

Viewpoint™ Web Install Guide

Application Version: 7.9
August 19, 2026

© 2025 Conduent, Inc. All rights reserved. Conduent and Conduent Agile Star are trademarks of Conduent, Inc. and/or its subsidiaries in the United States and/or other countries.

Other company trademarks are also acknowledged.

Document Version: 1.7 (April 2025)

Document Conventions

Convention	Explanation
Bold	For file names, commands, fields, menus, options, and window names.
Courier New	Commands as you should type them.
Lucida Console	Example output generated by the system.
<i>Italics</i>	For configuration variables, including variable portions of file names and URLs. Also indicates a document name.
Note / Blue Callout	The Blue Callout text indicates information that is of special interest or importance, an idea that could be useful or additional information about a product or a feature.
	The Caution icon along with the text indicates actions that can lead to problems in system operation or configuration settings if the instructions are not followed properly.

Document Revision History

This section tracks the initial creation of the document after each major version thereafter.

Ver:	Date	Description	Reviewed / Approved By
1.0	Feb 28, 2020	Initial Version	Team
1.1	Oct 6, 2021	Rebranded adhering to the latest Conduent brand central documentation standards/guidelines.	Technical Writer
1.1	April 12, 2022	Added VP Web Maintenance section IIS Startup Options	Viewpoint Team
1.2	April 18, 2022	Added VP Web Maintenance section Configuration Settings	Viewpoint Team
1.3	April 18, 2022	Added config of VP Web max file download size	Viewpoint Team
1.4	November 8, 2022	Added config setting LogoutPageCountdownSec	Viewpoint Team
1.4	July 19, 2023	Updated .NET Core Bundle information	Viewpoint Team
1.5	October 4, 2023	Temp folder setup – DefaultAppPool needs modify access	Viewpoint Team
1.6	Sep 27, 2024	Updated C++ Runtime references	Viewpoint Team
1.7	April 1, 2025	Added JWTTokenExpirationHours Configuration Setting	Viewpoint Team

Table of Contents

1. Web Server Setup.....	1-1
1.1. IIS Setup.....	1-1
1.2. .NET Core Hosting Bundle.....	1-4
1.3. C++ Runtime.....	1-5
1.4. Default Website.....	1-6
1.5. Deploy VP Web Using the Viewpoint Installation Tool.....	1-7
2. Web Server Maintenance.....	2-11
2.1. Configuration Settings.....	2-11
2.2. IIS Startup Options.....	2-14
2.3. Other IIS Options.....	2-16
Configuring max file upload size.....	2-16

1. Web Server Setup

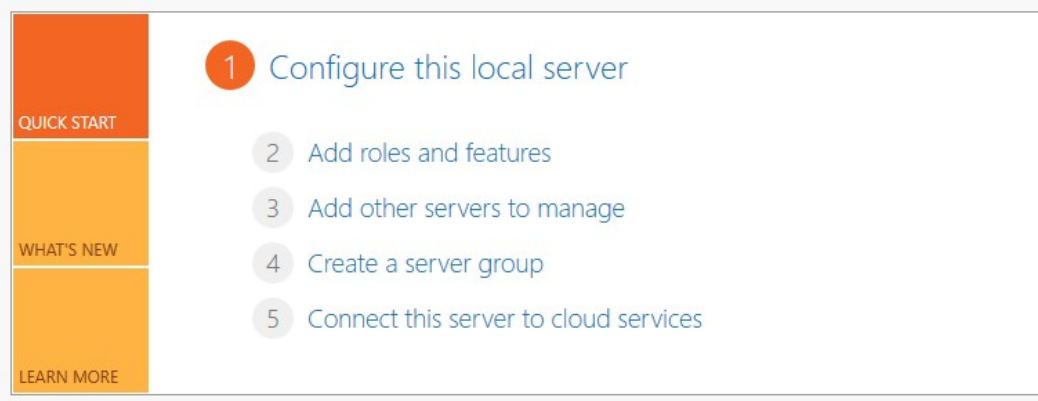
The web server setup guide will walk you through the following steps:

- IIS Setup
- Installation of the .NET Core Hosting Bundle
- Initializing Default Website
- Deploying the VP Web Application

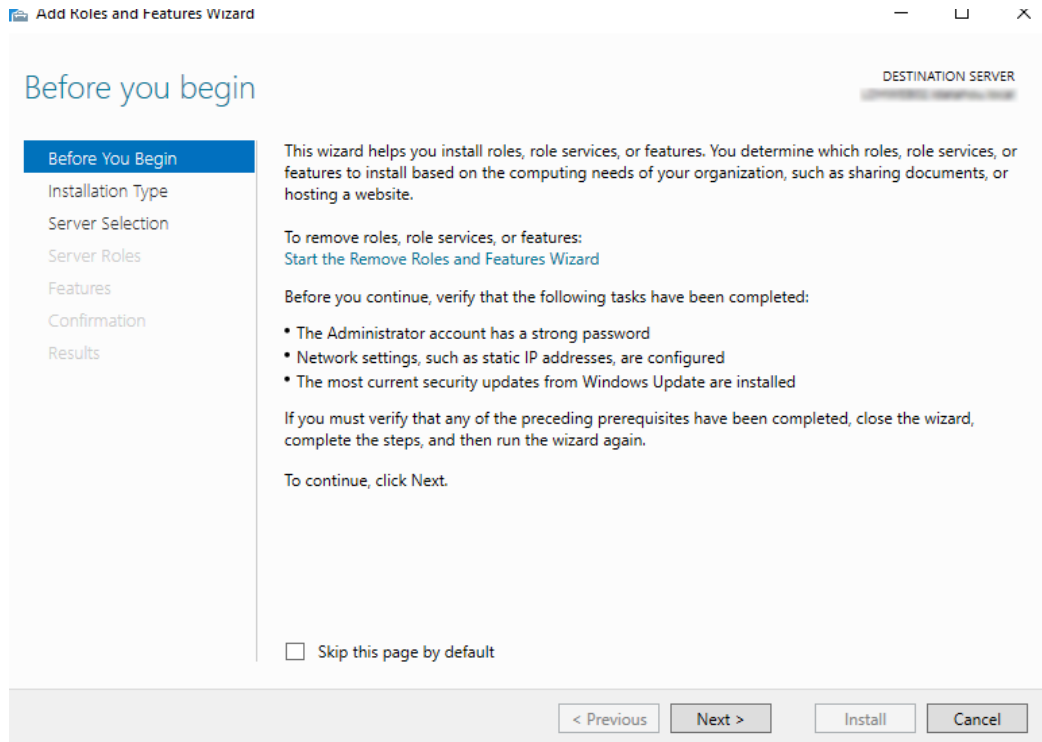
1.1. IIS Setup

Perform the following steps:

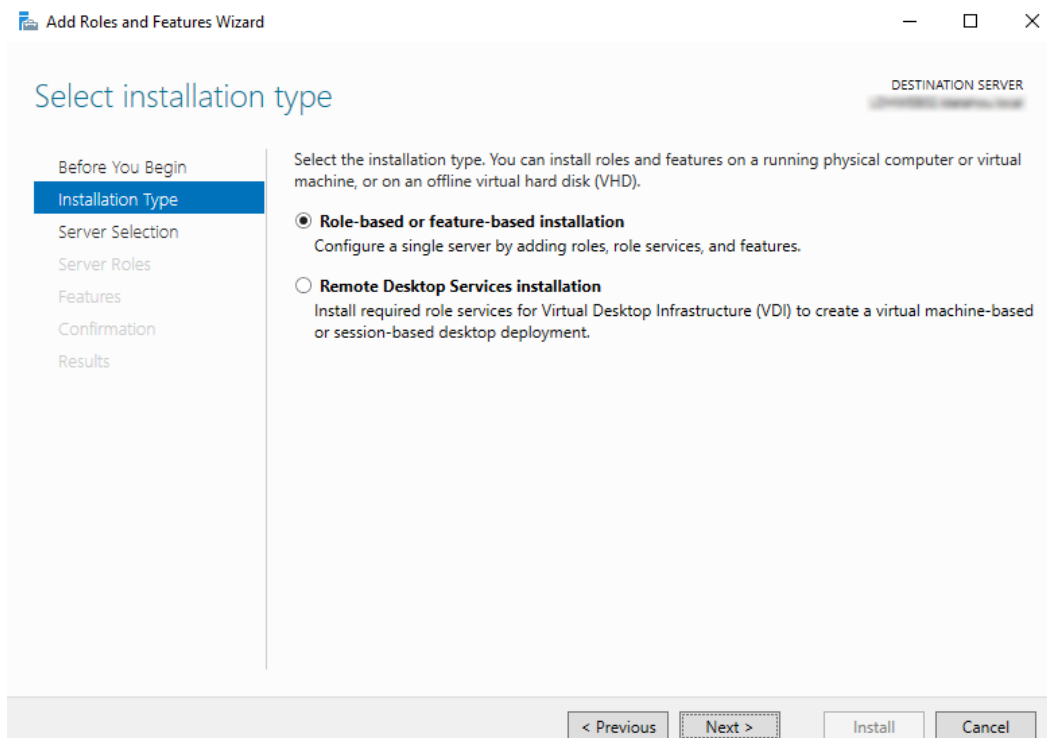
1. Click Server Manager icon to begin the Web server role installation from the task bar or from the search menu.
2. Click option 2 to “Add roles and features”



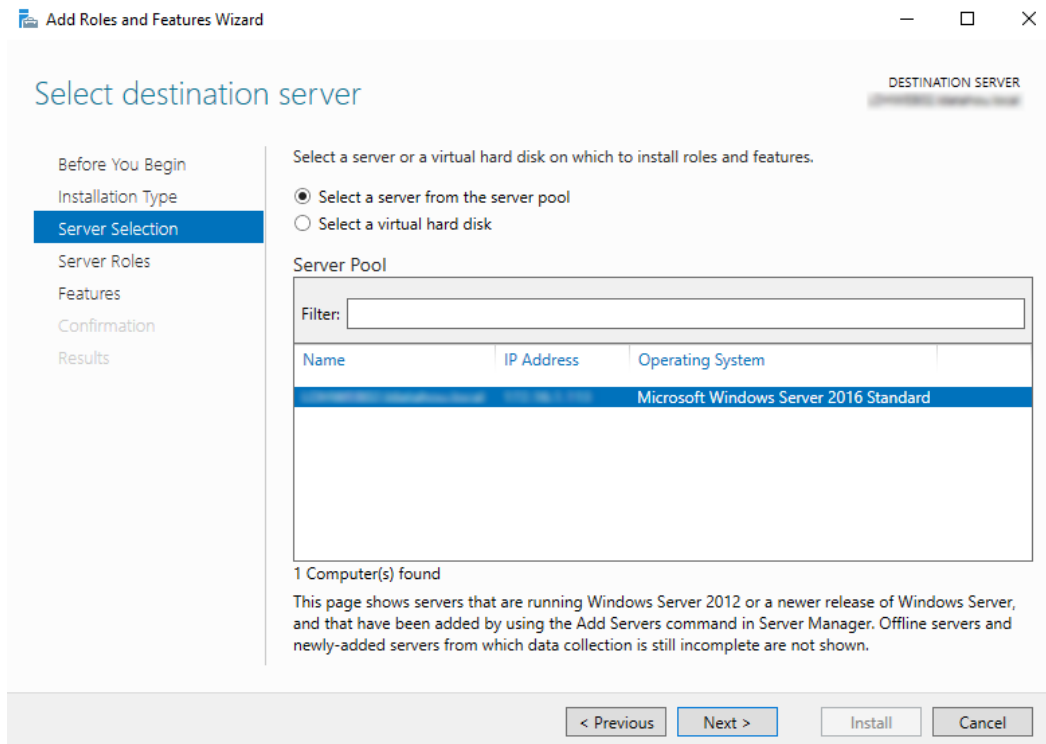
3. Click “Next” to go to the next page.



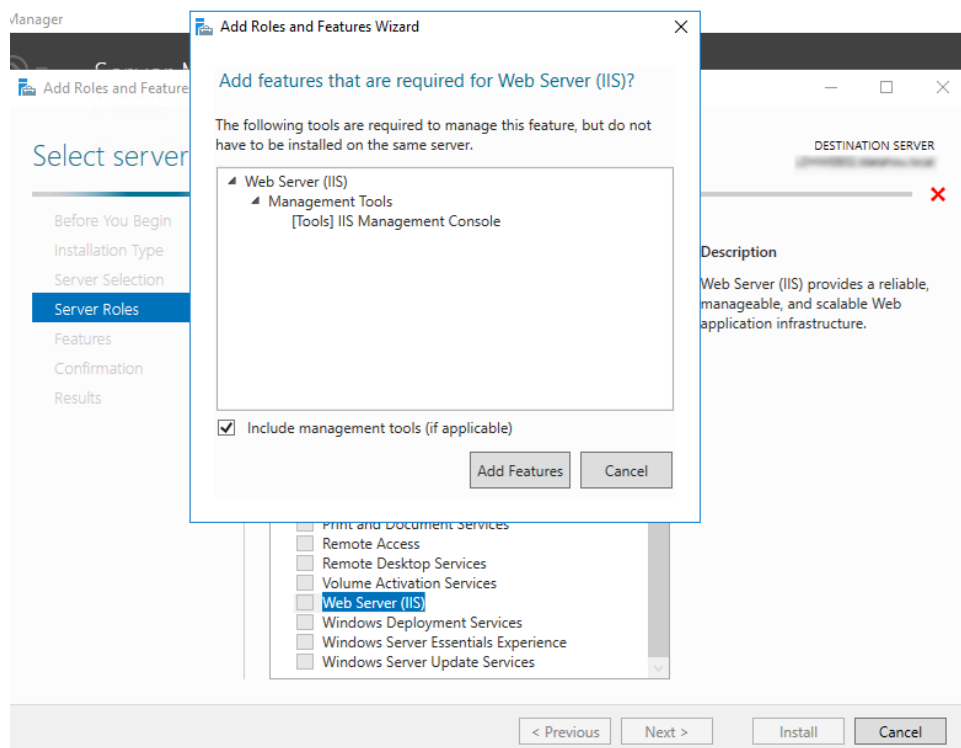
4. Select “Role-based or feature-based installation” and click “Next.”



5. Select the correct web server and click “Next.”

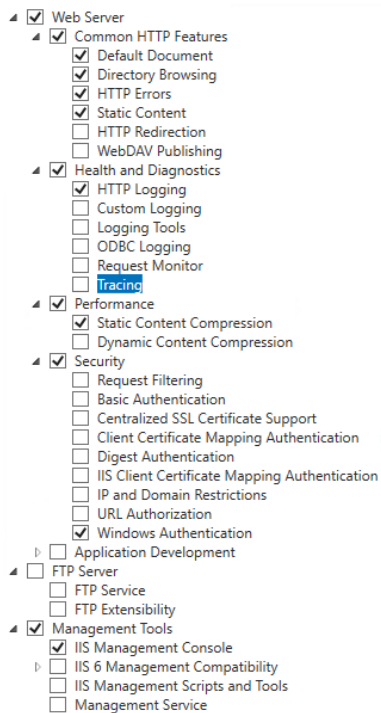


6. Check the box for Web Server (IIS). Another window will pop up to prompt for additional required features. Click “Add Features” to continue.



7. Click “Next” to skip the feature page.

8. Check the boxes to match the image below.



9. Click "Next" and then "Install" to begin the installation. Wait for the installation process to finish before moving to the next step.

1.2. .NET Core Hosting Bundle

- Open a web browser and navigate to:
<https://dotnet.microsoft.com/download/dotnet-core/thank-you/runtime-aspnetcore-2.1.18-windows-hosting-bundle-installer/>

2. Install Core Hosting Bundle 2.1.18



3. Under the Windows section, click the “Hosting Bundle Installer.”
4. After the installation completes, restart IIS services using Windows Command Prompt and the following commands:
 - a. **net stop was /y**
 - b. **net start w3svc**

```
C:\Windows\system32>net stop was /y
The following services are dependent on the Windows Process Activation Service service.
Stopping the Windows Process Activation Service service will also stop these services.

World Wide Web Publishing Service

The World Wide Web Publishing Service service is stopping.
The World Wide Web Publishing Service service was stopped successfully.

The Windows Process Activation Service service is stopping.
The Windows Process Activation Service service was stopped successfully.

C:\Windows\system32>net start w3svc
The World Wide Web Publishing Service service is starting.
The World Wide Web Publishing Service service was started successfully.

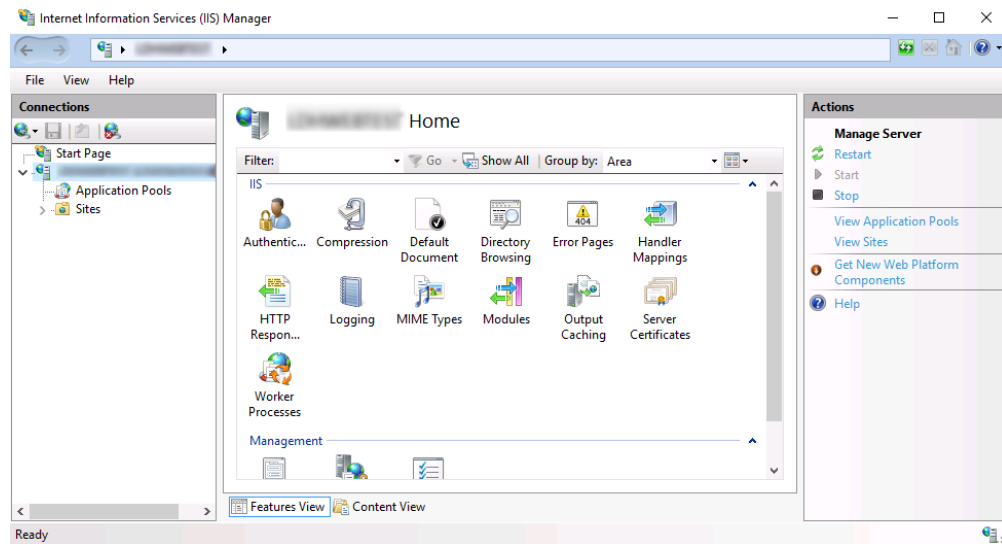
C:\Windows\system32>
```

1.3. C++ Runtime

1. Download and install the following Microsoft Visual C++ Runtimes versions:
 - a. C++ 2012 (64 bit) - <https://www.microsoft.com/en-us/download/details.aspx?id=30679>
 - b. C++ 2013 (64-bit) - <https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170>
 - c. C++ 2015-2022 (64-bit) - <https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170#visual-studio-2015-2017-2019-and-2022>

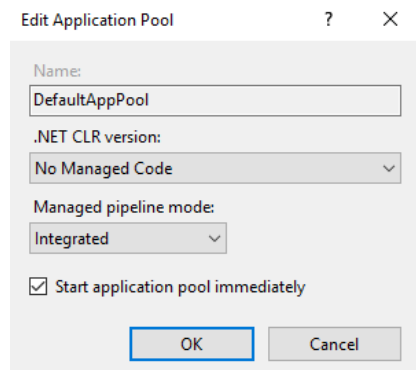
1.4. Default Website

1. Open Internet Information Services (IIS) Manager.



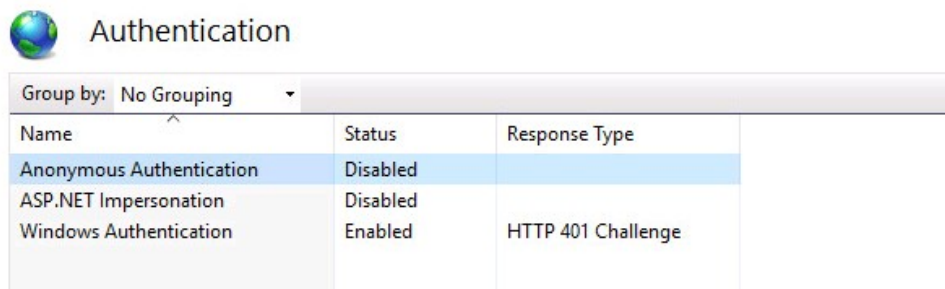
2. Under the server's node, click "Application Pools."

- Right-click the default app pool and select "Basic Settings" from the context menu.
- In the Edit Application Pool window, set the .NET CLR version to **No Managed Code**, then click "OK."



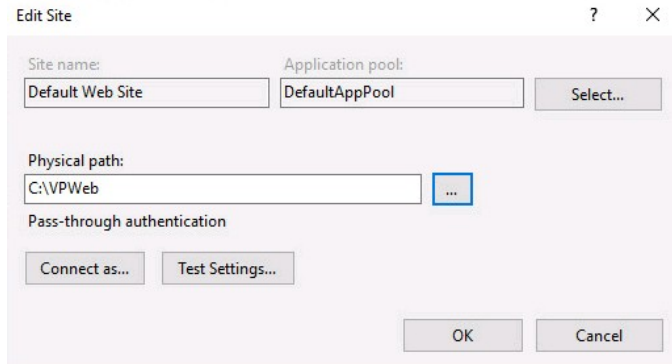
3. Select Default Web Site from the Sites menu.

- Select Authentication under the default website, **Enable** Windows Authentication and **Disable** Anonymous Authentication.



4. (Recommended, but not required) Change the default location to prevent Windows UAC from interrupting the installation.
 - a. Change default website location to C:\VPWeb

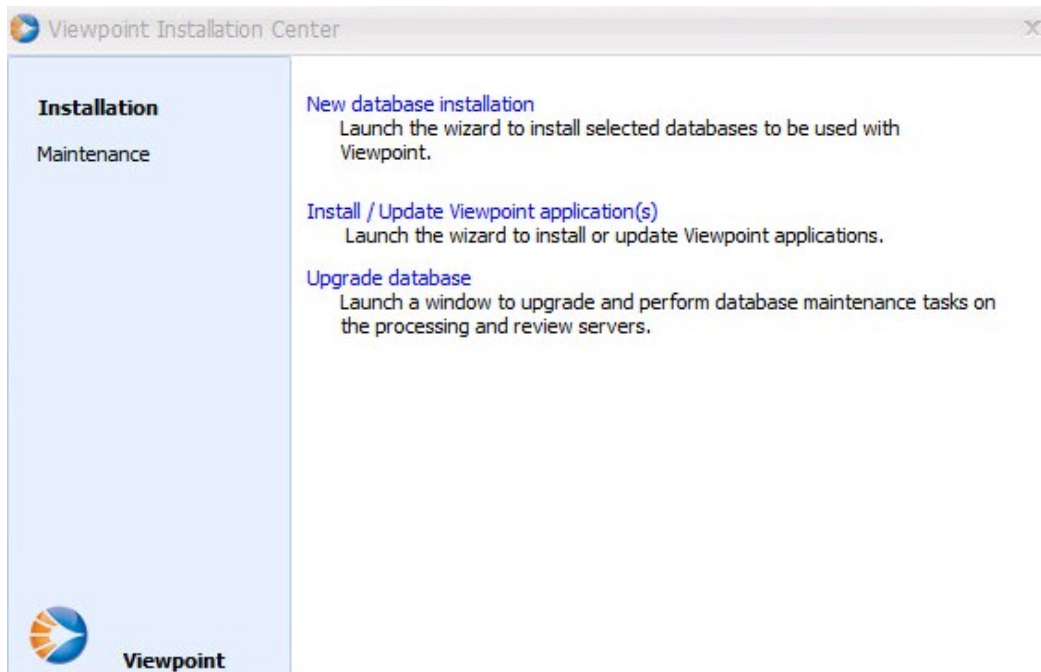
Note: This location is recommended but is not required.



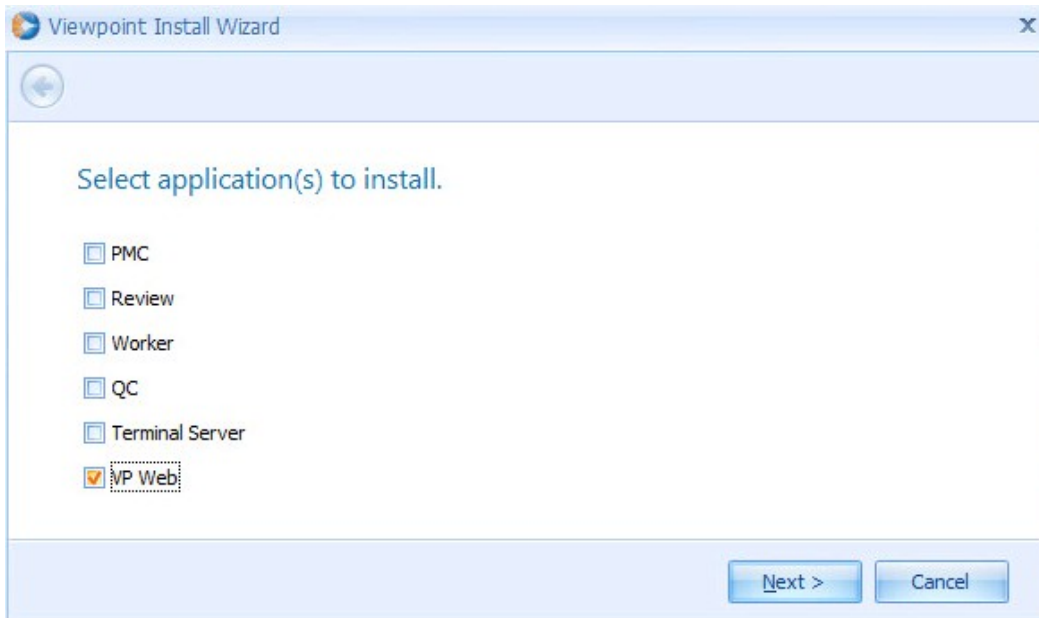
1.5. Deploy VP Web Using the Viewpoint Installation Tool

Note: Completely disable UAC before installation. It can be re-enabled after the installation is complete.

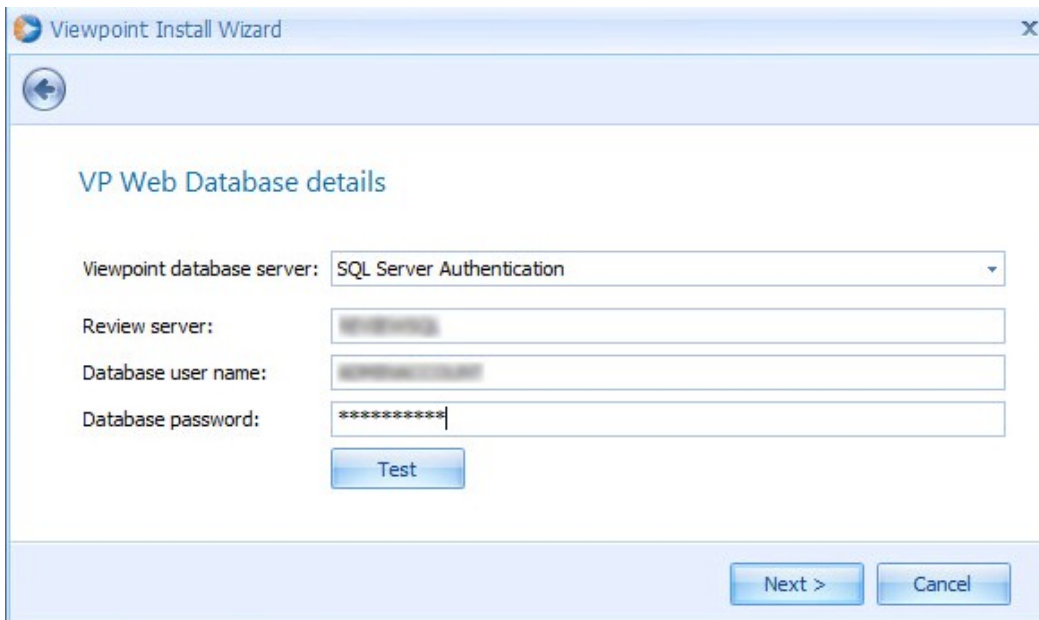
1. Launch the Viewpoint Setup exe to extract the installation tool.
2. Click "Install / Upgrade Viewpoint application(s)."



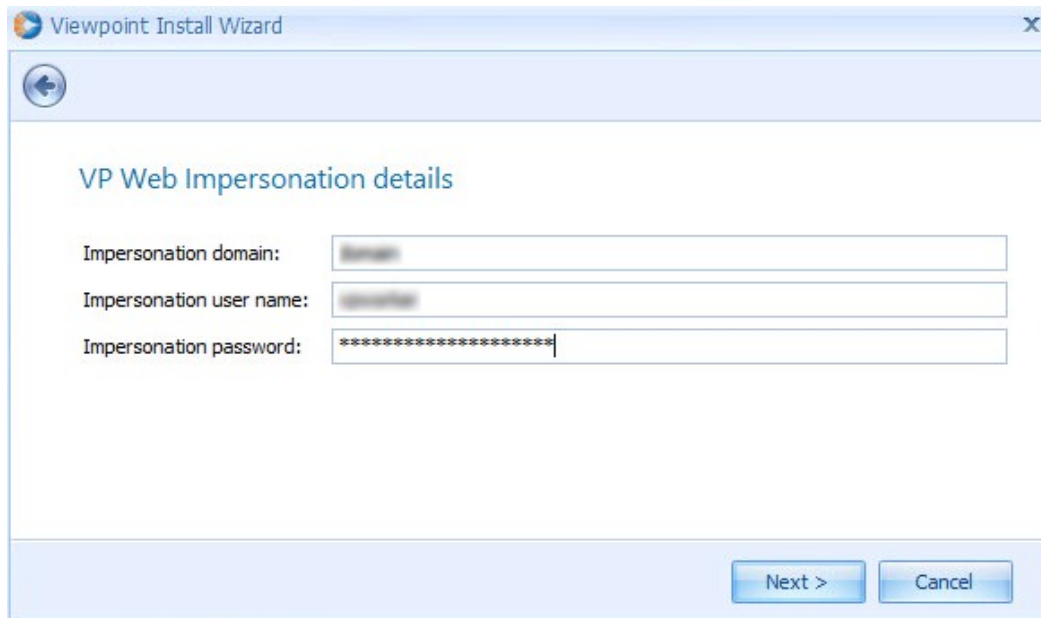
3. Check VP Web box and click “Next.”



4. Choose the VPWeb location (default location or modified location from step 4c from the previous section). Click “Next” to continue.
5. Enter the Review SQL Server name and Instance name (if applicable). For authentication, use VPLink or compatible SQL account with the VP_User role to all Viewpoint project databases. Click the “Test” button to verify the information is correct before clicking “Next.”



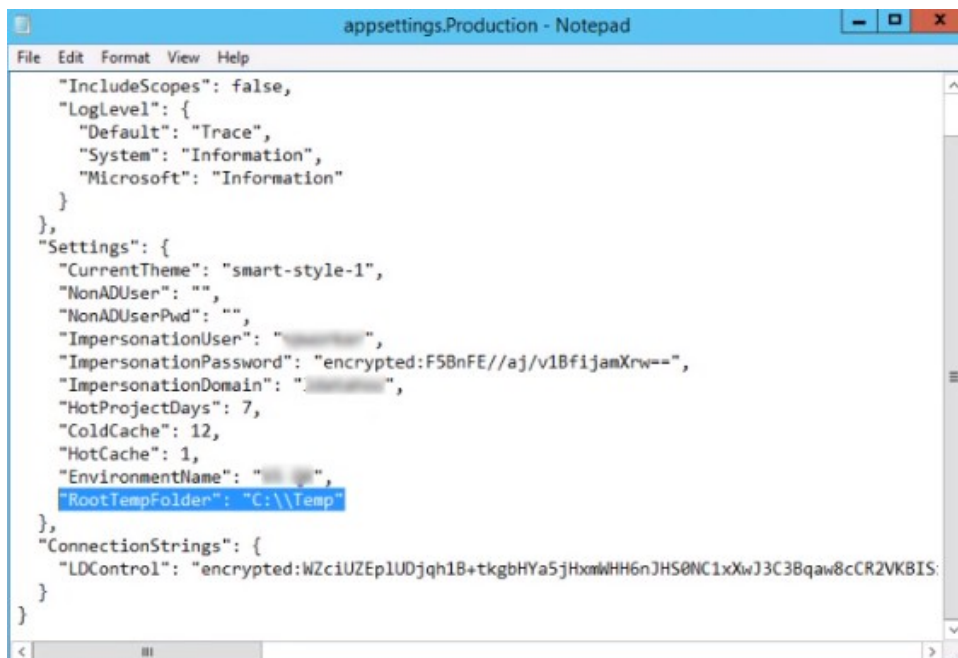
6. Enter impersonation account information that IIS will use to access the file server. Click “Next.”
 - a. The impersonation account is often the same account used by the Viewpoint Workers to access the Viewpoint file share, but can be any domain account with full permissions to the Viewpoint file share.



The screenshot shows the 'Viewpoint Install Wizard' window. The title bar says 'Viewpoint Install Wizard'. The main content area is titled 'VP Web Impersonation details'. It contains three input fields: 'Impersonation domain:' with a text box containing 'Server', 'Impersonation user name:' with a text box containing 'Administrator', and 'Impersonation password:' with a text box containing '*****'. At the bottom right, there are two buttons: 'Next >' and 'Cancel'.

7. Click “Install” to begin the installation.
8. After the installation is complete, create a new folder on C:\\ called Temp.
 - a. Open C:\\VPWeb and open the appsettings productions file.
 - b. If it isn't already there, add "RootTempFolder": "C:\\Temp" in the Settings section.

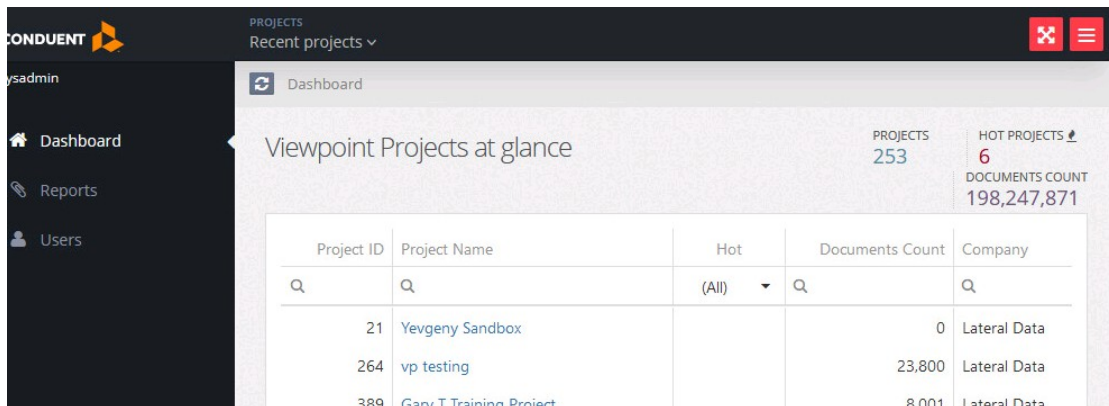
Note: A different temp location can be used, but the same permissions will need to be granted.



The screenshot shows a Notepad window titled 'appsettings.Production - Notepad'. The window contains a JSON configuration file. The 'Settings' section is expanded, and the 'RootTempFolder' property is highlighted in blue. The JSON content is as follows:

```
{
  "IncludeScopes": false,
  "LogLevel": {
    "Default": "Trace",
    "System": "Information",
    "Microsoft": "Information"
  },
  "Settings": {
    "CurrentTheme": "smart-style-1",
    "NonADUser": "",
    "NonADUserPwd": "",
    "ImpersonationUser": "Administrator",
    "ImpersonationPassword": "encrypted:F5BnFE//aj/v1Bf1jamXrw==",
    "ImpersonationDomain": "Server",
    "HotProjectDays": 7,
    "ColdCache": 12,
    "HotCache": 1,
    "EnvironmentName": "Production",
    "RootTempFolder": "C:\\Temp"
  },
  "ConnectionStrings": {
    "LDControl": "encrypted:WZciUZEplUDjqh1B+tkgbHYa5jHxmWHH6nJHS0NC1xXwJ3C3Bqaw8cCR2VKBIS:"
  }
}
```

9. Right-click on the C:\\Temp folder, select Properties, then click the Security tab. Grant the following permissions:
 - a. Impersonation account (from step 6) – **Grant Read/Write/Modify access**
 - b. IIS AppPool\\DefaultAppPool – **Grant Read/Write/Modify access**
10. Right-click on the C:\\Windows\\Temp Folder, select Properties, then click the Security tab. Grant the following permissions:
 - a. [MachineName]\\IIS_Users IIS – **Grant Read access**
11. Right-click on the C:\\VPWeb Folder, select Properties, then click the Security tab. Grant the following permissions:
 - a. [MachineName]\\IIS_Users IIS – **Grant Read access**
12. Test the installation by using IE to go to http://localhost on the web server.



2. Web Server Maintenance

2.1. Configuration Settings

Viewpoint Web's main point of configuration is the `appsettings.Production.json` file, which is located in the root of the Viewpoint Web folder. Note that there is a very similar file named `appsettings.json`. This file has the same structure as `appsettings.Production.json`. Do not alter `appsettings.json` – its values are system defaults. Values in `appsettings.Production.json` override the settings in `appsettings.json`.

The `appsettings.Production.json` file is in JSON format – if the file's format is altered to the point that it is no longer valid JSON, Viewpoint Web will not run. Changes to `appsettings.Production.json` **do not cause IIS to restart**.

Make a backup of the `appsettings.Production.json` file before altering the file – if your file is lost / corrupted there is no way to restore it.

Settings node

Node Name	Type	Details
CurrentTheme	String	Name of Viewpoint Web theme Ex: smart-style-1
NonADUser	String	Optional –Non Active Directory username (LDControl.LDUsers.UserName). See also NonADUserPwd
NonADUserPwd	string	Optional –Non Active Directory password (LDControl.LDUsers.UserPassword). See also NonADUser
ImpersonationUser	String	Default File Store impersonation Active Directory (Windows) Username. (Overridden if the end user's Company has impersonation settings). See also ImpersonationPassword.
ImpersonationPassword	String	Default File Store impersonation Active Directory (Windows) User's password. (Overridden if the end user's Company has impersonation settings). See also ImpersonationUser.
ImpersonationDomain	String	Default File Store impersonation Active Directory (Windows) User's domain. (Overridden if the end user's Company has impersonation settings). See also ImpersonationUser.
HotProjectDays	Number	Maximum days since last activity to consider a

		project "Hot" in the Viewpoint Web Dashboard
HotCache	Number	Hours to keep hot project info in cache
ColdCache	Number	Hours to keep cold project info in cache
EnvironmentName	String	Public name of this Viewpoint Web instance. Ex: UAT, Production West, Production East, etc.
RootTempFolder	File Path	Fully qualified temp folder root path. Windows file paths in JSON need to have their forward slash characters escaped, for example: C:\\Temp
IdleBeforeLogoutMin	Number	Idle user token expiration duration, in minutes
DocumentCacheMaxAgeMinutes	Number	Viewpoint Web document viewer cache duration, in minutes
LogoutPageCountdownSec	Number	Number of seconds Viewpoint will pause on the logout screen before logging out
DocumentCacheTrimIntervalMinutes	Number	Frequency of Viewpoint Web document viewer cache expiration check, in minutes
DocumentCacheLocation	File Path	The path to the Viewpoint Web document viewer cache (when set – if not set the default is taken from setting RootTempFolder, with 'Cache' appended). Windows file paths in JSON need to have their forward slash characters escaped, for example: C:\\ViewerCache
Authentication	Object	Advanced Viewpoint Web authentication settings. See table Settings\\Authentication for details
FolderForSaveFiles	File Path	Identifies a subfolder under the path defined by setting RootTempFolder, for storing temporary files while performing document save operations
VerboseWebAuthLogging	true / false	When true Viewpoint Web will log additional information during the Viewpoint Web login process – meant for troubleshooting Viewpoint Web login issues

Settings\\Authentication node

Node Name	Type	Details
AllowRemember	true / false	Allow "remember last login" feature
AgreementHtmlBlock	HTML	Viewpoint Web login ' agreement block' content. See

		document Viewpoint Splash Screen Configuration for details.
PresentedByHtmlBlock	HTML	Viewpoint Web login 'presented by block' content. See document Viewpoint Splash Screen Configuration for details.
LoginPage	string	Name or URL of Viewpoint Web login page
ApiKeys	Object	A list of name/value pairs – users can authenticate to Viewpoint Web using the key, which Viewpoint Web will transform into the value, allowing for logins by key without knowing the underlying username/password. For use with web method GetTokenByApiKey. Sample object structure: <pre> "ApiKeys": [{ "Key": "g32rh34yihf3244g2", "Value": "webuser1@local" }, { "Key": "42423r4ry432ry478yb23", "Value": "webuser2@local" }], </pre>
ActiveDirectoryOptions	Object	Contains Active Directory specific settings: • Enabled: true/false – determines if Active Directory support is enabled • Priority: Number – 0 is the highest • ADDomains – see document Viewpoint Web - Active Directory Multi-Domain Configuration Guide
MicrosoftJWTOptions	Object	Contains detailed settings for JWT configuration
JWTTokenExpirationHours	Number	Number of hours before the JWT Token expires. Default – 168 hours (7 days)

ConnectionStrings node

Node Name	Type	Details
-----------	------	---------

LDControl	MSSQL connection string	MSSQL connection string – pointing to the LDControl database in the Viewpoint Review database server. As this is JSON keep in mind that some characters, for example backslash (\) characters must be escaped.
-----------	-------------------------	--

Other nodes:

Logging –Viewpoint Web logging details

TranslationService – Azure Translation Service connection details

SpeechToTextService – Azure Speech-to-Text connection details

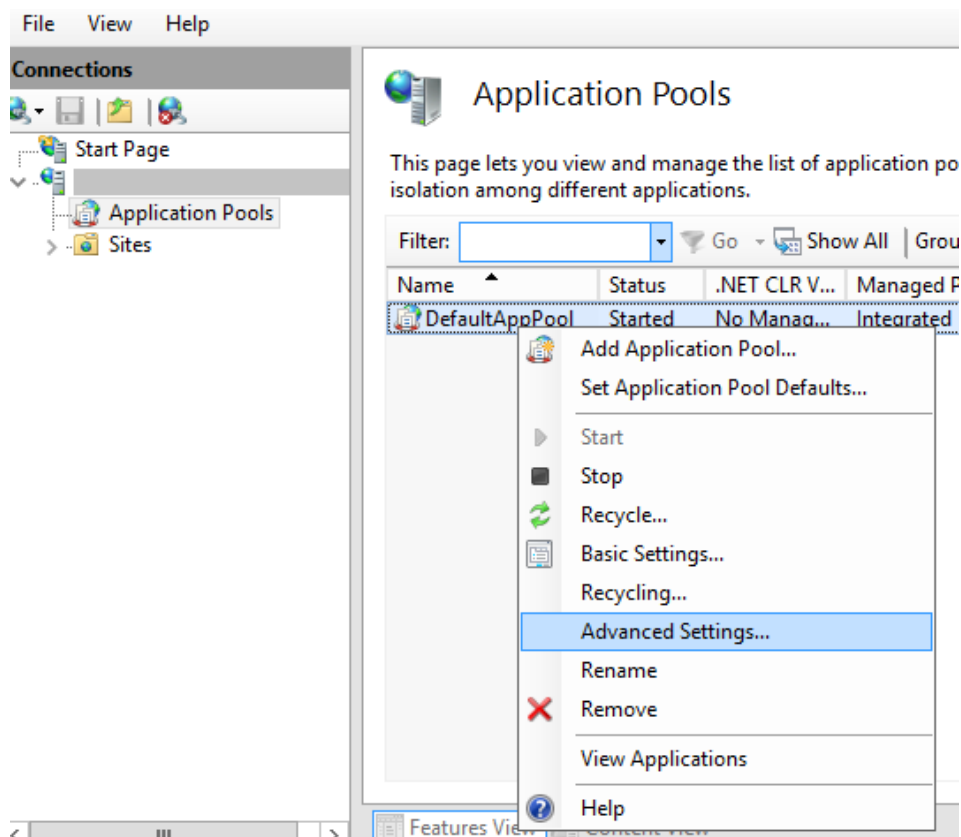
LegalHoldService – Viewpoint Hold360 integration configuration

2.2. IIS Startup Options

IIS will automatically recycle the Viewpoint Web application pool if no users have used Viewpoint Web for a set period of time – by default this is 20 minutes. This action releases memory and other resources that is being used by Viewpoint Web. When the next user request occurs on the Viewpoint Web server, Viewpoint Web will restart and re-acquire resources. This process can take several seconds. IIS can be configured to alter this behavior; for example one could change the idle timeout period to be longer or shorter, and IIS can be configured to start allocating resources even when no web requests are made (so that Viewpoint Web will typically not need to go through the start up process on the first web request).

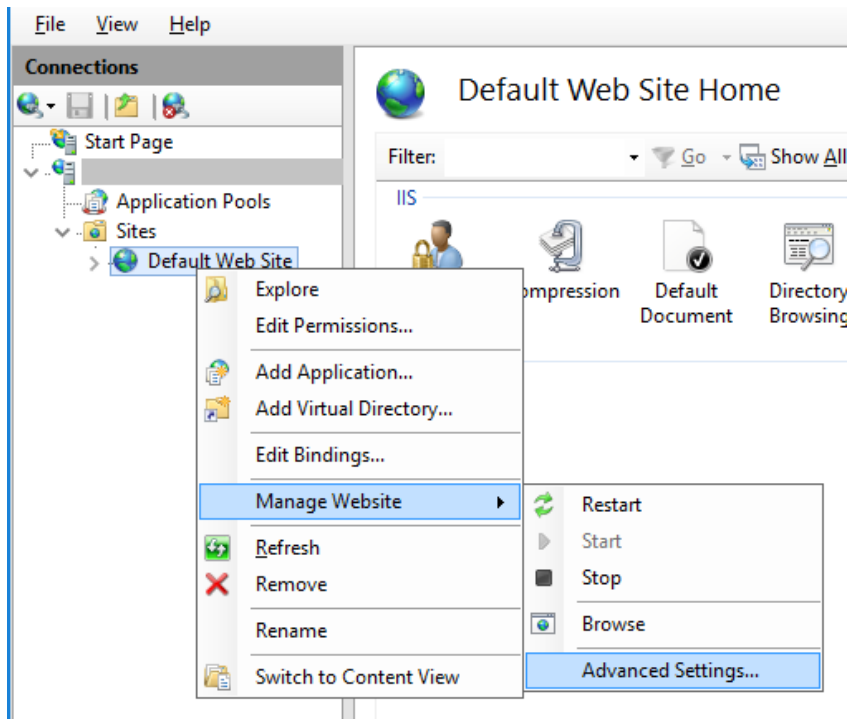
Conduent does not recommend you alter the default settings. Only change these settings if you are an experienced IIS administrator.

The settings to modify are accessible through the IIS console. In the IIS console locate your Application Pool, right-click and select Advanced Settings...



Property	Default	Alternative Values
Start Mode	OnDemand IIS will not start Viewpoint Web until a web request is made	AlwaysRunning Once the Application Pool is started Viewpoint Web will start running. Viewpoint Web will restart once the Application Pool is restarted.
Idle Time out (minutes)	20 – After 20 idle minutes Viewpoint Web will be unloaded	0 – No idle timeout will occur Any other value (30, 60, etc.) may be selected for idle timeout.

In the IIS console locate your web site, right click and select Manage Website | Advanced Settings...



Property	Default	Alternative Values
Preload Enabled	False – Only load Viewpoint Web once it has been accessed	True – Load Viewpoint Web once the Application Pool is started / restarted

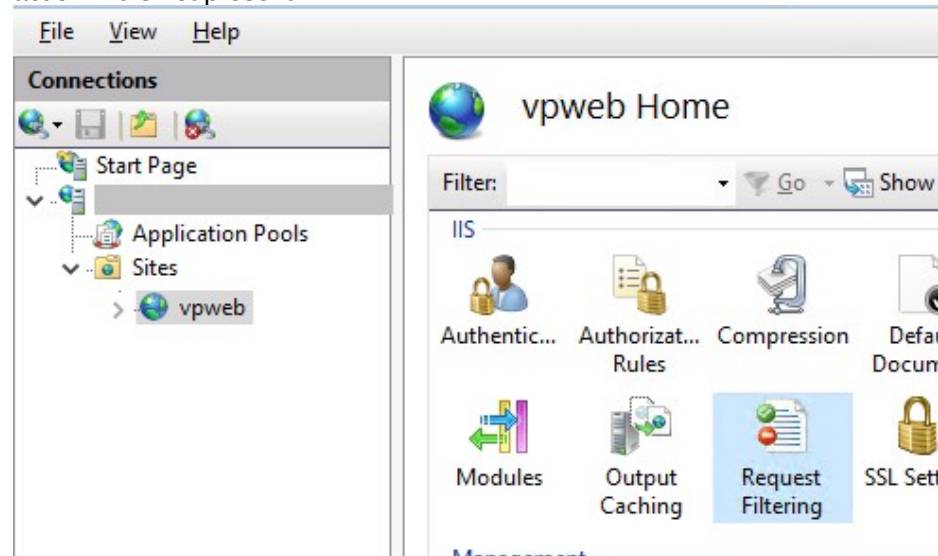
2.3. Other IIS Options

Configuring max file upload size

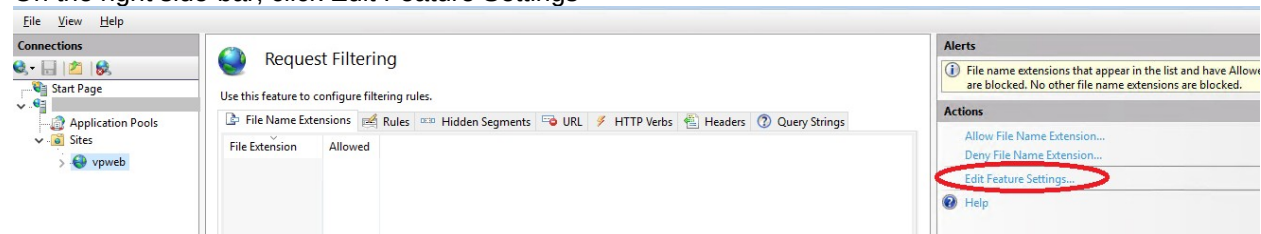
Viewpoint Web supports the capacity to upload files. By default IIS supports the upload of 30 megabytes – this IIS setting can be altered by the following steps:

1. Open the IIS Management Console
2. Locate the Viewpoint Web website
3. Locate the Request Filtering action. Note: this feature may not be present by default. Please refer to Microsoft's documentation on how to gain access to the Request Filtering

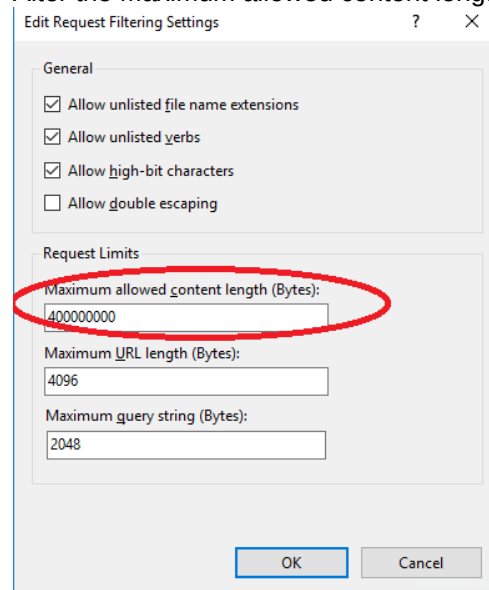
action if it is not present.



4. Double-click Request Filtering
5. On the right side-bar, click Edit Feature Settings



6. Alter the Maximum allowed content length (Bytes) value to your desired setting.



7. Click OK. The Viewpoint Web web.config file will be updated. Viewpoint Web will automatically restart and adopt the new value.