

TIS-Web HAS Service User Guide

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B. Revision History

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Preface

This User guide has been prepared for the general TIS-Web DMM users who will be using the TIS-Web HAS Service on their systems using the browsers – Internet Explorer, Edge, Google Chrome or Firefox.

The following are the contents of this document:

- Target Audience
- Conventions/Notations

Target Audience

This User guide is intended for the general users of the TIS-Web DMM application wherein due care has been taken to transmit all the TIS-Web HAS Service download, installation, configuration and daily usage related information in detail.

Conventions/Notations

To help the user locate and interpret information easily this installation guide employs consistent visual cues, a few standard text formats, and some special terminology. Conventions have been used for the following:

- Screen Names
- List of Instructions
- Cross References
- Other Conventions

The following sub-sections explain how the above-mentioned items are presented in this guide.

Screen Names

This guide represents the name of the screens followed by the word 'screen'. The screen names are represented in title case. For example:

“In Download screen, Click on Driver Card image”

List of Instructions

To indicate a set of instructions that must be followed in a sequential manner, this guide uses a numbered list like the following:

To use TIS-Web DMM Download feature, following activities need to be performed in user's machine:

- a.) Install TIS-Web HAS Service

TIS-Web DMM features that are supported by the TIS-Web HAS Service are:

- Driver Card
- Chart Analyser
- Mass Retrieval
- Mass Deletion
- Driver Quick View
- Add Company Card to Site

Cross References

References to certain images/ pages/ sections have been clearly mentioned as and when required with appropriate link, which jump to the cross-reference.

Other Conventions

Buttons have been indicated by angular brackets, for example: "Click on <Next> button to start the installation process." The following commands used in this guide will function as mentioned below, unless specifically stated otherwise:

<i>Command Name</i>	<i>Function</i>
Next	To go to the next screen.
Back	To go to the previous screen.
Cancel	To Cancel the Process.

Introduction

This chapter will explain the requirement of TIS-Web HAS Service client side component and the different scenarios where it can be installed.

1.1. Purpose

Earlier in TIS-Web DMM, certain features like Driver Card Download, Chart Analyzer etc. work using the ActiveX Controls. But ActiveX controls work properly only with Internet Explorer and do not work properly in Google Chrome and Firefox. For Google Chrome and Firefox TIS Communication Service were used for the above mentioned features of TIS-Web DMM. End users have raised concerns while complying with this requirement (installation) as it requires the fleet manager to have admin rights as a possible violation of their IT policies. So In order to provide a unified user experience on all supported browser and to overcome administrative privilege requirement TIS-Web HAS Service is released.

Further in Firefox (versions 23 and above), the mix-contents were blocked due to which certain features like driver card download, chart analyzer etc. did not work properly. So to resolve this issue in Firefox latest versions, a configuration of a SSL certificate will be added through Installer.

Installation

TIS-Web HAS Service is basically required for all supported browsers –Internet Explorer, Edge, Google chrome and Mozilla Firefox. So, if user tries to use the TIS-Web DMM application using these browsers for the first time then he will be shown a message as “TIS-Web HAS Service may not be running. For Further investigation [Click here](#)”

TIS-Web HAS Service requires installation of prerequisites like Microsoft .NET 4.5.1, configuration of certificate with a communication address to which TIS-Web DMM and TIS-Web HAS Service will talk to each other (PORT).

Following are the list of activities that needs to be performed on user’s machine to use TIS-Web HAS Service:

1. Install TIS-Web HAS Service

2.1. Installing TIS-Web HAS Service

2.1.1. Assumptions

TIS-Web HAS Service installer will assume that

- The logged-in user must have administrator rights on the machine being used
- The user has certain basic working knowledge of TIS-Web DMM application

2.1.2. Standard Installation Process

During installation of the TIS-Web HAS Service, installer will check and install below mentioned prerequisites in user’s machine in the following sequence:

1. Install Microsoft .NET 4.5.1 if it is not installed
2. Install Local Host certificate if it is not installed already in the machine with certificate name as “localhost”
3. Checks whether communication port 55559 is available or not in the machine, if not available it searches for next available port
4. Associate the Local Host certificate with the available communication port found in step 3 in the machine

Note: This is a one-time process.

2.1.3. Download Installer

There are two ways to download the TIS-Web HAS Service installer. One is to directly download the service installer from help menu as shown below:

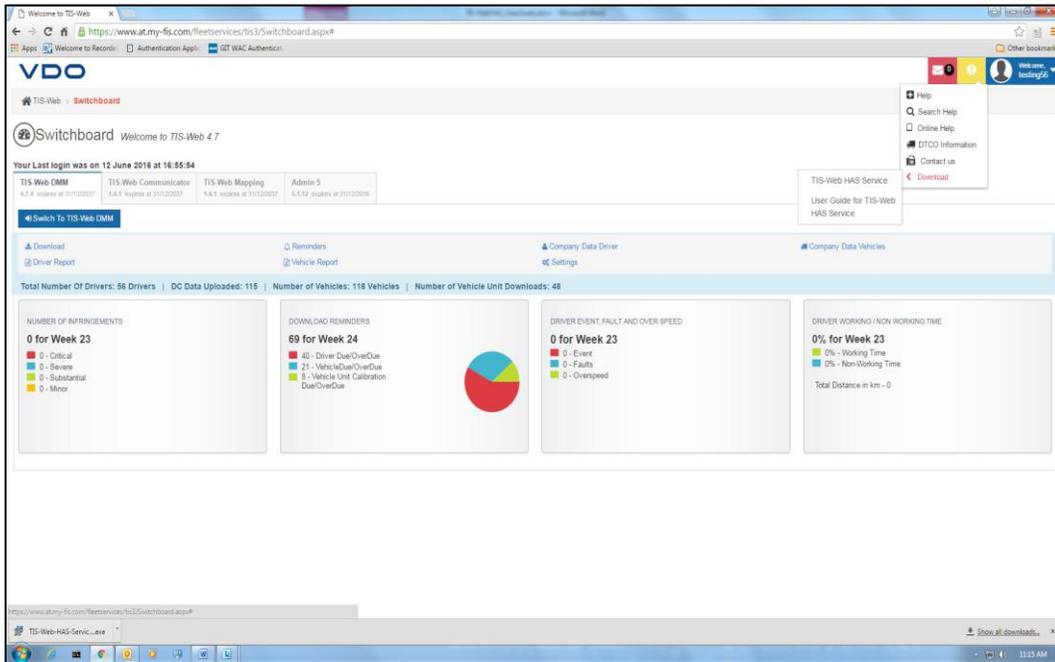


Figure 2.1. Download TIS-Web HAS Service installer

Note: The TIS-Web HAS Service Installer can be downloaded from Help menu on Switchboard screen as well as inside TIS-Web DMM.

Second method to download the service installer is by using the TIS-Web DMM features that are supported by the TIS-Web HAS Service as:

- Driver Card
- Chart Analyser
- Download Key
- Mass Retrieval
- Mass Deletion
- Driver Quick View
- Add Company Card to Site

Login to TIS-Web → Choose “Download” from the dropdown on the Switchboard screen and click on the <TIS-Web DMM> button

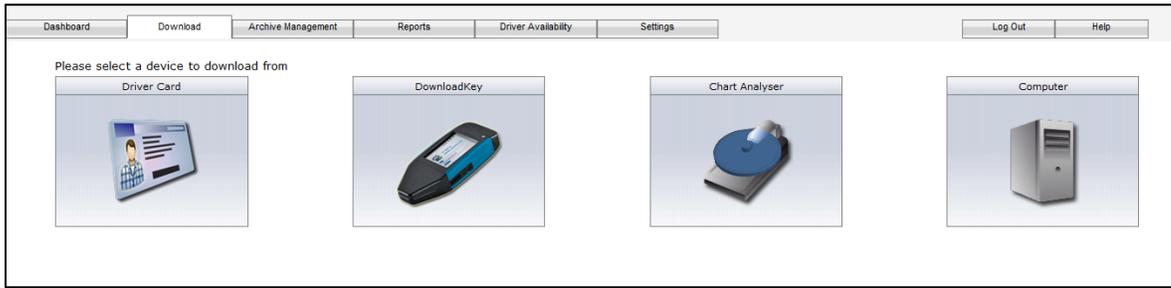


Figure 2.2. TIS-Web DMM Download screen

If TIS-Web HAS Service is not installed or not running on system and user tries to use any of these features using Internet Explorer, Edge, Google chrome or Mozilla Firefox then user will be shown a message as shown below.

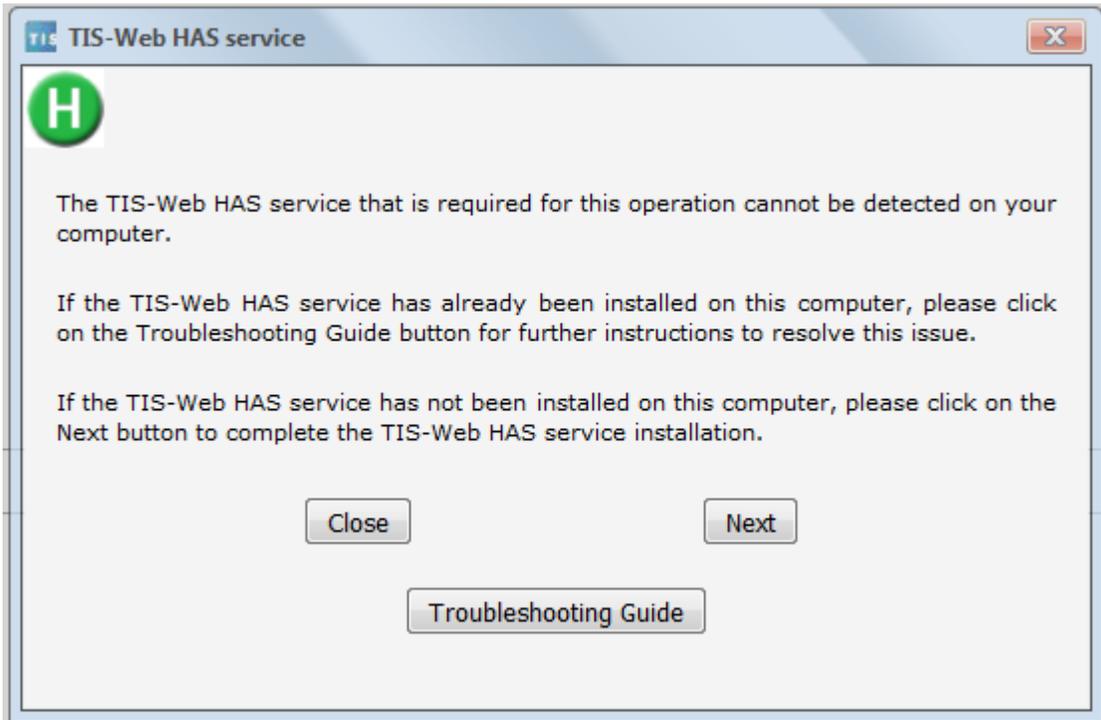


Figure 2.3. Download Screen – Service Not Running

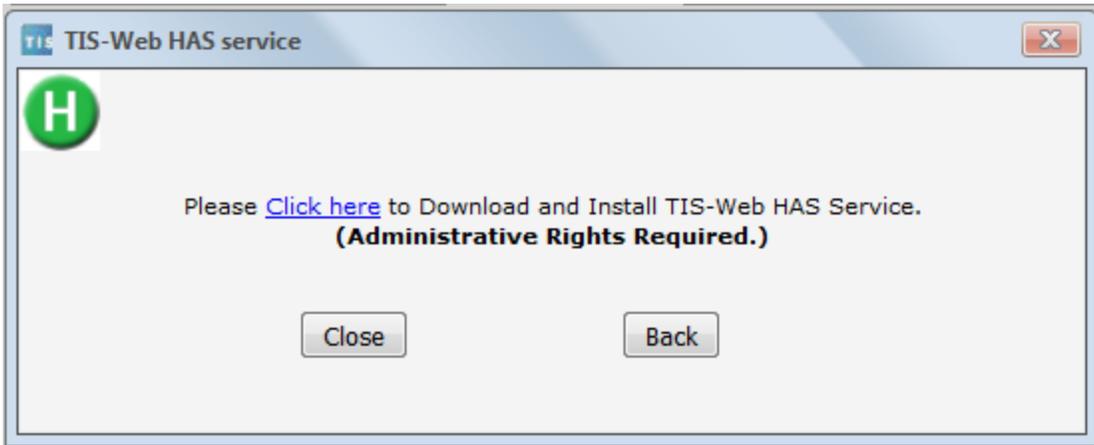


Figure 2.4. Troubleshooting Options

When user clicks on the link (click here) given in the message, TIS-Web HAS Service exe will be downloaded with the name "TIS-Web-HAS-Service-Installer-1.0.3.exe"

Run the downloaded exe with Administrative Rights.

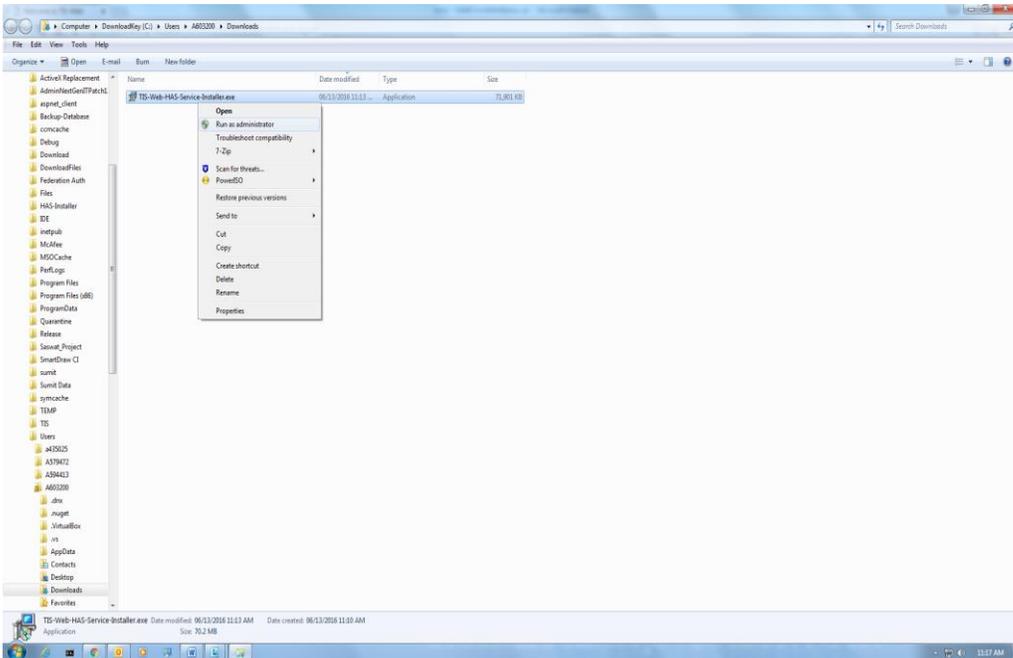


Figure 2.5. Installing service with Administrative Rights

2.1.4. Fresh Installation

Installer will display “Installation Instructions” Screen.

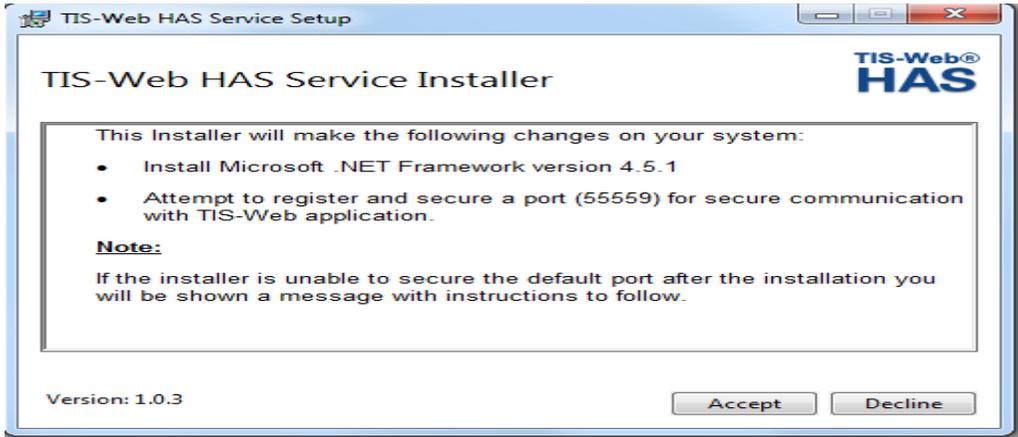


Figure 2.6. “Installation Instructions”

Ensure “I agree to the license terms and conditions” is checked, click <Accept> button to start installation. Click on <Decline > button to abort Installation process.

Click on <Install> button to start installation.

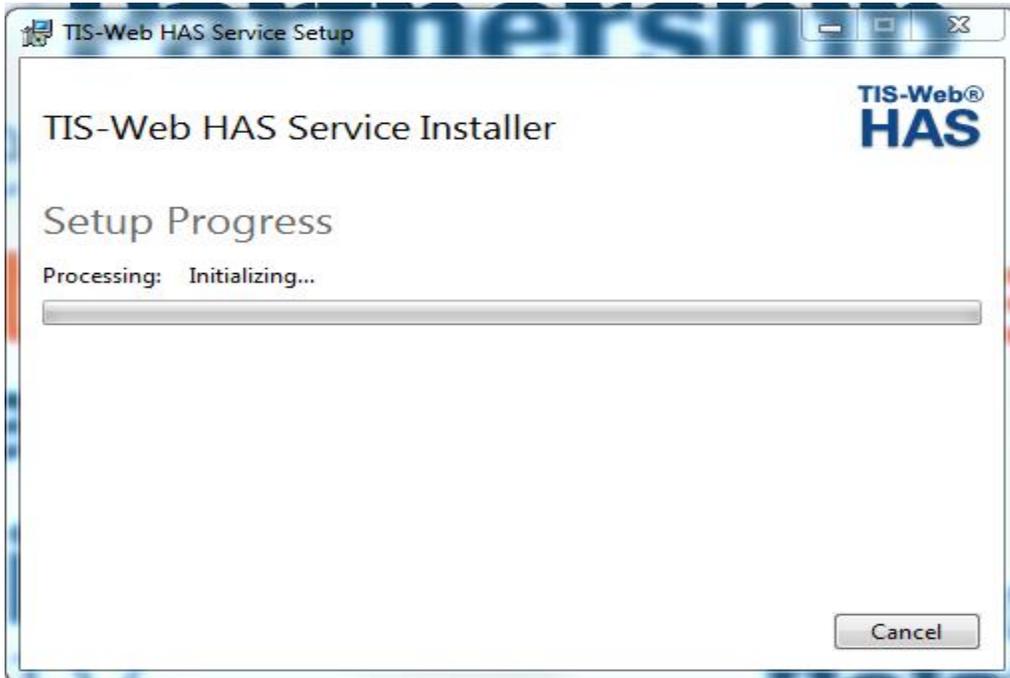


Figure 2.7. “Installation Status”

Default Path:

For 32 bit machine path will be

[C:\Program Files\TIS-Web HAS Service](#)

For 64 bit machine path will be

[C:\Program Files \(x86\)\TIS-Web HAS Service](#)

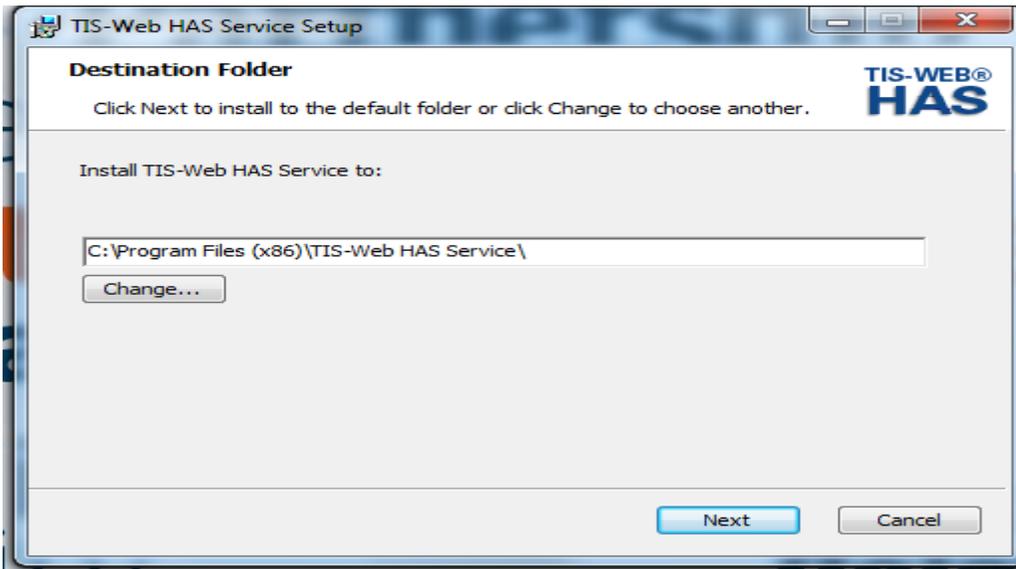


Figure 2.8. "Selecting Destination Folder"

User can change destination folder on clicking on Change button.

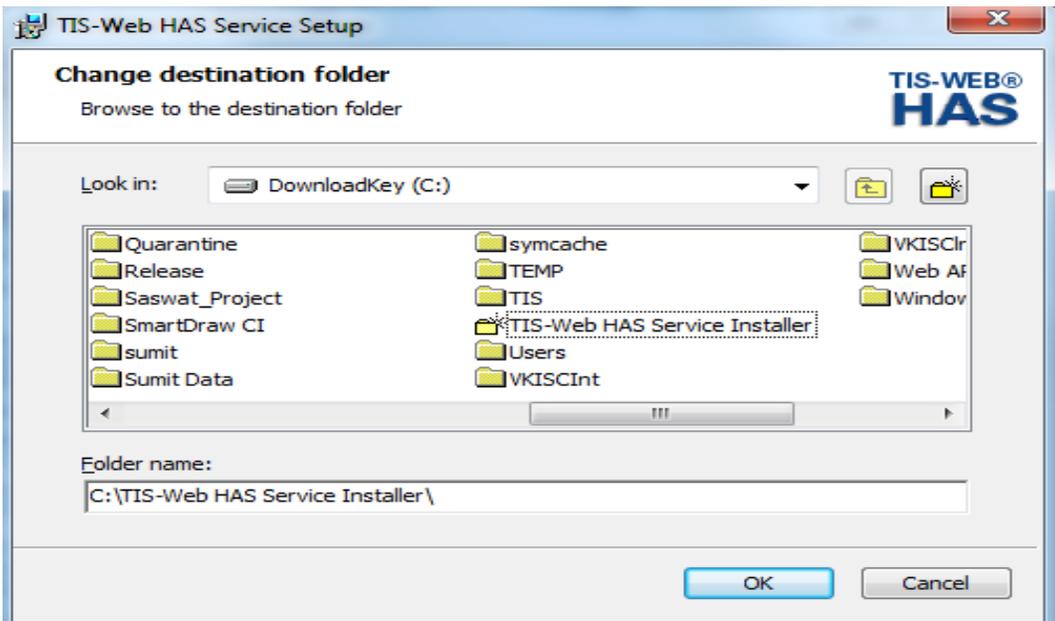


Figure 2.9. "Change Installation Path"

After selecting destination folder click on Next button for further installation steps.

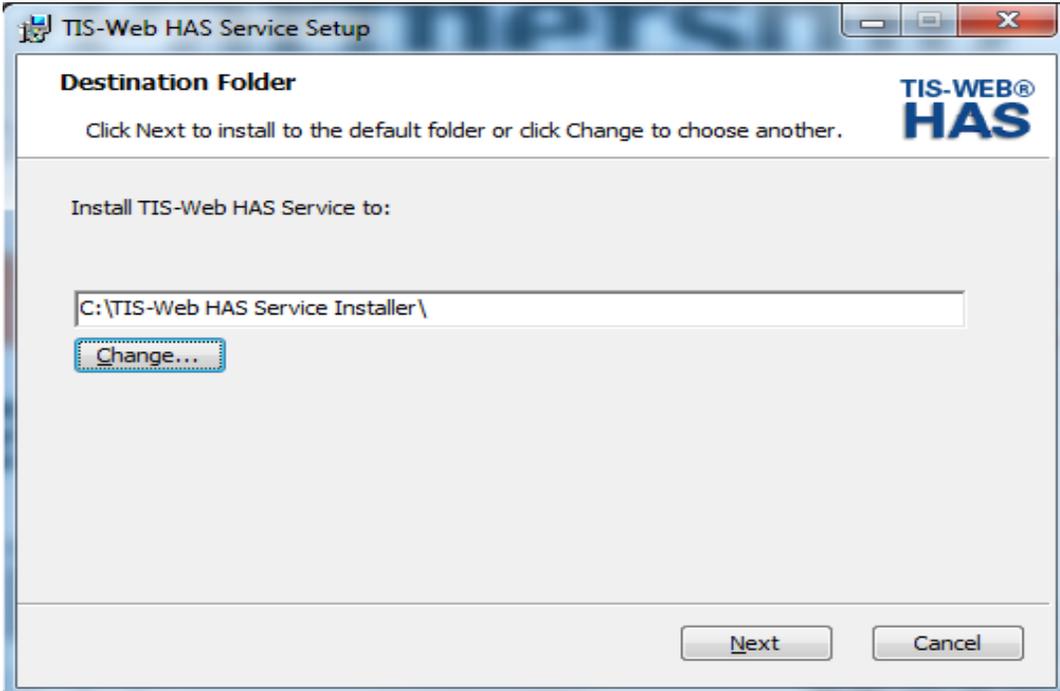


Figure 2.10. "Changed Destination folder"

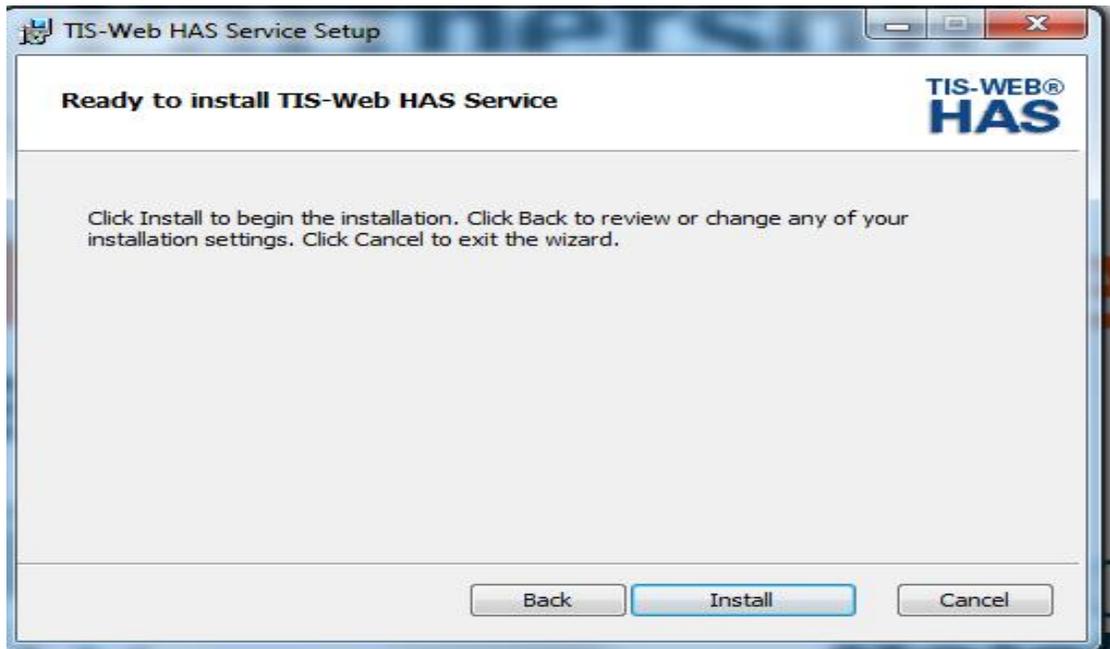


Figure 2.11. "Final Installation screen"

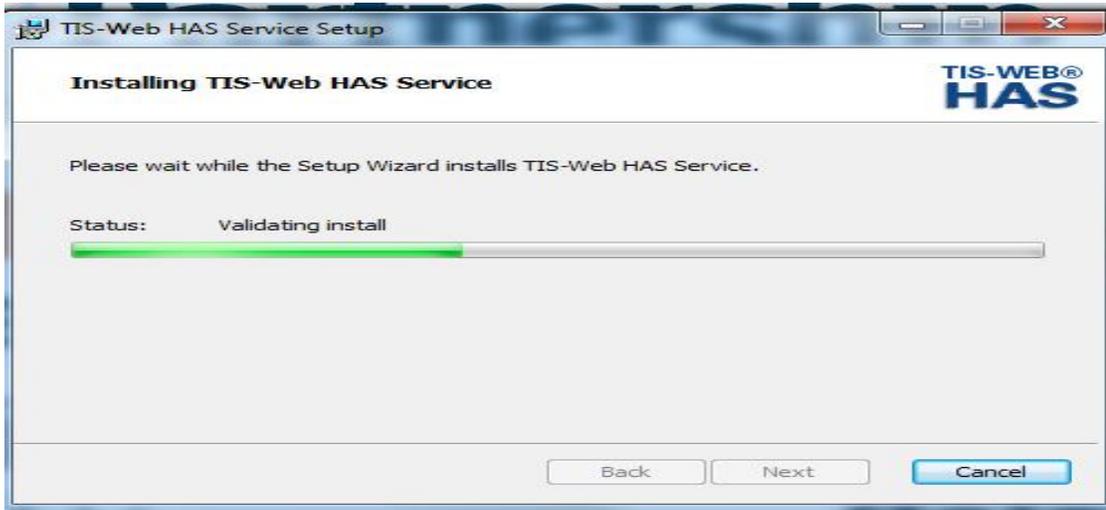


Figure 2.12. "Installing TIS-Web HAS Service"

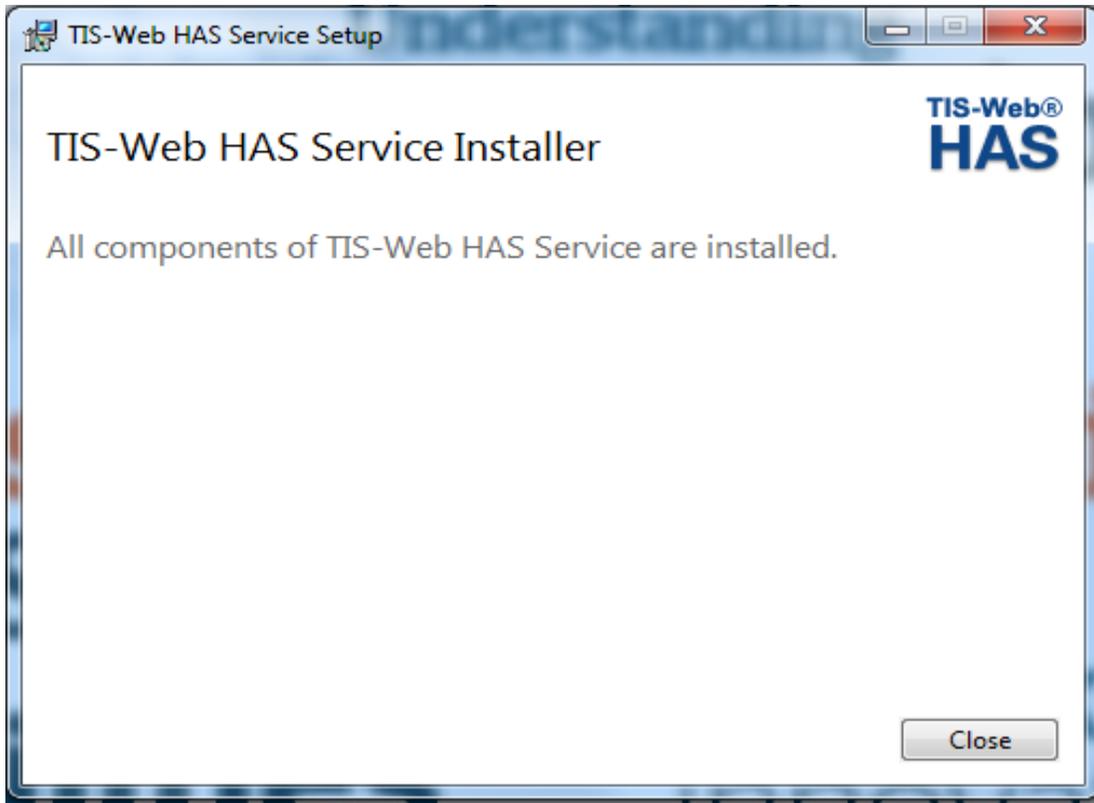


Figure 2.13. "Installation Success Screen"

This screen denotes that the TIS-Web HAS Service Installer is installed properly. Click on <Close> button to close the screen.

2.1.5. Upgrade TIS-Web HAS Service

If TIS-Web HAS Service is already installed on the system and new version of service installer is released then if user tries to use the below mentioned features of TIS-Web DMM using Google chrome or Mozilla Firefox then user will be shown a message as “[TIS-Web HAS Service update is available. Click here to download the update.](#)”

- Driver Card
- Chart Analyser
- Download Key
- Mass Retrieval
- Mass Deletion
- Driver Quick View
- Add Company Card to Site

Login to TIS-Web → Choose “Download” from the dropdown and click on the TIS-Web DMM button

There can be two situations where the behaviour of application will differ as →

2.1.5.1. UPGRADE THE SERVICE

When the new version of TIS-Web HAS Service installer contains some updates in near future, then user will be forced to upgrade the service and till the time user downloads and upgrades to the new TIS-Web HAS Service, user will not be able to use the mentioned functionalities.

If User will try to use these functionalities without installing new service then Upgrade message will be shown.



Figure 2.14. TIS-Web HAS Service Upgrade Message

If User will click on the upgrade message then installation process will start as mentioned in section above as Section 2.1.4 Fresh Installation

If User will click on <Close> button then Installer will not be upgraded to latest version from server and the pop-up will close. This upgrade message will be shown to user every time when user clicks on any of the mentioned functionalities.

The Upgrade message will stop coming only if user updates the service with latest version.

TIS-Web HAS Service Features

This chapter will guide the user about the TIS-Web HAS Service features and their usage on a daily basis. TIS-Web DMM browser interacts with TIS-Web HAS Service client component to access local hardware like Driver Card, Download Key & Chart Analyser attached to user's local machine along with the local file system directories and files.

3.1. Introduction

For TIS-Web HAS Service an icon will appear in user's machine system tray as per Fig

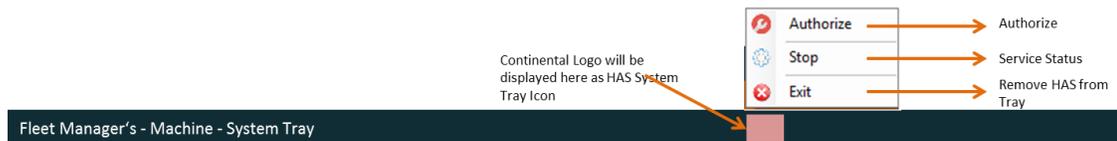


Figure 2.15. TIS-Web HAS Service at System Tray

This TIS-Web HAS Service provides the following functionality, and these functionalities are being provided as different menu items:

- Service Status – Displays the status of the service along with the operation that user can perform for the TIS-Web HAS Service.
- Authorize – Authorize the access to any browser trying to access hardware like Driver Card, Download Key, Chart Analyser attached to user's machine or trying to access user's local file or directories via. TIS-Web HAS Service. User can manually allow/deny above mentioned hardware access from any malicious component trying sniffing data from TIS-Web HAS Service
- Exit – Stop the TIS-Web HAS Service and remove it from user machine's system tray

3.2. Service Status Menu

This menu item displays “Stop”, if the Service is running, meaning it on click of this menu item it will stop the HAS Service. If the service is stopped, it will display “Start” this informs end user to Start the HAS service.

If the TIS-Web HAS Service is running and user tries to stop it by clicking on the “Service Status” menu item, then following functionality will take place in sequence:

1. User will be represented with the following confirmation message

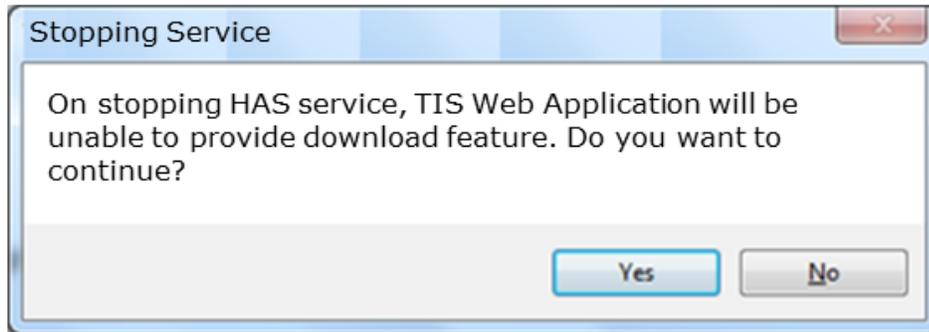


Figure 2.16. Confirmation message for stopping TIS-Web HAS Service

2. If user clicks on “Yes”, the service will be stopped, and it will update HAS service Status menu item to show that Service is Stopped

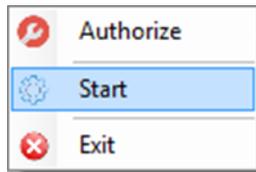


Figure 2.17. TIS-Web HAS Service – Menu Text change

3. If TIS-Web HAS Service is stopped and user clicks on “Service Status” menu item, HAS service will be started straight away without any intermediate confirmation message and will update the Service status menu with “Stop”.

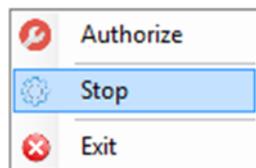


Figure 2.18. TIS-Web HAS Service – Menu Text change

3.3. Authorize Menu

HAS service will be secured from malicious access. There will be a token based security model in place. HAS service by default will allow TIS Web domain calls, calls from other domain will be blocked and will be waiting for Fleet Manager approval. Any request from any domain to HAS service will be listed in a screen, which is the “Authorize” screen.

Whenever a browser tries to access hardware of user’s machine, a toast message will appear at the extreme right hand side bottom of the user’s desktop mentioning “Some service is trying to access your hardware, to allow/deny this access request please click on Authorize menu and select the required access option” as per Figure 2.37.

On click of “Authorize” menu item, HAS will open up the following screen:

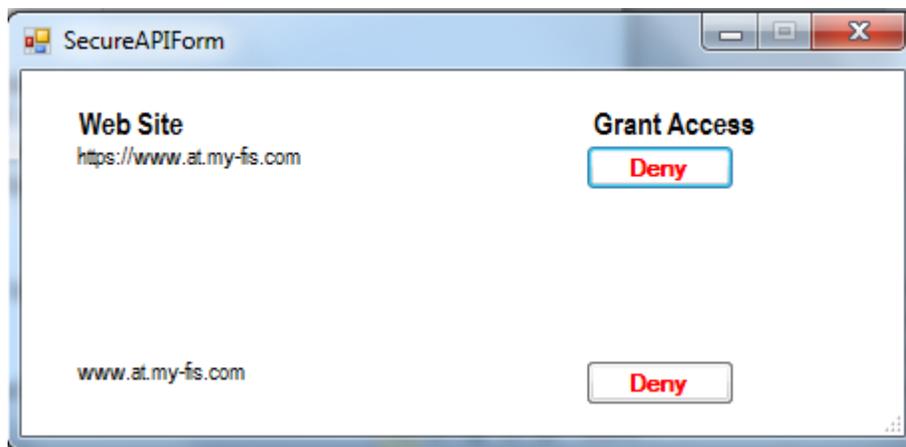


Figure 2.19. TIS-Web HAS Service – Authorize screen

<Multiple Choice> button will appear when the source of the hardware access request (domain) is requesting for hardware access for the first time, on selection of <Allow> option TIS-Web HAS Service will allow the respective domain to access mentioned hardware and on the next time onwards <Deny> button will appear in this screen. On selection of <Deny> option TIS-Web HAS Service will restrict the respective domain to access mentioned hardware.

Click <Allow> button to allow a previously rejected domain to access mentioned hardware of user’s machine.

Click <Deny> button to restrict or deny a domain from accessing mentioned hardware of user’s machine.

3.4. Exit Menu

On click of this menu item, TIS-Web HAS Service will ask user’s confirmation as per Figure 2.22.

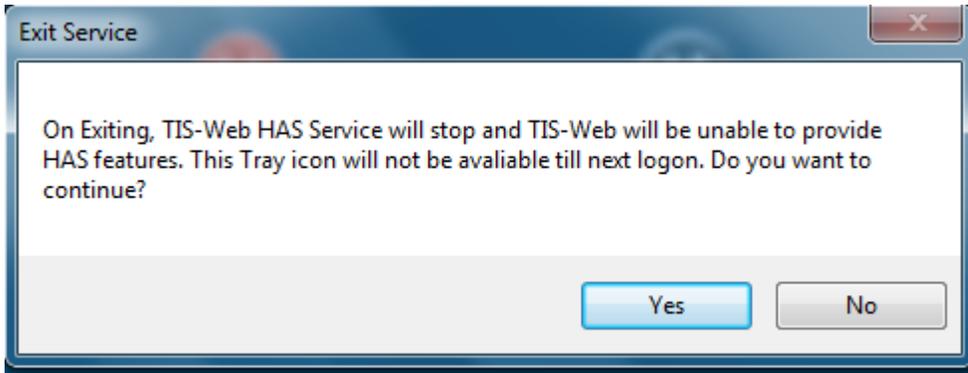


Figure 2.20. *TIS-Web HAS Service Exit*

Click on <Yes> button to stop the TIS-Web HAS Service, and TIS-Web HAS Service will be invisible from system tray.