



Client Care Desktop - Solo Upgrade Procedure v4.3.2



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Overview

This document has been created as a guide to upgrade Client Care Desktop v4.3.1 Solo.

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 downloads.

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

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

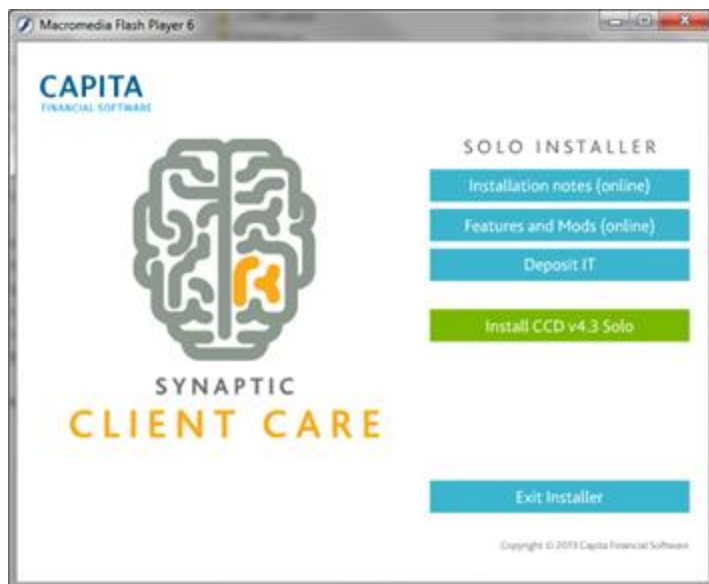
Before Client Care Desktop can be installed you will need to ensure you have the following:

- CCD v4.3.2 Solo DVD
- Run a Backup of current databases files
- Have a record of your Word and PDF stores

NB Please note that your current Client Care Desktop system must have in date licences, with at least a week left before expiry.

2 Upgrade Procedure

To run the Client Care Desktop Solo v4.3.2 upgrade, place the DVD into the drive and you will see the following Splash screen (Fig 1)

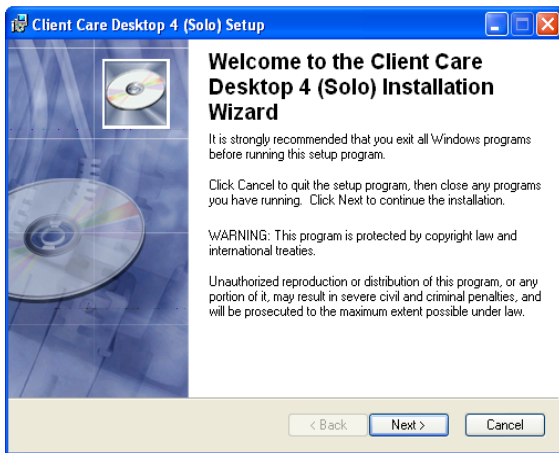


(Fig 1)

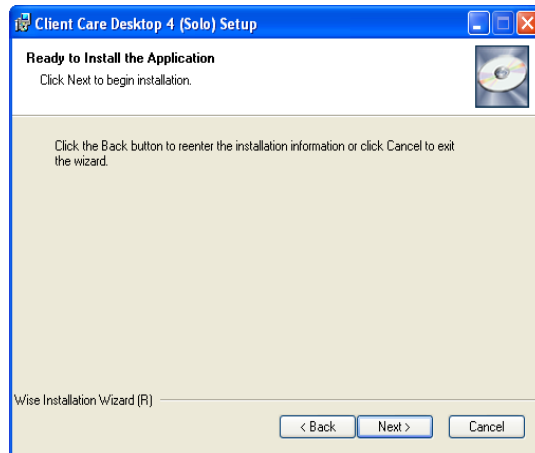
Initially you will be prompted in relation to the Capita Financial software ODBC installer as you should be upgrading from a working version of CCD with ODBC installed you can exit the setup for this stage skipping the ODBC installation.

From here you will need to select 'Install CCD v4.3.2 Solo' this will start your upgrade. (Fig 1)

The installer will then welcome you to the installation wizard. Click 'Next' (Fig 2) Click 'Next' again. (Fig 3)



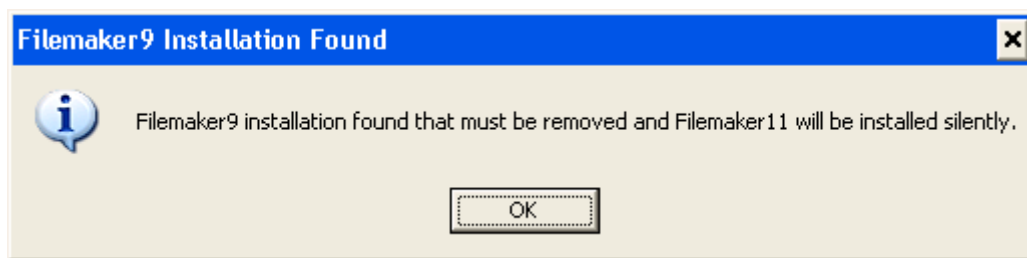
(Fig 2)



(Fig 3)

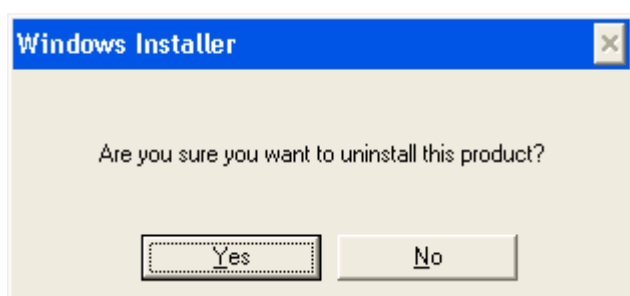
Any previous versions of FileMaker will be uninstalled. If you are upgrading from CCD v4.2 FileMaker should not need to upgrade so you will not see the below dialogue box.

Click 'OK' (Fig 4)



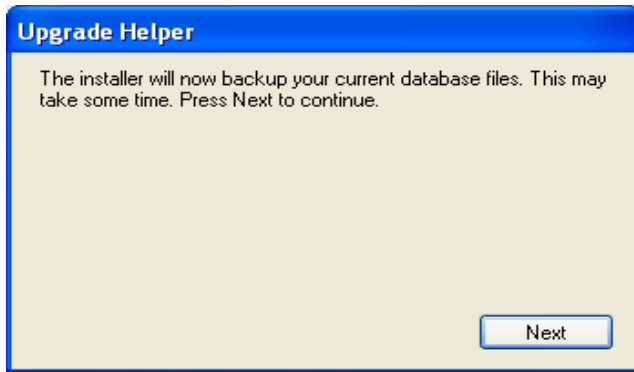
(Fig 4)

Click 'Yes' (Fig 5)



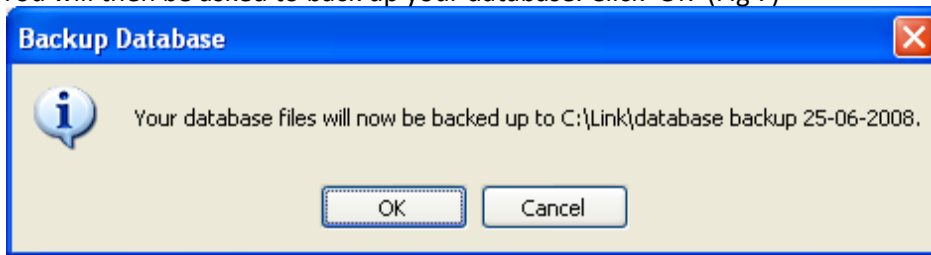
(Fig 5)

The installer will automatically detect that this is an upgrade, and the following box will appear. Click 'Next'. (Fig 6)



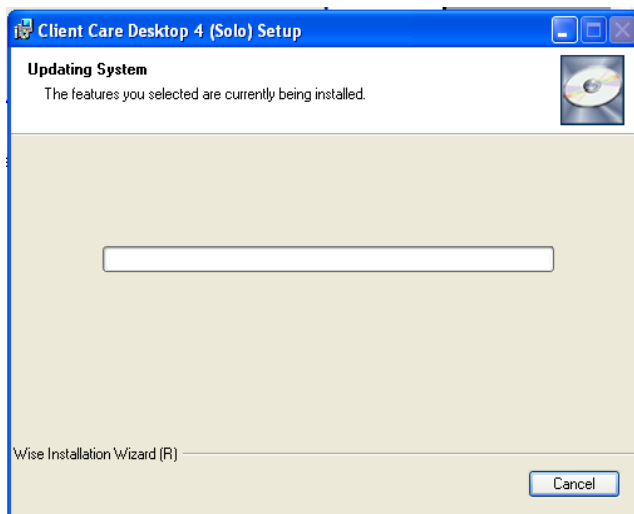
(Fig 6)

You will then be asked to back up your database. Click 'OK' (Fig 7)



(Fig 7)

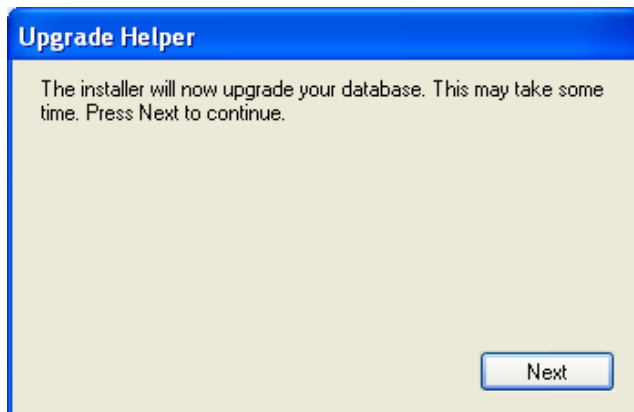
This process can take up to five minutes and you will see the Client Care Desktop 4 (Solo) Setup screen (Fig 8)



(Fig 8)

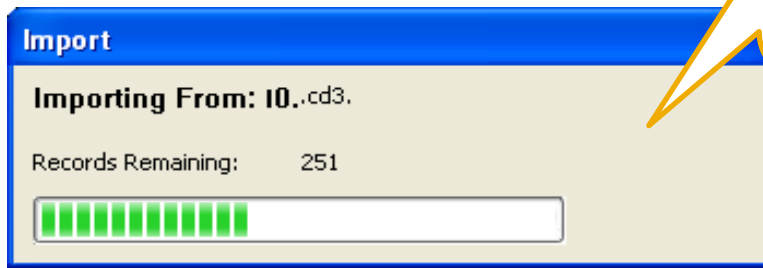
After a few minutes this screen will change, and you will be able to see the progress bar moving through the install on your machine.

When this has completed, click 'Next', the upgrade of the databases will then start. (Fig 9)



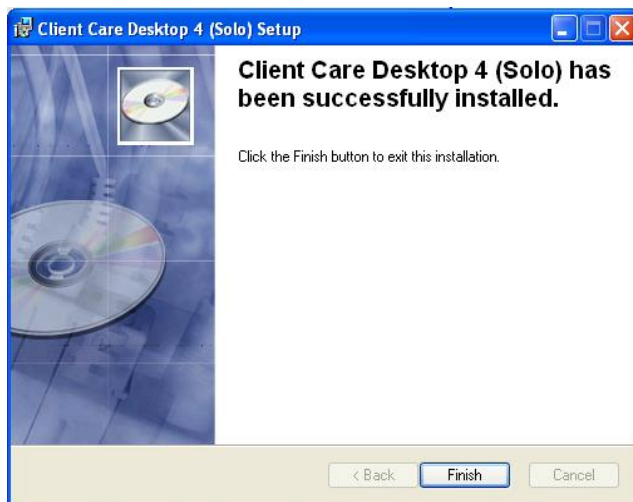
(Fig 9)

The installer will start importing data (Fig 10).



(Fig 10)

Once the data import has finished, your upgrade is complete, and the following box will appear (Fig 11). Click 'Finish' to exit the Client Care Desktop 4 (Solo) Setup wizard.



(Fig 11)

Once the Installation has complete 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 11a).

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	M4Advrs	5	Advice	35	M4Advrs	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	0	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

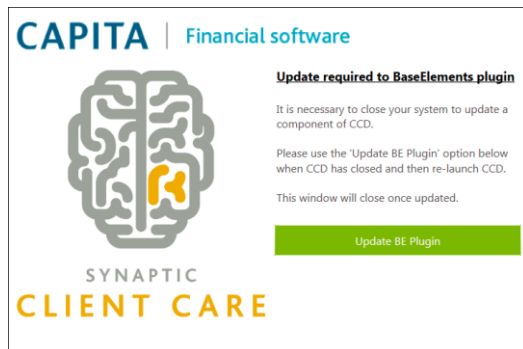
* Financial Express sourced data does not get migrated and should be repopulated post upgrade via the normal integration service

(Fig 11a)

3 Setup Procedure

3.1 Workstation Plugin

When users initially log into CCD 4.3.2, they may see the following message below (Fig 34)

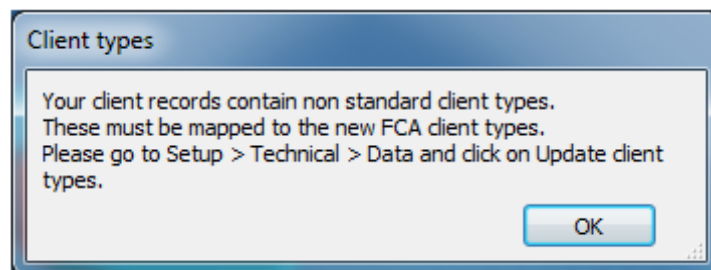


(Fig 34)

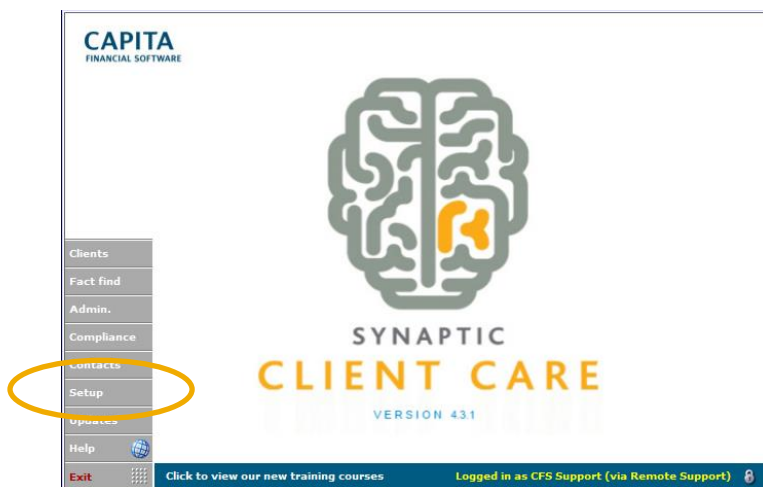
Select the 'Update BE Plugin' to install the required plug-in

3.2 Client Type

Once logged in the user may receive the message as shown below (Fig 36)(Fig 37)(Fig 38) of details where to browse within CCD.



(Fig 36)



(Fig 37)

Your client records contain non standard client types. These must be mapped to the new FCA client types. Please select the client type to use for each instance then click the Update button.

A warning will be shown when CCD starts until all re-mapping has been completed.

Type to map	Map to
Intermediate client	<input type="radio"/> Retail client <input type="radio"/> Per se professional client <input type="radio"/> Elective professional client <input type="radio"/> Per se eligible counterparty <input type="radio"/> Elective eligible counterparty
Mortgage Customer	<input type="radio"/> Retail client <input type="radio"/> Per se professional client <input type="radio"/> Elective professional client <input type="radio"/> Per se eligible counterparty <input type="radio"/> Elective eligible counterparty

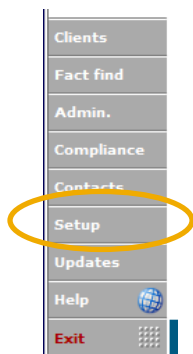
Update Cancel

Warning! This will update records to your selection and cannot easily un-done once comitted.

(Fig 38)

3.4 Setting up Word

To setup your Word and PDF stores, you will need to enter 'Setup' from the main menu (Fig 39)



(Fig 39)

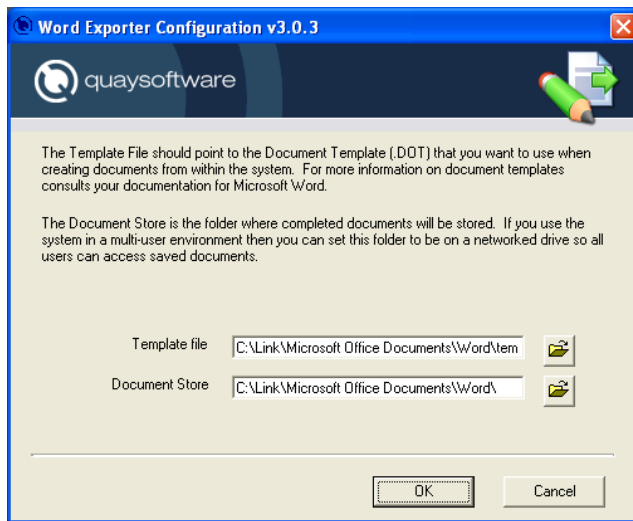
Once in the Setup menu, there will be a set of blue links, select 'Configure setup for MS Word' (Fig 40).

I want to...

- ▶ Set up my company name and address details
- ▶ Add a member of staff
- ▶ Update the system licence details
- ▶ Configure the system to use the **Client Care Hub**
- ▶ Change the way that commission splits are displayed
- ▶ Configure setup for MS Word™

(Fig 40)

This will launch the 'Word Exporter Configuration' where you can change the location for the 'Template file' and the 'Document Store' if you need to (Fig 41).

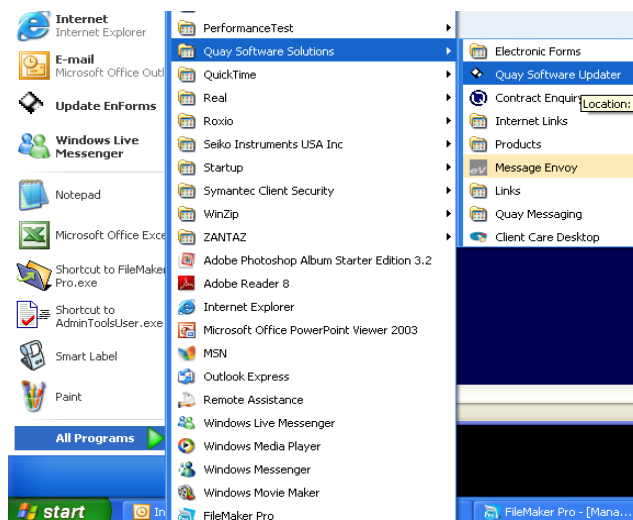


(Fig 41).

3.5 Quay Software Updater

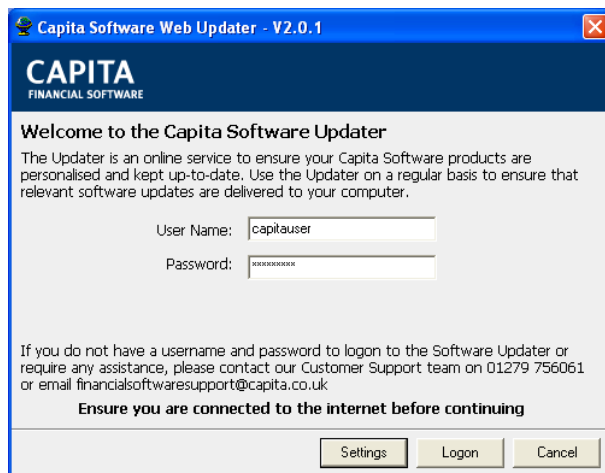
You are now required to run the Quay Software Updater.

To run the updater you will need to go to: 'Start Menu > All Programs > Quay Software Solutions > Quay Software Updater' (Fig 42).

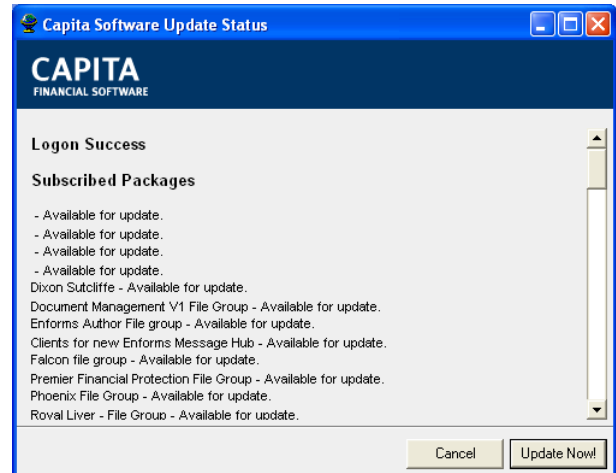


(Fig 42)

This will display a User Name and Password box (Fig 43). If you do not have these details please contact the Helpdesk (0800 028 0033).



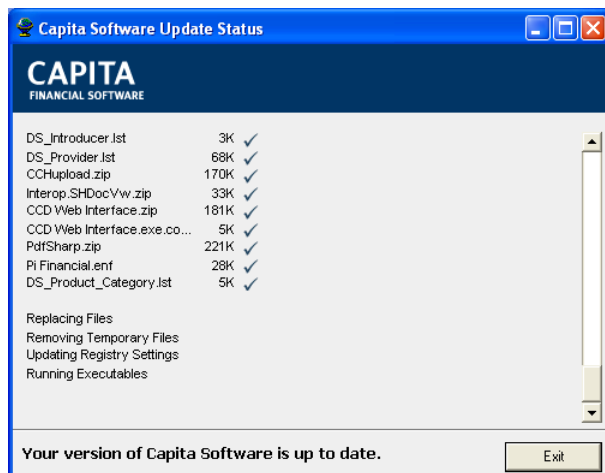
(Fig 43)



(Fig 44)

Once you have entered your details the following will be displayed listing all the items that need to be updated. (Fig 44)

Clicking 'Update Now!' will update all the packages that you are subscribed to. Please run once a week to ensure that CCD is kept up to date. Once the list has been downloaded, click 'Exit' to close this application. (Fig 45)



(Fig 45)

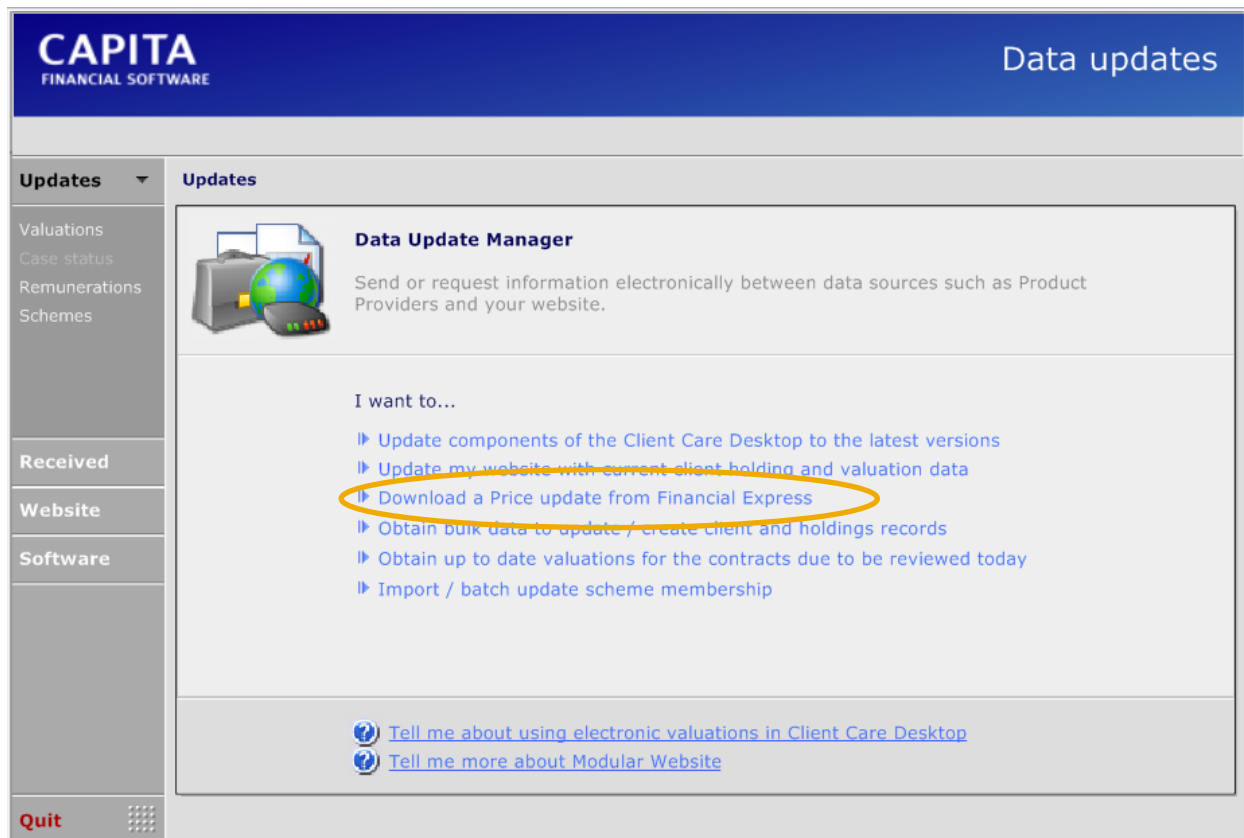
4 Financial Express Feed Update

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