



# Response Logic

Installation Manual v1.0.2

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## ResponseLogic™ Install Guide v1.0.3 Automated

This installation guide provides step by step instructions for installing the email service add-on ResponseLogic™ which is integrated with SelectSurvey.NET. If you need assistance with the install please email tech support [tech@classapps.com](mailto:tech@classapps.com) or open a trouble ticket on our support page on classapp.com, or visit our helpdesk or knowledgebase which is also linked from the support page on classapps.com.

ResponseLogic™ is an add-on module that SelectSurvey.NET can utilize to offload the sending of email messages to the server instead of being sent by the Survey application. Emails are routed through a message queuing system. This allows the Survey application to be responsive while messages are being sent as well as allowing more reliable message sending. Large email lists are better handled using the Survey Email system since the Survey application will not timeout will generating and sending emails to a large list.

Installation Service may be purchased from your customer account page by clicking on the blue button "purchase installation service". To login to your customer account page, click the "login" link in the upper right corner on classapps.com and enter your customer ID number and password you were assigned when you purchased. If you do not know your customer ID or password, click the "forgot password" link provided there and we will email it to you.

## Requirements

**Server Configurations:** MS Windows Server 2003 or Windows Servers that has Microsoft Message Queuing installed (instructions below to install).

**.NET Framework Versions:** 2.0 or higher

**Databases Supported:** n/a this application does not use a database.

**Disk Space:** The application takes 1.69MB of space on the server. Allow enough space for the number of email messages that you plan on sending to be in the message queue.

**Memory/Processor:** the more memory and the faster the processor, the more emails your server will be able to send per day. ResponseLogic™ will run in most server scenarios, to reach maximum email messaging capacity, increase memory or processor speed. Our benchmarks support 1.5-2 million emails per day, however this amount will vary depending on the server configuration.

## Installation Checklist:

Make sure you are logged in as administrator, and all steps right click and "run as administrator" to avoid permissions problems on Windows 7 or Server 2008 or versions that have the "run as administrator" option.

### 1. Download and Unzip files.

**Download and Unzip Files** from the email link or from the link in your customer account page on ClassApps.com. Get your license key from your customer account page by clicking the button "generate license key".

### 2. Confirm you have MSMQ on the server

**Ensure that Microsoft Message Queuing (MSMQ) is installed on the server.** To check, open control panel, and then click on Add/Remove Windows Components. Ensure that MSMQ is checked. See "How to Install MSMQ" at the end of this document.

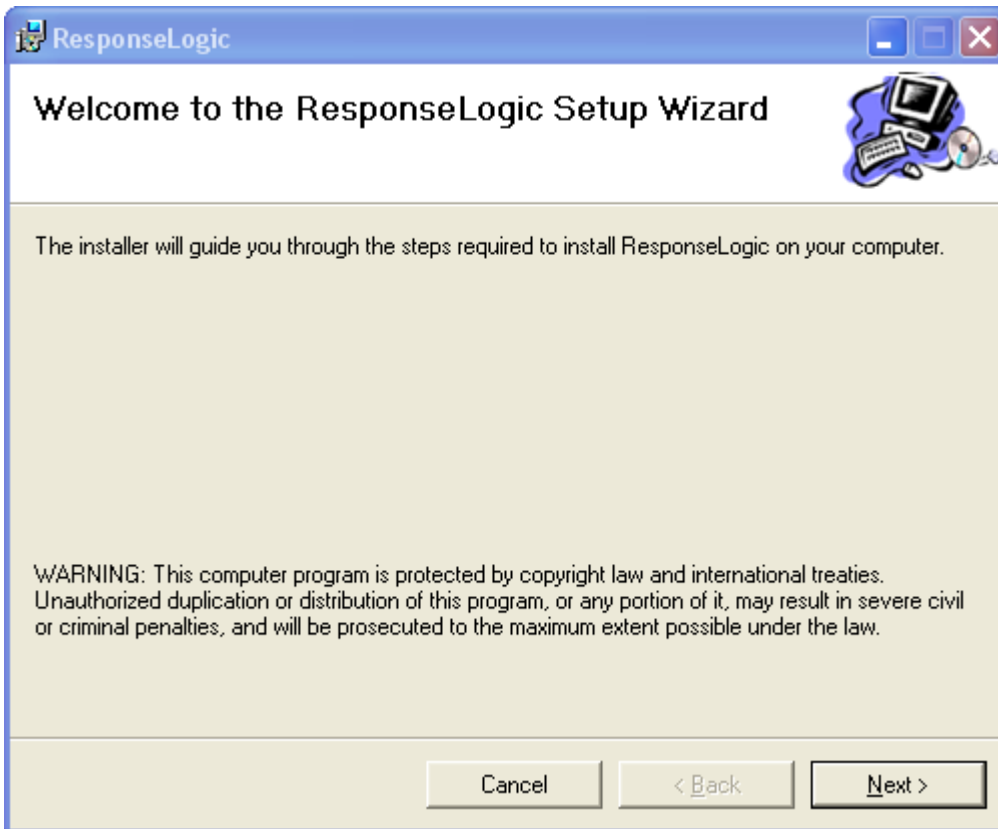
### 3. Upgrading

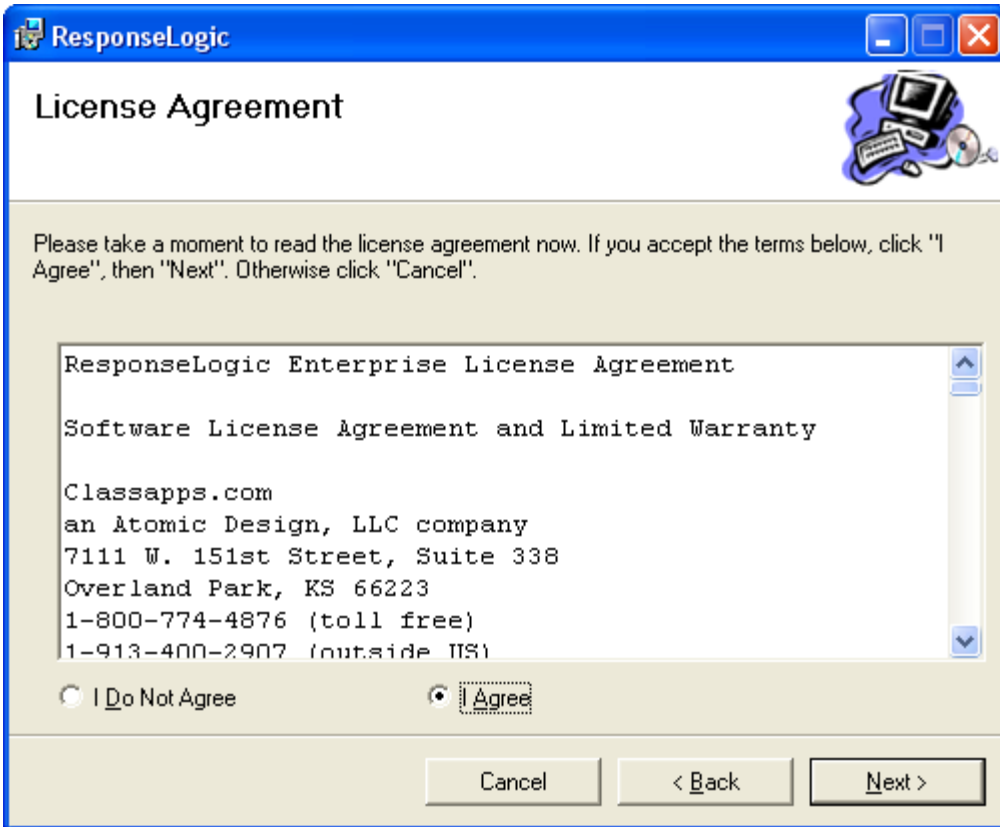
**If you already have an older version of ResponseLogic installed:**

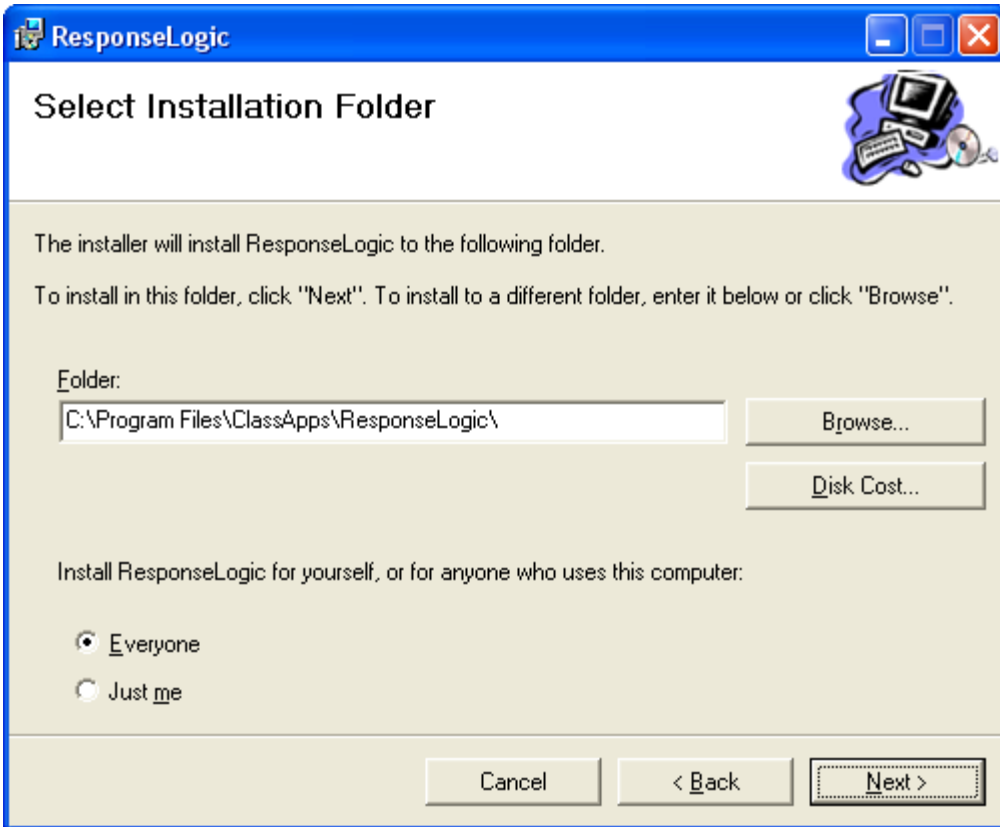
(v1.0.2 or higher) If "ResponseLogic" shows in control panel > programs, click to highlight ResponseLogic then click to "uninstall" it from the control panel. Then run the new install setup.exe to reinstall it.

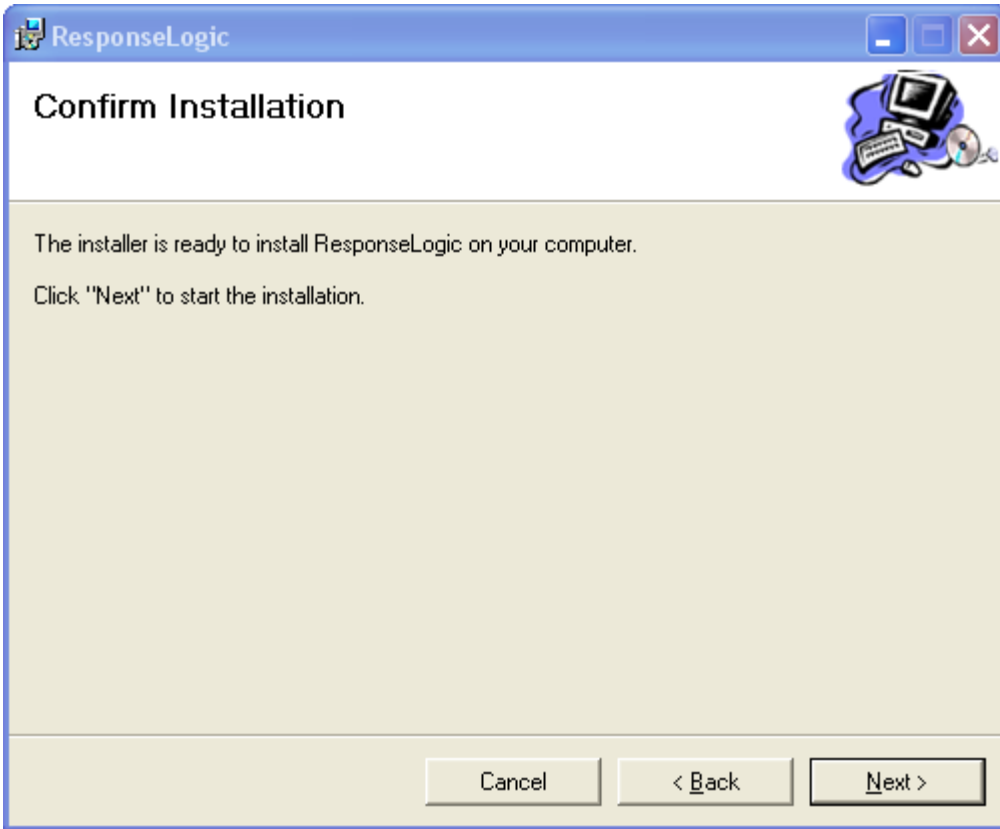
Instructions for upgrading to non automated or no installer versions of ResponseLogic are at the very end of this document. If you have an older version of ResponseLogic installed that was not installed with an automated installer (v1.0.0 or v1.0.1), then you need to go to the folder where you installed it (default is C:\ResponseLogic) and double click the file "StoptSurveyEmailServices.bat" then, double click the file "UnInstallSurveyEmailServices.bat". This will stop the services and delete the previous version's private queues and services so the new version can be installed.

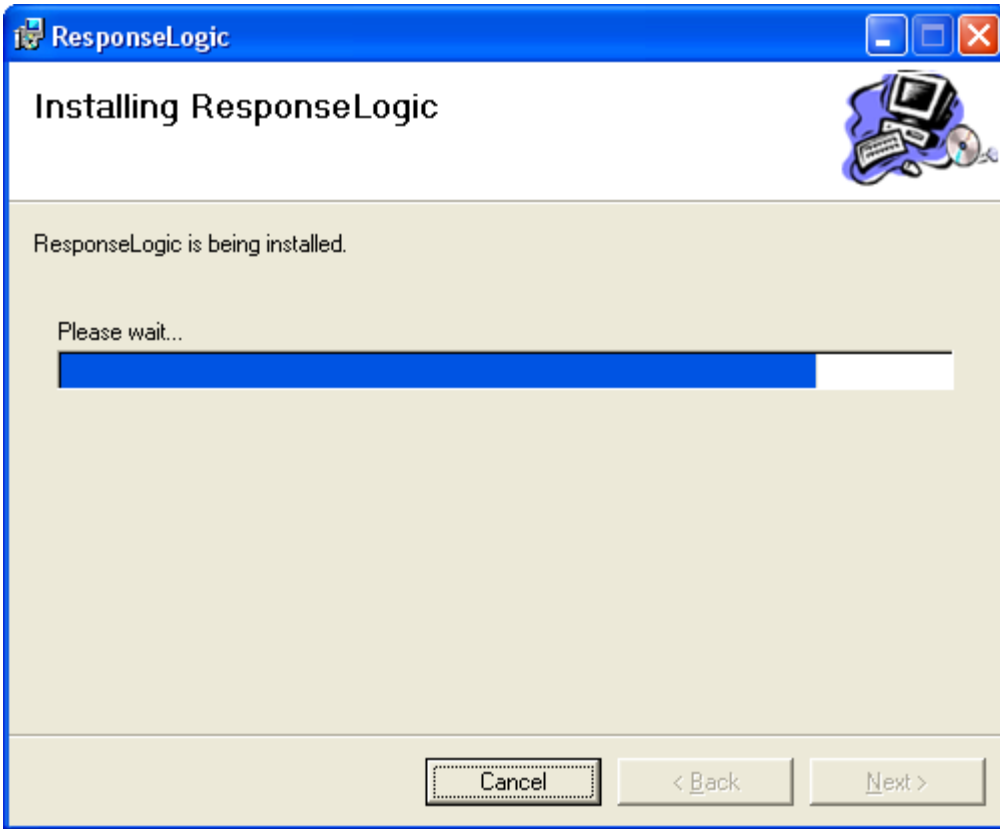
**4. Double-Click Setup.exe** file which you just extracted from the zip file and follow the screens as follows:











**ResponseLogic Configuration Editor**

**License Key Configuration**

Enter the license key below exactly as it was provided to you

**License Key:**

**Customer ID:**

**Web Services URL**

Enter the URL to your SelectSurveyNET Web Service (SurveyServices.asmx). Eg.  
http://www.yourdomain.com/SelectSurveyNet/Services/SurveyServices.asmx

**Web Service URL:**

**SMTP Settings**

Enter your SMTP settings below

**SMTP Host:**

**User Name:**

**Password:**

**Port:**   **Use SSL**

Fill in the configuration settings on the screen "Configuration Editor" shown here.

You can edit these settings later by clicking "Admin" from the start menu (click ResponseLogic, Admin, Edit Configuration).

Your license key is on the classapps.com web site on your customer account page. Login to classapps.com with your customer ID and password, click "product downloads", then scroll down to Response Logic, copy and paste the License Key from that page into the "License Key" space provided below.

**ResponseLogic Configuration Editor**

### License Key Configuration

Enter the license key below exactly as it was provided to you

**License Key:**

**Customer ID:**

### Web Services URL

Enter the URL to your SelectSurveyNET Web Service (SurveyServices.asmx). Eg.  
http://www.yourdomain.com/SelectSurveyNet/Services/SurveyServices.asmx

**Web Service URL:**

### SMTP Settings

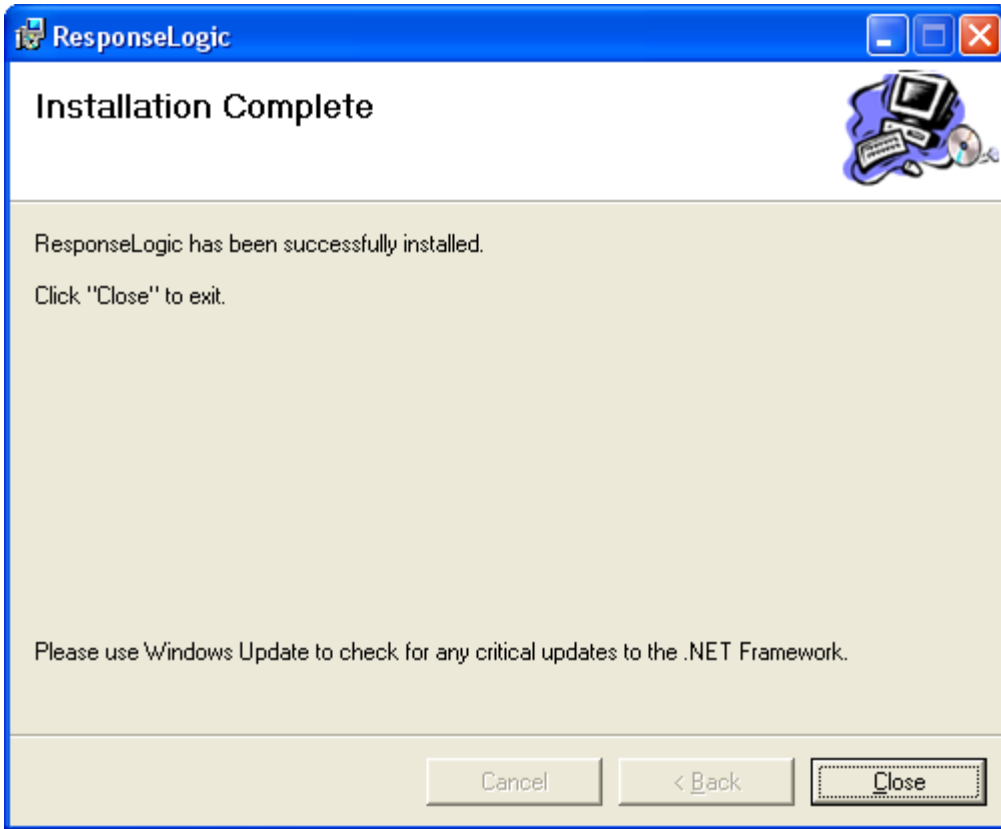
Enter your SMTP settings below

**SMTP Host:**

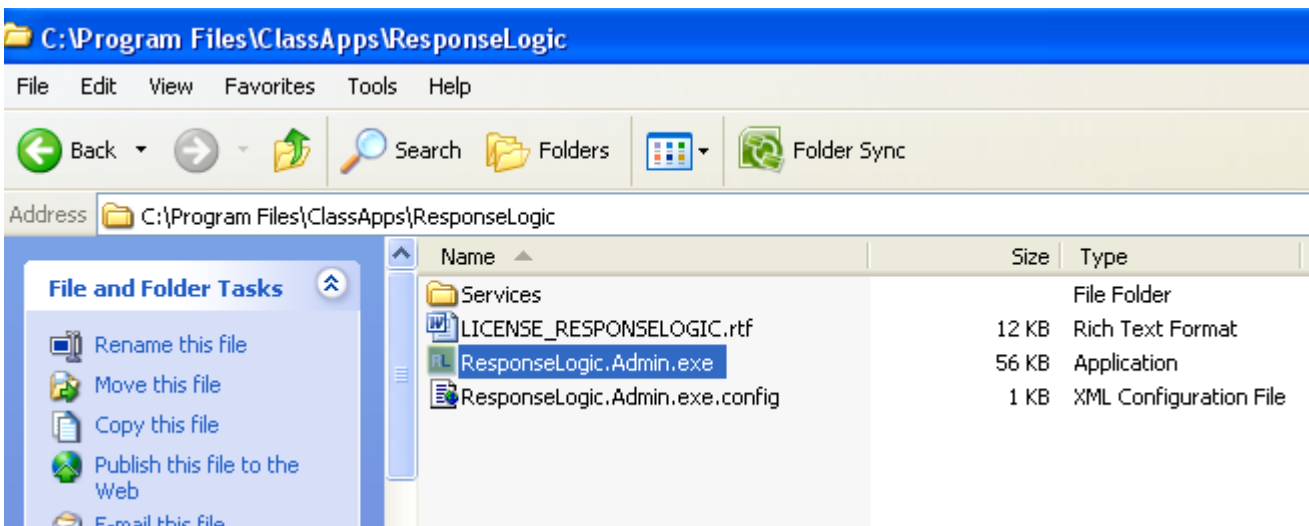
**User Name:**

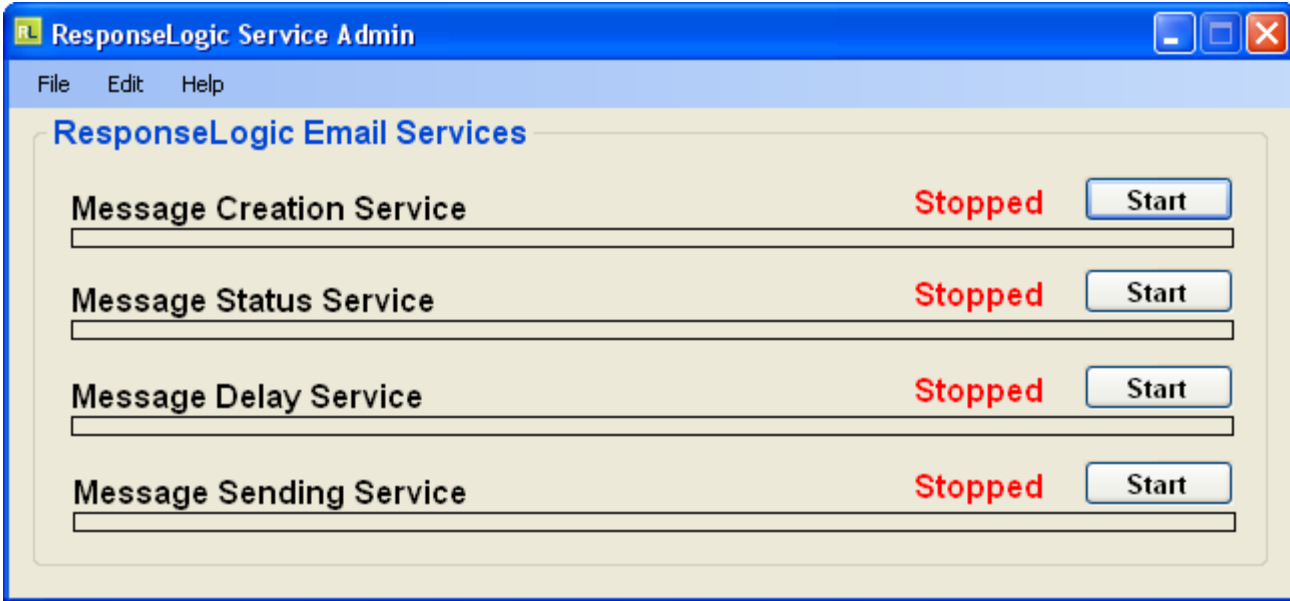
**Password:**

**Port:**   Use SSL

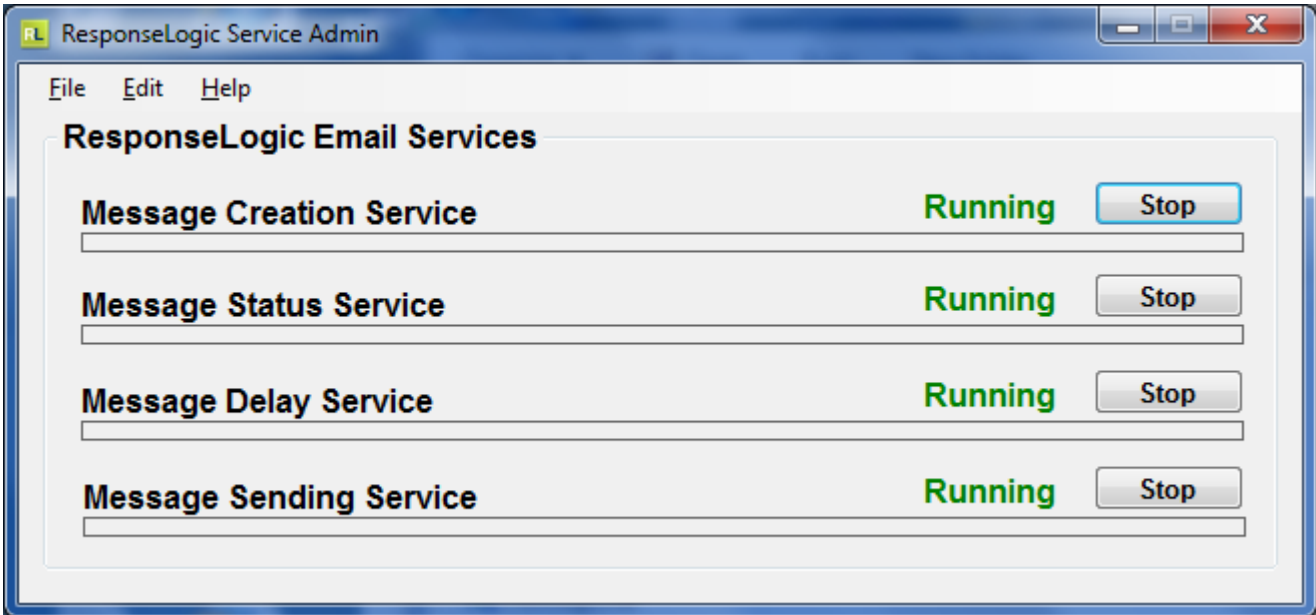


Then from the start menu, you can click on the admin menu: (RIGHT CLICK "RUN AS ADMINISTRATOR" IF YOU ARE ON WINDOWS 7 OR SERVER 2008 or you will get error starting the services)



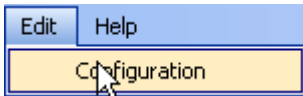


Click "Start" to start the services if they are not started.

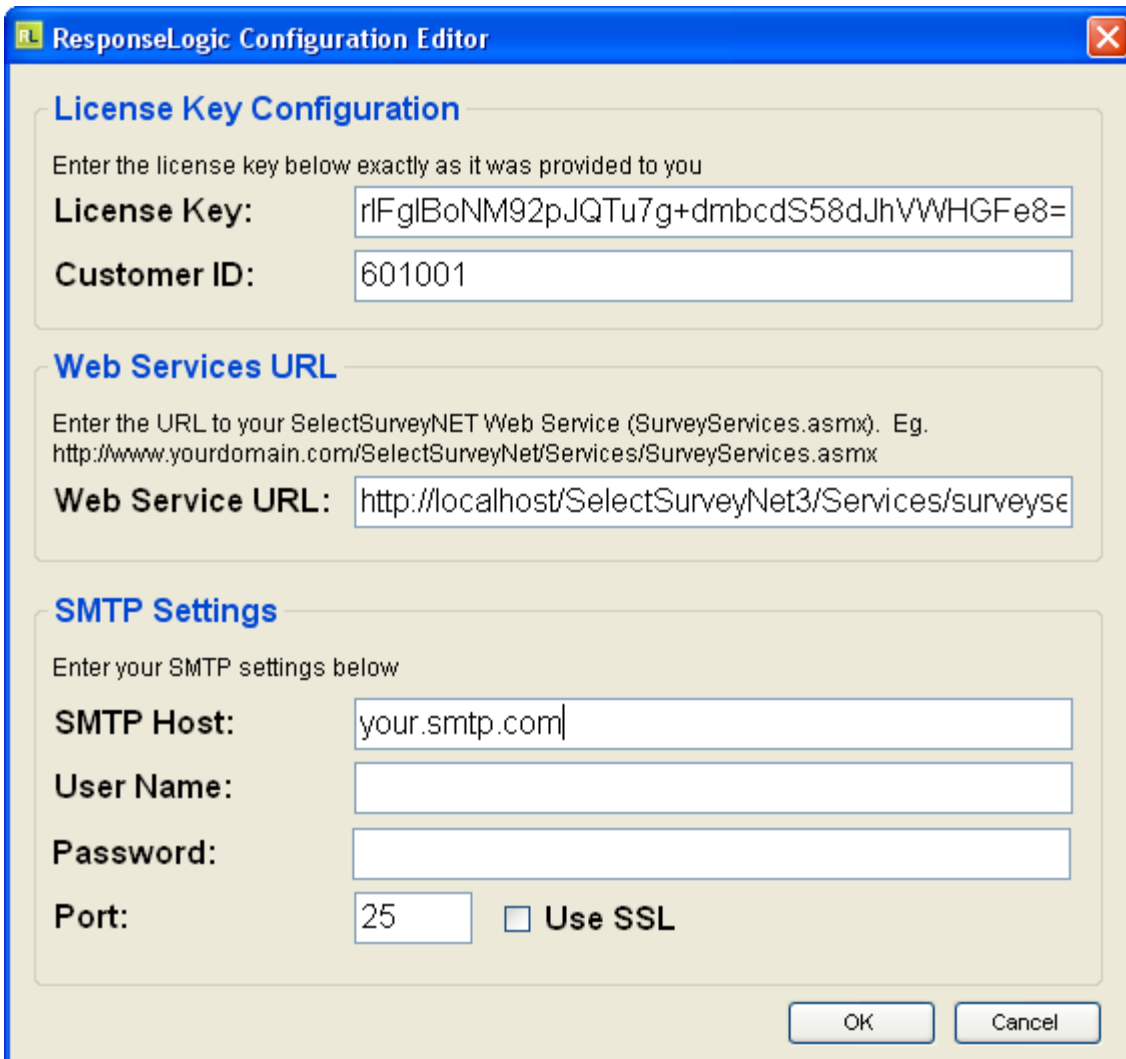


You must have a valid license key in your configuration to be able to start the services. The services install the first time you launch this screen to start them the first time, and it will check for a valid license. Download your license key from [classapps.com](http://classapps.com) from your customer account page.

To change the settings (or add/edit your license key) click from the above menu:



Then you can edit the following screen:

A screenshot of the 'ResponseLogic Configuration Editor' dialog box. The dialog has a blue title bar with the text 'ResponseLogic Configuration Editor' and a close button. It is divided into three sections:

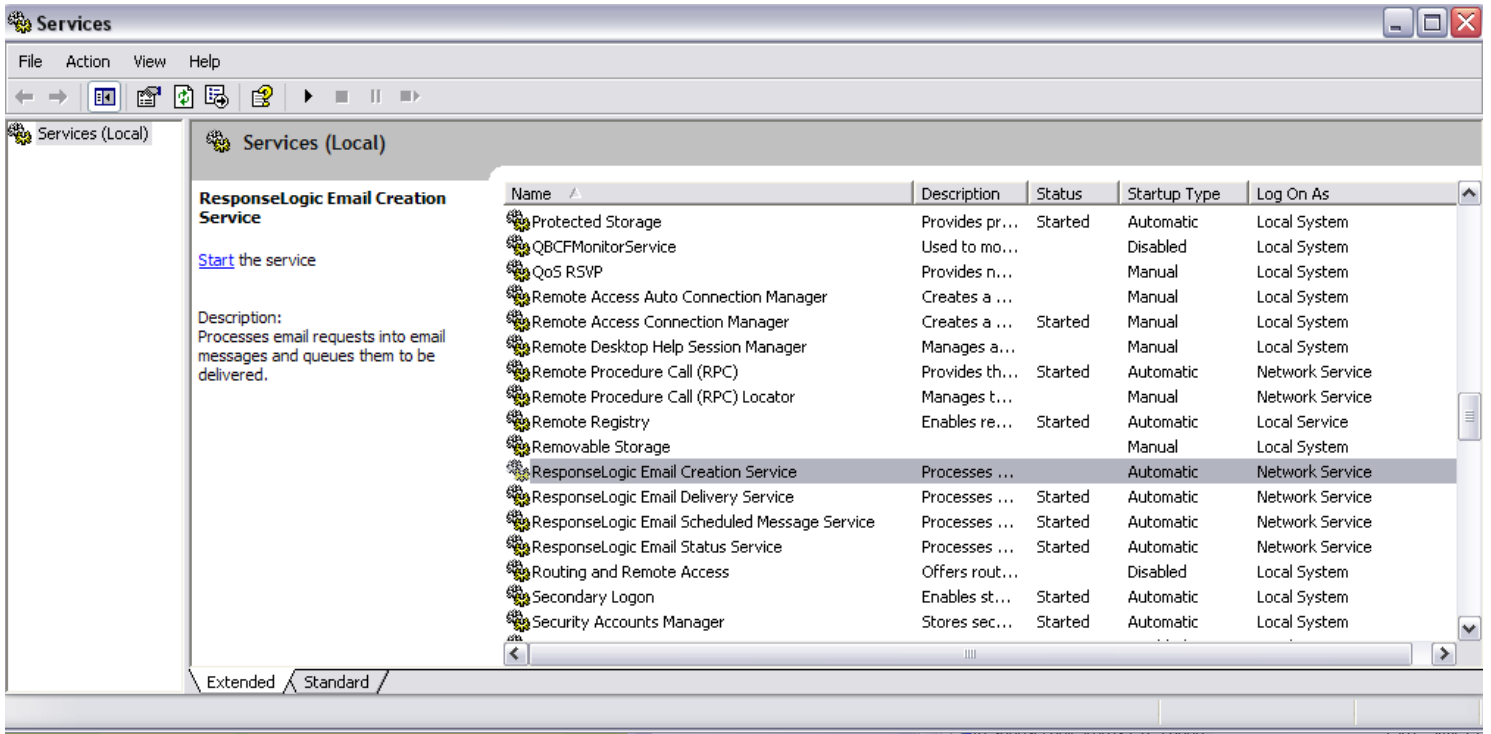
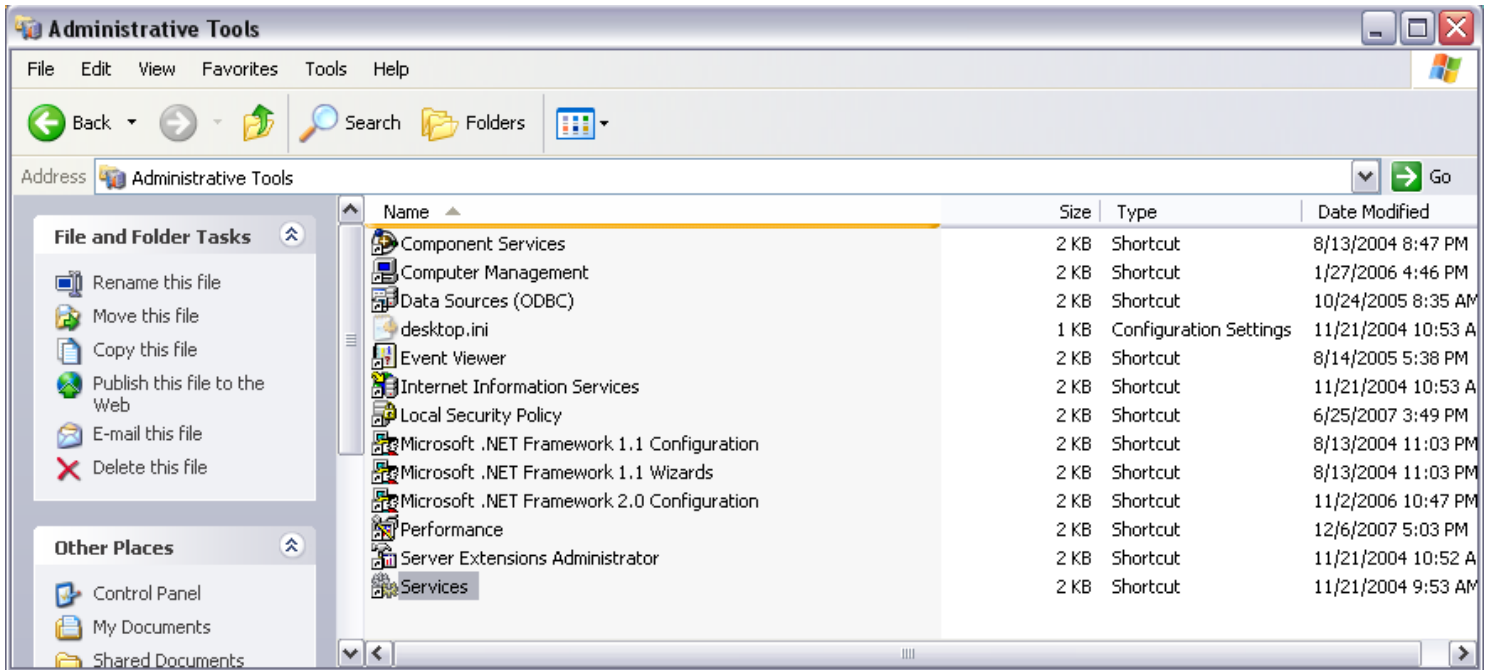
- License Key Configuration:** Contains the instruction 'Enter the license key below exactly as it was provided to you'. It has two input fields: 'License Key:' with the value 'rIFglBoNM92pJQTu7g+dmbcdS58dJhVWHGFe8=' and 'Customer ID:' with the value '601001'.
- Web Services URL:** Contains the instruction 'Enter the URL to your SelectSurveyNET Web Service (SurveyServices.asmx). Eg. http://www.yourdomain.com/SelectSurveyNet/Services/SurveyServices.asmx'. It has one input field: 'Web Service URL:' with the value 'http://localhost/SelectSurveyNet3/Services/surveyse'.
- SMTP Settings:** Contains the instruction 'Enter your SMTP settings below'. It has four input fields: 'SMTP Host:' with the value 'your.smtp.com', 'User Name:', 'Password:', and 'Port:' with the value '25'. There is also a checkbox labeled 'Use SSL' which is currently unchecked.

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

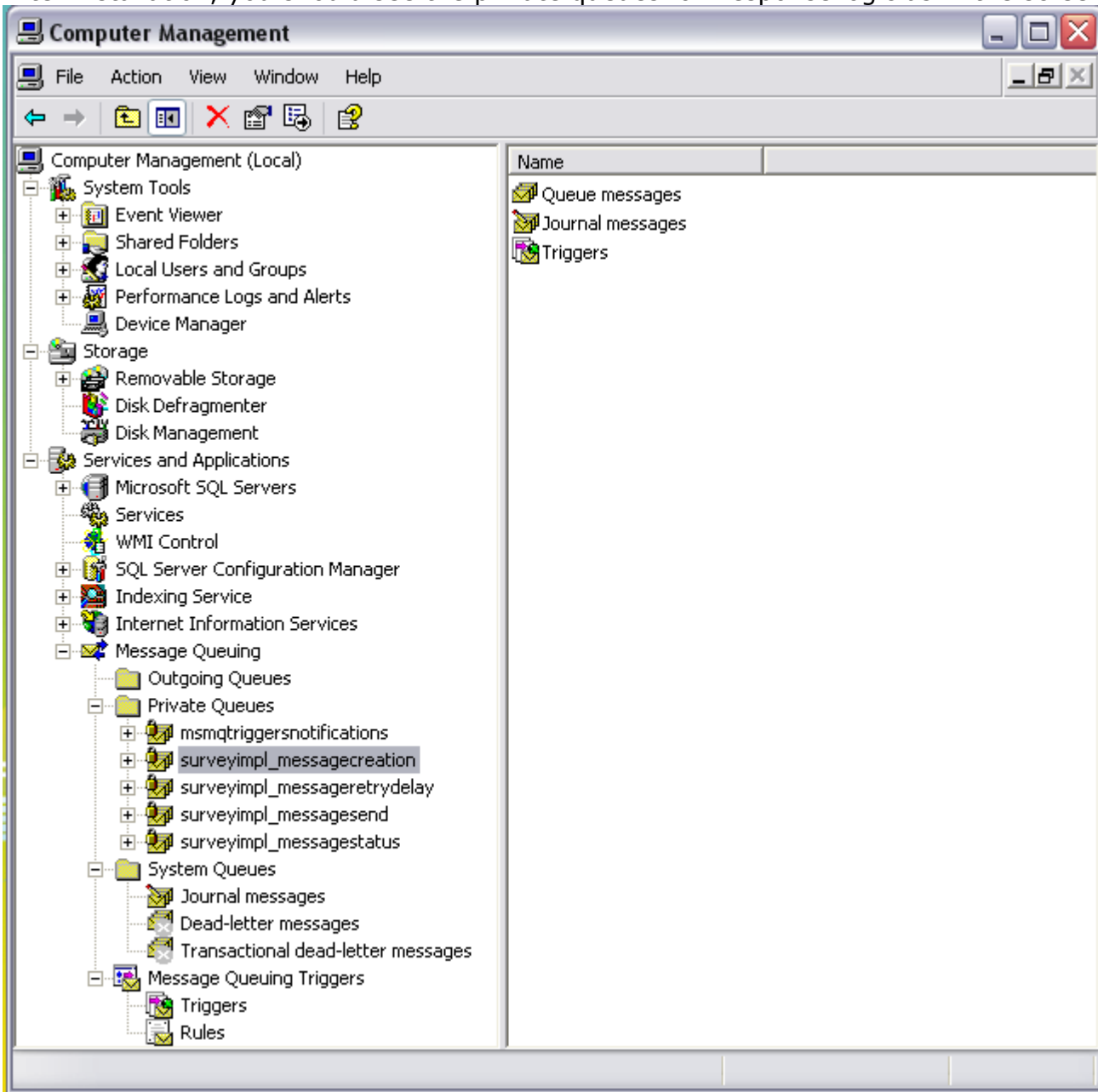
## 5. Verify Services are Running

Verify that the services are running by opening the Services snap-in in MMC.

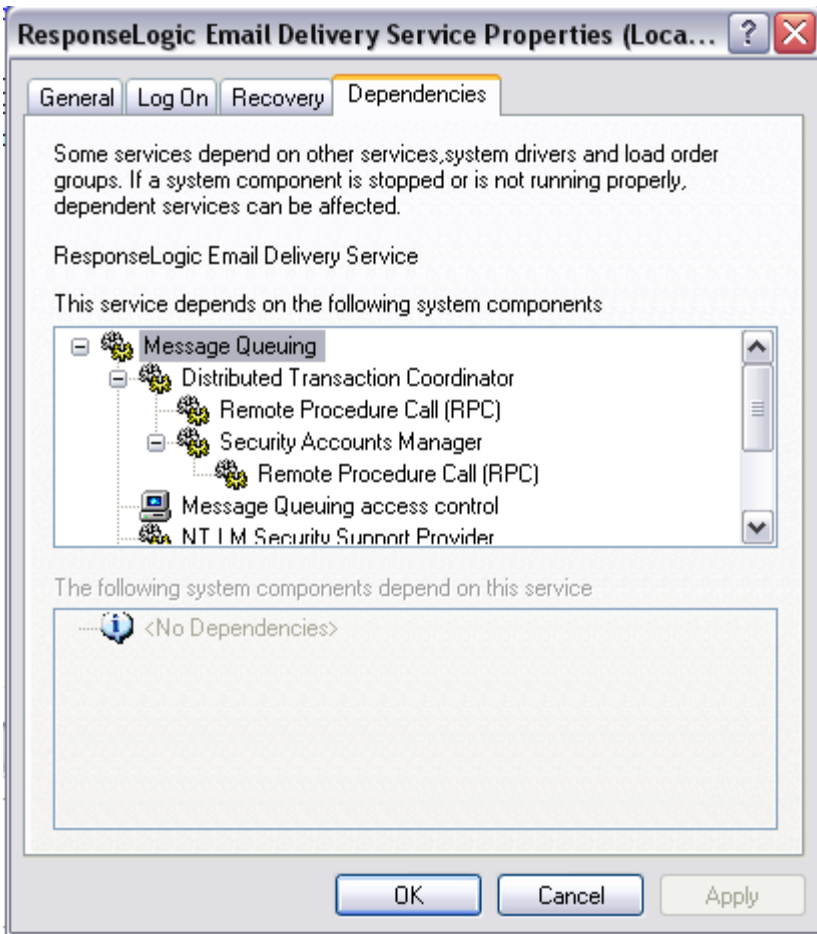
- a. Survey Email Creation Service
- b. Survey Email Delivery Service
- c. Survey Email Scheduled Message Service
- d. Survey Email Status Service

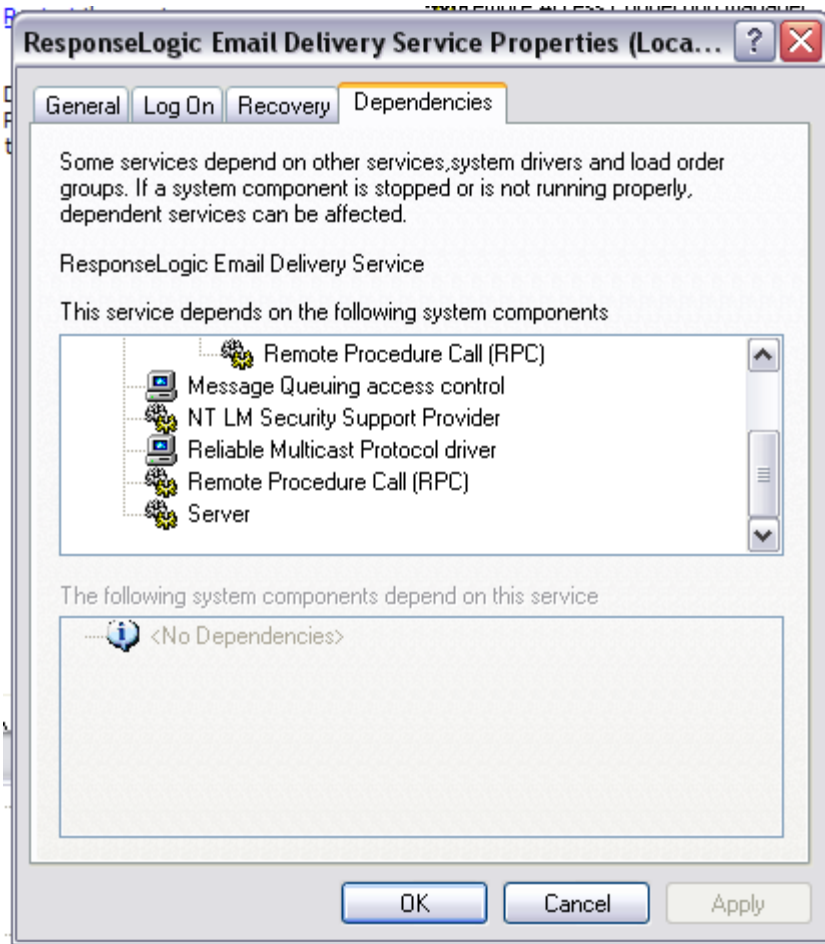


After installation, you should see the private queues for ResponseLogic as in the screenshot below:



If you click on the properties, then the dependencies tab of the "messagesend" queue, it should look like the below screenshots:





## 6. Set Key in SelectSurvey.NET application to activate ResponseLogic.

Find the below line in the SelectSurvey.NET web.config to activate the email engine in SelectSurvey.NET:

```
<add key="USE_RESPONSELOGIC" value="true"/>
```

By setting the value to "true", all emails that are sent from the SelectSurvey.Net application will go through the ResponseLogic™ email engine.

Next, verify the message queue name in the SelectSurvey.NET application web.config matches the queue name set in private queues: (in default configuration this value will already be correct and need no changes)

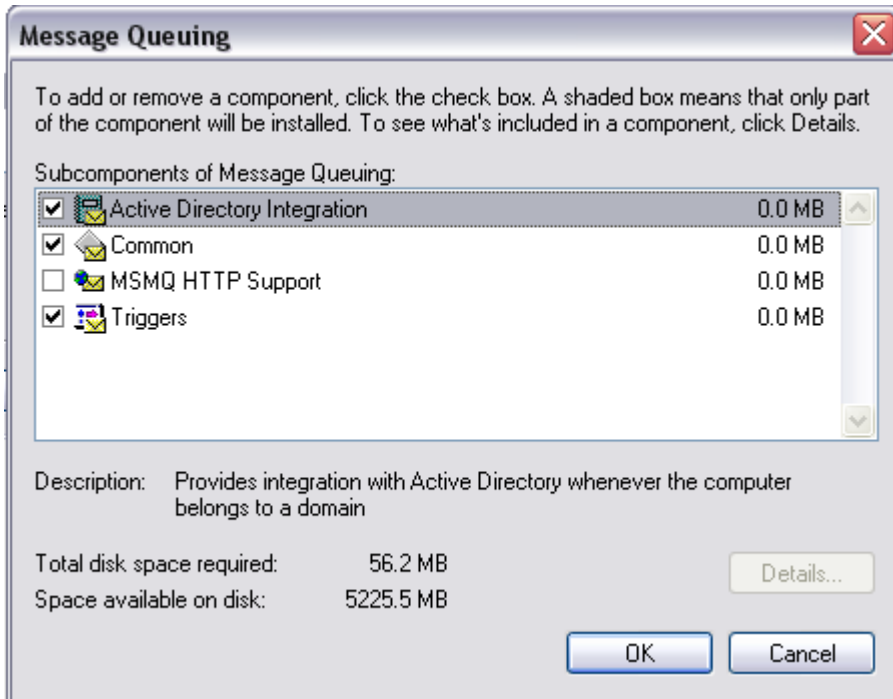
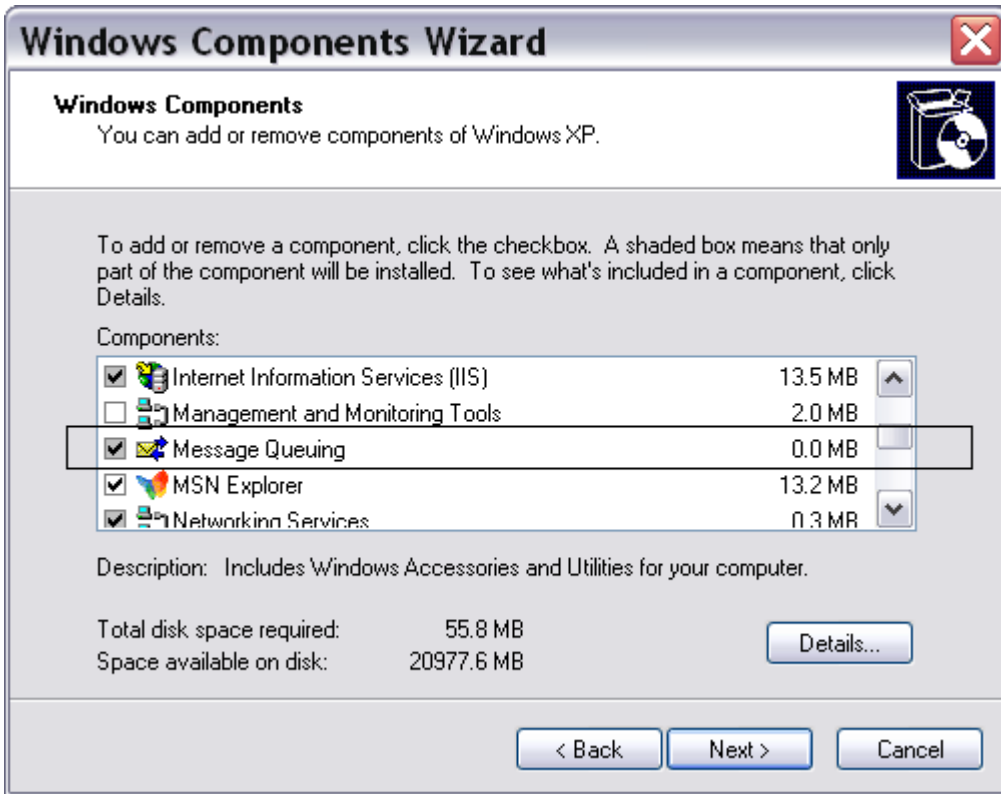
```
<!-- When using ResponseLogic(TM) enhanced email, this is the name of the
message creation message queue that was created when the email services were
installed. -->
<add key="CREATION_QUEUE" value=".\\private$\\surveyimpl_messagecreation"/>
```

## 7. Test configuration

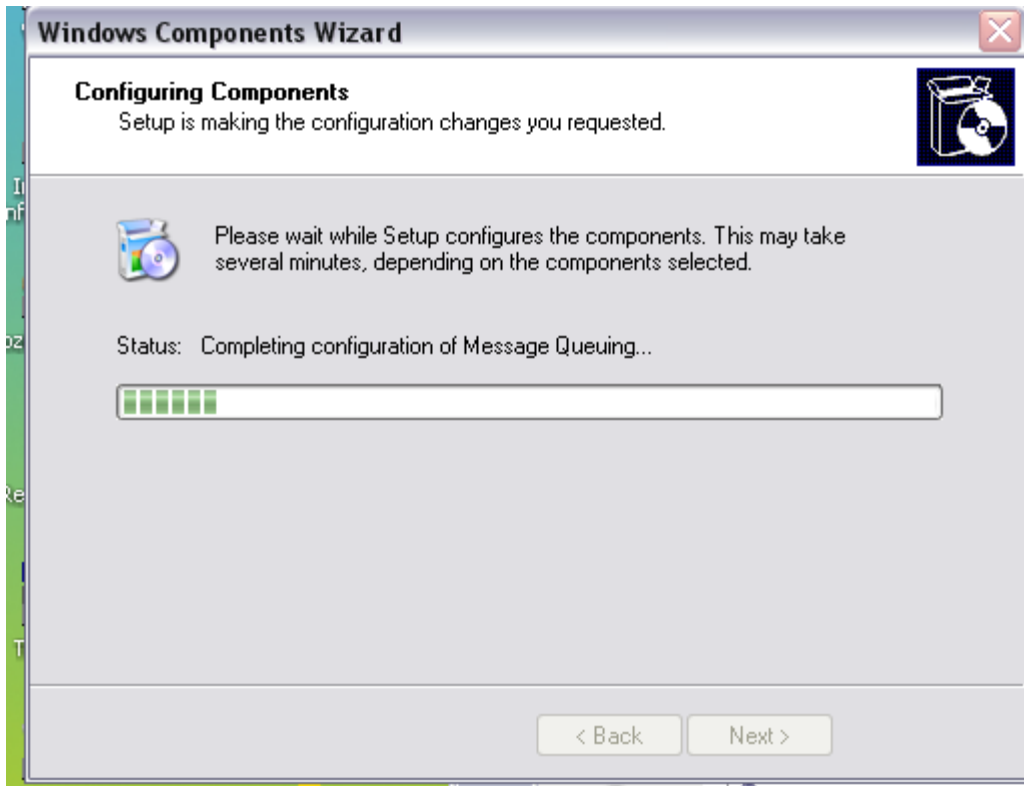
In the SelectSurvey.NET application, use the debugSMTP.aspx page to test the email send. Alternatively you can create a test email list, and send a test email to that email address. ResponseLogic should record the emails sent in the log files in the ResponseLogic folder where it was installed. Also note that additional logging can also be turned on in the services. Change the config setting from NONE to ALL in the log4net config section.

## How to Install MSMQ

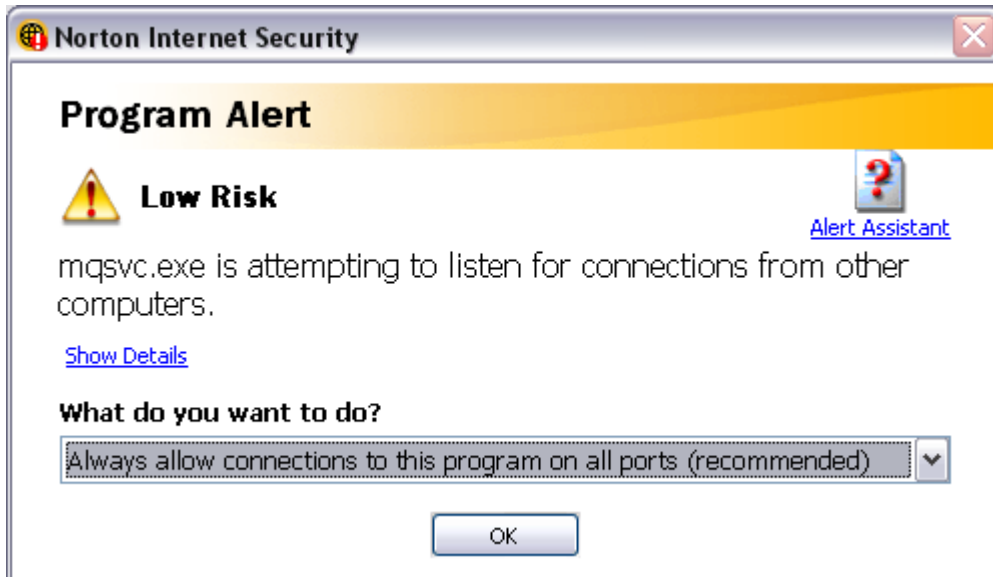
Ensure that Microsoft Message Queuing (MSMQ) is installed on the server. To check, open control panel, and then click on Add/Remove Windows Components. Ensure that MSMQ is checked and if it is not, then install it by checking the box and clicking "Next" with default settings. You may or may not need your Windows installation CD to complete the process. Below is a screenshot of the control panel that shows the Message Queuing Service:



If MSMQ is not already installed below are screens of the install of MSMQ:

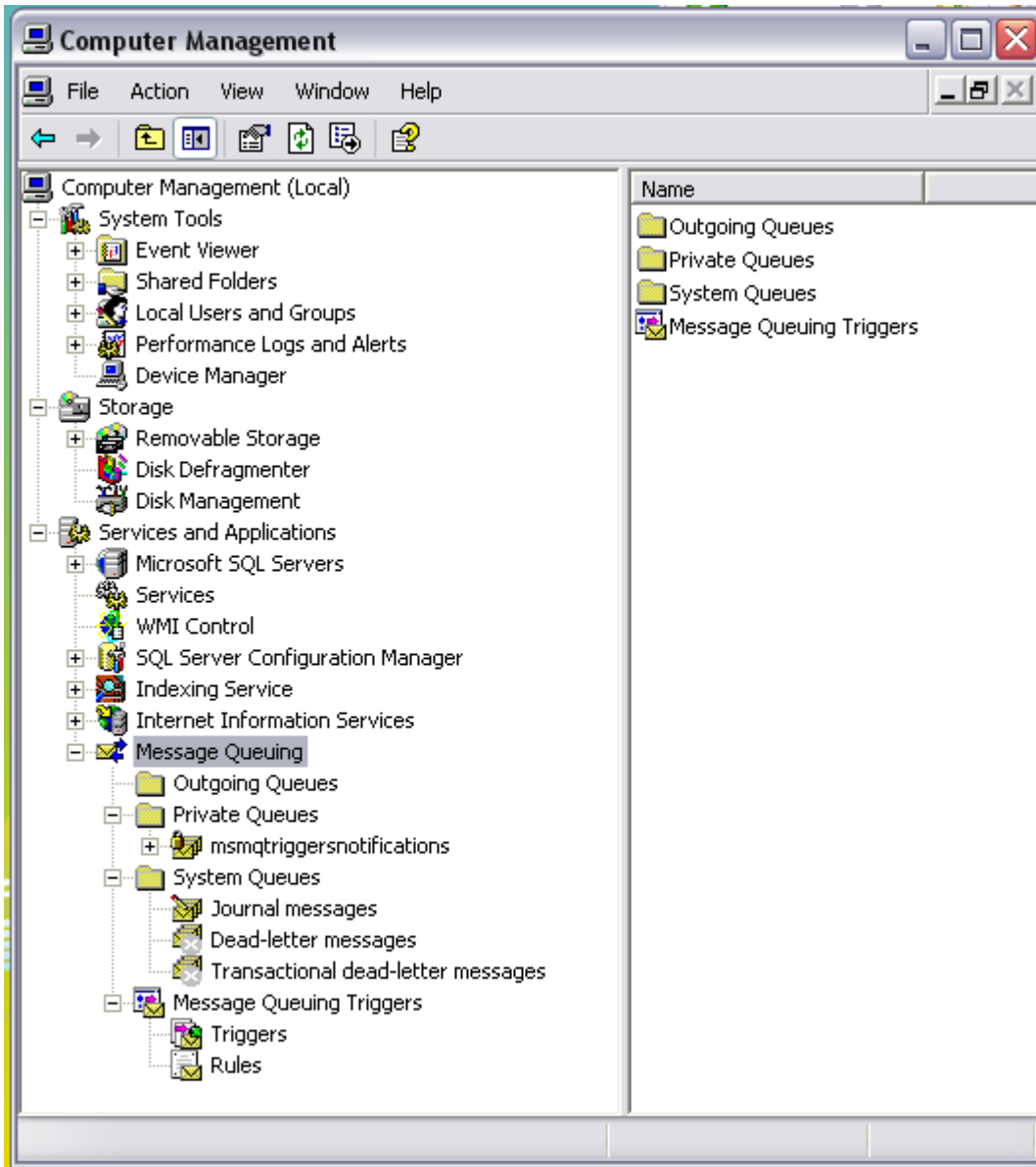


If your antivirus opens during the install of MSMQ, make sure it isn't blocking the install of MSMQ by clicking "OK".





After installing you should see the MSMQ as in the screenshot below:



## Troubleshooting Tips

### How to configure logging for ResponseLogic:

Make sure there is a "Logs" folder inside the "ResponseLogic" installation directory. Make sure that folder has write permissions.

Open and edit the below config files that are in the ResponseLogic installation folder to set the value of `<level value="ALL" />` in the `<log4net>` section of the xml so that the log files will be created.

Example:

```
<!-- Log output for debugging purposes -->
```

```
<root>
```

```
<!-- Valid values are ALL, DEBUG, INFO, WARN, ERROR, FATAL, OFF -->
```

```
<level value="ALL" />
```

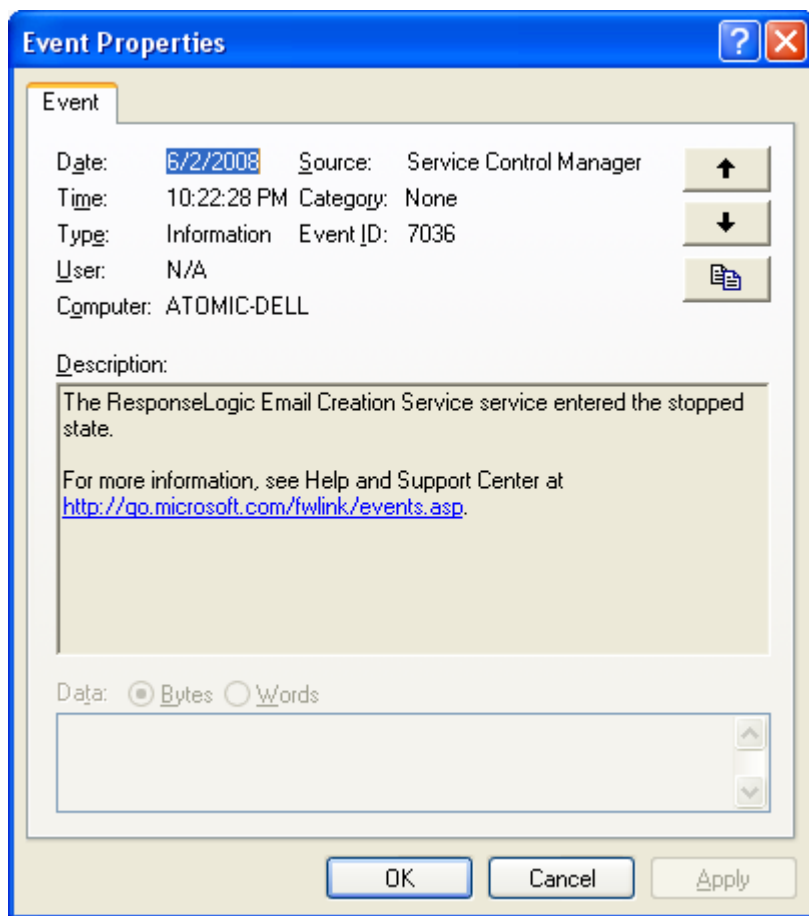
```
<appender-ref ref="LogFileAppender" />
```

```
</root>
```

```
</log4net>
```

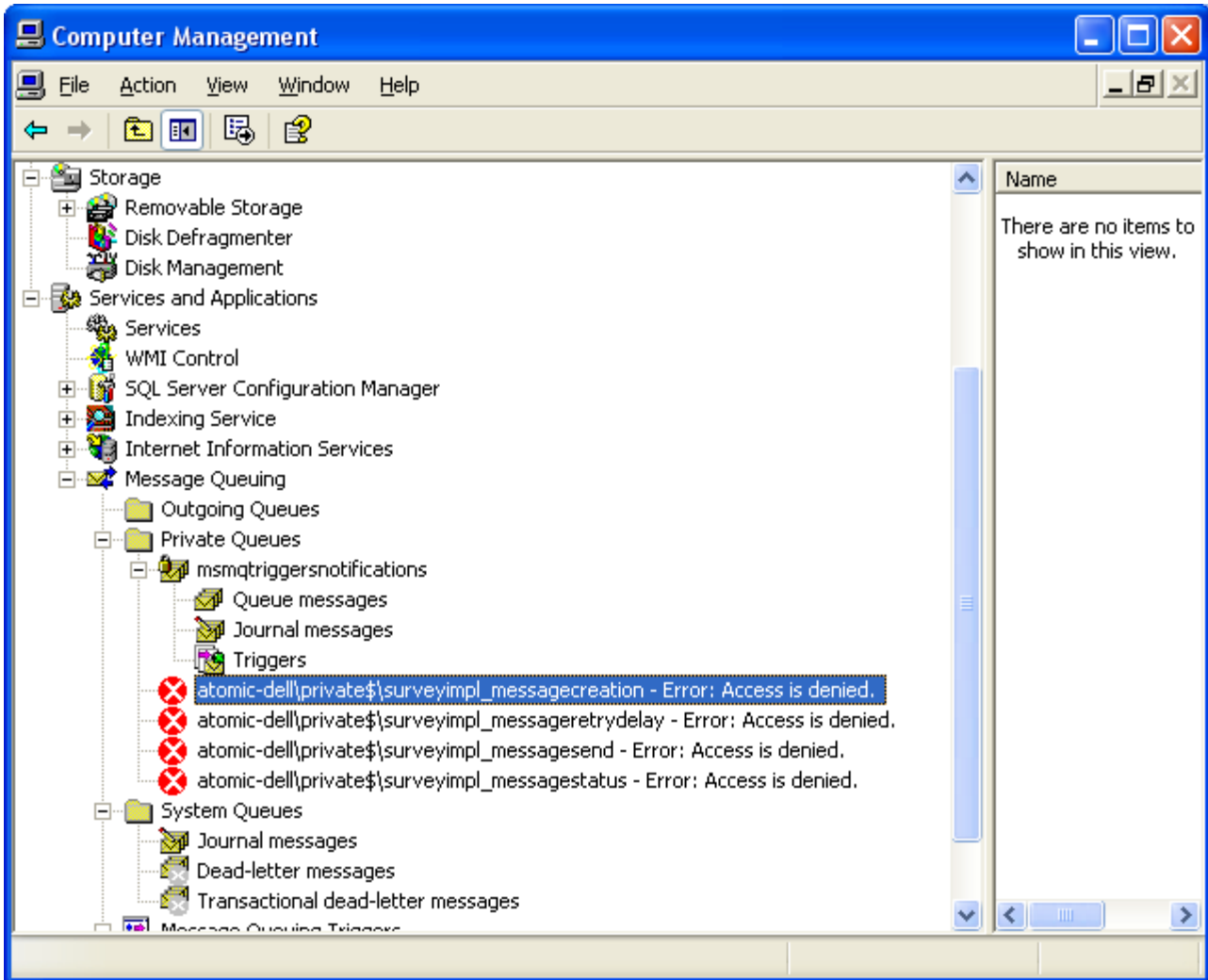
- ResponseLogicMsgCreate.exe.config
- ResponseLogicRetryDelay.exe.config
- ResponseLogicSend.exe.config
- ResponseLogicStatus.exe.config

- 1) The ResponseLogicLib.dll version (right click properties/version) must be the same in the SelectSurvey.NET bin folder as it is in the ResponseLogic install folder.
- 2) ResponseLogic records information in the log files in the ResponseLogic folder where it was installed. Also note that additional logging can also be turned on in the services. Change the config setting from NONE to ALL in the log4net config section to turn on the additional logging.
- 3) Check the Application Event Log to diagnose any installation and problems related to starting the Survey Email services. Also check the log files that are created in the ResponseLogic folder, and turn logging to "ALL" to help troubleshoot.



Common Errors:

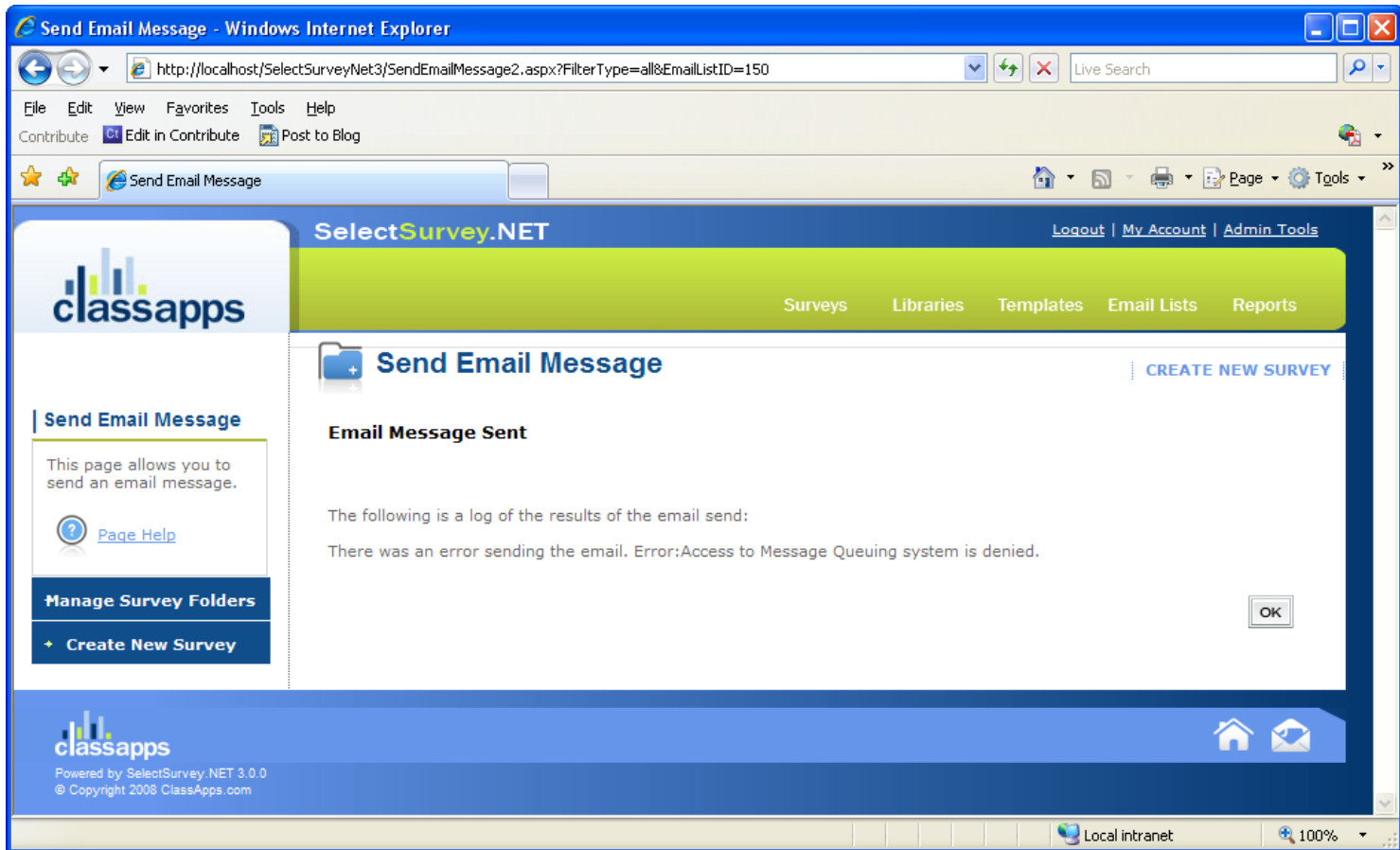
1. **Permission errors:**



Right clicking on the "Message Queuing" node causes the below error:



The above access denied error is passed through to the SelectSurvey.NET application in the following manner as shown in the below screenshot:



To correct the above issue, you must give permissions:

If the web site does not require authentication, then the IIS web site is running as the anonymous user account (IUSR\_machinename) without access to the queue. Run the application as a specified account and give that account permissions to the MSMQ.

Message Queuing can be used in either a domain environment or a workgroup environment. In the context of Message Queuing, a domain environment includes domain controllers that provide a directory service such as Active Directory, while a workgroup environment does not provide such a directory service. A Message Queuing computer belonging to a domain can be configured not to access a directory service. Such a computer, like a Message Queuing computer belonging to a workgroup, is said to be operating in *workgroup mode*. In addition, there are other situations in which Message Queuing computers belonging to a domain will not have access to Active Directory. Such situations arise when a Message queueing server is offline or when all the domain controllers in its site are offline. Such a computer is said to be

## SERVER 2008:

### *Installing MSMQ in Domain Mode on Windows Server 2008*

Tue, 12/30/2008 - 09:25 | [Robert MacLean](#)

Yesterday I needed to install MSMQ on my laptop which runs Windows Server 2008, which wasn't as logical as it first appeared. I simply fired up the Server Manager tool, went to features, selected Message Queuing and clicked next. However my code kept giving me an error: "This operation is not supported for Message Queuing installed in workgroup mode."

So I went to find out what this mean, and it turns out MSMQ has two modes workgroup and domain. Domain is the "yes you can" mode where everything works while workgroup has restrictions:

*The following restrictions exist when using Message Queuing in workgroup mode:*

- *Computers in workgroup mode require direct connectivity with a destination computer, and only support direct message transmission. Messages sent by such computers cannot be routed.*
- *There is no access to Active Directory Domain Services. As such, you can create and manage private queues only on a local computer. You can view the list of private queues on another computer, and the messages in them, using the Computer Management snap-in. For information about managing queues on remote computers, see [Verwalten von Warteschlangen auf anderen Computern](#). You cannot view or manage public queues or any other information in Active Directory Domain Services. You can, however, send messages to or retrieve messages from private queues if there is direct connectivity.*
- *Internal certificates cannot be used for sending authenticated messages; an external certificate must be used. For more information about user certificates, see [User Certificates](#).*
- *Messages cannot be encrypted. For more information about encryption, see [Encryption for Message Queuing](#).*
- *There is no support for dependent clients. For more information about restrictions on the deployment of dependent clients, see [Dependent Clients](#).*
- *Cross-platform messaging is not supported. For more information, see [Cross-Platform Messaging](#).*

That is taken from the helpful TechNet page [Deploying in Workgroup Mode](#), which also states:

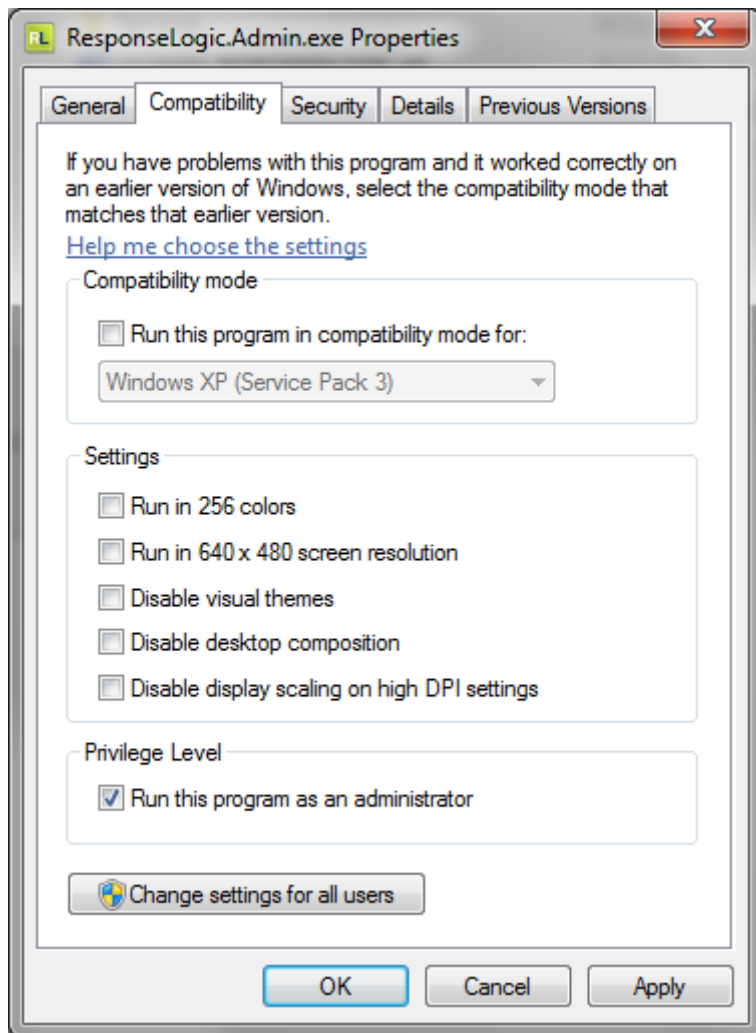
*The default installation setting is that the directory service Integration feature is installed*

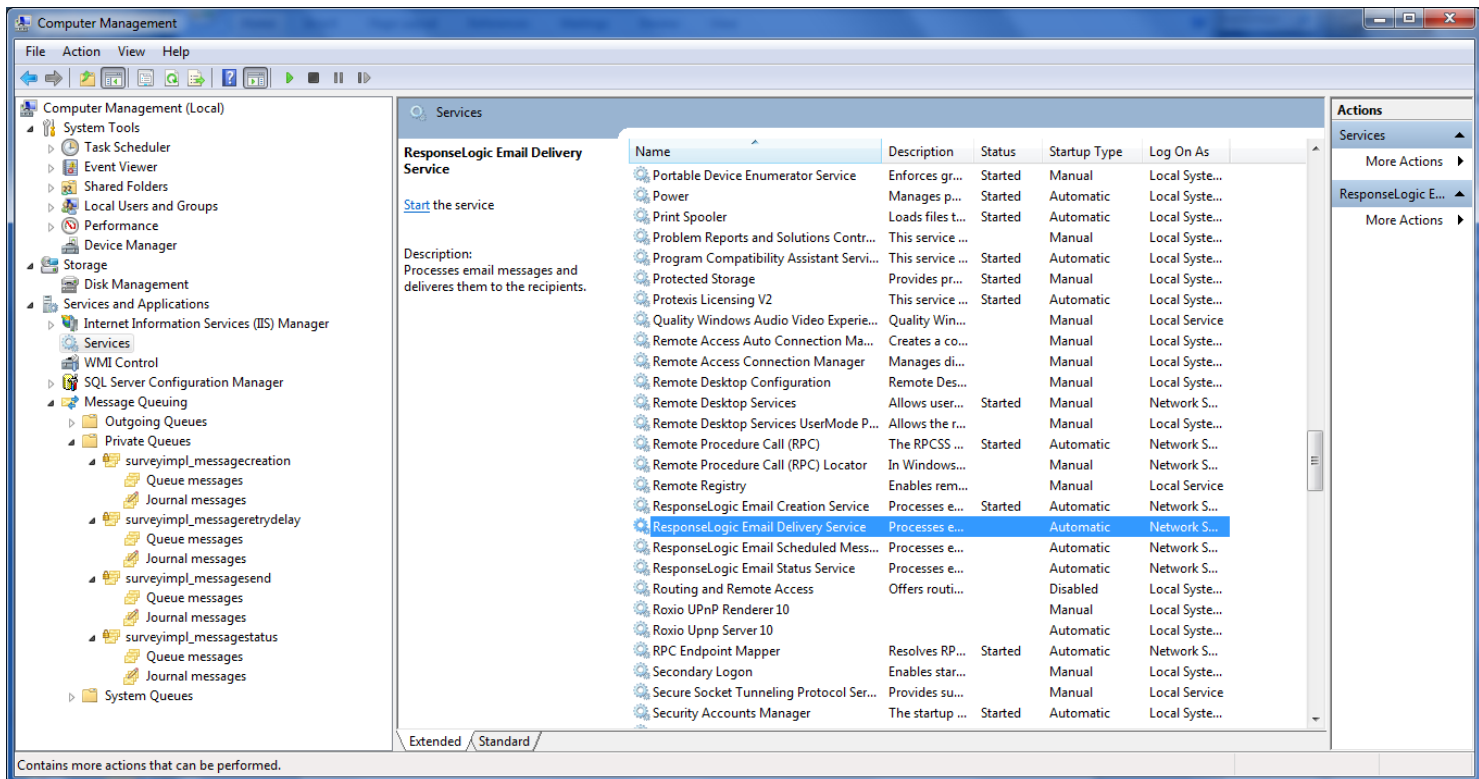
Oddly enough though that is NOT what I got, in fact when I went to check Directory Service Integration had not been installed even though I am on a domain (and was connected to the network at the time)! To fix it, I had to go back to the Server Manager Tool, Features, Message Queuing and manually select it.



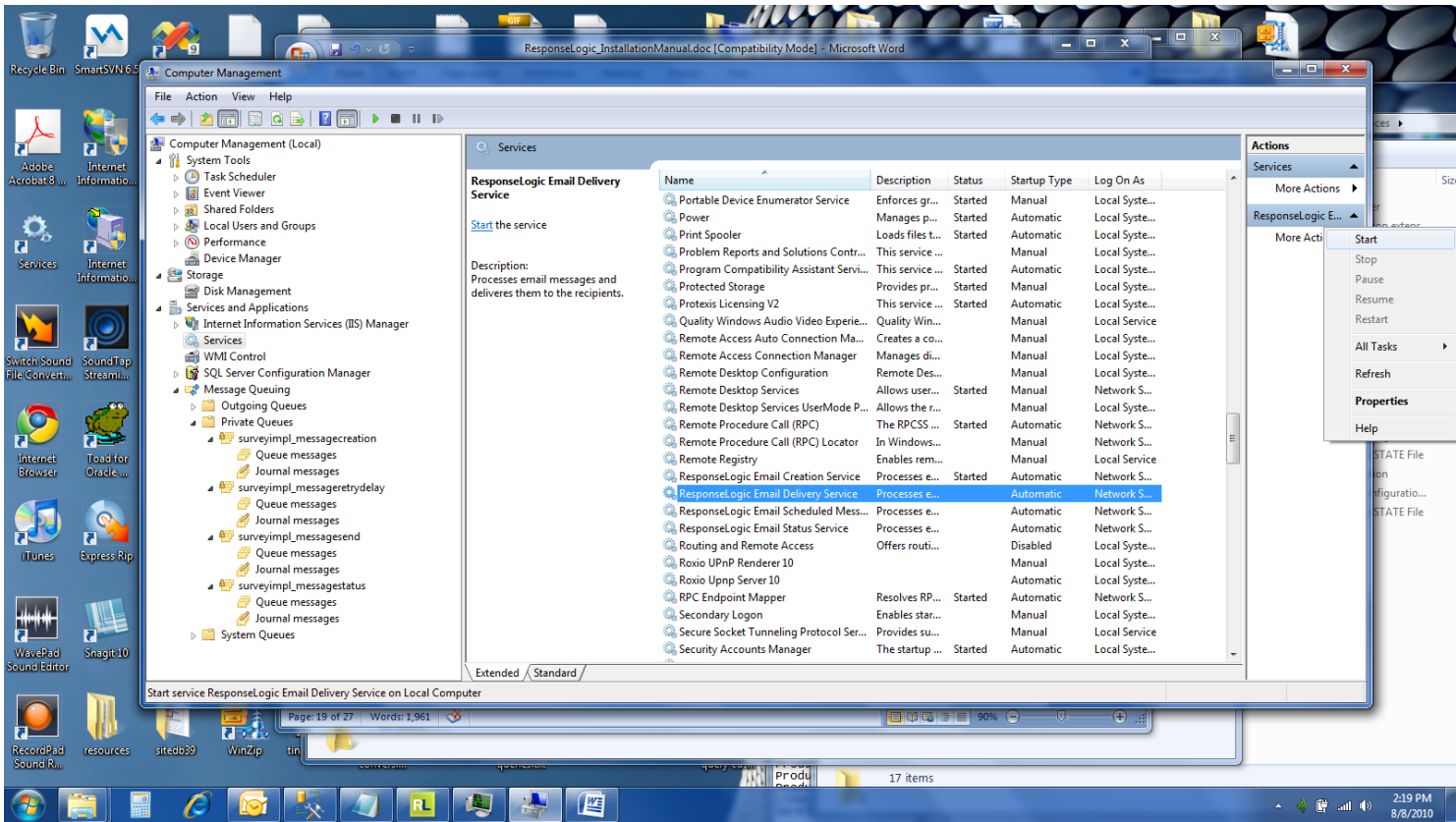
**Windows 7:** In the event you are installing ResponseLogic on Windows 7 machine, you must give "everyone" full access to the "ResponseLogic" program folder where it was installed, so that it has permissions to update the config files from the configuration admin screen. Also you will need permissions to start the email services. You may need to start the services manually and set them to automatic as shown in the screenshot below:

Windows 7 fix: click the box shown in the screenshot below to give ResponseLogic administrator privileges.

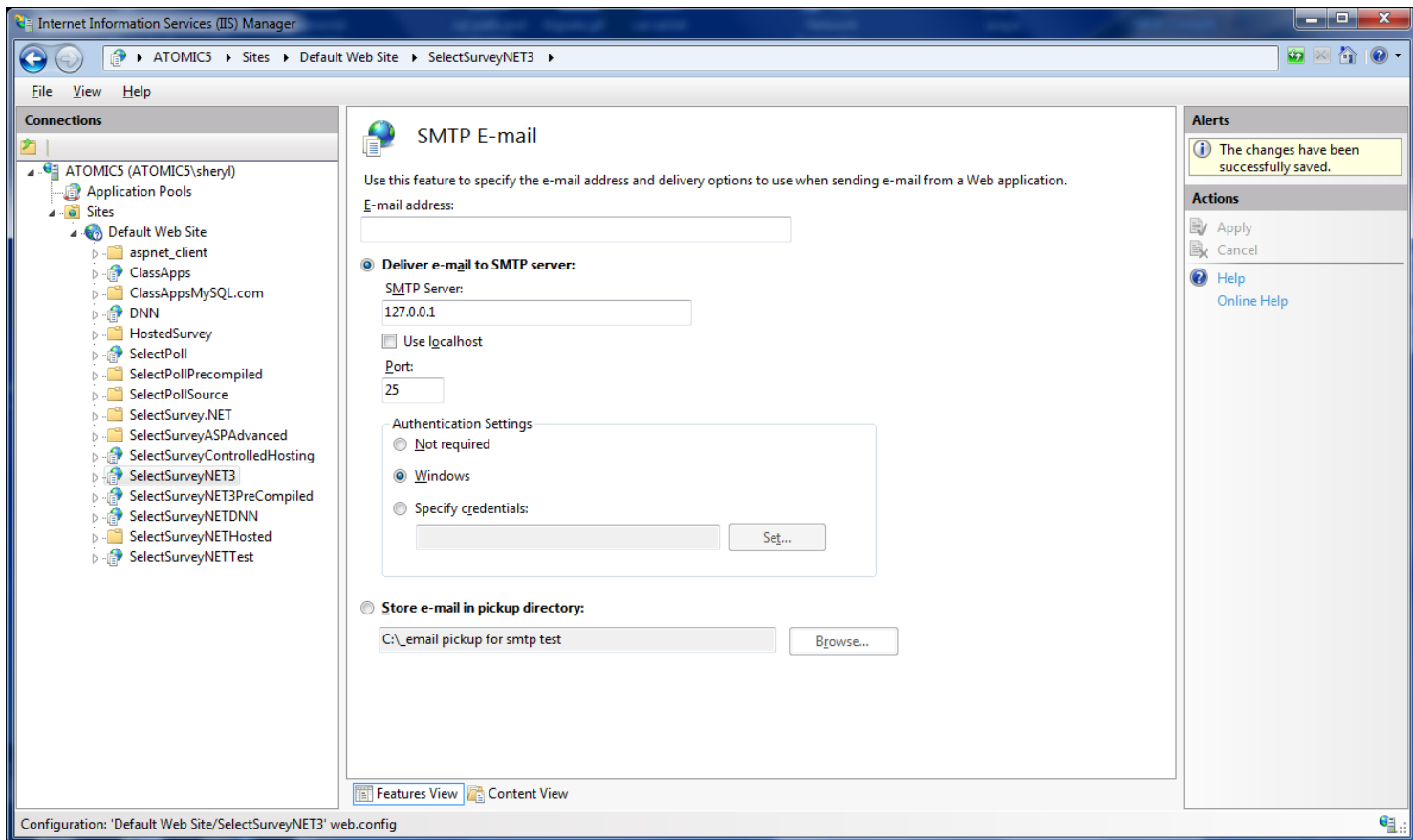




Highlight the service in the list, click "More Actions >" in the right blue area, click "START".



In Windows 7 with IIS7 you must also make sure that SMTP email is enabled in iis:



2. **Error in MessageCreationService.log:** 2008-12-28 19:47:39,062 ERROR 2168 File - Error in OpenMessage: Could not load file or assembly 'ResponseLogicLib, Version=1.0.1.0, Culture=neutral, PublicKeyToken=fca57f62dc5c69a1' or one of its dependencies. The located assembly's manifest definition does not match the assembly reference. (Exception from HRESULT: 0x80131040)

Solution: Ensure that the same version of the ResponseLogicLib.dll is in the SelectSurvey.NET bin folder as is in the ResponseLogic installation folder. These versions MUST be the same. To check the version right click on the ResponseLogicLib.dll, click "properties" from the menu, then click "Version". When there is a discrepancy, login to your customer account page on classapps.com and download the upgrades for the products you have purchased.

**3. How to Upgrade from previous old versions of ResponseLogic to NON Automated version of ResponseLogic:** To upgrade from previous version of ResponseLogic to non automated version of ResponseLogic (no installer):

NOTE IF YOU ARE UPGRADING TO AUTOMATED INSTALLER FOLLOW INSTRUCTIONS ABOVE, THIS IS ONLY FOR REFERENCE ON UPGRADING OLD TO OLD VERSIONS.

1) run the stop services batch file in their installation directory  
(StoptSurveyEmailServices.bat)

2) make backups of your existing config files and do not overwrite them.

3) copy ONLY the .exe and .dll files from the new version zip file into the installation directory where

ResponseLogic was previously installed by overwriting the old files. (everything but the config files)

4) add new configuration setting to your existing ResponseLogicRetryDelay.exe.config file:

the key is "SurveyServiceUrl" and has the same value as the key of the same name in ResponseLogicStatus.exe.config.

Copy this value from your ResponseLogicStatus.exe.config into the <appSettings> section of the

ResponseLogicRetryDelaty.exe.config file:

```
<!-- Replace the URL below with the actual URL of the service that is hosted in  
SelectSurveyNET -->
```

```
  <add key="SurveyServiceUrl"  
value="http://localhost/SelectSurveyNet3/Services/surveyservices.asmx"/>
```

5) run the start services batch file to restart the services  
(StartSurveyEmailServices.bat)

