

Deltek PPM Ask Dela 1.0

Installation Guide

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Contents

OVERVIEW.....	1
ADDING CUSTOM NOTES TO THIS GUIDE	1
DOWNLOADING DELTEK PRODUCTS USING DELTEK SOFTWARE MANAGER.....	3
ACCESSING DSM FROM WITHIN THE DELTEK SUPPORT CENTER.....	3
ACCESSING DSM LITE.....	4
DSM DOCUMENTATION AND TROUBLESHOOTING	4
PRE-INSTALLATION CHECKLIST.....	5
SYSTEM REQUIREMENTS	6
HARDWARE SIZING CONSIDERATIONS	6
HARDWARE REQUIREMENTS	6
SOFTWARE REQUIREMENTS	6
SUPPORTED DEPLOYMENT TECHNOLOGY	6
PPM PRODUCT VERSIONS THAT SUPPORT ASK DELA	8
COMPATIBLE DEPLOYMENT TECHNOLOGY	9
INSTALL DELTEK PPM ASK DELA	10
POST-INSTALLATION CHECKLIST.....	15
ASK DELA SETUP	18
RUN DATABASE SCRIPTS	19
CREATE AN AZURE AI SERVICE	19
CREATE REQUIRED MODELS.....	20
SET UP THE CHAT SERVICE URL.....	20
SET UP ASK DELA IN PPM ADMINISTRATOR OR EPM SECURITY ADMINISTRATOR	20
APPENDIX A: TROUBLESHOOT BROWSER SSL WARNING.....	22
ALLOW BROWSER ACCESS	22
VERIFY PPMDELACHAT AUTHENTICATION SETTINGS	23
APPENDIX B: MICROSOFT INTERNET INFORMATION SERVICE (IIS) INSTALLATION ON WINDOWS SERVER.....	25
CHECK IF MICROSOFT (IIS) IS ALREADY INSTALLED	25
INSTALL MICROSOFT IIS FOR THE FIRST TIME	25
ENABLE THE IIS FEATURE FROM A POWERSHELL CONSOLE	27
APPENDIX C: IF YOU NEED ASSISTANCE	28
CUSTOMER SERVICES.....	28



DELTEK SUPPORT CENTER.....28

ACCESS DELTEK SUPPORT CENTER.....29

ADDITIONAL DOCUMENTATION.....29

Overview

Ask Dela is Deltek's AI-powered chat assistant that lets you ask natural language questions about PPM Administrator (PPMA), helping you navigate the product more efficiently. Ask Dela is powered by Dela, Deltek's underlying AI platform that enables the chat-based assistance available in the application.

You can install Ask Dela in either of two ways. When you install PPMA, Ask Dela is installed automatically. If you use EPM Security Administrator (EPM SA), follow the standalone Ask Dela installation instructions in this guide to add it to your PPM product.

After installation, Ask Dela remains unavailable until you run the required database script and complete the setup in either PPMA or EPM SA.

Attention: After Ask Dela is enabled, the Ask Dela icon  displays in the upper-right corner of the PPM product's main window or screen. The icon is consistent across supported PPM products, providing a familiar experience throughout the Deltek PPM suite. For more information, see the "Enable Ask Dela" section in the *Deltek PPM Administrator Online Help* or *Deltek EPM Security Administrator Help System*.

Adding Custom Notes to This Guide

If you would like to add custom notes to this guide that are specific to your company, Adobe® Reader® X provides this ability. If you do not already use Adobe Reader X, you can download it [here](#) free from Adobe.

To add a custom note using Adobe Reader X:

1. On the Reader toolbar, click **Comment** at the far right.
2. In the **Annotations** pane that displays, click  **Sticky Note**.
The cursor changes to match the button.
3. Position the cursor at the location in the guide where you want the note to appear and click.
A note icon is inserted at the location and a text box pops up.
4. Enter your information in the text box.
5. Continue adding notes as needed.
6. Save the document.

Note: Deltek recommends that you save the document to a slightly different filename so as to keep the original from being overwritten.

When reading the document, cursor over a note icon to see the information. Double-click a note icon to edit the information.

Downloading Deltek Products using Deltek Software Manager

You can use Deltek Software Manager (DSM) to download complete Deltek products, hot fixes, cumulative updates, and sub-releases. You can access DSM through the Deltek Support Center or use Deltek Software Manager Lite to download Deltek products.

Accessing DSM from within the Deltek Support Center

To access DSM from within the Deltek Support Center:

1. In your Web browser, go to <https://deltek.custhelp.com>.
2. Enter your Deltek Support Center **Username** and **Password** and click **Login**.
3. When the Deltek Support Center page displays, click **Product Downloads**.
4. On the Deltek Software Manager screen, click **Launch Deltek Software Manager**.
5. Click **Settings** at the top right of the dialog box to use the Settings dialog box to specify the folder where you want to download Deltek products and click **OK**.

Note: When you log on for the first time, DSM asks you to select a default folder where Deltek products are to be downloaded.

You can change this folder anytime in the Settings dialog box.

6. In the left pane, expand the Deltek product that you want to download, if it is not already expanded.
7. Select the product type that you want to download.

Options include:

- **Complete**
- **Cumulative Updates**
- **HotFixes**
- **Sub-Release**

8. In the table, select the check box that corresponds to the Deltek product that you want to download.

The right pane displays a message stating that the product has been added to the download queue.

Note: To view the items in the download queue, click **View Download Queue** at the bottom of the left pane.

9. Click **Download** at the bottom of the left pane to download the product to the folder that you selected.

Accessing DSM Lite

To access Deltek Software Manager Lite:

1. In your Web browser, go to <https://dsm.deltek.com/DeltekSoftwareManagerLite>.
2. Enter your Deltek Support Center **Username** and **Password** and click **Logon**.
3. When the Deltek Software Manager Lite page displays, select a product from the drop-down list.
4. Click the product type that you want to download.

Note: The download behavior and download folder may differ depending on the browser and browser settings that you are using.

DSM Documentation and Troubleshooting

- To view the online help for Deltek Software Manager, click here.
- To view a tutorial on how to use Deltek Software Manager, click here.
- To view more information on troubleshooting Deltek Software Manager, click here.

Note: When you click a link, you will be asked to log into DSM if you aren't already logged in.

Pre-Installation Checklist

This chapter covers the pre-installation checklist for PPM Administrator.

Steps	Related Topics
1. Check product versions and make sure you are updating the correct machine.	

System Requirements

Your organization has made a substantial commitment to ensure it has a fully integrated earned value management (EVM) solution. To support that commitment, Deltek recommends that you carefully consider the hardware requirements necessary to run PPM Administrator properly.

Hardware Sizing Considerations

There are several factors that go into sizing an appropriate server infrastructure. The number of concurrent users accessing the system at any given time, the amount of data being analyzed, the number of code and other user-defined fields loaded from schedules, customizations, and growth expectations all have an impact on the initial sizing plans. The hardware profiles are intended as a starting point for deployment. Further in-depth discussions of the business needs of the solution during implementation of application will provide final guidance on hardware requirements.

Hardware Requirements

The number of people using PPM Administrator, the PM Compass processes they are using, and the size of your database all have an effect on the hardware and software requirements for your servers.

Note: Specific server hardware configurations may have an impact on your overall Deltek product licensing requirements. Deltek recommends that you confirm with a Deltek Technical Sales Engineer that the server hardware you plan to deploy is in line with your Deltek license agreement and that you learn how overall server infrastructure expansion in the future may affect your Deltek licensing.

Software Requirements

The supported minimum software requirements for the complete installation of Deltek Dela Chat are listed below.

Attention: For a complete list of the recommended minimum software requirements, see the *Deltek Product Support Compatibility Matrix* document that you can download from the [Deltek Customer Care Connect site](#).

Supported Deployment Technology

Note: Supported versions are the current actively tested versions of technologies used to deploy Open Plan. Except for the Deltek Integrated Products, these technologies are not directly supported by Deltek. Changes to these technologies occur at the discretion of individual technology vendors.

Supported Deployment Technology	
Web Server	Internet Information Services 10
Operating System	- Microsoft Windows Server 2019 - Microsoft Windows Server 2022 - Microsoft Windows Server 2022 Azure Edition - Windows 11
Database Platform	Microsoft SQL Server - SQL Server 2019 - SQL Server 2022 Oracle - Oracle 19.3
Database Driver	PPM Datasource Management Tool supports Oracle, and SQL Server databases through an OLEDB 2.1 compliant provider. The data source providers to use for each database type are listed below. - Oracle Provider for OLE DB - MS SQL Server 2012 Native Client, version 11.4.7001.0 or higher - MS OLE DB Driver for SQL Server, version 18.2.2.0 or higher
AI Model Provider	- Azure OpenAI GPT-35-Turbo - Azure OpenAI GPT-4-Turbo - Azure OpenAI GPT-54 - Azure Government Cloud GPT-35-Turbo - Azure Government Cloud GPT4-Turbo - Azure Government Cloud GPT54
Microsoft Office	- Microsoft Excel 2019 - Microsoft Excel 2021 - Microsoft Excel 365

Supported Deployment Technology	
Browsers	▪ Chrome© ▪ Firefox© ▪ Microsoft Edge ▪ Safari®
Microsoft .NET	▪ ASP.NET Core Runtime 8.0 (Hosting Bundle) ▪ .NET Desktop Runtime 8.0
Embedding Model	Azure OpenAI ▪ text-embedding-3-small Ollama ▪ mxbai-embed-large

PPM Product Versions that Support Ask Dela

The table below lists the PPM product versions that support Ask Dela:

Application	Version
PPM Administrator	1.0.0 CU 04
Cobra	8.7 CU 06 or later
PM Compass	8.5 CU13 or later
wInsight Analytics	8.3.4 CU 01

Note: This version of Ask Dela includes the latest vector databases for PM Compass 8.5 CU 14, Cobra 8.7 CU 07, PPM Administrator 1.0.0 CU 04, and wInsight 8.3.4 CU 01.

Compatible Deployment Technology

Compatible versions are the previously supported and tested technologies that can be used to deploy PPM Administrator. These are not actively being tested but are believed to be compatible with PPM Administrator. Deltek does not recommend these technologies for new deployments but will make its best effort to answer questions concerning these technologies. These technologies may not be available for troubleshooting at Deltek.

Compatible Deployment Technology	
Operating System	Microsoft Windows Server 2016
Database Platform	Microsoft SQL Server ▪ SQL Server 2016 ▪ SQL Server 2017 (also supported on Linux and Unix)

Install Deltek PPM Ask Dela

This chapter describes how to install a PPM Ask Dela on either a stand-alone PC or on a network drive.

To install PPM Dela Chat:

1. Download the PPM Ask Dela installer using the instructions in the [Downloading Deltek Products using Deltek Software Manager](#) section.

Note: Ask Dela is available as a sub-release under PPM Administrator or EPM Security Administrator in DSM.

- If you are using PPMA, navigate to **PPM Administrator » PPM Administrator 1.0 (GA) » Sub-Release**.
- If you are using EPM SA, navigate to **EPM Security Administrator » EPM Security Administrator 8.6 (GA) » Sub-Release**.

2. Locate the downloaded installer file (**DeltekPPMDelaChat<version>.msi**) and note its saved location.

Note: The <version> refers to the exact version and build number of the PPM Ask Dela installer, for example, **DeltekPPMDelaChat1.0.0700.42**. In addition, in the installer window and filename, PPM Dela Chat also refers to Ask Dela.

3. Run the installer:
 - a. Search for and right-click on the Command Prompt then select **Run as administrator**.
 - b. Type the full path to the .msi file, including its name.
 - c. Press **Enter** to start the installation.

Important:

- Install Ask Dela on a server with IIS. If PPMA is installed, install Ask Dela on the same machine.
- Make sure to run this with **elevated Administrator privileges** to ensure proper installation.

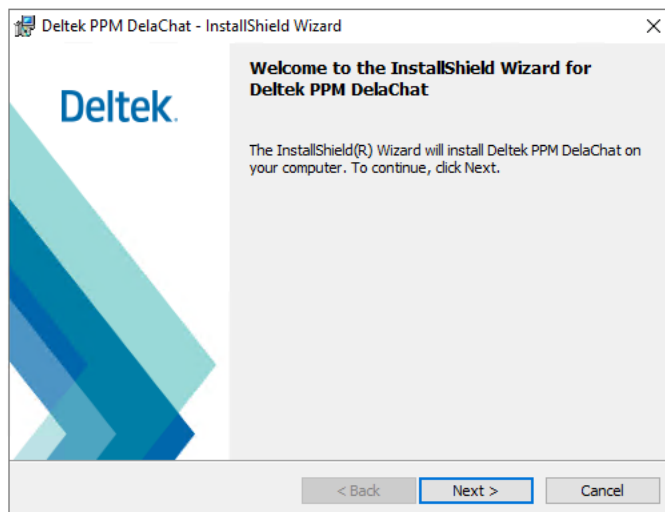
The system validates admin rights. Clicking **Yes** proceeds to the installation welcome screen, while clicking **No** exits the installation.

4. In the User Account Control dialog box, click **Yes**.

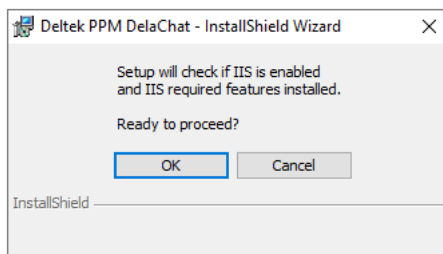
As a requirement, the PPM Ask Dela installer automatically checks for and installs the following .NET core requirements:

- Microsoft Windows Desktop Runtime 8.0.x x64
- Microsoft .NET 8.0.x - Windows Server Hosting Bundle

5. On the Welcome page, click **Next**.

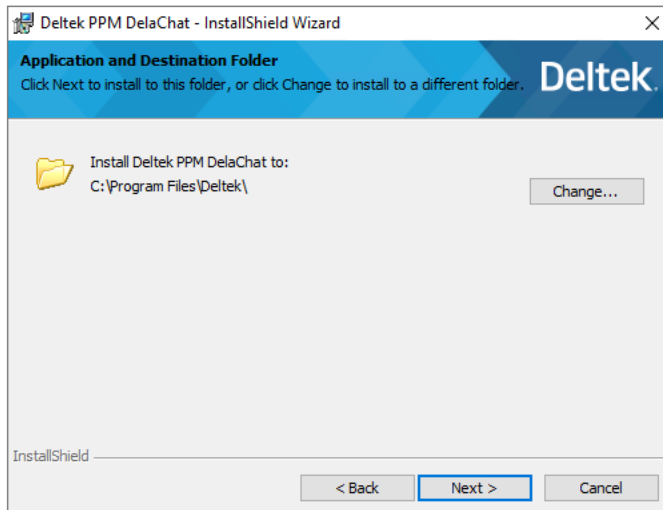


6. In the InstallShield Wizard dialog box checking IIS setup, click **OK**



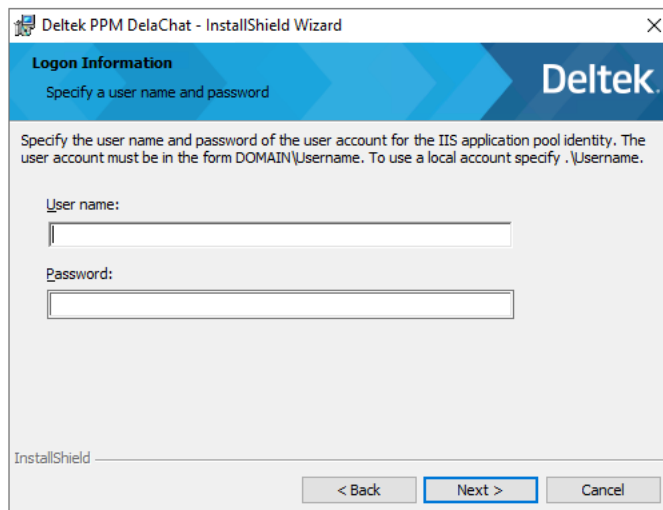
Attention: If IIS is disabled, the installation stops, and the user must download and install the required IIS features. A dialog box displays prompting you to enable it. For instructions on how to enable IIS features, see the [Appendix B: Microsoft Internet Information Service \(IIS\) Installation on Windows Server](#) chapter in this document.

- On the **Application and Destination Folder** page, click **Next** to install it in the default installation folder. You also have the option to install to a different location by clicking **Change**.



Note: The default installation folder is C:\Program Files\Deltek\PPMDelaChat.

- On the **Logon Information** page, enter valid user account credentials for the IIS application pool identity, and click **Next**



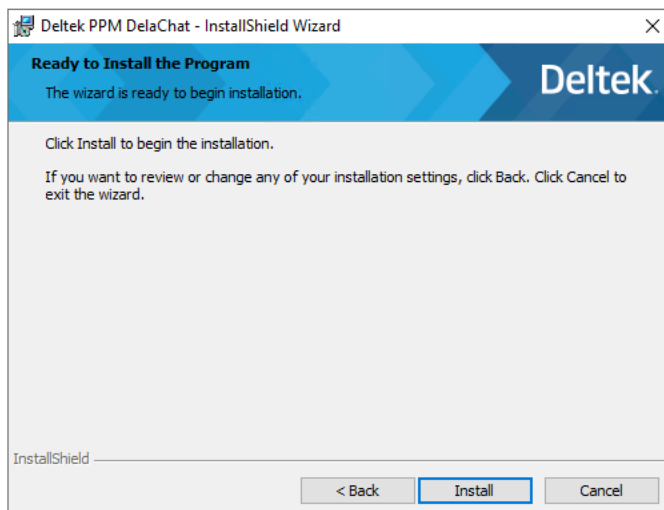
Note: Deltek strongly recommends that you use your domain account.

- The **Password** field is masked for security (shown as asterisks or dots).
- Whitespaces are not allowed in either field.
- The **Username** field follows the format <DOMAIN\Username>.

If any of the details (Domain, Username, or Password) are incorrect, an error message displays to help you resolve the issue.

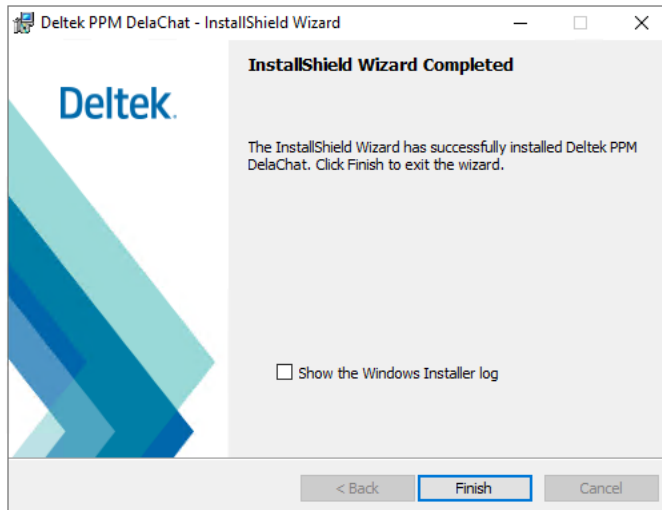
Known Issue: During an update, you are prompted to enter the user name and password. However, entering these credentials does not update the existing Application Pool credentials. This known issue will be fixed in the next cumulative update release.

9. On the **Ready to Install the Program** page, click **Install** to start the installation process



The **Installing Deltek PPM Ask Dela** page displays the installation progress.

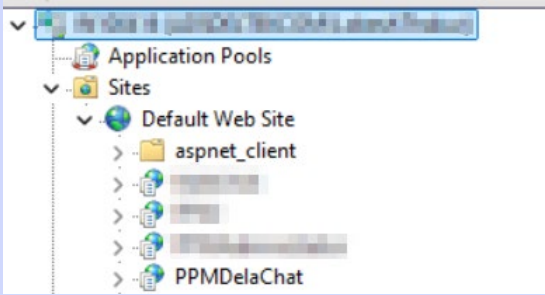
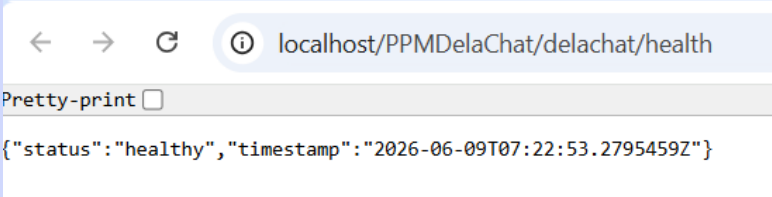
10. On the **InstallShield Wizard Completed** page, click **Finish**.

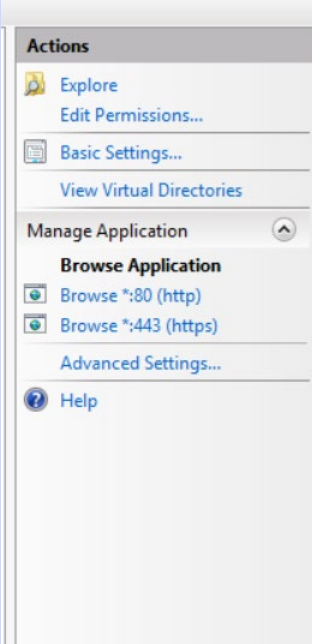


Note: To create and display the installation log files, select the **Show the Windows Installer log** option. The log file is saved in the default installation default folder (C:\Program Files\Deltek\Logs).

Post-Installation Checklist

This chapter outlines the post-installation checklist for PPM Ask Dela.

Step	Details
Verify that PPM Ask Dela application displays under Default Web Site.	1. Open IIS Manager (search for "IIS" in the Start menu or run inetmgr) 2. In the left Connections panel, expand your server name. 3. Expand Sites 4. Expand Default Web Site 5. Look for an application named PPMDelaChat under Default Web Site. a. Confirm that the PPMDelaChat application uses the DeltekPPMDelaChat application pool.  b. If it displays, right-click it and select Manage Application > Browse to confirm it loads correctly. Alternatively, you can browse to {baseUrl}/PPMDelaChat/delachat/health.  If the page opens, PPM Ask Dela is installed successfully. 6. Get the Chat Server URL:

Step	Details
	 - Still in IIS Manager, locate and click PPMDelaChat. - In the right-side pane, under Actions, click Browse *:443 (https) to open the application in your browser. - Once the application loads, copy the URL from your browser's address bar — this is your Chat Service URL, which you will use on the Ask Dela tab of the Communication form (PPMA) or in the Communication dialog box (EPM SA). See the “Set Up the Chat Service URL” section in this document.
Verify that the text embedding deployment and model settings are configured.	See the “Set Up Ask Dela in PPM Administrator and/or EPM Security Administrator” section.
Make sure that you run the database scripts manually in the same environment where Ask Dela is installed.	After you install Ask Dela, either with PPMA or the standalone installer, the Ask Dela chat web service is added to the C:\Program Files\Deltek\PPMDelaChat\ folder. The installation also adds the database scripts that you need to run to enable Ask Dela in the supported PPM product.

Step	Details
	These scripts are saved in the C:\Program Files\Deltek\PPMDelaChat\Database\Scripts folder. Running the required script creates the Ask Dela database tables. For more details, see the "Run Database Scripts" topic in this document.
▪ Log out of PPMA and then Log in again. ▪ For EPM SA, close and reopen the dialog box.	

Ask Dela Setup

Ask Dela is a digital artificial intelligence assistant powered by Azure OpenAI models or local models using Ollama. It is designed to integrate seamlessly with existing infrastructure while maintaining strict data privacy and security standards.

How does Ask Dela operate in the background to deliver its capabilities?

- **Azure OpenAI integration:** Ask Dela leverages the power of Azure OpenAI services, utilizing cutting-edge GPT-4 and GPT-5.4 models or higher to ensure high-quality responses and interactions.
- **User tenant deployment:** Ask Dela is deployed within the user's Azure tenant. This setup ensures all interactions and data remain within the user's own environment, enhancing security and compliance with organizational policies.
- **API key and configuration:** To activate Ask Dela, administrators must provide the appropriate API key and related information from their Azure OpenAI tenant. This ensures the assistant can authenticate and operate correctly within the specified tenant.
- **Data privacy and security:** One of the core principles of Ask Dela is maintaining the privacy and security of user data. We do not have access to any of the users' questions or data. All interactions with Ask Dela are processed within the user's own environment.
- **Data storage and management:** Users' questions and any related data are stored in the user's database. This data is under the user's control and can be managed as needed. Users can clear this data at any point, ensuring full control over their information.

To enable Ask Dela for PPM, you must create an Azure AI service and the required models and then use the AI tab on the System form (PPMA) or in the System Settings dialog box (EPM SA) to point to the service.

The following sets of instructions in this section are optional. However, completing them allows PPM product users to interact with and receive answers from Ask Dela.

Run Database Scripts

When you install Ask Dela, the database scripts are added to the C:\Program Files\Deltek\PPMDelaChat\Database\Scripts folder. Make sure you run the scripts in the same environment where Ask Dela is installed.

To run the database scripts:

1. On the server where you installed Ask Dela, open File Explorer and navigate to C:\Program Files\Deltek\PPMDelaChat\Database\Scripts.
2. Run the applicable script for your database platform:
 - WST_Tables_Data_Dela_Sql.sql for SQL Server
 - WST_Tables_Data_Dela_Oracle.sql for Oracle
 - WST_Oracle_CI_Indexes_Dela.sql

Important: The following information only applies to wInsight Analytics.

- The wInsight Analytics installer includes the Access database script, WST_Tables_Data_Dela_Access.qry, which you can find in **<installation location>\data\Access**.
- If you use a 32-bit Access database with 32-bit wInsight Analytics, set **Enable 32-Bit Applications** to **True** in the **Advanced Settings** for the **DeltekPPMDelaChat** application pool.

Running the script adds the following tables in your database:

- WST_DELA_HIST: This table stores Ask Dela conversation history.
- WST_DELA_FDBK: This table stores Ask Dela user feedback.

If these tables are not available in the database, the Ask Dela tab as well as the **Deployment** and **Model** fields are disabled.

Create an Azure AI service

An Azure AI service provides the endpoint to connect Ask Dela to your AI model provider.

To create an Azure AI server:

1. Sign into the Azure Portal.
2. If you have access to multiple tenants, use the **Directory +** subscription filter in the top menu to switch to the tenant in which you want to register the application.
3. Search for and select **Azure OpenAI services** or **Azure AI services**.

4. Follow the instructions to create a new service. This will create the endpoint and keys required on the AI tab on the System form (PPMA) or System Settings dialog box (EPM SA).

Create Required Models

After you create the Azure OpenAI service, create the required model deployments that Ask Dela uses to process user questions and retrieve relevant product information. You must create both a completion model and an embedding model before you configure Ask Dela in PPMA or EPM SA.

To create the required model deployments:

1. Go to Azure AI Studio for the service you created.
2. Create a new deployment using the **GPT-4** or **GPT-5.4** completion model.
3. Create a new deployment using the **text-embedding-3-small** embedding model.

Set Up the Chat Service URL

Important: Before you configure the Chat Service URL in PPMA or EPM SA, make sure a valid SSL certificate is installed on the Ask Dela server. If the certificate is missing or invalid, the URL cannot be saved and the integration will not function.

To set up the chat service URL:

1. Do one of the following:
 - In PPMA, in the Navigation pane, select **ADMINISTRATION** » **Communication**.
 - In EPM SA, click **System** » **Communication**, and then select the Ask Dela tab.
2. Set the **Chat Service URL**: *https://<server name>/ppmdelachat*.

Set Up Ask Dela in PPM Administrator or EPM Security Administrator

To set up Ask Dela:

1. Open PPM Administrator or EPM Security Administrator.
2. Take one of the following actions:
 - In PPMA, click **SECURITY** » **System**, and select the AI tab.
 - In EPM SA, on the menu bar, click **System** » **System Settings**, and select the AI tab.
3. Select an **AI Service Provider**:
 - **Azure OpenAI** (Azure OpenAI Service)
 - **Ollama** (self-hosted Ollama)

Note:

- When AI service provider is **Azure OpenAI**, the **Model** field is disabled for both the **Completion** and **Embedding** sections.
- When the AI service provider is **Ollama**, the **API Key** and **Deployment** fields are disabled.

4. Enter the **Endpoint** and **API Key** for your AI service.
5. In the **Embedding** section:
 - In the **Deployment** field, if you are using the Azure OpenAI service, enter the name of your embedding deployment. This is only required for the Azure OpenAI service.

Note: For **Azure Open AI**, the underlying deployment model must be **text-embedding-3-small**.

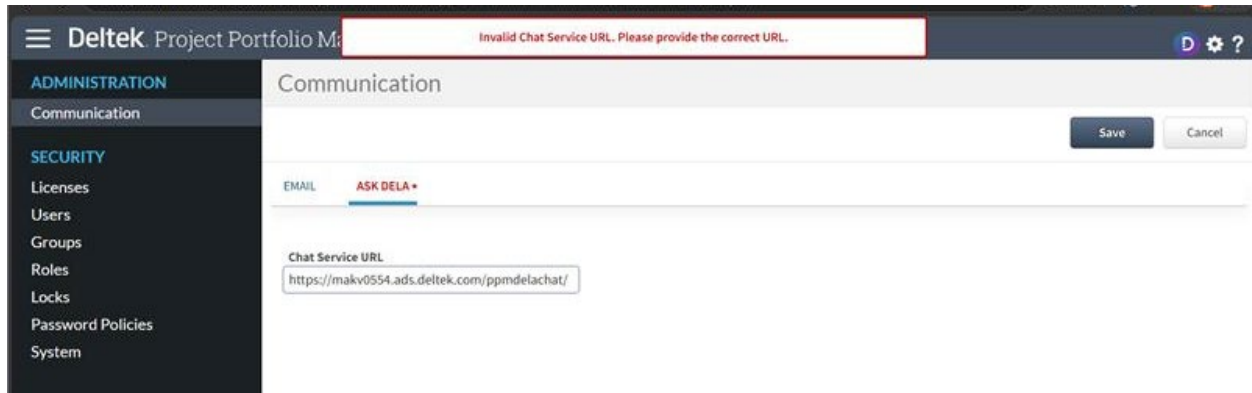
- In the **Model** field:
 - For **Azure OpenAI**, this field is disabled.
 - For **Ollama**, enter **mxbai-embed-large**.
- 6. In the **Completion** section:
 - In the **Deployment** field, enter the name of your completion deployment.

Note: For **Azure OpenAI**, the underlying deployment model name must be **GPT-4** or **GPT-5.4**.

- In the **Model** field:
 - For **Azure OpenAI**, this field is disabled.
 - For **Ollama**, enter **llama3.1** or another model.
- 7. Click **Save**.
- 8. Restart PPMA or reopen the System Settings dialog box in EPM SA to apply the AI settings.

Appendix A: Troubleshoot Browser SSL Warning

This section explains how to resolve the “Invalid Chat Service URL. Please provide the correct URL.” error that displays when you save the URL in the **Chat Service URL** field.



If the application does not have a valid SSL certificate, the browser may block access and prevent you from adding the Chat Service URL. To continue, allow access to the application in the browser before opening the URL.

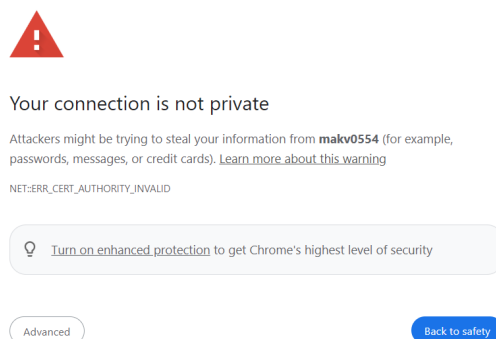
Allow Browser Access

To allow browser access:

1. In the same browser where PPMA is open, open the following URL on a new tab:

`https://{baseURL}/ppmdelachat/delachat/health`

The browser displays a security warning page.



2. Click the **Advanced** button, and then select **Proceed to {baseURL}**.

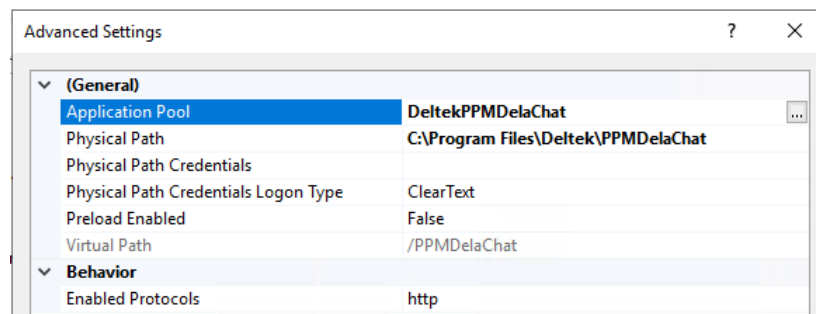
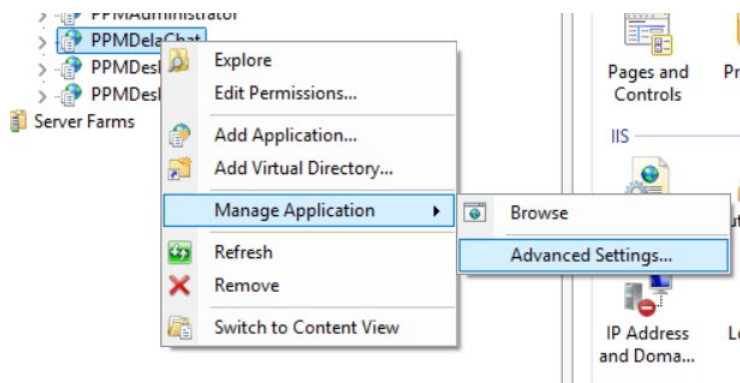
The health check page opens, confirming that browser access has been granted.

Note: This step applies to each browser session. Repeat it if you clear your browser data or use a different browser.

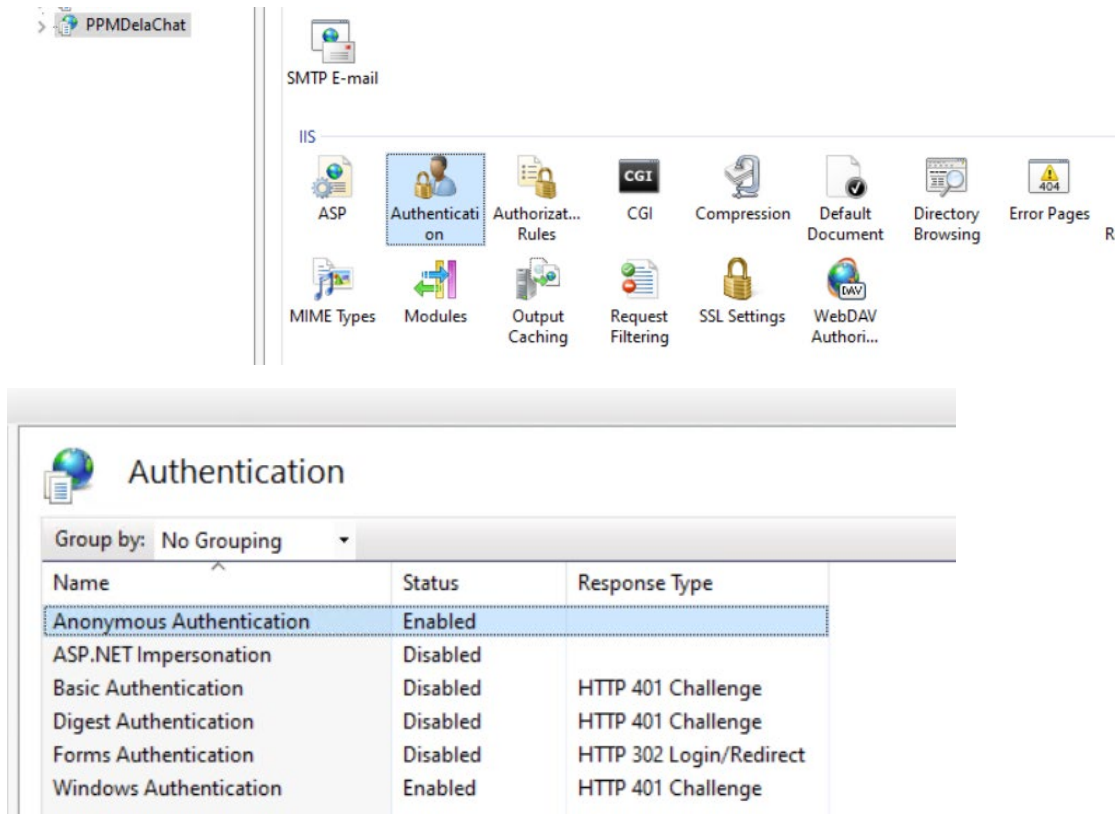
Verify PPMDeLaChat Authentication Settings

If the PPMDeLaChat application does not load or the Chat Service URL cannot be saved, verify the IIS authentication settings for the application.

1. In IIS Manager, expand **Sites » Default Web Site** and then select **PPMDeLaChat**.
2. Confirm that the application uses the **DeltekPPMDeLaChat** application pool.



3. In the **Features View**, open **Authentication** and then confirm that **Anonymous Authentication** is enabled for **PPMDeLaChat**.



After you update the settings, browse to the PPMDeLaChat health check URL again and then retry saving the Chat Service URL in PPMA or EPM SA.

Appendix B: Microsoft Internet Information Service (IIS) Installation on Windows Server

This chapter covers topics on IIS installation.

Note: To proceed with the Ask Dela installation, IIS must be enabled. If IIS is currently disabled, refer to the following file for details on the required features:

C:\Users\<user>\AppData\Local\PPMDelaChat_disabledIISfeatures.txt

Check If Microsoft (IIS) Is Already Installed

If you have already enabled the Web Server role on your Web server, you need to check the features and role services.

To check the features and role services on Windows Server 2016 or 2019:

1. Launch Server Manager.
2. In the left menu, click **IIS**.
If the IIS option is not listed, perform the steps for installing Microsoft IIS for the first time.
3. In the **Roles and Features** group, verify that all the required role services are installed.

Attention: For more information, see Step 11 in ["Install Microsoft IIS For the First Time"](#) below.

Install Microsoft IIS for the First Time

Follow this procedure to install Microsoft IIS for the first time. These steps are necessary for proper detection of ASP.NET.

To install Microsoft IIS on Windows Server 2016 or 2019:

1. Log onto Microsoft Windows Server as a domain or local administrator.
2. Launch Server Manager.
3. Click **Manage » Add Roles and features**.
4. On the Before you begin screen of the Add Roles and Features Wizard, click **Next**.
5. On the Select installation type screen, select **Role-based or feature-based installation** and click **Next**.
6. On the Select destination server screen, select your server and click **Next**.

7. On the Select server roles screen, select **Web Server (IIS)**.
 - a. In the Add Roles and Features Wizard dialog box, click **Add Features**.
8. On the Select server roles screen, click **Next**.
9. On the Select Features screen, expand **.NET Framework 4.x Features**, select **.NET Framework 4.x and ASP.NET 4.x**, and click **Next**.
10. On the Web Server Role (IIS) screen, click **Next**.
11. On the Select role services screen, enable the following sub-options:

- Web Server
- **Common HTTP Features**
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - Static Content
 - HTTP Redirection
- **Health and Diagnostics**
 - HTTP Logging
 - Request Monitor
- **Performance**
 - Static Content Compression
- **Security**
 - Windows Authentication
 - Request Filtering
- **Application Development**
 - .NET Extensibility 4.x
 - ASP.NET 4.x

Note: The Add Roles and Features Wizard dialog box displays when you select this option. Click the **Add Features** button.)

- ISAPI Extensions
- ISAPI Filters
- Management Tools
 - IIS Management Console
 - IIS Management Scripts and Tools

12. Click **Next**.

13. In the Confirm Installation Instructions dialog box, click **Install** to begin the process.

Note: On the Confirm installation selections screen, if a message displays about specifying an alternate source path, see the [Microsoft KB article # 2734782 \(Method 2\)](#).

14. In the Installation Results dialog box, click **Close**.

Note: If you have not applied the supported version of Microsoft.NET on your server, make sure you install it before beginning the installation.

Enable the IIS Feature from a PowerShell Console

As an alternative to the graphical user interface, you can enable IIS components from a PowerShell console.

To enable IIS from a PowerShell console:

1. Right-click on the Windows Start Menu and select one of the following options (whichever appears):
 - Windows PowerShell (Admin)
 - Command Prompt (Admin)
 - Enter **PowerShell** and click **Enter**.
2. In the PowerShell console, run the following command:

```
Install-WindowsFeature -Name Web-Server,Web-Http-Redirect,Web-Request-Monitor,Web-Windows-Auth,Web-Net-Ext45,Web-Asp-Net45,Web-ISAPI-Ext,Web-ISAPI-Filter,Web-Scripting-Tools -IncludeManagementTools
```

Appendix C: If You Need Assistance

If you need assistance installing, implementing, or using Deltek Dela Chat, Deltek makes a wealth of information and expertise readily available to you.

Customer Services

Deltek has always maintained close relationships with client firms, helping with their problems, listening to their needs, and getting to know their individual business environments. A full range of customer services has grown out of this close contact, including the following:

- Extensive self-support options through the Deltek Support Center
- Phone and email support from Deltek Support Services analysts
- Technical services
- Consulting services
- Custom programming
- Classroom, on-site, and Web-based training

Attention: Find out more about these and other services from the [Deltek Support Center](#).

Deltek Support Center

The Deltek Support Center is a support Web site for Deltek customers who purchase an Ongoing Support Plan (OSP).

The following are some of the many options that the Deltek Support Center provides:

- Search for product documentation, such as release notes, install guides, technical information, online help topics, and white papers
- Ask questions, exchange ideas, and share knowledge with other Deltek customers through the Deltek Support Center Community
- Access Cloud-specific documents and forums
- Download the latest versions of your Deltek products
- Search Deltek's knowledge base
- Submit a support case and check on its progress
- Transfer requested files to a Deltek Support Services analyst
- Subscribe to Deltek communications about your products and services
- Receive alerts of new Deltek releases and hot fixes

- Initiate a Chat to submit a question to a Deltek Support Services analyst online

Attention: For more information regarding Deltek Support Center, refer to the online help available from the Web site.

Access Deltek Support Center

To access the Deltek Support Center:

1. Go to <https://deltek.custhelp.com>.
2. Enter your Deltek Support Center **Username** and **Password**.
3. Click **Login**.

Note: If you forget your username or password, you can click the **Need Help?** button on the login screen for help.

Additional Documentation

The following table lists the Deltek documentation available for this release. Except where noted, all the user guides and quick reference guides listed in this table are available for download from the Deltek Support Center.

Document Name	Description
Deltek PPM Ask Dela 1.0 Release Notes	This document contains a summary of the pre-installation information, new features and database changes.