

Follow these steps to add the 360 icon back to the tool bar after an upgrade to Standard 20.

NOTE: The icon may be missing or greyed out



1. On the client machine, open **ProForm** and select **Tools** -> **Preferences** to determine the installation directory of SoftPro.
2. Close out of all SoftPro applications.
3. Select **Start** -> **Control Panel** -> **Programs & Features**.
  - a. Select to uninstall **SoftPro Setup Support**.
  - b. Select to uninstall the **SoftPro - Crystal Reports Bootstrap**
4. Browse to the server SoftPro installation directory based on what was noted from **Tools/Preferences** and open the **Tools** folder -> **Setup** -> 1. Then, right-click on the **setup.exe** file and select **Run as administrator**.
5. Once the setup has completed, browse to the client directory location of SoftPro (ie. C:\Program Files (x86)\SoftPro) and right click on PFWin.exe. Select 'Run as administrator'.
6. Once ProForm opens, verify that the Services tab now appears and the 360 toolbar icon is enabled.

NOTE: This will need to be done to each client workstation experiencing the issue.