

Update the solution to version 4.36

SphinxOnline is the sphinx solution for online surveys. This document describes the configuration, specifications and the installation procedure for both the SphinxOnline software and its prerequisites. It also contains a “maintenance” chapter covering daily maintenance procedures.

Summary

Reminder of system requirements	2
Requirements – Upgrading from a version 4.29 or superior	2
Requirements installation	3
.NET Core 8.0 Desktop Runtime & Hosting Bundle for Windows (v8.0.14 or higher)	3
Powershell 7	3
Windows Updates	3
Upgrade procedure	4
In case of issues during the update procedure	4
Validating installation	5
Online survey creation	5
Emailing	5
Publishing a survey from the Sphinx iQ software	5
Maintenance	6
Backup	6
Restore Survey deleted	6
Stop/Restart server	6
Changing the SMTP server address	6
Exploitation	7
License renewal	7
Changing the super-administrator informations	7
Antivirus	7
Configuration information	8
Updates	8
Appendices	9
Documentation	9

Reminder of system requirements

- 6 Core processor or 6 logical core (minimum), 12 core (recommended)
- 16 GB memory (minimum), 24 GB or higher (recommended)
- 80 GB hard disk (recommended)
- .NET Framework 4.7.2 or higher
- **SQL Server version 2019 (15.0.2000.5) minimum - collation must be FRENCH_CI_AS**

Requirements – Upgrading from a version 4.29 or superior

Software environment

- [Windows Updates](#) to install
- [Install powershell 7](#)
- [.NET Core 8.0 Desktop Runtime & Hosting Bundle for Windows \(v8.0.14 or higher\)](#) to install
- **Update SQL Server to version 2019 (15.0.2000.5) minimum**
 - **SQL instance's and databases' collation must be FRENCH_CI_AS**

IMPORTANT NOTE: The upgrade to version 4.33 can only be performed if the installed version is at least 4.29.

To update your server to version 4.29, please follow this procedure:

https://telechargement.sphinxonline.com/docs/Update_SphinxOnline_V4.29_en.pdf

Requirements installation

.NET Core 8.0 Desktop Runtime & Hosting Bundle for Windows (v8.0.14 or higher)

You can get the latest version from this page:

<https://dotnet.microsoft.com/en-us/download/dotnet/8.0>

Make sure you download the « **Hosting Bundle** » for **ASP.NET Core Runtime** and the version « **x64** » for **.NET Desktop Runtime** for Windows :

The screenshot shows the .NET 8.0.14 download page. It features three main sections: SDK 8.0.407, ASP.NET Core Runtime 8.0.14, and .NET Desktop Runtime 8.0.14. Each section includes a table with columns for OS, Installers, and Binaries. Red arrows point to the 'Hosting Bundle' in the ASP.NET Core Runtime table and the 'x64' in the .NET Desktop Runtime table.

OS	Installers	Binaries
Linux	Package manager instructions	Arm32 Arm32 Alpine Arm64 Arm64 Alpine x64 x64 Alpine
macOS	Arm64 x64	Arm64 x64
Windows	x64 x86 Arm64 winget instructions	x64 x86 Arm64
All	dotnet-install scripts	

ASP.NET Core Runtime 8.0.14
The ASP.NET Core Runtime enables you to run existing web/server applications. **On Windows, we recommend installing the Hosting Bundle, which includes the .NET Runtime and IIS support.**

IIS runtime support (ASP.NET Core Module v2)
18.0.25044.14

OS	Installers	Binaries
Linux	Package manager instructions	Arm32 Arm32 Alpine Arm64 Arm64 Alpine x64 x64 Alpine
macOS		Arm64 x64
Windows	x64 x86 Arm64 Hosting Bundle winget instructions	x64 x86 Arm64

.NET Desktop Runtime 8.0.14
The .NET Desktop Runtime enables you to run existing Windows desktop applications. **This release includes the .NET Runtime; you don't need to install it separately.**

OS	Installers	Binaries
Windows	x64 x86 Arm64 winget instructions	

Warning: a reboot is required after installing the .NET Core 8.0 Desktop Runtime & Hosting Bundle for Windows.

Powershell 7

You can download the latest available version from this page:

<https://learn.microsoft.com/en-us/powershell/scripting/install/install-powershell-on-windows?view=powershell-7.5>

(MSI Package, version PowerShell-7.5.5-win-x64.msi)

Windows Updates

Searching and installing **Windows Updates must be done** before installing SphinxOnline solution.

As always when installing Windows Updates, be sure to **reboot the server**.

LE SPHINX DEVELOPPEMENT

Parc Altaïs – 27 Rue Cassiopée – 74 650 CHAVANOD - France
Tel: 04.50.69.82.98 - Fax: 04.50.69.82.78 - Email: contact@lesphinx.eu - Web: www.lesphinx.eu
SARL au capital de 100 000 € - Code NAF 5829C - Siret : 398 616 342 000 34

Upgrade procedure

Extract the sphinxonline.zip archive provided by our team (contact update@sphinxonline.com to obtain it).

This archive contains two files:

- a ZIP archive named "maj 4.36 initiale connect.zip"
- a PowerShell script named "maj4.36_initiale_connect.ps1"

Then, run the maj4.36_initiale_connect.ps1 script from a PowerShell console started with administrator privileges.

In case of issues during the update procedure

If an error message appears during execution of the update script, retrieve the log files generated in the directory where the executed script was saved (there may be multiple .log and .txt files) and send them by email to update@sphinxonline.com.

LE SPHINX DEVELOPEMENT

Parc Altaïs – 27 Rue Cassiopée – 74 650 CHAVANOD - France
Tel: 04.50.69.82.98 - Fax: 04.50.69.82.78 - Email: contact@lesphinx.eu - Web: www.lesphinx.eu
SARL au capital de 100 000 € - Code NAF 5829C - Siret : 398 616 342 000 34

Online survey creation

Log on to one of the existing accounts. Click on “New survey” button to create a test survey (add at least one question).

Emailing

In your account’s main page, click on the name of your survey, then on “distribution and collection”, or on the letter icon next to the survey name.

On the left-hand side, in the “e-mailing” tab, click on “1. Messages” then “validate email”. An email is sent to that address with a validation link for that account’s address.

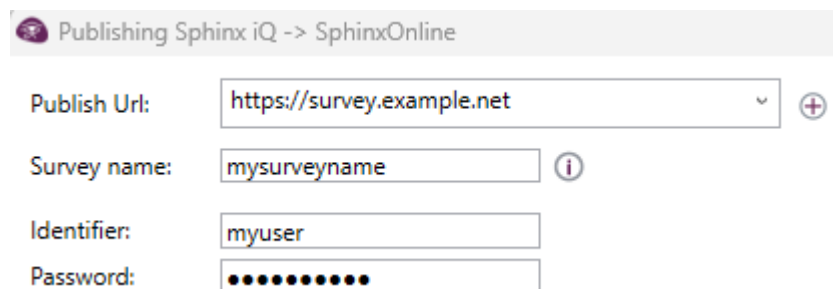
Click on the “2. Recipients” tab and add a recipient address for the test emailing that will be sent.

Use the tab “3. E-mailings and follow-up” and click on “Send/Schedule the invitation” to start the emailing campaign.


You can follow the status of the emailing campaign from this view by clicking on the “Refresh follow-up data” button at the top of the page. Use the link sent to the test address to fill in a survey and check that the campaign status takes this result into account.


Publishing a survey from the Sphinx iQ software

From your SphinxOnline software, click on “open” or “open an existing survey” to open one of your existing surveys or an example survey. Publish it (“distribution and collection” tab in Sphinx IQ3) by using the survey server URL and the login/password for the account created in the first step of checking the installation for errors.



Publishing Sphinx iQ -> SphinxOnline

Publish Url: 

Survey name: 

Identifier:

Password:

You can then make sure that your survey has been published to that account from the management interface, and that it is available.

Backup

We recommend a full backup of **C:\Eureka_s**, **C:\inetpub\wwwroot**, **C:\Sphinx\SphinxConfig** and **C:\SphinxData** (those directories may be different depending on what you chose during the installation) and **all the databases related to the SQL instance used**. It is not necessary to stop the application, provided that a backup solution capable of handling files that are being written to is used (e.g. VM-level backups via Veeam).

It is also recommended to configure a backup system for all databases attached to the SQL instance in use. This system must be designed for this purpose and fully compatible with SQL Server.

Scheduled tasks that access the databases are executed at 1:00 a.m. and 3:00 a.m.; it is therefore recommended to avoid the 1:00 a.m. to 3:30 a.m. time window when scheduling SQL database backups.

Restore Survey deleted

Case n°1: Survey published from the Sphinx client software

Recover from the last backup the files *.sphx and *.sphd survey located in the directory %dirinstall%\Eureka_s\Etudes\(%dirinstall% corresponding to the installation directory of Eureka_s)

Case n°2: Survey create online (Declic 2)

If it is only the survey responses were deleted, simply recover files *.sphx, *.sphd and *.xml from the last backup and copy them in the server directory %dirinstall%\Eureka_s\Etudes\

If the survey has been deleted from the surveys' list, then you need to create a new survey with the same name before restoring survey files from the last backup and replace existing files in the server directory:

%dirinstall%\Eureka_s\Etudes\

Beware that emailing data associated to a survey (messages, recipients and their status, sending history, etc...) are deleted when you delete the survey and cannot be restored. Moreover, after a deletion/restore operation, the survey link will not be the same than before and cannot be changed back. So if the survey link had been sent by email then you will have to send it again.

In both case restart IIS services is necessary to complete the restoration.

Stop/Restart server

The “Sphinx – Survey server” and “Sphinx – Mailing service” services are automatically started. No specific recommendations after a server reboot.

Changing the SMTP server address

- Run **Sphinx - Server** (desktop icon)
- Click on **Configure**
- **Change SMTP server configuration**, and click **OK** (twice)
- Finally, **restart IIS services**

License renewal

Following an account order and/or additional options, or a license renewal, you will receive a new key from our commercial team.

Here are the few steps needed to activate it:

- Run **Sphinx - Server** (desktop icon), click on **Stop**
- Run **licence.exe** (located in the **Eureka_s\licence** directory) **as Administrator**
- Choose **Reinstall**, click on **Continue**
- Select **You have an installation key**, click on **Continue**
- Use the provided information to fill in the fields. (**User Name** and **Product Key**)
- Click on **Continue**, then **Finish**
- In **Sphinx - Server** (desktop icon), click **Start**
- Finally, **restart IIS services**

Changing the super-administrator informations

- Log into the .Net Platform as an administrator
- Click on **Management > My account**
- You can then change password or email address using buttons provided for this purpose

Antivirus

No specific configuration is expected. However, SphinxOnline integrates ASP.NET applications hosted in IIS, we recommend you contact to your antivirus editor to check if specific recommendations (ex: excluding some directories or some executable) are provided.

Configuration information

Service to monitor

- Sphinx – Survey server
- Sphinx – Mailing service
- SQL Server
- World Wide Web Publishing Services (IIS)

Maintenance service

A scheduled task (garbage.exe) is configured when installing the solution. This task runs the following actions weekly (every Sunday at 3am):

- Services restart: sphinx survey server and Sphinx mailing service
- Deletion of temporary files created by the Sphinx applications
- Logs rotation over a 60 days period

IIS

Application pools are configured to recycle after 2 hours of inactivity or every day at 2:15am (server time).

SQL

Created databases list:

Comptes: users, admins, surveys list, ...

Report: Saved analysis

Perf: Mailing activity compilation

SurveyServer: requests log

MailingAccount (one database by account): recipients, mailings, messages

...

To connect and perform requests on the SQL instance:

Web applications use the NT AUTHORITY\NETWORK SERVICE account

Windows services use the NT AUTHORITY\SYSTEM account

Updates

Updates information and versions' list are available here:

<https://telechargement.sphinxonline.com/docs/update/en>

Documentation

The solution user's guide is available here:

<https://infos.lesphinx.eu/doc/sphinxonline/en/Content/Home.htm>

The solution technical architecture:

https://telechargement.sphinxonline.com/docs/Technical_Architecture_And_Flows_Schemas.pdf