

Adjutant Software Customer Support Tech Notes

Document Title: Update Runs but Version is Unchanged
Document Number: 032
Applies to: Campaign ToolBox, all states

SUMMARY

When Campaign ToolBox is updated but the version number is unchanged, it means (obviously) that the program has not been updated - or does it? This Tech Note describes what can cause this and how to fix it.

The Update file is downloaded to your Windows Desktop, and is then run by double clicking on it. The program then searches your hard drive for a copy of the main executable file and then replaces it with the newer version. If you have more than one copy of Campaign ToolBox on your system, it is going to update the first one it finds. If that is not the one that your icon is pointing to, it appears that the program update failed. It didn't fail - it just updated a different copy of the program than the one you are using. While there are other ways to address this, these steps will clean up the system by getting rid of any unused copies of Campaign ToolBox.

PROCEDURE

Uninstall Campaign ToolBox

1. Begin by making sure you have a current backup of your database file. Uninstalling will not affect your database, but it is always a good idea to make sure you have a backup before doing anything that affects a program.
2. Uninstall the program by going to Control Panel, then Add/Remove Programs. Locate Campaign ToolBox on the list and uninstall it. When it is finished, go through Add/Remove Programs again to make sure it is gone. Repeat if needed until it no longer appears on the list of installed programs.
3. Open Windows Explorer and do a search for the main program executable. Kentucky is CTBKY.exe, Florida is CTBFL.exe, and Pennsylvania is CTBPA.exe. If you find any copies of that file on your system, delete them.

Reinstall the full version of Campaign ToolBox.

It is important that you use the FULL VERSION of the program and not the update. The file will be something like setup_ky.exe, etc. Be sure to use the defaults all the way through, including the location (not doing this is what brought about the problem in the first place). It should be installed in C:\Program Files\CTBxx (where "xx" is the state).

Depending on where it was originally being run from, you may need to click on File > Open, and browse to locate your database file. Normally, it will open the file all by itself, but it depends on which copy of the program on your system you were using.