

Synergistic Office Solutions, Inc.



Topic: Sending Your Database for Upgrade
Document ID: # 493
Product: SOS Office Manager for Windows
Date: July 10, 2006
Author: Manon Faucher, Seth Krieger

If you are running a very old version of our software when you renew support, you may be told that you must send your database to us so that we can upgrade it to our current release. Below are the steps to follow so that we can ensure that your down time is minimized.

1. Please select a time that you will be ready to send your data. Call SOS to make sure that someone will be available on that day to work on your data. If no one is available or there are others who are already sending their data on that day, you should select another day.
2. You will have to zip your data files (11 DB files and 1 LOG file, with at least some of the files having current dates). "Zipping" is a process whereby all 12 files can be saved in a single, much smaller file to make transmission faster, easier, and more secure. If you do not have a zip utility you may download a demo version of WINZIP at <http://www.winzip.com>. In a standard installation the SOS data files are located in the \SOS\DATA folder. If you are running on a network, the files are located on your server, probably in the \SOS\DATA folder. When you zip your data, provide a unique name for the zip file and be sure to specify a password to protect it. Although it is extremely unlikely that the data would be accessed by an unauthorized person, encrypting it with a password provides additional security.
3. You have two options to send your data: upload to our web site or send it via mail, Fedex, UPS, or some other package service. If you decide to upload it to our web site and the zip file is larger than 65 MB, check with an SOS technician prior to uploading! When ready, go to our website -- <http://www.sosoft.com> -- select **Support** and then **Document Library**. Document #492 will give you the information on how to upload the file.

To send your data via mail, Fedex, etc., copy your data to a CD or DVD. You may want to make sure that you can see the 11 DB files and LOG file on the CD before shipping it to us. For security reasons, instead of just copying the files, consider zipping the 12 files with a password just as you would if sending it to our web site (see above), then copy the zipped data to the CD or DVD.

Whether you upload your database to the web site or send it to us on disk, you should FAX or phone the encryption password to SOS. If you must e-mail it, be sure you do not include any specifics about the file (such as the name of the file or the time that you uploaded it) in the message with the password.

4. Once we have received the data and have upgraded it to our current release, we will send the data back to you via Fedex Overnight. If the data is sent to us on a Friday, the soonest it would be returned to you would be Tuesday.

During the upgrade process your database will be checked for corruption. If there is a significant problem, we will contact you to let you know if it can be repaired, how long it will take to recover the data, and what the additional costs will be.