Transfer Mastro to a New Computer (Steps)

Prerequisites

You must have:
- your email address
- your license number

If your email address has changed, please inform us, since the license is associated with it.

To check your computer's processor type:
Settings → System → About your PC

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1) Retrieve the data from the old computer

Option A — Contents of the folder "C:\ProgramData\Mastro Software\Mastro"

- Open Mastro on the old computer.
- Menu: Tools → Data Management
- Click *Show Data Directory*
- Select all files and folders (CTRL + A)
- Copy them to an external drive (external disk or USB key)

Option B — Copy the entire folder "C:\ProgramData\Mastro Software\Mastro"

You may also open a Windows File Explorer window (icon: yellow folder), then type in the address bar:
C:\ProgramData\Mastro Software

Then select the entire **Mastro** folder and copy it to your external drive.

Name the backup folder

Name the folder, for example:
Mastro_backup_7.7_2025-01-01

Including the software version and the date is useful if you keep multiple backups.

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2) Install Mastro on the new computer

(.NET Framework 3.5 + latest Mastro installer)

Windows 10 (x86 processor)

Install Microsoft .NET Framework 3.5:
https://dotnet.microsoft.com/download/dotnet-framework/net35-sp1
[(dotnet.microsoft.com in Bing)](dotnet.microsoft.com in Bing)

Windows 11 (x86 processor)

Enable .NET Framework 3.5

1. Click in the Search box on the taskbar.

2. Type **Run** and open the *Run* application.

3. In the Run dialog, type:
   optionalfeatures

4. Click OK.

5. In *Windows Features*, find **.NET Framework 3.5 (includes .NET 2.0 and 3.0)**.

6. Click the + to expand.

7. Check:
   • WCF HTTP Activation
   • WCF Non HTTP Activation

8. Click OK.

Windows 11 (ARM processor)

1. Enable .NET Framework 3.5 (see above "Enable .NET Framework 3.5").

2. Set ARM emulation to **Secure Emulation** (see appendix – p.4).

Download the Mastro installer

• **Mastro Standard:**

https://mastroapp.com/download/mastro_installer_standard.exe

• **Mastro Expert:**

https://mastroapp.com/download/mastro_installer_expert.exe

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3) Transfer the data to the new computer

1. Open Mastro on the new computer.

2. Menu: Tools → Data Management

3. Click *Show Data Directory*

4. Replace the existing files with those from your backup.

If you used, in the step "Retrieve the data from the old computer"...

• *Option A*

Overwrite the contents of the **Mastro** folder with the contents of your backup
(i.e., open the Mastro folder and replace all files and subfolders with those from your copy).

• *Option B*

Overwrite the entire **Mastro** folder with your backed-up Mastro folder
(i.e., delete or rename the existing folder, then copy your backed-up Mastro folder in its place).

Important Note

Mastro's data is located under:
C:\ProgramData\Mastro Software

This is a hidden folder by default in Windows.

This folder is different from the folder containing the program executable, located under:
C:\Program Files (x86)\Mastro
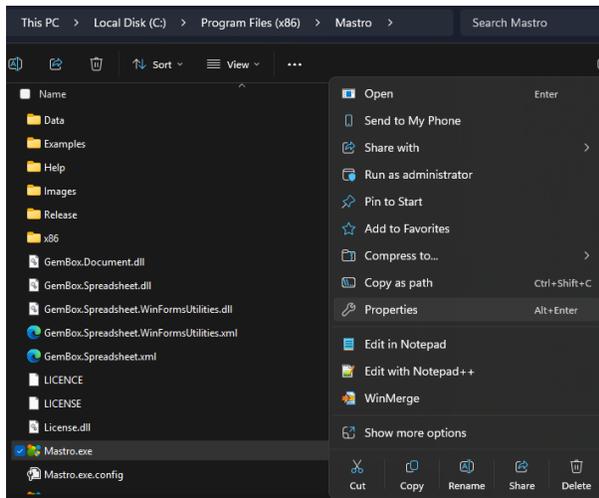
5. Restart Mastro.

Appendix

Windows 11 ARM – Emulation Settings

Go to:

C:\Program Files (x86)\Mastro

Right-click **Mastro.exe** → Properties

Next, in the properties window, find "emulation" and set it to "Secure Emulation."

Screenshot generated from a Windows 11 on VMWare Fusion