

Email – support@axxya.com Help - Center -- www.nutritionistpro.com/help-center/ For faster service please either update your current ticket or submit a new one. You can do that 2 ways -- through the webpage above or by emailing us.

Nutritionist Pro Standalone PROGRAM INSTALLED UNDER PROGRAM FILES steps for clients

Due to the latest OS and their virtualized environments, we have changed how our product now installs.

Follow these steps in the this order

Make backups of the 3 databases you may have

- 1. If you see the message below.
 - A. The previous version of Nutritionist Pro is installed under Program files and this install will not install at present. Make a back-up of the database and call or email Axxya Systems Technical support team at 1.800-.709.2799 or support@axxya.com for steps on how to complete this upgrade.
- The location of the 3 databases could be in these locations. <u>Check in all 3 locations to make</u> <u>sure your data is not lost</u>

a. One location

- i. Windows explorer/C drive/Program files/Axxya Systems/Nutritionist Pro/Nutritionist Pro.mdb.
 - A. Copy this database to your desktop and note the date stamp and size
- b. <u>2nd location</u>
 - i. Windows explorer/C drive/Program files/Axxya Systems/Nutritionist Pro/<u>NP</u> <u>Backup folder</u>/Nutritionist Pro.mdb.
 - A. Copy this database to your desktop and note the date stamp and size
- c. <u>3rd location</u>
 - i. Is under the virtual store these steps below will show you how to get to that location
 - ii. The location is either
 - C:\Users*User Profile*\App Data\Local\Virtual Store\Program Files\Axxya System\Nutritionist Pro\Nutritionist Pro.mdb

- 1. Copy this database to your desktop and note the date stamp and size
- B. Or check in both these locations
 - C:\Users*User Profile*\App Data\<u>Roaming</u>\Virtual Store\Program Files\Axxya System\Nutritionist Pro\Nutritionist Pro.mdb
 - 1. Copy this database to your desktop and note the date stamp and size
- C. If you need help in how to access this path then see the images towards the end of the document

After saving the 3 databases its time to uninstall and reinstall

- VERY IMPORTANT DO NOT follow this step until the above 3 databases are found and saved on the desktop or flash drive or your data will be lost.
- Uninstall the software (YOU MUST MAKE SURE TO KEEP THE MDB DATABASE FILES FROM THE 3 PLACES ABOVE. IF YOU UNINSTALL WITHOUT THAT STEP THE CUSTOM DATA WILL BE LOST)
- Remove the residual folders left over after installation under windows explorer.
- Then install the new version. It will install under C:/. Next paste the database file that was used the last or is the largest in size into the installation folder. You determine which of the 3 to paste by reviewing the section above where you made backups of the mdb.
- Let's assume you didn't find an mdb in the virtual store, then you will paste in the database that you copied from the program files/Axxya systems/nutritionist pro folder, which will be the largest and most recently used database.
- Once you paste it in then launch the data update exe and the data update will start. To find the dataupdate.exe go to
 - Start /all programs /Axxya systems/nutritionistpro data update. Let the data update finish and close the window.
- The software can then be opened. It should be the version you wanted to install and your custom data should be there. Check to make sure once the data update has finished.

Images to show you how to find the virtual store database 3rd location as shown above

Please Click on Start and Go to computer

Wozilla Firefox Senail Mozilla Thunderbird	
Remote Desktop Connection	welcome
Calculator	Documents
	Pictures
Microsoft Office Excel 2007	Music
	Games
	Recent Items 🕨 🕨
Microsoft Office Word 2007	Computer
TeamViewer 7	Network
LC media player	Connect To
Paint Paint	Control Panel
	Default Programs
All Programs	Help and Support
Start Search	() ≜ →

Open C Drive



👔 Local Disk (C:)				_ _ _ _ _
GO- 🖉 ·	Computer 🝷 Local Disk (C:) 👻		🝷 🚱 Search	
File Edit View	Tools Help Map Network Drive	1		
Favorite Links	Disconnect Network Drive Open Sync Center	- Date modified - Type 10/19/2011 4:07 File Folder	▼ Size ▼	
Dropbox	Folder Options	10/19/2011 4:09 File Folder		
Pictures	PerfLogs	11/22/2011 9:48 File Folder		
More »	Program Files	12/12/2012 5:53 File Folder 10/4/2012 4:35 PM File Folder		
Folders	View beens	11/4/2011 3:25 PM File Folder 10/19/2011 4:02 File Folder		
Desktop	Windows	9/12/2012 4:55 PM File Folder 10/20/2011 5:19 BAK File	8 KB	
Computer	(C;)			
🛃 DVD RW D	rrive (D:)			
🧱 Control Pane	el			

Click on tools on the top of the Screen and Select Folder options

On Folder Options select second Tab Views and under the list of "Advanced settings"

Folder Options	×
General View Search	
Folder views You can apply the view (such as Details or Icons) that you are using for this folder to all folders of this type. Apply to Folders Reset Folders	
Advanced settings:	
 Files and Folders Always show icons, never thumbnails Always show menus Display file icon on thumbnails Display file size information in folder tips Display simple folder view in Navigation pane Display the full path in the title bar (Classic folders only) Hidden files and folders O Do not show hidden files and folders Show hidden files and folders Show hidden files and folders Hide extensions for known file types Hide protected operating system files (Recommended) 	
Restore <u>D</u> efaults	
OK Cancel Apply	

Select Show Hidden Files and folders and click on OK

Folder Options	x
General View Search	
Folder views You can apply the view (such as Details or Icons) that you are using for this folder to all folders of this type.	
Advanced settings:	
 Files and Folders Always show icons, never thumbnails Always show menus Display file icon on thumbnails Display file size information in folder tips Display simple folder view in Navigation pane Display the full path in the title bar (Classic folders only) Hidden files and folders O Do not show hidden files and folders Show hidden files and folders Hide extensions for known file types Hide protected operating system files (Recommended) 	
Restore <u>D</u> efaults	
OK Cancel Apply	

Once you select show hidden files it will show some files like Users Etc Open the user files

👔 Local Disk (C:)				
GO- 🖉 - Computer	🔹 Local Disk (C:) 👻		👻 🛃 Search	
<u>File Edit View Tools E</u>	<u>t</u> elp			
🕘 Organize 👻 📗 Views	🝷 🔲 Explore 🛛 👔 Share 🌘	🕑 Burn		0
Favorite Links	Name A V Dat	e modified v Type	▼ Size ▼	
📔 Dropbox	Intel 10/	19/2011 4:09 File Folder		
Documents	MSOCache 11/	1/2011 6:55 PM File Folder		
Pictures	PerfLogs 11/	22/2011 9:48 File Folder		
More »	Program Files 12/	12/2012 5:53 File Folder		
	ProgramData 10/	4/2012 4:35 PM File Folder		
Folders 🗸	temp 11/	4/2011 3:25 PM File Folder		
Deskton	Users 10/	19/2011 4:02 File Folder		
welcome	Windows 9/1	2/2012 4:55 PM File Folder		
Public	BOOTSECT.BAK 10/	20/2011 5:19 BAK File	8 KB	
💒 Local Disk (C:)				
dell				
Intel				
MSOCache				
PerfLogs				
Program Files				
ProgramData				
🚹 temp				
Users				
Default				
AppData				
Local				
🚺 Roaming				
Desktop				
🚺 Document 💌				

Open the Folder Default

👔 Users			_ 🗆 🗡
GO- 🍌 - Computer - Lo	cal Disk (C:) 🔹 Users 👻	👻 🛃 Search	
Eile Edit View Tools Help			
🕒 Organize 👻 📗 Views 👻	📧 Explore 🛛 🕺 Share 🕙 Burn		0
Favorite Links	e 🔺 🚽 Date modified 🖵 Type	▼ Size ▼	
Dropbox	Perault 11/2/2006 6:29 PM File Folder Public 11/2/2006 6:18 PM File Folder		
Documents	welcome 9/11/2012 4:21 PM File Folder		
Pictures			
More »			
Folders 🗸			
Deskton			
welcome			
🛺 Public			
🖳 Computer			
Local Disk (C:)			
Jel dell			
Intel Mcocasha			
Perflogs			
Program Files			
ProgramData			
🚺 temp			
👔 Users			
Default			
J AppData			
Local Reserved			
Desktop			
Document -			

Then open the folder APPDATA under it

👔 Default					
Computer	▼ Local Disk (C:) ▼ User	rs 🕶 Default 👻		🝷 🛃 Search	
<u>File Edit View T</u> ools <u>H</u> e	lp				
🕘 Organize 🔻 📗 Views	👻 💷 Explore 🛛 🕺 S	ihare 🕐 Burn			0
Favorite Links	Name A	Date modified T	ype	▼ Size ▼	
🚡 Dropbox	AppUata Desktop	11/2/2006 4:48 PM F	ile Folder ile Folder		
The Documents		11/2/2006 6:29 PM E	ile Folder		
E Dictures	Dow Date created:	11/2/2006 4:48 PM PM E	ile Folder		
Mara Ab	Fay, Folder is Empty	PM F	ile Folder		
More W	Links	11/2/2006 3:53 PM F	ile Folder		
Ealdara 🗙	Music	11/2/2006 3:53 PM F	ile Folder		
Folders	Pictures	11/2/2006 3:53 PM F	ile Folder		
Desktop	Saved Games	11/2/2006 3:53 PM F	ile Folder		
welcome	Videos	11/2/2006 3:53 PM F	ile Folder		
🍌 Public	NTUSER.DAT	1/21/2008 12:33 T	ext Document	1 KB	
🖳 Computer	ntuser.dat.LOG1	10/20/2011 4:19 L	OG1 File	57 KB	
🚢 Local Disk (C:)	ntuser.dat.LOG2	11/2/2006 6:03 PM L	OG2 File	0 KB	
i dell					
intel					
📙 MSOCache					
🔒 PerfLogs 📃					
Program Files					
ProgramData					
temp					
Users					
Default					
AppData					
Local					
Boaming					
Desktop					
Document -					

Go to local folder



Then under that open another Folder Virtual Store Folder



👔 Virtual Store		
🕞 🕞 🗸 🚺 • Use	iers 🔹 Default 👻 AppData 👻 Local 👻 Virtual Store 👻 🛛 🔹 Search	<u></u>
<u>File E</u> dit <u>V</u> iew <u>T</u> oo	ols <u>H</u> elp	
🕒 Organize 👻 📗 V	Views 🔻 🖻 Explore 🛛 👧 Share 🕐 Burn	0
Favorite Links	Name A V Date modified V Type V Size V	
🔒 Dropbox	Program Files 12/22/2012 4:51 File Folder	
Documents		
E Pictures		
More »		
Folders		
elcome		
omputer		
Local Disk (C:)		
🔓 dell		
👌 Intel		
MSOCache		
PerfLogs		
Program Files		
temp		
Users		
Default		
🚺 AppData		
🌗 Local		
📔 Microsoft		
li Temp		
Virtual Store		
🔰 👔 Roaming		

There you will see Program files folder. Open it.

Open Axxya System under the Folder Program Files

👔 Program Files		×
🌀 🕞 🖟 🗸 Default	🔹 AppData 👻 Local 👻 Virtual Store 👻 Program Files 👻 🛛 👻 🚱	Search 💋
<u>File Edit View T</u> ools	Help	
🕘 Organize 👻 📗 Views	s 🔻 💼 Explore 🛛 🔉 Share 🕐 Burn	•
Favorite Links	Name A V Date modified V Type V Size	•
Dropbox	Axxya System 12/22/2012 4:52 File Folder	
Documents		
E Pictures		
More »		
Folders 🗸	·	
Jblic 🔺		
omputer		
Local Disk (C:)		
🔓 dell		
lintel		
MSOCache		
PerfLogs		
Program Files		
ProgramData	4	
temp		
Users		
Default		
AppData		
Local Manager		
Virtual Store		
Program Files		
Roaming -	1	

Open Nutritionist Pro folder

👔 Axxya System		×
🕞 🕞 🕌 🕶 AppData	• Local • Virtual Store • Program Files • Axxya System • 🛛 🔹 🕼 Search	
<u>File Edit View Tools H</u>	telp	
🕒 Organize 👻 💷 Views	🔻 🔲 Explore 🙀 Share 🕐 Burn	
	Name A Jul Date modified Jul Tune Jul Size Jul	-
Favorite Links	Nutritionist Pro 12/22/2012 4:52 File Folder	
퉬 Dropbox		
Documents		
📄 Pictures		
More »		
Folders 🗸		
amputer		
Local Disk (C:)		
dell		
Intel		
MSOCache		
PerfLogs		
Program Files		
ProgramData		
bemp		
Users 👘		
🌗 Default		
🌗 AppData		
🍌 Local		
🍑 Microsoft		
📗 Temp		
Virtual Store		
📙 Program Files		
Axxya System		
🔡 Roaming 📃		

And then open the folder and under that you will see Nutritionist Pro.mdb

👔 Nutritionist Pro		
🚱 🕞 🕨 • Virts	tual Store 🔹 Program Files 🍷 Axxya System 🔹 Nutritionist Pro 🔹 😨 Search	<u> 2</u>
<u>File E</u> dit <u>V</u> iew <u>T</u> oo	ools <u>H</u> elp	
🕒 Organize 👻 📗 V	Views 🔻 🖬 Open 🕐 Burn	0
Favorite Links Dropbox Documents Pictures More »	Name A Vate modified V Type V Size V Nutritionist pro.midb 3/15/2012 12:35 MDB File 39,560 KB	
Folders	v	
:k (C:)	▲	
ache •gs •m Files •mData		
ault		
opData		
Microsoft		
Temp		
Virtual Store		
퉬 Program Files		
📙 Axxya System		
line Nutritionist Pro		
Roaming		