

Instructions for Moving the timeQplus v3 Server to a Different PC

The instructions in this document for migrating the *timeQplus V3* system assume that the current TQP v3 release is installed and working correctly with no data corruption issues. Go to www.acroprint.com/support-article/tqp3-download/ to check for the current release version. If necessary, download and install the current release on the TQP Server PC and **all** TQP Client PC's (if applicable).

Migration Type:

A) From XP/Svr 2003 to Vista, Win 7, Svr 2008, Svr 2008 R2

B) From XP/Svr 2003 to XP/Svr 2003

C) From Vista, Win 7, Svr 2008, Svr 2008 R2 to Vista, Win 7, Svr 2008, Svr 2008 R2

Note to Vista, Windows 7, 2008 Server, 2008 Server R2 Users:

Note: Vista, Windows 7, 2008 Server, 2008 Server R2 all have a hidden **ProgramData** folder where the *timeQplus* data is stored. To make the **Program Data** folder visible:

- 1) Go to Windows Explorer (or My Computer)
- 2) Click **Organize**
 - Click **Folder & Search Options**
 - Click on **View** Tab
 - Check **Show Hidden Files, Folders & Drives**
 - Click **Ok**

Close and re-open Windows Explorer. Go to your **Local Disc (C:)** directory and expand it. You should now see a **ProgramData** folder with the following sub-folders:

Local Disc (C:)
ProgramData
Acroprint
timeQplusV3 (named *timeQplus* prior to v3.0.49)

Program Files are located at:

Local Disc (C:)
Program Files
or
ProgramFiles (x86) – note that the ProgramFiles (x86) folder will only be seen on 64 Bit OS

Acroprint
timeQplusV3

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

1) Backup your TQPv3 data:

- a. On the PC where the TQP Server is located go to:
C:\Program Files\Acroprint\timeQplusV3 and copy the following folders to a CD/DVD, flash drive or other external storage device:
Data, TQTemplates, TQLogs
- b. In *timeQplus* Go to **Terminal** - Click **Poll** then **Update Status** for Ethernet, Serial and Remote Terminals. On the **Comm Port** tab click on **Terminal Details** - write down the Device ID, Baud rate & Terminal Type of all Serial terminal(s) It is not necessary to write down the Ethernet Terminal or Remote Terminal details.
- c. Locate and write down your TQP software version, serial number and install key from your old PC. You can find the info at:
 - i. Double click the *timeQplus* icon in the Sys Tray
or
 - ii. Log into the TQP Administrator and click on **HELP** on the main menu, then click on **About timeQplus**.Save the version, s/n & Install Key info in a safe place where you can find it if you ever need to re-install the software.
- d. If you have any Serial terminals connected to the TQP Server you should go to the **Terminal** tab in TQP, click on the **Comm Port** tab and click **Remove** for each Serial terminal. Uninstall TQP from the TQP Server PC using **Add or Remove Programs**. Note: you must uninstall *timeQplus* from your old PC if you intend to leave the PC on your network....you can only have **one** TQP 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 **timeQplus**, again making sure you type the folder name exactly.
- f. Copy the Data, TQ Templates, and TQ Logs folders to the *timeQplus* folder. Now Install the *timeQplus* software. It should be the latest version of *timeQplus* or the same version that was installed on your old PC. During the install you will be prompted for the destination folder where *timeQplus* will be installed. Click Next. If the existing database is not found, cancel the install. Check to see if the **Acroprint & timeQplus** folders are correctly typed. If necessary, retype the name(s) and try the install again. If the install doesn't see the existing database your software version

is most likely out of date and the current release needs to be downloaded from www.acroprint.com/support-article/tqp3-download/. 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.

- g. After completing the TQP Server installation you should check your punch data to make sure your data transferred properly from the old TQP Server. Next log into the TQP *Administrator* and go to **Terminal** - Select **timeQplus Settings**. Select **Ethernet, Serial or Both** connections as applicable.

After enabling the Ethernet Server you should see your existing Ethernet terminals and assigned employees. The terminals should be online and ready to use (green status indicator).

If you move any Serial Terminals from the old TQP server to the new Server you will need to enable the Serial Server and then add all Serial Terminal(s) using the information from step 1b.

Note: In the *Add Terminal* wizard – check the box to **Clear device transactions**. Press **Clear Users**. This is critical because if you don't clear the users on the terminal you will get an error message: "Errors occurred while changing the user rights for the following users..." because you are trying to assign users to pin#'s that are already in use on the terminal. Close the Wizard and try adding the terminal again, this time making sure you clear all users.

Leave **Manual Poll** checked to complete the wizard.

Remote Terminals: Click on the *Remote Terminal* tab. You will see all of your remote terminals and assigned users. You don't need to do anything else....the terminals should work as they did before you migrated the TQP Server.

- h. Install TQP on all Client PC's making sure that you install the same *timeQplus* software version that is on the *timeQplus* Server.

If further assistance is needed on this matter you can contact Acroprint Technical Support at (800) 334-7190 or via email at supportdept@acroprint.com. Note that per-incident charges will apply for telephone support, or you can purchase a Support Contract entitling you to unlimited support for the period covered by the contract.

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

1) Backup your TQPv3 data:

- a. On the PC where the TQP Server is located go to:
C:\Program Files\Acroprint\timeQplusV3 and copy the following folders to a CD/DVD, flash drive or other external storage device:
Data, TQTemplates, TQLogs
- b. In *timeQplus* Go to **Terminal** - Click **Poll** then **Update Status** for Ethernet, Serial and Remote Terminals. On the **Comm Port** tab click on **Terminal Details** - write down the Device ID, Baud rate & Terminal Type of all Serial terminal(s) It is not necessary to write down the Ethernet Terminal or Remote Terminal details.
- c. Locate and write down your TQP software version, serial number and install key from your old PC. You can find the info at:
 - i. Double click the *timeQplus* icon in the Sys Tray
or
 - ii. Log into the TQP Administrator and click on **HELP** on the main menu, then click on **About timeQplus**.
Save the version, s/n & Install Key info in a safe place where you can find it if you ever need to re-install the software.
- d. If you have any Serial terminals connected to the TQP Server you should go to the **Terminal** tab in TQP, click on the **Comm Port** tab and click **Remove** for each Serial terminal. Uninstall TQP from the TQP Server PC using **Add or Remove Programs**. Note: you must uninstall *timeQplus* from your old PC if you intend to leave the PC on your network....you can only have **one** TQP Server on your network!

2) On the New PC:

- a. Click on **Start**
- b. In **C:\Program Files** create a sub-folder named **Acroprint**. In the **Acroprint** folder create a sub-folder named **timeQplusV3**. **Make sure you type the folder names exactly!**
- c. Copy the Data, TQ Templates, and TQ Logs folders to the *timeQplusV3* folder.
- d. Now Install the *timeQplus* software. It should be the latest version of *timeQplus* or the same version that was installed on your old PC. During the install you will be prompted for the destination folder where *timeQplus* will be installed. Click Next. If the existing database is not found cancel the install. Check to see if the *Acroprint* & *timeQplus* folders are correctly typed. If necessary retype the name(s) and try the install again. If the install 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 installation still does not find the existing database you should contact Acroprint Technical support.

- e. After completing the TQP Server installation you should check your punch data to make sure your data transferred properly from the old TQP Server. Next log into the TQP *Administrator* and go to **Terminal** - Select **timeQplus Settings**. Select **Ethernet, Serial or Both** connections as applicable:

After enabling the Ethernet Server you should see your existing Ethernet terminals and assigned employees. The terminals should be online and ready to use (green status indicator).

If you move any Serial Terminals from the old TQP server to the new Server you will need to enable the Serial Server and then add all Serial Terminal(s) using the information from step 1b.

Note: In the *Add Terminal* wizard – check the box to **Clear device transactions**. Press **Clear Users**. This is critical because if you don't clear the users on the terminal you will get an error message: "Errors occurred while changing the user rights for the following users..." because you are trying to assign users to pin#'s that are already in use on the terminal. Close the Wizard and try adding the terminal again, this time making sure you clear all users.

Leave **Manual Poll** checked to complete the wizard.

Remote Terminals: Click on the *Remote Terminal* tab. You will see all of your remote terminals and assigned users. You don't need to do anything else....the terminals should work as they did before you migrated the TQP Server.

- f. Install TQP on all Client PC's making sure that you install the same *timeQplus* software version that is on the *timeQplus* Server.

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C) From Vista, Win 7, Server 2008 or 2008 R2 to: Vista, Win 7, Server 2008 or 2008 R2

1) Backup your TQPv3 data:

- a. On the PC where the TQP Server is located go to:
C:\ProgramData\Acroprint\timeQplusV3 and copy the following folders to a CD/DVD, flash drive or other external storage device:
Data, TQTemplates, TQLogs (if you do not see the *ProgramData* folder refer to note in box on page 1)
- b. In *timeQplus* Go to **Terminal** - Click **Poll** then **Update Status** for Ethernet, Serial and Remote Terminals. On the **Comm Port** tab click on **Terminal Details** - write down the Device ID, Baud rate & Terminal Type of all Serial terminal(s). It is not necessary to write down the Ethernet Terminal or Remote Terminal details.
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2) On the New PC:

- a. Click on **Start**
- b. Choose **Computer**
- c. Go to C:\ProgramData\ and create a folder named: **Acroprint**
Make sure you type the folder name exactly! (if you do not see the *ProgramData* folder refer to note in box on page 1)
- d. Create a sub-folder in the **Acroprint** folder named **timeQplusV3**, again making sure you type the folder name exactly.
- e. Copy the **Data, TQTemplates, and TQLogs** folders to the *timeQplusV3* folder. Now Install the *timeQplus* software. It should be the latest version of *timeQplus* or the same version that was installed on your old PC. During the install you will be prompted for the destination folder where *timeQplus* will be installed. Click Next. If the existing database is not found cancel the install. Check to see if the *Acroprint* & *timeQplusV3* folders are correctly typed. If necessary retype the name(s) and try the install again. If the install doesn't see the existing database your software version is most likely out of date and the current release needs to be downloaded from www.acroprint.com/support-article/tqp3-download/. 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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