

## How do I uninstall and reinstall the Autoform DM Client?

Mikael Wängelin - 2022-08-04 - Comments (0) - Autoform DM FAQs

# Autoform DM

At times you will need to install a fresh copy of the Autoform DM Client, for example when doing upgrades. The best practice for this will involve uninstalling the Client and purging all Client files ready for a fresh install. Follow these steps:

The following paths are only relevant for the 10.0 version of the Client.

### Remove the old installation

The following paths may be under EFS Software OR Formpipe Software.

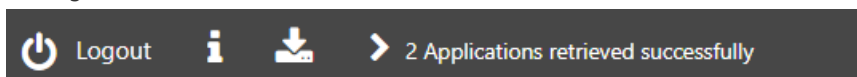
1. Uninstall the Client, this can be done through **Control Panel > Program and Features > Uninstall a Program**.
2. Clear any applications that were downloaded from the Client so a fresh copy is downloaded next time the Client is started, these are stored in  
`%localappdata%\Formpipe Software\AUTOFORM DM\Client\Applications\`.

This folder will be present for each user of the computer so may have to be done multiple times.

3. Remove anything that was previously cached. The cache folder is  
`%localappdata%\Formpipe Software\AUTOFORM DM\Client\Cache\`. This entire folder can be deleted.
4. Delete the user config files, they are stored in `%localappdata%\Formpipe Software\`.

### Restart and download Client

1. Restart the computer ready to install the new Client.
2. Download the new Client from Autoform DM via a Web Browser using the button on the right-hand side at the bottom of the screen:



3. Once the new Client installer is downloaded it can be installed.
4. When the Client is installed, enter the location of the Autoform DM Server and then

log into the Applications as normal.