

Workbench v2008 SP1 Upgrade Options

Whilst the transition from v2008 (x) to v2008 SP1 can be carried out by yourselves, the installation of the Workbench Office Web Services and client components can be quite technical so we recommend this is carried out by an IdeaGen Engineer.

If you are running a version prior to 2008 please contact us on 01629 56600 or support @ideagen.co.uk for advice.

Reasons

- The actual Workbench upgrade is a straight tforward upgrade using the Workbench Upgrader but the Workbench Office Web Services and client component are a seperate install. This is integrated into IIS on the server so requires a degree of technical knowledge.
- Our Engineers have carried out the upgrade dozens of times during the testing process. This will ensure the upgrade progresses as smoothly and quickly as possible.
- Our Engineers can advise on housekeeping tasks and other technical queries whilst onsite (or during the Webex connection).
- If you use one of the options below, we will carry out pre-upgrade checks on your database(s) to ensure that any potential problems are identified and resolved prior to the upgrade.

Options

- Site visit. An IdeaGen engineer will visit your site and carry out the upgrade. This will ensure that your current system is fully backed up, the upgrade is carried out correctly and system downtime is kept to a minimum. The cost of this service is £900+expenses.
- Use an Option 2 day. If you have an 'Option 2' support agreement we highly recommend that you use one of your engineer visit days to allow an IdeaGen Engineer to carry out the upgrade.
- Upgrade via Webex. We will remotely connect to your server from our offices and carry out the upgrade. As per option 1, this will ensure that the upgrade is carried out correctly and system downtime is kept to a minimum. The cost of this service is £750.

If you are using one of the above options, we will ask you to send a copy of your database to us for upgrade testing on

our secure test network. This will ensure we can be confident that the upgrade will progress smoothly and our Development team will also carefully check all upgrade logs to ensure that the database(s) have upgraded cleanly.

Please be aware that we cannot offer telephone assistance on the normal technical support line for software upgrades carried out by customers. Often the upgrade process can take several hours (or even days if the instructions have not been followed correctly). As you can appreciate, it ties up a support engineer for long periods of time talking customers through upgrades. As a result, customers with normal support queries would be severely backlogged and this is unfair to them.

If you are carrying out the upgrade yourselves and problems arise we will suggest a site visit using one of the options above. It is therefore imperative that you have a fully tested backup of your existing system that you are confident you can roll back to if issues occur

IdeaGen Software Limited accepts no responsibility for loss of data or systems impact as a result of the upgrade process.