Rsam Platform

Upgrade Guide

Version: 10.0 | June 2025

www.wegalvanize.com

Upgrading Your Rsam Database

This section lists the steps to upgrade your Rsam database and provides optional post-upgrade information. Following are the procedural steps to upgrade your Rsam database:

1. Use SQL Server Management Studio to create a backup of your current Rsam database.
2. Using SQL Server Management Studio, execute the script (.SQL) file included in the Rsam installer.
   - Ensure that you select the Rsam database when executing the script.
   - If you are not familiar with running a script using SQL, please contact your *Database Administrator* or *Rsam Technical Support* for assistance.

Note: It is normal to receive various SQL messages and warnings as the script executes. If you see any messages in RED text, contact *Rsam Technical Support*. Otherwise, the script has executed normally.
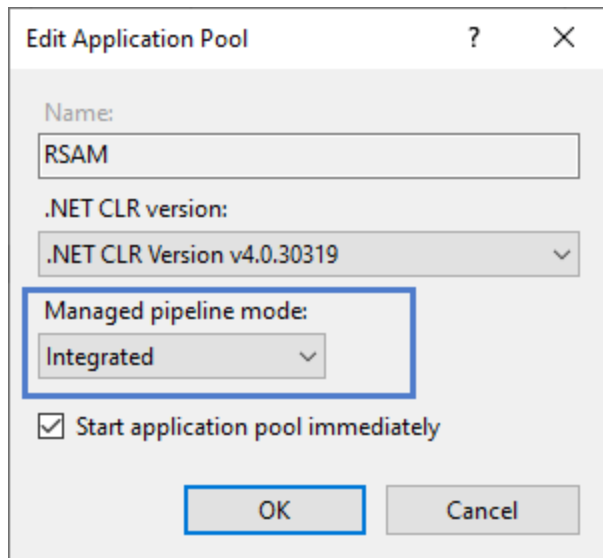
Upgrading Your Rsam Software

This section lists the steps to upgrade your Rsam software.

Prerequisites

Ensure that the following prerequisites are met before upgrading Rsam to version 10.0:

- Microsoft .NET 4.8 Framework is installed.

- If upgrading manually, on IIS Manager, set the **Managed Pipeline Mode** to **Integrated** for the existing Application Pool.

Upgrade Procedure

Following are the procedural steps to upgrade your Rsam software:

1. Create a temporary folder to hold the Rsam installer files.
2. Extract the Rsam module files (.zip) and the Rsam_Setup (.exe) file in this directory.
3. Launch the **Rsam Setup** installer as follows:
   a. Double-click on the **Rsam_Setup.exe** file (right-click and select **Run as Administrator** if using Windows 2016 or higher).

b. Click **Next** on the first page.

4. Click **Accept** on the License Agreement page.

5. Click **Continue** after the setup verifies the software prerequisites.

6. Select the Installation Destination as follows:

- If you are *UPGRADING* an existing installation and you have run the Rsam installer before, Rsam will attempt to auto-discover your current physical directories, virtual directories, and version information. Select **Upgrade** for each module you wish to update.

- If you are *UPGRADING* an existing installation and you have NEVER run the installer before, you will need to perform the following steps:

    i. Select **Upgrade** for each of the modules you wish to update.

        If you are not upgrading a specific module, leave the **Action** drop down list blank.

    ii. Use the default or click the browse icon **[...]** and navigate to the physical directory that holds your current installation.

        If this is done correctly, Rsam will populate the **Current Version** of your installed Rsam. The next time you use the installer, Rsam will remember where this installation is.

> **Note:** Rsam version 10.0 onwards includes the **RSAM UI** module, which is required for the Home Page and Scheduler elements. Provide the physical directory for this module as well.
>
> | RSAM UI | - - - | 10.0 | Install ⌄ | ☐ | Physical | C:\inetpub\wwwroot\Rsam10.0\RSAM_UI |
> | | | | | | Virtual | RSAM_UI |
> | | | | | | App Pool | RSAM |

    iii. If you elect to install the Single Sign-on module, you will be asked to select the type of Single Sign-on in the combo-box below

    iv. Select **Convert Existing App Pool to Correct .NET version**, if the Rsam application pools were set to use .NET 2.0 in previous install.

    v. Click **Next** to continue.

7. Select the Connection Settings as follows:

    a. For existing users, if the DISTWEB, DATASOURCE, and LDAP are all working properly, then select the check box **Utilize existing Datasource and LDAP connection files** and bypass this page.

> **Note:** If you are adding a module to an existing installation, Rsam will automatically copy the distweb.dat, datasource.ini, and distldap.dat from the other modules when you specify to Utilize existing Datasource and LDAP connection files.

    b. **Trusted Connection** - Choosing this option requires no Database User ID and Database Password. Rsam will connect to the database using the trusted connection with the User ID provided in the Application Pool Identity. The default identity is *NetworkService*.

    c. Click **Next** to continue.

8. Review the installation selections in the **Current Status** and **Action to Perform** columns for each module.

9. Click **Install** to continue. The installation begins and the status is displayed.

> **Note**: If you selected the **Backup** check box in Rsam Setup Step 1, Rsam will create a backup of your current physical directory and store it in a .zip file. When selecting this option it will increase the time to perform the installation.
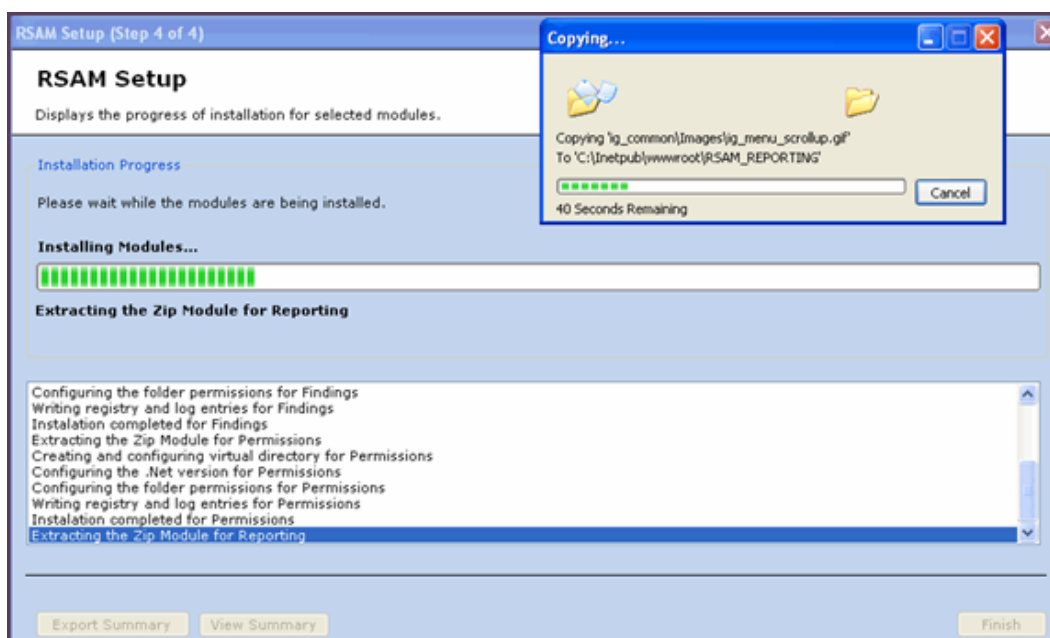
> **Note:** If you receive a message prompt to trust the *InstallUtil.exe*, click **Trust** to continue the installation.

The **Installation completed** message appears when the installation is successfully completed.

10. Click **OK**.

11. You can **View** or **Export Summary** of the installation activities after the installation is successful.

12. Click **Finish** and the installation wizard closes.

Upgrading Your Reporting Software

The following section explains the steps to upgrade the Reports module in Rsam.
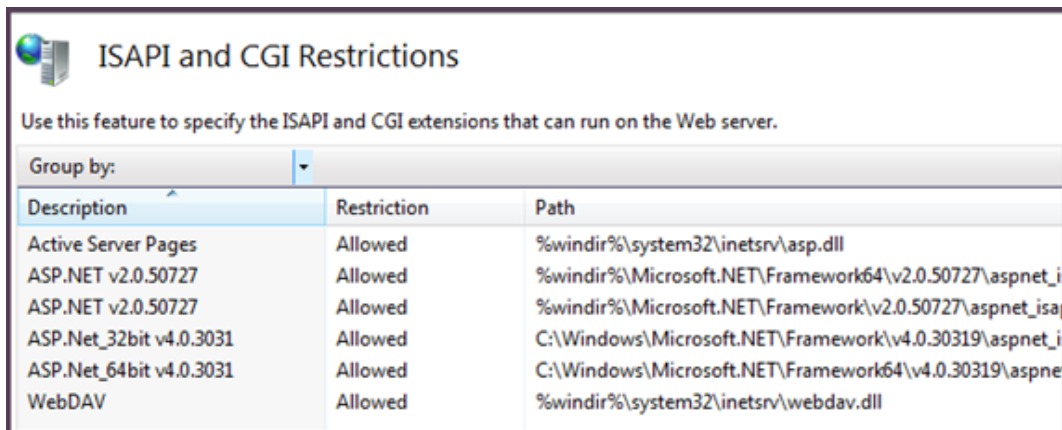
Crystal Reports

This section lists steps to upgrade your SAP Crystal Reports setup. Following are the procedural steps to upgrade your SAP Crystal Reports setup:

1. Run the Crystal Reports MSI Package (CRRuntime_64bit_13_0_20.msi and later versions) on the FTP link.
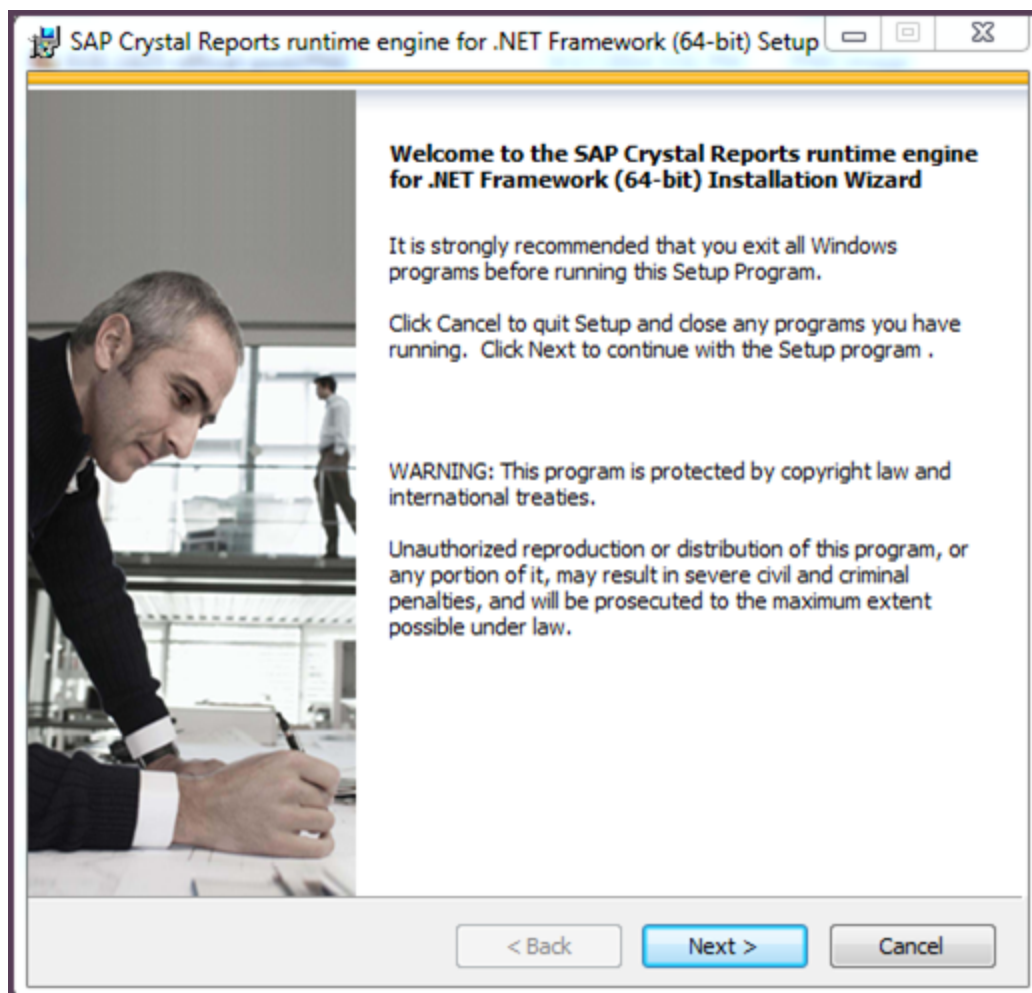
> **Note**: If you are upgrading an existing instance then you may need to manually update the application pool for both RSAM and RSAM_REPORTING to use 4.0.

2. Right-click the application pool for Rsam to go to **Advanced Settings**.
3. Set the following:

   a. **.NET CLR Version** to **4.0**

   b. **Enable 32 bit Application** to **False**

   c. **Managed Pipeline Mode** to **Integrated**

4. Perform the preceding steps for **RSAM_REPORTING**.
5. On the web server, check the ISAPI and CGI restrictions.
6. All the ASP.net v4.0.x should be set to Allowed.

ISAPI and CGI Restrictions

Use this feature to specify the ISAPI and CGI extensions that can run on the Web server.

Group by:

Description	Restriction	Path
Active Server Pages	Allowed	%windir%\system32\inetsrv\asp.dll
ASP.NET v2.0.50727	Allowed	%windir%\Microsoft.NET\Framework64\v2.0.50727\aspnet_i
ASP.NET v2.0.50727	Allowed	%windir%\Microsoft.NET\Framework\v2.0.50727\aspnet_isa|
ASP.Net_32bit v4.0.3031	Allowed	C:\Windows\Microsoft.NET\Framework\v4.0.30319\aspnet_i
ASP.Net_64bit v4.0.3031	Allowed	C:\Windows\Microsoft.NET\Framework64\v4.0.30319\aspne
WebDAV	Allowed	%windir%\system32\inetsrv\webdav.dll

Enabling Rapid Reports

To enable Rapid Reports in your Rsam instance, use the RDL files available in the **RapidReports.zip**.

Update Encryption

The Rsam Encryption Update Tool aims to enhance the encryption of data in Rsam and is available from Rsam version 10.0.1001.3 onwards.

> **Note:** Customers upgrading to 10.0.1001.3 or later, must run the Encryption Update Tool once. This is a *one-time mandatory* activity.
>
> You need NOT run the tool if you are newly installing Rsam 10.0.1001.3, or later.

Prerequisites

Following are the prerequisites to be met before running the Update Tool:

- Ensure that the Rsam version is upgraded to *10.0.1001.3* or later.

  > **WARNING:** If the tool is run on Rsam versions prior to *10.0.1001.3*, there is chance that the instance may stop working. So, check the version before running the tool.

- Take a backup of the Rsam database to ensure no data is lost due to technical issues.
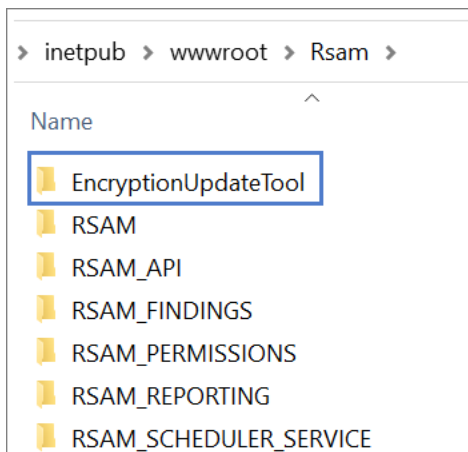
Running the Encryption Update Tool

The steps to run the Encryption Update Tool are as follows:

1. Upgrade to Rsam version *10.0.1001.3* or later.

   The upgrade zip contains the **EncryptionUpdateTool** zip file.
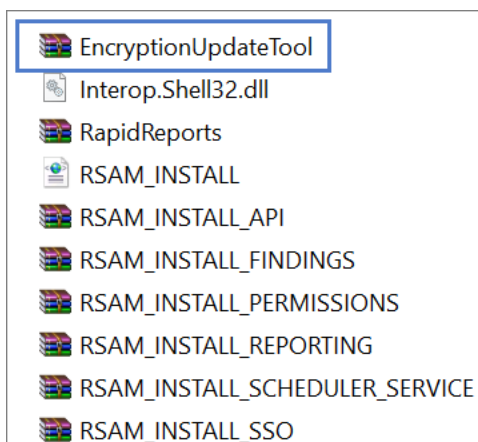
2. Extract the contents of the folder to the root installation directory.

![Rsam logo]

> inetpub > wwwroot > Rsam >

Name

📁	EncryptionUpdateTool
📁	RSAM
📁	RSAM_API
📁	RSAM_FINDINGS
📁	RSAM_PERMISSIONS
📁	RSAM_REPORTING
📁	RSAM_SCHEDULER_SERVICE

> **Note:** Do NOT rename the folder as it may cause errors.

3. Open the **EncryptionUpdateTool** folder.

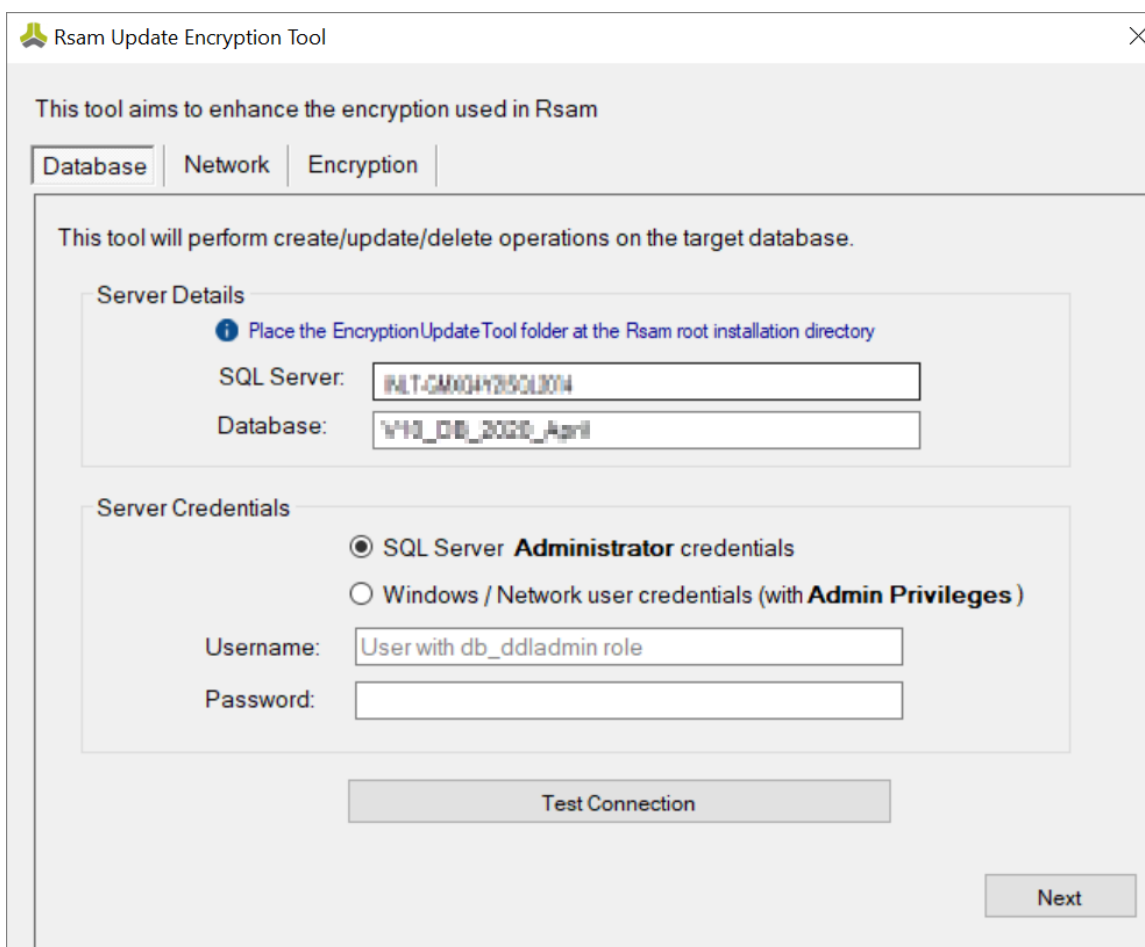| Name	Date modified	Type
Microsoft.CSharp.dll	9/25/2012 4:46 PM	Application extension
Rsam.EncryptionUpdateTool	1/31/2020 6:41 AM	Application
Rsam.EncryptionUpdateTool.exe	1/31/2020 6:35 AM	XML Configuration File
Rsam.EncryptionUpdateTool.pdb	1/31/2020 6:41 AM	Program Debug Data...

4. Right-click **Rsam.EncryptionUpdateTool** application and select **Run as administrator**.

The **Rsam Encryption Update Tool** opens.

The Database tab opens by default and the server details are pre-populated in the **SQL Server** and **Database** fields.

> **Note:** These values will be pre-populated only if the EncryptionUpdateTool folder is placed at the Rsam root installation directory.
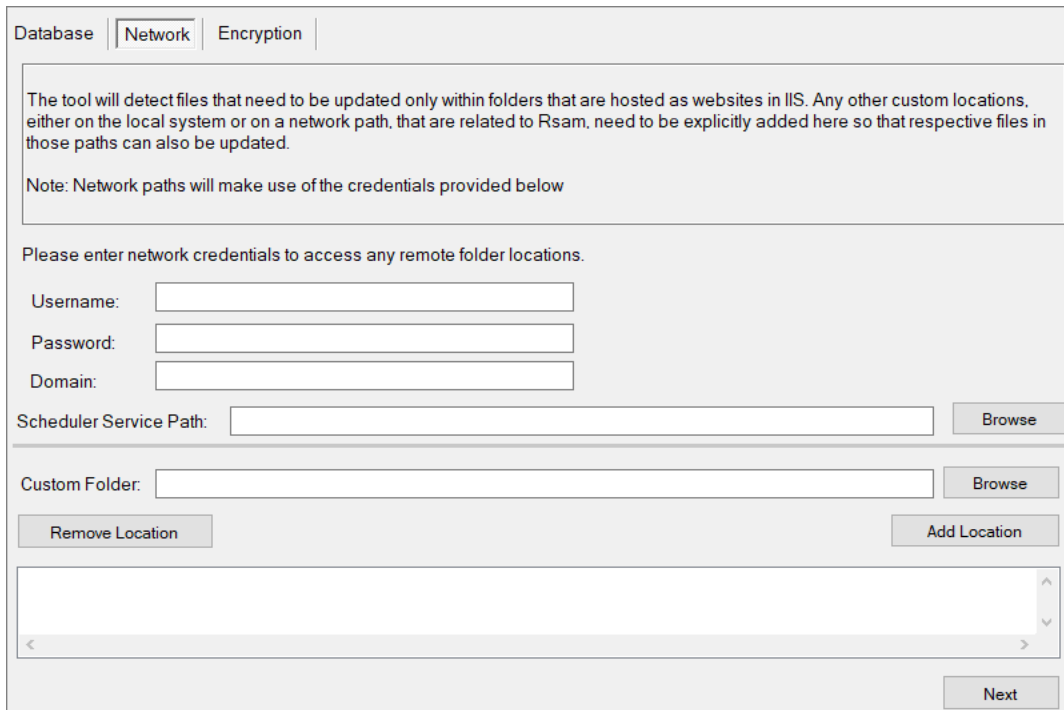
5. In the **Server Credentials** section of the **Database** tab, perform the following steps:

   a. Specify the type of credentials being used:
      - **SQL Server Administrator credentials**
      - **Windows / Network user credentials (with Admin Privileges)**

   b. Provide the credentials to connect to the database:
      - **Username** - Of the Administrator or user with Admin privileges.

        If you are providing the credentials of a Network user, provide the domain as well. For example, *DOMAIN\username*.

      - **Password** - For the user account

      Note: The user must have the **db_owner** and **public** roles on the database.

c. Click **Test Connection** to check if a successful connection can be established with the database using the details provided.

A *Connection Succeeded* message appears if the tool is able to establish a connection to the database.

6. Click **Next**. The **Network** tab opens.

7. In the **Network** tab, perform the following steps:

   a. (Optional) If the Rsam Scheduler is configured on another system, provide the details to connect to that system, in the fields provided.

   b. (Optional) Use the **Custom Folder** field to provide any custom locations related to Rsam where any **.dat** files to be updated are present. For example, ***DISTWEB.dat*** and ***DISTLDAP.dat***.

8. Click **Next**.

   If you did not provide any details in the Network tab, a dialog box appears asking for confirmation. Click **Yes** to continue.

   The **Encryption** tab opens.

9. Click **Run Encryption**.

10. Click **OK** in the confirmation dialog box that appears. The progress is displayed in the tool.

> **Note:** It can take a few minutes to complete the encryption process, depending on the size of data.
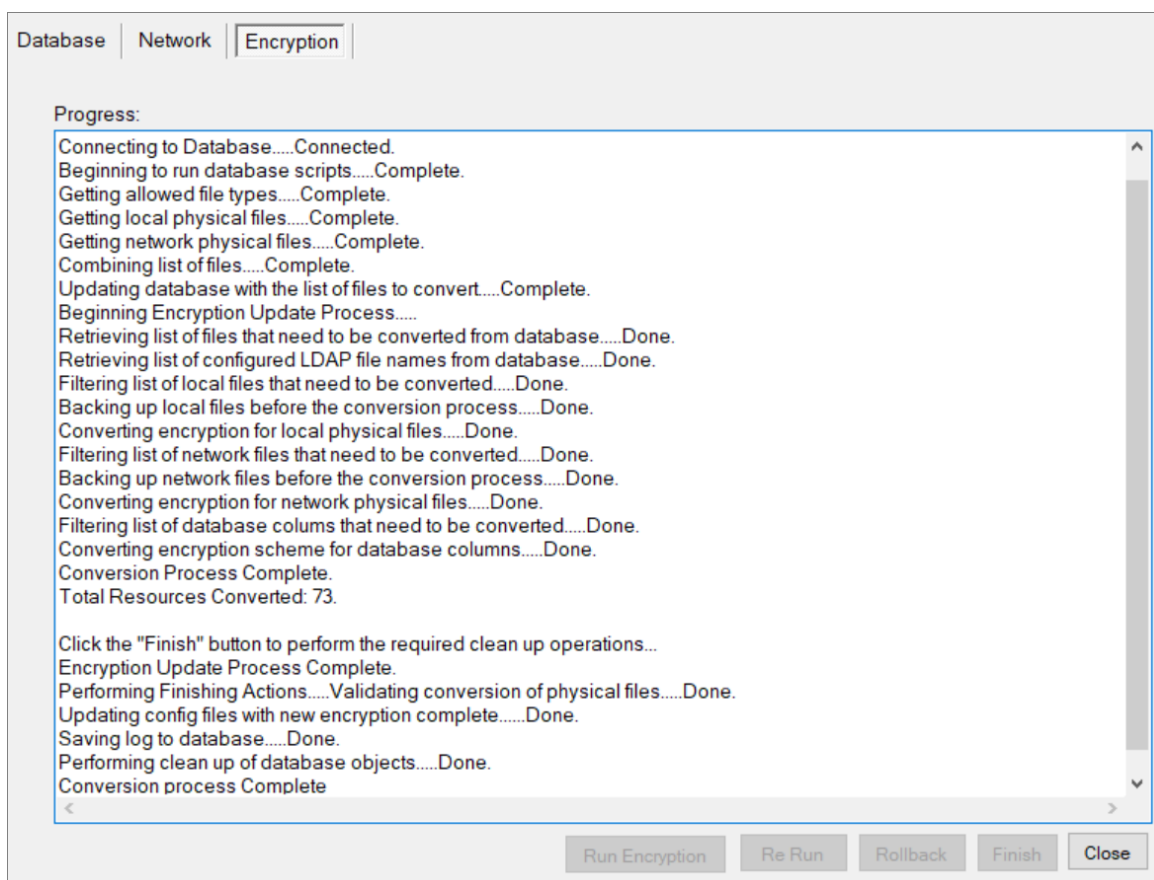
The tool displays a confirmation message when the encryption process completes successfully.

11. Click **OK** in the confirmation dialog box.

12. Click **Finish** to complete the conversion process.

13. Click **Close** when the conversion is completed. The tool closes.

Post Conversion

After running the Rsam Encryption Update Tool, perform the following steps:

- Navigate to the root installation folder and open the **EncryptionUpdateTool** folder. Running the tool will have automatically created a log file, which contains log entries of progress of the encryption.

Log.txt	2/12/2020 12:26 PM	Text Document
Microsoft.CSharp.dll	9/26/2012 3:16 AM	Application extension
Rsam.EncryptionUpdateTool.exe	2/11/2020 4:26 PM	Application
Rsam.EncryptionUpdateTool.exe.config	2/10/2020 7:33 PM	XML Configuration File
Rsam.EncryptionUpdateTool.pdb	2/11/2020 4:26 PM	Program Debug Data...

- During encryption, the tool creates an **E_backup** folder, with two sub folders - **original_dat_ files_backup** and **newly_encrypted_dat_files**. These folders contain backups of the original and encrypted .dat files, respectively.

  If you get any permission errors for file operations during encryption, the encrypted .dat files will be available in the **newly_encrypted_dat_files** folder. After resolving/skipping the errors, you can manually copy and paste the encrypted .dat files into the respective Rsam installation folders.

- Access the upgraded Rsam instance from a supported web browser. If you can log in it implies that the encryption tool has run successfully.

  If the tool has not run successfully, you may get an *ENCRYPTION/DECRYPTION ERROR* message on the Sign In page. In that case, you can check the prerequisites and try to run the encryption process again.

Testing Your Rsam Web Interface

Your Rsam Upgrade should now be complete. To test your Rsam Web Interface upgrade, open a web browser and enter the same URL address at the top of the browser that worked with the previous version. The Rsam **Sign In** page must appear.

> **Note**: Rsam recommends using HTTPS protocol for security purposes.

From the Rsam **Sign In** page you can log in using your credentials.

> **Important**: After the upgrade, IIS must process each new web page the first time it is accessed. This means that each page will load about 50%-75% slower the first time. This applies for the initial install, upgrade, and after each reboot of the server.

Rsam Links

If you are maintaining the URL links in the ***Rsam_Links.xml*** file, then you must add the URL entry for **RSAM_UI** (for Home Page and Scheduler elements). The format can be *<UI_SERVER URL-L="http://<Rsam URL>/RSAM_UI/"/>*.

> **Note**: Rsam Home pages will not load if you are using the Rsam_Links.xml file without adding the RSAM_UI URL.