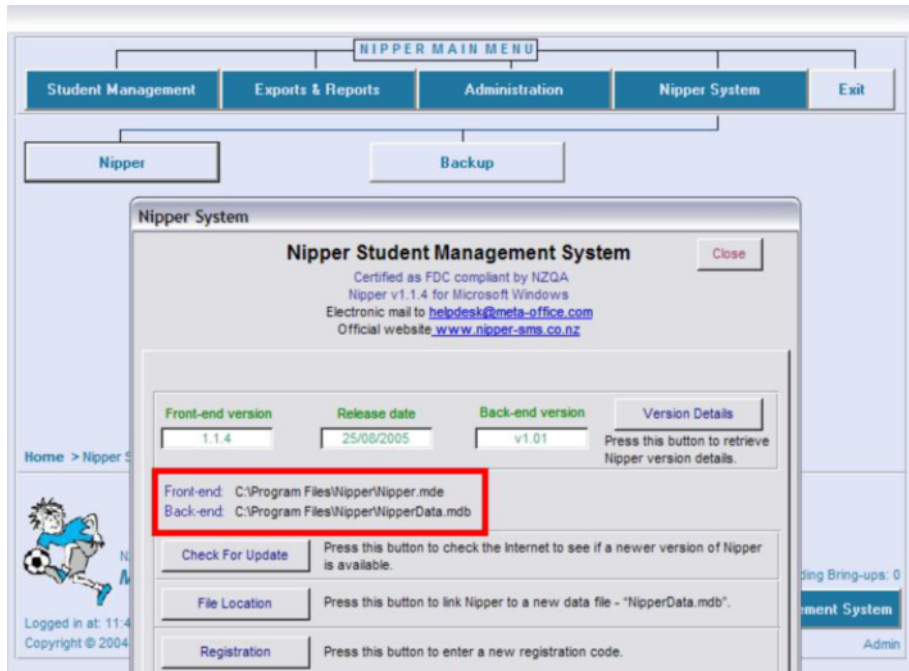


Sending Back-end to the Help Desk

Sometimes Meta Office will ask you to send your Nipper back-end data file to the Help Desk. You should email the back-end data file as a zipped attachment.

Locating the existing back-end data file on your system

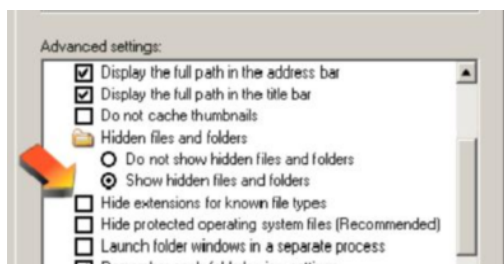
1. Click on the **Nipper System** button.
2. Click on the **Nipper** button.
3. A new form opens. Make a note of the location of the folder for the back-end as shown below.



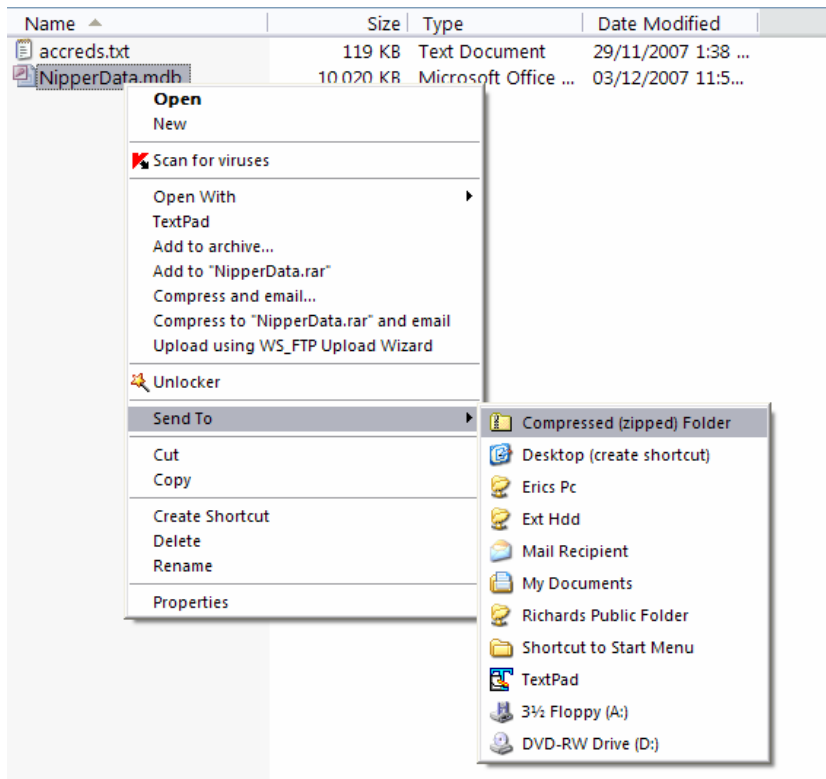
4. Ask all Nipper users to log out.
5. Check that all the users have actually logged out
6. Using Windows Explorer, open the folder where the back-end is stored.

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.

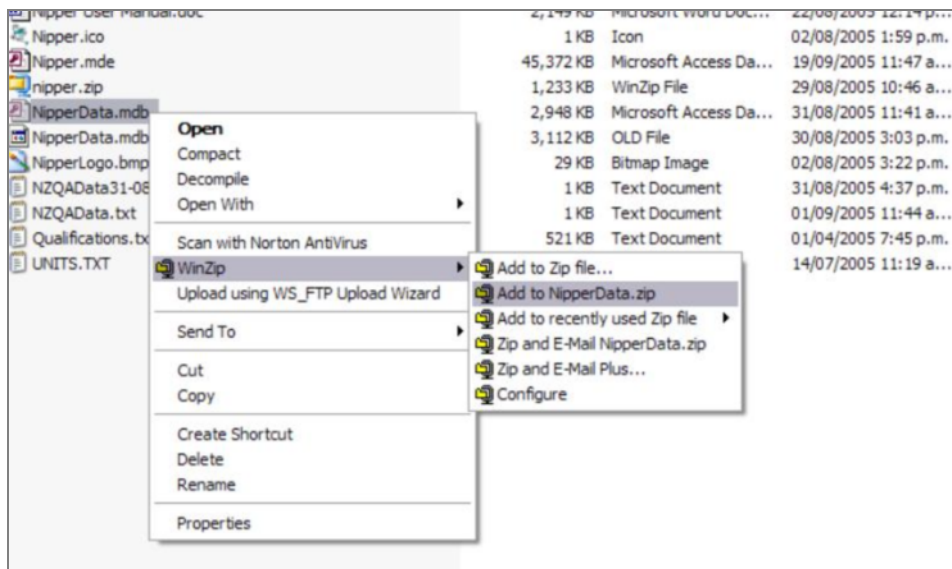
If you can only see NipperData but not NipperData.mdb you need to remove the tick from the *Hide extensions for known file types* option on the Folder Options form opened by using the Tools menu item in Windows Explorer.



7. When you are sure all users have logged out, **select** NipperData.mdb and **right-click** with the mouse. A menu appears.
8. **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.

9. Attach NipperData.zip to an email and send it to the Help Desk: helpdesk@meta-office.com

NOTE: Once you have emailed the zip file to the Help Desk, you should delete the zip file from the folder where it was created.