



At Kapish we know that upgrades take time and require careful change management. That's why we are taking such care when we release the new version of goTRIM to minimise the affect on existing goTRIM users, and are allowing customers to plan for their change to the new app. To best support customers in upgrading and managing the change in their own time, we will be releasing goTRIM as a new app in the app store. This means the new app will be released as goTRIM Pro. Both apps will be able to run on a device at the same time in parallel, and both server installs can be used at the same time. To help you further, below are some answers to questions we anticipate our Customers will ask.

1. [What versions on Content Manager are supported with the new goTRIM Pro Release?](#)

The current supported version for the new goTRIM Pro app is Content Manager 9.1 upwards.

2. [We are on an unsupported Content Manager version, but are paying annual maintenance for the current version of goTRIM, what does it mean for us?](#)

If you are on an unsupported version of Content Manager, then you can continue to use the current app until your organisation is ready to move to a newer version of Content Manager. If you are still paying us for annual maintenance on goTRIM when you are ready to upgrade, you will be entitled to download the new version of goTRIM as per the normal product download process. As the new app will co-exist with the old app, if you wish, your organisation can then set up a pilot of the new app for testing prior to rolling it out to your users.

3. [We have goTRIM licences, but we haven't been paying annual maintenance, can we use the new version without reinstating our annual maintenance?](#)

No. Unfortunately annual maintenance will need to be reinstated to have access to the new server installation and to download the app. Please call us to discuss how reinstatement works for your organisation. Once you have reinstated your annual maintenance you will gain access to all the software and documentation relating to the new goTRIM Pro version.

4. [We are on a supported Content Manager version, but don't want to upgrade straight away, what effect will this have on our app users?](#)

There will be no effect to your current app users. There will however be a slight name change when you do decide to upgrade as the new version will now be called goTRIM Pro. Users should be made aware of this once your organisation has decided to upgrade.

5. What will happen to the current (old) app when the new version is released to the App Store?

The current app will remain accessible on the app store. There will be no changes to the current app.

6. Is it only the app that is changing, or is there changes to the server as well?

Yes. There will be a new server installation. The server is changing from being a custom goTRIM web service to using Content Manager's Service API. This will need to be installed and configured.

7. Will there be any Licensing changes?

Yes, if you are upgrading to goTRIM Pro a new license key will need to be issued.

8. Why has the new app's name changed?

With the upcoming release of the new app, Kapish has decided to keep the goTRIM name but it's not possible to have 2 apps published with the same name. The new app will be referred to as goTRIM Pro.

9. How will I tell the difference if I have both apps on my device?

We have updated the app icon on the new app along with the logo so there will be a visual difference as well as the slight name change.

10. How will I know which app I need to check-in my offline records to, if I have both apps installed on my device?

Each app will have its own offline records location. These will not be visible to the other app to ensure your documents are being managed by the correct app.

11. If we upgrade to the new version of goTRIM will our documents be lost?

No. Documents will not be lost as a result of the upgrade. It will be a requirement that all the documents in offline records in the current (old) app will need to be checked in by the user prior to moving to the new version of the app.

12. How do we move documents from one version of goTRIM to another?

Documents don't need to be moved from one version of goTRIM to another. Users will still be able to see their Recent Documents, Favourite Records etc. The only requirement will be for users to check-in records from offline records on their device prior to moving to the new version. The new app will NOT have access to the previous app's offline document location.

13. How long will the current app remain in the app store? Will there be a sun-setting period?

The old app will remain in the App Store for 12 months from the date of release of the new app. After the 12 month period the current (old) app will be removed. Although this will not change the functioning of the old app, it means there will be no further updates or support to the old app. We recommend that during this 12 month period, customers make plans to upgrade to the new app.

14. What if we want to pilot the new version, whilst our organisation is still using the old version, is this possible?

Yes this is possible. Kapish has intentionally published two apps (and made the server-side programs co-existent) to give organisations the ability to pilot the new version and stage their upgrade process (provided you are up-to-date with your annual maintenance).

15. Will users need to configure the new app on their device?

Yes. The new settings and connections will need to be set up on the new app as they are different from the existing app. There is the ability to create a hyperlink with the server settings that can be sent to users to simplify the configuration process. They will still need to provide their User Name, Password and Domain.

16. How do I find out more about Kapish goTRIM Pro?

You can find out more about Kapish goTRIM Pro by heading to our website kapish.com.au or by dropping us a line at sales@kapish.com.au.