Technical Support Note (**TSN) Purpose**
This TSN is intended to help users of SGv2 software copy their working files to the new working file location folder used by SGv3.
For Select Gate software version 2.0.x (referred to as: **SGv2**), user database files ("**working files**") can be stored in different locations depending on the operating system. Select Gate 3 software (referred to as: **SGv3**) avoids this by setting a working file location independent of the operating system.

When to Use this TSN
Use this TSN only when **all** of the following are true:

- You were already using SGv2 software and *would like to be able to use its database files when using SGv3 software*
- SGv3 software is being installed **for the first time** on a particular PC
- The operating system of the PC from which SGv2 working files will be copied must be *Windows XP Service Pack 3, Vista, Win 7, Win 8 or Win 8.1, Win 10 32 or 64-bit.*

If all of these conditions are true then continue following the steps in this TSN.

WARNING

First Time Run of Select Gate 3 is Required
The instructions listed below include starting the Select Gate 3 software for the first time. These steps must be performed in order, otherwise the SGv3 working file location will not have been created and you will not be able to copy files correctly.

NOTES

Working Files On Systems Earlier Than XP Sp3 Not Supported
Database files stored on versions *earlier than Windows XP Service Pack 3* **are NOT SUPPORTED by later operating systems**.

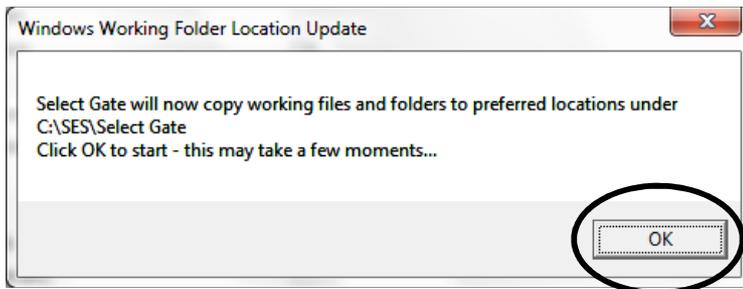**Select Gate 3 Operating System Compatibility**
Select Gate 3 software can only be installed on PCs with Windows Vista and later operating systems. It cannot be installed on Windows XP or earlier.

USB Flash Drive or Other Storage Device Is Assumed When Transferring From Different PC
If you are intending to transfer SGv2 working files from a different PC to the one on which SGv3 is installed, the instructions below will assume that you have a flash available for the copying process.

STEPS

1) On your desktop, click the Select Gate 3 icon to **run the software for the first time**. You will see a message "copying files to working location" message:
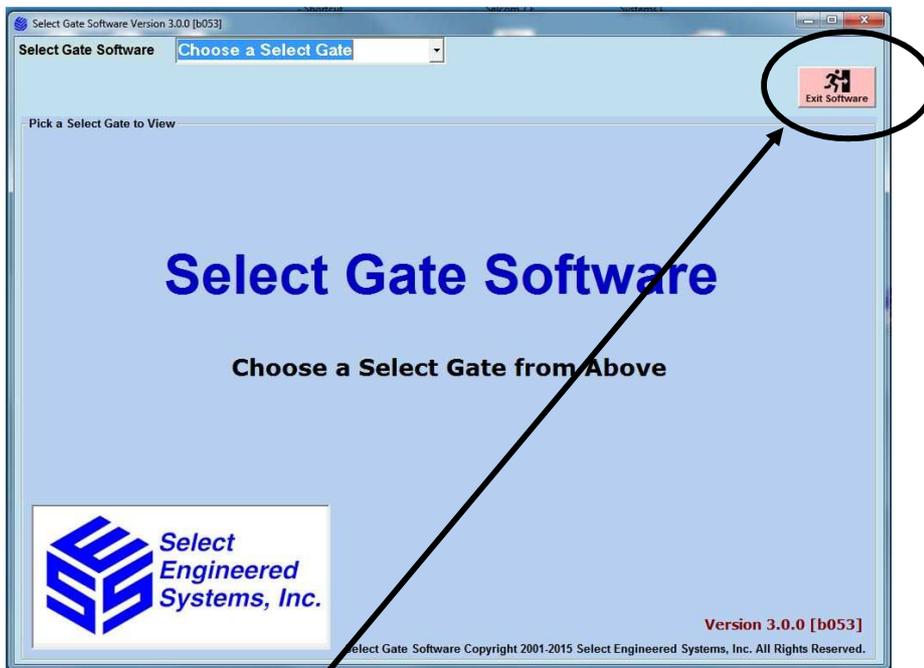

   Click OK and *wait until the action is complete*.

This process creates the working file location and then copies basic default working files that were installed with SGv3. **It does not copy existing SGv2 files** because it does not know where those files are located, and or even they are on the same PC.

Make a note of the location "C:\SES\Select Gate" – you will be copying your files into this location.

2) When copying is done, Select Gate 3 software will open.

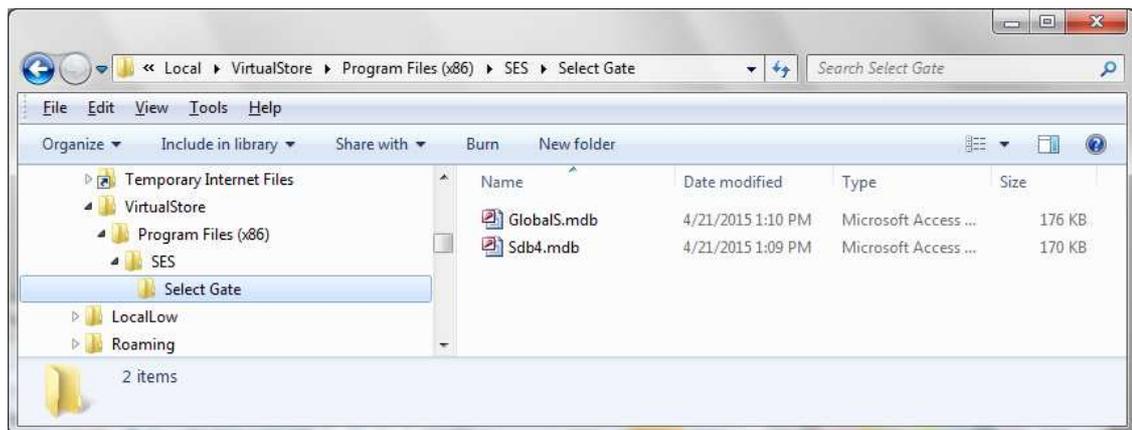**Close the application** by clicking on Exit Software.

EXISTING SGv2 WORKING FILES LOCATED ON WINDOWS XP (32/64)

3) All working files are located in the folder <drive>:\Program Files\SES\Select Gate, where <drive> is the letter of the hard drive where the SGv2 software is currently installed. For example, "c:\Program Files\SES\Select Gate". Open a Windows File Explorer Window (***NOT*** Internet Explorer) and navigate to this folder.
4) Click on the Type heading in the File Explorer window you have just opened.
5) Look for all of the files ending in ".mdb". ***Leave this Window open for now***.
6) Plug in your USB flash drive into a spare USB port. Wait for the flash drive to register, then click on the "Open Folder" or "Open Folder to View Files" option. This will cause a second window to open showing the USB files. Create a new folder called "SG2 Files" in the root of the flash drive. Click on this folder to open it.
7) Using the first window opened **Copy** (avoid "Move") all of the files ending in ".mdb" to the folder in your USB flash drive. Make sure that you have included "GlobalS.mdb" and all files similar to "Sdb1.mdb, Sdb2.mdb…" and so on.
8) When you are sure that all files are on the flash drive, close the folder and Eject the drive using the standard Windows icon in the task bar. You can also right click on the drive itself in Windows and select "Eject".
9) Remove the flash drive and plug it into the PC on which SGv3 is installed. Wait for the flash drive to register, then click on the "Open Folder" or "Open Folder to View Files" option. This will cause a window to open showing the USB files. Navigate to the folder "SG2 Files" you created in an earlier step. You should be able to see all of ".mdb" files copied from the XP PC. ***Leave this Window open for now***.
10) On the PC with SGv3 installed, use Windows Explorer to navigate to the folder "c:\SES\Select Gate". Move the Explorer window to one side so that you can see the ".mdb" files in the USB flash drive located in the previous step. You should see some files in the "c:\SES\Select Gate" folder already. These are GlobalS.mdb, Sdb1.mdb, Sdb2.mdb, Sdb3.mdb and SBlank.mdb, which were the files copied when SGv3 was first started.
11) Select all of the ".mdb" files in the SG2 Files folder on the USB flash drive and Copy or drag them to the explorer windows showing the open folder "c:\SES\Select Gate". This will start the copy process. At some point you will be asked to verify if you wish to overwrite existing files. Click the overwrite option.
12) You have now finished the copy process. To verify, run SGv3 and confirm that your site is now available for selection from the drop down box. Once verified please close the various open windows and proceed normally.

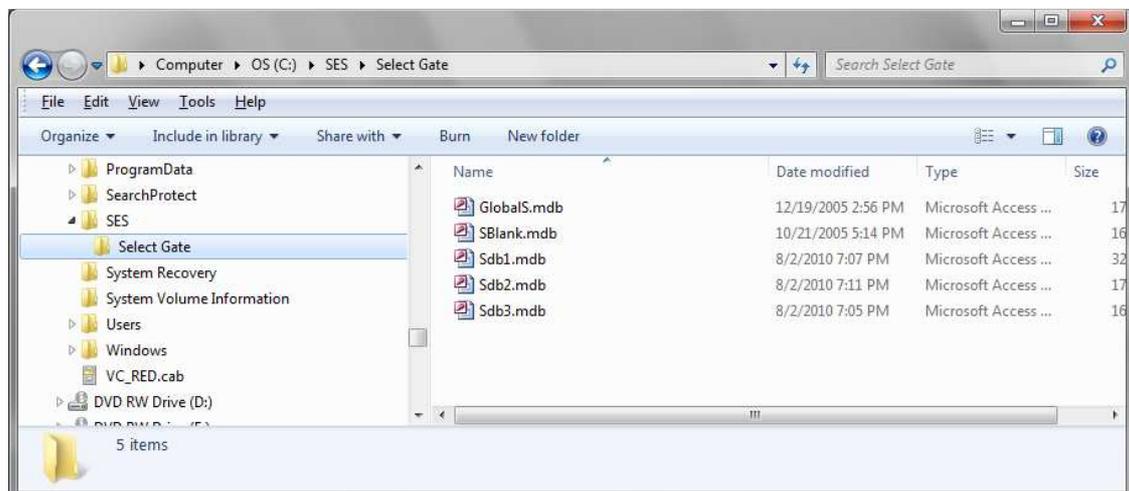**EXISTING SGv2 WORKING FILES LOCATED ON WINDOWS VISTA OR
LATER (32/64)**

13) All working files are located in a folder *in Virtual Store* that depends upon the
current logged-in user. Please refer to the Technical Support Note "TSN_013_How to
Display Virtual Store in Windows.pdf" for information on how to locate the Virtual
Store on your PC.

An example is shown below:

**If this Virtual Store is on the same PC on which SGv3 is installed, proceed as
follows, otherwise proceed with step 17**:

14) Use Windows Explorer to navigate to the folder "c:\SES\Select Gate". Move the
Explorer window to one side so that you can see the ".mdb" files in the Virtual Store
located in the previous step. You should see some files in the "c:\SES\Select Gate"
folder already. These are GlobalS.mdb, Sdb1.mdb, Sdb2.mdb, Sdb3.mdb and
SBlank.mdb, which were the files copied when SGv3 was first started.

15) Select all of the ".mdb" files in the Virtual Store and Copy or drag them to the explorer windows showing the open folder "c:\SES\Select Gate". This will start the copy process. At some point you will be asked to verify if you wish to overwrite existing files. Click the overwrite option.

16) You have now finished the copy process. To verify, run SGv3 and confirm that your site is now available for selection from the drop down box. Once verified please close the various open windows and proceed normally.

If this Virtual Store is NOT on the same PC on which SGv3 is installed:

17) Plug in your USB flash drive into a spare USB port. Wait for the flash drive to register, then click on the "Open Folder" or "Open Folder to View Files" option. This will cause a second window to open showing the USB files. Create a new folder called "SG2 Files" in the root of the flash drive. Click on this folder to open it.

18) Using the first window opened **Copy** (avoid "Move") all of the files ending in ".mdb" from the Virtual Store folder to the folder in your USB flash drive. Make sure that you have included "GlobalS.mdb" and all files similar to "Sdb1.mdb, Sdb2.mdb…" and so on.

19) When you are sure that all files are on the flash drive, close the folder and Eject the drive using the standard Windows icon in the task bar. You can also right click on the drive itself in Windows and select "Eject".

20) Remove the flash drive and plug it into the PC on which SGv3 is installed. Wait for the flash drive to register, then click on the "Open Folder" or "Open Folder to View Files" option. This will cause a window to open showing the USB files. Navigate to the folder "SG2 Files" you created in an earlier step. You should be able to see all of ".mdb" files copied from the Virtual Store. *Leave this Window open for now*.

21) On the PC with SGv3 installed, use Windows Explorer to navigate to the folder "c:\SES\Select Gate". Move the Explorer window to one side so that you can see the ".mdb" files in the USB flash drive located in the previous step. You should see some files in the "c:\SES\Select Gate" folder already. These are GlobalS.mdb, Sdb1.mdb, Sdb2.mdb, Sdb3.mdb and SBlank.mdb, which were the files copied when SGv3 was first started.

22) Select all of the ".mdb" files in the SG2 Files folder on the USB flash drive and Copy or drag them to the explorer windows showing the open folder "c:\SES\Select Gate". This will start the copy process. At some point you will be asked to verify if you wish to overwrite existing files. Click the overwrite option.

23) You have now finished the copy process. To verify, run SGv3 and confirm that your site is now available for selection from the drop down box. Once verified please close the various open windows and proceed normally.