



PSM and CPS Click2Map - Migration to PHP Version 5.6.7

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Reason for the upgrade

The PHP Group has stopped support for PHP Version 5.3 on which our 2 products PSM (Printer Supply Monitor) and CPS Click2Map have been built.

This is normally not a problem, since the current installation will continue to work. However there are reasons to do the upgrade. One hand several virus scanners / security software start alerting PHP 5.3 as outdated software, and on the other hand PHP 5.6.7 contains security improvements. So it is definitely not a wrong step to upgrade.

The following procedure describes the upgrade of both products, PSM and CPS Click2Map, since both products are based on PHP 5.3 originally. The installer packages for MySQL and PHP are the same for both products. Please follow the procedure of the product(s) installed.

1.0 Requirements

You need to have administrator access to the server, on which PSM and/or CPS Click2Map is installed. You will also need to have your license files ready at the end of the installation.

Even if not prompted, you should do a reboot between the de-installation of the old versions and the installation of the new ones. Including the reboot of the server the upgrade will take approximately 20 minutes.

PSM requirements

Download and install the latest Version (minimum 6.21) using the normal update procedure. You can get Version 6.21 from http://partner.sysprint.ch/n_forum/viewboard.php?boardid=2
(If there is a later version available when you do the update, you can of course also use the later version. If you already have 6.21 or a later version installed, you can omit this step).

Download the new installer packages from http://partner.sysprint.ch/n_forum/viewthread.php?boardid=8&thid=3

CPS Click2Map requirements

Download and install the latest Version (minimum 6.21) using the normal update procedure. You can get Version 5.0 from http://partner.sysprint.ch/n_forum/viewthread.php?boardid=9&thid=1
(If there is a later version available when you do the update, you can of course also use the later version. If you already have 5.0 or a later version installed, you can omit this step).

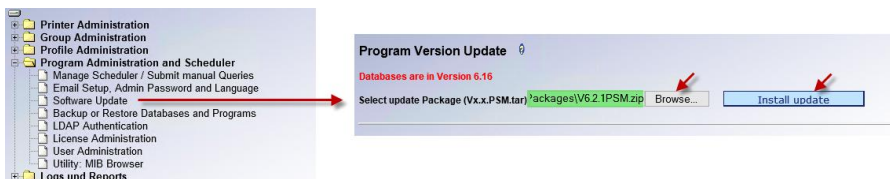
You will need the service account credentials at the end of the procedure, if your CPS Click2Map version is 4.9 or lower.

Download the new installer packages from http://partner.sysprint.ch/n_forum/viewthread.php?boardid=12&thid=1

2.0 Update the existing installation / Backup

PSM

To update the existing version to 6.21 or later, login as admin, choose "program administration and scheduler", then choose "software update". Point to the location where you have downloaded the file and then click on "ok". If you're prompted to reboot, you can omit this step for now.

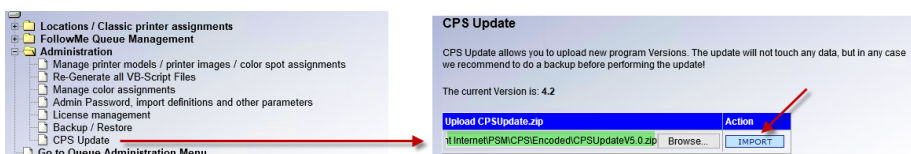


Next, choose "Backup and Restore" from the "program administration and scheduler" menu. Click on "Backup" and wait for the link to download to be displayed (this might take a minute or two). Once available, right-click the download link and save the ZIP file to a location of your choice. Do not rename the file! After saving, double-click the file to check that the zip file is valid and can be opened.



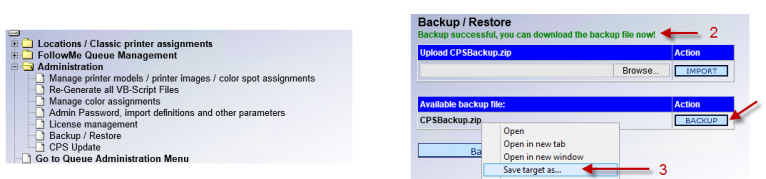
CPS Click2Map

To update the existing version to 5.0 or later, login to the administration back end GUI as admin, choose "administration", then choose "CPS Update". Point to the location where you have downloaded the file and then click on "ok".



Next, choose "Backup / Restore" from the "administration" menu. Click on "Backup" (1) and wait the completion message (2) to be displayed. Once available, right-click the download link (3) and save the ZIP file to a location of your choice. Do not rename the file! After saving, double-click the file to check that the zip file is valid and can be opened.

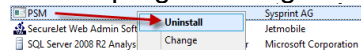
De-Installation of the old PSM Package



3.0 Program de-installation

PSM uninstall

Open the windows control panel and choose "Programs and Features". Locate PSM in the list of installed programs. Right-click and choose uninstall.



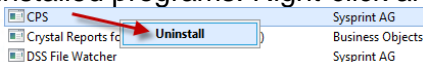
The uninstall program will first try to stop the PSM Scheduler service. Since the service is running in a loop of one minute, the stop might fail (1). If so, then just wait one more minute before pressing enter to continue. The uninstall program also asks you for the database password. If you did not change it after the initial installation, the password is "SupplyTool" (case sensitive). Type the password and press enter.

```
C:\Windows\system32\cmd.exe
*****
* Stopping PSM Scheduler Service
* Please check that the service is stopped, before continuing *
*****
The PSM Scheduler service is stopping...
The PSM Scheduler service was stopped successfully. ← 1
Press any key to continue . . .
*****
* PSM DATABASE UN-INSTALLATION
*****
* If you did setup a root password, enter it now.
* Otherwise just Enter "SupplyTool" and press enter.
*****
Enter password: ***** ← 2
```

PSM will uninstall without further notice and will be removed from the program list

CPS Click2Map uninstall

Open the windows control panel and choose "Programs and Features". Locate CPS in the list of installed programs. Right-click and choose uninstall.

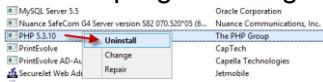


The uninstall program will first try to stop the CPS Scheduler service. Since the service is running in a loop of one minute, the stop might fail (1). If so, then just wait one more minute before pressing enter to continue. The uninstall program also asks you for the database password. If you did not change it after the initial installation, the password is "SupplyTool" (case sensitive). Type the password and press enter.

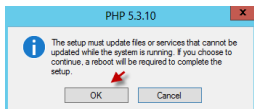
```
C:\Windows\system32\cmd.exe
*****
* Stopping the CPS Scheduler Service
* Please check that the service is stopped, before continuing *
*****
The CPS Scheduler service is stopping...
The CPS Scheduler service was stopped successfully. ← 1
Press any key to continue . . .
*****
* CPS DATABASE UN-INSTALLATION
*****
* If you did not change the MySQL root password, then
* Enter "SupplyTool" and press enter.
* Otherwise enter the MySQL root password.
*****
Enter password: ***** ← 2
```

PHP 5.3.10 uninstall (required for both, PSM and CPS Click2Map)

Open the windows control panel and choose "Programs and Features". Locate PSM in the list of installed programs. Right-click and choose uninstall.



If you got the following message, just click "ok"



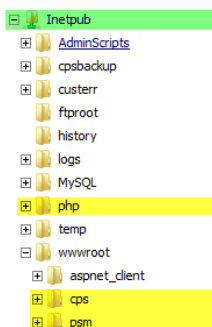
PHP will uninstall without further intervention.

Now it is time to reboot your server.

After the reboot:

Make sure that the following folders (marked in yellow) are deleted. If not, **please delete them manually!**

The folders are usually located in c:\inetpub\



This ends the uninstall process.

4.0 Installation of new packages

Unzip the PSM or CPS Click2Map installer zip file. It contains 3 folders:

- 1- MySQL Server for PSM (actually also valid for CPS Click2Map)
- 2 - PHP for PSM (actually also valid for CPS Click2Map)
- 3 - PSM Setup (or CPS Setup, depending on the package you've downloaded)

Note: The folder 1 (MySQL) will not be used in the migration process, since we did not uninstall the MySQL server.

PHP Installer (both, PSM and CPS Click2Map)

The PHP Installer is the same, regardless if you've downloaded the PSM for Windows packages or the CPS Click2Map Packages. It needs to be installed first.

Open the "2 - PHP for PSM" Folder.

1 - MySQL Server for PSM	09.08.2015 15:48	File folder
2 - PHP for PSM	09.08.2015 15:48	File folder
3 - PSM Setup	09.08.2015 15:48	File folder

Double-click the "php 5.6.7 for psm.msi" installer. This will start the php installation.

You will need to accept the PHP license agreement, and click next on all setup steps. The PHP installer will also setup the Microsoft IIS sever automatically.

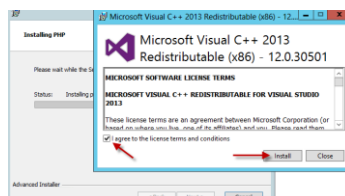
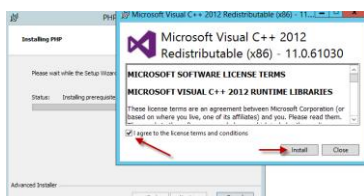
Please note that there are also 2 prerequisite packages from Microsoft contained in the installer.

"Visual C++ Redistributable for Visual Studio 2012"

"Visual C++ Redistributable for Visual Studio 2013"

If these 2 packages are not already installed on the server, you will be asked to install them during the PHP setup.

Hint: Sometimes the Microsoft Visual C++ installation GUI is displayed behind the PHP installer, so you don't see it. Check the task bar or move the PHP installer GUI to see the Microsoft installer GUI.



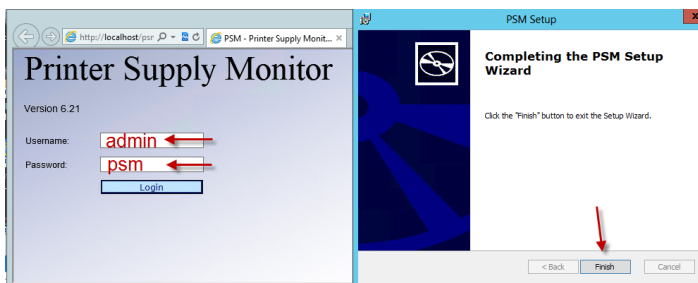
5.0 PSM and/or CPS Click2Map Installation

PSM

Open the "3 - PSM Setup" Folder.

1 - MySQL Server for PSM	09.08.2015 15:48	File folder
2 - PHP for PSM	09.08.2015 15:48	File folder
3 - PSM Setup	09.08.2015 15:48	File folder

Double-click the "psm sysprint 6.21.msi" installer package. Click "next" on all pages, and accept the license agreement. Click "finish" and login using the default psm credentials.



CPS Click2Map

Open the "3 - CPS Click2Map" Folder.

1 - MySQL Server for PSM	09.08.2015 15:50	File folder
2 - PHP for PSM	09.08.2015 15:49	File folder
3 - CPS Click2Map	09.08.2015 15:51	File folder

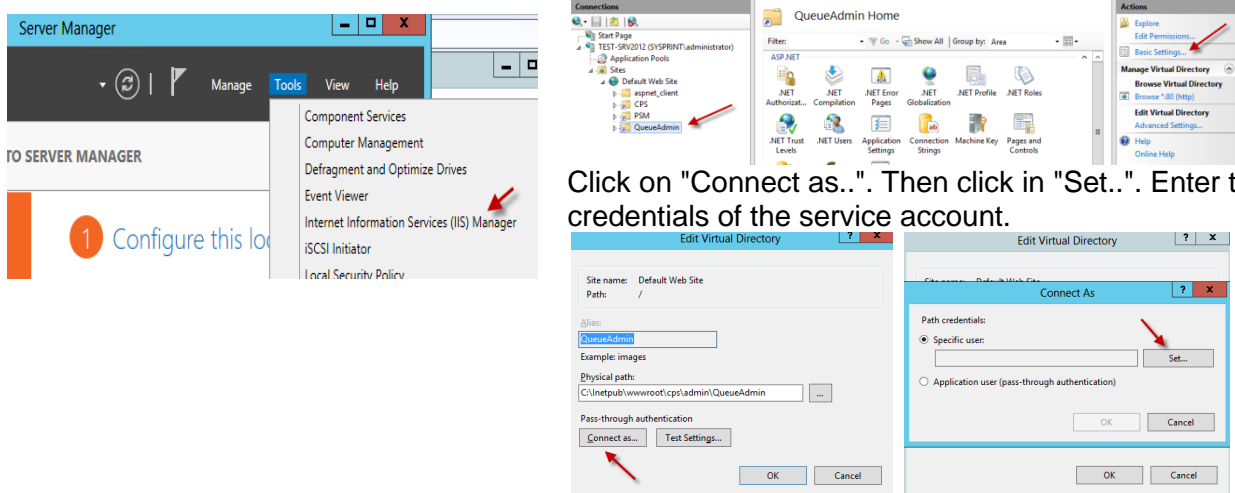
Double-click the "CPS Version 5.0.msi" installer package. Click "next" on all pages and accept the license agreement. Click "finish" and login using the default CPS Click2Map credentials.

6.0 IIS Customization (CPS Click2Map only !)

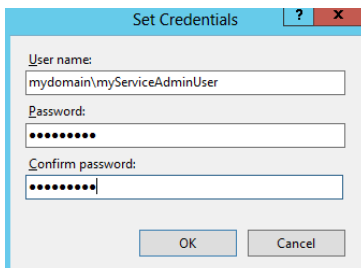
To enable *CPS Click2Map* to push print queue configuration files out to the print servers (and workstations, if you are using peer2peer mode) both, the *CPS Click2Map* programs itself and the IIS virtual directory "queueadmin" must use a domain service account.

For IIS, this account must have local admin right on the computer where *CPS Click2Map* is installed. To setup the credentials, please open the Internet Information Services Manager. (In Windows 7 and 2008 Server, it is located under "Administrative Tools").

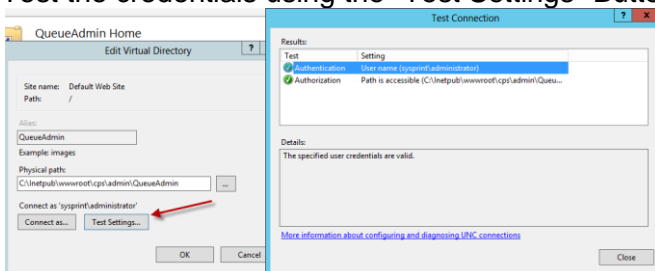
Navigate to the "QueueAdmin" virtual directory and click on "Basic Settings"



Click on "Connect as..". Then click in "Set..". Enter the credentials of the service account.



Test the credentials using the "Test Settings" Button. When the settings are verified, click "OK".



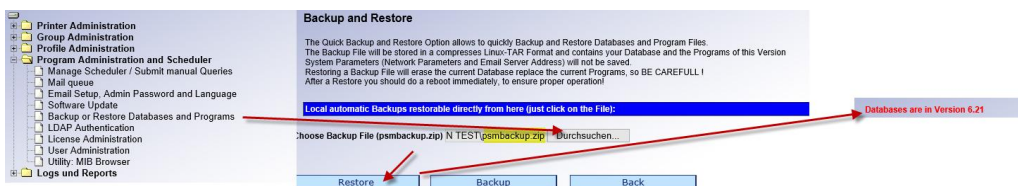
This ends the basic installation. The credentials for the program can be set over the Web-GUI. The procedure is described in the Queue Administration Manual.

7.0 Restore

PSM Restore

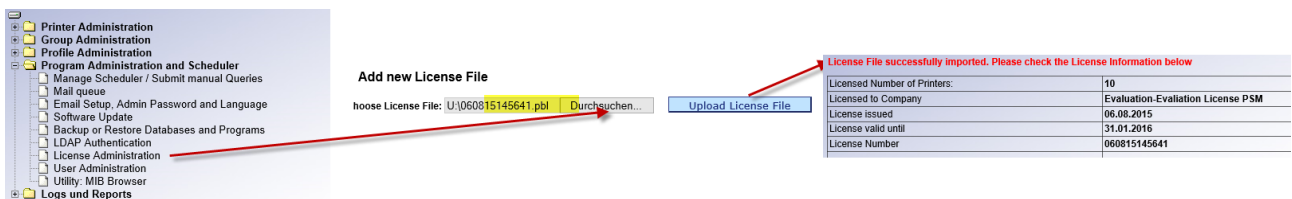
Login to PSM using the default credentials (admin / psm). Then open the "Program Administration and Scheduler" Menu and choose "Backup or Restore Databases and Programs".

Choose the "psmbackup.zip" backup you made in step 2. Then click on "Restore". The process could take up to 3 minutes, depending on the size of the backup. Once finished, the message "Databases are in Version 6.21" will be displayed.

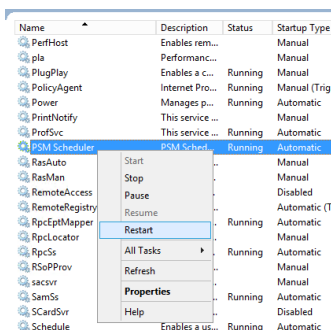


Go back to the "Program Administration and Scheduler" Menu. (You'll probably see a "restore successful, please reboot immediately" message. You can ignore it.).

Click on "License Administration". Choose the license file valid for your installation. Then click on "upload license file". You will see a confirmation message and your license information.

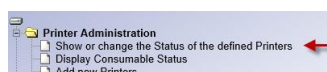


Now you need to restart the PSM Scheduler Service. Open "Services" in the "Administrative Tools" menu of your server. Locate the "PSM Scheduler" service. Right-click the service and select "Restart".



After the service has been restarted, wait 2 minutes and then press the F5 key on your keyboard. Verify that the service is in "Running" status.

Last step: verify the restore by checking, that the printers you had configured inside psm are still present.

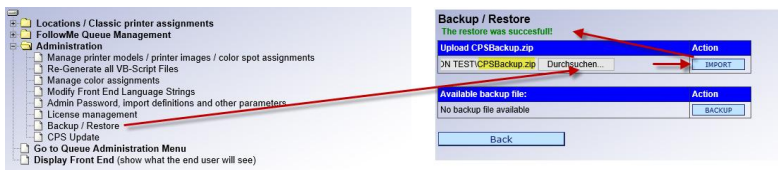


This ends the procedure for PSM. You have successfully completed all steps.

CPS Click2Map Restore

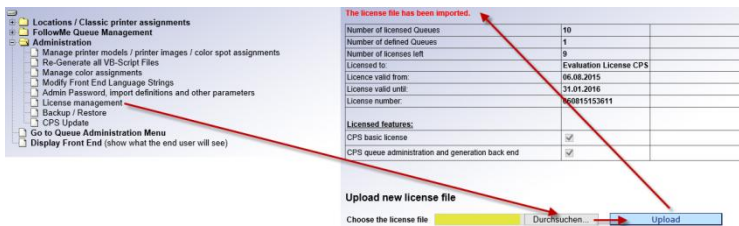
Login to CPS Click2Map using the default credentials (admin / cps). Then open the "Administration" Menu and choose "Backup / Restore".

Choose the "CPSBackup.zip" backup you made in step 2. Then click on "Import". The process could take up to 3 minutes, depending on the size of the backup. Once finished, the message "The restore was successful" will be displayed.

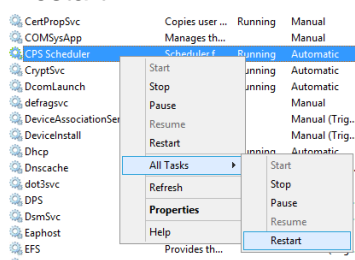


Go back to the "Administration" Menu.

Click on "License Management". Choose the license file valid for your installation. Then click on "upload license file". You will see a confirmation message and your license information.

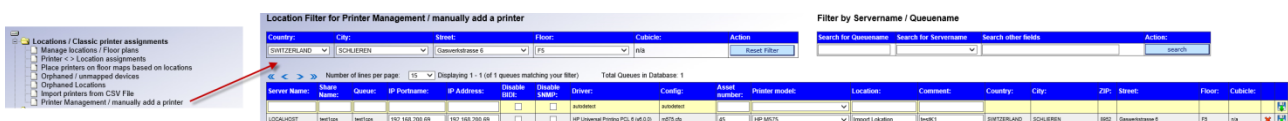


Now you need to restart the PSM Scheduler Service. Open "Services" in the "Administrative Tools" menu of your server. Locate the "CPS Scheduler" service. Right-click the service and select "Restart".



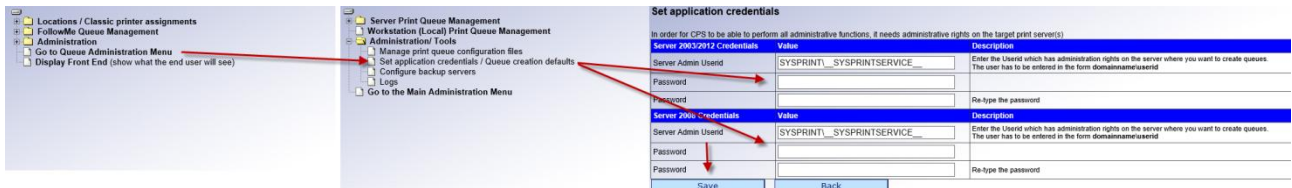
After the service has been restarted, wait 2 minutes and then press the F5 key on your keyboard. Verify that the service is in "Running" status.

Verify the restore by checking, that the printers you had configured inside CPS Click2Map are still present.



... continued on next page

The last but very important step is, to set the application credential passwords again!
Go to the "Queue Administration Menu" and from there to "Set application credentials".
Verify that the correct userids are set, and in any case set the passwords again.
IT IS IMPORTANT that the passwords are set again, since CPS Version 5.0 is using another encryption method compared to previous Versions.



In order to verify, we recommend to create a print queue over CPS Click2Map now.

This ends the procedure for CPS Click2Map. You have successfully completed all steps.

8.0 Verification and Tests done by Sysprint

All the steps in this document have been tested on the following two conditions

Windows 2012R2 Standard Server

- Basic server installation with GUI
- Server joined in the domain
- All required and optional Windows updates done up to the 11th of August 2015
- Installation done with Enterprise Admin Account
- Virus scanner disabled during the installation
- Installation and configuration with old PHP 5.3 PHP packages and PSM 6.16
- Migration to PHP 5.6.7 as described in this document

Windows 2008R2 Standard Server

- Basic server installation with GUI
- Server joined in the domain
- All required and optional Windows updates done up to the 11th of August 2015
- Installation done with Enterprise Admin Account
- Virus scanner disabled during the installation
- Installation and configuration with old PHP 5.3 PHP packages and PSM 6.16
- Migration to PHP 5.6.7 as described in this document

All the test did succeed without any problems.

Sysprint Support, 11th of August 2015

9.0 Troubleshooting

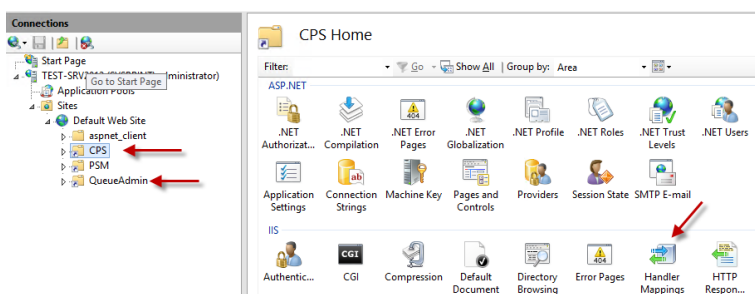
PHP / MySQL

If any other PHP and / or MySQL packages were already installed before, you will need to remove them before installing the ones here. The PHP and MySQL packages included with *CPS Click2Map & PSM* are customized. You will have to use them, otherwise *CPS Click2Map & PSM* will not work.

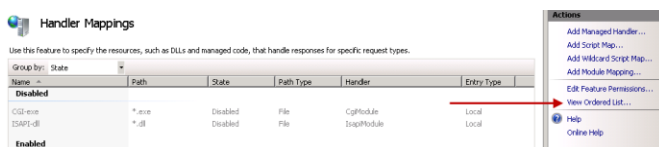
Setup the correct Handler Mapping settings and order

IIS sometimes behaves strange when it comes to use the correct handler mapping order. If you only see a 403 or 404 error when you connect to *CPS Click2Map & PSM*, this might be the result or an incorrect handler mapping. To get this correct, it is important, that you are following the steps below.

Click on the virtual site "CPS" in the IIS Management console. , double click on the "Handler Mappings" Icon in the middle window. (The same must be repeated for the "QueueAdmin" virtual directory, too.

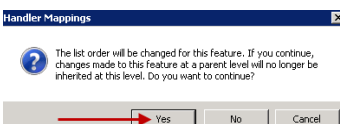
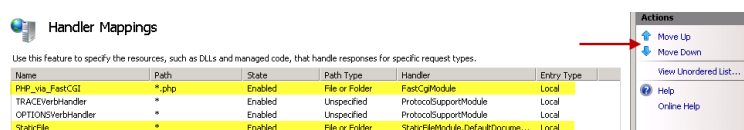


Choose "View Ordered List" on the right side window.



Use the "Move Up" / "Move Down" Icons and make sure that "PHP_via_FastCGI" is the first entry in the list, and that "StaticFile" is the last entry in the List.

Very Important: Move at least one Entry up or down, even if the list is already correct !!



By moving at least one entry, we cause that the order will no longer be inherited from the parent. This is exactly what we want !