Optima Timeclocks ClockedIn Airstack upgrade FAQ

ClockedIn Product Version: AirStack 4.2 / OnTime 6.2

1. What is an 'Airstack upgrade'?

AirStack acts as the middleware platform between TimeClocks and Optima. This platform must have its website and database update to ensure optimal usage and experience. New features become available on major releases to the AirStack website.

2. Why do we need our timeclocks customers to upgrade?

- Receive the latest AirStack and OnTime software with new functionality (where applicable).
- Latest bug fixes to improve day to day workforce efficiency (where applicable).
- Better diagnostics tools through AirStack and OnTime for our dedicated support team.
- Spend less time raising support tickets for out of date or unsupported software versions.
- No cost involved and a demo of the new features available.
- Alignment with Allocate Optima Regression policy and release planning cycles, making it easier for our customers to move to the latest enhancements

3. How does the upgrade work?

The AirStack website and database is taken offline for up to 4 hours to complete the upgrade. During this period, the TimeClocks will work in 'offline' mode giving you reassurance that no clocked data will be lost. Events are recorded locally and will automatically send through to AirStack once the upgrade finishes. You may see an influx of exceptions in this period, but no more than the norm for that 24-hour period.

Using TeamViewer, each TimeClock has its OnTime software upgraded remotely. The latest version is deployed on the device, with a proof of life test event completed after the update. This process takes around 5 minutes to complete with minimal impact on day-to-day operations.

4. What does a typical upgrade process look like?

- **Day 1** The Pre-Production Airstack is upgraded to the latest version by ClockedIn

- **Day 2-13** The Organisation completes User Acceptance Testing on Pre-Prod environment and signs off the upgrade. ClockedIn will provide an example test script here are some examples of tests to perform,

  - Registration of new test users via Finger/Face/Pin or FOB

  - Completion of test Clock In/Out events to AirStack & Optima

  - Specific new functionality tests

- **Day 14** – AirStack Live environment is upgraded.

- **Day 15+** - Customer BAU and raises a ticket should there be any issues

5. What do Customers need to do?

1. Raise a **Customer Support Portal ticket** requesting an '**Timeclocks Airstack upgrade'**, you can do this standalone or alongside your Optima 11.3.2 upgrade (separate tickets)

   - Consider downtime to TimeClocks and AirStack, is there a preferred day or time for Clockedin to complete this activity?

   - An Organisation point of contact prior and during the upgrade.

   - A minimum of one TimeClock (test or Live) to be used for User Acceptance Testing

2. Managing exceptions which occur during the LIVE upgrade downtime, the recommendation is to ignore exceptions as they will automatically resolve once the upgrade is complete.

3. To complete User Acceptance Testing in the test environment using a ClockedIn Test Script.

4. All TimeClocks must be connected to the internet on the day of upgrade.

5. LIVE upgrade takes place and Customer BAU and raises a ticket should there be any issues

6. Who do I contact with any questions?

For further information about TimeClocks please see the dedicated website - https://etimeclocks.uk/.

For issues or upgrade bookings please raise a ticket on the Customer Support Portal ticket.

Thank you for your assistance, we look forward to moving you to our latest enhancements and experience.

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