



How to uninstall and reinstall your charts

Sometimes we will hit something in the charts and all of a sudden they look different. It might be:

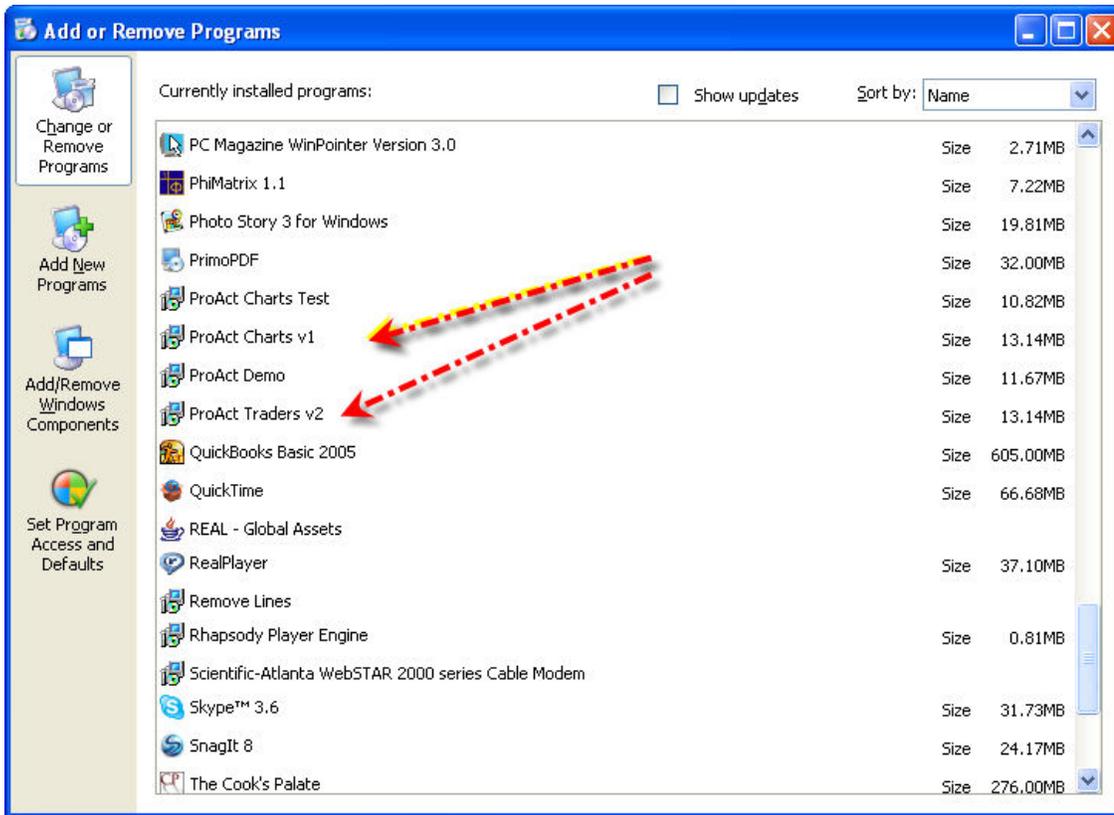
1. Your T 30's are no longer on a chart
2. The MACD has disappeared
3. A complete trade setup for a 6 aces or wild card is not longer there

Don't worry, it is easy to fix. You can spend a lot of time fixing each piece but the fact is it only takes two minutes to uninstall and then reinstall them.

Here is how to do it:

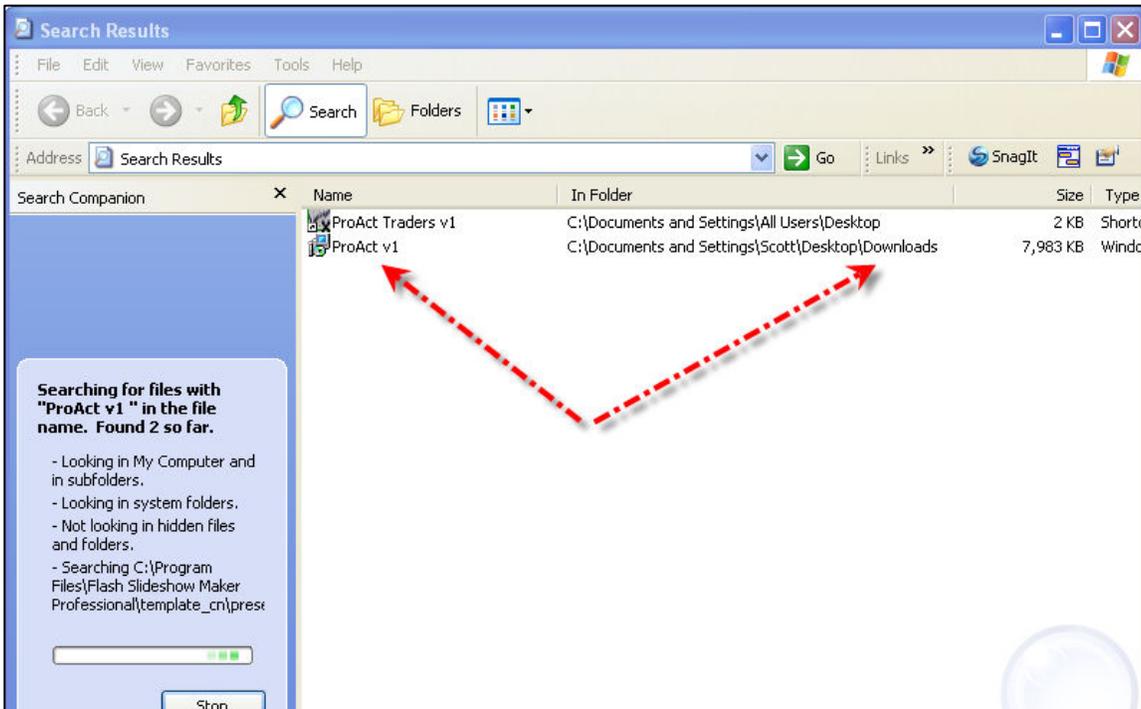
Step 1:

Go to **START** then **Control Panel** then **UNINSTALL PROGRAMS**. Find the PATRADER version 1 that is giving you problems and uninstall it



Step 2:

Now go to the files that you originally downloaded the ProAct Traders program to. NOTE: IF you do not know where that is - you should 1). set up a file called Downloads on your desktop for ALL downloads so that it is easier to find when you have a program that needs to be isolated (which is ALL programs you download). 2). Do a search for ProAct v1 which will find the original download. It is a good idea to copy this and put it in your new downloads files



Step 3

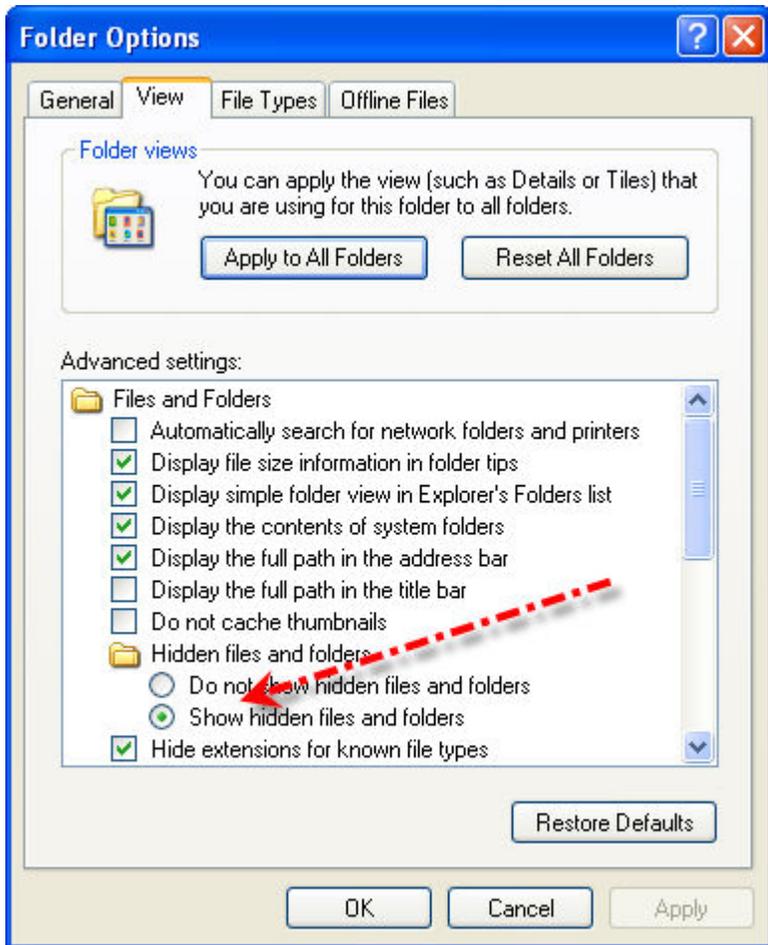
Reinstall the program, then open the charts and see if that solved the problem.

IF NOT! Then we will need to do a manual uninstall and reinstall.

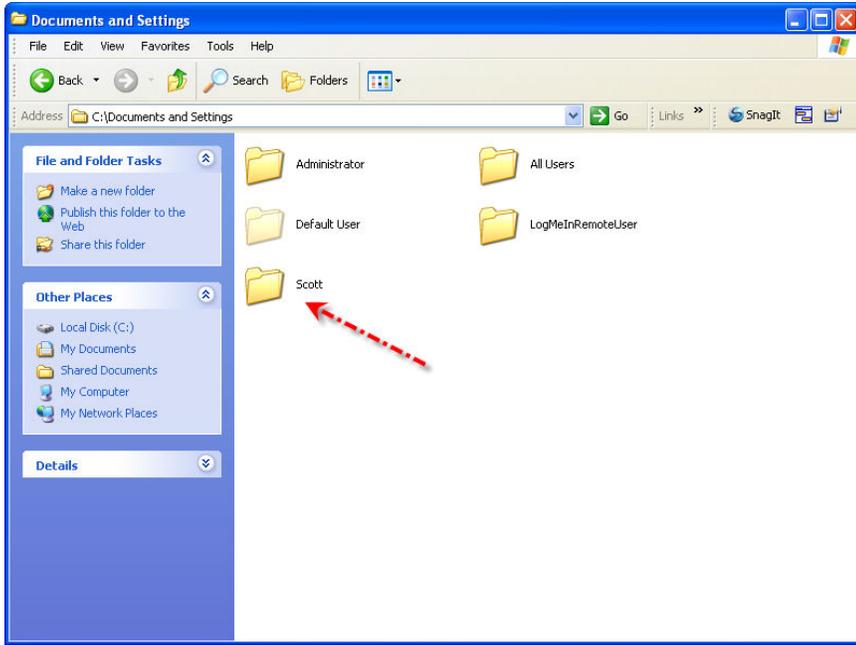
Repeat Step 1

Step 2

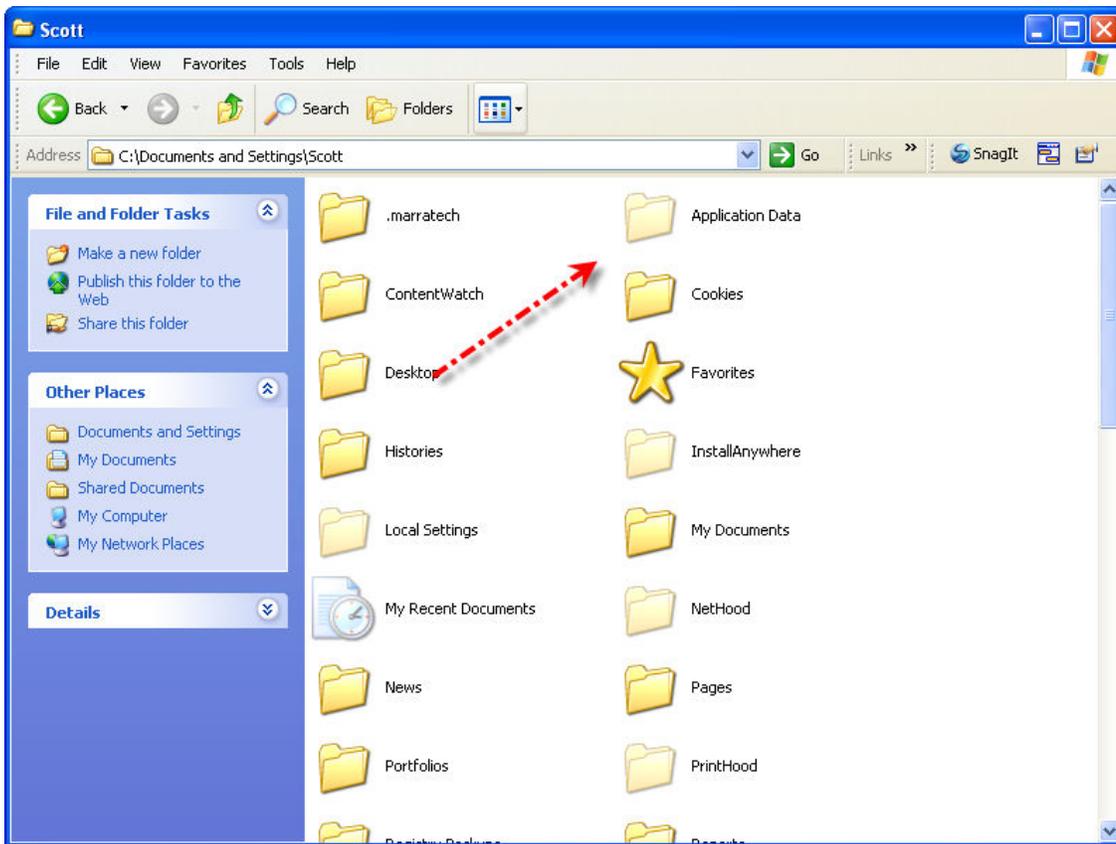
Go to **START** then **My Computer** then **click on the C Drive**. Now click on **Tools** then **FOLDER OPTIONS** in the upper task bar. Now open the tab that says **VIEW** and check ***"show hidden files and folders"*** and click **OK!**



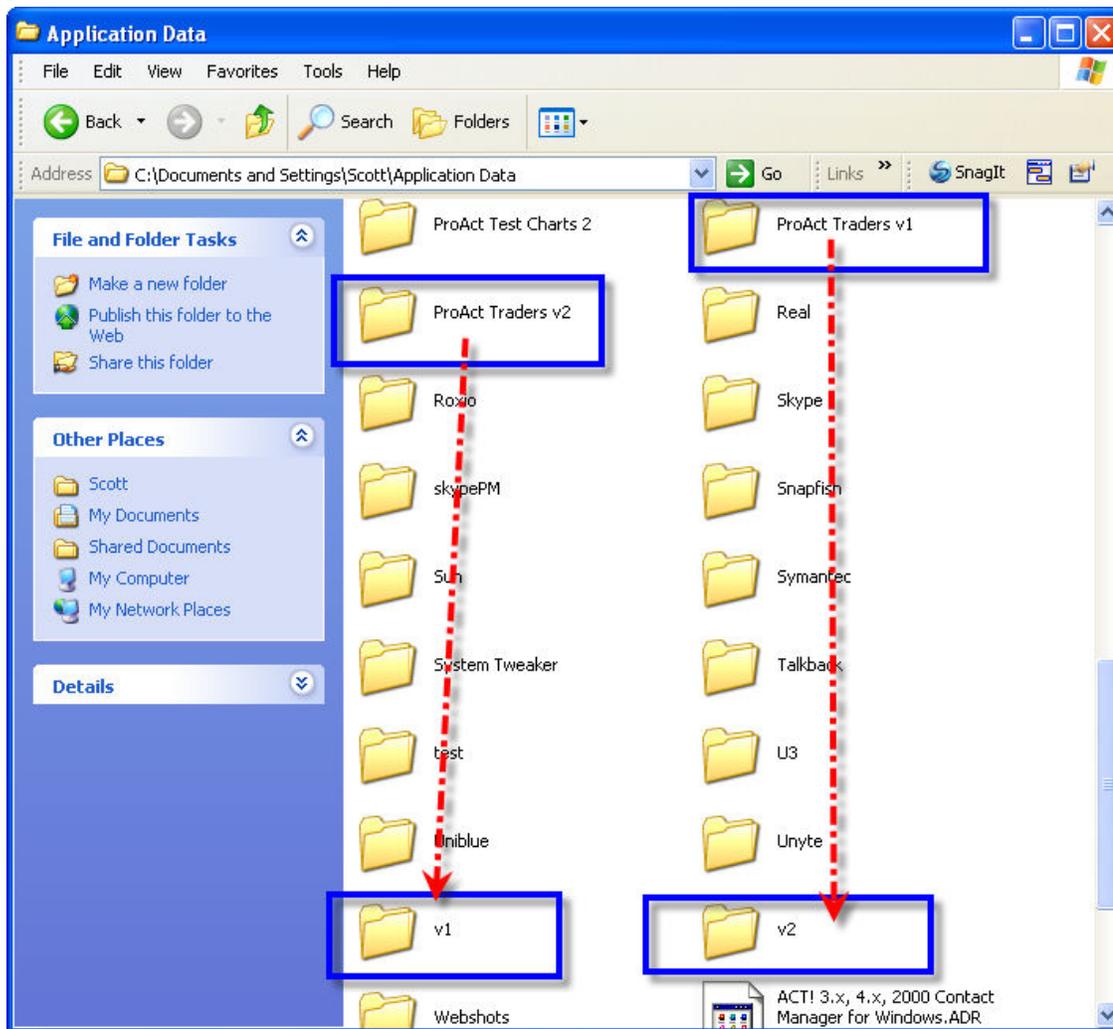
You are now back on the original file (local disc C) . Open the documents and settings folder and look for the folder with your name or the name of the computer. In my case it is SCOTT.



Open this file and you will see a grayed out folder that says **Application Data**.



Open this folder and find the ProAct traders versions you are wanting to reinstall. There are **TWO** FOLDERS associated with this versions and you must **DELETE** both of them Example: ProAct Traders v1 and also the folder names V1.



Once deleted **REINSTALL THE CHARTS**, and then **REBOOT** your computer.

Note: If you did not find any of the above directories it is because the first uninstall worked and you have a different problem! Also, sometimes after this you will not see the PROACT icon. Instead you will see an icon that says X on your desktop. That is the ProAct Charts.