How to Configure and Troubleshoot Intelli-M Access on non-standard HTTP Port

Introduction

This document explains how to place Intelli-M Access on an HTTP port other than port 80. Moving the port away from port 80 is especially helpful in environments where other software products are already using port 80, but are not using Internet Information Services (IIS).

Configuration

There are two places where you must configure the Intelli-M Access HTTP port. The first location is in the Internet Information Services Control Panel. Open Windows Control Panel, run Administrative Tools, then run Internet Information Services Manager. The IIS Manage window should appear. Open the Computer name in the Tree View on the left so that its contents are visible, as shown in Figure 1 below:
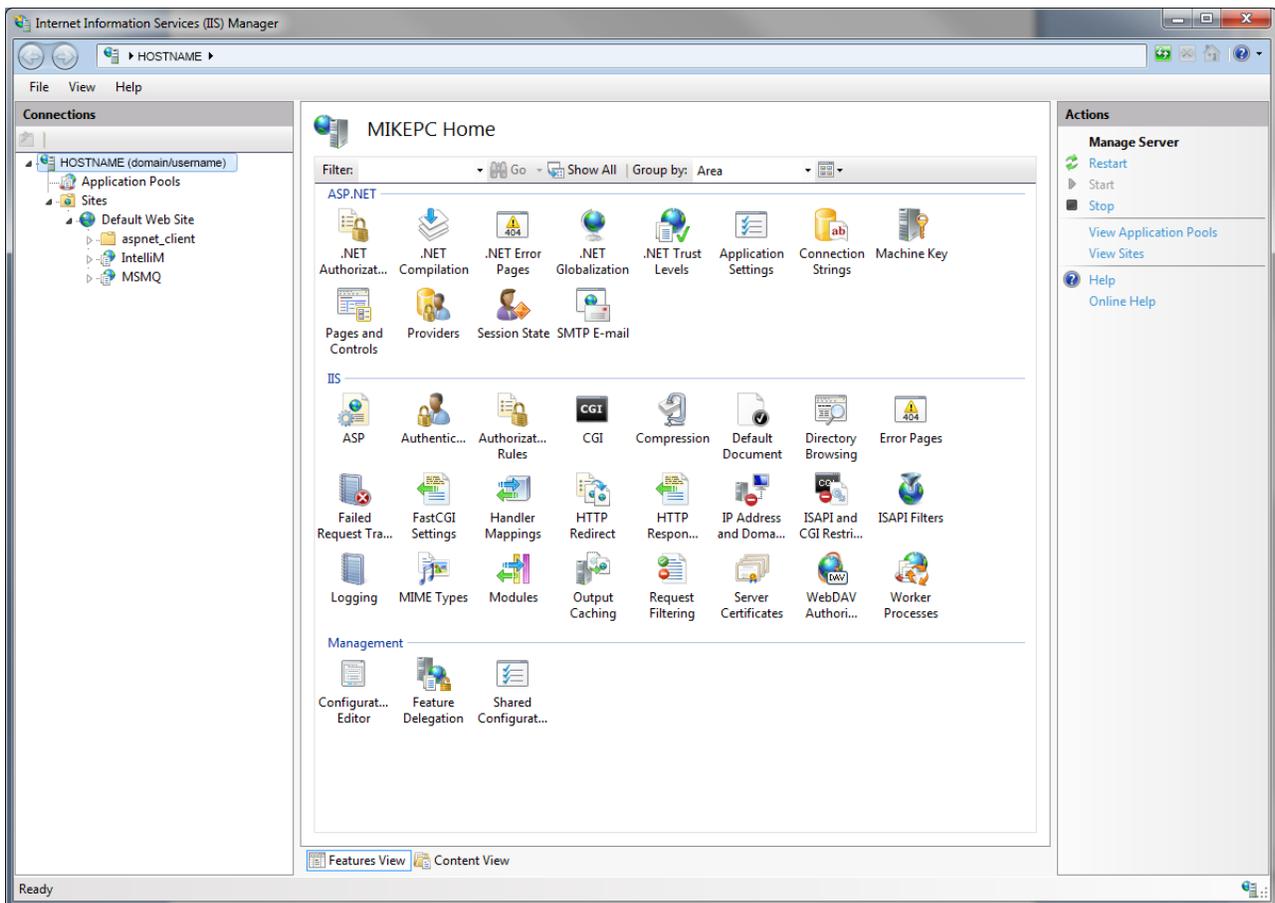
Figure 1 - Internet Information Services Manager

Select the 'Default Web Site' tree item and click the 'Bindings...' link in the right pane. A popup dialog will appear, as shown in Figure 2:
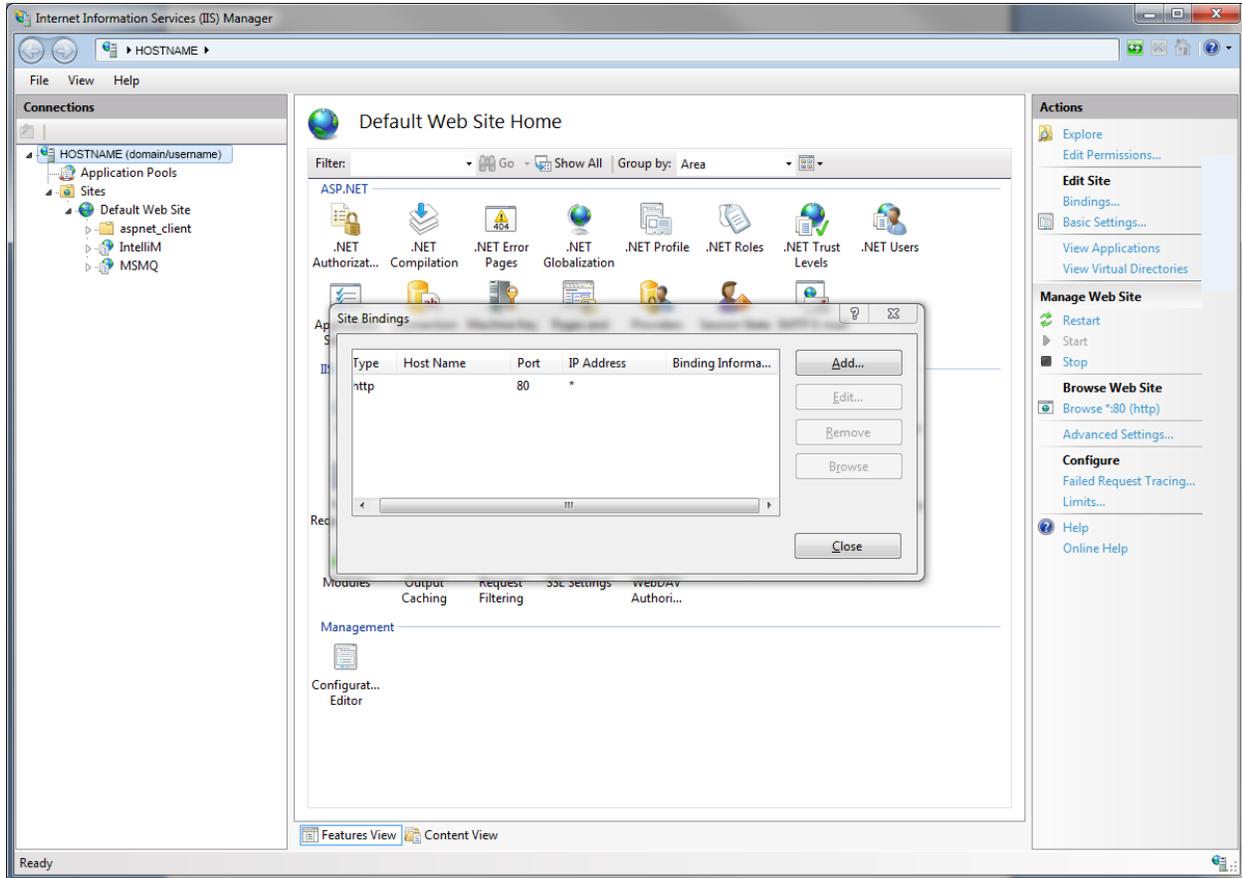
Figure 2 - Default Web Site Bindings Properties

The screenshot shows that Port 80 is the port in which the Default Web Site, and by extension Intelli-M Access, is currently running. Select that entry and click the 'Edit...' button. Change the port to the newly desired port. Typically port 8080 is a common replacement for port 80. Click the 'Restart' button in the right pane to restart IIS.

At this point, you should be able to login to Intelli-M Access on the new port. To do this, type the following line in your web browser (assuming you are still on the Intelli-M Access server):

http://localhost:8080/IntelliM

If you are on a remote client computer, replace 'localhost' with the hostname or IP Address of the Intelli-M Access server, keeping the ":8080" part.

The final step involves telling the Rule Action service that Intelli-M Access is running on port 8080 instead of port 80. Open Windows Explorer, and navigate to 'C:\Program Files (x86)\infinias\Intelli-M

Access\Application' folder. If you do not have a 'C:\Program Files (x86)' folder, then use 'C:\Program Files' instead.

Look for a file named 'Infinias.EAC.IA.Specifications.Config.Xml' file. Use Notepad or a similar text editor to open the file, and look for the <Port> section. The Port should have an 80 between the '>' and '<' characters. Change the 80 to 8080. There is no need to restart any services after you make this change.

Troubleshooting

If you are trying to login to Intelli-M Access and you get a "404 Page Not Found" error, then maybe you've forgotten to insert the ":8080" in the URL. Make sure you've entered the proper port number, and that the port number is in the right place in the URL. Compare what you entered with the example earlier in this document.

If you know the URL is correct, but still get a "404 Page Not Found" error, maybe Intelli-M Access was accidently or purposely reconfigured to use port 80 (or another port). Refer back to the Internet Information Services Manager Control Panel to double check the port number. Correct the port number if it is wrong, then make sure the port number in the Infinias.EAC.IA.Specifications.Config.Xml file matches what is specified in the IIS Manager.

If you know the URL is correct, but you are getting an error connecting to the web server itself, make sure the Internet Information Services is running. Open the IIS Manager Control Panel as explained earlier, and ensure that the service is running by looking at the links in the right pane. They will show you if the service is started or stopped. Make sure it is started.

If you can login, but Rules aren't working (for example, emails don't work, or events don't show up on the Events page), double check the Infinias.EAC.IA.Specifications.Config.Xml file to make sure the Port value matches what is stored in the IIS Manager.