default Doman, Private and Public are ticked. Change as required then click '**Next'**.

Profile Specify the profiles for which this r	ule applies.
Steps: Protocol and Ports Action Profile Name	 When does this rule apply? Domain Applies when a computer is connected to its corporate domain. Private Applies when a computer is connected to a private network location. Public Applies when a computer is connected to a public network location.
	Learn more about profiles < Back

Give the new rule a name and enter a description if required, then click 'Finish'.

Name	
Specify the name and description o	of this rule.
Steps:	
Rule Type	
Protocol and Ports	
Action	
Profile	Name:
Name	GARD/S Ports
	Description (optional):
	Kenter



5.3 Outbound Rules

One of the port numbers also needs to be entered into an **Outbound Rule**.

Windows Firewall Advanced Settings should still be open, click 'Outbound Rules' in the left menu.



Click 'New Rule...' in the right hand menu.

Acti	ions	
Out	thound Rules	•
(New Rule	
Y	Filter by Profile	•
Y	Filter by State	•
Y	Filter by Group	•
	View	•
Q	Refresh	
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Export List	
?	Help	

Select 'Port' then click 'Next'.

Steps: Vhat type of rule would you like to create? Protocol and Ports -	Rule Type Select the type of firewall rule to o	geate.
 Action Program Rule that controls connections for a program. Name Pot Rule that controls connections for a TCP or UDP port. Predefined: BranchCache - Content Retrieval (Uses HTTP) Rule that controls connections for a Windows experience. Custom Custom rule. 	Steps: Protocol and Ports Action Profile Name	What type of rule would you like to create? Program Rule that controls connections for a program. Prodefined BranchCache - Content Retrieval (Uses HTTP) Rule that controls connections for a Windows experience. O tustom Learn more about rule types



Make sure **'TCP'** is selected, then enter **'5074'** in the specific remote ports box. Then click **'Next'**.

Protocol and Ports

Specify the protocols and ports to which this rule applies.

Steps:		
Bule Type	Does this rule apply to TCP or UDP?	
Protocol and Ports	TCP	
 Action 	O UDP	
Profile		
Name	Does this rule apply to all remote ports or specific remote ports?	
	All remote ports	
	Specific remote ports:	5074
		Example: 80, 443, 5000-5010
	Learn more about protocol and po	<u>rts</u>
		< Back Next > Cancel

Make sure 'Allow the Connection' is selected, then click 'Next'.

Action

Specify the action to be taken when a connection matches the conditions specified in the rule.

Steps:		
Bule Type	What action should be taken when a connection matches the specified conditions?	
Protocol and Ports		
Action	Allow the connection This includes connections that are protected with IPsec as well as those are not	
Profile		
 Name 	 Allow the connection if it is secure This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node. Customize Block the connection 	
	Learn more about actions Kearn more about actions < Back	



By default Domain, Private and Public are ticked. Change as required then click **'Next'.**

Profile

Specify the profiles for which this rule applies.

Steps:		
Rule Type	When does this rule apply?	
Protocol and Ports		
Action	Domain	
Profile	Applies when a computer is connected to its corporate domain.	
Name	Private Applies when a computer is connected to a private network location.	
	Public Applies when a computer is connected to a public network location.	
	Learn more about profiles < Back Next > Cancel	

Name the rule as required then click 'Finish'.

Name

Specify the name and description of th	his rule.	
Specify the name and description of the Steps: Protocol and Ports Action Profile Name	his rule. Name: GARDIS Outbound Rule Description (optional):	
		< <u>B</u> ack <u>Einish</u> Cancel

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5. Upgrading GARDiS

6.1 Uninstall the Previous Version

Go to Control Panel -> Programs and Features. Right click on GARDiS from the list of programs and select "Uninstall".

The software will be removed and the configuration settings will remain.

6.2 Install the New Version

Install the new version by following the steps in section 4 (Installer) from this manual.

During the Configuration step, the previous settings will be displayed. Confirm and close.

The installer may ask to reboot the computer. This is recommended for successful software installation.

6. Troubleshooting

7.1 Installing on a Domain Controller

GARDiS cannot be installed on a domain controller. If you attempt to install on a domain controller you will see this error message.

	nstalishield wizard					
ځ	Gardis requires the following items to be installed on your computer. Click installing these requirements.	Install to begin				
Status	Requirement					
Pending	Microsoft .NET Framework 3.5 SP1 (Windows Feature)					
Gardis	- InstallShield Wizard	×				
The installation of Gardis Domain Controller has failed. Setup will now exit.						
	The installation of Gardis Domain Controller has failed. Setup exit.	will now				
	The installation of Gardis Domain Controller has failed. Setup exit.	Will now				
Installing	The installation of Gardis Domain Controller has failed. Setup exit.	OK				
Installing	The installation of Gardis Domain Controller has failed. Setup exit.	OK				

7.2 Error installing .NET 3.5

If you encounter an error while installing .NET 3.5 during the installation, go to the following web address <u>https://support.microsoft.com/en-gb/help/2734782/net-framework-3-5-installation-error-0x800f0906-0x800f081f-0x800f0907</u>

Find your Windows version and error code, then follow the instructions on Microsoft's website.



	Gardis - InstallShield Wizard					
r	Gardis requires the following items to be installed on your computer. Click Install to begin installing these requirements.					
	Status Requirement					
	Failed Microsoft .NET Framework 4.6.1 Full					
	Gardis - InstallShield Wizard					
	The installation of Microsoft.NET Framework 4.6.1 Full appears to have failed. Do you want to continue the installation?					
	Yes No					
	Install Cancel					

7.3 Error installing .NET 4.7.2

If you encounter an error as shown below while installing .NET 4.7.2 you will need to install windows updates.

7.4 SQL Installation Failure

If you encounter errors while installing SQL during the installation of GARDiS. open the 'Summary.txt' log file located here:

C:\Program Files\Microsoft SQL Server\120\Setup Bootstrap\Log\

Or, depending on what operating system you're using:

C:\Program Files (x86)\Microsoft SQL Server\120\Setup Bootstrap\Log\

Gardis requires the following items to installing these requirements.	to be installed on your computer. C	Click Install to begin
Status Requirement		
Eailed Microsoft SOL Server 2014 Expres	ss RTM (x64)	
The installation of Microsoft	t SQL Server 2014 Express RTM (x64) appears
The installation of Microsofi to have failed. Do you want	t SQL Server 2014 Express RTM (to continue the installation?	x64) appears
The installation of Microsoft to have failed. Do you want	t SQL Server 2014 Express RTM (to continue the installation? Yes	x64) appears No
The installation of Microsoft to have failed. Do you want	t SQL Server 2014 Express RTM (to continue the installation? Yes s RTM (x64)	x64) appears No



7.5 Troubleshooting – Windows Features

If you experience any issues while installing or running GARDIS, Windows may have been unable to automatically enable some of the Windows features. The following steps will show you how to enable all the required features depending on the version of Windows you are using. Make sure you check these Windows features.

7.5.1 Windows 10 Windows Features

Windows features are accessible by clicking '**Start**' and performing a search through the control panel.



Click 'Turn Windows features on or off'.

Go to **Section 7.5.3** for details of the windows features required by GARDiS.

7.5.2 Windows Server Windows Features

Windows features can be configured on Windows Server 2016 by clicking the '**Start**' icon then clicking '**Server Manager**'.



=	Recently added		Windows Server				
	🌀 Google Chrome						
	Most used Snipping Tool Ø Paint G			Windows	Windows		
			Server Manager	PowerShell	PowerShell ISE		
			Windowr				
	🧿 Google Chrome		Administrativ	Task Manager	Control Panel		
	Search		Remote	ġ,			
	E Server Manager		Desktop	Event Viewer	File Explorer		
	🔅 Settings						
	w						
	Windows Accessories						
	Windows Administrative Tools						
8	Windows Ease of Access						
ŝ	Windows PowerShell						
Ф	Windows System						
) ([]) 🧉 🛤 🛋						

In the top right corner, click 'Manage' then click 'Add Roles and Features'.



Click 'Next'.



Select the required option then click 'Next'.

elect installation	on type	ATION SER VM01-0111	VER DEV
Before You Begin	Select the installation type. You can install roles and features on a running physical comput machine, or on an offline virtual hard disk (VHD).	er or virt	ual
Installation Type			
Server Selection	 Role-based or feature-based installation 		
	Configure a single server by adding roles, role services, and features.		
	Remote Desktop Services installation		
	Install required role services for Virtual Desktop Infrastructure (VDI) to create a virtual m	achine-b	ase
	or session-based desktop deployment.		

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Click the required server then click 'Next'.

elect destination	on server			DESTINA V	10N SER M01-0110
Before You Begin	Select a server or a vi	rtual hard disk on which	to install roles and features,		
Server Selection	 Select a server no Select a virtual ha 	rd disk			
Server Roles Features Confirmation	Server Pool				
	Name	IP Address	Operating System		
	VM01-011DEV	192.168.5.27	Microsoft Windows Server 2	2016 Standard	
	1 Computer(s) found This page shows serv and that have been a newly-added servers	ers that are running Wir dded by using the Add from which data collect	ndows Server 2012 or a newer r Servers command in Server Ma ion is still incomplete are not sh	elease of Windo nager. Offline se 10wn.	ws Serv rvers ar

Scroll down the list to '**Web Server (IIS)**' then click to enable it. Then click '**Next**'.

		- 🗆 X
Select server role	S	DESTINATION SERVER VM01-011DEV
Before You Begin Installation Type	Select one or more roles to install on the selected server. Roles	Description
Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Active Directory Lightweight Directory Services Active Directory Lightweight Directory Services Active Directory Rights Management Services Device Health Attestation DHCP Server Fax Server Fax Server Fat Server Hyper-V MultiPoint Services Network Policy and Access Services Remote Access Remote Desktop Services Volume Activation Services Windows Deployment Services Windows Server Lighte Services Windows Server Ugdate Services	manageable, and scalable Web application infrastructure.

Select Web Server Role.





Select Role Services to begin editing the Windows Features. Go to **section 7.5.3** for full details of the windows features to enable.

DESCRIPTION SERVER VM01-011DEV Description Static Content allows the Web server
Description Static Content allows the Web server
to publish static Web file formats, such as HTML pages and image files. Use Static Content to publish files on your Web server that users can then view using a Web browser.
ct

Click 'Next' then 'Install' to begin installing the windows features.

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onfirm installat	ion selections	DESTIN	ATION SER VM01-011	RV 1D
Do you need to specify a	in alternate source path? One or more installation selections are missing source files of	on the dest	inati	
Before You Begin	To install the following roles, role services, or features on selected server, click In	nstall.		
Installation Type	Restart the destination server automatically if required			
Server Selection	Optional features (such as administration tools) might be displayed on this pag	e because t	they have	e
Server Roles	been selected automatically. If you do not want to install these optional feature	s, click Prev	ious to c	cle
Features	their check boxes.			
Web Server Role (IIS)	.NET Framework 3.5 Features			
Role Services	.NET Framework 3.5 (includes .NET 2.0 and 3.0)			
Confirmation	.NET Framework 4.6 Features			
Results	ASP.NET 4.6			
	Message Queuing			
	Message Queuing Services			
	Message Queuing Server			
	Web Server (IIS)			
	Management Tools			
	Export configuration settings Specify an alternate source path			

Wait for Windows to install the features, then once complete click 'Close'.

Add Roles and Features Wizar	3			×
Installation progr	ress	DESTIN	ATION SER VM01-011	VER DEV
Before You Begin	View installation progress			
Installation Type	1 Feature installation			
Server Selection		-		
Server Roles	Installation succeeded on VM01-011DEV.			
Features	.NET Framework 3.5 Features			^
	.NET Framework 3.5 (includes .NET 2.0 and 3.0)			
	.NET Framework 4.6 Features			
	ASP.NET 4.6			
Results	Message Queuing Message Queuing Services Message Queuing Server			
	Web Server (IIS)			
	Management Tools			
	IIS Management Console			
	Web Server You can close this wizard without interrupting running tasks. View task page again by clicking Notifications in the command bar, and then Task Export configuration settings	progress or Details.	open thi	s

7.5.3 Window Features to Enable

Make sure '.NET Framework 3.5' and '4.7' (4.8 depending on Windows OS) are enabled at the top of the list.

Make sure 'Internet Information Services' are enabled, then click the \boxdot icon to expand and reveal more options.

👿 Windows Features		_		Х	
Turn Windows features on or off					
To turn a feature on, select its ch checkbox. A filled box means tha	eckbox. To turn t only part of th	a feature o e feature is	ff, clear i turned o	ts on.	
🕀 🔳 🔒 .NET Framework 3.5 (i	ncludes .NET 2.0) and 3.0)		^	
🕀 🔳 📙 .NET Framework 4.7 A	dvanced Service	is .			
Active Directory Light	weight Directory	Services			
Containers					
Data Center Bridging					
🕀 🗌 🚽 Device Lockdown					
🕀 🗌 🚽 Hyper-V					
Internet Explorer 11					
🕀 🔳 📊 Internet Information S	ervices				
Internet Information S	ervices Hostable	Web Core			
🗄 🔲 🖌 Legacy Components					
I Media Features				¥	
		ОК	Can	cel	

Click the $\textcircled{\pm}$ icon next to Web Wide Web Services to expand and show more options.

🕎 Windows Features	_		×			
Turn Windows features on or off			?			
To turn a feature on, select its checkbox. To turn a feature off, clear its checkbox. A filled box means that only part of the feature is turned on.						
.NET Framework 4.7 Advanced Services			~			
Active Directory Lightweight Directory	Services					
Containers						
Data Center Bridging						
🕀 🗌 📊 Device Lockdown						
Internet Explorer 11						
Internet Information Services						
🕀 🔳 📕 Web Management Tools						
🕀 🔳 🔜 World Wide Web Services						
Internet Information Services Hostable	Web Core		~			
	ОК	Cano	el			

Click the $\textcircled{\pm}$ icon next to Application Development Features to expand then make sure the following settings are enabled:

- .NET Extensibility 4.7/4.8
- ASP
- ASP .NET 4.7/4.8
- ISAPI Extensions
- ISAPI Filters

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Scroll down to Common HTTP Features and click the \pm icon to reveal more options. Then make sure the following settings are enabled:

- Default Document •
- Directory Browsing •
- HTTP Errors •
- Static Content •

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		Information Services Hostable	Web Core		~
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Click the $\textcircled{\pm}$ icon next to Health and Diagnostics to reveal more settings then make sure the following settings are enabled:

- HTTP LoggingRequest Monitor



Click the $\textcircled{\pm}$ icon next to Performance Features then make sure the following settings are enabled:

• Static Content Compression



Click the $\textcircled{\pm}$ icon next to Security and make sure the following settings are enabled:

- Basic Authentication
- Client Certificate Mapping Authentication
- IIS Client Certificate Mapping Authentication
- IP Security
- Request Filtering
- URL Authorization



Last of all, scroll down to Microsoft Message Queue (MSMQ) Server and make sure that it is enabled.



Once complete, click 'OK'.



7.6 Log in Button Error

Symptom: Can navigate to the login page, but when you click the **'Login'** button, the following screen appears with IDX10803 error.



Resolution: Change the 'Load User Profile' setting in IIS to 'True'.

- Open 'Internet Information Services (IIS) Manager'.
- Find your computer in the connections menu on the left and click the **'Expand'** arrow.
- Click 'Application Pools'.
- Left click 'GardisToken' then click 'Advanced Settings' in the right hand menu.
- Locate 'Load User Profile'.
- If it says false, click on it and change it to 'True'.



File View Help Connections Application Pools Solubworks (TDS)trobert.tw Thip page lets you view and managet processes, contain one or more applications Connections Application Pool Isake Solubworks (TDS)trobert.tw Thip page lets you view and managet processes, contain one or more applications Connections Application Pool Isake Name General General Application V4.0 Set Application Pool Isake Name GardsToken True Managed Pipeline Mode Integrated Set Application Pool Isake Name GardsToken Gueue Length Toue Basis Settings Recyclan CPU DefaultApplication Started Queue Length Toue Basis Settings Recyclan GardisToken Started View GardisToken Notection Notection Recyclang GardisToken Started View GardisToken Started View GardisToken Started View GardisToken Started View Recyclang GardisToken Started View GardisToken Started View GardisToken GardisToken <th>🗿 🕢 🕼 🔹 SOLIDWORKS 🔸</th> <th>Application Pools</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>🔯 🖂 🟠 I</th>	🗿 🕢 🕼 🔹 SOLIDWORKS 🔸	Application Pools						🔯 🖂 🟠 I
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Once complete, open 'Services' and find 'Gardis API'. Right click it, then click 'Restart'.

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File Action View Help					
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Services (Local)					
Gardis Api	Name 📩	Description	Status	Startup Type	Log ^
	🌼 Encrypting File System (EFS)	Provides th		Manual (Trig	Loc
Stop the service	🔍 Extensible Authentication P	The Extensi		Manual	Loc
Restart the service	🌼 Function Discovery Provide	The FDPHO		Manual	Loc
	🔍 Function Discovery Resourc	. Publishes th		Manual	Loc
Description:	🔍 Gardis Acu Manager	Gardis Acce	Running	Automatic	Loc
Gardis API Service	Gardis Api	••	Running	Automatic	.∖Ga ≡
	Gardis Credenti		Running	Automatic	Loc
	Gardis Database Stop	-	Running	Automatic	.\Ga
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	Gardis Service N Resume	e	Running	Automatic	Loc
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	<	Ш			>
Extended / Standard /					
Stop and Start service Gardis Api on Local Computer					

7.7 Unable to log in

The most likely cause of this issue is that the GARDiS services aren't running.

Once you've restarted your system after the install, GARDiS should start automatically within 3 minutes.

TDSi

Open 'Services'.



Make sure the following services are running.

- Gardis ACU Manager
- Gardis API
- Gardis Credential Manager
- Gardis Event Manager
- Gardis Service Manager
- SQL (GARDIS)

Gardis Acu Manager	Name	Description	Status	Startup Type	L
Stop the service	Distributed Link Tracking Cl Distributed Transaction Co	Maintains li Coordinates	Running Running	Automatic Manual	L
Kestart the service	DNS Client	The DNS Cli	Running	Automatic (T	N
	Encrypting File System (EFS)	Provides th		Manual (Trig	L
Description: Gardis Access Control Unit Manager	Extensible Authentication P	The Extensi		Manual	ι
	🔍 Family Safety	This service		Manual	l
	🔍 Fax	Enables you		Manual	
	🔍 File History Service	Protects use		Manual (Trig	
	🔍 Function Discovery Provide	The FDPHO	Running	Manual	
	🖏 Function Discovery Resourc	Publishes th	Running	Manual	
	🔅 Gardis Acu Manager	Gardis Acce	Running	Automatic	
	🧠 Gardis Api	Gardis API S		Automatic	
	🌼 Gardis Credential Manager	Gardis Cred	Running	Automatic	
	🔍 Gardis Event Manager	Gardis Even	Running	Automatic	
	🔍 Gardis Service Manager	Gardis Servi	Running	Automatic	
	🔍 Google Update Service (gup	Keeps your		Automatic (D	
	🔍 Google Update Service (gup	Keeps your		Manual	
	🔍 Gpoll	V0.4_10 15:0	Running	Automatic	
				Automatic (T	
	Group Policy Client	The service		Matornatic (Thi	
	Group Policy Client Health Key and Certificate	Provides X.5		Manual	

If the services aren't running, right click on it and click 'Start'.



Gardis Api	Name		Description	Status	Startup Type	Lo
	🔍 Extensible Auth	The Extensi		Manual	Lo	
Start the service	🔍 Family Safety		This service		Manual	Lo
	🔍 Fax		Enables you		Manual	Ν
Description:	🔍 File History Ser	vice	Protects use		Manual (Trig	Lo
Gardis API Service	🔍 Function Disco	🍓 Function Discovery Provide		Running	Manual	Lo
	🔍 Function Disco	very Resourc	Publishes th	. Running	Manual	Lo
	🔍 Gardis Acu Ma	nager	Gardis Acce	Running	Automatic	Lo
	🔍 Gardis Api		Gardie API S.		Automatic	Lo
	Gardis Crec	Start	red	Running	Automatic	Lo
	🔐 Gardis Ever	Stop	ven	Running	Automatic	Lo
	Gardis Serv	Pause	ervi	Running	Automatic	Lo
	🔍 Google Upr	Resume	our		Automatic (D	Lo
	🔍 Google Upr	Restart	our		Manual	Lo
	Gpoll		15:0	. Running	Automatic	Lo
	Group Polic	All Tasks	 ice 		Automatic (T	Lo
	G Health Key	Refresh	X.5		Manual	Lo
	HomeGrou		pcal	Running	Manual	Lo
	HomeGrou	Properties	s ne	. Running	Manual (Trig	Lo
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	Hyper-V Da	Constant later			Manual (Trig	LC
	myper-v Guest	service inter	Provides an	•	ivianual (Trig	

Now you're sure the services are running, browse to:

http://localhost:52773 or the address you've set previously during the installation.

You will now be able to log into GARDiS using your username and password.

7. HTTPS

The default protocol for GARDIS is Http. This is, in most cases, acceptable as all data is being transferred on a local area network. In a medium to large organisation, data protection and securing data will be more active. For this, the protocol needs to be configured to use Https, which encrypts all data between the client (Browser) and the server.

It is recommended to stop all GARDiS services until all tasks are complete.

8.1 Enable the https

First run the GARDiS configuration tool and select the Https option.

Service URLs									
Network	10.0.9.123 -		•	Basic Mode					
O This PC only				Expert Mode					
Protocol	🔘 Http	Https							

Change the protocol from 'Http' to 'Https'.

Https has a default port of 443 and if this is the only website running on this PC (recommended), the website port can be set to this value.



Ports		
Security Token Service Port	44310	Ċ
Gardis API Port	44311	Ċ
Gardis Website Port	443	Ċ
Connect to Gardis using the fol	lowing URL	

The 'Security Token Service' and 'API' can then be changed to any value and as an idea using a 443xx gives an indication they are also on a https. Finally click the 'Confirm' button to save these settings.

If an error occurs at this point in updating the IIS settings, this can be ignored as changes are required to be set in the IIS.

8. VPN and WAN

GARDiS will not work internally as the VPN network cannot be accessed on the same WAN.