

DS | Design Backup, Uninstall, Reinstall and Update instructions

These steps go through the process of backing up any DS|Design customization, as well as backing up the directory that holds the plant images from the online plant database that you have placed on drawings, the Uninstall Process, and Reinstall Instructions. Before you uninstall DS|Design please read through the below instructions.

Note: This document assumes that DS|Design and its folders are located in the default directories:

The default installation path is C:\Program Files or Program Files(x86)\DynaSCAPE\Design

The default (My) Documents path is C:\Documents and Settings\[user name]\My Documents\ in Windows XP & C:\Users\[user name]\Documents in Windows Vista/7/8.1/10

Questions: If you have any questions during this process, please contact the Support Desk at 1.800.710.1900 extension 1.

When backing up your files and customizations in Steps 1 & 2, it is a good idea to copy the folders/files indicated to an external device. To restore the files copy the folder/files back to their original locations after Design has been installed and opened. If the files are not needed, please feel free to delete folders/files.

Step 1: Back up your customizations and online plant database images:

(Skip this step if you do not have any customizations or online plant database images)

(My) Documents\DynaSCAPE\

NOTE: This will back up the Symbols, Prototypes, Online Plant Database Images you've placed on drawings

Step 2: Back up your Plant list and Design Label files:

The files that contain your Plant Information (My Plant List.DPL) and your Design Labels (My Design Labels.DBL) are located in

(My) Documents

Step 3: Back up your drawings:

The default drawing save location is at My Documents\My Drawings, if you save your drawings in another location, you will need to locate and back them up

Step 4: Deactivate DS|Design

Open DS|Design, go to **Help>Deactivate DynaSCAPE Design...**

(If you no longer have access to the computer go to www.dynascape.com/MyAccount, then go to Subscription Tab, Under Design Licenses, click the X beside the computer name)

NOTE: Once you reinstall, update then open Design the program will be activated.

Step 5: Uninstall DS|Design:

- **Windows XP:** Go to **Start > Control Panel > Add or remove programs.**
Click on **DynaSCAPE Design** and uninstall it.
- **Windows Vista/7:** Go to **Start > Settings > Control Panel** and choose **Programs and Features.**

Click on **DynaSCAPE Design** and uninstall it.

- **Windows 8.1 & 10:** Right-click on the Windows icon and choose **Control Panel** and choose **Uninstall a program**

Click on **DynaSCAPE Design** and uninstall it

Step 6: Install DS|Design:

- a) Prior to starting the installation, turn off (or disable) all firewalls and virus scanning software.
- b) Log into the [My Account](http://www.dynascape.com/MyAccount) page at www.dynascape.com/MyAccount
- c) Click on **Downloads> DS|Design - Full Install - Latest Version**

Your download will start automatically by clicking on the link or you will be prompted to RUN or SAVE the installation file depending on the browser you have. It is recommended that you SAVE the file to your computer. Once the download has completed:

- If you used **Google Chrome** to download the file, then double-click it to run the install
- If you used **Internet Explorer**, you will need to rename the file to make it runnable, here are some instructions to assist you with this process:
 - Right click on the file
 - Choose Rename
 - Keep the file name the same but add ".exe" on the end of it
 - Double click the file to run the installation

- d) You will also require your **Serial Number** which can be found under the **Subscriptions Area**

Step 7: Update DS|Design:

Update the program as necessary by doing the following:

- **Windows XP, Vista, 7:** Check for updates by going to Start > (All) Programs > DynaSCAPE > Design > Check for DynaSCAPE Design Updates and follow the prompts
- **In Windows 8.1:** Click **Windows logo** in bottom left corner, Scroll down and click on **arrow** in bottom left, Scroll over to DynaSCAPE, Click on **Check for DynaSCAPE Design Updates** and follow the prompts
- **In Windows 10:** Click on the **Windows Logo** in bottom left corner, Click on **All Apps**, Scroll down and click on **DynaSCAPE**, Click on **Check for DynaSCAPE Design Updates** and follow the prompts

Keep checking for updates until it says "There are no more updates available"

Step 8: Restore Customizations

- a) Copy your customizations from the external device back to (My)Documents
- b) If you have used your own Custom Images on the drawings, then you will need to copy the folder from the old computer and create the same folder path on the new computer in order for the images to appear on the drawings on the new computer.

NOTE: Images are referenced to the actual file on the computer and will not appear if the files are not transferred

Step 9: Cleanup the folders on the Old PC:

After you have restored your customizations and confirmed you have everything copied to the new computer, you can remove the DS\Design folder & DynaSCAPEDS folder on the old PC:

- a. **Remove the DS\Design folder:** Go to the following location and remove the Design Folder:
C:\Program Files\DynaSCAPE and remove only the **Design** folder.
- b. **Remove the DynaSCAPEDS folder:** Go to **(My) Documents** and remove only the **DynaSCAPEDS** folder