

## My McKenna Easy Order will not open. What should I do?

If you cannot get McKenna Easy Order to launch when you double click on the icon, we suggest restarting your computer and trying again.

If this does not work, you may need to uninstall and reinstall the software. To do this follow the steps below for your Mac computer, or the steps further below for PC:

### Mac

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1. Delete the app from the applications folder. It will end in .app

-Finder->Go->Applications find the app and delete it.

2. Delete the desktop shortcut/alias. It will end in .app.alias

3. Delete the .ROESEngineCache

-Finder->Go->Go to Folder

-When the window opens up, put in: `~/ROESEngineCache`

-Highlight all files and folders and Move to Trash.

4. Clear the roescache folder of the McKenna Easy Order folder.

- Finder->Go->Go to Folder

- When the window opens up, put in: `~/roescache`

- Click Go. The contents of the .roescache folder will be displayed.

- Highlight only McKenna Easy Order if you have other lab software caches. If McKenna Easy Order is

the only one, you may delete the entire folder..

5. Clear the .Mckenna folder.

- Finder->Go->Go to Folder

- When the window opens up, put in: `~/McKenna`- Click Go.

**\*\*\*Warning: The . McKenna folder contains prior sent orders, autosaved orders and saved favorites or packages. If you feel the need to retain information then copy/move the folder**

**to the desktop rather than the trash**

- Highlight all files and folders and Move to Trash.

6. Restart the computer.

7. Reinstall the ROES Client by using the link on our website at:

www. <https://mckennapro.com/ordering-software/>

## PC

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1. Go to the Control Panel—> Program and Features and uninstall McKenna Easy Order.

- Control Panel\All Control Panel Items\Programs and Features, Choose McKenna Easy Order.

If Windows gives you a message that it can't remove it, continue to the next steps.

2. In the Control Panel, Go to the 'Folder Options' and specify to show hidden files and folders.

3. Go to and delete the contents of C:\ProgramData\SWROES.

4. Go to and delete McKenna Easy Order out of the C:\Program Files (x86)\ROES.

5. Go to and delete the contents of McKenna Easy Order from C:\Users\USERNAME\AppData\Roaming\ROES.

6. Go to C:\Users\USERNAME\AppData\Local\Temp\ and delete all files that start with "RWSCleanup" (RWSCleanup.dll, RWSCleanup.InstallState and RWSCleanup files).

7. Go to C:\Users\USERNAME\ and delete McKenna Easy Order out of the .roescache folder. If you do not have other lab software here you may delete the whole folder.

8. Go to C:\Users\USERNAME\ and delete the .McKenna folder.\*\*\*

**\*\*\*Warning: The .McKenna folder contains prior sent orders, autosaved orders and saved favorites or packages. If you feel the need to retain information then copy/move the folder**

**to the desktop rather than the trash.**

8. Restart the computer.

9. Reinstall McKenna Easy Order by using the link on this page: <https://mckennapro.com/ordering-software/>