

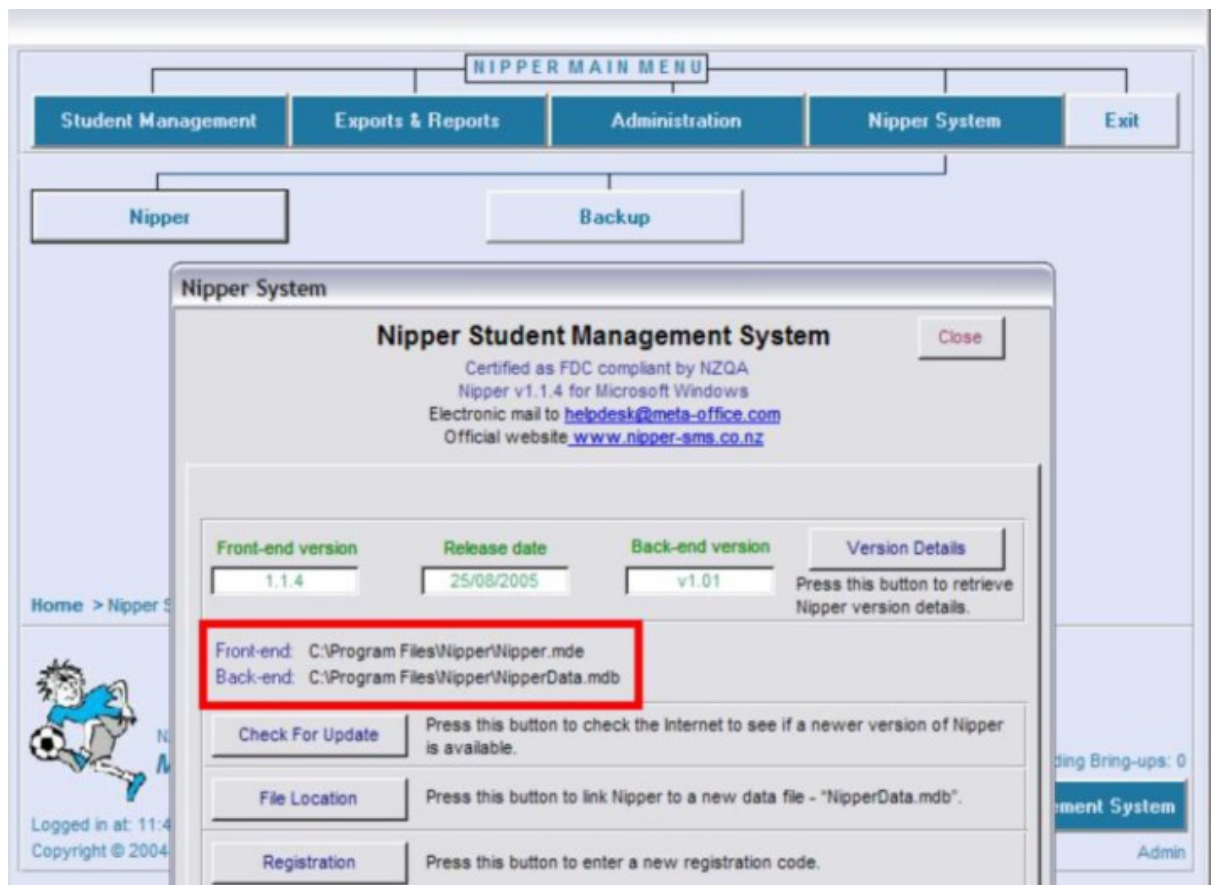
Tip Sheet No.22

Sending Database to the Help Desk

The Take2 support team may ask you to send your Nipper back-end data file to the helpdesk. You should email the back-end data file as a zipped attachment.

Locating the back-end data file

1. Click on the **Nipper System** button.
2. Click on the **Nipper** button.
3. A new form opens. Make a note of the location of the folder for the back-end as shown below.



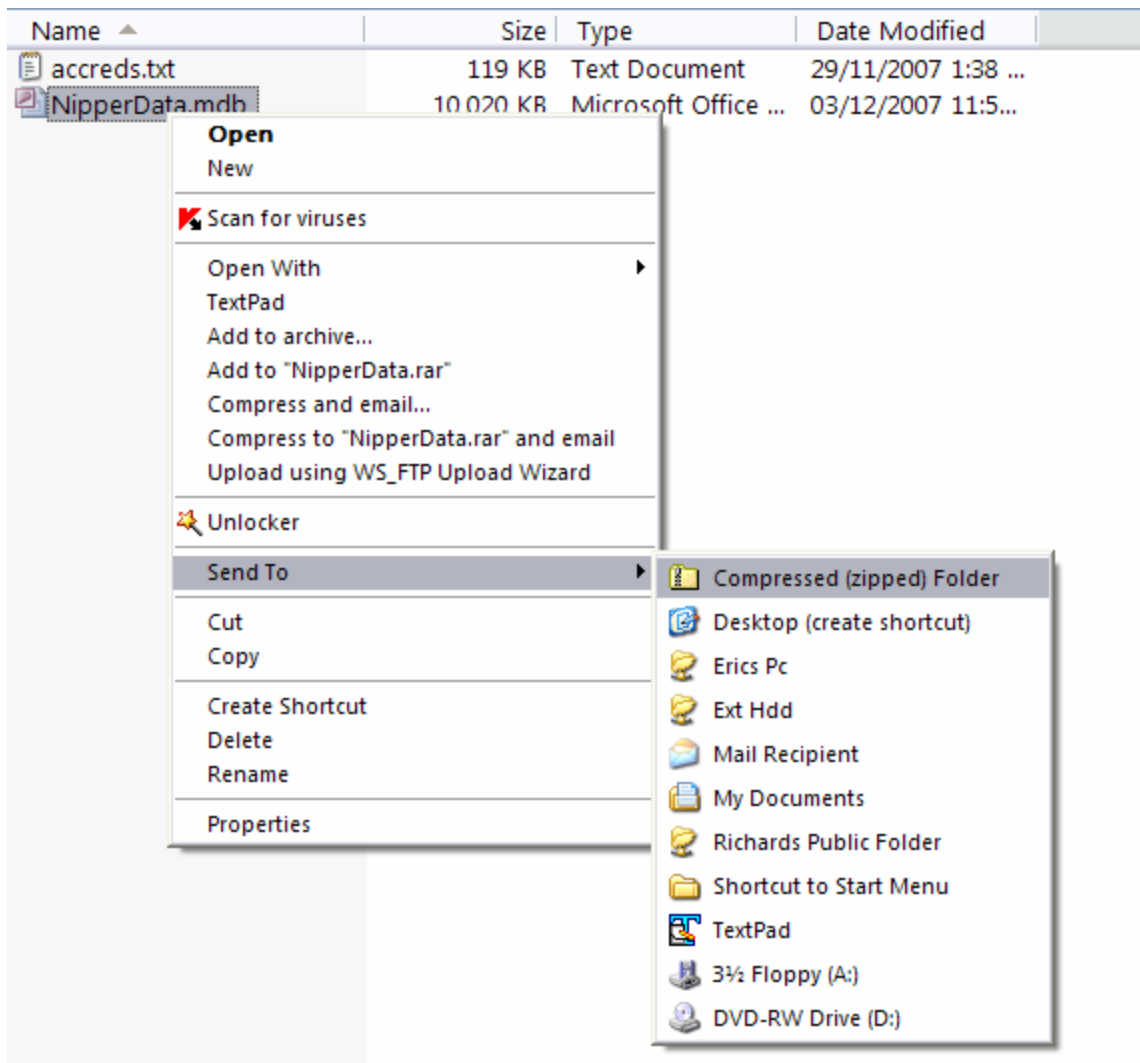
4. Ask all Nipper users to log out.
5. Check that all the users have actually logged out.

NOTE: Check that there is a file called **NipperData.mdb** but no file called **NipperData.ldb**. If you can see **NipperData.ldb** it means that someone still has Nipper open.

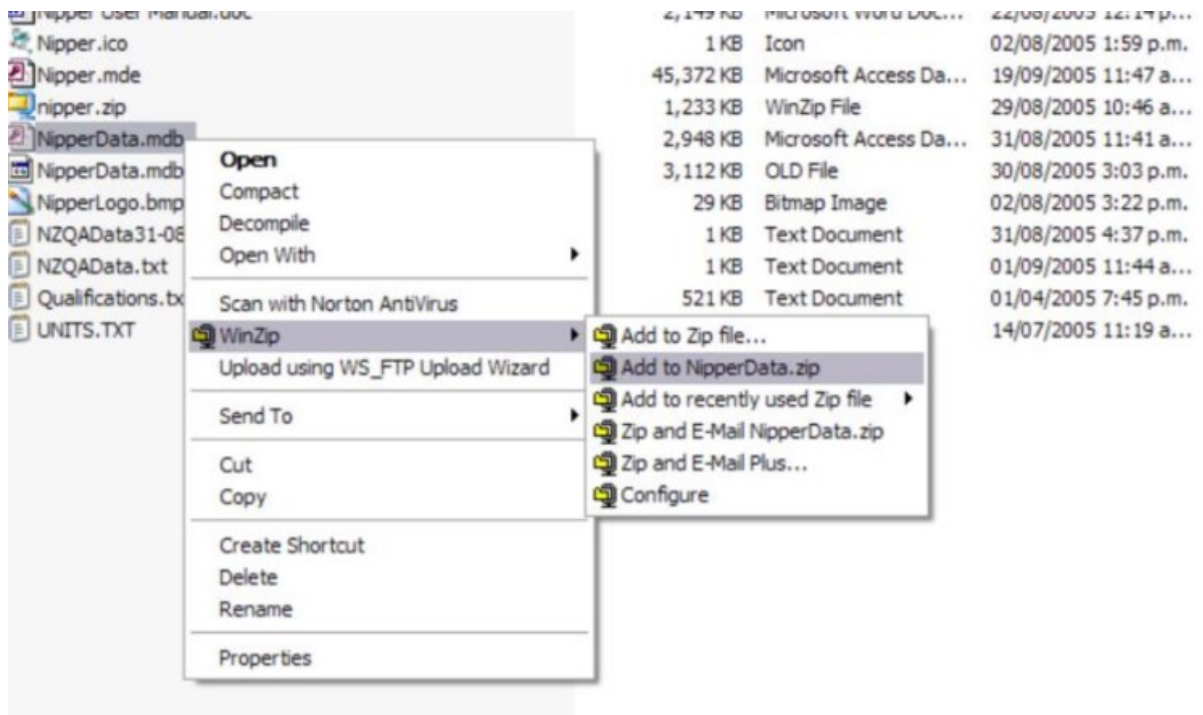
If you can only see **NipperData** but not **NipperData.mdb** you need to remove the tick from the **Hide extensions for known file types** option on the Folder Options form opened by using the Tools menu item in Windows Explorer.



6. When you are sure all users have logged out, select **NipperData.mdb** and right-click with the mouse. A menu appears.
7. Select **Send To** and then **Compressed (zipped) Folder**.



Alternatively you can use WinZip to compress the file if you have this installed.



If the **Compressed (zipped) Folder** option is not available, you can download WinZip from www.winzip.com.

8. Attach **NipperData.zip** to an email and send it to the Help Desk: helpdesk@adaptit.co.nz.

Note: Once you have emailed a copy of the zip file to the Help Desk, you should delete the zip file from the folder where it was saved.