

How to Uninstall and Reinstall the REST Professional Program

Overview

The REST program may need to be uninstalled and reinstalled on a computer due to run time errors or other issues.

If performing these steps on a fileSMART server, please ensure you do not rename the c:\REST folder (How to Uninstall the Program > Step 5)

This document will cover the following:

- How to Check the File Location
- How to Uninstall the Program
- How to Reinstall the Program
- How to Connect to Database

How to Check the File Location

You will need to know where the REST data files (and the upgrade file in particular) sit on the server prior to uninstalling.

To ascertain the file location, in REST go to Help > About REST > REST Info > File Location. On the right hand side of this screen, it should show the path for the upgrade folder.

REST Professional Information		Σ
E Per REST Information	Folder Current Data Historical Data Property Images Word Merge Documents Log	Path C:\REST85\school\AdvanceCom\data\ C:\REST85\school\AdvanceCom\History\ C:\REST85\school\AdvanceCom\Images\ C:\REST85\school\AdvanceCom\Word\ C:\REST85\school\AdvanceCom\Upgrade\
	Documents	C:\REST85\school\AdvanceCom\Documents\
		Close

How to Uninstall the Program

- 1. Log out of the REST program on the computer you are having issues with
- Go to START Menu > Control Panel and click on Programs and Features (this may vary depending on the version of windows. Most commonly it will be 'programs and features' or 'add or remove programs')

Adjust your computer's setting	S		View by: Small icons 🔻
ajust jour computer s setting	-		
Action Center	🔞 Administrative Tools	📕 AutoPlay	🐌 Backup and Restore
BitLocker Drive Encryption	💶 Color Management	Credential Manager	骨 Date and Time
🕏 Default Programs	💼 Desktop Gadgets	🚔 Device Manager	devices and Printers
📮 Display	🕲 Ease of Access Center	📕 Flash Player (32-bit)	F Folder Options
Fonts	🔠 Getting Started	🦂 HomeGroup	🚨 Indexing Options
lnternet Options	🕌 Java (32-bit)	📖 Keyboard	💷 Location and Other Sensors
👂 Mail (32-bit)	Mouse	辈 Network and Sharing Center	🛄 Notification Area Icons
NVIDIA Control Panel	🗠 NVIDIA nView Desktop Manager	Performance Information and Tools	🖉 Personalization
Phone and Modem	🝃 Power Options	🕎 Programs and Features	🜮 Recovery
🞐 Region and Language	🐻 RemoteApp and Desktop Connections	🛋 Sound	🗄 Speech Recognition
Sync Center	🕎 System	🛄 Taskbar and Start Menu	📧 Troubleshooting
User Accounts	📑 Windows CardSpace	🕍 Windows Defender	🔗 Windows Firewall
Windows Live Language Setting	Windows Update		

3. Find the REST Professional program, right click on it and select Uninstall

Control Panel Home	Uninstall or change a program					
View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Rep.	air.			
Turn Windows features on or	ro annian o program, selectie non the use and then	ener of motori, of ange, of hep-				
off	Organize 🔻 Uninstall Change Repair				9==	
Install a program from the	· ·	Publisher	Installed On	Size	Version	
network	Name					
	Wicrosoft Silverlight	Microsoft Corporation	20/04/2012	20.4 MB	4.0.50826.0	
	Microsoft SQL Server 2005	Microsoft Corporation	13/01/2012			
	Compact 3.5 SP2 ENU	Microsoft Corporation	01/03/2012		3.5.8080.0	
	C Microsoft SQL Server Compact 3.5 SP2 x64 ENU	Microsoft Corporation	01/03/2012		3.5.8080.0	
	Microsoft SQL Server Management Studio Express	Microsoft Corporation	17/01/2012	89.5 MB	9.00.5000.00	
	Microsoft SQL Server Native Client	Microsoft Corporation	13/01/2012	5.83 MB	9.00.5000.00	
	Microsoft SQL Server Setup Support Files (English)	Microsoft Corporation	13/01/2012	28.9 MB	9.00.5000.00	
	Microsoft SQL Server VSS Writer	Microsoft Corporation	13/01/2012	1.10 MB	9.00.5000.00	
	Microsoft Visual C+ + 2008 Redistributable - x64 9.0.3	Microsoft Corporation	20/04/2012	780 KB	9.0.30729.4148	
	Microsoft Visual C++ 2008 Redistributable - x64 9.0.3	Microsoft Corporation	24/04/2012	788 KB	9.0.30729.6161	
	Microsoft Visual C++ 2008 Redistributable - x86 9.0.3	Microsoft Corporation	20/04/2012	588 KB	9.0.30729.4148	
	Microsoft Visual C++ 2008 Redistributable - x86 9.0.3	Microsoft Corporation	24/04/2012	600 KB	9.0.30729.6161	
	MSXML 4.0 SP2 (KB954430)	Microsoft Corporation	02/12/2010	1.27 MB	4.20.9870.0	
	MSXML 4.0 SP2 (KB973688)	Microsoft Corporation	07/12/2010	1.33 MB	4.20.9876.0	
	NVIDIA Graphics Driver 275.33	NVIDIA Corporation	08/07/2011		275.33	
	NVIDIA nView 135.85	NVIDIA Corporation	08/07/2011		135.85	
	REST Professional 9.5.03	Rockend Technology	14/09/2012	79.0 I 1B	9.5.03	
	Rockend WebAccess	Rockend	06/09/2012	3.75 MB	1.0.0	
	RPUpload 1.0.0	Rockend	10/12/2010	9.33 MB	1.0.0	
	STRATA Master 2.5.2	Rockend Pty Ltd	21/04/2010	84.4 MB	2.5.2	

- 4. Say yes to uninstall the program and follow the prompts until you click Finish
- 5. Rename the existing rest folder located within the C drive. i.e. go to START Menu > Computer and locate your C Drive (Windows C:). Go to the REST folder, right click and rename the existing folder to REST.old. WARNING: If the REST Database is located in the c:\Rest folder, or if you are on the fileSMART server, please skip this step and advise Rockend Support

How to Reinstall the Program

- Browse to the location of the upgrade folder by going to your START Menu > Computer and click on the drive that REST sits on (this may be your R drive or designated drive).
- Locate the REST Folder > Upgrade and click on the icon called Setup.exe (this should look like the rest icon with setup or setup.exe beside it).

rganize 👻 Include in library 👻	Share	with 🕶 Burn New folder			8	2
Libraries	*	Name	Date modified	Туре	Size	
		Data1.cab	24/08/2012 12:58	Cabinet File	45,659 KB	
Computer		🔂 REST Professional 9.5.03.msi	24/08/2012 12:58		10,965 KB	
Windows (C:)		🔤 Setup.exe	20/10/2011 12:08	Application	28 KB	
ADLForms		Setup2.exe	24/08/2012 12:58	Application	79,318 KB	
Binaries						
	Ξ					
📕 client						
Drivers						
鷆 Intel						
퉬 kworking						
🍌 kworking1						
퉬 PerfLogs						
鷆 Program Files						
🍌 Program Files (x86)						
퉬 REST						
🕌 REST9.5						
🐌 REST85						
🍌 rest8606						
REST9004						

3. This will generate the Installshield Wizard, Click Next to the Welcome screen.



4. Leave the below fields to the default information and click Next at each prompt

REST Professional 9.5.03 - InstallShield Wizard Image: Customer Information Please enter your information. Image: Customer Information	
User Name: Rockend Pty Ltd	Install REST Professional 9.5.03 to: C: REST\ Change
Grganization: Rockend Pty Ltd	
InstallShield	InstallShield Cancel

5. Select Anyone who uses this computer (all users)

	onal 9.5.03 - InstallShield W	zard		23
Rest Floressi	onal 5.5.05 - Instanometu w	2410		
Ready to Inst	all the Program			$\langle \rangle$
The wizard is	ready to begin installation.			2
If you want to exit the wizar	o review or change any of you d.	r installation settin	gs, click Back. Click (Cancel to
Install this ap	blication for:			
	Anyone who uses t	his computer (all u	sers)	
	Only for me (Rockend Pty Ltd)		
InstallShield				
		< Back	Install	Cancel

- 6. Click Install and the release notes for that version can be printed out
- 7. Ensure the c:\Rest folder has Full Permissions for Everyone

How to Connect to Database

- 1. Log into REST as normal
- 2. The database connection wizard will appear. Click Next

3. Click on Connect to database and click Next

abase Connection Wizard	23
Database Connection	25
Do you want to install a new database or connect to an existing database or disconnect an existing database.	
Install new database	
This will create a blank set of data	
Connect to database	
This will allow you to access existing data	
Disconnect a database	
This will remove access to a specified database from this workstatic	
< Back Next >	Cancel

- 9. Click on Browse and browse to the server location
- 10. Locate REST > Data
- 11. Click on rmconfig and click Open
- 12. Click Next and then Finish
- 13. Log into REST as normal

16/05/2017 2:35 pm AEST