

Re-install Analyzer from Scratch (Same Domain/Same Machine)

Background

Strategy Companion Corp. often release minor hot-fix to specific customers to address certain issues, however, unlike the normal automated Analyzer Service Pack update, the hot-fix requires the user to do a complete un-installation of the Analyzer and re-install with the new version. This document describes the steps required to do a complete re-installation without having the user to re-configure and go through the activation process again.

Prerequisites

You should already have a working Analyzer installed on your system.

This guide only applies to re-installing the Analyzer in the same domain. If you are moving to a different domain, please contact Strategy Companion Support.

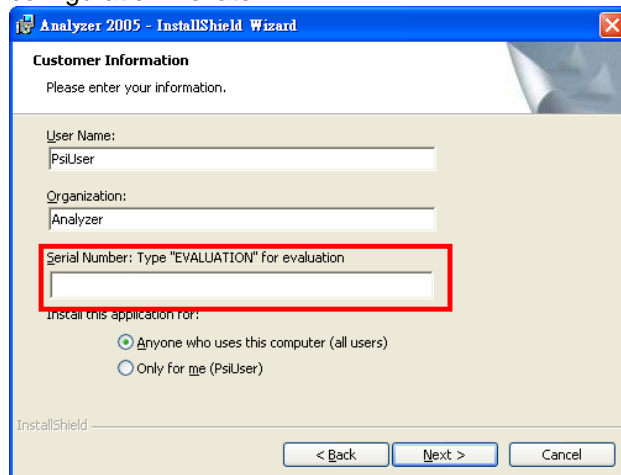
Installation Procedures

1. Before you uninstall the exiting Analyzer using the Add/Remove Program control panel, please back up the *config* folder found under \Program Files\Analyzer\Web\ folder, we will need few of the configuration files under this folder later.

In the same \Program Files\Analyzer\Web folder, also backup the *Web.config* file to a safe place.

Also it is helpful to make a note of how your existing Analyzer is configured in the IIS especially regarding to authentication because the full re-installation of the Analyzer will set the authentication method back to default setting (Windows Authentication).

2. Uninstall the existing version of the Analyzer using the Add/Remove Program control panel.
3. Install the new Analyzer normally using the Analyzer Installer. You can either enter purchased serial number when asked, or simply enter EVALUATION as the serial number, it doesn't really matter since we will overwrite this information using the configuration file later.



Analyzer 2005 - InstallShield Wizard

Customer Information
Please enter your information.

User Name:
PsiUser

Organization:
Analyzer

Serial Number: Type "EVALUATION" for evaluation

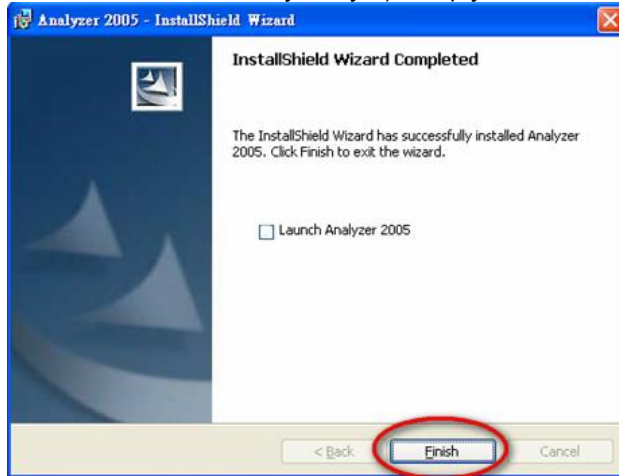
Install this application for:

Anyone who uses this computer (all users)
 Only for me (PsiUser)

InstallShield

< Back Next > Cancel

- Once the installation is completed, uncheck the “Launch Analyzer” checkbox (we don’t want to launch the Analyzer, yet), simply click the “Finish” button to quit the installer.



- Now from the *config* folder we’ve saved earlier, copy the two configuration files called *sysconfig.config* and *dbconfig.config* to the newly installed Analyzer, paste them back to the same folder path `\Program Files\Analyzer\web\config\` replace the new files.

Also copy the following files

- chartattrs.config* – contains chart attribute properties
- datapackage.config* – contains data package settings
- exportdesc.config* – contains export service settings
- mailconfig.config* – contains mail server settings

You may also want to copy the following configuration files to the newly installed folder depending on whether they have been modified in the past or not.

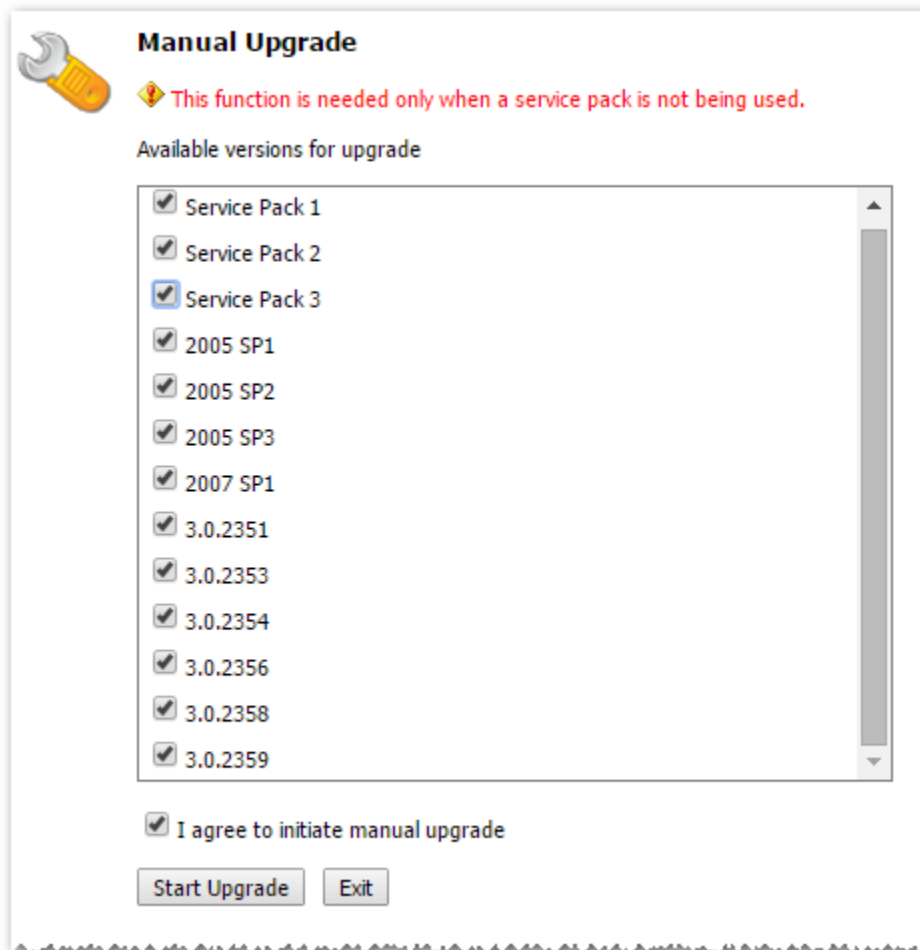
- chartpalettesN.config* - defines chart color palettes
- secpolicy.config* – contains strings for security policy
- customlinks.config* – defines additional custom hyper link next to the Logout and User ID link on the upper right hand corner.
- disclaimers.config* – defines disclaimers for some versions of Analyzer
- ldap.config* – defines LDAP settings in LDAP specific Analyzer
- mvbuttons.config* – multi-view button color definitions
- thresholdnotify.config* – defines notification threshold for LDAP specific Analyzer.

WARNING: Never overwrite the entire *Config* folder with the old folder since from time to time new files are added to this folder and you should never use the old *persistence.config* file.


- In `\program files\analyzer\web` folder, compare the new *Web.config* file with the old *Web.config* file we saved earlier. It is highly recommended not to overwrite the new file but only copy the differences to the new file since from time to time new parameters are added to this file.

In addition, if you are running Analyzer using LDAP or utilizing the Single-Sign-On (SSO) feature then please also make sure those changes are added to the Analyzer.

7. Finally, re-verify Analyzer site's authentication setting in IIS, if it doesn't match what you had before then please set it accordingly.
8. Now recycle Analyzer's AppPool application pool in IIS then launch Analyzer.
9. Once Analyzer starts, go to **System Administration Page > Manual Upgrade**, select all the checkboxes then click **Start Upgrade** button. This will update the database with any missing fields or tables (it will never make a duplicate if it is already in the database).



Manual Upgrade

 **This function is needed only when a service pack is not being used.**

Available versions for upgrade

<input checked="" type="checkbox"/>	Service Pack 1
<input checked="" type="checkbox"/>	Service Pack 2
<input checked="" type="checkbox"/>	Service Pack 3
<input checked="" type="checkbox"/>	2005 SP1
<input checked="" type="checkbox"/>	2005 SP2
<input checked="" type="checkbox"/>	2005 SP3
<input checked="" type="checkbox"/>	2007 SP1
<input checked="" type="checkbox"/>	3.0.2351
<input checked="" type="checkbox"/>	3.0.2353
<input checked="" type="checkbox"/>	3.0.2354
<input checked="" type="checkbox"/>	3.0.2356
<input checked="" type="checkbox"/>	3.0.2358
<input checked="" type="checkbox"/>	3.0.2359

I agree to initiate manual upgrade

10. If all goes well everything should work as before.