

Adjutant Software Customer Support Tech Notes

Document Title: Notes on downloading the software
Document Number: 013
Applies to: Campaign ToolBox

SUMMARY

This document contains general information about downloading the software as a delivery method.

How do I start the download?

Locate the web page containing the file you want to download. The download links are generally in a table format that includes the file size, version, release date, etc. Click on the link with the file name. In most browsers, the link will be underlined and in a different color.

Can I save the downloaded file to a floppy disk?

Check the size of the file and compare it to your disk capacity. Most download files are too large to fit on a standard floppy disk, but if you have a Zip drive, it should fit just fine.

Where should the download file be saved to?

Unless you already have a procedure set up, the best place to save the file to is to your Windows Desktop. This will place an icon on your desktop that can be run by simply clicking on it as you would any other desktop icon.

I've downloaded the file but now I can't find it. Where is it?

Be sure to pay attention at the beginning of the download so you know where it is being saved to. That's a good reason to always save downloaded files to your desktop. If you still can't find it, start Windows Explorer, click on Tools | Find | Files or folders. Enter the name of the file you just downloaded and let Explorer locate it.

When I try to download, a bunch of "junk" appears on my screen. What's happening?

Your browser is trying to run the file rather than download it. Make sure that you select the "Save to disk" option to download the file. On some browsers, you may need to hold down your shift key while clicking on it to make sure that the file is downloaded rather than run.

Do I need to do anything after the file is downloaded?

Yes. Downloading is nothing more than a simple file transfer to get the file onto your system; effectively, it does nothing more than take up space on your hard drive. You must run the file to install the software onto your system.

The download stopped before it was completely finished - what do I do now?

Unfortunately, that is not uncommon when downloading files with a web browser. The only alternative is to start over with the download.

How long will the download take?

This depends entirely on the speed of your current connection and the size of the file. If you have a "typical" phone line connection, you may want to begin the download at the end of the day and let the download run unattended. Most ISPs are configured to automatically disconnect after a specified period of inactivity.

Why should I download rather than have a CD shipped?

The main reason is that you can have the program in a matter of minutes or hours instead of several days for mail or the next day for FedEx. Another reason is that you do not pay any shipping for Internet delivery and there is no Florida state sales tax on downloaded software (tax is on tangible items only).

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If I download the program, can I also get a CD for backup?

Yes. The software and the CD are sold as separate items. You can order the CD at any time. Since the program always loads in Trial Mode, the CD is priced at the cost of creating and handling the CD rather than the price of the actual software on that CD.

Is there any difference between what I download and what is on the CD?

Yes. The CD may include additional files such as Adobe Acrobat Reader and some PDF format files that can be downloaded separately. The downloadable files only include the actual program files to keep the download time to a minimum. The other files that are on the CD can also be downloaded as needed.

How do I transfer the downloaded file to a computer that doesn't have Internet access?

If both computers have a large capacity drive such as Zip or Jaz or CD-R, then simply copy the file to that media and transfer it. If all you have available is a standard 3.5" floppy disk drive, then you'll need to break the large file down into several smaller files that will fit on the floppy disk. The best way to do this is to use a compression program such as WinZip. You can download this program by going to their web site at <http://www.winzip.com>. There is also a link to this web site on the main download page of adjutant.com. Note that Adjutant Software cannot provide tech support for WinZip.