

DC Tips

... for the user

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Removing CentreWare Admin, Network and Scanning Services

Note: The procedures in this document include changes to the Registry— make a complete backup copy of your registry before using an uninstall procedure.

Purpose

This document contains procedures to remove all files associated with CentreWare. The procedures are organized by CentreWare version. It is assumed you have Admin, Network and/or Scanning Services installed. Follow the procedure that corresponds to the CentreWare version you currently have installed. See the table below to determine your software version. This document:

- Provides procedures to completely uninstall CentreWare (version 3.2, 4.1 SP2, 5.1) Admin, Network and Scanning Services from a Windows 95/98/NT4.0 clients
- Does not cover the procedure for uninstalling/removing the scan server structure and the user and groups created on the server during a scanning installation.
- Does not provide upgrade instructions. To perform an upgrade, follow the steps in the customer documentation provided with your Document Centre.

To determine the version of CentreWare you are using, open a CentreWare application and select **Help > About**.

Software	5.1 Versions	4.1SP2 Versions	3.2 Versions
Device Admin Wizard (32-bit)	5.26.00	4.30.00	3.10.04
Device Discovery Wizard (32-bit)	5.26.00	4.30.00	3.10.04
Conductor (32-bit)	5.26.00	4.30.00	3.10.04
Scan Admin Wizard (32bit)	N/A	4.02.06	1.00.29
Document Management Agent (32 bit)	N/A	4.02.06	1.00.22
Document Processing Utility (32 bit)	N/A	4.02.06	1.00.22
Remote Agent Status Utility (32 bit)	N/A	4.02.06	1.00.17
Job Template Utility (32 bit)	N/A	4.02.06	1.00.25
Add Network Scanner	5.26.02	N/A	N/A
Desktop Scanning	5.26.02	N/A	N/A
Xerox Network Scanners	5.26.02	N/A	N/A

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
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Removal of CentreWare 3.2

Windows NT

1. Select [**Start: Programs**] and select [**Xerox CentreWare**]. Then run the Network Services/Admin/or Scanning wizard.
2. Select [**Uninstall**]. Ensure that all selections have a checkmark.
3. Follow the wizard through until prompted to reboot. Select [**Yes**] and reboot the workstation.
4. After you log back on, manually delete the following files:
 - Root:\WINNT\system32\xbase.dll
 - Root:\WINNT\system32\XCWCAS32.DLL
 - Root:\WINNT\system32\XCWPBK.HLP
 - Root:\WINNT\system32\XCWPBK32.exe
 - Root:\WINNT\system32\xsnmx.dll
 - Root:\WINNT\system32\XSNMX16.DLL
 - All files in the CentreWare directory and the CentreWare directory itself. The default location for CentreWare 3.x in Windows 95 is **C: Cntrware**.
5. After you delete the files in step 4, select [**Start: Run...**] and type `regedit`. Use `regedit` to search for and remove the following (including any contents):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\CentreWare
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Xerox_CentreWare_Devices

CentreWare 3.2 Admin, Network and Scanning Services are now completely uninstalled on Windows NT. No additional reboots are necessary.

Windows 95

1. Select [**Start: Programs**], and select [**Xerox CentreWare**]. Then run the Network Services/Admin/or Scanning wizard.
2. Select [**Uninstall**]. Ensure that all possible selections have a checkmark.
3. Follow the wizard through until you are prompted to reboot. Select [**Yes**] and reboot the workstation.
4. After you log back on, manually delete the following files if they have not been removed during the uninstall:
 - Root:\Windows\system\xbase.dll
 - Root:\Windows\system\XCWCAS32.DLL
 - Root:\Windows\system\XCWPBK.HLP
 - Root:\Windows\system\XCWPBK32.exe
 - Root:\Windows\system\xsnmx.dll
 - Root:\Windows\system\XSNMX16.DLL
 - Root:\Windows\system\CLXWIN16.DLL
 - Root:\Windows\system\CALWIN16.DLL
 - Root:\Windows\system\CLNWIN16.DLL
 - Root:\Windows\system\XCACHE16.DLL
 - Root:\Windows\system\XCWCAS.DLL

- Root:\Windows\system\XCWDF16.DLL
 - Root:\Windows\system\XSNMX16.DLL
 - All files in the CentreWare directory and the CentreWare directory itself. The default for 3.x Windows 95 is C: Cntrware.
5. After you delete the files, select [**Start: Run...**] and type `regedit`. Use `regedit` to search for and remove the following (including any contents):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\CentreWare
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Xerox_CentreWare_Devices

CentreWare 3.2 Admin, Network and Scanning Services have now been completely uninstalled on Windows 95. No additional reboots are necessary.

Removal of CentreWare 4.1 SP2

Windows NT

1. Select [**Start: Settings: Control Panel**] and open **Add/Remove Programs**.
2. Use Add/Remove Programs to remove the following applications in sequence:
 - Xerox CentreWare Network Admin Services
 - Xerox CentreWare Network Services
 - Xerox CentreWare Scanning Services
3. After you delete these applications, select [**Start: Run**] and type `regedit`. Use `regedit` to search for and remove the following (including any contents):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\CentreWare
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Printers\shellex\ContextMenuHandlers\Xerox_CentreWare_PMP
 - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Xerox_CentreWare
4. Reboot the workstation.

Windows 95

1. Select [**Start: Settings: Control Panel**] and open **Add/Remove Programs**.
2. Use Add/Remove Programs, to remove the following applications in sequence:
 - Xerox CentreWare Network Admin Services
 - Xerox CentreWare Network Services
 - Xerox CentreWare Scanning Services
3. Check for and manually delete the following files and/or folders if they remain after the uninstall:
 - `xen.ini` file in Root:\Windows\
 - Xerox CentreWare directory in Root:\Windows\Start Menu\Programs\

4. After you delete these files, select [**Start: Run...**] and type `regedit`. Use `regedit` to search for and remove the following (including any contents):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\CentreWare
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Printers\shellex\ContextMenuHandlers\Xerox_CentreWare_PMP
 - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Xerox CentreWare
5. Reboot the workstation.
6. Manually delete all files in the CentreWare directory and the CentreWare directory itself. The default location for CentreWare 4.x is **C: Program Files\Cntrware**.

Removal of CentreWare 5.1

Windows NT

1. Access [**Start: Settings: Control Panel**] and open **Add/Remove Programs**.
2. Use Add/Remove Programs to remove the following in sequence:
 - Xerox CentreWare Network Admin Services
 - Xerox CentreWare Network Services
 - Xerox CentreWare Scanning Services
3. Check for and manually delete the following file if it remains after the uninstall:
 - Root:\WINNT\Centraware.log
4. After you successfully delete these files, select [**Start: Run...**] and type `regedit`. Use `regedit` to search for and remove the following (including any contents):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\CentreWare
 - HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\CentreWare
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Printers\shellex\ContextMenuHandlers
5. Reboot the workstation.
6. Following reboot, double-check that **root: Program Files\Cntrware\backup** has been removed.

Windows 95

1. Access [**Start: Settings: Control Panel**] and open **Add/Remove Programs**.
2. Use Add/Remove Programs to remove the following in sequence:
 - Xerox CentreWare Network Admin Services
 - Xerox CentreWare Network Services
 - Xerox CentreWare Scanning Services
3. Check for and manually delete the following files if they remain after the uninstall:
 - Root:\Windows\Centraware.log
 - Root:\Windows\xen.ini

4. After you successfully delete these files, select [**Start: Run**], and type `regedit`. Use `regedit` to search for and remove the following (including any contents):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Xerox\CentreWare
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Printers\shellex\ContextMenuHandlers
5. Reboot the workstation.
6. Manually delete all files in the CentreWare directory and the CentreWare directory itself. The default for CentreWare 5.x is **C: Program Files\Centrware**.

For removal of CentreWare 5.2 and all subsequent releases, please see your CentreWare installation guide

Additional Information

Xerox's 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.

Other DC Tips are available at this URL:
<http://www.xerox.com/documentcentrefamily/tips>

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