SYMPTOM: When you try to run The THERAPIST, it does not run and does not even display the initial program "splash" screen. This almost always indicates that some other software that is running is preventing The THERAPIST from opening.

CONFIRMING: Usually, when this happens there are several copies of The THERAPIST trying to run but are being prevented from fully starting up. To confirm that this is indeed happening, open the Windows Task Manager. Follow these steps:

1. Press Ctrl+Alt+Delete at the same time. A popup menu will give you the option to start Task Manager.

2. Once Task Manager starts, change to the Processes tab (the Details tab in Windows 8). Make sure the list is in alphabetical order. If it isn't, click on the Image Name column header to sort the list.

3. Look for processes named ThWin.exe. If you don't find copies of ThWin.exe running, then **this is not the problem**.

4. There should be a copy of ThWin.exe listed for each time you attempted to run the program. For each copy of ThWin.exe you find, highlight it and click the End Process button. It may take several seconds to clear and you may be asked to confirm your action.

RESULOTION: There are two known ways to resolve this issue, the quick way which sometimes works and the long and slow way, which has never failed (so far).

Quick Resolution: Open your anti-virus or other anti-malware software. Somewhere, there is a setting that lets you tell the program what other programs and files or folders to ignore. Tell it to ignore everything in c:\Program Files\Beaver Creek Software (or c:\Program Files (x86)\Beaver Creek Software) and its subfolders. Also tell it to ignore the data folder which, unless you have changed it, is found in:

   c:\Documents and Settings\All Users\Documents\The THERAPIST\EZ   In Windows XP

   c:\Users\Public\Documents\The THERAPIST\EZ   in Windows Vista and later

Long Resolution: The first stage of resolving the problem is also the final confirmation that there is a software conflict.

   NOTE: This is a time consuming process that will require you to restart your computer at least once and, more likely, many times.

A general outline of the process is to disable programs that start up automatically when Windows starts, restart the computer, and try to run The THERAPIST. If it runs, re-enable one or more of the startup programs, restart the computer and again try to run The THERAPIST. This process is repeated until you have identified the offending program. Follow these steps:

1. Run the System Configuration Utility, MSCONFIG, as follows.

      For Windows XP Left click on Start select Run

      For Windows VISTA, Windows 7, or Windows 8, press and hold the Windows button on your

keyboard and tap the R key. The Windows button is the one with the Windows ⊞ logo on it at the bottom and near the ALT and Ctrl keys. This opens a small window labeled Run or Open.

2. On the Open or Run command line type **MSCONFIG** and press Enter to start the System Configuration Utility.

3. In the System Configuration Utility, go to the Startup tab.

4. Click the button labeled **Disable All**. Click the **Apply** button and restart the computer.

5. When Windows is fully loaded, try to start The THERAPIST. If The THERAPIST still does not start and open normally , you will know that none of the startup programs you disabled were what was interfering with The THERAPIST . If, on the other hand, The THERAPIST does run and open normally, you know that one or more of the startup programs were preventing The THERAPIST from opening.

6. Go back to step one and run MSCONFIG again and again go to the Startup tab. This time enable one or a group of startup programs. Click the **Apply** button and again restart the computer. When Windows is fully loaded, again try to run The THERAPIST. If The THERAPIST does not open normally, you know that one of the programs that you just enabled was the culprit and you need to narrow it down to a single program. If The THERAPIST does open normally, repeat the process and enable another program or group of programs.

7. Repeat this cycle until you have identified the program that causes The THERAPIST to be unable to open normally.

8. In MSCONFIG, on the Startup tab, select the offending program. If you know what it is, you can decide which program, the offender or The THERAPIST is more important to you.

9. If you don't recognize the program, look at the **Command** column. If you hover your mouse over that row in the Command column for a second or two, a popup message will show you the full command. Look for the last part of the command, after the final back-slash. This is the name of the executable file (program) that is causing the problem. Write down the name and do an internet search.

The bad part of this process is how long it can take. The good part is that, so far at least, it has never failed to correct the problem.