

# PBO Solutions

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## LoftOrganiser & SecPro

### Problems with Windows Vista placing Program Files in VirtualStore

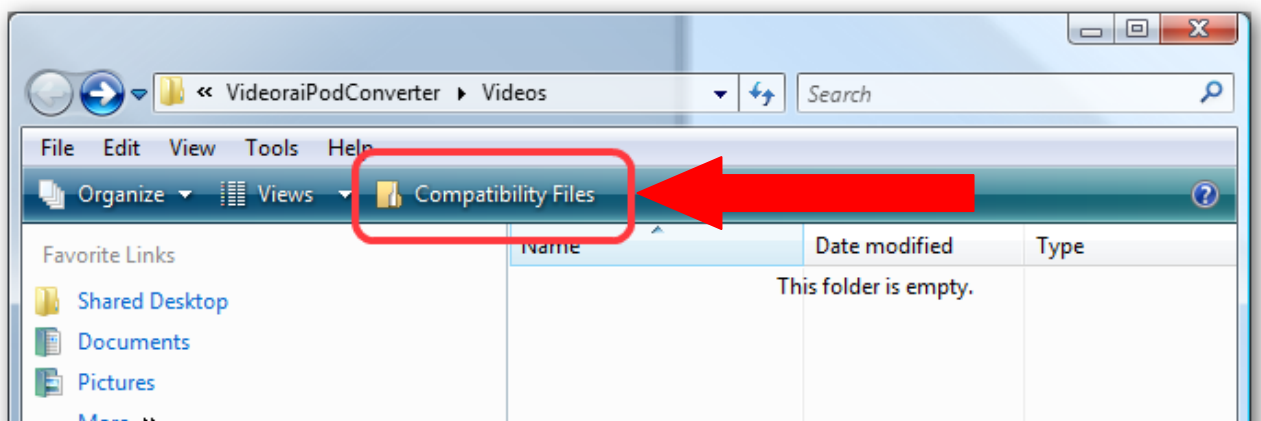
Several customers have contacted me recently reporting that, when they try to copy from an **XP** computer or laptop restore a *LoftOrg\_be*, *LoftOrgX\_be*, or *SecPro\_be* file via a memory stick to a **VISTA** computer or laptop that the file copy appears to fail. This has resulted in considerable frustration for those affected.

This problem is actually one created wholly by **Microsoft** by way of what they would perhaps describe as some clever re-programming from the XP operating system to their newer VISTA operating system. Actually, it probably is some clever programming as it actually protects important program files from being altered and/or deleted accidentally. However, users of LoftOrganiser and SecPro do, from time to time, need to access files in their **C:\Program Files\LoftOrganiser** and/or **C:\Program Files\SecPro** directories.

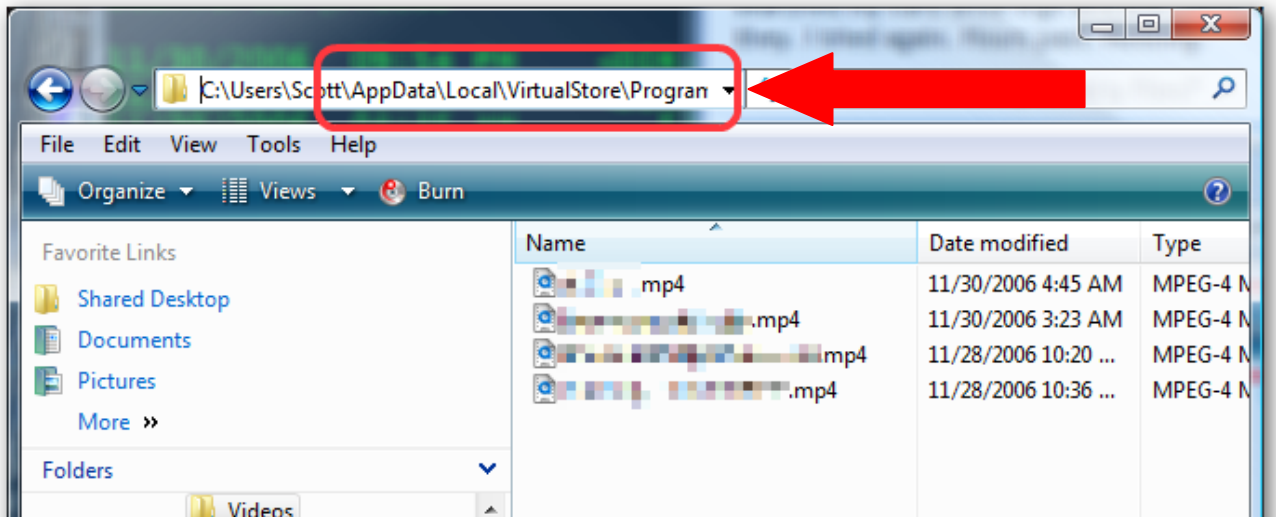
The good news is that I now have the solution to accessing, copying, and pasting these files! We'll use SecPro as the example but the solution applies equally for LoftOrganiser.

In **XP**, when you wanted to view and/or overwrite files in the **C:\Program Files\SecPro** directory you simply used your My Computer utility to navigate to and then open the **C:\Program Files\SecPro** directory. You could then quite easily copy any or all files from the **C:\Program Files\SecPro** directory to a memory stick and equally copy any or all files from the memory stick to the **C:\Program Files\SecPro** directory on another PC or Laptop.

**VISTA** has changed all that! Initially it's the same as in XP in that you navigate to and then open the **C:\Program Files\SecPro** directory but that's where the similarity ends! Whilst you will see some files 'apparently' in that directory this is really a mask covering reality! What you need to do to see the 'real' files is click the **Compatibility Files** button (see below ...



... and then as if by magic some additional and/or recently modified files pop up before your very eyes including the latest **SecPro\_be** file which contains all the data you've ever created in SecPro (see below).



Now as you can see from the browser these files are actually stored in a directory called **C:\Users\?????\AppData\Local\VirtualStore\Program Files\SecPro** and not the to-be expected **C:\Program Files\SecPro** directory!

Now, though, you can at least:-

1. Identify the **SecPro\_be** file that you wish to copy to a memory stick for backup/transfer
2. Paste the **SecPro\_be** file from a memory stick into this directory, overwriting the existing SePro\_be file

Well, I hope this document proves useful to you and to those who have reported this issue to me in the past I'm sorry I haven't found the answer until now. That said, as explained earlier, the introduction of **VISTA** and the 'enhancements' it brings are way beyond my control here at PBO Solutions. If you have any questions remaining on how to backup and/or transfer and copy files using Windows Vista then please call or e-mail me!