

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. Check working hours of I.T. If not UK based, suggest fitting in with their working hours - discuss internally first
6. Number of timeware® client installations
7. Check timeware® for number of Suprema devices and terminal policy setup. If high number of devices or policies, discuss this internally before finalising the upgrade with customer
8. Does customer have Biostar2 Installed?Yes No
9. Kindly advise the customer that the installation of Biostar includes Google Chrome by default. If they prefer not to have Chrome on the server, we can remove it afterwards and use Microsoft Edge.Yes No
10. Does customer require a Biostar2 licence?Yes No
If Yes, send order to Mike Coope
11. Make customer aware that if we are porting doors into Biostar, we will need someone available to quickly test each door. If this is an issue, we can discuss internally about going on siteYes No
12. Make customer aware that there will be some down time during the upgrade. If porting doors into Biostar, this may result in a door being out of use for a couple of minutesYes No
13. Are SQL and timeware® installed on the same server?Yes No
If No, "Will we have access to both servers on upgrade date?"
If Yes, "Will we have access to the server on upgrade date?"
14. Check Current SQL Version
15. Ensure that the installation files have been transferred on to the customers server prior to the installation.Yes No

Support technician:

Date of upgrade:

Name of technician:

Pre Upgrade stage

- Confirm office notes with customerYes No
- Confirm you have full server accessYes 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 notesYes No
- Tell the customer they cannot use the application on date of upgrade until the installation is complete . . .Yes No
- Check all hardware is communicatingYes No
- Check all timeware® services/ Log on as etcYes No
- Check current email settingsYes No
- Check if the customer uses ESS or TWCYes No
- Check if the customer has bespoke scripts. If they do take a copyYes No
- Check Automated Events – backup etc.Yes No
- Does customer take Backups of the software? (If no add backup batch file)Yes No
- Backup any automated events in the task scheduler (Command Lines to be added to shared folders)Yes No
- Check if customer has bespoke scripts/events in event agent folder and take copy (to be added to shared folders)Yes No
- Check for bespoke reports/dashboard in dashboard and report viewer folder and take copyYes No
- Check current installation PathYes No
- Check you have the new license file ready.Yes No
- Check audit trail for errorsYes 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 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 managerYes No
- Install new timeware® license file within tdata.....Yes No
- Open timeware® application and check the License file has disappeared from tdataYes No
- Install the new timeware® services using service.bat fileYes No
- Set a log on as against the serviceYes No

Upgrade stage

- Check the services are set to delayed startup and have recovery settingsYes No
 - Run the services to check they start.Yes No
- (Following three steps only if customer using ESS or TWC)
- Uninstall IIS web application suiteYes 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 passwordYes No
 - Move to the Client PC's and take a copy of the reports and exports bespoke folder onlyYes No
 - Uninstall timeware® professionalYes No
 - With administrative privileges install the latest version of timeware®Yes No
 - Copy any software customisation into the timeware® directoryYes No
 - Complete all client PC's identified in office notes. Log in to each client to confirm working (Username case sensitive)Yes No
 - Install .NET and check dashboard and report viewer works and put copy on desktop.Yes No
 - If any timeware® client installations are not complete, please state below and notify IT
.....
.....
 - If the timeware® installation path has changed during this upgrade (changed from C:\ to D:\), redirect the event agent strings to look at the new template path e.g., the email absence event agent string.Yes No

Biostar (If customer does not have Biostar, it will need to be installed.)

If customer does not already have Biostar installed, but is using Suprema Devices: (Username case sensitive)

- Install Biostar 2 (Refer to Biostar installation Document).Yes No
- If the devices have been used previously within timeware®, it is required to follow the (Only applicable if devices have already been used in timeware® previously) section of the Biostar Installation Document! ..Yes No
- Add all Suprema devices into Biostar 2Yes No
- Add all suprema devices as doorsYes No
- Check device fire roll call is setup the same.
- Move all attendance swipes from the old device within timeware® to the new using the commands.....Yes No
 - Command 1
use timeware_main_6
update twork_swipe set terminal_id = -X where terminal_id = X
 - Command 2
use timeware_main_6
update twork_unprocessed_archive set terminal_id = -X where terminal_id = X
- Once swipes have been moved delete the old device from terminal configuration.
- Check devices come into softwareYes No
- Check devices have correct terminal typeYes No

If customer is using Biostar:

- Check if a BioStar licence is applied, if so, make a note of the licence key in ISP Yes No
- Upgrade Biostar to latest version (Follow Suprema's guide). Yes No
- Upgrade firmware of devices if available Yes No
- Make sure all devices have DST assigned Yes No
- Make sure latest badge enrolment script is in use. Yes No
- Check all devices are communicating in Biostar Yes No
- Check that the BioStar licence is still applied, and licence-based features are still accessible Yes No

Event Agent: Replace all event handler scripts with event agent scripts.

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
- Check form event scripts and merge any new features in 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
- Number of timeware® Professional client PC's installed
- Ask the customer if we can run a system extract script and send back to support Yes No
- Confirm that you can run reports, open documents and save documents. If you can't, grant full
read/write permissions. Yes No

SLA Administration:

- Scan Documents into ISP Yes No
- Add certificate to ISP and print Yes No
- Box up Mug, Mouse matt & Certificate Yes No

Feature Awareness Training

Please print clearly

Company name:

Training date:

First name																				
Last name																				
Administrator or Operator																				
I give permission for my name and company details to be included in any future timelines magazines			Yes			No														

First name																				
Last name																				
Administrator or Operator																				
I give permission for my name and company details to be included in any future timelines magazines			Yes			No														

First name																				
Last name																				
Administrator or Operator																				
I give permission for my name and company details to be included in any future timelines magazines			Yes			No														

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Last name																				
Administrator or Operator																				
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Administrator or Operator																				
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First name																				
Last name																				
Administrator or Operator																				
I give permission for my name and company details to be included in any future timelines magazines			Yes			No														

Please ensure this document is returned to customer care as soon as possible