

How to download your HawkSoft version 5 Read-Only copy

Usage:

This utility will make a local Read-Only copy of the HawkSoft 5 database and Agency Documents. The intended use is so that you, the agency administrator, can refer to HawkSoft 5 to check settings and how data was displayed prior to your migration to HawkSoft 6.

This will include the following items:

- For Bridge agencies: S: Drive
- Local Copy of HawkSoft 5
- Agency Documents (Haw\Agency Documents folder)
- Unmatched Documents Inbox (non-download files)

NOTE:

It is **IMPERATIVE** that you remember your password to the Read-Only copy. HawkSoft has no way to retrieve it if you ever forget what it is. We encourage you to keep this password somewhere safe.

Your HawkSoft 5 Read-Only copy does **NOT** include the following items:

- Attachments.
- Historical Downloads.
- Downloads Inbox.
- System Logs.
- Agency Documents not stored within HawkSoft 5.

You will **NOT** be able to access the *Action* menu.

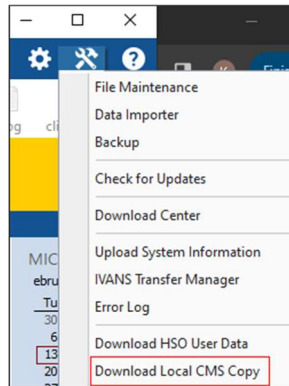
Only the agency Administrator will have the option in their Utilities menu to download this to their local computer. This copy should not be moved from its installed location. **Moving this copy will cause it not to function as intended and may make your data inaccessible.**

Downloading your Read-Only copy

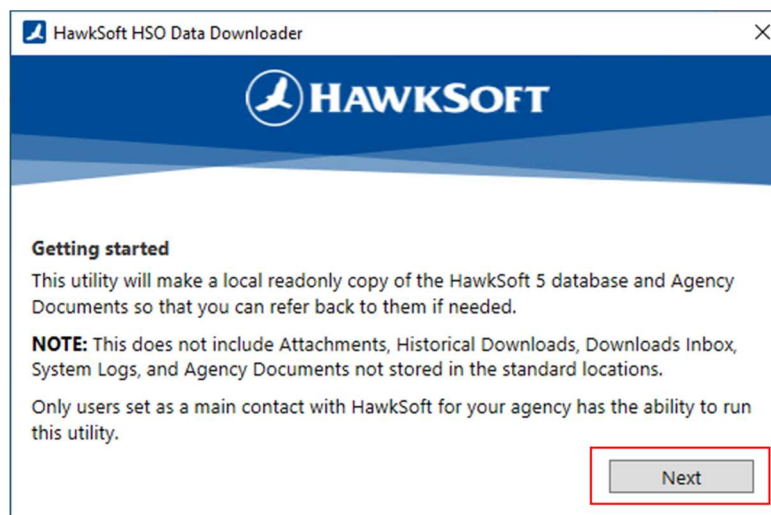
Instructions start on page 2 of this document.

Downloading your Read-Only copy

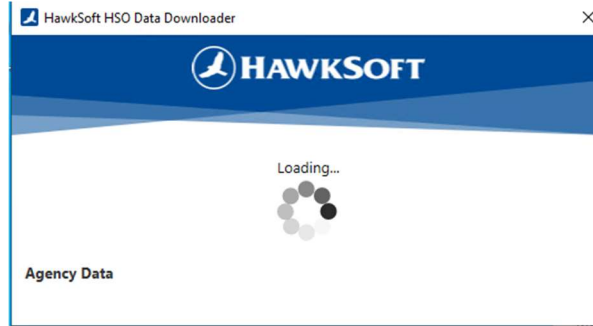
1. Launch HawkSoft 5
2. Go to the Utilities menu (Hammer and Wrench)
3. Click on Download Local CMS Copy:



4. Click 'Next'

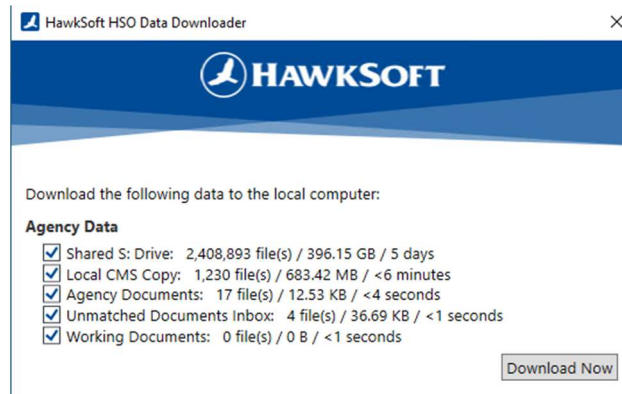


5. A Loading window will display:



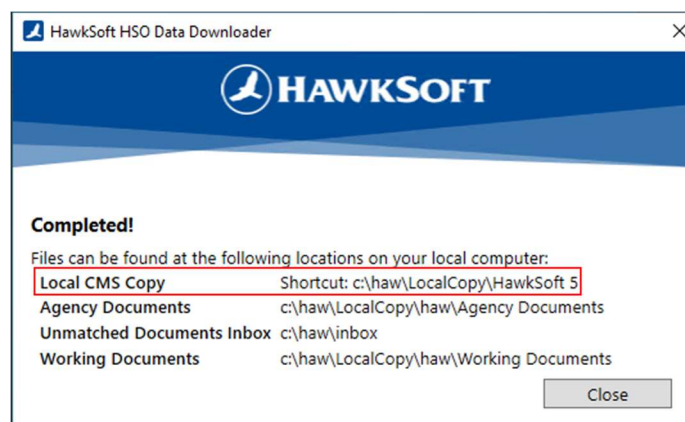
6. A summary of the data that will be downloaded will be displayed. You may not have the 'Shared S: Drive' configured. If it is multiple GB's of data or if you do not need data from this location, uncheck the box for this option.

Click Download Now to start downloading your Read-Only copy.

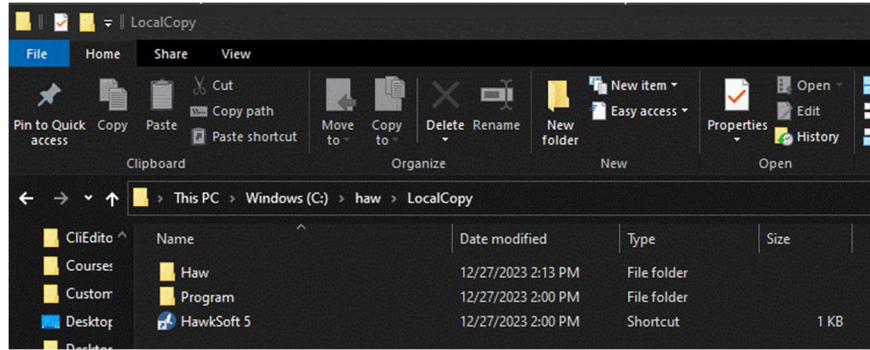


IMPORTANT NOTE: It is important that you click on a button in HawkSoft 5 every 30 minutes to keep Parallels from disconnecting your session. If your Parallels connection drops due to a connectivity issue or gets disconnected due to the automatic time out, you will have to restart this process from 2.

7. When the download has finished the results of the download will be displayed letting you know where the Local Copy is:



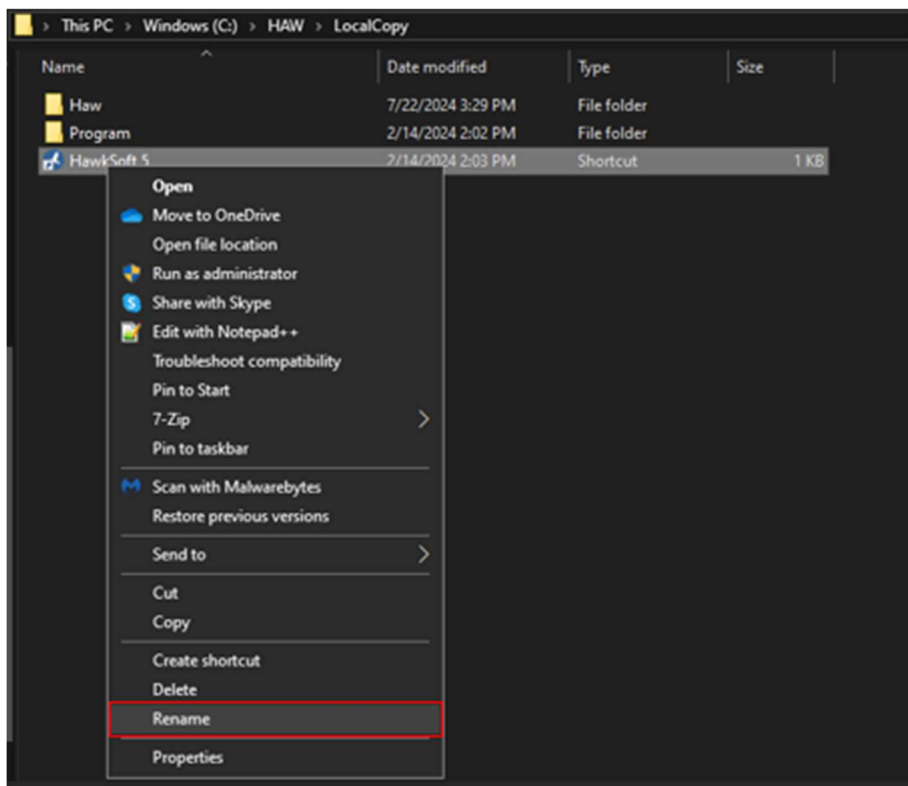
8. Open File Explorer on your computer and go to C:\Haw\LocalCopy . You should see a *HawkSoft 5* icon:



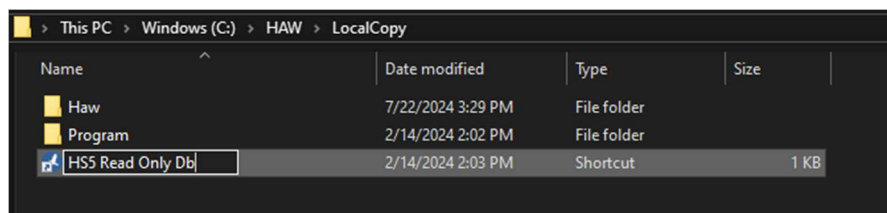
9. Renaming the shortcut –
Follow the steps below for your version of Windows.

a. **Windows 10:**

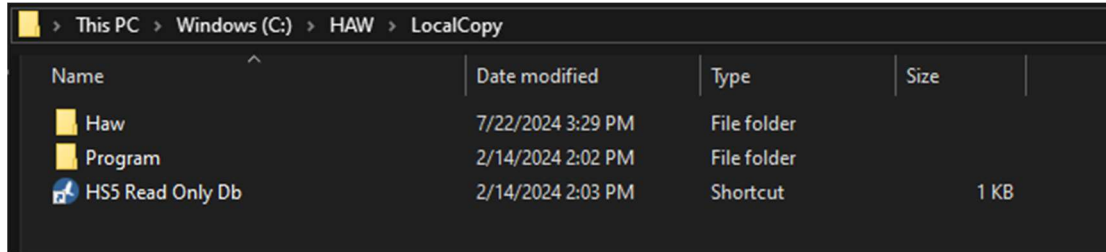
- I. Right click the *HawkSoft 5* Icon
- II. Select Rename from the menu:



III. In the box, replace *HawkSoft 5* with *HS5 Read Only Db* :

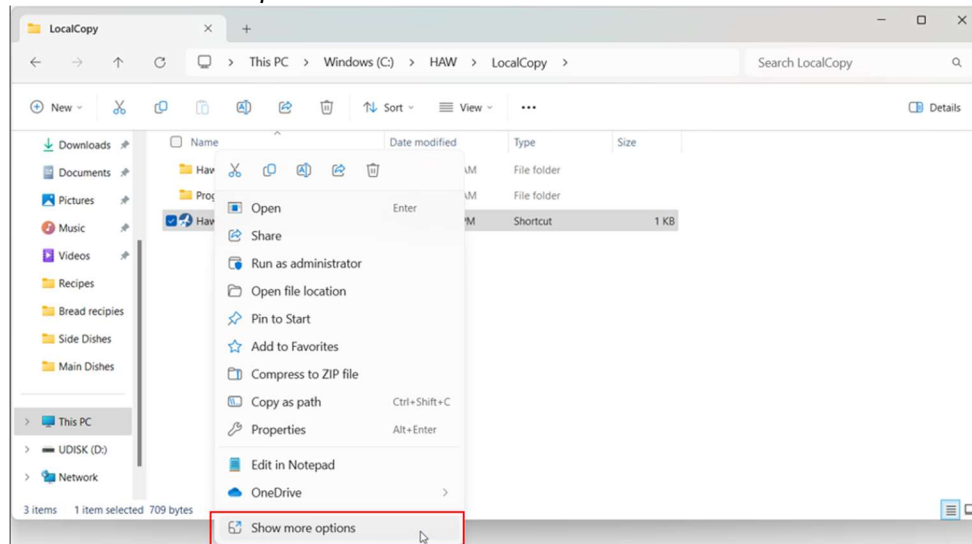


IV. Press Enter. You will now see the icon has a new name:

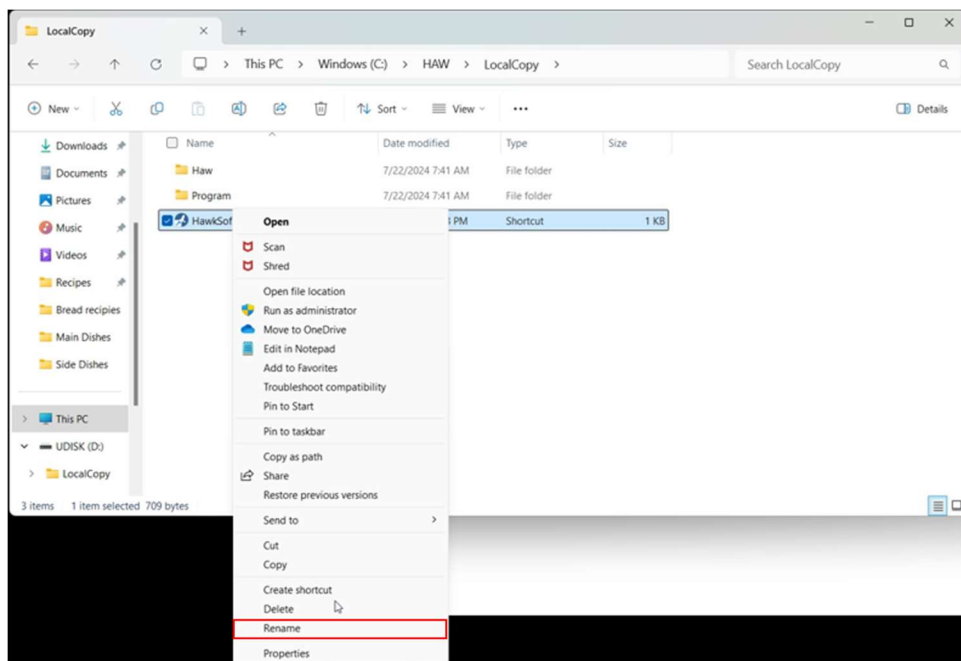


b. Windows 11:

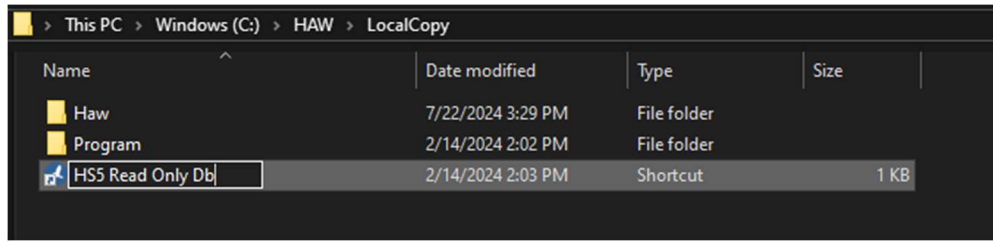
- I. Right click the *HawkSoft 5* Icon
- II. Select *Show more options* at the bottom:



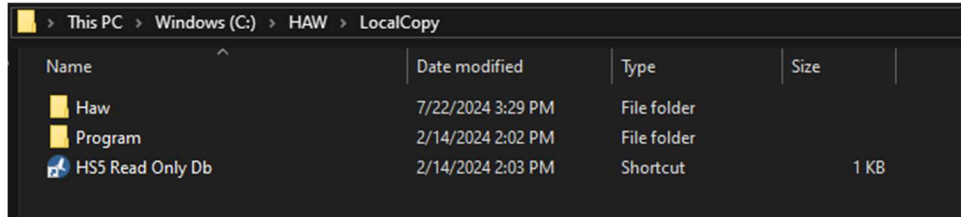
- III. Select *Rename* :



IV. In the box, replace *HawkSoft 5* with *HS5 Read Only Db* :



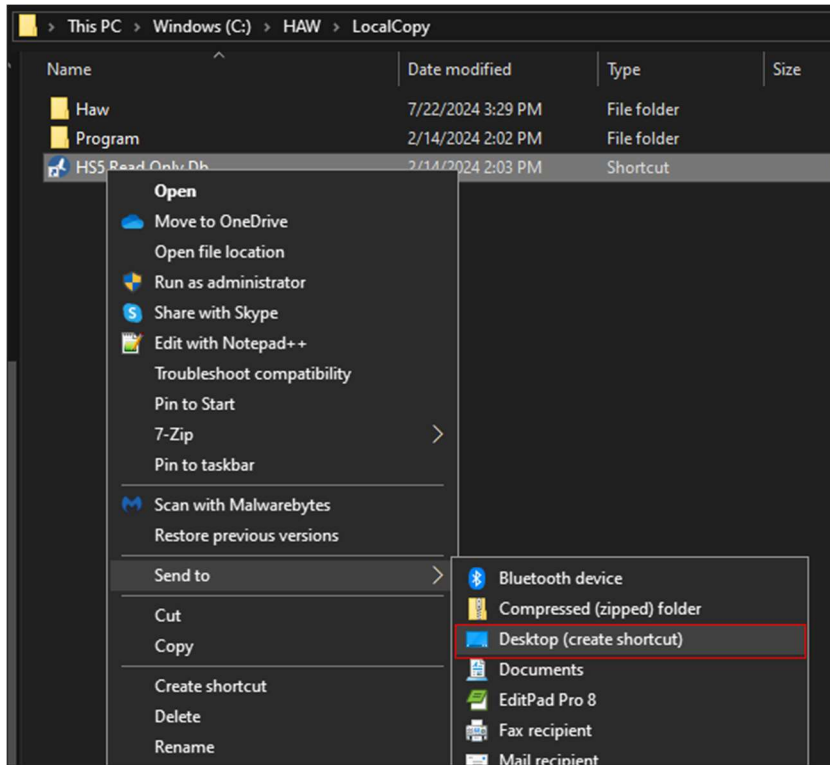
V. Press Enter. You will now see the icon has a new name:



10. Copy the shortcut to your desktop

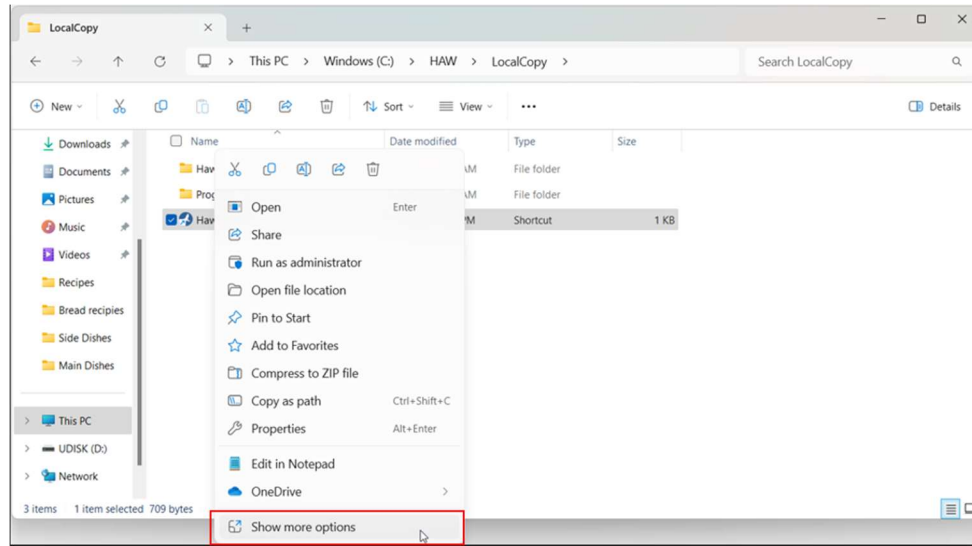
a. **Steps specific to Windows 10 –**

I. Select Send To, Desktop (Create Shortcut). This will create a shortcut on your desktop.

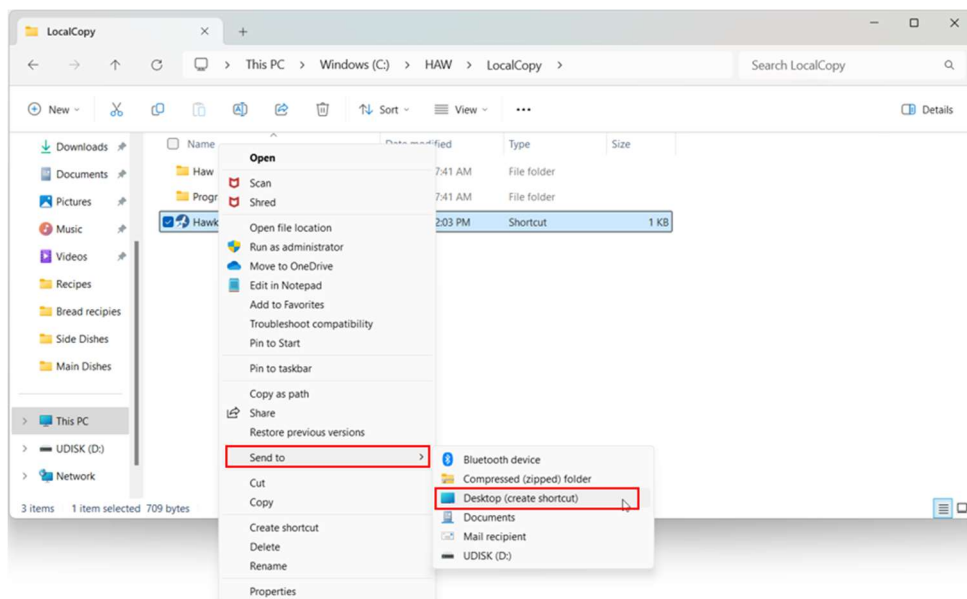


b. **Steps specific to Windows 11 –**

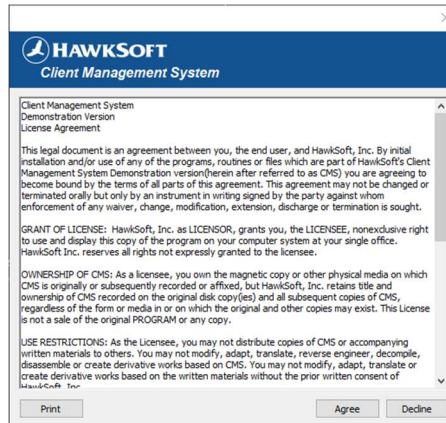
- I. Select *Show More options* at the bottom of the menu:



- II. Select *Send To* then *Desktop (Create Shortcut)*. This will create a shortcut named HawkSoft 5 on your desktop.

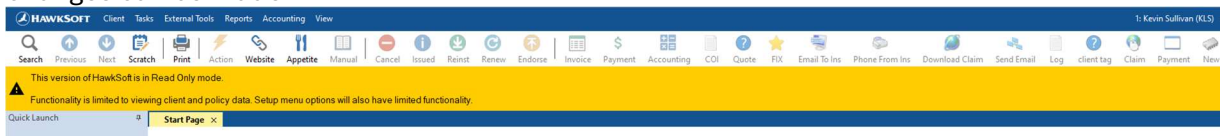


11. Double Click the *HS5 Read Only Db* icon. A Brief installation process will take place and ask you to accept the EULA.



Note: Every time you run the *HS5 Read Only Db*, you will be asked to accept the EULA. This is expected behavior.

12. After clicking *Agree*, you will see the HawkSoft 5 login prompt. Use the credentials that you last used with HawkSoft 5 to login.
13. You should see a yellow banner at the top of the window indicating that you are in Read-Only mode and no changes can be made.



14. Search for one of your clients and verify you can open at least one.

Uninstalling Parallels

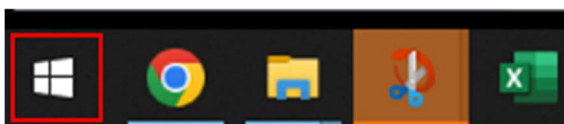
Note:

Uninstalling Parallels may require an Administrator to login and perform this process. If you are unsure or uncomfortable in uninstalling Parallels from your workstation, please consult your I.T. personnel.

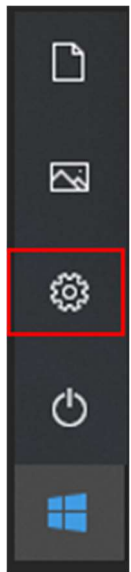
The instructions provided here are for reference only. The look and feel of your workstation may differ. If you are concerned in any way about uninstalling this software, please consult your I.T. personnel.

1. **Steps specific to Windows 10:**

- a. Click the *Start* button:

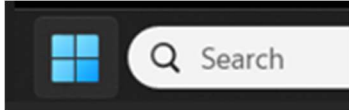


b. Select the Settings icon:

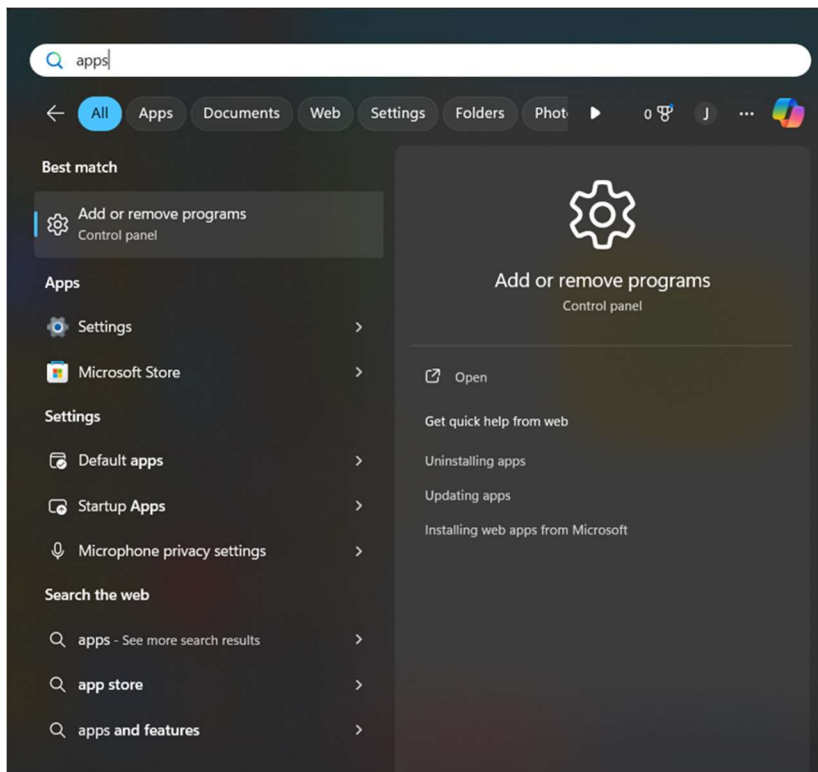


2. **Steps specific to Windows 11:**

- a. Click the Start button:

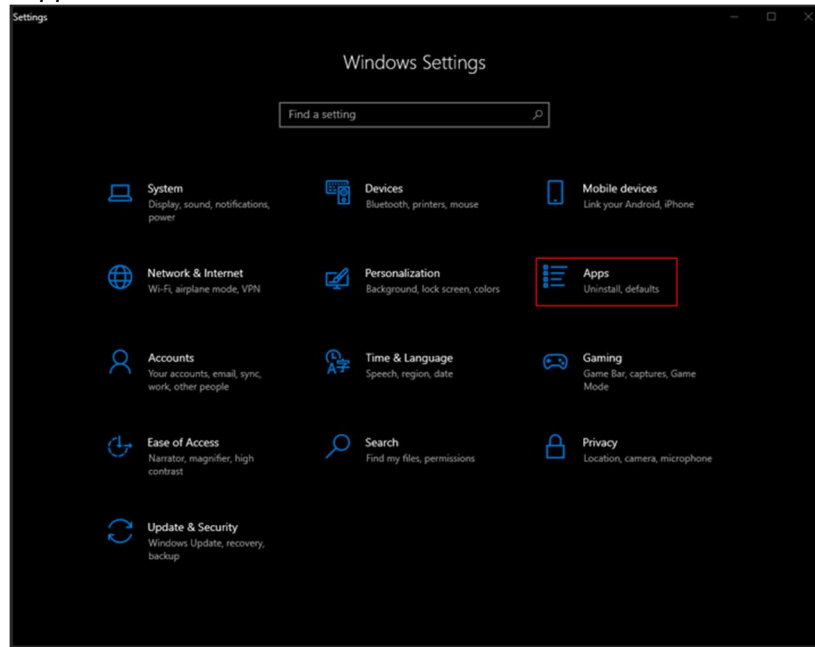


- b. In the search box on the top of the start menu, type in *apps*. This should bring up *Add or remove programs* or *Settings*. Click either one:

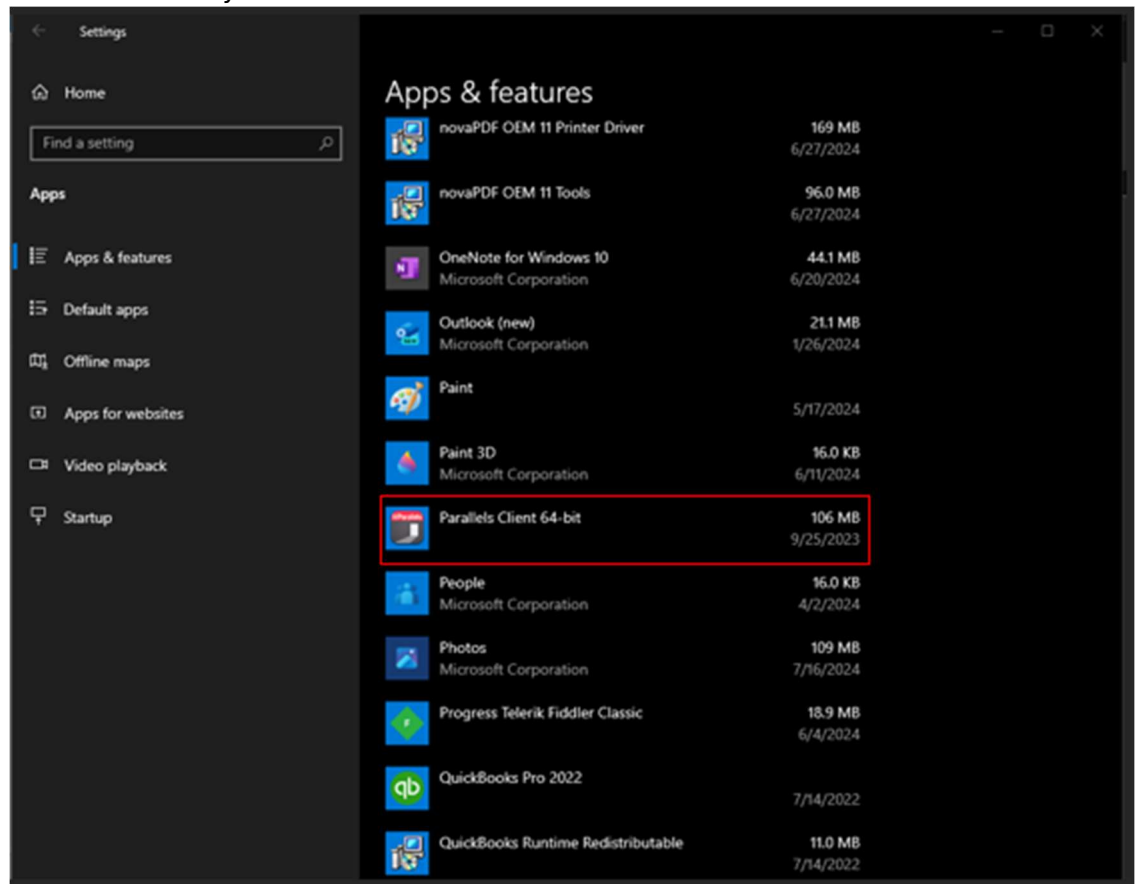


3. Windows 10 & 11:

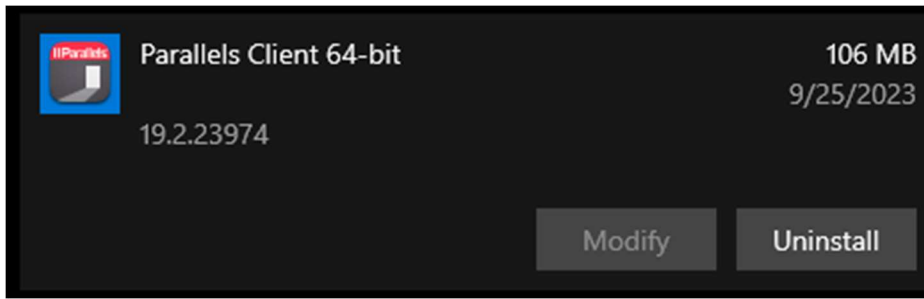
a. Click on *Apps*:



b. Scroll the list down until you find Parallels Client and click on it:



c. Click Uninstall:



- d. Follow the prompts to uninstall the application. This will also remove any shortcuts to HawkSoft that were configured to run through Parallels.
4. If you had a shortcut pinned to your taskbar it will show as a blank page. Right click the blank page and click unpin from taskbar:

