

# CBR Associates

*Incorporated*

*Management Information Solutions for the Health Care Field*

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## ***PRIVplus* Tips & Tricks**

# **Troubleshooting your *PRIVplus* Environment**

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General –

Beginning with PRIVplus v5.2.1, PRIVplus includes a self installation feature when adding additional workstations to an existing Network install of PRIVplus. This makes troubleshooting a problem workstation a quick and easy process.

The self-install process of PRIVplus will install a runtime version of Crystal Reports, install required DLLs, create a C:/CBR/PRIV folder containing user specific files, and create a system ODBC connection. These operations require that the user be a local administrator of the machine. This is only required for the first execution of PRIVplus on the new workstation.

### **“Re-installing” PRIVplus on a workstation**

General – If you have a single workstation that is having problems you may try “Re-Installing” PRIVplus using the self install feature.

1. Rename the C:\CBR\PRIV folder to C:\CBR\PRIV-old.
2. Execute the PRIV.EXE shortcut from the user’s desktop.  
Note: You must be logged in as a local administrator on the machine the first time you execute PRIVplus on the new machine. Additionally, if you are running Windows 7 you must use the “Run As Administrator” option the first time you execute PRIVplus on the new machine.