**Now is the time to upgrade your Fluke Calibration and Asset Management Software with the introduction of MET/TEAM 2.1 and MET/CAL 9.**

**Order your MET/SUPPORT Gold subscription for one year with 10% discount and receive a free of charge upgrade to the latest version of MET/BASE and receive the corresponding licenses for MET/TEAM Express Free of Charge. This offer is valid until October 1st, 2016.**

***After October 1st it is no longer possible to order MET/SUPPORT Gold or MET/SUPPORT Gold renewals for MET/BASE version 7 and lower****.*

The MET/BASE and MET/TRACK products were first released in 1989, and introduced as the database and equipment tracking tools for the MET/CAL calibration automation software.   
Over time, as technology and customer requirements evolved, MET/BASE could no longer provide the features that today’s customers require, such as browser-based accessibility, work order management, email notifications, etc.

In 2012 Fluke Calibration introduced MET/TEAM as the calibration asset and work order management software fully integrated with MET/CAL. With continued enhancements, MET/TEAM version 2 is now one of the most feature rich calibration management software packages on the market, and available to MET/SUPPORT Gold customers free of charge.

*Fluke Calibration is no longer developing new features on the MET/BASE platform, and will phase out technical support overtime.*

*As the new MET/CAL 9 release only works on MET/TEAM as database backend now is the time to upgrade your existing MET/CAL to the latest release and be ready for the future.*

Within the MET/SUPPORT Gold program you can upgrade your Fluke Calibration and Asset Management Software Free of Charge to the new platform MET/TEAM.

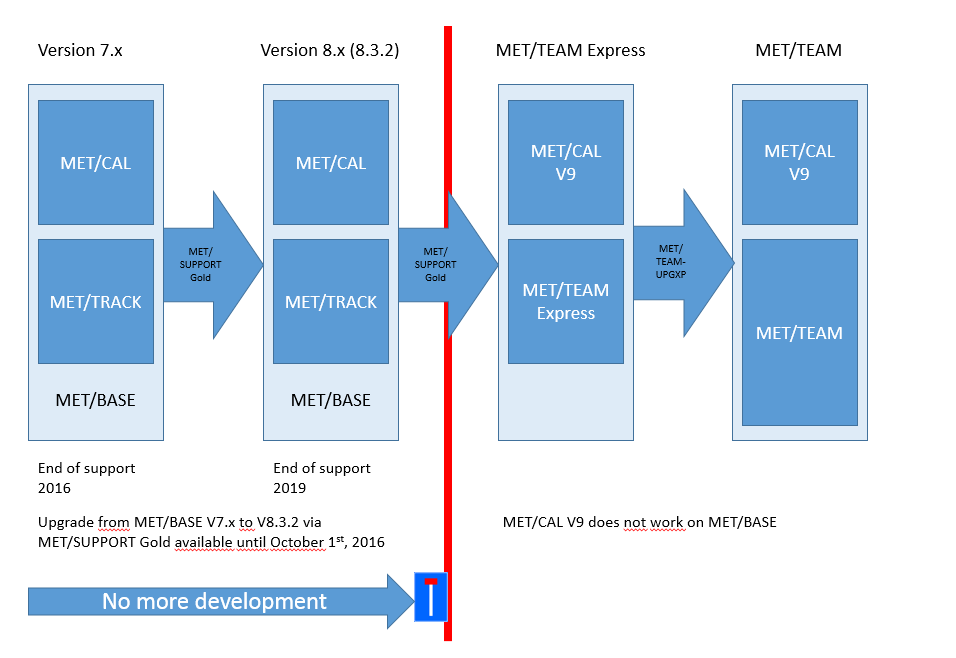
If you currently have MET/BASE (MET/CAL and MET/TRACK) version 7.x you have a limited time to upgrade your existing installation to the new MET/TEAM platform.

Until October 1st 2016, when you order a MET/SUPPORT Gold for your existing MET/CAL and MET/TRACK on MET/BASE we will make sure that you receive an upgrade package to the latest MET/BASE, which will be supported until 2019.

After you have registered your MET/SUPPORT Gold you can request your Free of Charge MET/TEAM Express licenses. You can apply these licenses to the trial version of MET/TEAM.

There is a special upgrade path for MET/TEAM Express to the full blown version of MET/TEAM.

On the next page you’ll find a graphical representation of the upgrade process.



**Introduction of MET/TEAM 2.1 and MET/CAL 9**

The new release of MET/TEAM, version 2.1, has some great advantages over the prior releases.   
The major advantage is that user can log on using their own Windows Credentials. This means as soon as you open the MET/TEAM webpage the login screen no longer appears and the user is automatically logged on.

Other improvements include an even stronger integration between MET/CAL and MET/TEAM, enhanced performance when using Internet Explorer and compatibility with the latest versions of SQL Server and Windows.

The Run-Time module of MET/CAL version 9 has been completely redesigned. It did not have a major upgrade since the introduction of version 7. It now has a modern user interface and a strong integration between MET/CAL and MET/TEAM, with the logon structure and security that follows that of MET/TEAM.

Configuration file metcal.ini parameters can now be set within the Configuration menu so no more editing of metcal.ini is required.

The MET/CAL Editor also follows the MET/TEAM logon features and has the same menus for the metcal.ini parameters.

The MET/CAL 9 release only works with MET/TEAM and can no longer be used with MET/BASE..

For detailed information on what has been updated see the read.me files of MET/TEAM 2.1 and MET/CAL 9.

What is new in MET/TEAM version 2.1:

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Windows Authentication Login | Provides for using Windows Authentication or MET/TEAM login |
| Lookup Fields | Improves the time needed to find information by being able to find data directly from the screen fields |
| Export to CSV file from Print button | Provides ability to use Excel to manipulate data |
| Editing of Result points | Provides ability to edit individual points associated with each point result. |
| Data Cleanup Tool | Provides a tool for cleaning up duplicates per table, deleted records per table, and viewing a Log of when duplicate and deleted cleanups occurred. |
| Retrieve ambient conditions from MET/CAL RHT.INI File | Allows use of the ambient conditions stored in the RHT.INI file on the MET/TEAM Work Order screen. |
| MET/CAL login integration with MET/TEAM | Provides pass through of MET/CAL Runtime and Editor login; the MET/TEAM Login screen is no longer displayed when running MET/CAL from within MET/TEAM or when Windows Authentication is active. |
| MET/CAL Security integration with MET/TEAM | Provides ability to control behavior of MET/CAL Runtime user interface controls based on security defined in MET/TEAM. |
| Performance Improvements | Improved performance when using IE11 browser. Improved performance when writing MET/CAL results to MET/TEAM database. |
| MET/TEAM Sync Process Document | Provides ability to use SQL Merge Replication for merging databases. |

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| Updated SQL Server 2008 R2 to support Windows 8.1 and Windows Server 2012 R2 | SQL Server 2008 R2 is now supported on Windows 8.1 and Windows Server 2012 R2 |
| Support for SQL Server 2012 | SQL Server 2012 is now supported on Windows 7, 8/8.1, 10 and on Windows Server 2008 R2, Windows Server 2012, and Windows Server 2012 R2 |
| Support for SQL Server 2014 | SQL Server 2014 is now supported on Windows 7, 8/8.1, 10 and on Windows Server 2012 R2 (We are still testing on Windows Server 2008 R2 and Windows Server 2012) |
| Updated On-Line Help and Updated Installation Guide | Provides users with documentation on new features and updated searching and links in On-Line Help. Updated Installation Guide documenting changes to installation. |
| **Other Improvements** | **Benefits** |
| Added Match Service Type and Match Service Mode on Work Order | Provides improved restrictions on Work Order Procedures Used |
| Updated Crystal Report Runtime to Version 13.0.14 Updated Crystal Reports Designer to version 2013 SP7 | Provides currently supported Crystal Reports Runtime and Designer |
| Added Find screen to System Defaults | Provides consistency in use of the Find screen |
| Added Performance Improvements | Improved performance when using IE11 browser Improved performance when writing MET/CAL results to MET/TEAM database |
| Added additional fields to Batch Change | Provides additional capability for batch changing Work Orders |

What is new in MET/CAL version 9:

|  |  |
| --- | --- |
| **Features** | **Benefits** |
| New Runtime Interface | Provides the users with an updated modern look and feel. Provides a workflow for configuring workstation, setting up a calibration, and running a calibration. |
| User Group based Security | Provides the ability to configure access to controls on user interface based on user roles. Security similar to MET/TEAM user interface security. An administrator can control who can configure the workstation, who can setup a calibration, and who can run a calibration. |
| Test Results data export | Provides for exporting test results to a CSV file for analysis outside of MET/CAL. |
| Integration with MET/TEAM | Provides for selecting a procedure defined by the MET/TEAM asset manager that is associated with the Asset. Reduces the Runtime and Editor logins improving program access time. |
| Editor Interface | Provides users with an updated modern look and feel for features tied to the Runtime namely test results data and configuration options. |
| Updated on-Line Help | Provides users with documentation on new Runtime interface. Updated searching and links. |

**MET/BASE Support Schedule**

The MET/BASE and MET/TRACK products were first released in 1989, and introduced as the database and equipment tracking tools for the MET/CAL calibration automation software. Over time, as technology and customer requirements evolved, MET/BASE could no longer provide the features that today’s customers require, such as browser-based accessibility, work order management, email notifications, etc.

In 2012 Fluke Calibration introduced MET/TEAM as the calibration asset and work order management software fully integrated with MET/CAL. With continued enhancements, MET/TEAM version 2 is now one of the most feature rich calibration management software packages on the market, and available to MET/SUPPORT Gold customers free of charge.

Fluke Calibration is no longer developing new features on the MET/BASE platform, and will phase out technical support overtime. The MET/BASE support schedule is as follows.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| MET/BASE and MET/TRACK Version | Release date | Phone/Email support | Patches or new feature development | Access to knowledge base, forum, documentation | M/S Gold upgrade to MET/TEAM |
| 6 | 1999 | No | No | No | No |
| 6.1, | 2000 | No | No | No | No, contact Fluke |
| 6.11 and 6.11a |
| 7 | 2002 | No | No | Yes | Limited, until October 1st 2016 |
| 7.1 | 2004 |
| 7.2 | 2006 |
| 7.3 | Aug-10 | Mar-16 |
| 8 | Aug-12 | Aug-17 | No | Yes | Yes |
| 8.1 | Sep-12 | Sep-17 |
| 8.2 | Nov-13 | Nov-18 |

FAQs:

1. What version of Sybase is supported and what is the operation system requirement?

*Sybase 11. Sybase 11 operates on Windows Server 2008 (32-bit), and is not supported on Windows server 2012.*

[*http://scn.sap.com/community/sql-anywhere/blog/2013/06/18/fyi-end-of-life-notification-for-sql-anywhere-version-11*](http://scn.sap.com/community/sql-anywhere/blog/2013/06/18/fyi-end-of-life-notification-for-sql-anywhere-version-11)

1. What version of MET/TEAM can I get from the MET/SUPPORT Gold program?

*MET/SUPPORT Gold customers receive MET/TEAM Express free of charge.   
All current MET/CAL and MET/TRACK licenses will be converted to new MET/CAL and MET/TEAM Express Licenses.*

1. How do I migrate data from MET/BASE to MET/TEAM?

*A migration tool is available via Support (*[*softwaresupport@flukecal.com*](mailto:softwaresupport@flukecal.com)*).   
You can also purchase professional* [*migration services*](http://us.flukecal.com/products/calibration-software/asset-management-software/metteam%C2%AE-software-services-and-training) *from Fluke Calibration.*

1. What is the latest version of MET/BASE that I can upgrade to?

*MET/BASE versions 7.0 or above can upgrade to MET/BASE 8.2.   
Newer versions of MET/CAL (to be released in 2016 and beyond) will only come with the MET/TEAM platform.*

1. Can I still purchase MET/BASE and MET/TRACK licenses?

*Yes but only for a limited time. MET/BASE and MET/TRACK sales will end in the first half of 2016 after a new version of MET/TEAM and MET/CAL is released.*

**How to order the upgrade from MET/BASE 7.x (MET/CAL with MET/TRACK) to the latest version (8.3) and further on to MET/TEAM Express:**

How to order MET/SUPPORT Gold for your current MET/BASE installation.

* Run the license report (see the application note)
* Fill out the registration form
* Select the MET/SUPPORT Gold package that matches the amount of licenses:
  + 1 license: MET/SUPPORT-GOLD
  + 2-4 licenses: MET/SUPPORT-GLDNW
  + 5 licenses: MET/SUPPORT-GLD5
  + 6 licenses: MET/SUPPORT-GLD6
  + etc.
* When having multiple database installations contact Fluke for ordering details.
* Send in the order together with the license report and the registration form
* If needed Fluke will add the necessary item(s) to upgrade to the latest MET/BASE version automatically
* Fluke will send an E-Mail to the end customer and the distributor with the registration details for the MET/SUPPORT Gold package
* Register the MET/SUPPORT Gold package on the special web-page mentioned in this e-mail
* Install the upgrade to the latest version of MET/BASE (if required)

MET/SUPPORT Gold customers receive MET/TEAM Express free of charge.

* MET/TEAM Express has limited work flow management, maintenance and configurations features, and does not support the mobile, customer web portal or commerce modules.
* The MET/TEAM, MET/TEAM Express and MET/CAL for MET/TEAM software can be downloaded from [http://us.flukecal.com/literature/software-downloads/demo-software/metteam%E2%84%A2-v205-and-metcal%C2%AE-software-v832-trial](%20http:/us.flukecal.com/literature/software-downloads/demo-software/metteam%E2%84%A2-v205-and-metcal%C2%AE-software-v832-trial)
* This download features a 60 day trial license of MET/TEAM and MET/CAL for MET/TEAM.
* Once you activate MET/TEAM Express, you can no longer use the full version of MET/TEAM with the trial licenses.

MET/TEAM Express License Request Instructions:

* Email the following information to [licenserequest@flukecal.com](mailto:licenserequest@flukecal.com).   
  The 'Subject' of the email must be "*Gold Request*".
  1. Your MET/SUPPORT Gold number
  2. First and Last name
  3. Company name, state/province, and country
  4. Email address to receive product key code
  5. Attach most recent license report in pdf format (see the application note)
* We will process your requests as soon as possible, but please allow a few days because each request will be processed manually to make sure we provide you with the correct configuration match your current set-up. We appreciate your patience.
* Once your request is processed, expect an email from [licenserequest@flukecal.com](mailto:licenserequest@flukecal.com) titled "MET/SUPPORT Gold Product Code" with your product
* Enter the registration codes in the trial version of MET/TEAM

**Why upgrade to MET/TEAM or MET/TEAM Express and MET/CAL 9?**

* Sybase 11 database engine for MET/BASE is no longer supported by Sybase, see <http://scn.sap.com/community/sql-anywhere/blog/2013/06/18/fyi-end-of-life-notification-for-sql-anywhere-version-11>, MET/TEAM is based on Microsoft SQL Server with continued support
* No further developments on MET/TRACK and MET/CAL on MET/BASE
  + No new FSC’s
  + New calibrators in the future are not supported
  + No upgrades for newer versions of Windows
* Technical Support of MET/BASE will be phased out
* New Warranted MET/SUPPORT Gold procedures will be written on the latest version of MET/CAL which means they might not run on earlier versions
* Sale of additional MET/BASE licenses will be phased out so extension of the current installation is limited
* After July 1st you can no longer upgrade your version 7 of MET/BASE to MET/TEAMXP.
* Availability of MET/SUPPORT Gold packages on Version 6 and 7 will be phased as of July 1st 2016
* Free of Charge upgrade to latest MET/BASE and comparable MET/TEAMXP when active MET/SUPPORT Gold member
* Migration tool available for migrating data of existing MET/BASE database to MET/TEAM or MET/TEAMXP

**MET/SUPPORT Gold**

MET/SUPPORT Gold is an annual membership program offering premium support and services to help you stay as productive as possible. Use only a few of the Gold services and you can easily recover more than the cost of your membership fee.

MET/SUPPORT Gold services include:

* Priority access to software support
* Free software updates
* Free software upgrades
* 20 % discount on calibration software training
* Free access to Warranted Procedures library
* Discount on custom procedure development
* Database services
* Disk guarantee
* MET/SUPPORT Gold membership number
* MET/SUPPORT site for MET/CAL and MET/TEAM Users
* Free of Charge upgrade from MET/BASE to MET/TEAM Express

A [special web site](http://us.flukecal.com/support/my-met-support) is available to support Fluke Calibration Metrology Software customers.

This site contains information of interest to users of Fluke Calibration's MET/CAL and MET/TEAM programs. Most of this site is open to all MET/CAL users; however certain areas are reserved for MET/SUPPORT Gold customers. These special Gold members’ areas include free access to Fluke's

Warranted Procedures.

**Procedures Library**

The procedures in the MET/CAL Warranted Procedure Library have been carefully written and tested in accordance with manufacturers' recommended calibration procedures. They provide the extra assurance of quality that our customers have requested and are normally available only on a cost-per-procedure basis. MET/SUPPORT Gold members have free unlimited access to the Warranted Procedures Library, a valuable benefit that will save you time and help increase your productivity.

MET/CAL warranted procedures are optional calibration procedures for MET/CAL Calibration Software. This class of MET/CAL procedures, produced by Fluke Precision Measurement engineers, is designed to satisfy your need for ready-to-go, fully tested calibration procedures.

MET/CAL calibration procedures are warranted by Fluke Calibration to produce valid calibrations on the intended unit under test (UUT) for the specified model and revision level. The warranty assures you of Fluke Calibration's full support for the original, unaltered procedure.

Once installed and operational, these procedures automate the calibration process under MET/CAL control as described in the UUT's service documentation. In many cases, multiple procedures are provided for each model to provide "verification only" and "adjustment" procedures. Multiple procedures also may be provided which give you a choice of different standards to perform the calibration.

**MET/TEAM Asset Management Software**

The MET/TEAM software is a powerful, flexible, and scalable calibration management software solution for managing your calibration assets. Designed by metrologists for metrology, it is ideal for calibration professionals who need to manage workflow through the calibration laboratory.

The MET/TEAM solution includes professional services to assist you with MET/TEAM installation and configuration, database migration, training, and similar tasks. These services form an important part of the total MET/TEAM solution because they help your organization become productive quickly and efficiently.

MET/TEAM calibration management software enables you to:

* Manage all aspects of your calibration operation with one paperless solution
* Improve productivity and reduce operating costs
* Maintain compliance with regulatory standards
* Configure and customize for your business rules
* Report to meet a wide range of requirements
* Schedule maintenance events
* Perform batch receiving
* Create, track and close work orders
* Track assets as they move through the lab
* Create and print calibration reports
* Maintain an audit trail
* Manage shipping information
* Track customer and vendor information
* View business statuses
* Create data templates and store procedures
* ...and much more

MET/TEAM calibration asset management software at a glance:

* Browser-based software enables access that is convenient, yet secure
* Fully featured for tracking and managing assets
* Fully integrated with the Run Time function of industry leading MET/CAL software
* Replaces MET/TRACK as the recommended data base engine for MET/CAL software
* Popular Microsoft SQL server database for reliable, affordable, non-proprietary data storage
* Workflow management
* Highly customizable fields and labels
* Shortcuts (quick links) for easy navigation
* Promotes quality processes to support accreditation
* Customizable reports with Crystal Reports Professional
* Automated email alerts and recall escalation
* Mobile module for on-site calibration
* Customer web portal to allow read-only access for remote customers
* Commerce module for quoting, billing, and contract pricing
* Designed for metrology by metrologists
* Backed by Fluke Calibration, expert in calibration instrumentation,  software and services
* Total solution including the services and training you need to become productive quickly and efficiently

**Upgrade path from MET/TEAM Express to Full MET/TEAM**

In the table below you’ll find the differences between MET/TEAM Express and MET/TEAM:

|  |  |  |
| --- | --- | --- |
| **Function** | **MET/TEAM** | **MET/TEAM Express** |
| **(full functionality)** | **(limited functionality)** |
| **Workflow management** | Receiving, work orders, returning, shipping, batch change, tool assignment, combine work orders, my work | Excludes: shipping |
| **Maintenance** | Assets, types, procedures, facilities, job numbers, units, parts, manual templates, files, accreditations, data cleanup | Excludes: Job numbers, parts, data cleanup |
| **Management** | Business status, *billing*, problem reports, tech assignment, *quote, contract pricing*, calendar | Excludes: Business status, and Commerce module functions: billing, quote, contract pricing |
| **Reports** | Recall, recall escalation, batch printing, custom reports, alerting schedules | Excludes: Recall escalation, batch printing |
| **Setup** | Contacts, users, services | No exclusions |
| **Help** | Help, website, about | No exclusions |
| **Configure** | Send system message, system defaults, menu security, data checks, extended data, groups | Exclusions: Data checks |
| **Mobile Application** | Available as module | Not supported |
| **Customer Web Portal** | Available as module | Not supported |
| **Commerce Module** | Available as module | Not supported |

The following models are needed for upgrading MET/TEAM Express to MET/TEAM:

**MET/TEAM-UPGXP** Upgrades the MET/TEAM Express installation to MET/TEAM, includes one license

**MET/TEAM-UPGXP-L** Upgrades each following license from MET/TEAM Express to MET/TEAM

FAQ:

1. When I have MET/TEAM Express with one MET/CAL license, what do I need?

*You only need MET/TEAM-UPGXP as this upgrade the S/W and one license to MET/TEAM. The MET/CAL license for MET/TEAM is the same for MET/TEAM as well as for MET/TEAM Express*

1. When I have MET/TEAM Express and I would like to add the Customer Portal, what do I need?

*You need MET/TEAM-UPGXP and MET/TEAM-PORTAL. The Customer Portal does not work on MET/TEAM Express, only on MET/TEAM*

1. When I have MET/TEAM Express with two licenses and two MET/CAL licenses, and I’d like to add MET/TEAM Mobile so I can go on-site with one of the workstations, what do I need?

*You need MET/TEAM-UPGXP and MET/TEAM-MOBILE. First MET/TEAM-UPGXP upgrades the S/W and one license to MET/TEAM, then by adding MET/TEAM-MOBILE you enable the mobile possibility in MET/TEAM plus it includes one license. The MET/CAL licenses do not need an upgrade.*

Any doubts, please contact your local distributor or Fluke for assistance.