

IQSweb

V6.x/7.x.x to V7.1.3 Upgrade Instructions

Please follow this document if you are upgrading your IQSweb 6.x.x/7.x.x installation to V7.1.3. If you are performing a new installation of IQSweb or upgrading from V3.1.2 or earlier, please use the main installation instructions located at <http://vdatasys.com>.

⚠ Backup your IQSweb database before proceeding with the upgrade! The IQSweb installer will modify the database. See [Reference D](#) for instructions on backing up the IQSweb database.

Please Note: You do not need to uninstall IQSweb V6.x.x/7.x.x before proceeding with this upgrade. This installer will upgrade the existing installation.

SQL Server Requirements

IQSweb V7.1.3 requires SQL Server 2016 or later. If you are upgrading your database server, please upgrade to the latest version, SQL Server 2022.

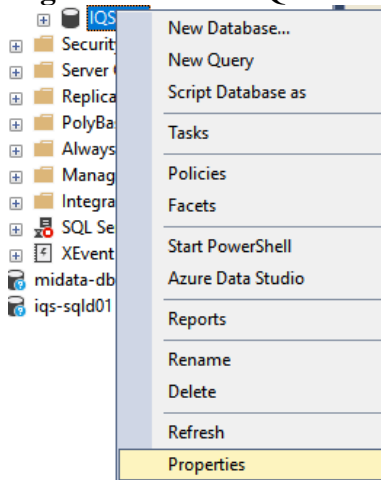
- If installed, appears as
 - Microsoft SQL Server 201x'
 - Microsoft SQL Server Management Studio Express (you may not see Express on the end depending on your install version).
- If not installed, go to IQSweb Reference B for Instructions.

Please note, upgrading the SQL Server instance does not automatically upgrade the IQSweb database. That requires changing the compatibility level of the database.

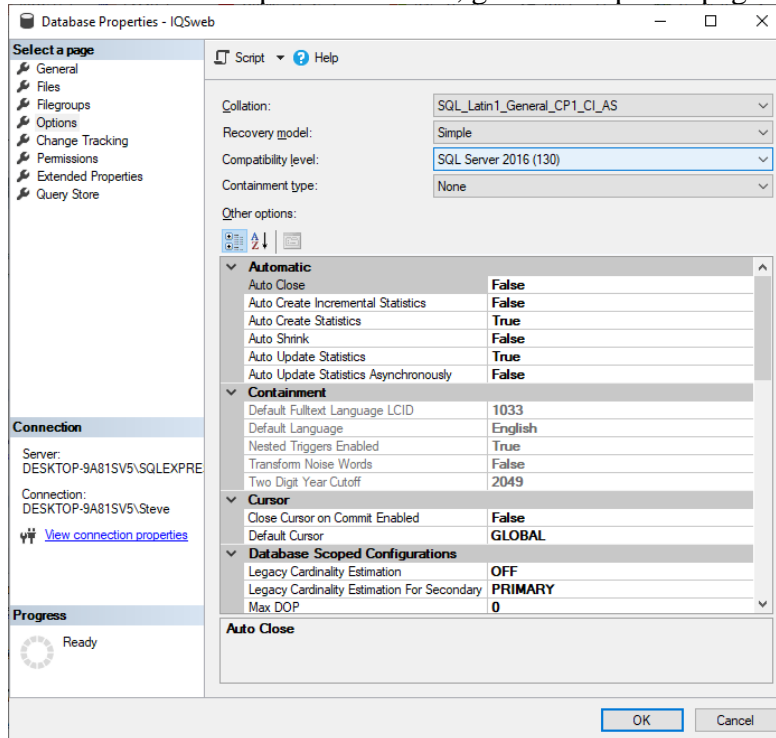
To change the compatibility level:

1. Open SQL Server Management Studio.
2. Connect to the SQL Server instance where the IQSweb database resides.

3. **Right-click** on the IQSweb database.



4. In the Database Properties window, go to the Options page.



5. Ensure that the Compatibility level is set to **SQL Server 2016 (130)** or later. For the longest term compatibility in the future, select the latest level (currently **SQL Server 2022 (160)**).
6. Click **OK**.

IQSweb V7.1.3 IIS Configuration

If you have already installed V6.x.x/7.x.x, the V7.1.3 installer will not modify the IIS configuration! You can skip this section.

The IQSweb V7.x installers will automatically configure Internet Information Services (IIS) to have the IQSWebPool application pool's Start Mode to be AlwaysRunning and to have Auto Start enabled.

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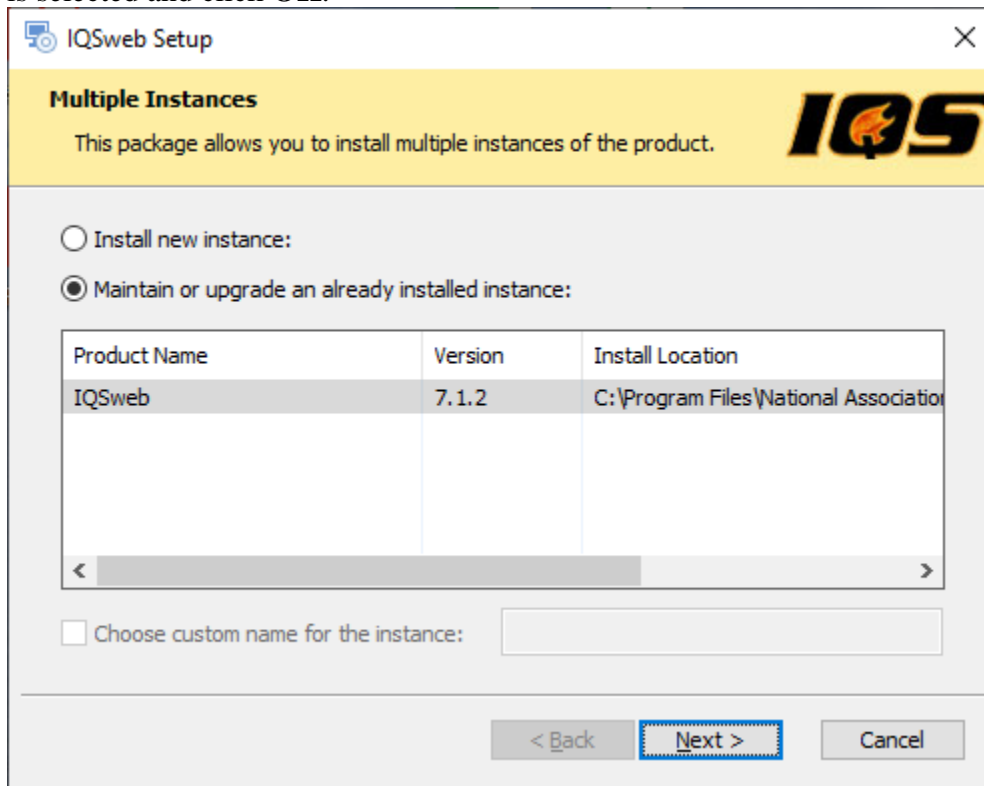
The installer will also configure the IQSweb web application to have ServiceAutoStart enabled and create a ServiceAutoStartProvider for the application to utilize.

These configuration changes are required to allow IQSweb to be running at all times and perform overnight batch processing updates needed to keep IRWIN up-to-date with the latest information from IQSweb and to import experience records. If the IQSweb system is offline when the batch processing jobs are scheduled to run, the jobs will begin once the system is back online.

If IQSweb V7.1.3 is being deployed to a production server via a file copy (e.g. running an installer on a QA or development machine and copying the files and manually configuring IIS to run the application), IIS will need to be manually configured to allow the batch processing in IQSweb. Please contact your IQS regional representative to get a PowerShell script and instructions on performing the configuration.

Upgrading IQSweb from 6.x.x/7.x.x to V7.1.3

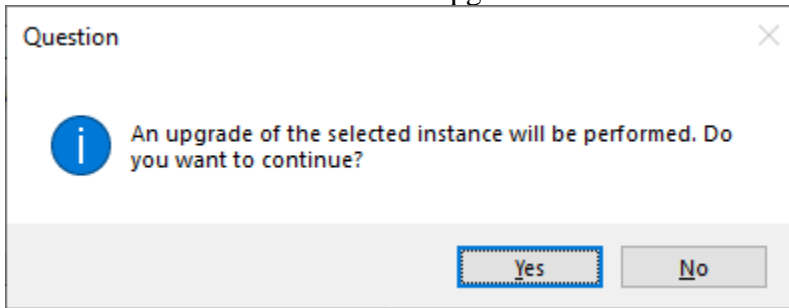
1. On the computer where IQSweb is installed, download the V7.1.3 installer. Double-click the installer, **IQSweb64.exe**, to begin the installation process.
2. Select **Maintain or upgrade an already installed instance**. Make sure the IQSweb instance is selected and click **OK**.



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3. You will be asked to confirm the upgrade. Click **Yes**.



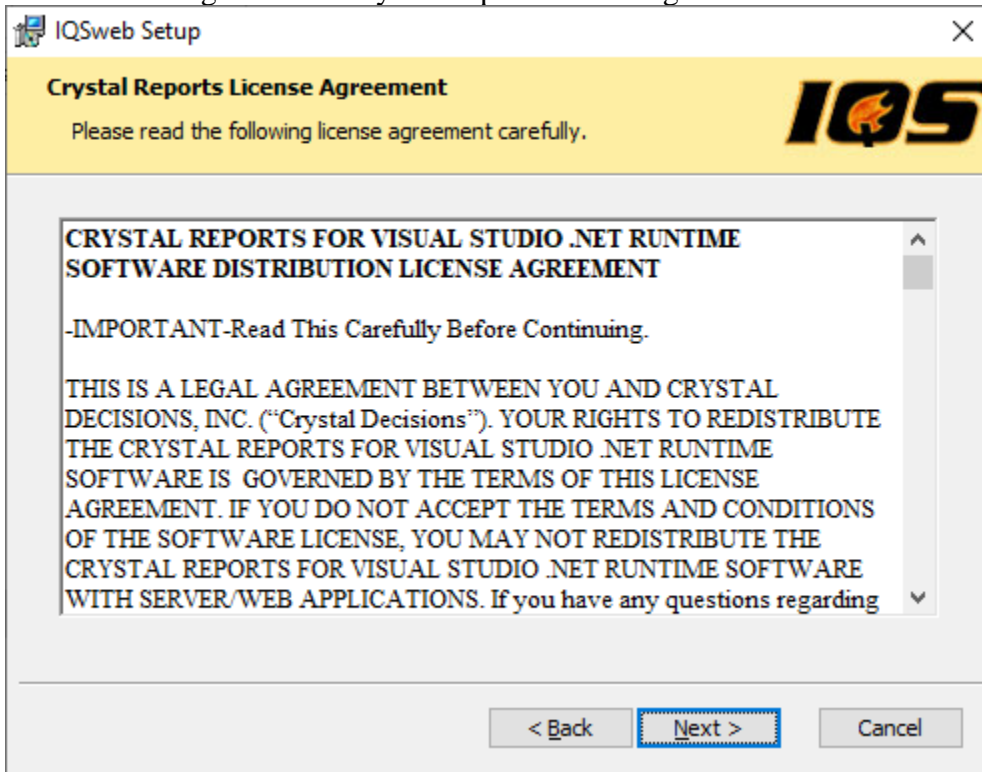
4. The normal installation screens will then appear. Click **Next** to continue.



5. Select the radio button to confirm the license agreement and click **Next**.



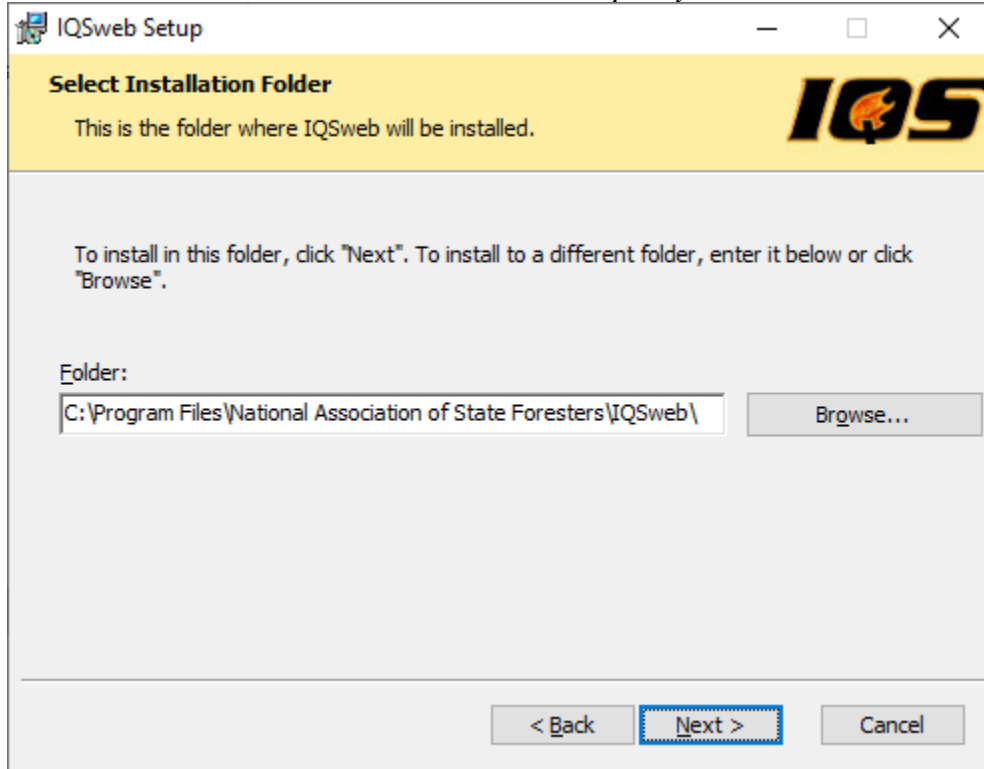
6. Click **Next** to agree to the Crystal Reports license agreement.



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7. Choose the installation folder for IQSweb. This should be the same folder by default as the 6.x.x/7.x.x installation. *Please note that this step may take a while. Please be patient!*



8. Confirm the database connection settings. These settings will be transferred from IQSweb 6.x.x/7.x.x. Click **Next**.

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IQSweb 7.1.3 Setup

Configure Database Connection

Please enter the database connection information for SQL Server.

DO NOT proceed unless you are sure you are running SQL 2016 or higher

Database Server Name:

Database Name:

Database Server Login Name:

Database Server Login Password:

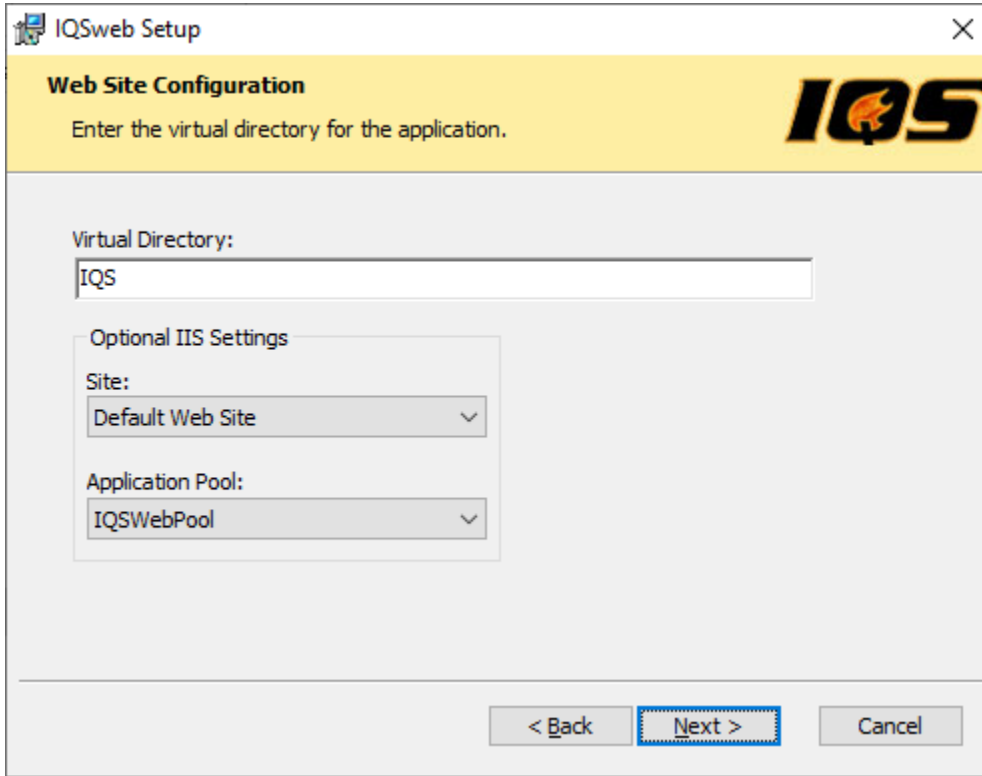
< Back Next > Cancel

9. Confirm the web site configuration. These settings will be transferred from IQSweb 6.x.x/7.x.x. Please note that IQSweb is now using it's own application pool. If in V4 or V5 you had selected "Create a new IQS Pool", you will see that the only option is "IQSwebPool". Otherwise, you will only see the option "Create a new IQS Pool". Click

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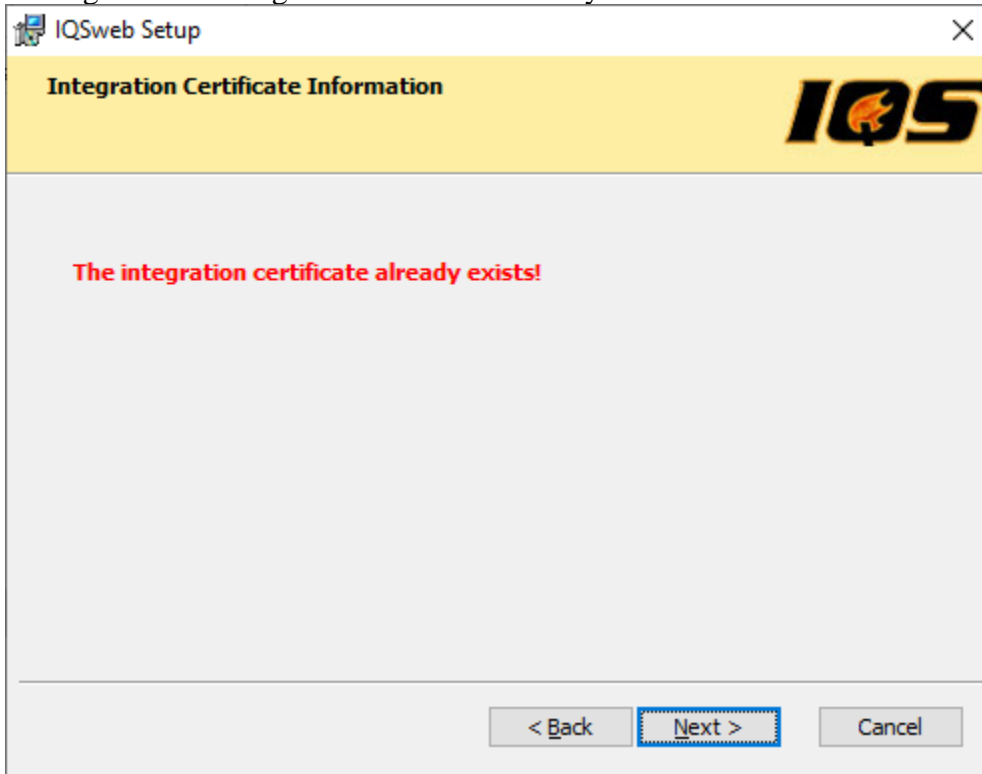
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Next.



The screenshot shows the 'Web Site Configuration' step of the IQSweb Setup process. The window title is 'IQSweb Setup'. The main heading is 'Web Site Configuration' with the instruction 'Enter the virtual directory for the application.' and the IQS logo. A text box labeled 'Virtual Directory:' contains the text 'IQS'. Below this is a section for 'Optional IIS Settings' containing two dropdown menus: 'Site:' set to 'Default Web Site' and 'Application Pool:' set to 'IQSWebPool'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

10. If you have previously installed IQSweb V6.x.x/7.x.x on this computer, you will instead see a message that the integration certificate already exists.

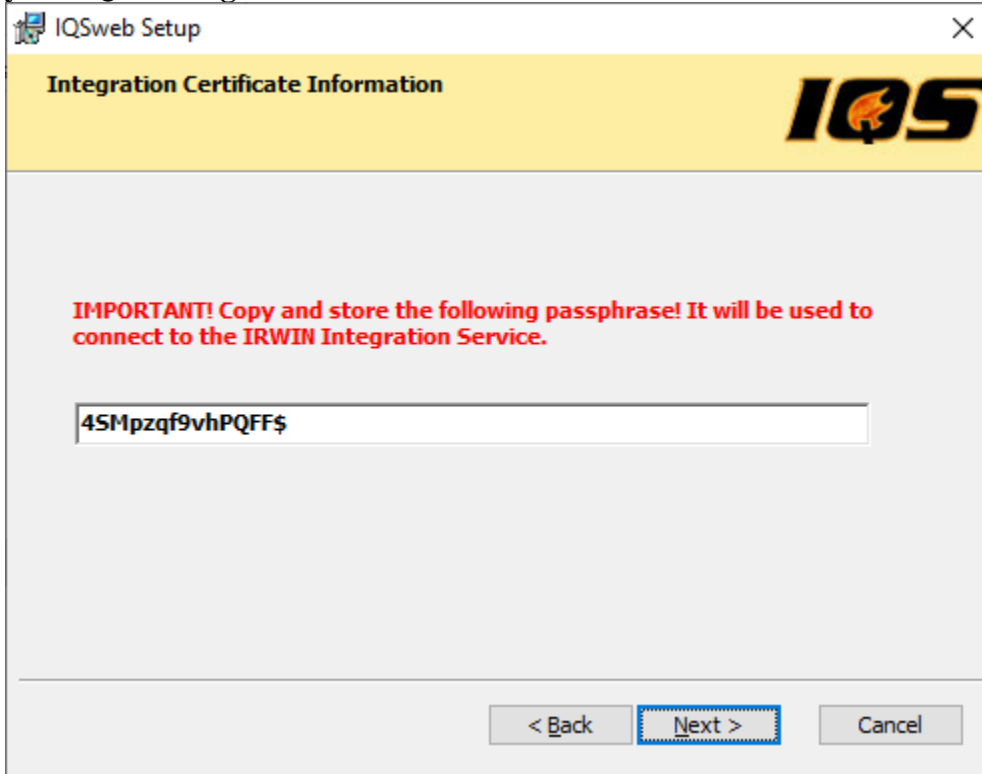


The screenshot shows the 'Integration Certificate Information' step of the IQSweb Setup process. The window title is 'IQSweb Setup'. The main heading is 'Integration Certificate Information' with the IQS logo. The central message is 'The integration certificate already exists!' displayed in red text. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

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If the certificate does not already exist, copy and save the **Integration Certificate Passphrase**. This passphrase needs to be given to your IQS Manager. The IQS Manager will need this Passphrase for configuring IRWIN within the IQS application. **THIS IS YOUR ONLY OPPORTUNITY TO COPY THIS PASSPHRASE! DO THIS NOW** and send to your IQS Manager.



IQSweb Setup

Integration Certificate Information

IMPORTANT! Copy and store the following passphrase! It will be used to connect to the IRWIN Integration Service.

45Mpzqf9vhPQFF\$

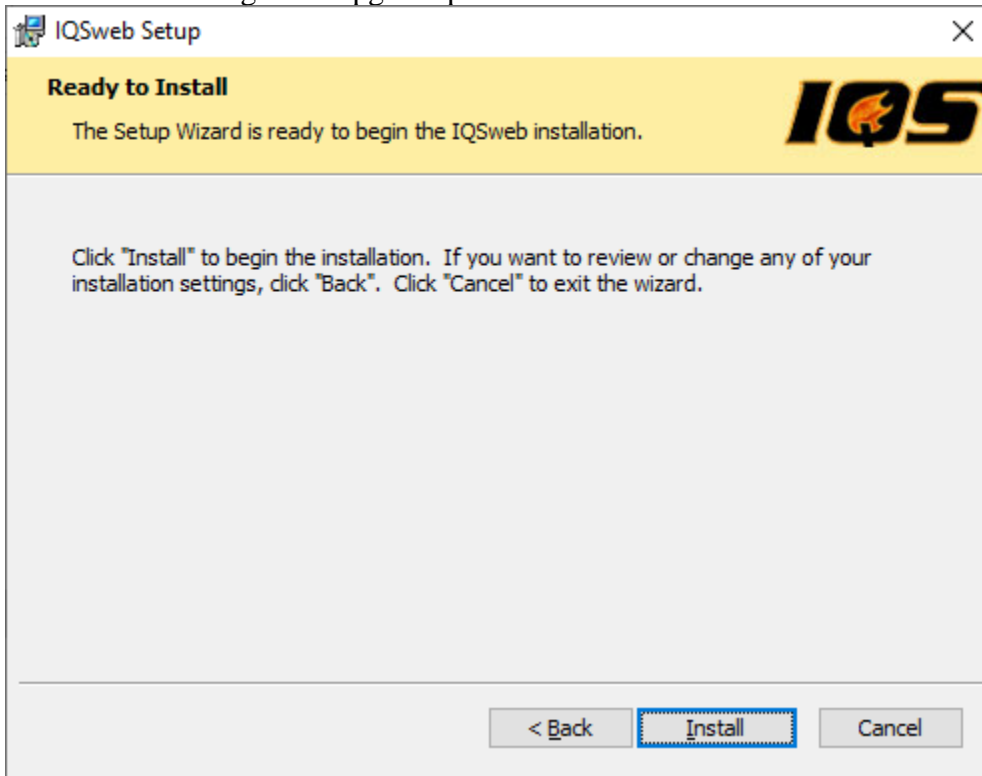
< Back Next > Cancel

Click Next.

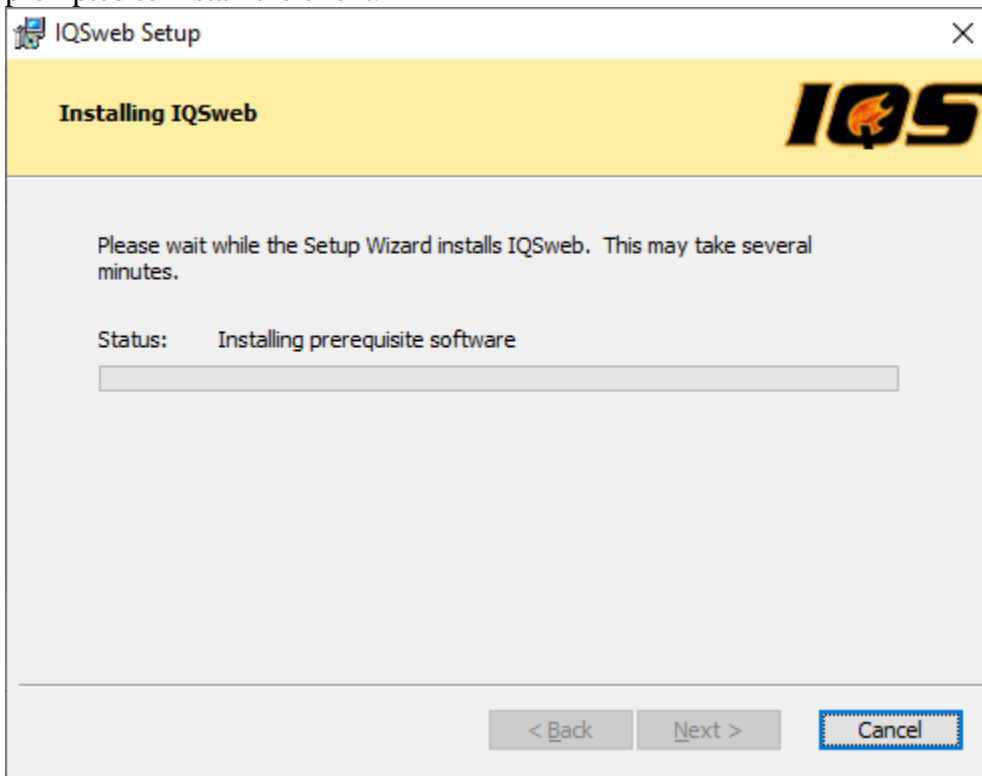
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11. Click **Install** to begin the upgrade process.



12. The IQSweb installer uses **SQL Server 2012 Native Client** to update the IQSweb database. The installer will check to see if the client is installed on the system. If it is not, you will be prompted to install the client.



13. If the **SQL Server 2012 Native Client** is not installed, the **Microsoft SQL Server 2012 Native Client Setup** window will appear (it may be hidden behind the IQSweb installer, please check the task bar for a flashing icon to click). Click **Next**



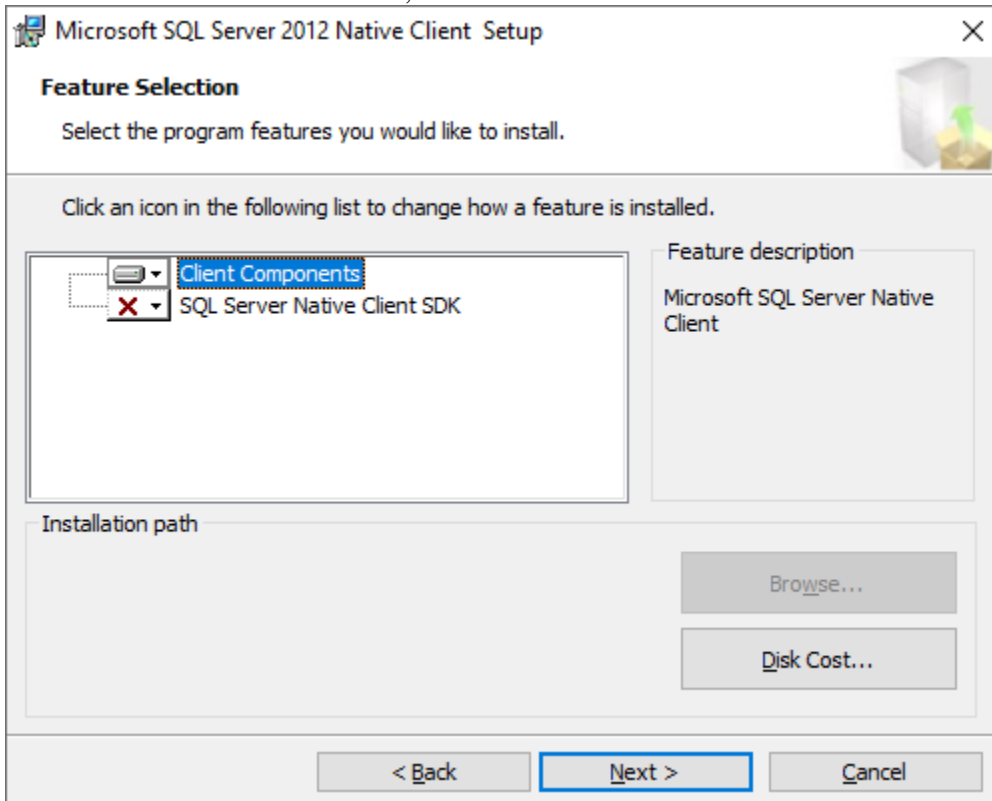
14. Accept the license agreement and click **Next**.



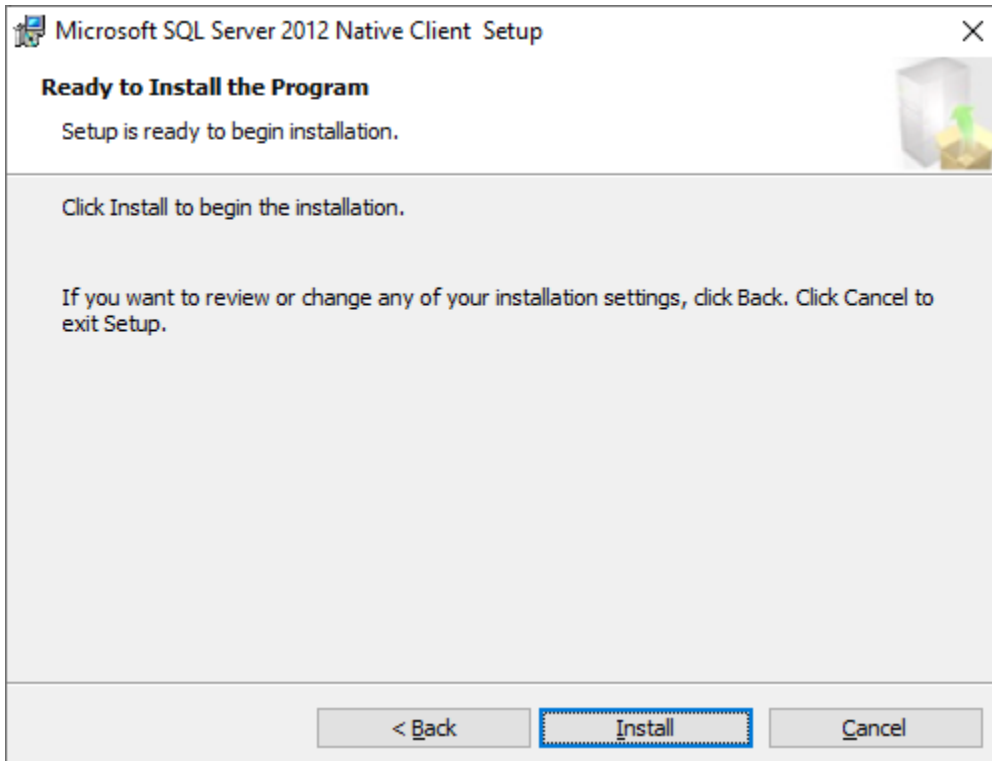
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15. At the Feature Selection screen, click **Next**.



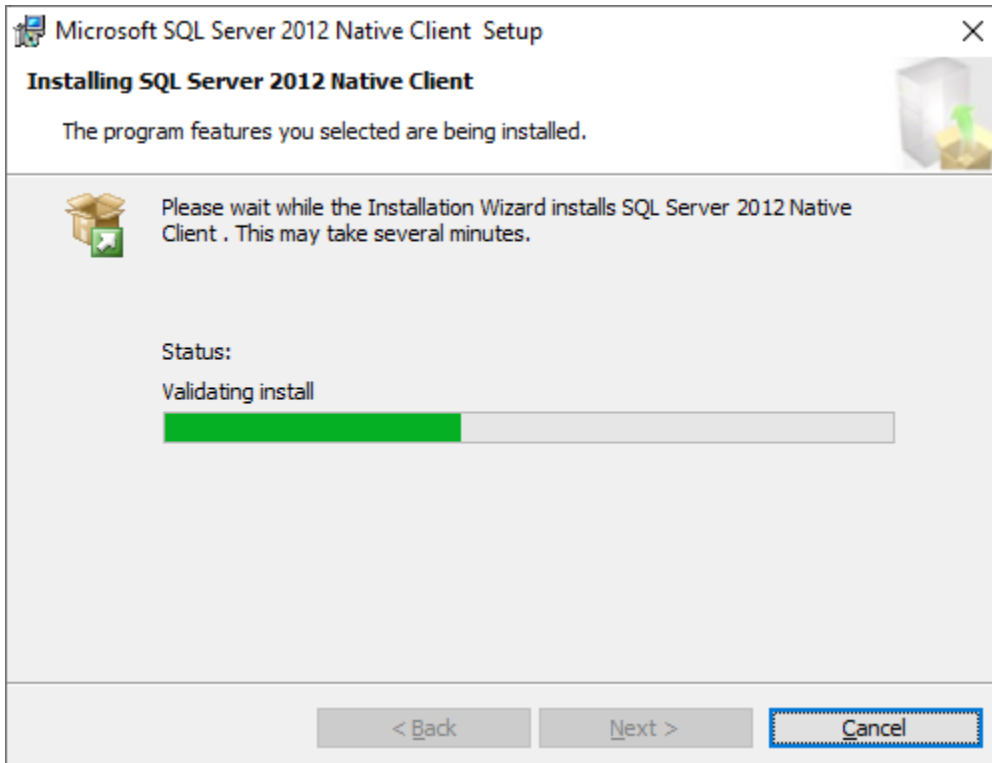
16. Click **Install**.



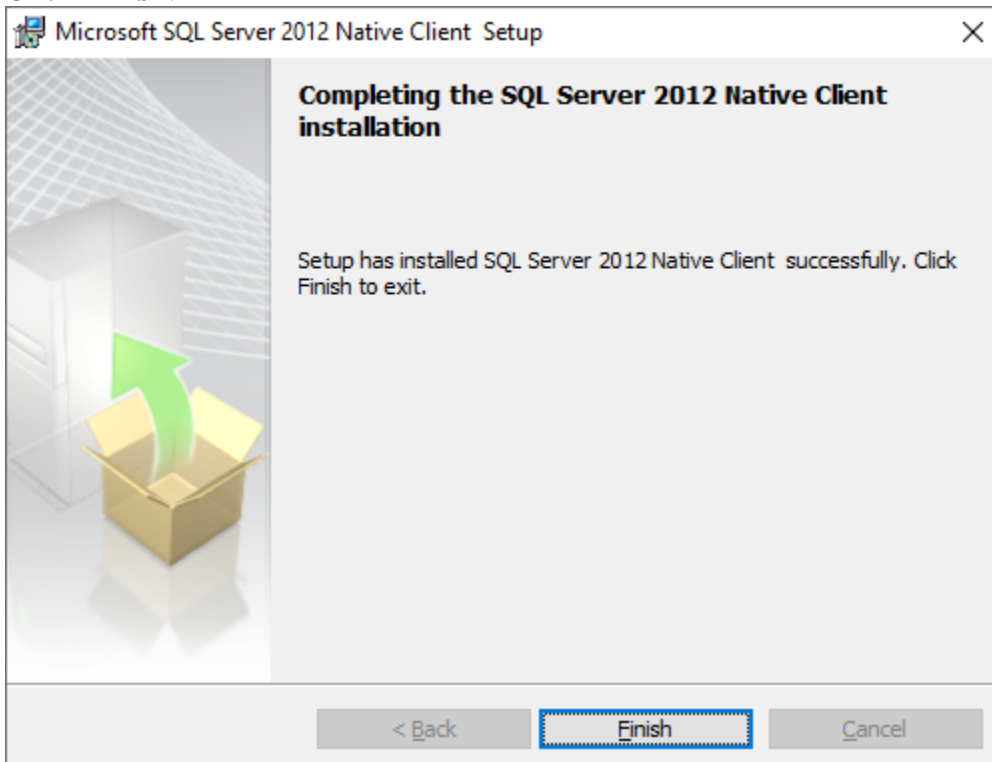
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17. Wait for the installer to finish.



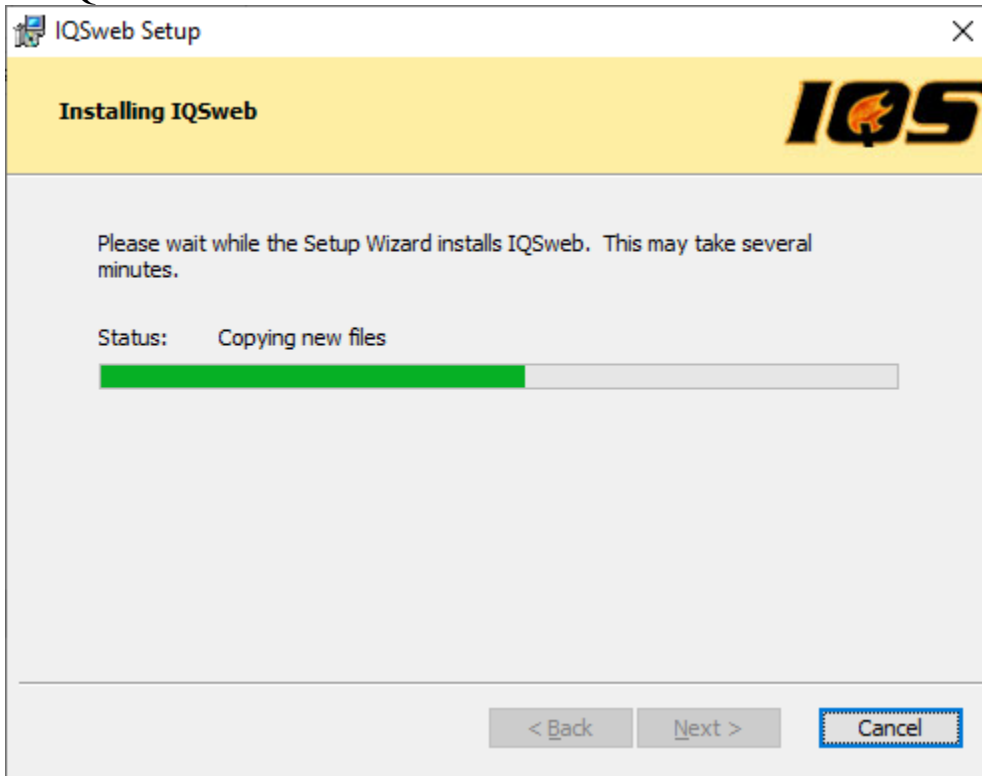
18. Click **Finish**.



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19. The IQSweb installation will resume.



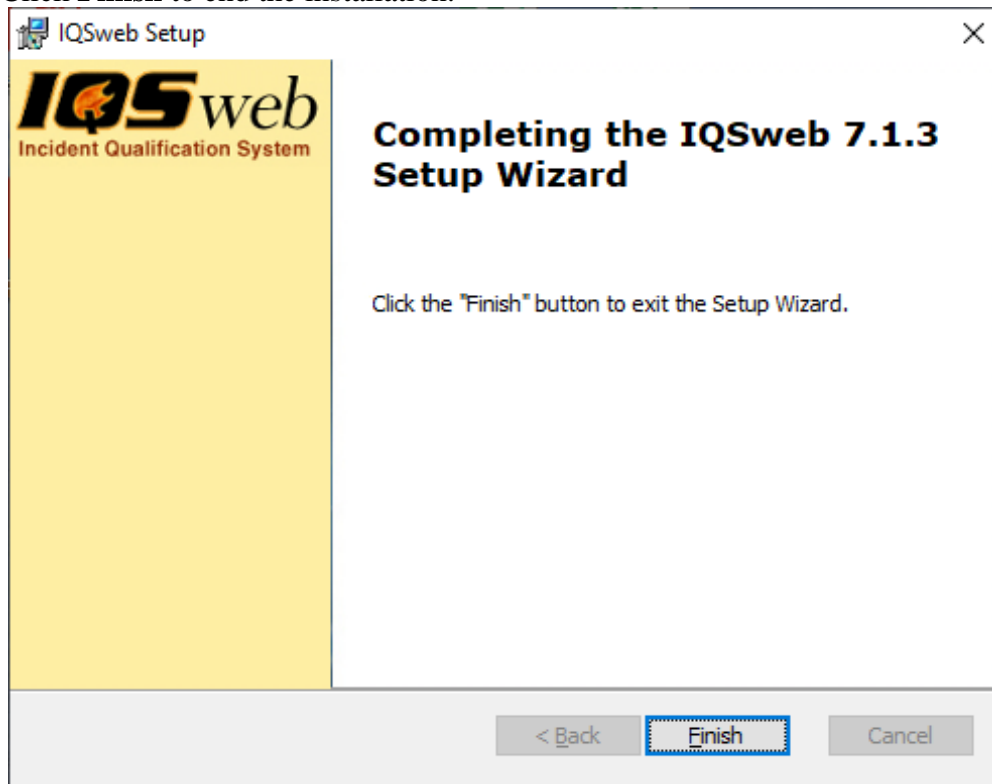
If this is the first time you installed IQSweb V7.1.3 on the computer, you may see a prompt about installing a certificate from **IQSweb CA**. Click **Yes** to install the certificate. This certificate is then used to install a certificate that will be used to encrypt and decrypt the IRWIN credentials.



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20. Click **Finish** to end the installation.



21. Go to the IQS login page and click the About link in the lower left corner. The Database Version should be 7.1.3. The Program version should be 7.1.3.

About IQSweb

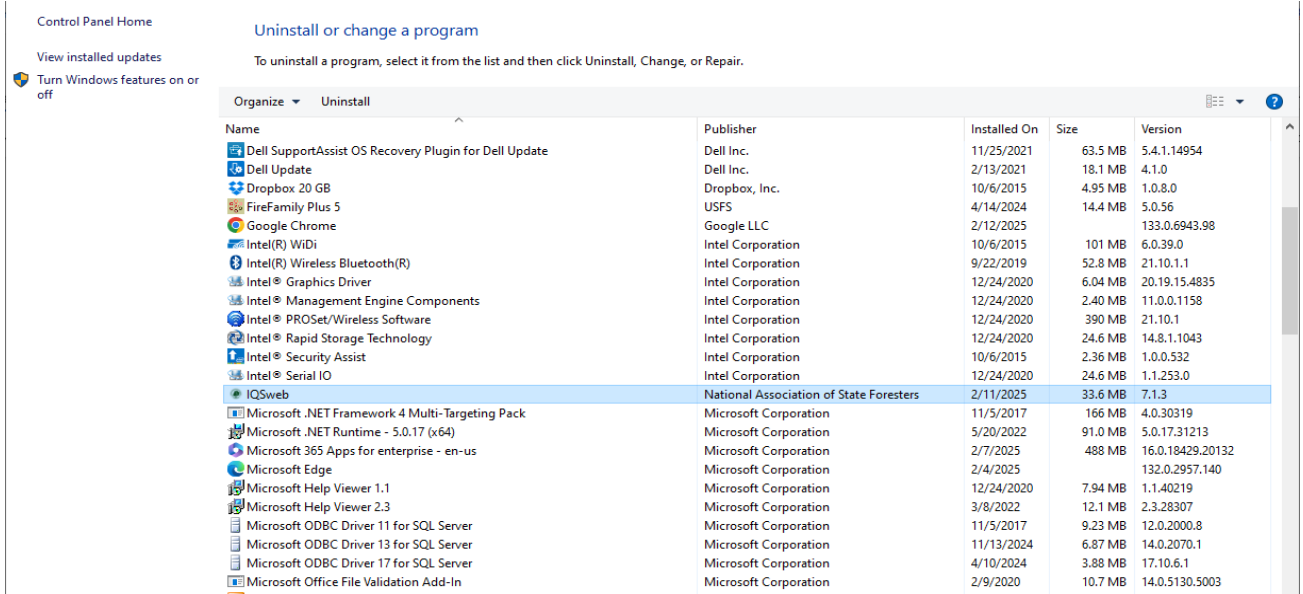
Program Version: V7.1.3

Database Version: V7.1.3

You can also confirm installation by going to **Programs and Features** in the Control Panel. IQSweb should now show up as version 7.1.3.

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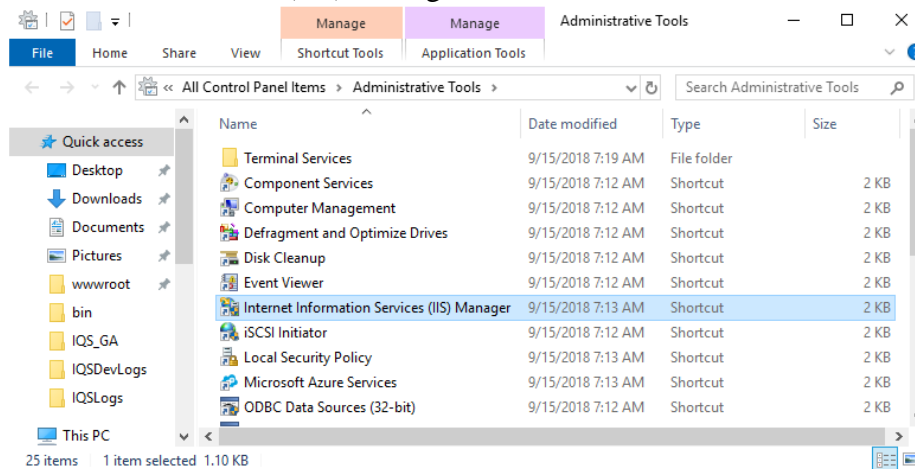


22. **Please note! If manually copying the files to the production server after performing the upgrade, make sure that the following line exists in the web.config file (around line 48):**

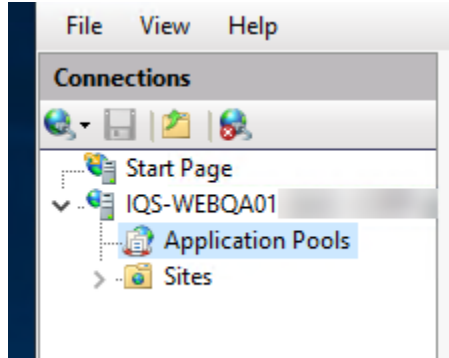
```
<add tagPrefix="rdv" tagName="IRWINResourceDataViewer"
src="~/Controls/IRWINResourceDataViewer.ascx"/>
```

23. If you do not see the login page and the IQS site is not coming up as normal, but instead with a 503 error, restart the IQSWebPool application pool in Internet Information Services (IIS).

a. Go to the **Control Panel**, select **Administrative Tools** and double-click Internet Information Services (IIS) Manager:



- b. Click the caret to expand the server in the **Connections Pane** and select **Application Pools**.



- c. Select the **IQSWebPool** application pool. Then in the **Actions Pane** on the right, select **Recycle**. If the application pool is stopped, select **Start**.

Name	Status	.NET CLR V...	Managed Pipel...	Identity	Applications
.NET v4.5	Started	v4.0	Integrated	ApplicationPoolId...	0
.NET v4.5 Classic	Started	v4.0	Classic	ApplicationPoolId...	0
Catalog	Started	v4.0	Integrated	ApplicationPoolId...	2
DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolId...	1
IQSWebPool	Started	v4.0	Integrated	ApplicationPoolId...	1
	Started	v4.0	Integrated	ApplicationPoolId...	2
	Started	v4.0	Integrated	ApplicationPoolId...	3

- d. The application pool should now be restarted and the IQS application should be able to be loaded.