

## PSM for Windows Installation

Version: 8.14 – 01.08.2025



## Contents

1.	History.....	4
2.	Requirements for PSM on Windows .....	4
3.	The installation packages .....	4
4.	MySQL Installation .....	5
5.	PHP Installation .....	7
6.	PSM Installation.....	8
7.	Installation check.....	9
8.	Migration from older Installations .....	10

## 1. History

In 2006, the first release of PSM was made available. It was a SUSE based hardware appliance, capable of consumable ordering. Over the years, there have been many improvements, such as second toner alert, error message capturing, counter reporting, stock administration and more. However, the basic OS used was still Linux, whereby we changed from SUSE to UBUNTU, because UBUNTU allowed much more flexibility in terms of the hardware and VMWare images. VMWare images have been the only software possibility, if somebody did not want to install hardware, and they have become the most used variant as of today.

So - why Windows? Because there are many companies with rules not allowing them to install anything else than Windows on their virtual Server infrastructure.

## 2. Requirements for PSM on Windows

To install PSM, you need to have the following:

- Windows Server 2016, 2019, 2022 or 2025 64 Bit with GUI.
- 8GB for MySQL Database Server, PHP and PSM, plus the size recommended by the operating system
- Operating System recommended RAM plus 2GB of additional RAM for the MySQL Deamon, the IIS Web Server and the PSM pushed PHP Tasks should be considered. In large environments (250 and more printers to be monitored), we would recommend 4 instead of 2 additional GB of RAM.
- The 3 PSM installation packages. Usually you will download them as a single ZIP file and extract it to a local folder. This will give you the 3 subfolders with the installer packages.
- Console or Remote Access (RDP) to the Server
- An Account with local administrator rights on this Server (for the installation)
- Aprox 15 Minutes Time
- If IIS is already installed, you need to know the base folder (default is C:\inetpub\ )
  - (If IIS is not installed, Setup will automatically install and configure it)
- **If you are upgrading / migrating from an existing PSM on Window installation, please perform the steps described in chapter 8 FIRST.**

## 3. The installation packages

The installation zip file contains 3 folders with the 3 installation packages and a prerequisite folder. Please note, that the prerequisite (Visual C++) is already contained in the Package 1, and does not need to be installed separately. However, in rare cases, where Visual C++ is already present in an older Version, you might need to have this source, to overwrite the old installation.

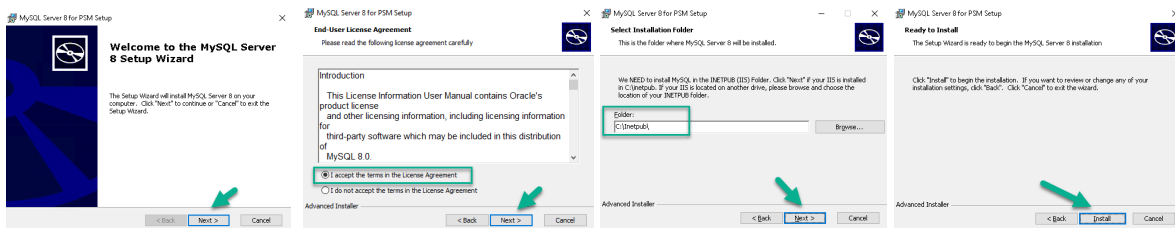
Name	Date modified	Type
1-MySQL8-for-PSM-CPS	30/07/2025 7:34 PM	File folder
2-PHP-84-for-PSM-CPS	30/07/2025 7:35 PM	File folder
3-PSM-V8	06/08/2025 5:14 PM	File folder
Prerequisite Visual C++ August 2025	06/08/2025 9:46 AM	File folder

## 4. MySQL Installation

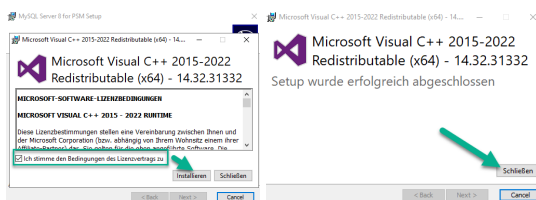
Name	Änderungsdatum	Typ
1-MySQL8-for-PSM-CPS	30.07.2025 19:34	Dateiordner
2-PHP-84-for-PSM-CPS	30.07.2025 19:35	Dateiordner
3-PSM-V8	06.08.2025 14:39	Dateiordner
Prerequisite Visual C++ August 2025	06.08.2025 09:46	Dateiordner

Assuming that you are logged in with full administration rights on the server, right-click the "MySQL Server 8.4.6.exe" and select "Run as administrator".

Choose the Folder where IIS installed. If IIS is not already installed to a different location, leave the default value of "C:\Inetpub\"



The installer will also install the pre-requisite Software "Microsoft Visual C++ 2015-2022". Please note that in some circumstances it happens that the installation window hides behind the MySQL installation window. If you haven't noticed, it may appear that the installation is frozen. Just click on "install" on the Microsoft Visual C++ installation window.

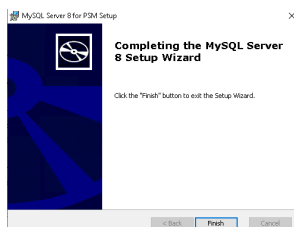


If the Visual C++ 2015-2022 package was previously installed, then the installer will tell you about it. In this case you can safely cancel the Visual C++ installation and the installation of MySQL will continue.

At the end of the installation, you will be notified that there is an empty root password. This is normal. The password will be set in the last step, when you execute the PSM installation package.

```
C:\inetpub\MySQL\MySQL Server 8.0\bin\mysqld.exe
2022-10-20T07:27:14.791030Z 0 [Warning] [MY-010918] [Server] 'default_authentication_plugin' is deprecated and will be removed in a future release. Please use authentication_policy instead.
2022-10-20T07:27:14.791092Z 0 [System] [MY-013169] [Server] C:\inetpub\MySQL\MySQL Server 8.0\bin\mysqld.exe (mysqld 8.0.30) initializing of server in progress as process 2000
2022-10-20T07:27:15.386237Z 1 [System] [MY-013576] [InnoDB] InnoDB initialization has started.
2022-10-20T07:27:27.432688Z 1 [System] [MY-013577] [InnoDB] InnoDB initialization has ended.
```

Once the setup is complete, you'll be notified.



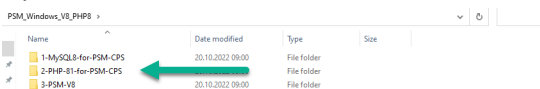
The Windows MySQL Service will automatically be started.

## 5. PHP Installation

Note: By installing PHP, you agree to the PHP Licensing terms described at [http://www.php.net/license/3\\_01.txt](http://www.php.net/license/3_01.txt)

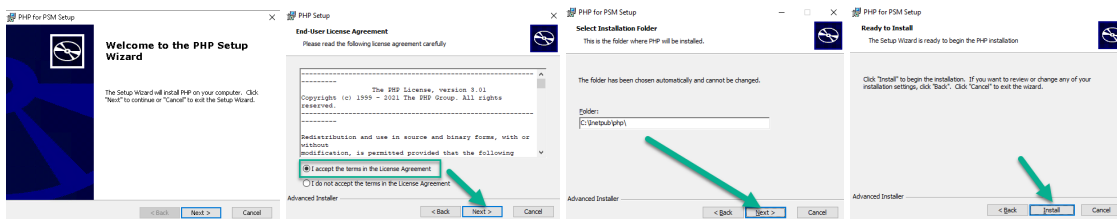
PHP programs are written in the PHP programming language. Because of that, we need to have PHP installed as well.

Open the "2 - PHP for PSM" Folder.

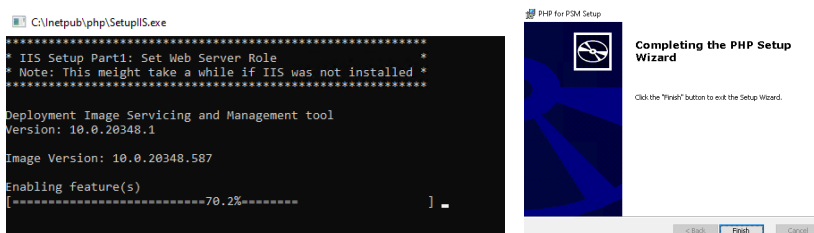


Right-Click the "PHP 8.4.10 for PSM.exe" setup program and select "Run as Administrator".

You will need to accept the PHP license agreement. Check that the installation path is correct (normally C:\Inetpub\php\). Click "next" on all following setup steps.

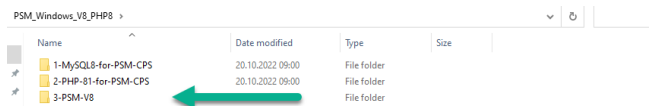


Please note, that the PHP installer also sets up the required IIS components. Depending on what is already installed, this step could take a view minutes. Ones the setup is complete, you will be notified.

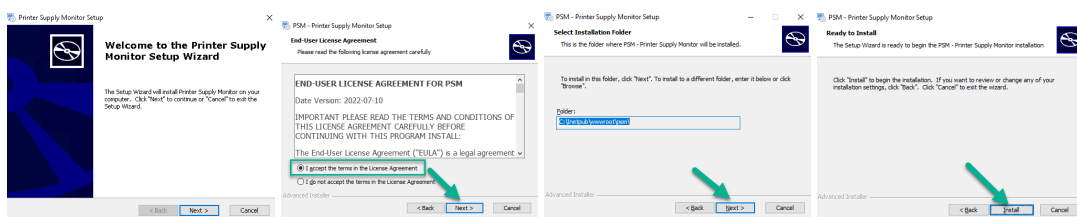


## 6. PSM Installation

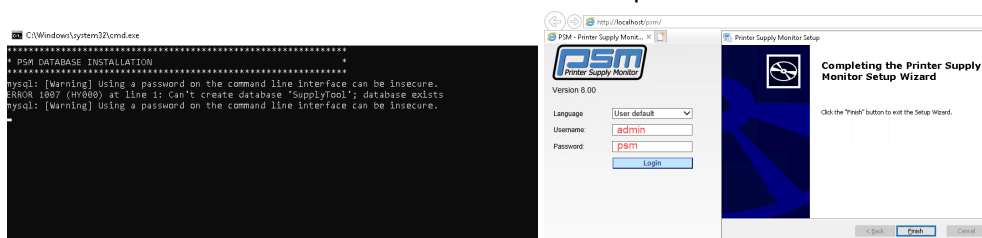
Open the "3 - PSM Setup" Folder.



Right-Click the "PSM 8.14.exe" setup program and select "Run As Administrator". Click "next" on all pages, and accept the license agreement.



In the last step of the installation program, the MySQL password will be set, the "PSM Scheduler Service" will be installed and started and the Web Interface opens to the default location of PSM.



This ends the PSM installation. You should be able to login from any pc by entering the url <http://yourservername/psm> (or <http://localhost/psm> if you are working on the server).

Note: It is up to you, if you want to force **https** instead of http. PSM normally runs in a virtual directory on the "DefaultWebsite" in IIS, which is set to http by default. The following URL explains the ways to setup SSL in IIS using different methods: [How to Set Up SSL on IIS 7 | Microsoft Learn](#).

Running the Website in https mode ensures an encrypted communication, which is recommended if you want to access the PSM Web Interface from any other PC rather than directly on the server.

## Next steps:

- Logon to PSM using the default credentials “admin” / “psm”.
- Install the license file over the administration section.
- If you are migrating from an older version, you can now restore the “psmbackupv8.zip” from the previous installations. This will restore the database, license and data files.
  - Please note, that it may take up to some minutes after you clicked on the “Restore” button. The time it needs depends on the size of the backup file.
  - Re-Load the license file.
  - Check if everything is correct after restoring. We also recommend to restart the “PSM Scheduler Service” after a restore.
- Check the 2 Windows Services, as described on the next page.
- As the last step, **PLEASE ALWAYS update the PSM Version with the latest available update package** over the Web browser. You’ll find the latest available version on [http://partner.sysprint.ch/n\\_forum/viewboard.php?boardid=2](http://partner.sysprint.ch/n_forum/viewboard.php?boardid=2) . This updates can be installed over the PSM GUI in the administration section of PSM.

## 7. Installation check

In order to make sure, that PSM is working correctly, you should first verify, if you can login to psm (Default userid: admin - default password: psm ).

Then you should check if both required services are running. Open Services.msc on the server and check the following 2 services:

MySQL Database Service:

 MySQL Running Automatic Local Syste...

PSM Scheduler Service:

 PSM Scheduler Running Automatic Local Syste...

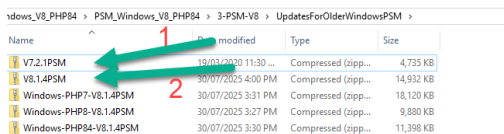
If all of the above is correct, this ends the installation. You can continue setting up PSM, using the PSM Quick Guide or PSM Advanced knowledge Guide.



## 8. Migration from older Installations

If you plan to upgrade the MySQL and PHP Versions on an existing PSM installation, or if you are migrating to a new server from an existing PSM v7 or older installation, you will need to perform an update to the version, which is contained in the new installation. (8.14) The update packages are located in the subfolder “3-PSM-V8\UpdateForOlderWindowsPSM”.

The old PSM installation is based on **Windows PHP 5.6** and your current version is below Version 8.x:

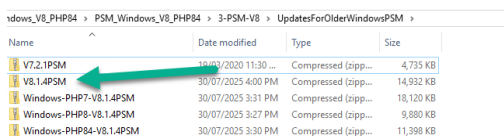


Name	Date modified	Type	Size
V7.2.1PSM	19/03/2020 11:30 ...	Compressed (zipp...	4,735 KB
V8.1.4PSM	30/07/2025 4:00 PM	Compressed (zipp...	14,932 KB
Windows-PHP7-V8.1.4PSM	30/07/2025 3:31 PM	Compressed (zipp...	18,120 KB
Windows-PHP8-V8.1.4PSM	30/07/2025 3:27 PM	Compressed (zipp...	9,880 KB
Windows-PHP84-V8.1.4PSM	30/07/2025 3:30 PM	Compressed (zipp...	11,398 KB

Over the PSM Web GUI, perform an update to Version 7.21.  
Once this has been done, update to Version 8.14.

Then perform a backup over the WEB GUI.

The old PSM installation is based on **Windows PHP 5.6** and your current PSM Version is 8.00 – 8.13:

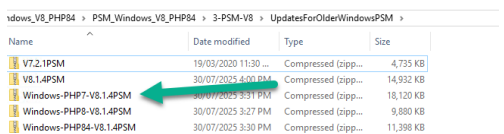


Name	Date modified	Type	Size
V7.2.1PSM	19/03/2020 11:30 ...	Compressed (zipp...	4,735 KB
V8.1.4PSM	30/07/2025 4:00 PM	Compressed (zipp...	14,932 KB
Windows-PHP7-V8.1.4PSM	30/07/2025 3:31 PM	Compressed (zipp...	18,120 KB
Windows-PHP8-V8.1.4PSM	30/07/2025 3:27 PM	Compressed (zipp...	9,880 KB
Windows-PHP84-V8.1.4PSM	30/07/2025 3:30 PM	Compressed (zipp...	11,398 KB

Over the PSM Web GUI, perform an update to Version 8.14.

Then perform a backup over the Web GUI.

The old PSM installation is based on **Windows PHP 7.3** and your current PSM Version is below 8.14:

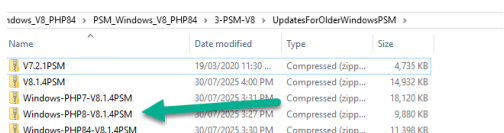


Name	Date modified	Type	Size
V7.2.1PSM	19/03/2020 11:30 ...	Compressed (zipp...	4,735 KB
V8.1.4PSM	30/07/2025 4:00 PM	Compressed (zipp...	14,932 KB
Windows-PHP7-V8.1.4PSM	30/07/2025 3:31 PM	Compressed (zipp...	18,120 KB
Windows-PHP8-V8.1.4PSM	30/07/2025 3:27 PM	Compressed (zipp...	9,880 KB
Windows-PHP84-V8.1.4PSM	30/07/2025 3:30 PM	Compressed (zipp...	11,398 KB

Over the PSM Web GUI, perform an update to Version 8.14.

Then perform a backup over the Web GUI.

The old PSM installation is based on **Windows PHP 8.1** and your current PSM Version is below 8.14:



Name	Date modified	Type	Size
V7.2.1PSM	19/03/2020 11:30 ...	Compressed (zipp...	4,735 KB
V8.1.4PSM	30/07/2025 4:00 PM	Compressed (zipp...	14,932 KB
Windows-PHP7-V8.1.4PSM	30/07/2025 3:31 PM	Compressed (zipp...	18,120 KB
Windows-PHP8-V8.1.4PSM	30/07/2025 3:27 PM	Compressed (zipp...	9,880 KB
Windows-PHP84-V8.1.4PSM	30/07/2025 3:30 PM	Compressed (zipp...	11,398 KB

Over the PSM Web GUI, perform an update to Version 8.14.

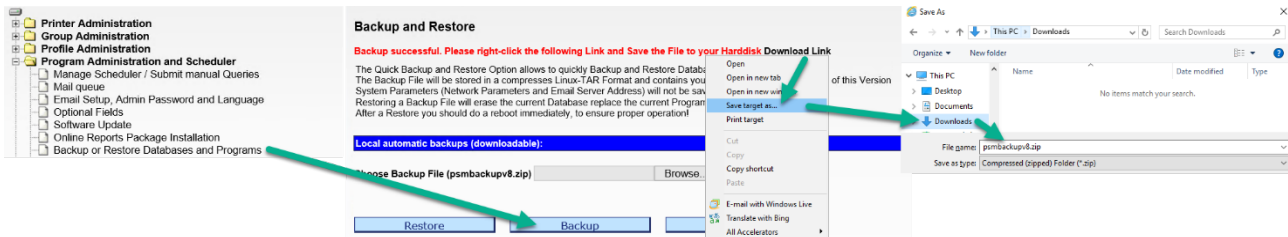
Then perform a backup over the Web

The old PSM installation is based on Linux:

- If the Linux based PSM is a Raspberry Box or an appliance (VMWare or hardware appliance) with Ubuntu 14.04 or higher, you just need to update to the latest PSM Version 8.13 and make a backup. The backups are compatible and can be restored in Windows PSM 8.13.
- If the Linux based PSM is older, you should update it to the latest available PSM Version. Then you can share the backup with us. We will need to perform some manual steps and create a new backup file which can be loaded on the current PSM 8.13

## PSM Backup:

Perform a backup over the browser and store the backup file on a save location. Please note, that the new backup filename has to end always with “....backupv8.zip” and will only contain the database contents and the data files.



**If you are migrating to a new server**, you're almost done on the old server.

You can move the backup file to the new server. On the old server we recommend that you now stop the "PSM Scheduler Service" under windows services. Make sure that you also set the service start to "disabled" to prevent the service from being started again.

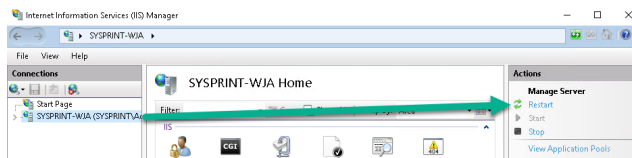
You can now install PSM on the new Server as described beginning in Chapter 3 of this manual.

Once you have done a fresh installation of PSM on a new Server, you need to re-install the license and restore the backup file you have just taken.

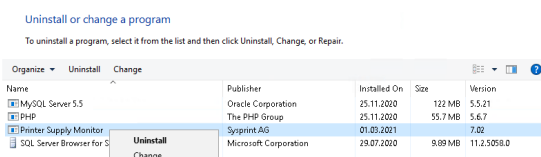
When your new server is running fine you can decommission the old server or remove PSM, PHP and MySQL.

**If you want to do the upgrade on the same server**, please continue here.

- Open Windows Services.
- Stop the "PSM Scheduler Service"
- Stop "MySQL Server" Service
- Make sure nobody has an open browser session to PSM.
- Open the "Internet Information Services (IIS) Manager and Restart IIS (this is to unlock locked files and prevent from being forced to a reboot)



- De-Install the old SW packages in the correct order. This is important! If you are asked for a DB password: this is "SupplyTool".
  - 1<sup>st</sup> : de-install PSM.
  - 2<sup>nd</sup>: de-install PHP.
  - 3<sup>rd</sup> : De-install MySQL



- Make sure, that the following directories are deleted. If not, delete them manually:
  - C:\inetpub\wwwroot\psm
  - C:\inetpub\php
  - C:\inetpub\MySQL
- It is recommended to do a reboot, before you start the installation as described in Chapter 3 of this manual.
- Open the "Internet Information Services (IIS) Manager and Restart IIS before you do the restore of any backup package.
- Once the installation is done, you will need to reload the license file and restore the backup you have just taken.