

Adjutant Software Customer Support Tech Notes

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

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.

PROCEDURE

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.
4. Install the program. You will probably need to use Windows Explorer to run the setup file (setup_XX.exe where "XX" is the state abbreviation) on the CD since the "Auto-run" feature may not be working after the above steps.
5. (Optional) Reboot your system again to reload the programs that were closed in the above steps.

NOTES

1. The programs that are shut down in the above steps will automatically be loaded the next time you start your computer. These are only temporary changes.