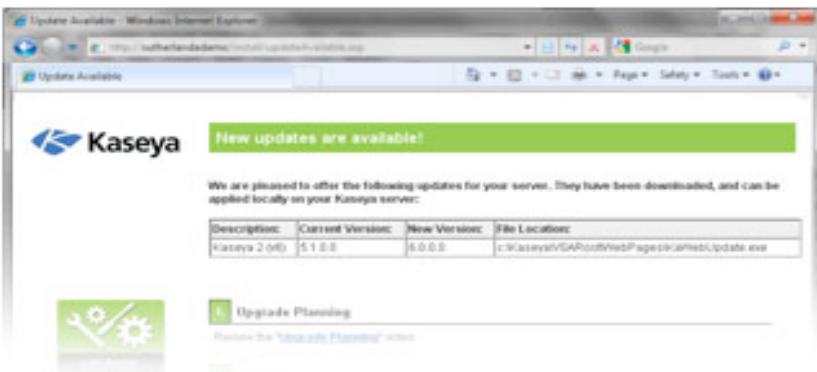




Kaseya 2 - things we'd like to tell you about the upgrade process

To make sure your upgrade is as seamless as possible; we will have a "rolling" upgrade process. **Your system will notify you when the upgrade is ready.** The notification will look something like this:



Notes for a Successful Upgrade - **Plan, plan, plan for success.**

Although the upgrade is completely automated, there is a lot going on and your system will not be available during the upgrade process. The time it takes to complete depends on the size of your database and horsepower of the server.

Please review the following Upgrade Resources...



What's New Overview

*Watch the What's New presentation and review the **Release Notes** document*

What's New Walk Through

In-depth review the new features of K2 presented in the Kaseya webcast

Installation Video

Review for upgrade Planning

Kaseya 2 Upgrade Review

Learn best practices through experiences from customers and our support team, as well as the most common challenges and how to prevent them



System Requirements

Review the system requirements and ensure you have adequate hardware and software to run the install or update

Platform Configuration and Prerequisites

Review the changes to the platform configuration that will be made and checked by the installer

Installation Guide

When you're ready to upgrade, carefully follow the instructions in this step-by-step installation/upgrade guide