

Client Care Desktop - CCD 4.3.2 Server Workstation Upgrade Procedure (Versions prior to 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
2.4 Upgrading Workstation Files	16
3. Setup Procedure	18
3.1 Workstation Plugin	18
3.2 Client Type	19
3.3 Setting up System Territory	19
3.4 Setting Up Word	21
3.5 Quay Software Updater	22

Overview

This document has been created as a guide to upgrade your current Client Care Desktop (Pre 4.3) system 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 Capita support can only advise you regarding the upgrade procedure and if you require Capita support 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

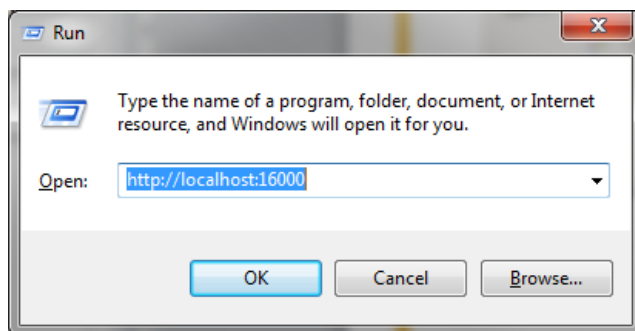
Before Client Care Desktop can be installed you will need to ensure you have the following

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

2 Installation Procedures

2.1 Preparing to Upgrade the Database

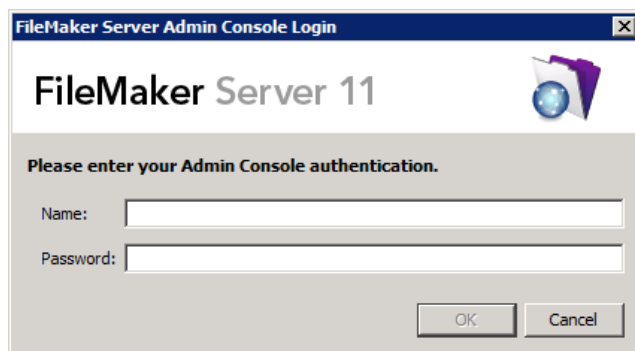
Before you start the upgrade you will first need to stop the current CCD data from being hosted out. To do this you will need to load the FileMaker Server Admin Console; (Fig 1) to access the FileMaker Server Console. To do this go to 'Start > Run' Type `Http://localhost:16000` and click 'OK'.



(Fig 1)

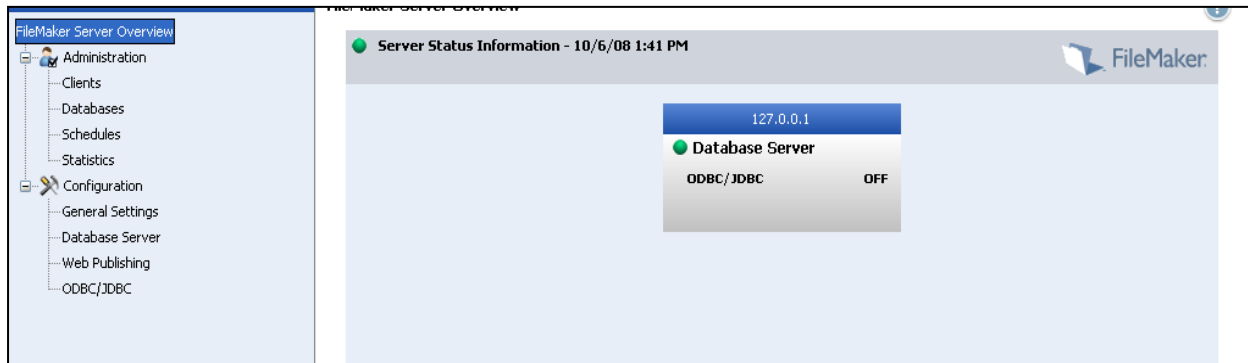
This will load the FileMaker Server Admin Console Login box.

Enter the Default log on details as; User Name: 'Admin' and Password: 'june256'. (Fig 2)



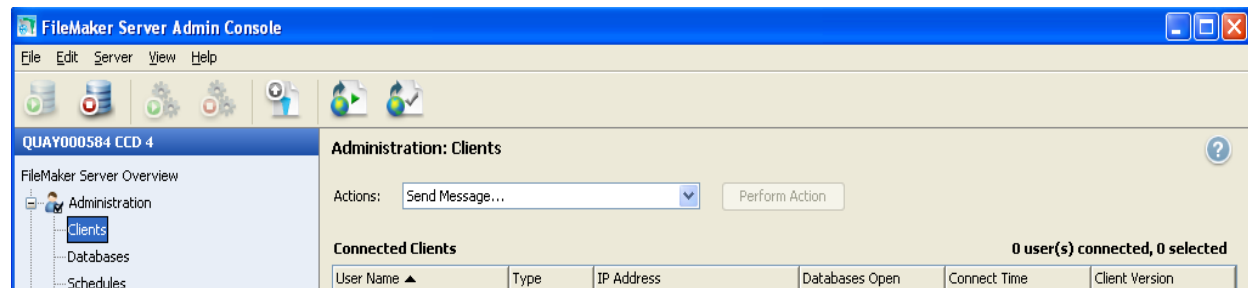
(Fig 2)

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)



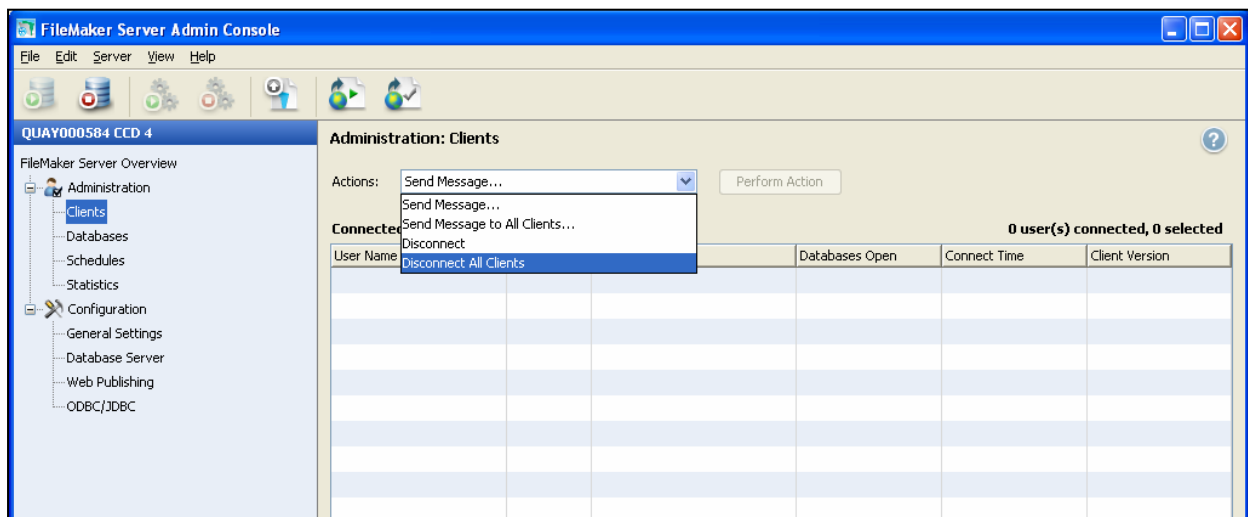
(Fig 3)

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



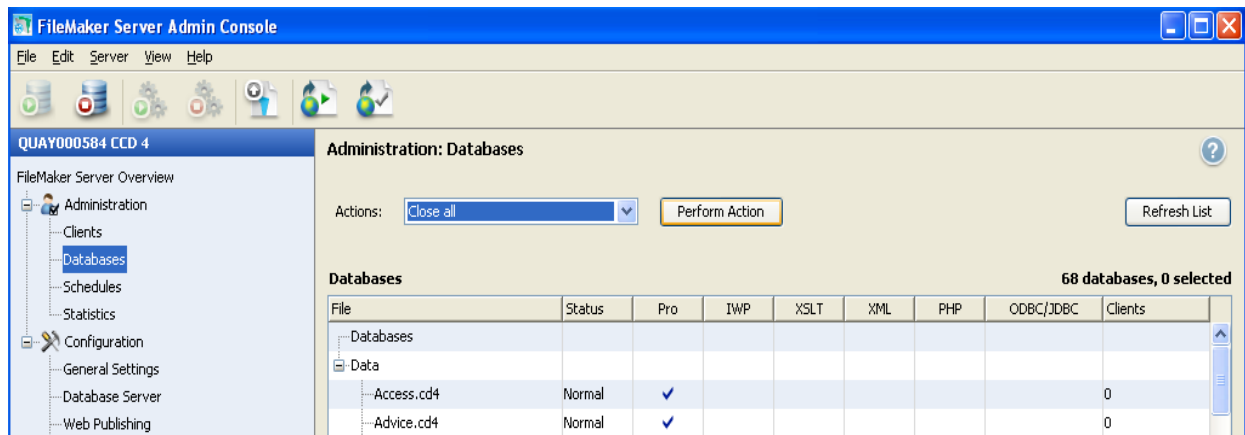
(Fig 4)

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)



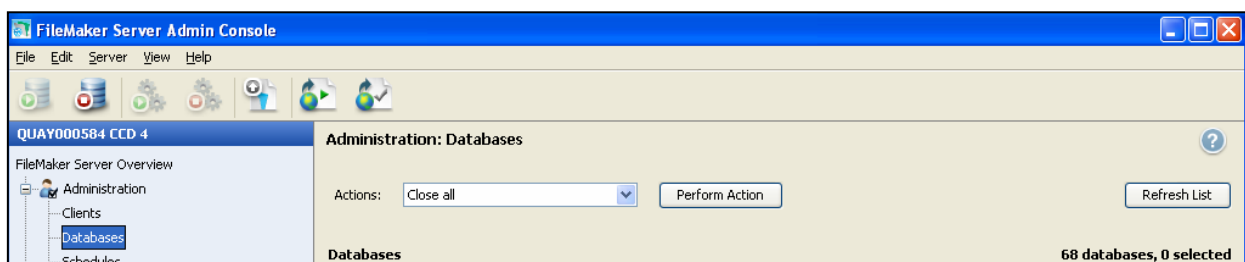
(Fig 5)

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)

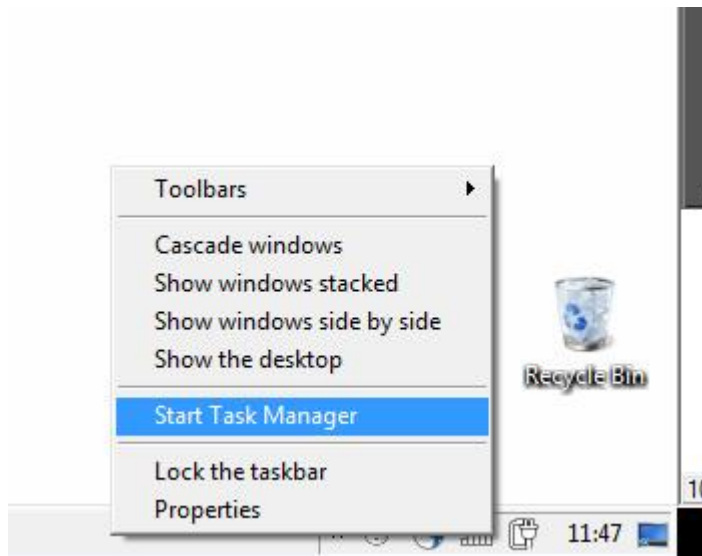
To close the databases you will need to click the 'Actions' dropdown menu and select 'Close all', click 'Perform Action' (Fig 7)



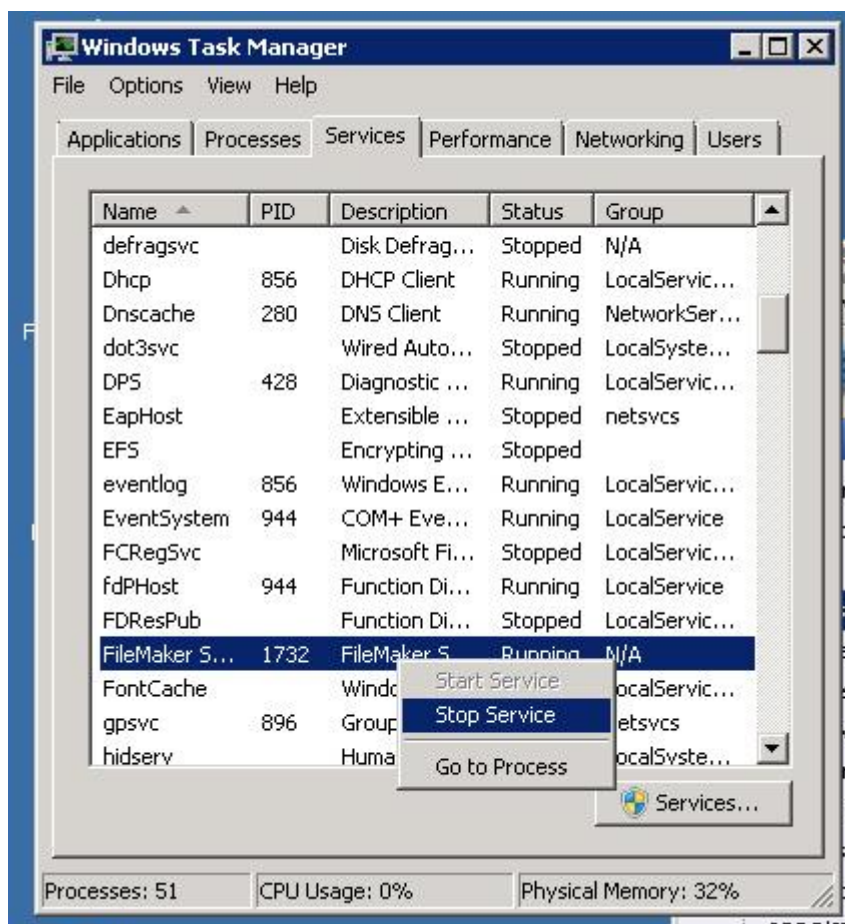
(Fig 7)

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.

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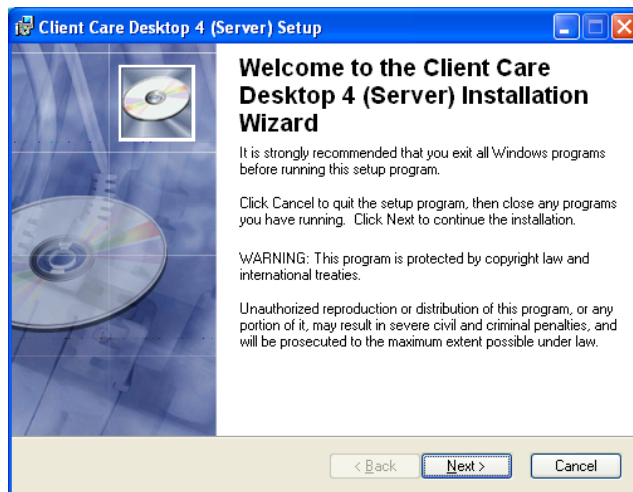
2.2 Upgrading the Database Files

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 Letter):\ccd4_installer_ws.exe)

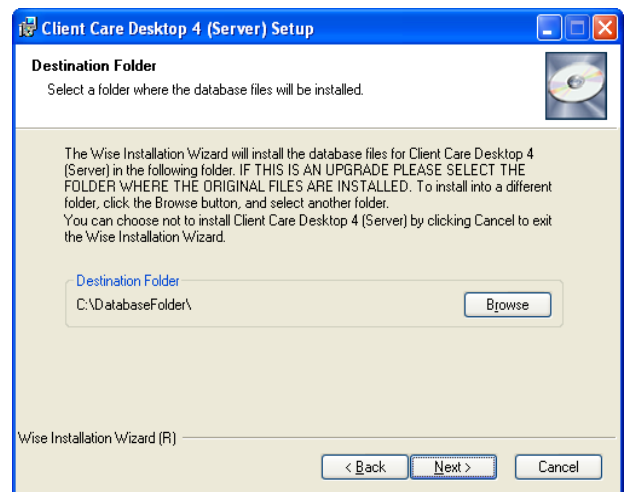


(Fig 8)

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

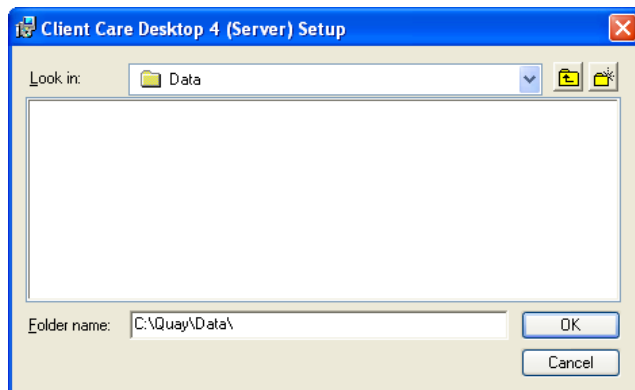


(Fig 9)



(Fig 10)

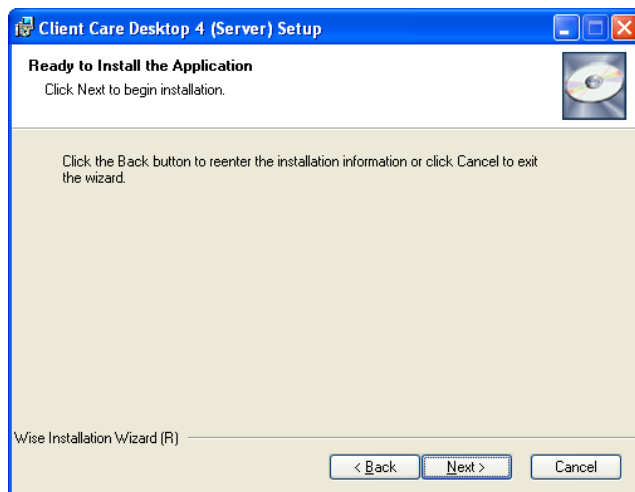
Click 'Browse' and select the location where your current database files are installed. (Fig 11)



(Fig 11)

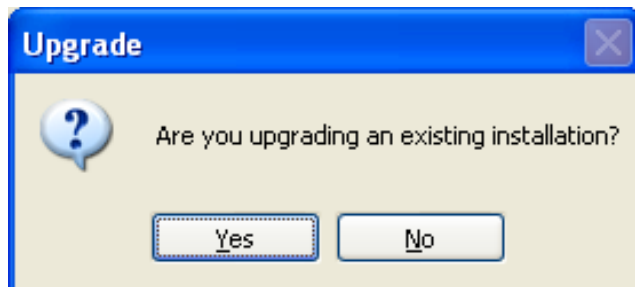
The database files are normally located under the 'Quay\Data' folder. Ensure that the 'Folder name' field specifies the location of your live CD4 database files. Click 'OK' which will take you back to Fig 10. Now the folder location has been set click 'Next'.

This will display Fig 12, click 'Next'.



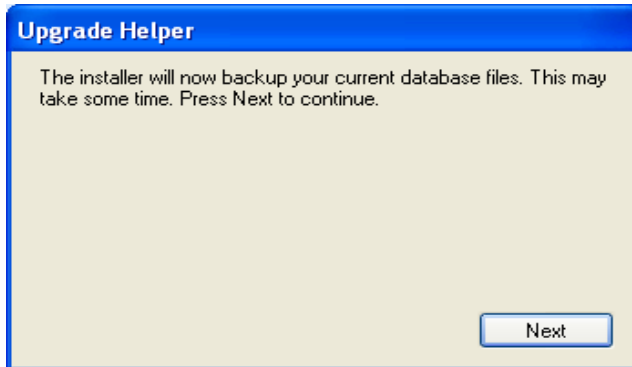
(Fig 12)

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



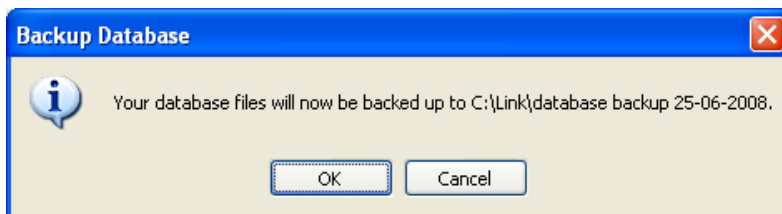
(Fig 13)

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



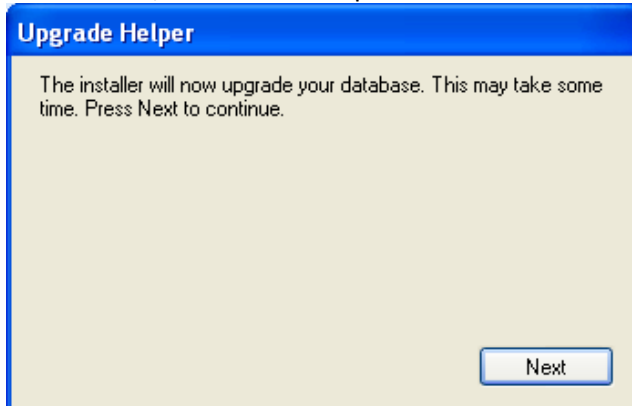
(Fig 14)

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



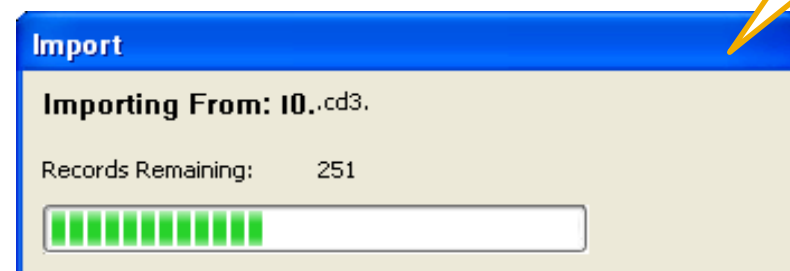
(Fig 15)

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)

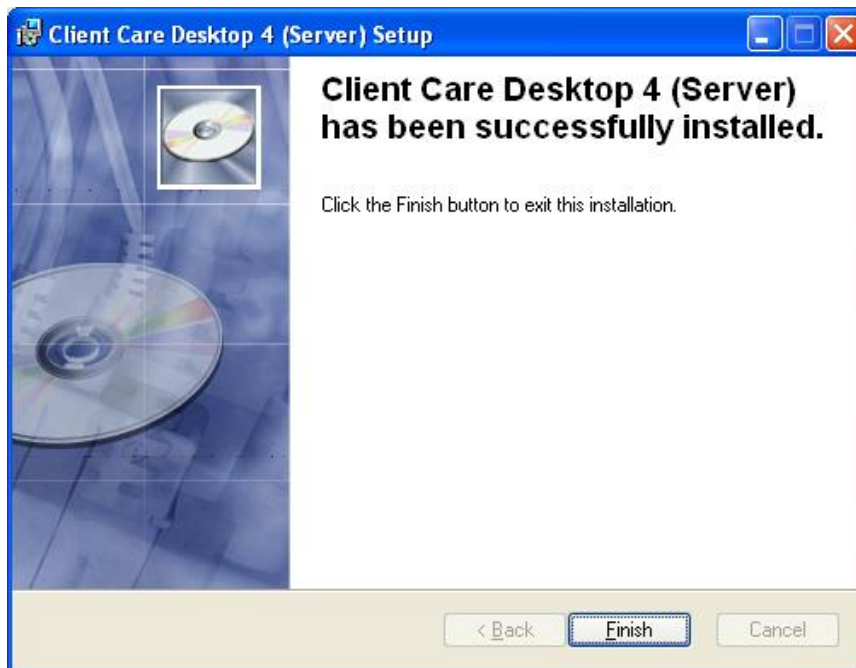
The database files will then start importing data (Fig 17).



(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

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

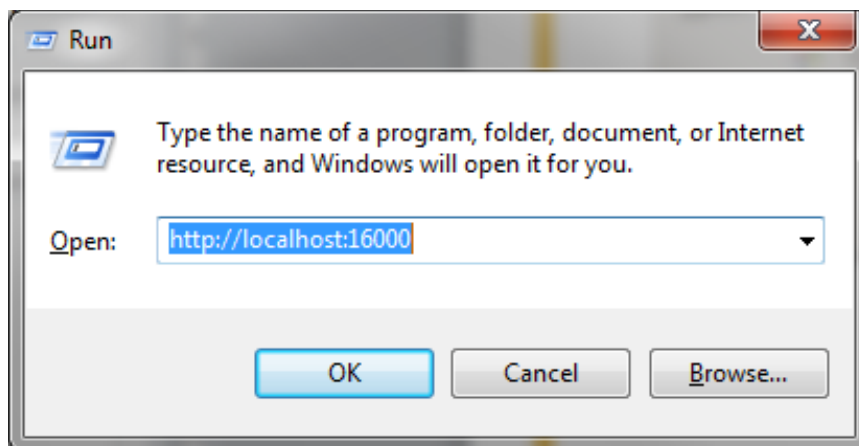
SOURCE RECORDS				TARGET RECORDS			
Advice	35	M4Advir	5	Advice	35	M4Advir	5
Agencies	0	-- Splits	36	Agencies	0	-- Splits	36
Analysis	29	M4breach	0	Analysis	29	M4breach	0
Archive	15	M4cpdiag	0	Archive	15	M4cpdiag	0
BatchMaster_Update	0	M4cplain	1	BatchMaster_Update	0	M4cplain	1
Batchmembers	0	M4dicpn	0	Batchmembers	0	M4dicpn	0
Cheques	15	M4docs	2	Cheques	15	M4docs	2
Clients	55	M4refrnc	0	Clients	55	M4refrnc	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	-- SectKCharges	0
InSadds	3221	-- SectL_Charges	0	InSadds	3221	-- SectLCharges	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 18a)

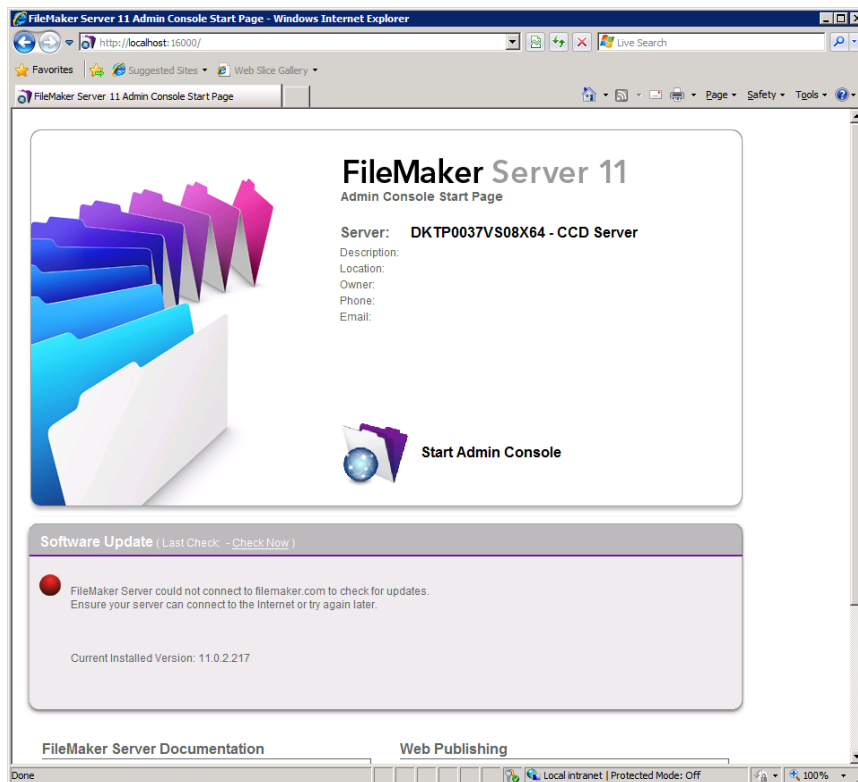
2.3 Hosting Out the Data from the Server

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)



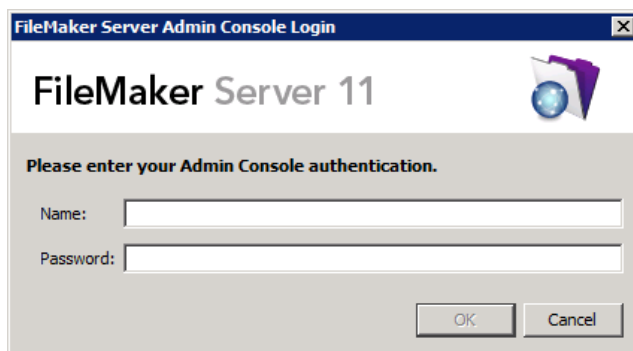
(Fig19)

Click 'Start Admin Console' (Fig 20)



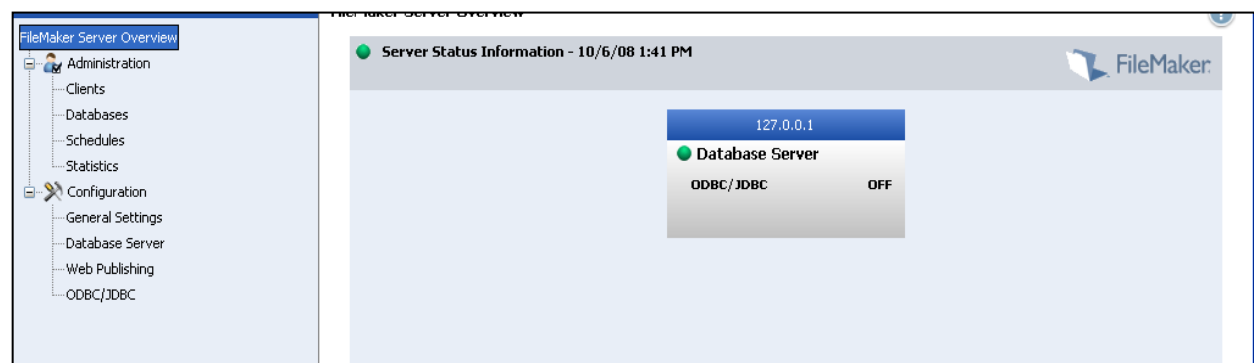
(Fig 20)

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



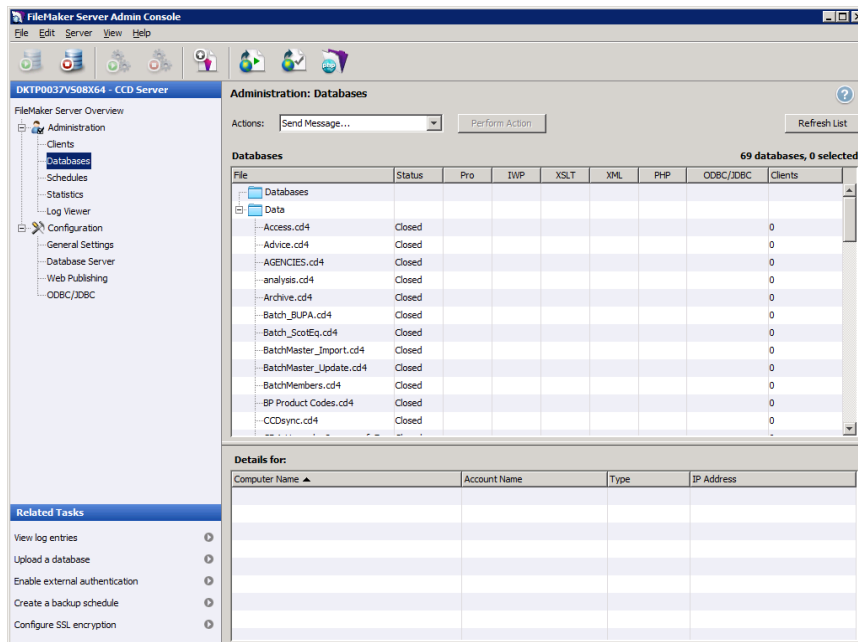
(Fig 21)

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)



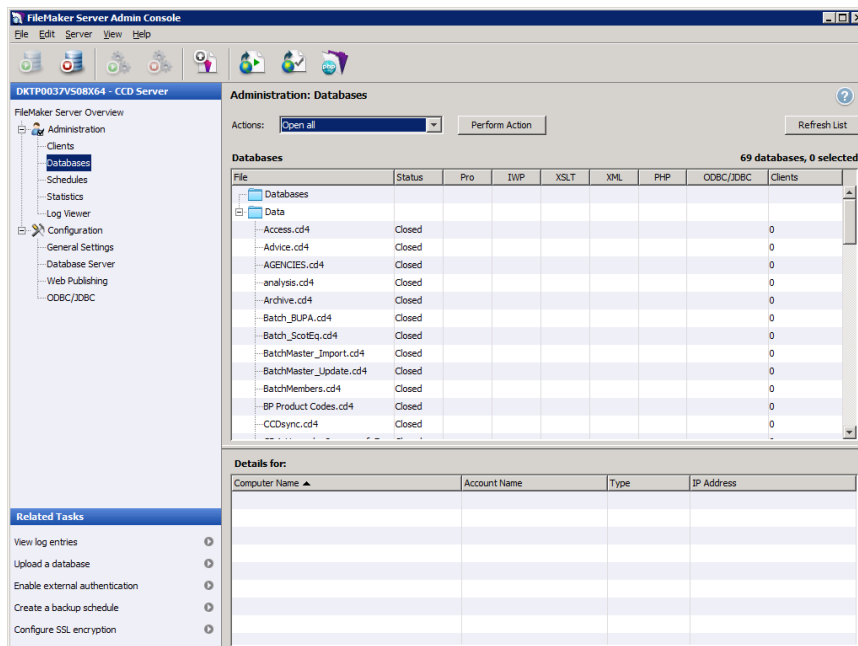
(Fig 22)

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



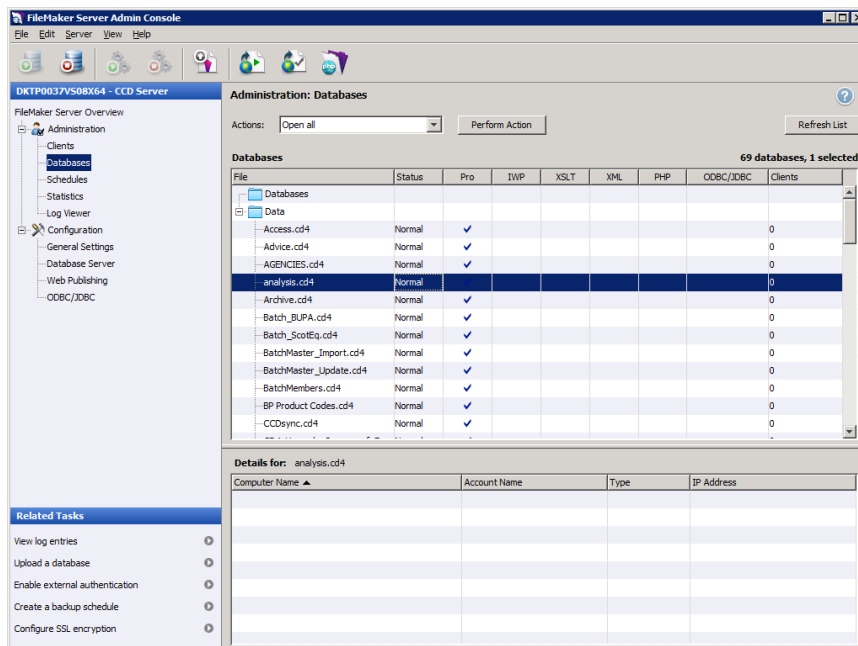
(Fig 23)

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)

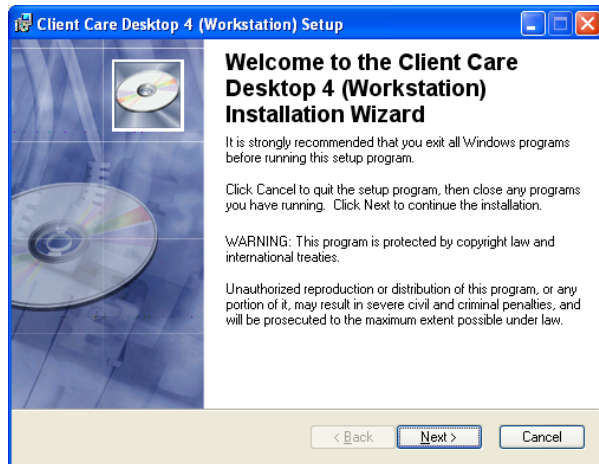
2.4 Upgrading Workstation Files

To upgrade the workstations, you will need to load the 'CCD v4.3.2 Workstation & Server Installer' DVD on the workstation machine and select 'Install CCD v4.3.2 Workstation'. (Fig 26)

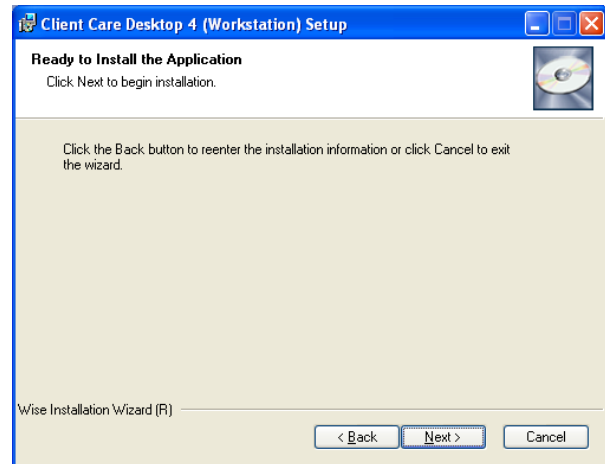


(Fig 26)

At the welcome screen, click 'Next' (Fig 27)

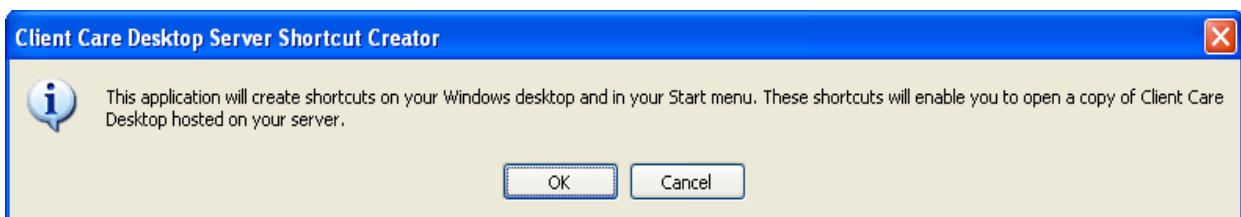


(Fig 27)



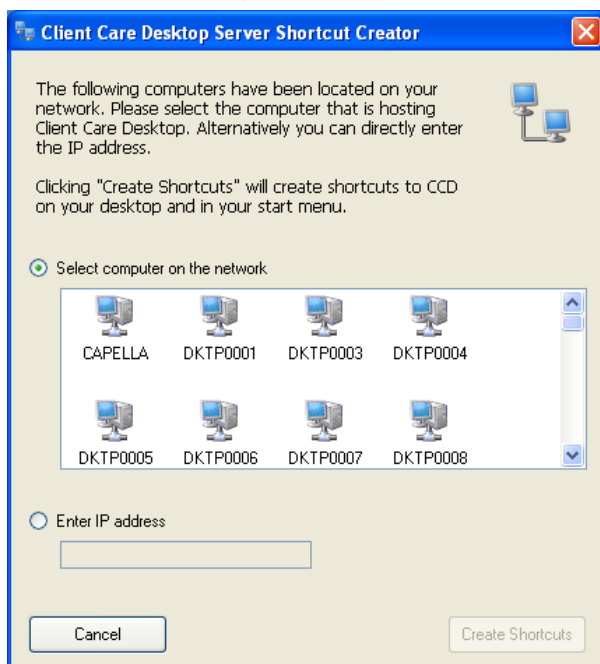
(Fig 28)

You will now need to click 'Next' again (Fig 28) and your upgrade will start. Once this is complete you will be asked to create a desktop shortcut. Click 'OK' (Fig 29)

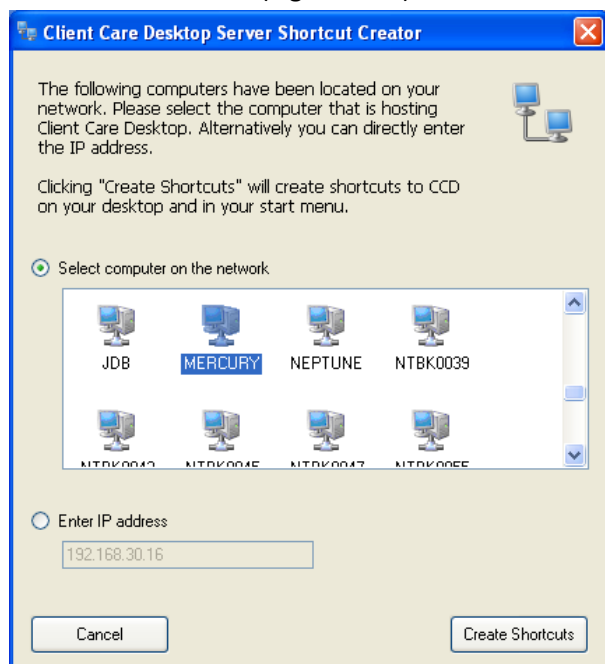


(Fig 29)

To create a shortcut, select the server on which the databases are stored. (Fig 30 & 31)



(Fig 30)



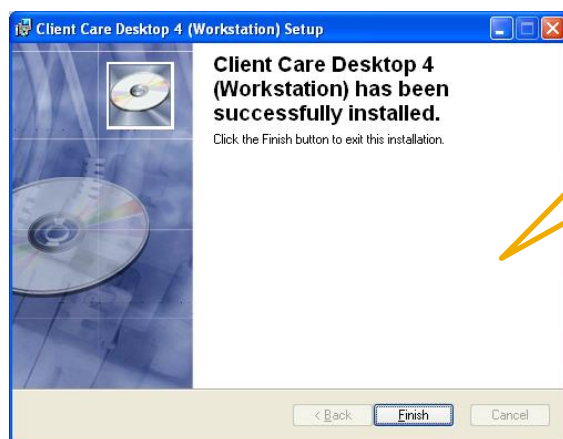
(Fig 31)

Once you have selected the machine (Fig 31) Click on 'Create Shortcuts', then click 'OK' (Fig 32).



(Fig 32)

This will take you to the CCD 4 (Workstation) complete installation screen; clicking 'Finish' will complete the installation (Fig 33).



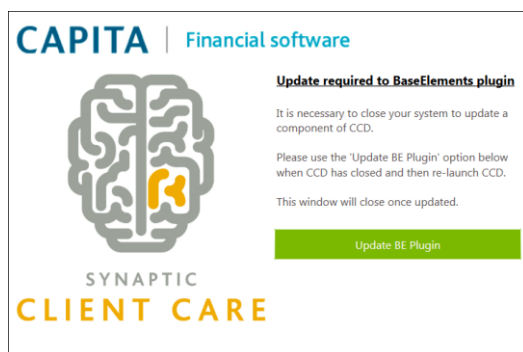
(Fig 33)

NB Please note that section 2.4 will need to be repeated on all machines that require CCD access

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)

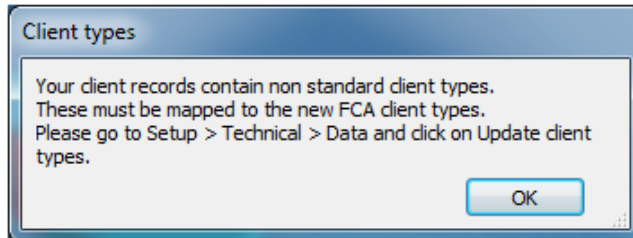


(Fig 34)

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

3.2 Client Type

On logon the users will be requested to map the client types, they will receive the message as shown below (Fig 36) of details where to browse within CCD.



(Fig 36)

Warning! This will update records to your selection and cannot be un-done once completed. This is a global setting so will only need to be run on one workstation.

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"/> Customer (Mortgage Client) <input type="radio"/> Large business customer (Mortgage) <input type="radio"/> Consumer <input type="radio"/> N/A

Buttons: Update, Cancel

(Fig 37)

3.3 Setting up System Territory

Once you have completed the upgrade you will need to open one of the CCD Workstations. From the Main Menu select 'Setup' (Fig 38). Then select 'Technical > Regional > Territory' to confirm you are in the correct Territory (Fig 39).



(Fig 38)

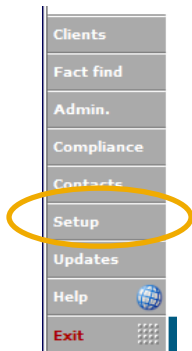
If you are unsure which Territory you need to select, please call the Helpdesk (0800 028 0033) for further advice.



(Fig 39)

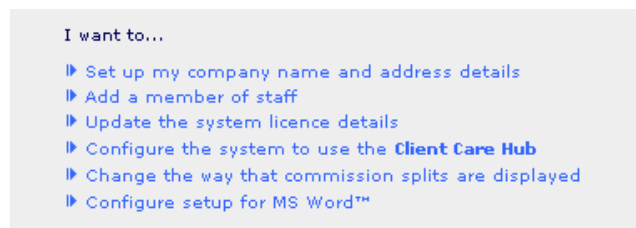
3.4 Setting Up Word

To setup your Word and PDF stores you will need to enter 'Setup' from the main menu (Fig 40)



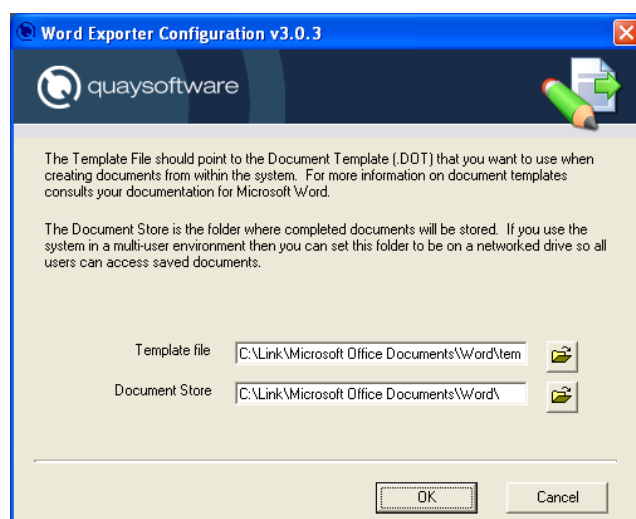
(Fig 40)

Once in the Setup menu there will be a set of Blue links, select 'Configure setup for MS Word' (Fig 41).



(Fig 41)

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 42).

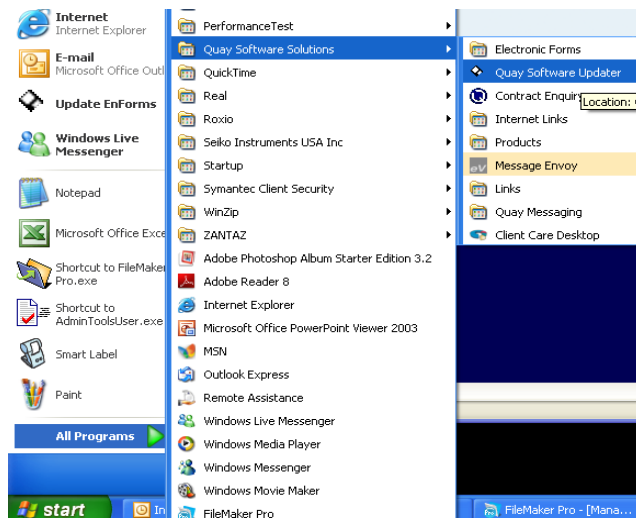


(Fig 42)

3.5 Quay Software Updater

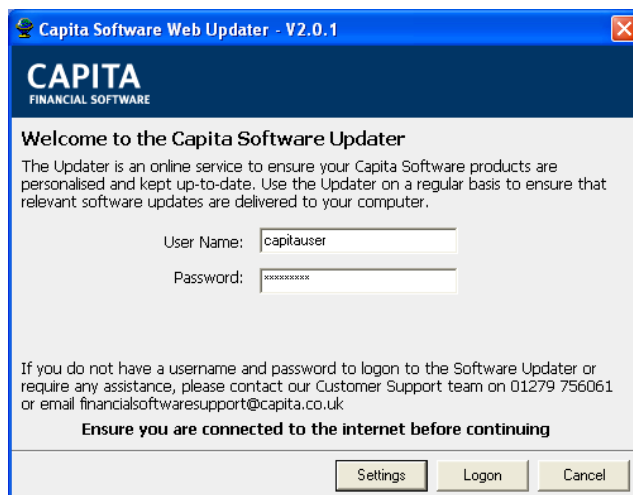
You are now required to run the Quay Software Updater.

To run the updater you will need to go to: 'Start Menu > All Programs > Quay Software Solutions > Quay Software Updater' (Fig 43).

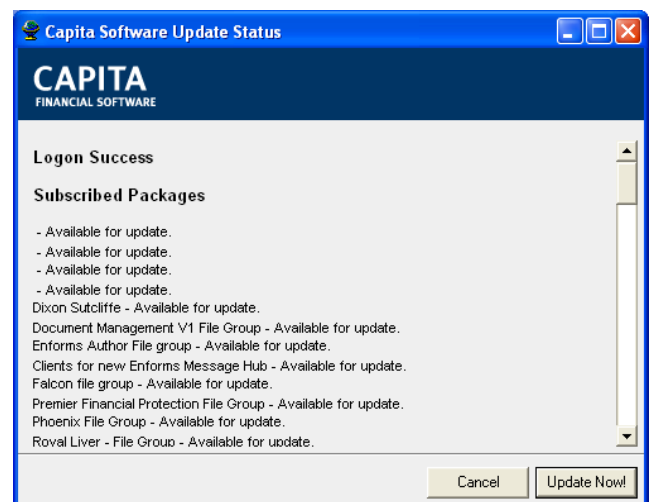


(Fig 43)

This will display a User Name and Password box (Fig 44). If you do not have these details please contact the Helpdesk (0800 028 0033).



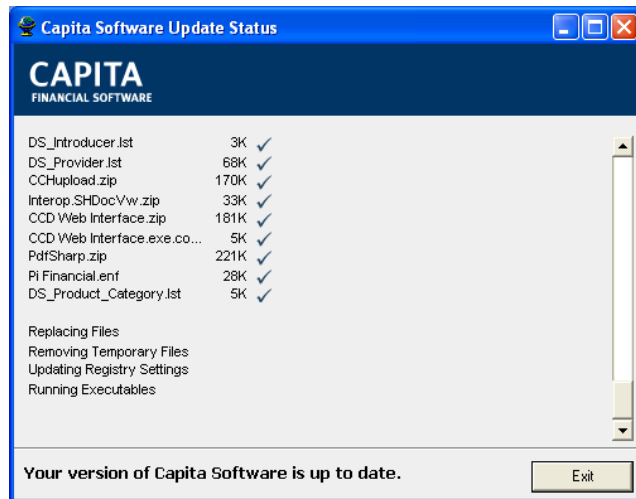
(Fig 44)



(Fig 45)

Once you have entered your details the following will be displayed listing all the items that need to be updated. (Fig 41)

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 46)



(Fig 46)

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!

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


Updates ▾

Updates

Valuations
Case status
Remunerations
Schemes

Received
Website
Software

Quit


Data Update Manager
 Send or request information electronically between data sources such as Product Providers and your website.

I want to...

- ▶ Update components of the Client Care Desktop to the latest versions
- ▶ Update my website with current client holding and valuation data
- ▶ **Download a Price update from Financial Express**
- ▶ Obtain bulk data to update / create client and holdings records
- ▶ Obtain up to date valuations for the contracts due to be reviewed today
- ▶ Import / batch update scheme membership

[Tell me about using electronic valuations in Client Care Desktop](#)
[Tell me more about Modular Website](#)

CAPITA
FINANCIAL SOFTWARE

Data updates

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

Updates ▾

Updates > Valuations > Funds

Valuations
Case status
Remunerations
Schemes

Received
Website
Software

Quit

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**

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 License status: **Enabled**