

# YOUTH General FAQs

## Installation FAQs

**Error message: When program running or not running, says missing VCL40.bpl**

**Reason:** Missing current update.

**Solution:** Uninstall the program. Reinstall using the newest CD, THEN install any updates. (Note: CDs are created each year, so make sure you have a current one or call your State Representative for a new CD or download.

**Problems loading update, just getting flash screen and never getting far enough to put in access codes.**

**Reason:** Two or more sessions could be loaded in various places on the computer and confusing the bde.

**-OR-** the upgrade was not installed properly.

**-OR-** the full install was loaded over the program instead of the upgrade.

**Solution:** Reinstall program.

-Backup data files.

-Remove all Winyouth.exe programs, by going to Start | Settings | Control Panel | Add\Remove Programs.

-Also remove extra programs by going to Start | Find | Files or Folders and in *Named* type:

*winyouth.exe* and *Look in: My Computer*

-Remove all programs (by deleting these programs)

-Do a Full Reinstall.

-Then if needed - Restore your backup files by copying and pasting them back into your Windows Fair Management Data folder.

**The buttons on the installation do not work.**

**Reason:** Depending on your computer settings it might not automatically run the Setup.exe.

**-OR CD-** ROM might be older version and it will not automatically run.

**Solution:** Use Windows Explorer to browse the CD and run the Setup.exe (doubleclick and this will take you to contents of the main menu.)