



## SelectSurvey.NET Install Guide

### Requirements

To use this system, your web site must be running Microsoft Internet Information Server (IIS) and have the .NET Framework 1.1 or later installed. MDAC 2.7 or later recommended. Session state must be enabled for the application in IIS (it is enabled by default).

### Installation Considerations for Hosted Environment

If you are planning on hosting the application in a hosted environment first make sure the hosting provider complies with the following:

1. Windows Server (Microsoft Internet Information Server).
2. .NET Framework 1.1 or later must be installed on hosted server
3. Supports Microsoft Access or Microsoft SQL database. (If Microsoft Access, ASP.NET account must have permissions to modify database) (See Appendix B for details)
4. In some situations an application pool for the application is desirable to prevent excessive time outs due to Microsoft recycling sessions on a busy hosted server. (See Appendix A for details)
5. Ability to configure application folder as an application in IIS.

### Installation Checklist

The steps to install SelectSurveyNET are as follows:

1. **Download and Unzip files.**  
Unzip the files to a temporary directory. The zip file contains a folder of files to copy to the web server titled "**Files to copy to IIS**", and a folder containing the solution project file and source code titled "**Source Code**" for development and customizations.
2. **Place files on Web Server and Configure Web Server.**  
Copy the files inside the folder "Files to copy to IIS" to either your root web site folder or create a virtual directory in IIS that points to where you put the files, named something like "SelectSurveyNET". Make sure there is an "Application Name" entered as shown in figure 1 below under "Application Settings" in IIS properties for the SelectSurveyNET virtual directory. If you are using IIS6.0 with Windows Server 2003, we recommend that the Select Survey application be assigned its own application pool. For instructions how to do this see Appendix A at the end of this document. Session state must be enabled (enabled by default) you can check it by clicking on the "configuration" button next to the application name (see figure 1).  
**If you have .NET Framework 2.0 or later installed:** See Appendix C for further instructions on configuring the IIS folder to run under 1.1 or upgrading to .net 2.0.

**Note for Hosted Environment:** If your hosting provider does not allow you to configure a sub folder or virtual directory as an “application” you will have to put the application in the top or root folder of your web site or ask the hosting provider to configure the folder for you.

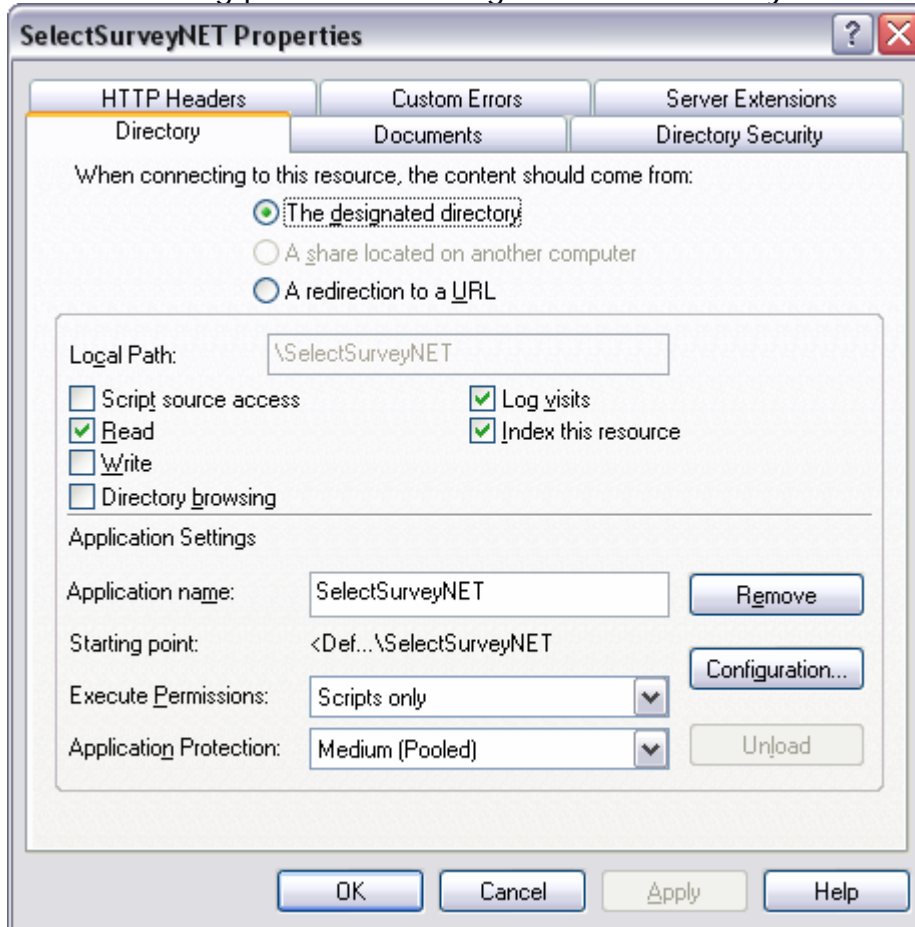


figure 1

Also, make sure the Default.aspx page is set as the default document on the “Documents” tab in the web site properties as shown in figure 2.

**Note for Hosted Environment:** Hosting providers usually have a control panel that allows you to set the default page. If not, just make sure there is not another page in the same folder that the server may default to such as “default.asp”, “index.asp”, etc. instead of default.aspx.

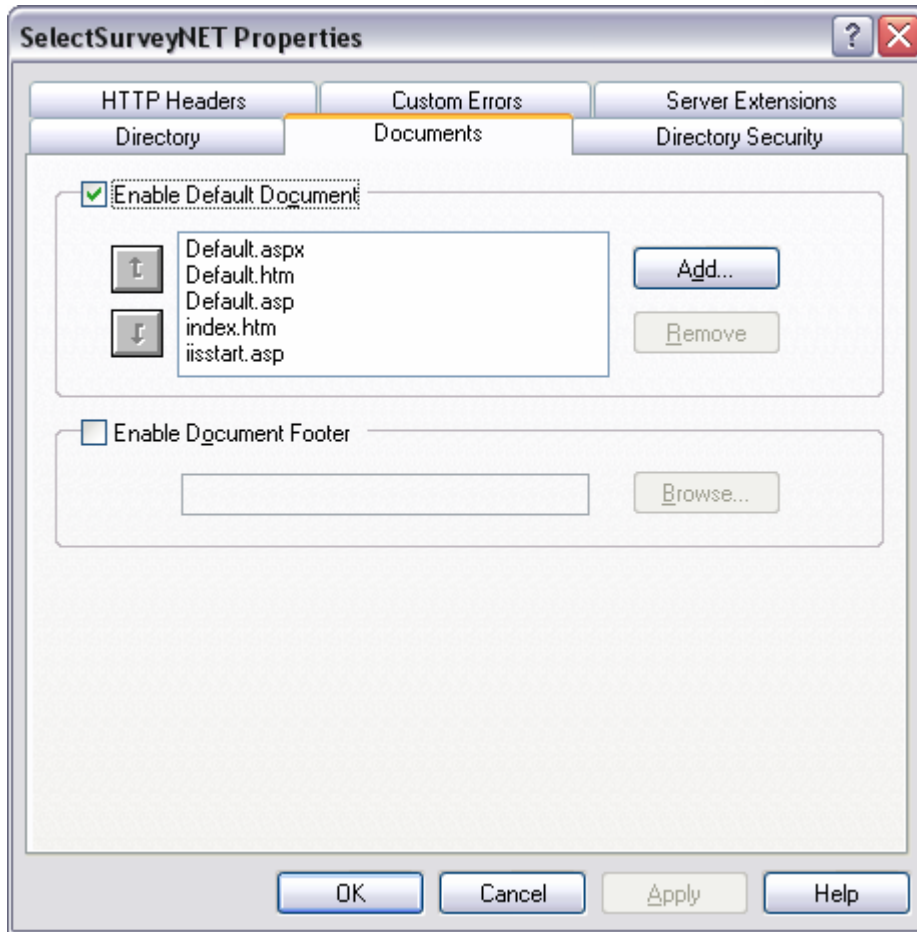


figure 2

### 3. Configure your database.

At this point, you must decide whether to use Microsoft Access or SQL Server. There are three required steps for each type of database. Please refer to the appropriate section, below.

#### **Microsoft Access**

- a. The database, which has been fully populated with all required meta-data, is located in the "Documentation/Database" directory. This folder contains two copies of the Access database. The version named SelectSurveyASPAdvanced.mdb is in Access 2000 format, and the version named SelectSurveyASPAdvanced97.mdb is in Access 1997 format. Our recommendation is to use the version of the database in Access 2000 format, but both versions should work fine. Make sure that



the copy of the Access database that you are using is NOT marked read-only.

- b. After deciding which version of Access you will be using, delete the other Access database. If you are using Access 1997, rename the database to SelectSurveyASPAdvanced.mdb. At this point, you may want to move the database to another desired location on the server such as C:\Database.
- c. Next, set the permissions on the Access database. The ASP.NET account must have modify permissions to both the folder containing the database and the database file itself. The IUSR\_MACHINE account, which is the account under which the web server runs, must have permission to open the database file. To set this permission, grant permission to the .mdb file for the IUSR\_MACHINE account by right-clicking on the database file, selecting Security, and granting either write or full permission to the IUSR\_MACHINE account.

**Note for Hosted Environment:** Hosting providers usually have a control panel for users for the database. If you have database access problems you may have to ask the hosting provider to set permissions to your database.

For more information on setting permissions, or if you run into any problems with this step, please refer to the following article.

<http://support.microsoft.com/default.aspx?scid=KB;EN-US;Q175168>

For Microsoft Access connection errors see Appendix B at the end of this document.

### **SQL Server**

- a. At this point, you may want to optionally create a new database for the application. If you decide not to create a new database and to use an existing database instead, note that all table names have the prefix "SUR\_" so that they can easily be distinguished from other tables in the database.
- b. Load the tables into the database. The script for the tables is located in the file, "SelectSurveyASPTables.sql," which is located in the "Documentation/SQLScripts/SQLServer" directory. The best way to load the tables is to open Microsoft Query Analyzer, open the file, "SelectSurveyASPTables.sql," from Query Analyzer, and execute.



- c. Load the required meta data into the database. The script for the meta-data is located in the file, "SelectSurveyASPData.sql," which is located in the "Documentation/SQLScripts/SQLServer" directory. The best way to load the meta-data is to open the file, "SelectSurveyASPData.sql," from Microsoft Query Analyzer, and execute it.

#### 4. **Edit the WEB.CONFIG file with textpad or notepad to set database connection credentials.**

The application uses a DSN-less connection by default, which means you should be able to configure the database connection simply by editing a text file. The connection string is located in the file, "Web.config," in the root folder. This file contains multiple versions of the constant SURVEY\_APP\_CONNECTION, divided into two sections. One of the sections is for connecting to a SQL Server database, the second is for connecting to a MS Access database. Above each section are detailed comments for how to configure the connection string for that particular database. At this point, comment out the constants that you will not be using, and set up the appropriate connection string, as shown.

To comment out a line add `<!--` to the beginning of the line and `-->` to the end of the line. To uncomment a line, remove the first 4 characters ("`<!--`") from the line and the last 3 characters from the line ("`-->`"). Compare to a line that is already commented out to see if you have it formatted correctly. If there is a formatting typo it may cause an error in the application.

If you prefer, you may use a system DSN to connect to the database. If using a DSN, the syntax for the constant SURVEY\_APP\_CONNECTION is as follows, where "YourDSNName" should represent the name of the DSN:

```
Const SURVEY_APP_CONNECTION = "DSN=YourDSNName"
```

**Note for Hosted Environment:** If you do not know the absolute path the database you may have to use a DSN connection string (above) if your hosting provider allows you to set up DSN's in the hosting control panel.

**Important:** If you are using Access, the absolute file path to the Access database, including the name of the database itself, should be set as the value for the DBQ parameter. An absolute file path starts with the drive letter, and then contains the entire hierarchy of folders down to the Access database. As an example, "c:/inetpub/wwwroot/surveys/Database/SelectSurveyASPAdvanced.mdb," is a valid absolute path.

5. **Edit the WEB.CONFIG file (required) with textpad or notepad to set database type.**

In the same file, "Web.config" there is a constant called SUR\_DATABASE\_TYPE. Depending on whether you are using MS Access, SQL Server, MySQL, the value for this constant must be updated to "MSAccess", "SQLServer" or "MySQL", as appropriate. These values are noted in the comment above the constant. These values are case-sensitive, so make sure you specify the value exactly as shown.
6. **Edit the WEB.CONFIG file (required) with textpad or notepad to set email parameters.**

Also in the file, "Web.config," there are several constants under the heading "EMAIL CONFIG VARIABLES". SelectSurveyNET utilizes the System.Web.Mail namespace included in the .NET Framework for sending email. Read the comments in the web.config for how to set these values. The below email constants can be set in the Web.config file:

```
SUR_EMAIL_COMPONENT_SMTP_PORT
SUR_EMAIL_COMPONENT_SMTP_USER
SUR_EMAIL_COMPONENT_SMTP_PASSWORD
SUR_EMAIL_COMPONENT_SMTP_AUTHENTICATE
SUR_EMAIL_COMPONENT_SMTP_SERVER
```
7. **Edit the WEB.CONFIG file (required) with textpad or notepad to set date formats.** The next constant in the file, "Web.config," that must be updated is a constant called SUR\_DATE\_FORMAT. This constant should be updated to either "1" if using American style dates, or "2" if using European style dates. Following this constant is another constant called SUR\_DATE\_DELIMITER, which must be set to the character that separates the day, month, and year. The possible values for the delimiter are "/", ".", or "-". Note that, by default, these constants are set to American format and "/", respectively.
8. **Edit the WEB.CONFIG file (required) with textpad or notepad to set admin email address.** Next, the constant SUR\_APPLICATION\_ADMIN\_EMAIL\_ADDRESS should be set to the email address of the administrator of the application.
9. **Edit the WEB.CONFIG file (required) with textpad or notepad to set root URL.** The next constant in the file, "Web.config," that must be updated is a constant called SUR\_APPLICATION\_ROOT\_URL. This constant should be updated to point to the root HTTP path where the application is located. Detailed instructions about how to format this value are included in the comments above the constant.
10. **Edit the WEB.CONFIG file (required) with textpad or notepad to set default home page.** The last constant to update is called



SUR\_APPLICATION\_DEFAULT\_HOME\_PAGE. This constant represents the page that serves as both the default page and the home page for the application. This constant is, by default, set to the value, "Default.aspx," which is a default home page provided with the application. You may want to create your own home page, or modify Default.aspx, to provide users with additional information.

**11. Additional web server configuration.** If you are installing the application on Windows 2003, you must make the following change:

- a) By default, Windows 2003 locks down most file extensions, except for certain types of files. This is different than previous versions of Microsoft operating systems. The survey application contains a number of JavaScript routines, all of which are in a file with a .js extension. To enable the .js file type, you simply edit the MIME types either at the Global IIS level or the individual site or virtual directory level. Add the .js as an application/x-javascript type, and everything should work fine. If your application is hosted with an ISP, simply ask them to enable files with a .js extension, and they will readily understand the request and how to respond to it.

**12. Log in to the application with a browser to test configuration using “admin/admin” as username and password.** By default, the application has a single user entered in the SUR\_USER table. The username for this default user is "admin" and the password is also "admin." This account has been granted full administrative rights to the entire application, and should not be deleted. Use this username/password to log into the application the first time. Once logged in as "admin," or if logged in as any account with "admin" level permissions, you can create other user accounts.

## Support

Go online to <http://www.classapps.com/support.asp> to the support page, where you can fill out a support ticket and find contact information.

## Appendix A: Application Pooling

**Platform:** IIS6.0 with Windows Server 2003

**Symptoms:** Session timeout and session loss even when user is active.

**Cause:** Microsoft introduced several new features into Windows 2003/IIS6 web server that affect how sessions and application pools are handled. Most web hosting companies host multiple websites in the same application pool. When resources are maxed out for an application pool IIS 6 starts to recycle these sites causing application variables to be lost for those recycled sites.

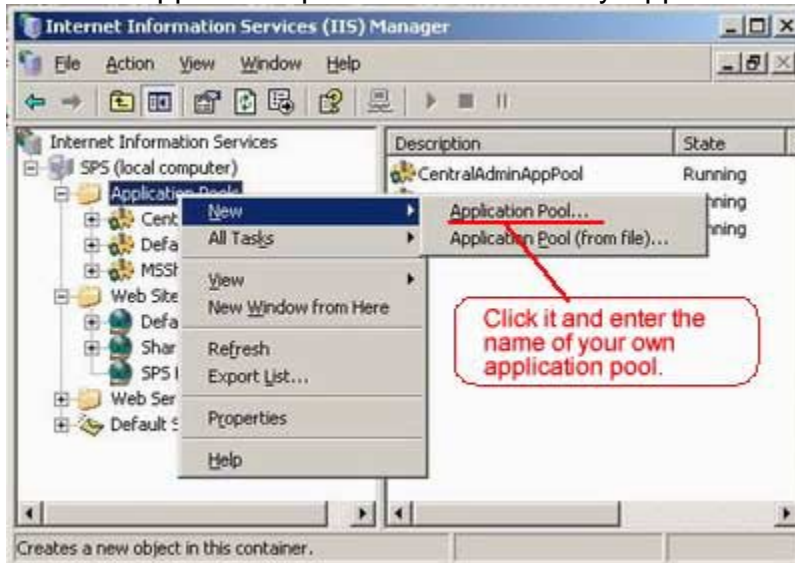
### Solution:

If you are experiencing application/session loss symptoms then we would recommend asking your web hosting company to place you in your own application pool with all recycling options disabled and the recycle worker process set to recycle only once during the day at a set time.

Below are the instructions to do this:

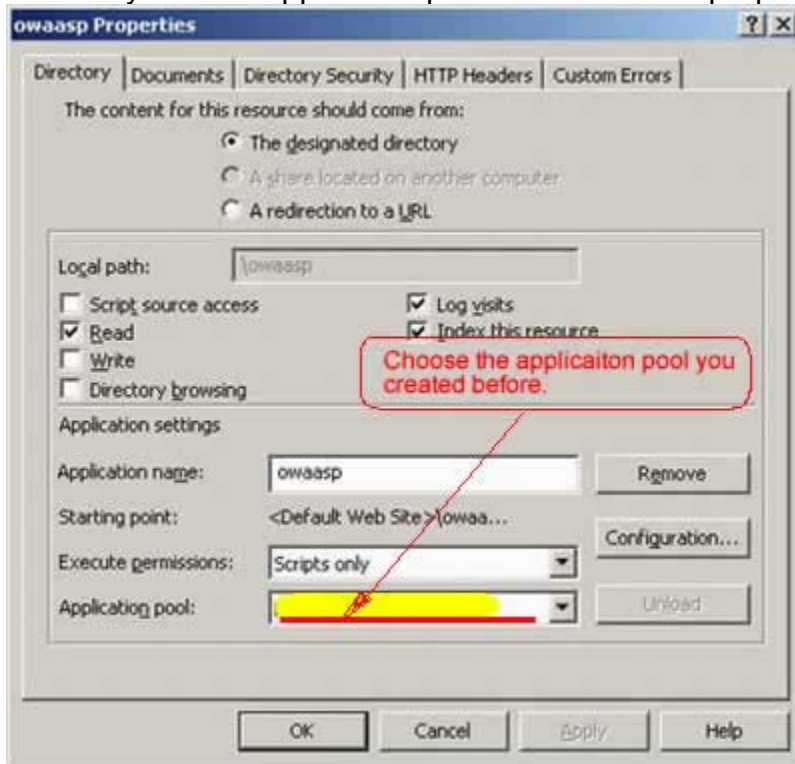
### Step 1:

Add new application pool for Select Survey Application.



## Step 2:

Choose your own application pool in the web site properties.



Done.

## Appendix B: MS Access Troubleshooting

Unspecified error, 80004005 errors:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;251254>

Random errors with MSAccess:

<http://support.microsoft.com/kb/164535/EN-US/>

<http://support.microsoft.com/kb/210457/EN-US/>

<http://www.granite.ab.ca/access/corruption/symptoms.htm>

LDB viewer:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;176670>

How Do I Fix ASP 80004005 errors?

<http://imar.spaanjaars.com/QuickDocId.aspx?QUICKDOC=263>

## Appendix C: If you have .NET 2.0 Installed

**Option 1:** According to Microsoft, applications written for the .net Framework 1.1 will run under 2.0, however you have to set the version of framework that the SelectSurveyNET app runs on in the IIS folder to 1.1 instead of 2.0 (you can leave everything else to run off of 2.0) following the instructions below.

Once you install .NET Framework 2.0, you will be able to find the ASP.NET Tab in the Virtual Directory Properties in IIS.

The following steps allow you to set the SelectSurveyNET virtual directory to use 1.1 instead of 2.0:

1. Type **inetmgr** from your command prompt
2. Expand the relevant nodes to select your Virtual Directory for SelectSurveyNET.
3. Right Click on the virtual directory and select properties.
4. You will be able to see the **ASP.NET** Tab which has newly come up.
5. Click on the **ASP.NET** tab.
6. You will be able to see a Dropdownlist with .NET 2.0 and .NET 1.1 versions listed.
7. Select the 1.1 Version and click Apply and then click ok

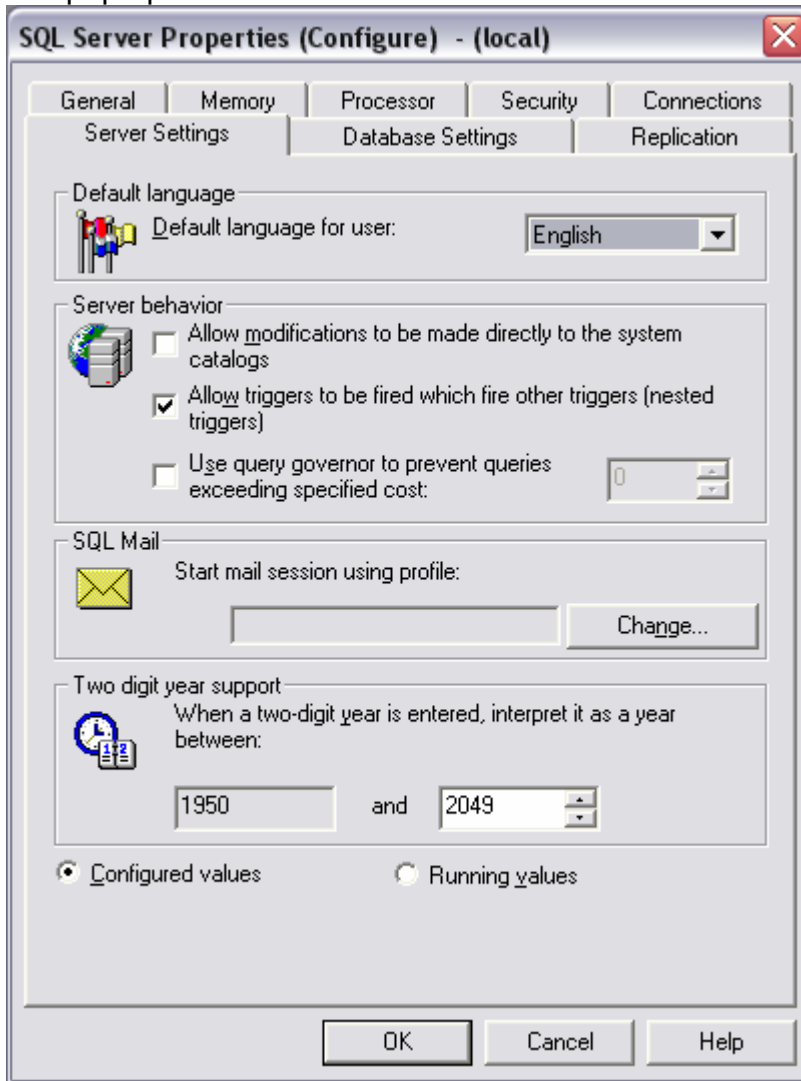
**Option 2:** Upgrade project to .NET 2.0

This is only recommended if you are a programmer. Open the .sln solution file in Visual Studio 2005 and use the upgrade wizard to upgrade the project to the .NET 2.0 framework.

## Appendix D: Notes for different culture/globalization settings

The provided web.config date format settings allow you to run the application even if your web server is a different language than your database server. Please refer to the notes in the web.config file located in the root of your application folder for how to set these.

How to tell what language SQL is running under: Right click on the (local) SQL Server icon in enterprise manager and click “properties”. You will see a dialog box pop up similar to the below screenshot:



The default language here is how you determine how to set the “SUR\_SERVER\_DATE\_FORMAT” value in the web.config. The above screenshot shows the server as value=“1” for the web.config.

If you need to work beyond the settings provided in the application, please note there are other settings in the machine.config when you install the .net framework and notes for these settings are below:

In order to display different languages and formatting for different parts of the world, there is a section in the machine.config on the web server as well as in the web.config file which contain settings for this.

1. Machine.config may be found on the web server in a directory similar to the following:

- C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\CONFIG\machine.config
- search for the section “globalization Attributes” in the machine.config file that looks like the below and set the values for your country (they should be set as default when the framework is installed to your locale):
- globalization Attributes:  
requestEncoding="[Encoding value]" - Encoding to use for request  
responseEncoding="[Encoding value]" - Encoding to use for response  
fileEncoding="[Encoding value]" - Encoding to use for files  
culture="[Culture]" - default Thread.CurrentCulture  
uiCulture="[Culture]" - default Thread.CurrentUICulture
2. Web.config may be found in the web site root folder for SelectSurveyNET, edit the web.config to match your country language and culture:  

```
<!--set culture to match datetime format you want for example "en-GB" is  
English Great Britain format -->  
<globalization requestEncoding="utf-8" responseEncoding="utf-8"  
culture="en-GB" />
```