

## RE-INSTALLATION INSTRUCTIONS FOR CRATE PRO 5.x

Tech Support to reinstall Crate Pro is usually not required as long as you follow the steps below. To restore any data you will need to reinstall the same version as original. Support is free only if you are within 90 days of your purchase or have active Support Plus.

Two copies of Crate Pro 5 should not be run on the same machine so please make note of what information will be required in advance of starting your reinstallation as you will need to remove, rename or ZIP the old Crate Pro 5 files.

**THESE INSTRUCTIONS ARE DESIGNED FOR REINSTALLATION ON THE ORIGINAL PC AND WILL NOT WORK ON OTHER PC'S OR WITH OTHER VERSIONS OF CRATE PRO 5. IF THIS IS NOT YOUR SITUATION YOU WILL NEED TO CONTACT US FOR A NEW ACTIVATION CODE (fees may apply if you do not have Support Plus)**

### Single-User

**Before you Start:** If you do not have your original Activation code, **before** you delete the old copy of Crate Pro 5, click on the Set-Up module in Crate Pro. You can hand write your Activation code and Client ID that are on the bottom of the screen. Also click on print while in the **Setup** module to have a quick reference of your settings. These need to be manually reentered. You will also need to manually reenter your **User** module settings if you created log ins or passwords. Save this information in a safe place. PLEASE make certain you have the old Client ID number. (If you need to change any of your company contact information you will need to contact us for a new activation code.)

- Re-install a same version copy of Crate Pro 5 single user on the new PC. You should have a CD or a ZIP file with the installation. During your new installation enter your company contact information exactly as it was entered on the original install. This information appears on the Setup pages. However, any changes to your company information will require a different activation code so please make changes in your contact information at this time and not after your PC is reactivated.
- Complete the installation process to the point that you can design a crate. You will see all the working modules on the left side of screen (Design, Jobs, Inventory, etc..)
- If your company information is the same as on your previous install you simply need to enter the original activation code on your next restart. Otherwise please email or fax a new activation request within 30 days. For installation on a new PC we will need to contact you for the Client ID of the old machine so it can be deactivated.

### **Single User Data Transfer**

Not all of your data can be transferred into your new copy so prior to deleting your original program please make note of the steps that apply. You must be using the same version or you run the risk of data corruption.

- If you are reinstalling due to a virus or corrupted data – on your old copy you should run the Utilities process (see manual for instructions) before copy/pasting any of the files listed below to help ensure there isn't a crossover of the problem. If there is the possibilities of corruption please use the Import/Export instructions provided on the website which will allow you to check your data and correct any errors. Otherwise you can copy/paste the following files from your old copy:
  - CPDesigns.cp5 (must use copy/paste - import does not work in Single User)
  - CPIInventory.cp5 (can use Import/Export)
  - CPIItems.cp5
  - CPJobs.cp5
  - CPContacts.cp5 (can use Import/Export)
- It is critical to test all modules to ensure your application is working properly and you've reset your defaults before committing to new designs.
- All information contained in your Setup module and User modules must be manually re-entered. Use your printed pages of these modules for quickest update.

IF RE-INSTALLATION IS REQUIRED FOR A NEW PC OR IF YOUR HARD DRIVE HAS BEEN REPLACED, YOU WILL REQUIRE A NEW ACTIVATION CODE. PLEASE REINSTALL AND CONTACT US FOR FURTHER INSTRUCTIONS – 800-577-2447

## CRATE PRO 5.x MULTI-USER REINSTALLATION (Shared PC/Host)

**Note: Reinstallation will vary depending on whether it's on the same PC or a new PC. Please read carefully. We do not recommend using remote access for any of these procedures. Note: while we try to work with you to ensure minimum downtime, if you do not have Support Plus you may be required to wait up to 48 hours for a returned Setup file if your situation requires it. If phone or email support beyond activating a Setup file is required you will be required to purchase hourly support.**

- Multi-Users reinstalling on the same machine will be able to use their existing CPSetup file from your current install or from the most recent clean backup. Locate your copy of that file and rename it temporarily if it's stored on the same PC.
  - If this is not the original machine you can not use the original CPSetup file. All information located in the Set-Up and User module will have to be manually re-entered for installation on a different PC. To make this easier please click on the Setup module in your existing program and then the print button to have a print out of your settings. Once you reinstall and completely enter the startup information, you will have to send the new CPSetup.fp5 file to [support@cratepro.com](mailto:support@cratepro.com) for it to be reactivated with a new license key. Include a contact person and number as we will need to call you.
- Be certain all Clients and Host PC's are not clicked into any CP5 fields when they shut down. Being in a field can cause a Control file error which can cause data corruption if you are exporting, backing up or copy/pasting any files. (Dedicated Server versions should not encounter this issue)
- In the existing program you can export your data by clicking on the following modules and following the instructions listed on the import/export button at the top of the page. Please note the file extension.
  - Designs (export as FP5 file)
  - Inventory (export as FP5 file)
  - Contacts (export as CSV file)
  - You can not import/export any information in the Setup or Users module.
- You may also want to close Crate Pro 5 and rename the three files listed above for use should you decide to try the copy/paste method on the same PC instead of import/export. You will need to return them to their original file names to paste them into your new install. Before reinstallation on the same PC, old Crate Pro 5 files should be zipped, renamed or deleted before proceeding.. Do not copy over old files to your new install except for the files named above. Any copy/paste of other Crate Pro 5 files will result in data corruption and/or errors, possibly damaging your new files and those that you copy/pasted.
- Install Crate Pro 5 as explained in the original installation instructions. Check for At A Glance updates to installation procedures from the downloads page of [www.CratePro.com](http://www.CratePro.com). If this is the same PC you may close CP5 and replace the CPSetup.fp5 with the old CPSetup.fp5. Please open CP5 on the Host and navigate the menus after this is complete and before allowing client machines to access to confirm there are no errors. Do not import data yet!
  - If you are also changing client machines you'll want to go into the Setup module of the opened program, click on the Maintenance tab>Clients and remove all the client ID's except for the ID listed on the bottom of the Crate Pro 5 screen. That ID is the server/host. This will allow client PC's up to the number of purchased licenses to access Crate Pro 5.
  - If it's a new PC please be sure to complete the full installation to the point you can design crates, close Crate Pro 5 and email [support@cratepro.com](mailto:support@cratepro.com) your CPSetup.fp5 file. Include a contact number for us to call you. Please do not allow client machines to access server until you receive you activated file back.
- You may now use the import feature to reinstall you data into your new copy. Please make sure client PC's are not accessing data while you're in the import process. Or you may instead copy/paste the following files and take the time to open CP5 after each copy/paste and check your results by creating a new design or two. Unless already complete note that your construction defaults may not yet be set.
  - CPDesigns.fp5 (CpDesigns and CPIItems should always be copy/pasted together prior to testing)
  - CPIItems.fp5
  - CPIInventory.fp5
  - CPcontacts.fp5

**IMPORTANT FOR ALL INSTALLATIONS ON A NEW COMPUTER**

Due to our licensing requirements, Crate Pro 5 must be removed from your old machines within 30 days of requesting a replacement activation code. This will allow you time to transfer your data to the new installation. Should Crate Pro 5 be run after the 30 days from a computer that you have indicated is no longer a Crate Pro 5 licensed machine, you will be liable for the full cost of a new license. Please remove Crate Pro 5 through your Control Panels 'Add Remove Programs' or you can delete the CPSetup.cp5 or CPSetup.fp5 file from C:\Program Files\Deploy Tech\Crate Pro (or any alternate location you installed the program to)