

# SOFTWARE APPLICATION ERROR TROUBLESHOOTING DIY GUIDE

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If one of the software applications that you use on a regular basis suddenly generates an error message and will not allow you to continue you can try this simple guide to correcting the issue. However, use this guide at your own risk. You should have a general understanding of how to install and uninstall software applications and programs on your system if you plan to use this guide. If you aren't sure what you are doing, please call and speak to one of our technicians or consult your operating system documentation before using these procedures. It is possible that the use of these procedures could result in data loss or system failure if not performed correctly.

1. If you are experiencing a problem with a software application that was recently working properly, but now generates an error message when you try to use it; the first thing you must do is retrace your steps.
2. Have you installed any new software on your system between the last time you were able to successfully use the broken application and now?

3. If so, there may be a conflict between the old software and the new software that you have installed. Consult the documentation that accompanied the new software and the documentation for the formally working software to see if there is any mention of restrictions or conflicts. Also, verify that your computer hardware meets the minimum requirements for the application(s). You can find this information listed on the software installation guide(s) or packaging.
4. If you cannot think of any new software that has been installed or that might be causing a problem then uninstalling and reinstalling the program might correct the issue. If you feel that no new software has been installed and you wish to uninstall and reinstall then skip to step 9 otherwise continue to step 5.
5. Uninstalling any new program(s) that have been installed recently may free up your application to start working again. If you would like to try doing this then, be sure that you have at least a basic understanding of how to install and uninstall software applications on your system before continuing.
6. Proceed to uninstalling the suspect application(s) - being very sure to use the proper uninstallation procedure. If you are not familiar with the steps used to uninstall programs and applications from your system do not try these procedures until you have studied the correct procedures to do so for your operating system.
7. After uninstalling each new application that you suspect may have been causing an issue; completely power your system down and wait at least 2 minutes before powering back up.
8. If after uninstalling any new software applications installed recently, and you have made sure to reboot your system, you are still getting an error with the problematic software; you can try uninstalling and reinstalling the application itself - But WAIT, please read on.

9. Before you uninstall your application make sure that you have the installation disk and guide that will be needed to reinstall your software. Read the installation guide carefully! Verify that all the installation disks are present and that you have the proper license key to perform a re-installation after you have uninstalled the application. Failure to verify these facts can lead to a situation where your software cannot be reinstalled.
10. Ok now, if are sure that you feel comfortable knowing that you have everything you will need to reinstall the software; you can go ahead and uninstall your application now.
11. If you are not familiar with the process that is required to uninstall software on your system then you shouldn't even be trying to use this guide.
12. Once the uninstall has completed – power the system all the way down. Do not use the system restart. Do a complete system shutdown and wait at least 2 minutes before you power the system back up.
13. You can now attempt to reinstall your application and hopefully your software will be working once again.

**With any luck your software will now be working perfectly again.**

**However, if you are still experiencing problems please feel free to call one of our technicians for further instruction. 210-260-0045.**

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# Software Troubleshooting

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