



PC/POLL SYSTEMS

Point of Sale Communications Software

◆ Phone: (563) 556-2323
◆ Fax: (563) 556-0405
◆ Email: sales2007@pcpoll.com
◆ Web: www.pcpoll.com

Switching Computers with Version 6 Polling

Transferring Version 6 Polling data from one computer to a new computer is a simple process that only requires a little preparation to make the procedure go smoothly. Before beginning the transfer, users should have the following on-hand:

- * A licensed copy of Version 6 Archive Agent V.2 on the old computer.
- * A licensed copy of Version 6 Polling on the old computer.
- * A copy of the Archive Agent V.2 install. The install can be on diskette, CD, downloaded from the web or obtained from a cash register dealer .
- * A copy of the Version 6 Polling install. The install can be on diskette, CD, downloaded from the web or obtained from a cash register dealer.
- * A means to transfer data from one computer to another i.e. a CD burner, pen drive, external hard drive or through networking the computers. Email can also be used to transfer the files. Both PCs must be able to access email accounts. For more instructions on how to create an email with Archive Agent please consult the Archive Agent help files.

Please read through all the directions and FAQs below before beginning the transfer. Archive Agent is NOT required to switch PCs, however, it does make the transfer process significantly easier. Instructions contained with the FAQ section for transferring data without Archive Agent.

1. Archive the data on the old computer
 - a. Open the Archive Agent program (Make sure Version 6 Polling is closed).
 - b. Select the **Data Path** option from the **Options** menu.
 - c. On the **Destination Path Options** screen select **Custom Data Locations** and use the box with the three dots to browse for your transfer media i.e. CD drive, pen drive, external hard drive or network location.
 - d. After selecting a destination, click **OK** on the **Select Directory** window.
 - e. Verify your path on the **Destination Path Options** window and click **OK**.
 - f. On the main screen of Archive Agent, check the **Selected Data Directory** area to make sure the correct data type is checked. For example, if you are using a Samsung cash register you would select: V6_SAMSUNG_DATA.
 - a. On the left side of the screen select the **Archive** tab.
 - b. Click on the down arrow box to scroll down the Archive files list until the **All Files** option is visible. Note: The **All Files** option is represented by an icon with 3 file folders.
 - c. Single-click on the **All Files** option.
 - d. The software will create an archive of all Version 6 Polling files to the previously selected **Destination Path**. When the software has completed the archive, a message will be displayed with the number of files archived and the full file name, including the path. It is helpful to write down the file name. An example name would be: AllFiles 1_26_2005 10_17_27_AM.zip. (The file names include a date/time stamp of when they were created.)
 - e. Close Archive Agent.
2. Install Version 6 Polling on the new computer.
3. Install Version 6 Archive Agent on the new computer.
4. Return to the old computer, open V6 Polling, select the **Setup** button, and click on the **Preferences** option. Write down all selected preferences. These options are stored separately on each computer. These options should be re-entered onto the new system in step 17.

Switching Computers with Version 6 Continued....

5. Call or email PC/POLL SYSTEMS (563)556-2323 or sales2007@pcpoll.com with the Version 6 Polling Cancellation Code from the old computer.
 - a. To obtain a Cancellation Code, open V6 Polling on the old PC.
 - b. Click on the **Setup** button.
 - c. Click on the **Security** button.
 - d. Single-click the **Obtain License Cancellation Code** button.
 - e. Warning message screens will appear, click the **YES** buttons.
 - f. Write down the Cancellation Code. It is recommended to either have PC/POLL SYSTEMS on the phone when you are obtaining the code, or to email them a print screen of the information.
 - g. Click the **OK** button.
 - h. Close Version 6 Polling. The software is now disabled on the old computer and can not be used. See FAQ #6-7 for more information.
6. After the Cancellation Code has been verified, by PC/POLL, new Release Codes can be issued for V6 Polling and V6 Archive Agent on the new PC. Enter the new codes into the new computer and click the appropriate update buttons.
7. Close Polling and open Archive Agent on the new PC.
8. On the main screen of Archive Agent, check the **Selected Data Directory** area to be sure the desired data folder is selected. For example, if you are using a Sharp cash register you would select: V6_SHARP_DATA.
9. On the left side of the screen select the **Restore** tab.
10. Click on the **All Files** icon.
11. Archive Agent will display a prompt about deleting the current data. Click **YES**.
12. Use the **Open** dialog to browse your PC to find the archived data that was created in step 1. Note: If the data was archived to a CD, pen drive or external hard drive, those media devices should be connected before browsing.
13. After finding and selecting the archive, click the **Open** button. The name of the archive should match the name written down in step 1j.
14. The software will extract the archived data to the new PC's data folder. Archive Agent is able to automatically detect this location. When the process is complete, Archive Agent will display a message detailing the number of files that were extracted and their destination location.
15. Close Archive Agent.
16. Version 6 Polling is now ready for use on the new computer.
17. Users will need to verify that all the data has transferred correctly. It is particularly important to verify machine, script, schedule and calendar setup if automatic polling is being used. The V6 calendar and exporting options will need to be manually reset. These preferences are stored on each computer.

Resetting Preferences

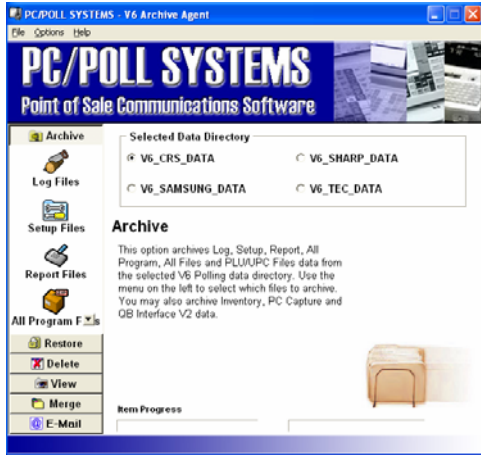
- a. Open V6 Polling.
- b. Click the **Setup** button.
- c. Select the **Preferences** button.
- d. Make the necessary changes.
- e. Click **OK** to save your edits .

Users should also edit each machine and reselect the **Comm Port**. Different computers have different ports or modems.

Verifying Machine Comm. Ports

- a. Open V6 Polling.
- b. Click the **Setup** button.
- c. Select the **Machine** button.
- d. Click on the Machine to edit.
- e. Select the **Edit** button.
- f. On the Machine Maintenance screen click within the **Comm Port** box to bring up a list of available ports.

- g. On the Device Selection window reselect the port.
- h. Click **OK** to return to the Machine Maintenance screen.
- i. Click **Save** to save your edits.
- j. Repeat for all machines.



NOTE: To use Archive Agent's emailing options, omit **steps 1b - 1e**. Instead of selecting the **Archive** tab, in **step 1g**, select the **E-mail** tab. After installing the software on the new computer, **steps 2-3**, be sure to open the email, sent by Archive Agent, and save the attachment to the new computer. When browsing for the files, **step 11**, simply find the saved attachment. For more information on configuring Archive Agent's email settings, please consult the help files.

Frequently Asked Questions

- 1. I own V6 Archive Agent Version 1. Do I need to update to Version 2?**
 - * No. However, the update is only \$50 and can be purchased directly from PC/POLL. Version 2 will allow you to set a custom destination path and send archive emails. Version 1 archives to a subfolder within the currently used data location. You will need to manually copy the created archive to a transfer media such as a CD, pen drive, external hard drive or network location.
- 2. I do not have V6 Archive Agent. Do I need Archive Agent to transfer my files?**
 - * No, but the transfer process becomes more difficult. You will need to manually locate and copy all data files and subfolders between the new computer and the old. To find your current data location, on the old computer: Open your V6 Polling software, click on the **Data Menu** and select **Open Data Directory**. The right side of the screen will display all necessary data files and subfolders. Copy all the files. On the new computer follow the steps above to find the current data location and paste all the copied files into that location. Be sure that V6 Polling is closed before files are copied or pasted. You may also need to check the file attributes after the paste. Transferring over CD can change the file attributes to Read Only. ****See the end of this document for more detailed instructions.****
- 3. Do I need to run the install routine on the new PC or can I just copy and paste my executable?**
 - * The install routine must be run on the new computer in order to properly install the Borland Database Engine (BDE) on the system.
- 4. What if I do not have an install disk?**
 - * Installation disks can be obtained from your cash register dealer or downloaded off of our website www.pcpoll.com. If downloading, please note that update fees may apply if the download on the website is significantly newer than the originally purchased software package.
- 5. What if I do not want to transfer the data from my old computer? I want to start clean on the new PC.**
 - * That is fine. Just skip steps 1 and 6-14 on the instruction sheet. The software will work on the new PC, however, all information must be re-entered including machine and store setup.
- 6. What if I forgot to get a Cancellation Code and my old computer is gone?**
 - * Your dealer will need to come onsite and install the software on the new PC. If your dealer is unavailable, relicensing fees may apply. Also note: If the old PC is gone and the data has not been saved, all the old data will be lost.

Frequently Asked Questions Continued....

7. My computer crashed and I can not get a Cancellation Code. What do I do?

- * Your dealer will need to come onsite and install the software on the new PC. If your dealer is unavailable, re-licensing fees may apply. Note: If the V6 Polling data was never backed up, off the old PC, the data is lost. PC/POLL recommends using Archive Agent on a regular basis to create backups for recovery purposes.

8. I can not get the install to run properly on my new PC. What could be wrong?

- * All programs must be closed and the person logged on must have administrative rights to run the install. If problems continue, reboot the PC and be sure to log on with a profile that has administrative rights.
- * If you are receiving an error pertaining to a missing loader file please re-download the installation. Your internet connection has improperly closed before the entire file was downloaded.
- * If you are getting a data divide error while running the installation routine please send the error code to support@pcpoll.com. Most of these errors are caused by attempting to run the installation without administrative rights. The data divide routine is used to update Paradox data tables. If you have a pre-2002 copy of the software see FAQ # 11-13. You may need to first install a pre-2002 copy of the software and then run a new copy of the installation in order to properly update your tables.

9. I am getting Net Directory errors when I try to view my data on my new computer. What could be causing this?

- * This usually happens with users who manually copy and paste files from one computer to another while the software is open. Close the software on the new computer and check your data location for the following files: PARADOX.LCK, PDOXUSRS.LCK, or PDOXUSRS.NET. With V6 Polling closed, delete those files. Then re-enter the software. The error(s) should be corrected. Note: To find your data location read FAQ #2.

10. What if I want to keep the same version or build number I am using on my old PC, but I do not have an installation disk?

- * It is recommended to keep a copy of your installation disk when the software is installed. If one can not be located you may attempt to transfer the executable from the old PC to the new. Please note that there may be incompatibility issues and you may need to update to the current version of the software. To copy the old executable you should first install the new copy of the software on the new computer. Before obtaining a release code from PC/POLL, Step 5, you should copy the old executable off of the old computer and paste it onto the new PC. The default location for the executable is C:\Program Files\PCPOLL SYSTEMS\VersionSix. If a custom path was used either on the old or new PCs, you will need to manually locate the desired file. The executable file name varies depending on which software manufacturer you have installed. Possible file names include: CRSVersionSix.exe, SamsungVersionSix.exe, SharpVersionSix.exe or TECVersionSix.exe.

Note: If advanced help is needed from PC/POLL support fees will apply.

11. I am getting an error about file names being too long. What should I do?

- * In 2002 PC/POLL SYSTEMS changed the structure of its database tables from level 5 Paradox tables to level 7 and moved the default data location from C:\VersionSixData to C:\Program Files\PCPOLL SYSTEMS\V6_***_DATA. (Where *** stands for CRS, SHARP, SAMSUNG or TEC.) In order to properly install the files on the new computer, an old version 6.1 install (the file date must be before 1/1/2002) must be run on the new system. If an installation disk can not be found, users will need to contact support@pcpoll.com for assistance—support fees will apply.

12. I have a really old version on my old computer, but want to update to the new version. How do I do that?

- * If you have a version with the old file structure, see FAQ # 11, then you must manually copy the data from the old computer's C:\VersionSixData to the new computer's C:\VersionSixData and then run the old install on the system. After the older version of the software is installed, users can download and install the newest copy of Version 6 off of www.pcpoll.com. During the installation, the software will update the Paradox tables to level 7 tables and move the data to C:\Program Files\PCPOLL SYSTEMS\V6_***_DATA. Note: There is a charge to update from Version 6.1 to Version 6.3. Contact your dealer for complete pricing details.

Frequently Asked Questions Continued....

13. I have an old copy of Polling. Will Archive Agent work with my copy?

- * V6 Archive Agent V.1 and V.2 will work with any version of Polling that is dated after January 1, 2002. If you have a version that is older than that please read FAQ # 11-12. Users will need to manually transfer data from their old computer's C:\VersionSixData to their new computer's C:\VersionSixData.

14. What if I want to run the software on both my old computer and new computer?

- * To run the software on both computers a second computer license should be purchased from your cash register dealer. Contact your dealer for pricing. Once the software has been disabled (cancellation code) it can not be used even to view previously taken register reports.

15. Can I use Archive Agent to transfer data from my other PC/POLL programs to my new PC?

- * Yes. V6 Archive Agent can archive and restore data from all Version 6 software programs: PC/Capture (CRS, Samsung or Sharp), the QuickBooks Interface V2, and V6 Inventory. Simply follow the steps on the previous pages, making sure to archive and restore data from the appropriate programs.

16. Is Archive Agent only for transferring data between PCs?

- * No. V6 Archive Agent is a complete file management tool. See features listed below.

V6 Archive Agent Version 2 Features:

- ~ Archive data from V6 Polling, V6 Inventory, PC/Capture and the QuickBooks Interface
- ~ Use the Window's Task Scheduler and Archive Agent to automatically run backups
- ~ Backup data to external devices such as CD or a network location
- ~ Use Archive Agent to transfer data from one computer to another
- ~ Restore archived data with just a few simple clicks
- ~ Use the delete option to prune data for faster database access and easier viewing
- ~ View previously created archives
- ~ Merge report data for recovery
- ~ Corporate Polling—merge in data from various locations at a corporate office

Transferring Without Archive Agent

Version 6 Polling data can be transferred manually from one PC to another. It is highly recommended that customers use Archive Agent to transfer the files, however, it is not required.

1. On the old PC, open V6 Polling.
2. Click on the **Data Menu** option.
3. Select **Open Data Directory**. A Window's Explorer window should automatically open displaying the Polling data files and folders on the right-hand side of the screen. If the **Open Data Directory** option does not appear under the **Data Menu** list, users will need to manually locate their data files. The default location, on older versions of the software, is C:\Version Six Data. If a custom data location was used please contact support@pcpoll.com for instructions on obtaining data locations through the BDE (Borland Database Engine).
4. Leave the Explorer window open and return to V6 Polling.
5. Close V6 Polling.
6. Return to the Explorer window and copy all the files and folders, on the right-hand side of the screen, to a transfer media such as a CD, pen drive, external hard drive or network location. The files can also be zipped and emailed to another location. To zip and email files please purchase the appropriate programs to complete that task or purchase Archive Agent and follow the steps on pages 1-2.
7. After the files have been copied, from the old PC, please refer to and complete steps 2-6 on pages 1-2 of this document.

Transferring Without Archive Agent Continued....

7. With V6 Polling open, on the new PC, click on the **Data Menu** option.
8. Select the **Open Data Directory**. Again a Window's Explorer window should automatically open displaying the Polling data files and folders on the right-hand side of the screen. If the **Open Data Directory** option does not appear under the **Data Menu** list, users will need to either update to the current version of the software (update fees may apply) or manually locate their data file location. The default location on older versions is C:\Version Six Data. For advanced instructions please contact support@pcpoll.com.
9. Leave the Explorer window open and return to V6 Polling.
10. Close V6 Polling on the new computer.
11. Locate the copied files from step 5 and paste them into the open Explorer window on the new PC. Note: If a CD was used for copying users may need to manually go into each file and deselect the read-only attribute. With read-only checked V6 Polling will not be allowed to access all the necessary files.
12. Please refer to and complete steps 16-17 on page 2 of this document.
13. If errors occur, please consult the FAQ section of this document.