



## **INSTALLATION INSTRUCTIONS – PERSONAL/PROFESSIONAL EDITIONS**

Easy-to-follow instructions for installing the latest update of DocuXplorer's Retail version can be found below.

1. Log onto your computer as the Administrator.
2. Type the link below into your browser's address bar:  
<http://docuexplorer.com/download/docuexplorer2010retail.exe>
3. After the download has completed and before you run the install:
  - Uninstall the existing version of DocuXplorer from your workstation using the Control Panel's 'Add/Remove Software' item. Please note that removing DocuXplorer will not uninstall your Library.
  - Make sure you have installed the latest updates and service packs for your operating system and Microsoft Office programs on your computer.

If you would like a technical support representative to provide hands-on assistance and you do not have a Super Support contract, please purchase Level 2 phone support at [www.docuexplorer.com](http://www.docuexplorer.com): Select Purchase, Phone Support, Level 2 Support.

4. Run the newly downloaded install and follow the instructions that display in the Install Wizard. Please make sure you have administrator rights before you run the install via the right click menu option "Run As" and then enter the Administrator's User ID and password.
5. The DocuXplorer installation is run in two segments. Once you are presented with the DocuXplorer installation 'finish screen,' the first segment has been completed. The next segment automatically begins with the installation of the Imaging Professional software. Complete the Imaging Professional installation and then exit the install (restart your computer if prompted).
6. Firewalls - If you have an Internet connection, allow DocuXplorer to communicate through any firewalls so that we can inform you of any available updates and give you the choice to automatically download and install.
7. Antivirus Software - Exclude all DocuXplorer database files from your antivirus software auto-protect process. Exclusions specify the files that should not be scanned by file name extension or by specific file name. File extensions to exclude are .ADT, .ADM, .ADD, .AI, .AM, .ADI and .TMP.
8. Indexing Software - Exempt the DocuXplorer database files from being constantly indexed by software such as Google Desktop, Yahoo Desktop or MSN Desktop.
9. Registration Information – There is no need to re-register your license, since DocuXplorer saves your past registration information and automatically populates it into the newest version.

If you experience any problems with DocuXplorer, contact technical support via email at [support@docuexplorer.com](mailto:support@docuexplorer.com). Please indicate in your email if you have phone-based Super Support so we can prioritize your request.