

Adjutant Workshop Customer Support Tech Notes

Document Title: Installing your program (Fresh Install)
Document Number: 061
Applies to: Campaign ToolBox - all versions

SUMMARY

This describes how to do a fresh installation. See Tech Note 060 for installing an update.

Normally, installing Campaign ToolBox is a very straight-forward process. Sometimes, however, Windows will select an incorrect 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 6 - confirming the Compatibility Mode setting.

PROCEDURE

1. Go to the campaigntoolbox.com web site. Click on the Programs menu item, then select your state.
2. Scroll down to the bottom of the page to the "Download current version" link, then Right-click on it and select "Save link as" (different browsers may have different wording for this).
3. When prompted, save the file to your Windows Desktop folder.
4. After the file is downloaded, you will see the `setup_xx.exe` icon on your desktop. Run the file by double-clicking on it. 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.
5. 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.
6. **VERY IMPORTANT** - After installing, confirm that the Compatibility Mode is set correctly. Windows usually gets it right, but sometimes not.
 - ★ 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.
7. 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.)
8. Start Campaign ToolBox and click on the "Initial Program Setup" button. Follow the instructions on each step. You will need the information on your Sales Receipt or Paid Invoice unless you are using the program in Trial Mode.

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.