SuperDoor Software Multi-User Network Version - Backup / Restore

It is important that you make regular backups of your SuperDoor Software program. If you do not understand these instructions then you must call us for help or you must find a computer tech to help you with backups. This is too important to ignore and it is too important to improperly perform the backups. This is solid advice for any software that you use. We accept no responsibilities for your backups. It is up to you to make sure it is being done properly.

According to our records your SuperDoor Software is installed on a multi-user network server somewhere in your office. The normal location on the server is a folder named SD1NW – it is normally installed on the C:Root folder as C:\SD1NW – however the SD1NW folder could be installed in a different location on the server. This folder contains the system files and folders which have all your customers, door list, doors, etc. You must make backups of this folder. Everything for SuperDoor is located in that one folder. To determine the location of the SD1NW folder on the server you can right click the server's desktop icon for SuperDoor Software. A menu appears and there is a selection for "properties" in that menu – normally the bottom last item. If you go to the icon properties it should should show location of the SD1NW folder for the software. When you locate the SD1NW folder you should NOT open the folder. You are making backups of the folder itself – so do not open the folder.

Each workstation that connects to the SD1NW folder on the server should also have a SD1NW folder workstation version on the C:-Drive on that workstation. To determine the location of the SD1NW folder on the workstation(s) you can follow the instructions in the above prior paragraph.

For backups (in our opinion) the easiest and quickest method is to use 'flash drives', sometimes referred to as 'thumb drives' or "memory sticks". These are USB backup devices that you can purchase from most places that sell computer items. We prefer the SanDisk brand. You can purchase the low capacity USB flash drives with an 8 or 16 gigabyte capacity. You will never fill that up if you use it for SuperDoor only. You could store your account software backups on this as well.

THIS IS VERY IMPORTANT: Backups for the server and backups for the workstations must be kept separate from each other onto separate backup devices. The workstation backups only need to be made one time. When there is a software update where we sent you the update notice then you must make a complete set of backups after the update is applied to each computer including the server.

We suggest that you keep more than one backup for our software. This is good advice for anything that is important to your business. We urge you to keep at least 2 bacups of each computer - but 3 backups of each computer is better. When I pass on into eternity there will be no more live help for Superdoor. Backups along with these instructions will be what you need in order to restore the system onto new computers. Also, it is a good idea to store one backup off site in another location - in a safe deposit box or fire proof safe. A couple of times we have seen a customer that had only ONE backup – and they needed to restore the ONE backup – and that backup FAILED right when they needed it. Do not get stuck with only one backup.

It is important that you make regular backups. How often is up to you. It has been our experience that having reliable and current backups will save you time and work should your computer fail and you need to restore a backup. If you do not keep current backups and if your computer fails, you will end up redoing any postings that you did not backup. Here are the steps to making backups.   These instructions assume Windows 10 is the operating system. If you have Windows 7 the below information will address that in the below steps. When you are making backups you are making a copy of the SD1NW folder from the computer over to the backup USB (or some other backup device or cloud).

The backup is always from the SD1NW folder on the C-Disk over to the backup device itself. If you open the backup device and you see SD1NW(Copy 1) or multiple (Copies #) then you have not been making proper backups. What you have been doing is making backups of a backup. That is wrong.

1. Exit SuperDoor Software

2. Insert USB Backup into usb the port - if something pops up close it – it is important that heed this warning. If something pops up when you plug in the USB you should immediately close it.

3. Open MY PC or MY COMPUTER – then locate the drive where the SD1NW folder is located. For the workstations it will most likely be the C:-Disk sometimes shown as OS:C. When you locate the SD1NW folder DO NOT open the SD1NW folder

4. After you locate SD1NW folder - right click mouse on "FOLDER" icon picture to the left next to the words SD1NW – DO NOT open the SD1NW folder – you are simply making a copy of the folder itself. Everything for our software is located within that folder. DO NOT open the folder.

5. When the menu appears - select "SEND TO" – if you do not see this then you did something wrong. Go back to step 4.

6. Another menu appears - move over and down and locate the USB - Click on it to pick it. If your USB does not show in the list it is not plugged in or it may be corrupted and unusable. If you do not see this then yo did something wrong – go back to step 5 or back to the beginning.

7. After you have made the first backup on to the USB device - you will be prompted to affirm that you want to overwrite the existing backup on the USB.

If Windows 10 – if prompted click "REPLACE THE FILES" – do not select any other option – it is always replace the files.

If Windows 7 – if prompted you will be stopped 3 times. The first time you read the screen and click the YES button. The second time you will see a screen when a check box at the bottom "do this for all items" – you must check that box – then click the COPY / REPLACE button at the top. Any other selection will be the wrong selection. The third time you are stopped you will have another check box at the bottom "do this for all items" – you must check that box and then click the YES button.

8. When the backup is finished close MY PC or MY COMPUTER

9.   You MUST eject the USB device – look in your task bar – normally at the bottom right in the task bar - click the triangle icon. When you hover over the triangle icon a caption shows for "Show hidden icons"
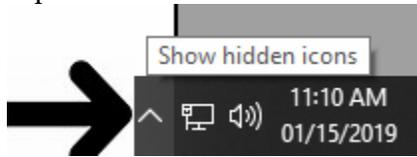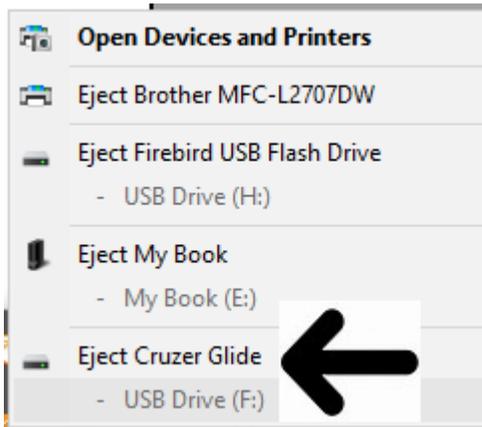
 See next page for further instructions…

When you click the triangle icon you will see a menu with other icons – look for the USB icon picture as shown below.
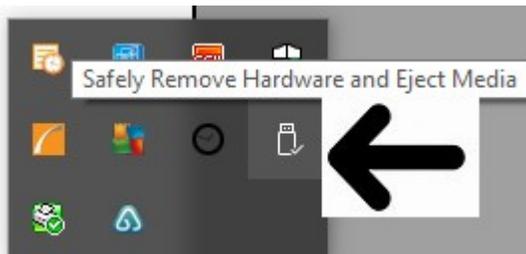
Click the USB picture – a list of USB devices should appear – something as shown below. Locate the USB device and click the "Eject" option for that device.

If you do not EJECT the USB devices you can ruin them where they no longer work.

You MUST make "separate backups" for each computer that has SuperDoor on it.

HOW TO RESTORE A BACKUP

If you need to restore a backup you will simply copy the SD1NW folder from the backup device onto the C-Drive of the computer. It is easiest to replace the SD1NW folder onto the ROOT drive only. You will need to use the COPY / PASTE for this operation. You will COPY from the backup and PASTE the folder to the computer. If you do not know how to do this then you will need a computer tech to help you.

Once you have copied the SD1NW folder back to the computer you will need to get the SuperDoor icon back onto your desktop. Go to My PC or My Computer and locate the SD1NW folder - double click clock the folder to open the folder. Locate the SD1NW.EXE "Application File" and point your mouse to that file. Right your mouse button on the SD1NW.EXE and a menu should appear. Locate the SEND TO option to display another group of options. If you do not see that menu or the SEND TO option you did something wrong – go back to the prior paragraph and start over. When you select SEND TO another menu appears - select the "Desktop (Create Shortcut)" option and that will place the SuperDoor icon on your desktop.

Double click the SD1NW desktop icon to start SuperDoor – if everything went correct then you should see the SuperDoor program appear. If you get a message about the "Short Date Format" then go back to page 1 of this help and go set the short date format to MM/DD/YYYY. In order for SuperDoor Software to run properly the "short date format" in Windows must be set to the "MM/DD/YYYY" or "M/D/YYYY" date format. If you start the software and get improper date format errors the date format is usually incorrect.

With the multi-user network version you will restore the SERVER backup to the SERVER – you will restore the WORKSTATION backup to the WORKSTATION. Do NOT restore the SERVER backup to a WORKSTATION.

When you run the SuperDoor program on the workstation you may get a message saying "You Must Set The Path To The Server Data Files" – this message indicates that SuperDoor on the workstation did not find the SD1NW folder on the workstation. After you click the OK button you will see the below screen where you will need to type the DOS path to the SERVER SuperDoor folder. This will be something like \\SERVER\SD1NW or something like S:\DATA\SD1NW or something like S:\SD1NW.
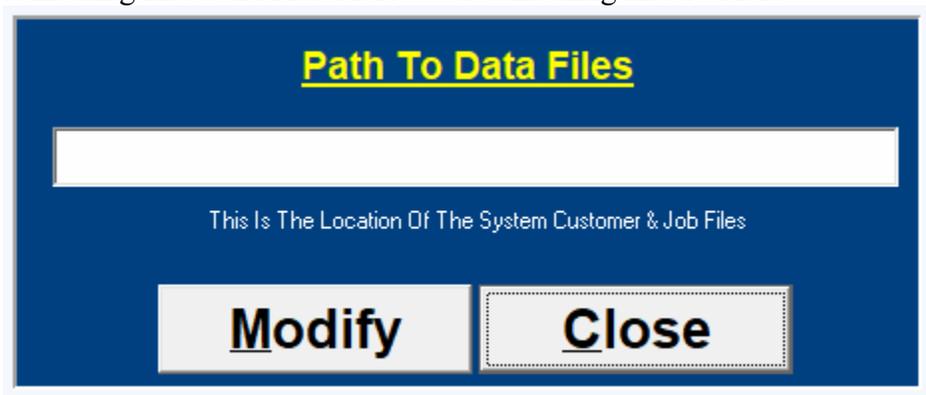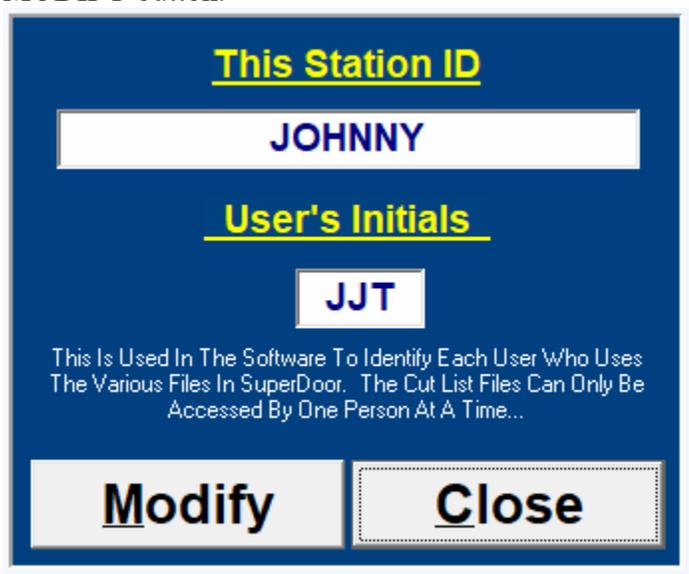
IMPORTANT: Each workstation has an item called THIS STATION ID which normally is set to the person's name who uses SuperDoor on that workstation. It is EXTREMELY IMPORTANT that each THIS STATION ID is unique on each workstation. WARNING: failure to set THIS STATION ID differently on the workstations can and will result in a corruption of the information being stored for customers and orders. You have been warned. To set THIS STATION ID on a workstation you will need to follow the instructions on the next page.

To Set THIS STATION ID on the workstations. From the main screen in SuperDoor click the OTHER STUFF menu item at the far top left portion of the screen. Select the "THIS STATION ID" menu option.
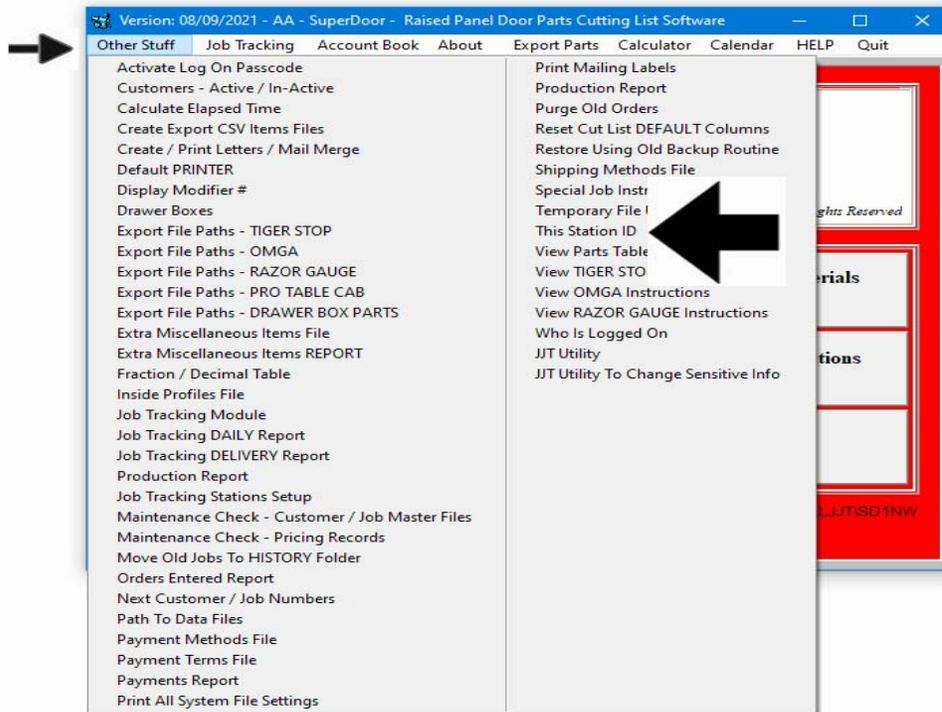
When you select the menu item for THIS STATION ID (as shown above) you will see the below panel where you can set or change the ID for that workstation by clicking the MODIFY button.

END.