

Update the solution to version 4.29

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.

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Reminder of system requirements

- 6 Core processor or 6 logical core (minimum), 12 core (recommended)
- 12 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**

Requirements – Upgrading from a version 4.27 or superior

Software environment

- [Windows Updates](#) to install
- [ASP.NET Core 3.1 Runtime & Hosting Bundle for Windows \(v3.1.32\)](#) to install
- [.NET Core 3.1 Desktop Runtime \(v3.1.32\)](#) to install
- [ASP.NET Core 6.0 Runtime & Hosting Bundle for Windows \(v6.0.22 or higher\)](#) to install
- [Roles and features installation with the provided script](#) to install
- **Update SQL Server to version 2019 (15.0.2000.5) minimum**

IMPORTANT NOTE: The upgrade to version 4.29 can only be performed if the installed version is at least 4.27.

To update your server to version 4.27, please follow this procedure:

https://telechargement.sphinxonline.com/docs/Update_SphinxOnline_V4.27_en.pdf

Requirements installation

Roles and features installation with the provided script

We provide a PowerShell script to install necessary roles and features. It can be used in the following way:

- Open a PowerShell window and browse to the script location using `cd` command
- Execute the script as follows: `.\features_install.ps1`

*Note: If script execution is disabled by default on Windows Server, you can enable it temporarily by typing the command: **Set-ExecutionPolicy Unrestricted -Scope Process***

The « features_install.ps1 » script is available for download here:

http://telechargement.sphinxonline.com/tools/required_features.zip

Information: If you encounter the following error "Error : 0x800f081f. The source files could not be found." Please consult this Microsoft support information page: <https://support.microsoft.com/en-us/help/2913316/you-can-t-install-features-in-windows-server-2012-r2>

Server must be rebooted after these modules setup is done.

IIS modules « URL Rewrite Module 2.1 » and « Application Request Routing 3.0 » setup

Modules download links:

- URL Rewrite Module 2.1: <https://www.iis.net/downloads/microsoft/url-rewrite>
- Application Request Routing 3.0: <https://go.microsoft.com/fwlink/?LinkID=615136>

To install these modules just launch the installer, check the box to accept license terms and click on "Install", then when the setup is done click on "Finish".

Server must be rebooted after these modules' setup is done.

ASP.NET Core 3.1 Runtime & Hosting Bundle for Windows (v3.1.32)

You can get the latest version from this page:

<https://dotnet.microsoft.com/download/dotnet-core/3.1>

Make sure you download the "Hosting Bundle" for Windows:

3.1.32 Security patch

[Release notes](#) Latest release date December 13, 2022

Build apps - SDK SDK 3.1.426

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

Visual Studio support
Visual Studio 2019 for Mac (v8.10)

Included runtimes
.NET Runtime 3.1.32
ASP.NET Core Runtime 3.1.32

Run apps - Runtime ASP.NET Core Runtime 3.1.32

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)
13.1.22321.32

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

Warning: a reboot is required after installing the ASP.NET Core 3.1 Runtime & Hosting Bundle for Windows.

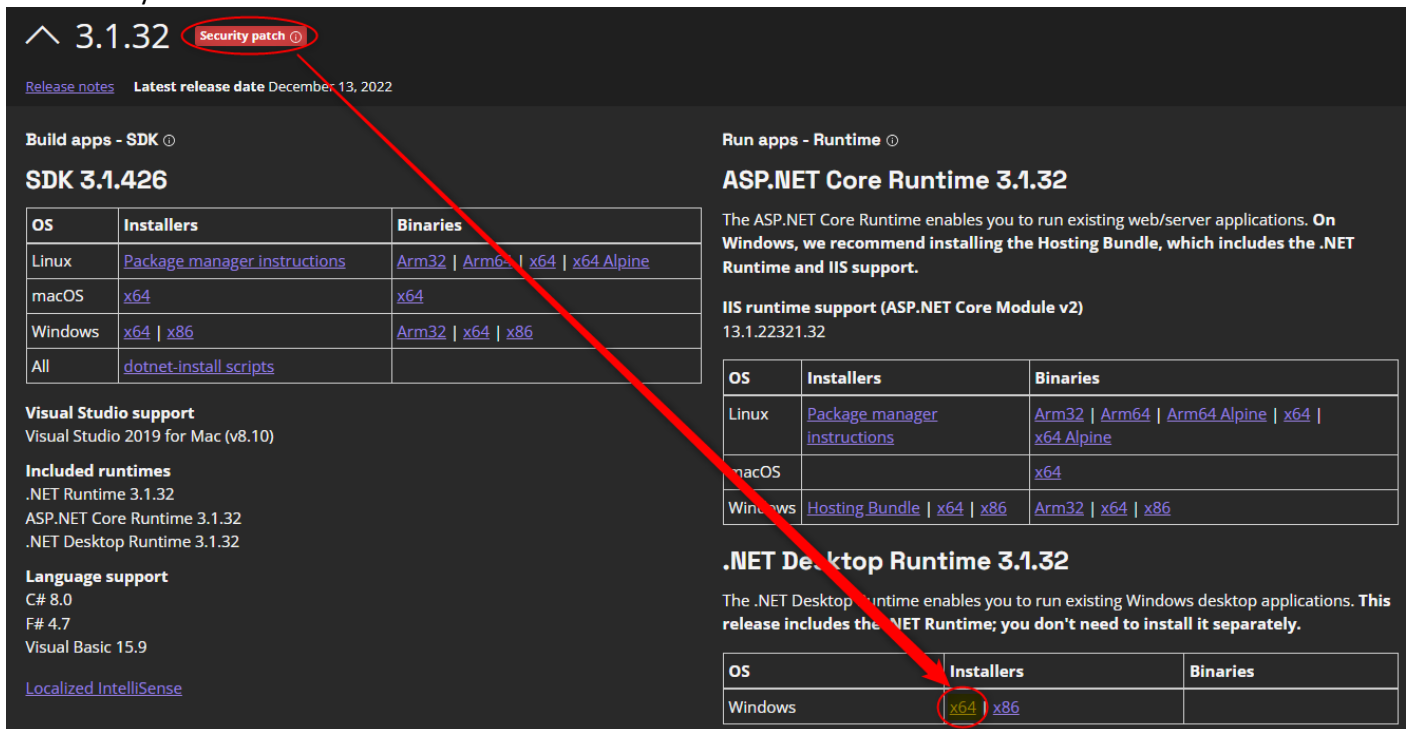
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.NET Core 3.1 Desktop Runtime (v3.1.32)

You can get the latest version from this page:
<https://dotnet.microsoft.com/download/dotnet-core/3.1>

Make sure you download the “x64” for Windows:



3.1.32 **Security patch**

Release notes Latest release date December 13, 2022

Build apps - SDK

SDK 3.1.426

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

Visual Studio support
Visual Studio 2019 for Mac (v8.10)

Included runtimes
.NET Runtime 3.1.32
ASP.NET Core Runtime 3.1.32
.NET Desktop Runtime 3.1.32

Language support
C# 8.0
F# 4.7
Visual Basic 15.9

[Localized IntelliSense](#)

Run apps - Runtime

ASP.NET Core Runtime 3.1.32

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)
13.1.22321.32

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

.NET Desktop Runtime 3.1.32

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.**

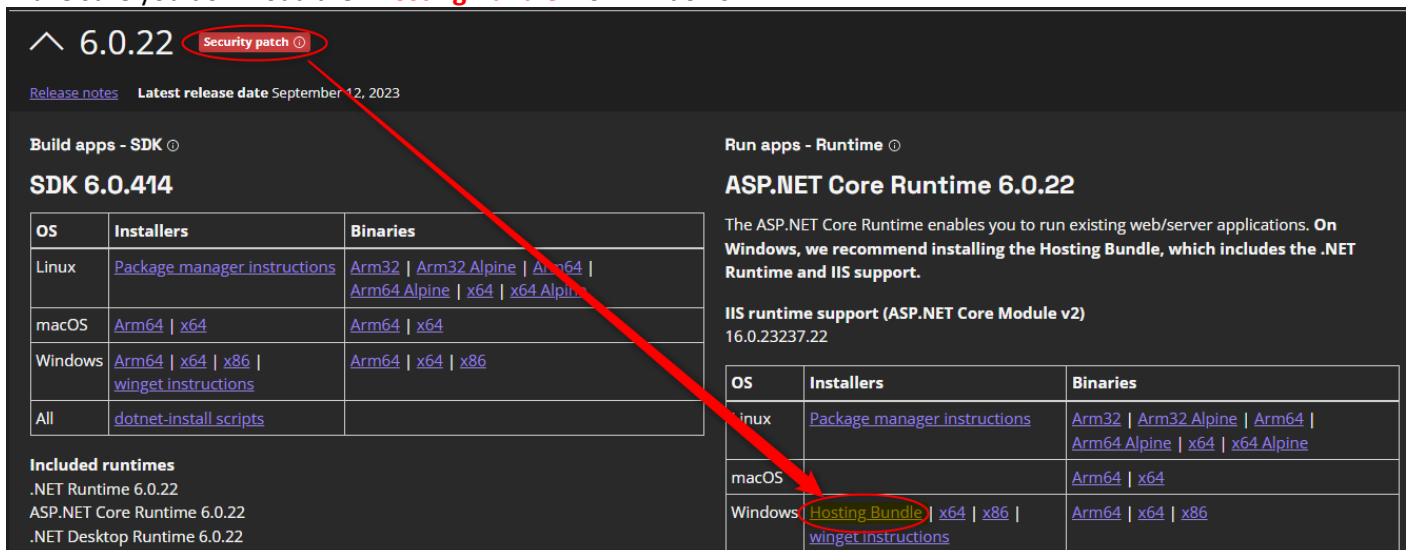
OS	Installers	Binaries
Windows	x64 x86	

Warning: a reboot is required after installing the .NET Core 3.1 Desktop Runtime.

ASP.NET Core 6.0 Runtime & Hosting Bundle for Windows (v6.0.22 or higher)

You can get the latest version from this page:
<https://dotnet.microsoft.com/download/dotnet-core/6.0>

Make sure you download the “Hosting Bundle” for Windows:



6.0.22 **Security patch**

Release notes Latest release date September 12, 2023

Build apps - SDK

SDK 6.0.414

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

Included runtimes
.NET Runtime 6.0.22
ASP.NET Core Runtime 6.0.22
.NET Desktop Runtime 6.0.22

Run apps - Runtime

ASP.NET Core Runtime 6.0.22

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)
16.0.23237.22

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

Warning: a reboot is required after installing the ASP.NET Core 6.0 Runtime & Hosting Bundle for Windows.

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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**.

Microsoft Office Access Database (ACCDB) drivers, version 14 or higher

The ACCDB drivers are available at the following URL (**select the 64-bits version**):

<https://www.microsoft.com/en-us/download/details.aspx?id=13255>

PowerShell 5.1 (Windows Management Framework 5.1)

This version PowerShell is included in Windows Server 2016 and 2019, if you have a different OS you must install Windows Management Framework 5.1.

You can download it from here:

<https://www.microsoft.com/en-us/download/details.aspx?id=54616>

or using one of the links provided by Microsoft on its documentation page:

<https://docs.microsoft.com/en-us/powershell/scripting/windows-powershell/wmf/setup/install-configure>

Microsoft Visual C++ 2015 Redistributables (x64)

You can download it from here:

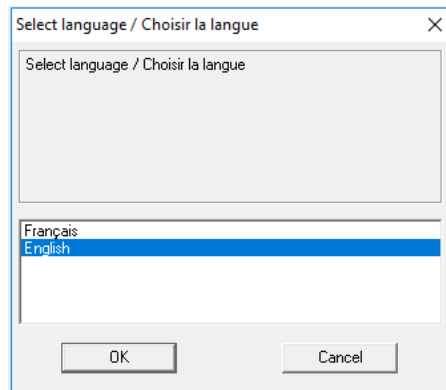
<https://www.microsoft.com/download/details.aspx?id=48145>

Be sure to download and install the **x64** version.

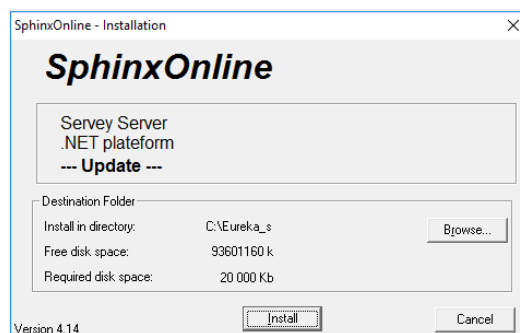
Upgrade procedure

Warning: Before continuing this procedure, all requirements must have been gathered and/or correctly installed.

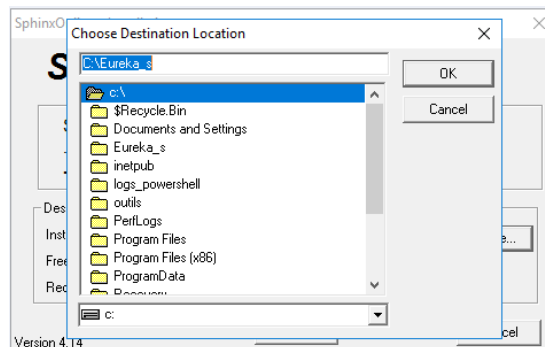
An installer's download link had to be send by email. Run **MajEurSrv.exe** to start the installation program.
Select the installation language:



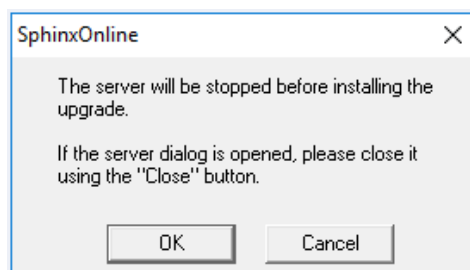
Then click the Ok button to get the following screen:



Click the button Browse and select the installation directory of the existing survey server, by default C:\Eureka_s (it may be different if you selected a different folder during the initial installation):



Click the button OK, then click the button install. The files copy starts but quickly the following dialog box appears:

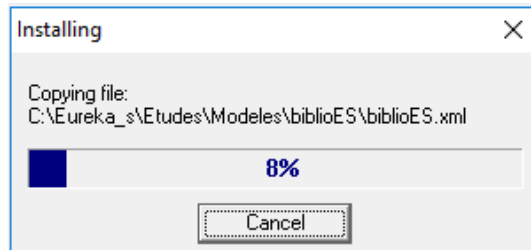


Click the button OK.

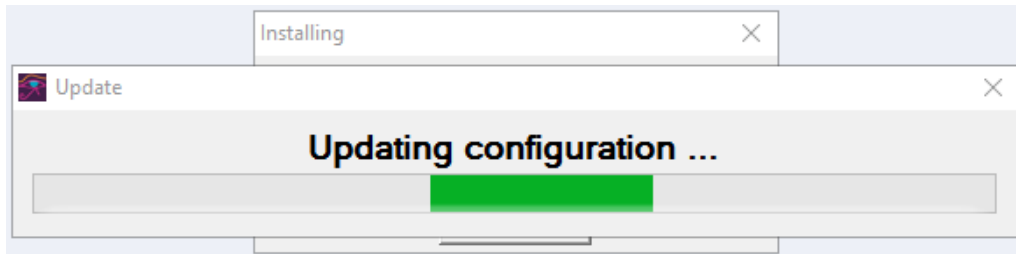
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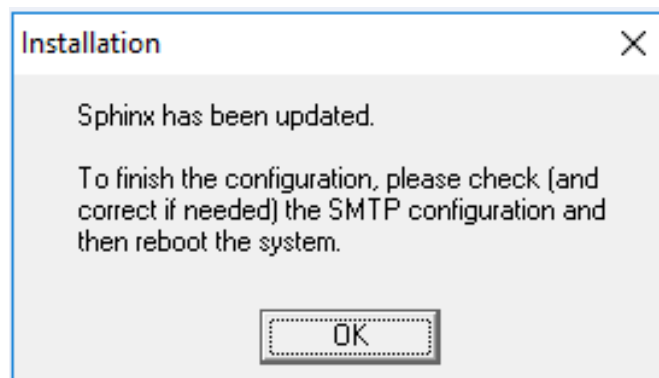
All the necessary files are copied:



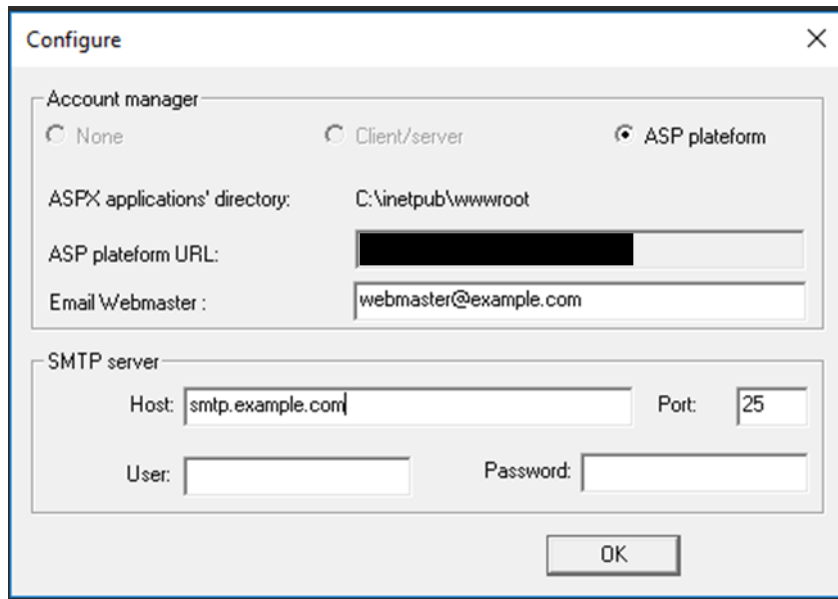
Reached 100% of the copy, it launches the configuration update, at this step several command prompt windows can appear, it is normal:



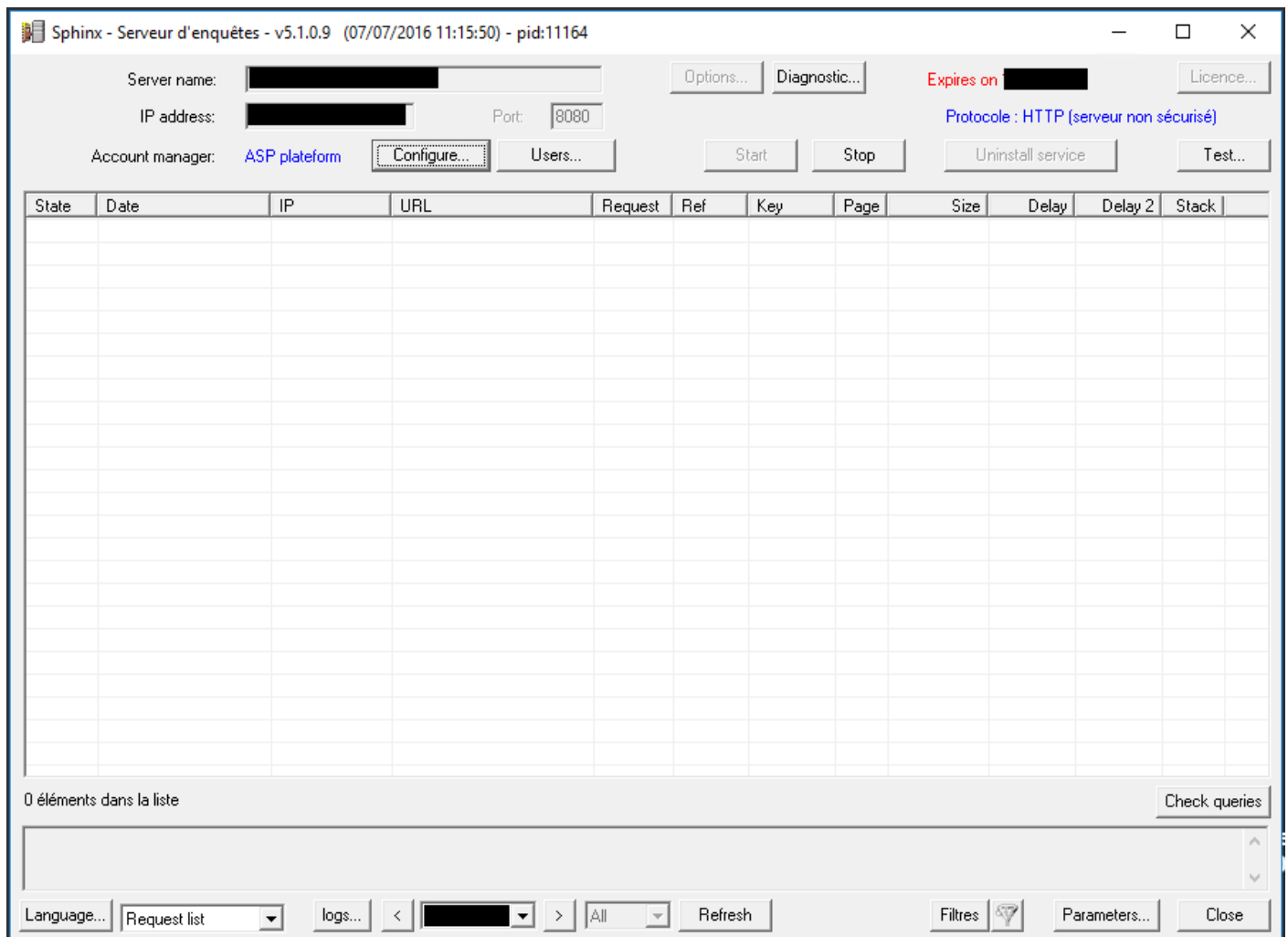
The configuration update continues and other command prompt windows may still appear, and the following message is displayed:



The following window appears, you must verify that the SMTP server settings are correct. If this was not done during the initial installation, you will need to enter a webmaster email address (it is displayed on some error pages):



After you clicked OK and confirmed, Sphinx services are restarted and then the **Sphinx tool – Server** is automatically launched:



Installation is finished, you can close this window.

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If problems occurs during the upgrade process

If an error message appears during the installation of the update, retrieve the log file C:\Eureka_s\ConfigSOM.log (the exact path may differ if you have installed the application in a different directory than by default) and send it by email to update@sphinxonline.com.

Validating installation

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.

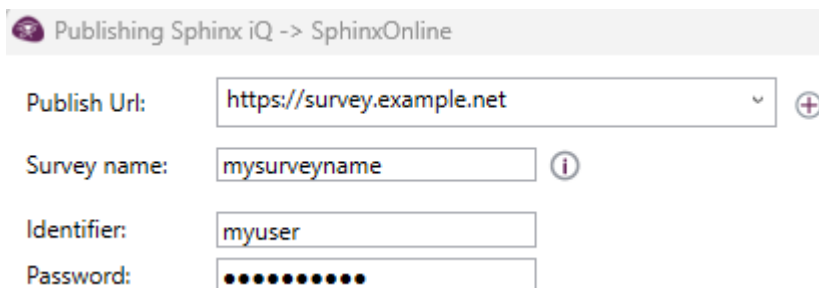
Click on the “2. Recipients” tab and add a recipient address for the test emailing that will be sent.

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 IQ2) 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** 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 to make backups.

Some scheduled tasks that make access to databases are executed at 1 and 3 am, it is recommended to schedule your SQL backup out of 1 to 3:30 am time slot.

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 provide.

Configuration information

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/docsphinxonline/en/>

The solution technical architecture:

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

Quick troubleshooting procedures

SQL server Systems accounts

The diagnostic mode returns an error: Accounts systems are not configured on SQL server

Open SQL server management studio and connect to the instance used to SphinxOnline.

Go to Security > Logins



For each accounts (NT AUTHORITY/NETWORK SERVICE or NT AUTHORITY/SYSTEM):

If it is already present,

Right click on the account name > Properties

Go to the Server Roles page and select sysadmin

Confirm by clicking OK.

If it is **not** present,

Right click on Logins > New login

In login name enter the name NT AUTHORITY/NETWORK SERVICE or NT AUTHORITY/SYSTEM

Go to the Server Roles page and select sysadmin

Confirm by clicking OK.