



# Palm-Tech

HOME INSPECTION SOFTWARE

Step by Step

## How To

# Move Palm-Tech to a New Computer

*This How To article explains how to install Palm-Tech on a new computer and move key files to it from other Palm-Tech installs*

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: MOVE PALM-TECH TO A NEW COMPUTER

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**Moving Palm-Tech to a new computer is a two step process. The first step is install Palm-Tech on the new PC and the second step is moving your key files to it.**

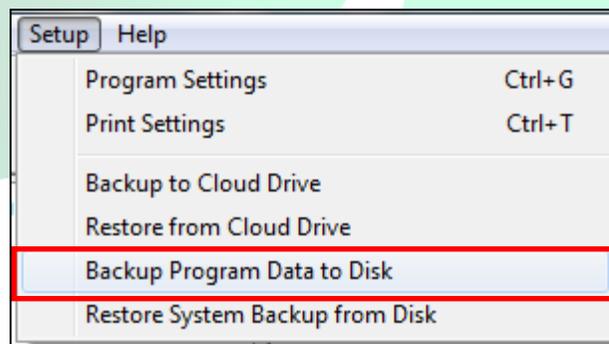
**To move Palm-Tech to a new computer you'll first need to install the program on the new computer. To do this, you'll want to locate the email we sent you when you purchased and follow the installation instructions in that email. If you can't locate the email, and you need it resent, then you'll need to fill out the license request form. Below are the steps for having your license email resent.**

1. To update your license information you first need to fill out a license request form. You can locate it online here: [http://palm-tech.com/support/license\\_request.php](http://palm-tech.com/support/license_request.php)
2. Once you fill out all of the information on the webpage click on 'Send' to submit the request to Palm-Tech.
3. Once we receive the request we will process it the next business day. You will receive an email from us with the updated license and instructions for getting it in place.

**After Palm-Tech is installed you'll want to move all of your key information (libraries, templates and settings) from one PC to another, the best way to do this is by creating a backup on the PC that has all of the information you want, and then restoring it on the new PC you are setting up.**

Creating a Backup – This is done on the original PC, NOT the new PC we are setting up

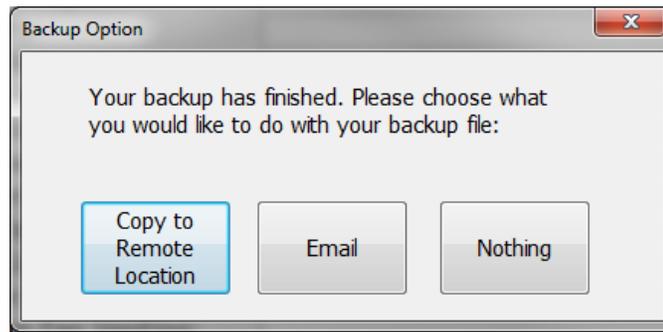
1. With the program already open, the first step is to click on Setup->Backup Program Data to Disk.



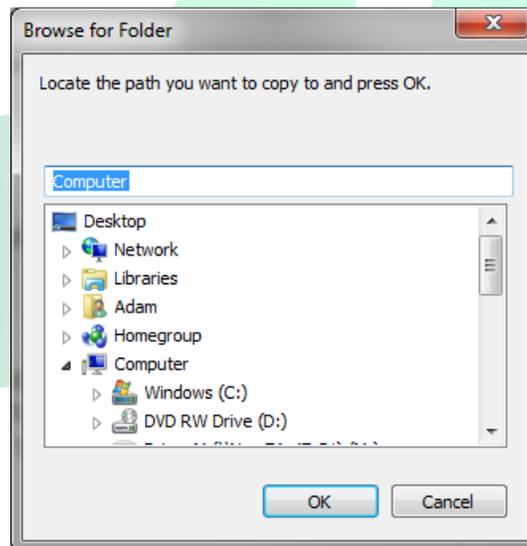
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2. Next, you will be prompted with the following 'Your backup has finished. Please choose what you would like to do with your backup file:'. You have three options to choose from: Copy to Remote Location, Email and Nothing. You will want to choose the option that will be the most convenient for you to move the newly created backup file to the PC that you would like to restore it on. Detailed explanations of each option are below.



**Copy to Remote Location** – If you choose this option you will be prompted with a screen that allows you to navigate to a folder of your choosing to save the created backup file. This option works great if you have a USB drive plugged in, have a network location you want to save it to or if you know exactly where you want it to go.

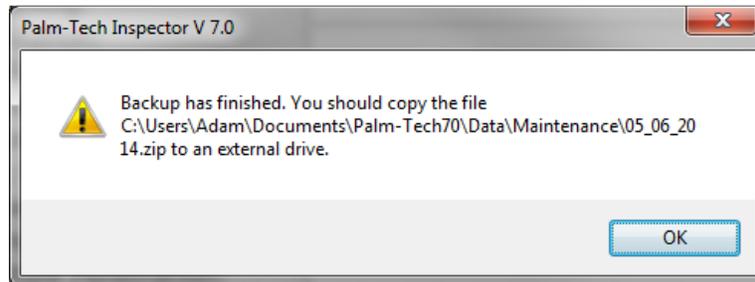


**Email** - If you choose this option and you use an email program that is installed locally on your device then the program will automatically open your email, start a new email and attach the backup file to it so you can easily send it off. If you use a web based email (gmail, yahoo, etc) then the program will not be able to open your email program automatically. You'll need to Copy to Remote Location and then attach the backup file to an email.

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**Nothing** – If you choose this option then the program will create your backup and automatically save it in C:\Documents\Palm-Tech70\Data\Maintenance. The backup file will be named the current day's date and will be a '.zip' file. A message will appear like the one below showing you the exact path of the file:

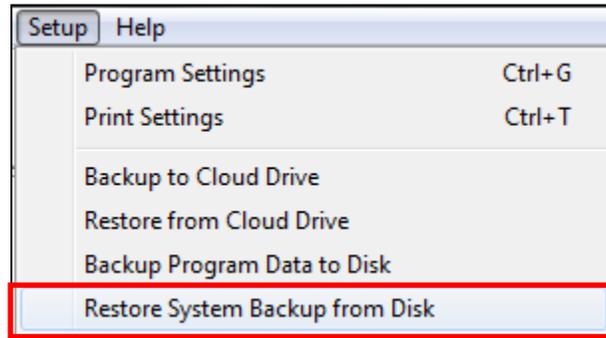


3. Now that the backup has been created and moved to the new PC that we want to restore it on, we are ready to restore it.

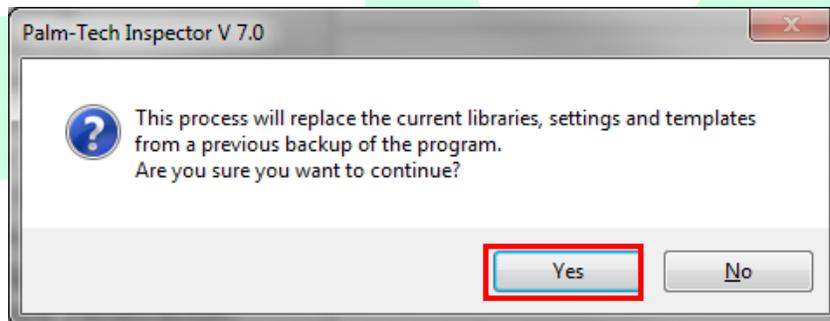
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Restoring the Backup – This is done on the new PC we are setting up

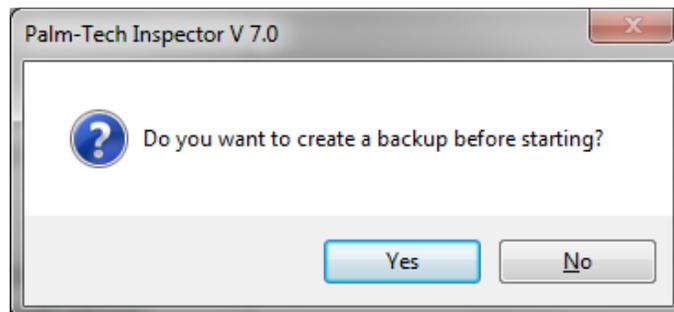
1. To restore the newly created backup you will first need to make sure that the backup file was moved successfully to the new PC. Once this is complete, the first step is to go to Setup->Restore System Backup from Disk.



2. Next a message appears asking if we are sure that we want to start the process of restoring a backup. Click on 'Yes'.

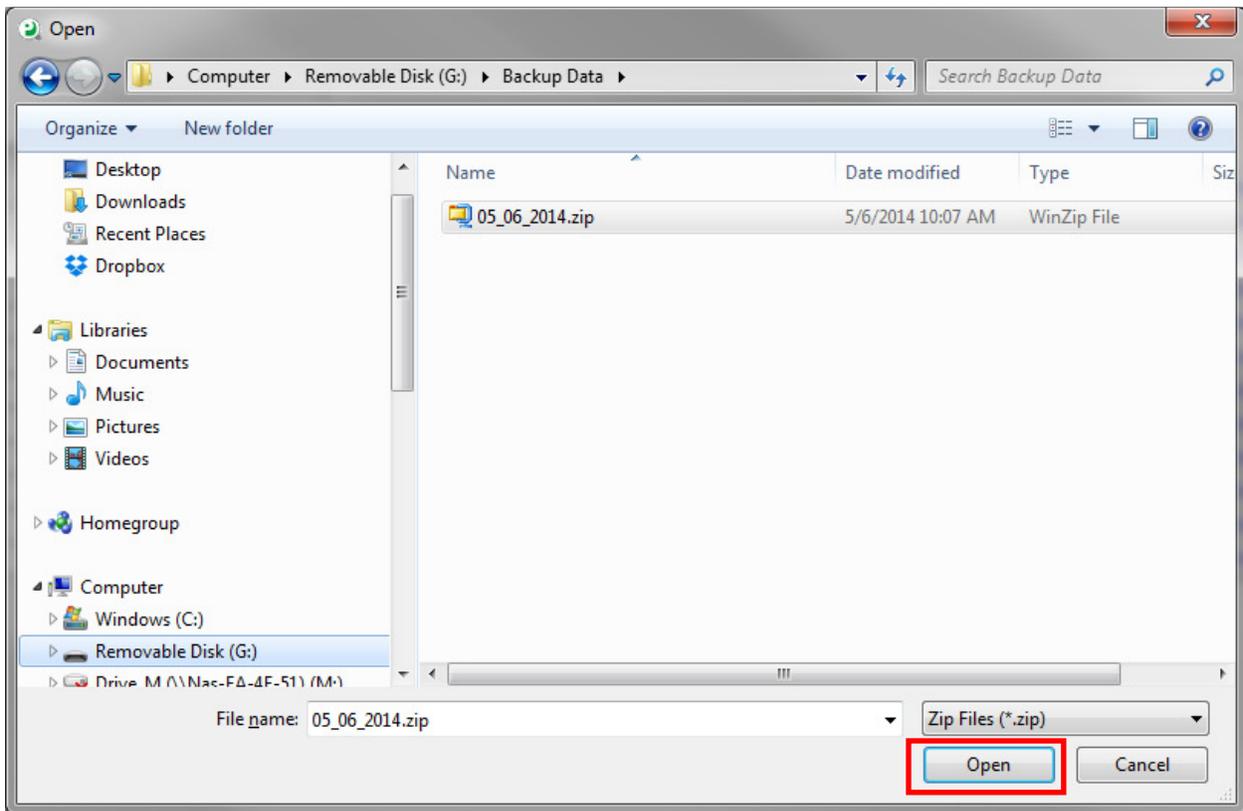


3. Next a message will appear asking if you want to create a backup of the information that is currently on the PC. If this is a PC that you have done some customizing on or worked with, and there is any chance that you would want to go back to the libraries, templates, settings that are on there, click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

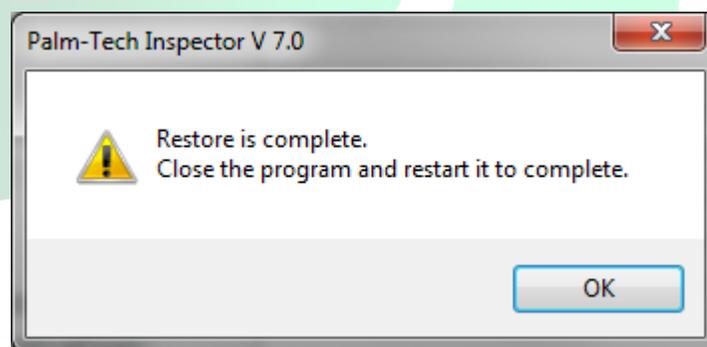


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4. Now a screen will appear that will allow us to navigate to the location of the backup file we created and then moved to the PC. Once you navigate to where the file is located, click on it and then click on 'Open'.



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



6. Completely close out of everything related to Palm-Tech and when you reopen it, all of the files from the backup will be available for use.