



Reinstalling The THERAPIST Pro

Technical Bulletin P25006

The THERAPIST Pro

Updated 9/22/2011

These instructions are designed for situations where you are reinstalling The THERAPIST on the same computer or are installing The THERAPIST on a second non-networked computer.

NOTE: The THERAPIST is licensed to be installed on one computer. Installing the software on a second computer, unless it is a direct replacement, is not free.

1. On your old computer, make backups of your global data and each of your practices.

Using your most recent installation CD, install The THERAPIST. You can contact Customer Service at 800-895-3344 to order a maintenance release CD with the most current version. One of the last screens you will see during the installation is a Check Box asking if you would like to run The THERAPIST or not and you should remove the check and click on Next.

IMPORTANT: DO NOT RUN THE PROGRAM YET!

2. If you are installing The THERAPIST onto a computer running Windows Vista or Windows 7, you will need to install from a CD of version 2.5.029 or later. **DO NOT INSTALL ONTO WINDOWS VISTA or Windows 7 from a CD earlier than version 2.5.029!** If your CD is earlier, contact Customer Service to order a maintenance release CD with the most current version.
3. If you did not install the most recent release of The THERAPIST, you can download an update from the Beaver Creek Software web site at <http://www.beaverlog.com/therapist/download>.
4. Restore your data using the Backup and Restore utility. From the Windows Start button go to:

All Programs > The THERAPIST > Backup and Restore Utility

or

All Programs > Beaver Creek Software > The THERAPIST > Backup and Restore Utility.

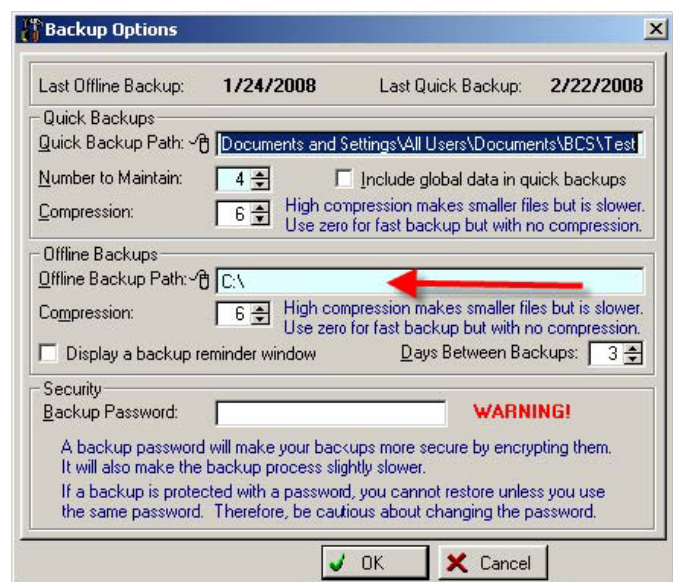
The login name (until you restore global data) is **ADMIN** and the password is **ADMINPASS**.

5. If your data is stored on a Flash Drive (Memory Stick, Thumb Drive, etc.) or a CD you may need to change the Offline Backup Path. To make this correction go to

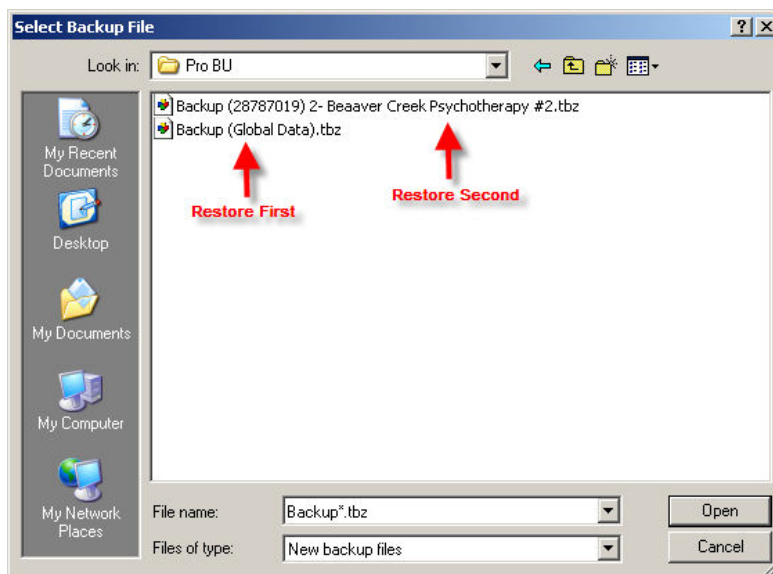
File > Backup Options

and change the Offline Backup Path to the correct path (drive letter) where the Offline Backup is stored. Click OK to save your changes. If you right-click your mouse in this field, you can select a path.

6. If your data was backed up from a computer with a backup password, you must have the same password to be able to restore it. If you don't know the password, you won't be able to restore your data.



7. From the menu, select **File > Restore Offline Backup**. A window opens where you can select the file to restore. You may have to navigate to a different drive or folder to locate the backup files. Once you have found the files, select the Global Data backup file and click Open to restore your practice data first.
8. The system will ask for the last disk first. If you are restoring from a Flash Drive or CD click on OK on this message.
9. Repeat steps 7 and 8 to restore each of your practices.
10. Run The THERAPIST. It may ask you for a synchronization code. You have ten days to obtain this code from Customer Service which you can reach at 800-895-3344.
11. Be sure to fax or mail the registration from the new installation. To print the form, go to:



Setup > Preferences > Program Preferences > Registered Owner Tab

and press the Print Registration Form button. You can mail the form or fax it to 541-752-5221.

NOTE: If you have difficulty and have backed up your data using a CD or a Zip file, you can contact tech support for help by calling 541-752-7563. This is not necessarily a free call.

Removing The THERAPIST from your Old Computer

To avoid a charge for a secondary installation, you can print and send us a Removal Verification Form from your old computer. This form must be submitted prior to the Synchronization Code being issued and you should have 10 days after installing The THERAPIST on the new computer prior to the code being needed. Please verify the information is accurate on the new computer prior to running this utility. To print the Removal Verification Form please follow these steps:

1. Make sure The THERAPIST is closed.
2. From the Windows Start button, select Programs or All programs then go to
The THERAPIST > Administrator Utility
or
Beaver Creek Software > The THERAPIST Pro > Administrator Utility
3. Log into the Administrator Utility with your normal login then go to **File > Disable The THERAPIST**.
4. When this process is complete a Verification form will be sent to your printer that you can either mail or fax to us using the information on the sheet.

IMPORTANT: Do not disable The THERAPIST on your old computer until you have it installed on the new computer and your data has been restored and verified on the new computer.