

Adjutant Software Customer Support Tech Notes

Document Title: Installer runs instead of program
Document Number: 019
Applies to: Campaign ToolBox

SUMMARY

This Tech Note describes the problem (and solution) in which, after installing, clicking on the program icon runs the installation program rather than running Campaign ToolBox. This is the result of downloading and running the installer from within the program folder rather than from another location, as specified in the download and install instructions.

PROCEDURE

The simplest way to correct this problem is to completely uninstall Campaign ToolBox and then reinstall it. It is important that the executable files(s) be completely removed by following these steps:

1. Make sure that you have a current backup of your database file. This procedure, when done as directed, should not affect any of your data; however, you should always have a current backup as a routine precaution.
2. Uninstall the program by going to Start > Settings > Control Panel. Click on "Add/Remove Programs". Scroll down to "Campaign ToolBox", and uninstall it. After it is uninstalled, return to "Add/Remove Programs" and make sure that it no longer appears on the list. Repeat if necessary.
3. Start Windows Explorer. (Refer to Tech Note 015 or the Windows Explorer Help file if you need help with using Windows Explorer).
4. Locate your main program folder. This would typically be C:\Program files\CTBFL (or CTBGA or CTBKY or other state).
5. In the main program folder, look for either of the following files: setup_XX.exe or CTBXX.exe (where "XX" is your state). If either of those files exist in the folder, delete them.
6. Manually delete any Campaign ToolBox icons on your desktop (right-click on it and select Delete).
7. Download the install program again, making certain that it is downloaded to your Windows Desktop folder.
8. Run the install program by clicking on the icon on your desktop. Use the default settings unless you have a specific need to change them.

NOTES

N/A