

## Installing Quicken via Selective Startup

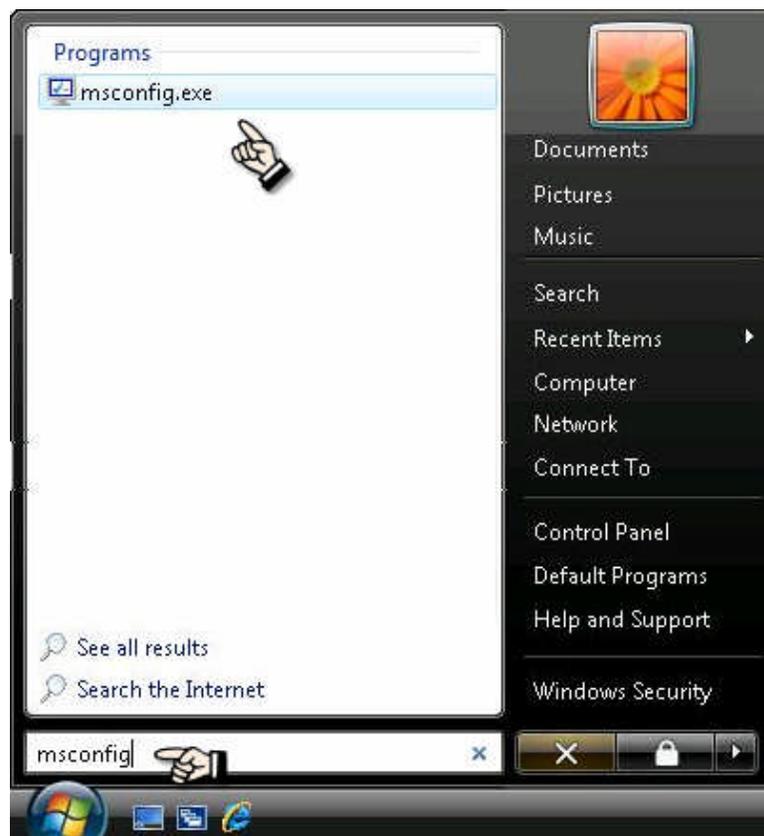
In instances where an installation does not complete successfully, it may be necessary to perform advanced steps to eliminate issues encountered during the normal installation process.

**Note:** Before using the following steps, first verify that you meet the minimum system requirements to install Quicken.

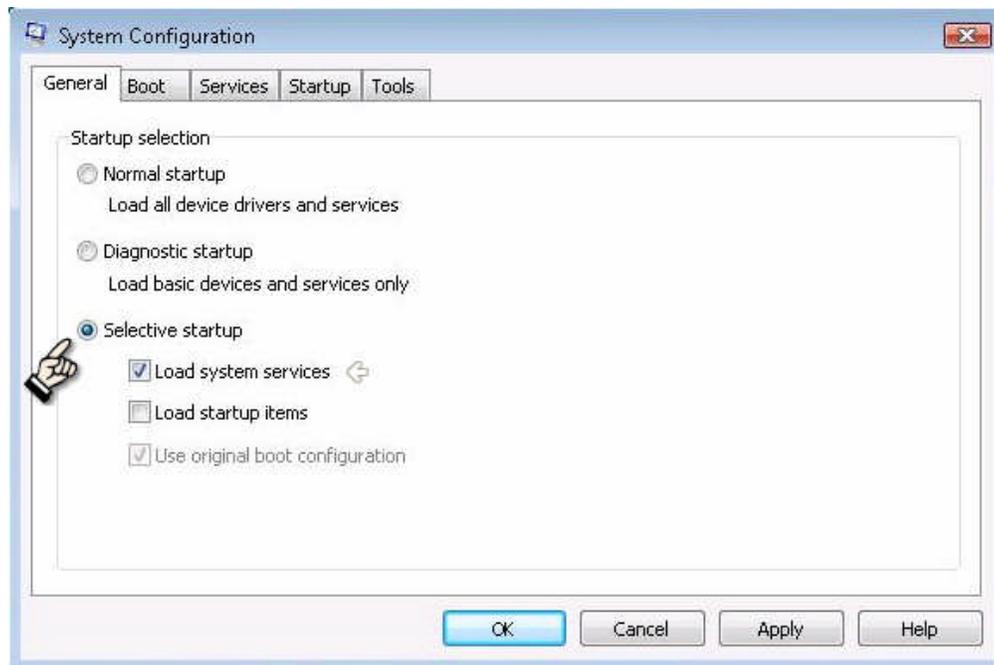
### **Windows Vista:**

Instead of installing in Safe Mode when running Windows Vista, use the following steps to restart your computer in Selective Startup Mode, and then install Quicken.

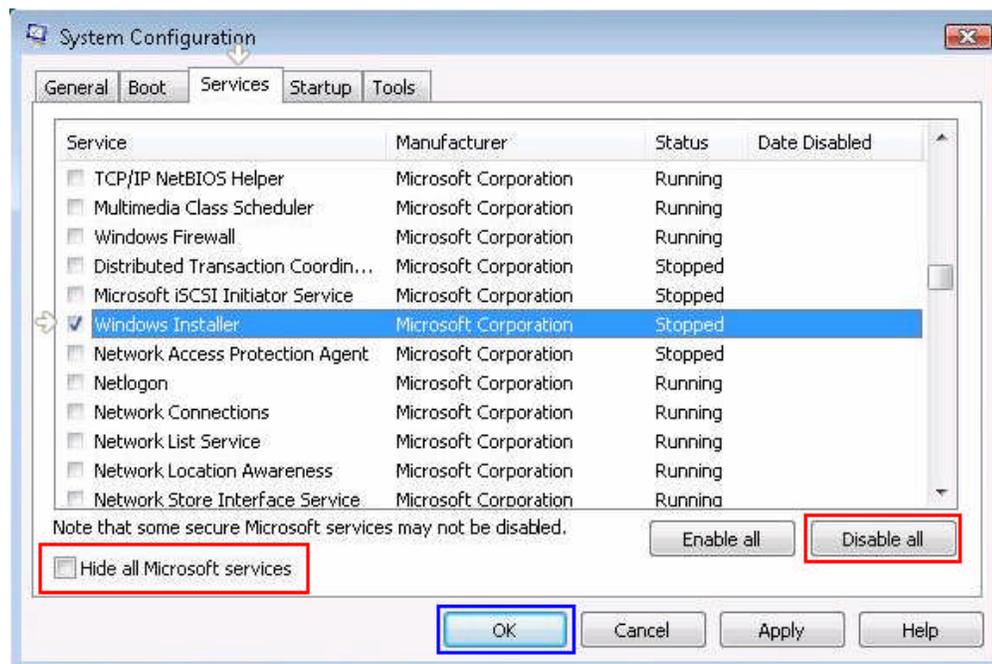
1. Click the Microsoft® Windows® **Start** button, and type **msconfig** in the search field.
2. It will appear in the Programs list. Click on **msconfig.exe**



3. Click the **General** tab, and then choose **Selective Startup**.
4. Select **Load System Services** only.



5. On the **Services** tab, be sure that **Hide all Microsoft Services** is not selected.
6. Click **Disable all** to clear all selected services.
7. Select **Windows installer**, and then click **OK**.



8. Click **Restart** when prompted, "You must restart your computer for some of the changes made by the system configuration utility to take effect."
9. Run the Quicken installation from the CD-ROM. The Quicken installation should start automatically after placing the Quicken installation CD-ROM in your CD-ROM drive. If it does not:
  - a. Double-click the **My Computer** icon on the Microsoft® Windows® desktop.
  - b. In the **My Computer** window, select the CD-ROM drive. This will have a label such as Quicken 2009 indicating the Quicken program disc.
  - c. Double-click the file named **autorun.exe** (or **autorun**) to begin the Quicken installation.
10. Follow the prompts to complete the installation.

After installing, complete the following steps to revert your system to its previous configuration:

1. Click the Microsoft Windows **Start** button, and then choose **Run**.
2. In the **Open** field, type **MSCONFIG**, and then click **OK**.
3. Click the **General** tab, and then choose **Normal Startup**.
4. Click **OK**, and then click **Restart** when prompted, "You must restart your computer for some of the changes made by the system configuration utility to take effect."

If the installation is not successful, you will need to install using a hard disk installation, which involves copying the installation files to the hard drive of your computer:

1. Right-click the desktop, choose **New**, and then choose **Folder**. This will create a folder named **New Folder** on the desktop.
2. Place the Quicken program CD-ROM in the CD-ROM drive.
3. If a message prompting you to install Quicken appears, click **No**.
4. Double-click the **My Computer** icon on the desktop.
5. In the **My Computer** window, click to select the CD-ROM drive. It will have a label such as Quicken 2009 indicating the Quicken program CD-ROM.
6. With the CD-ROM drive selected, choose **Open** from the **File** menu. The contents of the CD-ROM will be displayed.
7. Double click the **HAB** folder
8. Select the folder labeled **Disk 1**
9. From the **Edit** menu, choose **Copy**.
10. Close the **My Computer** window.
11. Open the **New Folder** that was created in step 1.
12. In the **New Folder** window, choose **Paste** from the **Edit** menu. This will copy the contents of the Quicken program from the CD-ROM to the hard disk.

**Note:** If the folders do not copy successfully, this indicates a problem with the CD-ROM or with your CD-ROM drive. Attempt to use the CD-ROM on another computer to see if you still experience difficulties.

1. When the copy is complete, the **Disk 1** will appear in the **New Folder** window.
2. Double-click to open the **Disk 1** folder, and then double-click the file named **Setup.exe** (or **Setup**) to begin the Quicken installation.
3. Follow the prompts to complete the installation.
4. After the installation completes, follow the above steps to revert your system to its previous configuration.