Charlie Tango, Inc. ⟶

AVM-2000 Instructions to MOVE

Please refer to the instructions below to move the primary AVM-2000 from one computer to another (Single User or Server Version)

Basically, an overview of the process we recommend is: an AVM-2000 install to the new computer which will make the necessary Windows registry entries, then copy the entire AVM2000 folder from the old computer to the new.

Here are the steps that we recommend:

1) Do a complete backup of your existing AVM2000 folder to flash drive, etc.

2) Run a Reindex & Pack on the existing AVM2000 and make sure it does not report any errors.

3) Install the AVM-2000 Primary to the new server computer to make the Windows Registry entries (this can be done from the AVM-2000 Free Trial download file on our website for Version 6 users). http://tangoware.com/free_trial/evalfiles.html

4) Delete the newly created AVM2000 folder from the new server computer using Windows Explorer. (Do not perform an uninstall.)

5) Copy the existing AVM2000 folder from the flash drive to the new server computer's C:\ drive

6) After you've started up AVM2000 on the new server and confirm that your files were transferred successfully, DELETE the AVM2000 folder from the old computer. This is especially important if the "old" computer will ever be connected to the network.

7) For Multi-User versions: Map all of the workstations' drive letters to the new server computer for use with AVM-2000. Remember that all users will need to have full read and write access to the AVM2000 folder.

The first time an existing workstation is started up after an AVM2000 server "move", users may get the Select Directory window. Use the SELECT DIRECTORY window to choose the mapped drive letter and AVM2000 folder where your main server files are stored. In most cases, this will be F:\AVM2000, for example, where F:\ is your server's drive letter; or it may be simply F:/ if users are mapped directly to the AVM2000 folder. (NOTE: On the SERVER computer, this will generally be C:\AVM2000.)

PLEASE NOTE: If you have Print to File, EDS or Month End folders, those will need to be manually copied over to the new server computer, and may need to be re-mapped/shared with full read and write access so that workstations can access those folders. The locations of these folders can be found inside AVM-2000 under:

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Print to File: Admin > Local > General > Print to File/Email > Store Documents Here (folder should be mapped to the server and shared at all workstations)

EDS: Admin > Local > EDS > AVM_DOCS Storage Location (folder should be mapped to the server and shared at all workstations)

Month End: Reports > Month End > Config & Schedule > Archive Folder (folder should be mapped to the server and shared at all workstations)

NOTE 2: If you are using the QuickBooks Integration module and have QuickBooks installed on the primary/server computer for use with AVM-2000, you will need to download the QBFC file from our website at http://tangoware.com/qb/qbfile.html and then install it to the new server computer. You may also need to re-select the QuickBooks file location if the file is no longer located in the same path location on the new computer. See AVM-2000 > Admin > Global Config > QuickBooks Integration > QuickBooks

Some users with multi-user networked versions may also need to follow the Server and/or Windows 10 Recommendations on our website at: http://tangoware.com/support/documentation.html

Thank you,

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