



Note

- When sending a database to CSMi, please include a description of the problem and the exact steps required to re-create the problem.
- If you have a question on a custom report, create the report and then press the Save button at the top of the custom report form. Save the report with a name like "Question on this report". Then send the database to CSMi. This will allow us to review exactly how you created the custom report.
- If you will be sending your SportsWare2004 database to CSMi we recommend you ZIP the file first to reduce its size.

To send the file by e-mail, FTP or X-Drive using SportsWare:

1. From the **File** menu, select **Compact** to reduce the size of the database.
2. From the **File** menu, select **Backup**.
3. Click the **Browse** button.
4. From the **Look in** box, select the **DeskTop**.
5. Click **Open** to set the backup location to your **Desktop**.
6. Click the **Start** button.

e-mail: If the file is smaller than 4MB it can be sent by e-mail. Start your e-mail program, attach the backup file **SportsWare.ZIP** from the **Desktop** to a message, and send the message to swtech@csmisolutions.com.

X-Drive or school FTP site: If the file is larger than 4MB it should be sent using an FTP site from your school or www.xdrive.com. X-Drive provides a 15 day free trial which you can use to upload your data file. After uploading the file, you must e-mail your X-Drive e-mail address and password to swtech@csmisolutions.com so we can download the file.

To send the file by e-mail if you can't start SportsWare:

1. Select **Start, Programs, SportsWare2004, Utilities, Database Tool**.
2. Select the **SportsWare2004** option.
3. Click the **Open Database** button.
4. Open your SportsWare database (**SportsWare2004.MDB**).
 - Depending on your Windows settings, the file may be displayed as **SportsWare2004.MDB** or **SportsWare2004**.
 - If your SportsWare data is stored on your local computer, the default location is the **C:\Program Files\SportsWare2004\data** folder.
 - If your SportsWare data is stored on a network, open the **SportsWare2004.MDB** file located on your network drive.
5. Click the **Backup** button.
6. From the **Look in** box, select the **DeskTop**.
7. Enter **swbackup.zip** in the Filename.
8. Click the **Open** button.
9. After the backup completes, click the **Exit** button.
10. Start your e-mail program and attach the **swbackup.zip** from your **Desktop** to a message and send it to swtech@csmisolutions.com.

To send the file by diskette:

1. Select **File, Compact Database** to reduce the size of the database.
2. Select **File, Backup**.
3. Click the **Browse** button.
4. From the **Look in** box, select the **3½ Floppy (A:)**.
5. Click **Open** to set the backup location to your diskette drive.
6. Click the **Start** button.
7. If the system asks for a second disk, remove the first and insert the second disk.
8. Mail the diskettes to CSMI.

NOTE: Outlook will block the receipt of MDB files. If you are unable to ZIP your database and want to send the MDB file, you must rename it to SportsWare2004.MDX.