SOFTWAREASSISTANT

TRANSFERRING YOUR DATABASE

This guide will assist you with transferring the Assistant database from one computer to another. A USB stick or external hard-drive is recommended unless you are comfortable with transferring files over your local network.
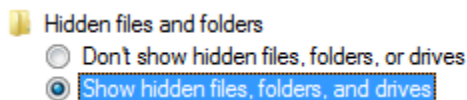
Locate the Assistant database path

The first step is to locate your Assistant data directory so you can ensure the correct database is copied.

1. Click on your **Windows Start Menu** at the bottom left corner of your screen,
2. Search for **Register Assistant**. In most versions of Windows, you can begin typing once the start menu has been open to perform a search,
3. From the Register Assistant form, click on **Advanced...**
4. Note the **Data directory** shown at the bottom of the registration form. This is the location of your Assistant database. Make a note as you will be required to browse to this location shortly
5. If the Data directory shown **does not** include the reference "C:\ProgramData" you may skip the next step.

Ensure Windows is set to 'Show Hidden Files and Folders'

If using the default installation path for the Assistant database, you will need to ensure Windows is set to show hidden files and folders. By default, Assistant installs the database in a hidden folder under the root of your local disk (C:\). We must enable this setting to make this folder visible so you can copy the database.

1. Click on your **Windows Start Menu** at the bottom left corner of your screen,
2. Search for **Show hidden files and folders**,
3. Ensure the following setting is selected then press **OK**:

Copying the database

Now that you have hidden files and folders visible, you should be able to navigate to the data path shown above.

1. Navigate to the data directory shown at step 1 using **File explorer** or **Windows explorer** (both can be found via searching from the Windows Start Menu),
2. You will need to copy the following folders to a USB/External hard-drive:

   Data
   Letters
   Export
   Notes

   By default, the database can be found here "C:\ProgramData\Software Assistant"
3. Once the folder(s) have been copied to a USB or external hard-drive, you may move the USB/hard-drive to the secondary PC

Moving the database

1. Ensure Software Assistant has been installed on the secondary PC before attempting to copy the data,
2. Navigate to the USB/External hard-drive once connected to the computer,
3. Copy the folders that you previously copied to the USB/external hard-drive (shortcut CTRL+C),
4. Navigate to the data directory (you may confirm the location on the secondary PC via the Register Assistant form as shown earlier) and paste the folders (shortcut CTRL+V). Ensure you over-write all files and folders when prompted to ensure a 1:1 copy of data.

This completes the database transfer.

Contact us

For further information on transferring the Assistant database, please contact the Support Desk.

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