Tech Bulletin

23.1 Authentication Server Side-By-Side Upgrade Procedure

**System: On-premises systems only**

Who is this document for?

This document is for anyone that has SurePassID Authentication Server installed prior to Version 23.1.

Recent versions of the Authentication Server display the version on the home form in the Administration portal as shown below:

© 1999-2021 SurePassId Corp. All rights reserved. | Email Support | Call Support: +1 (888) 200-8144 ext 2 | Build: 20.2.7442.33229

This installation has version 20.2 installed.

Alternatively, you can see the versions of the Authentication Server displayed on the about form in the Administration portal as shown below:

About SurePassId

Product Version

SurePassId Security Solutions
Buid: 18.3.6879.15768
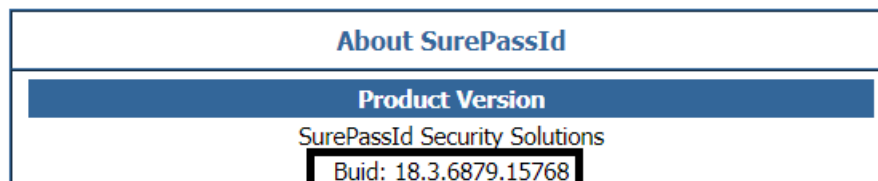
This installation has version 18.3 installed.

If there is no version displayed on the home page or about page (very old versions), you can determine the version of the Authentication Server that you are currently running by looking at the C:\Program Files (x86)\SurePassID Corp folder on your server(s) that have the Authentication Server installed. For example:
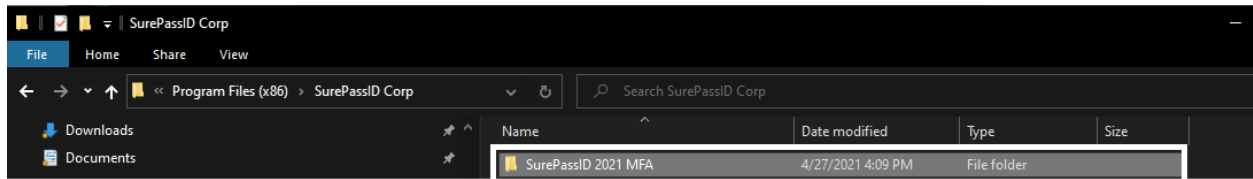
This server has SurePassID 2021 installed. If your system SurePassID 2021 or older then this upgrade is applicable to you.

This document is designed to help you upgrade your existing Authentication Server installation. There are hundreds of new features and capabilities such as SurePassID mobile app, push authentication, IVR, Role Based Access Controls, Managed Service Accounts, etc. that were not available in your prior version. Now is a good time to review that and see if you want to make use of them. We are more than happy to discuss your requirements and make recommendations on what capabilities exist that can address them.

Things you will need before you begin

Before you can begin upgrading SurePassID:

- Identify all the Authentication Server apps that currently utilize the SurePassID Authentication Server services. - Typically, this could be the SurePassID RADIUS Server (RADIUS, Event Log Sync), Windows Login Manager, ADFS, custom apps (SurePassID JSON api), etc. These apps will need to be tested after the new Authentication Server install and after Authentication Server deployment to production.
- If doing a side-by-side installation procure new servers for the Authentication Server(s) and RADIUS Server. These new servers can be located in in your datacenter or in the cloud (AWS, Azure, etc.). We recommend these servers are Microsoft Server 2019 or later. It is possible to do an in-place upgrade, but we do not recommend it. Contact us before you perform an in-place upgrade.
- SQL Server Installation – You need access to a Microsoft SQL Server for the new Authentication Server installation. If this is the same as the existing production SQL Server, you must backup production before installing.
- New license – You will need to request a new license (with server host names) in the following conditions:
  - If you are running SurePassID Release 2020 or earlier your existing license file is compatible request a new net license file from SurePassID.
  - You are installing on a new Windows server.

Side-by-Side Installation

The side-by-side installation allows you to install the new Authentication Server and components, test all production systems, and then schedule a production deployment at a time of your choosing.
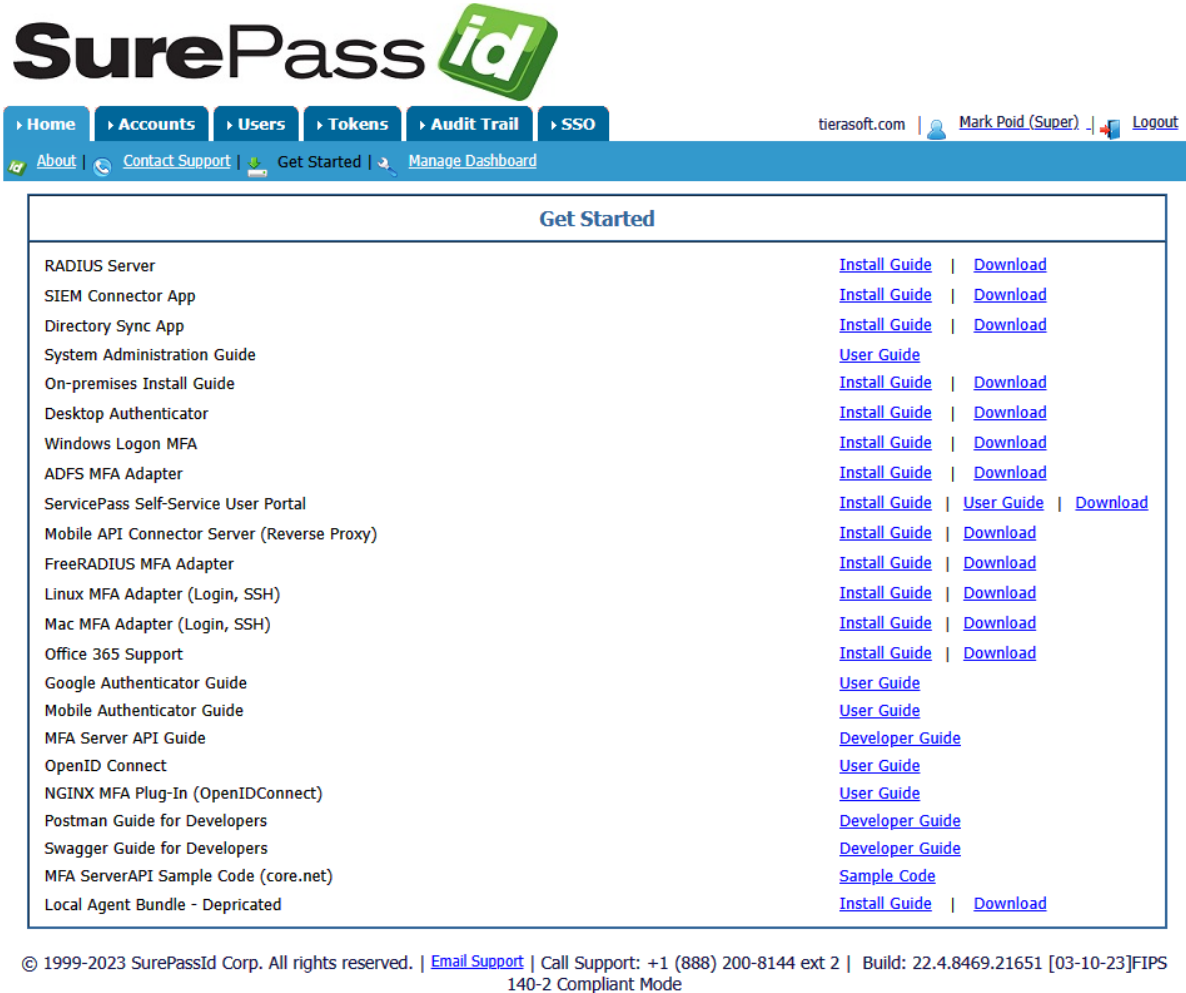
Step 1 – Download the appropriate files

Download and unzip the product upgrade software onto the target SurePassID Authentication Server application server(s):

Authentication Server Install - https://downloads.surepassid.com/AS/SPAS.zip

Install Documentation - SurePassID Server Installation Guide

After you install the system you can log into your account and select **Home->Get Started** to see all the application components and documentation for the system as shown below.

Step 2 - Install Authentication Server

Run the installer (msi or exe) of the new Authentication Server. It can be installed on the existing server, but it is better if you install on a new server running Windows Server 2019 or later if possible. The install will create a new database without any users or tokens. You will need to add new users and tokens for

testing any client apps such as RADIUS Server (RADIUS), Windows Login Manager, etc. After you become familiar with the new system you will be able to upgrade your existing system at a time of you choosing.

Step 5 - Test Authentication Server apps

Verify apps/servers such as Windows Login Manager, ADFS, SAML2, custom apps, etc. for proper function with the new Authentication Server.

Remember, access to the Authentication server is protected by API Key. You existing systems will be set to use your production API key. You will need to create a new API

Once you are satisfied that the system is working properly you can then pick a day and time (off hours/weekend) to perform the production deploy.

Production Deployment

Step 1 - Backup existing systems
At a very minimum backup existing Authentication Server (installation folder) and any other server apps such as (RADIUS) that will be upgraded rollback purposes. If possible, create a VM snapshot of all production Authentication Servers.

Step 2 - Backup Production data
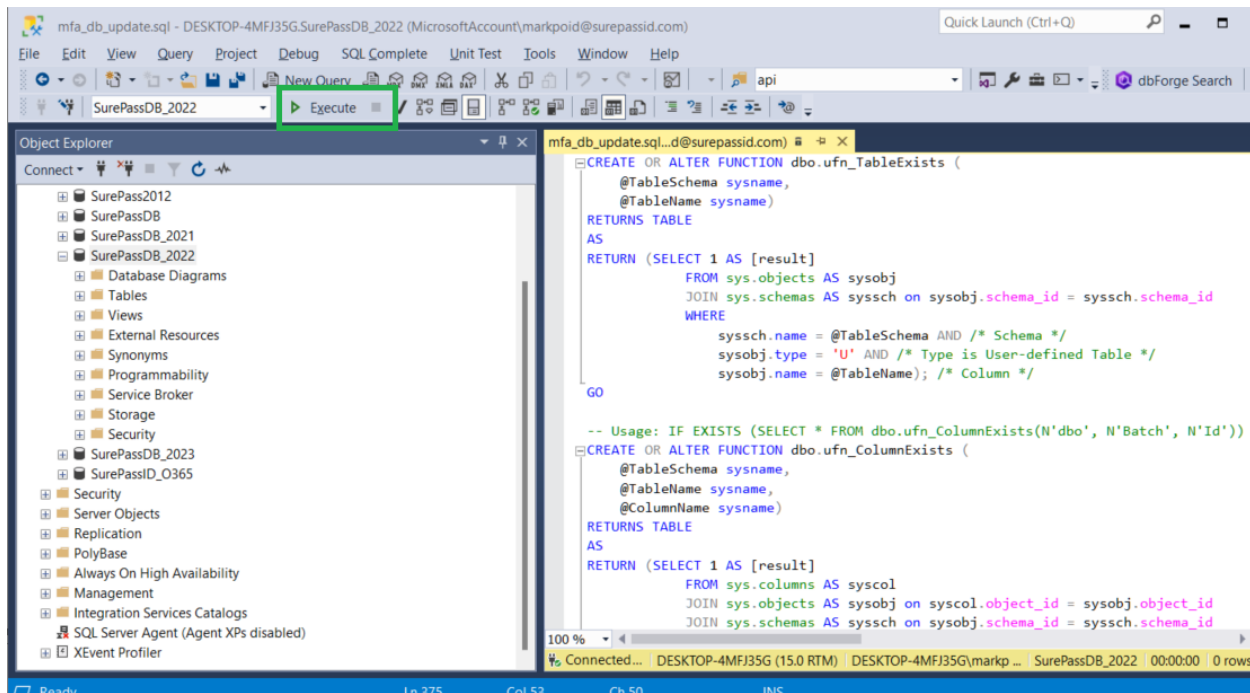SurePassID Authentication Server production SQL Server database.

Step 3 - Upgrade the existing production database.

1. In the SurePassID Authentication folder you will find the database upgrade script:
   C:\Program Files (x86)\SurePassID Corp\SurePassID Authentication Server 23.1\Tools\DatabaseUpgrade\mfa_db_update.sql.

2. Double click on the file. SQL Server Management Studio will open and the file will be loaded. Alternatively, the file be loaded by starting SQL Server Management Studio (SSMS) and select **File->Open** and browse to the file.

3. In SSMS Object Explorer select the window with the **mfa_db_update.sql**. Locate current SurePassID production database in the Object explorer window as shown below:
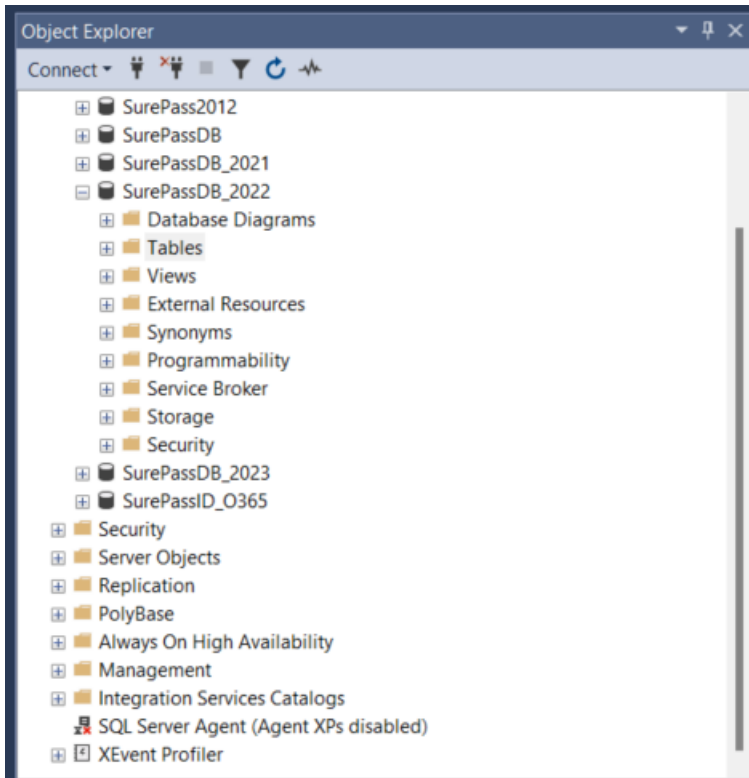
The database name is SurePassDB_YYYY where YYYY is the SurePassID version. For example, the database name for SurePassID 2022 would be SurePassDB_2022. If your system is prior to 2021 then the database name is SurePassDB.

4. Press **Execute** as highlighted below to upgrade database:

Database is now upgraded.

Step 4 – Update production system configuration

The new Authentication Server configuration (web.config) needs to be updated with the existing production settings. You can do this manually or you can do this using the migration tool. To use the migration tool run the following:

C:\Program Files (x86)\SurePassID Corp\SurePassID Authentication Server 23.1\Tools\RelaseConfigMigration.exe

After running **RelaseConfigMigration.exe,** the new web.config can be found **C:\Program Files (x86)\SurePassID Corp\SurePassID Authentication Server 23.1\MfaServer\web.config-migrated**.
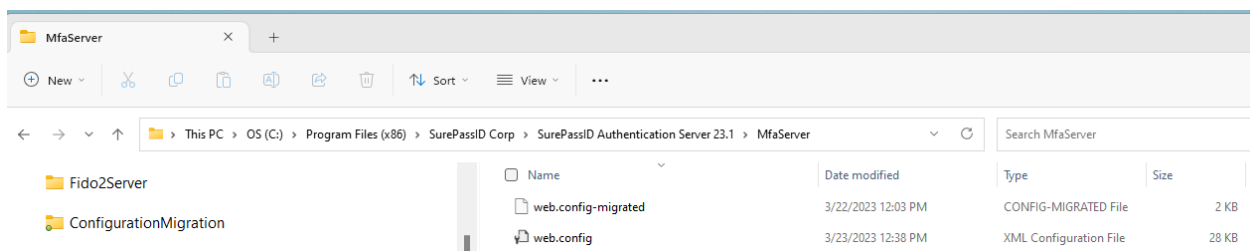
To make these new configuration settings active, follow these two steps.

- Copy **web.config** to **web.config-old**
- Copy **web.config-migrated** to **web.config**.

Step 5- Update Authentication Server endpoints

Change the IIS site settings from the existing SurePassID installation to point to the new Authentication Server.

You can now start the Authentication Server administrative portal.

Step 6 - Production App Verification

Test all other Authentication Server apps such as Windows Login Manager, ADFS, custom apps, etc. for proper function with the new Authentication Server.

Post Production Deployment

After the new production Authentication Server has been in production for some short period of time, decommission the old Authentication Server by deleting the folder.

To Report Technical Issues

To learn more about this new upgrade alert and how it might benefit your organization, please contact us at https://surepassid.com/company/contact/ or by email helpdesk@surepassid.com or by phone +1(888)200-8144.