Cannot run from server restore or zip drive backup

CVLT-II Scoring Assistant software does not require ordering new administrations (report credits) for the software. If you receive a message saying you must purchase new administrations, the program is not installed properly.

The CVLT-II installation places certain files and folders on your computer system. If you are using a backup copy from a zipped backup, these items may be missing. You must uninstall and completely remove CVLT-II and install the software from the original program media.

If the original backup is no longer available, backup the CVLT II database before you uninstall the software. Follow these steps to complete the process:

 To backup the database:

- Use Windows Explorer to display the drive and folder with the database file.
- Right-mouse click Start, select Explore.
- Double-click {Program Files} and highlight the folder C:\CVLT II SA\Data.
- Click Edit, Copy.
- Display the contents of the drive or folder to which you want to copy the files.
- Click Edit, Paste.

Uninstall CVLT-II from Windows Control Panel Add/Remove Programs. Restart the computer. You may need to also use the CVLT-II Uninstall Cleanup program to completely remove the software from your computer. This program will remove remnants of previous CVLT-II installations from your computer so you can reinstall the program. You can request the Uninstall Cleanup program from the Technical Support Center. Send your email request to esupport@pearson.com.

 When you receive the file, save the e-mail attachment {CVLT II Uninstall.exe} to the hard drive, and follow these steps to run the Patch:

- Locate the saved e-mail attachment and double-click to launch the CVLT-II Uninstall Cleanup Patch.
- Click OK. WinZip will extract all files to the C:\Windows\TEMP folder.
- Access the C:\Windows\TEMP folder and locate the Setup.exe file.
- Double-click the file to run the Setup.exe program.