

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.

Opening SuiteUpd	ateP.zip	×
You have chosen to o	pen:	
🚞 SuiteUpdatel	P.zip	
which is a: Wir	RAR ZIP archive (74.3 MB)	
rrom: rtp://rtp	.optimum-solutions.com	
What should Firefox	do with this file?	
O Open with	WinRAR.ZIP (default)	
⊙ <u>S</u> ave File		
Do this <u>a</u> utor	matically for files like this from now on.	
		5
	OK	
	matically for files like this from now on.	



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 - InstallShield Wizard 🛛 🛛 🗙	
2	This setup will perform an upgrade of 'Optimum Suite'. Do you want to continue?
	Yes No



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

🔂 Optimum Suite - InstallShield Wizard		
25	Welcome to the InstallShield Wizard for Optimum Suite	
	Optimum Suite Setup is preparing the InstallShield Wizard which will guide you through the program setup process. Please wait.	
	Computing space requirements	
	< Back Next > Cancel	

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.

😼 Optimum Suite - InstallShield Wizard	×
Destination Folder Click Next to install to this folder, or click Change to install to a different folder.	2
Install Optimum Suite to: C:\Program Files\Optimum Solutions\Optimum Suite\ Change.	
InstallShield	

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".

🙀 Optimum Suite - InstallShield Wizard		
Change Current Destination Folder Browse to the destination folder.		3
Look in:		
📄 Optimum Suite	*	e
Database Install_Updates ObjectsIn357104 PreviousVersion		
<u>F</u> older name:		
C:\Program Files\Optimum Suite\		
InstallShield	ОК	Cancel



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.)

🝘 Optimum Suite - InstallShield Wizard	×
Destination Folder Click Next to install to this folder, or click Change to install to a different folder.	2
Install Optimum Suite to: C:\Program Files\Optimum Suite\	Change
InstallShield < Back Next >	Cancel

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

🔂 Optimum Suite - InstallShield Wizard 🛛 🛛 🔀
Database Server Select database server and authentication method
Database server that you are installing to: (local)\SQLEXPRESS
Login ID: OSIAdministrator
Password:
Name of database catalog:
Suite Browse
InstallShield
< Back Next > Cancel



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.

🖟 Optimum Suite - InstallShield Wizard	×
Ready to Install the Program The wizard is ready to begin installation.	と
Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click exit the wizard.	Cancel to
InstallShield	Cancel

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.

🥵 Optimum Suite - InstallSI	nield Wizard	×
2	InstallShield Wizard Completed	٦
	The InstallShield Wizard has successfully installed Optimum Suite. Click Finish to exit the wizard.	
	Launch Optimum Suite	
	< Back Finish Cancel	

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.

3.5.7.115 Administrator administer SuiteQA 10:36 AM

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.

Optimum Solutions, Inc.		
Optimum Suite		
Database Version: 3.5.7.112		
Object	Version	
OSI. Time. BusinessLayer. CommonServices	3.5.7.114	
OSI. Time.BusinessLayer.DataCollectionServic	3.5.7.114	
OSI. Time. BusinessLayer. ManagerServices	3.5.7.114	
OSI. Time. BusinessLayer. PolicyServices	3.5.7.114	
OSI. Time. BusinessLayer. PurgeServices	3.5.7.114	
OSI. Time. BusinessLayer. ScheduleServices	3.5.7.114	
OSI. Time. BusinessLayer. TaADPServices	3.5.7.114	
OSI.Time.Common	3.5.7.114	-
Ok		



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 updat 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.

🛃 Optimum Suite	e - InstallShield Wizard
Program Maintenance Modify, repair, or remove the program.	
© <u>M</u> odify	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.
O Regair	Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.
© <u>Remove</u>	Remove Optimum Suite from your computer.
InstallShield	< <u>B</u> ack <u>N</u> ext > Cancel

• **Option 2:** You have installed a TA update instead of a Payroll update. TA updates do not change the version numer 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 updat 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.
- 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.