

Synergistic Office Solutions, Inc.



Topic: Moving SOS Applications to a New Computer
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Many practices are finding that their old hardware has become outdated. While those old machines have provided excellent service, they have become too slow, too limited in RAM, and too congested in hard drive space to continue serving well. Making the move to a new machine is not difficult as long as you follow certain steps.

1. Install the SOS software that you use on the new computer. It should be the same version that you are currently using on the old computer. That means you should install from your most recent CD. (There is no need to install any earlier CD's.)
2. Ideally, you should then back up the entire SOS folder on the old computer, including all subfolders. Backing up the entire SOS folder will assure that you will be moving the entire set of files, including any updates or patches that you have downloaded and installed, custom reports, and any other personal files you may have created and stored there.
3. Restore the backup on the new computer. Depending on how you did your backup, your restore will be done differently. If you just copied the files to a CD or Zip cartridge using Windows Explorer or CD burning software, restoring the files is a simple matter of copying from the CD or Zip back to the matching folders on the new computer. If you did a backup using backup software like NovaBack, then your target for the restore should be the appropriate drive letter on the new computer. The folder information is stored in the backup, and when you restore from your tape or other media, the files will be put back in their original folder locations.

IMPORTANT: If you copy files from a CD using Windows Explorer, the copies on the new computer will all be set to "Read-Only" status. When you have finished copying the files, you should highlight all the files in each of the folders and reset the properties to uncheck the Read-Only setting. Highlight, right-click for the context menu, then left-click on Properties. Uncheck the Read-Only box under Attributes.

4. If you are moving a standalone installation or a database server installation, and you are putting the SOS folder in a different location (such as on a different drive letter, or placing it within a different folder on the new system), you may have to reset the transaction log file name embedded in the database during a previous database rebuild operation. If you fail to do so, the database will not start. The steps to reset the log file name appear in the box below:

1. Open a command prompt window (**Start > Run**, then enter CMD or COMMAND and click **OK**).
2. Change to the \SOS\DATA folder on the appropriate drive. (Type the drive letter followed by a colon and press <enter>, then type CD \SOS\DATA and press <enter>.) The command prompt should now show the correct drive and path, for example: C:\SOS\DATA.
3. Enter this command:
\SOS\ASA\WIN32\DBLOG -t SOSDATA.LOG SOSDATA.DB
4. You should see something like this:

```
C:\SOS\DATA>\SOS\ASA\WIN32\DBLOG -t SOSDATA.LOG SOSDATA.DB
Adaptive Server Anywhere Transaction Log Utility Version 9.0.2.3169
"SOSDATA.DB" was using log file "D:\SOS\DATA\SOSDATA.LOG"
"SOSDATA.DB" is using no log mirror file
"SOSDATA.DB" is now using log file "SOSDATA.LOG"
Transaction log starting offset is 0000428053
Transaction log current relative offset is 0003340635
```

This command removes the hard-coded path from the filename so the database will use the SOSDATA.LOG file in the same directory as the transaction log.

5. Go into the Office Manager for Windows program on the new computer to make sure that the data has transferred correctly. **Only after you are certain that the data is intact should you remove the program from the old computer!**

Uninstalling the SOS Software from the old computer.

In order to completely remove SOS Office Manager for Windows from your computer, use the Windows Uninstall procedure, remove any SOS folder that remains and empty the Recycle Bin. Here are the steps:

1. Click on Start > Settings > Control Panel > Add/Remove Programs.
2. Scroll down in the box listing your software programs until you find the SOS applications. If there are several versions listed, start with the highest version and work backwards. Highlight and click on the Remove button.
3. When you are asked if "you are sure you want to completely remove _____ and all its components" click **Yes to All**. If you are asked for any more verifications of your intention to remove all parts of the program, indicate **Yes**. When you have finished removing all the SOS applications, close the Add/Remove box and close the Control Panel.
4. Click on Start > Programs > Windows Explorer. Look at your drive designation (e.g., C) to see if there is an SOS folder. If there is, right-click on it and select Delete. Windows will ask you if you are sure you want to delete this folder and all its contents. Click **Yes**.
5. Right click on the Recycle Bin. Select **Empty Recycle Bin**.