

Installation & Setup Guide

Everything you need to get AcctApp running, from installing the software to choosing, installing and connecting the database that will hold your business data.

Version 9.7.0

Windows 10 / 11 · 64-bit

Updated 30 Jul 2026

1. Before you begin

Set aside about 30 to 45 minutes for a first installation. Most of that time is the SQL Server download and install, which runs unattended once started.

What you need

A Windows PC	Windows 10 or Windows 11, 64-bit. AcctApp is a Windows desktop application; there is no Mac version.
Administrator rights	Needed to install SQL Server and to let the AcctApp installer create shortcuts. Day to day use does not require an administrator account.
A licence key	Your free 30-day trial key or your purchased key, in the form <code>XXXX-XXXX-XXXX-XXXX</code> . Request a trial key at acctapp.com.au .
Internet access	Required once, to activate the licence. AcctApp then runs normally offline and rechecks the licence periodically.
Disk space	About 400 MB for the application, plus room for your database. A typical small business uses well under 1 GB in the first few years.

The order to do things in

- 1 Decide which database you will use (section 2). This is the one decision worth thinking about first.
- 2 If you chose SQL Server, install and configure it (sections 3 to 5).
- 3 Install AcctApp and activate your licence (sections 6 and 7).
- 4 Point AcctApp at the database and let it build itself (section 8).
- 5 Create your administrator account and set up your company (section 10).

JUST EVALUATING?

Skip straight to section 6, install AcctApp, and choose the portable SQLite option on the database screen. You will be running in about five minutes. Anything you enter can be carried over to SQL Server later, though it is a deliberate procedure rather than a setting you flick: see section 8.4.

2. Choosing your database

AcctApp does not store your data in the cloud. Everything lives in a database that you own, on your own machine or on a server in your own office. Which database engine holds it is up to you, and you pick one the first time you launch the application.

Microsoft SQL Server

SQL Server runs as a Windows service in the background. Your data sits inside it, and AcctApp connects to it, either on the same machine or across your office network. It is what we build and test against, and it is what we would put a business on.

The reason that matters most is concurrency. A server database lets several people read and write at the same time without locking each other out or leaving half-written records behind, which is precisely what a shared file cannot do. Everything is written through a transaction log, so a power cut in the middle of an invoice is a non-event.

The rest follows from being a proper server: it stays quick as the years of invoices, stock movements, bank lines and POS transactions pile up, it can be backed up on a schedule and restored to a point in time or onto different hardware, and if you eventually need more than the free edition allows, you change the licence rather than the data.

What it costs you is one install and a handful of settings, which sections 3 to 5 cover in full.

SQLite (portable)

The alternative is a single database file sitting on disk. No server, no service, nothing to configure; AcctApp opens the file and writes to it directly. Point it at a path and you are running, and the entire database is one file you can copy onto a laptop or a USB stick.

The catch is that it is genuinely one person at a time. Putting the file on a network drive so two people can share it is the classic way to end up with a corrupt database, so please do not. There is no scheduled backup and no point in time recovery either, just you copying a file and hoping it was not mid-write when you did. Large tables also start to drag on reports and searches in a way they do not under SQL Server.

None of that makes it useless. For evaluating AcctApp, for training someone, or as a test copy alongside a real database, it is exactly the right tool, and nothing you enter is stranded there: section 8.4 covers moving it into SQL Server when you are ready.

Side by side

	SQL SERVER	SQLITE
Multiple users at once	Yes	No, single user only
Access from other PCs	Yes, over your network	No
Point of sale terminals	Yes	Not recommended
Setup effort	One-off install, about 20 minutes	None
Cost	Free on Express edition	Free
Crash safety	Transaction log, full recovery	Basic
Scheduled backups	Yes	File copy only
Good for	Any real business use	Trials, training, a test copy

Our advice, then: use SQL Server Express. It is free, it is the same engine the paid editions run, and it lifts every restriction in that table except raw size. If you are only kicking the tyres this week, start on SQLite and switch once you are ready to enter data you care about. Whatever you entered in the meantime can be carried across, and section 8.4 sets out how.

YOU ARE NOT LOCKED IN

AcctApp supports named connections, so you can keep a Live database and a Test database side by side and switch between them from the login screen. See Settings, then Database Connections.

3. Which SQL Server licence to choose

Microsoft ships SQL Server in several editions. They are the same engine underneath; what differs is the licence, the price, and the ceilings the engine will let you hit. This trips up a lot of people, so here is the short version.

EDITION	COST	CEILINGS	USE IT WHEN
Express	Free, forever	10 GB per database · up to 4 CPU cores · about 1.4 GB of memory for data caching · no SQL Server Agent scheduler	Start here. Correct for almost every new AcctApp site, and for a great many of them permanently.
Developer	Free	None. It is the full Enterprise engine.	Development and testing only. Microsoft's licence forbids using it for production data, so it is not an option for your live company.
Standard	Paid, per core or per server	128 GB memory · 24 cores · no database size limit	You have outgrown the 10 GB limit, or you want the SQL Server Agent to run scheduled backups and maintenance.
Enterprise	Paid, substantial	Whatever the hardware allows	Large multi-site operations with high availability requirements. Well beyond what AcctApp needs.
LocalDB	Free	Runs on demand, no network access	Not suitable for AcctApp. It cannot serve other workstations or POS terminals. Use Express instead.

Why Express is the right starting point

Express is not a trial edition and it does not expire or nag. Plenty of businesses run on it for years and never move off it. The SQL that AcctApp issues against Express is identical to the SQL it issues against Enterprise, so nothing in the application behaves differently on the free edition.

As for the 10 GB, that is far more accounting than it sounds. Invoices, journals, contacts and stock records are small rows of text and numbers. Document attachments, POS product images and mobile receipt captures are written to disk as files rather than into the database, so they do not count towards the limit at all.

And if you do outgrow it, moving up is a licence change rather than a migration: run the SQL Server installer, choose Edition Upgrade, enter a Standard key. The database files are left where they are, so your data and your AcctApp settings come across untouched.

THE ONE THING THAT FILLS EXPRESS UP

AcctApp's built-in email client stores message bodies in the database. A mailbox with years of large HTML emails is the most likely way to approach 10 GB. If you use the email client heavily, keep an eye on the size, or set the mail retention you actually need.

Checking how much of the 10 GB you have used

Run this in SQL Server Management Studio against your AcctApp database at any time:

```
SELECT
    CAST(SUM(size) * 8.0 / 1024 AS DECIMAL(10,1)) AS AllocatedMB,
    CAST(SUM(FILEPROPERTY(name, 'SpaceUsed')) * 8.0 / 1024 AS DECIMAL(10,1)) AS UsedMB
FROM sys.database_files
WHERE type_desc = 'ROWS';
```

Express stops accepting new data at 10240 MB used. If you see yourself passing about 8000 MB, it is time to plan the upgrade to Standard.

NO SQL SERVER AGENT ON EXPRESS

Express does not include the job scheduler that the paid editions use for automated backups. This does not leave you exposed: AcctApp has its own scheduled and on-exit backups built in, covered in section 12. You can also schedule a backup script with Windows Task Scheduler.

4. Installing SQL Server Express

Do this on the machine that will hold your data. In a single-PC business that is simply your PC. In an office, it is whichever machine or server stays on during business hours.

Download

- 1 Go to microsoft.com/sql-server/sql-server-downloads.
- 2 Scroll to the free editions and choose **Express**, then Download now. Take the current version; AcctApp works with SQL Server 2016 and later, and the current release is the sensible choice.
- 3 Run the small file you downloaded. It is a bootstrapper that fetches the real installer.

Run the installer

- 1 **Installation type.** You are offered Basic, Custom and Download Media. Choose **Custom**. Basic makes several decisions for you that you will have to undo, including the authentication mode.

- 2 Accept the download location and let it pull down the installation files, then choose **New SQL Server stand-alone installation** when the Installation Center opens.
- 3 Work through the licence terms, the update check and the rule check. Warnings about Windows Firewall at this stage are expected and are dealt with in section 5.
- 4 **Feature selection.** Tick **Database Engine Services**. Nothing else is required. Full-Text and Semantic Extractions is harmless if you want it, and Machine Learning Services, Integration Services, Reporting Services and Analysis Services are all unnecessary for AcctApp.
- 5 **Instance configuration.** See the box below before you choose. The default is a named instance called `SQLEXPRESS`.
- 6 **Server configuration.** Leave the service accounts as they are. Set the SQL Server Browser service startup type to **Automatic** if you are using a named instance and other PCs will connect.
- 7 **Database Engine Configuration, Server Configuration tab.** Choose **Mixed Mode (SQL Server authentication and Windows authentication)**. This step is not optional. See the warning below.
- 8 Set a strong password for the `sa` account and write it down somewhere safe. Then click **Add Current User** so your Windows account is also a SQL Server administrator.
- 9 **Collation tab.** Leave it alone. AcctApp creates its own database with the collation it needs (`Latin1_General_CI_AS`), regardless of the server default.
- 10 **Data Directories tab.** If the machine has a second, larger or faster drive, point the data and log directories there. Otherwise leave the defaults.
- 11 Install, then restart the machine if prompted.

MIXED MODE AUTHENTICATION IS REQUIRED

AcctApp connects to SQL Server with a username and password (SQL Server authentication). If you leave the server in Windows Authentication mode, AcctApp will not be able to connect at all. If you have already installed with the wrong mode, you can change it later: SQL Server Management Studio, right-click the server, Properties, Security, select Mixed Mode, then restart the SQL Server service.

DEFAULT INSTANCE OR NAMED INSTANCE?

A

DEFAULT INSTANCE

is reached as just the machine name and listens on port 1433. It is the simpler option and the one we suggest if this machine will only ever run one SQL Server.

A

NAMED INSTANCE

(the Express default, `SQLEXPRESS`) is reached as `MACHINE\SQLEXPRESS`, uses a dynamic port, and relies on the SQL Server Browser service to be found from other machines. AcctApp supports both: there is an Instance name field on the connection screen. Just remember which one you chose.

Also install SQL Server Management Studio

SSMS is a separate free download, offered as a link at the end of the Express installer or from [Microsoft's SSMS download page](#). You do not need it for day to day AcctApp use, but it makes creating logins, taking backups and checking database size far easier. Install it.

5. Configuring SQL Server for AcctApp

Three things to set up: a login for AcctApp to use, network access so the connection can be made, and the firewall if other machines will connect.

5.1 Create a login for AcctApp

You can use the `sa` account, but a dedicated login is better practice and makes it obvious in the logs what is connecting. Open SSMS, connect to your instance, click New Query and run:

```
-- Create a login for AcctApp
CREATE LOGIN acctapp_user
    WITH PASSWORD = 'ChooseAStrongPasswordHere',
    CHECK_POLICY = ON;

-- Let AcctApp create its own database on first connect
ALTER SERVER ROLE dbcreator ADD MEMBER acctapp_user;
```

That is all that is needed. On first connect, AcctApp creates the database itself and becomes its owner, which gives it full rights over its own data and none over anything else on the server.

If your policy does not allow dbcreator

Create the database yourself and grant the login ownership of just that database:

```
CREATE DATABASE AcctApp COLLATE Latin1_General_CI_AS;  
GO  
USE AcctApp;  
CREATE USER acctapp_user FOR LOGIN acctapp_user;  
ALTER ROLE db_owner ADD MEMBER acctapp_user;
```

WHY DB_OWNER AND NOT SOMETHING SMALLER

AcctApp keeps its own schema up to date. Every time you install a new version it checks the database and applies any structural changes needed, which requires the rights to create and alter tables and indexes. A read and write only account will fail on the first update.

5.2 Enable TCP/IP

SQL Server Express ships with network access switched off. This must be turned on even for a connection from the same machine.

- 1 Open **SQL Server Configuration Manager**. It is not on the Start menu on newer Windows builds; press Windows+R and run `SQLServerManager16.msc` (adjust the number to your version: 16 for SQL Server 2022, 15 for 2019).
- 2 Expand **SQL Server Network Configuration**, then click **Protocols for MSSQLSERVER** or **Protocols for SQLEXPRESS**.
- 3 Right-click **TCP/IP** and choose **Enable**.
- 4 For a named instance where you want a fixed port, double-click TCP/IP, go to the **IP Addresses** tab, scroll to the **IPAll** section at the bottom, clear **TCP Dynamic Ports** and set **TCP Port** to `1433`. This is worth doing: a fixed port means you do not depend on the SQL Server Browser service.
- 5 Go to **SQL Server Services**, right-click **SQL Server** and choose **Restart**. Network settings only take effect after a restart.

5.3 Open the firewall (only if other PCs will connect)

Skip this if AcctApp and SQL Server are on the same machine. Otherwise, run PowerShell as Administrator on the SQL Server machine:

```
New-NetFirewallRule -DisplayName "SQL Server (TCP 1433)" `
  -Direction Inbound -Protocol TCP -LocalPort 1433 -Action Allow
```

Only needed if you kept a dynamic port on a named instance

```
New-NetFirewallRule -DisplayName "SQL Server Browser (UDP 1434)" `
  -Direction Inbound -Protocol UDP -LocalPort 1434 -Action Allow
```

KEEP IT ON YOUR OWN NETWORK

Open these ports to your local network only. Never forward port 1433 through your router to the internet. If you need access from outside the office, use a VPN.

5.4 Confirm it works before touching AcctApp

From a Command Prompt, test the login you just created:

```
sqlcmd -S localhost -U acctapp_user -P "YourPassword" -Q "SELECT @@VERSION"
```

For a named instance, use `-S localhost\SQLEXPRESS`. A version banner means everything above worked, and any problem AcctApp reports afterwards is a setting in AcctApp rather than in SQL Server.

6. Installing AcctApp

- 1 Download `AcctApp Setup 9.7.0.exe` from acctapp.com.au.
- 2 Run it. Windows SmartScreen may show a blue "Windows protected your PC" panel because the installer is newly published. Click **More info**, then **Run anyway**.
- 3 Choose the installation folder, or accept the default. The installer creates a desktop shortcut and a Start menu entry.
- 4 Launch AcctApp.

On a networked setup, repeat this on every workstation. SQL Server is installed once, in one place only.

7. Activating your licence

The first screen asks for your licence key.

- 1 Paste the key from your trial or purchase email, in the form `XXXX-XXXX-XXXX-XXXX`.
- 2 Click **Activate**. AcctApp checks the key online, which takes a second or two.

3 The application then moves on to the database screen.

Trial keys unlock every feature for 30 days. After that, entering a purchased key in the same place picks up exactly where you left off; nothing is lost and nothing needs reinstalling.

AcctApp rechecks the licence online from time to time. If the machine has been offline for an extended period you may see a Licence verification required prompt, which clears with a single click once you are back online.

8. Connecting to your database

This is the screen headed **Database connection needed**. It appears on first launch, and any time afterwards that AcctApp cannot reach its database, so you are never locked out by a connection problem.

At the top are two buttons: **SQL Server** and **SQLite (portable)**. Choose one, fill in the fields, then use **Test connection** before **Save & connect**.

8.1 The SQL Server fields

Server / hostname

The machine SQL Server runs on. Use `localhost` if it is this PC, otherwise the computer name (for example `OFFICE-SERVER`) or its IP address. Enter the machine name only here; the instance goes in its own field below.

Port

Leave at `1433` unless you deliberately changed it. This field is ignored when an instance name is supplied.

Database name

`AcctApp` is the default and is a good choice. If the database does not exist yet, AcctApp creates it. Letters, numbers and underscores only.

Instance name (optional)

Leave **empty** for a default instance. Enter `SQLEXPRESS` (or your instance name) if you installed a named instance. When this is filled in, AcctApp asks the SQL Server Browser service to locate the instance and ignores the Port field, so the Browser service must be running.

Username and Password

The SQL Server login from section 5.1, for example `acctapp_user`. Windows authentication is not used for the database connection, which is why Mixed Mode is required.

Trust server certificate

Leave **ticked** for a normal installation. A default SQL Server install uses a self-signed certificate, and unticking this makes the connection fail unless you have installed a proper certificate issued by a certificate authority.

Worked examples

SITUATION	SERVER	PORT	INSTANCE
SQL Server on this PC, default instance	localhost	1433	(empty)
SQL Server Express on this PC, named instance	localhost	(ignored)	SQLEXPRESS
Office server, default instance	OFFICE-SERVER	1433	(empty)
Office server, Express with a fixed port	192.168.1.20	1433	(empty)
Office server, Express on a dynamic port	OFFICE-SERVER	(ignored)	SQLEXPRESS

8.2 The SQLite field

One field: the path to the database file, for example `C:\AcctAppData\acctapp.db`. The folder must already exist; the file is created if it is not there. Choose a location that is backed up and that is not inside a folder synchronised by OneDrive, Dropbox or similar, since sync clients can corrupt an open database file.

8.3 What happens when you click Save & connect

This is the moment AcctApp builds itself. In order, it:

- 1 Creates the database if it does not exist, with the `Latin1_General_CI_AS` collation.
- 2 Creates and updates every table and index it needs. This runs again automatically after each future update, which is how your database stays in step with the application.
- 3 Seeds the reference data: currencies, account types, the Australian GST tax codes (GST, CAP, FRE, INP, N-T) and a starter Australian chart of accounts.
- 4 Creates a placeholder company called **My Company**, which you rename in the setup wizard.
- 5 Reloads into the login screen.

The first connect takes a little longer than later ones while all of this is created. If the screen sits for 30 seconds, that is normal.

8.4 Moving from SQLite to SQL Server later

If you started on SQLite to have a look around and now want to do this properly, your data comes with you. What it does not do is come across on its own: changing the connection points AcctApp at a different, empty database, so you have to carry the data over deliberately. The mechanism is a snapshot, which is a complete dump of every table as JSON and is not tied to either database type.

- 1 While still connected to SQLite, go to **Settings, then Backup & Restore** and click **Snapshot now**. It will report how many tables and rows it wrote.
- 2 Install and configure SQL Server (sections 4 and 5).
- 3 Point AcctApp at the new SQL Server database and connect, exactly as in section 8.1. You will get a fresh, empty company; ignore it, and sign in with the administrator account it asks you to create.
- 4 Go back to **Settings, then Backup & Restore**, find your snapshot in the list, and click **Restore**. You will be asked to type RESTORE to confirm, because this overwrites everything in the database you are currently connected to. That is the point here, but read the dialog and make sure you are connected to the new database and not the old one.
- 5 AcctApp reloads. Everything you entered on SQLite, including your users and settings, is now in SQL Server.

TWO THINGS TO WATCH

Snapshots are stored per machine, under `%APPDATA%\AcctApp\snapshots`, not inside the database. If the SQL Server is on a different PC and you will be running AcctApp from that PC, copy the snapshot file into the same folder there first, or it will not appear in the list.

Restoring replaces the contents of the database you are connected to. AcctApp takes its own safety snapshot immediately beforehand, so a mistake is recoverable, but check the connection shown on the login screen before you confirm.

The same procedure works in reverse, and is how you would take a copy of a live SQL Server database down onto a laptop for training.

9. Connection troubleshooting

Test connection reports the exact message SQL Server returned. The common ones:

MESSAGE	WHAT IT MEANS AND WHAT TO DO
Login failed for user	SQL Server was reached, so the network side is fine. Either the password is wrong, or the server is still in Windows Authentication mode. Check Mixed Mode is on (section 4) and that the login exists (section 5.1). A server left in Windows-only mode also logs error 18456 with state 1.
Failed to connect ... in 15000ms or Could not connect (sequence)	Nothing answered. In order: is the SQL Server service running, is TCP/IP enabled (section 5.2), did you restart the service afterwards, and is the firewall open (section 5.3)?
Instance name not found or a named instance that never resolves	The SQL Server Browser service is stopped, or UDP 1434 is blocked. Start Browser and set it to Automatic, or give the instance a fixed port, clear the Instance name field, and connect by port instead.
Self-signed certificate or a certificate chain error	Tick Trust server certificate .
Database "X" could not be created ... lacks CREATE DATABASE / dbcreator permission	The login connected but is not allowed to create a database. Add it to the dbcreator role, or pre-create the database and make the login its owner (section 5.1).
Cannot open database "X" requested by the login	The database name is misspelt, or it exists but this login has no access to it. Check the spelling first.
SQLite: unable to open database file	The folder in the path does not exist, or Windows will not let AcctApp write there. Create the folder, or choose one under your own user profile.

ISOLATE THE PROBLEM

If a connection will not work, run the `sqlcmd` test from section 5.4 on the same machine with the same details. If `sqlcmd` fails, the problem is in SQL Server or the network. If `sqlcmd` succeeds and AcctApp does not, the problem is a field on the connection screen, and it is almost always the Instance name or Trust server certificate.

10. Setting up your first company

10.1 Create the administrator account

The first time you reach the login screen, AcctApp has no users, so it offers **Create your administrator account** instead. Enter your full name, a username and a password of at least six characters.

This first account is granted the **System Administrator** security card, which has full unrestricted access, including the ability to create the other users and to decide what each of them can see. Treat it accordingly.

WINDOWS SIGN-IN

Once your account is created you can link it to your Windows account, and AcctApp will sign you in automatically at launch. Two-factor authentication with an authenticator app is also available, and can be made compulsory for chosen users.

10.2 The setup wizard

After the first sign-in, a short wizard collects the details that shape the rest of the system:

- Business name, ABN or ACN, business type and industry
- State and whether you are registered for GST
- Financial year end (30 June for most Australian businesses)
- Base currency and whether you deal in more than one
- Default invoice payment terms and date format

You can dismiss the wizard and complete it later. Everything it asks is also available in Settings.

10.3 Recommended first hour

- 1 Go to Accounts, then Chart of Accounts, and read through what AcctApp has seeded. It is a standard Australian chart, and it is meant to be changed: rename accounts, add the ones you need, deactivate the ones you do not. Doing this before you enter transactions is far easier than doing it after.
- 2 Check the tax codes while you are there. GST at 10%, CAP, FRE, INP and N-T come pre-loaded.
- 3 Set up your bank accounts, so reconciliation and bank feeds have somewhere to land.
- 4 Enter your opening balances as at your start date, using a journal. If you are coming off other software, the Migration page will bring contacts, stock and balances across for you.
- 5 Add your users in Settings and give each one a security card that matches their role.
- 6 Turn on backups (section 12). This is the one people put off.

- 7 Run the Health Check in Settings. It reviews the setup and flags anything missing, such as a system account that has not been assigned.

11. Multi-user and networked setup

AcctApp licences do not limit how many people can use the system. The arrangement is one SQL Server holding the data, with AcctApp installed on each workstation and pointed at it.

- 1 Install and configure SQL Server once, on the machine that stays on (sections 4 and 5), including the firewall rules.
- 2 Install AcctApp on each workstation (section 6) and activate it.
- 3 On each workstation, enter the **same** server, database, username and password on the connection screen. The first machine creates the database; the others simply find it.
- 4 Create a user account for each person, and assign security cards to control what they can reach.

SHARED FILE STORAGE MATTERS TOO

Document attachments, POS product images and mobile receipt captures are stored as files, not in the database. By default they go to `%APPDATA%\AcctApp` on the local machine, which means a file attached on one PC is not visible from another.

On a networked setup, go to

SETTINGS, THEN FILES

on each workstation and point all three folders at the same shared network path, for example `\\OFFICE-SERVER\AcctAppFiles\attachments`. Do this before people start attaching documents.

Live and Test databases

Settings, then Database Connections lets you define named connections such as Live and Test, switch between them from the login screen, open a second window against a different one, and copy data from Live into Test for training or trialling a process. Connections marked as protected cannot be overwritten by a copy, which stops the obvious accident.

Point of sale terminals

The tablet and mobile POS clients connect to the AcctApp machine over your local network rather than directly to SQL Server. Set them up from POS Admin once the main installation is working.

12. Backups

Keeping your data on your own hardware is the whole point of AcctApp, but it does mean the backups are yours to arrange. Do it on day one, before there is anything worth losing.

Built into AcctApp

Under Settings, then Backup & Restore, you can take a snapshot of your data on demand, or nominate a folder and have AcctApp write backups there automatically. Put that folder on an external drive or a network share rather than the disk the database lives on. There is a backup-on-exit option as well, which writes a copy every time you close the application.

Backups can be encrypted with a passphrase, which is what makes an off-site copy safe to store anywhere. Keep the passphrase somewhere other than alongside the backup, or you have an unreadable file. There is also a cloud backup option if you have a remote destination configured.

At the SQL Server level

Worth adding as well, particularly if the whole business is running on this. A simple full backup:

```
BACKUP DATABASE AcctApp  
TO DISK = 'D:\Backups\AcctApp.bak'  
WITH INIT, COMPRESSION, STATS = 10;
```

On Express, run this from a scheduled task rather than the SQL Server Agent. Save the statement as a `.sql` file and schedule it with Windows Task Scheduler:

```
sqlcmd -S localhost -U acctapp_user -P "YourPassword" -i C:\Scripts\backup.sql
```

BACK UP THE FILES AS WELL

A database backup does not include attachments, POS images or receipt captures. Include the folders shown in Settings, then Files in whatever backs up your machine.

TEST A RESTORE

Restore one into a Test connection early on, while it does not matter. Until you have done that once, you do not actually know the backups work.

13. Where AcctApp keeps things

Application data lives in `%APPDATA%\AcctApp`. Paste that into File Explorer to open it.

<code>db-config.json</code>	The current database connection. The password is stored encrypted.
<code>db-profiles.json</code>	Your named connections, such as Live and Test.
<code>logs\acctapp.log</code>	Application log. The first place to look if something misbehaves, and the file support will ask for.
<code>attachments\</code>	Documents attached to invoices, contacts and other records. Relocatable in Settings, then Files.
<code>pos-images\</code>	Product images used by POS. Relocatable.
<code>mobile-captures\</code>	Receipts captured on a phone. Relocatable.
<code>plugins\</code>	Installed plugins.

Your accounting data itself is not here. It is in SQL Server, or in the SQLite file you nominated.

14. Updates

AcctApp checks for new versions on launch and can download and install them for you. When a new version starts for the first time, it applies any database changes automatically, so there is nothing to run by hand.

Updates are included for 12 months from purchase, and keep coming after that with the optional annual maintenance plan.

On a networked setup, update the workstations reasonably close together. Whichever one you update first will bring the shared database up to the new structure. And take a backup before a major version change; it takes a minute and occasionally saves an afternoon.

15. Getting help

If something here does not go to plan, we would rather hear about it than have you fight it.

- **In the application:** Help, then Submit request. Your product key and version are attached automatically.
- **On the web:** acctapp.com.au/support.php. You will need your product key.
- **By email:** support@acctapp.com.au.

When reporting a connection problem, include the exact message from Test connection and whether the `sqlcmd` check in section 5.4 succeeded. That usually gets straight to the answer.