ENTRÉ PRE-UPGRADE CHECKLIST ───────

As an Entré Certified Technician, make sure you review and complete all the necessary tasks in this document before continuing with the upgrade process.

Dealer Name: _____ Date: _____

CHECK SYSTEM CONFIGURATION

What is the currently installed version of Entré? _____

What is the Entré serial number for the site? _____

Do you have remote keys programmed into your panels? ☐ Yes   ☐ No

‣ **For Entré versions before 8.5, please enter the proper remote key for the panel into Entré.**

Set **Snapshot Isolation** to true.

☑ SQL Server

Is SQL on the same machine as the Application Server? _____

What version of Windows is installed on the SQL Server? _____

What version of SQL is installed on the SQL Server? _____

What is the size of the Entré database? _____

What is the total memory allocated to the operating system? _____
‣ **At least 4GB should be allocated to the operating system.**

What is the maximum memory allocated to SQL? _____
‣ **Maximum memory should never be higher than the total memory minus 4GB for the operating system overhead.**

What is the minimum memory allocated to SQL? _____
‣ **Set minimum allocation to the same amount as maximum.**

What model are the processors? _____

How many processor cores does the SQL Server have? _____

What is the maximum degree of parallelism set in SQL (MaxDOP)? _____
‣ **This should never be higher than 25% of the maximum.**

   For more Information, refer to the following Microsoft SQL documentation:
   Configure the Max Degree of Parallelism

Do you use the Reporting Services client? _____

    ‣ **If the Reporting Services client is installed but unused, be sure to uninstall it.**

Is the recovery model Simple? _____

    ‣ **If no, set it to Simple.**

Is Auto-Close on SQL set to False? _____

    ‣ **If no, set it to False.**

How is the Temp DB configured? _____

    ‣ **There should be one data file for every processor core, and that file should not be on the same drive as the database.**

If you're using a virtual machine for SQL, is Resource Allocation (processors, RAM, etc.) configured to Statically assign? _____

    ‣ **If no, set it to Statically assigned, not Dynamic.**

☑ Application Server

Is the Application Server on the same machine as SQL? _____

What version of Windows is installed on the Application Server? _____

What model are the processors? _____

How many processor cores does the Application Server have? _____

What is the total memory installed? _____

How much storage drive space is available? _____

Is Java installed? If yes, what version? _____

    ‣ **Remove or configure heap memory sizes. Entré 9.4 and later requires Java 17 or a Java 17 equivalent.**

If you're using a virtual machine for SQL, is Resource Allocation (processors, RAM, etc.) configured to Statically assign? _____

    ‣ **If no, set it to Statically assigned, not Dynamic**

☑ Clients

What version is the client operating system? _____

What is the total memory installed? _____

How many clients are currently installed? _____

☑ Apache Tomcat Web Client Server

Are web clients used? _____

Does Apache Tomcat have its own dedicated server? _____

Have you completed the steps in configuring the Apache Tomcat for Entré in <u>LT-2494 Entré Installation, Setup, and Server Maintenance Guide</u>? ☐ Yes ☐ No

What version of Apache Tomcat is installed? _____

   ‣ **Entré 9.4 and later requires Apache Tomcat 10 with Java 17 (or a Java 17 equivalent).**

☑ Server Traffic

How many Doors are currently programmed in Entré? _____

How many Badges are currently programmed in Entré? _____

How many Panels are currently programmed in Entré? _____

How many Partitions are currently programmed in Entré? _____

How many Events take place per day? _____

COMPLETE FINAL TASKS

☐ All the latest service packs and updates have been installed for Windows, SQL, and Java.

☐ All the latest security patches have been applied.

☐ The system has been rebooted and stable for at least 48 hours.

☐ Ensure all pending programming changes are completed before taking the backup of your database prior to upgrade. Make sure all major programming tasks are complete prior to the planned upgrade. Use DMP Pending Changes report included within Entré to determine any remaining programming tasks.

☐ The SQL database has been backed up and saved in a location where it will not be deleted or overwritten.

☐ The server has a System Restore Image and System Restore has been tested successfully.

☐ IT Staff is on hand and available.

> ‣ **Including Network Administrator, Database Administrator, System Administrator**