Schedule an Upgrade

Quick Start Guide

Document Details

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Overview

This document outlines how to schedule an upgrade or refresh of your CrunchTime environments.

Be sure to grab the latest version of this document here:

https://links.crunchtime.com/QS-ScheduleUpgrade

OR by scanning the QR code to the left.

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Schedule an Upgrade

Introduction

Throughout the year CrunchTime releases new versions of Enterprise Manager and Net-Chef to introduce features and enhancements. To take advantage of these improvements, you will need to schedule a time to upgrade your environment. This can be either your Test environment to try out the new features, or your Production environment to implement them right away. This guide this will show you how to request an Upgrade and/or Refresh.

What is an Upgrade?

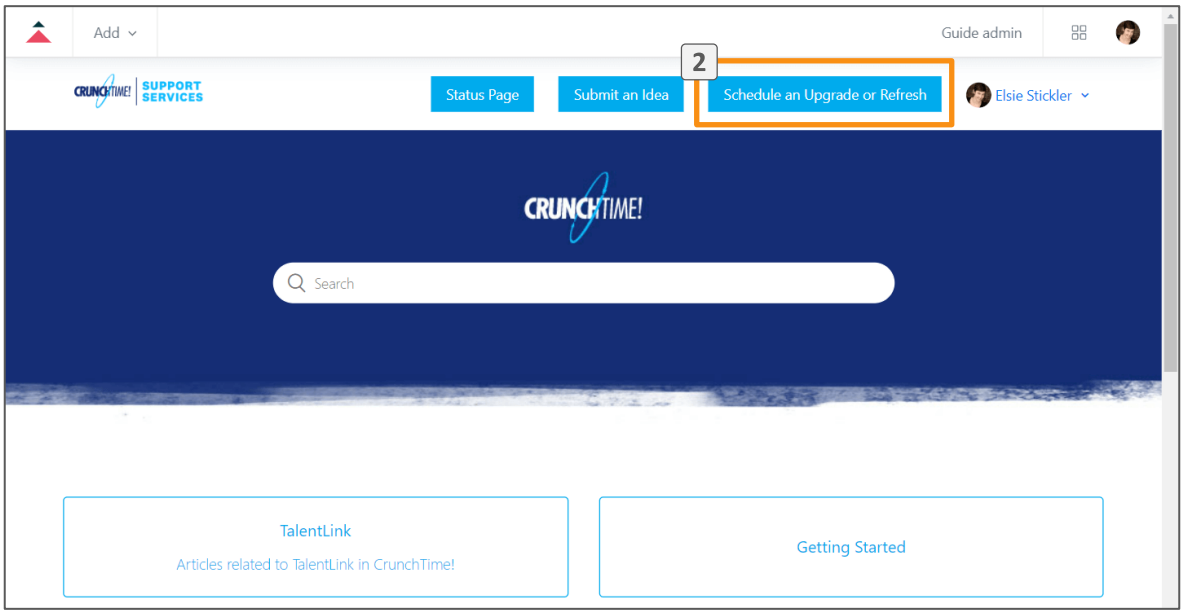
The process of updating your Production or Test site to a more recent version of the CrunchTime application is referred to as an 'Upgrade'. There are no changes to your data when you upgrade.

What is a Refresh?

The process of replacing data in your Test site with more recent data from your Production site is referred to as a 'Refresh'. Refreshing your Test site allows you to test new features with real data, so you can make informed decisions about which features to use and how best to implement them.

Note: You can Refresh and Upgrade your Test environment at the same time!

Getting Started



1. Open the Zendesk support portal (https://crunchtime.zendesk.com/hc/en-us)
2. Select *Schedule an Upgrade or Refresh*.

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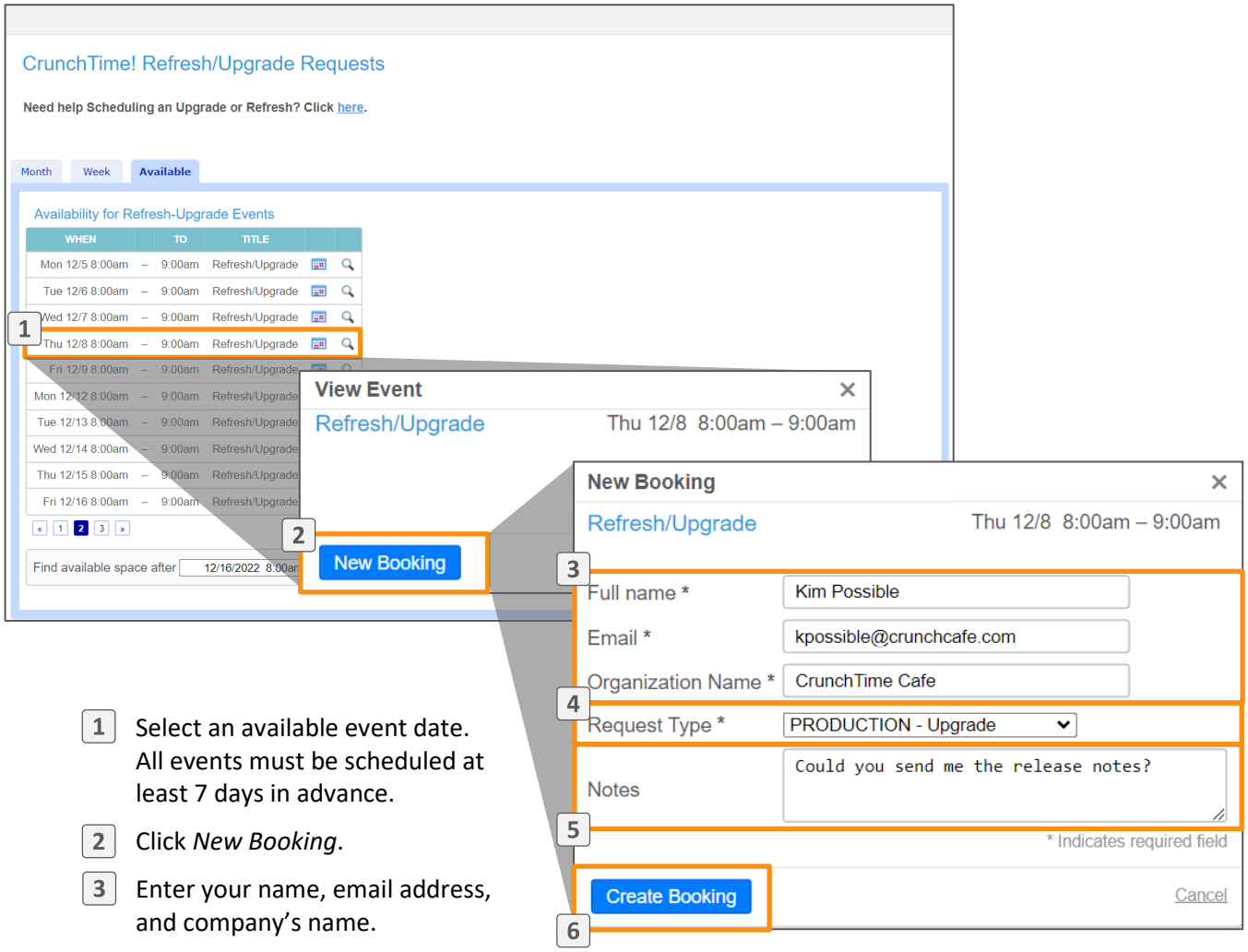
Request an Upgrade or Refresh



1. Select an available event date. All events must be scheduled at least 7 days in advance.
2. Click *New Booking*.
3. Enter your name, email address, and company's name.
4. Select the event you would like to schedule from the *Request Type* dropdown menu.
5. Optionally, enter any additional notes.
6. Select *Create Booking* to submit your request.

Heads-Up: The upgrade/refresh event is not scheduled until confirmation is received from a member of the CrunchTime Support team. Check your inbox for an email from the CrunchTime Support Team confirming your event.

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Frequently Asked Questions

Q: What version will we be upgraded to?

A: You will be upgraded to the most recent version of the CrunchTime application.

Q: Do we have to upgrade our Test site before we upgrade our Production site?

A: You are not required to upgrade your Test site first, but we do recommend it! Upgrading your test site first allows you to familiarize yourself with everything the new version has to offer.

Q: When will my Upgrade/Refresh begin?

A: All events will start at 8am EST.

Q: How long will it take to Upgrade my Production site?

A: The time it takes to upgrade your Production site may vary. A member of the Support team will reach out to provide an estimated completion time. You will be notified again when the upgrade is finished, and site is up and running.

Q: How long will it take to Upgrade and/or Refresh my Test site?

A: It will take one business day to complete an Upgrade and/or Refresh to your Test site. During this time your Test site will be down. A member of the Support team will notify you when the event is finished, and the site is up and running again.

Q: How do I let everyone know about the upcoming downtime?

A: We recommend using the *Daily News* feature in Net-Chef to create a shoutout that will appear whenever someone signs into Net-Chef. Here are some tips for creating an effective shoutout:

- Set the *Start Date* to five days before your scheduled upgrade date.
- Set the *End Date* to one day after your upgrade (so you don't have to remember to disable it later!)
- Choose *Corporate News* to have the message displayed at all locations.
- Specify when the downtime will occur, and any additional action items that may need to be completed at a different time to accommodate (For example: "CrunchTime will be down from 8am to 9am EST on Thursday Dec 8th. Please place all orders before 7:30am).

Q: How many times can we refresh our test site?

A: You can refresh your test site up to four times each year!

Q: Where can I find Release Fixes?

A: On the first page of every Core Product Client Release ReadMe, you'll find a link to the Release Fixes. This will be under the "Other Related Documentation" section and is typically on the first page.

Can't find the Release ReadMe? You can find the Release ReadMe for your current version of the application by selecting the *Help* (?) icon, choosing *Show Me How*, and searching for 'release'.

The Release Fixes for all versions of the application can be found on the Zendesk support portal!

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