LifeCheck Technical Note

ID: **TN020**
Created: **21-November -2026**
By: **Chris Drew**
Description: **The LifeCheck Mobile Web API**
Version: **v5.9**

Overview

The LifeCheck Mobile Web API is only necessary when you have a license for the LifeCheck Mobile App (downloadable from either the Apple App Store or Google Play Store). This Web API provides a mechanism by which the mobile App can communicate with the back-end LifeCheck database and as such must be installed on a PC or Server which is able to connect to the Microsoft SQL Server holding the LifeCheck database and which is also accessible to the Internet.

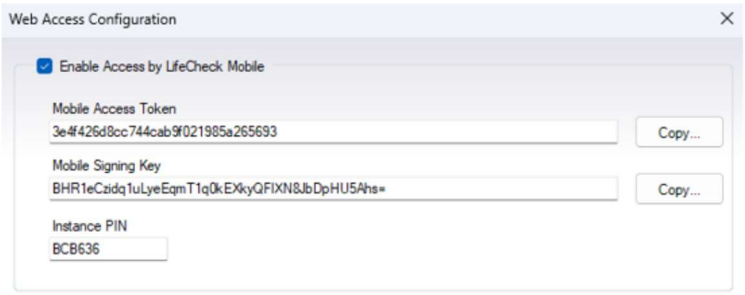
The LifeCheck Mobile Web API is a secure REST based API which must be correctly configured prior to use and is supplied as a downloadable installation. It is important that the version of the API is compatible both with your current version of LifeCheck and with the version(s) of the LifeCheck Mobile App in use. A download link to the latest version of the Web API may be obtained by contacting LifeCheck support at support@trenchant-tech.com

Installation

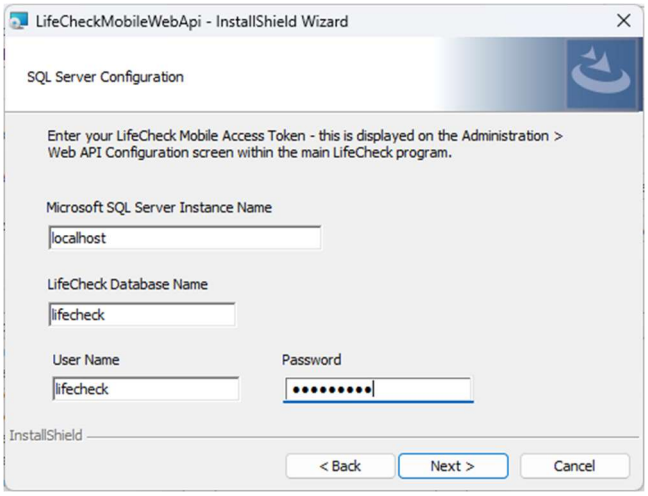
As detailed above, the installation must be performed on a suitable PC or Server which is running Microsoft IIS and supports Microsoft .NET 4.8 or higher. It must also be able to access the LifeCheck database server. The installation process is largely automated and requires minimal input by the user.

Once the license agreement has been accepted and your user details entered, the next step asks for an installation folder. The default location of 'program files' is rarely suitable and as such it is usual to click **Change** to select a folder within your IIS web sites folder.

You will then be asked to enter your LifeCheck Mobile Access Token. This token is specific to a single LifeCheck installation and is displayed under **Administration > Web API Configuration** within the main LifeCheck program.



Copy the token value from LifeCheck and paste into the installer text box and click **next**. The next window will ask for details of the Microsoft SQL Server instance holding the LifeCheck database.



Enter the appropriate values for these fields and click **Next** to continue and complete the installation.

The installation process will create a new Web Application named **LifeCheckMobile** together with a dedicated .NET 4.x Application Pool of the same name. Further configuration of the Web application may be needed for it to function correctly, specifically a valid HTTPS certificate should be bound to the Web Application as well as setting any necessary network and folder permissions to ensure the Web Application is externally visible and accessible.

Checking the Configuration

The LifeCheck Mobile Web API Installer asks for some information, which is written to the **web.config** file within the installation folder however it is important to both double-check this information and also you may want to set additional configuration settings.

To do this, first locate and edit the web.config file for the LifeCheck Mobile Web Api installation. This will be at the root of the folder selected above and can be edited using any text editor such as Notepad (recommended). At the top of this file you will find the **<appSettings>** section beneath which are a number of configuration settings.

Database Connection

```
<!-- The following settings relate to access to the LifeCheck database -->
<add key="DatabaseServer" value="localhost"></add>
<add key="DatabaseName" value="lifecheck"></add>
<add key="DatabaseUser" value="lifecheck"></add>
<add key="DatabasePassword" value="lifecheck"></add>
```

The values shown here define the connection to the LifeCheck database server and should match those entered during the installation process. If not, or to make changes, edit these values and save the file

Mobile Access Token

```
<!-- The following settings relate to access to LifeCheck by the LifeCheck Mobile App -->
<add key="MobileAccessToken" value="3e4f426d8cc744cab9f021985a265693"></add>
```

Again, this should be the value entered during the installation process but may be edited as required.

```
<!-- Configure this section for the User Access Signing Key -->
<add key="JwtIssuer" value="https://lifecheckmobile.trenchant-tech.com"></add>
<add key="JwtAudience" value="LifeCheckMobile"></add>
<add key="JwtLifetimeMinutes" value="1440"></add>
<add key="JwtSigningKeyBase64" value="REPLACE_WITH_GENERATED_KEY"></add>
```

This section is not configured during the installation process – it is used to generate a session / user specific token used by the mobile App to authenticate the user in all calls once that user has initially logged in to the App and be validated.

Modify the **JwtIssuer** value to be the URL being used by the LifeCheck Mobile Web API and set the **JwtSigningKeyBase64** value to be that shown in the above **Web Access Configuration** window within the main LifeCheck Application as **Mobile Signing Key**.

You may also want to change the value specified for **JwtLifetimeMinutes**, this sets the number of minutes for which the user specific token is valid. If the token expires, the LifeCheck Mobile App will be unable to access the Web API, a message will be displayed asking the user to login again and they will be re-directed to the Mobile App Login screen. The default value sets the timeout to 24 hours.

Testing the LifeCheck Mobile Web API

The next stage is to perform a simple te4st of the API to ensure the configuration s essentially correct. There is a special endpoint available for this. In your browser enter

```
https://<yoururl>/mobileaccess/test
```

Where **<yoururl>** is the URL for your instance of the LifeCheck Mobile Web API – as an example :-

```
https://lifecheckmobile.trenchant-tech.com/lifecheckmobile/mobileaccess/test
```

If this test is successful, you should see a message stating the Mobile Web API is alive. This simply indicates the API is accessible and basically configured for remote access. The next action is to test the database connection to ensure the Mobile Web API can see and access the database. To be able to do this you will need to edit the **web.config** file as the access point for this test is disabled by default.

Locate the following line in the **<appSettings>** section of **web.config**

```
<add key="EnableDatabaseTest" value="false" />
```

Change **value** to be **true** and save the file. Now in your web browser enter the following URL against using your web API prefix.

```
https://<yoururl>/lifecheckmobile/mobileaccess/databasetest
```

If the database configuration is correct, you should see a message stating that the database test was successful and the credentials were valid. If not, check and modify as required the database settings in **web.config** and test again.

Once you have a successful test remember to reset the **EnableDatabaseTest** setting in the **web.config** file as leaving is set to true is a security risk. To confirm the end point has been disabled, re-run the database test again – an error should now be returned.

Using the LifeCheck Mobile App

While this technical note does not cover use of the LifeCheck Mobile App itself, it is now recommended to run the App to test the above configuration. Please refer to the LifeCheck User Manual for further details.