

# Installation Notes for Pastoral Care 10

Pastoral Care 10 has been built on the solid foundation, which its predecessor PC9re established.

## Best Installation Environment

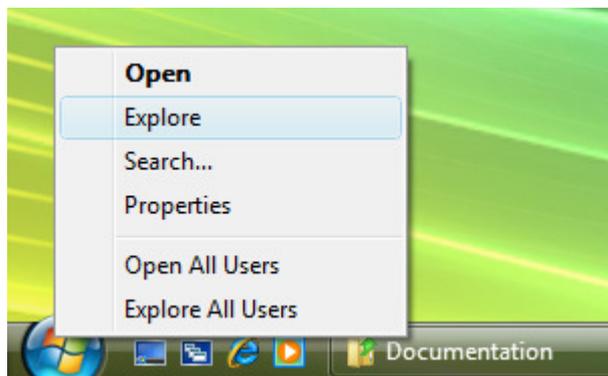
In all cases, when installing Pastoral Care, the following points are recommended for the most hassle free installation. (You can try without doing this, but we have found the following conditions should exist for best results)

- Reboot your computer before installing Pastoral Care
- Close any virus scanners and other software that starts automatically by right clicking on the icon on your start bar and choosing Exit or Close etc.(See Below)
- Don't worry if you can't close everything

## Installing / Upgrading Pastoral Care

Pastoral Care 10 installs in a separate folder to your earlier versions, so it is completely safe to install even though you may have previous versions of Pastoral Care. Follow these simple steps to install version 10. If the Pastoral Care setup program starts automatically after you place the CD in your drive then jump to step 5.

1. Insert your CD into your CD drive
2. Start your windows explorer (right click on the Start Button on your desktop and choose Explore.
- 3.



4. Browse to your CD-ROM drive in the explorer and double click on the SETUP program on the CD. The Setup program has an Icon as show below.



5. Follow all instructions as presented to you.
6. When asked, you have the option to install additional features; we recommend that you install all features of Pastoral Care for the most benefit.
7. For Windows 98 installations (steps 7, 8, 9 &10 apply to you) the install program checks for Microsoft Data Access Objects support, if this is not

available, it will install this before installing Pastoral Care. If this is the case, your computer will be rebooted after the installation of the Microsoft Data Access Objects support is installed. LEAVE YOUR PASTORAL CARE CD in the CD-ROM drive. If your computer does not reboot by itself after a couple of minutes then please turn your computer off and restart it again manually then re run the Pastoral Care installation program again to complete the installation.

8. After re-booting the installation should start up automatically, please be patient at this point. If the installation does not start automatically, start it again manually by going through steps 3 and 4 above. Continue working through the installation program to fully install Pastoral Care.
9. If you experience any error messages, and installations fails, do not un-install pastoral care, first try a reboot and re-install the program from steps 3 above.
10. If you are still experiencing trouble, please contact your retail outlet for support.
11. After installing, when you start Pastoral Care, you will be prompted for your Serial Key, which is found within your installation box.
12. The Pastoral Care installation program will install the manual to be read using the Adobe Reader. If you are yet to have the Adobe reader program installed on your computer you can download the latest edition for free from the internet ([www.adobe.com](http://www.adobe.com)). To print a high quality version of the Pastoral Care manual it is recommended using the Word document of the manual found in the documentation folder on this CD.

## **Upgrading**

To upgrade from a previous version do the following

1. Install Pastoral Care as required (details above)
2. Select your Start button and choose “Programs” – “Pastoral Care 10” – “Pastoral Care Conversion Program”
3. The conversion program is loaded.
4. Use the Step By Step wizard interface and answer all questions.
5. After selecting all options as required for your church, press the Begin Conversion.

If you are running a Windows Vista computer then you will need to install Pastoral Care 10 on the computer which has the previous version of Pastoral Care as all previous versions will not work on Windows Vista. After using the conversion program to convert your data from the previous edition to Pastoral Care 10 format then enter Pastoral Care 10 and use its internal backup program (Main Menu – Utilities Tab – Backup Data) to create a backup file which can then be loaded on the Pastoral Care 10 version installed on the windows Vista computer via the internal Pastoral Care restore program. (Main Menu – Utilities Tab – Restore Data)

## **Network Installations**

Pastoral Care is a complete networked solution. Please read the network installation file found on this CD completely before attempting a network installation. All computers that are going to be using Pastoral Care on the network must firstly have

Pastoral Care installed using this standalone installation document before you move to the Network Installation document. If you are intending to run Pastoral Care on a network then this will need to be done before converting your previous Pastoral Care data over to the new edition.