From:	Dinglasan, Maryanne <Maryanne.Dinglasan@khs.com>
Sent:	Tuesday, November 17, 2015 1:58 PM
To:	Khoo, Eddie; Cortez, Marian; Koh, Chee Hou
Cc:	Jacobsen, Alexander; Josephine Cheng; Kristine Laroza; Mai, Cai Vinh Chi; Mohamad, Nizam; Mohamad, Zawiah; Nur, Adillah
Subject:	RE: Action: New Server Set-up / Exchequer and EDI Testing

Dear Schenker Team,

Our IT has completed the migration to our new server and we need to test the EDI before we go Live.

Please note that we will be sending test cases to you via UAT.
Kindly acknowledge this email so we can proceed.

Thanks and regards,
Mary Anne

From: Lilyrose Camat [mailto:Lilyrose.camat@lanworks.com.sg]
Sent: Monday, November 16, 2015 12:32 PM
To: Dinglasan, Maryanne
Cc: Jacobsen, Alexander; Josephine Cheng; Kristine Laroza
Subject: FW: Action: New Server Set-up / Exchequer and EDI Testing

Hi MaryAnne,

Please be advised that during the migration, we have update the EDI and the EDI Data Importer as well to be compatible on the new server environment. The update includes the character increase on the description as well as the email notification.

1. EDI Data Importer – please do some testing on the files with more than 90 character description and let me know if you are still having an error. As mentioned, we have increased it to the maximum 180 characters.
2. EDI Email Notification - We did one testing during the migration and you should have received the email notification. Please remember to tag your user codes under User Defined Field 6 as agreed so that user will receive the notification. As mentioned in my email below, the EDI is currently set to the Testing Database (same database you used during the UAT). As agreed previously, you will be doing some testing after the migration before we set-it to your LIVE database. Please note that Schenker should be aware that you are doing some testing so that they can do their testing database set-up as well as prepare their operations to do the testing. Do advise us once the testing is done so that we can set the EDI to your LIVE database.

I will be out of the office most of the time, please send an email to support.exchequer@lanworks.com.sg for any issues encountered for assistance.

Thank you for your continuous support.

Regards,

Lily Rose Camat
Consultant

From: Lilyrose Camat
Sent: Thursday, 12 November, 2015 11:39 PM
To: Wahab, Jameela; Knoblich, Engelbert; Jacobsen, Alexander
Cc: Victor (VictorEnet) (victor@net2i.com); Eugene Chen (eugene.chen@unicomi.com); Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Geng, Volker; Josephine Cheng; Kristine Laroza; Nakarin (nakarin@sabaijaiservices.com.sg)
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Hi Engelbert,

Thank you for your assistance today. We are unable to use the DFS set-up you initially wanted to use because the exchequer is not working when we used that platform. We then set-up as per normal mapping the Drive Q for the exchequer application to work. Here are the steps done for your reference:

1. Install Pervasive Engine on new server
2. Perform back-up on Production Server
3. Transfer all back-up to new server including other folders on the Enterprise folder
4. Set-up DFS (done by Engelbert) - this set-up is not feasible, error on exchequer. As spoken, I will inquire with with UK and will get back to you.
5. Map Q drive on the server (exchequer mapped drive \\sg-sg-appl01\enterprise)
6. Run workstation set-up & test log-in to exchequer
7. Set-up EDI and Data Importer
8. Test log-in to EDI and Data Importer
9. Test connection to Schenker FTP by sending a PO test file
10. Deauthorized Pervasive License on old server
11. Authorize permanent license on new server
12. Set scheduler for the EDI

We have encountered an error on client PC when user is trying to log-in to exchequer. I have done some troubleshooting but unable to fix the issue. Since we do not have enough time to trouble shoot the error, we will need to continue tomorrow.

For the Q drive to be always mapped to the server even if the user logged out, as discussed, kindly help to fix this as the EDI may encounter an error in future. (This has been emphasized on my earlier email to Michael)

Hi Jameela,

We were unable to fix the issue on the workstation. Please assist to advice Jaycee that we will need her assistance to connect to workstation tomorrow so that we can rectify the error. Kristine will assist as well in resolving the issue.

Hi Alex,

The EDI is set to connect to the UAT server since you have mentioned that you will do another round of testing before we proceed to the production. You may ask your team to proceed to do the testing. Please note that Schenker must be aware that you are going to do the testing so that they will set-up their own testing

database. We will be on-standby to support any issues, do send email to support.exchequer@lanworks.com.sg for assistance.

Thank you.

Regards,

Lily Rose

From: Lilyrose Camat
Sent: Thursday, November 12, 2015 2:49 PM
To: Knoblich, Engelbert; Wahab, Jameela
Cc: Victor (VictorEnet) (victor@net2i.com); Eugene Chen (eugene.chen@unicomi.com); Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Geng, Volker; Josephine Cheng; Kristine Laroza; Nakarin (nakarin@sabaijaiservices.com.sg)
Subject: Re: Action: New Server Set-up / Exchequer and EDI Testing

Hi Jameela,

Please remind users to log out of exchequer by 3:00pm for the migration.

Thank you.

Regards,

Lily Rose

Sent from my iPhone

On 12 Nov 2015, at 12:21, Knoblich, Engelbert <Engelbert.Knoblich@khs.com> wrote:

> Dear Jameela
>
> I want attend the setup of exchequer on the new server to be sure that everything will be done under the directive of KHS standard. SG-SG went out of scope in the past so that we were running into trouble during moving to new server infrastructure.
> Please contact me, when Lanworks arrived onsite.
>
> Regards,
>
> Engelbert

From: Wahab, Jameela
Sent: Thursday, November 12, 2015 3:44 AM
To: Lilyrose Camat; Victor (VictorEnet) (victor@net2i.com); Eugene Chen (eugene.chen@unicomi.com)
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Knoblich, Engelbert; Geng, Volker; Josephine Cheng; Kristine Laroza; Nakarin (nakarin@sabaijaiservices.com.sg)
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Dear Lily Rose

Victor and Eugene (our new IT support) will be here to assist

Best Regards,
KHS Asia Pte Ltd
Jameela
DDI   : +65 6672-6132

From: Lilyrose Camat [mailto:Lilyrose.camat@lanworks.com.sg]
Sent: Thursday, November 12, 2015 10:41 AM
To: Wahab, Jameela
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Knoblich, Engelbert; Geng, Volker; Josephine Cheng; Kristine Laroza; Nakarin (nakarin@sabaijaiservices.com.sg)
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Hi Jameela,

As spoken this morning, we need someone to assist us at KHS office as we need a workstation to work on with Engelbert to connect to the production and new server to migrate all the databases. I will be in your office before 3pm together with Nakarin.

Thank you for your continuous support.

Regards,

Lily Rose Camat
Consultant

From: Lilyrose Camat
Sent: Wednesday, 11 November, 2015 11:58 AM
To: 'Wahab, Jameela'
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Knoblich, Engelbert; Geng, Volker; Josephine Cheng; Kristine Laroza; Nakarin (nakarin@sabaijaiservices.com.sg)
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Hi Jameela,

We have been coordinating with Michael and Tobias Stock but I noticed that they are not on the loop. May I know if Mr Knoblich has been informed on the task that will be done? Also, may I know who will be assisting us on-site to have access on the production and on the new server?

As we have just been advised on the changes, we are unable to do it tonight as we have other schedules set already. We can only do it tomorrow from 3:00pm onwards as originally planned.

Thank you for your continuous support.

Regards,

Lily Rose Camat
Consultant

From: Wahab, Jameela [mailto:Jameela.Wahab@khs.com]
Sent: Wednesday, 11 November, 2015 11:45 AM
To: Lilyrose Camat
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Knoblich, Engelbert; Geng, Volker; Josephine Cheng; Kristine Laroza
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Dear Lily Rose

As Michael Dettmar is not able to come, there is a change in personnel taking charge of server change

@Dear Mr Knoblich,
Please advise how we proceed.
Thank you

Best Regards,
KHS Asia Pte Ltd
Jameela
DDI   : +65 6672-6132

From: Lilyrose Camat [mailto:Lilyrose.camat@lanworks.com.sg]
Sent: Wednesday, November 11, 2015 11:39 AM
To: Wahab, Jameela
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Knoblich, Engelbert; Geng, Volker; Josephine Cheng; Kristine Laroza
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Hi Jameela,

We were not informed on the change of schedule. Michael initially advise us that the migration should be today but he changed it to tomorrow instead.

The migration will be for the MSSQL and your exchequer databases. If you are going to migrate it today, will you be decommissioning your old server today as well? Because if not, then your exchequer tomorrow will still be running on the old server and any data entry tomorrow will still be saved on the database on the old server not database that will be transferred tonight. Exchequer set-up on the new server is scheduled tomorrow start from 3:00pm.

Hi Michael,

Please advise on this.

Thank you for your continuous support.

Regards,

Lily Rose Camat
Consultant

From: Wahab, Jameela [mailto:Jameela.Wahab@khs.com]
Sent: Wednesday, 11 November, 2015 11:32 AM
To: Lilyrose Camat
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Knoblich, Engelbert; Geng, Volker; Yip, Chew Soon (chew-soon.yip@dbschenker.com); Li, Zhenliang (danny.li@dbschenker.com); Josephine Cheng; Kristine Laroza
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

There is a change
Germany re-schedule to 7 pm today
If this is not possible, do advise ASAP

@Dear Mr Knoblich,
Please advise how we should proceed

Thank you

Best Regards,
KHS Asia Pte Ltd
Jameela
DDI   : +65 6672-6132

From: Lilyrose Camat [mailto:Lilyrose.camat@lanworks.com.sg]
Sent: Wednesday, November 11, 2015 11:27 AM
To: Wahab, Jameela
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Knoblich, Engelbert; Geng, Volker; Yip, Chew Soon (chew-soon.yip@dbschenker.com); Li, Zhenliang (danny.li@dbschenker.com); Josephine Cheng; Kristine Laroza
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Hi Jameela,

The migration can't be done tonight as you will still be using your system tomorrow morning until 3pm. Migration will start only tomorrow at 3:00pm onwards as scheduled by Michael.

Thank you for your continuous support.

Regards,

Lily Rose Camat
Consultant

From: Wahab, Jameela [mailto:Jameela.Wahab@khs.com]
Sent: Wednesday, 11 November, 2015 11:25 AM
To: Yip, Chew Soon (chew-soon.yip@dbschenker.com); Li, Zhenliang (danny.li@dbschenker.com); Lilyrose Camat; Josephine Cheng; Kristine Laroza
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie; Dettmar, Michael; Knoblich, Engelbert; Geng, Volker
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

All.

I need a reply ASAP if IT Germany can proceed with the migration today

Best Regards,
KHS Asia Pte Ltd
Jameela
DDI : +65 6672-6132

From: Wahab, Jameela
Sent: Wednesday, November 11, 2015 9:17 AM
To: Yip, Chew Soon (chew-soon.yip@dbschenker.com); Li, Zhenliang (danny.li@dbschenker.com);
'Lilyrose Camat'; Josephine Cheng; Kristine Laroza
Cc: Jacobsen, Alexander; Dinglasan, Maryanne; Olivia, Yin; Lee, Jovie
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Dear All,

As Alex is on sick leave, please advise
Do note that KHS Germany may be doing the migration this evening 7 to 10 Pm Singapore time

If this is not possible, please advise ASAP – that I can inform them accordingly

Thank you

Best Regards,
KHS Asia Pte Ltd
Jameela
DDI : +65 6672-6132

From: Lilyrose Camat [mailto:Lilyrose.camat@lanworks.com.sg]
Sent: Monday, November 09, 2015 2:46 PM
To: Jacobsen, Alexander; Dinglasan, Maryanne
Cc: Josephine Cheng; Kristine Laroza; Wahab, Jameela
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Hi Alex,

Since we will be testing on the new platform, we will be doing some test cases. It will be like a UAT, KHS will process orders & Schenker will receive. They will then need to open their Test Database so that orders processed will go to the test data instead of the LIVE data.

1.   Schenker to Open Test Database
2.   Test Database will be a copy of the LIVE Database (same as KHS)
3.   Schenker Operations will conduct testing (KHS will process Orders, Schenker will process in return)
4.   Testing will be considered done once all test cases conducted by KHS is complete

Hi MaryAnne,

Please prepare your test cases for the testing. This will be similar to the UAT testing, include other test cases that you think is needed. Bothe the EDI and the EDI Data Importer will upgrade to run on the new platform so the testing will be done for both.

*** EDI – we will include the email notification per user who created the transaction on the new platform

Thank you for your continuous support.

Regards,

Lily Rose Camat
Consultant

From: Jacobsen, Alexander [mailto:Alexander.Jacobsen@khs.com]
Sent: Friday, 6 November, 2015 4:10 PM
To: Lilyrose Camat; Wahab, Jameela
Cc: Josephine Cheng; Kristine Laroza; Dinglasan, Maryanne
Subject: RE: Action: New Server Set-up / Exchequer and EDI Testing

Hi Lily Rose,

If you can specify what is required of Schenker for that period, I will inform them accordingly. Will it be the same procedures as during the UAT?

Cheers,
Alexander

From: Lilyrose Camat [mailto:Lilyrose.camat@lanworks.com.sg]
Sent: Friday, November 06, 2015 11:27 AM
To: Jacobsen, Alexander; Wahab, Jameela
Cc: Josephine Cheng; Kristine Laroza; Dinglasan, Maryanne
Subject: Action: New Server Set-up / Exchequer and EDI Testing

Hi Alex,

Good day!
May I check if Schenker has been informed on the new server that you acquired and the testing that will be done using the new server set-up? If not yet, kindly inform them and advise on the schedule. The set-up to the new server as schedule by Michael will be on 12th, if no issue during the set-up, we will be able to complete and testing can commence the following day. This is so they can open their testing database in time for the schedule and advise you on any other requirements they need.

Hi Jameela,

Please highlight to KHS exchequer users on the downtime on the 12th from 3:00pm to 5:00pm. We will be performing the back-up of databases on the production. Once back-up is done, we will release the system immediately.

Thank you for your continuous support.

Regards,

Lily Rose Camat
Consultant

Main : +65 6304 7500
Fax : +65 6474 5890
Email : lilyrose.camat@lanworks.com.sg
Web : www.lanworks.com.sg
Office : 305 Alexandra Road #05-16 & #04-06 , Vantage Automotive Centre, Singapore 159942

LANWorks

IT from a Business Perspective

We want to do the best we can for you. Please let us know how we can improve by emailing me or my **Manager, Kristine Laroza** at kristine.laroza@lanworks.com.sg

"fAiLuRe iS tHe oPpUrTuNiTy tO BeGiN aGaIn InTeLLiGeNtLy"

<image001.png><image002.jpg>