



Counselog 3.1

Brief starting instructions

(This file will also occur in the ‘Documentation’ folder on the release CD. If they are different, the copy sent by email with your Permit file is more up-to-date.)

Please ensure that you check ‘Counselog 3.1 known “features”, bugs and needed clarifications’ on page 4 after installation or if something unexpected occurs during installation.

To Install Counselog 3.1 from a release CD

Installing the Counselog 3.1 program

When you have ordered Counselog, you will receive a CD in the post. Here is what to do to install the Counselog 3.1 product in this situation:

:

1. put the CD into your CD-ROM drive
2. the installation should begin to run itself, showing a big grey dialog box with ‘Copying files, please stand by...’. Be patient!

But if not, carry out steps 3 to 6 below, otherwise skip to instruction 8.

3. click the “Start” button.
4. click “Run...”.
5. type “**D:/setup**” (no spaces, if it complains it cannot find the file, try “**E:/setup**”.)
6. click on “OK”.
7. the installation should now begin to run itself.
8. **in Windows XP**: agree with whatever the installing program says or recommends! *Especially if a message appears entitled ‘Version conflict’: click ‘Yes’ to the question ‘Do you want to keep this file?’.* The installation should end with “Counselog setup was completed successfully.”.

in Windows Vista: see next page.

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9. **in Windows Vista:** it is at present a bit more complicated but will probably be simplified in the future. Follow these instructions carefully, the installation messages and events are given in great detail to ensure the correct sequence and responses are given:

Computer displays...	Your response
"Copying files, please standby"	no action
"Welcome to the Counselog 3.1 Installation Program"	"OK"
"Begin the Installation..."	click computer picture button
"Installing Access Runtime..."	no action
"Choose Program Group"	"Continue"
"Counselog 3.1 setup" progress thermometer	no action
"Version Conflict" compatui.dll "...keep this file?"	"yes"
"Version conflict" srrun.dll "...keep this file?"	"yes"
"An error occurred while registering ... compatui.dll"	"Ignore"
"The procedure entry point _loadVersionedResourceEx@16 ... MSDART.DLL"	"OK"
"An error occurred while registering ... msjro.dll"	"Ignore"
"Counselog 3.1 Setup was completed successfully!"	"OK"

Vista User Access Control (UAC) may ask you to confirm that you really want to do this installation. Answer 'Yes', 'Allow' or 'Continue' as appropriate...

Please note that there are further notes about Vista in the following sections 'When Successfully Installed' and 'Counselog 3.1 known "features", bugs and needed clarifications' .

To Install Counselog 3.1 from the website download

Installing the Counselog 3.1 program


When you have ordered Counselog via the website, you will be invited to download the release package. Here is what to do to install the Counselog 3.1 product in this situation:

1. Double-left-click on the file just downloaded
2. The contents of this file are revealed.
3. Double-left-click the file called "**setup.exe**" that is among those just revealed...
Note that, when the downloaded file is double-clicked on, a notice may pop-up that says that a 'setup.exe' file is contained in it and would you like to install the package. In that case, agree and
4. ... the installation should now begin to run itself.
5. go on from point 8 or 9 in the CD instructions above, following Windows XP or Vista procedure as required.

When Installed Successfully

Check your PC or laptop is set to the correct resolution (see 'Screen Appearance' below).

To start the program:

1. Save the file **Cg3 PERMIT <your name>.cghide** attached to your introductory email anywhere on your computer, maybe the desktop.
2. Click the "Start" button (bottom-left of your screen).
3. If the  icon is not already visible, left-click "All Programs" on the dialog box that pops up, and find "Counselog 3.1".
4. Left-click on the icon.

Please note that, for the present release of Counselog for Vista (3.1.2), Counselog should always be started by right-clicking the Counselog icon and then selecting 'Run as Administrator'.

(Alternatively, to avoid this rigmarole every time you invoke Counselog in Vista:

1. Right-click on the Counselog icon
2. Click properties
3. Select the Shortcut tab
4. Click the Advanced button
5. Check the Run as Administrator box
6. Click Ok to exit from both dialog boxes)

Counselog will open and tell you that first time setup is starting. Click 'OK' to this. Make sure it declares a successful setup when it has run, which may take up to a couple of minutes. Either way, click 'OK' to this message also. If setup was not successful, contact support@counselog.com

As first time setup ends, an email will be produced to let P4RTNERS know that your installation was successful. You do not have to send it but it would be useful if you did. If your computer has no email set up, some Outlook or Outlook Express message(s) will appear to say the email could not be sent, such as "The password was invalid... in step 15". Not very intuitive.

The User that comes with Counselog is '**example**' - Pick it from the one-option pull-down list - and the password is "**specify**" (all in lower-case) which you type in yourself.

In Windows Vista:

- you may get an informational message that "No profile has been created...", OK this. This is a normal part of Windows Vista's functioning.
- At the end of this first time start-up only, before you first log in, you will get a message "The expression on open ... cancelled the previous operation" will appear, OK it. Then log in using username 'example' and password 'specify'. The screen will go grey. Close the window using the Close button. When you open Counselog subsequently, this will not happen and Counselog will

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function correctly. This message will be suppressed in the next release of Counselog..

The PERMIT file is specific to up to two of your current PCs/laptops. If this changes and you need to move Counselog to a new computer, please contact support@counselog.com for a new PERMIT file .

It is a very good idea if you are new to Counselog to go through “Getting going with Counselog 3.1”.

To Update your computer to Counselog 3.1

This procedure is described in a separate document: ‘Counselog 3.1 upgrading instructions.doc’, which you will receive if you are known to be upgrading.

Installation Instructions end here. The rest of this document contains other, often useful, information...

Screen Appearance

Counselog 3.1 will display itself properly on screen resolutions of 1024 by 768 and greater.

This is set by right-clicking on the PC's desktop and selecting 'Properties', then the 'Settings' tab and sliding 'Screen resolution' to that setting or a larger one. 'Larger' means bigger numbers (for example '1152 by 864'). It is also recommended that 16-bit colours should be selected for best appearance. This is found in the same dialog box as 'Screen Resolution', in the left-hand 'Color quality' list box.

The ‘Extras’ Folder

This contains some free software tools you may find useful They have been tried and found useful by other Users and P4RTNERS.

They are:

- ATnotes: this enables you to post post-it notes on your desktop (and much more).
- Cobian: this provides easy regular backups of your software on and off your PC.
- MultiRes: this gives a easy facility for swapping between different screen resolutions on your computer. Refer to section ‘Screen Appearance’, above.

The ‘Documentation’ Folder

This contains various forms and documents associated with Counselog 3.1. **Please note**, if any of these documents are also emailed at the time of delivery of Counselog 3.1, they will be more up-to-date in the mailing than in this folder.

If Problems Arise in Use

Make a note of the error, behaviour and/or message displayed and email this, together with version of Windows you have on your PC and a detailed description of what you were doing (in your own words, no need to try to be dreadfully technical...) when things went wrong, to support@counselog.com, with “COUNSELOG QUERY” in the Subject line.

When you notify a Problem

We will endeavour to get back to you within a couple of days, probably by phone or alternatively, if appropriate, by email.

Hopefully to Reassure you...

This is Counselog 3.1, the fourth official release. Previous releases have proved pretty stable and this is largely based on that previous release with some improvements. Also we have tested this release 3.1 with real-life Counsellors. **In spite of this, as with any new software, there may be some imperfections in the product and its documentation.** We will incorporate any sensible improvements and all bug fixes in the product as soon as practical and, if necessary, re-issue the product to those who need it. The support provided for Counselog will last for one calendar year from date of shipping the installation CD-ROM.

Data Protection Act

We have spoken to someone with legal and counselling authority and experience and they confirm that **you need Data Protection registration to keep your counselling information on a PC. After 2007, it will become mandatory for your paper data as well as computer-stored data to be registered under the Data protection Act.** You can run but you can't hide! Internet links to the Data Protection Registrar are to be found in the Counselog Help information under 'DATA PROTECTION' under the main title 'Security and Privacy'.

The Licence

The formal text of this licence was included in the Order Form you used and signed to obtain Counselog. Counselog is licenced for use by Users. **P4RTNERS counts Users, not the number of computers on which Counselog is installed.** **In short**, the licence says that only registered (paid-up) Users of Counselog can make use of it on the computers (up to two) whose identity they disclosed in that order. Their copy of Counselog will not function on any other computer. Registered Users, however, may use Counselog on any computer whose identity has been disclosed in an order from any other Counselog User. If further clarification is required, please contact sales@counselog.com.

Safety Copies of your Information

The folder 'C:\Program Files\counselog 3.1\Cg3 backups\

If the database is corrupted, the most recent backup 'counselog UB <your user name> LAST.mdb' should be copied back to the 'C:\Program Files\counselog 3.1' folder and renamed to 'counselog US <your user name>.mdb' (note the underlined difference). Any information entered into Counselog since the last backup will be lost but any dating before that will be reinstated.

Counselog 3.1 known "features", bugs and needed clarifications

If any problem arises, please contact support@counselog.com for fast assistance.

The following problems have been detected since Counselog 3.1.0 was released. **They may not apply to every User** so there is no need to worry if don't come across them in your Counselog!

These problems are also listed on the website www.Counselog.com in the User-only site page Support Information – this may well be more up-to-date than this document.

1. **Truncated 'Diagnosis 2' in the emailable Team Status spreadsheet.**
You may find that this Field contains only the leading characters of what you entered in the database. This Field will be intact in other places in Counselog. This is an obscure fault to do with the interface of MS Excel and MS Access. There is no **solution** at present apart from using short diagnoses for 'Diagnosis 2'. *This is an obscure bug but is being looked into.*
2. **Silly session numbers for pre-Counselog Clients.**
When the first session is entered for a Client new to Counselog, you have the choice of giving it a session number that corresponds to the number of sessions they had before Counselog was used for recording their sessions, *plus one*. So if the Client was seen for **10** sessions then Counselog recording started, the first session in Counselog could be set to **11**. This is not obligatory, of course. The problem arises if you do this and then start adding into Counselog the (hand-written or whatever) first 10 sessions. the session numbers in Counselog (old and new) will be assigned in the correct order according to the dates they happened. However, the actual session numbers will be wrong. So if you put the first session in Counselog as session 11 and then you enter the sessions previous to Counselog, the resulting session numbers (although they will be in the correct order for dates) *may* start with 12 and go on 13, 14, ... Everything else about session numbering works. The best **solution**, for the time being, is to leave the first Counselog session at 1 even if you have had previous session. *This could not be fixed in time for release but is being investigated.*
3. **In Windows Vista:** When you first save information in Counselog, say a session or Client, you may get a message asking whether to switch to XML (something to do with encryption, ...) for Counselog data, answer "NO" and it won't bother you again. This message may well come up behind the Counselog window and make it appear that Counselog has stopped! If this happens, use the Task Manager (Ctrl-Alt_del) and 'End Task' to close down Counselog, when the message will become visible. A way to avoid this will be researched in time for the next Vista release of Counselog.

Finally

We hope that Counselog will prove a useful aid to your counselling, helping you to concentrate on your vocation and reducing the practical bureaucratic burdens associated with it.

We apologise for the vagaries of Windows Vista but this is a new Operating System with all the instabilities that usually entails!