

StudioFiles 3

Troubleshooting

Problems installing or registering StudioFiles 3 on Vista

Follow these guidelines...

1. Log into the system as administrator
2. Uninstall any existing installation of StudioFiles 3
3. Turn off the User Account Control mechanism...
 - a. Open Control Panel and then open the User Accounts window



- b. Click on 'Turn User Account Control on or off'
- c. Uncheck the 'Use User Account' option and press the OK button



4. Exit the User Accounts section and restart the system
5. After rebooting, install StudioFiles 3, launch it one time and then close it.
6. Run the registration setup and follow the instructions
7. Launch StudioFiles 3 one more time, switch to the 'About' dialog and make sure your registration information is displayed correctly.
8. Go to 'User Accounts' window in 'Control Panel' and turn on the 'Use User Account Control' option
9. Restart the system

Copying old database files to a new computer

StudioFiles 3 does not have integral import and export functionality for its database files. The following instructions will help you if you are installing a new computer and want to move the old database files of StudioFiles 3 to the new machine.

1. Download the latest version of StudioFiles 3 from our web site and install it on the new computer. Don't register it yet.
2. Open the folder where StudioFiles 3 database files are kept in the old computer as follow:

StudioFiles 3.06 or earlier	StudioFiles installation folder. (typically, C:\Program files\StudioFiles)
StudioFiles 3.07 or higher	C:\Documents and Settings\All Users\Application Data\StudioFiles
StudioFiles 3.07 or higher on Vista machines	C:\ProgramData\StudioFiles

NOTE: If you can't see *C:\Documents and Settings\All Users\Application Data* or can't see *C:\ProgramData* on Vista OS machines, please refer to the section 'How to show hidden files and folders' later in this document

3. Copy files: sldb.mdb and sfinvdb.mdb to a portable media (such as flash memory stick).
4. On the new Machine copy files mentioned in step 3 to the following destination

On non Vista machines	C:\Documents and Settings\All Users\Application Data\StudioFiles
On Vista machines	C:\ProgramData\StudioFiles

Override existing files (if found)

See notes in step 2 if you can't see the mentioned system folders

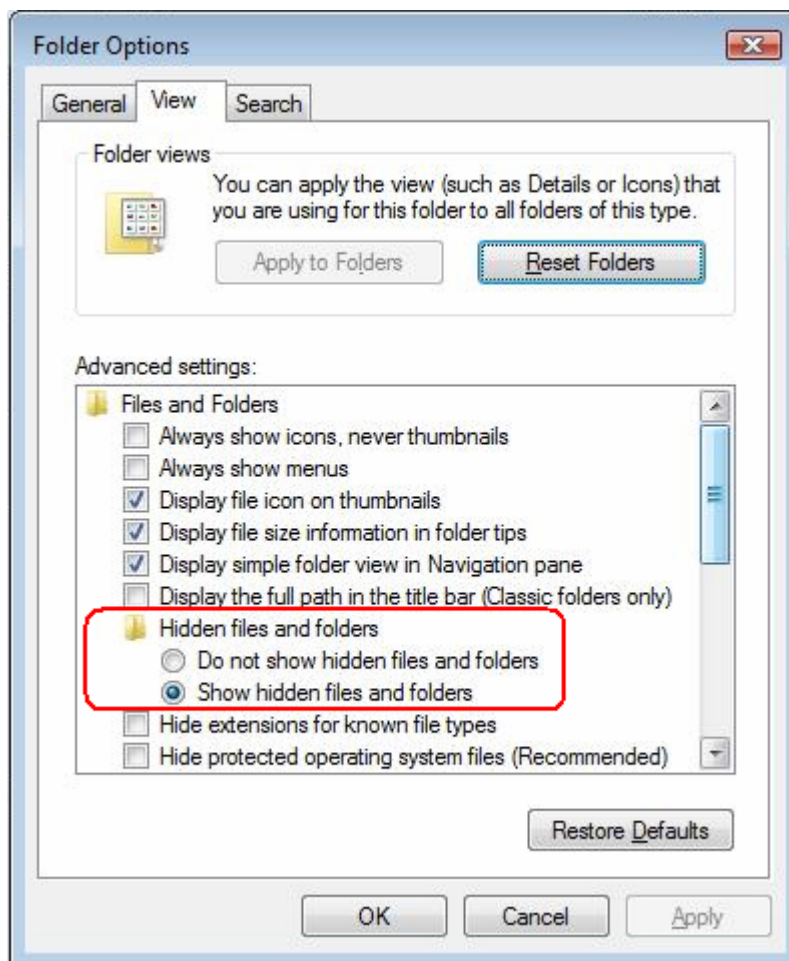
5. Launch StudioFiles 3 on the new machine and verify the data shown is the one from the old computer
6. Close StudioFiles 3 and register it with the registration tool.

How to show hidden files and folders

All Microsoft operating systems are hiding files and folders that are marked as hidden. This behavior is optional and can be changed.

The following instructions explain how to do it:

1. Open the system 'Control Panel' and launch the 'Folder Options' dialog.
2. Switch to the 'View' tab
3. Set the 'Hidden files and folders' option as shown



4. Click the OK button to complete the operation