

Transfer your data to technical support

 **Fix Me!** A1 proofreading not yet effective for this page. In the meantime, you can ask any questions on the [forum](#).

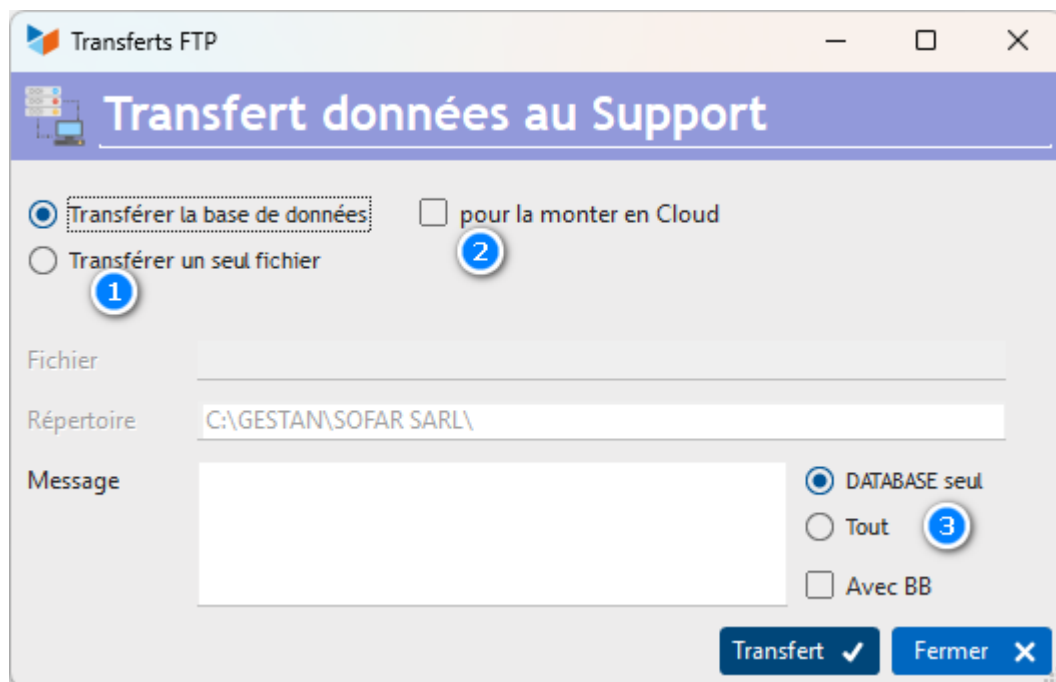
This screen allows you to transfer data from the local machine (yours) to a remote server used by the Gestan technical service, using the FTP protocol.

It thus allows:

- transmit your Gestan data (full transmission option) for migration to Gestan Cloud
- transmit your Gestan data to ICS when ICS invites you to do so (DATABASE transmission option only)
- forward any other files to technical support.

Using the screen

**** Access: **** via *Tools* → *Administration* → *Send to support*.



The screenshot shows a window titled "Transferts FTP" with a subtitle "Transfert données au Support". It contains several options for data transfer:

- Radio button 1: **Transférer la base de données** (selected)
- Radio button 2: **Transférer un seul fichier**
- Checkbox 2: **pour la monter en Cloud**
- Radio button 3: **DATABASE seul** (selected)
- Radio button: **Tout**
- Checkbox: **Avec BB**

Fields include:

- Fichier**: Empty text field.
- Répertoire**: Text field containing "C:\GESTAN\SOFAR SARL\".
- Message**: Large empty text area.

Buttons at the bottom right: **Transfert** (with a checkmark) and **Fermer** (with an X).

Select what you want to transmit with the 1 selector.

- or your database, in this case the directory concerned is displayed in the **Directory** field.
- if you transmit a file, the **File** field will allow you to specify which one.

At the end of the transfer, an information email is sent to Gestan's technical services. The **Message** area allows you to include additional information that may be useful.

When you transfer your base, you can also transfer, if necessary (rare):

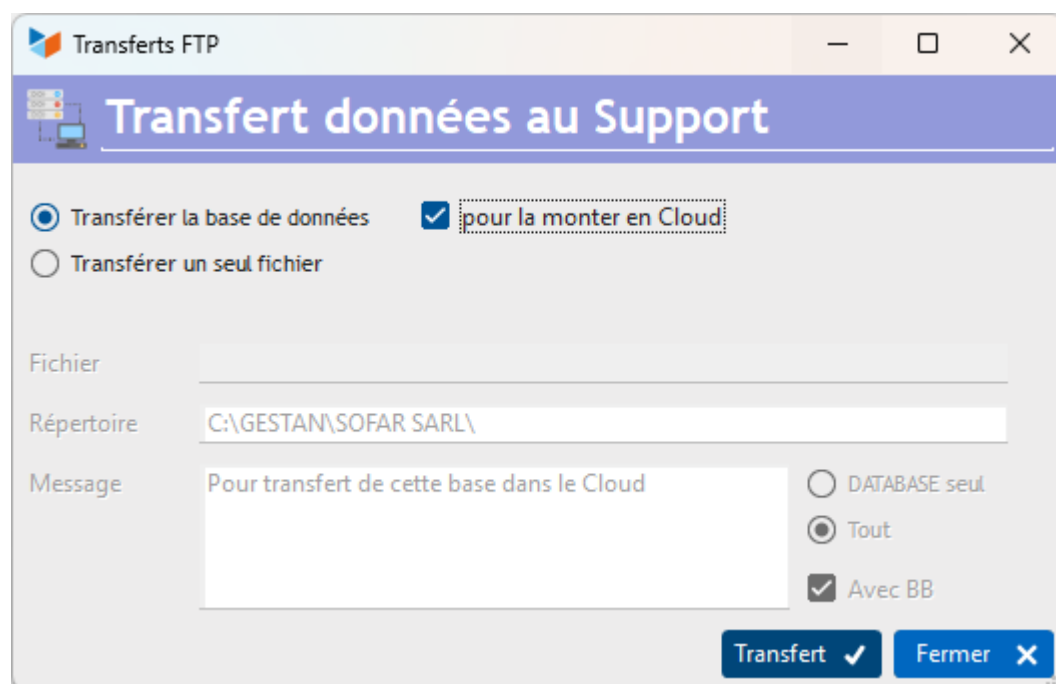
- linked documents, by selecting the **All** option via the 2 selector.

- logging files (BB files), via the **With BB** box.

Transfer your data to mount it in the Cloud

When you want to transfer the data from your database to the Cloud, simply select the 1 and 2 options, then click on the **Transfer** button 3.

(do this only at the invitation of ICS Gestan Cloud technical support)



When you have transmitted your database to the Gestan Cloud service, do not make any more entries in Gestan until the technical service informs you of the opening of your Cloud database: the modifications you have made to the local database will not be possible. would not be taken into account (generally allow 1 hour of interruption).

Alternatives

Transfer your data to mount them in the Cloud manually

First make sure that Gestan is up to date: the Gestan version number is indicated at the top left of the main screen, and the current Gestan version number is indicated on www.gestan.fr



To update Gestan, simply use the dedicated menu ? → *Check for an update*.

Then go to the Gestan data directory: by default, it is C:\GESTAN, but you can change it. This directory is indicated at the bottom left of the main screen, for example C:\GESTAN\MY COMPANY\DATABASE. In this example, your data directory is C:\GESTAN\MY COMPANY.



Zip the entire data directory of your machine (in our example C:\GESTAN\MY COMPANY\ with its subdirectories DATABASE, DOCUMENTS, BACKUPS, RESOURCES), and send the compressed folder via www.swisstransfer.com to address cloud@gestan.fr.



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