



Using Visual Intercept Web Relay with the quiet logon option

If you need to allow your users and customers to register incidents but don't want to set up individual logins, you ought to set up a Visual Intercept Web Relay site using the Quiet Logon option. Quiet Logon allows users to be automatically logged on to the site under one Visual Intercept User ID, but still have their contact information captured and related to the incidents they register. This week's TechTip outlines some settings you will want to configure to make the Quiet Logon option most effective.

Set up a separate DSN (ODBC Data Source Name) for your Web Relay site.

If you are running Visual Intercept Web Relay on the same server as other Visual Intercept Web sites, then you will want to set up a separate ODBC connection for the Web Relay site. The reason is that Visual Intercept stores a separate set of options for each ODBC DSN. Having a separate DSN for Web Relay will allow you to configure its options separately from your other Visual Intercept Web sites. This is important since the Quiet Logon option is an option that you will not want to activate for any other Visual Intercept Web sites you are running. Once you have configured an ODBC DSN to your Visual Intercept database, you can configure the site to use that DSN by opening the Internet Services Manager on the web server, right clicking on the Visual Intercept Web Relay Site, and opening the properties page, and using the Data Source box to select the new ODBC Data Source. Go to the Visual Intercept tab and enter the user ID and password for the Visual Intercept User you want the site to use for Quiet Logon.

Set up and configure a Visual Intercept User ID the site will use to log Web relay users on to the site.

You will need to select or create a Visual Intercept User the site will use to log Visual Intercept Web Relay users on to the site. You may, for example, want to create a user ID such as "Relay User" which would allow you to easily recognize information entered by users of the relay site. There are also two special options you will want to set for this user ID:

1. Uncheck the Associate Contact option for the User that you will use for quiet logon.
By turning this option off, the web site will identify the users of the site based on a cookie generated by the web site - not based on the association between the user ID and Visual Intercept Contact. Turning this option off allows the site to identify the contact information of each individual user even though they are all sharing the same user ID.
2. Configure the Visual Intercept quiet logon user for the Web Relay site.
Using the Visual Intercept Administrator, select the user and de-select the options that allow a user to edit their password, display settings, and user profile. Since all users will share a single user ID, you want to turn this option off to prevent any user from changing user specific options since these changes would affect all users. Before turning these options off you can also logon as to the Web Relay site as that user and set all of the preferences before locking them down in Visual Intercept Web's administrative pages.
3. Enable the Automatically Relate Contact Information Option.
Select Tools | Configuration in the Visual Intercept Web Administration pages, and enable the Automatically relate Contact Information Option. By enabling this option, the web site will take the contact information for each user of the site and attach it to the Incidents they submit or modify. Thus, users who submit or modify Incidents will appear in the Contacts tab of those Incidents. This feature allows you to track and notify users of the web relay site based on the Incidents they submit.
4. Configure the site to use the user ID you just configured for Quiet Logon.
Open the Internet Services Manager on the web server, right click on the Visual Intercept Web Relay Site, and open the properties page. Go to the Visual Intercept tab and enter the user ID and password for the Visual Intercept User you want the site to use for Quiet Logon.
5. Enable the Quiet Logon Option.
6. In the same tab that you specified the user ID and password for the quiet logon, enable the Quiet Logon option.

Once you have followed the steps above, your site will be properly configured to allow silent logons while still capturing the contact information of individual who use the site. In order to have

some of the settings take effect you may need to click the reset Web button available from the Tools menu in the Visual Intercept Web administrative pages.

If you have other questions about issues not included in or beyond the scope of this Tech Tip, please contact Elsinore technical Support Services at support@elsitech.com or 866.866.0034 option 2.