

Optimum Suite updates can be obtained from these link locations.

**Payroll/HR**

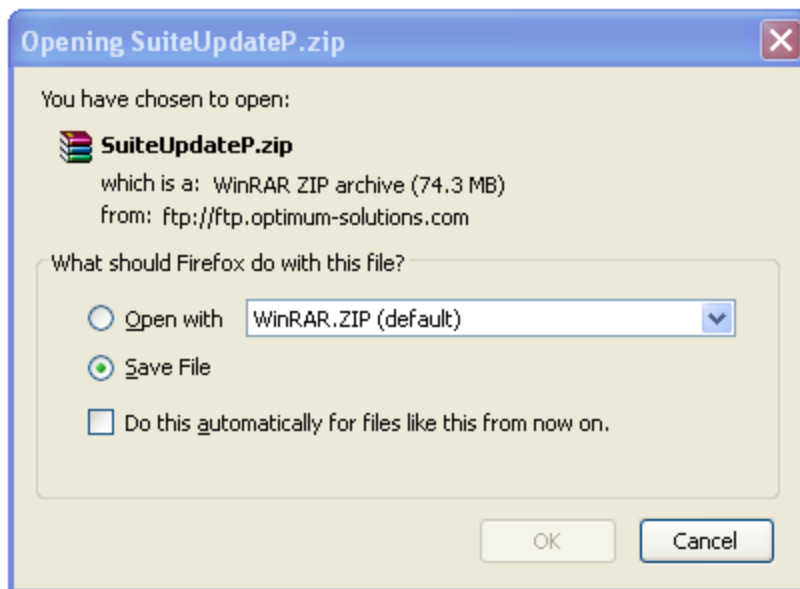
<ftp://ftp.optimum-solutions.com/Suite/SuiteUpdate/PayrollHR/SuiteUpdateP.zip>

**Time & Attendance**

<ftp://ftp.optimum-solutions.com/Suite/SuiteUpdate/TA/SuiteUpdateTA.zip>

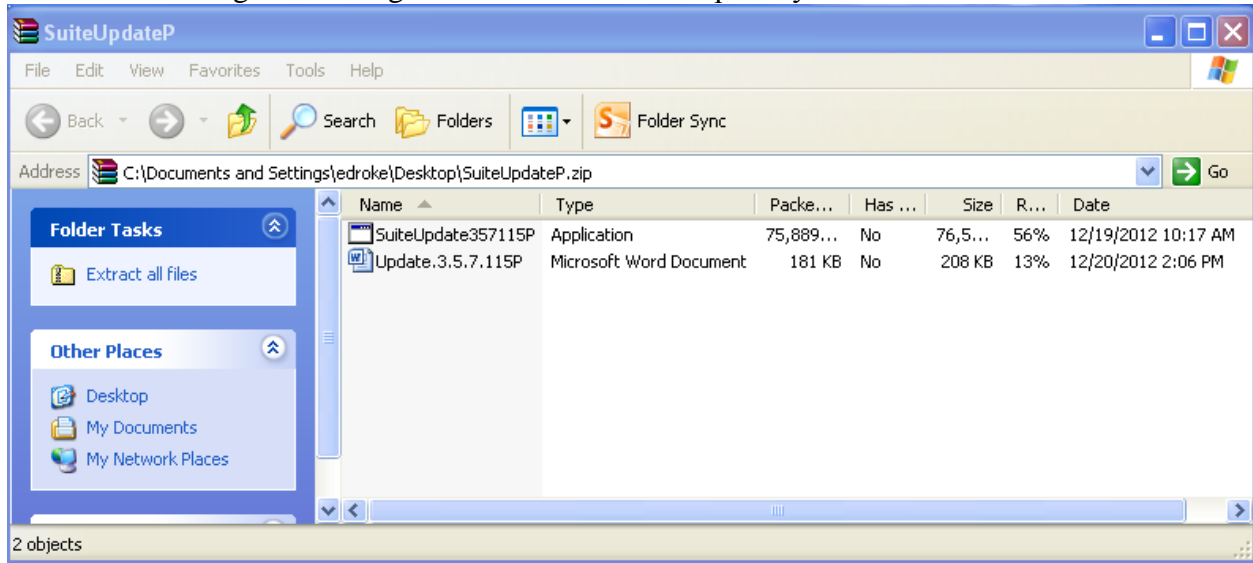
These links will download the latest update installer for the module that you need. There is no need to apply all interim updates in subsequent order. Just download the latest release from these link locations and run the installers to jump to the latest version of Payroll or Time & Attendance.

Save the file at the link location to a folder on your PC or to the Desktop.



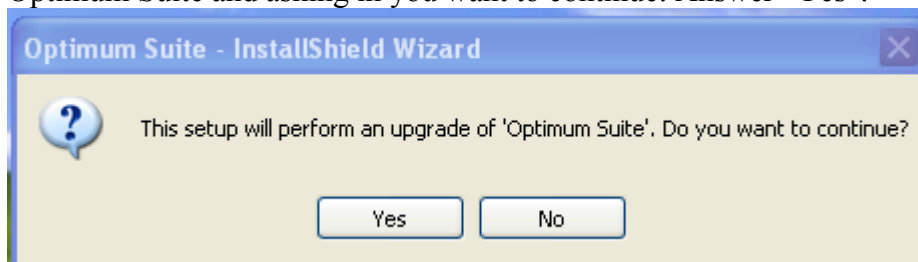
Right click on the saved zip file and extract the contents.

This will result in two files, one file is the update installer executable, and the other is a document showing what changes are contained in the update you've installed.



Launch the update installer by double-clicking on the application file.

You will be prompted with a message informing you that you are about to apply an update to Optimum Suite and asking in you want to continue. Answer "Yes".

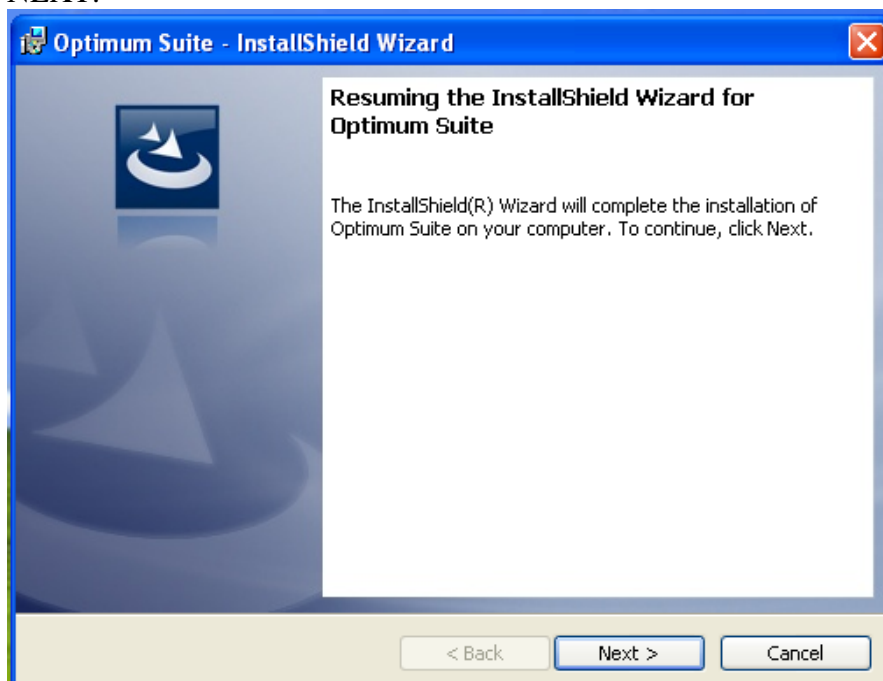


## Optimum Suite Update Procedure

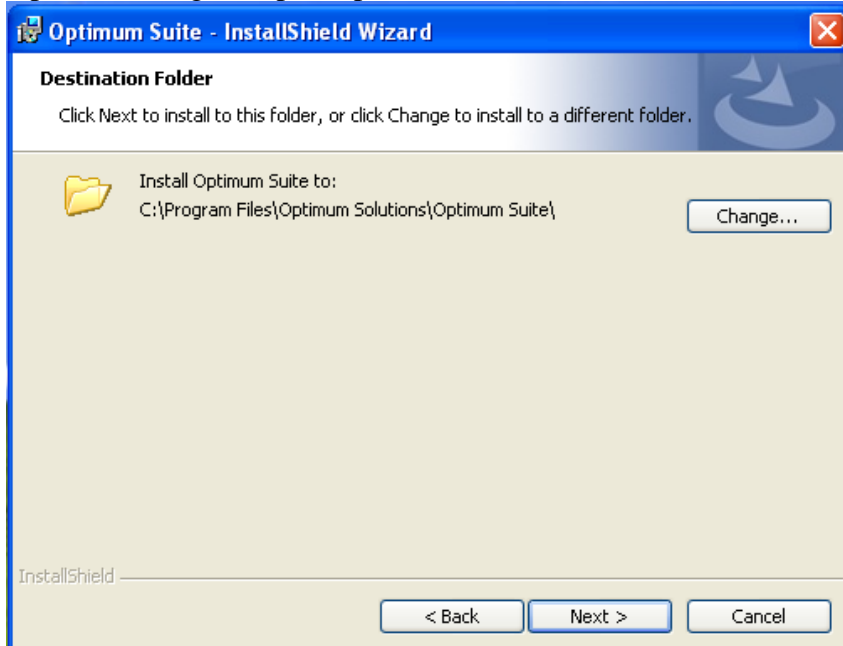
The installer then begins the process of initiating by computing the space requirements for the update.



When the initiation process is complete, you will be able to proceed to the next step. Click NEXT.

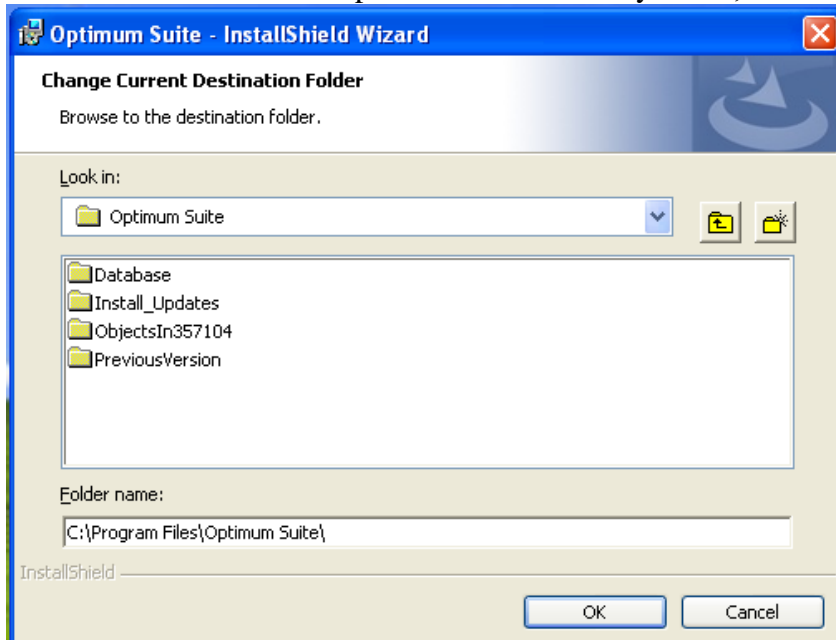


You will be prompted to choose the Destination Folder for the application files that will be replaced during the update process.



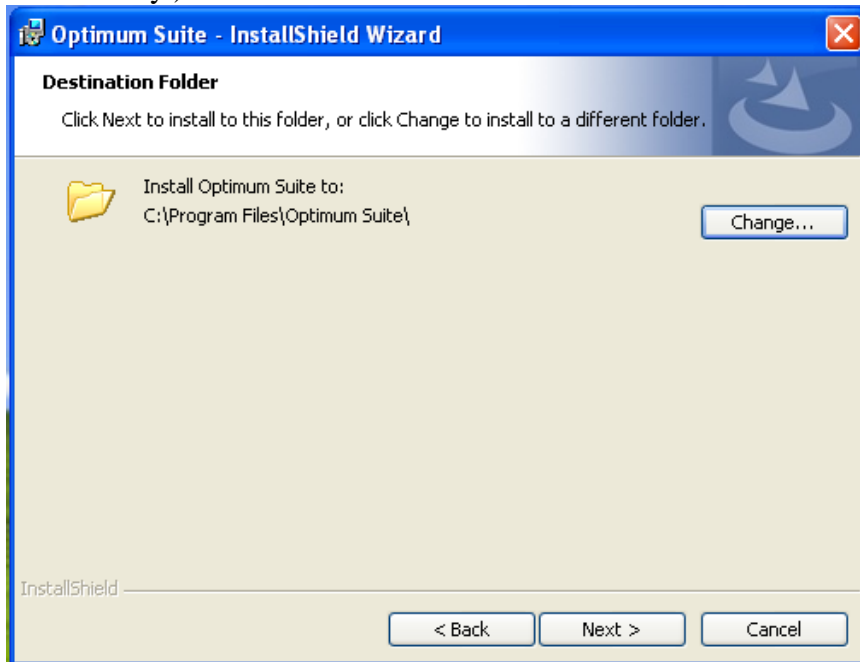
By DEFAULT, the installer chooses a destination folder of “C:\Program Files\Optimum Solutions\Optimum Suite\”.

This may not be your ACTUAL application folder, however. So, click the “Change” button and browse out to the correct Optimum Suite directory. Then, click “OK”.

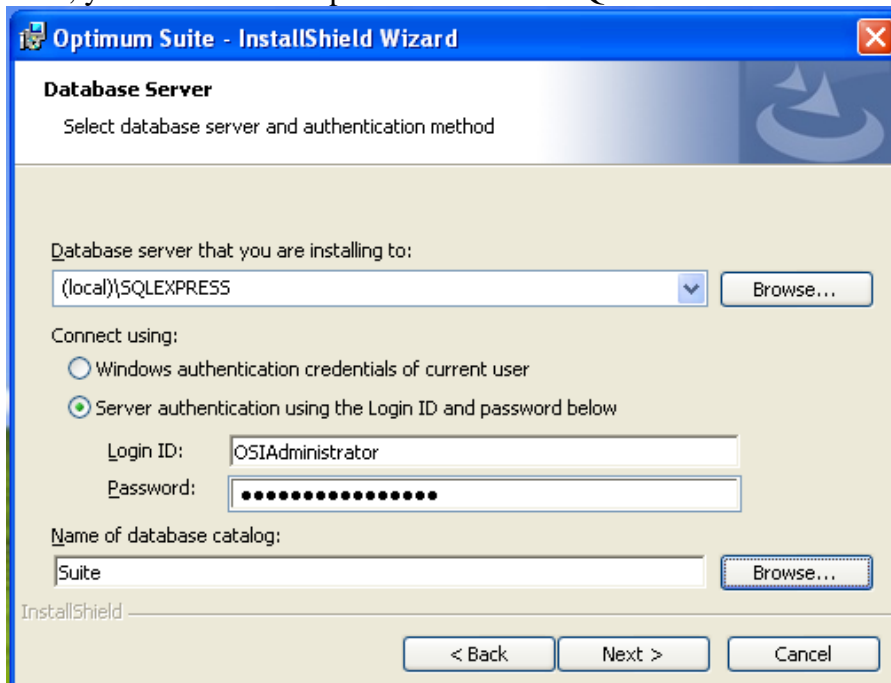


This will take you back to the Destination Folder selection window showing your newly changed destination folder. Click “Next”.

(If you’ve applied an update using this method before, you will not be prompted with these selections, because they will be saved from the last install. Instead, the update will begin immediately.)

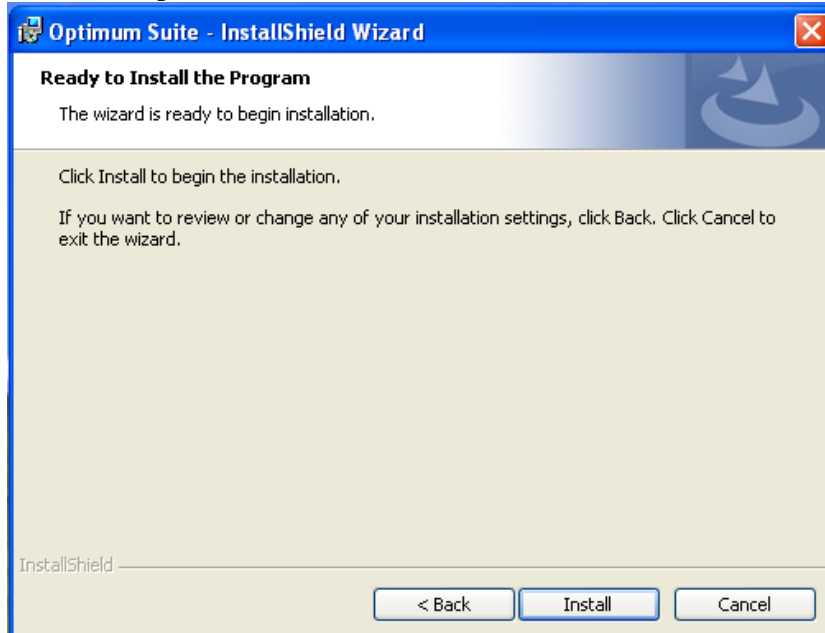


Now, you will have the option to select the SQL Server and Database to be updated.

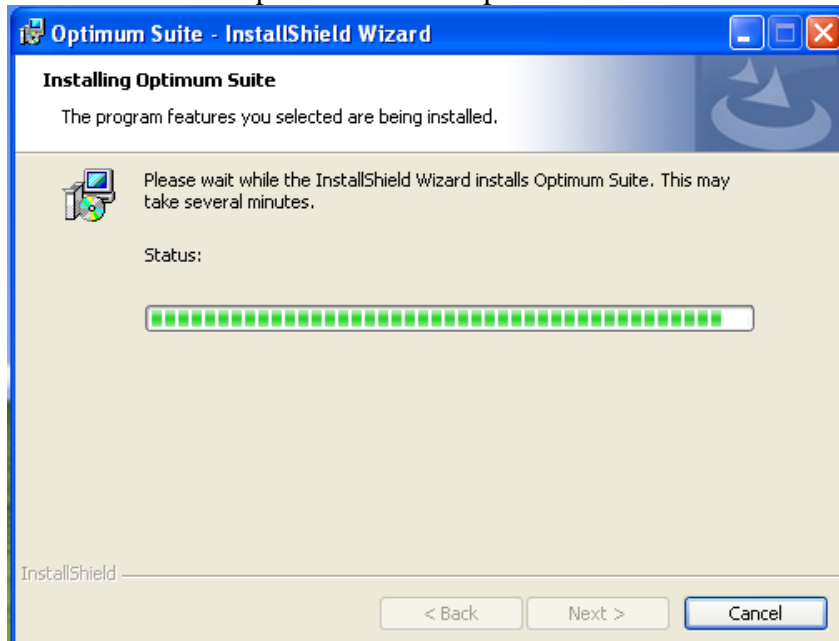


Enter your SQL Server connection information and click “Next”.

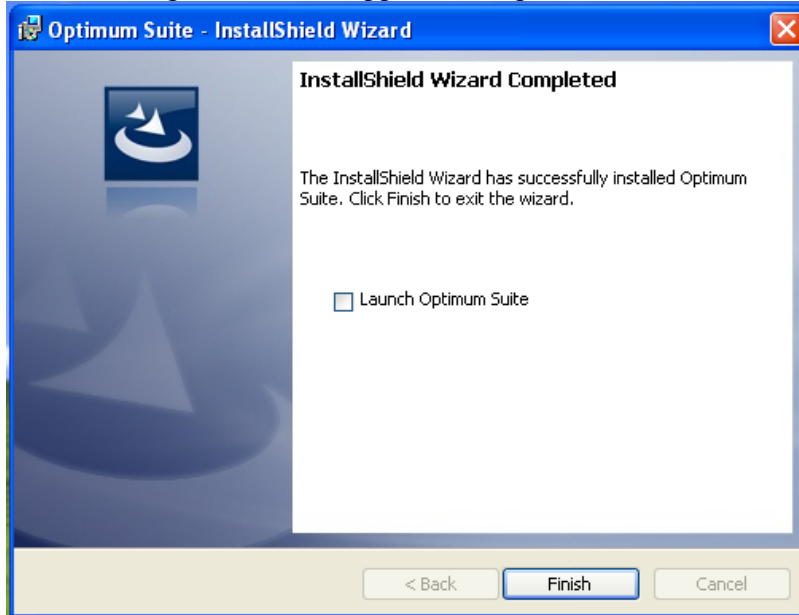
This will complete the setup portion of the update installer. Click “Install” to run the update installation process.



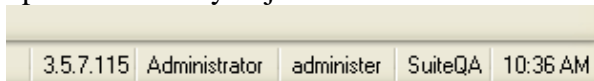
This will start the update installation process.



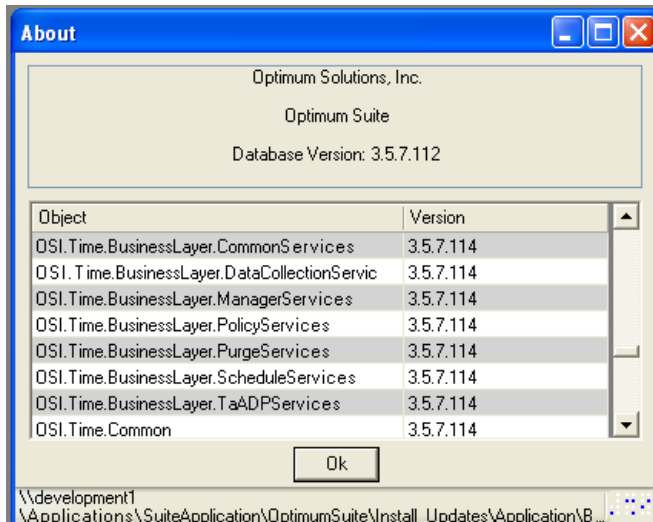
When the update is completed, you will see this screen. You have the option to check the box to launch the Optimum Suite application upon finish. Click the “Finish” button.



After applying a Payroll update, you will see the version number change at the bottom of the screen when you are in Optimum Suite. This number should be the same as the number on the update installer you just ran. This number will NOT change for Time & Attendance updates.



To be able to tell if a TA update applied correctly, click on the **Help > About** button from the menu. Scroll down in the list of application files until you see the TA objects that start with “OSI.Time..”. The version numbers should be the same as the update version you just applied.



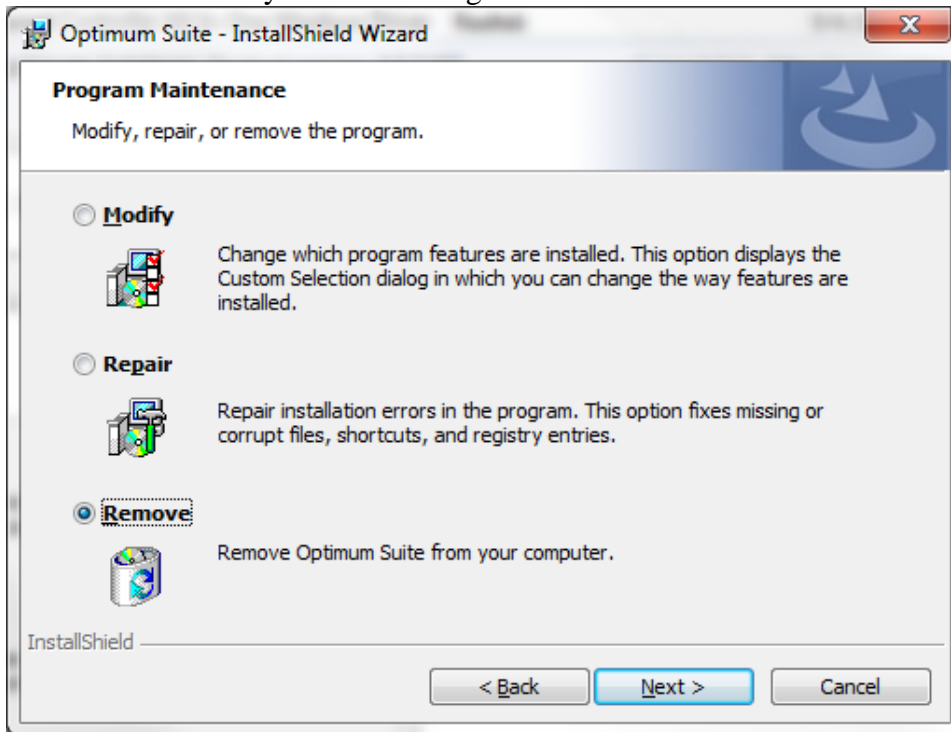
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TROUBLESHOOT

- I've applied the update, but the version number did not change in Optimum Suite.
  - **Option 1:** You may have selected the wrong Destination Folder for the application objects during the update installation.

To fix this problem, uninstall the update installation program and run it again.

To uninstall the update installation program, run the update installer again. This time choose the “**REMOVE**” option. Finish out the removal process. Then, run the update installer yet again, but this time make sure you are choosing the correct Destination Folder as described on [page 4](#).



- **Option 2:** You have installed a TA update instead of a Payroll update. TA updates do not change the version number you see at the bottom of the screen in Optimum Suite ([page 7](#)).

There is nothing that needs to be done to fix this problem. Just follow the steps on [page 7](#) to check the version numbers of the Time & Attendance application files. If the version number is still incorrect, run the update installer again. This time choose the “**REMOVE**” option. Finish out the removal process. Then, run the update installer yet again, but this time make sure you are choosing the correct Destination Folder as described on [page 4](#).



- **Option 3:** Your Optimum Suite directory is located in the “Program Files” directory on a 64 bit machine, instead of in the “Program Files (x86)” folder.

To fix this problem, you need to 1) uninstall the update installation program, 2) move the Optimum Suite folder to the “Program Files (x86)” directory, 3) run the update again, and finally 4) change your Client shortcuts to point to the Optimum Suite folder in its new location in the “Program Files (x86)” folder.

- 1) To uninstall the update installation program, run the update installer again. This time choose the “**REMOVE**” option. Finish out the removal process. Then, run the update installer yet again, but this time make sure you are choosing the correct Destination Folder as described on [page 4](#).
- 2) Copy the “Optimum Suite” folder from its current location and paste it into the “Program Files (x86)” folder instead. You do NOT have to copy the sub-directories if you don’t want to. Moving just the application objects will make the copy/paste time much shorter than moving everything.
- 3) Run the update installer again. This time choose the new Optimum Suite location in “Program Files (x86)” when choosing the Destination Folder location as described on [Page 4](#).
- 4) Update the shortcuts. Just delete the old shortcuts on your Client PCs and browse out to the new Optimum Suite location on the Server in “Program Files (x86)”. Right click on the “OptimumSuite.exe” file in the Optimum Suite directory and select [Send To > Desktop](#) to create a new shortcut on the Client.