



CAR*Care*TM

INSTALLATION GUIDE

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Document Revised: 22 JUL 2026

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Some General Information

Thank you for choosing to install CARCare™... automotive maintenance software that will help you:

- Keep your cars running right by helping you keep up with recommended maintenance.
- Minimize repair costs by avoiding unexpected breakdowns.
- Extend the useful life of your cars.
- Better organize your service receipts and other important information.
- Free up space in your glovebox.

Requirements and Compatibility

CARCare is compatible with all versions of Microsoft® Windows® operating systems from Windows 7 SP-1 forward. We recommend Windows 10 or 11. For the best experience, your computer should offer the following **minimum** features:

- Windows compatible PC with a CPU running @ 1.5 GHz.
- 8 Gb of RAM (*Random Access Memory*).
- 500 Mb Free Disk Space.
- Laser or Ink Jet Printer.
- 1280 x 720 Display Resolution – *Standard 4:3 or 16:9 Aspect Ratio*.
- If you plan to use CARCare in a networked environment, you will need:
 - 1 Gbps (*or faster*) Network Interface Card installed in your PC.
 - Access to a Network File Server.

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Security and Confidential Information

CARCare does not collect, store, transmit, or otherwise use banking information or any other type of sensitive, confidential financial information

Operating System Permissions

Your Windows user account will need to offer adequate local permissions during installation. We recommend that *Local Admin Permission* be granted.

The other approach will be to log in under your Windows user account and run the ccsetup.exe installer as *Administrator*. You will need to seek assistance from your IT support staff to enter the Administrator password so that the installation may be completed successfully.

Data Backups are Essential!

Your CARCare database file is highly reliable. The actual database is known as a JET database, a very mature, high performance database engine developed by Microsoft Corporation.

Nevertheless, failures can occur. It is for this reason that CARCare features an automatic backup feature. The software will automatically create a backup copy of your JET database file each time you exit the software. Therefore, make sure your backup copies of your CARCare database are stored on external media, such as a USB Drive, external hard drive, or other type of external media. The CARCare backup feature makes all of this very easy.

Make sure you keep track of where your backup copies are stored, and that you can access a backup if/when it is needed.

More information on the automatic backup feature in CARCare can be found in **Chapter 2** in the full CARCare Customer Guide.

Using this Customer Guide

We hope you'll find this document helpful and easy to read and follow. It was written without assuming that you're familiar with the Windows® operating system on your computer, or with computer functions and processes.



When you encounter something essential or of vital importance, you will see a red arrow appear in the left-margin. Please note these arrows to be sure to follow those instructions carefully.

When we refer to files and folders on your computer those items will appear in the **Courier New** typeface, to distinguish those external items from the functions and buttons within CARCare.

While using CARCare, you'll typically see and buttons on most windows. The **OK** button will save any changes you've made to fields on a window since you last opened that window. The **Cancel** button will discard any changes you've made to fields on a window, leaving the record unchanged.

You will often see selections within CARCare appear in **Bold Text**, such as menu options and other items of importance. We do this to emphasize those items.

When we refer you to a menu choice, it will appear as follows:

Help | About...

When you see this, it means to click the **Help** menu, then click on the **About...** option. We use the *pipe* character "|" to separate the menu from its options.

As a *default*, CARCare will request confirmation from you before deleting data. Generally, we recommend that you leave this feature active to avoid accidentally removing data that you meant to keep. Nevertheless, you do have the option of turning-off the confirmation if that works better for you.

Need Help?

If you're having difficulties using CARCare, click the **Help** menu and choose the **Send Support Request Via Email...** option from the main window in CARCare. Describe the issue as best you can. You'll typically receive an email response within 24 hours during business hours. The support office is closed on weekends.

Are You Updating Your Existing CARCare Software?

If you already have CARCare installed on your computer and you need instructions for updating your current CARCare software to the latest release, please proceed directly to [page 16](#) in this document.

Installing CARCare

You will be installing the CARCare software product using an installation program. This document will cover the installation process beginning at the point where you download the installer from the **carcaresoftware.com** Website.

Once you install CARCare on your PC, we recommend that you review the various chapters in this **Customer Guide** so that you understand the software features and how best to use these features.

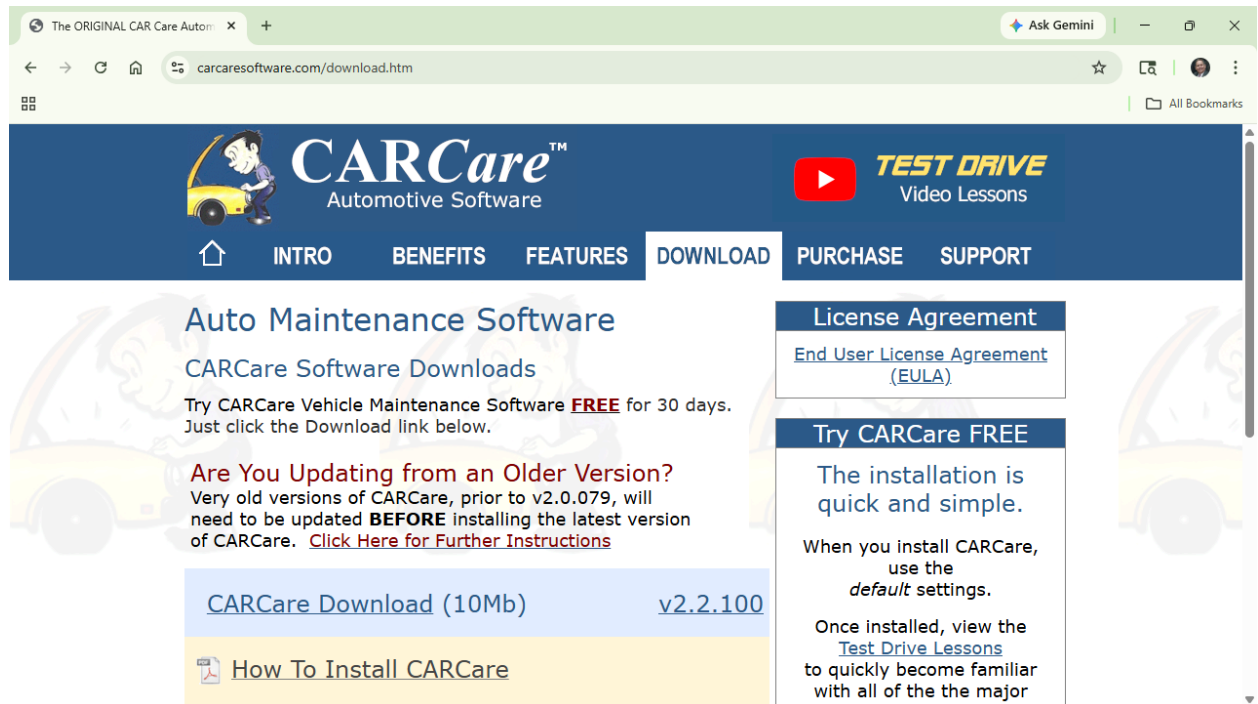
The CARCare Website also features our **CARCare Test Drive Lessons**. This collection of instructional videos will cover many of the features offered by CARCare and will demonstrate how they work. These videos can be beneficial by helping you grasp the basics as you begin to use CARCare.

If you're having difficulties using CARCare, click **Help | Send Support Request Via Email...** from the main window in CARCare. Describe the problem as best you can. You'll typically receive an email response within 24 hours during business hours.

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Download

The first step in the installation process is to download the CARCare installer (**ccsetup.exe**) from the **carcaresoftware.com** Website. To do this, click the **Download** tab on the **carcaresoftware.com** Website to arrive at the Download page as pictured below.



Download Page of the carcaresoftware.com Website

Next, click the **CARCare Download link** to begin the download process.

Once you click the **download link**, your Internet browser will ask if you want to **Run** the file, **Open** the file, or **Save** the file. All Internet browsers are slightly different in this regard. But saving the file into the Downloads folder on your PC is usually implicit with most any browser.

The **ccsetup.exe** file that you will be downloading is small, only about 25 Mb, so the actual download process will only take a few seconds. Once the file has been downloaded you will choose *Open* or *Execute*, whichever option your Internet browser uses.

If you are **updating** an existing CARCare installation, turn to **page 16** in this document for instructions.

Running the Installation Wizard

The installer will open and will display a **Welcome** dialog. Click

The **End-User License Agreement** will be displayed. If you accept the terms of the End-User License Agreement, click to continue.

If you do not accept the terms of the End-User License Agreement, click then click to cancel the installation.

After accepting the **End-User License Agreement**, you will see a **Choose Destination Location** dialog. The default location will be the **C:\Program Files (x86)\CARCare** folder on your computer. This is the default and **recommended** location. Click

You are now ready to begin the actual installation process. Click

Once the installation process is complete, you will see an **Installation Complete** dialog, indicating that the process has been completed. Click

Congratulations! CARCare is now installed on your PC.

As a default, your CARCare database file will be located on your computer in the **C:\Users\Public\CARCare** folder on your local disk. Make a note of this location for future reference.

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Starting CARCare



A CARCare shortcut was installed on your Windows® desktop during the installation process. This enables you to start CARCare directly from this shortcut. Simply double-click on the icon.

If you do not want the CARCare shortcut on your desktop, delete it and use the **Start | All Programs | CARCare** program group to start CARCare. Simply click the CARCare shortcut.

When you start CARCare it will display an initialization screen with a progress bar, indicating that the system is starting. This will take a few moments.

Next, a **Tip of the Day** window will appear. The tips will cover some of the features in CARCare, as well as some general information concerning automobile care and maintenance. You may browse through the tips at any time.

Lastly, If any vehicles in your database require your attention, the **CARCare Reminders** window will then appear. Once you close the **Reminders** window, you will see the CARCare main window. You may now begin using the system to perform whatever tasks may be necessary.

We have provided sample data so that you can navigate through the system and visit the various windows and features. At some point you will want to delete the sample vehicles that are displayed. But for the time being, keep the sample data as is. This Customer Guide will refer to some of the sample data. You can delete the sample vehicles at a later time once you have become familiar with CARCare.

If you are evaluating CARCare, any data that you enter during your 30-day trial period is yours to keep. It will remain in your database. Even if your 30-day 'trial' period expires, your data will remain in place.

Close CARCare when it is Not in Use



Close CARCare each time you have finished using it, or at the end of each day. This will avoid the possibility of you experiencing issues with CARCare due to potential network problems, power interruptions, and/or PC hardware problems.

CARCare Network Installation

If you are using CARCare on one (1) standalone PC, you're all set! You can skip all of the technical stuff below and proceed directly to [page 16](#).

If you need multiple users to access shared CARCare information, CARCare has you covered, as it is fully multi-user network aware. In this case you will need to install CARCare on each PC where it is needed, or on a Windows Remote Desktop Session Host, using the **ccsetup.exe** installation program that you downloaded from the CARCare Website. Your CARCare JET database may be moved to a *shared* folder on a network file server.

CARCare will require at least a 100 Mbps *hardwired* network connection from each PC, to the file server where your CARCare database will be stored. These days this won't be much of an issue since most modern networking hardware runs at 1Gbps, sometimes even faster. For use at remote offices, we recommend using a product such as Windows Remote Desktop Services for remote connectivity. This will avoid any potential network bandwidth issues.



A wireless Wi-Fi (e.g., 802.11x) network connection to your CARCare JET database file is **not** recommended. Use a hardwired network connection or run CARCare via remote desktop.

Microsoft OneDrive or similar product **cannot** be used to store to your CARCare JET database file. However, you may use it to store backup copies of your CARCare database file.

You will need to create a shared folder on a file server that you will use to store your CARCare JET database file. We recommend that you name the folder "CARCare" so that it is easily recognizable. You may then copy your current CARCare database file from the **C:\Users\Public\CARCare** folder on your local disk, to the new CARCare folder that you created on your file server.

User Account Permissions



Each user account defined in your Windows operating system must grant **Full Control** to the shared folder on your file server where your CARCare JET database will be stored. This is **essential** in order for CARCare to function. You may need to contact your IT support personnel for assistance.

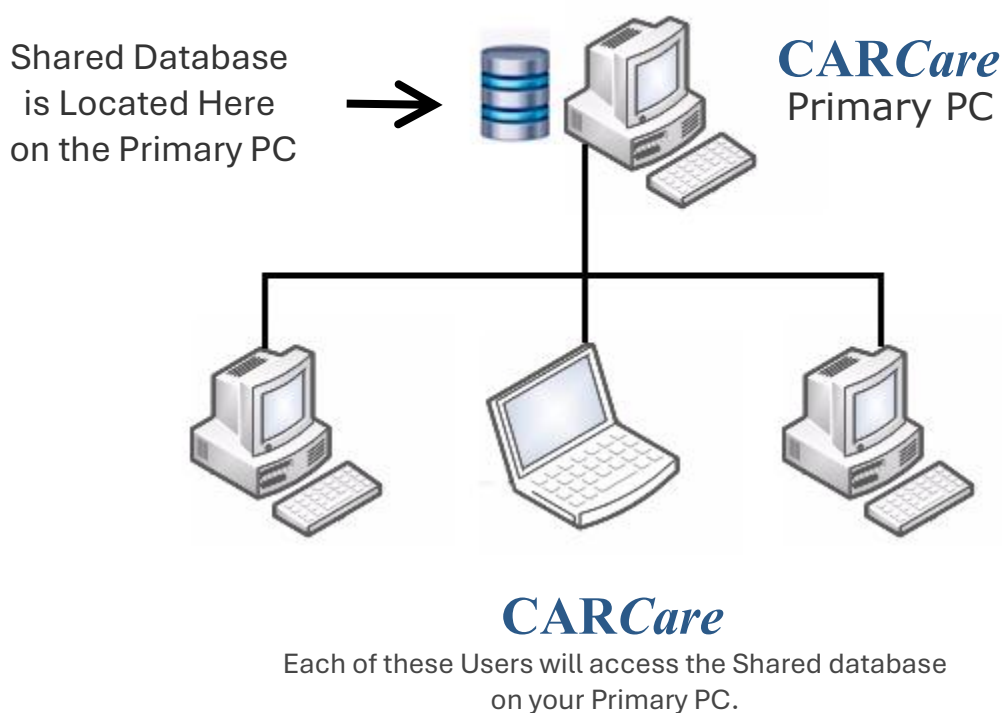
Mapped Drive

Consider defining up a *mapped drive* to the shared database folder so that each end-user can easily identify and access the shared database file on your file server. Use the same mapped drive letter on all PCs, so that all network users can easily recognize it.

CARCare Peer to Peer Network Installation

CARCare with its JET database is quite easy to install and use within a hardwired peer-to-peer networked environment.

In this type of network setup, you will designate one computer to serve as the **Primary PC**. Use Windows networking to *share* the folder (e.g., **C:\Users\Public\CARCare**) that contains your database on your Primary PC. All other users will connect to the *shared* database file located on the Primary PC as pictured below. The Primary PC will need to be *on* and available.



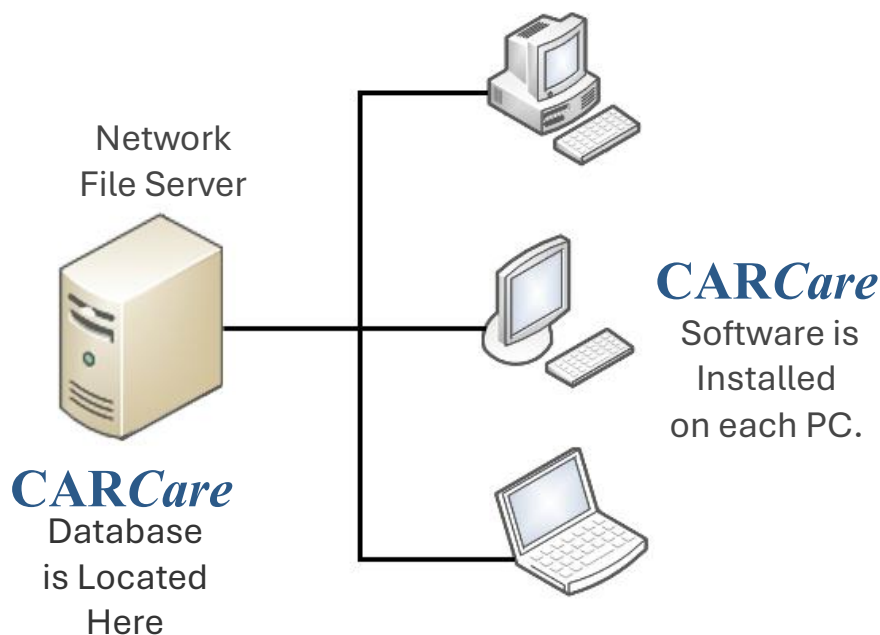
Basic Peer to Peer Network Configuration

Opening your Database on Your Primary PC

Each user will need to use the **File | Database | Open...** menu function *one time* to open the database on your Primary PC. CARCare will *remember* this new database location between sessions.

CARCare Local Area Network (LAN) Installation

CARCare with its JET database is quite easy to install and use within a local area network environment. It really is as simple as the diagram below illustrates.



Basic Local Area Network Configuration

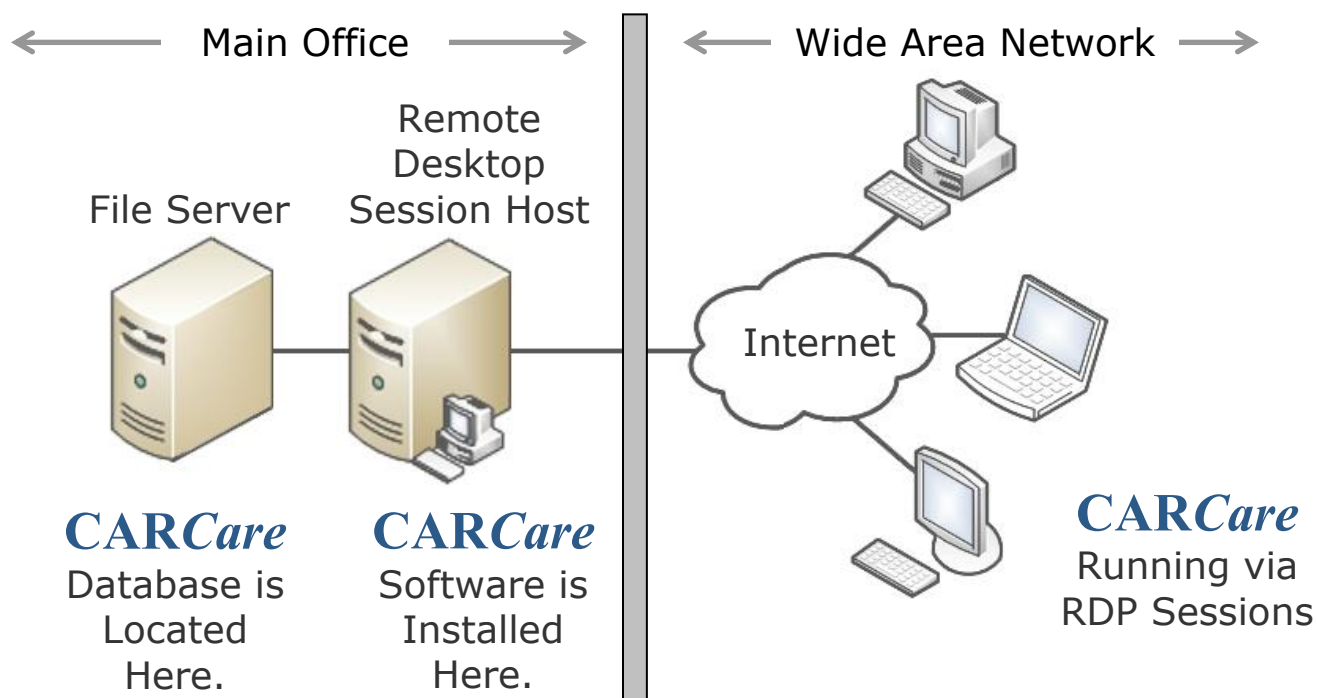
Opening your Database on Your File Server

Each user will need to use the **File | Database | Open...** menu function *one time* to redirect CARCare the database on your file server.

CARCare will *remember* the location of the last-used database between sessions. This means that you will not need to re-open the database manually each time you start the program. It will be automatic.

Windows Remote Desktop Session Host (RDSH) Installation

The picture below illustrates the basics of this type of configuration and shows you where CARCare and your CARCare database are located.



Remote Desktop Services Configuration

The gray bar in the diagram above represents the boundary between your Local Area Network (LAN) at your main office, and the Wide Area Network (WAN). The left side of the boundary typically represents your main internal network.

Microsoft Remote Desktop Protocol (RDP) client software will need to be installed on each PC.

Virtual Desktop Infrastructure (VDI) Overview

VDI (Virtual Desktop Infrastructure), often referred to as *remote desktop*, is essentially a user's desktop environment running on a server in your datacenter. It is not their actual desktop on their PC... thus the term *virtual*.

A Remote Desktop Session Host (RDSH) is a machine that will host the virtual desktop that includes CARCare client software. So CARCare will execute on the server, not on the end-user's PC. Once again, CARCare is not installed on each end-user's PC.

In a VDI environment, each PC will function as a terminal, sending mouse and keyboard activity from the end-user's PC to the server, and receiving screens and responses back from the server session. There will be no actual data traffic between the CARCare database and the end-user's PC. Rather, data traffic will be confined to high-speed network connections at your main office.

This provides a very responsive user experience, with essentially no concern over WAN (wide area network) bandwidth. The only thing required to use CARCare in this way from any location in the world is an Internet connection.

VDI with a Single CARCare Database

If you plan to use one consolidated CARCare database for all vehicles and/or other assets, there is nothing special that needs to be done, other than setting up your VDI environment. Refer to your IT support personnel for additional information and assistance with the RDSH setup.

VDI with Multiple CARCare Databases

If you plan to use multiple CARCare databases, one for each department, division, location, and/or other organizational entity, you will need to establish an RDSH instance for *each* database and install CARCare on each instance. This will isolate each database for end-users in each organizational entity. Refer to your IT support personnel for additional information and assistance with the RDSH setup.

Remote Desktop Session Host Installation

Follow Microsoft documentation and recommendations for the correct procedure to follow to install CARCare on your RDSH server.

On earlier releases of *Windows Terminal Services*, you may see a Control Panel wizard for installing an application on Windows Terminal Server. Refer to your Windows system documentation for the correct procedure to follow.

You may use an alternative approach to perform the installation from a command prompt at your server as follows:

1. Open a command session.
2. Type: **Change User /Install** [↵]
3. Execute the **ccsetup.exe** installer.
4. Type: **Change User /Execute** [↵]
5. Close the command session.

A CARCare registration key will be stored under each user's Windows profile. This means that each user will need to enter their unique registration key *one time* to register the software for their use.

Each person using CARCare will require their own unique registration key.

Updating Existing CARCare Installations

 **Do NOT uninstall your existing CARCare software unless we instruct you to do so.**

If you have a prior version of CARCare already installed, you will need to update each PC on which CARCare is installed.

 ***If your current version is very old, prior to build 079, read the instructions on the Download page of the CARCareSoftware.com Website very carefully, and follow those steps.***

To check your current version, start CARCare and click **Help | About...** You'll see your **build number** on the About... window. Afterwards, close CARCare and continue below.

 **Recent Enhancement: As of CARCare build 101, the About... window will tell you whether your CARCare version is current.**

If you are running CARCare remotely using RDP sessions, you will only need to update CARCare on your Windows Remote Desktop Session Host.

You will need to shut down all CARCare sessions before proceeding with the update process below.

Please follow these steps:

1. Run the **ccsetup.exe** file on each PC (or on your Windows Remote Desktop Session Host). Do not start the latest version of CARCare until the latest release is in-place on all of your PCs where CARCare currently exists, or on your Windows Remote Desktop Session Host.
2. Start one (1) CARCare session. This will allow the software to update its database to the latest format. Follow the on-screen instructions. Do not start any additional CARCare sessions until this process has been successfully completed.
3. ***That's it. Your update will now be complete!***

Having Trouble?

 If you're having difficulties using CARCare, we'll be glad to help you. From the main window in CARCare, click the **Help** menu then click the **Send Support Request Via Email...** menu option. Do not change the Subject line of the email.

Describe the problem as best you can, then click **Send** in your email program. You'll typically receive an email response within 24 hours during business hours.