

Restoring an Older Version PC-ACE Backup

This document describes the procedure for restoring an PC-ACE backup that was made with a previous version of the program.

Note: Enhancements were made in the PC-ACE 3.4 (April 2017) release to simplify this process. These instructions assume the installation is running the PC-ACE 3.4 (or later) release.

Important Information about Restoring Backups

PC-ACE updates are designed to preserve all customer data contained in the product. Once the update completes successfully, the program is ready for immediate use. All customer data will be present just as it was prior to the update. There is **never** a reason to restore a backup after a successful update operation. The user is encouraged to make a backup prior to the update for safety reasons only.

Restoring a PC-ACE backup should generally only be required in the following situations:

- 1) PC-ACE has been installed on a new computer and the customer desires to restore data from an existing PC-ACE installation.
- 2) The customer has inadvertently or intentionally uninstalled PC-ACE from the computer, and now desires to reinstall with the original data.
- 3) The PC-ACE databases or configuration settings on an existing installation have become corrupt and are not repairable. The customer desires to restore from a PC-ACE backup as a means of recovery.

There may be other legitimate reasons to restore from a backup. The main point being made here is that it is **never** necessary or appropriate to uninstall PC-ACE if the customer's intent is simply to update to a new version.

Mismatched Version Restore Considerations

As a general rule, it is considered incorrect procedure to restore a backup made with an older version of the program. Structural changes made to the various database files (new fields, etc) between versions will likely render the older database files non-functional with the newer version of the program. In addition, the restore operation will overwrite current distributor-maintained reference files (HCPCS, ICD, etc.) with out-of-date versions. The warning message displayed when such a "mismatched version" restore attempt has been made is intended to alert the customer of these potential problems. The program does not prohibit restoring a backup made from an older program version, however, it does require the customer to follow the additional steps detailed in Restore Method #1 below in order to properly complete the restoration process.

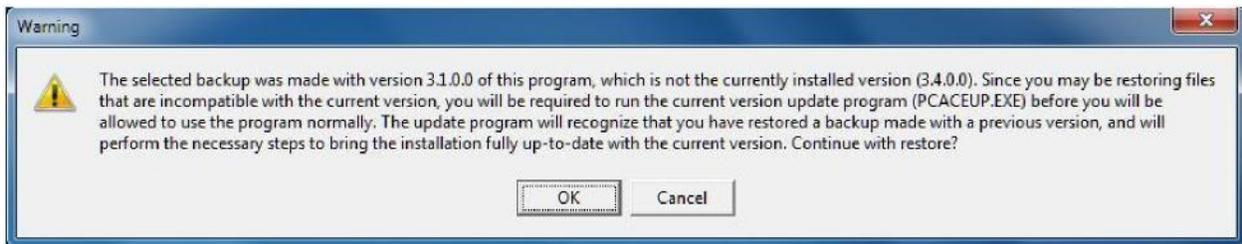
Methods for Restoring an Older Version Backup

There are two methods available for restoring a backup made with a previous version of the program.

Restore Method #1 (Preferred) -- Mismatched Version Restore

We recognize that in some situations the only backup available is one made with a previous version of the program. Such "mismatched version" backups may be restored as long as the customer also runs the latest version of the update program (PCACEUP.EXE) immediately after the restore operation completes. Applying the latest update is necessary to bring the installation fully up-to-date, thus satisfying the mismatched version concerns described above.

As an example, let's assume the customer attempts to restore a backup made with PC-ACE 3.1 to a computer which currently has PC-ACE 3.4 installed. The following warning message will be displayed ...



This message notifies the customer that they will be required to perform the latest version update program (PCACEUP.EXE) in order to complete the restoration process. When the customer clicks the "OK" button, the restore operation will proceed normally. If the customer then attempts to launch PC-ACE without first running the latest version update program, they will receive the following error message ...



When the customer clicks the "OK" button, PC-ACE will close automatically. Following these instructions, the customer would then download and run the latest version update program (PCACEUP.EXE). In our example, this would be the PC-ACE 3.4 (or later) version update. The update program will acknowledge that a mismatched version restore has been detected by displaying the following informational message ...



When the customer clicks the “OK” button, the update program will apply any version-specific update logic appropriate to the older (PC-ACE 3.1) release. This ensures that the installation is brought fully up-to-date with the latest PC-ACE release. Once the update completes successfully, PC-ACE can be executed and should function normally.

Restore Method #2 -- Reinstalling the Original Version

If the installation media for the original program version (from which the backup was made) is available, then an acceptable approach is to:

- 1) Uninstall the newer version of the program (if it has been installed).
- 2) Install the version of the program that matches the backup's version.
- 3) Restore the backup. No special warning message will be displayed.
- 4) Run the latest version update (PCACEUP.EXE) to bring the installation up to the current release.

While this approach is acceptable and produces the desired results, it does require additional steps and is therefore not the recommended approach to restoring a backup made with an older version of the program.