

# Moving PingPlotter to a new machine.

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## Question

I'm moving PingPlotter to a new machine - what do I need to move?

## Solution

Depending on how you're using PingPlotter, there are a few possible files / configuration settings that need to be moved. We'll talk about each section and you can use the appropriate information for your needs.

### Installation and licensing

Start off by installing PingPlotter on the new machine. Download from [the PingPlotter download page](#), or from your account, then install it.

To find your license on the old machine so you can enter on the new machine, follow [the instructions here](#). Enter this into PingPlotter on your new computer by going to Help -> Enter license key (or you can grab a licensed build from the [your account](#) to make this easier).

### For PingPlotter 5

#### Moving your configuration & saved data

All of PingPlotter 5's saved trace data, configuration and alert settings are in a folder titled "PingPlotter 5" - which can be in one of two different areas (depending on how you run the program). If you're running the program as an application, then this folder will be in your local application data directory (C:\Users\\*\*Username\*\*\AppData\Local).

**If you're running PingPlotter as a windows service - the file is located in C:\ProgramData. It's important to note that some settings are still stored in the local application data directory. If you're running PingPlotter as a service, it's usually best practice to move the folders from both locations (local app data, and program data respectively).**

(Note: both of the above folders are hidden by default in Windows. For best results, you'll want to either try navigating directly to the folder path, or show your hidden items in Windows explorer.)

You'll want to close down PingPlotter (or if you're running as a service - stop the service) and make a copy of the entire "PingPlotter 5" directory. After PingPlotter has been installed on the new machine, drop this folder in the appropriate path (again, with the program closed/service stopped), and replace the existing "PingPlotter 5" folder that may be present there.

### For PingPlotter v4 (and older)

## **Moving your configuration.**

The configuration / setup for PingPlotter is stored in two files - PingPlotter.ini and Alerts.ini.

On machines where your install folder is read-only (C:\Program Files\PingPlotter is read-only on most machines running Vista or newer, so this is the most likely scenario), configuration files are stored in the Application Data directory (C:\Users\\AppData\Roaming\PingPlotter - or similar). Copy these files to the same location on the new machine (relative to your user profile).

It's also possible (if your install directory is writable), that your settings are stored in the PingPlotter install directory (example: C:\Program Files\PingPlotter). You can copy these to the new machine's install directory, but it may be better to put them in your profile (previous paragraph) because your new machine probably has a read-only install directory.

## **Moving your collected data**

You may be auto-saving data with PingPlotter, and you want that on the new machine too. You'll need to copy that data over. To find out where things are being saved, go to Edit -> Options, Auto-Save and look at the save file location specified there. Then, copy the data (all .pp2 files) to the same location on the new machine.

## **Configuring as a service**

If you're using PingPlotter Pro, you may have it installed as a service on the old machine, auto-collecting data. You'll need to [install it as a service](#) on the new machine, too. Then, you'll want to copy your auto-save files and workspace as well. The location for these is specified in Edit -> Options, Windows Service. The 'Workspace to load' file, plus the .pp2 files in the 'Save File Location' need to be copied to the new machine.

## **Uninstall PingPlotter from your old machine**

Once you've retrieved your license information, and made copies of your configuration and saved data - you can now go ahead and uninstall PingPlotter from your old machine. You can do this by selecting the "Uninstall or Modify Installation" option in your PingPlotter program directory (Start -> Programs -> PingPlotter), and selecting the uninstall option when prompted.