



WorkDESK 12.3275
Update Instructions

Pre Update Information

These instructions are complicated and as we do not have a replica of your entire configuration, we have not and cannot verify these instructions. If you have any questions or concerns, call the WorkDESK Support Group if you need help. Please be patient.

Is this update required?

The 12.3275 update is a mandatory update to complete Payroll End of Year – 2018. This General Release includes all software changes since June 2017.

What is my current WorkDESK version number?

To find your current WorkDESK version number go to Help → About WorkDESK and look for the compile number in the top right hand corner (i.e. Compile No: 12.3268). Or start WorkDESK to the login screen and the compile number will be listed above the Continue and Exit buttons (i.e. Compile No: 12.3268).

Client / Server User's

If you are running WorkDESK in Client/Server mode, you must stop the WdServer service before starting this update. Refer to the instructions on the download site (Installing WdServer service.pdf) if not sure how to do this.

After the update has been installed you must restart the WdServer service.

WeBKit User's

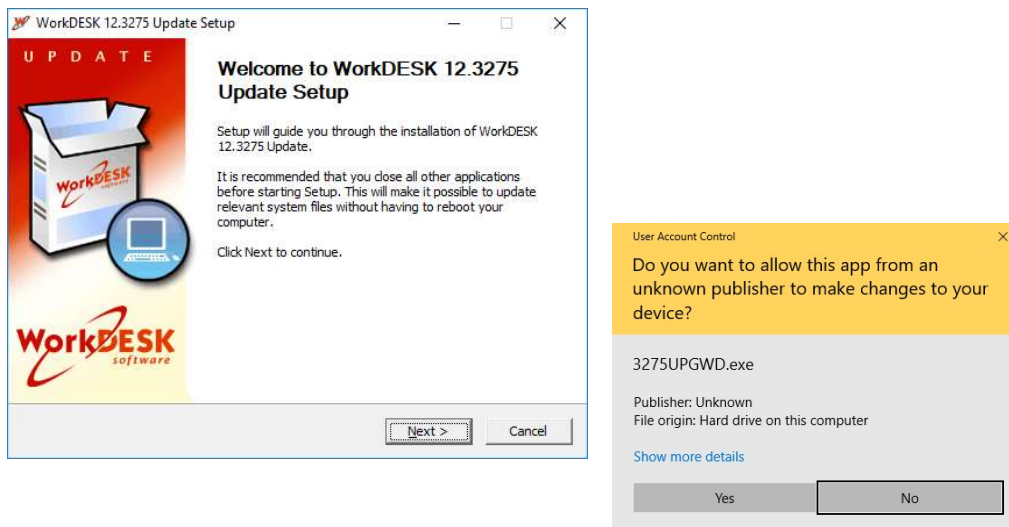
If you are running WeBKit, you must stop the WdServer, WeGate and optional WeBKitServerMonitor services before installing this update. Refer to the WeBKit Setup Guide for instructions on stopping the WeGate service and refer to the instructions on the download site (Installing WdServer service.pdf) for instructions on stopping the WdServer service.

After the update has been installed you must restart the WdServer, WeGate and option WeBKitServerMonitor services.

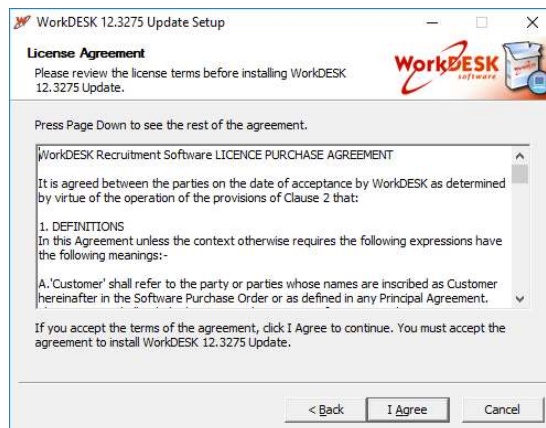
Installation Steps - Update 12.3275

1. Have ALL USERS log out of WorkDESK, and Outlook if using Outlook Integration.
2. **You must now complete a Backup in each active WorkDESK Company shown on the login screen before installing this update. On first login to WorkDESK in each Company a small file upgrade procedure will run. You must have a data backup to recover to if there is a problem during the file upgrade procedure.**
3. Client/Server User's must now stop the WorkDESK WdServer service (refer to separate instructions for performing this step – see Page 1).
4. WeBKit User's must now stop the WorkDESK WdServer, WeGate and optional WeBKitServerMonitor services, and un-register the wescrypt.ocx file from the Web Server (refer to separate instructions for performing this step – see Page 1).
5. At the WorkDESK Server run the 3275UPGWD.exe file to install the update on the Server. To do this, double click on the update file. If a 'User Account Control' or 'Open File - Security Warning' window opens, answer Yes/Run. When the 'WorkDESK 12.3275 Update Setup Wizard' is started you will first see a Welcome screen.

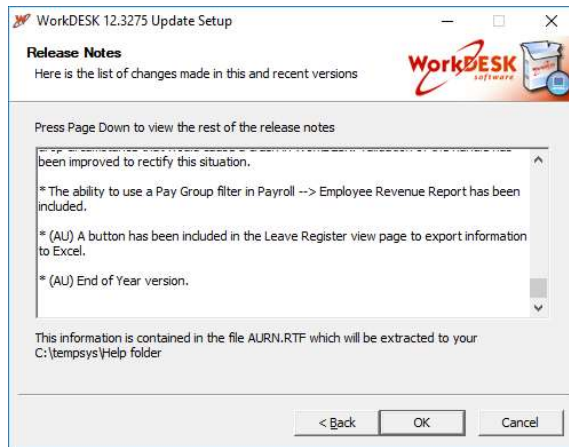
Client/Server User's running a Data Server and Application Server(s) (each with a Tempsys folder) should install the update on each Server.



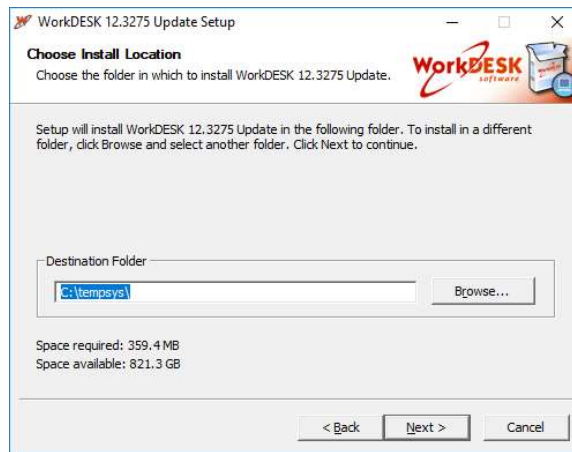
6. Ensure that all users are logged out of WorkDESK then click Next to continue.
7. The next screen displays a License Agreement, if you accept the terms of the agreement, click I Agree to continue.



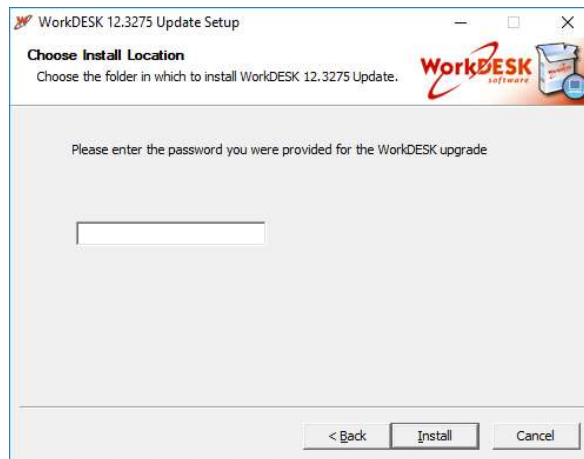
8. The next screen displays a list of changes in this update, plus a list of changes in a few of the previous updates. Click OK to continue.



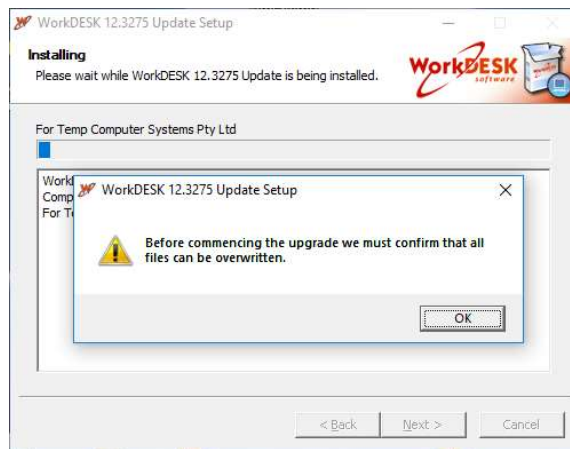
9. At the next screen you need to specify the path to your WorkDESK Server, it will display a default value, ensure that this is your CURRENT active WorkDESK install directory (this should be the TEMPSYS folder for default installations) then click Next to continue.



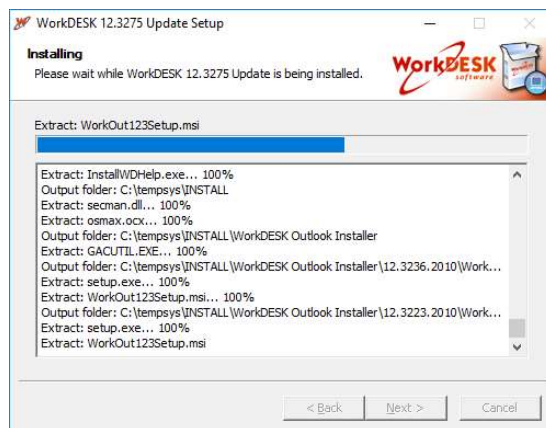
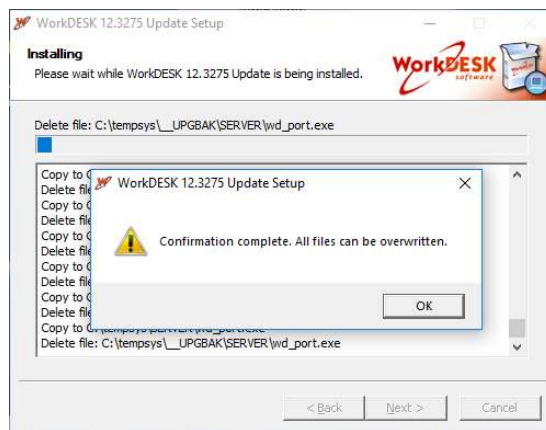
10. The next screen will prompt you for the update password; enter the characters you were provided in the update notice then click Install to continue. Note that the password is no longer case sensitive (i.e. upper or lower case letters will suffice).



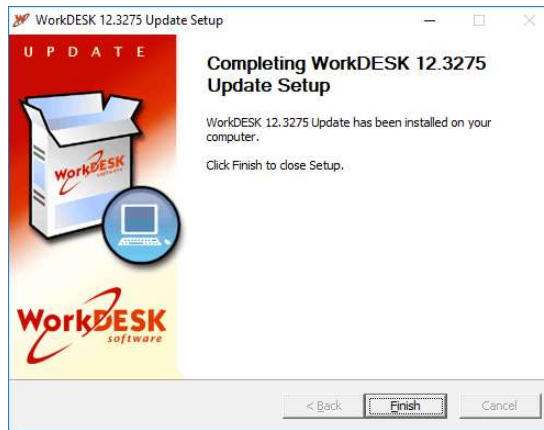
11. Once the 'WorkDESK 12.3275 Update Setup Wizard' is ready to proceed, the wizard will first confirm that all relevant files can be overwritten. Click OK to start the file check process.



12. If any files included in the update cannot be overwritten, a message will indicate which file(s) cannot be replaced and the update will be aborted. Go to Step 15.
13. If the 'WorkDESK 12.3275 Update Setup Wizard' can replace all files successfully the below message will be displayed. Click OK to install the update.

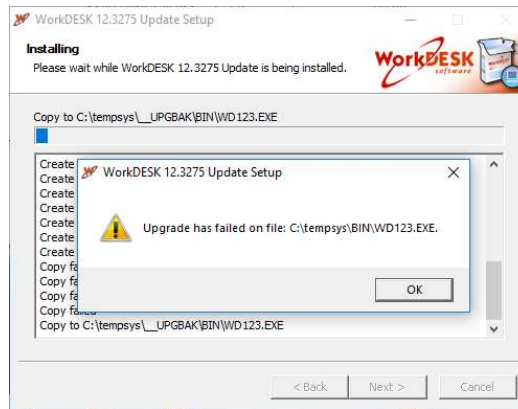


14. When the update process has completed the below screen will display. Click Finish to close the 'WorkDESK 12.3275 Update Setup Wizard'. Go to Step 17.

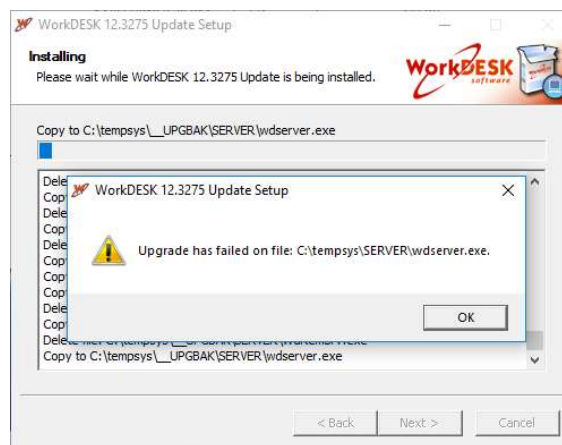


15. If the 'WorkDESK 12.3275 Update Setup Wizard' cannot replace a file a message similar to those shown below will be displayed. The most likely reason for the update failing is that a User is still logged into WorkDESK. Record down the file name and click OK to continue.

In the below screen, the update has failed on file WD123.EXE. The WD123.EXE file is the main WorkDESK executable file and it is likely that a User is still logged into WorkDESK. All Users must be logged out of WorkDESK before installing the update.



In the below screen, the update has failed on file WdServer.exe. The WdServer.exe file is used in Client/Server and WeBKit systems and is ran as a windows service. The WdServer service must be stopped before installing the update.



16. A final message will display confirming that the update was not installed successfully. Click OK to continue. Then confirm that all Users are logged out of WorkDESK (including the User installing the update) and try again from Step 3. If successive attempts to install the update are unsuccessful, you may need to reboot the WorkDESK Server and try again from Step 3.

If you are still unable to install the update after rebooting the WorkDESK Server please contract WorkDESK Support for assistance.



17. **For Non-Client/Server users please go to Step 26.**
18. Client/Server users must now re-start the WorkDESK WdServer service (refer to separate instructions for performing this step – see Page 1).
19. For Client/Server users running a Data Server and Application Server(s) (each with a Tempsys folder) remember to install the update on each Server.
20. After the WdServer service has been re-started please confirm that you can start WorkDESK and are presented with the login screen. If the login screen is displayed continue with these instructions. If the login screen is not displayed or an error message is displayed please contact WorkDESK Support for assistance.
21. **For Client/Server users please go to Step 26.**
22. WeBKit users must now re-start the WorkDESK WdServer and WeGate services, and un-register and re-register the wescrypt.ocx (or wescrypt64.ocx) file on the Web Server (the new ocx file must be copied from the TEMPSYS\SERVER folder) (refer to separate instructions for performing this step - see Page 1).
23. WeBKit users can also restart the optional WeBKitServerMonitor service.
24. After the WdServer and WeGate services have been re-started you should now do a test login to a Candidates\Clients WeBKit page to confirm that WeBKit is up and running.
25. **For WeBKit users please go to Step 26.**
26. Any user that has placed a copy of the Tempsys\Bin folder on an individual user's computer or another server should update that users Tempsys\BIN folder with a copy of the BIN folder from the main WorkDESK Server where the 12.3275 Update has been installed.