



## **Important Technology Update** **(Please Read)**

**To: All Sage Timberline Office Users**

**Re: Timberline Office version 9.5 Upgrade**

If you currently have an active service/maintenance contract with Sage Timberline, you will be receiving and may have already received the latest Timberline Office release version 9.5.x. *This release has some highly anticipated new features including compatibility with Microsoft's Vista and Server 2008 operating systems.* In order to ensure Vista and 2008 Server compatibility, some significant changes have been made "under the hood" so to speak. Because of these significant changes, we consider this to be a **major upgrade** and therefore strongly recommend upgrading with appropriate change controls and the utilization of professional change management methods.

At a minimum, all Clients considering upgrading to version 9.5.x should:

- **Make at least two(2) backups of all data folders and custom reports.** At least one of these should be done with Timberline's backup tools. Copies of Backups should be made on removable media as well.
- **Thoroughly review the 9.5.x release notes with your IT professional** to ensure you are aware of changes that will affect all users of the Timberline Office software. If you are not an IT professional or do not feel comfortable with IT administrative tasks, you may wish to have your IT professional on hand during your upgrade.
- Plan to **complete your upgrade during a non-critical business period.** For instance, avoid upgrading immediately before a payroll run or month end close or bid day. Also avoid upgrading on Mondays or Fridays if possible to lessen the chance of contending for busy resources in the event you need assistance from Sage Timberline Office support.
- **Have a back out or roll back plan** in the event that you cannot complete the upgrade to your satisfaction. That is, document what steps you will take (exactly) to restore your Timberline system to the point it was before you started the upgrade.
- **Consider engaging the services of our Certified Timberline Office professional consultants and IT technicians** to assist you with planning and executing your upgrade to version 9.5.x.
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If you are not presently enrolled in a Sage Timberline maintenance program and wish to upgrade to version 9.5.x, please contact Sage at **503-690-6775** or on-line at <http://www.sagecre.com> to enroll and receive your Version 9.50 upgrade.