

# Uninstaller 4 README File

Version 4.0 | Commercial Release | October 15, 1996

This README file contains the following information:

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## **1) If You Are Upgrading from UnInstaller 3**

### Backward Compatibility

UnInstaller 4 can be used to restore backups and archives created with UnInstaller 3 version 3.5 (32 bit). UnInstaller 3 version 3.5 backups and archives are restored using the same procedure as UnInstaller 4 backups and archives. See Using Restore in the Help file for more information about restoring backups and archives.

### Dual Boot - Windows 95 and Windows 3.1x - machines

On a dual-boot system you have three distinct operating systems: DOS, Windows 3.1 and Windows 95. When UnInstaller 4 analyzes your system it uses the operating system it is running under at that time -- Windows 95. The other Windows operating system is not loaded and its files appear as another application rather than as an operating system. Therefore, UnInstaller 4 should not be used under one Windows O/S to delete applications installed under the other Windows O/S.

UnInstaller 4 can remove any application installed under Windows 95 (including DOS, 16-bit and 32-bit applications); however, it cannot remove applications installed under Windows 3.1. If you are going to continue to run Windows 3.1, you should use UnInstaller 3, the 16-bit version, to Delete, Move, Archive, Transport and Restore files for Windows 3.1.

*Should you keep your 16-bit version of UnInstaller after you have installed UnInstaller 4?*

No. You can remove UnInstaller 3, 16 bit version, if you have only Windows 95 running on your system and do not have a dual-boot system (running both Windows 95 and Windows 3.1).

To remove UnInstaller 3, 16-bit version, use the UnInstaller 3 "UnInstall" program.

Warning: This program gives you the option to delete or keep the archives and backups created with UnInstaller 3, 16-bit version. Please read the restrictions below about restoring these archives/backups.

*If you have a dual-boot system:*

Use UnInstaller 3, 16-bit version, to Delete, Move, Archive and Transport any applications installed *under Windows 3.1x*. All applications installed under Windows 95 can be handled by UnInstaller 4.

Use UnInstaller 3, 16-bit version, to restore any archives or backups created with UnInstaller 3, 16-bit version *under Windows 3.1x*.

## **2) Notices**

### UnInstaller 4 application group:

The UnInstaller 4 User Guide, page 5, refers to the application group as "MicroHelp UnInstaller 4". It is actually "UnInstaller 4".

### Norton Utilities:

If you have the Norton Utilities Protected Recycle Bin option installed on your computer, all files deleted using UnInstaller 4 will be "protected" by this Norton Utilities option and stored in the NProtect virtual folder under C:\Recycled. With this option installed, you should periodically empty the Norton Protected Recycle Bin to regain disk space.

If you have the Norton Utilities Protected Recycle Bin option installed on your computer and you use the UnInstaller 4 Installation Monitor to monitor application setup programs, you will see (in the Installation Monitor report) files added in the C:\Recycled\NProtect folder. These are only temporary setup files, normally deleted after the installation of a program; this Norton Utility option protects these files and adds them to the Norton protected Recycle Bin. Again, with this option installed, you should periodically empty the Norton Protected Recycle Bin to regain disk space.

### Installation Monitor:

If you use UnInstaller 4's Installation Monitor to monitor an application's setup program, it is recommended that you do not select the option, if offered, to automatically launch the application immediately after installation. Exiting the application will allow the UnInstaller 4 Installation Monitor to complete its analysis and generate the necessary database.

If the application is automatically launched by its setup program, it is recommended that you close the application immediately so the UnInstaller 4 Installation Monitor can complete its analysis and generate the necessary database and reports. The UnInstaller 4 Installation Monitor will complete its analysis once the application has been closed.

### Installation Monitor and Application Suites:

It is recommended that you do not use the UnInstaller 4 Installation Monitor to monitor the installation of suites, such as Office '97 or Lotus SmartSuite. These are very long installs and the monitoring process will extend the time required to install. When UnInstaller 4 scans your hard drive, it will automatically recognize suites and all the components installed. This approach will save you time, while ensuring a complete knowledge of your system.

### Microsoft's COMCTL32.DLL file:

Installation of UnInstaller 4 installs the latest COMCTL32.DLL file

distributed by Microsoft. If your computer's COMCTL32.DLL has not previously been updated to this latest version, UnInstaller 4 creates a backup of your system's original file [COMCTL32.BAK] in the Windows\System directory and installs the latest copy of the file. Replacing the COMCTL32.DLL file requires UnInstaller 4 to reboot your system.

#### Standard Windows files:

During analysis of some applications that contain shortcuts, or links, to various standard Windows files, you will receive a message/s that the standard Windows file is protected and you will be asked if you want to delete it. If you choose to delete these files, both the file and the shortcut, or link (LNK) file will be deleted. If you do not choose to delete these files, UnInstaller 4 will only delete the shortcut, or link (LNK) file, that points to the file; UnInstaller 4 will not delete the actual file (pointed to).

#### Transporting applications:

UnInstaller 4 only supports the transport of applications from one PC to another PC with the same operating system. For example, the transported application's source machine and destination machine must both have the Windows 95 operating system. UnInstaller 4 also transports applications between PCs running Windows NT 4.0.

#### SmartLinks database building:

During the scan of your system, UnInstaller 4 may try to access the A:\ drive. This is a result of analyzing shortcuts (LNK files) found in the \Windows\Recent folder, any OLE drag/drop activity and other embedded objects that have pointed to the A:\ drive. This scan does not require a disk to be in the drive.

### **3) Quick View and Quick View Plus**

Quick View is a component of Windows 95 and is enabled for viewing files with UnInstaller 4. This component is included on the Windows 95 CD-ROM (both upgrade and full product); it is not provided on the Windows 95 disk set.

If you do not have Windows 95 on CD-ROM, you can download the component from the Microsoft on-line services or the MicroHelp FTP site at [www.microhelp.com](http://www.microhelp.com) in the UnInstaller 4 section.

Note: The Quick View component is not part of the default setup configuration for Windows 95 and needs to be installed as an Accessory.

To install Quick View from the CD-ROM, choose Settings in the Windows 95 Start menu. Select Control Panel and select Add/Remove Programs. Click on the Windows Setup Tab and select Accessories. Scroll through the list to find Quick View, select Quick View by clicking in the box and click OK.

Quick View Plus is an enhanced version of the Windows 95 Quick View component. It is fully compatible with UnInstaller 4 and enhances the viewing capability of Quick View from 29 file types to over 200

different file types. Quick View Plus does not require that Quick View be installed in order to run; it actually replaces or can be used in place of Quick View.

To order Quick View Plus, or for more information on this product, please contact Inso Corporation at [www.inso.com](http://www.inso.com), (800) 333-1395, or (312) 329-0700.

#### **4) Contacting MicroHelp Technical Support**

MicroHelp's offices can be reached by phone any business day, between the hours of 9 AM and 5 PM, Eastern Standard Time. Technical support is available via phone, on-line services and on the Internet.

Telephone: (770) 591-6448  
E-mail: [uninstaller4@microhelp.com](mailto:uninstaller4@microhelp.com)  
Newsgroup: [mhnews.microhelp.com](mailto:mhnews.microhelp.com)

#### **5) Enhancement Requests**

MicroHelp encourages input from our customers and welcomes enhancement ideas and suggestions. If you have an original idea or suggestion for new features or functionality for UnInstaller 4, please contact us via email or fax. If we use your idea, and it is the first time the idea is submitted, we will send you a MicroHelp reward.

email [uninstaller4@microhelp.com](mailto:uninstaller4@microhelp.com)  
fax (770) 516-1099

Please include:

- 1) Attention: UnInstaller 4 Product Manager
- 2) Your Name, Mailing Address, Telephone Number, Fax Number and email Address