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Need Help?

Upgrade/Installation Service can be purchased for \$200 from your customer account page.

Important Changes:

- Ensure that the Microsoft .NET 4.5 Framework is installed on the web server and specified in IIS for the application pool for the web site that contains SelectSurvey.NET.
- MS Access database type is no longer supported.
- Translations: Besides the new features of translating all text in admin tools globalization/translation pages, we have additional language scripts that you can run to install default values for other languages. Look in the Documentation/TranslatedFiles folder for scripts for each language.
- License key must be set in web.config to avoid Free Trial message.
- Customer ID must be set in “admin tools” > “application wide settings” in the text box provided to avoid Free Trial message.

Upgrade Process for SelectSurvey.NET

Upgrading from older SelectSurvey.NET 1.x to latest release of SelectSurvey.NET.

▼ **Preparation**

- Locate and Unzip the SelectSurvey distribution you’re upgrading your installation to.
- Make a backup copy of the current web.config file off of the production server.
- Make a backup copy of the “UploadedImages” folder and contents from the production server.
- Make a backup copy of the “js/functions.js” file off of the production server.
- Make a complete backup of your database.

- If the middle version changed (between the 2 decimal points) you will need to update the structure of your database for any new features that were added. Upgrade scripts are provided for the following database types:
 - MS SQL, Oracle, MySQL

Get the upgrade script from the documentation/(database type)/upgrade folder in the zip file.

You will know if the database needs to be upgraded by a change in the second number in the revision number of the product. ie .. 4.002.000 to 4.003.000 would require an upgrade but 3.001.000 to 3.001.110 would not. This will be indicated based on the version of the installation you are upgrading from ... ie 4.025.000 to current version / 4.027.000 to current version.

 - *We no longer support MS Access database type. If you are using MS Access, we recommend using MS SQL import wizard to import your MS Access database into MS SQL, then run the upgrade script provided. You must click the checkbox in MS SQL import wizard to "allow identity insert" or the import will throw errors. If you would like us to do the import for you, you can purchase upgrade/installation service.*

▼ Step 1

Delete all files and sub-directories in the "SelectSurveyNET" folder on the production Server EXCEPT for the following:

- Backup copy of the UploadedImages folder and contents
- Backup copy of the web.config
- Backup copy of the Js/function.js file (there are new and updated js files so you will have to re-apply any customizations you have made to files in this folder) the js/functions.js file has your URL path in it for the Poll application to work. Open this in notepad and make sure the URL path is correct if you are using SelectPoll.
- Database

Review directory to make sure all files and sub directories are deleted
DO NOT DELETE your "SelectSurveyNET" directory itself

▼ Step 2

- Copy all files and folders from within the "Copy to IIS" folder that was unzipped in the preparation step to the "SelectSurveyNET" directory on the production server.
- Compare the files and folders just copied to your "SelectSurveyNET" directory on your production server against that of the unzipped file.
- If there are any files or folders missing in your "SelectSurveyNET" directory on your production server that are in the "Copy to IIS" folder, copy them again from the unzipped folder to the server making sure all files and folders match.

▼ Step 3

Copy the site specific information from the backup web.config file into the new web.config file in the new implementation.

DO NOT use the web.config file from the previous version, as we are constantly adding new keys that the application relies on.

- Database Connection
- Database Type
- Database Driver
- SMTP server

- License keys
- Other settings

Question: Where did the date settings and other web.config settings go?

Answer: In version 4.024.002 and higher, we moved most web.config settings to the admin tools “application wide settings” page for easier management. To change those settings, you must login as admin into the application, click “admin tools” then click “application wide settings”.

▼ **Step 4**

- Open your SQL query window and paste in the SQL query from the preparation step and execute.
- Review your db structure to make sure the query created the columns and tables needed.
If you look at the SQL query you will see the names of the tables and columns being created.

▼ **Step 5**

- Restart IIS (only required if no changes made to config) (if you update your web.config the site will recompile the first time which may take a minute or so to display.)

▼ **Step 6**

- Login as admin, click “admin tools” click “application wide settings”
 - Add your customer ID (REQUIRED.. if left blank you will see a 15 day trial message)
 - set the root url path
 - set the admin email
 - set the file upload default location to filesystem (requires setting write permissions to UploadedImages folder.)
 - verify all other settings, you can leave as default or change as desired.

▼ **Step 7**

- If you are using languages other than English, login as admin, click “admin tools” then click “globalization / translation”. Click on all translation links below this heading, select each language being used, then click save at the bottom of the page to automatically add all new translated variables to each language that are newly added. If you don’t do this you may get “dbnull” errors for missing translation entries. Also, we have additional language scripts that you can run to install default values for other languages. Look in the Documentation/TranslatedFiles folder for scripts for each language.

Upgrade Process for SelectSurveyASP Advanced

Upgrading from older SelectSurveyASP Advanced to current version of SelectSurveyASP Advanced.

- Locate and Unzip the SelectSurvey distribution you’re upgrading your installation to.
- Copy the file include/config_inc.asp from your current installation into a backup folder so you can copy it back in later.
- Open your current config_inc.asp and see where your database is located, find your database and do a complete backup of it.
- If you have customized the application, save backup of customizations.
- Open the “releasenotes.txt” file in the survey folder of your software zip file.
- For every 2nd version number change since your current live version, you need to copy all

database change scripts and run them on your database to add only the NEW database tables and columns. These are all specified in the releasenotes.txt file, do not run any other database scripts.

- Copy the files from the software distribution zip file into your web server survey folder.
- Copy your original include/config_inc.asp back over the new one to save your previous configuration.
- Upgrade process is complete. Test. If you get any errors, check for missing database updates by re reading the releasenotes.txt file.

Upgrading SelectSurveyASP Advanced to SelectSurvey.NET

Upgrading from SelectSurveyASP Advanced product 8.1.x or later to latest release of SelectSurvey.NET product.

- First upgrade SelectSurveyASP to a minimum version of 8.1 by following the upgrade instructions above.
- Make a backup copy of your database that you were using for SelectSurveyASP.
- Locate and Unzip the SelectSurvey.NET distribution your upgrading your installation to.
- Get the upgrade script from the documentation/(database type)/upgrade folder in the zip file.
 - *This will be indicated based on the version of the installation you are upgrading from ...*
[UpgradeScriptForUpgradeFromAdvanced8.1.txt](#)
- If you are using MS SQL, run the upgrade script in query analyzer on your current ASP database to upgrade it to the structure of the .NET product.
- If you are using MS Access, we no longer support MS Access because MS Access has limited concurrent connections. Use the MS SQL import wizard to import your MS Access database in, then run the upgrade script provided in MS SQL.
- Save a backup of your include/config_inc.asp from your ASP installation and copy the values of your settings into the web.config of the .NET product.
- Follow all the instructions for a new installation by following the installation manual for SelectSurvey.NET in the Documentation/Install folder of the SelectSurvey.NET zip file.

Upgrade Process for ResponseLogic

Upgrading from ResponseLogic 1.x to latest version of ResponseLogic.

- Locate and Unzip the ResponseLogic distribution you're upgrading your installation to.
- Open the installation guide inside the zip file and follow the instructions for the type of upgrade you are doing. The installer is automated. Follow the screenshots in the installation guide.

Upgrade Process for all other products

- ✓ Locate and Unzip the SelectSurvey distribution you're upgrading your installation to.
- ✓ Locate the "releasenotes.txt" file and read what changes occurred between current and new products and follow any instructions there.

License Key Generation (required)

A production license key is required to run on a production server and the development/test license key is required to run on the test server. If you do not have a valid license key you will see a 15 day trial message at the top of the page.

Where do I find my license key?

Your license keys show up next to each product you have purchased on the "product download" page in your customer account page on classapps.com.

To generate a license key, login to your customer account on classapps.com, click "product downloads", find the link "Generate" next to the product you need a key for. Type in the product URL that shows from the test button below if you are not sure what your product URL is. Click "generate" link. The page will refresh and display your license key. Copy the license key into your web.config file in the space provided in the value quotations on the line that says "LICENSE_KEY" in the appSettings section of the web.config file. The license key goes in the web.config file which is in the folder on the web server where the survey application resides.

If the license key is empty you are in 15 day trial mode.

If you have questions please contact technical support by emailing tech@classapps.com for assistance.

Securing the UploadedImages folder to prevent file upload vulnerability.

The "Respondent File Upload" feature and all features that allow uploading of images or files pose a potential risk for malicious files to be uploaded.

How to Allow File Upload while minimizing risk:

- Make sure you are using the latest version of SelectSurvey.NET v4.077.012 or later OR you have disabled the file upload question type (from admin tools activate/deactivate question types) AND removed write permissions on the "UploadedImages" folder.
- Make sure you have antivirus installed and running on the web server and that it is scanning the UploadedImages folder, or the folder you have specified for the "Respondent File Upload" question type.
- Make sure the folder specified for respondent file uploads is isolated and permissions on that folder are limited only to that folder.
- Train survey designers to specify file restrictions when adding the "Respondent File Upload"

- question type on a survey (the edit item page has checkboxes to restrict files to specific types)
- Make sure the web.config that only allows static files in the UploadedFiles folder (or whatever folder you have specified in admin tools>application wide settings for this) is there (can be copied from v4.077.012 or later from UploadedImages folder)
 - Remove any files from the UploadedImages folder that are not static. That includes .html, .htm, .asp, .aspx, etc.
 - Make sure you run windows updates on the web server
 - Follow Microsoft Security Recommended Best Practices
 - Make sure you are doing daily backups of files and databases on the server.

How to Disable file uploading and eliminate risk:

Remove folder and file permissions on the file upload folder designated in Admin Tools > Application Wide Settings. By default this is the “UploadedImages” folder on the web server right beneath the survey web folder itself.

How to Disable the “Respondent File Upload” Question Type:

To disable the ability for survey designers and administrators from adding the “Respondent File Upload” question type to a survey, login as an admin user, click “Admin Tools” > “Activate/De-Activate Question Types”. Select the “Respondent File Upload” question type from the drop down list and click the arrow to move it to the disabled list of questions. If you are disabling file upload, you should also disable the question type, so that it does not show up as an option in the application.