

Syncade Upgrade

- Receive professional evaluation and installation
- Ensure minimal risk by conducting risk assessment
- Consult to meet specific requirements



Introduction

Upgrading a system must be carefully executed to ensure minimal risk and optimal efficiency. Emerson has implemented many efforts to developing a process for making a migration upgrade as easy as possible.

The Syncade Upgrade Service provides trained Syncade professionals who deliver expert planning to ensure a smooth transition during the upgrade process. This service is designed to minimize the risk allowing you to bring your system up to date with the latest advances in software technology with confidence.

Benefits

Receive professional evaluation and installation.

Expert level support for upgrading your system. To ensure there are no unwanted surprises during the upgrade, Emerson's trained and certified engineers are available on-site to develop a comprehensive strategy for the upgrade of Syncade Suite to an updated platform.

Ensure minimal risk by conducting Feasibility Study.

Evaluating your system during an upgrade is of the utmost importance. If you do not evaluate the risks, your site could be vulnerable to multiple issues such as incompatibility with third party systems, outdated components, limitations of recipe design, etc. These items should be considered as part of a risk analysis for a migration plan developed for Syncade Suite interfacing with DeltaV. This service provides a risk analysis for the system to decrease any potential threats.

Consult to meet specific requirements. Important considerations should be taken into account when developing a upgrade plan according to your specific system structure. A typical installation involves building brand new environments and then upgrading previous data/configurations to the new environments. Criticality of specific data items will vary from customer to customer and all data is required in order for the system to operate identically before and after upgrade.

Service Description

This service is divided into three different categories. Each category can be selected individually or together with another category.

- Syncade
 - Windows OS (no hotfixes)
- Syncade and Hotfix
 - Syncade and Hotfix installation
- Syncade DeltaV Upgrade

Syncade is intended for customers who want to upgrade their existing system from Windows OS to the most recent version supported by technology.

Syncade and Hotfix is intended for customers who want the Syncade upgrade as well as upgrading their system to a certain hotfix or most updated hotfix.

Syncade DeltaV upgrade is intended for customers who want to upgrade their DeltaV environment that communicates with Syncade.

Upgrade Service	Upgrade Description	Upgrade Requirements
Syncade	Upgrade OS	FEED Study, Migration Plan
	Upgrade SQL	
Syncade and Hotfix	Upgrade OS	FEED Study, Hotfix Risk Assessment, Syncade manual hotfix installation
	Upgrade SQL	
	Upgrade Hotfixes (Manually or Bundle)	
Syncade DeltaV Upgrade	Upgrade DeltaV system (Performed by Emerson DeltaV Team)	FEED Study, Migration Plan
	Review Syncade and DeltaV integration components	
	Review custom components	

The Syncade Upgrade Service is provided in six phases:

Consultation Phase. The Consultation Phase captures the system architecture and customer requirements. In order to fully understand your desires in an upgrade and determine what hotfix level supports your requirements, proper planning and coordination with the customer is important. Typically, this could mean we bundle this service with a hotfix upgrade service. Time required for this varies depending on the number of environments we are updating, their architecture and potentially the implementation details of their Syncade instance. The Consultation Phase will also include a Feasibility Study to determine risk areas such as hotfixes, new hardware, new configuration, interfaces, etc.

Evaluation. During the Evaluation Phase, Emerson will determine your requirements for upgrading your system, based on what is determined in the consultation phase. This phase captures the system architecture and general customer requirements. The evaluation that is delivered includes high-level technical considerations, as well as areas to test and validate the changes made as a result of the upgrade. The evaluation process includes:

- An assessment of the hardware and software upgrade requirements to go from the release currently installed on the system to the new release that will be implemented.
- A review of applicable, technical Knowledge Base Articles and Release Notes for known issues, resolved issues, and new functionality for all releases between the customer’s current release and the target upgrade release.
- An evaluation of potential impact on integration components, third party applications, interfaces, behaviors, web parts, etc.

To begin the Evaluation Phase, the customer must provide Emerson with complete system architecture information, including any third party or customized applications running in the system, as well as any other key site installation considerations.

Preparation. During the Preparation Phase, the new system will be staged in an isolated network with data and configuration from the old system being imported. Deliverables can include:

- An assigned Emerson system upgrade engineer experienced in performing software upgrades. Engineers have extensive Syncade expertise and experience, and they can provide software upgrade guidance and direction.
- Installation of the target hotfix and/or Syncade and DeltaV integration components.
- Support during customer testing execution.
- Upgrade Plan including steps required to migrate or update the system.

To start the Preparation Phase, the Evaluation Phase must be completed. Customer will provide Emerson with the applicable system and any custom hardware and/or software required to set up the new system.

Execution. The Execution Phase can include upgrade implementation, as well as onsite support. The system upgrade Preparation Phase must be completed for the upgrade Execution support.

Verification. The Verification Phase is when Emerson verifies the Syncade system functionality and its components after the execution is completed.

Support. Additional support is provided either on site or off site depending on customer needs.

Post Support. Support is provided after Go-Live.

Emerson's expert engineers will provide a thorough consultation to determine what Syncade hotfix level is required and potential impacts to custom components. Also depending on the number of upgrades, it is not uncommon for us to perform a Syncade Upgrade Service and Patch Management alongside this service offering.

Related Products

- Syncade (If applicable to customer system)

Not Supported Products

- This service does not apply to non-Syncade systems

Related Hardware Products

- N/A

Related 3rd Party Products

- OPCXML Gateway

Prerequisites

- Access to customer environment
- Drawings of existing and proposed Architecture
- Existing interfaces
- Custom behaviors and scripts accessing Syncade

For more information in the Syncade Upgrade Service, contact your local sales representative or visit emerson.com.

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