# Scientia Enterprise Re-installation Guide

Re-installing Enterprise

Enterprise can occasionally require the user to do a re-install to fix certain errors. This is the most extreme version of recovery, which will delete any local column and image settings the user has established. Therefore, the recommendation is for the user to discuss their circumstances with the Timetabling Unit in the first instance.

The steps required to do a re-install are as follows:

1. Use CTRL-ALT-DEL to activate Windows Task Manager

2. From the Processes tab select each of the following Image names and then click End Process:
   EnterpriseTimetabler.exe *32
   Scientia.Enterprise.dataSync.UOE****.exe *32
   Splus.exe *32
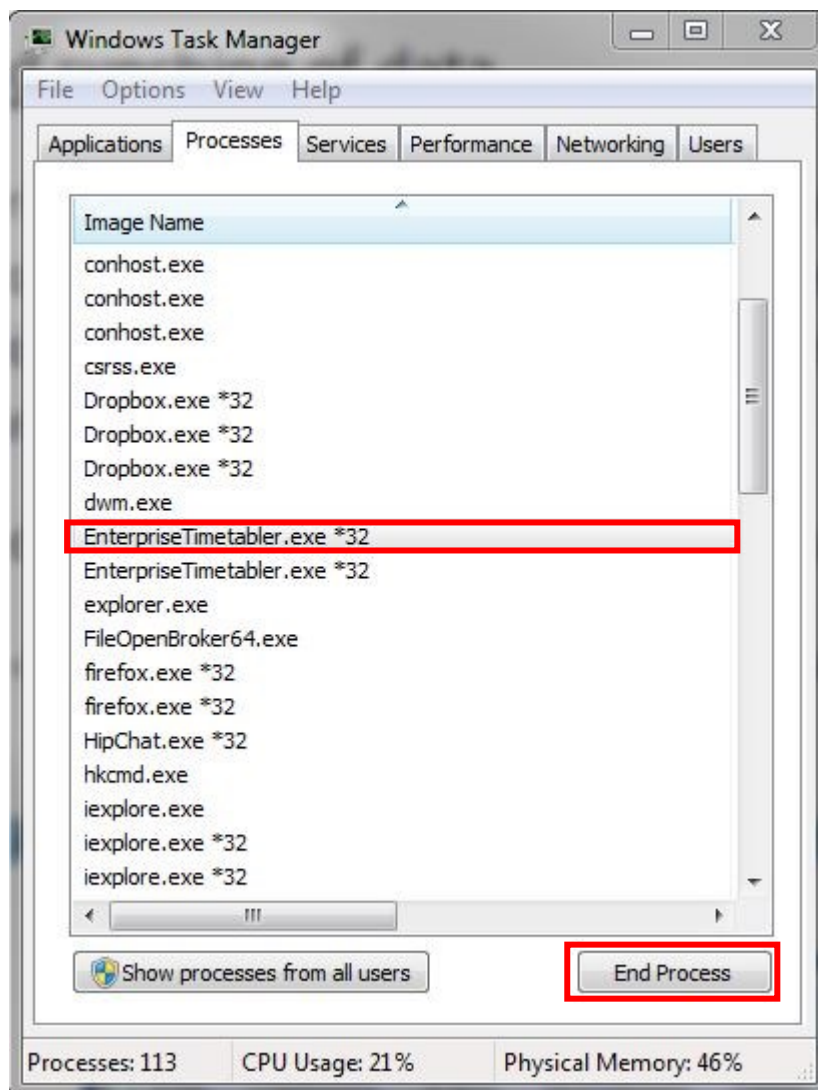
3. Once the processes have been ended click on the Applications tab in Task Manager and make sure there are no Enterprise applications running.

4. Delete the 2.0 Folder which can be found here:

    Windows 7 machine
    Click on the Start menu and in 'search programmes and files' type:
    C:\Users\<yourUUN>\AppData\Local\Apps
    Having reached this destination, delete the 2.0 directory in there

    Windows 10 machine
    Click on the Start menu and in 'search programmes and files' type:
    C:\Users\<yourUserID>\AppData\Local
    Having reached this destination, delete the 2.0 directory in there

5. Then in the start menu go to Control Panel – Programs - Uninstall a program. Then delete any of the following:
    Scientia Enterprise Timetabler 3.xx.x.xx LIVE
    Scientia Enterprise Course Planner 3.xx.x.xx LIVE
    Scientia Enterprise Reference Data Manager 3.xx.x.xx LIVE

After following these steps, launch Enterprise in the normal way, at which point you will be prompted to re-install the applications to your PC.

To help ensure you have the most robust data to work with in your local image, the advice is to select "Reload data from the server" every time you launch Enterprise.

It's possible that user machines may have administrator restrictions that prevent the completion of this process. Users should consult with their local IT support if they experience any difficulty.

Timetabling Unit