

WorkDESK

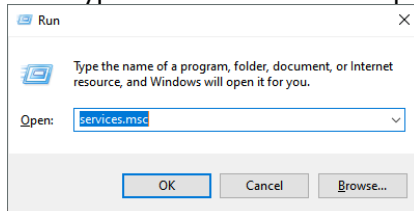
STP2 Service Upgrade Notes

Pre-requisites

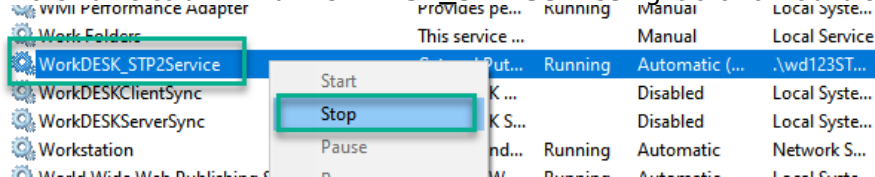
- 1) Ensure you have the latest WorkDESK Software installed
- 2) This process should be completed by whoever installed the service (IT Support or WorkDESK Support) as it requires direct access to the WorkDESK server.
- 3) No Payroll processing can occur while the service is updated however users can remain in WorkDESK.

Installation

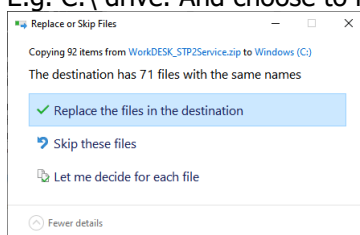
- 1) On the server where the service is running, Click the Window start menu and type in **Run**. Then type in **services.msc** and press enter



- 2) In the name column find **WorkDESK_STP2Service** right click on it and select Stop

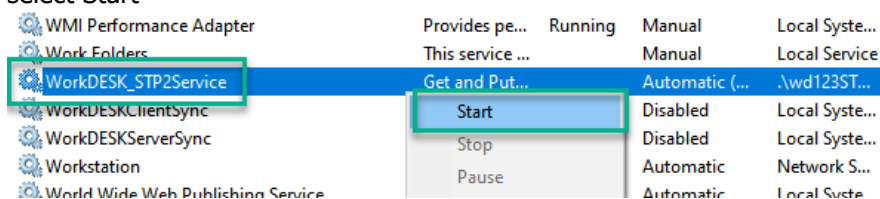


- 3) Go into Tempsys\123STP\ find and open the WorkDESK_STP2Service.zip file (it should have a recent date modified).
- 4) Copy the contents of the folder. E.g. the WorkDESK_STP2Service folder and paste it into the service installation path. E.g. C:\ drive. And choose to replace all files



If you are unsure the path to extract to, in services.msc right click on WorkDESK_STP2Service and select Properties and check the 'Path to Executable '

- 5) Go back into services.msc, right click on **WorkDESK_STP2Service** right click on it and select Start



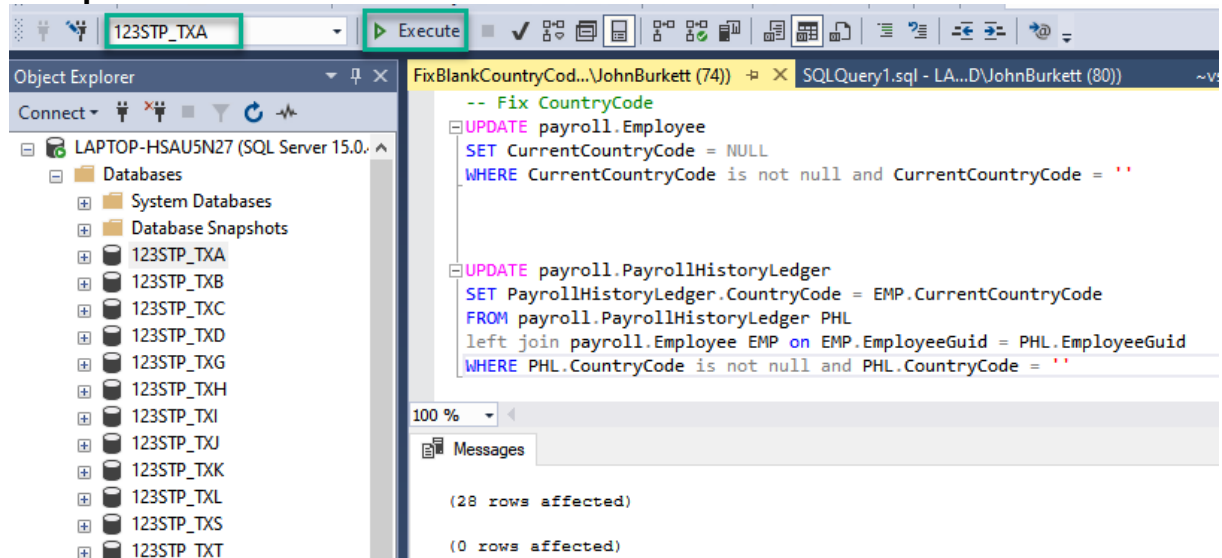
The service should start without a prompt. You can confirm it has worked by asking a user to check Employee -> Taxation in WorkDESK.

- 6) Run the query Tempsys\123STP\FixBlankCountryCodes.sql in SQL Server Management Studio For every active database. E.g. 123STP_TXA or any other TX# databases. This is only required after installing 12.5104

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Example



This example would need to be executed multiple times, each on _TXA, _TXB, _TXC, _TXD, etc.

It may not have many, if any rows affected.

If it is executed twice by accident in the one database then it should display 0 rows affected and not be an issue.