



SYSPRO Upgrade to Issue 10 Expectations

The following document discusses what a company can expect when upgrading from SYSPRO Version 6 issue 9 to SYSPRO Version 6 issue 10.

You will receive 6 documents from ASI:

- 1) SYSPRO Upgrade to Issue 10 Expectations (this document)
- 2) Issue 10 hardware requirements
- 3) Issue 10 new features
- 4) Issue 10 Service Pack 1 new features
- 5) Conversion to SYSPRO 6.0 Issue 10 (this is a document from SYSPRO that you will need to sign if you decide to proceed with the upgrade on your own with out ASI's assistance)
- 6) SYSPRO Upgrade Questioner

Please read through the documents, fill out the upgrade questionnaire and send back to Katie (Katie.Cordes@asisucceed.com) who will coordinate scheduling your upgrade as well providing you with a fixed bid cost. If you have any questions regarding your upgrade Katie can coordinate these as well.

This cost will include:

- 1) ASI's onsite time for the upgrade and test upgrade if applicable
- 2) Training costs if applicable
- 3) Project management costs related to the initial upgrade

*Please note this cost will not include any additional time incurred from problems after the upgrade is complete – including project management, troubleshooting or software bugs.

Overview:

ASI recommends that you take advantage of our services to help you with your upgrade to SYSPRO Issue 10. Some of the risks that you take when upgrading yourself are:

- Unanticipated problems (ASI may or may not be available at the exact time that you need should you encounter problems you can't handle yourself)
- Data corruption – if you don't follow the right steps in the upgrade you could see corruption later down the road
- Broken customizations and integrations
- Costs may increase

If you choose to use ASI to help with your upgrade, we would ask that you fill out our survey so we can determine a cost and timeframe for your upgrade. A typical upgrade takes 5-8 hours, but really depends on the number of companies, workstations and customizations that you have. If you have multiple interfaces and customizations it may be necessary to do the upgrade on the weekend and it may take that entire weekend. If you have any customizations, ASI recommends performing a test upgrade first. ASI can perform training prior to or after the upgrade and can be onsite to help with any issues that may arise the first day on the new system. It's a good idea to notify us at least a month in advance and if you have many interfaces and customizations it's good to give us 2-3 months notice.

FAQ's

Q. How long will the upgrade take?

A. A typical Issue 10 upgrade takes about 5 hours. This would be an upgrade where the client has no customization and only standard SYSPRO modules (financials, distribution, and manufacturing), only 1-2 companies including test companies and less than 10 workstations.

Q. Can we still be working in SYSPRO during the upgrade?

A. No. All users must be out of SYSPRO and any other application that touches the SYSPRO database.

Q. Is there anything I, as the customer, need to do prior to the upgrade?

A. There is nothing specific that is required from the customer's side prior to upgrading but please realize that prior to upgrading all journals and registers must be run and it's a good idea to have posted all your sub ledgers to the g/l. All balance functions must also be ran and if a CISAM environment is used a reindex must also be run. In addition, a full backup needs to be taken of the database, work, data and settings folders. The consultant will perform these actions with you as part of the first steps of the upgrade.

Q. Why do we need an ASI consultant to help?

A. ASI is trained to anticipate problems with the upgrade and has the experience of upgrading multiple customer sites. We offer training on the new functionality and can be onsite to help make the transition a smooth one.

Q. Can I upgrade SYSPRO on my own?

A. Yes – but it's not recommended. If you choose to do this you must sign and return document #5 "Conversion to SYSPRO 6.0 Issue 10" to ASI. SYSPRO will not send you an Issue 10 CD without this document signed.

Q. Will I be trained on the new features?

A. ASI is happy to provide training as part of the upgrade process but it is not required. A half day session of training (4 hours) on the changes you will see in the new version is typical for an issue 10 upgrade. This would include training on the new sales order entry screen as well as some others, SRS introduction, customization and an overview of the other new features.

Q. Do I have to pay for the upgrade?

A. If you are current on your maintenance with SYSPRO, you do not have to pay any software costs. The maintenance that you pay yearly covers these software costs. You will have to pay consulting costs and Project Management costs.

Q. How far in advance should I schedule my upgrade?

A. Plan to have the questionnaire filled out and sent back to ASI at least 1 month prior to wanting the upgrade completed. If you have customizations and will require a test upgrade we would schedule the test upgrade within the first month and then leave 1 month for testing so it would be 2 months before the upgrade was performed in the production environment. If you have many interfaces and customizations, please notify us 2-3 months in advance so that we can line up the proper resources.

Q. Is there a specific time that I should upgrade?

A. Right after month end is a good time to upgrade because the system is free of a lot of outstanding transactions. This is not required though and an upgrade can be done at any time. We would recommend NOT upgrading at year end. SYSPRO will need to be completely shut down for the upgrade. We do offer upgrades in the late afternoon and into the night or on the weekends for an additional cost.

Q. What if an ASI consultant isn't available at the time we request?

A. We do utilize 3rd party resources for upgrades or we would request you push out the timeframe for your upgrade.

Q. What if I'm on a version older than version 6 issue 9?

A. We can still upgrade but the upgrade will take longer because we have to upgrade to each issue in between what you are on and 10. In addition, the further back you are the more you may want to think about purchase training from ASI as the changes in issue 10 are very significant.

Q. Should I upgrade in a test environment first?

A. If you have any customizations, yes. It's critical to test the customizations prior to the live upgrade. The SYSPRO environment would need to be duplicated on either a test workstation or separate server. If you have a large number of interfaces or customizations we would need to replicate your environment exactly on a separate server or virtual server. If you don't have customizations in some cases it's still a good idea to do a test first (especially if you are upgrading from a version prior to issue 9). Upgrading in a test environment also gives users a chance to get used to the new functionality before using it in live.