

Adjutant Software Customer Support Tech Notes

Document Title: Uninstall/Reinstall
Document Number: 043
Applies to: Campaign ToolBox - all versions

SUMMARY

Sometimes a problem can only be solved by completely uninstalling the program and then reinstalling it. This Tech Note describes doing a more thorough uninstall/reinstall procedure than you would normally need to do.

PROCEDURE

Uninstall

1. Make a backup of your database file(s). Uninstalling should not touch any data files, but it is important to always have a current backup with doing any operation like this. From the blank screen, click on Tools > Copy data files to folder and follow the steps.
2. Uninstall the program. Depending on what version of Windows you are using, this may be under Control Panel, and then "Add/Remove Programs" or "Program Features". Find Campaign ToolBox on the list of installed programs and uninstall it. Use "Automatic" but do not perform a "roll back" unless you are advised to do so.
3. Make sure it is no longer on the list of programs, and repeat if needed until it is no longer showing in the list.
4. Go into Windows Explorer and browse to C:\Program Files\CTBxx (where "xx" is your program state code). In addition to several sub-folders, you should also see several files that end in .lst or .cfg or .txt. NOTE: If your program is in a location other than under Program Files, please contact Adjutant Software by email before proceeding.
 1. If your database file is located in the program folder, you should move it to a folder under your "My Documents" folder (or someplace where your document files are normally located).
 2. If you see any other files in there, please contact Adjutant Software by email with the file names for instructions on what to do with them.
5. At this point, the program is completely uninstalled except for data files that you will want to keep. We will be installing the new program in the same folder and it should remember all of your settings.
 1. If you need to get rid of your settings files, delete the files that end in .cfg - these are your configuration files that remember things like where the database file is located and the dimensions and locations of the windows on your screen.

Installation

1. Download the current version of the program to your hard drive as instructed on the program web page. Be careful to follow those instructions exactly.
2. It may not be needed, but do a full reboot of your system at this point.
3. Close all other programs - especially any anti-virus programs.
4. Install the program by double-clicking on the Setup_xx.exe icon on your desktop ("xx" is your state code).
5. Use the default setting throughout the installation. Be sure that you see and click on the "Finish" button at the end of the installation.

At this point, you should have a clean new installation of the program on your system. Click the Campaign ToolBox icon to start the program. If your configuration files are still there, you should see your database file shown on the Opening form, and all of the buttons on it should be enabled. Unless specifically instructed to do so, you should NOT go through Initial Program Setup - you will be using your existing database file.