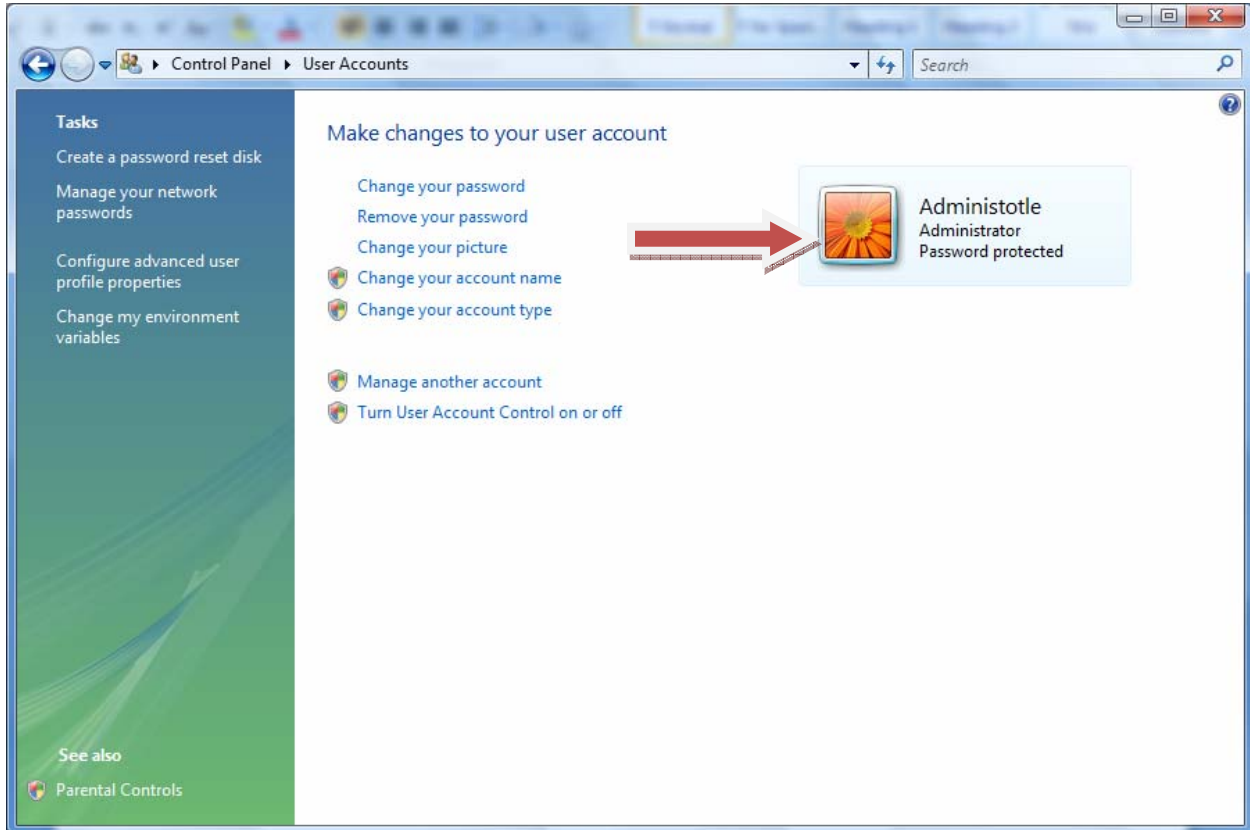


1. Ensure User Account is Administrator
  - a. Goto Control Panel -> Classic View -> User Accounts
  - b. You will see a screen similar to below. The upper right corner should indicate Administrator.

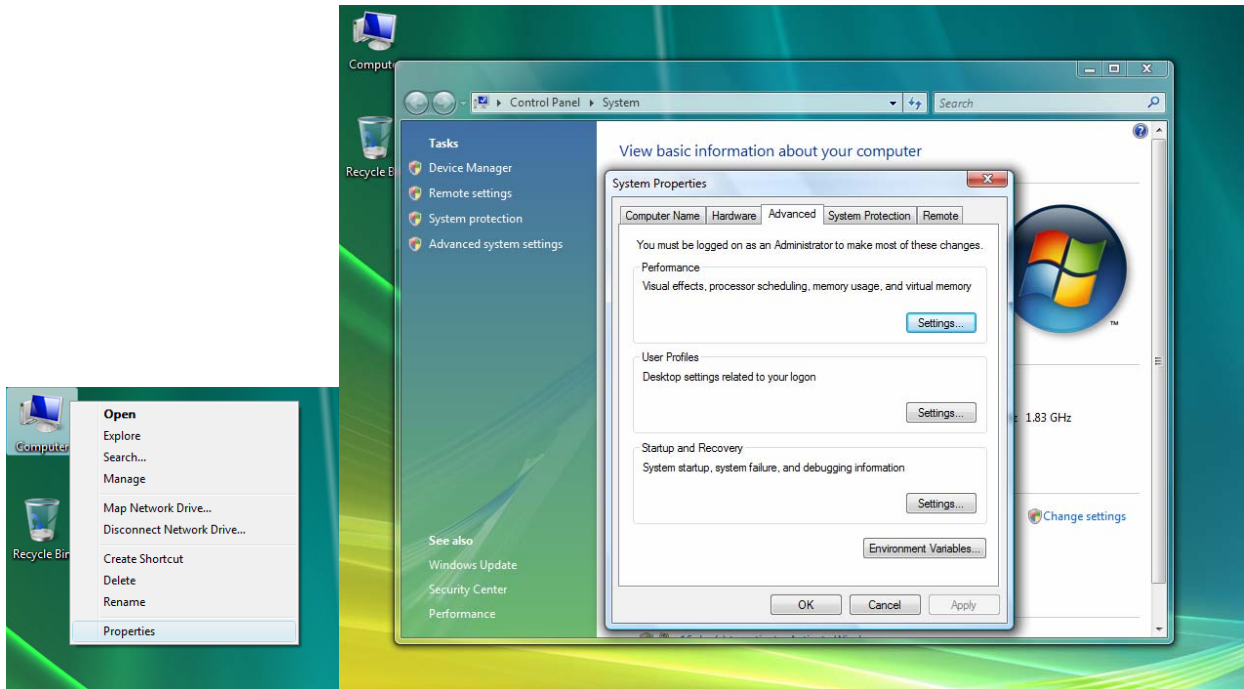


2. Ensure UAC (User Account Control) is turned ON.
  - a. Goto Control Panel -> Classic View -> User Accounts -> Turn User Account Control on or off
  - b. You will see a screen similar to below. Ensure that the box is checked.

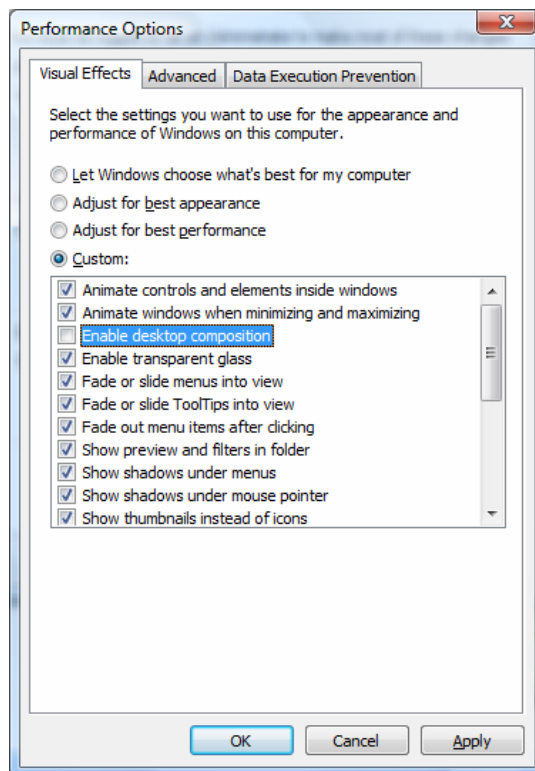


### 3. Turn Off Desktop Composition

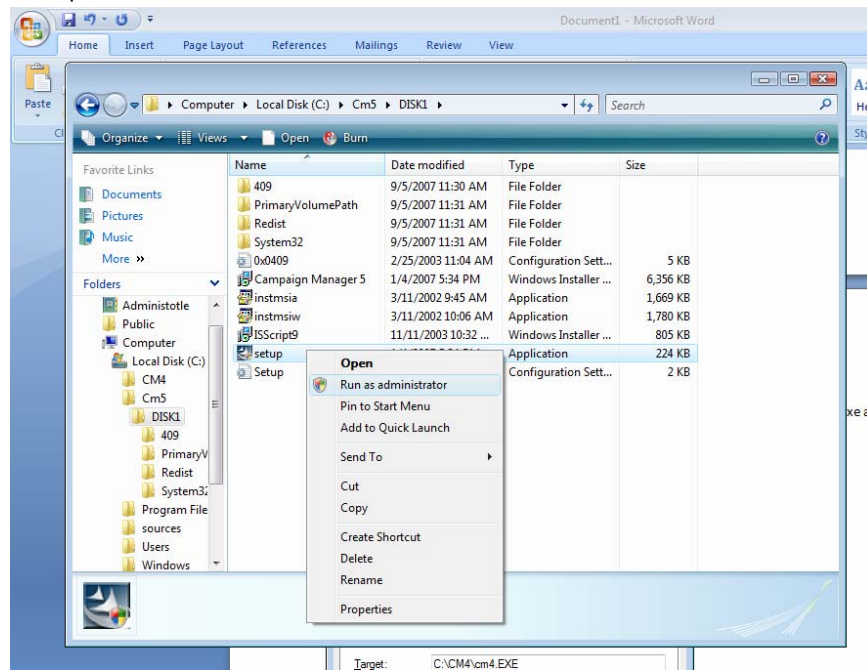
- a. Right click computer -> properties -> advanced system settings -> advanced -> performance settings... (see pictures below for assistance)



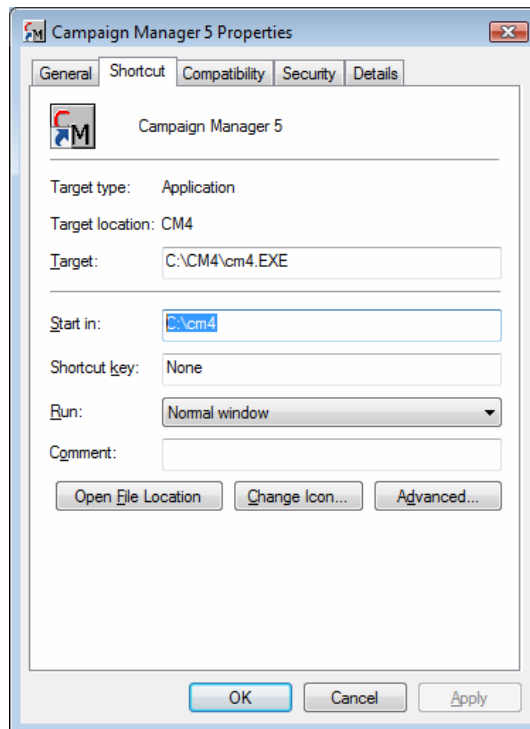
- b. Uncheck "Enable Desktop Composition." See picture below:



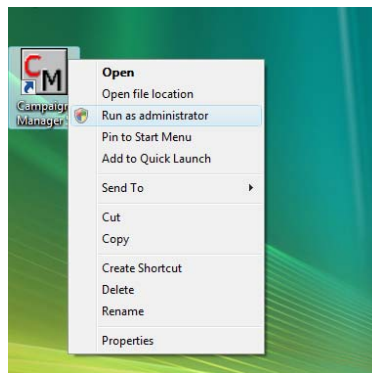
4. Install Campaign Manager
  - a. Do not use the auto-run. Goto the disk1 folder and right click the setup.exe and choose "Run as Administrator"



5. Change Start In to C:\CM4
  - a. Right click icon -> properties. See picture below:



6. Run CM by double clicking the icon. DO NOT Run As Administrator. DO NOT Change Compatibility Mode. See 6a if you get "Error initializing application object" message on launch.
  - a. If you get "Error initializing application object" message, close the program by pressing the esc key (Do not register it) then restart with "Run As administrator" (right click the icon and see picture below). The program will now start with no "Error initializing application object" message. Do not register the program, close the program with the esc key and restart it without "Run as administrator." You only need to "Run as administrator" once to remove the error message. Continuing to "Run as administrator" will give OLE errors when working with records.



7. If you followed all steps above correctly, the program will function normally. If you have any problems after following these instructions please call technical support at 800.243.4401 option 1.