

SLA Upgrade Procedure

Customer Name:

Office use:

Date of pre-install:

1. Name of main contact on site for the upgrade
 2. Telephone and email details of main contact
 3. Name of IT contact on site or third-party
 4. IT contact telephone and email details
 5. Number of timeware[®] client installations
 6. Number of clients install on site
 7. Software version:
If customer is using timeware[®] 2017 or lower please request hardware support screen to show senior staff member
 8. Will we have server access on upgrade date? Yes No
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Support technician:

Date of upgrade:

Name of technician:

Pre Upgrade stage

- Confirm office notes with customer Yes No
- Confirm you have full server access Yes No
- Create a folder on the server called "timeware[®] Engineer or timeware[®] installation files" and place every file in here such as backup, bespoke work and any notes Yes No
- Tell the customer they cannot use the application on date of upgrade until the installation is complete .. Yes No
- Check all hardware is communicating Yes No

Pre Upgrade stage

- Check all timeware® services/ Log on as etc Yes No
- Check current email settings Yes No
- Check if the customer uses ESS or TWC Yes No
- Check if the customer has bespoke scripts. If they do take a copy Yes No
- Check Automated Events – backup etc. Yes No
- Check current installation Path Yes No
- Check you have the new license file ready. Yes No

Upgrade stage

- Stop the timeware® services. Yes No
- Run a manual calculation to poll all devices (Skip Calculation) Yes No
- Create Backup. Yes No
- Uninstall the services Yes No
- Uninstall timeware® professional client on the server. Yes No
- With administrator privileges, install the latest version of timeware® Yes No
- Upgrade timeware® system databases via the application manager Yes No
- Install new timeware® license file within tdata. Yes No
- Open timeware® application and check the License file has disappeared from tdata Yes No
- Install the new timeware® services using service.bat file Yes No
- Set a log on as against the service Yes No
- Check the services are set to delayed startup and have recovery settings Yes No
- Run the services to check they start. Yes No

(Following three steps only if customer using ESS or TWC)

- Uninstall IIS web application suite Yes No
- Install the new web application suite with administrative privileges. Yes No
- Open Windows IIS and change the connection strings for data source, username and password Yes No
- Move to the Client PC's and take a copy of the reports and exports bespoke folder only Yes No
- Uninstall timeware® professional Yes No
- With administrative privileges install the latest version of timeware® Yes No
- Copy any software customisation into the timeware® directory Yes No
- Complete all client PC's identified in office notes. Log in to each client to confirm working (Username case sensitive) Yes No
- If any timeware® client installations are not complete, please state below and notify IT

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Post Upgrade stage

- On the timeware® server open the following modules:
Personnel, Attendance adjustment, Absence management, Reports, Exports and check for any errors . . . Yes No
- Check all the hardware is communicating Yes No
- Check the backup is working and run a new backup, do not override the old one! Yes No
- Ask users to log into timeware® and complete their usual daily activities Yes No
- Create new terminal groups for timeware® hardware. If a fire alarm monitor is present please
create own terminal group for this device Yes No
- Ask a few employees to clock in/out at the terminal, check the booking is processed into
timeware® attendance adjustments Yes No
- Test Fire alarm monitor and ensure this is tested before leaving site Yes No
- Check timeware® audit trail for any errors Yes No
- Implement all required scripts and events
(Personnel, Absence Management, GDPR, automated emails etc) Yes No
- Sign off meeting with the main contact Yes No
- Short feature awareness training Yes No
- Complete timeware® Professional training candidates names form t2-0530 Yes No
- Number of timeware® Professional client PC's installed
- Print off or email help and about screen, or have customer email support Yes No
- Ask the customer if we can run a system extract script and send back to support Yes No
- Confirm suprema_io fields are present in terminal table. If not, add them Yes No
- Confirm that you can run reports, open documents and save documents. If you can't, grant full
read/write permissions. Yes No

