



workforce management software

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)

What is the SQL version on the new server?

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)



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Other

Do you have a fire panel? Yes/No

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.