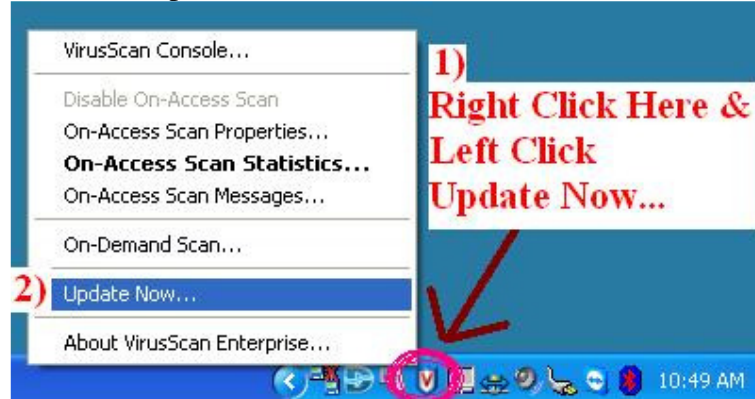# How to Uninstall and Reinstall RDC for Laptop/Tablet

The following process does not have any affect on the case information you have downloaded or saved to your device. If you have photos or notes saved, they will still be there. There are 2 options given and you may use either one.
Note: Before starting either procedure, print this document.

Option 1

Before starting, print this document. On your RDC Laptop, make sure you are connected to the Internet through your mobile broadband card or tethered phone device. You will be doing this update on the local laptop.

1. Your laptop's antivirus definitions must be up to date.
   In the lower right corner of your screen, find the Icon for the antivirus software on your laptop.
   For example, with Mcafee,
      a) Right click on the Mcafee Antivirus Shield
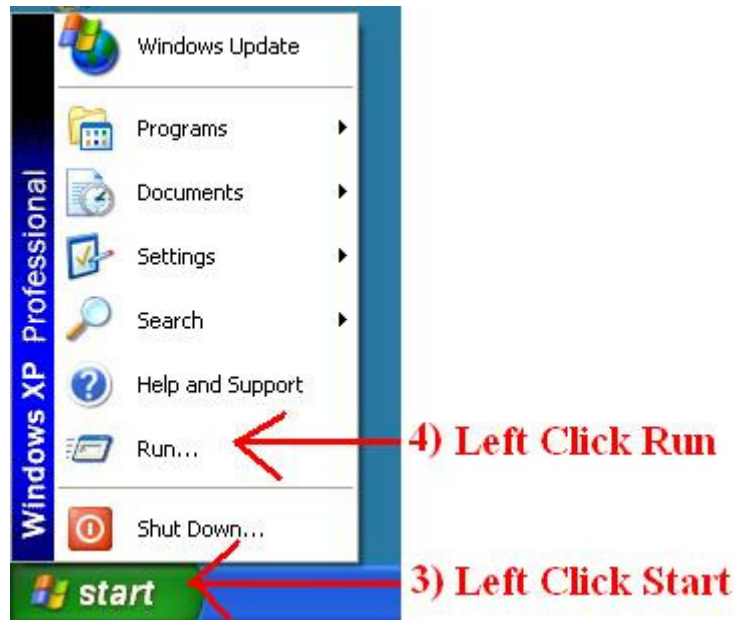   b) Left click on Update now

   You will see a Mcafee update window pop up. After the updates are complete, you can click on the button that says "close" or wait 20 seconds and it will close automatically.

   If you have another type of antivirus software, you may need to check with your local technical support unit.

Now you can begin the RDC fix process.

2. Left Click on Start, scroll up and
3. Left Click on Run

A window that says "Run" will pop up.

4. In the 'Open:' input text box, type the information below **exactly** as it is shown. **This includes Spaces, Dashes, lowercase and Uppercase letters**. Note that there is a space before each dash, but not after.

   javaws -Xclearcache -silent -Xnosplash

5. Left click the OK button.
   You should see an hourglass on your mouse cursor for a few seconds. Wait for the hourglass to go away

If you see a 'Mobility XE Client Icon and a Remote Data Capture Icon, continue with Step 6 and 7. If there are no icons, go to Steps 8-9

6. Double Left Click on Netmotion and login with your user ID and Password.
7. Double Left Click on the Remote Data Capture.

6) Double Left Click Netmotion

7) Double Left click the Remote Data Capture

The Remote Data Capture will now download a new copy of the Remote Data Capture Software. This should take 5-10 minutes depending on your connection speed. Once the Remote Data Capture Software has downloaded, the login screen will pop up. After you login and your cases are loaded, click on the Create Child Visit Note button. If it launches, you are fixed. If it still does not work, call your local technical support unit.

If Mobility and RDC Icons are not present on your desktop follow these steps
8. Start NetMotion - Single left click on Start,
   look for Mobility XE Client and scroll over and left click on   XX Or
   Highlight All Programs, and from the list find the NetMotion folder, scroll over and single left click on Mobility XE Client. Log in to NetMotion (uses your FSFN user ID, but maintains a separate password)
9. Start RDC - Go to the RDC website and select RDC Laptop Application Download. Refer to Option 2, Step C below.
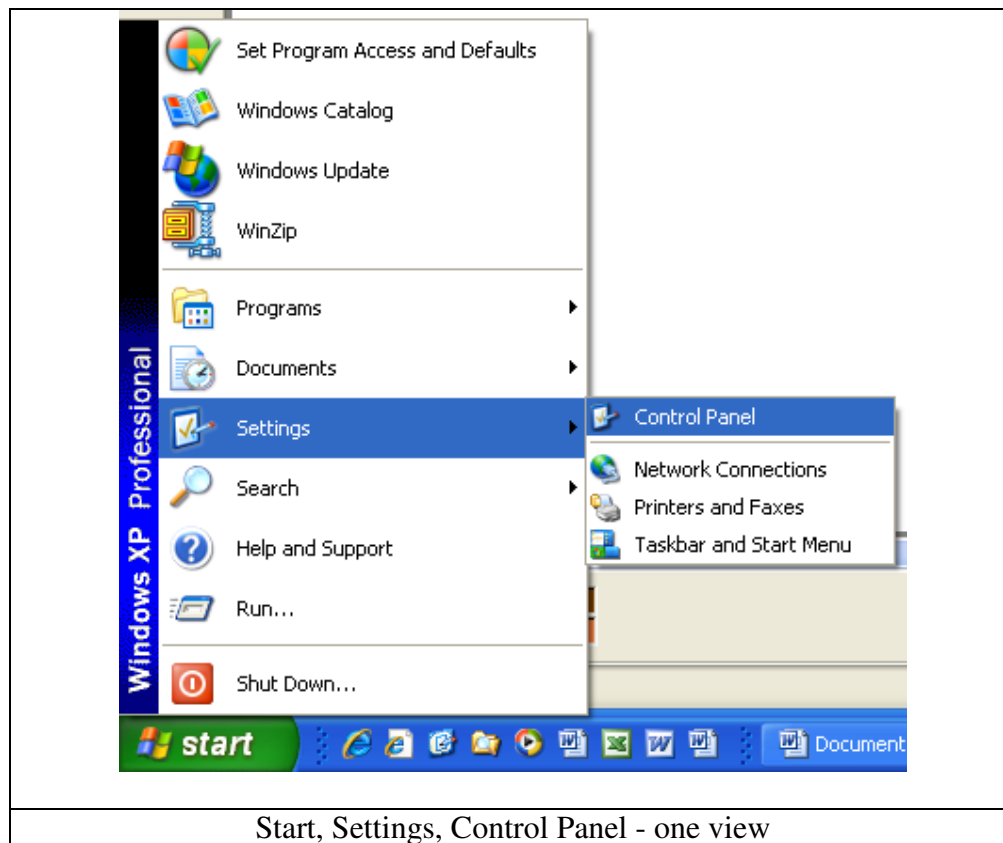
Option 2
A. Start your computer
1. Turn on your laptop computer and let it go through it's normal boot-up process.
2. Connect to DCF's network, either by logging into Netmotion or another VPN option that your CBC has chosen. (You must have this connection to allow RDC to install.)
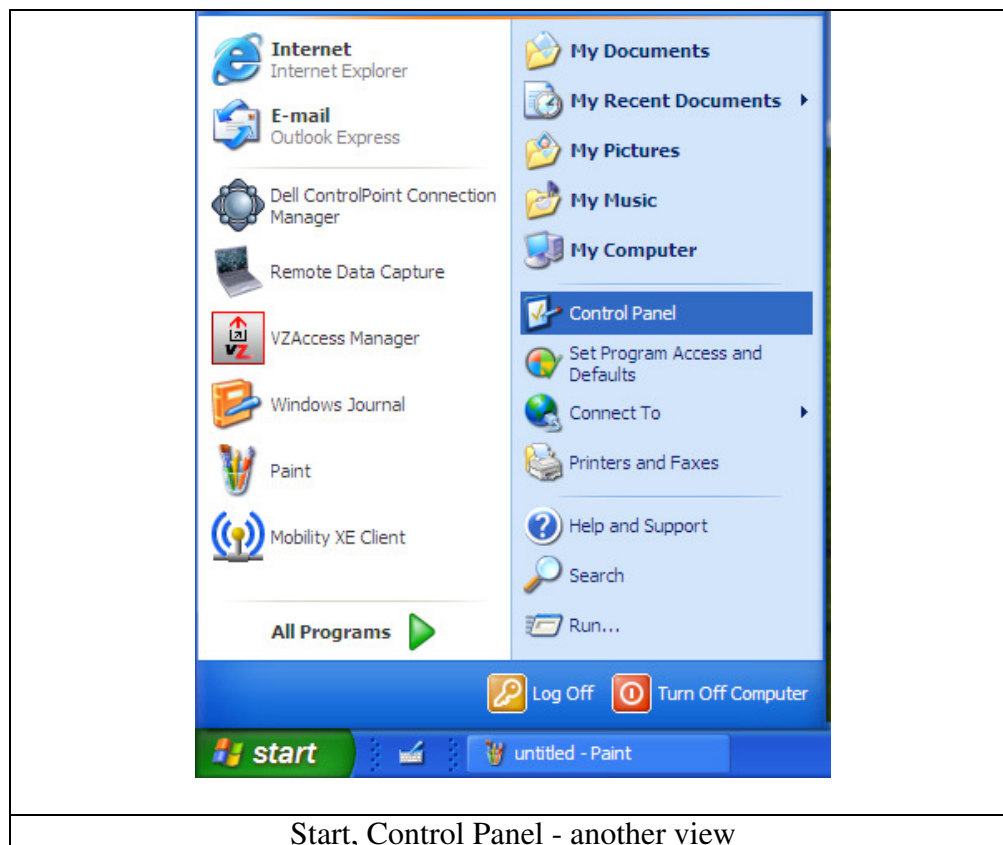
B. Uninstall the existing version of RDC.
1. Go to 'Start' (lower left corner of your screen) and left click once.
2. Find and scroll to 'Settings'.
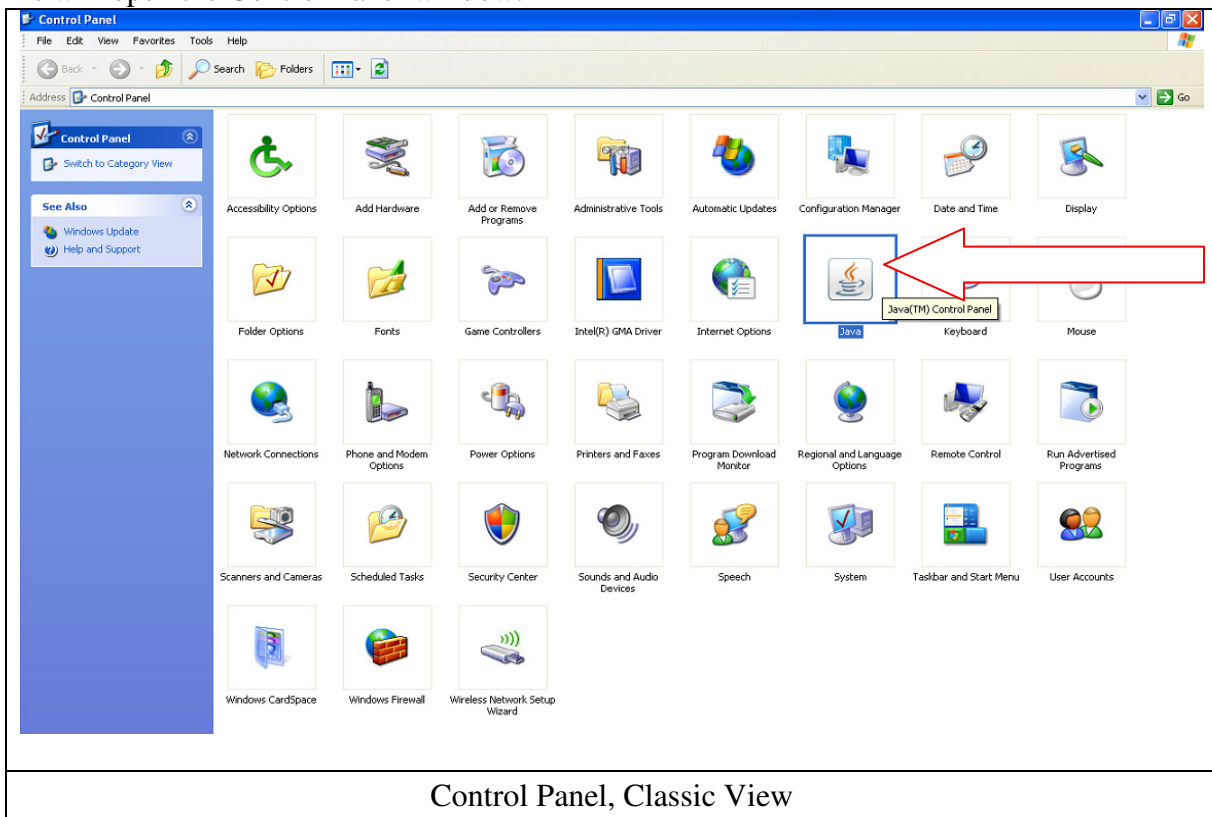3. On the Settings sub-menu, find and click once on 'Control Panel'

Start, Settings, Control Panel - one view

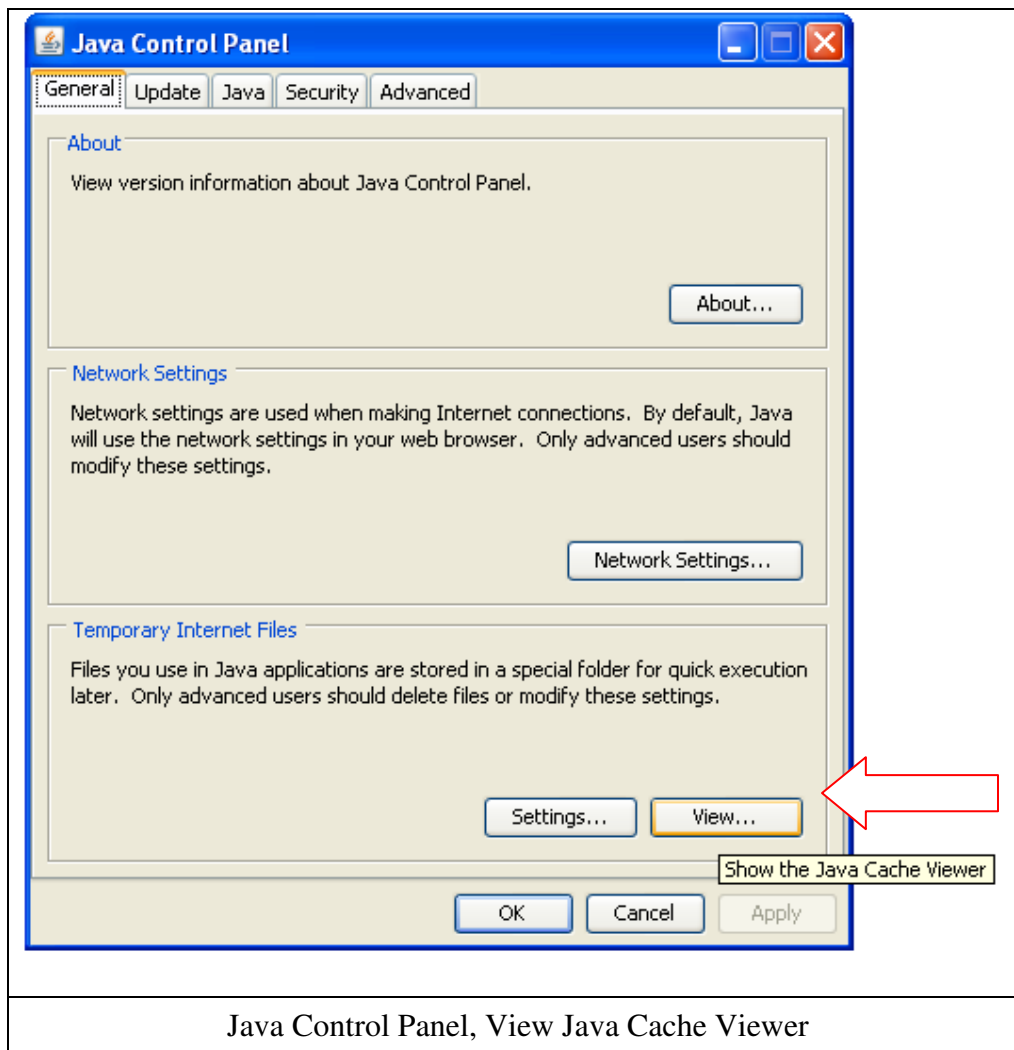Your view from the Start button may look more like the following. Find and click on Control Panel.

Start, Control Panel - another view
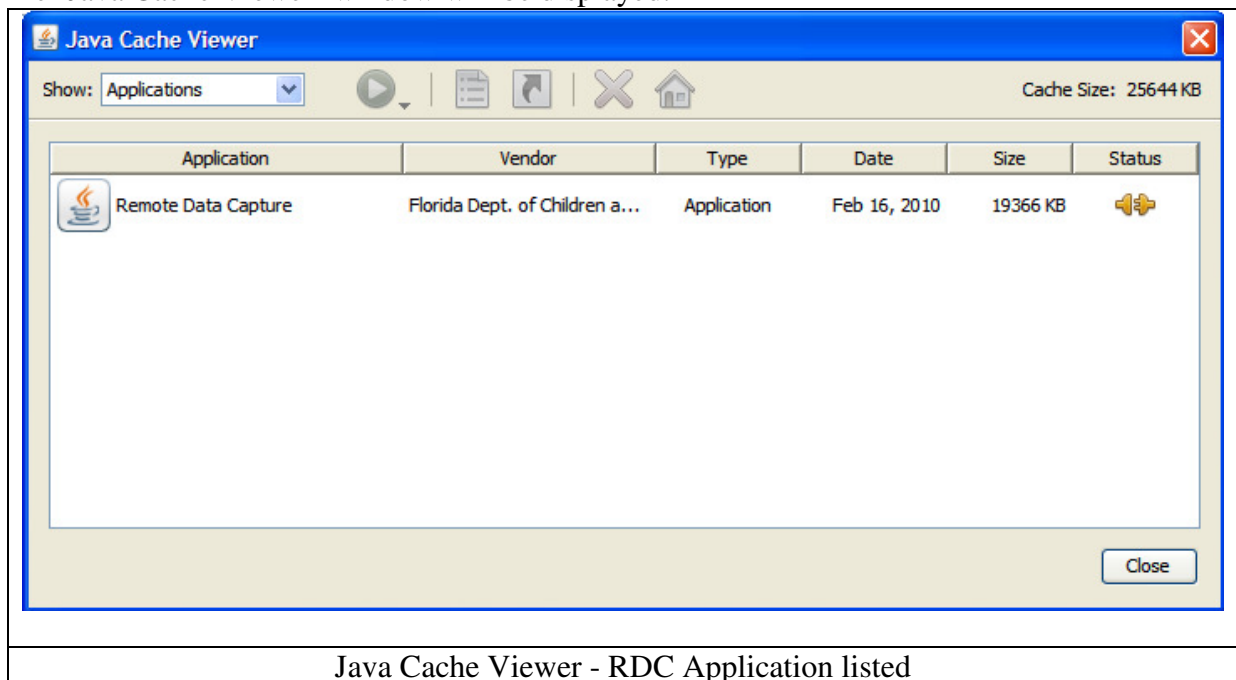
This will open the Control Panel window.

Control Panel, Classic View

If you do not see a list or 20 or 30 items or icons, you may need to switch to 'Classic View' for the Control Panel window. Look on the left side of your screen, find and select 'Switch to Classic View".

4. Find the 'Java' item/icon and double click on it to open the Java Control Panel.
5. On the "General Tab', find the 'Temporary Internet Files' section.
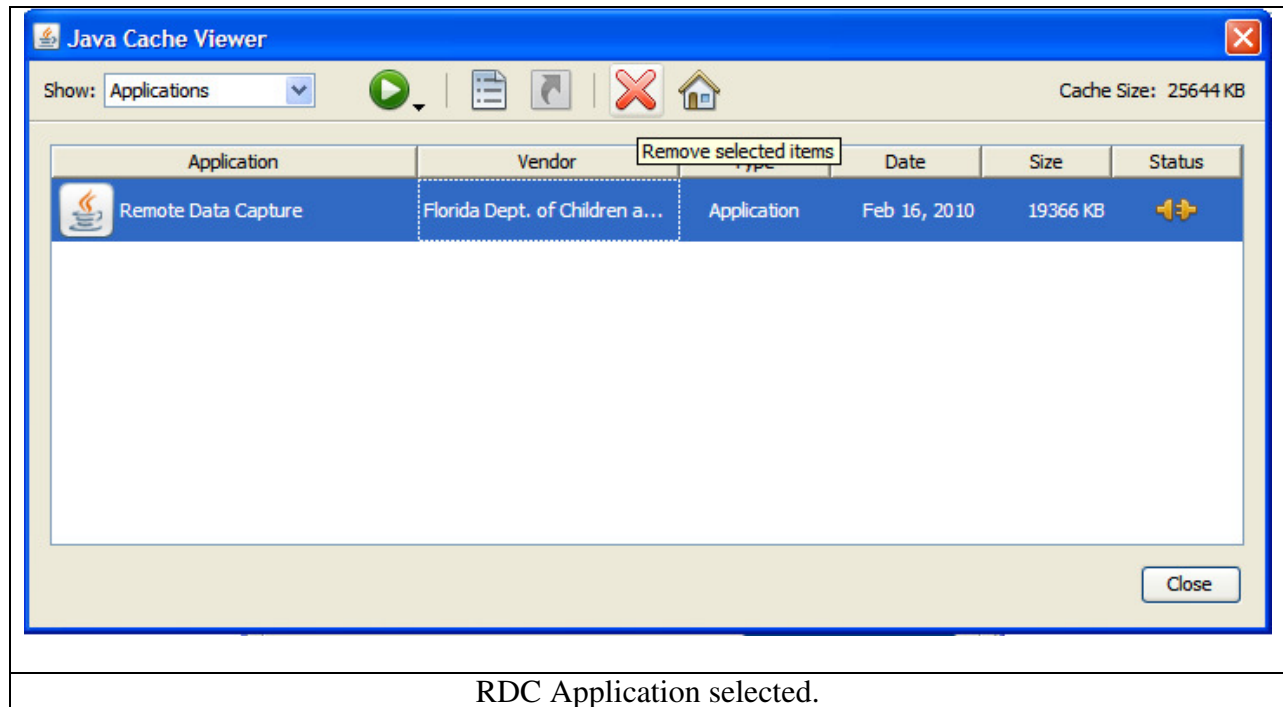6. Click on the 'View' button in this section.

Java Control Panel, View Java Cache Viewer

The 'Java Cache Viewer' window will be displayed.

Java Cache Viewer - RDC Application listed

7. In the Java Cache Viewer you should see the application 'Remote Data Capture' listed. Click <u>once</u> to select and highlight.

With the RDC application highlighted, several of the icons along the top of the Java Cache Viewer window should become active including a red X.
This is the "Remove selected items' icon.

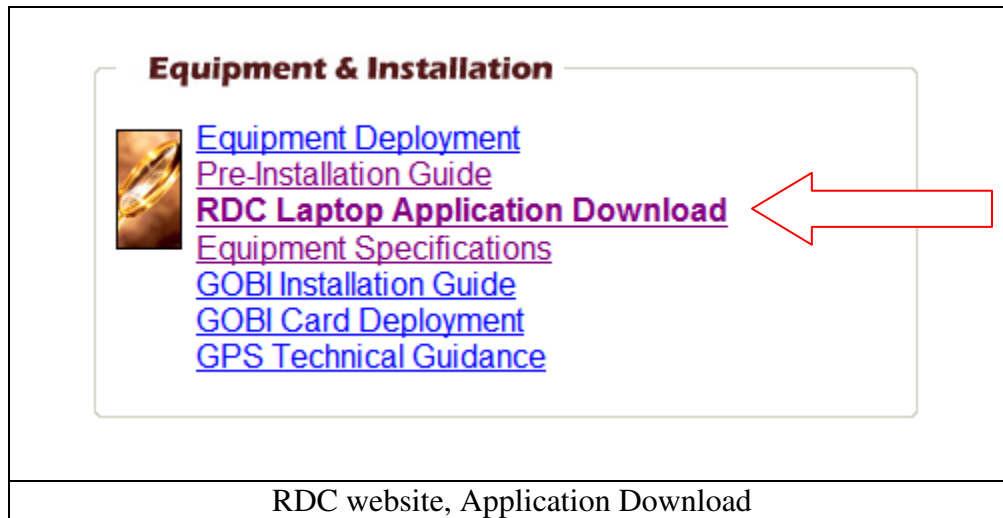| Show: Applications		Remove selected items	Date	Size	Status
Application	Vendor	Type			Cache Size: 25644 KB
Remote Data Capture	Florida Dept. of Children a...	Application	Feb 16, 2010	19366 KB	

RDC Application selected.

8. Click the red X once. You will briefly see a message stating 'Please wait while the selected application is deleted."

The RDC application has now been deleted.

9. Close the Java Cache Viewer window with either the 'close button at the bottom right or the X in the red box in the upper right corner.
10. Close the Java Control Panel by clicking on the 'OK' button at the bottom or the X in the upper right corner.
11. Close the Control Panel by either clicking on the X in the red box in the upper right corner or from the Menu Bar, select 'File' and then 'Close'.

C. Now you are ready to Reinstall RDC
1. Go to the RDC website using this link: http://eww.dcf.state.fl.us/rdc/
2. Find the Equipment and Installation section.

RDC website, Application Download

3. Click on RDC Laptop Application Download. The 'Installing RDC Application' page will be displayed.

4. Review the instructions and then click once on the 'Install RDC Application' link.

5. When the following dialog box is shown, click the Run button.

RDC Download - Run

6. The application will be downloaded and setup on your computer and an application icon will be created on your desktop.

   You can click on the desktop icon to start the application any time.