

How Do I Update THE APACHE CONFIGURATION

The industry standard Apache web server software is installed and configured as part of your Red Box Recorder installation. In general, there's nothing else for you to do, unless you wish to:



- Force your Quantify users to login via SSL (recommended).
- Install and use a custom SSL certificate instead of the Red Box Self-Signed Certificate.
- Use Internet Information Services (IIS) alongside Apache, and need to change port numbers.
- Recover from an incorrect Apache setup process.

Generally these would be a change from your system setup at install, as these options would have been discussed and configured appropriately by your Red Box Installation Engineer.

Force SSL Login

For security, Red Box recommends Quantify users always use a secure SSL login to the recorder (using https). Note that to use SSL login, you will need to ensure that client PCs have an appropriate SSL security certificate installed — see "Use Custom Certificates" on page 2 or refer to the Microsoft Edge, IE, Chrome, and Firefox Setup Quick Question Topics.



To force SSL login:



1. Login to the recorder using a Quantify system administrator account with system configuration permissions, and go to **Configuration > Setup > Apache**
2. Tick the **Always Force SSL** option. If required, you can also tick the **Always Use Secure Cookies** option.
3. When you're done, click **Apply**. You will need to restart the recorder for the changes to take effect — go to **Configuration > Maintenance > Recorder**, select **Restart**, and then click the **Stop Recorder** button. We recommend that a restart is performed outside of normal operational hours.

RED BOX RECORDERS Options | Logout

Management Status Setup Events Maintenance QM Admin All

Apache Configuration:

Changing these settings can cause the Apache web server to stop running.
Do not change these settings unless you have access to the Recorder desktop and have read the support centre article [here](#).

Virtual Hosts:

Server Name:	Certificate File:	Certificate Key File:	Certificate Chain File:
* *	SSLbrCert.cer	SSLbrCert.key	<Not Used>

Miscellaneous Settings:

Apache Port:

Quantify Port:

Always Force SSL:

Always Use Secure Cookies:

You must restart the recorder for the changes to take effect.

Your Red Box system may look different to the one used in this document.
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Use Custom Certificates

If you want to install and use a custom SSL certificate instead of the Red Box Self-Signed Certificate (for example, if you wish to use a “vanity URL” for the recorder), you need to apply the custom certificate to Apache, and then install the certificate on client PCs.

Note that custom certificates are **not** currently supported for Quantify QM.

To use a custom certificate:



Apache update:

1. Place your certificate's **.cer** and **.key** files in the **C:\Apache24\conf\certs** folder on the recorder server. Note that if your system is using Apache 2.2 (Quantify 4B or below), the folder is **C:\Program Files(x86)\Apache Software Foundation\Apache2.2\conf\certs**.
2. Login to the recorder using a Quantify system administrator account with system configuration permissions, and go to **Configuration > Setup > Apache**
3. In the **Virtual Hosts** list, click the **+ Add** button and select your certificate, key, and chain files as needed, **or** modify the **SSLrbrCert** row. Note that if you add an additional row, you should remove **SSLrbrCert** from the list.
4. When you're done, click **Apply**. You will need to restart the recorder for the changes to take affect — go to **Configuration > Maintenance > Recorder**, select **Restart**, and then click the **Stop Recorder** button. We recommend that a restart is performed outside of normal operational hours.

If needed, install your custom SSL certificate on each client PC you want to use with Quantify. This only applies to self-signed certificates. CA signed certificates don't need any additional setup.

- For Microsoft Edge, Internet Explorer, and Chrome:
 - In Windows, right click your certificate file, and select **Install Certificate**.
 - Follow the on-screen instructions to install the certificate. On the **Certificate Store** screen, click **Place all certificates in the following store**, then click **Browse** and select **Trusted Root Certification Authorities**.
- For Firefox:
 - Open Firefox and go to **Options > Advanced > Certificates > View Certificates > Authorities**
 - Select **Import** then navigate to and open your certificate file.
 - Tick the **Trust this CA to identify web sites** box and click **Ok** in the Certificates dialogue boxes.

Note that in order to use Microsoft Edge, Internet Explorer, Chrome, or Firefox with Quantify there are additional configuration steps required. Please see the appropriate Quick Question Topic for details. Also note that Chrome and Firefox are supported in Quantify 4B or later.

Change Port Numbers

If you plan to use Internet Information Services (IIS) alongside Apache, and may need to change port numbers to avoid conflicts. The default Apache port is **80** and the default Quantify port is **8080**.

To change Apache and/or Quantify ports:



1. Login to the recorder using a Quantify system administrator account with system configuration permissions, and go to **Configuration > Setup > Apache**
2. Change the **Apache Port** and **Quantify Port** numbers as needed.
3. When you're done, click **Apply**. You will need to restart the recorder for the changes to take affect — go to **Configuration > Maintenance > Recorder**, select **Restart**, and then click the **Stop Recorder** button. We recommend that a restart is performed outside of normal operational hours.

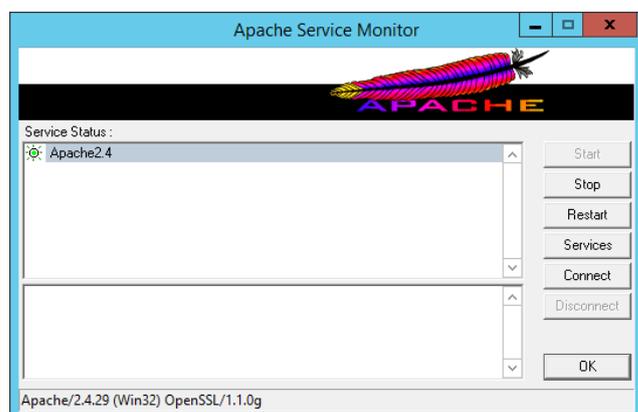
Recover & Restart Apache

If you find that after making changes to the **Configuration > Setup > Apache** settings and restarting the recorder, you can no longer open the Quantify login page, it's likely that you have an error in the Apache Configuration file. Follow these steps to recover the Apache configuration.

To recover and restart Apache:



1. On the recorder server, delete the **httpd.conf** and **redbox.conf** files in the **C:\Apache24\conf** folder. Note that if your system is using Apache 2.2 (Quantify 4B or below), the folder is **C:\Program Files (x86)\Apache Software Foundation\Apache2.2\conf** and there's no **redbox.conf** file.
2. In the same folder, there are a series of files with similar names and a number sequence, (e.g. **httpd.conf_001292681** / **redbox.conf_00182692**). Find the numbered files with the most recent modification dates and change the file names to **httpd.conf** and **redbox.conf** as appropriate.
3. In the **Windows System Tray**, right click the **Apache** icon and select **Open Apache Monitor**. If the **Apache** icon is not present, run the **C:\Apache24\bin\ApacheMonitor.exe** file. Once the **Apache Service Monitor** is open, click the **Restart** button to restart the Apache service.
4. In the **Windows Services** application, right click the **Quantify Web Server** item, and select **Restart** to restart the Quantify service. We recommend that a restart is performed outside of normal operational hours.
5. Reopen Quantify. You should now be able to log in as normal. You may need to re-apply your changes to the Apache settings.



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