

## *Helpful Hint—How to Restore the Normal.mxt file in ArcGIS for Training*

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| <b>Applies to Version:</b> | All versions of Toolkit                                |
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| <b>Helpful Hint Date:</b>  | Revised 7/28/2009                                      |

### **Background:**

When Customer Service Toolkit is installed, the normal template used by ArcGIS is overwritten by the basic Toolkit ArcGIS template for all users who have ever used the computer on which ArcGIS is installed. This creates a problem in training rooms when trying to use all of the features of ArcGIS outside of the Toolkit environment.

### **Procedure:**

1. In Windows Explorer, navigate to C:\Documents and Settings\user.name\ApplicationData\ESRI\ArcMap\Templates
2. Delete the Normal.mxt file
3. Start ArcGIS from Start→All Programs→ArcMap or from a desktop shortcut
4. The normal, out-of-the-box, ArcGIS template will be restored.

**Note:** The next time that ArcMap is started in Customer Service Toolkit, the Toolkit software will restore the Normal.mxt template to the one used in Toolkit.