DC Tips

... for the user

Uninstalling ScanSoft PaperPort before Installing a New Version

CAUTION: The process to uninstall PaperPort contains activities that could affect your computer's operation or require you to reinstall your operating system. Be sure you carefully follow the procedure. Make backups when indicated. Check yourself before using irreversible commands. Xerox does not assume any responsibility for problems caused by this procedure

Purpose

This document explains the procedure to completely uninstall ScanSoft PaperPort 8.x and earlier versions, including Visioneer PaperPort 4.x. This helps you avoid GPF and other errors when installing newer versions of ScanSoft PaperPort.

Assumption

We assume the persons performing this procedure have some computer knowledge along with a basic understanding of Windows Registry Editor.

If you are running a Windows NT 4.0, Windows 2000, or Windows XP system, confirm that you are logged on as the Administrator for all of these procedures.

Close all items running in the background then hold down the **Ctrl-Alt-Del** keys.

- If you use Windows NT 4.0, 2000, or XP click on **Task Manager**. Click on the **Applications** tab, select all items listed, and click **End Task**. Close the **Task Manager**.

- If you use Windows 95, 98, or ME, select all items except Explorer and Systray and click **End Task**.

Uninstall Process

Uninstall PaperPort Application

1. Backup all PaperPort data files as a precaution. Generally when you uninstall PaperPort, the data files are not affected.

   NOTE: For more information about creating back up files, select **Start>Help** on your computer's task bar, click on the **Index** tab, and enter **Backing up files**.

2. On your computer's task bar, select **Start>Settings>Control Panel**, and click on **Add/Remove Programs**.

This document applies to these Xerox products:

x	**DC 555/545/535 ST**
x	**DC 490/480/470/460 ST**
x	**DC 440/432/425/420 ST**
x	**DC 340/332 ST**
x	**DC 265/255/240 ST/LP**
x	**DC 230/220 ST/LP**
	DCCS 50

3. Select **PaperPort** and select **Add/Remove**. Follow the steps to uninstall all versions of PaperPort from your system.

   CAUTION: When asked if you would like to remove all shared files, click **NO to All** to ensure that you do not affect any application which may share a file with PaperPort.

4. Restart the computer.

Uninstall the PaperPort Print Driver (Windows 2000 and XP only)

1. On your computer's task bar, select **Start>Settings>Control Panel** and click on **Add/Remove Programs**.

2. Select the PaperPort print driver and select **Add/Remove**. Follow the steps to uninstall the PaperPort print driver.

3. Restart the computer.

Remove Directories from the Hard Drive

1. Open Windows Explorer, navigate to the C:\Program Files\ScanSoft, and delete the ScanSoft directory.

   NOTE: It may be necessary to reboot your computer and terminate any shared program connections if you cannot delete these files.

2. Perform the following action only if you do NOT wish to save existing documents, which may be stored in this location:

   Navigate to C:\ScanSoft Documents, and delete the ScanSoft Documents directory.

Remove all PaperPort Files from the Windows Registry

1. On your computer's task bar, select **Start>Run**.

2. Type **regedit** and then click **OK**.

3. To make a backup copy of your Windows Registry, select **Registry>Export Registry File**. Save this file to the Windows desktop and name it "backup." (You can double-click on this copy to replace a problem registry. You can keep "backup" for a few days and if all is well, delete this file.)

4. Expand **Hkey_local_machine>software** and delete any **ScanSoft** and/or **Visioneer** folder.

5. Expand **Hkey_current_user>software** and delete any **ScanSoft** and/or **Visioneer** folder, also expand **Hkey_current_user>software>VB and VBA programs setting** and delete the **Visioneer** folder.

6. Exit the registry editor.

7. Restart the computer.

Remove maxlink.ini from the Hard Drive

To remove maxlink.ini, perform one of the processes in the following sections.

Windows 95, 98, NT4

1. On your computer's task bar select **Start>Find>Files or Folders**.

2. In the **Named** box, type **maxlink.ini** and ensure the **Look in** box has the local hard drive selected.

3. Click **Find Now**.

4. Remove all occurrences of **maxlink.ini** that the search produces.

Windows ME, 2000 and XP

1. On your computer's task bar select **Start>Search>Files or Folders**.

2. In the **Search** window, type **maxlink.ini** and ensure the **Look in** box has the local hard drive(s) selected.

3. Click **Find Now**.

4. Remove all occurrences of **maxlink.ini** that the search produces.

Additional Information

For additional details about ScanSoft product support, see http://www.scansoft.com

Xerox Document Centre Technical Support Operations welcomes feedback on all DC Tips documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

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