

PALM  TECH

home inspection software

V E R S I O N 9

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# HOW TO:

## Create and Restore Backups

**This step by step How To article explains how to create backups of your key information (templates, libraries, and settings) and restore them.**

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For a complete list of available How To documents, visit the Support section of our website: [www.palm-tech.com/support/](http://www.palm-tech.com/support/)

# HOW TO: Create and Restore Backups

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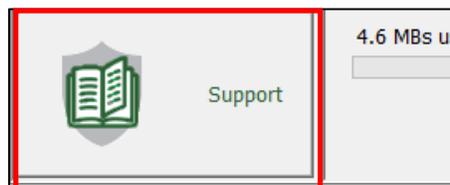
If you are setting up a new computer with Palm-Tech you will most likely want to move all your key files from your old one to the new one. The easiest way to do this is with the backup and restore process.

## Creating the Backup

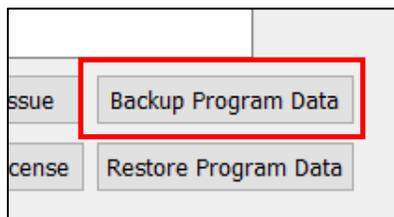
1. The first step is to close out of all programs related to Palm-Tech to ensure there isn't an inspection open.
2. Next, open the Palm-Tech program by double clicking on the icon on your desktop.



3. Once the main program appears, click on the 'Support' tab in the lower left corner.



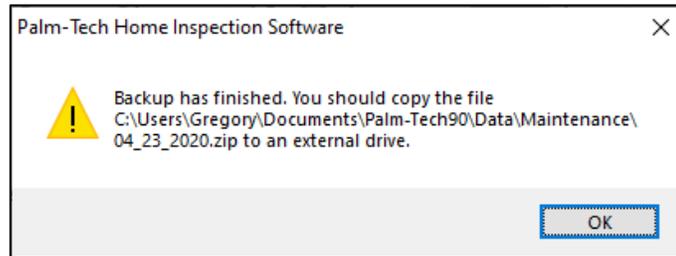
4. Click on 'Backup Program Data'.



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- Next, a message will appear letting you know that your Backup is complete and it will tell you where the file is located.



- You will now need to move the Backup file to the computer you want to restore it on. This can be done by emailing the file, using a USB/external drive to move it, or any other method you can use to move it to the other computer.
- Now that the backup has been created and moved to the new PC that we want to restore it on, we are ready to restore it. The steps for this begin on the next page.

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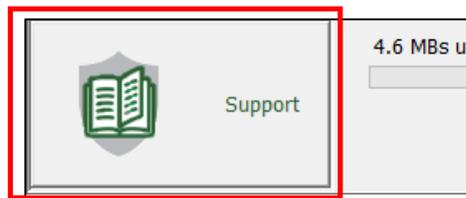
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## Restoring the Backup

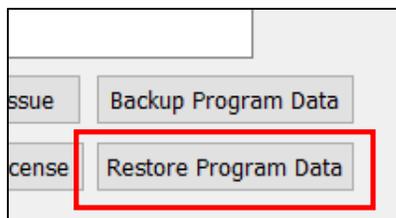
1. To restore the newly created backup you will first need to make sure that the backup file was moved successfully to the new PC.
2. Next, close out of all programs related to Palm-Tech to ensure there isn't an inspection open.
3. Open the Palm-Tech program by double clicking on the icon on your desktop.



4. Once the main program appears, click on the 'Support' tab in the lower left corner.



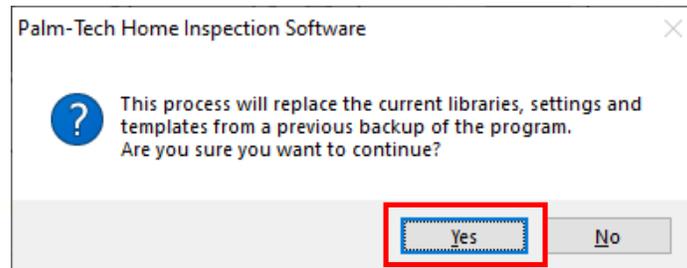
5. Click on 'Restore Program Data'.



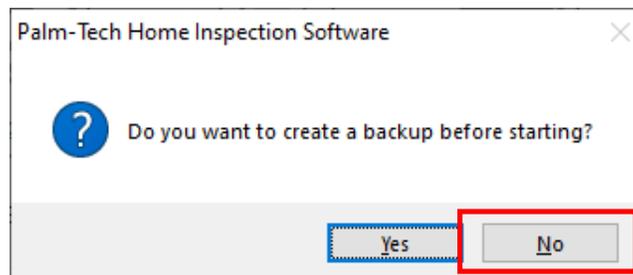
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6. Next a message appears letting us know that this will replace the current setup on this computer for Palm-Tech and asks if we are sure that we want to start the process of restoring a backup. Click on 'Yes'.



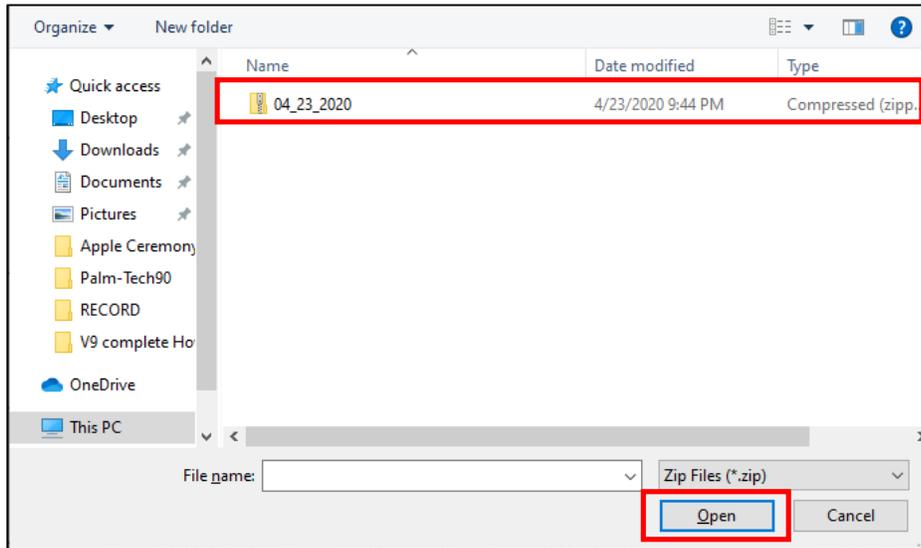
7. Next a message will appear asking if you want to create a backup of the information that is currently on the PC. If this is a PC that you have done some customizing on or worked with, and there is any chance that you would want to go back to the libraries, templates, settings that are on there, click on 'Yes'. If this is a new PC, and you haven't done any work with Palm-Tech on it, then click 'No'.



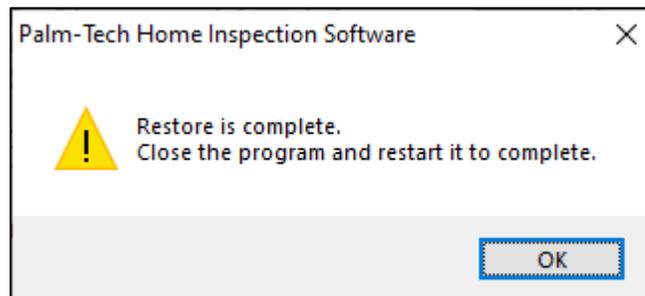
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8. Now a screen will appear that will allow us to navigate to the location of the backup file we created and then moved to the PC. Once you navigate to where the file is located, click on it and then click on 'Open'.



9. A message will appear stating 'Restore is complete. Close the program and restart it to complete'. This means that the restore has been successful.

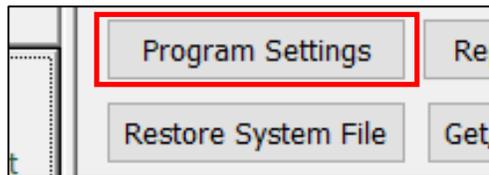


10. Completely close out of everything related to Palm-Tech and when you reopen it, the files from the backup will be available for use.
11. Since we restored the backup from another computer we may need to reset our 'Inspection Files Location' and our 'Archive Location'. To do this, open Palm-Tech and click on the 'Support' tab in the lower left corner.

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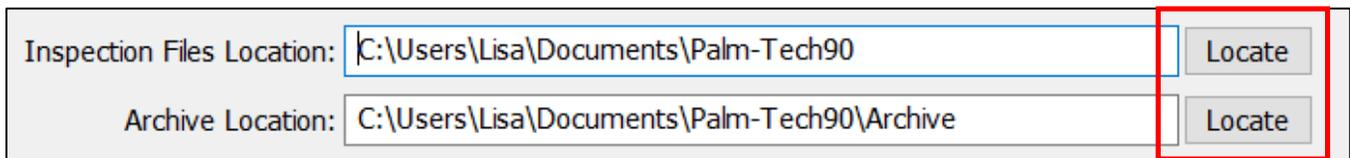
12. Next, click on the 'Program Settings' button.



13. The Program Settings window will now appear.

14. Next, you will have options for 'Inspection Files Location' and 'Archive Location' and it will show what their current locations are set to. To the left of each, there is an option for 'Locate'. To reset their locations, simply click on the 'Locate' button and navigate to the folders shown below and click 'OK':

- a. Inspection Files Location: C:\Documents\Palm-Tech90
- b. Archive Location: C:\Documents\Palm-Tech90\Archive



15. Your files locations will now be reset.