

# DOVICO Timesheet™ v9

## UPGRADE GUIDE

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## Important Notes

1. This guide is intended for those **upgrading to DOVICO Timesheet version 9** from earlier versions of DOVICO Timesheet or Track-IT Suite. If this is a new installation, then please refer to our Detailed Installation Guide available from our website at <http://www.dovico.com/client.html>.
2. Earlier versions of DOVICO Timesheet and Track-IT Suite required either SQL2000 or MSDE as the database engine. From this point on, either SQL2005 or SQL Express 2005 are required. SQL Express 2005 is included with DOVICO Timesheet.
  - If you are currently using MSDE, the upgrade will offer the option to upgrade MSDE to SQL Express 2005.
  - If you are currently using SQL2000 and do not want to purchase SQL2005, you can install and use SQL Express 2005.
3. A new registration key is required. Contact Sales to obtain a new registration key. [sales@dovico.com](mailto:sales@dovico.com)
4. During the Installation process you may be required to reboot your server/computer.

## System Requirements

### Operating systems

Compatible with Microsoft Windows operating system versions 2000, 2003, XP, most Vista editions and Windows Server 2008 – 64bit. Windows XP Home Edition, Vista Start and Vista Home Basic cannot be used due to limitations with IIS (Internet Information Services).

### Minimum Server Requirements

- Windows 2000
- Pentium III 750 MHz
- IIS 5.0 or higher (Internet Information Services)
- .NET 2.0 (included with DOVICO Timesheet)
- SQL Express 2005 (included with DOVICO Timesheet)
- 256 MB RAM
- 300 MB free hard drive space on the targeted partition (the destination DOVICO Timesheet will be installed)
- 150 MB free hard drive space on the operating system's partition
- Network connectivity (TCP/IP)
- File and Printer Sharing for Microsoft Networks

### Optimal Server Requirements

- Windows 2003 SP2 with Internet Information Services
- Pentium 4 or greater
- .NET 2.0 (included with DOVICO Timesheet)
- SQL Server 2005
- 1 GB RAM
- 300 MB free hard drive space on the targeted partition (the destination DOVICO Timesheet will be installed)
- 150 MB free hard drive space on the operating system's partition
- Network connectivity (TCP/IP)
- File and Printer Sharing for Microsoft Networks

### Workstation (End-User) requirements (optimized for Internet Explorer)

- A computer with a HTML web browser (Internet Explorer 6.0 or greater or FireFox 1.0 or greater)
  - ✓ A web browser supporting ActiveX controls (when using the Microsoft Project Link)
  - ✓ JavaScript and cookies enabled
  - ✓ Popup blockers disabled or have the site where DOVICO Timesheet is installed designated as safe in the popup blocker's settings
- Network/Internet connectivity
- Adobe Reader version 5.1 or above
- For Offline Timesheet functionality: If a user's My Documents folder is located on a remote server, that computer must be configured to use "offline files".

# Upgrading from DOVICO Timesheet 8.x

## Notes about the Database Engine

- If you are currently using a DOVICO shared instance of MSDE, the installation will offer the option to automatically upgrade from MSDE to SQL Express 2005.
- If you are using MSDE but not a DOVICO shared instance, a .bat file is available to upgrade MSDE to SQL Express 2005 after the installation is complete.
- If you are currently using SQL2000 and do not want to purchase SQL2005, you can install DOVICO Timesheet and use SQL Express 2005. You will be required to manually restore/attach your databases.
- If you have upgraded your current SQL2000 to SQL2005, the DOVICO databases will have remained attached and therefore immediately accessible by DOVICO Timesheet. If SQL2005 is a new installation then the database files will need to be 're-attached'.

If you are also planning to upgrade from Microsoft Project Server 2003 to Microsoft Project Server 2007, please review the Microsoft Project Server Migration article on our Knowledge Base. Search for "DV1113" on DOVICO's Knowledge Base at <http://www.dovico.com/techtips.html>.

## Preliminary Steps

1.  Any employees who are using the Offline Timesheet must return to **Online operation**, submit their time and not return to Offline mode.
2.  Please ensure that all users **time has been submitted and approved**. DOVICO Timesheet will not be accessible by users during the upgrade process.
3.  Before beginning the upgrade, create a **backup** of all your DOVICO Timesheet databases.
4. Using **Add or Remove Programs**: (Start \ Control Panel \ Add or Remove Programs)
  - a.  **Remove** any DOVICO Timesheet Service packs. **Service packs must be removed first** and must be removed in the reverse order in which they were installed (e.g. Service Pack 3 first, Service Pack 2 second, etc...).
  - b.  Remove **DOVICO Timesheet**.

## Performing the Upgrade

1.  Download the installation file from: <http://www.dovico.com/download.html>
2.  Close all open applications, shut down any non-system critical services and stop all Anti-Virus/Anti-Spyware software. Failing to perform this step may cause installation problems.
3.  Once the previous version of DOVICO Timesheet has been removed (step 4 above), run **DovicoTimesheetV9.exe** and follow the setup instructions.
4. Typical prompt windows and questions are displayed during the installation. The following (4a - 4c) describes a few prompts and questions which are particular to DOVICO Timesheet.
  - a.  On the Setup Type screen, select **Typical** and click **Next**. The Web Services API option installs additional components which can be used by developers for custom programming.
  - b.  Configure Application Sharing (Windows Firewall): If you are running Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 then you will be prompted to open the **HTTP** port on the Windows Firewall. Select **Yes** and click **Next**. If you select No then no other users will be able to access the DOVICO Timesheet application.
  - c.  Upgrading from a previous version? Select **Yes** when prompted about upgrading from a previous version.

5.  Database Engine configuration:
  - a. Based on the existing MSDE/SQL installations detected on the computer, you will be offered options to either upgrade your DOVICO shared instance of MSDE to SQL Express 2005, install SQL Express 2005 or use your existing SQL Server 2005 or existing SQL Express installation.
  - b. If you are using MSDE but not a DOVICO shared instance, run the **upgradeMSDE2000.bat** file after the installation is complete. The file is located in C:\Program Files\DOVICO Software\DOVICO Timesheet\SqlExpress2005.

**Notes:**

- You may be required to reboot your computer at this point.
  - If upgrading MSDE to SQL Express 2005, this process will begin after the reboot. This upgrade process can be lengthy in duration (>10 minutes) and it may initially appear that the computer is inactive. A series of windows will guide you through the process.
6.  When the Installation wizard is complete, select **Start, All Programs, DOVICO Timesheet, DOVICO Timesheet**.
  7.  DOVICO Timesheet will detect your previous database and display a message stating that the database must be upgraded, choose **OK**.
  8.  Log into the database and register the database using the new registration key.
  9.  Repeat steps 7 and 8 for each available database.

**IMPORTANT:** If there are difficulties in upgrading using the steps described above, an alternative is to perform a clean/complete uninstall of DOVICO Timesheet (see page 10), install DOVICO Timesheet and manually restore/attach the databases.

## Upgrading from Track-IT Suite version 11.x or 12.x

DOVICO Timesheet is a browser-based application and is only installed on the one server/computer from which all users will access the application. There is no requirement to upgrade all client machine installations.

### Notes about the Database Engine

- If you are currently using a DOVICO shared instance of MSDE, the installation will offer the option to upgrade from MSDE to SQL Express 2005.
- If you are using MSDE but not a DOVICO shared instance, a .bat file is available to upgrade MSDE to SQL Express 2005 after the installation is complete.
- If you are currently using SQL2000 and do not want to purchase SQL2005, you can install DOVICO Timesheet and use SQL Express 2005. You will be required to manually restore/attach your databases.
- If you have upgraded your current SQL2000 to SQL2005, the DOVICO databases will have remained attached and therefore immediately accessible by DOVICO Timesheet. If SQL2005 is a new installation then the database files will need to be 're-attached'.

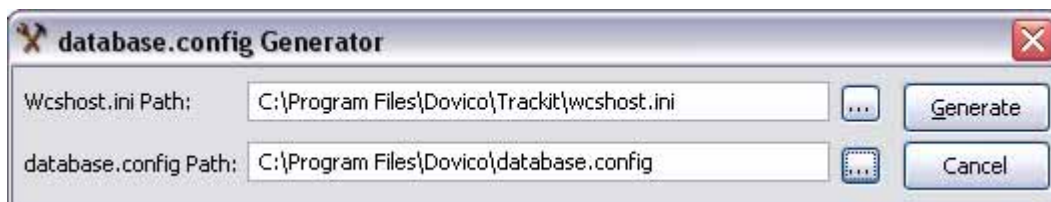
If you are also planning to upgrade from Microsoft Project Server 2003 to Microsoft Project Server 2007, please review the Microsoft Project Server Migration article on our Knowledge Base. Search for "DV1113" on DOVICO's Knowledge Base at <http://www.dovico.com/techtips.html>.

### Preliminary Steps

1.  Any employees who are using Track-IT light in offline mode (i.e. Use file on local drive) must reconnect to the network, submit their time and not return to offline mode.
  2.  Please ensure that all users **time has been submitted and approved**.
- Note:** All Track-IT Suite users should be advised to stop using Track-IT Suite components from this point on.
3.  Record the details of all **Track-IT pro Assistant** scheduled reporting, notification or maintenance jobs as these are not transferred during the upgrade process and will have to be recreated in DOVICO Timesheet's Job Scheduler.

On the machine where DOVICO Timesheet will reside:

4.  Go to Start, Control Panel, Administrative Tools, Services and **stop the Track-IT pro Assistant** service (if applicable).
5. If you have Track-IT Suite installed but do not have Track-IT Web Edition or Track-IT ProWeb installed, you will need to generate a database configuration file.
  - a.  Select **Start, All Programs, Track-IT Suite, Support Tools, database.config Generator**. Or you can download this tool from <http://www.dovicofiles.com/databaseconfiggen.exe>



- b.  In the **Wcshost.ini Path** box, browse to the wcshost.ini file and select Open. (by default this will be located in "C:\Program Files\Dovico\Trackit" )
- c.  In the **database.config Path** box, browse to the DOVICO installation directory.(by default this is "C:\Program Files\Dovico")

- d.  In the Filename box **enter** `database.config` and click **Open**.
- e.  Click **Generate** and click **OK**.
6.  Before beginning the upgrade, create a **backup** of all your Track-IT Suite databases.
7.  Remove **Track-IT Suite** using Add or Remove Programs. Only remove the Track-IT Suite component. (Start \ Control Panel \ Add or Remove Components).
8.  Please ensure that you have Internet Information Services installed. Search for “DV1093” on DOVICO’s Knowledge Base at <http://www.dovico.com/techtips.html>.
9.  If the target computer is Windows Server 2003, please ensure that ASP.NET is installed. Search for “DV1094” on DOVICO’s Knowledge Base at <http://www.dovico.com/techtips.html>.
10. If you are using **Windows XP 64 bit** or **Windows Server 2003** and above, then verify that the Web Service Extension for ASP.NET 2.0 is set to ‘Allow’ rather than ‘Prohibit’.
  - a.  Go to **Control Panel, Administrative Tools, Internet Information Services**.
  - b.  Expand the local computer, and then click the **Web Service Extensions** folder.
  - c.  In the details pane, click the **ASP.NET 2.0 extension**.
  - d.  Click **Allow**.

## Performing the upgrade (from Track-IT Suite version 11.x or 12.x)

1.  Download the installation file from: <http://www.dovico.com/download.html>
2.  Close all open applications, shut down any non-system critical services and stop all Anti-Virus/Anti-Spyware software. Failing to perform this step may cause installation problems.
3.  Once the previous version of Track-IT has been removed (step 7 above), run **DovicoTimesheetV9.exe** and follow the setup instructions.
4. Typical prompt windows and questions are displayed during the installation. The following (4a - 4c) describes a few prompts and questions which are particular to DOVICO Timesheet.
  - a.  On the Setup Type screen, select **Typical** and click **Next**. The Web Services API option installs additional components which can be used by developers for custom programming.
  - b.  Configure Application Sharing (Windows Firewall): If you are running Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 then you will be prompted to open the **HTTP** port on the Windows Firewall. Select **Yes** and click **Next**. If you select No then no other users will be able to access the DOVICO Timesheet application.
  - c.  Upgrading from a previous version? Select **Yes** when prompted about upgrading from a previous version.
5.  Database Engine configuration:
  - a. Based on the existing MSDE/SQL installations detected on the computer, you will be offered options to either upgrade your DOVICO shared instance of MSDE to SQL Express 2005, install SQL Express 2005 or use your existing SQL Server 2005 or existing SQL Express installation.
  - b. If you are using MSDE but not a DOVICO shared instance, run the **upgradeMSDE2000.bat** file after the installation is complete. The file is located in C:\Program Files\DOVICO Software\DOVICO Timesheet\SqlExpress2005.

**Notes:**

- You may be required to reboot your computer at this point.
- If upgrading MSDE to SQL Express 2005, this process will begin after the reboot. This upgrade process can be lengthy in duration (>10 minutes) and it may initially appear that the computer is inactive. A series of windows will guide you through the process.

**IMPORTANT:** If there are difficulties in upgrading using the steps described above, an alternative is to perform a clean/complete uninstall of Track-IT Suite (see page 11), install DOVICO Timesheet and manually restore/attach the databases.

6.  Select **Start, All Programs, DOVICO Timesheet, DOVICO Timesheet**.
7.  DOVICO Timesheet will detect your previous database and display a message stating that the database must be upgraded, choose **Yes**.
8.  Log into the database and register the database using the new registration key.
9.  Repeat steps 7 and 8 for each available database.
10.  Forward the login URL (example: [www.yourservername/DovTimesheet/login.aspx](http://www.yourservername/DovTimesheet/login.aspx)) to all DOVICO Timesheet users with a note stating that all login **user names** and **passwords** have been converted to **lower case** letters.

**NOTE:** All Track-IT Suite and Track-IT light installations on client machines should be removed.

## Upgrading from Track-IT Suite version 10.x and below

DOVICO Timesheet is a browser-based application and is only installed on the one server/computer from which all users will access the application. There is no requirement to upgrade all client machine installations.

### Notes about the Database Engine

- If you are currently using a DOVICO shared instance of MSDE, the installation will offer the option to upgrade MSDE to SQL Express 2005.
- If you are currently using MSDE but not a DOVICO shared instance of MSDE, a .bat file is available to upgrade to SQL Express 2005 after the installation is complete.
- If you are currently using SQL2000 and do not want to purchase SQL2005, you can install DOVICO Timesheet and use SQL Express 2005. You will be required to manually restore/attach your databases.
- If you have upgraded your current SQL2000 to SQL2005, the DOVICO databases will have remained attached and therefore immediately accessible by DOVICO Timesheet. If SQL2005 is a new installation then the database files will need to be 're-attached'.

If you are also planning to upgrade from Microsoft Project Server 2003 to Microsoft Project Server 2007, please review the Microsoft Project Server Migration article on our Knowledge Base. Search for "DV1113" on DOVICO's Knowledge Base at <http://www.dovico.com/techtips.html>.

### Preliminary Steps

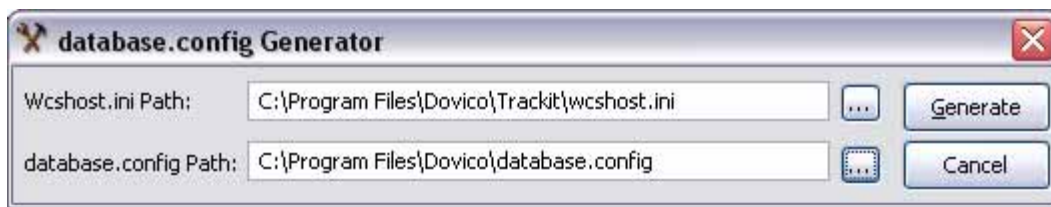
1.  Any employees who are using Track-IT light in offline mode (i.e. Use file on local drive) must reconnect to the network, submit their time and not return to offline mode.
2.  Please ensure that all users **time has been submitted and approved**.

**Note:** All Track-IT Suite users should be advised to stop using Track-IT Suite components from this point on.

3.  Record the details of all **Track-IT pro Assistant** scheduled reporting, notification or maintenance jobs as these are not transferred during the upgrade process and will have to be recreated in DOVICO Timesheet's Job Scheduler.

On the machine where DOVICO Timesheet will reside:

4.  Go to Start, Control Panel, Administrative Tools, Services and **stop** the **Track-IT pro Assistant** service (if applicable).
5.  Before beginning the upgrade, create a **backup** of all your Track-IT Suite databases.
6.  Download and run the database configuration file generator tool from: <http://www.dovicofiles.com/databaseconfiggen.exe>.
  - a.  In the Wcshost.ini Path box, **browse** to the existing wcshost.ini file and select **Open**. (by default this will be located in "C:\Program Files\Dovico\Trackit")
  - b.  In the database.config Path box, **browse** to the DOVICO installation directory. (by default this is "C:\Program Files\Dovico")
  - c.  In the Filename box **enter** database.config and click **Open**.
  - d.  Click **Generate** and then click **OK**.



7.  Remove **Track-IT Suite** using Add or Remove Programs. Only remove the Track-IT Suite and Track-IT web edition (if installed) programs. (Start \ Control Panel \ Add or Remove Programs).
8.  Please ensure that you have Internet Information Services installed. Search for “DV1093” on DOVICO's Knowledge Base at <http://www.dovico.com/techtips.html>.
9.  If the target computer is Windows Server 2003, please ensure that ASP.NET is installed. Search for “DV1094” on DOVICO's Knowledge Base at <http://www.dovico.com/techtips.html>.
10. If you are using **Windows XP 64 bit** or **Windows Server 2003** and above, then verify that the Web Service Extension for ASP.NET 2.0 is set to 'Allow' rather than 'Prohibit'.
  - a.  Go to **Control Panel, Administrative Tools, Internet Information Services**.
  - b.  Expand the local computer, and then click the **Web Service Extensions** folder.
  - c.  In the details pane, click the **ASP.NET 2.0 extension**.
  - d.  Click **Allow**.

## Performing the upgrade (from Track-IT Suite version 10.x or below)

1.  Download the installation file from: <http://www.dovico.com/download.html>
2.  Close all open applications, shut down any non-system critical services and stop all Anti-Virus/Anti-Spyware software. Failing to perform this step may cause installation problems.
3.  Once the previous version of Track-IT has been removed (step 7 above), run **DovicoTimesheetV9.exe** and follow the setup instructions.
4. Typical prompt windows and questions are displayed during the installation. The following (4a - 4c) describes a few prompts and questions which are particular to DOVICO Timesheet.
  - a.  On the Setup Type screen, select **Typical** and click **Next**. The Web Services API option installs additional components which can be used by developers for custom programming.
  - b.  Configure Application Sharing (Windows Firewall): If you are running Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 then you will be prompted to open the **HTTP** port on the Windows Firewall. Select **Yes** and click **Next**. If you select No then no other users will be able to access the DOVICO Timesheet application.
  - c.  Upgrading from a previous version? Select **Yes** when prompted about upgrading from a previous version.
5.  Database Engine configuration:
  - a. If MSDE is detected on the computer, you will be advised to upgrade your database engine. Once the installation is complete, run the **upgradeMSDE2000.bat** file located. The file is located in C:\Program Files\DOVICO Software\DOVICO Timesheet\SqlExpress2005. **NOTE:** The process to upgrade from MSDE to SQL Express can be lengthy in duration (>10 minutes).
  - b. If MSDE is not detected, you will be given the option to install SQL Express 2005 or use your existing SQL Server 2005 or existing Express installation.

You may be required to reboot your computer at this point.

**IMPORTANT:** If there are difficulties in upgrading using the steps described above, an alternative is to perform a clean/complete uninstall of Track-IT Suite (see page 11), install DOVICO Timesheet and manually restore/attach the databases.

6.  Select **Start, All Programs, DOVICO Timesheet, DOVICO Timesheet.**
7.  DOVICO Timesheet will detect your previous database and display a message stating that the database must be upgraded, choose **Yes**.
8.  Log into the database and register the database using the new registration key.
9.  Repeat steps 7 and 8 for each available database.
10.  Forward the login URL (example: [www.yourservername/DovTimesheet/login.aspx](http://www.yourservername/DovTimesheet/login.aspx)) to all DOVICO Timesheet users with a note stating that all login **user names** and **passwords** have been converted to **lower case** letters.

**NOTE:** All Track-IT Suite and Track-IT light installations on client machines should be removed.

# Performing a clean un-install of DOVICO Timesheet

## Removing DOVICO Timesheet

1.  **Backup** all DOVICO Timesheet databases to a **safe location** on your computer. A location other than DOVICO's default installation directory.
2.  Go to Start, Control Panel, Administrative Tools, Services and **stop** the **DOVICO Job Scheduler** service (if applicable).
3.  Select **Start, Control Panel, Add or Remove Programs**.
4.  Any DOVICO Timesheet **Service packs** must be removed first. They must be removed in the reverse order in which they were installed (e.g. Service Pack 3 first, Service Pack 2 second, Service Pack 1 third, etc...).
5.  Un-install **DOVICO Timesheet**.

## Removing DOVICO shared instance of MSDE/SQL Express 2005

**IMPORTANT:** The following steps should not be performed if MSDE or SQL Express is in use by any other application.

1.  Select **Start, Control Panel, Add or Remove Programs**.
2.  Un-install the database engine used by DOVICO Timesheet. Either the **DOVICO shared instance** of Microsoft SQL Server Desktop Engine, SQL Express 2005 or the **DOVICO Instance** of SQL Server 2005.
3.  Go to **Control Panel, Administrative tools, Internet Information Services** (May also be called **Internet Services Manager**). Delete the **dovtimesheet** virtual directory located under Default Website (if applicable).
4.  Go to the DOVICO installation directory (by default C:\Program Files\ ) and delete the **DOVICO Software** folder.

## Cleaning up left over registry entries



**WARNING:** The following steps require you to use Registry Editor. If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. DOVICO cannot guarantee that you can resolve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

**Note:** The following registry keys may not exist with every installation.

1.  Select **Start, Run**, type `regedit` and click **OK**.
2.  Navigate to the following registry key.  
HKEY\_CURRENT\_USER\Software  
➤ Right click on the **DOVICO** folder and select **Delete**.
3.  Navigate to the following registry key.  
HKEY\_LOCAL\_MACHINE\Software  
➤ Right click on the **DOVICO** and/or **Dovico Software** folder and select **Delete**.

# Performing a clean un-install of Track-IT Suite

## Removing Track-IT Suite

1.  Right click on the **MSSQLServer** icon  in your system tray and select **MSSQLServer – Stop**.
2.  Right click on the **MSSQLServer** icon  in your system tray and select **Exit**.
3.  **Backup** all Track-It databases to a **safe location** on your computer. A location other than DOVICO's default installation directory.
4.  Go to Start, Control Panel, Administrative Tools, Services and **stop** the **Track-IT pro Assistant** service (if applicable).
5.  Select **Start, Control Panel, Add or Remove Programs**.
6.  Track-IT Suite Service packs must be removed first. They must be removed in the reverse order in which they were installed (e.g. Service Pack 3 first, Service Pack 2 second, Service Pack 1 third, etc...).
7.  Un-install **Track-IT pro client**, **Track-IT light stand alone**, **Track-IT web edition**, **Track-IT PDA**. These applications may or may not be present depending on your Track-IT Suite configuration.
8.  Un-install **Track-IT Suite**.

## Removing MSDE (Microsoft SQL Server Desktop Engine)

**IMPORTANT:** The following steps should not be performed if MSDE is in use by any other application.

1.  Select **Start, Control Panel, Add or Remove Programs**.
2.  Un-install the DOVICO shared instance of **MSDE** (Microsoft SQL Server Desktop Engine (DOVICO)).
3.  Delete the MSDE Installation directory (by default this is either “C:\MSSQL7” or “C:\Program Files\Dovico\MSSQL\$DOVICO” or “C:\Program Files\Microsoft SQL Server”).
4.  Go to **Control Panel, Administrative tools, Internet Information Services** (May also be called **Internet Services Manager**). Delete the **TWebNet, ProWeb, TrackITAPI** virtual directories under Default Website. Please note that these directories will only exist if the **Track-IT Web Components** were installed.
5.  Go to the Track-IT installation directory (by default C:\Program Files\Dovico\ ) and delete the **Dovico** folder.

## Cleaning up left over registry entries

**WARNING:** The following steps require you to use Registry Editor. If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. DOVICO cannot guarantee that you can resolve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

**Note:** The following registry keys may not exist with every installation.

1.  Select **Start, Run**, type `regedit` and click **OK**.
2.  Navigate to the following registry key.  
HKEY\_CURRENT\_USER\Software  
  - Right click on the **Dovico Enterprises** folder and select **Delete**.
3.  Navigate to the following registry key.  
HKEY\_LOCAL\_MACHINE\Software  
  - Right click on the **Dovico Software** folder and select **Delete**.

# Technical Support, Resources and Documentation

## DOVICO Technical Knowledge Base

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To find answers to common problems, go to our Knowledge Base for all the latest information regarding errors, installation problems, upgrade instructions and the latest technical documentation.

<http://www.dovico.com/techtips.html>

## DOVICO Developer Resources

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Our developer center has the latest up to date information on linking, import/exporting and detailed database schema diagrams and descriptions. You may also view code written by other programmers. Please feel free to submit your code for publication on our web site.

<http://www.dovico.com/developer.html>

## DOVICO Client Resources

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See our client center for free training materials, information on linking with other software or to download free custom reports.

<http://www.dovico.com/client.html>

## DOVICO Technical Support

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If you require technical assistance with your software or you would like to report any problem that you may be experiencing with our products, please see our support form to submit a technical support request by email or contact technical support by phone at:

Toll Free North America: 1-800-618-8463

Toll Free International: 00 800 4618 8463

<http://www.dovico.com/support.html>