

# Solution "B"

## Overview

These steps should be followed if you are currently down and cannot launch the software due to various error messages.

## Please Note

This guide accompanies the training video. Please watch the video first, with this guide as a reference.

Afterward, you should be able to perform the steps, using this guide as a step-by-step checklist.

## Downloading

1. Visit Go Figure's website at [www.igofigure.com](http://www.igofigure.com).
2. Click the *My iGo* tab.
3. You will see instructions for the Version 2 fix. Under Step 1, click where it says *Click here*.
4. Click **Save**.
5. Select *My Documents* as the location to save the file.
6. Click **Save**.

The file is around 4 MB, and should only take a few minutes to download.

## Upgrade Preparation

1. Restart your computer.
2. Click **Start > My Documents**.
3. Right-click on the file you downloaded (v2085.exe), and select *Properties*.
4. Look at the bottom of the window that opens. If you see a button labeled **Unblock**, click on it, then click **Apply** and **OK**. (If you do not see a button labeled **Unblock**, just close the window.)
5. Select **Start > My Computer** and double-click on the Local Disc (C) drive.
6. Open the folder *Program Files*.

7. Find the folder named *Curves* and right-click on it.
8. Select *Rename*.
9. Add the numbers 0215 after the word *Curves*. (In other words, you want to name the folder *Curves0215*.) Press the *Enter* key on the keyboard.
10. Close the *Program Files* window.

## Performing the Upgrade

1. Click **Start > Control Panel > Add/Remove Programs**.
2. Click on **Go Figure 2.08.1**.
3. Click **Change**, then select **Repair**.
4. Follow the on-screen step-by-step instructions.

Note: If you receive either error 53 or error -214 at this point, please jump over to the document/training video that explains how to handle these problems. Do *not* proceed until these errors have gone away.

5. When the repair is done, close the *Add/Remove Programs* window.
6. Click **Start > All Programs (or just Programs) > GoFigure > Utilities** and click on **BackupRestore**.
7. Under Step 1, click *Restore*.
8. Under *Restore From* (near the bottom of the window), click the **Browse** button.
9. Find your most recent backup to restore. This might be from your jump drive, or from the backups folder on your hard drive.

Hint 1: *Don't* just look at the name of the file, because the year is not included. View the list by "details" and look at the full system date that the backup was made.

Hint 2: If you are looking in the backups folder, don't worry if it is empty - you might have to go to the other folder which you renamed, which is now called *Curves0215*.

10. Click **Start > My Documents**.
11. Double-click the file **v2085.exe** and wait for the upgrade to run. It should only take about a minute.

#### **Verification**

1. After the patch has finished running, open iGo Figure as you normally would.

2. The software should open fine with no errors or warning messages, or any special steps required.
3. When the software opens, verify that the Version number is now 2.08.5.
4. Go into Member Records and verify your data is intact.

If *any* of the above conditions are not met, please see the document/training video "**Further Problems**" for an explanation on what to do next.