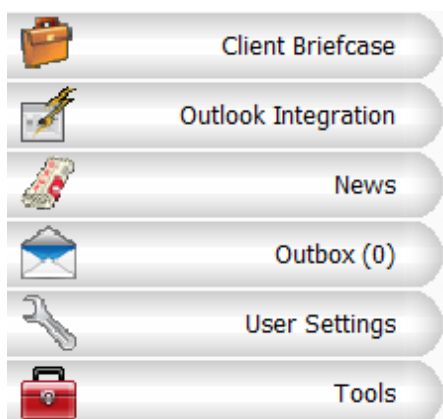


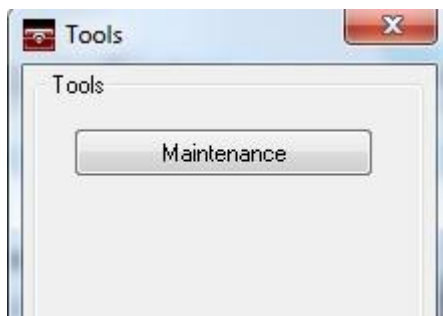
Backing up and restoring client data manually

Step 1: Backing up manually (Windows 7)

1. Launch Trigold.
2. Click on the Tools button.



3. Click on the Maintenance button

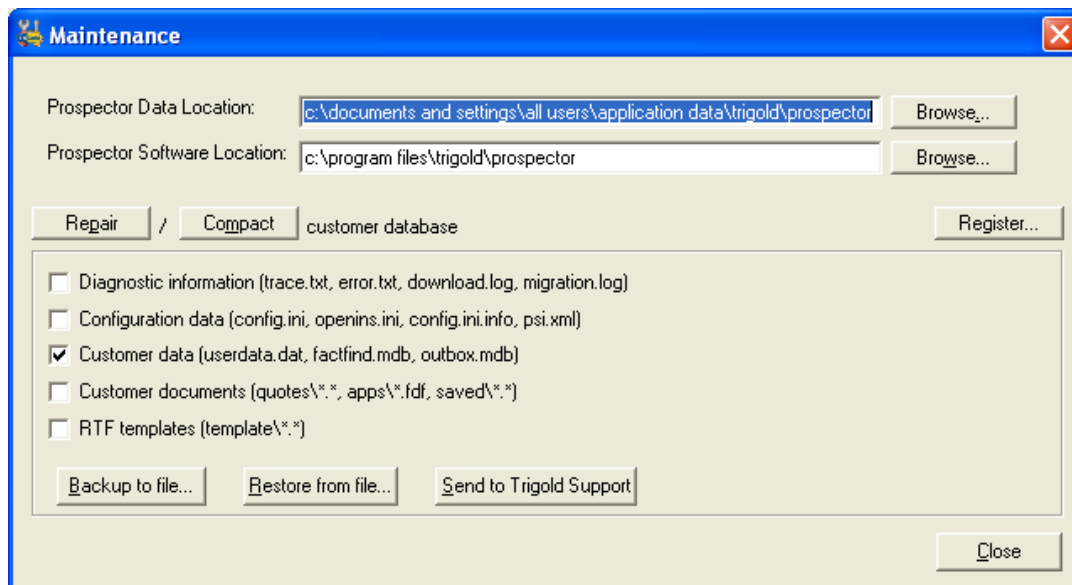


Alternatively, click on your Windows Start button – Programs (All Programs) – TrigoldCrystal – Prospector – Tools – Maintenance

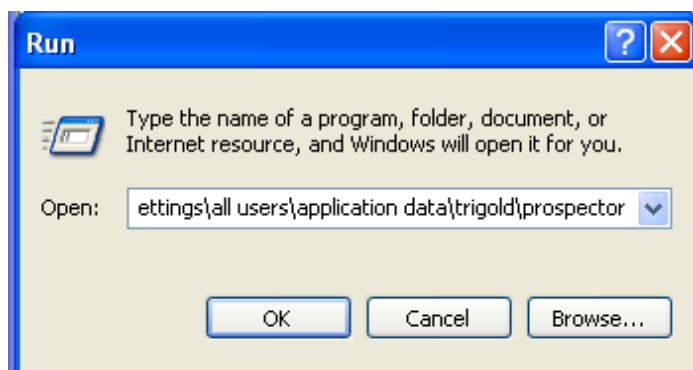
Backing up and restoring client data manually

Step 2:

1. Within the Maintenance box, copy the Data location (highlighted in blue).



2. Click on your Windows Start button and select either the Run button or Search programs and files.
3. Right click and paste the Prospector data location and press enter or click on the OK button.
4. The Trigold data location should now open.



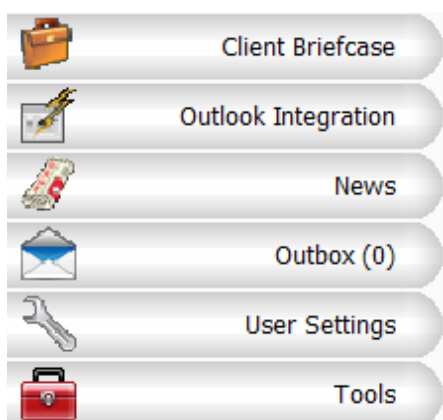
Backing up and restoring client data manually

Step 3: Copying across your client data

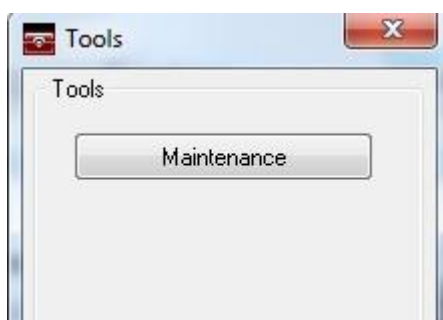
1. You need to copy (right click on the file and click on the Copy option) and copy the following files:
 - Userdata.dat
 - Factfind.mdb
 - Outbox.mdb
 - Saved (yellow folder)
2. These files will need to be saved to a USB drive or to your desktop.

Backing up manually on Windows 8

1. Launch Trigold.
2. Click on the Tools button.



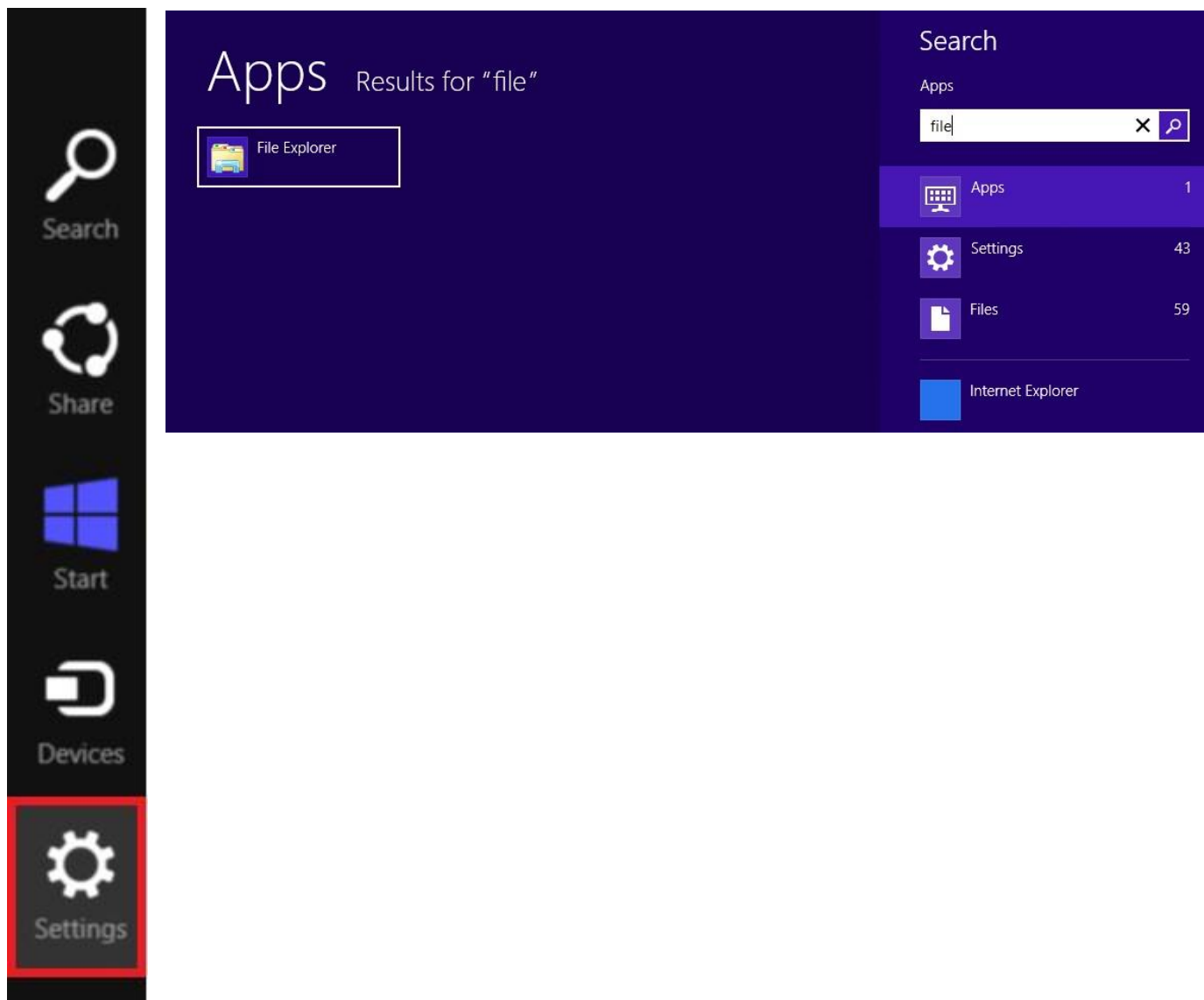
3. Click on the Maintenance button.



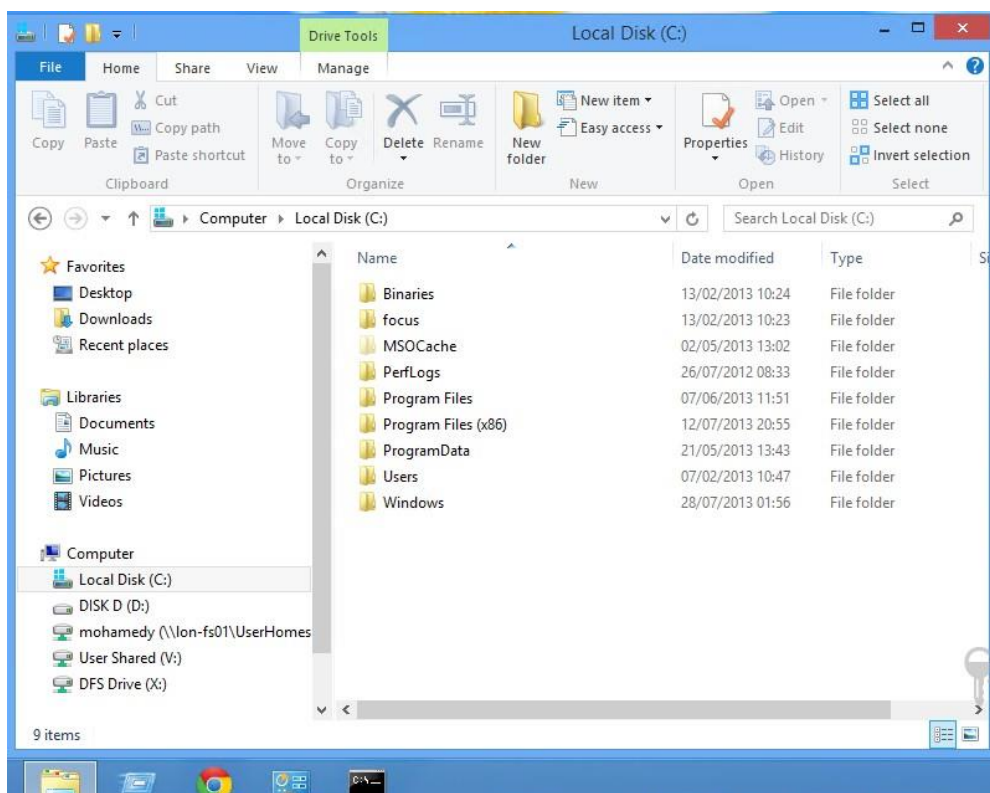
Alternatively, click on the yellow folder in the bottom left corner of your Windows Desktop. Select your C Drive - Program Files(x86) - TrigoldCrystal - Prospector - Tool.exe

You can also go into your C Drive by launching your Charms bar, clicking on Search and typing in Computer and then clicking on the computer icon.

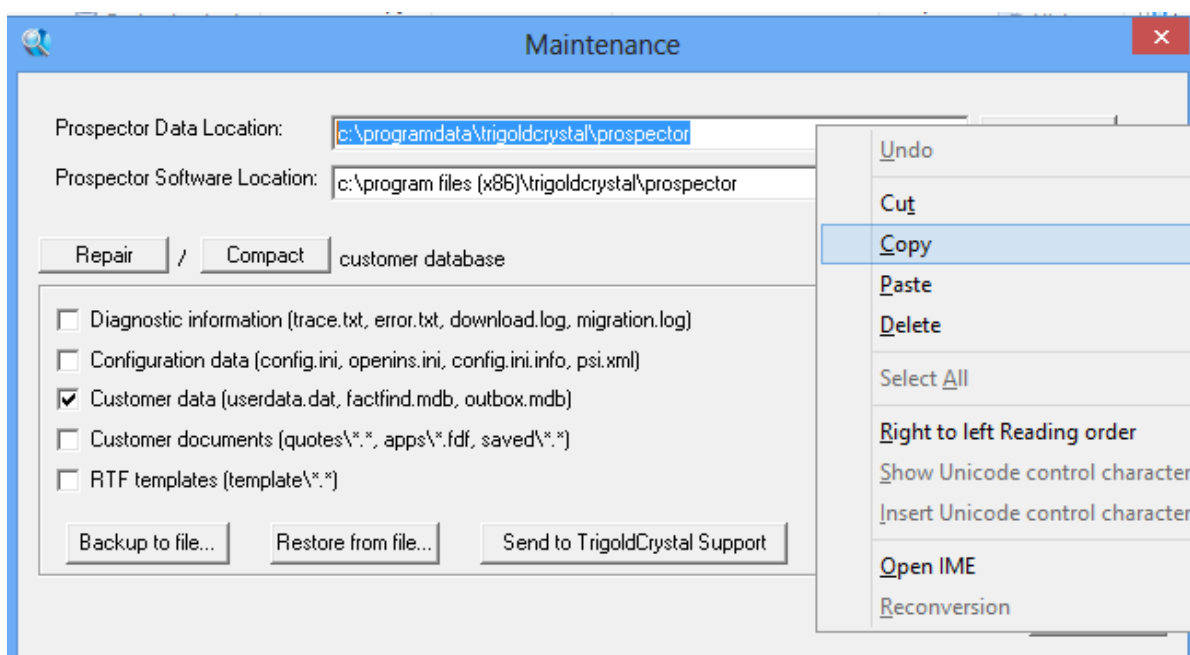
Backing up and restoring client data manually



Backing up and restoring client data manually

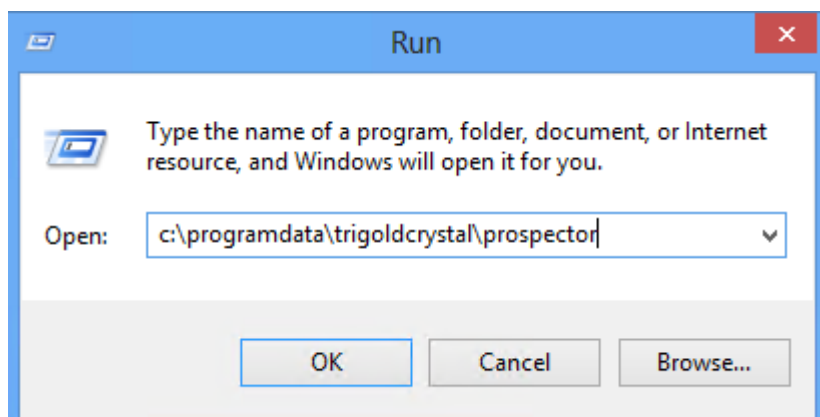


4. Within the Maintenance box, copy the Data location (highlighted in blue).



Backing up and restoring client data manually

5. Hold down your Windows button on your keyboard and press the R button. In the Run box, right click and paste the Prospector data location and click on the OK button.



6. The Trigold data location should now open.

Step 4:

1. You need to copy (right click on the file and click on the Copy option) and copy the following files:
 - Userdata.dat
 - Factfind.mdb
 - Outbox.mdb
 - Saved (yellow folder)
2. These files will need to be saved to a USB drive or to your desktop.

Restoring client data manually (Windows 7)

1. Follow the steps listed above to open your Trigold Data folder
2. Copy and paste the following files from your desktop or USB drive into the Trigold Data folder. If you are prompted to merge or notified that a duplicate file already exists, you will need to copy and replace the file.

Please note that if you are copying data across to a Trigold Data Folder that already contains data, you will overwrite the existing database and lose those clients. You will need to use client briefcase to merge the two sets of data.

Backing up and restoring client data manually

Restoring client data on Windows 8

1. Follow the steps to open your Trigold data folder.
2. Copy and paste the following files from your desktop or USB drive into the Trigold Data folder. If you are prompted to merge or notified that a duplicate file already exists, you will need to copy and replace the file.

Please note that if you are copying data across to a Trigold Data Folder that already contains data, you will overwrite the existing database and lose those clients. You will need to use client briefcase to merge the two sets of data.