

Advanced Search

backup 28

Search

Find the answer to your question

How to Backup Xactimate 28

Answer ID 2861 | Updated 02/07/2018 08:45 AM

Products

- Xactimate 28 Desktop

The best way to back up Xactimate **28** is to use the Data Transfer **Backup** tool.

To protect your **data** from accidental loss, we recommend using the **Data Transfer Backup** feature in Xactimate v.28.

Note: To **backup** data in the Online version of Xactimate, see the section on how to Export a project in [AID 2901](#).

To create your Xactimate v.28 backup

Step 1 Create a new folder on the Desktop.

Right click on the computer's desktop, choose **New** and select **Folder**. A new folder icon with the name *New Folder* will appear on the desktop. Type in a name for the new folder (e.g. **Xactimate 28 Data**) and press **Enter** on your keyboard.

Step 2 Open the Data Transfer Backup window.

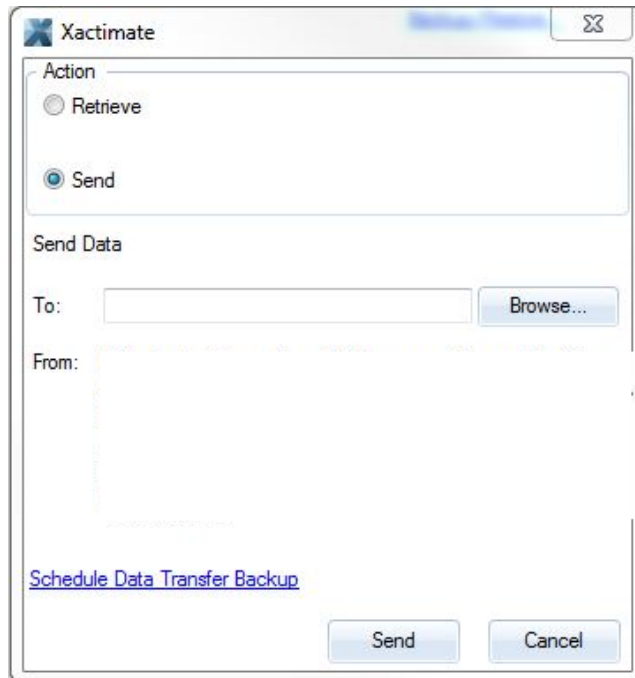
From the **Xactimate Tab** select the tools menu, and in the tools menu choose the option Data Transfer **Backup**.



Step 3 Choose Send as the Action and Browse to the destination folder.

In the *To* field, click on the Browse button. On the *Browse for Folder* screen that appears, select the folder from the Desktop (the one created in Step 1) and press OK.

After selecting the path, click Send to back up all Xactimate **data**.



If an "Operation Completed Successfully" message appears, click OK. Otherwise, a "Transfer Results" dialog box will appear, which also signifies that the transfer is complete. The results can be checked to make sure that all of transfer were successful. You may click Save Log, or Close. All Xactimate **data** (including estimates/assignments, price lists, company headers, etc.) is now backed up for all of your profiles.

To retrieve your Xactimate v.28 backup

Step 1 Open the Data Transfer Backup window.

From the **Xactimate Tab** select the tools menu, and in the tools menu choose the option **Data Transfer Backup**.

Step 2 Choose Retrieve as the Action and Browse to the destination folder.

After clicking **Data Transfer Backup**, the **Data Transfer Backup** window will appear. Select **Retrieve** as the *Action*.

In the *From* field, click the Browse button. When the *Browse for Folder* screen appears, select the folder that contains your **backup** (e.g., Xactimate **28 Data**) under the Desktop and press OK.

Note: Do not choose the sub-folders of the **backup** folder, (e.g. [5L]Carrier) as that would only retrieve that specific Profile's files rather than retrieving the entire **backup**.

After you have selected the path, click **Retrieve** to retrieve all Xactimate **data**.

A message will appear "Operation Completed Successfully". Click OK.

[a Data Transfer Backup.](#)

For assistance at any time please contact us through Live Chat, available 24/7 at our eService Center® <http://eservice.xactware.com>. For a nominal fee, telephone support is also available Monday through Friday, 6:00 AM to 6:00 PM MST at 800-710-XACT(9228).

© Copyright 2002 - 2018 Xactware