

SmoothPay Moving to a New Computer

This Factsheet outlines the procedure required to move **SmoothPay** to a *new computer*. If you are not sure of any aspect of the process then please call the **HelpDesk** for assistance.

NOTE! If your old computer only had the free **SmoothPay Multi-User Network Client** installed or **SmoothPay** is located on a shared resource, and you accessed **SmoothPay** data stored on a **Network Drive** (like a **Server**), you need only install the free **Network Client** software on the new **PC**. Refer to the **Multi-User Network Client** Factsheet on the website.

On the OLD COMPUTER...

- **PERFORM A FRESH BACKUP** to a USB data stick or a shared folder from **SmoothPay Control Centre**. If the old computer is lost/stolen/unusable, obtain the most recent backup media used by **SmoothPay** – this **Backup** will be used to **Restore** your payroll data on to the new computer. If your **Backup** media is lost then contact the **HelpDesk** – if you have been using **SmoothPay's free internet backup** (FTP) option then your data can be transferred back to you.
 - Locate your **Registration Activation Code** sent to you when you registered your software. If you don't have it, start **SmoothPay** on the old computer, choose **Company Setup...Register** and note down the **Registration Activation Code** displayed, or contact **SmoothPay HelpDesk** for a replacement **Activation Code**.
- NOTE:** Internet connected computers using recent versions of **SmoothPay** will self-register after your data has been Restored.

Moving to a new STAND-ALONE computer...

- Install **SmoothPay** from our website. **DO NOT USE OLD CD INSTALL MEDIA!** **SmoothPay** undergoes constant revision (up to 50 editions per year) and attempting to restore current data into an older version will most likely corrupt or destroy valuable data.
 - Start **SmoothPay** on the new computer. **ENSURE** you choose the "Reinstallation" option.
 - Navigate past the Welcome dialogs, then choose **Your Company** from the **Company Selection** field. The Usage Agreement will be displayed, which must be *accepted* in order to continue.
 - Choose **Restore** from the **Control Centre** menu (**Your Company** must be selected), then **Restore** to the Backup (USB data stick) taken from the old computer. Typically you will use the "Restore from external media" option, **Run**, then navigate to the **Backup** file from the old computer. The file will be tested for integrity, and if successful you will then be asked if you wish to perform a **Live Restore**. Respond **Yes**.
 - Once your data has been successfully Restored, you will see your Employees displayed in the Employee list, and the **Pay Day** and **Period Ending** will be set to whatever was set at the time the **Backup** was made on the old computer (you may need to complete the pay processing if you Restored from an earlier **Backup**).
 - Choose **Company Setup...Register...Next...Next...Enter Activation**, then enter the Activation Code and choose **Finish**.
- NOTE:** This process usually occurs automatically.

Moving to a new shared server...

- Simply **MOVE** (not copy) the entire **SmoothPay** Program Folder to a Shared location on the new Server
- Install the free **SmoothPay Multi-User Network Client** on each Workstation that requires access (refer to the Multi-User Network Client Factsheet)
- When you start the **SmoothPay Multi-User Network Client**, it'll ask where **SmoothPay** is – just point to **WINPAY.EXE** in the new Server location and you're ready to go.
- **PLEASE MAKE SURE** that full access permissions are set on the shared **SmoothPay** Folder – this is required. Administrators should **never** run **SmoothPay** on either the Server or any workstation – permissions will change to those of the Administrator and you'll get all kinds of permissions issues – *you have been warned*.

Moving to Citrix or Terminal Services server...

- Install **SmoothPay** from our website. This **MUST** be done using the *Administration Add/Remove Programs* facilities provided on your Server.
- Other than that, follow the instructions for “*Moving to a New Stand-Alone*” computer. Your terminal services clients will require the new application to be made available to their terminal desktop.
- It is not necessary to install the **SmoothPay Multi-User/Network Client** on Citrix or Terminal Services systems.

As always, if you need any assistance at all, please call the **HelpDesk**.

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