

Adjutant Software Customer Support Tech Notes

Document Title: File Downloading Alternatives
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Applies to: General Info

SUMMARY

This Tech Note describes alternative methods of receiving the program installation file. If there is a problem of some sort on the Internet between your system and the host system, you may have one of the following happen:

- The system appears to be frozen while downloading. The full install file usually takes about 2 minutes or less to download over a cable modem connection.
- The file appears to have downloaded correctly, but when you try to run it, a message appears saying that X-number of bytes were expected, but the file only contains Y-number of bytes and cannot be run.

PROCEDURE

Alternative 1

This type of problem is almost always a temporary "glitch" in the Internet between your system and the host system. Simply waiting a few hours is usually all it takes to be able to successfully download the file.

Alternative 2

Try a different computer to download onto. You can save the install file onto a USB drive, transfer it to your system and run it. In addition to individuals you already know, most public libraries have Internet access available to the public.

Alternative 3

Campaign ToolBox can be delivered on a CD. There is an additional charge for the CD and shipping. Please refer to the current order form to order the CD.

NOTES

1. Be sure to read and follow the instructions on the Adjutant Software web page. The most reliable method is to download the file onto your hard drive and *then* run it. This is the procedure described on the web page.
2. Telephone modems are only marginally reliable for large file downloading and generally are not recommended. If, after a couple of attempts to download using a telephone modem, you are still not successful, you should consider using either Alternative 2 or 3.