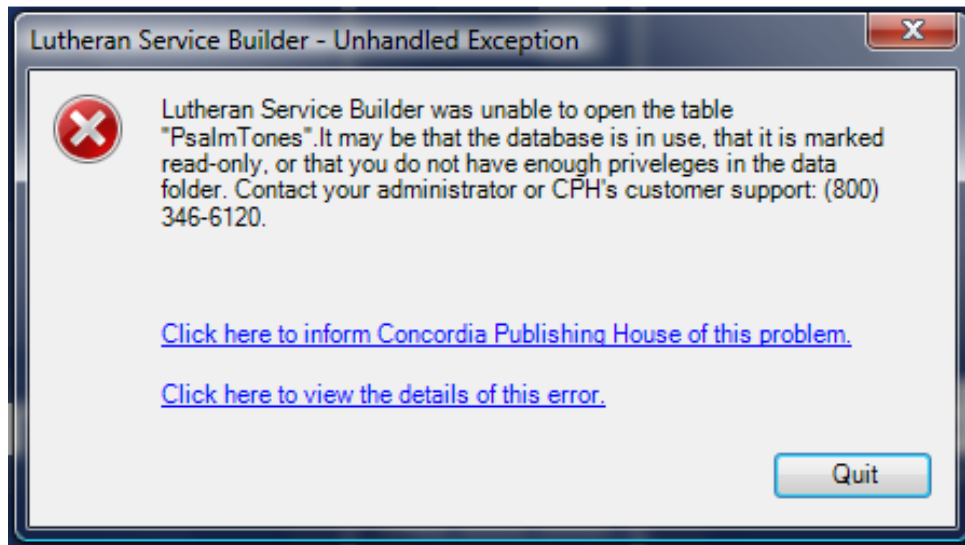


Troubleshooting Note: *Lutheran Service Builder* 1.07 Update Note: *Builder* Won't Start Correctly After Update

After running the update to *Lutheran Service Builder* for version 1.07, either through the automatic update service or through the standalone installer, you may receive the following error message upon restart of *Builder*:



(Instead of “PsalmTones,” the error usually reads “Propers”, but the cause, effect, and resolution are identical.)

What Caused It

Lutheran Service Builder 1.07 includes many changes to database searches and indexing that increase performance and improve response time. It also includes significant additions to the database contents. In order to distribute these properly, the *Lutheran Service Builder* Installer attempts to overwrite your old hymnal and lectionary databases with new ones.

(This process will *not* overwrite any of your saved services and/or custom elements.)

The changes implemented in 1.07 don't allow the use of databases used in previous versions of *Builder*. When updating, it's possible that you either will not have the proper permissions or don't have access to the folder in which the *Builder* databases are stored—*especially* if you are in a networked install environment.

If the Installer has failed to overwrite the databases properly, this error is the result.

What You'll Need to Do

First, you'll need to know if you have a networked install or a standalone install. If you create and edit services alongside other users on different computers, and you are able to see those changes on your

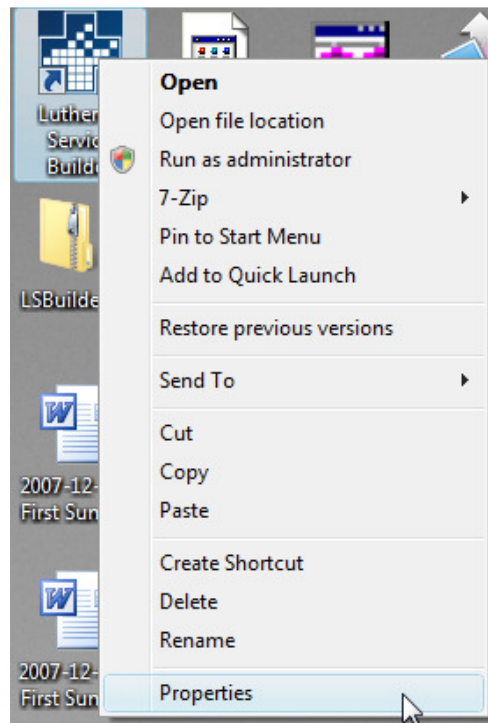
copy of *Lutheran Service Builder* as well, then you are on a networked install, and you can skip to the appropriate section.

Standalone Installations

Standalone installation can usually be fixed by uninstalling *Lutheran Service Builder* and then reinstalling it directly from the 1.07 update. This can be accomplished in a few easy steps.

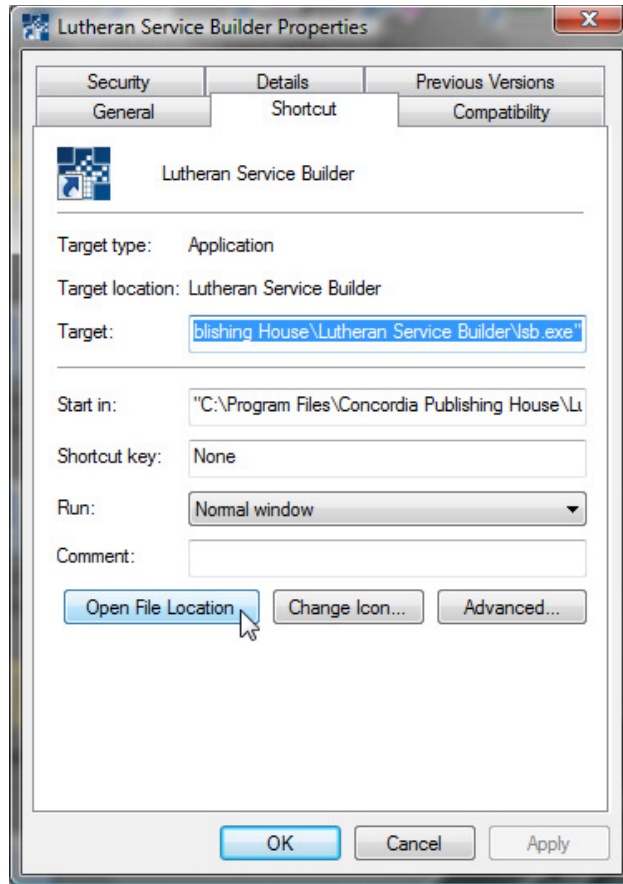
First, let's find the 1.07 update on your computer. If you downloaded it from the *Lutheran Service Builder* Web site, it should still be where you left it. If you downloaded it from the automatic update service, it will be easy to find.

Locate the *Lutheran Service Builder* shortcut on your desktop, or the *Lutheran Service Builder* shortcut in your Start menu. **Right-click** on it. Select the **Properties** command from the context menu that appears.

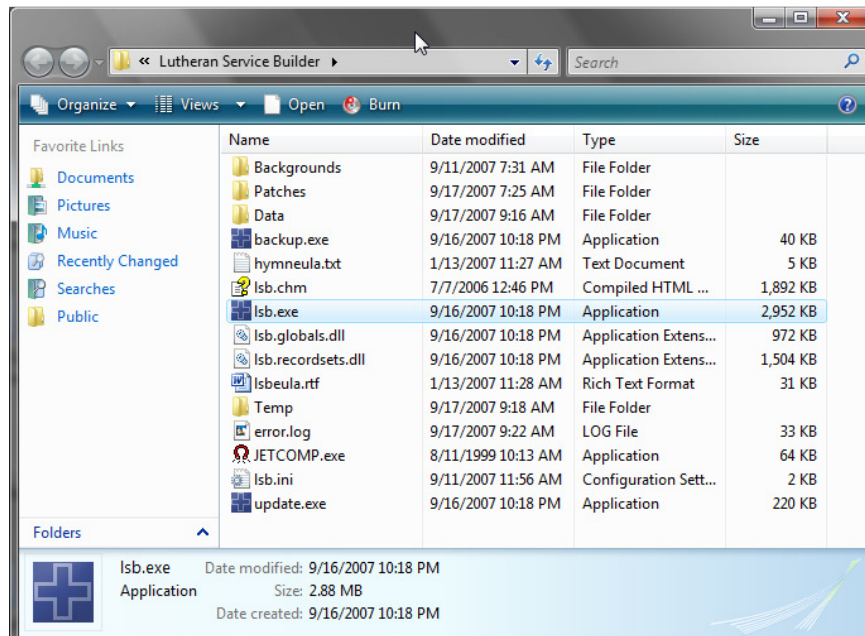


In the window that appears, you should already be in the **Shortcut** tab. Locate the button labeled **Find Target...** and click it.

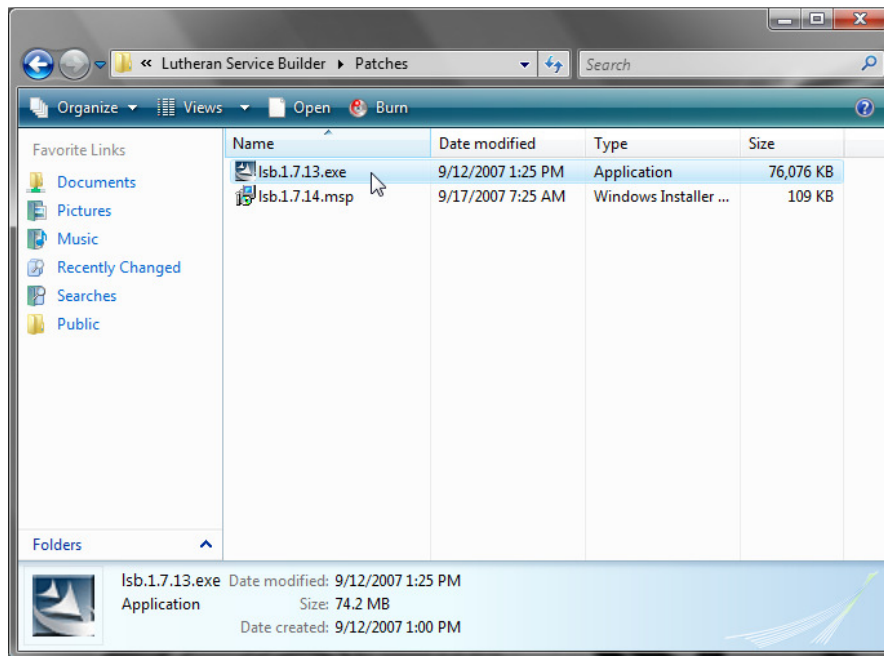
On Windows Vista, this button will be labeled **Open File Location**.



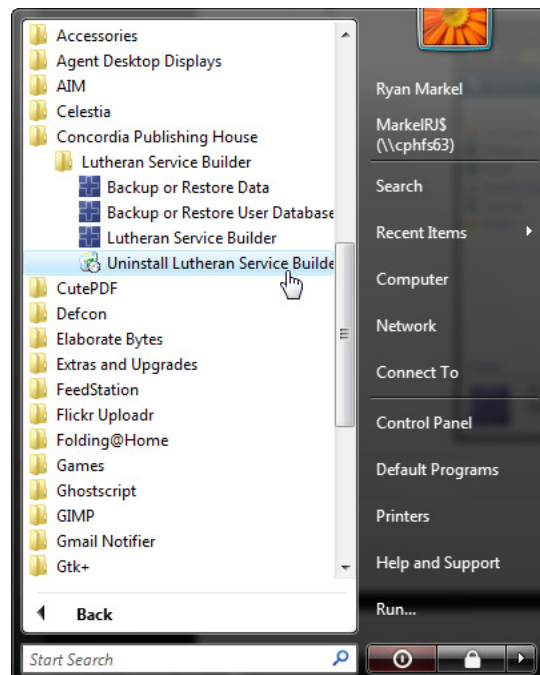
You'll now see the folder in which your copy of *Lutheran Service Builder* is installed. This is usually C:\Program Files\Concordia Publishing House\Lutheran Service Builder. Once you see this, we're looking for the **Patches** folder. Double-click on it to open the folder.



Inside this folder, the *Lutheran Service Builder* automatic update service stores every patch you've ever downloaded. The file you are looking for is named **Isb.1.7.13.exe**. Once you've found it, go ahead and copy it somewhere else that's easy for you to find after you've uninstalled *Builder*.



Now that you've moved it elsewhere, let's uninstall your current copy of *Builder* so we can get the new databases on your computer. Navigate to the uninstaller using your Start button. Go to **Programs** (or **All Programs**), then the **Concordia Publishing House** folder, then the **Lutheran Service Builder** folder. Click the item labeled **Uninstall Lutheran Service Builder**. The uninstallation routine will ask you if you really want to uninstall *Builder* – say **Yes**.



Once the uninstall is complete, find the **lsb.1.7.13.exe** file we had you locate earlier. Double-click it to begin the reinstallation process. You will need to re-enter your CPH Customer Number as part of this process. It can be found on any packing slip or invoice you have received from CPH, or on the plastic card you were provided to remind you of your account number.

Upon your restart of *Lutheran Service Builder* following this reinstallation, the loading process should complete with no additional problems.

If you still encounter the problem on a subsequent load, please read through the networked installation instructions for an alternate solution.

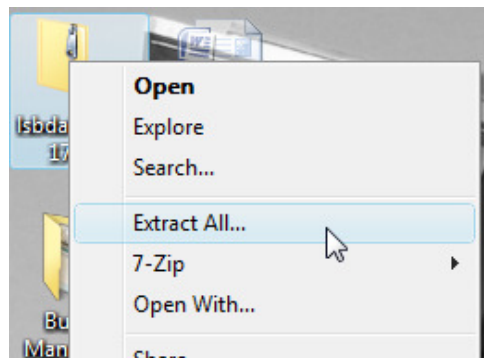
Network Installations

If you are on a networked installation, you should also ensure that every copy of *Builder* on your network has been upgraded to 1.07. You should not attempt this fix until every copy of *Builder* on your network is running version 1.07. **In many cases, simply upgrading every installation on the network will solve this problem immediately.**

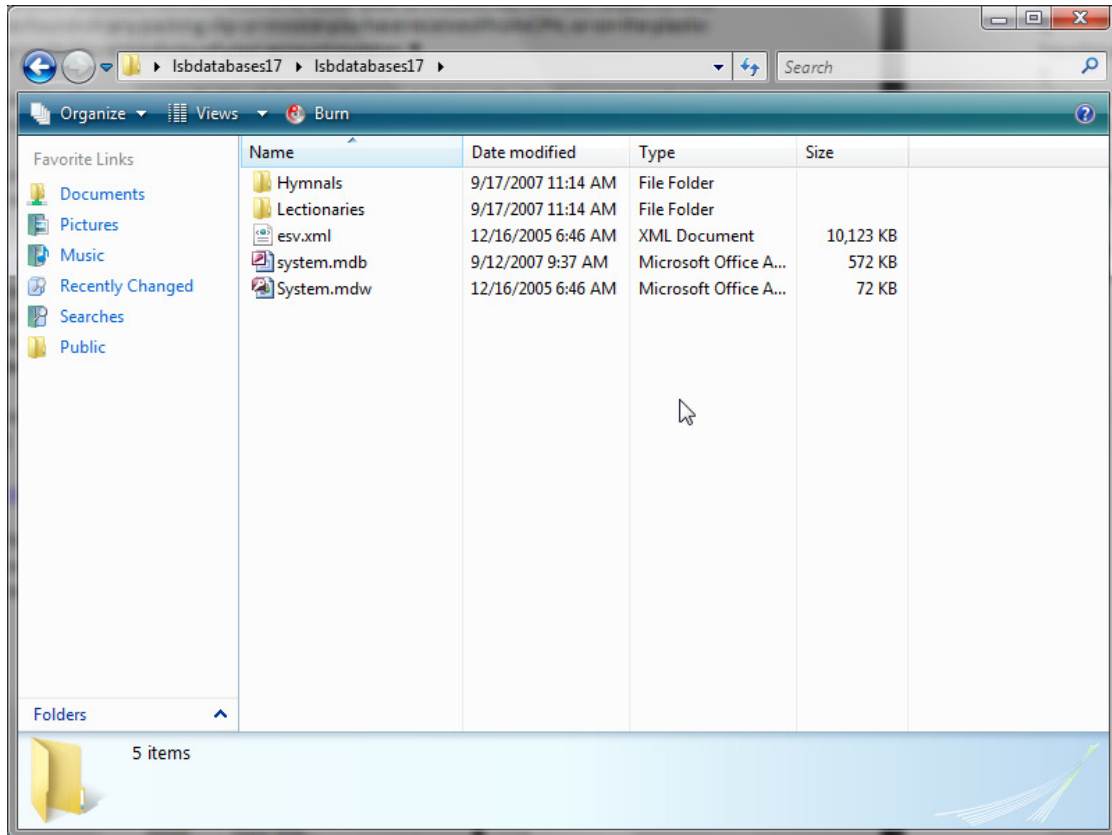
If running the install across your network does not solve the problem, you will need to download an additional file:

<http://cphdev.com/downloads/lsbdatabases17.zip>

Download this file to a location on your computer where you will be able to easily access it later. Once the download is complete, **right-click** on the file and select the **Extract all...** command from the context menu that appears.



Windows will open the Compressed Folder Wizard. Follow the instructions as they are presented on your screen to extract the files. Windows also gives you the option to show you the extracted files upon the completion of this process; make sure that option is checked. When you complete the process, you will be shown the folder containing the correct and updated *Builder* databases.

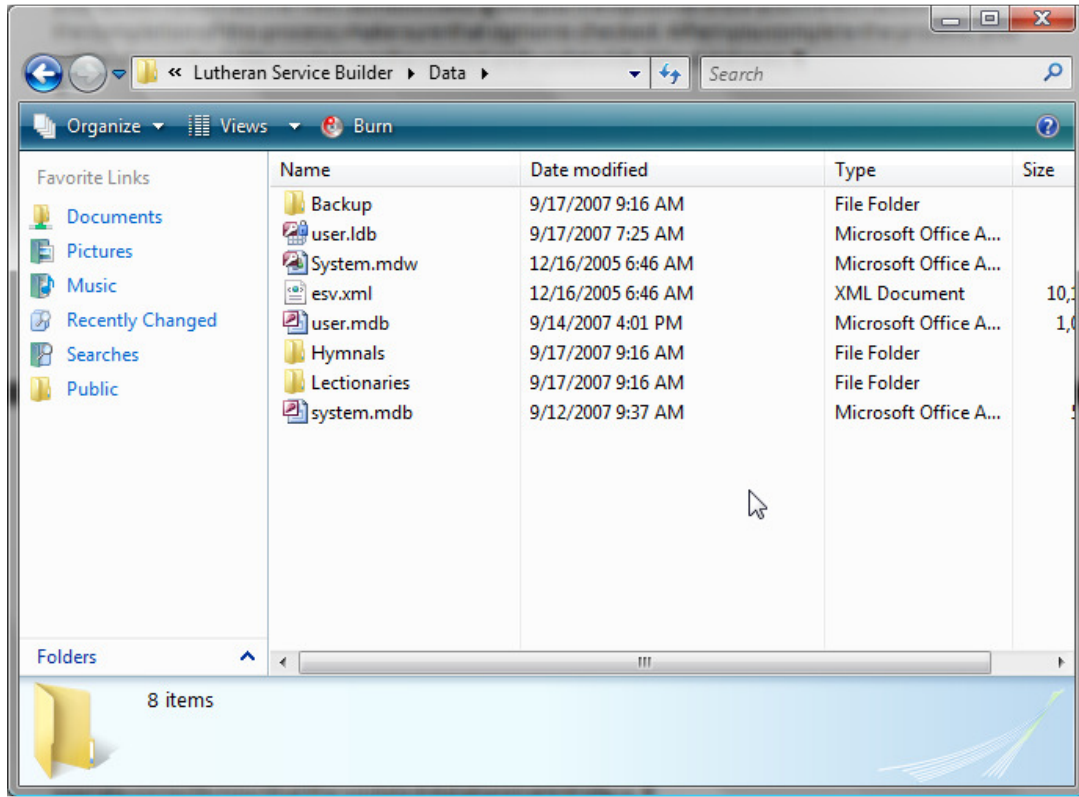


Click on the **Edit** menu, then the **Select All** command. Then click the **Edit** menu, and the **Copy** command.

(If you are using Windows Vista, you will have to manage these steps using only mouse commands and right-clicking, or through keyboard shortcuts, as there are no menu bars in the default folder windows.)

Find the location on your network where your *Lutheran Service Builder* databases are located. If you do not know, contact your network administrator or whomever installed your copy of *Lutheran Service Builder*.

You should see the following files and folders:



Click on the **Edit** menu, then the **Paste** command. Windows should ask you for confirmation in overwriting the existing files with the new files. Answer **Yes** to each question.

Once the copying process is complete, attempt to run *Lutheran Service Builder*. It should start and operate correctly now that the updated databases are in place.

If you are still experiencing problems, please call *Lutheran Service Builder* support at 800-346-6120 and a technician will be happy to assist you in solving this problem.