

### **How to install DocuXplorer 2020 Retail Version**

1. Type the link into your browser's address bar:  
<http://download.docuexplorer.com/docuexplorer2020retail.exe>
2. After the download has completed and before you run the installation program:
  - Uninstall any existing version of DocuXplorer you may have from your workstation using the Control Panel's 'Add/Remove Software' item. Please note that removing DocuXplorer will not uninstall your Library.
  - Make sure you have installed the latest updates and service packs for your operating system and Microsoft Office programs on your computer.
3. Run the newly downloaded install and follow the instructions that display in the Install Wizard. Please make sure you have administrator rights before you run the install by accessing the right click menu option "Run As" and then entering the Administrator's User ID and password.
4. Firewalls - If you have an internet connection, allow DocuXplorer to communicate through any firewalls so that we may inform you of any available updates and give you the choice to automatically download and install them.
5. Antivirus Software - Exclude all DocuXplorer database files from your antivirus software auto-protect process. Exclusions specify the files that should not be scanned by file name extension or by specific file name. File extensions to exclude are .ADT, .ADM, .ADD, .AI, .AM, .ADI and .TMP.
6. Indexing Software - Exempt the DocuXplorer database files from being regularly indexed by software such as Google Desktop, Yahoo Desktop or MSN Desktop.
7. Registration Information – There is no need to re-register your license, since DocuXplorer saves your past registration information and automatically populates it into the newest version.

If you would like a technical support representative to provide hands-on assistance and you do not have a Super Support contract, please purchase Level 2 phone support at [www.docuexplorer.com](http://www.docuexplorer.com). Select Purchase, Phone Support, Level 2 Support.

**If you experience any problems with DocuXplorer or with the installation, contact technical support via email at [support@docuexplorer.com](mailto:support@docuexplorer.com).**

**You can also call +1 212 496 9871 for hands-on assistance or to request/schedule a demo.**