



Brief Installation Instructions

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Note: This file will also occur in the 'Documentation' folder on the release or download. If they are different, the copy sent by email with your Permit file is more up-to-date.

Counselog 4.0 Installation instructions

Note: Under Windows Vista or Windows 7, messages will appear with monotonous regularity asking whether to proceed with what you are doing. In the case of installing or using Counselog, always go ahead, “trusting” Counselog.

To Install Counselog 4.0 from a release CD

When you have ordered Counselog, you will receive a CD in the post. Here is what to do to install the Counselog 4.0 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 7.

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.

Note: During installation in step 7, if a Version Conflict message appears, answer “No” to it. If a Registering message appears, answer “Ignore” to it.

To Install Counselog 4.0 from the Website Download

When you have ordered Counselog via the website, you will be invited to download the 30-day trial package. Here is what to do to install the Counselog 4.0 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...
4. **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
5. ...the installation should now begin to run itself according to what happens in step 7 in the CD instructions above, including the Note that follows it..

Note: In both cases, the installation process may request that the computer be re-started during the installation. This is normal and should be OKed.

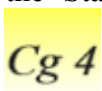
When Installed Successfully

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

To introduce Counselog 4.0 to Windows Vista and Windows 7 only:

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 each dialog box.

To start the program:

1. Save the file **Cg4 PERMIT <your name>.cghide** attached to your introductory email anywhere on your computer, best to the desktop.
2. Click the 'Start' button (bottom-left of your screen).
3. If the  icon is not already visible, do the following. Under Windows XP, left-click 'All Programs' on the dialog box that pops up, and find 'Counselog 4.0.0'. In Windows Vista, type 'counselog' when the Counselog icon will appear above.
4. Left-click on the Counselog icon.

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 that message also. If setup was not successful, note the error message that appears and 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* - it helps us in our support of your installation. 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'. That is not a problem – OK it.

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

An introduction page will appear that describes Counselog 4 and the a page where your Counsellor details can be entered – this can be done at a later time but is best done then - especially setting up a password known only to you for User example.

Note in Windows Vista only:

- 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 may 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

function correctly.

Note: the PERMIT file you receive is specific to the up to two PC(s)/laptop(s) whose Identifiers you provided on licensing. If computers or 'C: drive' disks changes and you need to run Counselog under these new conditions, please contact support@counselog.com for a new Permit file and instructions on how to move your data to the new computer .

It is a very good idea if you are new to Counselog to go through 'Getting going with Counselog 4.0'.

Screen Appearance

Counselog 4.0 will display itself properly on screen resolutions of 1024 by 768 and greater. Some screen resolutions do not have the same aspect ratio (length to width of screen) and some experimentation will be required to determine the best one to display complete Counselog forms. This happens with wide-screens and NetBooks. (This screen resolution is set by right-clicking on the PC's desktop and selecting 'Properties', then the 'Settings' tab and sliding 'Screen resolution' to the 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 **PARTNERS**. *Please note that the installation files found in the Extras folder may not be the latest release available.*

They are:

- **ATnotes:** this enables you to post post-it notes on your desktop and other computers' desktop on your network (and much more).
- **Cobian:** this provides easy regular backups of your software on and off your PC.
- **MultiRes:** this gives an alternative easy facility for swapping between different screen resolutions on your computer. Refer to section 'Screen Appearance', above.
- **Eraser:** this tool erases files as opposed to deleting them. When erased a file cannot be retrieved by any means (as it can when just deleted). This may be useful with files associated with Counselog, which require the maximum security.

The 'Documentation' Folder

This contains various forms and documents associated with Counselog 4.0. **Please note**, if any of these documents are also emailed at the time of delivery of Counselog 4.0, 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. This can easily be done from the Counselog front page, link 'Counselog Support email'.

When you Notify a Problem or Have an Enquiry

We will endeavour to get back to you within a couple of days, probably by phone or alternatively, if appropriate, by email. We will respond as fast as possible to your communications but will not normally chase you for **them**.

Hopefully to Reassure you...

This is Counselog 4.0, the fifth official release. Previous releases have proved pretty stable and this is largely based on the previous release with some improvements. Also we have tested this release 4.0 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 first installing it. Thereafter you will be reminded to renew your support for additional years.

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 became mandatory for your paper data as well as computer-stored data to be registered under the Data protection Act.) 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 a Counselog licence. 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, licenced) 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.

The **30-day trial** of Counselog enables prospective Users to run Counselog on any computer for the 30 days, after which time a Permit file (received on licencing) will be required to continue using Counselog under the above conditions.

If further clarification is required, please contact sales@counselog.com .

Safety Copies of your Information

The folder 'C:\Program Files\counselog 4.0.0\Cg4 backups\

Counselog 4.0 Installation instructions

These safety copies can be saved by you, to removable media available on your PC, such as CDs or memory sticks, or to other PCs on your network if available. See 'COPYING INFORMATION off YOUR COMPUTER' under the main title 'Security and Privacy' in the Help information.

If the database is damaged, the most recent backup 'Cg4 UB <your user name> LAST.mdb' should be copied back to the 'C:\Program Files\counselog 4.0.0' folder and renamed to 'Cg4 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 4.0 Known 'Features', Bugs and Needed Clarifications

If any problem arises, first refer to the web site's www.counselog.com private page **Support Information**, accessed via the Users log-in page. You will have received a username and password to access the private section of the website when you licenced the product. If the above does not help, please contact support@counselog.com for assistance.

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. Thank you for using Counselog.