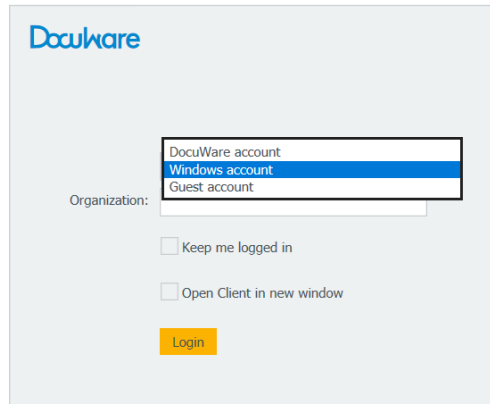


# Docuware Re-Install Instructions

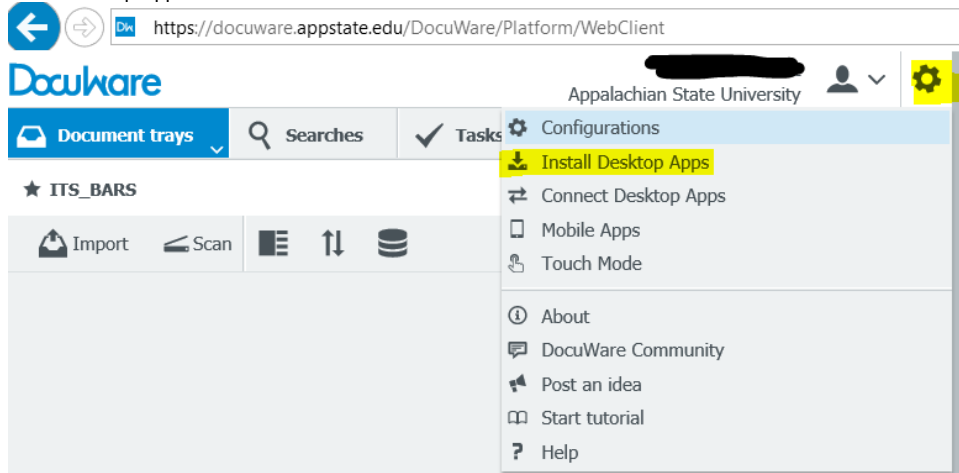
If the Docuware Desktop App will not reconnect, if prints or scans are not appearing as expected in document trays, if a Windows update has disconnected the Desktop App

## Step-by-step guide

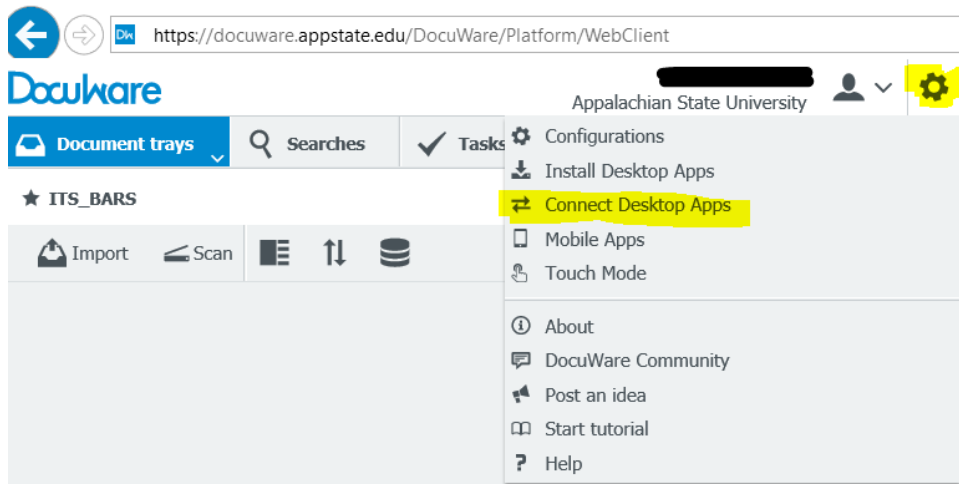
1. Close the Docuware Desktop App and the Docuware web client
2. Go to Control Panel, Uninstall Programs, find the Docuware files. There could be between 8-12, depending on what was originally installed.
3. Uninstall them all one by one, will need Admin rights.
4. Open the web client at <https://docuware.appstate.edu/docuware>
5. Choose 'Windows account' at the login prompt, then click the orange Login button



- a.
  - b. log in with current Shibboleth credentials
6. Once the client is open go to the configuration cog, beside the user name.
  7. Click on Install Desktop Apps



- a.
  - b. there will be a yellow-orange DW icon in the Taskbar or a client setup.exe file in the Download folder - open whichever one is visible.
  - c. Choose Custom Installation
  - d. Click the following install options: Edit & Send, Import, Printer, Scan, Smart Connect, Windows Explorer Client. Click Install.
8. Once the installation is complete return to the configuration cog on the web client.
  9. Click Connect Desktop Apps



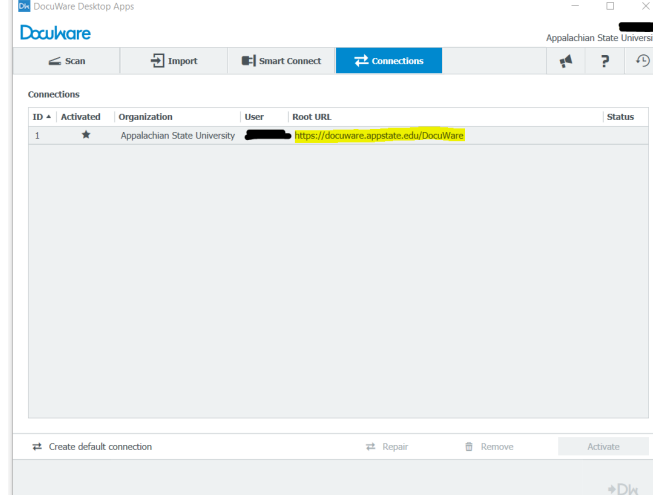
a.

10. Confirm the Desktop Apps is connected. Click on the carot in the Taskbar, look for the blue DW icon, right click on it and choose Open DocuWare Desktop Apps



a.

- b. the Connection tab on the Desktop App should look like this, with no warnings or issues in the Status column



c.

11. In order to print from a new install, you may have to choose "See more..." under Print --> Destination before the "DocuWare Printer" becomes available blocked URL

## Related Articles

- [Docuware](#)
- [Docuware Articles](#)
- [Video of How to Install Desktop Apps](#)
- [Update Desktop App after Docuware 7.1 Upgrade](#)
- [Staple \(Batch\) Documents in Docuware](#)
- [Resolving Connection Issues in Docuware](#)
- [Instructions for Initial Login to Docuware](#)
- [Docuware Scan Configurations](#)

For more information including resources for support, please visit the [Docuware Service Catalog Page](#).

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