

Client Care Desktop - CCD 4.3.2 Server Workstation Upgrade Procedure (post version 4.3)

Contents

Overview	3
1 System Requirements	4
1.1 Setup Requirements	5
2 Installation Procedures	5
2.1 Preparing to Upgrade the Database	5
2.2 Upgrading the Database Files	9
2.3 Hosting Out the Data from the Server	13
3 Workstation Setup after Database Upgrade	17
3.1 Workstation Plugin	17
3.2 Client Type	17
4 Financial Express Feed Update	18

Overview

This document has been created as a guide to upgrade Client Care Desktop v4.3 to Client Care Desktop v4.3.2. We recommend that this upgrade is performed by your internal or external I.T. department.

If you have opted for an un-assisted upgrade and encounter a problem or are not confident regarding the upgrade, we would recommend contacting our support department on 0800 028 0033.

Please be aware that CFSL Support Team can only advise you regarding the upgrade procedure and if you require us to perform the upgrade, then this will need to be scheduled for availability and may incur a charge.

We also advise that you backup your database files prior and post upgrade and process all EDI messages and download.

NB Priority will all ways be given to pre-booked upgrades and we cannot guarantee that we will have installation technicians available if not pre booked.

1 System Requirements

Server

Operating System	Minimum	Recommended
Windows Server 2008 R2 Windows 7 Professional Edition Windows Server 2008 Standard Edition SP2	<ul style="list-style-type: none"> CPU: Core Duo RAM: 2 GB Hard drive: 80+ GB 	<ul style="list-style-type: none"> CPU: Dual CPU RAM: 4 GB Hard drive: 80+ GB
Windows Server 2003 Standard Edition SP2	<ul style="list-style-type: none"> CPU: Pentium 3.4 GHz RAM: 2 GB Hard drive: 80+ GB 	<ul style="list-style-type: none"> CPU: Dual CPU/Core Duo RAM: 4 GB Hard drive: 80+ GB

Workstation

Operating System	Minimum	Recommended
Windows 7 Ultimate, Professional, Home Premium*	<ul style="list-style-type: none"> 1 GHz or faster 1 GB RAM DirectX 9 graphics device with WDDM 1.0 or higher driver DVD drive 	<ul style="list-style-type: none"> 2 GHz or faster 2 GB RAM DirectX 9 graphics device with WDDM 1.0 or higher driver DVD drive
Windows Vista Ultimate, Business, Home Premium (SP 2)*	<ul style="list-style-type: none"> 1 GHz or faster 1 GB of RAM 1024x768 or higher resolution video adapter and display DVD drive 	<ul style="list-style-type: none"> 2 GHz or faster 2 GB of RAM 1024x768 or higher resolution video adapter and display DVD drive
Windows XP Professional, Home Edition (SP 3)*	<ul style="list-style-type: none"> 1 GHz or faster 1 GB of RAM 1024x768 or higher resolution video adapter and display DVD drive 	<ul style="list-style-type: none"> 2GHz or faster 2 GB of RAM 1024x768 or higher resolution video adapter and display DVD drive

1.1 Setup Requirements

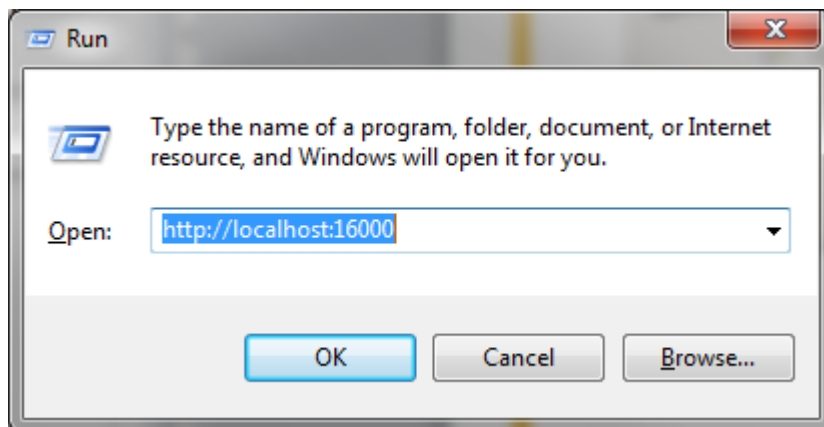
Before Client Care Desktop can be installed you will need to ensure you have the following:

- Backup of current databases
- CCD v4.3.2 Workstation & Server Installer DVD

2 Installation Procedures

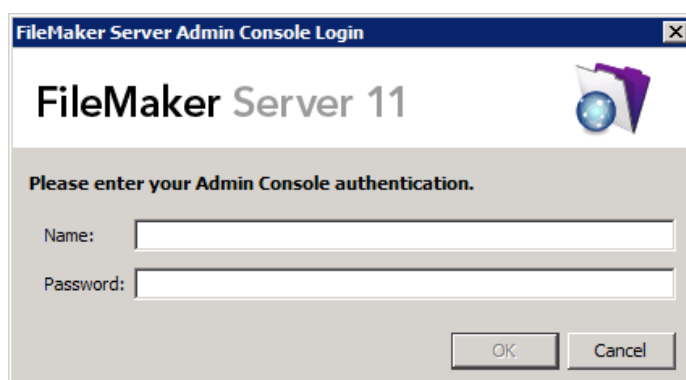
2.1 Preparing to Upgrade the Database

Before you start the upgrade you will first need to stop the current CCD data from being hosted out. To do this you will need to load the FileMaker Server Admin Console; (Fig 1) to access the FileMaker Server Console. To do this go to 'Start > Run' Type `Http://localhost:16000` and click 'OK'



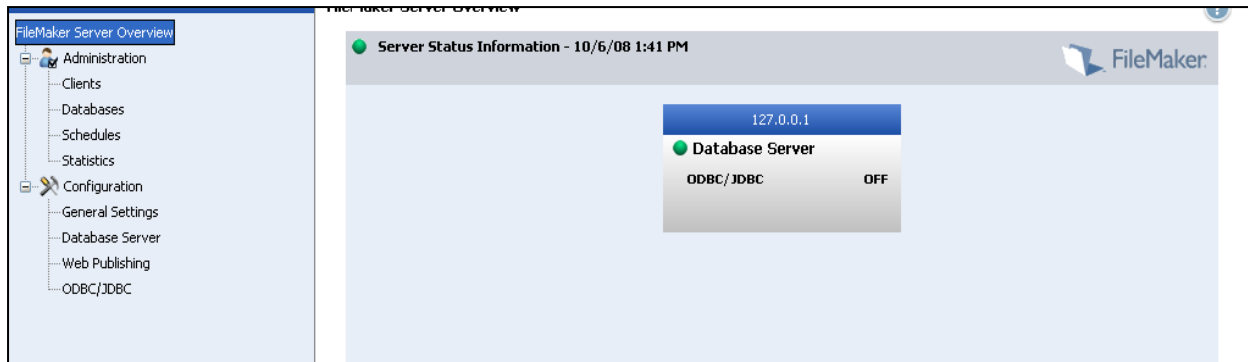
(Fig 1)

This will load the FileMaker Server Admin Console Login box. Enter the default log on details as; User Name: 'Admin' and Password: 'june256'. (Fig 2)



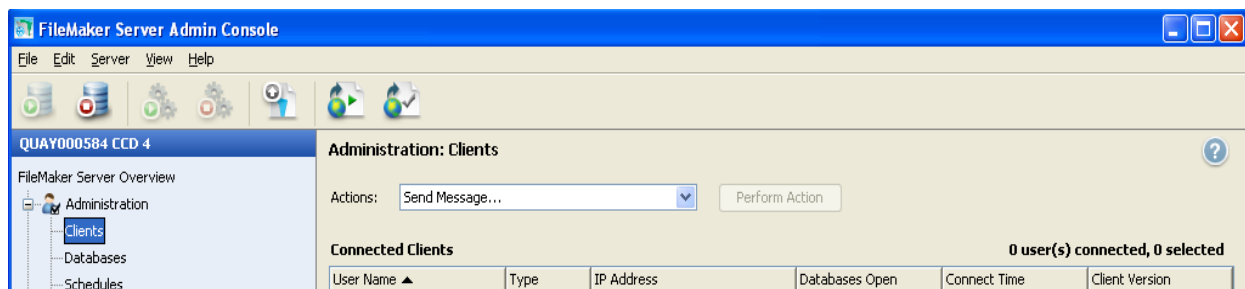
(Fig 2)

Once the FileMaker Server Admin Console has loaded, you will need to go to the 'Clients' option on the left hand side under 'Administration'. (Fig 3)



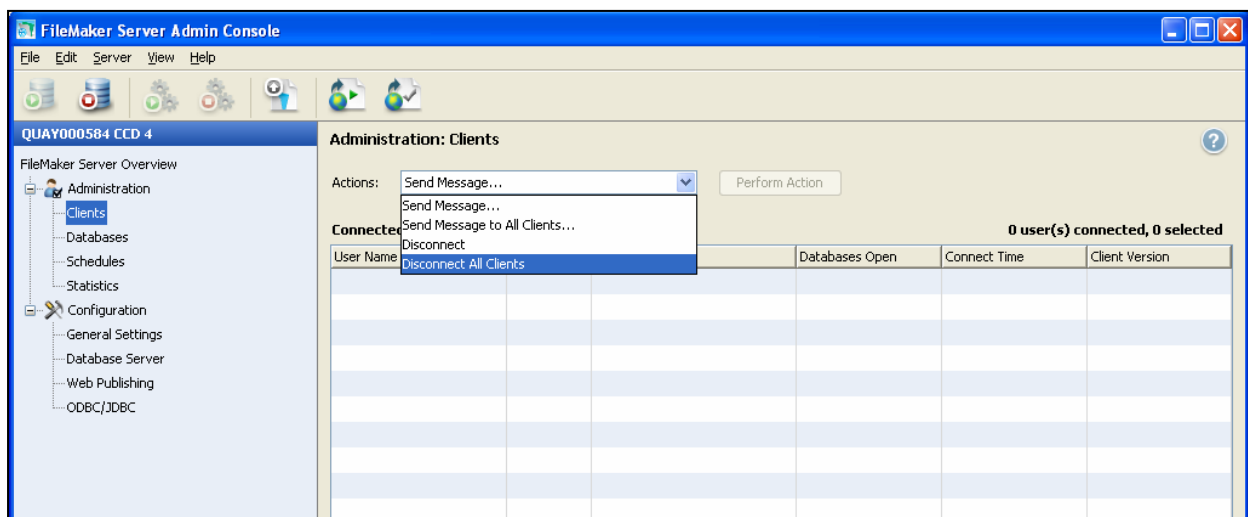
(Fig 3)

Here you can see all the users currently logged into the system and disconnect them should anyone still be logged in (Fig 4).



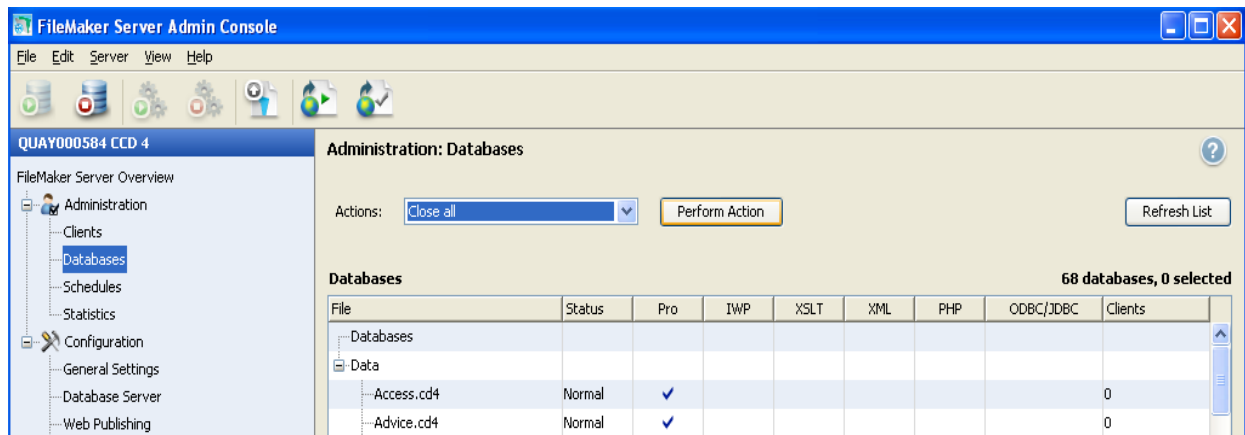
(Fig 4)

If you need to disconnect any users from the system you would need to click on the 'Actions' dropdown menu and select 'Disconnect All Clients' and then click 'Perform Action'. (Fig 5)



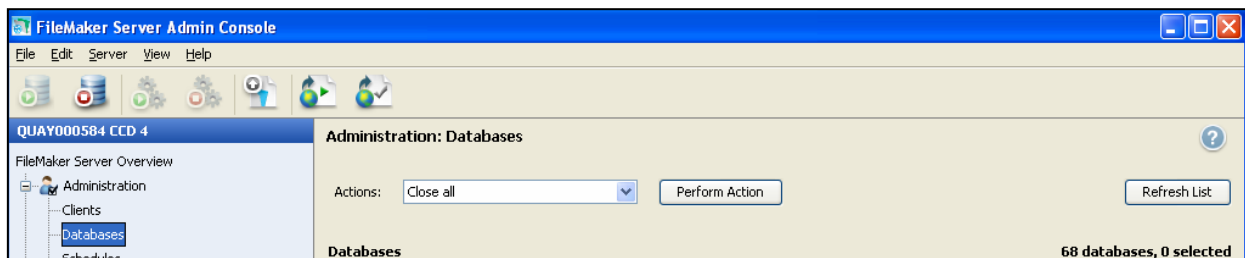
(Fig 5)

Now that all the users have been disconnected from the system you can stop hosting the databases so it can be backed up. To stop hosting the databases, go to the left hand menu and select 'Databases' from the 'Administration' menu (Fig 5) this will take you to 'Administration: Databases' screen (Fig 6)



(Fig 6)

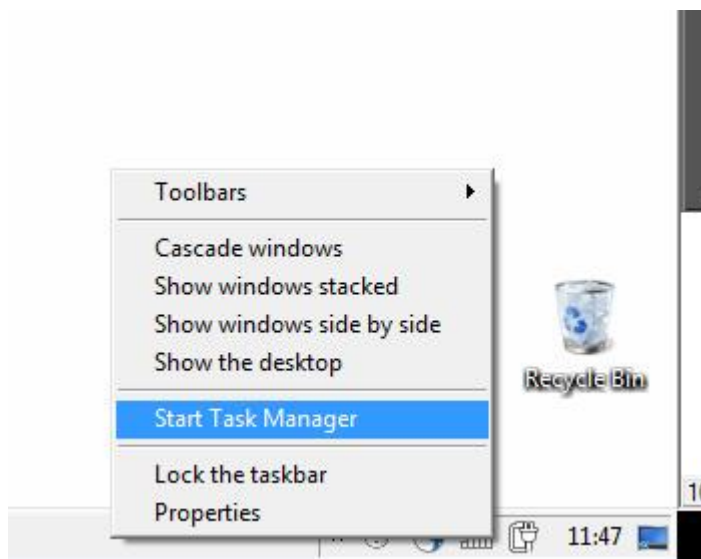
To close the databases you will need to click the 'Actions' dropdown menu and select 'Close all', click 'Perform Action' (Fig 7)



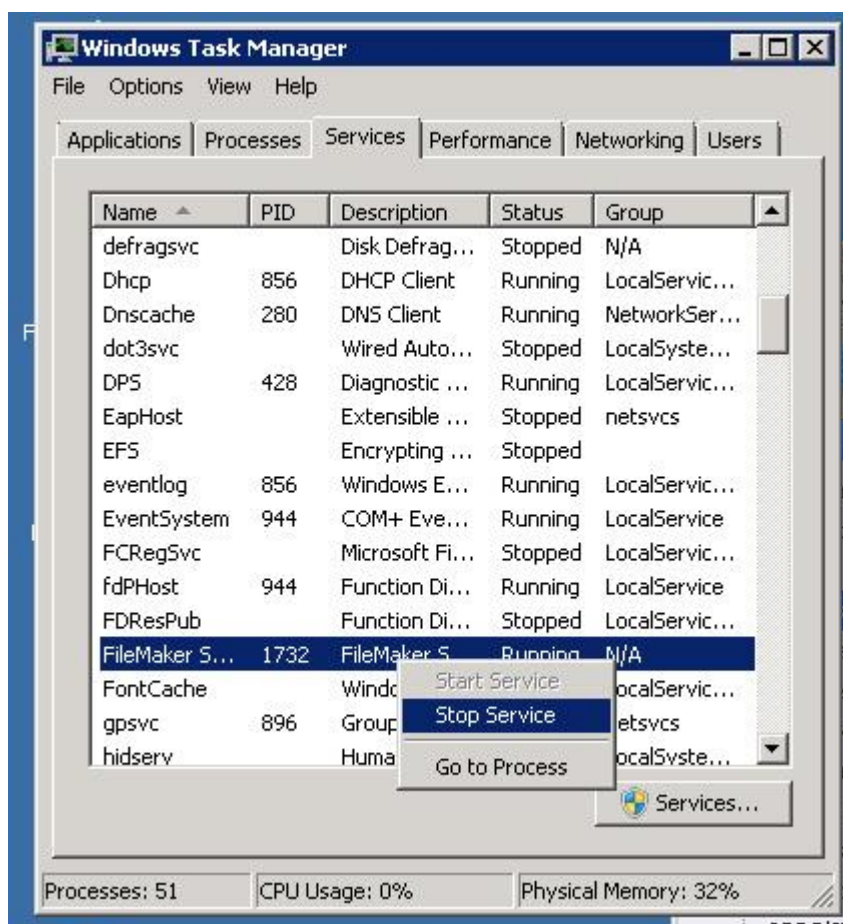
(Fig 7)

Now that the databases are no longer being hosted out, you will be able to upgrade the databases.

If you are upgrading on the same computer that the FileMaker server is installed on, you will need to stop the FileMaker service before continuing. To do this right click on the Task Bar and choose **Start Task Manager**.



When the Task Manager opens click on the **Services** tab. Scroll through the list until you find FileMaker. Right click on this and choose **Stop Service**.



Once you have followed the rest of this guide through and the upgrade is complete, restart the computer and this will restart the FileMaker Server service. Please note before restarting to follow this document to the end.

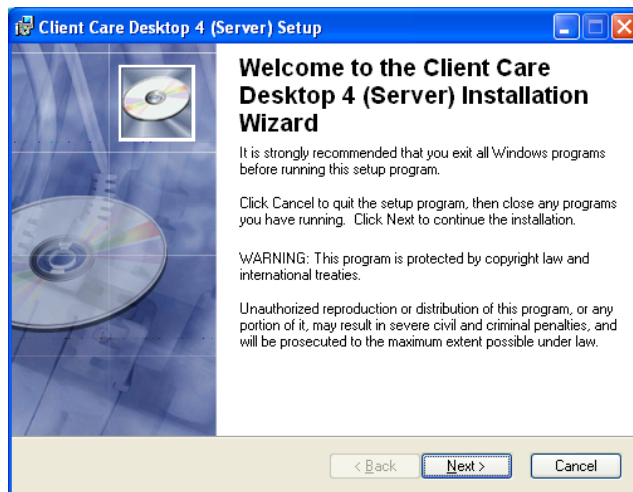
2.2 Upgrading the Database Files

First, load the CCD v4.3.2 DVD into the drive and wait for it to auto-load. This will display Fig 8. (Should this not auto-load you can run this from the DVD Drive:\ccd4_installer_ws.exe)

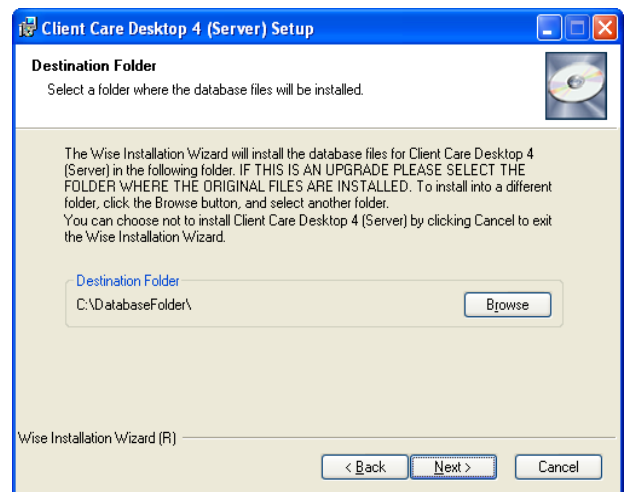


(Fig 8)

Select 'Install CCD v4.3 Server', which will load the Welcome screen (Fig 9). Click 'Next' which will take you to Fig 10. Click 'Browse' on Fig 10 and select the location where your current database files are installed, Fig 11

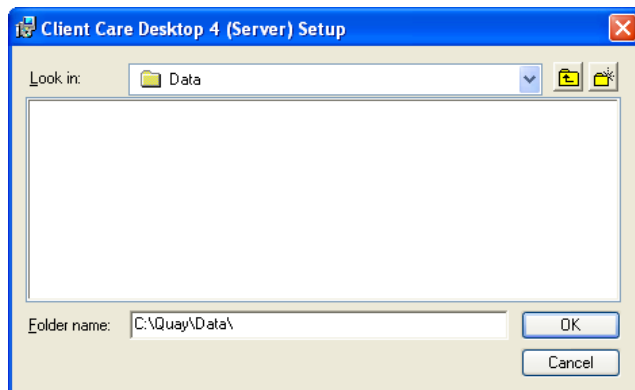


(Fig 9)



(Fig 10)

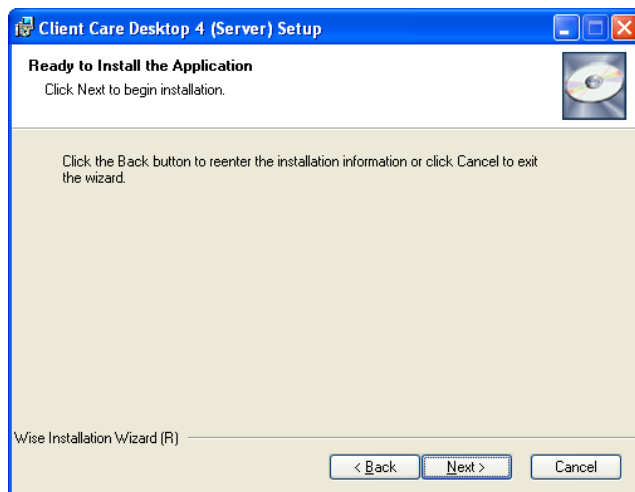
Click 'Browse' and select the location where your current database files are installed. (Fig 11)



(Fig 11)

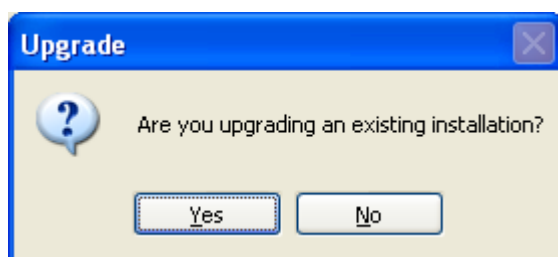
The database files are normally located under the 'Quay\Data' folder. Ensure that the 'Folder name' field specifies the location of your live CD4 database files. Click 'OK' which will take you back to Fig 10. Now the folder location has been set click 'Next'.

This will display Fig 12, click 'Next'.



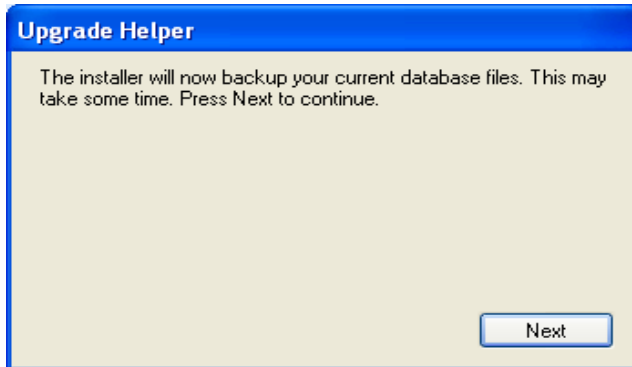
(Fig 12)

You will now be asked if you are upgrading an existing installation. (Fig 13), click 'Yes'



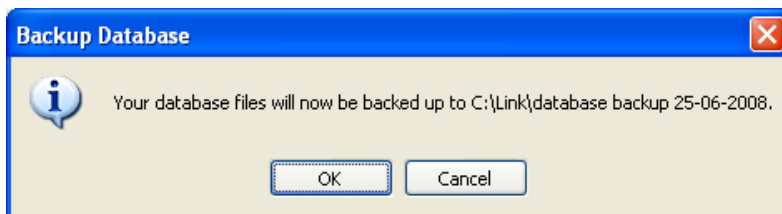
(Fig 13)

The install will then perform a backup of your current database files. Click 'Next' (Fig 14)



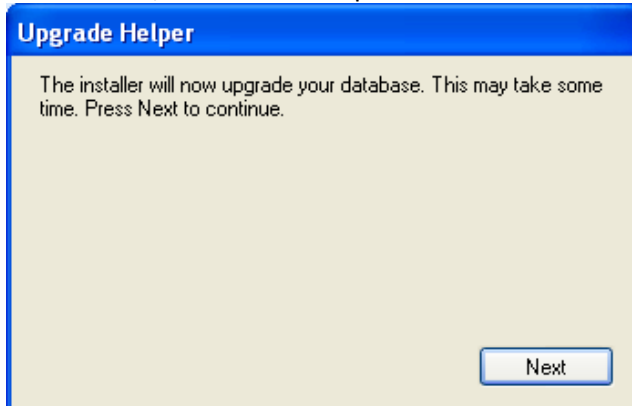
(Fig 14)

Click 'OK' to back up your database files. (Fig 15)



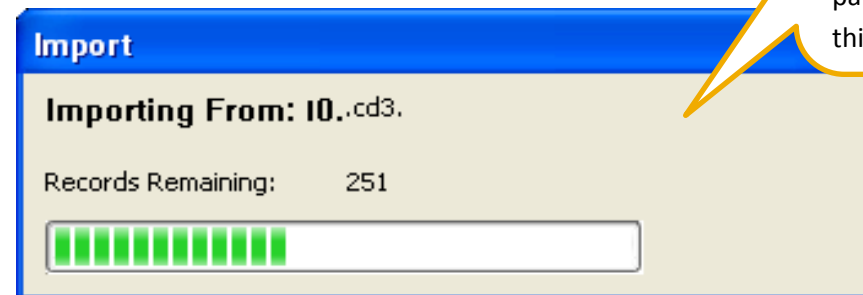
(Fig 15)

Once the files are backed up, the upgrade will start and the server files will be installed. This may take a few minutes, once it has completed click 'Next' to start the database upgrade. (Fig 16)



(Fig 16)

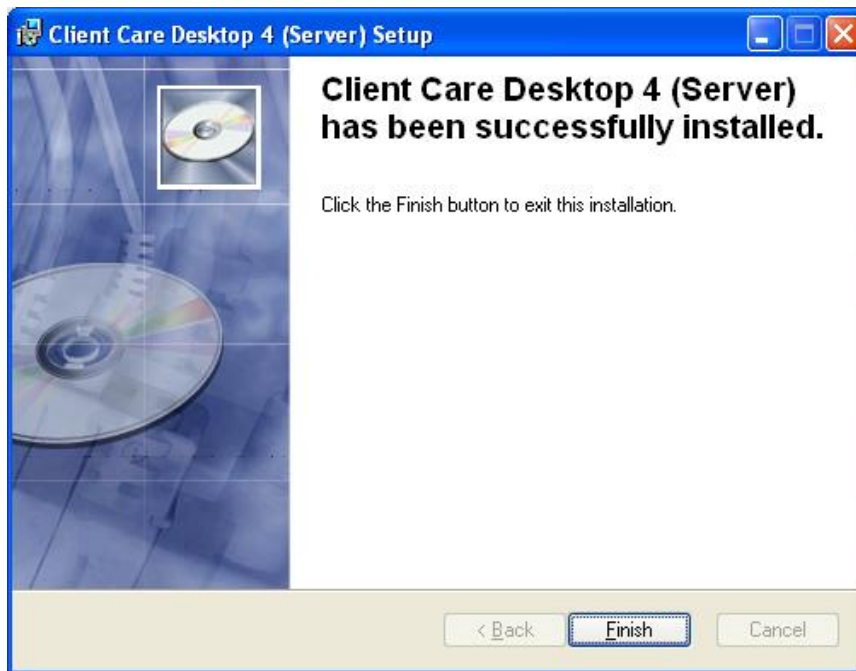
The database files will then start importing data (Fig 17).



(Fig 17)

Please note this may take some time. Also, the FileMaker Pro screen may appear blank when doing this part of the upgrade however, this is normal.

Once this has finished, you will be informed that your upgrade is complete (Fig 18). Click **Finish** to complete the installation.



(Fig 18)

Once the Installation has completed go into the C:\Link directory and find the file called DataMigration.fp7. The purpose for this file is to check that upgraded database files have been successfully upgraded and no records have been lost. Open this in file in FileMaker and click into the section relevant to you i.e. if upgrading from CCD4_0141 then CCD4_0141 > CCD4_0178 as shown below (Fig 18a).

The colour coding for the text in this file works as below:

- Black text for matching record counts
- Red text to highlight differences in record counts

Some of the common reasons for red text below:

- Failure to import source system records i.e. zero records in target system
- Tables did not exist in source system but CFSL maintain a core set of data to distribute with
- Tables did exist but CFSL maintain a core set of data which has changed between versions
- Only Custom Assets are migrated from the Fund database – An FE update should be run post upgrade

(Fig 11a)

CLIENT CARE DESKTOP UPGRADE

Source: CCD4_0141 Process Started: 19/09/2014 11:28:53 Imports Started: 19/09/2014 12:22:11 Data updates started: 19/09/2014 12:24:02
 Target: CCD4_0178 Process completed: 19/09/2014 12:25:40 Imports completed: 19/09/2014 12:23:58 Data updates completed: 19/09/2014 12:25:40

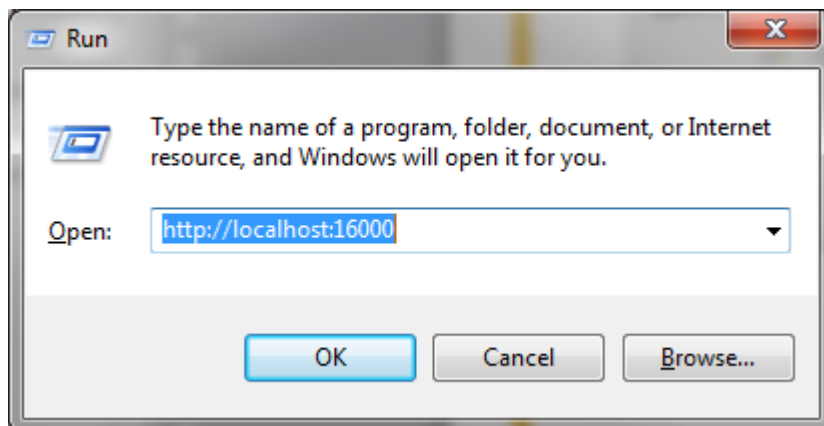
SOURCE RECORDS				TARGET RECORDS			
Advice	35	M4Advise	5	Advice	35	M4Advise	5
Agencies	0	-- Splits	36	Agencies	0	-- Splits	36
Analysis	29	M4breach	0	Analysis	29	M4breach	0
Archive	15	M4cpdiag	0	Archive	15	M4cpdiag	0
BatchMaster_Update	0	M4cplain	1	BatchMaster_Update	0	M4cplain	1
Batchmembers	0	M4dicpin	0	Batchmembers	0	M4dicpin	0
Cheques	15	M4docs	2	Cheques	15	M4docs	2
Clients	55	M4refrnce	0	Clients	55	M4refrnce	0
-- Clients_Goals	2	Manager	413	-- Clients_Goals	2	Manager	413
CommMatching	0	-- ADV_Locations	411	CommMatching	0	-- ADV_Locations	411
Commrec	93	-- Reviews	413	Commrec	93	-- Reviews	413
-- temp_commission_splits	1031	-- AdviceTypes	0	-- temp_commission_splits	1031	-- AdviceTypes	0
-- Invoice	0	-- SystemPrefs	1	-- Invoice	0	-- SystemPrefs	1
-- Offset	0	-- Goal_List	3	-- Offset	0	-- Goal_List	3
-- VAT	0	Marketing	5	-- VAT	0	Marketing	5
Contacts	9	mreport	7	Contacts	9	mreport	7
-- Commission Basis Deductive	8	OTP_Import	0	-- Commission Basis Deductive	8	OTP_Import	0
Credit	0	OTP_Mappings	0	Credit	0	OTP_Mappings	0
Devel	0	Pad	462	Devel	0	Pad	462
ECommArc	0	Preferences	1	ECommArc	0	Preferences	1
ECommIn	0	-- Cabinets	0	ECommIn	0	-- Cabinets	1
Employees	0	-- ClientServicing	0	Employees	0	-- ClientServicing	0
EReceipt	0	-- Language	3	EReceipt	0	-- Language	3
Factfind	20	Innu	20	Factfind	20	Innu	1
-- ChildTrust	8	-- Networks	20	-- ChildTrust	8	-- Networks	21
Fees	9	-- PasswordHist	0	Fees	9	-- PasswordHist	0
Firms	2	-- Sections	0	Firms	2	-- Sections	7
Fund	110063	-- ValueListMembers	0	Fund	20 *	-- ValueListMembers	1107
-- Fund_Allocation_Detail	--	Premcomm	216	-- Fund_Allocation_Detail	-- *	Premcomm	216
-- Fund_Allocation	--	RMAReps	--	-- Fund_Allocation	-- *	RMAReps	--
-- ProviderCodeMap	0	-- SectK_Charges	0	-- ProviderCodeMap	0	-- SectK_Charges	0
InSadds	3221	-- SectL_Charges	0	InSadds	3221	-- SectL_Charges	0
Insurer	2544	Salaries	12	Insurer	2763	Salaries	12
Invest	73	Scheme	3	Invest	73	Scheme	3
-- Archive	71	Schemeco	1	-- Archive	71	Schemeco	1
KPI	2	Units	0	KPI	2	Units	0
Ledger	0	Withdrawals	4	Ledger	0	Withdrawals	4
LinkSync_Messages	0	Work	76	LinkSync_Messages	0	Work	76
Log	151	WIPimport	0	Log	151	WIPimport	0

* Financial Express sourced data does not get migrated and should be repopulated post upgrade via the normal integration service

(Fig 11a)

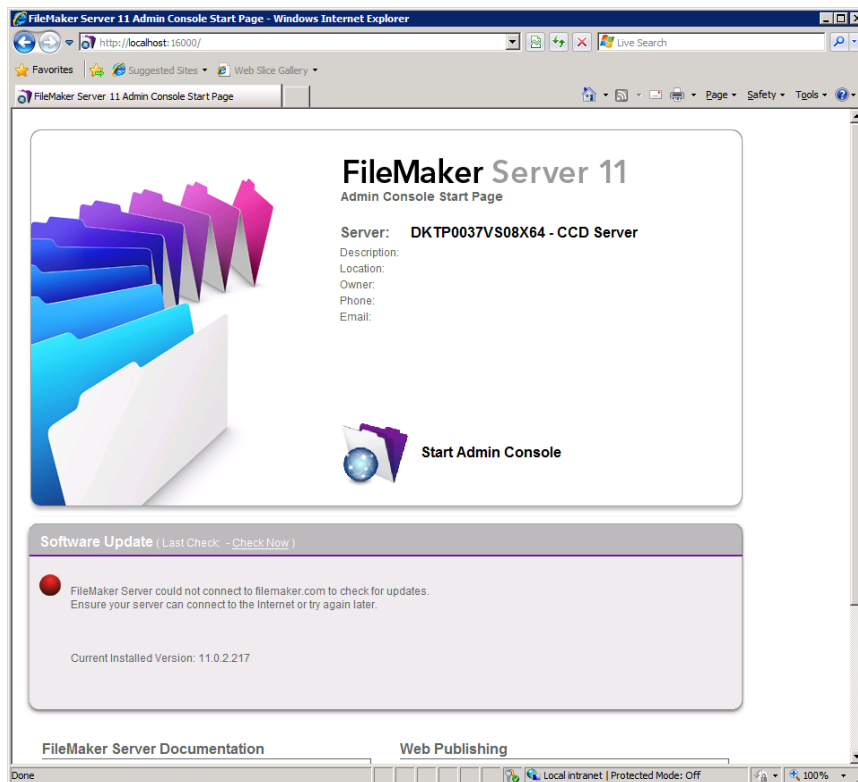
2.3 Hosting Out the Data from the Server

Now that your data has been upgraded, you will need to host it out to get CCD up and running. You will need to access the FileMaker Server Console. To do this go to this go to 'Start > Run' Type `http://localhost:16000` and click 'OK' (Fig 19)



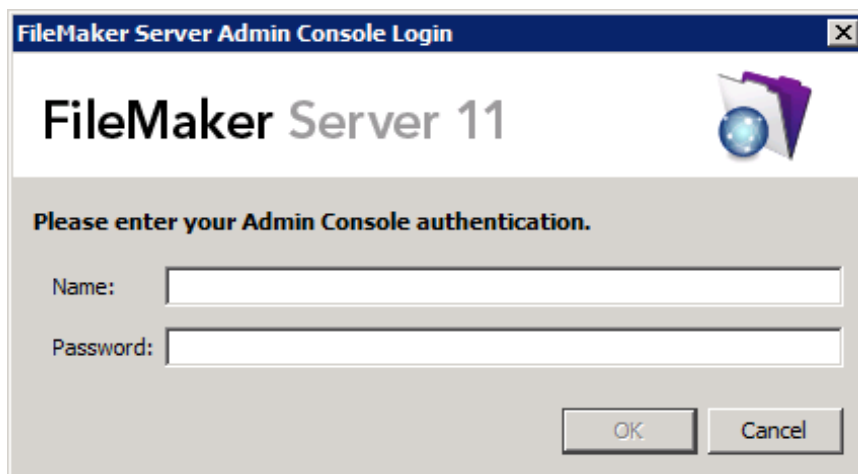
(Fig19)

Click 'Start Admin Console' (Fig 20)



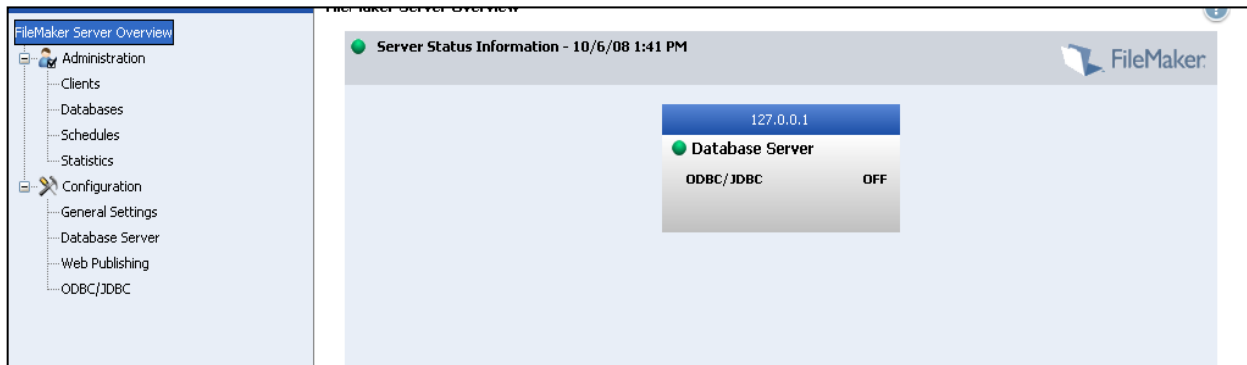
(Fig 20)

The logon details are Name 'Admin' and Password 'june256' (Fig 21)



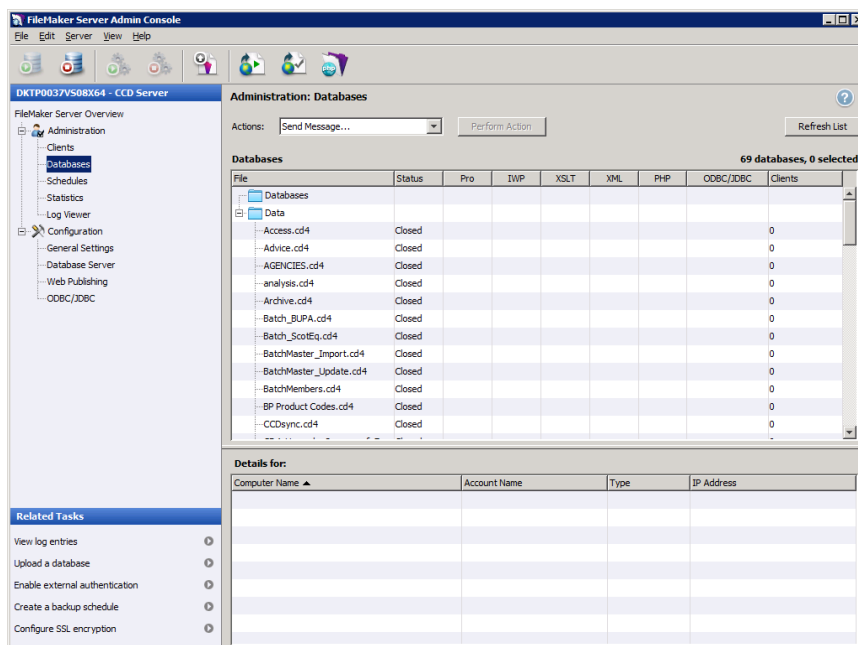
(Fig 21)

This will load up the server console, from here you will need to go to the left hand menu and select 'Databases' from the 'Administration' menu (Fig 22)



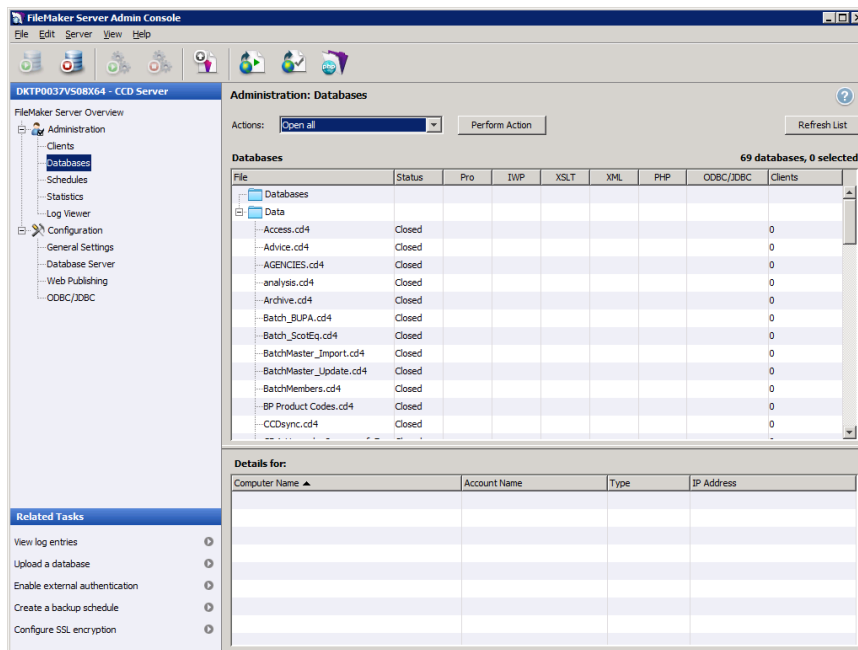
(Fig 22)

This will display the 'Administration: Databases' screen (Fig 23)



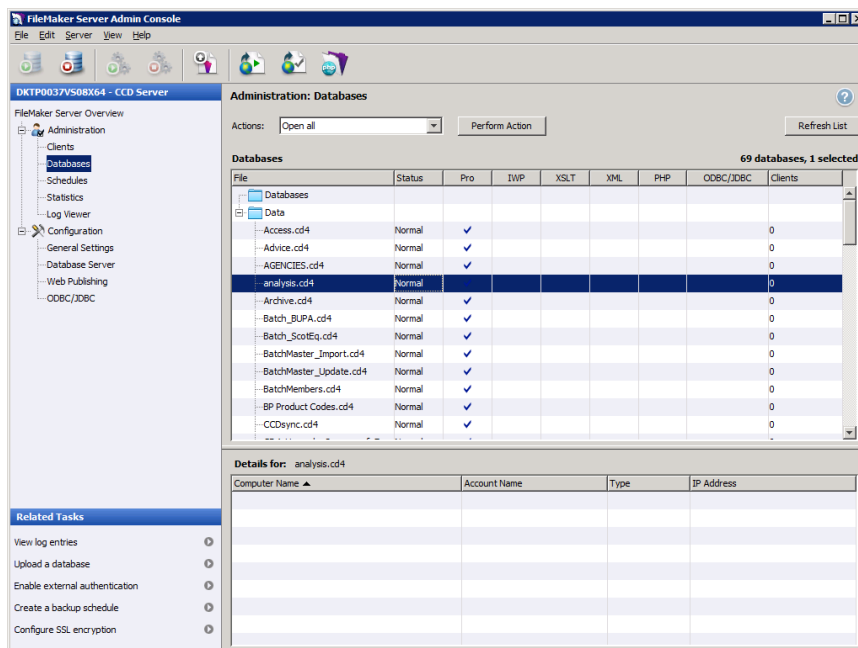
(Fig 23)

Here you will need to select 'Open all' from the 'Action' dropdown menu and then click on 'Perform Action' (Fig 24).



(Fig 24)

To confirm all the database files are hosting correctly, all the files should have the status 'Normal' under the 'Status' column. (Fig 25) This completes your database upgrade.



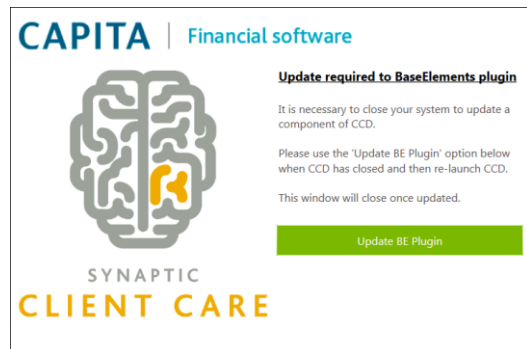
(Fig 25)

NB To process the upgrade fully, restart your machine when the upgrade has finished and this will restart the FileMaker Server service as described in [section 2.1](#). Once you have performed the restart, your Client Care Desktop upgrade has been completed!

3 Workstation Setup after Database Upgrade

3.1 Workstation Plugin

When users initially log into CCD 4.3.2 then they may see the following message below (Fig 26)

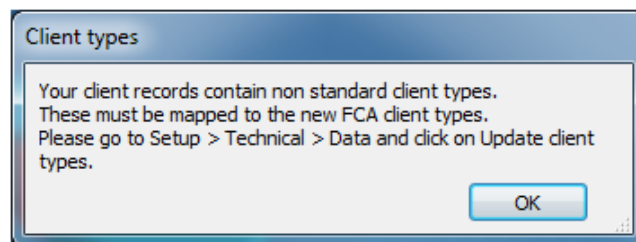


(Fig 26)

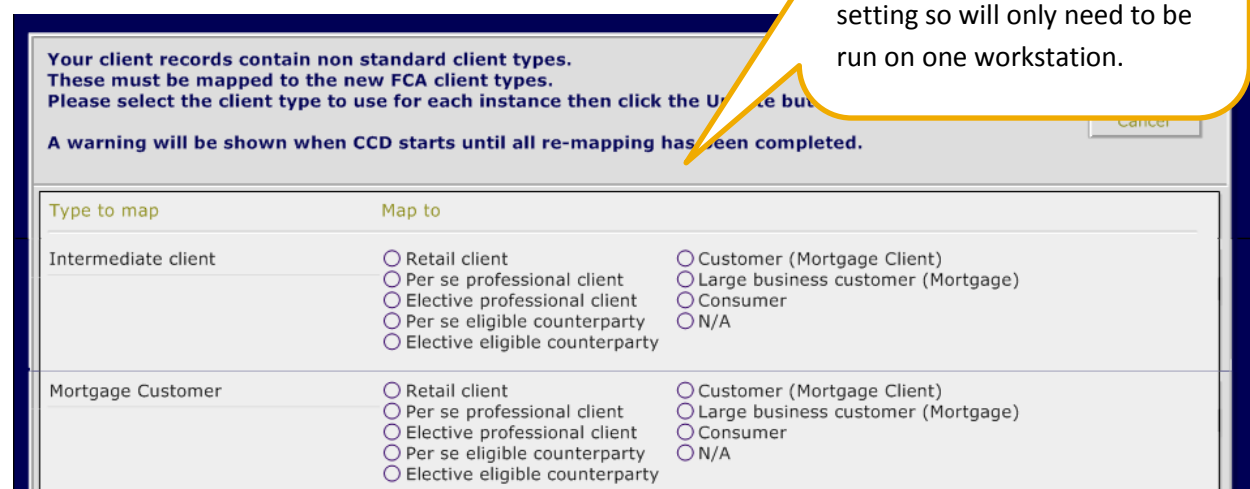
Users need to select the 'Update BE Plugin' to install the required plug-in.

3.2 Client Type

On logon, the users may be requested to map the client types, if required they will receive the message as shown below (Fig 28) of details where to browse within CCD.



(Fig 28)



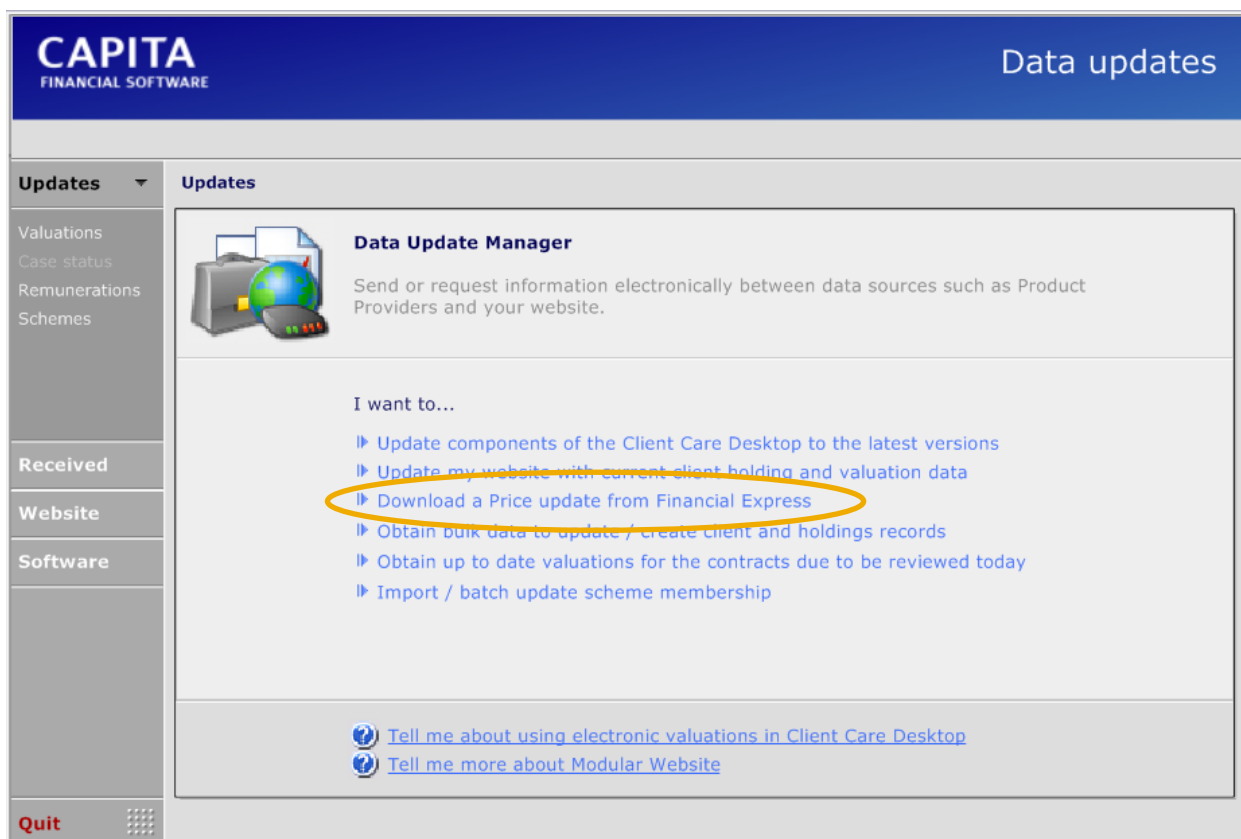
(Fig 29)

4 Financial Express Feed Update

The CCD system comes complete with a daily price feed from Financial Express; this allows you to easily revalue your clients' assets. As part of the CCD 4.3.2 upgrade, you are required to run the full Financial Feed upgrade to ensure you have the latest fund information available in your system for Contract Enquiry and other functionality.

To run the update, navigate to **Updates** from the main screen and select 'Download a Price update from Financial Express'. From the 'Funds' screen, ensure you select option for 'Download a Fund Price update for **all** funds from Financial Express'. This will populate all fund details available from Financial Express and is recommended to carry out on regular intervals to keep your fund data up to date.

After running the Financial Express Feed for all funds, we also recommend to use the 'Download a Fund allocation update for all funds'. This will ensure that you will get full and up to date fund allocations into your CCD as well.



CAPITA

FINANCIAL SOFTWARE

Data updates

Send or request information to or from various destinations or data sources.

Updates

Valuations

Case status

Remunerations

Schemes

Received

Website

Software

Quit

Updates > Valuations > Funds

Individual

Bulk

Funds

Price update

Download a Fund Price update for all funds from Financial Express

Download a Fund Price update for active funds from Financial Express

Process fund update automatically after download has been processed. ☐

Allocation update

Last updated: 01/08/2014

Latest version: Checking...

Download a fund allocation update for all funds

A license is required to use this service

License status: Enabled