



Move Smallbiz from One PC to Another

For Advantage Club members

This document is intended to assist you in transferring Smallbiz from one computer to another.

Important Notes:

- The initial setup of Smallbiz is often included in the purchase price. However, loading/transferring Smallbiz onto other machines **is not included** in annual/monthly support costs.
- Smallbiz support is **not intended for computer novices** to transfer an operational copy of Smallbiz. However, these instructions should be sufficient for a computer-literate person. Additional assistance is chargeable.
- **Security codes** are provided free to Advantage Club members. Non-members will be charged a nominal administrative fee.
- Smallbiz support can reload your program and data for a minimal fee, often costing **less than hiring a local technician** unfamiliar with Smallbiz.
- **For network and cloud access systems, Smallbiz support must perform the setup.**
- If you are not a member of the Advantage Club and do not have the latest program version, we **cannot guarantee** older versions will work on newer operating systems.

What You Will Need:

- A **Downloaded Smallbiz Install 'Disk'** dated after **1/1/2018**.
 - (More details available in the *Smallbiz Software Setup Procedure* document on the Smallbiz website under the [Members Portal](#) tab.)
-

On the NEW Computer:

1. **Install Smallbiz**
 - Load a **blank instance** of Smallbiz onto the new computer.
 - See - Installing Smallbiz from a downloadable disk to
 2. **Verify Installation**
 - Open Smallbiz and ensure it starts properly.
 - There will be **no salon data** in this version, and **no passwords** required.
 - You may be prompted to register (**click "Cancel" to delay registration**).
 3. **Check Version Compatibility**
 - Ensure the new Smallbiz version is **equal to or newer** than the version on the old computer.
 - To check: **MENU → ABOUT → SYSTEM INFORMATION**
 - If necessary, update Smallbiz on the new computer before proceeding. **MENU → Service → Internet Options → Get the latest program from Smallbiz**
-

On the OLD Computer:

1. **Backup Your Data**
 - Open Smallbiz and create a **NEW backup file**.
 - **Recommended:** Create a **second backup** on a separate device.
 - To backup: **MENU → SERVICE → BACKUP/RESTORE → BACKUP**
 - Select your backup device/location, give it a new file name, and start the backup.
 - **Verify the backup** when prompted.
-

On the NEW Computer:

1. **Restore Data**
 - Open Smallbiz and go to **MENU → ABOUT → SYSTEM INFO**
 - **Write down** the "Registered Company" name.
 - Go to **MENU → SERVICE → BACKUP/RESTORE → RESTORE**
 - Insert your backup device and click "**Browse**" to locate the backup file. Click **Restore**.
 - Enter your **business name EXACTLY** as recorded earlier (**case-sensitive**).
 - Follow the prompts until complete.
 - Exit Smallbiz completely.
2. **Restart Smallbiz**
 - You will now be prompted for **registration**.
 - Clicking "Cancel" **will not work** as Smallbiz now contains data.

- **Options:**
 - Call **Smallbiz support** for security codes.
 - Use the **5-day emergency bypass** (after-hours situations). Click “Cancel” to activate.
 - 3. **Verify Data**
 - Check the following on the new computer:
 - **Latest day report**
 - **A recently added client**
 - **An appointment made just before transferring data**
 - **DO NOT** use the old computer anymore.
 - To prevent accidental data entry on the old machine, **turn it off** or **remove it physically**.
-

Final Steps: De-Registering the OLD Computer

- Before Smallbiz support can issue new security codes, you must obtain a **De-Register Code** from the old computer.
 - To get this code: **MENU** → **ABOUT** → **SYSTEM INFO** → **Click "De-register"**
 - Record the number and provide it to **Smallbiz Support** when registering your new computer.
-

Additional Notes:

1. **Security Restrictions:**
 - Smallbiz security is specific to the **installation disk and registered user**.
 - Attempting to use another user’s installation disk will cause problems.
 - Previous demo-disk use may also affect installation.
 - Call Smallbiz for assistance if needed.
2. **Do Not Manually Copy Files:**
 - Copying files manually **can cause errors**.
 - Always use the **Backup & Restore** method.
3. **Database Handling:**
 - Manually copying **MySQL database files** can cause issues if the database service is running.
 - Corruptions from manual copying may not be immediately evident.
4. **Common Upgrade Issues:**
 - **Permissions & Virus Protection**
 - Ensure **C:\Program Files (x86)\Smallbiz** has **read/write** and **security permissions for all users**.

- Exclude **Smallbiz folder** from virus protection.
- **Run as Administrator**
 - Right-click **Smallbiz icon** and select “**Run as Administrator**” when upgrading.