

Optimum Suite Update Procedure

All program updates and enhancements are rigorously tested to the best of our ability; however, we cannot duplicate all possible situations and circumstances. Therefore, it is the customer's responsibility to test updates and enhancements in their environment on their setup. A test environment is recommended and results should be verified prior to updating your live environment to ensure all updates and enhancements function properly. If you have any questions or need assistance please contact your support representative.

Optimum Suite updates can be obtained from these link locations.

Payroll/HR

<http://support.optimum-solutions.com/wp-content/uploads/updates/PayrollHR/SuiteUpdate4P.exe>

For TA customers, you'll also need to download the TA installer below.

Time & Attendance

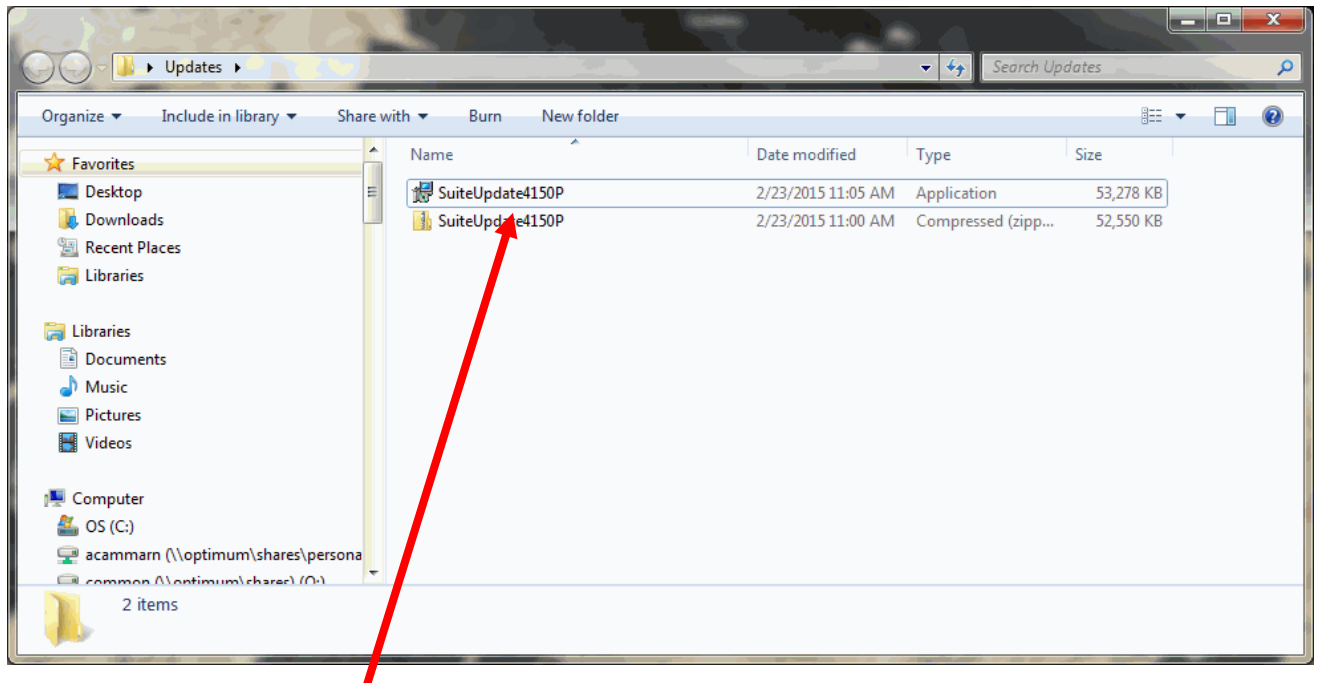
<http://support.optimum-solutions.com/wp-content/uploads/updates/TA/SuiteUpdate4TA.exe>

*If you use the **Web Payroll/HR** and **Web Time & Attendance**, these must be in sync with both suite versions above. The installers and instructions can be found [here](#).

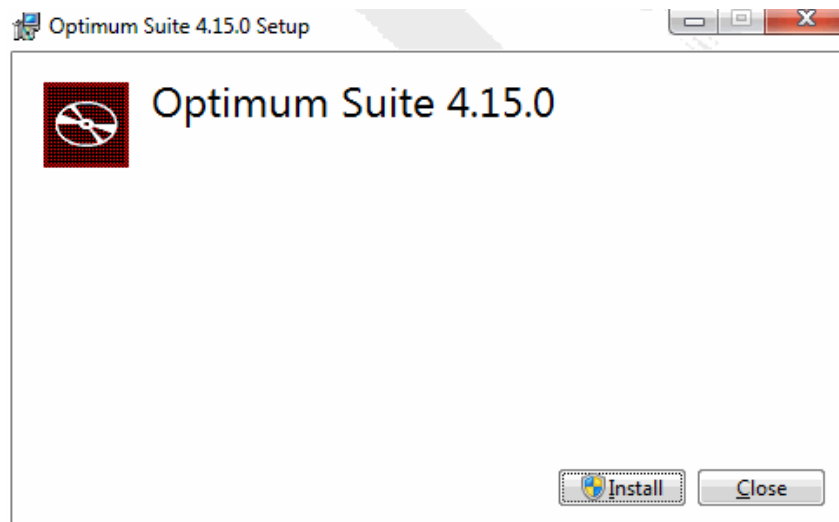
These links will download the latest update installer for the module that you need. There is no need to apply all interim updates in subsequent order. Just download the latest release from the above link locations and run the installers to jump to the latest version of Payroll or Time & Attendance.

- Save the installer file in a folder on your PC or to the Desktop.
- Locate the file on your PC or Desktop.

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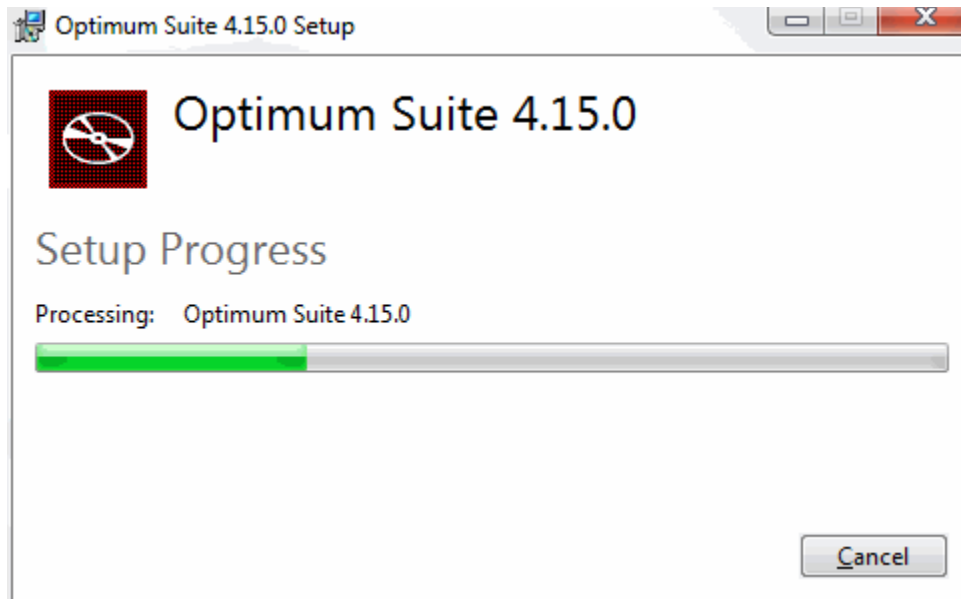


Right click on update file and choose “Run As Administrator”. For more on elevated privileges, including step-by-step instructions, go to [Page 9](#).

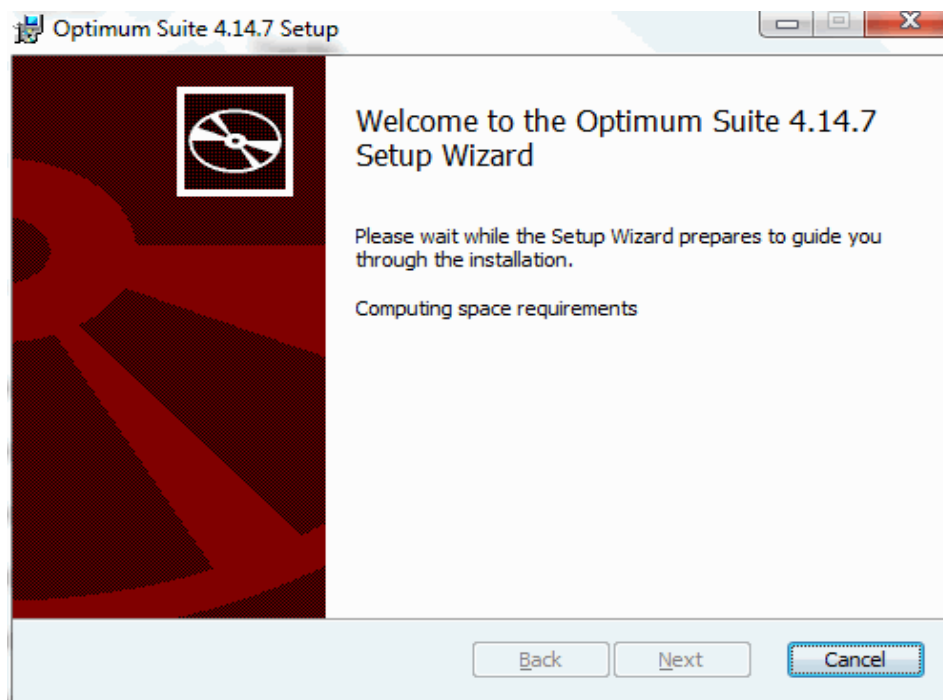


Click **Install**

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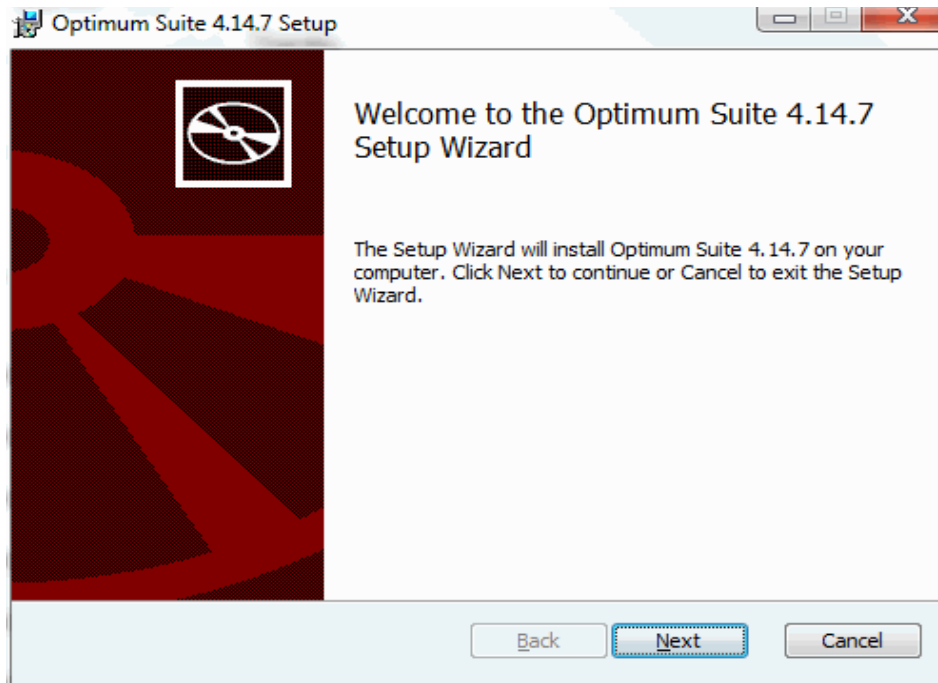


The installer then begins the process of initiating by computing the space requirements for the update.

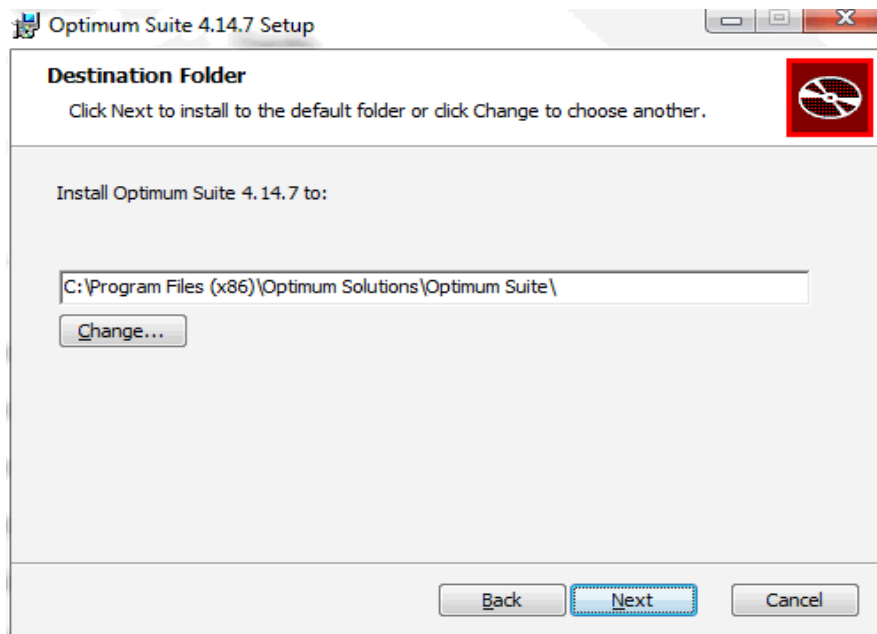


When the initiation process is complete, you can proceed to the next step. Click **Next**

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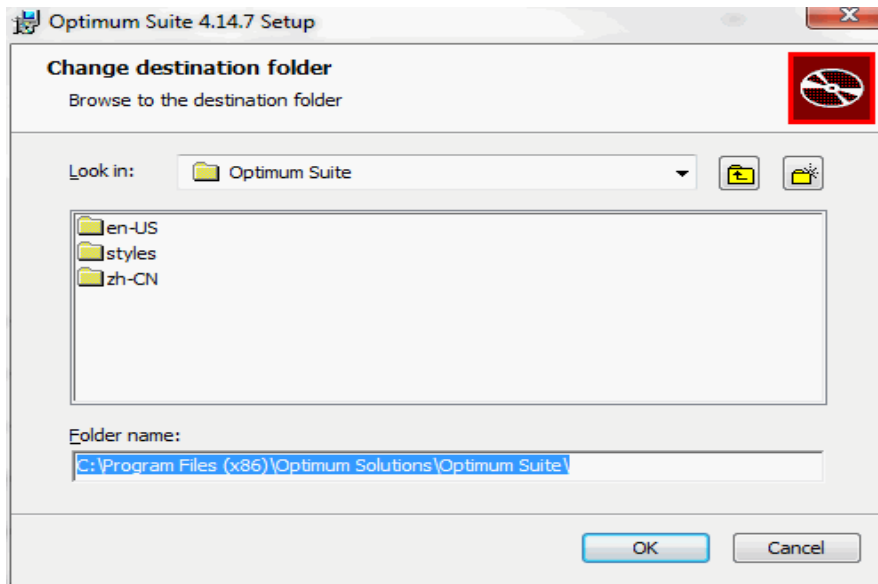
You will be prompted to choose the Destination Folder for the application files that will be replaced during the update process.



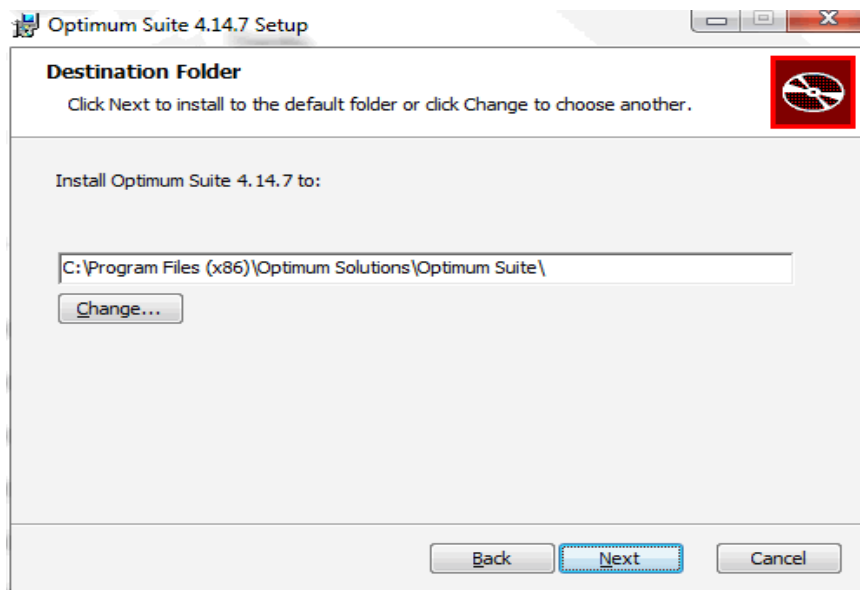
By DEFAULT, the installer chooses a destination folder of “C:\Program Files\Optimum Solutions\Optimum Suite”.

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This may not be your ACTUAL application folder, however. So, click the **Change** button and browse out to the correct Optimum Suite directory. Then, click **OK**



This will take you back to the Destination Folder selection window showing your newly changed destination folder. Click **Next**

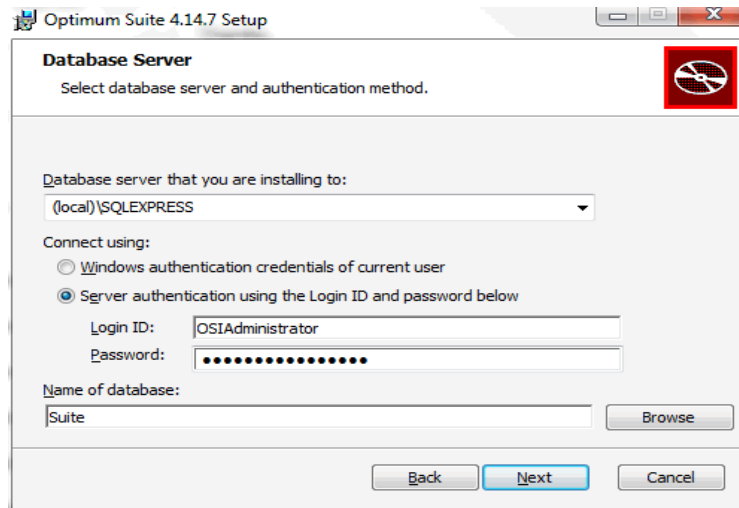


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Now, you will have the option to select the SQL Server, including the specific SQL Instance installed on the server. For example: “servername\sqlexpress” or “servername\sql2012”.

*The way to double-check this spelling is to launch SQL Management Studio and you will see the exact server name and instance in the login window.

Next, select **Server Authentication** as shown below, and enter “OSIAdministrator” with its corresponding password. This was a password you originally created during the initial database installation.

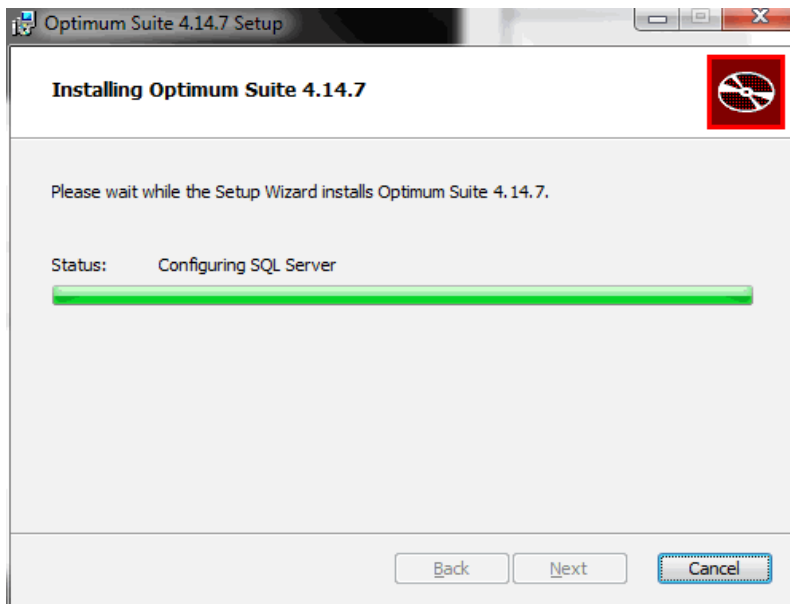
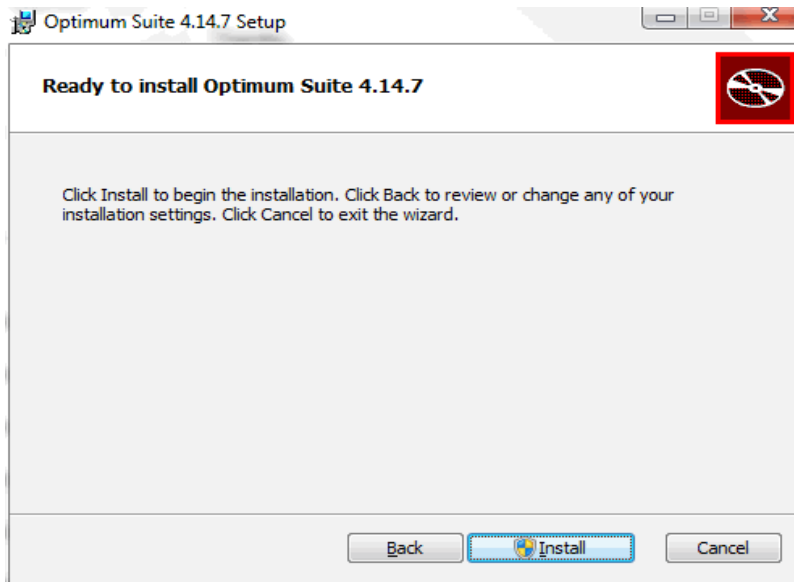


Next, select your “Suite” database (unless you named it something else) from the list. It is best to click the **Browse** button to locate the exact database you want.

Once you have the correct ServerName\SQLInstance, Login ID (“OSIAdministrator” by default), Password, and Database entered, click **Next**.

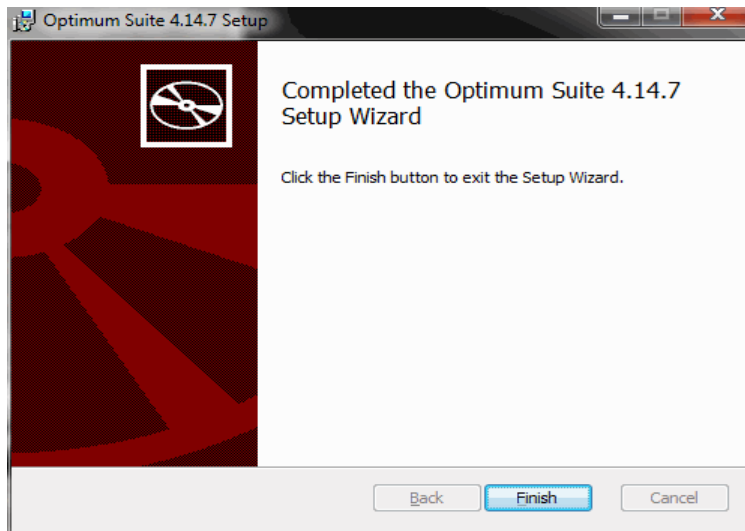
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This will complete the setup portion of the update installer. Click **Install** to run the update process.



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When the update is completed, you will see this screen. You have the option to check the box to launch the Optimum Suite application upon finish. Click the **Finish** button.



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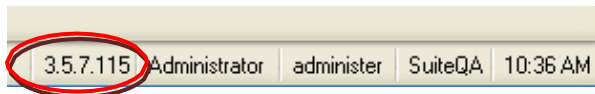
Running Programs Using Higher Privileges

If a program that you are trying to run is giving you an Access Denied or No Permission type error, then running it as an administrator can usually give the program the permission it needs to run properly.

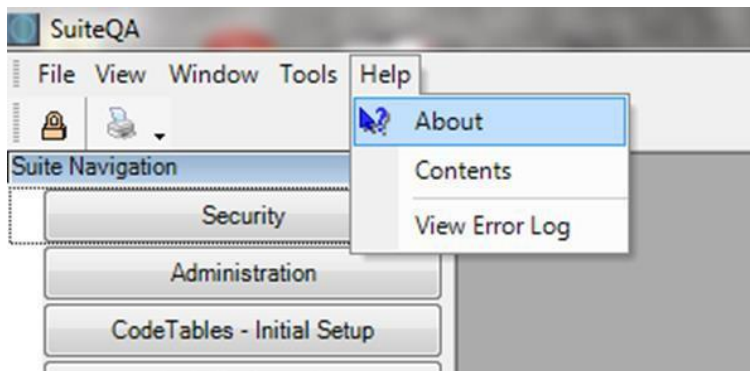
For more information, including step-by-step instructions on how to use the “Run As Administrator” function, go here: <http://support.optimum-solutions.com/running-programs-with-elevated-rights-and-privileges/>

Post Update

After applying a Payroll update, you will see the version number change at the bottom of the screen when you are in Optimum Suite. This number should be the same as the number on the update installer you just ran. This number will NOT change for Time & Attendance updates.



To be able to tell if a TA update applied correctly, in Optimum Suite, click on the [Help > About](#) button from the menu.

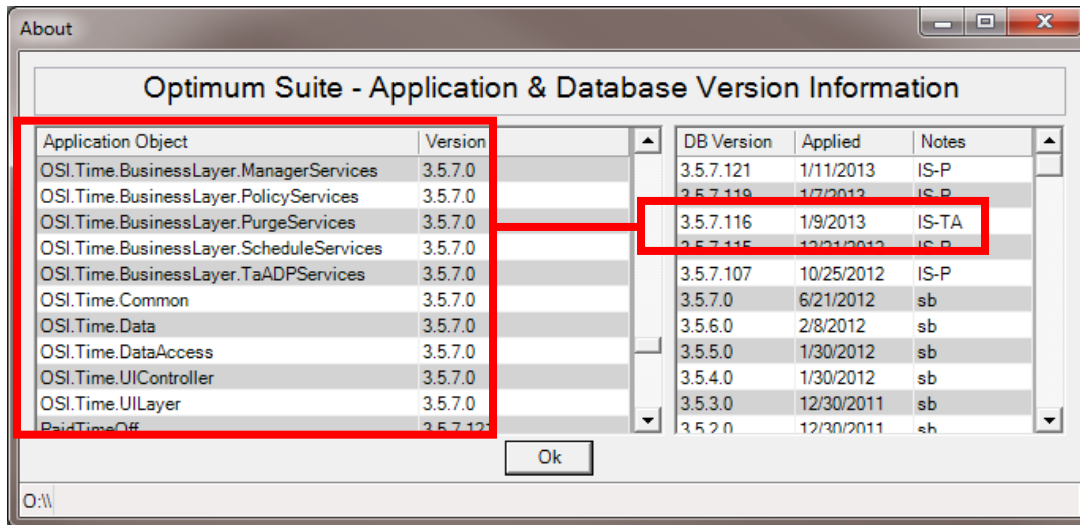


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Scroll down in the list of application files until you see the TA objects that start with “OSI.Time..”.

The version numbers should be the same as the update version you just applied. As you can see in the example below, the numbers do not match for the Database and the TA application objects.

This means that the application did not get updated when the database was.



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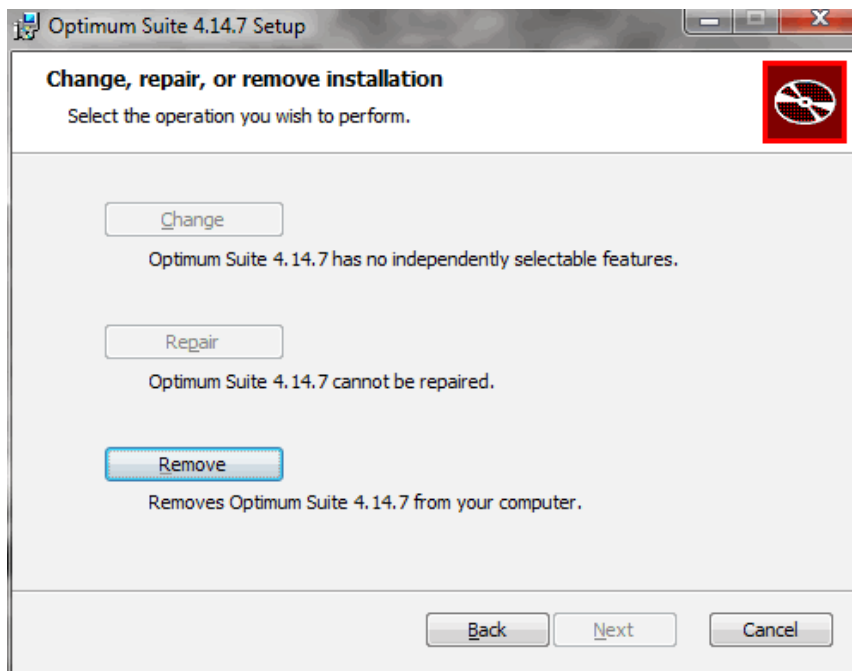
Troubleshooting

- I've applied the update, but the version number did not change in Optimum Suite.

Option 1: You may have selected the wrong Destination Folder for the application objects during the update installation.

To fix this problem, uninstall the update installation program and run it again.

To uninstall the update installation program, run the update installer again. This time choose the “**REMOVE**” option. Finish out the removal process. Then, run the update installer yet again, but this time make sure you are choosing the correct Destination Folder as described on [page 4](#).



Option 2: You have installed a TA update instead of a Payroll update. TA updates do not change the version number you see at the bottom of the screen in Optimum Suite .

There is nothing that needs to be done to fix this problem. Just follow the steps starting on [page 9](#) to check the version numbers of the Time & Attendance application files. If the version number is still incorrect, run the update installer again. This time choose the “**REMOVE**” option. Finish out the removal process. Then, run the update installer yet again, but this time make sure you are choosing the correct Destination Folder as described on [page 4](#).

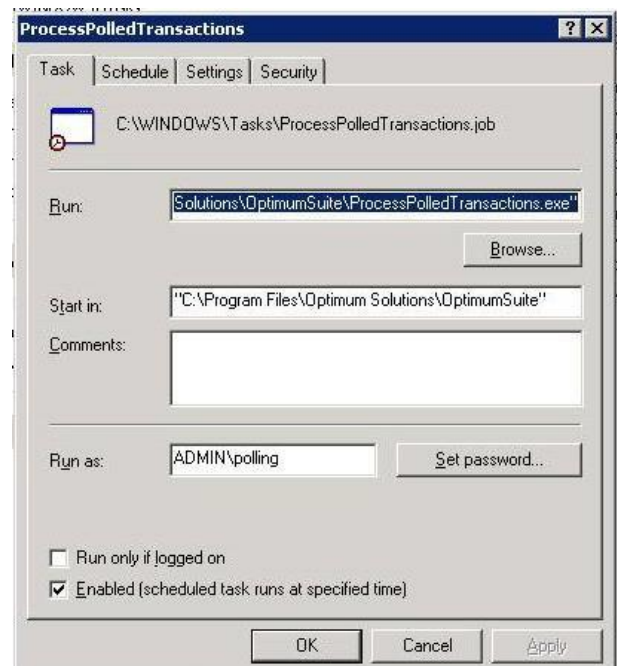
Option 3: Your Optimum Suite directory is located in the “Program Files” directory on a 64 bit machine, instead of in the “Program Files (x86)” folder.

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To fix this problem, you need to 1) uninstall the update installation program, 2) move the Optimum Suite folder to the “Program Files (x86)” directory, 3) run the update again, and finally

4) change your Client shortcuts to point to the Optimum Suite folder in its new location in the “Program Files (x86)” folder.

- 1) To uninstall the update installation program, run the update installer again. This time choose the “**REMOVE**” option. Finish out the removal process. Then, run the update installer yet again, but this time make sure you are choosing the correct Destination Folder as described on [page 4](#).
- 2) Copy the “Optimum Suite” folder from its current location and paste it into the “Program Files (x86)” folder instead. You do NOT have to copy the sub-directories if you don’t want to. Moving just the application objects will make the copy/paste time much shorter than moving everything.
- 3) Run the update installer again. This time choose the new Optimum Suite location in “Program Files (x86)” when choosing the Destination Folder location as described on Page 4.
- 4) Update the shortcuts. Just delete the old shortcuts on your Client PCs and browse out to the new Optimum Suite location on the Server in “Program Files (x86)”. Right click on the “OptimumSuite.exe” file in the Optimum Suite directory and select [Send To > Desktop](#) to create a new shortcut on the Client.
- 5) **For TA customers with CLOCKS only** – You will also need to update the “Process Polled Transactions” task to point to the new application location in Program Files (x86). Go to “C:\Windows\Tasks” locate the “Process Polled Transactions” task. Update the “**Run**” and “**Start In**” properties to show the new directory location.



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Getting Generic Windows Errors?

These may be due to an incorrect path in your shortcut.

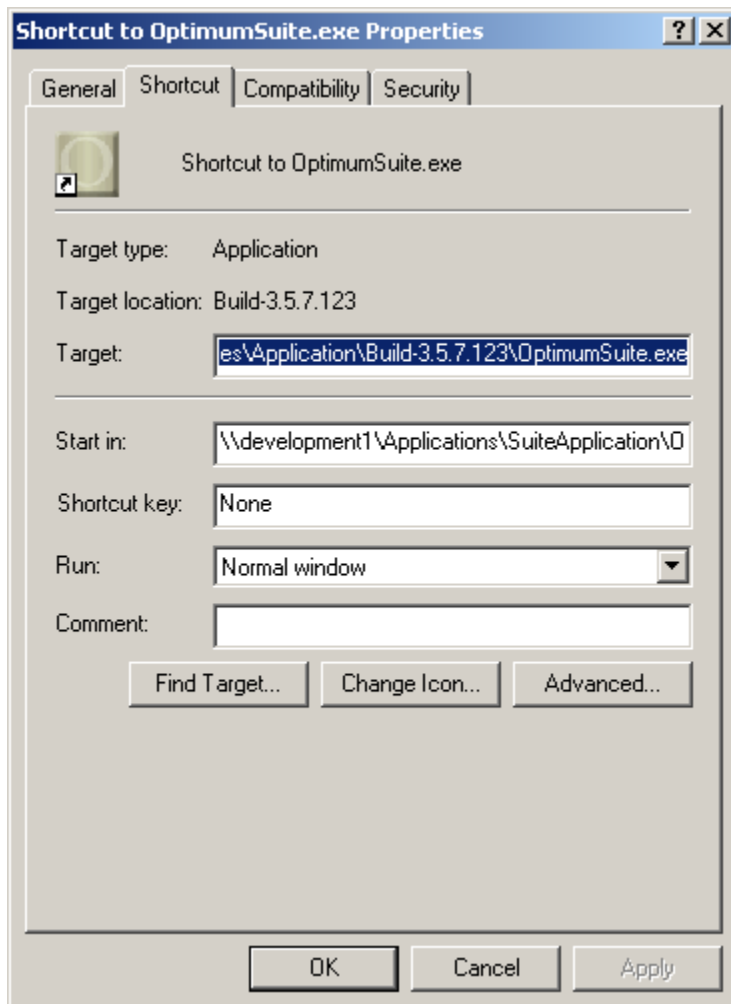
On the shortcut to the Suite.exe

Right-click and look at the properties

You see a Target: – which is the actual application path

There is also a Start in: This is the path to where the application exists

Check the properties in the shortcut and the Start In: if blank, this is causing the error, because the app did not know where to find the needed files



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FAQ's

Question:

When I download the latest update from your website, it's actually downloading an older version, not the latest one.

Answer:

Your browser must have a cached version of the file from a previous update. Please clear your cache and try to download again. Another option would be to just copy the address into a Windows Explorer window and download it from there. This should give you a fresh copy of the "SuiteUpdateP.zip" file containing the latest update installer.

Question:

I got a message saying that I needed to reboot my server at the end of running the update. Is this normal?

Answer:

This message gets displayed if someone is still in the application while you are trying to apply the update. This locks down the "Optimum Suite" folder, so the application objects cannot be replaced with newly updated application objects. Instead of the update installation failing completely, the update installer puts the updated application files into a Temporary folder where it holds them until you REBOOT the Server. The application will continue to work as normal, but if you do not reboot for a while you may start to experience errors. So, to address the issue you can either REBOOT as directed, or make sure everyone is out of the application and then follow the instructions on page 8 of the document. If you are not sure how to tell if everyone is out of the application or not, here is a link to an article showing how to tell if someone is accessing a shared file and how to boot them off.

<http://www.techrepublic.com/blog/datacenter/server-2008-manage-open-files-with-share-and-storage-management/315>