



# **Rsam Platform**

## **Upgrade Guide**

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# Contents

- Upgrading Your Rsam Database ..... 3
  - Optional Script for User Name Conversion ..... 3
- Upgrading Your Rsam Software ..... 5
  - Upgrade Procedure ..... 5
- Upgrading Your Reporting Software ..... 9
  - Crystal Reports ..... 9
  - Enabling Rapid Reports ..... 10
- Enabling MSMQ for Syslog ..... 11
  - Enabling Microsoft Message Queuing for Syslog ..... 11
    - Enabling Message Queuing on Windows Server ..... 11
    - Enabling Message Queuing for Windows 7 ..... 12
- Testing Your Rsam Web Interface ..... 13

# Upgrading Your Rsam Database

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This section lists the steps to upgrade your Rsam database and provides optional post-upgrade information. Following are the procedural steps to upgrade your Rsam database:

1. Use SQL Server Management Studio to create a backup of your current Rsam database.
2. Using SQL Server Management Studio, execute the script (.SQL) file included in the Rsam installer.
  - Ensure that you select the Rsam database when executing the script.
  - If you are not familiar with running a script using SQL, please contact your *Database Administrator* or *Rsam Technical Support* for assistance.

**Note:** It is normal to receive various SQL messages and warnings as the script executes. If you see any messages in RED text, contact *Rsam Technical Support*. Otherwise, the script has executed normally.

## Optional Script for User Name Conversion

Where Rsam V8 stored the entire user name in a single field, Rsam V9 splits out the first name, middle name, and last name into separate fields for each user. When upgrading from Rsam V8 to Rsam V9, Rsam will attempt to automatically detect and address the conversion of names stored in V8 to the new three-field storage. The following explains how Rsam performs this “split” feature by default, and provides optional steps to re-split using your own custom settings.

When you upgrade your Rsam database, the string in the USER\_NAME column is split into the USER\_FIRSTNAME, USER\_MIDDLENAME, AND USER\_LASTNAME columns. The underlying method to split a string takes the delimited space in the USER\_NAME column into account. That means the string after the last space is stored in the USER\_LASTNAME column, the string after the space before the last space is stored in the USER\_MIDDLENAME column, and the remaining string is stored in the USER\_FIRSTNAME column.

For example, if the data in the USER\_NAME column is “Rudolf John Karl Diesel,” then the string “Rudolf John” is stored in the USER\_FIRSTNAME column, the string “Karl” is stored in the USER\_MIDDLENAME column, the string “Diesel” is stored in the USER\_LASTNAME column.

You can re-split the string in the USERNAME column into the USER\_FIRSTNAME and USER\_LASTNAME columns by executing the following SQL command:

```
EXEC API_USER_SPLIT_NAMES '<SPLIT_DIRECTION>',<SPLIT POSITION>
```

Where <SPLIT\_DIRECTION> means the direction from where you want to split the data. The possible values for <SPLIT\_DIRECTION> are LTR (Left-to-Right) and RTL (Right-to-Left). And,

<SPLIT\_POSITION> means the number of delimited spaces in the string after which the split will be applied.

For example, if you enter `EXEC API_USER_SPLIT_NAMES 'LTR',2` and the string in the `USERNAME` column is "Rudolf John Karl Diesel," then executing the SQL command will split the string "Rudolf John Karl Diesel" as "Rudolf John" into `USER_FIRSTNAME` column and "Karl Diesel" into `USER_LASTNAME` column.

If you enter <SPLIT\_POSITION> as 3, then executing the SQL command will split the string "Rudolf John Karl Diesel" as "Rudolf John Karl" into `USER_FIRSTNAME` column and "Diesel" into `USER_LASTNAME` column.

**Note:** The split results are same for both the Left-to-Right and Right-to-Left split methods.

# Upgrading Your Rsam Software

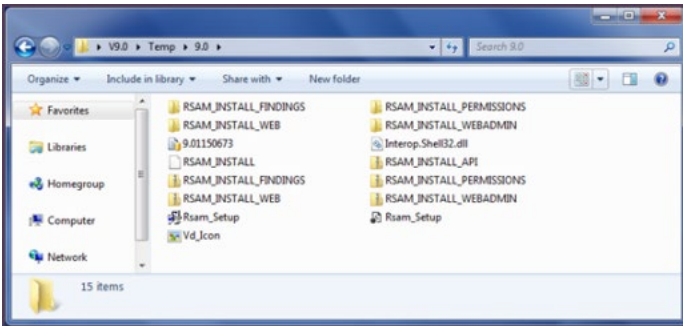
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This section lists the steps to upgrade your Rsam software.

## Upgrade Procedure

Following are the procedural steps to upgrade your Rsam software:

1. Create a temporary folder to hold the Rsam installer files.
2. Extract the Rsam module files (.zip) and the Rsam\_Setup (.exe) file in this directory.



3. Launch the Rsam Setup installer as follows:
  - a. Double-click on the **Rsam\_Setup.exe** file (right-click and select **Run as Administrator** if using Windows 2008 or higher).
  - b. Click **Next** on the first page.



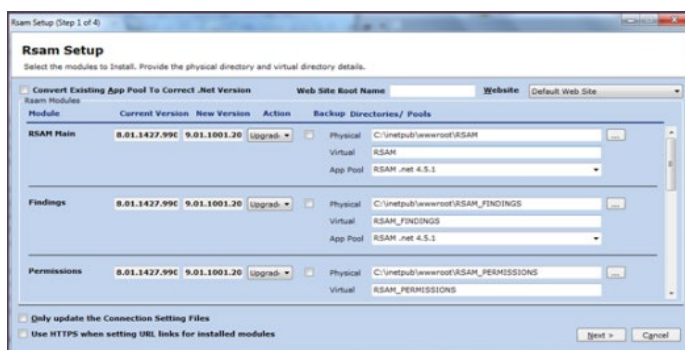
4. Click **Accept** on the License Agreement page.

5. Click **Continue** after the setup verifies the software prerequisites.



6. Select the Installation Destination as follows:

- If you are *UPGRADING* an existing installation and you have run the Rsam installer before, Rsam will attempt to auto-discover your current physical directories, virtual directories, and version information. Select **Upgrade** for each module you wish to update.
- If you are *UPGRADING* an existing installation and you have NEVER run the installer before, you will need to perform the following steps:
  - i. Select **Upgrade** for each of the modules you wish to update.  
If you are not upgrading a specific module, leave the **Action** drop down list blank.
  - ii. Use the default or click the browse icon [...] and navigate to the physical directory that holds your current installation.  
If this is done correctly, Rsam will populate the **Current Version** of your installed Rsam. The next time you use the installer, Rsam will remember where this installation is.
  - iii. If you elect to install the Single Sign-on module, you will be asked to select the type of Single Sign-on in the combo-box below
  - iv. Select **Convert Existing App Pool to Correct .NET version**, if the Rsam application pools were set to use .NET 2.0 in previous install.
  - v. Click **Next** to continue.

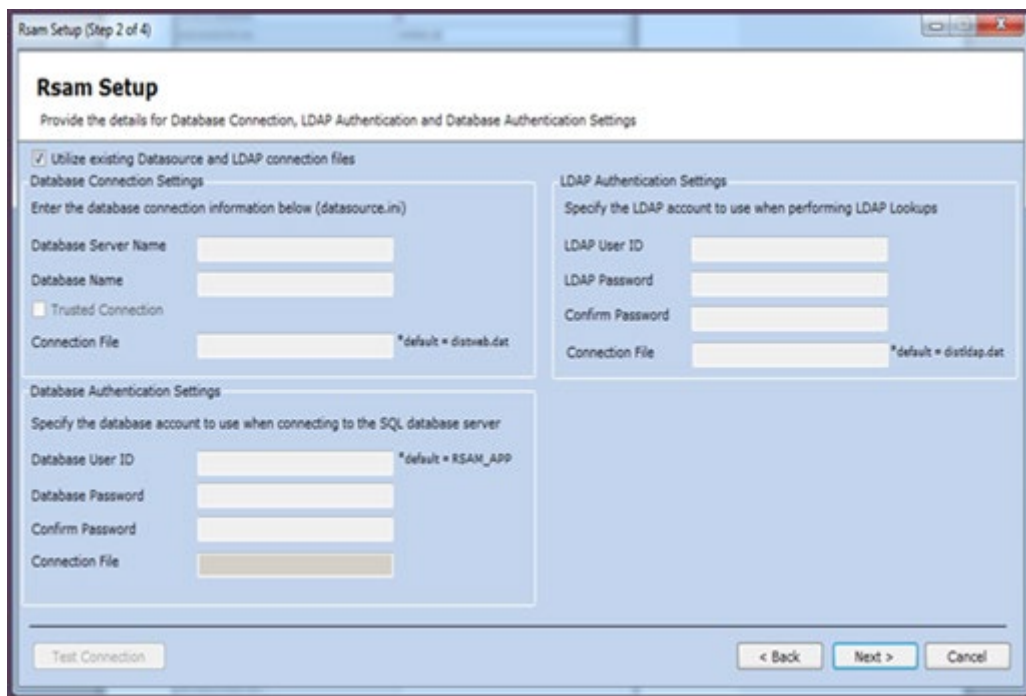


7. Select the Connection Settings as follows:

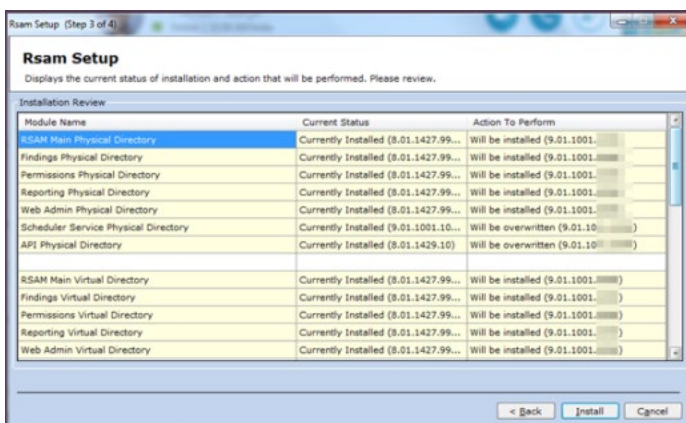
- a. For existing users, if the DISTWEB, DATASOURCE, and LDAP are all working properly, then select the check box **Utilize existing Datasource and LDAP connection files** and bypass this page.

**Note:** If you are adding a module to an existing installation, Rsam will automatically copy the distweb.dat, datasource.ini, and distldap.dat from the other modules when you specify to Utilize existing Datasource and LDAP connection files.

- b. **Trusted Connection** - Choosing this option requires no Database User ID and Database Password. Rsam will connect to the database using the trusted connection with the User ID provided in the Application Pool Identity. The default identity is *NetworkService*.
- c. Click **Next** to continue.

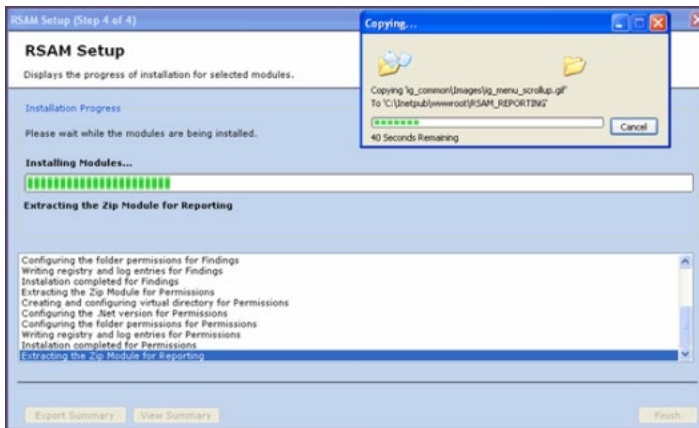


8. Review the installation selections in the **Current Status** and **Action to Perform** columns for each module.



- Click **Install** to continue. The installation begins and the status is displayed.

**Note:** If you selected the **Backup** check box in Rsam Setup Step 1, Rsam will create a backup of your current physical directory and store it in a .zip file. When selecting this option, it will increase the time to perform the installation.



**Note:** If you receive a message prompt to trust the *InstallUtil.exe*, click **Trust** to continue the installation.

The **Installation completed** message appears when the installation is successfully completed.

- Click **OK**.
- You can **View** or **Export Summary** of the installation activities after the installation is successful.
- Click **Finish** and the installation wizard closes.



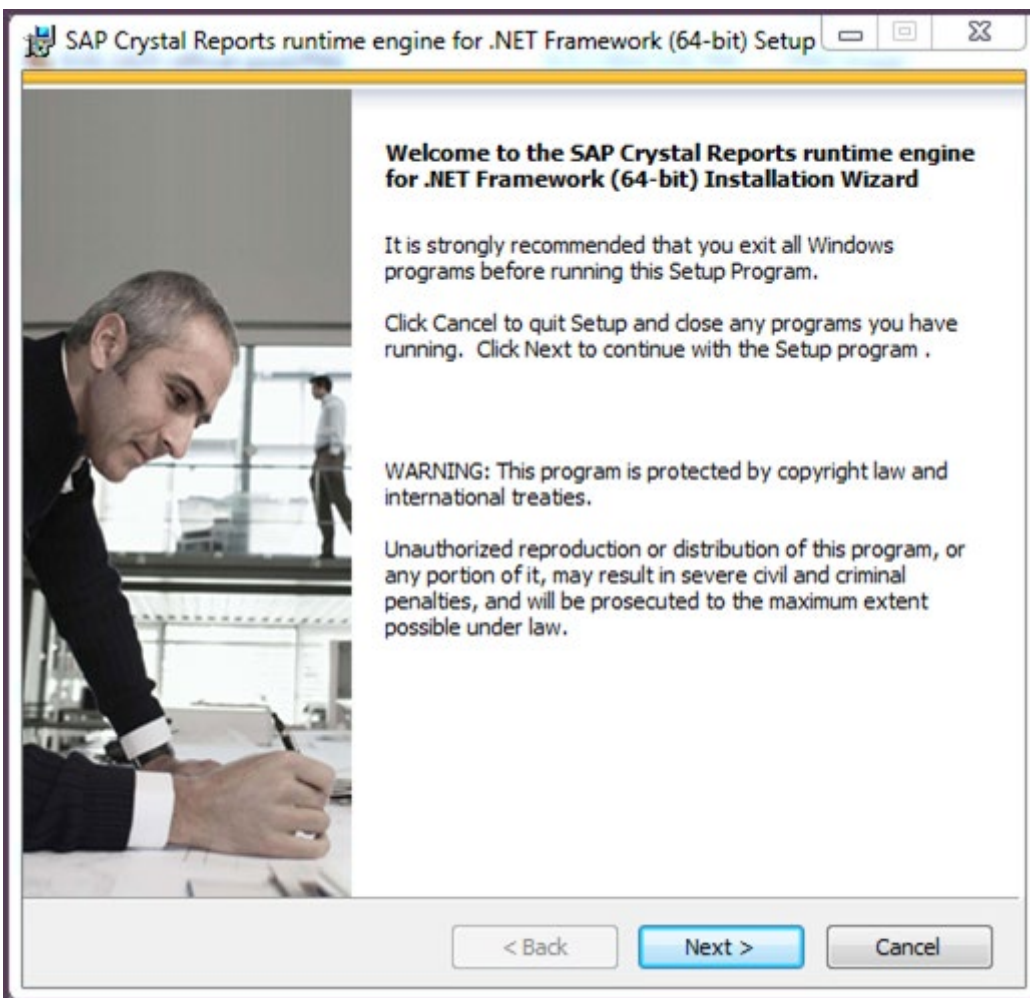
# Upgrading Your Reporting Software

The following section explains the steps to upgrade the Reports module in Rsam.

## Crystal Reports

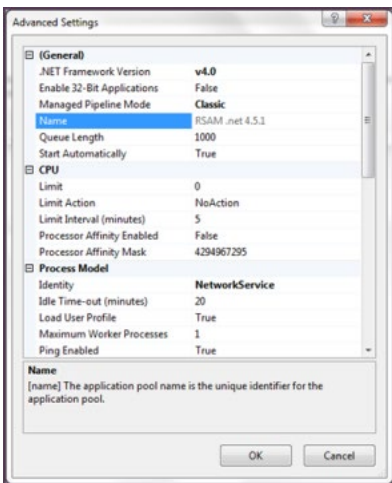
This section lists steps to upgrade your SAP Crystal Reports setup. Following are the procedural steps to upgrade your SAP Crystal Reports setup:

1. Run the Crystal Reports MSI Package (CRRuntime\_64bit\_13\_0\_20.msi and later versions) on the FTP link.



**Note:** If you are upgrading an existing instance then you may need to manually update the application pool for both RSAM and RSAM\_REPORTING to use 4.0.

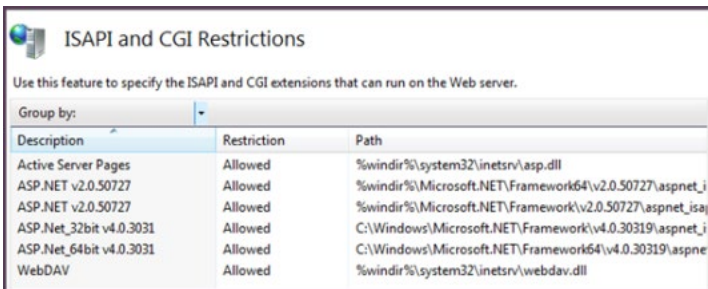
2. Right-click the application pool for Rsam to go to **Advanced Settings**.
3. Set the following:
  - a. **.NET framework Version to 4.0**
  - b. **Enable 32 bit Application to False**
  - c. **Managed Pipeline Mode to Classic**



4. Perform the preceding steps for **RSAM\_REPORTING**.
5. On the web server, check the ISAPI and CGI restrictions.



6. All the ASP.net v4.0.x should be set to Allowed.



## Enabling Rapid Reports

To enable Rapid Reports in your Rsam instance, use the RDL files available in the **RapidReports.zip**.

# Enabling MSMQ for Syslog

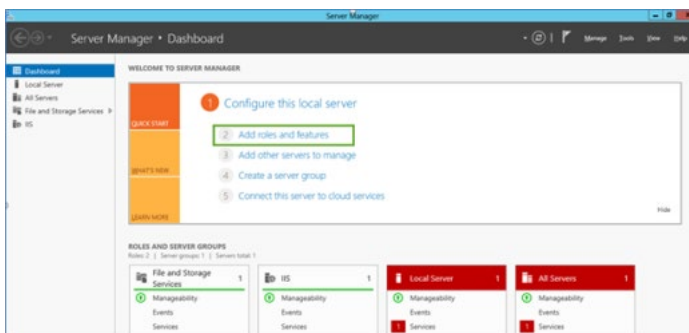
## Enabling Microsoft Message Queuing for Syslog

To enable message queuing, perform one of the following:

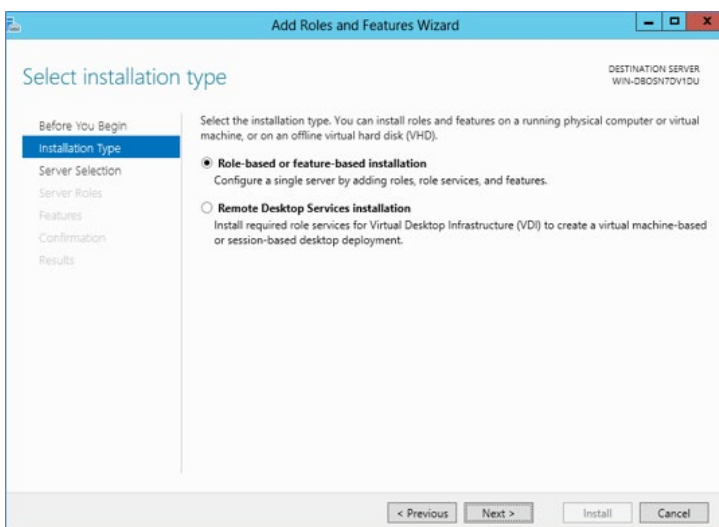
- [Enabling Message Queuing for Windows Server](#)
- [Enabling Message Queuing for Windows 7](#)

## Enabling Message Queuing on Windows Server

1. Navigate to **Start > Control Panel > Programs > Turn Windows feature on or off**.
2. In the **Server Manager** Dashboard, click **Add roles and features**.



3. In the **Add Roles and Features Wizard**, select the **Installation Type** tab, and select **Role-based or feature-based installation**.

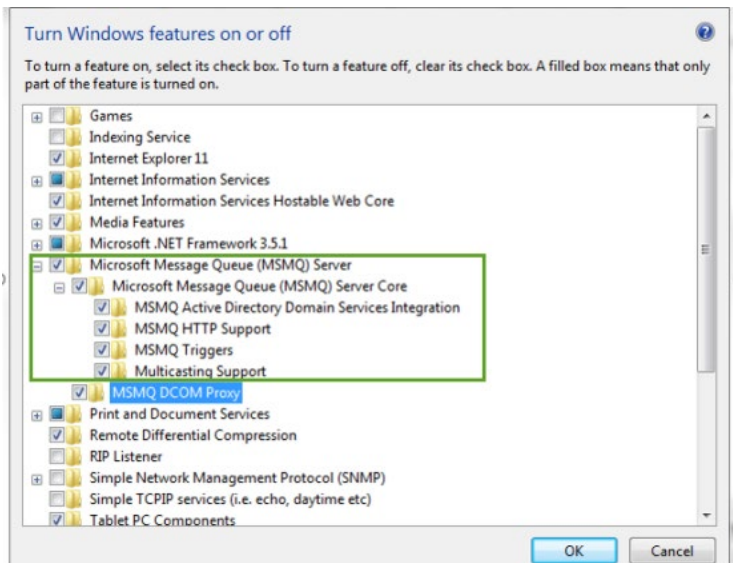


4. Click **Next**.
5. Click **Server Selection** tab and select a server from the **Server Pool** section and click **Next**.

6. Click **Features** tab and in the **Features** section, select the check box corresponding **Message Queuing**. Ensure all the options under **Message Queuing** are enabled.
7. Click **Next**.

## Enabling Message Queuing for Windows 7

1. Navigate to **Start > Control Panel > Programs > Turn Windows feature on or off**.
2. Select the check box corresponding to **Microsoft Message Queue (MSMQ) Server**.



3. Click **OK**.

# Testing Your Rsam Web Interface

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Your Rsam Upgrade should now be complete. To test your Rsam Web Interface upgrade, open a web browser and enter the same URL address at the top of the browser that worked with the previous version. The Rsam **Sign In** page must appear.

**Note:** Rsam recommends using HTTPS protocol for security purposes.

From the Rsam **Sign In** page you can log in using your credentials.

**Important:** After the upgrade, IIS must process each new web page the first time it is accessed. This means that each page will load about 50%-75% slower the first time. This applies for the initial install, upgrade, and after each reboot of the server.