



## Installation Procedures:

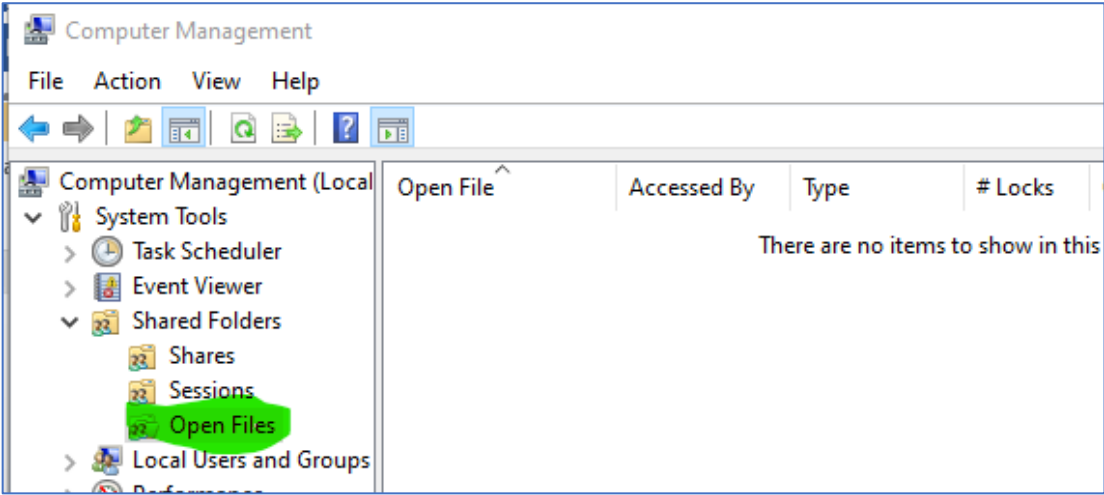
Before updating, kindly ensure **ALL USERS EXIT** from the payroll application.

Local Server Connection	Remote Server Connection
<p>If TIMESPAY is running in <b>Local Server</b> connection mode, proceed to install the patch files locally on PC or SERVER.</p> 	<p>If TIMESPAY is running in <b>Remote Server</b> connection mode, install the patch files on the SERVER. You may require assistance from your IT Administrator.</p> 

### Additional Information

For clients using Remote Server connection mode, perform the following action on the SERVER before installing the patch files.

- ✓ Restart the “Advantage Database Server” in Windows Services.
- ✓ Close all “Open Files” related to TIMESOFT in “Computer Management”.

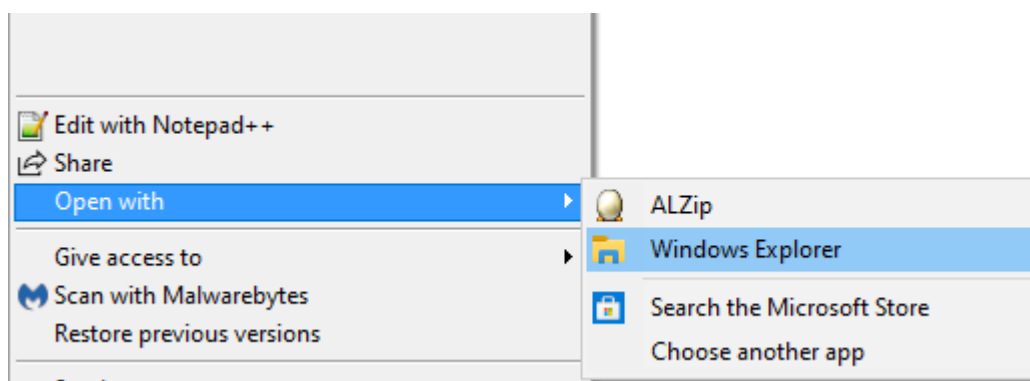


✓ If you have eSolution or Timesolution systems, stop the IIS on the web server to prevent employee access during the update.

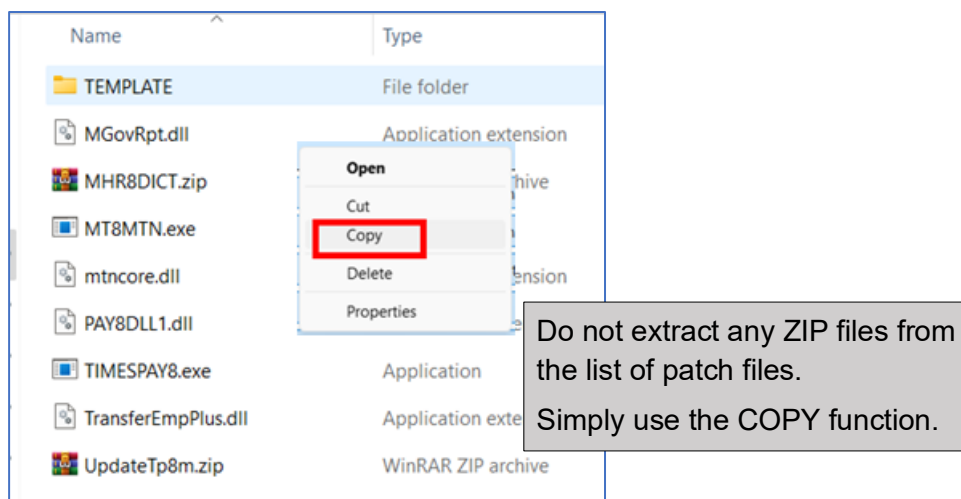
The download URL for the software patch update can be found in the email notification sent to customers.

1. After downloading file is completed, right-click on the downloaded zip file. Select 'Open with' > 'Windows Explorer'.

Alternatively, you can use other methods such as 7-Zip, Winzip or Winrar. For this tutorial, we will use the 'Windows Explorer' method.



2. Press 'Ctrl+A' on the keyboard to highlight all the files. Right-click on the selection, then click on 'Copy'.

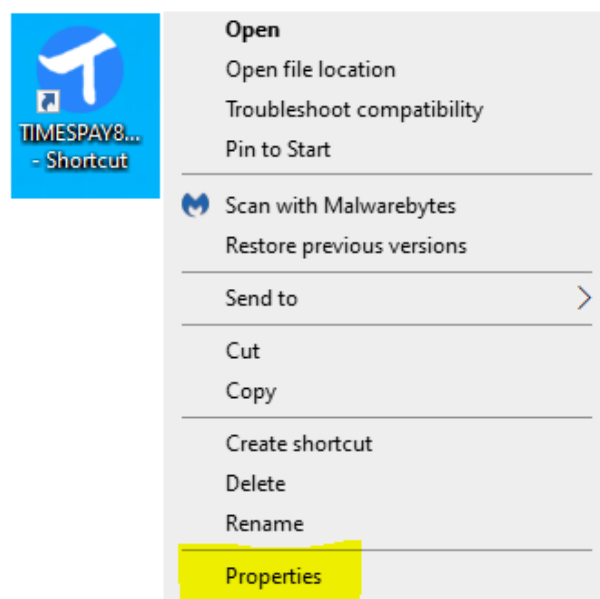


- Identify the location of your TIMESPAY program.

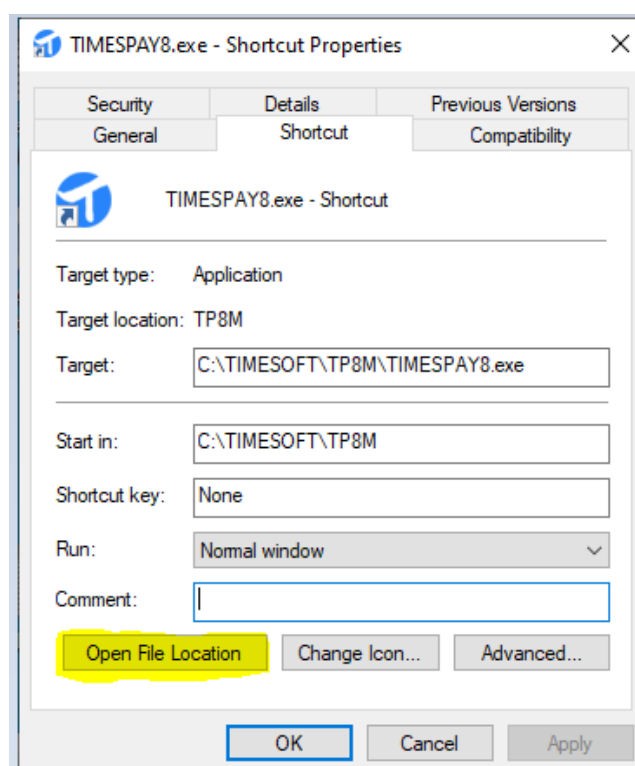
It is crucial to update the patch files in the correct program folder to ensure the patch is applied successfully. To locate the program directory, follow these steps:

- Find the TIMESPAY shortcut icon on your desktop.
- Right-click on the shortcut and select 'Properties'.

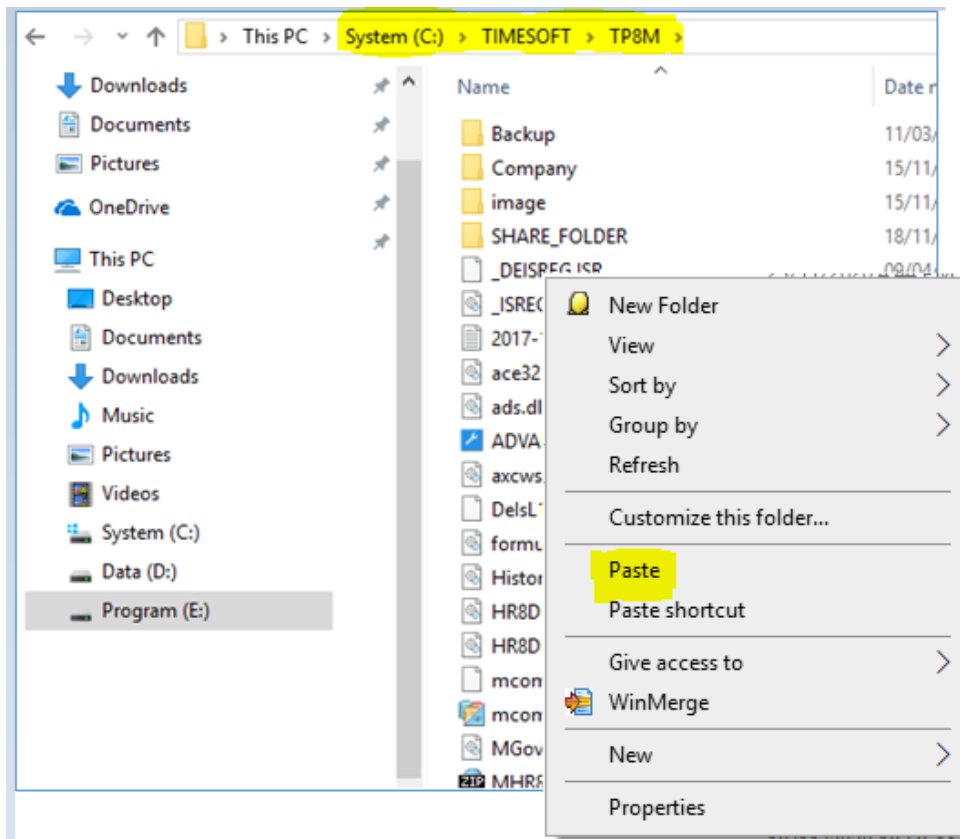
**Note:**  
The default program folder for TIMESPAY usually is `\\TIMESOFT\TP8M`



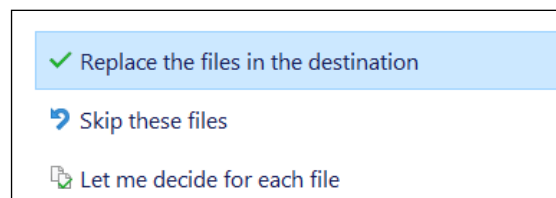
- Click the 'Open File Location' for Windows 10 or above.



5. Navigate to the TIMESPAY program folder, then right-click inside the folder and select 'Paste'. This action will apply the copied patch files to the program directory.



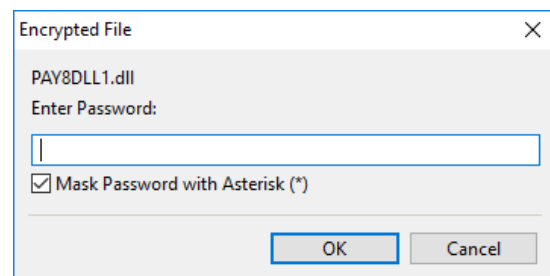
6. The system will prompt a message indicating the need to replace existing files.  
Click on 'Replace the files in the destination' to ensure that the patch files overwrite the existing ones.



7. If the system prompts a password, enter the password provided in the email notification.

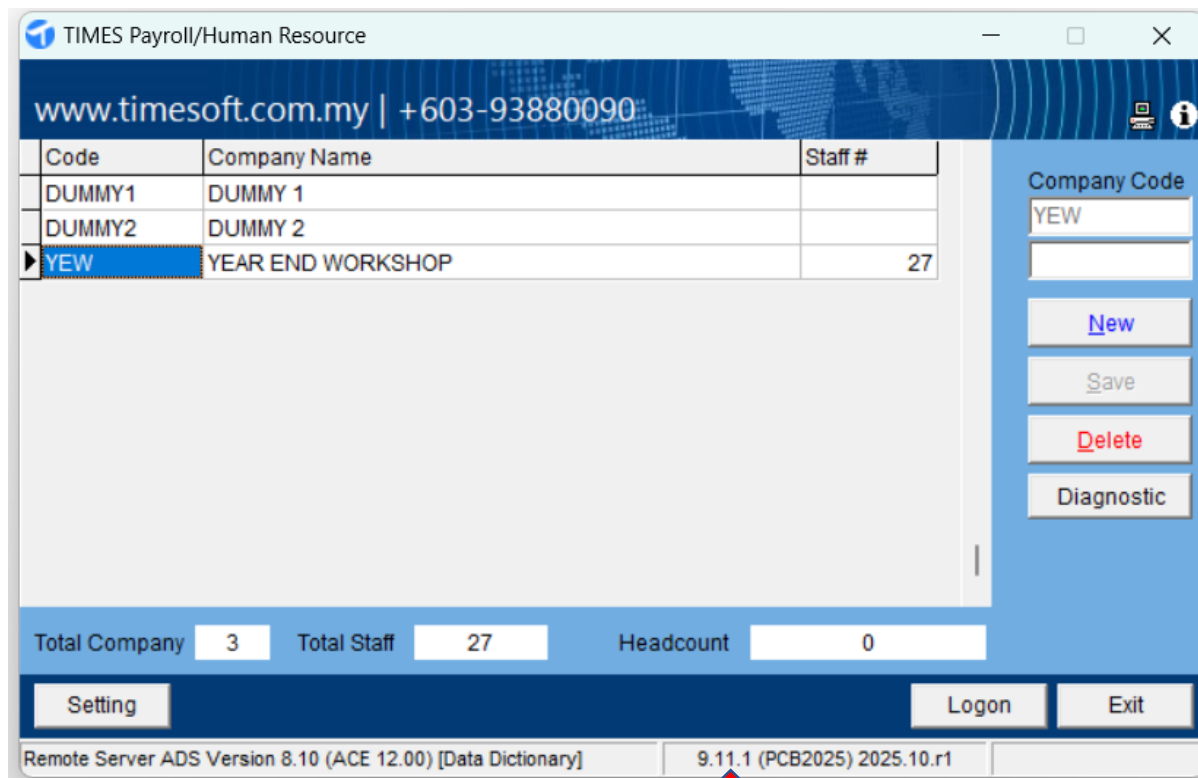
Note:

The password is only shared with customers who have renewed their maintenance service contract with TIMESOFT. Ensure your contract is active.



- After completing step #7 without errors, open the TIMESPAY program and verify the version is **9.11.1**.

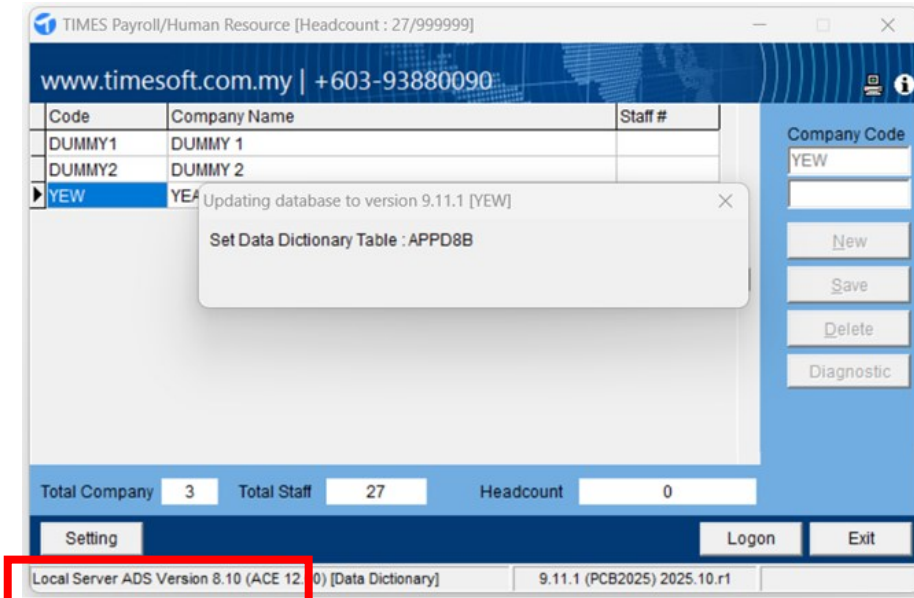
If unable to open the application from the server, advise the payroll user to verify the version from their workstation.



9. For **Local Server** version

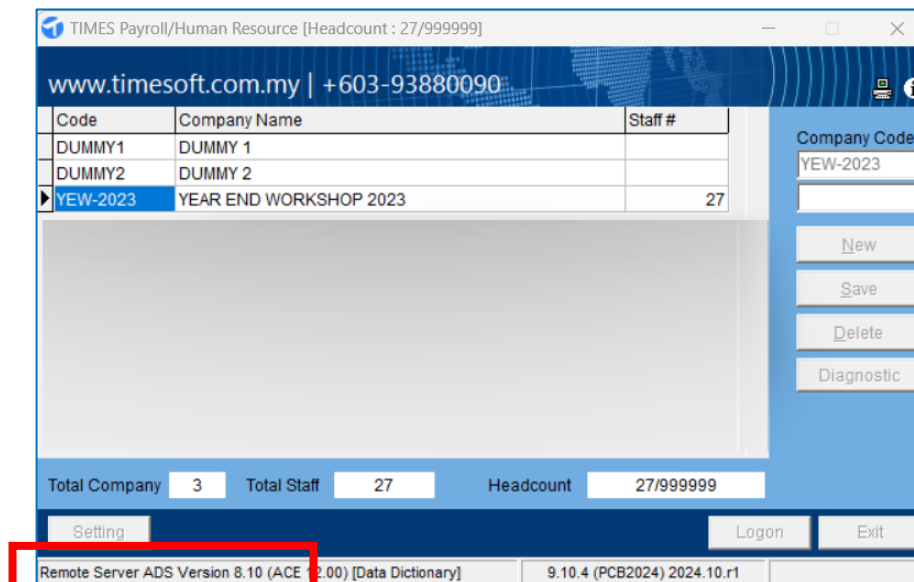
Double-click to log in to the database. The system will initiate the database update. Repeat this process for all databases, including **INACTIVE databases**.

**Note:** If you have more than two databases, you may choose to skip this update method. Proceed to Step #10 for a more efficient process.

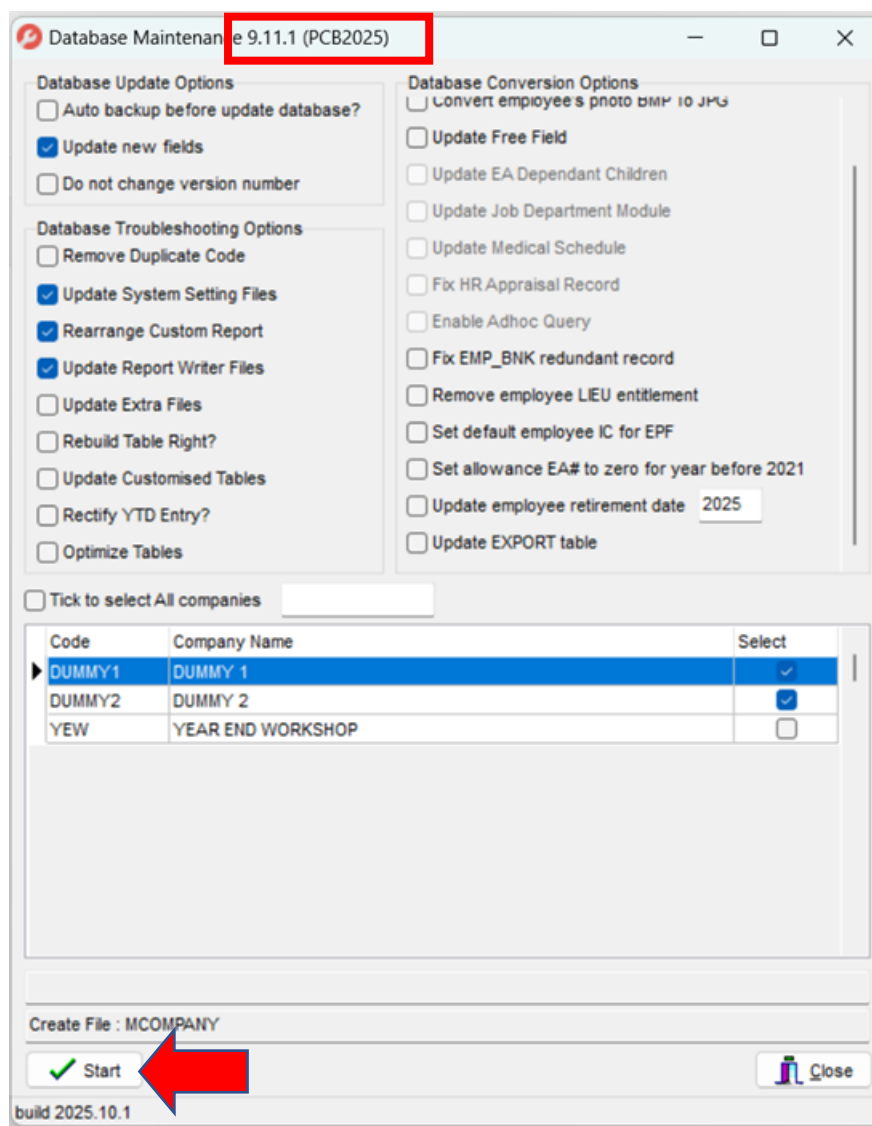


For **Remote Server** version

If your system runs on **Remote Server ADS** mode, skip Step #9. Proceed to Step #10. Otherwise, you may encounter error code.



10. In the TIMESPAY program folder, a search for the file named 'MT8MTN'.  
 Double-click the application file to open the utility.  
 Ensure the version is "9.11.1".  
 Select 'Tick to select All companies' and click on 'Start'.  
 The "Database Maintenance Utility" window will automatically close after the process is completed without error.



11. If the software update is incomplete and you attempt to log in to the database, you may encounter errors.

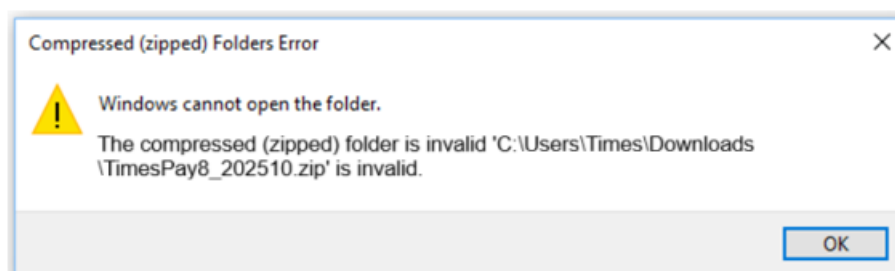
Note:

- For clients with eSolution or Timesolution systems, restart the IIS after completing the TIMESPAY Software Update procedures.



## Five (5) Common Errors when Performing TIMESPAY Software Update

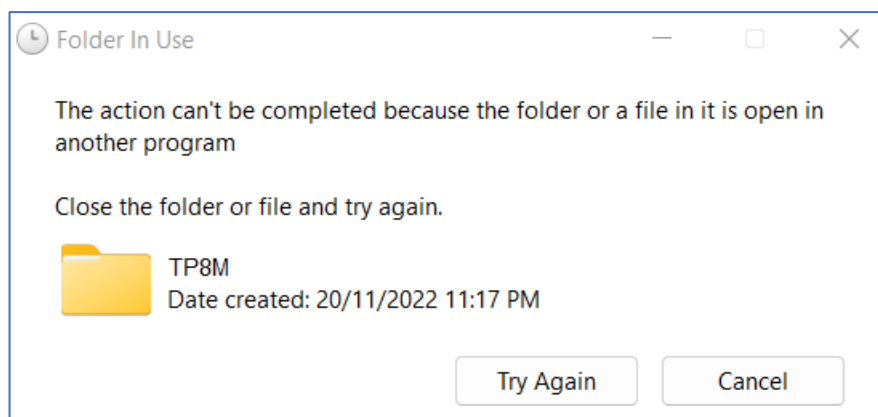
1. An error occurred when process Step #1



Possible causes:

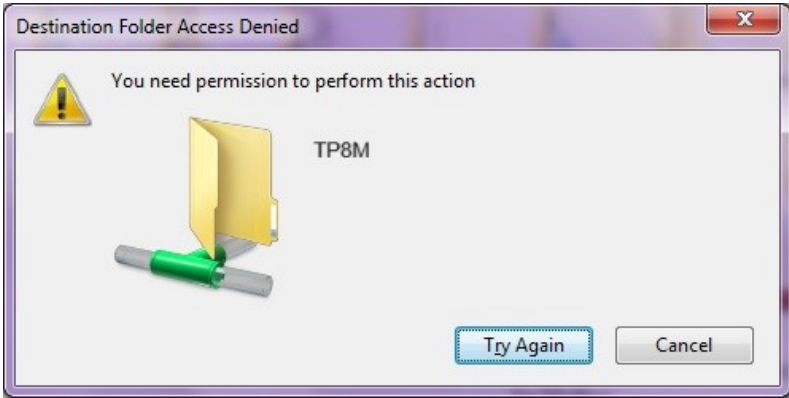
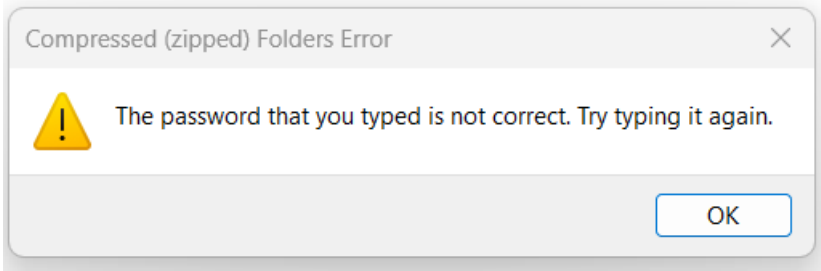
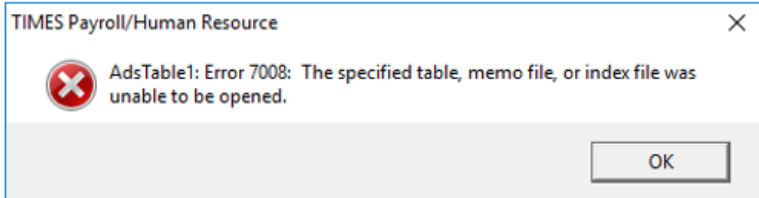
The zip file you downloaded is corrupted. Re-download the software update file and attempt the installation again.

2. An error occurred when process Step #6



Possible causes:

Users are accessing the TIMESPAY program when replacing the software update files. Inform all users to exit the TIMESPAY program before proceeding with the update.

<p>3.</p>	<p>An error occurred when process Step #6</p>  <p><u>Possible causes:</u> You do not have the permission rights to overwrite program files. Contact your IT administrator for assistance.</p>
<p>4.</p>	<p>An error occurred when process Step #7</p>  <p><u>Possible causes:</u> Invalid password entered. Check your email notification for the correct password and enter it again.</p>
<p>5.</p>	<p>An error occurred when process Step #9 or Step #10</p>  <p><u>Possible causes:</u> TIMESPAY/ e-Solution/Timesolution users are currently accessing the program, preventing the system from updating the database maintenance. Inform users to close the TIMES application and ensure that IIS is stopped.</p>