

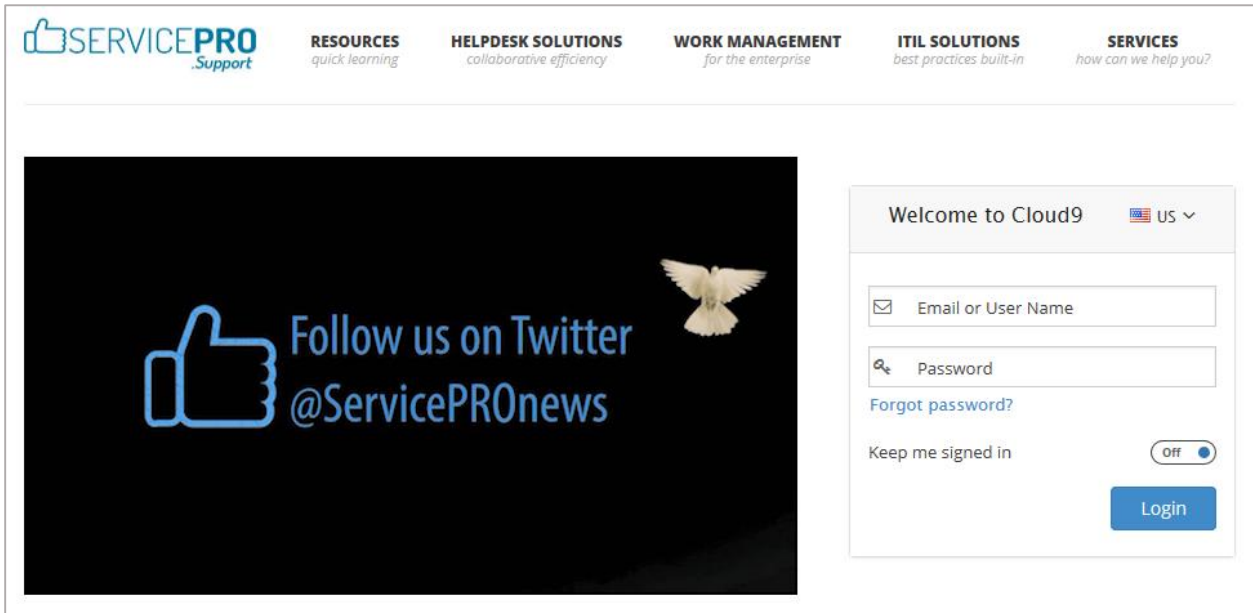


SERVICEPRO
Cloud9

*ServicePRO Cloud9 Login
Integration for Webpages*

Overview

This document will outline steps for hosting and implementing ServicePRO Cloud9 Login Integration on a corporate or support webpage. Additional details will be provided regarding setup and limitations of integrated login.



Setup Steps

1. Install ServicePRO Cloud9 on a working Web Server (IIS). Note the URL for using ServicePRO Cloud9.
2. On the Web Server, browse to the directory containing Cloud9's application files.
3. Under this folder, browse to the Subdirectory 'Views\Account' – the following 2 files in the 'Account' folder will require updates
 - Login.cshtml
 - _AccountFooterPartial.cshtml

Before making changes, ensure backups of these 2 files are created. Open these files one at a time. Perform a Find & Replace action and replace all occurrences of **http://unity.servicepro.com** with your own ServicePRO Cloud9 URL (noted in Step 1).

4. In the Web.Config file for the Cloud9 Application (residing directly under the Cloud9 application's main folder), under the <customHeaders> section, add the new configuration key entries shown in red font below:

```
<httpProtocol>
  <customHeaders>
    <clear/>
    <add name="x-ua-compatible" value="IE=edge"/>
    <add name="Access-Control-Allow-Origin" value="*" />
    <add name="Access-Control-Allow-Methods" value="GET, PUT, POST,
    DELETE, OPTIONS" />
    <add name="Access-Control-Allow-Headers" value="Content-Type,
    Content-Range, Content-Disposition, Content-Description, x-requested-with"
    />
  </customHeaders>
</httpProtocol>
```

5. On the corporate or support website page where you would like to integrate Cloud9 Login, add the following div section to where you want to plug in the Cloud9 login.

```
<div id="serviceprologin"></div>
```

6. Add below lines of code into the header section in your web page.
 - The URL written in **red** font is to be replaced with your Cloud9 URL.
 - The line of code written in **blue** font displays a message for when the Cloud9 Login section is down for maintenance in the Web server where Cloud9 is hosted, OR when Cloud9 is being updated. The text can be customized to preference.

```
<link
href="http://ajax.googleapis.com/ajax/libs/jqueryui/1.8.17/themes/base/jquery-ui.css" rel="stylesheet" type="text/css" />
<script
src="http://ajax.googleapis.com/ajax/libs/jquery/1.7.1/jquery.min.js"></script>
<script src="http://ajax.googleapis.com/ajax/libs/jqueryui/1.8.17/jquery-ui.min.js"></script>
  <script type="text/javascript">
$(document).ready(function(e) {
    $.ajax({
        url:
'http://unity.servicepro.com/Account/Login?LoadWithoutLayout=true',
        contentType: 'application/html; charset=utf-8',
        type: 'GET',
        dataType: 'html'
    })
    .success(function(result) {
        $('#serviceprologin').html(result);
    })
    .error(function(xhr, status) {
        document.getElementById("serviceprologin").innerHTML =
"ServicePRO Cloud9 is under maintenance";
    });
});
</script>
```

7. After all other steps are completed, clear the browser cache and reload the updated webpage in a browser. Verify that the login section loads properly and allows login to Cloud9.

Limitations

- 1) The operations listed below will take the user back to the standard login page for Cloud9. It will not send them back to the corporate website page where the login was integrated.
 - a. Sign Out
 - b. Session Timeout
 - c. Selecting the 'Forgot Password' option in the Login section
 - d. New User Signup
- 2) For integrated login, CAPTCHAs will not appear even if they are enabled in the Portal Designer settings. This is due to the session being lost when the CAPTCHA is posted.