

ALLDATA® ServiceCenter™ Migration Tool FAQs

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FAQs

- A. Before doing anything, the user must backup up the ALLDATA database.**
- B. Shop supplies and hazmat are not migrated on purpose after analysis of issues concerned (such as various county/state/government regulations dictating how shops apply those charges).
- C. Customers should enable and start the SQL Browser Service if the Source Management System drop-down does not populate ALLDATASC instance while operated under XP Pro SP3 32 Bit OS.
- D. The conversion utility requires ALLDATA and ManagerSE databases be on the same machine when migrated.
- E. The vehicle screen of Manager and ManagerPlus SE will not include information in the 'Body Style' field; there is no associated data in the ALLDATA application.
- F. The migration utility supports ALLDATA version 4.7 or greater.
- G. The first time a user views a vehicle after it has been migrated from ALLDATA, the user may or may not see the message "Save Changes to Vehicle information?", even though no changes to the vehicle have been made. If the message is displayed, follow the instructions to save changes to the vehicle record. If the user doesn't save the vehicle changes, the user will continue to be prompted to those records when opened.
- H. Unposting imported invoices within ManagerSE results in tax rates being recalculated using the prevailing tax settings configured in SE. When an imported invoice *is* unposted, the user will not be given the option to update the taxes.
- I. Normally the ALLDATA database is named 'ServiceCenter", if for some reason the database name was changed please consult with tech support for assistance.
- J. If you are running the migration utility under the Vista operating system, the utility will run much faster if you run it from a DOS command line as an administrator. Please consult tech support if you require help.