# Adjutant Software Customer Support
# Tech Notes

Document Title:      Problem installations
Document Number:    008
Applies to:           Campaign ToolBox

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## SUMMARY

Occasionally, a program will prove to be difficult to install on a particular system. This document describes ways to prevent installation conflicts. Most of this would be considered "over-kill" and should be needed only in exceptional cases.

These steps may vary depending on which Windows version you are using.

## PROCEDURE

Download the Setup file to your hard drive
1. Download the program to your hard drive and save it on your Desktop. Do not run it directly from the web site. You may need to Right-Click on the link and select "Save as" from the menu.
2. You should see an icon on your Desktop for the setup file at this point.

Close all other programs
1. Reboot the computer.
2. Press Control-Alt-Delete (at the same time) to bring up the task list. Each of the items shown on the list represent a program currently running on your system. Do not press Ctl-Alt-Del twice in a row - this will shut down your computer.
3. Select items from the list and close them by clicking on the "End Task" button. Usually, "Explorer" and "Systray" can be left running.

Install the program
1. With the setup file on your Desktop, right click on the icon and select Properties.
2. Click on the Compatibility tab at the top of the Properties box.
3. Check the box that says "Run this program in compatibility mode for:"
4. Select "Windows XP (Service Pack 3)" from the list, then click OK.
5. Right click on the icon again, and select "Run as administrator"
6. After the installation is complete (you will see a "Finish" message when all is completed), reboot your system again to reload the programs that were closed in the above steps.

## NOTES

1. These steps are very rarely needed, and are typically only used when there is some unknown factor interfering with installation. Anti-virus and security programs are usually the culprit in these cases, though there can be other things that interfere with installation.