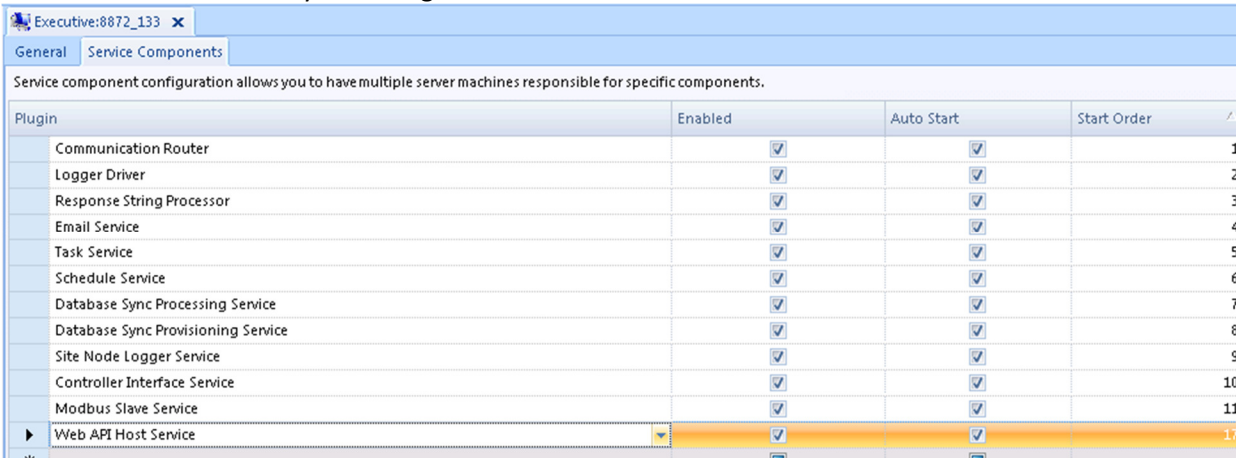


## TechAssist Installation

### Configuring an 8872 for Mobile App for Techs (iOS, Android)

#### AVTrend Ver. 3.0 and above

On the 8872, sign into AVTrend and go to Configuration Editors -> PC Configuration, double click on the executive and select the Service Components tab. If an entry does not exist for Web API Host Service (or is not enabled), add and enable the service. Save your changes.



Plugin	Enabled	Auto Start	Start Order
Communication Router	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1
Logger Driver	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2
Response String Processor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3
Email Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4
Task Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5
Schedule Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6
Database Sync Processing Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7
Database Sync Provisioning Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	8
Site Node Logger Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	9
Controller Interface Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10
Modbus Slave Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11
Web API Host Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	17

By default the service will run on port 9888 with SSL (https protocol). HTTPS requires an SSL certificate to be obtained and installed on the machine.

To use SSL you will need to:

1. Obtain a certificate
2. Use certmgr.msc to import the file
3. Find the imported cert and copy its thumbprint (you'll need to paste it into notepad and remove whitespaces from it)
4. Run the netsh command to bind it to the application port:  

```
netsh http add sslcert ipport=0.0.0.0:9888 appId={12345678-db90-4b66-8b01-88f7af2e36bf} certhash=YourCertThumbPrintHereWithoutSpaces
```
5. Restart AV Service

The configured port needs to be allowed through the firewall (Windows and any external firewall that may exist at the site – such as a cellular modem with IP routing configured).

To change the default port, run the following script via the SQL Execution Tool in AVTrend (replacing 9888 with the desired port number):

```
update UtilitySetting set SettingValue='9888' where SettingKey='HostPort'
```

When running the mobile app ('Agilaire TechAssist' in the app stores), you'll need to give it the IP address (or FQDN if you have it) of the 8872 machine. The app will default to SSL/https, but you can turn that off when adding the connection in the app.

*NOTE: the use of SSL is the most secure option as all traffic is encrypted. However, since that is not always practical, the service/app can be configured to run on standard http (unencrypted). This means the login data is sent across the wire in plain text (it is base-64 encoded but that is easily decoded to plain text).*

To change the setting to http, run the following script via the SQL Execution Tool in AVTrend:

```
update UtilitySetting set SettingValue='http' where SettingKey='HostProtocol'
```