AssetWORKS

M5 Chat Setup

Quick Guide

Version 24.x
Last Modified 24.1 | April 2024

Technical Support

AssetWorks provides several ways to connect with the Customer Support team. Be prepared to provide detailed information to the representative. If you are reporting an issue by e-mail, include screen shots of your problem. This will provide the Customer Support representative with the information needed to respond quickly and effectively.

Customer Support is available Monday through Friday, 7:00 a.m. to 7:00 p.m., Eastern Time.

Telephone: 1-610-225-8300

Email: M5Support@AssetWorks.com

Website: https://community.assetworks.com/hc/en-us

The support website can be used to open issues, subscribe to user groups and download documentation, as well as to access the latest AssetWorks news. For secure access to the website, contact Customer Support by calling the number above.

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M5 Chat

M5 chat allows the user to chat/message with other users in M5. The user must have the new role privilege which grants users the ability to chat. Any user that is allowed to chat, can chat only with other users that have the same locations in their location group. These messages can be sent and will allow users to chat back and forth in real time. If a user is not online (logged into M5) then the chat/messages will be stored and can be viewed when they log into M5. All chat/messages are stored in the database for audit and security purposes.

To access chat, select messages which is located under location dropdown.
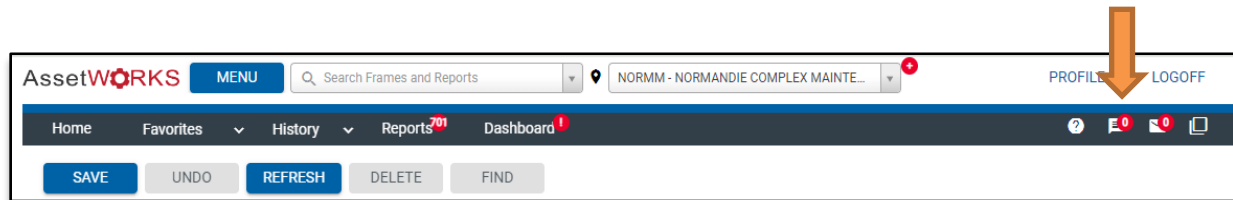
The message window will appear and any outstanding conversations read and unread display. Messages cannot be deleted or removed from the chat window. Read messages are purged from the message window after seven days. The name of the person or chat group will appear with a preview of the message directly below. The message will have a timer on it to let the user know how old the message is in seconds, minutes, hours, and days. To view the message, select the > symbol to the far left. To send a message, enter text in the text box and select the Send button.
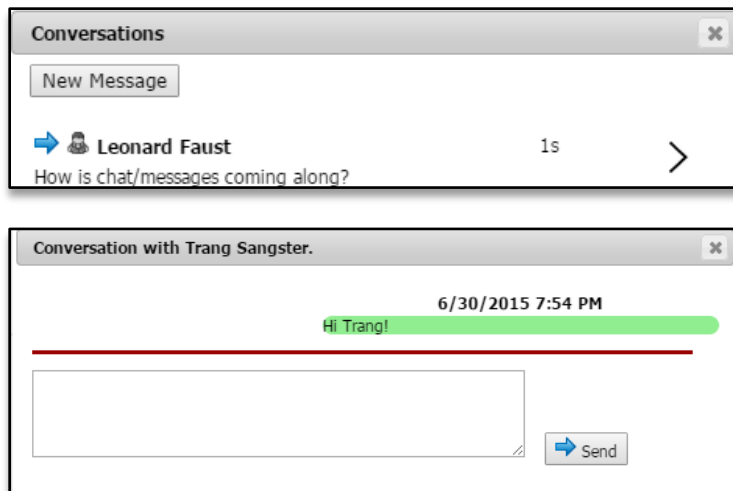
To chat with multiple users at a time, a new frame has been created to create chat groups. Chat groups are application users grouped together. When a message is sent to a chat group, all the application users in the group receive the chat/message and can message back and forth.

The chat group maintenance frame is as follows. Enter a chat group name and select SAVE.

The chat group is assigned to the role on the Role Maintenance frame. It is located on the Departments/Chat Groups tab.

Chat Setup

M5 supports load balancing but chat does not. This means the chat module cannot be spread across a web farm or even a web garden. The way this is isolated from normal M5 web traffic is a new site is created on a specific M5 web server. This site is always called M5Chat and only allows one worker thread. There is a new M5_PARAM called SERVER_CHAT that points to this server.

If your M5 web server is a single server, you can create the M5 Chat site on the same server. If you have load balanced servers pick one of the servers and create the site, there. If you are worried about load on the server a separate server can be built. Only the M5 web servers will access this server. The end user never communicates directly with it.

- Using IIS manager, create a new application pool called M5Chat:
  - Set the .NET CLR version to .NET CLR Version v4.0.
  - Set the Managed pipeline mode to Integrated.

- Set the following advanced setting for the M5Chat application pool:

  - Enabled 32-bit Applications to false.

  - Maximum Worker Processes to 1.

  - Identity should match the same user running the M5Web site user. Example "m5iis."

- Using IIS manager, create a new IIS site called M5Chat that uses the new application pool.

- Point it to the same compiled M5 directory as the normal M5Web directory.

- Use the same "connect as" user id and password.

- Update M5_PARAMS. Set the "SERVER_CHAT" parameter to http://theChatServerWhereM5ChatExists

- Verify that your Web.Config defines ChatQueryStr for your site. It is the same as the SessionStateQryStr except is uses a different user. The user created by tms is M5ChatMgr and has a default password of getchat.

- Add the chat privilege to your M5 role.

Troubleshooting

- Missing database grants:

  - Log into the database as the user mfiveChatMgr.

  - Open a command window and type: SQLPLUS mfiveChatMgr/getchat@m5sitename.

  - Alternatively, you can log into the database as mfiveChatMgr using SQL Developer or SQLServer Management Studio.

  - Once connected to the database verify the grants by running the following select:

    - Select * from user_unique.

- Web Application error codes:

  - 500: Authentication issue in IIS. Verify the "connect as" user and password.

  - 503: Application Pool stopped.

  - 401: IIS > Authentication. Possible fix to change anonymous authentication to enabled.

  - 404: Chat site does not exist.

  - FCB: bad user/password in the web.config or account might be locked:

    - Permissions on mfiveChatMgr could be missing. Verify database grants.

- Chat Service is returning a compiler error message System.Web.Extenstions version missing or not found:

  - Verify in the M5Web/web.config file that both the ScriptHandlerFactor and ScriptHanderFactoryAppServices entries are pointing to Version=4.0.0.0.

  - <add name="ScriptHandlerFactory" verb="*" path="*.asmx" preCondition="integratedMode" type="System.Web.Script.Services.ScriptHandlerFactory, System.Web.Extensions, Version=4.0.0.0, Culture=neutral, PublicKeyToken=31BF3856AD364E35"/>

  - <add name="ScriptHandlerFactoryAppServices" verb="*" path="*_AppService.axd" preCondition="integratedMode" type="System.Web.Script.Services.ScriptHandlerFactory, System.Web.Extensions, Version=4.0.0.0, Culture=neutral, PublicKeyToken=31BF3856AD364E35"/>

Updates

Release	Section	Description
23.2	All sections	Applied miscellaneous writing style updates throughout the document.
24.1	Chat Setup Troubleshooting	Update Chat Setup and added Troubleshooting section for common errors.