



HR, Time and Attendance Software

ON PREMISE
SOFTWARE

SLA Upgrade Procedure

Customer:

Pre-Installation

Date:

Questions for Customer

1. Main contact name
2. Main contact email
3. Main contact number
4. IT contact name
5. IT contact email
6. IT contact number
7. Confirm IT contact will be available to assist on the date of the upgradeYes No
a. If no, email karl.briggs@timeware.co.uk to re-arrange the upgrade
8. Inform customer that if using our access control, there may be some down time during the upgrade.
If porting doors into BioStar 2, this may result in a door being out of use for a couple of minutes.Yes No
9. Inform the IT contact that we don't do any client installsYes No

Additional Notes



Certificate No:
491342025

Questions for Technician

- 1. Confirm the server version
 - a. If the version is 2012 or lower, we cannot install/upgrade BioStar 2 or timeware. Advice the customer to look at upgrading the server to a supported version.
- 2. Does the customer have any integrations?
- 3. Does the customer have legacy NMD3 fire alarm monitors opening doors controlled by suprema devices?Yes No
 - a. If yes, a replacement suprema device is required, and the customer will need retraining on the new procedures involved in locking doors after the alarm etc.
- 4. Does customer take Backups of the software?Yes No
 - a. If no, setup our standard backup within task scheduler and confirm options with IT.Yes No
- 5. Are SQL and timeware® installed on the same server?Yes No
 - a. If yes, will we have access to both servers on upgrade date?Yes No
 - b. If no, will we have access to the server on upgrade date?Yes No
- 6. Confirm SQL version
 - a. If version is 2012 or lower, we cannot install/upgrade timeware®. Advice the customer to look at upgrading the SQL version.
- 7. Ensure that the installation files have been transferred on to the customers server prior to the installation and placed in the "timeware Engineer" folder. (create the folder if necessary)Yes No
- 8. Order the relevant licence from michelle.connolly@timeware.co.ukYes No

Additional Notes

Pre-Upgrade Stage

Date:

Name of Technician

- | | | |
|---|-----|----|
| 1. Locate the folder on the server named "timeware Engineer" and place every file in here such as backups, bespoke work, and any notes related to the upgrade | Yes | No |
| 2. Check all hardware is communicating | Yes | No |
| 3. Confirm customer is using the latest SMTP2GO email settings or using their own | Yes | No |
| 4. Check if customer has bespoke scripts/events in event agent folder and take a copy (to be added to shared folders) | Yes | No |
| 5. Check for bespoke reports/dashboards (legacy and new) | Yes | No |
| 6. Confirm current installation path | Yes | No |
| 7. Check you have the new license file ready from the shared folders | Yes | No |
| 8. Check audit trail for errors | Yes | No |
| 9. Stop the NMD3 services | Yes | No |
| 10. Run a manual calculation to poll all devices (skip calculation) | Yes | No |
| 11. Create Backup of timeware® & BioStar databases in SQL | Yes | No |

Upgrade Stage

1. Uninstall timeware® professional client on the server	Yes	No
2. With administrator privileges, install the latest version of timeware	Yes	No
3. Upgrade timeware® system databases via the application manager	Yes	No
4. Place new timeware® license file within the TData folder	Yes	No
5. Confirm timeware® opens as expected	Yes	No
6. Start any NMD3 services necessary to the customer	Yes	No

ESS & TWC

1. Confirm if customer is using ESS or TWC (IIS manager)	Yes	No
a. If no, skip the below points in this section.		
i. Make a note of the data source, username and password currently setup within IIS	Yes	No
ii. Uninstall IIS web application suite	Yes	No
iii. Install the new web application suite with administrative privileges	Yes	No
iv. Open Windows IIS and change the connection strings for data source, username and password	Yes	No

BioStar (New Installation)

Note: If the customer doesn't have BioStar but has Suprema devices connected within timeware, follow the below steps for installing.

1. Install BioStar 2 (refer to BioStar installation document)	Yes	No
2. 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
3. Add all Suprema devices into BioStar 2	Yes	No
4. Add all Suprema devices as doors	Yes	No
5. Check device fire roll call is setup the same (if applicable)	Yes	No
6. Check devices come into software	Yes	No
7. Check devices have the correct terminal type (If a fire alarm monitor is present please create its own terminal group for this device)	Yes	No

BioStar (New Installation) (cont.)

8. Move all attendance swipes from the old device within timeware® to the new using the below commandYes No
 - a. **Command:**

```
USE timeware_main_6;
DECLARE @OldTerminalID INT = X; -- Replace X with the old terminal ID
DECLARE @NewTerminalID INT = -X; -- Replace -X with the new terminal ID
-- Update twork_swipe
UPDATE twork_swipe
SET terminal_id = @NewTerminalID
WHERE terminal_id = @OldTerminalID;
-- Update twork_unprocessed_archive
UPDATE twork_unprocessed_archive
SET terminal_id = @NewTerminalID
WHERE terminal_id = @OldTerminalID;
```
9. Once swipes have been moved delete the old device from terminal configuration.Yes No
10. If customer is using biometrics, explain the new enrolment processYes No

BioStar (Upgrade - Only If Approved)

1. Upgrade BioStar to latest version (follow Suprema's guide)Yes No
2. Check that the BioStar licence is still applied, and licence-based features are still accessibleYes No

BioStar (Existing Installation)

1. If the customer is using our standard 26 bit – NMD3 format, ensure that the settings within this format match the BioStar 2 installation guide, then confirm the badge credential script runs without errorsYes No
2. Check if a BioStar licence is applied, if so, make a note of the licence key in ISPYes No
3. Upgrade the firmware of devices (if available)Yes No
4. Re-apply the resource file to any attendance devices that had a firmware upgradeYes No
5. Make sure all devices have DST assignedYes No
6. Make sure latest badge enrolment script is in useYes No
7. Check all devices are communicating in BioStarYes No

Event Agent

- | | | |
|---|-----|----|
| 1. Replace all event handler scripts and reports with the event agent equivalent (if applicable) | Yes | No |
| 2. Ensure any event agent scripts run correctly without any errors (some script updates have additional options that require the command to be re-done) | Yes | No |

Post-Upgrade stage

- | | | |
|--|-----|----|
| 1. On the timeware® server, open the following modules: Personnel, Attendance adjustment, Absence management, Reports, Exports, Dashboard & Report Viewer and check for any errors | Yes | No |
| 2. Check all the hardware is communicating | Yes | No |
| 3. Check form event scripts and merge any new features in | Yes | No |
| 4. Check the event viewer for any errors | Yes | No |
| 5. Ask a few employees to clock in/out at the devices, check the booking is processed into timeware® within attendance adjustments | Yes | No |
| 6. Test fire alarm monitor and ensure this is working as expected (it's important to test before the upgrade has concluded) | Yes | No |
| 7. Check timeware® audit trail for any errors | Yes | No |
| 8. Run the system extract script and import into ISP | Yes | No |
| 9. Sign off upgrade with the IT and main contact | Yes | No |

Additional Notes