



# Knowledge Base Article

Free Download Real Estate Software - ProGold i2 web site: [www.progoldi2.com](http://www.progoldi2.com)  
Real Estate Search Engine - ViewMyListing.com web site: [www.viewmylisting.com](http://www.viewmylisting.com)  
Search Local Classifieds – [www.viewmylisting.com/buy-sale-trade](http://www.viewmylisting.com/buy-sale-trade)  
Agent Tools web site: [www.viewmylisting9ae.com](http://www.viewmylisting9ae.com)

**Article ID:** 4271

**Subject:** Install Pro Gold i2 and Transfer Existing Database

**Last Modified:** January 7, 2010

**Applies to:** Pro Gold i2 3.xx

**Purpose:** To facilitate the installation of Pro Gold i2 and subsequent transfer of an existing Pro Gold i2 database from an old PC hosting the database to a new PC which will host the database.

**Procedure:** Follow the steps below to install Pro Gold i2 on a new PC which will host an existing Pro Gold i2 database and transfer the existing database from the old PC which was hosting the database to the new PC that will host the database. The steps must be performed in the order they are listed.

- Pro Gold i2 requires access to Taro Systems, Inc. server in order to operate correctly and perform updates. In some cases, the ports required to access Taro Systems, Inc. server are blocked by a router or firewall. Ensure that the following ports are not being blocked (this may require the help of your computer tech):
  - Outbound TCP port 21 (used for FTP Communication)
  - Outbound TCP port 5500-6500 (used for FTP Data Transfer)
  - Outbound TCP port 1433 (used for SQL Server Communication)
- **Step 1: Download and Install the most recent version of Pro Gold i2:**
  - Be sure to update all of your workstations to this version (Especially the PC hosting the database)
  - Make sure all PC's are out of Pro Gold
  - Then go to each PC and do the following:
    - Right click on the Red Paper Clip Pro Gold Utilities icon located in the System Tray in the bottom right corner of the PC screen
    - Left click on the Download Update option
    - Select Yes to the install update prompt
    - Wait for download/install to finish
    - A “**Detected Applications Warning**” screen may appear if there are any open applications that need to be closed
    - Close the applications listed and then click “**Retry**” to continue with the Pro Gold i2 update
    - The “**Downloading Pro Gold i2**” screen will appear to download and install the updates for Pro Gold i2 and Pro Gold Utilities
    - Pro Gold i2 will open when the update is finished
    - Login into Pro Gold i2 and verify the program version (**3.09.xxxx**)
- **Step 2: Do the following to check your Front End and Back End versions:**
  - At the **Main Menu**, select the **Settings and Utilities** menu option
  - This tab will display your system information
  - Front End Version should be **3.09.xxxx**
  - Back End Version should be **3.09.xxxx**
- **Step 3: Download and install Pro Gold i2:**
  - Open the browser and use the following link to go to the download website:

<http://www.progoldi2.com/downloads/beginsetup.exe>

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- Use the Windows XP or Vista option to download install Pro Gold i2 on the new PC
- At the **Registration** screen select the **Network** option (Since this PC "will" host the database)
- When the installation finishes and launches Pro Gold i2, you will be taken to either:
  - (1) Pro Gold i2 may launch and successfully create and link to a default database (Which is not yours)
  - (2) The **Database Activation** screen
  - If (1), close and exit Pro Gold i2
  - If (2), click **Cancel** button on the **Database Activation** screen to close and exit it
- The PC is now ready to host the database; you now have to detach the SQL database from the SQL engine on the old PC and move it to the new PC and attach it to the SQL engine on it
- **Step 4: Detach and transfer the Pro Gold i2 database:**
  - The steps to detach and attach a database are somewhat technical in nature and should be accomplished by an intermediately knowledgeable SQL database technician
  - Taro Systems can perform this function on a fee basis (i.e., Paid Service) as a Level 3 incident @ \$80.00 per hour
  - Use the link provided to access the authorization form if you want TARO Systems to perform this task: <http://tkb.progoldxp.com/ShowArticle.aspx?tkbid=40001>
  - Use the link provided to access the Microsoft website for downloading => **SQL Server Management Studio Express:** <http://www.microsoft.com/sqlserver/2005/en/us/express-down.aspx>
  - **Note 1:** You will need to download and install this tool on the both the old PC and the new PC
  - **Note 2:** The transfer process requires knowledge of the Studio Express tool to perform this event
  - Detach the SQL database (i.e., Database file and log file) from the SQL engine on the old PC
  - Transfer the database files (i.e., Database file and log file) to the new server PC and attach them to the SQL engine on it
- **Step 5: Launch Pro Gold i2 and link it to the transferred database:**
  - Launch Pro Gold i2 and link it to the database via the **Database Activation** screen
    - **Note:** If Pro Gold login screen appears, select the **Options** button, click the **Relink** button and select **Yes** to the prompt
  - Select the database option: "I do not have a registration code and need to manually connect to an existing database."
  - Server Name / IP information will be based on the new PC info (e.g., StationName\progold,???)
    - **Note:** System should load this information by default based on the installation process
  - Leave User ID and Password as is
  - Database name is: ProGoldSQL\_xxxxxx
    - **Note:** Enter your database name (**See support e-mail for database name**)
  - Click **Connect** button to activate and launch Pro Gold
  - Login and verify data and front end version
  - **Note:** Download version is 3.09.0801. You will probably have to update the front end to the latest version  
=> Use the link provided to access (**KBA 4070 Subject: Pro Gold i2 3.0 Software Updating**):  
<http://tkb.progoldxp.com/ShowArticle.aspx?tkbid=40701>
  - Perform Step 2 in KBA 4070 to verify front end version
  - Perform Step 1 in KBA 4070 to update to latest version
  - Perform Step 2 in KBA 4070 to verify front end version updated
- **Step 6: Verify/Reset the MLS Import:**
  - If you have an MLS import, you need to manually run it and verify it imports successfully
  - If the import has an unattended task scheduled, refer to (**KBA 4231 Subject: How to Check the Status or Reset an Automatic (Unattended) MLS Import Feed**) to verify its status; refer to (**KBA 4225 Subject: How to Setup the MLS Feed to Run Automatically (Type C Feeds)**) if it needs to be re-entered

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- **Step 7: Reset the Crest Results PC (Realogy Single Entry clients)**
  - If you are a **Realogy Single Entry** client, you will need to verify/reset the Crest Results PC
  - Use the link provided to access (**KBA 4260 Subject: How to Identify and Reassign the Crest Results PC**) to perform this task: <http://tkb.progoldxp.com/ShowArticle.aspx?tkbid=42601>

**References:** Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

**Related articles:** N/A

**Keywords:** Install, Installation, Database, Relink, Transfer, 4271