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# Nutritionist Pro Standalone PROGRAM INSTALLED UNDER PROGRAM FILES steps for clients

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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](mailto:support@axxya.com) for steps on how to complete this upgrade.
2. The location of the 3 databases could be in these locations. **Check in all 3 locations to make sure your data is not lost**
  - 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. **2<sup>nd</sup> location**
    - i. Windows explorer/C drive/Program files/Axxya Systems/Nutritionist Pro/**NP Backup folder**/Nutritionist Pro.mdb.
      - A. Copy this database to your desktop and note the date stamp and size
  - c. **3<sup>rd</sup> location**
    - i. Is under the virtual store these steps below will show you how to get to that location
    - ii. The location is either
      - i. C:\Users\\*User Profile\*\App Data\**Local**\Virtual Store\Program Files\Axxya System\Nutritionist Pro\Nutritionist Pro.mdb

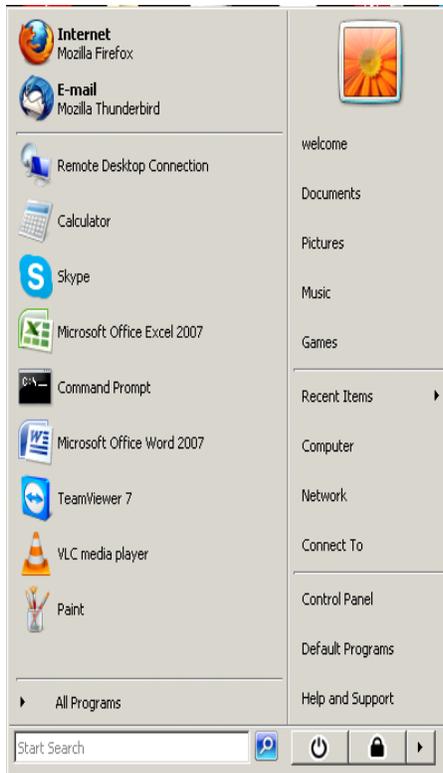
1. Copy this database to your desktop and note the date stamp and size
- B. Or check in both these locations
- i. C:\Users\\*User Profile\*\App Data\**Roaming**\Virtual Store\Program Files\Axya System\Nutritionist Pro\Nutritionist Pro.mdb
    1. Copy this database to your desktop and note the date stamp 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

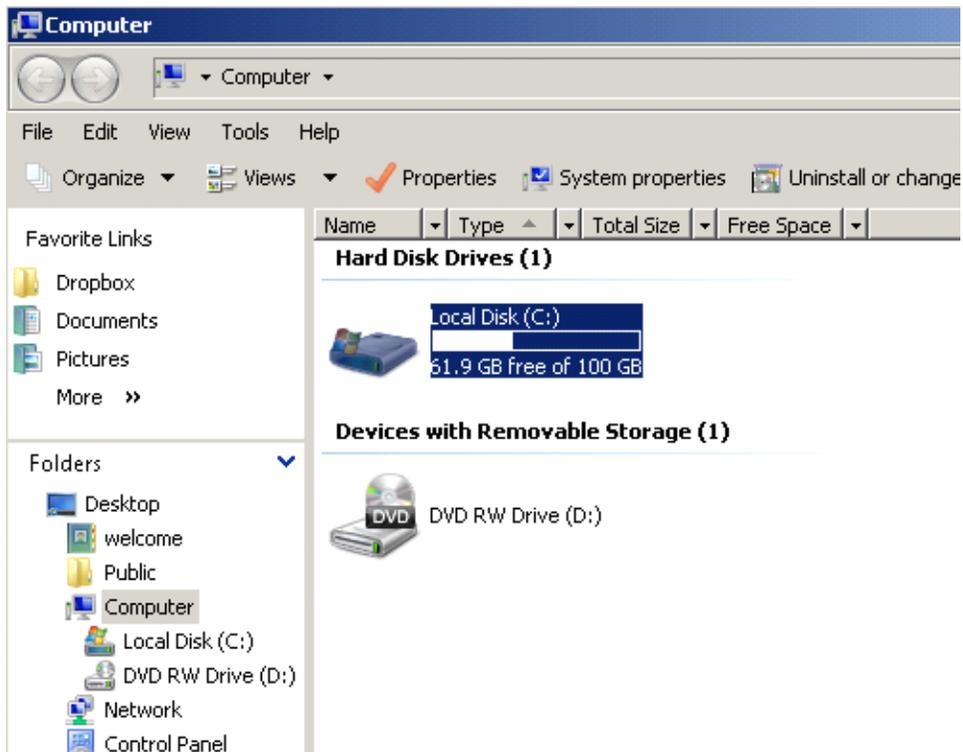
- **VERY IMPORTANT** DO NOT follow this step until the above 3 databases are found and saved on the desktop or flash drive or your data will be lost.
- Uninstall the software (**YOU MUST MAKE SURE TO KEEP THE MDB DATABASE FILES FROM THE 3 PLACES ABOVE. IF YOU UNINSTALL WITHOUT THAT STEP THE CUSTOM DATA 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/Axya 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 /Axya 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 3<sup>rd</sup> location as shown above

Please Click on Start and Go to computer

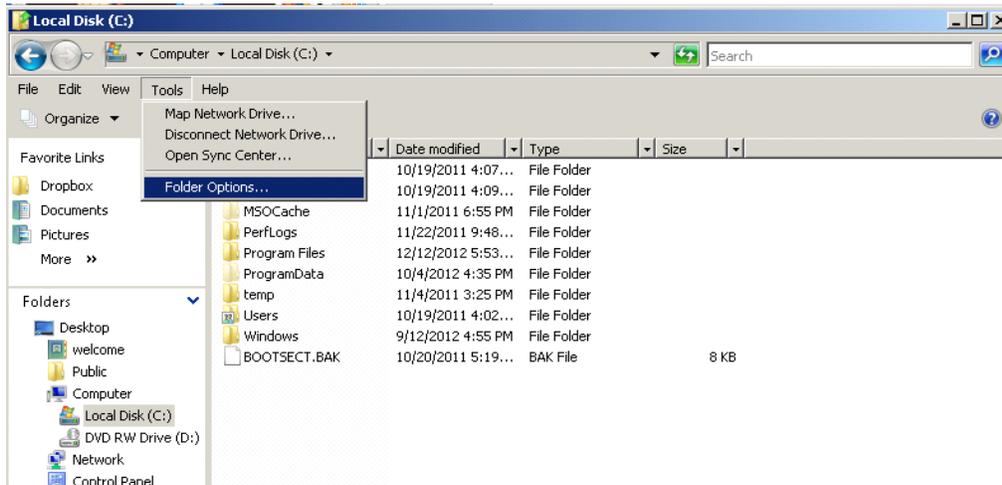


Open C Drive

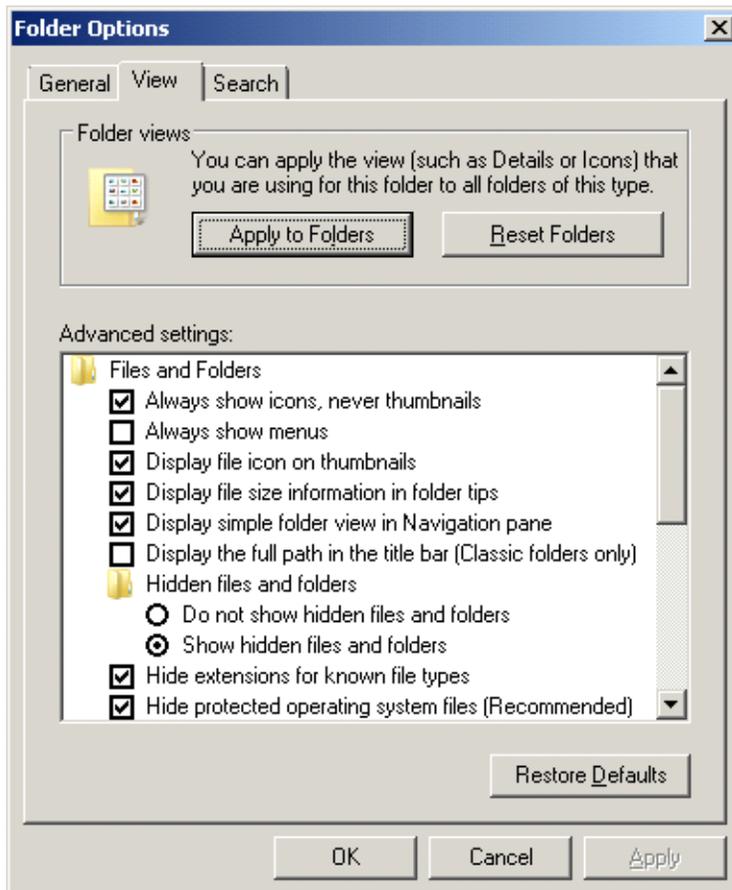


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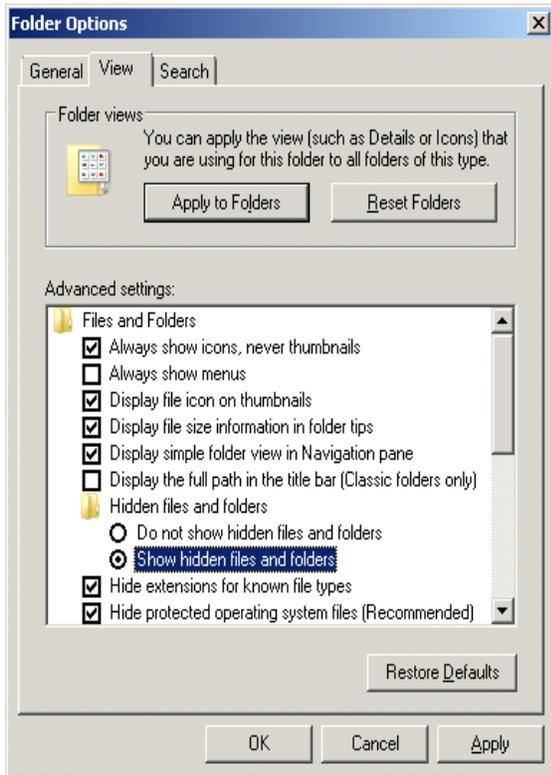
Click on tools on the top of the Screen and Select Folder options



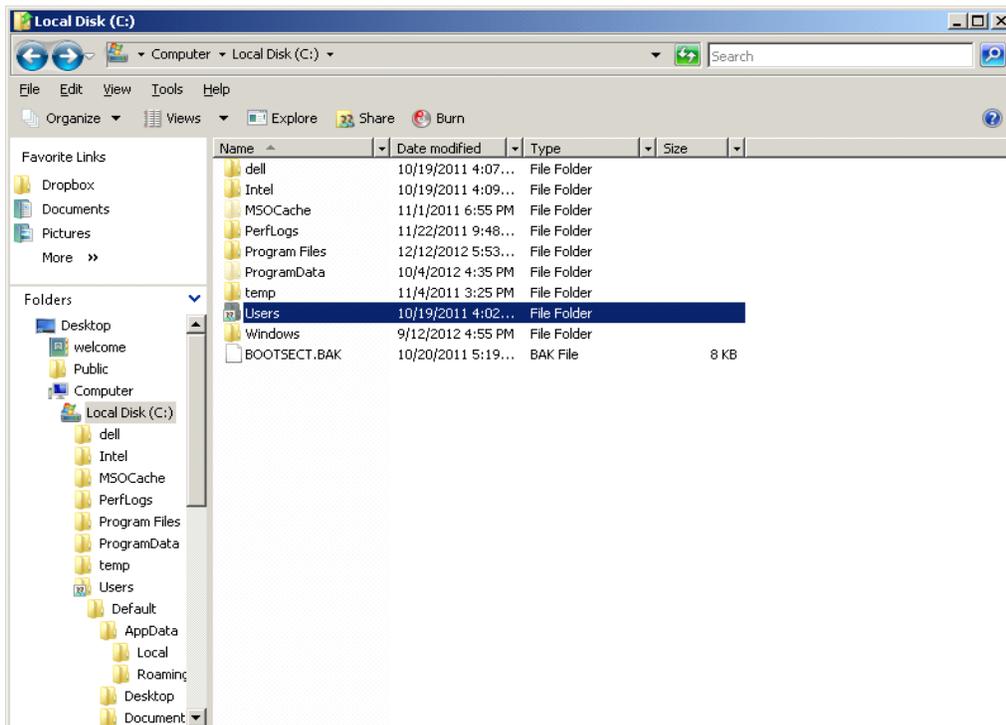
On Folder Options select second Tab Views and under the list of “Advanced settings”



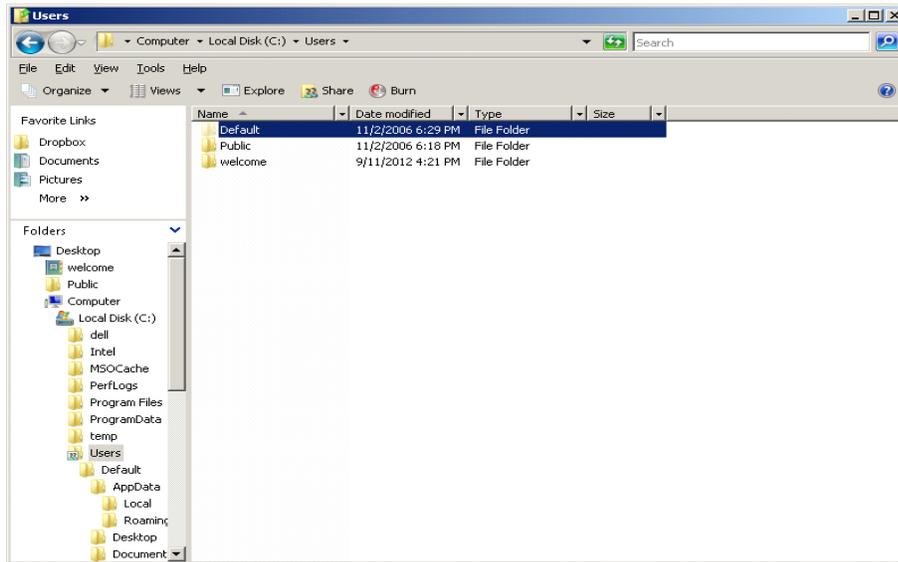
Select Show Hidden Files and folders and click on OK



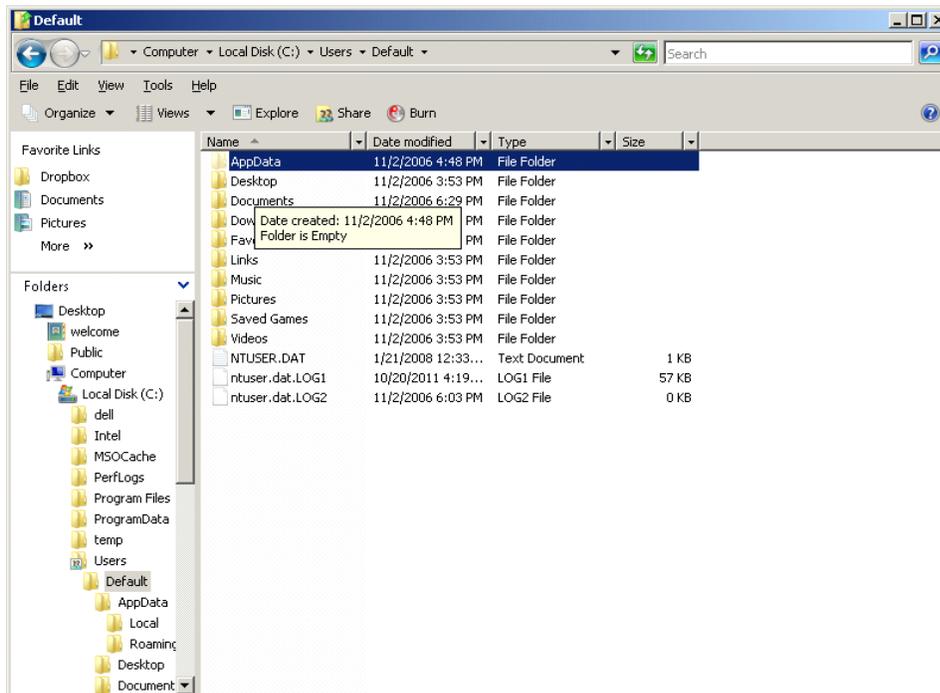
Once you select show hidden files it will show some files like Users Etc Open the user files



## Open the Folder Default

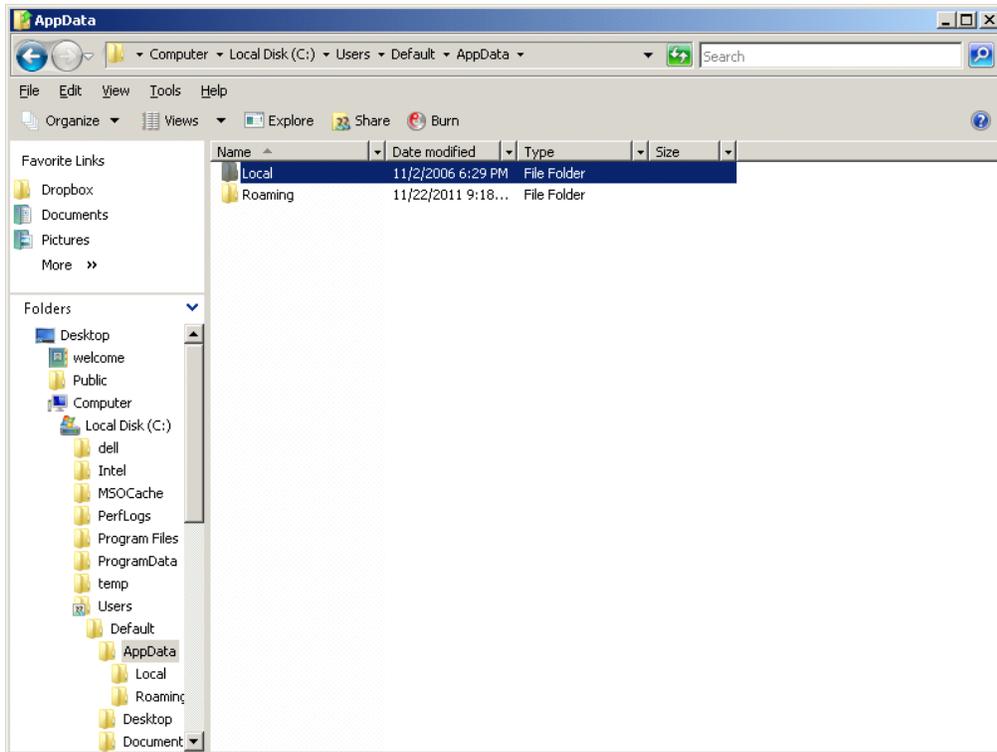


## Then open the folder APPDATA under it

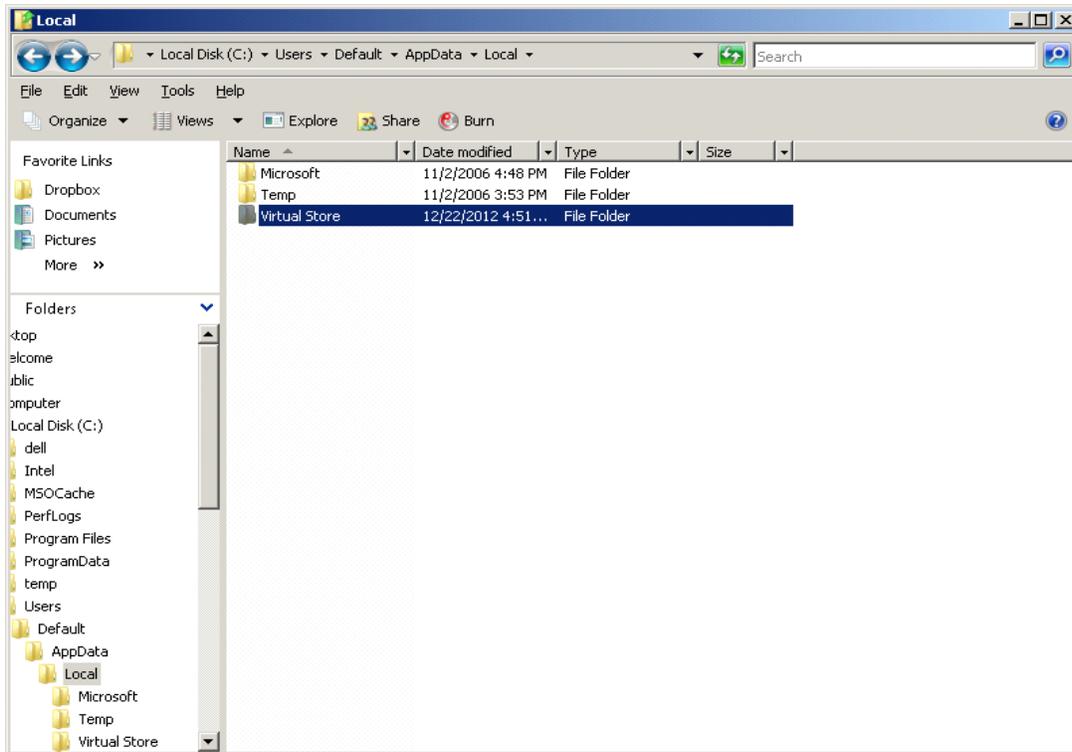


## Go to local folder

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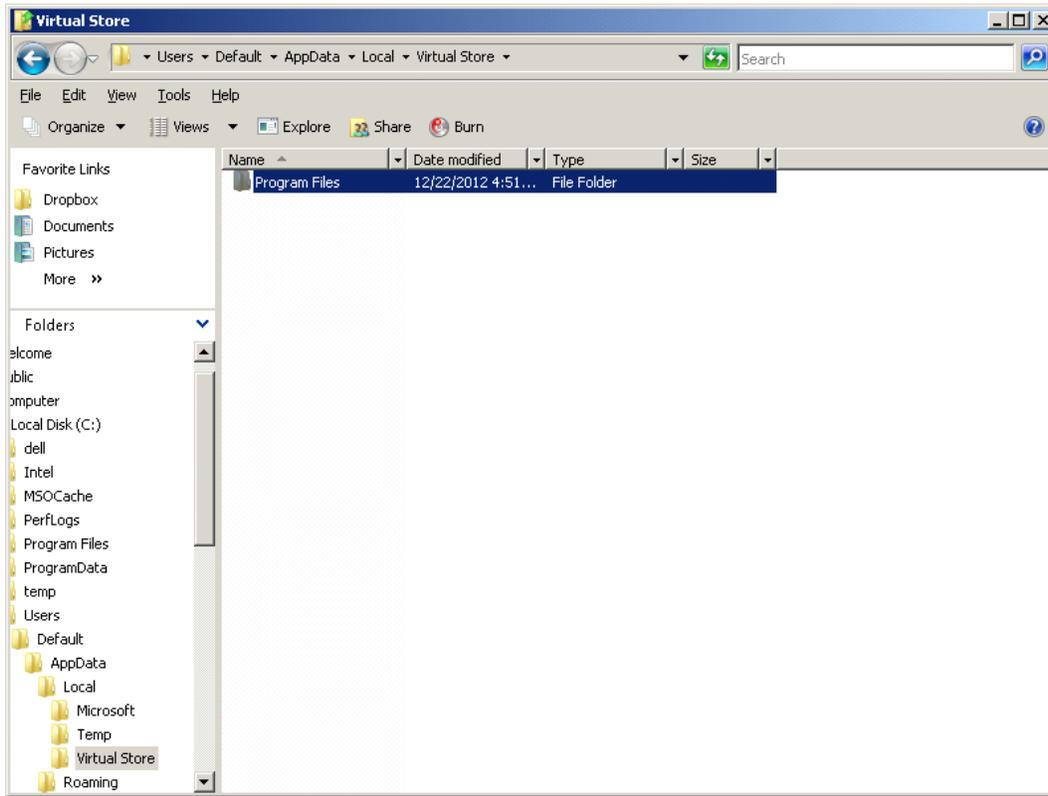


Then under that open another Folder Virtual Store Folder

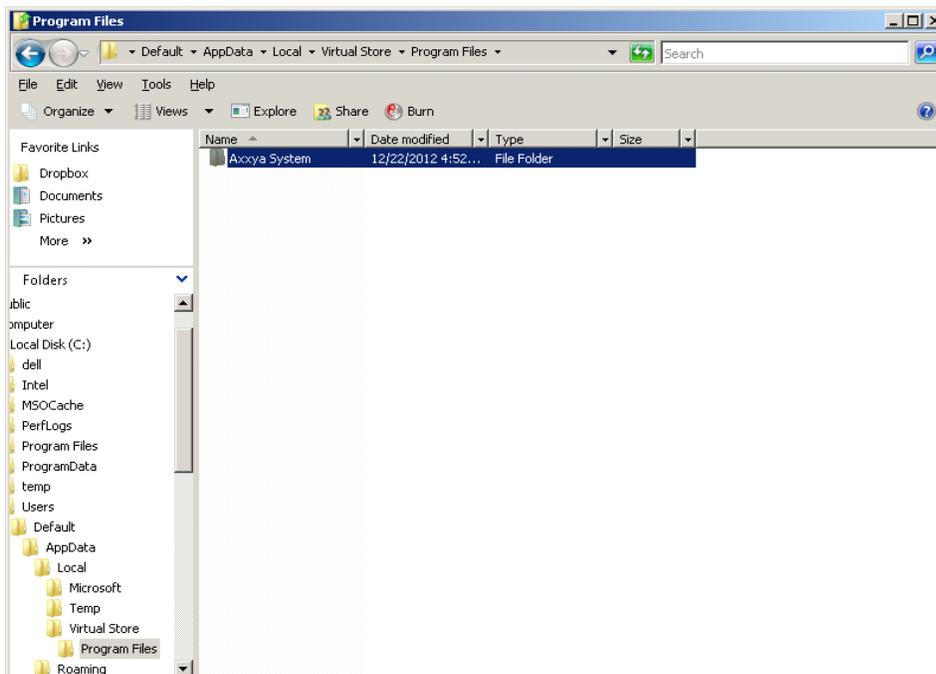


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There you will see Program files folder. Open it.

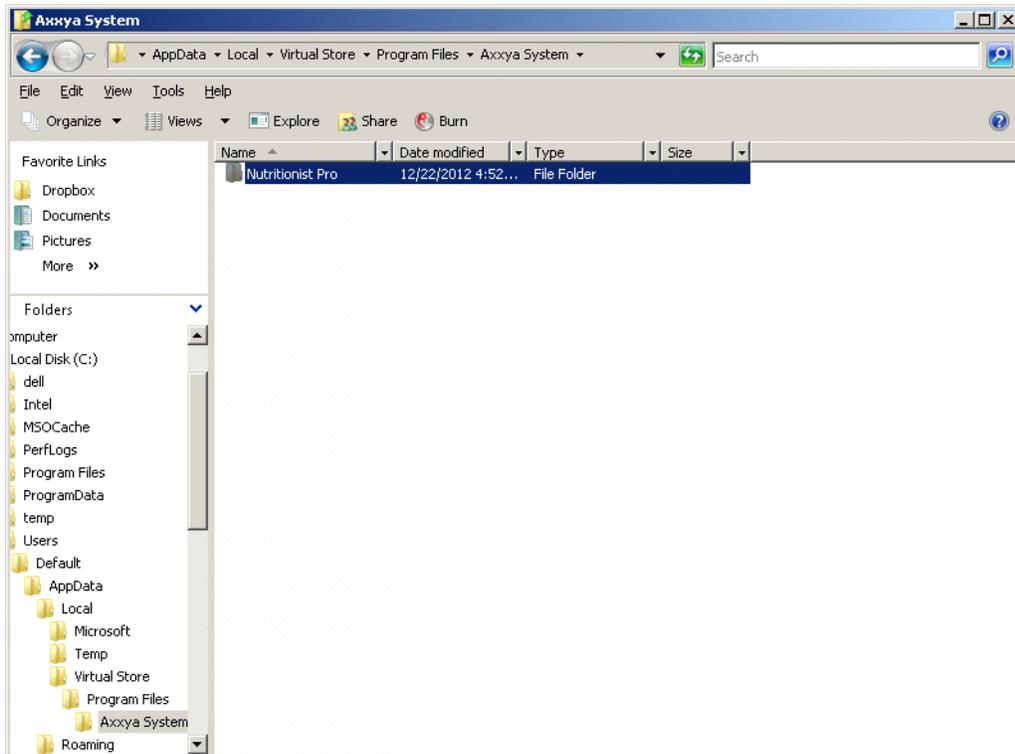


Open Axxya System under the Folder Program Files

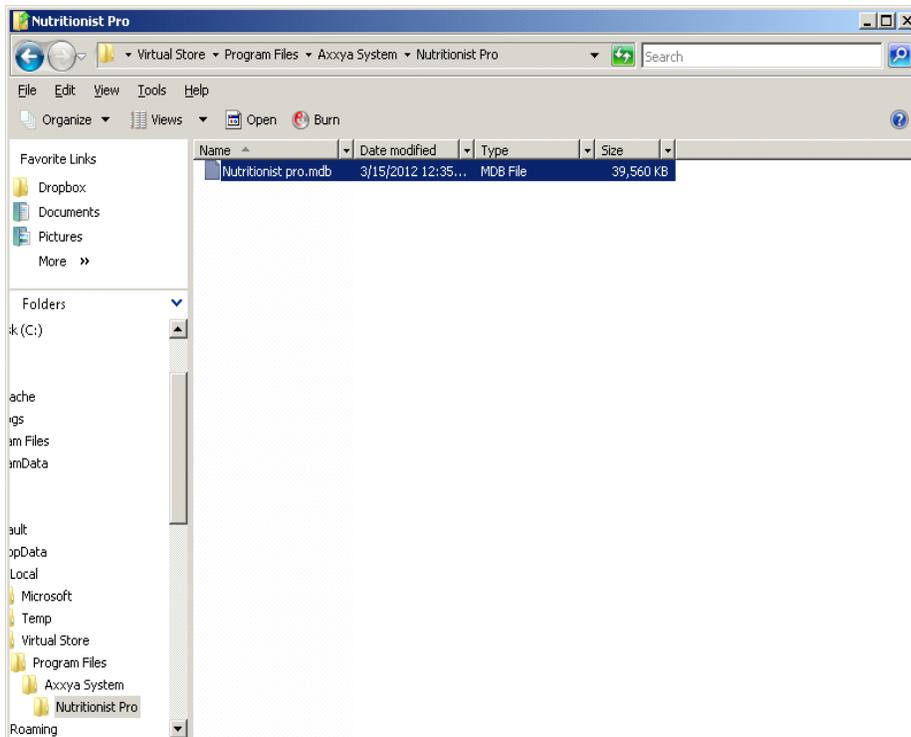


Open Nutritionist Pro folder

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



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