



# Cyncly

FeneVision® Best Practice

## Delivery Setup and Troubleshooting

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### Introduction

The following instructions should be used during the installation of FeneTech Delivery, aka Delivery Tracking. This is an application that should only be installed on the Web server. It should not be installed on the database server as it requires exposing the server externally. Only one installation should be completed per company.

### Hardware

See our Hardware Requirements document in the knowledgebase for details.

The device is intended to help you go paperless, so larger screen sizes are helpful for the Truck Driver who will eventually not have a paper shipping manifest or packing slip. Ease of scanning and ability to take pictures of entire stops for proof of good delivery or units rejected upon delivery are also important considerations.

Drivers need to connect via WIFI to get their route information, but then can run in the field 'offline' if needed. Once they connect to a WiFi network, updates will transmit to the FVMaster database.

The app can run using a camera or scanner. If a scanner is used, no preamble/postamble is required. The user may add an 'enter' postamble to streamline the scan process, but it is not required.

### Using

Once configured, Truck Drivers will login to the Delivery Tracking application from an iOS or Android device to identify which stop they are going to next, scan items delivered, screenshot items that are broken and have the customer sign the for the delivery. Transfer shipment stops will not appear in the delivery application and cannot be scanned delivered within the application. Transfer shipments will still need to be scanned as transfer received at a Tracking station.

This application will update the ship status to Delivered or Manually Delivered once it has internet access. At that time of the delivery confirmation will be sent via eServer to the customer with their signature on it.

Version 15.0 and later supports sending notification emails to customers, emails to the office with screenshots as important images, and automatically invoicing delivered items (GSP setting).

Review the FeneTech Delivery Tracking User Manual for details/screenshots on using the application.

### Delivery Application Service Installation

The delivery application installer deploys a service that will utilize IIS features. The service will need to be started, described below.

**Bolded tasks only apply to first time installs without WEB.**

**RED tasks only apply for first time installations with WEB.**

Non-bolded tasks need to occur on every install, including upgrades and SP installs.

1. **Verify that Internet Information Services (IIS) is installed, and all features DT uses are installed too.**
  - a. **Open Control Panel, select 'Programs and Features', and choose 'Turn Windows features on or off'.**
  - b. **Windows Server 2012 or later**
    - i. **For 'Installation Type', select 'Role-based or feature-based installation'**
    - ii. **For 'Server Selection', select your server from the server pool**
    - iii. **For 'Server Roles', check 'Web Server (IIS)'**

1. If a dialog pops up, accept the defaults and click 'Add Features'
- iv. For 'Features', don't check anything off and press Next
- v. For 'Web Server Roles (IIS) à Role Services', check the following:
  1. Within 'Common HTTP Features', ensure these are checked:
    - a. Default Document
    - b. Directory Browsing
    - c. HTTP Errors
    - d. Static Content
  2. Within 'Health and Diagnostics', ensure these are checked:
    - a. HTTP Logging
  3. Within 'Performance', ensure these are checked:
    - a. Dynamic Content Compression
    - b. Static Content Compression
  4. Within 'Security', ensure these are checked:
    - a. Request Filtering
    - b. Windows Authentication
  5. Within 'Application Development', ensure these are checked:
    - a. .NET Extensibility 4.8
    - b. ASP.NET 4.8
    - c. ISAPI Extensions
    - d. ISAPI Filters
  6. Also confirm that Management Tools à IIS Management Console is checked.
- vi. **Under Features tab (after Server Roles), for '.NET Framework 4.5 Advanced Services' Check the following**
  1. **Within 'WCF Services', ensure these are checked:**
    - a. **HTTP Activation**
- vii. For 'Confirmation', click Install
2. Verify 'ASP.NET v4.0.30319' is allowed. In IIS, click on the computer name in the left list, then double click the 'ISAPI and CGI Restrictions' icon on the right, and verify ASP.NET v4.0.30319 is Allowed.
  - a. If you do not see this entry in the list, this means that the .NET Framework was installed before IIS was installed. You will now need to register ASP.NET 4.0 with IIS. Type the following at the command line and press Enter:
 

```
%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe -i
```
  - b. Note that on 64 bit servers, you may see two entries in the above list – one for 'Framework' and one for 'Framework64'. Delivery Tracking only needs ASP.NET v4.0.30319 for 'Framework' to be Allowed.
  - c. If your input in command line of section a. doesn't work, then check if Microsoft .NET 4.5 is installed in Programs and Features.
    - i. If it is installed, highlight Microsoft .NET Framework 4.5, and then click "Uninstall/Change". Once you select "Uninstall/Change" then select "Repair". This will repair the .NET 4.5 to where you will see the option of ASP.NET v4.0.30319 in 'ISAPI and CGI Restrictions'.
    - ii. If the Microsoft .NET Framework 4.5 version is not installed, then you will need to download and install that version.
3. Install FeneTech Delivery Tracking.
4. **Open dt.config in %Program Files%\Common Files\Fenetech Shared\Config**
  - a. **Modify the FVMaster Connection String setting**
    - i. DO NOT USE sa! Use a less privileged user, such as iis.
      1. This user must have permissions to access FVMaster. Open SQL Server Management Studio, expand Security --> Logins, and then right click on the user and select properties. Select 'User Mapping', check off FVMaster and make sure public is checked in the bottom list.

2. Set the database to point to the SQL server. Localhost will not work if delivery is deployed on a web server and NOT on the same server as SQL.
  - b. Modify any other applicable settings
5. **If this is a 64 bit server, the Application Pool for Delivery Tracking must be set to run in 32 bit mode. In IIS, expand the computer name and select 'Application Pools'. Right click the FeneVisionDT App Pool, select Advanced Settings, and set 'Enable 32-Bit Applications' to True.**
6. If using HTTPS for their Web, enable for delivery app as well. **This is Pre 18.1 Settings for Delivery. Not needed with new API calls now.**
  - a. If unsure, ask the customer the Web URL they provide their customers. Most customers have a redirected custom URL for Web and are not using the default one. Many have also added a extra security certificate for being recognized as a secure site, https.
  - b. Update the configuration file (located on the server hosting Delivery in C:\inetpub\wwwroot\DT\Web). The necessary changes are outlined within the Web config file itself, in comments.
7. Start/verify delivery tracking is running.
  - a. Pre 18.1 - Open internet explorer and go to the following URL: <http://localhost/dt/service.svc>. This will start the service that allows users to connect to the server from the device. This URL will also inform you if the service was started correctly, or if there was an error.
  - b. Post 18.1 – Open browser and go to the following URL: <http://localhost/dt/api/ping>. If delivery tracking is properly installed, the web page will say true.
8. Check to see if the latest OS updates from Windows Update have been run. If not, notify the customer and recommend they schedule a time to do this. Do not run these updates without coordination if the customer has Web installed as the reboot would kick all users out of Web.

## Troubleshooting

The following section provides details of issues previously encountered and how to resolve them.

When an issue occurs, review the event log on the server that hosts Delivery for more information.

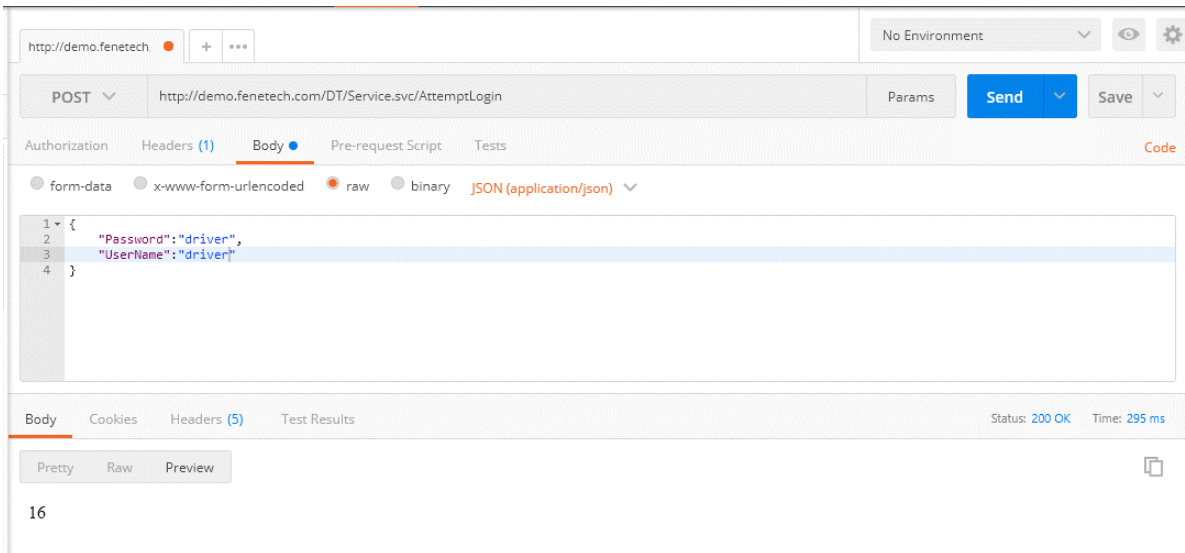
If there is nothing in the event logs you can make the http requests to the browser to see if the service is operating correctly. The easiest way to check is to open a browser and go to **Error! Hyperlink reference not valid.** . The page should say "You have created a service". If there is an error message, follow the steps outlined in the message. Sometimes the service doesn't like using `{servername}` for the request. Try with the IP address instead: **Error! Hyperlink reference not valid.**

This URL needs to match the "Server IP Address" in the Delivery app settings.

If the service page is up, you can try downloading the routes. To do this you'll need to know the employee id of the user the customer uses to sign in to delivery. Open a browser and go to **Error! Hyperlink reference not valid.&CultureInfo=en-US**. You should see a lot of text on the screen. That text is a JSON representation of the routes for that employee.

You can test the login method using an application called Postman.

The result of the POST should be a number. -1 is an active rejection, which typically means a bad username or password.



If you are unable to hit the calls in postman using the server-name or IP address (**Error! Hyperlink reference not valid.&CultureInfo=en-US**), try using *localhost* instead. If the call works using *localhost*, try running this command as admin: `netsh http add iplisten ipaddress={your IP address}`

This will add the IP address to the list of listening IP addresses. If your IP was successfully added, try creating the service again, then connecting. If the command comes back with an error message: “Cannot create file when that file already exists”, you can try deleting the IP address from the listen IP list, then re-adding it again.

To do this, run: `netsh http delete iplisten ipaddress={your IP address}`

If the IP was successfully deleted from the list, try re-adding it again using the previous “add” command.

### Unable to see Driver in Route Setup or within a Route

These screens filter on the FeneVision Security Group Truck Driver having the Truck Driver column set to True for the group. If this is false it needs to be updated to True and restart CORE.

### Able to connect to the network but **NOT** login

- Confirm the config files are pointing to the SQL server for the server and not the generic localhost text. If delivery is deployed on the web server and not updated, user will see this and permission errors in the event viewer
- Confirm the Truck Driver Security group has the truck driver property set. Go to Employees and select the gear icon. Confirm the Truck Driver bit is set.
- Check to see if Https is enabled on Web. If so, follow instructions in this guide to turn on Https for Delivery and restart IIS.

### Unable to see routes when logged into Delivery App

Confirm user is assigned to a shipped route in CORE.

### Error Invalid Barcode when scanning everything

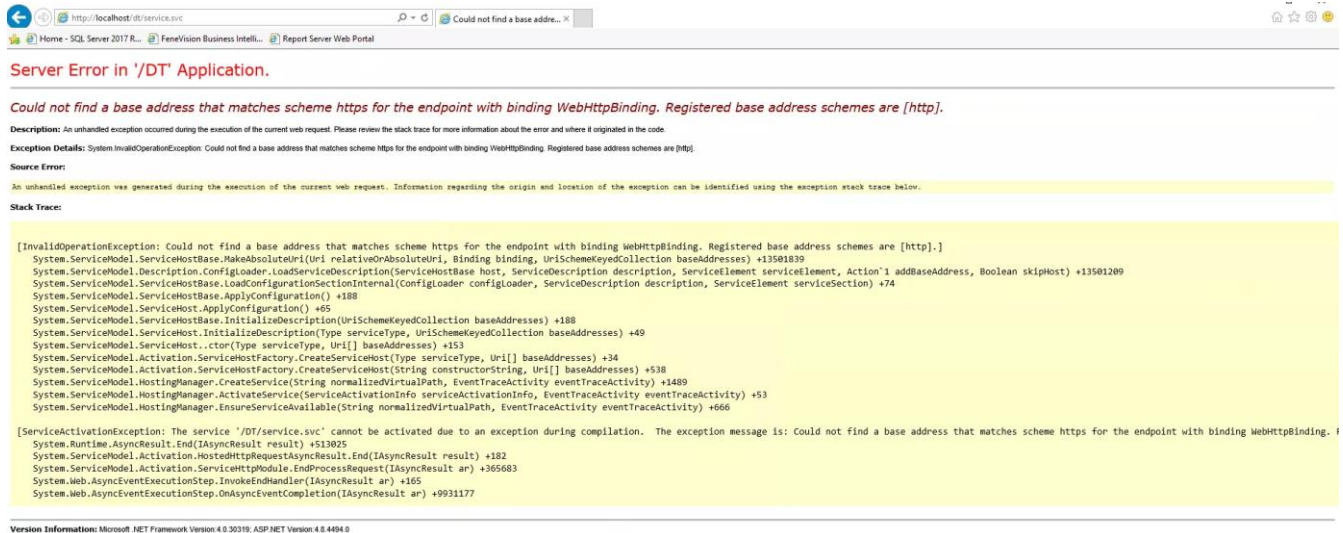
Confirm the App is set to the correct mode, camera vs keyboard.

Confirm the scanner does NOT have the preamble and postamble characters that are required for Tracking and Trucking setup. Some users do add a ‘Enter’ postamble character to automate hitting the enter button after each scan.

## Error Invalid Barcode when scanning containers

If scanning of shipping label is fine, but containers is not, confirm the scanner, datawedge mode, is in keyboard mode and NOT clipboard mode.

## Server Error in '/DT' Application – “Could not find a base address that matches scheme https for the endpoint with binding WebHttpBinding. Registered base address schemes are [http].”



Server Error in '/DT' Application.

Could not find a base address that matches scheme https for the endpoint with binding WebHttpBinding. Registered base address schemes are [http].

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.InvalidOperationException: Could not find a base address that matches scheme https for the endpoint with binding WebHttpBinding. Registered base address schemes are [http].

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

```
[InvalidOperationException: Could not find a base address that matches scheme https for the endpoint with binding webHttpBinding. Registered base address schemes are [http].]
System.ServiceModel.ServiceHostBase.MakesAbsoluteUri(Uri relativeOrAbsoluteUri, Binding binding, UriSchemeKeyedCollection baseAddresses) +13581839
System.ServiceModel.Description.ConfigLoader.LoadServiceDescription(ServiceHostBase host, ServiceDescription description, ServiceElement serviceElement, Action`1 addBaseAddress, Boolean skipHost) +13581269
System.ServiceModel.ServiceHostBase.LoadConfigurationSectionInternal(ConfigLoader configLoader, ServiceDescription description, ServiceElement serviceSection) +74
System.ServiceModel.ServiceHostBase.ApplyConfiguration() +188
System.ServiceModel.ServiceHost.ApplyConfiguration() +65
System.ServiceModel.ServiceHostBase.InitializeDescription(UriSchemeKeyedCollection baseAddresses) +188
System.ServiceModel.ServiceHost.InitializeDescription(Type serviceType, UriSchemeKeyedCollection baseAddresses) +49
System.ServiceModel.ServiceHost..ctor(Type serviceType, Uri[] baseAddresses) +153
System.ServiceModel.Activation.ServiceHostFactory.CreateServiceHost(Type serviceType, Uri[] baseAddresses) +34
System.ServiceModel.Activation.ServiceHostFactory.CreateServiceHost(String constructorString, Uri[] baseAddresses) +538
System.ServiceModel.HostingManager.CreateService(String normalizedVirtualPath, EventTraceActivity eventTraceActivity) +1489
System.ServiceModel.HostingManager.ActivateService(ServiceActivationInfo serviceActivationInfo, EventTraceActivity eventTraceActivity) +53
System.ServiceModel.HostingManager.EnsureServiceAvailable(String normalizedVirtualPath, EventTraceActivity eventTraceActivity) +666

[ServiceActivationException: The service '/DT/service.svc' cannot be activated due to an exception during compilation. The exception message is: Could not find a base address that matches scheme https for the endpoint with binding WebHttpBinding.]
System.Runtime.AsyncResult.End(IAsyncResult result) +513025
System.ServiceModel.Activation.HostedHttpRequestAsyncResult.End(IAsyncResult result) +182
System.ServiceModel.Activation.ServiceHttpModule.EndProcessRequest(IAsyncResult ar) +365683
System.Web.AsyncEventExecutionStep.InvokeEndHandler(IAsyncResult ar) +165
System.Web.AsyncEventExecutionStep.OnAsyncEventCompletion(IAsyncResult ar) +9931177
```

Version Information: Microsoft .NET Framework Version 4.0.30319; ASP.NET Version: 4.0.4094.0

This error may occur in earlier versions of delivery tracking and is related to registering the base address as https as opposed to http.

Navigate to C:\inetpub\wwwroot\DT\Web for access to the Web.config file. Proceed to open in notepad ran as administrator.

```
<system.serviceModel>
  <behaviors>
    <serviceBehaviors>
      <behavior name="ServiceBehavior">
        <serviceMetadata httpGetEnabled="true" httpsGetEnabled="true" />
        <serviceDebug includeExceptionDetailInFaults="true" />
      </behavior>
      <behavior name="web">
        <serviceMetadata httpGetEnabled="true" httpsGetEnabled="true" />
        <serviceDebug includeExceptionDetailInFaults="true" />
      </behavior>
    </serviceBehaviors>
    <endpointBehaviors>
      <behavior name="web">
        <webHttp helpEnabled="true" />
      </behavior>
    </endpointBehaviors>
  </behaviors>
  <services>
    <service name="FeneVision.DeliveryTracking.WCFServices.Service" behaviorConfiguration="ServiceBehavior">
      <endpoint address="" binding="webHttpBinding" bindingConfiguration="Binding" contract="FeneVision.DeliveryTracking.WCFServices.IService" behaviorConfiguration="web" />
      <endpoint address="" binding="webHttpBinding" bindingConfiguration="httpbind" contract="FeneVision.DeliveryTracking.WCFServices.IService" behaviorConfiguration="web" />
    </service>
  </services>
  <bindings>
    <webHttpBinding>
      <binding name="Binding" crossDomainScriptAccessEnabled="true" maxReceivedMessageSize="2147483647">
        <security mode="Transport">
          <transport clientCredentialType="None" />
        </security>
      </binding>
    </webHttpBinding>
  </bindings>
```

Change the httpsGetEnabled="true" /> to httpsGetEnabled="false" /> for both instances.

Change the <security mode="Transport"> to the <security mode="none">

Attempt to navigate to <http://localhost/dt/service.svc> and another error will show listed below.

**Error - A binding instance has already been associated to listen URI 'http://given-address-name/DT/Service.svc'. If two endpoints want to share the same ListenUri, they must also share the same binding object instance. The two conflicting endpoints were either specified in AddServiceEndpoint() calls, in a config file, or a combination of AddServiceEndpoint() and config.**

Server Error in '/DT' Application.

*A binding instance has already been associated to listen URI 'http://ntw-dev1.royal-local.com/DT/Service.svc'. If two endpoints want to share the same ListenUri, they must also share the same binding object instance. The two conflicting endpoints were either specified in AddServiceEndpoint() calls, in a config file, or a combination of AddServiceEndpoint() and config.*

**Description:** An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

**Exception Details:** System.InvalidOperationException: A binding instance has already been associated to listen URI 'http://ntw-dev1.royal-local.com/DT/Service.svc'. If two endpoints want to share the same ListenUri, they must also share the same binding object instance. The two conflicting endpoints were either specified in AddServiceEndpoint() calls, in a config file, or a combination of AddServiceEndpoint() and config.

**Source Error:**

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

**Stack Trace:**

```
[InvalidOperationException: A binding instance has already been associated to listen URI 'http://ntw-dev1.royal-local.com/DT/Service.svc'. If two endpoints want to share the same ListenUri, they must also share the same binding object instance. The
System.ServiceModel.Description.DispatcherBuilder.InitializeServiceHost(ServiceDescription description, ServiceHostBase serviceHost) +2750
System.ServiceModel.ServiceHostBase.InitializeRuntime() +68
System.ServiceModel.ServiceHostBase.OnBeginOpen() +30
System.ServiceModel.ServiceHostBase.OnOpen(TimeSpan timeout) +51
System.ServiceModel.Channels.CommunicationObject.Open(TimeSpan timeout) +316
System.ServiceModel.Activation.ServiceActivationInfo.ActivateService(ServiceActivationInfo serviceActivationInfo, EventTraceActivity eventTraceActivity) +114
System.ServiceModel.HostingManager.EnsureServiceAvailable(String normalizedVirtualPath, EventTraceActivity eventTraceActivity) +666

[ServiceActivationException: The service '/DT/service.svc' cannot be activated due to an exception during compilation. The exception message is: A binding instance has already been associated to listen URI 'http://ntw-dev1.royal-local.com/DT/Service
System.Runtime.AsyncResult.End(IAsyncResult result) +513025
System.ServiceModel.Activation.HostedHttpRequestAsyncResult.End(IAsyncResult result) +182
System.ServiceModel.Activation.ServiceHttpModule.EndProcessRequest(IAsyncResult ar) +365663
System.Web.AsyncEventExecutionStep.InvokeEndHandler(IAsyncResult ar) +165
System.Web.AsyncEventExecutionStep.OnAsyncEventCompletion(IAsyncResult ar) +9931177
```

**Version Information:** Microsoft .NET Framework Version 4.0.30319; ASP.NET Version 4.8.4494.0

Navigate to C:\inetpub\wwwroot\DT\Web for access to the Web.config file. Proceed to open in notepad ran as administrator.

```
</serviceBehaviors>
<endpointBehaviors>
  <behavior name="web">
    <webHttp helpEnabled="true" />
  </behavior>
</endpointBehaviors>
</behaviors>
<services>
  <service name="FeneVision.DeliveryTracking.WCFServices.Service" behaviorConfiguration="ServiceBehavior">
    <endpoint address="" binding="webHttpBinding" bindingConfiguration="Binding" contract="FeneVision.DeliveryTracking.WCFServices.IService" behaviorConfiguration="web" />
    <endpoint address="" binding="webHttpBinding" bindingConfiguration="httpbind" contract="FeneVision.DeliveryTracking.WCFServices.IService" behaviorConfiguration="web" />
  </service>
</services>
<bindings>
  <webHttpBinding>
    <binding name="Binding" crossDomainScriptAccessEnabled="true" maxReceivedMessageSize="2147483647">
```

Navigate to this line of code and remove it from the file.

Save changes and navigate to <http://localhost/dt/service.svc>