

Adjutant Workshop Customer Support Tech Notes

Document Title: Updating your program
Document Number: 060
Applies to: Campaign ToolBox - all versions

SUMMARY

Normally, installing a program update is a very straight-forward process. Sometimes, however, Windows loses track of where your database file is located, or it will reset the Compatibility Mode setting, or have some other surprise in store. The procedures below pretty much cover all the bases, but the most important step is Step 2 - writing down the location of your database file, and Step 8 - confirming the Compatibility Mode setting.

PROCEDURE

1. Check the current version on the web site to see if you need to update (the version you currently have is shown on the Opening Form and by clicking on Help>About Campaign ToolBox).
2. Start Campaign ToolBox. Note the full path and file name shown on the Opening Form so you can browse and locate it again if needed (you will probably want to write it down). Close Campaign ToolBox.
3. Right-click on the Download link for your state.
4. When prompted, save the file to your Windows Desktop folder.
5. After the file is downloaded, you will see the `setup_xx.exe` icon on your desktop. Run the file by double-clicking on it. It must be installed into the same location as the previous version – use the defaults unless you have a very specific reason to do otherwise.
 - ★ If you get an error message telling you to run as Administrator, Right-click on the setup file, then select “Run as administrator” from the menu.
 - ★ If you get any other error messages, then right-click on the setup icon, select Properties, then click on the Compatibility tab. Put a check in the box at “Run this program in Compatibility mode for:”, then select “Windows XP (Service Pack 3)” in the list just below the check box.
6. At the end of the installation process, click on the "Finish" button. You can now delete the setup file from your desktop - it is no longer needed.
7. Start Campaign ToolBox and verify that you now have the latest version. The version is displayed on the Opening Form.
8. After installing, confirm that the Compatibility Mode is still set correctly. Sometimes Windows will change that during an update.
 - ★ Right-click on the icon you use to run the program.
 - ★ Select Properties, then click on the Compatibility tab.
 - ★ Put a check in the box at “Run this program in Compatibility mode for:”, then select “Windows XP (Service Pack 3)” in the list just below the check box. Click the "OK" button.
9. If you do not see your current database file when you start the program, click on the menu item “File>Open” to browse and select the file in the location that you wrote down in Step 2 (above).
10. Note: During the installation, you may see a message saying that some files are no longer being used and asking if you want to delete them. Although it probably doesn't matter on your system, the safest move is to just let the files remain even though they are no longer needed. (That message is generated by a Microsoft “black box” installer.)

NOTES

Some computers in a corporate environment may be set up to prevent users from making changes. In those cases, you will need to check with the IT person in your office for assistance.