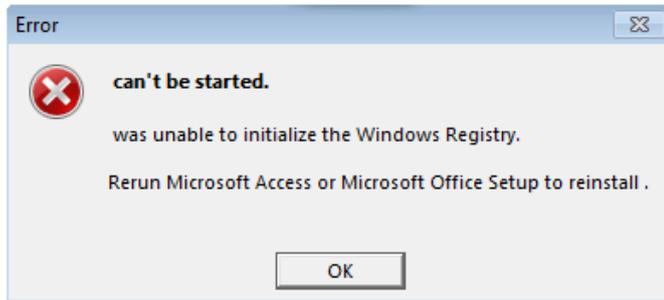# Fixing IPMR if it no longer work after Window 10 upgrade

Most IPMR users have not had any problems at all after upgrading to Windows 10, and a minority have encountered the error below but found that running the software in 'administrator mode' has been sufficient to fix the problem (see IPMR website for this solution). However, a small number of users have found that reinstalling IPMR has been necessary to get it working again following a Windows 10 upgrade. If that's you, please follow the guide below to reinstall IPMR.

Backing up your data

It's recommended that IPMR users back up their data regularly, including before reinstalling IPMR. If you backed up before upgrading to Windows 10, please double-check that you still have this backup, i.e. navigate to your backup location and check that the file is there. If you didn't back up before upgrading Windows, unfortunately you won't now be able to create a backup the usual way (because IPMR isn't working!). If you know where your IPMR folder and database files are, navigate to the folder now and manually take copies of your database files (i.e. right-click a file, copy it, and paste to another location such as your Desktop).

Downloading IPMR

To perform the reinstall, you will need a copy of the latest version of IPMR, which is available from the IPMR web page:

www.bto.org/volunteer-surveys/ringing/taking-part/submitting-records/ipmr

Scroll to the **Download IPMR** button and click in order to download the Installer file, called **IPMR97.exe**. If you are prompted for a save location, it's probably quickest to save the file to your Desktop, otherwise you will need to find the installer file in the standard downloads area for your browser
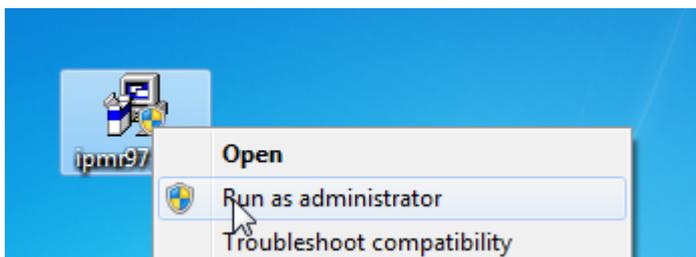

Left: The download button on the IPMR website. Right: the IPMR installer icon as it appears when downloaded to the Desktop.
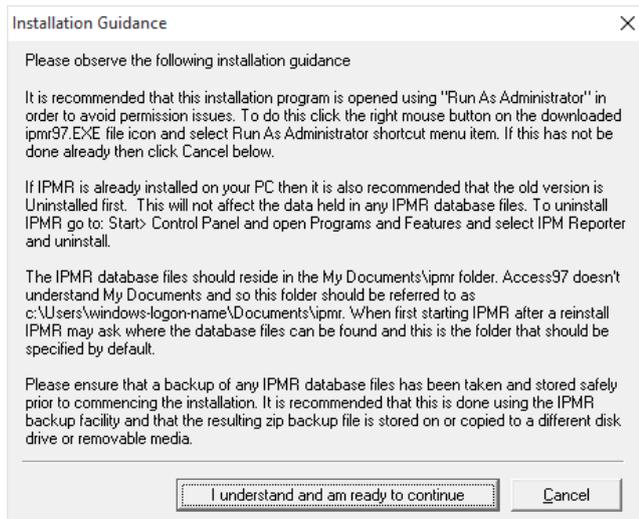
Reinstalling IPMR

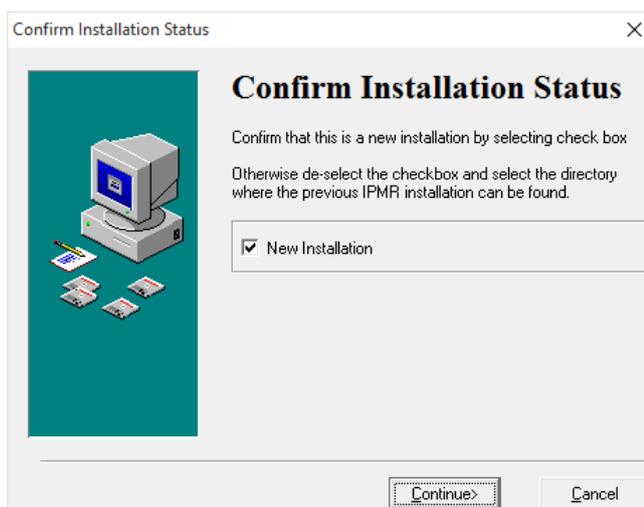Once the IPMR installer file is on your Desktop, please follow these steps:

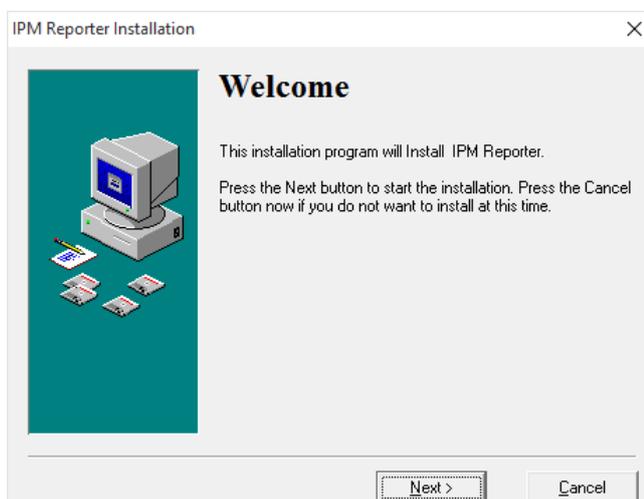a)   Right-click on the file icon and select menu item **Run as administrator**.

b) You may be asked **Do you want to allow the following program from an unknown publisher to make changes to this computer?** Click 'Yes'.

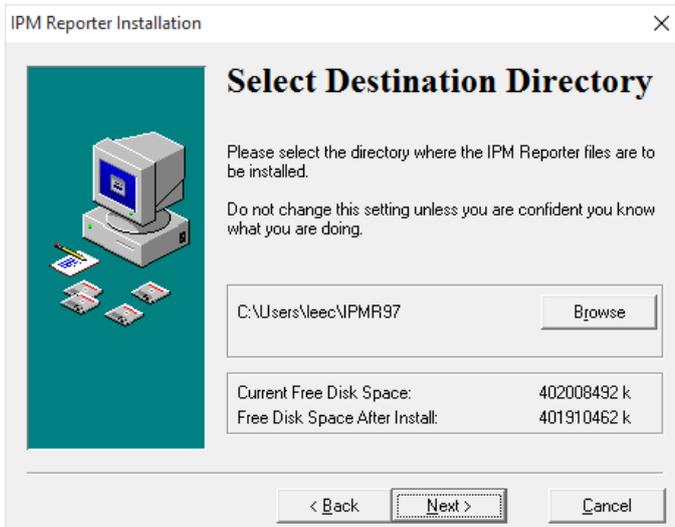c) You will be shown the guidance screen below. After reading, click **I understand and am ready to continue**.

d) You will be presented with the Licensing Agreement form. Click **I Agree**.

e) You *may* see the **Confirm Installation Status** window, as shown below. If so, untick the **New Installation** box and follow the instructions, then click **Continue**.
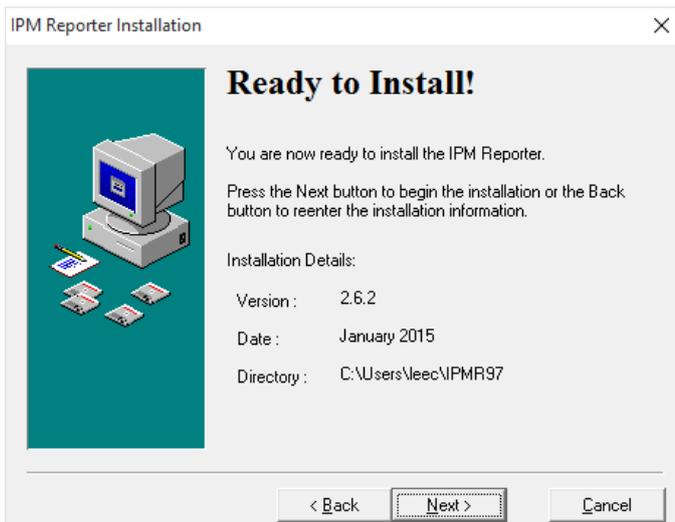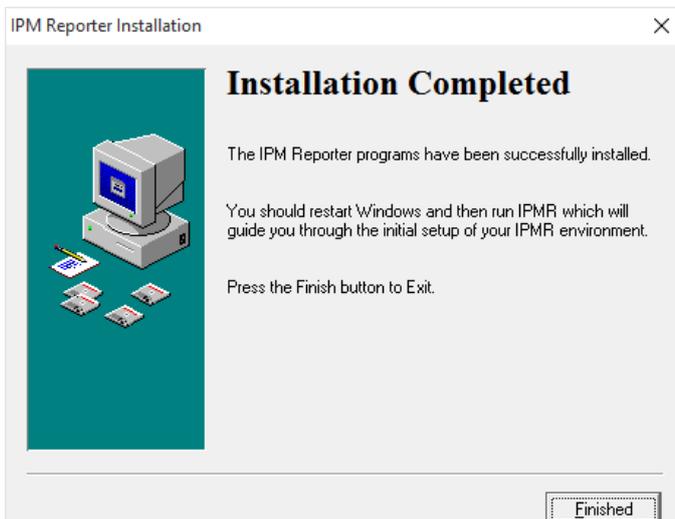

f) Click **Next** on the **Welcome** window.

g) The **Select Destination Directory** window will appear. Leave the location as **C:\Users\username\IPMR97** unless you think the original IPMR installation is actually in a different place on your computer, in which case click **Browse** and select the correct location (bear in mind it is asking for the location of IPMR's system files, *not* your IPMR folder in My Documents). Click **Next**.
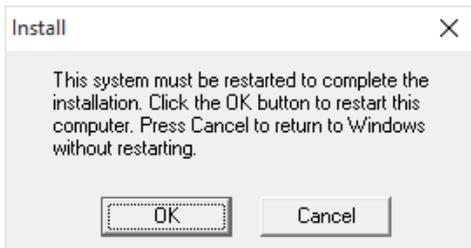

h) The **Ready to Install** window will appear. Click **Next**.

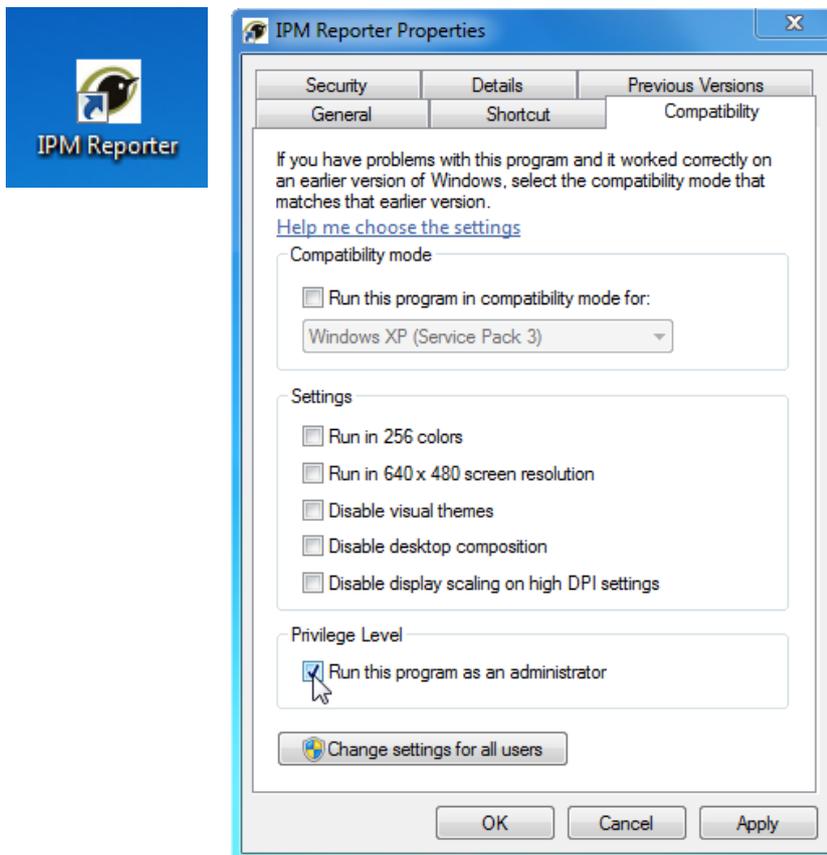i) IPMR will install automatically, after which the **Installation Completed** window will appear. Click **Finished.**

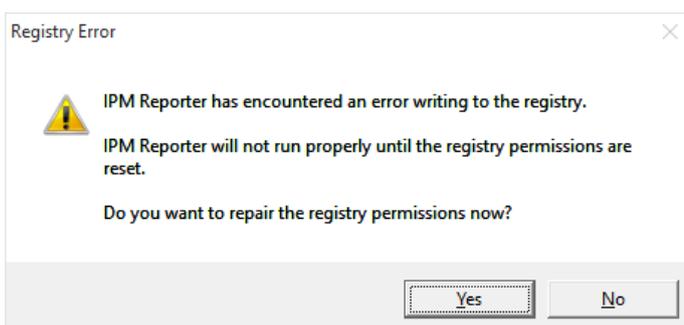j)   You will be asked to restart your PC to complete the installation.

Checking IPMR works

a)   Once the computer has restarted, right-click on the software launcher icon on your desktop (or in the start menu), select option **Properties**, then select the **Compatibility** tab on the window that pops up. Check that the option **Run this program as administrator** is ticked. Now double-click the launcher to run IPMR.

b)   You may be asked **Do you want to allow the following program from an unknown publisher to make changes to this computer?** Click 'Yes'.

c)   You may then see the message below. Click **Yes**.

d) Another box will appear, asking whether you wish **StartAccessPermissions** to proceed, click **Yes/Allow** again.

e) IPMR will warn you that your database is about to be upgraded. This may take a while to complete—the progress will be shown in a bar at the bottom of the screen.

Once the database upgrade has taken place, IPMR should begin running as normal and you should be able to view all your data. If this is not the case, please contact nrs@bto.org or phone 01842 750 050 for further help.