

TEKLYNX Knowledge Base

If I uninstall my old software for an upgrade, will I lose all my data?

Problem

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Environment

Microsoft Windows XP Microsoft Windows Vista Microsoft Windows 7 Microsoft Windows Server 2003
Microsoft Windows Sever 2008

Resolution

Un-installation of the software is specifically designed to keep any files that were created or modified while the old software was installed. This process means when the new software is installed, as long as it is the same major version (for example, 8.00 to 8.60), the software will automatically import all configuration settings and label files. Often, the software will visually appear unchanged by the upgrade process. In cases where the upgrade is a change to the major version (for example, 8.00 to 9.00), the software may not be able to automatically import the old files; however, the files will still be retained for future reference.

<http://kb.teklynx.com/knowledgemanager//questions/936/>