SSRPM - Upgrade Guide

James Anderson - 2021-12-28 - SSRPM

Summary

Upgrading SSRPM is usually straightforward and low risk. This KB will cover some basic steps that should be performed when upgrading SSRPM and help you recover in case any issues arise.

Upgrade Steps

While upgrading SSRPM is usually a next-next-next type of install, there are some steps you should perform beforehand to make sure you're covered in case something goes wrong.

1. Export the encryption key used by SSRPM.
    1. This is needed in case you need to reinstall the SSRPM service on the existing, or a new server.
    2. This can be done within the SSRPM Admin Console - Service Management menu - Configure... - Encryption tab. Press the Export Key button, and save the file somewhere it can be backed up (either on the current server, or a separate file server).
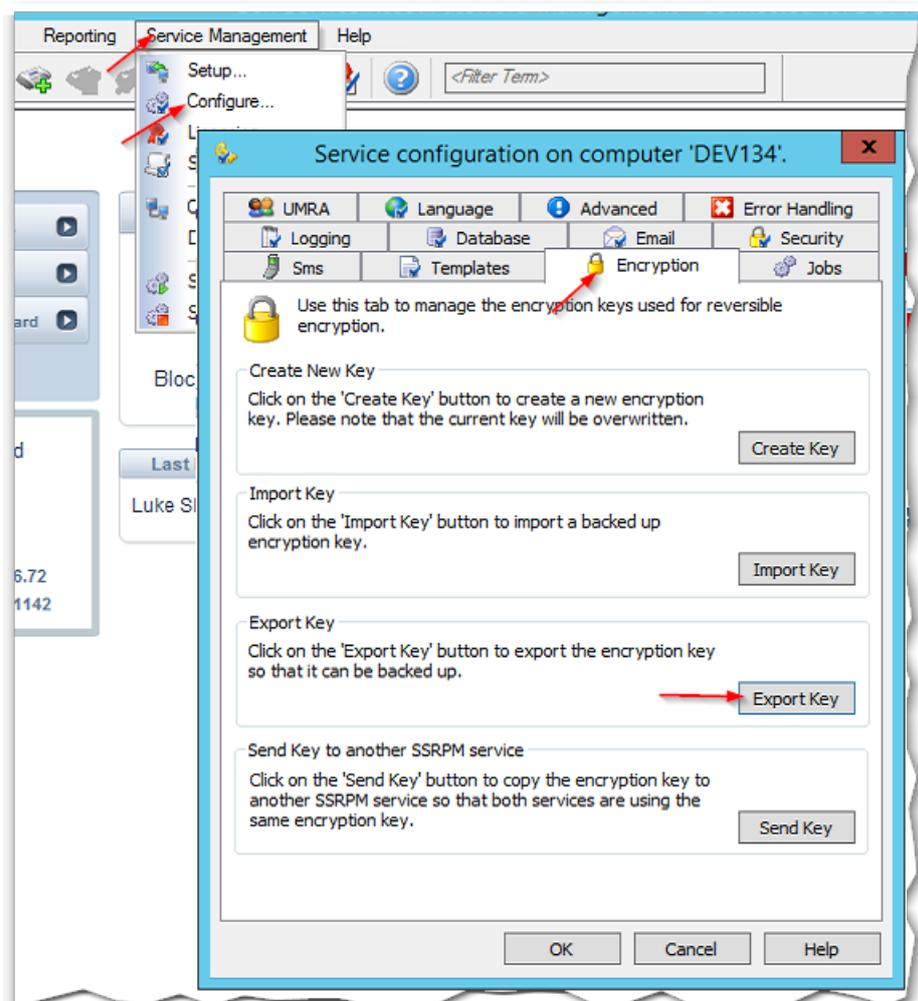
3.

2. Backup the DB
    1. If you are using the local Microsoft Jet (Access) DB, you can simply stop the service and make a copy of the DB file. Default location: C:\Program Files (x86)\Tools4ever\SSRPM\Service\DataBase\SSRPMDataBase.mdb
    2. If you are using a SQL instance to host the SSRPM DB, you can use your preferred SQL backup solution, or backup the DB using SQL Server Management Studio.
3. Install the new version of SSRPM from the executable.
    1. Normally this is done on the server hosting the SSRPM Service.
    2. This is a simple Next-Next-Next. Adjust the default options as needed for your environment.
4. Open the SSRPM Admin Console. You should be prompted to upgrade the service. Let the upgrade finish.
5. Update the SSRPM DB (This step should be covered by the install of the new SSRPM console version but you can do this just in case.)
    1. In the SSRPM Admin Console, go to the Service Management menu, Configure…, Database tab, Database Maintenance, and click the Upgrade Database.

2. This ensures any updates that were included with the new version to the DB get applied to your DB.
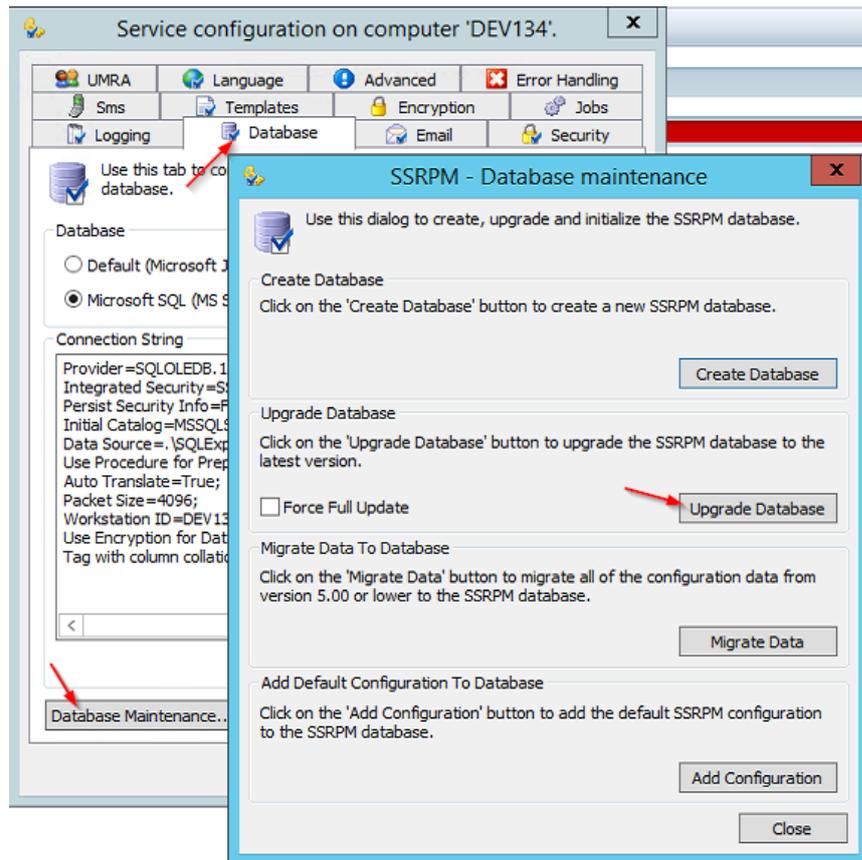
3.

STEPS 7 – 12 are for the SSRPM non-legacy ASP-based web site (new style). If you are running the previous style of web site please contact our support team at support@nwtools4ever.com for assistance migrating to the new, refreshed site.

6. Prepare to update the SSRPM web interface.
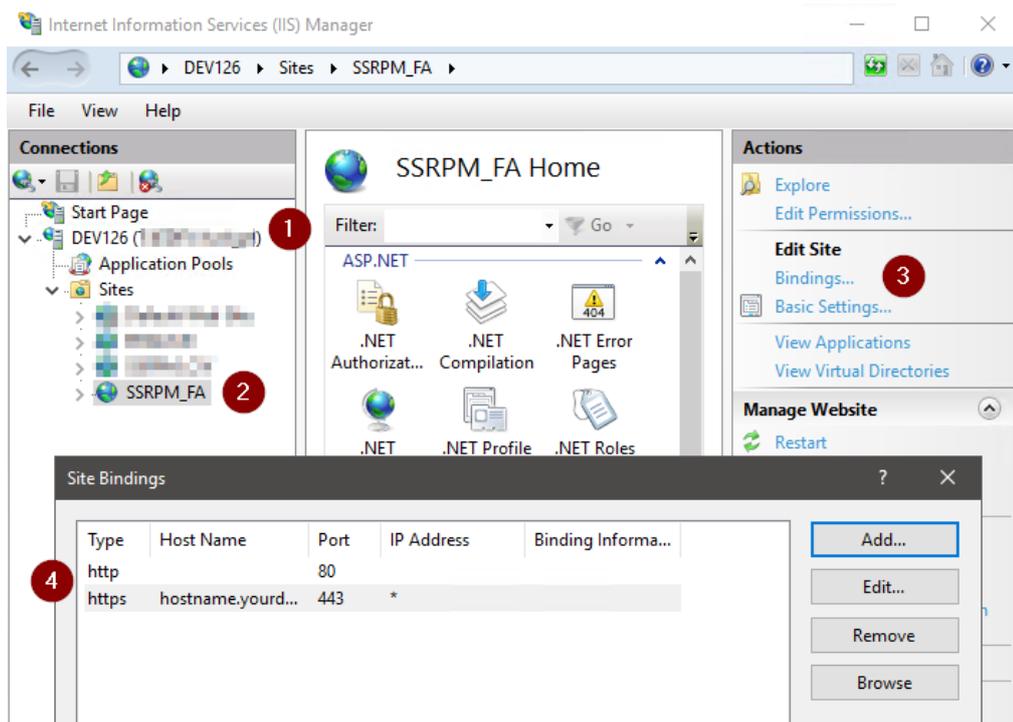
7.

Open 'Internet Information Services (IIS) Manager'

1. In the connections pane expand server name > sites and click SSRPM_FA.
2. In the actions pane click 'Bindings…'.
3. Within the 'Site Bindings' window select and edit each existing entry. Making note of type, host name, port, and assigned certificate if type is 'https'.

8. Back up SSRPM website

1. Navigate to the IIS SSRPM folder. (Default location: C:\inetpub\SSRPM.) Right click the folder and choose 'Send to' > Compressed (zipped) folder.
2. Wait for the folder to finish compressing.

9. Install SSRPM web interface

1. Run the installer for the SSRPM web interface. The default location of the installer is within the SSRPM installation directory (C:\Program Files (x86)\Tools4ever\SSRPM\Admin Console\SSRPMWebInterfaceSetup.msi)
2. ***Please note that step 9 will overwrite your current SSRPM site. Be sure to have created the backup in step 8 so you can retrieve any customizations you have set previously.*** ***Please note that step 9 will overwrite your current SSRPM site. Be sure to have created the backup in step 8 so you can retrieve any customizations you have set previously.***

10. Add IIS bindings for SSRPM_FA

1. Open 'Internet Information Services (IIS) Manager'
2. In the connections pane expand server name > sites and click SSRPM_FA.
3. In the actions pane click 'Bindings…'.

4. Within the 'Site Bindings' window add or edit each record to match what you wrote down in step 6.

11. **NOTE: Comparing file values in Steps 12 – 14 can more easily be accomplished by using Notepad ++ and the 'Compare' plugin. The compare plugin will show both old and new files at the same time and highlight where they are different. This isn't required but very helpful.**

12. Retrieve SSRPM web interface customizations (Web.config)
    1. Unpack the ZIP file created during step 7 to a folder.
    2. Within the SSRPM_FA folder there will be a file called 'Web.config'. (The majority of customizations to the site back end will be in this file.)
    3. Open the version of 'Web.config' from the zipped folder and then open the version of 'Web.config' from the new installation. Compare the values set in the previous version and update the newly installed version to match those settings. **DO NOT OVERWRITE THE NEW WEB.CONFIG WITH THE OLD FILE. NEWER VERSIONS OF THE SSRPM WEB INTERFACE HAVE NEW SETTINGS THAT ARE PRESENT IN THE NEW WEB.CONFIG FILE.**
    4. Save all changes to the new 'Web.config' file.
    5. Open your preferred web browser and navigate to your SSRPM web interface, (Use the URL and port numbers set during step 10), to verify that your SSRPM web interface still opens.

13. Retrieve additional SSRPM web interface customizations (Custom.css)
    1. Within the '. \SSRPM_FA\Content' folder there will be a file called 'Custom.css'.
    2. Open the version of 'Custom.css' from the zipped folder and then open the version of 'Custom.css' from the new installation. Compare the values set in the previous version and update the newly installed file to match those settings. (Typically, the changes in 'Custom.css' are only for displaying a custom logo on the SSRPM page.)
    3. Save all changes to the new 'Custom.css' file.

14. Retrieve additional SSRPM web interface customizations (language files)
    1. Within the '.\SSRPM_FA\app_data\languages' folder there will be "Language" files. These files hold settings for all text displayed in the SSRPM web interface for each available language including FAQ questions and answers and process dialog text.
    2. Open the version of the language file from the zipped folder that corresponds to your default system language. For me that will be 'Language_en-US.txt'. Now open the version of the corresponding language file from the new installation. Compare the values set in the previous version and update the newly installed file to match those settings.
    3. Save all changes to the new "language" file.
    4. Within IIS manager restart the SSRPM_FA website so the new language lines will be loaded and used.

That's it! If you follow these steps, you should have a successful SSRPM upgrade. If anything goes wrong, you can re-install your previous version of the SSRPM software, restore the DB, and import the encryption keys, and you should be back where you started. You can then reach out to Tools4Ever for additional support to help figure out what went wrong.