

# Tip Sheet No.23

## Receiving a Database File from the Help Desk

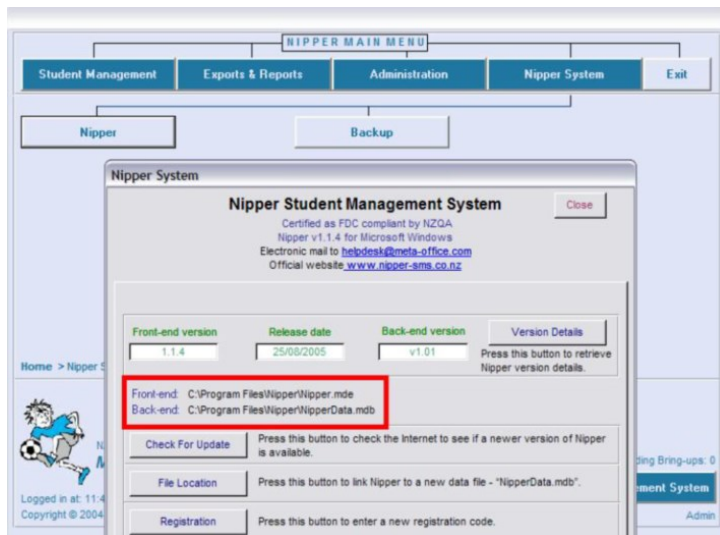
If Adapt IT sends you a replacement back-end data file it will be emailed to you as an attachment. You need to take the attachment and use it to replace the existing back-end on your system.

### Locating the existing back-end data file

1. Click on the **Nipper System** button.
2. Click on the **Nipper** button.

A new window opens.

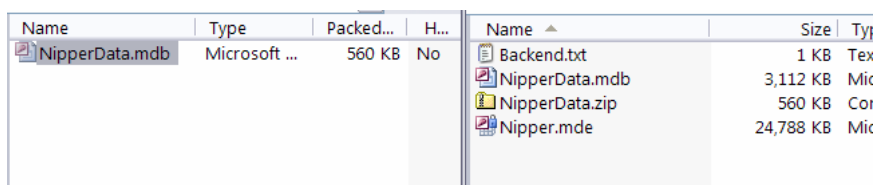
3. Make a note of the location of the folder for the back-end as shown below.



4. Save the file attachment that has been emailed to you to the location you have just noted.
5. Using Windows Explorer, browse to the location you have noted.
6. Find the Zip file you just copied to the folder and double-click it.

A new window opens.

7. Drag the Nipperdata file from the new window to the backend location folder.
8. When you are asked if you want to overwrite the existing NipperData.mdb, click the **Yes** button.



You can now run Nipper.

If new folder window doesn't appear download a copy of Winzip from: <http://www.winzip.com>