

## Z-1 Why am I prompted this message: **Evaluation Limit Reached**?

*Version 9.0A onwards – Winnie*

### Answer:

Reason: the license (Smart Lock or USB Key) was not detected. There are few possibilities:-

- i. You are not a licensed user;
- ii. Lock/USB Key was not plugged onto your hardware before UBS system is started.
- iii. Server (where the lock is plugged) is down hence workstation(s) not able to detect the lock.
- iv. Smart lock setting was not probably done.

## Z-2 What is the **limitation** of Payroll trial version?

*Version 9.0A onwards – Winnie*

### Answer:

Payroll trial version will reach its limit when any of the following situations took place:

- i. Message: “**Please note that, the payroll cannot be use next month**” is prompted after pay process for the month of September:
- ii. Message: “**Evaluation Limit Reached**” is prompted after Year End Processing.

## Z-3 How to **upgrade** from version 8.x to 9.x?

*Version 9.0A onwards – Winnie*

### Answer:

There are 2 ways to upgrade:-

#### **a. Backup & Restore**

- \* backup your data directory of version 8.x;
- \* install Payroll new version (9.x), create a new directory and restore data from backup file;
- \* *Housekeeping*∠ *File Re-Organization*∠ **Generate Pay\_12m** (run only once)
- \* *Monthly & Yearly*∠ *12 Months Figures Update (Pay Summary)*, check if the previous months' payroll details has been extracted successfully from version 8.3

#### **b. Transfer Existing Data from version 8.x to version 9.x**

- \* Install Payroll new version (9.x), create a new directory, click *Save*, *Select*, tick *Existing Data* checkbox, click on ellipsis button to select the directory of old version OR type in the directory path, *OK*, *OK*. Log into the system.
- \* *Housekeeping*∠ *File Re-Organization*∠ **Generate Pay\_12m** (run only once)
- \* *Monthly & Yearly*∠ *12 Months Figures Update (Pay Summary)*, check if the previous months' payroll details has been extracted successfully from version 8.3

## Z-4 How to **upgrade** from version 9.x to 9.x?

*Version 9.0 onwards - SYLow*

### Answer:

Step 1: **Backup** existing database. **Rename** the program folder to any name other than **UBSWPAY90**.

Step 2: **Remove** UBS Payroll System (Control Panel∠ Add/Remove Programs);

Step 3: **Install** the new version of Payroll System, restore the database with the backup file (from Step 1).