

## Where are my files?

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The client data files all have the extension (3 letters after the period) of "*sup*" (e.g. *sample.sup*). If you are "moving" to a new computer, and want to take prior client data files with you, you can just copy these files from the old location and move them to the new. (The copy and past process works only for data files. It will not work to transfer the entire program from one computer to another.)

Be aware that, on your old computer, you may have changed the program's default location for saving data files. There is a Settings Menu available from the Data Entry screen. That menu has an entry that will allow you to override the default file storage location and tell the program to save files in some other location. If you used this feature to change the default file storage location, then client data files will be found at the changed location that you specified. Otherwise, files will be found as described in the following paragraphs.

Windows Vista will not allow programs (like this) to save or change files located anywhere on *c:\program files*. As a result, this program, starting in 2007 with Version 2007, set the default location for saving files to some place that meets the approval of Windows Vista. The new default file storage location for both XP and Vista is ***My Documents\Child Support User Files\Data Files***.

When this Version 2008 is first installed, it creates *My Documents\Child Support User Files\Data Files*. Next, it looks for *c:\program files\child support* to see if there are any older client data files stored there. If any are found, they are automatically copied over to *My Documents\Child Support User Files\Data Files*.

That is the extent of this program's intelligence with respect to moving files around in order to comply with the requirements of Windows Vista.

None of this information about moving files is needed if this is a "new" installation of the program. For both Windows XP and Vista, your newly created client data files will be at *My Documents\Child Support User Files\Data Files*. You can use the settings menu to change the storage location. But unless you have a really good reason for doing so, it would be best if you don't.

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**Bottom Line / End of the Day / Short and Simple / Cut to the Chase:**

If you have previously used the above described Setting Menu option to create a file storage location that is different than the program's default storage location described above, it is up to you to copy your data files from that location over to the new *My Documents\Child Support User Files\Data Files* folder. The best place to start in copying files from one location to another is Windows Explore (not Internet Explorer). The client data files all have the extension (3 letters after the period) of "*sup*" (e.g. *sample.sup*).