

# Periodic Housekeeping

## WHAT IS A SOFTWARE BUG?

According to [https://en.wikipedia.org/wiki/Software\\_bug](https://en.wikipedia.org/wiki/Software_bug)

"A **software bug** is an error, flaw, **failure** or **fault** in a computer program or **system** that causes it to produce an incorrect or unexpected result, or to behave in unintended ways. Most bugs arise from mistakes and errors made by people in either a program's **source code** or its **design**, or **in frameworks and operating systems** used by such programs, and a few are caused by **compilers** producing incorrect code."

One of the most frustrating things, for the operator as well as Tech Support and the HRD developers, is a bug that can't be replicated by the support staff or the developers. **HRD is not perfect.** With a program as complex as HRD, with so many interactive features, bugs are inevitable. In a program as specialized as HRD, with its support for over 100 radio models, many different interfaces and other hardware, different operating systems (Windows versions), etc., a minor bug is going to be more obvious than it would be if it appeared in some other type of software, like a word processor or graphics program or another type of database, such as **MySQL**, instead of the default **Access DB**.

Take the Windows operating system for example. There are probably hundreds, maybe even thousands of bugs in the operating systems which go undetected by the end user, unless the bug appears in a portion of the system commonly used for a specific purpose. When this happens, a bug report is sent to Microsoft. That report is then forwarded to the developers, then the programmers, and then, if you're lucky, many weeks or, more likely, MONTHS in the future, the bug may be repaired in an update.

HRD Support receives a few thousand "bug reports" a month. About 5% of all reports we receive are actual **software bugs**. The rest are incorrect configuration, people expecting the software to do things it is not capable of due to limitations in the hardware they are using, or operators asking questions about things that, had they looked in the manual or checked the FAQs on the website, could have very easily resolved on their own without any outside assistance.

Our support staff has recently discovered one source of HRD "bugs", which are NOT actual software bugs, which has been created by constant updating, uninstalling, re-installing, reverting from a new release to an older release and back, etc., without doing any REAL cleanup to remove outdated user configurable files, software configurations, registry entries, and such. We are finding operators who purchased HRD LLC's first release over 3 years ago still have OLD Version 5.x files and registry entries still installed on their computers.

We have discovered that operators who have installed HRD on a NEW computer, regardless of which Windows operating system is installed, for the FIRST time have fewer problems and "bugs" than those who have updated the HRD software, uninstalled, re-installed and reverted back to older versions of HRD over a period of time. It might be time for many of us to do a little **house cleaning** to see if it will resolve some of the "bugs" we might be seeing.

This document will take you through, step by step, on how to clean out all traces of HRD and re-install the current version in much the same way as it would be installed on a NEW computer, for the FIRST time. Included are instructions on how to backup and save your Logbook databases, custom DM-780 Macros and other user-configured and maintained files.

## 1. Getting Started

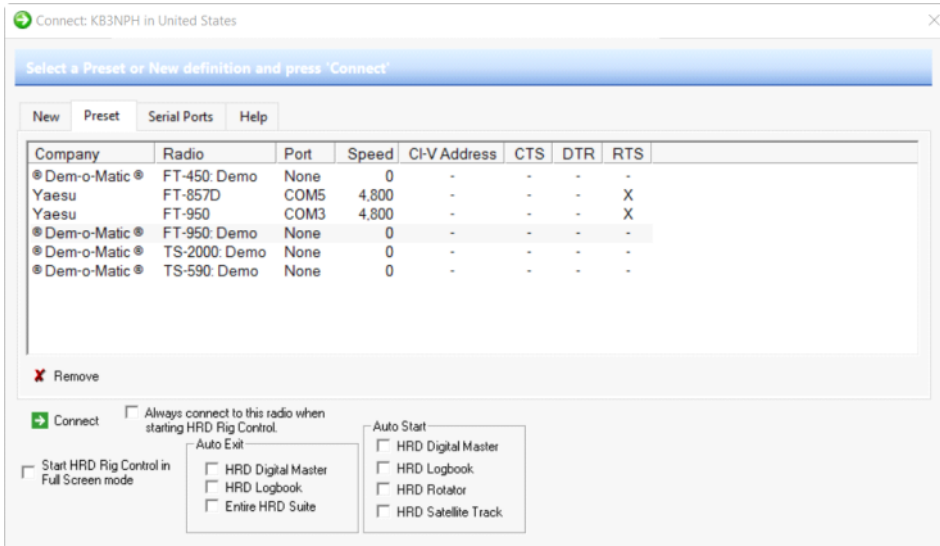
Before starting, make sure you have your HRD Activation key available. You will need it when you re-install the software. If you don't have your activation key, you can e-mail [sales@hrdsoftwarellc.com](mailto:sales@hrdsoftwarellc.com) and request they send it to you.

Next we need to make a backup of any Logbook databases you may have. DO NOT use an ADIF export for this step. The ADIF option does NOT include ALL the fields in your logbook database, so using this option would result in you losing part of the data for your contacts. You MUST use the BACKUP function in HRD for this step, and, you MUST do it for each database you have successfully configured in the software. These backups should be made to a Flash Drive, to your Desktop, to another folder in your Documents folder or to Dropbox or other cloud storage location you may be using.

If you are NOT familiar with making these backups, please click on the following link and watch the video on our YouTube channel. **HRD Logbook Backup - Recovery:** <https://www.youtube.com/watch?v=Py4vvj1bRZk>

## 2. Rig Control Settings

Next, run HRD and in the Rig Control screen, click on the green "CONNECT" icon or click on "File > Connect" to open the Rig connection screen. In the Rig Connection screen, click on the "PRESETS" tab and either take a screenshot of this screen or copy down the settings used for each of the radios you have connected to HRD. Make sure you "grab" one of the vertical sides of this window and "stretch" is so you can see the complete line for each of the radios you have installed.



### 3. Saving Your DM-780 Macros

If you have custom Macros configured in DM-780, you will probably want to save these macros so they can be restored to the new installation. At this point, you will want to RUN your HRD software and open Digital Master 780. In DM-780 select **"Program Options"** and then select **"Macros.."** from the menu on the left. This will open your **"Macro Manager"**

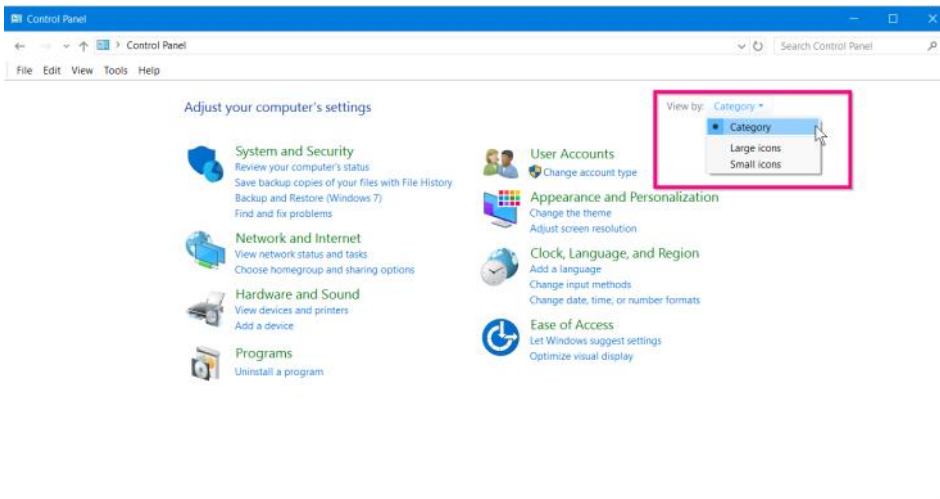
In the Macro Manager, click on the "Macro set" dropdown and highlight one of your custom macro sets as shown on the left. Next, on the Macro Manager toolbar, click on the "Save As" button and navigate to a location where you want to save this macro set. The default name will be "DMMacroDefns", which you will need to change to some other unique name to indicate what the macros are used for. Do this same process for EACH of your custom macro sets. Each file will be saved as a .XML file in the location you have chosen.

### 4. Other DM-780 Settings

Again, in the DM-780 Program Options, select the Soundcard, PTT and Modes + IDs options and either take screenshots or write down the settings so you will have them and can restore them once you have done the clean install.

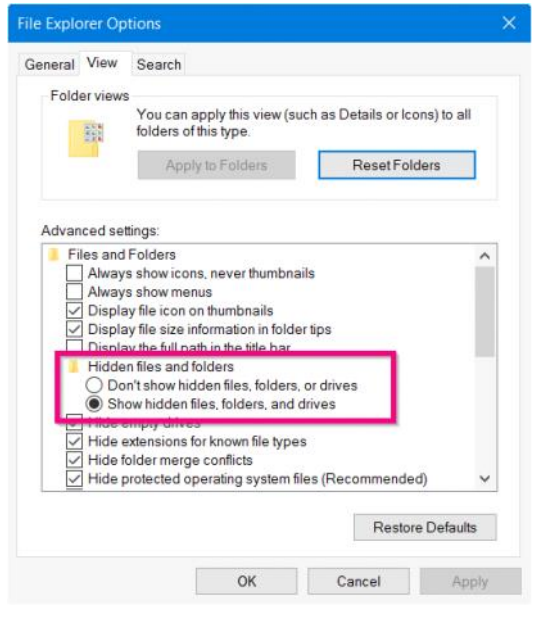
### 5. View Hidden Folders

Part of the HRD files are stored in "hidden" folders. We need to make these files and folders visible. To accomplish this, open your "Control Panel".



If your Control Panel looks like the image above, click the "Category" option and select "Large Icons" or "Small Icons", depending on how good your eyesight is..... (I need the EXTRA LARGE icons.... HI HI).

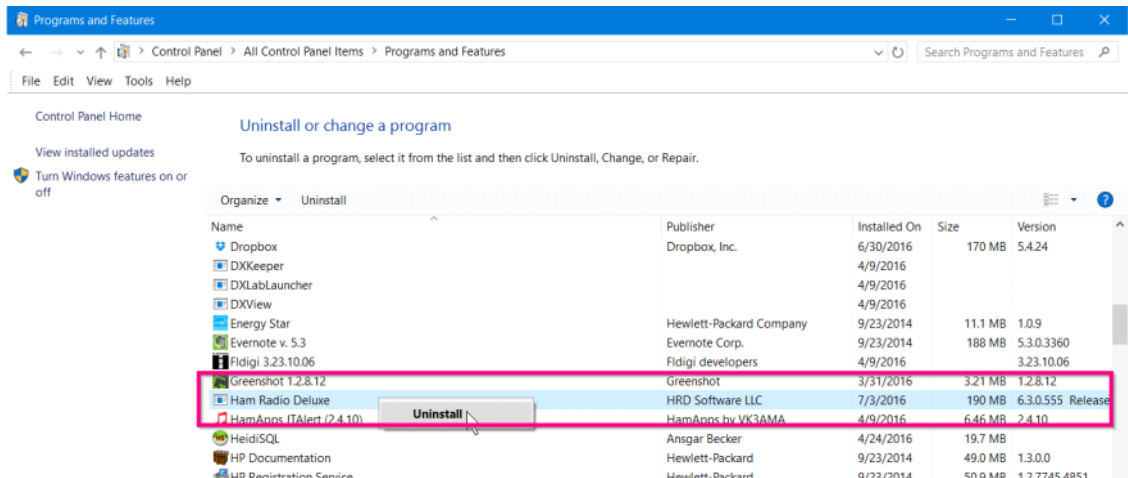
If you're operating system is Windows 10, select the "File Explorer Options". If your using a different version of Windows, you will select "File Folder Options".



In this window, select the "VIEW" tab at the top. You will now see the list of folder options shown. Locate the "Hidden files and folders" option as shown in the red box in the image to the left. Under that option, put a "tick" in the option to "Show hidden files, folders and drives". Once your selection is made click "Apply" and then "OK" to exit this window and exit back to the Control Panel.

## 6. Uninstalling HRD

Again, open your Control Panel and select "Programs and Features". In the Programs and Features window locate and uninstall ALL versions of the Ham Radio Deluxe software. PLEASE make sure ALL versions are completely uninstalled prior to continuing.



Name	Publisher	Installed On	Size	Version
Dropbox	Dropbox, Inc.	6/30/2016	170 MB	5.4.24
DXKeeper		4/9/2016		
DXLabLauncher		4/9/2016		
DXView		4/9/2016		
Energy Star				
Evernote v. 5.3	Hewlett-Packard Company	9/23/2014	11.1 MB	1.0.9
Evernote v. 5.3	Evernote Corp.	9/23/2014	188 MB	5.3.0.3360
Fidigi 3.23.10.06	Fidigi developers	4/9/2016		3.23.10.06
Greenshot 1.2.8.12	Greenshot	3/31/2016	3.21 MB	1.2.8.12
Ham Radio Deluxe	HRD Software LLC	7/3/2016	190 MB	6.3.0.555 Release
HamApps ITAlert (24.10)	HamApps by VK3AMA	4/9/2016	6.46 MB	24.10
HeidiSQL	Ansgar Becker	4/24/2016	19.7 MB	
HP Documentation	Hewlett-Packard	9/23/2014	49.0 MB	1.3.0.0
HP Registration Service	Hewlett-Packard	9/23/2014	60.0 MB	1.3.7.7245.4851

During remote sessions we have seen where an error will sometimes occur while attempting to uninstall a version of HRD. This is usually due to the fact that another version of the software was installed incompletely or an attempt was made to uninstall and was not completed properly. If this happens to you, contact HRD support and you will receive assistance with resolving this problem. If all goes well and ALL loaded versions of HRD are uninstalled, continue with the rest of this procedure.

## 7. Delete All Residual Folders

Next we need to delete all residual HRD folders from the your hard drive. First, navigate to the C:\Program files or C:\Program Files (x86), depending on whether your using a 32 or 65-bit Windows system. In these locations, locate any folder that relates to Ham Radio Deluxe and delete the entire folder.

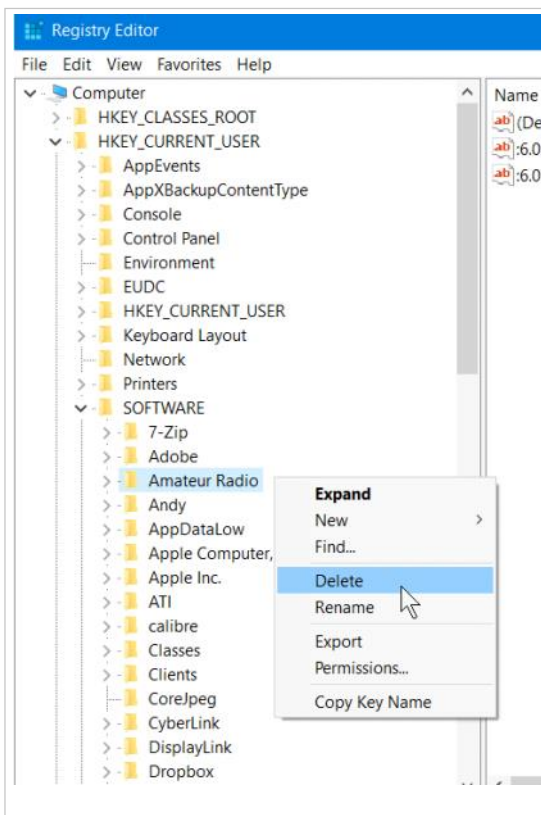
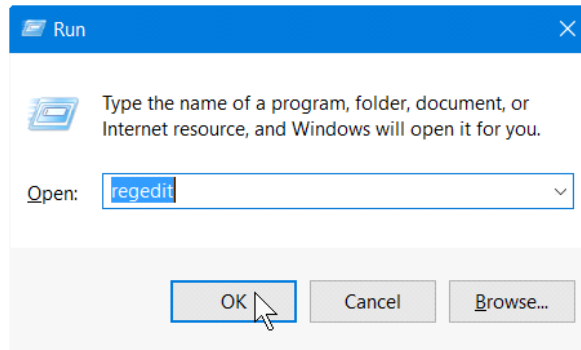
Locate and open the C:\Program Data\ folder and delete the HRDLLC folder.

Next open the C:\users\\AppData\Roaming\ folder and delete the HRDLLC folder located here. Also, in this Roaming folder, look for a folder named "Simon Brown" or "Simon Brown - HB9DRV" and delete it.

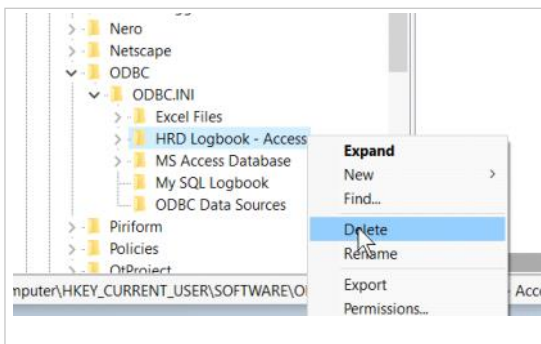
## 8. Delete Registry Keys

Our next step is critical and extreme care should be taken to delete ONLY the keys indicated here.

Hold the "Windows" key down and press the "R" key on your computer keyboard. In the "RUN" box, type "regedit" (without the quotes) and press "OK"



When the registry editor opens, select the "**HKEY\_CURRENT\_USER > SOFTWARE**" key and locate the "**Amateur Radio**" key. Left-click on the "Amateur Radio" key to highlight it, then, right-click and select "**Delete**". After deleting this key, continue down the listing and locate the "**ODBC**" key.



Open the ODBC key and expand the ODBC.INI key. Locate any keys that relate to an HRD Logbook, whether the default or one you created, and delete each key. Once these registry keys have been deleted, close the Registry Editor and return to your desktop.

## 9. Remove Data Source

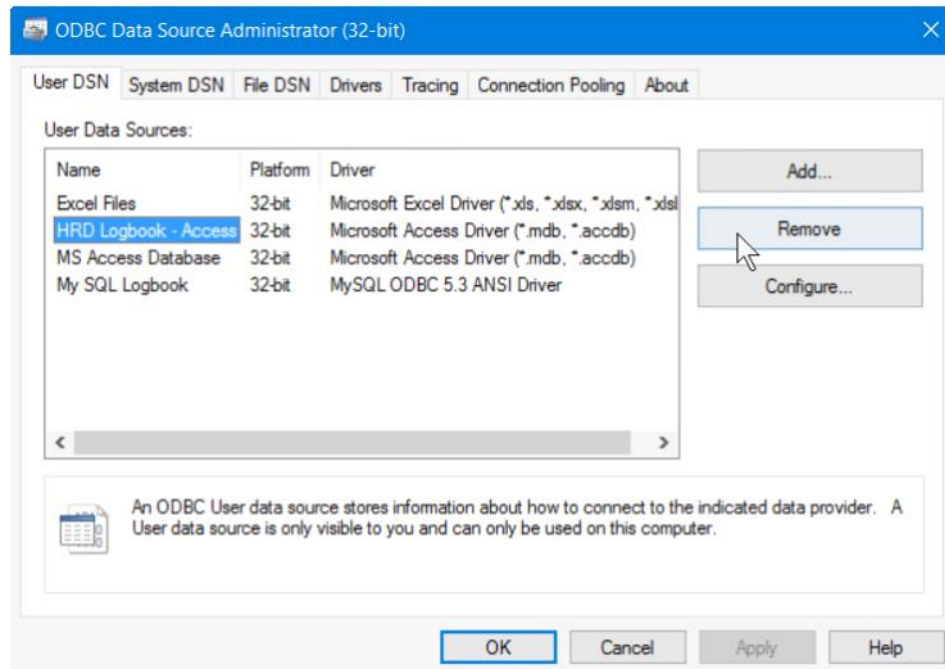
Now we need to remove the ODBC Data Source for each HRD logbook databases. At this point, you will have to know if your Windows system is a 32 or a 64-Bit system. If you are not sure which you have, open your Control Panel and select the "System" option. Carefully read the screen to see if you have a 32 or a 64-bit system Windows system installed.

Once you know which Windows system you have, press and hold the Windows key and press the "R" on your keyboard or type "RUN" (without the quotes) in the search window, to bring up the RUN window. Below are TWO options. Select the proper option and type the command in the RUN window.

For **Windows 32-bit**, enter the following command in the RUN window:  
**C:\Windows\System32\odbcad32.exe** and then press the OK button

For **Windows 64-bit**, enter the following command in the RUN window:  
**C:\Windows\SysWOW64\odbcad32.exe** and press the OK button.

When the ODBC Data Source dialog box opens, select each logbook database names. Left click on the database name to highlight it then click the "**Remove**" button as indicated below. On MOST systems, only the **Excel Files** and the **MS Access Database** options will be left after deleting all HRD Logbook data sources. When ALL Logbook ODBC Data Source Names have been deleted, click the "OK" button to close the dialog box.



## 10. Completing The Uninstall

Back on your desktop, check for any HRD icons that might be remaining. Right-click on any remaining HRD desktop icons and delete them.

You are now ready to reboot your computer. Once the computer has been rebooted, you can then download and install the current HRD release.

You will need to re-activate the software using your current activation key. You will also have to re-configure the com port settings in the Rig Connect Screen, which shouldn't be too much of an inconvenience.

When the Logbook opens for the first time after installation, and prior to attempting to restore your logbook database, click on "TOOLS > Configure > Settings" on the top menu, and make sure the option on the bottom that says "Create Default DB if Missing" is unchecked. If there is a check mark in this option, remove it by clicking on it.

Once you have done this, you can restore the Logbook database from the backup copy you made in the beginning of this process.

Following this process should give you a full, clean installation of the HRD software. It should resolve many of the so-called "bugs" some are seeing in the program.

If you have any further problems, or questions, don't hesitate to contact HRD support for assistance.