



LogMate® Alarm Management Software TiPS Inc. Migration and Installation Checklist

Installation Methods:

Do-it-yourself option:

NO CHARGE

Includes:

- Software CD and hardware dongle

TiPS Remote Installation*:

Call for pricing

Includes:

- Up to 16 hours of phone support.
- Software CD and hardware dongle.

**Customer must provide full access of system and network through Webex to TiPS personnel and complete the Pre-Installation Checklist. Upgrades and migrations only.*

TiPS On-Site Installation:

Call for pricing

Includes:

- Two days to a week (depending on type of installation) of on-site support by one TiPS support staff member.
- Software CD and hardware dongle.

Benefits of a remote or on-site installation

Whether you choose to invest in a remote or on-site installation of your upgraded LogMate Alarm Management software, you will appreciate the benefits.

- Current LogMate installations are running while the TiPS staff upgrades to the new platform or operating system.
- Peace of mind. No loss or interruption of data. Easier and faster for LogMate users.
- Does not use as many staff resources as the do-it-yourself option. TiPS experts will efficiently guide the installation process, allowing your resources to get back to their normal duties as quickly as possible.

Software Requirements:

Operating System Platform:

We support 32-bit or 64-bit OS. Please specify which platform you need on page 2 of this document.

Recommended System Requirements:

Windows Server 2008

(Windows Server 2003 is also supported)

Dual Pentium Class Processors

4 GB Memory

Raid Enabled Hard disks – 10,000 RPMs or above

Redundant power supplies

CD-ROM or DVD drive and USB port

Recommended Software:

SQL Server 2008 Standard with Service Pack 1, including System Administrator account privileges

Microsoft Internet Information Server (IIS) version 6 or higher with ASP.net enabled

Microsoft Internet Explorer version 6 or higher

Minimum System Requirements:

Windows 7 (Windows XP Pro is also supported)

2 GB Memory

160 GB Hard disk - 7200 RPMs

CD-ROM or DVD drive and USB port

Minimum Required Software:

*SQL Server 2005 or SQL Server 2008 Express

Microsoft Internet Information Server (IIS) version 5.1 or higher

Microsoft Internet Explorer version 6

*SQL Server 2008 Express included with software

Minimum Operating Systems:

Windows XP Pro with Service Pack 3

Windows Server 2003 with Service Pack 2

Windows Server 2008 with Service Pack 2

Windows 7

Thank you for your purchase

LogMate Pre-Installation Checklist

Please fill out form completely. Completed forms may be e-mailed to support@tipsweb.com or faxed back to TiPS at 512-863-5392.

Installation dates: _____
 Site Name: _____
 On-site Contact: _____
 On-site Phone: _____

To be completed by TiPS

TiPS Installer: _____
 Phone: _____
 Email: _____

Please mark the option in each section that applies to your system where LogMate will be installed.

If an Internet connection is not available, software disks will be required.

Your Operating System:

- ____ Windows Server 2003
- ____ Windows Server 2008
- ____ Windows XP
- ____ Windows 7

Platform

- ____ 32-bit
- ____ 64-bit

Microsoft Service Pack

- ____ Service Pack 1
- ____ Service Pack 2
- ____ Service Pack 3

Previously installed software is moving to another location or platform.

Yes No

I am moving the following programs:

- ____ SQL Server and Databases
- ____ LogMate and/or TiPSView
- ____ Signal

SQL Server

(If already installed. LogMate includes SQL Server Express.)

- ____ SQL Server 2005
- ____ SQL Server 2005 Express
- ____ SQL Server 2008

SQL Server Service Pack

- ____ Service Pack 1
- ____ Service Pack 2
- ____ Service Pack 3

A permanent USB port will be required for the software license dongle. Please see "Recommended System Requirements."

At your company, who has the administrator rights to install software?

Name: _____
 Phone: _____
 Email: _____

*Local administrator account on the server or PC for installation of TiPS software is required.

 Customer Signature

Personnel Resources Required to be Onsite or On Call During Installation

- ____ Alarm and event data knowledge (operator or controller)
 Name and Phone: _____
- ____ Connectivity: SCADA or DCS knowledge (engineer)
 Name and Phone: _____
- ____ Privileges: Network and firewall access (IT)
 Name and Phone: _____
- ____ Project Manager
 Name and Phone: _____
- ____ Local System / Corporate Administrator
 Name and Phone: _____
- ____ Hardware Administrator
 Name and Phone: _____
- ____ SQL Administrator
 Name and Phone: _____

- I understand that if this is a phone installation or platform migration that TiPS must have full access to my system through Webex, and that Windows reboots may be required.
- I understand that failure to notify TiPS of a schedule change prior to the installer's arrival will result in additional travel fees, including airfare, hotel and living expenses.