Restoring Data & Methods from a Crashed PC

In the event of a computer crash where backups of databases and methods have not been made, we can still recover data and methods provided the hard drive of the PC is still accessible.

Technology: Titration, Ion Chromatography

Recovering Data

1. Recover the hard drive.
2. On the hard drive, you will need to look for the following file paths:

Operating System	Software	File path
Windows XP	tiamo	C:\Program Files\Metrohm\Tiamo\Data\Determination
	MagIC Net	C:\Program Files\Metrohm\Tiamo\Data\IC_Determination
Windows 7 and Above	tiamo	C:\ProgramData\Metrohm\Tiamo\Data\Determination
	MagIC Net	C:\ProgramData\Metrohm\MagIC Net\Data\IC_Determination

NOTE: For Windows 7 and above, the file paths may be hidden folders. Enable the properties of the hard drive to show hidden folders to access this directory.

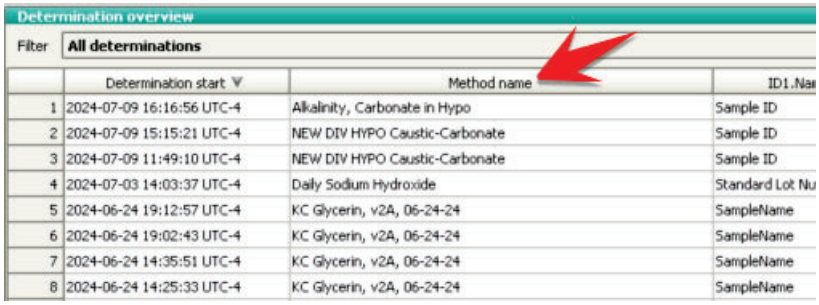
3. These folders should contain several folders, one for each database you had saved in the software.
4. Copy the folder(s) to a USB drive, external hard drive or network drive.

Copying to New PC

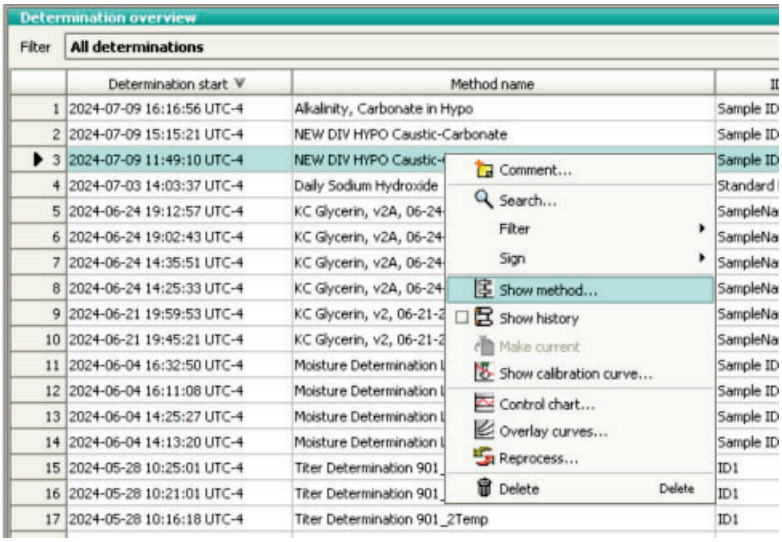
1. Paste the folder(s) into the corresponding directory (as above) on the new PC; overwriting any files or folders which already exist.
2. Launch the software.
    a. This may take several minutes, depending on how much data you previously had.
3. In the software, click Database > File > Database manager – all of the Determination databases copied should now be accessible.

Restoring Methods

1. In the software, click Database > File > Open.
2. Open the database of your choosing.
3. Sort the results by method name by clicking on the 'Method name' column.

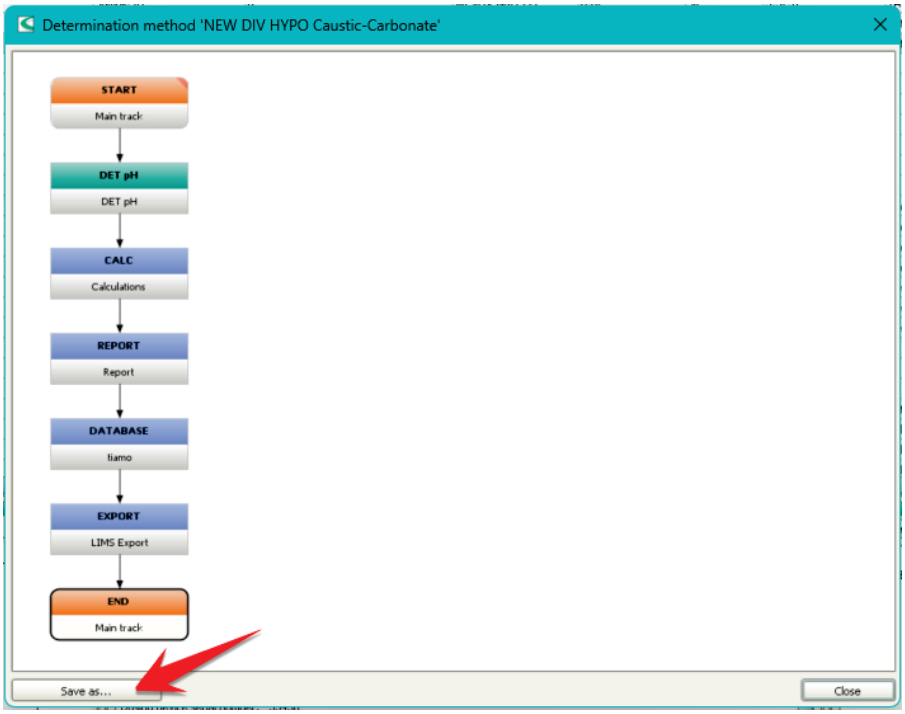


4. For each unique method, select the most recent determination.
5. Right click > Select 'Show method'.

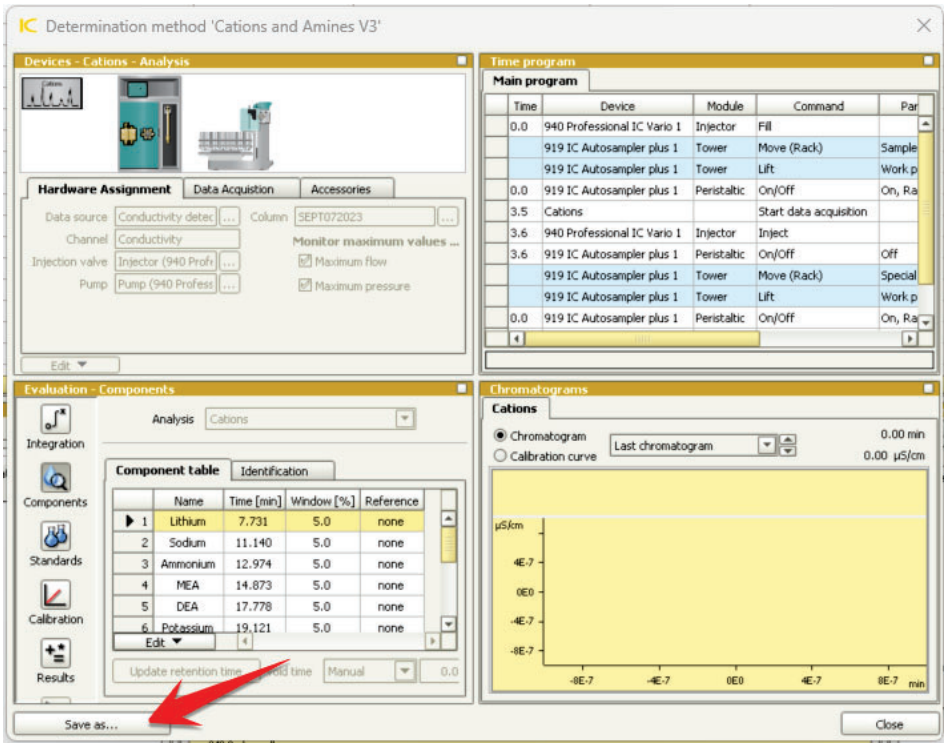


6. This will result in a window displaying the method; at the bottom left of the window, click ‘Save as…’.

tiamo:



MagIC Net:



7. Save the method using the same method name displayed in the Database.

8. Repeat this process for all database and individual methods.

NOTE: It is important to save the method(s) from the most recent determinations to ensure the most current method version is saved.

Other ideas

'Submit a request' for further assistance from Metrohm Technical Support at support.metrohmusa.com.