

Backup / Restore For SuperDoor Software Single User Version

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 single computer. The normal location is a folder C:\SD1NW – however the SD1NW folder could be installed in a different location. Everything for SuperDoor Software is located in that one folder. The desktop icon “properties” menu item for SuperDoor Software 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.

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.

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.

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 suggest 2 but 3 is better. 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 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.

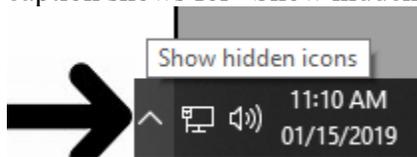
1. Exit SuperDoor Software
2. Insert USB Backup into usb port - if something pops up close it (heed this warning).
3. Open MY PC or MY COMPUTER
4. Open C-Disk or OS:C – backups are from the C-Disk to the backup device you are using.
5. Locate SD1NW folder - right click mouse on "FOLDER" icon picture 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.
6. When the menu appears - select "SEND TO" – if you do not see this then you did something wrong. Go back to step 5.
7. 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.
8. 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.

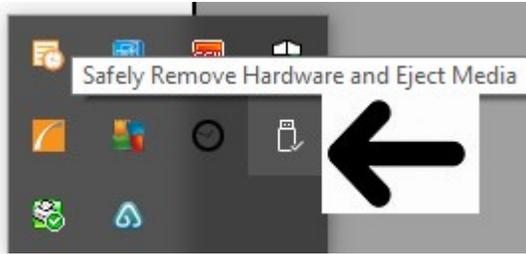
9. When the backup is finished close MY PC or MY COMPUTER

10. 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”

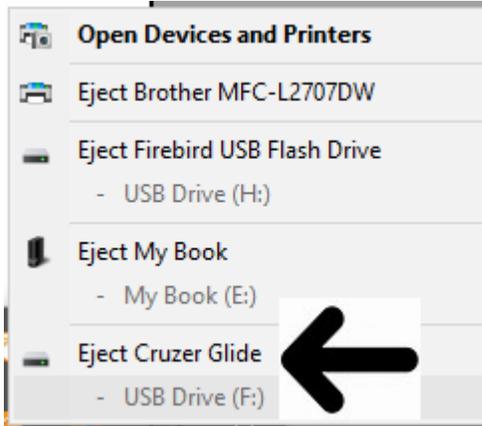


See next page for further instructions...

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.

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. Place it in the ROOT drive only. You will need to use COPY / PASTE for this operation. If you do not know how to do this then you will need a computer person to help you.

Once you have copied the SD1NW folder back to the C-Drive you will need to get the SuperDoor icon back onto your desktop. Go to My PC or My Computer and open the C-Drive” – Locate the SD1NW folder and double click it 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. Select “Desktop (Create Shortcut)” 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.

END.