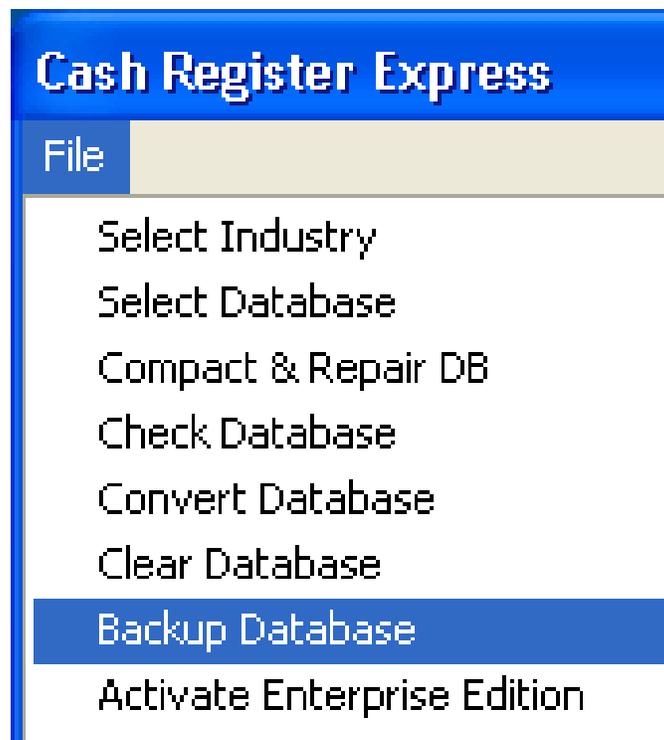


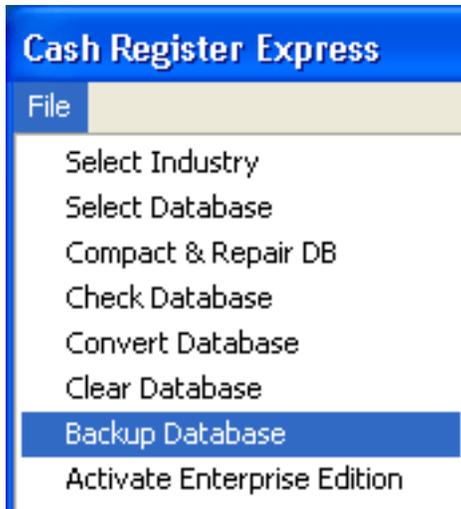
Database Conversion Preparation Instructions (Access to SQL)



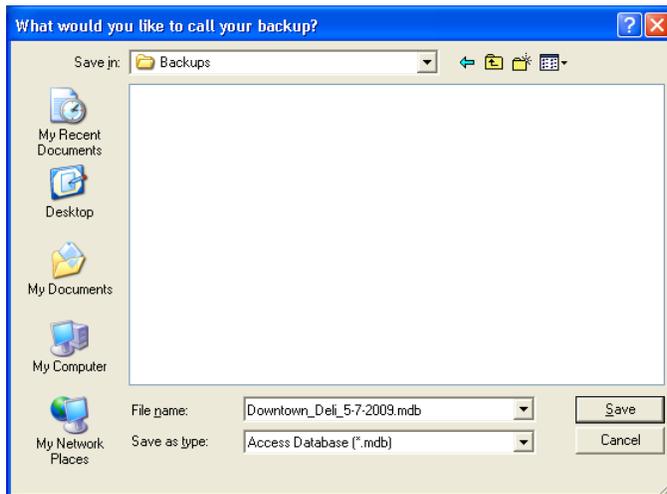
Your database contains everything about your store or restaurant. When upgrading from version 10.5 to the latest version, a database conversion is required. The database that is being used in the 10.5 version must be sent to a technician at pcAmerica, so that the conversion can be performed. Please contact your pcAmerica Account Manager for more information and to schedule a conversion.

Backing up your database

To back up your database, start CRE and follow these steps.

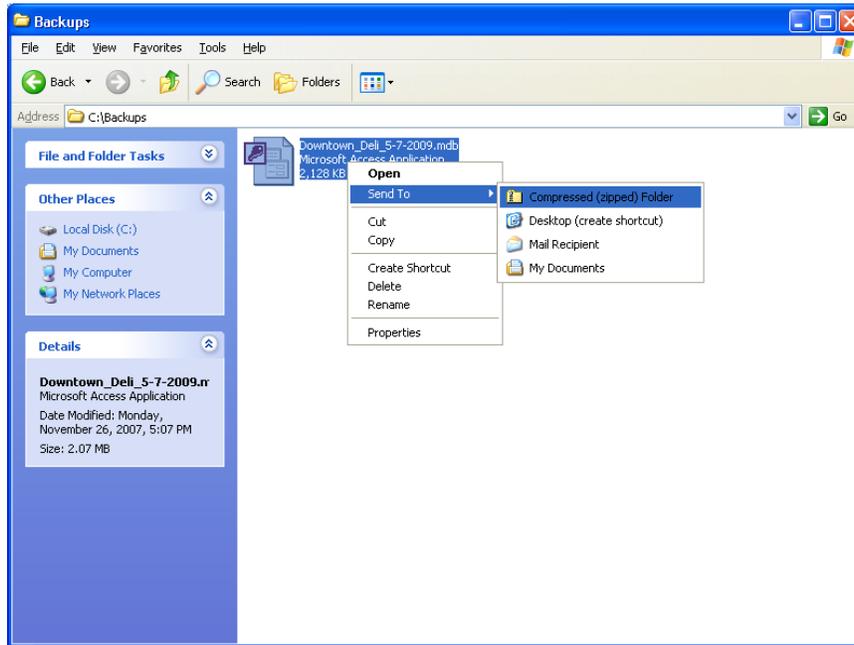


1. Select **File**.
2. Move your mouse over **Database Maintenance**.
3. Select **Backup Database**.
4. Provide the requested credentials.



5. Select the location where you would like your backup to be saved (e.g. desktop) and give it a unique name(e.g. Downtown_Deli_5-7-2009).
6. Select **Save**.

Compressing the Database Before Sending to pcAmerica



1. Right-click the database backup that was previously created, then select **Send To** and finally select **Compressed (Zipped) Folder**.

Sending The Database Backup through the pcAmerica File Transfer Service

File Transfer - pcAmerica Support Center - Mozilla Firefox

File Transfer - pcAmerica Support Center

faq.pcamerica.com/filetransfer

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- Hardware
- CRE/RPE Maintenance
- Quick Start
- Software
- Web Portal
- All-In-One Units

File Transfer

pcAmerica®
Retail and Restaurant Solutions

Estimated time left: 0 0
Files: 0
Rate: 0 Elapsed: 00:00:00 Status: Not started

From: (email address)
Recipient: (email address)
Subject: Incoming File from SendThisFile(sm)
download password:

Secure transfer 128-bit SSL
Secure storage 128-bit AES

Message:

File 1 Browse...
File 2 Browse...
File 3 Browse...
File 4 Browse...
File 5 Browse...

SendThisFile Cancel

http://faq.pcamerica.com/

1. Navigate to the following website:
 - <http://faq.pcamerica.com/filetransfer>
2. Enter your email address in the **From** area (this is the address that is sending the information).
3. Enter the email address of the technician you need to send the information to in the **Recipient** area (this is the address that is receiving the information).
4. Enter a **Subject** for the email.
5. Optionally enter a **download password** (this is used to keep the information secure).
6. Enter a **Message** for the email.
7. Select **Browse...** then select a file and select **Open**. This can be done on multiple lines, to send multiple files.
8. When done select **SendThisFile**. The file transfer will then begin.

When the technician has downloaded the file you should receive a confirmation email.