

THE ART OF UPGRADING BOX OFFICE COMPUTER HARDWARE

Things to Remember:

Your Venue is “site licensed”, not “computer licensed”. That’s good news. You may install your BOW! System on as many computers as you require to best serve your venue, as often as you wish or as required by upgrades to your computer equipment. It’s not “piracy” and doesn’t require any additional licenses.

Simple changes, like adding more RAM memory or a new video card or a new display monitor have no effect on your BOW! installation, except to make your enterprise run faster and better.

Large Component Upgrades, like a new motherboard or CPU, will most likely shake things up a bit. But as long as your new hardware functions as expected your BOW! System will not have been effected.

Upgrading your Operating System, from say Windows ’95 to Windows XP, will not change your BOW! System. However, if you are using more than one computer in a BOW! Network, that upgrade must be done on every computer and all the network “computer names” should remain the same.

A change in hard drive, no matter which computer, **does** require a specific and exact process to re-create your BOW! system on the new storage device.

In a single computer setup, the BOW! System, Patron Information Databases, Event files and Venue files are in a Windows folder named “C:\BXWIN” on the C: hard drive.

In a multiple computer setup, a network of two or more computers which service your Box Office, the BOW! Application is present on all computers which form your Box Office network. However, the working Patron Information Databases, Event files and Venue files are still only on the computer you have previously designated as the “BOW! Server” computer. There may be other files in the “C:\BXWIN” folders of the “Workstations”, but they are not used. The only data files used by the computers on your networked system are those on the “BOW! Server” computer’s hard drive. *The application “BOW Sort!”* is the only reliable way to transfer BOW! Events and support data files from one place to another. Do not, under any circumstances try to “burn” a CD image of the BOW! installation as a backup, thinking you can copy it to a new hard drive. BOW! has financial and data safeguards which will not allow this to happen. It simply will not work, and may ruin your existing installation I would question this??. Even a file or folder “drag/drop” will not reliably transfer everything BOW! needs to operate. The BOW! System must be re-installed on new hardware, and BOW Sort! must be used to transfer Events.

We cannot help you with the physical setup of your replacement equipment. If any of the following information is entirely new to you, or appears to be “geek-speak”, have a qualified technician help you install and change computer components.

Upgrading hardware on a BOW! Server computer is more complicated than upgrading a BOW! Workstation. Here are some Upgrade Process examples of both operations:

Changing the “BOW! Server” C: Hard Drive:

We’ll start with the idea that you have already installed a new hard drive as a “master” C: hard drive on the BOW! Server computer. You’ve installed the operating system and the printer and the computer is working as expected.

- Install BOW! from the most recent CD you have, onto the new drive C:.
- Install the most recent updates to the new installation as downloaded from this website.

Your previous BOW! System is, of course, still on the old C: hard drive sitting over there on the desk.

- Turn off the computer. Take the old drive and physically install it as a second “slave” drive in the computer, creating a drive D:. Re-start the computer. Using Windows Explorer, check to see that your second hard drive is listed in the left panel tree.

Now start BOW Sort! using the shortcut on the Windows Desktop, or the Windows [Start] Menu.

- Set the “Source Location” in BOW Sort! to the added D: drive and specify the “\BXWIN” folder on that drive. You’ll see your current Events are now presented in the Event list.
- Set the “Archive Location” as the C: drive’s new “\BXWIN” folder.
- Click on one Event in the Event list and click on the [Archive Event] button. The Event will be moved from the old “D:\BXWIN” folder (your old hard drive) to the new “C:\BXWIN” folder (your new hard drive).
- Repeat the process for each Event in the Event list.

Now close BOW Sort!.

Open Windows Explorer. Navigate to the old “D:\BXWIN” folder. Make sure the “View Hidden Files” option is selected. Some of the files we need to transfer are hidden.

- **DO NOT USE DRAG/DROP** -- Move (or copy) the following files from the “D:\BXWIN” folder to the “C:\BXWIN” folder, confirming that you want to overwrite the files in the “C:\BXWIN” as you progress through the list:

BOWPTRN.MDB and BOWPTRN.BAK
BOWCHCH.MDB and BOWCHCH.BAK
BOWACENT.ERR
TAXTMPLT.TXT

- Locate a file that starts with “BXWLX” and has “.TXT” as a file extension. There will be only one such file. It’s whole name will be something like “BXWLXUS.TXT”, where the 2 letters “US” represent the country you are in. Other examples are “BXWLXCN.TXT”, “BXWLXUK.TXT” and “BXWLXAU.TXT”

DO NOT USE DRAG/DROP -- Move or copy this one file you your new C:\BXWIN folder.

- **DO NOT USE DRAG/DROP** -- There may be other files in the old folder depending on your system use. If you see any of these files, move them as well:

BOWDBASC.TXT
BOWFDASC.TXT
BOWMRKT.TXT
BOWSUBS.TXT
FUNDTYPE.TXT
FUNDLIST. \$\$\$

- **DO NOT USE DRAG/DROP** -- If you are a BOW-Net! subscriber you must also move these BOW-Net! Inventory files:

BNSALESM and BNSALESB
BNORDERS.LOG
BNSYNC.LOG

BOW-Net! subscribers must ensure that the “computer name” registered with the BOW! Distributor remains the same during any change in hardware.

- Close Windows Explorer.

That’s it. You have moved your BOW! System to your new hard drive. Start a BOW! session and test the installation thoroughly with a fake Event. Check to see your current Events are all there and that your Patron Databases are accessible.

You may at this point remove the D: slave hard drive, or keep it as an added storage drive. If you elect to keep it in the computer, use windows explorer to “rename” the “D:\BXWIN” to something like “D:\OLDBXWIN” so that there is only one recognizable BOW! system on the computer. Alternately, once you are satisfied the new installation is functioning as expected, you can delete the old “D:\BXWIN” folder. Removing the temporary D: hard drive eliminates any possible confusion.

Cloning the Current “BOW! Server” C: Hard Drive:

There are software processes which “clone” a new hard drive from an old hard drive, creating a mirror image of your old drive on the new drive, including the operating system and all its folders.

This process will, by design, create and duplicate your BOW! System on the new drive, including the necessary Windows system support modules.

You should be able to start up your “cloned” computer without any of the above Event and Venue files transfers. The cloned image should be complete.

However, BOW-Net! subscribers must ensure that the “computer name” registered with the BOW! Distributor remains the same during any change in hardware.

Setting up an Entirely New “BOW! Server” Computer (no network):

Read though the processes involved in replacing a “BOW! Server” hard drive above. The concepts are very much the same. In fact, you can use the same techniques if you wish, “hanging” the old computer’s C: hard drive in the new computer temporarily as a D: drive.

Use BOW Sort! to move your Events and data, follow the exact same process as above, and then either retain or remove the old computer’s C: hard drive (now the new computer’s D: hard drive) as you wish.

Setting up an Entirely New “BOW! Server” Computer with Networking:

An alternative method requires setting up a “network” between your new computer and your old computer. This has the same practical effect as “hanging” the old drive in the new computer, except the source hard drive is not listed as a D: “slave” hard drive, but rather as a shared hard drive somewhere on the network.

Install BOW! on the new computer and then, using BOW Sort!, follow the exact same file and Event transfer procedures to place your current Events and data on the new computer, using the networked hard drive as the source and your new computer’s C:\BXWIN folder as the destination.

We remind you once again, do not attempt to use a CDR or tape backup image of the folder and **DO NOT USE DRAG/DROP**. You must use BOW Sort! to transfer Events and either [Move] or [Copy] in Windows

Explorer to transfer support files and data. BOW! will not permit the wholesale copying of the BOW! Server installation.

Changing a “BOW! Workstation” C: Hard Drive:

Since the working Event and data files reside on the BOW! Server computer, changing the C: hard drive on a BOW! Workstation is much less taxing.

Let’s start from the point where the new C: hard drive has been physically installed on the Workstation. Ensure that:

- the operating system is installed and the Workstation computer is functioning
- the Workstation computer is recognized as part of the network
- the Workstation’s C: hard drive is a shared resource on the network, visible to the BOW! Server computer.

First, at the BOW! Server computer, through the network, map the Workstation’s new C: hard drive. Since it’s a new hard drive, there won’t be a \BXWIN folder there yet.

- Go to the Workstation computer and install BOW! from the most recent CD you have, onto the new drive C:.
- Install the most recent updates to the new Workstation installation as downloaded from this website.

Move back to the BOW! Server computer and start a BOW! session.

Now move again to the BOW! Workstation and start a BOW! session. Follow the prompts, providing the name of the BOW! Server computer when asked.

At the Workstation session start, go to BOW! [Options] and set up your ticket printing requirements, just as they were in your previous setup.

That’s it. Since the Workstation gets its Event and Patron information from the BOW! Server, there’s nothing more to be done.

Cloning a “BOW! Workstation” C: Hard Drive:

Using the drive “cloning” software processes described earlier, your Workstation already has a mirror image of your old C: hard drive on your new drive, including the operating system and all its folders.

The BOW! System has also been duplicated. You should be able to start up your “cloned” computer and it should connect directly with the BOW! Server just as it did before.

The only thing to check is that the Workstation computer’s network name has not been changed. If it has been changed, use the [My Computer] functions to switch it back to the name BOW! is expecting to hear from.

Setting up an Entirely New “BOW! Workstation” Computer:

This is the simplest of all hardware changes. The process is explained fully in the BOW! Manual and on-line Help File. In fact, it’s exactly the same process you used when you first took BOW! “Network”.

At the new BOW! Workstation computer sure that:

- the operating system is installed and the Workstation computer is functioning
- the Workstation computer is recognized as part of the network
- the Workstation's C: hard drive is a shared resource on the network, visible to the BOW! Server computer.

Now at the BOW! Server computer, through the network, map the new Workstation's C: hard drive.

- Go to the new Workstation computer and install BOW! from the most recent CD you have, onto the new drive C:.
- Install the most recent updates to the new Workstation installation as downloaded from this website.

Move back to the BOW! Server computer and start a BOW! session.

Now move again to the new BOW! Workstation computer and start a BOW! session. Follow the prompts, providing the name of the BOW! Server computer when asked.

At the Workstation session start, go to BOW! [Options] and set up your ticket printing requirements, just as they were in your previous setup.

That's it. You have a new (or added) Box Office computer.
