

Server Install Effort (WIP)

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Server Install Effort

1 server reinstall

- Day 1 = 6 hours install (server 1)
- Day 2 = 2 hours failover (from old server to new server 1)

2 server reinstall

- Day 1 = 6 hours install (server 2 - Backup)
- Day 2 = 6 hours install (server 1 - Primary)
- Day 3 = 2 hours failover (server 1 - from old server to Primary)

Install Workstation

- 1 hour (Including downloading files)

Upgrade Manitou Effort

- Upgrade Manitou = 3 hours (2 to 3 hours depending on how many workstations to update)
- Downtime = 2 minutes

Upgrading the Manitou server also required that the Workstations are upgraded at the same time. A Technical Resource will also need to push the upgrade files to every workstation that is listed in the Distributer Commander

Typically downtime is 2 minutes or less but many variables play into that number. The System Consultant can conduct a test upgrade to give the customer an estimated time (if needed).

Upgrade Manitou Process for Hosted and on Prem

- 1) PM to schedule 3 hours with a Systems Engineer
- 2) Systems Engineer completes the Manitou upgrade and pushes the workstation updates to each workstation
- 3) The customer doesn't need to attend and the Systems Engineer will send a Utility Service Installer.

4) When the customer log in the next morning their desktop clients will be updated already.

5) They will just need to run a new Utility Service Installer so they dont get a popup when logging into the web client, but they will still be able to use the webclient until they do that
