Upgrade Requests

General advice

Your team can raise an upgrade request at any time here.

Our support team may also raise an upgrade request on your behalf as part of resolving a support ticket (and will always communicate this when carried out)

We recommend bookmarking or subscribing to our News channel 'What's New' so you are emailed when new Claromentis versions are released and can create an upgrade request following this.

We also recommend periodically upgrading your site so that you remain on a supported version and are using the newest features available.

The upgrade request form

The upgrade request form is used to communicate all information regarding the upgrade.

Once an upgrade ticket is submitted, our upgrade team will be in touch to discuss the next steps and arrange a date for this to take place.

There are a few things that may delay an upgrade being scheduled, but these will be identified by the team when arranging this:

- Access issues to your site (If your site is self-hosted)
- Any custom work your site has (as this has to be upgraded first)
- Migrations (these will always take place first before an upgrade)

Filling out the request

When submitting an upgrade ticket, you will be asked to enter the following information:

* – required fields

Upgrade Request

To find out more about the upgrade process, check out our Knowledgebase category.

Please read the Claromentis Platform Upgrade information here.

I have read and understood the Claromentis Platform Upgrade information*

☐

Your System

The supported browsers for Claromentis version 8 are:

- Internet Explorer 10
- Internet Explorer 11
- Chrome (latest)
- Firefox (latest)
- Safari (latest)

ⓘ **Intranet URL***

ⓘ **Current Version***   **Upgrading to***

ⓘ **Are you aware of any existing custom applications within your intranet**   ○ Yes   ○ No

Reason for Upgrade*   Please select... ⌄

ⓘ **Additional Details**

ⓘ **Additional Notification Recipients**   ☐

Add file   Choose file

or select from pre-uploaded...

Maximum file upload size is 500 Mb

Description

Submit   Discard   Save draft

I have read & understood

It is mandatory to check this box to submit the request; ensure you read the information provided at the link.

Intranet URL

Enter the URL of the Intranet you wish to upgrade

Current Version

Enter the current version of your site here.

You can check what this is in **Admin > System** of your Intranet (it's the big number)

Upgrading to

Enter the version you would like to upgrade your site to (if known), otherwise you can enter 'latest' to get put on the latest available version.

Custom applications

Check this box if you know that there is custom work on your site, e.g. IC plugins, bespoke modules, etc

(The upgrade team will check this before scheduling the upgrade, so don't worry too much if you don't know and leave it blank)

Reason for upgrade

Generally, you will be choosing 'new features' here as the support team will raise requests for bugfixes on your behalf.

Additional details

Please add anything you think is relevant for our upgrade team to know ahead of scheduling an upgrade.

e.g.

- Server access requirements (if your site is self-hosted)
- Days or dates you would rather not have the upgrade on. We will try our best to accommodate this, and upgrades are normally carried out on Tuesdays, Wednesdays and Thursdays in case they result in any errors (Please note weekend upgrades are chargeable)

Additional notification recipients

Add up to 3 email addresses if you wish for others on your team to be notified about changes in the ticket.

(To be able to open and add notes to the ticket, they will need a Discover account)

Add files

It is not necessary to upload any files when submitting an upgrade request, but if, for if whatever reason, you need to, please feel free to do so.

Communication after submission

Our team will add notes to the ticket, which the submitter and anyone added as an additional notification recipient will receive emails about.

Please log in to Discover to add notes in return and communicate with us in the ticket:

Tags: intranet, upgrade, user guide