

# Converting to ECS10

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Converting to ECS10 will require American Data Technicians to install the new system for each client individually. Prior to conversion, American Data Technical Support will need to analyze the existing ECS server configuration and your plans for ECS Mobile and Family Portal. We will also want to review how the server will be accessed for support moving forward.

## Sign Up and Preparation

- 1) To begin, start by signing up on the ECS10 Conversion Information Sheet and provide the necessary contact information.
  - <https://goo.gl/9VevYK>
- 2) American Data will send an ECS10 contract to the Administrator listed on the Information Sheet.
- 3) After the completed contract is returned our Technical Support will be in touch with the provided IT contact to review the server(s) you plan to use for ECS10.
  - SQL Type and Version
  - Server Operating System
  - Server Resources and Configuration
  - Number of users (average concurrent and max possible)
  - Numbers and types of devices (wired/wireless, laptop/desktop, mobile)
  - Plans for ECS Mobile and Family Portal (internal-only vs. internal and external access)
- 4) If issues preventing conversion are found, direction will be provided so you can make your server ECS10-ready.
  - In the case of most servers there will be no factors preventing a conversion to ECS10, but things like unsupported Windows operating systems or Microsoft SQL versions will need to be remedied before moving forward.
  - **You must have ECS Login Names turned on before a conversion to ECS10 can occur.**
- 5) American Data will set a conversion date and time with you.
  - We are only scheduling migrations during regular business hours at this time.
  - This will require at least 2 hours of ECS system downtime, but a more individualized estimate will be provided before scheduling.
  - A cost estimate for the conversion time will also be provided on an individualized basis.
  - American Data Technicians will need to be able to connect to your ECS server at the time of the conversion
  - A plan should in place for server access so American Data can provide future ECS10 support.

## Conversion and ECS Mobile or Family Portal Access

- 1) On the date of the conversion, an American Data Technician will connect to the server and complete the conversion process. The process includes:
  - Combining ECS data into a single database
  - Renaming some database tables
  - Installing or Upgrading Java
  - Installing or Upgrading Apache Tomcat
  - Updating Program Files to ECS10
  - Clean up of ECS 9 related items (if using the same server)
- 2) If you are planning to use ECS Mobile inside of your network only (not accessed over the internet), you will not need to do anything to prepare.
- 3) If you are planning to access ECS Mobile from outside of the network where the server resides, or are planning to use Family Portal, you will need a Fully Qualified Domain Name (FQDN) registered with a domain registrar (e.g., GoDaddy)
  - See separate documentation: ECS Mobile and Family Portal Security

## Post-Conversion

- 1) An American Data Technician will show your IT Support what items need to be backed up
  - SQL database
  - The Media Server folder
  - ECSApps\Update folder
- 2) Any Sign (MAR/TAR) Backups will need to have their Window Scheduled Tasks re-set, as the location of the ECS bin folder is changing in ECS10.

## Good to Know before you Convert

- 1) User Name is required for login, and must be unique.
- 2) Passwords can't contain the following symbols: % ; + (percent, semi-colon, plus)
- 3) Write, View, Sign, Report, and Calendar screens appear slightly different but function the same way.
- 4) Alarms are displayed differently: You see all of your alarms at one time on a list. Additionally, MAR alarms load when the MAR task is loaded, it doesn't wait for you to load the specific client the alarm is for. Alarms that come due when ECS is minimized will no longer pop up in front of other applications; instead, a bubble will appear in the bottom right corner of the screen.
- 5) In the Sign feature (MAR), "refused" has been replaced with "declined."
- 6) Client picture format does not allow tif/gif file formats.
- 7) Attachment sizing in System Settings should be checked for appropriate values. Select American Data-ECS > Setup > Settings > System Settings > General tab/Picture DB Settings. Values that seem to work well are:
  - Max Pic Size: 500Kb



- Max Height: 1280 Pixels
  - Max Width: 2000 Pixels
- 8) If you have ECS set up to email things out of ECS, you will likely wish to change to the SSL Security setting: Select American Data-ECS > Setup > Settings > Site Settings > Select the site and the service > Send tab > Encryption Type.
- 9) Script does not function on Mobile devices.