



FREQUENTLY ASKED QUESTION

How do I install a new Win 7 or Win 8 Dazzle server and workstations, and how do I transfer the data from my old computers?

- **INSTALL PRINTERS**

Make sure all the printers you need are installed on the network, and are shared out so they can be accessed from any workstation. This usually involves installing the proper drivers on all workstations, and completing the "sharing" screen for each printer. Shared printers may be plugged into your server, or they may be plugged into a separate printserver device, or they may have built-in network ports so they can be attached directly to your network. Or they may even be wireless. Setting up and sharing network printers is too big a subject for this document, [but here is a useful Microsoft article and video.](#)

- **INSTALL DAZZLE ON NEW SERVER**

The first thing you should do is run the install program on the computer that will be the server. From the <http://www.dazzlepawn.com> web site, you click "Downloads," then choose the top option on that page, which will download the latest Dazzle complete install program. Be sure to save it; don't try to run it directly from the internet. No password is necessary

After it is saved, look in your "Downloads" folder to find it. We recommend copying it to a USB stick drive, to make it easy to install it on the workstations later. Now run the installation program on your server. The second screen of the install program has a small blank area labeled "special codes". If you are installing on windows 7 or higher, access 2010 will be installed automatically. If installing on windows XP, Microsoft Access 2007 will be installed automatically. You can change this default behavior by typing in either 2007 or 2010 in this "special codes" box. Normally if all stations are windows 7 or higher you do not need to type anything in this box since Microsoft Access 2010 will be installed by default and that is what you want.

When the install program asks you what is the purpose of this installation you should choose the answer: *"installing a demo."* Then complete the installation.

- **COPY THE DATA**

When the installation is complete, Go to your OLD server, click on "my computer" then drive "C", then double-click the **\Dazzle pawn** folder. Inside of the Dazzle pawn folder you will find a folder with your store name, or an abbreviation of the name. This folder holds all your Dazzle data and images

You should copy this entire folder, and all its subfolders, **FROM** the old server **INTO** the **\Dazzle Pawn** folder on the **NEW** server. An easy way to do this is via a plug-in USB drive stick. Be sure to copy the whole folder itself,

not just the “inside” contents of the folder. There is a diagram of the correct folder structure for Dazzle [here](#). Be sure to follow it.

- **START DAZZLE ON NEW SERVER**

When the \Dazzle Pawn folder and contents have been copied over, you should start Dazzle on the new server. Warning! The very first time you start Dazzle after you have installed it, Microsoft tries to show you some messages which can interfere with Dazzle starting. Watch for them. Good luck.

- **CONNECT TO YOUR TRANSFERRED DATA**

When Dazzle is running it will be in “demonstration” mode. Log in as “Demo” with password “Demo”. On the Dazzle menu, click on “OFFICE → CONFIGURATION → SYSTEM & TECHNICAL MAINTENANCE → CONNECT TO A DIFFERENT DATABASE.” Next to the top line on that screen click “browse” and look for and select the folder you copied over from the old server. Then, inside that folder, click on the file called ***yourstorename.sto***, where *yourstorename* = your store name (or some abbreviation of it). If you cannot see the “.sto” part of the name, or if you cannot see the “extension” part of any file names, it means you do not have that feature turned on on your computer. To find out how to turn on the display of file extensions for Windows 7, please [click here](#). For Windows 8, [click here](#). It is important to be able to see these extensions on all your computers to make sure you don’t accidentally choose the wrong file. The file with the extension “.sto” is the actual database. There may be several different “.sto” files if there are old copies, or backups etc. The one you should choose will have just a simple ***yourstorename.sto name***. Any others will have slightly different names such as *yourstorenameold.sto*, or *yourstorenameJan12.sto*, etc. Also, the real “.sto” file will have today’s date, or the date of the last day of business. When you locate it, click on it, and then click “Open”.

Dazzle will then connect to your store database. This process takes a few moments.

- **CHECK VERSION COMPATIBILITY**

If the version of your database does not match the version of Dazzle that you installed on your new server, you will receive a warning message. In that case, quit Dazzle and run the [Database Update](#) program [before continuing](#). Instructions for doing this are in the appendix of this document.

- **SHARE YOUR DATABASE**

Close Dazzle and open “computer” and double-click drive “C”, then [right](#) click on the “\Dazzle pawn” folder and select “sharing”. Share out this folder with full permissions to everybody on the network. You have to specifically assign full-permission to user “everyone”. You can see a microsoft video about how to share server folders and files [here](#).

- **INSTALL DAZZLE ON WORKSTATIONS**

Once this is done, you can Install Dazzle on each of the new workstations. Use the same install program you used on the new server. Every time it asks you the [purpose](#) of the installation, you should choose the answer “**installing a WorkStation on a live Dazzle system**”. It will then ask you: “where is the [database](#)?” You should

then click the “browse” button and browse the network for your server. The “network” icon is usually on the lower left corner of the “Browse” window. Sometimes you must scroll down to see it. When you click it, you will see all the available computers on your network, including the server. Double click the icon for the server, then you should see the “Dazzle Pawn” folder that you shared out. (If you don’t see it, go back to the section above called “SHARE YOUR DATABASE” and check you did everything right.) Doubleclick on the icon of the shared Dazzle pawn folder, then you will see your ***yourstorename.sto*** file. Click on this file, then click “Open” to select this as your database.

Continue the installation. Be sure to assign a unique station number to each station when asked.

- **CONFIGURE PRINTERS**

Once all the workstations are installed, you can start Dazzle on each station, and log in normally. You will need to run the printer setup wizard on every WorkStation... on the Dazzle menu, click on on “OFFICE → CONFIGURATION → PRINTERS AND DOCUMENTS. Click the “**Build/Refresh List**” button at the bottom, then click the “**Setup Wizard**” button. Five little boxes will appear across the bottom, each of which lets you select a printer. (If you can’t see all your printers, please review the section above called “INSTALL PRINTERS”) In the leftmost box of the “Setup Wizard”, select your 3” slip-receipt printer. If you don’t have one or don’t use these, just select your main laser printer. In the next 2 boxes, select your main laser printer. In the 4th box, select your pawn label printer. In the rightmost box, select your jewelry tag printer. If you don’t have a jewelry printer, select your pawn label printer. We strongly advise you to select a specific printer name for each box. Do NOT select the “**Default Printer**” option. Click **GO** and the wizard will run. Then click OK to close.

- **OTHER STEPS**

Then you will probably need to install the fingerprint scanners on each station and presumably the ID scanner on one station. You can get these separate install programs from our web download page, and the links to the instructions are there too. If you need the download username and password, please email or call us.

APPENDIX: Runing The Database Update program

If your database need to be updated, please follow these instructions.

From the <http://www.dazzlepawn.com> web site, click “Downloads,” then choose the **Dazzle Pawn™ Upgrade** option. This requires a download password. Please contact us if you don’t have this password. Download and save this file to your server. Do not try to run it directly from the website. When it is saved, switch to your “Downloads” folder, locate the update program, and double-click it to run it. Your database will be upgraded to the latest version.

The installation program tells you you should also run it on each workstation. But if you are installing all new workstations, this is NOT necessary.

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