



The Right People. | The Right Answers.

CCCTIME™ 2020.10 ANNUAL UPGRADE REQUEST FORM

Company Name:

PO #:

Address:

City:

State:

Zip:

Contact Name:

Phone:

E-mail:

Current Server Operating System (Please select one)

- Windows Server 2012 R2 Windows Server 2016 Windows Server 2019
- Other: _____

Are you running e-Commerce in CCC ? (Please select one)

- No WebTIME® on data server WebTIME® on separate server API custom site

Note: If you are running any WebTIME® API processing, there are no required changes. Your web developer may want to review API documentation for 2020 enhancements for new features. Please contact Terri Czarnyszka to request a copy of the updated information.

Are you running custom APIs or Integrations (Alaris, KidKiosk, Program data loads to external DB, etc) (Please select one)

- No Yes, on data server Yes, on separate server |

Are you running MyPY®? (Please select one)

- No Yes, on data server Yes, on separate server

Current Software Version: _____

Current software version can be found on SecureTIME's main sign-in screen.

Next Major Registration: _____

To allow users to become more familiar with changes to the software, please do not schedule your upgrade to take place less than (2) weeks prior to a major registration.

Note: Child Care 2nd Parent will be updated to the new processing introduced in 2018. If you are using Child Care 2nd Parent, but have not yet converted to the separate billing schedule, please review the recorded webinar, prior to your 2020.10 installation, and schedule training if needed.

Preferred Upgrade Date: _____

Upgrades are scheduled during regular business hours Monday-Thursday. This date is not confirmed until you receive an e-mail confirmation.

Upgrade Fee

Customers covered by Platinum or Gold Level Customer Support Contracts for a least six month contiguous to the upgrade receive the annual CCCTIME™ upgrade at no charge; however, installation charges do apply and are based on the level of support contract. If you are running a version of CCCTIME™ before 17.06, a quotation for the cost of performing the upgrade will be needed. *Please reference your support contract for more information regarding installation charges.*

Modules Not Covered By Your Customer Support Agreement

This upgrade does not include uncovered modules; therefore, there is a \$500.00 charge per module to upgrade any uncovered software modules (applies to all Customer Support Contract levels).

Before You Upgrade

Verify your server has **Microsoft .NET Framework 4.6.2** or above installed. 4.7.2 is the current version available from Microsoft.

Please make sure you have a **good backup** before the new release is installed.

Perform FMPACK procedures (within one week of upgrade). Additional installation time will be necessary if upgrade technician must run this option during the upgrade.

Documentation/Release Notes are available on the Online Customer Support System:

<http://support.cccsoft.com/>

Signature

Date

UPGRADE QUESTIONS & COMPLETED FORMS | CONTACT TERRI CZARNYSZKA
 (800) 222-6102 terri@cccsoft.com