

# Instructions for Moving the *Attendance Rx* Server/Standalone to a Different PC

Applies to the following products: Attendance Rx Software v2, ATRx ProxTime, ATRx Secure PunchIn, ATRx Biometric 1000.

*The instructions in this document for migrating any product in the Attendance Rx Product Suite assume that the current ATRx release is installed and working correctly with no data corruption issues. It is important to move to the same version of software. Verify the version by double clicking on the Attendance Rx icon in the lower right corner near the time on the desktop. or Go to [www.support.acroprint.com](http://www.support.acroprint.com) and select Attendance Rx (ATRx) Product Suite to check for the current release version. If necessary download and install the current release on the ATRx Server PC and **all** ATRx Client PC's (if applicable). Note: A support fee may be charged for migration assistance.*

## A) From XP/Svr2003 to: Vista, Win 7, Server 2008 or 2008 R2

### 1) Backup your ATRx data:

- a. On the PC where the ATRx Server is located go to:  
**C:\Program Files\Acroprint\Attendance Rx** and copy the following folders to a CD/DVD, flash drive or other external storage device:  
**Data, TQTemplates, TQLogs** (note: some earlier versions of ATRx may not have a TQTemplates or TQLogs folder)
- b. Locate and write down your ATRx software version, serial number and install key from your old PC. You can find the info at:
  - i. Double click the *Attendance Rx* icon in the Sys Tray  
or
  - ii. Log into the ATRx Administrator and click on **HELP** on the main menu, then click on **About Attendance Rx**.Save the version, s/n & Install Key info in a safe place where you can find them if you ever need to re-install the software.
- c. Uninstall ATRx from the ATRx Server PC using **Add or Remove Programs**. Note: you must uninstall *Attendance Rx* from your old PC if you intend to leave the PC on your network....you can only have **one** ATRx Server on your network!

### 2) On the New PC:

- a. Click on **Start**
- b. Go to your **Control Panel** and click on **Folder Options**.
- c. Click on **Show Hidden Files & Folders** and uncheck the box for **Hide extensions for known file types**. Click **Apply** and **Ok**.
- d. Go to C:\ProgramData\ and create a folder named: **Acroprint**  
**Make sure you type the folder name exactly !**
- e. Create a sub-folder in the **Acroprint** folder named **Attendance Rx**, again making sure you type the folder name exactly (the space between Attendance and Rx is deliberate and must be included).

- f. Copy the Data, TQ Templates, and TQ Logs folders to the *Attendance Rx* folder. Now Install the *Attendance Rx* software. It should be the latest version of *Attendance Rx* or the same version that was installed on your old PC. During the install you will be prompted for the destination folder where *Attendance Rx* will be installed. Click Next. If the existing database is not found cancel the install. Check to see if the *Acroprint & Attendance Rx* folders are correctly typed. If necessary retype the name(s) and try the install again. If the install still doesn't see the existing database try installing the application as new so the installation routine will create the folder path for you. Uninstall the application and replace the new folders with your backup copies. Install the application a second time. If the install still doesn't see the existing database your software version is most likely out of date and the current release needs to be downloaded from <http://support.acroprint.com/atr> . If you have already downloaded the current version and verified that the data path you created is correct then you should contact Acroprint Technical support.  
**A support fee will be charged for additional assistance.**
- g. After completing the ATRx Server installation you should check your punch data to make sure your data transferred properly from the old ATRx Server.
- h. For Network versions of Attendance Rx install the application on all Client PC's, making sure that you install the same *Attendance Rx* software version that is on the *Attendance Rx* Server.

If further assistance is needed on this matter you can contact Acroprint Technical Support at (800) 334-7190, Opt. 4 or via email at [supportdept@acroprint.com](mailto:supportdept@acroprint.com). Support contracts are available which give you unlimited support for the network version for one year and cost \$169.00 or you can obtain "per incident support" for \$75.00 per 1/2 hour. Support contracts for the single version for one year cost \$109.00 or "per incident support" is \$55.00 per 1/2 hour. Note that pricing is subject to change.

## **B) From XP or Server 2003 to XP or Server 2003**

### **1) Backup your ATRx data:**

- a. On the PC where the ATRx Server is located go to:  
**C:\Program Files\Acroprint\Attendance Rx** and copy the following folders to a CD/DVD, flash drive or other external storage device:  
**Data, TQTemplates, TQLogs** (note: some earlier versions of ATRx may not have a TQTemplates or TQLogs folder)
- b. Locate and write down your ATRx software version, serial number and install key from your old PC. You can find the info at:
  - i. Double click the *Attendance Rx* icon in the Sys Tray  
or
  - ii. Log into the ATRx Administrator and click on **HELP** on the main menu, then click on **About Attendance Rx**.Save the version, s/n & Install Key info in a safe place where you can find them if you ever need to re-install the software.

- c. Uninstall ATRx from the ATRx Server PC using **Add or Remove Programs**. Note: you must uninstall *Attendance Rx* from your old PC if you intend to leave the PC on your network....you can only have **one** ATRx Server on your network!

## 2) On the New PC:

- a. Click on **Start**
- b. Go to your **Control Panel** and click on **Folder Options**.
- c. Uncheck the box for **Hide extensions for known file types**. Click **Apply** and **Ok**.
- d. Go to C:\Program Files\ and create a folder named: **Acroprint**  
**Make sure you type the folder name exactly !**
- e. Create a sub-folder in the **Acroprint** folder named **Attendance Rx**, again making sure you type the folder name exactly (the space between Attendance and Rx is deliberate and must be included).
- f. Copy the Data, TQ Templates, and TQ Logs folders to the *Attendance Rx* folder. Now Install the *Attendance Rx* software. It should be the latest version of *Attendance Rx* or the same version that was installed on your old PC. During the install you will be prompted for the destination folder where *Attendance Rx* will be installed. Click Next. If the existing database is not found cancel the install. Check to see if the *Acroprint & Attendance Rx* folders are correctly typed. If necessary retype the name(s) and try the install again. If the install still doesn't see the existing database try installing the application as new so the installation routine will create the folder path for you. Uninstall the application and replace the new folders with your backup copies. Install the application a second time. If the install still doesn't see the existing database your software version is most likely out of date and the current release needs to be downloaded from <http://support.acroprint.com/atr> . If you have already downloaded the current version and verified that the data path you created is correct then you should contact Acroprint Technical support.  
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