

InstallationManager- Quick Reference Guide

Application Information

Assembly Name: InstallationManager.exe

Framework: .NET 8.0 for Windows

Version: 2025.4.1

Requires: Administrator privileges

Operations at a Glance

Operation	Menu Path	Risk	Downtime	Backup	Preview	Duration
In-Place Upgrade	Operations Upgrade current installation	High	Yes	Auto	Yes	15-30 min
Config Sync	Operations Sync web.config to new installation	Low	No*	No	No	5-10 min
Maintenance Release	Operations Install maintenance release	Low- Med	Yes	Auto	Yes	10-15 min
Key Rotation	Operations Rotate system encryption keys	High	Yes	Manual	No	30-60 min

* No downtime for new installation (target); source continues running

Quick Start

Launch

Run as Administrator

InstallationManager.exe

With production folder parameter

InstallationManager.exe "C:\Program Files\SurePassID Corp\SurePassID Authentication Server\MfaServer"

Basic Workflow

1. Select operation from **Operations** menu
2. Specify **Current Installation Folder** (Browse button)
3. Specify additional paths if needed (operation-dependent)
4. Enable **Preview Mode** (recommended for first run)
5. Click **Start**
6. Review log
7. Click **Copy Log** to save results
8. Click **Done** to exit

Menu Reference

Operations Menu (Alt+O)

Menu Item	Shortcut	Description
Upgrade current installation	-	In-place upgrade to new version
Sync web.config to new installation	-	Copy configuration to new installation
Install maintenance release	-	Apply patches and updates
Rotate system encryption keys	-	Rotate encryption keys

Menu Item	Shortcut	Description
Exit	Alt+F4	Close application

View Menu (Alt+V)

Menu Item	Description
Configuration	View current configuration settings

Help Menu (Alt+H)

Menu Item	Description
User Guide	Open user documentation
Administrator Guide	Open admin documentation
Quick Reference	Open this guide
Website	Open SurePassID website
Support Site	Open support portal
Knowledge Base	Open knowledge base
About	Show version and build information

Field Reference

Current Installation Folder

- **Purpose:** Specifies the production SurePassID installation
- **Example:** C:\Program Files\SurePassID Corp\SurePassID Authentication Server\MfaServer
- **Required:** Yes (all operations)
- **Validation:** Must contain valid SurePassID installation

New Installation Folder

- **Purpose:** Target folder for configuration synchronization
- **Visible When:** “Sync web.config to new installation” selected

- **Example:** D:\SurePassID_New\MfaServer
- **Required:** Only for config sync operation

Preview Mode Checkbox

- **Purpose:** Shows changes without applying them
- **Default:** Unchecked
- **Available For:** In-place upgrade, maintenance release
- **Recommended:** Check for first run, uncheck for actual operation

Operation Quick Reference

In-Place Upgrade

Purpose: Upgrade existing installation to new version

Prerequisites: - Database backup created - ? Downtime scheduled - ? Upgrade package downloaded and extracted - ? Users logged out - ? Services stopped

Inputs: 1. Current Installation Folder 2. Upgrade package path (prompted during operation)

Steps: 1. Operations ? Upgrade current installation 2. Specify Current Installation Folder 3. Enable Preview Mode (recommended) 4. Click Start 5. Specify upgrade package location in dialog 6. Review log output 7. If preview looks good, uncheck Preview Mode and repeat 8. Copy log and exit

What Happens: - Backup created: [Installation]\Backups\[Timestamp]\ - Files updated from upgrade package - Configuration migrated to new version - Database schema upgraded (if needed)

Post-Operation: - Restart IIS/services - Test authentication - Verify functionality

Sync web.config to New Installation

Purpose: Copy configuration from current to new installation

Prerequisites: - Source installation working - ? Target installation installed but unconfigured

Inputs: 1. Current Installation Folder (source) 2. New Installation Folder (target)

Steps: 1. Operations ? Sync web.config to new installation 2. Specify Current Installation Folder (source) 3. Specify New Installation Folder (target) 4. Click Start 5. Review log 6. Copy log and exit

What Happens: - Configuration copied from source to target - Destination-specific settings preserved - No database changes - Binaries not modified

Post-Operation: - Test new installation - Verify connectivity

Install Maintenance Release

Purpose: Apply patches/updates to current installation

Prerequisites: - Maintenance release package (ZIP or folder) - ? Brief downtime scheduled - ? Services stopped

Inputs: 1. Current Installation Folder 2. Maintenance package (ZIP file or folder with “Server Update” subfolder)

Steps: 1. Operations ? Install maintenance release 2. Specify Current Installation Folder 3. Enable Preview Mode (recommended) 4. Click Start 5. Choose ZIP or Folder when prompted 6. Browse to maintenance package 7. Review log 8. If preview OK, uncheck Preview Mode and repeat 9. Copy log and exit

What Happens: - Backup created: [Installation]\Backups\[Timestamp] - ZIP extracted (if ZIP selected) - Files copied from “Server Update” subfolder - Configuration preserved - No database changes

Post-Operation: - Restart IIS/services - Verify version updated - Test key features

Rotate System Encryption Keys

Purpose: Update encryption keys for enhanced security

Prerequisites: - ?? **CRITICAL:** Database backup created and verified - ? Extended downtime scheduled (30-60 min) - ? All users logged out - ? All services stopped

Inputs: 1. Current Installation Folder

Steps: 1. **BACKUP DATABASE** (mandatory!) 2. Stop all services 3. Operations ? Rotate system encryption keys 4. Specify Current Installation Folder 5. Click Start 6. Confirm database backup

(type YES) 7. Confirm key rotation (type ROTATE) 8. Monitor progress (do not interrupt!) 9. Wait for completion (30-60 minutes) 10. Copy log and exit

What Happens: - New encryption keys generated - All encrypted database data re-encrypted - Configuration files updated with new keys - Database transactions (supports rollback)

Post-Operation: - Restart services - Test authentication - Verify encrypted data accessible - Keep backup for 30 days

?? WARNING: If operation fails, contact support immediately. Do NOT restart services.

Configuration Viewer

Access: View Configuration

Purpose: Inspect current configuration settings

Shows: - Connection strings (passwords sanitized) - Key Vault references - SMTP configuration - Twilio configuration - Service endpoints - Other settings

Use Cases: - Troubleshooting connectivity issues - Verifying configuration values - Auditing settings - Documentation

Log Messages

Message Types

Level	Appearance	Meaning
INFO	Normal text	Standard progress message
WARNING	Yellow text	Non-critical issue to note
ERROR	Red text	Problem requiring attention

Important Messages

Success Messages: - "Operation completed successfully" - "Configuration synchronized successfully" - "Key rotation completed successfully" - "Maintenance release applied successfully"

Critical Warnings: - "Could not find production folder" - "Database connection failed" - "Invalid maintenance package structure" - "Template resource not found"

Backup Locations

Automatic Backups

- **Created By:** In-place upgrade, maintenance release
- **Location:** [Installation]\Backups\[Timestamp]\
- **Format:** Backup_YYYYMMDD_HHmmss
- **Example:** C:\Program Files\SurePassID Corp\SurePassID Authentication Server\Backups\Backup_20250415_143022\

Manual Backups

- **Required For:** Key rotation
 - **Type:** Database backup
 - **Create Using:** SQL Server Management Studio or backup scripts
 - **Verify:** Test restore before proceeding
-

Troubleshooting Quick Reference

Error	Cause	Solution
"Could not find production folder"	Invalid folder selected	Select folder containing MfaServer subfolder
"Database connection failed"	SQL Server unreachable	Verify SQL Server running, check connection string
"Key Vault access denied"	Azure authentication issue	Check Azure credentials and permissions
"Operation failed" during copy	File locked or permissions	Stop services, run as Administrator

Error	Cause	Solution
“Invalid maintenance package”	Wrong package structure	Verify package contains “Server Update” subfolder
“Template resource not found”	Missing embedded resource	Contact support; may need application reinstall

File Paths Reference

Windows Standard Installation

Installation Root:

C:\Program Files\SurePassID Corp\SurePassID Authentication Server\

MfaServer:

C:\Program Files\SurePassID Corp\SurePassID Authentication Server\MfaServer\

Configuration:

C:\Program Files\SurePassID Corp\SurePassID Authentication Server\MfaServer\web.config

Backups:

C:\Program Files\SurePassID Corp\SurePassID Authentication Server\Backups\

Azure App Service (VLE)

Installation Root:

C:\home\site\wwwroot\

Configuration:

C:\home\site\wwwroot\web.config

Best Practices Checklist

Before ANY Operation

- ☐ Backup database (especially for key rotation and upgrades)
- ☐ Review release notes

- ☐ Schedule downtime
- ☐ Stop services (except for config sync target)
- ☐ Use preview mode first (if available)

During Operation

- ☐ Monitor log window
- ☐ Do not interrupt
- ☐ Note any warnings

After Operation

- ☐ Copy log
- ☐ Restart services
- ☐ Test functionality
- ☐ Retain backups (30 days minimum)

Keyboard Shortcuts

Shortcut	Action
Alt+O	Open Operations menu
Alt+V	Open View menu
Alt+H	Open Help menu
Ctrl+C	Copy selected text (log window)
Alt+F4	Exit application

Support Resources

Documentation

- **User Guide:** Detailed step-by-step instructions

- **Admin Guide:** Advanced administration and troubleshooting
- **Release Notes:** Version history and changes

Online

- **Website:** <https://www.surepassid.com>
- **Support Portal:** <https://support.surepassid.com>
- **Knowledge Base:** <https://support.surepassid.com/general-support>

Contact

- **Email:** support@surepassid.com
- **Emergency:** Contact via support portal for critical issues

Command Examples

Launch with Folder Parameter

InstallationManager.exe "C:\Program Files\SurePassID Corp\SurePassID Authentication Server\MfaServer"

Create Desktop Shortcut

Create a shortcut with:

Target: C:\Path\To\InstallationManager.exe "C:\Program Files\SurePassID Corp\SurePassID Authentication Server\MfaServer"

Run as administrator: Checked

Backup Database (SQL Server)

BACKUP DATABASE [SurePassDB]

TO DISK = 'C:\Backups\SurePassDB_BeforeUpgrade.bak'

WITH FORMAT, INIT, COMPRESSION

Version Information

Application Name: InstallationManager

Assembly Name: InstallationManager.exe

Version: 2025.4.1



Framework: .NET 8.0 (net8.0-windows)

Company: SurePassID Corporation

Product: SurePassID Authentication Server

To view version details: - **Help ? About** - Shows: Version, build date, copyright, assembly information

Legal

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Document Information

Document Version: 1.0

Last Updated: 2025-04-15

Product Version: 2025.4.1

Applies To: InstallationManager 2025.4.x and later

For detailed instructions, see the User Guide.

For advanced topics, see the Administrator Guide.

For version history, see the Release Notes.