

Response Logic

Installation Manual v2.0.0



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ResponseLogic[™] Install Guide v2.0.0 (Command Prompt Install)

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 <u>tech@classapps.com</u> 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

SelectSurvey.NET: The latest version of SelectSurvey.NET is required to enable all ResponseLogic features and support, and for the tracking of sent emails in the SelectSurvey.NET database.

Server Configurations: MS Windows Server 2008 or 2012 that have Microsoft Message Queuing installed (instructions below to install) and support .net 4.0.

.NET Framework Versions: 4.0 or higher (32 or 64 bit)

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. Unzip the ResponseLogic package so that the contents of the zip file are in the working folder called "ResponseLogic" (eg: C:\ResponseLogic – contents of zip go here). See screenshot:



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🐉 Recent places	🐌 MessageSend	11/18/2013 4:50 PM File folder
left SkyDrive	🐌 MessageStatus	11/18/2013 4:50 PM File folder
👠 Google Drive	InstallScript.ps1	11/18/2013 4:10 PM Windows PowerSh
	🖾 Invokelnstall.cmd	11/18/2013 9:54 A Windows Comma
🚞 Libraries	RL_iconLG.gif	11/18/2013 9:54 A GIF File
Documents	RL_iconLG.ico	11/18/2013 9:54 A ICO File
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Juleos	RL_iconSM.ico	11/18/2013 9:54 A ICO File
	RL_iconSM.png	11/18/2013 9:54 A PNG File
🤏 Homegroup		
12 items	× 、	

Get your license key from your customer account page by clicking the button "generate license key". This license key goes into the SelectSurvey.NET web.config (see step 6 below).

2. Confirm you have MSMQ on the server

Ensure that Microsoft Message Queuing (MSMQ) is installed on the server. (see Figure below for settings). This image is from a Windows 8 machine but the Server configuration is very similar. Do NOT enable AD integration.

Microsoft Message Queue (MSMQ) Server
 Microsoft Message Queue (MSMQ) Server Core
 MSMQ Active Directory Domain Services Integration
 MSMQ HTTP Support
 MSMQ Triggers
 MUlticasting Support
 MSMQ DCOM Proxy

3. New Install Process

1. Open a command prompt in administrator mode.





- a. Server 2008 & 2008 R2
 - i. Click Start and in the Find search box, type cmd.
 - ii. Right-click on the Command application and select Run as Administrator
- b. Windows 8, Server 2012 & Server 2012 R2
 - i. From the Desktop, press Window-X
 - ii. Select Command Prompt (Admin)
- c. Navigate to the ResponseLogic folder (eg cd c:\ResponseLogic where the contents of the zip file were placed)
- d. Once in the ResponseLogic folder, type InvokeInstall.cmd and press enter
- e. The message queues will be installed and the application services will be registered (Note: if you get the error "*File C:\ResponseLogic\InstallScript.ps1 cannot be loaded because the execution of scripts has been disabled on this system."* When attempting to run the command script, then to enable script execution do this:

In command prompt, run 'powershell' Then, run 'Set-ExecutionPolicy Unrestricted' (both without the single quotes)

- 2. Navigate to the MessageDelayRetry folder and edit the RLMessageRetryDelayService.exe.config file.
 - a. Set the value of the SurveyServiceUrl
 - b. Save and close the file
- 3. Navigate to the MessageSend folder and edit the RLMessageSendService.exe.config file
 - a. Configure the mail server settings
 - b. Save and close the file
- 4. Navigate to the MessageStatus folder and edit the RLMessageStatusService.exe.config file
 - a. Set the value of the SurveyServiceUrl (same as in step 4)
 - b. Save and close the file
- 5. Open the Services utility to start the services
 - a. Server 2008 & 2008 R2
 - i. Under the start menu in the Find box, type services
 - b. Server 2012, 2012 R2 & Windows 8
 - i. Window-C
 - ii. Type services in the Find Apps box
 - c. Once the utility is open, Find the 4 ResponseLogic services and start them.
- 6. ResponseLogic should be up and running on your server. You must now configure SelectSurvey.NET to use this new mail system by adding the license key to the SelectSurvey.NET web.config in the place provided (see step 6 below)

<!-- ResponseLogic(TM) add-in license key for enhanced email -->

add key="RESPONSE_LOGIC_LICENSE_KEY" value="putlicensekeyhere"/>



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

🦚 Administrative Tools				
File Edit View Favorites To	ools Help			A.
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Address 🦏 Administrative Tools				💌 🄁 Go
	Name 🔺	Size	Туре	Date Modified
File and Folder Tasks 💲	B Component Services	2 KB	Shortcut	8/13/2004 8:47 PM
Rename this file	📕 Computer Management	2 KB	Shortcut	1/27/2006 4:46 PM
Moue this file	Data Sources (ODBC)	2 KB	Shortcut	10/24/2005 8:35 AM
	📲 💆 desktop.ini	1 KB	Configuration Settings	11/21/2004 10:53 A
Copy this file	👘 🛃 Event Viewer	2 KB	Shortcut	8/14/2005 5:38 PM
Publish this file to the	Internet Information Services	2 KB	Shortcut	11/21/2004 10:53 A
Web	🔐 Local Security Policy	2 KB	Shortcut	6/25/2007 3:49 PM
E-mail this file	Microsoft .NET Framework 1.1 Configuration	2 KB	Shortcut	8/13/2004 11:03 PM
X Delete this file	A Microsoft .NET Framework 1.1 Wizards	2 KB	Shortcut	8/13/2004 11:03 PM
	Microsoft .NET Framework 2.0 Configuration	2 KB	Shortcut	11/2/2006 10:47 PM
Other Places	2 Performance	2 KB	Shortcut	12/6/2007 5:03 PM
Other Places	🚡 Server Extensions Administrator	2 KB	Shortcut	11/21/2004 10:52 A
🔂 Control Panel	Services	2 KB	Shortcut	11/21/2004 9:53 AM
My Documents				
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File Action View	Help						
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🍇 Services (Local)	Services (Local)						
	ResponseLogic Email Creation	Name 🛆	Description	Status	Startup Type	Log On As	~
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		QBCFMonitorService	Used to mo		Disabled	Local System	
	Start the service	QoS RSVP	Provides n		Manual	Local System	
		Remote Access Auto Connection Manager	Creates a		Manual	Local System	
	Description:	Remote Access Connection Manager	Creates a	Started	Manual	Local System	
	Processes email requests into email	🎇 Remote Desktop Help Session Manager	Manages a		Manual	Local System	
	delivered.	🍓 Remote Procedure Call (RPC)	Provides th	Started	Automatic	Network Service	
		🍓 Remote Procedure Call (RPC) Locator	Manages t		Manual	Network Service	
		🍓 Remote Registry	Enables re	Started	Automatic	Local Service	≡
		🎇 Removable Storage			Manual	Local System	
		Service 2010 Email Creation Service	Processes		Automatic	Network Service	
		🎇 ResponseLogic Email Delivery Service	Processes	Started	Automatic	Network Service	
		🎇 ResponseLogic Email Scheduled Message Service	Processes	Started	Automatic	Network Service	
		🎇 ResponseLogic Email Status Service	Processes	Started	Automatic	Network Service	
		Routing and Remote Access	Offers rout		Disabled	Local System	
		Secondary Logon	Enables st	Started	Automatic	Local System	
		Security Accounts Manager	Stores sec	Started	Automatic	Local System	~
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	Extended Standard						
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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)





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 for more logging.

Upgrading from Older Versions

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 process to reinstall it.

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.

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 ResponseLogicRetryDelay.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)

How to Install MSMQ

Refer to Microsoft's MSMQ installation instructions for your version of Windows 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 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:

Windows Components Wizard 🛛 🛛 🔀							
Windows Components You can add or remove components of Windows XP.	t						
To add or remove a component, click the checkbox. A sh part of the component will be installed. To see what's inclu Details.	aded box means that only uded in a component, click						
Components:							
🗹 鞼 Internet Information Services (IIS)	13.5 MB 🔼						
🔄 🗖 🔄 Management and Monitoring Tools	2.0 MB						
🗹 🚅 Message Queuing	0.0 MB						
MSN Explorer	13.2 MB						
🖬 🚍 Networking Services	0.3 MB 🔛						
Description: Includes Windows Accessories and Utilities f	or your computer.						
Total disk space required: 55.8 MB							
Space available on disk: 20977.6 MB	Details						
< Back	Next > Cancel						

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.





Event Properties	? 🗙
Event	
Date: 6/2/2008 Source: Service Control Manager Time: 10:22:28 PM Category: None Type: Information Event [D: 7036 User: N/A Computer: ATOMIC-DELL Description: The ResponseLogic Email Creation Service service entered the st state	↑ ↓ ©
For more information, see Help and Support Center at http://go.microsoft.com/fwlink/events.asp.	
Da <u>t</u> a:	<
OK Cancel	Apply

Common Errors:

1. **Permission errors:**



🖶 Computer Management		
🗐 File Action View Window Help		_8×
		,
🚊 🎥 Storage	^	Name
🗄 🉀 Removable Storage		There are no items to
		show in this view.
Services and Applications		
WMI Control		
🗄 🙀 SQL Server Configuration Manager		
🗄 👰 Indexing Service		
🗄 🦓 Internet Information Services		
🖻 🚾 Message Queuing		
En Private Queues		
Journal messages		
Triggers		
- 🔀 atomic-dell\private\$\surveyimpl_messagecreation - Error: Access is denied.		
— 😣 atomic-dell\private\$\surveyimpl_messageretrydelay - Error: Access is denied.		
🛛 😵 atomic-dell\private\$\surveyimpl_messagesend - Error: Access is denied.		
🔄 🔀 atomic-dell\private\$\surveyimpl_messagestatus - Error: Access is denied.		
System Queues		
Journal messages	-	
Dead-letter messages		
Mossage Oucuing Triagers	~	< >>

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 <u>Verwalten von Warteschlangen auf anderen</u> <u>Computern</u>. 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 <u>User Certificates</u>.
- Messages cannot be encrypted. For more information about encryption, see <u>Encryption for</u> <u>Message Queuing</u>.
- There is no support for dependent clients. For more information about restrictions on the deployment of dependent clients, see <u>Dependent Clients</u>.
- Cross-platform messaging is not supported. For more information, see <u>Cross-Platform</u> <u>Messaging</u>.

That is taken from the helpful TechNet page <u>Deploying in Workgroup Mode</u>, 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.



ResponseLogic.Admin.exe Properties
General Compatibility Security Details Previous Versions
If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version.
Compatibility mode
Run this program in compatibility mode for: Windows XP (Service Pack 3)
Settings
Run in 256 colors
Run in 640 x 480 screen resolution
Disable visual themes
Disable desktop composition
Disable display scaling on high DPI settings
Privilege Level
Run this program as an administrator
Change settings for all users
OK Cancel Apply



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Computer Management								_ 🗆 <mark>_ X</mark>
File Action View Help								
🌆 Computer Management (Local)	O. Services							Actions
a 🎁 System Tools		-						Services 🔺
Task Scheduler Task Scheduler Task Scheduler Scheduler Task Scheduler Task Scheduler Scheduler	ResponseLogic Email Delivery	Name	Description	Status	Startup Type	Log On As	*	M. A.C. N
Event Viewer	Service	Revice Enumerator Service	Enforces ar	Started	Manual	Local Syste		More Actions
Shared Folders		Q Power	Manages p	Started	Automatic	Local Syste		ResponseLogic E 🔺
Be Local Users and Groups	Start the service	A Print Spooler	Loads files t	Started	Automatic	Local Syste		More Actions
Performance		Problem Reports and Solutions Contr	This service		Manual	Local Syste		More Actions 7
Device Manager	Description:	Program Compatibility Assistant Servi	This service	Started	Automatic	Local Syste		
Dick Management	Processes email messages and	A Protected Storage	Provides pr	Started	Manual	Local Syste		
A Services and Applications	deliveres them to the recipients.	Protexis Licensing V2	This service	Started	Automatic	Local Syste		
Internet Information Services (IIS) Manager		Quality Windows Audio Video Experie	Quality Win		Manual	Local Service		
Services		Remote Access Auto Connection Ma	Creates a co		Manual	Local Syste		
WMI Control		Remote Access Connection Manager	Manages di		Manual	Local Syste		
SQL Server Configuration Manager		Remote Desktop Configuration	Remote Des		Manual	Local Syste		
⊿ 😅 Message Queuing		Remote Desktop Services	Allows user	Started	Manual	Network S		
Dutgoing Queues		Remote Desktop Services UserMode P	Allows the r		Manual	Local Syste		
a 🚞 Private Queues		Remote Procedure Call (RPC)	The RPCSS	Started	Automatic	Network S		
		🌼 Remote Procedure Call (RPC) Locator	In Windows		Manual	Network S	=	
🖉 Queue messages		🔍 Remote Registry	Enables rem		Manual	Local Service		
🖉 Journal messages		ResponseLogic Email Creation Service	Processes e	Started	Automatic	Network S		
surveyimpl_messageretrydelay		🖏 ResponseLogic Email Delivery Service	Processes e		Automatic	Network S		
Geue messages		ResponseLogic Email Scheduled Mess	Processes e		Automatic	Network S		
Journal messages		🌼 ResponseLogic Email Status Service	Processes e		Automatic	Network S		
Surveyimpi_messagesend		Routing and Remote Access	Offers routi		Disabled	Local Syste		
Queue messages		🔍 Roxio UPnP Renderer 10			Manual	Local Syste		
A Surveyimpl messagestatus		🔍 Roxio Upnp Server 10			Automatic	Local Syste		
Oueue messages		RPC Endpoint Mapper	Resolves RP	Started	Automatic	Network S		
Journal messages		🔍 Secondary Logon	Enables star		Manual	Local Syste		
System Queues		🔍 Secure Socket Tunneling Protocol Ser	Provides su		Manual	Local Service		
		🌼 Security Accounts Manager	The startup	Started	Automatic	Local Syste	-	
	Extended Standard	.dk.						
Contains more actions that can be performed.								

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



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		File Action View Help									
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2	7	Performance		Print Spooler	Loads files t	Started	Automatic	Local Syste		More Acti	Start
Services	Internet	A Device Manager	Description:	Propram Compatibility Assistant Servi	This service	Started	Automatic	Local Syste			Stop
	Informatio	Storage Disk Management	Processes email messages and	Protected Storage	Provides pr	Started	Manual	Local Syste			Pause
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		Winternet Information Services (IIS) Manager		🧠 Quality Windows Audio Video Experie	Quality Win		Manual	Local Service			Restart
7		Services		🧟 Remote Access Auto Connection Ma	Creates a co		Manual	Local Syste			All Tasks
Switch Sound	SoundTap	WMI Control		Remote Access Connection Manager	Manages di		Manual	Local Syste			
File Convert	Streami	Marcage Queuing		Remote Desktop Configuration	Remote Des	Stantod	Manual	Local Syste			Refresh
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	Start 1	a 🚞 Private Queues		Remote Procedure Call (RPC)	The RPCSS	Started	Automatic	Network S			Help
5		surveyimpl_messagecreation		Remote Procedure Call (RPC) Locator	In Windows		Manual	Network S	E	-	
Internet	Toad for	Queue messages		🌼 Remote Registry	Enables rem		Manual	Local Service			STATE File
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		Gueue messages		ResponseLogic Email Delivery Service	Processes e		Automatic	Network S			ifiguratio
		🖉 Journal messages		ResponseLogic Email Scheduled Mess	Processes e		Automatic	Network S			STATE File
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illunes	Express Rip	Queue messages		Roxio UPnP Renderer 10	onerstoadaa		Manual	Local Syste			
		Journal messages		Roxio Upnp Server 10			Automatic	Local Syste			
	-	Queue messages		🔍 RPC Endpoint Mapper	Resolves RP	Started	Automatic	Network S			
		🖉 Journal messages		🔍 Secondary Logon	Enables star		Manual	Local Syste			
5	2	System Queues		Secure Socket Tunneling Protocol Ser	Provides su		Manual	Local Service			
WavePad	Snagit 10			Security Accounts Manager	The startup	Started	Automatic	Local Syste	-		
Sound Editor			Extended Standard								_
		Start service ResponseLogic Email Delivery Service on Local Comp	uter								
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In Windows 7 with IIS7 you must also make sure that SMTP email is enabled in iis:



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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)







