timeware®
workforce management solutions

Server move questionnaire

Company name: _____   Date: _____

_____   Email Address: _____

Contact: _____   Phone No: _____

Location

_____

Where is the current timeware® server located?

Are both servers on the same site?... [ ] Yes/No

Requirements

Will IT be available to assist our technician?... [ ] Yes/No

Will we be able to access BOTH timeware® servers on the day (old and new)?............ [ ] Yes/No

(Note we CANNOT perform the server move if the above is not available)

Is the new server up to date and patched with windows updates?........................ [ ] Yes/No

(If no, please ensure this is up to date before the date to reduce downtime on the day)

Server & Clients

What is the operating system of the new server? _____

Are we moving both SQL databases and the timeware® software? _____

What is the SQL version of the current server? _____
(If a full version of SQL, you will need to provide the installation files and license)

Does the new server have two or more network cards?................................... [ ] Yes/No

How many timeware® clients are currently installed? _____

timeware® are only responsible for redirecting up to four client PC's to the

new timeware® server. Any further clients will need to be done by the customer

Do you currently use the ESS/TWC or PIP?.. [ ] Yes/No
(Employee Self Service/timeware® Web Client/Personnel Information Portal)
(If yes, we will need access to the IIS server)

Is the new server running in hyperV environment? .... [ ] Yes/No
(If yes, you will need to make a change on the host machines network adaptor.
Once you reply back with this document, we'll send you what is required)

Additional Information Required

We require a small bit of information gathered from timeware® Professional alongside this document. Please follow the below instructions

timeware® Professional 2017 or older
In the timeware® Professional software, please go to Help, then about. Click on support information. There will then be a button in the top left that when highlighted will say 'Copy Text'. Click that, and then paste the text in to an email to support@timeware.co.uk

timeware® Professional 2018 or newer
If you are on timeware® Professional 2018 or above, click (Here) for a video on how to do this as the module has been updated.