

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 |
|--|---|---|
| BEST Information Gient File Locations Versions Archive | 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')

| diust 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

| | | | | | | 8 |
|--|--|---------------------------------|--|---------------|------------------|---|
| Control Panel + | All Control Panel Items Programs and Features | | ▼ ⁴ 7 | Search Progra | oms and Features | Q |
| Control Panel Home View instelled updates | Uninstall or change a program | click Uninstall. Change. or Rec | pair. | | | |
| Turn Windows features on or off | Organize 🔻 Uninstall Change Repair | | | | | 0 |
| Install a program from the | Name | Dublicher | Installed On | Size | Version | - |
| network | Rente Charlinka | Manage Comparison | 20/04/2012 | 20.4.140 | 4.0.50926.0 | |
| | Victosoft Silveright | Microsoft Corporation | 12/01/2012 | 20.4 MID | 4.0.30620.0 | |
| | Microsoft SQL Server Compact 3 5 SP2 ENU | Microsoft Corporation | 01/03/2012 | 3 39 MB | 3 5 8080 0 | |
| | Microsoft SQL Server Compact 3.5 SP2 x64 ENU | Microsoft Corporation | 01/03/2012 | 4.51 MB | 3.5.8080.0 | |
| | Microsoft SQL Server Management Studio Express | Microsoft Corporation | 17/01/2012 | 89.5 MB | 9.00.5000.00 | |
| | Microsoft SOL 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 SOL 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 nView135.85 | NVIDIA Corporation | 08/07/2011 | | 135.85 | |
| | 🔤 REST Pr fessional 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 | |
| | ERPUpload 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 | - |
| | Rockend Technology Product version: 9.5.0 Help link: http | B Support ://www.rockend.co | link: http://www.rock Size: 79.0 MB | end.com.au/ | | |

- 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).

| 🕤 🚽 📲 🖡 Computer 🕨 Windows | s(C:) KES185 + school + AdvanceCom + Up | grade 🕨 | - + Search U | pgrade | , |
|---------------------------------|---|------------------|-------------------|-----------|-------|
| Organize 👻 Include in library 👻 | Share with - Burn New folder | | | 8== - | · 🔳 🔞 |
| | ^ Name | Date modified | Туре | Size | |
| 🥅 Libraries | 🗄 Data1.cab | 24/08/2012 12:58 | Cabinet File | 45,659 KB | |
| 💶 Computer | REST Professional 9.5.03.msi | 24/08/2012 12:58 | Windows Installer | 10,965 KB | |
| Secondaria (C:) | Setup.exe | 20/10/2011 12:08 | Application | 28 KB | |
| ADLForms | Setup2.exe | 24/08/2012 12:58 | Application | 79,318 KB | |
| 퉬 Binaries | - | | | | |
| CDJUNE | = | | | | |
| 🕌 client | | | | | |
| J Drivers | | | | | |
| Intel | | | | | |
| kworking | | | | | |
| PerfLogs | | | | | |
| Program Files | | | | | |
| Program Files (x86) | | | | | |
| 퉬 REST | | | | | |
| REST9.5 | | | | | |
| REST85 | | | | | |
| Prestabub | _ | | | | |
| 4 items | | | | | |

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 [™] Customer Information Please enter your information . | |
|---|--|
| User Name: Rockend Pty Ltd | Install REST Professional 9.5.03 to: C:\REST\ Change |
| grganization: Rockend Pty Ltd | |
| | |
| InstallShield Cancel | InstallShield |

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

| 😸 REST Professional 9.5 | 5.03 - InstallShield Wizard | X |
|--|--|-------------------|
| Ready to Install the | Program | $\langle \rangle$ |
| The wizard is ready to | begin installation. | 2 |
| If you want to review exit the wizard. | or change any of your installation settings, dick Back. Clic | k Cancel to |
| Install this application | for: | |
| | Anyone who uses this computer (all users) |] |
| | Only for me (Rockend Pty Ltd) |] |
| | | |
| | | |
| | | |
| InstallShield | | |
| | < Back Instal | 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