

**Table of Contents**

What do you mean by 'As Administrator?' .....2

Where is my purchased season? .....2

Why do I see two copies of my season on the main screen? .....2

How do I move the program to a new PC?.....2

How do I move a season from one PC to another? .....2

How often should I backup my season? .....2

How do I get help? .....2

## **What do you mean by 'as administrator'?**

Windows Vista or Windows 7 operating systems introduced the concept of administrator rights. This is separate and different from the previous concept of simply logging onto the computer using an administrator account. With Vista/Win 7 you need to specifically install **and** run certain programs as administrator. Failure to do this means that PC Replay Baseball will not be allowed to save files in its installation directory (they will instead be placed in a virtual store directory). This will invariably cause problems as files will end up in two separate places and will disrupt the smooth running of the program. Full and detailed instructions are in the installation guide explaining how to install and run files as administrator.

## **Where is my purchased season?**

Before you can register a season, you need to do a Master Restore from the main screen to complete the installation of the season. If you have registered the season then it should be available, if not then you need to register it by clicking the Register icon on the main screen and following the instructions.

## **Why do I see two copies of my season on the main screen?**

The last accessed season is always displayed in the right-center of the screen for easy access (especially if you have purchased more seasons than fit on one screen).

## **How do I move the program to a new PC?**

You need to re-download the full installation file from the Replay website, install the program and either Master Restore any purchased seasons (or restore if copied from another PC). Then click the register icon and follow the instructions.

## **How can I move a season from one PC to another?**

From the main screen, right-click the season in question and select backup. Then locate the zip file for the season which will have been created in the \backup directory (off the main program directory), copy it to the same directory on the second PC, click restore and select the season.

## **How often should I backup my season?**

As often as possible. We recommend that every time you return to the main screen you should right-click the season and select backup. You should include the \backup directory in any general backups you do as well.

## **How do I get help?**

Support from the program is provided both by Replay Publishing and Roogames. Replay Publishing deals exclusively with issuing season registration codes. If you require a code then please send the request to [pete@replaybb.com](mailto:pete@replaybb.com).

Roogames deals with any other program support. In order for your problem to be resolved as quickly as possible, please try and provide the following information:

- ▶ Season Registration Problems
  - The contents of the file Registration\_Status\_V3.txt which is located in the main installation directory. This shows the status of each season and may give a clue as to the reason for the season not registering.
  - Confirmation that the season exists in a separate sub-directory of \seasons. If it doesn't then make sure you have performed a Master Restore (see above)
- ▶ Any other problems

- Please try and give as much information as possible (including the exact wording of any error messages), with screenshots if applicable and/or a backup of and problem season.

Address all e-mails to [pcsupport@replaybb.com](mailto:pcsupport@replaybb.com)