

Server Move Guide

Customer Name:

Support technician:

Date of upgrade:

Pre server move stage:

- Arrive on-site to meet and greet with the customer.Yes No
- 15-minute meeting to brief the customer on the server move and what we will require.Yes No
- Agree with the customer a 'down time' for the system where the users will have to log out of the system and expect to see you to reconnect the clients to the system at a time that is good for them.Yes No
- Ask the customer if they use a timeware® Fire Panel (If they do make sure that this is fully operational before beginning with the server move.Yes No
- Liaise with IT and take notes of our timeware® Windows AD account (if applicable). As well as get remote access onto both the current and the new server.Yes No
- Once on the current server check the following:Yes No
- Check all timeware® hardware connections/ check what terminals are running.Yes No
- Check all timeware® services/ see how configured with 'log on as' users etc.Yes No
- Check for any bespoke reports/ exports (Take a copy of the folder)..Yes No
- Check if they use the web portals - ESS/TWC (Take note of the credentials).Yes No
- Check current email settings (Take note of settings).Yes No
- Check what scripts are currently in use (Take a copy if necessary)..Yes No
- Check automated events that run – Backup, automated emails etc.Yes No
- Check for backups of system..Yes No
- Check installation path of software.Yes No
- Check the configuration of the Fire Roll Call and make notes of reports used, printers used, and who is emailed. (If Applicable)Yes No
- Create a folder on the server named 'timeware® Engineer' or 'timeware® installation files'. You can use to place all installation files and backups. This will keep everything organised and you will know where everything is held.Yes No

Current timeware® server stage:

- Stop the timeware® services.Yes No
- Run a manual calculation to poll all devices (Skip Calculation).Yes No
- Take a backup of the system and place in a location where it will not be overridden (In the folder you created where all files are stored for the installation).Yes No
- Stop the SQL instance if it has its own.Yes No
- If using the ESS or TWC, open IIS and stop the web application suite from running.Yes No

New timeware® server stage:

- Install the SQL version currently in use on the current server, then create a timeware® instance. Set system Administrator password to the usual (39****) then check you can log into the instance.Yes No
- Restore the database from the current server onto SQL.Yes No
- Install the new version of timeware® (timeware® will check for the required .NET framework and required Microsoft Visual C++ files to run the application.Yes No
- Install timeware® onto the new server (The timeware® version must be the exact same as what the current server/clients are).Yes No
- Install the new timeware® services using the CMD batch file (services.bat) where the timeware® application has been installed/ installation path.Yes No
- Ensure the services are configured and set to 'Automatic (Delayed Start).Yes No
- Open the services as applications and log in to ensure no errors occur.Yes No
- Start up the NMD3 services.Yes No
- Install the web application suite to the default location (The web application suite must be the exact same as the timeware® version you have just installed)Yes No
- Open IIS and set up the connection strings to be back identical to the settings used in the previous version. This will be SQL Server Name backslash an instance name (where applicable), username and password.Yes No
- Once you have configured the four connection strings in IIS, start up the website and browse to the web address to ensure 'normal working state'.Yes No
- Go into Terminal Configuration and input the Terminal Enquiry Agent IP address, Subnet Mask and Gateway for all terminals, then update settings.Yes No
- Input Fire Roll Call IP Address, Subnet Mask and Gateway for Fire Alarm Monitors, then update settings.Yes No
- Test Fire Roll Call and Enquiries from the terminal.Yes No

Client Stage:

- If the database has been moved, you will also need to copy the SQL connection file from the new server and replace this in the client PC's TData folder before then making sure that the software can connect to the database.Yes No
- Repeat this for every client PC.Yes No

Post server move stage:

- (Old Server) Once the timeware® system is working correctly uninstall the timeware® instance if it's on its own or ask IT to advise if this is shared with other databases.....Yes No
- (Old Server) Uninstall the timeware® services.....Yes No
- (Old Server) Uninstall timeware® Professional.Yes No
- (Old Server) Uninstall the timeware® web application suite (where applicable).Yes No
- Open various screens in timeware® to ensure a 'normal working state' and no errors.....Yes No
- Check all timeware® hardware connections.Yes No
- Ask users to try and log in to the timeware® application (usernames are case sensitive).Yes No
- Ask users to go into the system and try what they would normally do on a day to day basis to ensure all is working.....Yes No
- Check to make sure emails are being received from the system.Yes No
- Create new terminal groups (Set fire monitors to use own group and create new terminal groups and separate if a multi-site installation).....Yes No
- Ensure swipes are coming into the system, ask a couple of employees to 'test swipe'.Yes No
- If using a fire alarm monitor, ensure this is tested before leaving site (You will have informed the customer that you are about to test our part of the Fire Roll Call system though our hardware and that any fire marshals/ managers will expect to see an email and also a printout of the Roll Call to the configured printers).....Yes No
- Check the timeware® Audit Trial for any system errors..Yes No
- Implement all required scripts and events (Personnel, Absence Management, GDPR, automated emails etc).....Yes No
- If there is a Fire Panel, make sure the Fire marshals and anyone who receives the Fire Roll Call emails is notified before testing the Fire Panel to make sure that it is all operational.....Yes No