



Upgrade Requests

This article will outline what you will need to include in your [upgrade request](#) to get this processed.

The upgrade request form is used to communicate all information regarding the upgrade. Once an upgrade ticket is submitted, one of our project managers will be in touch on the ticket to discuss the next steps.

There are a few things that may delay the upgrade:

- Connection issues
- Custom work
- Migrations

Filling out the request

Before submitting an upgrade request, confirm that you have read and understood the [Upgrade information](#)

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

InfoCapture / Upgrade Requests / Submit Request

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Upgrade Request

To find out more about the upgrade process check out our [Knowledgebase category](#).

I have read and understood the Claromentis Platform Upgrade information*

Please read the Claromentis Platform Upgrade information [here](#).

Your System

On Behalf Of

Company Partner

Support Level

Intranet URL*

Current Version* Upgrading to*

Site hosted by* Claromentis On-Premise

Existing staging site* Yes No

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

Reason for Upgrade*

Additional Details

Additional Notification Recipients

Submit Discard Save draft

Version

Find the current version of your site by going to **Admin > System**. Here is our guide on [Retrieving system information](#).

If there is a specific version you would like to upgrade to, (e.g. you have custom work or you would like a bugfix upgrade to the latest bugfix release please specify this). In most cases, we will upgrade your site to the latest released version of Claromentis unless otherwise specified.

Site information

State whether you host the site yourselves (on-premise) or if we host for you (SaaS). Remember to confirm if you have a Staging site and/or any existing custom work.

If you are uncertain of a Staging site or about existing custom work, please feel free to inform our team in the 'Notes' section and this will be looked into by our project managers.

Reason for upgrading and additional details

Fill out these sections accordingly please include the following in the additional details.

- Custom work information
- Server access detail requirements
- 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.

Last modified on 8 August 2024 by [Veronica Kim](#)

Created on 28 October 2019 by [Mhairi Hutton](#)

Tags: [intranet](#), [upgrade](#), [user guide](#)