

Knowledgebase > Autoform DM > Autoform DM FAQs > How do I uninstall and reinstall the Autoform DM Client?

How do I uninstall and reinstall the Autoform DM Client?

Mikael Wängelin - 2022-08-04 - Comments (0) - Autoform DM FAQs

Autoform DM

At times you will need to install a fresh copy of the Autoform DM Client, for example when doing upgrades. The best practice for this will involve uninstalling the Client and purging all Client files ready for a fresh install. Follow these steps:

The following paths are only relevant for the 10.0 version of the Client.

Remove the old installation

The following paths may be under EFS Software OR Formpipe Software.

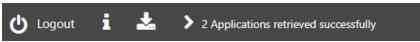
- 1. Uninstall the Client, this can be done through **Control Panel** > **Program and Features** > **Uninstall a Program**.
- 2. Clear any applications that were downloaded from the Client so a fresh copy is downloaded next time the Client is started, these are stored in %localappdata%\Formpipe Software\AUTOFORM DM\Client\Applications\.

This folder will be present for each user of the computer so may have to be done multiple times.

- 3. Remove anything that was previously cached. The cache folder is %localappdata%\Formpipe Software\AUTOFORM DM\Client\Cache\. This entire folder can be deleted.
- 4. Delete the user config files, they are stored in %localappdata%\Formpipe Software\.

Restart and download Client

- 1. Restart the computer ready to install the new Client.
- 2. Download the new Client from Autoform DM via a Web Browser using the button on the right-hand side at the bottom of the screen:



- 3. Once the new Client installer is downloaded it can be installed.
- 4. When the Client is installed, enter the location of the Autoform DM Server and then

log into the Applications as normal.