

Field technician setup notes

Company:

Contact Name/s:

Contact Number/s:

Contact Email/s:

Postcode: Date:



For more information about timeware[®] products, version updates, datasheets and reports, please refer to the timeware[®] community website:

www.timeware.org

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Introduction

The following pages provide timeware[®] Support with information about how the system was configured and its general performance. Please provide detailed answers to any questions asked by the timeware[®] technician.

Many thanks

Simon Birchall

Simon Birchall

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1. Server Details (timeware[®] server)

Name:

Manufacturer:

Model:

Ram:

System Type (32/ 64 bit):

IP Address:

Gateway:

Subnet Mask:

Hard drive:

Services Used

Calculation Agent (Y/N):

Email Agent (Y/N):

Event Handler (Y/N):

Fire Roll Call (Y/N):

Personal Information Portal (Y/N):

Terminal Enquiry Agent (Y/N):

2. Microsoft SQL Server Details

Server Name:

Instance Name:

SQL Version:

Username: Password:

Backups

Backup (Y/N):

Client Location:

Event Handler Location:

Monday (Y/N):	Time:
Tuesday (Y/N):	Time:
Wednesday (Y/N):	Time:
Thursday (Y/N):	Time:
Friday (Y/N):	Time:
Saturday (Y/N):	Time:
Sunday (Y/N):	Time:

3. Software Details

Previous Version:

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Upgraded Version:

.....

Clients Installed (Y/N):

.....

User	Computer Name	Operating System	IP Address

4. Hardware Details

Name	Type	IP Address	Eprom

5. Trained Users

Training

Forename	Surname	Type of Training	Date

Technician:

Signed:

