

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 installs.Yes No

Additional Notes



Questions for Technician

1. Confirm the server version
 - a. If the version is 2012 or lower, we cannot install/upgrade BioStar 2 or timeware. Advise 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®. Advise 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. Ensure the software licence matches the customer name in the SLA document by opening timeware® and looking at the 'Licenced to'. If this doesn't match, do not continue with the upgrade.Yes No
2. 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
3. Check all hardware is communicating.Yes No
4. Confirm customer is using the latest SMTP2GO email settings or using their own.Yes No
5. Check if customer has bespoke scripts/events in event agent folder and take a copy (to be added to shared folders)Yes No
6. Check for bespoke reports/dashboards (legacy and new)Yes No
7. Confirm current installation path.Yes No
8. Check you have the new license file ready from the shared folders.Yes No
9. Check audit trail for errors.Yes No
10. Stop the NMD3 services.Yes No
11. Run a manual calculation to poll all devices (skip calculation).Yes No
12. Create Backup of timeware® & BioStar databases in SQLYes 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 process .....Yes 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 accessible .....Yes 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 errors .....Yes No
2. Check if a BioStar licence is applied, if so, make a note of the licence key in ISP .....Yes 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 upgrade .....Yes No
5. Make sure all devices have DST assigned.....Yes No
6. Make sure latest badge enrolment script is in use .....Yes No
7. Check all devices are communicating in BioStar .....Yes 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

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| 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 the event viewer for any errors . . . . .                                                                                                                                           | Yes | No |
| 4. Ask a few employees to clock in/out at the devices, check the booking is processed into timeware® within attendance adjustments . . . . .                                                 | Yes | No |
| 5. Test fire alarm monitor and ensure this is working as expected (it's important to test before the upgrade has concluded) . . . . .                                                        | Yes | No |
| 6. Check timeware® audit trail for any errors . . . . .                                                                                                                                      | Yes | No |
| 7. Run the system extract script and import into ISP . . . . .                                                                                                                               | Yes | No |
| 8. Sign off upgrade with the IT and main contact . . . . .                                                                                                                                   | Yes | No |

Additional Notes